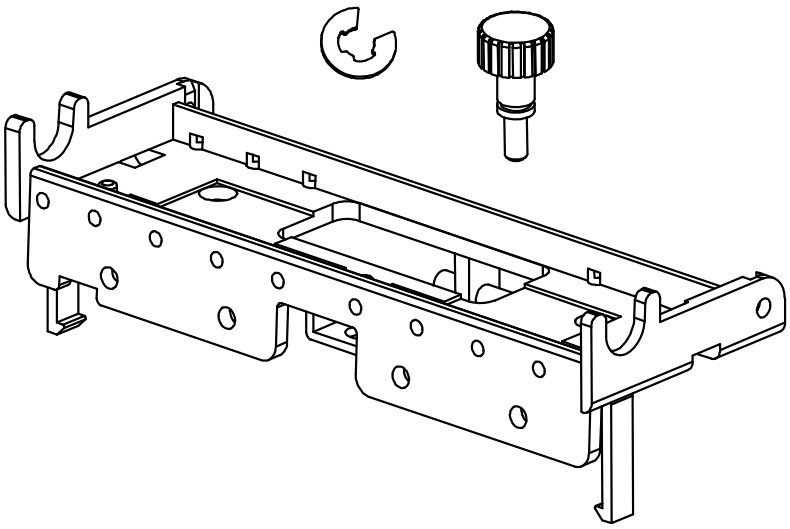
92-2594-01 Rev.A

E-Class™ *Mark III*

Printhead Bracket and Screw Upgrade



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Overview

Print quality issues have been identified when printing on tag stock with a thicknesses over 7 mil, or when back feeding small labels shorter than .5" This Printhead Screw and Printhead Mounting Bracket kit has been developed to correct this issue. This document describes the installation of this upgrade kit for the E-Class *Mark III* printer. After verifying the contents of the kit and the tools needed, follow the steps below to install the upgrade.

CAUTION

For your safety and to avoid equipment damage, always turn 'Off' power and unplug the printer's power cord before beginning this installation.

Kit Information

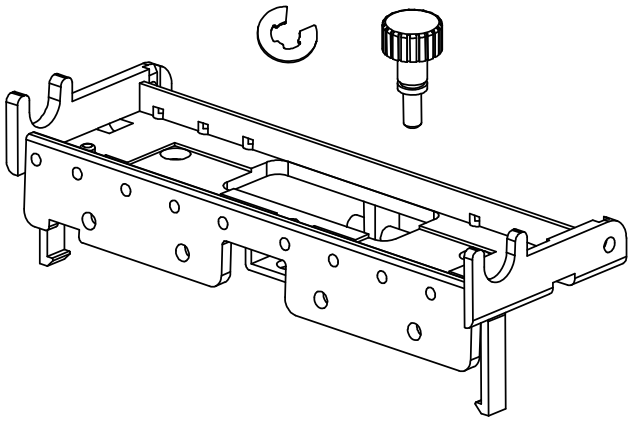
The kit is compatible with the following E-Class *Mark III* models and were cut into production as described in the table below:

Printer Model	Serial Numbers
Basic	Printer serial# R21652265 and later
Advanced	Printer serial# R20252001 and later
Pro	Printer serial# R21652001 and later
Pro+	Upgrade not required. All Pro+ models already contain this upgrade.

There are two kits available for field upgrade if necessary. The kits and their contents are listed below.

DPR78-2913-01
- 1 Printhead Bracket
- 1 Printhead Screw
- 1 E-Clip

DPR78-2913-10 (10Pack)
- 10 Printhead Brackets
- 10 Printhead Screws
- 10 E-Clips



Tools Required

Needle Nose Pliers
Small Flathead screwdriver
E-Clip Installation Tool, McMaster-Carr part# 5728A2 or similar

☑ Only qualified service personnel should install this upgrade.

1.) **Open the printhead/ribbon carrier assembly by sliding the green button downward (Fig 1)**

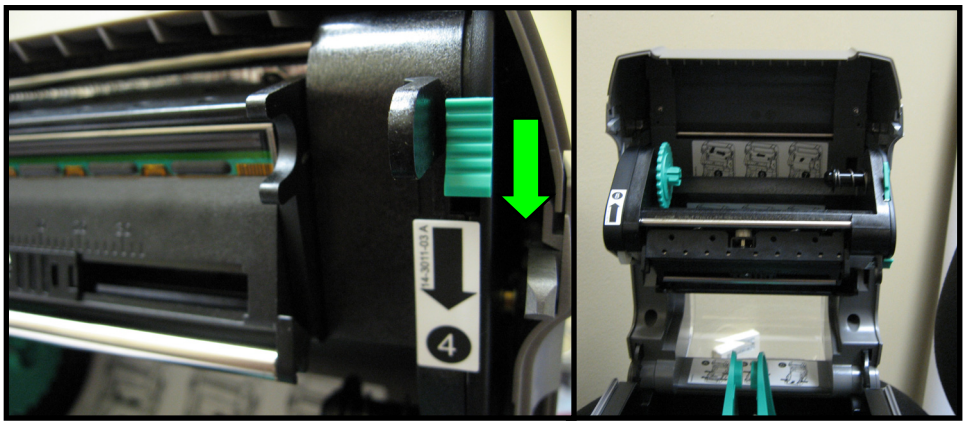


Figure 1

2.) **Gently push tabs outward and drop printhead mechanism assembly as shown (Fig 2)**

