



India's largest manufacturer of digital inkjet printers

# SONIQ<sup>HQ</sup> PLUS

USER MANUAL



## Foreword

This user manual is briefly describing the operational aspects of the **SoniQ HQ Plus** machine. In this document, the step-wise instructions for handling various aspects of the machine with visual screens are provided for easy and better understanding. It also describes the error messages encountered while working with the machine with appropriate remedial actions required to be taken by the user.

This manual serves as the reference tool which guides their customers how to use or operate the **SoniQ HQ Plus** machine without anyone else assistance. The information provided in this document ensures its uniqueness and language quality. For safe and proper use of the product, please read this manual carefully and follow all the instructions.

### Disclaimer

The information and instructions provided in this user manual have been checked for accuracy, uniqueness, and reliability. ColorJet group reserves all the rights to modify and revise this manual as per the company requirements without any prior notice.

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The reference table is shown in the below table:

Doc Type	Doc Code	Version	Machine Name	Date of Issue
User Manual		1	SoniQ HQ Plus	December 2021
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## 1. About Document

### Purpose

The purpose of this document is to guide and educate the targeted audience about the Printer and its Printer Manager software so that they can easily and effectively handle as well as use it as per their requirements. Additionally, this document also provides step-wise instructions for handling various aspects of the printer and its related software with the help of graphical screens for easy and better understanding. Moreover, the document also describes commonly encountered problems while working with the printer and Printer Manager software with appropriate remedial actions.

### Intended Audience

This document is meant for all the users who want to use the Printer for their printing business. Sometimes, the targeted audience has little knowledge about the printer but in most of the cases, targeted audience is much familiar with the terminologies of printer and printing business. Thus, this document is designed to facilitate both types of users.

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## 2. Machine Specifications

**Machine Specifications** are shown in the table below:

SoniQ HQ Plus (S4427)		
<b>Printing Technology</b>		Drop on demand, Piezo Electric Inkjet
<b>Print Heads</b>		Industrial Grade Jetting Assemblies
<b>Media</b>	<b>Width</b>	3300 mm (129 in)
	<b>Thickness</b>	Maximum 3.0mm (120 mil) with liner (Flexible)
	<b>Roll Outer Diameter</b>	Maximum 300 mm (12 in), 50.8 (2 in)
	<b>Roll Weight</b>	Maximum 90 kg
	<b>Core Diameter</b>	76.2 mm (3 in)
	<b>Type</b>	SAV, PAV Banner, Backlite Film, Window Film, Fabric (Solvent Base)
<b>Printing Width</b>		Maximum 3200 mm (126 in)
<b>Ink</b>	<b>Type</b>	Solvent/Mild Solvent inks
	<b>Colors</b>	4 Colors (CMYK)
<b>Printing Resolutions (DPI)</b>		Maximum 1440 dpi
<b>Media Heating</b>		Pre-heater and post-heater, setting range for the preset temperature: 30 to 60 Degree Celsius. Dryer setting range for the preset temperature: 30 to 60 Degree Celsius
<b>Connectivity</b>		High Speed USB
<b>Power Requirements</b>		AC 220 V $\pm$ 10%, 20Amps, 50/60 Hz
<b>Dimensions</b>		4525 x 885 x1500 mm (LxWxH)
<b>Weight (approx. with stand)</b>		642 kg
<b>Environmental</b>	<b>Power ON</b>	Temperature: 18 to 28 Degree Celsius Humidity: 20 to 80 % RH (Non-Condensing)
	<b>Power OFF</b>	Temperature: 5 to 40 Degree Celsius Humidity: 20 to 80 % RH (Non-Condensing)

### 3. Machine Overview

#### Front View

The **Front View** of the machine is shown below:

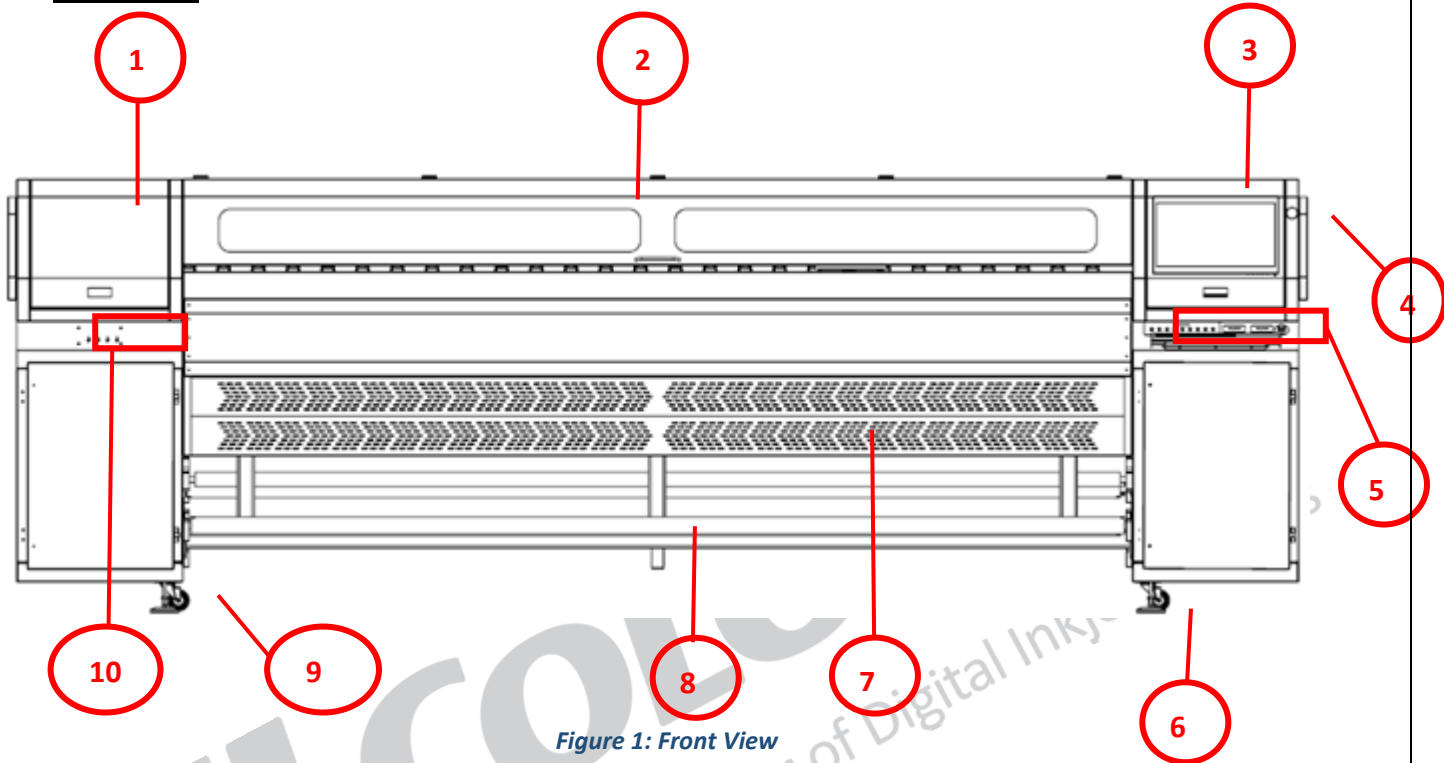


Figure 1: Front View

Table 1: Different Parts of SoniQ HQ Plus

1. Carriage Unit Location	2. Front Cover
3. Console (TFT Screen)	4. Emergency Switch
5. Control Panel Unit	6. Leveler
7. Dryer Fan Unit	8. Take-up Roller
9. Wheel	10. Ink Refilling Switch

## Back View

The **Back View** of the machine is shown as below:

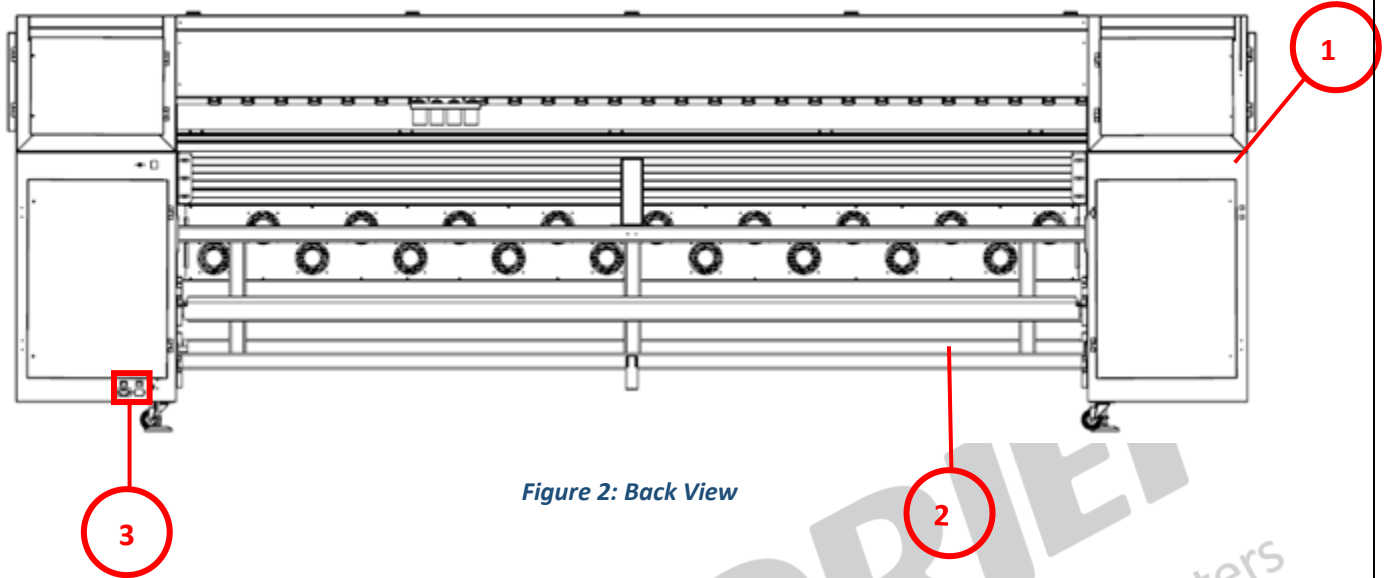


Figure 2: Back View

Table 2: Different Parts of the Machine

1. Media Lever	2. Supply Roller
3. Power Inlet (Machine and Heater Switches)	

## Control Panel Details

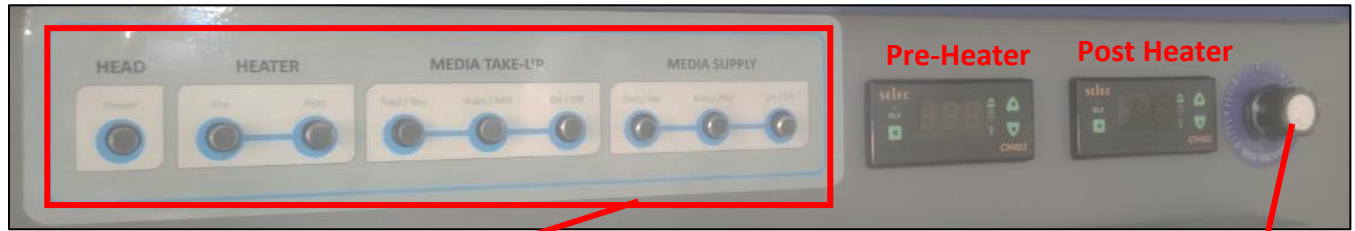
The **Control Panel Screen** is shown below:



Figure 3: Control Panel

The detailed view of controls is shown in the image below:





**HEAD, HEATER, MEDIA TAKE-UP and MEDIA SUPPLY Controls**

*Figure 4: SoniQ HQ Plus Controls*

**Bed Vacuum Regulator**

The description of different parts of the machine is given as below:

- **HEAD Power:** Turn ON/OFF the print head power.
- **HEATER:** Turn ON/OFF the pre and post heaters.
- **MEDIA TAKE-UP:** Enable to turn ON/OFF, control different modes; auto/manual, and change direction forward/reverse of the media take-up.
- **MEDIA SUPPLY:** Enable to turn ON/OFF, control different modes; auto/manual, and change direction forward/reverse of the media supply.

