

Ricoma DTG Vision Maintenance Guide



Precautions for use

For safe and proper use, be sure to read the Set Up and Safety Information Guide before using the machine. This guide explains the maintenance precautions to be taken when using this printer. For details on how to use the machine, be sure to see the user manual.

Always keep powered on

Keep the printer powered on at all times.

If the printer is left powered off, circulation in the white ink path and the automatic head maintenance are cut off.

This may cause head ejection failure or head nozzle clogging.

If the printer is left powered off for over 12 hours, cover the printhead with the printhead cap to protect the printhead.



User manual chapter 1.3. Important

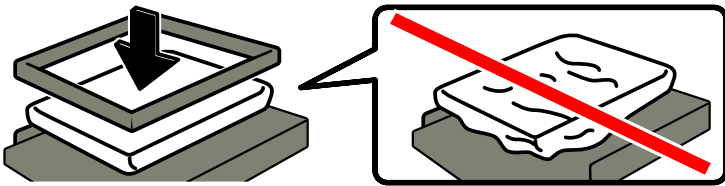
Placing media on platen

When placing your blank garment on the platen, flatten the garment on the top of the platen. Bags and other items with uneven surfaces must also be placed flat on the platen.

If the garment placed on the top of platen has bumps or wrinkles, the gap between the head and the garment will widen and ink mist will be generated.

The ink mist spreads inside the machine and may cause the sensors or the boards to malfunction.

Ensure the garment lies flat and is smooth.



User manual chapter 2.3. Setting the Garment

Platen height adjustment

Make sure the gap between your blank garment and the print head is the right height.

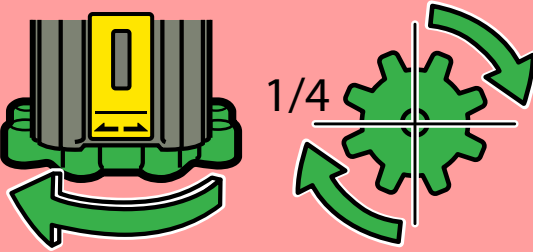
Do not lower the platen farther than it is meant to go.

If the gap between the fabric and the print head is too wide, this can cause ink mist. If the ink mist spreads inside the printer, this can damage the sensor and circuit board.

If the height is incorrect, <Display1> appears on the screen, prompting you to turn the height adjustment knob.

Follow the instructions on the display, turning the height adjustment knob while checking the operation panel after every quarter turn.

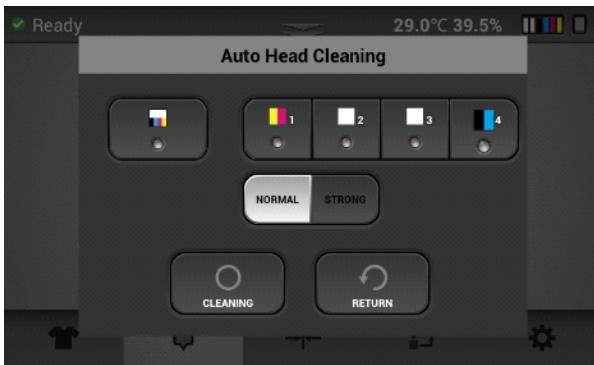
! Turn the dial to lower the platen.



User manual 2.4. Adjusting the Height of the Platen to the Print Position

Auto Head Cleaning

Make sure the gap between your blank garment and the print head is the right height.



User manual 3.3. Auto Head Clean

Resolving an “error” message

If your screen displays an “error” message, it must be resolved immediately.

When the machine is in “error” status, white ink does not circulate and automatic head maintenance operations are not performed, which can cause head ejection failure or head nozzle clogging.

Resolve the error or turn your printer on and off, checking to make sure that the operation panel says “Ready.”

Once this occurs, white ink will resume circulation and automatic maintenance will continue.

If the error persists, cap the printhead and contact your sales or service representative with the machine turned on.

