

Ultra 4000 4H PRINTER

USER MANUAL

ULTRA

series

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1 **Brief Introduction**

- **Use the manual**
- **Heat and dry**
- **The printer of the front board**
- **Safety notice**
- **Notice for picking up**

Use the manual

The manual include follows.

Brief instruction

In this section, we provide simple instruction about printer and documents to new user.

How to...

In these sections, we will instruct user how to operate with some illustration, such as how to take media coil and change ink barrel.

The problem is...

In these sections, we could help you to solve problem.

Tell me about...

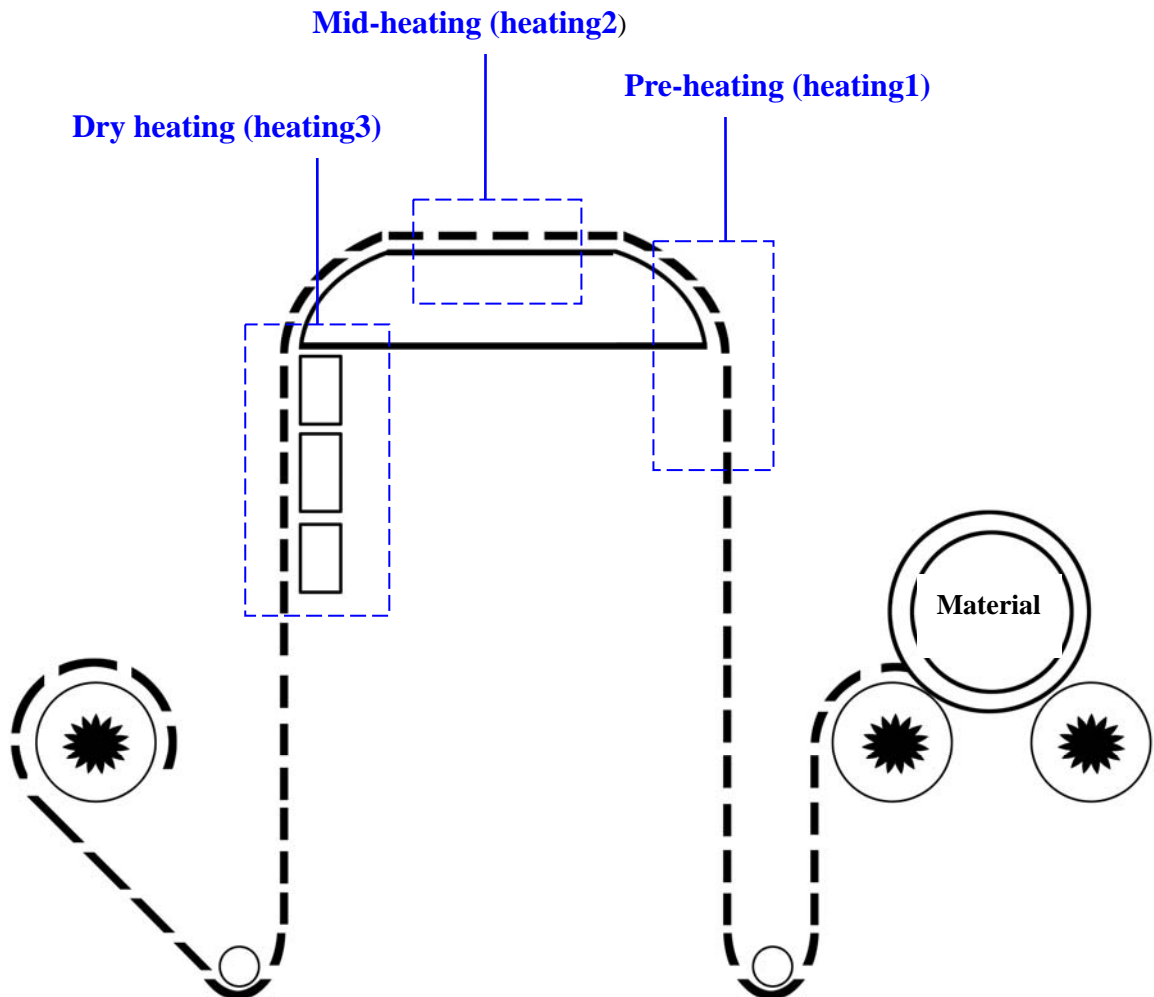
In these sections, we provide some information; include printer size, media type, and the series NO. of other parts.

Index

In these sections, we provide some information; include printer size, media type, and the series NO. of other parts.

- **Heat and dry**

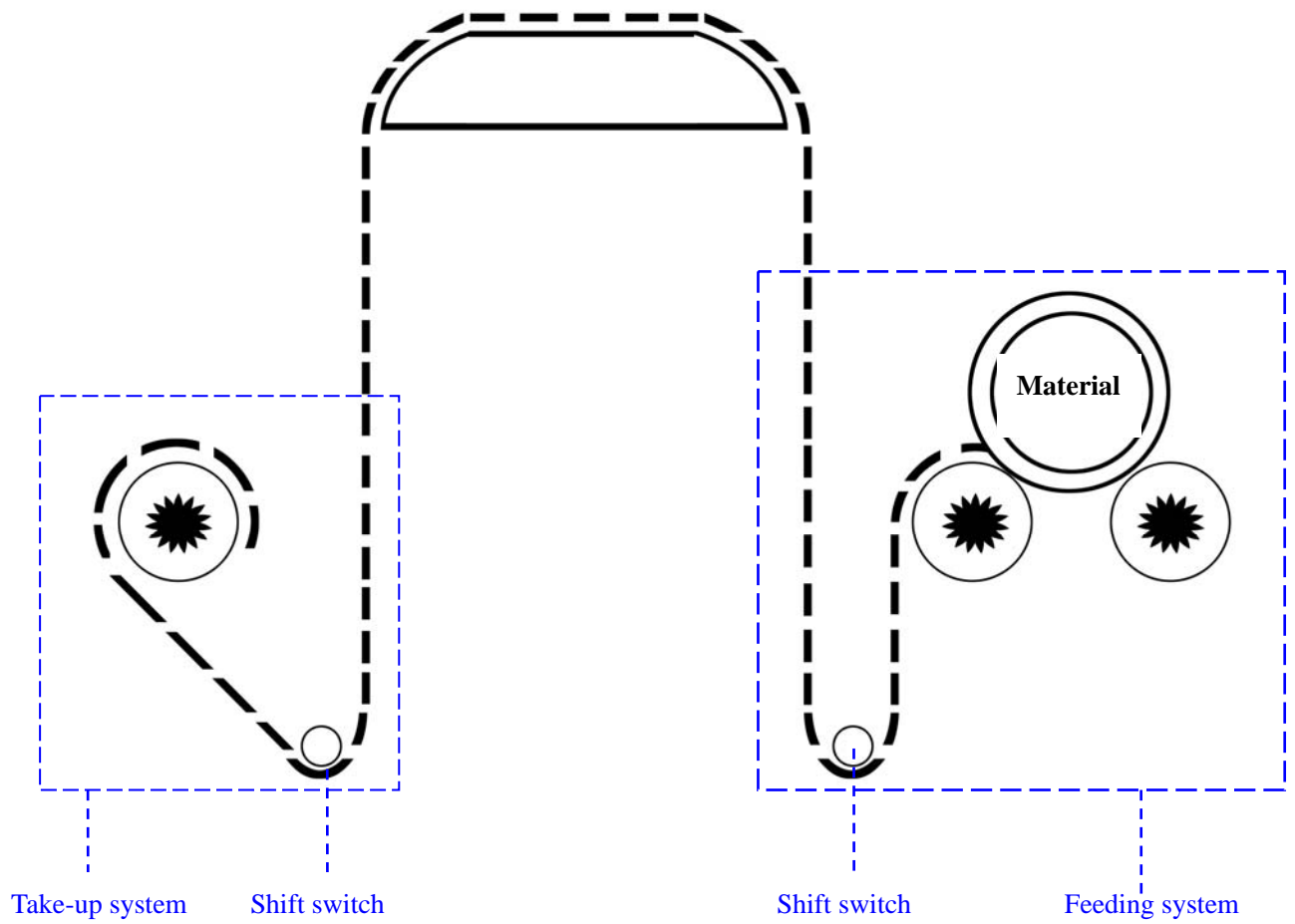
The printer includes six heaters, we can make the media pictures stable based on them. Each heater can be controlled individually.



WARNING!

Don't touch the heater, or you will be scalded.

Media feed and take-up

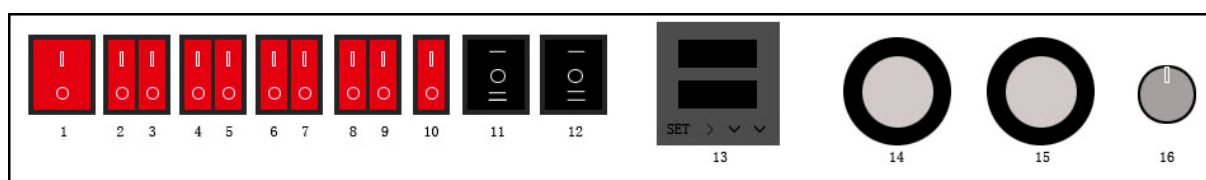


NOTICE! Attention to the direction of winding.

Control Panel

Control Panel located on the front and right side of the printer, with follow function:

- It is necessary for some operation, such as media feeding and taking-up.
- Display information, such as the power state.
- Guide you to use the print.
- Change some number value, change the print operation.



Follows:

1. Main power
2. Front fan 1
3. Front fan 2
4. Pre-heater
5. Mid-heater
6. Dry heater
7. Blank (useless)
8. Light
9. Vacuum fans power
10. Burner cap voltage power (only supply for ULTRA4000)
11. Media feeding
12. Media take-up
13. Temperature controller
14. Pre-dry temperature knob
15. Dry temperature knob
16. Vacuum fans knob

SAFETY NOTICE

There are following signs in the manual to insure the printer is used correctly and no damaged. Please follow the explanation of these signs.



WARNING! If don't follow this sign, perhaps you will be hurt grievously or die.



CARE! If don't follow this sign, perhaps you will be hurt slightly or damage machine.

COMMON WARNING

- Using the prescriptive voltage to avoid the power over loading.
- To make sure the printer touches the ground well, otherwise, it may lead to electric shock, fire, parts damaged and EMI.
- Don't disassemble and repair the printer by yourself. Don't reinstall printer in a new place. If you have any problems, please contract to Wit-Color distributors.
- Only using the power wire that Wit-color approbated. Don't damaged, cut or repair the power wire, otherwise, maybe lead to fire, electric shock or parts damaged.
- Don't let inside parts touch metal or liquid(except for cleaning), otherwise, it may lead to fire, electric shock, parts damaged or other dangers.
- Please cut off power and pull out power wire in following situations:
 - To touch the inside printer by your hands.
 - Printer is smoky or smelly.
 - The printer makes abnormal noises when the printing is normal.
 - Inside parts of the printer touch metal or liquid(except for cleaning).
 - Storm weather(thunder/lighting).
 - Power has something wrong.
- There has organic solvent in inks and cleaning solutions. So please follow the local law about organic solvent taking, using, storing and managing.
- Ink and cleaning solution is inflammable substance. So the printer and the ink should keep 8M (25feet) away from fire, spark, or other ignition source.

Don't operate printer in distance of 8M(25feet) from fire, spark, or other ignition source.

Don't smoking in distance of 8M (25feet) from fire, spark, or other ignition source.

- Installing and operating the printer in drafty area.
- Please following all the principles about VOC discharge. We suggest you installing air cleaner. Before ink-fog discharge, please get permit from local air quality control agency.
- TO avoid ink touching eyes, skin and clothes. If happened:
 - Cleaning the skin with soap immediately.
 - Getting off the clothes with ink to avoid touching skin.
 - If the ink spatters into your eyes, please clean with safe eye-cleaner or clean water and see doctor if necessary.
 - Don't swallow inks. If swallowed, don't try to vomit, please to see a doctor immediately.
- Please keep the ink tank, the cleaning suite and the waste ink away from children.
- All of operators must be trained to use urgency equipment, such as extinguisher, and know where they are.

COMMON ATTENTION

- Taking media coil carefully. They are too weighty to move in narrow space. Sometimes, it should be moved by 2 men. It may fall down and hurt somebody or damage the printer.
- Around the printer to leave enough room to get safety equipment quickly, such as extinguisher.
- All of the media, the cleaners and the rags with ink are inflammable substance. Please picking up and handle them correctly.
- If air cleaner installed, please keep enough spaces for print's vent-pipe contacting.

Locating air clean and vent-pipe system to avoid open circuit and interfere print work, when media taking up, feeding and ink tank checking, changing.

- When pull out power wire, Please always hold plug to fix wire, but not hold wire directly. Otherwise, maybe lead to electric shock, fire.
- Don't touch the surface of the media in the heater, or you will be scalded..

For safe work, please pay attention to all "ACRE" and "WARNING".

Notice for picking up

Please pay attention to the introduction, so that you can avoid damaging the printer and parts.

Power

- Using the pointed power voltage.
- To check power socket before connecting to the printer, and make sure the polarity touches the ground well, otherwise, it may cause electric shock, fire, parts damaged and EMI.
- To guaranteeing the printer touches the ground well, otherwise, it may cause electric shock, fire, parts damaged and EMI
- To avoiding the power over loading.
- Only using the power wire that be approbated by Wit-Color.

