

CLEANING THE PRINT HEAD

If you find that the print out is unexpectedly faint or that dots are missing, you may be able to solve these problems by cleaning the print head, which ensures that the nozzles are delivering ink properly.

You can clean the print head from your computer using the Head Cleaning utility in the printer software. Refer to your Printer Manual for exact instructions for your model printer.

» **Note:**

- Clean the print head only if print quality declines; for example, if the print out is blurry or the colour is incorrect or missing.
- Use the Nozzle Check utility first to confirm that the print head needs to be cleaned. This saves ink.
- When the ink light is flashing or on, you cannot clean the print head. Replace the appropriate ink cartridge first.
- **DO NOT DO MORE THAN 3 OR 4 HEAD CLEANS IN A ROW.**

Using the Head Cleaning utility for Windows

Follow the steps below to clean the print head using the Head Cleaning utility.

1. Make sure the printer is turned on and the ink light is off.
2. Make sure that A4 size paper is loaded in the sheet feeder.
3. Access the printer settings. (*see: [Accessing the printer driver for Windows](#)*)
4. Click the **Maintenance** tab, then click the **Head Cleaning** button.
5. Follow the on-screen instructions.

The power light flashes while the printer performs the cleaning cycle.

! Caution:

Never turn off the printer while the power light is flashing. Doing so may damage the printer.

6. When the power light stops flashing, load a few sheets of paper and click **Print Nozzle Check Pattern** in the Head Cleaning window to confirm that the print head is clean.

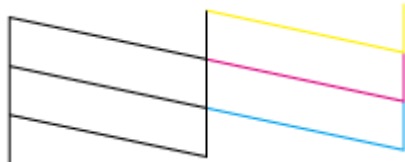
Contact our Tech Line for more information
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Below are two sample nozzle check patterns:

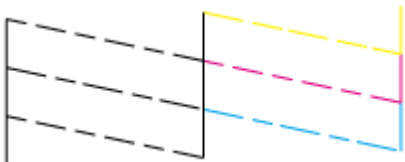
Compare the quality of the printed check page with the sample shown below. If there are no print quality problems, such as gaps or missing segments in the test lines, the print head is fine.

Good sample



If any segment of the printed lines is missing, as shown below, this could mean a clogged ink nozzle or a misaligned print head.

Print head needs to be cleaned



If the nozzle check page does not print satisfactorily, you may need to repeat the head cleaning and print the nozzle check pattern again.

→ See [Cleaning the Print Head](#)

» **Note:**

- If print quality has not improved after repeating this procedure three or four times, turn the printer off and wait overnight. Then run the nozzle check again and repeat the head cleaning if necessary. **DO NOT DO MORE THAN 3 OR 4 HEAD CLEANS IN A ROW.**
- If the print quality still has not improved, at least one of your ink cartridges may be old or damaged and may need to be replaced.
- If print quality remains a problem after replacing the ink cartridges, contact your dealer.
- To maintain print quality, we recommend printing a few pages at least once every month.

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