

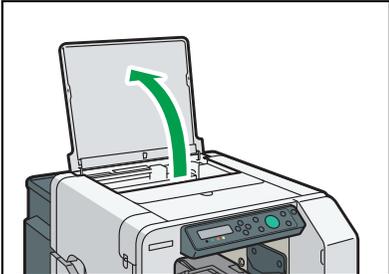
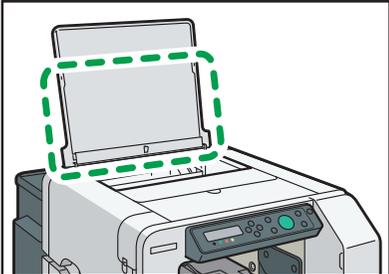
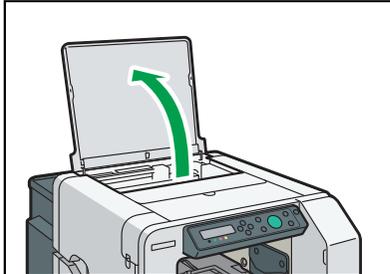
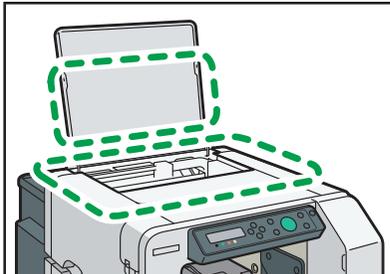
Notes for Users

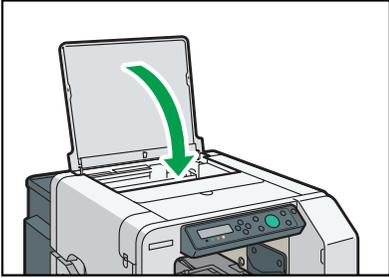
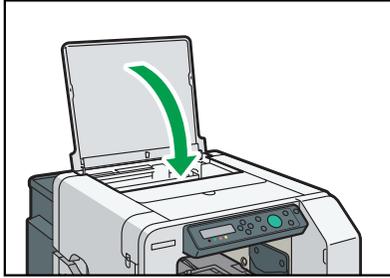
This supplement includes corrections and additional information for the manuals provided with this machine.

◆ Operating Instructions

8. Maintenance > Cleaning > Cleaning the Top Cover

Correction

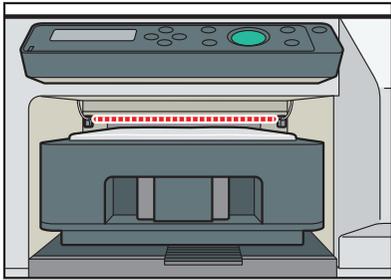
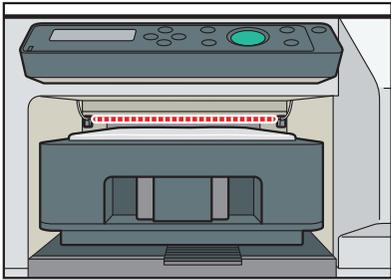
Error	Corrections
<p>1. Open the top cover.</p>  <p>DSA309</p> <p>2. <u>Moisten a cloth with water or cleaning liquid, wring it firmly, and then wipe the stain from the area shown in the following image:</u></p>  <p>DSA050</p>	<p>1. Open the top cover.</p>  <p>DSA309</p> <p>2. <u>Wipe the top cover and the area around it by using a cloth moistened with water or cleaning liquid.</u> <u>Unless you can remove the dirt, wipe the machine with a cleaning alcohol (ethanol).</u></p>  <p>DSA075</p>

Error	Corrections
<p data-bbox="209 291 426 320">3. Close the top cover.</p>  <p data-bbox="566 602 600 614">DSA311</p>	<p data-bbox="690 291 906 320">3. Close the top cover.</p>  <p data-bbox="1046 602 1081 614">DSA311</p>

