

ROLAND DG INKJET MACHINE MAINTENANCE

COVID-19 SITUATION

IMPORTANT – DO NOT TURN OFF YOUR PRINTER, PLEASE LEAVE THE MAIN POWER ON!!!

IMPORANT INFORMATION

- This machine is a precision device. Never subject the machine to impacts or excessive force.
- Never needlessly put your hand or fingers inside the cover, the ink-pouch ports, or other internal areas of the machine. The print heads are delicate.
- Never needlessly touch or allow media to scrape them. The print heads may be damaged if allowed to dry out. The machine prevents desiccation automatically, but improper operation may render this feature inoperative.
- Never leave the machine with an ink pouch removed. Remaining ink in the printer may harden and clog the print heads. Depending on the situation, the print heads require various types of cleaning. The print heads are components that wear out. Periodic replacement may be required, with the frequency of replacement depending on use.
- This machine becomes hot. Never cover the ventilation holes with cloth, tape, or anything else.

EMPTY THE DRAIN BOTTLE

- To prevent waste ink overflowing, please empty the waste ink bottle.
- The machine will perform automatic cleaning and will purge a small amount of ink into the drain bottle.
- If you know that you will not use the machine for a longer period, please empty the drain bottle or replace the waste cartridge. Please refer to the user manual for detailed information.

CLEANING FLUID – ALL TRUEVIS MODELS - VG, SG, VG2 AND SG2

- Your TrueVIS machine will perform automatic maintenance cleaning discharge. Please make sure you have enough cleaning fluid in the machine.

INK CARTRIDGES OR POUCHES

- Please make sure to have sufficient inks in your machine. If the machine runs out of ink, the maintenace cleaning can not be performed.

AUTOMATED CLEANING

- Your machine will perform automatic cleaning if left in sleep state, (main power switch on - sub power switch on front off).
- Your printer will be using a small amount of ink to purge the pead when performing this cleaning.

PERFORM MAINTENANCE CLEANING

- Although your machine will wake up and perform automatic cleaning, it is still very important to ensure that you have carried out cleaning in accordance with User's Manual and Maintenance guides.
- Wipe away any ink or grime on the media path and other areas as part of the cleaning procedure. It is easy for ink or grime to affix to the media path Pinch rollers, grit rollers, and the platen are particularly prone to the buildup of grime.
- Clean around your printheads, wipers, captops

- Wipe down your machines paneling to ensure it is free of dust.
- Please refer to your users manual cleaning guide for more information and how to perform the above tasks.

SUB POWER LEFT ON

- The machine automatically performs operations such as those to keep the print heads from drying out. Leaving the machine unused for a prolonged period may damage the print heads, so be sure to switch on the power to perform these automatic operations. For the exact frequency of sub power on for each unit, please refer to the user manual of your machine.

TEMPERATURE AND HUMIDITY

- For the machine not to be affected by temperature or humidity drop/increase, please make sure to keep the suggested level in the room, where the machine is located.
- Temperatures that are too high may degrade the ink and cause malfunction.
- Temperatures that are too low may cause the ink to freeze and damage the heads. Please refer to user manual for detailed information.

IT IS NOT RECOMMENDED TO REMOVE INK BY HEAD WASH FUNCTION

- Please do not flush the printer using Head Wash function.
- If the machine is left without ink for an extended period, this may damage the heads, even if internal washing is performed.

PRINT MODELS USING SUB-TANKS

- If RT-640, XT-640, or EJ-640 has not been used for one month or more, refresh the sub-tanks. If you use the machine straight away without performing this procedure, printing may be adversely affected, e.g. printed colours may be unstable. Please refer to the user manual bundled with your machine for the detailed procedure.

SPECIAL INFORMATION FOR BT-12 USER'S

- Clean the internal compartments using the dedicated cleaning cartridge in advance. For the cleaning method, please refer to the Operating Instructions.
- Once the internal compartments are cleaned, turn the machine power off, disconnect the USB cable or Ethernet cable, and then unplug it from the wall outlet.

USEFUL LINKS

- User's Manual Page <https://webmanual.rolanddg.com/>
- Printer Environment <https://www.rolanddg.com.au/support/print-environment-docs>
- Contact Roland Support <https://www.rolanddg.com.au/support/customer-support-form>