

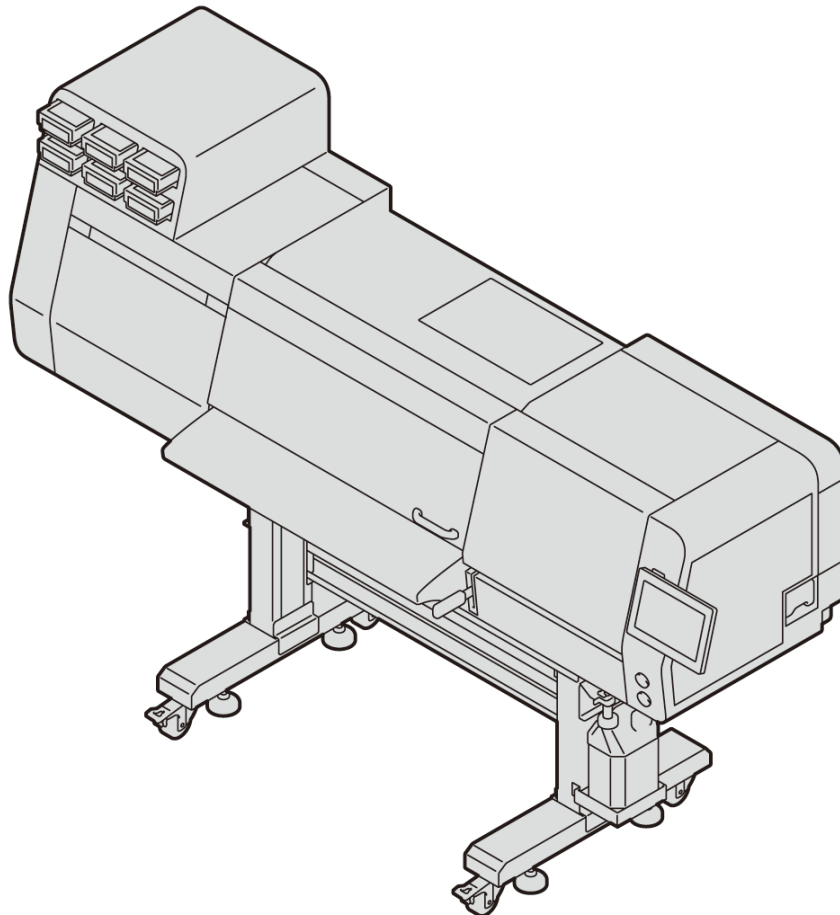
brother

DTRX100

Professional Use

DTF printer

Instruction Manual



Please be sure to read this manual before using this product.

Keep this manual in a safe place for future use.

This printer should only be used by operators who are appropriately trained in its safe operation.

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Chapter 1

SAFETY INSTRUCTIONS

Thank you very much for purchasing this product.

Before using the product, please read the "SAFETY INSTRUCTIONS" and handling instructions carefully.

Please keep this manual where it can be easily accessed when needed.

Refer to the accompanying USB flash memory for the contents of the setup manual.

- The Brother GT/ISM Support App is a mobile app that provides up-to-date support information on garment printers, industrial sewing machines, and industrial printers.
 - With this application, you can download and view the Setup Guide, the Instruction Manual, other manuals, a list of parts (the Parts Book) required for regular care and repairs, and a video on maintaining your equipment.
 - With this application, you can search items based on error codes.
 - Downloaded content can be viewed even when the device is offline.



1.1 Safety Indications and Their Meanings







This instruction manual and the indications and symbols that are used on the printer itself are provided in order to ensure safe operation of this printer and to prevent accidents and injury to yourself or other people.

The meanings of these indications and symbols are given below.

Indications

▲ DANGER	The instructions which follow this term indicate situations where failure to follow the instructions will result in death or serious injury.
▲ WARNING	The instructions which follow this term indicate situations where failure to follow the instructions could result in death or serious injury.
▲ CAUTION	The instructions which follow this term indicate situations where failure to follow the instructions may result in minor or moderate injury.
ⓘ IMPORTANT	The instructions which follow this term indicate situations where failure to follow the instructions may result in damage to property.
ⓘ NOTE	The instructions which follow this term indicate precautions and restrictions for use.

Symbols

	This symbol indicates something that you must not do.
	This symbol indicates that getting wet is prohibited.
	This symbol indicates that disassembly is prohibited.
	This symbol indicates something that you must do.
	This symbol indicates that the grounding wire must be connected.
	This symbol indicates that the power plug must be unplugged immediately.

1.2 Notes on Safety

DANGER



Contact with high voltage sections may lead to a serious injury. Turn off the power, unplug the power cord, and wait five minutes before removing the cover.

 **WARNING**

<Basic Information>



To prevent accidents and malfunction, do not modify the printer yourself. Brother will not be held responsible for any accidents or malfunction resulting from modifications made to the printer.



Do not handle the power plug with wet hands. Otherwise, it may cause electric shocks.

<Installation>



Do not set up the printer in a dusty environment. If dust collects inside the printer, it may cause fire or electric shocks or problems with correct operation.



Be sure to connect the ground. If the ground connection is not secure, you run a high risk of receiving a serious electric shock, and problems with correct operation may also occur.



Do not bend the cords excessively or fasten them too hard with staples or anything similar to secure cords. Otherwise, it may cause fire or electric shocks.



Leave transport, loading/unloading, and installation to qualified personnel.

Handling this printer requires appropriate equipment and skills. Attempting such work without proper preparation may result in serious accidents.



Refer to the Instruction Manual for installation instructions on the printer's weight, and install it in a level, stable location that can support its weight.

Improper installation may cause the printer to tip over, fall, or collapse, leading to serious accidents.



When loading, unloading, or installing the printer, refer to the instruction manual for installation and perform the work with the required number of people or more.

Attempting to do the work with too few people may result in personal injury. Also, if dropped, such items may cause injury.



Always lock the casters on the stand.

If the printer starts to roll, it may cause serious injury, such as crushing.

 **WARNING**



When storing roll media, take sufficient safety measures to prevent it from rolling, falling, or tipping over. You may suffer serious injury if the media falls or rolls over you.

<Printing>



If a foreign object gets inside the printer, immediately turn off the power, disconnect the power cord, and contact the place of purchase or a qualified technician. If you continue to use the printer while there is a foreign object inside, it may result in fire or electric shocks or malfunction.



Do not allow the printer to come into contact with liquids. Otherwise, it may cause fire or electric shocks or malfunction.

If any liquid gets inside the printer, immediately turn off the power, disconnect the power cord, and contact the place of purchase or a qualified technician.



Do not use the printer when smoke or a bad odor is coming from the printer. Otherwise, it may cause fire or electric shocks or malfunction. Immediately turn off the power, disconnect the power cord, and contact the place of purchase or a qualified technician.



Keep your finger or any body part away from the rotating fan. Otherwise it will be caught up, which results in injuries.

Turn off the power when you approach the fan.

 **CAUTION**

<Environmental requirements>



Use the printer in a place which is adequately ventilated.

<Installation>



Installation and moving of the printer should only be carried out by a qualified technician.



The printer weighs 268 kg (591 lb).

Transporting and setting up of the printer should be held in the proper way. Otherwise, the printer may topple over and cause injury.



Unplug the printer and contact the dealer where you purchased the printer or a trained technician if the printer topples over. If you continue to use it, it may result in fire or electric shocks or poor printing quality.



Do not set up the printer in a place where it will be affected by vibration. Otherwise the printing quality may be degraded or the printer may topple over, which causes injury or results in failure of the printer.



Do not connect the power plug until installation is complete. The printer may operate if the power is turned on by mistake, which could result in injury.



Do not climb onto the printer or place heavy objects on top of it. Otherwise it may become unbalanced and tip over or fall down and cause injury.



When handling roll media, be careful to prevent it from falling.

Attempting to lift heavy media in a manner that taxes your strength may cause physical injury. Also, if dropped, such items may cause injury.

<Printing>



This printer should only be used by operators who are appropriately trained in its safe operation.



Ensure there is adequate space left in front of the printer and avoid placing any objects.

 **CAUTION**



Do not put your hands inside any cover while the power is on. Otherwise, your hands may touch against moving parts and this may result in injury.



When a problem occurs with the operation of the printer, contact the place of purchase or a qualified technician.

<Maintenance>



Be careful not to pinch your fingers when closing each cover. You may get injured if you pinch your fingers.



When you mount or replace the head, be careful not to get your hands or fingers caught. Otherwise, you may be injured.



The carriage moves at high speed. Do not touch the carriage while it is operating, as there is a risk of being caught.

Furthermore, do not open the cover during printing.



Do not disassemble the ink pouch. If the ink gets into your eyes or onto your skin, it may cause inflammation. In case of contact with eyes, do not rub but immediately rinse the eyes with water.



Do not drink any liquids such as ink, cleaning solution, or waste liquid. They may cause diarrhea or vomiting. Avoid contact of liquids such as ink, cleaning solution, or waste liquid with your eyes or skin. It may cause inflammation. In case of contact with eyes, do not rub but immediately rinse the eyes with water.

Keep the liquids out of the reach of children.



Do not touch the media immediately after printing. Undried ink may adhere to the skin and cause inflammation.



When cleaning maintenance parts, wear protective glasses, gloves, and long sleeves to prevent liquids such as ink, cleaning solution, waste liquid from coming into contact with your eyes or skin. It may cause inflammation.

In case of contact with eyes, do not rub but immediately rinse the eyes with water.

 **CAUTION**



The platen and the areas around the heaters become hot.
Exercise caution to avoid burns.



When replacing parts and installing optional accessories, be sure to use only genuine Brother parts. Brother will not be held responsible for any accidents or malfunction resulting from the use of non-genuine parts.



When replacing parts or installing optional accessories, be sure to follow the procedures described in the Instruction Manual. Incorrect procedures could cause injuries or problems.

 **IMPORTANT**

<Printing>



Ensure there is adequate space left in front of the printer and avoid placing any objects.

 **Note**



Use the printer in an area which is free from sources of strong electrical noise such as electrical line noise or static electric noise. Sources of strong electrical noise may cause malfunction.



Any fluctuations in the power supply voltage should be within $\pm 10\%$ of the rated voltage for the printer. Voltage fluctuations which are greater than this may cause malfunction.



The power supply capacity should be greater than the requirements for the printer's power consumption. Insufficient power supply capacity may cause malfunction.



In the event of an electrical storm, turn off the power and disconnect the power plug from the wall outlet. Lightning may cause malfunction.



The printer is not suitable for use in places where children are present.

About trademarks

The names of operating systems described in the main context of this manual are abbreviated. In this manual, the ® marks or TM marks are not used.

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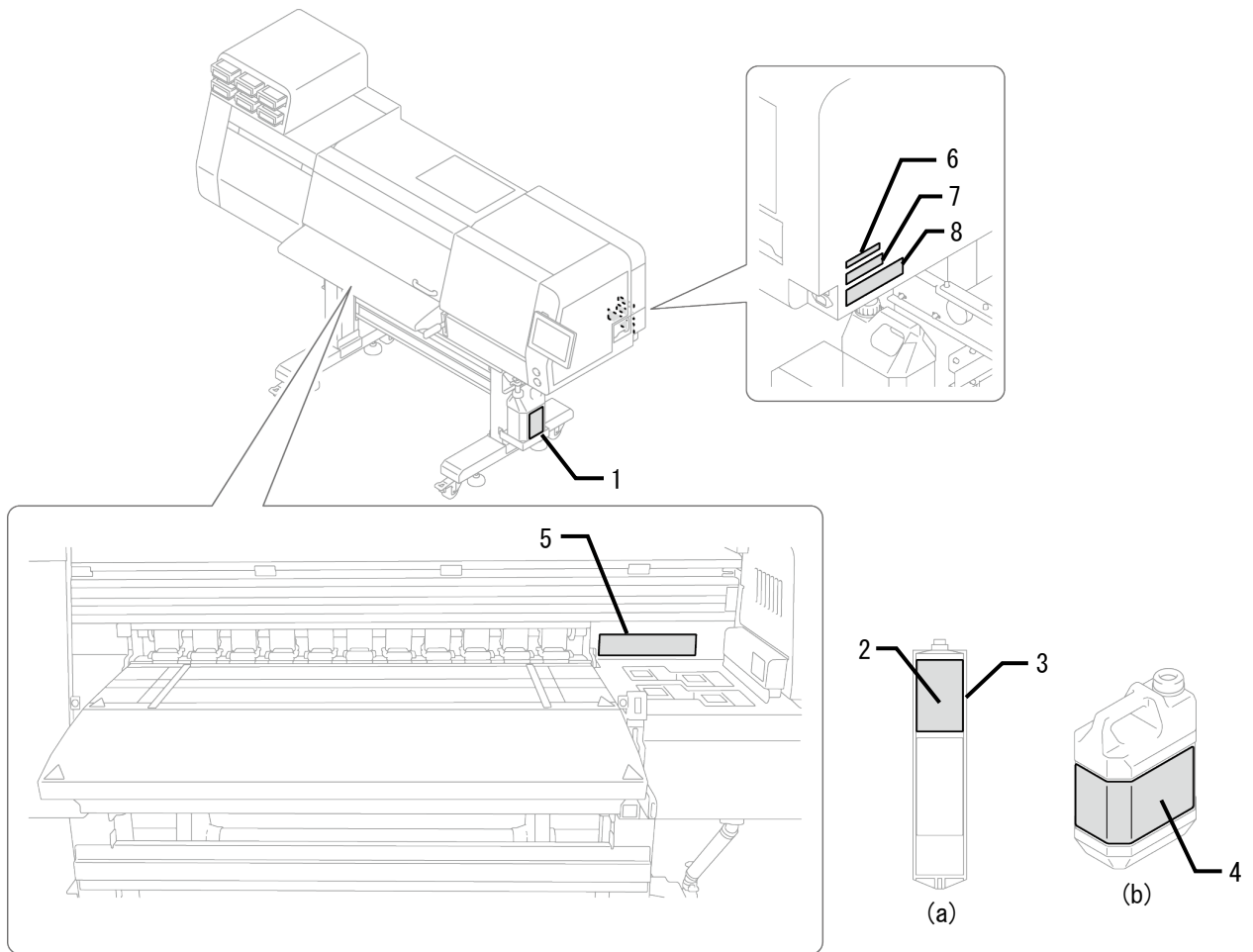
The official name of Windows® 11 is Microsoft® Windows® 11 operating system. (represented as Windows 11 in this manual)

Microsoft® and Windows® 11 are trademarks or registered trademarks of Microsoft Corporation in the United States of America and other countries.

Other product and company names mentioned herein may be the trademarks or registered trademarks of their respective owners.

Information in this document and the specifications of this product are subject to change without notice.

1.3 Warning Labels



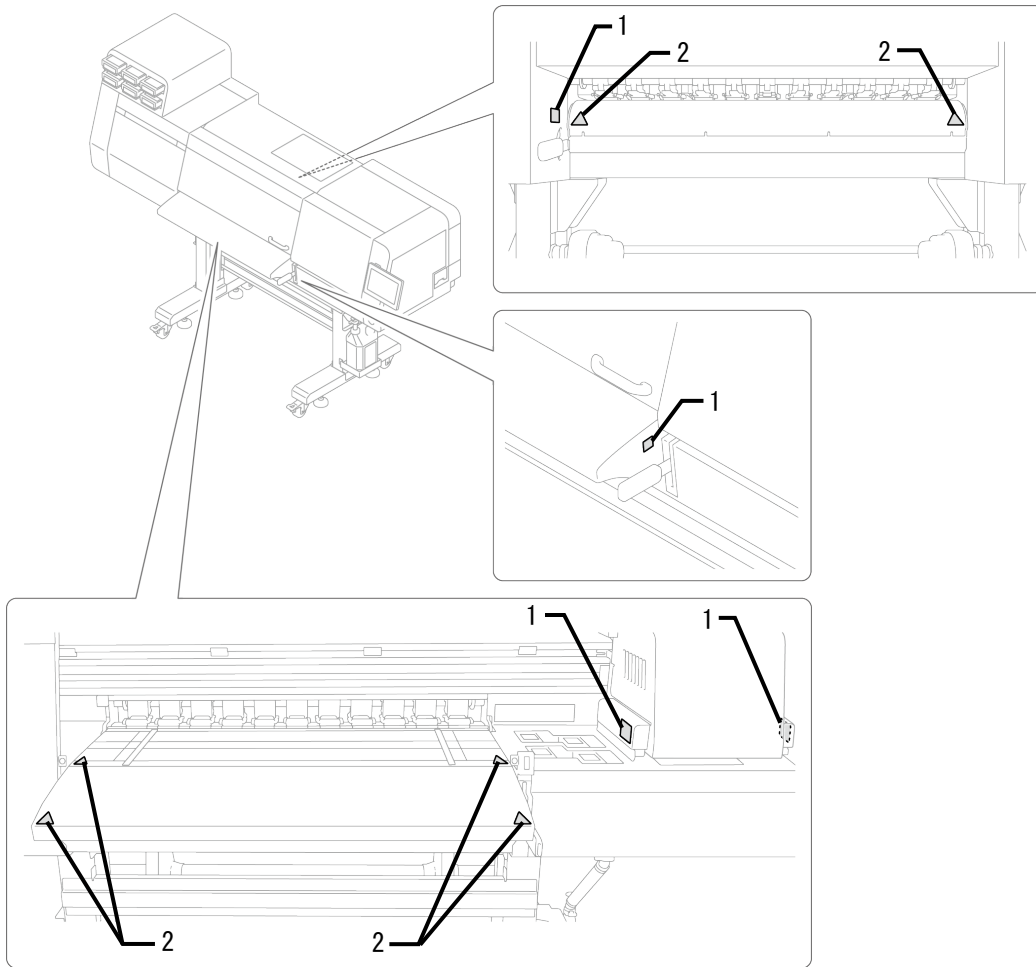
- (a): Ink pouches (warning label 2 on the front side and 3 on the back side)
- (b): Cleaning solution bottle

1.4 NOTE

This section provides supplementary information on the safe use and correct operation of the product.

Be sure to read the contents of this NOTE before use.

If the label is peeled off or illegible, contact the place of purchase.

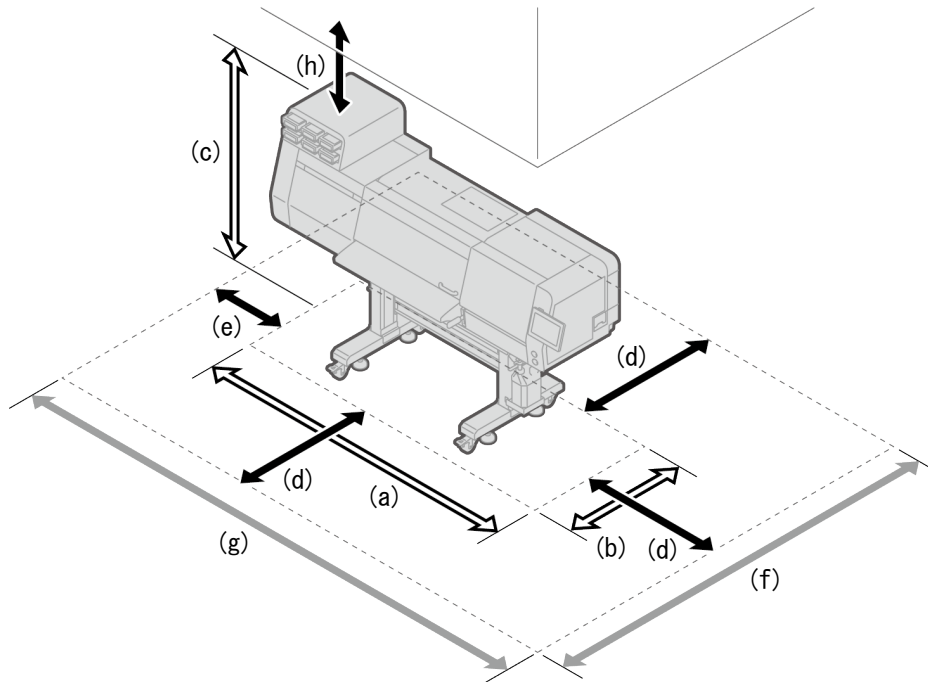


Chapter 2

Before Using Your Printer for the First Time

2.1 Checking the Installation Site

2.1.1 Space Around the Printer



! IMPORTANT

- The ink pouch for use in the initial installation should be sent in advance to the location where to install the printer and stored indoor.

*If you use ink at extremely low temperature when the outside temperature is low or in the cold season, the ink becomes hard to flow during ink installation.

- The body size is 90.9 in. (width) (a) x 33.5 in. (depth) (b) x 63.4 in. (height) (c) (231 cm (width) (a) x 85 cm (depth) (b) x 161 cm (height) (c). The printer weighs 268 kg (591 lb).
- Ensure the following work space is available. If this space is not secured, you will have to move peripherals or the printer when making a repair.
 - Leave at least 39.4 in. (100 cm) (d) of space at the front, rear, and right side of the printer.
 - Leave at least 19.7 in. (50 cm) (e) of space on the left side of the printer.
(The required workspace is at least 112.2 in. (285 cm) (f) in the front/rear direction and at least 150.0 in. (381 cm) (g) in the left/right direction.)
 - Leave at least 15.7 in. (40 cm) (h) of space above the printer.
- When installing the printer, place a level gauge on the top surface of the platen and adjust the printer so that it is level (within a 1/100 gradient).

2.1.2 Environment

- The following environmental requirements should be met:

Environment	Temperature	Humidity
Storage	0°C to 40°C (32°F to 104°F)	20 % to 85 % (no condensation)
Working Environment ^{*1}	18°C to 30°C (64.4°F to 86°F)	
Recommended Print Environment ^{*2}	20°C to 28°C (68°F to 82°F)	35 % to 65 % (no condensation)

^{*1}: Environmental range where the printer can be operated.

^{*2}: Environmental range where sufficient printing quality can be secured.

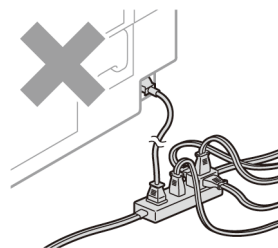
- Avoid any place that receives direct sunlight or has a large amount of dust.

2.1.3 Electrical Requirements

- The following environmental requirements should be met:

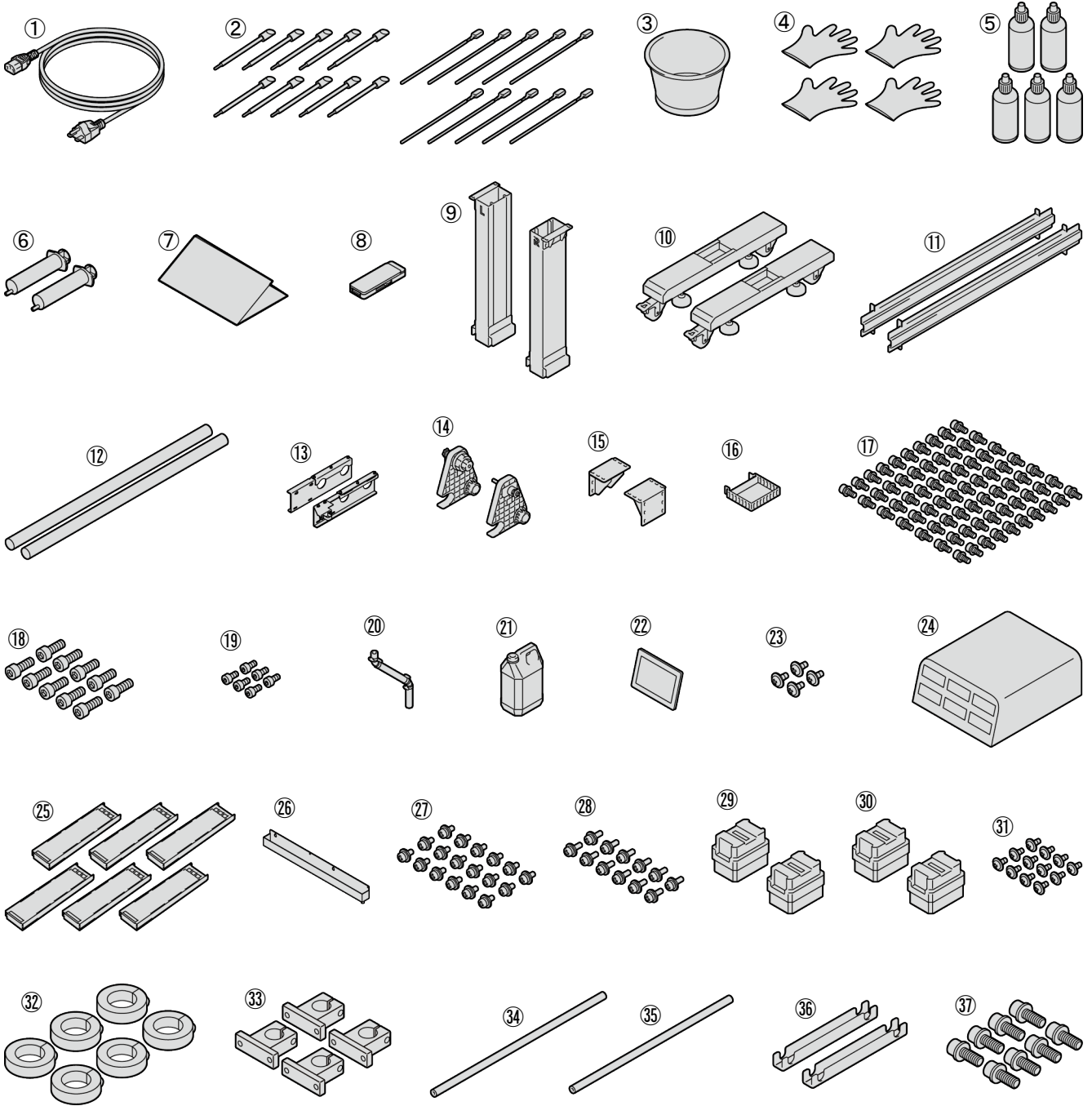
Electrical Requirements	Power	Power Consumptions
—	Single-phase 200-240 V, 50/60 Hz	When active 7.5 A max.

- Do not use an extension cable.
- When connecting the power cord to the printer, do not use a daisy chain.



2.2 Components included with printer

Check the supplied accessories.



Chapter 2

Before Using Your Printer for the First Time

①	AC power cord	⑳	Waste ink tube
②	Clean stick R ×10 / Clean stick T ×10	㉑	Waste ink tank
③	Cleaning cup	㉒	Operation panel
④	Gloves (for cleaning the maintenance unit) x 4	㉓	Cup S-tight M4 × 8 (black) ×4
⑤	Mini cleaning solution bottle×5	㉔	Cartridge slot
⑥	Syringe×2	㉕	Cartridge×6
⑦	Safety Manual	㉖	Ink tray
⑧	Setup Manual (USB)	㉗	Washer-integrated screw M3 × 8 ×18
⑨	Stand leg (one each on the left and right)	㉘	Washer-integrated screw M3 × 10 ×12
⑩	Caster×2	㉙	Print head (for color printing)× 2
⑪	Beam×2	㉚	Print head (for white)× 2
⑫	Media bar×2	㉛	Cup S-tight M3 × 6 (silver) ×12
⑬	Media bar bracket (one each on the left and right)	㉜	Bar collar for fixing×6
⑭	Media holder (one each on the left and right)	㉝	Bar clamp×4
⑮	Stand bracket×2	㉞	Arm connection bar for printer side L1126
⑯	Waste ink tank holder	㉟	Arm connection bar for shaker side L956
⑰	Hexagon socket head bolt with washer M5×12×70	㊱	Joint arm×2
⑱	Hexagon socket head bolt M6×16×10	㊲	Hexagon socket head bolt with washer M10×30×8
㉑	Hexagon socket head bolt M4×8×6		

2.3 Other Required Items

Prepare the following items along with the supplied accessories:

What you buy from our distributors

- Ink pouches
- Cleaning solution
- Powder
- Media

Others

- LAN cable
- Ionizer

(When the media is not anti-static grade)

2.4 Important Notes on Handling and Use

2.4.1 Printer

- This printer is a precision device.
 - Never subject the printer to impacts or excessive force.
 - Never needlessly put your hand or fingers inside the cover, the ink-pouch ports, or other internal areas of the printer.
- Install the printer in a suitable location.
 - Install the printer in a location having the specified temperature and relative humidity.
 - Install the printer in a quiet, stable location offering good operating conditions.
- Leave the printer's main power switched on 24 hours a day.
 - Automatic maintenance may be performed even during standby. Never switch off the main power.
- The print heads are delicate.
 - Never needlessly touch or allow media to scrape them.
 - The print heads may be damaged if allowed to dry out. The printer prevents desiccation automatically, but improper operation may render this feature inoperative. Operate properly, as specified in this manual.
 - Never leave the printer with an ink pouch removed. Remaining ink in the printer may harden and clog the print heads.
 - Depending on the situation, the print heads require various types of cleaning. Read this manual thoroughly and perform the appropriate maintenance at the appropriate times.
 - The print heads are components that wear out. Periodic replacement is required, with the frequency of replacement depending on use.
- This printer becomes hot.
 - Never cover the ventilation holes with cloth, tape, or anything else.
 - If the printer is used for a long time, the temperature in the room will also become hot. In order to maintain the specified temperature, use ventilation or air conditioning to avoid overheating the room.


2.4.2 Ink Pouches

- Ink pouches come in various types.
 - Use a type that is compatible with the printer.
- Never subject the ink pouches to impacts or attempt to disassemble them.
 - Never drop the ink pouches or shake them forcefully. The impact may rupture the internal pouches and cause the ink to leak.
 - Never attempt to disassemble.
 - Never attempt to refill the ink.

- If ink gets on your hands or clothing, wash it off as soon as possible. Removal may become difficult if allowed to stand.
- Follow the instructions below for storage.
 - Store ink pouches unopened in a well-ventilated location at a temperature of 5 to 30°C (41 to 86°F) and avoid direct sunlight. However, do not store them for a prolonged period of time in low or high temperature environments.
 - Use ink pouches before their expiration dates.
- Follow the instructions below for handling.
 - Always insert the cartridge into the cartridge slot with an ink pouch installed. Leaving the cartridge slot empty may cause printer malfunctions, such as ink adhering to the internal needle drying out and causing clogging.

2.4.3 White Ink Circulation

When whiteness is not enough, it may be solved by performing white ink circulation.

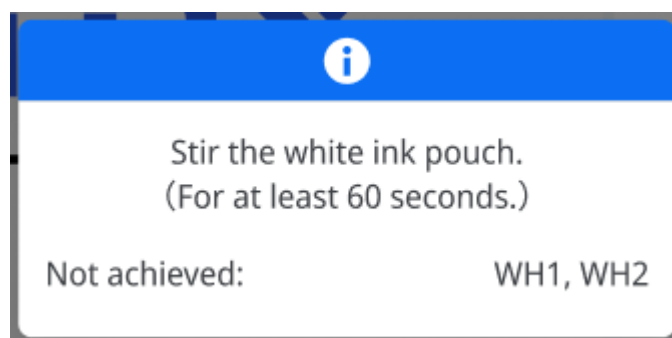
- 1 Press .
- 2 Press [Maintenance] > [White Ink Circulation].
- 3 Select [Normal] or [Powerful], and press [Start].

IMPORTANT

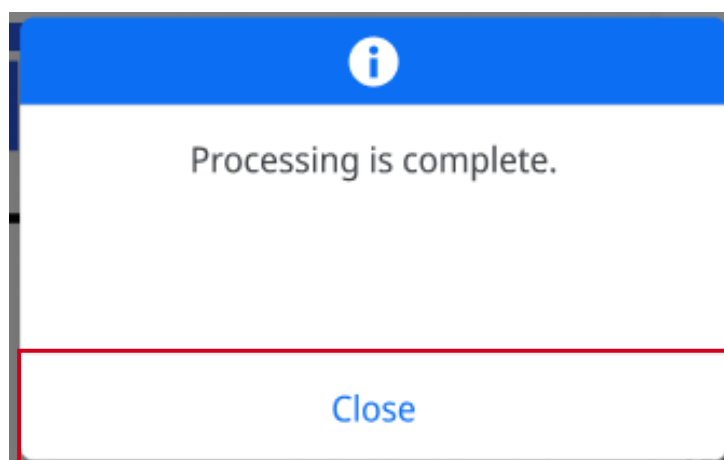
- Do not turn off the power because if you do so, the printer may fail because necessary maintenance operations are not performed.

TIPS

- White ink is automatically circulated for four minutes every two hours, and for 20 minutes every 24 hours.
- If you are activating the printer after having had its power off for a long period, it will take up to 40 minutes.



- 4 When you are finished replacing the white ink, press [Close] in the operation panel.



Chapter 3

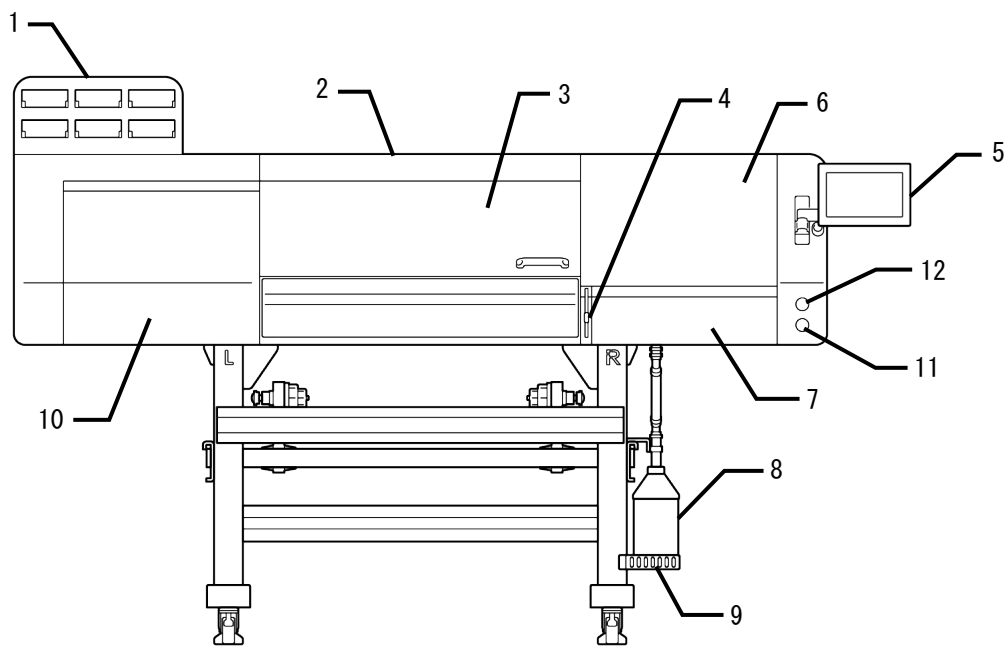
Basic Handling Methods

3.1 Basic Information

3.1.1 Name and Function of Each Component

3.1.1.1 Printer Unit

Front



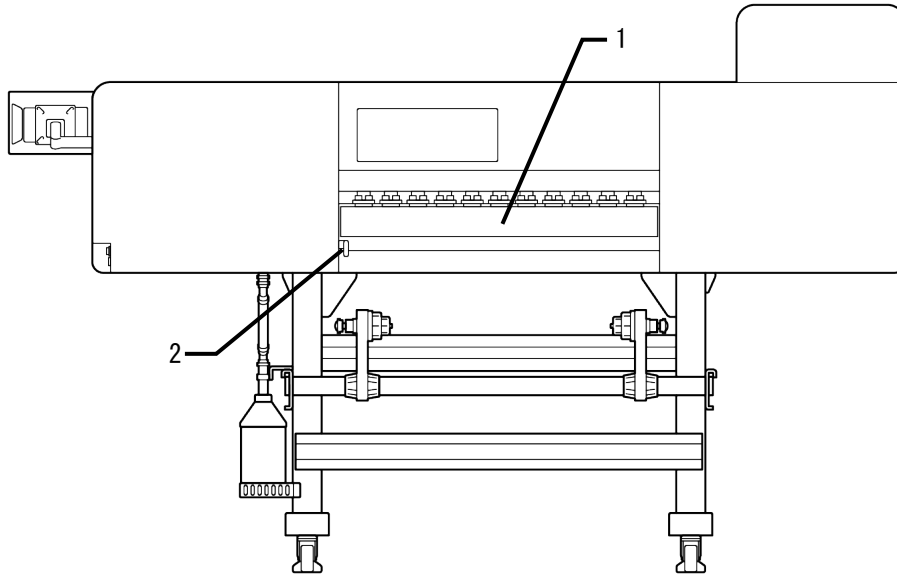
	Name	Function
1	Cartridge slots	There are slots for installing the cartridges.
2	Middle cover	Remove it when checking during initial ink installation. Keep it attached during normal operation.
3	Front cover	Open this when necessary, such as when loading media. In all other situations, keep the front cover closed.
4	Loading lever (front)	Operate this when you load media.
5	Operation panel	The panel used to operate the printer.
6	Right upper cover	Open this when you perform maintenance.
7	Right lower cover	Open this when you perform maintenance.
8	Waste ink tank	Discharged fluid is stored in this bottle.
9	Waste ink tank holder	Part for attaching the waste ink tank.
10	Left cover	Open this when you perform maintenance.

Chapter 3

Basic Handling Methods

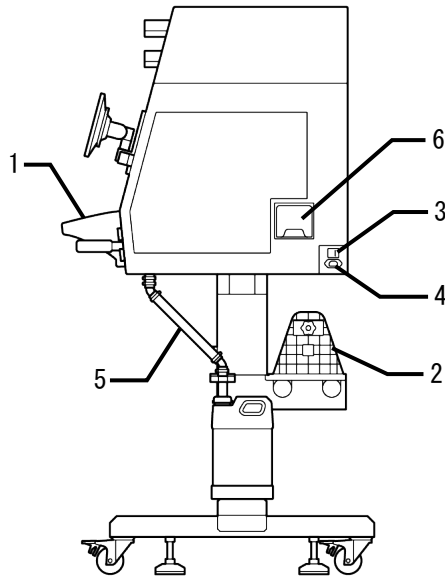
	Name	Function
11	Ethernet connector	Use this to connect an Ethernet cable.
12	USB connector	Insert a USB flash memory.