Leave springs in place

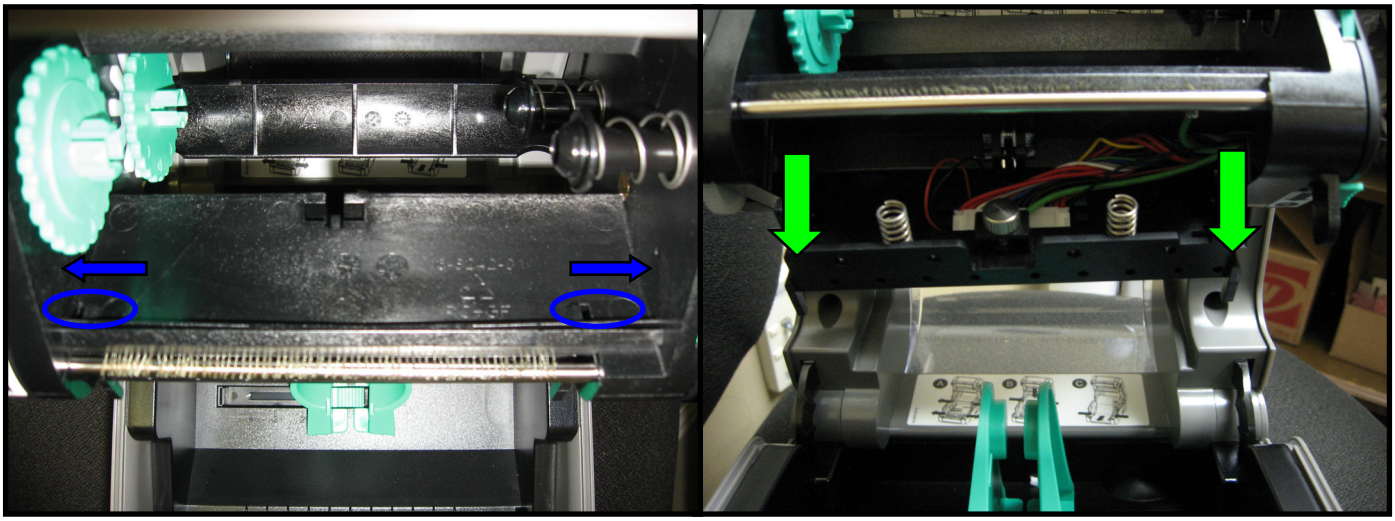


Figure 2

3.) Using needle nose pliers, hold the side of the e-clip in place.
Then, using a small flathead screwdriver, gently pry the e-clip outward to remove it (Fig 3)

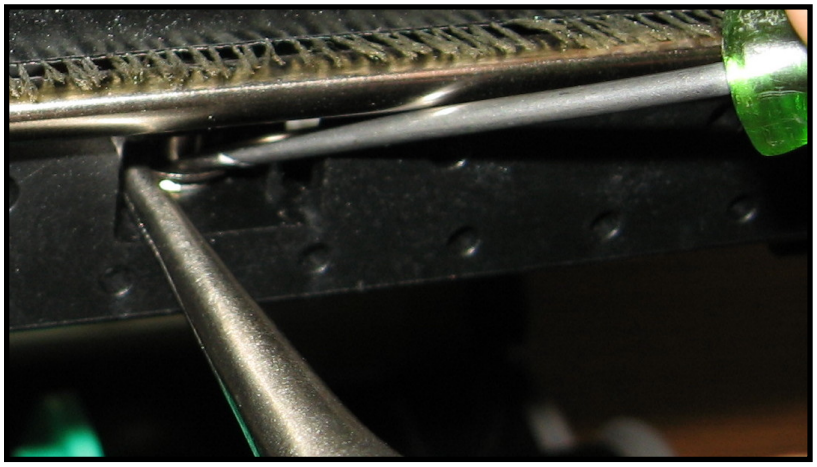


Figure 3

4.) Gently push tabs inward to drop the printhead cover (Fig 4)

