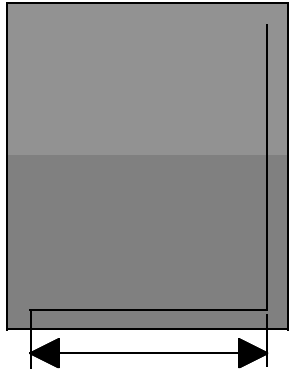


When No Error is Displayed on the Printer's Liquid Crystal Display

Trouble with Printing

Model Name: Rockhopper-46/62

E X A 4 0 9 0

No.	Symptom	Sequence	Items to be Confirmed	GO TO Ref. Pages	
				REP	BAC
1	<ul style="list-style-type: none"> Inaccurate line length in the direction of head movement (Main scanning direction)  <p>Direction of media feed</p>	1-1	<ul style="list-style-type: none"> Is the usage site environment in accordance with the operating environment? → Use the printer in a proper operating environment. 	1550	5010 2000
		1-2	<ul style="list-style-type: none"> Is the steel belt tension adjusted properly? 0.98 N (100 g ± 20 g) → Re-adjust steel belt tension. 		
		1-3	<ul style="list-style-type: none"> Is the timing fence dirty or has foreign matter stuck to it? → Clean it. → Replace if soiling is not removed by washing or if there is damage. 		
		1-4	<ul style="list-style-type: none"> Is the Y drive pulley set screw loose? → Re-tighten the set screw securely. 		
		1-5	<ul style="list-style-type: none"> The internal processing operation of the main board may be faulty. → Initialize, re-enter or re-adjust the parameters and try again. 		

When No Error is Displayed on the Printer's Liquid Crystal Display

Trouble with Printing

Model Name: Rockhopper-46/62

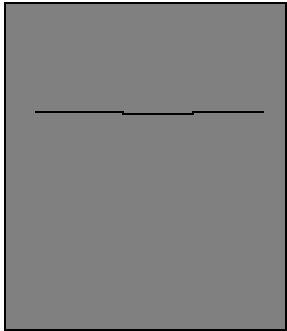
E X A 4 0 9 0

When No Error is Displayed on the Printer's Liquid Crystal Display

Trouble with Printing

Model Name: Rockhopper-46

E X A 4 1 0 0

No.	Symptom	Sequence	Items to be Confirmed	GO TO Ref. Pages	
				REP	BAC
1	<ul style="list-style-type: none"> Inaccurate straight line in the direction of head movement (straightness)  <p>Direction of media feed</p>	1-1	<ul style="list-style-type: none"> Are the fans working normally according to the self-diagnostic "Examination: Fan"? <ul style="list-style-type: none"> → Check the connectors between fan assembly, fan extension cable assembly and main board assembly. Fan extension cable 1 assembly is J115 (FAN1) on the main board Fan extension cable 2 assembly is J116 (FAN2) on the main board Fan extension cable 3 assembly is J117 (FAN3) on the main board → Replace fan assembly. → Replace fan extension cables 1 to 3. 	1080 1080	1060
		1-2	<ul style="list-style-type: none"> Are the front paper guide and platen securely screwed? <ul style="list-style-type: none"> → Tighten it. 		
		1-3	<ul style="list-style-type: none"> Is the shielding material securely attached in the proper positions? <ul style="list-style-type: none"> Shield material GA-A, shield material GA-B, shield material GA-C → Re-attach in the proper positions. 		
		1-4	<ul style="list-style-type: none"> Is the X drive pulley set screw loose? <ul style="list-style-type: none"> → Replace the X motor assembly. 	1070	
		1-5	<ul style="list-style-type: none"> Is the X speed reduction belt tension adjusted to the prescribed value? <ul style="list-style-type: none"> 41.2 N (4.2 kg ±0.2 kg) → Readjust the X speed reduction belt tension. 	1560	
		1-6	<ul style="list-style-type: none"> If the media in question is roll media, does the scroller rotate smoothly? <ul style="list-style-type: none"> → Adjust the position of the scroller support rollers. → Replace any roller that is damaged or that moves badly. 		
		1-7	<ul style="list-style-type: none"> Is the pressure roller pressing on the media over its entire length? With the pressure lever up, does the pressure rollers seem reluctant to turn? With the pressure lever down, does the pressure rollers idle or contact the platen on one side? With the pressure lever down, is the blade pressing firmly on the media? <ul style="list-style-type: none"> → If there are paper dust or scraps near the pressure roller, wipe with soft damp cloth. → If necessary, replace pressure assembly, pressure rollers and blade. → If the gap between platen and blade is less than 0.2 mm, adjust platen height. 	1220 1520	

