

# DX100 Field Maintenance Guide

This guide has been created to help you maintain your DX100 printer's peak performance and quality. It is important to utilize these maintenance procedure based on your environmental usage of the printer. The frequency of some of these maintenance items may need to be performed more often based on these conditions.



# DX100 Field Maintenance Guide

## *Glossary of Tasks*

- **Dusting off the paper roll**
  - When a new roll of paper is opened. It is important to utilize a lint free cloth to wipe the edges of the paper off prior to inserting the paper spindle flanges.
    - Doing so will help to minimize the amount of paper dust being ingested into vital printer sections.
- **Emptying waste paper box**
  - It is important to empty the waste paper box when the paper is changed. If the paper slugs build up in the box they can be ingested by the printer and cause damage to the cutter, fans, and also cause paper jams.
- **Clean the outside of the printer**
  - Every start of the day the printer's exterior should be wiped down with a damp cloth. Being certain the area where the prints exit the printer kept clean of debris.
- **Clean the roll unit**
  - Daily, it is important to clean the roll unit. Utilizing a lint free cloth. First, by wiping out the roll units. Then lift the rear plate and wipe out from behind this plate to remove any dust or lint. Next, lift the front plate to clean behind this unit. It is also important to wipe across the felt pads to help lift some of the paper dust that may have accumulated in these pads
    - It is important not to vacuum this section. The suction from the vacuum can dislodge the small white rollers
- **Cleaning ink/paper dust from upper platen**
  - Daily, the upper platen should be checked for excessive ink and paper dust. To clean this section it is recommended to use a bencot moistened with water and lightly dab the absorbent material where the paper dust has accumulated. Next, uses a new bencot moistened with water and wipe the plastic sections of the upper platen.
    - By keeping this section clean of debris and ink build up will prevent ink from being transferred to the prints.

- **Clean ink from upper paper guide rollers**
  - Daily inspection: If the upper platen is not properly maintained, ink may be transferred to the rollers of the paper guides. Utilize a bemcot moistened with water to clean these rollers.
    - It is extremely important not to push down on these rollers, pushing too hard can dislodge them from the guides.
- **Vacuum Anti-condensing fans**
  - Bi-Weekly: These fans should be inspected weekly for any dust or debris build up vacuuming them bi-weekly to keep the dust and debris from collecting in and around these fans
- **Vacuum air filters**
  - Monthly vacuum the air filter for the power supply and cooling fans. Keeping these filters clear of dust and debris will improve the efficiency of keeping the vital boards cool and operating.
- **Cleaning the feed rollers (roll unit)**
  - Monthly, at the end of a work day, it is recommended that the rubber feed rollers be cleaned with a damp bemcot. By doing this at the end of the day will allow the rollers to dry properly.
- **Clean the feed rollers (rear cover)**
  - Monthly, at the end of a work day, it is recommended that the rubber feed rollers be cleaned with a damp bemcot. By doing this at the end of the day will allow the rollers to dry properly.

#### Troubleshooting:

- Ink lines on prints
  - When lines appear on the front and back of prints it is important to check and clean the upper platen and upper paper guides
- White edge on prints

- When a small white edge appears on the prints, this may be a result of the paper meandering while being fed through the printer
  - Check that the paper is tight on the spindle by pressing the black and grey flanges together so that they are tight against the edges of the paper
  - Check the paper guides in the roll unit to be sure the front and rear paper guides are set and locked into position for the paper size loaded.
- W-1108: Paper Size Error
  - If you encounter with a W-1108 error this may be caused by the paper flange not being tight against the edge of the paper. Remove the paper from the roll unit and press the grey and black flanges tightly against the paper and reload the paper verify both the front and rear paper guides are set correctly. If the error persists please contact the help desk.
- W-1102: Paper Jam (Rear Cover/ Top Cover)
  - W-1102 indicates that a paper jam has occurred. After removing the roll paper verify both the front and rear paper guides are set to the correct paper width.
  - Inspect the roll unit for any debris such as paper slugs, torn pieces of paper, excessive dirty rollers.
  - Inspect the inlet roller by following these steps
- E-2101: Tube Maintenance Error
  - The E-2101 message will be displayed when the ink tubes are close to being to their service life. It is recommended to contact the help desk for further instruction. It is also important to understand your printer's warranty.
- E-9901: Fatal Error
  - A fatal error occurs when there is a mechanical malfunction. It is important to contact the help desk for further assistance on a potential remedy for the specific error code.
- Service call error 1102
  - This error will be associated with an E=9901 indicating the ink tubes will need to be serviced, at this point the printer will need to be serviced. You must contact the help desk for further instructions.

# Dusting off the Paper Roll

Paper dust can accumulate on the ends of the roll paper during manufacturing. When the paper is removed from the packaging. It is important to wipe off both ends of the roll prior to placing it on the paper spindle.

**Important:** These step should be followed for every paper change.

1. With a lint free cloth set the paper on end as shown and wipe around the top of the roll to remove any dust.



2. Carefully turn the roll over and dust off the other end.



# Empty the Wastepaper Box

It is extremely important to empty the wastepaper box after every roll of paper. By having the paper slugs collect in the box can result in the slugs being introduced back into the printer causing mechanical failures and paper jamming .

1. Remove the wastepaper box then discard the paper slug in the trash.

2. Re-install the wastepaper box



# Cleaning outside surfaces of the DX100

To keep your printer looking its best, it is recommended to clean the outside of the printer to control the amount of dust and debris that can collect on its surface.

1. With a cloth moistened with water wipe the front and sides of the printer. Be sure to wipe slightly inside the print exit section.