## 4. Getting Familiar with Printer Manager Interface

The **User Interface** of the Printer Manager software is shown as below:



Figure 5: User Interface of Printer Manager

The description of the Printer Manager window is given as below:

- **Main Menu:** Consist of several sub menu options viz. Settings, Tools, and provide variety of functions in well-organized manner. T
- **Quick Access Toolbar:** Display frequently performed actions like add job, delete job, print job, pause, or resume, abort job, check nozzle, auto clean, move left, move right, set print origin, move forward, move backward, move carriage to origin, and edit job are available as buttons on the Quick access toolbar.
- **Job Information:** Display the properties of the selected job like file name and path, Status, Print Size, Print Area, DPI, Pass, and more.
- **Job Preview:** Show the job preview as well as print progress in this area.
- **Job List:** Displays the thumbnail preview of added jobs.
- **Error message:** Displays the system generated error messages.

## 5. Main Menu Options

The **Main Menu** options are shown in the image below:

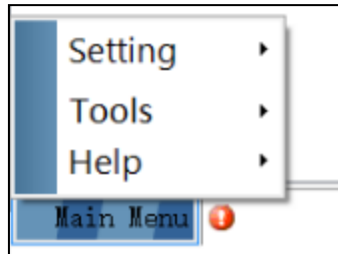


Figure 6: Main Menu Options

### Setting Menu

The **Setting** menu options are shown in the image below:

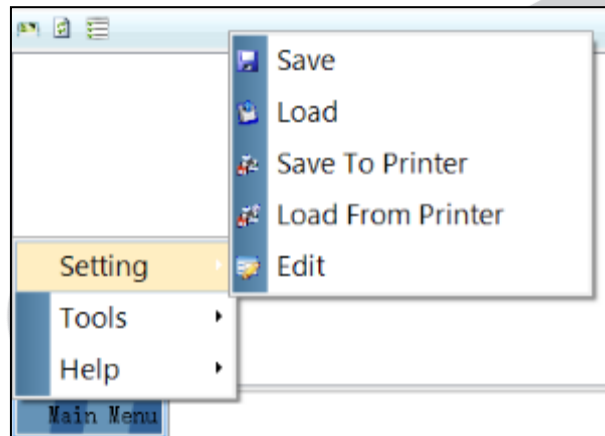
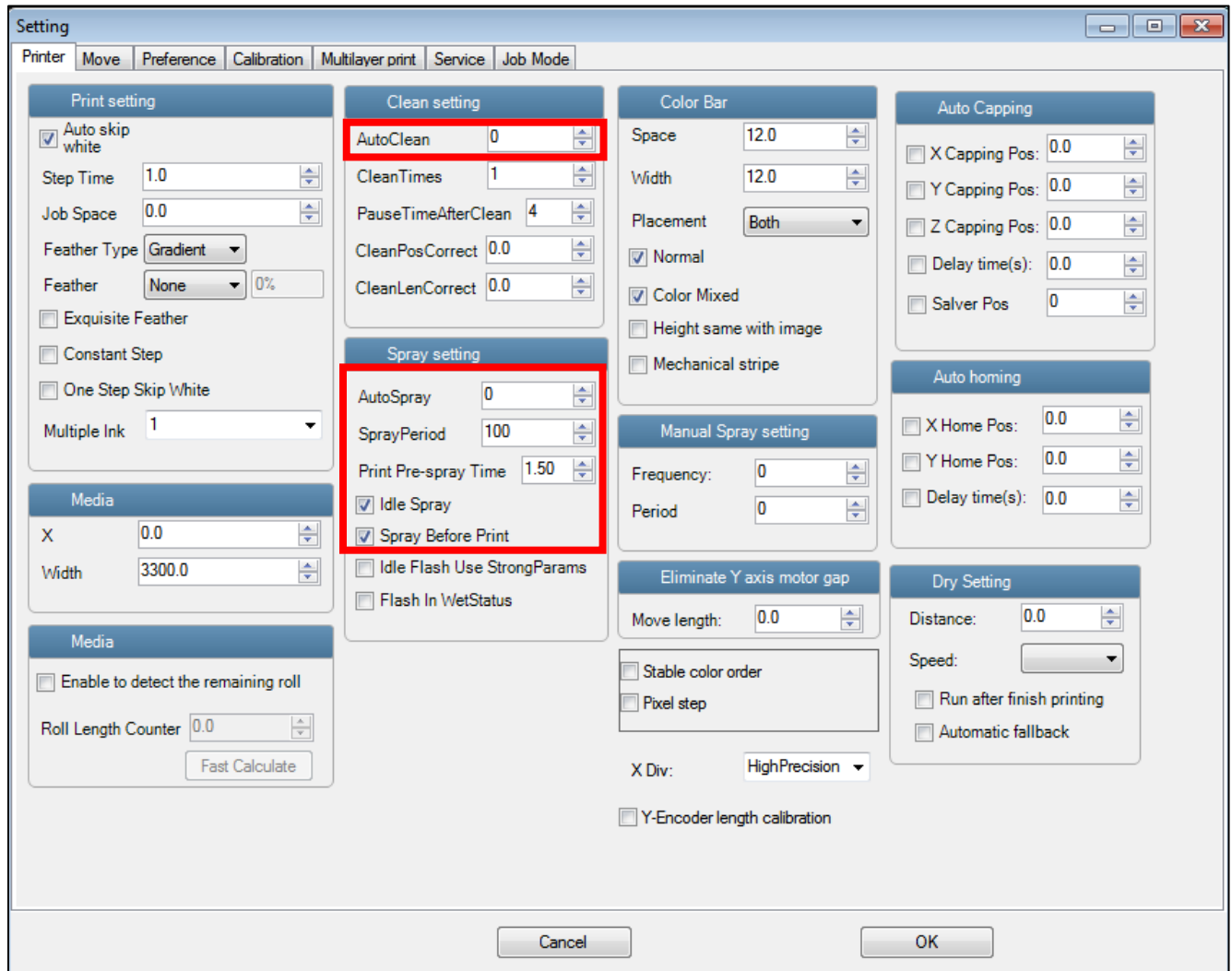


Figure 7: Setting Menu Options

- **Save:** Using this option, user can save the default settings of the machine. When save the settings, an xml file will be created for further references.
- **Load:** Using this option, load the previously saved machine's settings.
- **Save To Printer:** When user click on this option, all the current settings get saved in the Main Board of the machine.
- **Load From Printer:** On clicking this option, the printer settings get saved from Main Board to Printer Manager software.
- **Edit:** Using this option, edit the previously made settings of Printer. On clicking the Edit option, the Setting window with Printer, Move, Preference, and Calibration tabs appears on the screen.

The **Setting** window with the **Printer** tab is shown in the below image:



**Figure 8: Setting Window**

Describing the different sections of the Setting window, as given below:

- **Print setting**
  - **Auto skip white:** Enable to auto skip the white space in the image during printing.
  - **Step Time:** Set time interval of the feed motor during printing.
  - **Job Space:** Set space between multiple jobs.
  - **Feather:** Feather type should be “**Gradient**” only and intensity percentage of the feather should be 5-100 as per the media type.
  - **Multiple Ink:** Enable to select the color depth of an image according to the passes. The available options are Default, Double, and More.

- **Color Bar**
  - **Space:** Specify the distance of the color bar from the image.
  - **Width:** Set width of the color bar.
  - **Placement:** Enable or disable the color bar and its placement viz. left, right, or both.
  - **Height same with image:** If enabled, the height of the color bar is same as the image height.
- **Spray setting**
  - **Auto Spray:** Set the duration (number of passes) for auto spraying.
  - **Spray Period:** Define the duration for spraying (set as 100). If the duration increased, spray frequency gets decreased.
  - **Print Pre-spray Time:** This is the duration of spray before start of print. This option works when the **Spray Before Print** option is enabled.
  - **Idle Spray:** Spray during carriage at home position. This option must be enabled.
  - **Spray Before Print:** This option enables spray before start of print.

The **Move** tab is shown in the image below:

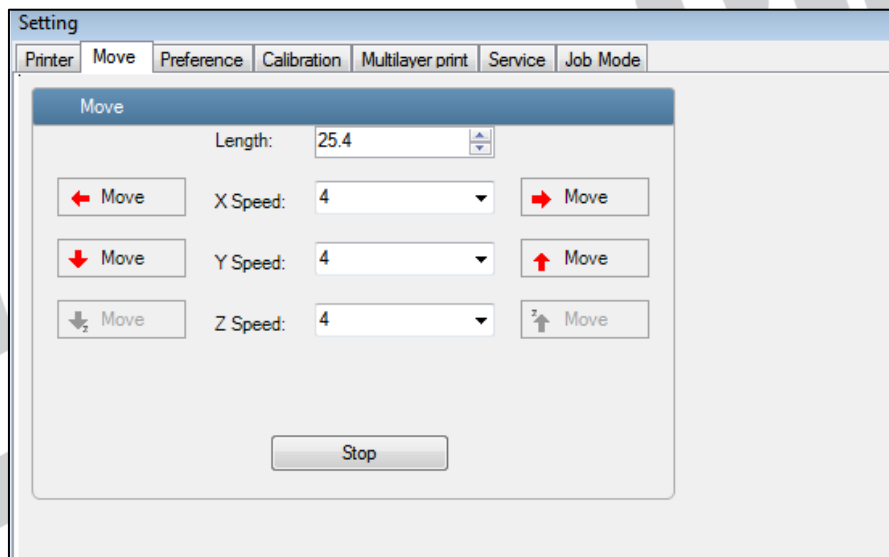


Figure 9: Move Tab

**Note:** X and Y manual moving speed can be selected using the Move tab.

The **Preference** tab is shown below:

