

## Technical Update

# Common Troubleshooting Solutions

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### Problem:

I only use my printer on weekends and sometimes when I go to use it, the heads are clogged.

### Causes and Solutions:

- ***Ink is drying within the print head due to lack of use.***  
If you are NOT using your printer on a regular basis, the ink may partially dry within the print head, causing a clog.

We have found the best solution to this issue is to turn your printer ON everyday, even if you don't intend to print anything. When the printer is turned on, it primes the print head during startup. This process is sufficient to prevent head clogs if done regularly. You DO NOT have to do a head cleaning unless you want to.

After your printer has gone through its startup procedures, turn it OFF to ensure the print head seats within the capping station.

***NOTE: Always make sure you observe the proper procedures for powering ON and OFF your printer to avoid damaging the print head.***

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### Problem:

When printing vector graphics, the printed colors do not match the previews in my graphics application.

### Causes and Solutions:

- ***FastRIP™ is a bitmap based image processor.***  
When rasterizing a vector image, FastRIP™ must convert a vector graphic into a bitmapped graphic. Sometimes the translation of color profiles is not exact, resulting in a difference in output.

For consistent color reproduction, save your image as a high quality JPG and send this image to the RIP for printing.

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