2. Wipe the rear and sides of the printer.



# Cleaning the Roll Unit

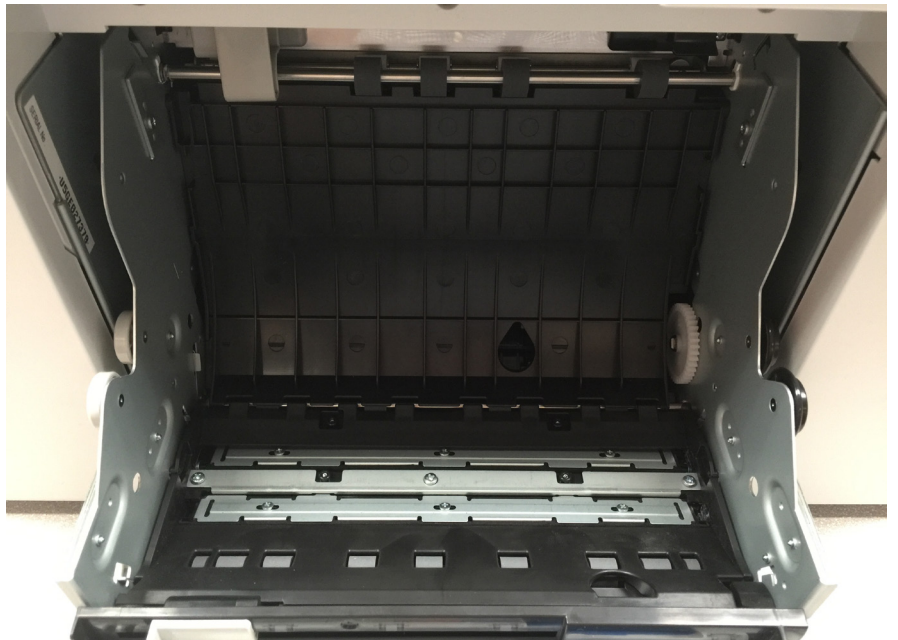
The roll unit is a vital part of the DX100's paper transport section. It is important to maintain this sections cleanliness by follow the steps below.

