



artisJet Proud Service Manual

artisJet Customer Care Center (CCC)

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Customer Care Center

Safety Precautions

All safety procedures described here shall be strictly adhered to by all parties servicing and maintaining this product.

DANGER

Strictly observe the following cautions. Failure to comply could result in serious bodily injury or loss of life.

1. Always disconnect the product from the power source and peripheral devices when servicing the product or performing maintenance.
2. When performing works described in this manual, do not connect to a power source until instructed to do so. Connecting to a power source causes high voltage in the power supply unit and some electronic components even if the product power switch is off. If you need to perform the work with the power cable connected to a power source, use extreme caution to avoid electrical shock.

WARNING

Strictly observe the following cautions. Failure to comply may lead to personal injury or loss of life.

1. Always wear protective goggles for disassembly and reassembly to protect your eyes from ink in working. If any ink gets in your eyes, wash your eyes with clean water and consult a doctor immediately.
2. When using compressed air products; such as air duster, for cleaning during repair and maintenance, the use of such products containing flammable gas is prohibited.

PRECAUTIONS

Strictly observe the following cautions. Failure to comply may lead to personal injury or damage of the product.

1. Repairs on artisJet product should be performed only by an artisJet certified repair technician.
2. No work should be performed on this product by persons unfamiliar with basic safety knowledge required for electrician.
3. The power rating of this product is indicated on the serial number/rating plate. Never connect this product to the power source whose voltages is different from the rated voltage.
4. Replace malfunctioning components only with those components provided or approved by artisJet; introduction of second-source ICs or other non-approved components may damage the product and void any applicable artisJet warranty.
5. In order to protect sensitive microprocessors and circuitry, use static discharge equipment, such as anti-static wrist straps, when accessing internal components.

6. Do not tilt this product immediately after initial ink charge, especially after performing the ink charge several times. Doing so may cause ink to leak from the product because it may take some time for the waste ink pads to completely absorb ink wasted due to the ink charge.
7. Never touch the ink or wasted ink with bare hands. If ink comes into contact with your skin, wash it off with soap and water immediately. If you have a skin irritation, consult a doctor immediately.
8. When disassembling or reassembling this product, make sure to wear gloves to avoid injuries from metal parts with sharp edges.
9. Use only recommended tools for disassembling, reassembling, or adjusting the printer.
10. Observe the specified torque when tightening screws.
11. Be extremely careful not to scratch or contaminate the following parts: Nozzle plate of the printhead, Gears, Rollers, LCD, Sensor, Raster, Exterior parts.
12. Never use oil or grease other than those specified in this manual. Use of different types of oil or grease may damage the component or give bad influence on the printer function.
13. Apply the specified amount of grease described in this manual.

14. Make the specified adjustments when you disassemble the printer.
15. When cleaning this product, follow the procedure described in this manual.
16. When transporting this product after filling the ink in the printhead, pack the printer without removing the ink cartridges in order to prevent the printhead from drying out.
17. Make sure to install antivirus software in the computers used for the service support activities.
18. Keep the virus pattern file of antivirus software up-to-date.

About This Manual

This manual, consists of the following chapters, is intended for repair service personnel and includes information necessary for properly performing maintenance and servicing the product.

Contents

1.1 Features	9
1.1.1 Hardware	9
1.1.2 Software	9
1.2 Specifications	10
1.2.1 Appearance Design	10
1.2.2 Details	11
1.2.3 Models & Configurations	13
2.1. Warranty	14
2.1.1 Before and during Set Up Period	14
2.1.2 After Set Up within one-year Warranty Period	15
2.1.3 After one-year Warranty Period	15
2.1.4 Hardware Parts List Under one-year and Not Available Warranty	15
2.1.5 Hardware Parts List Under Warranty	17
2.2. Services	18
2.3. Guarantee	19
2.4 Extension of warranty	19
Service PLUS Plan	20
3.1 Daily Maintenance	22
3.1.1 Explanation	22
3.1.2 Steps & Operation	22
3.1.3 Spare Parts Package	24
3.2 Holiday Maintenance	25
3.2.1 Explanation	25
3.2.2 Scales & Operation	25
3.3 Quarterly Maintenance	26
3.3.1 Explanation	26
3.3.2 Scales & Operation	27
3.3.3 Spare Parts Package	27
4.1 Ink Cartridge	28
6 Colors - Synergies	28
4.1.1 CMYK Cartridge Replacement	29
4.1.2 Waste Cartridge Replacement	29
4.2 Ink Path	29
4.2.1 Wiper Clean	29
4.2.2 Wiper Replacement	29
4.2.3 Paper Reel Replacement	30
4.2.4 Damper Replacement	30
4.2.5 Printing Head Cleaning	30

Chapter 1 Production Description

1.1 Features

1.1.1 Hardware

Supersized card printing & on demand customization

Print CR80 cards and up to 140 x 88 mm and BEYOND with on demand custom size.

Edge-to-edge printing

Automatic feeding system with bleeding area cleaning, no any break lines

Strong color durability

Proven high color quality & lasting prints through cross cut color durability tests

RFID & Coding integration

Automatic pairing system for accurate data combination

1.1.2 Software

Ready for Integration

Full integration and customization with your software via HOT FOLDER and VIRTUAL PRINT

Compatible to DTC software

Card printing and design made simple due to full compatibility to third party DTC software customization

Instant ink cost analysis

from digital color printing to RFID data reading, writing, matching to card

VDP Card printing

Easily print changeable data (card holder name, card number, card profile image etc.)

Sharp color performances

Based on artisJet UV curing system and its patented micro-digital-print technology, the printer delivers great color with great sharpness.

