



SERVICE CALL 0400 & 380 Explanation

"How to read the Nozzle line Code on TrueVIS-Series"

SERVICE CALL 0400:

!!! IMPORTANT !!!

We receive a lot of phone calls about this Service call 0400 for example between the brackets [0030].

Most of the time, the technicians are telling us:

“We have SERVICE CALL 0400 **zero-zero-thirty**” this is actually “**zero-zero-three-zero**”.

This is very important to understand the explanation below about this Service Call.

Following explanation works also for “Service Call 0380 [0000]”

SERVICE CALL
0380 [0030]

SERVICE CALL
0400 [00A0]

This Service Call is introduced in printers which have “Flexfire-Print Heads”.
“Service call 0400” is a PUMP SUCTION error.

If the Printer doesn’t receive a signal from the “Filler Sensors” in a predetermined timeslot, the printer will give this “Service Call 0400”.
Between [] there will be (in most cases) a Code!

SERVICE CALL
0400 [00A0]

VG - VGi and VG2 uses the 3th and 4th digit [00A0]

SG - SG2 uses only the 4th digit [0000]

This error pop’s up when something went wrong, during :

- a Power-On cleaning
- a Cleaning proc. (Normal, Medium, Powerfull or Supercl.)
- a Fill Ink
- a Fill Damper
- a Circulate Ink
- ...

Some issues & failures:

- a bad installed cap top (spring under cap top).
- an unclean/broken/damaged Printhead or Cap top.
- Bad installed or broken damper or Fillersensor.
- Clogged tube (L-joint) between Cap top and and Cleaning pump.
- Broken Cleaning pump.
- ...

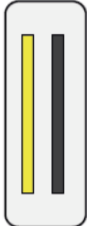
Please Check the video’s on Academy Online!!!

“Service call 0380 and 0400 for VG and SG”

“Causes of Service Call 0400 video” and “Causes of Service Call 0380 video”

This code is called the Nozzle-Line Code and will be a sum of all failing nozzle lines.

We use the Hexadecimal code to number our Nozzle Lines

	H1	H2	H3	H4
				
7 color	CY MG	YE BK	Lm Lc	LK MG
4 color	MG YE	CY BK	BK CY	YE MG
8 color	CY MG	YE BK	Lm Lc	LK Wh
Nozzle line code	0001 0002	0004 0008	0010 0020	0040 0080
	Hexadecimal code			

The Nozzle-line code is a "HEXADECIMAL-CODE"!!!!

0001 will be read : zero - zero - zero - one

0002 will be read : zero - zero - zero - two

0004 will be read : zero - zero - zero - four

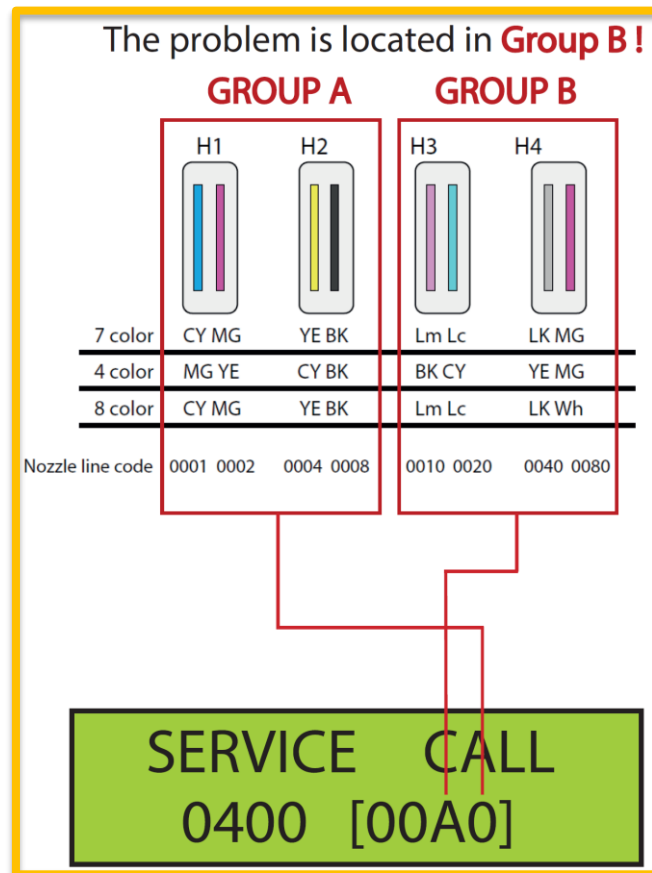
0008 will be read : zero - zero - zero - eight

