mailcoms

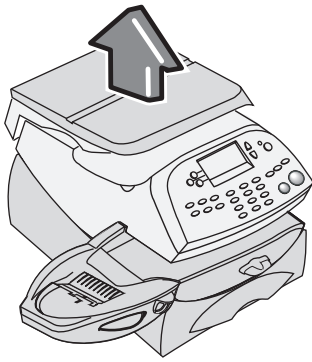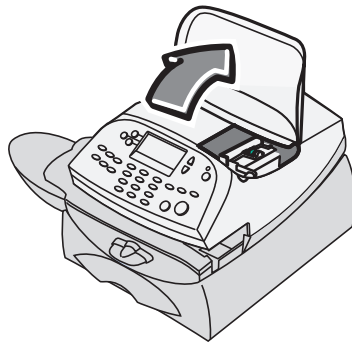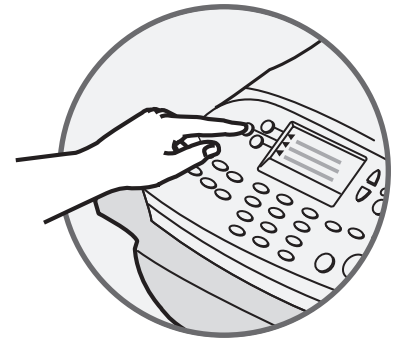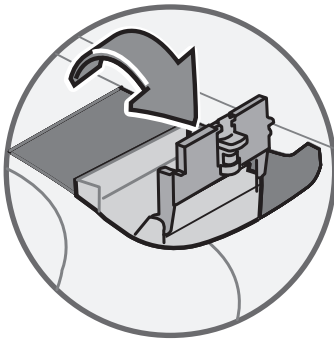## Mailbase Lite, Mailbase & Mailbase Pro Print Head Replacement Instructions

1 If your model has an extended weighing platform as shown, remove it by lifting straight upwards. This is not necessary on models with a small platform.
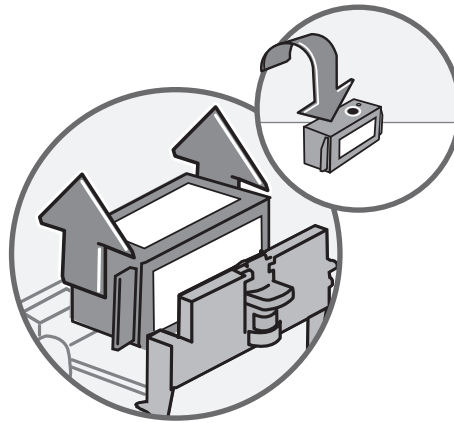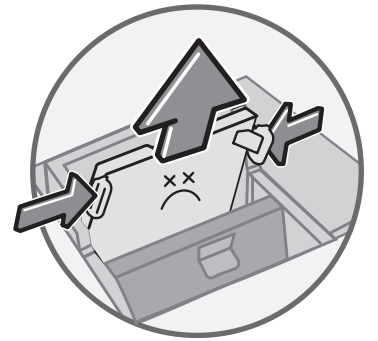

2 Open the Top Cover.

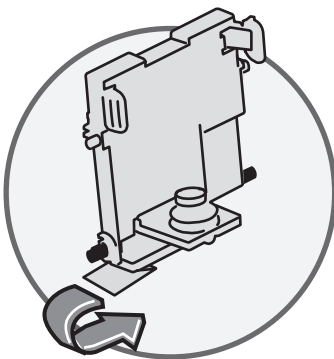**3** Select "Replace Ink Tank" to continue.


4 Unlatch and open the ink cartridge guard.

5 Remove ink cartridge and place it to one side for reuse later. Take care! - cartridge may leak from bottom. Place onto a spare piece of paper or similar.


6 Squeeze the two tabs on either side of the printhead. While squeezing, lift and tilt the printhead to the right to remove it. **DO NOT DISCARD**.

7 Unpack the new printhead from its packaging and remove the protective tape from the bottom of the printhead.

> **CAUTION: Be careful not to touch the connectors on the print head.**
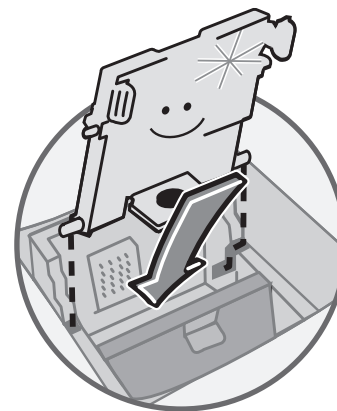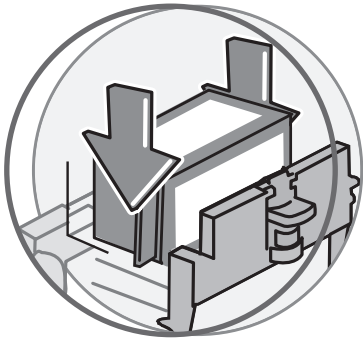

