



# BradyJet J1000

INDUSTRIAL PRINTER

User Manual

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## Safety and Environment

Please read and understand this manual before using the BradyJet™ J1000 printer for the first time. This manual describes all of the main functions of the BradyJet J1000 printer.

### Precautions

Before using the BradyJet J1000 printer, please note the following precautions:

- Read all instructions carefully before operating the printer and prior to performing any procedure.
- Do not place the unit on an unstable surface or stand.
- Do not place anything on top of the unit.
- Keep the top clear of obstructions.
- Always use the printer in a well ventilated area. Do not block the slots and opening on the unit, which are provided for ventilation.
- Only use the power source indicated on the rating label.
- Use only the power cord that comes with the unit.
- Do not place anything on the power cord.
- Ensure that both the power cord and USB cable can move freely with the forward and backward motion of the printer, and that no undue force is exerted on the printer when in motion.

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## Technical Support and Registration

### Contact Information

For repair or technical assistance, locate your regional Brady Technical Support office by going to:

- **United States:** [bradyid.com/techsupport](http://bradyid.com/techsupport)
- **Canada:** [bradycanada.ca/contact-us](http://bradycanada.ca/contact-us)
- **Mexico:** [bradyid.com.mx/es-mx/contacto](http://bradyid.com.mx/es-mx/contacto)
- **Latin America:** [bradylatinamerica.com/es-mx/soporte-técnico](http://bradylatinamerica.com/es-mx/soporte-técnico)
- **Europe:** [bradyeurope.com/services](http://bradyeurope.com/services)
- **Australia:** [bradyid.com.au/en-au/supportlanding](http://bradyid.com.au/en-au/supportlanding)
- **Asia Pacific:** [brady.co.uk/landing-pages/global-landing-page](http://brady.co.uk/landing-pages/global-landing-page)

### Registration Information

To register your printer go to:

- [bradycorp.com/register](http://bradycorp.com/register)

### Repair and Return

If for any reason you need to return the product for repair, please contact Brady Technical Support for repair and replacement information.

## Document Conventions

When using this document, it is important that you understand the conventions used throughout the manual.

- All user actions are indicated by **Bold** text.
- References to menus, windows, buttons and screens are indicated by *Italicized* text.

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# 1 Introduction

Use the BradyJet™ J1000 Industrial Printer to print on rigid terminal block and electrical component tags. Take advantage of Brady Workstation software to easily set up and add data to a variety of card supplies.

The printer includes the following features and benefits.

- Easy-to-use flat bed ink jet printer with fully integrated ink cartridge and printhead
- Load materials in less than ten seconds
- Two cards can be printed in one print cycle
- Five inch color touchscreen
- Status Monitor software for managing the printer and making adjustments
- Monochrome, black print
- Self-cleaning

## System Specifications

The BradyJet J1000 printer has the following specifications:

- Supports card dimensions up to 136.5 mm x 83.4 mm. For a list of compatible Brady cards see [BradyID.com/J1000Materials](http://BradyID.com/J1000Materials) in the US and [bradyeurope.com/j1000-material-finder](http://bradyeurope.com/j1000-material-finder) in Europe.
- Long lasting black ink cartridges, part number J10-BK.
- Minimum 5 point font
- One-year warranty

## Printing Specifications

Printing	Draft	Normal	Best
Resolution	300 x 300 dpi	600 x 600 dpi	600 x 1200 dpi
Print Time	40 seconds	40 seconds	56 seconds

## Physical Dimensions

Physical	U.S. Units	Metric Units
Dimensions	18.7" (W) x 20.6" (L) x 10.2" (H)	47.5 x 52.3 x 25.9 cm
Weight	23 lbs	10 kg

## Environmental Ranges

Environmental	Operation
Temperature*	68 to 85°F (18 to 32°C)
Relative Humidity	50 to 70% non-condensing

\* Exposing the printer to direct sunlight is not recommended.

## Ink Storage Specifications

Always store unused ink in the original, unopened wrapping to avoid ink evaporation.

Opened ink can be stored in or out of the printer depending on the amount of time it will be stored and whether you saved the cap that came on the ink cartridge. Ink nozzles must be covered during storage to avoid drying out the ink.

- For short-term storage (about two days), keep the ink in the printer. The service station component in the printer seals the ink cartridge when not in use. For best results, leave the printer turned on to take advantage of the self-cleaning cycle. See *“Cleaning the Printhead and Nozzles” on page 19*. If you choose to turn the printer off, be sure to do so using the power button on the touchscreen before unplugging the printer so that the nozzles are positioned over the seal in the service station.
- For longer-term storage (more than two days), remove the cartridge from the printer and replace the cap that came on the cartridge. Store the cartridge with the nozzles facing up. Do not tape the nozzles. If you no longer have the cap, then store the cartridge in the printer as discussed above. For instructions on removing the cartridge, see *“Installing the Ink Cartridge” on page 10*.

## Electrical Specifications

<b>Input</b>	100 - 240 VAC, 1.5 A, 50/60 Hz
<b>Output</b>	12 V DC, 5 A, 60 W maximum

## System Requirements

The printer driver and Status Monitor software require Microsoft® Windows® 7, 8, 8.1, or 10.



## 2 Setup

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### Unpacking the Printer

To unpack the printer, refer to the Quick Start Guide provided in the box. Save all packaging material in case you have to ship the printer back to the supplier.

