11.2 Changing the ink cartridges

The PostBase franking machine 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 recommend also cleaning the contacts in the cartridge holder each time you replace the cartridge. For this purpose, use the special 'clean & renew' cleaning kit for ink-jet print systems from Francotyp-Postalia.

⚠ ***Warning!*** *Ingestion of the ink can be damaging to your health. Avoid contact with the eyes. Keep the ink cartridges out of the reach of children. Further instructions for use are enclosed with the ink cartridges.*

⚠ ***Caution!*** *Heed the following hints to avoid damage to the print system:*
- *Do not yank the cartridge 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.*
- *Make sure to always replace both ink cartridges. Always use brand new ink cartridges.*

⚠ ***Caution!*** *There are ink residues on the old cartridges.*
- *Make sure not to soil yourself, your clothes or any objects.*
- *Use a mat to deposit the ink cartridges.*

Changing the ink cartridges

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

⚠️ **Caution!** *Do not lean on the flap or PostBase might lock the flap and move the ink cartridges into idle position again.*
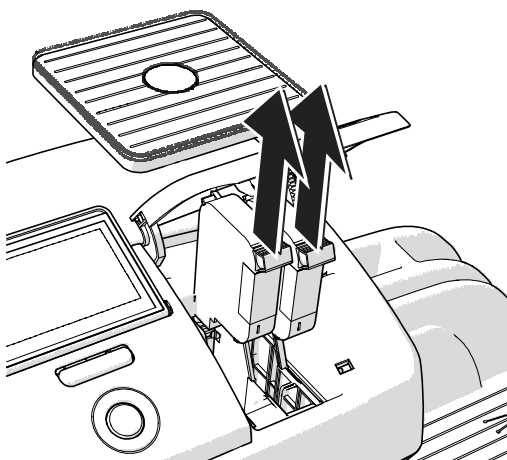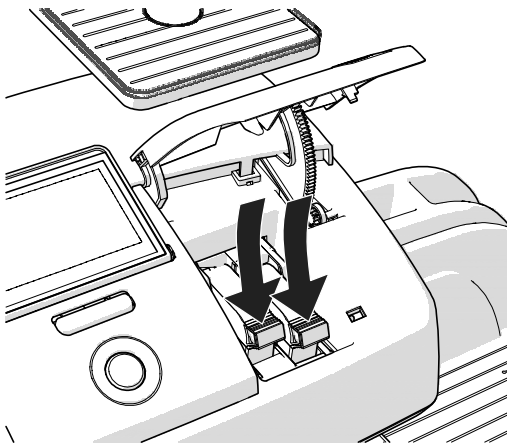

• Follow the instructions on the display.

The required steps are described in detail below.

Removing the ink cartridges

After the PostBase has unlocked the flap:
• Unlock the ink cartridges:
  At the knurled handles, push the ink cartridges down and slightly forward.

• Take <u>both</u> ink cartridges upward and out of the socket.

Inserting new ink cartridges

Caution! *Insert ink cartridges only when they have adapted to the ambient temperature of the franking machine (e.g. after storage in the basement or transport in a cold car). Otherwise, correct calibration will be impossible.*

- Take the new ink cartridges out of the packing.

- Remove the nozzle protection from the ink cartridges.

  For details, please refer to the instruction leaflet that comes with the ink cartridges.

- Hold the ink cartridges so the contacts are facing to the rear of the franking machine.

- Insert the ink cartridge into the socket.

- Push the ink cartridge all the way down. You can feel the ink cartridge engage.
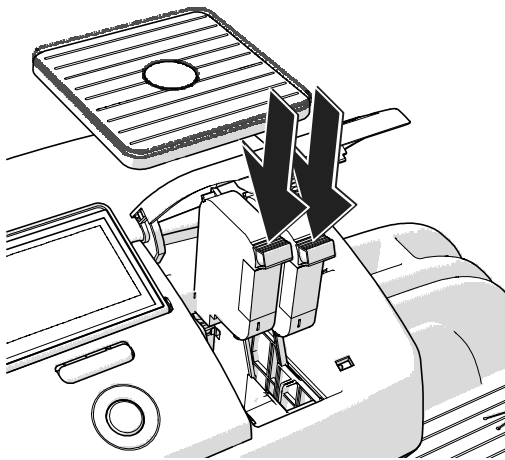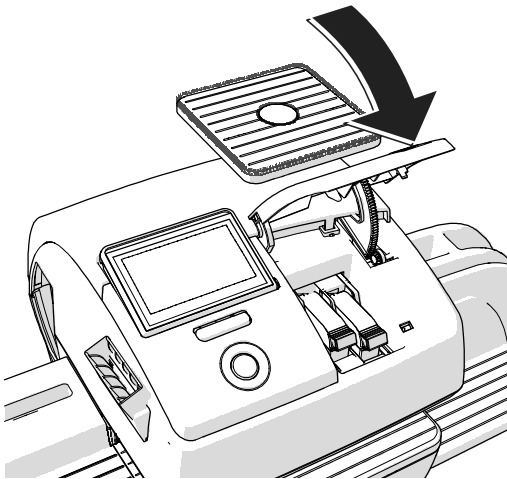
- Insert the second ink cartridge in the same way.