Do NOT change the media sensor position

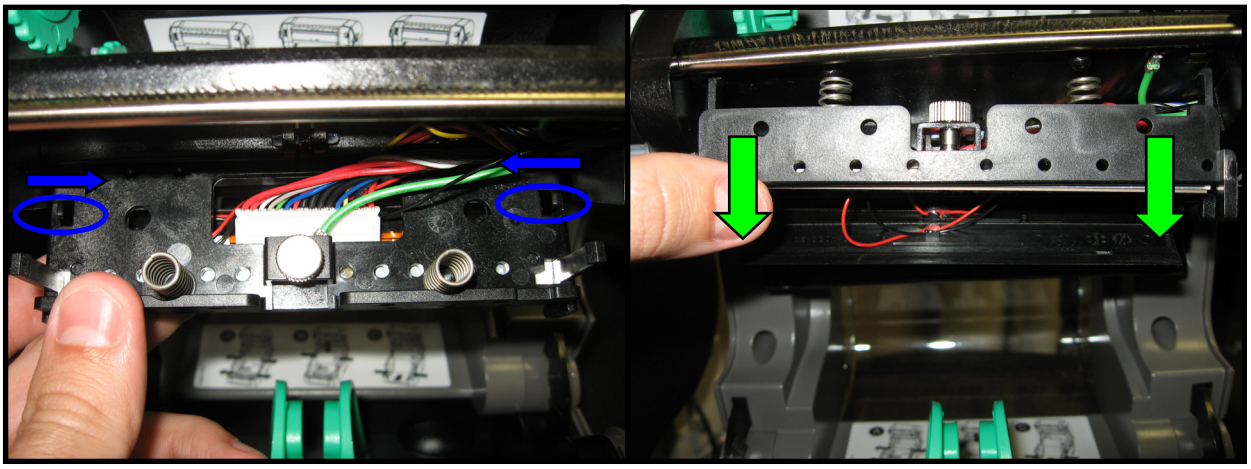


Figure 4

5.) Remove the printhead screw (Fig 5)

The printhead screw will not be re-used.

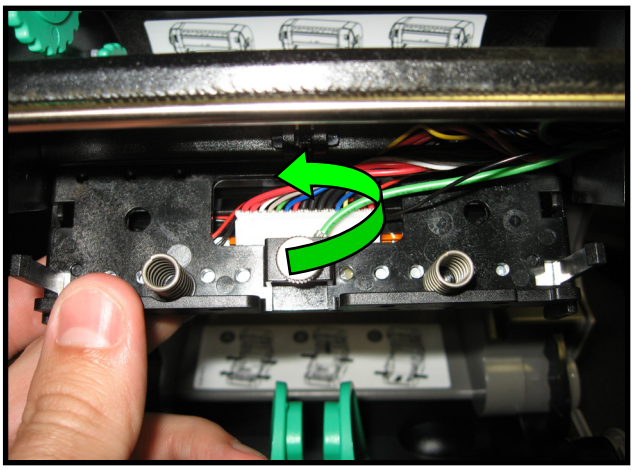


Figure 5

6.) **Disconnect the printhead cable from the printhead. (Fig 6)**

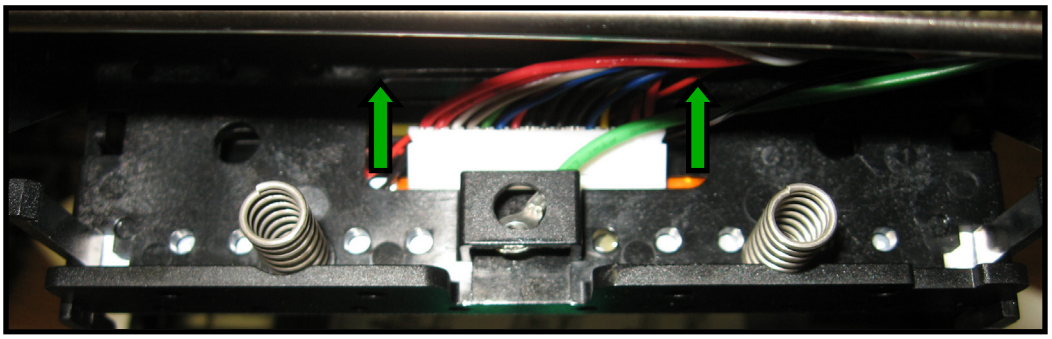


Figure 6

7.) **Remove the printhead from the printer.**

8.) **Disconnect printhead cover from the bracket by pushing inward on post (red arrows) and then pulling the printhead cover outward (green arrow). (Fig 8)**

