

artisJet

Direct to Substrate Printing Solutions

artisJet 2100U Trouble-shooting Manual

artisJet Customer Care

February 2017

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artisJet 2100U Trouble-shooting Manual

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artisJet 2100U Trouble-shooting Manual | At Power On

Error Code	Error Description	Page
E-2100U-APO-001	The General Power Button does not lighting on after press it	005
E-2100U-APO-002	The General Power Button does lighting while the LED Screen off after press it	009
E-2100U-APO-003	The General Power button does lighting and the LED Screen lighting without arisJet information after press General Power Button	017
E-2100U-APO-004	There is no response after press Forward button.	019
E-2100U-APO-005	There is no response after press Backward button.	022
E-2100U-APO-006	There is no response after press Forward button and Backward button	024
E-2100U-APO-007	There is working sound of motor but the table does not moving after press Frontward/Backward button	026
E-2100U-APO-008	The flatbed moves extremly slow when press Forward/Backward button.	029
E-2100U-APO-009	There is noisy sound when flatbed moving Forward/Backward.	030
E-2100U-APO-010	The flatbed does not stop (shaking with noisy sound) when it reaches front most or back most position	031
E-2100U-APO-011	There is no response after press Up button.	033
E-2100U-APO-012	There is no response after press Down button.	034

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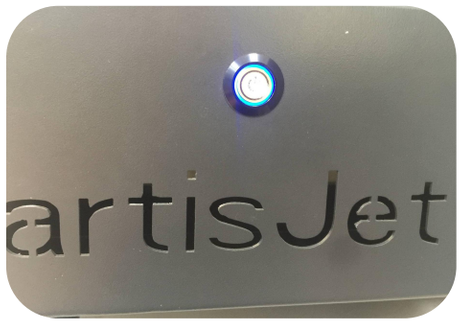
Error Code	Error Description	Page
E-2100U-APO-013	There is no response after press UP button and DOWN button	036
E-2100U-APO-014	The flatbed dose not Stop when it is reaching highest position	037
E-2100U-APO-015	The flatbed does not stop when it is reaching lowest position	038
E-2100U-APO-016	The flatbed moves up very slow after press UP button	039
E-2100U-APO-017	There is noisy sound when flatbed moving up and down	039
E-2100U-APO-018	The Exhausting fans do not work after press General Power Button	040

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E-2100U-APO-001: The General Power button does not lighting after press it.

Check Point - 1 : Make sure there is power supply in electrical Socket and the power cable is connected properly. We can check there is 110V or 220V Power in the power cable or not by using AVO Meter.



Correct Condition



AVO Meter Setting



AVO Meter Indication under 220V

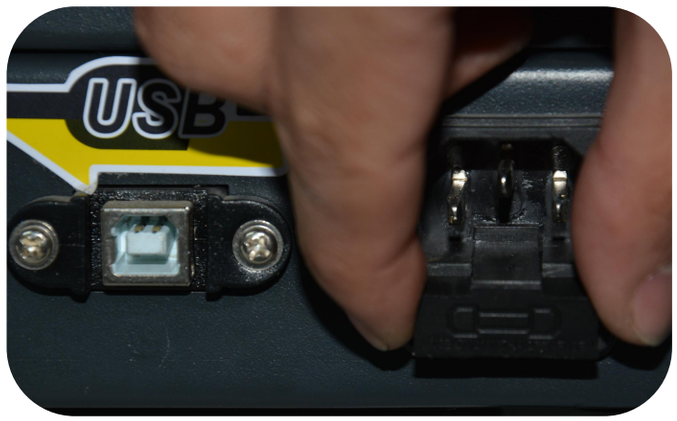
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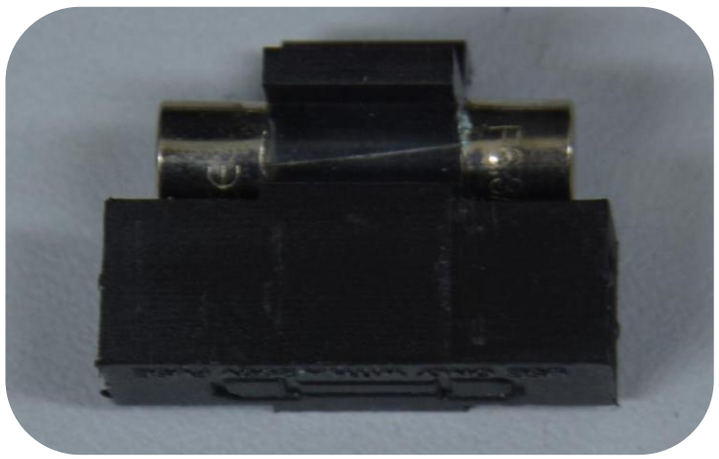
Check Point - 2 : Check the fuse for General Power Supply is burnt off or not.



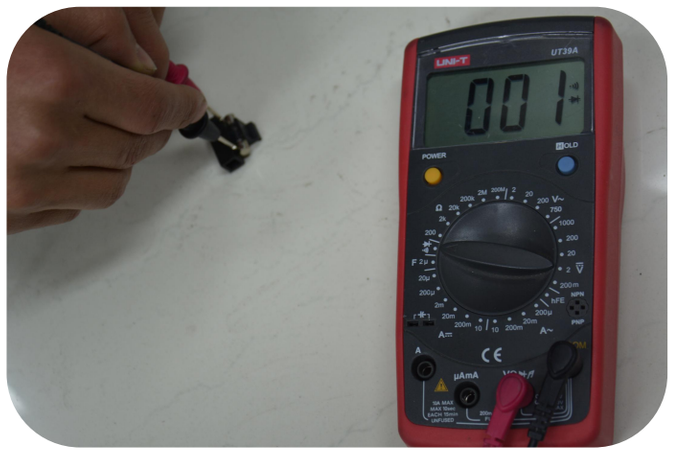
General Power Fuse Location



Take off the General Power Fuse



Check the thin wire broken or not



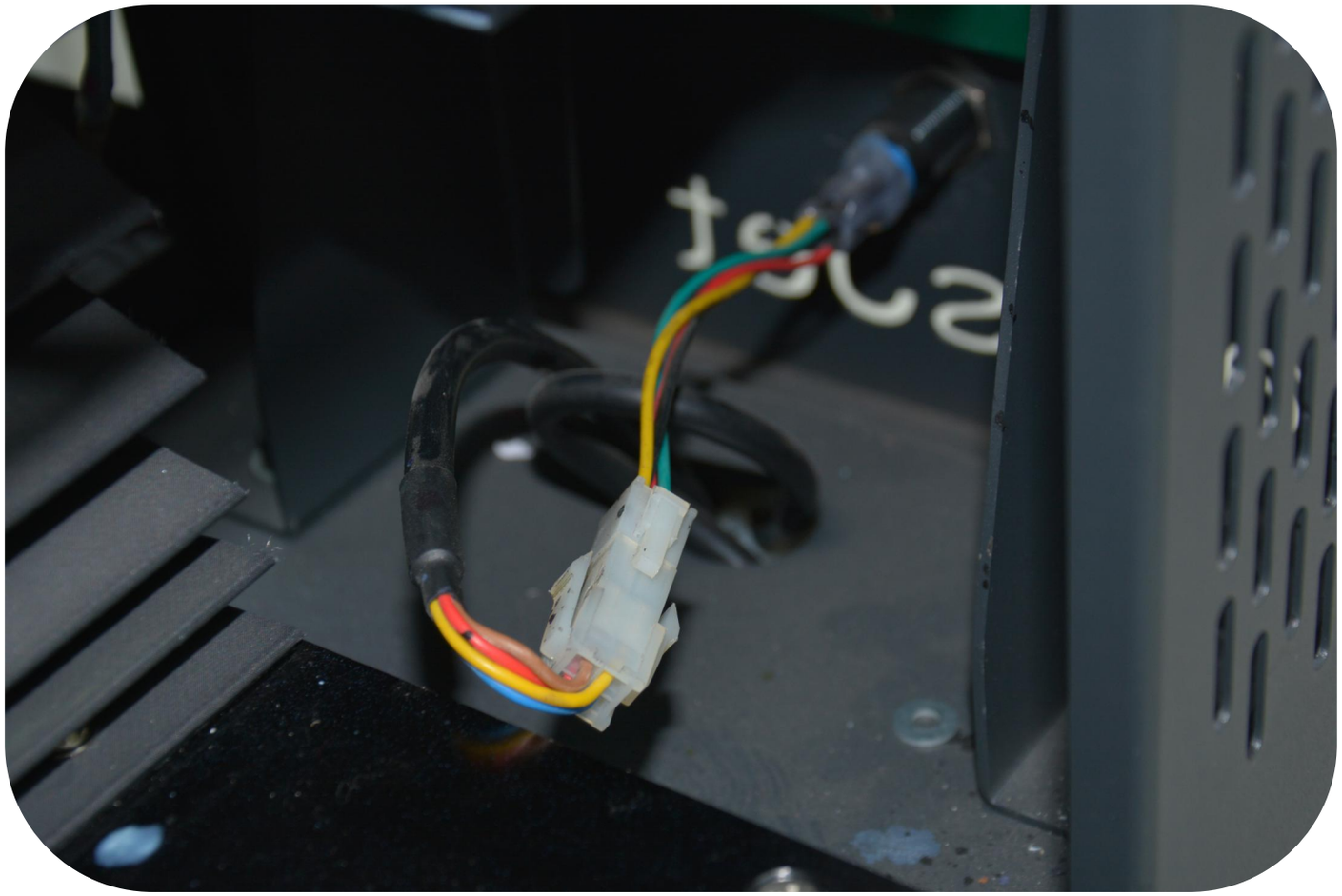
Test the Fuse with AVO Meter Setting

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Check Point - 3 : Check the Power Cable is connected with machine properly or not. Reconnect it to see the error removed or not .

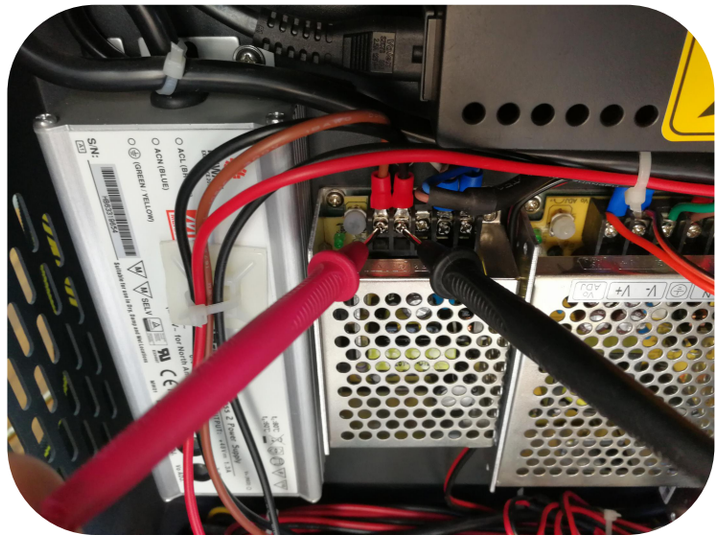
Check Porint - 4 : Check the connections between wires and General Power Button. There are four wires (Black, Yellow, Red and Green) goes to General Power Button.

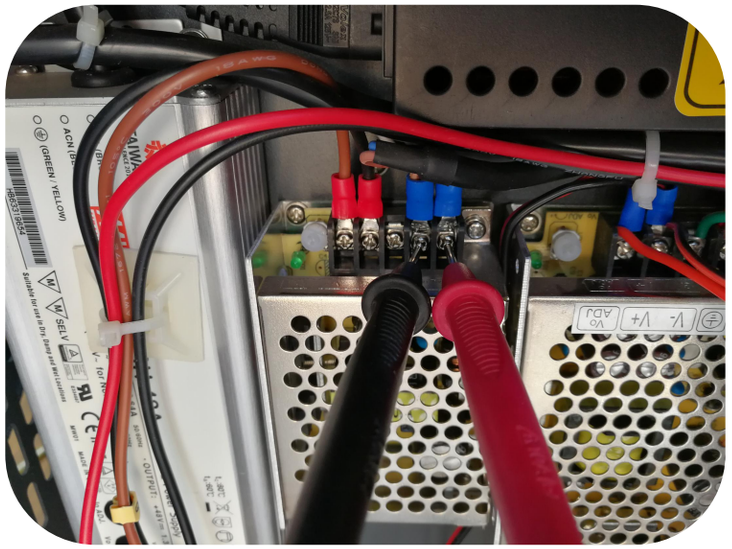


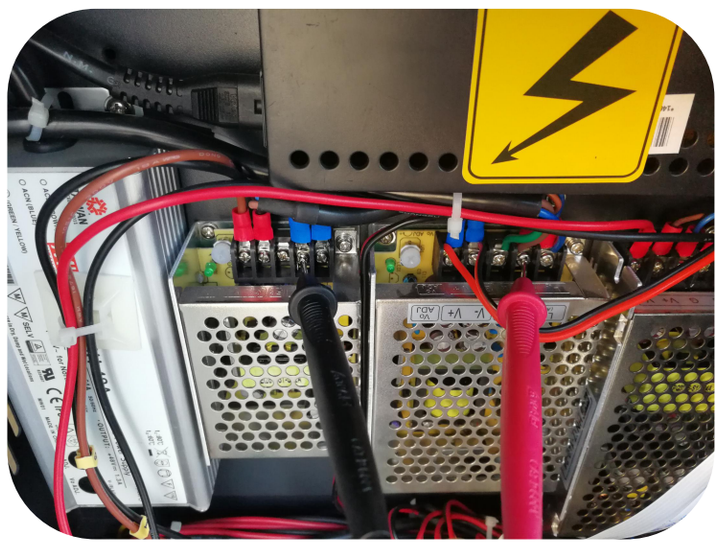
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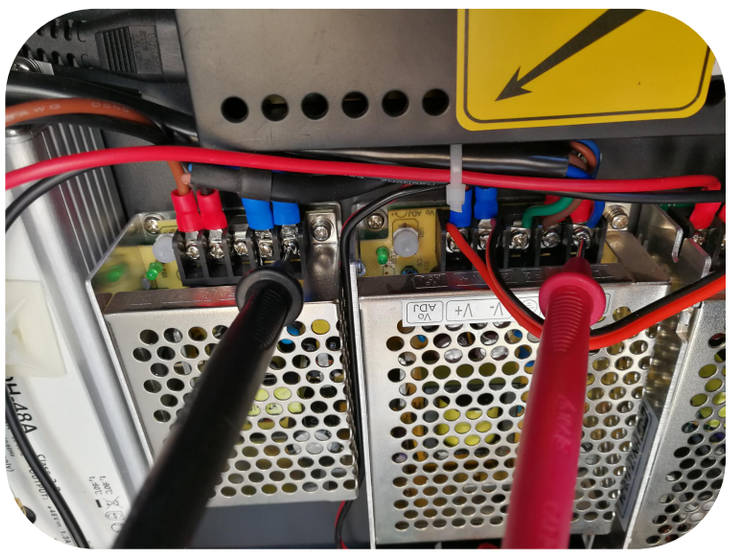
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Check Point - 5 : Check the Power Button is damaged or not. Disconnect the power cable, test the wires with AVO meter. There are four cables. When Power Button unpressed, they do not connected with each other; after press Power Button, two of them shall be connected.







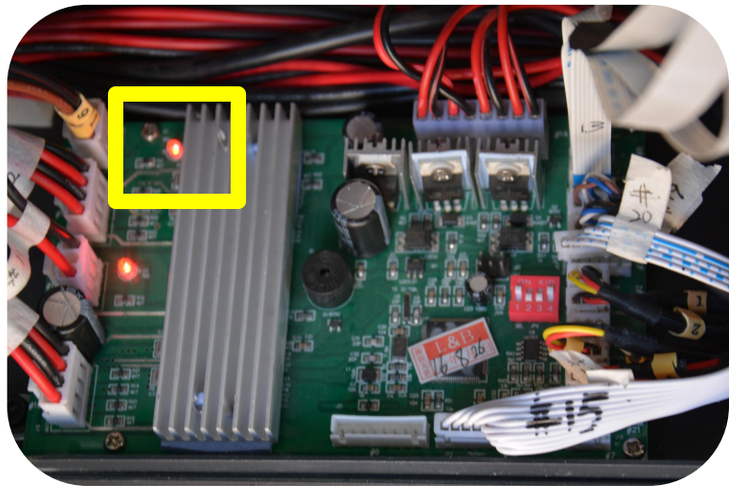


E-2100U-APO-002：The General Power button does lighting but the LED Screen not lighting after press General Power Button.



After press General Power Button, check the indicator near CN 16 on the SCM Board is lighting or not.

Once the indicator is lighting, it means the power already reaches the SCM Board, we need to perform the following operations:



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Check Point 1 - Check and make sure the wires and connectors for control panel are damaged or not .Reconnect it to see the error disappear or not.

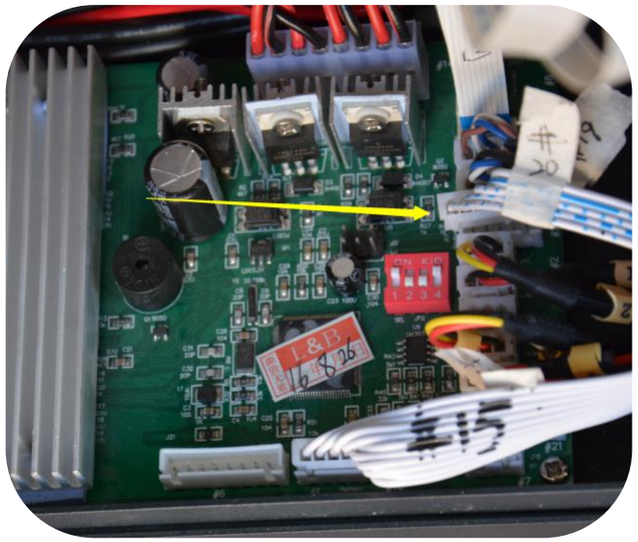


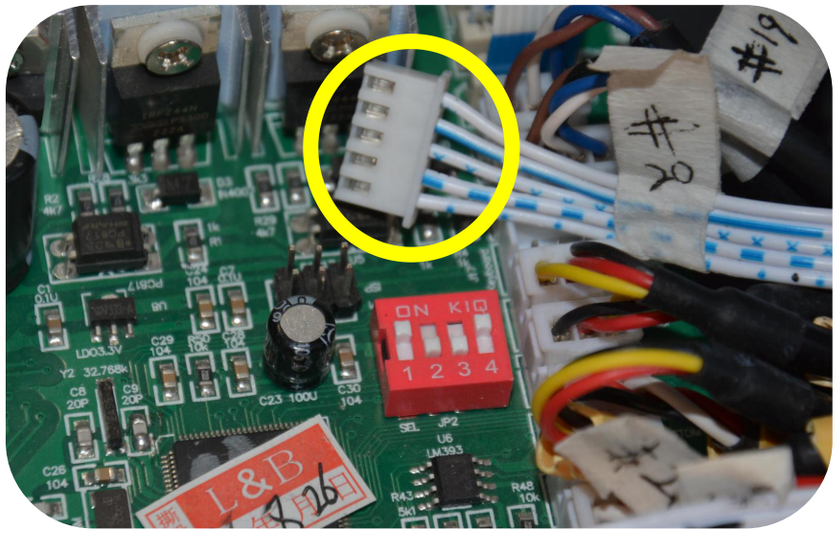
Check Point 2 - Check and make sure the wires and connectors of CN6 on SCM Board are damaged or not. Reconnect it to see the error disappear or not.



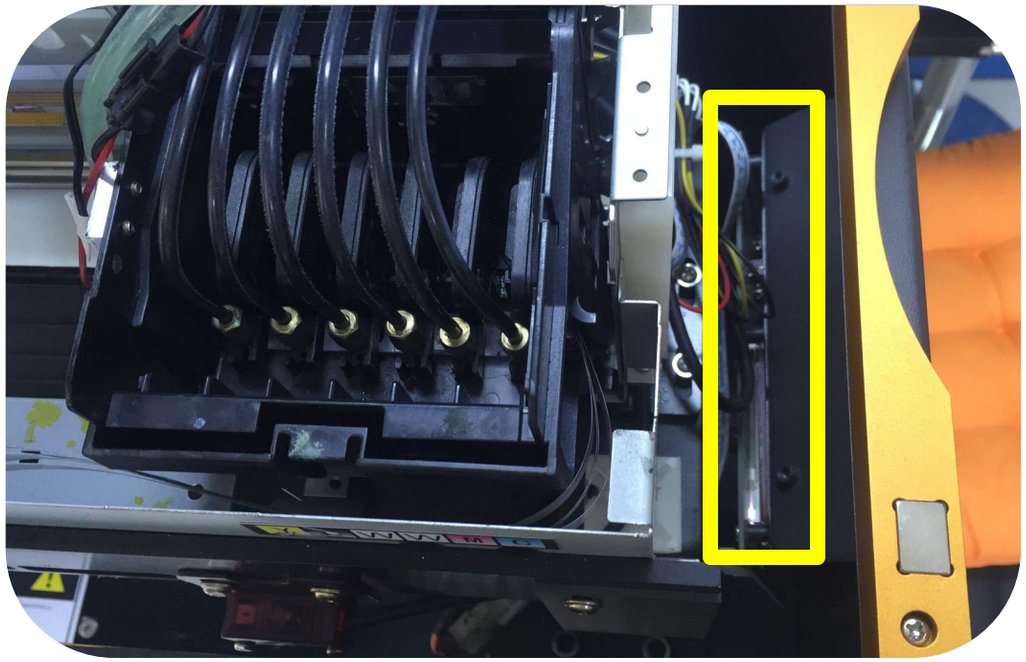
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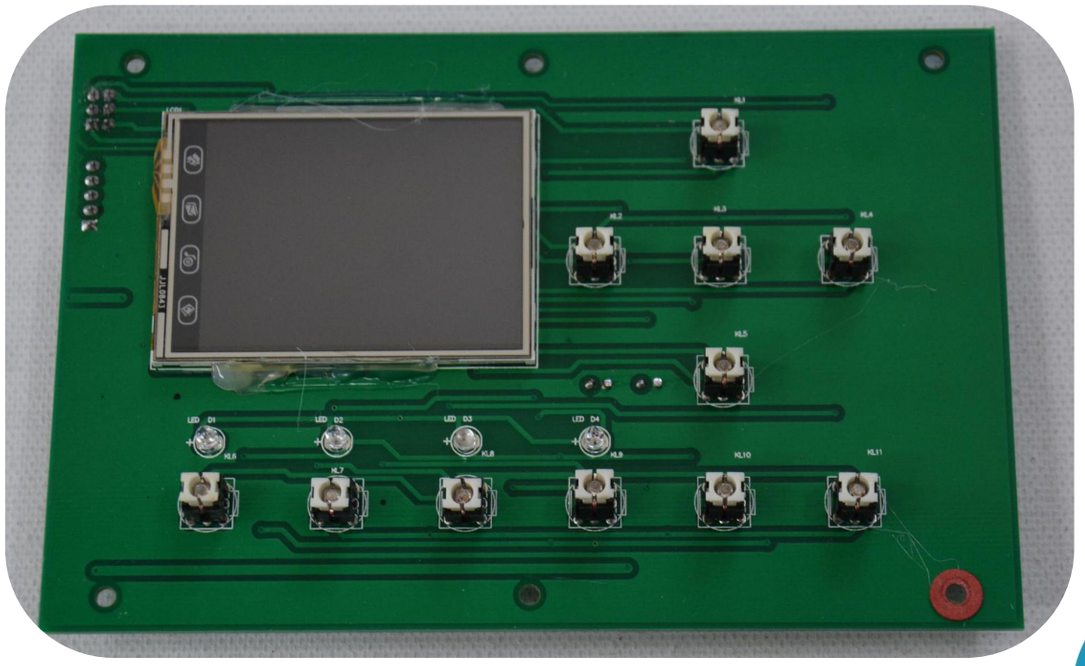
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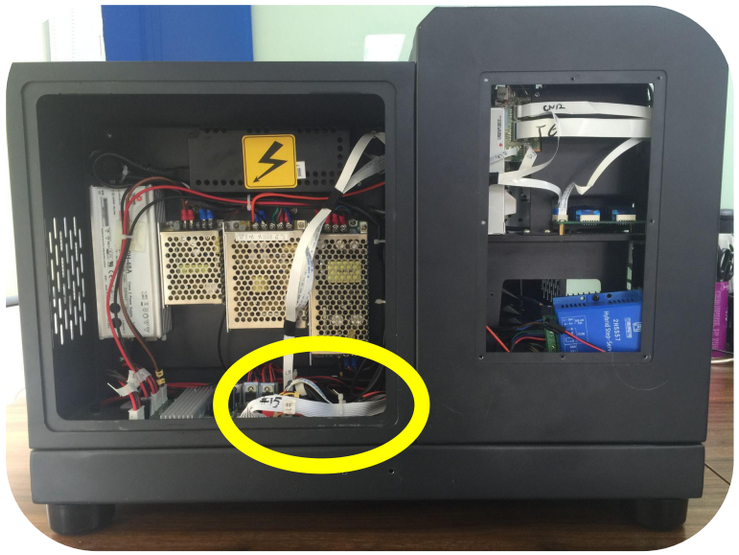
Check Point 3 - The Control Panel or SCM Board defective.

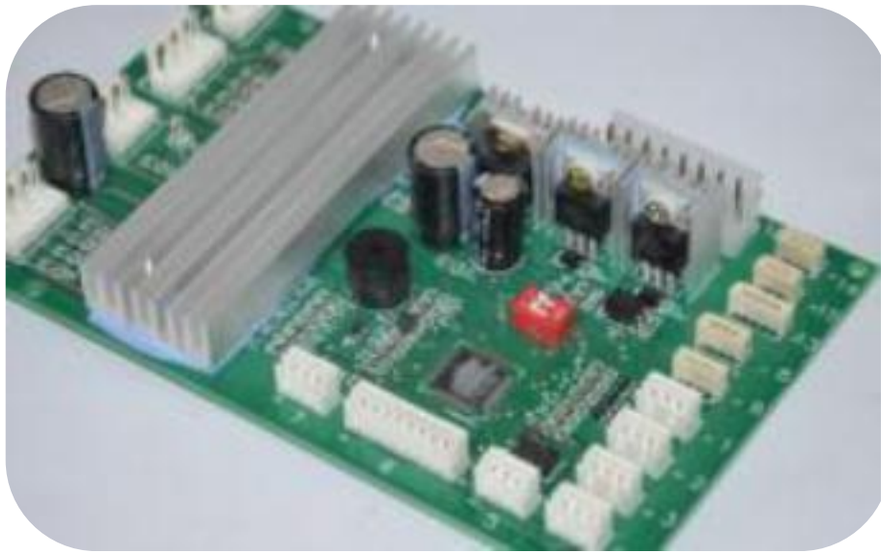




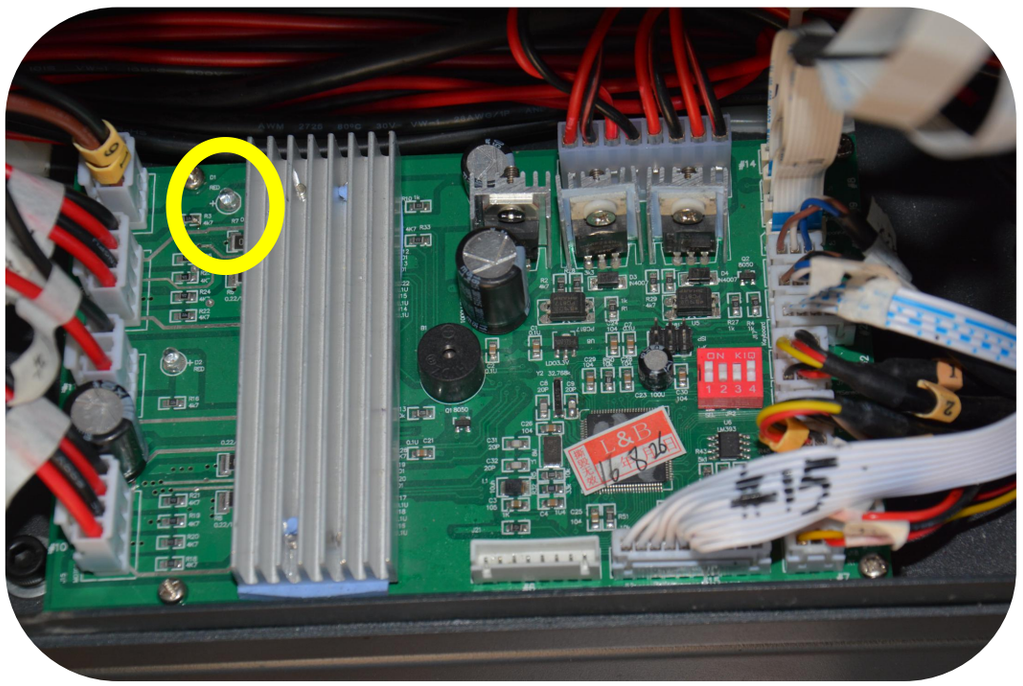
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Once the indicator is not lighting, it means the wires/wires connections for SCM Board, SCM Board or 12V Power Supplier defective.

