



FreeJet 330TX Official User Manual

2019 Edition



Congratulations!

You are now the owner of the best DTG printer series in the industry!

FREEJET
DIRECT TO GARMENT PRINTER
330TX



 **OmniPrint**
International
Simplicity. Profitability.



@omniprint



@omniprintinternational



/omniprint.international

Dear New FreeJet 330TX Owner:

Congratulations on becoming the owner of the #1 award-winning DTG printer series in the industry! OmniPrint International has been proudly serving our clients since 2004, providing cutting-edge direct-to-garment print technology that has time and time again been recognized by the industry as a leader.

We thank you for supporting a small, family-owned business that continues to grow year after year. The OmniPrint family was built on the dreams that created America as coined by Truslow Adams; the dream of a land in which life should be better, richer, and fuller for every man, with opportunity for each according to his ability or achievement.

With the talented, hard-working efforts of the personnel team at OmniPrint, we created the FreeJet 330TX; a DTG printer that not only had the best quality in the industry, but the best production and maintenance costs to enhance the user's simplicity and profitability; a service we pride ourselves in providing for our customers.

We wish you the best in this journey with your new 330TX Printer. All of us at OmniPrint from the reps to the support department are happy to assist you with anything you need to help you succeed with your printer. Because at OmniPrint International, we don't just create printers; we create successful users.