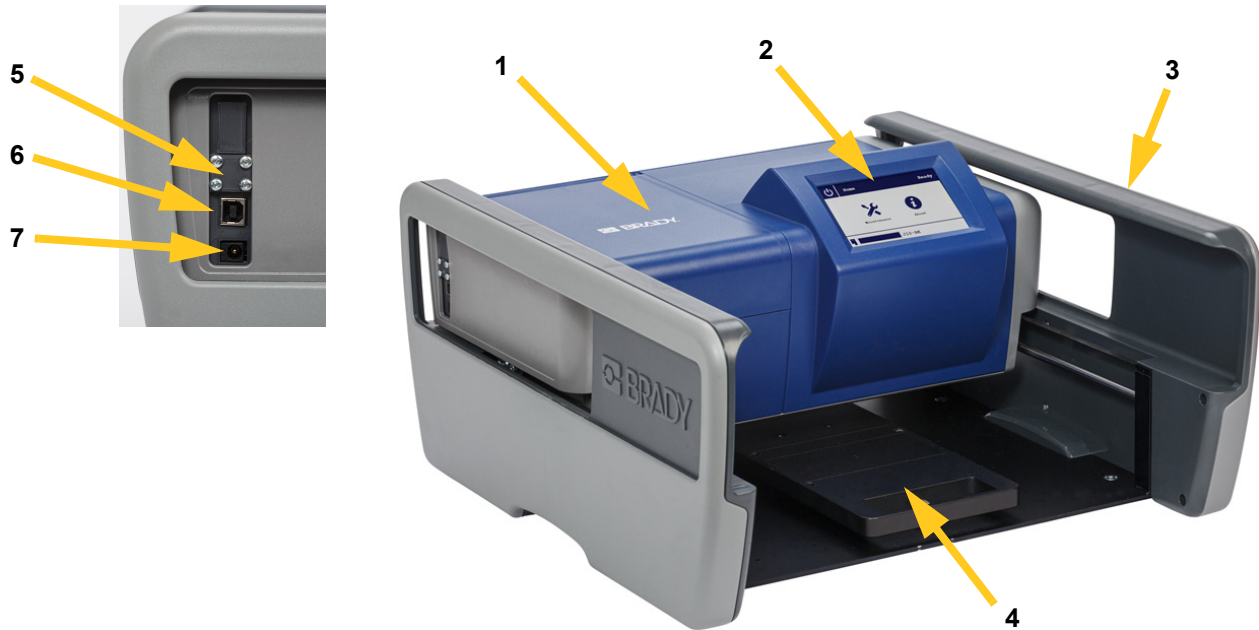
#### What's in the Box

- BradyJet™ J1000 Industrial Printer
- AC adapter and power cord
- USB cable 6' (2 m)
- A number of adapter plates to fit a variety of cards
- Ink cartridge (J10-BK)
- Ink service station (J1000-PAD KIT)
- USB drive containing *User Manual*, *Quick Start Guide*, printer driver with Status Monitor software, and *Terminal Block Tag Compatibility Guide*.
- Printed Quick Start Guide
- *Brady Workstation Product and Wire Identification Suite* insert with download instructions and license key.

#### Registration

Register your printer online at [www.bradycorp.com/register](http://www.bradycorp.com/register) and receive free product support and updates!

## Printer Components



- |               |                                            |
|---------------|--------------------------------------------|
| 1 Cover       | 5 USB type A for USB drive (shown covered) |
| 2 Touchscreen | 6 USB 2.0 type B to Computer               |
| 3 Frame       | 7 AC Adapter Port                          |
| 4 Card Tray   |                                            |

## Power

### To connect power and turn on the printer:

1. Connect the power cord to the side of the printer and into an electrical outlet. Make sure that the cord will not inhibit the forward and backward motion of the printer.



**CAUTION!** Make sure the outlet is grounded. Only use the power cord supplied with the printer.

2. The touchscreen initializes and displays the *Home* screen. If the printer is already plugged in and the screen is dark, tap the touchscreen to turn on the printer.

## Sleep

Ideally, the printer should be left on when not in use to take advantage of automatic cleaning cycles. To conserve energy, the printer goes into sleep mode after a period of idle time. The touchscreen goes dark in sleep mode.

**To wake the printer:** Tap the touchscreen.

**To change the idle time before sleep (or to turn off sleep mode):** See “Power” on page 15. The driver and Status Monitor software must be installed first. See “Installing the Printer Driver, Status Monitor, and Brady Workstation Software” on page 5.

**To manually enter sleep mode:**

1. Tap the power icon on the touchscreen.
2. Tap **Sleep**.



## Power Off

**IMPORTANT!** Always turn off the printer before unplugging it. During the shutdown process, the printer positions the ink cartridge so that the nozzles are sealed by the service station. (See “Installing the Service Station” on page 7.)

**To turn off the printer:**

1. Tap the power icon on the touchscreen.
2. Tap **Power Down**.
3. Tap **Continue**.



# Software for Creating Tags

Information in this manual is based on Brady Workstation software with the Terminal Block, Custom Designer, and Text Labels apps being suited for use with this printer.

For installation instructions, see the Brady Workstation insert that came with the printer and “Installing the Printer Driver, Status Monitor, and Brady Workstation Software” on page 5.

# Installing the Printer Driver, Status Monitor, and Brady Workstation Software

You must install the printer driver for the computer to communicate with the printer. The driver installation includes the Status Monitor software which is used to check status (for example, ink levels), configure settings (like print quality), perform maintenance (like alignment and nozzle tests),

and manage the print queue. For more on Status Monitor see *“Printer Settings” on page 6* and *“Using the Status Monitor Software” on page 13*.

**To install the driver, Status Monitor software, and Brady Workstation software:**

1. Prepare with the following points.
  - Do not connect the printer to the computer with the provided USB cable until the software instructs you to do so.
  - Make sure that the USB cable will not inhibit the forward and backward motion of the printer.
  - Have on hand the Brady Workstation insert that came with the printer because it contains your license key for activation. Be sure to save this insert.
2. Insert the USB drive that came with the printer into the computer.
3. Use Windows Explorer to navigate to the USB drive and find the driver folder.
4. Double-click **Brady J1000 Installer.exe**.
5. Follow the instructions on the screen.

## Printer Settings

Use the Status Monitor software on your computer to configure the following settings before using the printer for the first time. For additional settings see *“Using the Status Monitor Software” on page 13*.

If the Status Monitor software is not already open, run it from **Start > BradyJet > Brady Status J1000**.

### Language

The language setting in the Status Monitor software sets the language for text in both the Status Monitor and the printer touchscreen.

**To set the language:**

1. In the Status Monitor software, click the **GENERAL** menu on the left. (For instructions on how to open the Status Monitor software if it is not currently running, see *“Using the Status Monitor Software” on page 13*.)
2. Click the **Language** field to open the list of languages, and then click the desired language. The change takes effect in a few seconds.

### Sleep Delay

In order to save power, the printer can be set to go into sleep mode after being idle for a period of time. Specify how much idle time should elapse before going into sleep mode.

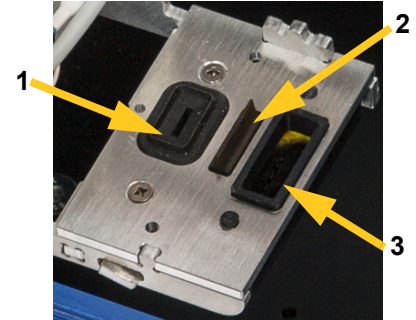
**To set the sleep delay:**

1. In the Status Monitor software, click the **SETTINGS** menu on the left.
2. Click the **POWER** tab.
3. Click the appropriate point on the time scale to set the amount of idle time before sleep.

## Installing the Service Station

The service station (J1000-PAD KIT) is an internal component used to clean the printhead and to cap the ink nozzles when not in use.

<b>1</b>	<b>Cap</b>	When not printing, the printer positions the ink cartridge so that the cap seals the printhead to minimize ink evaporation.
<b>2</b>	<b>Wiper</b>	When running a cleaning cycle, the printer expels ink into the well and then wipes the ink nozzles with the wiper. (See “ <i>Cleaning the Printhead and Nozzles</i> ” on page 19.)
<b>3</b>	<b>Ink well</b>	The ink well collects ink that is ejected from the nozzles during a cleaning cycle.

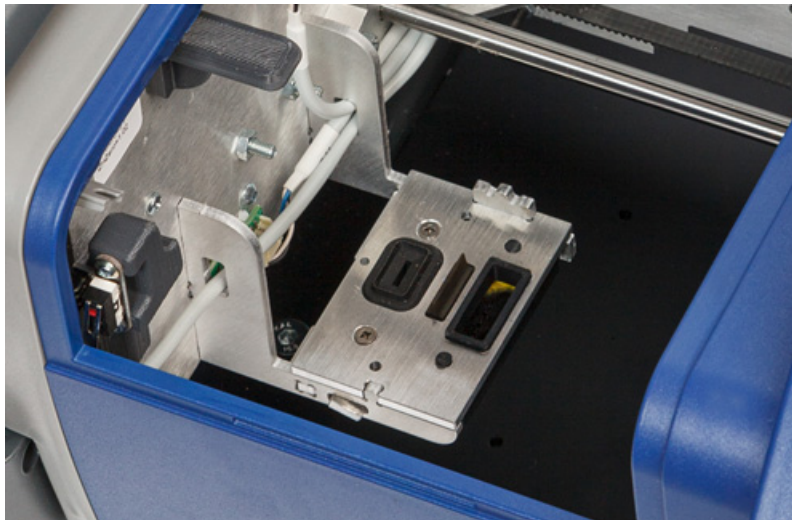


### To install the service station:

1. On the printer touch screen, tap the **Maintenance** button.



2. Tap **Service Station**.
3. The printer moves internal components so that the service station dock is accessible. When it is finished moving, open the cover on top of the printer.
4. Place the service station in its dock as shown below.