**Important: Do not vacuum near the white rollers of the roll unit doing so may dislodge the small white rollers.**

1. Remove the wastepaper box

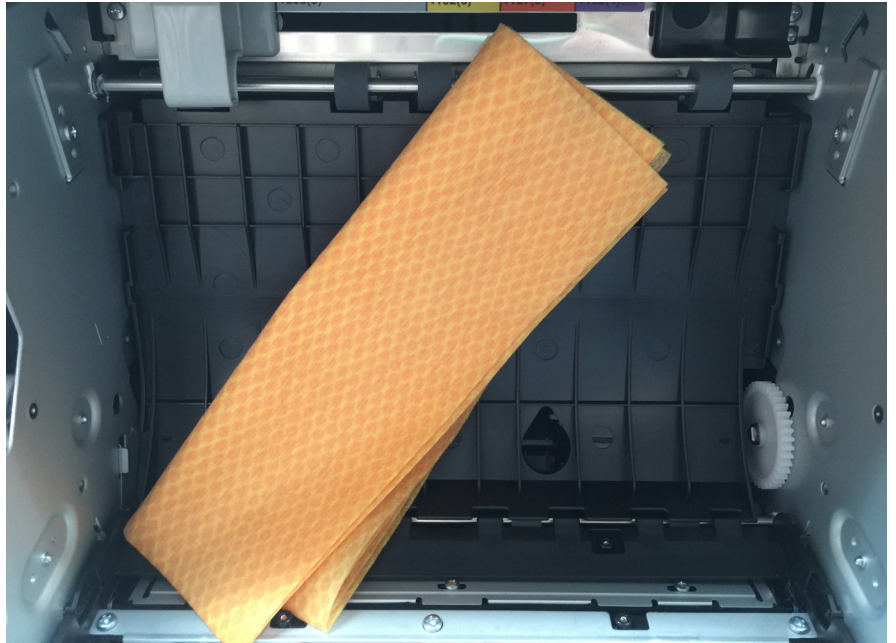


2. Release the blue lock lever to open the roll unit.





# Cleaning the Roll Unit

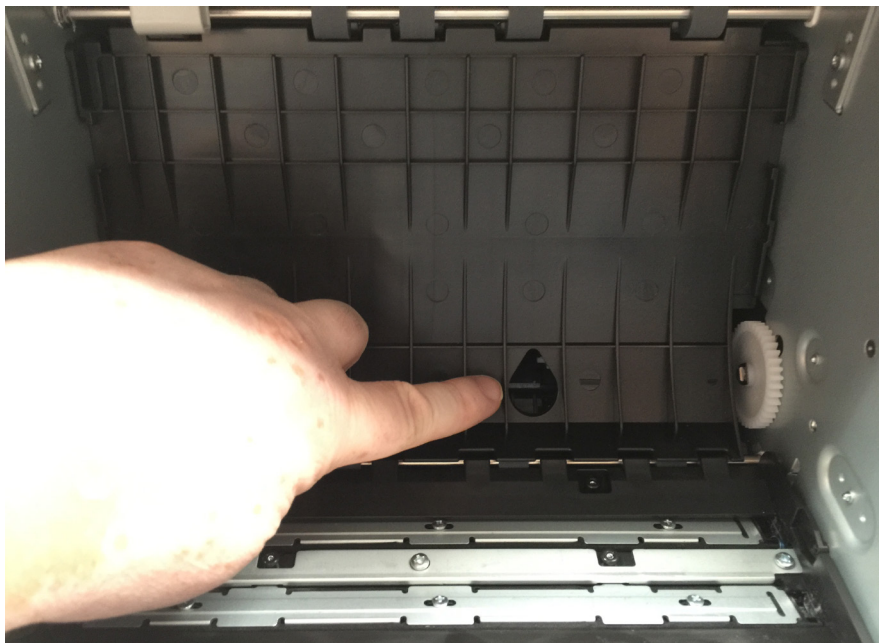


3. Utilizing a list free cloth or a bemcot. Gently wipe the inside of the roll unit to remove any dirt or debris.



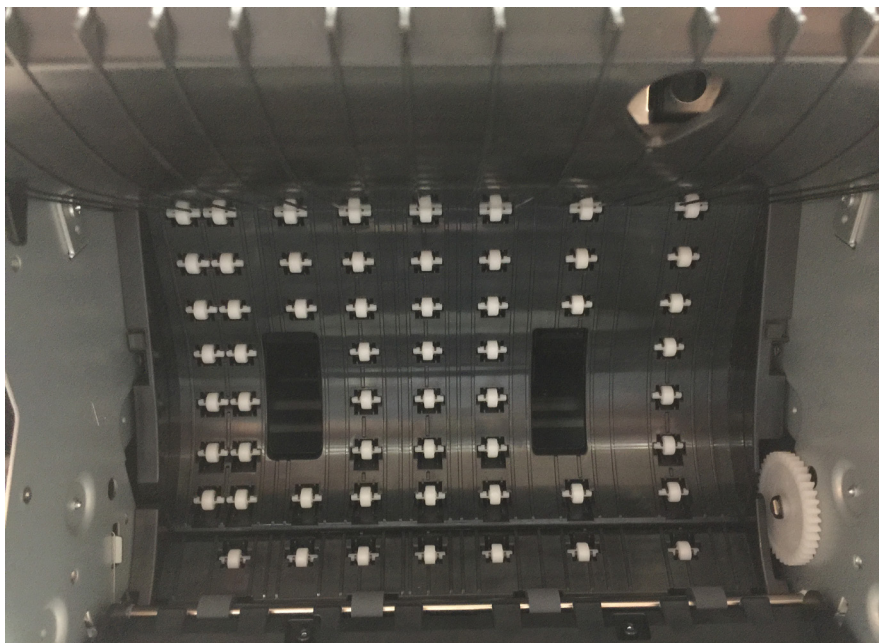
# Cleaning the Roll Unit

4. Lift up the rear plate by placing your finger in the teardrop hole and lifting upwards.



5. Gently wipe this area in an up and down manner to dust and clear the area of any debris.

Note: Be careful not to dislodge any white rollers

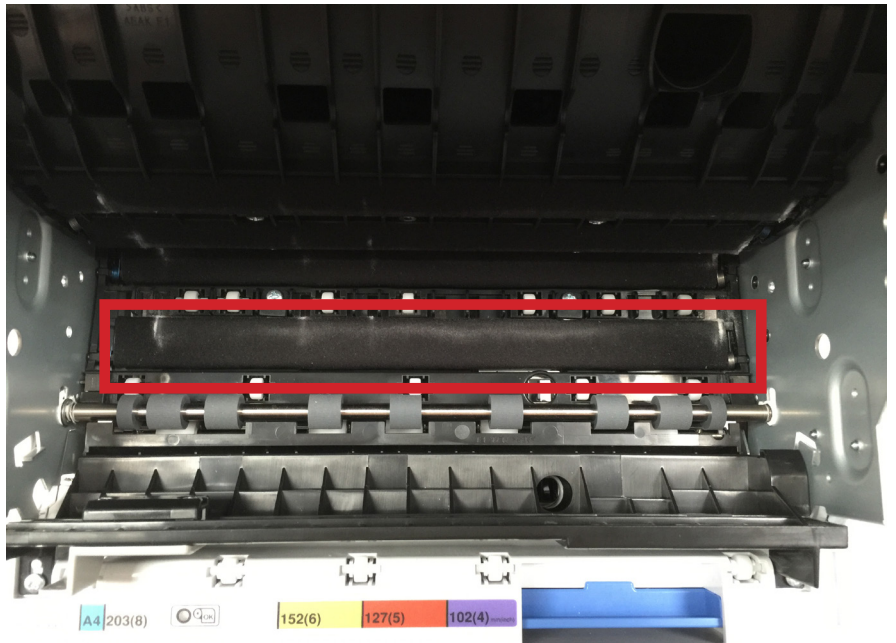


# Cleaning the Roll Unit

6. Lift up on the front plate, by placing your finger in the hole and lifting upwards



7. Gently wipe this area of any dust or debris. Brush lightly across the felt pads to remove excess paper dust.



Note: When you have completed the cleaning of the roll unit. It is recommended to inspect the unit thoroughly for any missed debris, such as paper slugs, torn paper, or any loose or dislodged rollers.

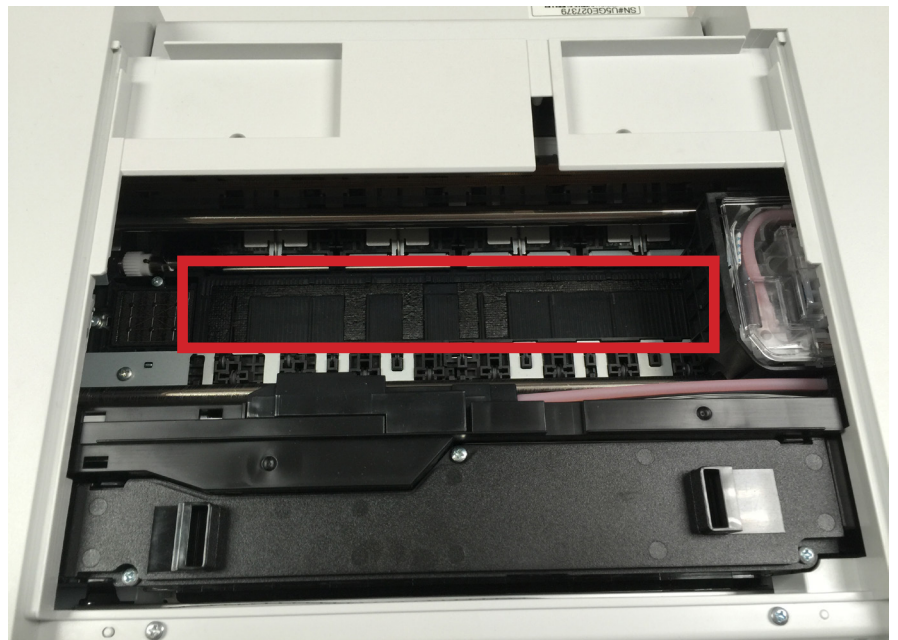
# Cleaning ink/paper dust from Upper Platen