Rear



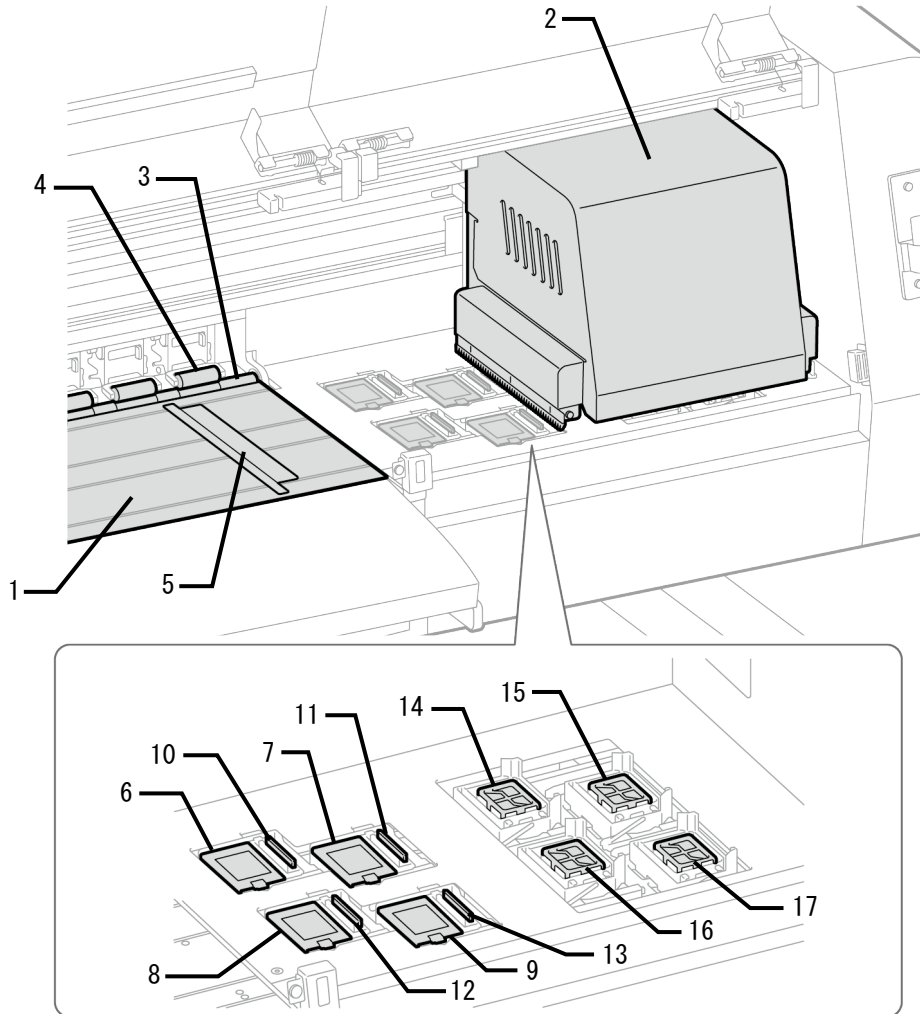
	Name	Function
1	Preheater	A device that preheats the media. It raises the media to an appropriate temperature.
2	Loading lever (rear)	Operate this when you load media.

Side



	Name	Function
1	Post heater	Dries the ink after printing.
2	Media holders	Operate this when you load media.
3	Power switch	Switches the main power on or off.
4	AC power outlet	Use this to connect the power cable.
5	Waste ink tube	This tube drains waste liquid from the printer into the waste tank.
6	Cleaning liquid tank	Holds the cleaning liquid used during maintenance.

Front Cover Interior/Print Head Area



	Name	Function
1	Platen	This is the path over which the media passes. A suction fan that keeps the media from coming loose and a platen heater that helps fix the ink are built in.
2	Carriage	The print heads are inside here.
3	Grid roller	This is one of these rollers that feed the media.
4	Pinch roller	A medium is clamped by operating the loading lever.
5	Media clamp	This clamps the edge of the media to keep it from coming loose.
6	Flushing foam (Color 1)	To maintain print quality, ink discharged from the heads is absorbed.
7	Flushing foam (Color 2)	
8	Flushing foam (White 1)	
9	Flushing foam (White 2)	

	Name	Function
10	Wiper (Color 1)	Cleans the print heads during automatic cleaning and in similar situations. The tray houses the cleaning liquid used to clean the wiper.
11	Wiper (Color 2)	
12	Wiper (White 1)	
13	Wiper (White 2)	
14	Print head cap (Color 1)	Protects the head surfaces and suctions ink during head cleaning.
15	Print head cap (Color 2)	
16	Print head cap (White 1)	
17	Print head cap (White 2)	

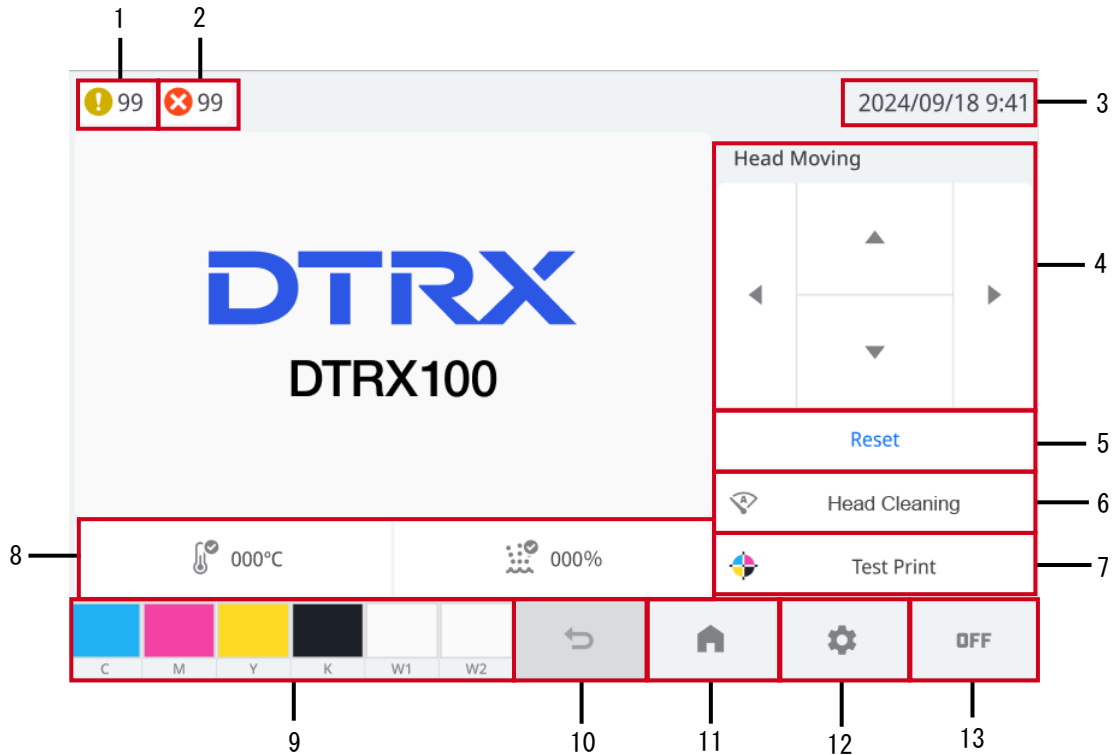
If a Cover Opens during Operation





If the front cover, left cover, upper right cover, or lower right cover (hereinafter referred to as "cover") is opened during an output operation or while setting up the media, the printer performs an emergency stop. When an emergency stop occurs, a message prompting you to close the cover appears on the screen. Close the covers as directed in the instructions shown on the screen.

When the cover is closed, you will be able to continue the operation.

If you cannot continue the operation even after you close the cover, a nonrecoverable error may have occurred.


3.1.1.2 Operation Panel



	Name	Function
1	Warning list	This mark appears when any warning is issued. Pressing  causes the current screen to move to the warning screen where the applicable warning message is indicated.
2	Error list	This mark appears when any error is issued. Pressing  causes the current screen to move to the error screen where the applicable error message is indicated.
3	Time display	The current date and time are displayed.
4	Move head/film	Feeds the media and moves the carriage.
5	[Reset]	The carriage returns to the home position.
6	[Head Cleaning]	Displays the cleaning menu.
7	[Test Print]	Starts the test print for the nozzle drop-out check.
8	Temperature/Humidity Info	Displays the ambient temperature and humidity around the printer.
9	Remaining ink volume indication area	Displays the amount of ink remaining for each ink type. When the ink pouch becomes low,  is displayed; when it becomes empty,  is displayed.

	Name	Function
10	Back button	While the menu screen is being displayed, use this button to return to only one upper-level (left) menu screen.
11	Home	Displays the home screen.
12	Menu item	Displays various setting menus.
13	Power Off	The main power switches off.

Menu List

Press  to display the following list of operations to perform from the screen.

1st layer	2nd layer	3rd layer	4th layer	Details
[Panel Settings]	[Language]	[English]		Sets the language. Eight languages are available: English, Japanese, Chinese, German, French, Spanish, Italian, and Brazilian Portuguese.
		[日本語]		
		[中文]		
		[Deutsch]		
		[Français]		
		[Español]		
		[Italiano]		
	[Display mode]	[Light]		Changes the background color of the menu.
		[Dark]		
[Temperature]	[°C]		Sets the temperature unit.	
	[°F]			
[Printing Settings]	[Print Direction]	[Bi-Directional]		Performs printing while the carriage moves in both the right and left directions.
		[Uni-Directional (Left)]		Performs printing only when the carriage moves to the left.
		[Uni-Directional (Right)]		Performs printing only when the carriage moves to the right.
	[Color bar printing]	[Color Bar]		Prints color bars—lines used to check print quality—during printing. You can set the position, width, interval, and density of the color bars.
		[Color bar position]		
		[Color bar width]		
		[Color bar space]		
		[Color bar density]		

1st layer	2nd layer	3rd layer	4th layer	Details	
[Main Functions]	[Lighting]			Switches the platen illumination on or off.	
	[Auto Screen Erase Time]			Sets the time until the touch panel turns off when there is no operation.	
	[Suction Strength]			Adjusts the media suction force of the platen.	
	[Heater Settings]		[Heater preheat ON]		Preheating of the heater starts.
			[Heater ON duration]		Sets the heater preheating time. Applies to the following two items: <ul style="list-style-type: none"> • Time from when the heater preheating is turned on until it is turned off • Time from after printing until the heater is turned off
			[Preheater]		Sets the preheater temperature.
			[Platen Heater]		Sets the platen heater temperature.
			[Post Heater]		Sets the post heater temperature.
	[Date and Time]	[Date Format]		[YMD (ex. 2025/01/02)]	Displays the date and time on the main screen in the order of year/month/day.
				[MDY (ex. 01/02/2025)]	Displays the date and time on the main screen in the order of month/day/year.
				[DMY (ex. 02/01/2025)]	Displays the date and time on the main screen in the order of day/month/year.
			[Set Date]		Sets the current year, month, day, hour, and minute.
			[Time setting]		

1st layer	2nd layer	3rd layer	4th layer	Details	
[Maintenance]	[Maintenance Part Clean/ Replace]	[Clean nozzle guard and cap]		Use cleaning liquid and a cleaning stick to clean the area around the print heads.	
		[Wiper Replacement]		Replaces the wipers.	
		[Flushing Foam Replacement]		Replaces flushing foam	
	[White Ink Circulation]	[Normal]		Used for circulating white ink as needed. Prevents sedimentation of white ink components and restores insufficient whiteness in printing.	
		[Powerful]		Performs stronger circulation than normal. Used when whiteness cannot be restored with normal circulation.	
	[Operate wiper cleaning tank]	[Discharging cleaning solution]		Discharges the cleaning solution from the wiper tray and flushing foam tray.	
		[Change cleaning solution]		Replaces the cleaning solution in the wiper tray. Used when nozzle drop-out cannot be resolved.	
	[Initial Ink Installation]			Used to fill the ink from the ink path to the inside of the print head when the product is first purchased.	
	[Tube air bleed]	[Color head-1]	[Black-1]		Used to remove air that has entered the ink path.
			[Yellow-1]		
			[Cyan-1]		
			[Magenta-1]		
		[Color head-2]	[Black-2]		
			[Yellow-2]		
			[Cyan-2]		
			[Magenta-2]		
		[White head-1]	[White-1]		
[White-2]					
[White-3]					
[White-4]					
[White head-2]	[White-5]				
	[White-6]				
	[White-7]				
	[White-8]				
[Log copy to USB]			Exports the log file to a USB memory device.		

1st layer	2nd layer	3rd layer	4th layer	Details
[Maintenance settings]	[Circulation schedule settings]			Sets the ON/OFF status and schedule for periodic automatic white ink circulation.
	[White Ink Agitation Alert Settings]			Sets whether to display the white ink agitation instruction.
	[In-print Cleaning Settings]			Sets the duration of head cleaning performed during printing.
[Print adjustment]	[Film Feed Adjustment]			Performs fine adjustments of the print position for each head and the media feed amount.
	[Color adjustment for 2 heads]			
	[Firing Adjustment]			
	[Position adjustment for 2 heads]			
	[White/Color alignment]			
[Network]	[Automatic acquisition]			Sets [Automatic acquisition], [IP Address], [Subnet Mask], and [Default Gateway] to connect the printer to a computer.
	[IP Address]			
	[Subnet Mask]			
	[Default Gateway]			
[Software Information]	[Main Firmware Version]			Displays the firmware version.
	[Sub Firmware Version]			Displays the firmware version.
	[Update]			Performs firmware updates.
	[SHOTCOUNT]			Indicates the number of print head operations. This serves as a guideline for product warranty.
[Advanced Menu]	[Login]			This menu is used by service personnel.

3.1.2 About the Media Used

3.1.2.1 Types of Media

In this manual, the film used for output is called "media." Only the following type of media can be used with this printer.

- Roll media: Media wound onto a paper tube

3.1.2.2 Conditions for Usable Media

This printer cannot print on every kind of media. When selecting media, be sure to carry out testing in advance to make sure that satisfactory printing results are obtained.

Size

	DTRX100
Width	11.8 in. (300 mm) to 31.9 in. (810 mm)
Maximum media thickness	0.02 in. (0.5 mm) or less
Maximum roll media outer diameter	5.9 in. (150 mm)
Roll media paper tube (core) inner diameter	3.0 in. (76.2 mm) or 2.0 in (50.8 mm)

Maximum Roll Weight

- 13 kg (29 lb)

Other Conditions

Media such as the following cannot be used.

- Media whose end is attached to the paper tube (core)
- Media that is severely warped or that has a strong tendency to reroll
- Media whose paper tube (core) is bent or crushed
- Media that bends under its own weight when loaded
- Media on a sagging roll
- Media that is rolled unevenly

3.2 Basic Operations

3.2.1 Power Supply Operations

IMPORTANT

- Always keep the main power switched on.
Do not turn off the main power except when unavoidable or in an emergency. Leaving the main power on enables automatic maintenance to be carried out periodically. If the automatic maintenance is not carried out, it may result in the breakdown of this printer, such as the breakdown of the print heads.
- Never switch off the main power or unplug the power cord suddenly while operation is in progress.
Switching off the main power or unplugging the power cord suddenly while operation is in progress may damage the print heads. If the main power is accidentally switched off, immediately turn the main power back on.

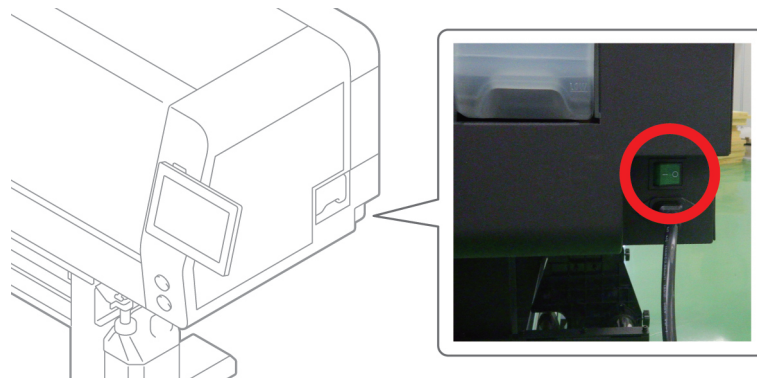
3.2.1.1 Turning the Power On

WARNING

- Remove the media when output is not being performed.
The continued application of heat at a single location may cause the release of toxic gases from the media or pose a fire hazard.

- 1 Close all covers.
- 2 Turn on the power switch for the printer.

The power to the operation panel is switched on.



3.2.1.2 Turning the Power Off

WARNING

- Remove the media when output is not being performed.
The continued application of heat at a single location may cause the release of toxic gases from the media or pose a fire hazard.

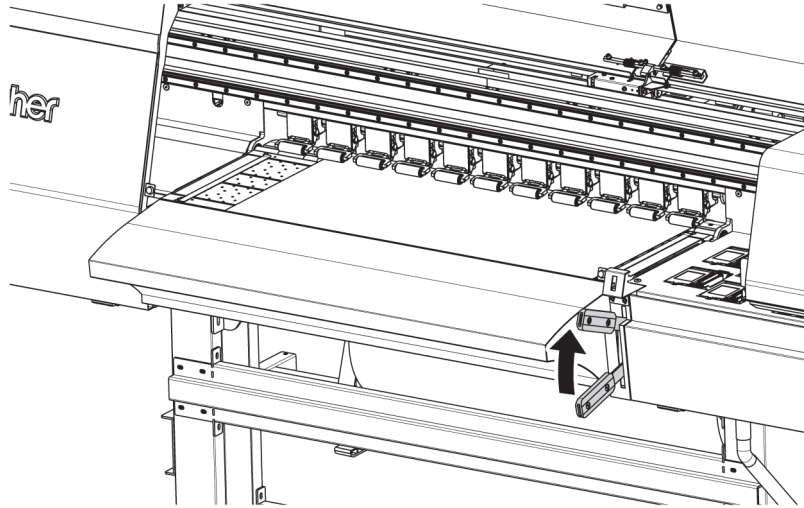
IMPORTANT

- Always keep the main power switched on.
Do not turn off the main power except when unavoidable or in an emergency. Leaving the main power on enables automatic maintenance to be carried out periodically. If the automatic maintenance is not carried out, it may result in the breakdown of this printer, such as the breakdown of the print heads.

- 1 Perform a normal cleaning.
[Performing Normal Cleaning on page 75](#)

- 2 Raise the loading lever and remove the media.

If you leave the main power on while not using the printer, set it as shown below.



- 3 Press [OFF] on the operation panel.

The confirmation screen appears.

- 4 Press [Yes].

The main power switches off automatically.

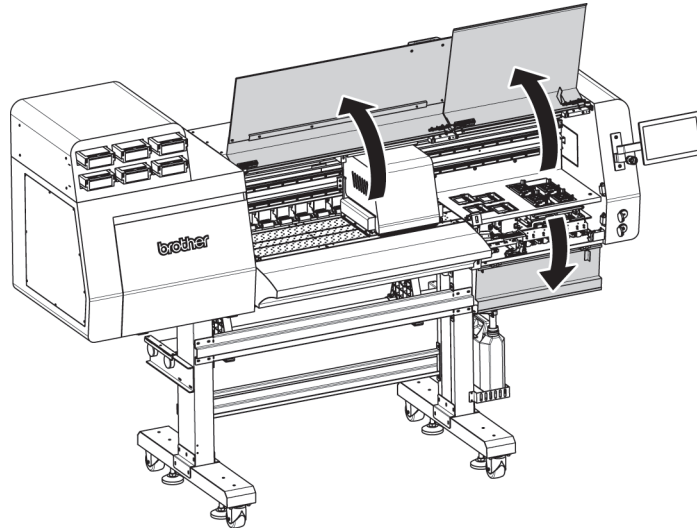
3.2.1.3 Auto Screen Erase Time (Power-saving Feature)

This printer is provided with a power-saving feature that automatically turns off the screen when a fixed interval passes with no operation. The factory default for the automatic screen-off time is 30 minutes. The screen lights up when the operation panel is used.

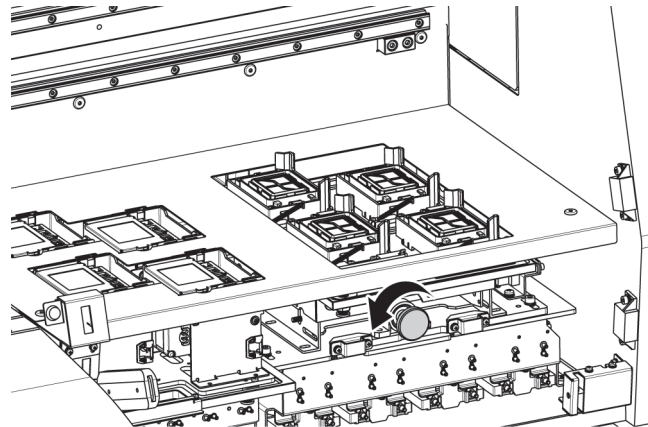
This automatic screen-off time setting can be changed, but to save power, it is recommended to set it to 30 minutes or less.

3.2.1.4 When There Is No Prospect of Electric Power Recovery for a While Due to Power Outage

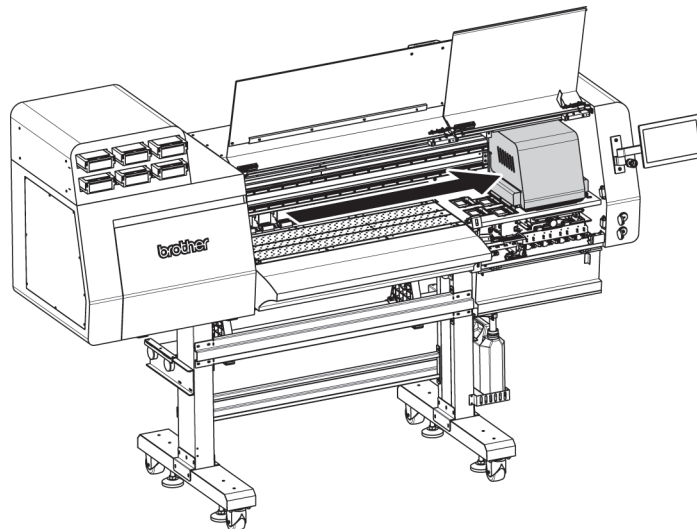
- 1 Open the front cover, the upper right cover, and the lower right cover.



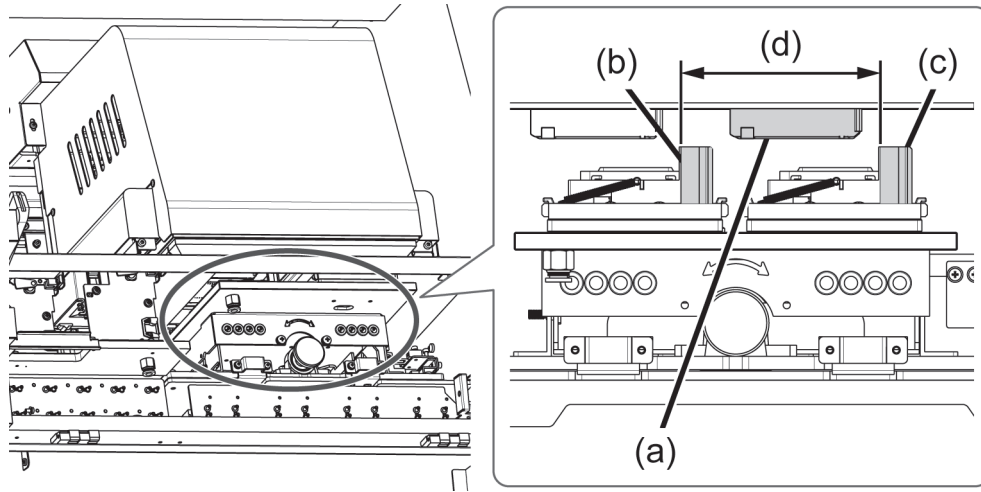
- 2 Turn the capping manual lift knob fully to the left to lower the caps.



- 3 Push the carriage by hand and move it to the right.



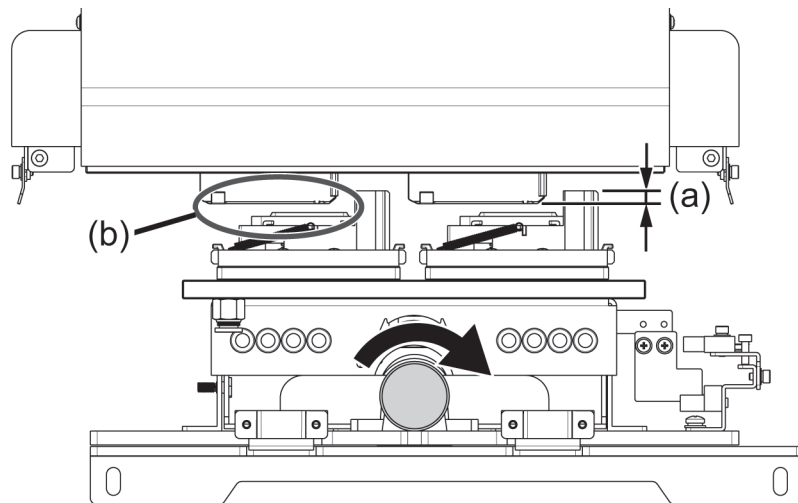
- 4 Looking up into the maintenance area from below, adjust the position so that Head 2 (a) is located between the protrusion of Cap 1 (b) and the protrusion of Cap 2 (c), at position (d).



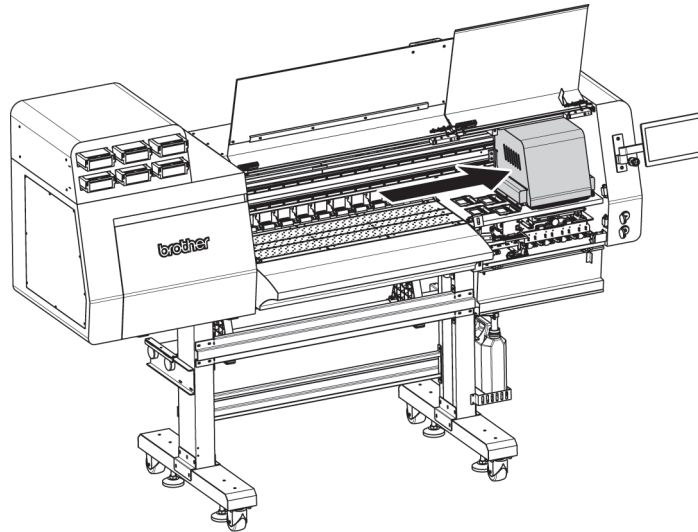
- 5 Turn the capping manual lift knob to the right to overlap the cap protrusion and the head. (a)

! Note

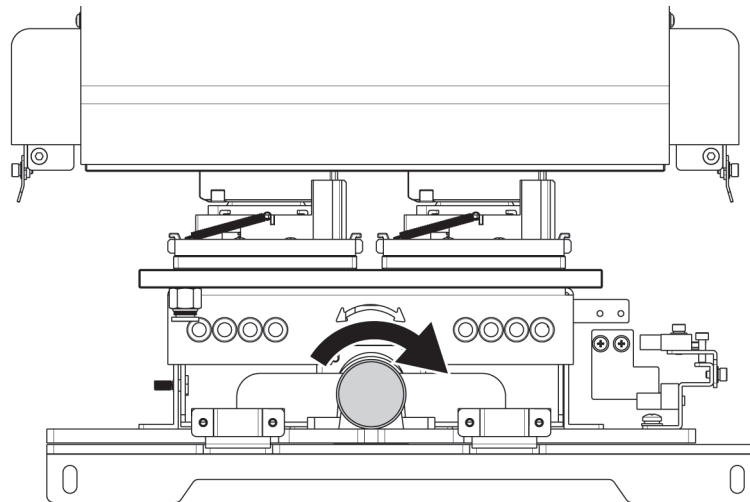
- At this time, leave a gap (b) so that the cap does not yet contact the head.



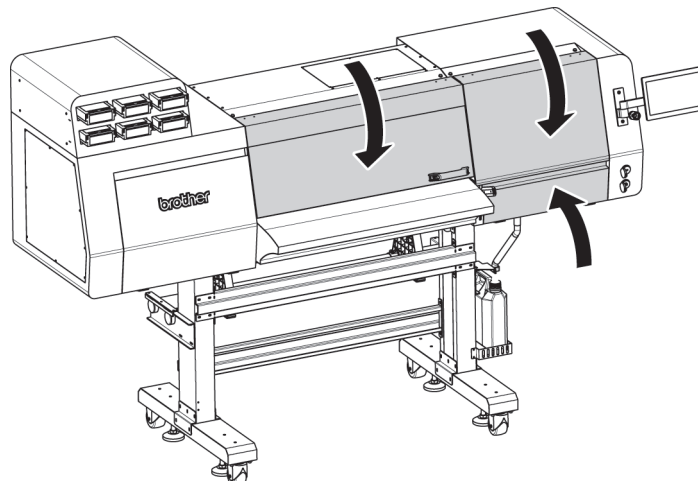
- 6 Push the carriage by hand and move it all the way to the right until it reaches the limit.



- 7 Turn the capping manual lift knob to the right until slight resistance is felt, and bring the cap into contact with the head.



- 8 Close the front cover, the upper right cover, and the lower right cover.



3.2.2 Confirmation and Disposal of Waste Ink

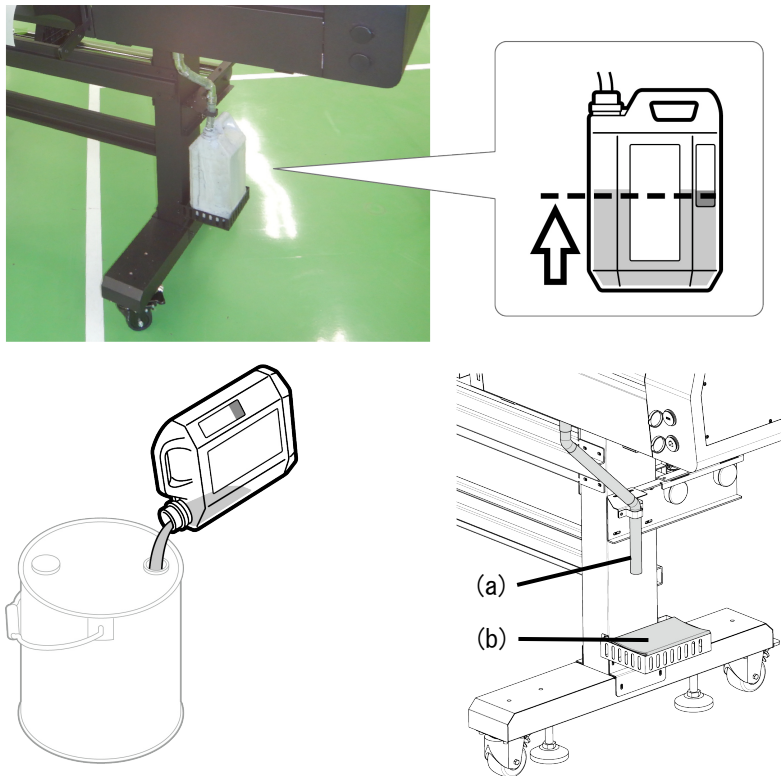
Check the amount of waste ink in the waste ink tank, and if the tank is filled with the waste ink up to its one-half or higher level, discard the ink.

- 1 Check on the waste ink tank, and discard the waste ink.

In an area under the waste ink tube (a) removed from the waste ink tank, place a rag or similar material (b) so that waste ink from the tube does not drip onto the floor, etc.

! Note

- Dispose of the waste ink properly as water-based waste fluid in accordance with applicable laws and ordinances.



- 2 Return the waste ink tank to its original state, and insert the waste ink tube into the tank.

! IMPORTANT

- If the tip of the waste ink tube immersed in liquid, it will prevent the smooth flow of waste fluid, and disable the ink suction operation of the head cleaning function. In addition, waste fluid may flow reversely, causing the waste ink to spill contaminating the floor.
- Be careful not to bend the waste liquid tube. Otherwise the waste ink may have difficulty flowing through the tube.

3.2.3 Confirmation and Refilling of Cleaning Solution

Check to see if the amount of cleaning solution is kept at a proper liquid level in the cleaning liquid tank, and refill the tank with the solution when its amount is below the proper level.

TIPS

- Also, refill the tank with the solution when a warning message appears on the operation panel screen or in the warning message window when the cleaning liquid tank is not pulled out.

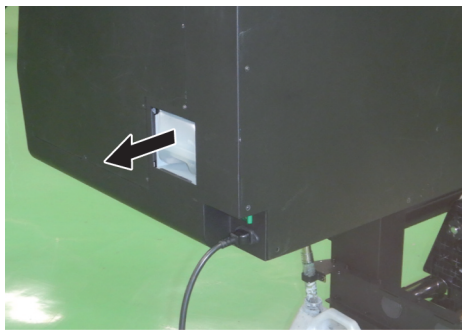
WARNING

- Never store ink, cleaning liquid, or discharged fluid in any of the following locations.
 - Any location where high temperature may occur
 - Near bleach or any other such oxidizing agent or explosive material
 - Any location within the reach of childrenAccidental ingestion by children may pose a health hazard.

IMPORTANT

- Be sure to use cleaning liquid that has not expired.
- Never, under any circumstances, use anything other than the specified type of cleaning liquid.

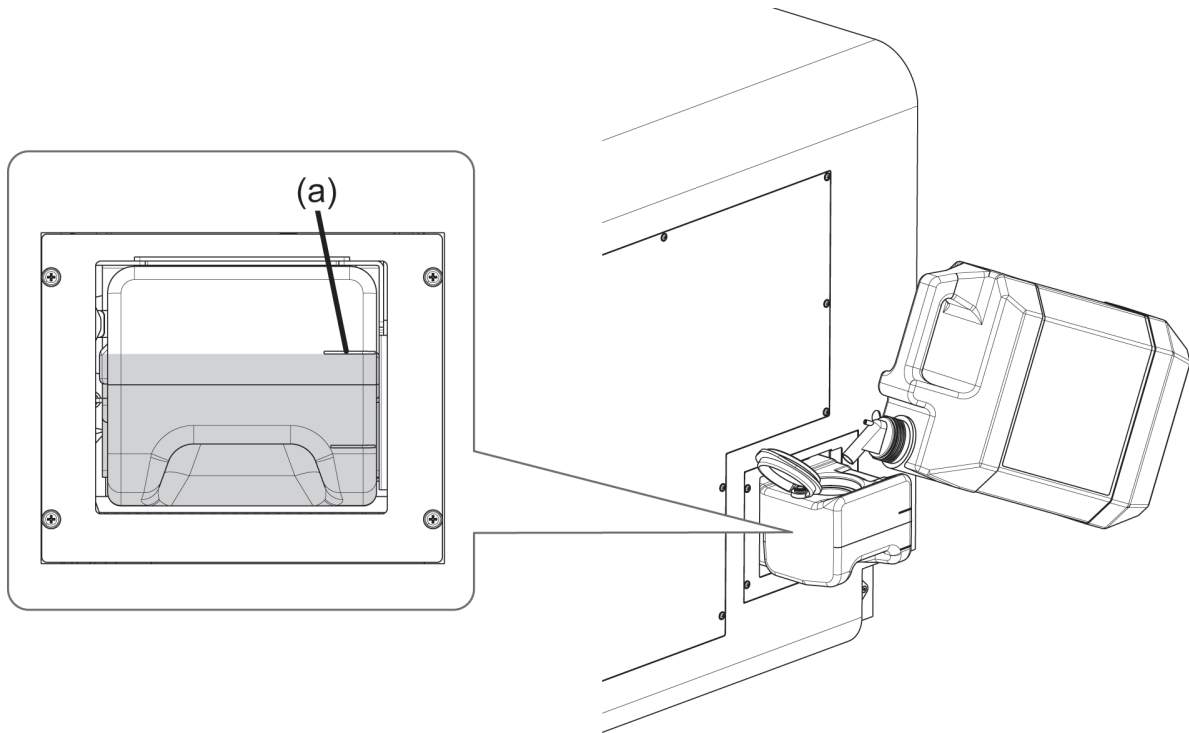
- 1 Pull out the cleaning liquid tank from the side of the printer.



- 2 Open the cleaning liquid tank lid and pour in cleaning liquid up to the “Full” line (a).

! IMPORTANT

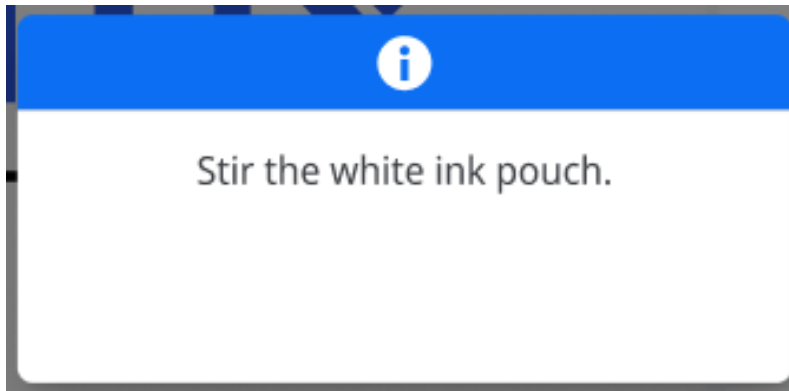
- Do not exceed the “Full” line (a).



- 3 Close the lid of the cleaning liquid tank, and then slowly return this tank to its position in the printer.

3.2.4 Daily Agitation of the White Ink

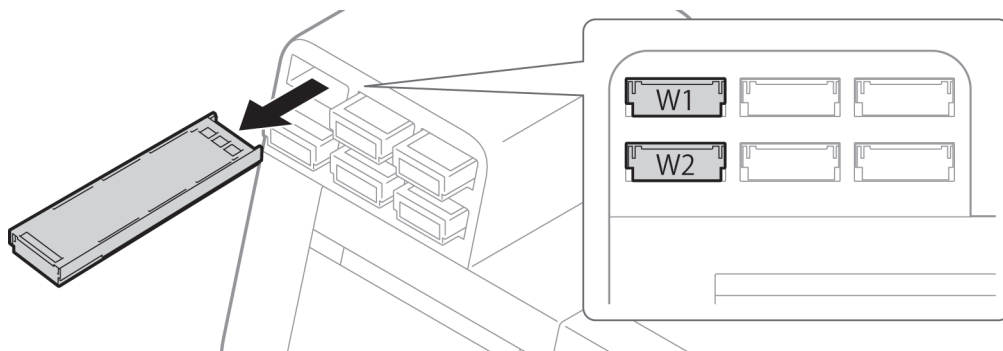
Perform the procedures shown below if a white ink cartridge stirring message is displayed before starting operation.



- 1 Remove the white ink cartridge from the printer.

