

HC100™
Wristband Printer

Maintenance Manual

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About This Document

This section provides you with contact information, document structure and organization, and additional reference documents.

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Who Should Use This Document

This Maintenance Manual helps you quickly identify and maintain assemblies in the HC100.

How This Document Is Organized

The Maintenance Manual is set up as follows:

Section	Description
Technical Support	How to contact technical support.
Introduction	An introduction to the HC100.
Master Assembly Drawing	Identifies the assemblies and part names and kit numbers.
Installation Instructions	How to install replacement parts (also known as maintenance kits).

Contacts

You can contact Zebra Technologies Corporation at the following:

Web Site

<http://www.zebra.com>

Technical Support via the Internet is available 24 hours per day, 365 days per year. Go to <http://www.zebra.com/support>.

The Americas

Regional Headquarters	Technical Support	Customer Service Dept.
Zebra Technologies International, LLC 333 Corporate Woods Parkway Vernon Hills, Illinois 60061.3109 U.S.A T: +1 847 793 2600 Toll-free +1 800 423 0422 F: +1 847 913 8766	T: +1 877 ASK ZEBRA (275 9327) F: +1 847 913 2578 Hardware: ts1@zebra.com Software: ts3@zebra.com	For printers, parts, media, and ribbon, please call your distributor, or contact us. T: +1 877 ASK ZEBRA (275 9327) E: clientcare@zebra.com

Europe, Africa, Middle East, and India

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Regional Headquarters	Technical Support	Customer Service
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Document Conventions

The following conventions are used throughout this document to convey certain information.

Alternate Color (online only) Cross-references contain hot links to other sections in this guide. If you are viewing this guide online in .pdf format, you can click the cross-reference ([blue text](#)) to jump directly to its location.

Icons Used



Caution • Warns you of the potential for electrostatic discharge.



Caution • Warns you of a potential electric shock situation.



Caution • Warns you of a situation where excessive heat could cause a burn.



Caution • Advises you that failure to take or avoid a specific action could result in physical harm to you.

Caution • (No icon) Advises you that failure to take or avoid a specific action could result in physical harm to the hardware.



Important • Advises you of information that is essential to complete a task.



Note • Indicates neutral or positive information that emphasizes or supplements important points of the main text.



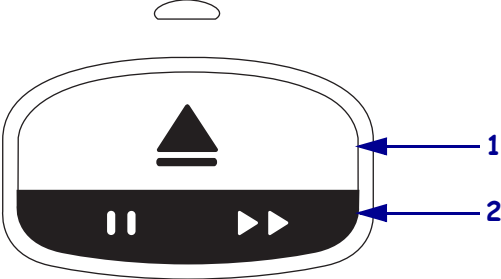
Example • Provides an example, often a scenario, to better clarify a section of text.



Tools • Tells you what tools you need to complete a given task.

Illustration Callouts Callouts are used when an illustration contains information that needs to be labeled and described. A table that contains the labels and descriptions follows the graphic. [Figure 1](#) provides an example.

Figure 1 • Sample Figure with Callouts



1	Eject button
2	Pause/Feed button

Related Documents

The following documents might be helpful references:

HC100 Printer User Guide

ZPL II[®] Programming Guide

ZebraNet[®] Wired and Wireless Print Server User Guide



Introduction

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Overview

The HC100 prints identification wristbands. Some wristbands are designed for use in hospitals, clinics, and other healthcare facilities. The medical use wristbands are made of polypropylene and feature an antimicrobial coating to help protect against the spread of *S. aureus*, *P. aeruginosa*, *E. coli*, and MRSA. Other wristbands are designed for one day to multiple day use at amusement and water parks, carnivals, sporting events, concerts, resorts, and cruise lines.

The printer uses an enclosed media cartridge to deliver the wristbands and even tracks the remaining number of wristbands inside the cartridge. Wristbands are available in multiple sizes including adult, child, and infant. The HC100 is self-calibrating and simple to use.

This manual may be used as a reference for maintaining the HC100 printers. The manual includes installation instructions for all of the maintenance kits as well as assembly drawings, parts lists, and required tools.



Master Assembly Drawing

This chapter provides the master assembly drawing for all maintenance kits for the HC100.

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Master Assembly Drawing

All information provided in [Table 1](#) corresponds to the numbers shown in [Figure 2](#). For example, arrow 8 in the drawing is identifying the Main Logic Board assembly. According to [Table 1](#), Item 8 gives both, the name and the part number, for the kit assembly.

Maintenance Kits

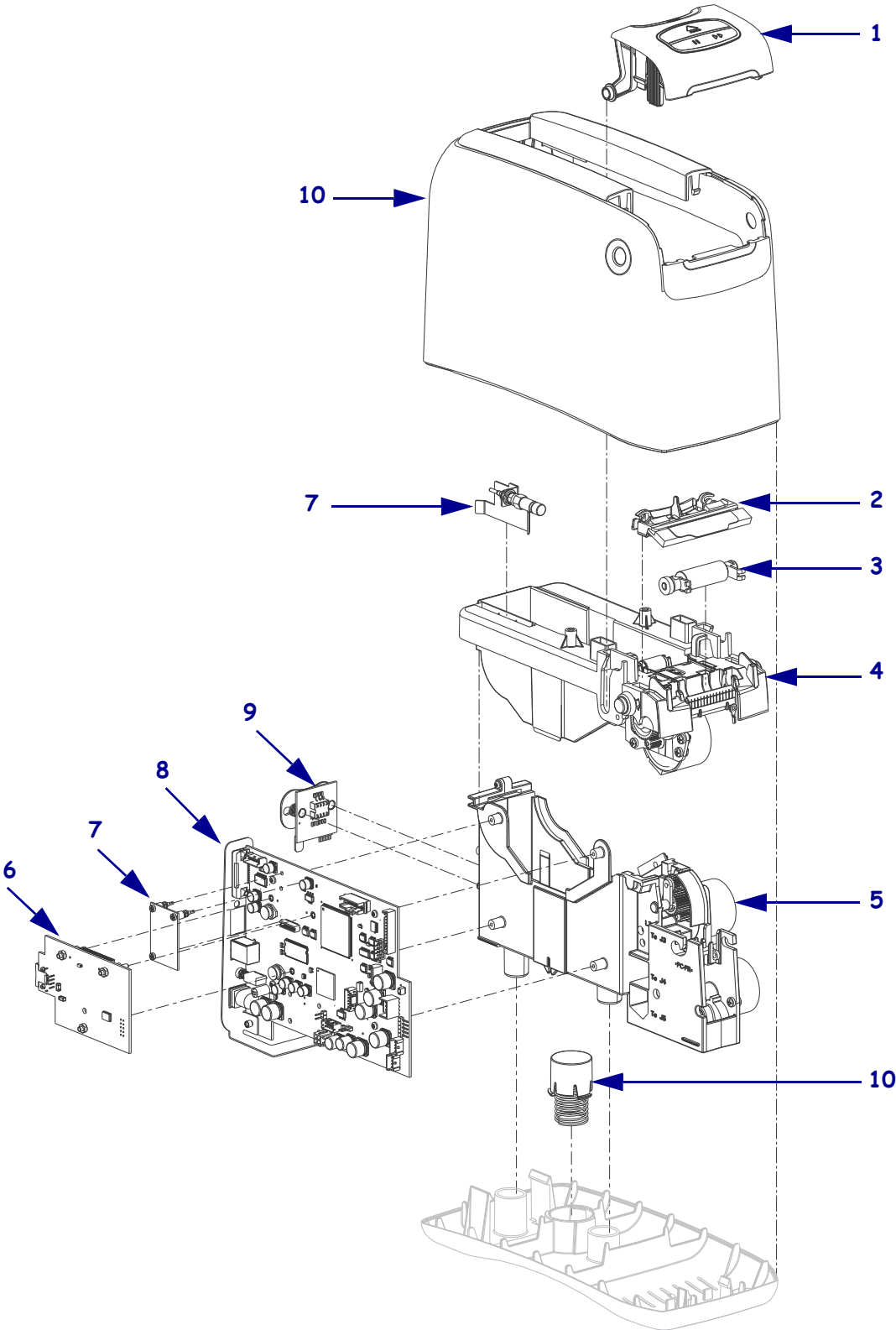
Table 1 • Master Assembly Kits

Item	Kit Part Number	Assembly Name
1	61340M	<i>61340M Upper Print Mechanism Cover Assembly Maintenance Kit on page 107</i>
2	61330M	<i>61330M Printhead Assembly Maintenance Kit on page 20</i>
3	61331M	<i>61331M Platen Roller Assembly Maintenance Kit on page 28</i>
4	61341M	<i>61341M Print Mechanism Chassis Assembly Maintenance Kit on page 120</i>
5	61342M	<i>61342M Main Frame Assembly Kit on page 136</i>
6	61338M	<i>61338M ZebraNet™ 10/100 Print Server Assembly Maintenance Kit on page 85</i>
7	61337M	<i>61337M ZebraNet™ Internal Wireless Plus Print Server Maintenance Kit on page 55</i>
	P1051273-001	<i>P1051273-001 ZebraNet™ Internal Wireless Plus Print Server Maintenance Kit on page 72</i>
8	61335M	<i>61335M Main Logic Board Maintenance Kit on page 36</i>
	61336M	
9	61339M	<i>61339M Smart Card Reader Board Maintenance Kit on page 96</i>
10	61343M	<i>61343M Outer Enclosure and Trim Maintenance Kit on page 159</i>



Important • The printer base is not included in any kit and thus, appears gray in [Figure 2](#).

Figure 2 • Master Assembly Drawing





Notes • _____



Maintenance Kits

This chapter provides the installation instructions, parts lists, and required tools for all of the maintenance kits for the HC100.

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61330M Printhead Assembly Maintenance Kit	20
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61335M Main Logic Board Maintenance Kit	36
61337M ZebraNet™ Internal Wireless Plus Print Server Maintenance Kit	55
P1051273-001 ZebraNet™ Internal Wireless Plus Print Server Maintenance Kit	72
61338M ZebraNet™ 10/100 Print Server Assembly Maintenance Kit	85
61339M Smart Card Reader Board Maintenance Kit	96
61340M Upper Print Mechanism Cover Assembly Maintenance Kit	107
61341M Print Mechanism Chassis Assembly Maintenance Kit	120
61342M Main Frame Assembly Kit	136
61343M Outer Enclosure and Trim Maintenance Kit	159

61330M Printhead Assembly Maintenance Kit

Installation Instructions

This kit includes the parts and documentation necessary to install the printhead assembly in the HC100™. Read these instructions thoroughly before installing this kit.

Prepare for Installation

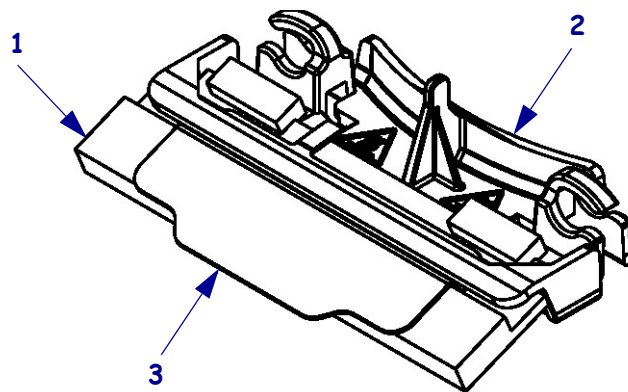
Parts List

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

✓	Item	Qty	Part Number	Description
	Ref	1	61330M	2 in. Thermal Printhead Maintenance Kit
	1	1	<i>61259-12</i>	2 in. Thermal Printhead
	2	1	<i>61248</i>	Media Chute
	3	1	<i>61230</i>	Printhead Lever Plate

Bold = Part available for purchase.
Italic = Part not available for purchase; listed and shown for reference only.

Figure 3 • Kit Contents



Tools Required



Tools • You need these tools to complete this procedure:

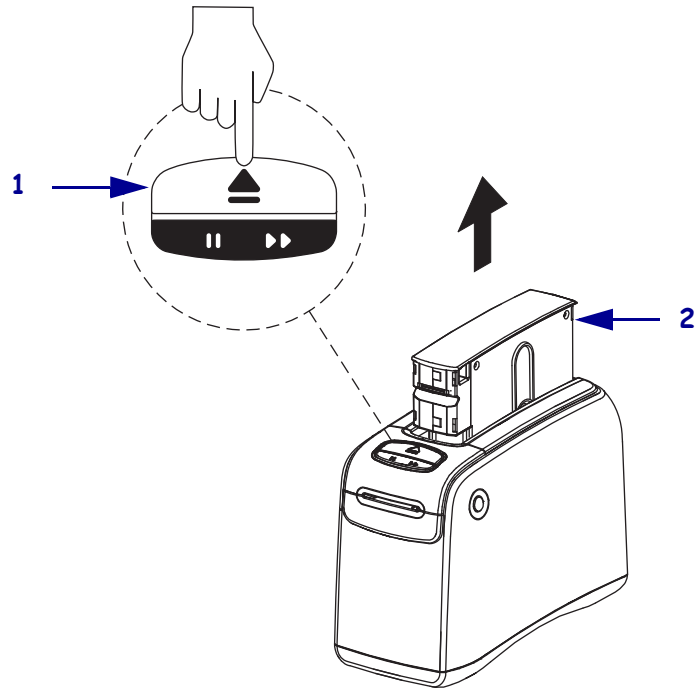
- Antistatic Wriststrap and Mat
- 47362* Zebra Preventive Maintenance Kit

* In place of the Preventive Maintenance Kit, you may use a clean swab dipped in a solution of isopropyl alcohol (minimum 90%) and deionized water (maximum 10%).

Remove the Media Cartridge

1. See [Figure 4](#). Press Eject and remove the media cartridge.

Figure 4 • Media Cartridge, Eject Button, and HC100



1	Eject button
2	Media cartridge

2. Did the cartridge eject?

If...	Then...
Yes	<ol style="list-style-type: none"> Remove the media cartridge and set aside. Go to Open the Printer on page 22.
No	<ol style="list-style-type: none"> Turn off (O) the power switch. Turn on (I) the power and wait for the printer to power up completely. Press Eject. Continue with step 3.

3. Did the cartridge eject this time?

If...	Then...
Yes	<p>a. Remove the media cartridge and set aside.</p> <p>b. Go to <i>Open the Printer</i>.</p>
No	<p>a. Turn off (O) the power switch.</p> <p>b. Turn on (I) the power and wait for the printer to power up completely.</p> <p>c. Press and hold Eject for six seconds.</p> <p>d. Release Eject.</p> <p>e. If the cartridge ejected, go to <i>Open the Printer</i>.</p> <p>f. If the cartridge did not eject, continue with step 4.</p>

4. Contact Technical Support. See *Contacts* on page 9.

Open the Printer



1. **Caution** • Observe proper electrostatic safety precautions when handling static-sensitive components such as circuit boards and printheads.

Connect yourself to an antistatic device.

2. Place the printer on the antistatic mat.

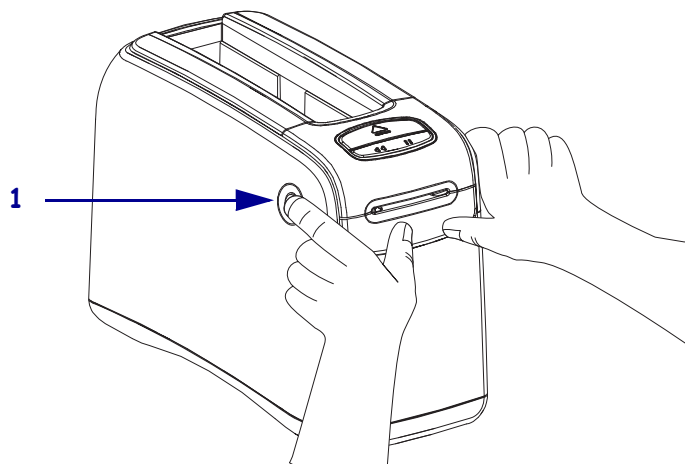


3. **Caution** • Turn off (O) the printer before performing the following procedure.

Turn off (O) the printer.

4. See [Figure 5](#). Press the upper cover release buttons located on both sides of the printer.

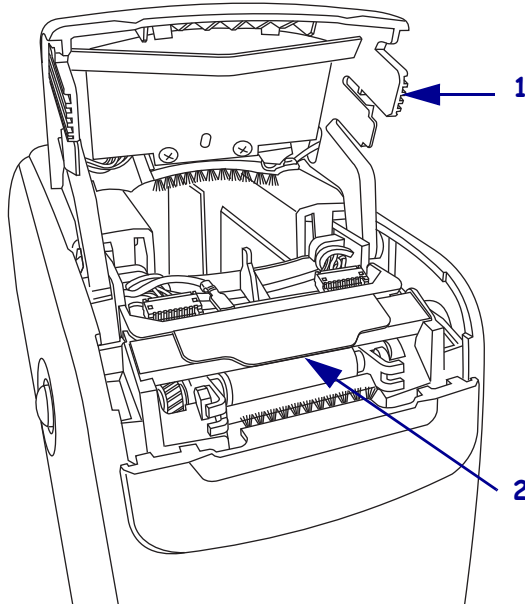
Figure 5 • Opening the HC100



1	Upper cover release button (one on each side)
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5. See [Figure 6](#). Raise the cover up and tilt it toward the back until it is almost resting on the top of the printer.

Figure 6 • HC100 with Cover Open



1	Upper cover
2	Metal printhead lever plate

Remove the Printhead Assembly



Caution • Before touching the printhead assembly, discharge any built-up static electricity by touching the metal back plate on the printer near the On/Off switch or by using an antistatic wriststrap and mat.

Caution • Be careful not to touch the printhead with any tools. This could damage the printhead.



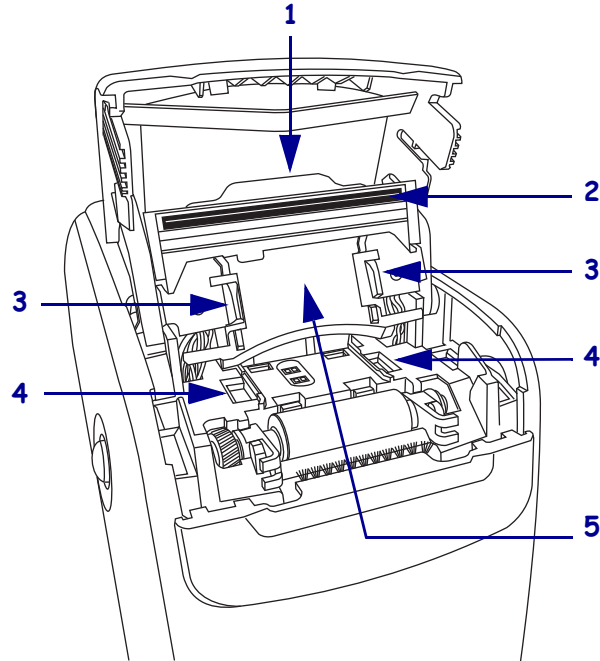
Caution • The printhead may be hot and could cause severe burns. Allow the printhead to cool.

1. **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.
-

See [Figure 6](#). To release the printhead assembly, lift up on the metal printhead lever plate along the front edge of the printhead assembly.

- See [Figure 7](#). Lift the printhead assembly up and pull it forward ensuring the snap tabs underneath the printhead assembly are disengaged from the printer.

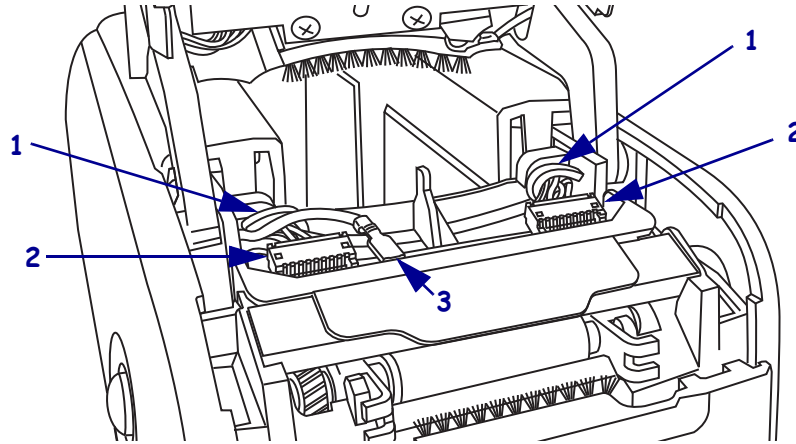
Figure 7 • Close-up of Printhead Assembly Parts



1	Metal printhead lever plate
2	Underside of printhead assembly
3	Snap tabs (2)
4	Chassis slots (2)
5	Media chute

3. See [Figure 8](#). Gently remove all of the wires from the cable clips located at the back outside edges of the printhead assembly.

Figure 8 • Close-Up View of Printhead Assembly



1	Cable clips (2)
2	Printhead assembly socket and connector (2)
3	Ground wire (green)

4. Disconnect the right and left printhead cables.
 - a. Slide a fingernail between the back edge of the socket and the connector to gently pry each side of the connector out.
 - b. Grasp the connector and pull it completely out of the socket.
 - c. Repeat [step 4](#) for the other cable.
5. Disconnect the small green ground wire from the printhead.
6. Remove the printhead assembly and discard.

Install the New Printhead Assembly

Caution • Remove all jewelry that could come into contact with the printhead or other printer parts.

1. See [Figure 8](#). Reconnect the right and left printhead cables.
 - a. Support the front edge of the socket with your fingernail.
 - b. Align the connector with the socket.
 - c. Gently pinch the connector and socket together.
 - d. Repeat [step 1](#) for the other cable.
2. Thread the cable wires through the cable clip on each side of the printhead assembly.
Be sure to include the green ground wire in the cable clip on the left side of the printhead.
3. Reconnect the green ground wire.
4. Clean the print line on the printhead.
 - a. Use the swab from a Preventive Maintenance Kit (part number 47362) or a clean swab dipped in a solution of isopropyl alcohol (minimum 90%) and deionized water (maximum 10%).
 - b. On the underside of the printhead assembly, wipe along the brown strip from end to end.
 - c. Allow the solution to evaporate.
5. See [Figure 7](#). Align the snap tabs on the bottom of the media chute with the slots in the printer chassis.
6. Press the back edge of the printhead assembly into the slots and then press on the metal printhead lever plate to snap the printhead assembly into place.

Resume Operation

1. See [Figure 6](#). To close the upper cover, rock the front edge down, push the cover toward the back of the printer, and then push the cover down.
2. Turn on (I) the printer.
3. Insert the media cartridge into the printer.

61331M Platen Roller Assembly Maintenance Kit

Installation Instructions

This kit includes the parts and documentation necessary to install the Platen Roller Replacement Kit in the HC100™. Read these instructions thoroughly before installing this kit.

Prepare for Installation

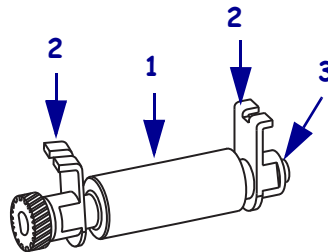
Parts List

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

✓	Item	Qty	Part Number	Description
	Ref	1	61331M	Platen Roller Maintenance Kit
	1	1	<i>61241</i>	Platen Shaft
	2	2	<i>61232</i>	Locking Platen Bearing
	3	1	<i>02133</i>	External E-Ring 0.188 in.

Bold = Part available for purchase.
Italic = Part not available for purchase; listed and shown for reference only.

Figure 9 • Kit Contents



Tools Required



Tools • You need these tools to complete this procedure:

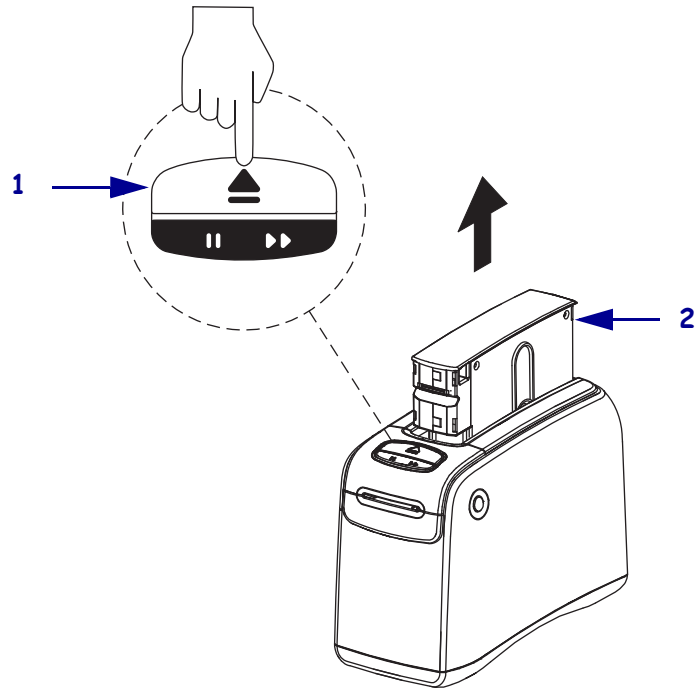
- Antistatic Wriststrap and Mat
- 47362* Zebra Preventive Maintenance Kit

* In place of the Preventive Maintenance Kit, you may use a clean swab dipped in a solution of isopropyl alcohol (minimum 90%) and deionized water (maximum 10%).

Remove the Media Cartridge

1. See [Figure 10](#). Press Eject and remove the media cartridge.

Figure 10 • Media Cartridge, Eject Button, and HC100



1	Eject button
2	Media cartridge

2. Did the cartridge eject?

If...	Then...
Yes	<ol style="list-style-type: none"> Remove the media cartridge and set aside. Go to Open the Printer.
No	<ol style="list-style-type: none"> Turn off (O) the power switch. Turn on (I) the power and wait for the printer to power up completely. Press Eject. Continue with step 3.

3. Did the cartridge eject this time?

If...	Then...
Yes	<p>a. Remove the media cartridge and set aside.</p> <p>b. Go to <i>Open the Printer</i>.</p>
No	<p>a. Turn off (O) the power switch.</p> <p>b. Turn on (I) the power and wait for the printer to power up completely.</p> <p>c. Press and hold Eject for six seconds.</p> <p>d. Release Eject.</p> <p>e. If the cartridge ejected, go to <i>Open the Printer</i>.</p> <p>f. If the cartridge did not eject, continue with step 4.</p>

4. Contact Technical Support. See *Contacts* on page 9.

Open the Printer



- Caution** • Observe proper electrostatic safety precautions when handling static-sensitive components such as circuit boards and printheads.

Connect yourself to an antistatic device.

- Place the printer on the antistatic mat.

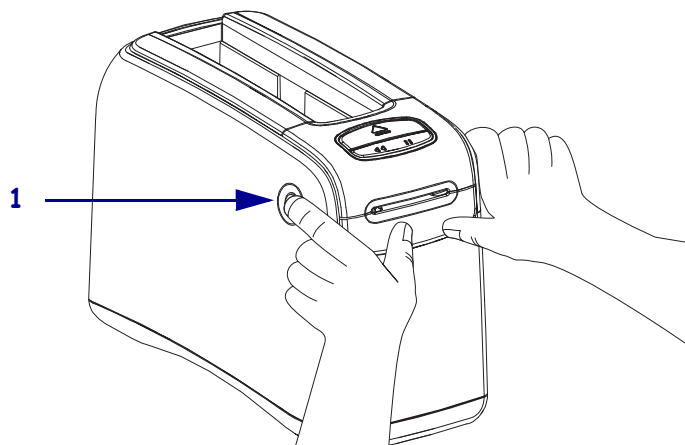


- Caution** • Turn off (O) the printer before performing the following procedure.

Turn off (O) the printer.

- See [Figure 11](#). Press the upper cover release buttons located on both sides of the printer.

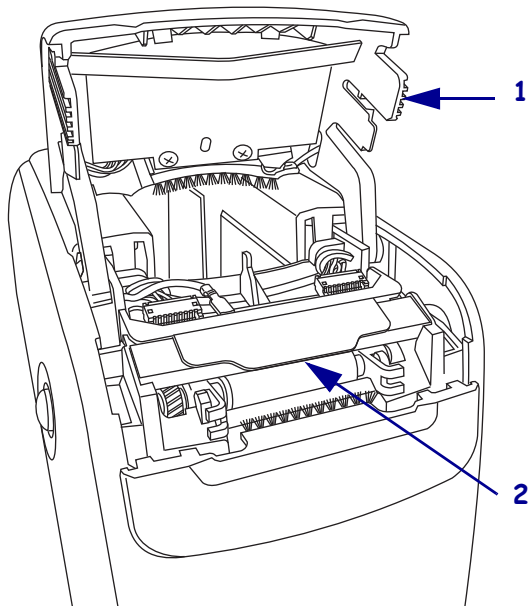
Figure 11 • Opening the HC100



1	Upper cover release button (one on each side)
----------	---

5. See [Figure 12](#). Raise the cover up and tilt it toward the back until it is almost resting on the top of the printer.

Figure 12 • HC100 with Cover Open



1	Upper cover
2	Metal printhead lever plate

Reposition the Printhead Assembly



Caution • Before touching the printhead assembly, discharge any built-up static electricity by touching the metal back plate on the printer near the On/Off switch or by using an antistatic wriststrap and mat.

Caution • Be careful not to touch the printhead with any tools. This could damage the printhead.



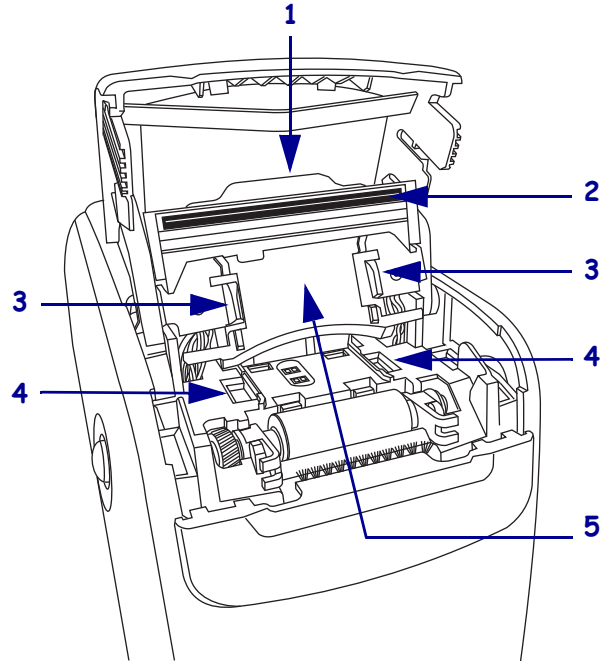
Caution • The printhead may be hot and could cause severe burns. Allow the printhead to cool.

1. **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.
-

See [Figure 12](#). To release the printhead assembly, lift up on the metal printhead lever plate along the front edge of the printhead assembly.

- See [Figure 13](#). Lift the printhead assembly up and pull it forward ensuring the snap tabs underneath the printhead assembly are disengaged from the printer.

Figure 13 • Closeup of Printhead Assembly Parts



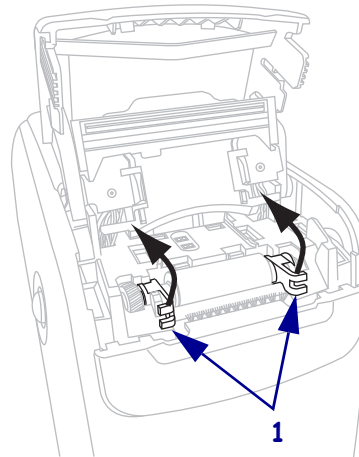
1	Metal printhead lever plate
2	Underside of printhead assembly
3	Snap tabs (2)
4	Chassis slots (2)
5	Media chute

- Stand the printhead assembly up and back against the upper cover. It will stay in this position until moved.

Remove the Platen Roller

1. See [Figure 14](#). To unlock the platen roller, rotate the green platen release tabs until they are in a vertical position.

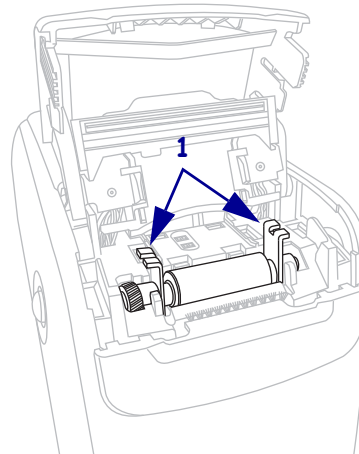
**Figure 14 • Platen Roller Locked in Place
(Release tabs shown in locked position)**



1	Platen release tabs (2)
----------	-------------------------

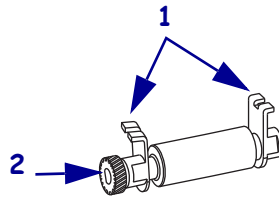
2. See [Figure 15](#). Pull both of the platen release tabs straight up.

**Figure 15 • Platen Roller Unlocked
(Release tabs shown in unlocked position)**



1	Platen release tabs (2)
----------	-------------------------

3. See [Figure 16](#). Remove the platen roller assembly and discard.

Figure 16 • Platen Roller Assembly

1	Platen release tabs (2)
2	Platen gear

Install the New Platen Roller

1. **Caution** • Remove all jewelry that could come into contact with the printhead or other printer parts.

See [Figure 16](#). Holding both release tabs in a vertical position with the platen gear on the left, drop the platen roller into place in the printer chassis.
2. To lock the platen roller, rotate the green platen release tabs down until they are pointed toward the front of the printer.
3. Clean the print line on the printhead.
 - a. Use the swab from a Preventive Maintenance Kit (part number 47362) or a clean swab dipped in a solution of isopropyl alcohol (minimum 90%) and deionized water (maximum 10%).
 - b. On the underside of the printhead assembly, wipe along the brown strip from end to end.
 - c. Allow the solution to evaporate.
4. See [Figure 13](#). To replace the printhead assembly, align the snap tabs on the bottom of the media chute with the slots in the printer chassis.
Be careful not to touch the print line.
5. Press the back edge of the printhead assembly into the slots and then press on the metal printhead lever plate to snap the printhead assembly into place.

Resume Operation

1. See [Figure 12](#). To close the upper cover, rock the front edge down, push the cover toward the back of the printer, and then push the cover down.
2. Turn on (I) the printer.
3. Insert the media cartridge into the printer.

61335M Main Logic Board Maintenance Kit

Installation Instructions

This kit includes the parts and documentation necessary to install the Main Logic Board (MLB) maintenance kit in the HC100 printer.

Read these instructions thoroughly before installing this kit.

Prepare for Installation

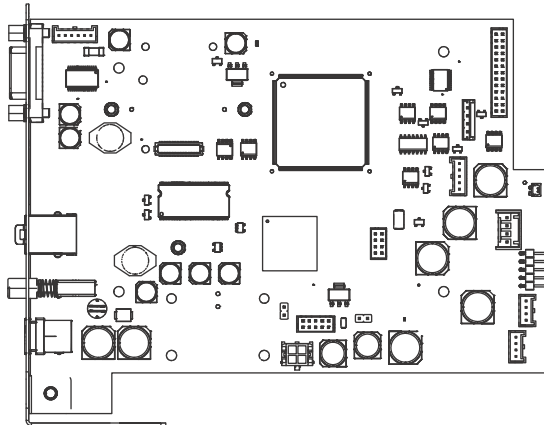
Parts List

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

✓	Item	Qty	Part Number	Description
	Ref	1	61335M	HC100 Main Logic Board (MLB), 8MB Maintenance Kit
	Ref	1	61336M	HC100 Main Logic Board (MLB), 64MB Maintenance Kit

Bold = Part available for purchase.
Italic = Part not available for purchase; listed and shown for reference only.