Powerful yet smarter size and portable printer

Designed for any climate and environment, with a smart size fit for any occasion with easier mobility

Calculate your card production ink cost before printing with quick access directly on your screen

Printing Time Estimates

Be ready and organize the printing tasks by always knowing how long it will take to print a full batch of cards.

Minimal maintenance in one click

Professional APS

Perform customization in any environment, even with children attendance events, due to professional Air Purification System maintaining a clean air while operating.

Environment friendly and safe

Safe RoHS, REACH, CS65, RISC certified green ink system optimization

Production efficiency

Low to zero printing cost in your daily production enabling you to print 8000+ pcs of CR80 cards with one set of inks

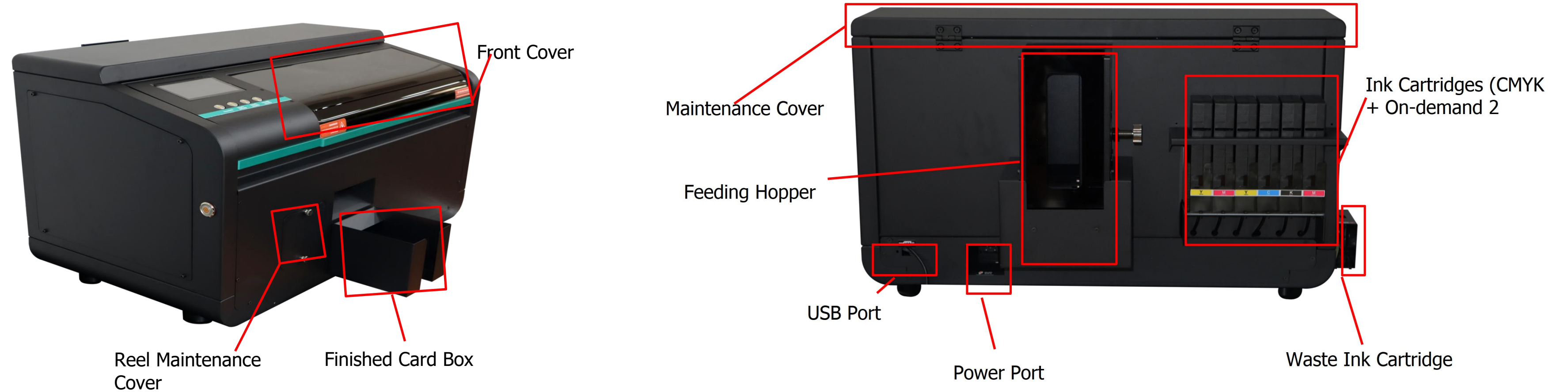
Automatic ink flow, ink cleaning & maintenance in one click in quick simple steps, and easy to reactivate after long idle mode.

