

A2 一体机常见问题处理

打印机常见问题:

一、清洗后打印头测试条状态不好

情况 1:打印头可以抽出来墨水,但是清洗多次后还是没效果

解决方法:

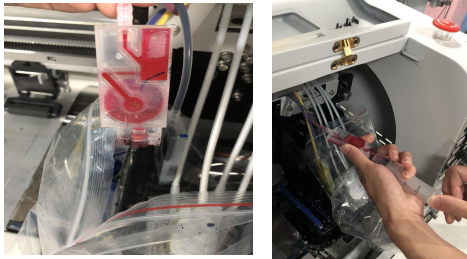
- 1、检查阻尼器里面的墨水是否太少,如果墨水太少,使用注射器把阻尼器内部墨水抽满 1/2 以上
- 2、如果是白色墨水测试不完整,检查白色墨水循环是否启动(机器工作期间不能启动白色墨水循环)
- 3、检查打印机清洗动作是否正常。抽墨高度:抽墨过程墨水帽子需要和打印头表面对齐并且合并。刮片高度:刮片工作过程高于打印头表面 1-2mm。闪喷高度:闪喷过程打印头表面和墨垫距离 3-5mm
- 4、检查刮片是否有缺口,墨垫是否堵塞
- 5、使用 60-70 摄氏度的温水倒入墨垫后,再把打印头复位,浸泡打印头 15 分钟后再清洗
- 6、使用注射器疏通打印头,如果堵塞严重,多次疏通和浸泡都没作用,就需要更换打印头

Printer FAQ:

一. If the nozzle test strip shows in a not good condition after “weak clean” cleaning
Situation 1: The printhead can suck out the ink, but after several cleaning, it still has no improvement

Solution:

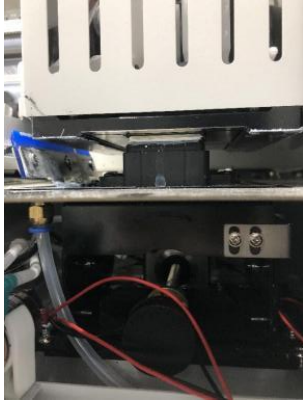
1. Check whether there is too little ink in the damper. If there is too little ink, use a syringe to fill the inside of the damper more than 1/2



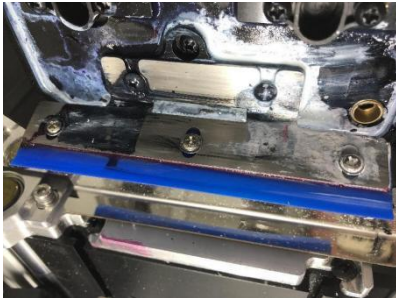
2. If the nozzle test strip of the white ink came out incompletely, check if the white ink circulation is switch on (During printing , the white ink circulation button should be OFF)



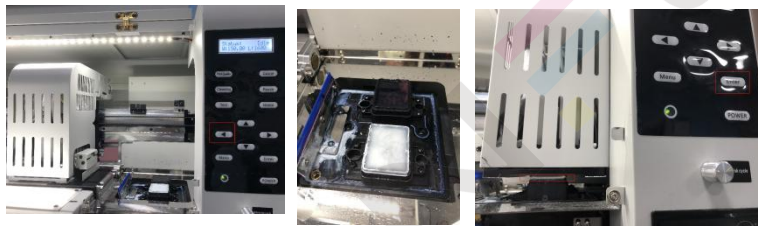
3. Check if the printer cleaning action is normal. Ink pumping height: When pumping ink, the ink stack capping need to align with the printhead surface. Wiper's Height: The wiper should work 1-2mm above the printhead surface. Flash Spray Height: During the flash spray process, the distance between the printhead surface and the ink stack capping should be 3-5mm.



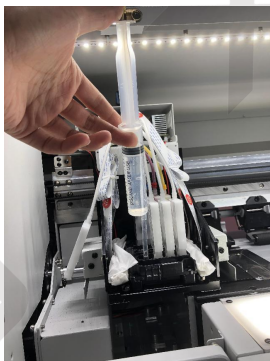
4. Check the wiper whether is good, the ink stack capping whether being clogged.



