


swiftcolor®



Technical User Guide for the CX-G6400

Notes

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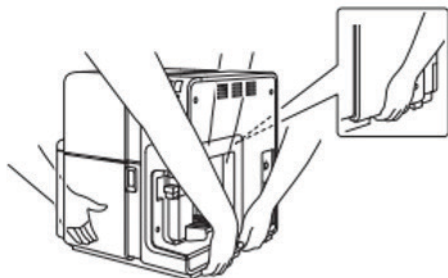
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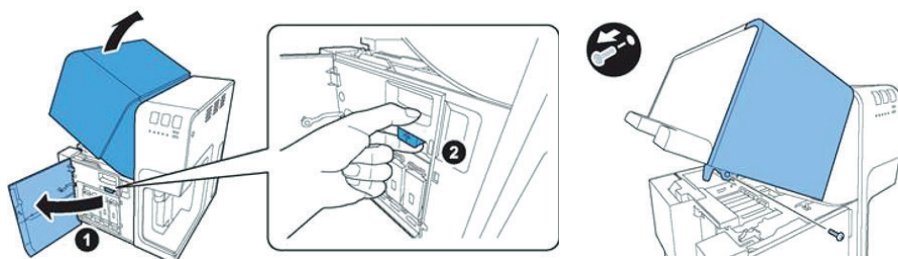
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Setting Up the Printer

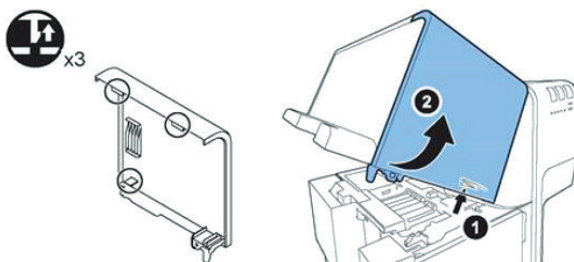
1. Download driver at www.swiftcolor.com/support/downloads.
2. Take printer out of box as shown below. **DO NOT GRAB THE TRAYS AS IT WILL DAMAGE THE PRINTER!** There are handles underneath.



3. Install the print head.

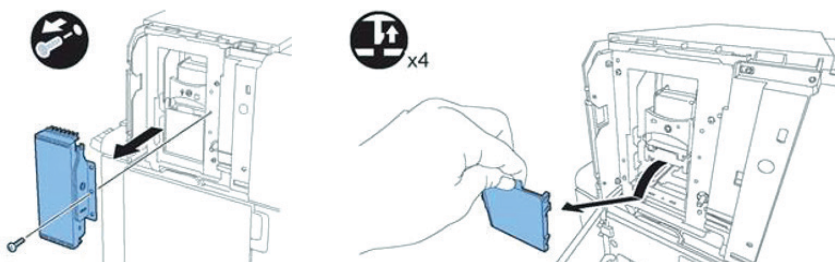


- a. Open upper unit and remove screw securing maintenance cover.

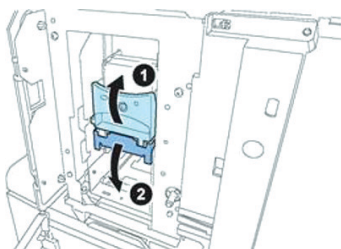


- b. Remove the maintenance cover while pushing the hooks inside the cover.

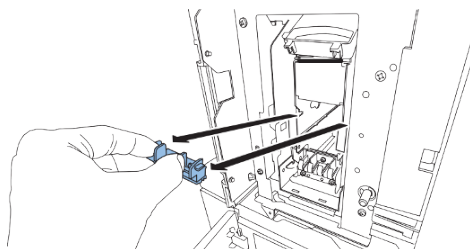
c. Remove service tool unit and print module cover.



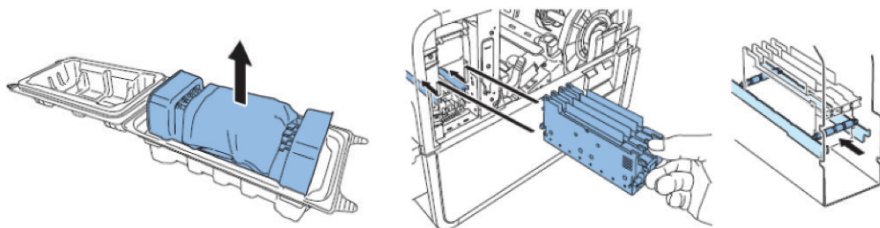
d. Open upper print head release lever (1) and lower print head release lever (2).



e. Remove blade cleaner.

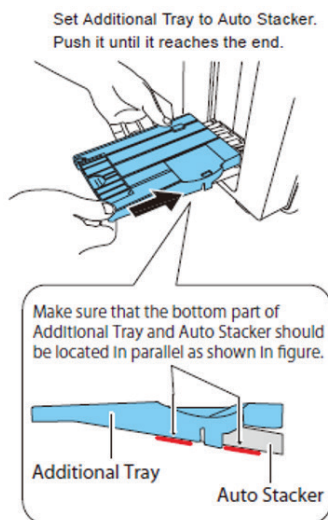


f. Remove print head from packaging and install into printer on the rail guide. Make sure to push the print head until it stops.



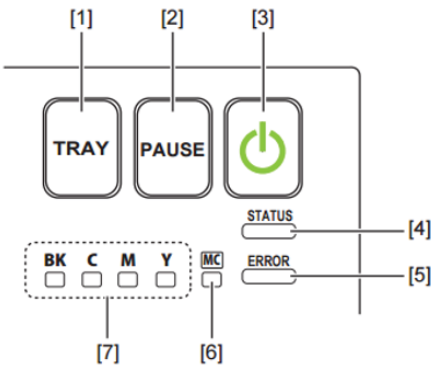
g. Reinstall the Blade Cleaner, close the lower (2) & the upper (1) head release levers, reinstall print module cover, and maintenance cover.

4. Install extension tray.



5. Connect power cord and USB.
6. Load 4 ink tanks, Yellow, Magenta, Cyan, Black.
7. Press the power button on the operational panel. The ink will start to load and should take approximately 20 minutes. **DO NOT OPEN THE INK TANK DOOR DURING THIS PROCESS! THE INK LOADING PROCESS WILL STOP AND WILL START ALL OVER AGAIN.** Once complete the SCC-4000D is ready to print!
8. **MAKE SURE TO KEEP ORIGINAL PACKAGING TO PROPERLY SHIP THE PRINTER.**

Operation Panel



[1] TRAY key

Use this key to move the feeder tray upward/downward.

