



Roland Troubleshooting Tips

Topic: PC-600 – What to do if...

ST083104

What to Do If...

Clean, attractive printing is impossible

Is the printing head dirty?

Clean the printing head. If cleaning will not improve the printing quality, the printing head might reach to the end of its life. Contact your authorized Roland DG Corp. dealer or service center for replacement of the printing head.

Is the surface of the platen dirty or scratched?

Clean the platen.

Is the cleaning pad free of dust or damage?

A dusty or damaged cleaning pad may destroy the printing head. Gently wipe away any adhering dust or grime. Also, if the cleaning pad becomes damaged, replace it immediately.

Has the cleaning pad deteriorated?

Continuing to use a cleaning pad that has deteriorated may impair printing quality. As a general guideline, the cleaning pad should be replaced with a new one after printing about 50 m of material (24 in. in width).

Is the material free of soiling? (Is the material free of printing grime, dust, or damage?)

If the surface of the material is dusty or damaged, or if it has been touched by the hands, leaving perspiration or oils, printing may suffer drop-out or smudging, and fail to yield attractive results. If the material is dirty, then before you load it on the machine, clean it using rubbing alcohol. When loading material after cleaning, be careful not to let the printing area get dirty. Also, if the material is dusty or damaged, not only may attractive printing be impossible, but the printing heads may be damaged as well. If the material is damaged, replace it with a new piece of material. When storing material, be careful to protect it from dust or damage.

Has the material been sufficiently acclimated before use?

The material may shrink or expand due to absorption of moisture in the air. If such shrinking or expansion occurs during printing, the printed pattern may be misaligned. Pull out the amount of roll material to be used, and allow to stand for 30 minutes to an hour. The amount of time required for acclimation varies according to the type of material.

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Has a used-up ink ribbon been flipped over or rewound and reused?

A used ribbon cartridge cannot be reused. Do not attempt to turn over and reinstall a used ribbon cartridge, or to rewind the ink ribbon and reuse the cartridge.

Have the ribbon cartridges been installed correctly?

Correctly load the cartridge in the cartridge holder. Ribbon looseness or slack in the ribbon can also have a negative effect on attractive printing.

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