Open SDK on demand

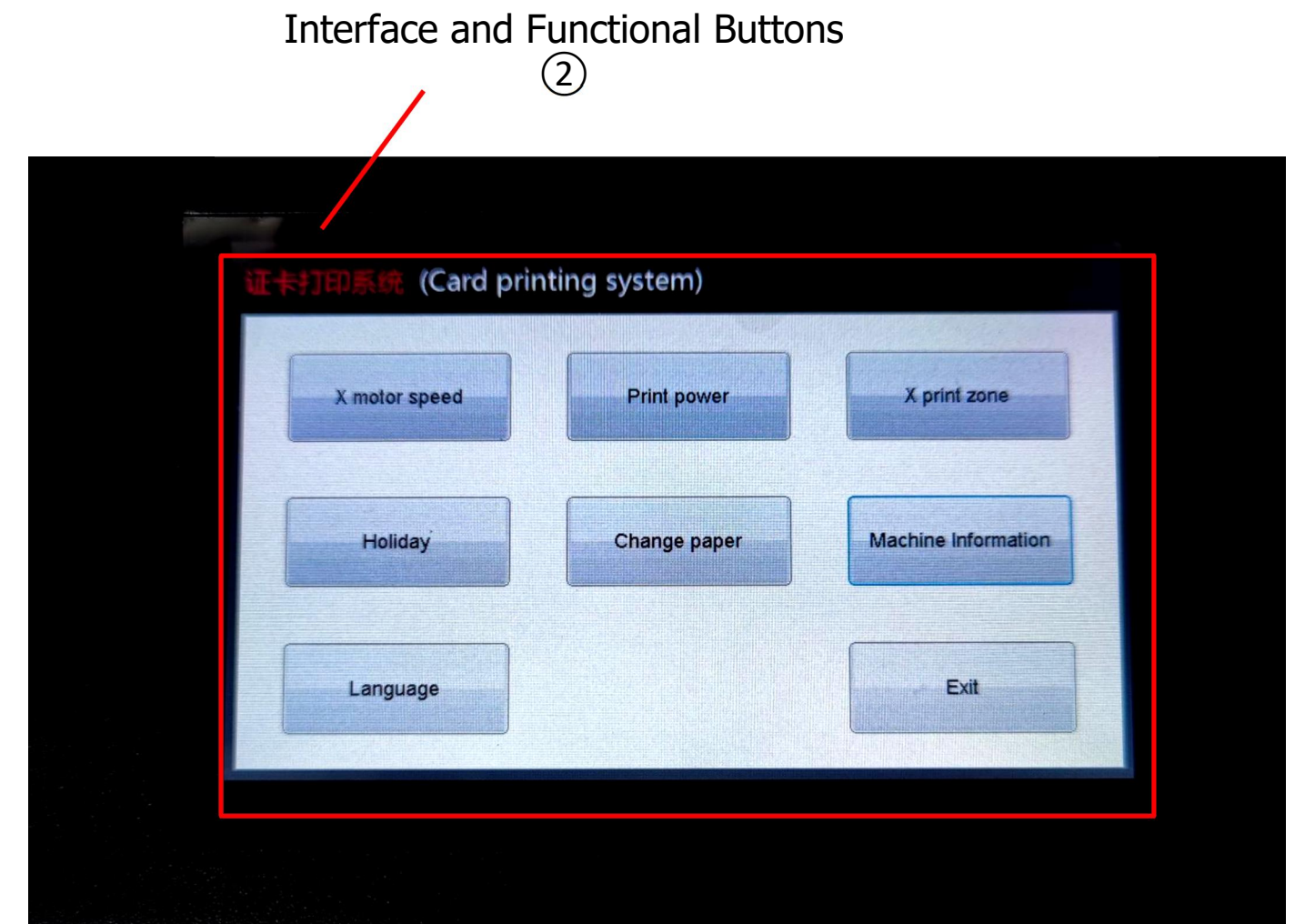
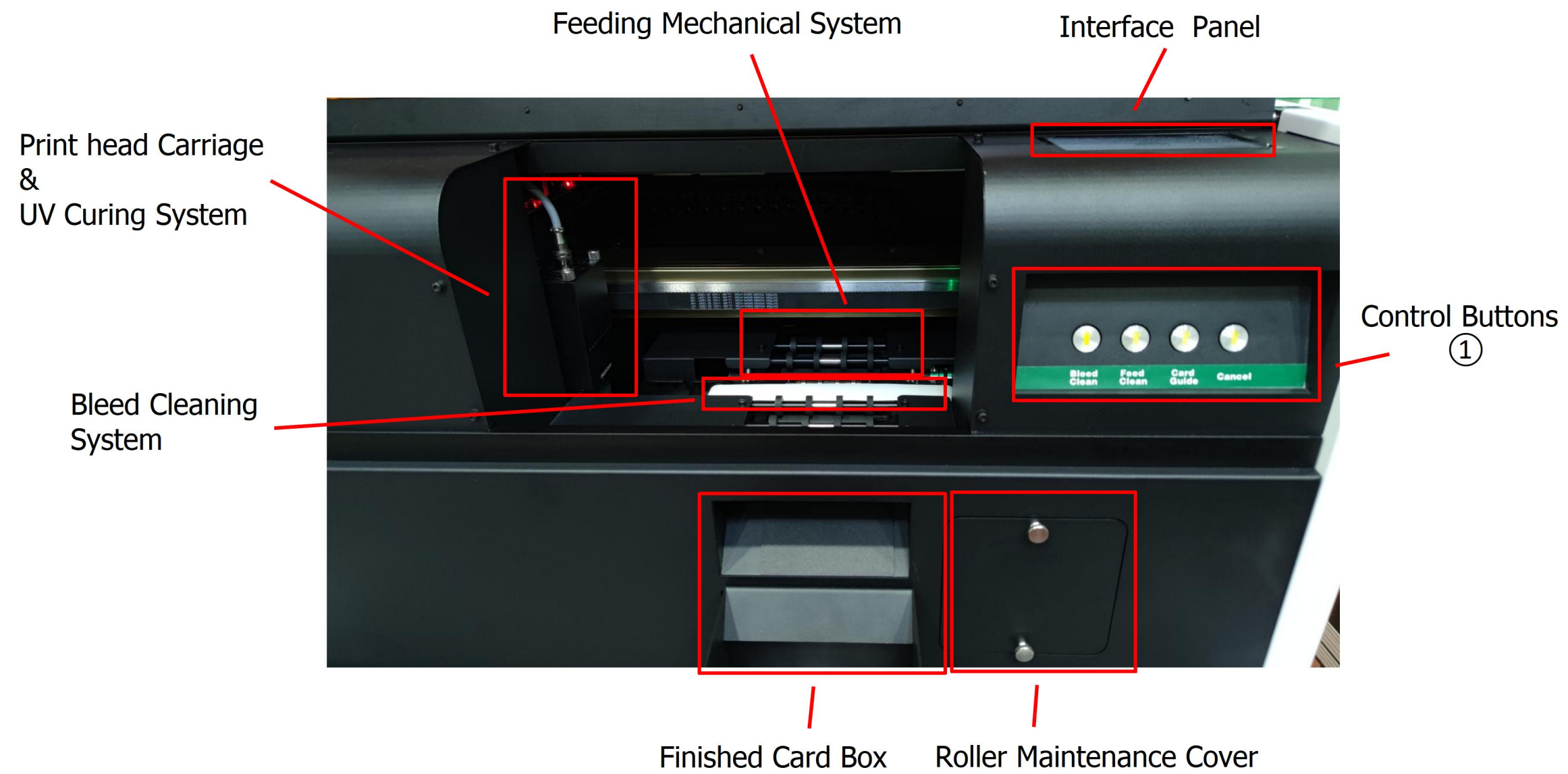
Proud is mainly serving for larger scale events and card mass-customization printing production process, but further development is available on demand.

1.2 Specifications





1.2.1 Appearance Design



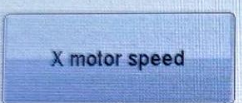
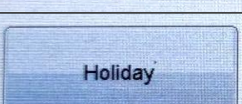
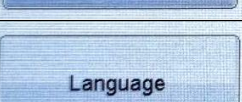
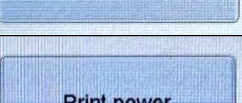
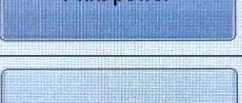
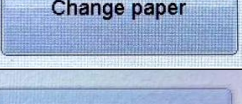
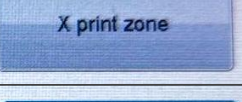
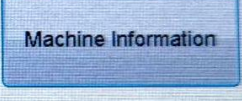
1.2.2 Details



①

BUTTON	Name	FOUNCTION
	Bleed Clean	Press to roll the used bleeding paper up.
	Feed Clean	For "Cleaning card" going through the whole journey.
	Card Guide	For ejecting the card in the printer when you finish the printing work.
	Cancel	Cancel the printing work

② This is the "Engineering mode" for professional technician only.