Figure 17 • Kit Contents



Tools Required



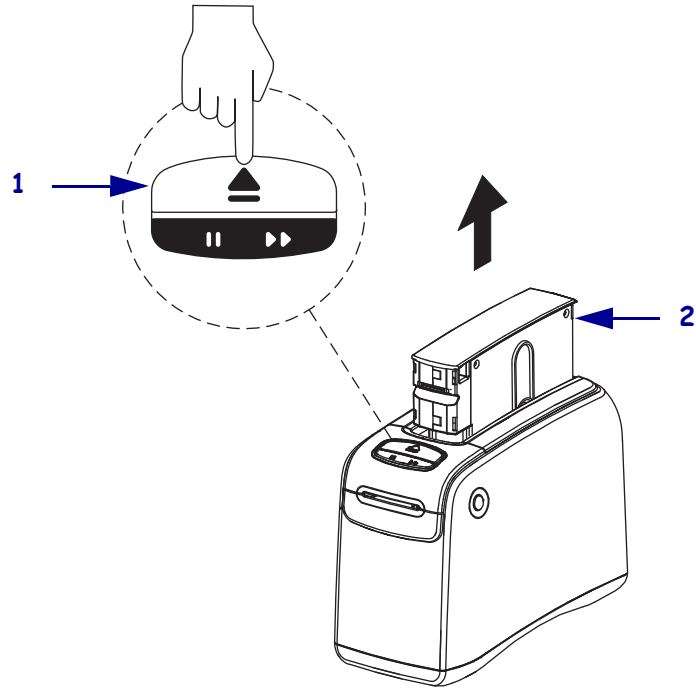
Tools • You need these tools to complete this procedure:

- Phillips Screwdriver Set
- Flat-blade Screwdriver Set
- Metric Nutdriver Set
- Metric Open End Wrench Set
- Antistatic Wriststrap and Pad

Remove the Media Cartridge

1. See [Figure 18](#). Press Eject.

Figure 18 • Media Cartridge, Eject Button, and HC100



1	Eject button
2	Media cartridge

2. Did the cartridge eject?

If...	Then...
Yes	<p>a. Remove the media cartridge and set aside.</p> <p>b. Go to <i>Open the Printer on page 39</i>.</p>
No	<p>a. Turn off (O) the power switch.</p> <p>b. Turn on (I) the power and wait for the printer to power up completely.</p> <p>c. Press Eject.</p> <p>d. Continue with step 3.</p>

3. Did the cartridge eject this time?

If...	Then...
Yes	<p>a. Remove the media cartridge and set aside.</p> <p>b. Go to <i>Open the Printer on page 39</i>.</p>
No	<p>a. Turn off (O) the power switch.</p> <p>b. Turn on (I) the power and wait for the printer to power up completely.</p> <p>c. Press and hold Eject for six seconds.</p> <p>d. Release Eject.</p> <p>e. If the cartridge ejected, go to <i>Open the Printer</i>.</p> <p>f. If the cartridge did not eject, continue with step 4.</p>

4. Contact Technical Support. See *Contacts on page 9*.

Open the Printer



Caution • A qualified service technician must perform this installation.



-
1. **Caution** • Observe proper electrostatic safety precautions when handling static-sensitive components such as circuit boards and printheads.
-

Connect yourself to an antistatic device.

2. Place the printer on the antistatic mat.

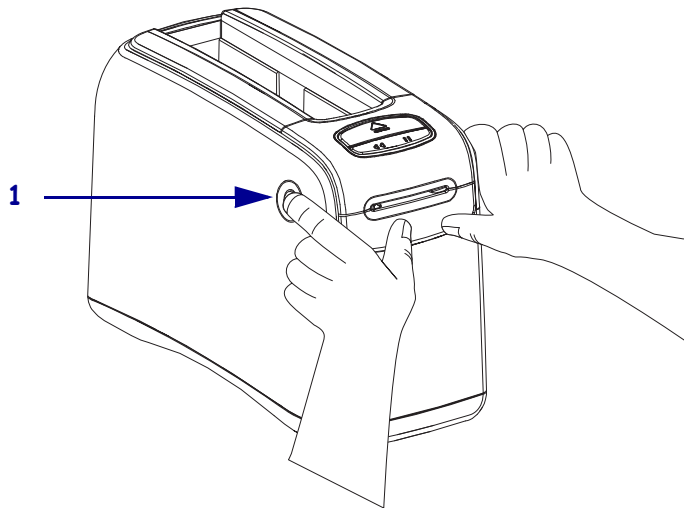


-
3. **Caution** • Turn off (O) the printer and disconnect it from the power source before performing the following procedure.
-

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

4. See [Figure 19](#). Press the upper cover release buttons located on both sides of the printer.

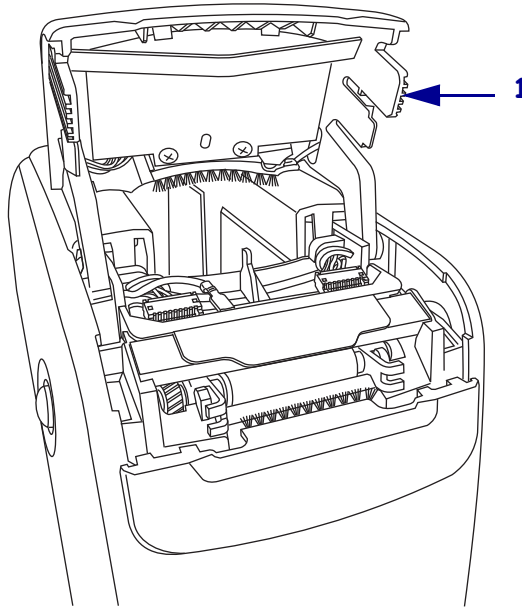
Figure 19 • Opening the HC100



1	Upper cover release button (one on each side)
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5. See [Figure 20](#). Raise the cover up and tilt it toward the back.

Figure 20 • HC100 with Cover Open



1	Upper cover
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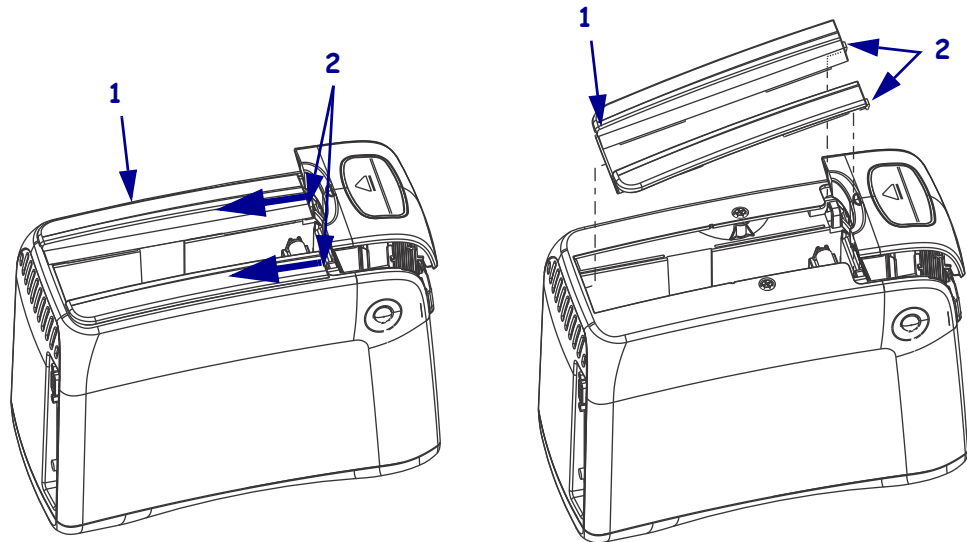
Remove the Outer Enclosure and Trim



Note • Retain all parts removed during disassembly, unless otherwise directed.

1. See [Figure 21](#). Remove the trim plate by pressing each tab toward the rear of the printer with your fingers and then lifting the trim plate off.

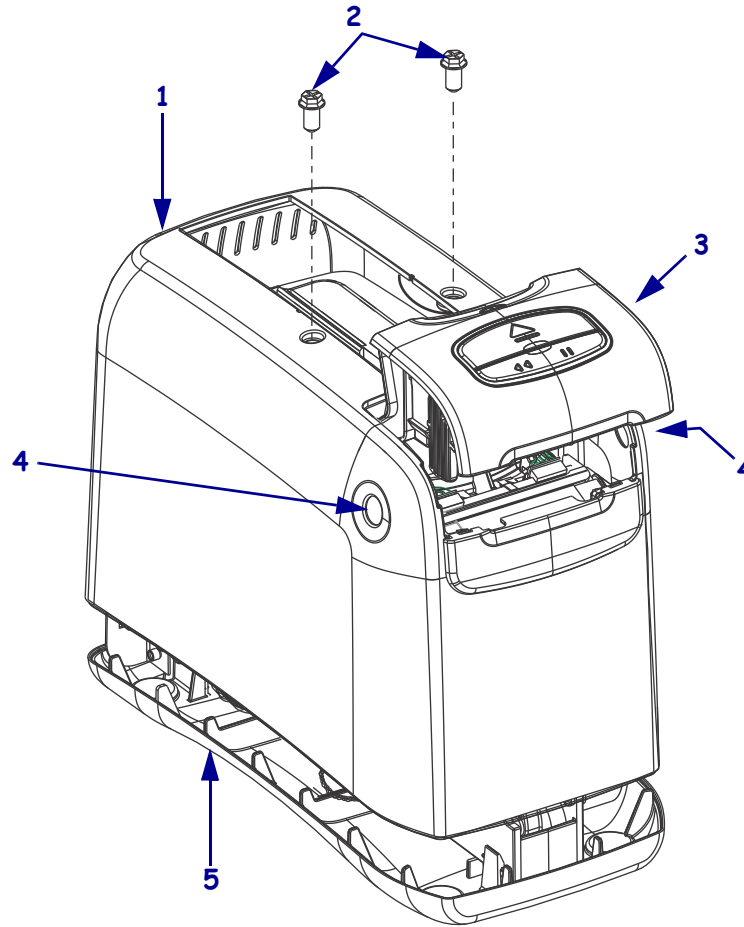
Figure 21 • Remove the Trim Plate



1	Trim plate
2	Tabs

2. Remove the two mounting screws.

Figure 22 • Remove the Mounting Screws

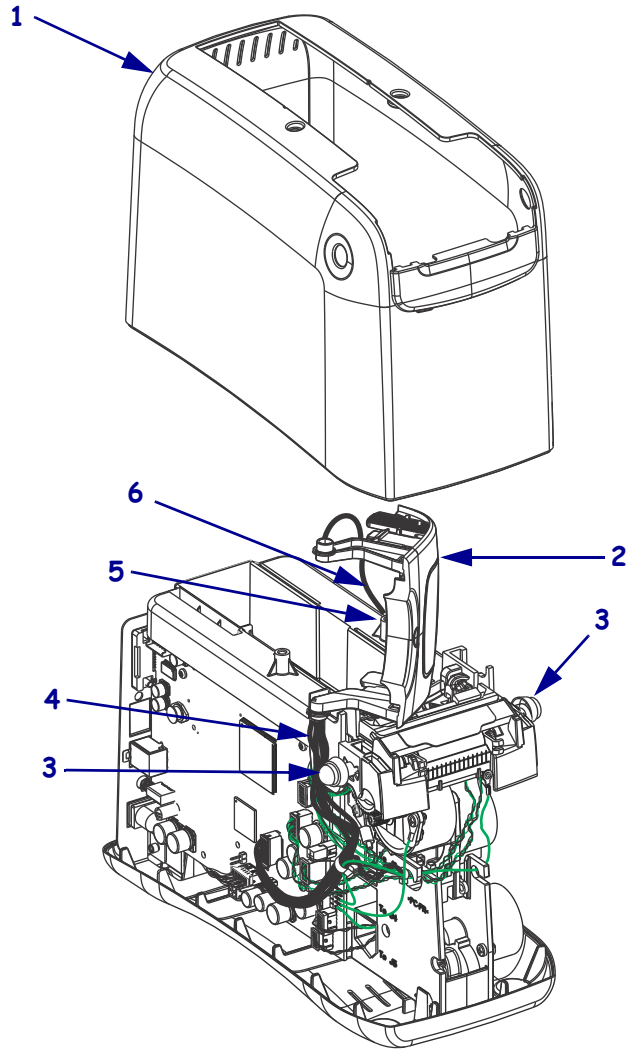


1	Outer enclosure
2	Outer enclosure mounting screws (2)
3	Upper print mechanism cover
4	Upper cover release buttons (2)
5	Base

3. Press the upper cover release buttons located on both sides of the printer and then lift the outer enclosure slightly off of the base.

4. See [Figure 23](#). Pull the upper cover out of the printer, turn it on its side, and then pull the outer enclosure off the printer.

Figure 23 • Remove the Outer Enclosure



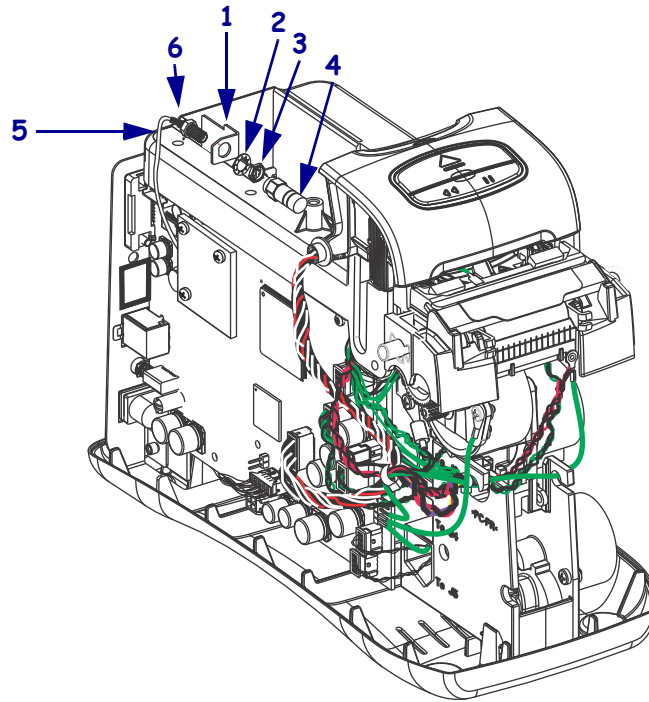
1	Outer enclosure
2	Upper print mechanism cover
3	Upper print mechanism release buttons (2)
4	User interface cable
5	Mounting post
6	Ground wire

Remove the Old Main Logic Board (MLB)

1. Do you have a wireless card installed?

If...	Then...
No	Continue with step 2 .
Yes	<p>a. See Figure 24. Disconnect the antenna cable from the antenna by removing the antenna from the cable connector, and then removing the mounting nut and lock washer securing the cable to the antenna bracket.</p> <p>b. Remove the antenna cable from the antenna bracket.</p> <p>c. Continue with step 2.</p>

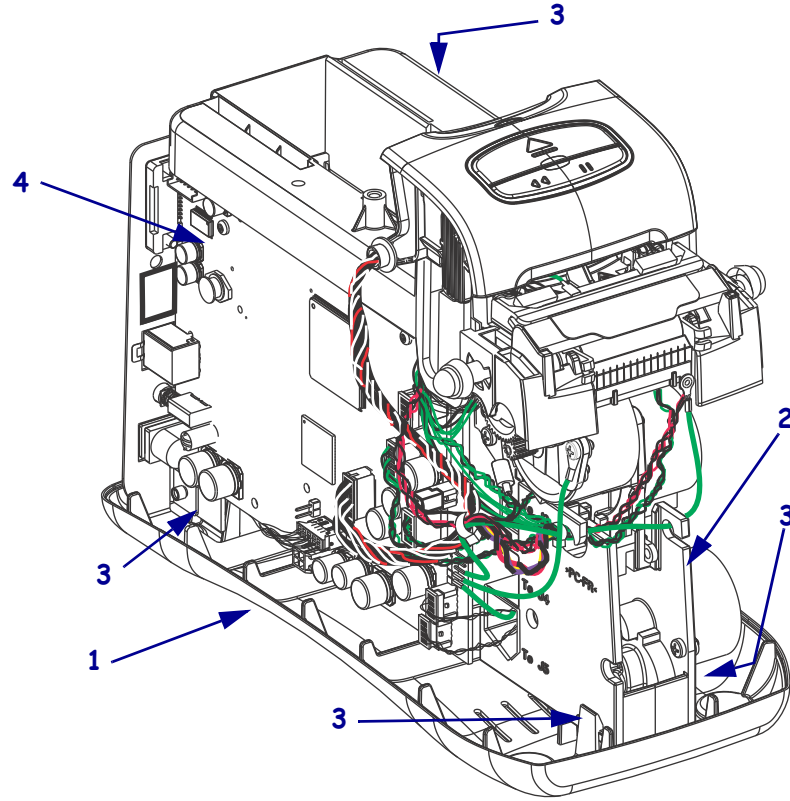
Figure 24 • Remove the Antenna Cable



1	Antenna mounting bracket
2	Lock washer
3	Mounting nut
4	Antenna
5	Antenna cable
6	Antenna cable connector

- Remove the main frame assembly from the base by prying the four tabs away from the main frame and lifting it off of the base.

Figure 25 • Remove the Main Frame

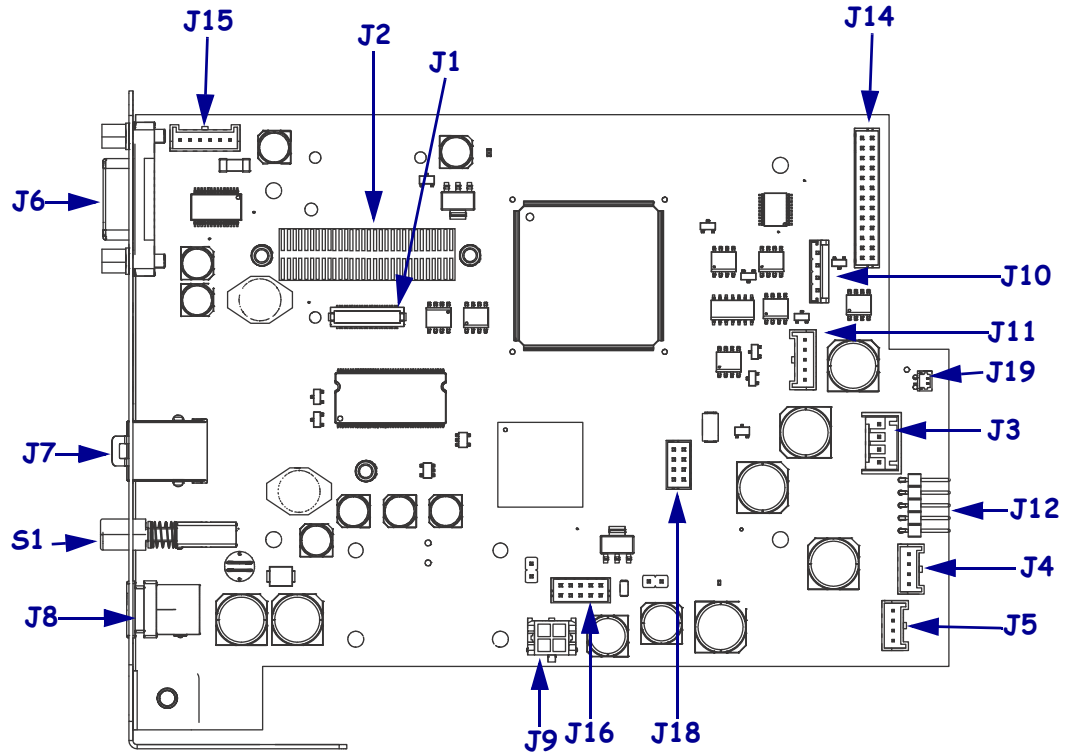


1	Base
2	Main frame assembly
3	Tabs (4)
4	Main logic board (MLB)

- Lay the main frame assembly on its side on the antistatic mat with the MLB facing up.

4. See [Figure 26](#). Disconnect all cables and ground wires from the MLB.

Figure 26 • Disconnect all Cables



J1	Wireless board
J2	Wired ethernet board
J3	Platen motor
J4	Transport motor
J5	Lock eject
J6	Serial port
J7	USB port
J8	Power input
J9	Open

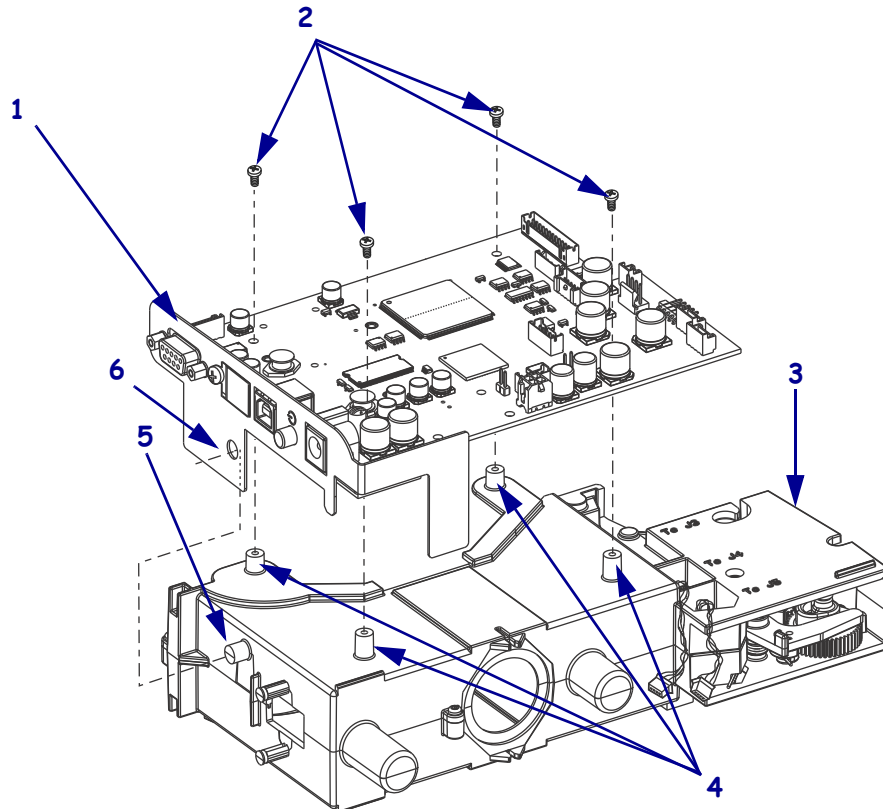
J10	Lock pin sensor
J11	Media sensor
J12	Ground pins
J14	Printhead
J16	Smartcard reader
J18	User interface
J19	Thermistor
S1	On/Off switch

- See [Figure 27](#). Remove the MLB by removing the four screws securing it, sliding it to the rear off the guide post and then lifting it off.



Note • The print mechanism and upper cover have been removed for clarity. Your printer will still have these assemblies attached.

Figure 27 • Remove the MLB

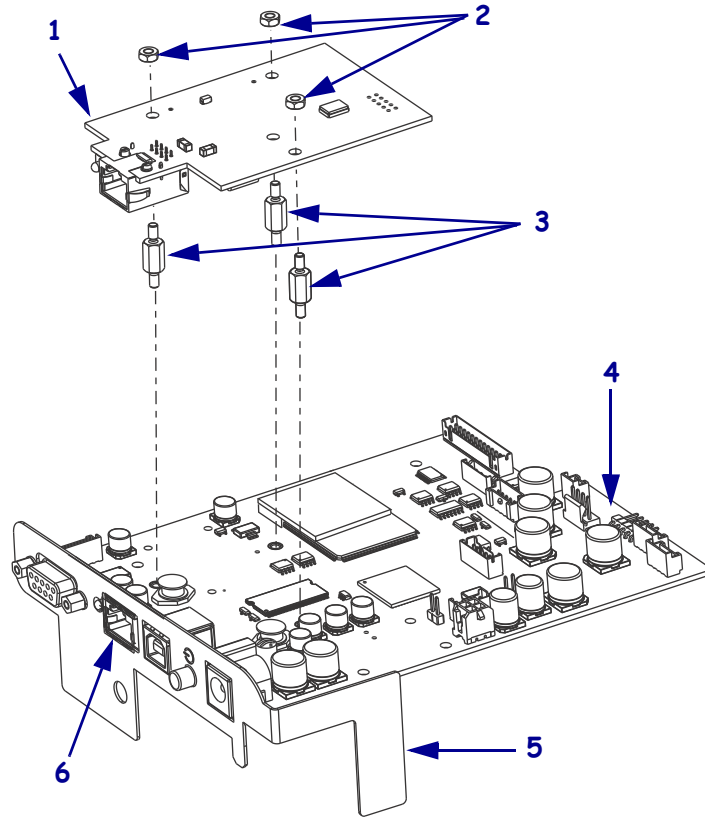


1	MLB
2	MLB mounting screws (4)
3	Main frame assembly
4	Mounting posts (4)
5	Guide post
6	Guide hole

6. Which communication option is being used?

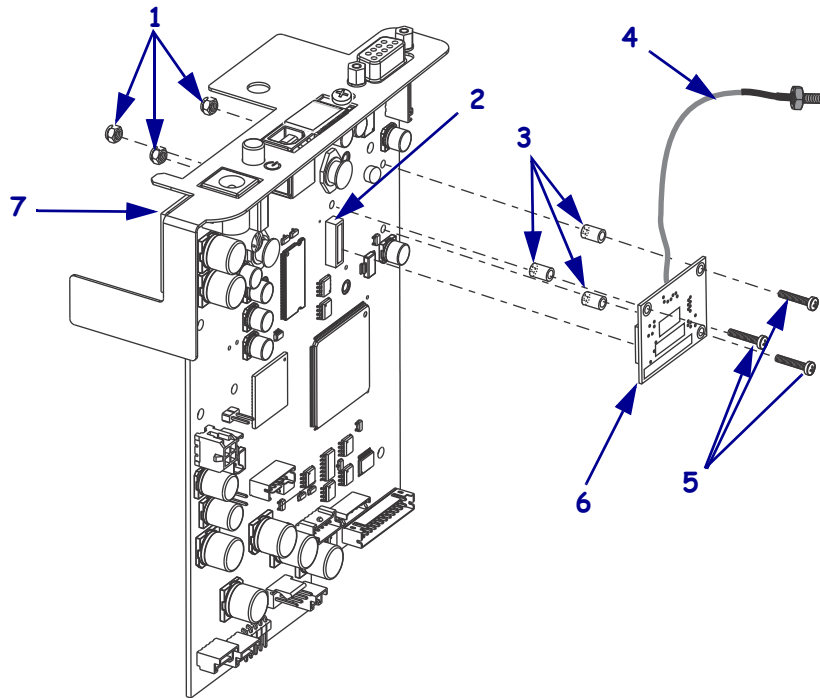
If you have a...	Then...
Wired Ethernet	<ul style="list-style-type: none">a. See Figure 28. Remove the wired ethernet board by removing the three mounting nuts.b. Slide the wired ethernet board off of the standoffs.c. Remove the three standoffs from the old MLB.d. Go to Install the New MLB on page 51.
Wireless Ethernet	<ul style="list-style-type: none">a. See Figure 29. Remove the three mounting screws, spacers, and nuts.b. Remove the wireless ethernet board by pulling it out of connector J1 on the MLB. <p>Note • Leave the antenna cable connected to the wireless ethernet board.</p> <ul style="list-style-type: none">c. Go to Install the New MLB on page 51.
Serial or USB port	Go to Install the New MLB on page 51 .

Figure 28 • Remove the Wired Ethernet Board



1	Wired Ethernet board
2	Mounting nuts (3)
3	Standoffs (3)
4	MLB
5	MLB bracket
6	Ethernet access hole

Figure 29 • Remove the Wireless Ethernet Board



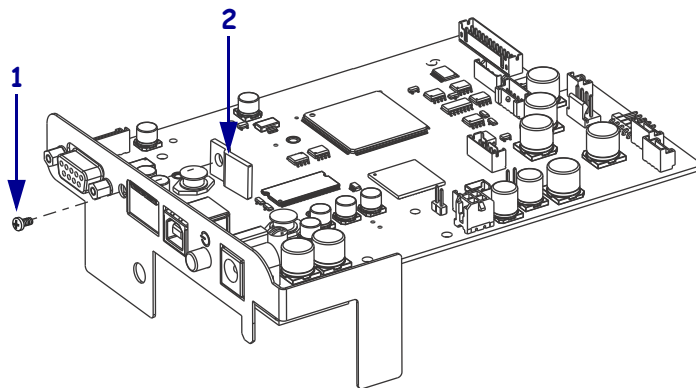
1	Mounting nuts (3)
2	J1
3	Spacers (3)
4	Antenna cable
5	Mounting screws (3)
6	Wireless board
7	MLB

Install the New MLB

1. Which communication option is being used?

If you have a...	Then...
Wired Ethernet	<ol style="list-style-type: none"> See Figure 28 on page 49. Install the three standoffs on the new MLB. See Figure 30. Remove the Ethernet cover plate from the MLB bracket by removing the screw securing it. Slide the wired ethernet board into the hole in the MLB bracket and then onto the three standoffs. Install the three mounting nuts. Continue to step 2.
Wireless Ethernet	<ol style="list-style-type: none"> See Figure 29. Install the wireless board connector into J1 on the MLB. Slide a spacer under the wireless board as aligning it with a mounting holes in the wireless board. Insert one of the mounting screws through the mounting hole in the wireless board and then through the spacer and the MLB. Install one of the mounting nuts, but do not tighten at this time. Repeat this procedure for the other two mounting screws and then tighten the three mounting nuts. Continue to step 2.
Serial or USB port	Continue to step 2 .

Figure 30 • Remove the Ethernet Cover



1	Mounting screw
2	Ethernet cover plate

- See [Figure 27 on page 47](#). Slide the new MLB under all the cable connectors previously removed, while aligning the guide post on the rear of the main frame with the guide hole in the MLB bracket.
- Align the mounting holes of the MLB with the mounting posts on the main frame assembly.

4. Install the four mounting screws from the maintenance kit.

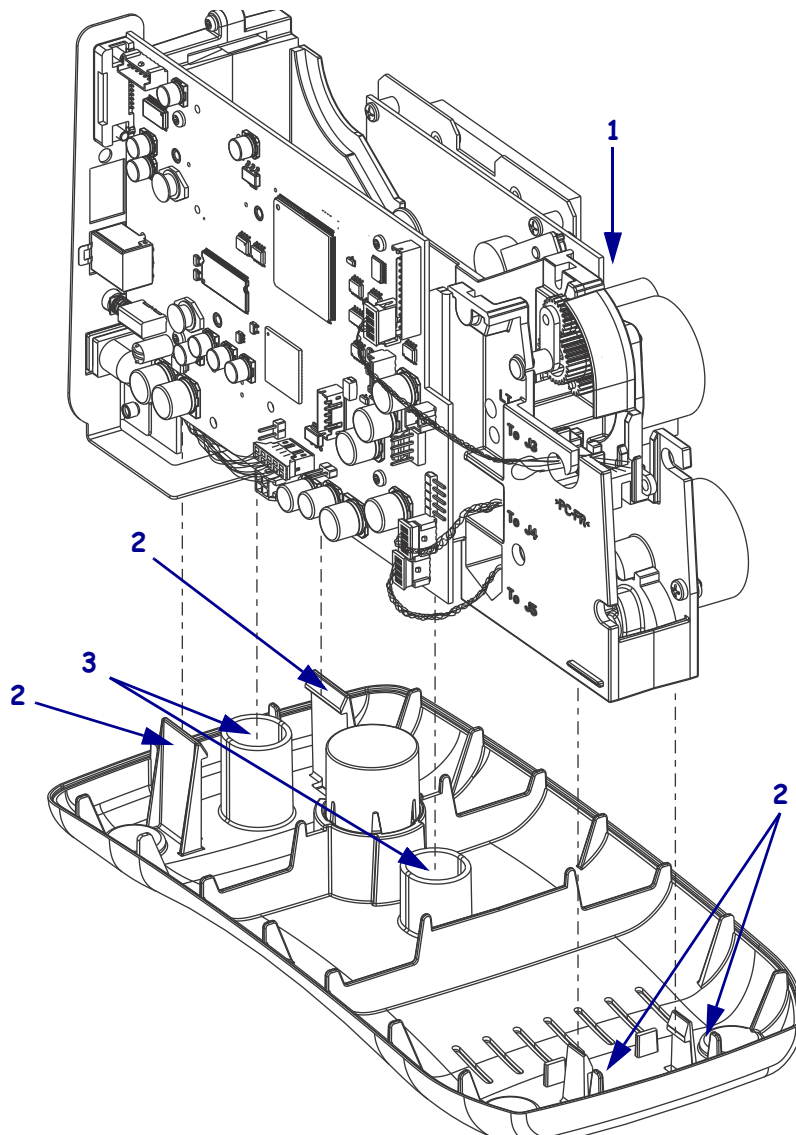


5. **Important** • Ensure all cable connectors are fully seated and all connector housings are flush against the main logic board.

See [Figure 26 on page 46](#). Reconnect all cable connectors.

6. See [Figure 31](#). Reinstall the main frame assembly onto the base by aligning the two positioning posts with the positioning holes in the base.

Figure 31 • Reinstall the Main Frame Assembly



1	Main frame assembly
2	Tabs
3	Positioning holes (2)

7. Ensure that all wires are clear of all tabs and then press down until all tabs are engaged.

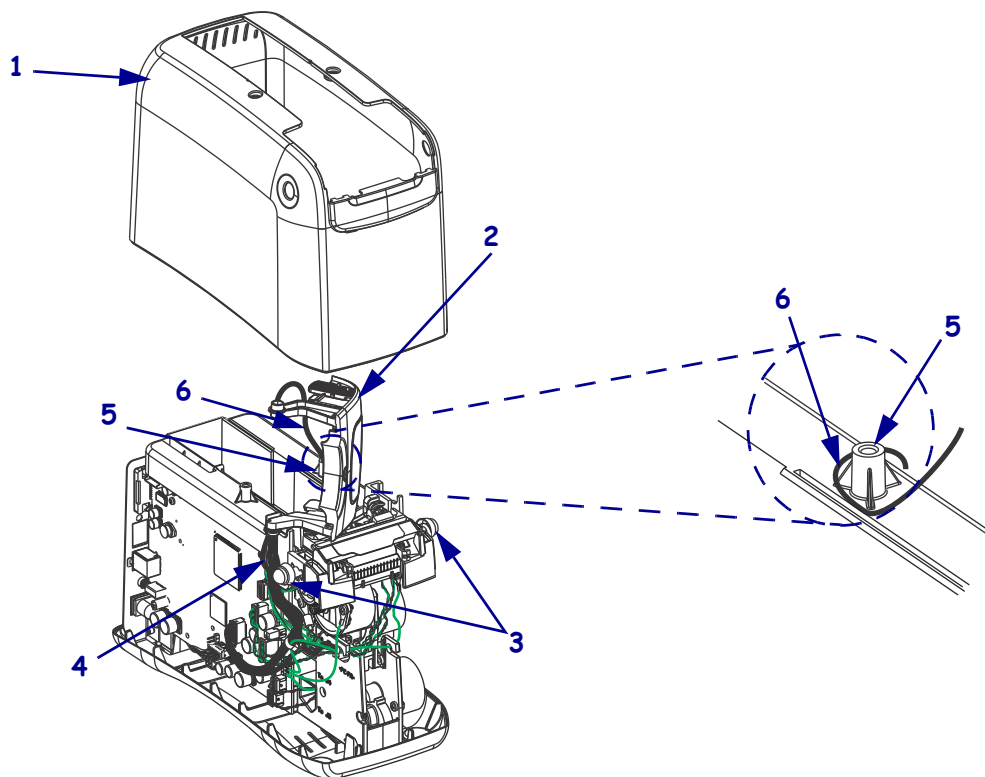
Reinstall the Outer Enclosure and Trim

1. Is there a wireless board installed?

If...	Then...
No	Continue with step 2 .
Yes	<ol style="list-style-type: none"> See Figure 24 on page 44. Reinstall the antenna cable into the antenna mounting bracket. Reinstall the antenna. Continue with step 2.

2. See [Figure 32](#). Turn the upper print mechanism cover on its side as shown with the ground wire to the rear of the mounting post and the user interface cable to the rear of the upper print mechanism release button.

Figure 32 • Reinstall the Outer Enclosure and Trim



1	Outer enclosure	4	User interface cable
2	Upper print mechanism cover	5	Mounting post
3	Upper print mechanism release buttons (2)	6	Ground wire

3. Slide the outer enclosure over the print mechanism assembly while pressing the upper print mechanism release buttons until they are inside the outer enclosure.

4. Slip the left and right upper print mechanism legs inside the edges of the outer enclosure and ensure that the ground wire is still routed to the rear of the mounting post before it is seated on the base.
5. Slide the cover down until aligned and seated into the base.



