EPSON Knowledge Base

Article: KB020003

How do I use the head cleaning utility using Windows 98 or ME?

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 the relevant printer and select Properties. 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 the relevant printer and select Properties. This will display the printer properties.

EPSON Stylus C80 Ser	ies Properties	? X
General Det	🔅 Layout alis Color Managem	ent Gi Main
🍏 EPSON Shika	C80 Series	
Comment 1		
Separator page: (none		Browse
	Print	TestPage
OK	Cancel	6999 Hitle

Click the **Utility** tab. Now click the icon for **Head Cleaning**.



This will launch the utility. Click Start.



This will now display the progress.



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**.

Nozzle Check	X	
Good	Cleaning needed	
Compare the printed pattern with the sample above. If the nozzle check page does not print satisfactorily, click the Dean button. Click the Finish button to quit.		
	Clean 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 98 or ME?

or

How do I use the print head alignment utility on Windows 2000 or XP?