Printer

- You can use soft fabric and neutral detergent to clean the printer. Don't spill liquid into printer; otherwise, it may cause electric shock, fire or parts damaged, so that the printer can't work normally. Don't dilute cleaning solution with benzene or dope. It may damage the coating of printer.
- Don't touch nozzles, it's easy to damage and clog.

Inspection and maintenance regularly

- Please follow the maintenance principle. See [How to maintain](#).
- Cleaning the covering everyday.
- Turning off printer in right process.

Consumable

- Ink is inflammable substance. Don't take it near fire, spark, or other ignition source.
- Please use the ink before its period of validity. If you use the ink after the period of validity two months, the quality of the ink will be declined.
- TO avoid ink touched eyes, skin and clothes. If happened:
 - Cleaning skin with soap and clear water immediately.
 - Getting off clothes with ink for avoiding touching the skin.

- Please clean ink-splashed eyes with safe eye-cleaner or clean water and see doctor if necessary.
- Storing the ink in cool and dry place, it can keep ink quality in its period of validity

2 How to... (Basic operation theme) ?

- Contact to computer
- Turn on/off Power

Contact to computer

The following part is about system configuration and the process of contact cable and wires.



NOTICE! Before connect or cut off SCSI cable, please turn off the power of
printer and computer.

System configuration (contact example)

Following work could be done

1. Install pixel board and transfer into computer.
2. Contact pixel board to printer by SCSI cable.
3. Contact transfer to Encoder Stripe by 50PIN cable.

Turn on/off Power



WARNING! Please use the power wire that is approved by Wit-Color. To make sure the printer touches the ground, or it will cause electric shock, fire, parts damage and EMI.



CARE! When pull out power wire, please always hold plug to fix wire, but not hold wire directly. Otherwise, maybe lead to electric shock, fire.

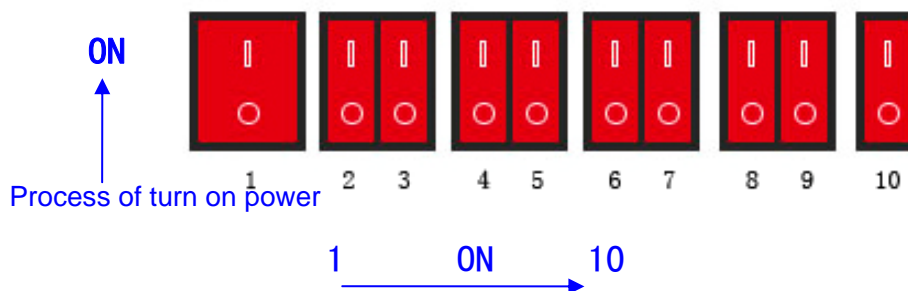
Turn on power

1. Turn off printer by power switch in the right of printer. One end of power wire plug in socket of printer, other one plug in socket of power.

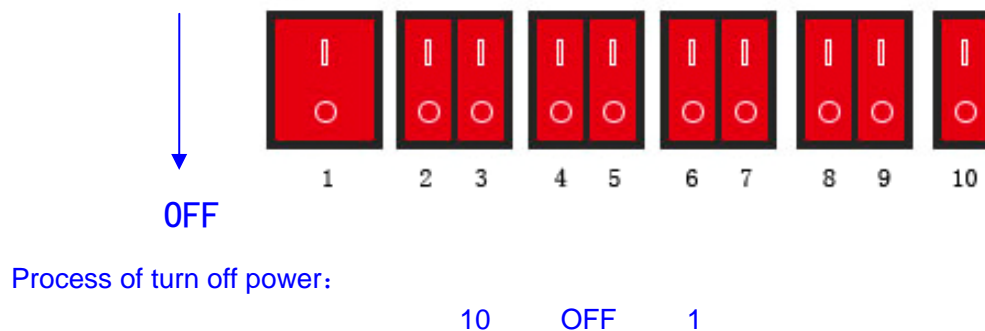


WARNING! You need to avoid the power over loading. Only using the power wire is approved by Wit-Color. Don't damage, cut or repair the power wire, otherwise, it may cause fire, electric shock, parts damaged.

2. Turn on power switch



Turn off power





3 How to install media

The Following part is how to install media into printer.

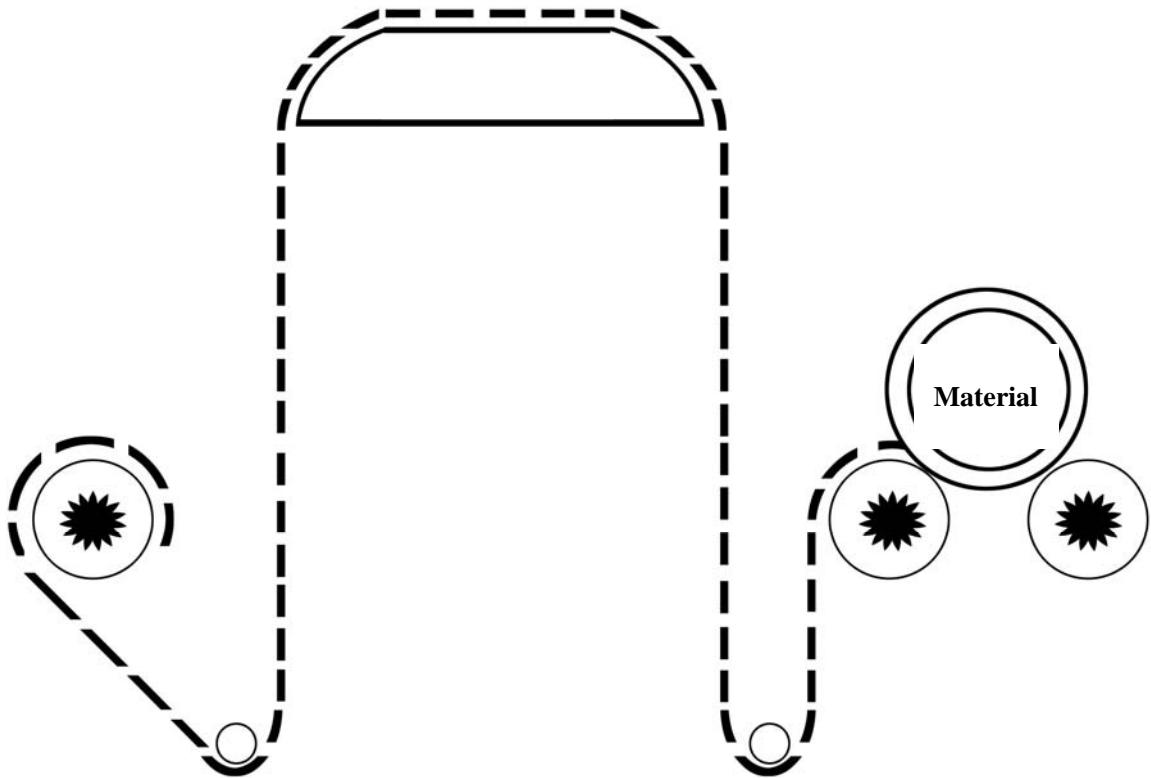
- How to put the media coil in the printer
- Media holder use
- How to use media feeding and take up system

Put the media coil in printer

 **CARE!** Don't touch heater for avoiding scalding. Taking media coil carefully because they are too weighty to move in narrow space. It should be moved by 2 men. It may fall off to hurt somebody or damage the printer.

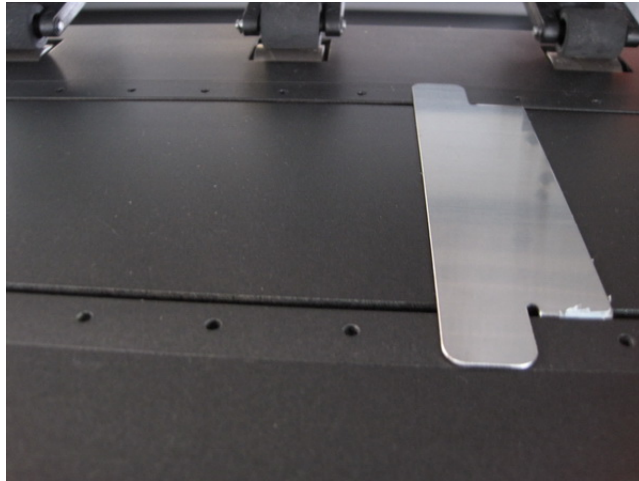
 **NOTICE!** According to the media thickness, you should adjust the height of the printhead. See "[Change printhead height](#)".

When media coil installs, please make sure that the truckles are stable. (Press down brake handle)

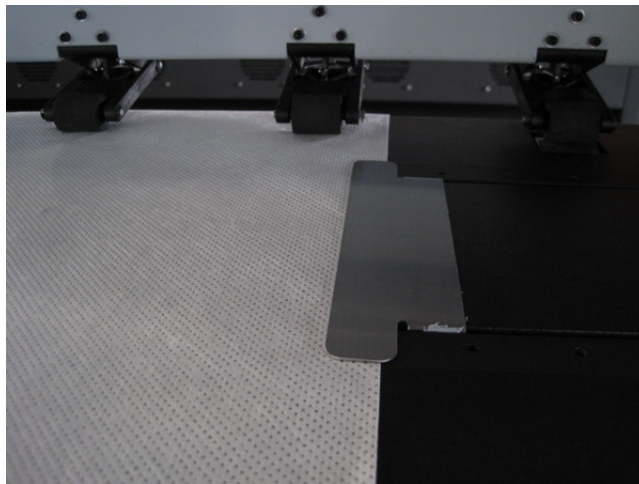


The usage of media holder

Set up the holder on two side of workplace to reduce the possibility of printhead knock against.



Based on the width of media, we can adjust the position of the holder.



4 How to... (Ink theme)?

Following is ink theme and printhead height adjustment.

- Change ink
- Identification of ink factory
- Change height of printhead

Change ink



CARE! You should always use the inks from original manufacture because these inks are researched and developed specially and certified by printhead factory. We could realize high quality printing and reliable operation with it. The non-original manufacturer ink may cause low quality, some faults or some hidden dangers. Wit-Color didn't test non-original manufacturer inks, so we will not be held responsible for any damage by non-principal.



NOTICE! Before changing ink, you should shake the ink well.

Name (Y: Yellow, M: Magenta, C: Cyan, K: black, LM: Light magenta, LC: Light cyan)

Identification of original ink manufacturer



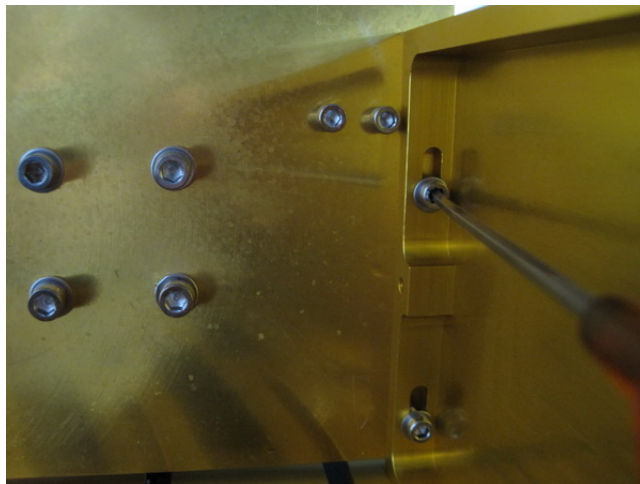
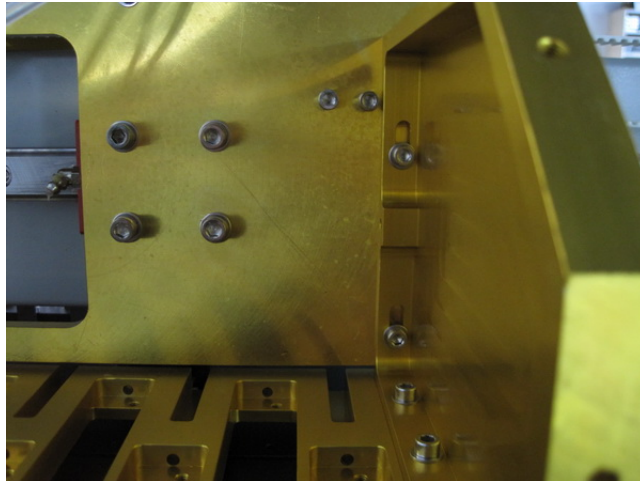
WITCOLOR ink only-used sticker

XAAR certified anti-fake laser label

How to change the height of the printhead

You could adjust printhead height according to the media thickness. The best distance between printhead and media is 3MM.