-
6. **Caution** • When inserting self-threading screws, be careful to avoid cross-threading or stripping the plastic holes.
-

Reinstall the two mounting screws.

7. See [Figure 21 on page 41](#). Reinstall the outer trim plate by sliding the back edge in first and then lowering the front edges until they snap in place.

Resume Printer Operation

1. See [Figure 2 on page 2](#). To close the upper cover, rock the front edge down, push the cover toward the back of the printer, and then push the cover down.
2. Reinstall the data cables and DC power cord.
3. Turn on (I) the printer.
4. Insert the media cartridge into the printer.

61337M ZebraNet™ Internal Wireless Plus Print Server Maintenance Kit

Installation Instructions

This kit includes the parts and documentation necessary to install the ZebraNet™ Internal Wireless Plus Print Server in the HC100™. Read these instructions thoroughly before installing this kit.

For HC100 Part Numbers:

- HC100-3001-0000
- HC100-3001-0100
- HC100-3001-0200

Prepare for Installation

Parts List

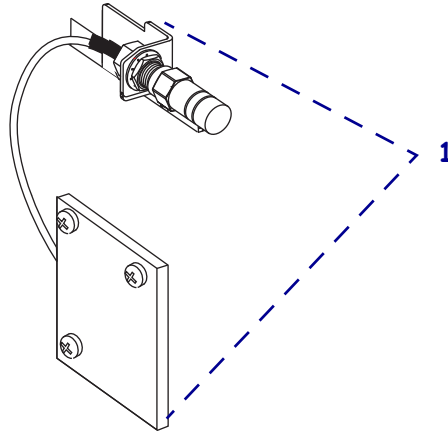
Before proceeding, verify that your kit contains the items for your printer listed below.

✓	Item	Qty	Part Number	Description
	Ref	1	61337M	ZebraNet Internal Wireless Plus Print Server Assembly Maintenance Kit (Shown as a sub-assembly)
		1	<i>39516</i>	Spacer
		1	<i>CQ17544-G1</i>	PCBA Circuit Board, Radio 802.11G
		3	<i>BA17963-1</i>	Spacer, Radio Module
		3	<i>TH-SJ0306</i>	Screw, 2-56 x 7/16 Pan Head Phillips
		3	<i>TH-ZA0300</i>	Nut, Esna 2-56 SS NY-Lock Re OD
		1	<i>61305</i>	Bracket, Antenna Mounting
		1	<i>39538</i>	Antenna, 1 in. Stub 802.11G
		1	<i>39519</i>	PA Cable, Wireless Antenna
		1	<i>39526</i>	Washer, 1/4 Internal Lock
		1	<i>39527</i>	Nut, 1/4 36 Uns 2B Hex

Bold = Part available for purchase.

Italic = Part not available for purchase; listed and shown for reference only.

Figure 33 • Kit Contents



Tools Required



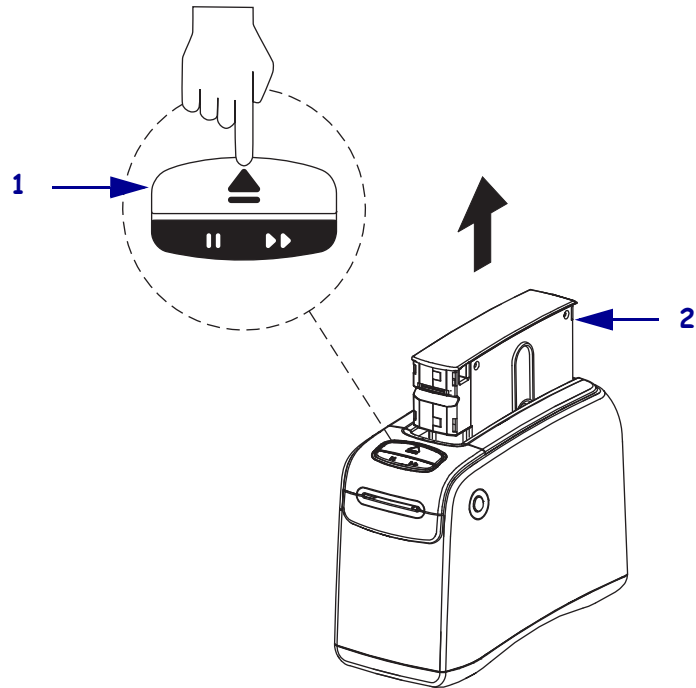
Tools • You need these tools to complete this procedure:

- Phillips Screwdriver Set
- 5/16 in. Wrench with adjustable torque setting of 3-5 in-lbs (3.456 Kg cm to 5.760 Kg cm) for the antenna
- 5/16 in. Wrench
- Flat-blade Screwdriver Set
- Metric Nutdriver Set
- Antistatic Wriststrap and Mat

Remove the Media Cartridge

1. See [Figure 34](#). Press Eject and remove the media cartridge.

Figure 34 • Media Cartridge, Eject Button, and HC100



1	Eject button
2	Media cartridge

2. Did the cartridge eject?

If...	Then...
Yes	<ol style="list-style-type: none"> Remove the media cartridge and set aside. Go to Open the Printer on page 59.
No	<ol style="list-style-type: none"> Turn off (O) the power switch. Turn on (I) the power and wait for the printer to power up completely. Press Eject. Continue with step 3.

3. Did the cartridge eject this time?

If...	Then...
Yes	a. Remove the media cartridge and set aside. b. Go to <i>Open the Printer on page 59</i> .
No	a. Turn off (O) the power switch. b. Turn on (I) the power and wait for the printer to power up completely. c. Press and hold Eject for six seconds. d. Release Eject. e. If the cartridge ejected, go to <i>Open the Printer on page 59</i> . f. If the cartridge did not eject, continue with <i>step 4</i> .

4. Contact Technical Support. See *Contacts on page 9*.

Open the Printer



Caution • A qualified service technician must perform this installation.



1. **Caution** • Observe proper electrostatic safety precautions when handling static-sensitive components such as circuit boards and printheads.
-

Connect yourself to an antistatic device.

2. Place the printer on the antistatic mat.
-

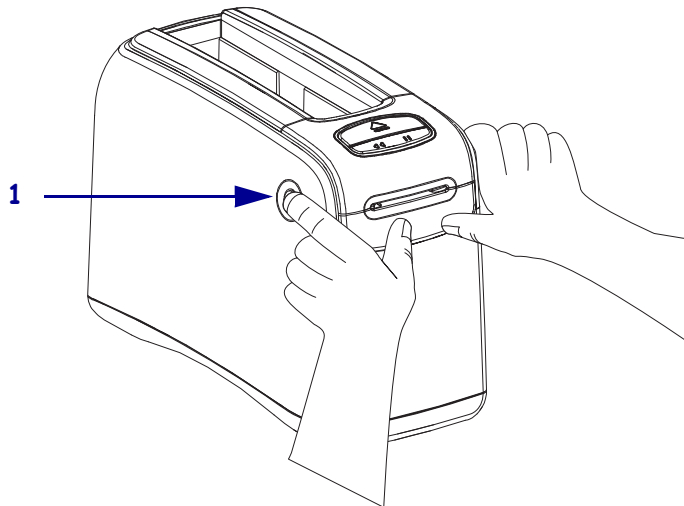


3. **Caution** • Turn off (O) the printer and disconnect it from the power source before performing the following procedure.
-

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

4. See [Figure 35](#). Press the upper cover release buttons located on both sides of the printer.

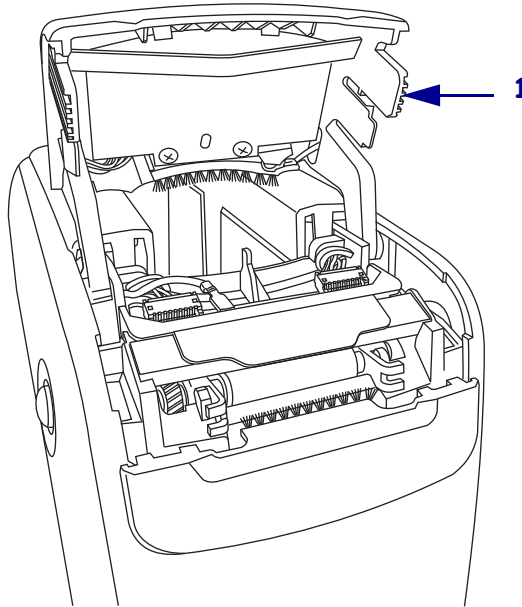
Figure 35 • Opening the HC100



1	Upper cover release button (one on each side)
---	---

5. See [Figure 36](#). Raise the cover up and tilt it toward the back.

Figure 36 • HC100 with Cover Open



1	Upper cover
----------	-------------

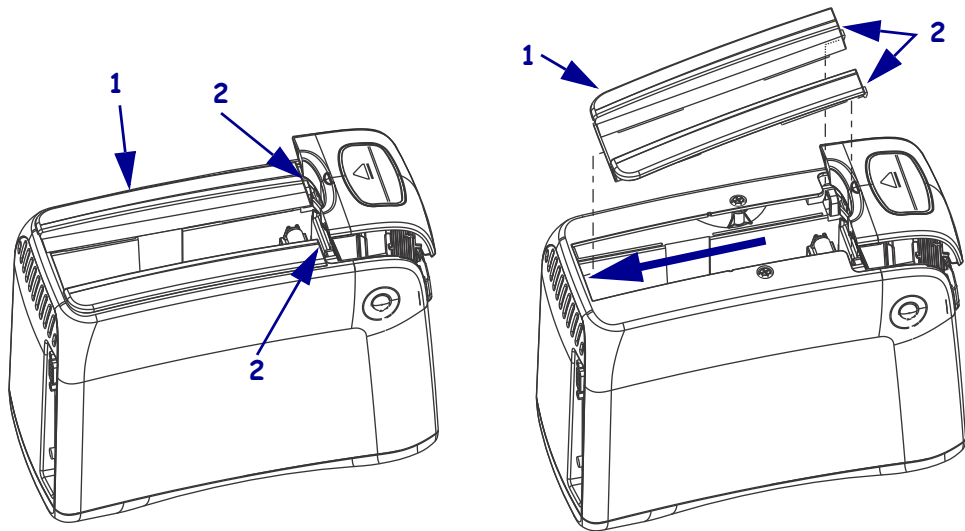
Remove the Outer Enclosure and Trim



Note • Retain all parts removed during disassembly, unless otherwise directed.

1. See [Figure 37](#). Press each tab toward the rear to release.
2. To remove the trim plate, slide the entire trim plate assembly back slightly and lift off.

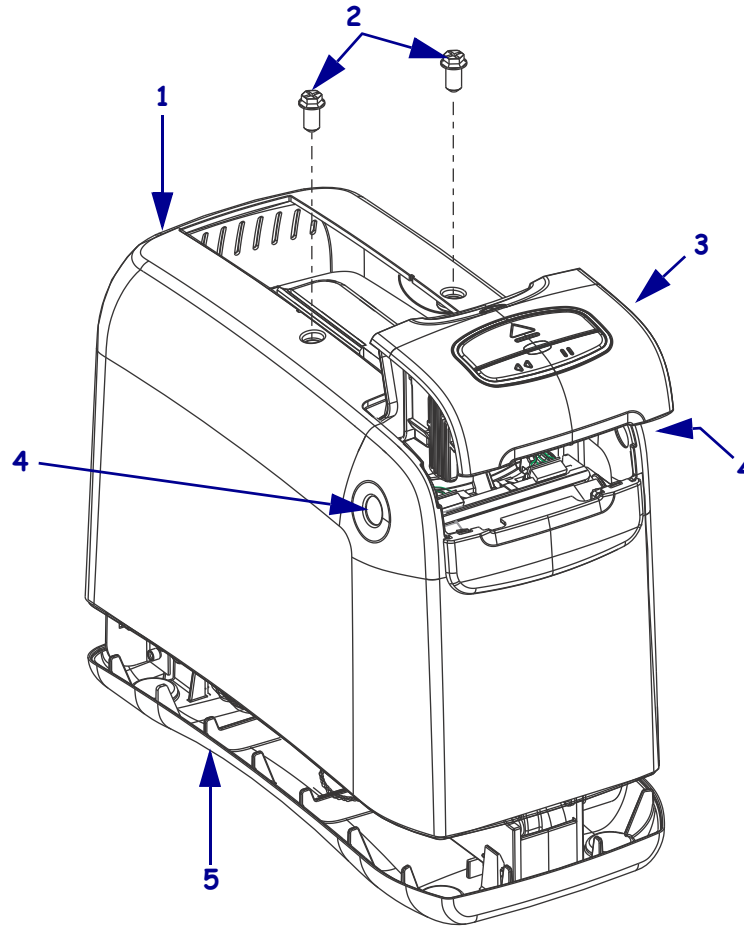
Figure 37 • Remove the Trim Plate



1	Trim plate
2	Tabs

3. See [Figure 38](#). Using a Phillips screwdriver, remove the two mounting screws.

Figure 38 • Remove the Mounting Screws

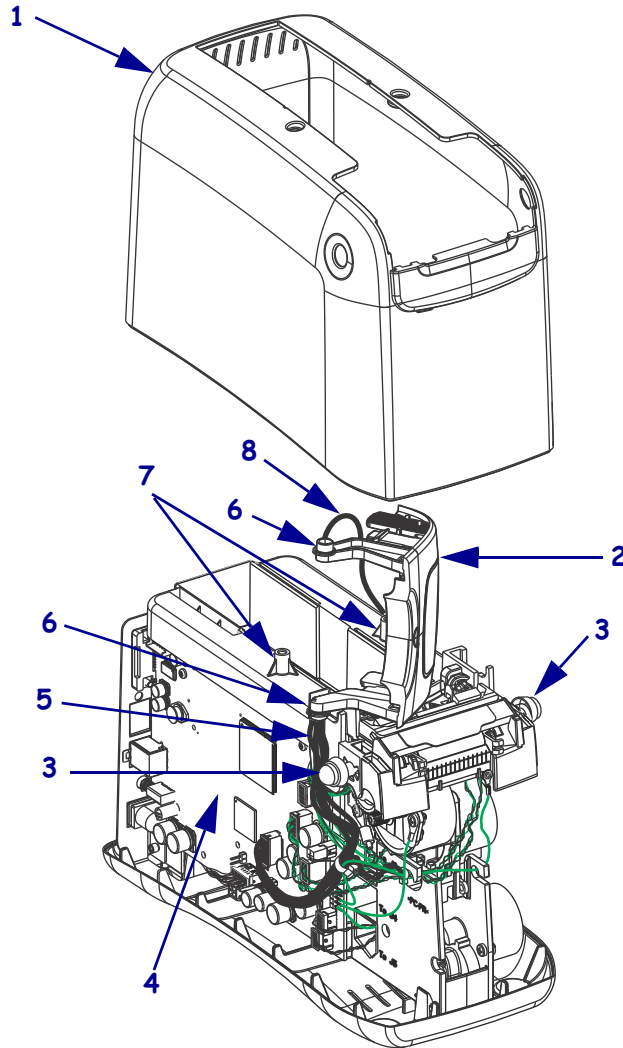


1	Outer enclosure
2	Enclosure mounting screws (2)
3	Upper print mechanism cover
4	Upper cover release buttons (2)
5	Base

4. Press the upper cover release buttons located on both sides of the printer and then lift the outer enclosure slightly off of the base.

5. See [Figure 39](#). Pull the upper cover out of the printer, turn it on its side, and then pull the outer enclosure off the printer.

Figure 39 • Remove the Outer Enclosure



1	Outer enclosure
2	Upper print mechanism cover
3	Upper print mechanism release buttons (2)
4	Main logic board (MLB)
5	User interface cable
6	Upper print mechanism arms (2)
7	Mounting post (2)
8	Ground wire

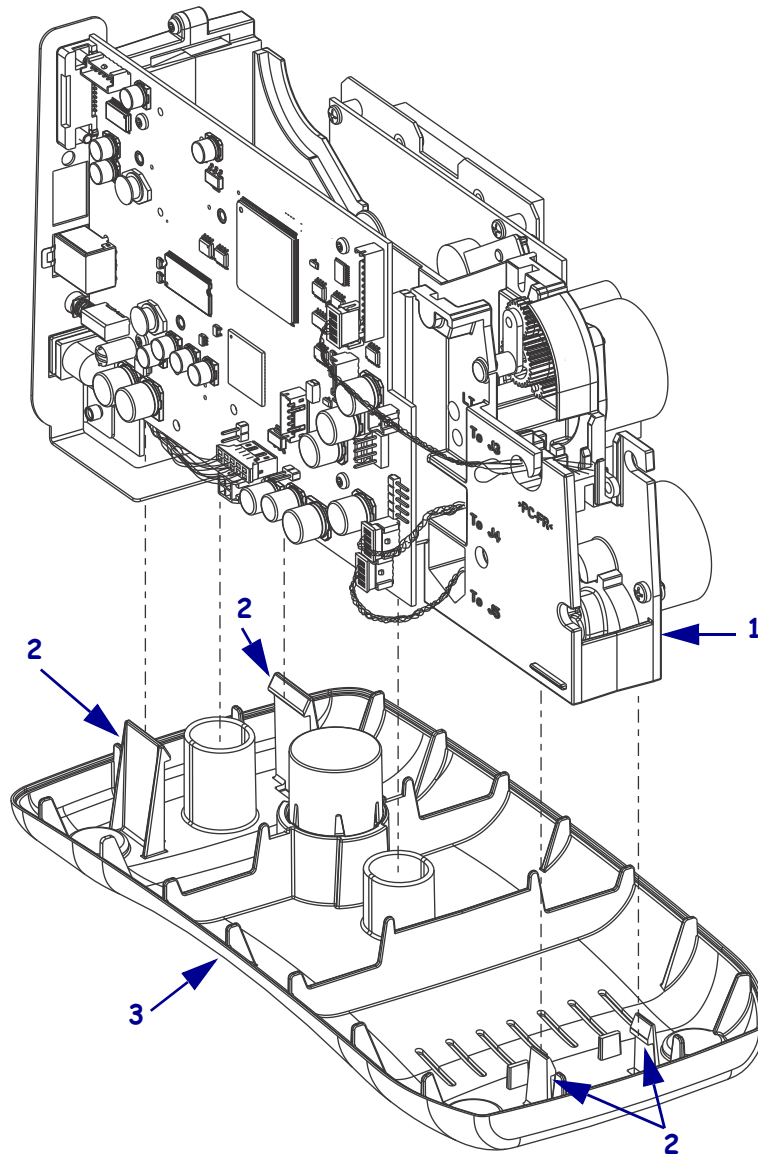
Remove the Main Frame and the Main Logic Board (MLB)

1. See [Figure 40](#). To remove the main frame assembly, pry all four of the white snap tabs away from the main frame and lift it up and out of the base.



Note • In [Figure 40](#), the print mechanism chassis and upper print mechanism cover have been removed to improve the clarity of this figure. Your printer will still have these assemblies attached.

Figure 40 • Remove the Main Frame



1	Main frame assembly
2	Tabs (4)
3	Base

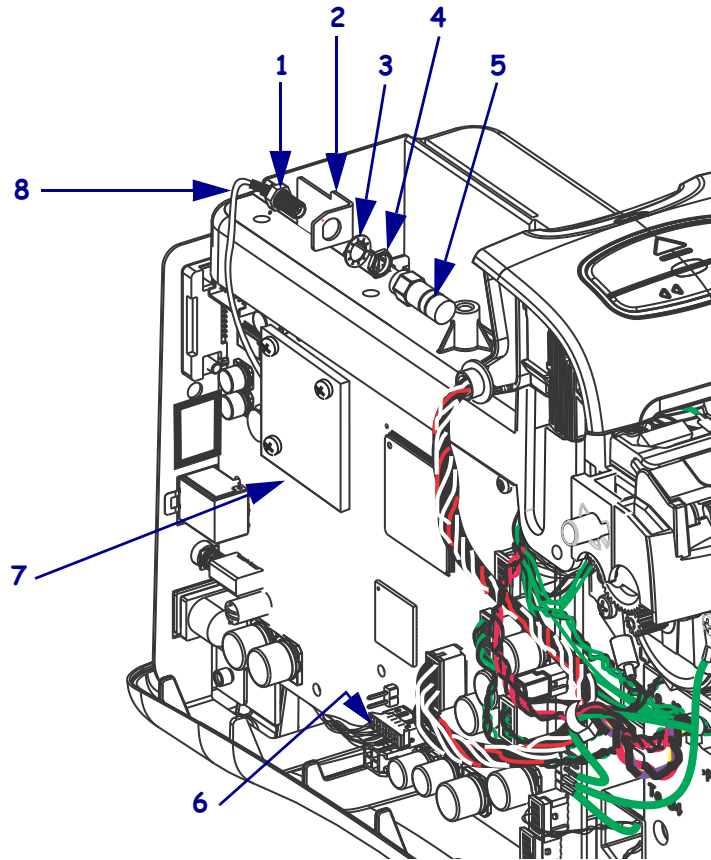
2. Lay the main frame assembly on its side on the antistatic mat with the MLB facing up.
3. Disconnect the smart card reader cable from J16 on the MLB.



Note • Do not disconnect the remaining cables and ground wires from the MLB. The rest of this procedure can be performed without removing the wires.

4. See [Figure 41](#). Disconnect the wireless antenna.
 - a. Unscrew the antenna from the end of the antenna cable connector.
 - b. Using an adjustable crescent wrench, remove the nut and lock washer from the end of the antenna cable connector.
 - c. Remove the antenna cable from the antenna bracket.
 - d. Remove the antenna bracket from the slot on the left side of the print mechanism chassis.
 - e. Discard all hardware and the antenna cable.

Figure 41 • Remove the Wireless Antenna



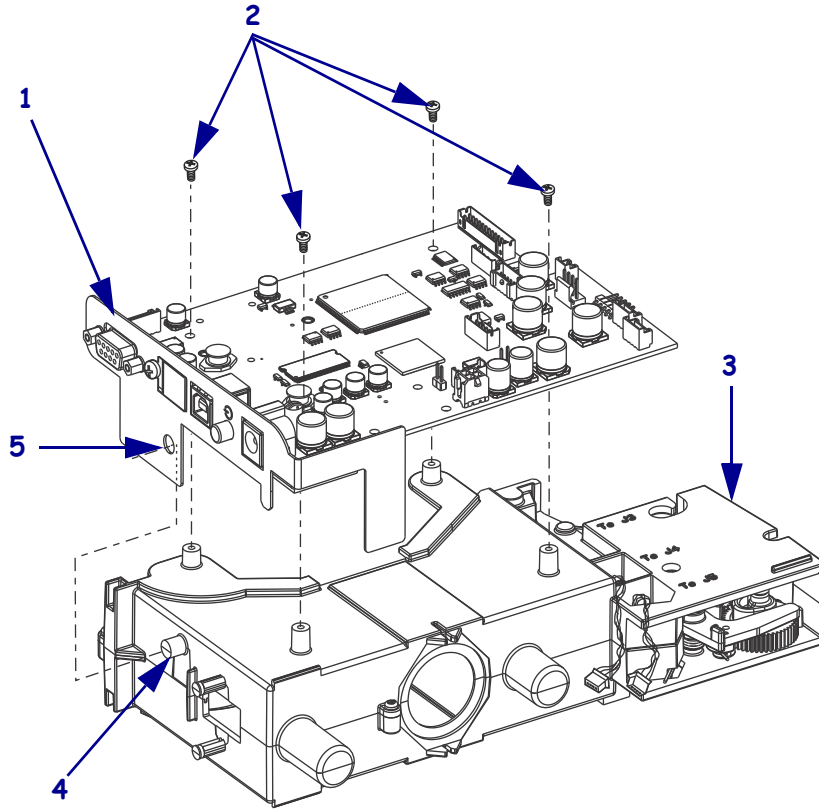
1	Antenna cable connector
2	Antenna bracket
3	Lock washer
4	Nut
5	Antenna
6	J16 connector
7	Wireless Plus Print Server board
8	Wireless cable

5. See [Figure 42](#). Using a Phillips screwdriver, remove the MLB by removing the four screws securing it.
6. Slide it to the rear and off of the guide post.



Note • In [Figure 42](#), the print mechanism chassis and upper print mechanism cover have been removed to improve the clarity of this figure. Your printer will still have these assemblies attached.

Figure 42 • Remove the MLB

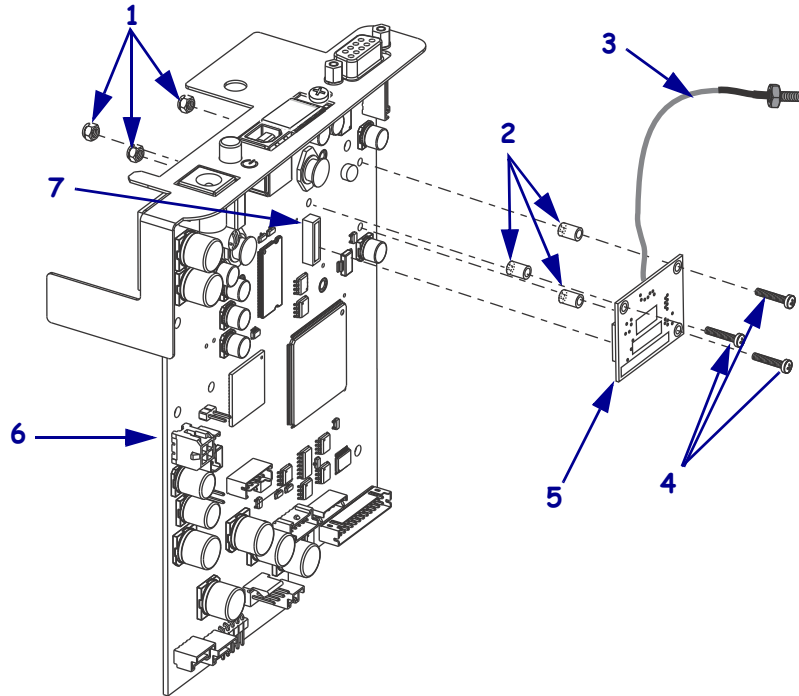


1	MLB
2	MLB mounting screws (4)
3	Main frame assembly
4	Guide post
5	Guide hole

Remove the Wireless Radio Board

1. See [Figure 43](#). Remove and discard the three Phillips mounting screws, standoffs, and nuts.

Figure 43 • Remove the Wireless Board



1	Mounting nuts (3)
2	Spacers (3)
3	Antenna cable
4	Mounting screws (3)
5	Wireless board
6	MLB
7	J1 connector

2. Remove and discard the wireless radio board by pulling it out of the J1 connector on the MLB.

Install the New Wireless Board

1. See [Figure 43 on page 68](#). Install the wireless radio board connector into J1 on the MLB.
2. See [Figure 42 on page 67](#). Slide a spacer under the wireless board aligning it with a mounting hole in the wireless board.
 - a. Insert one of the mounting screws through the mounting hole in the wireless board and then through the spacer and the MLB.
 - b. Install one of the mounting nuts on the back of the MLB, but do not tighten at this time.
 - c. Repeat [step 2](#) for the other two mounting screws, spacers, and nuts.
 - d. Tighten the three mounting nuts.

Reinstall the MLB

1. See [Figure 42 on page 67](#). Slide the MLB onto the rear guide post of the new main frame assembly.
2. Align the mounting holes of the MLB with the mounting posts on the main frame assembly.
3.

Caution • When inserting self-threading screws, be careful to avoid cross-threading or stripping the plastic holes.
Caution •

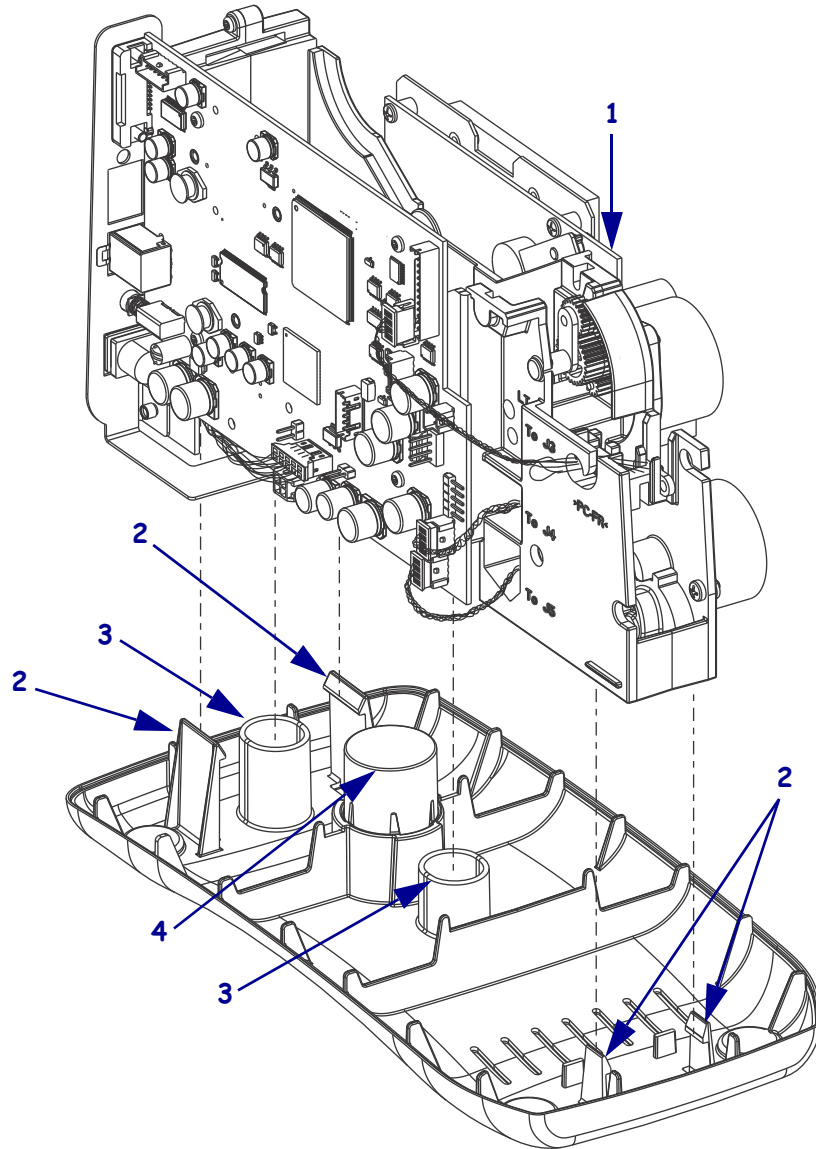
Reinstall the MLB on the main frame assembly using the four Phillips mounting screws previously removed.

4. Reconnect the smart card reader cable to J16 on the MLB.
5. See [Figure 41 on page 66](#). Reconnect the wireless antenna.
 - a. Insert the antenna bracket into the slot on the left side of the print mechanism chassis.
 - b. Insert the antenna cable into the antenna bracket.
 - c. Replace the lock washer and nut on the end of the antenna cable and tighten the nut using an adjustable crescent wrench.
 - d. Screw the antenna into the end of the antenna cable connector finger tight. With a torque wrench set to 3-5 in-lbs (3.456 Kg cm to 5.760 Kg cm), tighten the antenna to the antenna cable connector.

Reinstall the Main Frame Assembly

1. See [Figure 44](#). Reinstall the main frame assembly onto the base by aligning the two positioning posts with the positioning holes in the base.

Figure 44 • Reinstall the Main Frame Assembly



1	Main frame assembly
2	Tabs (4)
3	Positioning holes (2)
4	Eject spring

2. Ensure that all wires are clear of all tabs and then press down until all tabs are engaged.

Reinstall the Outer Enclosure and Trim



Important • Ensure all cable connectors are fully seated and all connector housings are flush against the main logic board.

1. See [Figure 39 on page 63](#). Turn the upper print mechanism cover on its side as shown with the ground wire to the rear of the mounting post and the user interface cable to the rear of the upper print mechanism release button.
2. Slide the outer enclosure over the print mechanism assembly while pressing the upper print mechanism release buttons until they are inside the outer enclosure.
3. Slip the left and right upper print mechanism arms inside the edges of the outer enclosure. Ensure that the ground wire is still routed to the rear of the mounting post before it is seated on the base.
4. Slide the enclosure down until aligned and seated into the base.
5.

Caution • When inserting self-threading screws, be careful to avoid cross-threading or stripping the plastic holes.
Caution •

See [Figure 38 on page 62](#). Reinstall the two Phillips mounting screws.

6. See [Figure 37 on page 61](#). To reinstall the trim plate, slide the back edge in first, lower the front edges, and snap in place.

Resume Printer Operation

1. See [Figure 36 on page 60](#). To close the upper cover, rock the front edge down, push the cover toward the back of the printer, and then push the cover down.
2. Reinstall the data cables and DC power cord.
3. Turn on (I) the printer.
4. Insert the media cartridge into the printer.

P1051273-001 ZebraNet™ Internal Wireless Plus Print Server Maintenance Kit

Installation Instructions

This kit includes the parts and documentation necessary to install the ZebraNet™ Internal Wireless Plus Print Server in the HC100™. Read these instructions thoroughly before installing this kit.

For HC100 Part Numbers:

- HC100-3001-1000
- HC100-3001-1100
- HC100-3001-1200

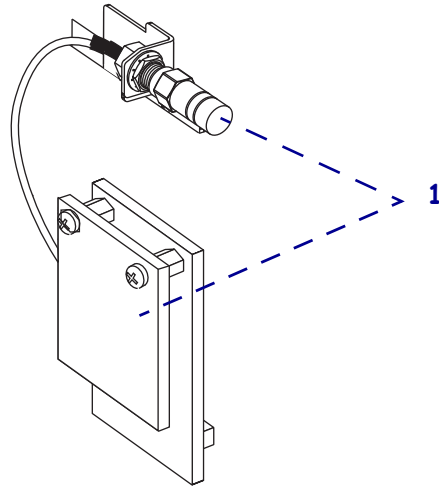
Prepare for Installation

Parts List

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

✓	Item	Qty	Part Number	Description
	Ref	1	P1051273-001	ZebraNet Internal Wireless Plus Print Server Assembly Maintenance Kit (Shown as a sub-assembly)
		1	<i>P1013919</i>	PCBA, Radio 802.11G
		1	<i>P1046845-01</i>	PCBA, Radio Interface
		4	<i>79657</i>	Spacer, Threaded
		8	<i>TH-SJ0301</i>	Screw, 2-56 x 1/8 Pan Head Phillips
		1	<i>61305</i>	Bracket, Antenna Mounting
		1	<i>39538</i>	Antenna, 1 in. Stub 802.11G
		1	<i>39519</i>	PA Cable, Wireless Antenna
		1	<i>39526</i>	Washer, 1/4 Internal Lock
		1	<i>39527</i>	Nut, 1/4 36 Uns 2B Hex
<p>Bold = Part available for purchase. <i>Italic</i> = Part not available for purchase; listed and shown for reference only.</p>				

Figure 45 • Kit Contents



Tools Required



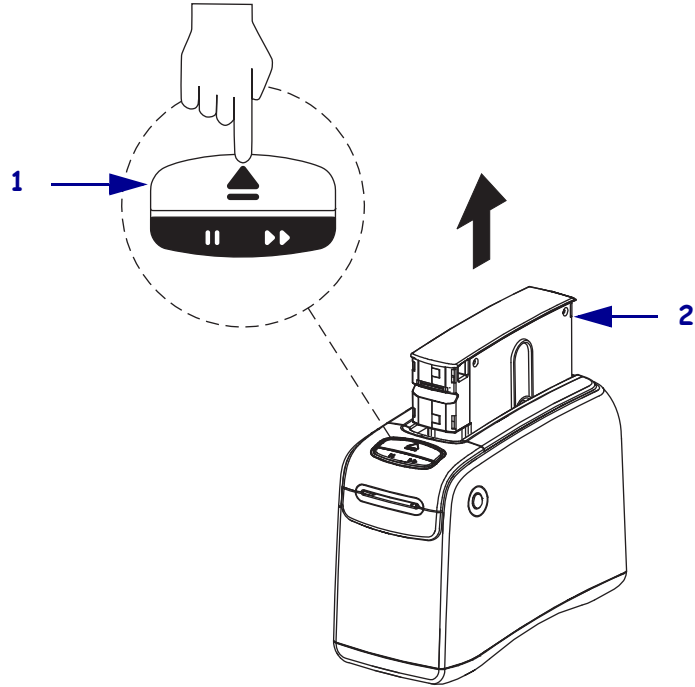
Tools • You need these tools to complete this procedure:

- Phillips Screwdriver Set
- 5/16 in. Wrench with adjustable torque setting of 3-5 in-lbs (3.456 Kg cm to 5.760 Kg cm) for the antenna
- 5/16 in. Wrench
- Flat-blade Screwdriver Set
- Metric Nutdriver Set
- Antistatic Wriststrap and Mat

Remove the Media Cartridge

1. See [Figure 46](#). Press Eject and remove the media cartridge.

Figure 46 • Media Cartridge, Eject Button, and HC100



1	Eject button
2	Media cartridge

2. Did the cartridge eject?

If...	Then...
Yes	<ol style="list-style-type: none">Remove the media cartridge and set aside.Go to Open the Printer on page 76.
No	<ol style="list-style-type: none">Turn off (O) the power switch.Turn on (I) the power and wait for the printer to power up completely.Press Eject.Continue with step 3.