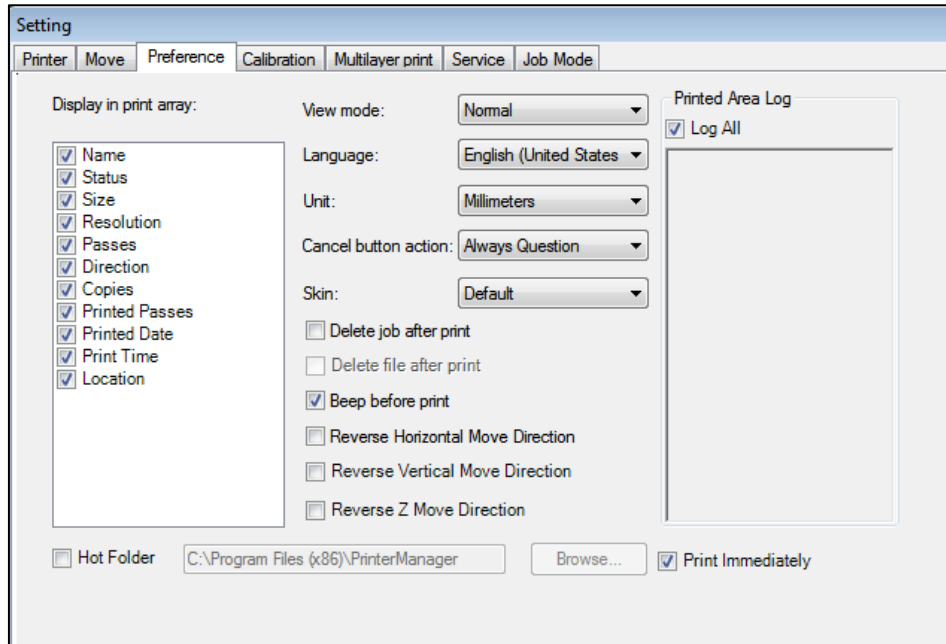


Figure 10: Preference Tab

Description of different options available under the Preference tab:

- **View Mode:** Enable to set the Printer Manager screen view.
- **Language:** Enable to change the language of the Printer Manager.
- **Unit:** Enable to set the measuring unit like Millimeter.

The **Calibration** tab is shown in the image below:

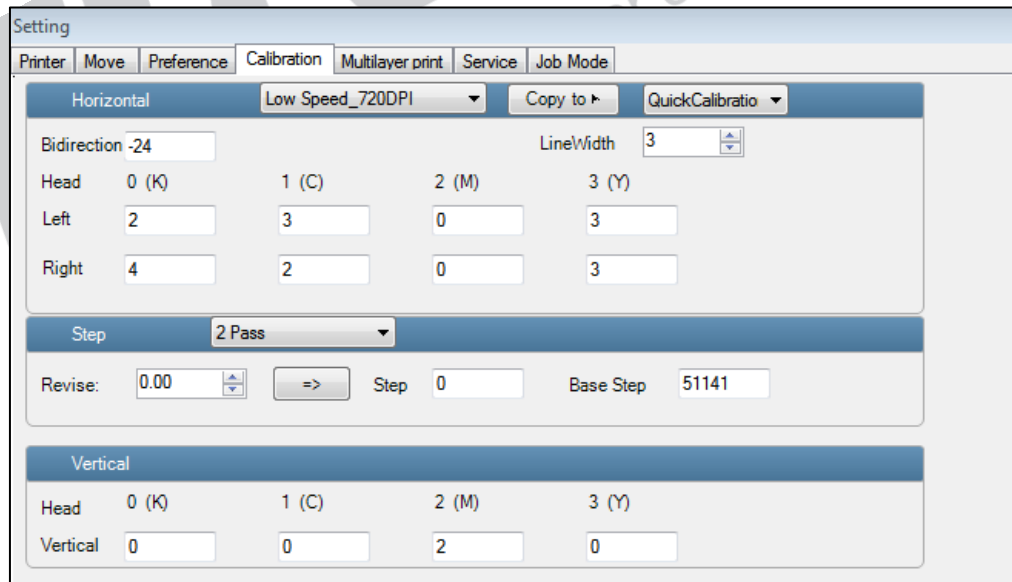
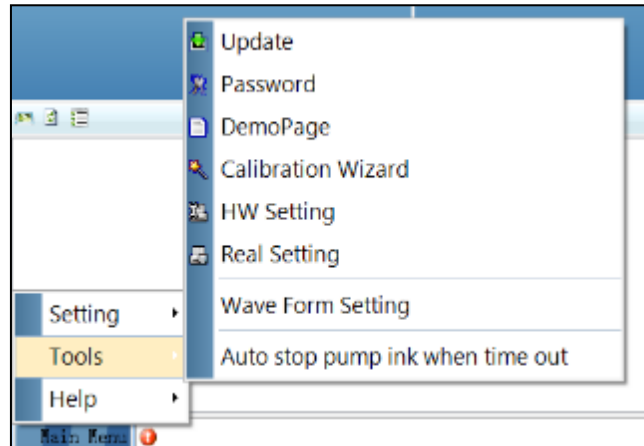


Figure 11: Calibration Wizard

## Tools Menu

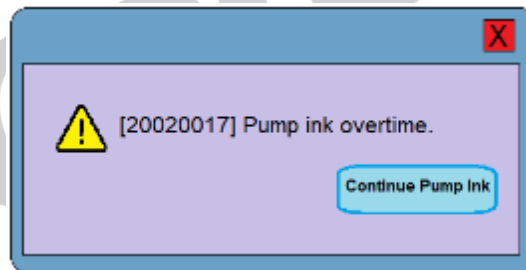
The **Tools** menu options are shown below:



*Figure 12: Tools Menu Option*

Describing the different options of the Tool Menu:

- **Password:** This option enables to feed the time and language passwords of the printer.
- **Calibration Wizard:** Using this option, user can perform different types of calibration viz. Angle Check, Vertical Check, Nozzle Check, and more. For more details, please read the “**Calibration Wizard**” section carefully.
- **Auto stop pump ink when time out:** Stop the pump automatically when time out occurs with a pop-up message, as shown below:



*Figure 13: Pop Up Message of Pump Ink*

## Help Menu

The **Help** menu option is shown in the image below:



*Figure 14: Help Menu Option*

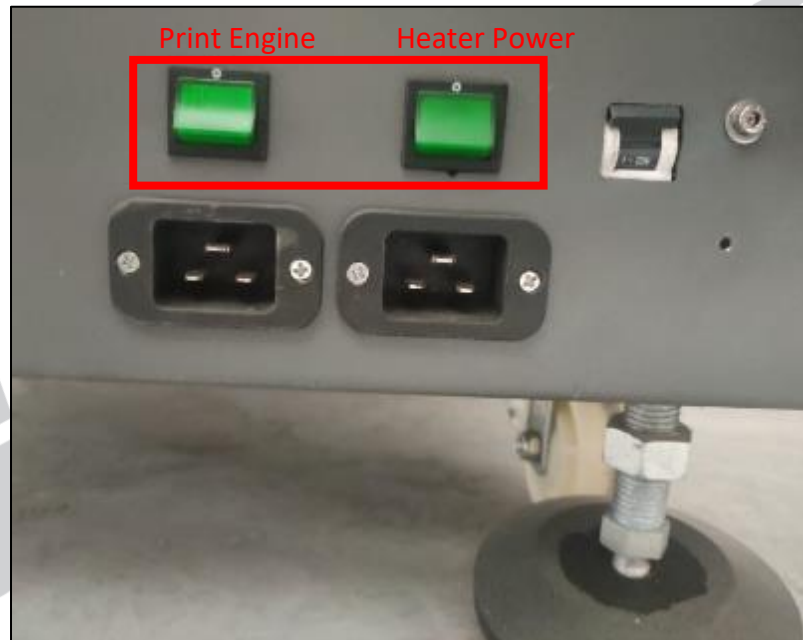
- **About:** Enable to view the details about Printer Manager software viz. software version and copyrights.

## 6. Getting Ready for Printing

### Switch ON Procedure

Follow these steps to switch ON the printer:

- Step 1** Check the Waste Bottle.
- Step 2** Check the Ink Level.
- Step 3** Release the Emergency button, if pressed.
- Step 4** Maintain the room temperature.
- Step 5** Move the carriage manually away from the Home position.
- Step 6** Switch ON the printer from the main power or board.
- Step 7** Switch ON the print engine and heater power buttons, as shown below:



*Figure 15: Switch ON the Print Engine and Heater Power*

- Step 8** Load the media (refer to the Media Loading section).
- Step 9** Turn on the computer system and open the printer manager software.
- Step 10** Perform purging.
- Step 11** Check the print head nozzles status by issuing the Nozzle Test command. If nozzle test result is not OK or nozzles are blocked, clean the Print Head by performing the steps given in the **Head Cleaning** section.
- Step 12** Rip the image file using the Ripping software provided with the machine.
- Step 13** Set the print origin to specify the printing starting position.

Now, the printer is ready for printing.



## Loading Media

Follow these steps to load the media:

**Step 1** Lift the Media Lever, as shown below:



Figure 16: Media Lever

**Step 2** Unwind the media roll to reach near the platen and hold it.

**Step 3** Insert the taken-out media between the platform and the pinch roller.

**Step 4** Pull the media out in front of the machine.

**Step 5** Holding the media firmly and push down the Media Lever.

**Step 6** Turn on the Supply Auto/Supply switch in auto mode and carefully observe the direction of media either reverse or forward.

**Step 7** Install the media clamps from both ends, as shown below:

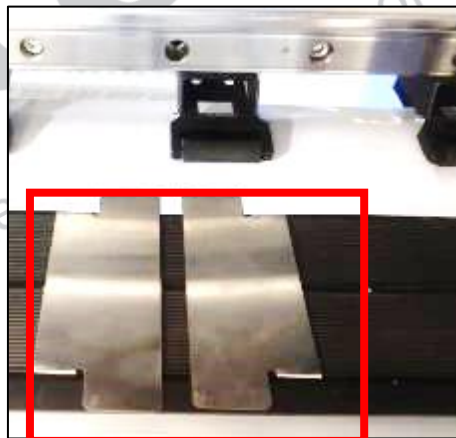


Figure 17: Media Clamp

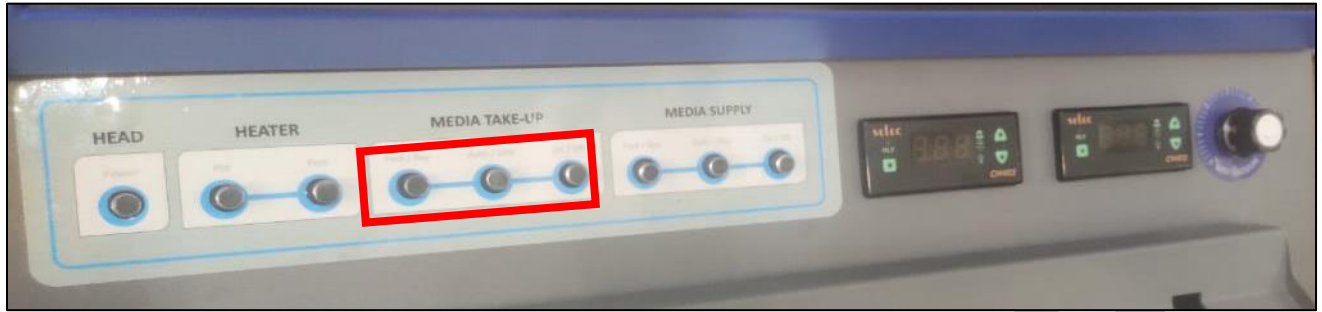
**Note:** Please take care about the following points while handling the media:

- Media should be even
- Media roll sides (edges) should be straight or even.
- Media clamp should be properly and evenly placed on the media edges. In case, media clamps are damaged or bent then replace it immediately.
- Carefully monitor media shifting (may cause wrinkles) and head nozzles get damaged.