When No Error is Displayed on the Printer's Liquid Crystal Display

Trouble with Printing

Model Name: Rockhopper-46

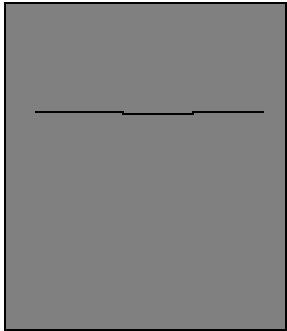
E X A 4 1 0 0

When No Error is Displayed on the Printer's Liquid Crystal Display

Trouble with Printing

Model Name: Rockhopper 62

E X A 4 1 0 0 - 2

No.	Symptom	Sequence	Items to be Confirmed	GO TO Ref. Pages	
				REP	BAC
1	<ul style="list-style-type: none"> Inaccurate straight line in the direction of head movement (straightness)  <p>Direction of media feed</p>	1-1	<ul style="list-style-type: none"> Are the fans working normally according to the self-diagnostic "Examination: Fan"? <ul style="list-style-type: none"> → Check the connectors between fan assembly, fan extension cable assembly and main board assembly. Fan extension cable 1 assembly is J115 (FAN1) on the main board Fan extension cable 2 assembly is J116 (FAN2) on the main board Fan extension cable 3 assembly is J117 (FAN3) on the main board Fan extension cable 4 assembly is J117 (FAN4) on the main board → Replace fan assembly. → Replace fan extension cables 1 to 3. 	1080 1080	1060
		1-2	<ul style="list-style-type: none"> Are the front paper guide and platen securely screwed? <ul style="list-style-type: none"> → Tighten it. 		
		1-3	<ul style="list-style-type: none"> Is the shielding material securely attached in the proper positions? <ul style="list-style-type: none"> Shield material GA-A, shield material GA-B, shield material GA-C → Re-attach in the proper positions. 		
		1-4	<ul style="list-style-type: none"> Is the X drive pulley set screw loose? <ul style="list-style-type: none"> → Replace the X motor assembly. 	1070	
		1-5	<ul style="list-style-type: none"> Is the X speed reduction belt tension adjusted to the prescribed value? <ul style="list-style-type: none"> 41.2 N (4.2 kg ±0.2 kg) → Readjust the X speed reduction belt tension. 	1560	
		1-6	<ul style="list-style-type: none"> If the media in question is roll media, does the scroller rotate smoothly? <ul style="list-style-type: none"> → Adjust the position of the scroller support rollers. → Replace any roller that is damaged or that moves badly. 		
		1-7	<ul style="list-style-type: none"> Is the pressure roller pressing on the media over its entire length? With the pressure lever up, does the pressure rollers seem reluctant to turn? With the pressure lever down, does the pressure rollers idle or contact the platen on one side? With the pressure lever down, is the blade pressing firmly on the media? <ul style="list-style-type: none"> → If there are paper dust or scraps near the pressure roller, wipe with soft damp cloth. → If necessary, replace pressure assembly, pressure rollers and blade. → If the gap between platen and blade is less than 0.2 mm, adjust platen height. 	1220 1520	

