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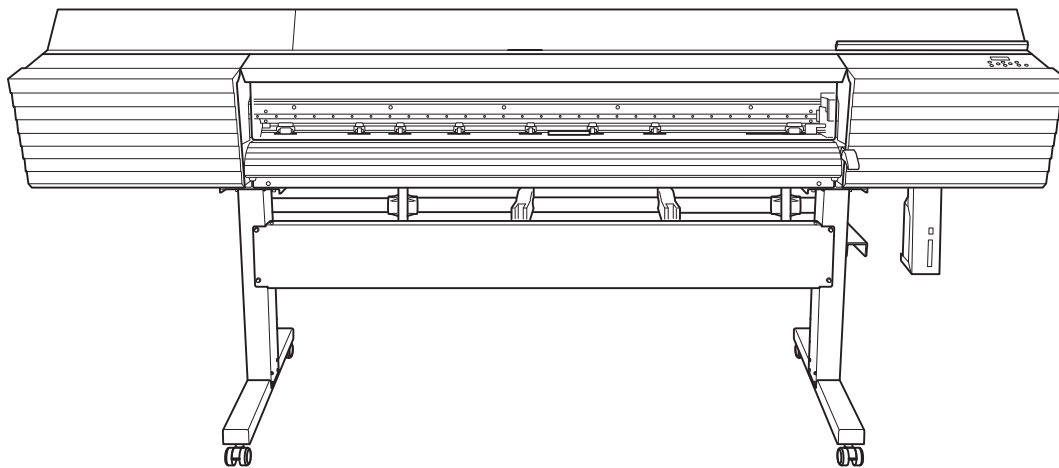
# TrueVIS

## SG2-640 SG2-540 SG2-300

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### Regular Maintenance Guide



\* All the machine sizes that we have released around the world are listed in this manual, but the machine sizes that are on sale will vary depending on the country or area. For details, contact your authorized Roland DG Corporation dealer or visit our website (<http://rolanddg.com/>).

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Thank you very much for purchasing this product.

- To ensure correct and safe usage with a full understanding of this product's performance, please be sure to read through this manual completely and store it in a safe location.
- Unauthorized copying or transferal, in whole or in part, of this manual is prohibited.
- The specifications of this product and the contents of this operation manual are subject to change without notice.
- This manual and the product have been prepared and tested as much as possible. If you find any misprints or errors, please inform Roland DG Corporation.
- Roland DG Corporation assumes no responsibility for any direct or indirect loss or damage that may occur through use of this product, regardless of any failure to perform on the part of this product.
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# **Regular Maintenance Guide**

# 1. Introduction

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# Important Notes on Handling and Use

## Printer

- **This machine is a precision device.**
  - Never subject the machine to impacts or excessive force.
  - Never needlessly put your hand or fingers inside the cover, the ink-pouch ports, or other internal areas of the machine.
- **Install in a suitable location.**
  - Install the machine in a location having the specified temperature and humidity.
  - Install the machine in a quiet, stable location offering good operating conditions.
- **The print heads are delicate.**
  - Never needlessly touch or allow media to scrape them.
  - The print heads may be damaged if allowed to dry out. The machine prevents desiccation automatically, but improper operation may render this feature inoperative. Operate the machine properly, as specified in this manual.
  - Never leave the machine with an ink pouch removed. Remaining ink in the printer may harden and clog the print heads.
  - The print heads require various types of cleaning depending on the situation. Read this manual thoroughly and perform the appropriate maintenance at the appropriate times.
  - The print heads are components that wear out. Periodic replacement is required, with the frequency of replacement depending on use.
- **This machine becomes hot.**
  - Never cover the ventilation holes with cloth, tape, or anything else.

## Ink Pouches

- **Ink pouches come in various types.**
  - Use a type that is compatible with the printer.
- **Never subject to impact or attempt to disassemble.**
  - Never drop the ink cartridges or shake them forcefully. The impact may rupture the internal pouch and cause the ink to leak.
  - Never attempt to disassemble the ink pouches.
  - Never attempt to refill the ink.
  - If ink gets on your hands or clothing, wash it off as soon as possible. Removal may become difficult if you leave such adhered ink untreated.
- **Storage**
  - Store the ink pouches unopened in a well-ventilated location at a temperature of –5 to 40°C (23 to 104°F). However, do not store the ink pouches for a prolonged period of time in low- or high-temperature environments.

# Basic Maintenance Knowledge

## Types and Timing of Maintenance

To use this machine under its optimal conditions, it is important to perform the appropriate maintenance at the appropriate times.

### Regular Maintenance

These are the maintenance items that are required on a daily basis.

Timing	Category	Item	Page
After daily operations	Cleaning the machine	Media path	P. 9
		Knife carriage roller	P. 10
When the discharged fluid is ready to overflow	Disposing of discharged fluid	Disposal due to a message	P. 12
		Disposal due to the drain bottle capacity	P. 13
When dot drop-out or dot displacement occurs	Cleaning of the print heads	Normal cleaning	P. 14
		Medium cleaning	P. 16
		Powerful cleaning	P. 17
		Manual cleaning	P. 18
If colors are uneven	Eliminating uneven colors	Shaking the pouch trays	P. 26

### Advanced Maintenance

These maintenance methods consume a large amount of ink. Thoroughly read the explanation in the User's Manual, and then perform the operation at the appropriate point in time.