CAUTION

- The bottom of the cartridge may be soiled with ink. Clean the printer on a regular basis.



- 2 Shake the cartridge 100 times side by side to stir the white ink.

! IMPORTANT

- The white ink cartridge should be held horizontally when shaking it.
- Holding the white ink cartridge upside down or shaking it too roughly could break the ink pouch.

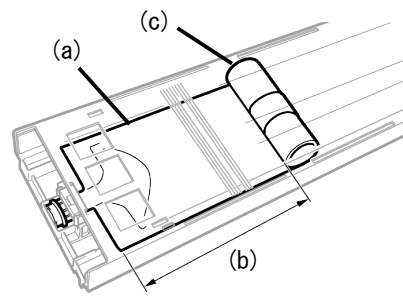
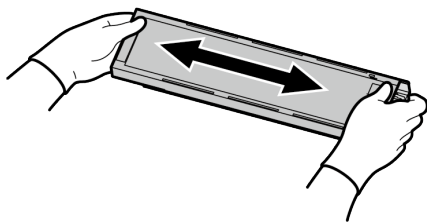
! CAUTION

- If ink adheres to the tip of the ink pouch (a), wipe it off with a dry cloth.

! Note

- Wear the supplied gloves when performing the work.
- When the remaining ink level (b) becomes about 5.9 in. (15 cm) from the edge of the rib (c), open the lid and slightly unwind the rolled part of the ink pouch to make it easier to mix, then shake it.
- The guide for 100 shakes is approximately 50 seconds.

The swing distance should be approximately 2.0 in. (5 cm). Increase the swing distance when the remaining ink level becomes low.



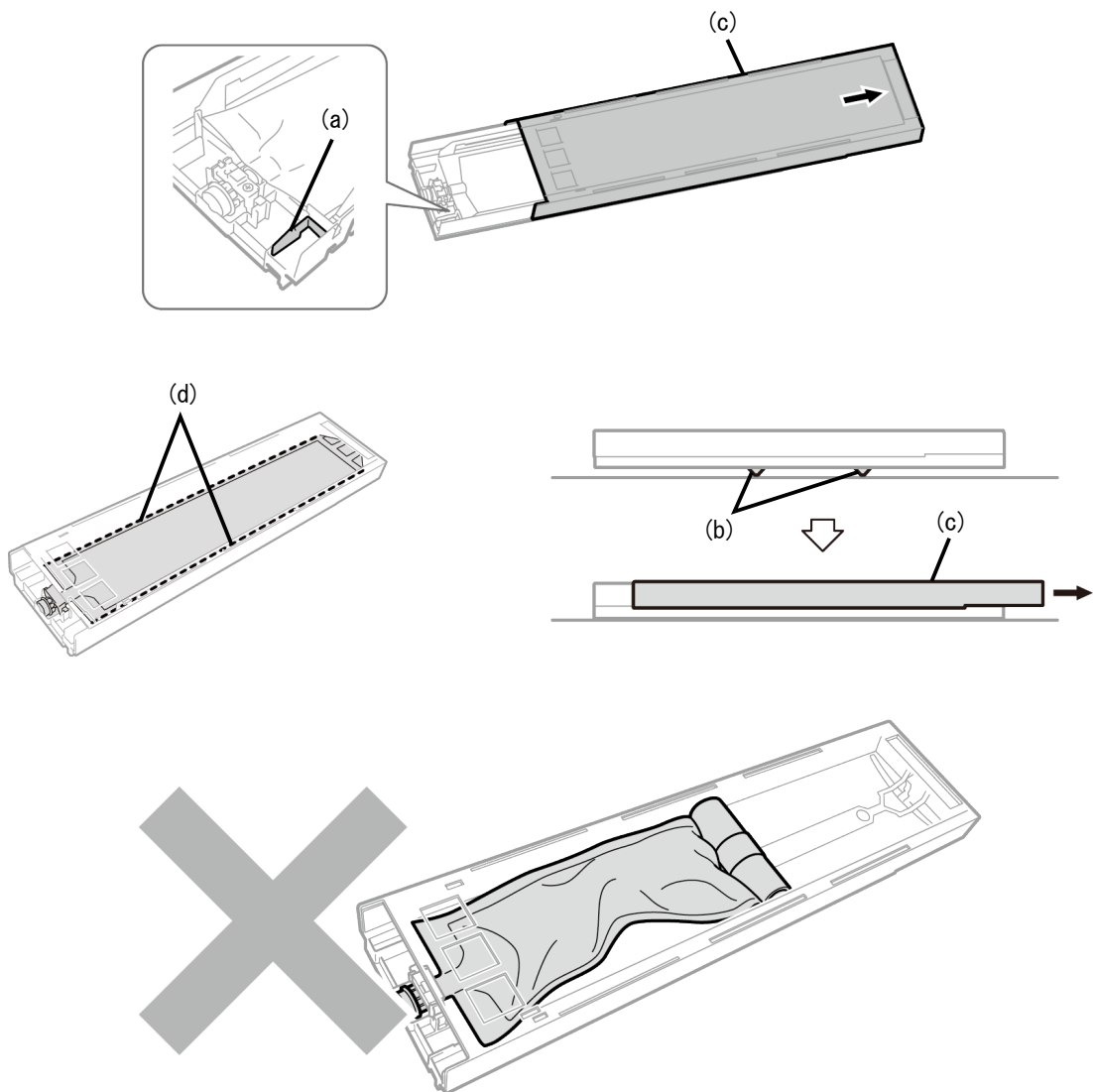
- 3 Open the lid of the cartridge and place the ink pouch in its correct position.

! **IMPORTANT**

- Always open the cartridge lid and properly rewind the ink pouch. If the pouch is placed without opening the lid, ink can flow into the wound section of the pouch when stirred, and cause improper winding of the pouch.
- When opening the lid, place the entire cartridge on a flat surface, push the latches (b) on the bottom surface of the cartridge downward and open the lid (c).
- When setting the ink pouch, avoid unevenness or wrinkles on the pouch.
- When opening the lid, be sure not to touch portion (a). Doing so may cause damage.
- Align both ends (d) straight.

! **Note**

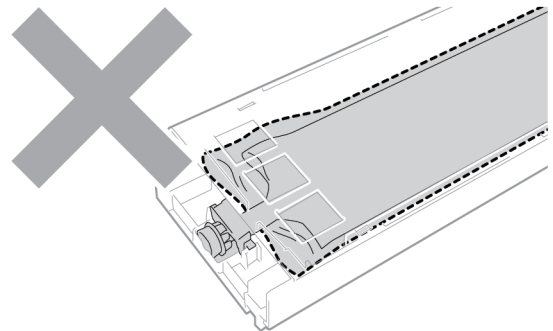
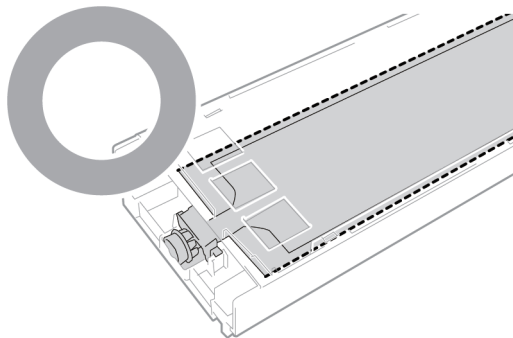
- If the remaining ink level is low, hold the sagged part of the ink pouch and close the lid.



- 4 Close the lid, and put the white ink cartridge in position inside the printer.

! IMPORTANT

- W1 and W2 cartridges should correctly be placed at their original locations. Wrongly placed cartridges could cause a printer malfunction.
- When setting the cartridge, do not shake the cartridge with the ink pouch facing down with the aim of facilitating the winding of the pouch. Doing so will cause wrinkles, and the proper winding of the ink pouch will not be possible.



- 5 Repeat the same process to shake the other white ink cartridge to stir up the ink.

- 6 Perform white ink circulation.

[White Ink Circulation on page 22](#)

- 7 Perform a printing test.

[Performing a Printing Test on page 74](#)

3.2.5 Setup of Media

Load the roll media on the printer. This work is referred to as "Setup of Media."

! CAUTION

- Load the roll media correctly. Otherwise the media may fall and cause injury.
- The roll media is approximately 13 kg (29 lb.) To avoid injury, handle the roll media with care.
- Never load media that weighs over 13 kg (29 lb.) The printer may fail to withstand the weight and tip over or cause the media to fall.

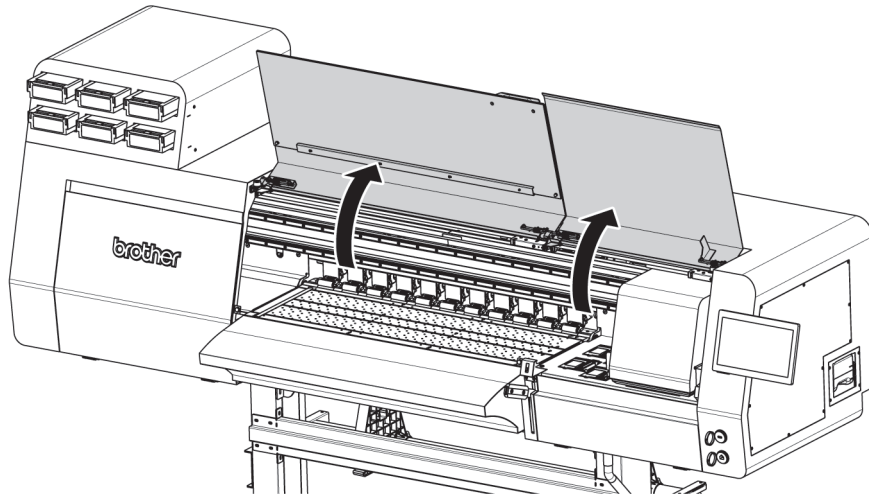
3.2.5.1 Install the Media on the Media Holders

The media holders of this printer are designed to be used with a paper tube (core) with an inner diameter of 2 inches or 3 inches.

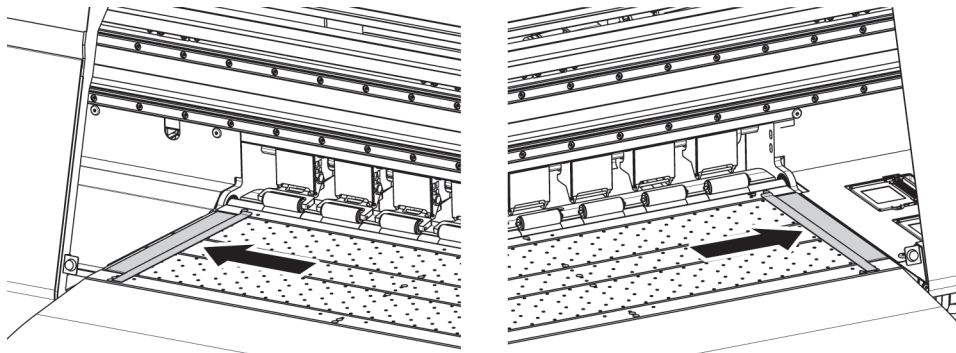
CAUTION

- When handling roll media, be careful to prevent it from falling.
Attempting to lift heavy media in a manner that taxes your strength may cause physical injury. Also, if dropped, such items may cause injury.

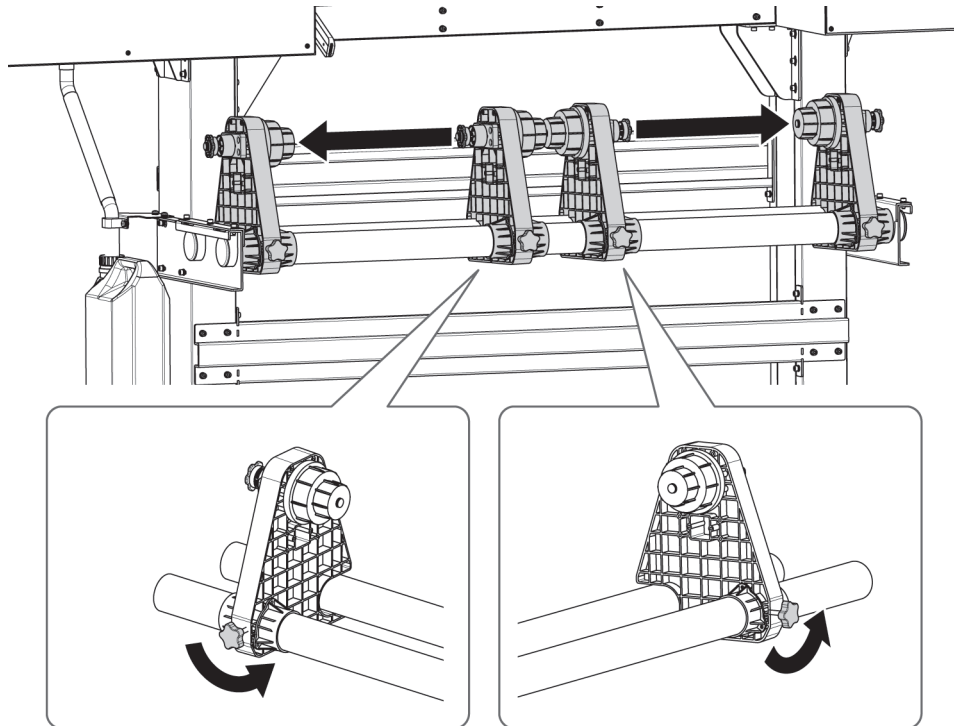
- 1 Open the front cover and the upper right cover.



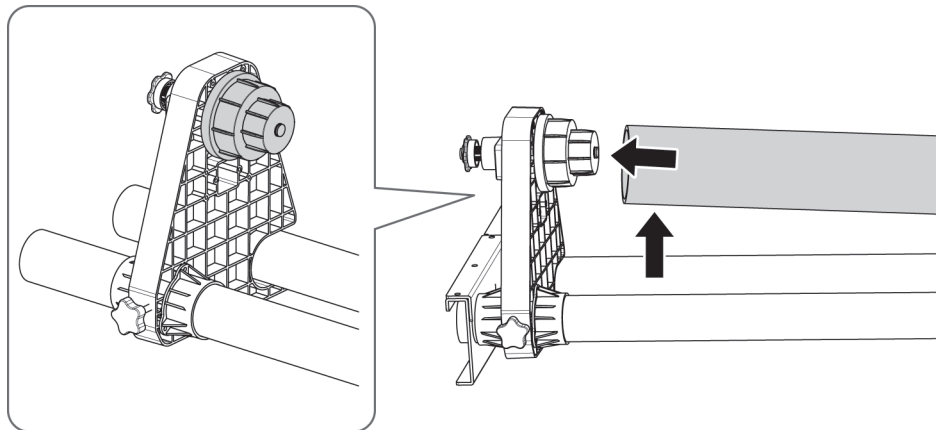
- 2 Move the media clamps to the outside of the grit rollers on the left and right edges respectively.



- 3 Release the locking mechanisms of the media holders, and then draw them to the left and right ends respectively.

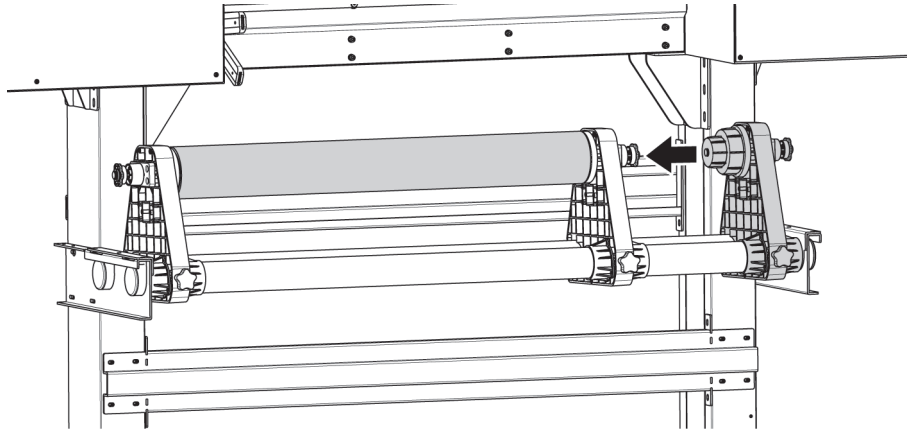


- 4 Fit the paper tube (core) of the media onto the end cap of the left media holder.



- 5 Move the right media holder to fit its end cap onto the paper tube (core) of the media.

Fit the paper tube onto the media holders securely to prevent the media from moving easily.



! IMPORTANT

- Do not secure the media holders in place just yet.

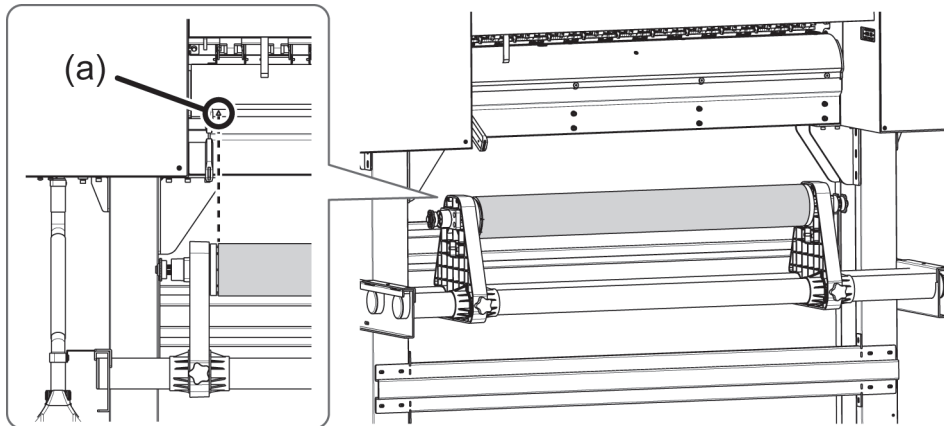
In the following procedure, you will adjust the positions of the media holders before securing them in place.

3.2.5.2 Determine the Positions of the Media

- 1 Align the left edge of the media with mark (a).

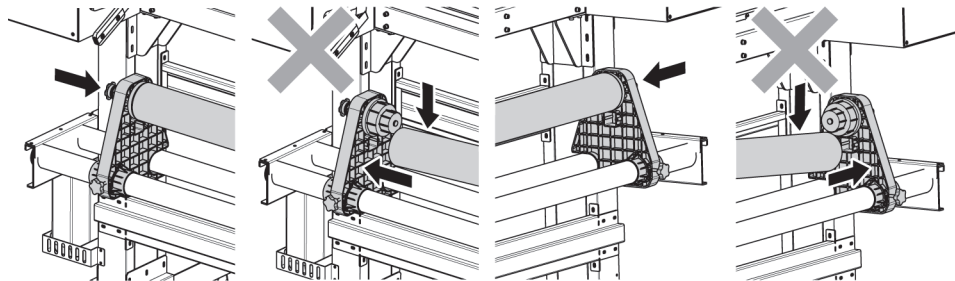
Note the following points when determining the positions.

- Hold the media holders from the outside and move them.
- Move the media holder so that the edge of the media aligns with the tip of mark (a).



! CAUTION

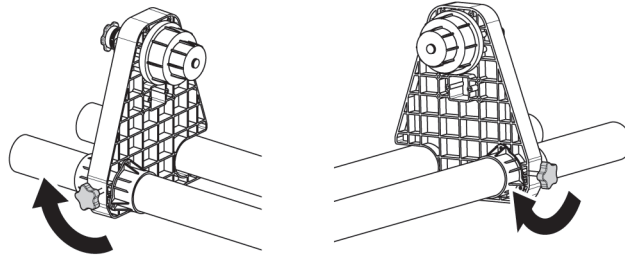
- Do not hold places other than those instructed. Do not move the media by holding it directly. Otherwise the media may fall off the media holder and cause injury.



! IMPORTANT

- Firmly decide the left and right side positions of the media at this point. After this procedure is completed, if the left and right side positions do not fit the proper positions when securing the media with pinch rollers, you will have to go back to this step to redo this procedure. If you just hold the media to readjust its position forcibly, the media will be skewed during printing, which will have an adverse effect on the printing results.

- 2 Tighten the fixing screw to secure the media holder.

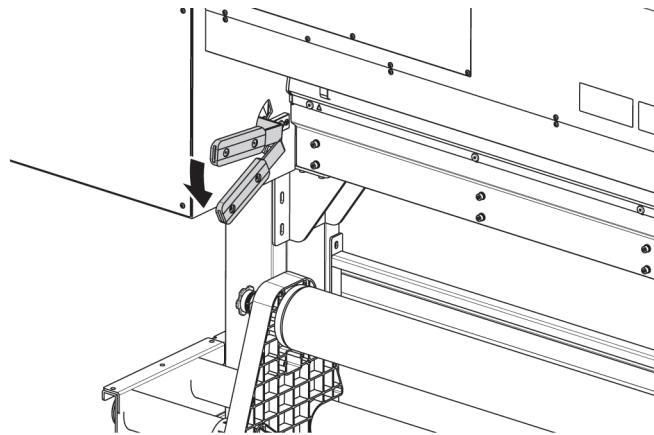


- 3 Use the following procedure to load the media.

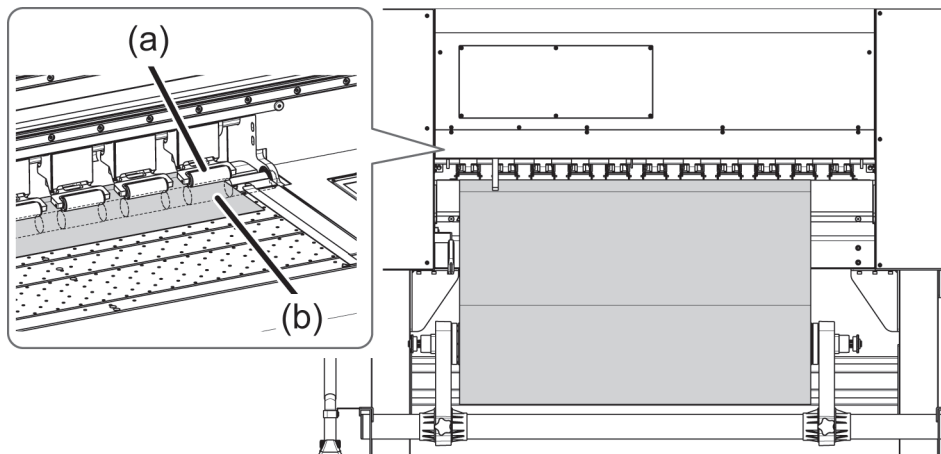
! IMPORTANT

- If the leading edge of the media is wavy, it may catch on the joint of the post heater. Cut off the wavy portion before setting the media.

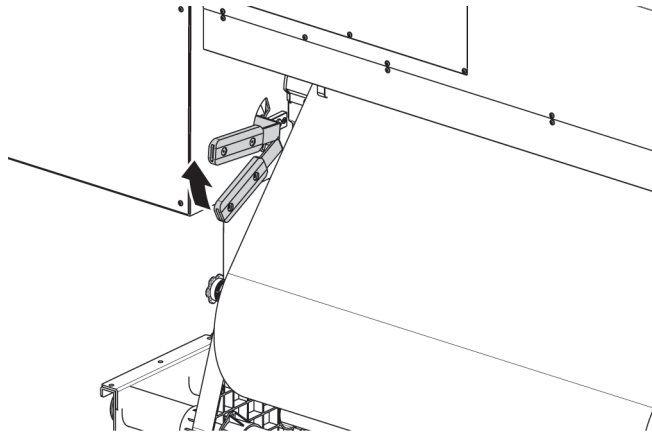
- (1) Lower the loading lever (rear) to release the lock.



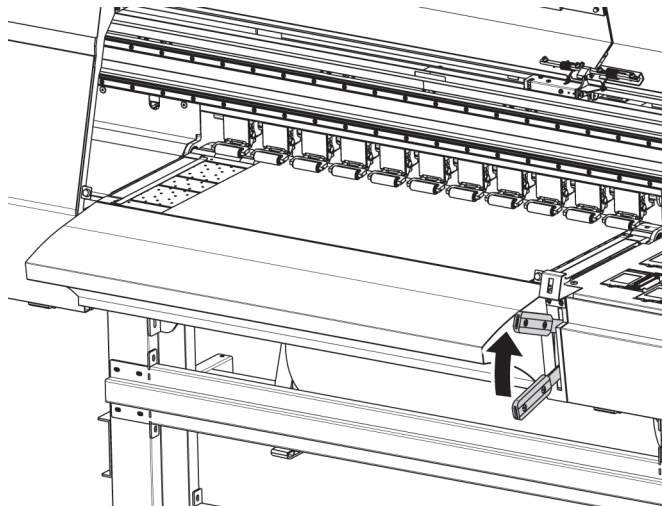
- (2) Pass the leading edge of the media between the pinch roller (a) and the grit roller (b).



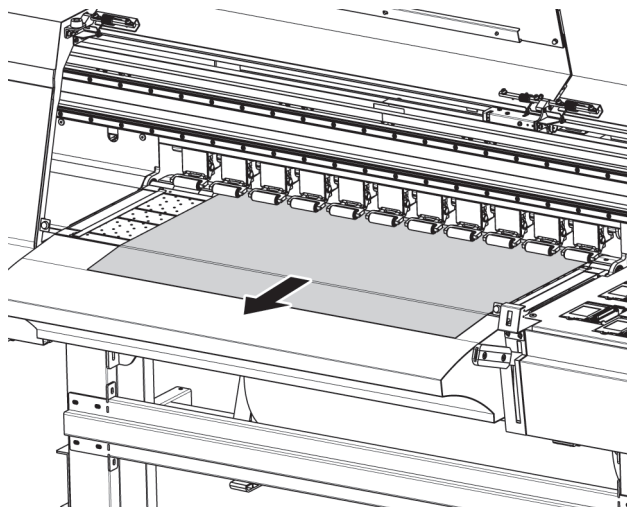
- (3) Feed the media an additional 11.8 in. (30 cm) from the pinch roller, then raise the loading lever (rear) to lock the media.



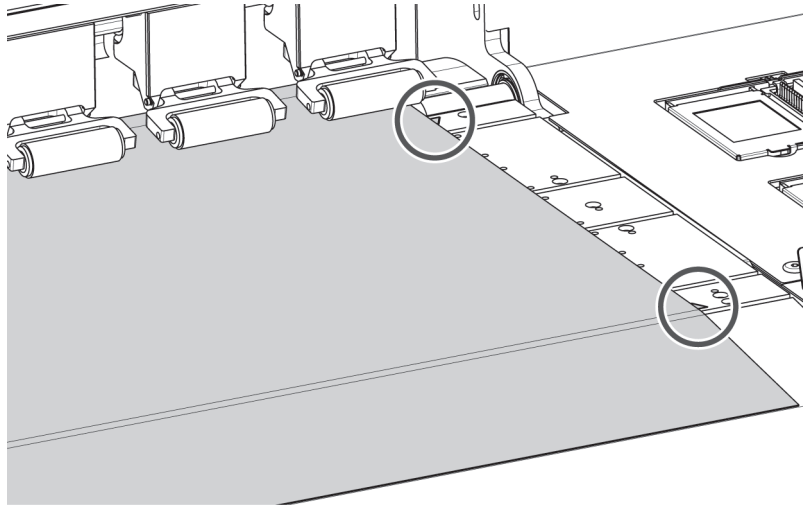
- (4) Move to the front of the printer and raise the loading lever (front) to release the media lock.



- 4 Pull the media forward by about 3.9 in. (10 cm).



- 5 Make sure the right edge of the media is aligned with the mark.

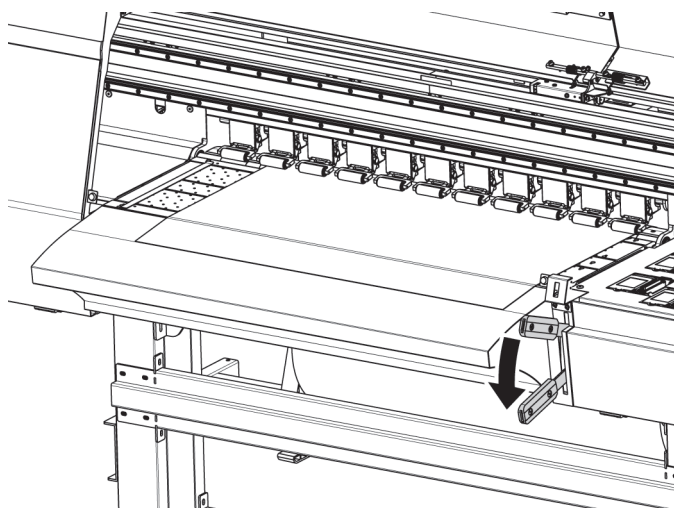


! IMPORTANT

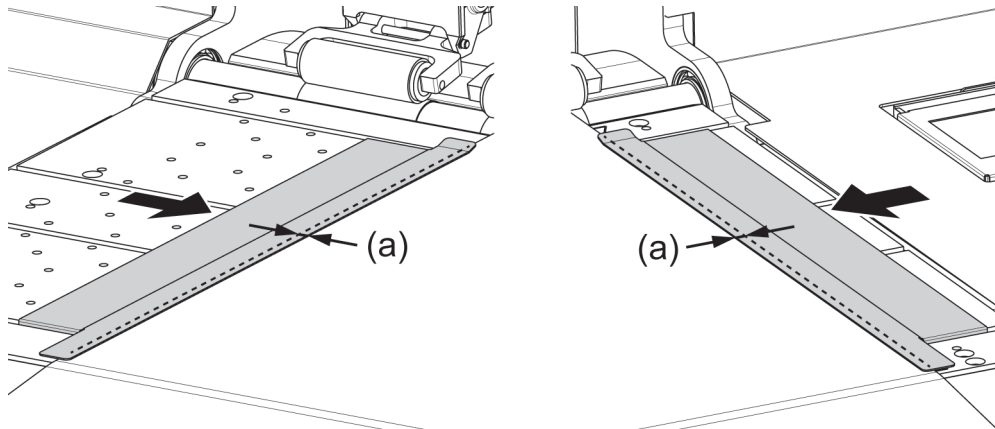
- If you want to readjust the media position, return to the back of the printer, release the media holders, and then redo the procedure from step 1. If you just stand at the front of the printer and hold the media to readjust its position forcibly, the media will be skewed during printing or will come loose, which will affect the printing quality.
- Check that there is no slack in the media.
In particular, if there is a difference in slack between the left and right sides, the media may be fed at an angle.

- 6 Lower the loading lever (front).

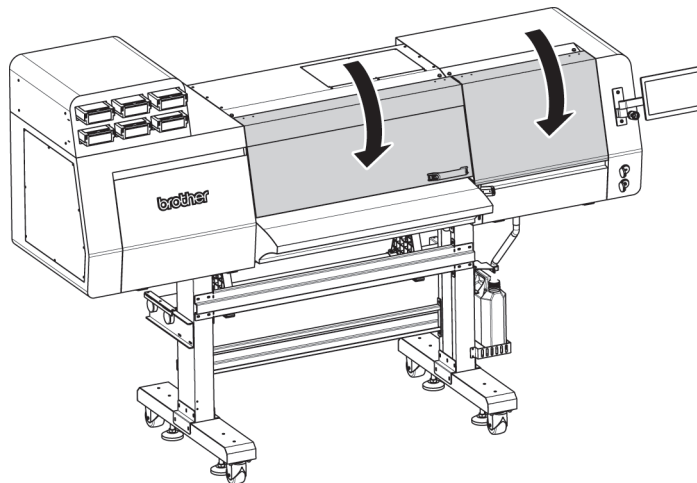
The media is held in place.



- 7 Move the left and right media clamps so that they overlap the edges of the media by 0.2 in. (4 mm) (a).



- 8 Close the front cover and the upper right cover.



3.2.6 Checking before Output

3.2.6.1 LAN (Local Area Network) Settings

Check that you can perform communication through the LAN (Local Area Network).

3.2.7 Pausing and Canceling Output

You can pause and cancel output before it finishes.

3.2.7.1 Pausing and Resuming Output

! IMPORTANT

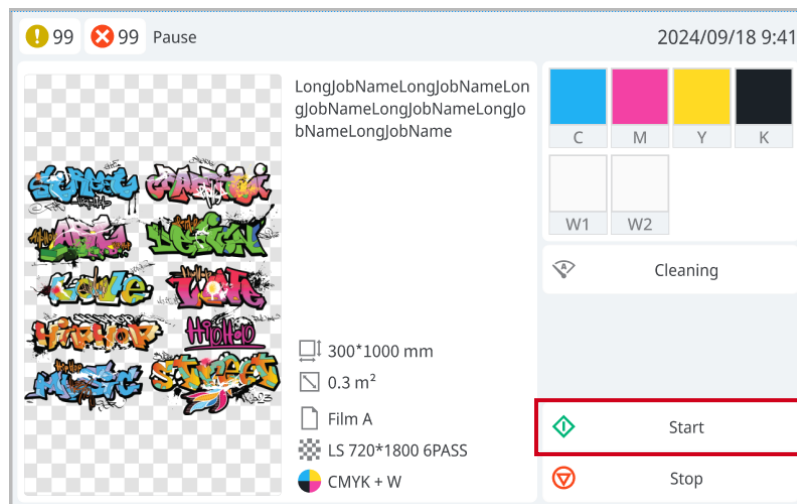
- We do not recommend resuming printing because horizontal bands and uneven colors are produced at the place where printing was paused.

! Note

- Some menu items can be operated during output, but return to the home screen before pausing output.

1 Press [Pause] while printing.
This pauses the printing operation.

2 Press [Start].
The printing operation resumes.



3.2.7.2 Canceling Output

- 1 Press [Stop].
- 2 Stop sending data on the computer side.

3.2.8 Ink Pouch Replacement

3.2.8.1 Out-of-ink Warnings

When any of the following messages is displayed on the operation panel screen, replace the ink pouch.

[No Ink Black], [No Ink Magenta], [No Ink Cyan], [No Ink Yellow], [No Ink White 1], [No Ink White 2]

IMPORTANT

- Never reuse an ink pouch when the printer shows a sign indicating no ink.
Occasionally the printer will show a sign indicating no ink even if there is a small amount of ink remaining in the pouch, but nevertheless do not use it. Such an ink pouch is in a state where drawing ink from it is impossible. Using it in such a state may force air into the ink path and cause printer malfunctions.

3.2.8.2 Ink Pouch Replacement

WARNING

- Never store ink, cleaning liquid, or discharged fluid in any of the following locations.
 - Any location where high temperature may occur
 - Near bleach or any other such oxidizing agent or explosive material
 - Any location within the reach of childrenAccidental ingestion by children may pose a health hazard.

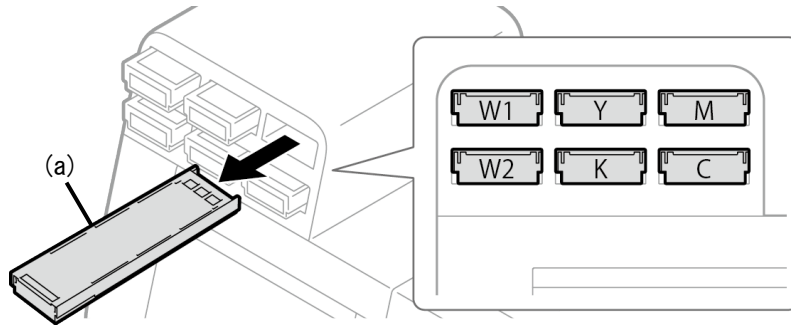
IMPORTANT

- When replacing the ink pouch, observe the following precautions.
 - Be sure to replace each pouch with an item of identical type and color.
 - Never use an ink pouch that has already been used in another printer even if it is an identical type.
 - Never mix different types of items.
 - Do not leave the printer with the cartridge removed. The print heads may become clogged.
 - Do not insert or remove cartridges unnecessarily. Ink may leak.
 - Set each of the cartridges into its correct position. Check that the color name shown on the cartridge slot label matches the color name shown on the cartridge label.
 - Handle ink pouches carefully to prevent them from dropping and rupturing.
 - Use ink before its expiration date.

- 1 Remove the cartridge (a) of the color to be replaced.

! Note

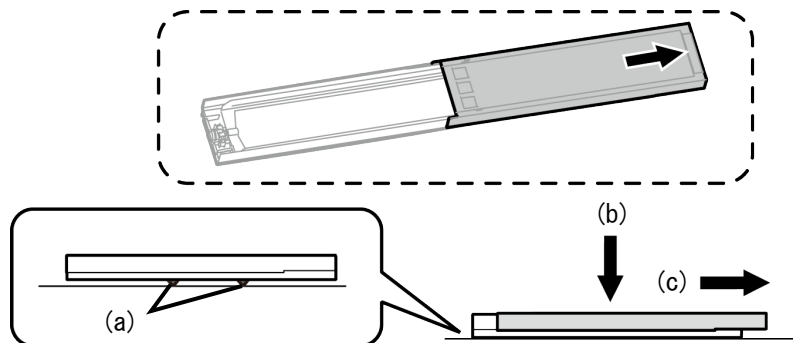
- The bottom of the cartridge may be soiled with ink. Periodically clean them.



- 2 Place the cartridge on a flat surface.

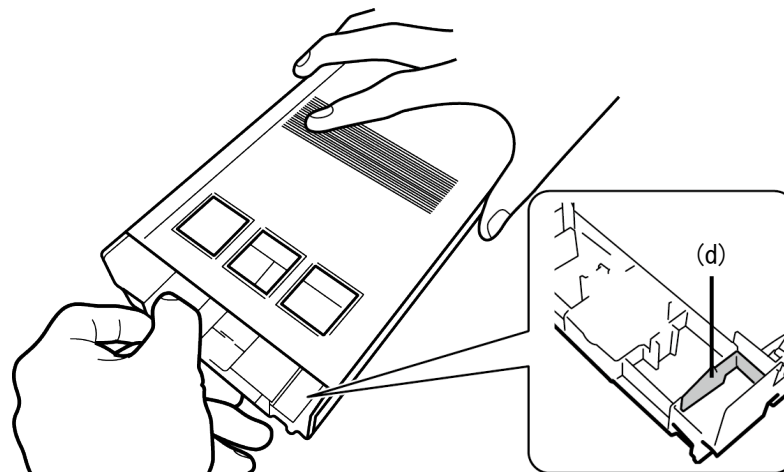


- 3 While pressing and holding the latches (a) on the bottom surface of the cartridge in position (b), slide the lid (c) to open it fully.

