

PRINT HEAD WARRANTY CLAIM FORM

This form must be used when returning print head 10058394 on warranty claims to Glunz & Jensen.

10087885B

Print Head Warranty Claims will only be considered if the print head has been replaced by a G&J certified service technician. All ten (10) channels of the print head must be used before a warranty claim may be submitted. Proper cleaning and maintenance of the print head, and head cap assemblies must have been performed as recommended.

Very important! Must be done before the print head is replaced:

1. Contact CallCenter@GLUNZ-JENSEN.COM to start up a Customer Non Conformance (CNC).
2. If it's a Head error 1A39 - jump to item 5.
3. Print out a nozzle test and attach it to this form.
 - Nozzle test indicates the print head failure symptoms.
4. Print "adj. variables" sheet and attach it to this form - **See A below.**
 - Adj. variables is to verify that "head rank ID" is related to printer serial number.
5. Please attach a picture of Head rank 45-digit ID - **See B below.**
6. Please attach a picture of Flat Flexible Cable (FFC). If any connection terminal of the Head FFC is damaged, replace it with a new one - **See C below.**
7. The following has to be filled out completely in order to claim for warranty on a print head:

CNC number:		PHP install date:	
Date:		LD item & batch:	
System serial number:		MF item & batch:	
System Install date:		Dealer Name:	
Print head Install date:		Customer Name:	
SO# if part warranty:		Technicians Name:	
1-year service kit install date:		Weekly cleaning done*:	Yes: <input type="checkbox"/> No: <input type="checkbox"/>
		*according to maintenance chart	
Head rank 45-digit ID:			

Please describe print head failure symptoms:

Random nozzle loss:	X
Permanent nozzle loss:	
Fatal error 1A39:	
Other – specify:	

Above-mentioned must be filled in, in order process the warranty case.

Before dis-mounting and returning print head for test, please read this information:

As Glunz & Jensen will carry out a thorough examination of the suspected faulty Print Head please carefully remove the Print Head from the PlateWriter and make sure no scratches/damages is applied to the Print Head during the removal process. Please also make sure the Print Head is packed in a way which will prevent any scratches/damages from being applied during transportation to Glunz & Jensen. If scratches and/or physical damages are observed during our examination any warranty claim will be rejected regardless of how scratches/damages have occurred.

Please contact CallCenter@GLUNZ-JENSEN.COM for return address and prepaid DHL/UPS account.

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

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Please include nozzle check

A.

Print an "adjustment variables" status sheet from the printer

- Start printer in Serviceman Mode by pressing the  while pressing , , and  button simultaneously.
- Load a sheet of paper at least the size of A3.
- Print "adj. variables" sheet from Serviceman Mode. (MENU -> MECHA ADJUSTMENT -> PRINT ADJUSTMENT VARIABLE).
- Locate the section named Bi-d VSD4 (see picture below). The section contains numbers in hex notation, each representing a bidir setting for a specific nozzle row. It is not necessary to understand how hex numbers works, just use the alphanumeric as if they were two letter words.

The 10 values in the PG 0.8 mm row correspond to the narrow head height.
The 10 values in the PG 1.2 mm row correspond to the standard head height.



B.



Example - Head rank: HF9C0070PRO0TTSSQQPQSSQS0000000000VTRSQTVUTVQ

After replacement of print head remember to enter the 45-digit ID into the edit boxes in the same way as indicated on the label. This adjustment is to input/set the unique information of the Print head as the head rank so as to set the optimum drive voltage when replacing the Print head.

C.

Look at below pictures. FFC is well connected when all connecting pins are fully inserted inside of the slot.



Head error 1A39: The drive circuit in the head can be damaged due to slant connection/terminals of the FFCs.

Picture is required in order to document state of terminals at FFCs.