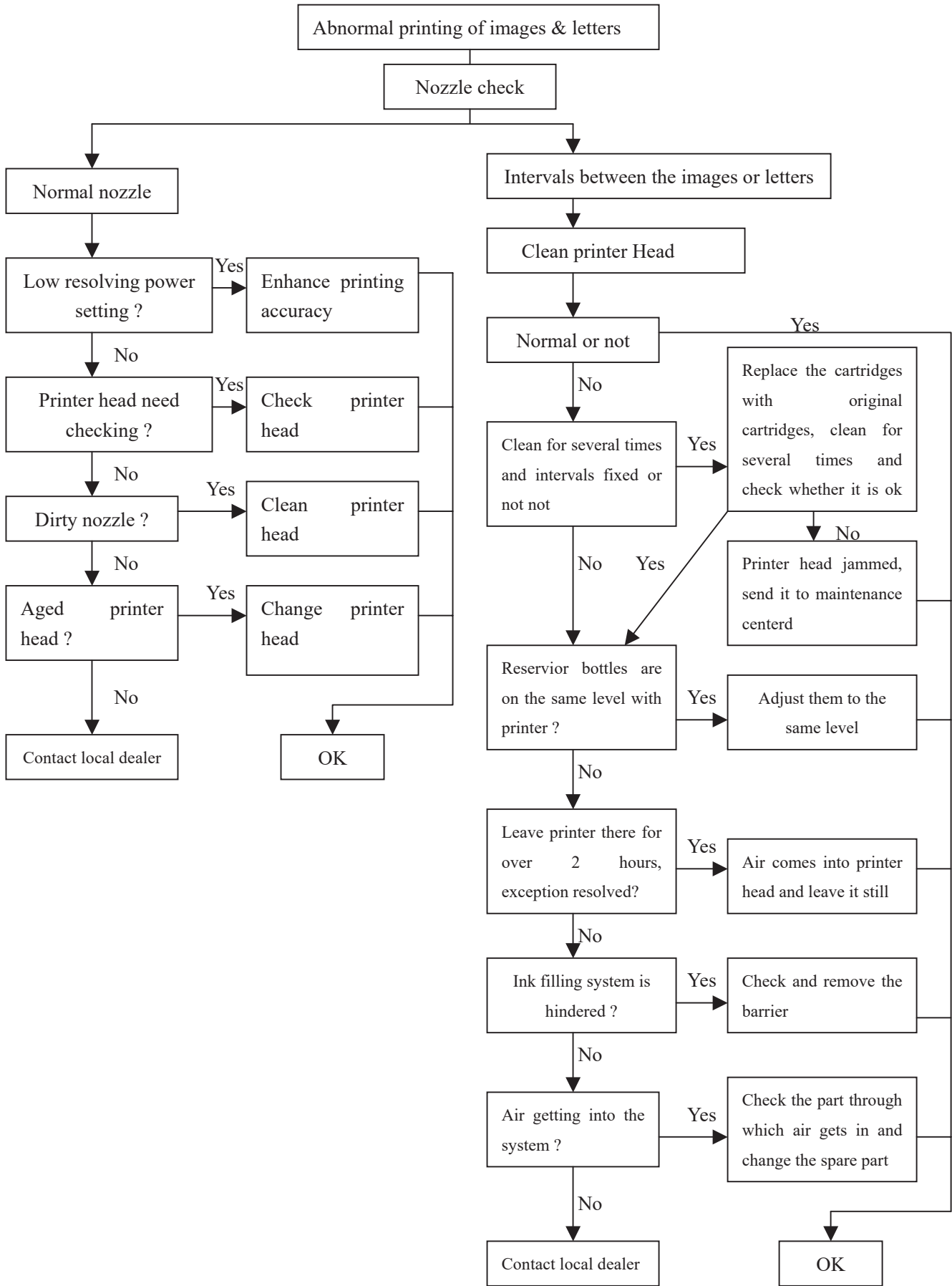


# Exception Handles Flow Chart



# Exception Handles and Solutions

## 1. The flaws of Printing (Lines or Color)

### 1) Blocked Printer Head

**Phenomena:** There are inconsecutive printing lines at the same place after you clean the printer head for several times.

**Reasons & Solutions:** Clean the printer head for three times. Print the test paper to check up the status of the nozzle each time you finish the cleaning. Then let the printer not work for a while (Generally 0.5-2 hours) and examine the nozzle of the printer. If the malfunction still couldn't be solved, please replace the CIS Cartridge with the original cartridge and conduct the above procedures again.

### 2) Air in the Printer Head

**Phenomena:** There are inconsecutive printing lines at different place after you clean the printer head for several times.

**Reasons & Solutions:** Clean the printer head for three times. Print the test paper to check up the status of the nozzle each time you finish the cleaning. Then let the printer not work for a while (Generally 0.5-2 hours) and examine the nozzle of the printer. Sometimes the tiny air bubble in the tube can also influence the flow of ink. So it's effective to let the printer not work for a while to make the air bubble release itself to the top of the cartridge.

### 3) Blocked Continuous Ink Supply System

**Phenomena:** a). The same color doesn't work when printing.

b) A certain color doesn't go into the cartridge when cleaning the printer head.

