

# Roland TruVis SG/VG EXTENDED SHUTDOWN REQUIREMENTS

## **TO DO** before leaving your Roland Printer/Cutter unattended for an extended break (more than 2 weeks)

1. The Roland vinyl printer/cutter machines are precise devices that **require proper care in order to maintain accuracy and functionality** – which includes performing a **head wash procedure** during extended downtime.
2. Be sure to have at least the minimum number of **cleaning cartridges** necessary to perform the head wash and to re-ink the machine when you return in the Fall.
  - SG Series – 2 Cartridges, Part Number: TR2-CL
  - SG2 Series - 2 Cartridges, Part Number: TR2-CL
  - VG Series (4-Color) – 2 Cartridges, Part Number: TR2 – CL
  - VG Series (7 and 8 Color) – 4 Cartridges, Part Number: TR2-CL  
(*GROUP A and B must be done separately in order to only use four cartridges*)
  - VG2 Series (7 and 8 Color) – 4 Cartridges, Part Number: TR2-CL  
(*GROUP A and B must be done separately in order to only use four cartridges*)
3. Be sure to **empty your drain bottle** prior to starting the process. Removing ink from the lines does use a significant amount of drain space, and the bottle cannot be emptied during the head wash process.
4. Be sure to dispose of your drain bottle/cartridges properly, adhering to local guidelines.

## **PERFORM A HEAD WASH PROCEDURE (Remote Assist):**

Printers using the latest TR2 Ink will need assistance from a qualified technician. These newer model, TR2 ink machines require special technician entry into the service mode to perform the head wash procedure.

1. Schedule a time with one of our technicians to grant access to service mode via remote assist. **Administrative access will be required on the PC that controls the printer for the technician to access service mode.**
2. Prepare the cleaning cartridges listed above.
3. Before performing the head wash perform a good manual cleaning, checking for buildup on the cap tops and head.
4. Once the technician has granted remote access to service mode, follow their instructions to place the machine in service mode.
5. Make sure the drain bottle is empty before starting.
6. Navigate to the head wash procedure on the printer display and follow the prompts to remove the ink from the system and replace it with cleaning fluid.
7. After the head wash is complete, **store your ink cartridges on a level surface**, and within a regulated temperature/humidity environment.
8. Remove any media from the roller, cover any open media rolls to prevent dust buildup.
9. Turn off the printers Sub Power and Main Power Switch on the back of the Printer.
10. Unplug a The Printer.

Please remember that **failure to do a head wash will cause ink-build up in the system and could cause problems when returning in the Fall or shortly thereafter.** These storage related issues may not be covered under your machines warranty/extended warranty