

11 Maintenance and care

Have your PostBase mailing system cleaned and serviced regularly by an authorized Service staff. This guarantees long-term, trouble-free operation. Ask about our low-cost care and maintenance agreement.

You can do the following work yourself:

- Clean housing exterior
- Change / align ink cartridges
- Clean print system
- Replace the transport brush
- Filling with sealing liquid (*feeder / sealer*)
- Clean / replace moistening sponge (*feeder*)
- Clean / replace moistening brush (*feeder*)
- Clean / replace rocker with moistening felt (*sealer*)
- Replace absorption felt (*sealer*).

Only when prompted by Francotyp-Postalia: start the 'Temp. Calibration' service function.

11.1 Cleaning the PostBase mailing system

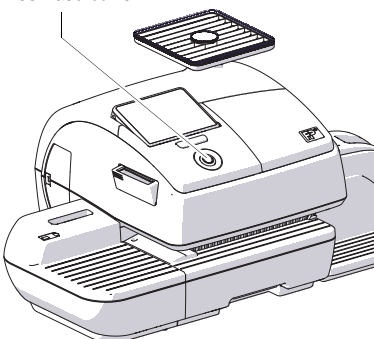


Warning! Disconnect the power plug before cleaning the PostBase franking machine.



Warning! Handle liquids with care. Make sure that no objects can reach the interior of the franking machine. If this happens nevertheless: Have the franking machine checked by the Customer Support before using it again.

PostBase button



Cleaning the mailing system

- Turn off the mailing system.
- Pull the power plugs of the franking machine and of all peripherals such as the feeder out of the wall socket.
- Clean dirt from the housing with a slightly damp cloth. You can also use a commercially available dishwashing detergent.

11.2 Changing the ink cartridges

The PostBase franking machine monitors the filling level in the ink cartridges and issues a message when they must be replaced.

We recommend that you always have a new FP cartridge kit in stock.

We recommend also cleaning the contacts in the cartridge holder each time you replace the cartridge. For this purpose, use the special 'clean & renew' cleaning kit for ink-jet print systems from Francotyp-Postalia.



Warning! Ingestion of the ink can be damaging to your health. Avoid contact with the eyes. Keep the ink cartridges out of the reach of children. Further instructions for use are enclosed with the ink cartridges.



Caution! Heed the following hints to avoid damage to the print system:

- Do not yank the cartridge flap open. Run the CHANGE CARTRIDGES function from the PRINT SYSTEM menu. The flap then opens by itself.
- We recommend to use only approved FP equipment and FP original parts. The manufacturer FP has established reliability, safety and applicability. The manufacturer cannot assess the reliability, safety and applicability for products not approved by FP, and therefore not vouch for such products.
- Make sure to always replace both ink cartridges. Always use brand new ink cartridges.



Caution! There are ink residues on the old cartridges.

- Make sure not to soil yourself, your clothes or any objects.
 - Use a mat to deposit the ink cartridges.
-

Changing the ink cartridges

The PostBase will prompt you to replace the cartridges when they are depleted.

- Confirm the message.
- Open the MENU.
- Choose PRINT SYSTEM.
- Choose CHANGE CARTRIDGES.



The exchange procedure starts. The PostBase moves the ink cartridges to the exchange position and opens the flap.



Caution! Do not lean on the flap or PostBase might lock the flap and move the ink cartridges into idle position again.

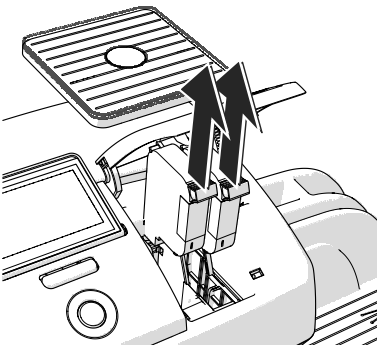
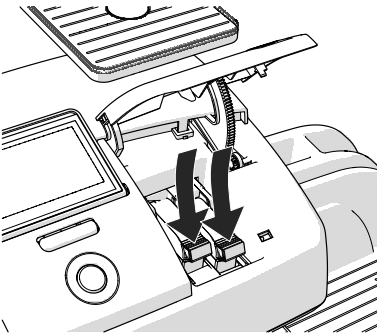
- Follow the instructions on the display.

The required steps are described in detail below.

Removing the ink cartridges

After the PostBase has unlocked the flap:

- Unlock the ink cartridges:
At the knurled handles, push the ink cartridges down and slightly forward.