5. Pour warm pure water at 60-70°C into the ink stack capping, then reset the trolley, after 15 minutes soaking then weak clean.



6. Use a syringe to dredge the printhead. If the blockage is severe and multiple attempts to dredge and soak do not work, the printhead may need to be replaced.



情况 2: 打印头不能抽出墨水

解决方法:

- 1、检查打印头抽墨的时候，打印头表面和墨垫上下左右是否对齐，打印头表面和墨垫是否闭合
- 2、检查墨垫是否有缺口或者堵塞，墨垫底下的管子是否脱落或者破损
- 3、检查墨泵是否正常，如果使用注射器代替墨泵可以抽出来墨水，墨泵就可能损坏或者堵塞需要更换
- 4、检查墨水的管子是否被夹住
- 5、使用注射器吸出墨囊墨水，检查墨囊是否堵塞
- 6、检查打印头是否堵塞严重，使用注射器疏通打印头

Situation 2: The printhead can not suck out the ink

Solution:

1. Check whether the printing head surface and ink stack capping are aligned when the printing head is pumping ink, and whether the printing head surface and ink stack capping are closed.



2. Check the ink stack capping whether is broken or being clogged. And check the ink tube under the ink stack capping has fallen off or broken.



3. Check that the small ink pump is working properly. If the ink can be extracted using a syringe instead of the small ink pump, the small ink pump may be damaged or clogged, the small ink pump needs to be replaced.



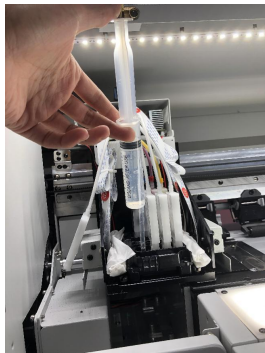
4. Check that the ink tube is clamped.



5. Use syringe to suck out the ink from the damper one by one, check the damper is being clogged.



6. Check the printhead is seriously being clogged, if yes, you need to dredge the printhead by a syringe.



二、头板红灯闪烁

解决方法:

1、可能打印头电缆线接触不良。关闭打印机后重新连接所有电缆线，再开机测试。(PS: 拔掉一根电缆线后马上重新连接后再拔下另外一根电缆线，如果多根电缆线同时拔掉需要做好标记，然后按照标记的位置接回去，避免接错线导致烧喷头或者板卡。，注意一定要检查排线是否全部都插好，插稳，否则会烧坏板卡或者喷头)

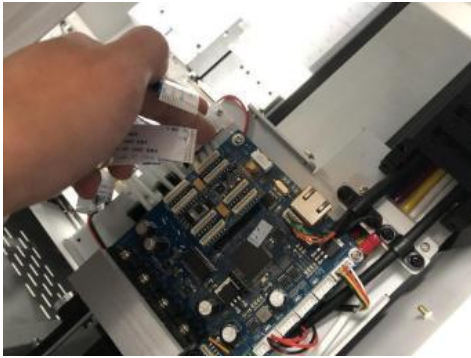
2、可能头板损坏或者电缆线和打印头损坏，关机后拔掉头板上所有打印头的电缆线，然后启动机器，如果还是红灯，就是头板损坏。如果头板没红灯，关闭打印机后单独连接一个打印头再启动打印机，连接到哪一个打印头后头板出现红灯

闪烁，那么就是对应的打印头或者电缆线损坏，更换对应打印头电缆线，如果还是红灯，那么就是打印头损坏

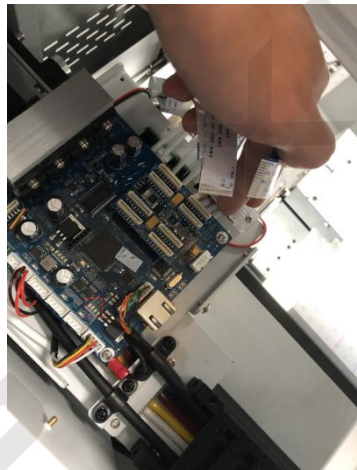
二、The headboard is red light flashing

Solution:

