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## Stoppage of Ink Flow

**AnaJet®**  
Technical Support

Revision 2.0  
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## Contact Info

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## Revision History

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<b>Revision</b>	<b>Description</b>	<b>Author</b>	<b>Date</b>
1.0	Initial release.	Mike McCulty – Author/Editor Director of Customer Relations	June 18, 2010
2.0	Modified	Ray Larason – Author Member Technical Support	October 26 <sup>th</sup> , 2010

## *Introduction*

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This document contains instructions on how to resolve a Stoppage of Ink Flow problem with your AnaJet printer. Your AnaJet printer has a stoppage of ink flow problem when a nozzle check indicates no ink flowing in one or more (up to 8) channels of the printhead.

Note of clarification: If the nozzle check indicates some nozzles are printing within every channel this does not represent a stoppage of ink flow but an ink flow restriction. There is a different troubleshooting process to resolve a restriction of ink flow, please contact technical support for details.

## *Presentation*

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The data in this document is organized as a procedure to be followed in order. Do not skip any steps.

- Step 1:** Do this first ...
- Step 2:** Do this second ...
- Step 3:** ...

**TIP:** Not required but helpful.

**WARNING:** Give careful consideration to information in this section.

**CAUTION:** May not apply under specific circumstances; identifies areas of risk or concern.

**FP-125 Only:** Applies to users of FP-125 and NOT for SPRINT customers.

## *Scope*

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This document is intended for use only with AnaJet Sprint model with Rev. A upgrade or newer.

## Diagnosing Stoppage of Ink Flow

**WARNING:** AnaJet's patent closed loop ink delivery system is designed to prevent ink from drying on the printhead nozzle plate while the printhead is parked safely over the maintenance station. Therefore, during maintenance activities the printhead should not be left exposed to open air for more than 15 minutes.

A stoppage of ink flow will occur if there is a clog and/or damage to one or more of the following parts

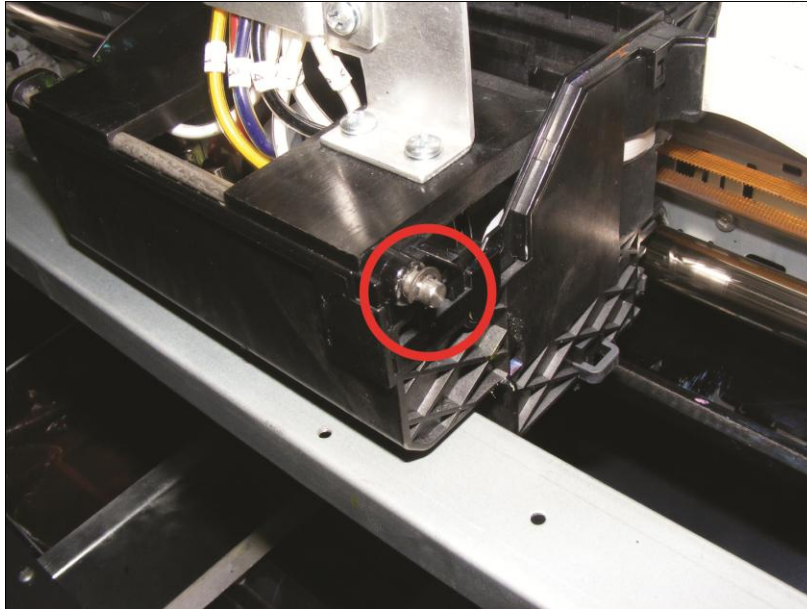
- Ink Needle
- Tubes
- O-Ring
- Damper
- Print Head
- Maintenance Station

In order to find where the clog or damaged part is located at, you will need a syringe with wing tip and needle like the one pictured below:



