

This Quick Tips guide explains how to clean the scanner. Periodic cleaning is the only user performed maintenance procedure.
If your scanner requires more extensive service, contact Scantron Customer Support.

Contacting Scantron

Online support information is available at:
www.scantron.com

Technical support for customers outside the U.S.
Contact your local sales agent.

Technical support for customers inside the U.S.
1-800-338-5544

Please have the following information ready before calling:

- Scanner model and serial number.
- A description of your problem.
- Any error messages that may have been displayed.
- A description of the hardware and software you are using.

Things To Check Before Calling Support

Power Source: Is the outlet properly grounded and the scanner power on?

Cover: Are the covers down and securely latched?

Connections: Is the cable between the computer and the scanner secure?

Trays: Are the input and output trays installed properly?

Location: Is the location free of excessive dust, and does it have acceptable temperature and humidity?

Cleaning: Is the scanner clean? The most common cause of scanner malfunctions is dust and paper debris.

Cleaning the Scanner

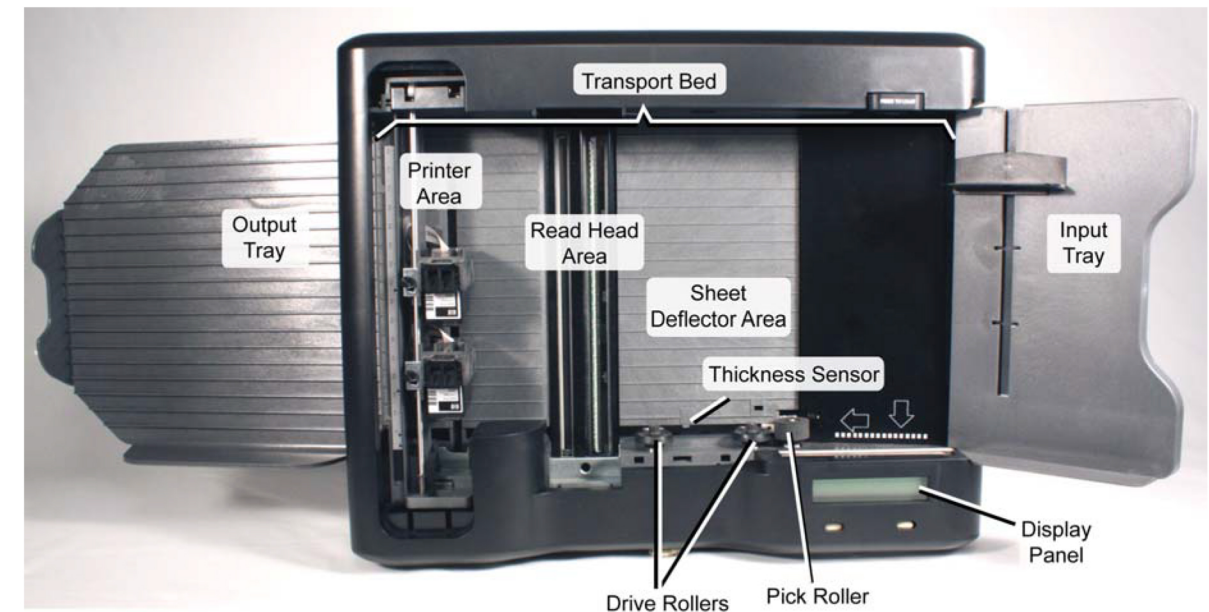
Before you begin:

Recommended cleaning supplies:

- Ammonia-based glass-cleaning solution (do not spray directly on the scanner)
- Static reducing spray
- Lint-free cloths
- Canned air (with non-condensing propellant)

IMPORTANT: Turn the scanner off before cleaning.

Key parts that may need to be cleaned:



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Cleaning the Scanner

1. Raise the covers for the read head and sheet deflector and remove the printer cover as shown.



2. Spray canned air (with a non-condensing propellant) directly on the transport bed area. This removes large amounts of dust and other types of debris.



3. Remove dust and debris from the thickness sensor and surrounding area by spraying canned air on it. If you don't have canned air, you can clean it with a small piece of paper towel.

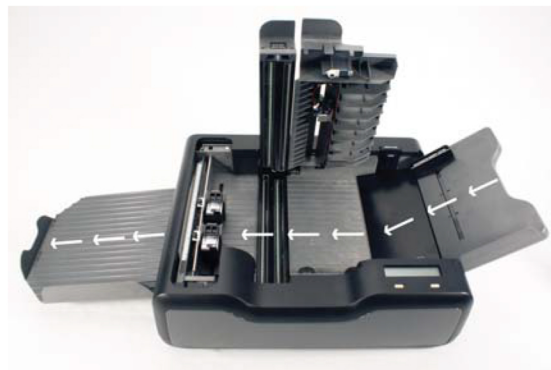
NOTE: See other side of this guide for the location of the thickness sensor.

4. Clean out any dust or debris that has collected in the area between the top and bottom read heads where it is hinged using canned air.



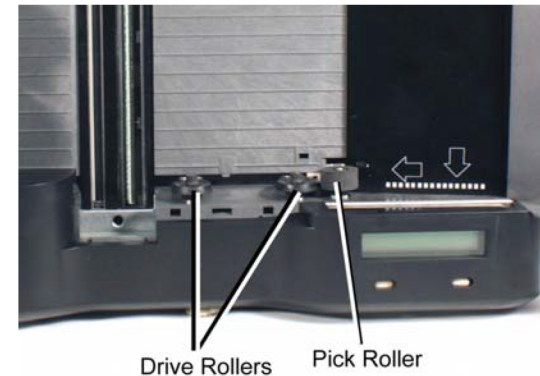
CAUTION: Do not use the canned air after this step as it can blow dust on areas that have been cleaned.

5. Lightly dampen a lint-free cloth with water or with a static-reducing spray.
6. Using the dampened cloth, wipe along the transport bed. Start at one end of the bed and work to the other.



7. Lightly dampen a lint-free cloth with soapy water.
8. Locate the drive rollers. Wipe the drive rollers using the lightly dampened cloth.

CAUTION: Do not touch the read head with the damp cloth. Soap can damage the read head.



9. Locate the pick roller. Turn the pick roller with one finger, wiping off the roller as you turn it. This procedure removes graphite and other debris that collects on the roller.
10. Lightly dampen a fresh lint-free cloth with an ammonia-based glass cleaner.

CAUTION: Do not spray the cleaner directly on the read head.

11. Using the lightly dampened cloth, clean the glass on the top read head.

12. Using the same cloth, clean the glass on the bottom read head.

NOTE: Single read head units do not have glass beneath the top read head. Instead, they have a black, shiny strip. This must also be cleaned.



13. Close the read head and sheet deflector. Also replace the printer cover.
14. Turn the scanner back on after it has had a chance to dry.