The following part is about operation process



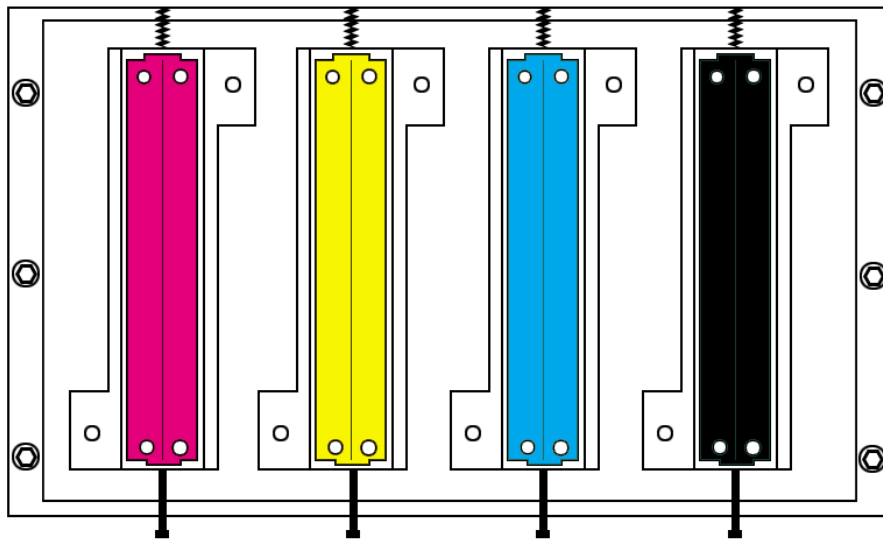
5 How to... (Installation theme)?

The following part is about installation description

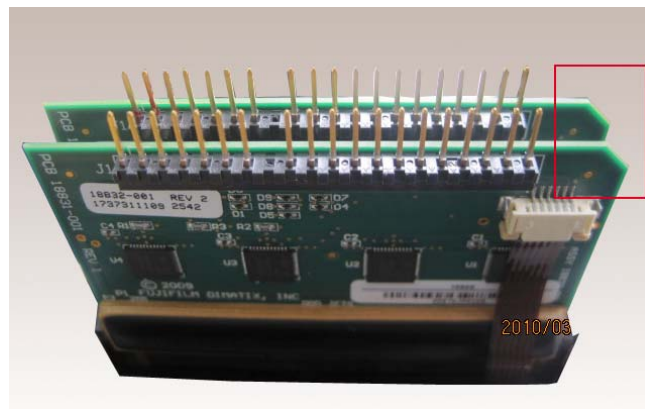
- The order of installing the printhead
- The order of installing the printhead cable
- How to install the printing software
- How to install the dangle driver
- How to install the pixel board driver

Install printhead

4H-4C Order for installing

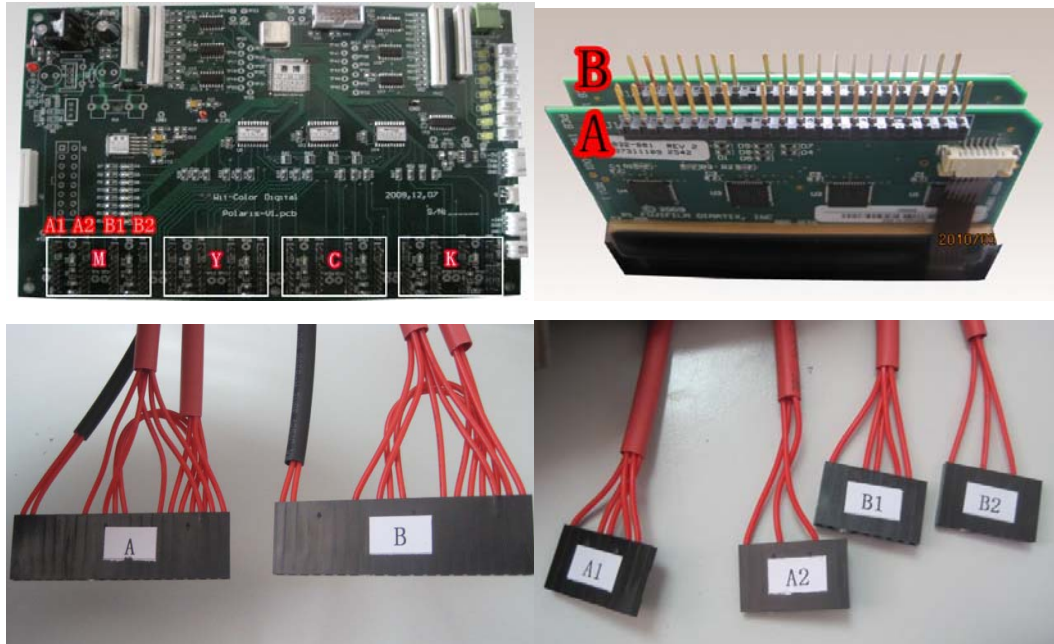


Attention: The direction of the print head's position. The gap of the print head should be in front. (As picture)



Install printhead cable

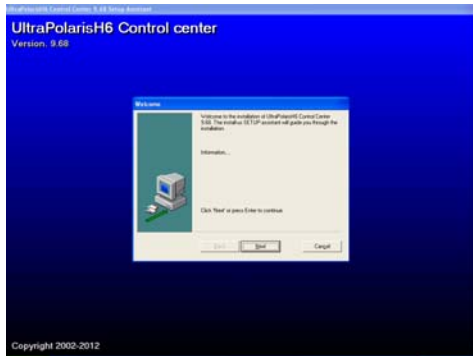
The order of connecting the print head and the carriage terminal control board.



To insert the adapters A, B from the cable into the corresponding position on the print head. And to insert the other end A1/A2/B1/B2 into the corresponding position on the carriage terminal control board.

Install printing software

- 1、 Put CD into computer.
- 2、 Open [My computer]
- 3、 Double click CD icon.
- 4、 Double click [setup] icon, click[next](as process A to D).



A



B



C



D

Install dongle driver

After click [yes], install dongle driver, click [install] (as process A to B)



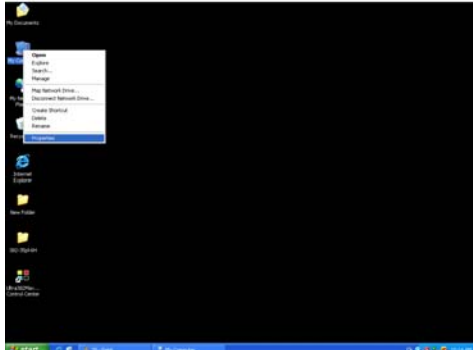
A



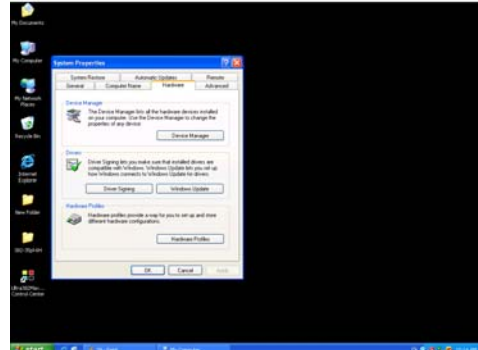
B

Install pixel board driver

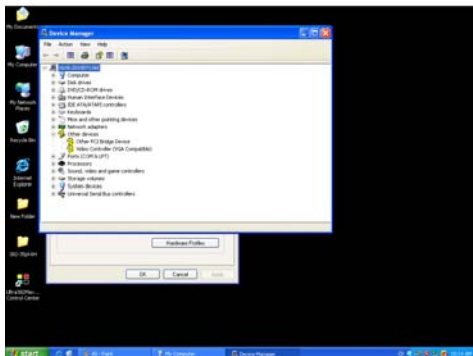
Insert pixel board in PCI slot. Computer will found PCI equipment automatically. Install pixel board driver (as process A to P).



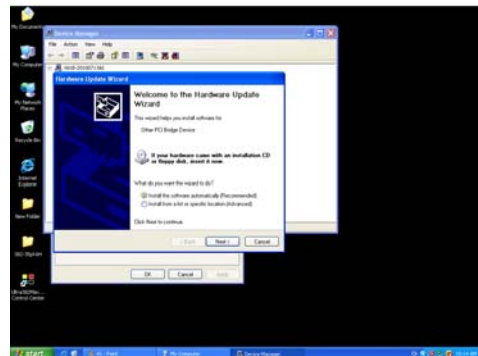
A



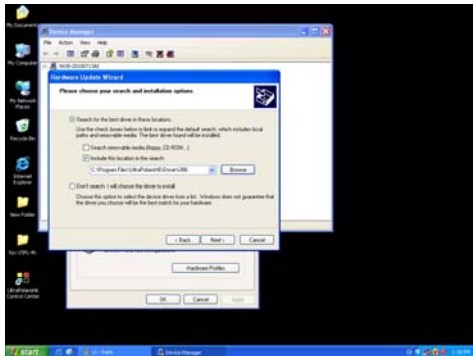
B



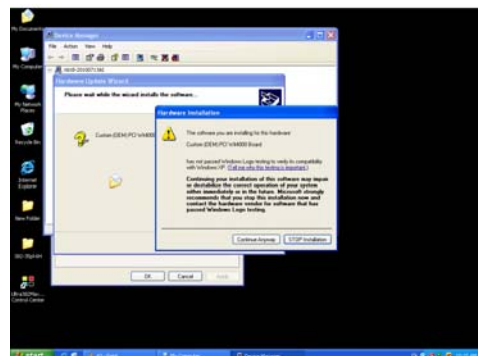
C



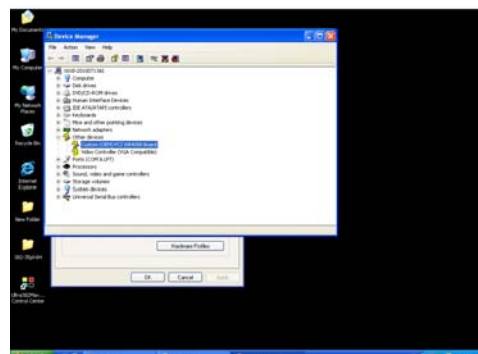
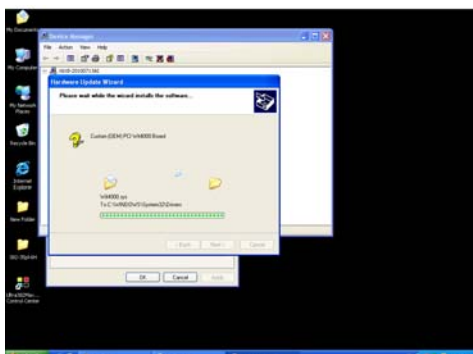
D



E



F



6 How to... (Software theme)?

The following parts are about how to use the printing and RIP software.

- Ultra printing software operation.

Ultra polaris software use

☆**Tips** *System time can't be changed, or else, dangle will be locked.*

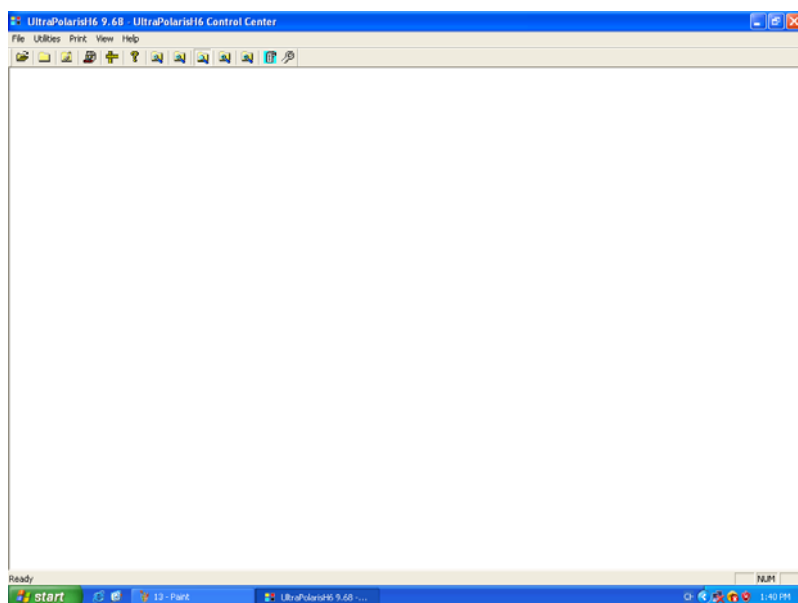
1、 Summary

Wit-Color printer is controlled by Ultra Control Center software. This software could operate files RIP to RTL, PRN and PRT formats. Every formats file could be printed in low, middle and high speed mode. Every speed mode has 4 resolution modes. Viscosity could be changed within limited. PHOTOPRINT RIP software is recommended. About RIP software, please see corresponding RIP software use manual.

2、 Software guide













Double click Ultra 382 maxH8 Control Center software icon to open software. Carriage will move to left slowly and stop on the position of printhead cleaning, until touched limited switch. The software main control interface will come on desktop (see6.1.7.). Initialization is finished.

