AnaJet

Technical Notes

Service Counter Reset

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Applicable Models: AnaJet SP-200 SPRINT series printers

Background: The Reset Service Counter message is a result of the Epson F-mach Print Head used in the AnaJet. Because the Print Head is used in several different types of printers, it tries to keep track of its usage. When the Print Head gets past a certain internal limit, it triggers the error. To correct this, a number needs to be reset in the printer.

Diagnosis: This error is easily diagnosed by a flashing Wait Light, flashing LEDs on the upper PCB, and a repeated beeping that occurs about once per second. The Control Panel LCD will display "waste ink pad counter" and the printer will not be able to receive any jobs. The Power Button on the Control Panel will be locked, requiring the Main Power Switch on the back of the printer to be used to power down the printer.

Note: Section 1 of this paper discusses downloading the AnaJet SPRINT Utility. If you already have this program, move on to section 2.

Resolution Instructions:

1) Find the AnaJet SPRINT Utility located on your Driver disk. It will be in the UTILITIES folder.
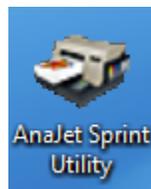
Before running the program, make sure the printer is powered on and beeping. Clear you print queue of any pending jobs as this will cause a communication error.

Note: If you are using Windows Vista or Windows 7, you will need to set the utility to "RUN AS ADMINISTRATOR" by right-clicking on it.

2) Click the "Service Monitor Tab."

3) Choose your AnaJet Printer from the drop-down menu.

4) Click the RESET SERVICE COUNTER button.
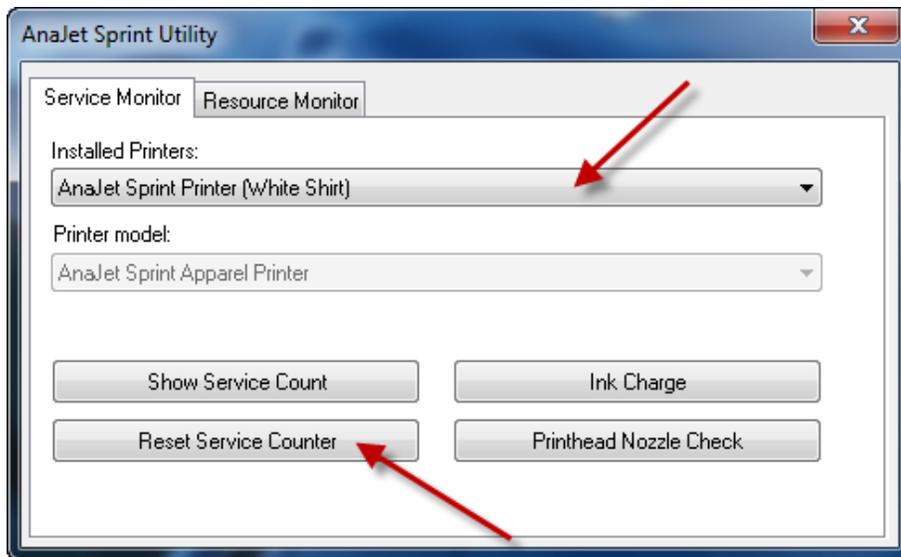
5) A confirmation message will appear confirming the Reset has occurred. Click the OK Button.
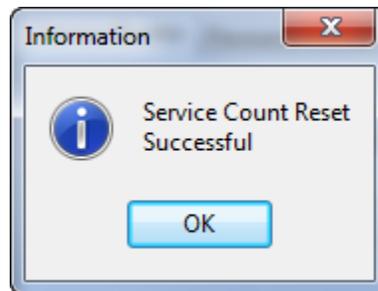
6) Close the AnaJet SPRINT Utility completely by pressing the red X in the upper right hand corner.

7) Turn the printer completely off using the switch on the back of the printer.

8) Turn the rear switch back on again. Press the Power Key on the Control Panel to start the printer power-up sequence. Once the printer has initialized, the error will be gone.