### Step 1: Accessing the Dampers

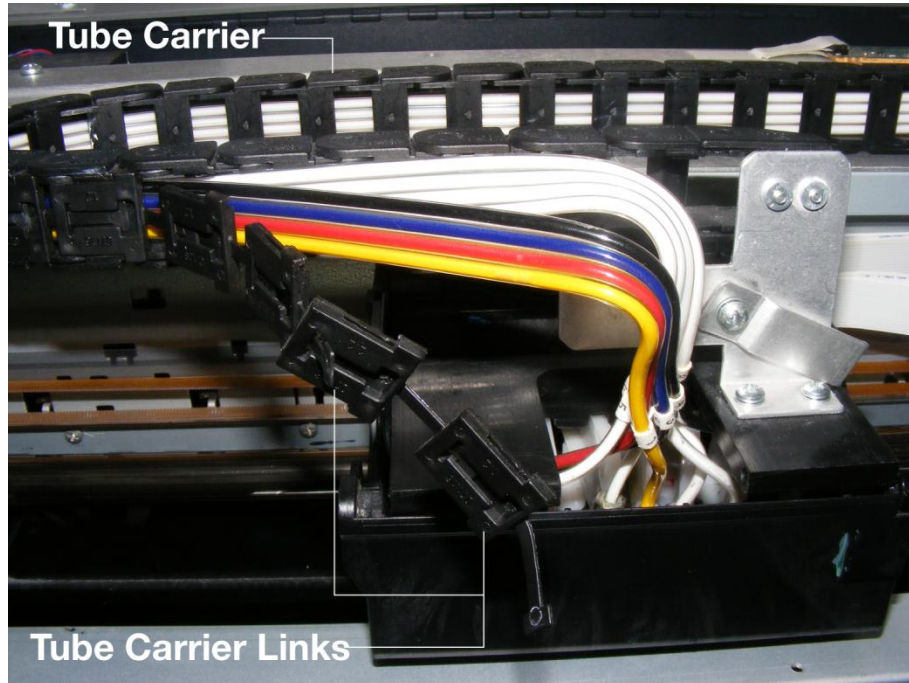
In order to access the dampers, first turn the power off at the control panel and press the "Enter" and "Down Arrow" button at the same time to release the print carriage. Once released, slide it to the middle of the printer. Notice the small e-clips on the metal rod holding the print carriage lid down.



Remove one of the e-clips and slide the rod off the print carriage. Next, loosen the screw on the tube clamp to release the tubes.



Unclip 3 to 4 links from the tube carrier and take the print carriage lid off.



Now we can see the dampers. Make sure to put a paper towel in the right side of the print head carriage to prevent any dripping onto the print head cables.



### *Step 2: Drawing Ink at the Damper*

Next, being careful NOT to puncture or apply pressure to the clear diaphragm on the side of the damper, remove the damper which corresponds to the non-working channel. Using the syringe, begin drawing ink through the damper. If you cannot draw ink at the damper,

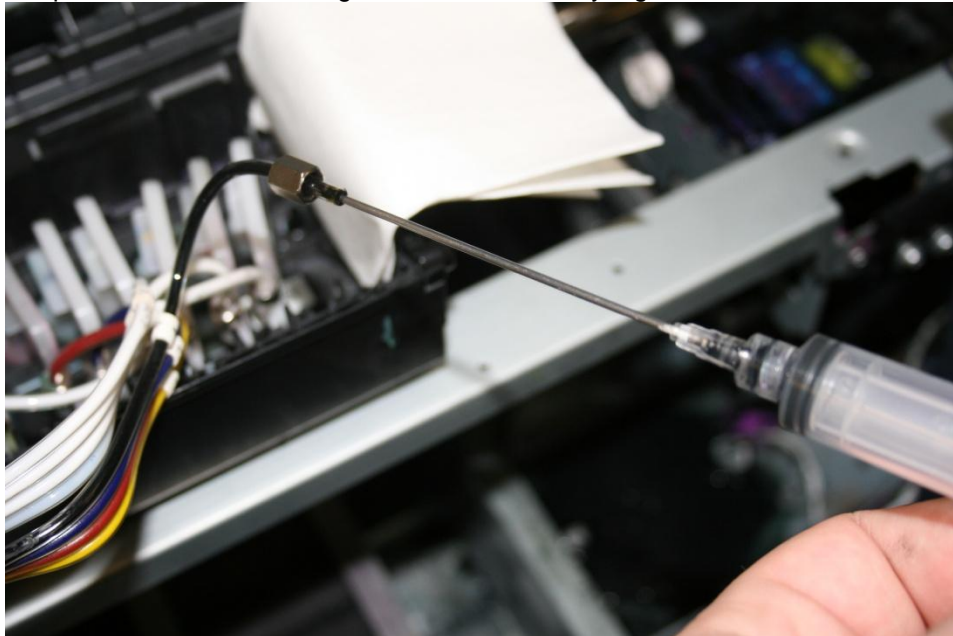


continue to step 3.



### *Step 3: Drawing Ink at the Tube*

Remove the damper by loosening the nut connecting the tube to the damper. Once the damper is off, draw ink through the tube with the syringe.



Note: While the Damper is off; inspect the O-Ring for signs of damage or wear. Below is an image comparing a good O-Ring to a worn out O-Ring.



If you are not able to draw ink with the damper on but were successful with the damper off, the damper is damaged or clogged and will need to be replaced.

If you attempt to draw ink through the tube with the damper off and cannot, the tube and/or ink needle is clogged and will have to be replaced.

