

# Troubleshooting & Maintenance Instructions

Version 1.0 May 2019

Copyright 2019 ANSER Coding Inc. The information contained herein is subject to change without notice. Reproduction, adaptation or translation without prior written permission is prohibited, except as allowed under the copyright laws.

# Table of Contents

1 Introduction.....	3
2 Precautions.....	3
3 Printer Cleaning Procedure.....	4
4 Ink Cartridge Cleaning Procedures.....	5
4.1 Cleaning Ink Cartridge Printhead.....	5
4.2 Cleaning Ink Cartridge Electrical Contacts & Smart-Chip.....	7
4.3 Priming Tool & Priming Procedure.....	8
4.3.1 Cleaning Priming Tool.....	8
4.3.2 Priming Procedures.....	8
5 Ink Cartridge Troubleshooting.....	10
5.1 Abnormal Print Result: Missing lines.....	10
5.2 Abnormal Print Result: Poor contact.....	11
5.3 Abnormal Print Result: Air bubbles.....	12

# ANSER

## 1 Introduction

Please note that before sending ANSER products back for repairing. Kindly follow this troubleshooting guideline. If the problem did not resolve, please contact ANSER Distributor for further RMA assistance.

## 2 Precautions

Please do not remove warranty label from the cartridge, or additional maintenance fees will be charged.



### 3 Printer Cleaning Procedure

It is strongly recommended to follow cartridge cleaning procedures described in this section to ensure best printing quality. Depend on printing environment, normal cleaning period could vary from few days to a couple of months.

Please make sure the pins on “Pen-Board” and “DISC Module” are clean at all time. The cleanness of these pins will affect its printing quality. Bad connectivity between these pins and electrical contacts on the cartridges may cause serious cartridge failure. Please use isopropyl alcohol with lint-free cloth to clean the electrical contact as shown below.



## 4 Ink Cartridge Cleaning Procedures

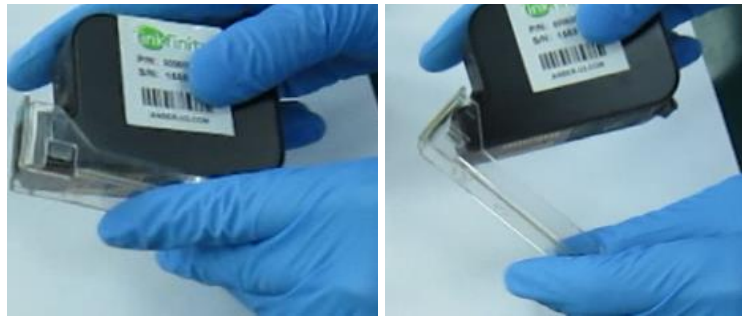
### 4.1 Cleaning Ink Cartridge Printhead

Please always clean ink cartridge printhead with a lint-free cloth before and after use.

Step 1: Place a lint-free cloth on top of a soft sponge surface.



Step 2: Remove the cartridge protective cover.



Step 3: Hold the cartridge firmly with the printhead pointing downwards. For bulk ink system, please perform printhead cleaning while cartridge and the ink bag are connected. Be sure to keep cartridges and the ink bag are at the same height at all times. Do not detach either end of the tube under any circumstance.

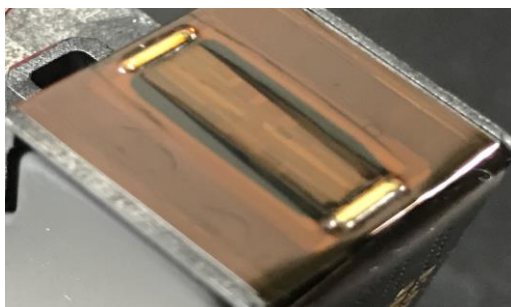


Step 4: Move the cartridge from the bottom up vertically as shown in the below picture. Repeat 2~3 times.



**Note: Do not use excessive force to avoid damage to the printhead.**

Step 5: After cleaning, please inspect for any ink residue or irregularity on the printhead.



Step 6: Please cover the cartridge with its protective cover after cleaning and store it in a suggested environment when it is not in-use.

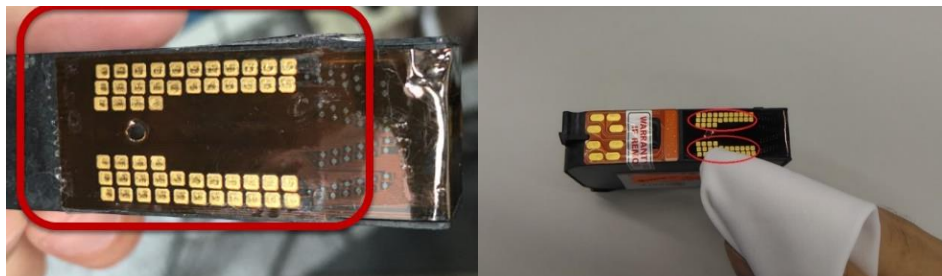
Suggested storage temperature: Please refer to “Ink datasheet”.