Works Cited:
FP. "Operating Manual." PostBase Pro (DS) Support, Feb. 2014, download.fp-usa.com/
product_docs/PostBase/PostBase-Econ/Documents-Manuals/postbase_manual_w_us_addendum.pdf.

- Close the flap of the print system by pushing it down on the lower right corner.

Calibration   After cartridge exchange, the ink cartridges are calibrated. You can monitor the progress in the display. Please be patient until calibration is complete.
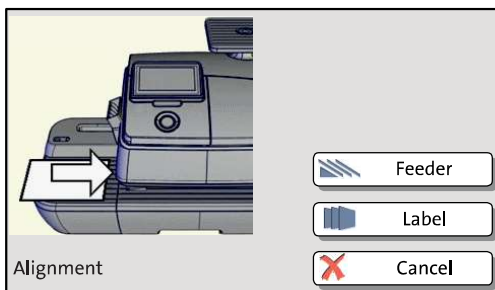
Cleaning   After calibration, the ink cartridges will be cleaned. Cleaning is performed automatically.

Aligning ink cartridges

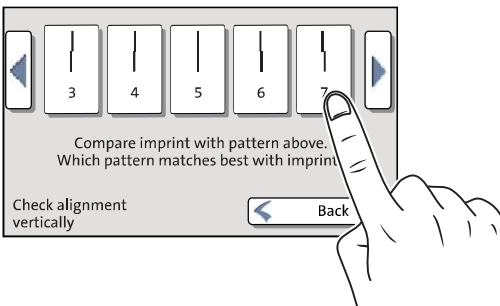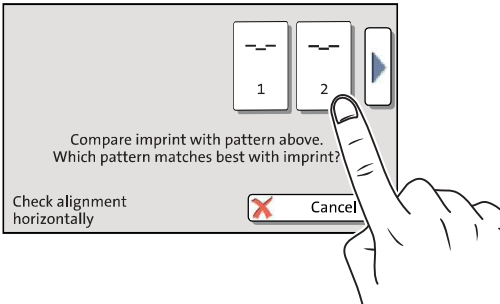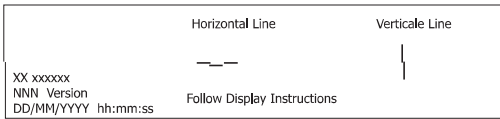The PostBase continues by aligning the ink cartridges and prompts you to place a letter.

- Place an empty envelope for the test print.

Test print (example)

Horizontal Line   Verticale Line

—_— |

XX xxxxxx
NNN Version
DD/MM/YYYY hh:mm:ss   Follow Display Instructions

The PostBase prints a test print with each a horizontal and vertical line pattern (similar to the example on the left).

—_—

- Compare the <u>horizontal line</u> on the test print with the line patterns in the display.

Compare imprint with pattern above.
Which pattern matches best with imprint?

Check alignment
horizontally   ✗ Cancel

1   2

- Press the button that shows the line pattern best matching that of the test print. In the example, this is button number "2".

|

- Compare the <u>vertical line</u> on the test print with the line patterns in the display.

3   4   5   6   7

Compare imprint with pattern above.
Which pattern matches best with imprint

Check alignment
vertically   ◄ Back

- Press the button that shows the line pattern best matching that of the test print. In the example, this is button number "7".

The PostBase analyses your entries.

New test print required

When an offset of the horizontal and/or vertical line was found the PostBase adjusts the ink cartridges accordingly and prompts you to perform another test print.

- Place an empty envelope for another test print.

- Repeat the adjustment procedure as described above.

You may have to repeat the adjustment procedure several times.

Works Cited:
FP. "Operating Manual." PostBase Pro (DS) Support, Feb. 2014, download.fp-usa.com/
product_docs/PostBase/PostBase-Econ/Documents-Manuals/postbase_manual_w_us_addendum.pdf.