Victor Hugo Peña
CEO & President



Anatomy Of A FreeJet DTG Printer

Fig. 1: Side View

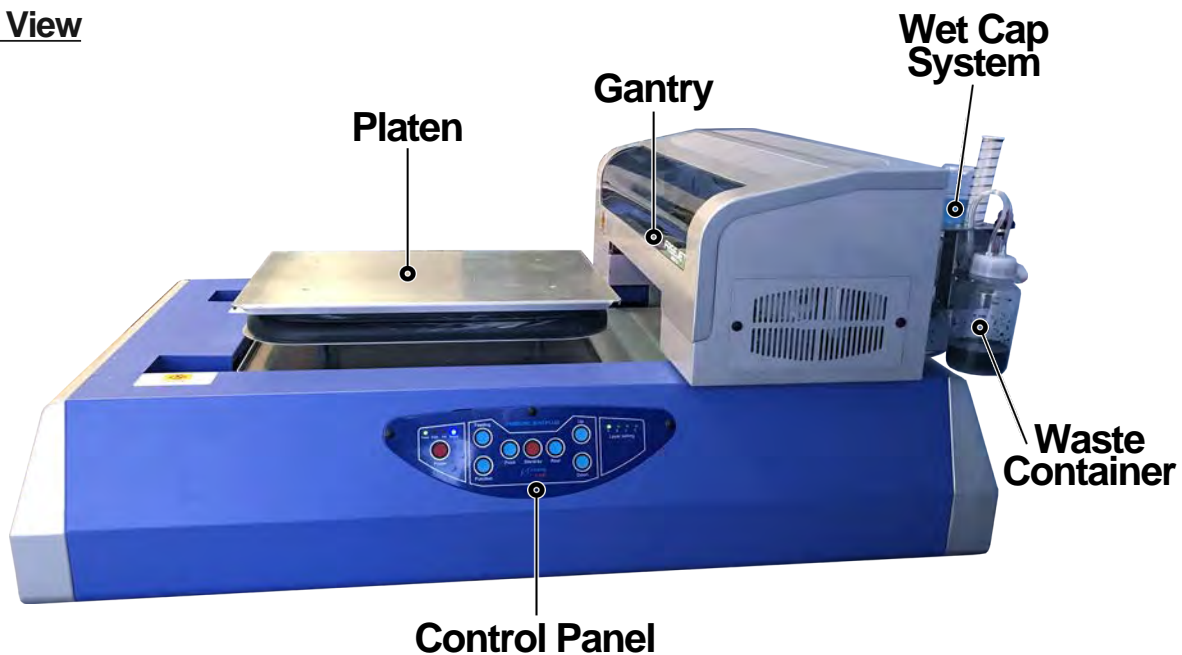
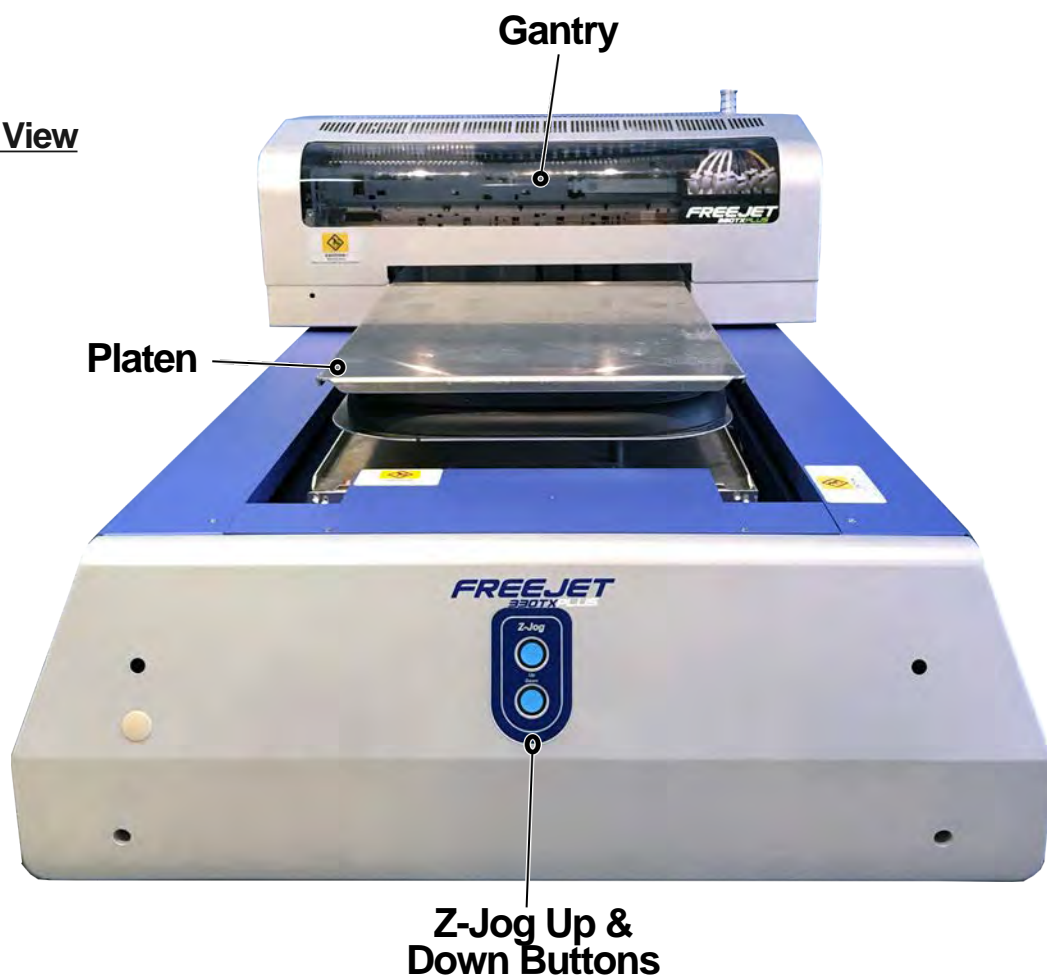


Fig. 2: Front View



(Continued On The Next Page)

Anatomy Of A FreeJet DTG Printer (Cont'd)