**Step 8** Pull the enough media so that it reaches to the Take Up roller (Optional) or let the media down by issuing the Print command).

**Step 9** Paste the front edge of the media on the core.

**Step 10** Turn on the Take Up System and observe the media direction (either reverse or forward), as shown below:



**Figure 18: Take-Up System**

**Step 11** Move the media forward so that it rolls easily over the Core.

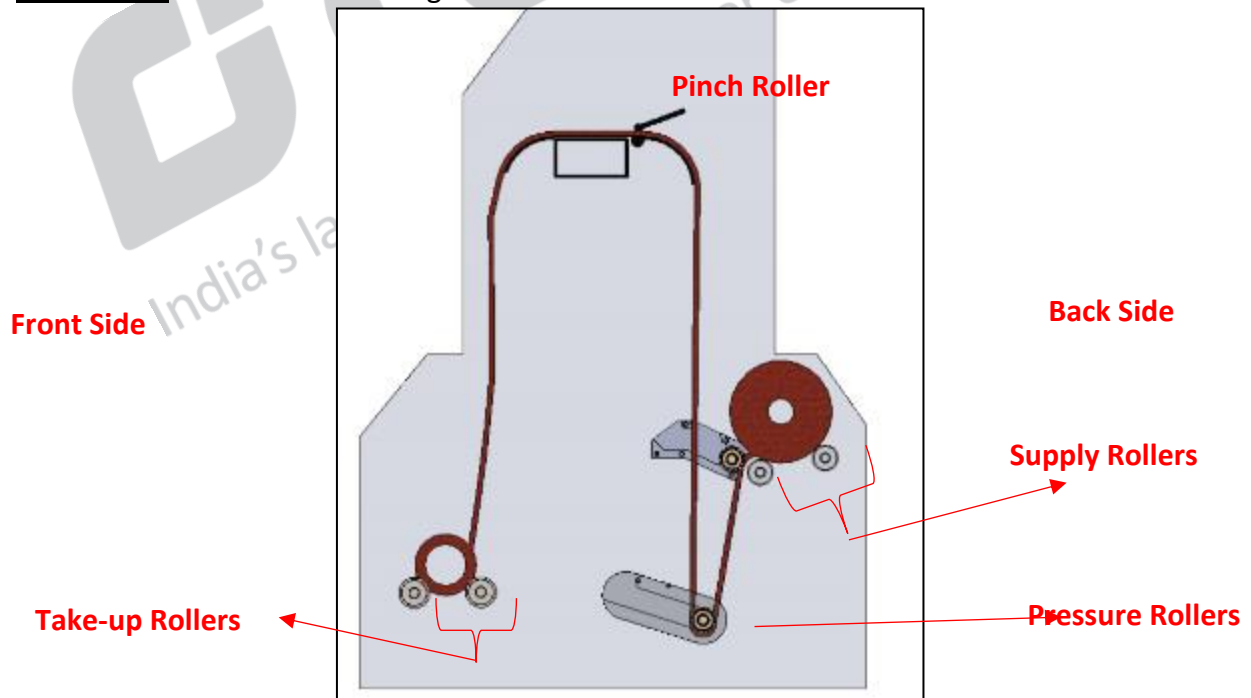
**Step 12** Adjust the bed vacuum to firmly hold the media as per the media type, using the **Bed Vacuum** regulator.

Now, the media gets loaded.

**Note:** Before issuing the Print command, verify the following things:

- Check the Waste Bottle and empty it, if required.
- Check the ink level in main tanks and refill it, if required.

The **Media Path** is shown in the image below:



**Figure 19: Media Path**

## Ink Refilling

Please use the recommended ink in the printer for high printing quality as well as long life of print and print heads. To refill ink, open the left door of the printer and replace ink bottles, if empty. Ink gets filled in the Sub tanks shown below:

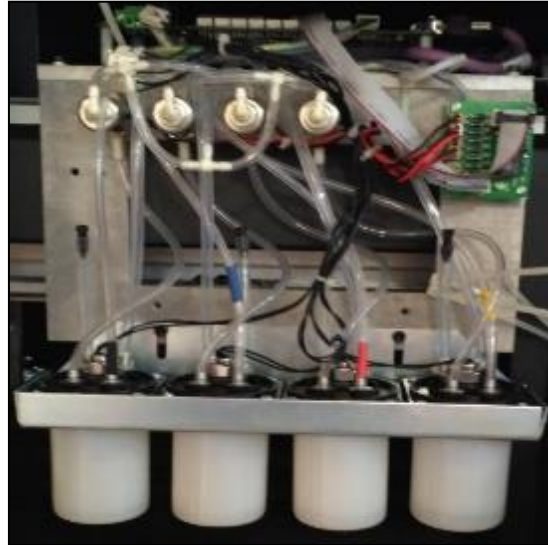


Figure 20: Ink Sub Tank

## Feeding Password

The Password option enables operator to feed or update password of the printer. On clicking **Password** option under the **Tools** menu, the **Password** window appears with two options viz. Time Password and Language Password.

Follow these steps to change the passwords of the printer:

**Step 1** Click on the **Main Menu**→**Tools**→**Password** path, as shown below:

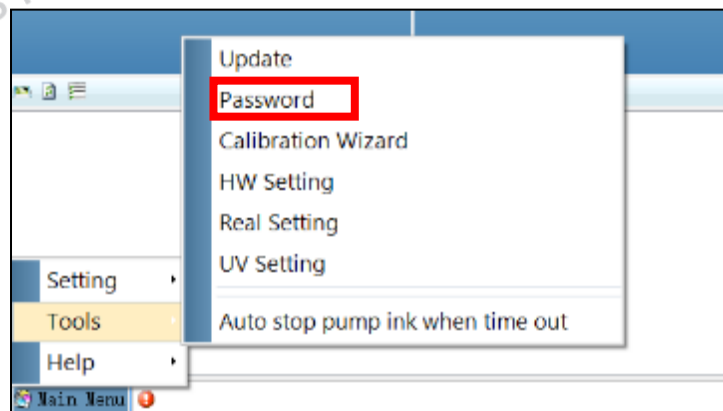
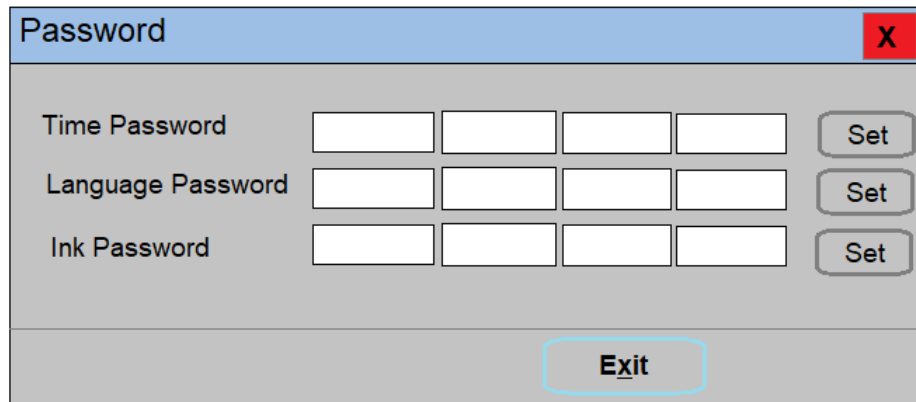


Figure 21: Password Option

The **Password** window appears on the screen as shown below:



The Password window is a dialog box with a title bar that says "Password" and a red close button (X). It contains three rows of input fields, each with four boxes and a "Set" button to its right:

- Time Password
- Language Password
- Ink Password

At the bottom center, there is an "Exit" button.

Figure 22: Password Window

**Step 2** Feed Password in the **Time Password** field (Refer to Fig 22).

**Note:** The length of the password field must be of 16 digits.

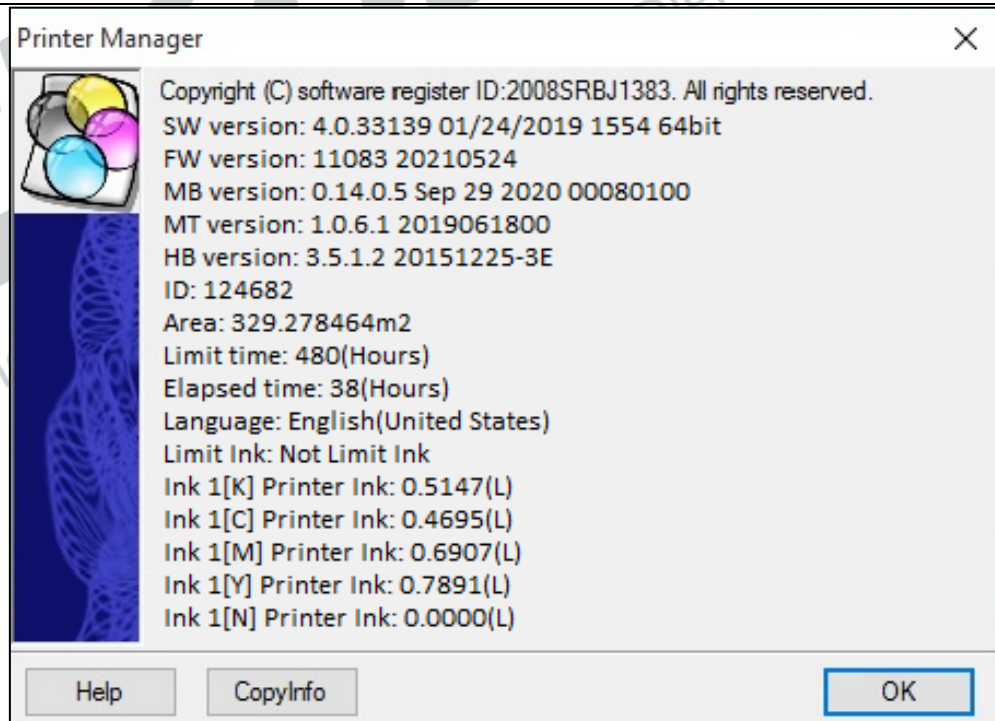
**Step 3** After feeding the passwords, *click* on the **Set** button (Refer to Fig 22).