Software main control interface



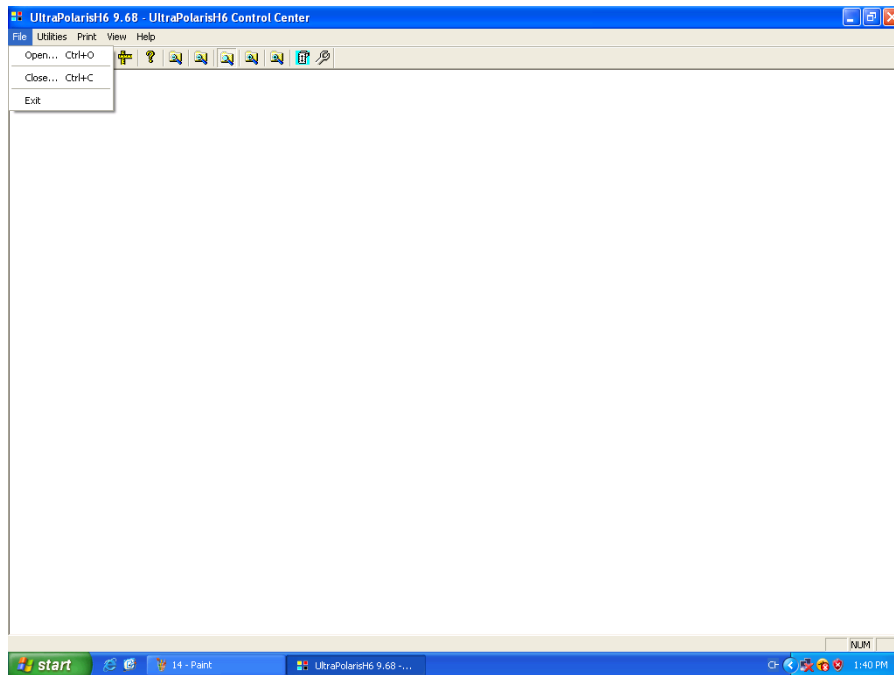
Keys instruction:

Open picture files after RIP

	Closed pictures files
	Printing as setting parameter
	Printing parameter setting
	Adjust edge-distance
	Help
	Magnified 4 times
	Magnified 2 times
	Normal view
	Reduced 2 times
	Reduced 4 times
	Media advance and printhead power control
	Moved position and printhead testing adjustment

Control program menu structure

File menu



Open files... CTRL+O

same as  key

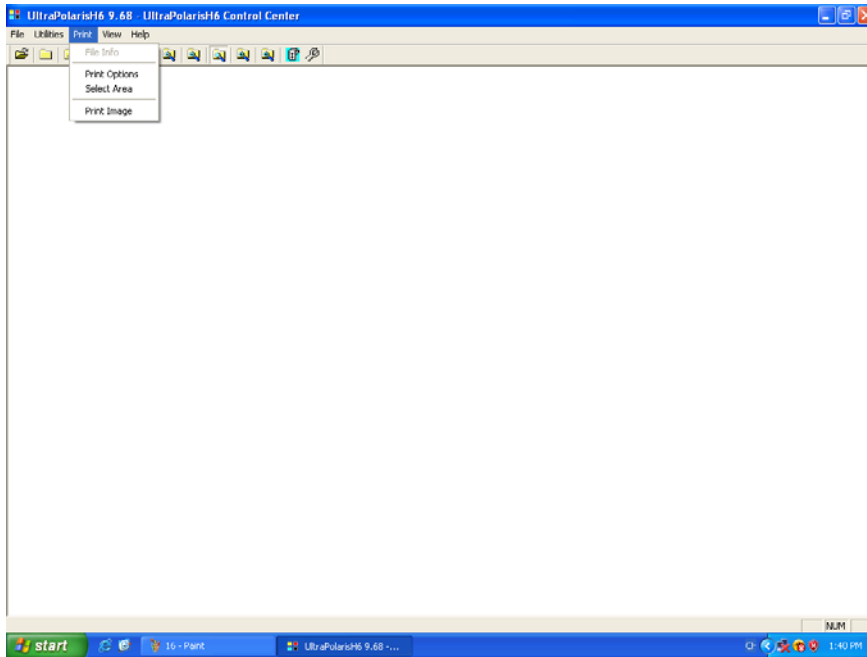
Closed files... CTRL+C

same as  key

Exit

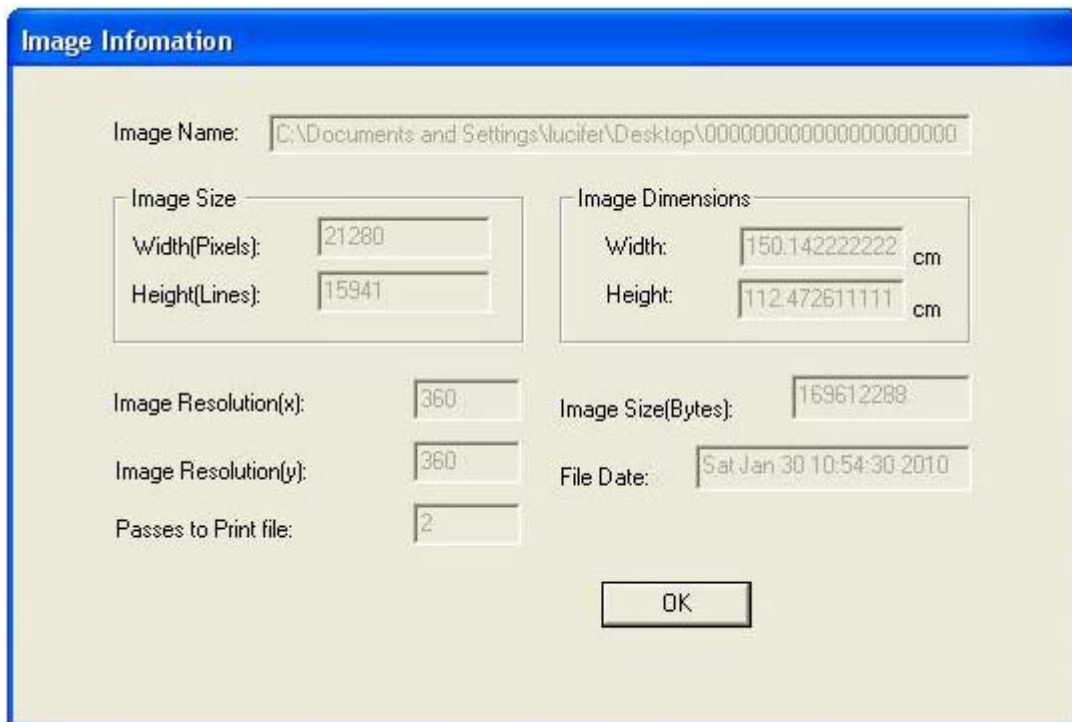
Exit Ultra software

Print menu

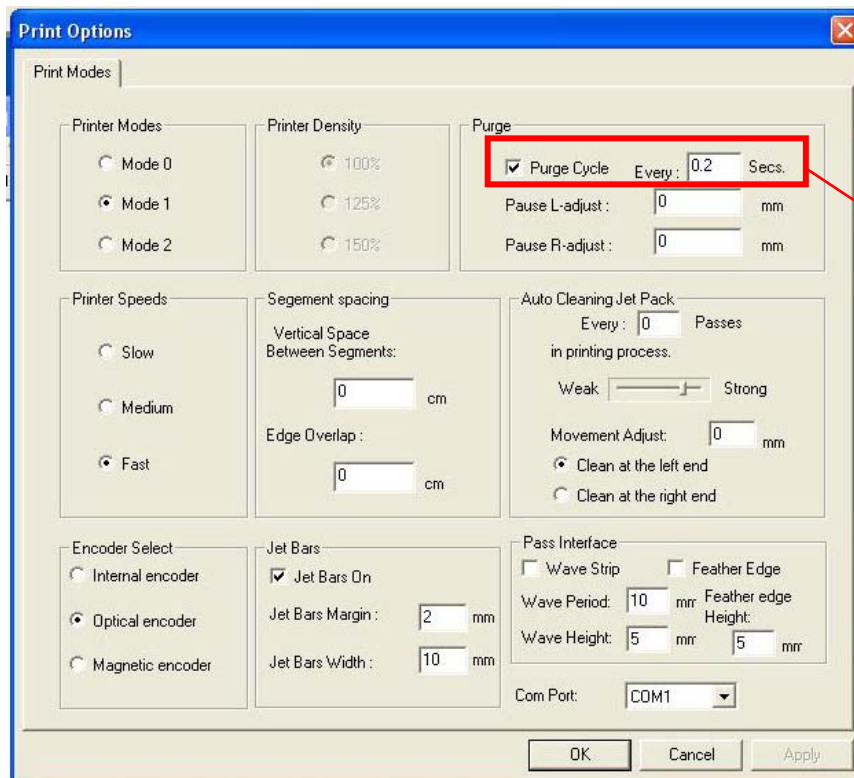


File info: Image information: Folder location, files size, image width and length, RIP resolution, etc.

Notice! This menu could be entered after picture opening



Print option: Printer mode, printer speeds, printer density, segment spacing, jet bars and auto cleaning jet pack, etc.



The mode of the printer

The three modes are mode 0, mode 1 and mode 2. Click one from three of them. The One with black point presents the mode.

The speed of the printer

The three speeds are slow, medium and fast. The speed is higher; the more requirements of machinery, electron, and ink quality are higher. Click one from three of them; the one with black point presents the mode.

The density of the printer

There have three grades from 100% to 150% 3. Click one from three of them, and the one with black point presents the mode.

Jet bars of the printer

Click [jet bars on] to turn on or off the printer. The purposes of the print bars are that to check the work status by eye and avoid printhead clogging. And also, the jet bars calculate the margin and the width.

The cleaning cycle of the printer

Click [purge cycle] to turn on or off the printhead on the flat board. You can input the time as seconds by keyboard. It's to avoid printhead clogging.

Pause L/R-adjust

During the printing, the printhead will be logged. You must stop and purge the printhead before printing continually. Because of the machine, you will

find the edges will not a line. The error could be reduced by input correct values.

Segment spacing

According to media width, segment could be printed automatically by program. [Edge overlap] must be adjust by inputting a value in segment printing, furthermore, [between segments] must be adjusted by inputting a value in continuous segment printing.

Encoder select

- 1、 internal encoder: General servo locating
- 2、 optical encoder: Optical locating
- 3、 magnetic encoder: Magnetic locating (We do not use now.)

Auto cleaning jet pack

[Every() Passes] for inputting the values of every how many passed for one time auto cleaning.

[Movement adjust ()]for adjusting error of auto dust collector

☆Tips Click [OK] to confirm before exit.

☆Tips Click [Cancel] to exit with original set.

Select area: Set quantity of segments according to media width to print segment separately or continuously, or print input rectangle area. In every segment, the start row could be pointed.

Select Printing Areas

File Name : _____

Image Printing Information

Image Resolution(x):	240	Image Width (Pixels) :	9472
Image Resolution(y):	0	Image Width (Measured):	100.245 cm
Printing Resolution(x):	240	Image Length (Lines) :	7080
Printing Resolution(y):	360	Image Length (Measured):	49.953 cm

