



# USER ARTICLE PRINTER NOT WORKING



**Version 2026.1**

**SCOTTSDALE**

THE TRUSTED STEEL-FRAMING PARTNER

# PRINTER NOT WORKING

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## Problem/Question

Printer is connected and showing ink, but printing does not start or results in sporadic or fading out text.

## Possible Causes

- Air bubbles or settling in new cartridges.
- Ink viscosity changes with temperature.
- Print head distance too far from the steel surface.
- Ambient shop temperature affecting ink flow (colder = poorer flow).
- Ambient shop temperature too high (Drying ink).

## Possible resolution

- Check Cartridges – Ensure two good cartridges are installed. Remove and shake cartridges gently if print quality fades. Re-insert only when ready to print.
- Adjust Print Head – Move the print heads closer to the steel for sharper, darker output.
- Check Encoder Wheel – Ensure it rolls correctly on the steel and makes good contact.
- Monitor Print Behaviour – Track which side fades (left/right). If one side consistently fades, suspect cartridge performance.
- Environmental Considerations – Operate in a warmer ambient temperature if possible. Ink flow improves in warmer conditions.

## Quick Tip

- Store cartridges upright in a warm, dry area.
- Shake new cartridges before first use.
- Always use Scottsdale-approved cartridges.