How to correct undesired ink marking on ijet pro

iJetColor | by Printware

Two Types of Ink Smudging

1. Wet Smudge: The wet smudge is caused by media touching wet ink on the printhead. The wet smudge is more rounded bold artifact. The wet smudge can also be caused by a printhead that is dirty with excess ink because the wiper roller isn't working properly.

2. Dry Smudge: The dry smudge is caused by ink residue transfering on the media or ink scraping as ink is drying on the media. The dry smudge is more streaky and striped and harder to detect. The dry smudge is most often caused by a media guide.

Note: It is common after a jam for ink to transfer to the media guide and the hold down strips. It is recommended to check and clean as needed.

Checklist for Scuffing

1. Check to see if the smudge lines up with anything like a exit roller, hold down guide or the print media guide.
2. Check the printhead height isn't too low in the media setting. The greater the number the lower the printhead for example: 7mm is lower than 6mm.
3. Check if the printhead is clean: a manual wipe of the printhead will help determine if a dirty printhead is causing the problem. See 9.3 manual printhead wiping below or page 54 of the ijet color pro user for manual wiping information
4. Check if the wiper roller is clean: an oversaturated wiper roller will cause excessive ink on the printhead. An oversaturated wiper roller looks a rich black and is wet with ink. Clean or replace wiper roller. See below or page 65 in ijet color pro user manual for more details on wiper roller maintenance.

Solving Ink Marks

a. Clean ink on media guide with lint free cloth and windex or distilled water. Try printing without the media guide may have to raise the printhead to 6mm
b. If smudge is still present with no media guide reinstall guide and determine if ink marks lines up with the hold down strips. If it does remove and clean.
c. If smudge doesn't line up with hold down strip: try moving the strip over the location of the the smudge. Note the hold down strips closest to the printer should be moved for this as they extend closer to the print head. The idea is the hold down guide is holding the envelope down and away from the printhead.
d. If smudge is still present. You could move the hold down strips through the print platten in an unprinted area of the envelope. The strip holds the envelope away as it crosses the print platten. (Remember ! running like this will cause a blank print area as the hold down strip is blocking the print head).
e. If smudge is still present remove the print platen and try printing without. Try cleaning the print platen.

9.3 Manual Printhead Wiping from page 54 of the iJetColor Pro User Guide

The manual printhead wipe has 3 functions, these are:

• Cleans printhead nozzle surface from waste ink, dust, debris, particles.

• Prevents dehydration of the printhead nozzles.

• Forms a wet film layer on the printhead nozzle surface thus creates some vacuum and help to prevent air bubbles blocking some nozzles.

It is advised to perform a manual printhead wipe at least once a week.

11.4.1 The wiper roller from page 65 of the iJetColor Pro User Guide

Ensure the wiper roller is clean and relatively dry.

Wet roller:

If the wiper roller looks wet with ink, often shiny, then it is recommended to “dry” the roller, this achieved best by removing the roller and then cleaning the roller:

1. Use clean fresh tap water to rinse the ink

2. When visually clean, rinse with demineralized water to remove particles

3. Gently squeeze the microfiber materials

4. Finally pad dry the roller with a lint free cloth and leave to dry.

Note: Running multiple heavy or medium cleans should not be necessary, it will also result in a “wet” wiper roller.

Dirty roller:

If the wiper roller is dirty, such as large paper fibers or ink that is stuck to the roller, remove those using the cleaning procedure just described, but this time with focus on removing those bits.

In both cases we recommend having a clean spare microfiber roller to ensure the continuation of production.

Note: As per usual recommendations, discard the roller if it looks fluffy and/or has broken fibers.