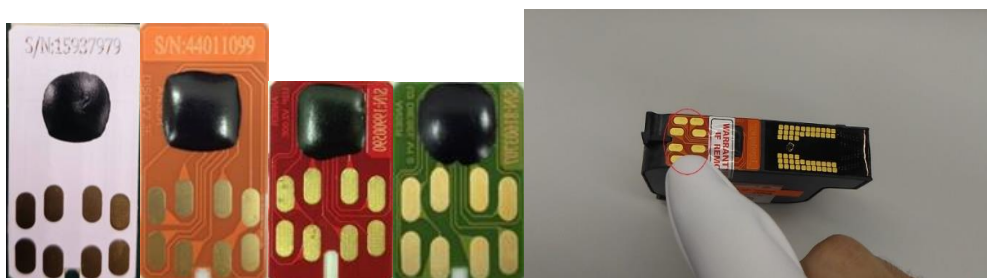
## 4.2 Cleaning Ink Cartridge Electrical Contacts & Smart-Chip

Please make sure the ink cartridge and smart-chip “electrical contacts” are clean at all time. The cleanness of the surface will affect its printing quality and may cause cartridge failure. Please use isopropyl alcohol with lint-free cloth to clean the electrical contact as shown below.

### Cartridge



### Smart-Chip



**Note:** Do NOT use WATER to clean cartridges or smart-chips.

## 4.3 Priming Tool & Priming Procedure

### 4.3.1 Cleaning Priming Tool

Please separate the use of the priming tool when working with water-based and solvent-based cartridges. Residues of solvent or alcohol may adhere to the printhead of a water-based cartridge causing damage to the nozzles. Keep the tool clean to ensure proper operation during the priming procedure.

- a. For water-based ink series, use tap water or deionized water for cleaning.
- b. For solvent-based ink series, use alcohol for cleaning.

### 4.3.2 Priming Procedures

Before proceeding cartridge priming, please follow the printhead cleaning procedure in section 4.1. Also, please ensure priming tool is empty, dry, and clean.

For bulk ink system, it is normal that air bubbles trapped in the tube after long period of printing. Air bubbles trapped in the tube will need removal only if it cause ink flow clogged.

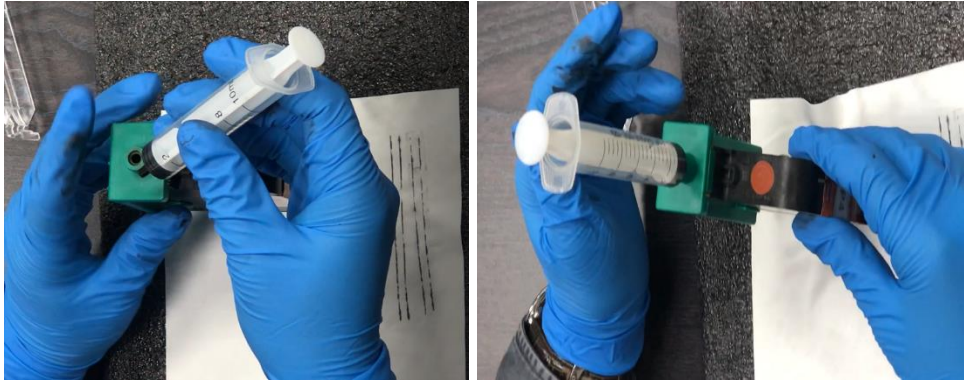


Step 1: Insert the cartridge in the priming clip and make sure it is locked tightly.

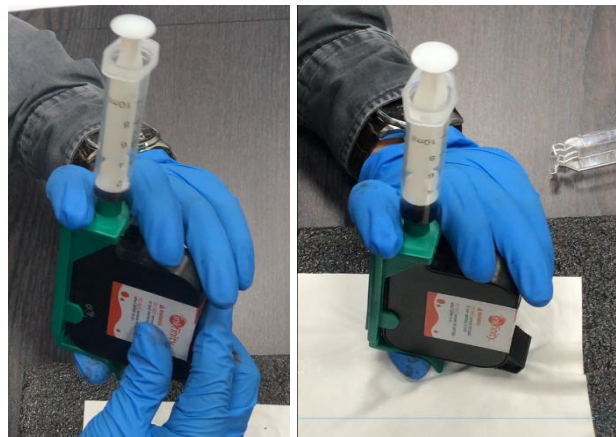




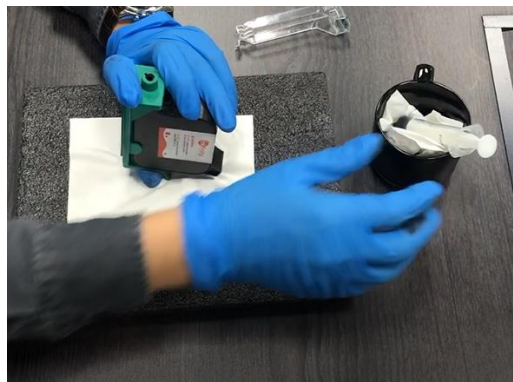
Step 2: Insert the syringe into the clip hole and push the syringe all the way in. The printhead must point upwards.



Step 3: While holding the clip in a vertical position, pull the plunger of the syringe slowly until it reaches the 2 ml mark.