**Step 4** *Click* on the **Exit** button to close the **Password** window (Refer to Fig 22).

**Step 5** Restart the printer.

**Note:** When "**First Warning**" appears, kindly contact Head Office with the following screen:

- Password Screen (Refer to Fig 21)
- About Screen



The Printer Manager window displays the following information:

- Copyright (C) software register ID:2008SRBJ1383. All rights reserved.
- SW version: 4.0.33139 01/24/2019 1554 64bit
- FW version: 11083 20210524
- MB version: 0.14.0.5 Sep 29 2020 00080100
- MT version: 1.0.6.1 2019061800
- HB version: 3.5.1.2 20151225-3E
- ID: 124682
- Area: 329.278464m2
- Limit time: 480(Hours)
- Elapsed time: 38(Hours)
- Language: English(United States)
- Limit Ink: Not Limit Ink
- Ink 1[K] Printer Ink: 0.5147(L)
- Ink 1[C] Printer Ink: 0.4695(L)
- Ink 1[M] Printer Ink: 0.6907(L)
- Ink 1[Y] Printer Ink: 0.7891(L)
- Ink 1[N] Printer Ink: 0.0000(L)

At the bottom, there are three buttons: "Help", "CopyInfo", and "OK".

Figure 23: About Us Screen

## 7. Printing

### Nozzle Testing

Before starting with calibration tests, the Print Heads should be checked for blockage. Each Print Head has multiple tiny nozzles through which ink drops emerge and get deposited onto the print medium. Any nozzle blockage can compromise the print quality by forming discolored horizontal streaks or bands.

The good and bad nozzle test results are shown in the image below:

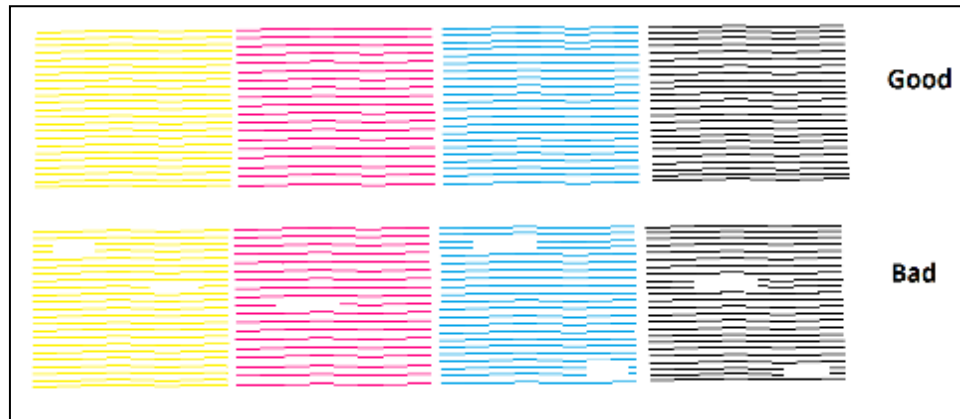


Figure 24: Good and Bad Nozzle Test Result

To check the nozzle, click on the **Check Nozzle** icon available on the **Quick Access Toolbar**, as shown below:



Figure 25: Check Nozzle Icon

In case of blockages, refer to the **Head Cleaning** section to perform head cleaning before proceeding to other calibration steps.

### Print Head Calibration

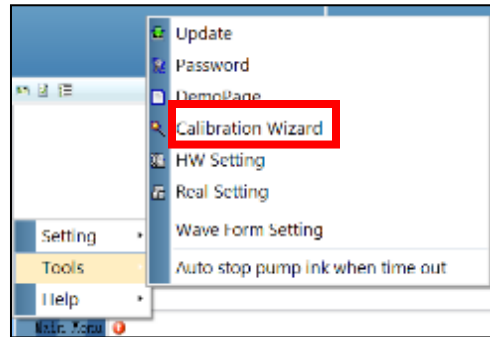
The Print Head calibration is categorized into the following types:

- **Mechanical Check:** Includes Vertical Check and Angle Check
- **Software Calibration:** Includes Bi-direction, Horizontal Calibration and Step Calibration

**Note:** Mechanical checks are only performed by the Service Engineer.

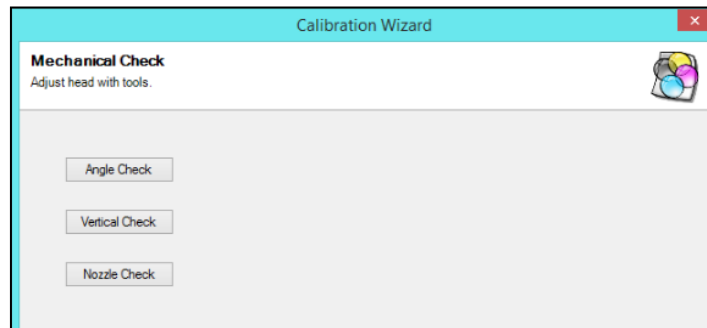
### Calibration Wizard

Print Heads should be calibrated to ensure good printing quality. To open the Calibration Wizard, click on the **Main Menu→Tools→Calibration Wizard** path, as shown below:



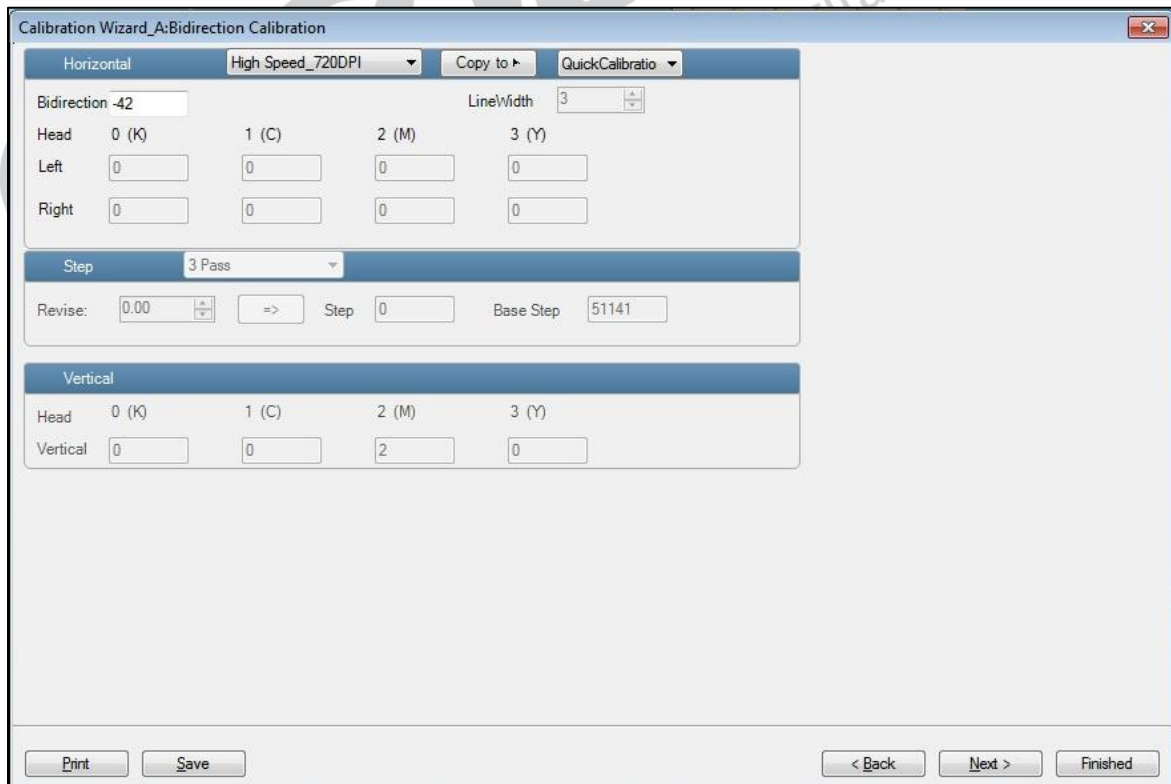
**Figure 26: Calibration Wizard Option**

This should bring up the calibration wizard which is shown below:



**Figure 27: Calibration Wizard**

Click on the **Next** button to redirect to the software calibration screen, as shown in the below images:



**Figure 28: Printer Calibration Options**

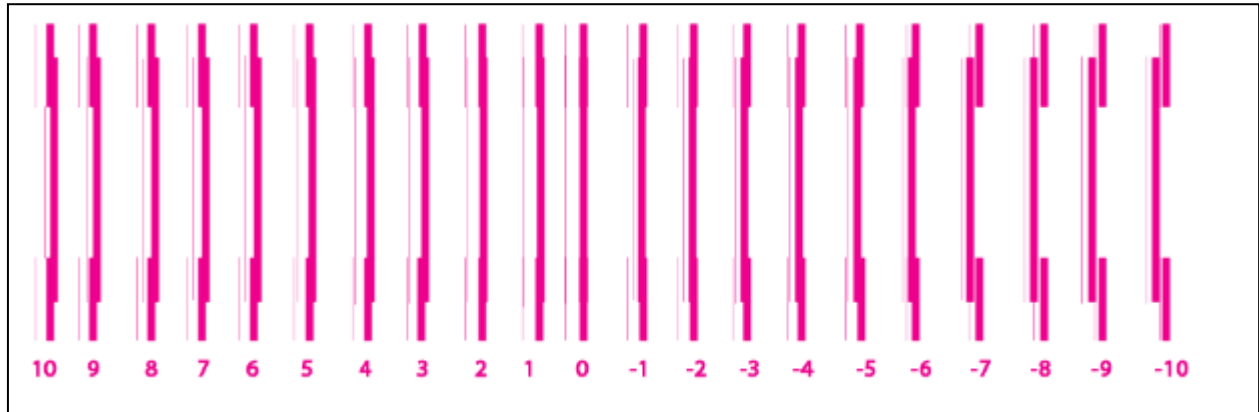


**Note:** Calibration must be performed for every pass and speed for higher accuracy and quality.

## Bi-direction Calibration

Bi-directional calibration is performed to achieve dot placement accuracy between the “Left to Right” and “Right to Left” print sweeps. If the bi-direction offset value is correct, the Left to Right test print would align accurately with the Right to Left test print at “0” position. In case of error in the Bi-Direction offset, the Left to Right and Right to Left print would align at some other point on the scale.

The **Bi-direction Calibration Result** is shown in the image below:



**Figure 29: Bi-Direction Calibration Output**

Based on the above figure, it can be noticed that the Bi-direction calibration is good at “0” position. The correction value “0” means no need to correct the bi-direction value. Sometimes, the correction value can either positive or negative. If the correction value is positive, add it in the current bi-direction adjust value or subtract the same if negative.