[2] PAUSE key

Printing	Pressing this key suspends printing.
In pause	Pressing this key restarts printing.

[3] Power key/lamp

On	Power-on.
Blinking	Sleep mode.
Off	Power-off.

[4] STATUS lamp

On	Online mode.
Blinking	Data being received. (Check the Status Monitor on the computer.)
Off	Offline mode. (Check the Status Monitor on the computer.)

[5] ERROR lamp

On	Operator-call error. (Check the Status Monitor on the computer.)
Blinking	Fatal error. (Check the Status Monitor on the computer.)
Off	Normal.

[6] Maintenance cartridge warning lamp

On	Full.
Blinking	Nearly full.
Off	Sufficient room to collect ink.

[7] Ink warning lamp

These lamps indicate the remaining amounts of Black (Bk), Cyan (C), Magenta (M) and Yellow (Y) inks.

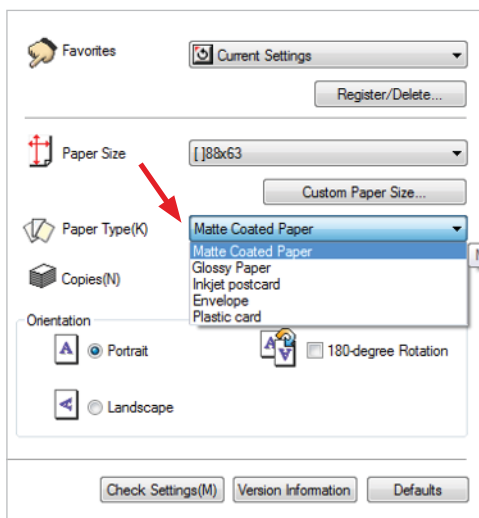
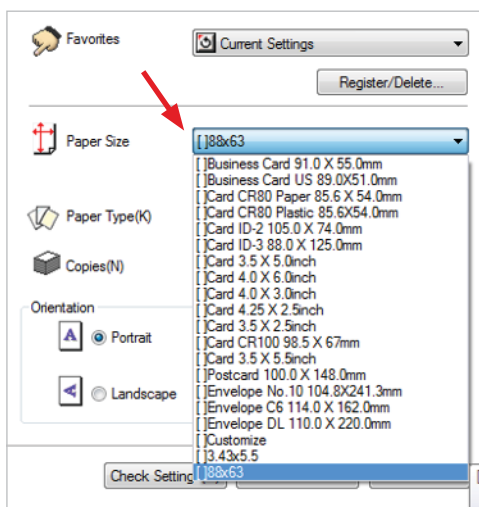
On	No ink or tank.
Blinking	Low ink.
Off	Sufficient ink.

Important

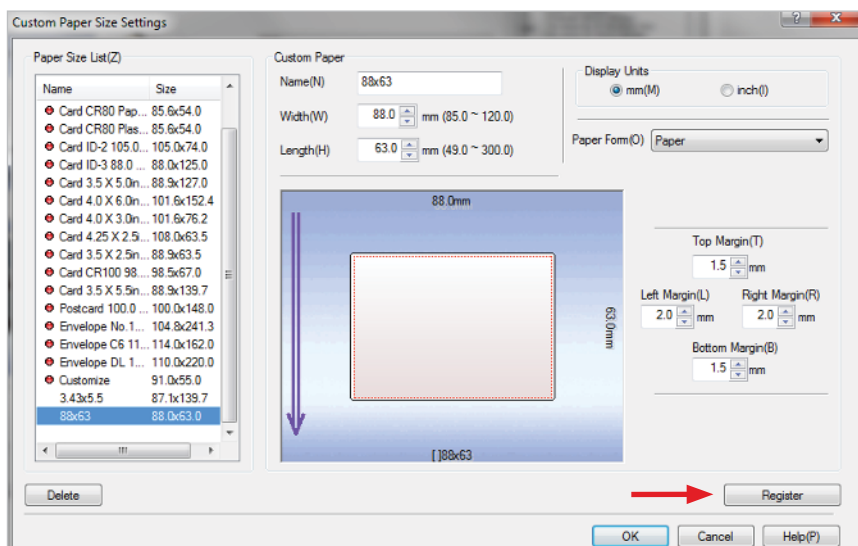
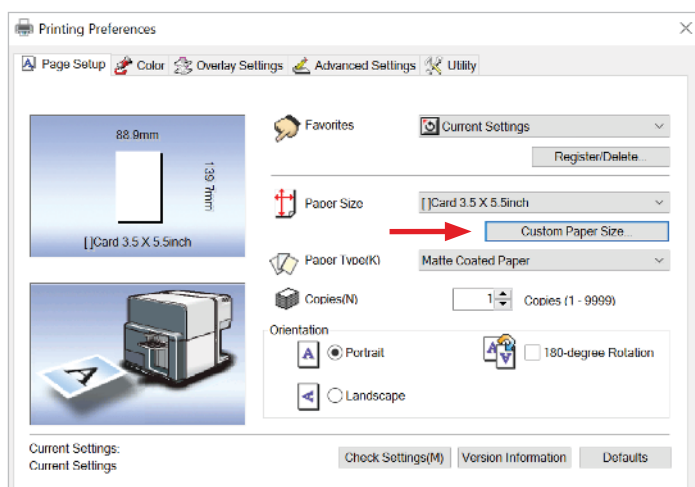
- Opening the ink tank door or maintenance cartridge door during printing causes an error and suspends printing. This could result in a failure. Do not open the ink tank door or maintenance cartridge door except when replacing an ink tank or maintenance cartridge or opening/closing the upper unit.
- Never attempt to open the upper unit by force or hit the upper unit. This could damage the printer or result in poor print quality. Always open and close the upper unit slowly.

Changing Card Type/Size

1. Once ready to print, make sure the correct card type and size is selected in the driver. If the card size selected does not match the actual physical dimensions of the card in the hopper, the printer will error out with a card jam error. The picture on top lists the paper size and the picture on the bottom lists the types.



2. Create a custom card size when the card size being used is not listed. Make sure to click out/close any software or document(s) you are trying to print. Then go to Printer Preferences -> click on Custom Paper Size underneath the paper size. From there, create your card size using Inches or MM, name the size and click register on the bottom right.