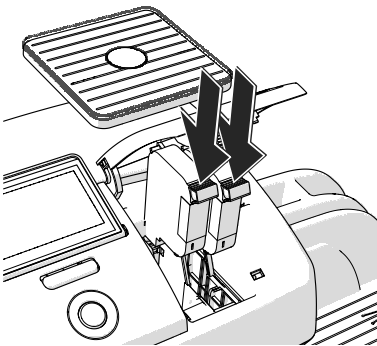


- Take **both** ink cartridges upward and out of the socket.

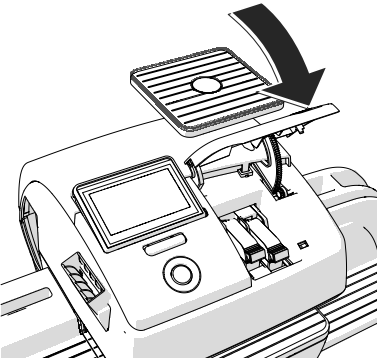
Inserting new ink cartridges



Caution! Insert ink cartridges only when they have adapted to the ambient temperature of the franking machine (e.g. after storage in the basement or transport in a cold car). Otherwise, correct calibration will be impossible.



- Take the new ink cartridges out of the packing.
- Remove the nozzle protection from the ink cartridges.
For details, please refer to the instruction leaflet that comes with the ink cartridges.
- Hold the ink cartridges so the contacts are facing to the rear of the franking machine.
- Insert the ink cartridge into the socket.
- Push the ink cartridge all the way down. You can feel the ink cartridge engage.
- Insert the second ink cartridge in the same way.



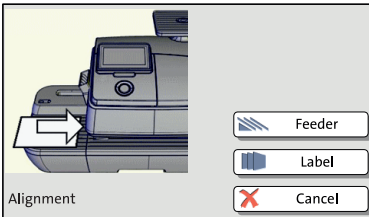
- Close the flap of the print system by pushing it down on the lower right corner.

Calibration

After cartridge exchange, the ink cartridges are calibrated. You can monitor the progress in the display. Please be patient until calibration is complete.

Cleaning

After calibration, the ink cartridges will be cleaned. Cleaning is performed automatically.

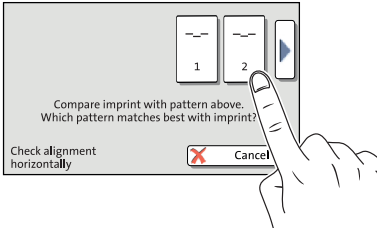
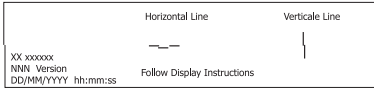


Aligning ink cartridges

The PostBase continues by aligning the ink cartridges and prompts you to place a letter.

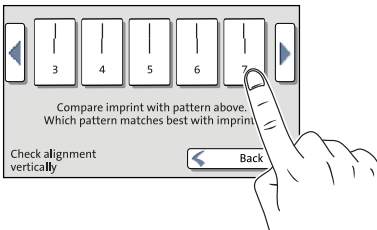
- Place an empty envelope for the test print.

Test print (example)



The PostBase prints a test print with each a horizontal and vertical line pattern (similar to the example on the left).

- Compare the horizontal line on the test print with the line patterns in the display.
- Press the button that shows the line pattern best matching that of the test print. In the example, this is button number “2”.



- Compare the vertical line on the test print with the line patterns in the display.
- Press the button that shows the line pattern best matching that of the test print. In the example, this is button number “7”.

The PostBase analyses your entries.

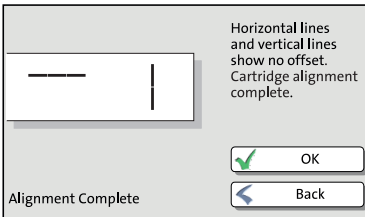
New test print required

When an offset of the horizontal and/or vertical line was found the PostBase adjusts the ink cartridges accordingly and prompts you to perform another test print.

- Place an empty envelope for another test print.
- Repeat the adjustment procedure as described above.



You may have to repeat the adjustment procedure several times.

Adjustment OK

When no offset of the horizontal and vertical line was found a message appears.

- Quit the procedure with OK.

11.3 Aligning ink cartridges

You must align the ink cartridges when there are shifts in the franking imprints. Alignment will ensure your imprints are free of shifts.



Starting the alignment procedure

- Open the MENU.
- Choose PRINT SYSTEM.
- Choose ALIGNMENT in the submenu.

The PostBase starts the alignment procedure. Follow the instructions on the display.

For a detailed description of the procedure, please refer to pages 93 / 95.

11.4 Cleaning the print system

11.4.1 Starting automatic print system cleaning

You should start automatic print system cleaning only if the quality of the imprint is not good enough (e.g. blank spots in the imprint after longer periods out of use).