Timing	Category	Item
When uneven colors are not resolved	Eliminating uneven colors, dot drop-out, and dot displacement	Super Cleaning
When manual cleaning is not effective		

### Replacing Consumable Parts

These items are for replacement of consumable parts. Thoroughly read the explanation in the User's Manual, and then perform the operation at the appropriate point in time.

Timing	Category	Item
When a replacement message appears	Replacing consumable parts <ul style="list-style-type: none"><li>• Wipers</li><li>• Tray pad</li><li>• Blade</li><li>• Separating knife</li></ul>	Replacing the wiper and the tray pad
		Cleaning the wiper tray
When a cutting edge becomes dull		Replacing the Blade
Replacing the separating knife *1		

Some Roland DG Corporation models refer to this as the "separating knife."

#### RELATED LINKS

- User's Manual (<https://webmanual.rolanddg.com/SG2-640>)

## Measures When the Printer Is Not in Use for a Prolonged Period

Be sure to follow the instructions shown below when the printer is not in use for a prolonged period.

- **Empty the drain bottle.**

If you know that you will not use the machine for a prolonged period, empty the drain bottle. When the main power is on, the machine periodically performs automatic maintenance in which fluid is discharged.

The drain bottle is filled when the following periods elapse. Leaving the drain bottle as-is will lead to the discharged fluid overflowing.

- Approximately 2 weeks after the message "EMPTY DRAIN BOTTLE" is displayed

➤ P. 12 「If the Discharged Fluid Disposal Message Appears」

- Approximately 150 days after the drain bottle is emptied

➤ P. 13 「If the Drain Bottle Exceeds Its Capacity Limit」

- **Do not empty the ink or cleaning liquid.**

Periodically performed automatic maintenance discharges ink and cleaning liquid. Install a cleaning liquid pouch and ink pouches with a sufficient amount remaining. If ink or cleaning liquid is empty, automatic maintenance becomes impossible.

- **Switch on the sub power once a month.**

Switch on the sub power once a month. When you turn on the power, the machine automatically performs operations such as those to keep the print heads from drying out. Leaving the machine unused for a prolonged period may damage the print heads, so be sure to switch on the power to perform these automatic operations.

- **Keep the machine at a constant temperature and relative humidity.**

Even when the machine is not in use, keep it at a temperature of 5 to 40°C (41 to 104°F) and a relative humidity of 20 to 80% (with no condensation). Temperatures that are too high may degrade the ink and cause malfunctions. Temperatures that are too low may cause the ink to freeze and damage the print heads.



# 2. Regular Maintenance

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# Cleaning the Machine

## Cleaning the Media Path

Wipe away any ink or grime on the media path and other areas as part of the daily cleaning procedure. It is easy for ink or grime to affix to the media path, and, if left unattended, this will contaminate new media and have a negative effect on the transport of media when it is output. Pinch rollers, grit rollers, and the platen are particularly prone to the buildup of grime.

**⚠ WARNING**

**Never use a solvent such as gasoline, alcohol, or thinner to perform cleaning. Doing so may cause fire.**

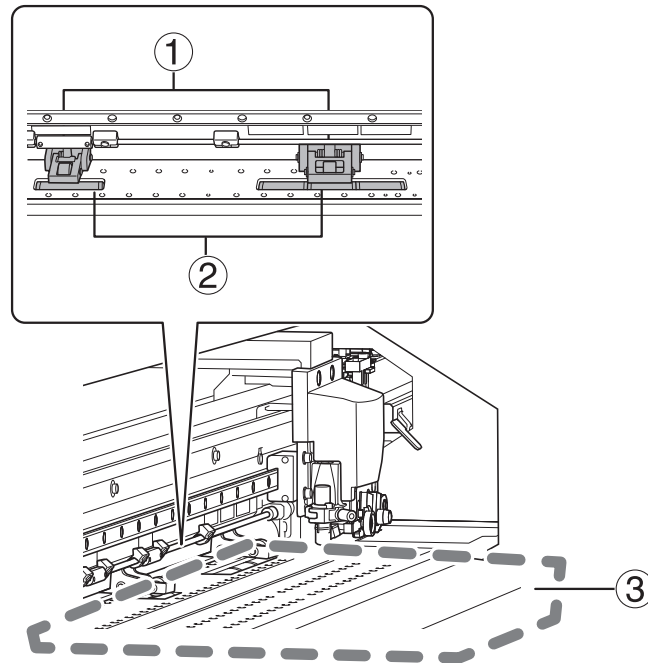
**⚠ CAUTION**

**Before attempting cleaning, switch off the sub power and wait until the heater and dryer cool (approximately 30 minutes).**

**Sudden movement of the machine may cause injury, or hot components may cause burns.**

**IMPORTANT**

- This machine is a precision device and is sensitive to dust and dirt. Perform cleaning on a daily basis.
- Never attempt to oil or lubricate the machine.