5. Close the cover on the printer and then tap **OK** on the touch screen.

## Loading Supplies

### Loading Cards

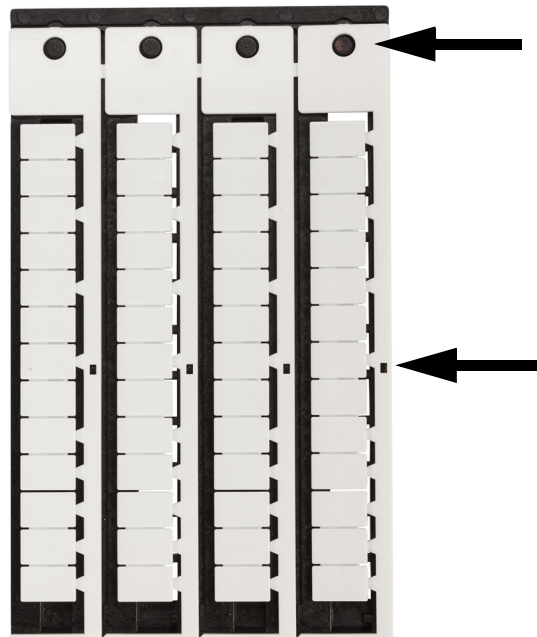
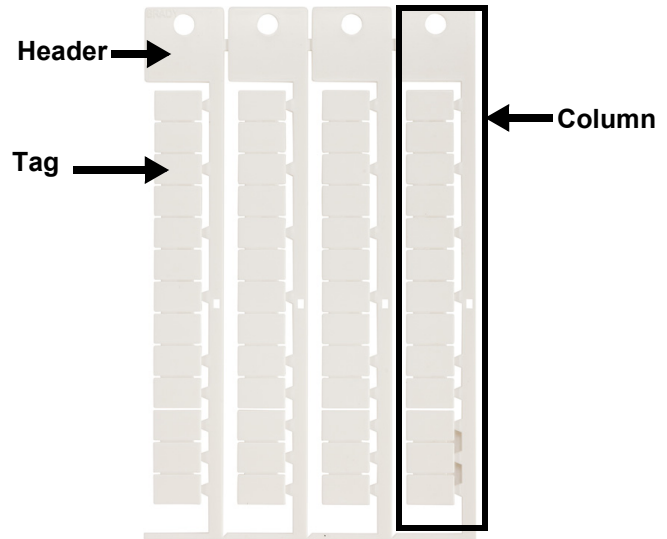
The BradyJet J1000 printer prints terminal block and electrical component tags on rigid cards. The printer can hold two of the same cards at a time.

Many different cards are available with different numbers of columns and different sizes of tags. For stability during printing, cards must be snapped on to an adapter plate that then rests securely on the card tray in the bottom of the printer.

#### To load cards for printing:

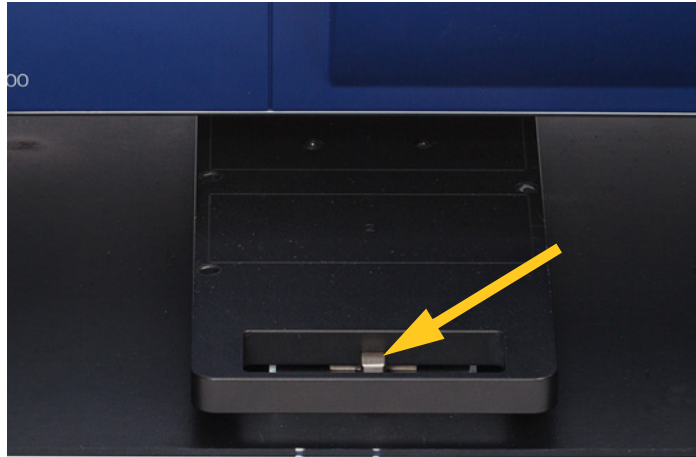
1. Line up the holes in the card header to the pegs on an adapter plate and fit them together.

Make sure all the small pegs across the middle of the adapter plate are also snapped into the card. If the card is not fully snapped onto the adapter plate, print quality may be poor and the card may hit the printhead.





2. Press down on the latch in the handle of the tray to release it, and slide the tray forward.



3. Set the adapter plate with attached card into the card tray so that it fits within the locators on the card tray. The header on the cards should be on the left hand side. The tray holds a maximum of two cards at a time. Both cards must be of the same type.




If loading only one card, place it towards the back of the tray leaving the area closest to you empty. The correct area of the tray for printing a single card is marked with the numeral 1.

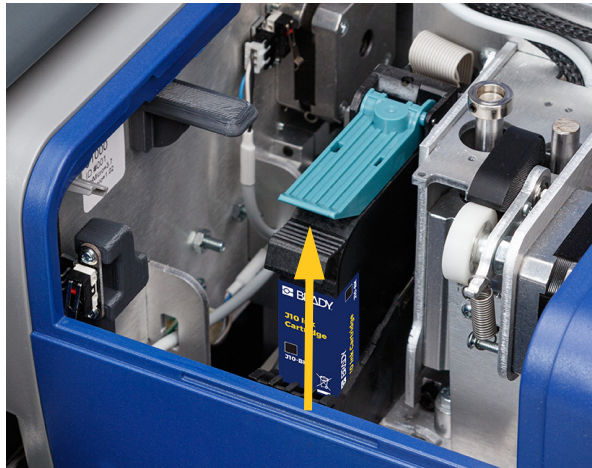
4. Slide the tray under the printer until it snaps into place and stops.

## Installing the Ink Cartridge

The BradyJet J1000 printer uses J10-BK ink cartridges. The Status Monitor software provides information on the amount of ink remaining.

To install a new ink cartridge:

1. Tap **Maintenance** on the printer's *Home* screen. 
2. Tap **Change Cartridge**. The printer moves forward in the frame and moves the cartridge into position for changing. A message on the touchscreen tells you when to continue changing the cartridge.
3. Lift the cover on the printer.
4. If there is a cartridge to remove, lift the teal latch holding the cartridge in place, and then lift the used cartridge from the printer.



5. Remove the new cartridge from its packaging. Be sure to remove the protective cap covering the ink opening.

**Note:** Save the protective cap. You will need it to store the ink cartridge if the printer will be unused for more than a couple days. For information on how to store the ink cartridge, see "*Ink Storage Specifications*" on page 2.



6. Insert the new cartridge as shown below.



7. Close the teal latch over the cartridge.
8. Close the cover on the printer and tap **OK** on the touchscreen.

It is a good idea to align the printhead after installing a new cartridge. See *“Alignment”* on page 16.

