12   Maintenance and care

Have your mailing system regularly checked and maintained by authorized service. This guarantees long-term, trouble-free operation.

Contact us for our low-price maintenance and service agreement.

You can perform the following cleaning and maintenance tasks yourself:

– cleaning the outer housing parts
– changing / adjusting the ink cartridges
– changing / adjusting the print heads
– changing the ink tank
– cleaning the print system
– replacing the ink fleece
– topping up sealing liquid *(PostBase One with sealer)*
– cleaning / replacing the sponge *(PostBase One with sealer)*
– replacing the battery.

You must not start the service function "Temp. Calibration" without a <u>request by FP Mailing Solutions</u> to do so.
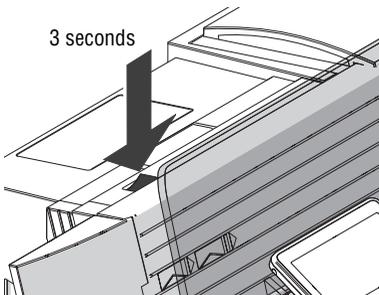
12.1   Cleaning the PostBase One mailing system

⚠ *Warning! Pull the power plugs prior to cleaning the PostBase One mailing system.*

⚠ *Warning! Be extremely careful when handling liquids. Take special care that no foreign objects penetrate the system's interior. If this should happen, have the mailing system checked by FP Customer Service before using it again.*

3 seconds

How to clean the mailing system

• Switch off the mailing system: press the rocker switch for three seconds.

• Pull the power plugs of the mailing system, as well as all components connected to it (e.g. feeder) from the socket(s).

• Clean dirt from the housing with a slightly damp cloth. You can also use a commercially available dishwashing detergent.

12.2 Print system: show ink level / status

- Open the MENU.
- Choose PRINT SYSTEM.
- Choose INFORMATION.

PostBase One shows the following information, depending on the ink system in use:

Ink systems with 2 ink cartridges – Ink level of the two ink cartridges.

Or

Bulk Ink – Ink level of the ink tank and
– Status of the two print heads.

The status display shows the remaining service life of the two print heads.

New

Almost worn
(replace with next ink tank change)

12.3 Changing the ink cartridges

PostBase One monitors the filling level in the ink cartridges and issues a message when they must be replaced.
We recommend that you always have a new FP cartridge kit in stock.

We advice to clean the contacts in the cartridge bracket at each cartridge replacement. Use the special 'clean & renew' cleaning kit for ink-jet print systems, available at FP Mailing Solutions.

⚠ *Warning! Ingestion of the ink can be hazardous. Avoid contact with the eyes. Keep the ink cartridges away from children. Further instructions for use are enclosed with the ink cartridges.*

⚠ *Caution! To ensure proper imprints, please heed the following instructions when handling ink cartridges:*
- *Use up within 12 months after opening the vacuum packaging.*
- *Always keep unprotected nozzles facing down.*
- *Handle with care when without nozzle protection.*

⚠ *Caution! Heed the following tips to avoid damage to the print system:*
- *Do not yank the print system flap open. Run the* CHANGE CARTRIDGES *function from the* PRINT SYSTEM *menu. The flap then opens by itself.*
- *We recommend to use only approved FP equipment and FP original parts. The manufacturer FP has established reliability, safety and applicability. The manufacturer cannot assess the reliability, safety and applicability for products not approved by FP, and therefore not vouch for such products.*
- *Always replace the ink cartridges in pairs. Only insert new ink cartridges.*

⚠ *Caution! There could be ink residues on the used cartridges.*
- *Take care not to soil your skin, your clothes, or objects near by.*
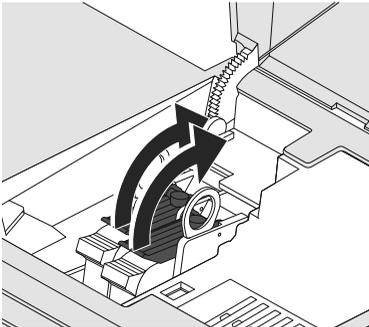- *Use a mat to place the ink cartridges.*

Works Cited:
FP. "Operator Manual." PostBase ONE Support, May 2018, download.fp-usa.com/
product_docs/PostBase/PostBase-ONE/PostBaseOne_USA_BA_51-0055-3071-00_Rev01_20180524.pdf.

Changing the ink cartridges

PostBase One will prompt you to replace the cartridges when they are depleted.

• Confirm the message.

• Open the MENU.

• CHOOSE PRINT SYSTEM.

• CHOOSE CHANGE CARTRIDGES.

The exchange procedure starts.
PostBase One moves the ink cartridges to the exchange position and opens the flap.

Removing the ink cartridges

• Release the ink cartridges:
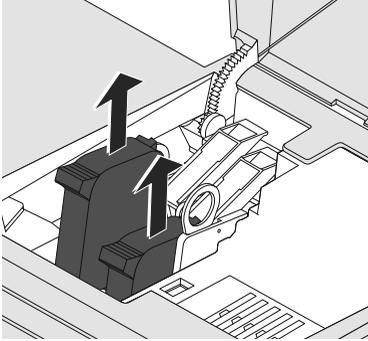Turn the two blue-green levers upwards.
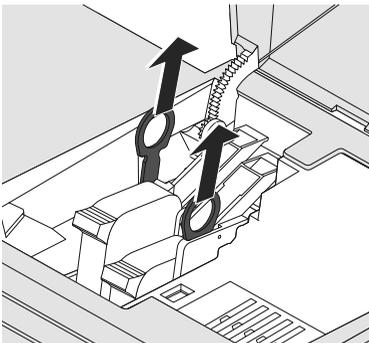
• Pull both lifters (blue-green) upwards.