Clean by wiping with a cloth moistened by neutral detergent diluted with water then wrung dry.

①	Pinch roller	These are the positions where the media is fixed in place or transported, so it is easy for ink and grime to affix to these positions. Failure to clean this part properly may result in the transfer of grime to the surface of media.
②	Grit roller	These are the positions where the media is fixed in place or transported, so it is easy for grime to affix to these positions. Remove buildup of media scraps and other material using a brush. Never use a metal brush.
③	Platen	Wipe away any buildup of ink, grime, or cut media on the media path and in the grooves.

## Cleaning the Knife Carriage Roller

Paper dust affixes to the separating knife carriage roller during media separation. Periodically wipe the area clean.

**⚠ WARNING**

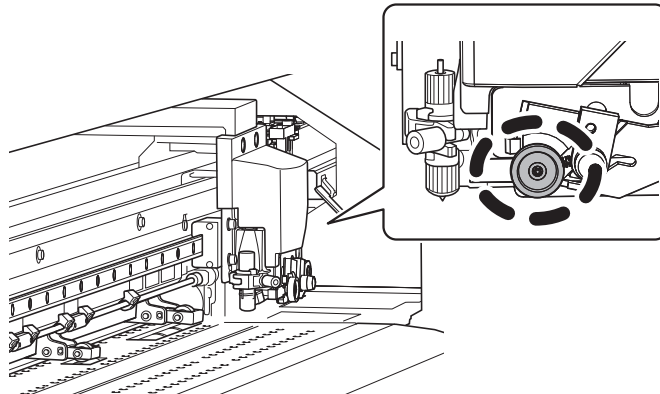
**Never use a solvent such as gasoline, alcohol, or thinner to perform cleaning. Doing so may cause fire.**

**⚠ CAUTION**

**Before attempting cleaning, switch off the sub power and wait until the heater and dryer cool (approximately 30 minutes). Sudden movement of the machine may cause injury, or hot components may cause burns.**

**IMPORTANT**


- This machine is a precision device and is sensitive to dust and dirt. Perform cleaning on a daily basis.
- Never attempt to oil or lubricate the machine.




Clean by wiping with a cloth moistened by neutral detergent diluted with water then wrung dry.

# Disposing of Discharged Fluid

## Precautions for Disposing of Discharged Fluid

 **WARNING**      **Never place discharged fluid or ink near an open flame.**  
Doing so may cause fire.

 **CAUTION**      **To store discharged fluid temporarily, place it in the included drain bottle or in a durable sealed container such as a metal can or polyethylene tank, and cap the container tightly.**  
Any spillage or vapor leakage may cause fire, odor, or physical distress.

### **IMPORTANT**

Dispose of discharged fluid properly, in accordance with the laws in effect in your locale.

Discharged fluid is flammable and contains toxic ingredients. Never attempt to incinerate discharged fluid or discard it with ordinary trash. Also, do not dispose of it in sewer systems, rivers, or streams. Doing so may have an adverse impact on the environment.

### If the Discharged Fluid Disposal Message Appears

The message shown below appears when a certain amount of discharged fluid has collected in the bottle. If this message appears, dispose of the discharged fluid.

```
EMPTY
DRAIN BOTTLE ↵
```

#### Procedure

1. When the following message appears, press [ENTER].

```
EMPTY
DRAIN BOTTLE ↵
```

2. When the screen shown below appears, remove the drain bottle and discard the discharged fluid.

```
NOW EMPTY?   ◀▶
[YES] NO     ↵
```



#### ⚠ CAUTION

Before you detach the drain bottle, be sure to wait for the screen to display [NOW EMPTY?]. After discarding the discharged fluid, promptly attach the drain bottle to the machine.

Failing to follow this procedure may cause discharged fluid to flow out of the tube and spill, soiling your hands or the floor.

#### IMPORTANT

When you remove the drain bottle, a few drops of discharged fluid may come out of the machine. Exercise caution to prevent this fluid from soiling your hands or the floor.

3. Quickly attach the emptied drain bottle to the machine once more.
4. Press [◀] or [▶] to select "YES".

```
NOW EMPTY?   ◀▶
[YES] NO     ↵
```

5. Press [ENTER] to confirm your entry.

The display returns to the original screen.

#### MEMO

If you did not discard the discharged fluid and selected [NO]

The display also returns to the original screen if you did not discard the discharged fluid and selected [NO]. In this case the [EMPTY DRAIN BOTTLE] message disappears temporarily. The message appears again once a certain amount of discharged fluid has collected.

#### ⚠ CAUTION

When the [NOW EMPTY?] message appears on the screen, discard as much of the discharged fluid as possible.

Repeatedly selecting "NO" without discarding the discharged fluid may cause it to spill out of the drain bottle, soiling your hands or the floor.

## If the Drain Bottle Exceeds Its Capacity Limit

The drain bottle collects discharged fluid. You can dispose of discharged fluid even if the message "EMPTY DRAIN BOTTLE" is not displayed on the screen. Discard the discharged fluid before the drain bottle exceeds its capacity limit.