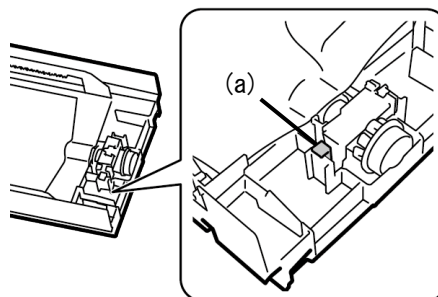


! IMPORTANT

- When opening the lid, hold it as shown in the figure and do not touch (d). Doing so may cause damage.



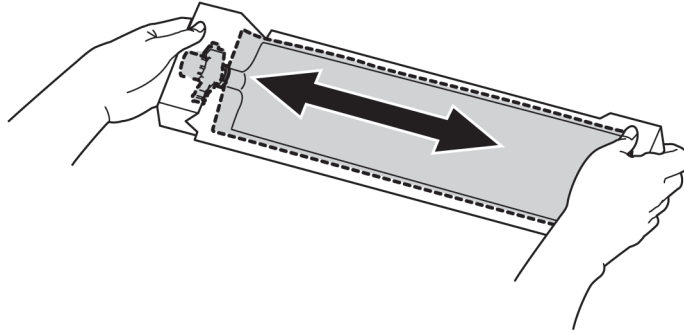
- 4 Pinch the latch (a) at the tip of the ink pouch and remove the ink pouch from the cartridge.



! Note

- Wipe off any ink adhering to the tip of the cartridge. Periodically clean the pouch tray.

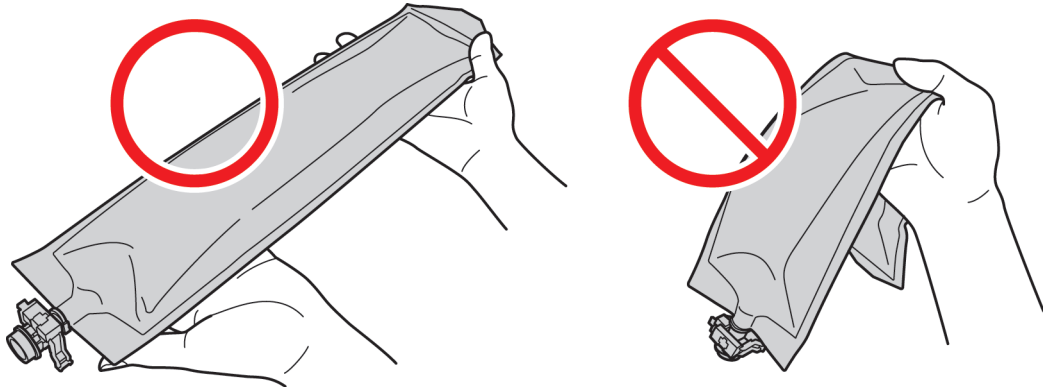
- 5 Remove the inner box from the ink pouch packing box, and then gently shake the inner box. To protect the ink pouch, shake it while it is still inside the inner box.



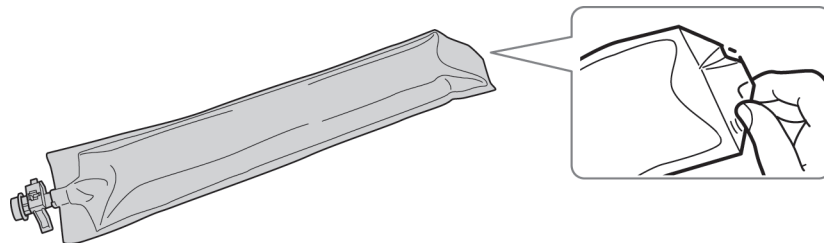
- 6 Remove the new ink pouch from the inner box and the plastic bag.

! IMPORTANT

- When taking the ink pouch out of the plastic bag, do not use a utility knife or any other sharp object. Doing so may lead to accidentally cutting the ink pouch.
- Handle ink pouches carefully. They may rupture if they are bent or dropped or if they catch on a sharp object.

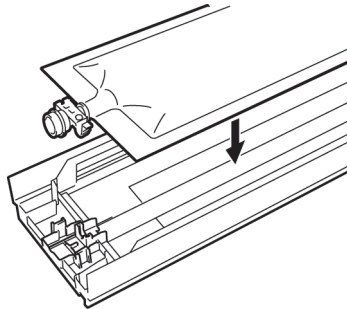


- If the tip of the ink pouch is bent or undulating, straighten it out by hand.



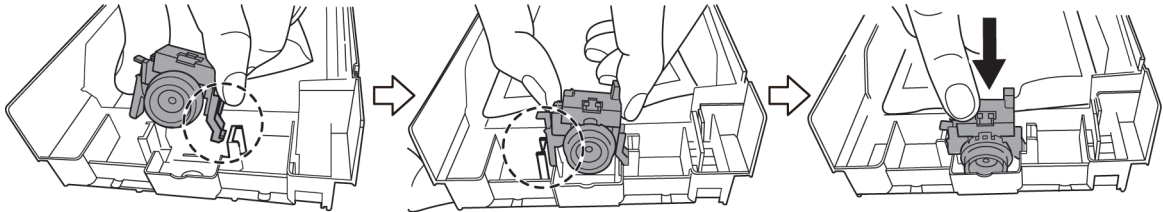
7 Set the ink pouch in the cartridge.

- (1) Place the ink pouch on top of the cartridge.

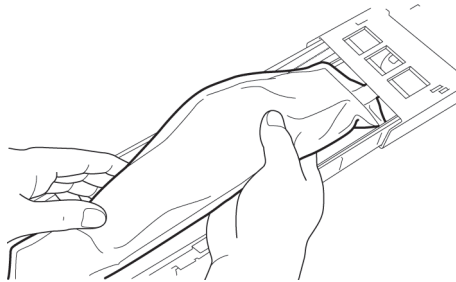


- (2) Follow the procedure below to attach the tip of the ink pouch to the cartridge.

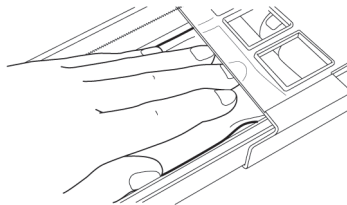
Push down until you hear a click.



- (3) Insert the ink pouch into the cartridge.

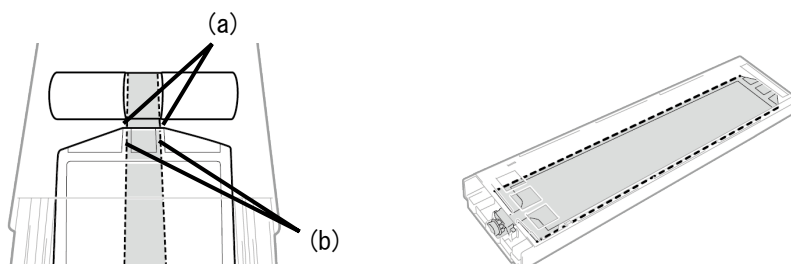


- (4) Insert the rear end of the ink pouch under the cartridge roller, and position it so that it is straight.

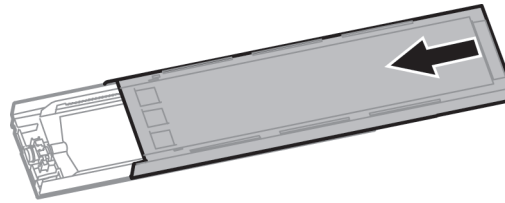


- (5) Check that the ink pouch has been set in the correct position.

Align the line (a) on the cartridge with the line (b) on the ink pouch. Check that the ink pouch is straight relative to the cartridge.



(6) Close the cartridge lid until it clicks.



8 For white ink, shake the cartridge side to side 100 times to agitate the white ink.

! IMPORTANT

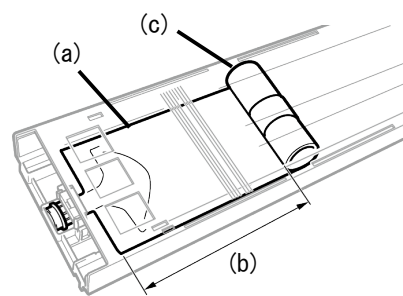
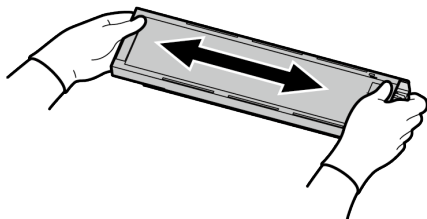
- The white ink cartridge should be held horizontally when shaking it.
- Holding the white ink cartridge upside down or shaking it too roughly could break the ink pouch.

! CAUTION

- If ink adheres to the tip of the ink pouch (a), wipe it off with a dry cloth.

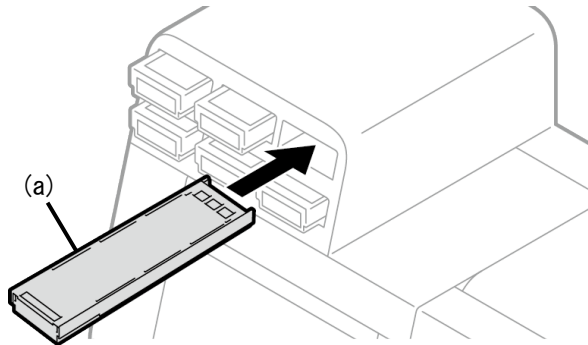
! Note

- Wear the supplied gloves when performing the work.
- When the remaining ink level (b) becomes about 5.9 in. (15 cm) from the edge of the rib (c), open the lid and slightly unwind the rolled part of the ink pouch to make it easier to mix, then shake it.
- The guide for 100 shakes is approximately 50 seconds.
The swing distance should be approximately 2.0 in. (5 cm). Increase the swing distance when the remaining ink level becomes low.



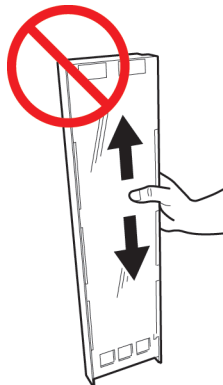
- 9 Set the cartridge (a) into the cartridge slot.

Insert it until it stops, then close the error screen. If the error screen does not disappear, remove the cartridge once and insert it again.

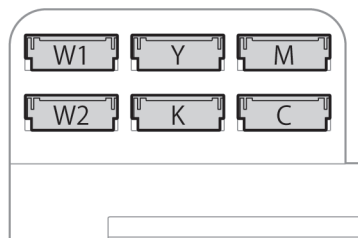


! IMPORTANT

- Do not insert an empty cartridge. Inserting an empty cartridge may allow air to enter the ink path and cause a printer malfunction.
- After setting the ink pouch, do not shake the cartridge with the opening facing downward. The ink pouch may wrinkle, making it impossible to wind and drain it correctly.



- Check the color names displayed on the cartridge slot and the ink pouch, and set all cartridges in the correct positions.



3.2.9 Cleaning Liquid Replenishment

3.2.9.1 Out-of-cleaning-liquid Warnings

When the cleaning solution level becomes low, [Cleaning Solution Low - Add More] or [Cleaning Solution Out - Add More] is displayed.

3.2.9.2 Cleaning Liquid Replenishment Method

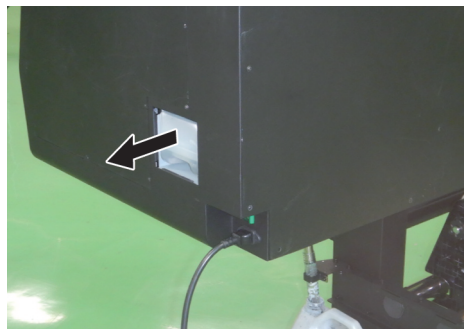
WARNING

- Never store ink, cleaning liquid, or discharged fluid in any of the following locations.
 - Any location where high temperature may occur
 - Near bleach or any other such oxidizing agent or explosive material
 - Any location within the reach of childrenAccidental ingestion by children may pose a health hazard.

IMPORTANT

- Be sure to use cleaning liquid that has not expired.
- Never, under any circumstances, use anything other than the specified type of cleaning liquid.

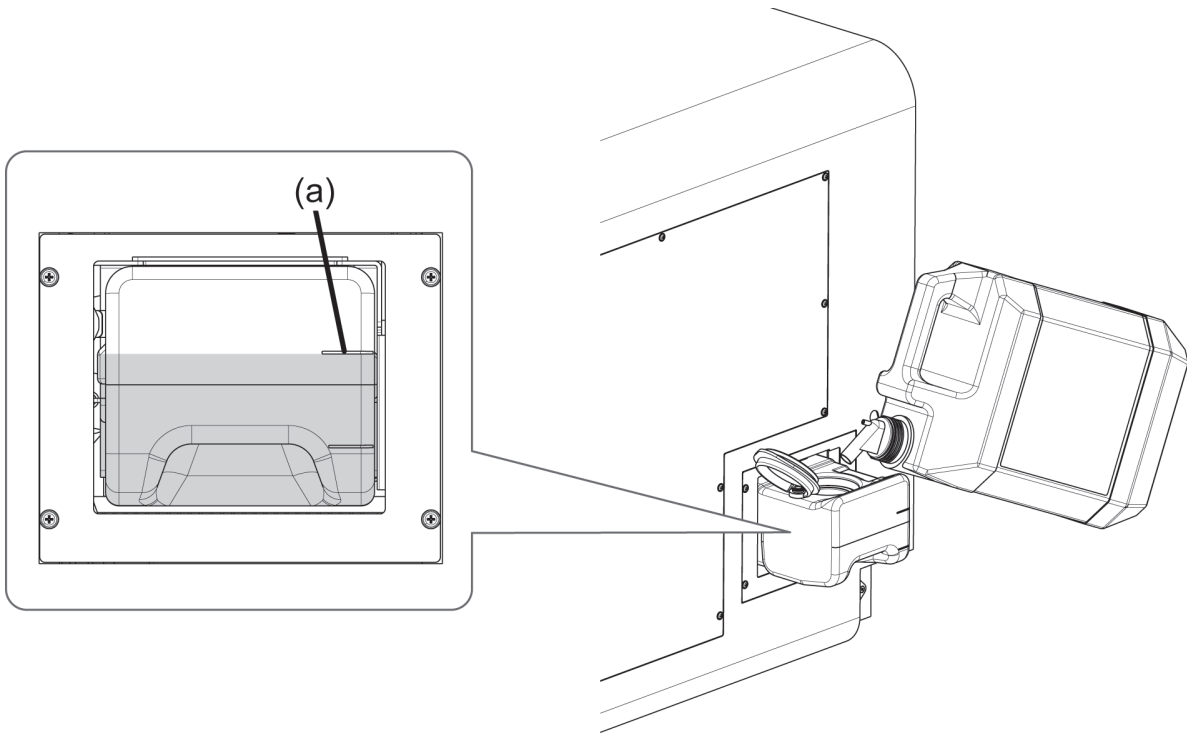
- 1 Pull out the cleaning liquid tank from the side of the printer.



- 2 Open the cleaning liquid tank lid and pour in cleaning liquid up to the “Full” line (a).

! IMPORTANT

- Do not exceed the “Full” line (a).



- 3 Close the lid of the cleaning liquid tank, and then slowly return this tank to its position in the printer.

3.3 Print Preparation

3.3.1 Connection between Printer and PC

The printer's static IP address needs to be obtained beforehand.

3.3.1.1 Installing the RIP software

Refer to the documentation for the RIP software you are using.

3.3.1.2 Connect the printer to the network using a LAN cable

- 1 Connect your PC with the printer by means of the LAN cable to make a network connection, and power on the printer.



TIPS

- For this connection of the LAN cable, secure it in place by means of the cable clamp as required.

3.3.1.3 Setting the printer's IP address


Automatic acquisition

The printer automatically sets the IP address.

Manual setting

Contact the network administrator to obtain the IP address, subnet mask, and default gateway.

Operate the panel to set the IP address, subnet mask, and default gateway.

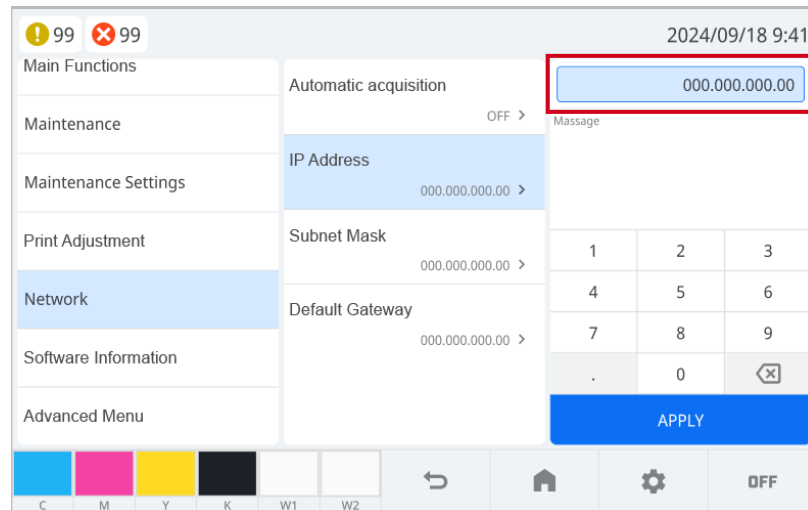
- 1 Manually set the IP address.
 - (1) Press .
 - (2) Press [Network].
 - (3) Press [Automatic acquisition] to turn it off.

- (4) Press [IP Address] and set the IP address (192.168.0.XXX).

“XXX” can be any number from 1 to 254. However, be sure to use a number that does not duplicate another computer or device.

The [192.168.0] portion must match the computer’s settings.

In this example, enter [192.168.0.3].

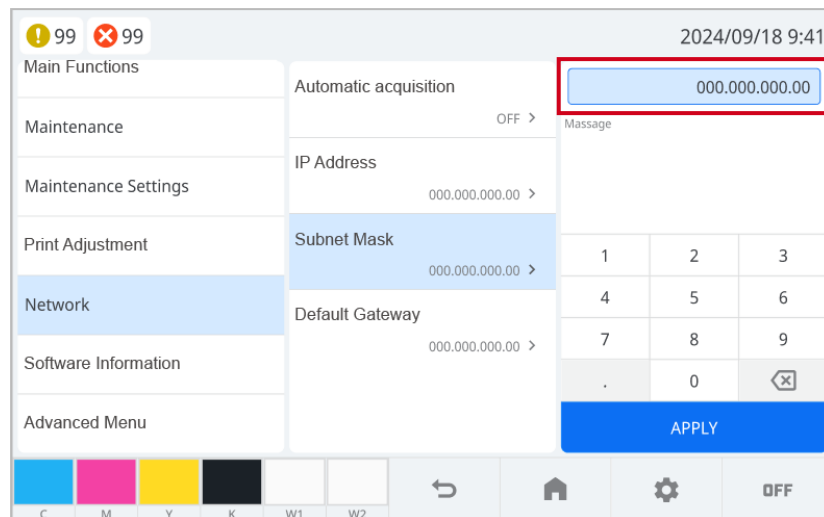


- (5) Press [Apply].

2 Set the subnet mask.

- (1) Press [Subnet Mask] and set the subnet mask (255.255.255.0).

Set the subnet mask to the same value as the computer’s.



- (2) Press [Apply].

If the printer is used one-to-one with the computer, setup on the printer side is now complete.

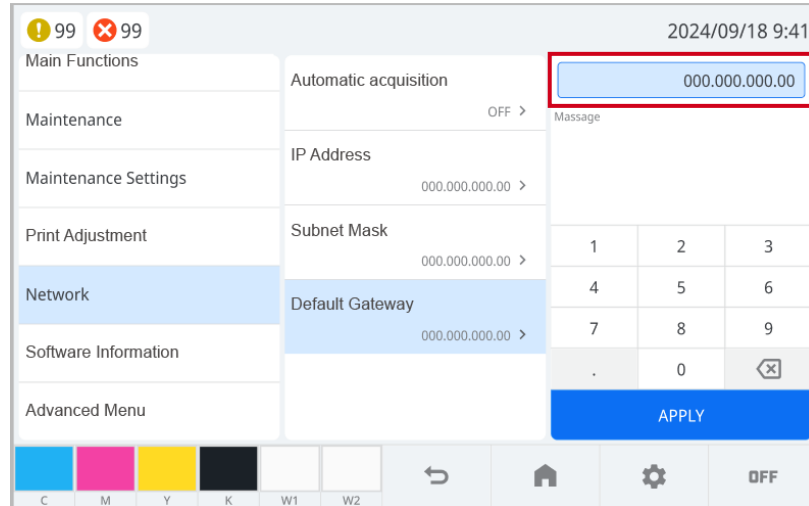
Return to the previous screen and proceed to [Registering the printer in the RIP software on page 68](#).

If you need to set a gateway address, follow the steps below.


3 Set the gateway address.

- (1) Press [Default Gateway] and set the default gateway (192.168.0.XXX).

Consult your network setup manager to determine the default gateway value to enter. In this example, enter [192.168.0.1].



- (2) Press [Apply].

4 Press  to return to the previous screen.

3.3.1.4 Registering the printer in the RIP software

The DTRX100 is registered in the RIP software by entering the printer's IP address.

For details, refer to the RIP software manual you are using.

3.3.2 Perform Adjustment

3.3.2.1 Performing a Printing Test

- 1 Load the media.

[Setup of Media on page 47](#)

- 2 Perform a printing test.

[Performing a Printing Test on page 74](#)

3.3.2.2 Print adjustment

! Note

- Make sure that the media and the waste ink tank are installed.

! IMPORTANT


- During various adjustments and when checking test print results, the covers may be opened. However, always close the covers before performing a test print.

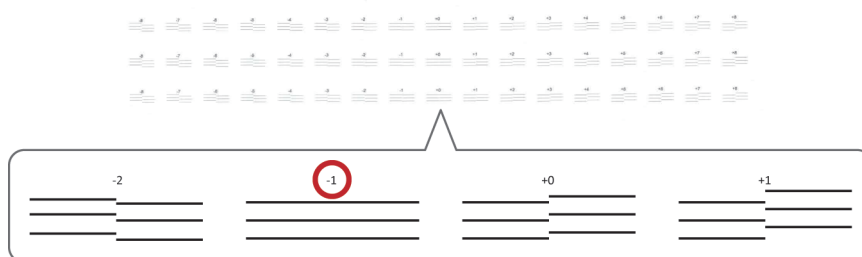
✎ TIPS

- If you want to interrupt the operation midway or if the adjustment is completed without completing all steps, press [Cancel] to return to the previous screen.

If you press [Cancel] on the initial screen of each adjustment, you will return to the settings menu.

Film feed adjustment

- 1 Press .
- 2 Press [Print Adjustment] > [Film Feed Adjustment].
- 3 Follow the on-screen instructions to perform a test print.
- 4 Read the test print results and enter, as the correction value, the value at the position where the vertical misalignment between the left and right lines is the smallest.



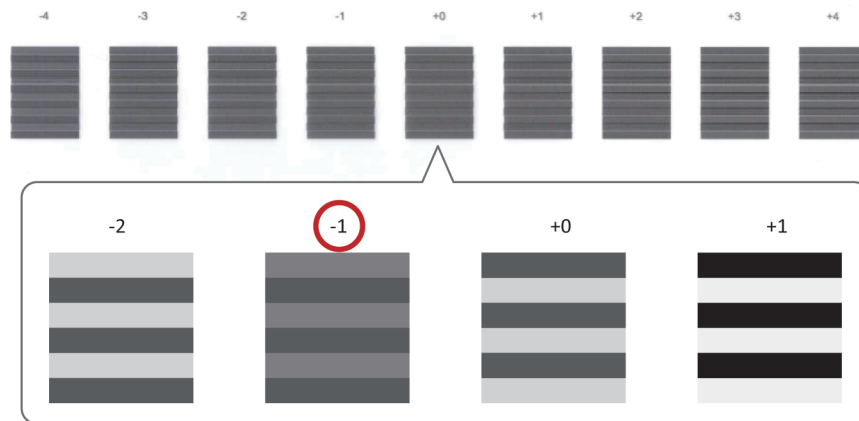
- 5 Press [Print] to execute a test print.
- 6 If there is no misalignment in the print result with correction value +0, press [Finish] to proceed to the next operation.
If there is misalignment, press [Readjust] and repeat the procedure from Step 1.
- 7 Perform a test print in the same way for [High Precision] and enter the correction value.

Color adjustment for 2 heads

TIPS

- To start from this adjustment, press  > [Print Adjustment] > [Color Adjustment for 2 Heads].

- 1 Follow the on-screen instructions to perform a test print.
- 2 Read the test print results and enter, as the correction value, the value at the position where the color difference between the two lines is the smallest.



- 3 Press [Print] to execute a test print.
- 4 If there is no problem with the print result with the correction value +0, press [Finish] to proceed to the next operation.
If there is misalignment, press [Readjust] and repeat the procedure from Step 1.
- 5 Perform a test print in the same way for [White] and enter the correction value.

Firing Adjustment

TIPS

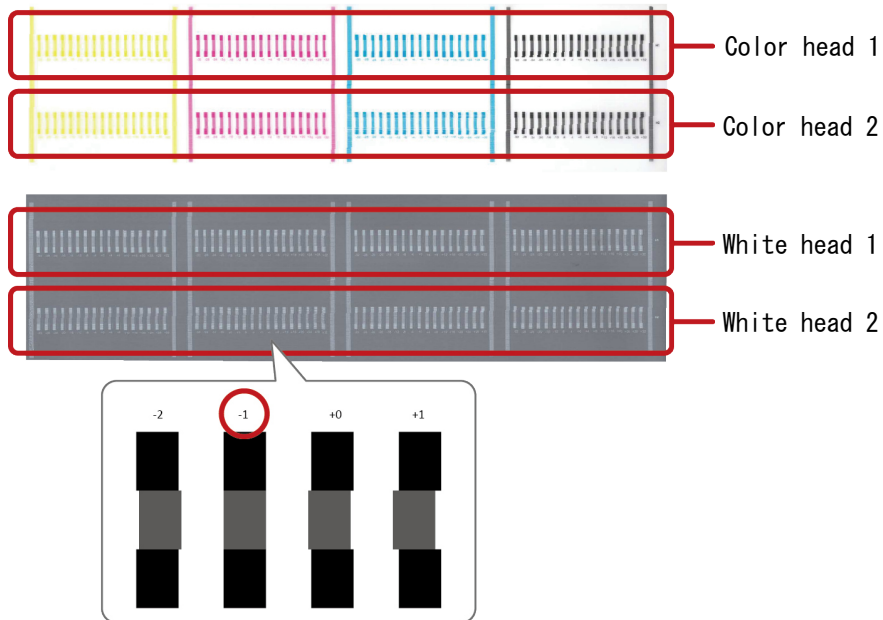
- To start from this adjustment, press  > [Print Adjustment] > [Firing Adjustment].

- 1 Follow the on-screen instructions to perform a test print.

Chapter 3

Basic Handling Methods

- 2 Read the test print results and enter, as the correction value, the value at the position where the horizontal misalignment of the upper, middle, and lower bands is the smallest.




- 3 Press [Print] to execute a test print.
- 4 If there is no problem with the print result with the correction value +0, press [Finish] to proceed to the next operation.

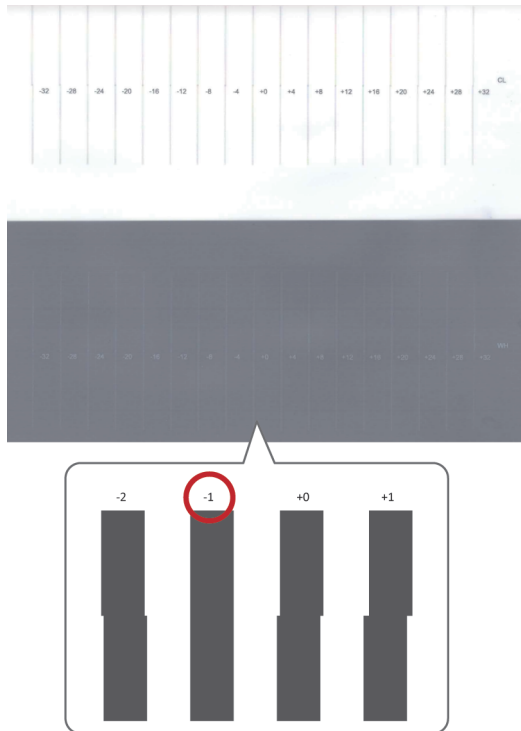
If there is misalignment, press [Readjust] and repeat the procedure from Step 1.

Position adjustment for 2 heads

TIPS

- To start from this adjustment, press  > [Print Adjustment] > [Position Adjustment for 2 Heads].


- 1 Follow the on-screen instructions to perform a test print.
- 2 Read the test print results and enter, as the correction value, the value at the position where the horizontal misalignment between the upper and lower lines is the smallest.



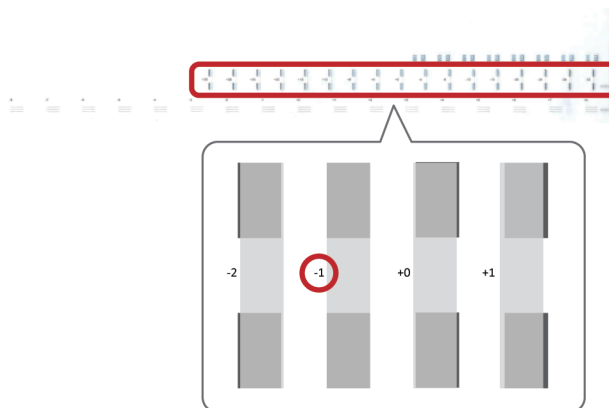
- 3 Press [Print] to execute a test print.
- 4 If there is no problem with the print result with the correction value +0, press [Finish] to proceed to the next operation.
If there is misalignment, press [Readjust] and repeat the procedure from Step 1.
- 5 After adjusting the left direction, perform the same test print for the right direction and enter the correction value.

White/Color alignment

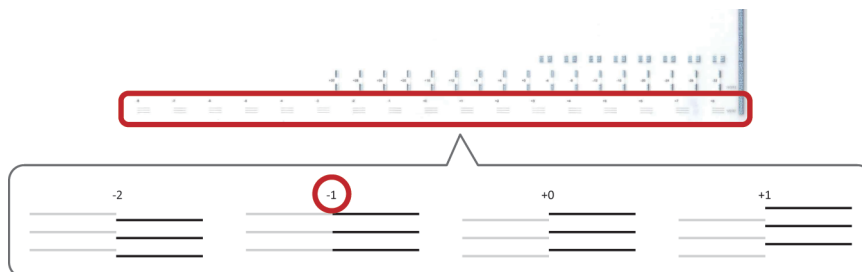
TIPS

- To start from this adjustment, press  > [Print Adjustment] > [White/Color Alignment].

- Follow the on-screen instructions to perform a test print.
- Read the horizontal test print results and enter, as the correction value, the value at the position where the horizontal misalignment between white and black is the smallest.



- Read the vertical test print results and enter, as the correction value, the value at the position where the vertical misalignment between the white line and the black line is the smallest.



- Press [Print] to execute a test print.
- If there is no problem with the print result with the correction value +0, press [Finish] to complete the adjustment.

If there is misalignment, press [Readjust] and repeat the procedure from Step 1.

3.3.3 Set Up the RIP Software

Refer to the documentation for the RIP software you are using.

Chapter 4

Output Method

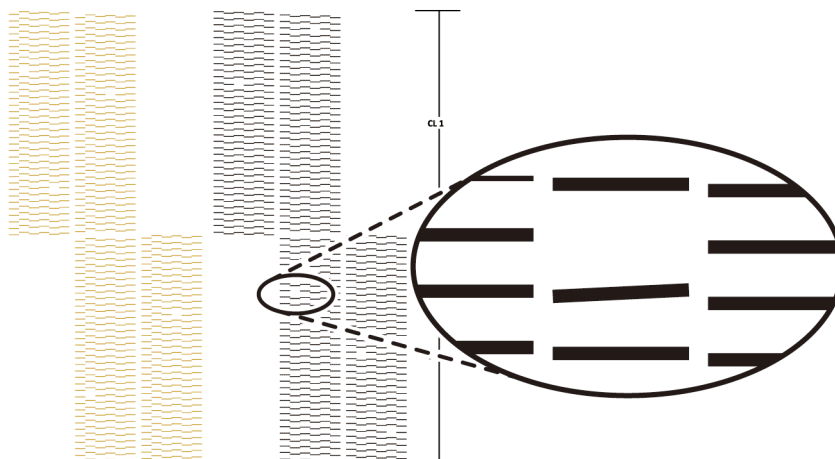
4.1 Printing Method


4.1.1 Preparations before Printing Output

4.1.1.1 Performing a Printing Test

Before you carry out actual printing, perform a printing test to ensure no dot drop-out or dot displacement occurs. If dot drop-out or dot displacement occurs, perform cleaning of the print heads (normal cleaning).

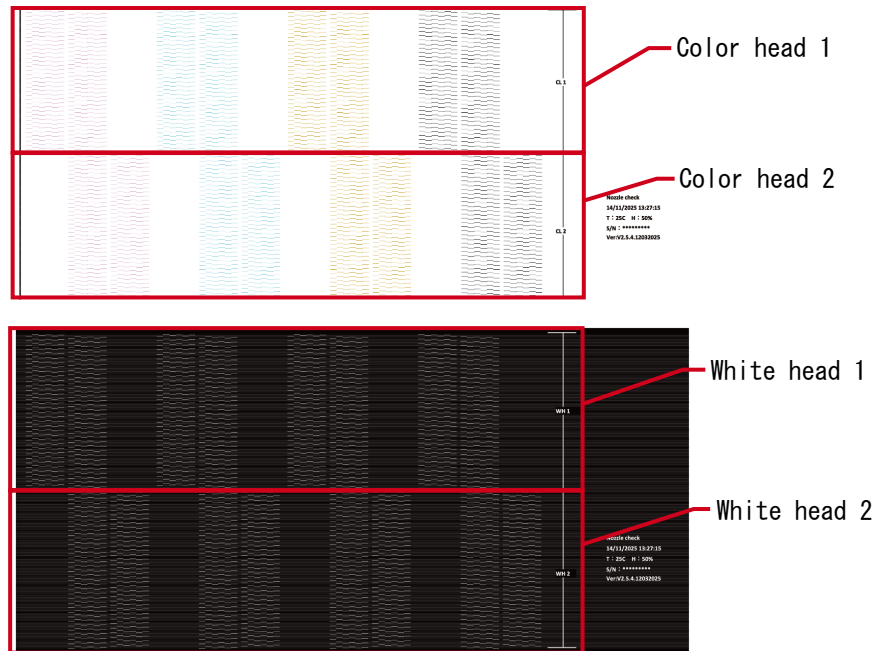
- 1 Load the media.
- 2 Press [Test Print] on the home screen.
Printing of the test pattern starts.
- 3 Check whether there is dot drop-out or dot displacement in the test pattern.
Missing blocks indicate dot drop-out. Collapsed or inclined blocks indicate dot displacement.



- 4 If you have opened the front cover, close it.
If any dot drop-out or dot displacement is found, refer to [Performing Normal Cleaning on page 105](#) and perform normal cleaning.
If no dot drop-out or dot displacement occurs, this operation is finished. Press  to go back to the original screen.

4.1.1.2 Performing Normal Cleaning

- 1 Check the test print results to identify heads with dot drop-out or dot displacement.



! Note

- If the printing-test results are difficult to interpret, check the results in a bright location, changing your line of vision. They are visible using the reflection of the light.

✎ TIPS

- For the white-side print results, placing black paper under the media makes them easier to see.

- 2 Press [Head Cleaning] on the home screen.

- 3 Select the group of print heads to clean.

- 4 Select [Normal], and press [Start].

Cleaning will start. On completion, you will return to the original screen.

- 5 Press .

6 Press [Test Print].

Perform a printing test again to check whether the dot drop-out and dot displacement have been corrected.

! Note

- If the problem persists, try performing normal cleaning again.
- If the printer has been used for a long period, dot drop-outs may not be fixed even after performing normal cleaning two or three times. If this is the case, clean using a different method.

4.1.2 Confirmation and Disposal of Waste Ink

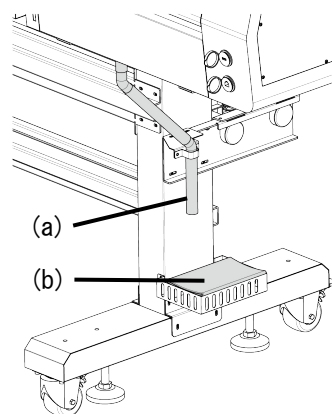
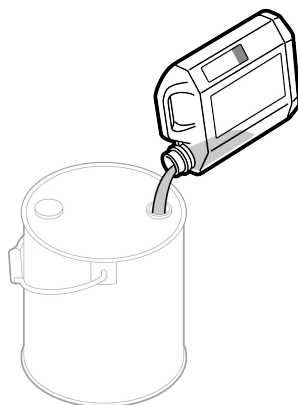
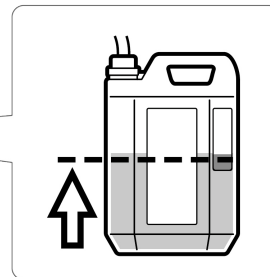
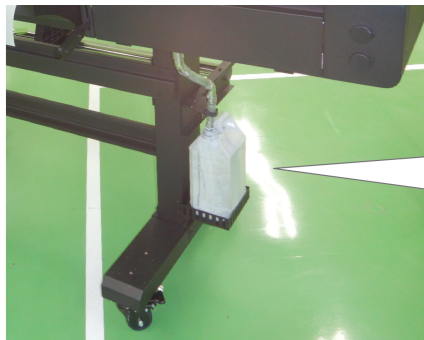
Check the amount of waste ink in the waste ink tank, and if the tank is filled with the waste ink up to its one-half or higher level, discard the ink.

1 Check on the waste ink tank, and discard the waste ink.

In an area under the waste ink tube (a) removed from the waste ink tank, place a rag or similar material (b) so that waste ink from the tube does not drip onto the floor.

! Note

- Dispose of the waste ink properly as water-based waste fluid in accordance with applicable laws and ordinances.



- 2 Return the waste ink tank to its original state, and insert the waste ink tube into the tank.

! IMPORTANT

- If the tip of the waste ink tube immersed in liquid, it will prevent the smooth flow of waste fluid, and disable the ink suction operation of the head cleaning function. In addition, waste fluid may flow reversely, causing the waste ink to spill contaminating the floor.
- Be careful not to bend the waste liquid tube. Otherwise the waste ink may have difficulty flowing through the tube.