The ink cartridges are lifted from their brackets.

• Pull <u>both</u> ink cartridges upward out of the bracket.

Inserting new ink cartridges

The full functioning of the PostBase One mailing system at the time of delivery can only be guaranteed when using original Francotyp-Postalia ink cartridges.

⚠ *Caution! Insert the ink cartridges only after they have adapted to the ambient temperature of the postage meter (e.g. after storage in the basement or after transport in a cold vehicle). Else, no correct calibration can be performed.*
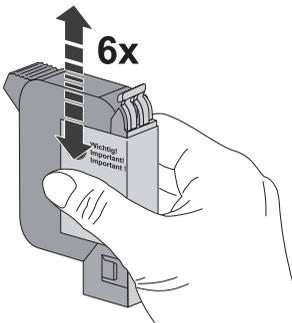
• Unpack the new ink cartridges. Do <u>not</u> remove the nozzle protection yet.

• Shake each cartridge vigorously six times. Pigments, which may have settled, immingle optimally that way.
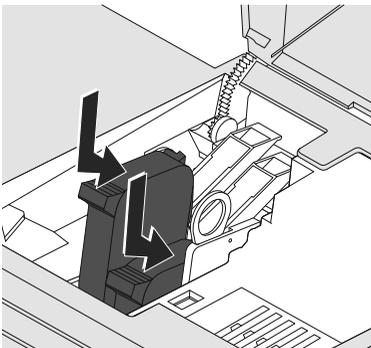
• Remove the sticker.

⚠️ *Caution! Do not touch the nozzle surface. Always keep unprotected nozzles facing down. Handle cartridges without nozzle protection with extreme care.*
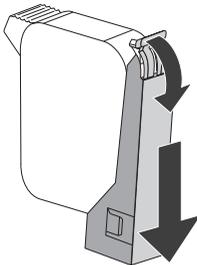
• Carefully remove the nozzle protection.

• Hold the ink cartridge with its connectors facing backwards, i.e. towards the back of the mailing system.

• Insert the ink cartridge into its bracket.

• Push down the ink cartridge as far as it goes.

• Finally, push the ink cartridge back gently – it will then tilt into the bracket.

• Insert the second ink cartridge in the same way.

Works Cited:
FP. "Operator Manual." PostBase ONE Support, May 2018, download.fp-usa.com/ product_docs/PostBase/PostBase-ONE/PostBaseOne_USA_BA_51-0055-3071-00_Rev01_20180524.pdf.
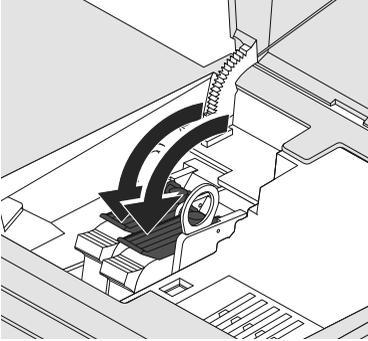
• Lock the ink cartridges: Turn the two blue-green levers downwards.
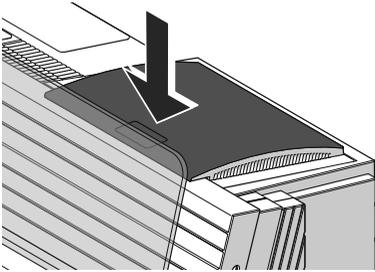
• Close the flap.

Calibration / cleaning   After changing the ink cartridges, PostBase One calibrates the ink cartridges and cleans the printing system. Please wait until the calibration has finished.

Adjustment   PostBase One continues with the ink cartridge adjustment procedure and prompts you to feed a letter for a test imprint. Follow the instructions on the display.
For detailed information on the adjustment procedure, please read chapter 12.6 on page 113.

12.4   Changing the print heads *(PostBase One Bulk Ink)*

PostBase One monitors the status of the print heads and issues a message when they must be replaced.
We recommend that you always have a new FP print head kit in stock

We advice to clean the contacts in the print head bracket at each print head replacement. Use the special 'clean & renew' cleaning kit for ink-jet print systems, available at FP Mailing Solutions.

⚠ *Warning! Ingestion of the ink can be hazardous. Avoid contact with the eyes. Keep the print heads away from children. Further instructions for use are enclosed with the print heads.*

⚠ *Caution! To ensure proper imprints, please heed the following instructions when handling print heads:*
- *Use up within 12 months after opening the vacuum packaging.*
- *Always keep unprotected nozzles facing down.*
- *Handle with care when without nozzle protection.*

⚠ *Caution! Heed the following tips to avoid damage to the print system:*
- *Do not yank the print system flap open. Run the* CHANGE CARTRIDGES *function from the* PRINT SYSTEM *menu. The flap then opens by itself.*
- *We recommend to use only approved FP equipment and FP original parts. The manufacturer FP has established reliability, safety and applicability. The manufacturer cannot assess the reliability, safety and applicability for products not approved by FP, and therefore not vouch for such products.*
- *Always replace the print heads in pairs. Only insert new print heads.*

⚠ *Caution! There could be ink residues on the used print heads and the hose couplings.*
- *Take care not to soil your skin, your clothes, or objects near by.*
- *Wipe the hose couplings with an absorbent cloth immediately after disconnection.*
- *Use a mat to place the print heads.*

Works Cited:
FP. "Operator Manual." PostBase ONE Support, May 2018, download.fp-usa.com/
product_docs/PostBase/PostBase-ONE/PostBaseOne_USA_BA_51-0055-3071-00_Rev01_20180524.pdf.
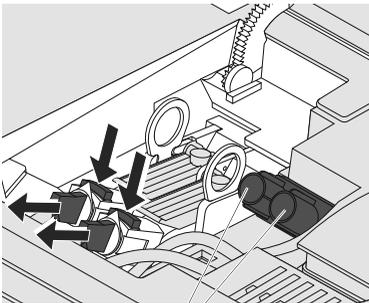
Changing the print heads

PostBase One tells you when to change the print heads.

