
Title for this guide

AnaJet®

Technical Support

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Revision History

Revision	Description	Author	Date
1.0	Print head crashes when moving	Paul Green – Product Manager	3/29/2012

Crashing of Print Head Encoder

Introduction

This is a troubleshooting guide on how to resolve the crashing or stopping of the print head when moving from the maintenance station during a print or head clean. Crashing during a print is most likely caused by use of wrong rip software or software related issues.

Scope

This applies to mPower printers only.

Symptoms

- A job is sent to the printer, the print head moves to the right and then crashes and does not print.
- A print head clean is performed and the print head crashes.
- Print head crashes during movement.

Possible causes

1. Carriage encoder has slipped out of its guide/reader. Carefully install the encoder strip back into the slot of the guide/reader. This is located behind the print head carriage. Make sure that the guide/reader has not been bent out. See figure 1.1
2. Early printers may not have revision c. This is a replacement to the new Carriage motion control board. Check serial number and date of purchase. Board will need to be replaced. See carriage board replacement TD&R document.

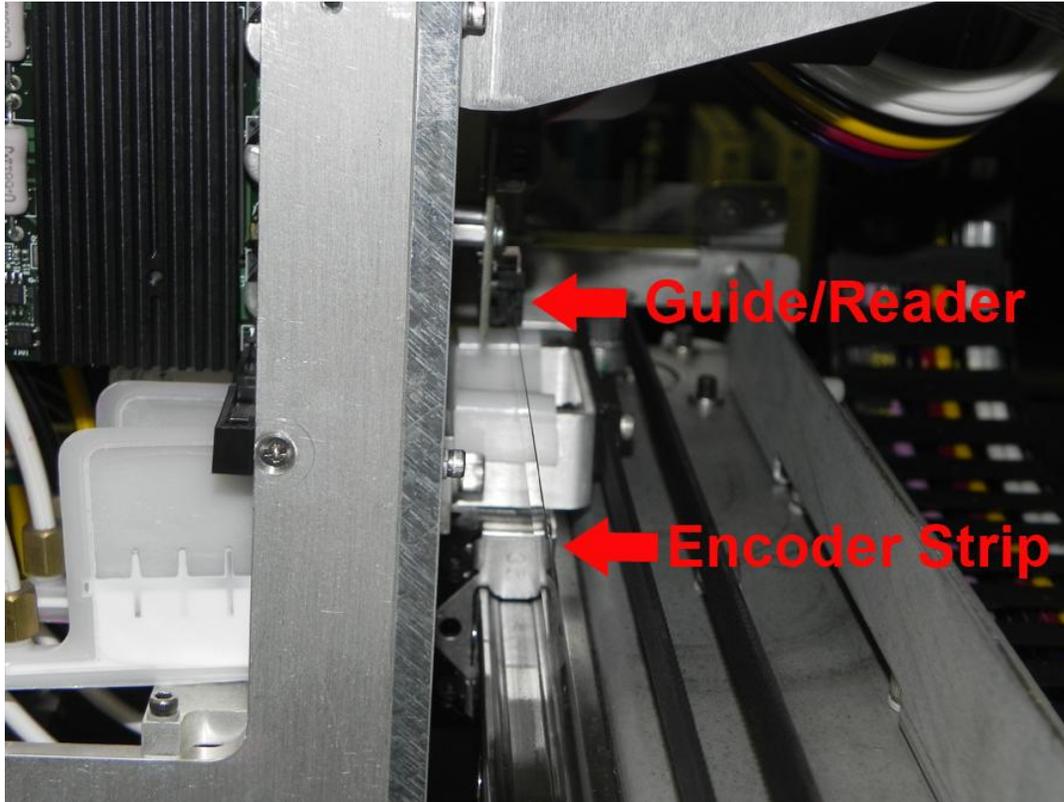


Figure 1.1