

Cleaning Cartridges Instructions



Step 1

Remove all edible cartridges from your edible printer. If possible place a small piece of transparent tape over the small opening at the bottom. Then place them into a ziplock bag and squeeze all the air out. This will keep them fresh until you re-install them.

Step 2

Remove your Cleaning Cartridges from their packaging. Remove the yellow pull-off tab from the top of each cartridge. Then pull off the orange pop-off plastic piece from the bottom of each cartridge. Keep these orange pieces as you can re-use them to store your cleaning cartridges. Finally insert them into your edible printer.

Step 3

Perform two print head cleanings back to back. If your printer has an LCD screen it can be performed through the system menu. Usually its under Setup and then under Maintenance. Depending on your Model it may say Cleaning or Head Cleaning. Do not choose the option that says Deep Cleaning. Once the 1st cleaning cycle is complete don't print the Nozzle Check Pattern or Test Print. Simply go back through and perform an additional cleaning. Do not skip the second cleaning cycle.

If your printer does not have an LCD panel then you must perform the cleaning cycles through the print driver. On Windows PC's it is found in the Control Panel under Devices and Printers. Right click your printer and go to Printer Properties and then the Maintenance tab. For Apple Mac computers it will be found under System Preferences and then Print & Scan. Click on Options and Supplies.

Step 4

Leave your cleaning cartridges in your printer and turn your machine off. Leave the cartridges in the machine for 24 hours. This is the optimal cleaning time for the cleaning solution to be able to dissolve old ink and properly clean the nozzles in your print head. Failure to wait the full 24 hours may result in less than satisfactory cleaning.

Step 5

Remove your cleaning cartridges and store them properly. Reinsert your edible cartridges. Perform one final cleaning cycle with your edible cartridges installed. This will flush out any remaining cleaning solution and refill the print head with fresh edible ink. At the end of the cleaning cycle click yes to print out the Nozzle Check Pattern or Test Print. You should use plain white paper and not your edible sheets. If cleaning was successful you should now see all colors being printed and your prints should be nice and vivid.

Troubleshooting

If after finishing all the steps your Nozzle Check Pattern or Test Print is still not showing all colors try the following solutions:

Try Another Cleaning Cycle

With your Edible Ink installed do another cleaning cycle. Sometimes there is still a bit of cleaning solution left in the print head that must be flushed out.

Check your Edible Cartridges

If that doesn't solve the problem check to see how old your edible cartridges are or if you have left them sitting in your machine unused for a long period of time. They may have started to dry out and the sponge may not be feeding the ink to the print head correctly. If this is the case it is recommended to use a new fresh set of Edible Ink Cartridges.

Check your Print Quality Settings

If your colors are coming out fine on the Nozzle Check or Test Print but your actual prints still don't look satisfactory then check your print quality settings. Most print drivers on computers these days are intended for office use. They will degrade the picture quality and use as little ink as possible. In order to get the best quality you must change your settings to Photo Quality and use Semi-gloss or Matte Photo Paper settings set to High. This is usually found in the pop-up that appears when you click on File -> Print. The options are found under Printer Options or Printer Management depending on your computers Operating System.

Check the Quality of your File

If you are still not satisfied with your print quality then check the source file. Many times downloaded images from Google or Facebook are not suitable for printing. They may look great on your laptop, tablet, or smartphone but are much too compressed and the resolution too low for printing. Monitors and screens display images at 72 DPI (dots per square inch) whereas printers print at 300+ DPI. So as a general rule of them zoom in to 4 times the pictures size and check the quality before printing. If you start to lose quality as you zoom in then more than likely the print will not look good.

If you are still experiencing print quality issues then your print head may need to be replaced or professionally refurbished.

for questions or concerns call us for free at 1 855 465 4225

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