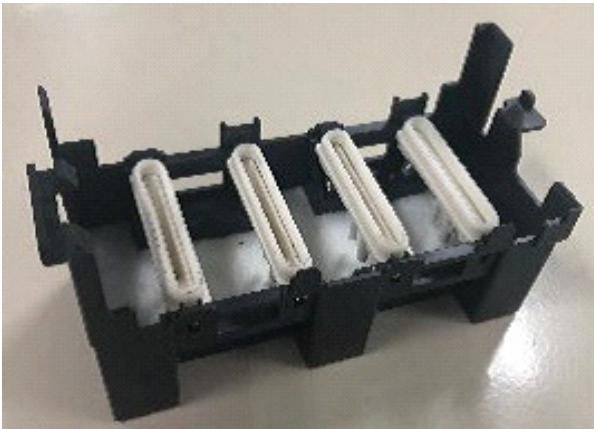


Ready: OK



Error: Resolve error immediately

If the error persists after these steps are taken, attach the printhead cap to the carriage unit.



Attaching the head protection cover may help prevent the nozzle from drying out and delay its deterioration.

Error example 1: CR encoder error (JAM)

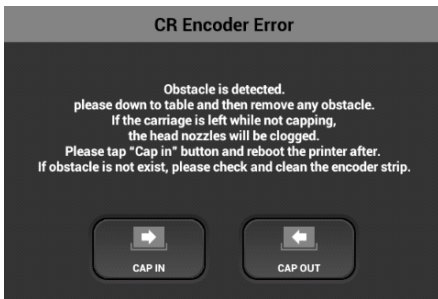
Solution:

The carriage unit cannot be positioned anywhere other than on the maintenance unit.

Any other placement may cause the print head to dry out and become clogged.

If the carriage unit becomes stuck on the garment on the platen, follow these steps to recover:

1. Remove the garment.
2. Press “CAP IN” on the operation panel. The carriage unit will return to the maintenance unit.
3. Turn the power off and on.



Error example 2: Empty ink cartridge or cartridge not inserted

Solution:

Do not remove the ink cartridge or leave an empty ink cartridge in the machine.

This can cause the ink pump to malfunction or the head nozzle to become clogged. Replace the empty cartridge with a new one as soon as possible and check that the machine is in the “Ready” state.

If left with no cartridge or empty cartridge, must cap the printhead.

Make sure you have spare ink cartridges ready before ink runs low.

! Error: Ink Empty (Ma). Replace.

Ink cartridge ends state

! Error: Cartridge is not loaded

Ink cartridge not inserted

Error example 3: Waste ink bottle is full

Solution:

Do not leave the waste liquid bottle full.

Since the automatic maintenance operation does not function, it may cause the head nozzle to clog.

Error example 4: Cover open

Solution:

Do not leave the cover open.

Since the automatic maintenance operation does not function, it may cause the head nozzle to clog.

! Error: Front Cover Open

Cover open state

Replacing a part

If you are prompted to replace a part, contact your sales or service representative.

Leaving the indicator lit up in red may cause printer malfunctions, such as ink leakage, head nozzle clogging, and abnormal noise.



Usage environment

Install the printer in an environment with the specified temperature and humidity.

In an environment other than the specified one, it may cause ink ejection failure or head nozzle to clog.

Installation/Operation Environment

Temperature: 59°F/15°C - 90°F/32°C

Humidity: 45% - 80%RH, non-condensing humidifier recommended

User maintenance

Daily ink cartridge agitation

While holding the white ink cartridge with the ink supply port face up, shake the cartridge from left to right for 50 seconds once a day.

Follow the user manual for the shaking method.

Insufficient shaking may cause head discharge failure or head nozzle clogging.



3.1. Maintenance Schedule (Daily)

3.9. Agitating a White Cartridge

Weekly cleaning of maintenance unit and left ink sump

Clean and remove ink from the maintenance unit and left ink sump once a week.

If this is not done regularly, it may cause head ejection failure or nozzle clogging.

Do not apply too much pressure on the maintenance unit or left ink sump.

Deformation, damage, or chipping of parts may cause head nozzle clogging or printer malfunction.