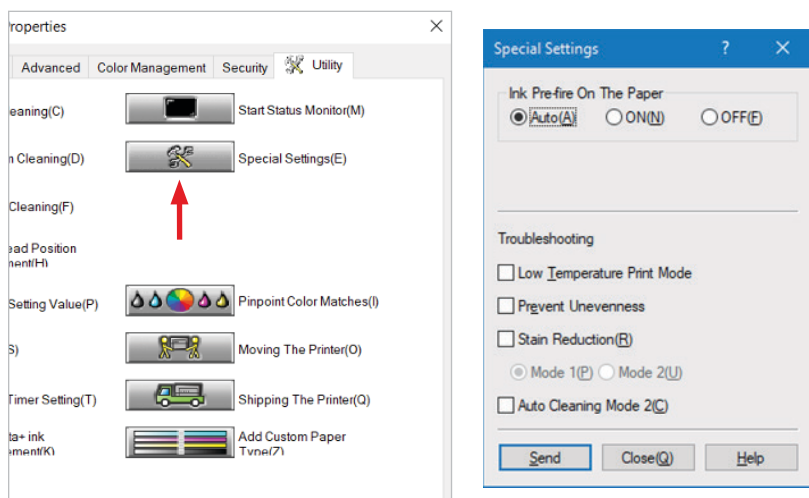
Cleaning the Printer

Cleaning the printer is essential to the successful performance of the CX-G6400. There are two areas in the printer where cleaning is needed and can be performed. The transport area or rollers should be cleaned on a regular basis with a cleaning card. The print head is generally an area that is cleaned automatically but sometimes requires a manual cleaning when nozzles are clogged (which will produce white lines on printed cards). Clogged print head nozzles can be in direct relation to dirty rollers.

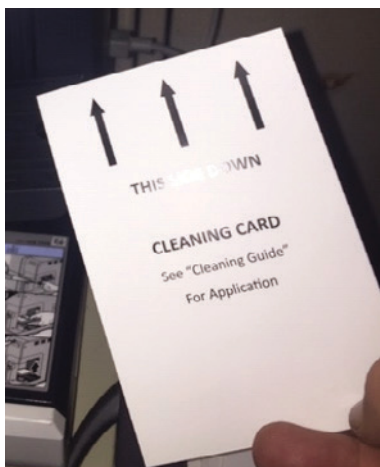
1. Cleaning Card

a. To clean the transport rollers in the printer, first create a blank white image in any Windows application.

b. In the Printer Properties under the Utility, click on the Special Settings button then, under the Ink Pre-fire On The Paper section, select OFF and click send.



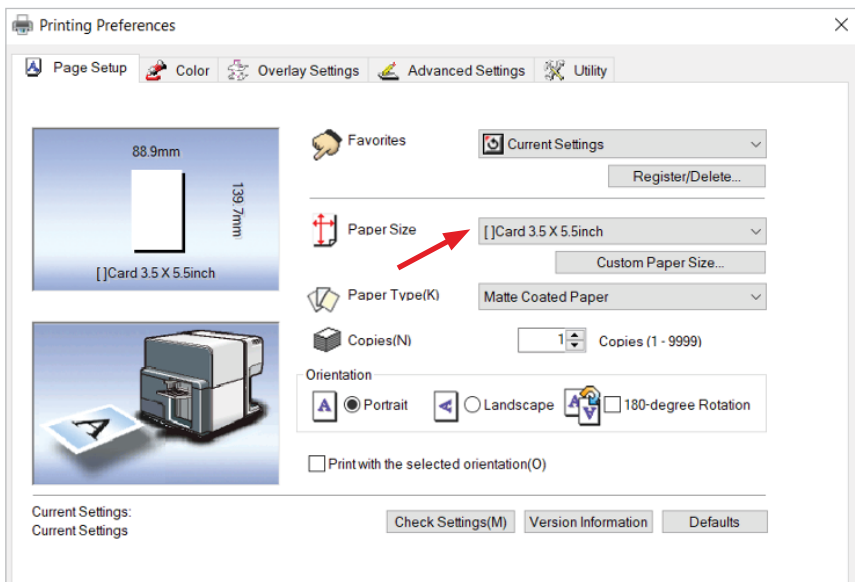
c. Remove the release paper from the backside of the card.



d. Place the card in hopper with the text side facing down.



In the printer preferences, select 3.5 x 5.5 inch Paper Size and print the blank image.

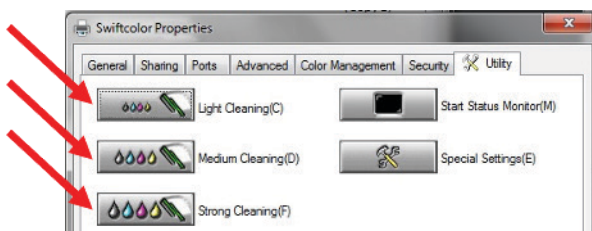


Note: You can send the card through as many times as required to clean the transport rollers.

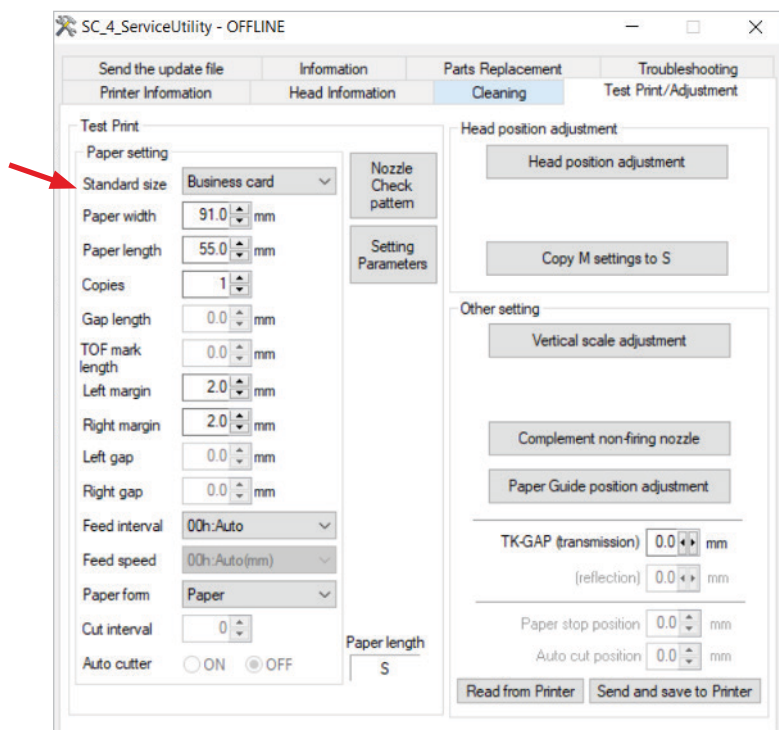
2. Print Head Cleaning

The CX-G6400 performs periodic auto cleanings which is determined by the amount (distance) printed to keep the print nozzles from clogging. There are cases when a manual cleaning is necessary to unclog print head nozzles. There are three manual cleanings that can be performed on the printer.

a. **Driver Cleaning** – This is in the Utilities tab in Printer Properties. You can perform a light, medium, or strong cleaning as shown below. The printer will purge ink through the print head nozzles causing any dirt or debris to dislodge from the clogged nozzle. Each cleaning (Light, Medium, or Strong) uses different ink amounts with varying cleaning times.