- Confirm the message.

- Open the MENU.

- Choose PRINT SYSTEM.

- Choose CHANGE CARTRIDGES.

The exchange procedure starts.
PostBase One moves the print heads to the exchange position and opens the flap.

Removing the print heads

Disconnect hose couplings:

- Hold an absorbent cloth ready.

- Press to release and remove the coupling to the front.

- Wipe the hose coupling with an absorbent cloth.

- Put hose coupling in according stand-by position (**L**eft / **R**ight).

- Disconnect the coupling of the second hose in the same way.

Stand-by position for hose coupling (L / R)

Use the stand-by position for the hose couplings also when using cartridges instead of print heads. The hoses will be fixed and not lay loosely.
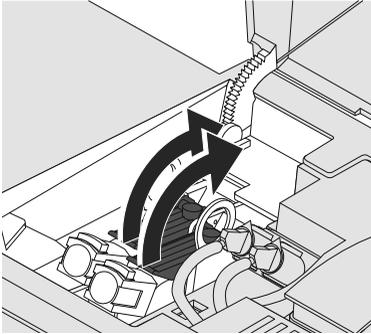
• Release the print heads:
Turn the two blue-green levers upwards.
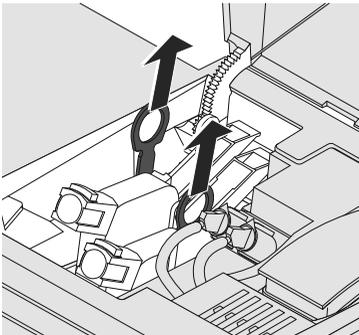
• Pull both lifters (blue-green) upwards.

The print heads are lifted from their brackets.
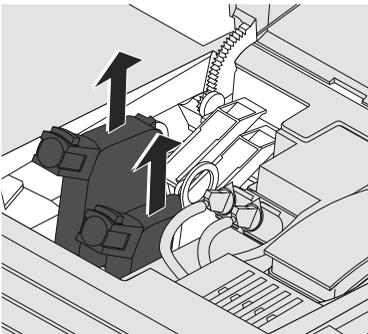
• Pull both print heads upward out of the bracket.

Inserting new print heads

The full functioning of the PostBase One mailing system at the time of delivery can only be guaranteed when using original Francotyp-Postalia print heads.

⚠ *Caution! Insert the print heads only after they have adapted to the ambient temperature of the postage meter (e.g. after storage in the basement or after transport in a cold vehicle). Else, no correct calibration can be performed.*

• Unpack the new print heads. Do <u>not</u> remove the nozzle protection yet.

• Shake each print head vigorously six times. Pigments, which may have settled, immingle optimally that way.
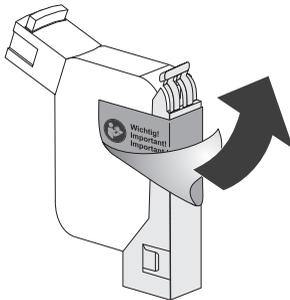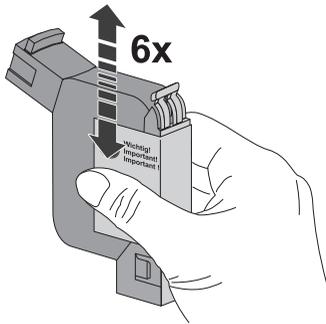
• Remove the sticker.

⚠ **Caution!** *Do not touch the nozzle surface. Always keep unprotected nozzles facing down. Handle print heads without nozzle protection with extreme care.*
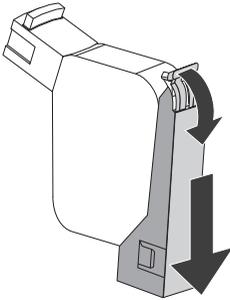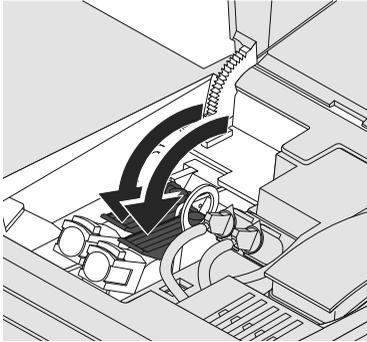

- <u>Carefully</u> remove the nozzle protection.
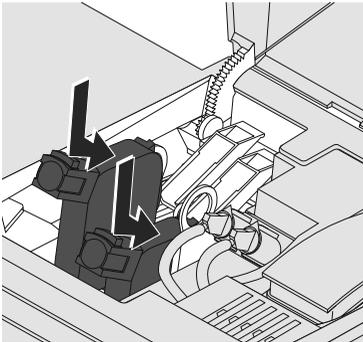
- Hold the print head with its connectors facing backwards, i.e. towards the back of the mailing system.