Cleaning

- Open the MENU.
- Choose PRINT SYSTEM.
- Choose CLEANING in the submenu.

A message informs you about the cleaning process in progress.

- Check the quality of the imprint with a test print (see page 41).

Intensive cleaning

You should start intensive cleaning if normal cleaning fails to improve the print quality to your satisfaction.



- Open the MENU.
- Choose PRINT SYSTEM.
- Choose INTENSIVE CLEANING in the submenu.

A message informs you about the cleaning process in progress.

- Check the quality of the imprint with a test print (see page 41).



In case of stubborn soiling, even intensive cleaning may be unable to improve the print quality as desired. In such cases, you can manually clean the cartridges (see page 97).

11.4.2 Cleaning ink cartridges by hand



Caution! Inexpert cleaning can damage the ink cartridges and render them useless. Heed the following hints to avoid damage to the print system:

- In case of print quality issues, always run the cleaning functions of the franking machine accessible from the MENU first. Read chapter 11.4.1 on page 96.
- You should manually clean the ink cartridges in exceptional cases only where intensive cleaning fails to restore the normal print quality.
- For cleaning, make sure to use a soft, lint free cloth moistened with demineralized water. Small fibers could clog the nozzles. Too hard or dry cloths could scratch the nozzle plate. Such scratches make the ink cartridge useless because they prevent the ink-jet from being correctly positioned during printing.
- Never use any chemical cleansers either.



Move the ink cartridges into the change position.

- Open the MENU.
- Choose PRINT SYSTEM.
- Choose CHANGE CARTRIDGES in the submenu.

Removing the cartridges

- Remove one cartridge as usual (see page 91).

Cleaning

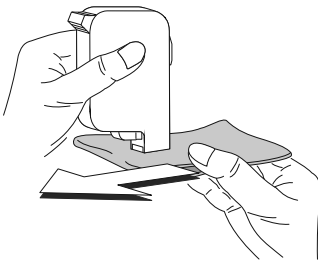
- Moisten a lint free cloth with demineralized water.



You can also use distilled water or normal tap water if demineralized water is not at hand. The minerals contained in tap water could, however, leave residues in the print head.



For best cleaning results, use FP contact cleaner and cleaning cloths contained in the clean & renew cleaning kit offered by Francotyp-Postalia.



- Hold the cartridge as shown in the picture. The nozzles must point downwards!
- Slowly and carefully wipe the print head with the cloth in the direction of the arrow. Repeat this action several times.

The water will blend with ink residues and clean the nozzles.

- Reinsert the cartridge.
- Remove the second cartridge and clean it in the same manner.
- Reinsert the cartridge.
- Close the flap of the print system.
- Align the cartridges (see chapter 11.3, page 95).

11.5 Print system: displaying filling level



- Open the MENU.
- Choose PRINT SYSTEM.
- Choose INFORMATION in the submenu.

The PostBase displays the filling level of the ink cartridges.

11.6 Replacing the transport brush

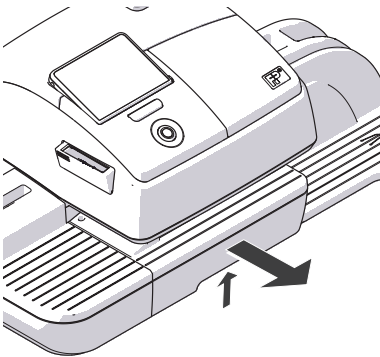
When imprints on thin letters or labels appear compressed, the transport brush needs to be replaced.



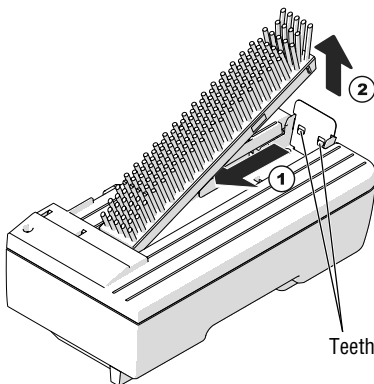
Caution! Make sure not to soil yourself, your clothes or any objects. Use a mat to deposit the drawer.



Caution! As long as the print system is in printing position, the drawer is locked. Do not pull out the drawer by force. Wait until the print system moves into idle position, then remove the drawer.



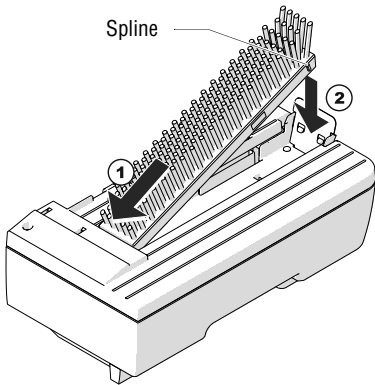
- Unlock the drawer by pushing the drawer latch lever upward.
- Pull the drawer to the front and out of the housing.
- Deposit the drawer on a mat.



