Vancouver Response Center
T. 604.451.2727
Toll free T. 1.800.472.2727
F. 604.451.2713
Toll free F. 1.888.767.2736

Customer support email:
callcentre@creo.com

www.creo.com

Document number: 719-00112A
Release date: 01 October 2003

Technical bulletin

ThermoFlex Wide Maintenance

The Importance of Maintenance

The simplest and most effective way to keep your machine running well is to ensure that the debris removal nozzle is kept clean. As a general rule we suggest that you inspect the nozzle once every three active shifts. The procedure for cleaning the nozzle is described in Chapter 3 of the *ThermoFlex Operator Manual*.

It is also important that the front window of the thermal head be kept clean at all times. If the debris removal system is properly maintained, then the window should not require cleaning. If the window appears dirty, then it must be cleaned using a lens cleaning kit (part number 04-0012B) available free of charge from Creo. This kit includes acetone and optical swabs. Do not use other solvents on the head window. If a dirty window is not cleaned, then it will eventually be destroyed as the laser energy fuses debris onto the optical material.

Although the ThermoFlex operator manual specifies that the window is to be replaced monthly, Creo no longer recommends this. Each time the window is replaced there is a risk of contamination inside the laser head. Creo now recommends that the window only be replaced when it has been contaminated and cannot be successfully cleaned. Creo strongly recommends that you have one spare window at all times—order your replacement window (part number 30-1170A) from Creo. The procedure for replacing the window is also in Chapter 3 of the *ThermoFlex Operator Manual*.

In summary, to achieve ideal performance from your device:

1. Check and clean the nozzle every 3 shifts.
2. If the nozzle is clogged check the window immediately. Otherwise, check the window once each week.
3. If the window appears dirty, clean it using the Creo cleaning kit.
4. If the window cannot be successfully cleaned, replace it.

If you keep the debris removal system clean, but the head window is still getting dirty regularly, please contact a Creo service representative. They will dispatch a service engineer to adjust the debris removal system.

Finally, a qualified service engineer should inspect your ThermoFlex 3648/5067/5280 device twice a year. If you have a maintenance contract with Creo, your local service office will contact you to arrange these visits.

Creo Part Numbers

- Lens Cleaning Kit (part number 04-0012B)
- Optical Window (part number) 0-1170A

These parts are covered under the terms of your maintenance contract.

About Creo

Creo is a world leader in solutions for the graphic arts industry. Core product lines include image capture systems; inkjet proofers; thermal imaging devices for films, plates and proofs; professional color and copydot scanning systems; and workflow management software. Creo is also an Original Equipment Manufacture supplier of on-press imaging technology, components for digital presses, and color servers for high-speed, print-on-demand digital printers.

© 2002 Creo Inc. The Creo product names mentioned in this document are trademarks or service marks of Creo Inc. and may be registered in certain jurisdictions. Other company and brand, product and service names are for identification purposes only and may be trademarks or registered trademarks of their respective holders. Data is subject to change without notice.