Print Sample Collection Procedures

In an effort to standardize the print sample collection process, the following guidelines must be followed when submitting print samples for analysis by Roland DGA.

Media

Samples should be printed on one the following Roland Certified Media.

- PCV4-Premium Cast Vinyl
- MCVP-Matte Calendared Vinyl
- Any other media that clearly conveys the issue (in addition to one of the above media) or media indicated by a Roland representative.

Environmental Data

The following Environmental Data should be documented BEFORE producing sample prints.

- Ambient Room Temperature
- Relative Humidity
- General Observations (cleanliness, physical room conditions, etc.)

Equipment Data

Print samples should be submitted with physical prints containing following data:

- Service Report- Use Peck Tool
- History Report- Use Peck Tool
- Ink Cartridge Report- Use Peck Tool (if available)
- Printhead Test Pattern (in Service Mode)
- Fill Pattern
- Service Level Head Adjustment Patterns

Equipment Data (continued)

- Service Level Head Adjustment Patterns
  - Bias
  - Horizontal
  - Bi-Directional Default

- User Level Calibrations
  - Bidirectional
  - Feed Calibrations
  - Print/Cut Calibrations (if applicable)

Rip Data

Print Samples should be produced with the latest version of Roland Versa Works, utilizing the correct Media Setting for the chosen media. Job Property Labels should be turned on within the Job Settings window. (see screen capture)

JOB SETTINGS > MARK tab > Job Property Label

In the event that the issue is only evident when utilizing a third-party RIP, print samples should be submitted utilizing Roland Versa Works AND the third-party RIP. When producing print samples with a third-party RIP the following data about the RIP must be collected:

Rip Data (continued)

- RIP Manufacturer/Version
- Any information pertaining to the Profile, Print Speed, and Resolution
- Other RIP information pertinent to the issue being analyzed

Sample Print Test File

The following files must be used when producing the sample prints to be analyzed. Choose from the list below based on the type of issue being addressed:

Print/Cut :	*RDGA Standard Cut Test.pdf*
Perf/Cut:	*RDGA Standard PerfCut Test.pdf*
Print Only:	*RDGA Standard Print Test.pdf*
	RDGA Density Control Only Test.pdf
UV Gloss/White:	*RDGA Standard UV GLOSS WHITE Test.pdf*
White/Mt:	*RDGA Standard WHITE METALLIC Test.pdf*

In addition to a file listed above, you may choose to submit sample prints of other files that clearly convey the issue being analyzed.

Rip Data

Sample prints should be carefully packed and shipped to Roland DGA Headquarters or a regional field office as indicated by a Roland Field Engineer.

Roland DGA Corporation
Attn: Service Dept – Print Analysis
15363 Barranca Parkway
Irvine, California 92618

Please mark the Case number clearly on the outside of the package.

As always, feel free to contact the Roland Technical Support Team with any questions.