3. Did the cartridge eject this time?

If...	Then...
Yes	<ul style="list-style-type: none">a. Remove the media cartridge and set aside.b. Go to <i>Open the Printer on page 76</i>.
No	<ul style="list-style-type: none">a. Turn off (O) the power switch.b. Turn on (I) the power and wait for the printer to power up completely.c. Press and hold Eject for six seconds.d. Release Eject.e. If the cartridge ejected, go to <i>Open the Printer on page 76</i>.f. If the cartridge did not eject, continue with <i>step 4</i>.

4. Contact Technical Support. See *Contacts on page 9*.

Open the Printer



Caution • A qualified service technician must perform this installation.



1. **Caution** • Observe proper electrostatic safety precautions when handling static-sensitive components such as circuit boards and printheads.
-

Connect yourself to an antistatic device.

2. Place the printer on the antistatic mat.
-

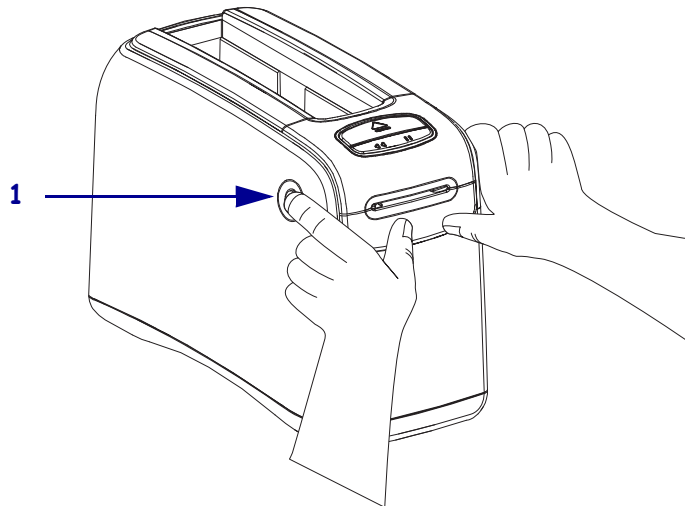


3. **Caution** • Turn off (O) the printer and disconnect it from the power source before performing the following procedure.
-

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

4. See [Figure 47](#). Press the upper cover release buttons located on both sides of the printer.

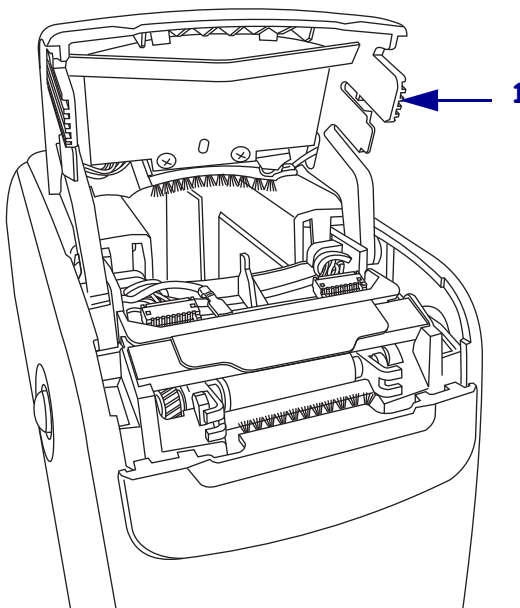
Figure 47 • Opening the HC100



1	Upper cover release button (one on each side)
---	---

5. See [Figure 48](#). Raise the cover up and tilt it toward the back.

Figure 48 • HC100 with Cover Open



1	Upper cover
----------	-------------

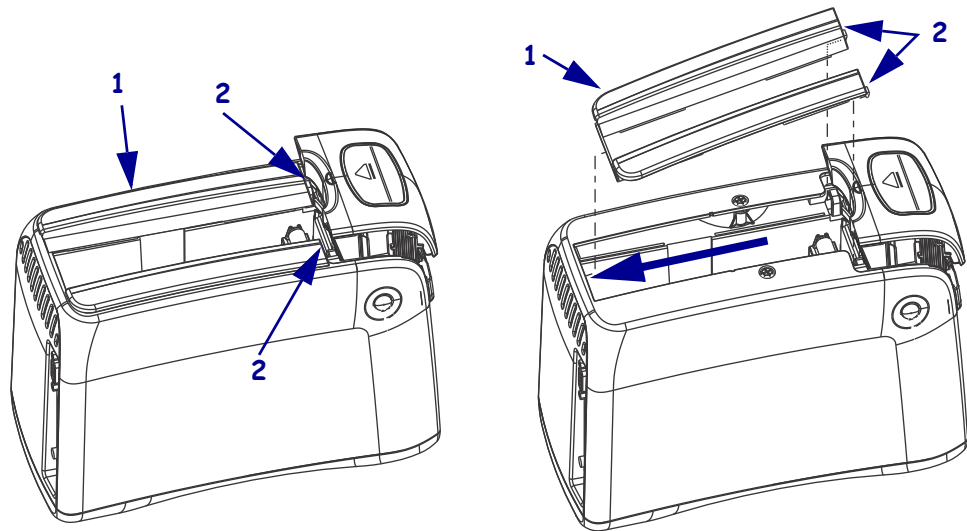
Remove the Outer Enclosure and Trim



Note • Retain all parts removed during disassembly, unless otherwise directed.

1. See [Figure 49](#). Press each tab toward the rear to release.
2. To remove the trim plate, slide the entire trim plate assembly back slightly and lift off.

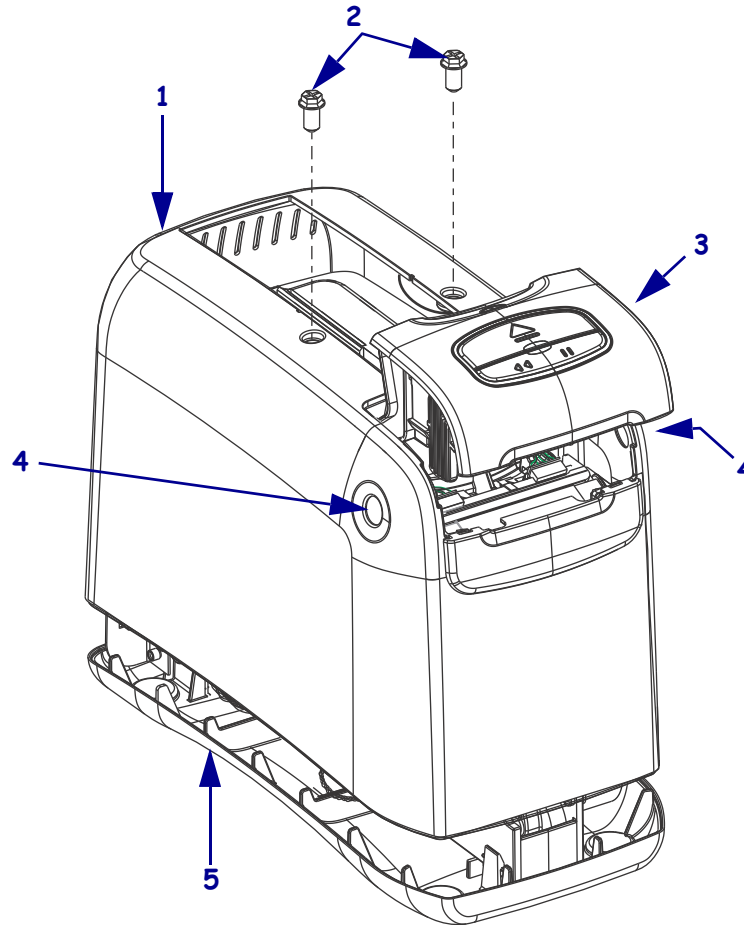
Figure 49 • Remove the Trim Plate



1	Trim plate
2	Tabs

- See Figure 50. Using a Phillips screwdriver, remove the two mounting screws.

Figure 50 • Remove the Mounting Screws

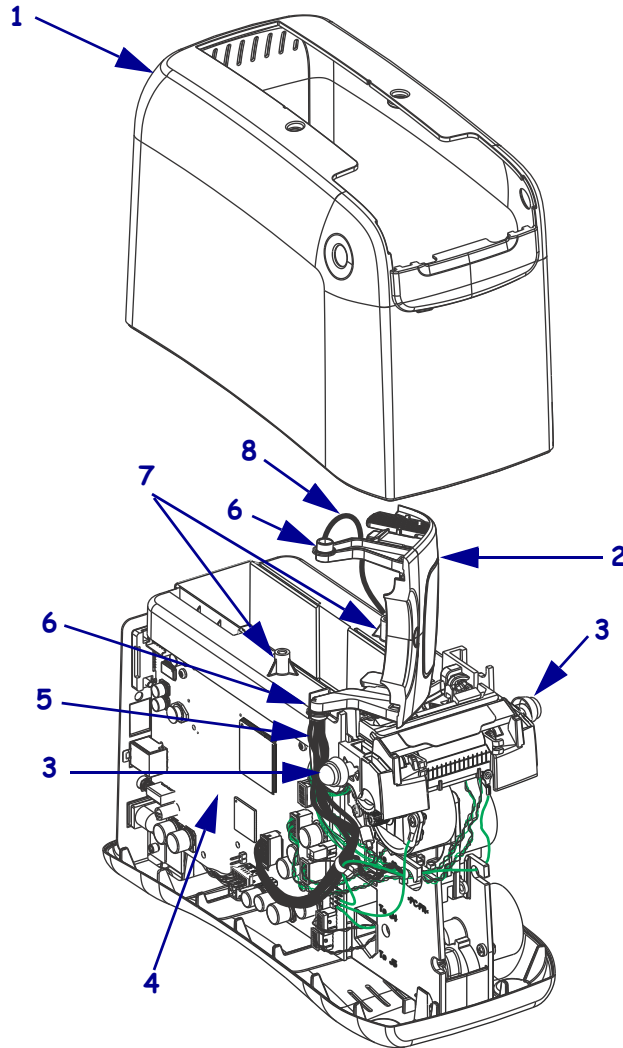


1	Outer enclosure
2	Enclosure mounting screws (2)
3	Upper print mechanism cover
4	Upper cover release buttons (2)
5	Base

- Press the upper cover release buttons located on both sides of the printer and then lift the outer enclosure slightly off of the base.

5. See [Figure 51](#). Pull the upper cover out of the printer, turn it on its side, and then pull the outer enclosure off the printer.

Figure 51 • Remove the Outer Enclosure

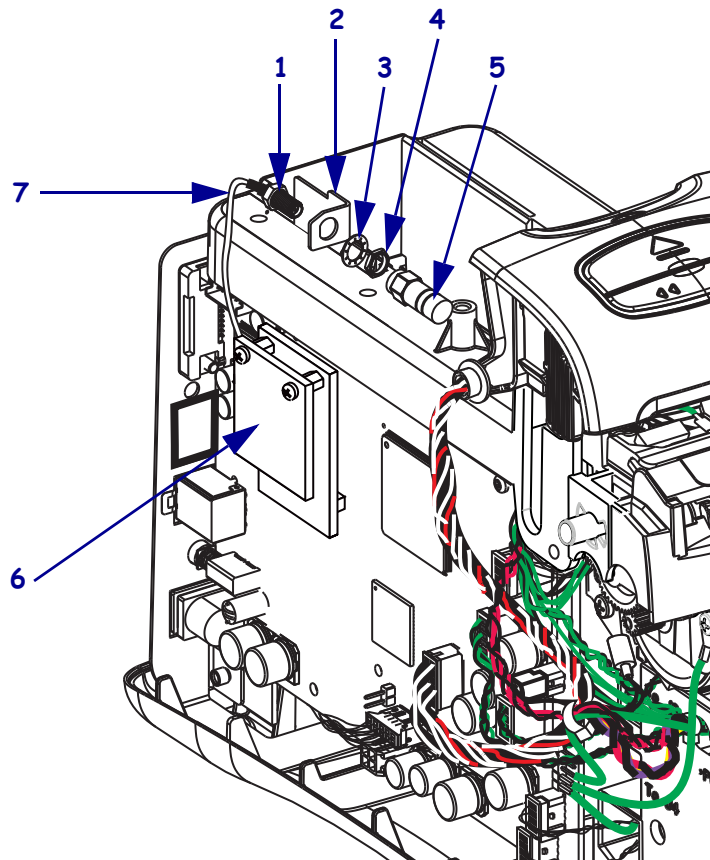


1	Outer enclosure
2	Upper print mechanism cover
3	Upper print mechanism release buttons (2)
4	Main logic board (MLB)
5	User interface cable
6	Upper print mechanism arms (2)
7	Mounting post (2)
8	Ground wire

Disconnect the Antenna Assembly

1. See [Figure 52](#). Disconnect the wireless antenna.
 - a. Unscrew the antenna from the end of the antenna cable connector.
 - b. Using an 5/16 in. wrench, remove the nut and lock washer from the end of the antenna cable connector.
 - c. Remove the antenna cable from the antenna bracket.
 - d. Remove the antenna bracket from the slot on the left side of the print mechanism chassis.
 - e. Discard all hardware and the antenna cable.

Figure 52 • Remove the Wireless Antenna

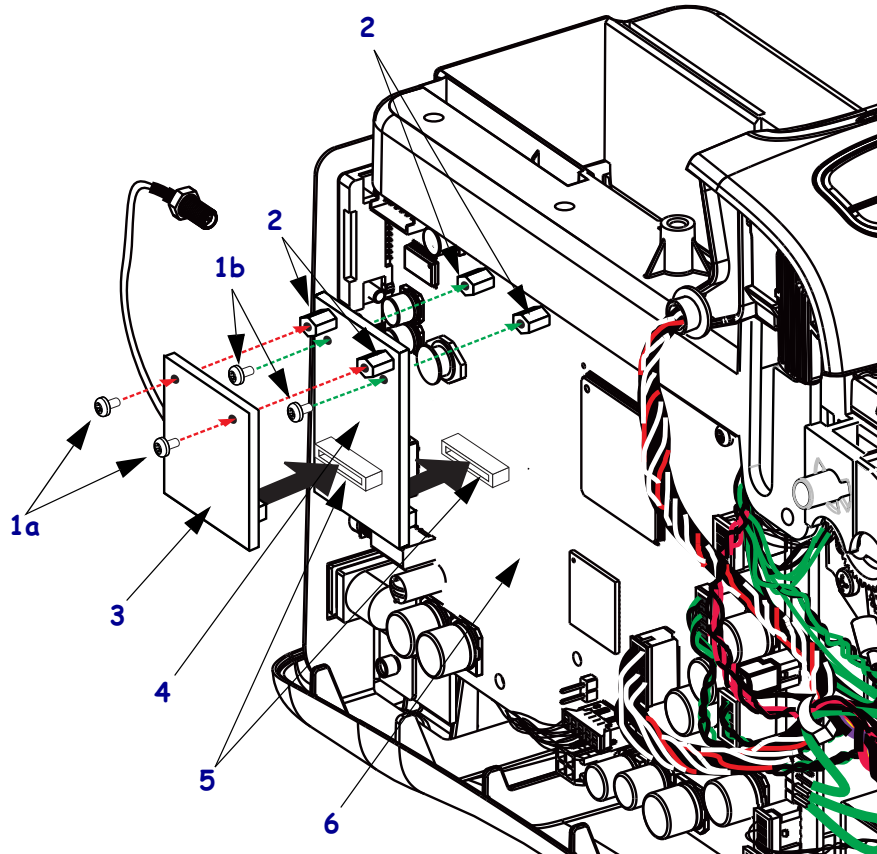


1	Antenna cable connector
2	Antenna bracket
3	Lock washer
4	Nut
5	Antenna
6	Wireless Plus Print Server board
7	Wireless cable

Remove the Wireless Radio Boards

1. See [Figure 53](#). Remove the two screws retaining the Radio PCBA to the Radio Interface PCBA. Pull the Radio PCBA out of the Radio Interface PCBA's connector.

Figure 53 • Remove the Wireless Boards



1a	Screws (2) - Radio PCBA
1b	Screws (2) - Radio Interface PCBA
2a	Threaded Standoffs (w/Screws)
2b	Threaded Standoffs on MLB
3	Radio PCBA
4	Radio Interface PCBA
5	J1 connectors on two boards
6	Main Logic Board (MLB)

2. Remove the two screws retaining the Radio Interface PCBA to the Main Logic Board. Pull the Radio Interface PCBA out of the Main Logic Board's connector.
3. Discard hardware and PCBA's per local requirements for disposal of electronic component waste.

Install the New Wireless Boards

1. See [Figure 53 on page 82](#). If not already assembled, add the two threaded standoffs to the top of the Radio Interface PCBA and secure them with two screws. See the old Radio Interface PCBA for an example.
2. Insert the Radio Interface PCBA's plug into the JI connector on the Main Logic Board as shown in [Figure 53 on page 82](#).
3. Secure the Radio Interface PCBA to the Main Logic Board's threaded standoffs with two screws as shown in [Figure 53 on page 82](#).
4. Insert the Radio PCBA's plug into the JI connector on the Radio Interface PCBA as shown in [Figure 53 on page 82](#). Ensure the Radio Antenna exits the left side before securing the PCBA.
5. Secure the Radio PCBA to the Radio Interface PCBA's threaded standoffs with two screws as shown in [Figure 53 on page 82](#).
6. See [Figure 52 on page 81](#). Slide a spacer under the wireless board aligning it with a mounting hole in the wireless board.
 - a. Insert one of the mounting screws through the mounting hole in the wireless board and then through the spacer and the MLB.
 - b. Install one of the mounting nuts on the back of the MLB, but do not tighten at this time.
 - c. Repeat [step 6](#) for the other two mounting screws, spacers, and nuts.
 - d. Tighten the three mounting nuts.
7. See [Figure 52 on page 81](#). Reconnect the wireless antenna.
 - a. Insert the antenna bracket into the slot on the left side of the print mechanism chassis.
 - b. Insert the antenna cable into the antenna bracket.
 - c. Replace the lock washer and nut on the end of the antenna cable and tighten the nut using an adjustable crescent wrench.
 - d. Screw the antenna into the end of the antenna cable connector finger tight. With a torque wrench set to 3-5 in-lbs (3.456 Kg cm to 5.760 Kg cm), tighten the antenna to the antenna cable connector.

Reinstall the Outer Enclosure and Trim



Important • Ensure all cable connectors are fully seated and all connector housings are flush against the main logic board.

1. See [Figure 51 on page 80](#). Turn the upper print mechanism cover on its side as shown with the ground wire to the rear of the mounting post and the user interface cable to the rear of the upper print mechanism release button.
2. Slide the outer enclosure over the print mechanism assembly while pressing the upper print mechanism release buttons until they are inside the outer enclosure.
3. Slip the left and right upper print mechanism arms inside the edges of the outer enclosure. Ensure that the ground wire is still routed to the rear of the mounting post before it is seated on the base.
4. Slide the enclosure down until aligned and seated into the base.
5.

Caution • When inserting self-threading screws, be careful to avoid cross-threading or stripping the plastic holes.
Caution •

See [Figure 50 on page 79](#). Reinstall the two Phillips mounting screws.

6. See [Figure 49 on page 78](#). To reinstall the trim plate, slide the back edge in first, lower the front edges, and snap in place.

Resume Printer Operation

1. See [Figure 48 on page 77](#). To close the upper cover, rock the front edge down, push the cover toward the back of the printer, and then push the cover down.
2. Reinstall the data cables and DC power cord.
3. Turn on (I) the printer.
4. Insert the media cartridge into the printer.

61338M ZebraNet™ 10/100 Print Server Assembly Maintenance Kit

Installation Instructions

This kit includes the parts and documentation necessary to install the ZebraNet™ 10/100 Print Server in the HC100™. Read these instructions thoroughly before installing this kit.

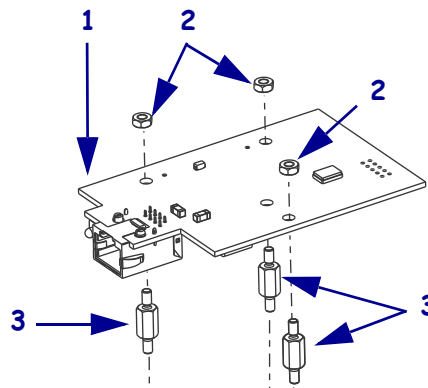
Prepare for Installation

Parts List

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

✓	Item	Qty	Part Number	Description
	Ref	1	61338M	HC100 10/100 Ethernet Maintenance Kit,
	1	1	<i>79501-013</i>	HC100 Ethernet Option Printed Circuit Board Assembly
	2	3	HW10460	Hex Nut, M3 x 2.4 x 5.5 mm (Qty. of 25)
	3	3	HW79656	Standoff, M3 x 0.5 x 10 mm (Qty. of 12)
		1	<i>79671</i>	Cover, RJ45 (Not shown)
N/A = Not available as a separate part (listed for identification purposes only). Bold = Part available for purchase. <i>Italic</i> = Part not available for purchase; listed and shown for reference only.				

Figure 54 • Kit Contents



Tools Required



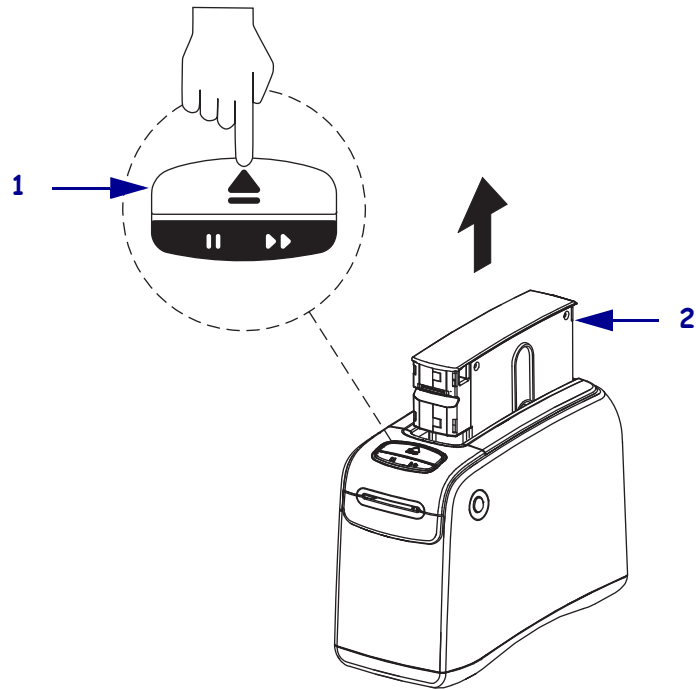
Tools • You need these tools to complete this procedure:

- Phillips Screwdriver Set
- Metric Nutdriver Set
- Antistatic Wriststrap and Mat

Remove the Media Cartridge

1. See [Figure 55](#). Press Eject and remove the media cartridge.

Figure 55 • Media Cartridge, Eject Button, and HC100



1	Eject button
2	Media cartridge

2. Did the cartridge eject?

If...	Then...
Yes	<ol style="list-style-type: none"> a. Remove the media cartridge and set aside. b. Go to Open the Printer on page 88.
No	<ol style="list-style-type: none"> a. Turn off (O) the power switch. b. Turn on (I) the power and wait for the printer to power up completely. c. Press Eject. d. Continue with step 3.

3. Did the cartridge eject this time?

If...	Then...
Yes	a. Remove the media cartridge and set aside. b. Go to <i>Open the Printer on page 88</i>
No	a. Turn off (O) the power switch. b. Turn on (I) the power and wait for the printer to power up completely. c. Press and hold Eject for six seconds. d. Release Eject. e. If the cartridge ejected, go to <i>Open the Printer on page 88</i> . f. If the cartridge did not eject, continue with <i>step 4</i> .

4. Contact Technical Support. See *Contacts on page 9*.

Open the Printer



Caution • A qualified service technician must perform this installation.



1. **Caution** • Observe proper electrostatic safety precautions when handling static-sensitive components such as circuit boards and printheads.
-

Connect yourself to an antistatic device.

2. Place the printer on the antistatic mat.
-

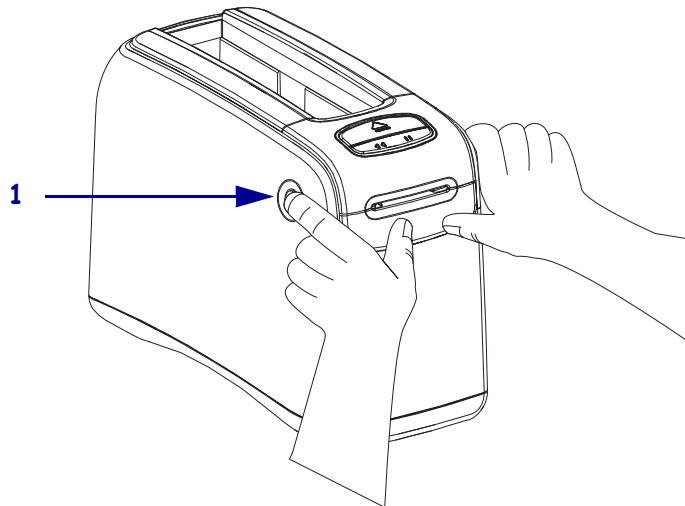


3. **Caution** • Turn off (O) the printer and disconnect it from the power source before performing the following procedure.
-

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

4. See [Figure 56](#). Press the upper cover release buttons located on both sides of the printer.

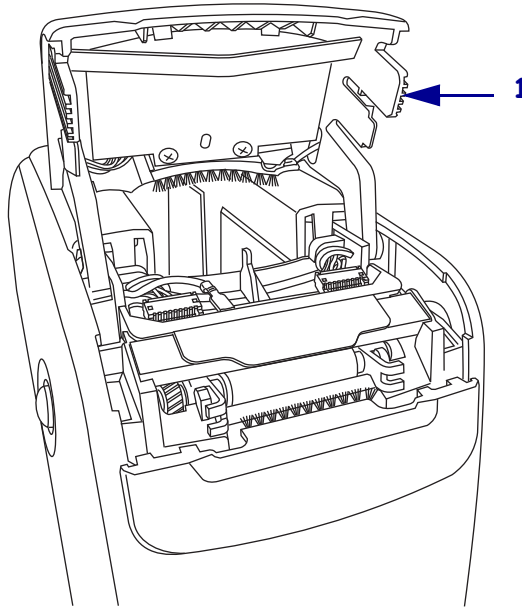
Figure 56 • Opening the HC100



1	Upper cover release button (one on each side)
---	---

5. See [Figure 57](#). Raise the cover up and tilt it toward the back.

Figure 57 • HC100 with Cover Open



1	Upper cover
---	-------------

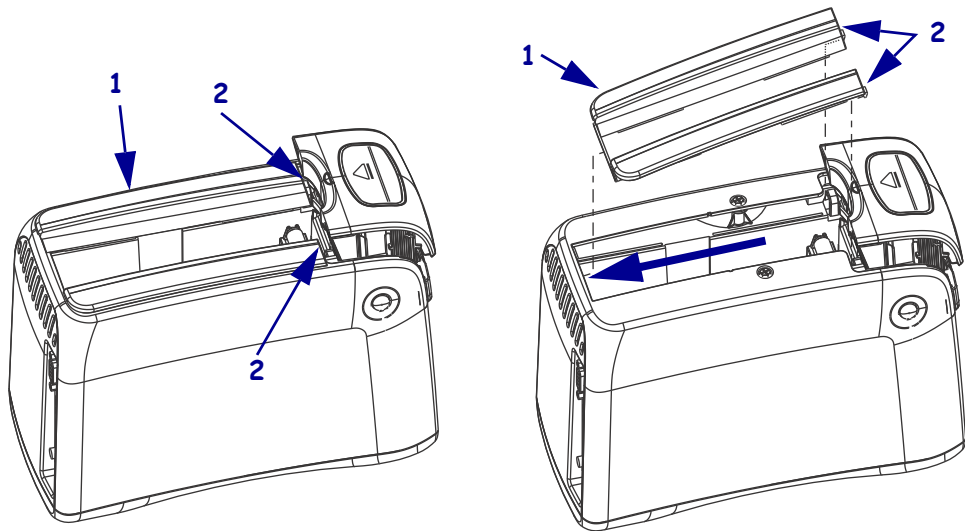
Remove the Outer Enclosure and Trim



Note • Retain all parts removed during disassembly, unless otherwise directed.

1. See [Figure 58](#). Press each tab toward the rear to release.
2. To remove the trim plate, slide the entire trim plate assembly back slightly and lift off.

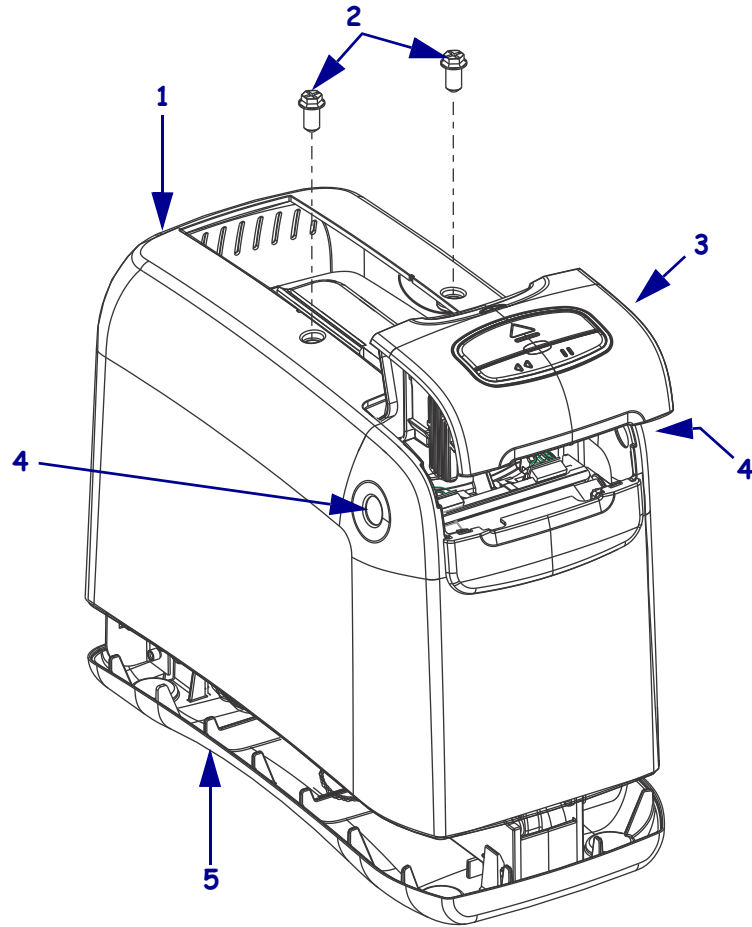
Figure 58 • Remove the Trim Plate



1	Trim plate
2	Tabs

3. See [Figure 59](#). Using a Phillips screwdriver, remove the two mounting screws.

Figure 59 • Remove the Mounting Screws

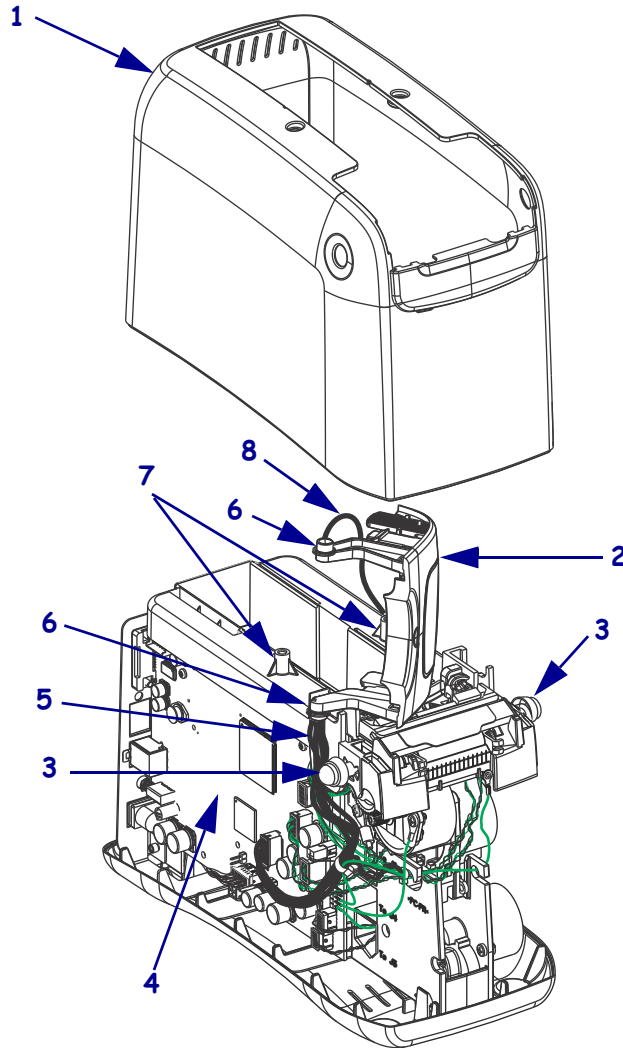


1	Outer enclosure
2	Enclosure mounting screws (2)
3	Upper print mechanism cover
4	Upper cover release buttons (2)
5	Base

4. Press the upper cover release buttons located on both sides of the printer and then lift the outer enclosure slightly off of the base.

5. See [Figure 60](#). Pull the upper cover out of the printer, turn it on its side, and then pull the outer enclosure off the printer.

Figure 60 • Remove the Outer Enclosure



1	Outer enclosure
2	Upper print mechanism cover
3	Upper print mechanism release buttons (2)
4	Main logic board (MLB)
5	User interface cable
6	Upper print mechanism arms (2)
7	Mounting post (2)
8	Ground wire

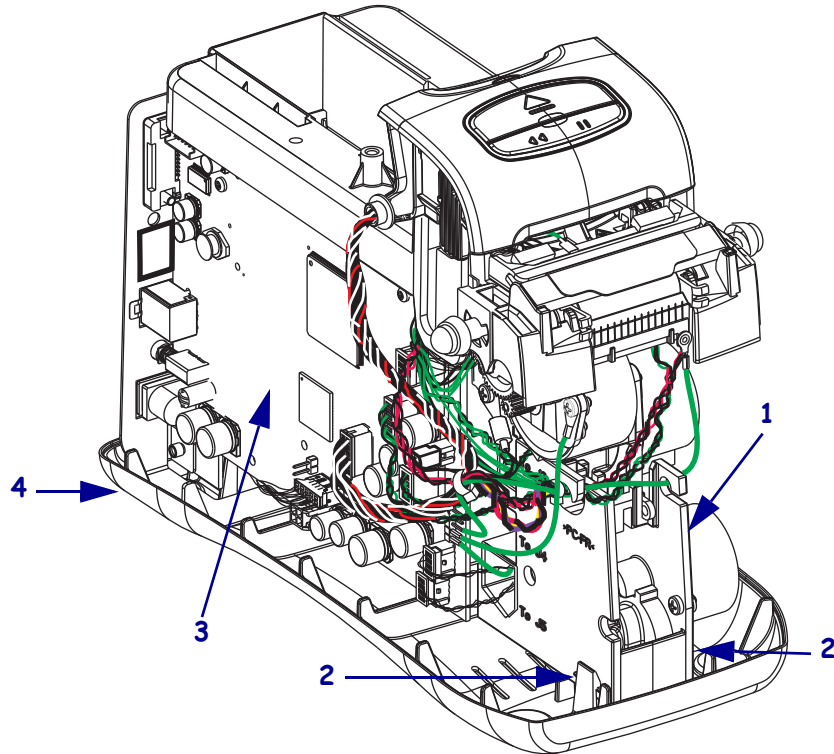
Access the Main Frame Assembly

1. See [Figure 61](#). Lay the main frame assembly on its side on the antistatic mat with the MLB facing up.



Note • Do not disconnect the cables and ground wires from the MLB. The rest of this procedure can be performed without removing the wires.