## 3 General Operation

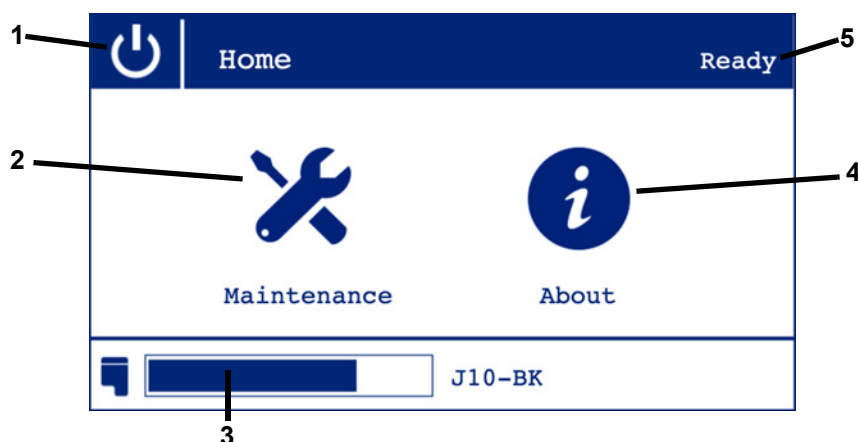
### Using the Touchscreen

Use the touchscreen on the printer for the following.

- to perform maintenance tasks. See *“Maintenance” on page 18.*
- to cancel or proceed with a print job after placing cards in the tray. See *“Printing” on page 17.*
- to view error messages. See *“Error Messages” on page 29.*
- to turn the printer off and on. See *“Power” on page 4.*

Touch the screen with your finger and give a slight press to make a selection.

**Note:** Do not use a writing pen or other sharp object. Doing so may mar the touchscreen surface.



1 Power	4 About
2 Maintenance	5 Printer status
3 Ink level	

1. **Power:** Enter sleep mode or turn off the printer. See *“Power” on page 4.*
2. **Maintenance:** Perform common maintenance tasks. See *“Maintenance Menu” on page 13.*
3. **Ink level:** The length of the blue bar indicates how much ink remains.
4. **About:** Displays the printer name, firmware version, and serial number. See *“Upgrading Firmware” on page 18.*
5. **Printer status:** Indicates whether the printer is ready. A brief message appears here if the cover is open or there is a problem with the ink.

## Navigation

When viewing the *Maintenance* or *About* screen, tap the back button to return to the *Home* screen.



## Maintenance Menu

The following options are available from the *Maintenance* menu on the printer.

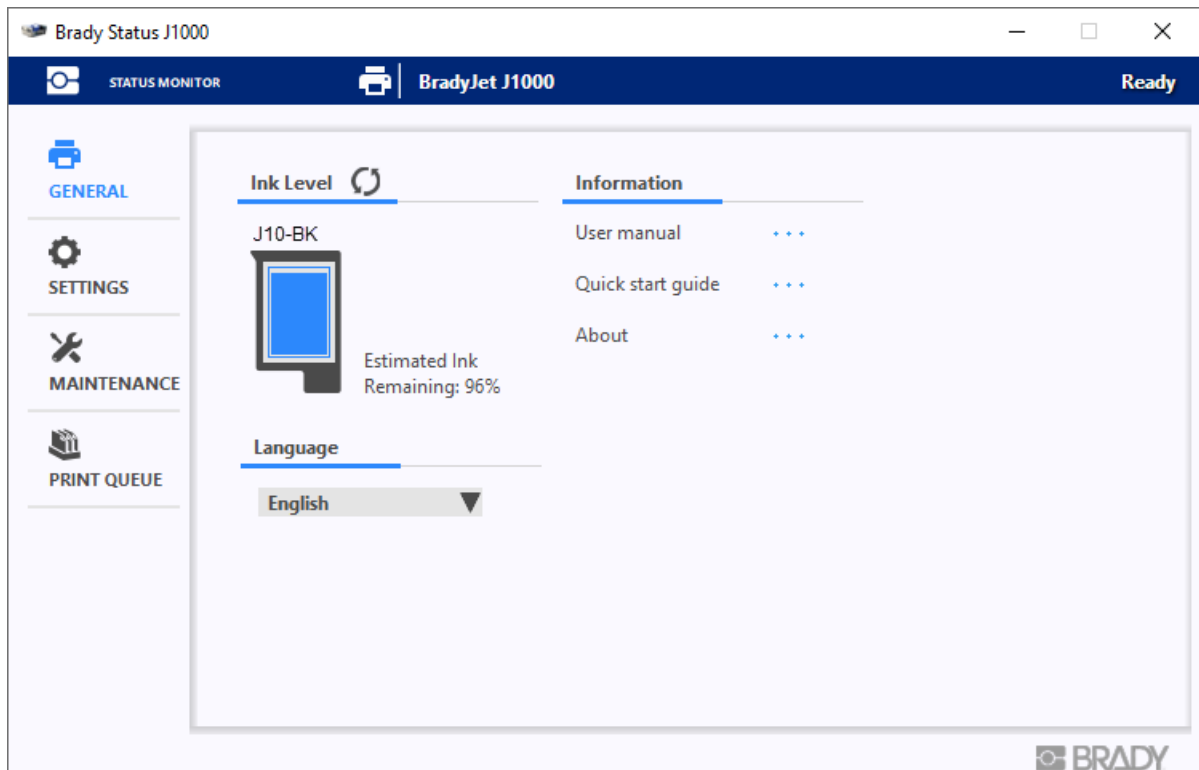
- **Change Cartridge:** Prepares the printer for changing the ink cartridge. See *“Installing the Ink Cartridge” on page 10.*
- **Service Station:** Prepares the printer for changing the service station. The printer uses the service station when cleaning the printhead and to cap the ink nozzles when not in use. For more information about the service station, see *“Installing the Service Station” on page 7.* For information about replacement, see *“Replacing the Service Station” on page 24.*
- **Clear Jam:** Moves the printhead out of the way so that you can remove an obstruction between the card tray and the printer.
- **Regular Clean:** Performs the same function as *Regular Clean* in the Status Monitor software. See *“Clean” on page 15* and *“Cleaning the Printhead and Nozzles” on page 19.*
- **Heavy Clean:** Performs the same function as *Heavy Clean* in the Status Monitor software. See *“Clean” on page 15* and *“Cleaning the Printhead and Nozzles” on page 19.*

## Using the Status Monitor Software

Use the Status Monitor software to check status (for example, ink levels), configure settings (like print quality), perform maintenance (like cleaning and alignment), and manage the print queue.

The Status Monitor software is installed along with the printer driver. For installation information see *“Installing the Printer Driver, Status Monitor, and Brady Workstation Software” on page 5.*


To open Status Monitor:  
Go to **Start > BradyJet > Brady Status J1000**.



**Note:** If the Status Monitor screen is blank, check the connection between the printer and the computer, and make sure the printer is turned on.

The following sections describe the features available in each of the four tabs on the left: General, Settings, Maintenance, and Print Queue.

