

Cleaning Information for the Scanners:

Each of the family of scanners requires periodic cleaning depending upon the frequency of use and the type of documents being scanned. Below we provide the general process used to clean the various scanner models. A more detailed process is available in the Users Guide and in the specific scanner section. Cleaning cards and kits are available for the various scanner models. These can be acquired from your scanner reseller or directly from Digital Check Corporation.

Cleaning cards are pre saturated heavy paper cards in a sealed foil pouch and are available in boxes of 25. The kit includes a box of 25 cards and 6 pre saturated cleaning swabs that can be used for more extensive cleaning in harder to reach areas.

Part numbers:

IS0012 – Box of 25 for the TS300, TS350, TS350EBS, TS400(ES) models.

IS0028 – Box of 25 for all of the USB attached scanners. (TS230, TS4210, etc)

130007-03 – Kit with box of IS0028 and 6 swabs. For all USB attached scanners.

Clean the scanners on a regular interval that can be determined by how the scanner performs over time. Some documents may leave a lesser or greater residue which means that the time between cleanings will vary depending upon the volume of documents. The following guidelines are typical cleaning interval estimates:

Models TS200, TS210, TS210E and TS215 – From 1,000 to 3,000 documents.

Models TS220, TS220E and TS230 – From 5,000 to 8,000 documents.

Models TS300, TS350, TS350EBS, TS400(ES) – From 15,000 to 20,000 documents.

Model TS4000 Series – 15,000 to 20,000 documents.

Acquire a can of compressed air from a local computer supply store for blowing out dust and debris that may accumulate over time. Be careful when spraying the air not to tip it such that the propellant liquid sprays out into the scanner. Blow the dust out starting from the middle of the path and work back toward the entry pocket and the exit pocket areas.

For all models with an auto feeder or entry solenoid, the important part of the process is to insert a cleaning card into the entry pocket, hold onto the card and initiate a scan cycle. This allows the entry rollers to scrub on the card. Repeat this process using three or four corners to get the entry rollers clean.

Next, insert the card back into the entry pocket and initiate another scan cycle, but allow the card to pass all the way through the scanner. Run this card through the scanner four or five times, flipping the card top to bottom or end for end after each run. The card can now be disposed of and the scanner is ready for use.