



**Users Guide & Operation Manual
for Kiosk with White Ink**

Version 2.1.2US

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Important Safety Instructions

Please read these safety instructions before unpacking and setting up your unit.

- ❖ It is important you follow all the warnings on the printer.
- ❖ Only connect your DTG Kiosk™ to a grounded, 110/120 volt outlet.
- ❖ All equipment must be connected to grounded outlets. Do not use the same outlet for any other system such as a copy machine or an air control unit that turns on and off.
- ❖ Connect the printer to a power outlet that can easily be seen.
- ❖ Make sure you do not let the power cord get damaged and don't connect the unit with a damaged cord.
- ❖ If you are using an extension cord make sure the power ampere rate does not exceed the cord ampere rate of the printer.
- ❖ Keep any items containing magnetic fields, such as electromagnetic devices, away from your printer.
- ❖ Keep the printer away from locations with high humidity, vibrations, debris or dust.
- ❖ Leave enough space around the printer for proper ventilation.
- ❖ Prevent any sudden shocks to your printer, such as dropping the unit.
- ❖ Do not leave the printer near heat sources such as radiators, heat vents, or direct sunlight.
- ❖ Place the printer on a flat table or on a stable surface that extends around the printer. The printer will not work properly if it is on an uneven surface or tilted or leaning in any way.
- ❖ Be careful when transporting the printer - keep it upright (not on its side or upside down) so you do not spill the ink or waste ink container.
- ❖ Always turn the printer off before cleaning and clean with a cloth dampened with cleaning solution or window cleaning solution only. Do not spill any liquid on the printer.
- ❖ Caution: Do not unplug the printer to shut it off. Use the power button instead. Do not unplug the printer until the green power light is off.
- ❖ Do not block any of the printer's vents or insert anything foreign in its slots.
- ❖ Do not try to service the printer yourself, except where described in this manual. If you need service, turn the printer off, unplug it and take it to your DTG Dealer.

Safety Instructions for Using the Printer and Handling Ink

- ❖ Always keep ink and other consumables out of the reach of children.
- ❖ Be careful not to spill ink on your skin or in your eyes. If any ink does get on your skin wash it thoroughly with soap and water. If ink gets in your eyes flush them out immediately with water.
- ❖ Do not put your hand in the printer or touch the dampers once printing.
- ❖ Do not move the printer head by hand while the printer is on; doing so may damage the printer.
- ❖ Store the ink in a cool dark place.
- ❖ If you store the inks in a cold environment and are ready to use them, bring them to room temperature before you use them.

1. Introducing DTG Digital Printers

DTG Digital printers are one of the most distinct ranges of inkjet flat bed printers available today. These direct inkjet printers are capable of printing on many different materials, even materials with light and / or uneven surfaces.

Using our specialized textile pigment inks, you can print directly to cotton or cotton blend fabrics, such as those used in T-Shirts. There is a short pre-treatment process required for printing with white ink (such as to dark fabrics), and the only post-treatment is that of heat drying to cure the inks.

Most other print materials will need to be pretreated with our special ink-receptive pre-coatings (Undercoats), and placed on the printer flat tray to be printed with the high- quality piezo drop-on-demand print head. The printed media is dried sufficiently and over coated with top-coats which protect the printed images from water and UV rays.

There are three Digital printers in the DTG range, The Kiosk, the Bullet and the Xpress. The DTG Kiosk is the smallest in the range. The Bullet is a higher volume printer and the Xpress is the grand daddy of them all, printing 12 T-shirts at a time.

1.1 The DTG Kiosk™

The DTG Kiosk™ is a textile-printing unit based on an Epson 2100/2200 inkjet printer. In other words it is basically an inkjet printer with a few modifications. It uses standard inkjet technology with DTG TEX2 Textile Ink to print on any type of cotton / cotton blend garment or fabric material.

Prior to the development of DTG TEX2 textile inks for inkjet printers, printing on fabric with an inkjet printer used to be quite difficult - standard inkjet inks that are used to print on paper do not stand up to regular washing when printed onto most fabrics. DTG TEX2 Textile inks have been specifically designed to print on fabrics and garments with only a post treatment of heat needed to set the ink. DTG Tex White Ink has been specifically designed for printing to dark fabrics & garments, and additionally requires a pre-treatment be sprayed to the fabric / garments.

By using DTG TEX2 Inks, the DTG Kiosk™ will successfully print on light colored 100% cotton, 50% cotton/50% polyester blends*, 100% polyester* and many other natural and synthetic materials. Depending on the image you are printing, 100% cotton will produce the brightest prints, as the colors on 100% polyester and polyester and cotton blends may appear slightly dull.

For darker colored garments requiring a white ink underbase, your DTG Kiosk™ will produce excellent results on 100% and low polyester content cotton blends.

* for best results use DTG TEXTILE PRETREATMENT

There are many applications for DTG Kiosk™ printing. Besides T-Shirts, it can print on ladies tops, men's polo shirts, tote bags, aprons, towels, caps, mouse pads and bibs. Some products will require pre-treatment with undercoats as well as the application of top coats to protect the print. By using DTG NON-TEX PRE and POST Treatments you can also print on a range of non-textile items such as wood, glass, tiles, golf balls etc.

The DTG Kiosk™ with White Ink will require not only the standard Windows printer driver for your computer, but also our specially developed RIP program that “interprets” the image data and converts it to instructions relating to the printing of white ink for the printer. Printer Drivers for Windows and the RIP software have been included in your DTG Kiosk™ package. You can create your artwork from many graphic applications such as Adobe Photoshop, Adobe Illustrator, Adobe InDesign, CorelDraw, QuarkXPress, Macromedia Freehand, and others and simply print as you would to any desktop printer by using the virtual printer driver for the RIP Pro software.

1.2 DTG TEX2 Textile Inks

The Epson 2100/2200 printer, and therefore the DTG Kiosk™, is based on a CMYK color process. This process uses blends of 4 colors to make every color in the spectrum. The colors are Cyan, Magenta, Yellow and Black. Specifically, the Epson 2100/2200 uses a seven color process using two shades of Cyan, Magenta and Black. There is a primary and a light shade of each of these colors, and the light shades provide an accent to the primary colors giving them a richer blend.

In the DTG Kiosk™ with White Ink, the light colors are replaced with White Ink. White Ink is a water based titanium dioxide solution. The titanium dioxide is ground into a fine powder and mixed with other binders to allow it to dry and adhere to the pre-treated fabric. Titanium dioxide is what gives the ink its bright white properties, and this brightness gives the colored ink layer a vibrant and rich color.

White Ink Properties and Maintenance

Because of the chemical properties of white ink it requires much more maintenance than the color inks. Titanium dioxide is a mineral and does not dissolve in liquids. This means that the titanium dioxide will, over a period of time, settle to the bottom of the container (being the ink bottles, ink tubes and / or dampers). Once complete, separation of the titanium dioxide from the binders and other components in the ink cannot be reversed! It is therefore critical that the ink be shaken daily, or at minimum every 2-3 days. This includes any unused white ink that you may have in stock. For the ink in the ink bottles at the rear of the printer, simply lift each bottle and swirl it for 10 seconds. Be careful not to swirl so hard that the ink splashes out of the breather hole in the cap.

To keep the ink “moving” in the ink tubes and dampers, it is recommended that at minimum you perform a head cleaning on the printer every day when you are not printing with white ink, and preferably that you also print a small image with white ink daily.

If the DTG Kiosk™ has not printed white ink for a few days, you may need to execute 4 -5 head cleanings in a row to move sufficient ink to overcome the separation in the ink tubes and dampers.

Using Other Ink Brands

Your DTG Kiosk™ package included bottles of DTG TEX2 Textile Inks. This is a specially formulated, water based pigment ink. DO NOT mix other ink brands with your DTG TEX Textile inks. This can create major problems. While we strongly recommend you use only DTG TEX Textile inks, if you do decide to try another brand of textile ink you must flush out the complete ink system using a specially formulated flushing solution available from your DTG Dealer before putting another brand of ink into your system. Mixing inks, even a very small amount, may cause severe and permanent clogging of the printing head.

Using Other Ink Types

Similarly, if you wish to change your ink type from DTG TEX to DTG UNI for printing on non-textile materials (or vice-versa), you will need to thoroughly flush the DTG Kiosk™ ink system of the old ink before charging with the new ink. Whilst this process is relatively straight-forward, it will take approximately ½ - 1 hour of your time, and does “waste” a fair amount of ink.

Please Note:

Never attempt to use a non-water based ink in your DTG Kiosk™ - even mild solvent based inks may cause irreparable damage to the ink tubes, ink valves or even the print head.

Your DTG Dealer cannot guarantee the performance of your DTG Kiosk™ if you choose to run any inks other than DTG Brand in your DTG Kiosk™.

2 Before you Get Started

2.1 Commit to Maintenance

Your DTG Kiosk represents a significant investment, not only of your money but also of your commitment to your new business opportunity with the DTG Kiosk.

Whilst the mechanics of the Kiosk are essentially the same as that of a normal inkjet printer, printing on fabric is not the same as printing on paper. Fabric generates much more dust, printing on fabrics requires a much greater volume of ink, and the white ink pre-treatment can become airborne during spraying and can ingress into the Kiosk. Each of these factors individually can cause problems with your DTG Kiosk, and in combination can be critical to the ongoing operation of the Kiosk. All is not lost, however! A few minutes of your time each day spent undertaking some basic maintenance tasks on the Kiosk will ensure it's continued optimal performance. Please refer to the sections within this User's Guide on Preventative Maintenance for further information.

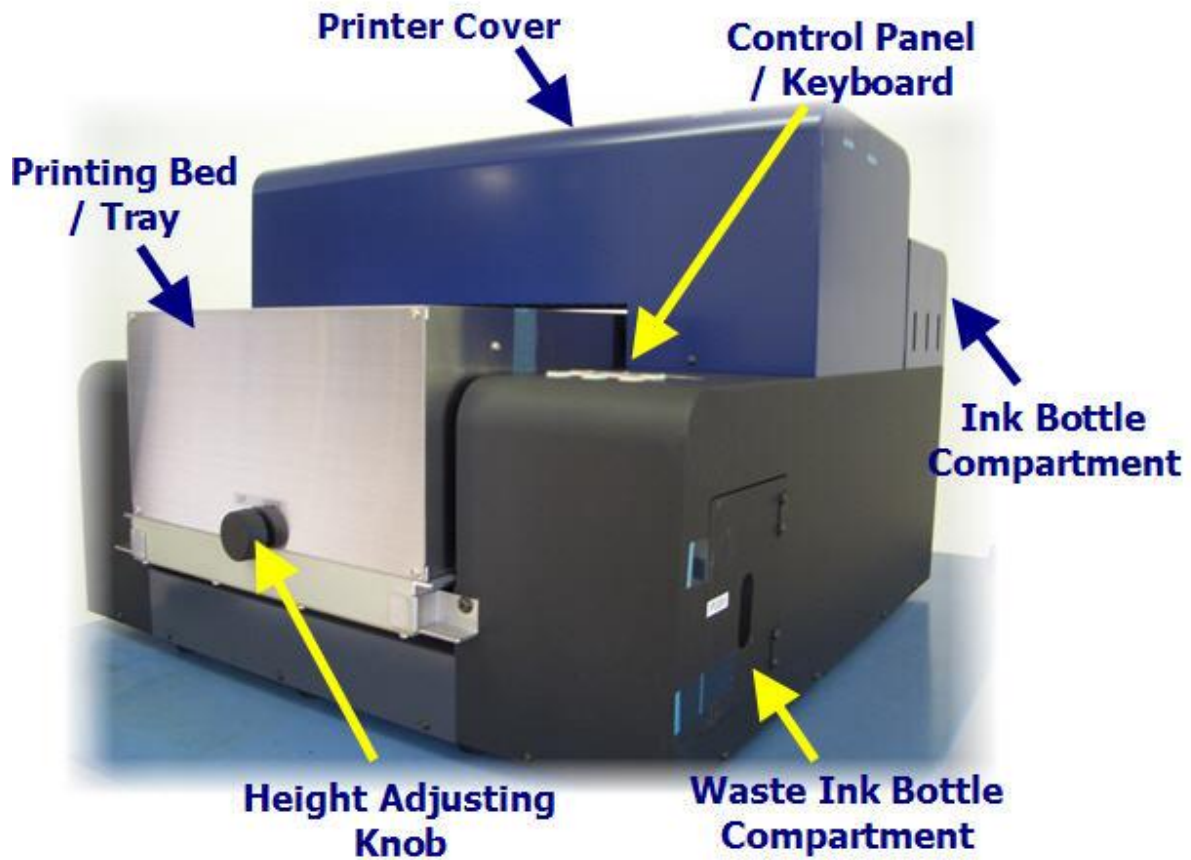
2.2 Get to Know your Kiosk

Starting a new business or adding to your existing product line with the DTG Kiosk is a very exciting, and potentially very profitable time. Don't get too carried away though and start accepting orders before you even have your printer. Allow plenty of time to become familiar with your Kiosk and to learn not only the basics, but also the variables that can impact on your finished product. These variables include image types, fabric types, your operating environment, garment preparation, and curing of the garment. Thoroughly read this manual, ask questions of your DTG Dealer and talk to other users. Be prepared to ruin a few shirts. Be realistic about deadlines when accepting orders and allow yourself sufficient time (and perhaps a couple of extra garments) to complete the order.