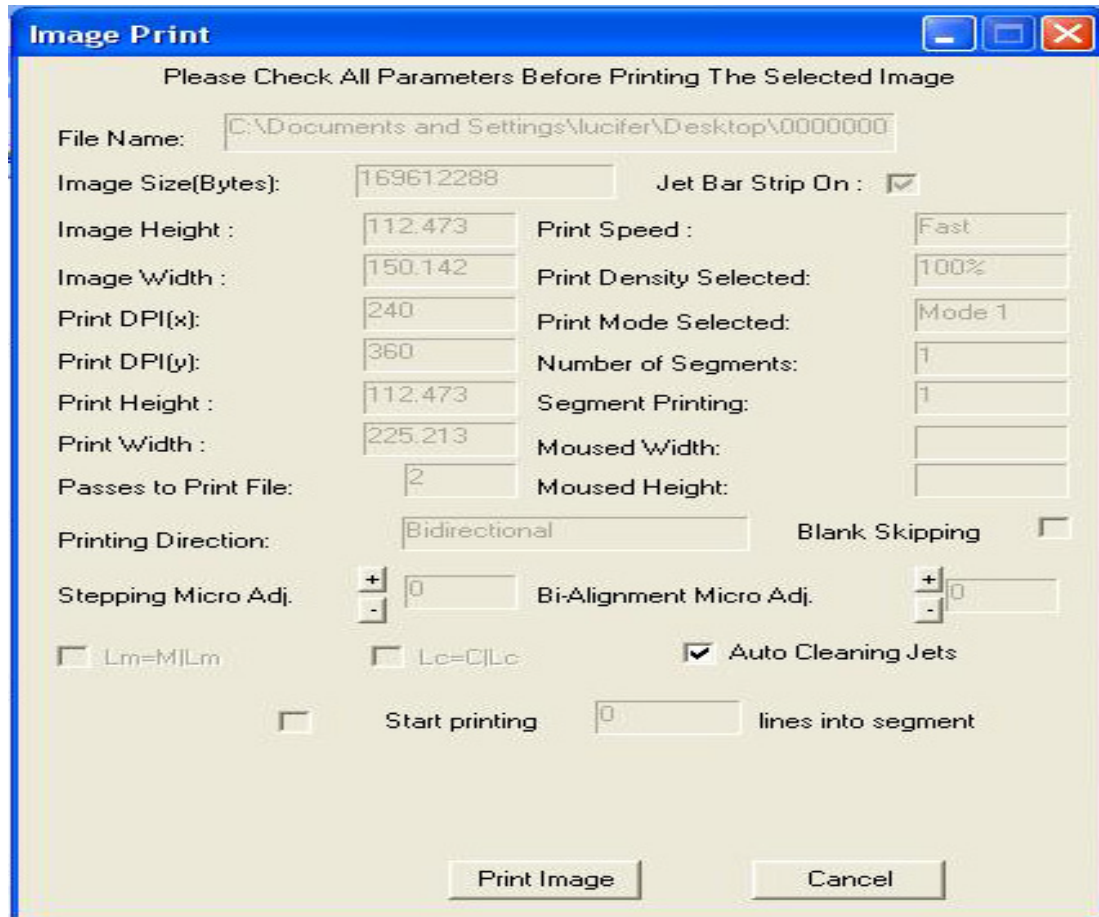
Image Is Divided Into 1 segments

Printing Areas

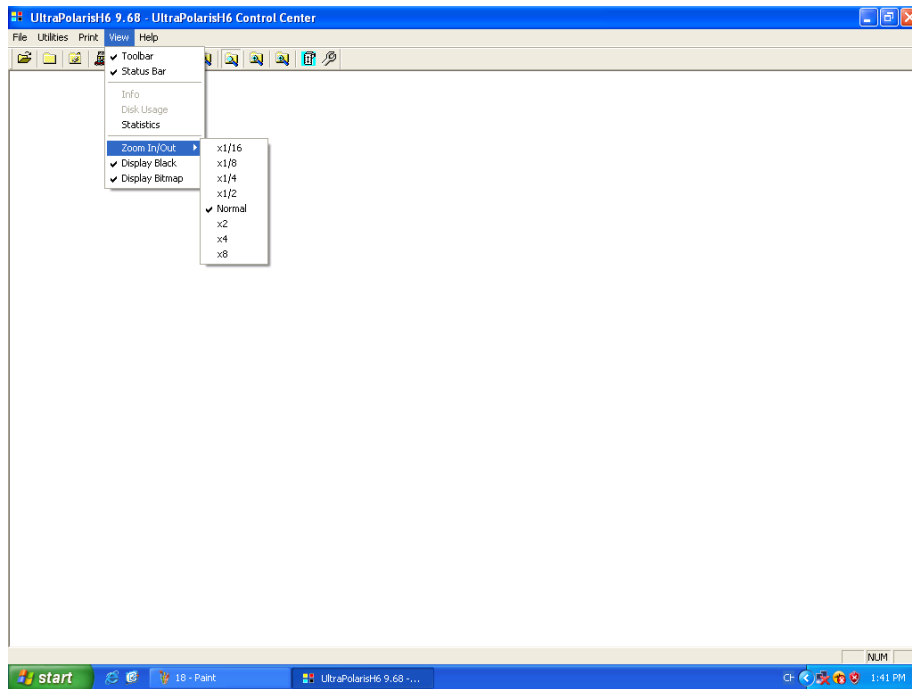
<input type="checkbox"/> Use Segment Number	0	<input type="checkbox"/> Use Moused Area	
<input type="checkbox"/> Step into the selected segment		Left Moused Area:	0
<input type="checkbox"/> Use Line Numbers	0 cm	Top Moused Area:	0
		Moused Width :	0
		Moused Height :	0

OK Cancel

Print image: It displays all the printer parameter for checking. For example, the print speed, pause to clean and adjust media advance, etc.



View menu



Toolbar (T)

Display tools

Status Bar (S)

Display status

Statistic (T)

Count print sizes

Zoom in/out (Z)

Magnified/Reduced image

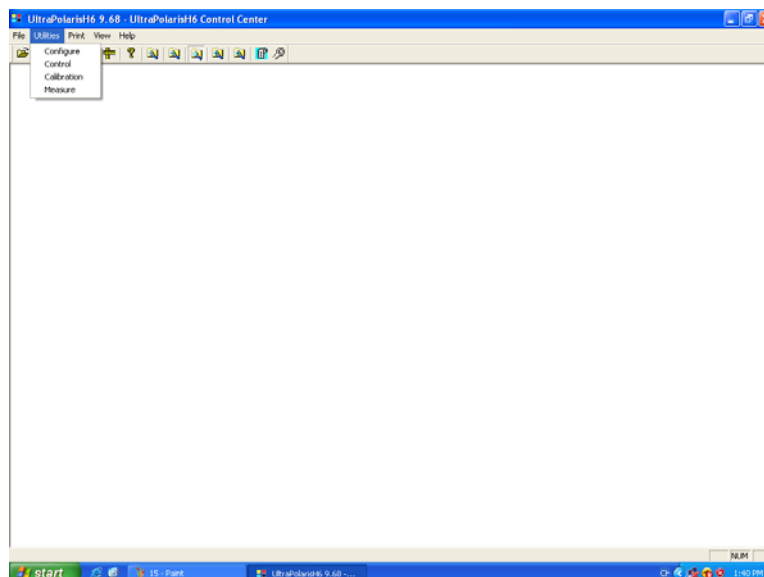
Display Black (D)

Display black in YMCK

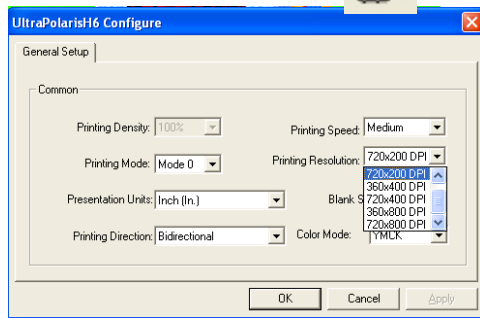
Display Bitmap (B)

Display opening files (default to on)

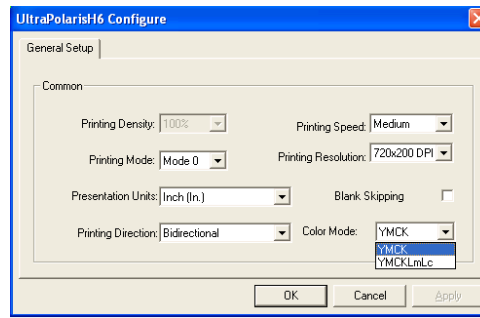
Utilities menu



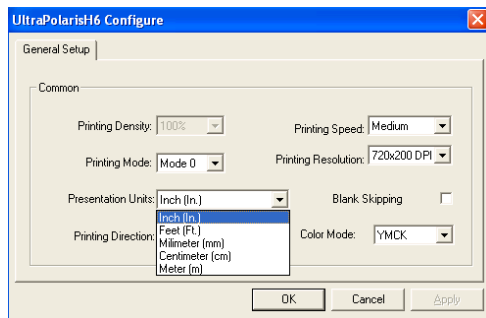
Configure: Same as  key



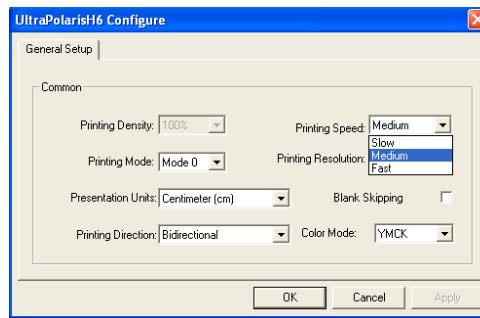
Resolution



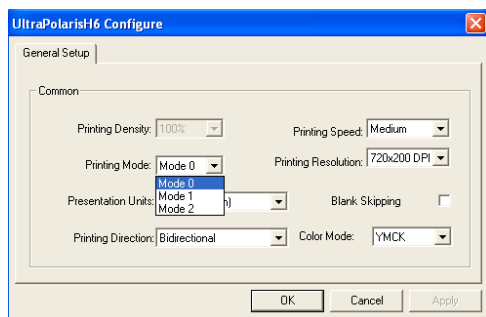
Color mode



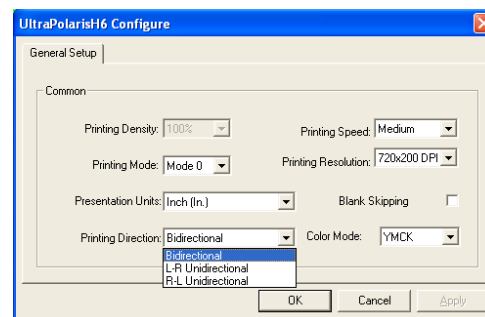
Size and unit



Speed



Print mode

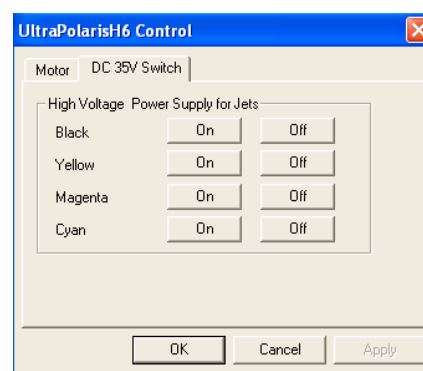


Printing direction

Control: Same as  Key



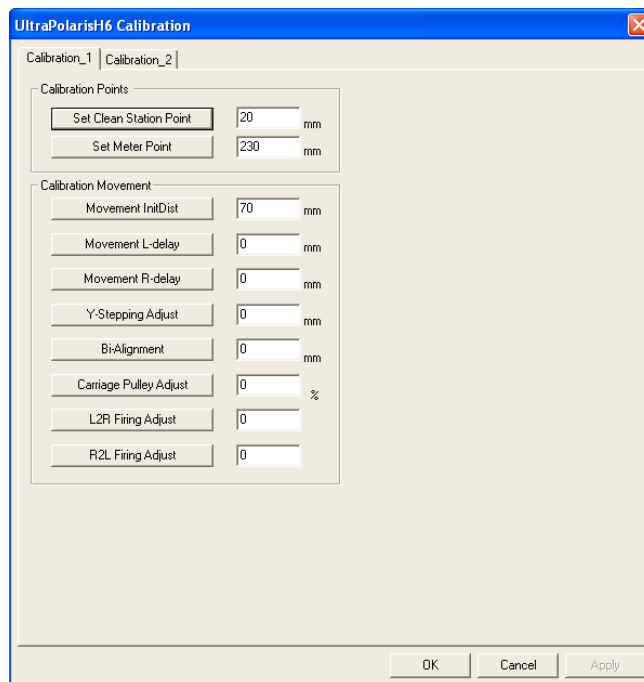
Motor option



Print head voltage option

Calibration: Same as  Key

Calibration 1 :



Parameter	Value	Unit
Set Clean Station Point	20	mm
Set Meter Point	230	mm
Movement InitDist	70	mm
Movement L-delay	0	mm
Movement R-delay	0	mm
Y-Stepping Adjust	0	mm
Bi-Alignment	0	mm
Carriage Pulley Adjust	0	%
L2R Firing Adjust	0	
R2L Firing Adjust	0	

[Set clean station point] is to set position of clean. The input value is the distance from limit switch to left side of carriage. Carriage will stop on this position in next beginning.

[Movement init dist] is to set the range of carriage from rest to work speed or from work speed to rest. Generally, the input value is higher than actual range, but don't set it so high that reduce effective range.

[Movement L delay] is to set the delay distance from ordering to move, to beginning move to left. More big Input value, more big range image move to right.[Movement R delay] is to set the delay distance from ordering to move, to beginning move to right. More big value Input, more big range image move to left. If the mechanical resolution is good enough in X-axis, right and left delays will be almost same and realized alignment of right and left sides.

NOTICE! This function is used to inside coder

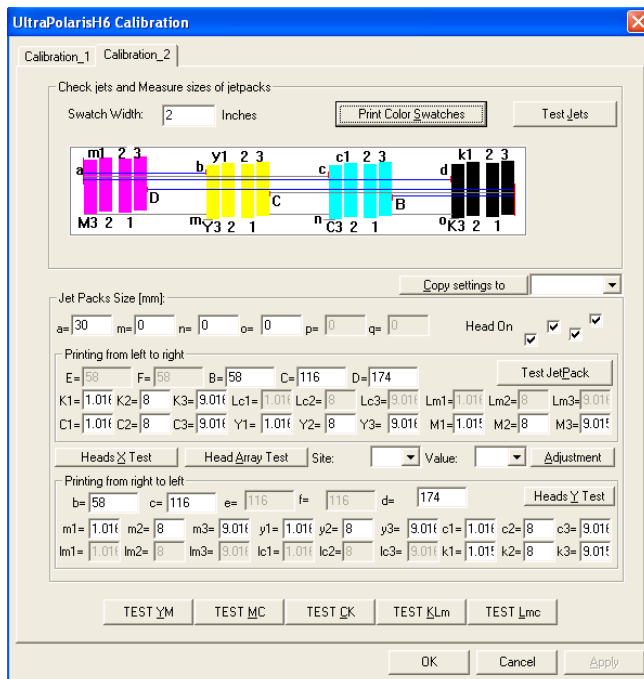
[Y-Stepping Adjust] is to micro-adjust Y-axis moving. So many elements will make media advance error, such as material, pressure from media hold ring, pull from media take-up system, etc. The error could be reduced by input a nonzero value.

[Bi-Alignment] is to micro-adjust alignment of two sides in X-axis.

NOTIC ! This function is used to encoder.

NOTIC ! Different materials, different printer modes, different resolutions and printing direction all make different media advance and different set.