Ink may build up on some area of the printer. It is best to inspect these areas and clean them as necessary. A daily inspection of this area will ensure superior image quality.

1. Remove the top cover to expose the upper platen.



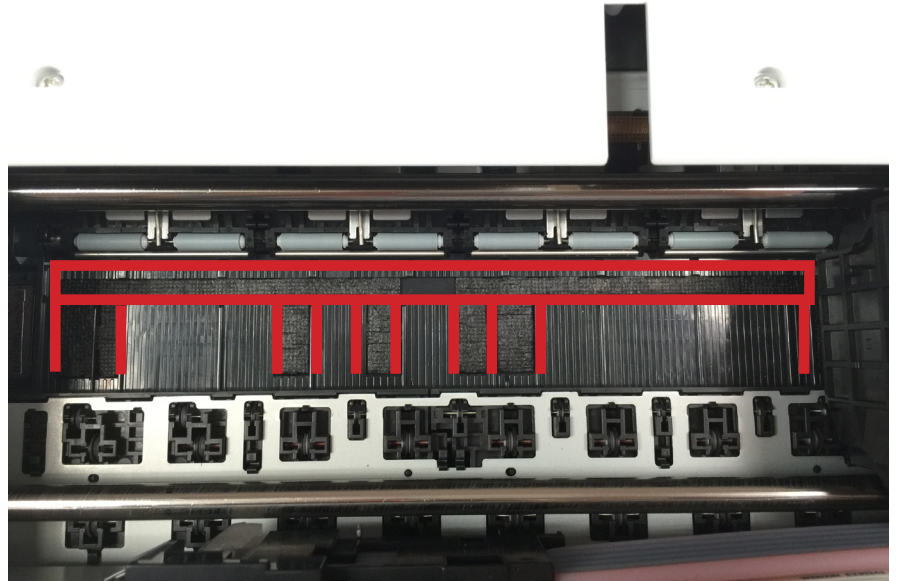
2. With the cover removed. Inspect the upper platen are for excessive ink.



# Cleaning ink/paper dust from Upper Platen

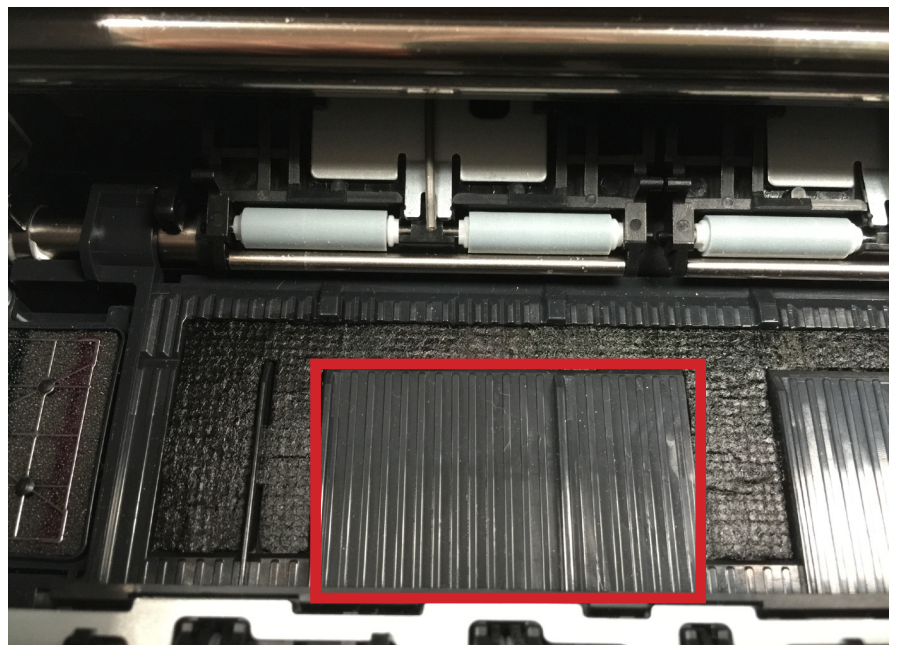
Important: Do not smear ink around this area, be very careful not to use downward force when dabbing the absorbent material. The absorbent is the cloth like material.

3. Utilizing a lightly moistened bembcot, if there is any debris on the absorbent material wipe/dab it gently towards the front of the printer to remove it.



4. Utilizing a lightly moistened bembcot, Wipe any residual ink from the hard plastic platen.

Note: the image to the right is a zoomed portion of the plastic platen to be cleaned. Be sure to clean the entire area of the platen.



# Cleaning ink from upper paper guide rollers

These rollers can accumulate ink transferred from the upper platen and cause lines on the prints. It is recommended to inspect these rollers daily to ensure high image quality.

