Flexo Imaging Problems

Applies to

☑ ThermoFlex Wide I
☑ ThermoFlex Wide II

Background

When a customer reports a problem with the quality of plates, use this troubleshooting flowchart as a guideline to identify the cause.

Steps

If a customer has reported an imaging problem:

1. Follow the flowchart on page 2 to help identify the cause.
2. Arrange a site visit if a hardware problem is suspected. If the CSE is unable to solve the problem, alert the Product Support Specialist (PSS) for the ThermoFlex Wide devices.
   Send a processed and unprocessed plate to the PSS.
3. If the PSS decides to involve the media team or software support team, they will need the following information:
   - The version of Prinergy or Brisque.
   - The Job files, process plans, and customer-imaged 1-bit TIFFs.
   - The line screen, frequency, and dot shape being imaged.
   - The type of plate used and the thickness.
     (Have the plates been checked using a micrometer?)
   - The processing method (fast or solvent).
   - The anilox roller line screen and frequency.
   - The press type – does it use gears?
   - The total build-up (plate and stickyback).

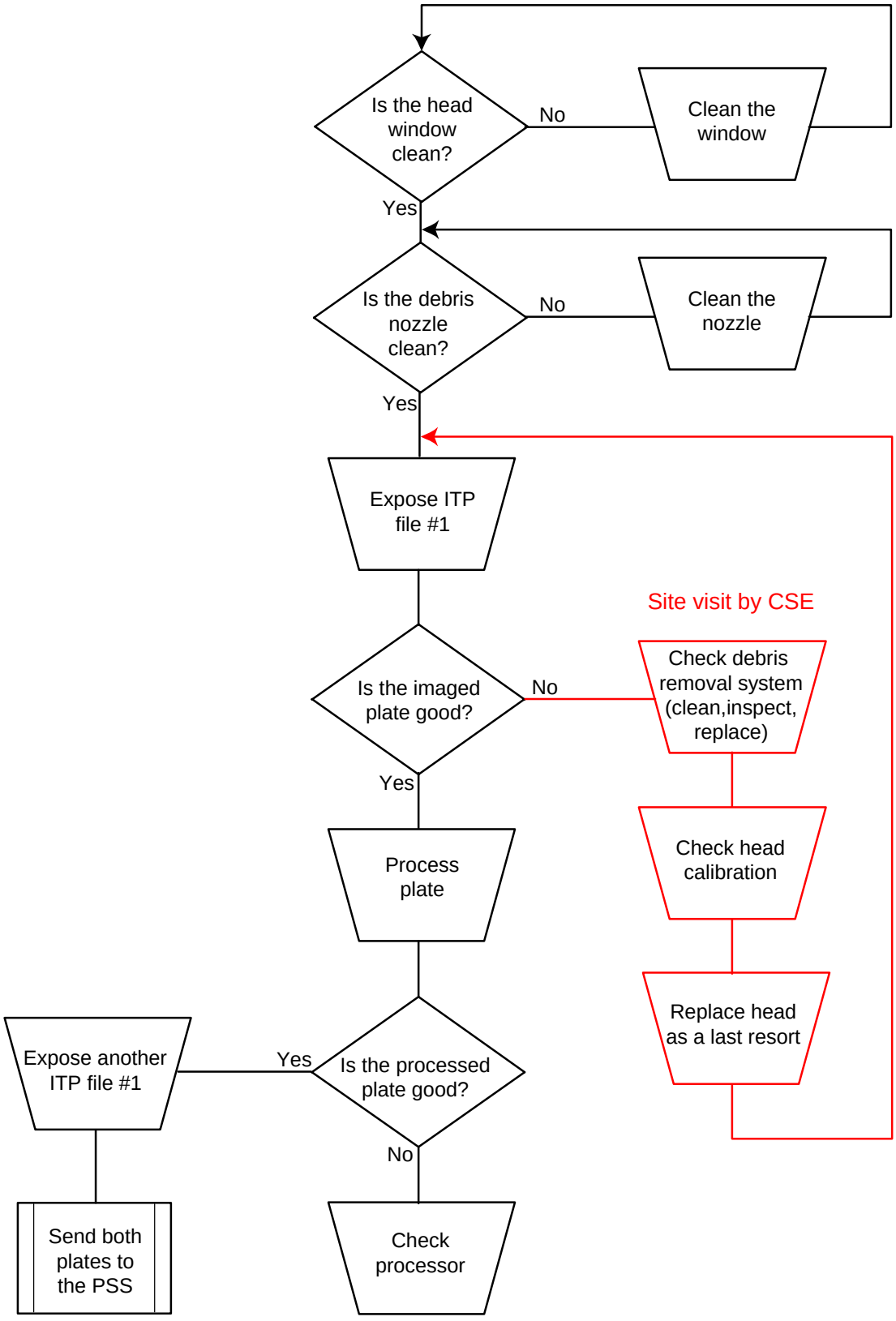
See also

- The Digital Flexography Troubleshooting Guide
- Media Troubleshooting

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Is the head window clean?
No
Clean the window
Yes
Is the debris nozzle clean?
No
Clean the nozzle
Yes
Expose ITP file #1
Site visit by CSE
Is the imaged plate good?
No
Check debris removal system (clean,inspect, replace)
Yes
Process plate
Check head calibration
Replace head as a last resort
Expose another ITP file #1
Yes
Is the processed plate good?
No
Send both plates to the PSS
Check processor