Scraping example:

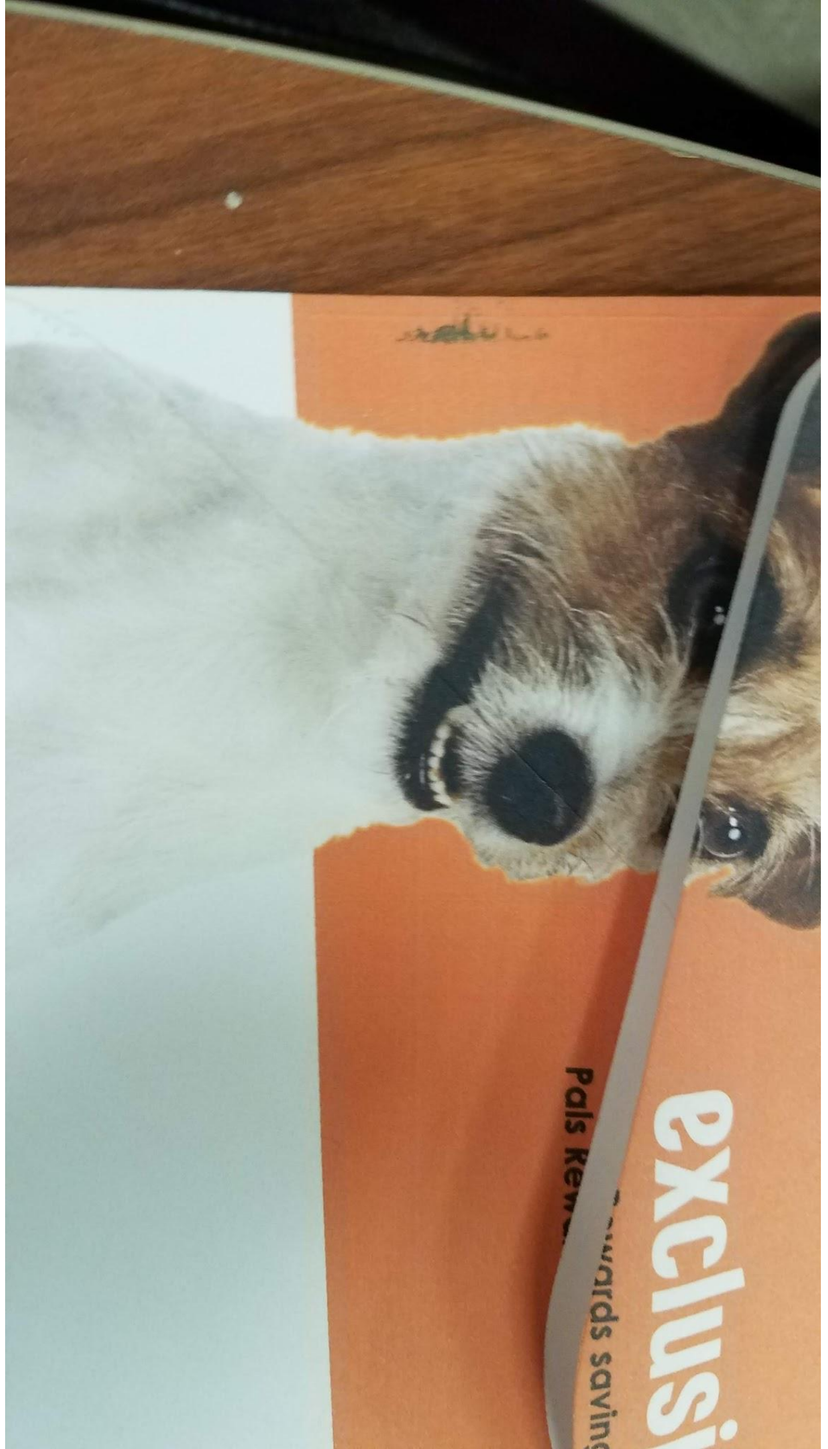
This is showing ink build up on the window style media guide. the exit side of the window was touching printed ink on the media. Most often found on black print because there is more ink in this color.

The solution is to raise printhead height, clean or replace the media guide.

Wet Smudge Example:

This is showing a trailing edge scuff. This occurs when the envelope is crossing the print platten. The media flips up and touches the printhead because nothing is holding it down.