## General

- **Ink Level:** Indicates approximately how much ink remains in the cartridge. To make sure the information is up to date, click the refresh icon. 
- **Information:** Click the ellipses next to each item to access more information.
  - **User manual:** Opens this manual.
  - **Quick start guide:** Opens the Quick Start Guide which contains unpacking information.
  - **About:** Opens another screen with the serial number of the printer, and version numbers for Status Monitor and the firmware (printer system software).
- **Language:** Click to set the language for text in both the Status Monitor and the printer touchscreen.

## Settings

Settings are organized into two categories: print and power. Click the appropriate tab at the top to display the settings.

### Print

The *PRINT* tab contains the following settings:

- **Print Quality**
  - **Draft:** 300 x 300 dpi. Uses the least amount of ink, but with lower resolution.
  - **Normal:** 600 x 600 dpi.
  - **Best:** 600 x 1200 dpi. Highest print quality, but longer print time and uses more ink.
- **Supply:** Most cards are 2 mm thick. If your cards have a different thickness, set the *Supply Thickness* here. To change the value, either click the + or - button, or click on the number and type a new one.  
  
If this setting is too high, the print quality could be affected. If this setting is too low, the printhead could strike the card during printing.
- **Ink Saturation:** If print is too light, increase the ink saturation. If excessive ink is being applied, decrease the saturation. To change the value, either click the + or - button, or click on the number and type a new one.

### Power

**Sleep After:** Click the appropriate point on the time scale to set the amount of idle time before sleep.

## Maintenance

Two maintenance tasks can be initiated from the Status Monitor: cleaning the ink nozzles and aligning the printhead. Click the appropriate tab at the top to display the settings.

### Clean

If you have had the printer turned off for more than a day, it is best to clean the nozzles before using it again. (If the printer is left on, it will self-clean. See *“Cleaning the Printhead and Nozzles”* on page 19.) You can run a nozzle test to see if the nozzles need cleaning.

- **Regular Clean:** Use this option first. If it does not completely address the issue, then use the *Heavy Clean* option.
- **Heavy Clean:** Use this option if regular clean did not resolve the problem.
- **Print Nozzle Test:** Print a nozzle test to see if the nozzles need cleaning. Messages on the screen will walk you through the required steps. You need to have a piece of paper to run the test. Place the paper on top of adapter plates and cards in the tray. See *“Cleaning the Printhead and Nozzles”* on page 19 for more information.

**IMPORTANT!** Printing a nozzle test without a sheet of paper on the tray will result in ink splattered in the tray and base of the printer. Tests printed directly on cards are illegible.

## Alignment

Printhead alignment synchronizes the movement of the printhead relative to the card to improve print quality. Align the printhead after installing a new ink cartridge or if print is misaligned on the tags.

### To align the printhead:

1. Pull the tray forward from under the printer and load it with adapter plates and cards. See *"Loading Cards"* on page 8.
2. Place a sheet of paper on top of the cards.



3. Slide the tray back under the printer until it snaps into place and stops.

**IMPORTANT!** Printing an alignment pattern without a sheet of paper on the tray will result in ink splattered in the tray and base of the printer. An alignment pattern printed directly on cards is illegible.

4. In the Status Monitor software, click **Maintenance** and then **Alignment**.
5. Click **Print** to begin the alignment test.
6. When the printer finishes printing, remove the paper from the tray. Examine the series of vertical lines, each labeled with a letter, to determine which line is the straightest.



In this example, F is the straightest line.

7. In Status Monitor, click the letter corresponding to the straightest line (F in our example) and then click **Next**.
8. Load another piece of paper and click **Print** to print another alignment test. Verify that all the lines are straight.
9. If all the lines are straight and unbroken, click **Finish**. If not, click **Retry** to start the alignment test again. Repeat the process until the result is acceptable.

## Print Queue

Use this tab in the Status Monitor to see the status of jobs sent to the printer and to cancel a job in the queue.

To remove a job from the queue, click the delete icon next to the file name in the *Files to Print* column.



## Printing

The Terminal Block, Custom Designer, and Text Labels apps in Brady Workstation have features designed specifically for the BradyJet J1000 printer. The following table provides a guideline for which Brady Workstation app to use.

App	Application	Text or Graphics
Terminal Block	Terminal block tags	Text only
Custom Designer	Electrical component tags	Text and graphics
Custom Designer Lite	Electrical component tags	Text and graphics
Text Labels	Electrical component tags	Text only

The printer can hold a maximum of two cards at a time, therefore, someone must be at the printer to load cards in the tray for each print job.

### To print:

1. Set up the tags using the Terminal Block, Text Labels, or Custom Designer app in Brady Workstation.
2. Initiate printing from the Brady Workstation software. (The computer running the Brady Workstation software must be connected to the printer with a USB cable.)
3. At the printer, load the cards into the tray. See *“Loading Cards” on page 8*.
4. Be sure to slide the tray toward the back of the printer until it snaps into position.
5. When the cards and tray are in place, tap **Print** on the touchscreen.



**CAUTION!** If the printer catches on an object in the tray during printing, tap **Cancel** or **Stop** on the touchscreen. Then use the Clear Jam function to clear the jam. See *“Cards are crooked or object is on the tray” on page 27*.

6. Remove the cards after the printer stops completely.
  - a. Press down on the latch to release the tray, and then slide the tray forward.
  - b. Lift the cards and adapter plates from the tray.
  - c. To remove the cards from the adapter plates, lift the card headers as a whole to avoid snapping off tabs or columns prematurely.

If the print is not positioned as desired on the tags, use the Brady Workstation software to make adjustments. See the help in your Brady Workstation app.

## 4 Maintenance

The BradyJet J1000 printer is nearly maintenance free. Leave the printer on when not in use to take advantage of the printer's self-cleaning cycles. See “*Cleaning*” on page 19.

### Displaying System Information

You can get the firmware version and serial number from either the printer or the Status Monitor software. Check the firmware version when considering an upgrade.

**To view system information on the printer:**

1. On the *Home* screen tap *About*.



2. When finished, tap the back button to return to the *Home* page.



**To view system information in Status Monitor:**

1. Open Status Monitor from **Start > BradyJet > Brady Status J1000**.
2. On the *General* tab, click the ellipsis (three dots) next to *About*.
3. When finished, click **Close**.

### Upgrading Firmware

Upgrades to firmware (printer system software) are available online. For information on how to locate the current firmware version on your printer, see “*Displaying System Information*” on page 18.



**CAUTION!** The printer must be plugged in to an AC outlet during a firmware upgrade. Do not interrupt printer power during an upgrade.

**To upgrade firmware:**

1. On a computer, go to the technical support website for your region. See “*Technical Support and Registration*” on page iv.
2. Find firmware updates and the most recent BradyJet J1000 firmware.
3. Download the firmware.
4. Save the downloaded file to a USB drive in the root directory.



5. Plug the printer in to an outlet using the power cord and adapter.
6. Connect the USB drive to the USB A port on the printer. The printer recognizes the upgrade file and displays a message on the touchscreen.
7. Follow the instructions on the touchscreen. When the upgrade is complete, the printer restarts.

## Cleaning

Cleaning the printer can improve print quality and legibility. It also increases output, machine life, printer reliability, and performance.

### Cleaning the Touchscreen

**To clean the touchscreen:**

1. Gently wipe the screen with a clean, lint-free cloth.
2. For thicker debris, you can lightly moisten a soft, non-scratching swab with isopropyl alcohol, or use swabs available with the Brady PCK-6 Cleaning Kit.

