

Platen Roller Maintenance Kit

Installation Instructions

This kit includes the parts and documentation necessary to install the Platen Roller Maintenance Kit in the ZE500™ Series Print Engines. Read these instructions thoroughly before installing this kit.

Parts List

Before proceeding, verify that your kit contains the items for your printer listed below.

Figure 1 • Kit Contents

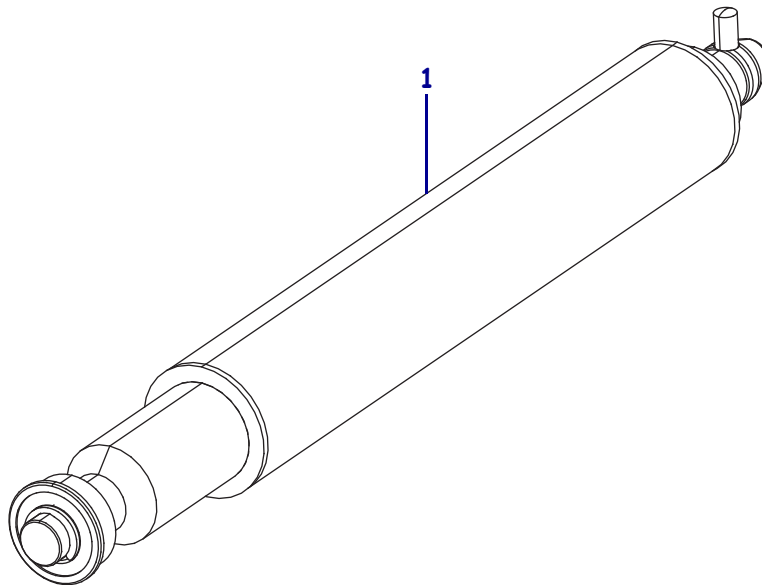


Table 1 • Parts List

✓	Item	Qty	Part Number	Description
	Ref	1	P1046696-072	ZE500-4 Platen Roller Maintenance Kit RH/LH
			P1046696-073	ZE500-6 Platen Roller Maintenance Kit RH/LH
	1	1	N/A	Platen Roller Assembly

N/A = Not available as a separate part (listed for identification purposes only).

Tools Required



Tools • You need these tools to complete this procedure:

- ☐ Metric Hex Key (Allen Wrench) Set

Remove Power and Data Cables, Ribbon, and Media



1. **Caution** • Turn off (O) the print engine and disconnect it from the power source before performing the following procedure.

Turn off (O) the printer and disconnect the AC power cord and all data cables.

2. **Caution** • While performing any tasks near an open printhead, remove all rings, watches, hanging necklaces, identification badges, or other metallic objects that could touch the printhead.