- Insert the print head into its bracket.

- Push down the print head as far as it goes.

- Finally, push the print head back gently – it will then tilt into the bracket.

- Insert the second print head in the same way.

- Lock the print heads:
 Turn the two blue-green levers downwards.
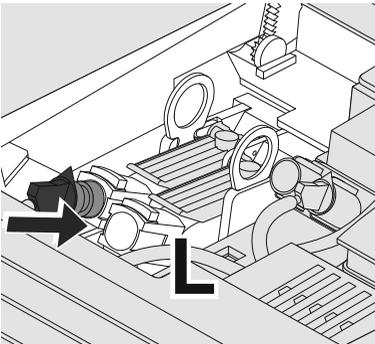
- Take hose coupling of the hose connection marked with **L** from stand-by position.
- Put hose coupling in **left** print head and push in firmly. Feel the coupling lock in place.
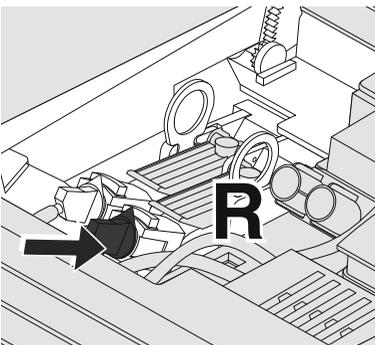
- Take hose coupling of the hose connection marked with **R** from stand-by position.
- Put hose coupling in **right** print head and push in firmly. Feel the coupling lock in place.
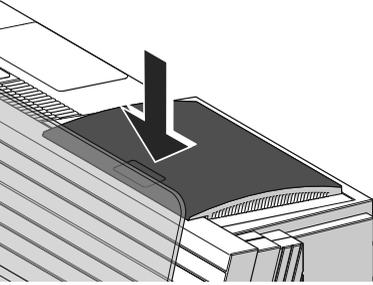
• Close the flap.

<u>Note</u>: If the flap cannot be closed correctly, adjust the position of the hoses by gently turning the black handles on the connection pieces.

Calibration / cleaning   After changing the print heads, PostBase One calibrates the print heads and cleans the printing system. Please wait until the calibration has finished.

Adjustment   PostBase One continues with the print head adjustment procedure and prompts you to feed a letter for a test imprint. Follow the instructions on the display.
For detailed information on the adjustment procedure, please read chapter 12.6 on page 113.

12.5   Changing the ink tank *(PostBase One Bulk Ink)*

PostBase One will remind you when it is time to change the ink tank. If the ink tank is empty, PostBase One automatically initiates the tank change procedure. The mailing system is no longer ready for operation. You have to replace the ink tank before you can go on printing with PostBase One. We recommend always keeping a new ink tank in reserve.

⚠️ *Warning! Ingestion of the ink can be hazardous. Avoid contact with the eyes. Keep the ink tank away from children. Further instructions for use are enclosed with the ink tank.*

⚠️ *Caution! Heed the following tips to avoid damage to the print system:*
- *Do not yank the print system flap open. Run the* CHANGE INK TANK *function from the* PRINT SYSTEM *menu. The flap then opens by itself.*
- *We recommend to use only approved FP equipment and FP original parts. The manufacturer FP has established reliability, safety and applicability. The manufacturer cannot assess the reliability, safety and applicability for products not approved by FP, and therefore not vouch for such products.*
- *Only insert new ink tanks.*

⚠️ *Caution! There could be ink residues on the used ink tank.*
- *Take care not to soil your skin, your clothes, or objects near by.*
- *Use a mat to place the ink tank.*

Changing the tank

PostBase One tells you when to change the ink tank.

- Confirm the message.

- Open the MENU.

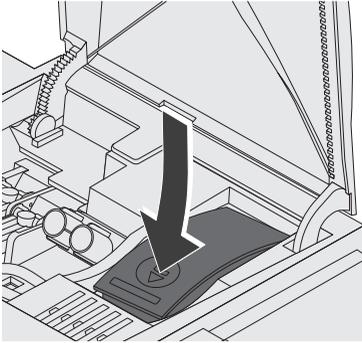- Choose PRINT SYSTEM.

- Choose CHANGE INK TANK.

The exchange procedure starts.
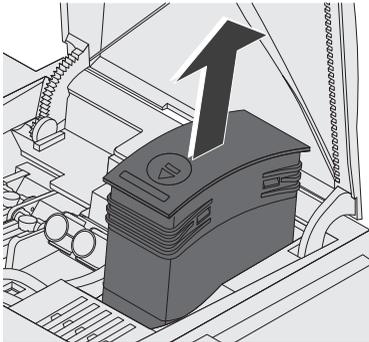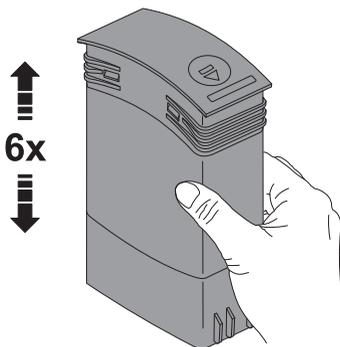PostBase One opens the flap of the print system.

Remove the ink tank

• Press on the recess on the tank lid, press down the tank, and pull forward at the same time.

The tank is now unlocked and rests loose in its bracket.

• Pull the tank upward out of the bracket.