**Reasons:** Conduct the "Nozzle Check up" procedure and print the test paper to see which color doesn't work. Then clean the printer head and print the test paper again. Comparing two test papers to see whether the same color doesn't work. If yes, please remove the CIS Cartridge and hold it higher. Keep certain air at the joint of Cartridge and tube; then install the cartridge and clean the printer head. Please pay attention to the flow of air in the tube to see which one doesn't move.

**Solutions:** If the problems were caused by blocked CIS System, please pull out the corresponding connector and tube. Holding the cartridge higher to see whether the ink flows backward quickly. If yes, the possibility of blocked tube and connector is removed. Then insert the vacuum pump into the cartridge and pull the plunger backward. If you couldn't draw the ink out of the cartridge. The cartridge must be blocked. Please contact with the distributors to replace the cartridge.

### 4) Air in Continuous Ink Supply System

**Phenomena:** There is much air in the tube.

**Reasons & Solutions:** If the connector or tube is broken and let the air in, you can see through the tube. There shall be much air behind the leaked spot. If the cartridge is broken and let the air in, the whole corresponding tube shall be full of air. Please contact with the distributors to replace broken components.

### 5) The Printer doesn't Work for Too Long Time.

**Phenomena:** Inconsecutive printing lines and color

**Reasons:** Three possibilities when your printer doesn't work for a long time.

- a) The air shall go into the printer head through the nozzle. There shall be some tiny air bubble in the printer head to cause the inconsecutive lines while printing.
- b) If the rubber sealed mat is broken, it shall cause the ink oxidation and dry.

- c) If the printer is being placed under the direct sunshine for a long time, the ink in the tube and printer head shall be volatilizing and dried soon.

**Solutions:** Turn on the printer and conduct the “ Nozzle Check-up” Procedure at least one time within a week; Make sure the Printer head works well.

## 2. The Print Effect Becomes Worse:

**Phenomena:** The “Nozzle Check-up” is well, but the print effect is bad.

**Reasons & Solutions:** a) The difference of Printer setup and the difference of software shall cause the different print effects. The way out is to use the relative right media, ratio of distinguishes and color management setup.

b) The spot of ink become larger than usual. It may caused by the unregulated printer head. The way out is to find the Printer prosperities—application—Printer head check-up.

c) There are irregular color stripes on the printing pictures. The printer head is affected by the damp or the printer head is too old. The way out is to change the printer head.

## 3. Unrecognizable Chip

**Phenomena:** The red LED on the printer is blinking. The printer doesn't work after you turn it off and switch it back on.

**Reasons & Solutions:** a) The cartridge is not down to the cartridge carrier or the place of the chips are wrong. Please adjust the place of the chips on the cartridge and re-install the cartridge; Make sure the cartridge is down all the way and the chips contact with the pins on the cartridge carrier.

b). The pins on the cartridge carrier, which contacts with the Chips are metamorphosed.

**Phenomena:** Not function even inserts original cartridges.

**Reasons & Solutions:** It is caused by removing the cartridges without chips by force. It should be left to the professionals to solve this problem. Therefore, if there is such problem, please contact our local dealer.

## 4. Chips on Cartridges are Unable to be Reset

**Phenomena:** The indicator light on printer shows the shortage of ink and change cartridges. It is of no use to switch off the printer for one or two minutes and then switch back on the printer.

**Reasons & Solutions:**

a) Make sure the printer is connected with computer. Find Properties-Maintenance-Status Monitor 3 in printing page window. Computer indicates that ink is used up and please changes the cartridges. Change cartridges through the connecting between printer and computer. (No need to take out cartridges but execute “Next”). Check whether the chips are reset.

b) Turn on the printer, and cut off the power directly when the printer is on. Turn on power three minutes later and check whether chips are reset.

c) Turn on the printer. Press cartridges change button and move the cartridges to cartridge change position. Open the cover and take out the cartridges; then insert cartridges and close the cover. Press the cartridge change button again and check whether the chips are reset.

If you could reset the chips with the above three ways, please contact dealer and change the chips.

## 5. Installation Barriers

**Phenomena:** The power indicator light and paper feed indicator light are on all the time even if you turn off the printer and switch it back on. The computer indicates that “Regular error. Please remove the offal in printer and re-start the printer.”

**Reasons & Solutions:**

a) There is noise when the cartridges are moving or initialized and printer doesn't work well. It may be due to the improper length of tubes so that the cartridges cannot arrive the appointed place while printing or initializing.

- b) If there is offal in the printer, which prevents the initializing operation, find it and remove it.
- c) If spare parts of printer are damaged (usually it is caused by sensor failure), for example, if paper is blocked in printer and take paper out by force, then may cause sensor failure. That's the reason for regular error.

#### **6. Wasted Ink Counter is Full**

**Phenomena:** (Different indications between different models of printer) The indication light in control panel of printer is on or twinkles alternately. After connecting with printer, computer hints that some spare part has come to its life span.

**Reasons & Solutions:** It is caused by the full of Ink Counter in printer. The problem shall be solved after you install the SSC Service Utility Software. Please find more detailed information about SSC Service Utility Software and instruction manual in the Disk. If this software couldn't support your printer Model, please contact with our local distributor.

#### **7. Leaked Reservoir Bottles:**

**Phenomenon:** Ink in reservoir bottles leaks out.

**Reasons & Solutions:** Check out where the ink leaks out from (Usually it is caused by the damaged seal rubber of fitting). If so, please contact with dealer and change the component.