1. Printhead cleaning bad&No air-leakage with tube system:

a). Check the pump voltage, it should be 8-15V.

b). Capping blocked or not.

2. Carriage go left or right abnormally while printing:

a). Out of power. Should be with UPS 1500ma or above.

b). USB cable don't connect well. Exchange it to another USB socket or Replace a USB wire(Length should 1.5-2M)

c). Computer is not stable. Replace a new computer or replace computer mainboard.

d). Remove any other USB devices.

3. Carriage flies while turning on:

a). Can't read the Raster. The Raster Encoder has probelm.

b). The long cables between mainboard&headboard has problem.

c). 42v power supply voltage is abnormal. The normal output voltage is 41.5V

4. Carriage don't move:

a). Try to put the carriage to the center with hand after turning off machine.

b). Can put to center, check the motor while turn on machine.

c). Cannot put to center, mainboard has problem, check or replace a mainboard.

5. Nozzle test is ok, but it's printing mirror image.

a). No.1&2&3&4 of the 6 Long cables has problems, should replace it.

b). Headboard problem, should replace another headboard to check.

6. Sounds "Beep" while printing.

a). The 24V power supply is not stable, turn this voltage up to 25-26V.

7. "K02" Error while open the print software:

a). The serial No. of headboard and the mainboard is not compatible. need to send teamviewer to our engineer.

8. "K04" Error while open the print software:

a). The 6 long cables are broken.

b). Turn off machine and remove it and check the surface, if it turns black, it's maybe burnt, replace new one.

c). If make sure the cables are ok, turn off machine, unplug all of 6 long cables, and re-plug it well.

9. It's printing a black bar while printing nozzle test.

a). check the head voltage with the Mainboard.exe tool

10. "driver install fail" when finished installing print software:

a). Open the installing directory TitanPrint\_Epson--driver--PrinterDriver.exe, with the Mouse Right click, open it with administrator right.

11. No 6 lights on when turning on machine.

a). Check the power, power supply.

b). Check the headboard fuses, and turn off machine to replace the new fuses.

12. The ink drops out after turning off machine for a night.

a). Close the print software before turning off machine with red power button.

b). Capping is with ink there, wipe the ink with paper.

13. Ink flies while printing.

a). Head voltage is not correct. Please consult with our engineer.

b). The height between printhead and material is too high, adjust it lower.

c). Interfered by Static, connect the earth wire.