When No Error is Displayed on the Printer's Liquid Crystal Display

Trouble with Printing

Model Name: Rockhopper 62

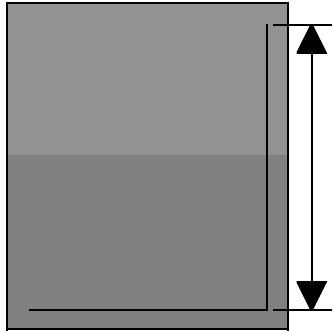
E X A 4 1 0 0 - 2

When No Error is Displayed on the Printer's Liquid Crystal Display

Trouble with Printing

Model Name: Rockhopper-46/62

E X A 4 1 1 0

No.	Symptom	Sequence	Items to be Confirmed	GO TO Ref. Pages	
				REP	BAC
1	<ul style="list-style-type: none"> Inaccurate line distance in the direction of media feed (Subsidiary scanning distance)  <p>Direction of media feed</p> <p>[Standard value] 500 mm ±0.1% Since the adjustment here is 300 mm, the measured value, x is such that $299.7 \text{ mm} \leq x \leq 300.3 \text{ mm}$</p>	1-1	<ul style="list-style-type: none"> Is the usage site environment in accordance with the operating environment? → Use the printer in a proper operating environment. 	1070 1560 1680 1220 1520 1040-2 1520, 1040 1690 1040 1040-2	2120
		1-2	<ul style="list-style-type: none"> Are you using adjusting the distance with the media that is being used? → Carry out distance adjustment. → Even if the distance adjustment is being done with the media that is in use, do it for the sake of confirmation. 		
		1-3	<ul style="list-style-type: none"> Is the X drive pulley loose? → Replace the X motor assembly. 		
		1-4	<ul style="list-style-type: none"> Is the X speed reduction belt tension adjusted to the specified value? 41.2 N (4.2 kg ±0.2 kg) → Readjust X speed reduction belt tension. 		
		1-5	<ul style="list-style-type: none"> Is there major distortion in the X speed reduction pulley? → Replace the X speed reduction pulley. 		
		1-6	<ul style="list-style-type: none"> Is the pressure roller pressing on the media over its entire length? With the pressure lever up, does the pressure rollers seem reluctant to turn? With the pressure lever down, does the pressure rollers idle or contact the platen on one side? With the pressure lever down, is the blade pressing firmly on the media? → If there are paper dust or scraps near the pressure roller, wipe with soft damp cloth. → If necessary, replace pressure assembly, pressure rollers and blade. → If the gap between platen and blade is less than 0.2 mm, adjust platen height. 		
		1-7	<ul style="list-style-type: none"> Is the rough surface of the grid roller worn in some places? Is the grid roller heavy to turn? Or does it not turn smoothly? → Use a nylon brush to clean away any paper dust or paper scraps from the grid roller. → Adjust platen height or refit the rear paper guide. → Replace grid roller. 		
		1-8	<ul style="list-style-type: none"> Is there major distortion, damage or foreign matter on the front and rear paper guides? → Replace front and rear paper guides. 		
		1-9	<ul style="list-style-type: none"> If roll media is being used, does the scroller rotate smoothly? → Replace the scroller shaft. → Change the media that is being used. 		

When No Error is Displayed on the Printer's Liquid Crystal Display

Trouble with Printing

Model Name: Rockhopper-46/62

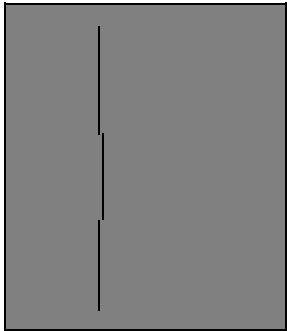
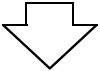
E X A 4 1 1 0