◆ Operating Instructions

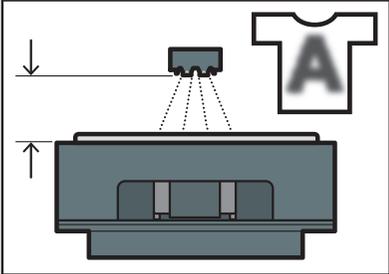
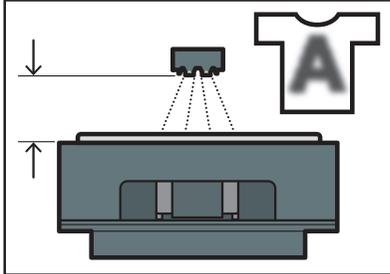
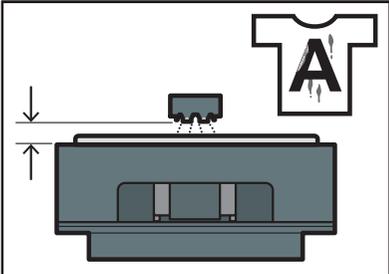
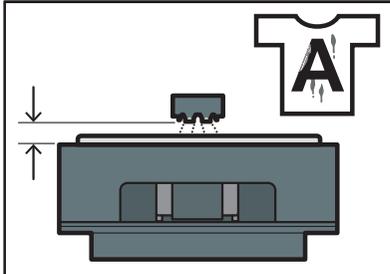
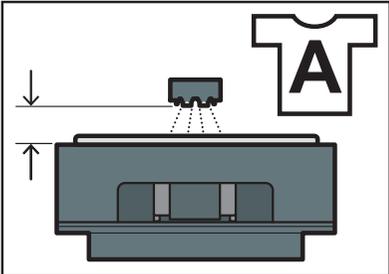
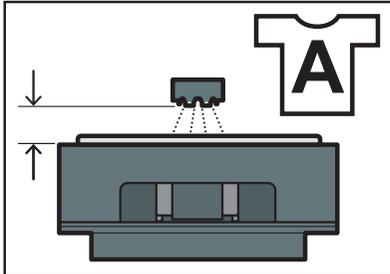
9. Troubleshooting > The Cassette Does Not Operate Correctly > Adjusting the Height of the Cassette

Correction

Error	Corrections
<p>Normally, the height of the cassette is automatically adjusted at the start of printing, but you can adjust the height of the cassette using the [Adjust Height▼] key or the [Maintenance] menu. This section explains how to adjust the height of the cassette using the [Adjust Height▼] key to resolve the problem caused by the height position sensor reacting after the machine starts printing. For details about adjusting the height of the cassette using the [Maintenance] menu to improve the image quality, see page 211 "Adjusting the height of the cassette manually".</p> <p>If wrinkles, slacks, or floats remain on the fabric or dust or similar objects are attached, the height position sensor reacts and printing may not start. If this is the case, remove the cassette and reload the fabric correctly, and then reload the cassette.</p> <p>See page 72 "Loading Fabrics".</p> <p>If an error message appears even after the cassette is loaded and printing does not start, adjust the height of the cassette as follows:</p> <ol style="list-style-type: none"> 1. Press the [Adjust Height▼] key to lower the cassette. <p>If a height detection error occurs, press the [Adjust Height▼] key to lower the cassette. You can adjust the height in increments of 0.1 mm (0.01 inches). Look inside the machine as you lower the cassette so that you can see the position at which the sensor is not obstructed.</p> 	<p>The appropriate height for printing with a cassette varies depending on the type of the cassette and the garment to be loaded on it. Therefore you need to adjust the height of the cassette before you start printing. If you set the height value in the [Maintenance] menu before printing, the machine adjusts the height of the cassette to that height value when printing starts. If you adjust the height of the cassette after sending a print job, use the [Adjust Height▼] key. This section explains how to adjust the height of the cassette using the [Adjust Height▼] key to resolve the problem caused by the height position sensor reacting after the machine starts printing. For details about adjusting the height of the cassette using the [Maintenance] menu to improve the image quality, see "Adjusting the height of the cassette automatically" in this supplement or see page 211 "Adjusting the height of the cassette manually".</p> <p>If wrinkles, slacks, or floats remain on the fabric or dust or similar objects are attached, the height position sensor reacts and printing may not start. If this is the case, remove the cassette and reload the fabric correctly, and then reload the cassette.</p> <p>See page 72 "Loading Fabrics".</p> <p>If an error message appears even after the cassette is loaded and printing does not start, adjust the height of the cassette as follows:</p> <ol style="list-style-type: none"> 1. Press the [Adjust Height▼] key to lower the cassette. <p>If a height detection error occurs, press the [Adjust Height▼] key to lower the cassette. You can adjust the height in increments of 0.1 mm (0.01 inches). Look inside the machine as you lower the cassette so that you can see the position at which the sensor is not obstructed.</p> 