Step 4: Discard the ink from the syringe.



Step 5: Remove priming clip and clean the printhead surface with a lint-free cloth.

Step 6: Insert the cartridge in the printer and perform a print test.

**Note: Priming will extract ink from the cartridge to eliminate streak lines or air clog issue. This may reduce a total number of printable messages shown on the printer.**

## 5 Ink Cartridge Troubleshooting

### 5.1 Abnormal Print Result: Missing lines



Figure 5-1

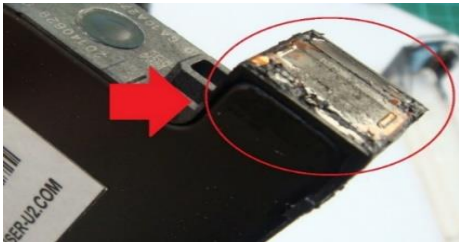


Figure 5-2

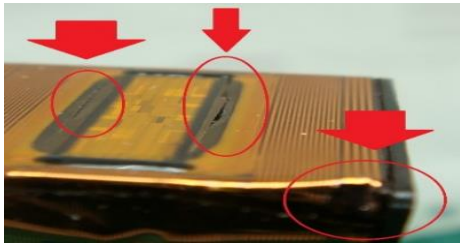


Figure 5-3

- A result of ink accumulation is missing lines, as illustrated in Figure 5-1. Ink accumulates on the printhead as shown in Figure 5-2 after long continuous printing.
- Please perform the cleaning procedure in section 4.1 to ensure there is no ink accumulation on the printhead, and to restore print quality.
- Damage of the printhead as shown in Figure 5-3 is also a cause of missing lines in printing. This is a problem that cannot be repaired. It is often caused by mis-handling of the cartridge as a result from cartridge dropping, or direct impact to the printhead by other objects.
- Please protect your printhead using the cartridge protective clip at all time when not printing.

## 5.2 Abnormal Print Result: Poor contact

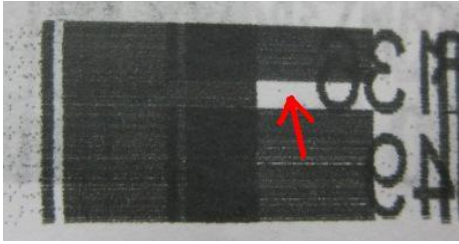


Figure 5-4

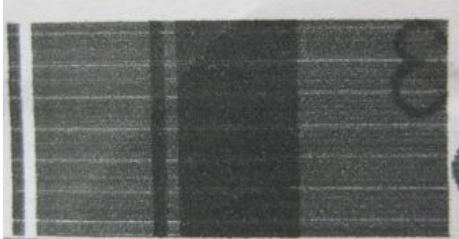


Figure 5-5

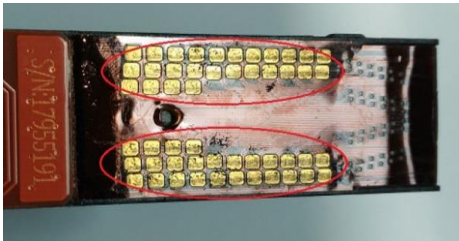


Figure 5-6

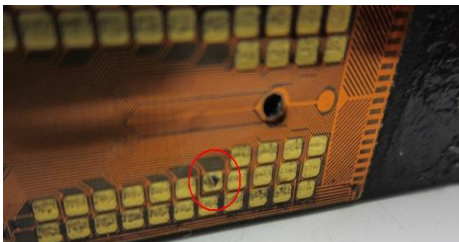


Figure 5-7

- Problems such as those illustrated in Figures 5-4 & 5-5 are the result of poor contact between the cartridge and printer contact pins. A bad connection may be due to obstruction either by an external object or dirt on the pins, as shown in Figure 5-6.
- Problems such as the one illustrated in Figure 5-7 is one of the leading causes of print quality degrade, caused by poor contact of a damaged pin. This type of irreversible damage is the result of using excessive force and wrong cartridge insertion.
- Please perform procedures in section 3 & section 4.2 whenever there is a poor contact between cartridge and printer.
- Please refer to “U2 Printer User Manual” for proper cartridge installation.

### 5.3 Abnormal Print Result: Air bubbles

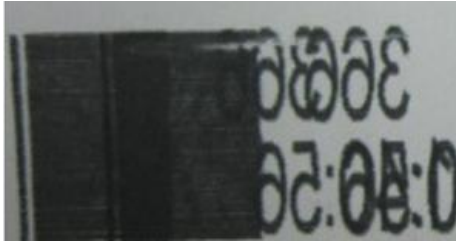


Figure 5-8



Figure 5-9

- Air bubbles are the leading cause of printing problems such as those illustrated in Figures 5-8 & 5-9. Tiny bubbles of air may form in ink over time and block the flow of ink in the printhead.
- Small air problem such as in Figure 5-8 can be resolved by implementing cleaning procedure 4.1. A severe case like the one in Figure 5-9 can only be solved using the method in section 4.3.2.



[WWW.ANSER-U2.COM](http://WWW.ANSER-U2.COM)