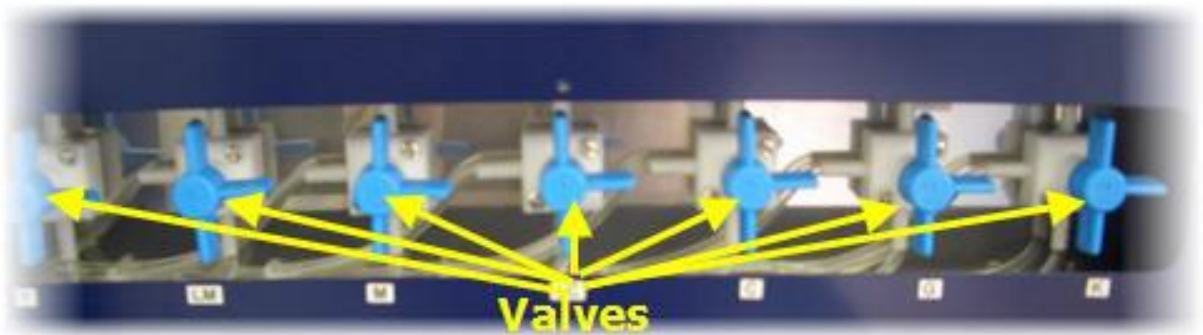
3 Printer Components

**Names below are used in this User's Guide*

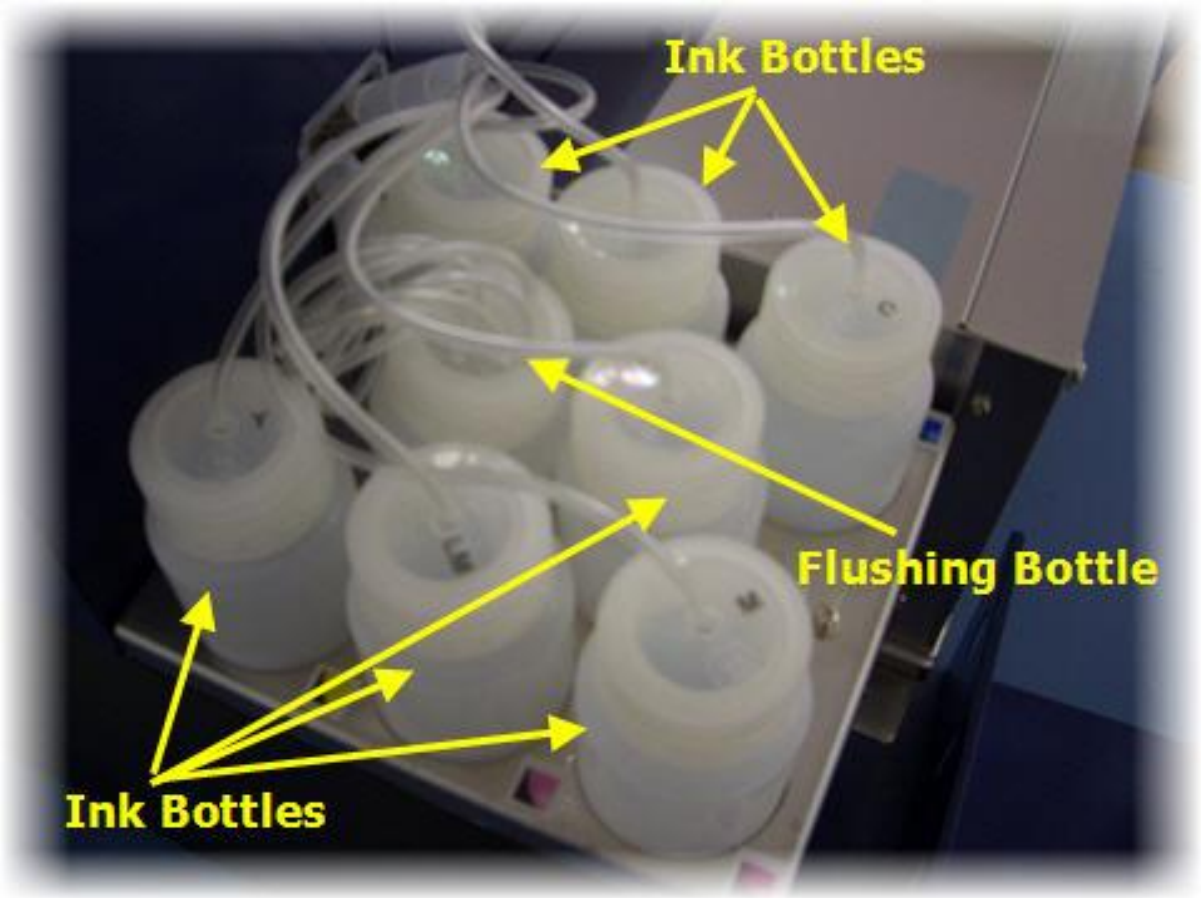
3.1 Front



3.2 Rear



Valve Compartment Interior



Ink Bottles

Ink Bottles

Flushing Bottle

Ink Bottle Compartment Interior



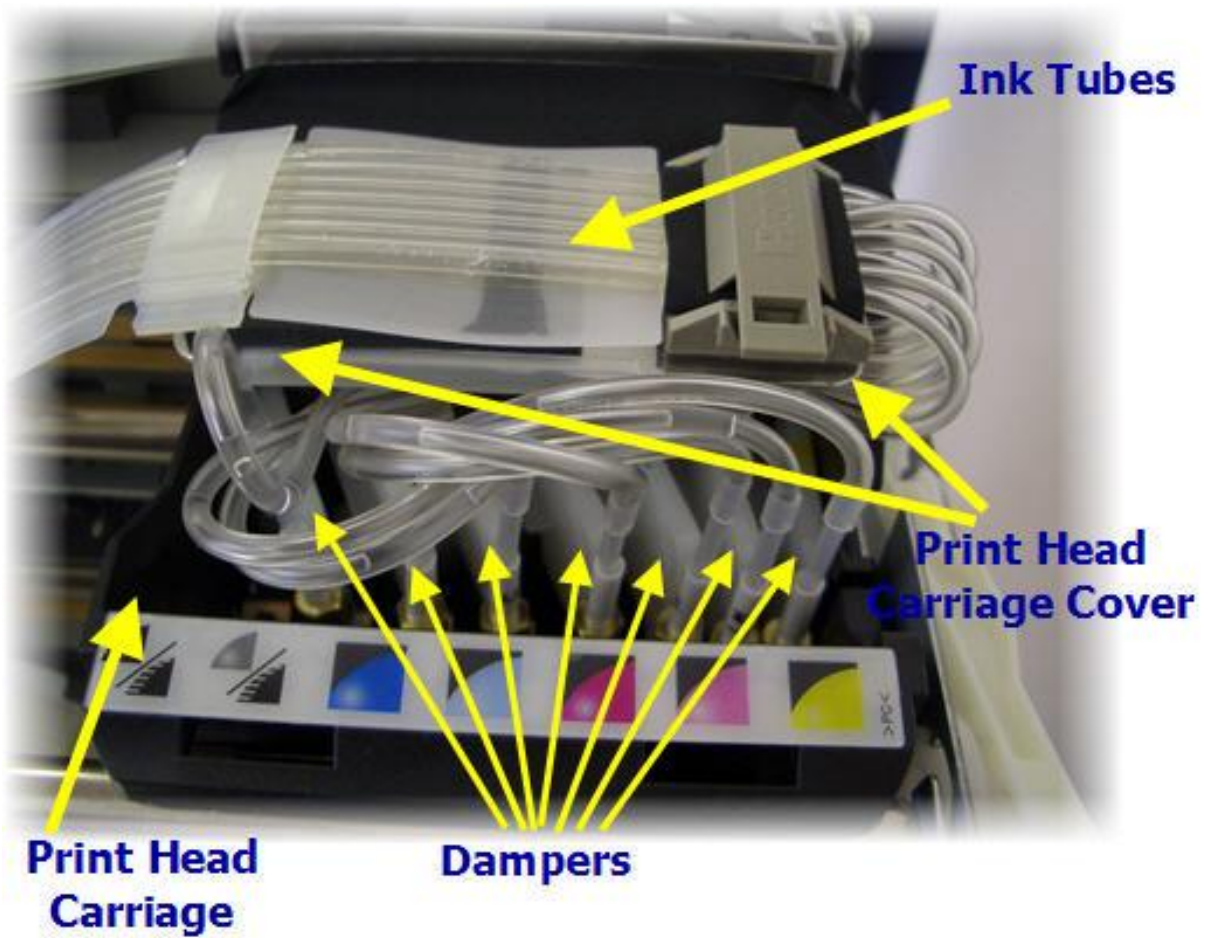
Parallel I/F

USB I/F

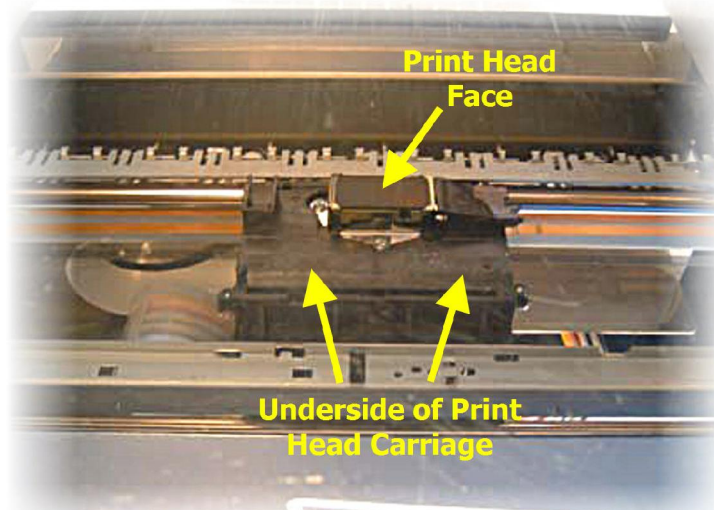
IEEE 1394 I/F

AC Power Inlet

3.3 Printer Head

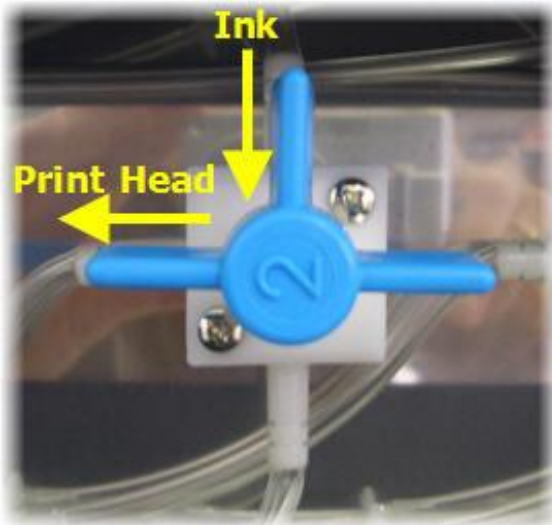
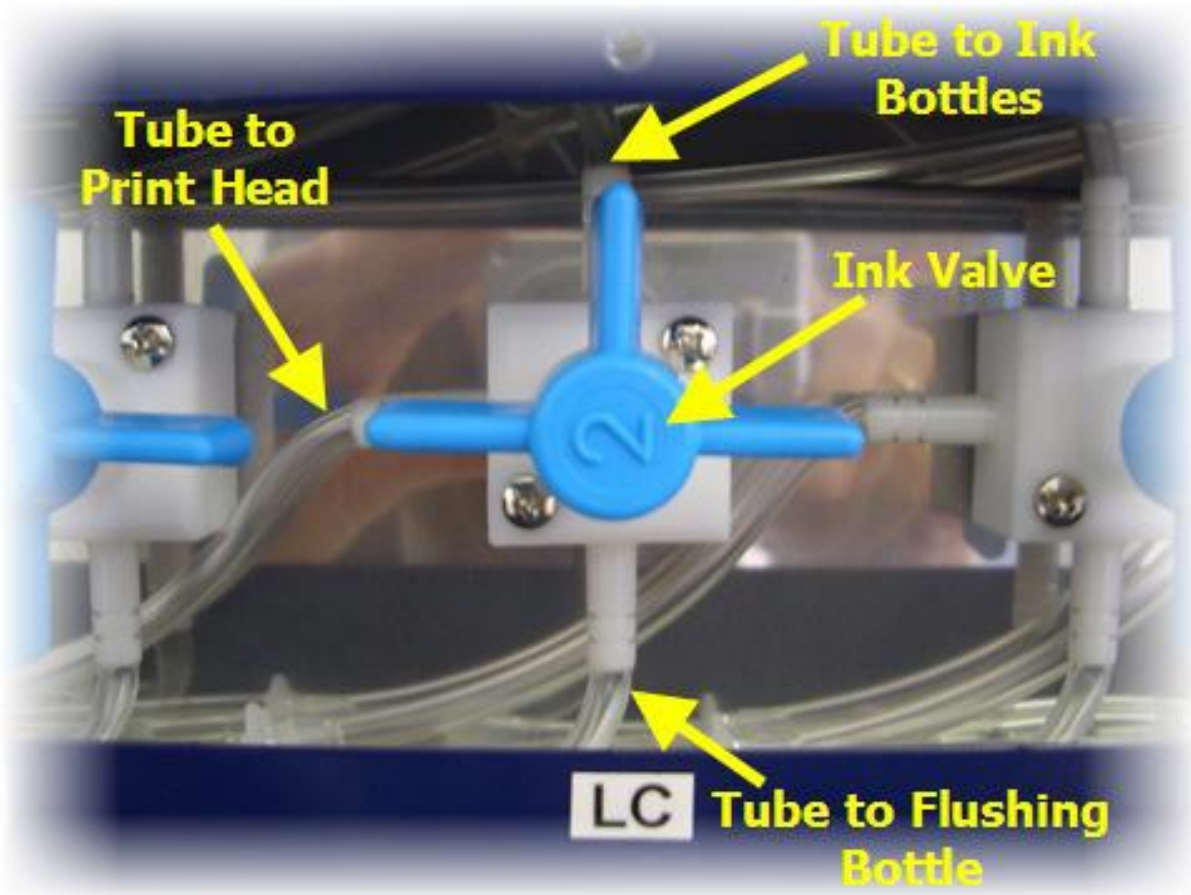


The Print Head itself is seated beneath the dampers and within the Print Head Carriage, and the printing face of the Print Head protrudes from beneath the Print Head Carriage.

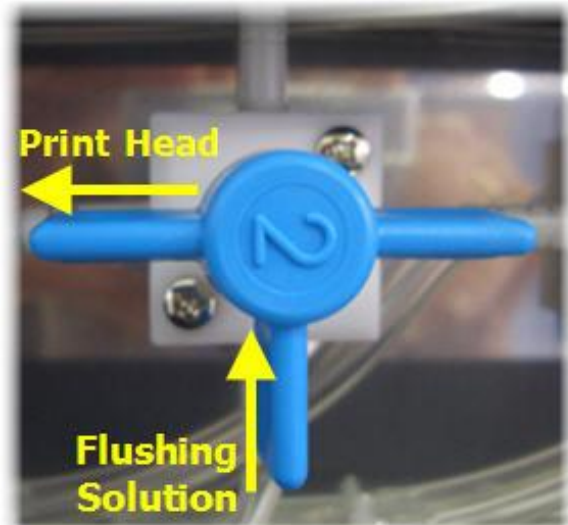


Reflected View of Underside of Print Head & Carriage

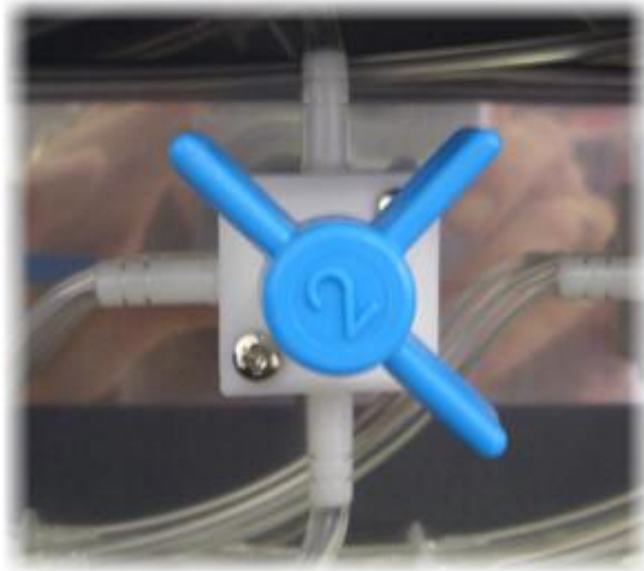
3.4 Ink Valve and Ink Tubes



Valve is OPEN to supply ink

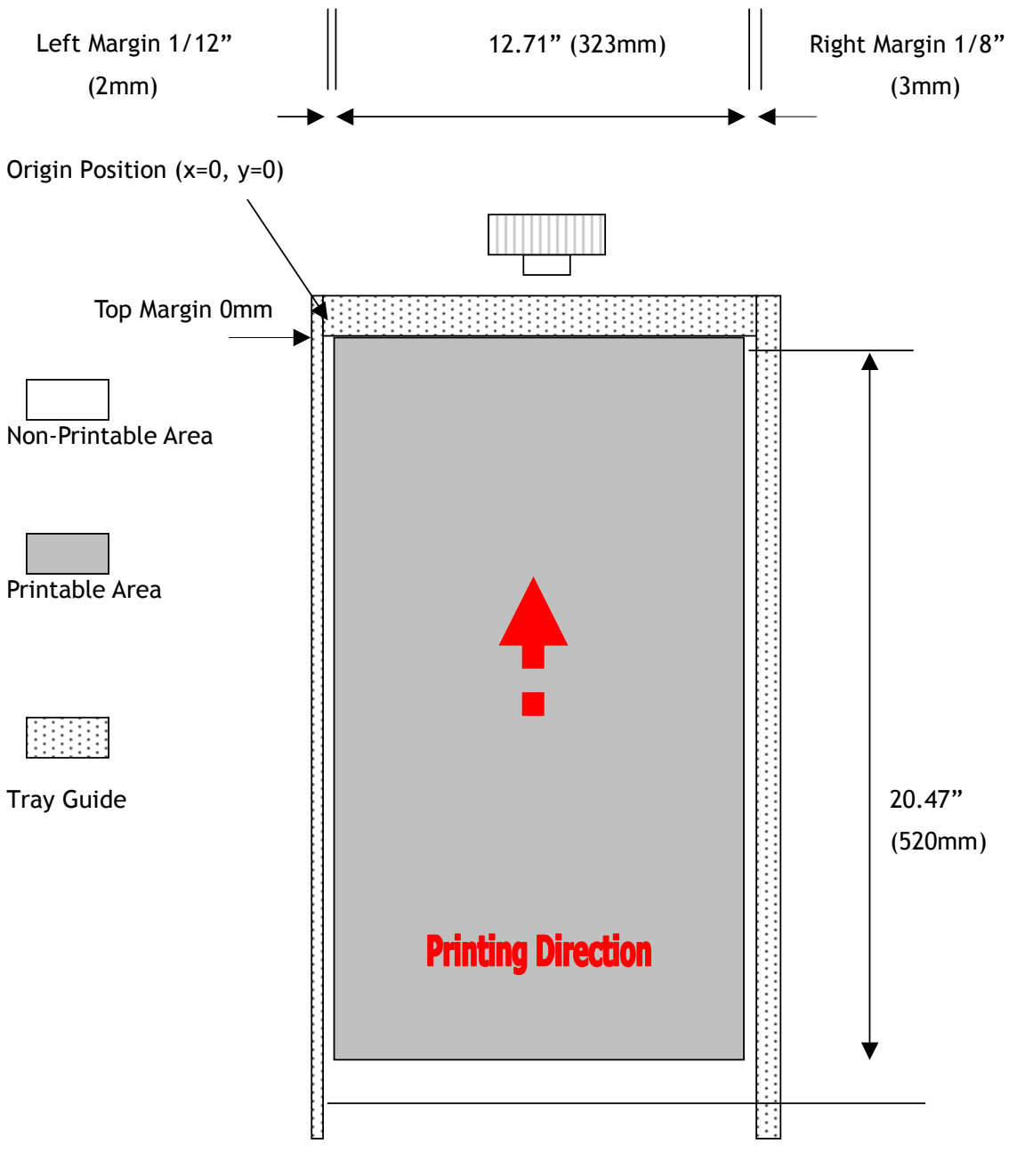


Valve is OPEN to supply Flushing / Cleaning Solution



Valve CLOSED

Printable Area of the DTG Kiosk



The diagram above refers to the entire printable area of your DTG Kiosk™, **NOT** the printable area within your Shirt Platen. As the size of the Shirt Platens may vary, you will need to measure your shirt platen and set your image size & location according to your measurements.