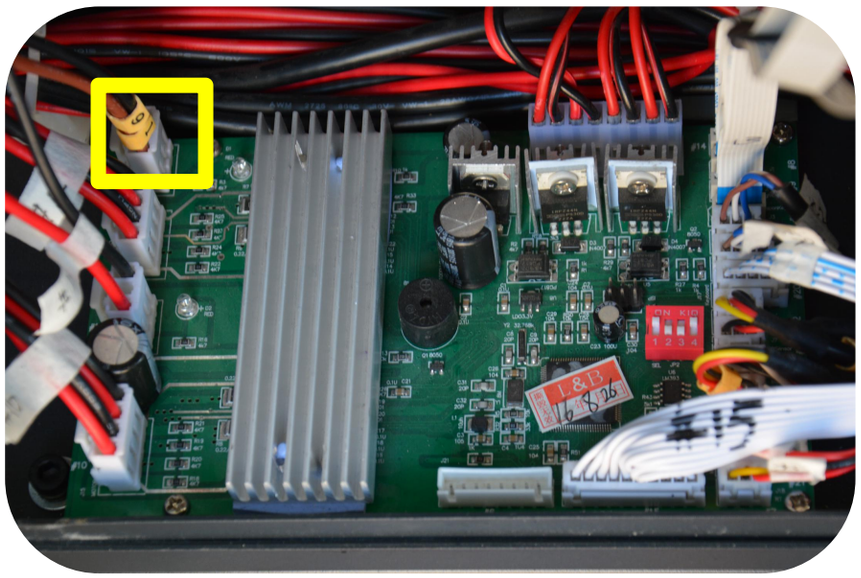


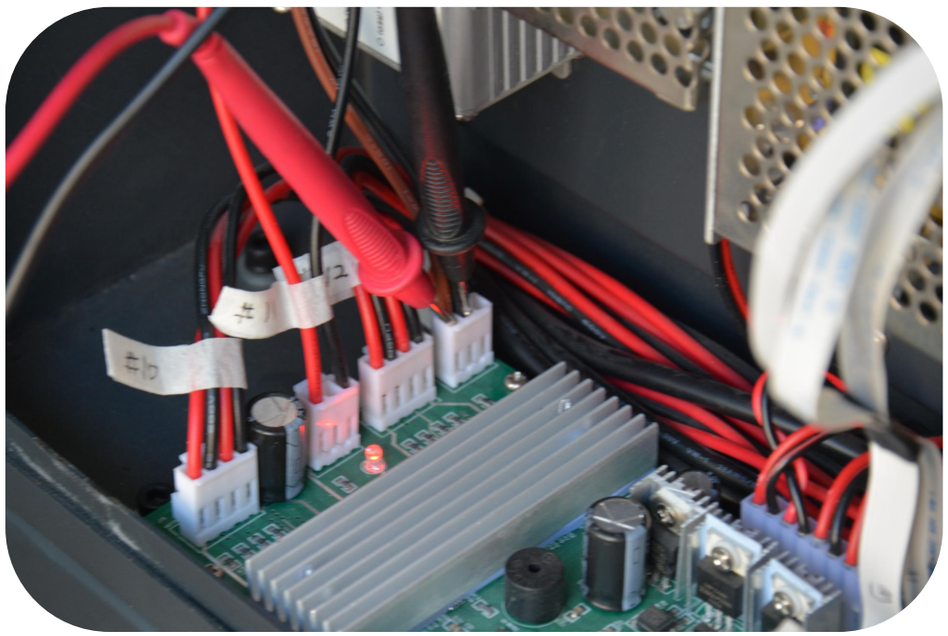
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At Power On

Check is there 12V power at CN16 connector on the SCM Board or not by using AVO Meter.







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At Power On

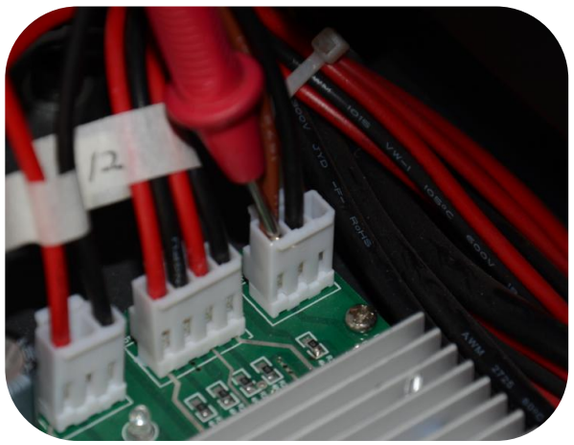
If there is 12V power voltage detected, it means the CN16 connector on SCM Board is defective or the SCM Board defective.

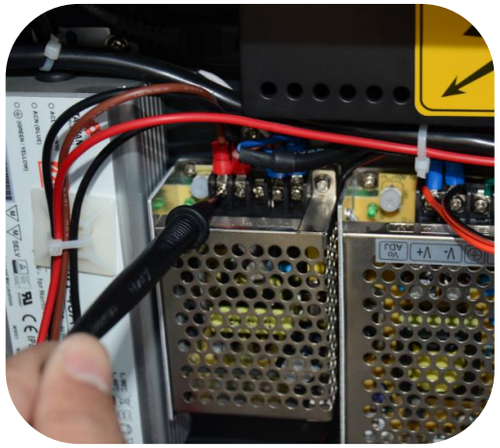
If there is no 12V power voltage detected, we need to detect is there power output from 12V Power Supplier or not.



--- Once there is 12V Power output from 12V Power Supplier, it means the wires from 12V Power Supplier to CN16 of SCM Board defective and to be confirmed by AVO Meter.

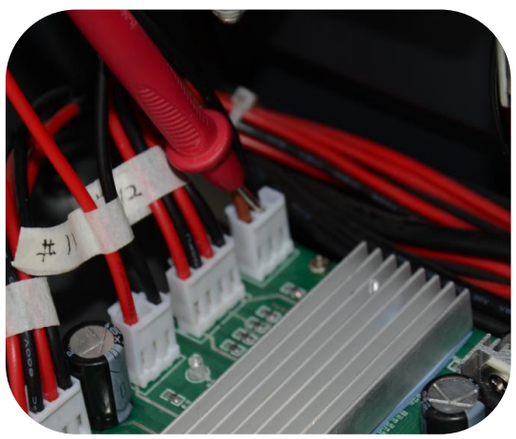






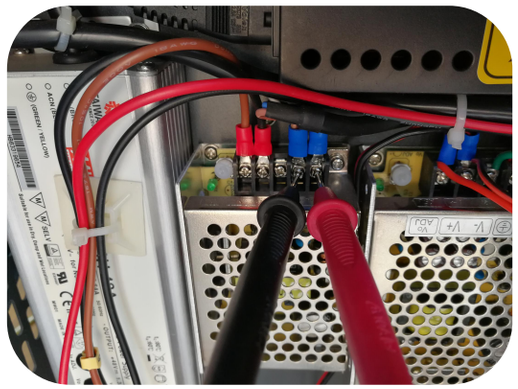
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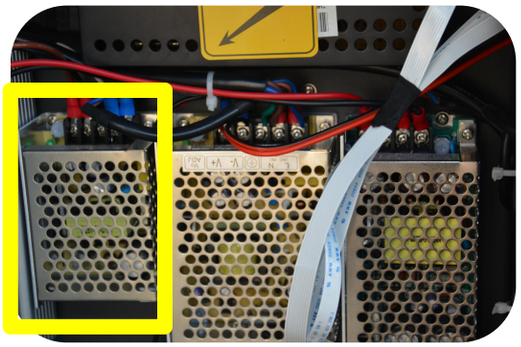




--- Once there is no 12V Power output from 12V Power Supplier, we need to detect is there 220V or 110V Power input to the 12V Power Supplier or not.



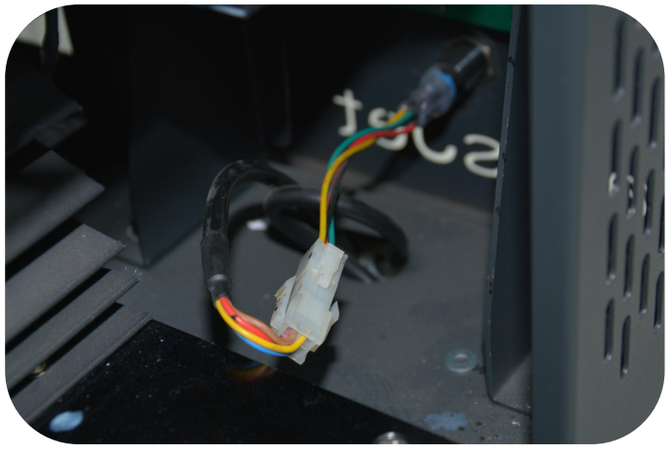
*** There is 220V or 110V input power detected, it means the 12V Power Supplier defective.

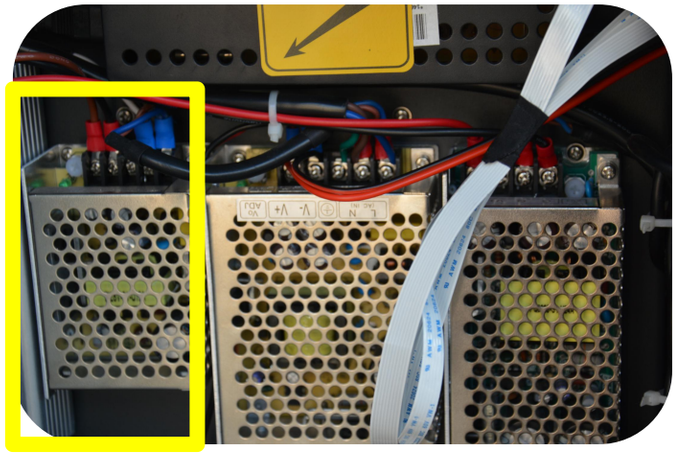


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*** There is no 220V or 110V input power detected, it means the the wires from General Power Button to 12V Power Supplier defective and to be confirmed by using AVO Meter.



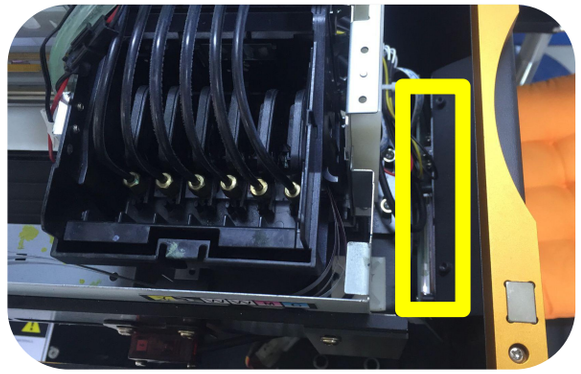


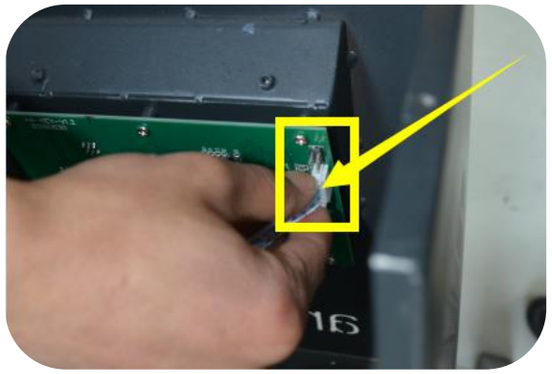
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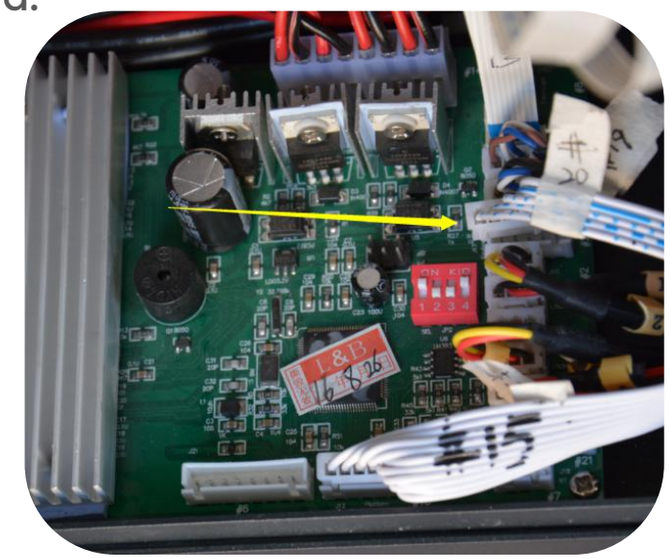
E-2100U-APO-003 : The General Power button does lighting and the LED Screen lighting without arisJet information after press General Power Button.

Check Point 1 : Connections between Control Panel Data Cables and Control Panel.





Check Point 2 : Connections between Control Panel Data Cables and SCM Board.

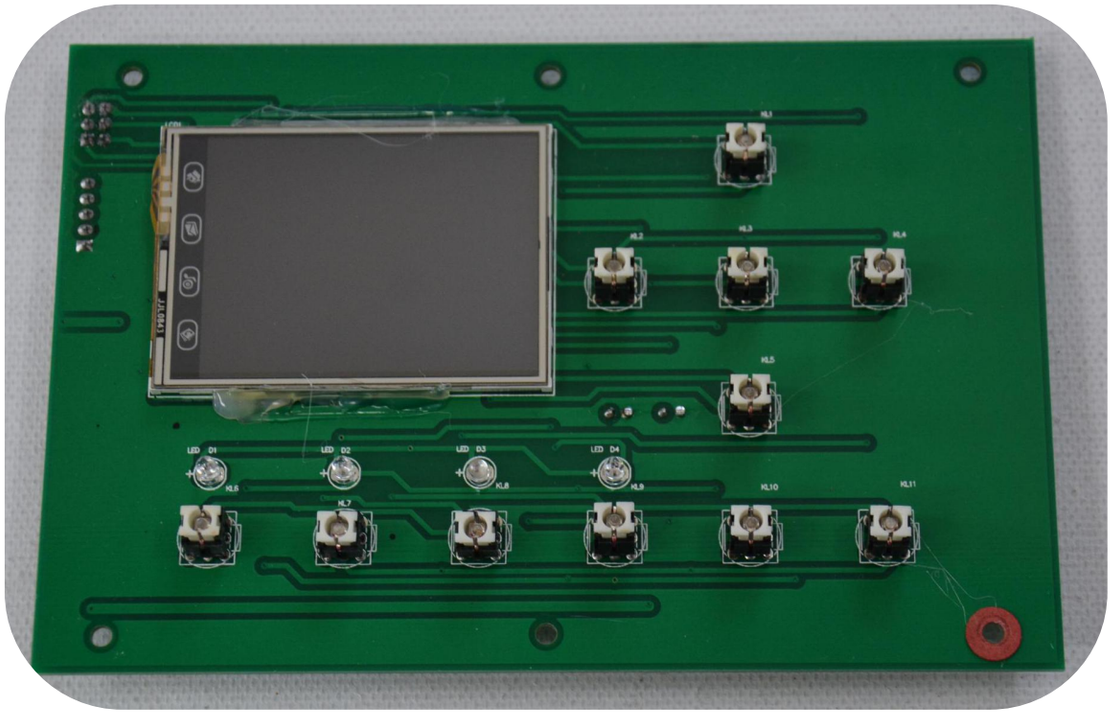


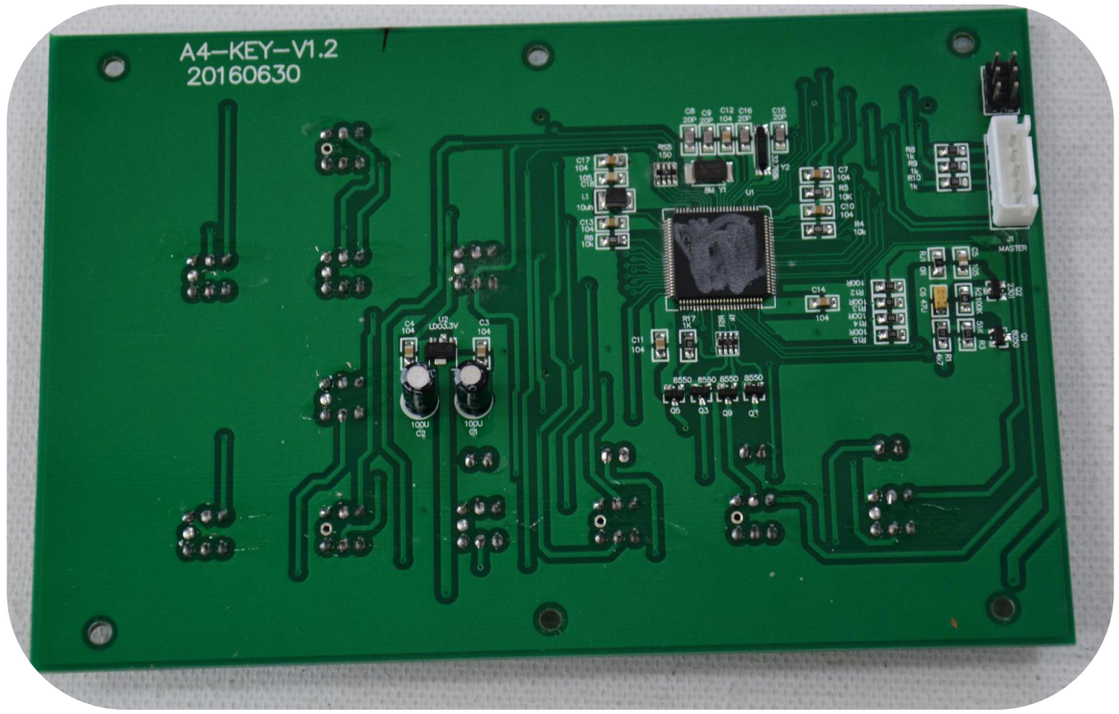
Check Point 3 : Control Panel Data Cables defective or not.

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Check Point 4 : The control Panel is defective.



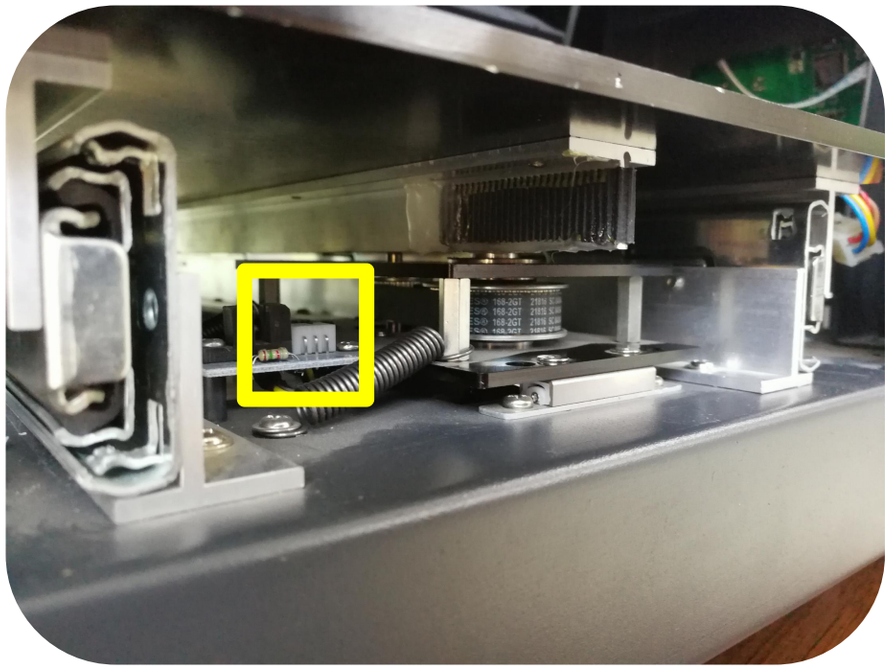


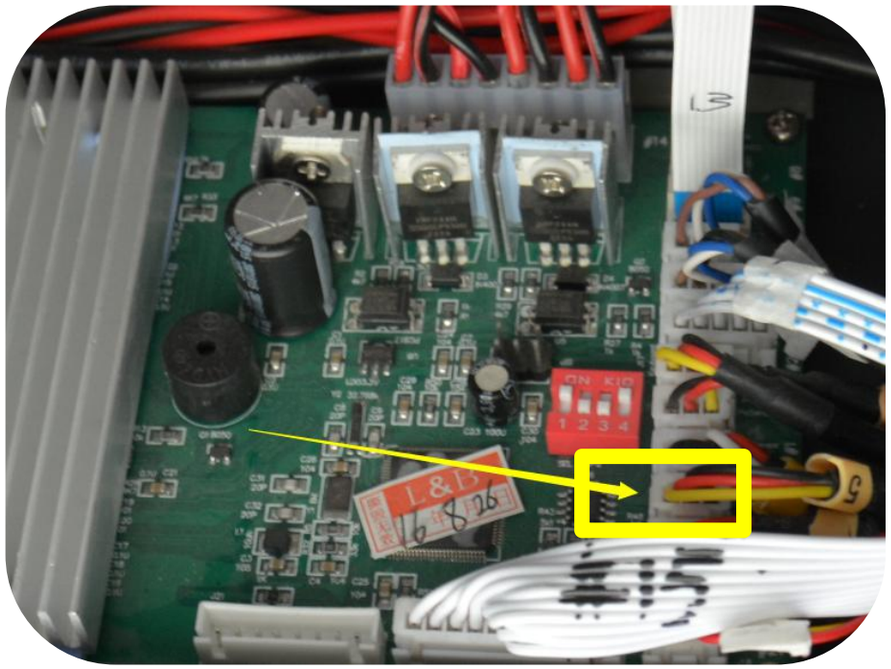
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E-2100U-APO-004 : There is no response after press Forward button.

Check Point 1 : The wires connection on Front-limit Sensor good or not and the wires connections on CN5 of SCM Board good or not.

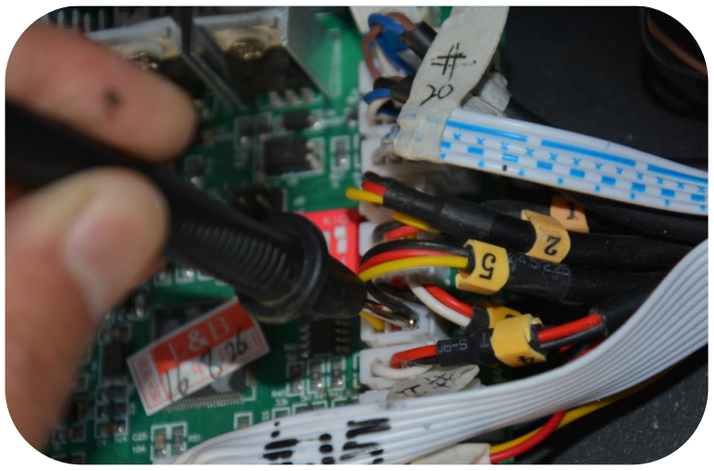


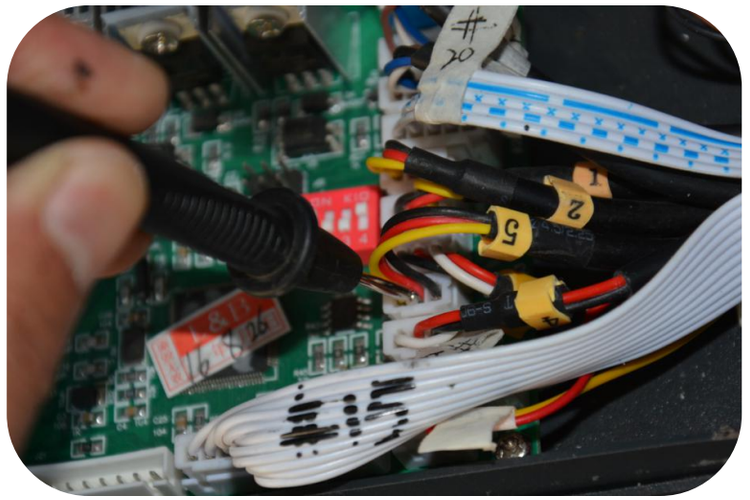


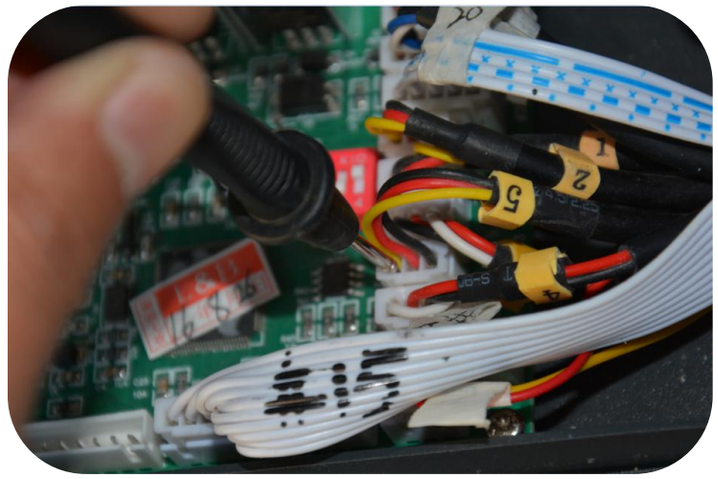
Check Point 2 : Check the wires between the Front-limit Sensor and CN5 Connector broken or not by using AVO Meter. There are Red, Black and Yellow wires to be checked one by one.

