

Part I:

1. Carriage doesn't jump, doesn't drop, what should we do?

Possibility as following:

(1) Pressure is too small, (usually around 130g is ok.) please try different pressure setting to check which one is better for getting good result

(2). Key buttons is broken or failed, please replace the control panel.

(3).The connection between the carriage and motherboard is not very well. Please recheck it.

(4). Carriage moving up and down is blocked (coil resistance is too high), check the resistance as following steps:

First, open the plotter bottom cover; extract the carriage wire from motherboard, then use the multimeter to test the resistance (usually it should be 24v-30v)

A: If it's not correct, open the box of the carriage, test its resistance, if still no resistance, the carriage is probably broken and we have to replace it.

B: If the resistance is normal, the inner rules is probably broken, please test the inner rulers. If no broken, please test if the two inner rulers are short circuited; if no, please replace the inner rulers; if no, please go to check mother board.

(5).Start the cutting plotter, press the "pause" button then "▲"button, moving the carriage to left; then please check if the blade holder still have movement up and down; if yes, we can make sure something wrong with the inner ruler.

(6).If all above is normal, but the knife holder still cannot get down, there have two reasons: the motherboard is broken, and we have to fix it or replace it with a new one. Or the wire inside of the carriage is broken.

(7). Check the wire that connects the carriage and motherboard is working well or not.

2. Why the lettering transformation or not complete?

Possibility:

(1) . The pressure too large or the knife holder is too long; the working table is too dirty, or the sticker is too soft, and there have too many bubbles in the sticker so that the paper moving slowly than the roller's moving.

(2).There has something wrong about the software setting.

- (3).The belt of carriage is too tight, the screw of shaft is loose, the gear of motor shaft is loose, the carriage and motor shaft cannot moving so that the lettering not true or not complete.
- (4).The lettering is correct but not closed when it's finished, it's the software close compensation is not correct. Please recheck it.
- (5). the knife holder cannot turn smoothly, please wash the seat of knife holder shaft using the alcohol.
- (6).The roller has not fit with the shaft.

3. Why it can cut with different depth, some parts of materials are broken, but some parts are not cut at all?

Possibility:

- (1).The knife holder has reached out too long. The correct method: setting up the blade length as 2/3 of the paper thickness, make sure the pressure will not be too much to cut through the paper, then adjust the pressure, make sure it can cut well.
- (2).The cutting strip has been used with a groove, or the new cutting strip is not smooth.

4. Why does the plotter cut in a messy way?

- (1). the software settings are inappropriate. Cutting plotter type should choose: support DM/PL language, choose the correct plotter model.
- (2).Other equipment is using same com port of plotter one.
- (3).The cutting file has be interrupt when output.
- (4).Some one touched the computer keyboard when the parallel port is transmits the data.
- (5).The software has been broken, or computer has virus infection.
- (6).The power supply is inappropriate, there will have a strong interference when the relay working, cause the data mistake.
- (7).The RAM or RAM jumper wire is not connected well. The method as follows can make sure it: press on the `migration` button, then touch the `reset` button, yellow light will flash at first (1M RAM flash 2 times, 4M RAM flash 8 times), the second, green light will flash (1M RAM flash 2 times, 4M RAM flash 8 times), at last, the yellow light will flash 2 times, then we can make sure the RAM no problem. If there are some problems, the yellow and green will rapid continuous flashing, please contact with the dealer.

5. Why will the working result be in a deflection?

- (1).The sticker is not put well, for example, if 60cm width paper skewing 0.6mm, then 5m length deflection may happen when it moves 5m.
- (2). the working table is too dirty, when the paper is moving it will have the imbalance resistance so that the paper will be skewing.
- (3).The cutting strip deformation or mismatch and that makes it skewing. The cutting strip should nearly be cone, the larger in outward. If the pressure is too small, the paper will be skewing by the force from out.
- (4). the weight of sticker is different in the two side (for example, the front is short, but behind is long, and image is too complex, so that the paper might be skewing, the best way is connect one paper in the front)
- (5). Then motor lost step.

6. the plotter can cut well on the side part, but can not cut well on the middle part of the vinyl, what is problem?

- (1).The wire of carriage is not connected very well.
- (2).The seat of knife holder is loose.
- (3).The X axis is out of shape and getting lower.
- (4).The cutting strip is not smooth.

