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## Service Request Processing

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**FOR: MUTOH Authorized Dealers and Service Providers**  
**FROM: MUTOH Customer Care Department**

### Bearing Race Maintenance and Lubrication (For All Mutoh Printer Models)

From time to time, the bearing raceways that the print head carriage travels on will need to be cleaned and lubricated to ensure proper carriage travel and longevity of the carriage bearings. Over time dust and dirt, ink overspray, and grease can build up resulting in premature wear of carriage bearings and carriage assemblies. For general usage of the printer, 6 – 8 hours a day 5 days a week, this maintenance should be completed once a month. Stronger usage may require more frequent maintenance.

Please follow the following procedures to properly maintain the bearing raceways.

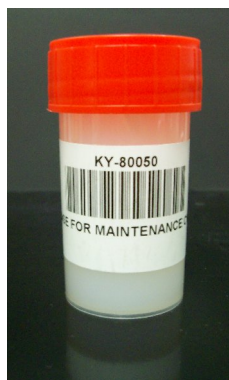
#### Required Materials

Clean Lint-free cloth. (Available in the Maintenance Kit: Part # 11606-0001)

Foam Applicator Swab (Available in the Maintenance Kit: Part # 11606-0001)

Isopropyl Alcohol

Grease (Part # KY-80050)



## Procedure

1. There are 4 bearing raceways that run the length of the Y-rail the carriage travels on (Figure 1)  
Clean all raceways using a clean lint free cloth dampened with isopropyl alcohol. (Figure 2)

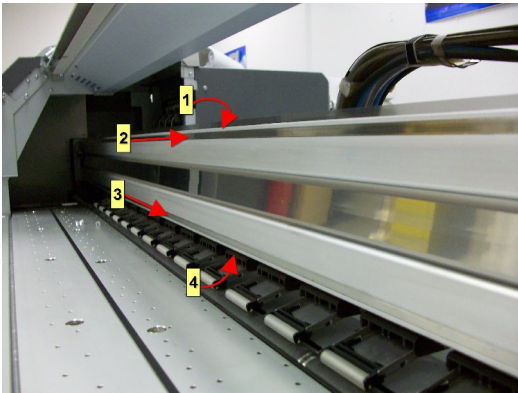


Figure 1

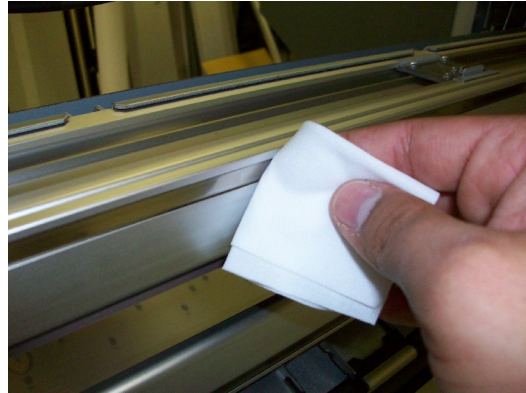


Figure 2

**CAUTION: Do not attempt to clean the carriage bearings directly with isopropyl alcohol or any other cleaning solvent. This will result in premature failure of the bearing. Do not directly lubricate the carriage bearings with grease or oil.**

2. Apply grease (KY-80050) to the bearing raceways using the foam applicator swab (Figure 3) making sure that only a very thin film remains on the raceway itself.



3. Wipe off any excess grease with a clean cloth. (Figure 4)



Figure 4

**NOTE: Excess grease can be splattered by the carriage bearings onto the Encoder Strip (Timing Fence) that controls carriage position and will cause CR Errors. Excess grease can also drop onto printed images resulting in a ruined print.**

4. Print a test image and listen to the carriage travel for any squeaking, clicking, or grinding noise. Repeat this process if noises are heard. If noise coming from the carriage travel is excessive or cannot be eliminated by this procedure the carriage bearings or carriage assembly may need to be replaced. Please contact your dealer or service provider for assistance.

Best regards,  
Mutoh Customer Care