Error	Corrections
<p>2. Press the [Start] key. Printing starts. If printing does not start, repeat Steps 1 and 2 until the height becomes appropriate for printing.</p>	<p>2. Press the [Start] key. Printing starts. If printing does not start, repeat Steps 1 and 2 until the height becomes appropriate for printing.</p> <p>Adjusting the height of the cassette automatically</p> <p>★ Important</p> <ul style="list-style-type: none"> Remove the garment from the cassette before performing auto adjustment. Do not perform auto adjustment while the garment is on the cassette. When you perform auto adjustment, the height of the cassette is adjusted appropriately according to the cassette that is set. Perform auto adjustment again every time a different cassette is set. When you perform auto adjustment, the height of the cassette is adjusted so it is suitable for loading thin garments, such as T-shirts. When loading thick garments in the cassette, fine-tune the height of the cassette using the [Adjust Height▼] key after sending the print job. For details, see page 210 "Adjusting the Height of the Cassette". <p>When printing starts, the machine adjusts the height of the cassette according to the height value specified in the [Maintenance] menu. If the printed image is blurry or there is dust stuck to it, or the height of the cassette may not be adjusted appropriately, adjust the height of the cassette using the [Maintenance] menu. This section explains how to adjust the height of the cassette automatically using the [Maintenance] menu. For details about adjust the height of the cassette manually using the [Maintenance] menu, see page 211 "Adjusting the height of the cassette manually".</p> <ol style="list-style-type: none"> Load the cassette without a garment on it. Press the [▼/Menu] key. Press the [▲] or [▼/Menu] key to display [Maintenance], and then press the [#Enter] key. Press the [▲] or [▼/Menu] key to display [Height Adjust], and then press the [#Enter] key. Press the [▲] or [▼/Menu] key to display [Auto Adjust], and then press the [#Enter] key.

Error	Corrections
<p>Adjusting the height of the cassette manually</p> <p>★ Important</p> <ul style="list-style-type: none"> • If you enter a negative value as the height value, the height position sensor in the machine may react. Load the fabric correctly so that the printing surface can be flat. • If the fabric is not correctly set after the height of the cassette is adjusted manually, the machine might not start printing because a height position sensor in the machine reacts when you send a print job. In this case, remove the cassette, load the fabric into the cassette correctly, and then load the cassette into the machine. • The image quality might deteriorate if you change the height value significantly. In this case, adjust the registration. • Adjust the height little by little so that the print side is not rubbed. <p><u>Normally, the height of the cassette is automatically adjusted at the start of printing.</u> If the printed image is blurry or there is dust stuck to it, or the height of the cassette may not be adjusted appropriately, adjust the height of the cassette manually using the [Maintenance] menu.</p>	<p>6. Check that "Press # to start" is displayed, and then press the [#Enter] key. Auto adjustment starts after the cassette is loaded into the machine. After auto adjustment is completed, the cassette returns and stops in position so that you can see the cassette positioning line on the left side of it.</p> <p>↓ Note</p> <ul style="list-style-type: none"> • The value set by adjustment is stored in [Manual Adjust] in the [Maintenance] menu. • If an error occurs during auto adjustment, perform the operation from Step 1 again. <p>Adjusting the height of the cassette manually</p> <p>★ Important</p> <ul style="list-style-type: none"> • If you enter a negative value as the height value, the height position sensor in the machine may react. Load the fabric correctly so that the printing surface can be flat. • If the fabric is not correctly set after the height of the cassette is adjusted manually, the machine might not start printing because a height position sensor in the machine reacts when you send a print job. In this case, remove the cassette, load the fabric into the cassette correctly, and then load the cassette into the machine. • The image quality might deteriorate if you change the height value significantly. In this case, adjust the registration. • Adjust the height little by little so that the print side is not rubbed. <p><u>When printing starts, the machine adjusts the height of the cassette according to the height value specified in the [Maintenance] menu.</u> If the printed image is blurry or there is dust stuck to it, or the height of the cassette may not be adjusted appropriately, adjust the height of the cassette manually using the [Maintenance] menu.</p>