4.1.3 Confirmation and Refilling of Cleaning Solution

Check to see if the amount of cleaning solution is kept at a proper liquid level in the cleaning liquid tank, and refill the tank with the solution when its amount is below the proper level.

TIPS

- Also, refill the tank with the solution when a warning message appears on the operation panel screen or in the warning message window when the cleaning liquid tank is not pulled out.

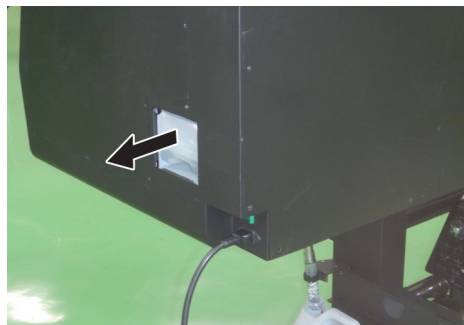
! WARNING

- Never store ink, cleaning liquid, or discharged fluid in any of the following locations.
 - Any location where high temperature may occur
 - Near bleach or any other such oxidizing agent or explosive material
 - Any location within the reach of childrenAccidental ingestion by children may pose a health hazard.

! IMPORTANT

- Be sure to use cleaning liquid that has not expired.
- Never, under any circumstances, use anything other than the specified type of cleaning liquid.

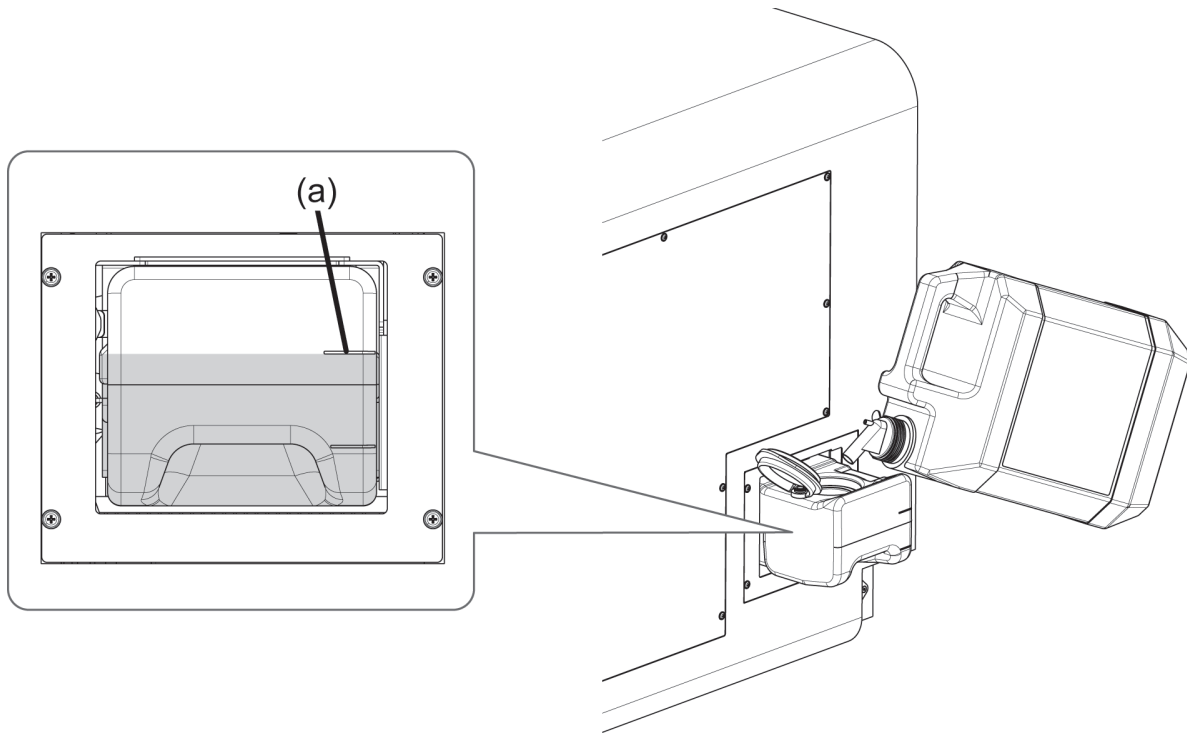
- 1 Pull out the cleaning liquid tank from the side of the printer.



- 2 Open the cleaning liquid tank lid and pour in cleaning liquid up to the “Full” line (a).

! IMPORTANT

- Do not exceed the “Full” line (a).



- 3 Close the lid of the cleaning liquid tank, and then slowly return this tank to its position in the printer.

4.1.4 Daily Agitation of the White Ink

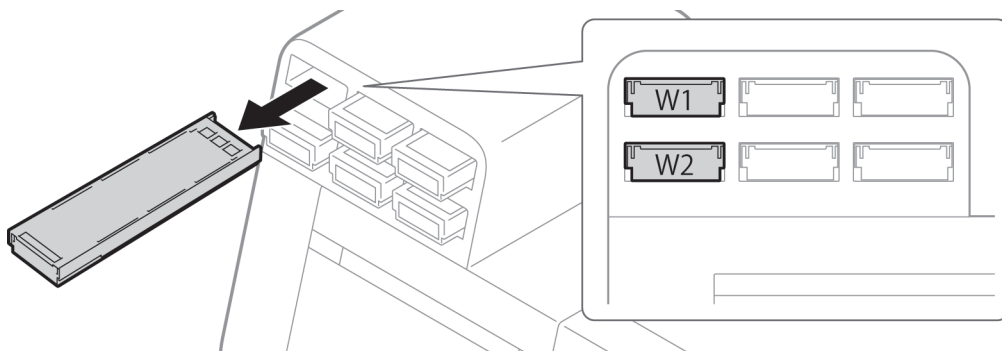
Perform the procedures shown below if a white ink cartridge stirring message is displayed before starting operation.



- 1 Remove the white ink cartridge from the printer.

CAUTION

- The bottom of the cartridge may be soiled with ink. Periodically clean them.



- 2 Shake the cartridge 100 times side by side to stir the white ink.

! IMPORTANT

- The white ink cartridge should be held horizontally when shaking it.
- Holding the white ink cartridge upside down or shaking it too roughly could break the ink pouch.

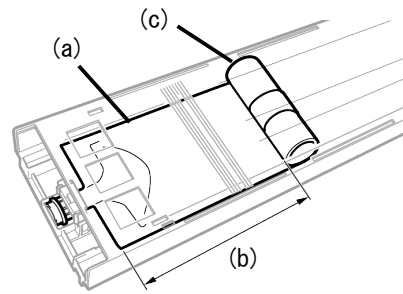
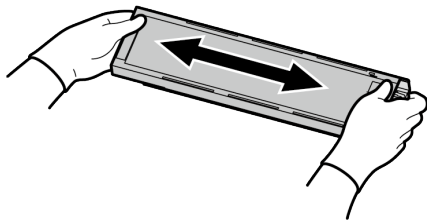
! CAUTION

- If ink adheres to the tip of the ink pouch (a), wipe it off with a dry cloth.

! Note

- Wear the supplied gloves when performing the work.
- When the remaining ink level (b) becomes about 5.9 in. (15 cm) from the edge of the rib (c), open the lid and slightly unwind the rolled part of the ink pouch to make it easier to mix, then shake it.
- The guide for 100 shakes is approximately 50 seconds.

The swing distance should be approximately 2.0 in. (5 cm). Increase the swing distance when the remaining ink level becomes low.



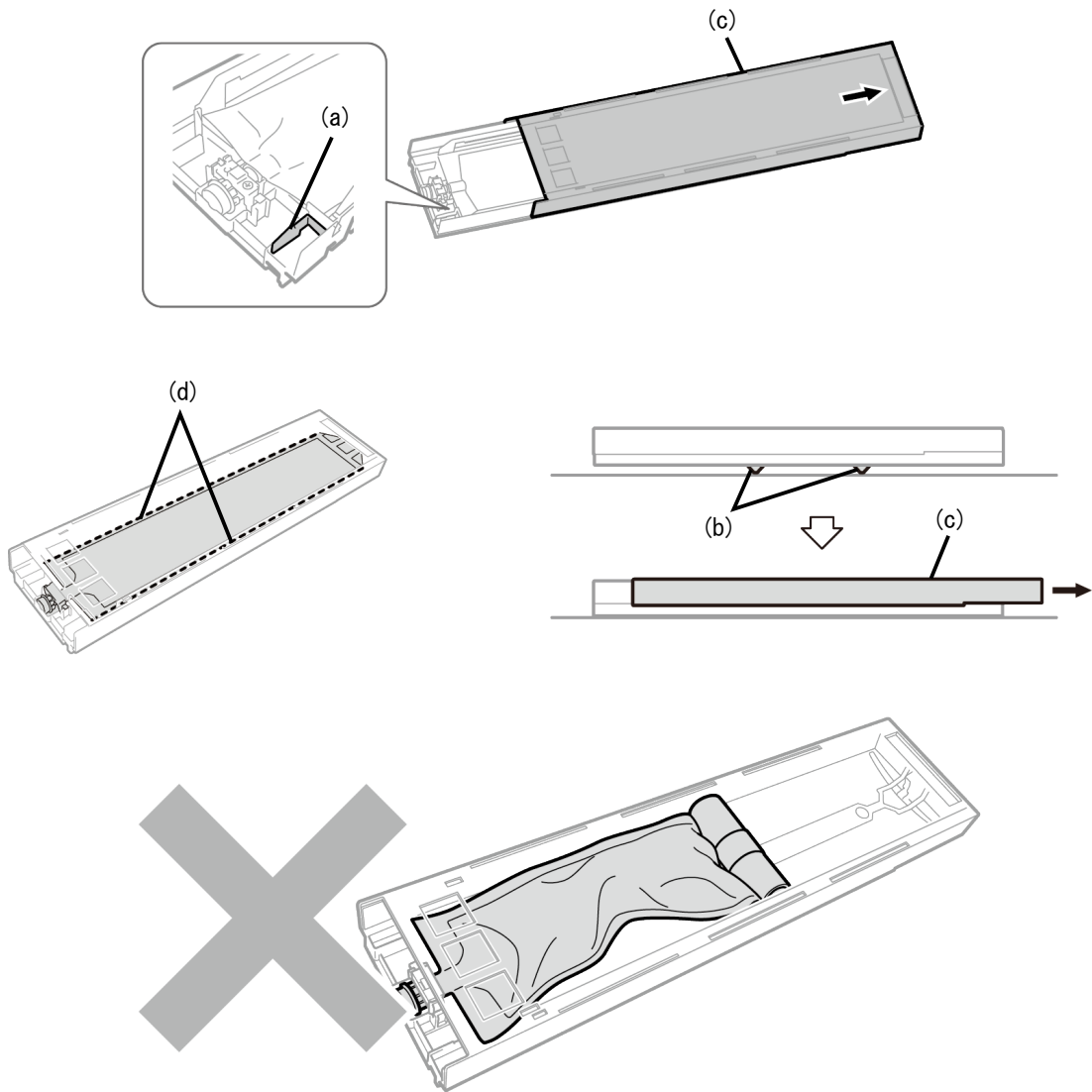
- 3 Open the lid of the cartridge and place the ink pouch in its correct position.

! **IMPORTANT**

- Always open the cartridge lid and properly rewind the ink pouch. If the pouch is placed without opening the lid, ink can flow into the wound section of the pouch when stirred, and cause improper winding of the pouch.
- When opening the lid, place the entire cartridge on a flat surface, push the latches (b) on the bottom surface of the cartridge downward and open the lid (c).
- When setting the ink pouch, avoid unevenness or wrinkles on the pouch.
- When opening the lid, be sure not to touch portion (a). Doing so may cause damage.
- Align both ends (d) straight.

! **Note**

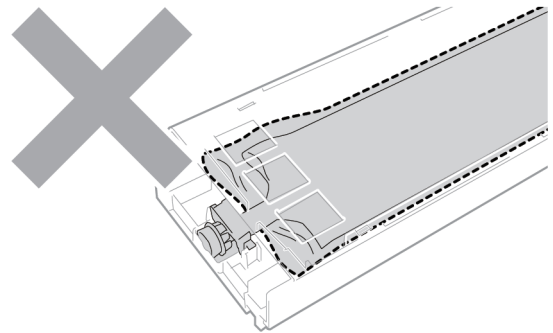
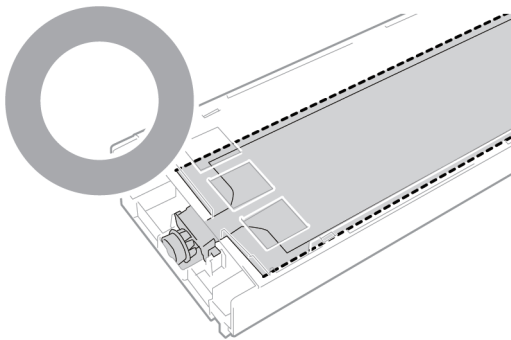
- If the remaining ink level is low, hold the sagged part of the ink pouch and close the lid.



- 4 Close the lid, and put the white ink cartridge in position inside the printer.

! IMPORTANT

- W1 and W2 cartridges should correctly be placed at their original locations. Wrongly placed cartridges could cause a printer malfunction.
- When setting the cartridge, do not shake the cartridge with the ink pouch facing down with the aim of facilitating the winding of the pouch. Doing so will cause wrinkles, and the proper winding of the ink pouch will not be possible.



- 5 Repeat the same process to shake the other white ink cartridge to stir up the ink.

- 6 Perform white ink circulation.

[White Ink Circulation on page 22](#)

- 7 Perform a printing test.

[Performing a Printing Test on page 74](#)

4.1.5 Printing Output

CAUTION

- Never touch the print-head carriage while output is in progress.
The print-head carriage moves at high speed. Coming into contact with the moving carriage may cause injury.

- 1 Close the front cover.
- 2 Send the output data from the computer.

For instructions on how to create output data, refer to the RIP Software Manual.

TIPS

- When output data is sent, a message indicating that the cleaning solution is being filled or that maintenance is in progress may be displayed. Please wait until the operation is complete.

IMPORTANT

- Output is not possible in these situations.
 - The printer will not operate if any cover (front, left, upper right, or lower right) is open.
 - When no media is loaded, [No Media] is displayed and the machine will not operate.
 - Printing will not start unless the heater reaches the set temperature. Wait until the set temperature is reached.
- Follow the instructions below during output.
 - Do not open any cover (front, left, upper right, or lower right) while printing is in progress. Doing so interrupts printing.
 - When you are performing printing, clamp the edges of the media with the media clamps. Otherwise, the edges of the media may warp and catch on the print heads.
 - During output, do not touch the media. Doing so may obstruct the media feed or cause the media to rub against the print heads, which may result in a paper jam or damage to the heads.
 - When the printer is not in use, raise the pinch rollers using the loading lever.
- When not using the printer, remove any media and store it in a suitable environment.
 - If the printer is left with the media loaded, the media may be damaged, which may adversely affect printing. When not using the printer, remove any media and store it in a suitable environment.

Chapter 5

Optimizing Quality and Efficiency

5.1 Optimizing the Output Quality

5.1.1 Using the Correction Functions

To optimize the output quality, it is effective to use some correction functions.




- Film feed adjustment
- Color adjustment for 2 heads
- Firing adjustment
- Position adjustment for 2 heads
- White/Color alignment

Refer to [Print adjustment on page 69](#) to make the above adjustments.

5.1.2 Configuring Settings to Match the Properties of the Media


5.1.2.1 Using Media That Wrinkles Easily/Does Not Move Smoothly

The platen uses suction to grip the media and keep it stable. The suction force can be adjusted corresponding to the nature and condition of the media.

- 1 Load the media.
- 2 Press .
- 3 Press [Main Functions] > [Suction Strength].
- 4 Press  to turn it on.
- 5 Press  to set a value between 1 and 5.

TIPS

- When the media is flimsy and cannot move smoothly, decreasing this value (reducing the suction force) may correct the problem.

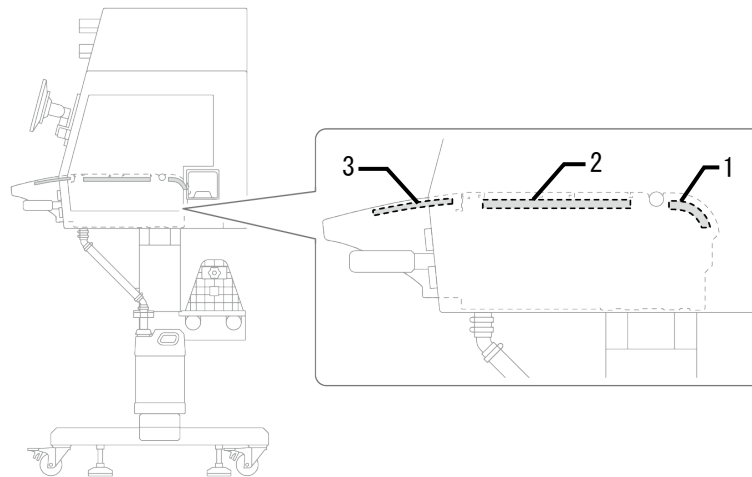
- 6 Press [Apply] to confirm.
- 7 Press  to return to the previous screen.

TIPS

- Depending on the RIP software you are using, this setting can also be configured in the RIP software. If the setting is made in the RIP software, the setting on the printer is ignored.

5.1.3 Adjusting the Ink-drying Method

This printer is equipped with functions to improve ink adhesion and also to dry the ink. You can adjust the temperature settings to match the type of media and the printing speed.



1	[Preheater]	This heater is used to preheat, helping the platen heater reach the target temperature more easily.
2	[Platen Heater]	This heater is used mainly to improve ink adhesion.
3	[Post Heater]	This heater is used to dry and fix the ink.





WARNING

- Be careful of high temperatures.
The area around the post heater may become hot. Exercise caution to avoid burns.
- Remove the media when output is not being performed.
The continued application of heat at a single location may cause the release of toxic gases from the media or pose a fire hazard.
- Never use media that cannot withstand heat.
Doing so may result in fire or the release of toxic gases or may degrade the media.

5.1.3.1 Setting the Preheater Temperature


Setting the temperature of the preheater appropriately improves ink adhesion and inhibits smudging.

- The heater does not start heating simply by turning on the power. Heating starts when printing begins, or when printing is started with  > [Main Functions] > [Heater Settings] > [Heater Preheat ON] enabled.
- Depending on the usage environment, the temperature of the preheater may become higher than the set temperature, but this does not represent a problem.

- 1 Press .
- 2 Press [Main Functions] > [Heater Settings] > [Preheater].
- 3 Set the preheater temperature.


TIPS


- If the ink drips, bleeds, or smudges, raise the temperature. Note, however, that a temperature that is too high may degrade the media or cause it to wrinkle.

- 4 Press [Apply] to confirm.
- 5 Press  to return to the previous screen.

5.1.3.2 Setting the Platen Heater Temperature


Setting the temperature of the platen heater appropriately improves ink adhesion and inhibits smudging.

- The heater does not start heating simply by turning on the power. Heating starts when printing begins, or when printing is started with  > [Main Functions] > [Heater Settings] > [Heater Preheat ON] enabled.
- Depending on the usage environment, the temperature of the platen heater may become higher than the set temperature, but this does not represent a problem.

- 1 Press .
- 2 Press [Main Functions] > [Heater Settings] > [Platen Heater].
- 3 Set the platen heater temperature.


TIPS


- If the ink drips, bleeds, or smudges, raise the temperature. Note, however, that a temperature that is too high may degrade the media or cause it to wrinkle.

- 4 Press [Apply] to confirm.
- 5 Press  to return to the previous screen.

5.1.3.3 Setting the Post Heater Temperature


Setting the temperature of the post heater appropriately improves ink adhesion and inhibits smudging.

- The heater does not start heating simply by turning on the power. Heating starts when printing begins, or when printing is started with  > [Main Functions] > [Heater Settings] > [Heater Preheat ON] enabled.
- Depending on the usage environment, the temperature of the post heater may become higher than the set temperature, but this does not represent a problem.

- 1 Press .
- 2 Press [Main Functions] > [Heater Settings] > [Post Heater].
- 3 Set the post heater temperature.

TIPS

- If the ink drips, bleeds, or smudges, raise the temperature. Note, however, that a temperature that is too high may degrade the media or cause it to wrinkle.



- 4 Press [Apply] to confirm.
- 5 Press  to return to the previous screen.

5.2 Optimizing Work Efficiency


5.2.1 Other Useful Functions

5.2.1.1 Using the Illumination (Internal Light)

You can select the status of the light that shines on the platen.

- 1 Press .
- 2 Press [Main Functions] > [Lighting].
- 3 Press  to select [On] or [Off].

[On]	Turns the illumination on
[Off]	Turns the illumination off



- 4 Press  to return to the previous screen.

5.3 Optimizing Operation Management

5.3.1 Managing the Operations Appropriately and Efficiently

5.3.1.1 Setting the Current Date/Time and Using It for Maintenance



Use the following procedure to set the current date and time. By setting this, when you perform a printing test, the printing test date and time will be printed alongside the printed test pattern. Notifications prompting you to perform maintenance will also be displayed at appropriate times.

- 1 Press .
- 2 Press [Main Functions] > [Date and Time].
- 3 Press [Date Format] and select the order of year, month, and day.
- 4 Press [Apply] to confirm.
- 5 Press [Set Date] and set the year, month, and day.
- 6 Press [Apply] to confirm.
- 7 Press [Time setting] and set the time.
- 8 Press [Apply] to confirm.
- 9 Press  to return to the previous screen.

5.3.2 Managing the Basic Settings of the Printer



5.3.2.1 Changing the Display Language

This feature sets the language displayed on the display screen of the operation panel.

- 1 Press .
- 2 Press [Panel Settings] > [Language].
- 3 Select the display language.
- 4 Press [Apply] to confirm.
- 5 Press  to return to the previous screen.


5.3.2.2 Changing the Units of Measurement

Use the following procedure to set the units of measurement displayed on the display screen of the operation panel.

- 1 Press .
- 2 Press [Panel Settings] > [Temperature].
- 3 Select Unit.
- 4 Press [Apply] to confirm.
- 5 Press  to return to the previous screen.

5.3.2.3 Viewing Printer Information

You can check the firmware version.

- 1 Press .
- 2 Press [Software Information] > [Main Firmware Version].


You can check the following information:

- [Main]
- [Driver]
- [Engine]
- [Base]

- 3 Press [Sub Firmware Version].

You can check the following information:

- [Print head board]
- [Clean board]

- 4 Press  to return to the previous screen.

5.3.2.4 Viewing Network Information


Use the following procedure to view network information such as the IP address and default gateway.

1 Press .

2 Press [Network].

You can check the following information:

- [Automatic acquisition]: Switches the automatic IP address acquisition by DHCP on or off. When set to OFF, the following settings can be changed.
- [IP Address]
- [Subnet Mask]
- [Default Gateway]

3 Press  to return to the previous screen.



TIPS

- For information on how to set up a network, see [Connection between Printer and PC on page 65](#).

Chapter 6

Maintenance

6.1 Introduction

6.1.1 Basic Maintenance Knowledge

6.1.1.1 Types and Timing of Maintenance

To use this printer under its optimal conditions, it is important to perform the appropriate maintenance at the appropriate times.

Regular Maintenance

These are the maintenance items that are required on a daily basis.

Timing	Category	Item
Before daily operations	Print head check	Performing a Printing Test on page 74
After daily operations	Cleaning the printer	Cleaning the Media Path on page 95
If a message appears	Cleaning around the print heads	Cleaning around the Print Heads on page 96

Advanced Maintenance

Maintenance that is performed in an emergency. Some of this maintenance consumes a large amount of ink, so thoroughly read the explanation, and then perform the operation at the appropriate point in time.

Timing	Category	Item
When dot drop-out or dot displacement occurs	Checking and cleaning the print heads	Performing a Printing Test on page 74
		Performing Normal Cleaning on page 75
		Powerful Cleaning Method on page 106
		Super Cleaning Method on page 108
		Cleaning the Wiper Tray on page 110
		Cleaning around the Print Heads on page 96
When the above operations are not effective	Tube air bleed*1	Tube Air Bleed Method on page 111
	Cleaning the print head surface	Cleaning the Print Head Surface on page 114
When the operation panel is dirty	Cleaning the operation panel	Operation Panel Cleaning Method on page 117

*1: This cleaning consumes a large amount of ink.

Replacing Consumable Parts

Thoroughly read the explanation, and then perform the operation at the appropriate point in time.

Timing	Category	Item
When a replacement message appears	Replacing consumable parts for maintenance <ul style="list-style-type: none"> • Wiper • Flushing foam 	Replacing the Wipers on page 118
		Replace the Flushing Foam on page 121

6.1.1.2 Measures When the Printer Is Not in Use for a Prolonged Period

Be sure to follow the instructions shown below when the printer is not in use for a prolonged period.

IMPORTANT

- Never switch off the main power. Doing so may damage the printer.
- If you are unable to maintain power, contact your authorized dealer in advance.

- Empty the waste ink tank in advance.

If you know that the printer will not be used for a long period, empty the waste ink tank. When the main power is on, the printer periodically performs automatic maintenance in which fluid is discharged. Check once a month if the discharged fluid is full.

- Do not allow the printer to run out of ink or cleaning liquid.

The printer discharges ink and cleaning liquid during the automatic maintenance that is performed periodically. Set in the printer ink pouches having sufficient remaining ink and refill the cleaning liquid to the "Full" line once a month. The printer cannot perform automatic maintenance if it has run out of ink or cleaning liquid.

- Keep the printer at a constant temperature and relative humidity.

Even when the printer is not in use, keep it at a temperature of 0°C to 40°C (32°F to 104°F) and a relative humidity of 20 to 80% (with no condensation). Temperatures that are too high may degrade the ink and cause malfunctions. Temperatures that are too low may cause the ink to freeze and damage the print heads.

- Switch on the main power once every two weeks.

When you turn on the power, the printer automatically performs operations such as those to keep the print heads from drying out. Leaving the printer unused for a prolonged period may damage the print heads, so be sure to switch on the power to perform these automatic operations.

If the power is left off for a long period, the clock may be reset.

- Check the nozzle periodically.

Perform a printing test and clean the print heads if there are discharge issues. When the cleaning is complete, perform a printing test again to make sure the print heads are working properly.

- Clean the area around the print heads periodically.

Clean the print head caps and the area around them, as well as the nozzle guards.

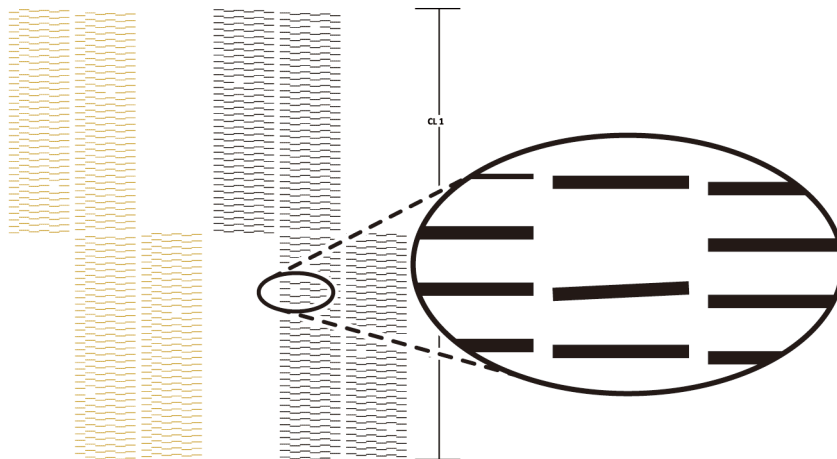
6.2 Regular Maintenance


6.2.1 Print Head Check before Printing

6.2.1.1 Performing a Printing Test

Before you carry out actual printing, perform a printing test to ensure no dot drop-out or dot displacement occurs. If dot drop-out or dot displacement occurs, perform cleaning of the print heads (normal cleaning).

- 1 Load the media.
- 2 Press [Test Print] on the home screen.
Printing of the test pattern starts.
- 3 Check whether there is dot drop-out or dot displacement in the test pattern.
Missing blocks indicate dot drop-out. Collapsed or inclined blocks indicate dot displacement.



- 4 If you have opened the front cover, close it.
If any dot drop-out or dot displacement is found, refer to [Performing Normal Cleaning on page 105](#) and perform normal cleaning.
If no dot drop-out or dot displacement occurs, this operation is finished. Press  to go back to the original screen.

6.2.2 Cleaning the Printer

6.2.2.1 Cleaning the Media Path

Wipe away any ink or grime on the media path and other areas as part of the daily cleaning procedure. It is easy for ink or grime to affix to the media path, and, if left unattended, this will contaminate new media and have a negative effect on the transport of media when it is output. Pinch rollers, grit rollers, and the platen are particularly prone to the buildup of grime.

WARNING

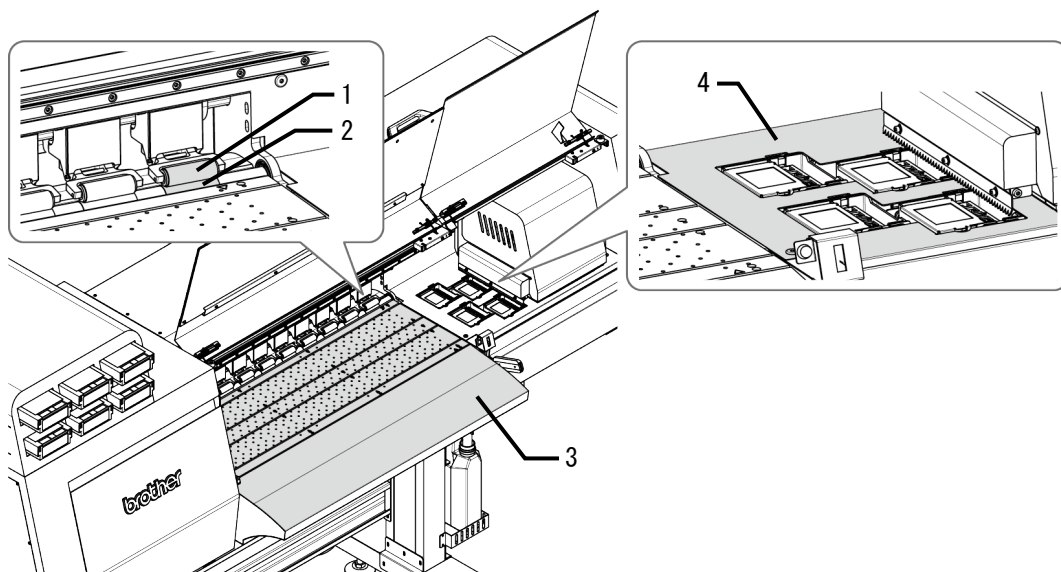
- Never use a solvent such as gasoline, alcohol, or thinner to perform cleaning. Doing so may cause a fire.

CAUTION

- Before attempting cleaning, switch off the main power and wait until the heaters cool (approximately 30 minutes). Sudden movement of the printer may cause injury, or hot components may cause burns.

IMPORTANT

- This printer is a precision device and is sensitive to dust and dirt. Perform cleaning on a daily basis.
- Never attempt to oil or lubricate the printer.



Clean by wiping with a cloth moistened by neutral detergent diluted with water then wrung dry.

1	Pinch roller	These are the positions where the media is fixed in place or transported, so it is easy for ink and grime to affix to these positions. Failure to clean this part properly may result in the transfer of grime to the surface of media.
2	Grit roller	These are the positions where the media is fixed in place or transported, so it is easy for grime to affix to these positions. Remove buildup of media scraps and other material using a brush. Never use a metal brush.
3	Platen	Wipe away any buildup of ink, grime, or cut media on the media path and in the grooves.
4	Near the wiper tray	Wipe away any cut media that sprays onto the area around the wiper tray during media cutting.

6.2.3 Cleaning around the Print Heads

The print heads are important components that discharge ink and require periodic and appropriate maintenance.

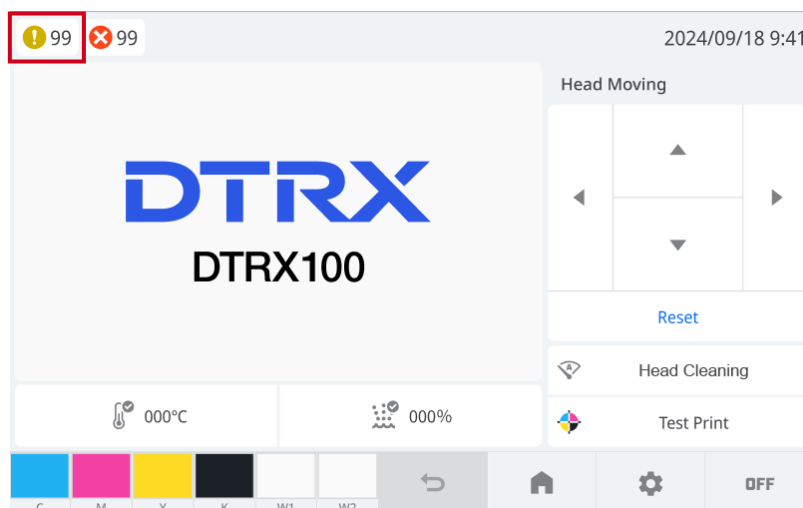
- The print heads are components that wear out. Periodic replacement is required, with the frequency of replacement depending on use. Contact your dealer.

! IMPORTANT

- To prevent the print heads from drying out, finish this procedure in 30 minutes or less. After 30 minutes, an alert is displayed on the screen. When the alert is displayed, temporarily suspend the operation and perform the following steps.
 - Close all the covers.
 - Press [All Finish] to end manual cleaning.
 - Restart the cleaning procedure from the beginning.

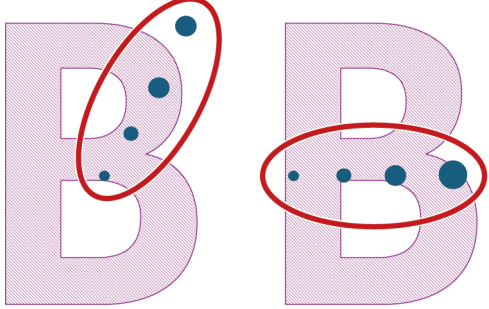
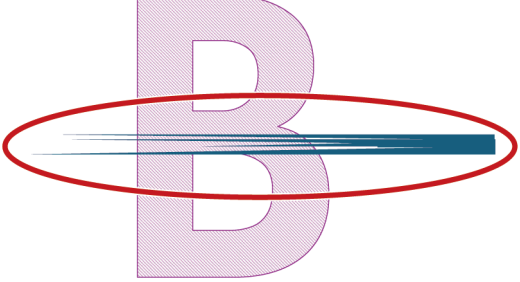
When a Message Appears

When a message appears, you can press **!** on the home screen to check the notification details.



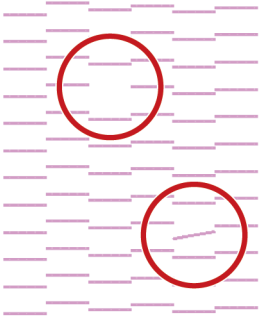
When symptoms of ink drips or dragging dirt occur

When any of the symptoms given below occur, clean around the print heads.

Ink drips	Dragging dirt
 <p data-bbox="119 790 738 853">Ink pools in dust or dirt adhered to the print heads, and drips onto the media.</p>	 <p data-bbox="805 790 1437 853">The phenomenon where dirt or dust accumulates on the print heads.</p>

When symptoms that cannot be improved with wiper tray cleaning occur

When any of the symptoms given below occur and wiper tray cleaning after performing cleaning functions (normal, powerful, or super) is not effective, clean around the print heads.

Dot drop-out/Dot displacement
 <p data-bbox="119 1512 1134 1538">Dust or other foreign matter adheres to the print heads and impedes correct ink discharge.</p>

TIPS

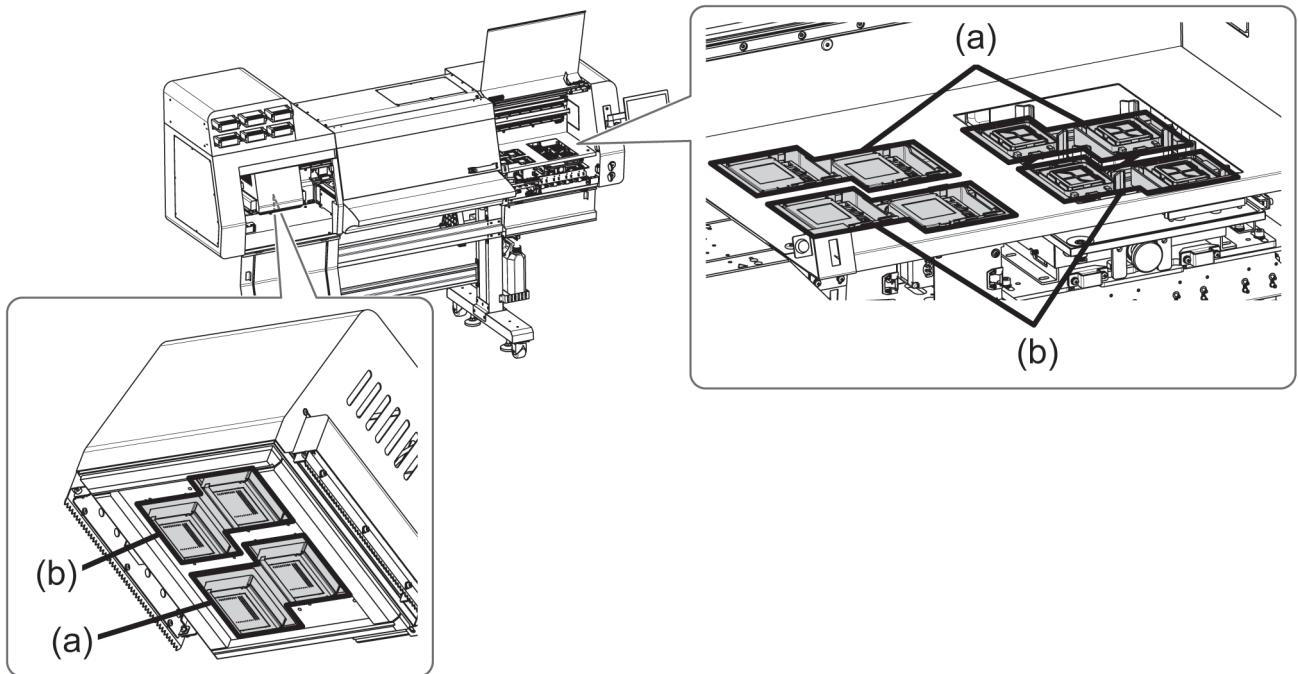
- Wiper replacement may also be effective in improving these symptoms.