The solutions are use window style media guide and or extend the hold down strips through the print platten in an area that has no print



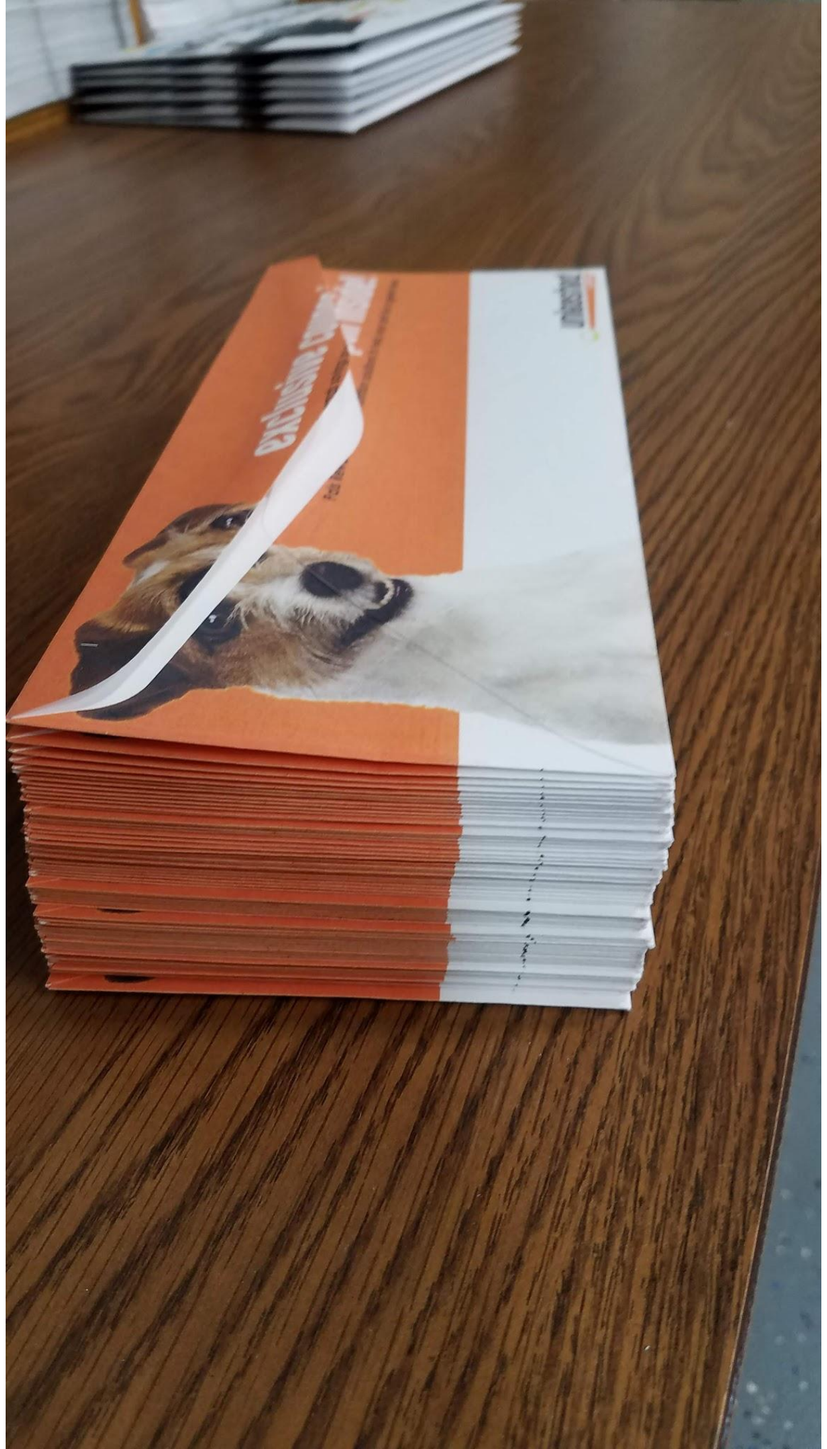
Wet ink is transferred to the media guide after a jam.

Ink can also transfer when cleaning the vacuum belt. It is recommended to remove the guides when cleaning the belt.

Here is an example of an edge wet scuff.

The problem was caused by the hold down strip being too close within 2 mm of the printing line. As the envelope crossed the platten the hold down strip transferred ink.