4 Getting Started

- ❖ Read all instructions through thoroughly, (including the safety instructions), before unpacking your DTG Kiosk unit, and then follow the relevant directions as you prepare your unit for printing.
- ❖ Prepare an area to set up your DTG Kiosk unit.
- ❖ Unpack and set up the unit as per the instructions in Section 5.1 of this manual.
- ❖ Fill the ink bottles as per the instructions in Section 5.2 of this manual.
- ❖ Install the Printer Drivers and the RIP software. Go to www.Epson.com for more information on the Epson 2100/2200, and to download complete printer manuals, the latest drivers and driver fixes for use with your DTG Kiosk™.
- ❖ Read Section 6 on printing t-shirts. This section explains what the control panel buttons and lights are for, the basic steps to printing on a t-shirt and how to cancel a print job.
- ❖ Section 7 covers general maintenance and problems you may encounter with the printing process.
- ❖ Section 8 is a troubleshooting guide

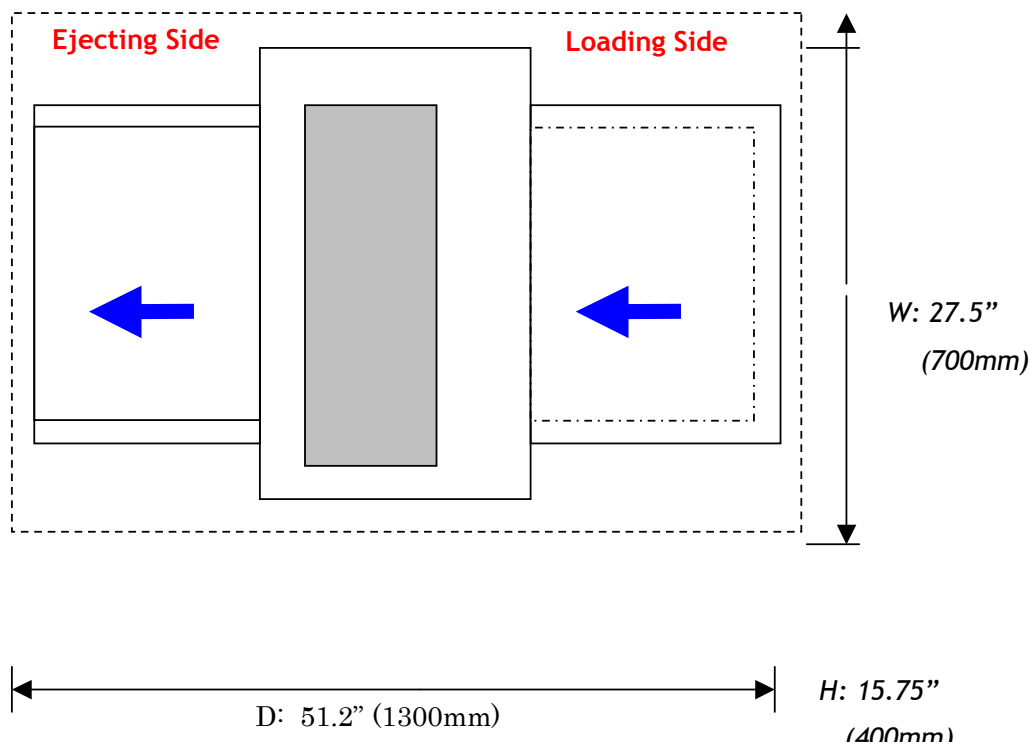
5 Printer Set Up

Please Note: Keep all packaging, holding fixtures and instructions for the DTG Kiosk™ as you will need them if you have to transport your system anywhere or to return it for repair. There is a section in the back of this manual on transporting your printer. Please ensure you read and follow these instructions.

5.1 Unpacking and Positioning the DTG Kiosk™

Please read the following directions through before unpacking your DTG Kiosk™:

- ❖ Prepare a work area with a **solid work table** that will not vibrate when using the DTG Kiosk™. Allow extra room for your computer, replacement inks and space to work. See diagram below for dimensions of the unit and minimum workspace area required.



- ❖ Carefully remove the printer from the box, taking hold of it by the sides of the blue metal housing. **Do NOT lift the printer by the Printing Bed.**

-
- ❖ Place the printer on the work table, which should be leveled first. The unit must be kept away from direct sunlight, dusty areas, excessively high humidity, strong magnetic forces and direct airflow, which can dry out and clog the printing heads. It is recommended that the unit be kept in an air-conditioned environment, with temperatures no less than 41° F (5° C) and no more than 86° F (30 C°) with humidity levels between 40 and 70%.
 - ❖ Provide a separate room for the spraying of pre-treatment to the garments prior to printing. If a separate room is not possible, you must allow a minimum of 16' (5m) between the spray station and the DTG Kiosk, and ensure that forced extraction of the pre-treat vapor is carried out. Failure to adhere to these recommendations will result in erratic print quality and the need for numerous head cleanings both before & during printing. This erratic behavior is likely to worsen until the print head fails and has to be replaced.
 - ❖ Protect any carpet or floor covering with mats or old carpet, as there is a risk of spilling wet ink when you refill the bulk ink bottles.
 - ❖ Place the DTG Kiosk™ close to the heat source that you are using to cure the ink so that you have a smooth workflow, but ensure that heat does not radiate directly on to the DTG Kiosk™. If you have more than one DTG Kiosk™, place them around the heat source or close to it.
 - ❖ When you have placed the DTG Kiosk™ unit on the work table, remove the any packaging covering the unit. Check the unit carefully for shipping damage. If you find any obvious damage please contact the freight carrier immediately to arrange a freight inspection.
 - ❖ Remove the four special holding fixtures attached on the front and back of the printer. Put these fixtures aside as you will need them should you wish to transport the printer in the future.



FRONT



BACK

-
- ❖ Remove the tape holding the top plastic lid closed.
 - ❖ Remove the tape holding the inkjet printing head in place.
 - ❖ Remove any tape holding the waste ink bottle in place.
 - ❖ Connect the power supply cable and the printer interface (USB or parallel) cable with your PC. Do not use an interface cable that is longer than 10' (3 meters). Do not use a USB Hub or USB extension cable as erratic prints may result.

5.2 Filling Ink Bottles

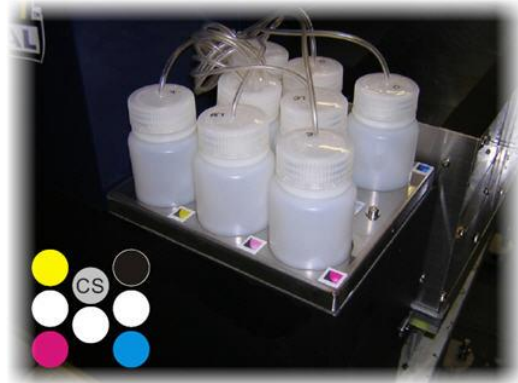
Pour Inks into the Ink Bottles:

Gently shake the White Ink bulk bottle.

Remove the lids of the bulk ink bottles (be certain that the tubes going into the white ink bottles are at least ¼” off the bottom of the bottle when the lid is screwed on, this will prevent any white ink fallout from being drawn into the printer), and slowly pour the ink into the ink bottles at the rear of the printer. Ink levels in the ink bottles should be maintained at ½ to ¾ full at all times.



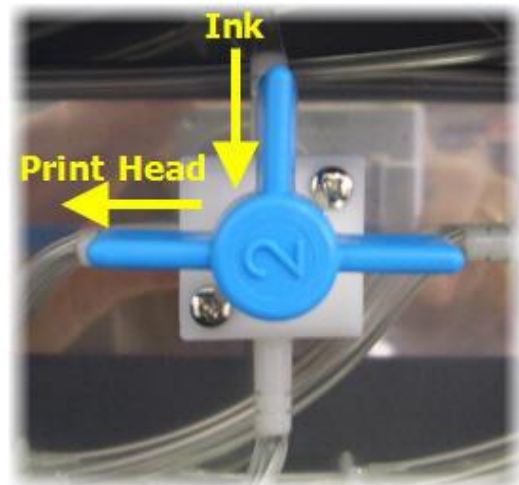
C= Cyan (blue)	= Cyan Ink
M= Magenta (pink)	= Magenta Ink
Y= Yellow	= Yellow Ink
K= Black	= Black Ink
LC= Light Cyan	= White Ink
LM = Light Magenta	= White Ink
G=LK= Light Black	= White Ink



Please Note: Pour the ink gently so as to avoid creating air bubbles when pouring the ink. If bubbles are formed then do not run the printer until the majority of bubbles have settled.

Open the Valve:

Turn the first valve (Y) to allow ink to flow from the ink bottle through to the print head.
(as shown in picture on right)



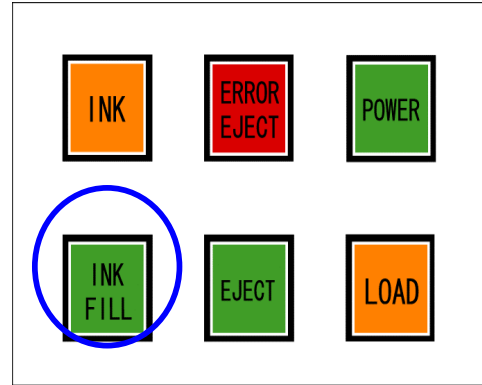
Press the “INK FILL” Button to Start Filling the Ink:

Press & hold the Ink Fill Button to start filling the ink lines with ink. This pulls the ink through to the print head. Once the ink has filled the damper, close the valve and open the next valve (while continuing to hold down the INK FILL button) - repeat this process until all 7 colors have been filled. While still holding down the INK FILL button, open all 7 valves and continue to hold the INK FILL button for 3-4 more seconds. Some ink colors may take longer than others to pull all the way through to the dampers & print head.

You must always re-open any closed ink-valves BEFORE you let go of the Ink Fill Button so as to prevent any back-flushing of waste ink into the ink lines.

This will prevent unnecessary wastage of ink. The ink system is fully charged when you can see ink in the dampers (refer to the Printer Components section above for the location of the dampers), and no bubbles in the ink tubes.

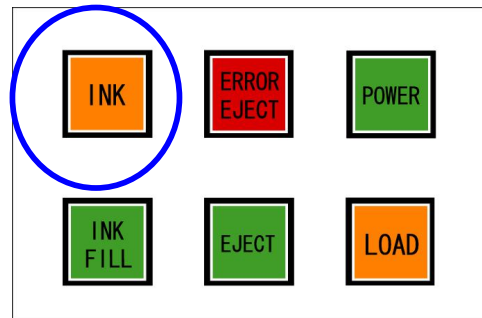
Please note: Pay close attention to the waste ink bottle. Always empty the bottle before filling the ink bottles, and monitor the waste ink level regularly during the operation of your DTG Kiosk™.



Clean the Printhead

Press and hold the Ink button for 3 seconds to clean the head. This will normalize the head nozzles. We recommend 3-4 head cleanings to fully charge the print head upon initial fill.

Please Note: this must always be done after using the Ink Fill Button



From this point on, you will simply need to add ink to the bulk ink bottles as you use the system. Take care to avoid creating bubbles when doing so. Or alternatively, add ink after production has finished for the day, allowing bubbles to settle overnight before again using the printer. Remember to keep ink bottles between 50% and 75% full at all times.

5.3 Installing & Using Printer Drivers for Windows

Please note: Before starting this part of the set up process, we recommend you turn OFF all Screen Savers when installing your software and printing to your DTG Kiosk™. If you have any problems installing the Printer Drivers or the RIP software, please call the Support Department at your DTG Dealer for help.

In your DTG Kiosk package you received the Epson 2100/2200 Printer Driver CD. You need to install the driver CD for Windows to operate the printer.

At some time in the future you may need to update your printer driver and you can do this by logging on to the Epson website: www.epson.com. Follow the links to the Downloads / Printer Drivers section where you can download the latest drivers.

The Epson 2100/2200 Printer Driver includes standard maintenance routines for nozzle checks, head cleaning, and head alignment, incorporated into the software.

To Install Printer Driver for Windows

- ❖ To install the printer driver:
 - Insert the CD for Windows in your computer.
 - Go to **My Computer** and select the **CD drive** - use only the folders marked Kiosk 2100 or 2200 Printer Drivers.
 - Select the appropriate folder for your Kiosk by double clicking on it - your Kiosk is configured for the Epson 2200 driver, although certain international units may be configured for the Epson 2100.
 - Once you have opened the appropriate folder by double clicking on it, you will see 2 further folders - one for Windows, one for Mac. Double Click on the Windows folder to open it. Select the Driver v5.5 folder and double click to open it.
 - Double click the zip file which is contained in this folder, and follow the on-screen prompts from there (click the Unzip button when the WinZip Self-Extractor dialog box appears).
- ❖ Windows will install the **Epson 2100/2200** driver on your computer and this driver will show up in your **Printers and Faxes** folder that you can access from the **Control Panel**.

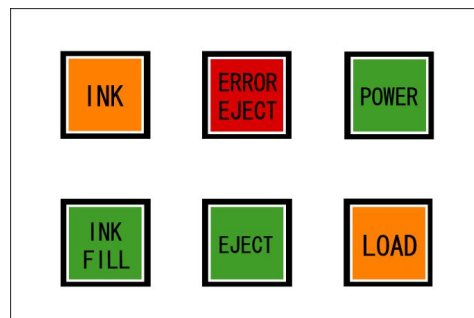
6 Printing on Textiles with the DTG Kiosk™

Printing on textile items with the DTG Kiosk™ is a very simple process involving four easy steps:

1. Create an image in any of your graphics programs
2. Load a T-shirt or other textile item onto the printer
3. Set-up your image for printing with the RIP program
4. Press the Print button.

Before you start the process you need to understand the Control Panel and what its buttons and lights mean. Read this section again before you start the process.