Remove worn-out transport brush

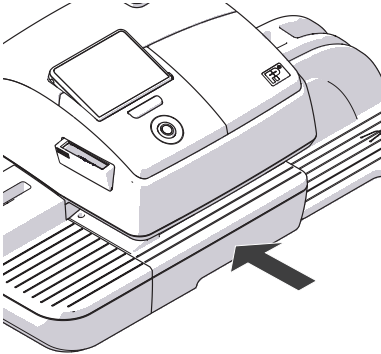
The transport brush is held in the brush carrier by two teeth on the right side.

- Grab the bristles, pull the worn-out transport brush to the left and pull it upwards out of the brush carrier.



Insert new transport brush

- Insert the new transport brush into the brush carrier with the spline facing the front.
- Push down the brush on the right side until it locks into place beneath the two teeth.



- Push the drawer back in all the way. Make sure it engages properly on both sides.

PostBase is ready for operation again.

11.7 Feeder (optional)

11.7.1 Filling with sealing liquid

We recommend using the 'sealit' sealing liquid. This special sealing liquid is available from Francotyp-Postalia.

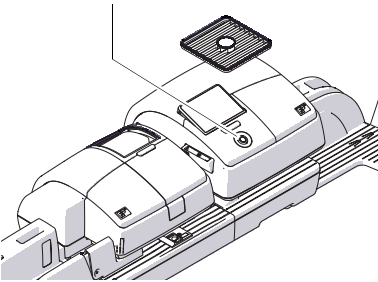


Warning! Switch off the PostBase mailing system and all components connected to it prior to topping up sealing liquid.

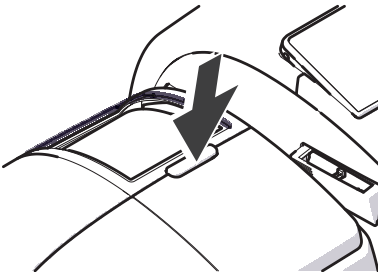


Warning! Be extremely careful when handling liquids. If you fill the sealant tank, make sure not to wetten any parts connected to the mains. If this should happen, immediately pull the power plugs. Have the PostBase mailing system checked by the Customer Support before using it again.

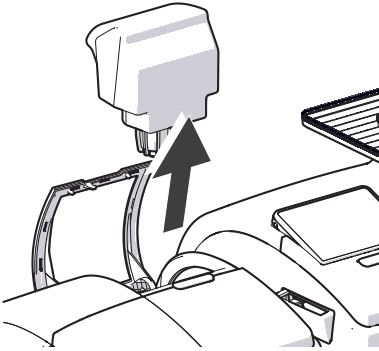
PostBase button



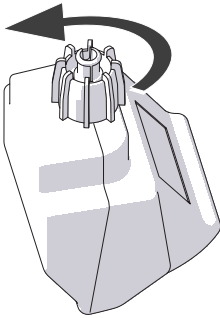
- Switch off the mailing system.



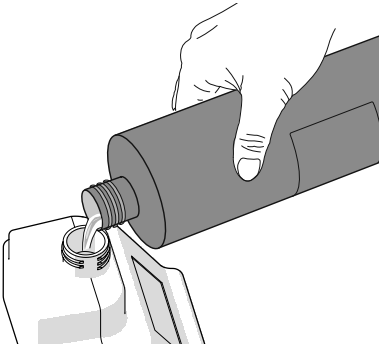
- Open the flap by pressing the release button.



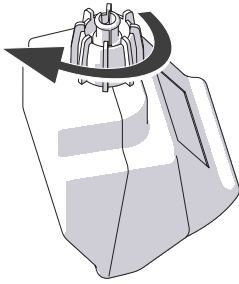
- Remove sealant tank out of housing.



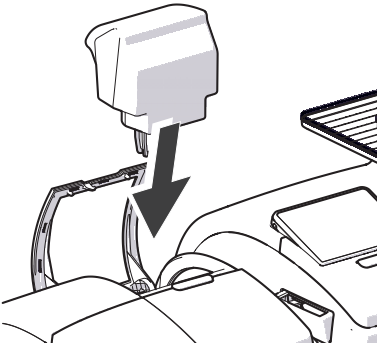
- Unscrew sealant tank cover.
- Fully empty sealant tank and, if necessary, clean it.



