



Cleaning the printhead in a HP Photosmart Plus B210a (Gentle)

WP Users: USE THE MOBILE SITE. THE INTRO DOES NOT WORK AND CONTAINS KEY INFORMATION.

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INTRODUCTION

If your HP B210a has a clogged printhead, this guide can be used to try and clear the clog.

IMPORTANT: This does not fix every printer. If your printer has predisposed hardware problems, this will not work. If the problem persists, your printer has a different problem or a bad printhead. It is typically more cost efficient to replace the printer as an entire unit if this happens.

Guide Notes

- ***WARNING: THIS PROCEDURE MAY DAMAGE PRINTHEADS WITH OTHER DEFECTS!***
 - If the printhead has failed, it likely had predisposed damage.
- This guide is primarily made for the HP Photosmart Plus B210a, it is universal among all HP 564 printers, as the same method can be used on other models.
 - ***Non-removable printhead models (Ex: Photosmart 6520) require special attention to preserve the calibration. These may not work again if SETUP cartridges are expected.***
 - If I have not tested your specific printer with the bypass, I cannot guarantee calibration preservation. It generally doesn't hurt to try (removable only), but I cannot guarantee it will work.

Printhead bypass validated models

- Photosmart C6380
- Photosmart Premium C309g
- Photosmart Plus B209a
- Photosmart Plus B210a



PARTS:

- [Distilled Water](#) (1)

Used to clean the printhead.

- [Small bowl](#) (1)

May get stained permanently.

- [Shop Towels](#) (1)

Can be substituted with paper towels

Used the dry the printhead before installation.

- [Source of heat](#) (1)

Can be anything that produces heat (Ex: Coffee maker).

- [High Content Rubbing Alcohol](#) (1)

Only use on difficult clogs.

Step 1 — Gather your supplies



- You will need the following supplies:
 - Shop rags or paper towels
 - Water (Distilled recommended)
 - Plastic bag (Ink storage)
 - **Recommended:** Extra ink cartridges (Use if any cartridges appear low or empty)
 - **Optional:** Gloves and 91% alcohol (*Stubborn clogs only*)

Step 2 — Heating up water



⚠ If possible, distilled water should be used. Most coffee makers are not ideal.

⚠ If your water is dirty, filter it as much as possible. If a Keurig is used, do not use the first bowl.

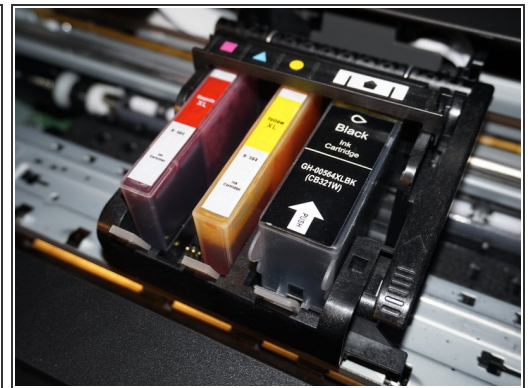
- Before removing the printhead, hot water is needed. Remove the K-Cup holder and get a bowl of water.

Step 3 — Print a baseline image



- Print a test image as a baseline. A good image can be found here: [SMPTE color bars](#).

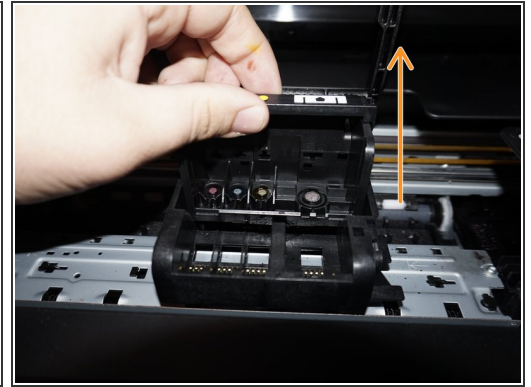
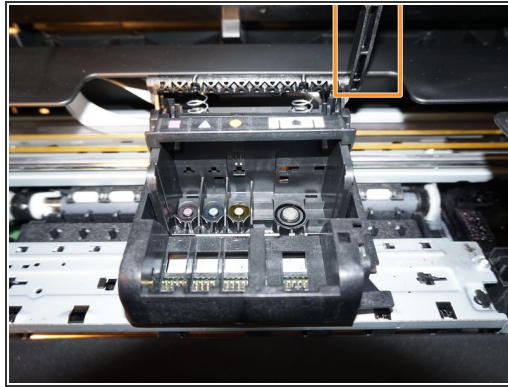
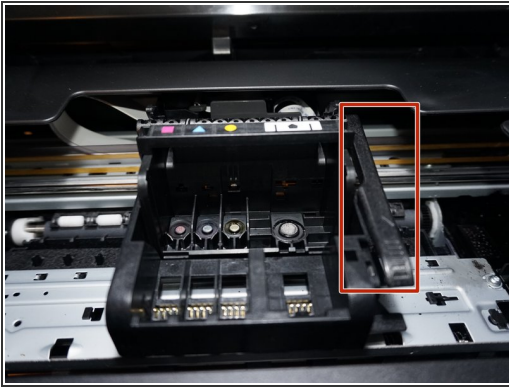
Step 4 — Remove the ink tanks



