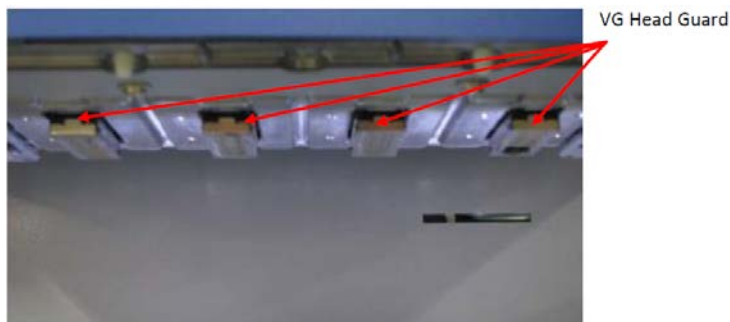


VG Series Head Guard

This document will briefly discuss the condition of a loose or damaged VG FlexFire head guard after a head crash. This guard will only come off in the event of a physical head strike. The guard is a part of the head assembly and not offered as a spare part. Even if the head guard is damaged there is a good chance the print head is fine without the guard. Check and make sure the heads are aligned properly to the cap tops and verify the overall head alignment based on the head alignment test prints. Double check the flushing position adjustment. A 0400-XXXX error code might be due to a misaligned head assembly caused from the head crash.

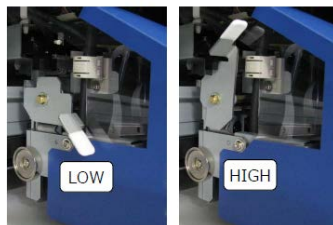


Important Safeguards

The VG series print head height will range from a low head position of 1.7mm to a high head position of 2.7mm

Head Height

□ 1.7mm/2.7mm



1. Make sure the media is tracking properly prior to running print jobs.
2. Raise the head height on thicker substrates or keep it at high head height for all material.
3. Position the media clamps properly or do not install them if the media remains flat without any edge curling.
4. Platen vacuum fans: Make sure the media is free of wrinkles otherwise increase the fan speed. The control panel will have the default set to auto. Platen fan speed is controlled by the width of the material during media setup and Roland VersaWorks. You can set to printer settings in Roland VersaWorks and increase the platen fan speed in the printer's user menu.

Important

Head crashes due to poor media loading, tracking or selecting the incorrect head height are not covered under the standard Roland warranty policy.