## Horizontal Calibration

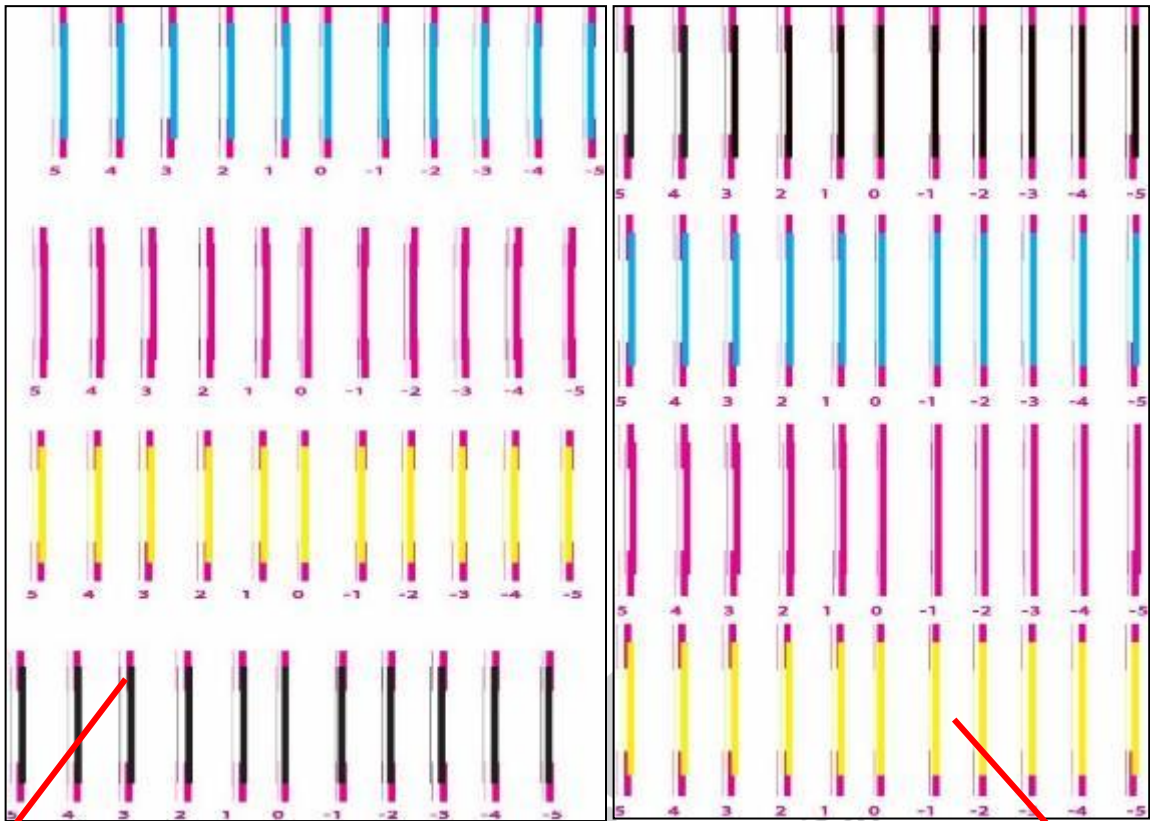
Horizontal Calibration checks left and right alignment and corrects it by adding or subtracting the correction value from the default set value. It must be performed for each print mode, whichever is required.

### Left to Right and Right to Left Calibrations

Left to Right Calibration is performed to achieve dot placement accuracy of all colors (Black, Cyan, and Yellow) with respect to Magenta during the carriage’s left to right print sweep. Similarly, Right to Left calibration is used to achieve dot placement accuracy during the carriage’s right to left sweep.

When the position of the test head is correct, it would align perfectly with the reference color at “0” position, indicating that the error position is “0”. If the test Print Head’s position saved in the system is inaccurate then it would not align at “0” position, but at some other point on the calibration scale. The position at which the test head aligns perfectly with the reference head, indicates the error in position.

The **Left Calibration** and **Right Calibration** Results are shown in the image below:



**Left Check**

Figure 30: Horizontal Right Check

**Right Check**

## Step Calibration

The printer step calibration is performed to verify and correct media feeding. The printer prints a complete image pass by pass. A pass is the horizontal carriage sweep perpendicular to the media movement. After each pass the printer moves the media forward for the next pass. This movement of media is called a step. The distance by which the media is moved is called the step size and it must be accurate. Step size errors cause horizontal white or dark bands to appear in the print output.

Step size needs to be adjusted for multiple factors like thickness and roughness of the print media etc. Step calibration should be used to fine adjust the step size and must be done for each desired pass. On the fly, Step value can be adjusted using the Steps field, as shown below:

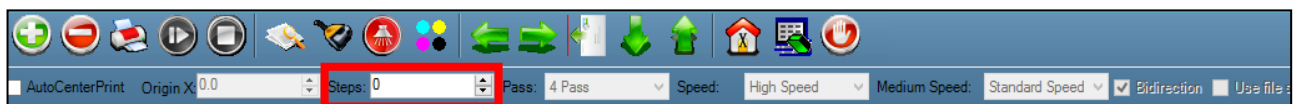
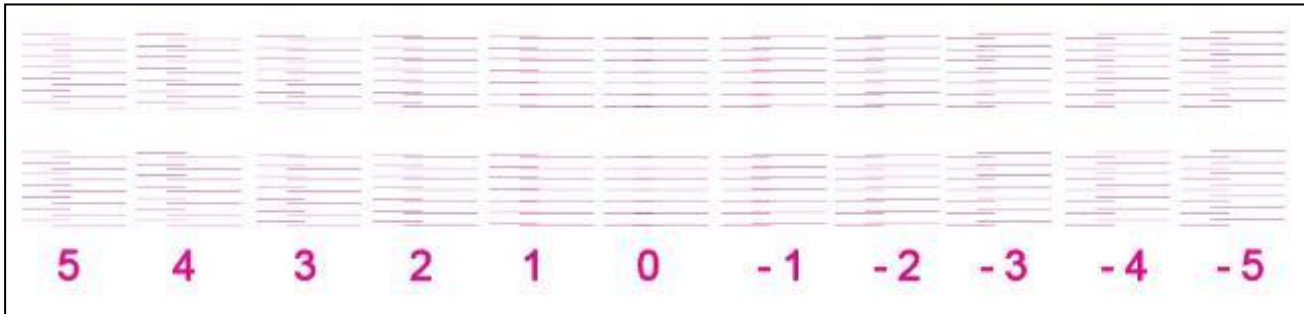


Figure 31: Step Field



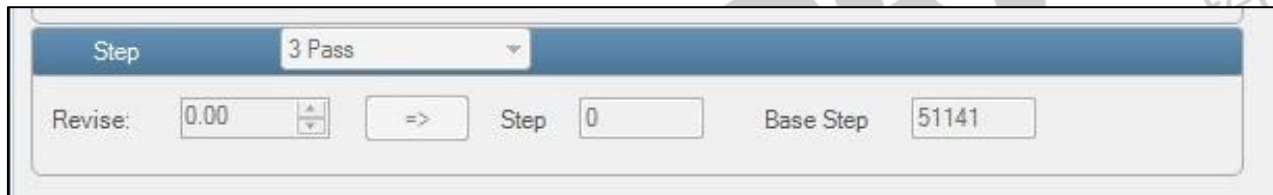
The **Step Calibration Result** image is shown as below:



*Figure 32: Output of the Step Calibration*

From the above figure, user get the accurate step adjust correction value. The correction value is either positive or negative. If the value is positive, add it in the current step adjust value for the Print Head calibration. On the other hand, if the value is negative, subtract the value from the current step adjust value. From the above, it can be concluded that the pattern is corrected at “0” position.

The **Step Calibration** and its parameters are shown in the image below:



*Figure 33: Step Calibration Parameters*

**Note:** Base Step value should be **51141**.

Follow these steps to perform step calibration:

- Step 1** Select the desired pass from the list and click on the **Print** button (Refer to Fig 33).
- Step 2** Feed the correction value in the **Revise** field (the correction value up to two decimal places) (Refer to Fig 33).
- Step 3** Click the => icon (Refer to Fig 31) on the Step Calibration window. The correction value result will be reflected in the **Step** field (Refer to Fig 31). The same step value will also be displayed in the **Steps** field on the **Quick Access Toolbar**.

## Setting Print Origin

Print origin sets the print starting point with right most print head position as the reference point. It can be set by two ways; moving and positioning the carriage and typing the offset value directly in the given field.

Follow these steps to change the print origin:

**Step 1** Move the carriage at the position from where you want to start the printing by *clicking* on the left and right buttons on the **Quick Access Toolbar**, as shown below:



Figure 34: Adjusting the Carriage Position

**Step 2** After positioning the carriage, *click* on the **Set print origin** icon on the **Quick Access Toolbar**, as shown below:



Figure 35: Set Print Origin Option

On clicking the **Set print origin** icon, the current position of the carriage gets updated in the **Origin X** text box, as shown below:

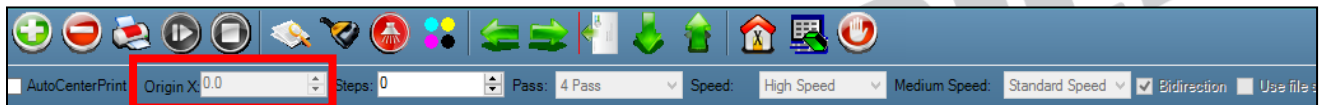


Figure 36: Origin Value

Now, the printing origin gets set. Additionally, user can also enter the print origin value manually in the Origin X field under the Print Parameter section.

## Setting Print Parameters

Using the Printer Manager, user can manually change print preferences as per the printing requirements such as print origin, printing speed, no of steps, and more as shown below:

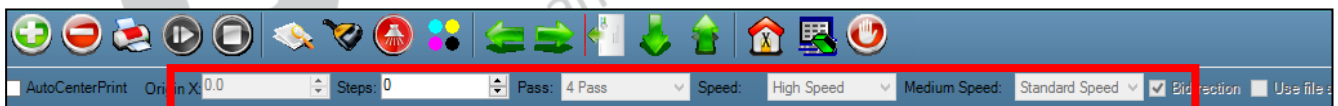


Figure 37: Setting Printing Parameters

The description of printing parameters is given as follows:

- **Origin X:** Directly enter the print origin value.
- **Steps:** Remove step size errors in the current print job by specifying number of steps.
- **Pass:** Choose the number of passes with which the print job should be printed. Passes selected should be compatible with the Y DPI of the image selected. Increasing the number of passes improves the print quality but at the cost of printing time.
- **Speed:** Choose the printing speed like High Speed, Medium, and Low.
- **Medium Speed:** Set the Y printing speed viz. Standard Speed and Low.

## Adding Jobs

There are two ways to add jobs in the Job List area viz. the Add Job button and right click on the Job List area.

Follow these steps to add jobs in the Job List area:

**Step 1** Click on the **Add Job** button on the **Quick Access Toolbar**, as shown below:

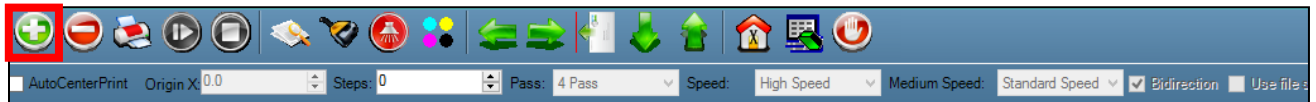


Figure 38: Add Job Button

The **Open** window appears on the screen.