The solution: Clean and move hold down strip away from print platten

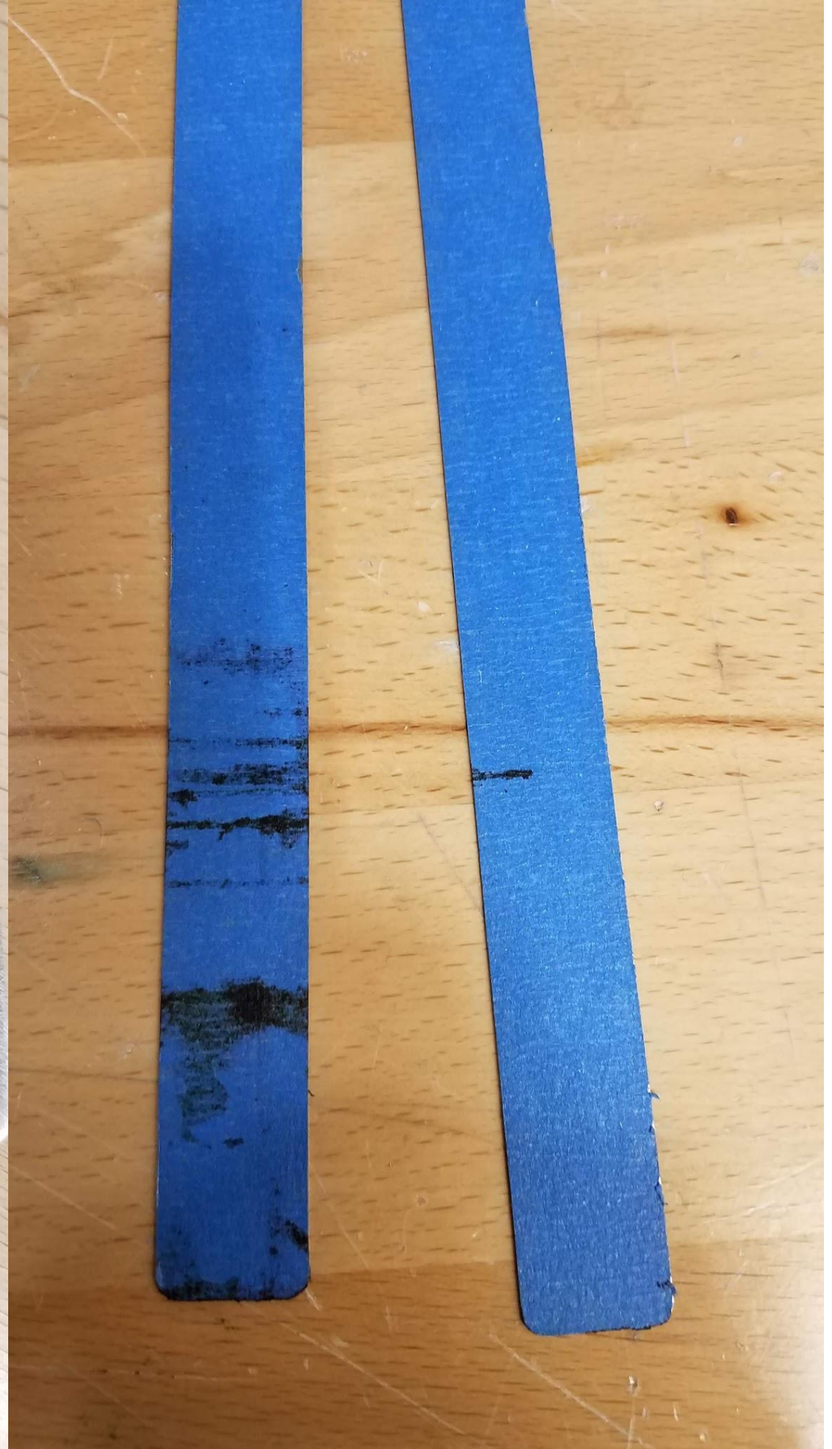


The hold down strips:

Clean with windex or distilled water.

