

1. **Switch OFF the printer.**
2. Open the Printer Cover - release and raise the print head assembly - remove the ribbon.
3. Remove the ribbon guide bar:
 - a) With finger or thumbnail, lift the catch on the upper black plastic retainer and slide away from the head assembly.
 - b) Lift the ribbon guide out of the lower retainer, leaving that retainer in place.
 See **Diagram 1**.
4. Using both hands, press the printhead back against the spring mechanism maintaining an even pressure on both ends, and sliding away from you to disengage the locking spurs and release the head from the carriage assembly.
See **Diagram 2**.



Diagram 2

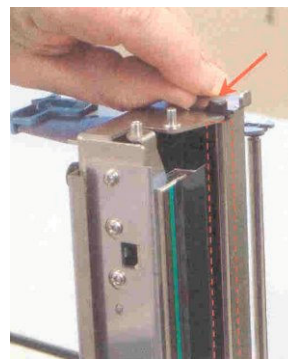


Diagram 1

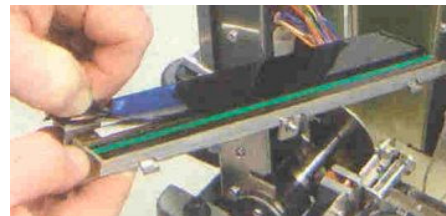


Diagram 3

5. Carefully remove the head and disconnect from the carriage assembly by unplugging the wire harness.
6. Gently lift the edge of the plastic strip on the underside of the new print head to reveal and note down the head resistance value.
See **Diagram 3**.
7. Plug the new head into the wire harness.
8. Slot the new head into the carriage assembly and press in against the spring mechanism, sliding towards you to engage the locking spurs.
9. Re-seat the ribbon guide bar in the lower retainer clip and slide the upper retainer back onto the carriage assembly until it locks in place.

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10. Before printing, calibrate the printer for the resistance value of the new head.
WARNING: failure to complete this step may impair print quality and/or shorten the life of the new head.
 - a) Switch on the printer whilst holding in the [Exit] key (release when display goes to 'CHECKING HEAD').
 - b) When printer is in 'READY' state, press the [Mode] button.
 - c) In Setup Mode, press the [Down] key until you get to 'FACTORY SETUP', then press [Select].
 - d) Press the [Down] key until you get to 'HEAD RESIST', then press [Select].
 - e) Display now shows two sets of numbers. Press [Down] until you find the range that encompasses the head resistance value you noted down earlier (ie. lower number is less than and higher number is greater than head resistance). When you find the correct range press [Select].
 - f) Press [Exit] once to return to 'FACTORY SETUP'.
 - g) Press [Down] until 'SAVE SETTINGS' then press [Select].
 - h) Press [Down] to underline 'YES' then press [Select].
 - i) Press [Exit] until 'READY'.
11. Now switch the printer OFF and back ON (without holding any buttons).
12. Operation is complete.