6.1 Control Panel Buttons and Lights



The POWER button turns the printer on and off. This button flashes while the printer begins various movements, such as self cleaning etc. It will also flash when you are changing the ink cartridges and during data processing or printing. When it is ready to print, the button will stop flashing and become solid green.



The ERROR EJECT button turns on when the print data is sent from your computer even though the printer tray is not at the print starting position.

>>> Press LOAD button to move the printer tray to the starting position.

This button flashes and the printer tray stops when the printing process is cancelled from your computer.

>>> Turn the printer off and leave off for a few minutes to clear the data in the printer's buffer.



The INK button was originally used to change the ink cartridges in a standard Epson 2100/2200. On the DTG Kiosk™ it is used as a HEAD CLEANING button. Press this button for 3 seconds to clean the printer head. Also press this button for 3 seconds after using the INK FILL button.



The LOAD button loads the printer tray to the print starting position (loading position). Press this button to load the printer tray to the print starting position. When the LOAD light turns on again, the printer is ready to print.



The EJECT button ejects the printer tray to the ejecting position. After the tray is ejected, the EJECT light will turn on.

Always place the print media in the printer tray when the printer tray is at this position, and press LOAD button to load the printer tray.

Please Note: When the printer is turned on for the first time, both the LOAD and EJECT buttons turn on. Press EJECT button to eject the tray and place the print media, and then press LOAD to load the printer tray.



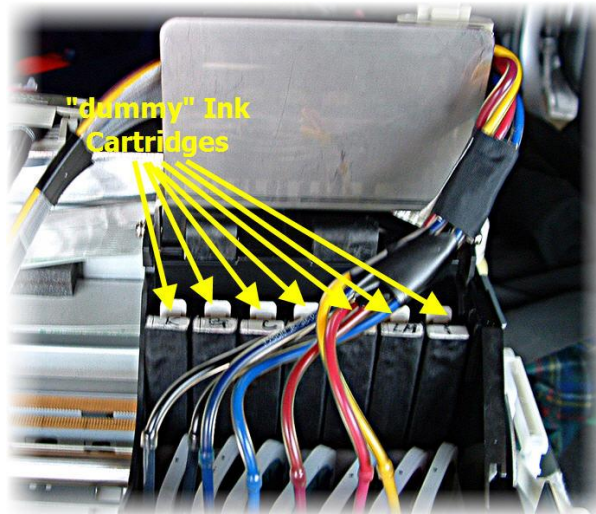
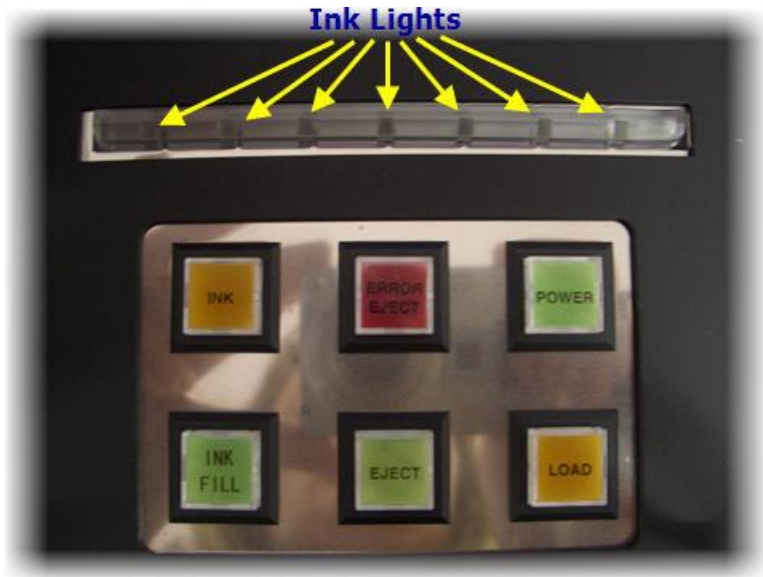
The INK FILL button charges the ink tubes & print head dampers with ink from the ink bottles. Press and hold the button to start filling, and release to stop filling.

Please Note: Please check the waste ink bottle regularly during the filling process. The filling process will push excess ink through to the waste ink bottle there is no automatic mechanism for registering that the waste ink bottle is full.

Please Note: Press and hold the Ink button for three seconds to initiate the head clean procedure after using the Ink Fill button.

Ink Lights (1-7)

As discussed previously, your DTG Kiosk™ is based upon the Epson 2100/2200 Stylus Photo desktop printer. This standard printer uses 16-20ml ink cartridges instead of the dampers and bulk ink system used in the DTG Kiosk™. The standard printer uses micro-chips on the ink cartridges to “count” ink drops that pass through the print head to determine when a particular cartridge is getting low on ink. The printer will then flash the corresponding Ink Light as a visual warning to the user. This function is embedded in the firmware of the printer and as such is a function that carries over to the DTG Kiosk™. Neither the Epson 2100/2200 printer nor the DTG Kiosk™ can tell how much ink is actually in the system.



Your DTG Kiosk™ will either have “dummy” ink cartridges (with the ink chips) positioned behind the dampers or it will have the ink chips on a small circuit board which is positioned underneath one of the black side covers of your printer. The ink chips in either case are “self-resetting” chips and should reset to read “full” when the printer is powered off and then on again.

If, however, you are printing a number of large prints in a run, the chips may start to read “low” (flashing Ink Light) or “empty” (solid Ink Light).

Individual Ink Lights flashing: Press the Ink Button briefly to move the Print Head into the “cartridge exchange” position, leave for 1 minute, and press the Ink Button to return the Print Head to the home position. This should re-set the Ink Chip to read “full” again. If this is not successful, follow the procedure below for solid Ink Lights.

Individual Ink Lights solid: Turn the printer off, and disconnect the mains power supply for 3-5 minutes. Turn the printer back on. If this does not erase the solid ink light, and you have the DTG Kiosk™ with the “dummy” ink cartridges, you can press the INK button to move the head to the cartridge exchange position and remove the corresponding dummy cartridge to gently clean the chip with a soft clean cloth. Return the dummy cartridge to its slot, press the INK button to return the Print Head to its home position. If the error continues, please call your local DTG Dealer’s Support Department.

Please Note: If all the lights start flashing quickly it means that there is an error in the printer's mechanism. Try the following to rectify the problem:

Turn off the printer, then open the printer cover and check the inside for anything that may be blocking the printer head. If it appears to be okay, try turning the printer on again. See also the Maintenance Section of this User Guide for cleaning of the Encoder Strip. Refer to the Troubleshooting section contained within this User Guide. If the error continues please call your local DTG Dealer's support department.

Please Note: If the lights flash alternately the printer may need adjustment.

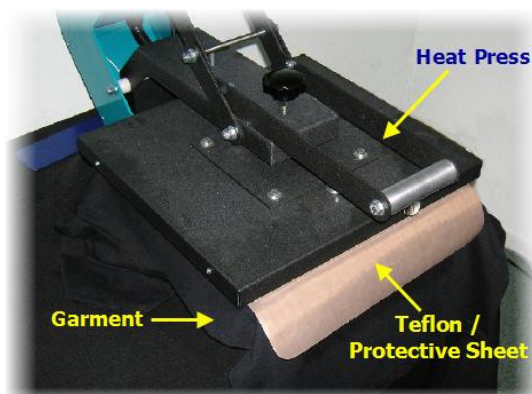
Try turning the printer off and on again to rectify the problem. Refer to the Troubleshooting section contained within this User Guide. If the error continues please call your local DTG Dealer's support department.

6.2 Basic Steps for Printing T-Shirts

1. **Turn the DTG Kiosk™ unit on**
Press the POWER button to turn the unit on.
2. **Prepare the garment to be printed**
Lint is one of the biggest enemies of the DTG Kiosk™. By shaking your garment (away from the printer) prior to use, you can remove some of the excess lint from the garment. Pressing the garment can also help to contain excess lint. If you desire, you can also use a lint roller on the garment to remove any loose lint from the garment. White or light colored garments that do not need white ink require no further preparation.

Dark fabric, and some colors require a pre treatment process. The pre treat / underbase forms a special receptive surface for the white ink to adhere to.

POOR PRE TREAT = POOR PRINT QUALITY.



To ensure a nice smooth surface for the pre treat application stage, press the garment first to remove any wrinkles. Make sure that the collar and sleeve section remain out side of the pressure area before pressing to avoid shiny patches from appearing.

Pour the pre treat / Underbase into the fluid container of your Wagner HVLP Spray Gun. Set your spray gun to deliver roughly 5ml of pretreatment (underbase) in three seconds for an XL T-shirt. For the Wagner HVLP Spray Gun this is accomplished by setting the adjustment screw three turns from maximum setting. Approximately 10ml -15ml of pre treat is recommended for coverage of a typical area of 14in x 17in (35.5cm X 43cm). Remember, more is not necessarily better; too much pre-treatment can negatively impact on the wash-fastness of the final print. Hold the spray gun about 12-14 inches (30 to 45cm) away from the garment while spraying. The garment can either be laid flat or hung vertically for the pre-treatment process.

POOR PRE TREAT = POOR PRINT QUALITY.

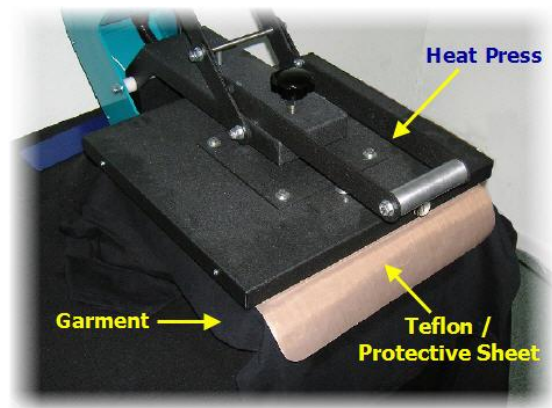


If you are printing only a small image on the garment, you can make a mask or stencil to place over the garment before spraying, so that only the required print area of the garment receives the pre-treatment. This will also save on pre-treatment.

When printing on lighter colored garments (light blues, light greens, yellows, etc.) diluting the pre-treatment with water is recommended. A 50/50 solution with water will prevent any discoloration of the lighter colored garments. The coverage should be the same (10-15ml for an area of 14in x 17in).

If you find that the resulting spray is a little uneven, you can wipe the sprayed area with a foam brush or sponge to spread the pre-treatment evenly.

Place on the heat press and cover with a Teflon or silicone sheet if your press does not have a non-stick surface. This is important as the pre treat / underbase is very sticky. If this is not available a sheet of baking or parchment paper (NOT WAXED PAPER) will suffice. Press the fabric at approximately 330-335° F (170°C) for 10 to 15 seconds with a pressure of round 10 psi. This causes the pre-treat to bond the flattened fabric fibers down and produces an optimized surface for ink jet printing. When the white ink comes into contact with the pre treat it causes a chemical reaction resulting in a rapid fixing of the ink.

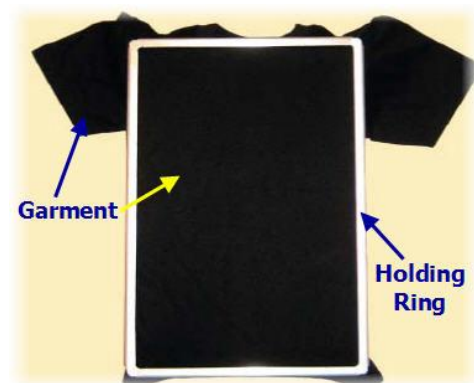


Excessive buildup of pre treat on the Teflon or silicone sheet used for ink curing will cause the ink to stick to the Teflon sheet. It is recommended that you use a separate sheet for curing prints. Clean the sheets regularly with soap and water.

It is a good idea to pre-treat all the garments for one job in a “batch”, and then move on to printing. Once a shirt is pre-treated it does not need to be printed immediately. This will make the production process smoother.

Light colored, cotton garments where you are not planning to print any white ink generally do not require any pre-treatment process.

3. Put the garment into the GARMENT HOLDER / PLATEN.



Place the garment on the GARMENT PLATEN. Put the metal HOLDING RING around garment and flatten out the printing surface. Any excess garment should be pushed into the space between the top and bottom of the Garment Platen. If you are printing on a garment that is very large or a made of a thick material like polar fleece, you can simply lay the garment on the Garment Platen without the holding ring and push any excess material into the space between the Garment Platen top and base.

4. **Put the Garment Holder in the PRINTING BED.**

The Garment Holder must lay flat in the Printing bed, so ensure the garment has no wrinkles and is flattened out to prevent problems with the printing process. Your Garment Holder is a little shorter than the inside length of the Printing Bed, so slide the Garment Holder back into the bed and leave a small gap at the front to make removal easier. It is recommended that you consistently align the “top” of the garment holder to the same location (relative to the ruler on the side of the bed) to make image placement easier.

5. **Position the garment in the PRINTING BED.**

The printed garment must sit just below the top of the Printing Bed side - use the HEIGHT CLEARANCE GUIDE for this. The Printing Bed height can be adjusted with the UP/DOWN knob on the front of Printing Bed. Set the Printing Bed so the garment is about 1.6mm below the Height Checking Jig. The printed image will appear out of focus if the garment is set too low or the Printing Bed is not level. Always make sure before you start printing that there are no wrinkles in the garment or seams sitting above the top of the sides of the Printing Bed.



Please Note: The Printing Head must not hit the garment or the Garment Holding Ring. If it lightly brushes the garment you will have to do a head cleaning before the next print. If it even lightly brushes against pre-treated fabric, the pre treat may seal the ink in the head, and you will need to immediately perform several head cleans - and potentially have to replace the Print Head with a new one. If it touches the Garment Holder you may have to do a head alignment. If the Print Head hits the Garment Holding Ring or even the garment itself with some force, you may have to replace the Print Head with a new one.

6. **Move the PRINTING BED / TRAY into the Unit.**

Press the **LOAD** button to make the printing bed move into the unit. If your DTG Kiosk™ is fitted with the laser sensor for media height sensing, the sensor will operate during the LOAD process to detect any part of the garment that may protrude above the sides of the Printing Bed. If a protruding garment or other foreign object cuts the sensor beam, the LOAD process will halt and the LOAD light will flash. Lower the height of the Printing Bed and / or smooth wrinkles in the garment and / or remove foreign objects before pressing the LOAD button to continue the LOAD process. If necessary, press the EJECT button so that you have full access to the loaded garment to ensure that nothing is sitting above the top of the sides of the Printing Bed (refer point 5. above) and re-check with the Media Height Checking Jig before continuing with the LOAD process.

7. **Print Your Image.**

Refer to the separate Quick Start guide and manual for your RIP software.

8. After Printing Has Finished.

After DTG Kiosk™ has finished printing, the Printing Bed will automatically eject from the unit.

9. Remove the GARMENT PLATEN.

Remove the Garment Platen by slipping your finger in the gap at the front of the metal holding ring and pull the front of the garment holder out of the bed. Carefully remove the holding ring and remove the garment from the holder. Your platens are shorter than the bed making it easy to stick your finger into the gap and bringing the Garment Platen out.

10. Checking PRINT QUALITY

Print quality is an extremely important component of the printing process. You can check the print quality by doing a Nozzle Check from the Utility / Maintenance menu of the Epson 2100/2200 driver (more information in the Maintenance section of this manual). Be aware that you will need to do a Head Cleaning:

- ❖ if any streaking appears in the print
- ❖ if small drops of ink get on the garment during a printing cycle
- ❖ if the unit has been sitting for a few days
- ❖ if the printing head brushes the garment

To have DTG Kiosk™ go through a head cleaning process, press the Ink button for four seconds. Severe head clogging may require you to do several head cleanings one after the other. You can perform a head cleaning while the unit is printing a job by simply holding down the **Ink** button for four seconds. You may have to clear lint from the bottom of the Print Head if you have printed a large quantity of garments with the setting so high that the printing head has brushed against the garments.