8 Squeeze the two tabs on either side of the new printhead and slightly angle the printhead while sliding it into its holder.
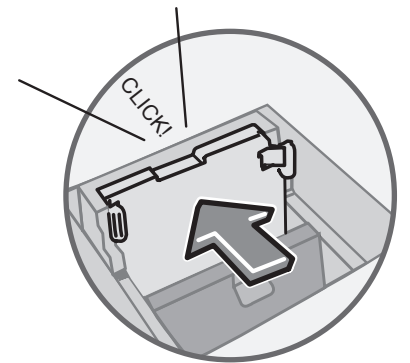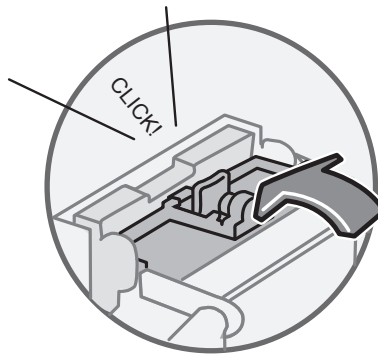

9 Push the printhead back into place. You should hear a click when it is seated correctly.
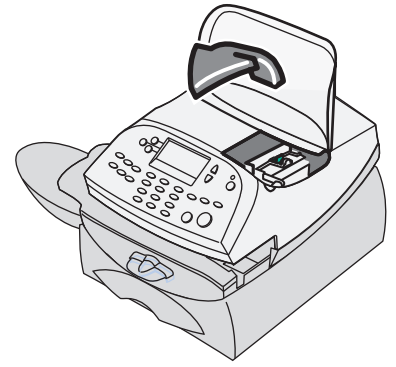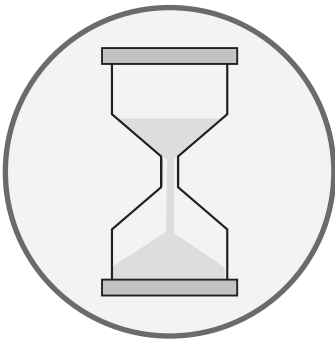
10 Refit the ink cartridge you removed at step 5. The ridges on either side of the ink cartridge will slide into the grooves.
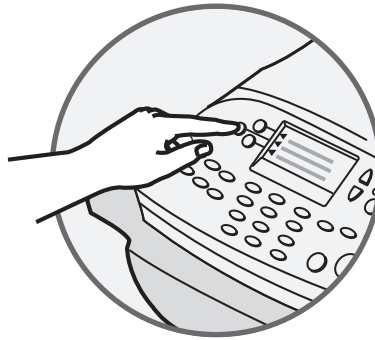
11 Rotate the ink cartridge guard closed until it clicks into place.

CLICK!

12 Close the top cover and refit the weighing platform if it was removed at step 1.

13 The system will prepare the new printhead for use. This may take a few minutes. When complete, the system will return to the Home screen.
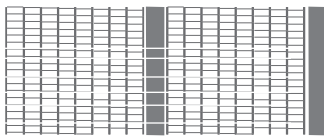
14 We recommend you now do a test print to check your new printhead:
Press **Options**.
Press **Page Down** twice.
Select **Advanced Features**
then **Maintenance Mode**
then **Printer Maintenance**
then **Test Print**.
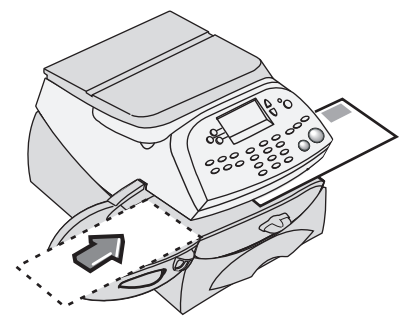
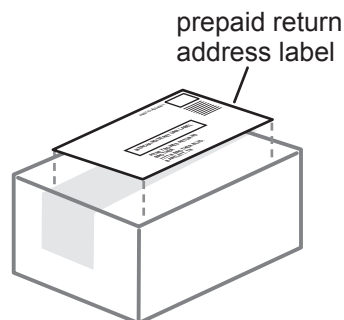**15** When prompted, print a spare envelope or tape sheet in the normal way.
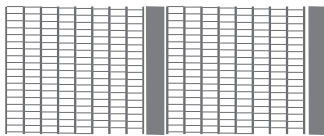
Good test print - no missing lines

Poor test print - missing lines

16 If the test print is good, press **Yes/Enter**.

If the test print is poor, press **No** to perform additional maintenance.

prepaid return address label

17 Place the old print head into the plastic packaging and box that your new print head came in. Completely seal the box and cover the original shipping label with the return label.

Mail the box back to Mailcoms.

Warning:

Failure to return the old printhead to Mailcoms could result in a charge to your account!