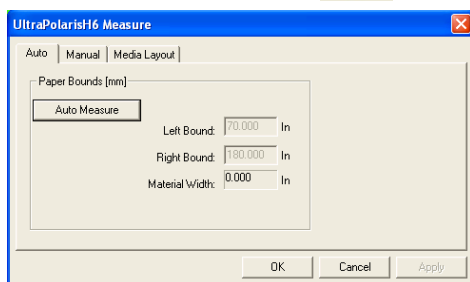
Calibration 2 :



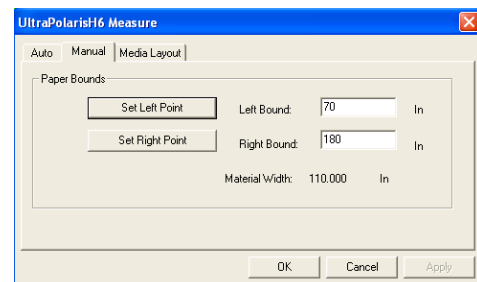
Printhead software adjustment

NOTICE ! Printhead adjustment could be read in Teaching Materials

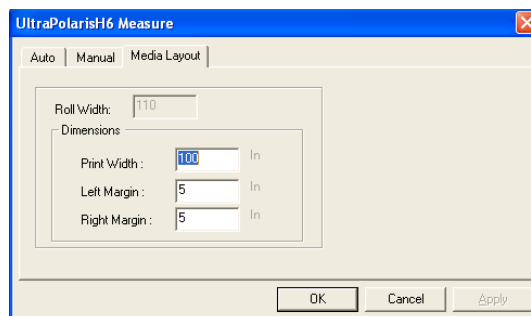
Measure: Same as  Key



Measure media width automatically
(Depend on Configure)

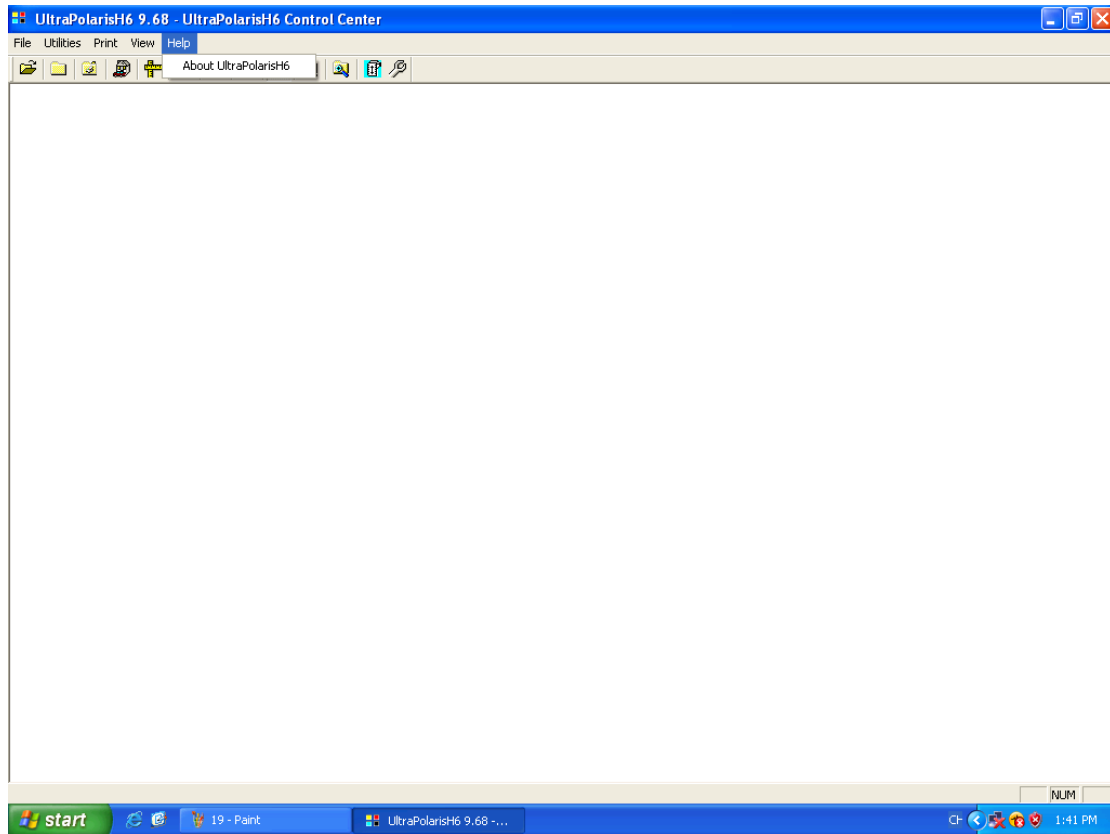


Manual input media width



Manual change media layout

Help menu



About (A) same as

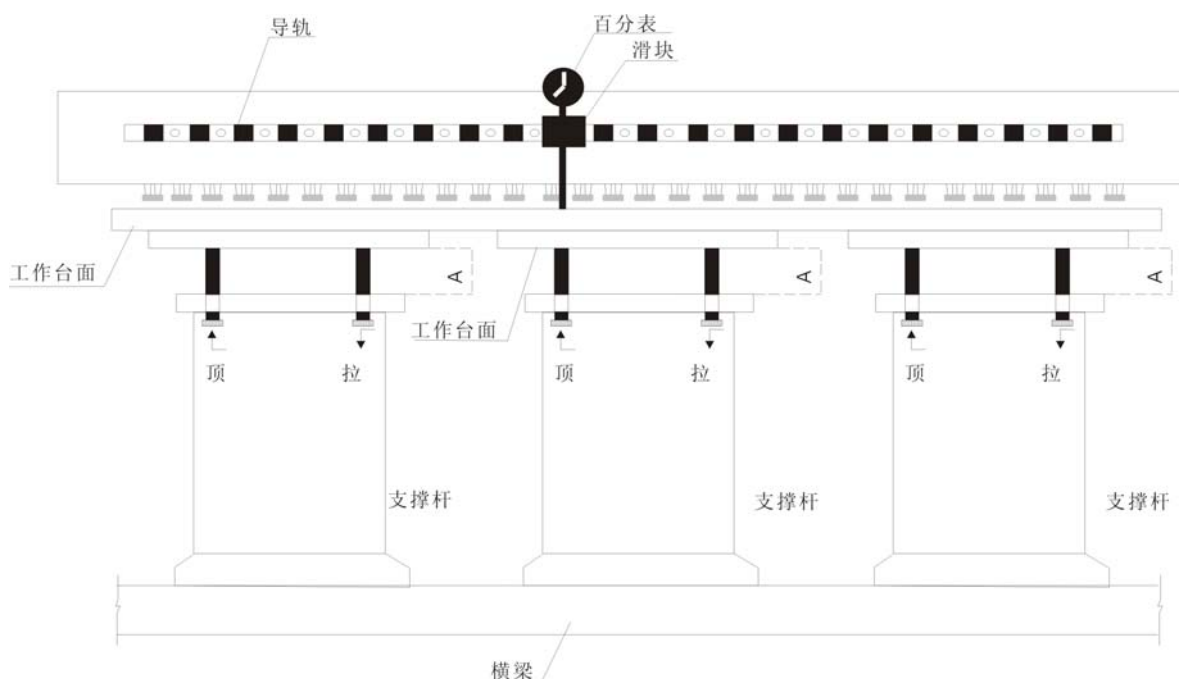


7 How to get the best picture

- Mechanical adjustment
- Printhead adjustment
- Print mode parameter chart

Different media makes different quality picture. So in order to optimize quality, before printing with one kind of media, you can test it first, and then adjust printer according to the result of testing to print.

Mechanical adjustment



◆Tools:

Dial indicator and Minpad (others needed)

◆Operation:

Dial indicator: Fix dial indicator on slide. According to reads in dial indicator, push or pull screws (under plate), until the reads on the left, middle and right of work plate are all same.

Minpad: Put two minpads between printhead plate and work plate (two sides' measure). To adjust the distances between printhead plate and work plate are all just minpad's thickness 3 MM in every pieces of work plate, permit error 0.5 MM. That's OK.

◆Importance:

Levelness of work plate will influence directly the resolution of images. Such as: The resolution in right and left sides will be different in same print mode. The pleats in media caused by media hold rings forcing unevenly, maybe scrape carriage.

NOTICE! Mechanical adjustment must be done after new installation

NOTICE! Mechanical adjustment must be done after media hold rings installation finished

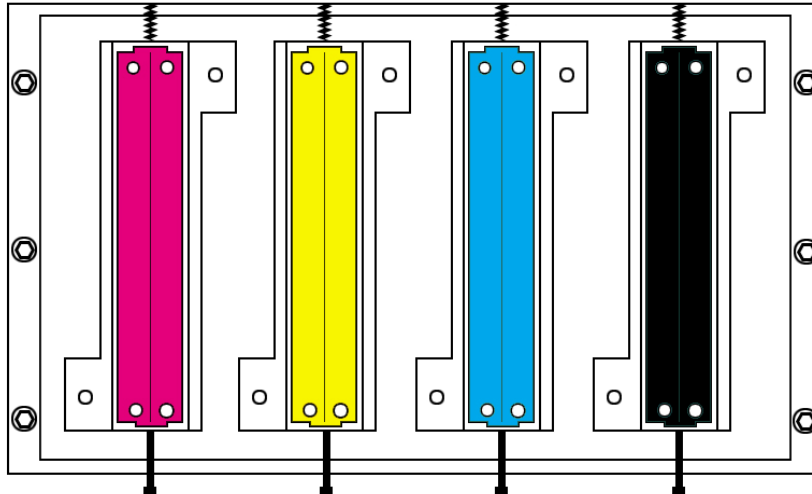
☆Tips Work plate is horizontal means printhead plate is perpendicular to linear rail

☆Tips Parameter A on the back side of Certification is for reference only.

Printhead adjustment

4H-4C adjustment method

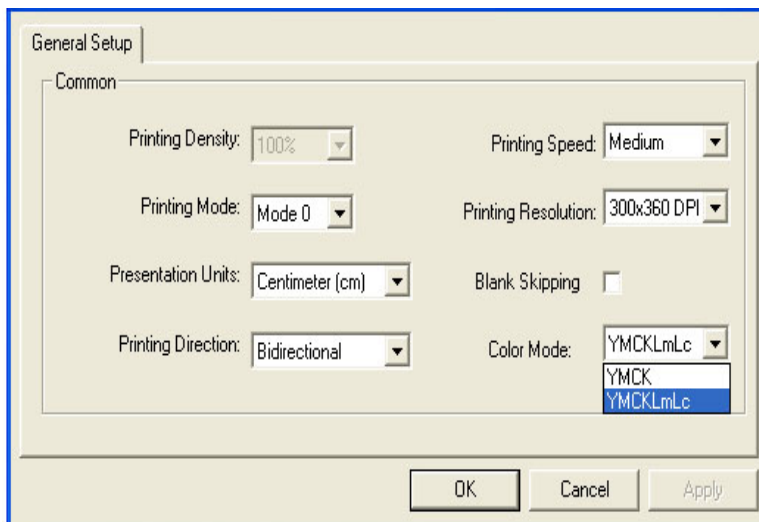
A. Printhead installs position




B. How to switch the software in Ultra Polaris

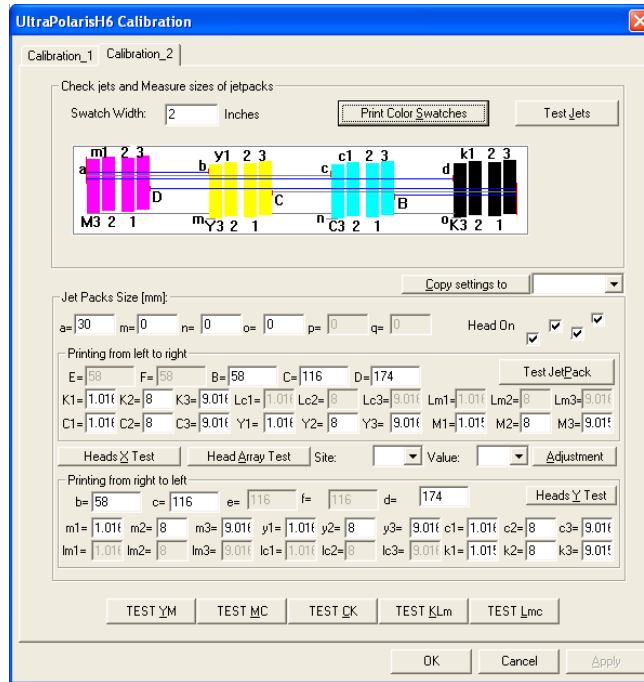
You can choose four or six color in Color Mode. After you finish, close the software and open again.