0010 will be read : zero - zero - one - zero

0020 will be read : zero - zero - two - zero

0040 will be read : zero - zero - four - zero

0080 will be read : zero - zero - eight - zero



[00A0] is a sum from all failing Nozzle Lines

Decimal	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Hexadecimal	0	1	2	3	4	5	6	7	8	9	A	B	C	D	E	F

"A" in Hexadecimal means "10" in Decimal

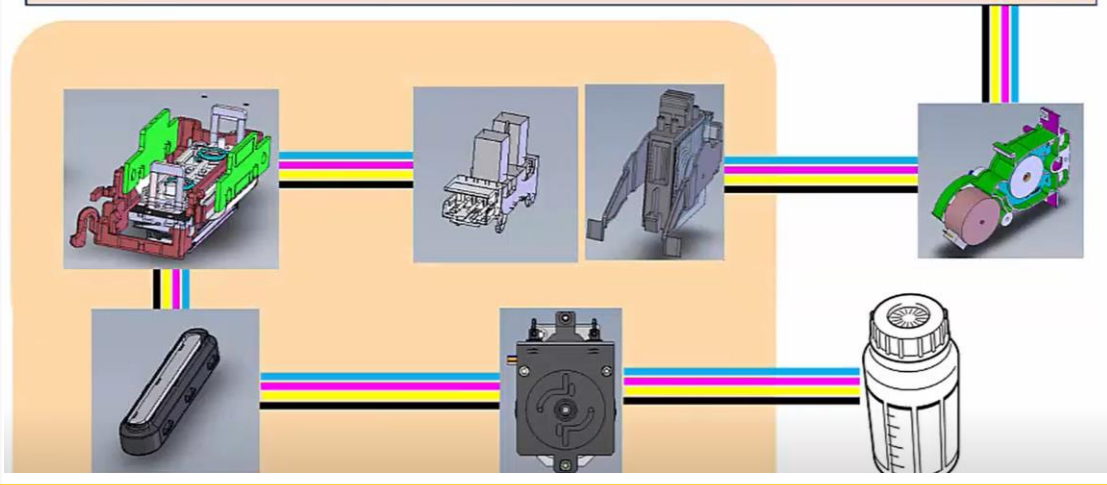
How can we create "10"?

We only can create "10" in "Group B"
with Nozzle Line $0020 + 0080 = 00\text{"}10\text{"}0$

10 decimal = A Hexadecimal => [00A0]

Cause of Service call 0400

0400 error occurs if a part between the filler sensor and the cleaning pump has a problem.



So, If we have a Service Call 0400 please check:

- **Fillersensors in the SENSOR CHECK in Service Menu!!!!**
- Dampers
- Printhead's
- Captop
- Pump
- Service Call list, code "0400" in SERVICE NOTE in Imagi-net

 0400[****]	Pump suction error	• Even though the damper is empty, the filler does not hit the filler sensor. • Ink in the damper cannot be discharged properly during cleaning or flushing operations. • Signals from the filler sensor cannot be received correctly during pump up (e.g. cleaning). • Nozzle line code is displayed on LCD (nozzle line code indicates which nozzle the error occurred to).	• Cap is not installed properly. • Cap is broken. • Print head is broken. • Some cables are making contact with the filler, preventing it from operating properly. • The spring on the rear side of the filler has popped out.	• Readjust the cap position or replace the cap. • Replace the print head.
0400 (no information on ink line)	Pump suction error during ink circulation	• Even though the damper is empty, the filler does not hit the filler sensor. • Ink in the damper cannot be discharged properly during cleaning or flushing operations. • Signals from the filler sensor cannot be received correctly during pump up (e.g. cleaning).	• Cap is not installed properly. • Cap is broken. • Print head is broken. • Some cables are making contact with the filler, preventing it from operating properly. • The spring on the rear side of the filler has popped out. (Ink line including ink circulation line)	• Readjust the cap position or replace the cap. • Replace the print head. (Ink line including ink circulation line)

