EPSON
Knowledge Base
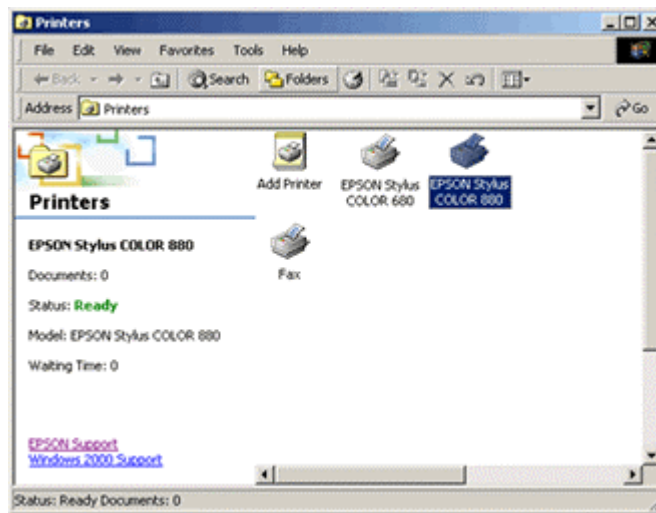
How do I use the head cleaning utility using Windows 2000 or XP?

To clean the heads in the event of poor print quality click Start, then go to Settings and select Printers. Right click on the icon for your printer and select Printing Preferences. Click on the Utility Tab. Now click on the icon for head cleaning and it will launch the utility. Repeat the process until the Nozzle check is correct and complete.
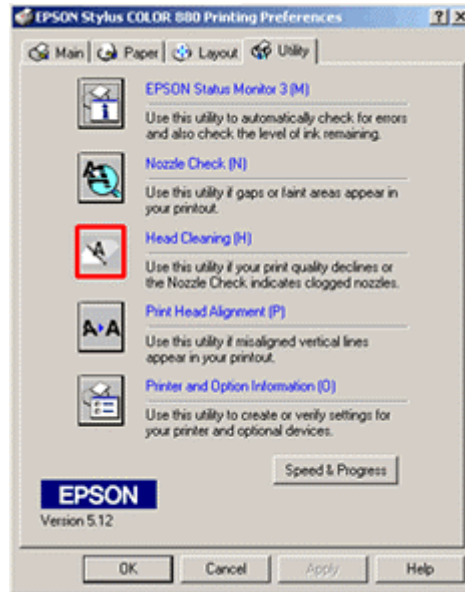
Instructions

Click **Start**, select **Settings** and then **Printers**. **Right-click** on the icon for your printer and select **Printing Preferences**.
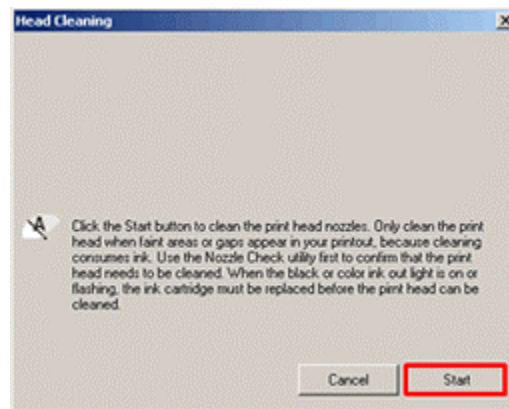

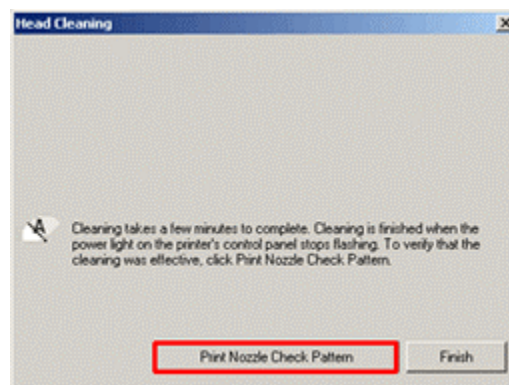This will display the printer properties.

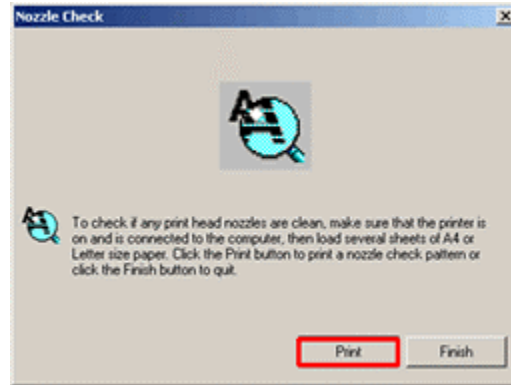Click on the **Utility** tab. Click on **Head Cleaning**.

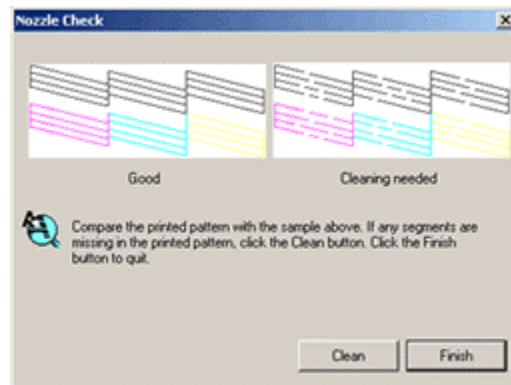This will launch the utility. Click **Start**.

Click **Print Nozzle Check Pattern**. This will confirm the effectiveness of the head clean.

Click **Print**.

The printer will print off a nozzle check. Compare the print out with the next window. If there are gaps or feint print on your print out click Clean. If it is complete, click **Finish**.

Repeat the process until the issue is resolved. If cleaning doesn't resolve the issue then it is recommended that you install a new set of cartridges.

However, if the nozzle check is OK but the text is still broken you may need to run the Print Head Realignment utility. For instructions on how to use this please click here:

[How do I use the print head alignment utility on Windows 2000 or XP?](#)