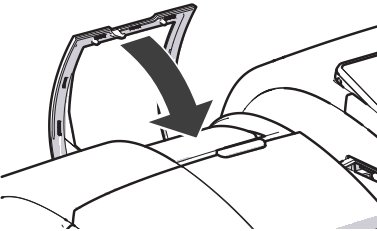
- Fill the sealant tank with 'sealit' sealing liquid.



- Place sealant tank screw cover and tighten.
- Turn sealant tank upside down in a non-dangerous area (e.g. over a sink) to check if the cover is well sealed.



- Insert sealant tank into the housing with the cover downward.



- Close the flap.

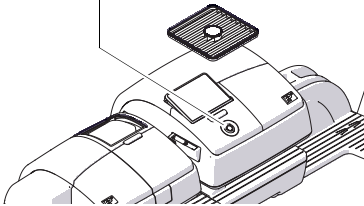
11.7.2 Adjust moistening level

With the help of the supplied spacer ring, the moistening level can be adapted to the letters accordingly. Depending on the position of the spacer ring, moistening of the envelope flaps can be reduced or increased.



Warning! Switch off the PostBase mailing system and all components connected to it prior to adjusting the moistening level.

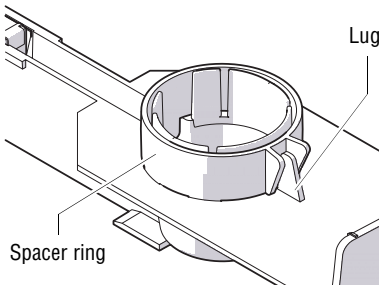
PostBase button



- Switch off the mailing system.
- Remove sealant tank out of the housing (for further information see chapter 11.7.1 on page 101).

At the rear of feeder:

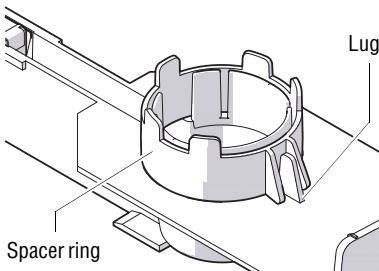
- Carefully pull out to the back the sealant tray (see page 106).



Normal moistening

With this setting, you achieve best results in most cases.

- Position the spacer ring so that the teeth are facing down and the lug on the tray is placed between the guides. The teeth have to nip into the cut-outs of the tray.



Reduce moistening

- Position the spacer ring so that the teeth are facing up and the lug on the tray is placed between the guides.

- Insert the sealant tray into the housing until it clicks into place (see page 107).
- Insert sealant tank into the housing with the cover downward. Close the flap (see page 103).

11.7.3 Cleaning / changing the moistening sponge

The sponge for moistening the envelope flaps should be cleaned regularly (e.g. always after weekend). Check the condition of the sponge and replace it if exhausted. We recommend always keeping a new sponge in reserve.

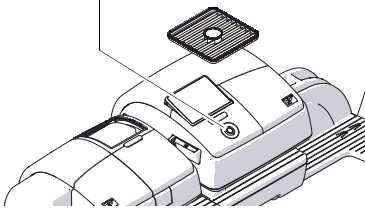


Warning! Switch off the PostBase mailing system and all components connected to it prior removing the sealant tank and changing the sponge.

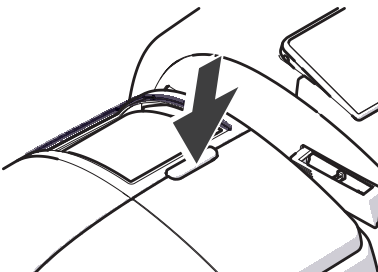


Warning! Be extremely careful when handling liquids. If you fill the sealant tank, make sure not to wetten any parts connected to the mains. If this should happen, immediately pull the power plugs. Have the PostBase mailing system checked by the Customer Support before using it again.

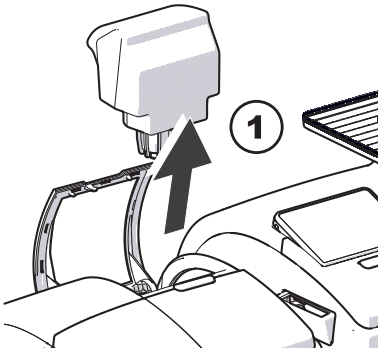
PostBase button



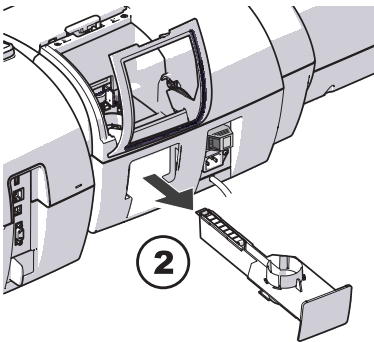
- Switch off the mailing system.



