


## Part 2 Troubleshooting and Maintenance

### PERIODS OF SHUTDOWN


#### SHORT PERIODS OF SHUT-DOWN

When the printer has been shut down overnight, the system might require a purge to clear out dust particles that have settled on the nozzle area during non-use. This is only necessary if there are missing dots in the printed code on product.


**STOPPED**  
**HD1- - >SPEED=120**  
**EVOLUTION 1**

To purge be sure that the unit is in the STOPPED Mode by pressing green  key. The screen changes to STOPPED as shown to left.

**PURGING**  
**HD1- - >SPEED=120**  
**EVOLUTION 1**

Place a piece of lint free wipe (or absorbant paper) in front of the print head and press the red . Allow the unit to purge for several seconds. There is an automatic shut down after 1,000 printed columns to ensure that the print head will not be damaged. If ink residue has solidified on the nozzle area a small drop of water may be applied to the lint free wipe.

**STOPPED**  
**HD1- - >SPEED=120**  
**EVOLUTION 1**

Press the green  and the screen changes to PRINTING, as shown at the left. The unit is ready to begin coding.

#### LONG PERIODS OF SHUT-DOWN







When the printer is to be shut down for extended periods, or the ink cartridge needs to be changed to insert a different color cartridge, the ink cartridge should be removed.

Clean the print head nozzle area with a soft, lint free wipes and insure there is no ink residue remaining on the nozzle area. The print cartridge may be stored in a sealable plastic bag.

**CAUTION: DO NOT USE THE ORIGINAL SEALING TAPE SUPPLIED WITH THE EVOLUTION I INK CARTRIDGE. DO NOT USE ANY OTHER MATERIAL OR ANY ADHESIVE BACKED PRODUCT, AS THIS WILL DAMAGE THE NOZZLE AREA.**

## FAULTS

This chart was created to assist the user in troubleshooting the unit. Find the problem in the first column; apply the remedy(s) suggested in the third column.

Condition	Probable Cause	Remedy
LCD remains blank.	No power.	Ensure the controller is securely connected to the correct port on the print carriage assembly
Unit does not print, although LCD shows information.	No message in unit	Input your message (see pages 2-18).
	Unit in "COMMAND" mode.	Press  .
	No ink.	Replace ink cartridge; reset ink volume parameter (press  and follow the sequence.
Low ink indicator on with full ink cartridge.	Did not reset ink volume parameter.	Press  , Continue key entry following menu prompts.
Unit does not purge.	Out of ink.	Replace with full ink cartridge. Reset ink volume parameter (press  .
	Unit in "PRINTING" mode	Press Stop Print. 
	Ink cartridge clogged	Clean Ink Cartridge Nozzle area with lint free wipe
Missing one or more dots from code.	No ink.	Clean or Replace cartridge and purge system (press  .
	Long down-time.	Follow daily start-up procedure if your line experienced a long down time.
Unit loses data while printing	Static electricity	Eliminate source of static. Attach ground strap between print head and low impedance earth ground.
	High levels of radio frequency.	Move unit to an alternate location or attach ground strap as above.
	Spikes in electrical line.	Use AC line filter

Part No.	Description
	<b>SPARE PARTS</b>
C21001-1	EVOLUTION I Controller Cabinet
C21001-2	EVOLUTION I Controller LCD Assembly
C21001-3	EVOLUTION I Controller PCB Assembly
C30238	EVOLUTION I Controller Keypad
C21002	EVOLUTION I Print Head Carriage Assembly
C21002-7	EVOLUTION I Print Head Carriage CPU Assembly
C21002-8	EVOLUTION I Print Head Carriage POGO Assembly
C21005	EVOLUTION I Mounting Bracket Assembly
C21000-2	EVOLUTION I Power supply
	<b>OPTIONS</b>
96280-01	Floor stand
C21003	Top Coding Mounting Bracket
C21006	External Product Detect
C21007	External Encoder
C21012	Optional Junction Box
EV1-SW1	Option Pack 1 Password, Message Store, Auto Repeat
EV1-SW1	Option Pack 1.5 Expanded Message Length
EV1-SW2	Option Pack 2 (Option Pack 1 & 1.5) & Time, Date, Sequential Number
EV1-FONT	Alternate Font (Specify when ordering)
EV1-LOGO	Logo Option (Specify when ordering)
	<b>CABLES</b>
C21008-1	EVOLUTION I RJ50 Cable 6 INCH
C21008-3	EVOLUTION I RJ50 Cable 3 Feet
C21008-10	EVOLUTION I RJ50 Cable 10 Feet
C21008-25	EVOLUTION I RJ50 Cable 25 Feet
C21008-50	EVOLUTION I RJ50 Cable 50 Feet
C21008-100	EVOLUTION I RJ50 Cable 100 Feet
	<b>INKS</b>
4500BK6	6 Pack of Black Ink Cartridges
4500RD6	6 Pack of Red Ink Cartridges
4500GR6	6 Pack of Green Ink Cartridges
4500BL6	6 Pack of Blue Ink Cartridges
4500YW6	6 Pack of Yellow Ink Cartridges

# EXPLODED VIEW OF THE C21002 PRINT CARRIAGE