Insert new ink tank

The full functioning of the PostBase One mailing system at the time of delivery can only be guaranteed when using original Francotyp-Postalia ink tanks.
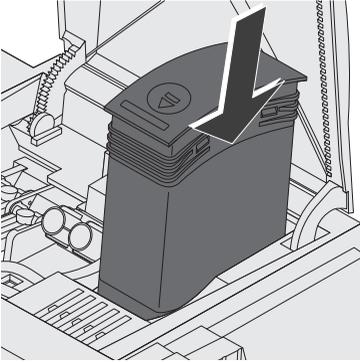
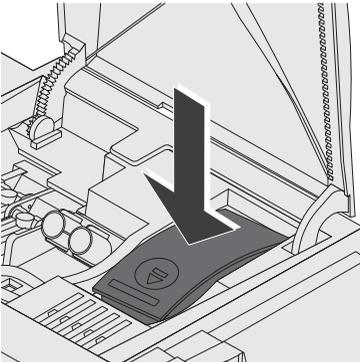• Unpack the new ink tank.

To ensure the pigments, which may have settled, immingle optimally:
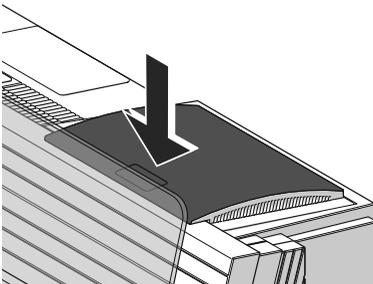
• Shake the ink tank vigorously six times.

6x

- Insert the ink tank as illustrated.

- Push down the ink tank. The ink tank locks into its bracket.

- Close the flap.

12.6   Aligning ink cartridges / print heads

You must align the ink cartridges / print heads when there are shifts in the meter imprints. Alignment will ensure your imprints are free of shifts. The adjustment procedure is done in the same way, irrespective of the ink system.
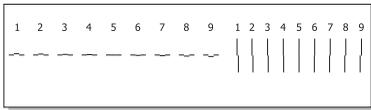
The adjustment procedure starts automatically after changing the ink cartridges / print heads.

Starting the alignment procedure

- Open the MENU.
- Choose PRINT SYSTEM.
- Choose ALIGNMENT in the submenu.
- Place an empty envelope for the test print.

PostBase One prints a test print.

- On the test print, determine the numbers where
  – the horizontal lines are as exactly next to each other as possible and
  – the vertical partial lines are as exactly above each other as possible.

Correctly aligned

The ink cartridges / print heads are correctly aligned when horizontal and vertical partial lines form one line each at number 5.
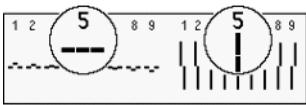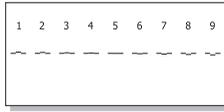
- Press FINISH to quit the procedure.

Not aligned correctly

When horizontal and / or vertical partial lines do not form one line each at number 5:

- Press CHANGE to continue the alignment procedure.
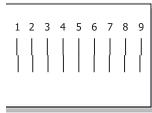
Horizontal line

- Type the number where the horizontal partial lines are as exactly next to each other as possible.

  (If necessary: Press CE to clear the displayed number.)

- Confirm with CONTINUE.

Vertical line

- Type the number where the vertical partial lines are as exactly above each other as possible.

  (If necessary: Press CE to clear the displayed number.)

- Confirm with CONTINUE.

- Place an empty envelope for another test print.

- Assess the test print. If necessary, repeat the alignment procedure until a correct alignment has been obtained.

12.7 Cleaning the print system

12.7.1 Starting automatic print system cleaning

You should start automatic print system cleaning only if the quality of the imprint is not good enough (e.g. blank spots in the imprint after longer periods out of use).

Cleaning

- Open the MENU.

- Choose PRINT SYSTEM.

- Choose CLEANING.

A message informs you about the cleaning process in progress.

- Check the quality of the imprint with a test print (see page 30).

Intensive cleaning

You should start intensive cleaning if normal cleaning fails to improve the print quality to your satisfaction.

- Open the MENU.

- Choose PRINT SYSTEM.

- Choose INTENSIVE CLEANING.

A message informs you about the cleaning process in progress.

- Check the quality of the imprint with a test print (see page 30).

When the print system is heavily stained, it is possible that even intensive cleaning process does not improve the print quality as expected. In such cases, it may help to manually clean the ink cartridges / print heads (see page 116).

12.7.2 Cleaning ink cartridges / print heads by hand

⚠️ **Caution!** *Improper cleaning may damage the ink cartridges / print heads or render them unusable. Heed the following tips to avoid damage to the print system:*

- *If you encounter imprint quality issues, always perform one of the system cleaning functions available from the* MENU *first. Please refer to chapter 12.7.1 on page 115.*
- *You should only clean the ink cartridges / print heads manually in exceptional cases when automatic cleaning fails to restore the normal print quality.*
- *Only use a soft, fibreless cloth that is moistened with de-ionized water for cleaning. Small fibres might clog the nozzles. A cloth that is dry or not soft enough may cause scratches. Such scratches make the cartridge / print head become unusable, because they prevent the ink jet from being correctly positioned during printing.*
- *Do not use chemical cleaning agents.*

Moving the ink cartridges / print heads into the changing position

- Open the MENU.
- Choose PRINT SYSTEM.
- Choose CHANGE CARTRIDGES.

PostBase One moves the ink cartridges / print heads to the exchange position and opens the flap.