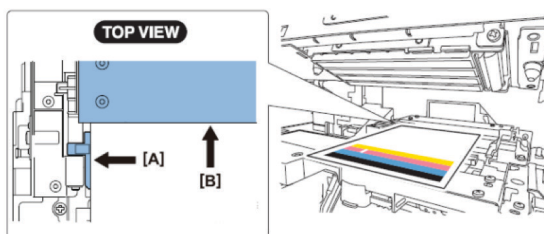
b. **Swab Cleaning** – Open the Service Utility, and under the Test Print/Adjustment tab select a Standard size media to print on (the media printed must be on the list). Click on the Nozzle Check Pattern Button.



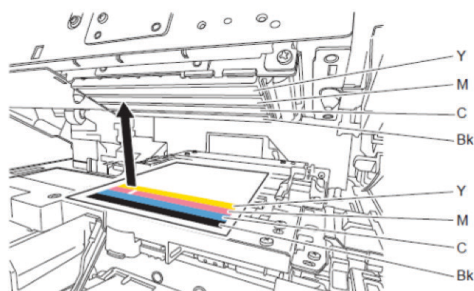
The card printed will look like the following:



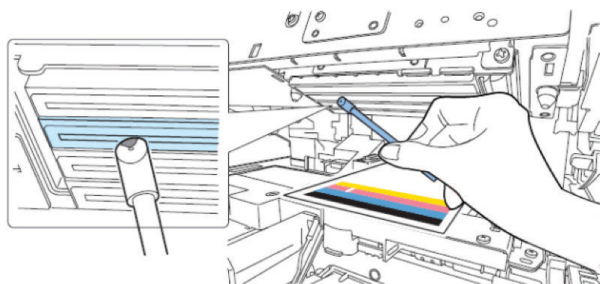
Open the Service Utility and under the Troubleshooting tab select Head Cleaning Position. (Caution! Do not leave the print head in this position for a long duration of time. Leaving the head in this position will cause the ink to dry in the nozzles which will create more clogged nozzles. The print head will recap and return to normal position automatically once the upper unit is closed). Open the upper unit and place printed Nozzle Check Pattern so it is aligned with [A] and [B] as shown.



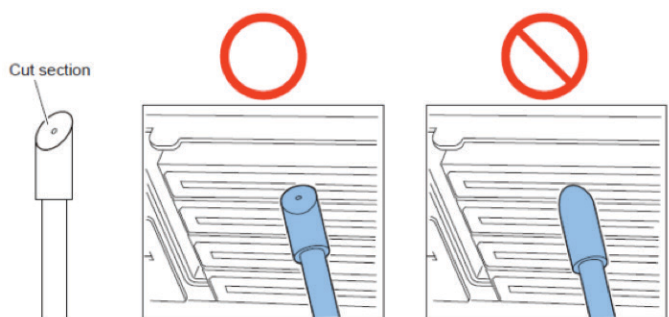
Find white streak(s)/line(s) on printed paper and then locate the non-firing nozzle on the print head.



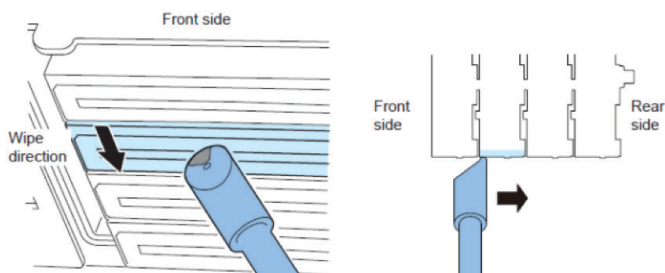
Touch the tip of cleaning stick on the nozzle that is not firing and then keep contact for 5 seconds to absorb the ink.



Caution: Do not touch cut section of cleaning stick on face of print head.

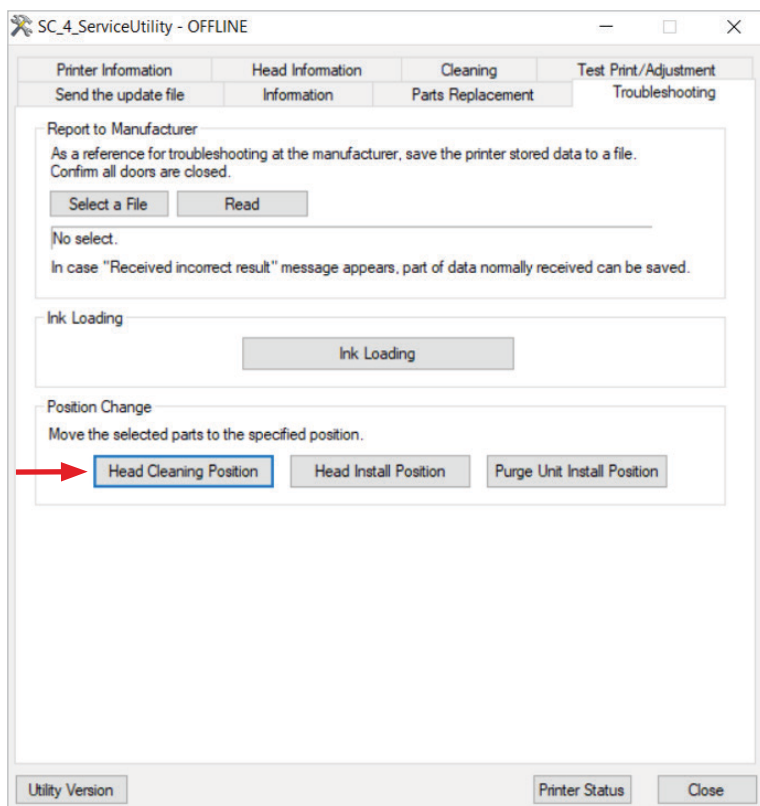


Make sure the absorbing ink is in the tip of the cleaning stick and then wipe the print head from the front side to rear side 2 or 3 times. Wiping direction is opposite direction of paper feeding.