1. Remove the top cover to expose the printing section.

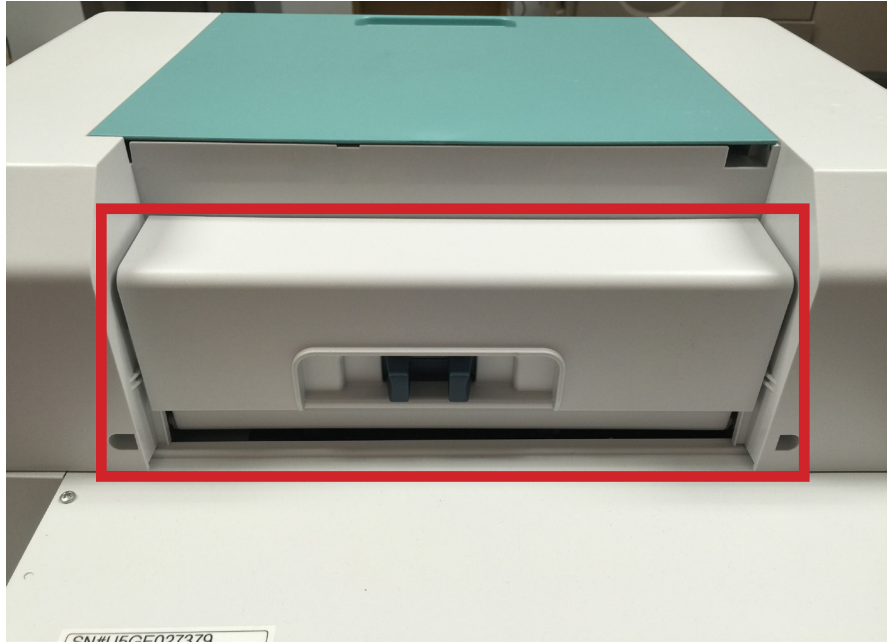


2. Inspect the gray rollers for any ink and clean them as needed.



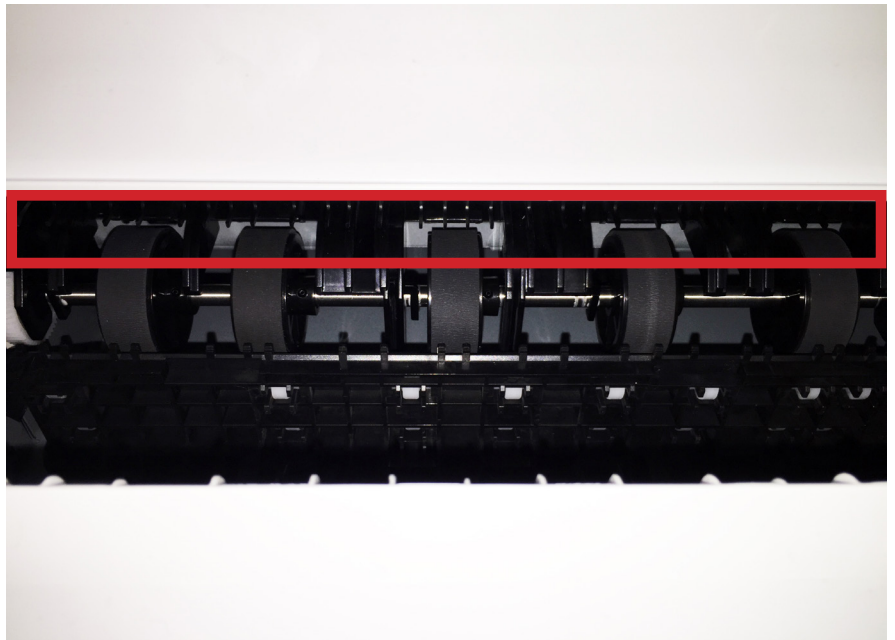
# Cleaning ink from upper paper guide rollers

3. Open the rear cover



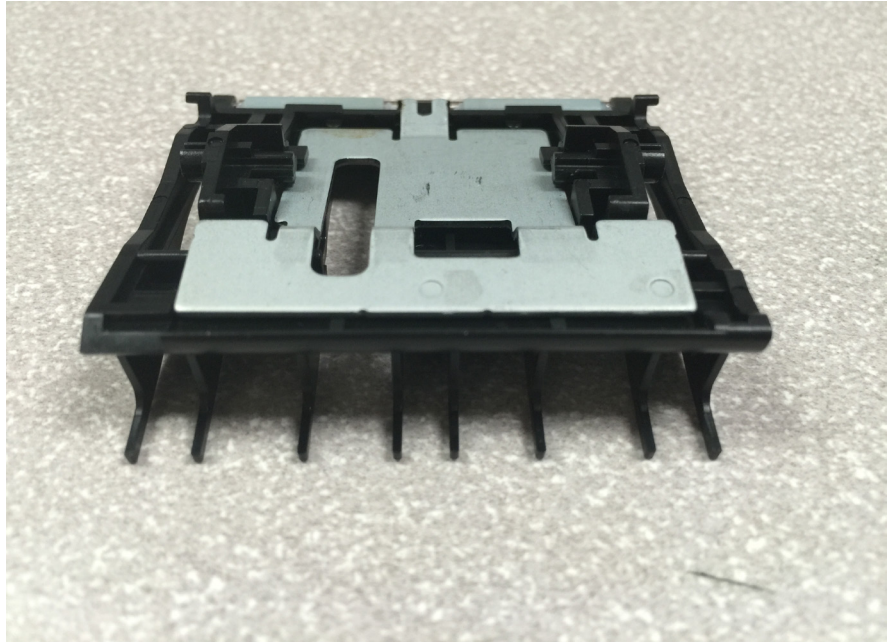
Note: To better clean these rollers it is best to push down on the paper guides to raise the rollers from the main feed roller.