Refer: Service note Chapter 4 "Service Calls Errors"

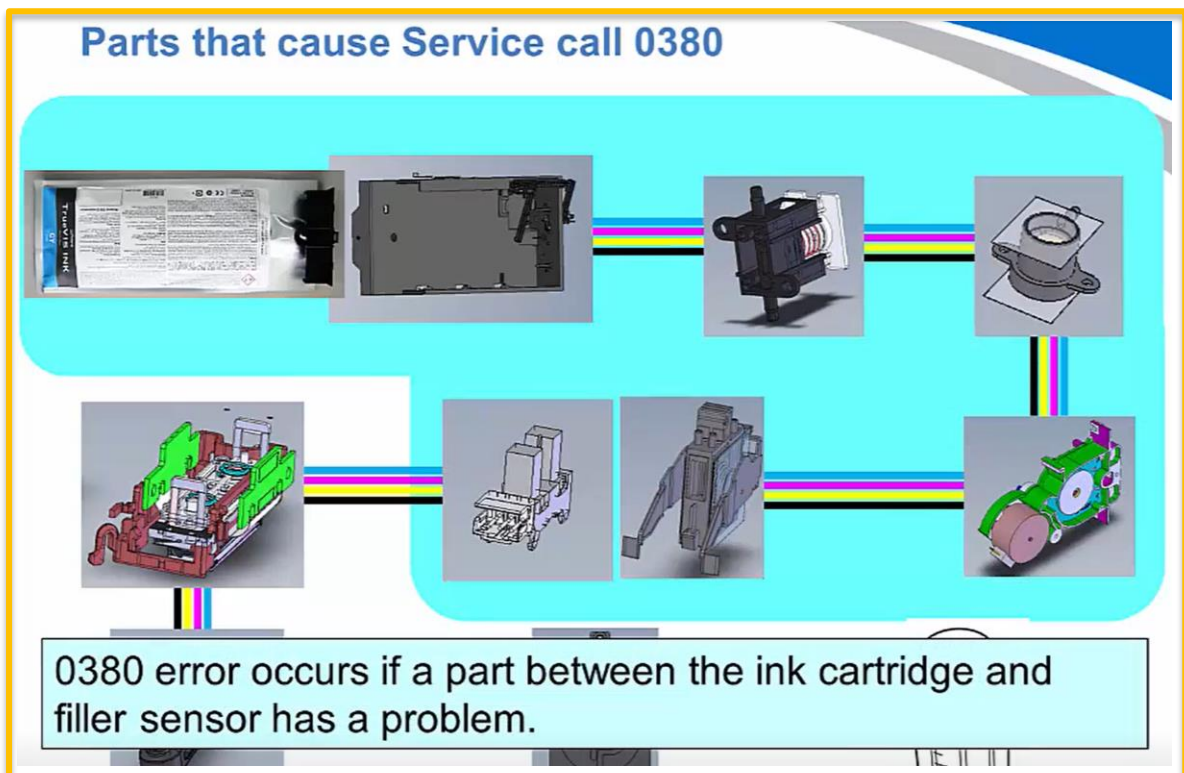
SERVICE CALL 0380:

SERVICE CALL 0380 [0030]

This is a PRESSURE PUMP TIME OUT error!

The hole explanation for the 0400 to find out which ink line failes counts also for Service Call 0380.

Please check the Service Notes in Imagi-net for causes en countermeasures also Academy online.



So, If we have a Service Call 0380 please check:

- Ink Pouch as first!!!! (can be done by customer)
- **Fillersensors in the SENSOR CHECK in Service Menu!!!!**
- Dampers
- Pressure pump
- Pressure control Valve
- Choke Valve
- Cartridge holder
- Service Call list, code "0380" in Service Note in Imagi-net!!!!