✦ If you still have shipping caps, these can be used.

- Remove the ink cartridges from the printer and put them in a plastic bag.

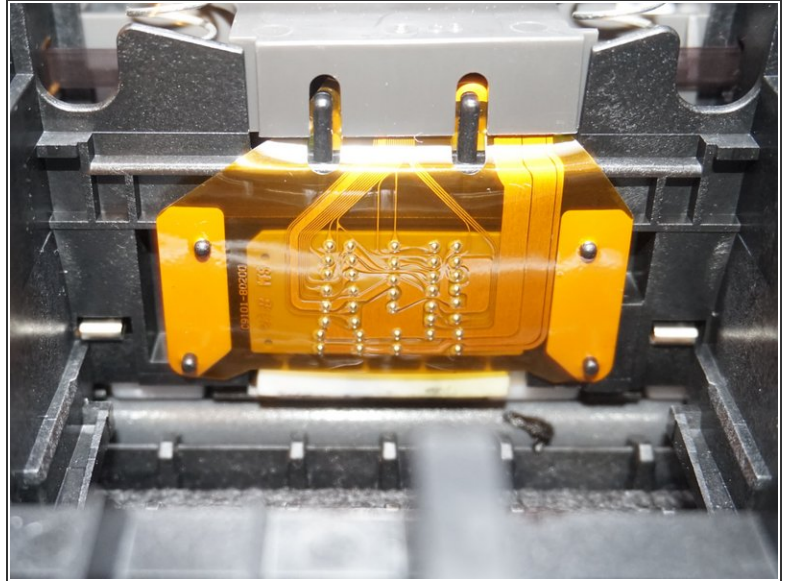
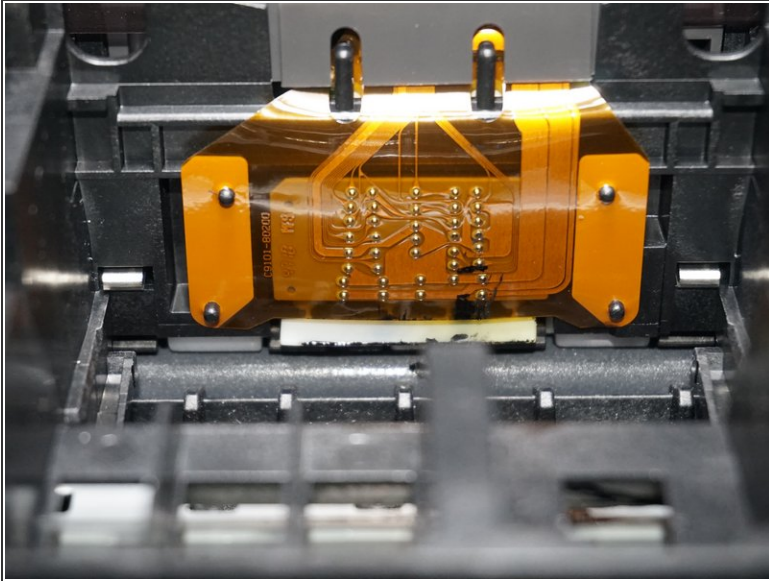
Step 5 — Remove the printhead (See calibration warning)



⚠ If the printer is plugged in while the printhead is removed, the calibration data may be erased. Verify the printer is unplugged *BEFORE* removing the printhead.