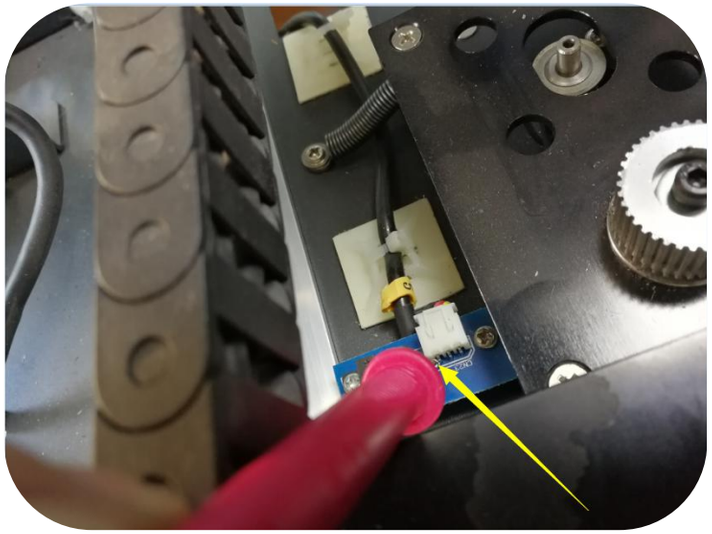
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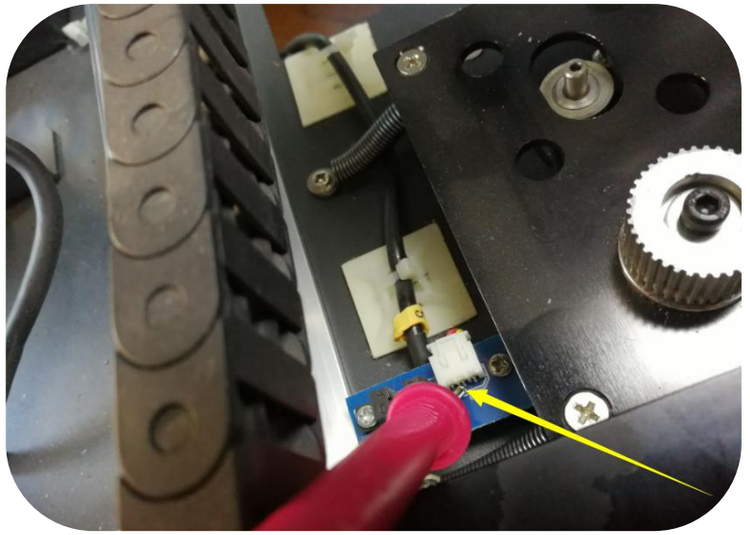
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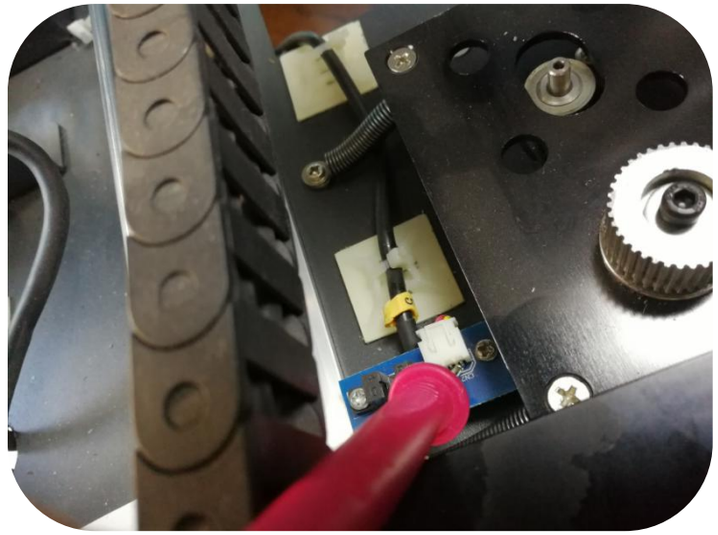












Black Wire Test

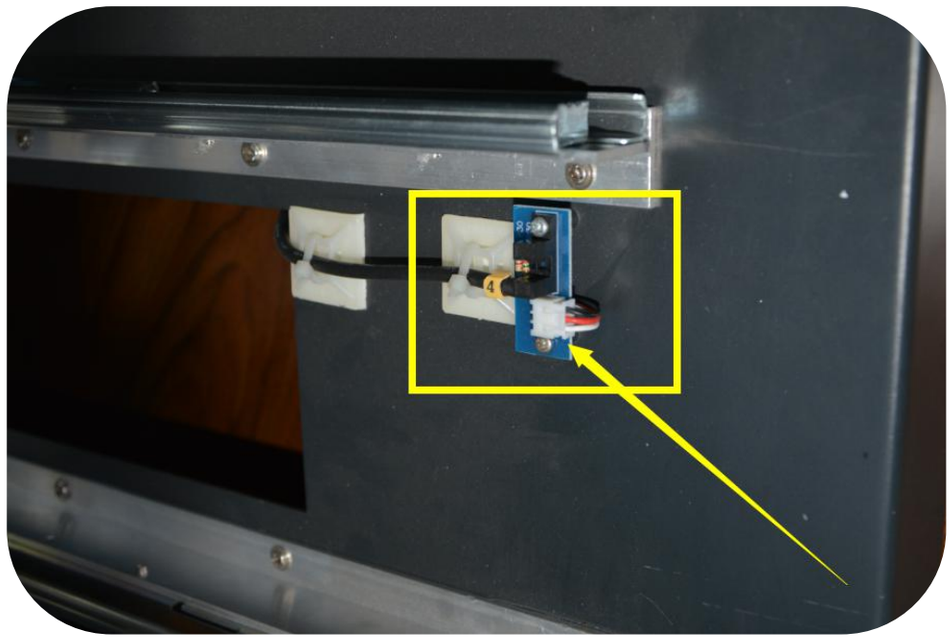
Red Wire Test

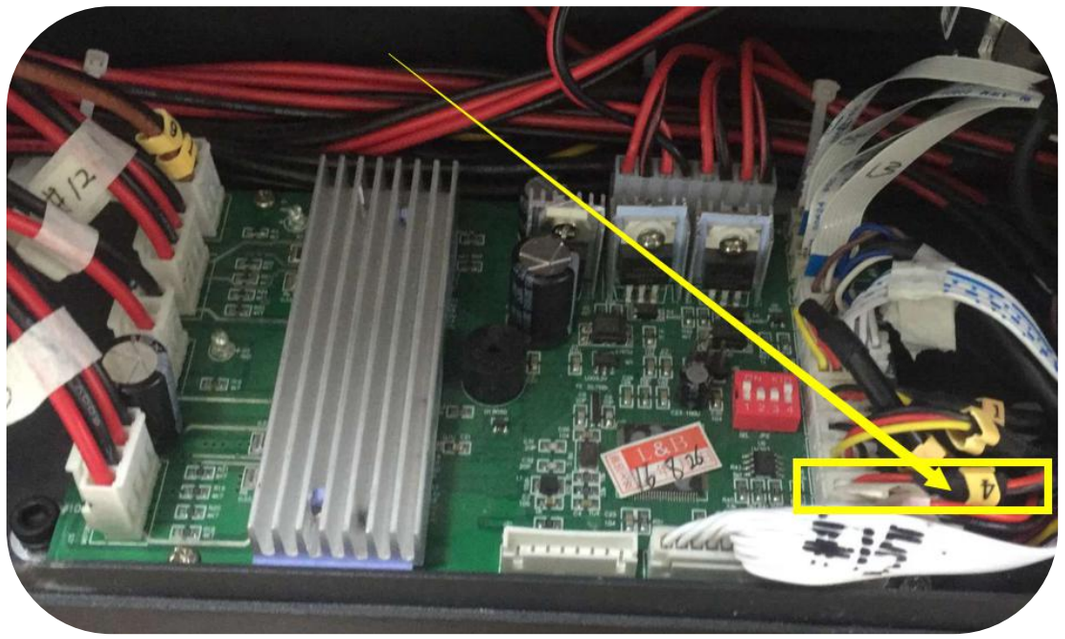
Yellow Wire Test

Check Point 3 : If the above are all good, then it means the Front-limit Sensor damaged.

E-2100U-APO-005 : There is no response after press Backward button.

Check Point 1 : The wires connection on Back-limit Sensor good or not and the wires connections on CN4 of SCM Board good or not.

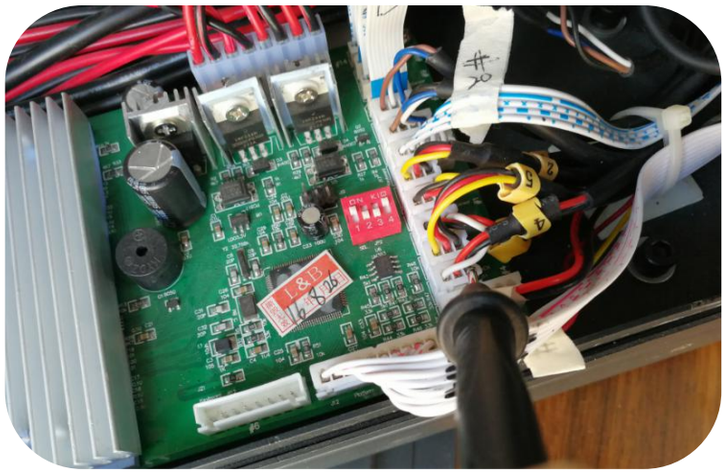


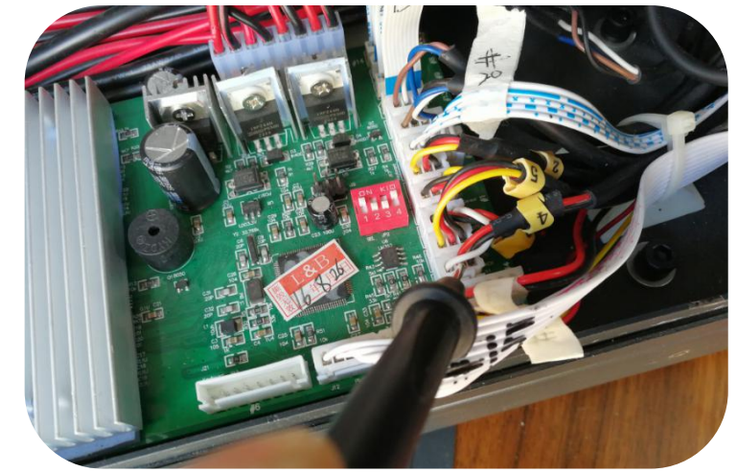


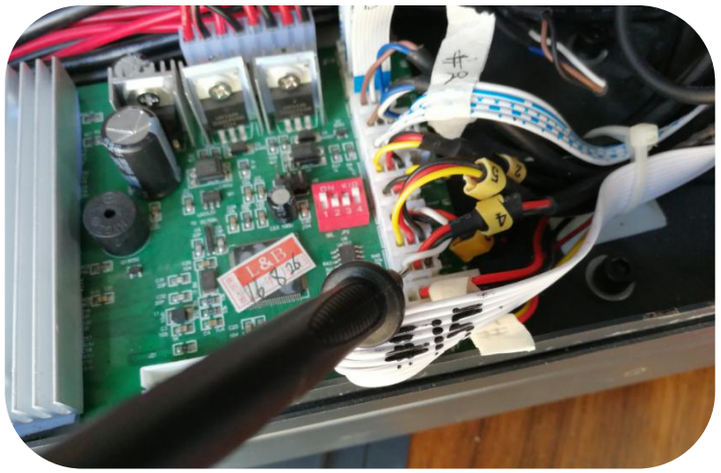
Check Point 2 : Check the wires between the Back-limit Sensor and CN4 Connector broken or not by using AVO Meter. There are Red, Black and White wires to be checked one by one.

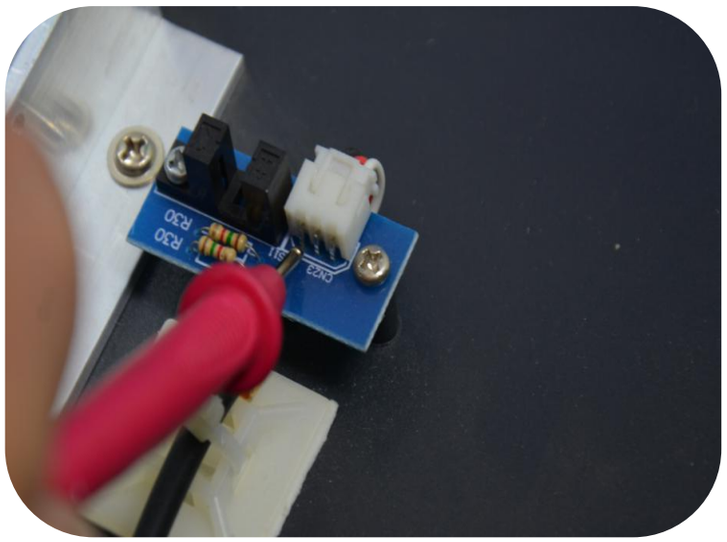
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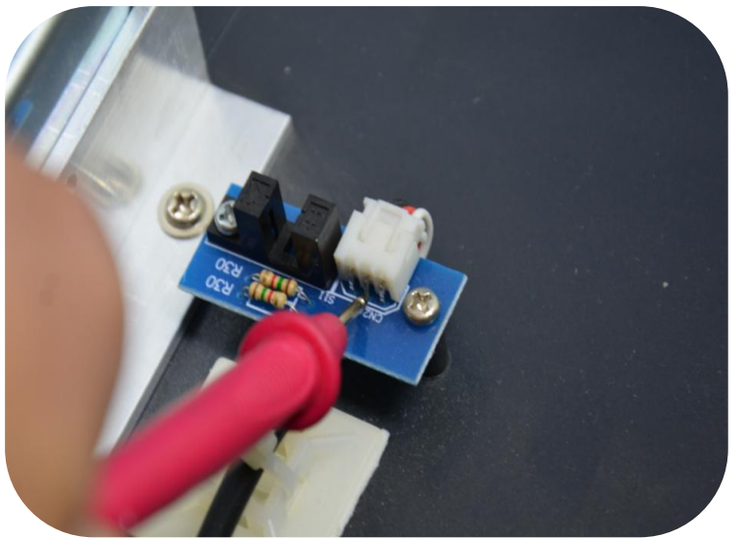
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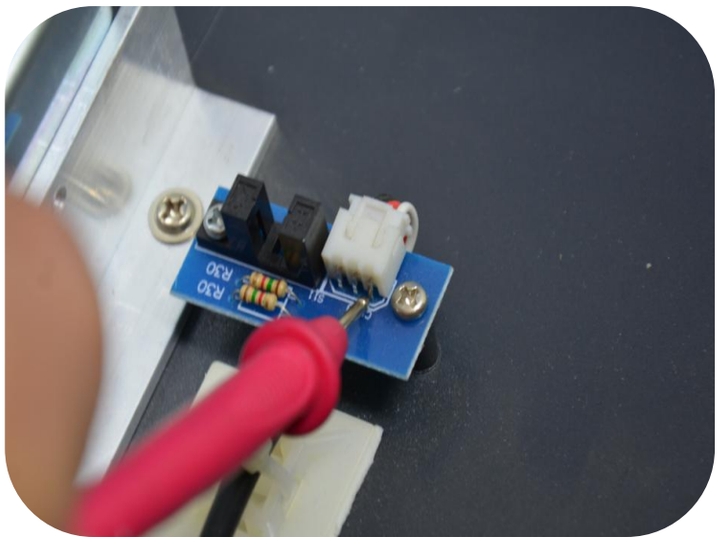












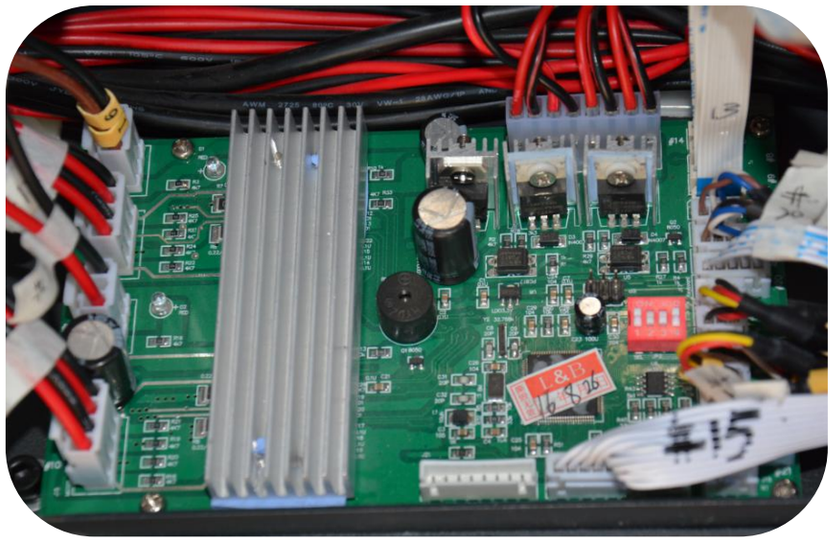
Black Wire Test

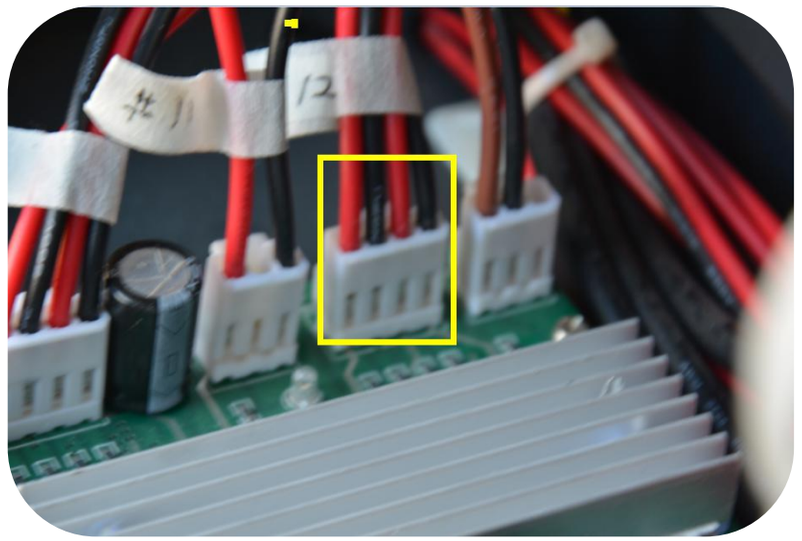
Red Wire Test

White Wire Test

E-2100U-APO-006： There is no reponse after press Frontward and Backward button.

Check Point 1： Check the wires connection of CN12 on SCM Board is good or not.



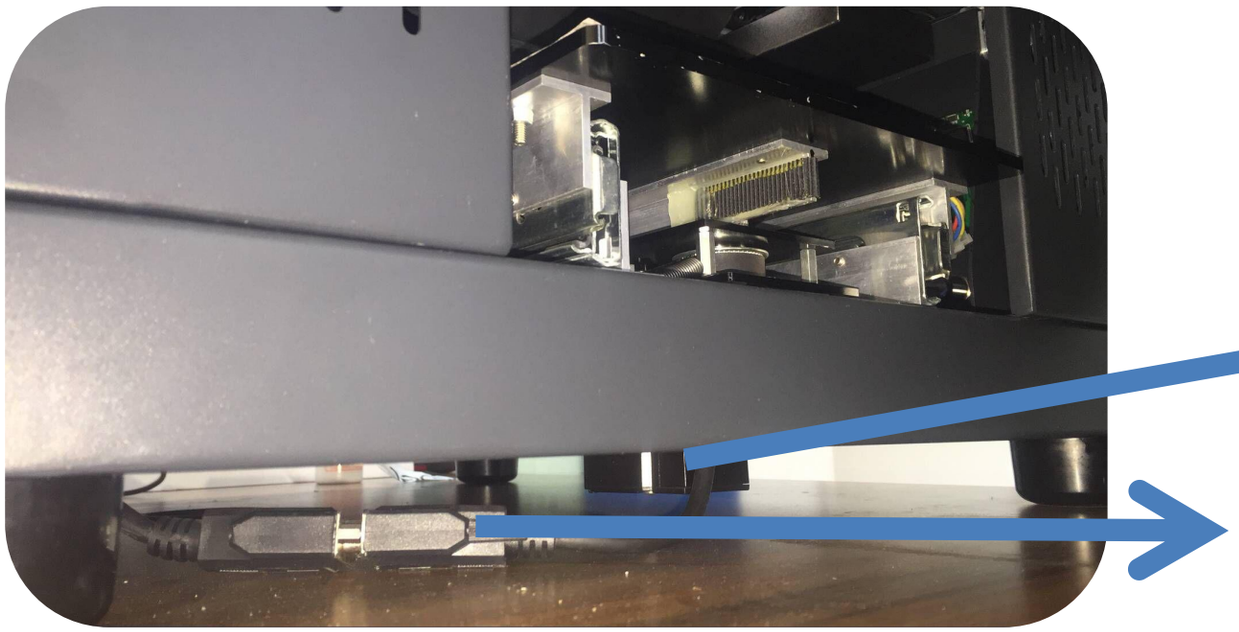


Check Point 2： Check the condtion of the Front-limit Sensor and Back-limit Sensor.

Check Point 3：Check the wires condition and CN15 connection for Y Motor on SCM Board.



Check Point 4 : Check the wires connection on Y Motor and Y Motor working or not after press Forward and Backward button.



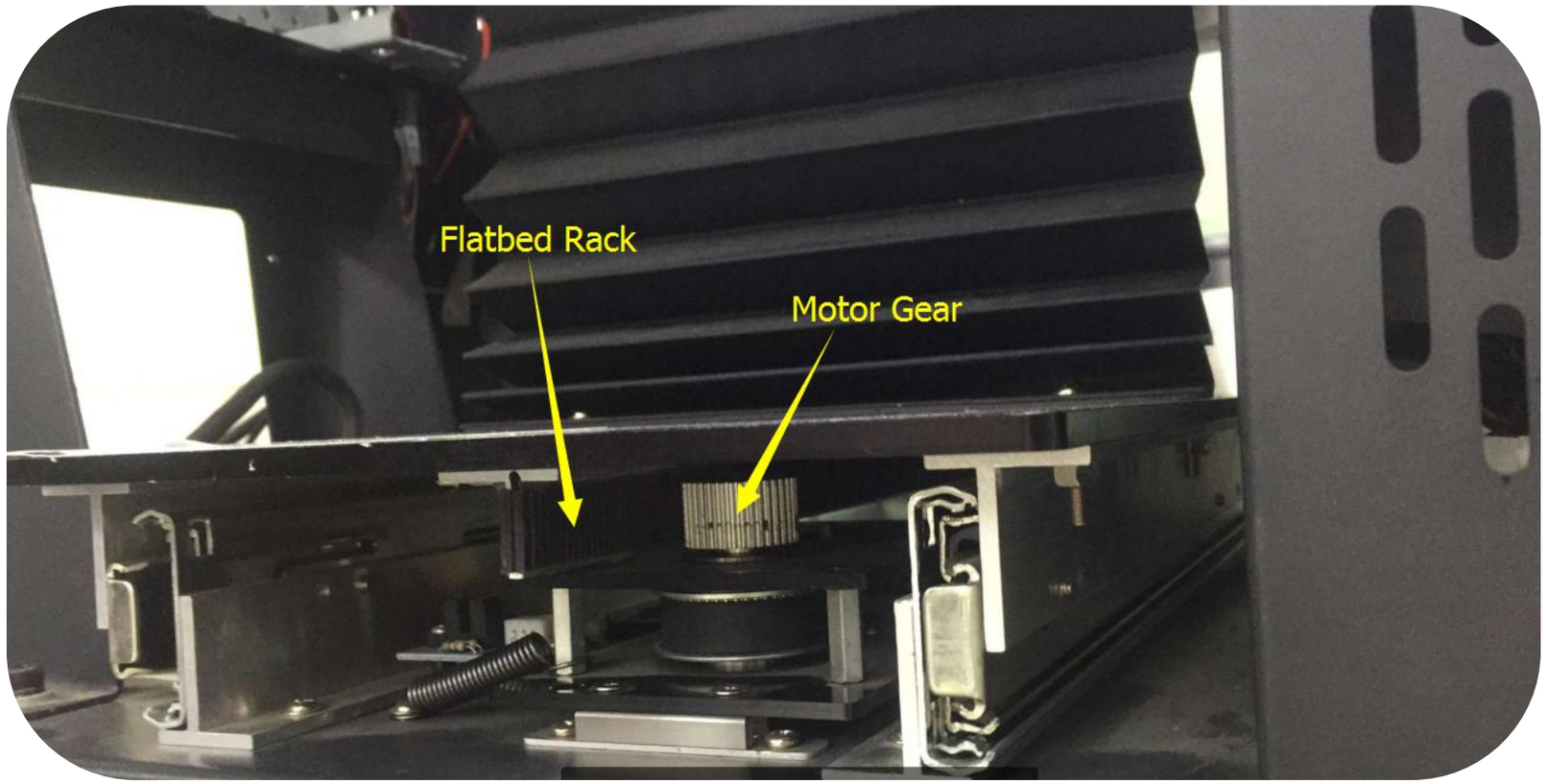
Check Point 5 : Check the motor gear pulley connected properly with belt or not.

Check Point 6 : Check the control panel data cables and control panel conditions.

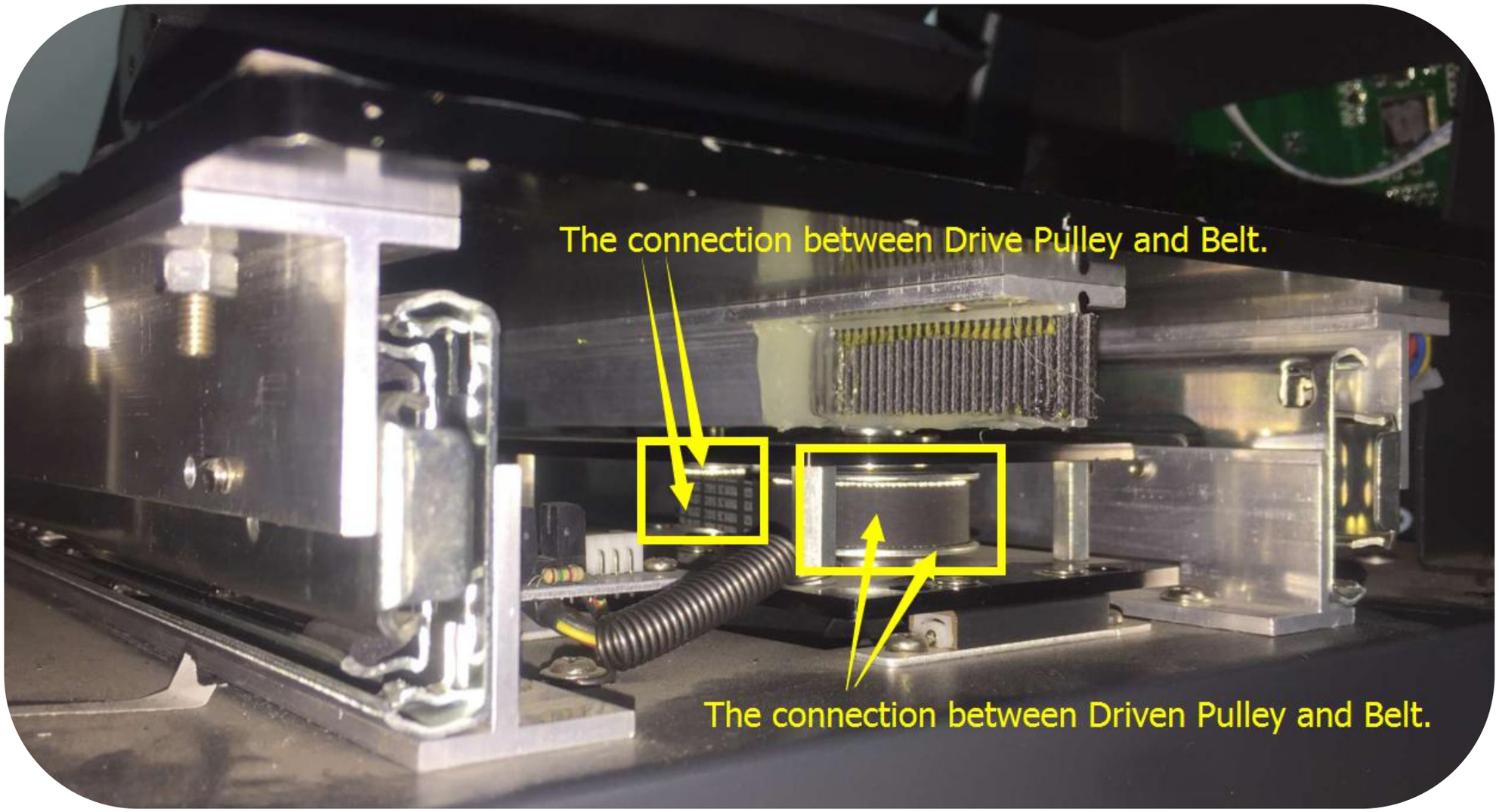
Check Point 7 : Replace the SCM Board.

E-2100U-APO-007 : There is working sound of motor but the table does not moving after press Frontward/Backward button.

Check Point 1 : Motor gear does not connected with flatbed rack properly.



Check Point 2: The motor does not connected with motor belt properly.

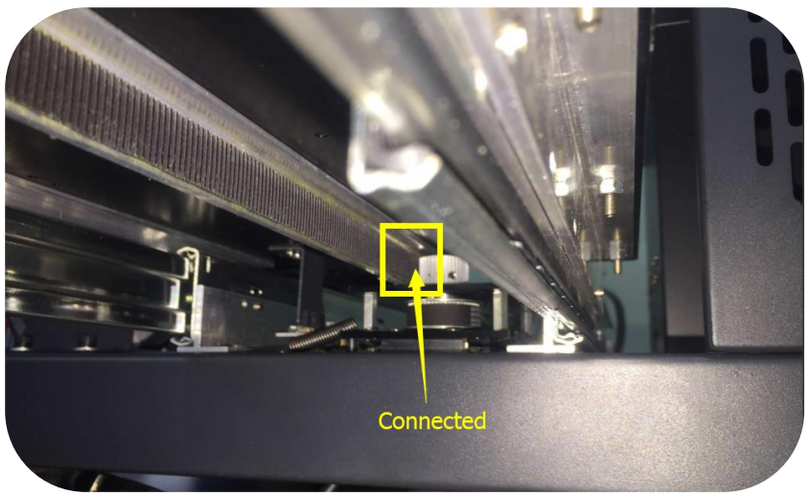


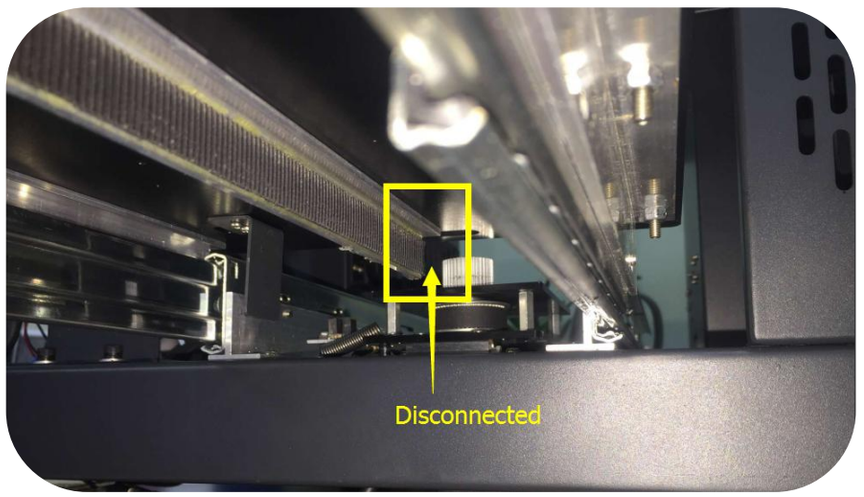
Check Point 3 : The motor does not connected with motor gear properly.