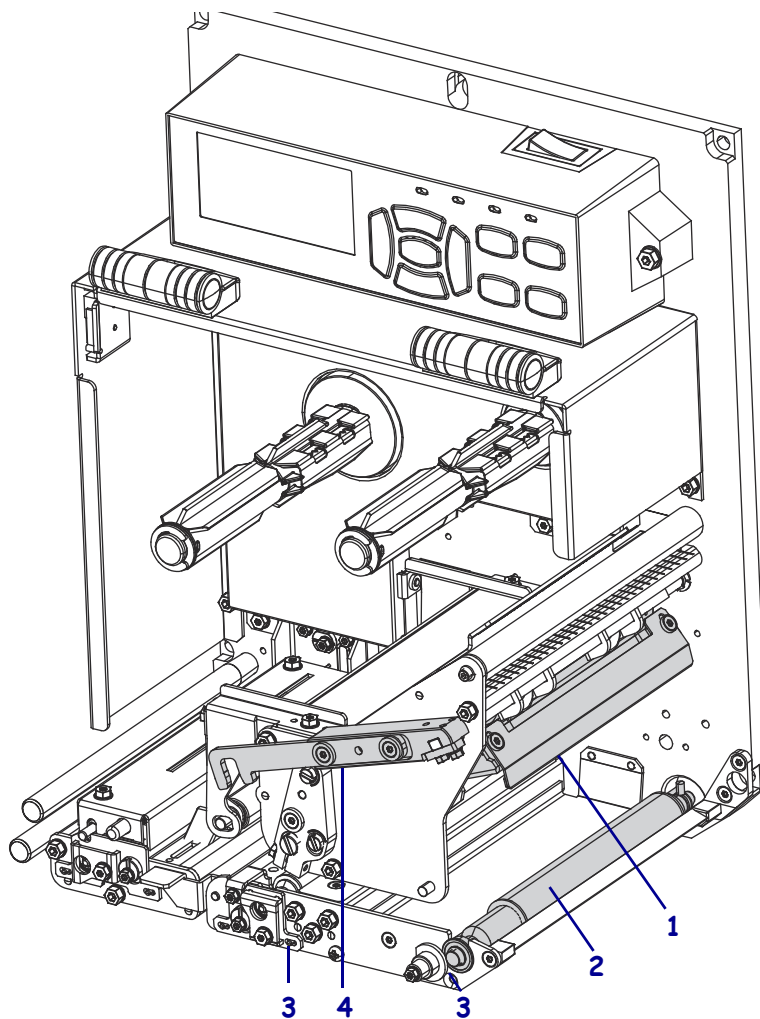
Open the front cover, unlatch the printhead lever, and remove media and ribbon from the print engine.

3. Close and latch the printhead lever, and then close the front cover.

Remove the Platen Roller

1. See [Figure 2](#). Using the printhead latch, open the printhead and press up until secured in the open position.

Figure 2 • Open Printhead



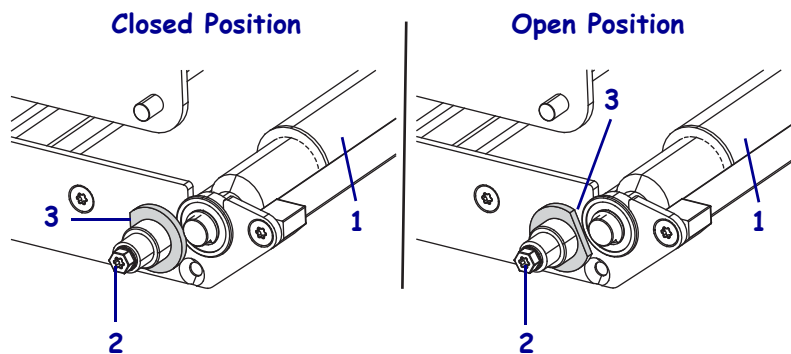
1	Printhead (shaded and shown in open position)
2	Platen roller (shaded)
3	Platen roller support plate
4	Printhead latch (shaded and shown in open position)

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Remove the Platen Roller

2. See [Figure 3](#). Using a Torx key, loosen the screw on the latch pin, and rotate the latch pin to the open position.