11. Removing INK SPOTS

Remove any ink spots with a standard Spot Removal Gun before the print is heat cured. It is almost impossible to remove spots, stains or smudges once the ink has been heat cured. Be careful NOT to spray the wet print with the Spot remover or you will remove some of your image.

12. HEAT CURE Your Finished Print

The final step is to heat cure your finished prints to completely set the ink. All prints should be cured either through a conveyor dryer or with a heat transfer press set at **330-335° F (170° C) for 90 seconds for a print with colored ink only or for 150-180 seconds for a print also with white ink**. To check the temperature of your heat drying unit use an infrared heat gun or other temperature checking device. If using a conveyor dryer, run the belt speed very slow and make sure the garment lays flat on the belt.

For non-white ink prints: If using a heat transfer press, set the pressure to fairly hard. You can bring the heat element down directly onto the print or you can place a piece of parchment paper or a Teflon pad over the print.

For white ink prints: If using a heat transfer press, set the pressure to light, so that the heat element rests on the print (this will allow steam from the drying ink to escape more easily. Be sure to use a Teflon or Silicon sheet (baking /parchment paper will suffice) over the garment if the heat transfer press does not have a non-stick surface.

As heat presses vary, you may have to use trial and error to perfect the curing process to ensure maximum binding of the ink pigments to the garment, without any heat damage to the garment.

13. WASHING Garments

Garments printed with the DTG Kiosk™ can be laundered as normal. It is a good idea to give your customer the following washing instructions:

**Turn the garment inside out before washing and drying,
use cold water only and a medium dryer temperature.**

6.3 Canceling a Print Job

On rare occasions you may find you cannot get your printer to print. Check the following to rectify the problem:

- ❖ Is the printer in the **LOAD** position when you send the print command?
- ❖ Does the printer think that it has run out of ink? - a red ink light will be flashing or solid if this is the case.
- ❖ Is there a problem with the file you are printing from?

It may be best to cancel the print job and start again. As with any inkjet printer, it is sometimes difficult to stop a print job with the DTG Kiosk once you have set it in motion. This may also require you to turn the printer off (leave off for 3-5 minutes) and turn it back on again to clear any data that may be in the printer buffer. You will also need to go into the print spooler on your computer and delete any pending print jobs.

7 General Care & Maintenance of your DTG Kiosk

While your DTG Kiosk is built with many standard components from the Epson 2100 / 2200 printer, uses the standard Epson 2100/2200 Windows printer driver, and shares the ease of use of a standard desktop printer, that's where the similarities end. Your Kiosk will be operating under what could be considered extreme conditions for a desktop printer - exposure to pretreatment sprays and lint from garments, and pushing out increased volumes of ink (when compared to standard "paper" printing). As such, it is important that you take a few minutes each day to properly maintain your DTG Kiosk - this will ensure that it remains in optimal condition.

7.1 Execute a Print Head Clean at the end of production

Execute a Print Head Clean at the end of your daily production. This can be done by either pressing & holding the INK button for 4 seconds or by accessing the Print Head Cleaning from the Utilities / Maintenance tab under Printing Preferences from your printer driver.

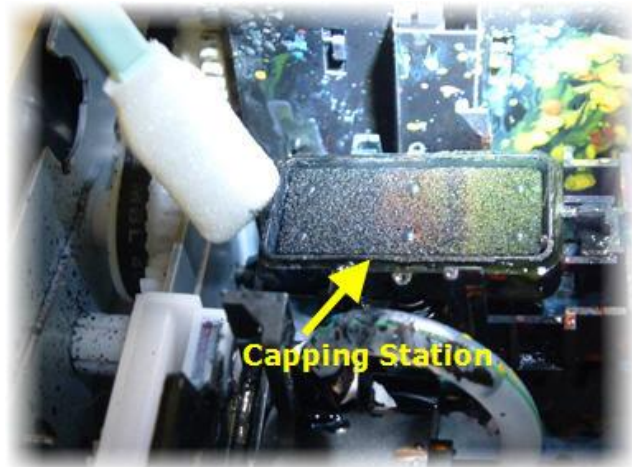
7.2 Turn the DTG Kiosk off each night

Some users fail to switch their Kiosk off each night in the belief that this practice will conserve ink (as the printer will often run an automatic head clean as part of the start up process, which does consume a small amount of ink). Switching your printer off via the Power button on the control panel of the printer actually seats the print head completely on the capping station, which will help prevent ink in the nozzles of the print head from drying out and clogging. If your nozzles clog, you will often need to run several head cleans to clear the clog(s) - thus consuming more ink anyway!

7.3 Moisten the print head when not in use

To further assist the capping station in keeping the print head moist, you can put a few drops of distilled water or cleaning solution on the pad in the capping station each night, and especially if you don't plan on using your Kiosk for a few days. This additional moisture will soften any ink build up and help ensure that your Kiosk prints at it's best each day.

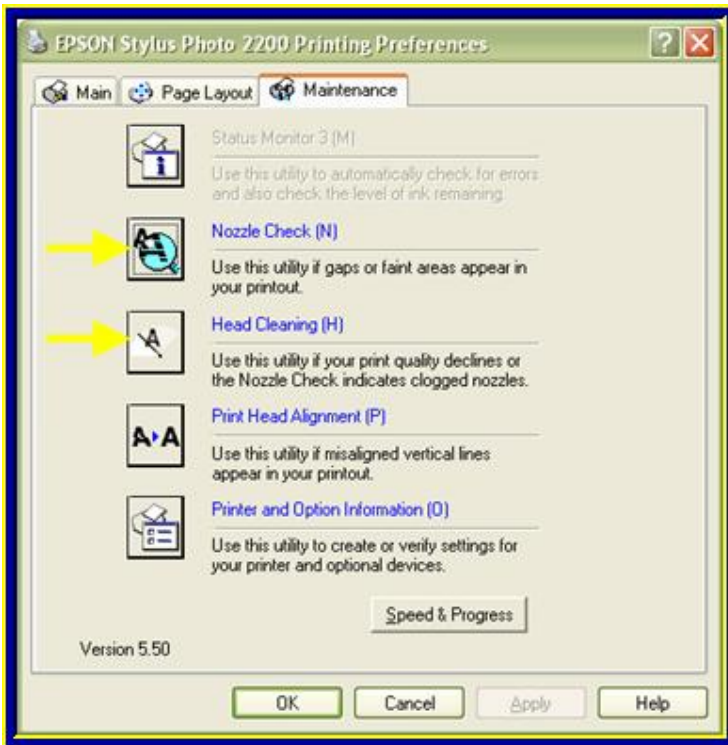
Make sure that the printer is switched off at the Power button on the control panel, wait 15 seconds or so, slide the print head to the center of the carriage, use an eye-dropper or syringe to deposit 2-3 drops of fluid on to the pad of the capping station (located at the right hand side of the carriage), and slide the print head back home over the capping station.



7.4 Run the Epson Head Cleaning and Nozzle Check utilities each day before starting production

Yes, we know that a head clean does consume a small amount of ink - but compare this very tiny cost to the cost of an un-saleable garment (because of a poor quality print)!. Use the Head Clean option from the Utility / Maintenance tab of the Printing Preferences dialog of the printer driver for your DTG Kiosk, and then run the Nozzle Check function to print a nozzle check pattern. This will identify very quickly whether there are blocked nozzles in your print head - which in most cases will be cleared very quickly by following through with

the Head Clean / Nozzle Check cycle that you have already started.



Go to the bottom right corner of the Task Bar on your computer and Right-Click the Printer Icon. Then select Head Cleaning. If there is no printer icon on the Task Bar, go to the Start button on the bottom left of your computer, choose Settings, then Printers & Faxes. Right click over the Epson 2100/2200, select Printing Preferences and then click on the Utility/Maintenance tab.

Perform a Nozzle Check when both the POWER light and the INK lights stop flashing. Lay some clear transparency or clear packing tape on top of the GARMENT HOLDER butting up against the front right corner of the Printing Bed. Then click

Print Nozzle Check Pattern in the Utility/Maintenance dialog box and follow the on-screen prompts.

After the Nozzle Check Pattern has finished printing, check to see if there are any gaps in the printed lines. If there are no gaps or lines in the Nozzle Check Pattern, click Finish. If there are gaps or lines, click on the Clean button to clean the heads again. If you have badly clogged Print Heads you can do the Head Cleaning process many times, this should eventually clear the clogged Heads. Your other option is to turn off the printer and leave it overnight to let the ink soften, and then do the head cleaning again the next day.

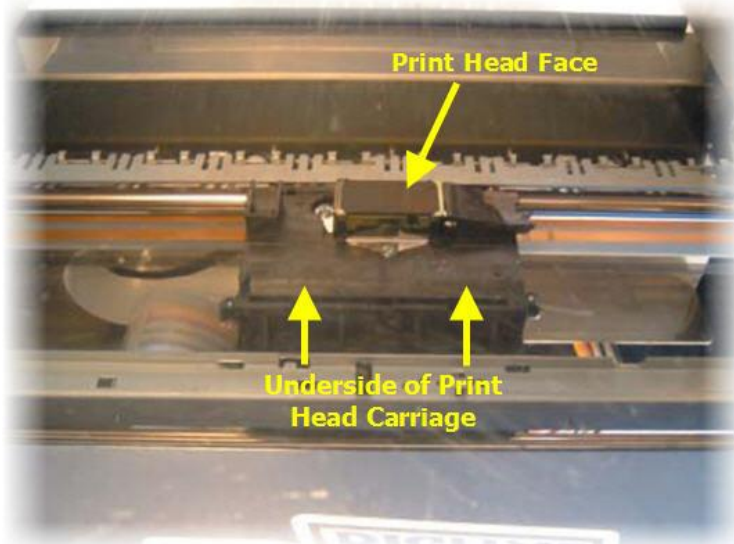
NOTE: if you cycle between the Head Cleaning and Nozzle Check utilities, each Head Cleaning will increase in “strength” to a maximum cycle of 4 cleanings.

TIP: if you are printing with white ink, print your nozzle check patterns on clear transparency film - e.g. Overhead transparency sheets or the transparency films used in the screen making process - you can actually see the white ink! You can also use a strip of clear packing tape instead of transparency at the top edge of the printer bed.

7.5 Manually wipe the Areas Around the Print Head Face

Use some clean soft lint free cloth or fine foam moistened with distilled water or cleaning solution to gently wipe the areas around the Print Head Face to remove any lint / ink build up not cleared by the printer's own head cleaning process. Keeping your Print Head clear of ink & lint build up will assist in preventing ink dripping on your garment during printing.

Turn the printer off at the Power button on the control panel, wait 15 seconds or so before manually sliding the Print Head to the center of the carriage. This will give you easier access to the face of the Print Head. Do not "wipe" the print head face, "dab" it to remove any



Reflected View of Underside of Print Head Carriage

build-up. Be sure to slide the Print Head back to its home position on the Capping Station when you are done. Do NOT re-use the foam pads / cloth - you don't want to be wiping old ink back over the Print Head surface.

TIP: remove any garment holders from the print bed and use the bottom of the print bed as a mirror to see the reflection of the print head (use flashlight if necessary) - this is much easier than trying to look up from underneath the print carriage area!

7.6 Keep the capping station and wiper blade free of ink build-up

The Capping Station and Wiper Blade both play a critical role in cleaning the Print Head and preventing ink clogging in the Print Head. It is therefore very important that both of these components be kept in good working order. The biggest challenge to keeping these components performing at their best is the ink itself. Over time, excess ink can build up and harden on and around the Wiper Blade & Capping Station.

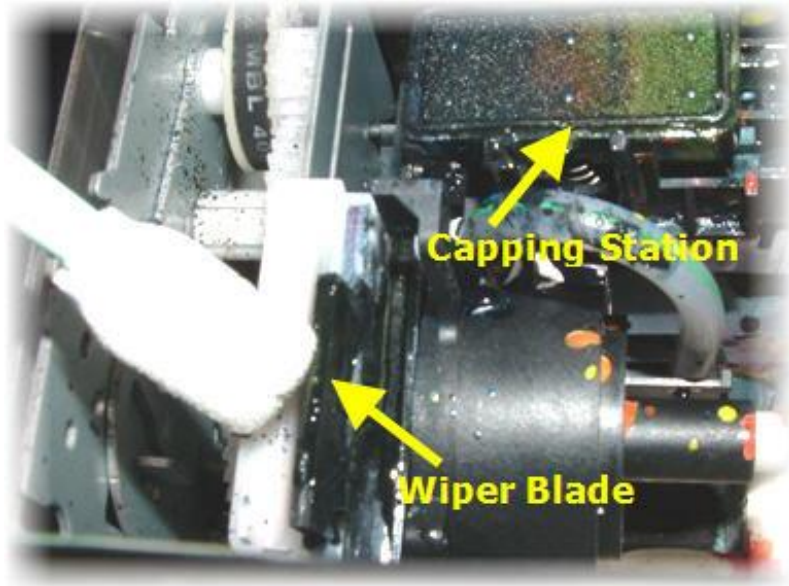
The Wiper Blade acts like a car windshield wiper in wiping ink off the print head. If the Wiper Blade itself has hardened ink on it, then it is unlikely to work very well in cleaning the Print Head. Similarly, if the outer edges of the Capping Station have dried ink build up on them, this can prevent a good seal around the Print Head when it is in its "home" position, thus allowing air to get in and potentially dry any ink in the Print Head Nozzles.

Using a foam tip applicator dipped in cleaning / flushing solution (available from your DTG dealer), wipe the excess ink away from the Wiper Blade. Also clean the drain slot to the immediate left of the Wiper Blade.

Using a foam tip applicator moistened with cleaning solution, firmly clean around the rubber lip of the cap in the capping station. Do not apply excess force as you may knock the capping station from the springs that support it.

Ensure that there are no hairs or fibers lying over the cap as these will prevent the capping station from functioning correctly.

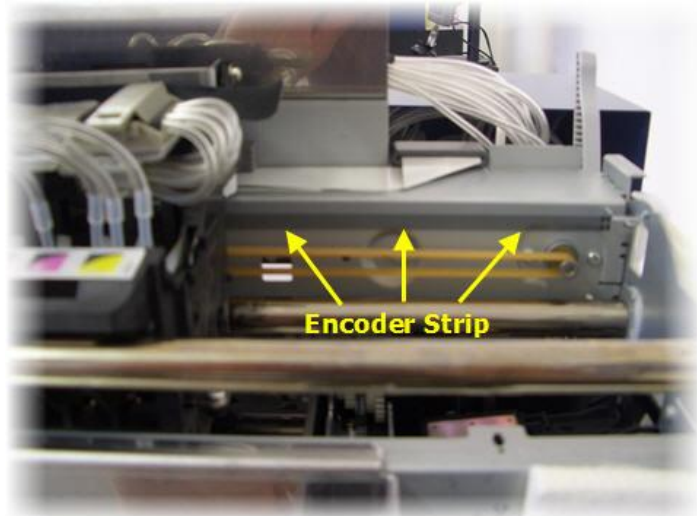
You may need to remove the top blue cover of your printer to give you easier access to these areas - please ensure that you replace the cover as soon as possible after completing your maintenance tasks.