- Open the flap by pressing the release button.

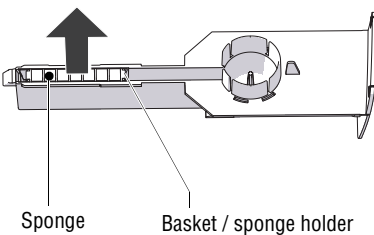


- Remove sealant tank out of the housing and put it at a safe place.

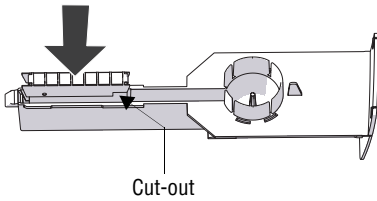


At the rear of feeder:

- Carefully pull out to the back the sealant tray.
- Empty sealant tray.



- Lift the basket with the sponge out of the tray.
- Clean sponge or replace with a new one.
- Put a new sponge (with basket / sponge holder) into sealing liquid before inserting it, and let soak completely. The flaps are thus correctly moistened from the first letter on.

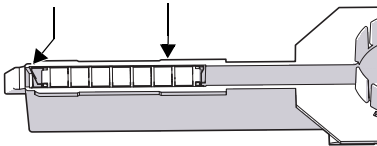


- Carefully insert the basket with sponge into the tray until basket and tray are flush. Mind the position of the cut-out.

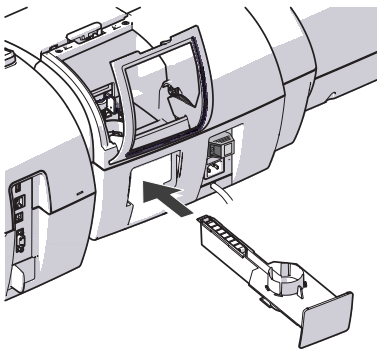
Checks:

Basket on the extreme left

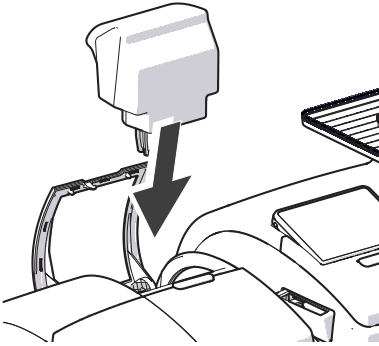
Basket flushed on top



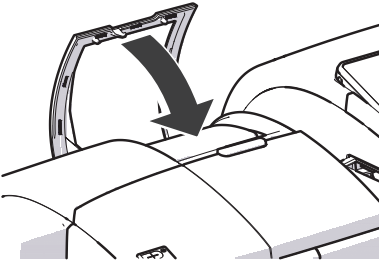
- Check if the basket is correctly seated: It must rest on the extreme left in the tray and close on top in a flushed manner.



- Insert the complete tray into the housing until it clicks into place.
- Check if the sponge is correctly seated. It should be directly below the moistening felt and brush.



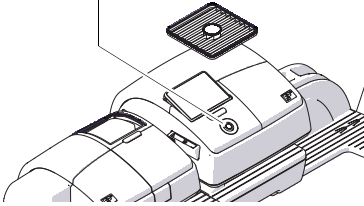
- If necessary: Fill 'sealit' sealing liquid into sealant tank. Check for leakages. (For further information see chapter 11.7.1.)
- Insert sealant tank into the housing with the cover downward.



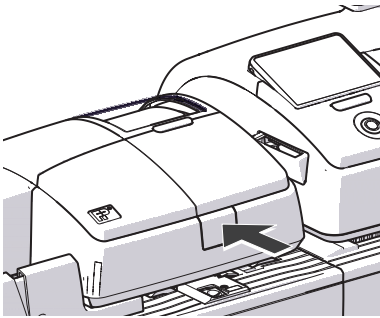
- Close the flap.

11.7.4 Cleaning / changing the moistening brush

PostBase button



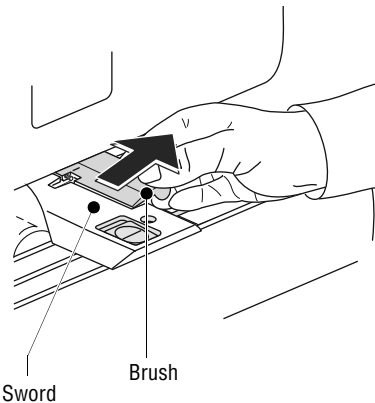
- Switch off the mailing system.



- Open roller transport by pressing on release key.