Figure 61 • Remove the Main Frame Assembly

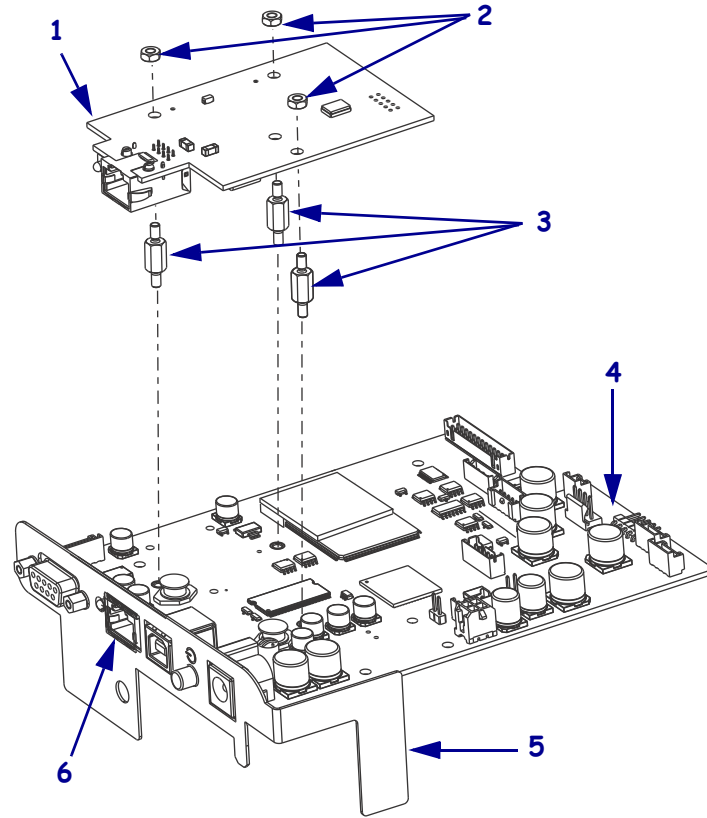


1	Main frame assembly
2	Tabs (4)
3	Main logic board (MLB)
4	Base

Remove the Old 10/100 Print Server Board

1. See [Figure 62](#). Using a metric nutdriver, remove and discard the three mounting nuts.

Figure 62 • Remove the 10/100 Print Server Board



1	10/100 Print Server board
2	Mounting nuts (3)
3	Standoffs (3)
4	MLB
5	MLB bracket
6	Ethernet access hole

2. Lift the 10/100 print server board off of the standoffs and pull out of the MLB bracket.
3. Remove the three standoffs from the MLB. Discard the standoffs.

Install the New 10/100 Print Server Board

1. See [Figure 62 on page 94](#). Insert the three standoffs in the MLB.
2. Slide the 10/100 print server board into the Ethernet access hole in the MLB bracket and onto the three standoffs.
3. Using a metric nutdriver, install the mounting nuts on the top of the print server board, but do not tighten at this time.
4. When all three nuts are installed, then tighten the nuts.

Reinstall the Outer Enclosure and Trim



Important • Ensure all cable connectors are fully seated and all connector housings are flush against the main logic board.

1. See [Figure 60 on page 92](#). Turn the upper print mechanism cover on its side as shown with the ground wire to the rear of the mounting post and the user interface cable to the rear of the upper print mechanism release button.
2. Slide the outer enclosure over the print mechanism assembly while pressing the upper print mechanism release buttons until they are inside the outer enclosure.
3. Slip the left and right upper print mechanism arms inside the edges of the outer enclosure. Ensure that the ground wire is still routed to the rear of the mounting post before it is seated on the base.
4. Slide the enclosure down until aligned and seated into the base.
5.

Caution • When inserting self-threading screws, be careful to avoid cross-threading or stripping the plastic holes.
Caution •

See [Figure 59 on page 91](#). Reinstall the two Phillips mounting screws.

6. See [Figure 58 on page 90](#). To reinstall the trim plate, slide the back edge in first, lower the front edges, and snap in place.

Resume Printer Operation

1. See [Figure 57 on page 89](#). To close the upper cover, rock the front edge down, push the cover toward the back of the printer, and then push the cover down.
2. Reinstall the data cables and DC power cord.
3. Turn on (I) the printer.
4. Insert the media cartridge into the printer.

61339M Smart Card Reader Board Maintenance Kit

Installation Instructions

This kit includes the parts and documentation necessary to install the Smart Card Reader Assembly maintenance kit in the HC100 printer.

Read these instructions thoroughly before installing this kit.

Prepare for Installation

Parts List

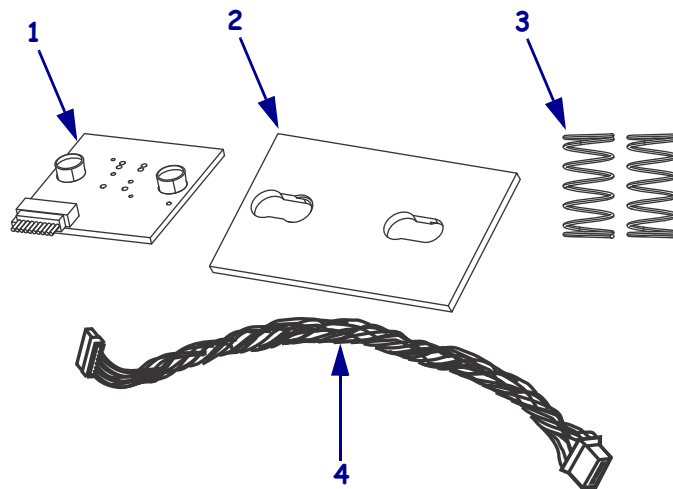
Before proceeding, verify that your kit contains the items for your printer listed below.

✓	Item	Qty	Part Number	Description
	Ref	1	61339M	HC100 Smart Card Reader Maintenance Kit
	1	1	<i>61660-001</i>	HC100 Smart Card Reader
	2	1	<i>61300</i>	Reader Board Retainer
	3	2	<i>210258-001</i>	Mounting Springs
	4	1	<i>61642</i>	Cable

Bold = Part available for purchase.

Italic = Part not available for purchase; listed and shown for reference only.

Figure 63 • Kit Contents



Tools Required



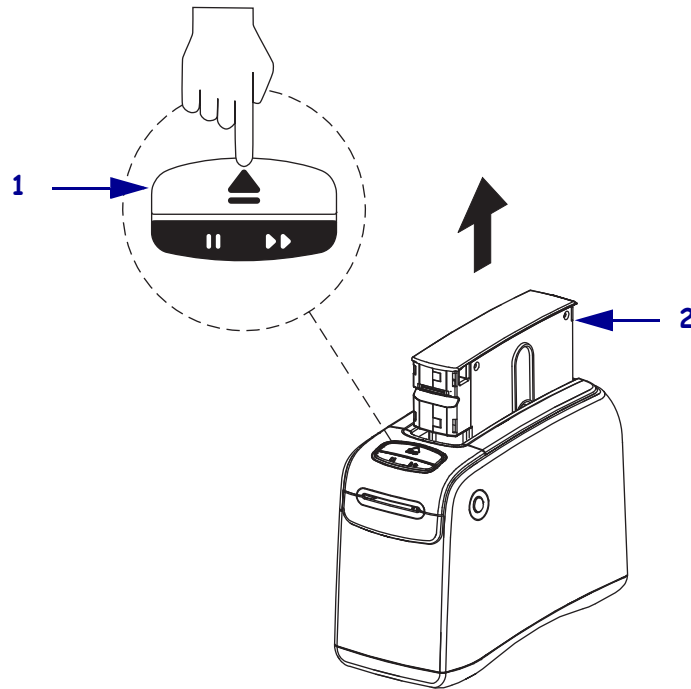
Tools • You need these tools to complete this procedure:

- Phillips Screwdriver Set
- Antistatic Wriststrap and Pad
- Metric Nut Driver Set
- Safety Glasses

Remove the Media Cartridge

1. See [Figure 64](#). Press Eject and remove the media cartridge.

Figure 64 • Media Cartridge, Eject Button, and HC100



1	Eject button
2	Media cartridge

2. Did the cartridge eject?

If...	Then...
Yes	<ol style="list-style-type: none"> a. Remove the media cartridge and set aside. b. Go to Open the Printer on page 99.
No	<ol style="list-style-type: none"> a. Turn off (O) the power switch. b. Turn on (I) the power and wait for the printer to power up completely. c. Press Eject. d. Continue with step 3.

3. Did the cartridge eject this time?

If...	Then...
Yes	<ul style="list-style-type: none">a. Remove the media cartridge and set aside.b. Go to <i>Open the Printer on page 99</i>.
No	<ul style="list-style-type: none">a. Turn off (O) the power switch.b. Turn on (I) the power and wait for the printer to power up completely.c. Press and hold Eject for six seconds.d. Release Eject.e. If the cartridge ejected, go to <i>Open the Printer</i>.f. If the cartridge did not eject, continue with <i>step 4</i>.

4. Contact Technical Support. See *Contacts on page 9*.

Open the Printer



Caution • A qualified service technician must perform this installation.



1. **Caution** • Observe proper electrostatic safety precautions when handling static-sensitive components such as circuit boards and printheads.
-

Connect yourself to an antistatic device.

2. Place the printer on the antistatic mat.
-

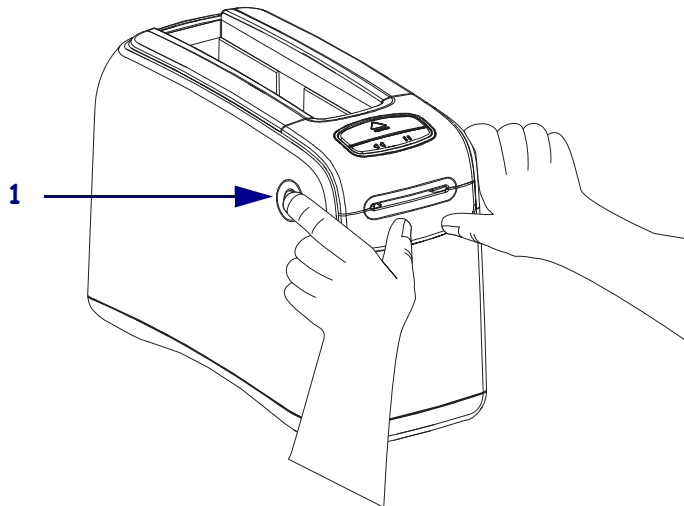


3. **Caution** • Turn off (O) the printer and disconnect it from the power source before performing the following procedure.
-

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

4. See [Figure 65](#). Press the upper cover release buttons located on both sides of the printer.

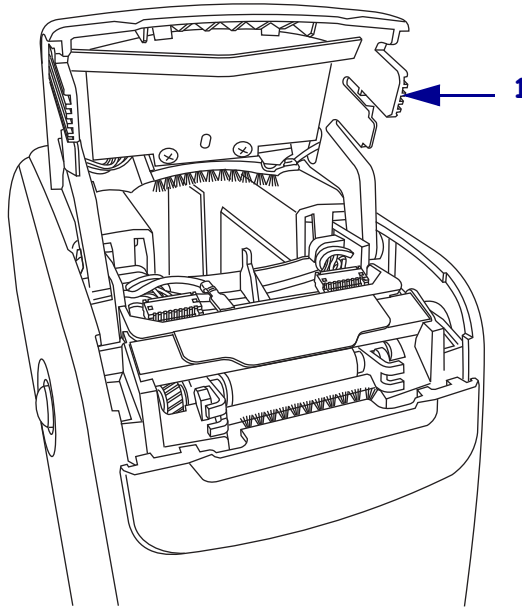
Figure 65 • Opening the HC100



1	Upper cover release button (one on each side)
---	---

5. See [Figure 66](#). Raise the cover up and tilt it toward the back.

Figure 66 • HC100 with Cover Open

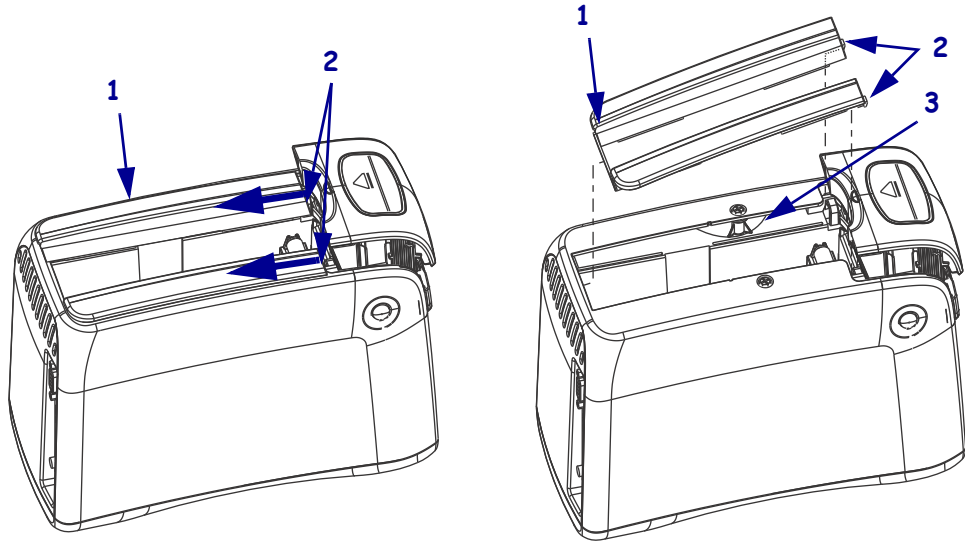


1	Upper cover
----------	-------------

Remove the Outer Enclosure and Trim

1. See [Figure 67](#). Remove the trim plate by pressing each tab toward the rear of the printer and then lifting the trim plate off.

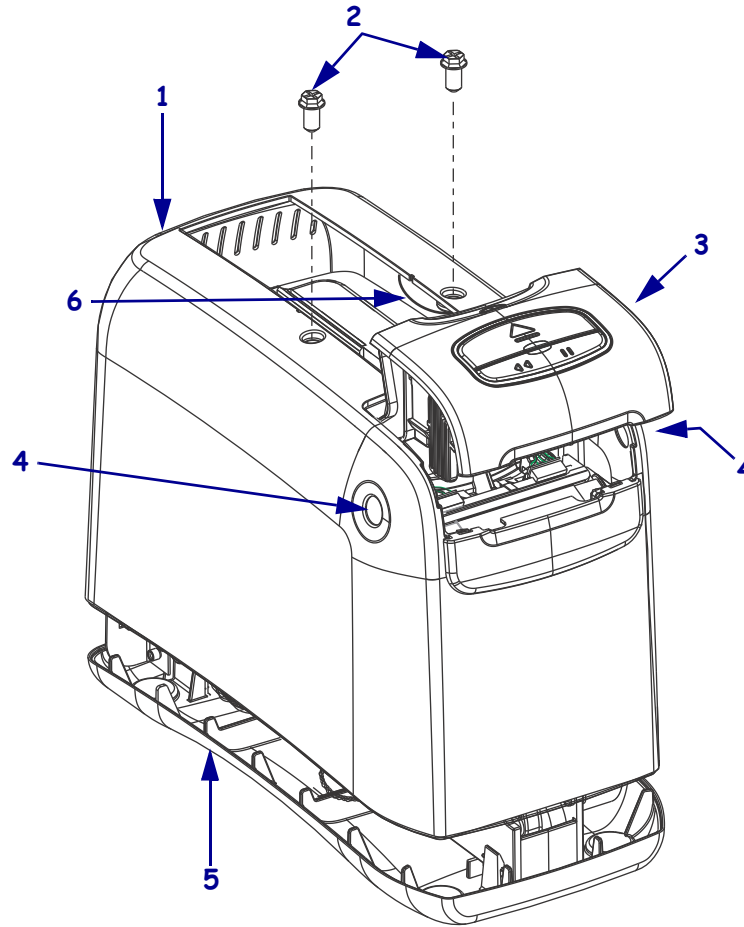
Figure 67 • Remove the Trim Plate



1	Trim plate
2	Tabs
3	Ground wire

2. Remove the two mounting screws.

Figure 68 • Remove the Mounting Screws

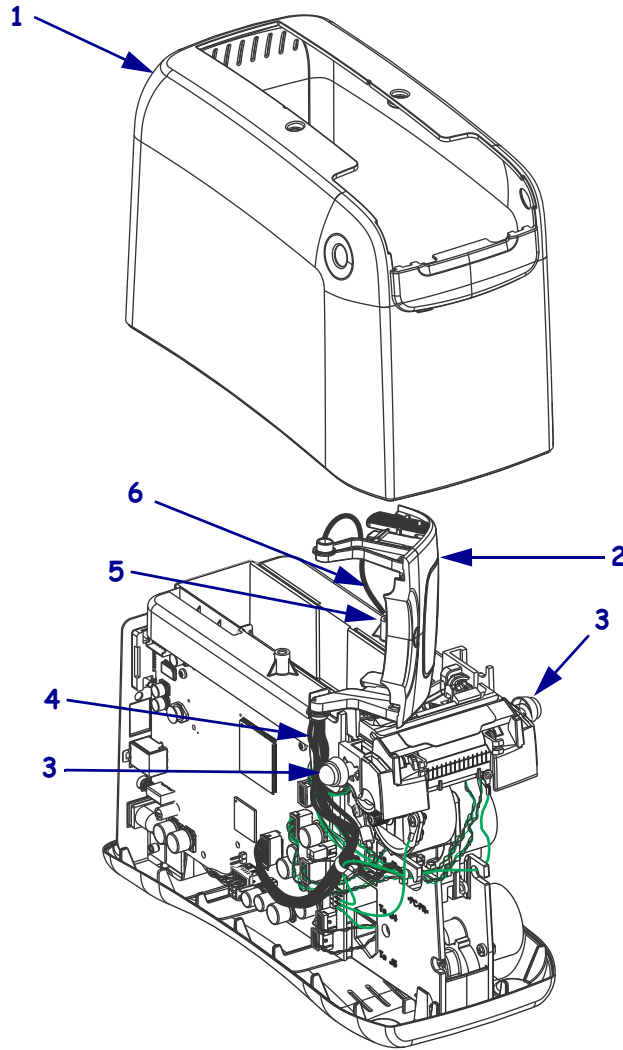


1	Outer enclosure
2	Outer enclosure mounting screws (2)
3	Upper print mechanism cover
4	Upper cover release buttons (2)
5	Base
6	Ground wire

3. Press the upper cover release buttons located on both sides of the printer and then lift the outer enclosure slightly off of the base.

4. See [Figure 69](#). Pull the upper cover out of the printer and turn it on its side and then lift the outer enclosure off of the printer.

Figure 69 • Remove the Outer Enclosure



1	Outer enclosure
2	Upper print mechanism cover
3	Upper print mechanism release buttons (2)
4	User interface cable
5	Mounting post
6	Ground wire

Remove the Old Smart Card Reader

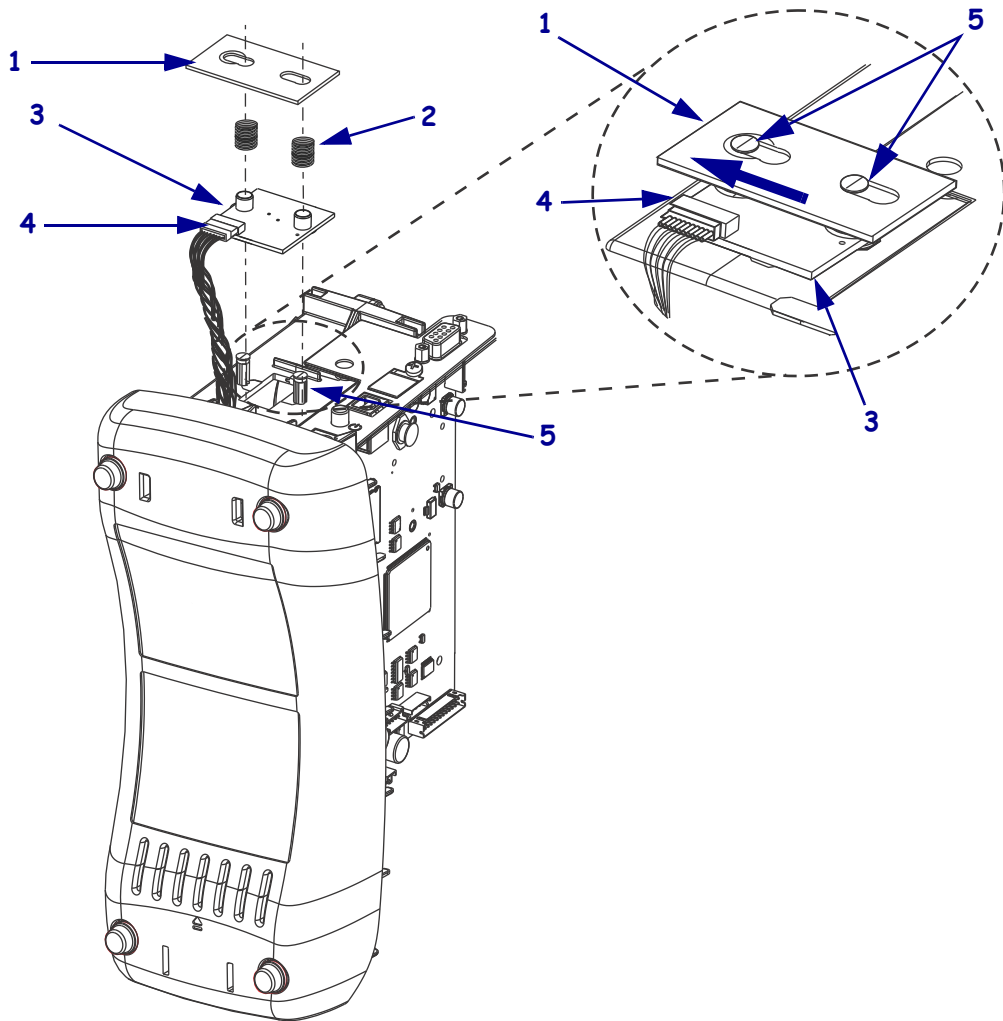


1. **Caution** • Wear protective eye wear when installing or removing E-rings, C-clips, snap rings, springs, and mounting buttons. These are under tension and could fly off.

See [Figure 70](#). Slide the smart card reader board retainer to the opposite side of the keyholes and then remove and discard the retainer.

2. Remove and discard the mounting springs.

Figure 70 • Remove the Old Smart Card Reader



1	Reader board retainer
2	Mounting springs (2)
3	Smart card reader board
4	Connector to MLB
5	Mounting posts (2)

3. Disconnect the cable connector and the remove and discard the smart card reader board.

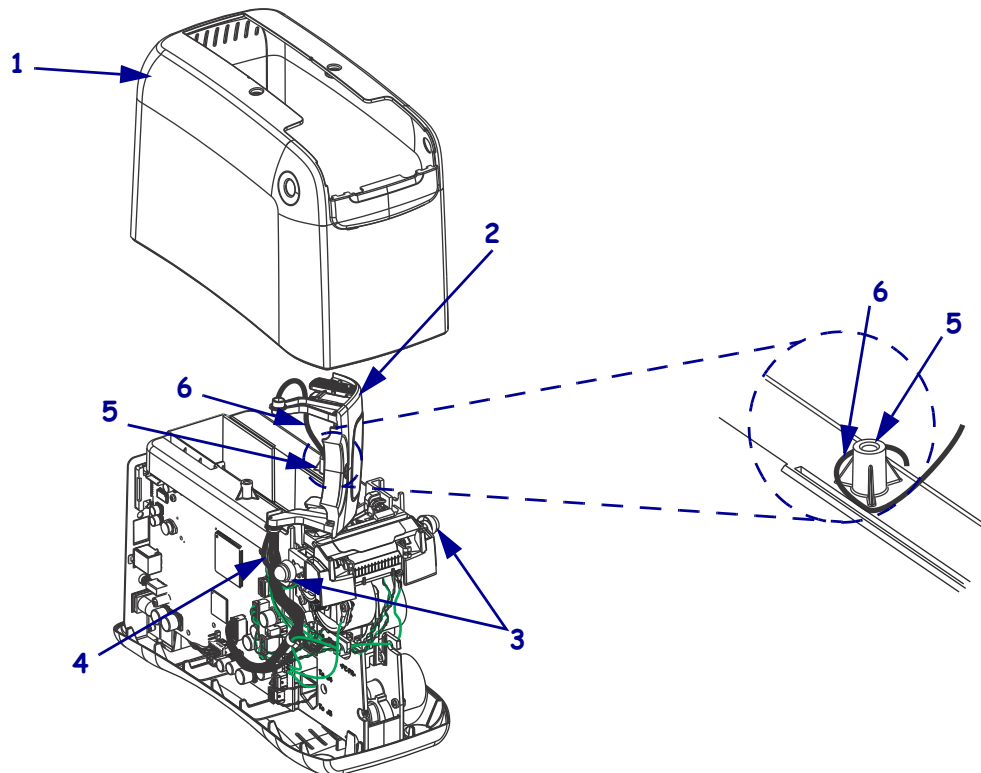
Install the New Smart Card Reader

1. See [Figure 70](#). Slide the new smart card reader board onto the two mounting posts.
2. Connect the cable connector to the board.
3. Slide the two new mounting springs onto the two mounting posts.
4. Align the larger side the keyholes in the new reader board retainer with the mounting posts and then push the retainer down below the tops of the mounting posts.
5. Slide the reader board retainer to the smaller side of the keyholes to secure the smart card reader board.

Reinstall the Outer Enclosure

1. See [Figure 71](#). Turn the upper print mechanism cover on its side as shown with the ground wire to the rear of the mounting post and the user interface cable to the rear of the upper print mechanism release button.

Figure 71 • Reinstall the Outer Enclosure



1	Outer enclosure	4	User interface cable
2	Upper print mechanism cover	5	Mounting post
3	Upper print mechanism release buttons (2)	6	Ground wire

2. Slide the outer enclosure over the print mechanism assembly while pressing the upper print mechanism release buttons until they are inside the outer enclosure.
3. See [Figure 71 on page 105](#). Slip the left and right upper print mechanism legs inside the edges of the outer enclosure and ensure that the ground wire is still routed to the inside of the mounting post before it is seated on the base.
4. See [Figure 68 on page 102](#). Slide the cover down until aligned and seated into the base.
5.

Caution • When inserting self-threading screws, be careful to avoid cross-threading or stripping the plastic holes.

Reinstall the two mounting screws.

6. See [Figure 67 on page 101](#). Reinstall the outer trim plate by sliding the back edge in first and then lowering the front edges until they snap in place.

Resume Printer Operation

1. See [Figure 66 on page 100](#). To close the upper cover, rock the front edge down, push the cover toward the back of the printer, and then push the cover down.
2. Reinstall the data cables and DC power cord.
3. Turn on (I) the printer.
4. Insert the media cartridge into the printer.

61340M Upper Print Mechanism Cover Assembly Maintenance Kit

Installation Instructions

This kit includes the parts and documentation necessary to install the Upper Print Mechanism Cover in the HC100™. Read these instructions thoroughly before installing this kit.

Prepare for Installation

Parts List

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

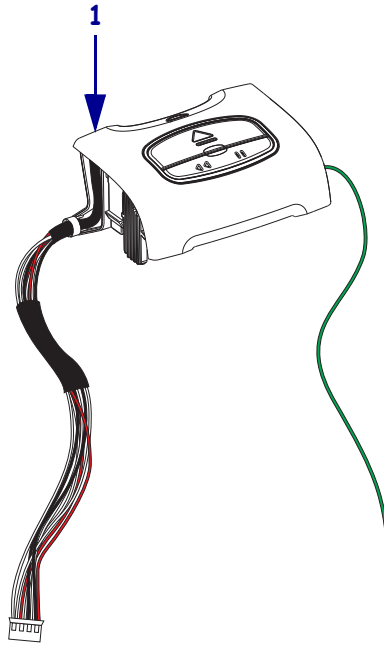
✓	Item	Qty	Part Number	Description
	Ref	1	61340M	HC100 Print Mechanism Cover Assembly Maintenance Kit (Shown as a sub-assembly)
		1	<i>61246</i>	Cover, Print Mechanism
		1	<i>61251</i>	LED, Pipe Light
		1	<i>61645-001</i>	PCBA Printed Circuit Board, HC100 Control Panel
		1	<i>61648</i>	PA Cable, Control Panel
		1	<i>61198</i>	Static Brush
		1	<i>61679</i>	PA Cable, Upper Static Brush
		1	<i>61216</i>	Rivet, 3/32 x 1/8 Tubular
		1	<i>61189</i>	Barrier, ESD
		2	<i>61708</i>	Sleeve, Cable Retainer
		2	Q06020	Cable Tie
		2	<i>A728073-0404</i>	Screw, Torx TFP
		1	<i>61254-0</i>	Button, Standard User Interface
		1	<i>61254-1</i>	Button, Wireless User Interface
		1	<i>61301</i>	Spring, Printhead Pressure

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

Bold = Part available for purchase.

Italic = Part not available for purchase; listed and shown for reference only.

Figure 72 • Kit Contents



Tools Required



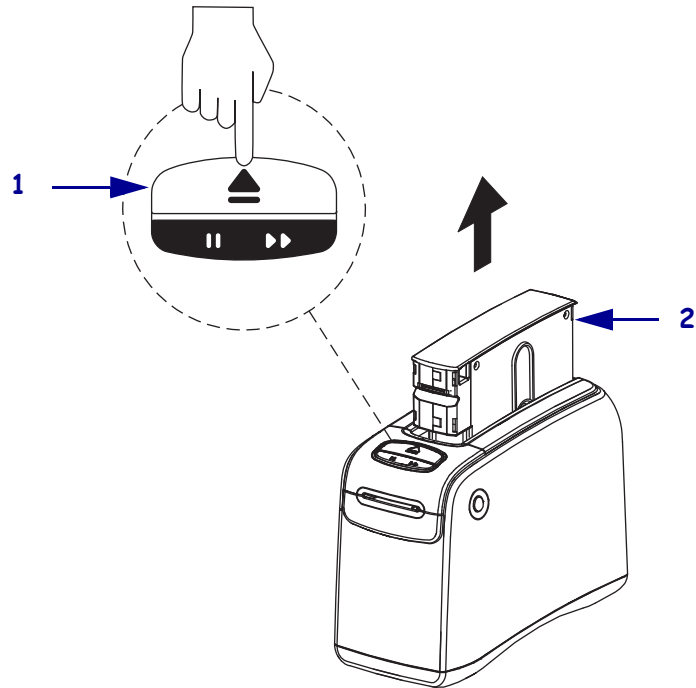
Tools • You need these tools to complete this procedure:

- Phillips Screwdriver Set
- Flat-blade Screwdriver Set
- Wire Cutter
- Antistatic Wriststrap and Mat

Remove the Media Cartridge

1. See [Figure 73](#). Press Eject and remove the media cartridge.

Figure 73 • Media Cartridge, Eject Button, and HC100



1	Eject button
2	Media cartridge

2. Did the cartridge eject?

If...	Then...
Yes	<ol style="list-style-type: none"> Remove the media cartridge and set aside. Go to Open the Printer on page 111.
No	<ol style="list-style-type: none"> Turn off (O) the power switch. Turn on (I) the power and wait for the printer to power up completely. Press Eject. Continue with step 3.

3. Did the cartridge eject this time?

If...	Then...
Yes	<ul style="list-style-type: none">a. Remove the media cartridge and set aside.b. Go to <i>Open the Printer on page 111</i>.
No	<ul style="list-style-type: none">a. Turn off (O) the power switch.b. Turn on (I) the power and wait for the printer to power up completely.c. Press and hold Eject for six seconds.d. Release Eject.e. If the cartridge ejected, go to <i>Open the Printer on page 111</i>.f. If the cartridge did not eject, continue with <i>step 4</i>.

4. Contact Technical Support. See *Contacts on page 9*.

Open the Printer



Caution • A qualified service technician must perform this installation.



1. **Caution** • Observe proper electrostatic safety precautions when handling static-sensitive components such as circuit boards and printheads.
-

Connect yourself to an antistatic device.

2. Place the printer on the antistatic mat.
-

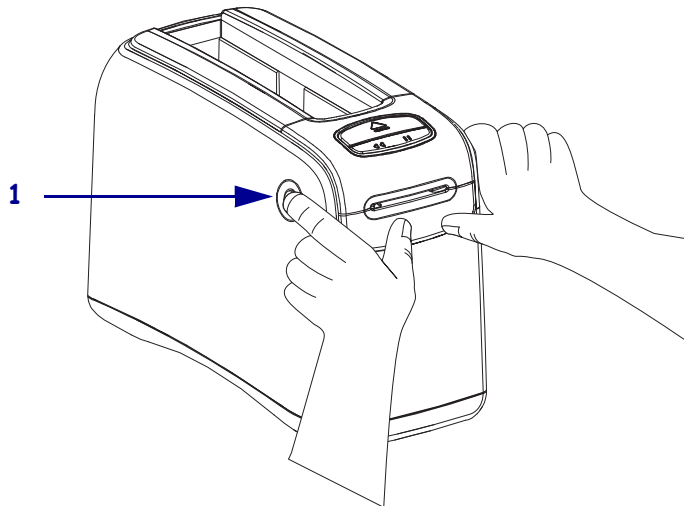


3. **Caution** • Turn off (O) the printer and disconnect it from the power source before performing the following procedure.
-

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

4. See [Figure 74](#). Press the upper cover release buttons located on both sides of the printer.

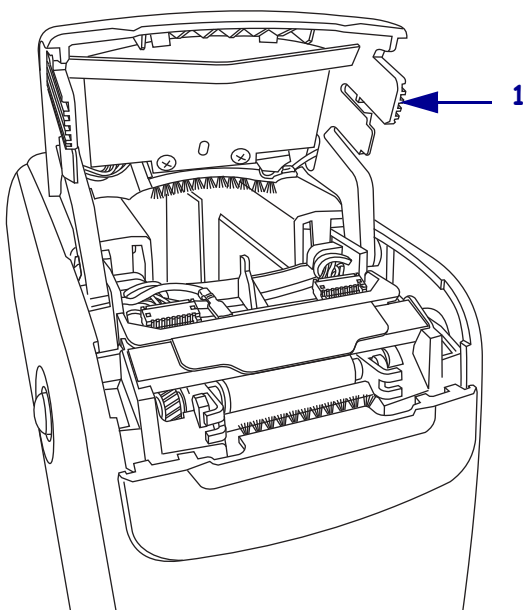
Figure 74 • Opening the HC100



1	Upper cover release button (one on each side)
---	---

5. See [Figure 75](#). Raise the cover up and tilt it toward the back.

Figure 75 • HC100 with Cover Open



1	Upper cover
----------	-------------

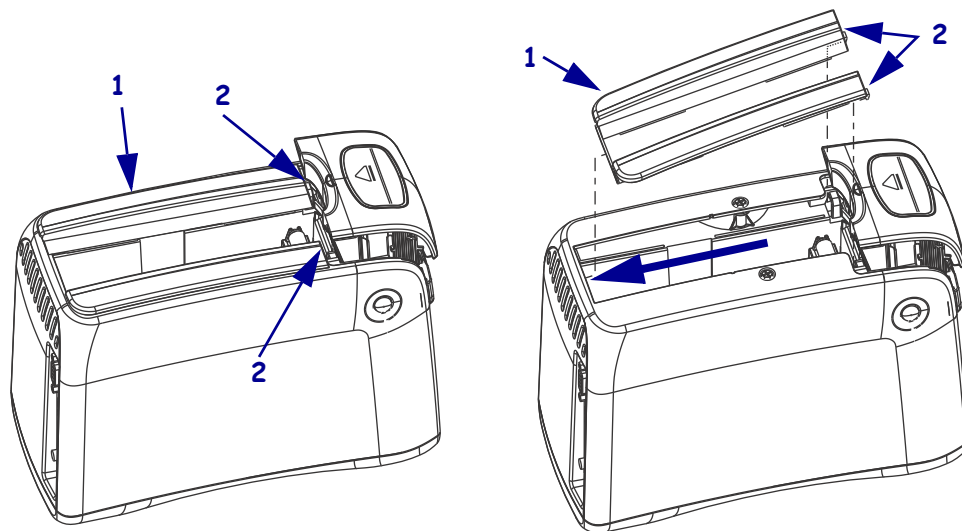
Remove the Outer Enclosure and Trim



Note • Retain all parts removed during disassembly, unless otherwise directed.