Error	Corrections
<p>If the distance between the print head and the fabric is too large, the printed image might be blurry. If this is the case, enter a negative value as the height value.</p>  <p style="text-align: right; font-size: small;">DSA214</p>	<p>If the distance between the print head and the fabric is too large, the printed image might be blurry. If this is the case, enter a negative value as the height value.</p>  <p style="text-align: right; font-size: small;">DSA214</p>
<p>If the distance between the print head and the fabric is too small, dust might stick to the fabric. If this is the case, clean both the Maintenance Unit and print head. If the problem is not resolved, enter a positive value as the height value.</p>  <p style="text-align: right; font-size: small;">DSA215</p>	<p>If the distance between the print head and the fabric is too small, dust might stick to the fabric. If this is the case, clean both the Maintenance Unit and print head. If the problem is not resolved, enter a positive value as the height value.</p>  <p style="text-align: right; font-size: small;">DSA215</p>
<p>When the distance between the print head and the fabric is suitable, the printed image is satisfactory as shown in the figure.</p>  <p style="text-align: right; font-size: small;">DSA216</p> <ol style="list-style-type: none"> 1. Press the [▼/Menu] key. 2. Press the [▲] or [▼/Menu] key to display [Maintenance], and then press the [#Enter] key. 	<p>When the distance between the print head and the fabric is suitable, the printed image is satisfactory as shown in the figure.</p>  <p style="text-align: right; font-size: small;">DSA216</p> <ol style="list-style-type: none"> 1. Press the [▼/Menu] key. 2. Press the [▲] or [▼/Menu] key to display [Maintenance], and then press the [#Enter] key.

Error	Corrections
<p>3. Press the [▲] or [▼/Menu] key to display [Height Adjust], and then press the [#Enter] key.</p> <p>4. <u>Press the [#Enter] key.</u></p> <p>5. Press the [▲] or [▼/Menu] key to enter the height value, and then press the [#Enter] key.</p> <ul style="list-style-type: none"> You can enter a height value from -20 to 20 in increments of 0.1. We recommend changing the existing setting by entering values in increments of ±0.1 to 0.3. If the printed image is blurry when the A4 standard tray or A5 tray is used, first enter "-2.0" as the height value, and then increase the value in increments of 0.1 to 0.3 until the error message is not displayed. While adjusting the height, load the fabric into the cassette so that the printing surface can be flat. If you enter a negative value as the height value and the value is too small, the machine might not start printing because the height position sensor in the machine reacts. Adjust the height of the cassette by pressing the [Adjust Height▲] or the [Adjust Height▼] key. <p>Note</p> <ul style="list-style-type: none"> The value you set in Step 5 remains after the machine is turned off. If you enter "-2.0" as the height value and want to increase the value in Step 5, press the [Stop] key to cancel printing whenever you enter a new height value. 	<p>3. Press the [▲] or [▼/Menu] key to display [Height Adjust], and then press the [#Enter] key.</p> <p>4. <u>Press the [▲] or [▼/Menu] key to display [Manual Adjust], and then press the [#Enter] key.</u></p> <p>5. Press the [▲] or [▼/Menu] key to enter the height value, and then press the [#Enter] key.</p> <ul style="list-style-type: none"> You can enter a height value from -20 to 20 in increments of 0.1. We recommend changing the existing setting by entering values in increments of ±0.1 to 0.3. If the printed image is blurry when the A4 standard tray or A5 tray is used, first enter "-2.0" as the height value, and then increase the value in increments of 0.1 to 0.3 until the error message is not displayed. While adjusting the height, load the fabric into the cassette so that the printing surface can be flat. If you enter a negative value as the height value and the value is too small, the machine might not start printing because the height position sensor in the machine reacts. Adjust the height of the cassette by pressing the [Adjust Height▲] or the [Adjust Height▼] key. <p>Note</p> <ul style="list-style-type: none"> The value you set in Step 5 remains after the machine is turned off. If you enter "-2.0" as the height value and want to increase the value in Step 5, press the [Stop] key to cancel printing whenever you enter a new height value.