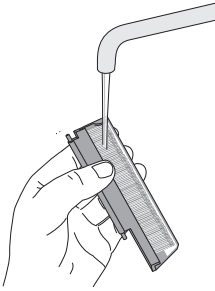
Roller transport moves upward.

Now you have access to the moistening brush beneath the roller support.

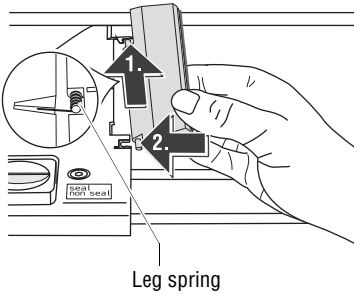


On both sides, the brush is provided with pins that are snapped in clips on the sword.

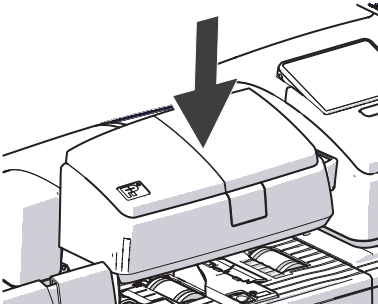
- Slightly lift the brush and pull it off the sword in the direction of the arrow.



- Clean brush or replace with a new one.
- Moisten a new brush before inserting it.



- Hold the brush as shown in the figure.
 - The bristles must face down.
 - One leg of the leg spring is located in the brush groove and the other leg in the sword slot.
- Put the rear pin into the clip of the sword as indicated by the arrow.
- Then carefully snap the front pin into the clip of the sword.

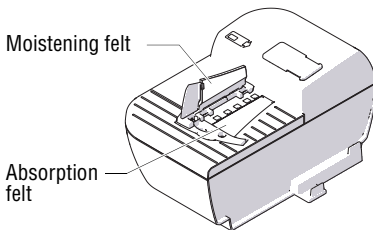
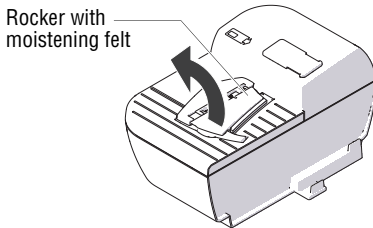


- Push the roller transport powerfully down until it locks into place.

11.8 Sealer *(optional)*

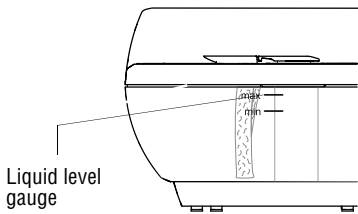
11.8.1 Cleaning

To remove glue residues the sealer should be cleaned once a month.



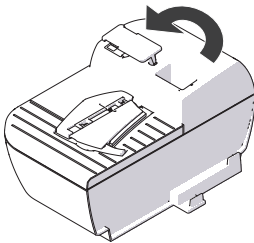
- Separate the sealer from the franking machine:
Slightly lift the franking machine on the left side and pull the sealer away to the left.
- Swing up the rocker with the moistening felt.
- Thoroughly rinse absorption and moistening felts under running water.
- Wipe the housing with a damp cloth. You can also use a commercially available liquid soap.
- Fill 'sealit' sealing liquid (see page 112).
- Dry the sealer.
- Connect the sealer to the franking machine.

11.8.2 Checking the liquid level and filling 'sealit' sealing liquid



- Check the liquid level in the sealer regularly.

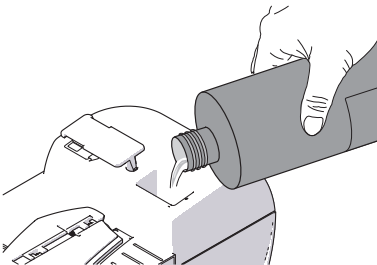
Make sure the sealer is always filled at least to the 'min' mark to prevent the felts from drying up. When felts with glue residues dry up they harden to the point of becoming prematurely useless.



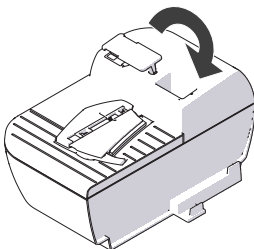
Filling 'sealit' sealing liquid

We recommend using the 'sealit' sealing liquid. This special sealing liquid is available from Francotyp-Postalia.

- Swing the filler hole lid aside.



- Fill the sealer with 'sealit' sealing liquid.
- Check the liquid level.
The liquid level in the sealer should roughly reach to the 'max' mark.



- Swing the filler hole lid back on.
- If necessary: dry the sealer outside.