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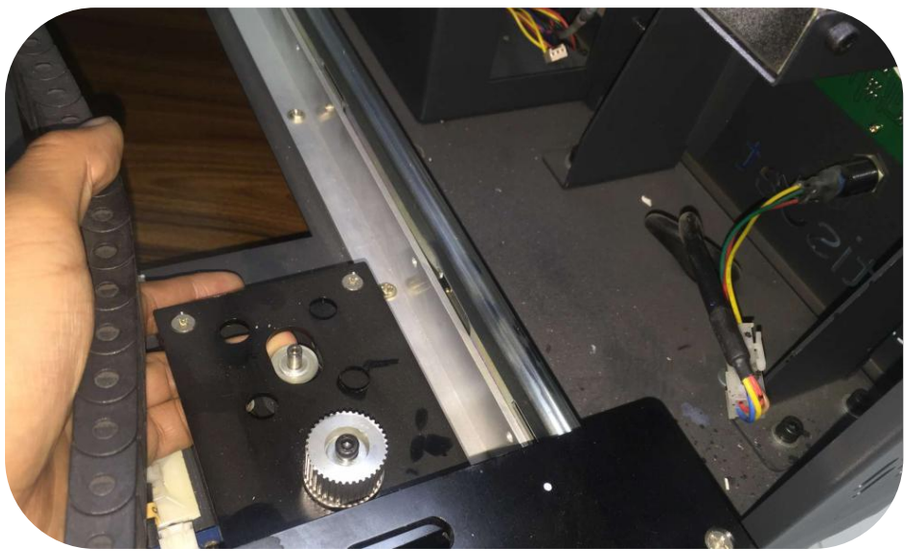
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Step 1：Pull out the flatbed until the motor gear disconnected with flatbed rack.





Step 2：Rotate the small pulley to see the bigger moving accordingly or not. Then rotate the bigger pulley to see the small one moving accordingly or not.





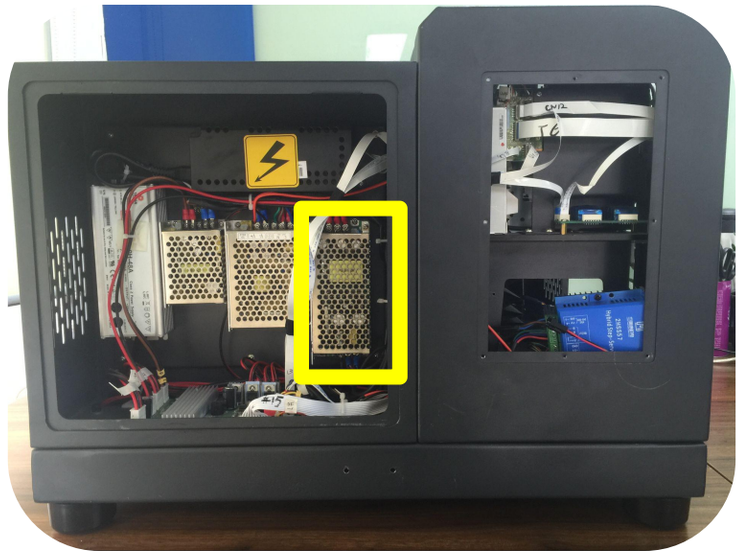
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E-2100U-APO-008：The flatbed moves extremly slow when press Forward/Backward button.

Check Point 1：The 24V Power Supplier for Y Motor is not steady.





Check Point 2：The motor driver for Y Motor is not steady.



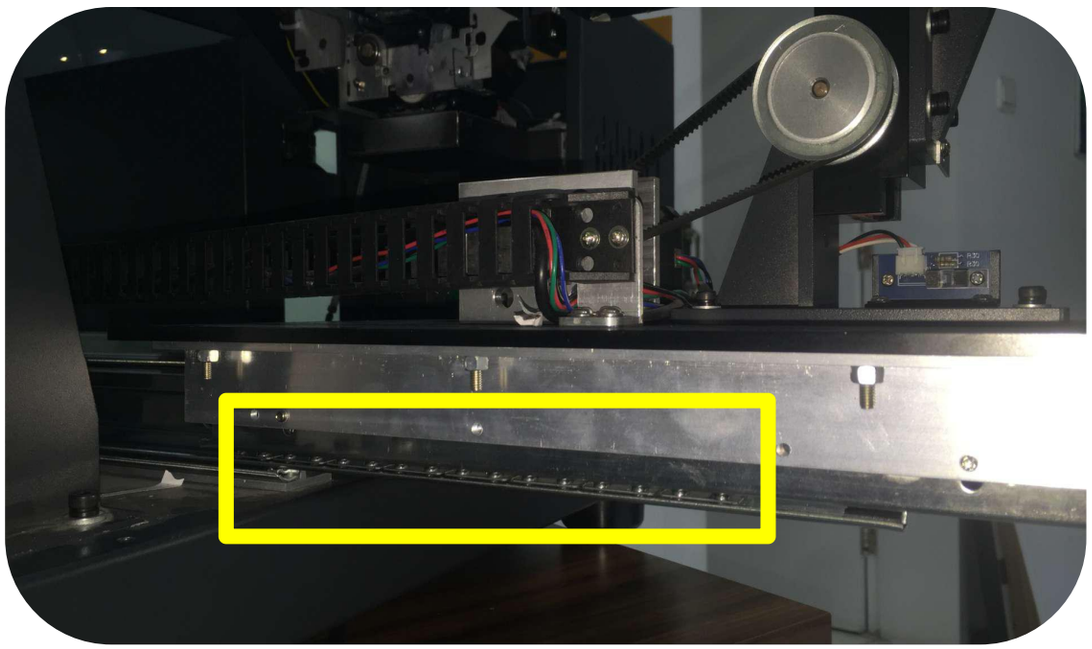
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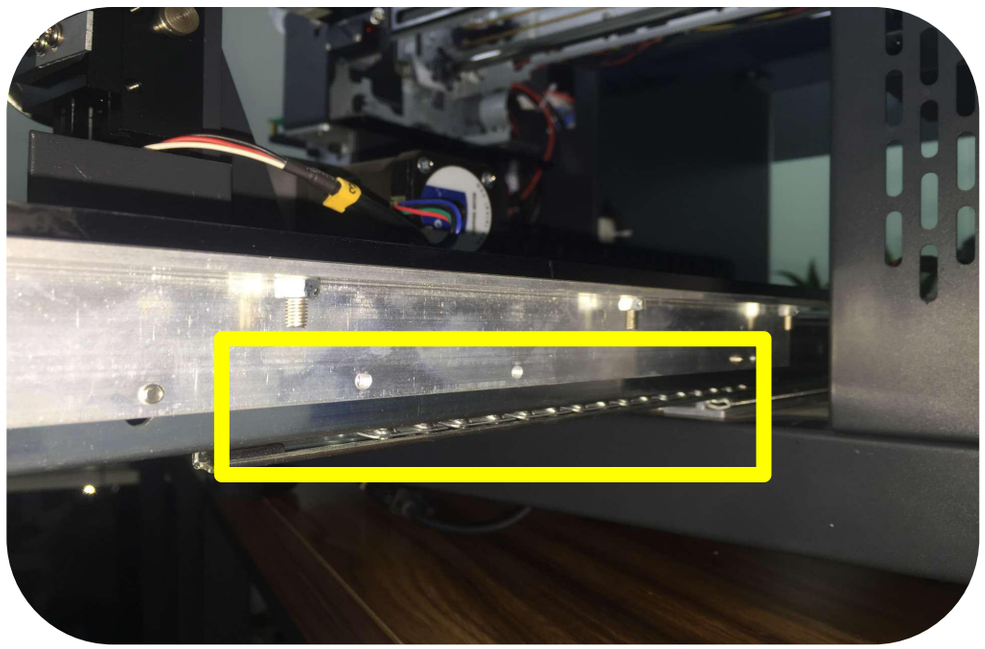
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E-2100U-APO-009：There is noisy sound when flatbed moving Forward/Backward.

Check Point 1：The flatbed is stopped by something which makes it can not moving properly.

Check Point 2：The flatbed guiding rail is dirty. We need to clean them and lubricate them with grease.

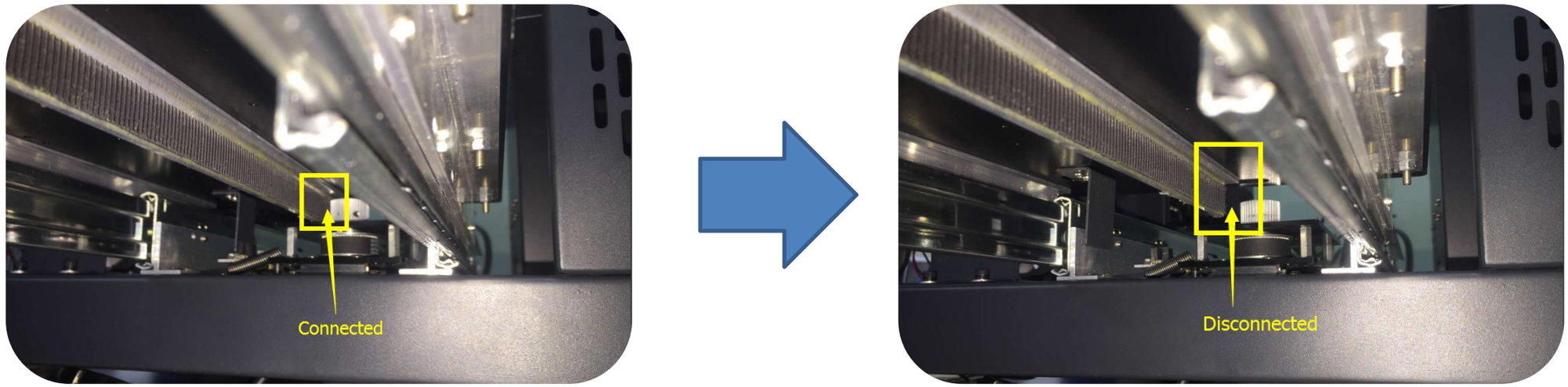




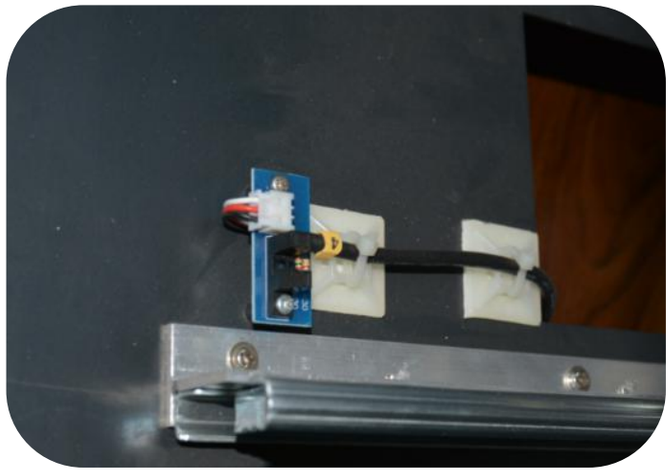
Check Point 3：The Y motor gear does not connected with belt properly or the driven pulley does not connected with flatbed rack properly.

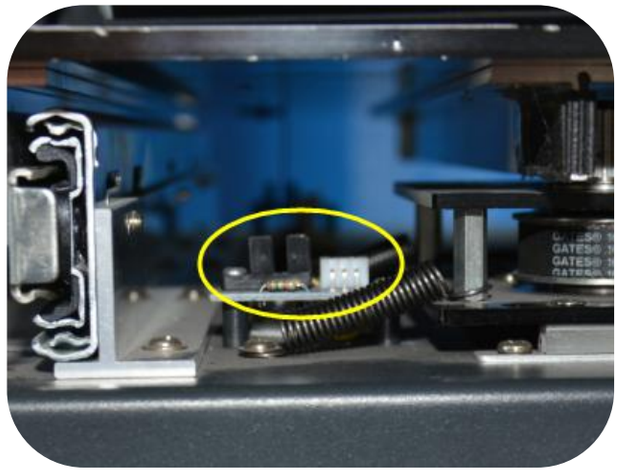
E-2100U-APO-010 : The flatbed does not stop(shaking with noisy sound) when it reaches front most or back most position.

Check Point 1 : Power off the machine and disconnect the Power Cable. Then pull out the table completely by hand to make sure the motor gear disconnected with flatbed rack. Then put it back by hand. Repeat the operations for two or three times. After that, power on the machine and check the error removed or not.

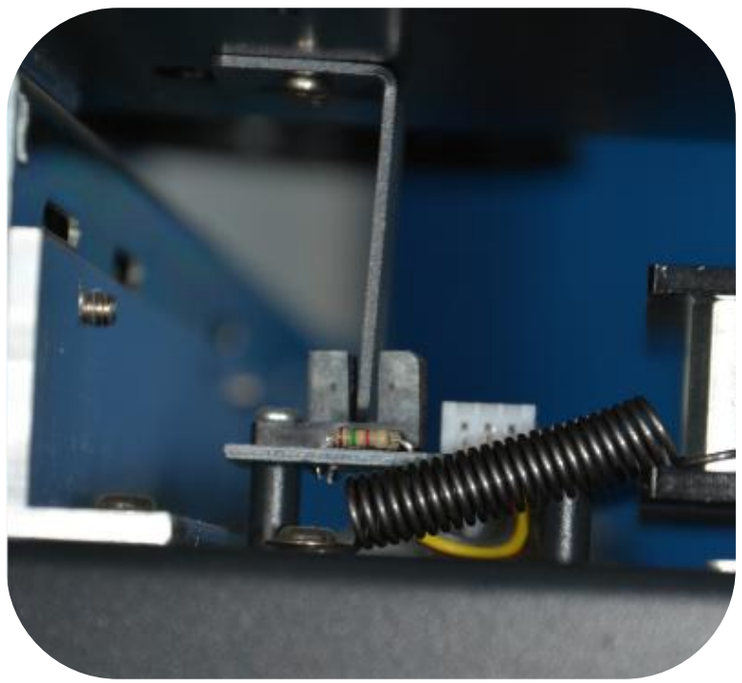


Check Point 2 : Check the wires connections on Fron-limit sensor or Back-limit Sensor loose or not. And make sure the Front-limit Sensor and Back-limit Sensor are fixed properly.



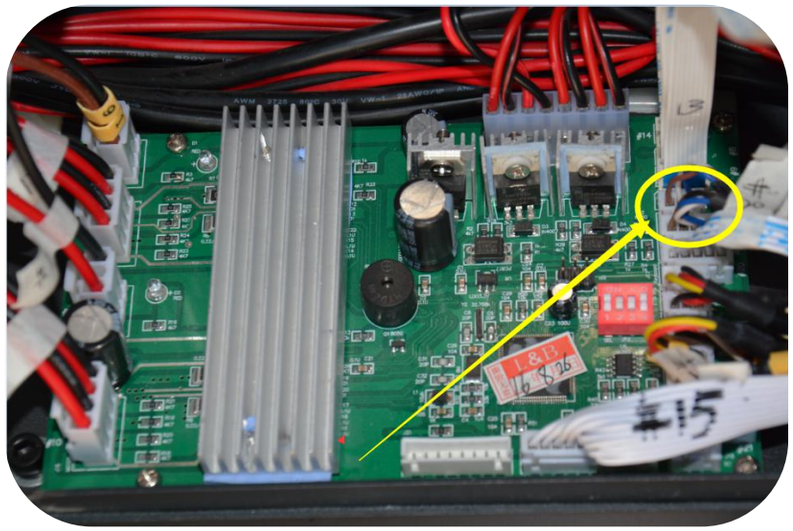


Check Point 3 : Check the Metal plate is locating in middle posiiton of U-shaped Sensor or not when the flatbed move into Front-most and Back-most position.

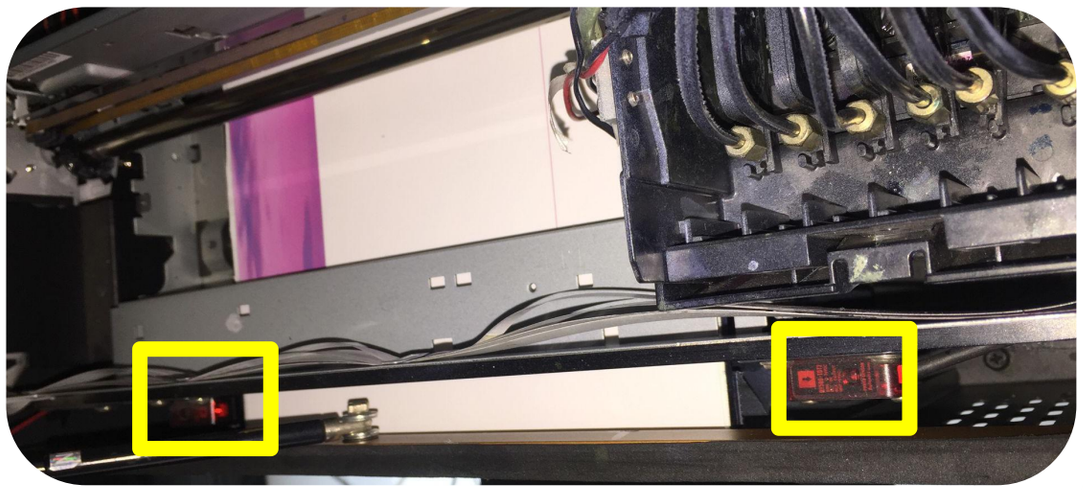


E-2100U-APO-011 : There is no response after press UP Button.

Check Point 1 : Make sure the wires connection CN1 on SCM Board defective or not. And the wires connect with connector properly or not.



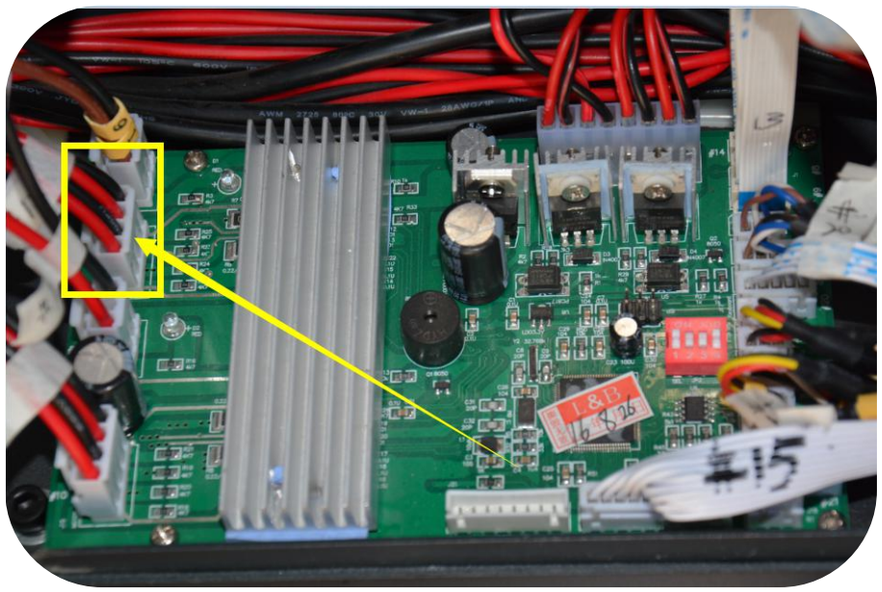
Check Point 2 : Check the Up-limit Sensors (Left & Right ones) positions matached properly or not. And make sure there is no other thins between the two sensors.

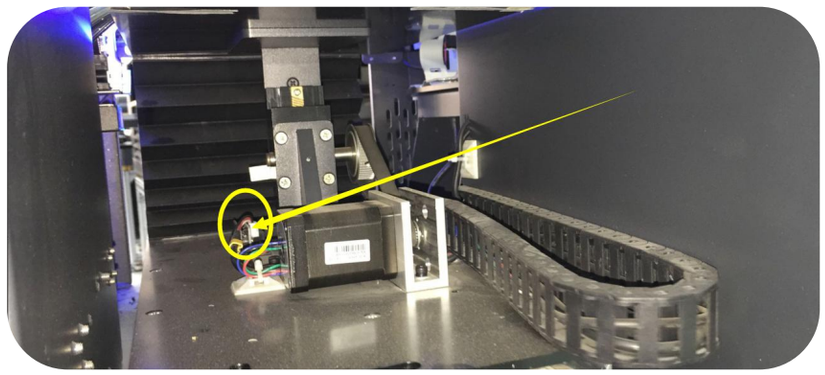


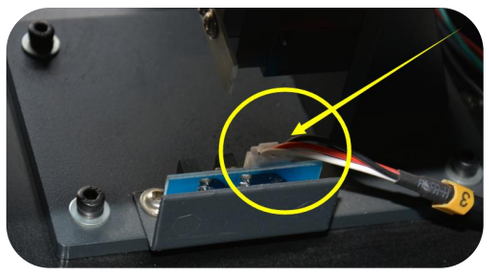
Check Point 3 : The Up-limit Sensors (Left & Right ones) or their wires are damaged.

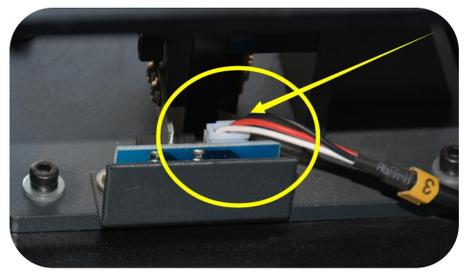
E-2100U-APO-012: There is no response after press DOWN Button.

Check Point 1 : Check the wires connection CN12 on SCM Board and wires connections on Down-limit Sensor under good condition or not.





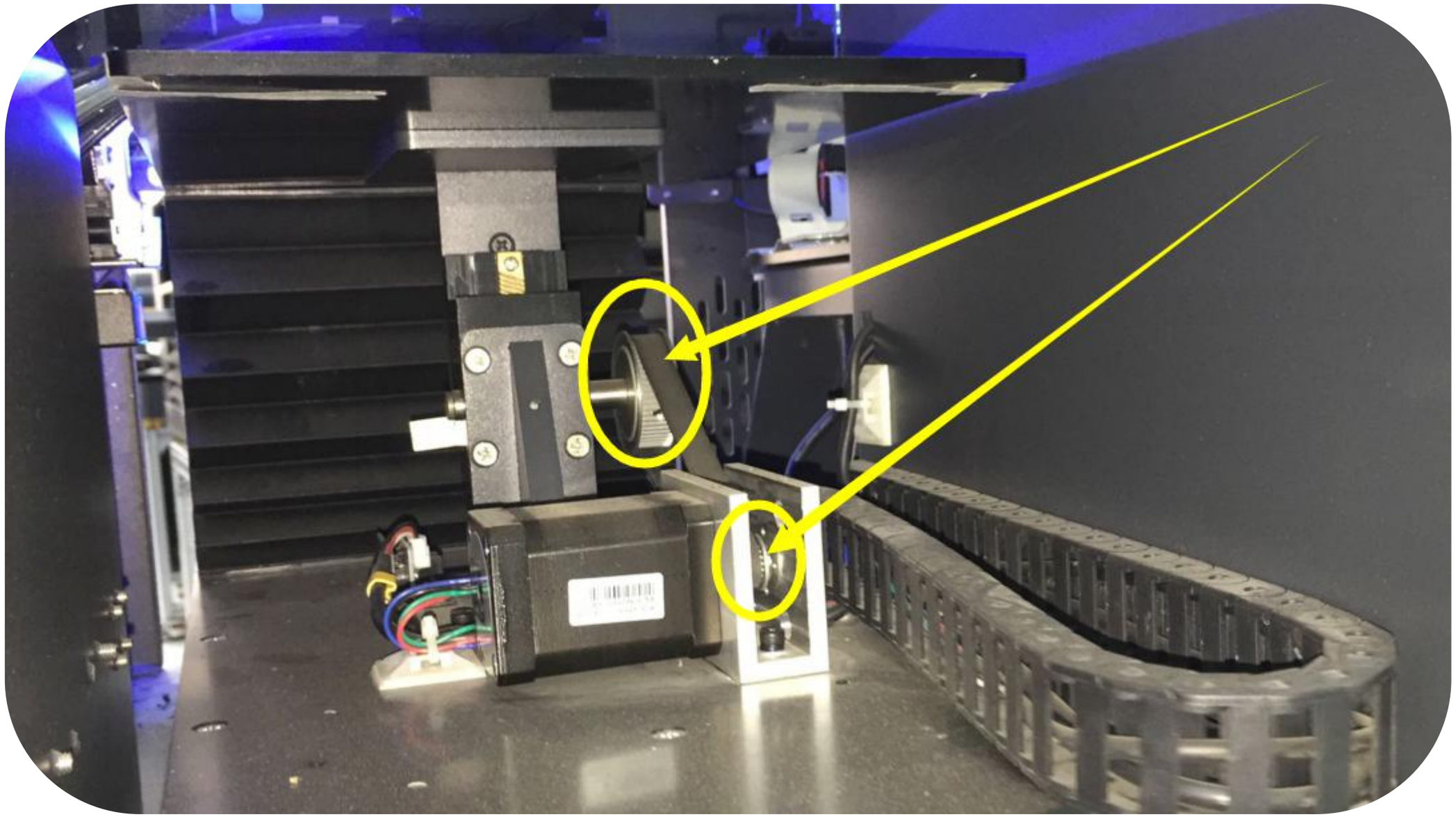




Check Point 2 : Check the wires between CN12 on SCM Board and Down-limit Sensor broken or not by AVO Meter.

Check Point 3 : The Down-limit Sensor is damaged.

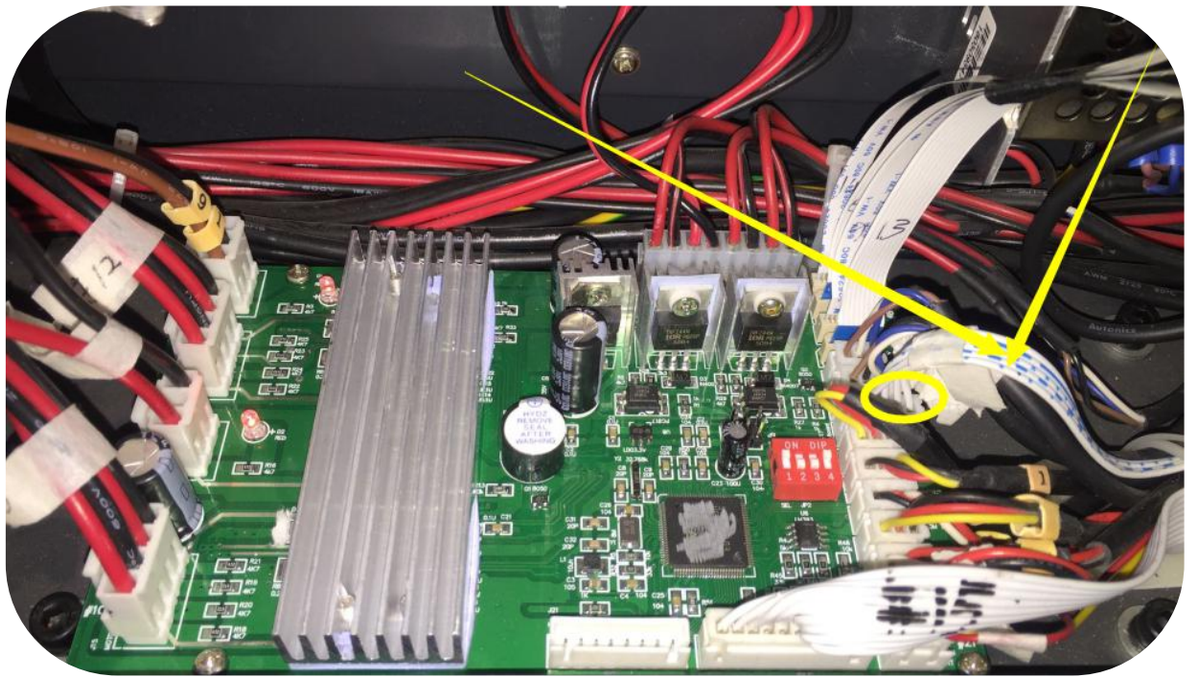
Check Point 4 : The Z Motor belt is loose. The Z Motor gear does not connected with pulley properly.



