

# Roland DGA Technical Bulletin

<b>MODEL:</b> PROII series printers, VersaCAMM, and cutters	<b>BULLETIN DATE:</b> 11/01/04
<b>BULLETIN NUMBER:</b> GEN-0002	<b>AUTHOR:</b> Steven Tu
<b>SUBJECT:</b> Damage to prints or cutters due to Electrostatic Discharge (ESD).	<b>REVISION:</b> Release

## Issue:

Damage to prints or cutters due to Electrostatic Discharge (ESD). ESD is normally caused by media being fed through printers or cutters in high speed mode. Most effected areas will be those in low humidity environments where humidity level typically drops below 35% (i.e. cold climate regions where heaters are typically used).

## Symptom:

Printers will continue to function but striations may occur on the printed media (see attached photo). Ink droplets may occur outside of normal printed areas or, in extreme cases, media may appear to underfeed.



(Striations in text caused by ESD)

Cutters will cease to function. No information will be displayed on the cutter LCD panel.

### **Corrective Action:**

Avoid placing the printer/cutter on carpeted surfaces. If the device must be in a carpeted room, place the machine on an antistatic mat.

Ensure that the humidity level while operating the printer/cutter is between 35% and 80% non-condensing. If humidity is lower than 35% use of humidifier(s) is recommended (Humidity levels between 45 and 60% works best for controlling static).

In low humidity areas, user created ESD can cause printer/cutter damage. Users should try to discharge any internal charge by touching a grounded object before operating the printer/cutter. Use of antistatic mats, ground pads or raising humidity will eliminate this danger.

For extreme ESD problems third party antistatic strips can be used. The antistatic strips consist of a channel of carbonfiber brushes attached to a ground wire. The strip would be attached just above the media feed path (contact with media is not required) at the rear of the printer/cutter. The ground wire would be attached to a grounded source not on the printer/cutter.

### **Resources:**

Antistatic strip: <http://www.westmontinc.com/stock.cfm>

Static elimination supplies: <http://www.esdsystems.com>