

TITLE: Print quality issues

Category: GERBER EDGE
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Summary: Poor print quality results

ISSUE:

Getting poor print quality from Gerber EDGE printer.

CAUSE:

This may be due to:

1. Incorrect material setting being used.
2. Accumulation of dust or debris on the vinyl or foil squeegees.
3. Accumulation of debris on the print head.
4. Material surface needs to be cleaned because it became contaminated.
5. Printing on protective film. Some EDGE Ready materials have a clear protective layer that needs to be removed before printing.
6. Defective or inferior material print surface.
7. Need for color-to-color registration tools such as choke/spread, overprint or FoilAdjust/Reg Fixer.
8. Edge may need repair or adjustment, but all of above should be investigated first.

SOLUTION:

1. Ensure that the software settings are correct for the materials that you are printing on. Please note that when you are using non-Gerber materials you will need to work with the distributor or manufacturer to determine what settings to use.
2. Clean the vinyl squeegees and foil squeegees by wiping them off with a cloth. Be sure the debris does not fall into the EDGE.
3. Clean the print head according to the owner's manual using 99% alcohol pads on a cool print head. Be sure the debris does not fall into the EDGE.
4. If your material needs to be cleaned because it has been contaminated with dust/dirt you should use distilled water with a soft cloth or sponge. Avoid using alcohol-based cleansers or soaps containing grit or abrasives.
5. Ensure that there is not a protective film on the material that you are printing on and remove it before printing.

6. Materials are made in lots and there could be lot-to-lot variances that affect the printing results. Gerber is very careful with our manufacturing processes and quality control, but we cannot control other manufacturers and their processes and quality control. We suggest that you test on Gerber materials if your failures are on non-Gerber materials or from another lot if they are Gerber materials to help rule out a material issue
7. Gerber OMEGA includes several tools to reduce or eliminate the gaps between printed colors. These include overlap/overprint; adding strokes that are the same color as the fills with overlap turned on for the strokes; choke spread.; Foil Adjust/RegFixer; and normalizing the material (unrolling material to allow it to acquire the same humidity level as the printing environment).
8. If you have checked all of the above and are still getting print defects you may have something in need of repair or adjustment on your printer. Call 800-828-5406 to discuss with technical support any options available to correct your issues.