1. See [Figure 76](#). Press each tab toward the rear to release.
2. To remove the trim plate, slide the entire trim plate assembly back slightly and lift off.

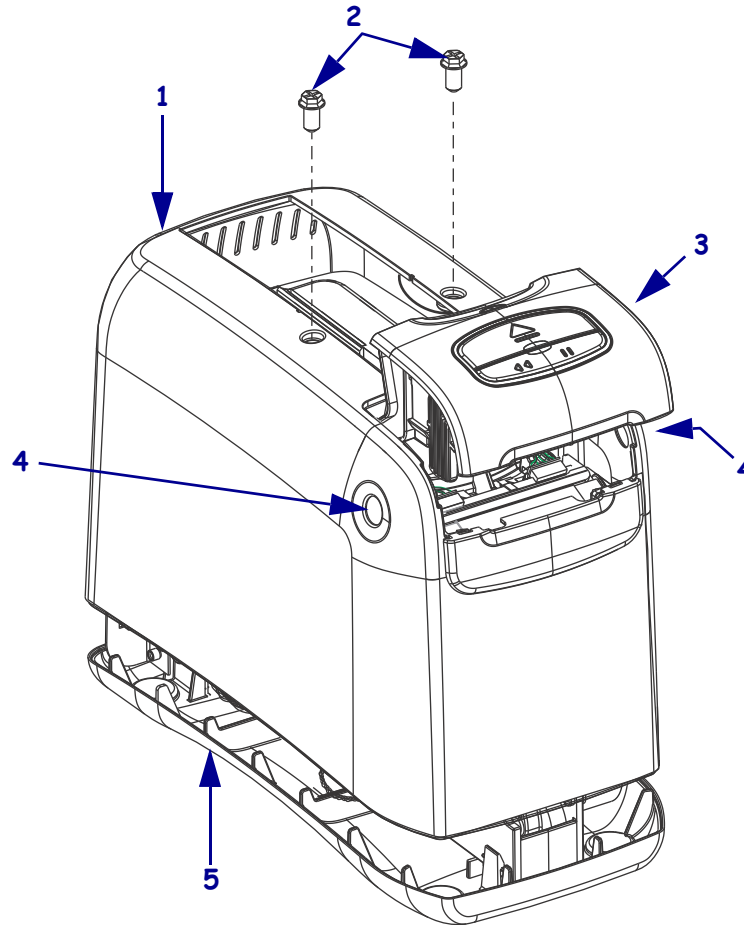
Figure 76 • Remove the Trim Plate



1	Trim plate
2	Tabs

3. See [Figure 77](#). Using a Phillips screwdriver, remove the two mounting screws.

Figure 77 • Remove the Mounting Screws

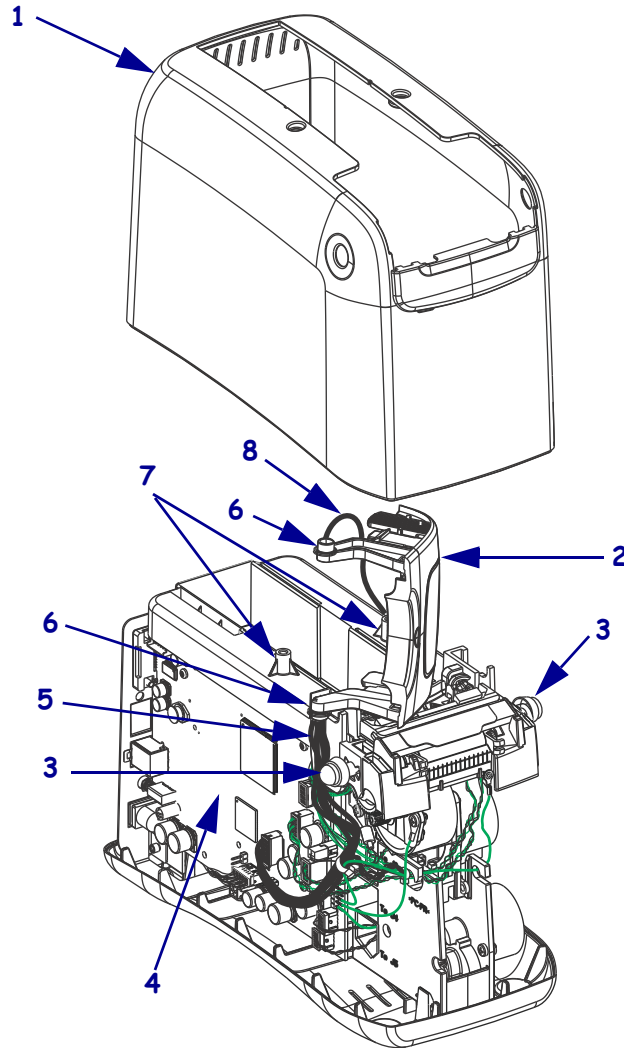


1	Outer enclosure
2	Enclosure mounting screws (2)
3	Upper print mechanism cover
4	Upper cover release buttons (2)
5	Base

4. Press the upper cover release buttons located on both sides of the printer and then lift the outer enclosure slightly off of the base.

5. See [Figure 78](#). Pull the upper cover out of the printer, turn it on its side, and then pull the outer enclosure off the printer.

Figure 78 • Remove the Outer Enclosure



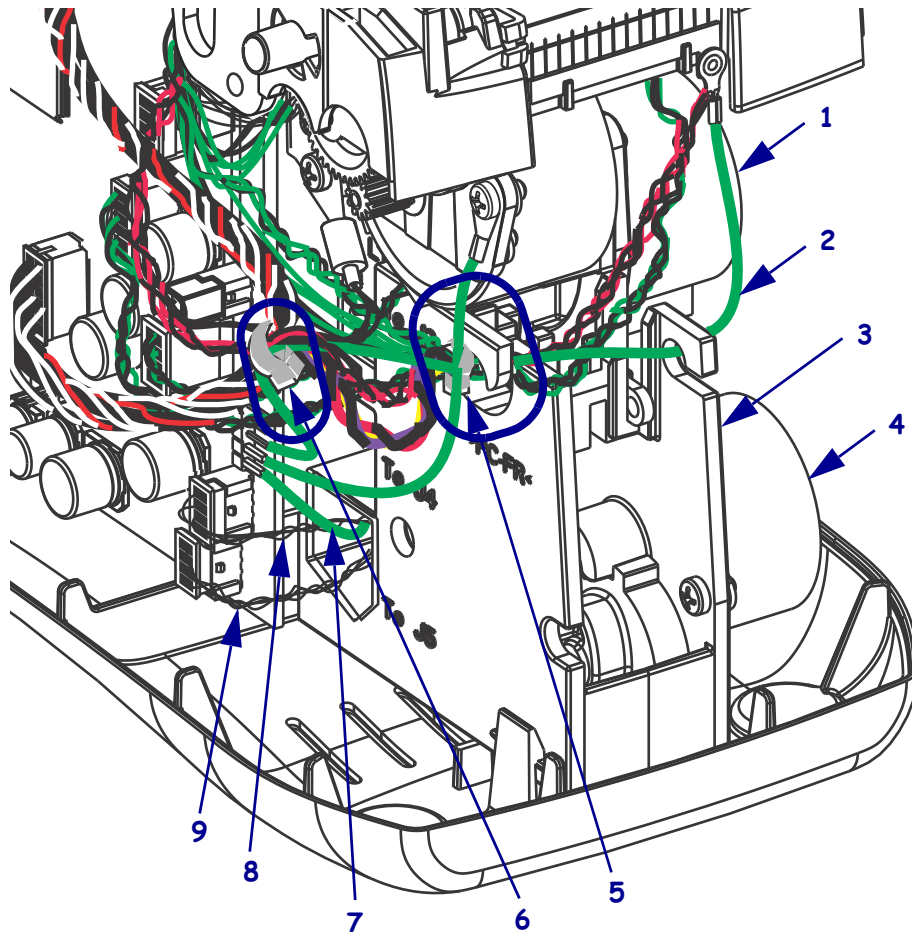
1	Outer enclosure
2	Upper print mechanism cover
3	Upper print mechanism release buttons (2)
4	Main logic board (MLB)
5	User interface cable
6	Upper print mechanism arms (2)
7	Mounting post (2)
8	Ground wire

6. Lay the main frame assembly on its side on the antistatic mat with the MLB facing up.

Remove the Upper Print Mechanism Cover

1. See [Figure 79](#). Locate the cable ties.
One cable tie is located immediately alongside of the left hook on the main frame and the other cable tie is closer to the MLB.
2. Using a wire cutter, cut and discard the cable tie closer to the MLB. (This cable tie secures the user interface cable.)
Be careful to avoid cutting into any cables or ground wires.

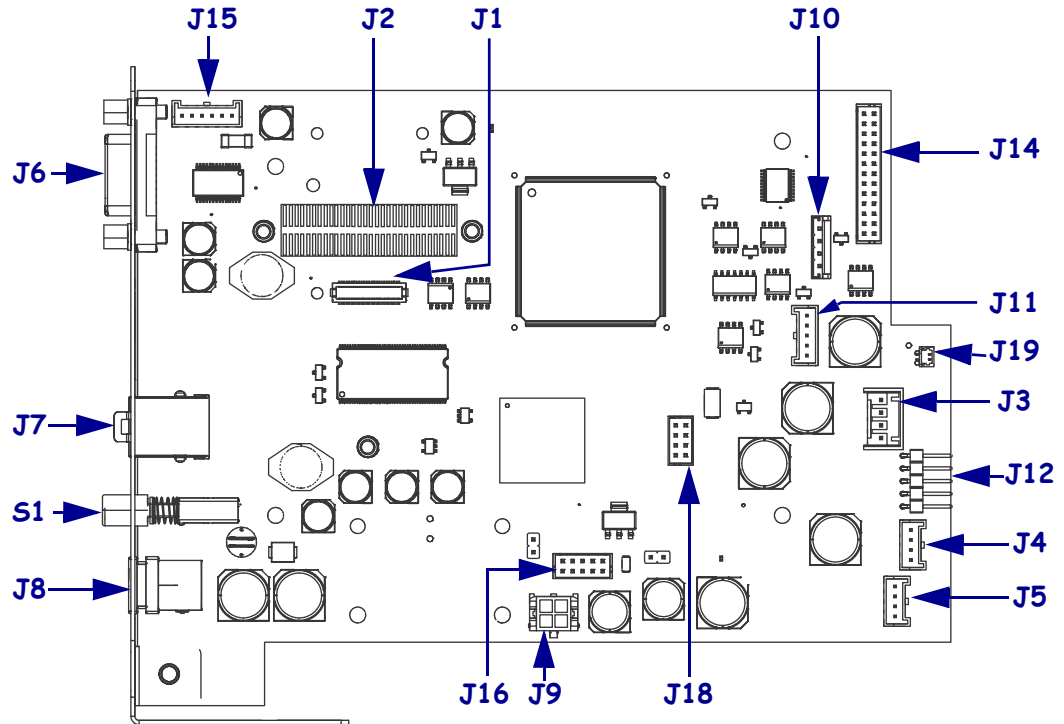
Figure 79 • Remove the Upper Print Mechanism Cover



1	Transport motor
2	Front static brush ground wire
3	Main frame
4	Lock-eject motor
5	Left hook and cable tie
6	Cable tie closer to the MLB
7	Upper print mechanism cover static brush ground wire
8	Transport motor cable
9	Lock-eject motor cable

3. Disconnect the user interface cable (J18) and the upper static brush ground wire (J12) from the MLB.
4. Thread the upper static brush ground wire (green wire) through the lower opening in the main frame marked "To J5" to release.
5. Lift up on the upper print mechanism cover with the two cables attached, remove, and discard.

Figure 80 • MLB Connections



J1	Wireless Plus board
J2	10/100 Ethernet board
J3	Platen motor
J4	Transport motor
J5	Lock-eject motor
J6	Serial port
J7	USB port
J8	Power input
J9	Open

J10	Lock pin sensor
J11	Media sensor
J12	Ground pins
J14	Printhead
J16	Smart card reader
J18	User interface board
J19	Thermistor
S1	On/Off switch

Install the New Upper Print Mechanism Cover

1. See [Figure 79 on page 116](#). Thread the upper static brush ground wire (green wire) through the lower opening in the main frame labeled “To J5” next to the lock-eject motor.
2. See [Figure 80 on page 117](#). Reconnect the ground wire to any open pin at J12 on the MLB.
3. Reconnect the left cable from the upper print mechanism cover (user interface cable) to J18.
4. Install a new cable tie around the following cables:
 - a. the media sensor (J11)
 - b. right side printhead (J14)
 - c. the user interface board (J18)
 - d. lower front static brush ground wire (J12)

Reinstall the Outer Enclosure and Trim



Important • Ensure all cable connectors are fully seated and all connector housings are flush against the main logic board.

1. See [Figure 78 on page 115](#). Turn the upper print mechanism cover on its side as shown with the ground wire to the rear of the mounting post and the user interface cable to the rear of the upper print mechanism release button.
2. Slide the outer enclosure over the print mechanism assembly while pressing the upper print mechanism release buttons until they are inside the outer enclosure.
3. Slip the left and right upper print mechanism arms inside the edges of the outer enclosure. Ensure that the ground wire is still routed to the rear of the mounting post before it is seated on the base.
4. Slide the enclosure down until aligned and seated into the base.
5.

Caution • When inserting self-threading screws, be careful to avoid cross-threading or stripping the plastic holes.
Caution •

See [Figure 77 on page 114](#). Reinstall the two Phillips mounting screws.

6. See [Figure 76 on page 113](#). To reinstall the trim plate, slide the back edge in first, lower the front edges, and snap in place.

Resume Printer Operation

1. See [Figure 75 on page 112](#). To close the upper cover, rock the front edge down, push the cover toward the back of the printer, and then push the cover down.
2. Reinstall the data cables and DC power cord.
3. Turn on (I) the printer.
4. Insert the media cartridge into the printer.

61341M Print Mechanism Chassis Assembly Maintenance Kit

Installation Instructions

This kit includes the parts and documentation necessary to install the Print Mechanism Chassis Assembly in the HC100™. Read these instructions thoroughly before installing this kit.

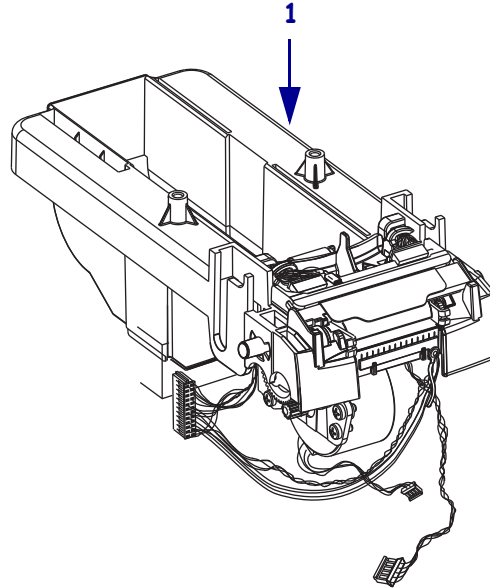
Prepare for Installation

Parts List

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

✓	Item	Qty	Part Number	Description
	Ref	1	61341M	HC100 Print Mechanism Chassis Assy Maintenance Kit (Shown as a sub-assembly)
		1	<i>61247</i>	Chassis, Print Mech
		1	<i>61257</i>	Gear, Compound Spur/Hel
		1	<i>61255</i>	Gear, Idler Hel
		2	<i>61124</i>	Shaft, 0.125 x 0.555
		1	<i>207230-104</i>	Motor, Bipolar, 11 Teeth, TLP3842
		1	<i>61145</i>	Gear, Belt Drive
		1	<i>61144</i>	Roller, media Transport
		1	<i>61148</i>	Belt, Pick Roller Drive
		1	<i>61171</i>	Shaft, 0.125 x 1.250
		1	<i>61172</i>	Shaft, 0.156 x 1.040
		1	<i>61173</i>	Washer, 0.345 x 0.130 x 0.015
		1	<i>61676</i>	PA Cable, Lower Static Brush Ground
		1	<i>61198</i>	Static Brush
		1	<i>61216</i>	Rivet, 3/32 x 1/8 Tubular
		1	<i>61650-001</i>	PCBA, Media Sensor Board
		1	<i>61651</i>	PA Cable, Media Sensor
		1	<i>61663</i>	PA Cable, Printhead Data
		1	<i>61713</i>	PA Cable, Thermistor Ring
		2	Q06220	Cable Tie
		1	<i>61615</i>	PA Cable, Platen Motor Ground
		1	<i>78804</i>	Screw, M3 x 0.5 x 6 Pn Ph BO
		1	<i>43495</i>	Screw, M3 x 0.5 x 6 Ph Hd with Ext. T Lk
		2	<i>61244</i>	Spring, Print Mechanism Release
		2	<i>61263</i>	Printhead Open Button
Bold = Part available for purchase.				
<i>Italic</i> = Part not available for purchase; listed and shown for reference only.				

Figure 81 • Kit Contents



Tools Required



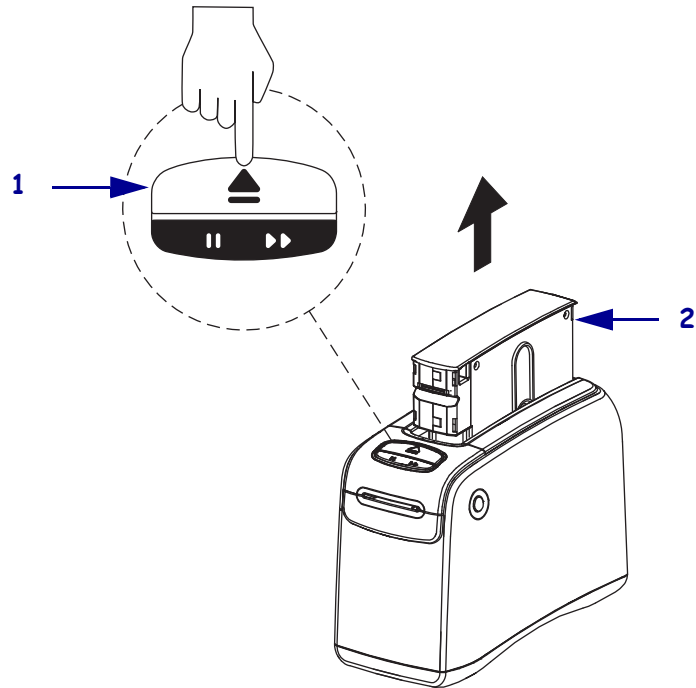
Tools • You need these tools to complete this procedure:

- Phillips Screwdriver Set
- Flat-blade Screwdriver Set
- Wire cutters
- Adjustable Crescent Wrench (8 mm)
- Antistatic Wriststrap and Mat

Remove the Media Cartridge

1. See [Figure 82](#). Press Eject and remove the media cartridge.

Figure 82 • Media Cartridge, Eject Button, and HC100



1	Eject button
2	Media cartridge

2. Did the cartridge eject?

If...	Then...
Yes	<ol style="list-style-type: none"> Remove the media cartridge and set aside. Go to Open the Printer on page 125.
No	<ol style="list-style-type: none"> Turn off (O) the power switch. Turn on (I) the power and wait for the printer to power up completely. Press Eject. Continue with step 3.

3. Did the cartridge eject this time?

If...	Then...
Yes	<ul style="list-style-type: none">a. Remove the media cartridge and set aside.b. Go to <i>Open the Printer on page 125</i>.
No	<ul style="list-style-type: none">a. Turn off (O) the power switch.b. Turn on (I) the power and wait for the printer to power up completely.c. Press and hold Eject for six seconds.d. Release Eject.e. If the cartridge ejected, go to <i>Open the Printer on page 125</i>.f. If the cartridge did not eject, continue with <i>step 4</i>.

4. Contact Technical Support. See *Contacts on page 9*.

Open the Printer



Caution • A qualified service technician must perform this installation.



1. **Caution** • Observe proper electrostatic safety precautions when handling static-sensitive components such as circuit boards and printheads.
-

Connect yourself to an antistatic device.

2. Place the printer on the antistatic mat.
-

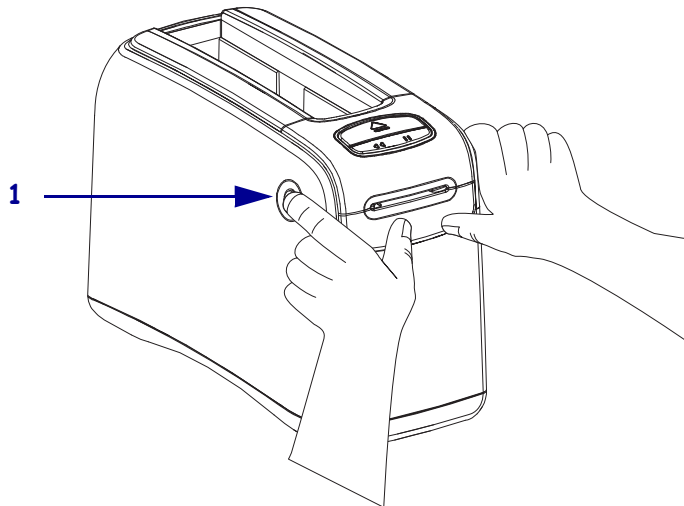


3. **Caution** • Turn off (O) the printer and disconnect it from the power source before performing the following procedure.
-

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

4. See [Figure 83](#). Press the upper cover release buttons located on both sides of the printer.

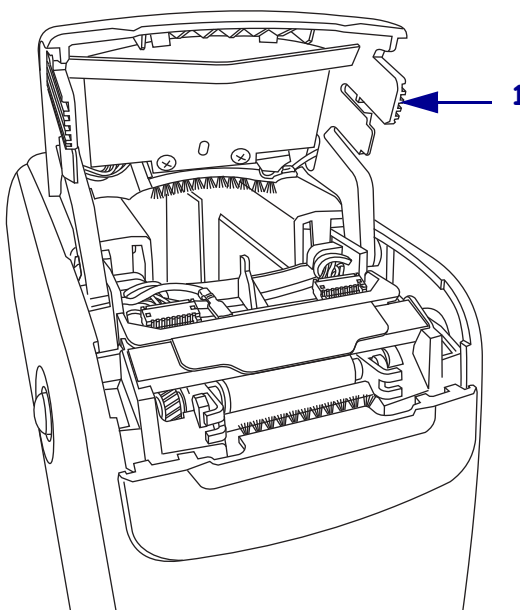
Figure 83 • Opening the HC100



1	Upper cover release button (one on each side)
---	---

5. See [Figure 84](#). Raise the cover up and tilt it toward the back.

Figure 84 • HC100 with Cover Open



1	Upper cover
----------	-------------

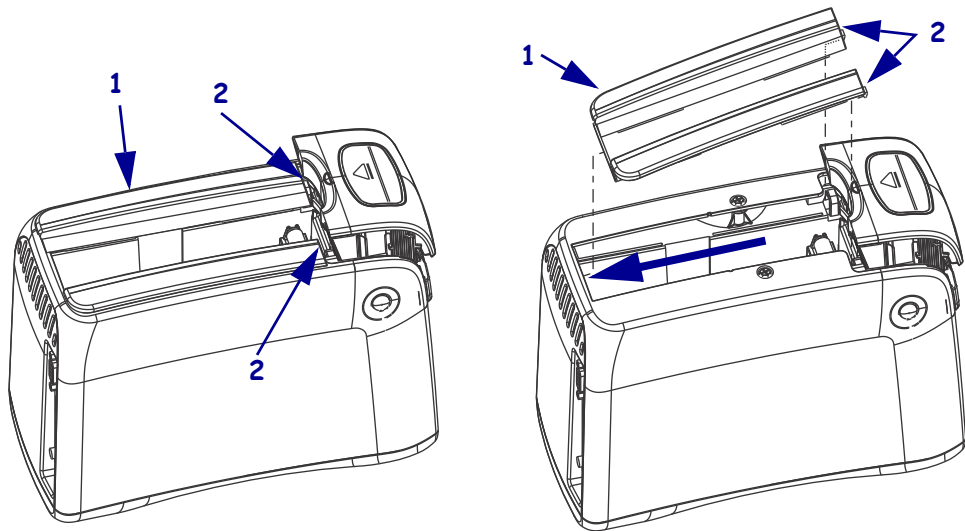
Remove the Outer Enclosure and Trim



Note • Retain all parts removed during disassembly, unless otherwise directed.

1. See [Figure 85](#). Press each tab toward the rear to release.
2. To remove the trim plate, slide the entire trim plate assembly back slightly and lift off.

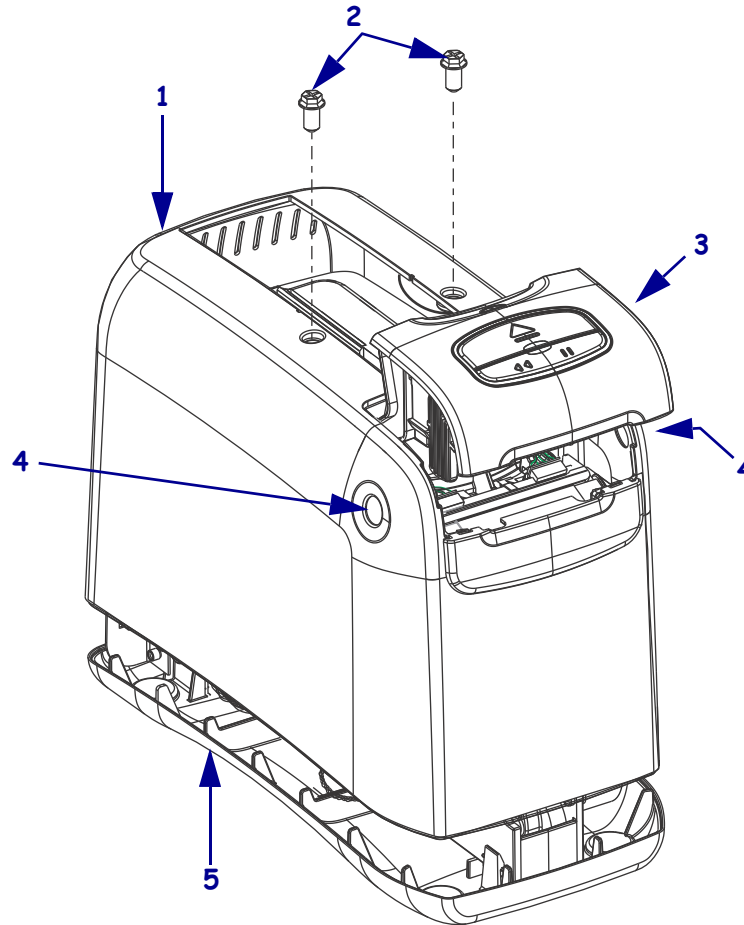
Figure 85 • Remove the Trim Plate



1	Trim plate
2	Tabs

3. See [Figure 86](#). Using a Phillips screwdriver, remove the two mounting screws.

Figure 86 • Remove the Mounting Screws

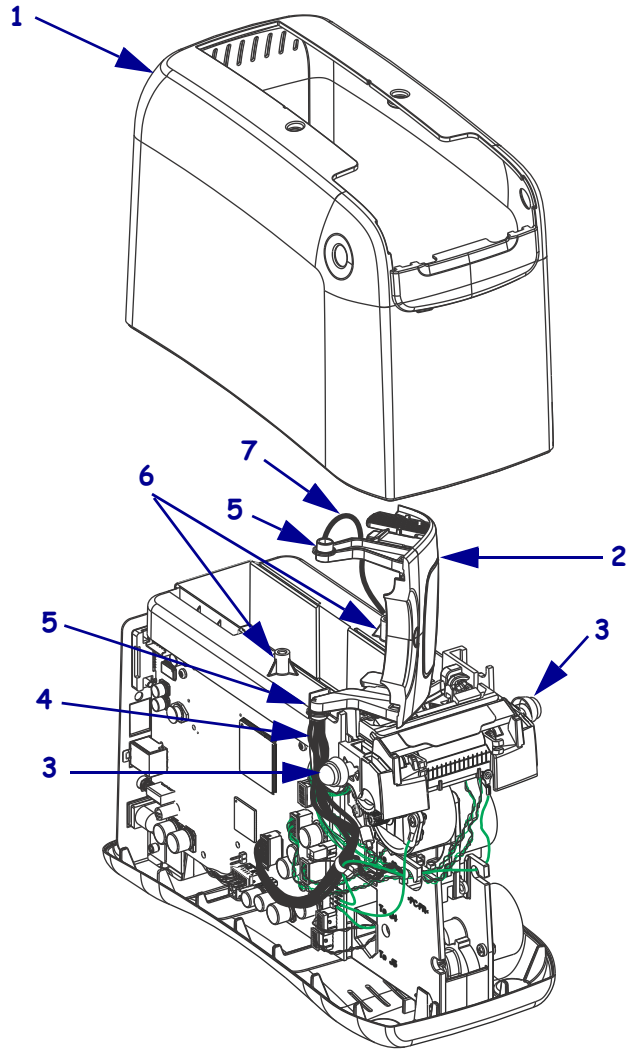


1	Outer enclosure
2	Enclosure mounting screws (2)
3	Upper print mechanism cover
4	Upper cover release buttons (2)
5	Base

4. Press the upper cover release buttons located on both sides of the printer and then lift the outer enclosure slightly off of the base.

5. See [Figure 87](#). Pull the upper cover out of the printer, turn it on its side, and then pull the outer enclosure off the printer.

Figure 87 • Remove the Outer Enclosure

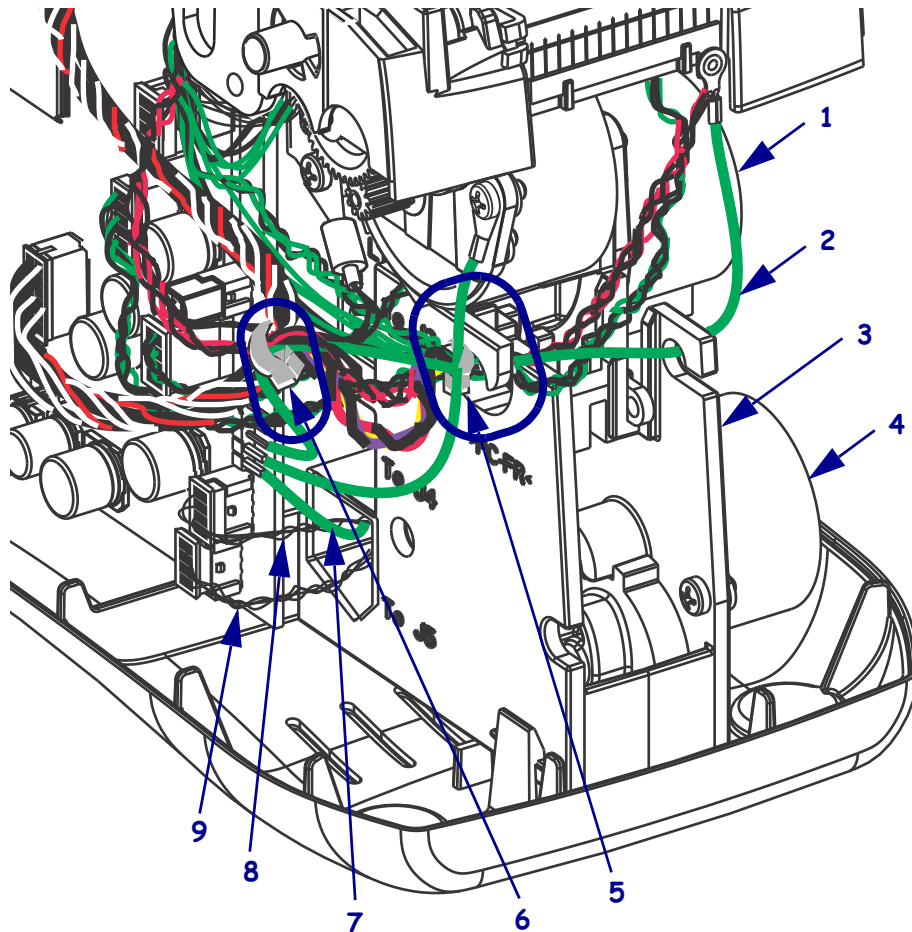


1	Outer enclosure
2	Upper print mechanism cover
3	Upper print mechanism release buttons (2)
4	User interface cable
5	Upper print mechanism arms (2)
6	Mounting post (2)
7	Ground wire

Remove the Upper Print Mechanism Cover

1. See [Figure 88](#). Locate the cable ties.
One cable tie is located immediately alongside of the left hook on the main frame and the other cable tie is closer to the MLB.
2. Using a wire cutter, cut and discard the two cable ties securing the upper print mechanism cover cables.
Be careful to avoid cutting into any cables or ground wires.

Figure 88 • Remove the Upper Print Mechanism Cover



1	Transport motor	6	Cable tie
2	Front static brush ground wire	7	Upper print mechanism cover static brush ground wire
3	Main frame	8	Transport motor cable
4	Lock-eject motor	9	Lock-eject motor cable
5	Left hook and cable tie		

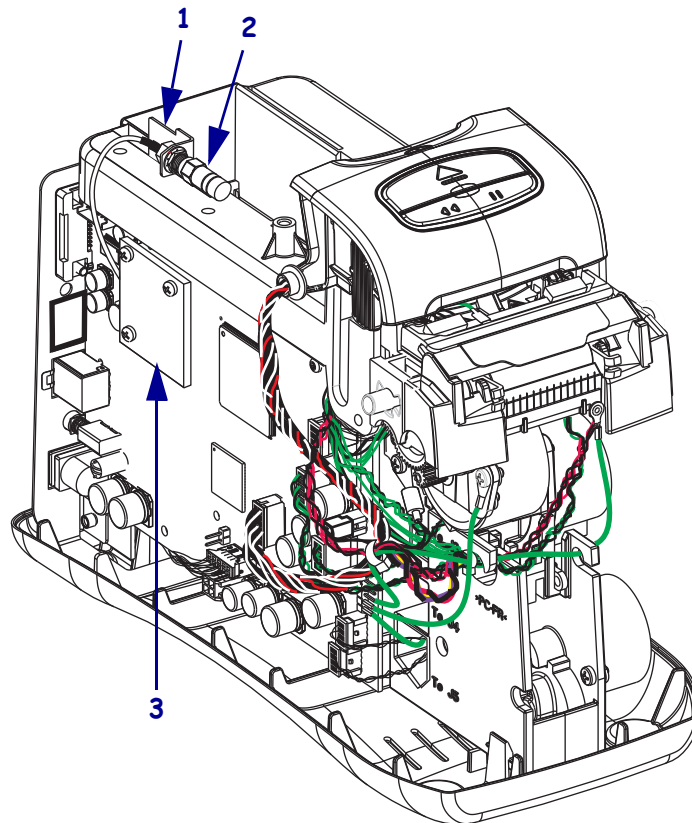
3. Disconnect the user interface cable (J18) and the upper static brush ground wire (J12) from the MLB.

4. Thread the upper static brush ground wire (green wire) through the lower opening in the main frame marked "To J5" to release.
5. Lift up on the upper print mechanism cover with the two cables attached, remove, and set aside.

Remove the Print Mechanism Assembly

1. See [Figure 89](#). If this printer has a wireless print server board, disconnect the antenna.
 - a. Unscrew the antenna from the end of the antenna cable connector.
 - b. Using an adjustable crescent wrench, remove the nut and lock washer from the end of the antenna cable connector.
 - c. Remove the antenna cable from the antenna bracket.
 - d. Remove the antenna bracket from the slot on the left side of the print mechanism chassis.
 - e. Leave the antenna cable attached to the internal wireless print server board.