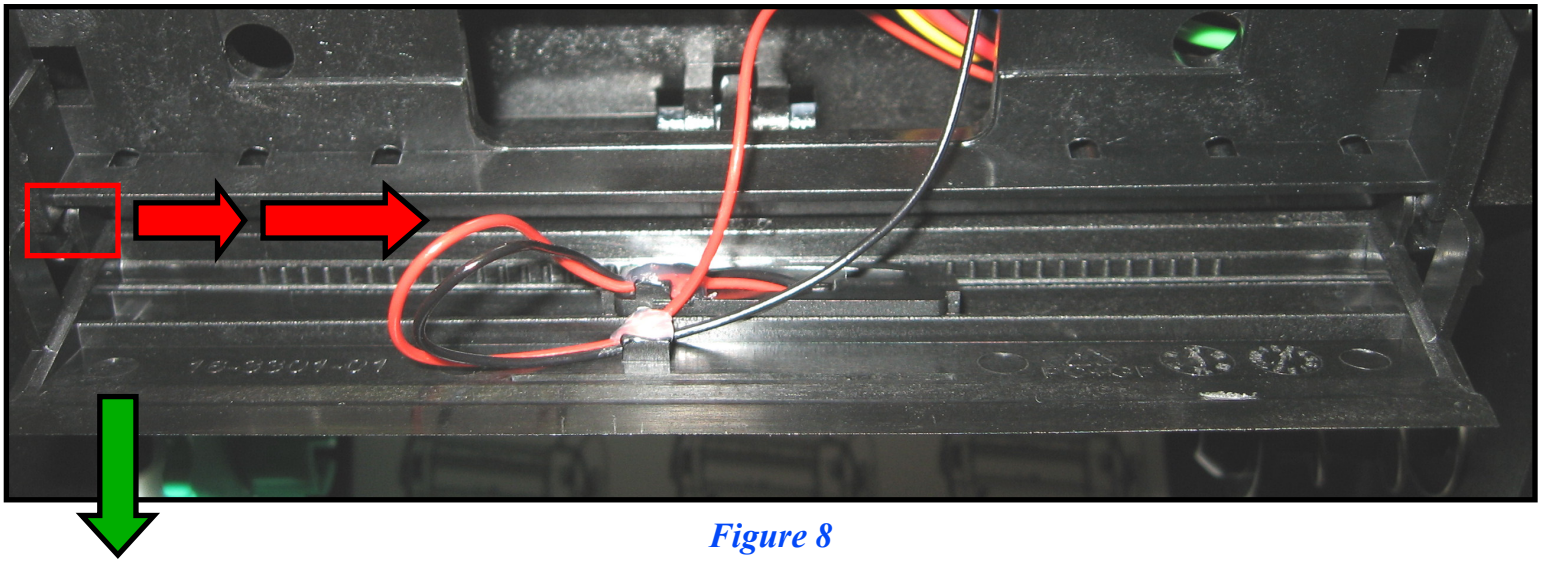


Figure 8

9.) **Lift hinge of the bracket through the opening of the ribbon carrier assembly to unhook. (Fig 9) .**

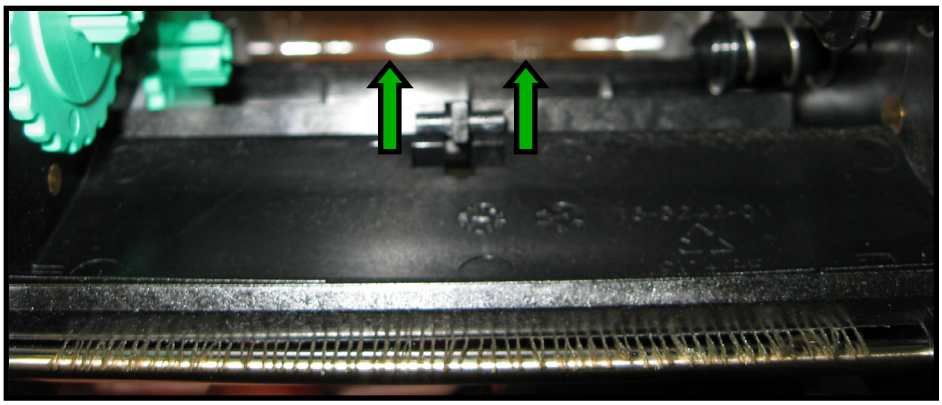
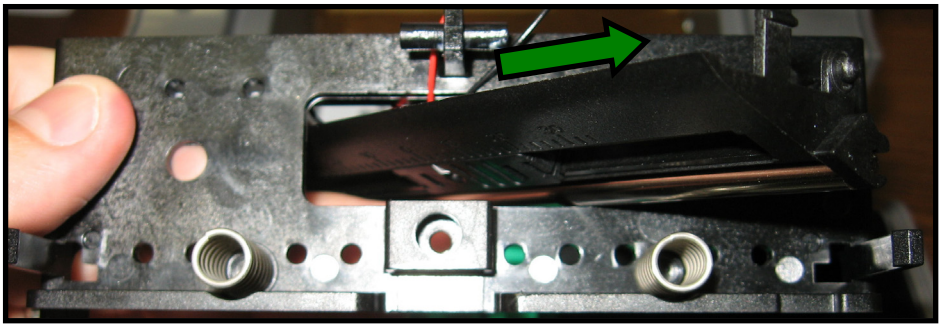


