

# Denco Sales Technical Services Tech Notes.

Protect your investment!

You've spent a lot of money on new technology to help you grow your business. To give that investment the best chance of providing reliable day in and day out productivity, Denco Sales Co. recommends that the following steps be taken.

1. Protection from power irregularities. - Buy a UPS (Uninterruptible Power Supply) for your printer. This may cost \$75 or more, but it will far outperform a simple surge protector or power strip. In addition to absorbing any power surges that may come down the line from the power company or that may be caused by nearby machinery (such as air conditioners or power saws, etc.) it will also supply a constant voltage to the printer/plotter in the event that a power drop comes down the line - these can do as much damage as a surge. Also it is recommended by many manufacturers that the machine be on its own dedicated leg from the breaker panel (I know, sometimes this just isn't feasible.)
2. Protection from static electricity - While the machine you just purchased is UL listed and is properly grounded (assuming the wall outlet is wired properly), static electricity can still have a devastating effect on sensitive electronic components (Not to mention some weird effects to the flow of ink). Static electricity can come from many different sources. It basically builds up when two dissimilar materials rub against each other. The most common sources in a sign shop are the soles of your shoes rubbing across the carpet as you walk towards your machine and the movement of media as it travels through your machine. These are both unavoidable. There are several ways to handle this. My favorite is to run a humidifier in the room and not have carpet in the production area. This would eliminate the buildup. Other choices would be to have grounding mats around your production area to discharge any static before you get to the printer.
3. Regular Maintenance - Always perform the regular maintenance on your machine as recommended by your trainer and the machine manufacturer. For printers, ask for an evaluation of your cleaning techniques from a Denco Tech sometime. We've seen machines in all conditions imaginable. Get in the habit of doing a "Super Cleaning" from time to time. Use a flashlight to see what you've been missing. Clean up all the stray ink on your printer at this time.
4. Finally, consider an extended warranty. As technology gets more complex, an extended coverage plan makes more and more sense. If you got a lease or a loan to finance your investment, consider taking out coverage till the end of your financing at least. If you're interested in extended protection of your investment, contact Denco Sales Co.

With a little care, these things are work horses and will make you profits for quite a while. If you have any questions about this, please feel free to give our Tech Support Hotline a call at 888-336-8323.