BUTTON	Name	FOUNCTION
	X motor speed	The carriage moving speed adjustment on X axis
	Holiday	Holiday mode options
	Language	Language setting
	Print power	Ink Jetting control (use with caution)
	Change Paper	Initial setting after bleeding paper replacement
	X print zone	Initial printing area setting on X axis
	Machine information	Serial number and production date
	Exit	Exit this operation

1.2.3 Models & Configurations

Item	Proud	Proud Pro
Size	78cm*56.5cm*42cm (D*W*H)	
Weight	60KG	
Card Size	CR80 Only	Under 140mm*90mm (CR80 excluded)
Hopper	Fixed for CR80 only	Adjustable 60mm to 90mm
Card Feed Method	Friction feed using Auto Card Loading Mechanical system	
Nozzle	6 Chambers; 180 x 6 nozzles	
Ink	CMYK	
Print Resolution	1440DPI	
Operation System	Windows 7, Windows 8, Windows 10	
Driver	artis workstation 5.0	
Print Method	Multi-scanning ink jet print	
Card Path	Back feed, front out	
Print Speed	80-100Pcs (CR80)	
RFID Device	Equip as standard configuration, Read & Write	

Chapter 2 Warranty, Services and Guarantee

artisJet provides warranty, service and guarantee for its product users as committed.

2.1. Warranty

This Limited Warranty shall apply to the artisJet product including all accessories as contained within the original Packing box ("the Product").

artisJet and its agents warrants that product from its authorized distributor will meet the applicable product specifications and be free from all defects in material and workmanship for an applicable period herein ("Limited Warranty"). This Limited Warranty is subjected to the following terms and conditions:

2.1.1 Before and during Set Up Period

The set up shall be operated with the assistance of artisJet or its agents to make sure we can analysis the problem and identify what parts are defective and the possible reasons. Otherwise, those parts shall considered as damaged by client's improper operations and shall not under warranty.

If the defective parts is from the improper operations from cargo agency, artisJet shall resend the new one for free after get the compensation from cargo agency under client's necessary cooperation.

If the defective parts is from its quality itself, artisJet shall send new one on its own cost including delivery fees.

If the break one is expensive and repairable, then the old parts need to be sent back for fixing before replacing a brand new one from artisJet.

2.1.2 After Set Up within one-year Warranty Period

Inform the problem and get connected with artisJet Customer Care Center in advance.

After analysis the problem and identify what parts are defective and the possible reasons, artisJet shall replace the new parts for free.

If the break one is expensive and repairable, then the old parts need to be sent back for fixing and returned only instead of replacing a brand new one from artisJet. The repair is free while the shipping cost shall be shared on both parties 50%.

2.1.3 After one-year Warranty Period

All the hardware shall not covered by warranty.

2.1.4 Hardware Parts List Under one-year and Not Available Warranty

All the following hardware parts shall be covered by limited warranty terms.

✓ means "Positive within one-year", No means "Not available after set up success".

SYSTEM	PART	WARRANTY	SYSTEM	PART	WARRANTY
--------	------	----------	--------	------	----------

Ink System	Print Head	No	Ink System	Wiper	No
	Damper	No		Ink Pump Unit	No
	Ink Tube	No		Ink Cartridge	No
	Cap Top	No		Waste Ink Cartridge	No
Board System	Main Board	√	Driving System	CR Motor Positive Driving	√
	Power Board	√		X Axis Motor	√
	UV Control Board	√		Y Axis Motor (Feeding)	√
	CSIC Board	√		Encoder Strip	No
	Ink Chip Board	√		Encoder Strip Sensor	√
	Control Panel Board	√		Encoder Disc	√
	SCM Board	√		Encoder Disc Sensor	√
	Ink Chip Transfer Board	√		Front Limit Sensor	√
Printing System	Print Head Data Cable	No	Card	Hopper	√
	Print Head Carriage Unit	No			

	CR Belt	No	Feeding and Out-putting System	Card output collector	√
	Bleeding Solution System	No		Adjusting System	√
UV System	UV Lamp	√	Cables	Power Cable	No
	UV Cooling Pump	√		USB Cable	No
	UV Cooling Tube	√			
	UV Cooling Container	√	Others	Air Purifier	√
	UV Supply	√		Static Elimination Unit	√

2.1.5 Hardware Parts List Under Warranty

All the following software parts shall be covered by limited warranty terms.

√ means "Positive", **No** means "Not available after set up success".

SYSTEM	PART	WARRANTY	REMARK
Workstation	Driver	√	Flash Disc & Cloud; Free updating for 2 years
	Rip 9.0	√	Flash Disc & Cloud; Free updating for 2 years
	VDP (Optional with cost)	√	Flash Disc & Cloud; Free updating for 2 years

*** To offer the users “worry-free” service after the warranty, please check the following part in 2.4 “ Service PLUS Plan”.

2.2. Services

2.2.1 Set Up and Installation Guidance

Goods Hand-over Confirmation, Mechanical Testing, Driver & Software installation, Standard Package Checking, Cartridge Installation, Ink Charging & Head Cleaning via driver, Nozzle Check, Test Printing.
(Follow the Setting-up SOP)

2.2.2 Print Training

Printing methods, VDP training, workstation operation training.

2.2.3 Maintenance Training

Daily Maintenance, Weekly & Monthly Maintenance, Holiday Maintenance, Special Maintenance.

2.2.4 Common Trouble Shooting

All the printing technical related issues.