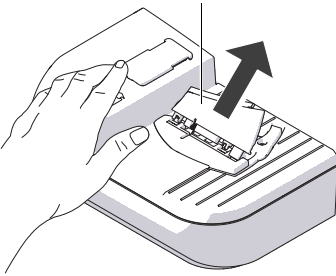
11.8.3 Replacing felts

- Separate the sealer from the franking machine:
Slightly lift the franking machine on the left side and pull the sealer away to the left.
- Empty the liquid reservoir.

Removing the rocker with moistening felt

- Slightly tilt the rocker and pull it off in an obliquely upward direction.

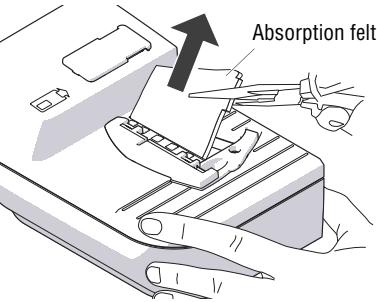
Rocker with moistening felt

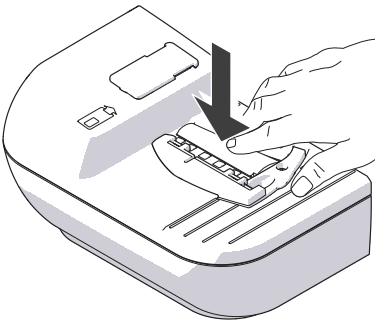
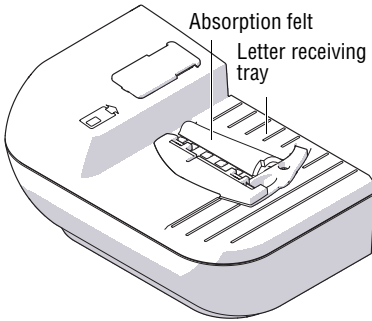
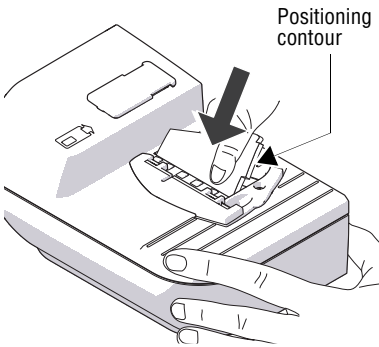


Removing the absorption felt

- Grip the absorption felt with pliers or tweezers and pull it out upwards.

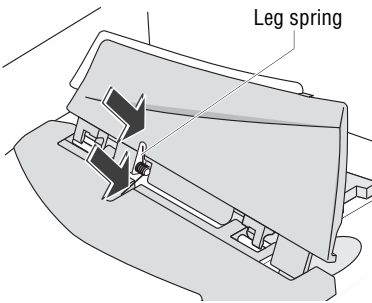
Absorption felt





Installing the absorption felt

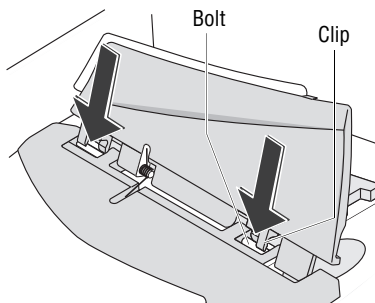
- Install a new absorption felt as shown in the illustration. The felt should be halfway in the sealer.
- Bend the upper part of the felt to the right and push it beneath the letter receiving tray until it reaches the stop in the contour.
- Evenly push the arched absorption felt with your hand into the liquid reservoir. Make sure that the felt is correctly seated, in particular at the edges. The stop in the positioning contour must fit precisely in the opening of the letter receiving tray.
- As a final measure, stroke with your finger over the felt repeatedly to eliminate any irregularities.



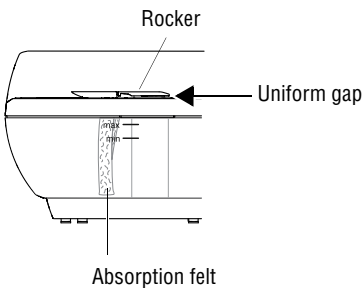
Installing the rocker with moistening felt

The rocker features two clips that engage on the two bolts at the sealer.

- Fit the new rocker such that one leg of the leg spring is located in the rocker groove and the other leg in the sealer slot.



- Hold sealer in place, and exerting moderate pressure, push the rocker onto the sealer such that the two clips engage on the bolts.



Check

- Check the correct seat:
 - The absorption felt must be perpendicularly suspended in the liquid reservoir. Its lower edge should roughly reach the bottom.
 - The gap between rocker and sealer housing must be uniform. (The rocker must neither jut out nor touch the housing.)
- Fill 'sealit' sealing liquid (see page 112).
- Connect the sealer to the franking machine.