### Procedure

1. Press [MENU].
2. Press [▼] several times to display the screen shown below.

```
MENU      ◀◆
SUB MENU  ▶
```

3. Press [▶] once, and then press [▼] several times to display the screen shown below.

```
SUB MENU  ◀◆
MAINTENANCE ▶
```

4. Press [▶] once, and then press [▼] several times to display the screen shown below.

```
MAINTENANCE ◀◆
DRAIN BOTTLE ↵
```

5. Press [ENTER].
6. When the screen shown below appears, remove the drain bottle and discard the discharged fluid.

```
EMPTY
DRAIN BOTTLE ↵
```



### ⚠ CAUTION

Before you detach the drain bottle, be sure to wait for the screen to display "EMPTY DRAIN BOTTLE." After discarding the discharged fluid, promptly attach the drain bottle to the machine.

Failing to follow this procedure may cause discharged fluid to flow out of the tube and spill, soiling your hands or the floor.

### IMPORTANT

When you remove the drain bottle, a few drops of discharged fluid may come out of the machine. Exercise caution to prevent this fluid from soiling your hands or the floor.

7. Quickly attach the emptied drain bottle to the machine once more.
  8. Press [ENTER].
- ```
EMPTY
DRAIN BOTTLE ↵
```
9. Press [ENTER].
- ```
RESET DRAIN
COUNTER ↵
```
10. Press [MENU] to go back to the original screen.

# Daily Print Head Check

## Printing Tests and Normal Cleaning

### 1. Perform a printing test.

Before you carry out actual printing, perform a printing test to ensure no dot drop-out or dot displacement occurs. If dot drop-out or dot displacement occurs, perform cleaning of the print heads (normal cleaning).

#### MEMO

- This operation is unnecessary if you will only perform cutting.
- When performing printing tests successively, you can select "SCAN" (vertical printing) or "FEED" (horizontal printing) as the print position for the 2nd and later tests in comparison to the 1st test.

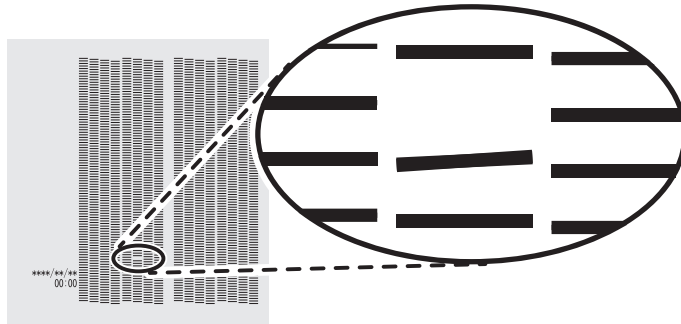
#### Procedure

1. Load the media.
2. Press [FUNCTION].
3. Press [▼], then [▶] to display the screen shown below.



4. Press [ENTER].  
Printing of the test pattern starts.
5. Check whether there is dot drop-out or dot displacement in the test pattern.

Missing blocks indicate dot drop-out. Collapsed or inclined blocks indicate dot displacement.



6. If you have opened the front cover, close it.

If no dot drop-out or dot displacement occurs, this operation is finished. Press [FUNCTION] to go back to the original screen.

#### RELATED LINKS

- User's Manual (<https://webmanual.rolanddg.com/SG2-640>)

## 2. Perform normal cleaning.

### Procedure

1. Press [▼] to display the screen shown below.

```
CLEANING      ◀◆
NORMAL CL.    ↵
```

2. Press [ENTER] to confirm your entry.

The screen shown below appears, and then cleaning starts. The (approximate) remaining time for the procedure is displayed on the screen. (The display shown below is an example. "01:45" = "1 minute and 45 seconds")

```
CLEANING...
>>          01:45
```

When finished, the screen shown below appears again.

```
CLEANING      ◀◆
NORMAL CL.    ↵
```

3. Press [▲] to display the screen shown below.

```
CLEANING      ◀◆
TEST PRINT    ↵
```

4. Press [ENTER].

Perform a printing test again to check whether the dot drop-out and dot displacement have been corrected.

5. Check to make sure the dot drop-out or dot displacement has been corrected.

If the problem persists, try performing normal cleaning again. If the printer has been used for a long period, dot drop-outs may not be fixed even after performing normal cleaning two or three times. If this is the case, clean using a different method.

### RELATED LINKS

- P. 16 "When Normal Cleaning Is Not Effective"



# When Normal Cleaning Is Not Effective

## Medium Cleaning Method

The print heads are important components that discharge ink. They require periodic and appropriate maintenance. When problems such as dot drop-out are not resolved by normal cleaning (Printing Tests and Normal Cleaning(P. 14)), perform the more forceful "medium cleaning" to remove clogging from the print heads.

### IMPORTANT

Medium cleaning consumes more ink than normal cleaning, and overly frequent use may damage the print heads themselves. Avoid performing this operation more than necessary.

### Procedure

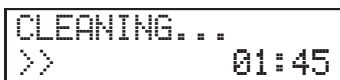
1. Load the media.
2. Press [FUNCTION].
3. Press [▼][▶], and then press [▼] several times to display the screen shown below.