- When the printer is unplugged, remove the printhead. Lift the lever up and the printhead will be loose.
- Remove the printhead as shown. **IMPORTANT: Leave the scanner lid open to indicate the printhead is removed.**

Step 6 — Clean the printer contacts



⚠ Failure to clean this area may result in Ink System Failure warnings and a lost calibration.

- Using a alcohol wipe, clean the printhead interface. This will stop any **Ink System Failure** warnings from appearing.

Step 7 — Clean the printhead



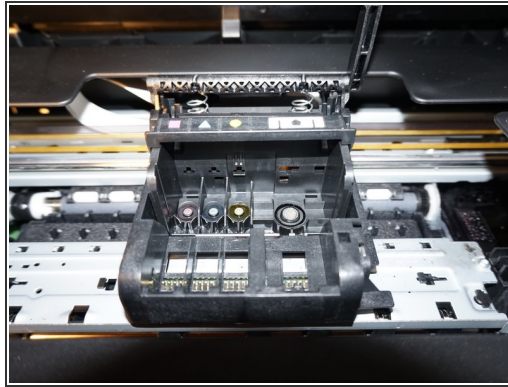
⚠ Do not use alcohol unless you are out of options. This may damage the printhead! Purge the printhead 3 times if alcohol is used to avoid problems.



i Recommended circulation times: Alcohol: 5-10 minutes. Without alcohol: 15 minutes.

i The water will get lighter as the ink breaks down. *An ultrasonic cleaner can be used on stubborn clogs.*

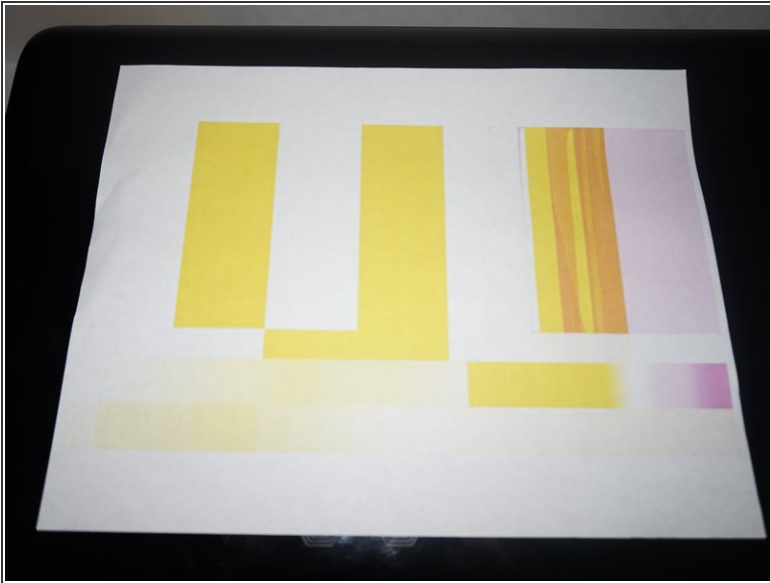
- Pour hot water into a bowl and let the printhead sit. Change the water until the printhead is reasonably clean.
- Dry the printhead contacts and nozzles by hand to ensure these areas are dry.
- Before reinstalling the printhead, let it air dry for ~3-4 hours. ***Use a fan to reduce the dry time.***

Step 8 — Reinstall the printhead and ink



-  **Since the calibration will be erased if the printer errors out, wait until the printhead is bone dry before installation. Printhead initialization uses 1/2 of your ink (non-XL).**
-  While the printhead will not be seen as "new", **a unavoidable Printhead Preparation process must run.**
- Once the printhead is satisfactorily dry, reinstall the printhead and ink in the reverse order they were removed. Plug the printer in when installed.

Step 9 — Test the printer



⚠ All ink cartridges must have ink physically in the cartridge.

⚠ If your printer has issues, try the built-in cleaning utility. If the printhead is bad, a new one is ~\$80.

i If you have a 5 color printer (C/M/Y/K/PK), print in photo mode to test Photo Black.

- After replacing the printhead, test the printer. Match the settings used before and check for improvement.

If your printer is working correctly, it was just a clog. Persistent issues usually total out the printer as a unit.