### Cleaning the Printhead and Nozzles

The printhead is built into the ink cartridge.

**Tip:** As long as the printer is plugged in and turned on, the printer will run a daily cleaning cycle to keep the nozzles clear of clogged ink. If not using the printer for more than two days you may want to remove and cap the ink cartridge. See *"Ink Storage Specifications" on page 2*.

To save ink and avoid unnecessary cleaning cycles, first test the nozzles to see if they need cleaning.

**To test the nozzles:**

1. On the computer connected to the printer, run the Status Monitor software from **Start > BradyJet > Brady Status J1000**.
2. In Status Monitor, click **Maintenance** and then **Clean**.
3. In Status Monitor on the computer, click **Print Nozzle Test**.
4. Pull the tray forward from under the printer and load it with adapter plates and cards. See *"Loading Cards" on page 8*.

5. Place a sheet of paper on top of the cards.

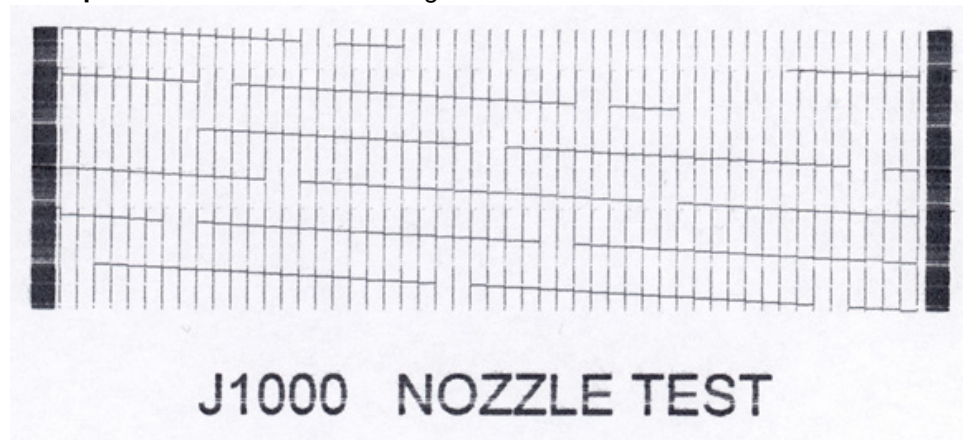


6. Slide the tray back under the printer until it snaps into place and stops.

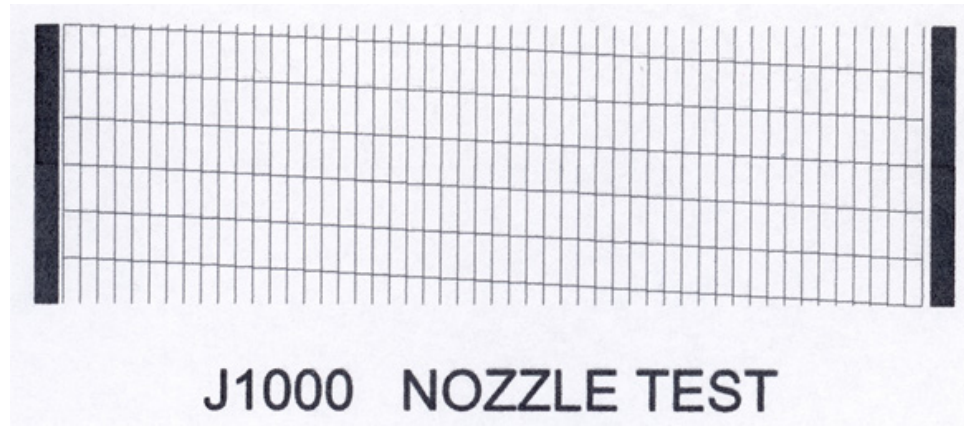
**IMPORTANT!** Printing a nozzle test without a sheet of paper on the tray will result in ink splattered in the tray and base of the printer. Tests printed directly on cards are illegible.

7. In Status Monitor, click **Print**.
8. If the printed grid has missing horizontal lines, clean the printhead. (If the top and bottom halves of the vertical lines don't match up, align the printhead. See *"Alignment" on page 16.*)

**Example:** Printhead needs cleaning.



**Example:** Printhead does not need cleaning.



**To clean the nozzles and printhead:**

1. In Status Monitor, click **Maintenance** and then **Clean**.
2. Click either **Regular Clean** or **Heavy Clean** depending on the severity of the test result.
  - Run regular clean if the nozzle test showed only one or two broken lines.
  - Run one or two heavy cleaning cycles if the nozzle test showed many broken lines or fuzzy print.
3. Print the nozzle test again to verify that the nozzles are clean. If the nozzles still need cleaning, proceed with the remaining steps.
4. Remove the ink cartridge from the printer. See *"Installing the Ink Cartridge"* on page 10.
5. Lightly moisten a clean, lint-free cloth with isopropyl alcohol. Hold the cloth against the nozzles for three seconds. This wicks some additional ink onto the cloth.



**nozzles and  
printhead**

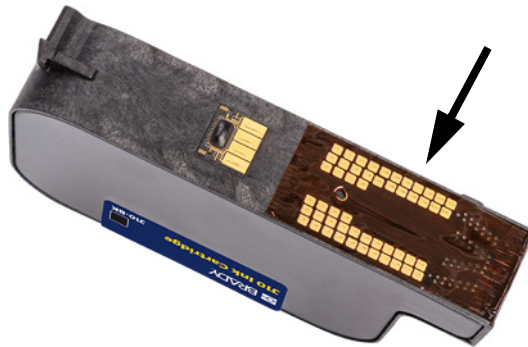
6. Gently wipe in one direction.
7. Reinstall the ink cartridge.
8. Repeat the first three steps to make sure the nozzles are clean.

## Cleaning the Contacts

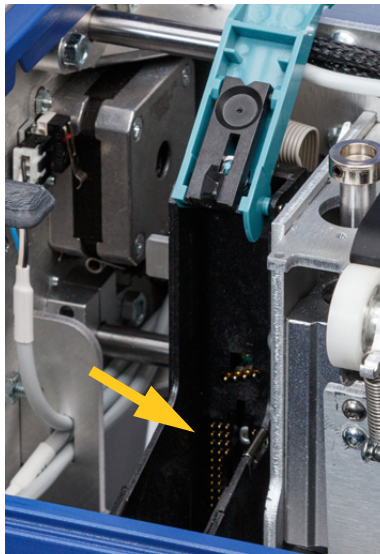
If the metal contacts between the ink cartridge and the printer are dirty, connectivity between the printer and ink cartridge may be interrupted.

### To clean the contacts:

1. Remove the ink cartridge from the printer. See *"Installing the Ink Cartridge"* on page 10.
2. Lightly moisten a clean, lint-free cloth with isopropyl alcohol and clean the contacts on the cartridge. Be careful not to touch the printhead and nozzles.



3. Set the cartridge down with the printhead pointing up.
4. Using another clean, lint-free cloth and isopropyl alcohol, clean the contacts in the printer.



5. Reinstall the ink cartridge.
6. Run a nozzle test to make sure nozzles did not get plugged while cleaning the contacts. See *"Cleaning the Printhead and Nozzles"* on page 19.