CLEANING      ◀◆  
MEDIUM CL.      ◆▶

4. Press [ENTER].

The screen shown below appears, and then cleaning starts. The (approximate) remaining time for the procedure is displayed on the screen. (The display shown below is an example. "01:45" = "1 minute and 45 seconds")



CLEANING...  
>>      01:45

When finished, the screen shown below appears again.



CLEANING      ◀◆  
MEDIUM CL.      ◆▶

5. Press [▼] several times to display the screen shown below.



CLEANING      ◀◆  
TEST PRINT      ◆▶

6. Press [ENTER].

Perform a printing test again to check whether the dot drop-out and dot displacement have been corrected.

### MEMO

- If the problem persists, try performing medium cleaning again.
- If problems such as dot drop-out and dot displacement persist even after you have performed medium cleaning several times, perform "powerful cleaning."
  - ▶ P. 17 「Powerful Cleaning Method」
- This cleaning can be effective when carried out periodically, according to the frequency of use.

## Powerful Cleaning Method

The print heads are important components that discharge ink. They require periodic and appropriate maintenance. When problems such as dot drop-out are not resolved by medium cleaning (Medium Cleaning Method(P. 16)), perform the more forceful "powerful cleaning" to remove clogging from the print heads.

### IMPORTANT

Powerful cleaning consumes more ink than medium cleaning, and overly frequent use may damage the print heads themselves. Avoid performing this operation more than necessary.

### Procedure

1. Load the media.
2. Press [FUNCTION].
3. Press [▼][▶], and then press [▼] several times to display the screen shown below.

```
CLEANING      ◀◆
POWERFUL CL.  ⏏
```

4. Press [ENTER].

The screen shown below appears, and then cleaning starts. The (approximate) remaining time for the procedure is displayed on the screen. (The display shown below is an example. "01:45" = "1 minute and 45 seconds")

```
CLEANING...
>>          01:45
```

When finished, the screen shown below appears again.

```
CLEANING      ◀◆
POWERFUL CL.  ⏏
```

5. Press [◀] once, and then press [▼] several times to display the screen shown below.

```
CLEANING      ◀◆
TEST PRINT    ⏏
```

6. Press [ENTER].

Perform a printing test again to check whether the dot drop-out and dot displacement have been corrected.

### MEMO

- If the problem persists, try performing powerful cleaning again.
- This cleaning can be effective when carried out periodically, according to the frequency of use.
- If problems such as dot drop-out and dot displacement persist even after you have performed powerful cleaning several times, perform "manual cleaning."

➤ P. 19 「Manual Cleaning Method」

# Manual Cleaning

## When Manual Cleaning Is Necessary

The print heads are important components that discharge ink. They require periodic and appropriate maintenance. It is important to perform manual cleaning with the appropriate timing.

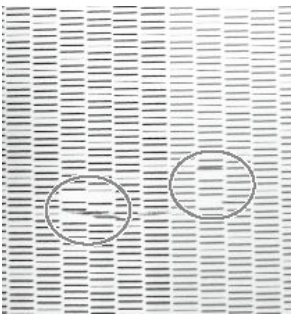
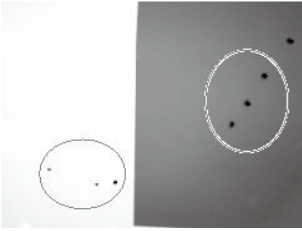
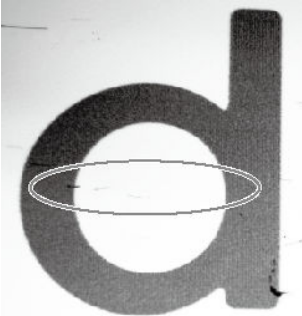
### When a Message Appears

The following message appears periodically. When this message is displayed, be sure to perform manual cleaning.

```
TIME FOR  
MAINTENANCE ↵
```

### When Symptoms That Cannot Be Improved with Powerful Cleaning Occur

When any of the symptoms given below occur and powerful cleaning is not effective, perform manual cleaning.

Dot drop-out/Dot displacement	Ink drips	Dragging dirt
		
Dust or other foreign matter adheres to the print heads and impedes correct ink discharge.	Ink pools in dust or dirt adhered to the print heads, and drips onto the media.	The phenomenon where dirt or dust accumulates on the print heads.

#### MEMO

Wiper replacement may also be effective in improving these symptoms.

#### RELATED LINKS

- User's Manual (<https://webmanual.rolanddg.com/SG2-640>)

## Manual Cleaning Method

If the message "TIME FOR MAINTENANCE" is displayed or if dot drop-out or ink drip issues that cannot be improved with powerful cleaning occur, perform manual cleaning.