Removing the cartridges / print heads

- Remove <u>one</u> ink cartridge / print head.

💡 For detailed instructions on how to remove and insert <u>ink cartridges</u>, see chapter 12.3.

For detailed instructions on how to remove and insert <u>print heads</u> *(PostBase One Bulk Ink)*, see chapter 12.4.

Cleaning

- Moisten a soft, fibreless cloth with de-ionized water.

If you do not have de-ionized water at hand, you can also use distilled or tap water. However, tap water contains minerals that may stain the cartridge / print head.

For best cleaning results, use FP contact cleaner and cleaning cloths contained in the 'clean & renew' cleaning kit offered by FP Mailing Solutions.
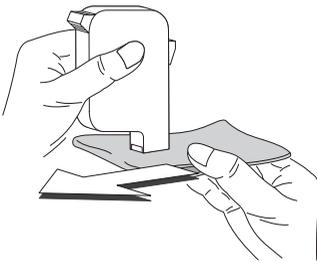
- Hold the cartridge / print head as indicated. The nozzles face down!

- Wipe the cartridge / print head slowly and very softly with the cloth in the direction of the arrow. Repeat this procedure a few times.

The water will blend with ink residues and clean the nozzles.

- Re-insert the cartridge / print head.

- Remove the other cartridge / print head and clean it in the same way.

- Re-insert the cartridge / print head.

- Close the print system flap.

- Adjust the ink cartridges / print heads (see chapter 12.6, page 113).

12.8 Replacing the ink fleece

PostBase One will remind you when it is time to change the ink fleece.

> ⚠️ **Caution!** *Take care not to soil your skin, your clothes, or objects near by. Use a mat to place the fleece tray.*
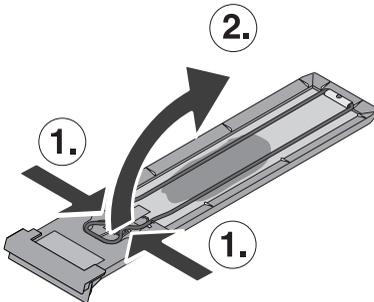
- Open the MENU.
- Choose PRINT SYSTEM.
- Choose CHANGE INK FLEECE.
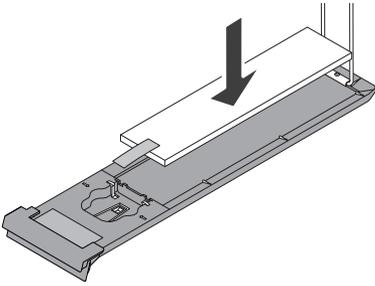
PostBase One opens the wizard for changing the ink fleece.
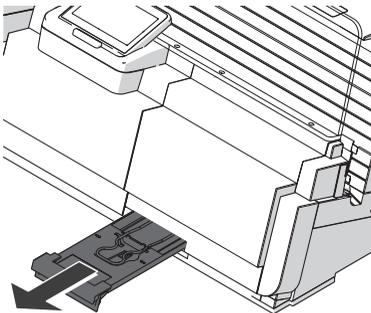
- Remove the fleece tray to the front.
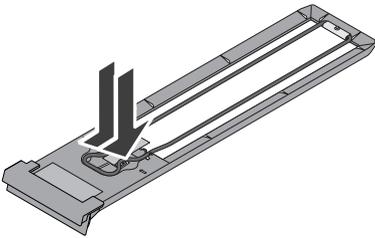- Place the fleece tray on a mat.

- Compress the clamp at its indentations with two fingers (1) and lift it upwards (2).
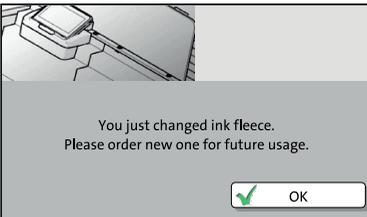- Remove the ink fleece.

- Insert a new ink fleece as shown in the illustration.

- Move the clamp downwards until it snaps back into place.
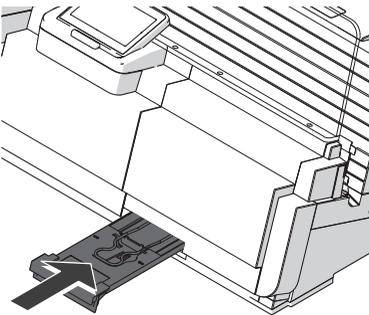
- Push in the fleece tray as far as it will go.
- CONFIRM the replacement of the ink fleece.

You just changed ink fleece.
Please order new one for future usage.

✓ OK

In a pop-up, PostBase One informs you that the ink fleece was replaced.

- Confirm the pop-up with OK.

PostBase One is ready for operation again.

12.9   Topping up sealing liquid *(PostBase One with sealer)*

With the sealer, you received a bottle with 'sealit' sealing liquid. Please note that we can assure reliable sealing results only when you use 'sealit'. This special sealing liquid is available from FP Mailing Solutions.
Using tap water is possible. Note, however, that the sealing process may be less reliable when using water.