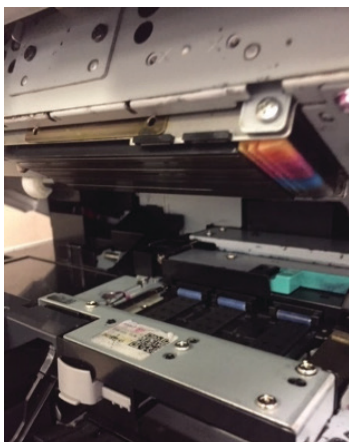


Remove printed paper used for identifying the non-firing nozzle. Close Upper Unit and then print to check for white line(s).

c. Alcohol Cleaning – Open the Service Utility and under the Troubleshooting tab select Head Cleaning Position. This will expose the print head surface. **(Caution! Do not leave the print head in this position for a long duration of time. Leaving the head in this position will cause the ink to dry in the nozzles which will create more clogged nozzles. The print head will recap and return to normal position automatically once the upper unit is closed).**



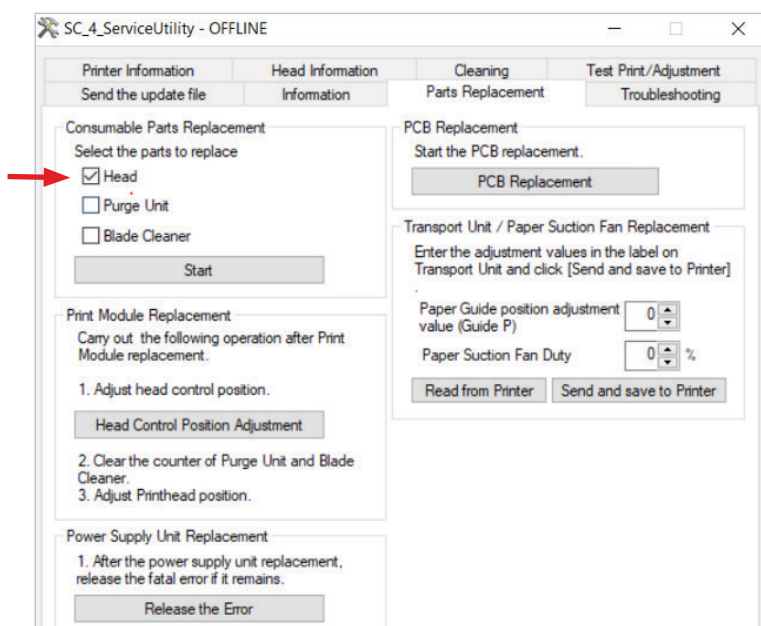
With a lint free cloth soaked in Isopropyl alcohol (please make sure the alcohol is 90% or higher), wipe the print head in the area and color where the white lines appear.



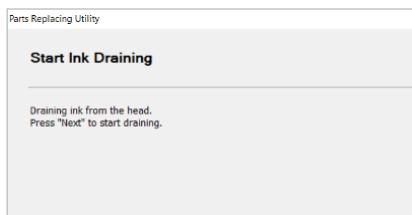
Common Parts Replacement

The CX-G6400 printer has a number of consumable parts that require replacing when they expire or in the event of failure. This section will take you through replacing these parts and any adjustments necessary. To accomplish these replacements, you will need a Phillips screw driver, latex/rubber gloves and the Service Utility.

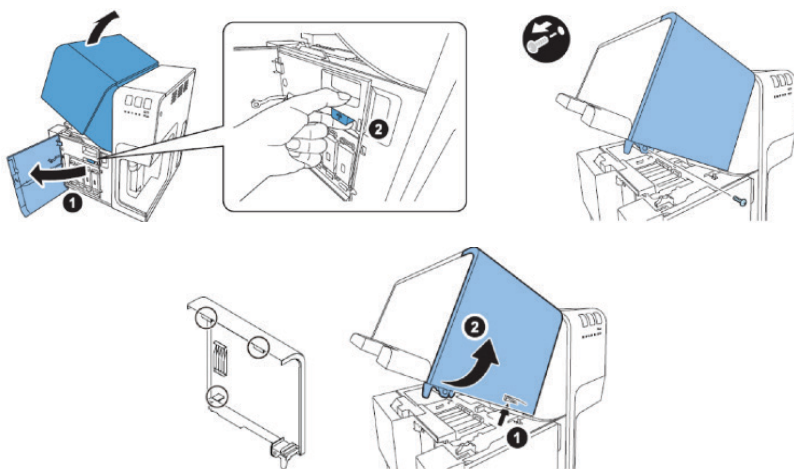
1. **Print Head Replacement** – When the printer has permanently clogged nozzles.
 - a. Open the Service Utility and click on the Parts Replacement tab. Check the Head box under the Consumable Parts Replacement section and click the Start button. The utility will walk through the entire process of this procedure.



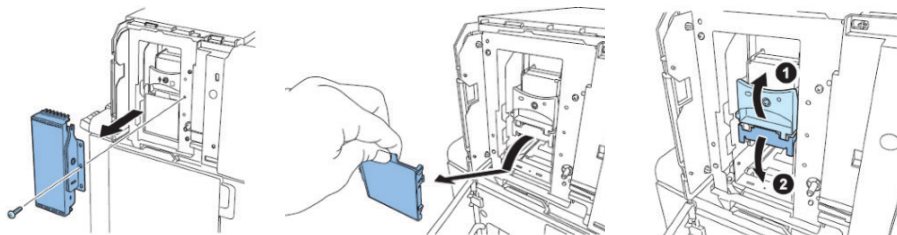
The utility will reboot the printer in service mode and start the process of draining the ink from the print head. Once done, the printer will power down.



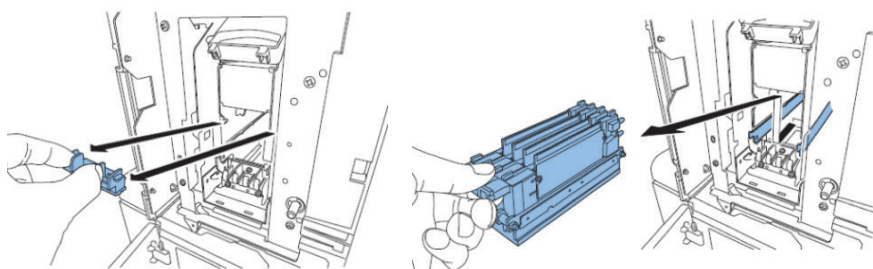
b. Next, remove the maintenance cover. Open the Upper unit, remove the screw securing the cover, and remove cover while pushing the hooks on the inside of the cover.



c. Remove Service Tool Unit if installed, Print Module Cover and lift and lower upper and lower print head release levers (1) and (2).