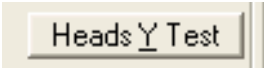
Attention: for Ultra4000-4H printer, you must select Color Mode by YMCK.



c. How to operate the software

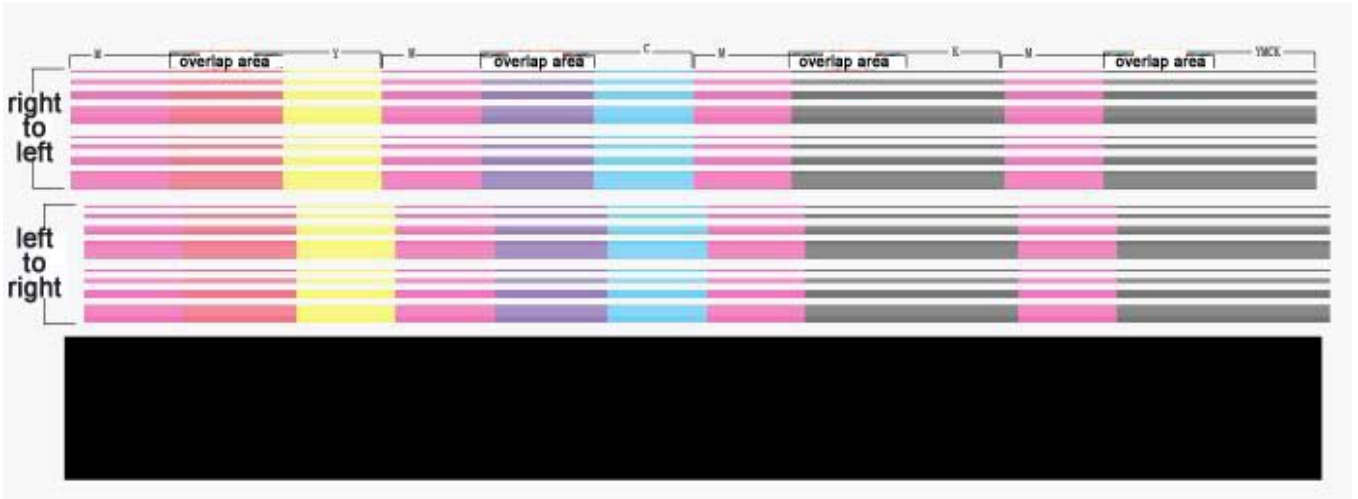
First step: Double click  and open the software go to the calibration 2.



Second step: To adjust the direction of print head Y. To get test strip (above) according to click 

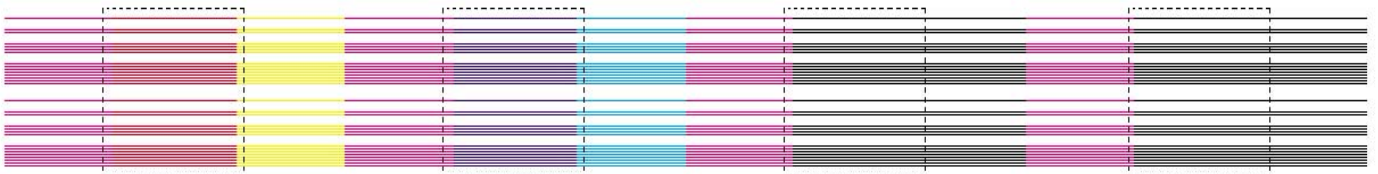


The print head Y make explain to the test strip.

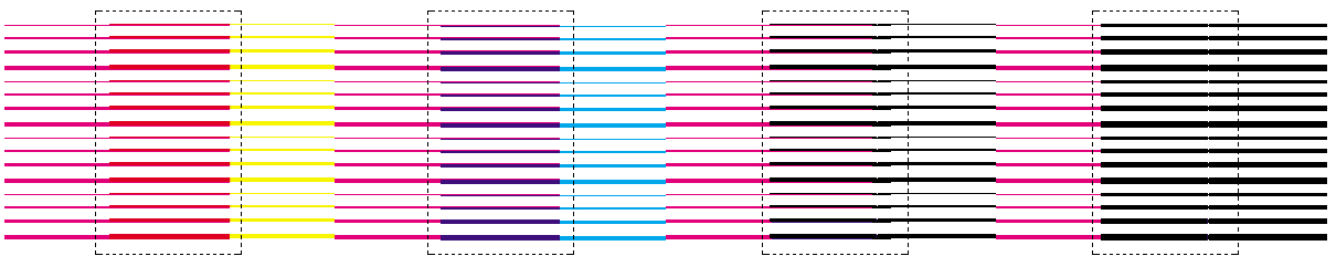


The right way of adjusting the print head Y's position:

- a. To adjust the print head as a straight line, then the repeated area, Y, C and K overlap M. The standard picture as follow: (the position of the print head is moved by the screw, all the chromatic line be overlapped in the dashed border.)

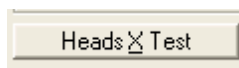


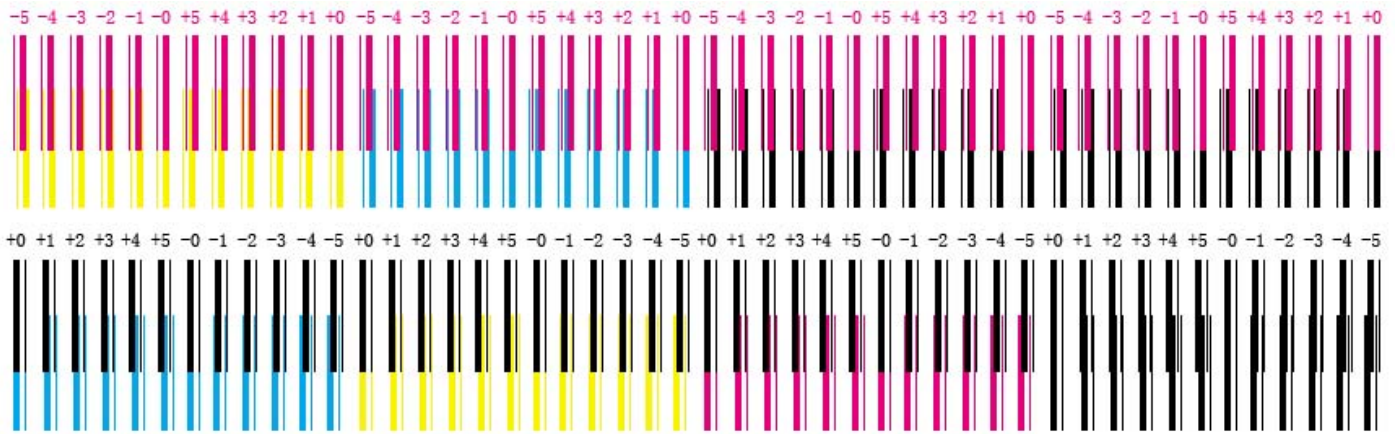
The following picture is unqualified, you should adjust again.



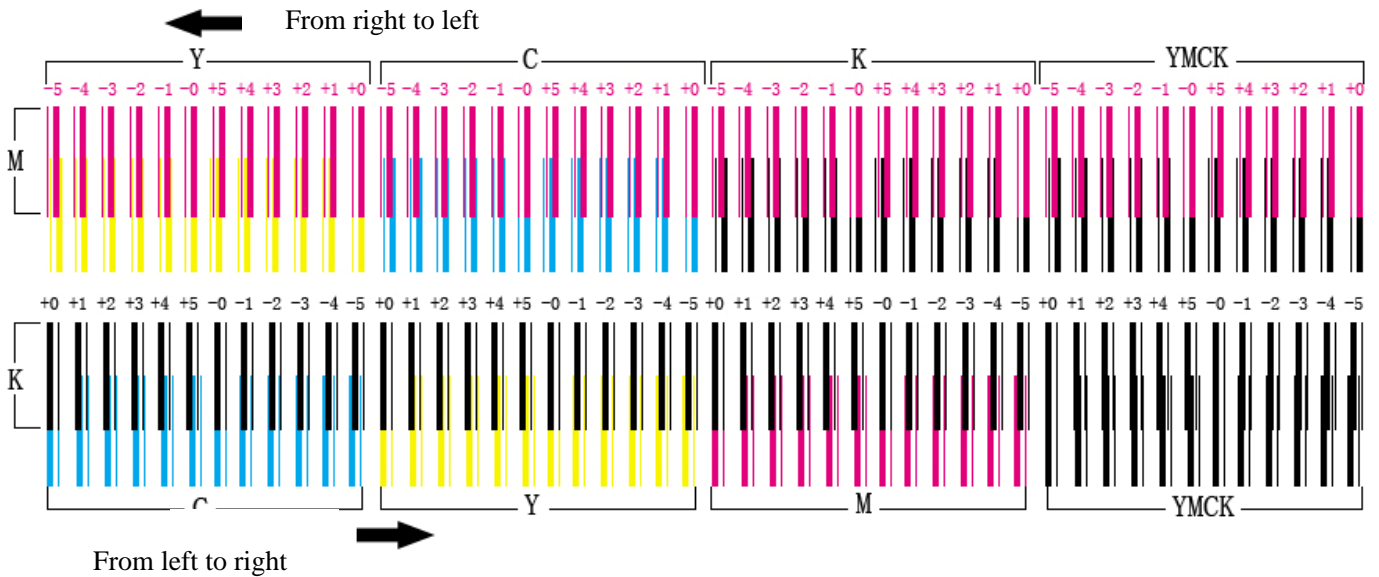
Third step: To adjust the position of print head X. To get the following test

strip according to click

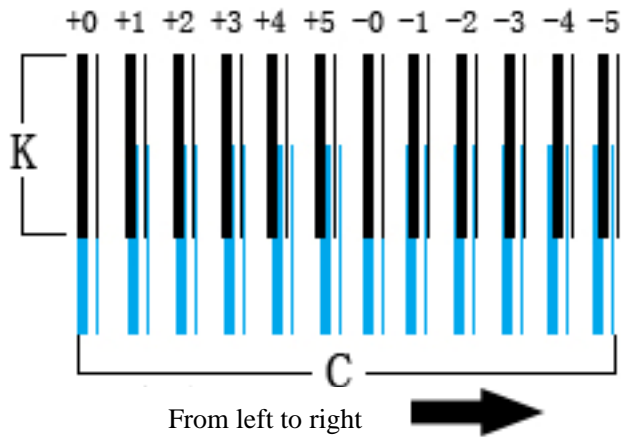




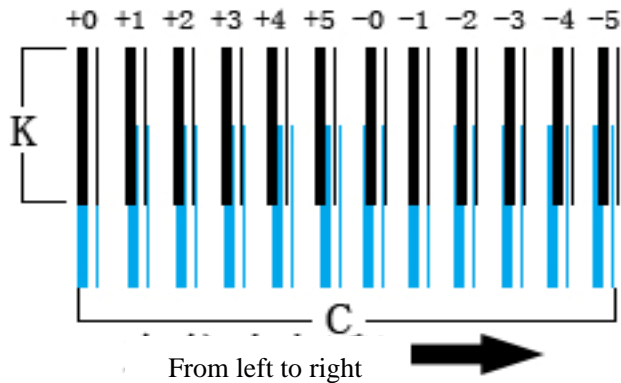
The print head Y make explain to the test strip:



The result of adjusting should be: all the lines which are corresponding to +0 and -0 overlap. The right picture as follow: (from left to right, the blue one as an example.)



If +0 and -0 are not on a same line, you should adjust:



NOTE: 1. from left to right to print, K is the standard, and other print heads' positions are: $C=B/Y=C/M=D$.

2. from right to left to print, M is the standard, and other print heads' positions are: $Y=b/C=c/K=d$.

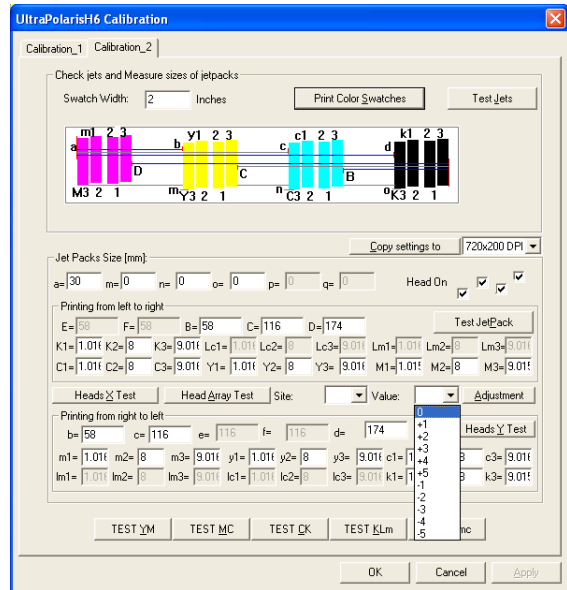
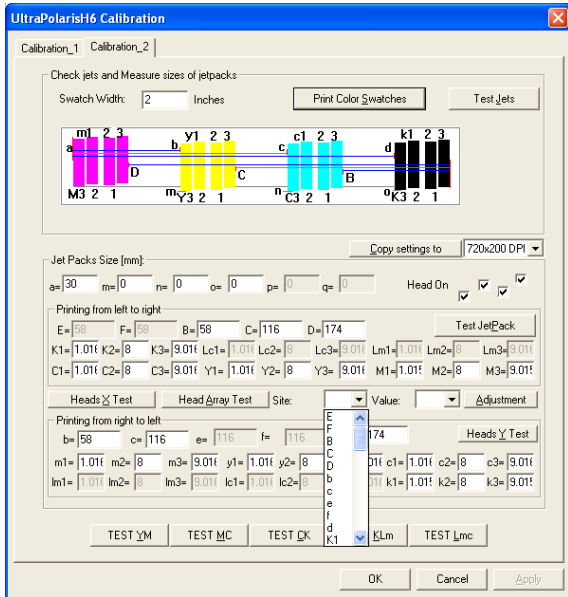
From the test strip, -1 that is between C and K overlapped. Then we open the calibration 2 to find the corresponding position. The position of micro

adjust: B. The value of micro adjust: -1. After finishing it, the click

Attention: Don't click
will be added.