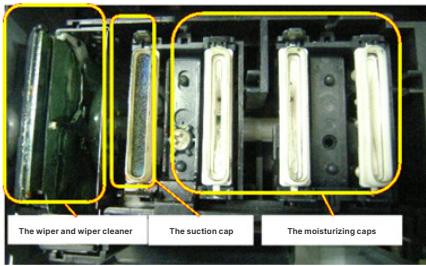


Fig. 1

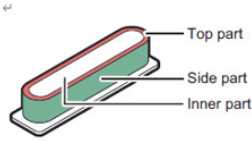


Fig. 2

3.1. Maintenance Schedule (Weekly)

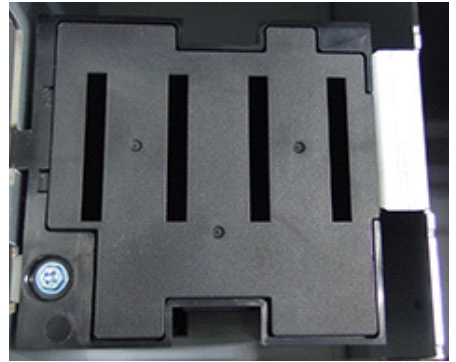
Weekly cleaning of head nozzle cover

Remove any ink on the surface of the head nozzle cover once a week.

If regular maintenance is not performed, this can cause head ejection failure or head nozzle clogging.

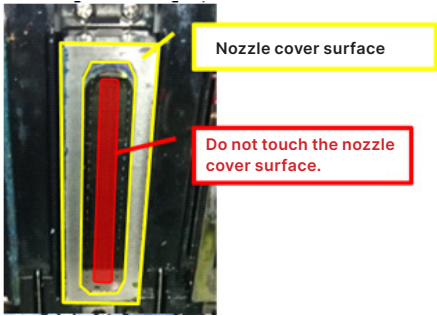
Do not clean the nozzle holes and the sides of the nozzle cover.

Cleaning these parts may cause problems such as head ejection failure or damage to the circuit board.



3.6. How to Clean the Maintenance Unit and the Left Ink Sump

Deformation, damage, or chipping of parts may cause head nozzle clogging or printer malfunction.



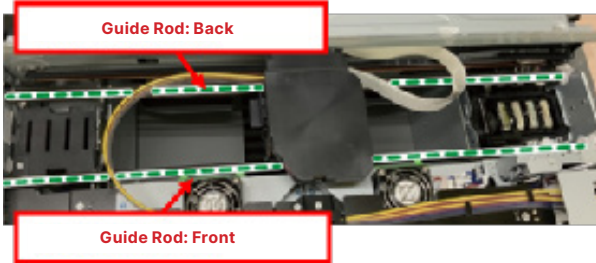
3.7. How to Clean the Cover of Head Nozzle Plate (the Nozzle Cover)

3.1. Maintenance Schedule (Weekly)

Monthly guide rod cleaning

Clean and remove any ink mist on the guide rod once a month.

If this is not done regularly, the carriage will not operate normally and may cause abnormal noise, poor carriage scanning, poor head ejection, and clogging of the head nozzle.



3.1. Maintenance Schedule (Monthly) | 3.5. How to Clean the Guide Rod

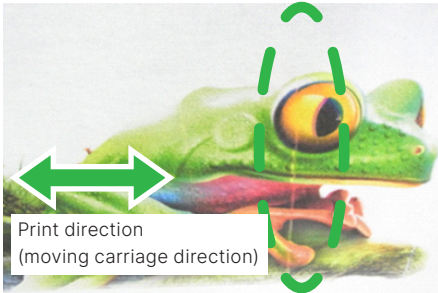
Encoder strip cleaning (when necessary)

Encoder strip only needs to be cleaned when a CR encoder error appears.



This may be due to the following:

- Dirt or grease is attached to the encoder strip.
- Vertical lines are displayed on the printed image.



The encoder strip is very delicate, so please be careful when cleaning it.

If you clean it too harshly, the position of the carriage cannot be recognized correctly, which may

cause image failure, ink leakage, or printer failure.

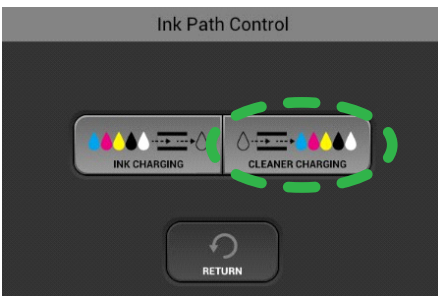
Follow the user manual for proper cleaning instructions

3.5. How to Clean the Guide Rod | Cleaning the Encoder Strip

Long-term storage or shipping

For long-term storage (powered off for 2 weeks or longer) or shipping, replace the ink with storage solution and attach a head protection cover to the carriage.

