

TOSHIBA

Toshiba B-EV4D-GS24 Cleaning And Care

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Cleaning the TOSHIBA Label Printer for Business Partner Systems
Model #B-EV4D-GS24

Cleaning the TOSHIBA Label Printer

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Read these important instructions

Who should clean the TOSHIBA Label Printer?

Read these important

instructions for cleaning the TOSHIBA Label Printer

Who should clean the TOSHIBA Label Printer?

The retail associates are responsible for cleaning the TOSHIBA Label Printer as prescribed below.

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Why does the Toshiba printer need regular cleaning?

The Toshiba printer needs to be cleaned regularly and routinely. If not cleaned regularly per the schedule below, this printer will cease to print labels as a result of accumulated dirt and residue on parts.

Who should clean the TOSHIBA Label Printer?

The retail associates are responsible for cleaning the TOSHIBA Label Printer as prescribed below.

Why does the Toshiba printer need regular cleaning?

- The Toshiba printer needs to be cleaned regularly and routinely. If not cleaned regularly per the schedule below, this printer will cease to print labels as a result of accumulated dirt and residue on parts.

When should the printer be cleaned?

Whichever comes first:

When should the printer be cleaned?

- Each time the label roll is replaced
- OR
- On a weekly basis

Tools needed

- On a weekly basis

Cleaning Pen & one of two Approved Scrapers (Pen color may vary.)

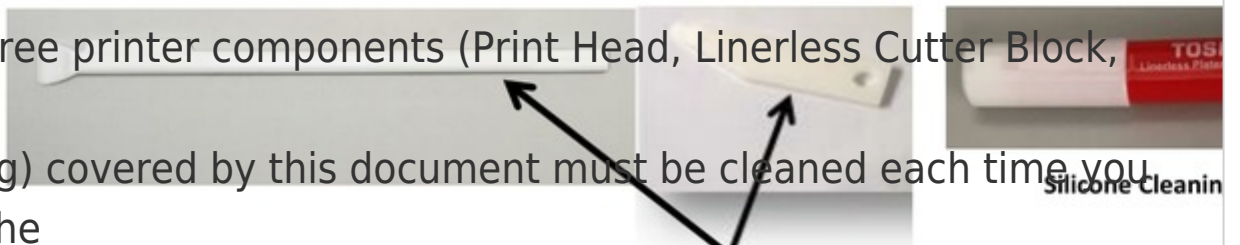
Tools needed

Cleaning Pen & one of two Approved Scrapers (Pen color may vary.)

All three printer components (Print Head, Linerless Cutter Block, Media Housing) covered by this document must be cleaned each time you clean the printer, so perform all five Steps of this cleaning procedure in order each time.

Important Information:

- DO NOT allow any alcohol-based cleaning product to have contact with any of the printer components (Print Head, Linerless Cutter Block, Media Housing) covered by this document must be cleaned each time you clean the printer, so perform all five Steps of this cleaning procedure in order each time.



with any cleaning the TOSHIBA Label Printer for Business Partner Systems

Model #B-FV4D-GS24

of the anti-stick rubber surfaces or the platen roller (see Figure 18).

The

alcohol will erode the surfaces and require replacement of these parts.

The

USPS approved **silicone cleaning pen** must be used to clean the

printer.

(Cont'd on next page)

November 2016

Always follow instructions to ensure the protection of personnel, devices, and data.

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Silicone Cleaning Pen

V2.1

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Cleaning the TOSHIBA Label Printer

Read these important instructions

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Who should clean the TOSHIBA Label Printer?

The retail associates are responsible for cleaning the TOSHIBA Label Printer.

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Related Manuals for Toshiba B-EV4D-GS24

[Label Maker Toshiba TEC B-450-HS-QQ Series Owner's Manual](#)

Toshiba owner's manual label printer b-450-hs-qq (34 pages)

[Label Maker Toshiba B-850 Owner's Manual](#)

Toshiba tec label/tag printer owner's manual b-850 (116 pages)

[Label Maker Toshiba TEC B-852-TS12-QQ Owner's Manual](#)

Toshiba tec label/tag printer b-852-ts12-qq owner's manual (118 pages)

[Label Maker Toshiba TEC B-SV4D-QM Owner's Manual](#)

Toshiba tec label printer b-sv4d-qm owners manual (32 pages)

[Label Maker Toshiba B-SV4T-GS10-QM Owner's Manual](#)

Toshiba printer b-sv4t-gs10-qm owner's manual (30 pages)

[Label Maker Toshiba B-EP2 Counter Reading Manual](#)

Barcode (29 pages)

[Label Maker Toshiba B-EX Series Operation Manual](#)

(95 pages)

[Label Maker Toshiba B-EX Series Key Operation Specification](#)

Bar code printer (149 pages)

[Label Maker Toshiba B-852-TS22-QQ-R Owner's Manual](#)

B-852 series label/tag printer (112 pages)

[Label Maker Toshiba B-EX4T1-G/T Operation Manual](#)

Bcp setting tool, b-ex4 series barcode and label printers (115 pages)

[Label Maker Toshiba BC400P-SS02-QM-S Software Installation](#)

Color label printer (18 pages)

[Label Maker Toshiba BC400P-SS02-QM-S Getting Started Manual](#)

Color label printer (32 pages)

[Label Maker Toshiba B-FP Series Manual](#)

(50 pages)

[Label Maker Toshiba SureMark 4610 2CR Hardware Manual](#)

(70 pages)

[Label Maker Toshiba DB-EA4D SERIES Owner's Manual](#)

2st label printer (80 pages)

[Label Maker Toshiba APLEX4 Series Original Instruction](#)

(16 pages)

Summary of Contents for Toshiba B-EV4D-GS24

[Page 1](#) Why does the Toshiba printer need regular cleaning? □ The Toshiba printer needs to be cleaned regularly and routinely. If not cleaned regularly per the schedule below, this printer will cease to print labels as a result of accumulated dirt and residue on dirt-sensitive parts.

