

Equipment Service History

Direct Color Systems UV-44DTS — 4'x4 Flatbed UV LED Printer

Model	UV-44DTS (4'x4 Flatbed LED, CB RIP11)	Serial No.	
Manufacturer	Direct Color Systems (DCS)	Original order	#0166591 · Nov 29, 2023
Warranty at purchase	12-mo standard + 12-mo extended	Install	4-day onsite install & training (incl.)

This record summarizes the manufacturer’s technical-support and service history for the machine above, compiled from Direct Color Systems (DCS) support tickets. Every item was reported to DCS Technical Support, worked to resolution, and closed. Eight support cases are on file; all are marked **Resolved**.

Service & Support History

Date	Ref #	Reported Issue	Service / Resolution	Status
Mar 1–8, 2024	#90577	Sub-tank would not reach temperature (stalled at ~25°C)	Heater strip assembly (Gen 2) replaced under warranty; white printhead cleared & recovered.	Resolved
Apr 9–16, 2024	#91697	No black; only half of white printing (missing nozzles)	Black & white printheads purged and recovered with monomer flush; channels restored.	Resolved
May 28–30, 2024	#93059	Error 1207 – X-axis would not move via arrow keys	Carriage re-zero, e-stop / crash-bar and alignment-pin checks; error cleared, printer returned to service.	Resolved
Jun 5, 2024	#93364	Multiple items: white printhead, mid-print stops, keyboard control	New Ricoh Gen 6 white printhead + ink filters installed by DCS at no charge; crash-bar sensor & local PRN-file adjustments for mid-print stops; wireless keyboard serviced.	Resolved
Aug 8–14, 2024	#95068	Poor print quality – white overspray / nozzle dropout	White printhead soak & recovery; ink-mixer motor and ink-flow / pressure checks.	Resolved
Oct 16, 2024	#105289	Print quality on the white (W1) channel	Reviewed ink age & filters; negative-pressure and carriage-heater adjustments to restore white output.	Resolved
Jan 9–24, 2025	#107292	White overspray – unable to reliably print white	4-day onsite service visit (Jan 21–24, 2025). Output-voltage / component adjustment and ink-flow correction; print output restored and confirmed with customer.	Resolved
Nov 19–20, 2025	#115804	Error codes 127 & 128 – Y-axis would not move	Y-axis amplifier reading low; drive power supply increased to 55.4 V, restoring Y-axis motion. Verified running.	Resolved

Key Service Milestones & Parts

- **White printhead** — new Ricoh Gen 6 head installed by DCS at no charge (Jun 2024).
- **Heater strip assembly** — replaced under warranty (Mar 2024).
- **Onsite service visit** — 4 days, Jan 21–24, 2025 (white overspray / output-voltage correction).
- **Y-axis drive** — amplifier voltage corrected to restore motion (Nov 2025).

- **All 8 DCS support cases closed as Resolved.**

Compiled from Direct Color Systems (DCS) technical-support records for serial 2402204698. Dates reflect the ticket activity window (open–close). Prepared September 15, 2026 for a prospective purchaser.