0380

Pressure pump
time out

- Even though the damper is now filled with ink, the filler sensor is still detecting the filler.
- The filler sensor cannot detect how much ink is being supplied from the pressure pump to the damper.
- Although the pressure pump has rotated certain times, ink is not supplied to the damper. Or, the damper is filled with ink, but the filler sensor cannot detect it because the filler does not open.
- Nozzle line code is displayed on LCD (nozzle line code indicates which nozzle the error occurred to).
- Filler sensor is defective.
- Connector of the filler sensor is defective.
- Pressure motor and pump are defective.
- Connector of the pressure motor is defective.
- Some cables are making contact with the filler, preventing it from operating properly.
- The spring on the rear side of the filler has popped out.
- Two tubes are swapped and inserted incorrectly to the print head.
- Replace the filler sensor or check the cable connection of the sensor.
- Check the cable connection of the pressure pump motor.
- Replace the pressure pump.
- Check the tube layout from the ink cartridge to the print head.
- Ink lines with problems are shown in the event log.

Refer: Service note Chapter 4 "Service Calls Errors"

Important notes:

- 1) Sometimes there's a Service Call 0400 **WITHOUT** a Nozzle Line Code.



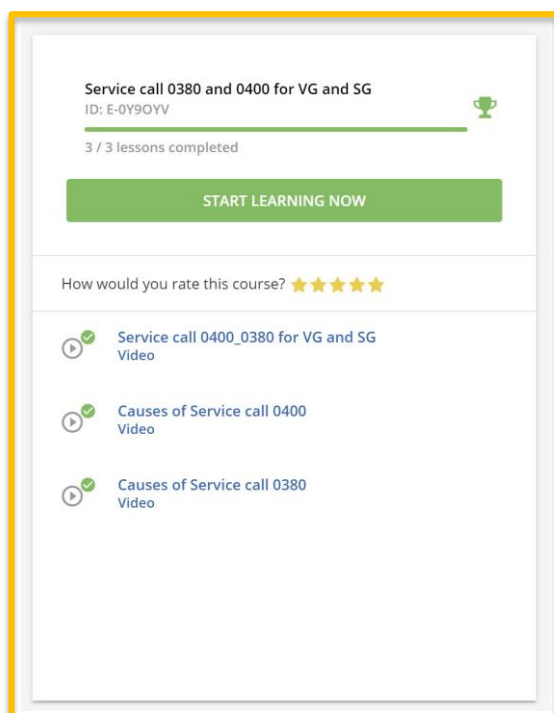
We have a cause just for a few cases:

- During a Fill Damper after a Head replacement! If you forgot to connect the captop back with the cleaning pump. (This is only the case when you disconnected the captop from the cleaning pump from the head you didn't exchanged by using the "Empty Damper" procedure.)
- Can happen during Circulate Ink.
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Please once again, check the info on Academy online!
You find a lot of causes very well explained which triggers both Service Calls.

On Academy On-line:

<http://academyonline.rolanddg.com/learn/course/2261/service-call-0380-and-0400-for-vg-and-sq>



2) Nozzle line code Table:

VG2-640/540 VG-640A/540A VG-640/540									
0400 or 0380									
3rd digit	H3	H4	Remark						
1	L			0010					
2		R			0020				
3	L	R		0010	0020				
4			L			0040			
5	L		L	0010		0040			
6		R	L		0020	0040			
7	L	R	L	0010	0020	0040			
8			R				0080		
9	L		R	0010			0080		
A		R	R		0020		0080		
B	L	R	R	0010	0020		0080		
C			L R			0040	0080		
D	L		L R	0010		0040	0080		
E		R	L R		0020	0040	0080		
F	L	R	L R	0010	0020	0040	0080		

4th digit	H1	H2	Remark						
1	L			0001					
2		R			0002				
3	L	R		0001	0002				
4			L			0004			
5	L		L	0001		0004			
6		R	L		0002	0004			
7	L	R	L	0001	0002	0004			
8			R				0008		
9	L		R	0001			0008		
A		R	R		0002		0008		
B	L	R	R	0001	0002		0008		
C			L R			0004	0008		
D	L		L R	0001		0004	0008		
E		R	L R		0002	0004	0008		
F	L	R	L R	0001	0002	0004	0008		

Check the TrueVIS SERIES Troubleshooting Guide.

On Imagi-net:

https://365rolanddg.sharepoint.com/sites/extranet/Service%20Notes/TrueVIS%20Series_Troubleshooting%20Guide_v0_en.pdf#search=service%20Call%200400