6.2.3.1 Cleaning the Nozzle Guard and Print Head Cap

Required items		
A long, thin, pointed cleaning stick with a flat tip.	A shorter, thicker cleaning stick with a pointed tip.	A small, cylindrical bottle with a cap.
Cleaning stick T (2)	Cleaning stick R (2)	Mini cleaning solution bottle


Locations to clean with this work

- (a): Locations to clean in the color ink section
- (b): Locations to clean in the white ink section





! IMPORTANT

- Always use new cleaning sticks.
- Be sure to use different cleaning sticks in the color ink section and the white ink section.
- Do not touch the tips of the cleaning sticks with your hands. Skin oil affixing to the print head caps may lead to malfunctions.
- Use a clean pair of tweezers to remove clumps of ink.
- Do not use cleaning liquid other than the included cleaning liquid.
- If you add cleaning solution while cleaning the same area, do not dip the cleaning stick into the mini cleaning solution bottle. Instead, drip the cleaning solution onto the cleaning stick.
- Do not leave the cap removed for a long time. Finish cleaning as soon as possible.
- Wear protective goggles and gloves when working with the product.

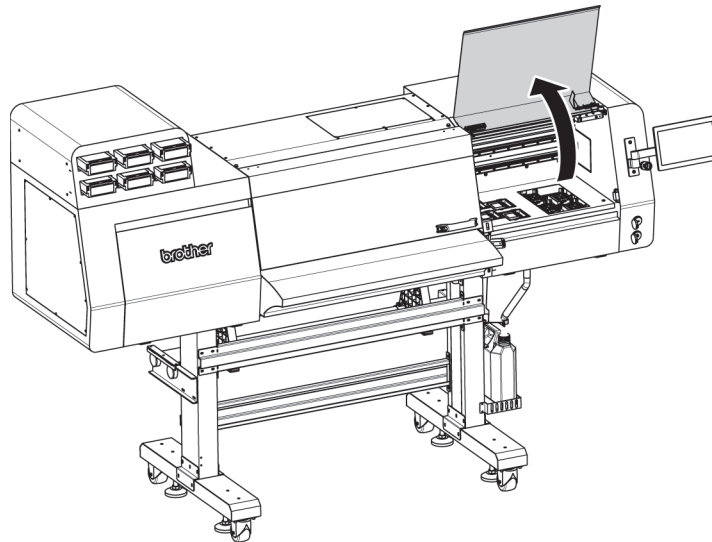
- 1 Remove the media.
- 2 On the operation panel, press .
- 3 Press [Maintenance] > [Maintenance Part Clean/Replace].
- 4 Select [Clean Nozzle Guard and Cap], then press [Start].

The print heads move to the left end of the printer.

 **TIPS**

- The procedure is displayed on the operation panel.
 - Tap  or  to check the procedure.
 - If you complete the work without viewing the operation instructions, press [All Finish].

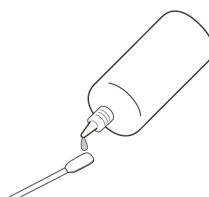
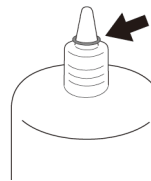
- 5 Open the upper right cover.



- 6 Drip one drop of cleaning solution onto cleaning stick T.

 **IMPORTANT**

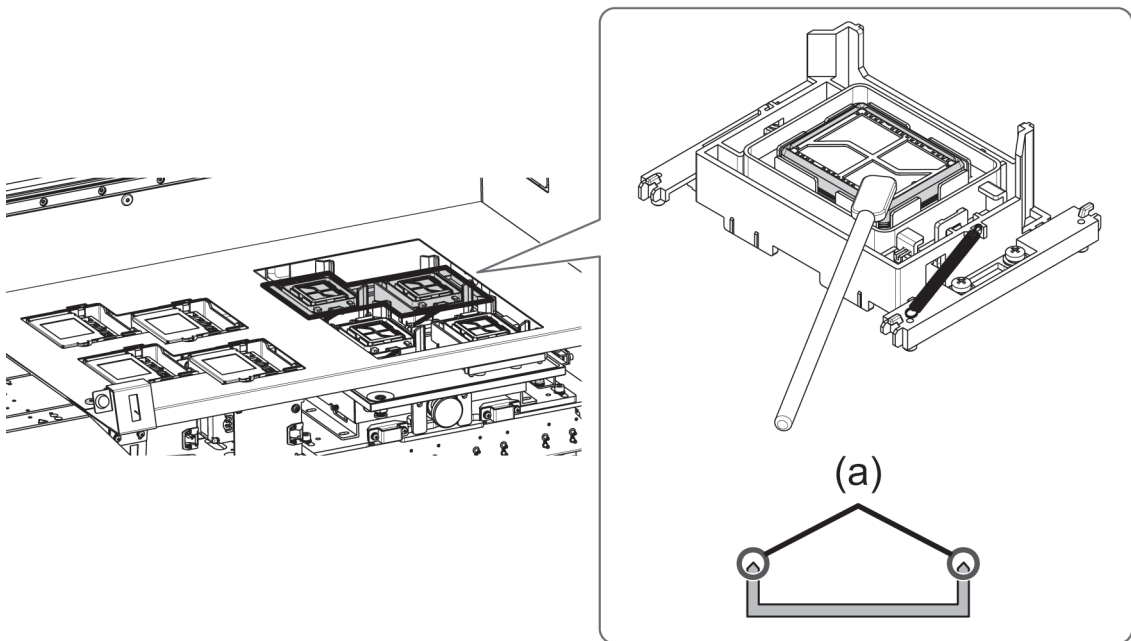
- Open the cap of the mini cleaning solution bottle, and dispose of the ring shown in the figure below.



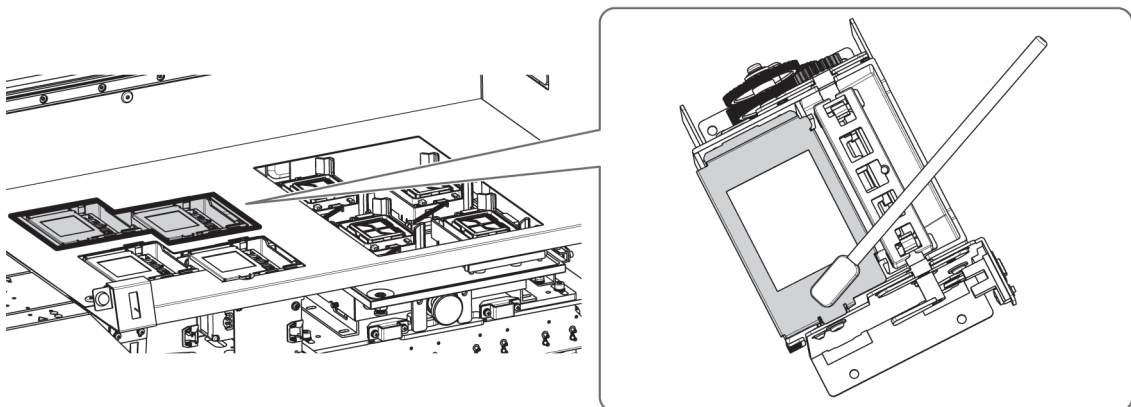
7 Clean the tip (a) of the color-side print head cap.

! IMPORTANT

- Remove any solidified ink. If ink remains, the print head may dry out and cause ink ejection failure.
- Do not pinch part (a). Damage may reduce airtightness and cause ink ejection failure.
- If you add cleaning solution during cleaning, do not dip the cleaning stick into the tip of the mini cleaning solution bottle. Instead, drip the solution onto the cleaning stick.

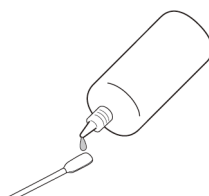


8 Clean the color-side flushing frame using the same cleaning stick T.



9 Dispose of the used cleaning stick T.

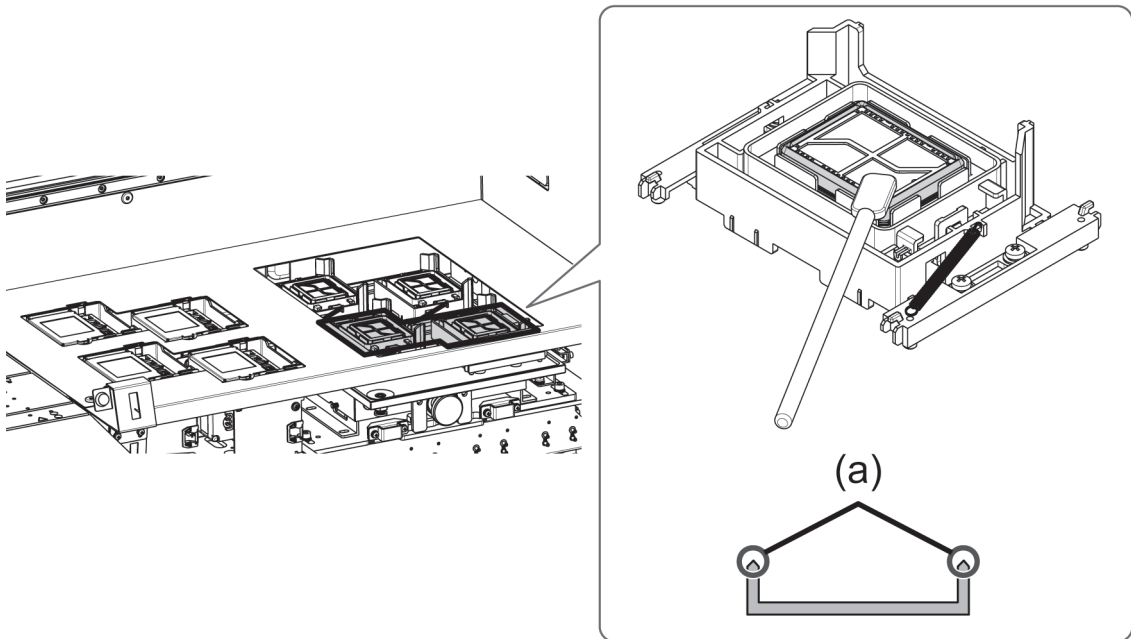
10 Drip one drop of cleaning solution onto cleaning stick T.



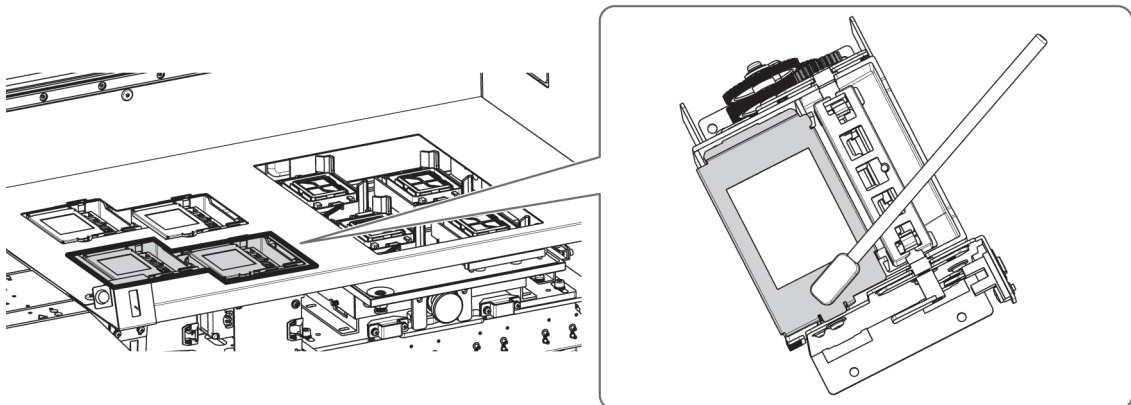
11 Clean the tip (a) of the white-side print head cap.

! IMPORTANT

- Remove any solidified ink. If ink remains, the print head may dry out and cause ink ejection failure.
- Do not pinch part (a). Damage may reduce airtightness and cause ink ejection failure.
- If you add cleaning solution during cleaning, do not dip the cleaning stick into the tip of the mini cleaning solution bottle. Instead, drip the solution onto the cleaning stick.

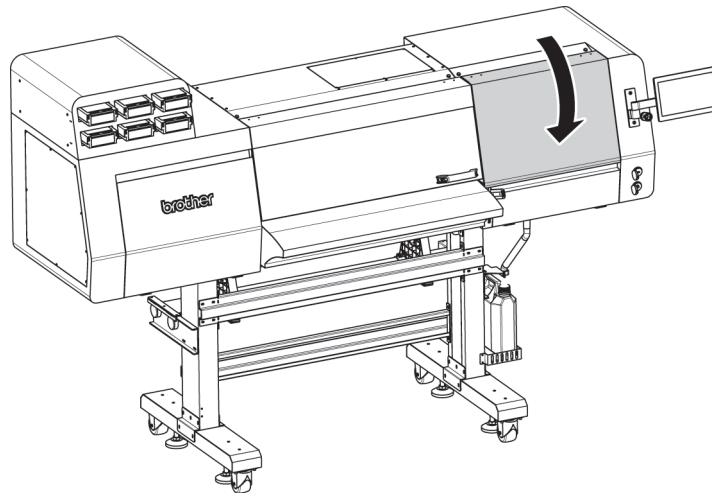


12 Clean the white-side flushing frame using the same cleaning stick T.

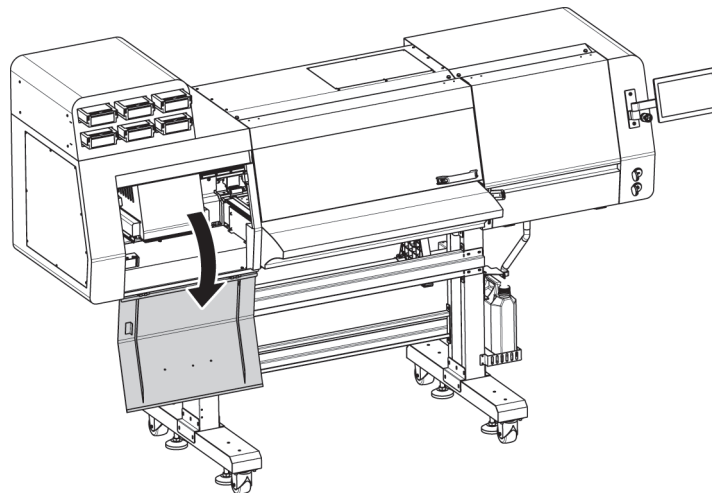


13 Dispose of the used cleaning stick T.

- 14 Close the upper right cover.



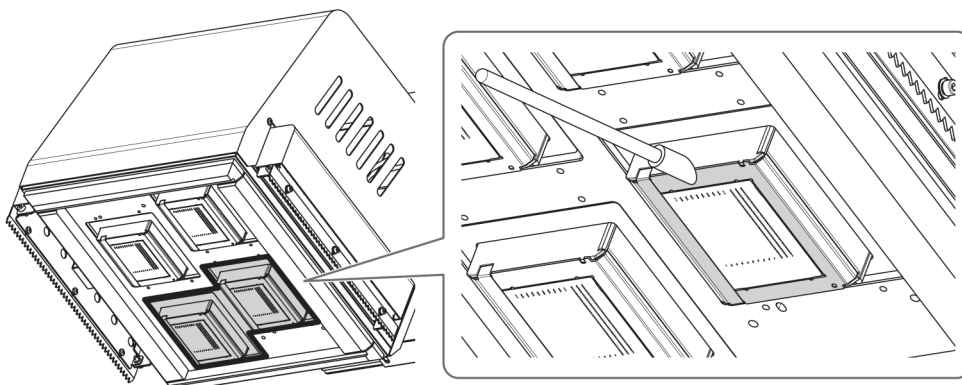
- 15 Open the left cover.



- 16 Drip one drop of cleaning solution onto cleaning stick R.



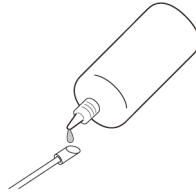
- 17 Perform cleaning of the nozzle guard part in the color ink section.



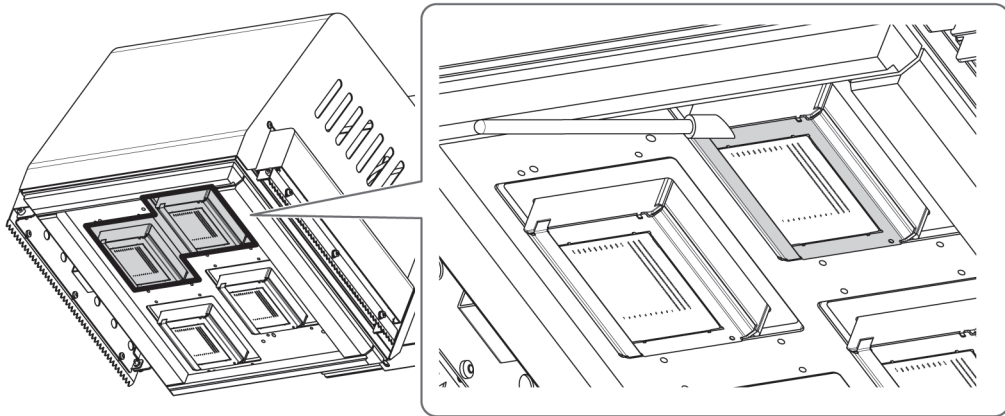
Chapter 6

Maintenance

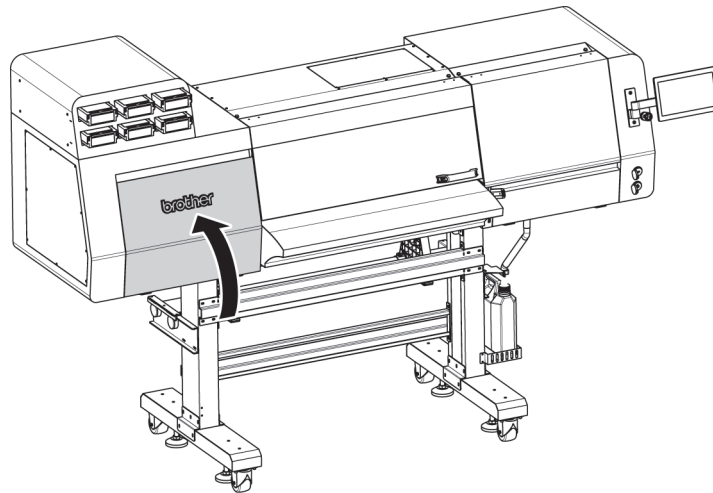
- 18 Dispose of the used cleaning stick R.
- 19 Drip one drop of cleaning solution onto cleaning stick R.




- 20 Perform cleaning of the nozzle guard part in the white ink section.



- 21 Dispose of the used cleaning stick R.
- 22 When you have finished cleaning, close the left cover.



- 23 Press [All Finish].
The print heads move to the right side.
If the operation time exceeds 3 minutes, cleaning is performed automatically.
- 24 Press  to return to the previous screen.

6.3 Disposing of Discharged Fluid

6.3.1 Precautions for Disposing of Discharged Fluid

IMPORTANT

- Do not store discharged fluid in a location where it is exposed to direct sunlight.
When temporarily storing waste liquid in the supplied waste ink tank, do not place it in a location exposed to direct sunlight. The waste liquid may harden, making the waste ink tank unusable, or the waste ink tank may deteriorate, causing the waste liquid to leak.
- Dispose of discharged fluid properly, in accordance with the laws in effect in your locale.

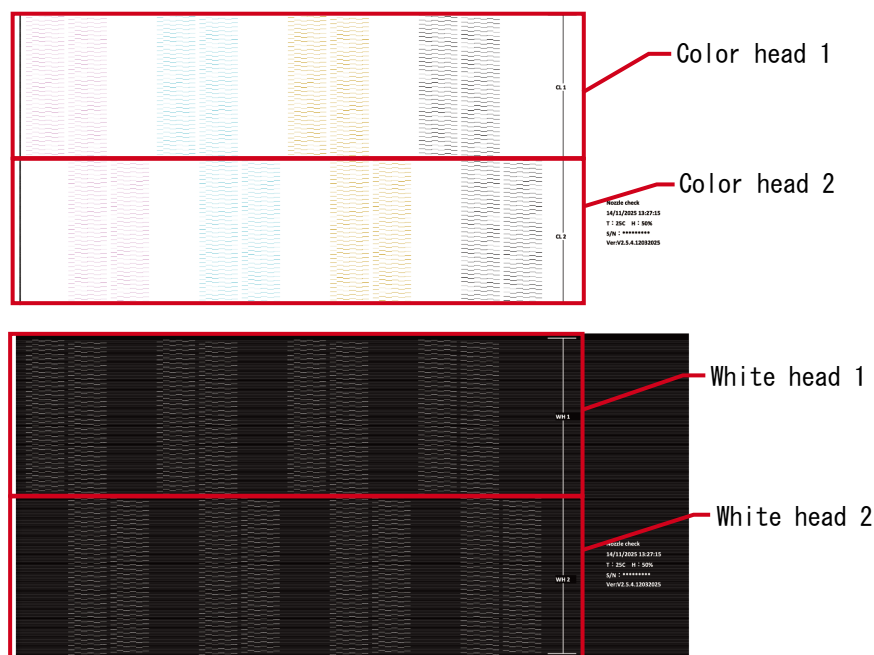
6.4 Advanced Maintenance

6.4.1 If Dot Drop-out or Dot Displacement Occurs

If dot drop-out or dot displacement occurs, perform cleaning of the print heads (normal cleaning).

6.4.1.1 Performing Normal Cleaning

- 1 Check the test print results to identify heads with dot drop-out or dot displacement.



! Note

- If the printing-test results are difficult to interpret, check the results in a bright location, changing your line of vision. They are visible using the reflection of the light.

✎ TIPS

- For the white-side print results, placing black paper under the media makes them easier to see.

- 2 Press [Head Cleaning] on the home screen.

- 3 Select the group of print heads to clean.

- 4 Select [Normal], and press [Start].

Cleaning will start. On completion, you will return to the original screen.

- 5 Press .

6 Press [Test Print].

Perform a printing test again to check whether the dot drop-out and dot displacement have been corrected.

! **Note**

- If the problem persists, try performing normal cleaning again.
- If the printer has been used for a long period, dot drop-outs may not be fixed even after performing normal cleaning two or three times. If this is the case, clean using a different method.

6.4.2 When Normal Cleaning Is Not Effective

6.4.2.1 Powerful Cleaning Method

The print heads are important components that discharge ink. They require periodic and appropriate maintenance. When problems such as dot drop-out are not resolved by normal cleaning, perform the more forceful "powerful cleaning" to remove clogging from the print heads.

! **IMPORTANT**

- Powerful cleaning consumes more ink than normal cleaning, and overly frequent use may damage the print heads themselves. Avoid performing this operation more than necessary.

1 Load the media.

2 Press [Head Cleaning] on the home screen.

7 Press [Test Print].

Perform a printing test again to check whether the dot drop-out and dot displacement have been corrected.

Note

- If the problem persists, try performing powerful cleaning again.
- If problems such as dot drop-out and dot displacement persist even after you have performed powerful cleaning several times, perform "super cleaning."

TIPS

- This cleaning can be effective when carried out periodically, according to the frequency of use.

6.4.2.2 Super Cleaning Method

The print heads are important components that discharge ink. They require periodic and appropriate maintenance. When problems such as dot drop-out are not resolved by powerful cleaning, perform the more forceful "super cleaning" to remove clogging from the print heads.

IMPORTANT

- Super cleaning consumes more ink than powerful cleaning, and overly frequent use may damage the print heads themselves. Avoid performing this operation more than necessary.

1 Load the media.

2 Press [Head Cleaning] on the home screen.

- 7 Press [Test Print].

Perform a printing test again to check whether the dot drop-out and dot displacement have been corrected.

Note

- If the problem persists, try performing super cleaning again.
- If problems such as dot drop-out and dot displacement persist even after you have performed super cleaning several times, perform "wiper tray cleaning."

TIPS


- This cleaning can be effective when carried out periodically, according to the frequency of use.

6.4.2.3 Cleaning the Wiper Tray

If problems such as dot drop-out persist even after you have performed super cleaning, wash the wiper tray.

WARNING

- Be sure to perform operations as specified by the instructions, and never touch any area not specified in the instructions.
Sudden movement of the printer may cause injury.


- 1 Press .
- 2 Press [Maintenance] > [Operate Wiper Cleaning Tank] > [Change Cleaning Solution].
The [Wiper Tray Cleaning] screen appears.
- 3 Press [Start] for the group that requires cleaning.
Wiper tray cleaning starts.

IMPORTANT

- At this time, if the cleaning liquid is empty, an error will be displayed.

When the discharging of the liquid in the wiper tray is complete, the tray is filled with cleaning liquid. A window showing the cleaning solution filling status and the estimated remaining time appears on the operation panel.

If the cleaning liquid runs out during filling, [Unable to Fill Wiper Cleaning Liquid] is displayed at the top of the operation panel. Replace the cleaning liquid pouch.

- 4 Press  to return to the previous screen.

If dot drop-out or dot displacement does not improve even after performing another test print, perform ["Cleaning the Nozzle Guard and Print Head Cap on page 98"](#).

6.4.3 Handling Severe Dot Drop-out and Dot Displacement

6.4.3.1 Tube Air Bleed Method

Perform "Tube air bleed" in the following cases.

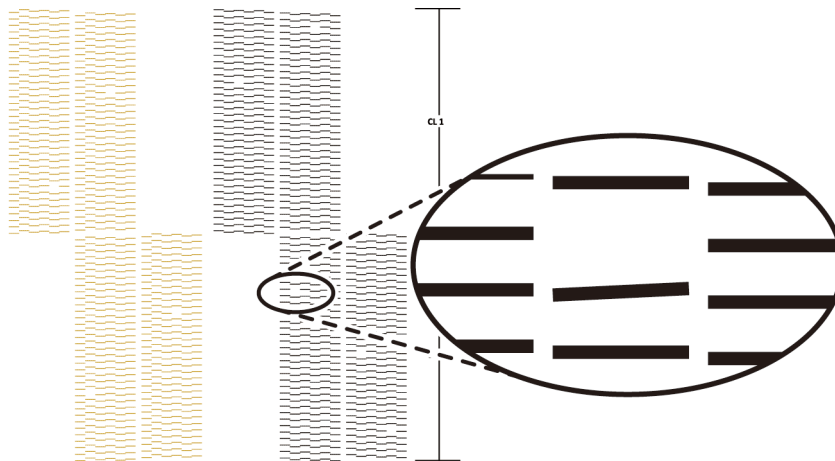
- When ink discharge issues such as dot drop-out are not corrected after performing cleaning using the cleaning function (normal, powerful, super), wiper tray cleaning, and cleaning around the print heads.


! IMPORTANT

- The tube air bleed operation discharges a large amount of ink. Perform this operation only when ink discharge issues such as dot drop-out, dot displacement, and uneven colors cannot be corrected.


Performing a Printing Test

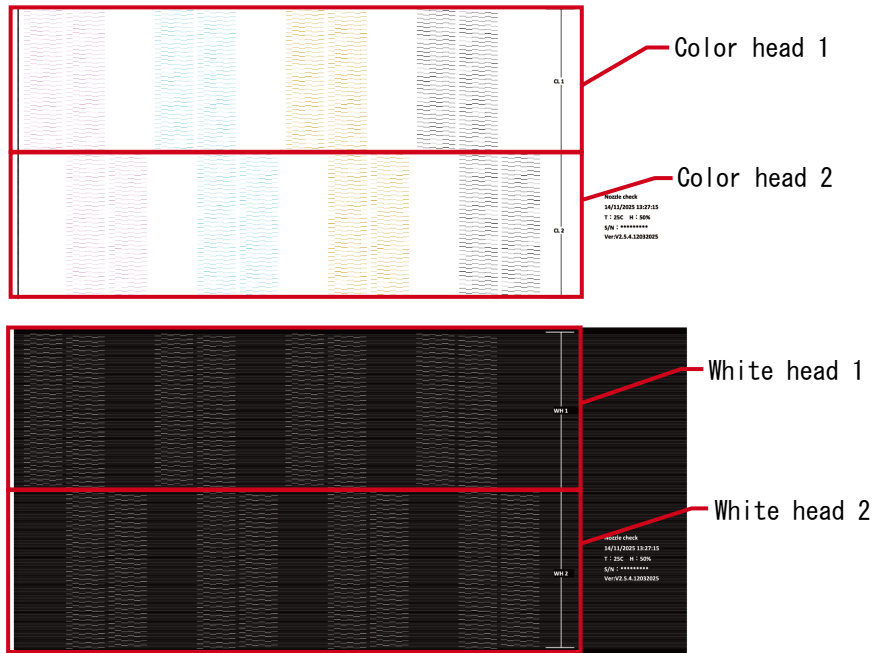
- 1 Load the media.
- 2 Press [Test Print] on the home screen.
Printing of the test pattern starts.
- 3 Check whether there is dot drop-out or dot displacement in the test pattern.
Missing blocks indicate dot drop-out. Collapsed or inclined blocks indicate dot displacement.



- 4 If you have opened the front cover, close it.
If no dot drop-out or dot displacement occurs, this operation is finished. Press  to go back to the original screen.

Start the [Tube air bleed] Menu.

- 1 Press .
- 2 Press [Maintenance] > [Tube air bleed].
- 3 Check the test print results to identify heads with dot drop-out or dot displacement.



Note

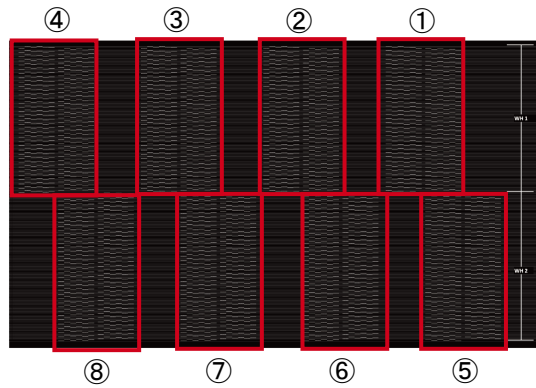
- If the printing-test results are difficult to interpret, check the results in a bright location, changing your line of vision. They are visible using the reflection of the light.

TIPS

- For the white-side print results, placing black paper under the media makes them easier to see.


- 4 For the color side, check the color that shows dot drop-out or dot displacement.

- 5 For the white side, check the number of the area that shows dot drop-out or dot displacement using the diagram below.



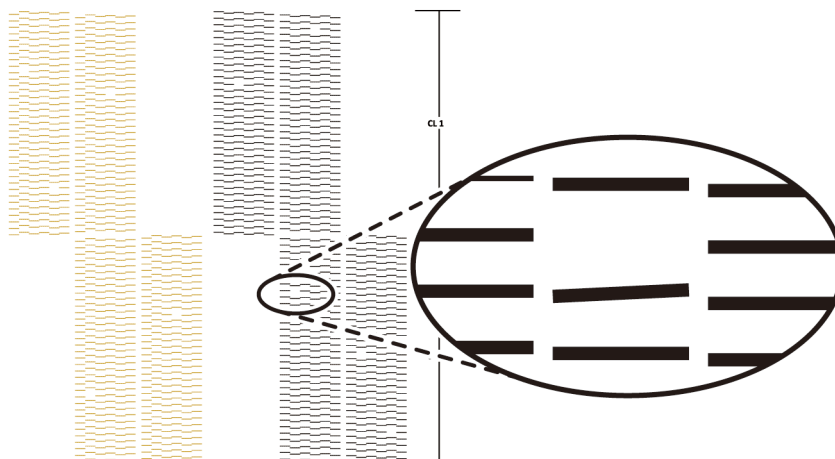
 **TIPS**

- For the white-side print results, placing black paper under the media makes them easier to see.


- 6 Select the group of print heads to clean.
- 7 Select the color or number to be cleaned, and press [Start].
Perform air bleeding in the tube. On completion, you will return to the original screen.
- 8 Press  to return to the previous screen.

Perform a Printing Test to Check the Results.

- 1 Press [Test Print] on the home screen.
Printing of the test pattern starts.
- 2 Check whether there is dot drop-out or dot displacement in the test pattern.
Missing blocks indicate dot drop-out. Collapsed or inclined blocks indicate dot displacement.



- 3 If you have opened the front cover, close it.

If no dot drop-out or dot displacement occurs, this operation is finished. Press  to go back to the original screen.



! Note

- If the dot drop-out or dot displacement locations differ on each test pattern, perform super cleaning another two or three times.
- If dot drop-out or dot displacement occurs in the same location on the test pattern, contact your dealer.

6.4.3.2 Cleaning the Print Head Surface


When dot drop-out or dot displacement is not improved even if cleaning is performed several times, you can clean the surface of the print heads as an emergency measure. The print head surface (nozzle surface) is a very delicate mechanism, so work must be performed carefully and cautiously.

This operation is an emergency measure. It may damage defect-free parts depending on the symptoms, worsening the symptoms. If you have any questions, contact your dealer.

Required items	
 Cleaning stick T (4)	 Mini cleaning solution bottle

! IMPORTANT

- Always use new cleaning sticks.
- Be sure to use different cleaning sticks in the color ink section and the white ink section.
- Do not touch the tips of the cleaning sticks with your hands. Skin oil affixing to the print head caps may lead to malfunctions.
- Use a clean pair of tweezers to remove clumps of ink.
- Do not use cleaning liquid other than the included cleaning liquid.
- If you add cleaning solution while cleaning the same area, do not dip the cleaning stick into the mini cleaning solution bottle. Instead, drip the cleaning solution onto the cleaning stick.
- Do not leave the cap removed for a long time. Finish cleaning as soon as possible.
- Wear protective goggles and gloves when working with the product.

- 1 Remove the media.
- 2 On the operation panel, press .
- 3 Press [Maintenance] > [Maintenance Part Clean/Replace].

- 4 Select [Clean Nozzle Guard and Cap], then press [Start].

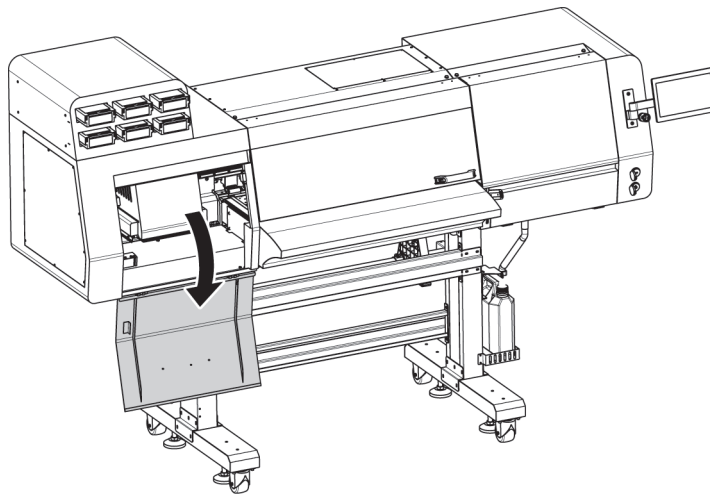
 **TIPS**

- The procedure is displayed on the operation panel.
 - If you complete the work without viewing the instructions, press [Finish All].

- 5 Press [OK].

The print heads move to the left end of the printer.

- 6 Open the left cover.



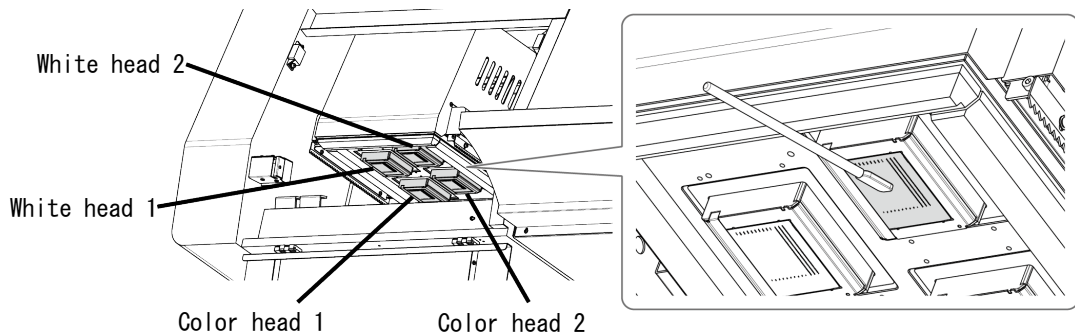
- 7 Drip one drop of cleaning solution onto cleaning stick T.



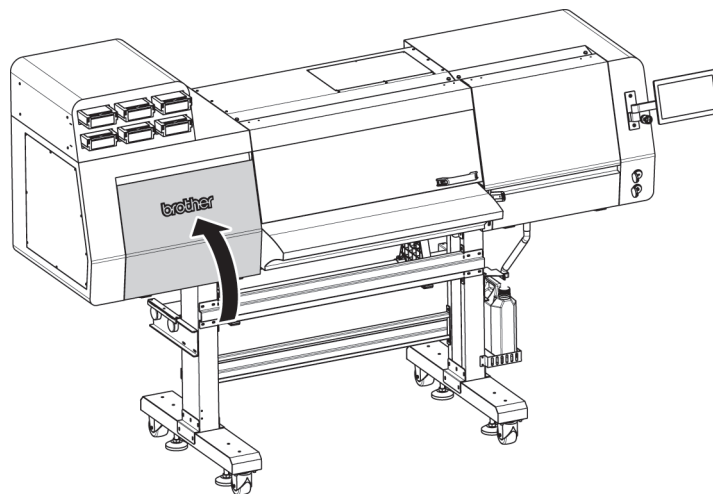
- 8 Very gently press the cleaning stick T lightly against the surface (nozzle surface) of the affected print head.


! IMPORTANT

- Very softly press the cleaning stick against the print head so that cleaning liquid soaks into the print head surface (nozzle surface). Never rub the stick on the surface or press it forcibly.
- Do not perform this operation on any print head other than the affected one.



- 9 Dispose of the used cleaning stick T.
- 10 When you have finished cleaning, close the left cover.



- 11 Press [Finish].
The print heads move to the right side.
If the operation time exceeds 3 minutes, cleaning is performed automatically.
- 12 Press  to return to the previous screen.

6.4.4 When the Operation Panel Is Dirty

6.4.4.1 Operation Panel Cleaning Method

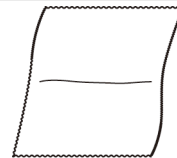
IMPORTANT

- Before starting the work, follow the instructions below.
 - The cloths, alcohol, and similar items used in cleaning are not included with the product.
 - Be sure to use a cloth when cleaning the operation panel. Liquid entering into the operation panel through its gaps may cause printer malfunctions.

