

VS-640 Webinar Q&A

1. Can you switch ink sets after initial set up?
A.) No the inksets cannot be changed after install

2. What is the picoliter size of the largest and smallest drop size?
A.) We do not have that information at this time

3. How does the head differ from Mutoh?
A.) This is a next generation head beyond Mutoh's current head and its gold-plated to reduce static buildup which leads to clogged nozzles

4. Do you have a demo available at your Irvine location?
A.) We currently have two marketing samples for profiling but we do not have have production units available for demonstration

5. How is this head different from Epson GS6000?
A.) This is a newer generation head than the GS6000

6. Costs and parts list available yet?
A.) We are finalizing the parts list and pricing for print heads, consumables, etc

7. If you are set up with 8 color metallic, when you print only CMYK what is the speed?
A.) If the eight color mode is selected, the print speeds for CMYK are the listed print speeds in the speed chart for 6/8 color

8. How do the white and MT inks move back into the ink cartridge?
A.) The inks do not get circulated into the ink cartridge, they are only circulated through the ink line and the damper. The cartridges must still be shaken every day. The CMYKLCm cartridges should be shaken every 3 days

9. What does daily maintenance cover?
A.) Because of the circulation system and improved wiper system, daily maintenance is slightly less than current Roland inkjets

10. Will the counter rest each time the cartridges are removed and shaken?
A.) No, the counter will only reset if a white or silver job has not been sent in the last 8 hours

11. During a cleaning, how much ink is used?

Imagine.

A.) The amount of ink used during cleanings is less than other Roland inkjets due to the new damper design

12. Is the ink in the dampers circulated on the white and silver or does the recirculation bypass the dampers?

A.) The new damper design is patent pending and is a part of the circulation system so there is no need to purge the dampers of their ink

13. Can the metallic and white inks be laminated?

A.) Yes, just like the XC-540MT, lamination is recommended for white and silver printing

14. What is the cost of the MT and white ink carts?

A.) White is \$99.99 and Silver is \$229.99

15. Will training be offered on the east coast?

A.) We currently have a dealer training scheduled on March 23-25 in Rhode Island

16. Can the metallic and white be used for vehicle wraps?

A.) yes but the print speeds are very slow

17. Is the media loaded from the front or back?

A.) the media is loaded from the rear

18. What is the outdoor life on the white and metallic ink?

A.) The outdoor rating is the same for the XC-540MT which is approximately 1 year for White and 2-3 years for metallic silver

19. Will the new damper prevent the purge preceding the printing using wh or MT? Will this be available for the XCMT with a firmware update and damper replacement?

A.) Yes the new damper will prevent the need to purge the print heads unlike the XC-540MT. No it will not be available for the MT

20. Does this use the same ink as XCMT

A.) Yes the VS-640 uses EcoSol MAX ink

21. What is the price of the new print heads?

A.) We have not finalized the new print head price but we plan to have that available prior to shipment

22. Are the special dampers or re-circ used with dual 4 color mode?

A.) No, the circulation pump is only used in 8 color mode. It shuts off in 4 and 6 color mode