[Page 2](#) Support information: Follow the cleaning instructions in this document to ensure optimal performance of your TOSHIBA Label Printer. No interaction with the Help Desk is required. However, if you encounter any difficulty during cleaning, call the Help Desk (1- 800-USPS-HELP).

[Page 3](#) Status Figure 1: Status Light 2. Be sure to power OFF (see Figure 2) the TOSHIBA Label

Printer before performing any maintenance. Even if your RSS System is powered off, the label printer has its own power supply and must be powered off as well. Make sure that the indicator light (see Figure 1) is no longer lit to confirm the printer has been powered off.

[Page 4: Step 2 - Cleaning The Print Head](#)

V2.1 Model #B-EV4D-GS24 Step 2 — Cleaning the Print Head 1. The TOSHIBA Label Printer must remain powered OFF before continuing with this Step. 2. Open the top cover of the printer by pressing the top cover release button on the right.

[Page 5](#) Cleaning the TOSHIBA Label Printer for Business Partner Systems V2.1 Model #B-EV4D-GS24 4. Use the Silicone Cleaning Pen to clean the Thermal Print Head and a USPS-approved plastic scraper to scrape off any remaining residue (see Figure 5). Silicone Cleaning Pen...

[Page 6](#) Model #B-EV4D-GS24 Step 3 — Clean the Linerless Cutter Block 1. The TOSHIBA Label Printer must remain powered OFF before continuing with this Step. 2. Lift the Linerless Cutter Block on the front of the printer by lifting up on both sides.

[Page 7](#) Cleaning the TOSHIBA Label Printer for Business Partner Systems V2.1 Model #B-EV4D-GS24 4. Raise the Paper Guide to expose the Cutter Blade for cleaning. Figure 8: Paper Guide & Cutter Blade 5. Clean the Cutter Blade (see Figure 8), which is located down inside the diagonal slot, with the Thermal Head Cleaner pen.

[Page 8](#) Cleaning the TOSHIBA Label Printer for Business Partner Systems V2.1 Model #B-EV4D-GS24 6. Clean the media outlet, which is the straight slot through which the labels pass and is located next to the diagonal cutter blade (Figure 10), using the Thermal Head Cleaner pen.

[Page 9](#) □ IMPORTANT: Regularly maintaining the cleanliness of the media outlet will help prevent dirt from accumulating on a sensor inside the printer. If this sensor gets blocked by dirt, the Toshiba printer will stop printing labels. If that occurs, the printer will need to be returned for service since the sensor is not accessible to the user.

[Page 10](#) Cleaning the TOSHIBA Label Printer for Business Partner Systems V2.1 Model #B-EV4D-GS24 9. Reattach the Linerless Cutter Block to its original position on the front of the printer as follows (see Figure 13): □ Align and ensure that the bottom hooks slide into the bottom slots, and that the two upper hooks slide into the upper slots as indicated by the yellow and red arrow stickers on the sides of the printer.

[Page 11](#) V2.1 Model #B-EV4D-GS24 Step 4 — Clean the Media Housing 1. The TOSHIBA Label Printer must remain powered OFF before continuing with this Step. 2. Release the label roll by turning the green Media Guide Adjustment Dial towards the back of the printer to move the Media Guides outward.

[Page 12](#) Cleaning the TOSHIBA Label Printer for Business Partner Systems V2.1 Model #B-EV4D-GS24 4. Move the Media Holder Lock Switch on the left of the label holder up to the Unlock position. Figure 16: Media Holder Lock Switch 5. Slide the Media Holders apart and then remove the label roll.

[Page 13](#) Cleaning the TOSHIBA Label Printer for Business Partner Systems V2.1 Model #B-EV4D-GS24 6. Clean the vertical bars on the inside of each Label Holder using the Thermal Head Cleaner. Again, use the scraper to remove any remaining glue residue. Figure 18: Vertical Bars 7.

[Page 14](#) Cleaning the TOSHIBA Label Printer for Business Partner Systems V2.1 Model #B-EV4D-GS24 8. When finished cleaning, replace the label roll so that the paper comes off the top of the roll towards the front of the printer (with the sticky side down).

[Page 15](#) Cleaning the TOSHIBA Label Printer for Business Partner Systems V2.1 Model #B-EV4D-GS24 Close the printer cover. Press down until it clicks. Continue to Step 5. November 2016 Page 15 of 16 Always follow instructions to ensure the protection of personnel, devices, and data...

[Page 16](#) Specify to the Help Desk Analyst that the Toshiba printer did not feed a second test

label immediately after cleaning. 4. [If you are not already logged on to the terminal to which this Toshiba Label Printer is attached, log on to that terminal now.] 5.