Required items



Anhydrous ethanol or isopropyl alcohol



Cloth (that is not fluffy)

CAUTION

- When using anhydrous ethanol or isopropyl alcohol, be sure to follow the product's usage precautions. Exercise caution regarding items such as fire, ventilation, and rashes.
- Only use anhydrous ethanol or isopropyl alcohol.
Using chemicals (or similar substances) other than anhydrous ethanol or isopropyl alcohol may lead to operation panel damage.

- 1 Wipe the operation panel with a cloth lightly moistened with water, anhydrous ethanol, or isopropyl alcohol.
Wipe gently to remove dirt.
Do not use volatile solvents such as acetone or paint thinner.

6.5 Replacing Consumable Parts

6.5.1 Replacing Parts for Maintenance

6.5.1.1 Replacing the Wipers

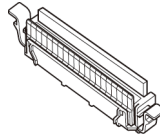
The wipers are components that you use when cleaning the print heads.

When the time to replace the wiper arrives, the message [Wiper Replacement] is displayed. In this situation, replace the wiper.

CAUTION

- Be sure to perform operations as specified by the instructions, and never touch any area not specified in the instructions.
Otherwise sudden movement of the printer may cause injury.


Required items



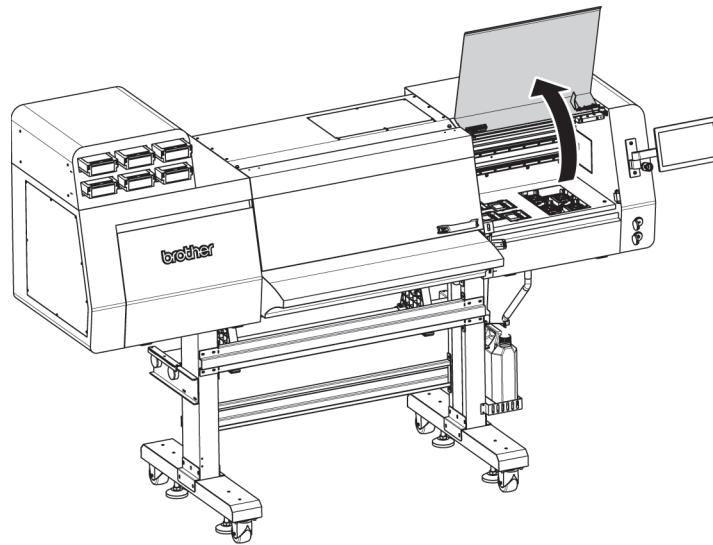
Wiper

Note

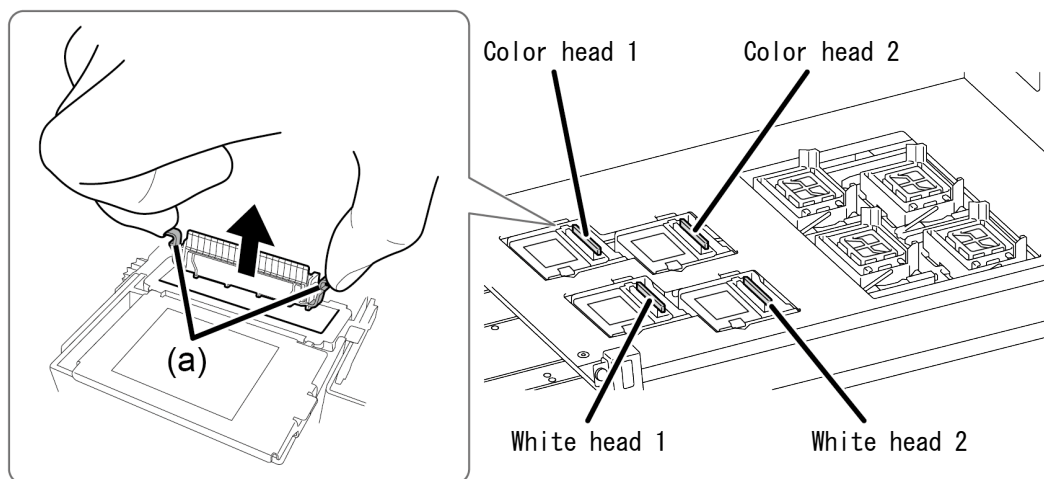
- If the inside of the printer is dirty, refer to [Cleaning the Printer on page 95](#) and perform cleaning.

- 1 Remove the media.
- 2 Press .
- 3 Press [Maintenance] > [Maintenance Part Clean/Replace] > [Wiper Replacement].
- 4 Press [Start] and begin replacement by following the on-screen instructions.

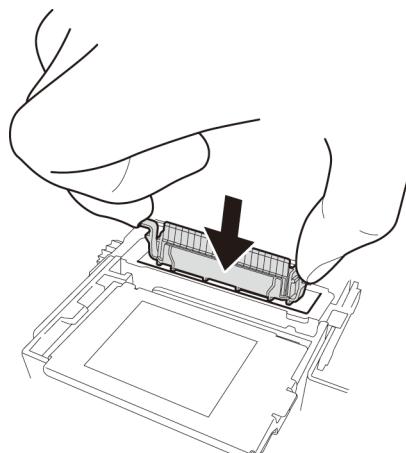
- 5 Open the upper right cover.



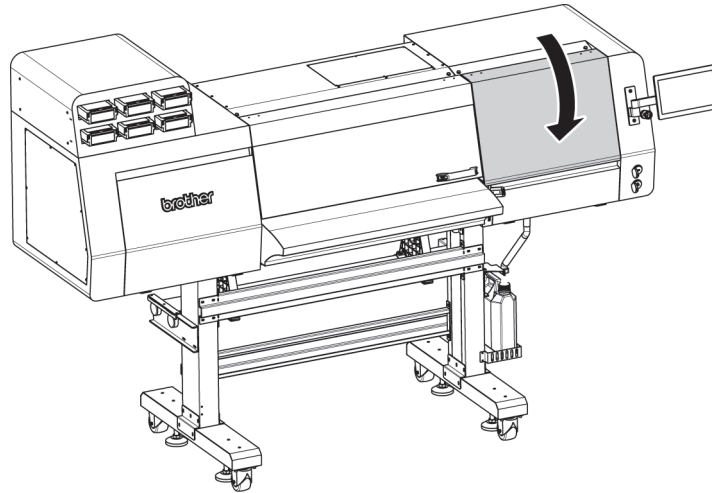
- 6 Pinch part (a) of the specified wiper and pull the old wiper upward to remove it.



- 7 Attach the new wiper by inserting it from above.



- 8 After the operation is complete, close the upper right cover.



- 9 Press [All Finish] or [Finish] to complete the operation.
Cleaning starts automatically.

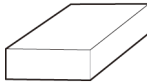


6.5.1.2 Replace the Flushing Foam

The flushing foam is used when the print heads spray ink in the home position.

When the time to replace the flushing foam arrives, the message [Flushing Foam Replacement] is displayed. In this situation, replace the flushing foam.

CAUTION

- Be sure to perform operations as specified by the instructions, and never touch any area not specified in the instructions.
Otherwise sudden movement of the printer may cause injury.


Required items		
 Flushing foam (white ink section, color ink section: 2 each)	 Cleaning stick T (2)	 Mini cleaning solution bottle

IMPORTANT

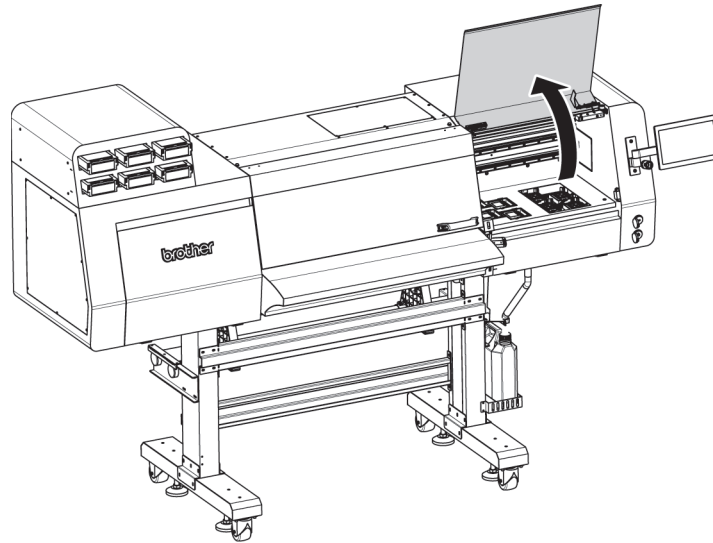
- Always use separate cleaning sticks and cleaning liquid with the white ink and color ink sections.
- Use a new mini cleaning solution bottle.

Note

- If the inside of the printer is dirty, refer to [Cleaning the Printer on page 95](#) and perform cleaning.

- 1 Remove the media.
- 2 Press .
- 3 Press [Maintenance] > [Maintenance Part Clean/Replace] > [Flushing Foam Replacement].
- 4 Press [Start] and begin replacement by following the on-screen instructions.

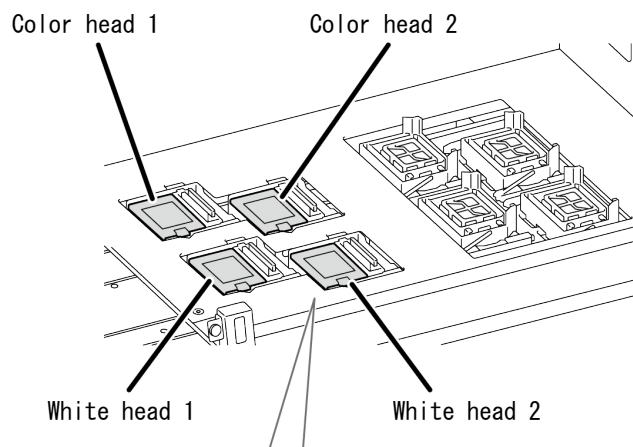
- 5 Open the upper right cover.



- 6 Remove the frame of the specified flushing foam.

Hook your finger onto part (a) and lift it upward to remove it. If the flushing foam is attached to the frame, remove it with your finger and remove only the frame.

The figure below shows an example for White Head 2.



! IMPORTANT

- During the work, store the white ink section frame and the color ink section frame in such a way that you can identify them, so that you can install the frames in their original locations after replacement.

- 7 Drip one drop of cleaning solution onto cleaning stick T.

! IMPORTANT

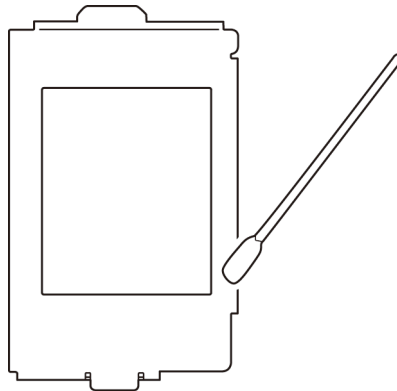
- If you add cleaning solution during cleaning, do not dip the cleaning stick into the tip of the mini cleaning solution bottle. Instead, drip the solution onto the cleaning stick.



- 8 Clean off any ink on the frame.

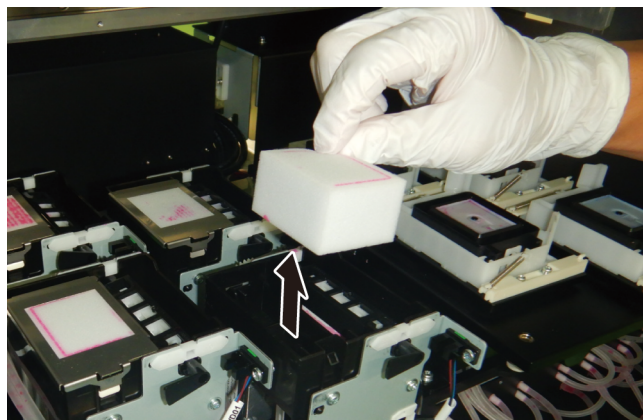
! IMPORTANT

- Always use separate cleaning sticks when cleaning the white ink section and color ink section frames at the same time.



- 9 From the flushing receiver, remove the flushing foam.

The figure below shows an example for White Head 2.

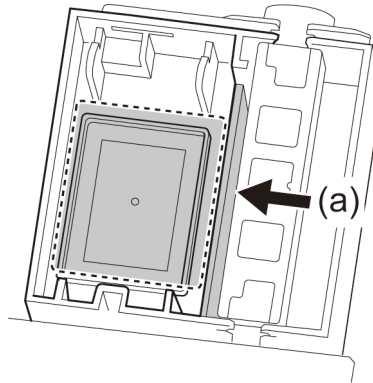


- 10 Assemble a new flushing foam to the flushing receiver.

To avoid damaging the flushing foam, do not use tweezers.

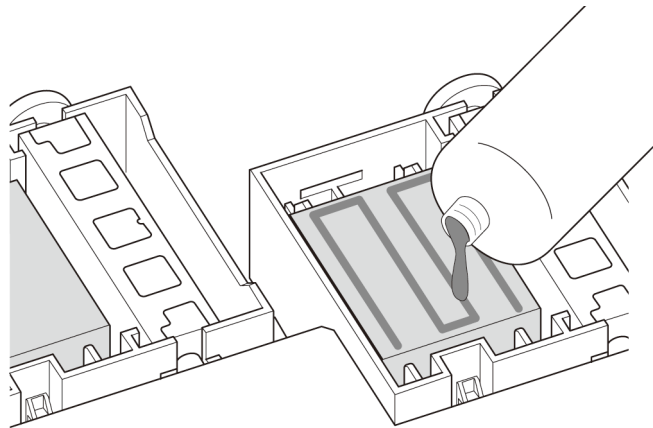
! IMPORTANT

- Check the following points.
 - The flushing foam should be placed within the frame shown in the figure below.
 - Make sure that the flushing foam is not riding up onto the partition (a) between the flushing foam and the wiper.



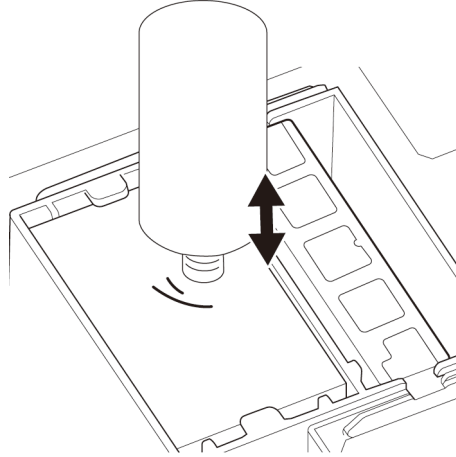
- 11 Fully soak in cleaning liquid using the following procedure.

- (1) Remove the nozzle from the mini cleaning solution bottle and pour all of the cleaning solution in the bottle onto the flushing foam.



- (2) Press the tip of the mini cleaning solution bottle against the flushing foam to allow the cleaning solution to soak all the way to the bottom of the foam.

Continue pressing the bottle until the cleaning solution has fully soaked the entire flushing foam.

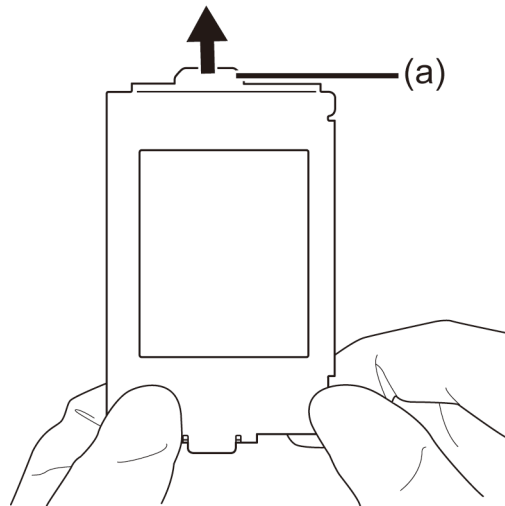


- 12 Attach the frame.

! IMPORTANT

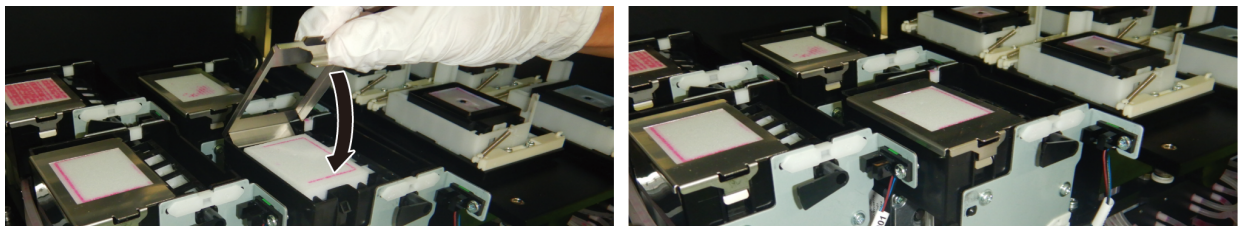
- Install the white ink section and color ink section frames in their original locations.

- (1) Insert hook (a) all the way to the back.

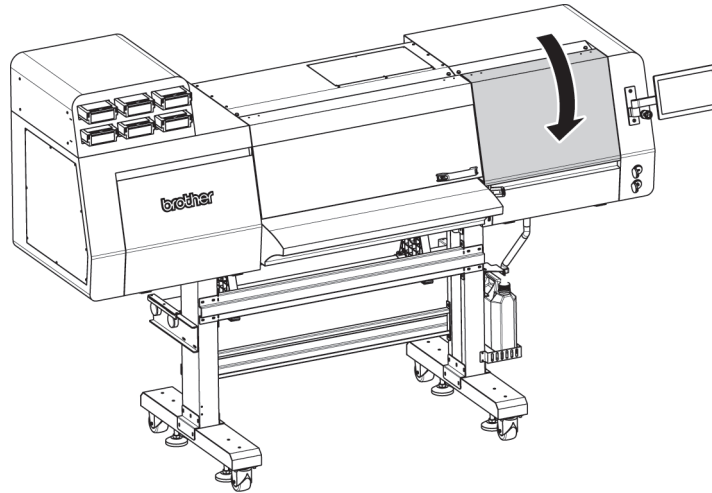


- (2) Lower the front of the frame.

The figure below shows an example for White Head 2.



- 13 After the operation is complete, close the upper right cover.



- 14 Press [All Finish] or [Finish] to complete the operation.
Cleaning starts automatically.

Chapter 7

Troubleshooting Methods

7.1 Output Quality Problems

Symptom	Probable Cause	Remedy
Printed results are coarse or contain horizontal stripes	Do the print heads cause dot drop-out?	Carry out a printing test and make sure no dot drop-out or dot displacement occurs. If dot drop-out or dot displacement is present, perform head cleaning.
	Have you performed [Film Feed Adjustment]?	Large misalignment in the amount of feed of the media may result in printing that seems coarse or contains horizontal bands. Either configure the RIP software according to the type of media, or make the necessary corrections on the printer.
	Have you carried out [Firing Adjustment] (ink landing position correction)?	The optimal adjustment value varies depending on the thickness of the media. Set an adjustment value that is suitable for the media.
	Is the printer installed in a level and stable location?	Never install the printer in a location where it is tilted or where it may wobble or experience vibration. Also make sure that the print heads are not exposed to moving air. These factors may lead to dot drop-out or reduced printing quality.
	Is the platen heater at a suitable temperature?	If the ink forms lumps or smudges, raise the temperature. Note, however, that a temperature that is too high may degrade the media or cause it to wrinkle.
	Is the print mode suitable?	If attractive printing is impossible even when the platen heater is at a high temperature, try using a higher-quality print mode. Depending on the media, smudging may occur in high-quality print modes, and the results may also vary significantly depending on RIP software settings, such as color profile selection. Select settings appropriate for the media you are using.
	Is the media loaded correctly?	If the media is not loaded correctly or the media feed is not smooth, printing may be adversely affected. Load the media correctly.

Symptom	Probable Cause	Remedy
The media becomes soiled when printed	Do the print heads come into contact with the media?	If the media is not loaded and set up correctly, it may wrinkle or come loose and contact the print heads.
	Are the print heads dirty?	The following may cause ink to drip on the media during printing. <ul style="list-style-type: none"> • Buildup of fibrous dust (lint) around the heads • Ink transferred to the heads due to rubbing against the media <p>If this occurs, perform “Cleaning the Nozzle Guard and Print Head Cap on page 98”. We recommend carrying out periodic head cleaning.</p> <ul style="list-style-type: none"> • Too low humidity <p>Use the printer in an environment with a humidity of 35 to 65%RH (no condensation).</p>
	Are the pinch rollers or the media clamps dirty?	Periodically clean them.
Colors are unstable or uneven	Have you tried agitating the ink by shaking the cartridge?	If color unevenness occurs, remove the cartridge and shake it gently. If color unevenness persists even after shaking the cartridge to agitate the ink, perform “Tube air bleed”.
	Is the media wrinkled?	If the media is wrinkled and comes loose from the platen, colors may be uneven or the printing quality may suffer. If the media is wrinkled, load it again. Also, if the heater temperature is too high, the media may wrinkle depending on its characteristics.
	Was printing paused partway through?	When printing is paused, the coloring at the seam may be altered when printing resumes. Avoid pausing printing. Before you perform lengthy printing, check the amount of ink remaining in the ink pouches. Printing may also pause when data is not sent from the computer quickly enough. We recommend not performing any other tasks with the computer while printing is in progress.
	Is the printer installed in a level and stable location?	Never install the printer in a location where it is tilted or where it may wobble or experience vibration. Also make sure that the print heads are not exposed to moving air. These factors may lead to dot drop-out or reduced printing quality.
	Is the media loaded correctly?	If the media is not loaded correctly or the media feed is not smooth, printing may be adversely affected. Load the media correctly.

Symptom	Probable Cause	Remedy
After film transfer, the dark printed areas appear whitish. Or, after washing and drying, the dark printed areas appear whitish.	Is the powder curing temperature too low?	When using the DTRX001 shaker, use the recommended temperature and speed settings. When using other shakers or an oven, cure at an actual temperature of 150–160°C (302–320°F) for approximately 3 minutes.
	Is the temperature or time during film transfer insufficient?	For 100% cotton media, set the heat press conditions during transfer to 150°C (302°F) for 20 seconds, then peel off the film and apply an additional press at 150°C (302°F) for 20 seconds.
		Optimal conditions may vary depending on the type of heat press machine, film, and transfer media, so be sure to conduct testing in your own environment.



7.2 Media Feed Problems

Symptom	Probable Cause	Remedy
Media Wrinkles	Is the media loaded and set up straight and securely?	Feeding is not smooth when the media is not straight or is tensioned unevenly on the left and right. Reload the media.
	Was loaded media allowed to stand for some time?	Media may shrink or wrinkle if it is heated for an extended time. When printing ends, remove the media.
	Are the media clamps attached?	When you are performing printing, be sure to attach the media clamps.
	Was the media loaded while the heater was hot?	If the media is loaded while the heater temperature is set too high, the temperature of the media may rise rapidly, causing the media to shrink or wrinkle. Lower the temperature setting, wait for the heater to cool down, and then reload the media.
	Have you stored the media in a low-temperature room?	If the media is loaded while it is still cold, it may wrinkle due to the temperature difference with the heater. Before printing, allow the media to come to room temperature.
	Is the humidity of the room too high?	Use the printer in an environment with a humidity of 35 to 65%RH (no condensation). High humidity can cause the media to sag. If sagging media is used, it may come out wrinkled.
	Is the media sagging?	If sagging media is used, it may come out wrinkled.
Media Feeding Is Not Straight	Is the media loaded and set up straight and securely?	Feeding is not smooth when the media is not straight or is tensioned unevenly on the left and right. Reload the media.
	Is the media statically charged?	To prevent transport jams caused by static electricity, use an ionizer. Or use anti-static grade media.

Symptom	Probable Cause	Remedy
Media Feeding Is Not Smooth	Is some other object coming into contact with the media?	Make sure the media does not touch anything else. This may affect output, even when the feed appears to be smooth.
	Is the media too thick?	Media that is too thick may not only cause an unstable feed but may scrape the print heads, resulting in a malfunction. Never use such media.
	Are the grit rollers dirty?	Check to make sure the grit rollers are free of buildup of foreign material such as media scraps.
	Is the media statically charged?	To prevent transport jams caused by static electricity, use an ionizer. Or use anti-static grade media.
A Media Jam Occurs	Is the media warped or wrinkled?	Many factors can cause warping or wrinkling. Refer to the following and correct the problem. Media Feed Problems on page 129 "Media Wrinkles"
	Are the grit rollers dirty?	Check to make sure the grit rollers are free of buildup of foreign material such as media scraps.
	Are the media clamps installed?	When you are performing printing, be sure to install the media clamps.
	Is the media loaded and set up straight and securely?	Feeding is not smooth when the media is not straight or is tensioned unevenly on the left and right. Reload the media.
	Is some other object coming into contact with the media?	Make sure the media does not touch anything else. This may affect output, even when the feed appears to be smooth.
	Is the media too thick?	Media that is too thick may not only cause an unstable feed but may scrape the print heads, resulting in a malfunction. Never use such media.
	Is the media statically charged?	To prevent transport jams caused by static electricity, use an ionizer. Or use anti-static grade media.

7.3 Machine Problems

Symptom	Probable Cause	Remedy
The print heads do not move	–	If the print-head carriage stops over the platen, take action immediately to prevent the heads from drying out. What to Do If the Print Heads Do Not Move on page 132
The printer unit does not run	Is the power switched on?	Switch on the printer's main power and make sure the home screen appears.
	Are any covers open?	Close the front cover, the left cover, the upper right cover, and the lower right cover.
	Is [Pause] displayed at the top of the screen?	When [Pause] is displayed at the top of the screen, the operation is paused. To resume, press [Start].
	Is a message displayed on the screen?	Error Messages on page 133
	Are the cables connected?	Connect the cables securely.
	Is the LAN routing appropriate?	Check whether or not the network routing is appropriate. Try connecting the computer and the printer to the same hub or connecting them directly using a cable. If this makes it possible to perform output, it means the problem may be in the network itself.
	Are the LAN settings correct?	If the cable connections are secure and no problem is found in the network itself, make sure that the IP address and other such settings are appropriate. The settings on both the printer and the computer must be appropriate. Redo the settings, checking to ensure that the IP address does not conflict with the IP address for another device on the network, that the port setting for the RIP software specifies the IP address set on the printer, that the settings have no typing errors, and for other such problems.
	Did the RIP software end abnormally?	Refer to the RIP Software Manual for instructions.

Symptom	Probable Cause	Remedy
	Is  displayed for the remaining ink volume?	<p>When the remaining ink volume display shows , output data cannot be accepted. If there is data that has not yet been output remaining in the printer, output resumes when the error is cleared. If there is unsent data in the computer, output resumes when the data is resent.</p> <ul style="list-style-type: none"> • When ink runs out Replace the ink pouch with a new one. • If a cartridge of a different color is installed Remove the incorrectly installed cartridge and install the correct cartridge. • If a cartridge is removed or not properly installed Push the cartridge firmly all the way in to install it securely.
The heater does not become hot	Is the temperature of the room too low?	The heater may not warm up sufficiently when the ambient temperature is less than 20°C (68°F). Also, even when they reach their set temperatures, adequate effectiveness may not be apparent if the media is thoroughly chilled. Before printing, allow the media to come to room temperature.

7.3.1 What to Do If the Print Heads Do Not Move

7.3.1.1 What to Do First

Switch the main power off, and then back on. If the media is jammed, also remove the media.

If the print heads move to the standby position (inside the upper right cover), the operation is complete.

7.3.1.2 If the Print Heads Still Do Not Move

If the print heads still do not move, carry out the following emergency response measure, then contact your dealer.

- 1 Switch the main power off.
- 2 Refer to [When There Is No Prospect of Electric Power Recovery for a While Due to Power Outage on page 37](#) to align the positions of the print head and the cap.

7.4 Messages on the Operation Panel

7.4.1 Error Messages

What is shown below is the error message list of the DTRX100 printer. Error messages are displayed on the operation panel. Take action according to the remedy.

Error Code	Message	Description	Remedy
1010	[Cleaning Solution Out - Add More]	The cleaning solution has been depleted	Refill the cleaning solution.
1300	[No media]	Media setup required	Set the media.
2030	[Perform Initial Ink Installation]	The ink installation has not been performed yet	Perform initial ink installation.
2101	[Temp Low]	The ambient temperature decreases below the operation assurance range for the best print result	Raise your room temperature.
2102	[Temp High]	The ambient temperature rises above the operation assurance range for the best print result	Lower your room temperature.
2110	[Machine Error]	Abnormal detected temperature	If the problem persists after restarting the printer, please contact your dealer.
2120	[Machine Error]	Abnormal detected humidity	If the problem persists after restarting the printer, please contact your dealer.
2201	[Front cover open]	The front cover is open	Close the cover.
2202	[Upper right cover open]	The upper right cover is open	Close the cover.
2203	[Lower right cover open]	The lower right cover is open	Close the cover.
2204	[Left cover open]	The left cover is open	Close the cover.
2211	[Front cover open]	The front cover is open	Close the cover.
2212	[Upper right cover open]	The upper right cover is open	Close the cover.
2213	[Lower right cover open]	The lower right cover is open	Close the cover.
2214	[Left cover open]	The left cover is open	Close the cover.

Error Code	Message	Description	Remedy
2300	[Obstacle detected during printing]	The obstacle sensor has detected an obstacle on the print medium	Check that there are no obstacles around the carriage (including lifted media). If any obstacles are found, remove them. After completing the procedure, press [Reset] to return the carriage to the home position.
2410	[Special work mode]	Service operation in progress	If the problem persists after restarting the printer, please contact your dealer.
2414	[Machine Error]	Firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
2415	[Machine Error]	Firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
2501	[Machine Error]	Unsupported data received	Check the connection between the PC and the printer, and restart the RIP software operation from the beginning. If the problem persists, restart both the PC and the printer. If the problem still persists, please contact your dealer.
2502	[Machine Error]	Unsupported data received	Check the connection between the PC and the printer, and restart the RIP software operation from the beginning. If the problem persists, restart both the PC and the printer. If the problem still persists, please contact your dealer.
2503	[Machine Error]	Unsupported data received	Check the connection between the PC and the printer, and restart the RIP software operation from the beginning. If the problem persists, restart both the PC and the printer. If the problem still persists, please contact your dealer.
2504	[Machine Error]	Unsupported data received	Check the connection between the PC and the printer, and restart the RIP software operation from the beginning. If the problem persists, restart both the PC and the printer. If the problem still persists, please contact your dealer.
2505	[Machine Error]	Unsupported data received	The print width exceeds the maximum printable width. Adjust the width using the RIP software. If the problem persists, restart both the PC and the printer. If the problem still persists, please contact your dealer.

Error Code	Message	Description	Remedy
2521	[PC Communication Error]	Data transmission to the PC was interrupted	Check the connection between the PC and the printer, and restart the RIP software operation from the beginning. If the problem persists, restart both the PC and the printer. This error may also occur "if the cable is disconnected during data transmission" or "if the RIP software is closed on the PC during data transmission."
3001	[Color Head 1 Temp Rising]	Warning temperature for Color Head 1	Wait until the temperature decreases. If the problem still persists, please contact your dealer.
3002	[Color Head 2 Temp Rising]	Warning temperature for Color Head 2	Wait until the temperature decreases. If the problem still persists, please contact your dealer.
3003	[White Head 1 Temp Rising]	Warning temperature for White Head 1	Wait until the temperature decreases. If the problem still persists, please contact your dealer.
3004	[White Head 2 Temp Rising]	Warning temperature for White Head 2	Wait until the temperature decreases. If the problem still persists, please contact your dealer.
3010	[Machine Error]	The carriage movement does not come to a full stop	If the problem persists after restarting the printer, please contact your dealer.
3011	[Machine Error]	The carriage movement does not come to a full stop	If the problem persists after restarting the printer, please contact your dealer.
3012	[Machine Error]	The carriage movement does not come to a full stop	If the problem persists after restarting the printer, please contact your dealer.
3013	[Machine Error]	The carriage movement does not come to a full stop	If the problem persists after restarting the printer, please contact your dealer.
3014	[Machine Error]	The carriage movement does not come to a full stop	If the problem persists after restarting the printer, please contact your dealer.
3021	[Machine Error]	Color Head 1 temperature abnormal	If the problem persists after restarting the printer, please contact your dealer.
3022	[Machine Error]	Color Head 2 temperature abnormal	If the problem persists after restarting the printer, please contact your dealer.
3023	[Machine Error]	White Head 1 temperature abnormal	If the problem persists after restarting the printer, please contact your dealer.
3024	[Machine Error]	White Head 2 temperature abnormal	If the problem persists after restarting the printer, please contact your dealer.
3031	[Machine Error]	Color Head 1 abnormal voltage	If the problem persists after restarting the printer, please contact your dealer.

Error Code	Message	Description	Remedy
3032	[Machine Error]	Color Head 2 abnormal voltage	If the problem persists after restarting the printer, please contact your dealer.
3033	[Machine Error]	White Head 1 abnormal voltage	If the problem persists after restarting the printer, please contact your dealer.
3034	[Machine Error]	White Head 2 abnormal voltage	If the problem persists after restarting the printer, please contact your dealer.
3041	[Machine Error]	Color Head 1 FFC error	If the problem persists after restarting the printer, please contact your dealer.
3042	[Machine Error]	Color Head 2 FFC error	If the problem persists after restarting the printer, please contact your dealer.
3043	[Machine Error]	White Head 1 FFC error	If the problem persists after restarting the printer, please contact your dealer.
3044	[Machine Error]	White Head 2 FFC error	If the problem persists after restarting the printer, please contact your dealer.
3100	[Machine Error]	Heater heating not completed	If the problem persists after restarting the printer, please contact your dealer.
3101	[Machine Error]	Preheater heating not completed	If the problem persists after restarting the printer, please contact your dealer.
3102	[Machine Error]	Platen heater heating not completed	If the problem persists after restarting the printer, please contact your dealer.
3103	[Machine Error]	Post heater heating not completed	If the problem persists after restarting the printer, please contact your dealer.
3110	[Machine Error]	Heater error	If the problem persists after restarting the printer, please contact your dealer.
3120	[Machine Error]	Heater error	If the problem persists after restarting the printer, please contact your dealer.
3200	[Machine Error]	Carriage capping does not operate normally	If the problem persists after restarting the printer, please contact your dealer.
3201	[Machine Error]	Carriage does not operate normally	If the problem persists after restarting the printer, please contact your dealer.
3212	[Machine Error]	Carriage does not operate normally	If the problem persists after restarting the printer, please contact your dealer.
3300	[Machine Error]	Capping does not operate normally	If the problem persists after restarting the printer, please contact your dealer.
3401	[Machine Error]	Wiper (Color Head 1 side) does not operate normally	Check that the wiper for Color Head 1 is properly installed and that there are no obstacles around the wiper. If the problem persists after restarting the printer, please contact your dealer.

Error Code	Message	Description	Remedy
3402	[Machine Error]	Wiper (Color Head 2 side) does not operate normally	Check that the wiper for Color Head 2 is properly installed and that there are no obstacles around the wiper. If the problem persists after restarting the printer, please contact your dealer.
3403	[Machine Error]	Wiper (White Head 1 side) does not operate normally.	Check that the wiper for White Head 1 is properly installed and that there are no obstacles around the wiper. If the problem persists after restarting the printer, please contact your dealer.
3404	[Machine Error]	Wiper (White Head 2 side) does not operate normally	Check that the wiper for White Head 2 is properly installed and that there are no obstacles around the wiper. If the problem persists after restarting the printer, please contact your dealer.
4000	[Machine Error]	Communication error between the main circuit board and the head circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4001	[Machine Error]	Communication error between the main circuit board and the head circuit board (Color Head 1 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4002	[Machine Error]	Communication error between the main circuit board and the head circuit board (Color Head 2 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4003	[Machine Error]	Communication error between the main circuit board and the head circuit board (White Head 1 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4004	[Machine Error]	Communication error between the main circuit board and the head circuit board (White Head 2 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4010	[Machine Error]	Communication error between the main circuit board and the head circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.

Error Code	Message	Description	Remedy
4011	[Machine Error]	Communication error between the main circuit board and the head circuit board (Color Head 1 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4012	[Machine Error]	Communication error between the main circuit board and the head circuit board (Color Head 2 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4013	[Machine Error]	Communication error between the main circuit board and the head circuit board (White Head 1 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4014	[Machine Error]	Communication error between the main circuit board and the head circuit board (White Head 2 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4020	[Machine Error]	Communication error between the main circuit board and the head circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4021	[Machine Error]	Communication error between the main circuit board and the head circuit board (Color Head 1 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4022	[Machine Error]	Communication error between the main circuit board and the head circuit board (Color Head 2 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4023	[Machine Error]	Communication error between the main circuit board and the head circuit board (White Head 1 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.

Error Code	Message	Description	Remedy
4024	[Machine Error]	Communication error between the main circuit board and the head circuit board (White Head 2 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4030	[Machine Error]	Communication error between the main circuit board and the head circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4031	[Machine Error]	Communication error between the main circuit board and the head circuit board (Color Head 1 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4032	[Machine Error]	Communication error between the main circuit board and the head circuit board (Color Head 2 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4033	[Machine Error]	Communication error between the main circuit board and the head circuit board (White Head 1 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4034	[Machine Error]	Communication error between the main circuit board and the head circuit board (White Head 2 side)	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4100	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4101	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4102	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.

Error Code	Message	Description	Remedy
4103	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4104	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4110	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4111	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4112	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4113	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4114	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4120	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4121	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4122	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.

Error Code	Message	Description	Remedy
4123	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4124	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4130	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4131	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4132	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4133	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4134	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4140	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4141	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4142	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.

Error Code	Message	Description	Remedy
4143	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4144	[Machine Error]	Communication error between the main circuit board and the cleaning circuit board	Check whether there is any strong source of electrical noise near the printer. If the problem persists after restarting the printer, please contact your dealer.
4200	[Machine Error]	Internal communication error in the main circuit board, or the firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
4201	[Machine Error]	Internal communication error in the main circuit board, or the firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
4202	[Machine Error]	Internal communication error in the main circuit board, or the firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
4203	[Machine Error]	Internal communication error in the main circuit board, or the firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
4204	[Machine Error]	Internal communication error in the main circuit board, or the firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
4205	[Machine Error]	Internal communication error in the main circuit board, or the firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
4206	[Machine Error]	Internal communication error in the main circuit board, or the firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
4207	[Machine Error]	Internal communication error in the main circuit board, or the firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.