4. Behind the rear cover and above the rubber feed rollers. Gently place your hand to feel for a comb or segmented fins.

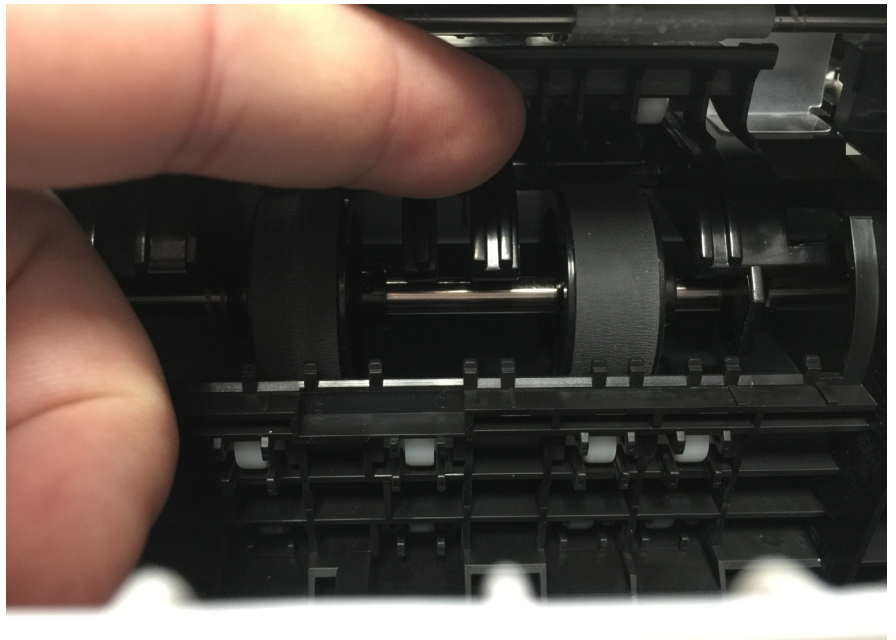


# Cleaning ink from upper paper guide rollers

Here is a guide removed to show the fins or combs.



5. While holding the guide down the rollers will raise up.



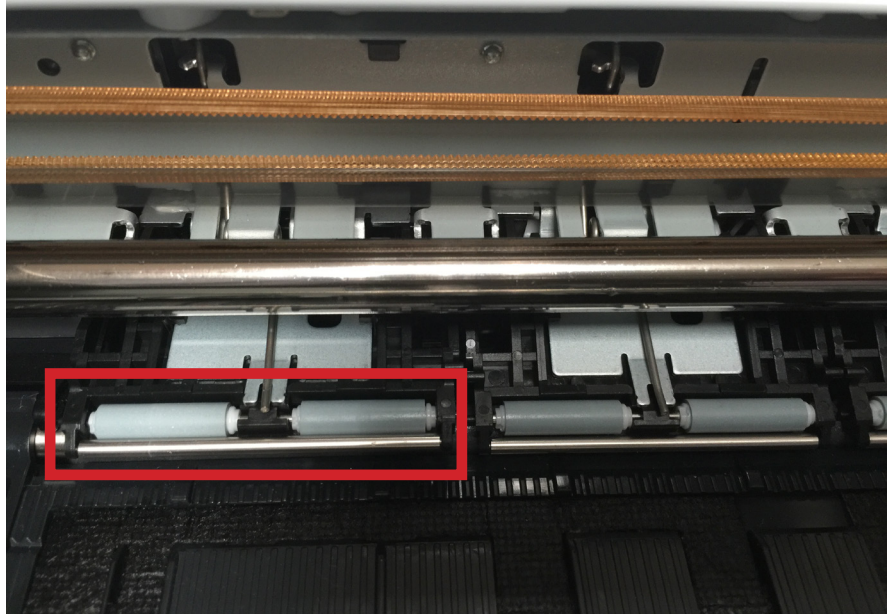


# Cleaning ink from upper paper guide rollers

Important: when cleaning these rollers do not push down. The rollers can become dislodged.

6. Using a bencot moistened with water gently, very gently wipe across the rollers at an angle to rotate them while you are cleaning them.

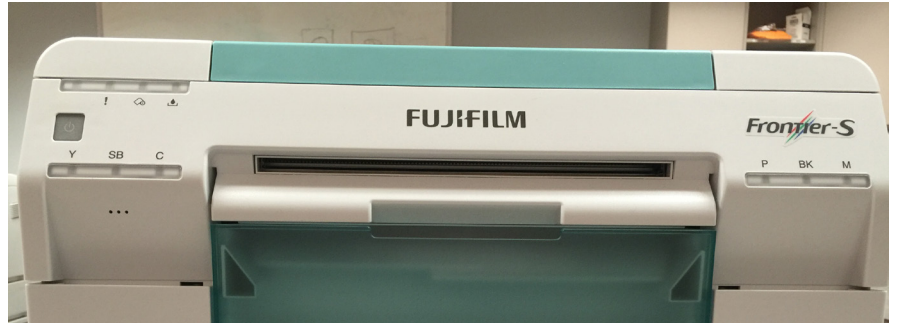
7. Repeat prior steps for each of the four guides roller sets.