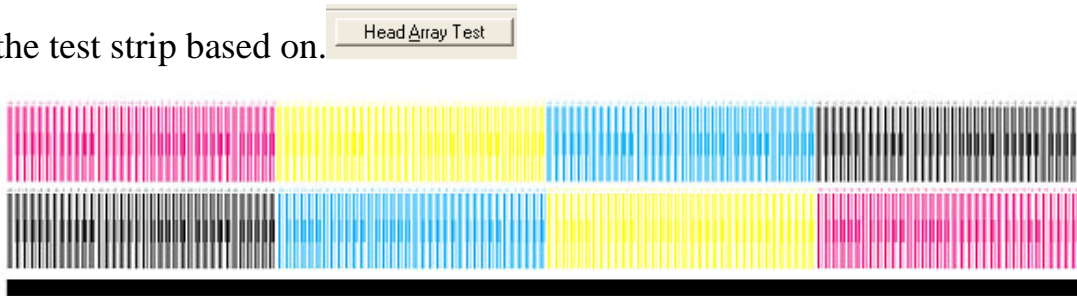


repeatedly or the value



And so on.

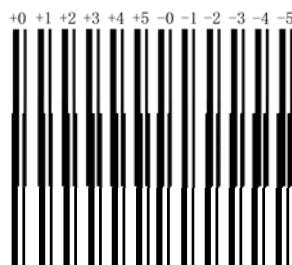
Forth step: To adjust the position of 4 print heads in the group. To print the test strip based on.



From left to right to print, the forth print head is the standard.

From right to left to print, the first print head is the standard.

For example:



Then we find the corresponding position. The position of micro adjusts:

K1. The value of micro adjusts: -1. After finishing it to click

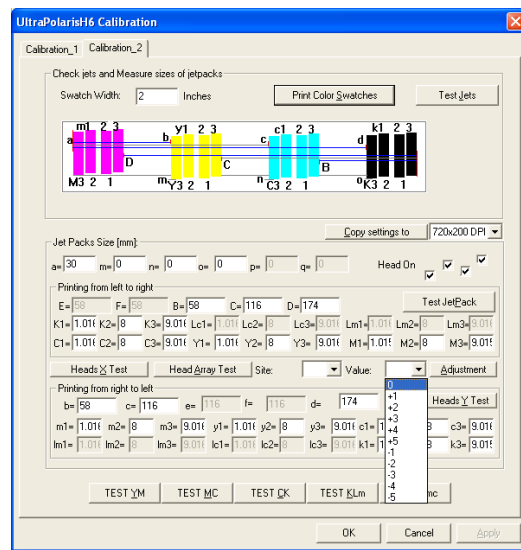
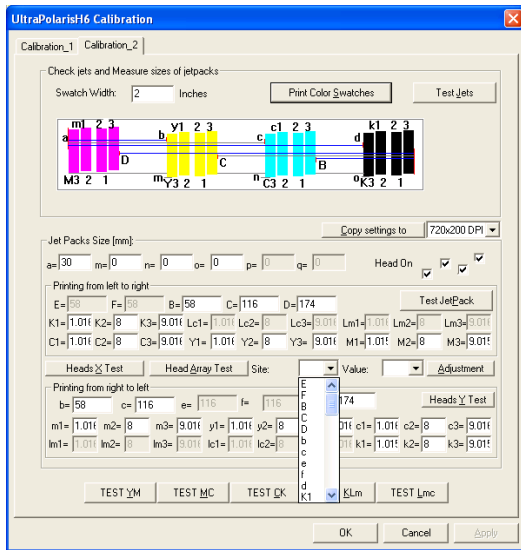


Attention: Don't click



repeatedly, or the value

will be added.



And so on.

Print mode parameter chart

Notice: resolution was depend on the encoder stripe (dpi) and printhead (dpi).

The original resolution of encoder stripe has 180dpi and 150dpi two type.

The original resolution of printhead is 200dpi.

So in the software. 360*200, 720*200, 720*600... support to 180dpi encoder stripe.

And 300*200^600*200, 600*400.....support to 150dpi encoder stripe.

The type of encoder stripe can be checked by the number which on the stripe.

Equipment	Resolution	Mode	Pass quantity
4000 4H	360*200dpi	Mode0	1 Pass
		Mode1	2 Pass
		Mode2	4 Pass
	720X*200dpi	Mode0	1 Pass
		Mode1	2 Pass

		Mode2	4 Pass
360*400dpi 300*400dpi		Mode0	2 Pass
		Mode1	4 Pass
		Mode2	8 Pass
720*400dpi 600*400dpi		Mode0	2 Pass
		Mode1	4 Pass
		Mode2	8 Pass
360*600dpi 300*600dpi		Mode0	3 Pass
		Mode1	6 Pass
		Mode2	12 Pass
720*600dpi 600*600dpi		Mode0	3 Pass
		Mode1	6 Pass
		Mode2	12 Pass

NOTICE:

For print a good image,we suggest you to choose the correct resolution in the ripping software(maintop or photoprint).

which resolution is better for you?

Depend on the printhead's ink picoliter:15pl and 35pl.

15pl printhead,the ink density is lower than 35pl printhead, so for X-axis resolution,please don't use 300dpi or 360dpi,using 600dpi and 720dpi is better.

And 35pl printhead printer can use both.

List:

15pl printhead printer		35pl printhead printer	
150dpi stripe	180dpi stripe	150dpi stripe	180dpi stripe
600*400dpi	720*400dpi	300*400dpi	360*400dpi
600*600dpi	720*600dpi	300*600dpi	360*600dpi
600*800dpi	720*800dpi	300*800dpi	360*800dpi

8 Tell me about... (Basic requirement theme)

The following part is about information of printer control. Please know these knowledge before read others.

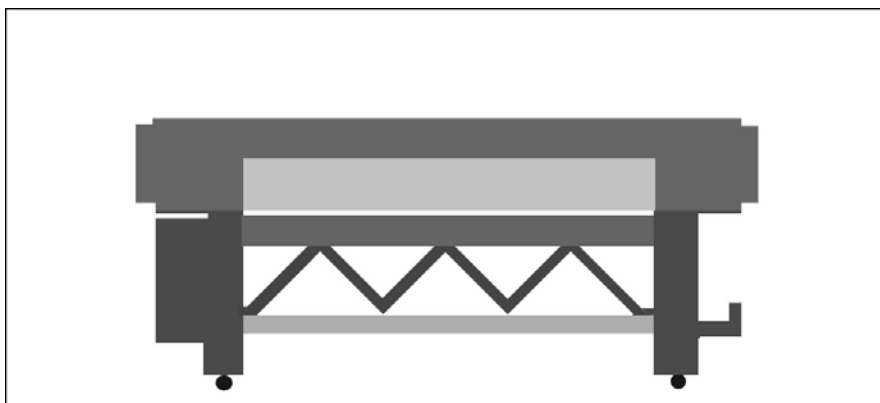
- The information about environment requirement
- The information about power supply requirement
- The information about computer requirement

Workshop Environment requirement

The following is about environment requirement

Install space

Hold enough space for ventilation, picture output and repair, to put some frequently-used parts.



Environment requirement

Please print in following environment:

Temperature: 18°C - 25°C

Humidity: 45% - 75%



NOTICE! Picture maybe low quality, not be printed in required environment.

The position printer can't be installed.

Don't install printer in following environment:

- Direct sunlight
- Always quacked
- Much dust
- Temperature and humidity change sharply.
- Closed to air-conditioner and other heaters
- Printer may be damp.
- Directly influence by air cycle from vent.
- Insufficient ventilation

Workshop power supply requirement

Voltage: 220V, 50 HZ Single-phase alternating current,

Max.Power: 3000W.

DC power is supported by a separated circuit breaker.

Earthing is separated from other equipments.

Requirement: 3KV UPS power. (self-configuring) .

Computer requirement

Control Station: Windows XP/windows 7 32bits (do not support Vista)

Main board: ASUS brand:Three PCI card port and with COM port.

CPU: Inter core II 5200 more.....

RAM: Kingston DDR II 2G

Hard Disk: SATA 500G (7200rpm)

Graphic Card: Separate

Disk-C Space: 100G

File System: NTFS



NOTICE! Above are the requirements of computer at least, otherwise, it may get some problems.

9 The problem is... (Failure recovery theme)

Symptom	Reasons perhaps	Solutions
All printheads don't inkjet	No voltage	Check all powers and board voltage
	Data-signal system problem	Check cables and boards in data-signal system
	Printhead damage	Change a new printhead for testing
Individual printhead don't inkjet	Cables and adapters damage	Exchange other normal parts for testing
	Individual data-signal system problem	Check cables and boards in data-signal system
	Printhead damage	Exchange other normal parts for testing
Internal encoder is work, but optical encoder is doesn't work	The position of encoder sensor and encoder stripe is wrong	Put encoder stripe in the middle of encoder sensor
	Scratch or other mechanical damages in encoder sensor	Change encoder stripe
	Encoder sensor light is bright or not	Change encoder sensor
	Encoder system problem	Check cables and boards in encoder system
Ink supply cut-off	Height of ink tank is not correct	Adjust height of ink tank
	Static electricity problem	Test and connect the ground again
	Humidity / temperature reach requirement or not	Measure humidity / temperature of equipment
	Ink reach requirement or not	Check ink viscosity and period of validity
	Printhead ageing	Change a new or good printhead
"Drop ink" comes in printing process	Ink tank is too high (ink level is too high)	Lower ink tank, lower ink level
	Static electricity problem	Test and connect ground again correctly
	Impurity on printhead surface	Scrub printhead with special wipes
	Printhead damage or not	Change printhead
Regular depth-light lines come	Carriage plate is vertical or not	Reduce mechanical error in permit

to X-axis in image	Quantity purged are different from printheads	Exchange printhead position
Thick stripes come in Y-axis in image	Resonance comes to equipment	Exchange printhead position
	So much vibration on Linear rail	maintain linear rails and slides
Computer get stuck when open software	Computer' s fault	Install a fresh computer system or change computer
	Pixel board damage	Change pixel board
Software can't be opened, computer prompt nothing	Other software is working in processes	"CTRL+ALT+DEL" to Task Manage
	Computer time is normal or not	Dongle damage
	Check LPT in main board is on or off	Turn on LPT in BIOS
Symptom	Reasons perhaps	Solutions
Software can't be opened, computer prompt: Home movement failed	24V power problem	Check 24V power light is normal or not in terminal board
	Servo problem	Following servo prompt
Pixel board problem		Software could be opened by press limit switch, no servo prompt
	Limit switch doesn't work, but D3 light in pixel board is normal.	
Software can't be opened: Right limited switch activity	Right limit signal lamp in pixel board is abnormal	Change PCI socket, scrub connector fingers with eraser
		Change pixel board
Software can't be opened: left limited switch activity	Right limit signal lamp in pixel board is abnormal	Change PCI socket, scrub connector fingers with eraser
		Change pixel board
Software installation finish, pixel board driver install unsuccessfully	Software is correct or not	Check software
	Computer PCI socket problem	Change computer of PCI socket
	Pixel board problem	Change pixel board

Second ink tank is empty and can't be supplied inks	Ink level sensor fault in ink tank	Change ink level sensor
	Ink supply board fault	Change ink supply board
	Ink pump fault	Change ink pump
	Filter is clogging	Change filter
	Printhead board damage	Change printhead board
Ink pump don't work in first time	Air go into ink pump	Injected inks with syringe into pump
	Ink pump fault	Change ink pump
Heater don't work	Heater is no power	Check the power
	Solid relay damage	Change solid relay
	Heater damage	Change heating parts
Temperature Controller don't work	Temperature controller damage	Change temperature controller
	Short circuit in heating system	Check and repair heating system
	Heating protect damage	Change heating protect
Color process is inaccurate in X-axis	X-axis Parameter is wrong in software	Set parameter anew.
	Gearing is worn out	Change gearing
	Motor damage	Change motor
Carriage moves quaveringly too much	Diver wire jumper	Set driver correctly
	Diver' s faults	Change diver
Symptom	Reasons perhaps	Solutions
After printer turn on, carriage don' t back to start position(don' t move)	Limit switch is pressed	Don' t press limit switch
	Limit switch connector short circuit	Contact limit switch again
	Didn' t turn on power switch	Turn on power switch
	X-axis motor or its driver problems	Change motor and driver (Notice to Annunciator)
	SCSI cable poor contact	Check SCSI cable
	Moving system problem	Check cables and board in moving system
After printer turn on, carriage bump to left.	Limit switch or its connector are damaged	Change switch and connectors

The times of carriage staying in right and left sides are different, while printing.	Other processes come to computer, while printing	To avoid other processes come to computer, while printing
	Computer is reach to requirement or not	Change and improve computer

10 Tell me about... (Help theme)

Customer service

For connect to us expediently, following is Wit-Color service system:

- 1) Please read Wit-Color user manual to get helps directly.
- 2) Looking for technology support in our website
(www.wit-color.cn) .We will support the latest problems and its solutions.
- 3) Calling to Wit-Color or local distributor.
- 4) Calling to Wit-Color after-sale service department.
Work time:8:00-17:30 (Beijing Local Time)
- 5) Technology support website: www.wit-color.cn
Email: support@wit-color.cn
Wit-Color after-sale service TEL: 86-021—54881617
FAX: 86-021—54881617
Complaint center Mobile: 86 18017197711
Email: support@wit-color.cn
- 6) We suggest you send us fault photo if you can.