1. Maybe the cables of printhead and headboard are with a poor contact. Firstly, turn off the printer and then pull out the all the cables connection then re-plug. (PS: After pulling out one pieces of cable, you need to replug at once to avoid wrong cables connection. If multiple cables are pulled out at the same time, it is necessary to make a mark, and then connect them back according to the marked position to avoid burning printhead or headboard caused by wrong connection. Be sure to check whether all the cables are inserted and inserted firmly, otherwise it will burn the headboard or the printhead.)



2. Maybe the problem is headboard damage, cable damage or print head broken. Turn off the printer firstly, then pull out all the cables on the printhead and headboard, next, turn on the printer, if the red light is still flashing, it is the problem of the headboard. If the headboard is not red, turn off the printer firstly, then connect a printhead separately, then turn on the printer. After connecting to which print head, the red light flashes, then the corresponding print head or cable is damaged, replace the corresponding print head cable, if it is still red, then the problem is the printhead itself.



三. 打印膜打印过程发生偏移

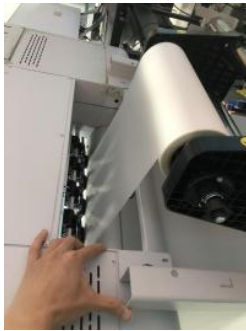
解决方法:

- 1、检查打印膜安装是否平整而且正确
- 2、检查固定放纸器的两侧铁块高低是否一样
- 3、检查平台吸风是否启动
- 4、检查所有压纸轮是否压紧，检查有没有压纸轮损坏

三. The printing film offset during printing

Solution:

1. Check that the printing film is installed smoothly and correctly, whether the printing film align well, otherwise it will scratch the printhead, which is deadly to printhead.
2. Check whether the height of iron blocks on both sides of the fixed paper feeder are the same.



3. Check whether the fan suction function is on.



4. Check whether all the pinch rollers are pressed, check whether the pinch roller is damaged



四. 打印头打印不出墨水或者打印喷嘴测试条异常

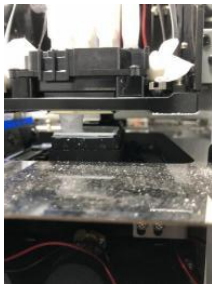
解决方法:

- 1、检查打印头表面是否抽出来墨水(解决方法参考问题一情况 2)
- 2、检查头板是否红灯(解决方法参考问题二)
- 3、测试打印头或者头板通道问题，把打印不出墨水或者打印喷嘴测试条异常的打印头连接到头板的其它通道
- 4、检查打印头两侧电缆线是否渗入墨水，清理干净打印头墨水更换新的电缆线，如果还是不行就是打印头因为渗入墨水损坏

四. The printhead without ink coming out or nozzle test strip is abnormal

Solution:

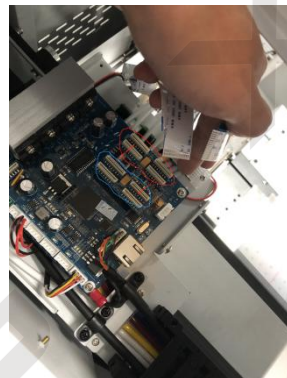
1. Check the printhead whether can suck out the ink (the solution follow the Qusstion one situation 2)



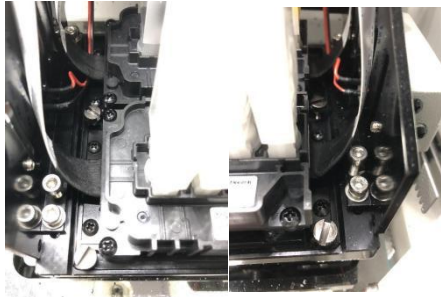
2. Check the headboard whether with red light flashing(According the Question 2)



3. Testing the problem of the print head itself or the problem of the channel on the head board,you need to connect the print head which can't print at all or can't print a complete test trip to the other channel on the head board



4. Check the cables on the both side of printhead whether there is any ink on the cables, clean away the ink on the printhead and then wipe it with dust-free cloth, confirm there is no ink on, then replace new cables, if the issues are the same, the problem is that there is ink leaking inside the printhead lead to the printhead burnt out.