If you were successful at pulling ink through the tube and into the damper, we know that the ink needle, tube and damper are O.K. which means the Print Head and/or Maintenance Station is clogged or damaged. If this is the case, inspecting the maintenance station is our next step.

#### *Step 4: Diagnosing the Maintenance Station*

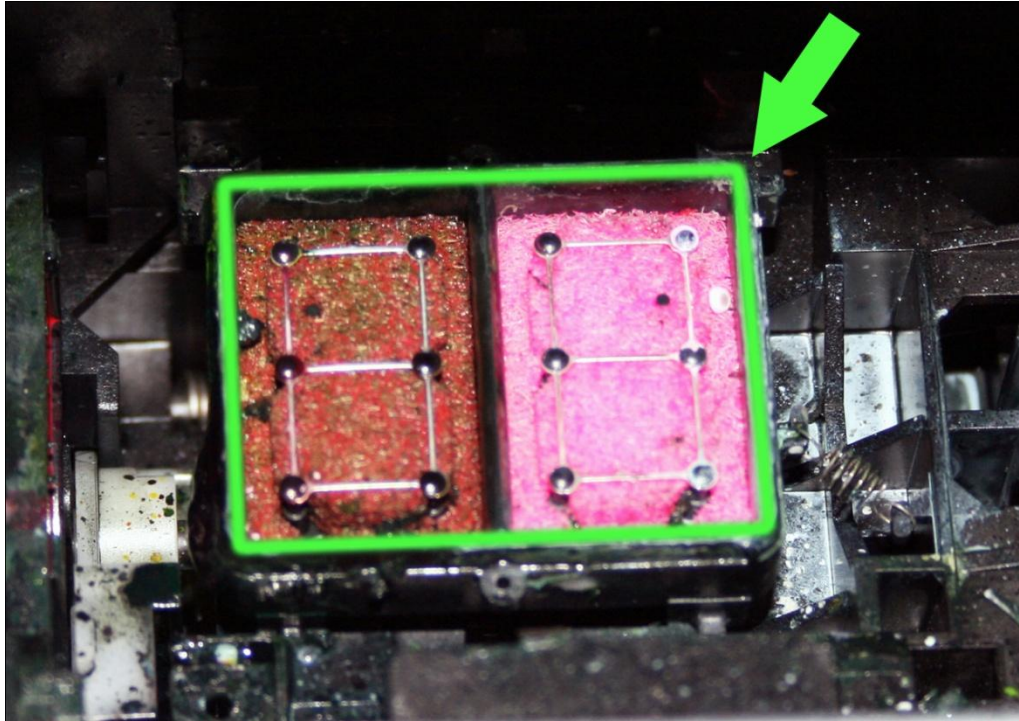
To find out if the maintenance station is damaged or clogged, power the machine down at the control panel. Once powered down, the control panel should say “Anajet Sprint Press Power Key”.

Press the “Enter” button and the “Up Arrow” button at the same time. This will release the print carriage. Slide the print carriage all the way to the left, exposing the maintenance station.

Using an eye dropper or a small measured amount of cleaning solution, fill the top of the maintenance station pads being very careful not to spill over the membrane (marked in green) around the top of the pads.

**WARNING:** Overspill mixed with ink can fall into the gears under the maintenance station and cause permanent seizure of the mechanism.





Once the maintenance station is filled with cleaning solution, press the “Enter” button and the “Up Arrow” button at the same time and hold them down. This will activate the pump pulling cleaning solution through the pads. If the maintenance station is clogged or damaged one or both pads will remain filled with cleaning solution that does not drain.

If both pads drain, next inspect the membrane (green rectangle in the picture above) for any cracks, fraying or splitting, this membrane must be able to create a vacuum seal to the bottom of the printhead nozzle plate.

**NOTE:** When cleaning this membrane use only certified cleaning wands from the AnaJet cleaning kit and a gentle motion, do not scrub or use harsh materials. If the maintenance station is O.K. as well as the Ink Needle, Tube, Damper, and O-Ring then the Print Head is clogged or damaged and will need to be replaced.

At this point, with the tube, damper, and maintenance station all checking out, the printhead is likely clogged or damaged.

Even if the printhead appears to be clogged or damaged it can be made worse by long exposure to air. Therefore, reassemble the tubes, dampers (finger tight), and the carriage housing.

**TIP:** Keep the dampers straight when closing the carriage lid to reinsert the metal retaining rod. Excessive force here will irreparably crack the casing.

Next, power the control panel back up so the printer will go through its initialization and automatically park the carriage over the maintenance station and seal it from further

exposure to air. Then run a printhead clean and nozzle check to see if the situation has improved.

If the printhead is clogged or damaged, contact AnaJet Technical Support to obtain additional instructions or procedures which may help recover the printhead.