7. When the machine output file, there is a mistake, can I close the power supply?

Please don't close the power; it will reduce its working life. Please press the stop button, cancel the computer output tasks, choose clear memory, if a big document, it will take few minutes

Part II

Common problem

1 Pinch Roller

- 1) the paper do not move: pressure of roller is too large (use two roller)
- 2) Paper is out of original track and slant: the paper is not put correctly, the press of roller is not equal, use three rollers, one is in left, and another two are put together tightly and put down.
- 3) Pinch roller is broken: change another new pinch roller
- 4) Roller do not move on track: put lubricating oil on the track
- 5) Paper is not pressed: pressure is too small; or rubber band around roller wore out

2 Power supply

Possibility:

- 1) Machine on and off now and then: power supply wire is not connected well with power socket.
- 2) Machine is open but not energized: FUSE is damaged; elastic copper inside of FUSE is out of shape , power supply is damaged
- 3) Function indicator on the keyboard panel is off: diode is damaged
- 4) Function key is not flexible: key is damaged or key link is loosen
- 5) Resetting does not work after open machine. It's possible that the reset switch is broken.
- 6) When Carriage arrives to the end of left , carriage does not stop and hit the side board: means sensor switch is damaged, please change another sensor
- 7) Roller which make paper move forward does not move: roller motor is damaged or driver chip 3955 is damaged

3 Cutting without order

- 1) cable connect with machine is damaged
- 2) COM port is damaged
- 3) Main board or MAX232 is damaged
- 4) Compulsory shutdown though cutting is not finished
- 5) Material quality set does not coincide with output length and width
- 6) RAM of New computer is too large, install another software
- 7) Axis does not touch ground ,disturbed by static electricity

- 8) ;set;(top right corner) appears after clicking WENTAI software;s cutting, control
(1)choose DTR/DSR.,RST/CTS (2)choose XON/XOFF

4 Output invalid

- 1) cable connect with machine is damaged
- 2) main board or MAX202 on main board is damaged
- 3) COM port is damaged
- 4) wrong port set
- 5) wrong device

5The cutting edge look like saw tooth

- 1) Rotating strength is not enough, means bearing is holder is probably broken, we have to replace a new blade holder
- 2) wrong drawing mode in software
- 3) Compensate parameter, close parameter and precision included in output parameter will influence the cutting edge
- 4) Bearing in knife holder rotating strength is not enough, have to change new blade holder
- 5) Script in word stock is different and the effect is different. Try another word style

6The finished part

- 1) The finished part can not be taken off.: Cutting strip is damaged or knife rotation is not good enough
- 2) The cutting depth of both side are different: track is declined
- 3) Original defined length is 3m, the actual length only 2m: sometimes in software, one-time output length is set with a certain length.
- 4) Press of knife is not equal during cutting process: its possible affected by other signal, so please connect ground wire.

7 Software

Artcut runs under windows 2000 or windows XP, parameter need to be changed during output

- 1) find ;my computer;, click the mouse right button→attribute→hardware→
Hardware device manager→COM→ COM1→COM set→flow

control→XON/XOFF→confirm. If have COM2, use the same method to set

- 2) Enter Artcut, switch the webpage to output webpage. in the top right corner, find set →COM set→flow control→XON/XOFF and RTS/CTS mark “√”in box before them, remove “√”before DTR/DSR→confirm

Suggestion for cutting plotter maintenance

- 1) Read instruction carefully before using it
- 2) Avoid using high power machine around it during the process of using cutting plotter (such as cutting machine and big routers)
- 3) Cutting plotter input power supply must have reliable point of touching ground; better choose non-relay power supply above 1000W
- 4) Please follow the order when you operate cutting plotter, open cutting plotter first and open computer. If the machine is open, please do not pull out or pull in signal wire
- 5) Keep machine clean and clean roller after a period of time. When the cutting strip has clearly nick, please change it immediately
- 6) When you use it, keep the knife length and knife press suitable to protect your cutting strip. It is best to carve the bottom of material. After using it, put the knife to knife holder
- 7) If you cut smaller word (below 1cm), recommend use slow cutting to get perfect effect
- 8) Choose high quality knife and material to get fluent cutting process
- 9) if you encounter another problem. Please contact our reseller.