

Routine Maintenance for a Lemur-Q

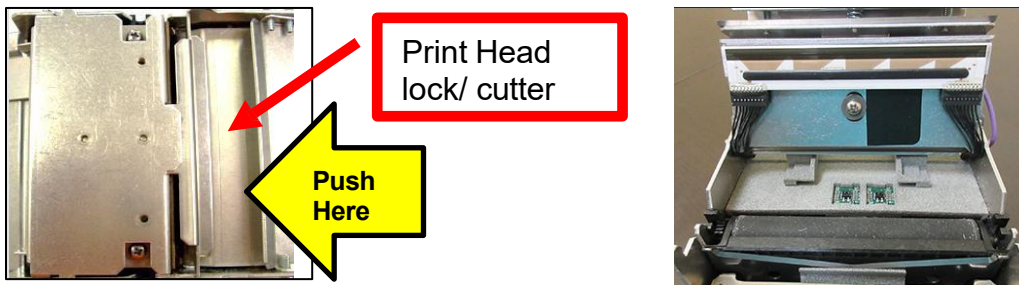
Routine maintenance should be done at a minimum of once a year but may be done more frequently depending on usage and environment printer is used in. The following reviews the routine maintenance procedures.

Print Head

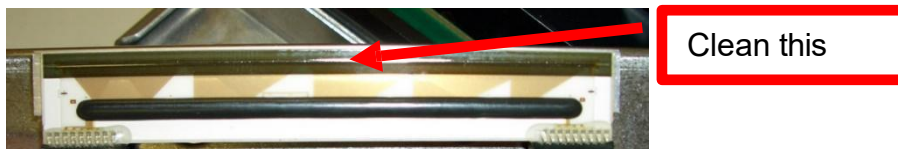
The print head should be cleaned periodically to prevent debris from building up on the print element. The required cleaning interval varies greatly depending on the quality of the ticket stock and the amount of dust entering the print area. Excessive dirt buildup on the print head will result in reduced quality. Continuing to run the print head in a dirty condition will reduce its life expectancy, as it is unable to diffuse heat properly.

The thermal print head can easily be accessed for cleaning or replacement, as follows:

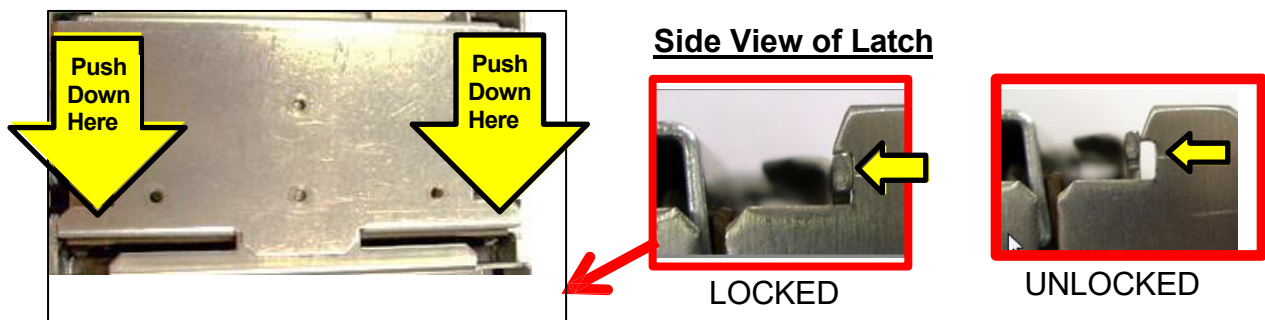
1. **Power off the printer.**
2. A desktop version of the printer will have a cover. See page # to see how to gain access to the print head.
3. **DO NOT UNPLUG CABLES FROM PRINT HEAD.**
4. Open the print head by pushing down and back on the Print Head lock/ cutter guard to unlock the print head. Lift up on the head mounting assembly/ thermal head and tilt back.



5. Clean the entire thermal print head surface (the side that contacts the paper) with isopropyl alcohol.



6. **While the print head is open, clean the sensors (optos) & Platen too.**
7. Gently lower the head mounting assembly/ thermal head and push down to center to lock in place. You want to confirm that both sides of the latch are locked.