7.7 Clean the Encoder Strip

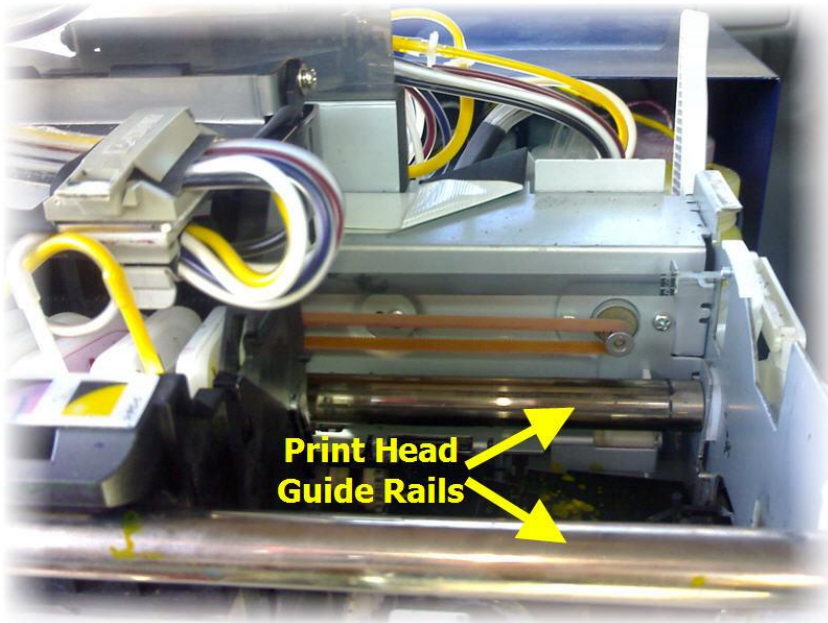
The Encoder Strip is the thin plastic strip that runs behind the Print Head for the length of the carriage area. It looks to be clear or at least slightly grey in color, but is in fact clear with hundreds of fine vertical marks on it. There is a sensor that sits behind the Print Head carriage that “reads” these vertical marks so that the Print Head knows exactly where to spray the ink. You can understand that if this strip gets dirty, the sensor will be unable to read these marks properly and your printer is likely to get “confused”. Lint from your garments, ink overspray, and even airborne pre-treatment spray can all contribute to a grime build-up on the Encoder Strip, and it is important that you clean this strip at least weekly, even daily if you have a high daily production volume:

Ensure the printer is turned off. Using a soft clean cloth, or a sponge tip applicator, moistened with distilled or purified water, cleaning solution, or Isopropyl Alcohol (NOT rubbing alcohol), GENTLY rub both faces of the encoder strip - be certain to clean from the control panel side away from you as the far side of the Encoder Strip is held by a spring that can be stretched if the Encoder Strip is “pulled”. If the cloth or applicator gets dirty, discard it and use a clean one. Move the print head to the left so that you can clean the entire length of the encoder strip. Allow the encoder strip to dry thoroughly before using the printer again.



7.8 Clean & Lubricate the Print Head Guide Rails

Inspect the Print Head Guide Rails regularly & remove any dust & grime build up with a soft dry cloth.



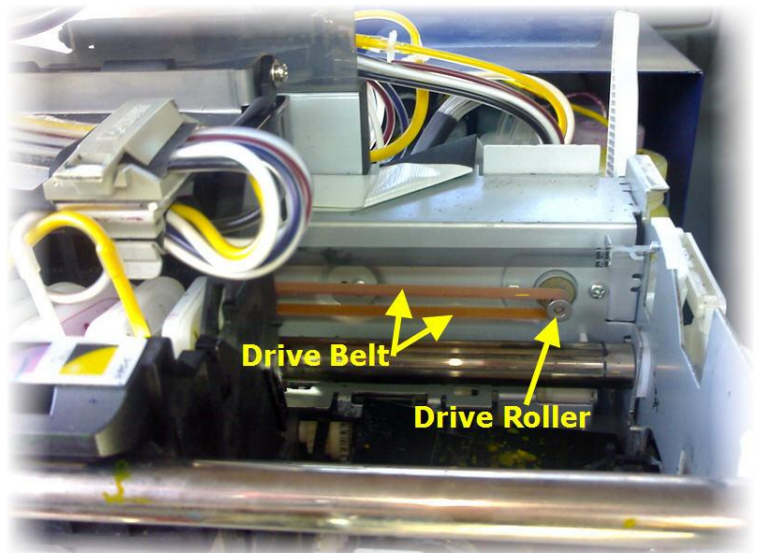
Every few weeks, place a drop of light machine oil on each guide rail to keep the Print Head moving freely. Too much oil will collect dust & grime, please use the oil sparingly.

7.9 Clean the Drive Roller and Belt

The Drive Belt & Roller can collect a build up of pre-treatment, dust & lint in their “teeth”. An excessive build up can cause the Print Head to “skip” during printing.

Use a small brush or mini-vacuum cleaner to clean the teeth of the Drive Belt and the Drive Roller. You may also need to use a small sharp object and/or a small pair of tweezers to remove stubborn build up. This should be done monthly, or more frequently if your DTG Kiosk™ produces high volumes of output.

Take care not to touch the encoder strip during the cleaning process as it can be easily damaged, and attempt to “capture” any debris removed from the Drive Belt so that it does not contaminate other working components of the printer.



7.10 Environmental Conditions

It is important to maintain consistent environmental conditions so that your DTG Kiosk can run at it's best. Inkjet printers like humidity levels of 40 - 70%. They do not like extremes in temperature, so it is best to operate your DTG Kiosk in an air conditioned environment - but not such that fans are blowing directly across the printer (and therefore the print head which may dry the ink in the print head itself). As the ink needs to be stored no less than 41°F (5°C) and no more than 86°F (30°C) this is also the recommended operating & storage temperature range for your DTG Kiosk™.

Dust is also an enemy of the DTG Kiosk (and in fact any ink-jet printer). The working environment should be relatively dust-free.

7.11 Clean your DTG Kiosk™

Lint, dust and pre-treatment overspray can build up and interfere with not only the “internal” workings of the printer, but also the operation of the printer bed. Turn the printer off and clean all accessible surfaces of the printer with glass cleaner and a soft cloth (do not spray the cleaner directly onto the printer, rather onto the cloth) to remove dust & grime build up. Move the Printer Bed to its extreme Load and Eject positions to enable access to the areas underneath the Printer Bed. Clean inside the Printer Bed, raising and lowering the adjustable bed base to enable access to the internal walls of the Printer Bed.

7.12 Cover your DTG Kiosk™

We recommend that you cover your DTG Kiosk when it is not in use - use a small (clean) tarpaulin or similar to help prevent dust from entering the carriage area of the printer and to help prevent the print head from drying out.

7.13 Avoid White Ink Separation

As explained earlier in this User Guide, by it's very nature, white ink (of any brand) is prone to “separation”, i.e. the separation of the pigment (the bits that give the white ink it's opacity) from the binder (the bits that bind the pigment to your garments). If you do not print from your printer every day, you should at least turn it on and execute a head clean on a daily basis (press & hold INK button for 4 seconds) to keep the ink moving through the system. It is recommended that you also run a white ink print from your printer each day.

You must also “swish” the white ink bulk bottles (at the rear of the printer) thoroughly on a daily basis, and shake any white ink bottles that you have in stock in order to maximize the shelf life of the white ink.

After several days of non-use, you may find that the white ink has separated to the point that when you print the white underbase of your first print, it comes out very translucent. You can either “print” this out by printing a large white square, or run 3-4 head cleanings from the Utilities / Maintenance tab under Printing Preferences from the printer driver.

7.14 Ink Levels

It is recommended that you keep your ink bottles (particularly the white ink) ½ to ¾ full at all times. This will help to ensure consistent ink delivery to the Print Head.

7.15 Pre-Treat garments away from the printer

The pre-treatment for printing of white ink is very sticky, and airborne particles of the spray can very easily find their way into, and clog up the moving parts of your DTG Kiosk.

For this reason, we recommend that you spray the white ink pre-treatment to your garments in a separate room, or at the very least, make up a “spray booth” to contain the spray so that it does not contaminate the printer. The spray station should be at least 16 feet (5 meters) away from the DTG Kiosk™, with forced extraction of the pre treat vapors.

7.16 Decline in Print Quality

If the quality of your printed images declines, either with dots or lines missing, or you have an unexpectedly light print, you may need to clean the print head to unclog the ink nozzles. Letting any of the ink bottles run dry or leaving the printer sitting without use for a few days may also dry out the ink nozzles.

Cleaning the Print Head is an easy process. All you need to do is hold down the **INK** button on the Control Panel of the Printer for **FOUR SECONDS** or go to the Epson 2100/2200 Printer Driver on your computer and select the **Utility / Maintenance** tab. This will give you slightly more control over the cleaning process.

Refer to Section 7.4 above for further details.

Please Note: Never turn off the printer while the power light is flashing as this may damage the printer.

Please Note: It is possible to do a head cleaning at any time even when the printer is printing. Printing will stop while it cleans the heads and resume where it stopped when cleaning is finished.

Please Note: It is recommended that you do a head cleaning if you see any drops of ink on the garments you are printing or if the Print Head comes in contact with the garment - the cleaning process will also clean the bottom of the Print Head.

7.17 Aligning the Print Head

If you notice any vertical or misaligned lines on your prints, or banding of any kind, you will need to do a Print Head Alignment. There are several ways in which the Print Head may become mis-aligned - it could simply be through normal use, or if the Print Head hits a garment or the metal Holding Ring during printing, or during transportation of the unit. If the Print Head has hit hard on a garment, on the Metal Holding Ring or any other hard surface it may be permanently damaged or misaligned and will need to be replaced.

In order to best align the print heads, you must firstly make sure that you have a “clean” Print Head - a good Nozzle Check Pattern is a good indication of this (see Section 7.4 above).

Follow the directions below to carry out a basic Print Head Alignment:

- ❖ Turn the printer ON.
- ❖ Place an 8 ½” x 11” size sheet of paper on top of the Garment Holder so that it butts up to the front right corner of the printing bed / tray. You may have to tape the paper into place if it curls as it needs to be flat.
- ❖ Go to Start -> Settings -> Control Panel -> Printers and Faxes. Click on the Epson 2100/2200, select the Utility/Maintenance tab and Print Head Alignment.

-
- ❖ Follow the instructions in the prompt window.
 - ❖ Once the test page has been printed select the pattern with the two vertical lines that are accurately on top of each other. A magnifying glass will make it easier for you to select these lines.
 - ❖ Select the pattern from each set of rows 1 and 2. Then enter the number of the best pattern for each set and click Next. If no set of vertical lines is accurately aligned, select the set that is closest, enter the number of this set, and click the Realignment button - repeat steps 3 - 5 as necessary.
 - ❖ Follow the steps on the screen to print the next test page.
 - ❖ Once the test page has printed out choose the set with the least banding (gap or overlap) between the two rectangles.
 - ❖ If pattern 4 has the least noticeable banding, click Next. If there was another pattern that was better, enter that number and click on Realignment to print out another test page and repeat the process.
 - ❖ Because the DTG Kiosk™ with White Ink does not have the Epson expected range of seven ink colors, it will be pointless to proceed with the color alignment test page. Click Cancel

7.18 Waste Pad Replacement and Waste Ink Bottle Maintenance

During the Head Cleaning process your DTG Kiosk™ forces ink through the print head. This excess ink goes into a holding bottle called the **Waste Ink Bottle**, accessible through the door on the right front side of the printer below the control panel. Check this bottle regularly, and empty it when it is getting full or before an ink flush or ink fill procedure. Remember you must comply with local regulations in disposing of its contents.

Occasionally your printer might decide you have used enough ink to have filled the entire Waste Ink Bottle, even though it may be empty. If your printer thinks you have done about 10,000 to 15,000 “pages” it will feel it is time to empty the excess ink that should have accumulated here. At this point all of the ink lights will blink without an obvious way to reset the counters and you will not be able to run the printer until you empty the Waste Ink Bottle and re-set the Ink Counter in the printer.

7.19 Resetting the Waste Ink Counter

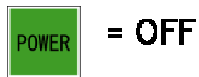
The latest model of the DTG Kiosk™ includes an easily accessible switch located in the Waste Ink Bottle compartment to assist with the Waste Ink Counter reset procedure:

If your printer does not have this switch, please refer to Section 7.20 below for an alternative Waste Ink Counter reset procedure.

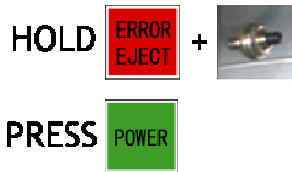


To reset the Waste Ink Counter using this switch (let's call it the Waste Ink Reset Switch), please follow this procedure:

- ❖ Ensure that the printer is in the Loaded position (press LOAD)
- ❖ Turn the Power off at the control panel of the printer, leave the printer connected to mains power

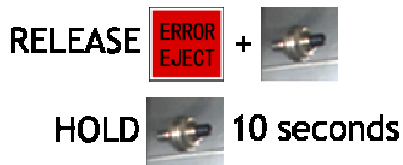


- ❖ Press and hold the Error Eject and Reset Switch, and while holding them, turn on the power.



The Error Eject Light and seven ink lights will start to flash.

- ❖ Release the Error Eject button and Reset Switch, and then quickly press & hold only the Reset Switch again for over 10 seconds.



The Error Eject Light, Power Light and seven Ink lights will turn on for two seconds.

-
- ❖ Once the printer starts going through it's normal initialization sequence, you can release the Reset Switch

RELEASE 

The Waste Ink Counter has now been reset.

7.20 Resetting Ink Counter (Without Reset Switch)

First- SWITCH OFF THE PRINTER AND REMOVE THE POWER CABLE.

Now that you have SWITCHED OFF THE PRINTER AND REMOVED THE POWER CABLE, remove the top blue printer cover (top case part). The Kiosk top case part is held in place by three black screws. Two screws are located on the front of the Kiosk and the third screw is located at the left rear of the top case part. Once all three screws have been removed the case part can be gently lifted up and off the Kiosk frame. The right side case part (black side cover, control panel side) also needs to be removed, and is held in place by six small black screws and the two printer tray / bed holding bracket screws.

Ensure that the waste ink bottle door is closed properly.

Remove the eight screws then carefully lift the case part up and off the printer. Be careful to maneuver the case part away from the waste ink tank door.

Once these covers have been removed the control panel frame will be clearly visible at the front right side of the printer. Underneath this control panel are three special function buttons. We will need to press two of these in a special combination to perform the reset.

They are located directly underneath the position marked with a yellow circle:



You may now plug the power cable back into the printer. DO NOT SWITCH THE PRINTER ON just yet.

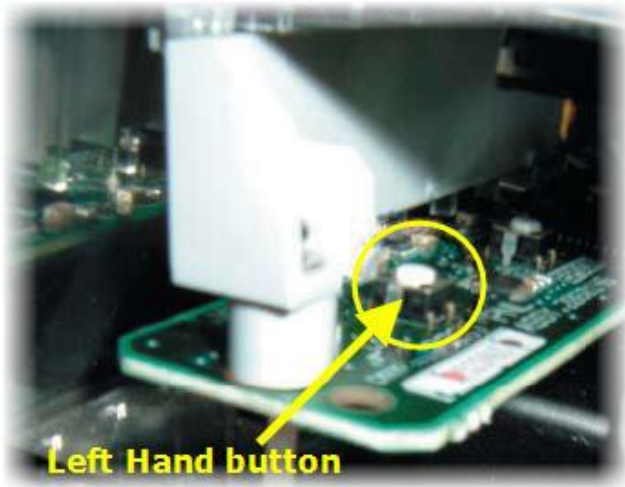
This next step may require an extra hand as we need to hold both the left hand button and the right hand button down at the same time, and then press the power button - all at the same time. The right hand button is just visible through the gap between the plastic lens holder and the metal control panel frame.

We will need to press this button down at the same time as the left hand button.

Using the end of a foam swab or other flexible PLASTIC rod press the right hand button down until it clicks.

NOTE: the right hand button is directly to the left of the white plastic fitting and is not easily visible, do not confuse it with the centre button that is more clearly visible and accessible.



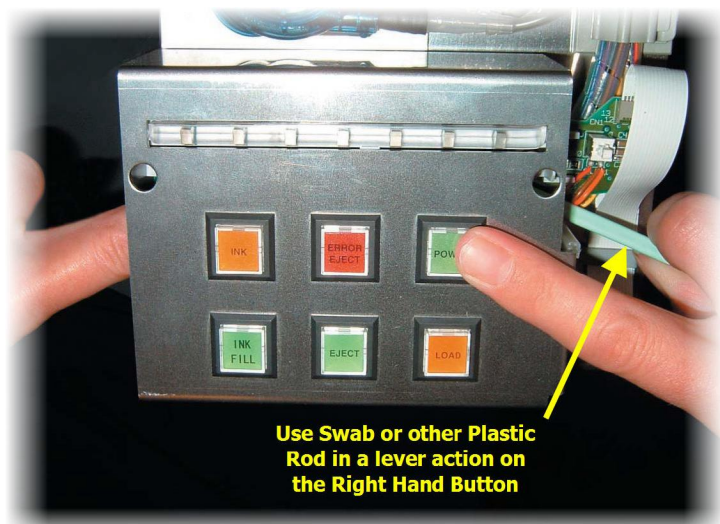


The left hand button is clearly visible through the gap between the plastic lens holder and the upper metal keyboard frame.