2.2.5 Service and Support Terms

All the Working Style: Confirmed by artisJet Customer Care Center in advance via Skype, Whats App, Email, etc.

Working Time: Appointed in advance to fix the time of both convenience.

Appointed in advance to fix the time of both convenience.

Working Cost:

Free of charge (Six months since the Set Up Date. In case that client set up the machine by oneself, the time period shall be Six Month since the Good Receiving Date as per the Goods Delivery Tracking Number).

USD 100 per day (More than Six Months since the Set Up Date. In case that client set up the machine by oneself, the time period shall be more than Six Months since the Goods Receiving Date as per the Goods Delivery Tracking Number).

All the travel&accommodation fees shall be covered by the applicant. Unless otherwise agreed.

2.3. Guarantee

artisJet guarantees exchange or return in the event that the artisJet printer you have purchases has DOA (dead on arrival). This grants you the right to receive a working replacement printer within 10 working days.

2.4 Extension of warranty

Official website: www.artisJet.com

Official email: info@artisjet.com

Tel: 0086-15811119658

Service website: www.artisJet.xyz

Service email: proud@artisjet.com

Service Line: 0086-13810491878

artisJet offer the extension of warranty service for its all products with the same conditions as following:

Service PLUS Plan

SYSTEM	PART	WARRANTY	COST	REMARK
Ink System	Print Head	1-year	USD1,500	Trade-in, maximum 1 pc, user takes the shipping cost
	Damper	1-year		Trade-in, maximum 8 pc, user takes the shipping cost
	Ink Tube	1-year		Trade-in, maximum 8 pc, user takes the shipping cost
	Cap Top	1-year		Trade-in, maximum 2pc, user takes the shipping cost
	Wiper	1-year		Trade-in, maximum 6 pc, user takes the shipping cost
	Ink Pump Unit	1-year		Trade-in, maximum 1 set, user takes the shipping cost
Printing System	Print Head Data Cable	1-year	USD500	Trade-in, maximum 1 pc, user takes the shipping cost
	Print Head	1-year		Trade-in, maximum 1 set, user

	Carriage Unit			takes the shipping cost
	CR Belt	1-year		Trade-in, maximum 1 pc, user takes the shipping cost
	Bleeding Solution System (without paper reel)	1-year		Trade-in, maximum 1 pc, user takes the shipping cost
Cables	Power Cable	1-year	USD50	Trade-in, maximum 1 pc, user takes the shipping cost
	USB Cable	1-year		Trade-in, maximum 1 pc, user takes the shipping cost
Driving System	Encoder Strip	1-year	USD100	Trade-in, maximum 1 pc, user takes the shipping cost

* artisJet will send out the parts within 1 week since receive the parts from user.

Chapter 3 Maintenance

Maintenance is a basic system of equipment management. It is the way that the user can accurately know the condition of the printer in the checking procedures, maintain and improve the working performance of the printer through the maintenance work

procedures, and it will prevent accidents, reduce downtime, extend the service life, reduce maintenance cost, and guarantee production. This is vital to your experience and safety, as well as proper maneuvering of artisJet printers in production.

The details herein introduce the maintenance content, in 4 parts:

- *Daily Maintenance*
- *Holiday Maintenance*
- *Monthly Maintenance*
- *Quarterly Maintenance*

3.1 Daily Maintenance

3.1.1 Explanation

Daily maintenance is the basic procedure to keep the printer running well, the user needs to perform daily inspections and operation at the beginning and end as required every day. The details herein introduce a daily maintenance content, in two parts:

Part 1: At the beginning of each day;

Part 2: At the end of each day.

Please follow all the steps as instructed.




3.1.2 Steps & Operation


DAILY CHECK AT THE BEGINNING OF THE DAY		
STEPS	ON PRINTER	ON COMPUTER
Visual inspection	Normal appearance, no damage. Nothing on/in the printer	Well Operation
Cartridge inspection	Sufficient ink volume 40%+ space in the waste cartridge	
Switch on	Switch on	Open "artisJet Workstation 5.0"
Head Cleaning		Go to "PM" – Perform "Head Cleaning"

DAILY CHECK AT THE END OF THE DAY		
STEPS	ON PRINTER	ON COMPUTER
Visual inspection	Normal appearance, no damage. Nothing on/in the printer	Well Operation
Cartridge inspection	Sufficient ink volume 40%+ space in the waste cartridge	
Switch on	Switch on	Open "artisJet Workstation 5.0"
Head Cleaning		Go to "PM" – Perform "Head Cleaning"

Feeding Wheel Cleaning	Put a "Cleaning Card" in to the hopper Press "Feed Clean"	
Switch off	Switch off the printer	Sign out the workstation

3.1.3 Spare Parts Package

CONSUMABLES OF ARTISJET PROUD PRINTER - DAILY CHECK PACKAGE					
Goods ID	Good Name	Description	Maintenance Advice	Picture	Remarks
PICIS-04	Ink cartridge with ink	4PC/Machine/Set 120ML/Cartridge	On demand		For 4000+ cards
PICIS-03	Waste ink cartridge	3PC/Machine	On demand		6 months
PICIS-12	Paper reel	1PC/Machine	On demand		8000+ cards

PICIS-16	Cleaning card	10PC/Machine	On demand		Weekly
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3.2 Holiday Maintenance

3.2.1 Explanation

Holiday maintenance is the standard procedure to execute the maintenance to the printer before and after the holiday to ensure the printer works well after days idle.