E-2100U-APO-013: There is no response after press UP Button and DOWN Button.

Check Point 1： Check the wires connection between Control Panel and CN6 on SCM Board.

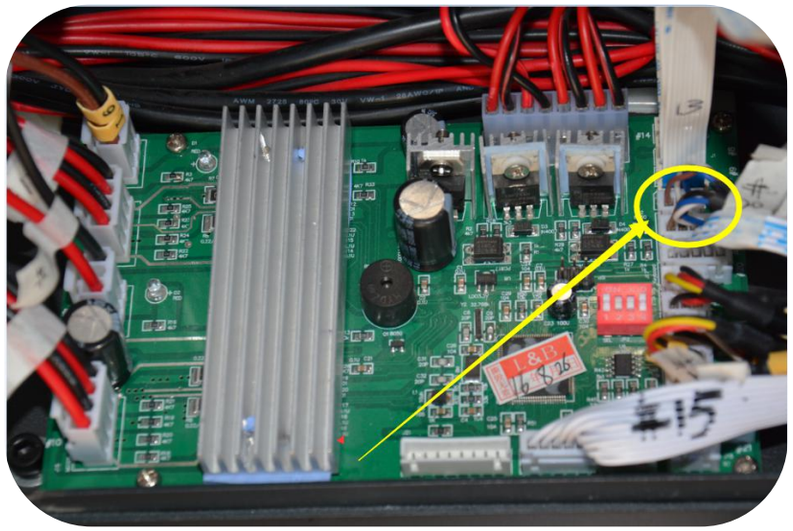




Check Point 2： The conditions of Up-limit Sensors, Down-limit Sensor, Z Motor &Belt and Z Motor Wires (please refer to E-2100U-APO-011 and E-2100U-APO-012).

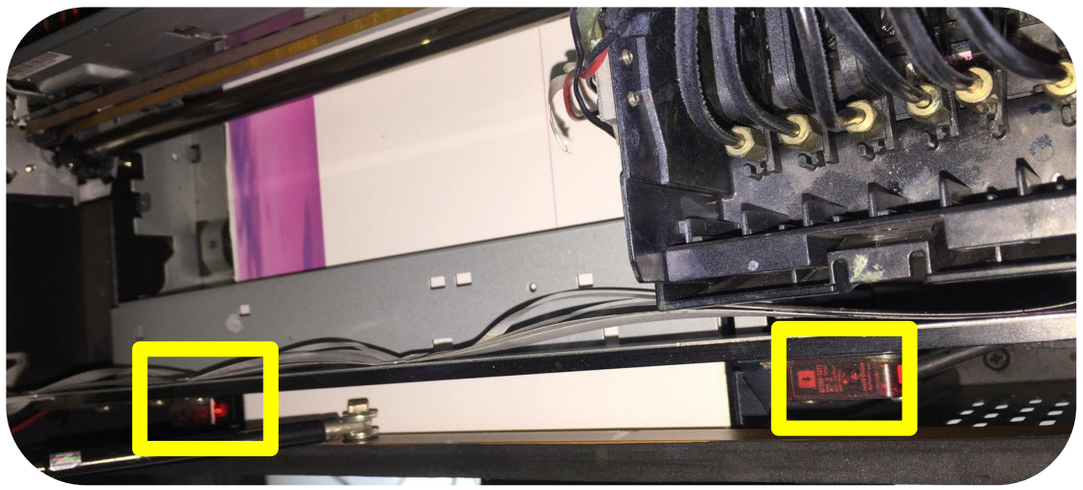
E-2100U-APO-014: The flatbed does not stop when it is reaching the highest position.

Check Point 1： Make sure the wires connection CN1 on SCM Board defective or not. And the wires connect with connector properly or not.



Check Point 2： There is transparent material placed on flatbed which can not detected by Up-limited Sensor.

Check Point 3： The Up-limit Sensors damaged.

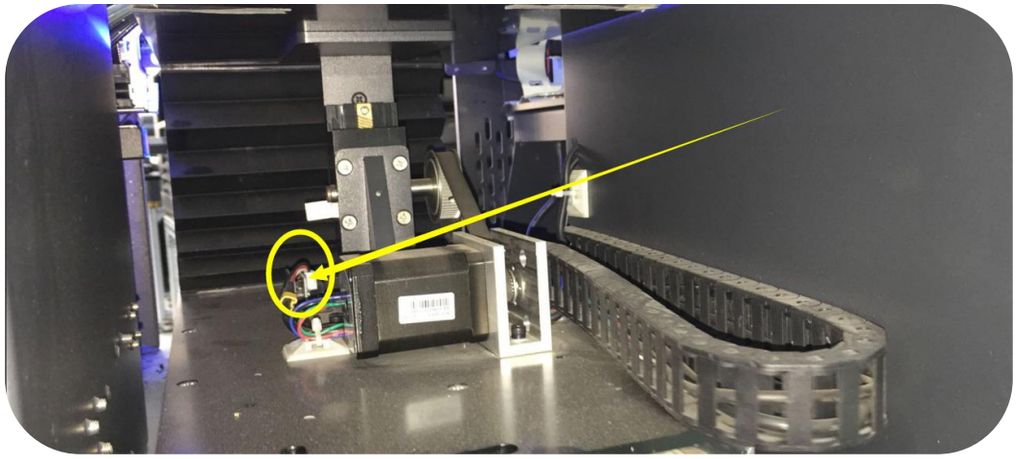


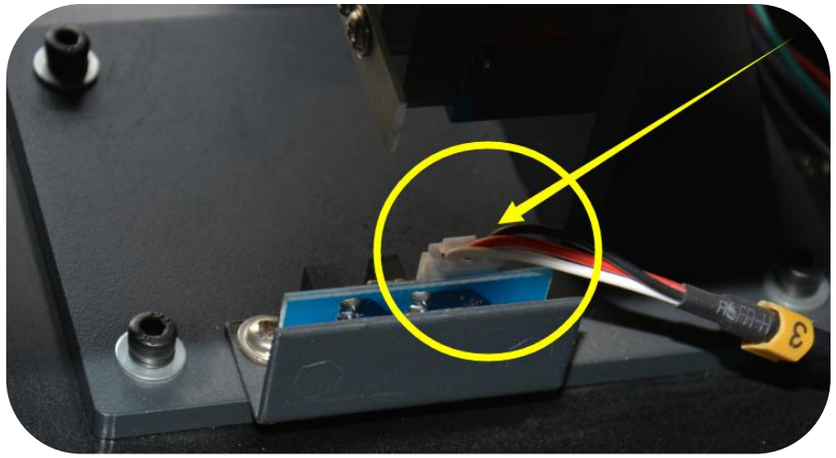
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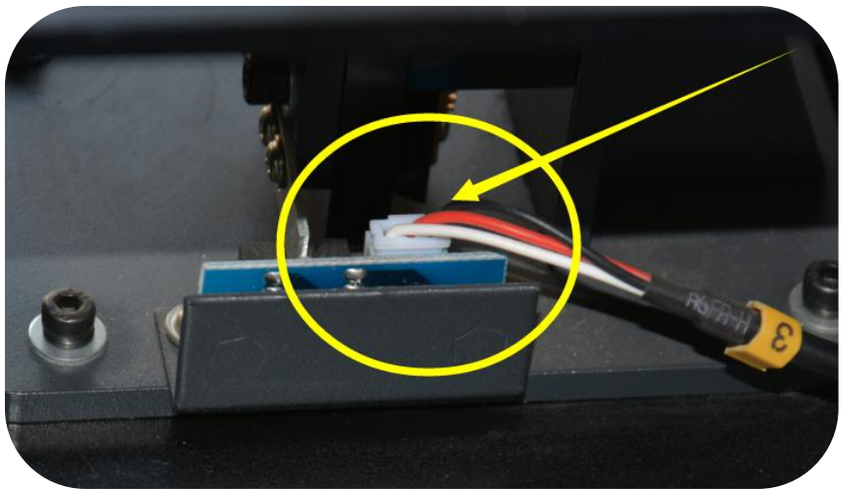
E-2100U-APO-015: The flatbed does not stop when it is reaching the lowest position.

Check Point 1： Check wires connections on Down-limit Sensor and Make sure the Down-limit Sensor installed properly.





Check Point 2： Make sure the metal plate can reach in middle position of U-shaped Down-limit Sensor when the table reaching lowest position.

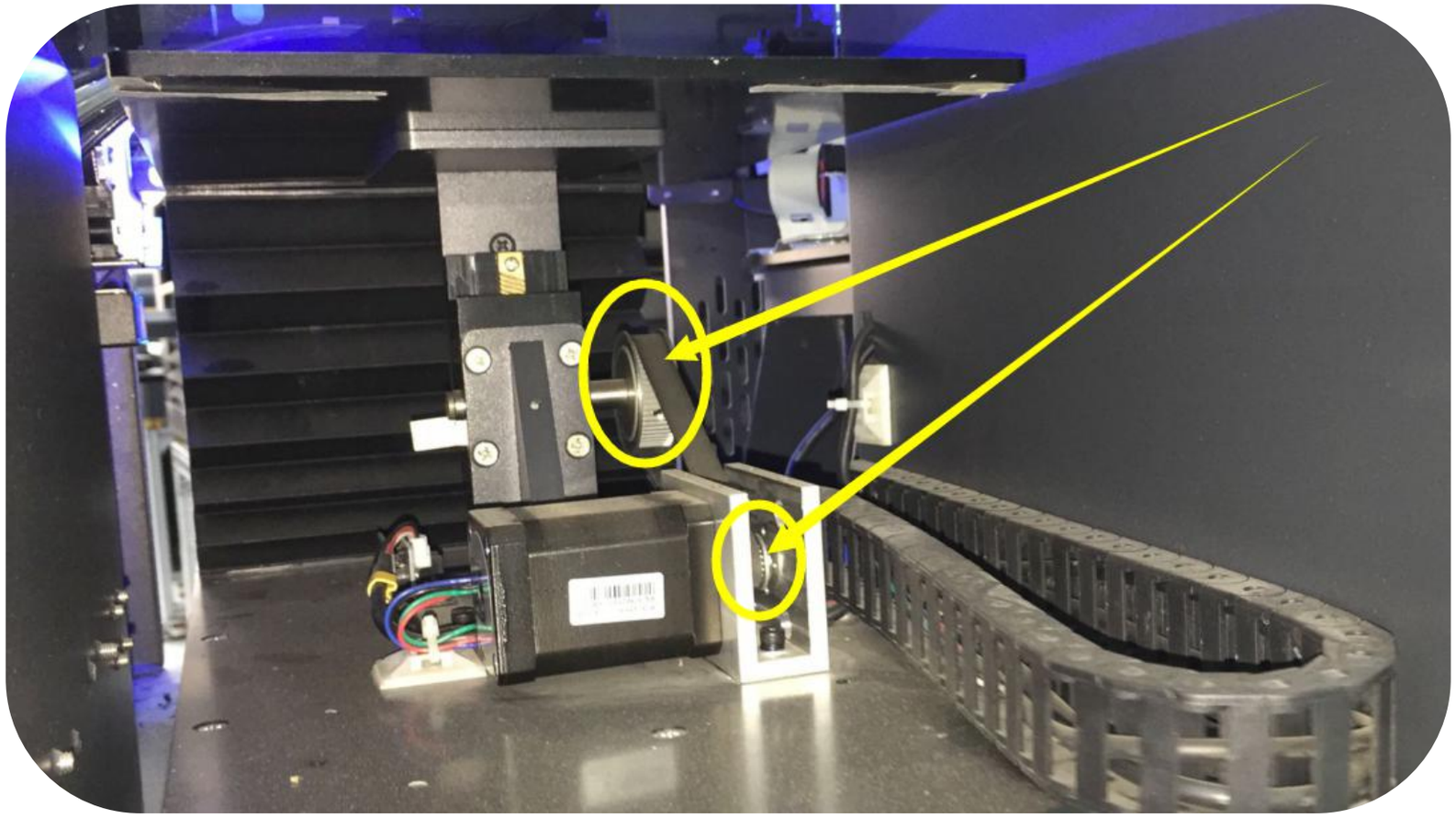


E-2100U-APO-016: The flatbed moves up very slow after press UP button.

Check Point 1 : The materials on flatbed is too heavy.

E-2100U-APO-017: There is noisy sound when flatbed moves up and down.

Check Point 1 : The Z motor belt is loose or damaged.

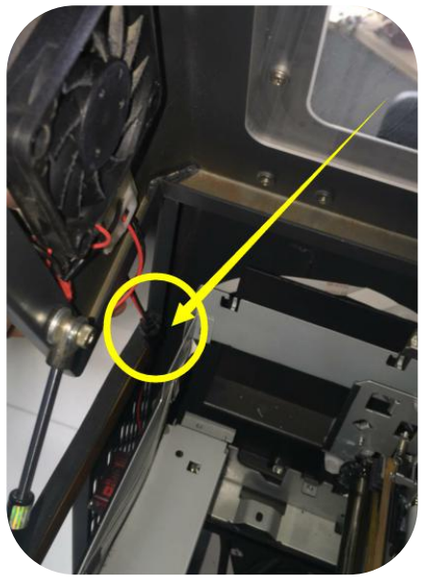


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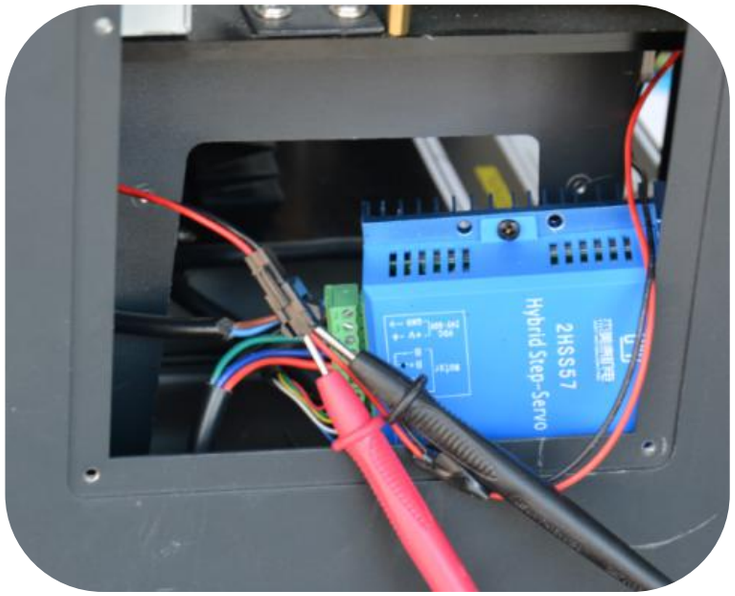
E-2100U-APO-018: The exhausting fans not working after press General Power Button.

Check Point 1 : The Wires connection on exhausting fans under good condition or not.

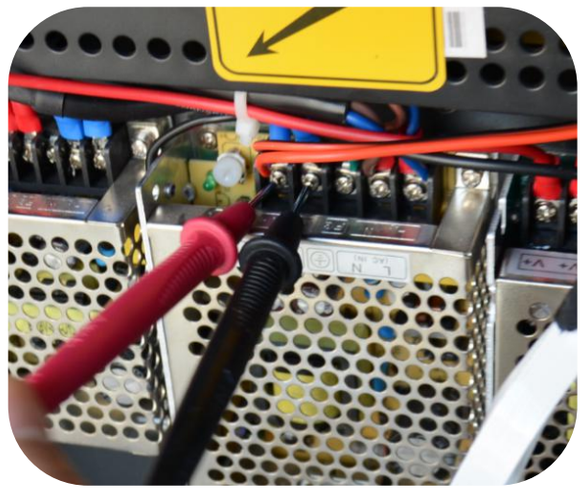


Check Point 2 : The voltage on wires connection is 12V or not.



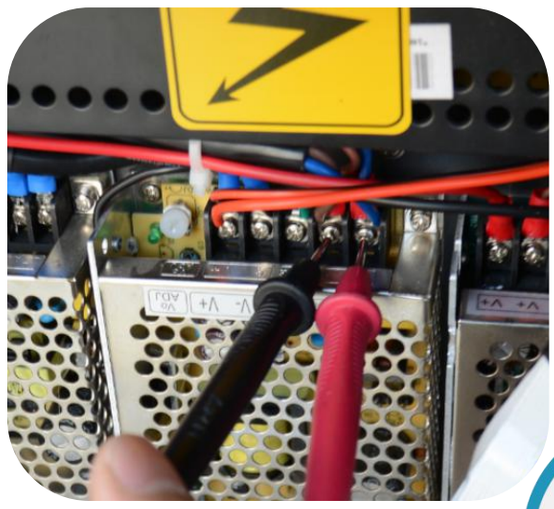


Check Point 3 : If the voltage on the connector is 0 or too low, then we need to test the Output on the 12V Power Supplier is 12V or not.



Check Point 3-1 : If the Output on the 12V Power Supplier is 12V, then we need to check the wires conditions from 12V Power Supplier to that black connector good or not.

Check Point 3-2 : If the Output on the 12V Power Supplier is 0 or too low, then we need to check the output on 110V/220V Power Supplier is correct or not.
If there is 110V/220V, it means 12V Powe Supplier damaged.
If there is not correct check result, it means the wires conditions from Power Button to 110V/220V is defective.



Check Point 4 : The Wires from connector to exhausting fans damaged or the Exhausting Fans damaged.

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Error Code	Error Description	Page
E-2100U-DOP-001	There is no response and READY indicator does not flashing or lighting after press READY button.	044
E-2100U-DOP-002	The Ink Pump Motor only rotate one time and READY indicator off while WRONG POSITION and INK buttons flasing together quickly at the same time after press READY button.	046
E-2100U-DOP-003	The Ink Pump Motor does not rotate after press READY button	047
E-2100U-DOP-004	The Ink Pump Motor does not rotate properly with noisy sound after press READY button.	048
E-2100U-DOP-005	The Carriage does not move while READY indicator off and WRONG POSITION and INK buttons flashing together quickly at the same time after press READY button.	049
E-2100U-DOP-006	The Carriage moving very fast and hiting the left frame or right ink pump unit after press READY button	050
E-2100U-DOP-007	The Carriage moving slowly at right position, then READY indicator off and WRONG POSITION and INK indicators flashing together quickly	052
E-2100U-DOP-008	There is noisy sound when Carriage moving to left and right direction.after press READY button	054
E-2100U-DOP-009	The Carriage hiting the left frame then it stopped there and READY indicator off while WRONG POSITION and INK indicators flashing together quickly	056

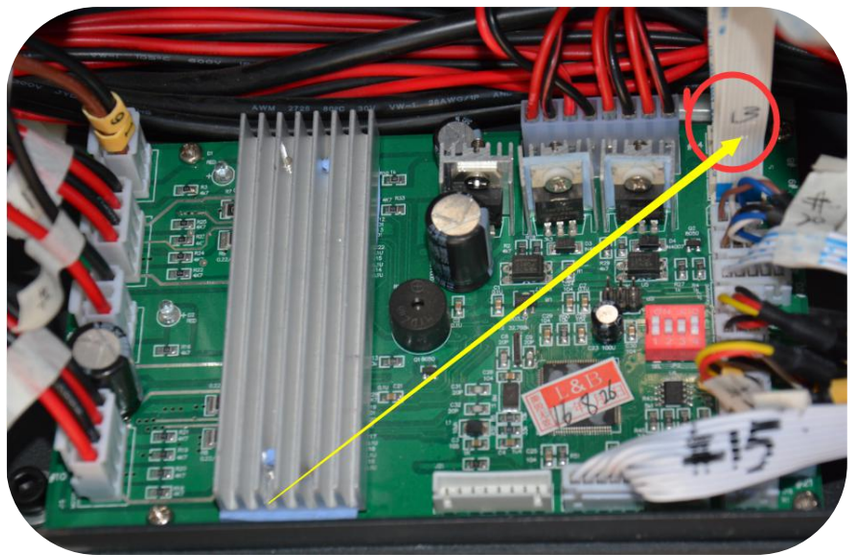
Error Code	Error Description	Page
E-2100U-DOP-010	The Carriage moving at ink pump position and peforming cleaning action , then READY indicator off while WRONG POSITION and INK indicators flashing together quickly	058
E-2100U-DOP-011	The Carriage moving back to original position and locked at ink pump position, then READY indicator off while WRONG POSITION and INK indicators flashing together quickly	059

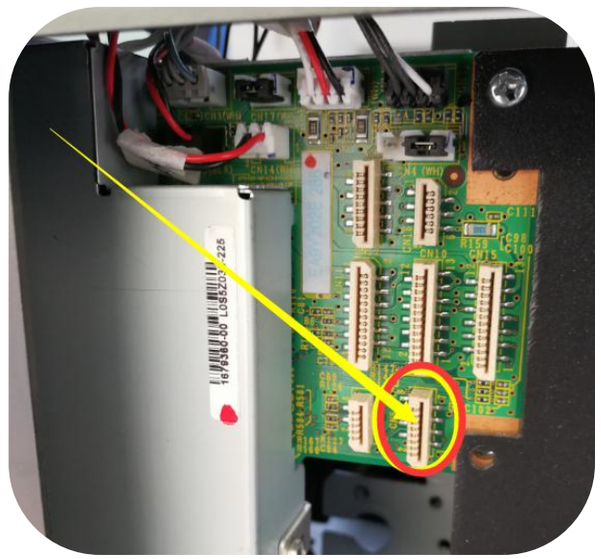
E-2100U-DOP-001: There is no response and READY indicator does not flashing/lighting after press READY button.

Check Point 1 : The Wires connection on CN3 of Main Board under good condition or not.



Check Point 2 : The wires connections on CN 13 of SCM Board and CN 5 of Main Board under good condition or not.

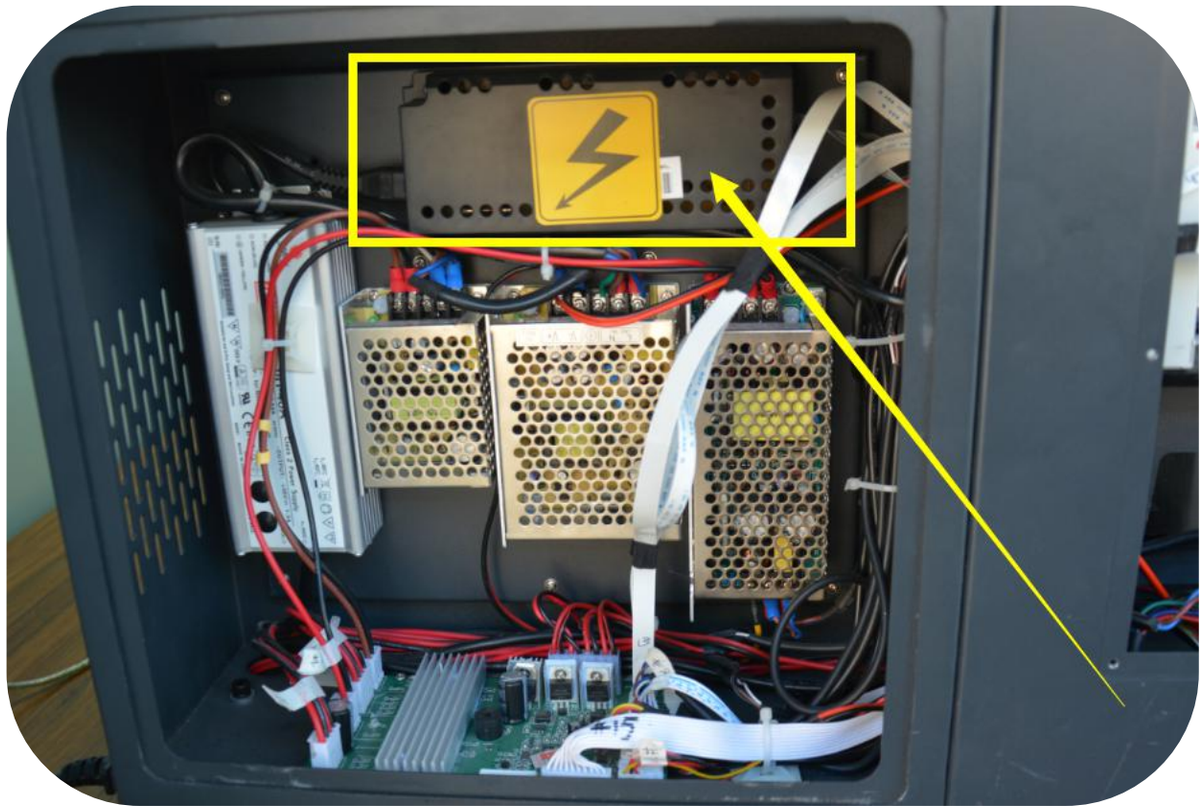




Check Point 3 : After Power on the machine and press READY button, test there is voltage on CN 5 connector of Main Board or not.

Check Point 3-1 : If there is voltage on CN5 connector of Main Board, it means SCM Board or Main Board damaged.

Check Point 3-2 : If there is no voltage on CN5 connector of Main Board, then we need to test Input of Power Board has 110V/220V voltage or not. If so, it means the fuse on Power Board or Power Board damaged. If not, it means the wires condition between Power Supplier and Power Board damaged.



Power Board

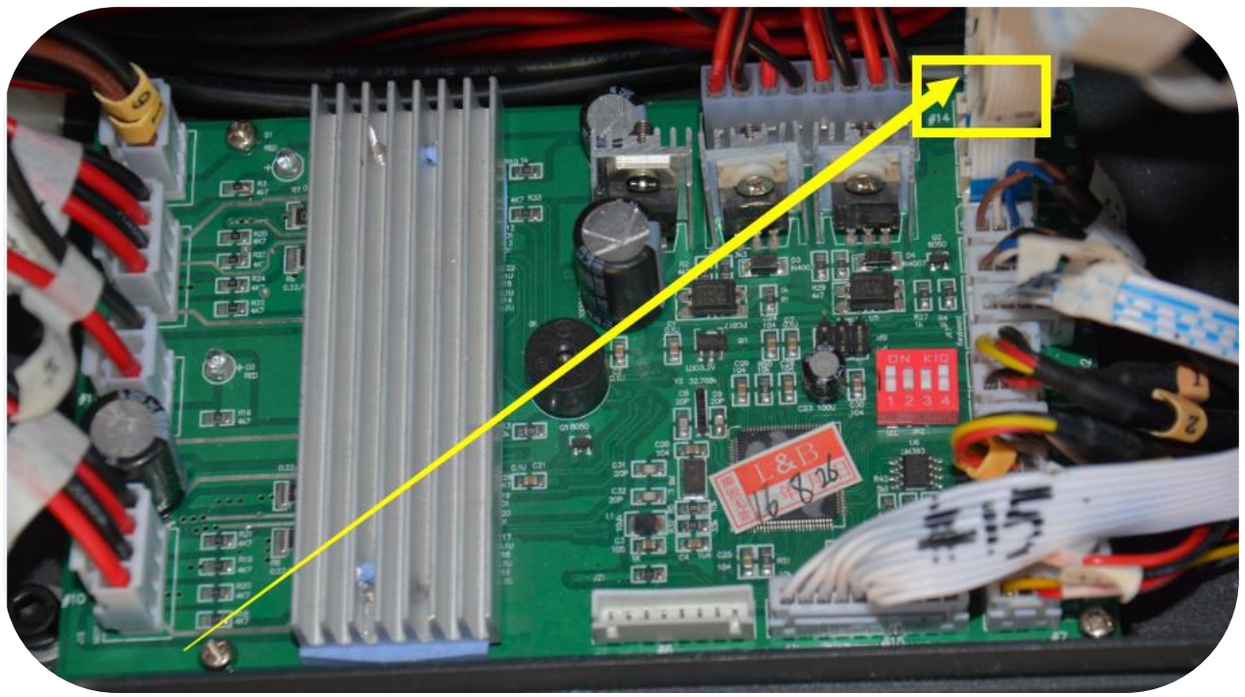
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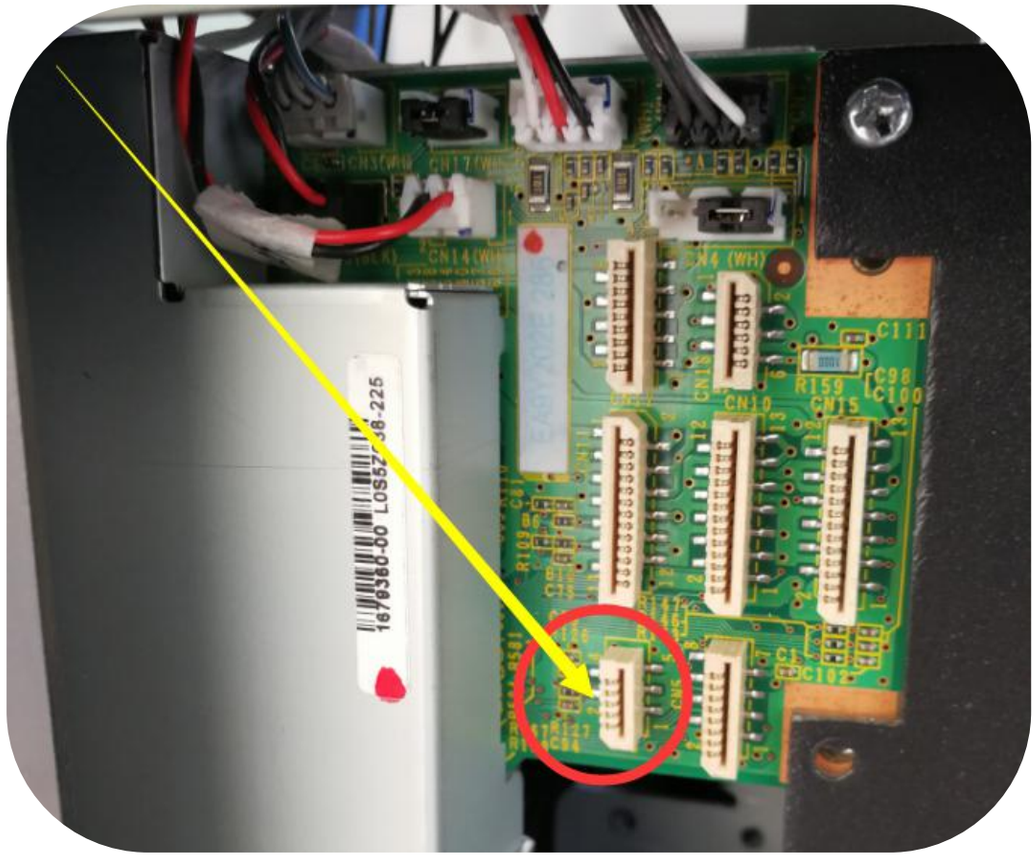
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artisJet 2100U Trouble-shooting Manual | During Online Process

E-2100U-DOP-002: The Ink Pump Motor only rotate one time and READY indicator off while WRONG POSITION and INK buttons flasing together quickly at the same time after press READY button.