⚠️ *Warning! Switch off the PostBase One mailing system and all components connected to it prior to topping up sealing liquid.*

⚠️ *Warning! Be extremely careful when handling liquids. If you fill the sealant tank, make sure not to wet any parts connected to the mains. If this should happen, immediately pull the power plugs. Have the PostBase One mailing system checked by FP Customer Service before using it again.*
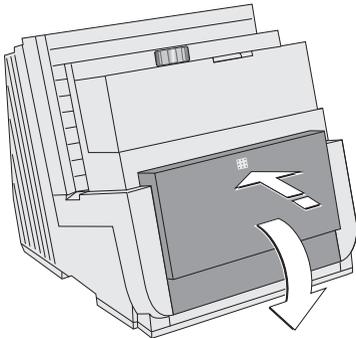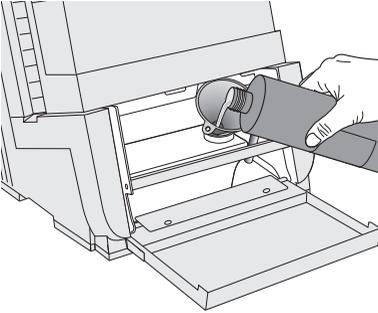
• Switch off PostBase One and all components connected to it.

• Open the lid: Press on the marker, then flap down the lid.
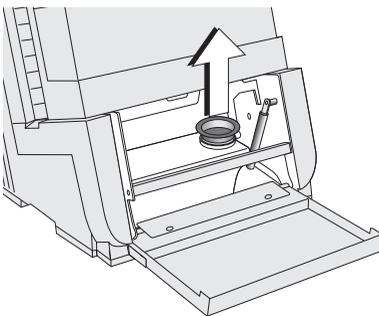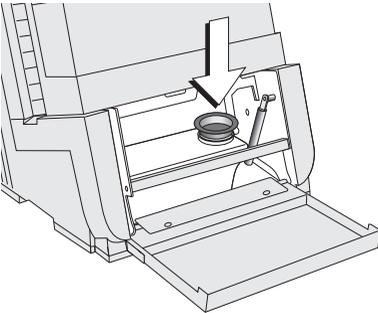
• Pull out the yellow plug of the sealant tank.

- Put a funnel in the filler hole.

- Fill the tank with sealing liquid.
  The sealant tank holds up to 800 ml.

- Pull out the funnel.

Retain the funnel, the closing with suction pipe and an empty bottle of the sealing liquid. You need the original bottle in case you have to drain the tank.

- Re-insert the plug into the filler hole of the sealant tank.
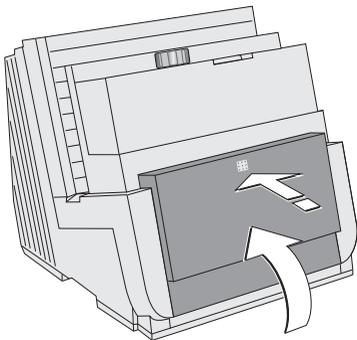
- Close the lid and gently snap it in its lock.

It is now safe to switch the mailing system back on.

12.10 Clean / replace the sponge *(PostBase One with sealer)*

The sponge for moistening the envelope flaps should be cleaned regularly (e.g. always after weekend). Check the condition of the sponge and replace it if exhausted. We recommend always keeping a new sponge in reserve.
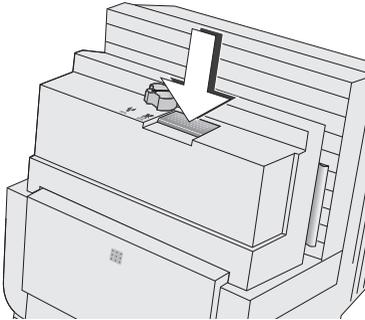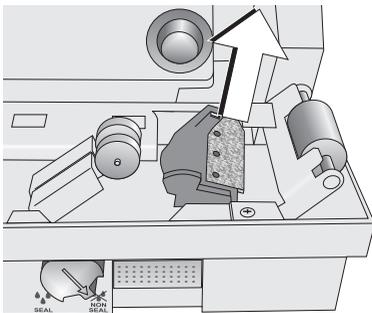
- Switch off PostBase One and all components connected to.

- Press the release key.

The moistening unit swings to the front by itself.
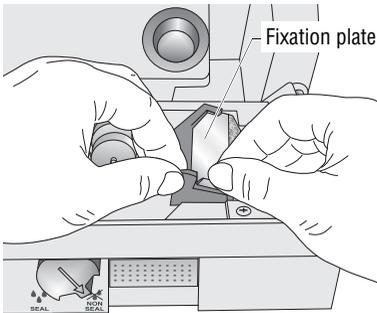
- Hold the moistener as illustrated.

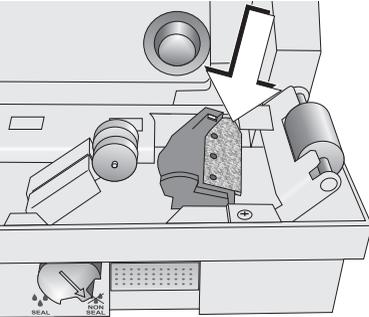- Slightly press down the lug of the fixation plate and remove the fixation plate.

- Remove sponge.

- Check if the sponge is in proper state.

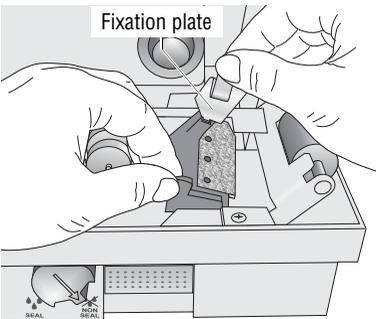- To clean the sponge: rinse with plenty of water to remove glue residues.

Or

- Replace the exhausted sponge.

