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## **WPL305 - The ribbon and labels were installed incorrectly. Now the printer head is all gummed up - I need to clean or replace the printer head.**

Internal User - 2023-04-18 - [Printers](#)

With the 305 printer, the first thing you can try is to take rubbing alcohol (70% iso-propyl alcohol) and a cotton swab and rub over the printhead several times, then try printing again.

This is all it takes to clean the head.

See also the WPL305e tutorial video: Loading ribbon and media (labels) below in Related Pages.

### **Related Content**

- [WPL305e tutorial video: Loading ribbon and media \(labels\)](#)