**CAUTION**

**Be sure to perform operations as specified by the instructions above, and never touch any area not specified in the instructions.**

**Sudden movement of the machine may cause injury.**



### IMPORTANT

#### Important notes on this procedure

- Before attempting this operation, remove any media.
- To prevent the print heads from drying out, finish this procedure in 30 minutes or less. A warning beep sounds after 30 minutes.
- Never use any implements other than the included cleaning sticks. Cotton swabs or other lint-producing items may damage the print heads.
- Use only the included cleaning liquid.
- Use one cleaning stick per cleaning session, and then discard the stick after use. Reusing cleaning sticks will adversely affect the printing results.
- Do not put a cleaning stick that has been used for cleaning into the cleaning liquid. Doing so will deteriorate the cleaning liquid.
- Never rub the print head surface (nozzle surface).
- Stroke the sponges very gently, applying as little pressure as possible. Never rub, scrape, or crush them.
- If you use up the cleaning sticks or cleaning liquid, contact your authorized Roland DG Corporation dealer or visit our website (<http://www.rolanddg.com/>).

#### If a warning beep sounds during cleaning

- A warning beep sounds 30 minutes after operation starts. Stop work, close all the covers, and then press [ENTER] to end the manual cleaning mode. After that, restart the procedure from the beginning.

Required items	
	
Cleaning sticks	Cleaning liquid

## 1. Clean the print head caps.

### Procedure

1. Remove any media.
2. Press [FUNCTION].
3. Press [▶] once, and then press [▼] several times to display the screen shown below.

```
CLEANING  ◀◆
MANUAL CL.  ◀↓
```

4. Press [ENTER].

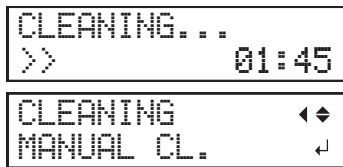
After "NOW PROCESSING.." is displayed, the screen shown below appears.

Also, the print head moves to the left end of the platen.

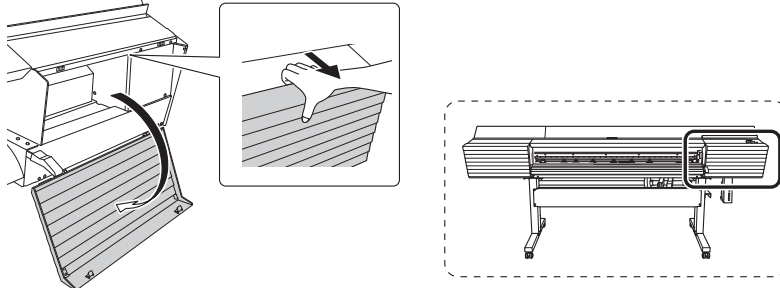
```
FINISHED?  ◀↓
```

### IMPORTANT

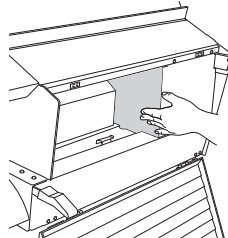
Do not press the [ENTER] key at this stage. Press the [ENTER] key after cleaning is complete. If you press the [ENTER] key at this stage, wait for the screen to change as shown in the following figure, and then press the [ENTER] key again.



5. Open the right cover.



6. Touch the location shown in the figure to discharge any static electricity.



7. Moisten the cleaning stick with the cleaning liquid.

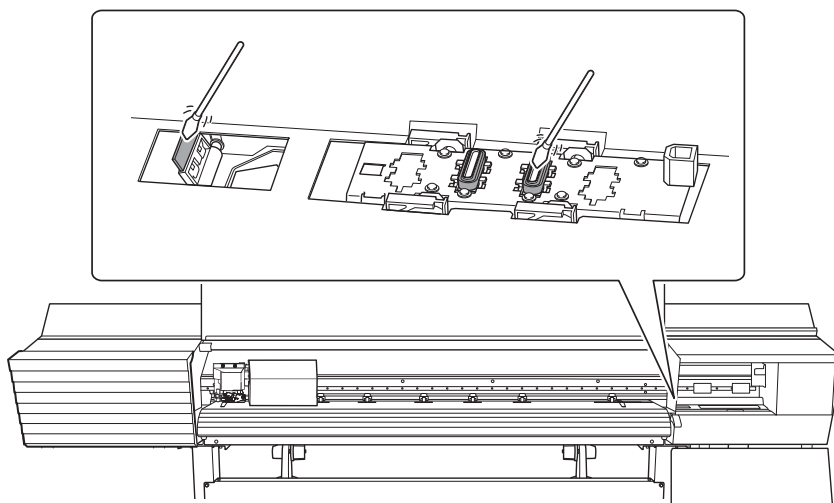
**IMPORTANT**

Be sure to use one of the included cleaning sticks.



8. Clean the locations shown in the following figure.

Be especially careful to clean away any fibrous dust (lint).

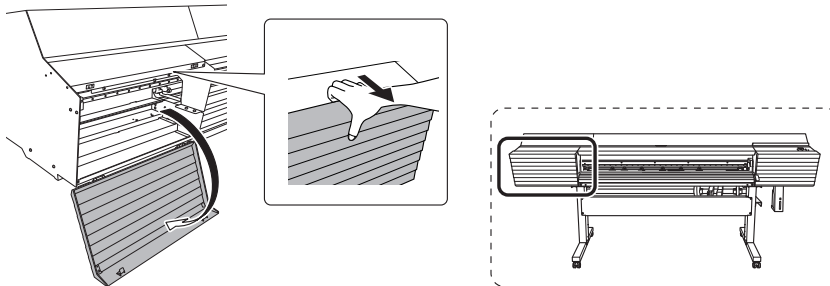


9. When you have finished cleaning, close the right cover.

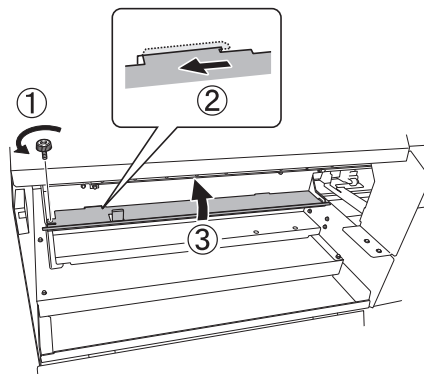
## 2. Clean the print heads.