We will need to press this button down at the same time as the right hand button

The picture to the right shows how to correctly access all of the required buttons when only one person is available. The right index finger is used to press the power button, the swab is pressed onto the right button and the index finger of the left hand is used to press the left button.

Press the left hand button and the right hand buttons down at the same time and hold them down, while still holding them down press the power button on.



Release the power button and continue to hold the left and right buttons down. The ink lights will flash once and then the Error Eject and Load button will flash twice. This pattern will repeat several times. After the ink lights have flashed two or three times release both the right button and the left button. Let the ink lights flash once and then press down and hold the left hand button only. Hold this button down until the Ink lights, Error Eject and Load lights all come on. This will be after about ten or so flashes of the ink lights.

At this point the lights will go off and the load button will begin flashing and the head will begin to move to the left hand side of the printer.

Release the left button.

Please Note: Please call your DTG Dealer's Support Department if you have ANY problems at all in carrying out this procedure and they will walk you through the process.

7.21 Replacing Waste Ink Pad

On the left inside shelf of the printing unit there is a small ink pad that the Print Head occasionally dumps a small amount of ink on. The ink may build up on this pad, forming small mounds of dried ink. Please monitor this regularly & scrape off excess ink so that it does not build up to the point where the Print Head will rub over it. If the pad becomes too messy, you can pry it out and turn it over. Your DTG Kiosk package included a small replacement pad to be used when the pad becomes full of ink. When ready to be replaced, just pry the old pad out and press the new pad in place.

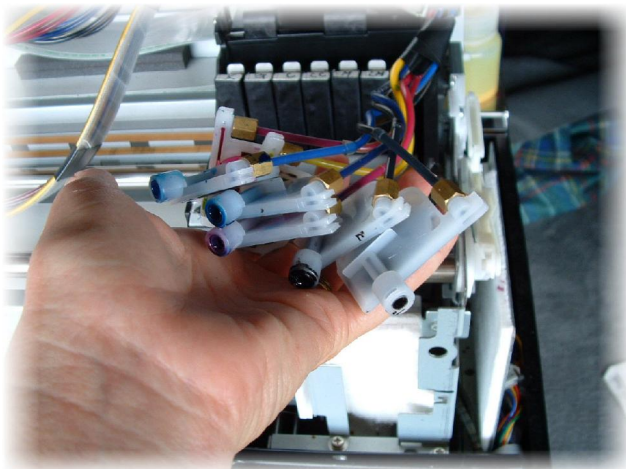
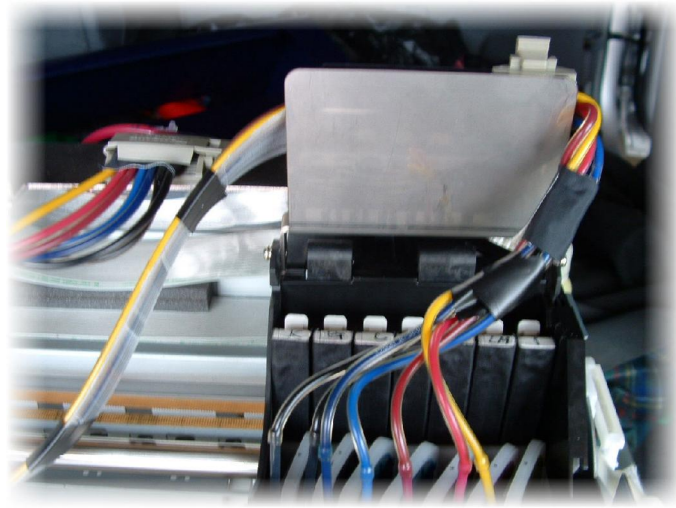
7.22 Removing & Replacing Dampers

The Dampers have a critical two-fold function within your DTG Kiosk™ : they act as a “settling tank” for the ink to stabilize the ink flow to the print head, and also offer another level of filtration of the ink before the ink reaches the Print Head.

Dampers are a consumable, non-warranty item and you should expect to have to replace them at least every six months, and more frequently during periods of high production.

If you are replacing one or more of the Ink Dampers, the procedure is very straight forward:

- ❖ You may need to remove the top blue printer cover - by unscrewing the three Phillips Head screws holding the cover to the main body of the printer, and then lifting the cover up and off - to allow easier access to the dampers.
- ❖ Turn all of the ink valves (located at the rear of the printer) to the “closed” position:
- ❖ Raise the Printer Head Carriage Cover to give further access to the dampers (there may be black tape holding the Cover down on to the Head Carriage, this can be removed):
- ❖ Remove the dampers one by one by firmly (but carefully) lifting them straight up and off the Ink “nipples” on which they sit. You only need to remove as many as you are replacing.



- ❖ Unscrew the brass nut which attaches the ink tube to the damper - please be careful as there is a very small black rubber o-ring which sits around the ink tube within the brass nut and you do not want to loose this.
- ❖ Discard the old damper, and attach a new damper by firstly pushing the ink tube “home” into the screw fitting on the damper, then carefully screwing the brass nut down and over the screw fitting.

Repeat as necessary for each of the dampers you are replacing.

- ❖ Press each damper firmly in a downward direction back on to their corresponding Ink Nipple. You will need to angle the front of each damper slightly to the left (or right) to achieve correct positioning & fit.
- ❖ Lower the Print Head Carriage Cover
- ❖ Replace the printer cover (if it was removed)
- ❖ Turn the valves at the rear of the printer to the “open” or “on” position.
- ❖ Power the printer on.
- ❖ Press the Ink Fill button for a few seconds until you see ink flowing into the new dampers.
- ❖ Press and hold the Ink button for 3-4 seconds to start a head clean routine (this also closes the Ink Fill valves properly).
- ❖ Run nozzle checks and head alignments until you are satisfied with the results.

7.23 If Printer is Not Used for Some Time

If the printer is to be left idle for a long period of time (1 - 2 weeks), then you should flush the system with flushing solution - please see the section on “transporting your printer” for instructions on flushing the system of ink. **Do not** leave ink in the system unused for a long period of time.

7.24 Print Head Replacement

If the Print Head hits against the metal Holding Ring or is damaged in some other way, you will probably have to replace it. You will know that it is permanently damaged when you do a Print Alignment and you can't get the head to print in alignment after numerous attempts. It is quite a simple process to replace the Print Head and it will take you less than 30 minutes. Replacement Heads are available from your DTG Dealer. Refer to the print head replacement section of your training DVD for removal and replacement instructions. It would be advisable to keep a replacement Head in stock if you cannot afford for your DTG Kiosk to be out of action for a few days.

8 Trouble-shooting

8.1 Control Panel Light Indicators

Symptom	Possible Causes	Remedies	Prevention
Individual Ink Lights Flashing	<ul style="list-style-type: none"> ❖ Printer “thinks” it’s nearly out of ink for corresponding ink color 	<ul style="list-style-type: none"> ❖ Press INK button (head moves to “cartridge exchange” position) leave for 30 seconds, press INK button again to return head to home position ❖ Turn printer off, disconnect mains power for 1-2 minutes before reconnecting. You will need to cancel any print jobs still processing. 	<ul style="list-style-type: none"> ❖ During large print runs of large prints (particularly where there is a large area of white underbase), turn the printer off regularly (e.g. after every 10 shirts) to reset the ink counter. ❖ Refer to section 6.1 for further information
Individual Ink Lights Solid	<ul style="list-style-type: none"> ❖ Printer “thinks” it’s out of ink for corresponding ink color ❖ Poor contact on Ink Chip (dummy Ink Cartridges only) 	<ul style="list-style-type: none"> ❖ Turn printer off, disconnect mains power for 1-2 minutes before reconnecting. You will need to cancel any print jobs still processing. ❖ Remove the dummy Ink cartridge and clean the Chip on the dummy Ink Cartridge (use an eraser) ❖ Re-establish contact of the Chip (on the dummy Ink Cartridge with the gold prongs which are inside the Print Head Carriage 	<ul style="list-style-type: none"> ❖ During large print runs of large prints (particularly where there is a large area of white underbase), turn the printer off regularly (e.g. after every 10 shirts) to reset the ink counter. ❖ Refer to section 6.1 for further information

Symptom	Possible Causes	Remedies	Prevention
All Ink Lights flashing in a pattern / sequence	❖ Printer is executing a Print Head Clean	❖ Wait until Ink Lights have stopped flashing in pattern	❖ n/a
All Ink Lights flashing alternatively with the Error Eject Light	❖ Waste Ink (Maintenance) Counter has reached “full”	❖ Reset the Waste Ink Counter (as per Section 7.19)	❖ n/a
All Ink Lights flashing in sync with the Error Eject Light	<ul style="list-style-type: none"> ❖ Print Head carriage movement blocked or interrupted by foreign object ❖ Dirty encoder strip ❖ Printer Bed movement blocked or interrupted by foreign object 	<ul style="list-style-type: none"> ❖ Remove foreign object from Print Head Carriage or Printer Bed paths ❖ Clean the Encoder Strip (Section 7.7) ❖ Turn printer off, disconnect mains power and USB interface cables, cancel print job from RIP & Windows print queues. 	<ul style="list-style-type: none"> ❖ Keep Print Head Carriage & Printer Bed paths clear at all times ❖ Undertake regular Printer Care & Maintenance as per Section 7
Power Light flashing slowly	❖ Printer is “busy”	❖ Wait for current job to finish (printer initialization, head cleaning, printing, “cartridge exchange”)	❖ n/a
Load Light flashing (Printing Bed LOAD halted)	❖ Optional Laser Sensor for media height checking has been “tripped” by part of the garment or other foreign object	❖ Lower the height of the Printing Bed and / or smooth wrinkles in the garment and / or remove foreign objects before pressing the LOAD button to continue the LOAD process. If necessary, press the EJECT button so that you have full access to the loaded garment to ensure that nothing is sitting above the top of the sides of the Printing Bed (refer point 5. above) and re-check with the Media Height Checking Jig.	❖ The printed garment must sit just below the top of the Printing Bed sides - use the MEDIA HEIGHT CHECKING JIG for this. The Printing Bed height can be adjusted with the UP/DOWN knob on the front of Printing Bed. Refer Section 6.2, point 5 for full details.

8.2 Problems during Printing

Symptom	Possible Causes	Remedies	Prevention
Nothing happens when you send a print job from the computer	<ul style="list-style-type: none"> ❖ Printer not powered on ❖ Printer not connected to the computer via USB cable ❖ Printer not ready ❖ Error with RIP program 	<ul style="list-style-type: none"> ❖ Ensure the printer is turned on, and that the Power and Load lights are both solid ❖ Ensure that the USB cable is connected securely ❖ Ensure that none of the Ink Lights is flashing or solid (refer to symptoms above) 	<ul style="list-style-type: none"> ❖ See Remedies
Nothing happens when you send a print job from the computer	<ul style="list-style-type: none"> ❖ Printer not powered on ❖ Printer not connected to the computer via USB cable ❖ Printer not ready ❖ Error with RIP program 	<ul style="list-style-type: none"> ❖ Ensure the printer is turned on, and that the Power and Load lights are both solid ❖ Ensure that the USB cable is connected securely ❖ Ensure that none of the Ink Lights is flashing or solid (refer to symptoms above) 	<ul style="list-style-type: none"> ❖ See Remedies
Printer stops in the middle of a print	<ul style="list-style-type: none"> ❖ Communication issues between computer / printer ❖ Corrupt print data ❖ Individual Ink Lights solid (see above) 	<ul style="list-style-type: none"> ❖ Remove other USB devices from computer USB ports ❖ Replace USB cable ❖ Try another image file ❖ Uninstall & re-install printer driver 	<ul style="list-style-type: none"> ❖ Do not overload USB ports on your computer ❖ Good quality, short (no more than 3mtr) USB cable

Symptom	Possible Causes	Remedies	Prevention
Print jobs take a long time to print	<ul style="list-style-type: none"> ❖ Excessively large image file ❖ Large spool file created by Corel 	<ul style="list-style-type: none"> ❖ Flatten layers in your image file ❖ Reduce the resolution in your image file (200-300dpi is adequate for printing to t-shirts) ❖ Try to print from another application (Adobe Illustrator or Photoshop, Acrobat Reader etc.) ❖ Download latest service package for your Corel design software (from the Corel website) 	<ul style="list-style-type: none"> ❖ Keep the image file sizes and resolutions small where possible.
Images print “out of registration” between white & color layers	<ul style="list-style-type: none"> ❖ Dirty Encoder Strip ❖ Dirty Encoder Sensor (behind the Print Head Carriage) ❖ Drive Belt and/or Roller have a build up of lint / dirt causing the Drive Belt to slip ❖ Encoder Wheel / Sensor (under LHS side cover - opposite side to Control Panel) have been knocked out of position 	<ul style="list-style-type: none"> ❖ Clean the Encoder strip (Section 7.7) ❖ Clean the Drive Belt & Driver roller (Section 7.9) ❖ Check the connections & positioning of the Encoder Wheel / Sensor - contact your DTG Dealer for help 	<ul style="list-style-type: none"> ❖ Undertake regular Printer Care & Maintenance as per Section 7 ❖ Take care not to forcibly “bump” the machine during operation or transportation

Symptom	Possible Causes	Remedies	Prevention
<p>Cannot achieve a “good” Nozzle Check test, despite several Head Cleanings</p>	<ul style="list-style-type: none"> ❖ Nozzles in the Print Head are blocked with dried ink ❖ Air in the Print Head / Dampers / Ink lines ❖ Ink levels in Ink Bottles too low ❖ Damaged or poorly seated damper(s) ❖ Valves not positioned correctly to the “on” position ❖ Breather holes on bottles blocked or partially blocked 	<ul style="list-style-type: none"> ❖ Check Valve positioning (Section 3.4) ❖ Inspect Ink Bottle tops & ensure the breather holes are clean & free of ink build up ❖ Fill Ink Bottles to between 50% and 75% ❖ Clean Wiper Blade & Capping Assembly (Section 7.6) ❖ Ensure Dampers are seated correctly on the Print Head (see Section 7.22) ❖ Inspect Dampers for damage, replace where necessary ❖ Check Damper connection to the Ink Tube - ensure small black o-ring is fixed on the Ink Tube, that the Ink tube is pushed “home” into the damper, and that the brass connecting nut is firmly finger fastened on the Damper ❖ Leave a few drops of distilled water or flushing / cleaning solution in the capping station for a few hours or overnight to soften any dried ink (Section 7.3). Also drop a drop or two of cleaning solution on each of the “nipples” on top of the print head (gently pull Damper up and off Print Head, deposit fluid with eye-dropper, return damper). 	<ul style="list-style-type: none"> ❖ Undertake regular Printer Care & Maintenance as per Section 7 ❖ Take extra care when working with the Dampers and / or Print Head area. Dampers are quite fragile and can be easily damaged, as can the “nipples” or “spikes” that the Dampers sit on, on top of the Print Head ❖ Do not over “swirl” the inks or transport the printer with inks in the Ink Bottles such that ink can splash into, and block, the breather holes in the top of the Ink Bottles

Symptom	Possible Causes	Remedies	Prevention
Images print with large bands in the print, or only partial images	<ul style="list-style-type: none"> ❖ Dirty Encoder Strip ❖ Dirty Encoder Sensor (behind the Print Head Carriage) ❖ Drive Belt and/or Roller have a build up of lint / dirt causing the Drive Belt to slip ❖ Encoder Wheel / Sensor (under LHS side cover - opposite side to Control Panel) have been knocked out of position 	<ul style="list-style-type: none"> ❖ Clean the Encoder strip (Section 7.7) ❖ Clean the Drive Belt & Driver roller (Section 7.9) ❖ Check the connections & positioning of the Encoder Wheel / Sensor - contact your DTG Dealer for help 	<ul style="list-style-type: none"> ❖ Undertake regular Printer Care & Maintenance as per Section 7 ❖ Take care not to forcibly “bump” the machine during operation or transportation
Inconsistent print quality in the one print job	<ul style="list-style-type: none"> ❖ Air in the Print Head / Dampers / Ink lines ❖ Ink levels in Ink Bottles too low ❖ Damaged or poorly seated damper(s) ❖ Valves not positioned correctly to the “on” position ❖ Breather holes on bottles blocked or partially blocked ❖ Insufficient siphon established after filling / re-filling inks, or after longer periods of printer inactivity ❖ Ink “starvation” 	<ul style="list-style-type: none"> ❖ Check Valve positioning (Section 3.4) ❖ Inspect Ink Bottle tops & ensure the breather holes are clean & free of ink build up ❖ Fill Ink Bottles to between 50% and 75% ❖ Clean Wiper Blade & Capping Assembly (Section 7.6) ❖ Ensure Dampers are seated correctly on the Print Head (see Section 7.22) ❖ Inspect Dampers for damage, replace where necessary ❖ Check Damper connection to the Ink Tube - ensure small black o-ring is fixed on the Ink Tube, that the Ink tube is pushed “home” into the damper, and 	<ul style="list-style-type: none"> ❖ Undertake regular Printer Care & Maintenance as per Section 7 ❖ Establish a good “siphon” after initial or subsequent INK FILLS, or after longer periods of printer inactivity by running a few Head Cleanings.