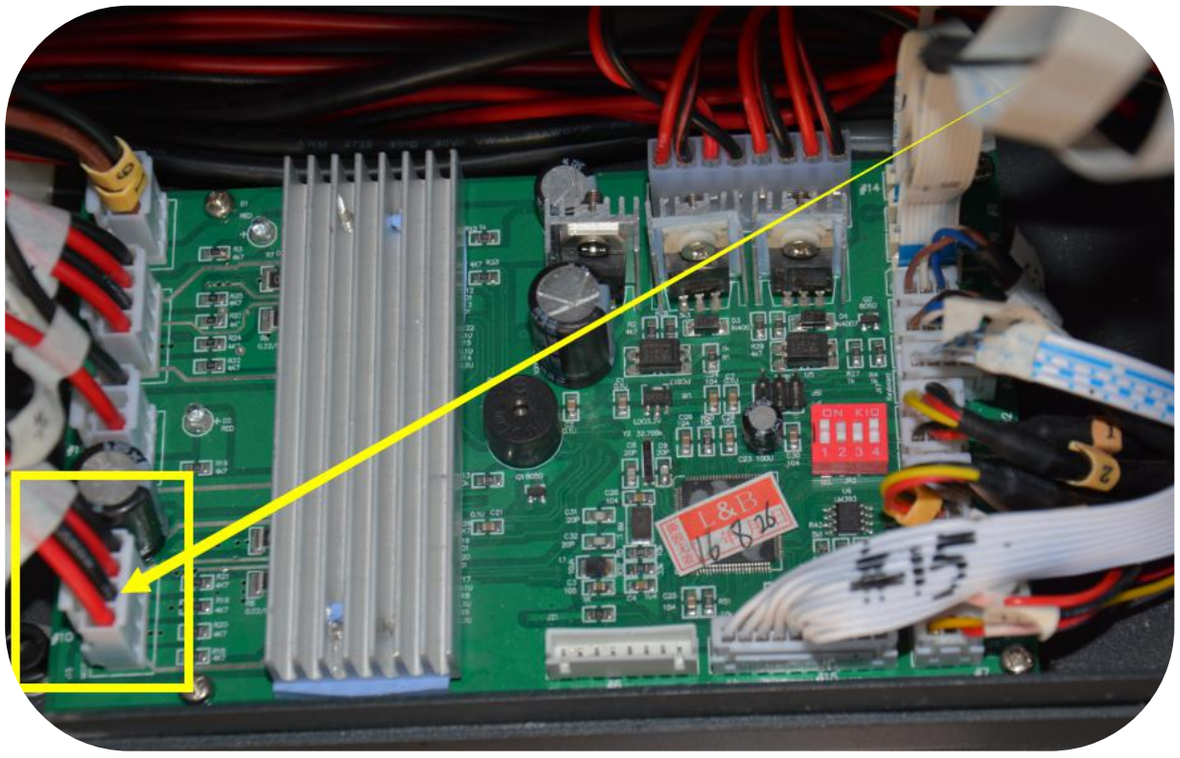
Check Point 1 : The Wires connection on CN14 of SCM Board and CN8 of Main Board under good condition or not.

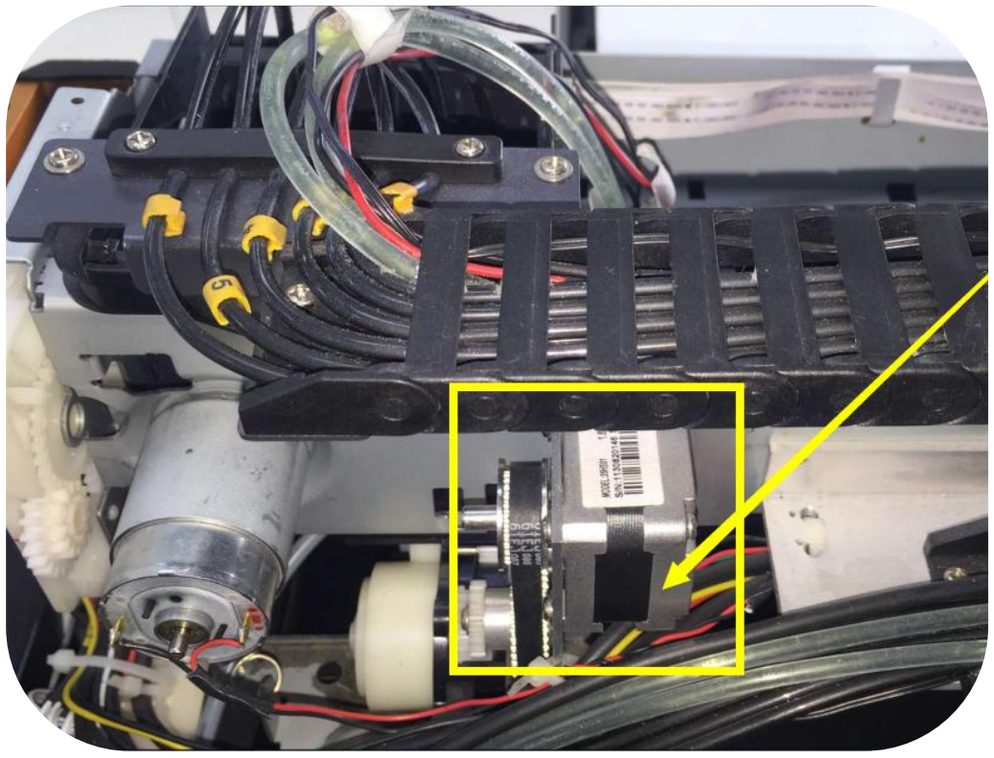




E-2100U-DOP-003: The Ink Pump Motor does not rotate after press READY button.

Check Point 1 : The Wires connection on CN10 of SCM Board and Ink Pump Motor. Or the Ink Pump Motor damaged.



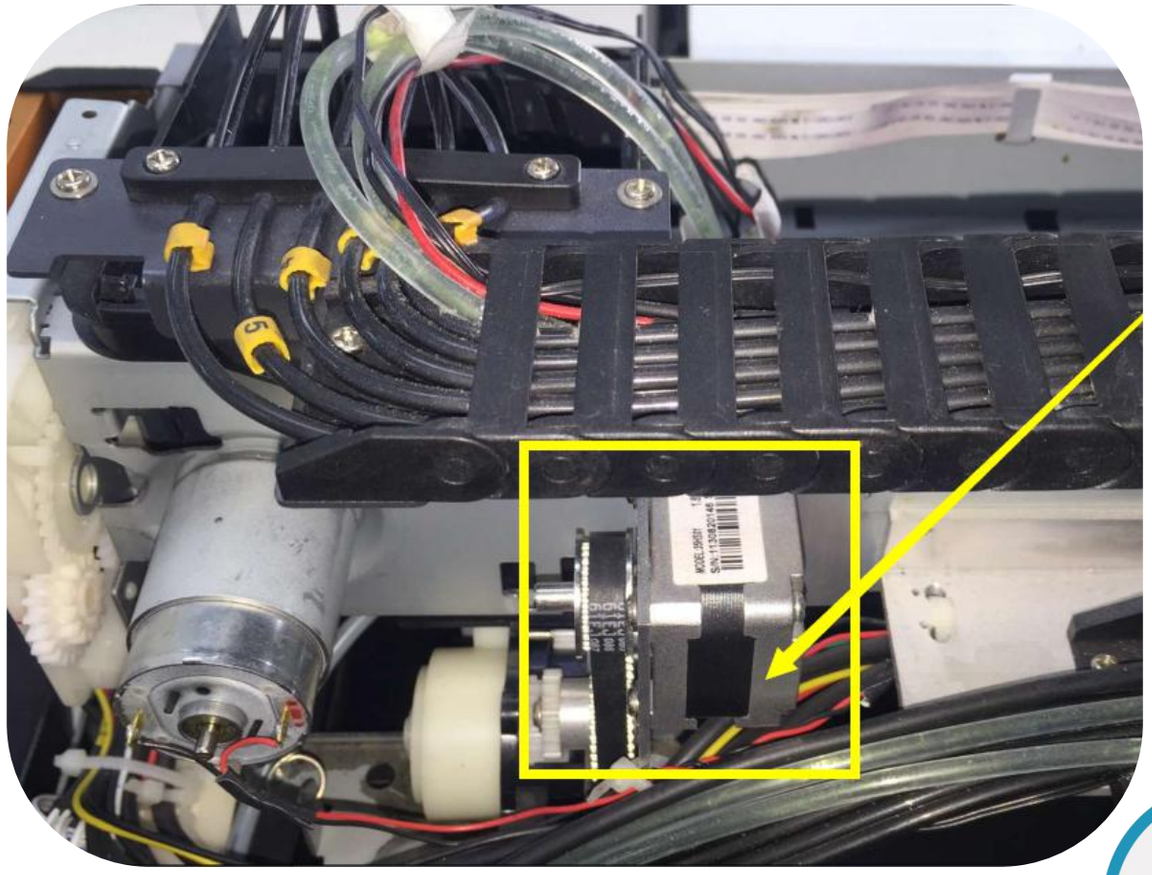


E-2100U-DOP-004: The Ink Pump Motor does not rotate properly with noisy sound after press READY button.

Check Point 1 : The belt of Ink Pump Motor does not connected with pulley properly.

Check Point 2 : The Ink Pump Gears do not connected with Ink Pump Motor gears properly.

Check Point 3 : The Ink Pump is damaged or aging due to pollution of UV Inks or UV Cleaning liquid.



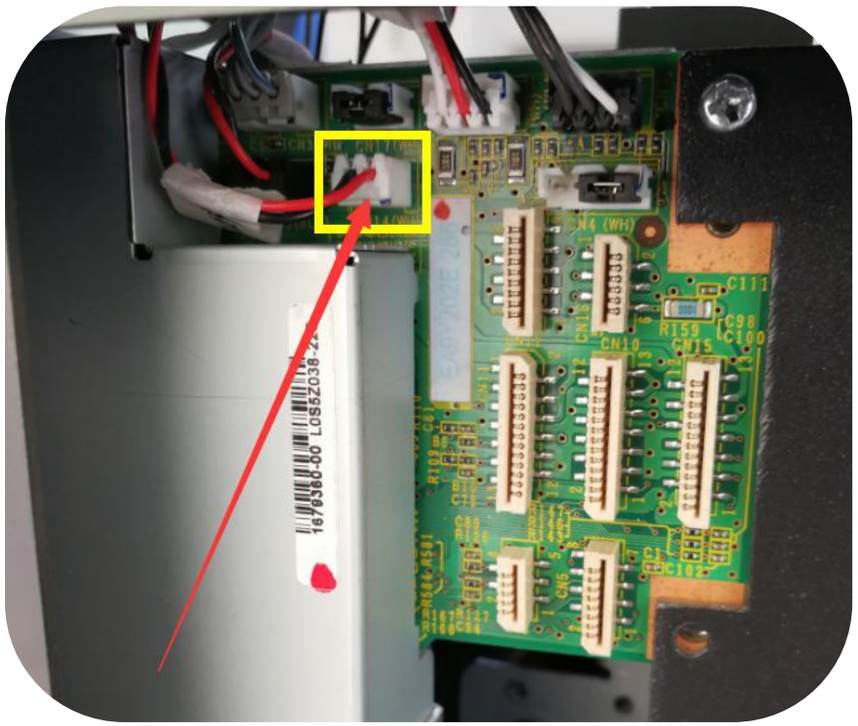
E-2100U-DOP-005: The Carriage does not move while READY indicator off and WRONG POSITION and INK buttons flashing together quickly at the same time after press READY button.

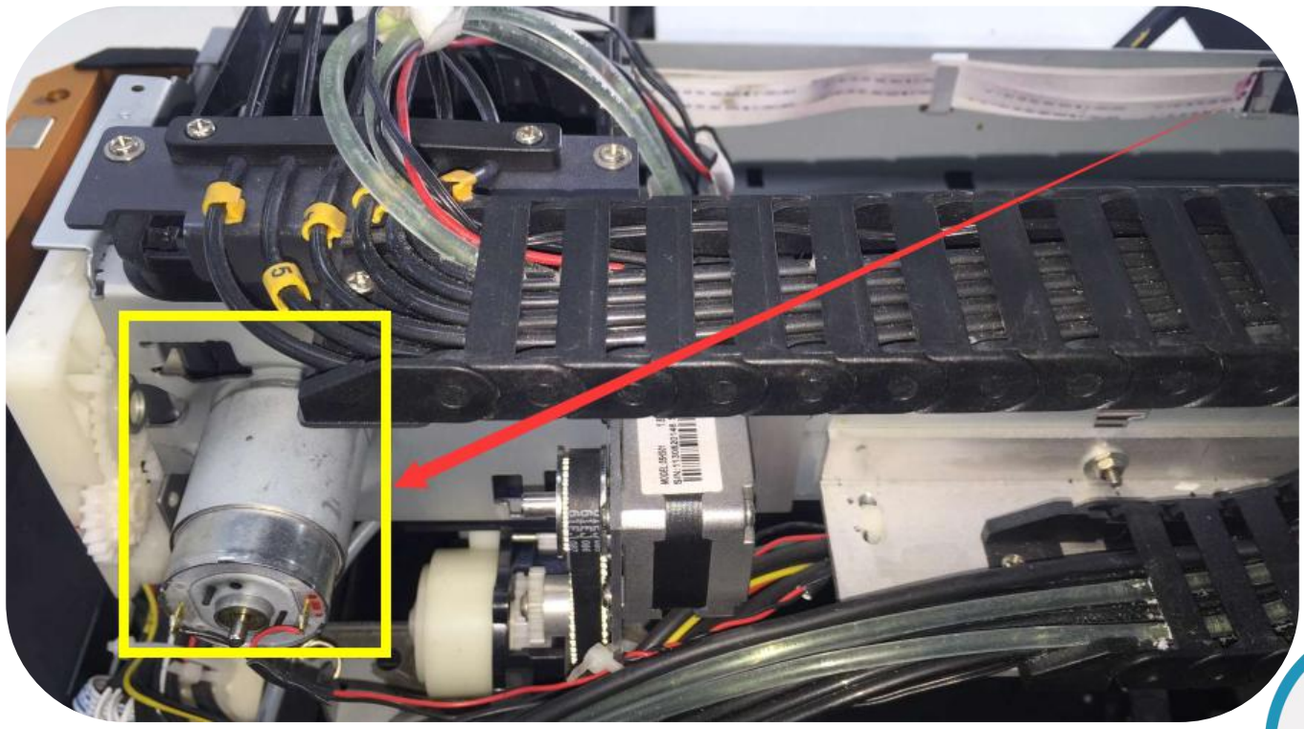
Check Point 1 : The wires connection on CN14 of Main Board.

Check Point 2 : The wires condition between CN14 of Main Board and Carriage Motor.

Check Point 3 : The Ink Pump is damaged or aging due to pollution of UV Inks or UV Cleaning liquid.

Check Point 4 : The Main Board or Carriage Motor damaged.





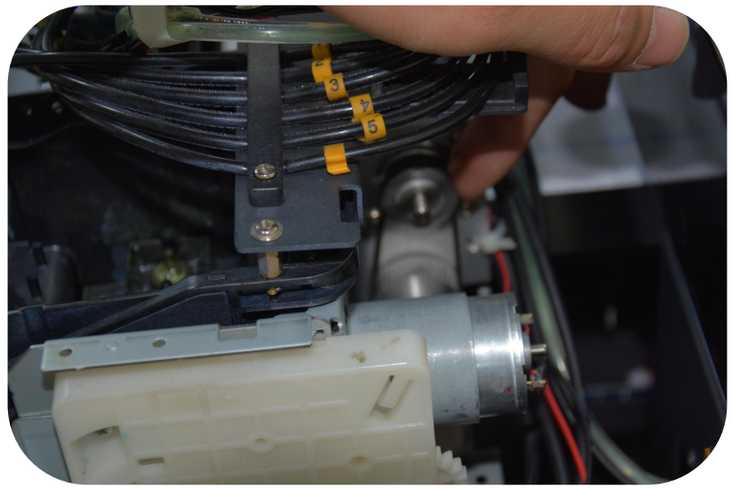
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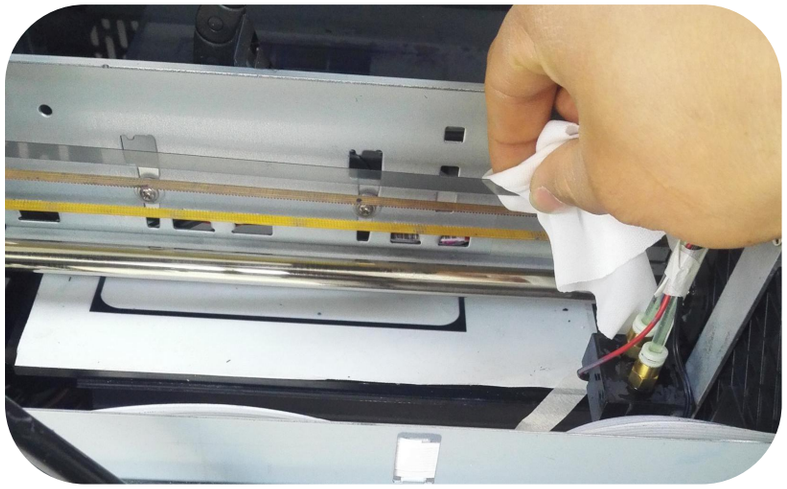
E-2100U-DOP-006: The Carriage moving very fast and hiting the left frame or right ink pump unit after press READY button.

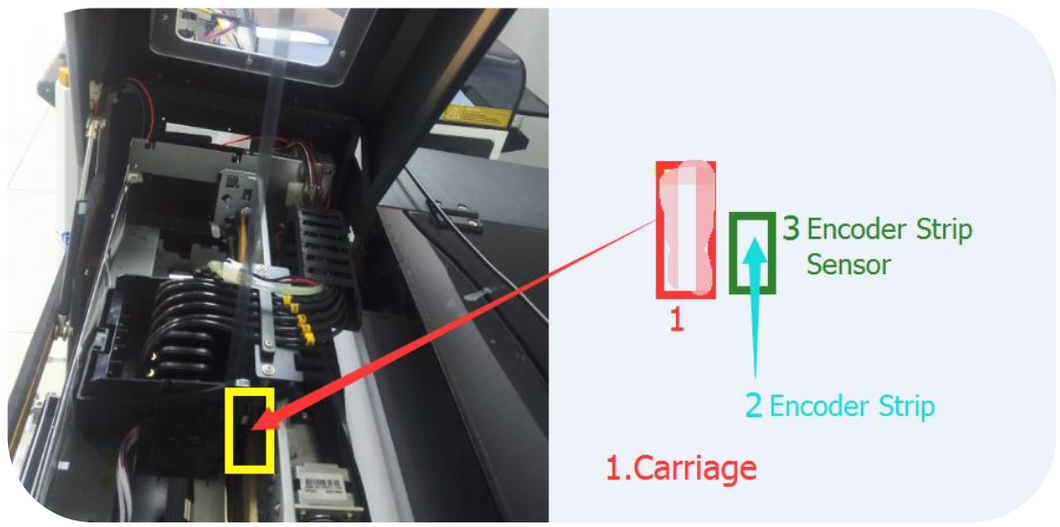
Check Point 1 : The Encoder Strip or Encoder Strip Sensor is dirty and need to clean it with alcohol with non-woven fabric.

Unlock the carriage and move it into middle position



Clean the whole area of encoder strip.





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Check Point 2 : The Encoder Strip is not located at the U-shaped Encoder Strip Sensor properly which caused the machine can not detect the encoder strip properly.

Check Point 3 : Make sure the cables and cables connections on CN1 and CN9 on Transfer Board, CN8 and CN9 on SCM Board, CN16 on Main Board are good or not.



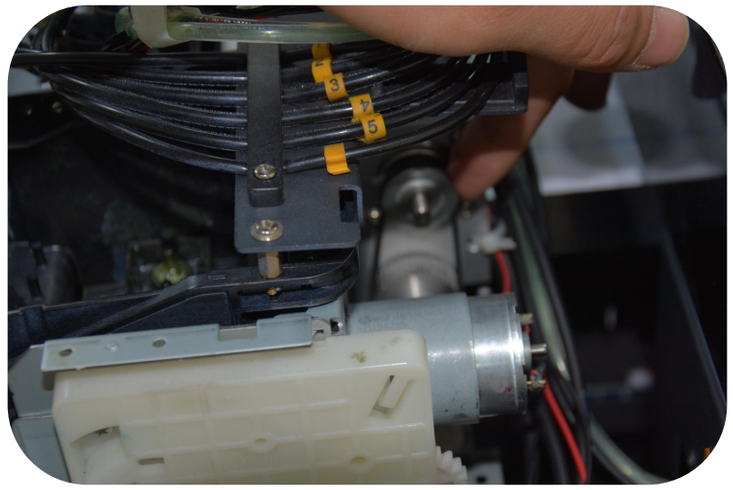
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E-2100U-DOP-007: The Carriage moving slowly at right position, then READY indicator off and WRONG POSITION and INK indicators flashing together quickly.

Check Point 1 : The Encoder Strip is dirty and need to clean it with alcohol by using non-woven fabric.

Unlock the carriage and move it into middle position

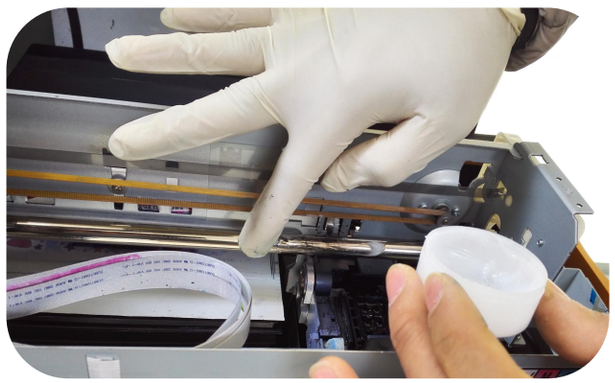


Clean the whole area of encoder strip.



Check Point 2 : The Carriage Guiding Bar is dirty and need to clean it with alcohol by using non-woven fabric. Then lubricate it with grease.

Lubricate the whole area of Carriage Guiding Bar after clean it.

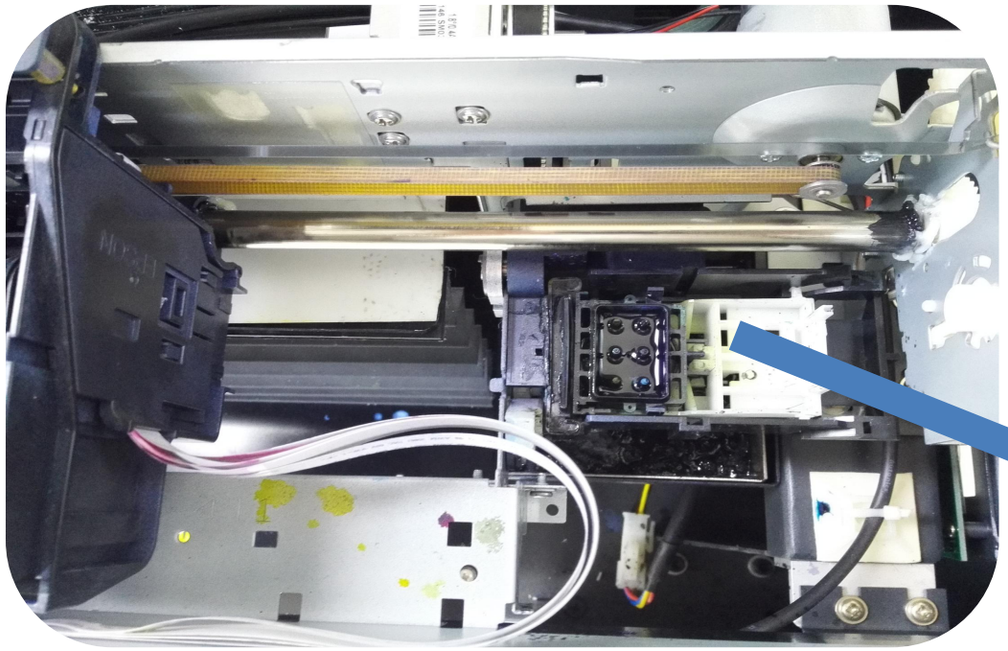


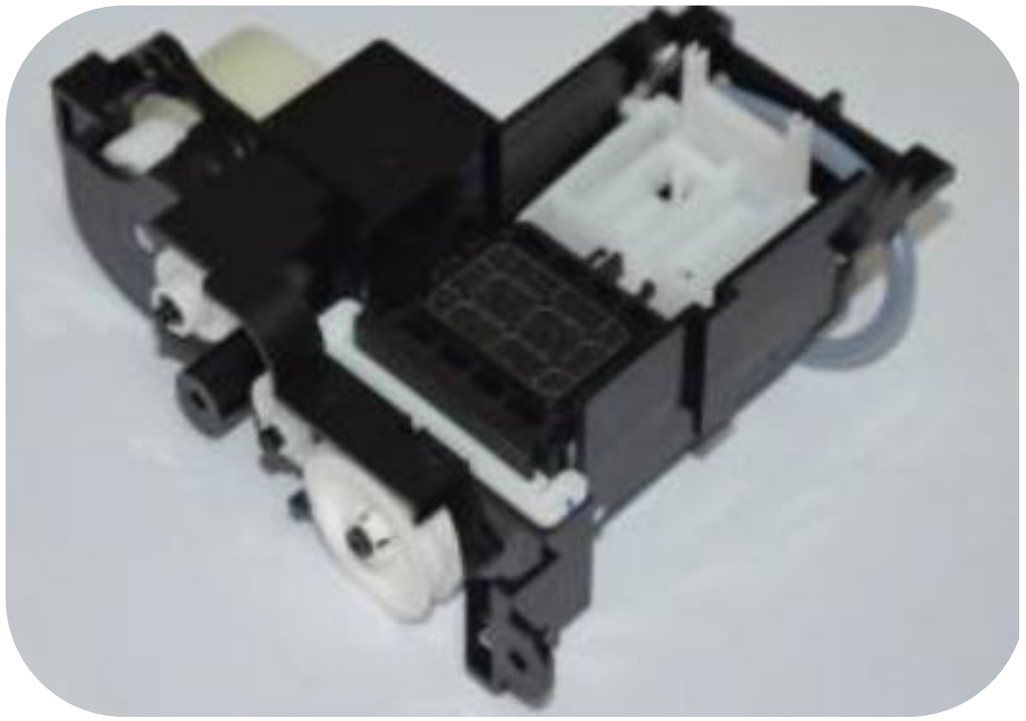
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Check Point 3 : The white Carriage Locking Block can not lock or unlock the carriage properly due to the ink Pump gears does not connected properly or the ink pump is damaged by UV Inks or UV Cleaning Liquid.





