



DATA GROUP LLC

Installation 18919

The purpose of this service bulletin is to familiarize everyone with the service station components and online guides available for operator level service station preventive maintenance.

Service Station Operation:

- Cap (Blue) – Aides with keeping the print head hydrated ensuring that the print head doesn't dry out while the printer is sitting idle.
- Platen (Burgundy) – Completes the paper-path during the print process.
- Micro Fiber Roller (MFR) (Yellow) – Wipes excess ink from the print surface of the print head while also keeping the print head free of paper dust and other debris.
- Assembly Tray (Grey) – Holds the Cap, Platen & Micro Fiber Roller and slides back and forth in the service channel to varying positions.
- Sled PCA Board (Red) – Controls the motor driving the Micro Fiber Roller

Operator Preventive Maintenance for Service Station

- [Wash Service Station](#)
- [Lubricate Service Station](#)
- [Clean Goal Post Sensors](#)
- [Replace Micro Fiber Roller](#) – Every other print head
- Replace Service Station– Every 12 – 18 months



Figure 1. Service Station Components

Common Service Station Problems and Solutions

- Service Station Jam
 - Eject Service Station
 - Lubricate Service Station & Guide Rails
 - Re-install Service Station
- Service Station Not Ejecting
 - Manually Eject Service Station
 - Re-install Service Station
- Mech Fail Permanent / Mech Error 3A or Mech Error 3B
 - Manually Eject Service Station
 - Clean Goal Post Sensors
 - Lubricate Service Station
 - Re-install Service Station
- XFER Error
 - Eject Service Station
 - Disconnect Ribbon Cable
 - Inspect and Clean Ribbon Cable Contacts
 - Use only electrical contact cleaner or rubbing alcohol
 - Re-install Service Station