**Step 2** Navigate to the location where the image file with extension “.prt” and “.prn” is stored (Refer to Fig 39).

**Step 3** Click on the **Open** button to add the file into the **Job List** area, as shown below:

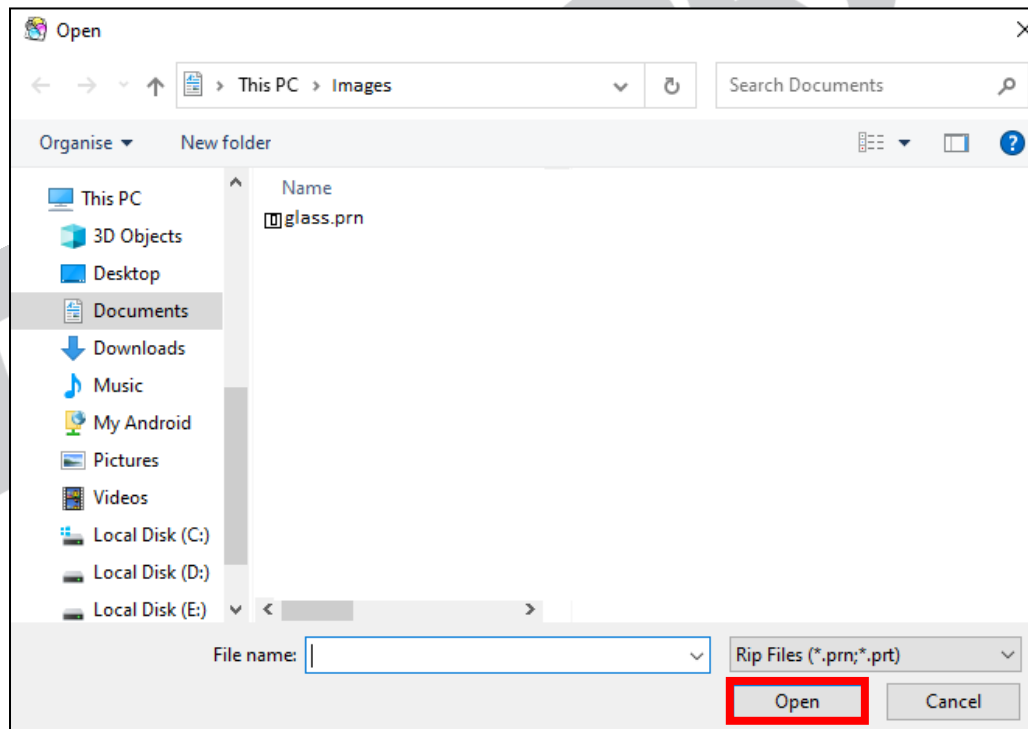
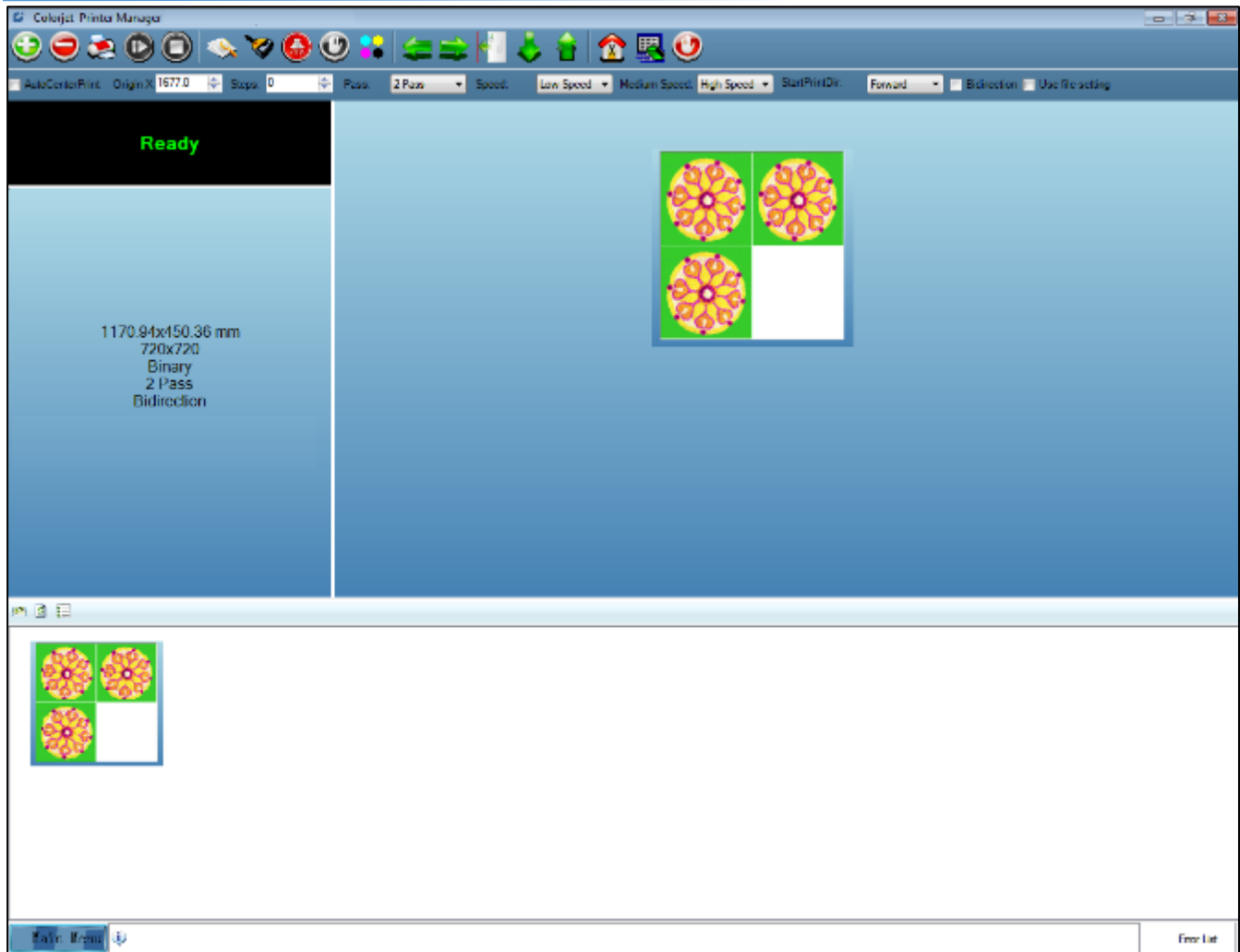


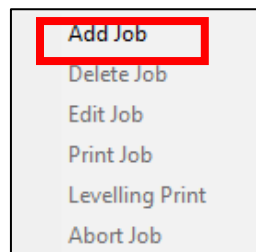
Figure 39: Adding the Job

Now, the selected image appears in the Job List area, as shown below:



**Figure 40: Added Job and Their Details**

Once a file has been added its information such as file path, size, resolution, and number of passes can be viewed in the Job Information area. User can also add a job simply by right clicking on the Job List area and selecting the **Add Job** option from the context menu, as shown below:



**Figure 41: Context Menu**

On selecting the **Add Job** option, the **Open** window appears and follow the above-mentioned steps to add more jobs.

**Note:** To delete the selected job, click on the **Delete job** icon on the **Quick Access Toolbar**.

## Editing Job

Follow these steps to edit the selected job:

**Step 1** Select the job for which details of which is to be edited from the **Job List** area and right click.

**Step 2** Select on the **Edit** option from the context menu, as shown below:

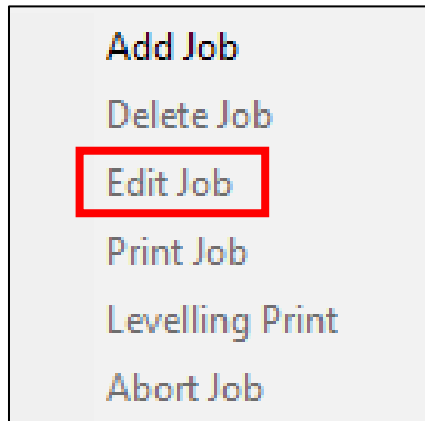


Figure 42: Edit Job Option

**Step 3** Select the desired checkbox in front of the Clip, Reverse Print, and Tile options. Clicking on any option will enable its related parameters on the right pane and edit them as per the requirements. In our case, we have selected the **Clip** checkbox

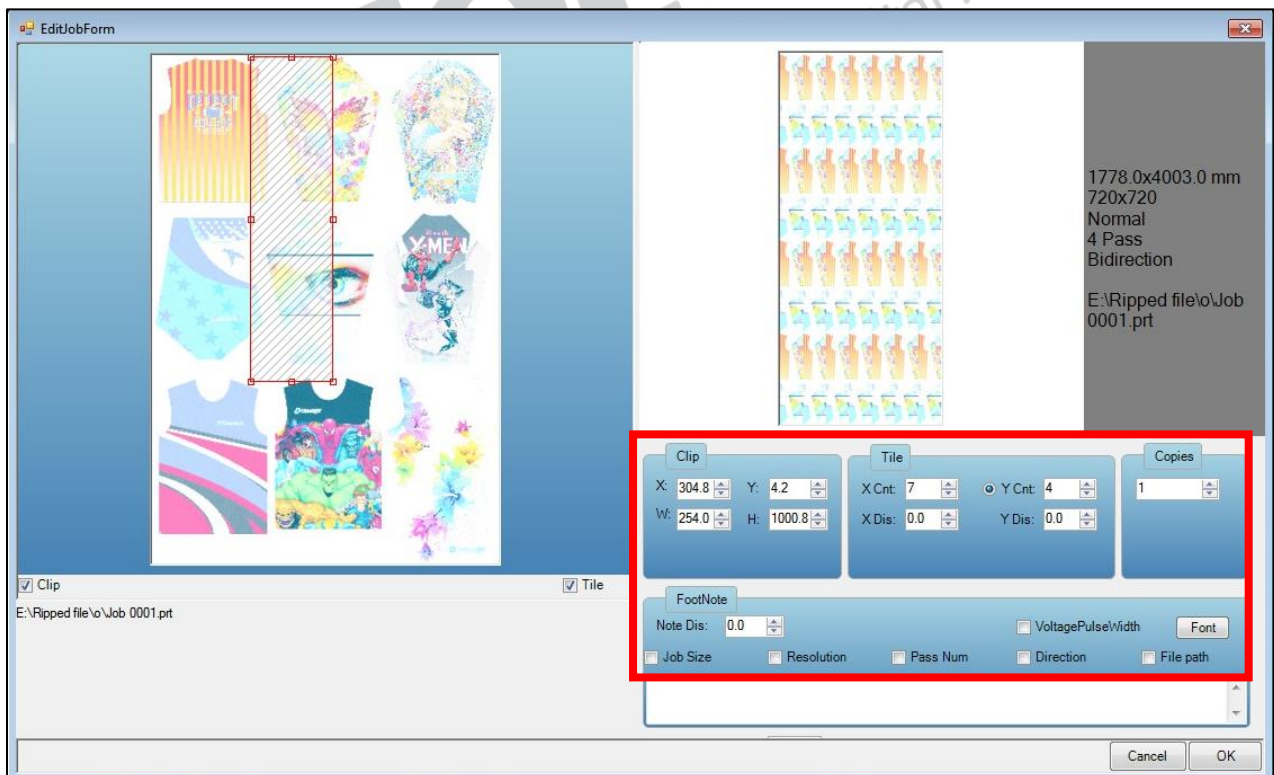


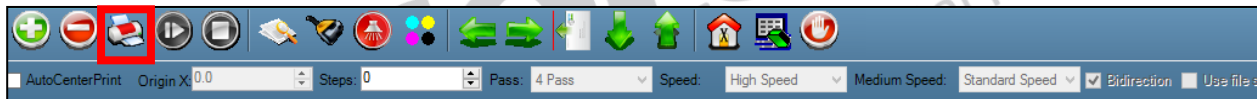
Figure 43: Edit Job Form Window

- **Clip:** By enabling this, a portion of the image can be selected by dragging the image preview. And its height and width can be adjusted. Also, the crop margins can be adjusted in x and y direction.
- **Tile:** By enabling this, desired number of counts in x and y directions can be printed. Also, the distance between each count can be adjusted.
- **Copies:** Feeding any number of copies will repeat the prints in Y direction. Careful, the Print will stop and restart after each copy.
- **Foot note:** You can add footnote printing with each printed image. Parameters required can be selected.

