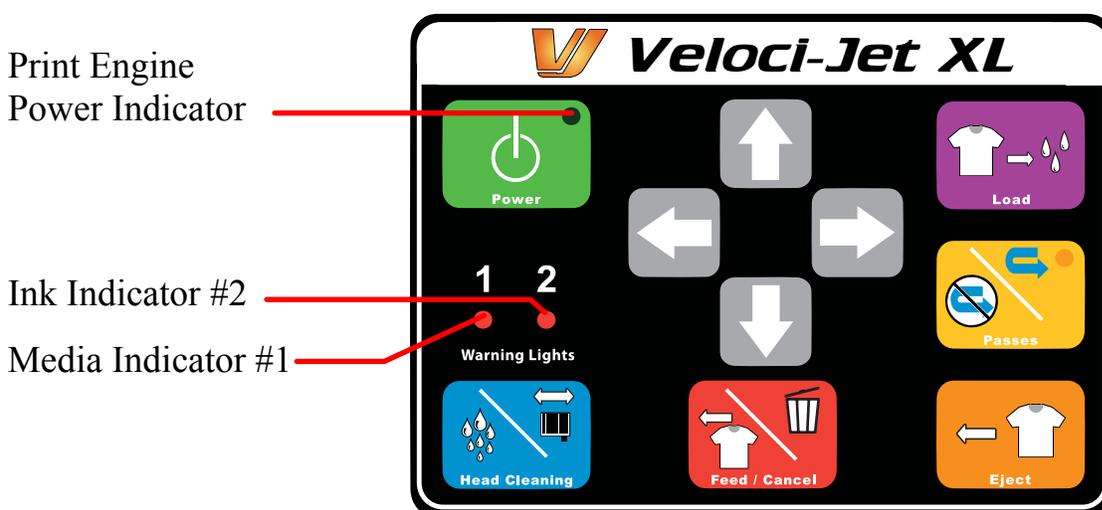


Troubleshooting: Warning Codes



If you have any questions about the various lights on the control panel of the Veloci-Jet XL, the overview in this section should give you a better understanding. In many cases, turning the printer off using the green power button and then the main power button at the rear of the printer, then turning the printer back on and rebooting your computer may clear any lights you have questions about. If you still have difficulty after trying the following procedures, the Veloci-Jet XL often uses the lights on the Control Panel buttons to indicate various conditions. These lights will usually illuminate in conjunction with a physical condition on the printer itself. Use this table to help you identify the condition.

Item #	Printer condition	Power	Media (#1)	Ink (#2)
1	Printer powered on - Idle	 On (green)	-	-
2	Data processing	 Blink	-	-
3	Ink low (warning)	-	-	 Blink
4	Ink out/ No Ink Cartridge	-	-	 On
5	Ink cartridge change mode	 Blink	-	-
6	Warning error	 Off	 Fast Blink	 Fast Blink
7	Maintenance request	-	 Alternating Blink	 Alternating Blink
8	Main power on, printer powered off	 On (amber)	-	-
9	Media mismatch warning	-	 Fast Blink	-
10	Media out	-	 On	-
11	Media jam warning	-	 Blink	-
12	Media loading warning	-	 Blink 2	-
13	Option open warning	-	 Fast Blink	 Blink 2
14	Reset input	 On	 On	 On

Item 1 – Idle. The print engine is on and ready to receive commands.

Item 2 - Data Processing. The print engine is busy processing a command (printing, printing a nozzle check, performing a head cleaning, or in the middle of its start-up procedure).

Item 3 – Ink low (warning). This condition is just for reference and will not stop the printer from printing. This means that an ink chip is reading as low and will need to be reset soon with the cartridge reset module.

Item 4 – Ink Out/ No Ink Cartridge. The ink chip is reading empty and should be reset with the cartridge reset module.

1. When ink light is solid after a print is complete

Use the Right Arrow to move the shirt bed to the right of the 2 middle sensors. Now push the Blue button to move the print engine carriage out. Wait a second or two for the carriage to move out. Now push the Blue button again and the shirt bed will move forward and the unit will go into a cleaning. The light at this time should turn off. If not, repeat these steps. With the ink lights off you can now push the Orange Eject button and continue on.