## Cleaning Ink From the Bottom of the Printer

At some point you may find ink directly on the card tray or the base of the printer. This can happen if someone forgets to load cards or move the tray back into position, or if the ink well in the service station becomes full. Clean such spills as soon as possible.

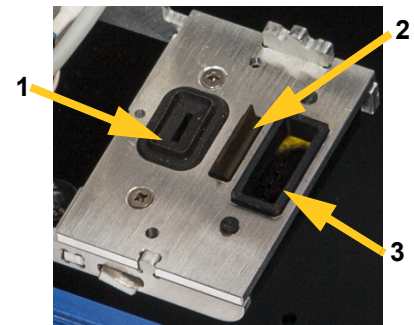
**To clean ink from the card tray or base of the printer:**

1. Gently slide the printer forward or backward to access the area that needs cleaning.
2. Press down on the latch on the card tray and pull the tray forward, if needed.
3. Use isopropyl alcohol on a clean, lint-free cloth to wipe up the spilled ink. Change frequently to a clean section of cloth. You may need to use multiple clean cloths to remove all the ink.

## Service Station Maintenance

The service station (J1000-PAD KIT) is an internal component used to clean the printhead and to cap the ink nozzles when not in use.

<b>1</b>	<b>Cap</b>	When not printing, the printer positions the ink cartridge so that the cap seals the printhead to minimize ink evaporation.
<b>2</b>	<b>Wiper</b>	When running a cleaning cycle, the printer expels ink into the well and then wipes the ink nozzles with the wiper. (See “ <i>Cleaning the Printhead and Nozzles</i> ” on page 19.)
<b>3</b>	<b>Ink well</b>	The ink well collects ink that is ejected from the nozzles during a cleaning cycle.



### Cleaning the Cap and Wiper

**To clean the cap and the wiper:**

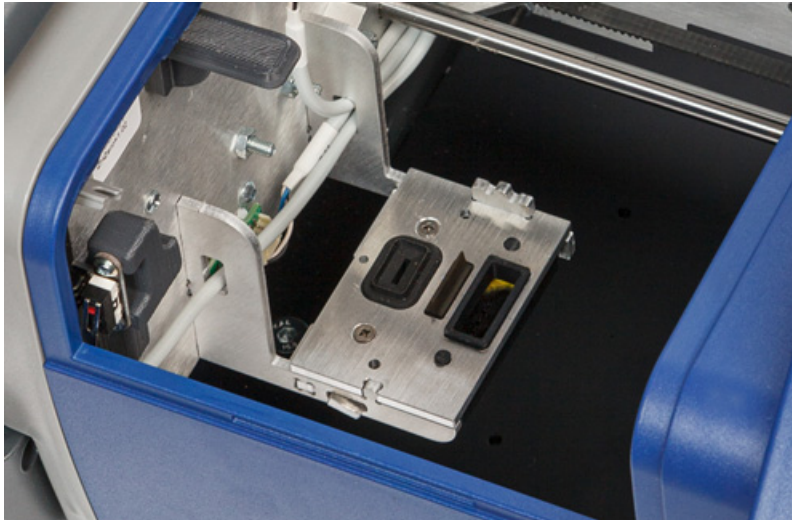
1. On the printer touch screen, tap the **Maintenance** button.



2. Tap **Service Station**.
3. The printer moves internal components so that the service station dock is accessible. When it is finished moving, open the cover on top of the printer.
4. Lift out the service station, taking care not to spill ink from the well.
5. Moisten a clean lint-free cloth with isopropyl alcohol and gently wipe the black rubber cap and wiper clean.



6. Place the service station back in its dock as shown below.



7. Close the cover on the printer and then tap **OK** on the touch screen.

## Replacing the Service Station

Replace the service station every six months or when the ink well is becoming full of ink.

**To check the ink well and replace the service station:**

1. On the printer touch screen, tap the **Maintenance** button.



2. Tap **Service Station**.
3. The printer moves internal components so that the service station is accessible. When it is finished moving, open the cover on top of the printer to check the ink well.
4. If you need to replace the service station, lift out the old one taking care not to spill ink from the well. Insert the new service station as shown above.
5. Close the cover on the printer and then tap **OK** on the touch screen.

## Lubricating

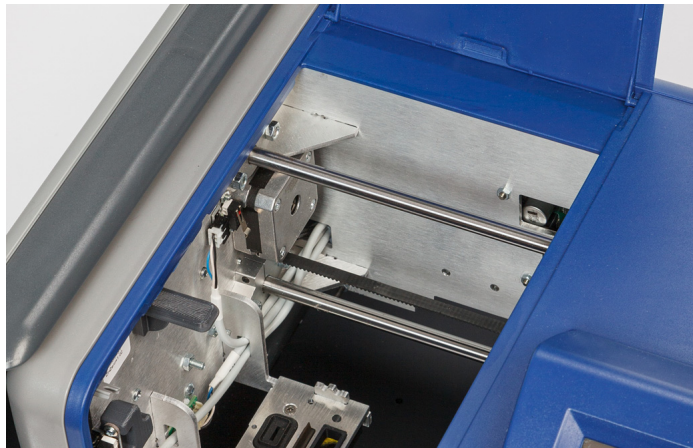
For smooth printer movement, lubricate the rails on which the printer moves every three months. You may need to lubricate the rails more often with heavy use. Use a dry film PTFE (polytetrafluoroethylene) lubricant or equivalent.

A total of six rails support printer movement.

Direction of Movement	Location	Number of Rails	Axis (Used in Error Messages)
side to side (left and right)	inside the printer in the back	2	X
forward and backward	along the inside of the frame on either side	2	Y
up and down	in the chassis to the right of the ink cartridge	2	Z

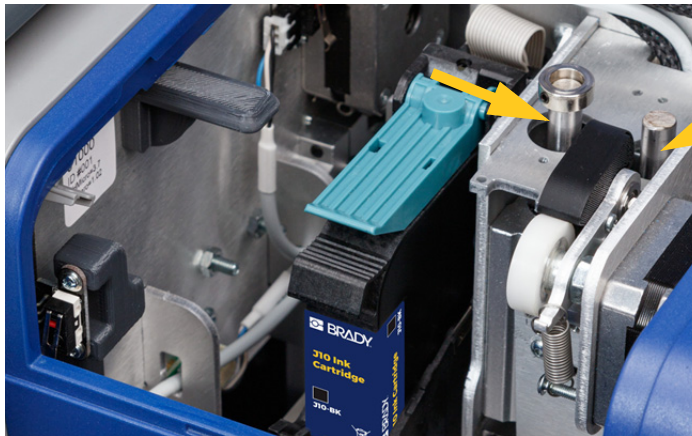
**To lubricate the rails:**

1. Open the cover on the printer.
2. On the touchscreen, tap **Maintenance**, then tap **Service Station**. This moves the internal mechanism to the side so you can access the side to side rails.
3. Apply a light coating of dry film lubricant to the two horizontal (X-axis) rails in the back of the printer.



4. Tap **OK** on the touchscreen. The printer chassis moves back to its ready position on the service station, exposing the two vertical Z-axis rails.

5. Apply a light coating of dry film lubricant to the visible part of the vertical (Z-axis) rails.



6. Apply a light coating of dry film lubricant to the Y-axis rails along either side of the printer (one on each side).





## 5 Troubleshooting

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The following sections provide information to help troubleshoot issues with the printer.