Fig. 3: Under Gantry Cover

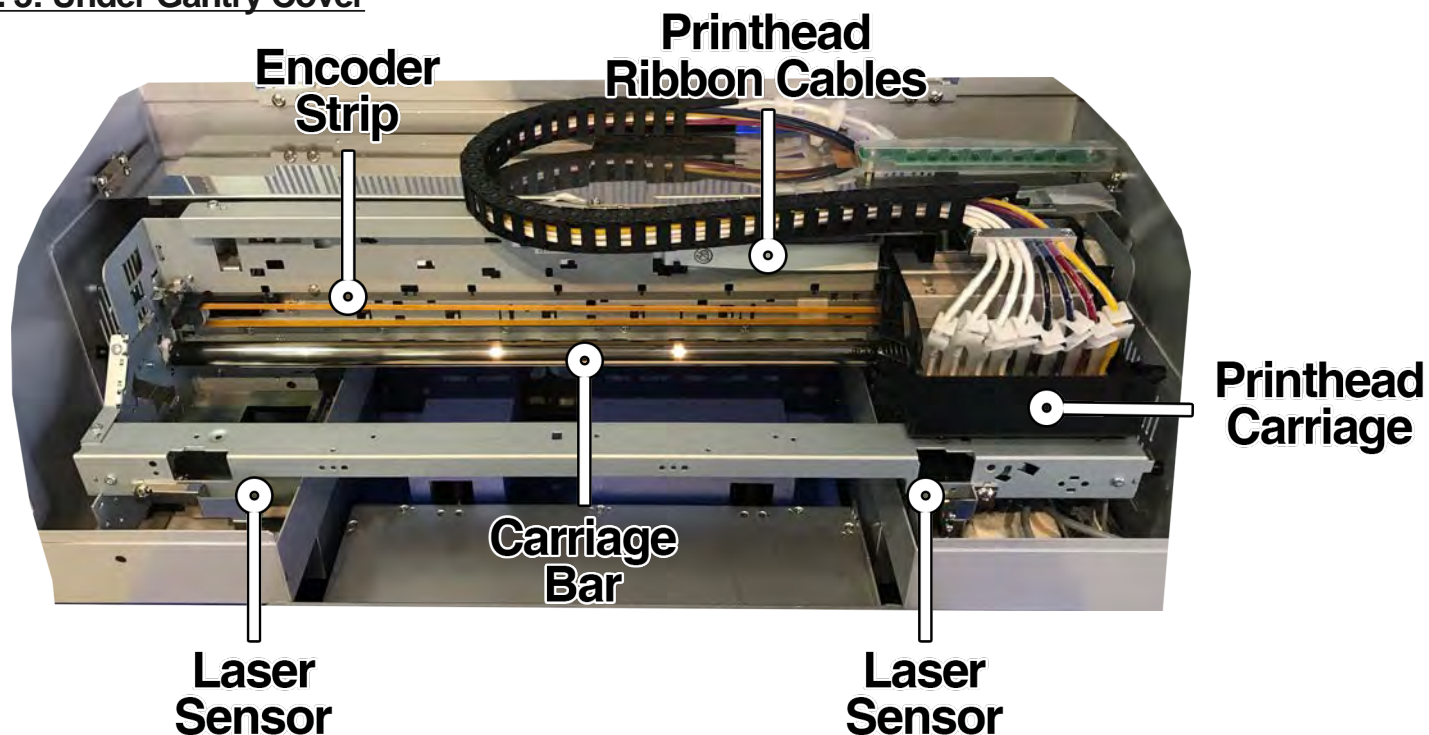