3.2.2 Scales & Operation

HOLIDAY MAINTANENCE BEFORE HOLIDAY		
STEPS	ON PRINTER	ON COMPUTER
Switch on	Switch on	Open "artisJet Workstation 5.0"
Head Cleaning		Go to"PM" – Perform" Head Cleaning" (TWICE)

Switch off	Switch off the printer	Sign out the workstation
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HOLIDAY MAINTANENCE AFTER HOLIDAY		
STEPS	ON PRINTER	ON COMPUTER
Switch on	Switch on	Open "artisJet Workstation 5.0"
Ink Charging		Go to "PM" – Perform "Ink Charging"
Head Cleaning		Go to "PM" – Perform "Head Cleaning" (TWICE)
Switch off	Switch off the printer	Sign out the workstation

3.3 Quarterly Maintenance


3.3.1 Explanation




Quarterly Maintenance is the standard procedure to check the printer working status every 3 months and replace the consumables and spare parts to keep the printer in the good working status and good performance.

3.3.2 Scales & Operation

MONTHLY MAINTANENCE		
STEPS	ON PRINTER	ON COMPUTER
Wiper Replacement	Move the cartridge to the middle manually Replace the wiper Clean the wiper Move back the cartridge	
Damper Replacement	Move the cartridge to the middle manually Replace the Damper one by one according to the tube number Move back the cartridge Switch on the printer	Open "artisJet Workstation 5.0" Go to "PM" Performance "Ink Charging for maintenance"

3.3.3 Spare Parts Package

CONSUMABLES OF ARTISJET PROUD PRINTER - MONTHLY CHECK PACKAGE					
Goods ID	Good Name	Description	Maintenance Advice	Picture	Remarks
PICIS-09	Wiper	1PC/Machine	3months to Replace		3 months

PICIS-44	Static Needle	1 PC/Machine	3months to Replace		3 months/ 10000cards
PICIS-07	Cap top	1PC/Machine	3months to Replace		3 months
PICIS-11	Damper	4PC/Machine/Set	3months to Replace		3 months

Chapter 4 Replace and Repair Work

artisJet CCC team provides online technical supporting service to guide all the repair work scheduled and appointed.

The following guidance are solutions to common problems.

4.1 Ink Cartridge

6 Colors - Synergies

6 colors design is for improving the printing efficiency and keep synergies of cartridges for spot color printing.

There are 3 options: CMYK+XX, CMYK+X0 or CMYK + 00 (X means any color from CMYK, 0 means empty)

4.1.1 CMYK Cartridge Replacement

- Switch off the printer
- Unplug the cartridge (empty when you receive the printer) in parallel direction
- Plug the new cartridge in to the right color position accordingly by shaking
- Switch on the printer
- Waiting until the printer ready
- Open "artisJet Workstation 5.0"
- Go to "PM"
- Perform "Ink Charging for maintenance"
- Perform "Head Cleaning"

4.1.2 Waste Cartridge Replacement

- Switch off the printer

- Pull the tubes out and Prevent the ink from splashing
- Unplug the waste cartridge in parallel direction
- Plug the new waste cartridge in to the position

4.2 Ink Path

4.2.1 Wiper Clean

- Switch off the printer
- Move the carriage to the middle manually
- Unplug the wiper
- Clean the wiper by non-woven fabric with 75% or 95% alcohol
- Plug the wiper back

4.2.2 Wiper Replacement

- Switch off the printer

- Move the carriage to the middle manually
- Unplug the old wiper
- Clean the new wiper by non-woven fabric with 75% or 95% alcohol
- Plug the new wiper back

4.2.3 Paper Reel Replacement

- Open the front cover
- Open the "Reel maintenance cover"
- Take out the waste Reel
- Take out the Feeding unit (straightly up)
- Replace the paper reel
- Pull the paper connect to the waste roll
- Lock and inlace the paper in the waste ends
- Pull the paper tightly manually

4.2.4 Damper Replacement

- Switch off the printer
- Move the carriage to the middle manually
- Unplug the damper from the printhead
- Unplug the 2 ink tubes from the damper & cut the ends
- Plug the 2 ink tubes in to the new damper accordingly by numbers on the tubes
- Plug the damper back into the right position
- Switch on the printer
- Waiting until the printer ready
- Open "artisJet Workstation 5.0"
- Go to "PM"
- Perform "Ink Charging for maintenance"
- Perform "Head Cleaning"
- Perform "Nozzle Check"

