

General Problems and Solutions

1. When turn on printer power, Printer do not have initialization movement

Situation 1: cap station / car / do not movement

Re: 1. Check if there is power on mainboard and headboard. 2. Check if printer driver is still available (my PC- administrator-device manager- USB controller) , if it show , “ ep missing” , it means mainboard USB program lost, need to import the USB program again. (please contact your supplier to provide the files), if show , “unknow device”, possibly mainboard broken, need to change new one.

Situation 2: Cap station has movement, but Car not go up. (for 6090/1015 machine)

Re: Check the Z motor wires connection (if any wires loosen).

Situation 3: Cap station has movement, but Car only go down . (for 6090/1015 machine)

Re: 1. Check the Z motor wires connection (if any wires loosen). 2. Check the software z motor direction. 3. Check the Z direction sensor.

Situation 4: Cap station has movement, Car go up, but car not go back to X original home and down

Re: 1. Check the x original position sensor works or not. 2. Check raster film if it is out or too low in the encoder. Or if raster is too dirty. 3. Power off and push car out from home to middle of table. And then restart printer power again

2. Ink can be out when Cleaning or pumping, but nozzle test no ink out. Or nozzle test result wrong.

Re: 1. Firstly Check the Printhead cable and Long Cable A, B, C connection (need to ensure all cables connection well and correction)

2. Check the headboard cooling board (yellow part) if it is hot or not when you do nozzle test. If it is hot, need to check the printhead connection , (or printhead broken), need to change cooling board or printhead or both. If not hot, maybe need to change new print head.

3. When cleaning, no ink out

Re: 1. Check if there is enough ink in ink tank. 2. Check the ink dumper and printhead and cap position , if there is any air leakage. (need to ensure printhead touch cap well)

4. Printer car stop during printing.

Re: 1. Check the raster film and encoder, (if raster film passed the encoder well)
2. Check the X motor gear ratio
3. Check the USB cable connection

5. Printed picture not dry at left or right side

Re: Check the UV lamp parameter setting in software

6. UV lamp not works when print.

Re: 1. Check the X direction print start position (add the X direction start position)
2. Check water pipe if anywhere blocked
3. Enter software setting, Check if UV lamp or wires or power broken (contact your supplier to get leaning how to do)

7. Y direction table or car not stop or crash when it moves to front (table) or back (car)

Re: Adjust the Y max. step in software

8. X direction not stop or crash when it go to left side

Re: Adjust the X max. movement length in software

9. Software cannot be online or stop

Re: 1. Restart printer and Run software from administrator.
2. Check the printer driver

10. Printed photo, color not correct

Re: 1. Check the RIP file if correct.
2. Check the nozzle test if all is ok
3. Check if the ink (nozzle) channel mixed in head. Change a new head if ink mixed.

11. Ink stop during printing

Re: 1. Check if the nozzle clogged
2. Check the ink damper if air leakage , change new damper
3. Check the ink quality. (must use correct ink type and model)
4. Check the working room temperature (18-30C is better)
5. Change a new head