

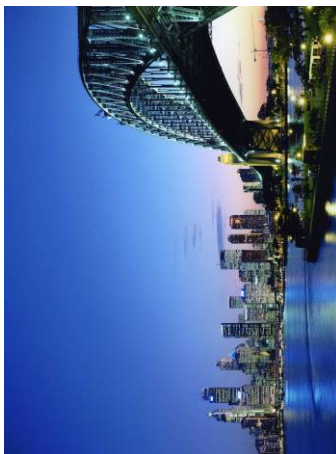
## Technical News (Equipment Support)

### FUJIFILM DL400/410/430: Use of incorrect paper.

There have been some instances recently of paper jamming in the Frontier DL400/410/430 which have been caused by incorrect paper being loaded. It is important that only FUJIFILM inkjet paper is used. The recent cases of paper jamming have been caused by either incorrect manufacturer or incorrect type of paper.

The Frontier DL400/410/430 should only be used with FUJIFILM inkjet paper. If other manufacturer's materials are used they may have different thicknesses and weights. This will impact on the paper transport and banding or jamming would be the likely result.

Also recently there have been some instances of FUJIFILM thermal paper being loaded into the Frontier DL400/410/430. This has especially been the case when the customer lab also has ASK dye sub printers on site. The result of this is jamming and smearing of ink across the paper as the thermal paper is non-absorbent. Ink will then be transferred onto the rollers and lines will occur even after the correct paper is loaded. The examples below were printed on a DL400.



Fuji Inkjet Paper before



Fuji Thermal Dye sub Paper



Fuji Inkjet Paper after.

Please note the differences when observing a roll of inkjet paper and a roll of thermal paper:

- The thermal paper has no core in the centre.
- The back print is different.

FUJIFILM Thermal Paper (no core)



FUJIFILM Inkjet Paper (core)