Figure 9

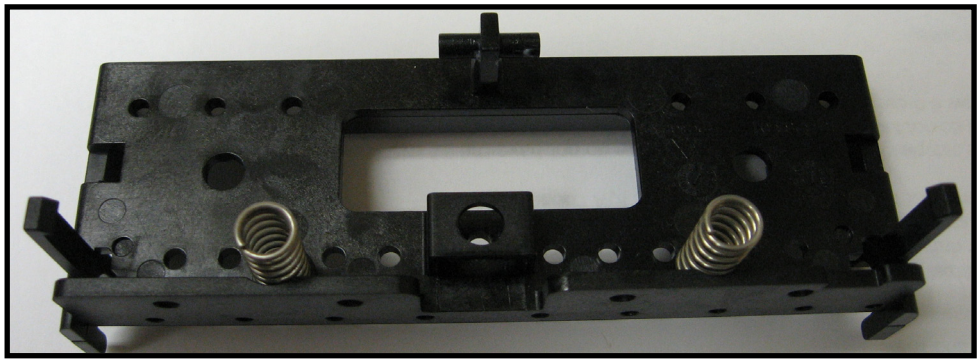
10.) **Pull printhead cover through opening in bracket.** (Fig 10)



(Figure 10)

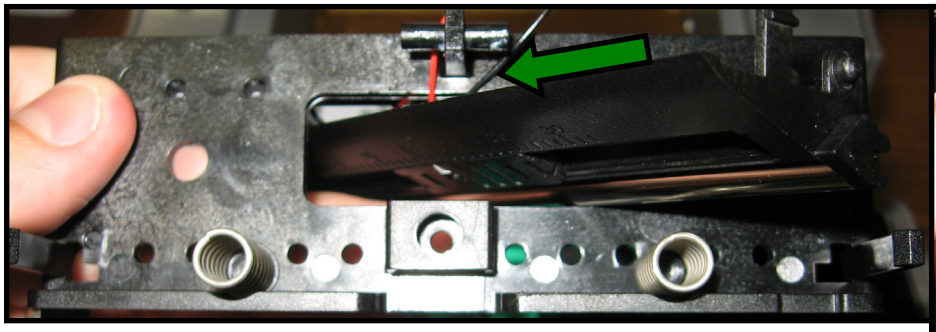
11.) **The bracket should now be fully disconnected. Remove the springs from the bracket.**
The bracket will not be re-used.

12.) **Place springs over posts on the new bracket as shown.** (Fig 12)

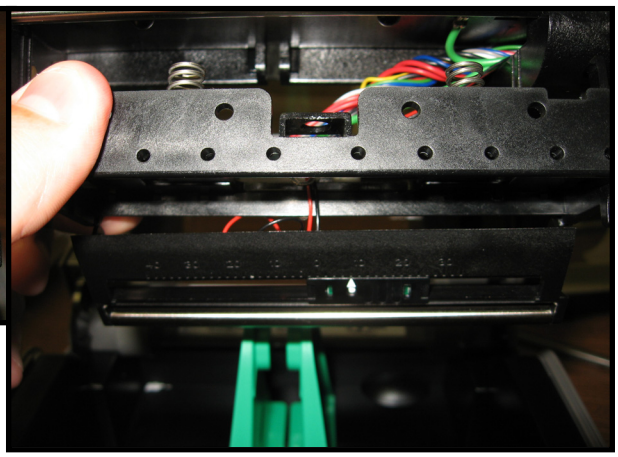


(Figure 12)

13.) **Pull printhead cover back through the opening in the bracket as shown.** (Fig 13a)
After the cover is pulled back through, it should look like Fig 13b.

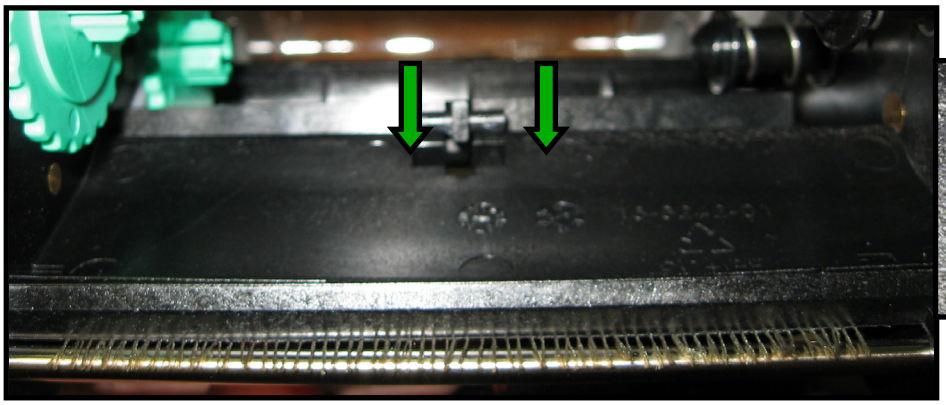


(Figure 13a)

