

# HOW TO 'STEP BY STEP' GUIDE



## AFTER SALES CARE – OWNERS RESPONSIBILITY

DTG is an excellent investment opportunity and can provide a highly profitable business opportunity. There needs to be a small degree of regular care and attention by the owner/user to make sure that the machine runs smoothly. There is a care label on the side of the machine detailing precisely the responsibilities of the operator.

We also recommend that you read the manual before using the machine but we would like to bring the following clearly to your attention:

### Start of day (before printing)

Perform nozzle check, and head clean or a white ink print



### **If you don't do this....**

The print head will block producing poor print quality and eventually no print. You may need to replace the print head and maybe pipes and dampers at your cost.

Agitate any stock of white ink



Heavy white ink pigment will settle in the bottom of the bottle leading to particles big enough to block damper filters. This can lead to ink starvation, poor print quality and reduction in white opacity. You will need to replace the ink, and possibly dampers and print head at your cost.

Maintain ink levels in feeder bottles between 50% - 75%



This can produce ink starvation, insufficient supply and poor print quality. Nozzles can then start to dry out and print head replacement may be necessary at your cost.

Inspect breather holes on ink bottles to ensure that they are clear.



This can produce ink starvation and poor print quality. Nozzles can then start to dry out and print head replacement may be necessary at your cost.

### At the end of production (as per user's guide):

Head clean

Manually clean edges of print head.

Clean rubber seal of cap in capping station.

Clean wiper blade.

Ensure print head is homed completely to the capping station.



### **If you don't do this....**

The print head will block producing poor print quality and eventually no print. You will need to replace the print head, and possibly capping station at your cost.

### Weekly

Empty flushing box and waste ink bottle



Ink will overflow inside the printer which will lead to circuit board damage needing repair and associated clean-up costs.

Pre-Treatment - Do not Pre-Treat within 5 metres of the printing equipment. If vapours from the Pre-Treatment contaminate the printer or wiper blade and are introduced onto the print head there will be polymerisation of the ink at the print head and it will block.

Blocked Print Heads - Always action a poor nozzle check immediately as there is a greater chance of recovering the missing nozzles. If automatic/manual cleaning fails then we recommend you contact a qualified person to flush and/or replace the print head. To attempt this yourself would risk further damage and considerably more expense.

I confirm that a video of the White Ink Care Routine has been installed on my RIP as visual assistance for the maintenance requirements.

I have read this and fully understand my obligations as a user of this equipment.

Customer Signature .....

Name .....

Date .....