Error Code	Message	Description	Remedy
4208	[Machine Error]	Internal communication error in the main circuit board, or the firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
4209	[Machine Error]	Internal communication error in the main circuit board, or the firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
4210	[Machine Error]	Internal communication error in the main circuit board, or the firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
4211	[Machine Error]	Internal communication error in the main circuit board, or the firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
4212	[Machine Error]	Internal communication error in the main circuit board, or the firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
4300	[Machine Error]	Communication error between the main circuit board and the power control circuit board	If the problem persists after restarting the printer, please contact your dealer.
4301	[Machine Error]	Communication error between the main circuit board and the power control circuit board	If the problem persists after restarting the printer, please contact your dealer.
4302	[Machine Error]	Communication error between the main circuit board and the power control circuit board	If the problem persists after restarting the printer, please contact your dealer.
5003	[Machine Error]	Failed to write to the non-volatile memory of the main circuit board.	If the problem persists after restarting the printer, please contact your dealer.
5006	[Machine Error]	General program error	If the problem persists after restarting the printer, please contact your dealer.
5008	[Machine Error]	Failed to write to the non-volatile memory of the main circuit board.	If the problem persists after restarting the printer, please contact your dealer.

Error Code	Message	Description	Remedy
5013	[Machine Error]	General program error	If the problem persists after restarting the printer, please contact your dealer.
5014	[Machine Error]	General program error	If the problem persists after restarting the printer, please contact your dealer.
5021	[Machine Error]	General program error	If the problem persists after restarting the printer, please contact your dealer.
5022	[Machine Error]	General program error	If the problem persists after restarting the printer, please contact your dealer.
5200	[Machine Error]	General program error	If the problem persists after restarting the printer, please contact your dealer.
5201	[Machine Error]	Firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
5202	[Machine Error]	Firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
5203	[Machine Error]	Firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
5204	[Machine Error]	Firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
5205	[Machine Error]	Firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
5206	[Machine Error]	Firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
5207	[USB flash drive Access Error]	The system has failed to read the file	Check on the content of USB flash memory. Insert a USB flash memory into the slot again, and perform the required operation once more. If the problem is still not remedied, restart the printer and try to operate it once again.
5210	[Machine Error]	Firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
5211	[Machine Error]	Firmware detected an internal error	If the problem persists after restarting the printer, please contact your dealer.
0101	[Cartridge Not Set Black]	No black ink cartridge exists	Place the black ink cartridge in position.
0102	[Cartridge Not Set Magenta]	No magenta ink cartridge exists	Place the magenta ink cartridge in position.
0103	[Cartridge Not Set Cyan]	No cyan ink cartridge exists	Place the cyan ink cartridge in position.
0104	[Cartridge Not Set Yellow]	No yellow ink cartridge exists	Place the yellow ink cartridge in position.

Error Code	Message	Description	Remedy
0105	[Cartridge Not Set White 1]	No white 1 ink cartridge exists	Place the white ink cartridge in position.
0106	[Cartridge Not Set White 2]	No white 2 ink cartridge exists	Place the white ink cartridge in position.
0111	[No Ink Black]	The black ink pouch is empty	Replace the old black ink pouch with a new one.
0112	[No Ink Magenta]	The magenta ink pouch is empty	Replace the old magenta ink pouch with a new one.
0113	[No Ink Cyan]	The cyan ink pouch is empty	Replace the old cyan ink pouch with a new one.
0114	[No Ink Yellow]	The yellow ink pouch is empty	Replace the old yellow ink pouch with a new one.
0115	[No Ink White 1]	The white 1 ink pouch is empty	Replace the old white ink pouch with a new one.
0116	[No Ink White 2]	The white 2 ink pouch is empty	Replace the old white ink pouch with a new one.
0121	[No Ink Black]	The black ink pouch is empty	Replace the old black ink pouch with a new one.
0122	[No Ink Magenta]	The magenta ink pouch is empty	Replace the old magenta ink pouch with a new one.
0123	[No Ink Cyan]	The cyan ink pouch is empty	Replace the old cyan ink pouch with a new one.
0124	[No Ink Yellow]	The yellow ink pouch is empty	Replace the old yellow ink pouch with a new one.
0125	[No Ink White 1]	The white 1 ink pouch is empty	Replace the old white ink pouch with a new one.
0126	[No Ink White 2]	The white 2 ink pouch is empty	Replace the old white ink pouch with a new one.
0201	[Ink Pouch Error Black]	The black ink pouch cannot be identified properly	Put a proper ink pouch in its correct position. Put an identifiable ink pouch in position inside the printer. If the problem still persists, please contact your dealer.
0202	[Ink Pouch Error Magenta]	The magenta ink pouch cannot be identified properly	Put a proper ink pouch in its correct position. Put an identifiable ink pouch in position inside the printer. If the problem still persists, please contact your dealer.
0203	[Ink Pouch Error Cyan]	The cyan ink pouch cannot be identified properly	Put a proper ink pouch in its correct position. Put an identifiable ink pouch in position inside the printer. If the problem still persists, please contact your dealer.

Error Code	Message	Description	Remedy
0204	[Ink Pouch Error Yellow]	The yellow ink pouch cannot be identified properly	Put a proper ink pouch in its correct position. Put an identifiable ink pouch in position inside the printer. If the problem still persists, please contact your dealer.
0205	[Ink Pouch Error White 1]	The white 1 ink pouch cannot be identified properly	Put a proper ink pouch in its correct position. Put an identifiable ink pouch in position inside the printer. If the problem still persists, please contact your dealer.
0206	[Ink Pouch Error White 2]	The white 2 ink pouch cannot be identified properly	Put a proper ink pouch in its correct position. Put an identifiable ink pouch in position inside the printer. If the problem still persists, please contact your dealer.
0211	[Ink Pouch Error Black]	An error has been detected in the black ink pouch	Replace with a new ink pouch.
0212	[Ink Pouch Error Magenta]	An error has been detected in the magenta ink pouch	Replace with a new ink pouch.
0213	[Ink Pouch Error Cyan]	An error has been detected in the cyan ink pouch	Replace with a new ink pouch.
0214	[Ink Pouch Error Yellow]	An error has been detected in the yellow ink pouch	Replace with a new ink pouch.
0215	[Ink Pouch Error White 1]	An error has been detected in the white 1 ink pouch	Replace with a new ink pouch.
0216	[Ink Pouch Error White 2]	An error has been detected in the white 2 ink pouch	Replace with a new ink pouch.
0221	[Ink Pouch Error Black]	An abnormality was detected when tried to check the ink pouch	Check if the ink pouch is seated on the ink cartridge correctly. Ensure that the ink cartridge is correctly placed on the printer. If the problem persists after restarting the printer, please contact your dealer.
0222	[Ink Pouch Error Magenta]	An abnormality was detected when tried to check the ink pouch	Check if the ink pouch is seated on the ink cartridge correctly. Ensure that the ink cartridge is correctly placed on the printer. If the problem persists after restarting the printer, please contact your dealer.
0223	[Ink Pouch Error Cyan]	An abnormality was detected when tried to check the ink pouch	Check if the ink pouch is seated on the ink cartridge correctly. Ensure that the ink cartridge is correctly placed on the printer. If the problem persists after restarting the printer, please contact your dealer.

Error Code	Message	Description	Remedy
0224	[Ink Pouch Error Yellow]	An abnormality was detected when tried to check the ink pouch	Check if the ink pouch is seated on the ink cartridge correctly. Ensure that the ink cartridge is correctly placed on the printer. If the problem persists after restarting the printer, please contact your dealer.
0225	[Ink Pouch Error White 1]	An abnormality was detected when tried to check the ink pouch	Check if the ink pouch is seated on the ink cartridge correctly. Ensure that the ink cartridge is correctly placed on the printer. If the problem persists after restarting the printer, please contact your dealer.
0226	[Ink Pouch Error White 2]	An abnormality was detected when tried to check the ink pouch	Check if the ink pouch is seated on the ink cartridge correctly. Ensure that the ink cartridge is correctly placed on the printer. If the problem persists after restarting the printer, please contact your dealer.
0301	[Check the winding of the Black ink pouch]	The sub tank of black ink is not filled with black ink	Check that the ink pouch is properly wound. If the problem still persists, please contact your dealer.
0302	[Check the winding of the Magenta ink pouch]	The sub tank of magenta ink is not filled with magenta ink	Check that the ink pouch is properly wound. If the problem still persists, please contact your dealer.
0303	[Check the winding of the Cyan ink pouch]	The sub tank of cyan ink is not filled with cyan ink	Check that the ink pouch is properly wound. If the problem still persists, please contact your dealer.
0304	[Check the winding of the Yellow ink pouch]	The sub tank of yellow ink is not filled with yellow ink	Check that the ink pouch is properly wound. If the problem still persists, please contact your dealer.
0305	[Check the winding of the White 1 Ink Pouch]	The sub tank of white 1 ink is not filled with white ink	Check that the ink pouch is properly wound. If the problem still persists, please contact your dealer.
0306	[Check the winding of the White 2 Ink Pouch]	The sub tank of white 2 ink is not filled with white ink	Check that the ink pouch is properly wound. If the problem still persists, please contact your dealer.
0311	[Machine Error]	An error has been detected in the sensor of the black sub tank	If the problem persists after restarting the printer, please contact your dealer.
0312	[Machine Error]	An error has been detected in the sensor of the magenta sub tank	If the problem persists after restarting the printer, please contact your dealer.
0313	[Machine Error]	An error has been detected in the sensor of the cyan sub tank	If the problem persists after restarting the printer, please contact your dealer.
0314	[Machine Error]	An error has been detected in the sensor of the yellow sub tank	If the problem persists after restarting the printer, please contact your dealer.

Error Code	Message	Description	Remedy
0315	[Machine Error]	An error has been detected in the sensor of white 1 sub tank	If the problem persists after restarting the printer, please contact your dealer.
0316	[Machine Error]	An abnormal condition has been detected in the White 2 sub tank sensor.	If the problem persists after restarting the printer, please contact your dealer.
0321	[No Ink Black]	An error has been detected in the black ink pouch	Replace the ink pouch.
0322	[No Ink Magenta]	An error has been detected in the magenta ink pouch	Replace the ink pouch.
0323	[No Ink Cyan]	An error has been detected in the cyan ink pouch	Replace the ink pouch.
0324	[No Ink Yellow]	An error has been detected in the yellow ink pouch	Replace the ink pouch.
0325	[No Ink White 1]	An error has been detected in the white 1 ink pouch	Replace the ink pouch.
0326	[No Ink White 2]	An error has been detected in the white 2 ink pouch	Replace the ink pouch.

Chapter 8

Appendix

8.1 Operations When Moving the Unit

8.1.1 Preparing to Move the Unit

Before moving the printer, dispose of the waste liquid, secure the print-head carriage in place, and perform any other necessary preparations. Attempting to move the printer without first performing these preparations may result in damage to internal components due to leaking ink or damage to the print heads or other components of the printer.

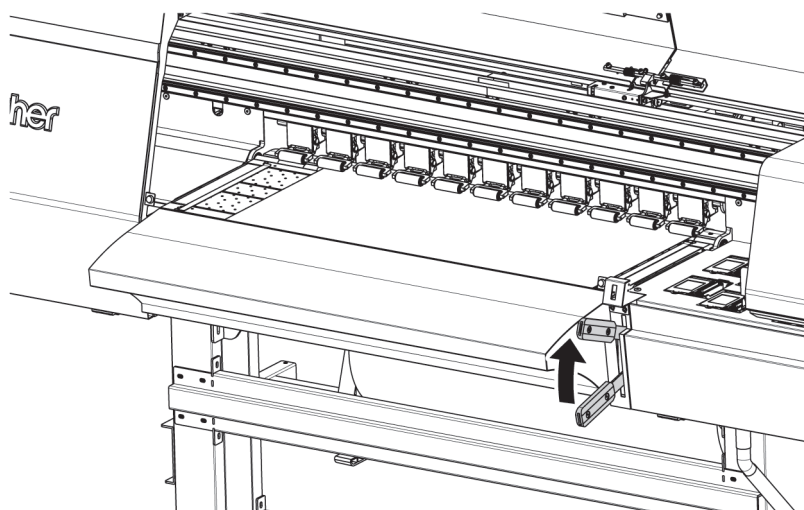
! IMPORTANT

- Some work must be performed by a suitably qualified worker. Contact your authorized dealer for help before moving the printer.
- Once the preparations for moving the printer are complete, move the printer promptly and turn on the printer as soon as possible after the printer is relocated. If you leave the printer alone without turning it on, the precipitated ink will coagulate and result in problems such as the clogging of the print heads.
- When moving the printer, keep it at a temperature from 0°C to 40°C (32°F to 104°F) and at a humidity from 20 to 85% (with no condensation). Failure to do so may result in a breakdown.
- Handle the printer with care when moving it, keeping it level (not tilted at an angle) and preventing it from striking other objects.

8.1.1.1 Removing Any Media


- 1 Remove the media.

If no media is installed, operate the loading lever to raise the pinch rollers.



8.1.1.2 Discharging Tray Cleaning Liquid

Discharge the cleaning liquid that has accumulated in the wiper tray and the flushing tray.

- 1 Press .
- 2 Press [Maintenance] > [Operate Wiper Cleaning Tank] > [Discharging cleaning solution].
- 3 Press [Start].

The cleaning liquid in the wiper tray and flushing tray is discharged.

- 4 Remove the waste ink tank and dispose of the waste liquid, then empty the tank.

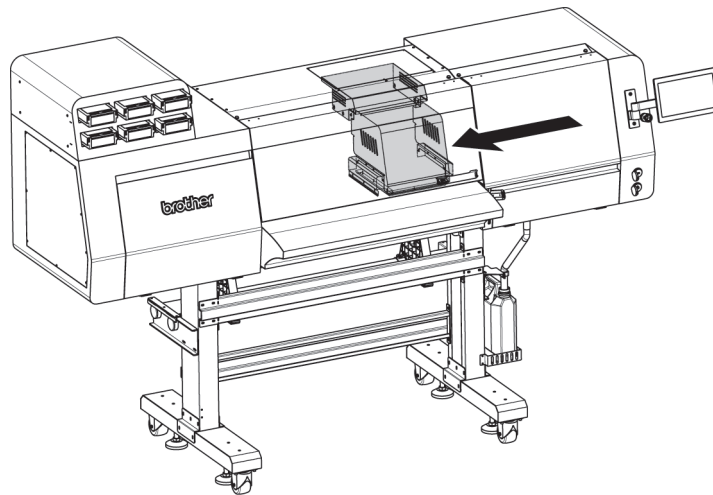
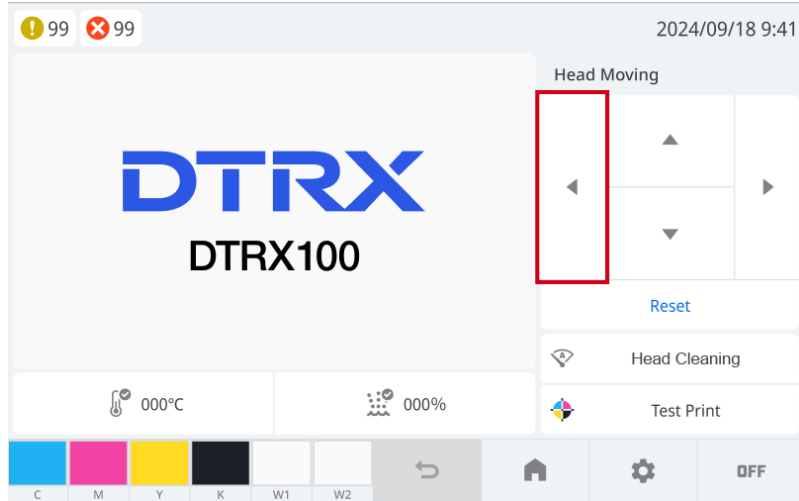
IMPORTANT

- When the waste ink tank is removed, a few drops of waste liquid may drip from the printer. Exercise caution to prevent this fluid from soiling your hands or the floor.
- Dispose of discharged fluid properly, in accordance with the laws in effect in your locale.

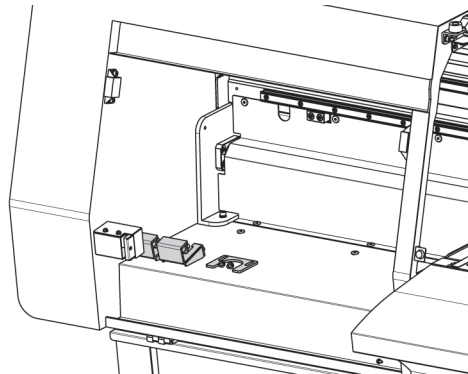
- 5 Promptly reinstall the emptied waste ink tank.

8.1.1.3 Carriage and capping unit fixation

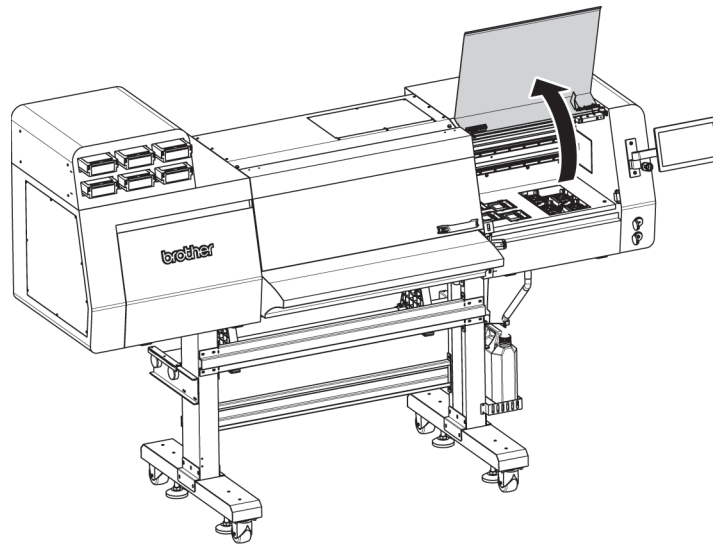
- 1 Press [◀] on the operation panel to move the carriage to the left.



- 2 Remove the carriage fixing brackets, the capping lift stopper, four hexagon socket head bolts, and two screws stored inside the left cover.



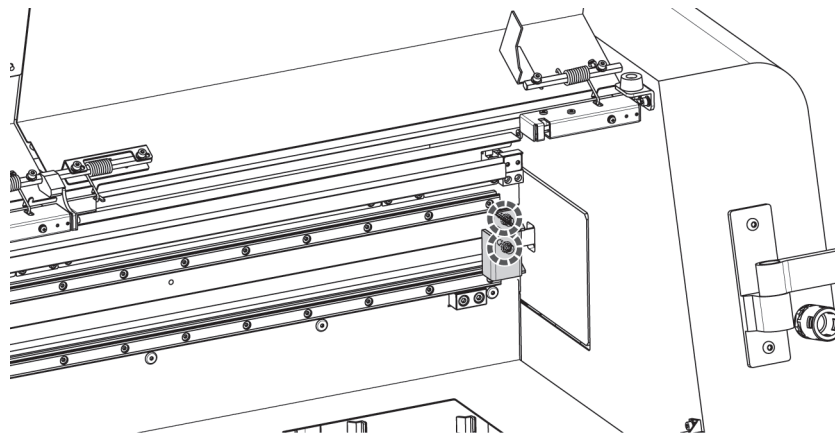
- 3 Open the upper right cover.



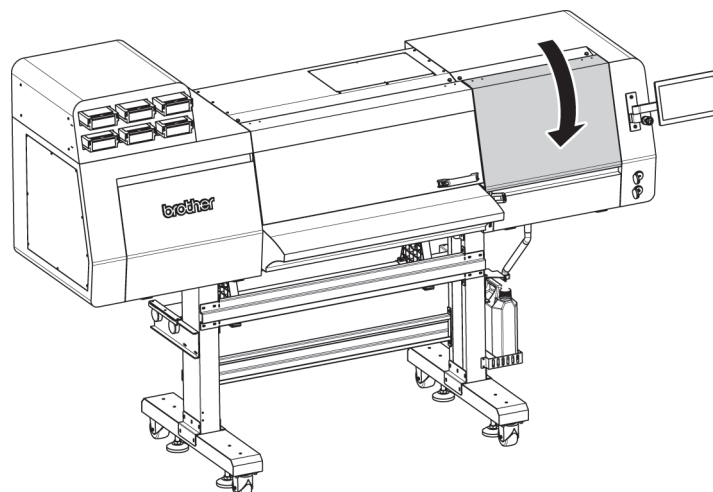
- 4 Install the carriage fixing bracket using two hexagon socket head bolts.

 **TIPS**

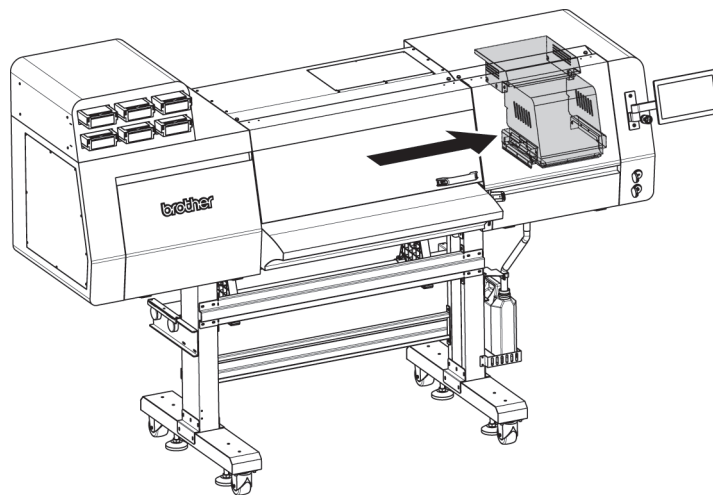
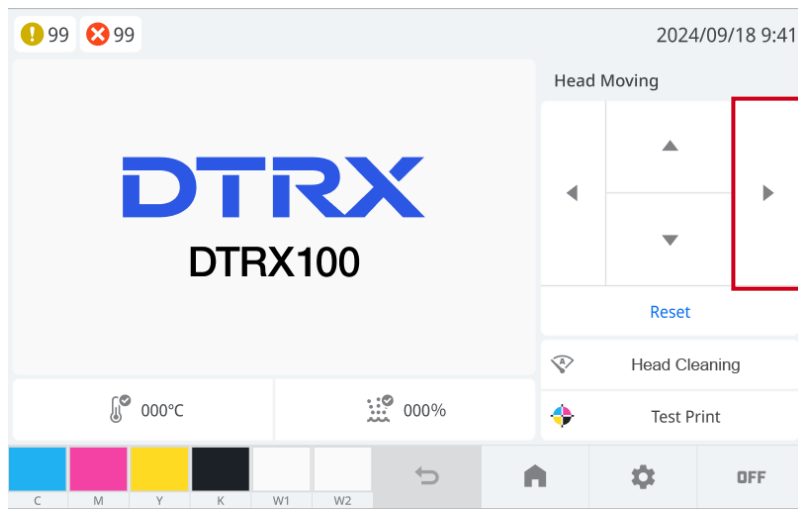
- The carriage fixing brackets are the same part for the left and right sides.



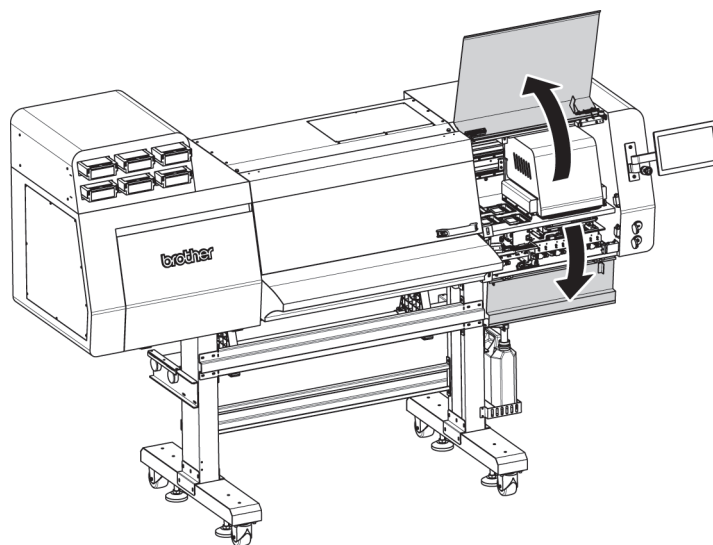
- 5 Close the upper right cover.



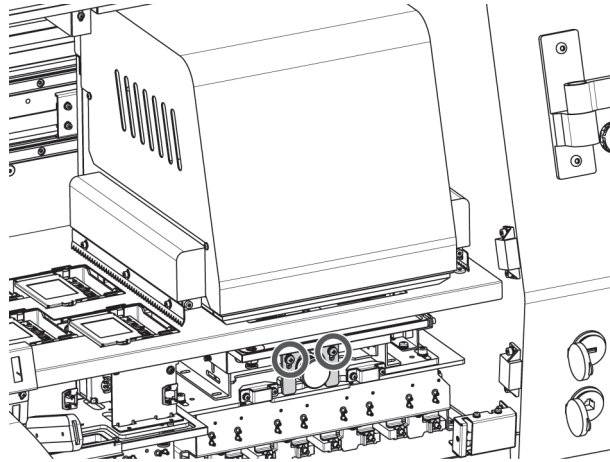
- 6 Press [▶] on the operation panel and move the carriage to the right until it stops.



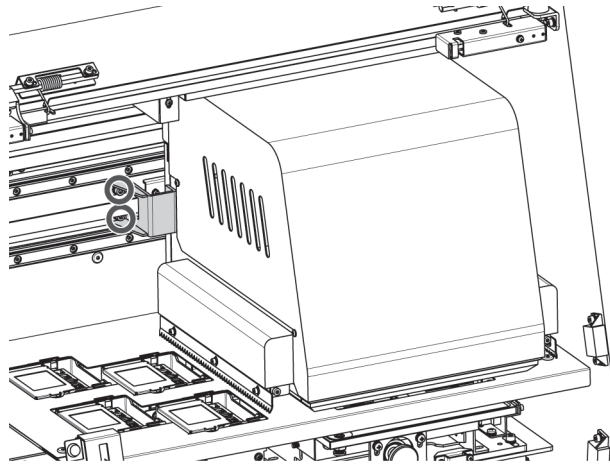
- 7 Open the upper right cover and the lower right cover.



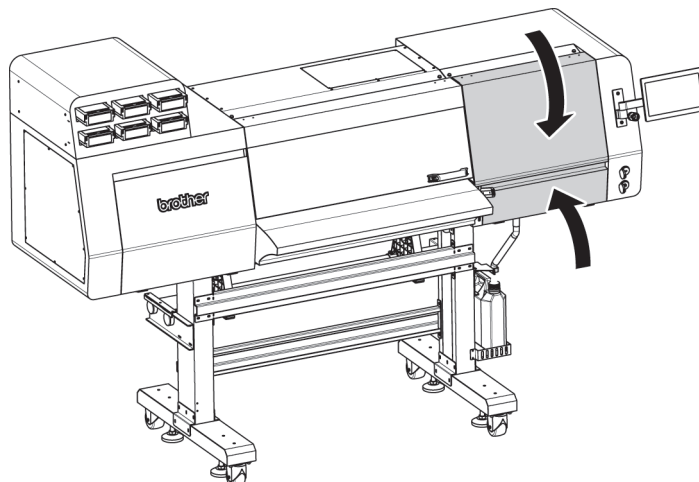
- 8 Install the capping lift stopper using two screws.



- 9 Install the carriage fixing bracket using two hexagon socket head bolts.

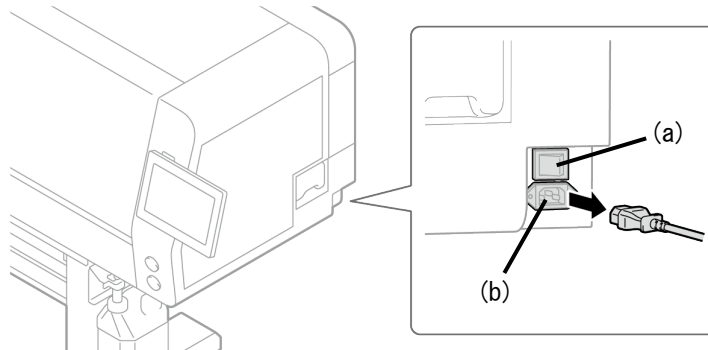


- 10 Close the upper right cover and the lower right cover.




- 11 Press the power switch (a) to turn off the printer.

Unplug the AC power cord from the outlet and disconnect it from (b).



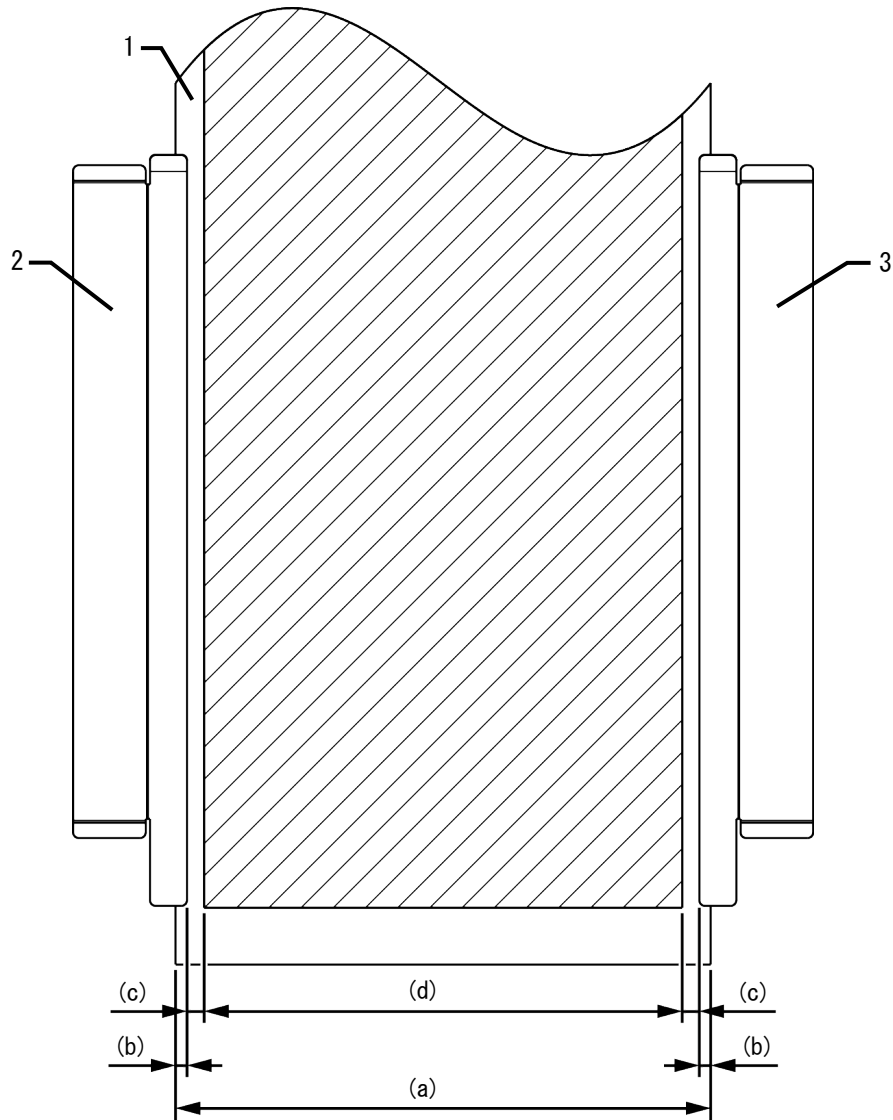
8.1.1.4 Reinstallation

- 1 When ready, proceed with transportation immediately.
- 2 For reinstallation, perform the work in the reverse order of the transportation preparation.
- 3 On the operation panel, press .
- 4 Press [Maintenance] > [Maintenance Part Clean/Replace].
- 5 Select [Clean Nozzle Guard and Cap], then press [Start].
The print heads move to the left end of the printer.
- 6 Check that the area around the print head is not dirty.
If it is dirty, perform [Clean Nozzle Guard and Cap].
[Cleaning the Nozzle Guard and Print Head Cap on page 98](#)
- 7 Perform [Print Head Check before Printing on page 94](#).
If there are no problems with the test print results, the procedure is complete.

8.2 Main Specifications

8.2.1 Maximum Printing Area and Margins

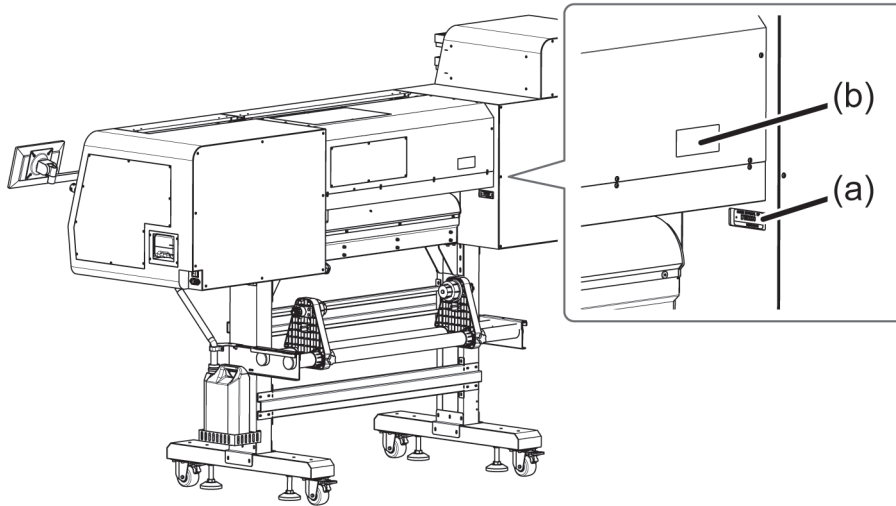
Refer to the following for the printing area in the horizontal direction (carriage travel direction) of the loaded media.



1	Media	
2	Media clamp L	
3	Media clamp R	
(a)	Media width	11.8 in to 31.9 in (300 mm to 810 mm)
(b)	Width clamped by each media clamp	0.2 in to 0.4 in (4 mm to 10 mm)
(c)	Distance from media clamp to print edge	0.04 in. (1 mm) or more
(d)	Printing area: $a - (b \times 2) - (c \times 2)$	Maximum 31.5 in. (800 mm)

8.2.2 Location of Rating Label and Serial Number

Rear



(a)	Serial No. These are required when you receive maintenance service or support.
(b)	Rating Label Use a power supply that meets the voltage, frequency, and capacity specified on the label.

8.2.3 List of specifications

Printing method		Direct film printing by color ink jet printing
Media (film)	Width	11.8 in. (300 mm) to 31.9 in. (810 mm)
	Thickness	Max. 0.02 in. (0.5 mm)
	Roll outer diameter	Max. 5.9 in. (150 mm)
	Roll weight	Max. 13 kg (29 lb)
	Core diameter	3.0 in. (76.2 mm) and 2.0 in. (50.8 mm)
Print width* ¹		Max. 31.5 in. (800 mm)
Ink	Type	Water-based ink
	Color	Five colors (cyan, magenta, yellow, black, and white)
Resolution		Max. 600 × 1,200 dpi
Ink drying system* ²		Preheater, Platen Heater, Post Heater Each heater temperature: ±5°C (±9°F) from the set temperature.
Interface		Ethernet 1000BASE-T

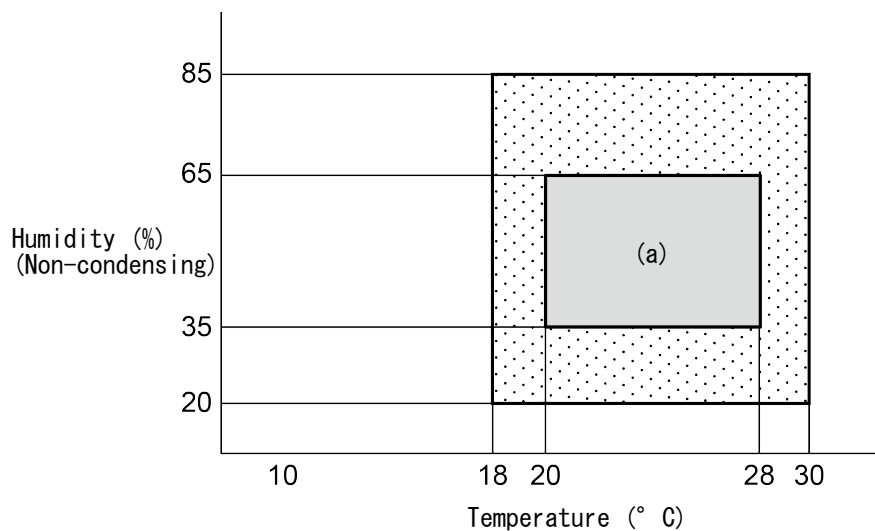
Power-saving feature		Auto screen erase
Rated input		Single phase 200–240 V \pm 10%, 50/60 Hz
Power Consumption	When active	7.5 A max.
Operating noise	When active	70 dB(A) or less
	While on standby	53 dB(A) or less
External dimensions (W \times D \times H)		90.9 in. \times 33.5 in. \times 63.4 in. (2,310 mm \times 850 mm \times 1,610 mm)
Mass		268 kg (591 lb)
Environmental requirements ^{*3}	Working environment	Temperature: 18°C to 30°C (64.4°F to 86°F), humidity: 20% to 85% RH (no condensation)
	Recommended print environment	Temperature: 20°C to 28°C (68°F to 82°F), humidity: 35% to 65% RH (no condensation)
	Storage environment	Temperature: 0°C to 40°C (32°F to 104°F), humidity: 20 to 85% RH (with no condensation)
Accessories		Dedicated stand, power cord, media holder, mini cleaning solution bottle, waste ink tank, instruction manual, and others

*1: The printable length is limited by the application software.

*2: After the power is turned on, a warm-up time is required. The warm-up time varies depending on the environment, typically taking about 5 to 20 minutes.

The set temperature may not be reached, depending on the ambient temperature or media width.

*3: Use the printer within this range. Image quality may vary depending on the media used, so printing under the recommended environment (a) is advised.



Product inquiries

BROTHER INDUSTRIES, LTD.

<https://www.brother.com/>

1-5 Kitajizoyama, Noda-cho, Kariya
448-0803, Japan.

Please note that the contents of this manual may differ slightly from the actual product purchased as a result of product improvements.