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## Troubleshooting Guide - Sojet

### Introduction:

This note is to a quick guide to help you solve any printing problems encountered with your inkjet. It is aimed at technicians or operators WHO HAVE HAD TRAINING on using the product. As a minimum you should have read the manual that came with the printer. Some of the expressions in the following may only make sense in the context of understanding each component and its purpose.

Please consider the following, and if you still cannot get it working the way you want, please contact our support.

Fault	Questions to ask	How to check it
No Print	Do I have ink?	Clen the print head with the brush icon bottom right. (Greyed out when printing - stop printing first to enable it)
	Do I have a sensor trigger?	Does the print count increase when a product passes the sensor? Is the internal sensor lens clean?
	Do I have encoder pulses?	If enabled (plugged in) do the encoder test on the right edge of the screen, and see if you get pulses when you turn the wheel.
Missing Print on one head	Is the cartridge operating normally?	Check ink icon top right, clean function as above.
	Could it be static buildup?	If you are printing onto plastic, or a web of film, the printers can malfunction due to static buildup. Check the earth cables that came with the printer are fitted. There is a brass earth screw by the cable connector.
	Is it the cable or plug on the controller?	The cables are intercahgeable across heads and cable connectors on the controller. Try swapping the cables round to see if the fault stays with the head odule or follows the cable.
Red System error	Is the system runing at the righ speed?	Is the system running too fast? Consider 30m/min max speed for 300 dpi. If you need to run at a lower eresolution and you are using the standard Sojet encoder please contact us as you will need a programmable encoder.
Cartridge error	is the cartridge used?	tap on the icon top right for cartridge info.
	Is the cartridge properly located in the head?	lift the latch on the print head and re-insert the cartridge, making sure the print head is pressed down into the aperture. No force is required to close the latch if the cartridge is positioned properly.
Print out of registration	Is the encoder set correctly?	Check if the encoder wheel is turnign at the same speed as the product. Check the encoder resolution is set correctly in the Settings/Print head/Speed section.
	Atre the heads/settingsoriented correctly?	check manual for direction and orientation settings. Consider that a print head can be printing in the opposite direction, depending on which side of the line you are standing.
	Are there slight gaps/overlaps between cartridges?	Check manual for Offset settings.

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