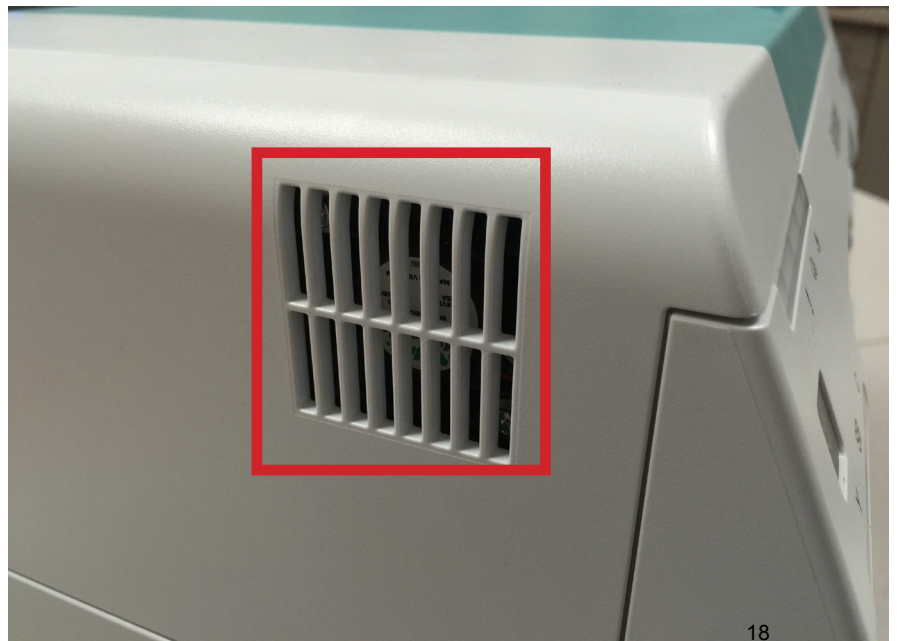
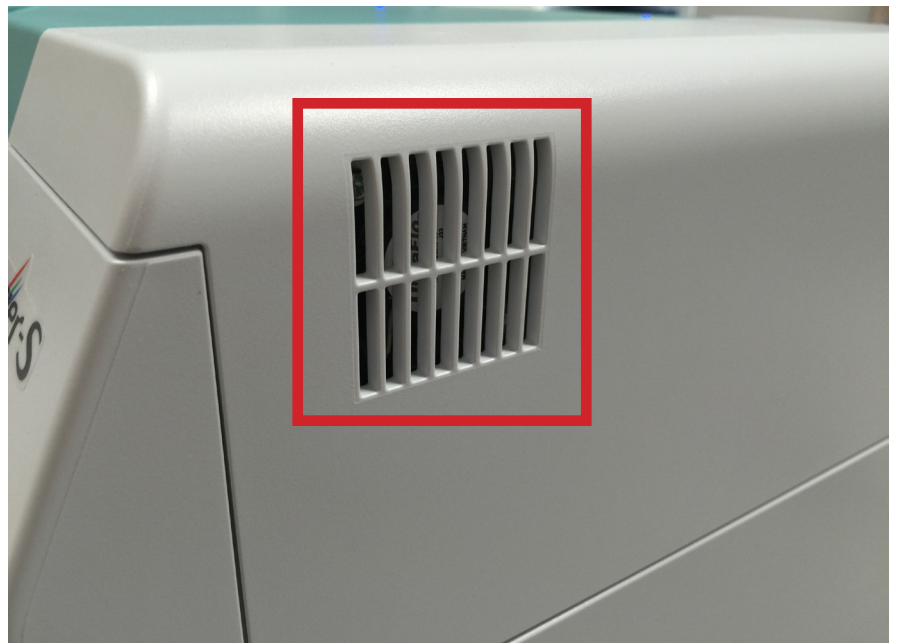
# Cleaning Anti-Condensing fans

The anti-condensing fans are important to keep clear of debris. This will keep the heater section of printer running at normal temperatures and prevent some fan failures.

1. Turn off the power to the printer. The anti-condensing fans are locate on the left and right side of the printer.



2. Vacuum these louvers, if there is any residual debris wipe it away with a damp bencot to keep the area clean.



# Cleaning Air Filters

It is important to keep the two air filter of the DX100 clean and clear. This will ensure proper cooling of the internal circuit boards.

1. Turn the power off then while facing the front of the printer on the left side of the metal frame cover you will see the two air filter louvers.



2. Vacuum these two louvers to ensure the dust and debris has been cleared.



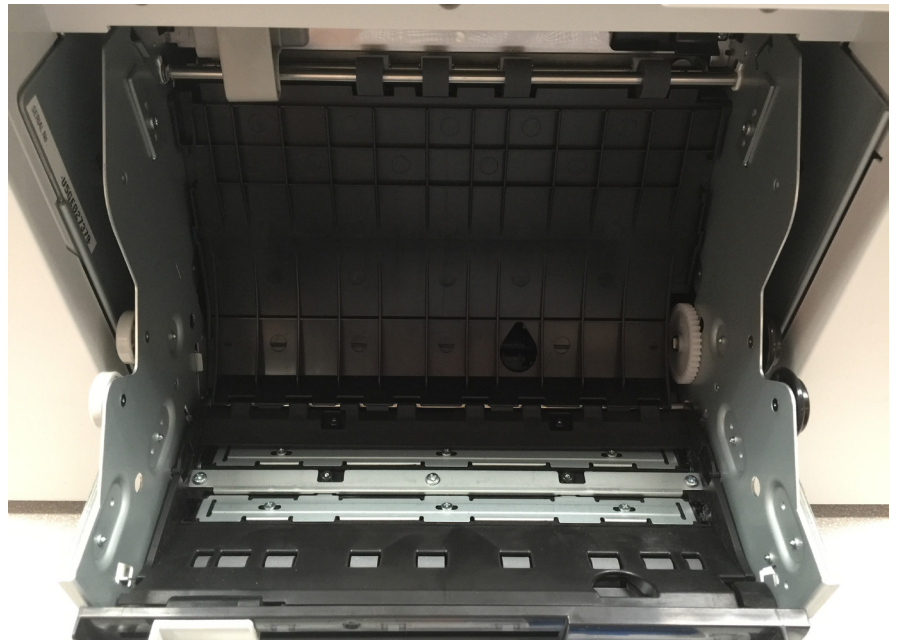
# Cleaning the feed rollers (Roll Unit)

The roll unit is a vital part of the DX100's paper transport section. It is important to maintain this section cleanliness by follow the steps below.

