



Bulking System Troubleshooting Guide (Ver:0311)

Help maintain your Printer by using it regularly.

If you have any issues with the quality of the printing you are achieving the likely cause will be the source of the Ink Supply, i.e., the Bulk Ink Supply System.

Just like any other ink jet printer, your Printer and Bulk Ink Supply System will benefit from regular use. The longer the printer is left idle, the more chance there is that you will have print head and ink delivery problems. As stated this applies to any ink jet printer – not just one being used with sublimation ink.

The best advice we can give is - **Always leave your printer turned on. This will raise the temperature of the ink and print head by just a few degrees and help prevent blockages and print problems.**

Clearing blocked Print Heads

If you have print quality issues then follow the following 7 steps:-

1. Nozzle Check

To check the print quality of your machine, you can perform a 'Nozzle Check'. To do this, go to printer properties and select the maintenance tab. You will see the nozzle check and head cleaning options listed there. When you have performed a nozzle check, you have one or more tiny breaks on the printed 'nozzle check' sheet then, unless you are immediately printing a high resolution image, it maybe worth ignoring and a normal print run will often correct the problem.

2. Fit Epson cartridges – is it my printer?

If the print quality is poor, you first need to determine if the problem is with your printer or the Bulking System. Remove the Bulk Ink Cartridges supplied with your printer. Perform a Head Clean and a Nozzle Check. Just doing this can often clear a blocked printer. You could even consider buying Mega's Cleaning Cartridges for a more penetrating clean. If the Nozzle Check is OK, refit the Bulk Ink Cartridges and perform another Nozzle Check. Add Blue Heat Tape to the bottom of the Epson Cartridges before storing them.

3. Initial Two Head Cleans

If the print quality is poor, then initially perform two head cleans — **No more than two !** If a nozzle check still shows print problems, then turn the printer off and pull the mains lead out.

Leave the machine for 20-30 seconds, then power it back up and perform two more head cleans and a nozzle check.

4. Two more Head Cleans

Once again, if there are still print problems, power it off, remove the mains cable and leave for 20-30 seconds. Then power it up again and perform two more head cleans.

5. Power Ink Flush

If after another nozzle check there are still print problems, then remove the ink cartridges, power the machine off and pull the mains cable out. Leave for 20-30 seconds, power it up again and put the cartridges back. You have just fooled the printer into thinking it is a completely new machine and it will therefore perform a complete power ink flush.

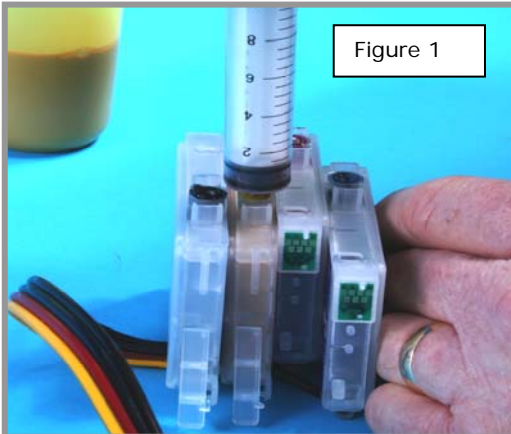
6. Print Purge Files

Another way of helping clear print head problems is to print the colour you are having difficulty with. To do this use the 'purge files' we supplied on a floppy disc. These are .tif files of strips of colour, cyan magenta, yellow, black etc. If you have problems with the cyan for instance, then you can use the cyan.tif file and only print that colour to help 'pull the cyan ink through' the system.

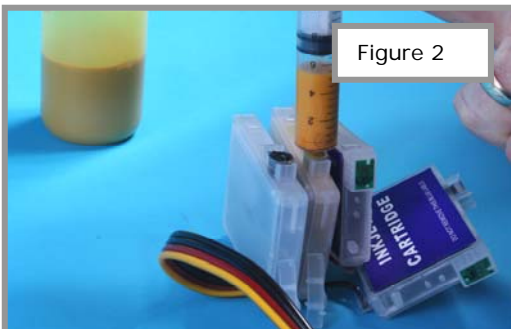


7. Syringe Ink through

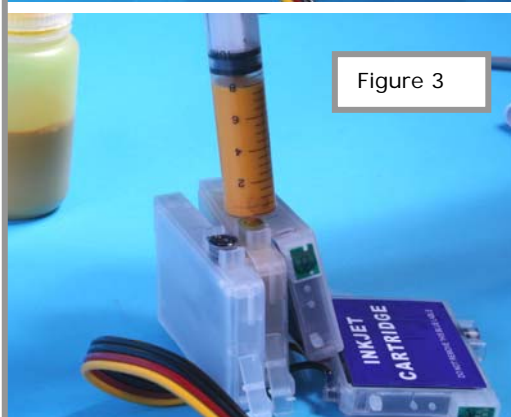
If you have done all of the above and you still have print problems, you may have to syringe the air filled 'foamy ink' through.



Remove the cartridges and turn upside down. Insert a syringe all the way into the cartridge, as shown in (figure 1)



Slowly, pull up the syringe plunger to pull the ink through, as shown in (figure 2 & 3).



When full, empty the syringe back into the ink container as shown in (figure 4)
Continue until the ink being syringed can be seen to be free from 'foam'. Then re-assemble into the printer and perform another 'head-clean' before using

8. Finally having completed steps 1 – 7 please call us for further advice.



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