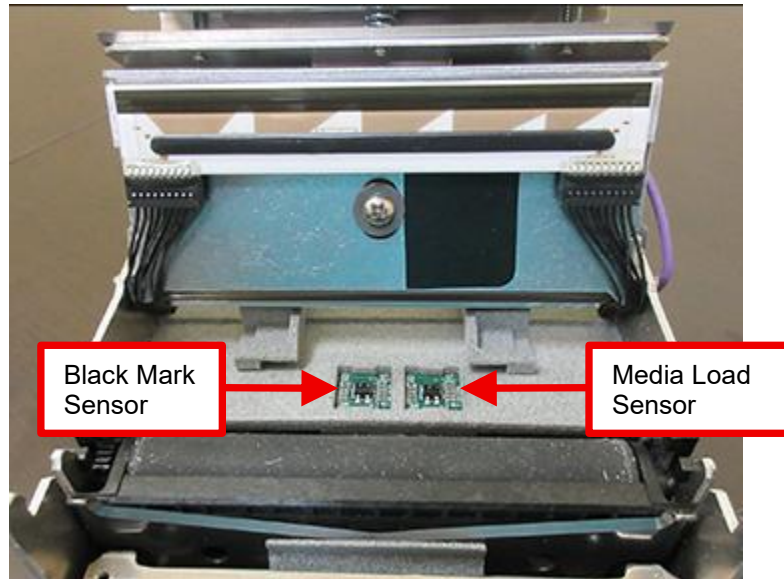
8. The printer is now ready for operation.

Sensors (optos)

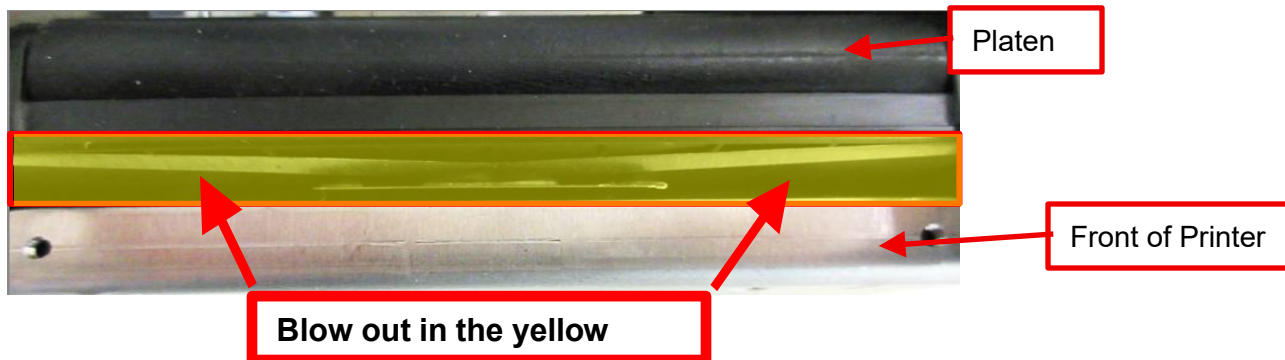
Paper Path

There are two optical sensors (opto) which are responsible for detecting where the ticket stock is always.

Once a year the sensors should be blown off with air. This interval will vary depending upon the environment and the quality of the ticket stock. You may get access to the sensors by opening the print head assembly.



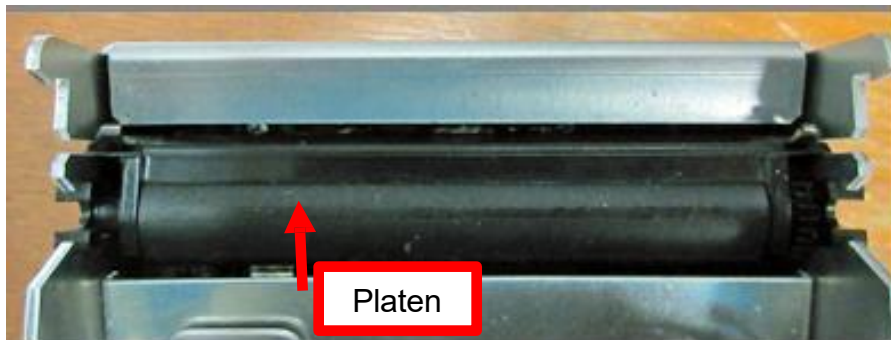
Cutter Sensor Blow out the area highlighted in yellow.



Platen (Rubber Roller)

The Platen (rubber drive roller) and sensors should be cleaned once a year to prevent paper dust buildup. (NOTE: These items may require more frequent cleaning in dusty environments or when using inferior ticket stock.)

1. Unlock the cam lock lever, Lift up on the head mounting assembly/ thermal head and tilt back. Previous page reviews how to do this.
2. Apply a small amount of Isopropyl alcohol onto a paper towel to clean the platen.
3. Clean only the part of the platen where the receipt or ticket stock makes contact.
4. Rotate the platen clockwise a little and repeat step 4; continue in the same manner for one full revolution of the platen.
5. While the print head is open you may blow off the optical sensors if the printer has standard sensor (opto) configuration. See the next page for more details.
6. Lock the head mounting assembly/thermal head back in place.



More detailed information concerning the Lemur-Q printer may be found in the user manual.
https://www.bocasystems.com/documents/lemur_Q.pdf