



• Read Me

artisJet Customer Care Centre

2021

You are kindly advised to pay attention to below

1. For beginners in UV printing industry, you are advised to entrust the machine with an exclusive operator. It's very important because he or she knows how to do maintenance, shoot the trouble and seek advice.
2. For reinstallation in another computer, you are advised to go through the whole installation process instructed in Flash Disk files.
3. Whenever there is any trouble, you are advised to contact artisJet technician for advice, instead of transferring to a third party, which costs money and may cause more damage.

You may contact your appointed technician or send mail to ccc@artisjet.com for technical help.

You are kindly advised not to do below

1. Never keep machine from printing and maintenance for more than one week. Inks will cause problem to the whole ink system and print head. Seek advice of holiday module for weeks and further tips for months from artisJet technician.
2. Never do manual cleaning of print head by yourself unless you are advised both videos and files by artisJet technician. Wrong cleaning results in print head damage.
3. Never plug print head cables when their silver pins are broken or get wet. That would burn both main board and print head. So does plugging cables in wrong order.
4. It's not right to keep silent when there is any trouble or report the issue one month later. That delay may cause the small error to evolve into a big one.



Technical Support



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Product Consulting



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