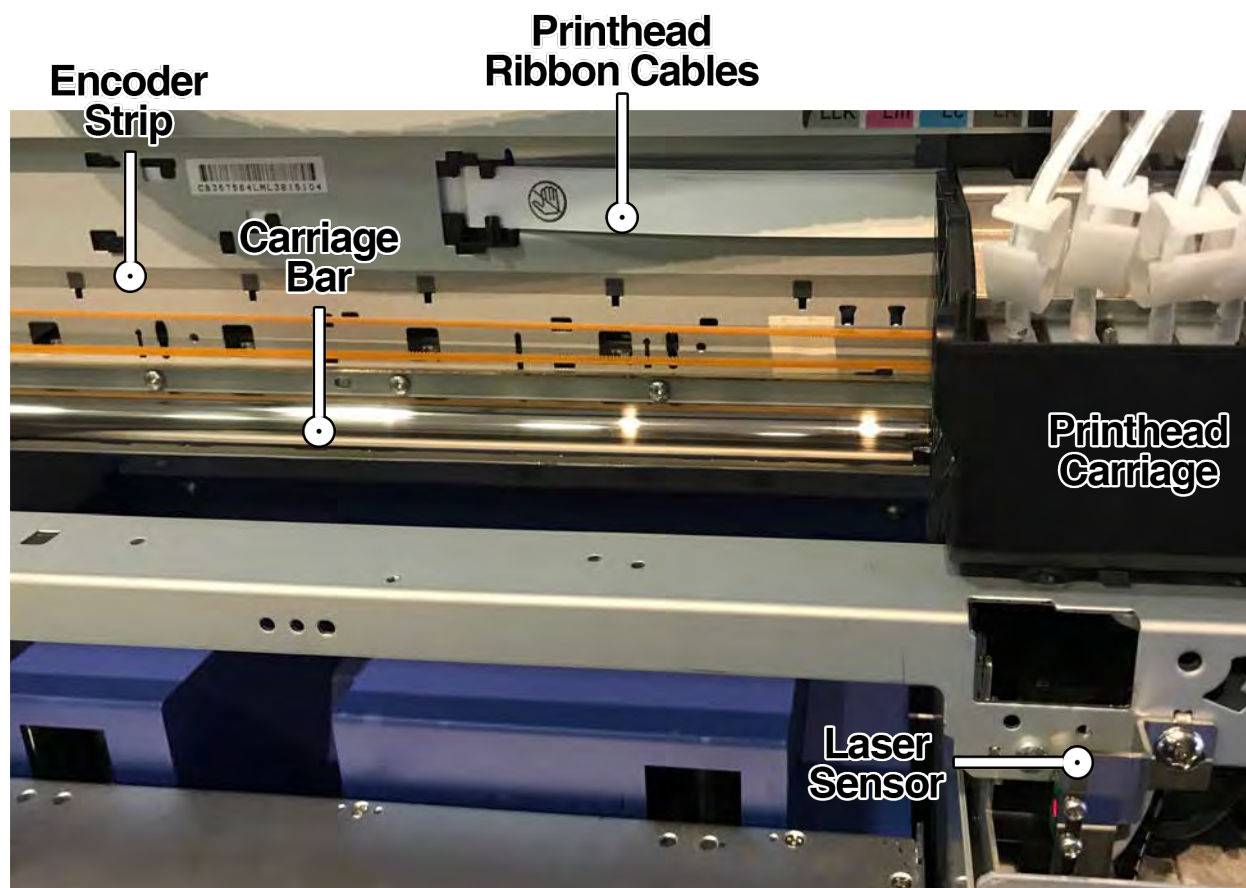


