



Designjet 9000s and 10000s - Black Ink Overspray, Ink drops, or Ink Spatter

ISSUE:

Usually this problem is most noticeable with black ink, though occasionally other colors will also show this behavior. Prints do not have crisp edges on images or lines. This is sometimes described as Overspray, Ink Drops, or Ink spatter.

SOLUTION:

This issue is almost always caused because the carriage height is out of adjustment. To confirm this, loosen the two carriage height screws.

Ensure the Media lever is in the up position. This places the carriage in the low position.

Leave the carriage height screws loose by about ½ turn. If the screws are loosened to much the carriage may hit the edge guards while printing. Try printing with the screws loose and see if issue it resolved. If the print quality improves this confirms that the issue is caused by the carriage height.

NOTE: DO NOT CONTINUE TO PRINT WITH THESE SCREWS LOOSE AS THE PRINT QUALITY WILL NOT BE MAINTAINED WITH THESE SCREWS LOOSE.

Tighten the two screws and try printing again. If the image quality is still good then the issue is resolved.

If the overspray returns when the screws are tightened, please call Denco Tech Support for further troubleshooting as an onsite service may be required