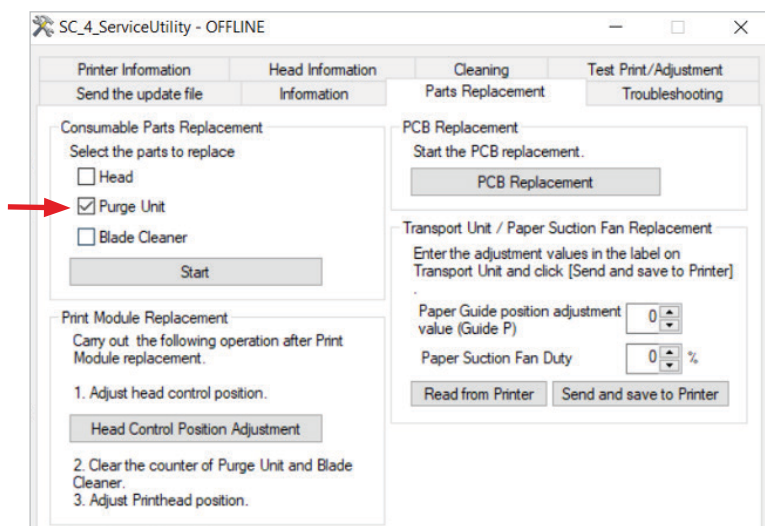
d. Remove Blade Cleaner and pull out the print head assembly.



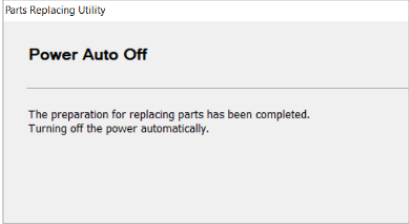
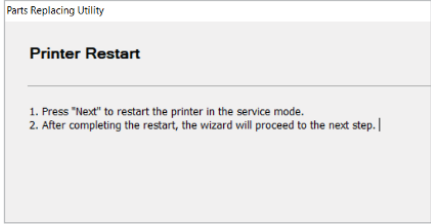
e. Install the new print head following the procedure in the reverse order. After you install the new head, turn the power on. The printer will initialize and start the ink loading process for the print head. This should take approximately 20 minutes.

2. **Purge Unit Replacement** – Generally, does not need to be replaced unless it expires.

a. Open the Service Utility and click on the Parts Replacement tab. Check the Purge Unit box under the Consumable Parts Replacement section and click the Start button. The utility will walk through the entire process of this procedure.

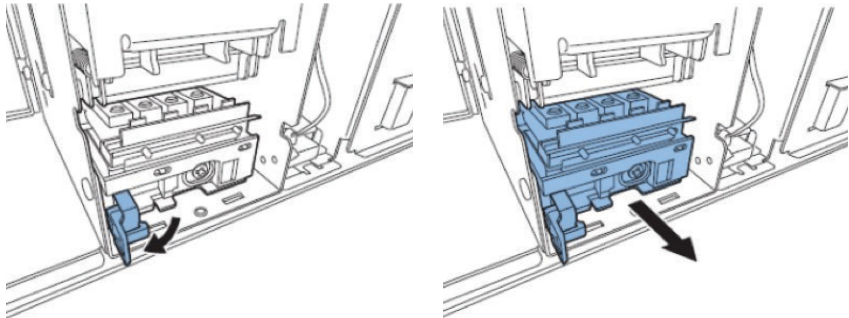


The utility will reboot the printer in service mode and place the purge unit in the position to be removed. Once done, the printer will power down.

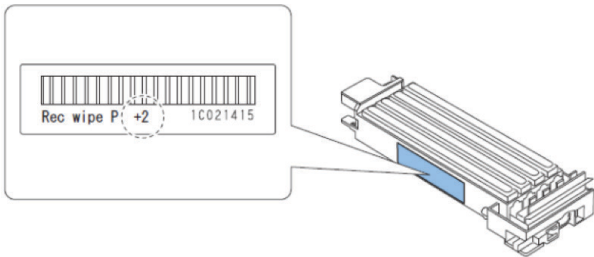


b. Remove the maintenance cover, Service Tool Unit and Print Cover Module (See Print Head Replacement).

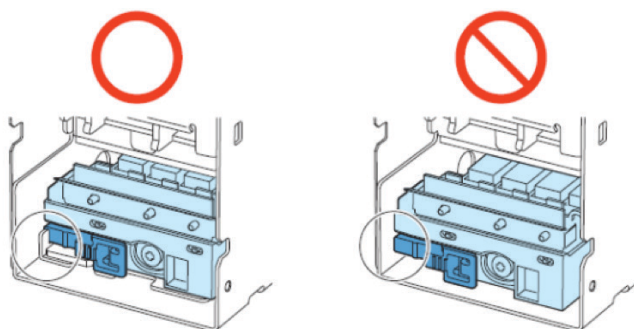
c. Release the Purge Unit lock and pull out the Purge unit while holding the locking lever. Discard the expired/defective unit in the disposable zip lock bag provided with the new unit.



Note: When installing the new unit, record the adjustment value (Rec wipe P) from the label on the front of the unit.



Make sure the locking lever is securely closed.



d. Place the Print Cover Module, Service Tool Unit and Maintenance Cover back on to the printer and power the unit on. Enter the recorded Rec wipe P value into the Service Utility. The printer will restart in normal mode to complete the process.