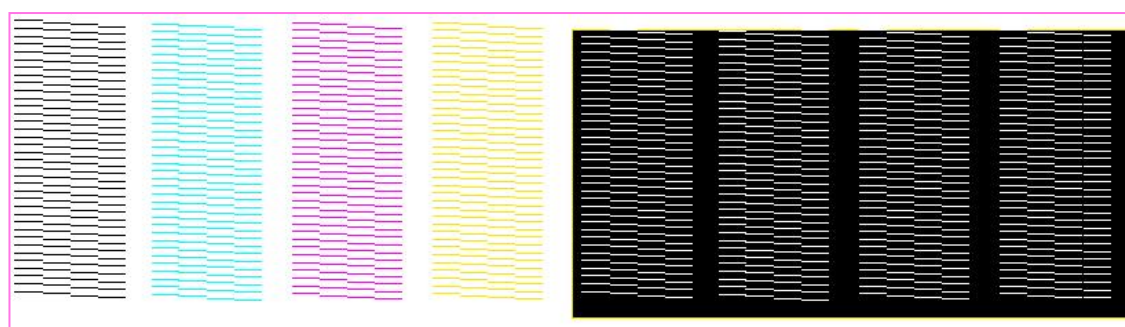
4.2.5 Printing Head Cleaning

- Switch off the printer

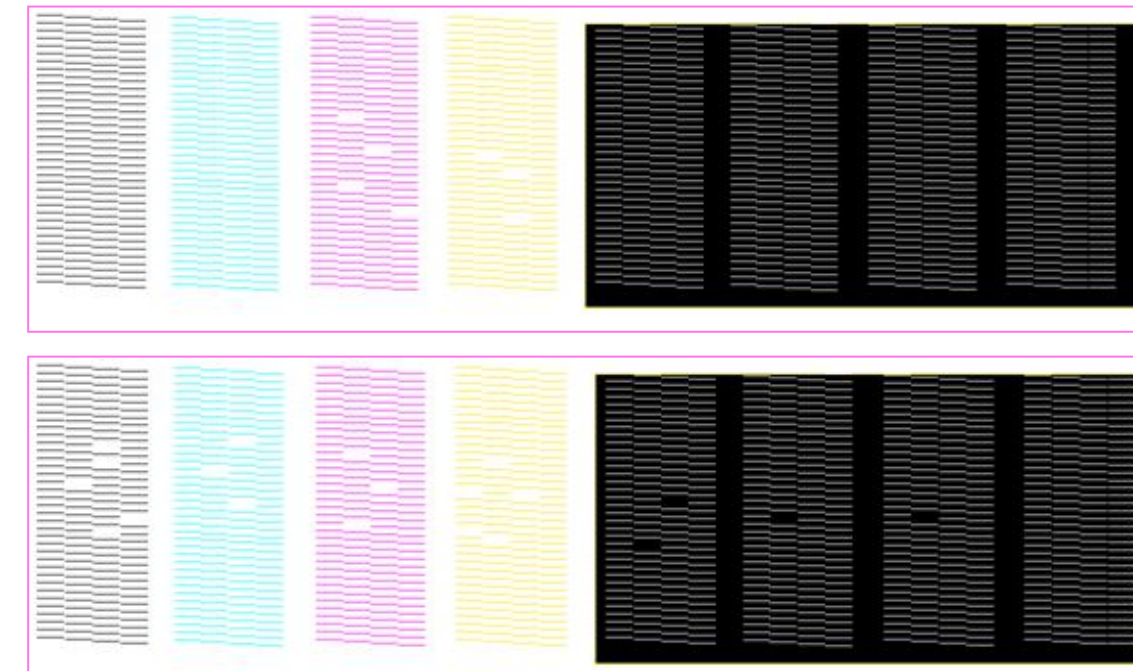
- Move the carriage to the middle manually
- Swipe the mirror side by non-woven fabric with 75% or 95% alcohol
- Switch on the printer
- Waiting until the printer ready
- Open "artisJet Workstation 5.0"
- Go to "PM"
- Perform "Head Cleaning"
- Perform "Nozzle Check"

Reference appendix

NOZZLE CHECK RESULT



Perfect Nozzle Check Pattern - Fig.1



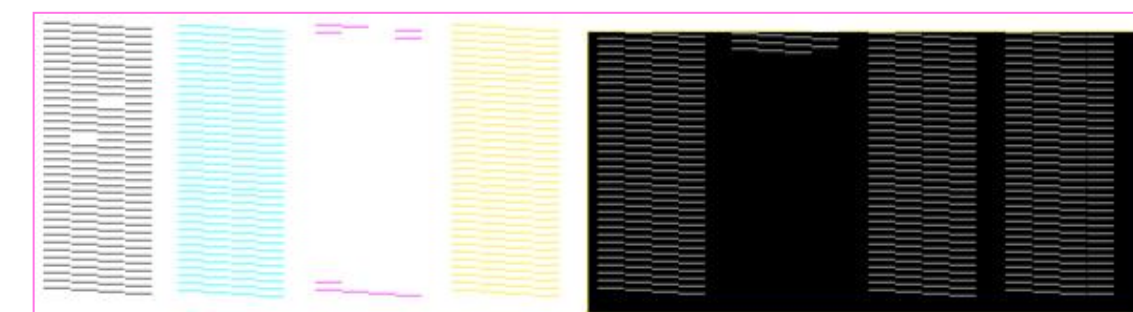
Abnormal Nozzle Check Pattern Fig.2

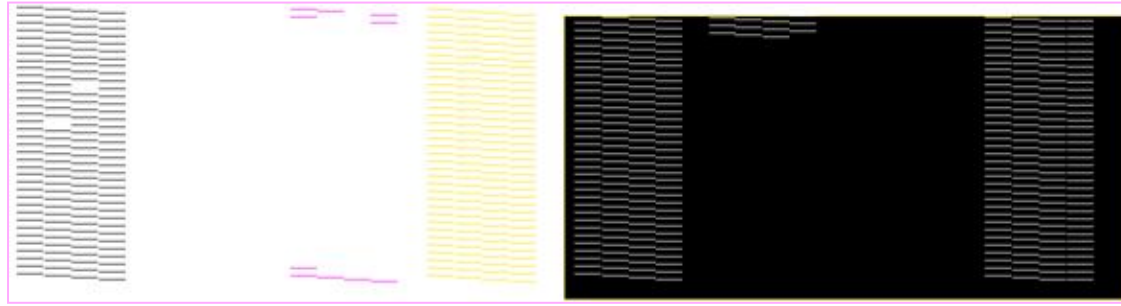
Possible Causes:

Nozzle dirty, Nozzle has been clogged lightly, The printer has been idle for a period.

Solution:

1. First clean the wiper manually with non-woven cloth and alcohol,
2. Perform "Head Cleaning" from the workstation,
3. Perform "Nozzle Check"
4. Compare the pattern with the previous one, if it gets better, perform "head cleaning" again, until the nozzle check pattern is perfect as Fig.1.
- If there is no refinement after 3 times, perform "Ink Charging for Maintenance".
5. Contact artisJet technical team for help, if the above solution didn't affected.