- Moisten the new sponge prior to insertion. Thus, you make sure that the flaps will be correctly moistened from the start.
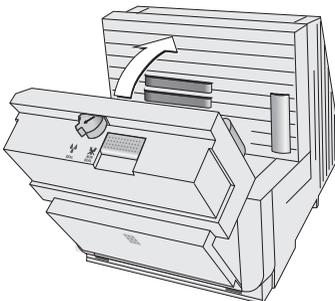
• Insert a new / the cleaned sponge.

Fixation plate

• Hook the fixation plate into the lower part of the moistener as illustrated.

• Snap in the upper part of the fixation plate.

Warning: Mind Your Hands! *When closing the unit, do not reach into the area between the moistening unit and the letter guide face.*



• Lock the moistening unit back in place.

It is now safe to switch the mailing system back on.

Works Cited:
FP. "Operator Manual." PostBase ONE Support, May 2018, download.fp-usa.com/
product_docs/PostBase/PostBase-ONE/PostBaseOne_USA_BA_51-0055-3071-00_Rev01_20180524.pdf.
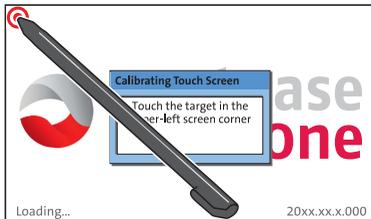
12.11 Calibrating the touch screen

You have to calibrate the touch screen when operating the screen with your finger or with the stylus does not work correctly.
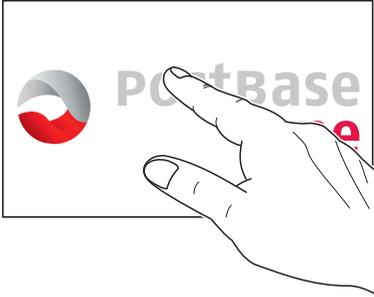
• Turn on the PostBase One.

As soon as the screen displays the PostBase One logo:

• **Touch and hold your finger in the middle of the display** until the calibration procedure starts.

A red circle (the first calibration circle) appears in the upper left corner.

• Touch the red circle with the stylus.

• Follow the further instructions on the display: Touch each of the displayed calibration circles with the stylus.

PostBase One will continue its start routine. The touch screen is now calibrated.

12.12 Replacing the battery

PostBase One monitors the charging state of the battery. A display message appears when it is time to replace the battery.

We recommend to use only a battery 90.4701.8004.00 provided by Francotyp-Postalia. The manufacturer FP has established reliability, safety and applicability. Observe the instructions enclosed with the battery for correct use and disposal.

⚠ *Caution* *Switch off the PostBase One. Pull the power plugs out of the power socket prior to replacing the battery.*
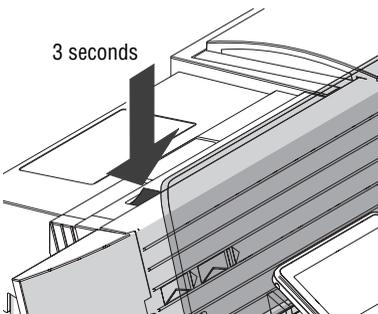

3 seconds

- Switch off the mailing system: press the rocker switch for three seconds.
- Pull the power plugs of all components from the socket.

The battery compartment is located at the rear of the machine.

If you have to turn the PostBase One to get access to the machine's back:

- Disconnect all cable connections.
- Dismantle the mailing system as far as necessary (see appendix, page 149).

Battery compartment

- Push in the clip-lock of the battery compartment cover in the direction of the arrow and remove the cover.
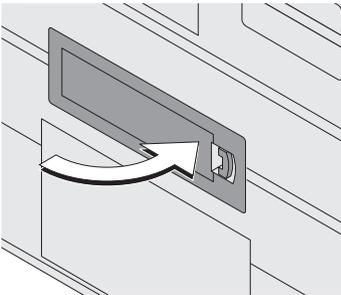- Remove the empty battery.
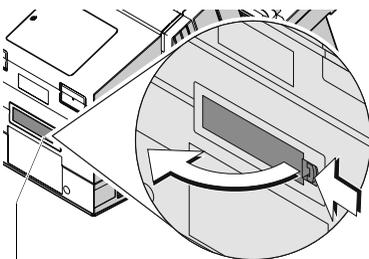
Works Cited:
FP. "Operator Manual." PostBase ONE Support, May 2018, download.fp-usa.com/
product_docs/PostBase/PostBase-ONE/PostBaseOne_USA_BA_51-0055-3071-00_Rev01_20180524.pdf.
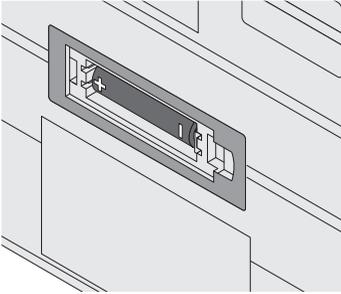
- Insert new battery (90.4701.8004.00).
  Make sure that the polarity is correct! Symbols in the battery compartment depict the correct polarity.

- Close the battery compartment.

- Set up all additional components of the mailing system if necessary (see appendix, page 159).

- Re-insert the power cable(s) of the mailing system.

- Dispose of the empty battery as prescribed.

It is now safe to switch the mailing system back on.

Works Cited:
FP. "Operator Manual." PostBase ONE Support, May 2018, download.fp-usa.com/
product_docs/PostBase/PostBase-ONE/PostBaseOne_USA_BA_51-0055-3071-00_Rev01_20180524.pdf.