Parts Replacing Utility

Head Control Position Adjustment Printer Status

1. Input the value noted.

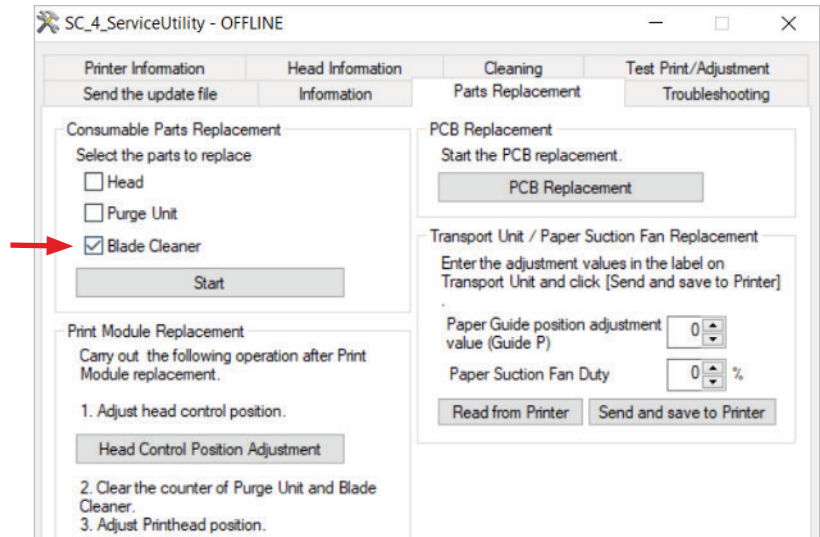
Purge Unit Wipe Position

2. Press "Next".

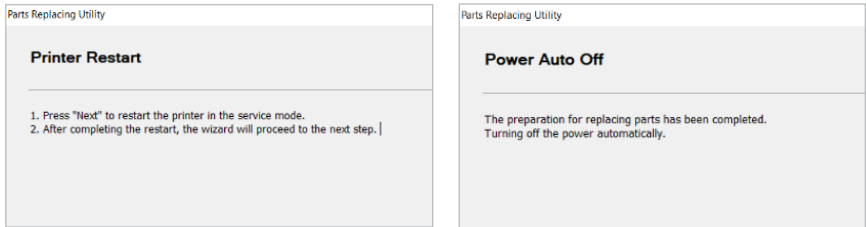
Cancel Next

3. **Blade Cleaner Replacement** – Should be replaced when a strong cleaning does not unclog blocked nozzle(s) or it expires.

a. Open the Service Utility and click on the Parts Replacement tab. Check the Blade Cleaner box under the Consumable Parts Replacement section and click the Start button. The utility will walk you through the entire process of this procedure.

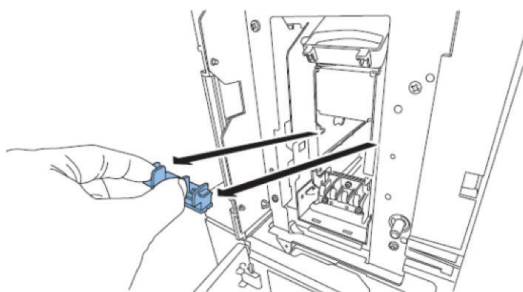


The utility will reboot the printer in service mode and place the purge unit in the position to be removed. Once done, the printer will power down.



b. Remove the maintenance cover, Service Tool Unit and Print Cover Module (See Print Head Replacement).

c. Remove expired Blade Cleaner and replace with new unit.



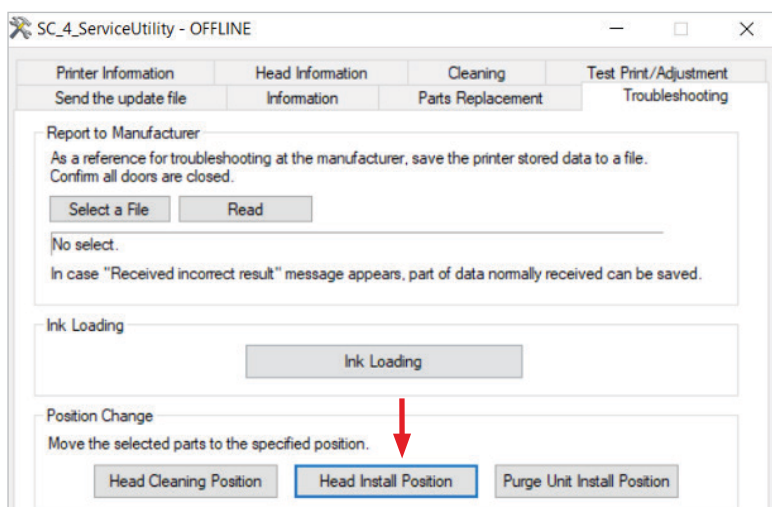
d. Place the Print Cover Module, Service Tool Unit and Maintenance Cover back on to the printer and power the unit on.

Reseating the Print Head

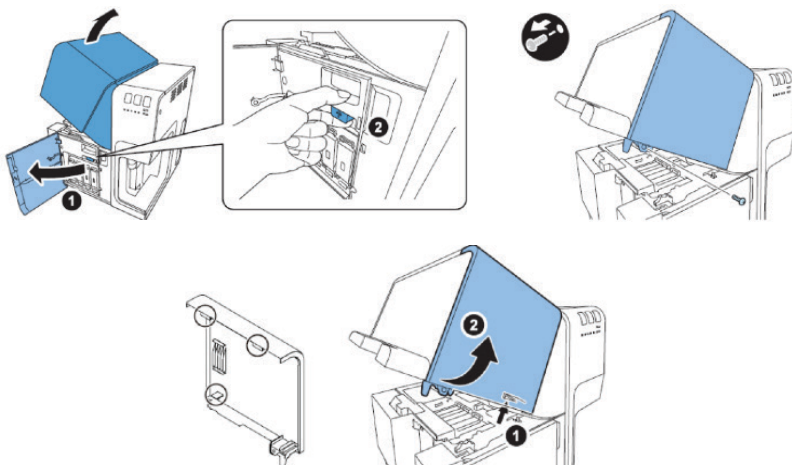
In the case where your prints occur as shown below, reseating the print head may be required. This result can be attributed to the PCB board on the print head not making proper contact with the control board(s).



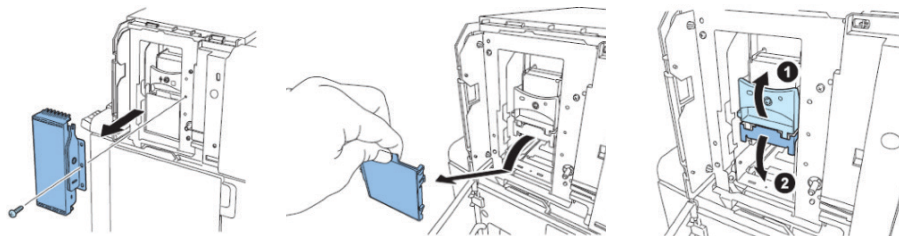
To reseal the print head, open the Service Utility and click on the Troubleshooting tab. Select the Head Install Position button.



Remove the maintenance cover. Open the Upper unit, remove the screw securing the cover and remove cover while pushing the hooks on the inside of the cover.