2. When ink light goes solid in the middle of a print

If the ink light goes solid while printing a job, the printer will stop printing. Push the Red button once to move the print engine carriage out. Wait a second or two for the carriage to move out fully. Now push the Red button again. The printer will perform a head cleaning and then continue right where it left off on the print job.

3. When the ink lights go solid in between the white and color passes

The Veloci-Jet XL will load the shirt to print the color pass. At that point it will not print. Push the Eject and Left Arrow at the same time to release the shirt bed. After it ejects, use the Right Arrow to move the shirt bed to the right of the 2 middle sensors. Push the Blue button and wait a few seconds for the print head carriage to move out. Push the Blue Ink button again to reseat the carriage and clear the ink light. Eject the shirt board. Load the shirt board. When the board is loaded, the #1 Light will be a solid red. Now press the red Cancel/Feed button. The Veloci-Jet XL will now start printing the color pass.

Item 5 – Ink cartridge change mode. Press the ink button. After the carriage moves over, release the cartridge reading “empty” (blinking light or solid ink light) for 5-7 seconds and then snap the cartridge back in. Then press the ink button. The cartridge will reset and then continue.

Item 6 – Warning condition. There are a number of items that may cause a warning condition. The most common is that the print engine, print bed or head assembly was not in the correct position when the print engine was powered on and tried to perform its self test. This is caused by powering down of the printer while it was printing, or that the print bed was not at the load position when the print engine was powered on (pressing the Green Button). It may take up to 3 times of power the print engine off and starting the print engine normally to clear this error. If after 3 times on powering off the print engine and trying to start the print engine normally the warning error continues, the fault maybe one of the items below. **DO NOT ATTEMPT TO DIAGNOSE THE ISSUE YOURSELF.** Contact Equipment Zone Technical Support to help diagnose the problem.

1)Y-axis motor not turning.

- Lost Y-axis encoder feed back
- Missing 42 volts, Check Y.A.C.B. board for bad 2 amp. Fuse.

2)ASF motor control warning

- Disconnected cable to ASF motor or sensor.
- Failed ASF motor or sensor

3)Auto Platen Gap control warning (Media Height Sensor)

- Disconnected cables to APG motor or sensors.
- Failed APG motor or top or bottom sensor.

4)Head temperature warning

5)Paper Width sensor warning

Item 7 – Maintenance request. The Waste Ink Counter has exceeded 17772. Reset the waste ink pad counter using the reset utility. If you do not have the reset utility, contact Equipment Zone Technical Support.

Item 8 – Power off. This is the condition when the print engine is not powered on. Pressing the green button on the control panel will power the print engine on, pressing it again will power off the print engine.

Item 9 – Media mismatch warning. This condition is rare. Try turning the printer off and restarting the printer. If this condition persists contact Equipment Zone Technical Support.

Item 10 – Media Out. This light indicates that a print command was sent to the printer but the print bed was not at the load position. To clear, press the LOAD button (wait for the bed to stop moving), then Press the red Feed/Cancel button. This will clear the light and start the print.

Item 11 – Media Jam Warning. This condition is rare and could be caused by the print bed not stopping fast enough when it goes to load position. This puts the print bed at the print start position. Possible adjusting of the print bed brake may be needed. Press the green power button once, turning the printer off, to clear the warning, then restart the printer. Contact Equipment Zone Technical Support if this light does not clear after a restart.

Item 12 – Media loading warning. This condition is rare and could be caused by the print bed not stopping fast enough when it goes to load position. This puts the print bed at the print start position. Possible adjusting of the print bed brake may be needed. Press the green power button once, turning the printer off, to clear the warning, then restart the printer. Contact Equipment Zone Technical Support if this light does not clear after a restart.

Item 13 – Option Warning. This condition is rare. Try turning the printer off and restarting the printer. If this condition persists, please contact Equipment Zone's Technical Support.

Item 14 – Reset input. This condition is rare. Try turning the printer off and restarting the printer. If this condition persists, please contact Equipment Zone's Technical Support.



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