

Inca Spyder Questions

General questions -

How many units are in the field? How many are in our market? Have any units been returned?

What is the ink cost per liter? What is the estimated ink cost per sqft for 200% coverage?

What additional costs excluding labor, rent and electric are associated with running this machine?

What is the machine footprint?

What machines are considered to be in the same class as this machine?

Ink, print heads, adhesion and curing -

Is ink adhesion acceptable with coroplast, styrene, dibond, window cling and acrylic?

Are adhesion Promoters needed with any of these materials?

Are there any problems with chipping when routing any of these materials?

Are there any problems with cracking when these substrates are flexed or rolled up?

What are the ventilation requirements for this machine?

What type of lamps and what lamp controls does the machine have?

How well can the printer reproduce the following PMS colors?

485C 021C 072C

What is picoliter size of ink droplet? Is droplet variable size or fixed size?

What options are available for recovering clogged jets?

What options are available for masking clogged jets?

How are the print heads protected from head strikes?

Maintenance & Training -

What are the recommended daily, weekly, quarterly and annual maintenance procedures?

How long do the start up and shutdown procedures take?

What parts are included in the maintenance agreement? What parts are considered consumables?

Are print heads covered or is there a SMA that covers print heads? If so, how many?

How far away is the nearest service Technician if needed?

From what hours is phone based support available?

Are recommended media settings provided by support / training personnel or are we on our own?

How many and what type of training courses are offered?

Is training offered on site in a remote facility?

Production -

How does the printer handle various material heights and head alignments?
What type of experience is recommended for this printer's operator?
Does the vacuum table have zone control?
What are the real production print speeds? We are looking for sellable quality without "tire tracking".
How many hours a day can this machine run? Is it designed for 24/7 production or single shift operation?
What rip options are available? Are allowances made for 3rd party rips?
What is the registration system? Can the machine accurately register double sided backlit signage?
What additional capabilities does white ink offer? as both top and bottom surfaces?
Can double sided window clings be produced?
What is the printable area in comparison to the bed size?
Does the printer have the capability to skip non printing areas?
What controls for static are in place?