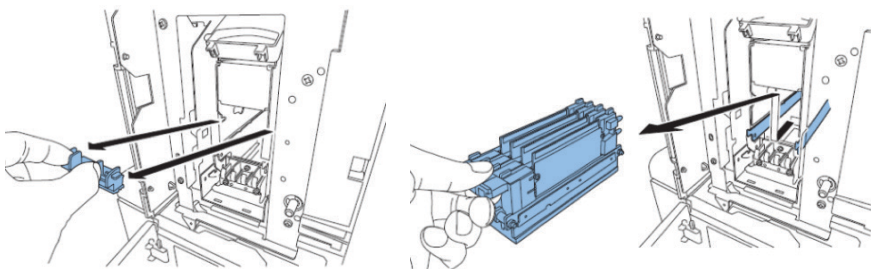


Remove Service Tool Unit if installed, Print Module Cover and lift and lower upper and lower print head release levers (1) and (2).



Remove Blade Cleaner and pull out the print head assembly. Next, Slide the print head back onto the track making sure to push it all the way until it stops.

Caution! Be careful when removing the print head, it will have a full capacity of ink inside. Tilting it down or up would result in the ink spilling out. Just slide the print head out and back into the module.



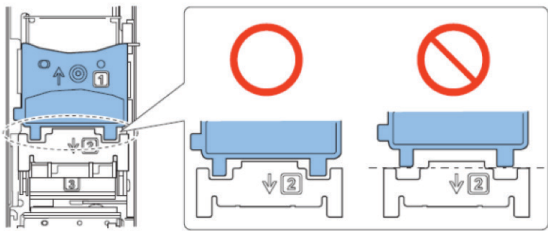
Common Error Codes and Problems

Some of the more common fixable errors on the CX-G6400.

Error Codes

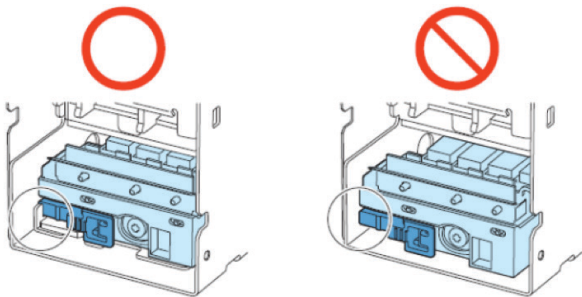
Print Head Position Error

Code	Detail Code	Issue
O5	2X, 3X, 4X, 5X, 6X	The print head upper release lever (1) may not be in the down position.



Purge Unit Position Error

Code	Detail Code	Issue
O6	2X, 3X, 4X, 5X, 6X	The purge unit is not locked into place correctly.



Paper Vertical Size & Paper Jam Error

Code	Detail Code	Issue
11	02, 03	The actual physical dimensions of the card does not match the card size setting in the driver. Creating a custom card size will usually resolve this issue.
12	01	
13	01	

Problems

Issue: Ink splatter/smearing on the trailing edge of the card.

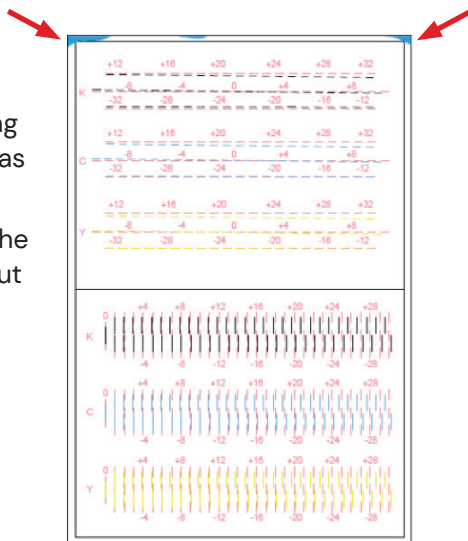
Cause: This is a result of the card rising and rubbing against the print module as it exits out of the printer.

Solution: First, check and make sure the extension tray is installed on the output hopper.

Second, check the thick lever feed position. If the lever is set incorrectly the card is bumping into the spurs causing it to hesitate long enough for ink splatter to contact the card.

Third, the print head height is too low and needs to be adjusted to provide the proper distance from the card. This adjustment requires the Service Utility.

Fourth, check the paper suction fan duty cycle. This fan is used to keep the card in place while transporting if the cycle is too low, the card will shift and lift. Increasing the cycle will keep create more stability while card is being transported. The Service Utility is also needed to make this adjustment.



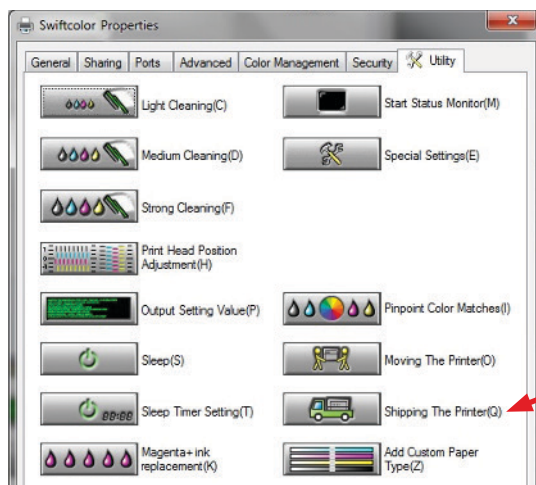
Shipping the Printer

Important

It is extremely important to put the printer in shipping mode before shipping it. Not doing so can result in unrepairable damage to the unit. The warranty of any unit with this type of damage is automatically void!

When shipping the CX-G6400 from one location to another it is most important to put the printer in Shipping Mode. Shipping mode will drain the ink from the printer's vital systems so that it does not spill inside the unit upon its arrival at its destination.

1. Go to the Utility tab in Printer Properties-> click Shipping the Printer (as seen below). The driver will give you step-by-step instructions as well as constant status of the process.
2. Once the printer is in Shipping Mode, power off. **PLEASE MAKE SURE TO SHIP ON A PALLET AND USE FREIGHT OPTION ONLY!**



Contact Information

Technical Support

Phone: (732) 271-7328

Email U.S.: support@swiftcolor.com

Hours of Operation:

8:00 a.m. – 8:00 p.m. EST

Monday – Friday (Excluding holidays)

Sales Inquires

Email U.S.: sales@swiftcolor.com

Marketing Inquiries

Email: marketing@swiftcolor.com

Notes



Need more technical support?
Email us at support@swiftcolor.com