If the printer is stored or transported while it is filled with ink, the ink inside may stick and cause ink leakage or head nozzle clogging.



6. Preparing Your Printer for Storage/Shipping

Additional notes for “Printer User Maintenance Precautions”

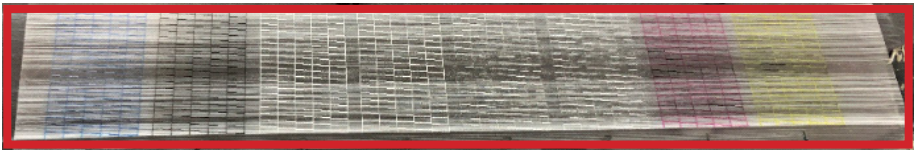
This section explains the precautions to be taken when cleaning the cover of the head nozzle plate (nozzle cover).

Mishandling the carriage unit may cause the liquid to enter the head, resulting in the following problems:

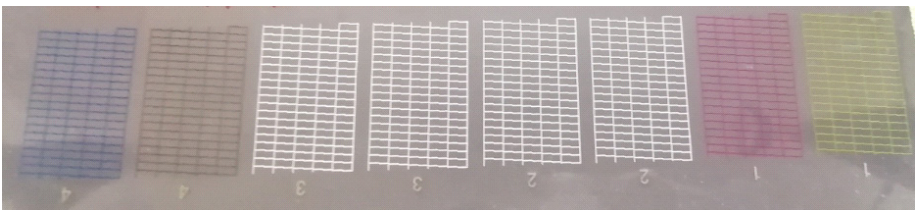
- Problems with electrical parts
- Errors in ink application
- Jetting (as shown in the photo)

Make sure to periodically perform maintenance according to the correct procedures and frequency. For details about the maintenance, see the User Manual.

Sample of White continuous ink jetting:



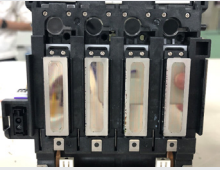


There are white lines at each color nozzle check pattern.



Nozzle check pattern printed in normal nozzle condition.

Correct & Incorrect Cleaning Methods

Incorrect	Correct
 <p>Dampening the cleaning applicator with the cleaning liquid and cleaning each side of the head (part shown in red).</p> <p>Note: Due to the structure of the head, the cleaning liquid may enter the head from the sides and cause a short circuit.</p>	 <p>Wear gloves. Dampen the cleaning applicator with an appropriate amount of cleaner liquid and pinch the tip to squeeze out excess liquid.</p> <p>Carefully wipe the yellow area shown in the picture with the cleaning applicator without touching the red area.</p>
 <p>Do not clean the nozzle side cover with a wet cleaning applicator.</p>	 <p>Use only a dry cleaning applicator.</p> <p>The sides of the head (red area shown in the picture below) do not need to be cleaned. If the sides have are dirty and appear to require cleaning, be sure to use a cleaning applicator that is completely dry.</p>
 <p>Wetting the indicated areas with a wet cleaning applicator</p>	<p>These areas do not need to be cleaned. If the sides have are dirty and appear to require cleaning, be sure to use a cleaning applicator that is completely dry.</p>

Incorrect

Front side: Screw hole and its surrounding area
Back side: Leaf spring and its surrounding area

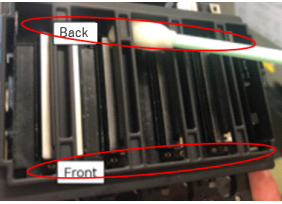


Note: Using a wet cleaning applicator may cause the liquid to seep in through the gaps in the parts and result in short circuits in the electrical parts and damage to the printer. Be careful not to wet the indicated parts.

Correct

These areas do not need to be cleaned. If the sides have are dirty and appear to require cleaning, be sure to use a cleaning applicator that is completely dry.

With the cleaning jig attached, wiping the areas indicated with a wet cleaning applicator.



Normally, it is not necessary to clean the areas indicated in the photo.

However, if the areas are dirty and you wish to clean them, wipe them with a cleaning applicator that is completely dry.

For details, see “How to Clean the Cover of Head Nozzle Plate (the Nozzle Cover)” in the User Manual.