- The “*Troubleshooting Scenarios*” section below contains a list of possible issues you may encounter with information about the cause and solutions.
- “*Error Messages*” on page 29 provides a list of error messages with cross references to related information in this manual.

### Troubleshooting Scenarios

If you encounter a problem while using the BradyJet J1000 printer, see the following sections for help troubleshooting the issue.

- “*Cards are crooked or object is on the tray*” on page 27
- “*Print is fuzzy or broken*” on page 28
- “*Print is misaligned on the tags*” on page 28
- “*Print is too heavy or too light*” on page 28

#### Cards are crooked or object is on the tray

**Problem:** During printing you discover that you need to straighten the cards or remove an object on the card tray or in the base of the printer.

**Solution:** Follow these steps to stop the printer and remove the object.

1. Tap **Cancel** or **Stop** on the touchscreen to stop the printer.
2. Return to the *Home* screen and tap **Maintenance**.
3. Tap **Clear Jam** and wait for the printer to move the printhead out of the way.
4. Open the printer cover or gently slide the printer forward or backward to access the obstruction and remove it. When finished, tap **OK**.
5. Make sure cards and adapter plates are laying flat in the tray before initiating printing again.

## Print is fuzzy or broken

**Problem:** The finished printing is fuzzy, unclear, or has broken spots without ink.

**Solutions:**

- The card may have become soiled from handling. Wipe the card with isopropyl alcohol and a clean cloth. Allow to dry thoroughly before printing.
- Test and clean the printhead. See *“Cleaning the Printhead and Nozzles” on page 19.*
- Align the printhead. See *“Alignment” on page 16.*
- Adjust the supply thickness using the Status Monitor. See *“Print” on page 15.*
- Clean the contacts on the cartridge and the printer. See *“Cleaning the Contacts” on page 22.*

## Print is misaligned on the tags

**Problem:** Text is printed too close to one edge of the tags.

**Solutions:**

- Check alignment and align the printhead. See *“Alignment” on page 16.*
- If the alignment is good, you can adjust the position of printed output in your Brady Workstation app by using the advanced settings on the Print screen. These Brady Workstation settings apply only to the current print job.

**Note:** To create a more permanent offset, use the Label Settings tool in Brady Workstation. There you can add an adjustment that pertains to a particular card and printer combination. This adjustment will be used any time you print from a Brady Workstation app to that particular card and printer.

## Print is too heavy or too light

**Problem:** Either too little or too much ink is being applied to tags.

**Solutions:**

- Adjust the ink saturation. See *“Print” on page 15.*
- For light print, run a nozzle test to check for plugged nozzles. See *“Cleaning the Printhead and Nozzles” on page 19.*
- Check the print quality setting. Try increasing the print quality to get darker print, or decreasing it to get lighter print. See *“Print” on page 15.*

## Error Messages

The table below lists the types of error messages and provides information for resolving them.

Error Type	Meaning and Solutions
cover not closed	The printer must be operated with the cover closed.
ink error	<p>Either the ink cartridge is empty, no cartridge is installed, the installed cartridge is incompatible, or the contacts are dirty.</p> <ul style="list-style-type: none"> <li>• To check ink levels, see <i>“General” on page 14.</i></li> <li>• To install a cartridge see <i>“Installing the Ink Cartridge” on page 10.</i></li> <li>• To clean the contacts see <i>“Cleaning the Contacts” on page 22</i></li> </ul>
printer jam	<p>Movement is restricted while printing. The letter code indicates the direction of movement that is restricted, see <i>“Error Codes” on page 30.</i></p> <ul style="list-style-type: none"> <li>• Make sure the power cord or USB cable is not restricting printer movement.</li> <li>• Look for anything restricting printer movement and remove it.</li> <li>• A pulley or belt could be loose. Call technical support. See <i>“Technical Support and Registration” on page iv.</i></li> </ul>
sensor fail	<p>A position sensor is not receiving data. This could be due to restricted movement when attempting to return to the home position or to a failed sensor.</p> <p>Sensors are located near the ends of the rails on which the printer moves. (See <i>“Lubricating” on page 24</i> for the location of the rails.) Letter codes in the error message indicate which sensor was involved. See <i>“Error Codes” on page 30.</i></p> <ul style="list-style-type: none"> <li>• Make sure the power cord or USB cable is not restricting printer movement.</li> <li>• Look for an object restricting printer movement and remove it.</li> <li>• Manually reset the carriage as follows. Open the printer cover. Gently lift the metal housing to which the ink cartridge is attached and slide it to the left so that the ink cartridge is over the service station.</li> <li>• A pulley or belt could be loose. Call technical support. See <i>“Technical Support and Registration” on page iv.</i></li> <li>• A sensor could have malfunctioned. Call technical support. See <i>“Technical Support and Registration” on page iv.</i></li> </ul>

## Error Codes

The following codes appear in printer jam and sensor fail error messages.

- **X:** Movement on the x-axis rails, that is, from side to side. For information on the location of rails see *"Lubricating" on page 24*.
- **Y:** Movement on the y-axis rails, that is, from front to back.
- **ZH:** Movement on the z-axis rails, that is, up and down.
- **XL:** The sensor on the left side of the x-axis rails.
- **XR:** The sensor on the right side of the x-axis rails.
- **YBL:** The sensor in the back, left side of the printer for the y-axis rails.
- **YBR:** The sensor in the back, right side of the printer for the y-axis rails.
- **YFL:** The sensor in the front, left side of the printer for the y-axis rails.
- **YFR:** The sensor in the front, right side of the printer for the y-axis rails.

# A Regulatory Compliance

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## Agency Compliance and Approvals

### United States

#### *FCC Notice*

**Note:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference and, (2) this device must accept any interference received, including interference that may cause undesired operation.

### Canada

Innovation, Science and Economic Development (ISED)

Canada ICES-003:

CAN ICES-3 (A)/NMB-3(A)

## Europe



**WARNING!** This is a Class A product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.



### Waste Electrical and Electronic Equipment Directive

In accordance with the European WEEE Directive, this device needs to be recycled in accordance with local regulations.

### RoHS Directive 2011/65/EU, 2015/863/EU

This product is CE marked and complies with the European Union's Directive 2011/65/EU OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 8 June 2011 on the restriction of the use of certain hazardous substances in electrical and electronic equipment.

EU Directive 2015/863 of 31 March 2015 amends Annex II to Directive 2011/65/EU of the European Parliament and of the Council as regards the list of restricted substances.

### Batteries Directive 2006/66/EC



This product contains a lithium coin cell battery. The crossed-out wheeled bin shown to the left is used to indicate 'separate collection' for all batteries and accumulators in accordance with European Directive 2006/66/EC. Users of batteries must not dispose of batteries as unsorted municipal waste. This Directive determines the framework for the return and recycling of used batteries and accumulators that are to be collected separately and recycled at end of life. Please dispose of the battery according to your local regulations.

### Notice to Recyclers

#### To remove the lithium coin cell battery:

1. Disassemble printer and locate the lithium coin cell battery located on the main circuit board.
2. Using a small screwdriver, pry the battery from its holder and remove the battery from the board. Dispose of in accordance with local regulations.