### Procedure

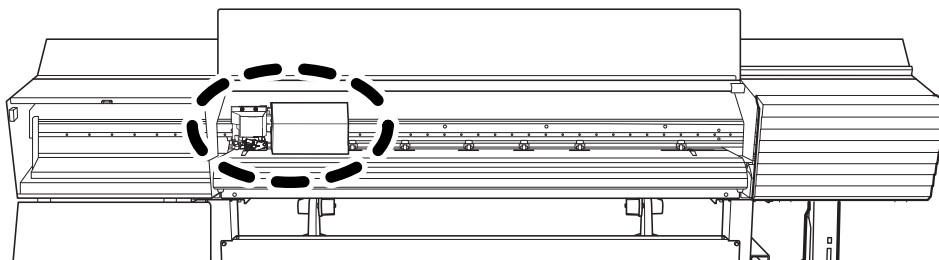
1. Open the front cover.
2. Open the left cover.



3. Remove the cut rail.



4. Move the print-head carriage to the position where the cut rail was present.

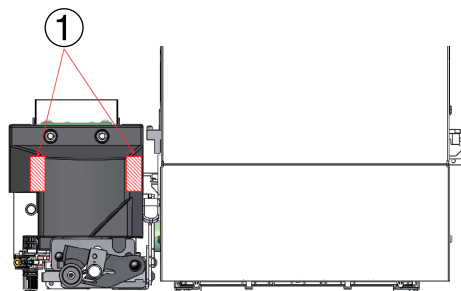


Move the print-head carriage by hand.

**⚠ CAUTION**

**When moving the print-head carriage by hand, be sure to hold the specified position.**

Moving it by holding positions other than that specified may deform and damage the cover.



①: Position to hold with your hand

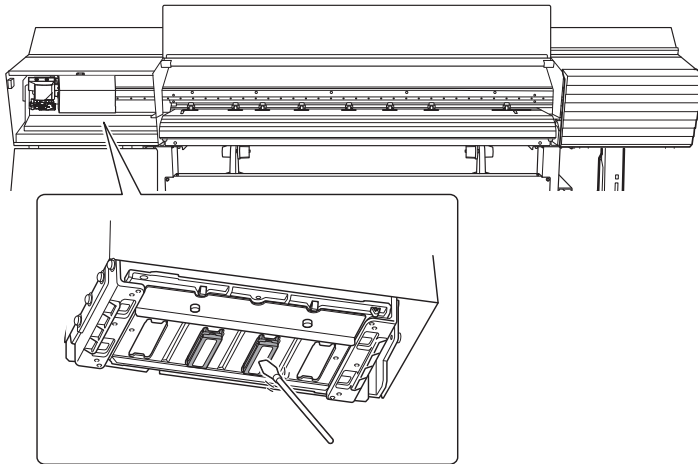
**5. Moisten the cleaning stick with the cleaning liquid.**

**IMPORTANT**

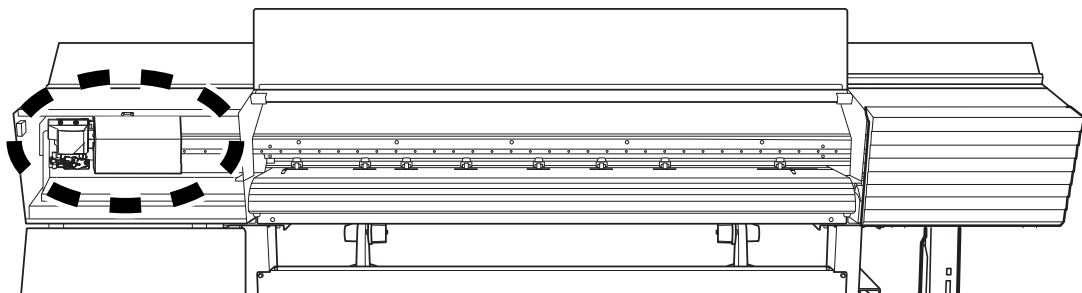
Be sure to use one of the included cleaning sticks.

**6. Clean the locations shown in the following figure.**

Be especially careful to clean away any fibrous dust (lint).



**7. When you have finished cleaning, move the print-head carriage to above the platen.**

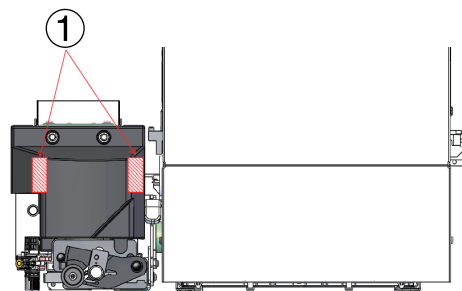


Move the print-head carriage by hand.

