



## Direct Advantage 0001001E Errors Causes and Solutions

On occasion, you might experience an error message that appears on the Epson LCD display and reads, Service Req. 0001001E. In a normal functioning Direct Advantage system, such occurrences are rare, except for the occasional operator error. Barring an operator error or incorrect settings for the operating mode being used (precision or normal), the surfacing of 1001E errors depends on the operating mode of the system.

### 1. Precision Mode

- First, switch the printer to Normal Mode and see if the error still occurs. If so, the problem could reside with the encoder wheel (see *Normal Mode* below).
- The jig may be mounted too far forward of the base plate. On the bottom front of the jig, there are two rows of five holes each. Make sure that there is a stop screw installed on the third hole of the left row. When mounting the jig, make sure that the stop screw is flush against the bottom (moving) plate.
- The thin black stripe at the front of the hoop is too narrow. Add approximately one-half inch of black electrical tape along the entire length of, and parallel to, the black stripe. Be sure to leave approximately 1/16" of exposed metal at the front inner edge of the hoop—the edge that borders the jig itself—since the print head uses the metal surface to detect the starting point of the print area. It is important that the added stripe be straight and linear.
- The page size for the job being sent to the printer is incorrect for the operating mode being used. Make sure that the page size in your application is 17 x 18.5 (for PowerRIP versions L and M) or 17 x 18 (for PowerRIP version N). The page size within your application (CorelDRAW or Adobe Photoshop) must match that in the RIP.
- The USB port on your computer is not supplying sufficient power. If your printer is not equipped with an internal powered hub, install an external one between the printer and the computer.
- The hard stop screw at the rear of the platen is still present. Remove the hard stop if your firmware version is 6.6.5 or higher and your printer has undergone a hardware modification for precision mode operation. **In precision mode, the hard stop screw must not be present.**
- You have attempted to perform a nozzle check and mounted the transparency on the jig before the printer completed the auto-alignment sequence. Wait for the printer to finish the auto alignment, the print head is back in the parking station, before mounting the transparency.

### 2. Normal (non-precision) Mode

- The page size in your application may be incorrect for Normal mode. Be sure to select a 17 x 22 page size.

- The hard stop is missing or too far back or forward. **Normal-mode operation requires a hard stop**, which should be positioned 2 inches from the back of the frame. Make sure that the hard stop is installed and in the correct location. If the hardware in your printer has not been modified for precision-mode operation, verify that your printer is set to normal mode, and that the settings in the Epson are the correct ones for this mode. Furthermore, verify that the hard stop is no more than 2" from the furthest back edge of the platen base. This way, you can switch from precision to normal mode without having to remove and reinsert the hard stop.
- The Epson cutter is ON. In normal mode, the cutter needs to be OFF.
- The USB port on your computer is not supplying sufficient power. If your printer is not equipped with an internal powered hub, install an external one between the printer and the computer.
- There is a problem with the encoder wheel. Replace the encoder wheel.