Figure 3 • Latch Pin



1	Platen roller
2	Latch pin screw
3	Latch pin (shaded)

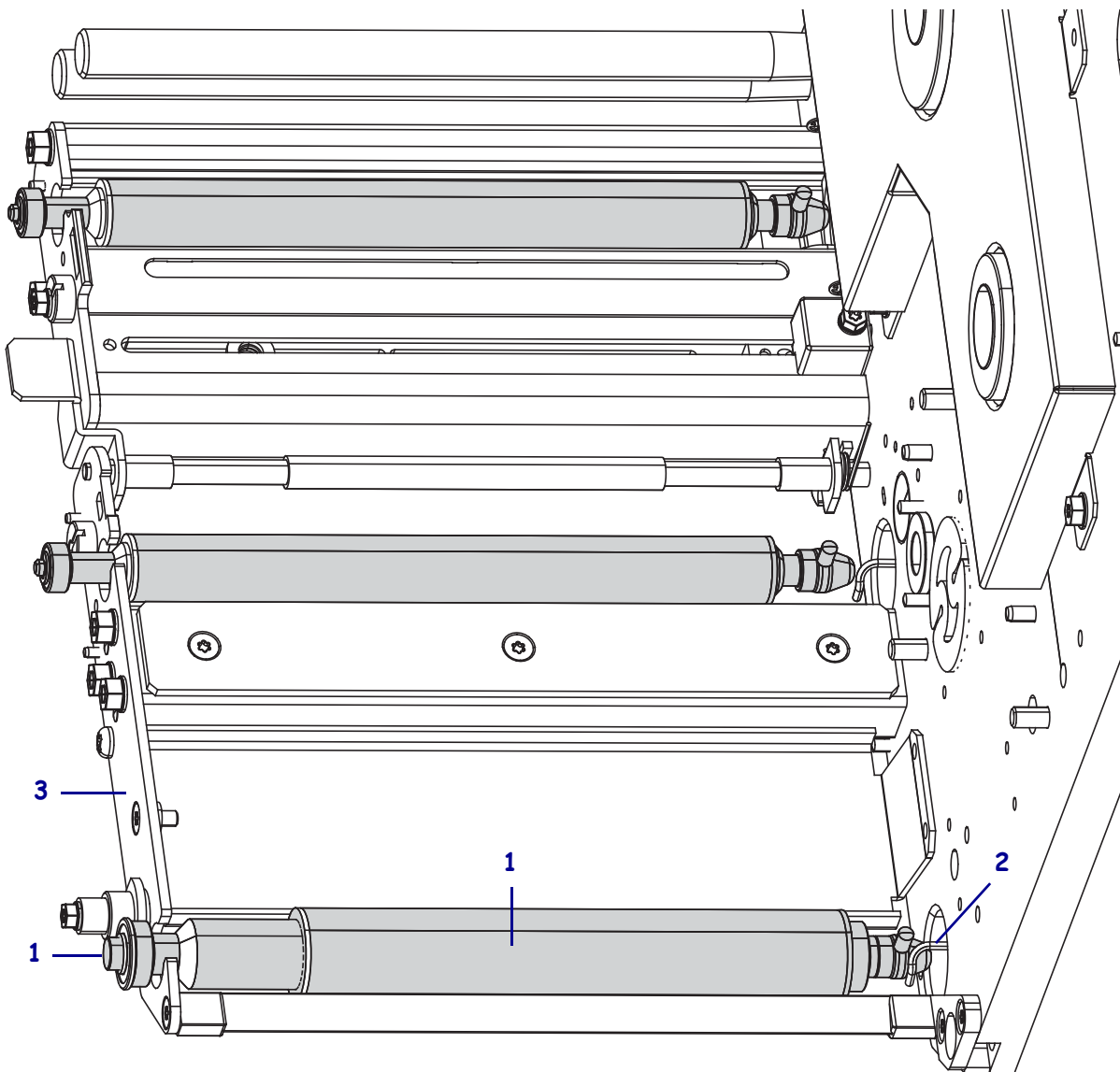
3. See [Figure 4](#). Grasp the platen roller tightly and pull it toward the platen roller support plate to release the pin secured in the platen roller coupler.
The outboard bearing will extend past the end of the platen roller support plate.



Note • You may have to turn the roller slightly to be able to remove the roller.

4. Lift the platen roller out of the print engine.

**Figure 4 • Roller Locations
(Top View with Subsystems Removed)**



1	Platen roller (shaded)
2	Platen roller coupler
3	Platen roller support plate

Replace the Platen Roller

1. See [Figure 4](#). Starting with the pin end of the roller, align the pin with the slot in the platen roller coupler.
2. Lower the other end of the platen shaft into the large hole on the platen roller support plate.
3. Push the shaft toward the platen pulley to fully seat the platen shaft.
You will hear a click when the pin is seated correctly or turn the roller slightly to confirm that the roller is firmly seated.
4. See [Figure 3](#). Loosen the retaining screw for the platen latch pin, and rotate the latch pin to the closed position. Tighten the screw.
5. Close the printhead.

The installation is complete.