**⚠ CAUTION**

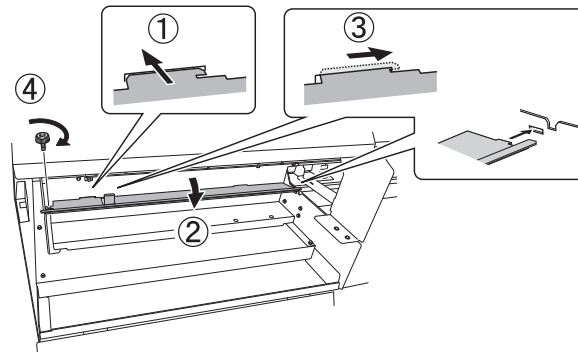
**When moving the print-head carriage by hand, be sure to hold the specified position.**

Moving it by holding positions other than that specified may deform and damage the cover.



①: Position to hold with your hand

**8. Attach the cut rail.**



9. Close the left cover.
10. Close the front cover.
11. Press [ENTER].

```

FINISHED?
└────────┘

```

The screen shown below appears, and then cleaning starts. The (approximate) remaining time for the procedure is displayed on the screen. (The display shown below is an example. "01:45" = "1 minute and 45 seconds")

```

CLEANING...
>> 01:45
└────────┘

```

When cleaning finishes, the screen shown below appears again.

```

CLEANING      ◀▶
MANUAL CL.    ◀
└────────┘

```

12. Press [FUNCTION] to go back to the original screen.



---

### 3. Perform a printing test to check the results.

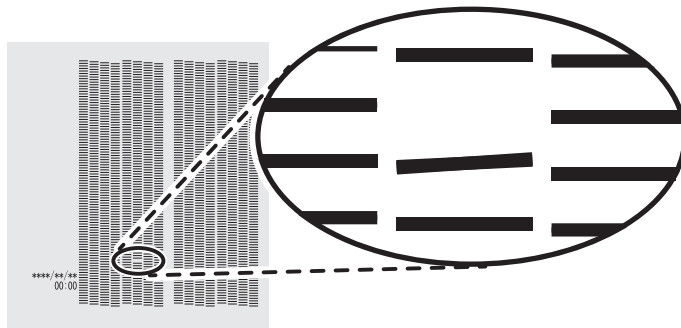
---

**Procedure**

1. Load the media.
2. Press [FUNCTION].
3. Press [▼], then [▶] to display the screen shown below.



4. Press [ENTER].  
Printing of the test pattern starts.
5. Check whether there is dot drop-out or dot displacement in the test pattern.  
Missing blocks indicate dot drop-out. Collapsed or inclined blocks indicate dot displacement.



6. If you have opened the front cover, close it.  
If no dot drop-out or dot displacement occurs, this operation is finished. Press [FUNCTION] to go back to the original screen.

If dot drop-out or dot displacement is present, perform cleaning such as normal cleaning.

---

**RELATED LINKS**

- P. 14 "Printing Tests and Normal Cleaning"
  - P. 16 "Medium Cleaning Method"
  - P. 17 "Powerful Cleaning Method"
-

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## Consumable Products and Parts Related to Manual Cleaning

The cleaning sticks, cleaning liquid, and print heads are consumable products or consumable parts.

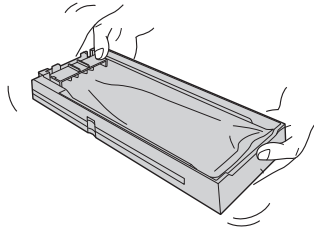
- If you use up the cleaning sticks and cleaning liquid used for manual cleaning, contact your authorized Roland DG Corporation dealer or visit our website (<http://www.rolanddg.com/>).
- The print heads are components that wear out. Periodic replacement is required, with the frequency of replacement depending on use. Contact your authorized Roland DG Corporation dealer.

# If Colors Are Uneven

## Mixing the Ink by Shaking the Pouch Tray

If ink components precipitate in the ink pouch, colors may be uneven (unevenness in printed colors). If colors are uneven, remove the pouch trays, and then shake them gently.

So that the ink mixes well, shake the pouch tray horizontally 50 times (about 20 seconds) with a stroke length of around 5 cm (2 in.) from each end of the tray.



### IMPORTANT

- Do not remove the ink pouches. Shake the entire pouch tray. Removing the ink pouches may lead to the ink leaking.
- Before shaking, wipe off any ink from around the mouth of the ink pouch. If you do not wipe off the ink, it may splatter when you shake the pouch tray.
- When you have finished mixing the ink, reinsert the pouch tray immediately. Taking time to reattach the ink cartridge will adversely affect the ink path.

If uneven color issues are not resolved even after shaking the pouch trays to mix the ink, perform "super cleaning."

### RELATED LINKS

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- User's Manual (<https://webmanual.rolanddg.com/SG2-640>)
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