Symptom	Possible Causes	Remedies	Prevention
		<p>that the brass connecting nut is firmly finger fastened on the Damper</p> <ul style="list-style-type: none"> ❖ Establish a good “siphon” after initial or subsequent INK FILLS, or after longer periods of printer inactivity by running a few Head Cleanings. ❖ Clean Capping Station to ensure good suction when the Print Head is capped. 	
White Underbase is not “thick” enough	<ul style="list-style-type: none"> ❖ Improper pre-treatment (insufficient pre treat, uneven spray, garment not pressed heavily enough, etc.) ❖ Not all white ink channels / nozzles printing ❖ White ink has “separated” in ink lines & dampers ❖ Underbase settings in RIP not set up correctly ❖ Valves not positioned correctly to the “on” position 	<ul style="list-style-type: none"> ❖ Pre-treatment method is an individual thing. Use the guidelines in Section 6.2 to develop your own comfortable & successful method for pre-treatment of garments for white ink printing ❖ Print a Nozzle Check pattern to determine if all Channels / Nozzles are firing (Section 7.4) ❖ Run 3 - 4 Head Cleanings to move the White Ink pigment & binders together again ❖ Check & correct White Ink Underbase settings in your RIP software. White Ink Underbase resolution should be at minimum 1440 x 720 (1 pass) or 720 x 720 (2 passes) ❖ Check Valve positioning (Section 3.4) 	<ul style="list-style-type: none"> ❖ Undertake regular Printer Care & Maintenance as per Section 7 ❖ Double check print settings before sending a print job through to the printer.

Symptom	Possible Causes	Remedies	Prevention
Prints are blurry or fuzzy	<ul style="list-style-type: none"> ❖ Image resolution is too low ❖ Media to be printed on is set too low below the Print Head ❖ Print Head may be out of alignment 	<ul style="list-style-type: none"> ❖ Re-sample the image in the graphics software to a higher resolution ❖ Raise the Printer Bed so that the Media (T-shirt, etc.) sits just below (1-2mm) the side walls of the Printer Bed. ❖ Undertake a Print Head Alignment (see Section 7.17) 	<ul style="list-style-type: none"> ❖ Use good quality graphics - image at the final print size should be between 200 and 300dpi ❖ Always use the Height Checking Jig to check that the T-shirt is at the correct height in the Printer Bed (see Section 6.2)
Prints have incorrect colors (e.g. Greens are yellow or blue, Purples are blue or pink etc.)	<ul style="list-style-type: none"> ❖ Not all channels / nozzles are printing properly 	<ul style="list-style-type: none"> ❖ See above for good Nozzle Check 	<ul style="list-style-type: none"> ❖ See above for good Nozzle Check
White Ink is printing “muddy” white color	<ul style="list-style-type: none"> ❖ Waste Ink from capping station has “back-flushed” into Print Head or Dampers 	<ul style="list-style-type: none"> ❖ Purge dirty ink from Print Head & Dampers either by way of INK FILL button or by a series of Print Head Cleans ❖ Clean Capping Station 	<ul style="list-style-type: none"> ❖ Ensure that if individual Valves are turned off during INK FILL, they are turned back on before the INK FILL button is released ❖ Check that Waste Ink (during Print Head Clean etc.) is draining from the Capping Station correctly

Symptom	Possible Causes	Remedies	Prevention
Banding in Print	<ul style="list-style-type: none"> ❖ Blocked Print Head Nozzles ❖ Printing at too low a resolution ❖ Print Head out of Horizontal alignment 	<ul style="list-style-type: none"> ❖ See good Nozzle Check above ❖ Increase Print resolution to >360dpi, switch to Uni-directional printing ❖ Align the Print Head (see Section 7.17) 	<ul style="list-style-type: none"> ❖ See Good Nozzle Check above
Ink drops / splatters on printed garments	<ul style="list-style-type: none"> ❖ Damaged Print Head (Print Head may have struck Shirt Holder or Print Bed) ❖ Dirty capping station and / or Wiper Blade ❖ Fibers or other matter collected around Print Head causing ink to “wick” on to garments ❖ Ink bottles over-filled causing excess siphon 	<ul style="list-style-type: none"> ❖ Replace Print Head ❖ Clean Capping Station and Wiper Blade (see Section 7.6) ❖ Carefully clean the Print Head Face (see Section 7.5) ❖ Bring ink levels in Ink Bottles to between 50 and 75% full 	<ul style="list-style-type: none"> ❖ Undertake regular Printer Care & Maintenance as per Section 7

8.3 Problems with Curing / Washing

Symptom	Possible Causes	Remedies	Prevention
Prints loose too much vibrancy after Curing	<ul style="list-style-type: none"> ❖ Too high a polyester content in fabric, particularly with white ink prints ❖ Too much pressure on heat press ❖ Temperature on heat press is too high ❖ Dirty Teflon / Silicon protective sheet used during curing process 	<ul style="list-style-type: none"> ❖ n/a 	<ul style="list-style-type: none"> ❖ Best results are achieved with 100% cotton. Garments requiring white ink should have only a low polyester content ❖ When curing the garment in a heat press, the press should rest gently over the garment & protective sheet to allow moisture from the inks to escape and properly cure ❖ Check the accuracy of the heat press temperature ❖ Follow the temperature and curing guidelines as per Section 6.2 ❖ Wash protective sheet with soapy water, use a dedicated sheet for pressing of pre-treated garment, and another for curing of printed garment

Symptom	Possible Causes	Remedies	Prevention
Prints peel or rub off, wash out, or fade after only a few washes	<ul style="list-style-type: none"> ❖ Too high a polyester content in fabric, particularly with white ink prints ❖ Too much or too little pressure on heat press during curing ❖ Temperature on heat press is too high or too low ❖ Improper pre-treatment of garment ❖ Improper wash settings 	<ul style="list-style-type: none"> ❖ n/a 	<ul style="list-style-type: none"> ❖ Best results are achieved with 100% cotton. Garments requiring white ink should have only a low polyester content ❖ When curing the garment in a heat press, the press should rest gently over the garment & protective sheet to allow moisture from the inks to escape and properly cure ❖ Check the accuracy of the heat press temperature ❖ Follow the temperature and curing guidelines as per Section 6.2 ❖ Follow the guidelines for pre-treatment as per section 6.2 ❖ Printed garments should be washed in cold water (garment turned inside-out). Delicate dryer settings

9 Transporting or Storing Your Printer

It is extremely important you observe the following before transporting or an extended shut down of your DTG Kiosk™:

9.1 Preparing the printer for transportation

If the printer is to be transported over a long distance, and/or by a common carrier (where you cannot control the “care” with which the printer is transported) it is best to flush the printer of ink to avoid the possibility of ink spills and the ink drying in the print head.

- ❖ Fill the middle “flush” bulk ink bottle with flushing / cleaning solution (available from your DTG Dealer).
- ❖ Remove the cover from the Ink Valve Compartment. Turn all of the ink valves so that they are in the correct position for sending flush solution through to the print head (see Section 3.4)
- ❖ Empty the bulk ink bottles (pour the contents back into the originally supply bottles, or other clean bottles, for later use), wash / scrub them and then rinse them with distilled water.
- ❖ Ensure that the Waste Ink Bottle is empty.
- ❖ Press and hold the Ink Fill button from the Control Panel to start charging the ink lines with flush solution. Once you observe that the ink lines and dampers are clear of ink, release the Ink Fill button. You’ll need to monitor the levels of the both the Waste Ink Bottle (don’t let it fill) and the bottle which contains the flushing solution (don’t let it get empty).
- ❖ Close the Valve Compartment cover and the printer cover.
- ❖ Turn the printer off using the Power button on the Control Panel - the print head should lock at the far right side of the printer as part of the shut down process.
- ❖ Turn off the printer and unplug the power cord from the electrical outlet. Then disconnect the printer cable from printer to computer.
- ❖ Remove any objects from the Printing Bed (Garment Holder).
- ❖ Tape the ink damper holder to the printer case using tape. Then close the printer cover.
- ❖ Use the angle brackets that came with the unit and secure the Printing Bed in place on both sides. This is VERY Important.
- ❖ Repack the printer in the box it was shipped in. If you are returning the printer for repair you do not need to include the USB cable, printer drivers or Height Adjustment Guide. You should include the power cord.
- ❖ Try to keep the printer level while transporting it.
- ❖ Remember that when using any common carrier, the printer is the responsibility of both you and the carrier until it is received in good condition at your DTG Dealer’s office. Always insure the printer for its full value in case of a mishap.

9.2 Preparing the Printer for an Extended Shutdown / Storage

If the printer is not to be used for an extended period of time (more than 1 - 2 weeks), we recommend that you thoroughly flush the printer of all ink to avoid the possibility of ink drying out in the Ink System (ink tubes, valves, dampers & print head):

1. Turn the Power button on the Control Panel off, but leave the printer connected to mains power.
2. Pour the inks from each of the ink bottles at the rear of the printer back into the bottles that they were originally supplied from. Use a piece of scrap fabric to wipe excess ink from each of the ink tubes as they are removed from each of the ink bottles.
3. Thoroughly wash and rinse each of the bottles from the rear of the printer (you may need to use a small brush, such as a toothbrush, to scrub each bottle to ensure that it is free of the old ink).
4. Fill each ink bottle to approximately 1/3 full with distilled / purified water. Re-attach the caps/ ink tubes to the ink bottles.
5. Ensure that the waste ink bottle is empty - please check the waste ink bottle regularly during this procedure.
6. Remove the top blue cover from the printer - there are 3 Philips head screws holding it on, 1 each on the left and right front, and another at the rear on the opposite side to the ink bottles. You are doing this so that you can fully observe the cleanliness of the ink lines as the flushing procedure is carried out.
7. Press and hold the INK FILL button - you need to hold it for a long period of time while the ink from the ink tubes is purged and the distilled water flows through the system. Don't forget to check the waste ink bottle regularly so that it does not overflow.
8. While the distilled water is flowing through, please massage the ink tubes around the ink tube joiners that are located near the valves. These joiners are reducing joiners, allowing the connection of the larger tubing from the valves to the smaller ink supply tubing. You need to massage these areas to free up any ink that may have collected near the joiners.
9. Please also monitor the levels of water in each of the ink bottles so that they do not run dry.
10. Once you are satisfied that the ink tubes are completely purged of the old ink, stop the ink fill process. Dispose of any remaining fluid from the ink bottles.
11. Fill each ink bottle to approximately 1/3 full with cleaning / flushing solution. Re-attach the caps / ink tubes to the ink bottles.
12. Repeat steps 7 - 10 above.
13. You now need to complete a final flush with distilled water - please repeat steps 3 and 7 to 10 above. The distilled water can be safely left in the Ink Lines.
14. Turn all Ink Valves to the off position (refer Section 3.4)
15. Replace the top blue cover to the DTG Kiosk™.
16. Cover the DTG Kiosk™ and observe the recommended Environmental Conditions as outlined in Section 7.10
17. Observe the Inks handling and storage guidelines as outlined in Sections 1.2 and 7.13

When you are ready to use your DTG Kiosk again, please follow the Printer Setup and Ink Filling guidelines as set out in Sections 5.1 and 5.2.

10 Product Support

Our Support Policy

We offer FREE support for the DTG Kiosk™. Operating the unit is relatively easy, particularly if you follow the guidelines covered in this User Guide.

Support can be obtained by contacting the DTG Dealer from whom you purchased your DTG Kiosk™. Support will generally be available during normal business hours.

Before calling, please have your serial number at hand with specific details of the problem. If you have received an error message, please include the error number.

Epson Support

Epson does NOT support The DTG Kiosk™ as it is a highly modified version of an Epson 2100/2200 with hundreds of additional parts that are not provided by Epson. While we have approval from Epson to provide the Epson 2100/2200 Printer Driver, Epson will not provide support for this driver. You must obtain any support for the Epson Driver and any internal Epson components you require from your DTG Dealer.

Third Party Software Support

We will make every attempt to help with printing from programs like Corel Draw, Photoshop, Illustrator, etc., but we do not offer free support or training on these programs.

11 Requirements for PC

Minimum System Requirements for Windows

- Microsoft Windows compatible PC with a Pentium IV (Windows XP or 2000)
- a minimum of 1GB of RAM is recommended.
- a minimum of 40GB on your hard disk.
- A display monitor with high resolution.
- CD-ROM or DVD drives for installing the Printer Drivers.
- USB connection: a USB that complies with Windows.
- Parallel connection: an IEEE-1284 with D-SUB, 21-pins, (computer end) and a 36-pin Printer.
- IEEE 1394 (Firewire) Connection: an OHCI- compliant IEEE-1394 port and interface card and an IEEE-1394 cable.

Please Note: your RIP and graphics software will have additional system requirements. Please refer to your DTG Dealer for full specifications.

12 Printer Specifications

Method of printing:	Ink-Jet
Print Resolution:	Max.2800×1440dpi
Max Printable Width:	12.91 inches (328mm)
Max Printable Length:	19.68 inches (500mm)
Max Print Media Thickness:	4.92 inches (125mm)
Ink:	Seven independent ink bottles (Photo black, Gray, Cyan, Magenta, Yellow, Light Cyan, Light Magenta OR Black, White, Cyan, White, Magenta, White and Yellow)
Interface:	Parallel Interface, USB, IEEE1394
Power:	110/120 volts AC
Power Consumption:	Active: Approx 35W Stay: Approx 25W
External Dimensions:	Width: 24.6 inches (625mm) Length: 28.75 inches (730mm) Height: 19.9 inches (430mm)
Weight:	Approx 101 pounds (46KG)
Included Printer Parts :	Normal Printer Tray 19.7 inches (500mm) USB Cable 10 foot (3m) AC Power Cable 6.5 feet (2m) Waste ink pad

Limited Warranty Registration Card

Remove this page and copy and mail or fax within 10 days of receipt of machine to:

Your DTG Dealer

Company Name: _____

Contact Name: _____

Address: _____

City: _____ State/Province: _____

Zip/Postal Code: _____ Country: _____

Phone: _____ Fax: _____

Email: _____

Product: **DTG Kiosk™ Standard** Serial Number: _____

Date Purchased: _____ Date Received: _____

Purchased From: _____

Thank you for purchasing a DTG Kiosk™!