When No Error is Displayed on the Printer's Liquid Crystal Display

Trouble with Printing

Model Name: Rockhopper-46/62

E X A 4 1 2 0

No.	Symptom	Sequence	Items to be Confirmed	GO TO Ref. Pages	
				REP	BAC
1	<ul style="list-style-type: none"> Inaccurate straight line in the direction of media feed (joining precision Y)   <p>Direction of media feed</p>	1-1	<ul style="list-style-type: none"> Is there any mistake in the rank of the head that is actually installed and the rank that is recorded? → Enter the rank of the print head correctly. 	1390	2040
		1-2	<ul style="list-style-type: none"> Is the problem with the head tilt adjustment? → Adjust it. 	1390	2060
		1-3	<ul style="list-style-type: none"> Is the steel belt tension adjusted to the specified value? 0.98 N (100 g ±20 g) → Readjust steel belt tension. 	1550	
		1-4	<ul style="list-style-type: none"> Is the Y drive pulley set screw loose? → Replace it. 	1280	
		1-5	<ul style="list-style-type: none"> Is there a problem with the reciprocal printing position alignment? → Adjust it. 		2080
		1-6	<ul style="list-style-type: none"> Is there a problem with the CW adjustment? → Adjust it. 		2090
		1-7	<ul style="list-style-type: none"> Is the T fence dirty? → Clean it. → Replace if soiling is not removed by washing or if there is damage. 	1300	
		1-8	<ul style="list-style-type: none"> Although the step pattern of the self-diagnostic "Head Nozzle Check" is well adjusted, if the vertical lines of the "Black Head Tilt Check" do not join, carry out the following tasks. → Replace the steel flexible belt assembly. 	1310	
		1-9	<ul style="list-style-type: none"> Is there play in the cursor? → Replace the CR flat spring or the cursor assembly. 	1310	

When No Error is Displayed on the Printer's Liquid Crystal Display

Trouble with Printing

Model Name: Rockhopper-46/62

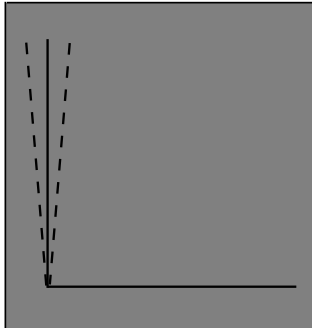
E X A 4 1 2 0

When No Error is Displayed on the Printer's Liquid Crystal Display

Trouble with Printing

Model Name: Rockhopper-46

E X A 4 1 3 0

No.	Symptom	Sequence	Items to be Confirmed	GO TO Ref. Pages	
				REP	BAC
1	<ul style="list-style-type: none"> Bad right angle precision  <p>Direction of media feed</p>	1-1	<ul style="list-style-type: none"> Are the fans working normally according to the self-diagnostic "Examination: Fan"? <ul style="list-style-type: none"> → Check the connectors between fan assembly, fan extension cable assembly and main board assembly. Fan extension cable 1 assembly is J115 (FAN1) on the main board Fan extension cable 2 assembly is J116 (FAN2) on the main board Fan extension cable 3 assembly is J117 (FAN3) on the main board → Replace fan assembly. → Replace fan extension cables 1 to 3. 	1080 1080	1060
		1-2	<ul style="list-style-type: none"> Is the shielding material securely attached in the proper positions? Shield material GA-A, shield material GA-B, shield material GA-C → Re-attach in the proper positions. 		
		1-3	<ul style="list-style-type: none"> Is the pressure roller pressing on the media over its entire length? With the pressure lever up, does the pressure rollers seem reluctant to turn? With the pressure lever down, does the pressure rollers idle or contact the platen on one side? With the pressure lever down, is the blade pressing firmly on the media? <ul style="list-style-type: none"> → If there are paper dust or scraps near the pressure roller, wipe with soft damp cloth. → If necessary, replace pressure assembly, pressure rollers and blade. → If the gap between platen and blade is less than 0.2 mm, adjust platen height. 	1220 1520	
		1-4	<ul style="list-style-type: none"> Is the rough surface of the grid roller worn in some places? Is the grid roller heavy to turn? Or does it not turn smoothly? <ul style="list-style-type: none"> → Use a nylon brush to clean away any paper dust or paper scraps from the grid roller. → Adjust platen height or refit the rear paper guide. → Replace grid roller. 	1520, 1040 1690	