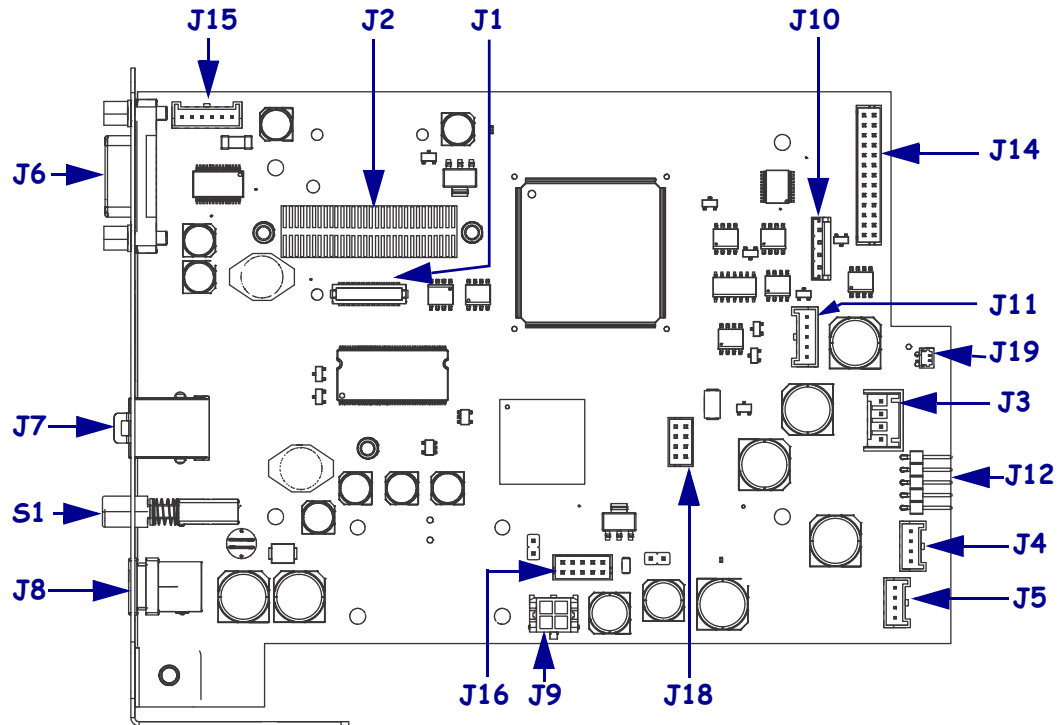
Figure 89 • Remove the Internal Wireless Plus Print Server Board and Antenna



1	Antenna bracket
2	Antenna
3	Internal Wireless Plus Print Server board

2. See [Figure 90](#). Disconnect all cables and ground wires from the MLB except the following cables:
 - a. J4: Transport motor cable
 - b. J5: Lock-eject motor cable
 - c. J10: Lock pin sensor cable
 - d. J16: Smart card reader cable

Figure 90 • MLB Connections



J1	Wireless Plus board
J2	10/100 Ethernet board
J3	Platen motor
J4	Transport motor
J5	Lock-eject motor
J6	Serial port
J7	USB port
J8	Power input
J9	Open

J10	Lock pin sensor
J11	Media sensor
J12	Ground pins
J14	Printhead
J16	Smart card reader
J18	User interface board
J19	Thermistor
S1	On/Off switch

3. Pull all of the small cables and ground wires out of the two hooks on the front of the main frame.
4. See [Figure 91](#). Using a flat-blade screwdriver, deflect the gray snap tab on the right front of the main frame.
 This tab is just above the transport motor on the right side of the printer.

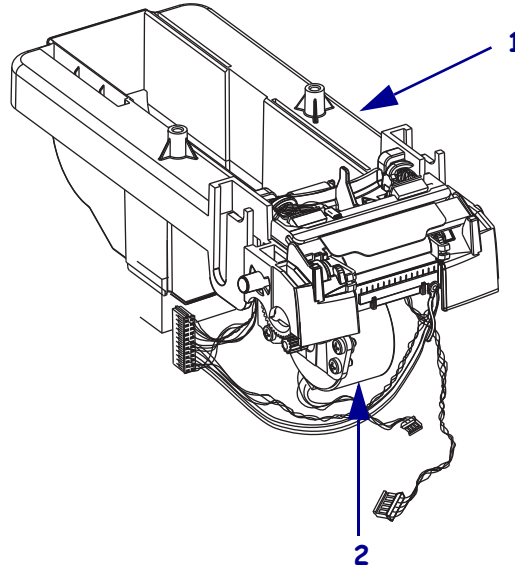
5. Deflect the left gray snap tab on the front of the main frame.

To reach this tab, insert the screwdriver from the bottom left side of the printer behind the platen motor.



Note • In [Figure 91](#), the print mechanism chassis is shown without the main frame for easier identification and is removed as a single assembly.

Figure 91 • Print Mechanism Assembly



1	Print mechanism assembly
2	Platen motor

6. To remove the print mechanism assembly, tip the front edge up and pull forward.
7. Discard the old print mechanism assembly properly.

Install the New Print Mechanism Assembly

1. See [Figure 91 on page 133](#). To replace the print mechanism assembly, insert the rear edge of the print mechanism into the groove in the rear of the main frame.
2. Pivot the front end down and snap into place.
3. See [Figure 88 on page 130](#) for cable routings. Connect the following cables to the MLB (see [Figure 90 on page 132](#) for MLB connections) without passing through main frame hooks:
 - a. Platen motor drive cable to J3.
 - b. Platen motor thermistor to J19.
 - c. Platen motor ground cable to any pin at J12.
4. Thread the ground wire for the front static brush through the right and left hooks on the front of the main frame.
5. Thread the remaining small cables and ground wires into the leftmost hook on the front of the main frame.
6. Install a new cable tie immediately alongside of the left hook on the main frame. All of the cables exiting the leftmost hook should be included in the cable tie.
7. Reconnect all small cables and ground wires to the MLB.
8. See [Figure 89 on page 131](#). If this printer had a wireless print server, reinstall the antenna and bracket.
 - a. Insert the antenna bracket into the slot on the left side of the print mechanism chassis.
 - b. Insert the antenna cable into the antenna bracket.
 - c. Replace the lock washer and nut on the end of the antenna cable and tighten the nut using an adjustable crescent wrench.
 - d. Screw the antenna into the end of the antenna cable connector.

Reinstall the Upper Print Mechanism Cover

1. See [Figure 88 on page 130](#). Thread the upper static brush ground wire (green wire) through the lower opening in the main frame labeled “To J5” next to the lock-eject motor.
2. Reconnect the ground wire to any open pin at J12 on the MLB.
3. Reconnect the left cable from the upper print mechanism cover (user interface cable) to J18.
4. Install the second cable tie around the following cables:
 - a. the media sensor (J11),
 - b. right side printhead (J14)
 - c. the user interface board (J18)
 - d. lower front static brush ground wire (J12)

Reinstall the Outer Enclosure and Trim



Important • Ensure all cable connectors are fully seated and all connector housings are flush against the main logic board.

1. See [Figure 87 on page 129](#). Turn the upper print mechanism cover on its side as shown with the ground wire to the rear of the mounting post and the user interface cable to the rear of the upper print mechanism release button.
2. Slide the outer enclosure over the print mechanism assembly while pressing the upper print mechanism release buttons until they are inside the outer enclosure.
3. Slip the left and right upper print mechanism arms inside the edges of the outer enclosure. Ensure that the ground wire is still routed to the rear of the mounting post before it is seated on the base.
4. Slide the enclosure down until aligned and seated into the base.
5.

Caution • When inserting self-threading screws, be careful to avoid cross-threading or stripping the plastic holes.
Caution •

See [Figure 86 on page 128](#). Reinstall the two Phillips mounting screws.

6. See [Figure 85 on page 127](#). To reinstall the trim plate, slide the back edge in first, lower the front edges, and snap in place.

Resume Printer Operation

1. See [Figure 84 on page 126](#). To close the upper cover, rock the front edge down, push the cover toward the back of the printer, and then push the cover down.
2. Reinstall the data cables and DC power cord.
3. Turn on (I) the printer.
4. Insert the media cartridge into the printer.

61342M Main Frame Assembly Kit

Installation Instructions

This kit includes the parts and documentation necessary to install the Main Frame assembly in the HC100™. Read these instructions thoroughly before installing this kit.

Prepare for Installation

Parts List

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

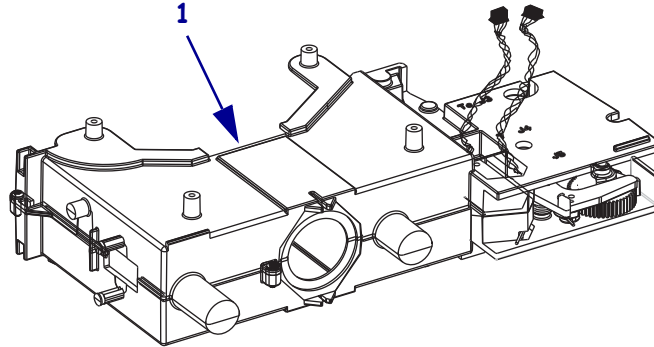
✓	Item	Qty	Part Number	Description
	Ref	1	61342M	HC100 Main Frame Assembly Maintenance Kit (Shown as a sub-assembly)
		1	<i>61140</i>	Main Frame, Left
		1	<i>61141</i>	Main Frame, Right
		1	<i>61200</i>	Cam, Lock-Eject
		3	<i>61147</i>	Shaft, 0.125 x 1.020
		1	<i>61203</i>	Lever, Torsion Spring Eject
		1	<i>61201</i>	Arm, Lock-Eject
		1	<i>61720</i>	Pin, Lock-Eject
		1	<i>61644</i>	Sensor, Slot Interrupter
		1	<i>61151</i>	Arm, Planetary Gear
		1	<i>61170</i>	Spring, Compression
		1	<i>61150</i>	Gear, Planetary 20T
		1	<i>61152</i>	Shaft, Planetary Gear
		1	<i>61153</i>	Gear, Drive
		8	<i>20113</i>	Screw, M2.5 x 8 Pn Zn
		2	<i>210630-001</i>	Motor, Stepper (35 mm with pinion)
		2	Q06020	Cable Tie

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

Bold = Part available for purchase.

Italic = Part not available for purchase; listed and shown for reference only.

Figure 92 • Kit Contents



Tools Required



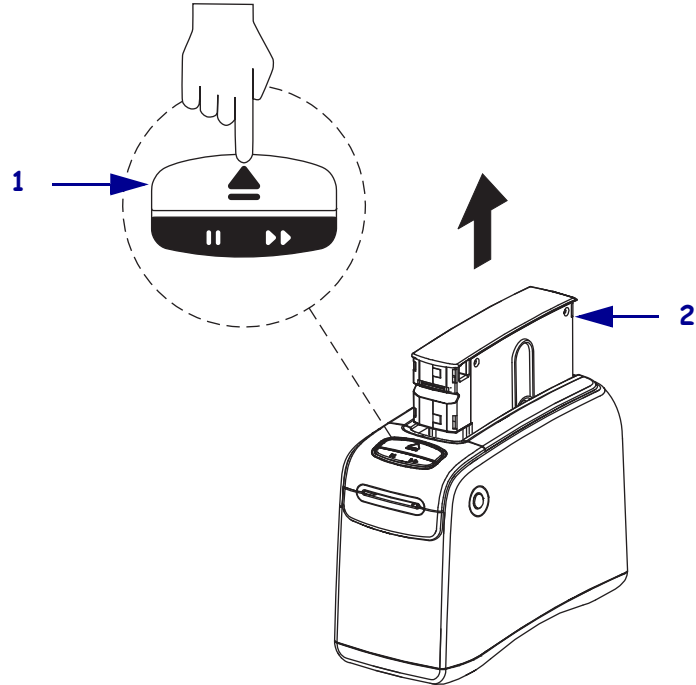
Tools • You need these tools to complete this procedure:

- Phillips Screwdriver Set
- Antistatic Wriststrap and Mat
- Safety Goggles
- Flat-blade Screwdriver Set
- Wire Cutter
- Adjustable Crescent Wrench (or 8 mm)

Remove the Media Cartridge

1. See [Figure 93](#). Press Eject and remove the media cartridge.

Figure 93 • Media Cartridge, Eject Button, and HC100



1	Eject button
2	Media cartridge

2. Did the cartridge eject?

If...	Then...
Yes	<ol style="list-style-type: none">Remove the media cartridge and set aside.Go to Open the Printer on page 140.
No	<ol style="list-style-type: none">Turn off (O) the power switch.Turn on (I) the power and wait for the printer to power up completely.Press Eject.Continue with step 3.

3. Did the cartridge eject this time?

If...	Then...
Yes	<ul style="list-style-type: none">a. Remove the media cartridge and set aside.b. Go to <i>Open the Printer on page 140</i>.
No	<ul style="list-style-type: none">a. Turn off (O) the power switch.b. Turn on (I) the power and wait for the printer to power up completely.c. Press and hold Eject for six seconds.d. Release Eject.e. If the cartridge ejected, go to <i>Open the Printer on page 140</i>.f. If the cartridge did not eject, continue with <i>step 4</i>.

4. Contact Technical Support. See *Contacts on page 9*.

Open the Printer



Caution • A qualified service technician must perform this installation.



1. **Caution** • Observe proper electrostatic safety precautions when handling static-sensitive components such as circuit boards and printheads.
-

Connect yourself to an antistatic device.

2. Place the printer on the antistatic mat.
-

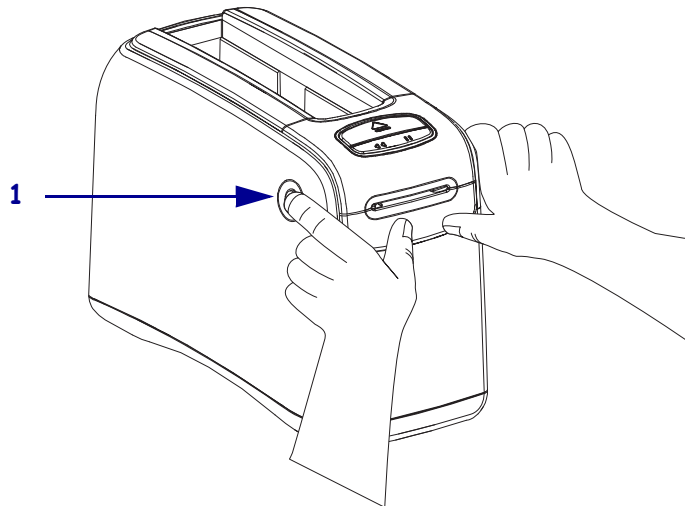


3. **Caution** • Turn off (O) the printer and disconnect it from the power source before performing the following procedure.
-

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

4. See [Figure 94](#). Press the upper cover release buttons located on both sides of the printer.

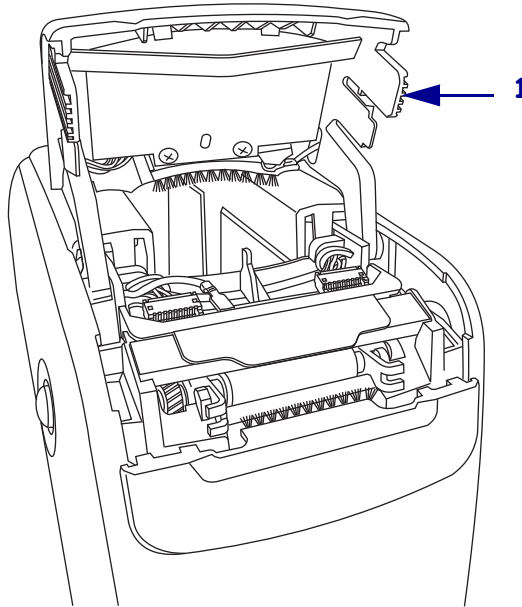
Figure 94 • Opening the HC100



1	Upper cover release button (one on each side)
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5. See [Figure 95](#). Raise the cover up and tilt it toward the back.

Figure 95 • HC100 with Cover Open



1	Upper cover
----------	-------------

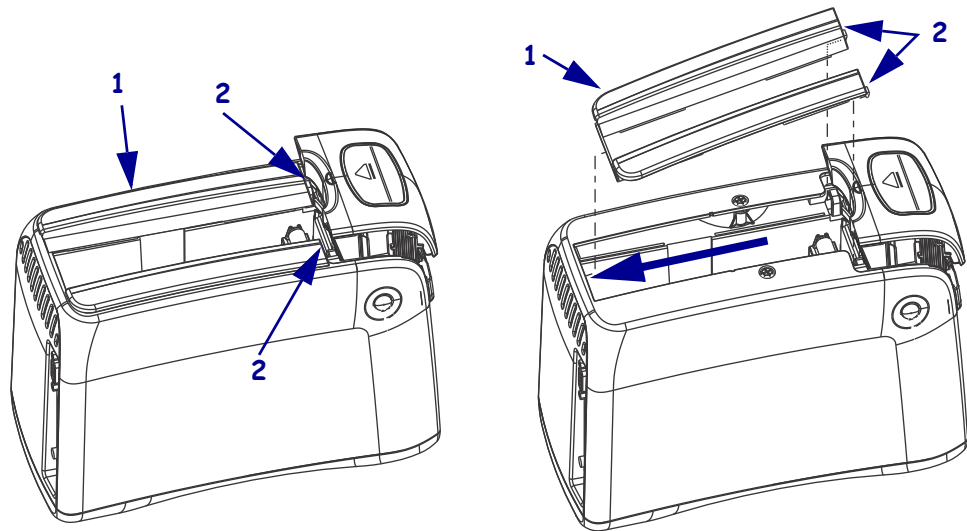
Remove the Outer Enclosure and Trim



Note • Retain all parts removed during disassembly, unless otherwise directed.

1. See [Figure 96](#). Press each tab toward the rear to release.
2. To remove the trim plate, slide the entire trim plate assembly back slightly and lift off.

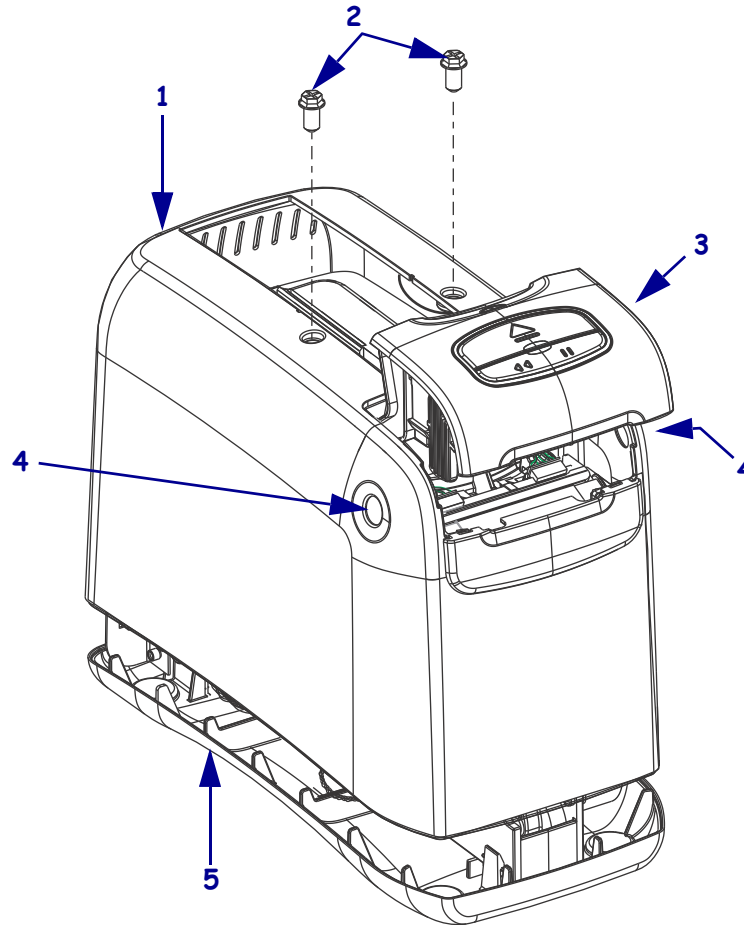
Figure 96 • Remove the Trim Plate



1	Trim plate
2	Tabs

- See [Figure 97](#). Using a Phillips screwdriver, remove the two mounting screws.

Figure 97 • Remove the Mounting Screws

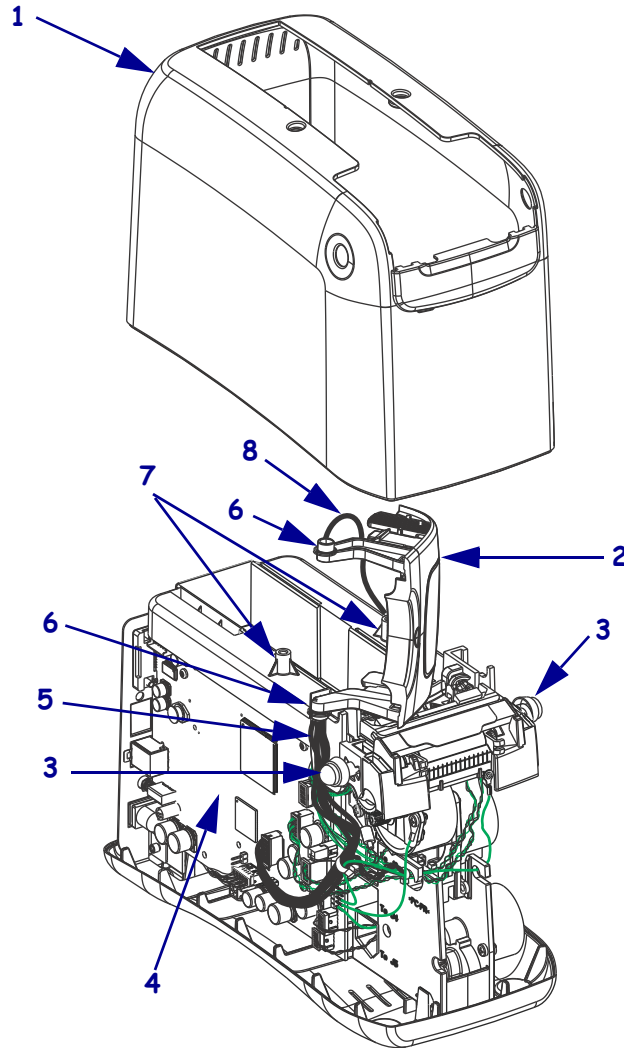


1	Outer enclosure
2	Enclosure mounting screws (2)
3	Upper print mechanism cover
4	Upper cover release buttons (2)
5	Base

- Press the upper cover release buttons located on both sides of the printer and then lift the outer enclosure slightly off of the base.

5. See [Figure 98](#). Pull the upper cover out of the printer, turn it on its side, and then pull the outer enclosure off the printer.

Figure 98 • Remove the Outer Enclosure



1	Outer enclosure
2	Upper print mechanism cover
3	Upper print mechanism release buttons (2)
4	Main logic board (MLB)
5	User interface cable
6	Upper print mechanism arms (2)
7	Mounting post (2)
8	Ground wire

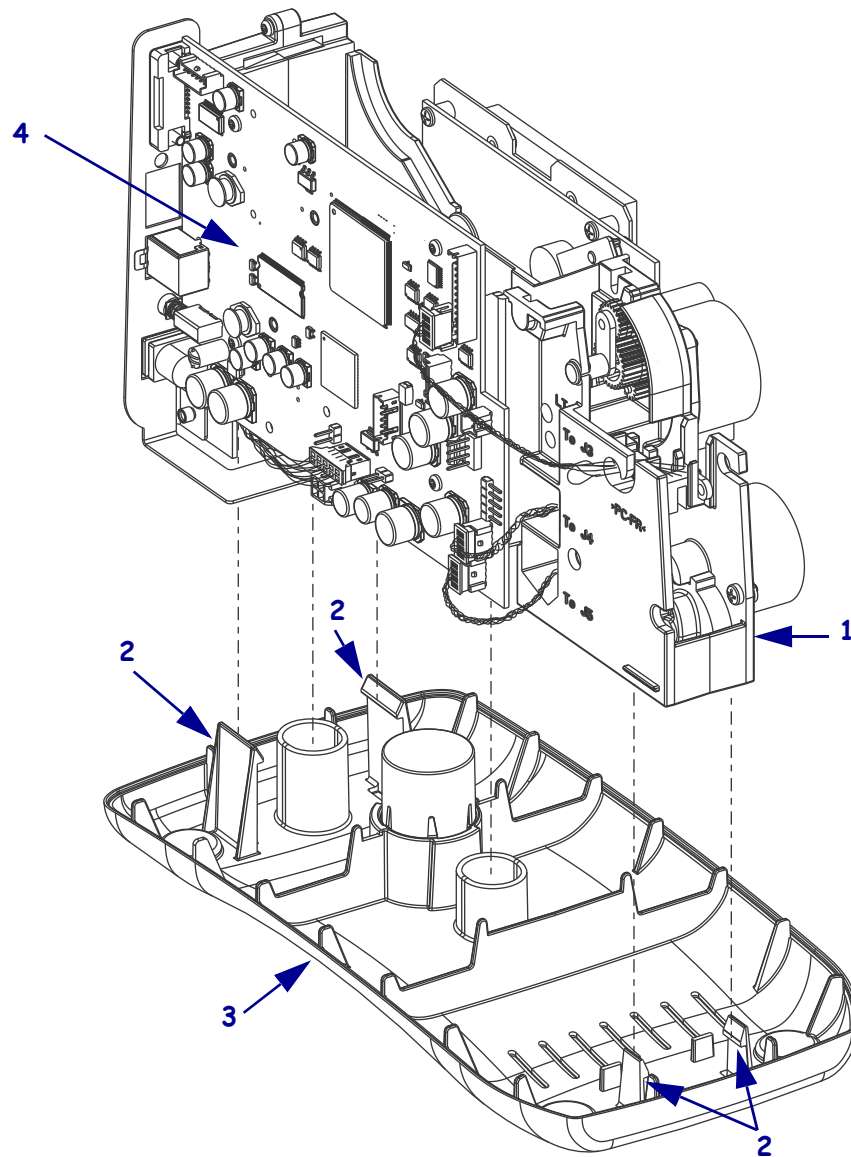
Remove the Main Frame and the Main Logic Board (MLB)

1. See [Figure 99](#). To remove the main frame assembly, pry all four of the white snap tabs away from the main frame and lift it up and out of the base.



Note • In [Figure 99](#), the print mechanism chassis and upper print mechanism cover have been removed to improve the clarity of this figure. Your printer will still have these assemblies attached.

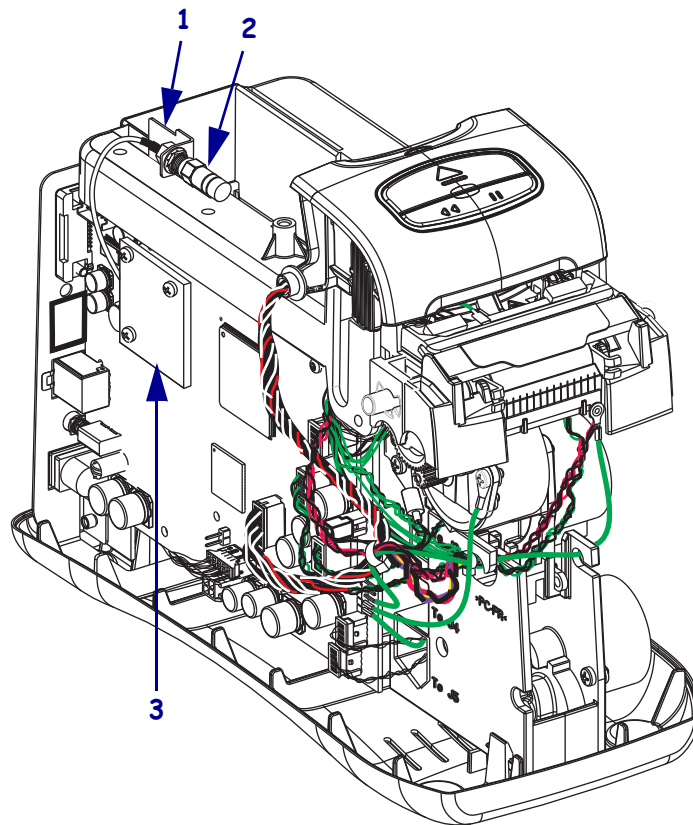
Figure 99 • Remove the Main Frame



1	Main frame assembly
2	Tabs (4)
3	Base
4	Main logic board (MLB)

2. Lay the main frame assembly on its side on the antistatic mat with the MLB facing up.
3. See [Figure 100](#). If this printer has a wireless print server board, disconnect the antenna.
 - a. Unscrew the antenna from the end of the antenna cable connector.
 - b. Using an adjustable crescent wrench, remove the nut and lock washer from the end of the antenna cable connector.
 - c. Remove the antenna cable from the antenna bracket.
 - d. Remove the antenna bracket from the slot on the left side of the print mechanism chassis.
 - e. Leave the antenna cable attached to the internal wireless print server board.

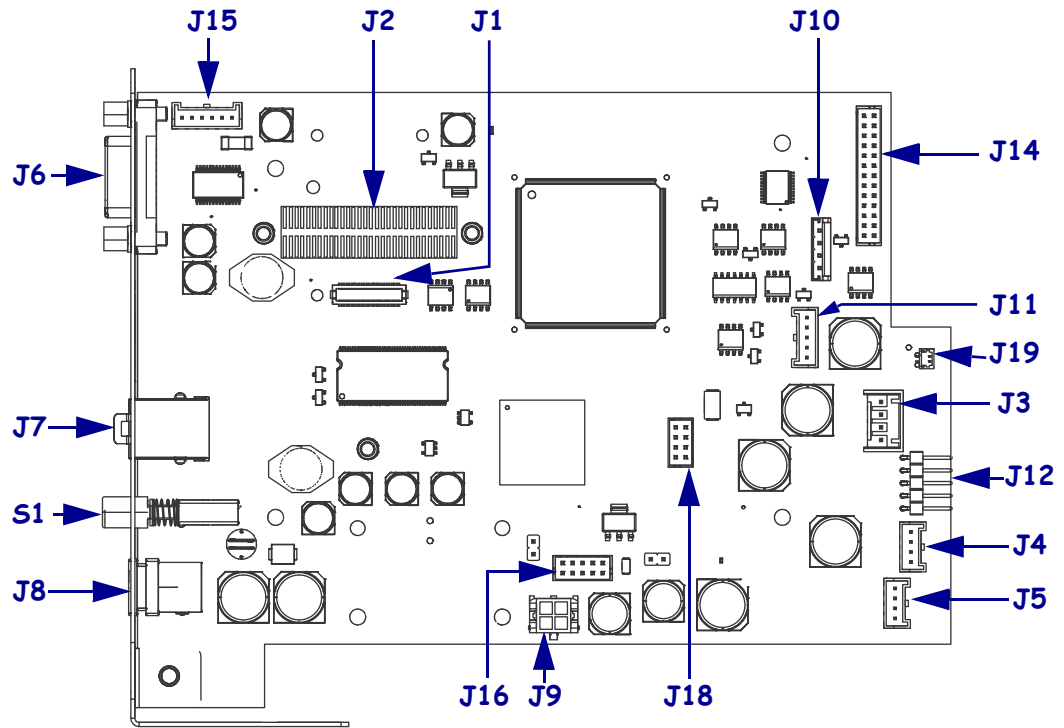
Figure 100 • Remove the Internal Wireless Plus Print Server Board and Antenna



1	Antenna bracket
2	Antenna
3	Internal Wireless Plus Print Server board

4. See [Figure 101](#). Disconnect all cables and ground wires from the MLB.

Figure 101 • MLB Connections



J1	Wireless Plus board
J2	10/100 Ethernet board
J3	Platen motor
J4	Transport motor
J5	Lock-eject motor
J6	Serial port
J7	USB port
J8	Power input
J9	Open

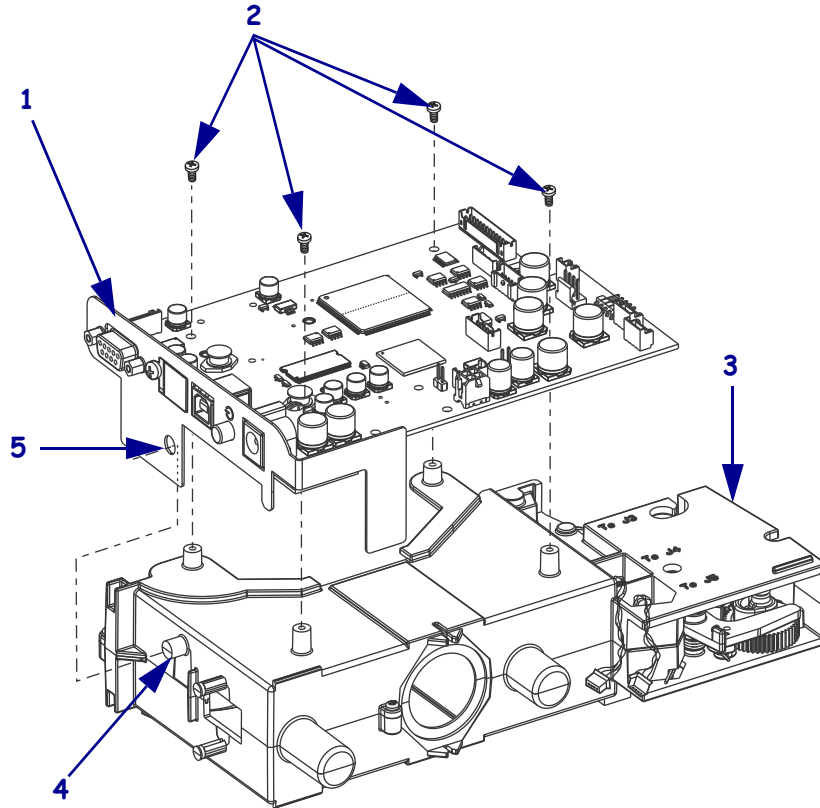
J10	Lock pin sensor
J11	Media sensor
J12	Ground pins
J14	Printhead
J16	Smart card reader
J18	User interface board
J19	Thermistor
S1	On/Off switch

5. See [Figure 102](#). Using a Phillips screwdriver, remove the MLB by removing the four screws securing it.
6. Slide it to the rear and off of the guide post.



Note • In [Figure 102](#), the print mechanism chassis and upper print mechanism cover have been removed to improve the clarity of this figure. Your printer will still have these assemblies attached.