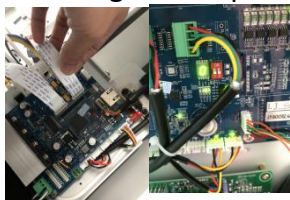
五、头板或者主板数码管显示字母 A，表示主板和头板没有连接成功
解决方法:

- 1、检查头板和主板之间连接的电缆线是否破损或者接触不良
- 2、如果头板和主板之间连接的电缆线没问题，那么就是头板或者主板出现问题，逐一更换测试

五. The headboard or the mainboard occur Letter A, means that the headboard and main board are fail to connect.

Solution:

1. Check whether the cable connected between the headboard and the main board is damaged or in poor contact



2. If the cable connected between the headboard and the main board is no problem, then the headboard or the main board has a problem, replace the test one by one.

六. 打印机软件和机器断开连接

解决方法:

- 1、检查打印机是否启动，软件使用版本是否正确
- 2、检查打印机网线是否接触不良
- 3、检查电脑 ip 地址是否正确，正确 ip 地址:192.168.127.11(前三段数字必须一样，最后一段数字不能是 10，其它数值都可以)
- 4、检查电脑网线接口是否为千兆，百兆网线接口可能会出现连接不上和连接不稳定等问题
- 5、检查主板网线接口是否损坏

六. The printer software is disconnected from the printer

Solution:

1. Check whether the printer is ON and whether the software version is correct

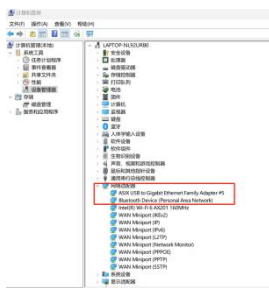


2. Check whether the printer network cable is in poor contact

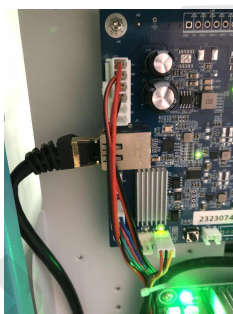
3. Check whether the computer IP address is correct, the correct IP address : 192.168.127.11(the first three digits must be the same, the last digit can not be 10, other number can be)



4. Check the computer's network cable port whether with a gigabit network card, 100Mbps network card will fail to connect to the printer.



5. Check whether the network cable connection port on the main board is damaged.



烘干机常见问题(Dryer FAQ)

一. 撒粉或者抖粉不工作

1、检查轴承是否卡住或者损坏

2、检查电机是否工作，如果不工作，检查电机是否有直流 24V 电压输入，有电压输入但是电机不工作，就是电机坏了。没电压输入需要检查撒粉开关是否损坏和电线是否接触不良

一. Dusting motor or Powder shaking motor not work

1. Check whether the bearing is stuck or damaged



2. Check whether the motor works, if it does not work, check whether the motor has DC 24V voltage input, there is a voltage input but the motor does not work, that is, the motor is broken. No voltage input need to check whether the powder dusting switch is damaged and whether the wire is in poor contact.

二. 加热异常

1、检查加热管是否全部工作，有损坏需要更换

2、检查探针和温控器电线是否接触不良

3、探针、温控器或者固态损坏，需要逐一检测

二. Abnormal heating

1. Check whether the heating pipe is all working, if there is damage, it need to replace.



2. Check whether the probe and the temperature controller's wire are in bad contact



3. Probe, the temperature controller or solid state relay(SSR) damage, need to be detected one by one

三. 收纸器不工作

- 1、检查感应器
- 2、检查收纸器开关
- 3、检查收纸器电机

三. The paper rewinder does not work

1. Check the sensor



2. Check the paper rewinder switch



3. Check the motor of the paper rewinder