◆ Operating Instructions

8. Maintenance > Cleaning

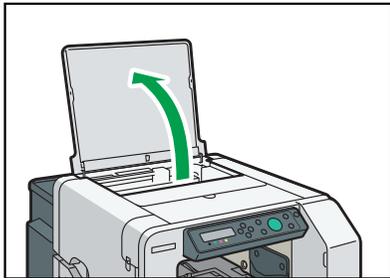
Additional information

Cleaning the Height Position Sensor

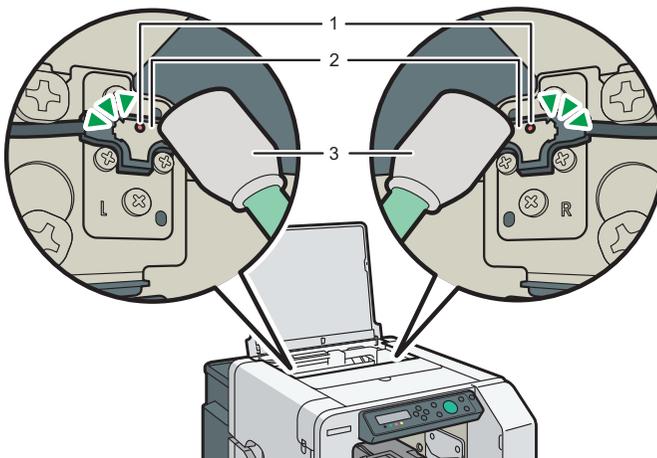
★ Important

- Turn off the machine before cleaning the height position sensor.
- When cleaning the inside of the machine, be sure to wear protective glasses and protective gloves.
- Use a cleaning stick and a cleaning liquid or a cleaning alcohol (ethanol) to clean the height position sensor. You can clean it effectively with the corner of a cleaning stick because the lens of the height position sensor is very small and concave.
- To clean the height position sensor, use a new cleaning stick on which there is no any ink or other dirt.

1. Open the top cover.

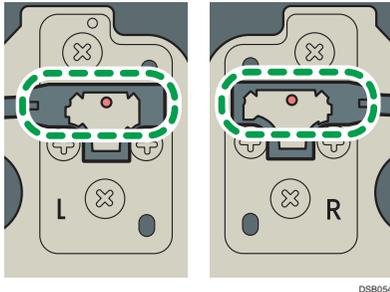


2. Wipe off dirt on the lens of the height position sensor by moistening the cleaning stick with cleaning liquid or cleaning alcohol (ethanol).



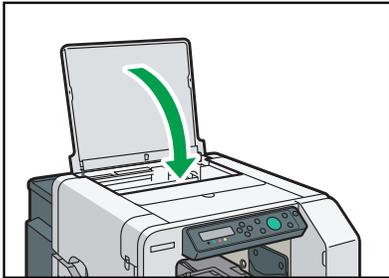
1. Lens
2. Height position sensor
3. Cleaning stick

Wipe the area shown in the figure back and forth 10 times. Wait 5 minutes, and then wipe it back and forth 10 times again.

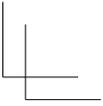
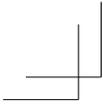


DSB054

3. Close the top cover.



DSA311



◆ **Operating Instructions**

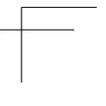
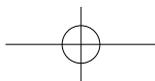
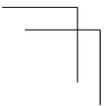
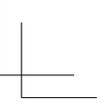
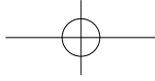
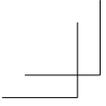
9. Troubleshooting > Error & Status Messages on the Display > Error Messages

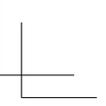
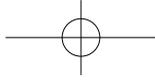
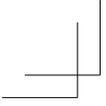
◆ **User's Guide**

If Errors Occur > Error Messages and Troubleshooting

Additional information

Message	Causes	Solutions
SC523-00 Power Off On / Call Service if error reoccurs	An error has occurred that the height position sensor cannot detect correctly.	Turn the machine off and then on. If the message appears again, clean the height position sensor referring to "Cleaning the Height Position Sensor" in this supplement. If this problem persists, contact your sales or service representative.





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