Figure 102 • Remove the MLB



1	MLB
2	MLB mounting screws (4)
3	Main frame assembly
4	Guide post
5	Guide hole

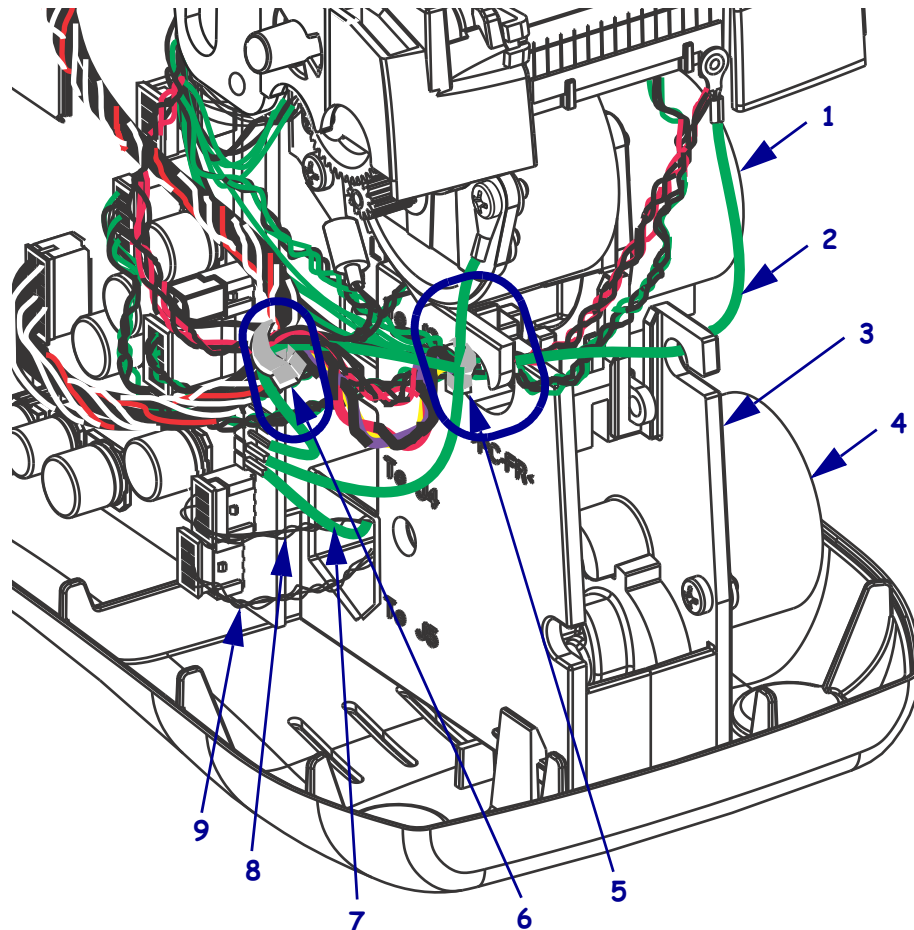
Remove the Upper Print Mechanism Cover

1. See [Figure 103](#). Locate the cable ties.
 One cable tie is located immediately alongside of the left hook on the main frame and the other cable tie is closer to the MLB.
2. Using a wire cutter, cut the two cable ties securing the upper print mechanism cover cables.
 Be careful to avoid cutting into any cables or ground wires.



Note • In [Figure 103](#), the main logic board is shown for easier reference. (The MLB was removed earlier in this procedure.)

Figure 103 • Remove the Upper Print Mechanism Cover



1	Transport motor	6	Cable tie
2	Front static brush ground wire	7	Upper print mechanism cover static brush ground wire
3	Main frame	8	Transport motor cable
4	Lock-eject motor	9	Lock-eject motor cable
5	Left hook and cable tie		

3. Lift up on the upper print mechanism cover, remove, and set aside.

Remove the Print Mechanism Assembly

1. See [Figure 104](#). Using a flat-blade screwdriver, deflect the gray snap tab on the right front of the main frame.

This tab is just above the transport motor on the right side of the printer.

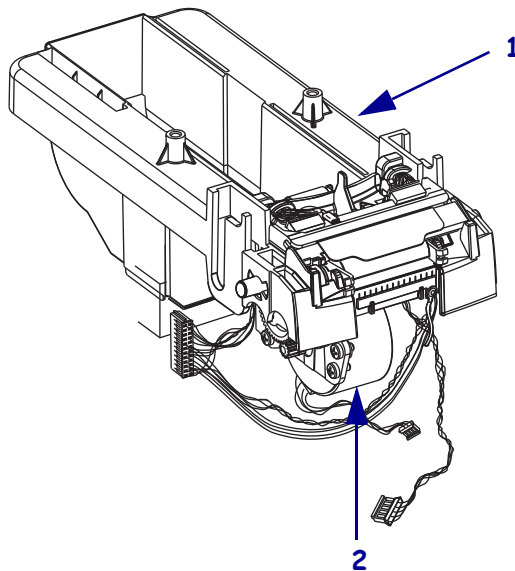
2. Deflect the left gray snap tab on the front of the main frame.

To reach this tab, insert the screwdriver from the bottom left side of the printer behind the platen motor.



Note • In [Figure 104](#), the print mechanism chassis is shown without the main frame for easier identification and is removed as a single assembly.

Figure 104 • Print Mechanism Assembly



1	Print mechanism assembly
2	Platen motor

3. Pull all of the small cables and ground wires out of the two hooks on the front of the main frame.
4. To remove the print mechanism assembly, tip the front edge up and pull forward.

Remove the Smart Card Reader

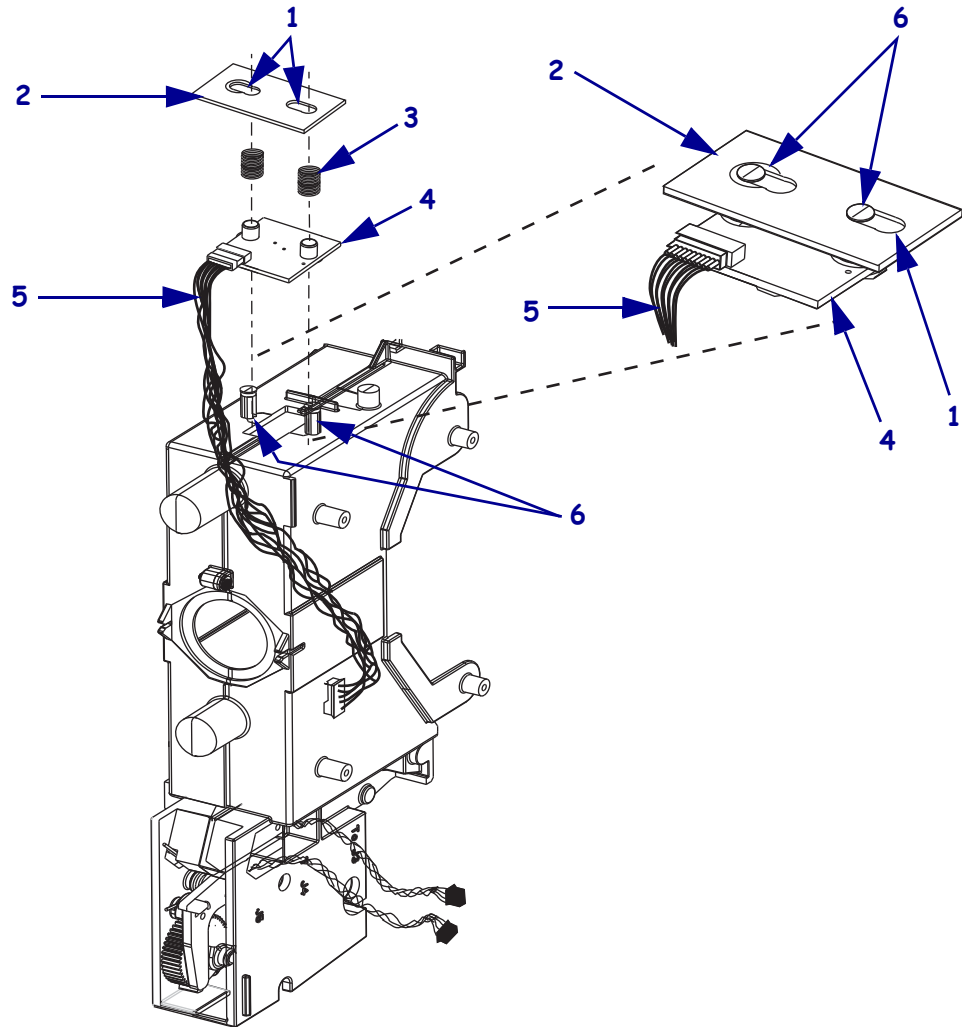


1. **Caution** • Wear protective eyewear when installing or removing E-rings, C-clips, snap rings, springs, and mounting buttons. These are under tension and could fly off.

See [Figure 105](#). To remove the retainer over the smart card reader, push in and slide it to the large side of the keyhole openings on the smart card reader board. (The springs under the retainer board may pop off.)

2. Remove the springs and set aside.
3. Lift the smart card reader off of the mounting posts and set aside.
4. Discard the old main frame assembly.

Figure 105 • Remove the Old Smart Card Reader



1	Keyholes (2)
2	Reader board retainer
3	Mounting springs (2)
4	Smart card reader board
5	Cable to MLB (J16)
6	Mounting posts (2)

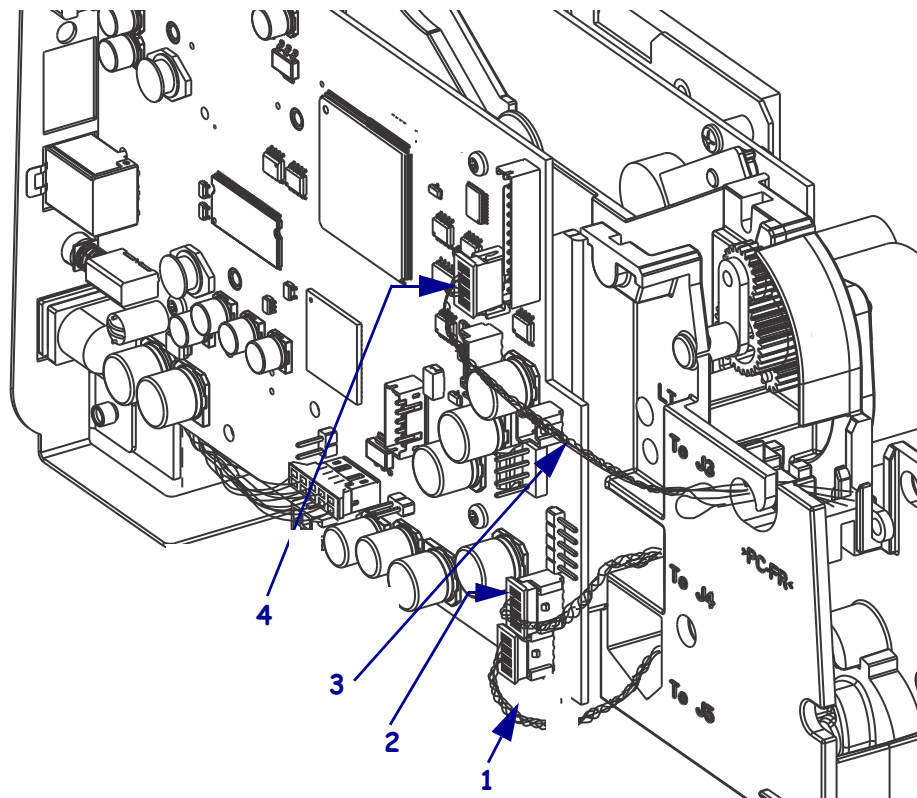
Reinstall the MLB

1. See [Figure 102 on page 148](#). Slide the MLB onto the rear guide post of the new main frame assembly.
2. Align the mounting holes of the MLB with the mounting posts on the main frame assembly.
3. **Caution** • When inserting self-threading screws, be careful to avoid cross-threading or stripping the plastic holes.

Reinstall the MLB on the main frame assembly using the four Phillips mounting screws previously removed.

4. See [Figure 106](#). Connect the following cables to the MLB and route the cables as shown:
 - a. Lock-eject motor cable to J5.
 - b. Transport motor cable to J4.
 - c. Lock pin sensor cable to J10.

Figure 106 • Cable Routings



1	Lock-eject motor cable (J5)
2	Transport motor cable (J4)
3	Lock pin sensor cable (J10)
4	J10 connector

Reinstall the Smart Card Reader

1. See [Figure 105 on page 152](#). Place the smart card reader on the mounting posts of the main frame assembly.
2. Replace the springs on the mounting posts.

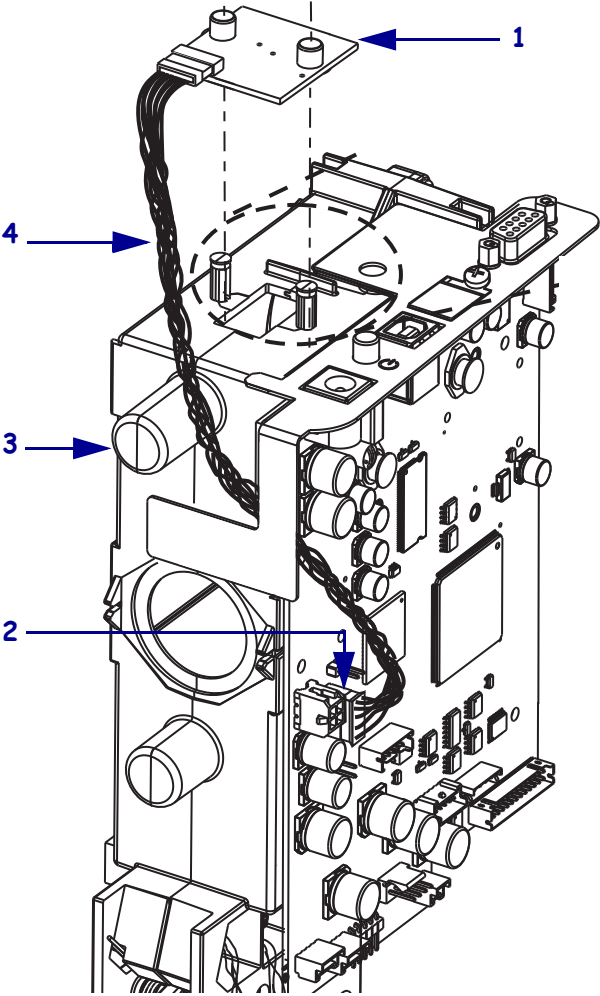


-
3. **Caution** • Wear protective eyewear when installing or removing E-rings, C-clips, snap rings, springs, and mounting buttons. These are under tension and could fly off.
-

Starting on the large side of the keyhole opening, press the retention board over the springs and onto the mounting posts.

4. Slide the retention board to the small side of the keyhole to lock in place.
5. See [Figure 107](#). Route the smart card reader cable to the right of the positioning post and under the MLB bracket.
6. Reconnect the smart card reader cable connector to J16 on the MLB.

Figure 107 • Smart Card Reader Cable Routing

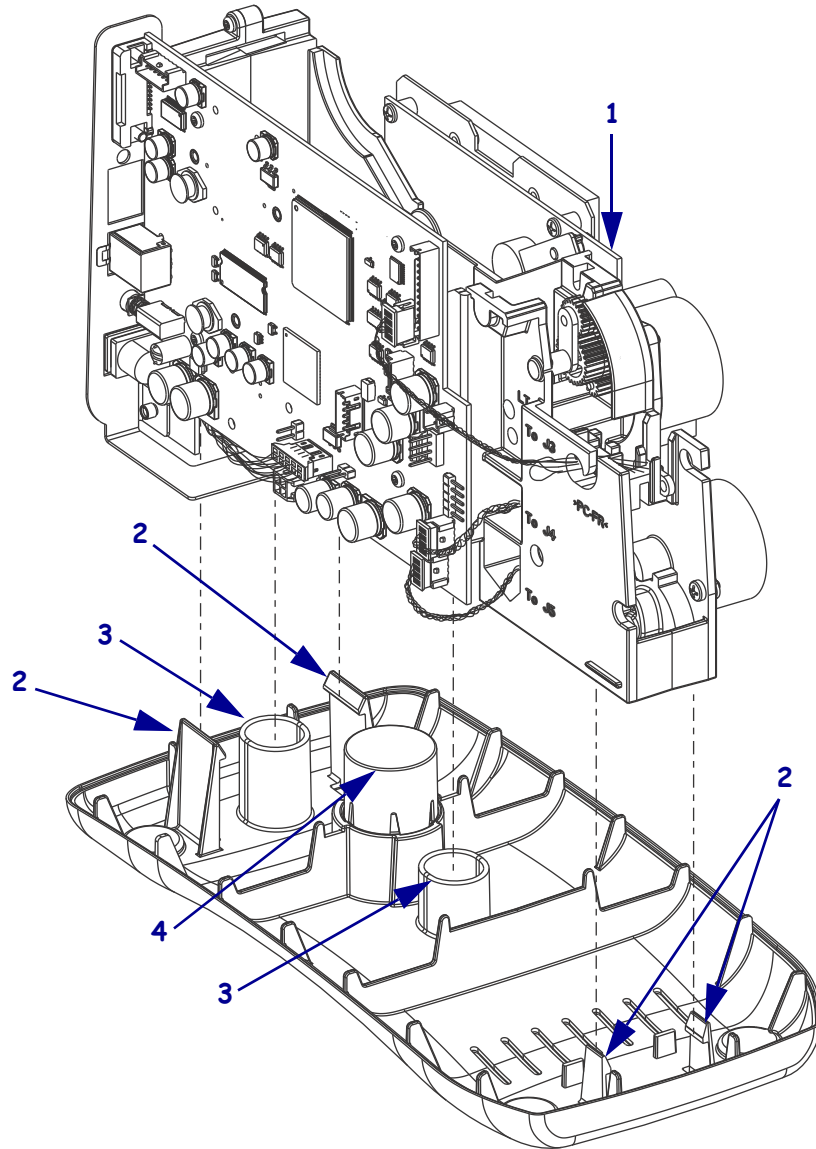


1	Smart card reader board
2	J16 connector on MLB
3	Positioning post
4	Smart card reader cable routing

Reinstall the Main Frame Assembly

1. See [Figure 108](#). Reinstall the main frame assembly onto the base by aligning the two positioning posts with the positioning holes in the base.

Figure 108 • Reinstall the Main Frame Assembly



1	Main frame assembly
2	Tabs (4)
3	Positioning holes (2)
4	Eject spring

2. Ensure that all wires are clear of all tabs and then press down until all tabs are engaged.

Reinstall the Print Mechanism Assembly

1. See [Figure 104 on page 150](#). To replace the print mechanism assembly, insert the rear edge of the print mechanism into the groove in the rear of the main frame.
2. Pivot the front end down and snap into place.
3. See [Figure 103 on page 149](#) for cable routings. Connect the following cables to the MLB (see [Figure 101 on page 147](#) for MLB connections) without passing through main frame hooks:
 - a. Platen motor drive cable to J3.
 - b. Platen motor thermistor to J19.
 - c. Platen motor ground cable to any pin at J12.
4. Thread the ground wire for the front static brush through the right and left hooks on the front of the main frame.
5. Thread the remaining small cables and ground wires into the leftmost hook on the front of the main frame.
6. Install the cable tie immediately alongside of the left hook on the main frame. All of the cables exiting the leftmost hook should be included in the cable tie.
7. Reconnect all small cables and ground wires to the MLB.

Reinstall the Upper Print Mechanism Cover

1. See [Figure 103 on page 149](#). Thread the upper static brush ground wire (green wire) through the lower opening in the main frame labeled “To J5” next to the lock-eject motor.
2. Reconnect the ground wire to any open pin at J12 on the MLB.
3. Reconnect the left cable from the upper print mechanism cover (user interface cable) to J18.
4. Install a new cable tie around the following cables:
 - a. the media sensor (J11),
 - b. right side printhead (J14)
 - c. the user interface board (J18)
 - d. lower front static brush ground wire (J12)
5. Reconnect the remaining cables to the MLB.
6. See [Figure 100 on page 146](#). If this printer had a wireless print server, reconnect the antenna.
 - a. Insert the antenna cable into the antenna bracket.
 - b. Replace the lock washer and nut and tighten using an adjustable crescent wrench.
 - c. Screw in the antenna.

Reinstall the Outer Enclosure and Trim



Important • Ensure all cable connectors are fully seated and all connector housings are flush against the main logic board.

1. See [Figure 98 on page 144](#). Turn the upper print mechanism cover on its side as shown with the ground wire to the rear of the mounting post and the user interface cable to the rear of the upper print mechanism release button.
2. Slide the outer enclosure over the print mechanism assembly while pressing the upper print mechanism release buttons until they are inside the outer enclosure.
3. Slip the left and right upper print mechanism arms inside the edges of the outer enclosure. Ensure that the ground wire is still routed to the rear of the mounting post before it is seated on the base.
4. Slide the enclosure down until aligned and seated into the base.
5.

Caution • When inserting self-threading screws, be careful to avoid cross-threading or stripping the plastic holes.

See [Figure 97 on page 143](#). Reinstall the two Phillips mounting screws.

6. See [Figure 96 on page 142](#). To reinstall the trim plate, slide the back edge in first, lower the front edges, and snap in place.

Resume Printer Operation

1. See [Figure 95 on page 141](#). To close the upper cover, rock the front edge down, push the cover toward the back of the printer, and then push the cover down.
2. Reinstall the data cables and DC power cord.
3. Turn on (I) the printer.
4. Insert the media cartridge into the printer.

61343M Outer Enclosure and Trim Maintenance Kit

Installation Instructions

This kit includes the parts and documentation necessary to install the Outer Enclosure and Trim on the HC100™. Read these instructions thoroughly before installing this kit.

Prepare for Installation

Parts List

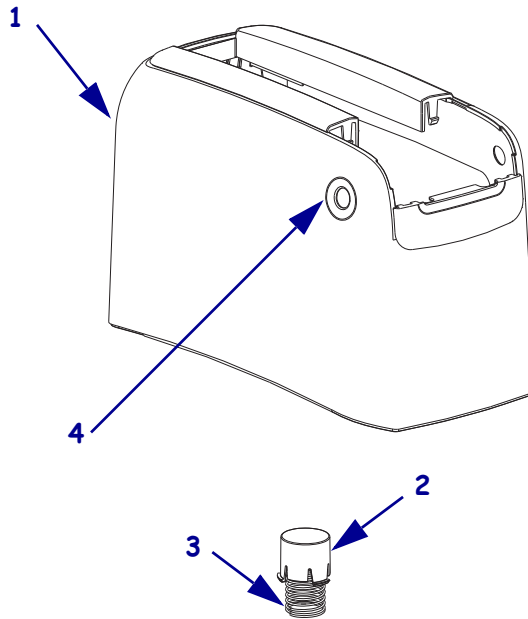
Before proceeding, verify that your kit contains the items for your printer listed below.

Table 2 •

✓	Item	Qty	Part Number	Description
	Ref	1	61343M	HC100 Outer Enclosure and Trim Maintenance Kit (Shown as a sub-assembly)
	1	1	<i>61128</i>	Enclosure
	1	2	<i>A806020-0410</i>	Screw, M4 1.75 mm Plastite 45-1 TFS
	1	1	<i>61133</i>	Trim, Top
	1	1	<i>61134</i>	Trim, Front
	2	1	<i>61131</i>	Cap, Eject Spring
	3	1	<i>61202</i>	Spring, Eject
		4	<i>806107-001</i>	Foot, Rubber Bumper
		2	<i>61244</i>	Spring, Print Mechanism Release
	4	2	<i>61263</i>	Printhead Open Button

N/A = Not available as a separate part (listed for identification purposes only).
Bold = Part available for purchase.
Italic = Part not available for purchase; listed and shown for reference only.

Figure 109 • Kit Contents



Tools Required



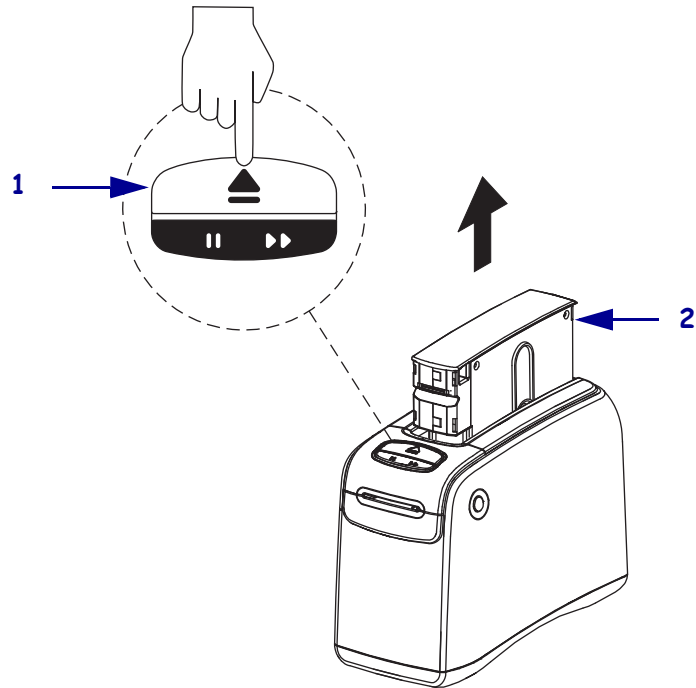
Tools • You need these tools to complete this procedure:

- Phillips Screwdriver Set
- Antistatic Wriststrap and Mat

Remove the Media Cartridge

1. See [Figure 110](#). Press Eject and remove the media cartridge.

Figure 110 • Media Cartridge, Eject Button, and HC100



1	Eject button
2	Media cartridge

2. Did the cartridge eject?

If...	Then...
Yes	<ol style="list-style-type: none"> Remove the media cartridge and set aside. Go to Open the Printer on page 163.
No	<ol style="list-style-type: none"> Turn off (O) the power switch. Turn on (I) the power and wait for the printer to power up completely. Press Eject. Continue with step 3.

3. Did the cartridge eject this time?

If...	Then...
Yes	<ul style="list-style-type: none">a. Remove the media cartridge and set aside.b. Go to <i>Open the Printer on page 163</i>.
No	<ul style="list-style-type: none">a. Turn off (O) the power switch.b. Turn on (I) the power and wait for the printer to power up completely.c. Press and hold Eject for six seconds.d. Release Eject.e. If the cartridge ejected, go to <i>Open the Printer on page 163</i>.f. If the cartridge did not eject, continue with <i>step 4</i>.

4. Contact Technical Support. See *Contacts on page 9*.

Open the Printer



Caution • A qualified service technician must perform this installation.



1. **Caution** • Observe proper electrostatic safety precautions when handling static-sensitive components such as circuit boards and printheads.

Connect yourself to an antistatic device.

2. Place the printer on the antistatic mat.

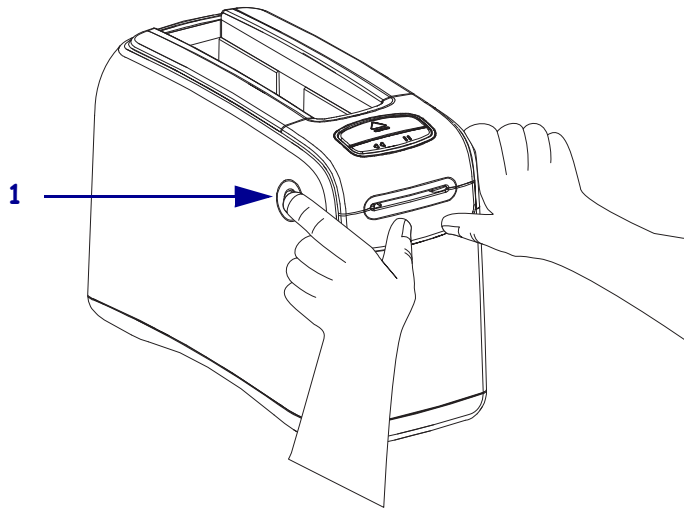


3. **Caution** • Turn off (O) the printer and disconnect it from the power source before performing the following procedure.

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

4. See [Figure 111](#). Press the upper cover release buttons located on both sides of the printer.

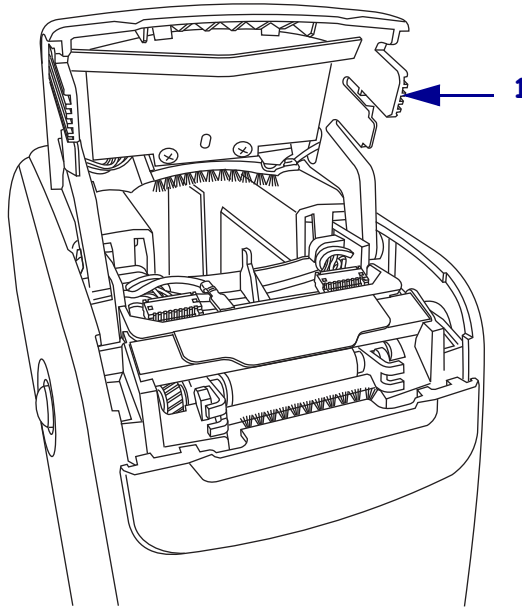
Figure 111 • Opening the HC100



1	Upper cover release button (one on each side)
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5. See [Figure 112](#). Raise the cover up and tilt it toward the back.

Figure 112 • HC100 with Cover Open



1	Upper cover
----------	-------------

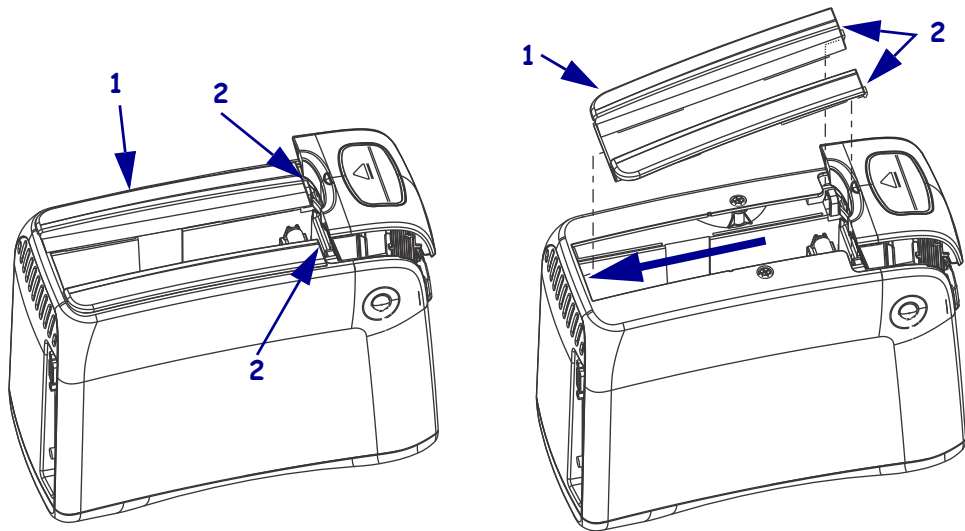
Remove the Outer Enclosure and Trim



Note • Retain all parts removed during disassembly, unless otherwise directed.

1. See [Figure 113](#). Press each tab toward the rear to release.
2. To remove the trim plate, slide the entire trim plate assembly back slightly and lift off.

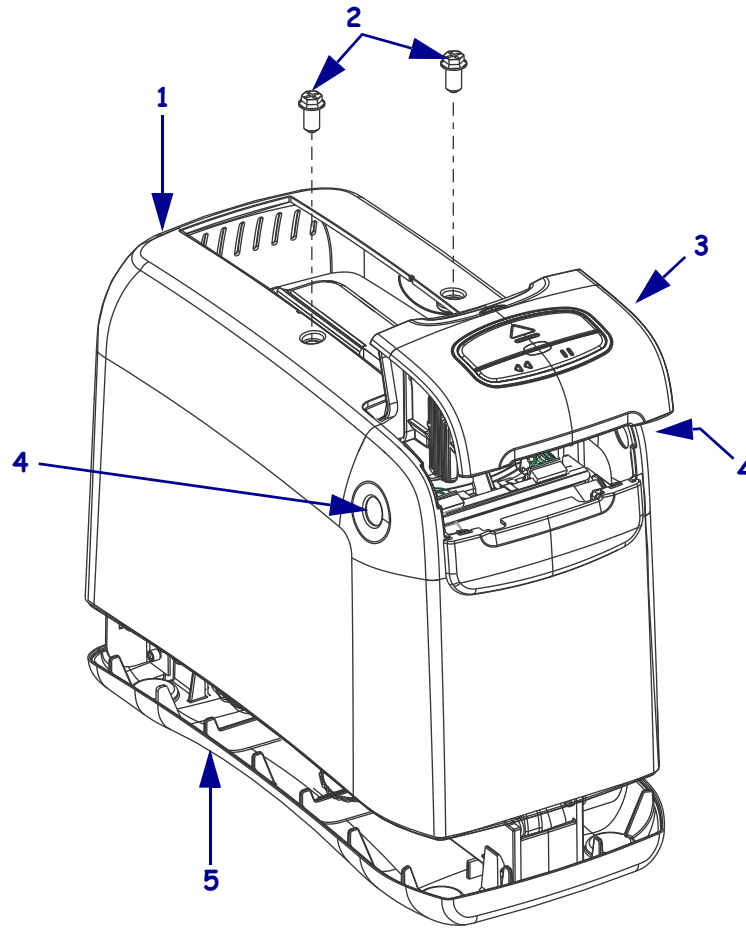
Figure 113 • Remove the Trim Plate



1	Trim plate
2	Tabs

3. See [Figure 114](#). Using a Phillips screwdriver, remove the two mounting screws.

Figure 114 • Remove the Mounting Screws

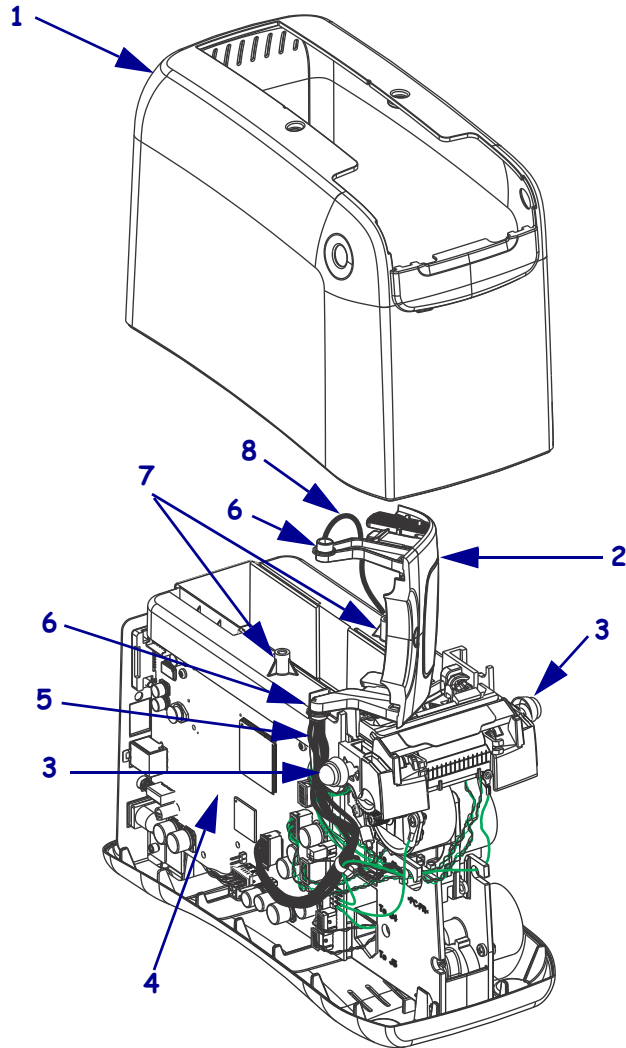


1	Outer enclosure
2	Enclosure mounting screws (2)
3	Upper print mechanism cover
4	Upper cover release buttons (2)
5	Base

4. Press the upper cover release buttons located on both sides of the printer and then lift the outer enclosure slightly off of the base.

5. See [Figure 115](#). Pull the upper cover out of the printer, turn it on its side, and then pull the outer enclosure off the printer.

Figure 115 • Remove the Outer Enclosure



1	Outer enclosure
2	Upper print mechanism cover
3	Upper print mechanism release buttons (2)
4	Main logic board (MLB)
5	User interface cable
6	Upper print mechanism arms (2)
7	Mounting post (2)
8	Ground wire

Reinstall the Outer Enclosure and Trim



Important • Ensure all cable connectors are fully seated and all connector housings are flush against the main logic board.

1. See [Figure 115 on page 167](#). Turn the upper print mechanism cover on its side as shown with the ground wire to the rear of the mounting post and the user interface cable to the rear of the upper print mechanism release button.
2. Slide the outer enclosure over the print mechanism assembly while pressing the upper print mechanism release buttons until they are inside the outer enclosure.
3. Slip the left and right upper print mechanism arms inside the edges of the outer enclosure. Ensure that the ground wire is still routed to the rear of the mounting post before it is seated on the base.
4. Slide the enclosure down until aligned and seated into the base.
5.

Caution • When inserting self-threading screws, be careful to avoid cross-threading or stripping the plastic holes.
Caution •

See [Figure 114 on page 166](#). Reinstall the two Phillips mounting screws.

6. See [Figure 113 on page 165](#). To reinstall the trim plate, slide the back edge in first, lower the front edges, and snap in place.

Resume Printer Operation

1. See [Figure 113 on page 165](#). To close the upper cover, rock the front edge down, push the cover toward the back of the printer, and then push the cover down.
2. Reinstall the data cables and DC power cord.
3. Turn on (I) the printer.
4. Insert the media cartridge into the printer.



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