

Sawgrass SG500 Nozzle Check & Head Cleaning Checklist

A quick-reference printable for keeping print heads clear and catching clogs early.

Step 1: Print a Nozzle Check

- ☐ Load a few sheets of plain letter or A4 paper (no sublimation paper needed)
- ☐ Press Menu > Printer Features > List/Test Print > Nozzle Check
- ☐ Or run it from a computer: Sawgrass Print Utility > Settings > Devices

Step 2: Read the Pattern

- ☐ Check Head 1 (cyan / black) for complete, unbroken lines
- ☐ Check Head 2 (yellow / magenta) for complete, unbroken lines
- ☐ Note which head shows gaps or missing lines
- ☐ VersiFlex ink users: the E channel will not print, this is normal

Step 3: Run a Head Cleaning (if needed)

- ☐ Menu > Printer Features > List/Test Print > Head-cleaning
- ☐ Select the affected head only, or All Heads if both showed gaps
- ☐ Do not power off the printer while cleaning is running

Step 4: Recheck and Repeat

- ☐ Print a new nozzle check after each cleaning cycle
- ☐ Repeat cleaning up to 2 to 3 times maximum
- ☐ Stop repeating cleanings past 3 cycles without improvement

Step 5: Head Flush (only if cleaning does not resolve it)

- ☐ Run Head Flush from the same List/Test Print menu
- ☐ Never power off the printer during a flush
- ☐ If gaps remain, soak the capping station in hot distilled water 10 to 15 minutes
- ☐ Still not resolved after 3 cleanings and 1 flush? Contact Sawgrass support

Reminders

The SG500 has no purge-file workflow. All maintenance runs through this built-in menu. Keep the printer powered on between sessions so its automatic 10-hour cleaning cycle can help prevent clogs before they start.