When No Error is Displayed on the Printer's Liquid Crystal Display

Trouble with Printing

Model Name: Rockhopper-46

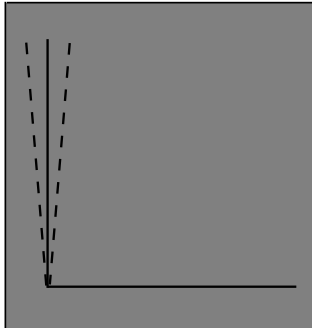
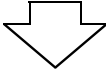
E X A 4 1 3 0

When No Error is Displayed on the Printer's Liquid Crystal Display

Trouble with Printing

Model Name: Rockhopper 62

E X A 4 1 3 0 - 2

No.	Symptom	Sequence	Items to be Confirmed	GO TO Ref. Pages	
				REP	BAC
1	<ul style="list-style-type: none"> Bad right angle precision   <p>Direction of media feed</p>	1-1	<ul style="list-style-type: none"> Are the fans working normally according to the self-diagnostic "Examination: Fan"? <ul style="list-style-type: none"> → Check the connectors between fan assembly, fan extension cable assembly and main board assembly. Fan extension cable 1 assembly is J115 (FAN1) on the main board Fan extension cable 2 assembly is J116 (FAN2) on the main board Fan extension cable 3 assembly is J117 (FAN3) on the main board Fan extension cable 4 assembly is J118 (FAN4) on the main board → Replace fan assembly. → Replace fan extension cables 1 to 4. 	1080 1080	1060
		1-2	<ul style="list-style-type: none"> Is the shielding material securely attached in the proper positions? <ul style="list-style-type: none"> Shield material GA-A, shield material GA-B, shield material GA-C → Re-attach in the proper positions. 		
		1-3	<ul style="list-style-type: none"> Is the pressure roller pressing on the media over its entire length? With the pressure lever up, does the pressure rollers seem reluctant to turn? With the pressure lever down, does the pressure rollers idle or contact the platen on one side? With the pressure lever down, is the blade pressing firmly on the media? <ul style="list-style-type: none"> → If there are paper dust or scraps near the pressure roller, wipe with soft damp cloth. → If necessary, replace pressure assembly, pressure rollers and blade. → If the gap between platen and blade is less than 0.2 mm, adjust platen height. 	1220 1520	
		1-4	<ul style="list-style-type: none"> Is the rough surface of the grid roller worn in some places? Is the grid roller heavy to turn? Or does it not turn smoothly? <ul style="list-style-type: none"> → Use a nylon brush to clean away any paper dust or paper scraps from the grid roller. → Adjust platen height or refit the rear paper guide. 	1520 1040-2(-	

When No Error is Displayed on the Printer's Liquid Crystal Display

Trouble with Printing

Model Name: Rockhopper 62

E X A 4 1 3 0 - 2

When No Error is Displayed on the Printer's Liquid Crystal Display
Problem Involving Noise
Model Name: Rockhopper-46/62

E X A 5 0 0 0

No.	Symptom	Sequence	Items to be Confirmed	GO TO Ref. Pages	
				REP	BAC
1	<ul style="list-style-type: none"> Abnormal noise when media is sucked down 	1-1	<ul style="list-style-type: none"> Is the shielding material securely attached in the proper positions? Shield material GA-A, shield material GA-B, shield material GA-C → Re-attach in the proper positions. 		
		1-2	<ul style="list-style-type: none"> Are the rotating fins of the suction fans touching the cable or are there paper scraps and foreign matter? → Remove obstructions and foreign matter. 		
		1-3	<ul style="list-style-type: none"> Check for a broken cable and connections. → Replace any parts that are broken. 		
		1-4	<ul style="list-style-type: none"> The fan itself may be faulty. → Replace it. 	1080	
		1-5	<ul style="list-style-type: none"> The main board assembly may be faulty. → Replace it. 	1140	
		1-6	<ul style="list-style-type: none"> The power board assembly may be faulty. → Replace it. 	1150	

When No Error is Displayed on the Printer's Liquid Crystal Display
Problem Involving Noise
Model Name: Rockhopper-46/62

E X A 5 0 0 0