

Caring for your Printer while you're not there.

As many of you are now in areas where there are shelter in place orders, and these areas are growing daily, you may not be able to do maintenance on your printer as frequently as you're used to. Please follow these general guidelines to give your equipment the best chance of coming out of this in the best condition possible.

Long term storage unplugged is not recommended without properly flushing and preparing your printer. This usually involves several cleaning cartridges and some tools and/or techniques. If you try to start this without having everything in place, you'll likely get stuck in a loop till all supplies are present. Please don't try this without contacting tech support first.

Solvent Printers –

Most printers will be ok for the duration if they are plugged in and left on. Realize that your printer uses very little power in sleep mode and while it does go through ink, the price of the ink is far less than the price of replacing a printhead.

To maximize the self-maintaining ability of your printer, make sure that you thoroughly clean the cap tops and printheads of your solvent printer. Make sure that you have fresh cap tops installed (less than 6 months since they were last changed) and your wiper and wiper pads are fresh. Also make sure that you have enough ink so that the printer can wake up and perform the self-cleaning cycle. Leave the media out and the pinch wheels up. These printers "like" to print, so if you get into the shop during this time, perform the weekly maintenance and send a print that will use all the colors of your printer, just to keep it fresh.

HP Latex printers – These printers are famous for the ease of operation and low maintenance requirements. Before you leave them for an extended period though, check to make sure that you have plenty of ink on hand to maintain itself and make sure that your maintenance cartridge has enough life left on it. If it's close to the end of the life, you might wish to change it now rather than later.

Denco is committed to helping our customers get through this time in any way that we can. We are offering remote support while some of our branches are closed. Other branches are helping with answering phones and we want to be there for you. Our vendor partners are committed to working with their customers as well. If we can help, please don't hesitate to contact us. Tech support can still be reached at 888-336-8323 or via email at TechSupport@DencoSales.com and you can reach our customer service staff at the usual phone numbers or Sales@Dencosales.com. You can also reach out to your local sales rep via their email or cell phones.

Thanks and stay safe.