**Step 4** After making the desired changes, *click* on the **OK** button to apply the settings (Refer to Fig 41).

### Ripping and Printing

Ripping is an independent process which converts a raw image file into the machine-readable format and get the file ready for printing. The Rip software supports the pdf, tiff, jpeg, eps, psd, bmp file formats. After ripping the image file, the output file will be in **“.prt”** or **“.prn”** file format. Thus, first rip the image file before printing and then issue the Print command. While ripping, the color profiles are used to automatically perform the color corrections in the image. Now, print an image on the selected media simply by clicking on the **Print Job** button available on the **Quick Access Toolbar**, as shown below:



*Figure 44: Print Job Command*

After issuing the Print command, the printing gets started and its progress details displays in the Job Information area, as shown below:



*Figure 45: Printing Details*

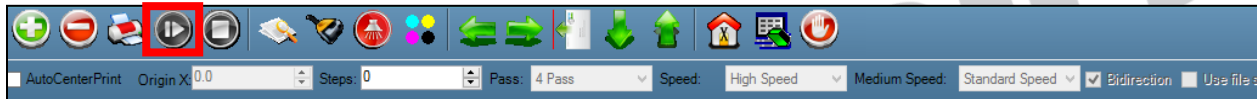
## DPI and Print Mode

*Table 3: Displaying the DPI and Print Mode*

Print Mode	DPI	Passes
Mode 1	720 x 720	2
Mode 2	720 x 1080	3
Mode 3	720 x 1440	4
Mode 4	720 x 1080	6
Mode 5	720 x 1440	8

## Pausing and Canceling Printing

If any defect is found during the printing process, immediately pause or cancel the current printing job using the Pause or resume and Abort Job buttons available on the **Quick Access Toolbar** as shown below:



*Figure 46: Pause or resume Command*

Similarly, abort the process by right clicking on the selected Job in the Job List area and select the **Abort Job** option from the context menu.

**Note:** Keyboard shortcut for pausing and resuming is **Ctrl+TAB**.



## 8. Head Cleaning

Print Head is a delicate part which needs to be cleaned as per the recommended methods to have long life and to ensure consistent print quality. Below sections give recommended steps to clean the Print Heads.

### Head Wiping

In Head Wiping, extra ink below the heads is to be wiped using the head wiper, as shown below:



Figure 47: Head Wiper

**Note:** For head wiping, please use only the head wiper handle provided with the machine.

Please strictly follow the below mentioned instructions:

- While using the head handle wiper, user needs to bend down to position it properly.
- Do not move the wiper on the sides of nozzle plate, it may attract the dried ink residues along with dust.
- Do not pull out the wiper blade out of head plate area, it may sprinkle inks over your body/clothes.
- Keep the wiper on clean surface (over a flex or cloth piece spread).
- Do not use cotton cloth or tissue to wipe the print head.
- Do not apply force while wiping the residue inks from heads after purging.
- Do not use expiry ink and store the ink at favorable environment.
- Clean the head wiper every time after the head wiping process.
- Purging should be performed not more than 2 to 3 seconds.
- Avoid head damage due to media and Print Head confliction.
- Print head nozzles should be kept clean, dust free, and prevent from oxidation.



Due to incorrect wiping, the nozzle film gets damaged as shown below:

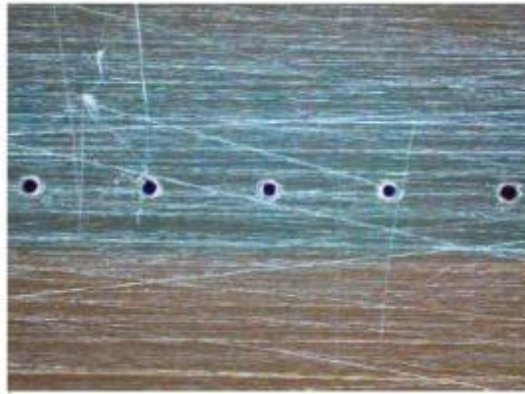


Figure 48: Damaged Nozzle Film

## Head Purging

Head purging refers to the method in which heads are cleaned by forcing pressurized ink through the nozzles. If printer is in idle for more than 10 mins, please perform the purging process. In the printer, the **Head Purging** button for each color is available on the carriage, as shown in the below figure:



Figure 49: Head Purging Buttons

**Note:** If nozzles are found blocked even after normal purging, then try the powerful purging ("P" switch in purging board must be kept pressed for few seconds and then required color switch has to be pressed).

## Head Spraying

Head spraying clears the mixing of colors during wiping, may also clear few dry nozzles. When heads are sprayed, all the nozzles are actuated at a high rate which helps in opening few dry nozzles of the printer. To perform head spraying, *click* on the **Spray** button available under the **Quick Access Toolbar**, as shown below:

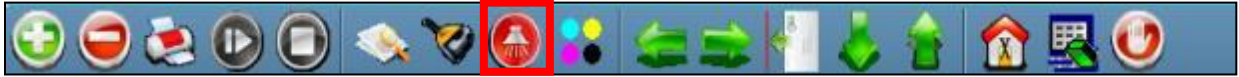


Figure 50: Spray Button

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## 9. Shutdown & Capping the Print Head

Capping refers to the process of protecting the Print Head to become dry.

Perform the following steps to cap the Print Head:

- Step 1** Move the Carriage manually toward the home position.
- Step 2** Clean the Print Head using different head cleaning methods viz. head wiping, head purging, and more.
- Step 3** Switch OFF the printer from the main power button.
- Step 4** Wet the tissue with the head cleaning solvent.
- Step 5** Put the wet tissue on the Night Plate. The Night Plate has four magnetic points on the corners of it. The **Night Plate** with wet tissue is shown as follow:

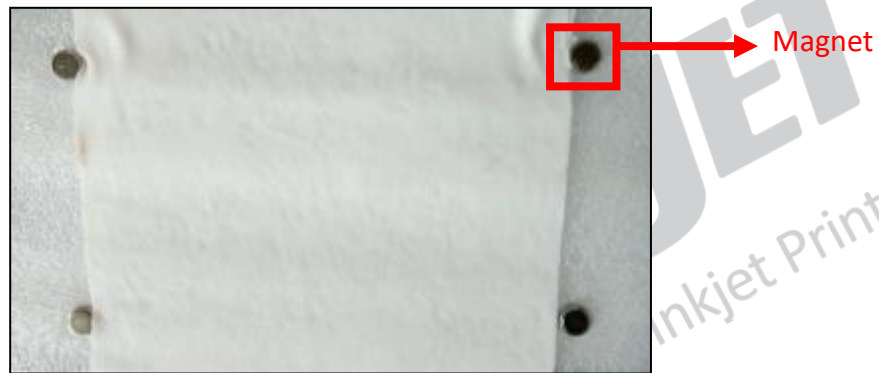


Figure 51: Putting the Wet Tissue on the Night Plate

- Step 6** Engage the Night Plate with the Head plate by aligning the magnets below the head plate screws, as shown below:

**Note:** Careful while doing this process. the nozzles must not be touched/scratched during this process.



Figure 52: Engaging the Night Plate with Head Plate

Now, Print Heads are capped properly and protected from being dried.

## 10. Maintenance

### Print Head Maintenance

Print Head is an important and delicate part of the printer. Thus, it must be handled with care to ensure the long life of the machine. Pay attention to potential problems caused by environment, heat and moisture, collision, cleaning etc. For print head maintenance, the following instructions should be taken care:

- Perform the nozzle test daily 2-3 times before printing to monitor the blockage in the head nozzles.
- Use the print head in specified environmental conditions viz. Temperature 20-25 degree Celsius with humidity 55%, dust-free and exhaust condition.
- Avoid ink spilling on the print head and head cables and if there is ink in the print head, it must be wiped using the Head Wiping Roller and inform engineer
- Avoid head damage due to media and Print Head confliction.
- Color bar should be ON.
- Do not use expiry ink and store the ink at favorable environment.
- Prevent the object or human body with static contact to the print head.
- Print head nozzles should be kept clean, dust free, and prevent from oxidation.

### Maintenance of Machine Motion Parts

- Clean and lubricate guide rail at least once a month and lubricate if required.

### Equipment Cleaning

- Turn OFF all power switches to machine while cleaning the machine equipment.
- Avoid splashing liquid and dropping on/in the circuit board or the power line.
- Careful while cleaning the sensitive devices, like sensors and raster.
- Use clean cloth to clean up the dust and residual oil on the tracks.
- Should keep water, ink, oil away from the Encoder scale.

### Power System Maintenance

- Ground wire should always be checked whether loose or disconnection.

### Control System Maintenance

#### Static discharge

- The operator must discharge his own electrostatic charge before touching the electronic components and parts.
- Do not touch the pin connectors and welded joints on circuit boards, integrated circuit boards.

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## Ink Supply System Maintenance

- Check for leakage between joint & ink tank and joint & valve settings.
- Check for damages on ink tubes.
- Check Ink impurities in the ink tanks as this will affect the ink supplying.

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## 11. Troubleshooting

### **PRINTER NOT INITIALIZING**

- Encoder scale is having ink stains (print shows vertical color bands)
- Encoder sensor is not cleaned
- Emergency button is pressed

### **PRINTER MANAGER NOT SHOWING “READY”**

- USB cable is not connected to the computer or loose
- USB cable is faulty

### **PRINT STOPS IN BETWEEN PRINTING**

- USB cable is loose or faulty
- Open heavy file that can slow down the data transfer
- Ground wire is disconnected
- Encoder scale is having ink stains
- Pulley or belt is slipping
- Ripped file is having error

### **PRINT MARGIN IS SHIFTING, OR JUNK PRINTING**

- Encoder scale is having ink stains
- Encoder sensor is not clean
- Pulley or belt is slipping
- Data cable is faulty

### **PRINT IS BLUR (NOT SHARP)**

- Improper printer calibration – bi-directional and step
- Improper head mounting and calibration
- Selection of incorrect resolution (dpi)

### **LINES IN PRINT**

- Head nozzles are blocked
- Incorrect step calibration

### **HEATERS NOT WORKING**

- Check if inlet power cord is connected
- Check the set temperature in the controller

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**HEAD NOZZLES NOT FIRING**


- Clean heads using head cleaning techniques and verify by performing nozzle testing
- Check if any air lock or no ink in the ink pipes
- Check the ink and air pipe for any cuts or loose connection

**TAKE – UP NOT WORKING**

- Take-up switch is not ON or not in Auto mode

**MEDIA SUPPLY NOT WORKING**

- Supply switch is not ON
- Media is not in sensor range

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