1. Remove the wastepaper box



2. Release the blue lock lever to open the roll unit.



# Cleaning the feed rollers (Roll Unit)

3. Move the rear paper guide to expose the gray soft roller behind it. Then with a bencot moistened with water hold it on each roller while rotating the shaft by hand.

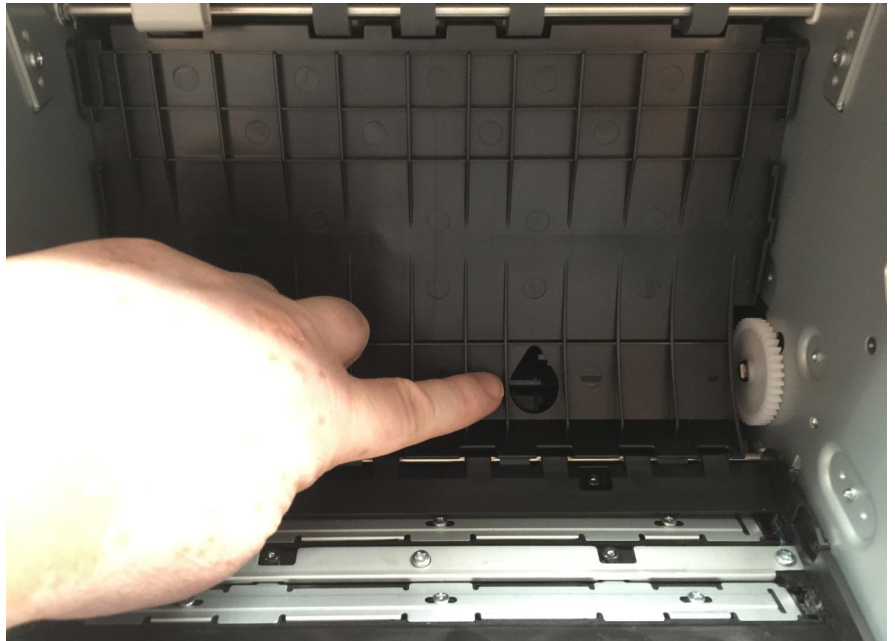


4. Place the rear paper guide back to the correct position.



# Cleaning the feed rollers (Roll Unit)

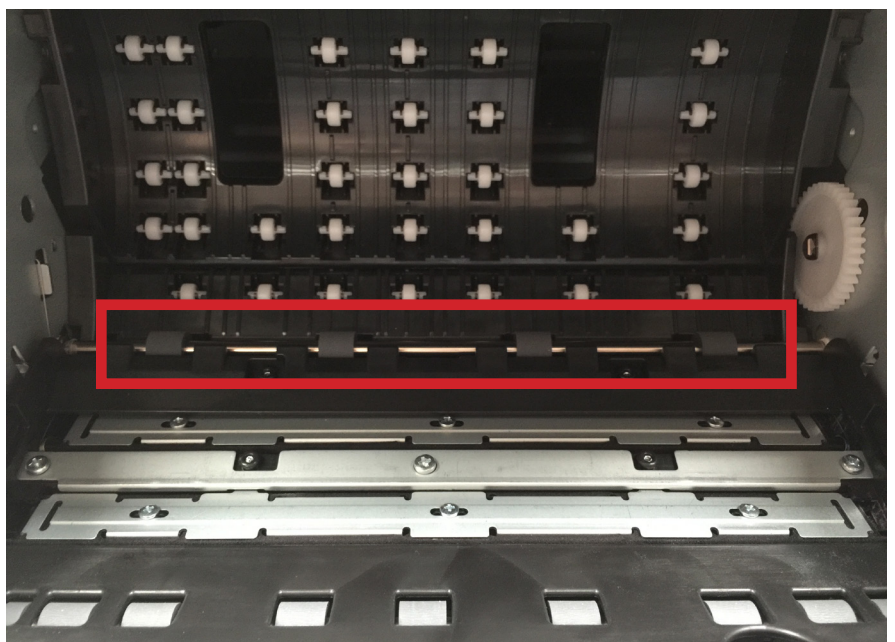
5. Lift up the rear plate by placing your finger in the teardrop hole and lifting upwards.



6. Utilizing the gray knob on the left side of the roll unit



7. Using a bencot moistened with water. Place the bencot on each gray roller outlined while turning the gray knob backwards and forwards to ensure



# Cleaning the feed rollers (Roll Unit)

8. Lift up on the front plate, by placing your finger in the hole and lifting upwards



9. Using a bencot moistened with water. Place the bencot on each gray roller while turning the gray knob backwards and forwards to ensure



Note: When you have completed the cleaning of the feed rollers. It is recommended to inspect the unit thoroughly for any missed debris, such as paper slugs, torn paper, or any loose or dislodged rollers. Be sure to reset the guides and plates to their original positions.



# Cleaning the feed rollers (Rear Cover)

Paper dust can accumulate along with other debris to soil these rollers. To ensure proper paper transport it is important to clean these rollers.

1. From the rear of the printer open the rear cover by squeezing the blue release levers.



2. Using a bencot moistened with water place the bencot on the soft rubber rollers and rotate the shaft by hand. Then close the rear cover.