Adjustment OK

Horizontal lines
and vertical lines
show no offset.
Cartridge alignment
complete.

✔ OK

◄ Back

Alignment Complete
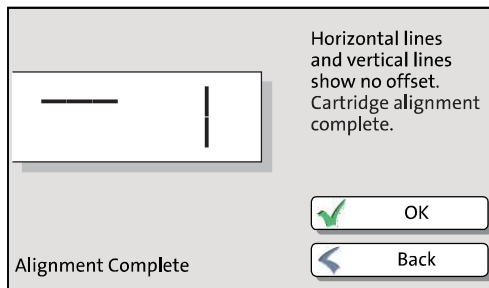
When no offset of the horizontal and vertical line was found a message appears.

- Quit the procedure with OK.

11.3 Aligning ink cartridges

You must align the ink cartridges when there are shifts in the franking imprints. Alignment will ensure your imprints are free of shifts.

Menu

Starting the alignment procedure

- Open the MENU.

- Choose PRINT SYSTEM.

- Choose ALIGNMENT in the submenu.

The PostBase starts the alignment procedure. Follow the instructions on the display.

For a detailed description of the procedure, please refer to pages 93 / 95.

Works Cited:
FP. "Operating Manual." PostBase Pro (DS) Support, Feb. 2014, download.fp-usa.com/
product_docs/PostBase/PostBase-Econ/Documents-Manuals/postbase_manual_w_us_addendum.pdf.

11.4 Cleaning the print system

11.4.1 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 in the submenu.

A message informs you about the cleaning process in progress.

- Check the quality of the imprint with a test print (see page 41).

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 in the submenu.

A message informs you about the cleaning process in progress.

- Check the quality of the imprint with a test print (see page 41).

In case of stubborn soiling, even intensive cleaning may be unable to improve the print quality as desired. In such cases, you can manually clean the cartridges (see page 97).

Works Cited:
FP. "Operating Manual." PostBase Pro (DS) Support, Feb. 2014, download.fp-usa.com/
product_docs/PostBase/PostBase-Econ/Documents-Manuals/postbase_manual_w_us_addendum.pdf.

11.4.2 Cleaning ink cartridges by hand

> ⚠ **Caution!** *Inexpert cleaning can damage the ink cartridges and render them useless. Heed the following hints to avoid damage to the print system:*
> - *In case of print quality issues, always run the cleaning functions of the franking machine accessible from the* MENU *first. Read chapter 11.4.1 on page 96.*
> - *You should manually clean the ink cartridges in exceptional cases only where intensive cleaning fails to restore the normal print quality.*
> - *For cleaning, make sure to use a soft, lint free cloth moistened with demineralized water. Small fibers could clog the nozzles. Too hard or dry cloths could scratch the nozzle plate. Such scratches make the ink cartridge useless because they prevent the ink-jet from being correctly positioned during printing.*
> - *Never use any chemical cleansers either.*

Move the ink cartridges into the change position.

- Open the MENU.

- Choose PRINT SYSTEM.

- Choose CHANGE CARTRIDGES in the submenu.

Removing the cartridges

- Remove <u>one</u> cartridge as usual (see page 91).

Cleaning

- Moisten a lint free cloth with demineralized water.

You can also use distilled water or normal tap water if demineralized water is not at hand. The minerals contained in tap water could, however, leave residues in the print head.

For best cleaning results, use FP contact cleaner and cleaning cloths contained in the clean & renew cleaning kit offered by Francotyp-Postalia.
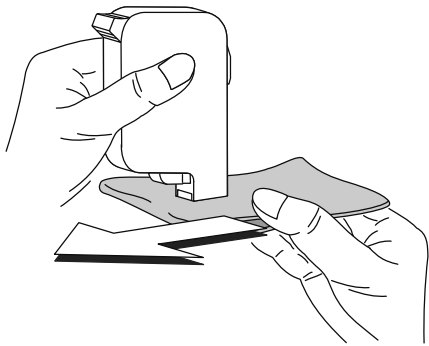
- Hold the cartridge as shown in the picture. The nozzles must point downwards!

- Slowly and carefully wipe the print head with the cloth in the direction of the arrow. Repeat this action several times.

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

- Reinsert the cartridge.

- Remove the second cartridge and clean it in the same manner.

- Reinsert the cartridge.

- Close the flap of the print system.

- Align the cartridges (see chapter 11.3, page 95).

11.5   Print system: displaying filling level

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

The PostBase displays the filling level of the ink cartridges.