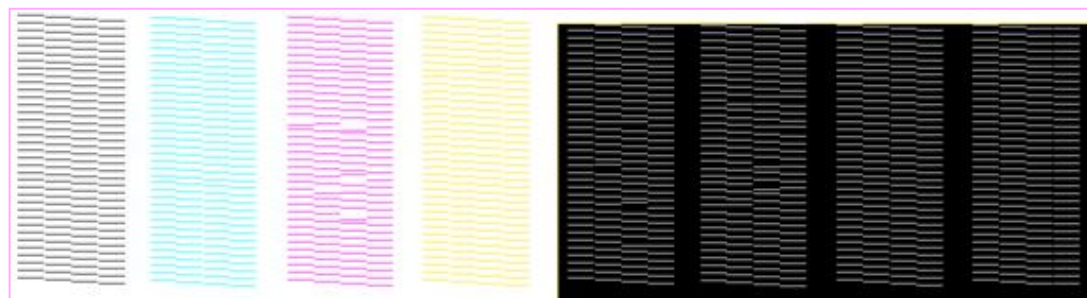
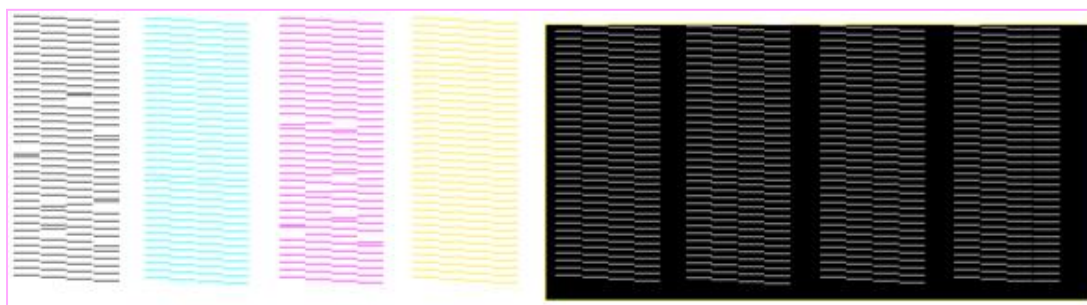
Abnormal Nozzle Check Pattern - Fig.3

Possible Causes:

No Ink in the cartridge, Air in the ink tube or damper, Damper air leaking, Damper to be replaced, Nozzle has been clogged.

Solution:

1. Check the cartridge, ensure the ink level is safe,
2. Perform the "Ink charging for maintenance",
3. Perform the "Nozzle Check",
4. Check the printing pattern.
- 5.1. If the problem occurs repeatedly and the color is missing during the printing process and the nozzle check pattern shows pattern 3, please replace the damper corresponding to the problem color.
- 5.2. If the Nozzle check pattern didn't turn normal after replacing the damper, you need to replace the manifold.
6. Contact artisJet technical team for help, if the above solution didn't affected.



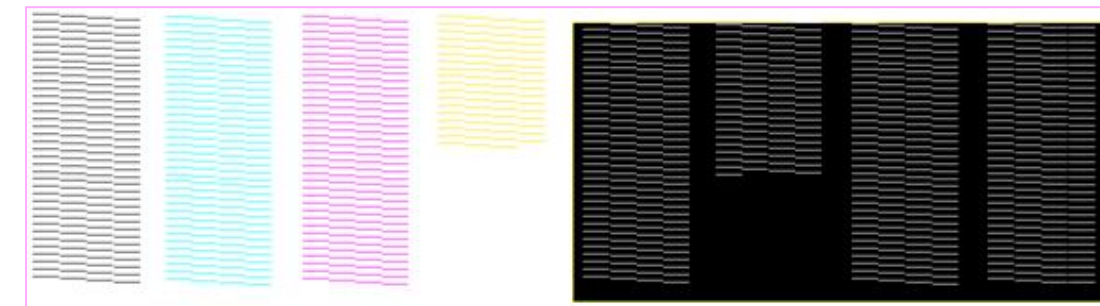
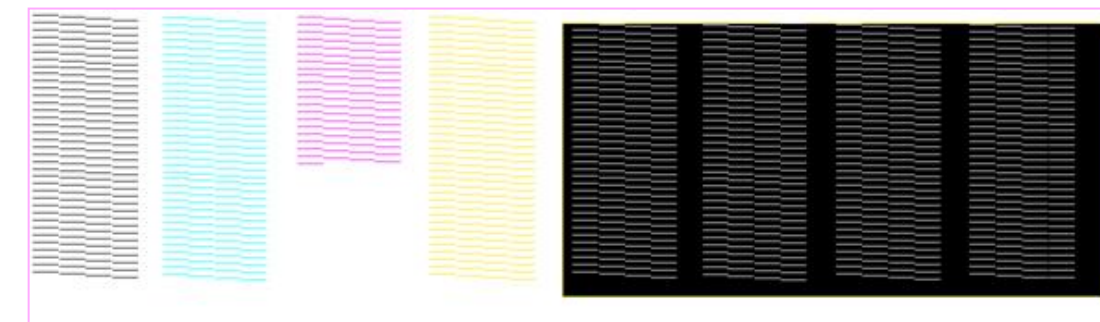
Abnormal Nozzle Check Pattern Fig.4

Possible Causes:

Oblique Jet, Ink Drop on the Nozzle.

Solution:

1. Perform "Head Cleaning" 1-2 times.
2. If there is no refinement after twice, perform "Ink Charging for Maintenance".
3. Contact artisJet technical team for help, if the above solution didn't affected.



Abnormal Nozzle Check Pattern Fig. 5

Possible Causes:

The nozzle is scratched, the damper needs to be replaced

Solution:

1. Perform "Head Cleaning" 1-2 times.
2. If there is no refinement after 2 times, perform "Ink Charging for Maintenance".
3. If the problem occurs repeatedly, please change the damper correspondingly, if no better, please change the manifold.
4. Contact artisJet technical team for help, if the above solution didn't affected.



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