

As Screen's HD customer base grows, more HD heads will be replaced.

For the customers where HD heads are NOT recycled/recovered at the customer site. They can be sent to the office to be recycled and tested.

Recycling the HD heads is beneficial in many ways for Screen and the customer.

**Heads NOT to send in for recovery:**

- If the HD head remove from customers machine and has constant firing nozzle(s). These are NOT repairable and are to be discarded at customer.
- If there are electrical issues diagnosed at the customer site and the reason the HD head was removed. These are NOT repairable and are to be discarded at customer.
- If there is delamination of the nozzle plate. These are NOT repairable and are to be discarded at customer.

***If the head removed has missing/clogged/deviated nozzle(s). We can send these through the HD head recovery program.***

**Things to do before you ship heads to the office to be cleaned and tested:**

- Wipe down the nozzle plate for a good seal to the cap base
- Put red plugs (Screen Part number: 494718 - red plugs/nipples) or put a hose between the 2 caps on the underside
- Clean the top of the cap where the nozzle plate on the head contacts
- Fill the caps in the cap base with flush that is at customer site. We have good results with 306 being used in this stage but any flush is better than no flush
- It is VERY important that caps be sealed so they can be filled with flush. The time that the head spends being stored/shipped in the flush helps with the recovery.
- Screw the head into the cap base that comes with a new head
- Put head and cap base in the foam shell
- Tape the foam shell closed if you do not have the box before packing in another box.
- Ship to the Elk Grove office. See "Shipping Information" below
- Screen does have a FedEx and UPS account that you as engineers can use. Please contact Philip P. or Tony M. for this information. They have been included on this email as well.
- When you place a order for parts you can ask for a return label and this can be used to send heads back. If you do this, write on the box "HD Head Recovery" next to the shipping label.

**Shipping Information:**

Screen Americas  
Attn: HD Head Recovery  
150 Innovation Drive  
Suite A  
Elk Grove Village, IL 60007