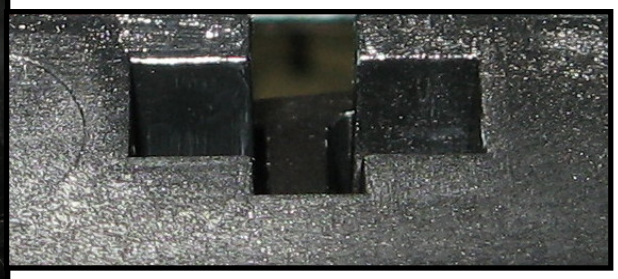


(Figure 13b)

14.) **Place the hinge of the bracket in the ribbon carrier assembly as shown (Fig 14a). Hinge should not be visible if fully installed. See Fig 14b.**

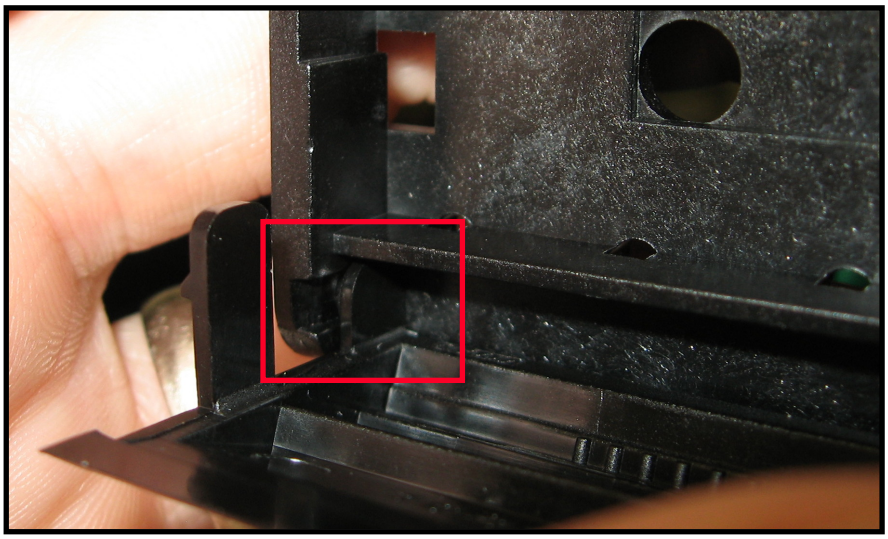


(Figure 14a)



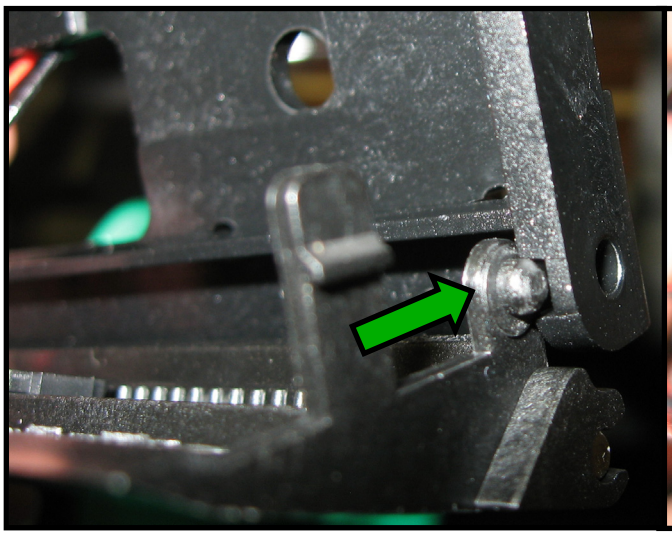
(Figure 14b)

15.) **Re-install one post of the printhead cover in the bracket opening. (Fig 15)**

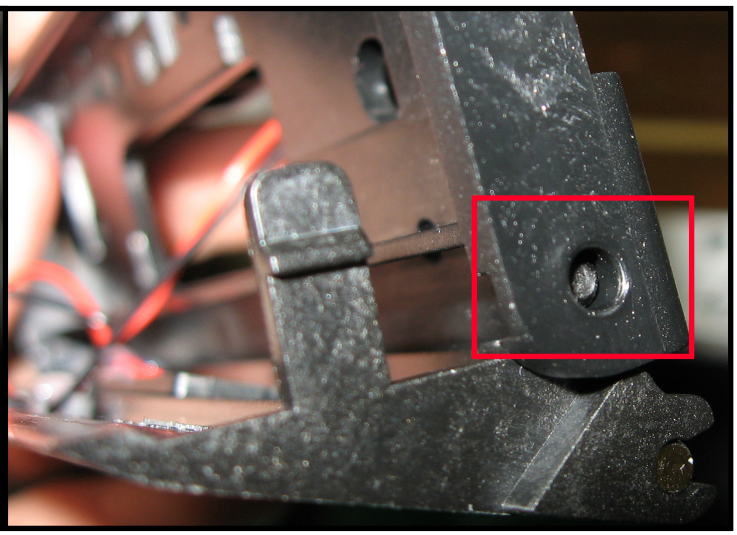


(Figure 15)

