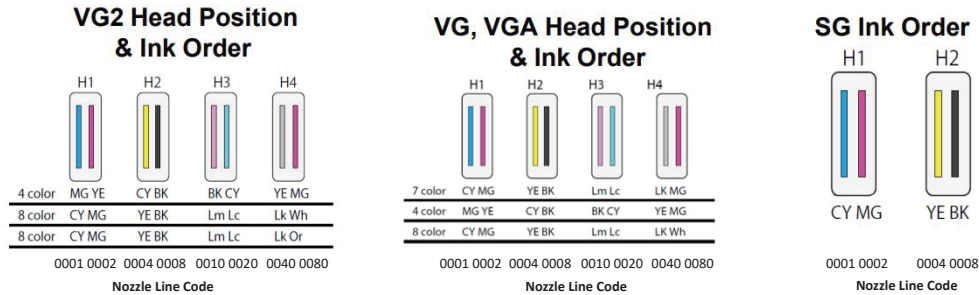


Service Call 0400 is an error code that appears when the printer is unable to pull ink from one or more of the dampers during a cleaning cycle within the 20 second time limit. The numbers inside the brackets indicate which ink lines are causing the code.



Step 1

If this error message appears, make a note of the numbers that appear in the brackets, then switch off the printer using the front sub power button and the main power switch. In some cases, the code can be cleared by simply rebooting the printer. If you restart the printer and the error code reappears, try following the steps below. This procedure may help the printer realign the print heads to the capping station without the need for service.

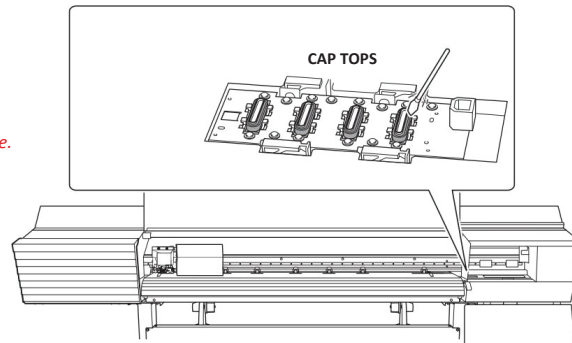
1. Confirm printer is OFF
2. Unload the media
3. Open the right-side maintenance cover to expose the head carriage
4. Carefully move the head carriage slightly to the right to unlatch it (see video reference below)
5. Move the carriage assembly by hand out to the center of the printer
6. Clean the cap station with cleaning solution, leave a generous amount along the edges of the cap top(s)
7. Leave the carriage out in the middle of the printer
8. Replace the maintenance cover
9. Turn on the printer

See 1:35 for How to Unlock the Head Carriage

Note: This video link is intended only as a reference for how to unlock the head carriage. It is not recommended that a head soak is performed in response to this error code.

Purchase Cleaning Kit for **TR2** Inks **\$43.83**

Purchase Cleaning Kit for **TR** Inks **\$36.70**



Step 2

It is recommended that the cap tops are replaced every 6 months. If the edges that create the seal around the print head harden or warp, the suction needed to properly clean the print heads will be compromised.

For information on replacing the cap tops, contact your local authorized Roland dealer.

Step 3

If the error code continues to appear, you can contact any of our authorized dealers to schedule a service visit for further assistance. Here is what you can expect the service technician to start with:

- Perform a Flushing Position Adjustment to correct the position of the capping station
- Check the drain tube connections to the cap tops
- Check the position and condition of the print heads, dampers, filler sensors, filler sensor cables, and filler arms