



HP Latex 100/300/500 Printer Series

Line Sensor Cleaning

Edition 1

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# Line sensor cleaning

The purpose of cleaning the line sensor is to avoid problems caused by accumulated dirt. A dirty sensor can result in edge-detection failures during substrate loading and incorrect reading of alignment or calibration prints.

You should clean the line sensor when the following message is shown in the front panel:

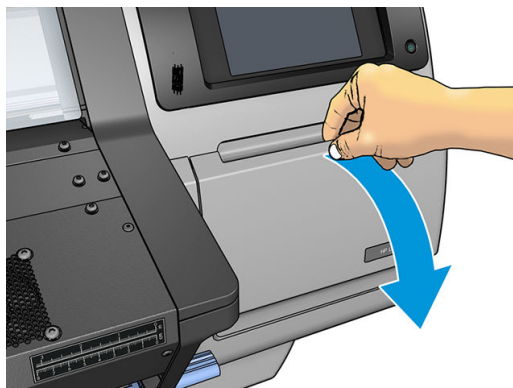
**Line sensor performance issue. Refer to the user guide to clean the sensor or call your HP representative if the problem persists.**

You should also clean the line sensor in any of the following cases:

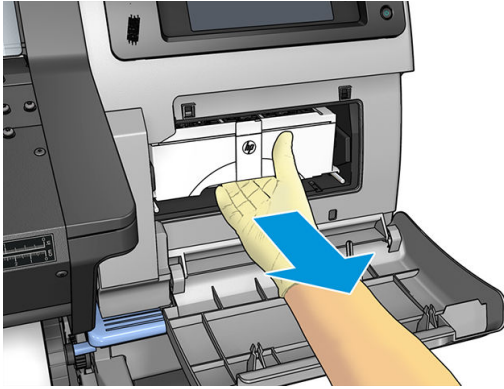
- The edge-detection procedure fails during substrate loading.
- The carriage is disassembled or replaced.
- Banding is detected in prints.
- Misalignment between colors is detected.
- Calibration of the line sensor fails.
- The maintenance cartridge is not detected.
- The printer is unable to read the width of the substrate.

## Cleaning procedure

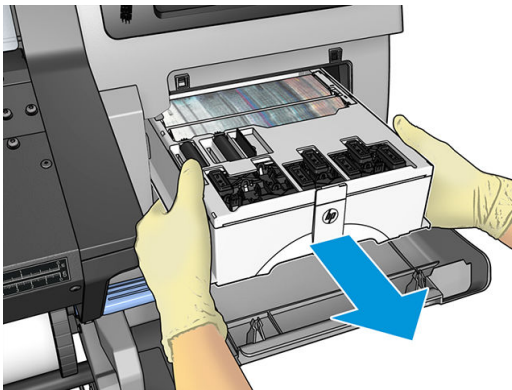
1. Turn off the printer and unplug the power cords.
2. Open the door on the right-hand side of the printer.



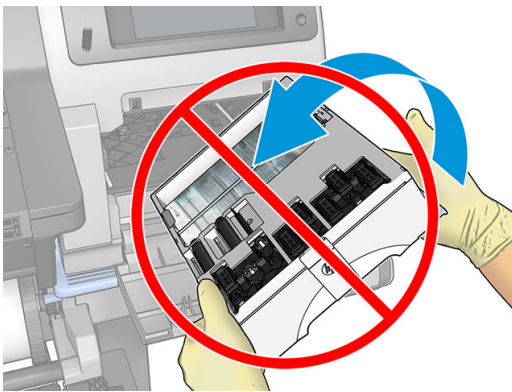
3. Remove the maintenance cartridge by sliding it out.



4. Remove the maintenance cartridge.




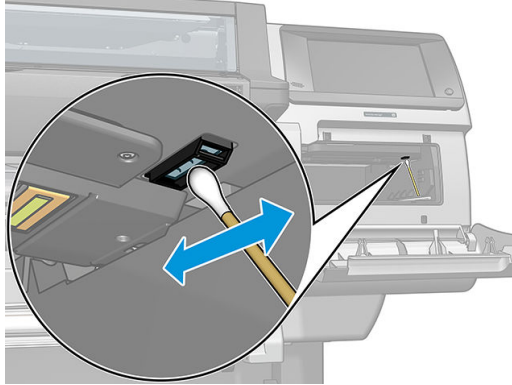
 **IMPORTANT:** Slide it out horizontally to avoid spills, as it is full of ink.



5. Move the carriage to the right side of the printer to have appropriate access to it from underneath.

- Clean the sensor located on the right underside of the carriage (a flashlight is needed to see its specific location), using a lint-free cloth or swab and, if necessary, a non-abrasive liquid such as 91% isopropyl alcohol.

 **NOTE:** If you are in an area (such as California) that regulates VOC cleaning and maintenance fluids, instead of isopropyl alcohol use a VOC-certified cleaner such as properly diluted Simple Green All-Purpose Cleaner.



- Move the carriage to the middle of the printer.
- Reinsert the maintenance cartridge.
- Slowly push the maintenance cartridge back into the printer.
- Close the door on the right-hand side.
- Turn on the printer.
- Perform a printhead alignment to verify that the line sensor is working correctly and repeat the cleaning process if needed. If cleaning the line sensor does not yield results, call your HP representative to replace it.