The blue masking tape has 3 purposes:

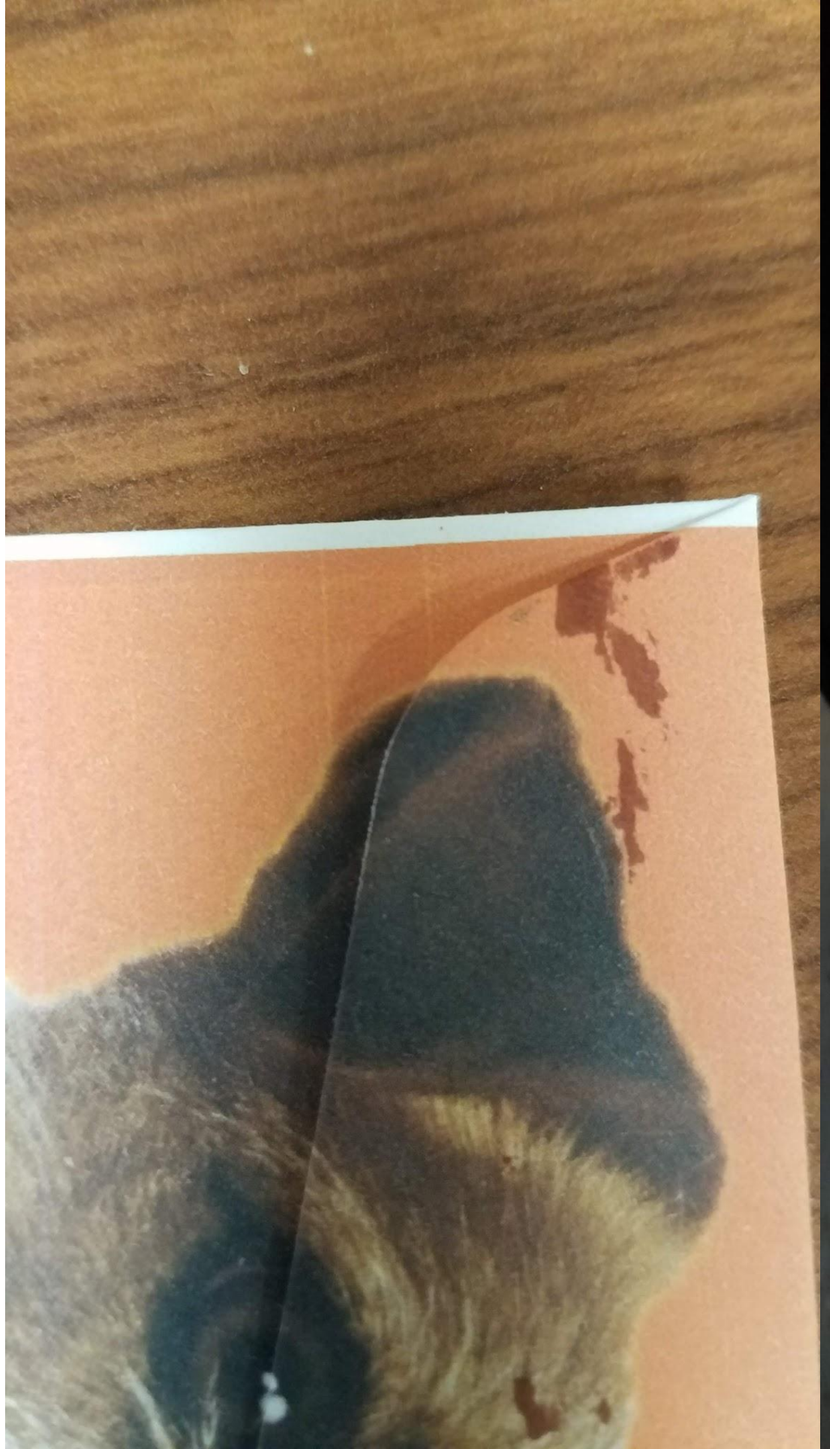
1. Reduced interference with feed sensor.
2. Soak up stray ink.
3. Dampens the strip flexibility.



This is an example of wet scuff.

This occured after a jam (the printhead height was too low). The ink transferred when clearing the envelope.

The solution: Clean media guide and raise print height from 7.4mm to 6.4mm



Ijet color Pro Media Guide Styles

Media Guide Style	Part Number	Thickness	Media	Printhead Height	Notes
No Window .012	880623-012	.012 Inches	Lightweight Stock	8mm to 4mm	.012 has less surface friction
No Window .015	880623-015	.015 Inches	All Media	8mm to 4mm	Most Commonly Used
Window .012	880628-012	.012 Inches	Lightweight stock	7mm to 4mm	Light Duty Window Less Surface Friction
Window .015	880628-015	.015 Inches	All Media	7mm to 4mm	Heavier Duty Window