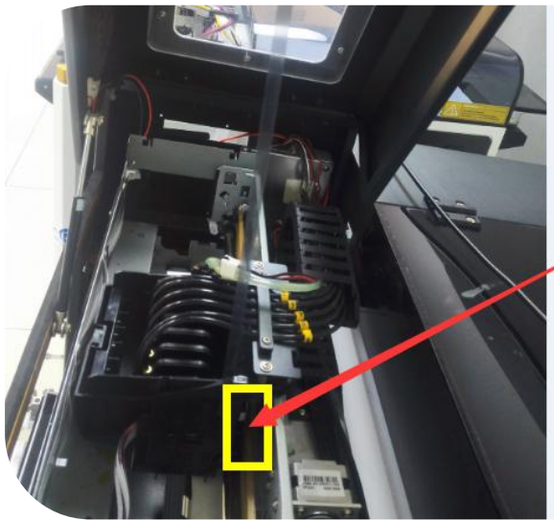
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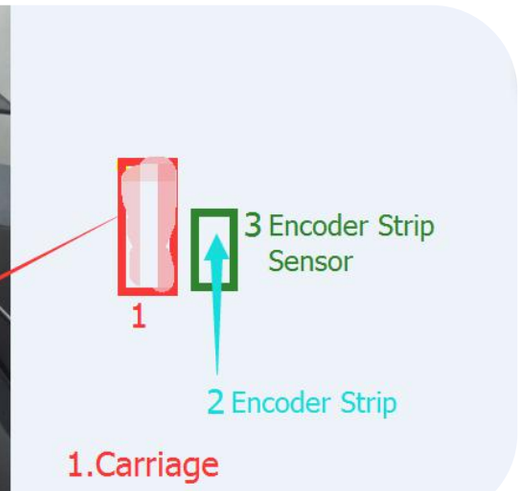
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E-2100U-DOP-008: There is noisy sound when Carriage moving to left and right direction.after press READY button.

Check Point 1 : The Encoder Strip or Encoder Strip Sensoris dirty and need to clean it with alcohol by using non-woven fabric.







Check Point 2 : The Carriage Guiding Bar is dirty and need to clean it with alcohol by using non-woven fabric. Then lubricate it with grease.

Lubricate the whole area of Carriage Guiding Bar after clean it.



Check Point 3 : There is something in the Carriage moving area which caused the carriage can not moving properly.

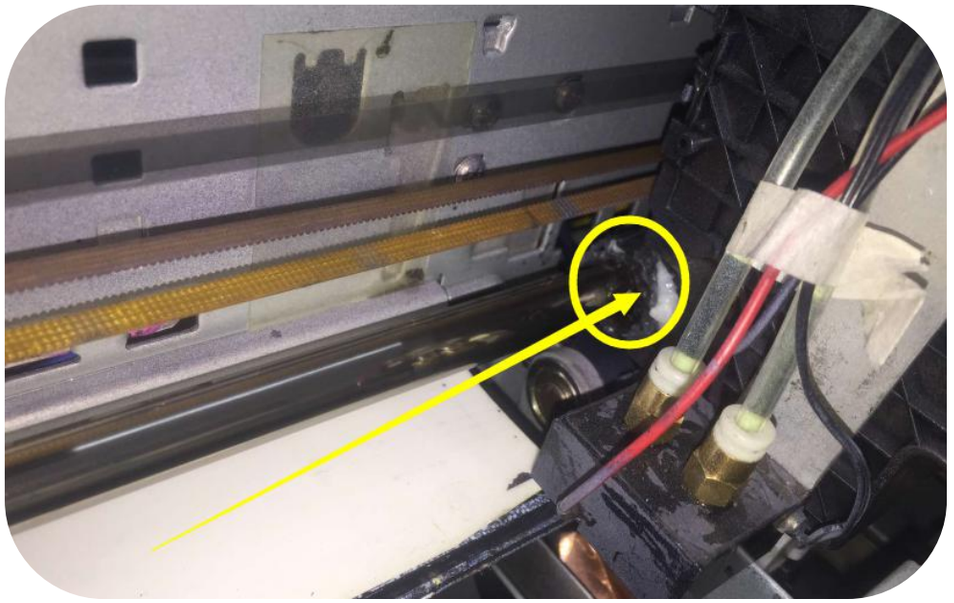
Check Point 4 : The working environment is too cold which caused the black plastic Carriage Guiding Tank (contains ink tubes and wires) is not flexible enough.

Check Point 5 : The yellow Carriage Belt is too old or damaged which cause the belt can not connected with Carriage Motor properly.

Check Point 6 : The plastic part between Carriage and Carriage Guiding Bar is damaged which caused the carriage can not moving properly.



Yellow Carriage Belt

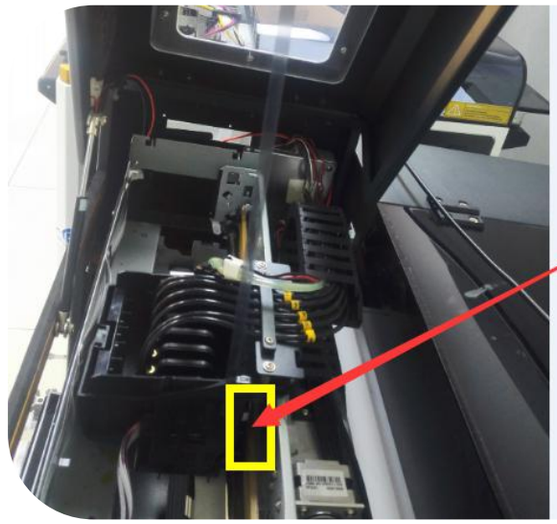


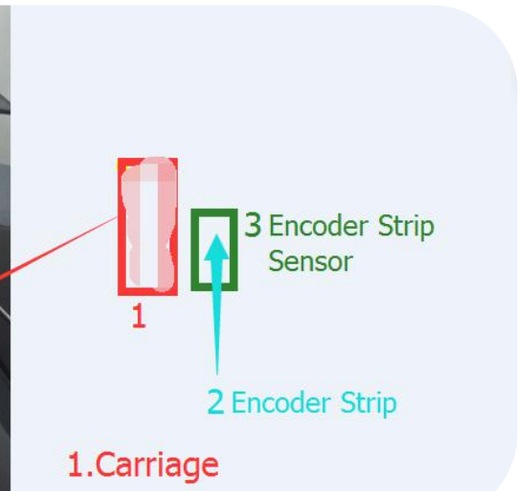
Black Plastic Part between Carriage and Guiding Bar

E-2100U-DOP-009: The Carriage moving to left position and hiting the left frame, then it stopped there and READY indicator off while WRONG POSITION and INK indicators flashing together quickly.

Check Point 1 : The Encoder Strip or Encoder Strip Sensoris dirty and need to clean it with alcohol by using non-woven fabric.







Check Point 2 : The Carriage Guiding Bar is dirty and need to clean it with alcohol by using non-woven fabric. Then lubricate it with grease.

Lubricate the whole area of Carriage Guiding Bar after clean it.

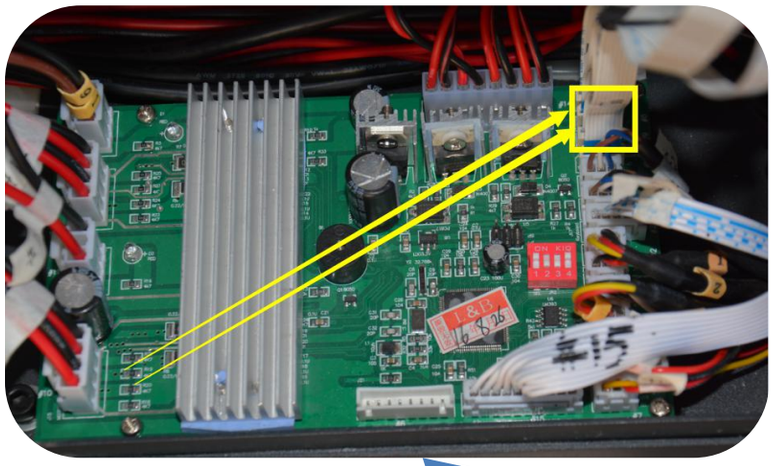


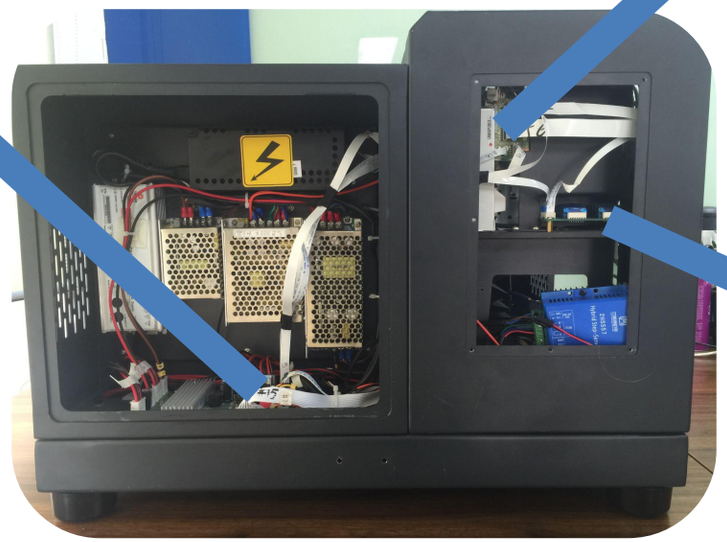
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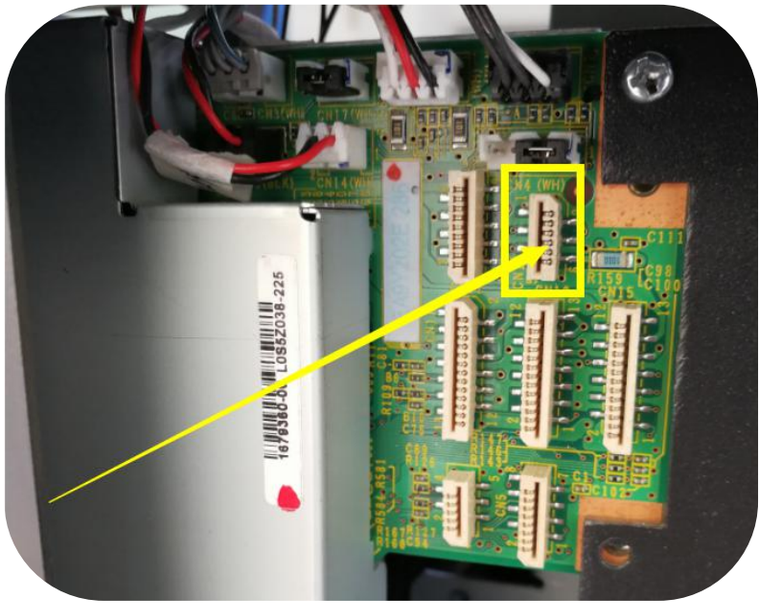
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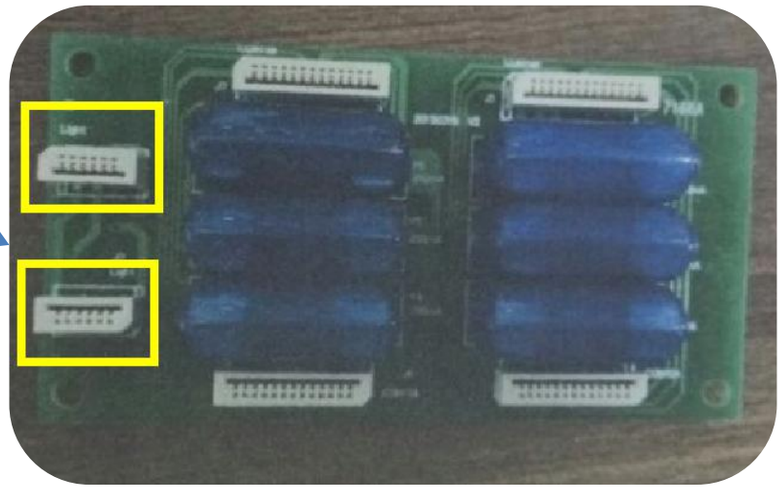
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Check Point 3 : The Encoder Strip Sensor Data Cables damaged or not connected properly.









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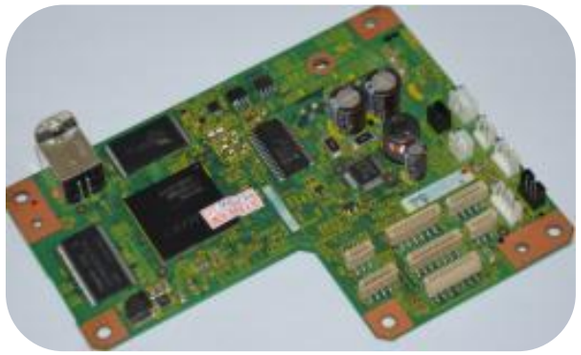
artisJet 2100U Trouble-shooting Manual | During Online Process

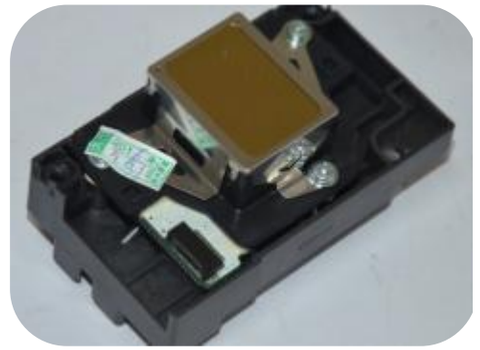
E-2100U-DOP-010: The Carriage moving at ink pump position and peforming Cleaning action , then READY indicator off while WRONG POSITION and INK indicators flashing together quickly.

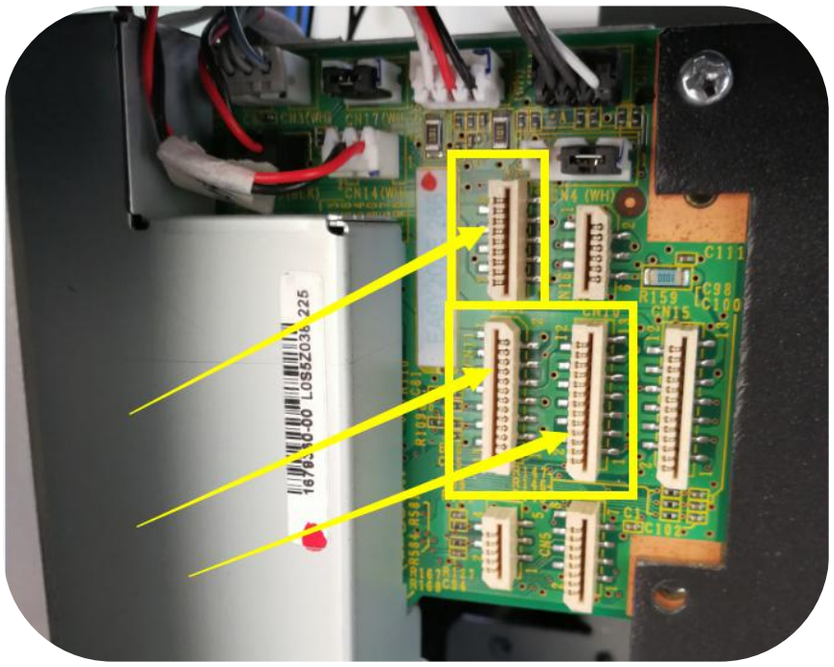
Check Point 1 : The Print Head Data Cables damaged or not connected properly.

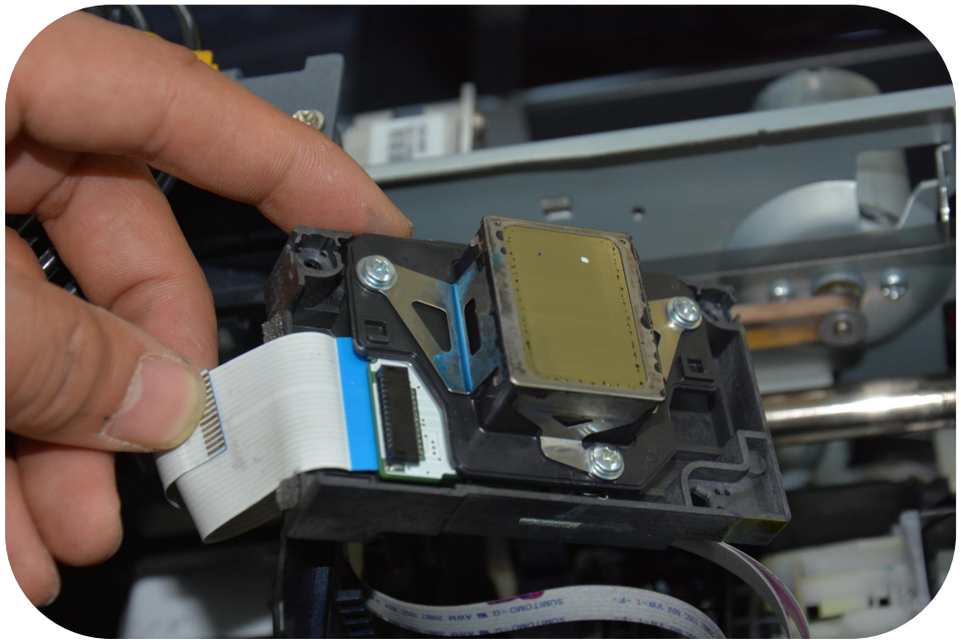
Check Point 2 : The Printer Head burnt off.

Check Point 3 : The Main Board burnt off.





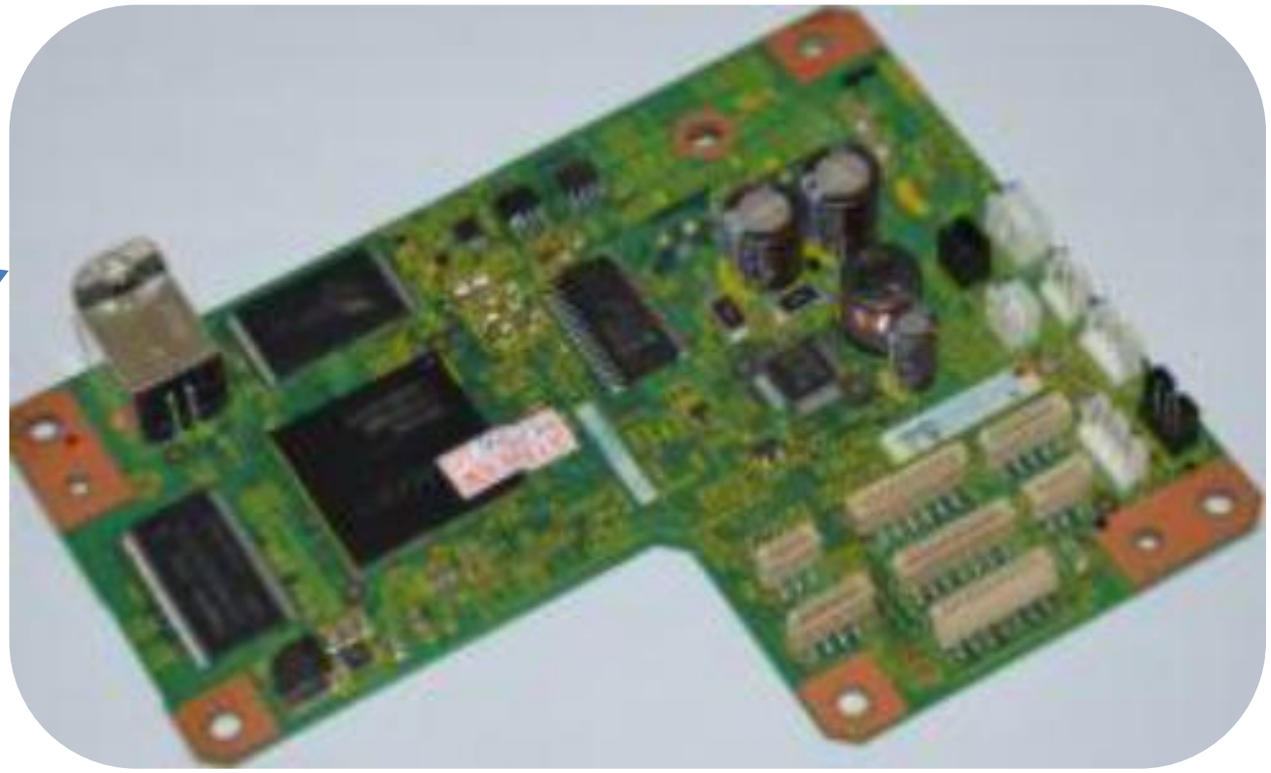




E-2100U-DOP-011: The Carriage moving back to original position and locked at ink pump position, then READY indicator off while WRONG POSITION and INK indicators flashing together quickly.

Check Point 1 : The Main Board burnt off.





Error Code	Error Description	Page
E-2100U-AOP-001	READY indicator solid on, WRONG POSITION and INK indicators flashing slowly one after the other	061
E-2100U-AOP-002	The READY indicator solid on, INK indicator flashing or solid on	064
E-2100U-AOP-003	The READY indicator solid on, WRONG POSITION indicator solid on	068

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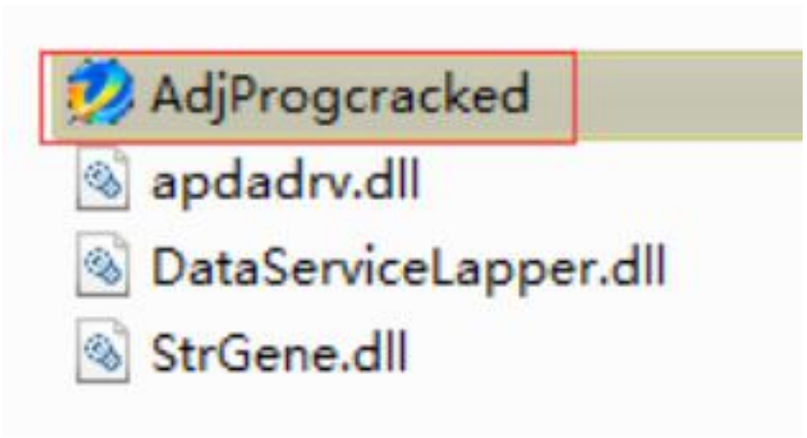
artisJet 2100U Trouble-shooting Manual | After Online Process

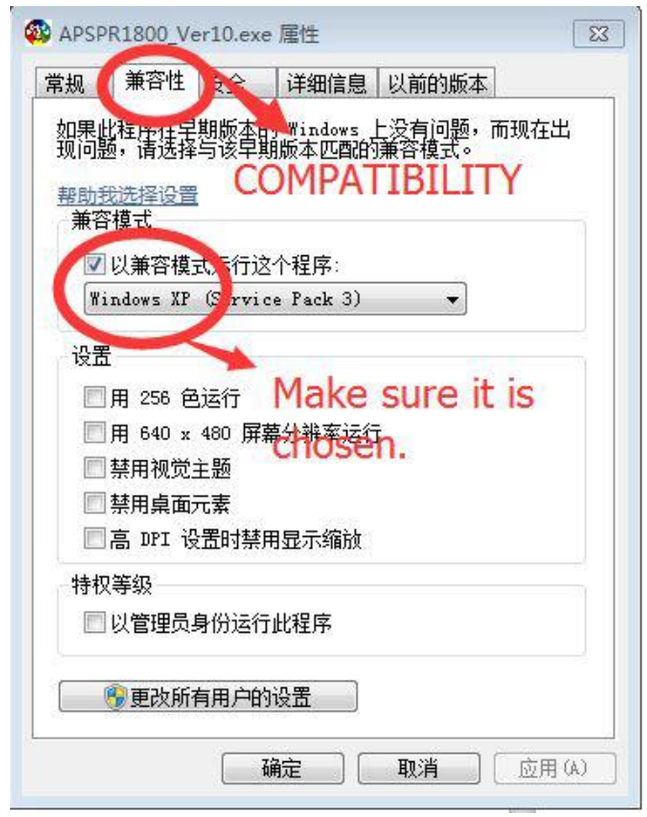
E-2100U-AOP-001: The READY indicator solid on, WRONG POSITION and INK indicators flashing slowly one after the other.

Check Point 1 : The Waste Ink Pad data in Main Board is full. we need to perform Zero-setting operation via Zero-setting software.

Step 1 : Power on the machine and press READY button, make sure the WRONG POSITION and INK buttons flashing one after the other slowly. Meanwhile, the printer is connected with the computer by USB Cable properly.

Step 2 : Goes to DVD disc, find out the Software folder and open Zero-setting Software folder. After find out the icon named "AdjProgcracked".exe, right click it and go to Properties option. Select and click the COMPATIBILITY, then chose the following option.

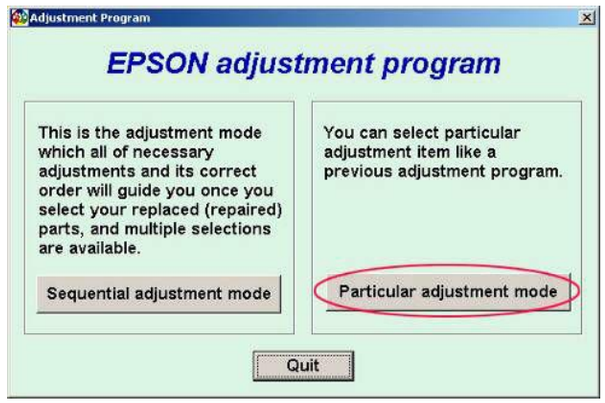


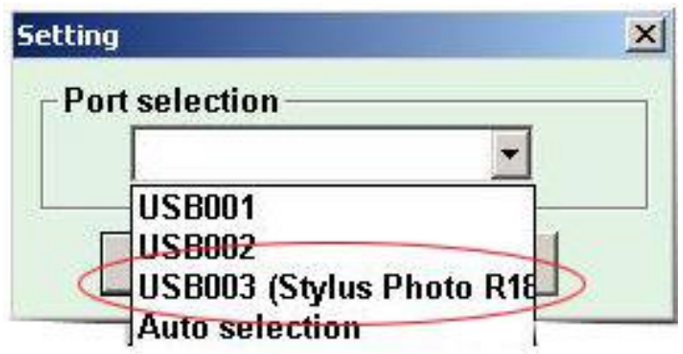


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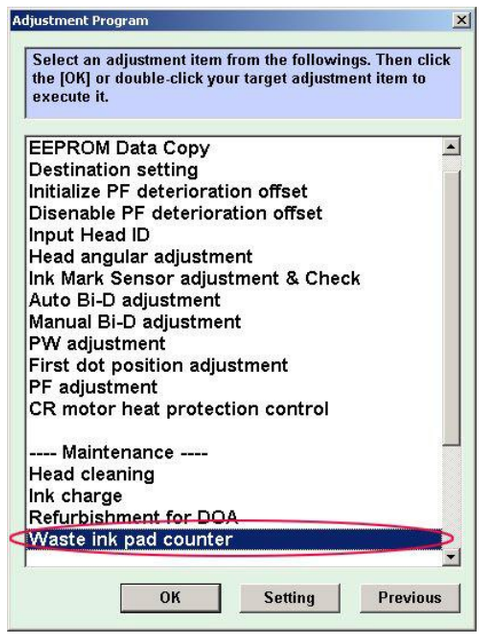
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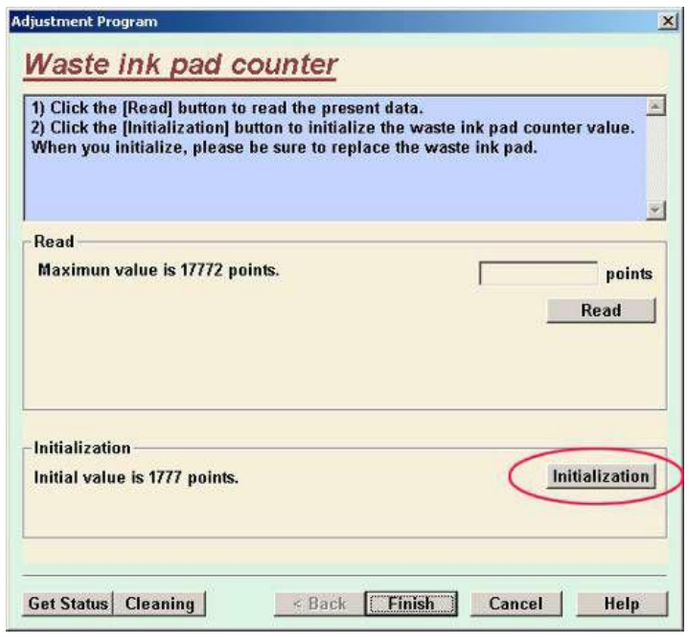
Step 3 : Double click the Icon AdjProgcracked.exe, select the option "Particular adjustment mode". In the new windows, select the correct port which ended with Stylus Photo L800.