16.) **Set the remaining post of the printhead cover in the channel and push downward. (Fig 16a) After installed, the printhead cover and bracket, it should look like Fig 16b.**



(Figure 16a)



(Figure 16b)

17.) **Reconnect the printhead cable to the printhead through the bracket.**

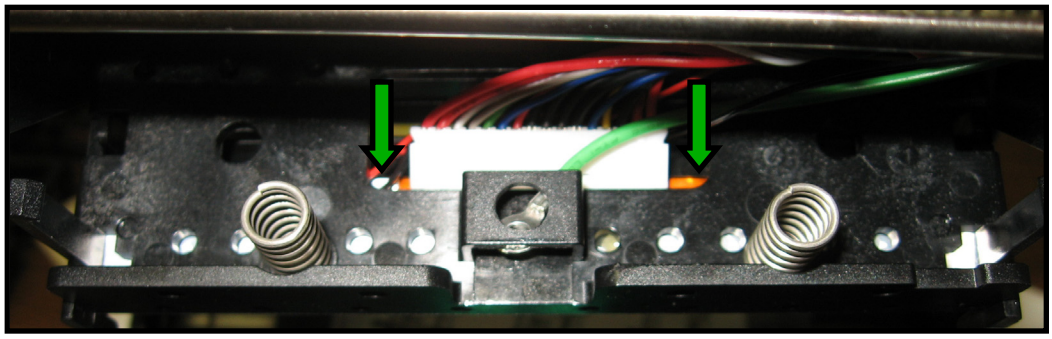


Figure 17

18.) **Install the new printhead screw in place (Fig 18)**

Make sure the screw is captured by the printhead ground cable

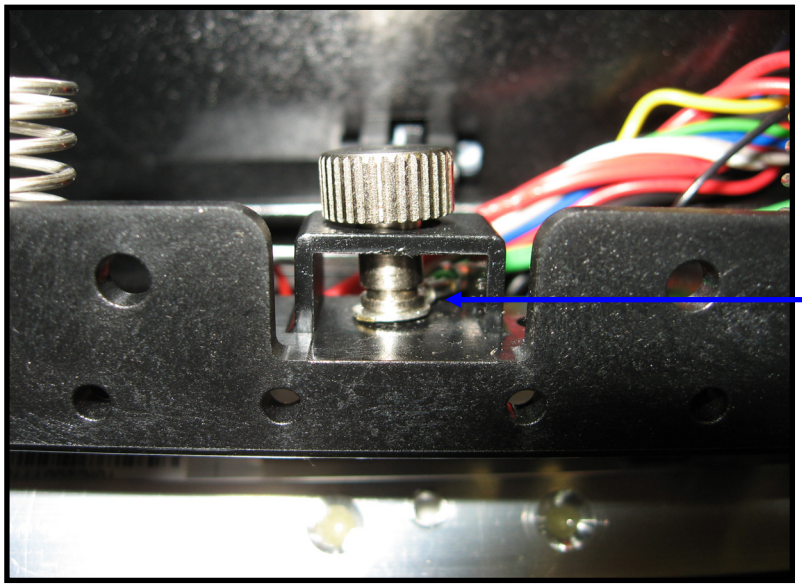


Figure 18

19.) Tighten the printhead screw until the printhead is fully seated (Fig 19)

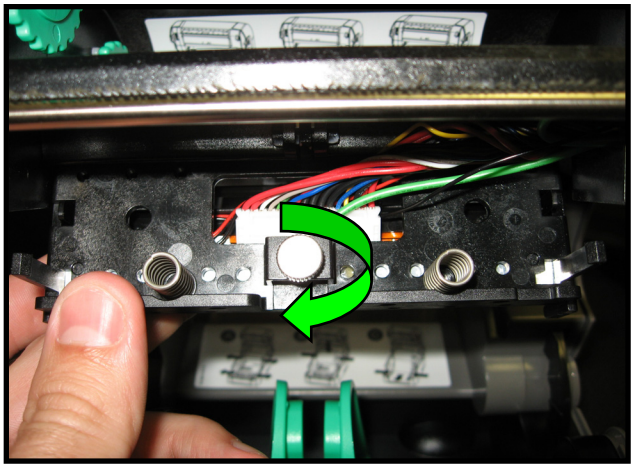


Figure 19

20.) Place the e-clip in the E-Clip Installation Tool, McMaster-Carr part# 5728A2 or similar (Fig 20a) Then, re-install the e-clip. (Fig 20b)

