For optimum printer performance

INKJET PRINTER MAINTENANCE GUIDE

Maintenance information for Roland TrueVis Ink sets

Use this simple check list to assess the condition of your printer.

Clogging or misdirected nozzles

Flaws in the dot pattern are caused by dust on the print heads. An automatic cleaning does not solve this problem, and only changes the positions of missing dots.

Ink drips

Ink that has adhered to dirty or dusty print heads drips onto the media.

Dragging dirt

When dirt or dust accumulates on the print heads it can interfere with image quality.

Dirty print heads caused by dust and/or dried ink clots result in lower print quality.

The amount of maintenance required varies according to printer usage. As a minimum requirement, Roland recommends "Manual preventative cleaning at least once a week" and "wiper replacement when prompted by the machine". They are easy 10 minute jobs. Follow this guide for optimum results.
The maintenance procedure described here is for the TrueVis VG and SG series. This quick guide is not a replacement for the user’s manual.

Clean at least once a week!

Open the covers and remove the cut Rail

Apply the cleaning liquid to the cleaning swab and clean each part specified.

Replacing consumable parts

Do not apply any cleaning liquid to the parts other than specified in this guide.
Do not use any other cleaning products other than the genuine supplied Roland cleaning liquid.

Flammable: Keep away from open flame. Ensure adequate ventilation.
Toxic: Never drink the liquid or allow it to come in contact with the eyes or skin.

The specific procedure is described in the user’s manual. **

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CAUTION

- Use a new cleaning swab every time you perform a cleaning.
- Do not reuse the cleaning swab. This can result in loss of print quality.
- Do not use general cotton-tipped swabs. The cotton fibers can leave residue on the print heads.

Point 1  The side of the print heads

Using the cleaning swab, thoroughly remove any dirt, dust and/or ink from all four sides (front, back, right and left) of the print heads.

*While working with the cleaning swab, be careful not to touch the print head surfaces directly.

Point 2  Around the capping area

With the cleaning swab and tweezers, remove the dirt and ink around the cap. Only the tweezers should be used to remove the dirt and debris from the inner sponge area. Work gently and try not to damage the rubber gasket surrounding the cap.

Point 3  Around the wiper blade

Remove the dirt around the wipers using the cleaning swab and tweezers.

Point 4  Changing your wipers

Replace the wipers if they are worn. First, use the tweezers to unlock them at the base of the wiper holders. Then, pull them off using the tweezers. Install new wipers, making sure that they are fully locked into place at the base.

After the cleaning, perform a TEST PRINT to confirm the print quality. If problems persist, try Medium Cleaning several times. If the TEST PRINT does not improve, perform a Powerful Cleaning.

Instructions on both cleanings are found in the user’s manual.
**Point 5** Mixing by Shaking the Pouch Tray

If ink components precipitate in the ink pouch, colours may be uneven (Unevenness in printed colours). If colours are uneven, remove the pouch trays, and then shake them gently to mix the ink components.

⚠ Do not remove the ink pouches. Shake the entire pouch tray. Removing the ink pouches may lead to the ink leaking.

**Point 6** White Maintenance

Remove just the white ink cartridges, shake them gently, then reinsert them. Shaking each time is necessary for the white ink cartridges. When installing new ink cartridges of any colour be sure to shake them.

⚠ The ingredients in white ink tend to settle. Shake each day, before starting the day's operations. Allowing the ink to stand without carrying out maintenance can cause the settled material within the ink to harden, resulting in dropout or other malfunctions.

**Point 7** Wiper Tray Replacement

Discharged fluid collects in the wiper tray. When the time for tray cleaning message appears, it is time to clean the wiper tray. Clean the wiper tray, and then replace the tray pads.

Follow the display directions until the following screen is displayed, (Open waste valve) Manually open the tray waste valve to drop the tray cleaning liquid. After operation is completed and when directed close the waste tray valve.

**Point 8** Replace the Tray Pads

After the Wiper tray Procedure is completed, Replace the 3 tray pads

⚠ Only perform wiper tray replacement or tray pads Replacement when prompted by the machine.

Place the tray pad with an orientation that matches the shape of the wiper tray. If you place the tray pad with the incorrect orientation, it will not be possible to clean the wiper correctly.

Press enter to Finish the procedure and the Wiper tray Maintenance liquid will be refilled.

Instructions on both additional maintenances can be found in the users manual in more detail. Should you have any issues or concerns, please contact your local Roland support team.
Cleaning of the head surface as an emergency measure

When dot drop-out and/or dot deflection is not improved even if cleaning is performed several times, you can clean the head surface as an emergency measure. Since the head surface (nozzle surface) has an extremely delicate mechanism, make sure to perform the operation carefully and deliberately. Note that this operation is an emergency measure. It may damage defect-free parts depending on the symptom, deteriorating it. If you have any questions, contact your authorized Roland DG Corp. dealer.

**Procedure**

1. Moisten the cleaning stick with unused and uncontaminated cleaning liquid.
2. Softly press the cleaning stick to the head surface (nozzle surface). Very gently and carefully dab the print head surface with the swab so the cleaning liquid soaks into the nozzles. Do not use any rubbing action on the print head surface.
3. After cleaning, try a test print to confirm the result. You may like to run an ink clean.

**ATTENTION:** This procedure is not a permanent treatment. Cleaning may possibly cause damage to the printhead and worsen the problem depending on circumstances. For further information, please contact your local Roland Authorised Dealer.