Step 4 : In the new appeared window, choose "Waste ink pad counter". Then click "Initialization" in the following window.





Step 4 : Once the zero-setting successed, the window below will appear and just click the OK. Quit the software and restart the printer, then the error shall removed.



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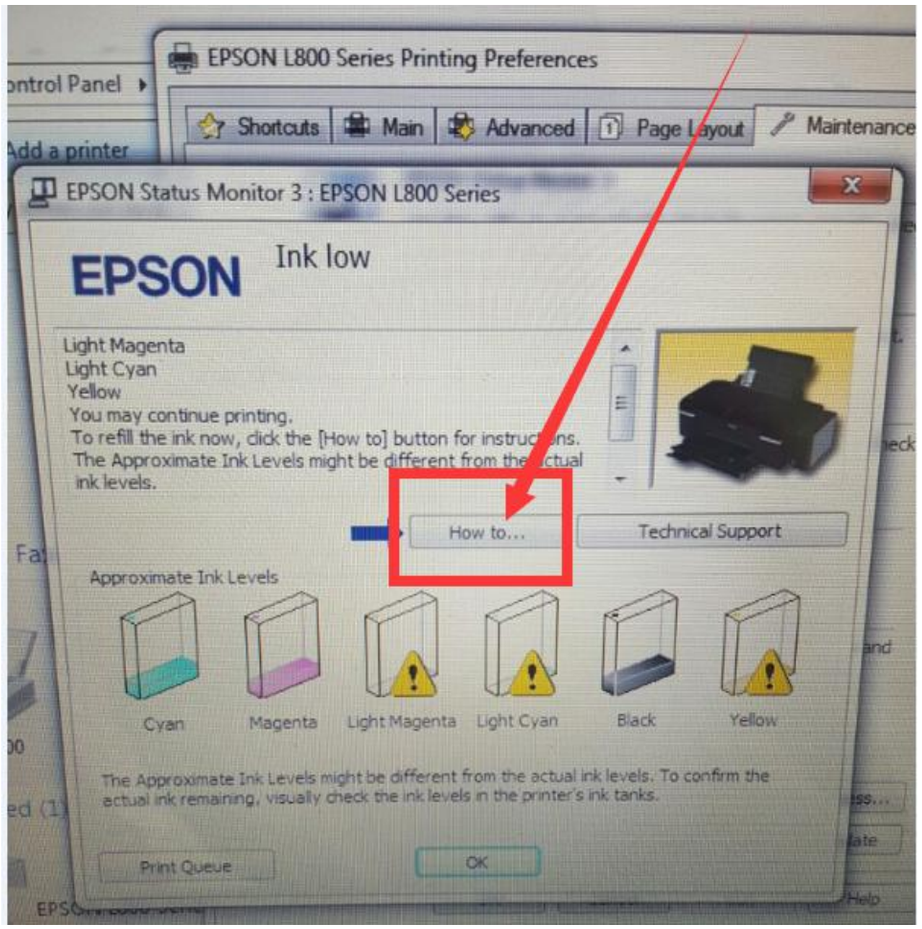
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E-2100U-AOP-002: The READY indicator solid on, INK indicator flashing or solid on.

Check Point : The Ink Chip data in Main Board is full. we need to perform Refill Ink operation via Printer Driver.

Step 1 : Power on the machine and press READY button, make sure the READY indicator solid on and INK buttons flashing or solid on.. Meanwhile, the printer is connected with the computer by USB Cable properly.

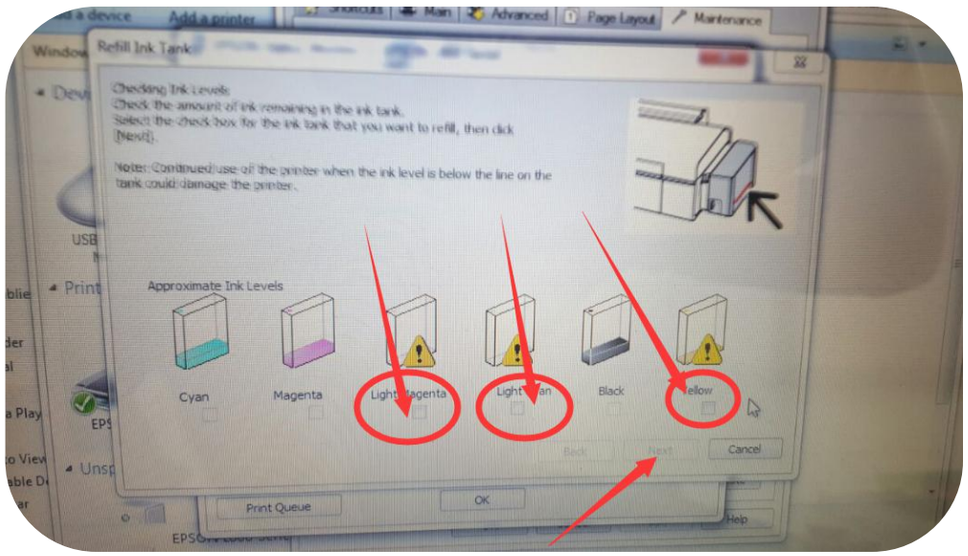
Step 2 : Goes to Printer Driver. Select Maintenance option. Then click EPSON Status Monitor 3 and choose How to ...



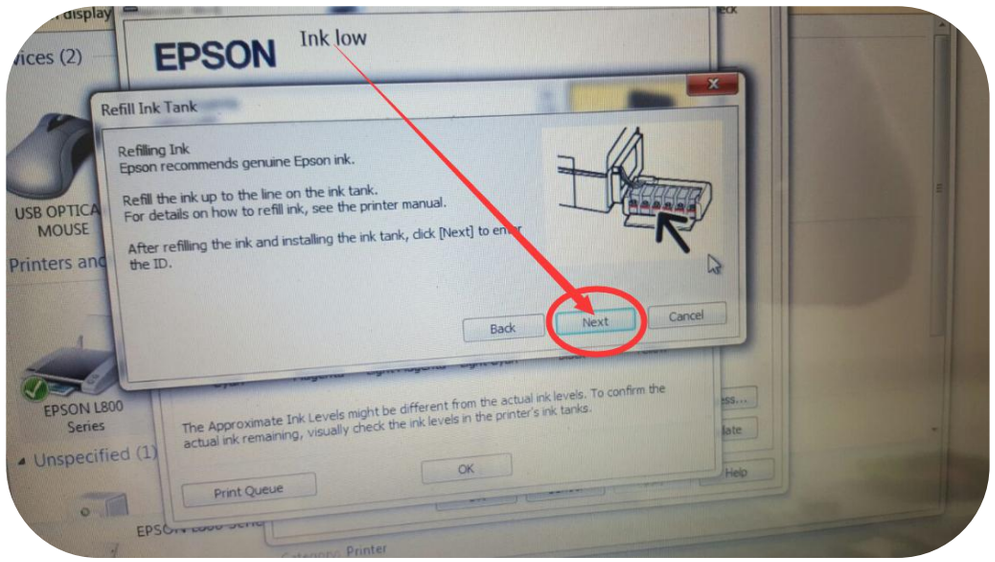
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Step 3：Check all the box that with "!" or "×", then click NEXT button.



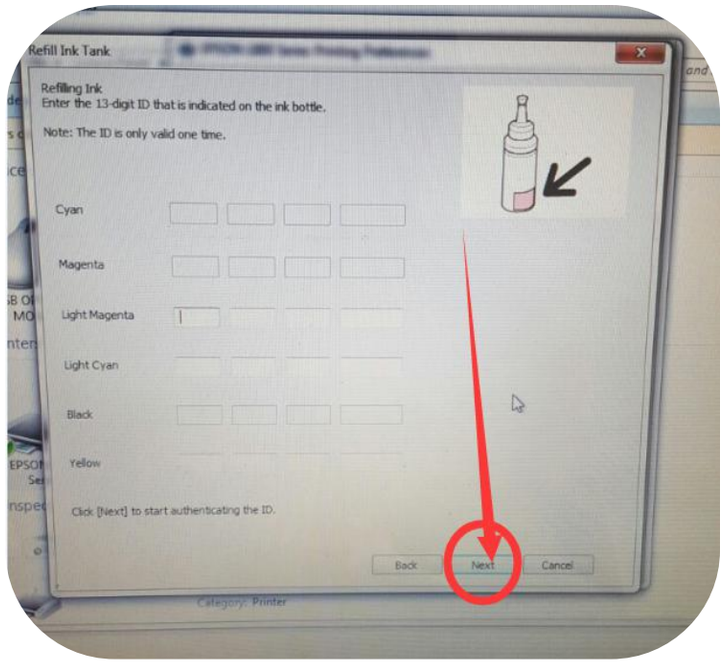
Step 4：Click NEXT button.



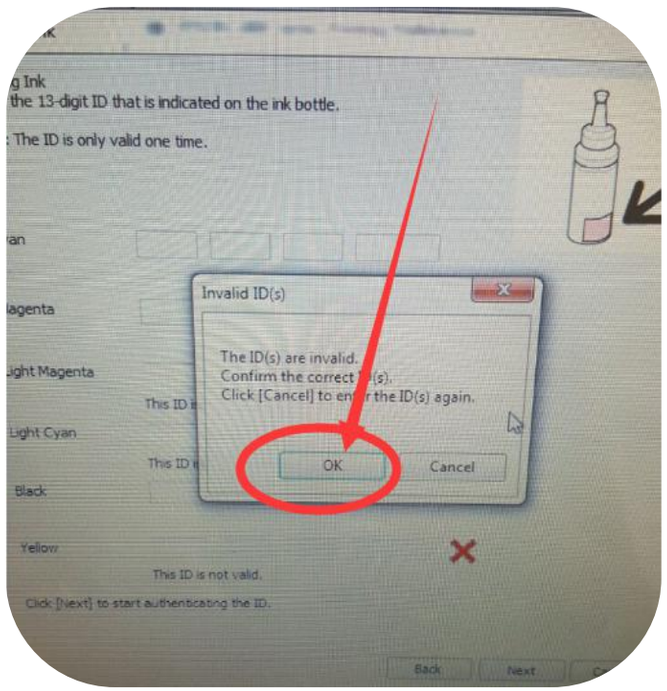
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Step 5 : Click NEXT button without put any code.



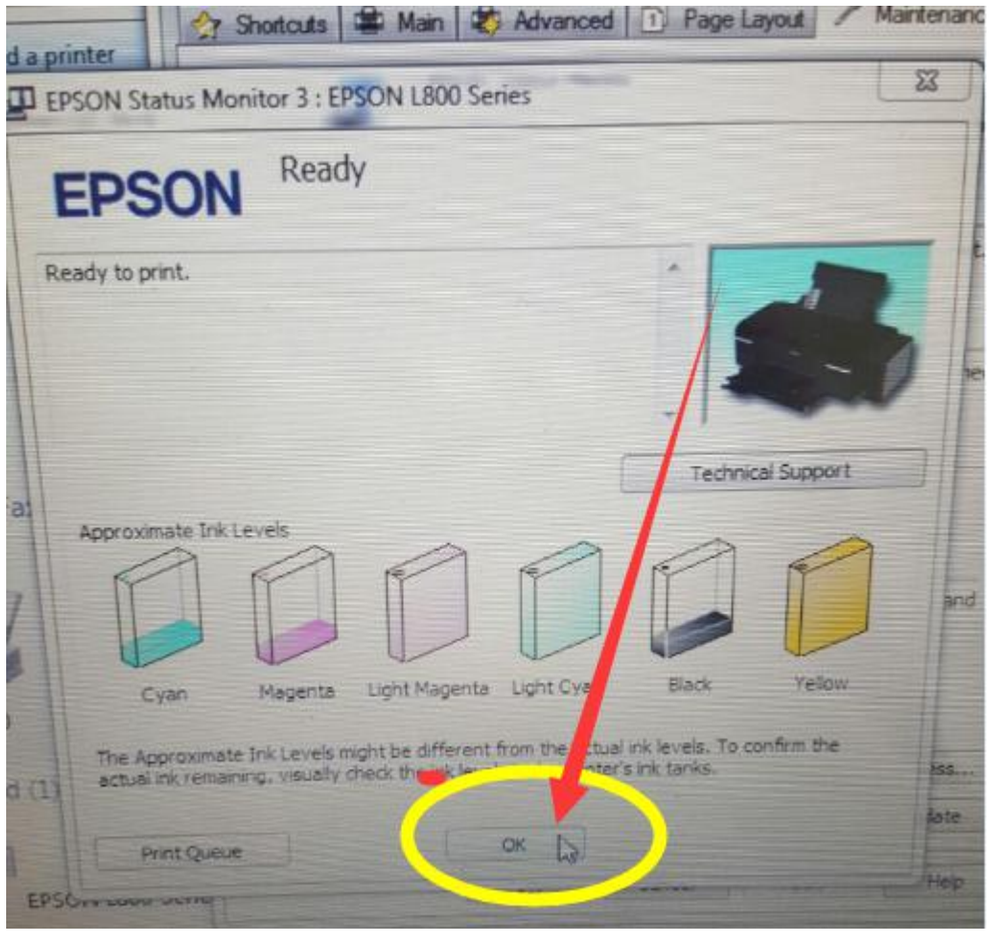
Step 6 : Click OK.



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Step 7 : Wait for few seconds, it shall indicate Printer is Ready. Then click OK to close the window.



E-2100U-AOP-003 The READY indicator solid on, WRONG POSITION indicator solid on.

Check Point 1 : There is pending print task in printer. Press ENTER button, the n the table shall moving back to its home position and continue with pending print task.

Check Point 2 : Restart the machine.

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artisJet 2100U Trouble-shooting Manual | Nozzle Check Printing

Error Code	Error Description	Page
E-2100U-NCP-001	There is no ink printed out at all while print head moving properly	070
E-2100U-NCP-002	There is only one or few color not printed properly	073
E-2100U-NCP-003	The printed color lines are out of shape	074
E-2100U-NCP-004	The printed color lines are having mix color	075

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E-2100U-NCP-001 There is no ink printed out at all while print head moving properly.

Check Point 1 : Make sure there is enough inks in the ink bottles.

Check Point 2 : Ink system and electrical system checking.

Make sure the printer under READY Mode and the print head is back at its home position, then suck the waste ink tube by syringe.

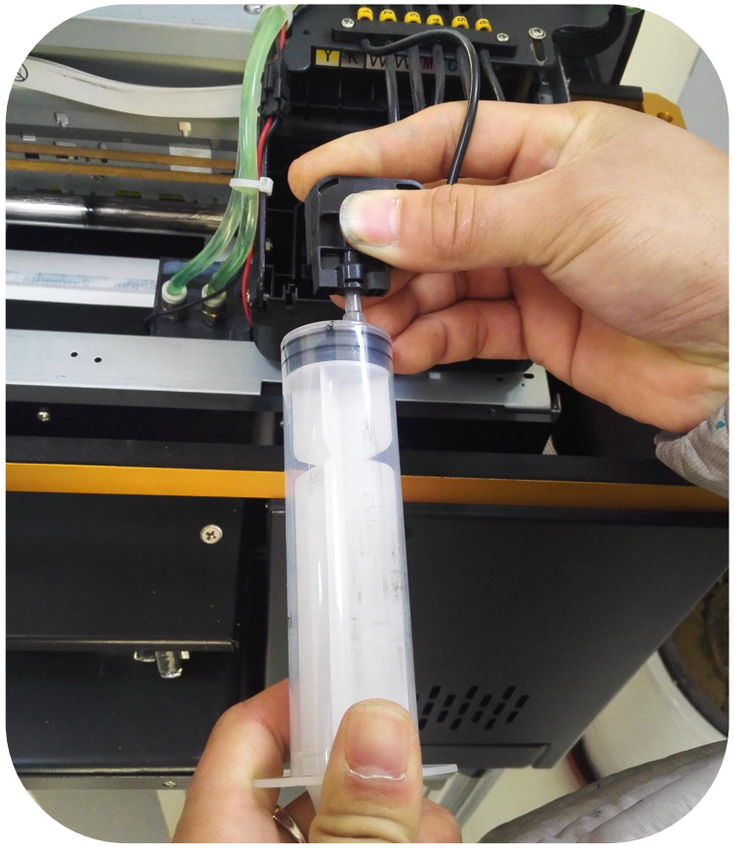


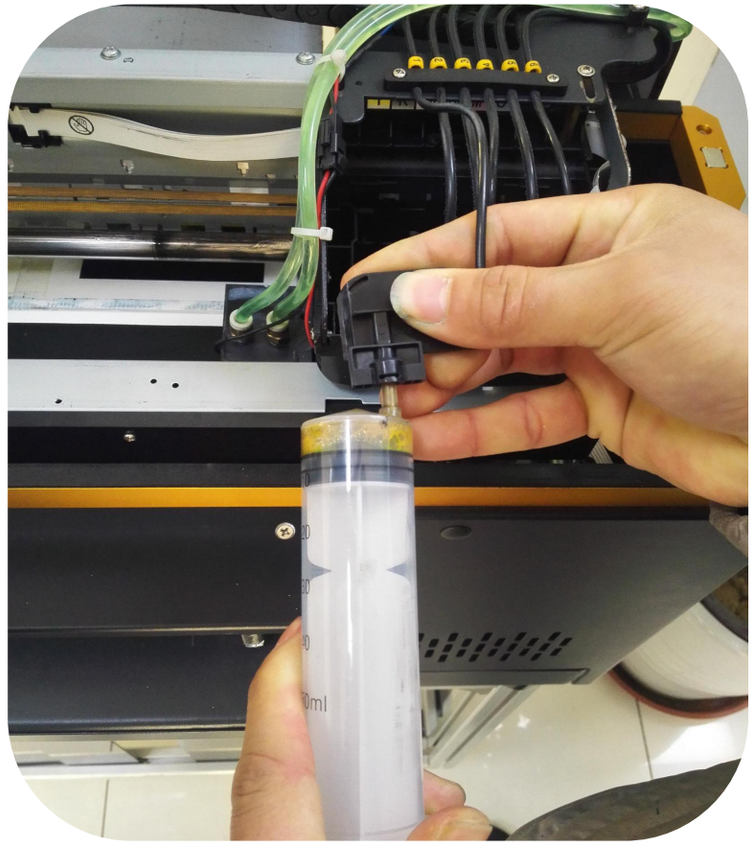
Situation (1) : There is no pressure at all and no ink can be sucked out from waste ink tube. It means there is leakage in the ink system.

Step 1-1 : Power off the machine, sucking inks from all the dampers by syringe to check there is leakage in the ink system from ink bottle to dampers or not. If there is only air suck out from dampers, then we need to remove the dampers from ink tubes. Once there is inks can be suck out from ink tubes, it means the dampers leaking or dampers not connected with ink tubes properly. In case that there is still no ink can be suck out from ink tubes,

we need to seal the other end of ink tubes in ink bottle and suck the ink tubes which connecting with dampers. If there is much pressure during sucking operation, it means there is leaking between ink tubes and ink bottle connectors. If there is no pressure during sucking operation, it means there is leakage in the ink tubes from ink bottle to dampers.

Step 1-2 : Power off the machine, sucking inks from all the dampers by syringe to check there is leakage in the ink system from ink bottle to dampers or not. If the inks can be sucked out properly, it means the print head not installed properly which cause there is gap between print head and cap top or the ink tubes inside ink pump is leaking.





Situation (2) : There is big pressure and very little or no ink can be sucked out from waste ink tube. It means there is clogging in the ink system.

Step 2-1 : Power off the machine, unlock the carriage and moving it into middle position, then suck the waste ink tube. If there is very big pressure when pull the syringe, it means ink pump clogged seriously.

Step 2-2 : Power off the machine, sucking inks from all the dampers by syringe to check there is clogging in the ink system from ink bottle to dampers or not.

2-2-1 If there is big pressure from dampers, then we need to remove the dampers from ink tubes. Once there is inks can be suck out from ink tubes, it means the dampers clogged. In case that there is still big pressue from ink tubes, it means the ink tubes from ink bottles to dampers are clogged.

2-2-2 If inks can be sucked from dampers properly, it means the print hea clogeed seriously. We need to clean the print head manually or replace print head.

Situation (3) : The inks can be sucked properly from waste ink tube. It means print head data cable or print head having problem.

Step 3-1 : Check the Print head data cables connections between Print Head and Main Board.

Step 3-2 : Check the Print Head data cables damaged or not.

Step 3-3 : Replace the Main Board.

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E-2100U-NCP-002 There is only one or few color not printed properly.

Check Point 1 : Make sure there is enough related inks in the ink bottles.

Check Point 2 : Make sure the related ink still under service life. (Usually the service life of inks after uncovered shall be shortened to around 6 months).

Check Point 3 : Make sure the related damper is under good condition and connecting with Print Head and Ink tubes tightly. (Usually, we need to replace the dampers at least around 3 months to make sure the ink system under good condition).

Check Point 4 : Make sure the printer under READY Mode and the print head is back at its home position, then suck the waste ink tube by syringe. After that, perform Head Cleaning and nozzle check via Printer Driver.

Check Point 5 : Sucking inks from related dampers by using syringe.
Situation (1) : There is no pressure and no ink can be sucked out from the damper. It means the ink tube from ink bottle to damper damage and cause leaking.
Situation (2) : There is little pressure and little ink can be sucked out with air from damper. It means ink tube from ink bottle to damper damage and cause leaking.
Situation (3) : There is fully inks can be sucked out without air from damper. It means the related nozzle of print head is clogged and need to clean it with cleaning liquid. If can not get cleaned, then we need to replace print head.

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E-2100U-NCP-003 The printed color lines are out of shape.

The correct printed color lines are regular teeth line.

Check Point 1 : Make sure the inks still under service life. (Usually the service life of inks after uncovered shall be shortened to around 6 months).

Check Point 2 : Make sure the dampers are under good condition and connecting with Print Head and Ink tubes tightly. (Usually, we need to replace the dampers at least around 3 months to make sure the ink system under good condition).

Check Point 3 : Make sure the printer under READY Mode and the print head is back at its home position, then suck the waste ink tube by syringe. After that, perform Head Cleaning and nozzle check via Printer Driver.

Check Point 4: The print head is slightly clogged and need to perform Manual Head Cleaning with Cleaning Liquid.

Check Point 5 : The print head is working too long time or heavy working loard and need to replace new print head.

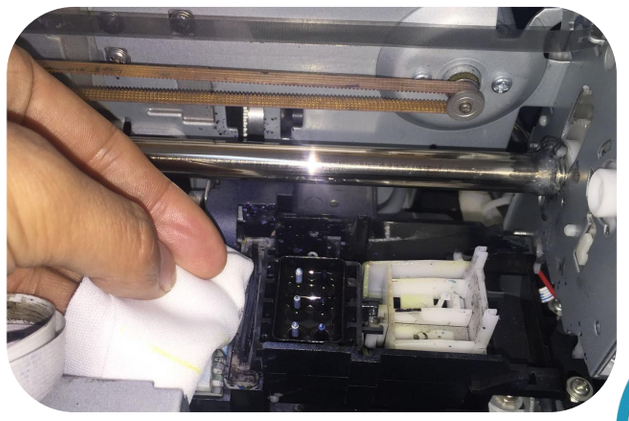
E-2100U-NCP-004 The printed color lines having mix colors.

Check Point 1 : Check is there extra inks remains on cap top. If so, it means the waste ink bottle is too full with waste ink or the ink tubes inside the ink pump clogged or folded.

Check Point 2 : There is extra inks remains at bottom golden surface of print head. We need to clean it with cleaning liquid by using non-woven cloth.



Check Point 3 : Check the Wiper is too dirty or not. If so, we need to clean it.



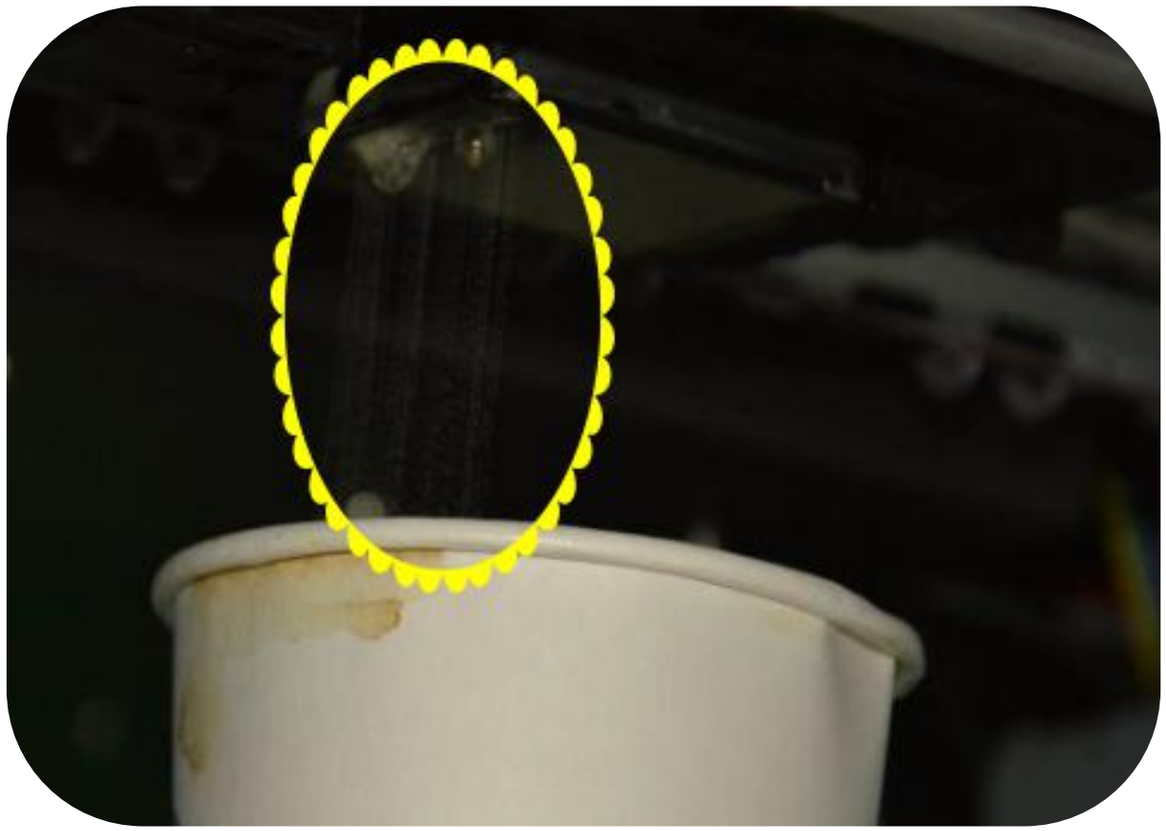
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Check Point 4 : Check the there are more than one color ink filled in same ink bottle or not.

Check Point 5 : The nozzle inside the print head not seperate anymore. When we push cleaning liquid into 1# nozzle on the top of print head, the cleaning liquid coming out from 1# and 2# nozzles at the bottom of print head.





Two lines coming out cleaning liquid.

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artisJet 2100U Trouble-shooting Manual | Image Printing Problems

Error Code	Error Description	Page
E-2100U-IPP-001	No print action and WRONG POSITION indicator solid on after send print task	0
E-2100U-IPP-002	The Carriage moving extremly slow during printing process	0
E-2100U-IPP-003	The machine stops, carriage moving back to home position and READY indicator keeps flashing during printing process	0
E-2100U-IPP-004	There is color strips in the print result	0
E-2100U-IPP-005	The printed result have much different color compared with orginal image	0
E-2100U-IPP-006	The edges of printed result is not sharp(blur)	0
E-2100U-IPP-007	Only one or two edges of printed result is not sharp(blur)	0
E-2100U-IPP-008	The ink dropping from print head during printing process	0
E-2100U-IPP-009	There is horizontle lines in the printed result	0
E-2100U-IPP-010	Part of the printed result not dry properly	0
E-2100U-IPP-011	One color always missing in the printed result	0
E-2100U-IPP-012	The image printed double times in horizontal direction	0
E-2100U-IPP-013	The image printed double times in vertical direction	0
E-2100U-IPP-014	The color and white print result not matched properly	0

artisJet Customer Care

Need assistance ?

We are here to help.
To inquire about products and Technical services, please reach us



ccc@artisjet.com

supportsgs

+8618611333892 / +8613126798680

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