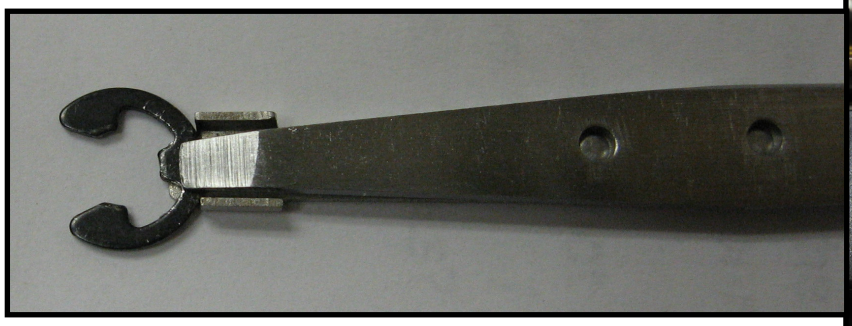


Figure 20a

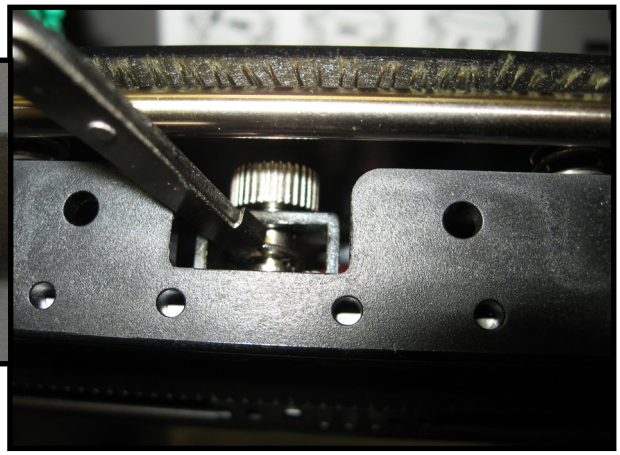


Figure 20b

21.) Align the tabs and push the printhead cover until it snaps back into place (Fig 21)

Be sure not to pinch the media sensor cables

Figure 21

22.) Align the tabs and push up on the printhead mech until it snaps back into place (Fig 22)

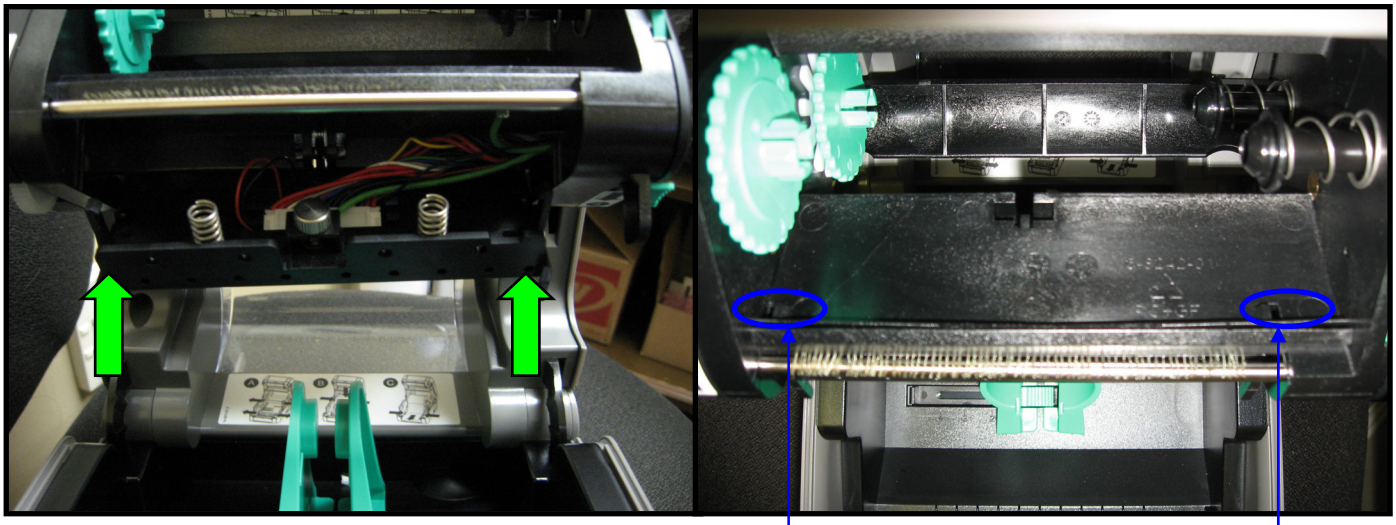


Figure 22

Tabs should line up as shown

23.) Close the printhead/ribbon carrier assembly. Then, close the printer cover.