Fig. 4: Printing Components Close-Up



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Anatomy Of A FreeJet DTG Printer (Cont'd)

Fig 5: Printhead & Ink Delivery Components Close-Up

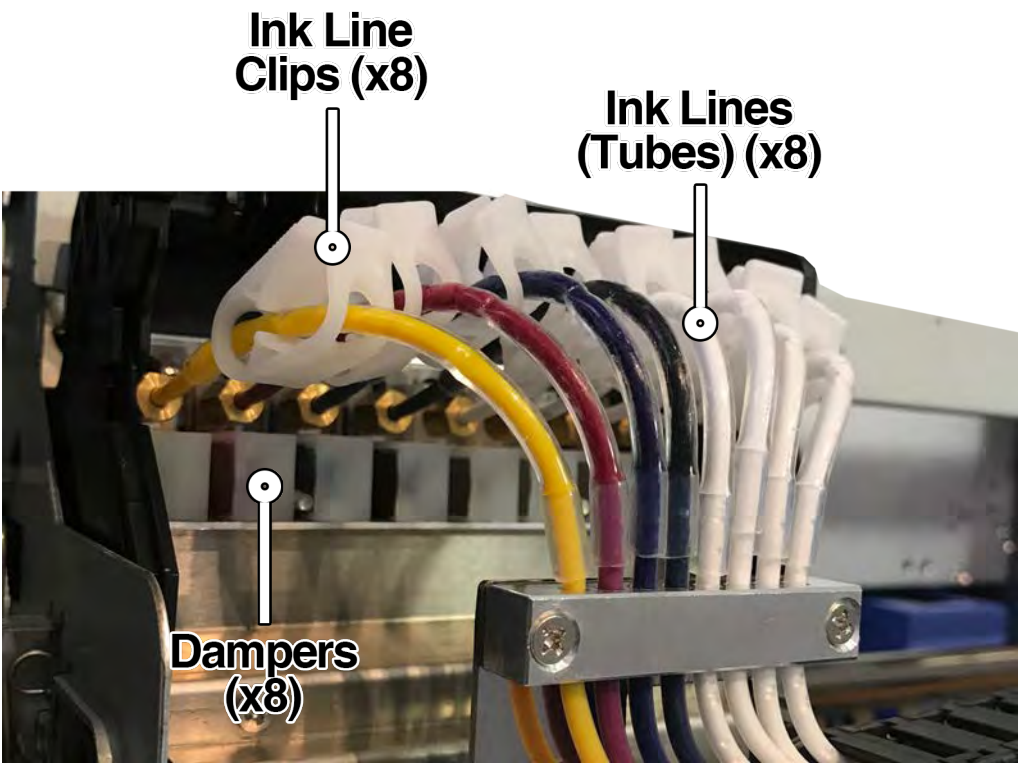
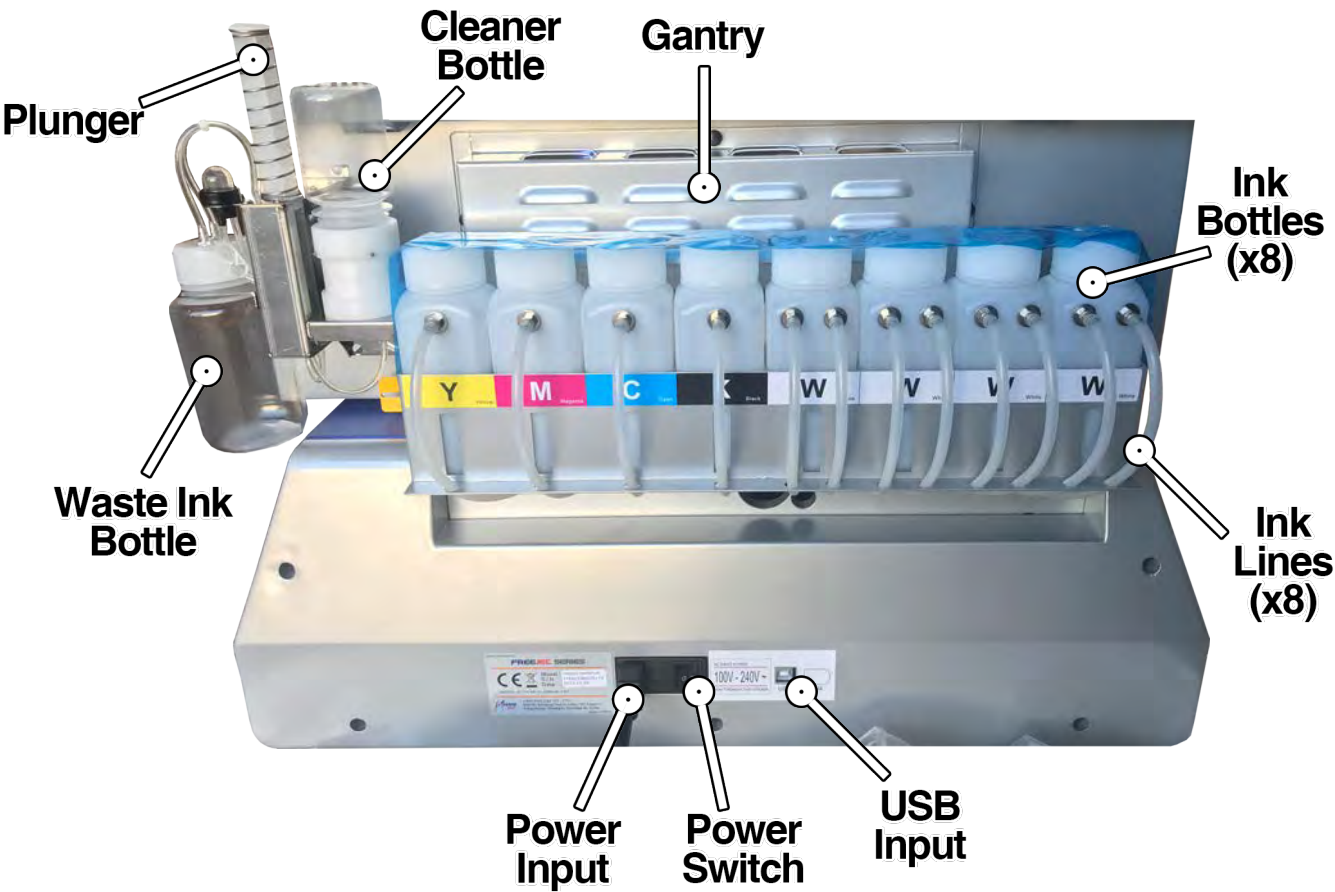
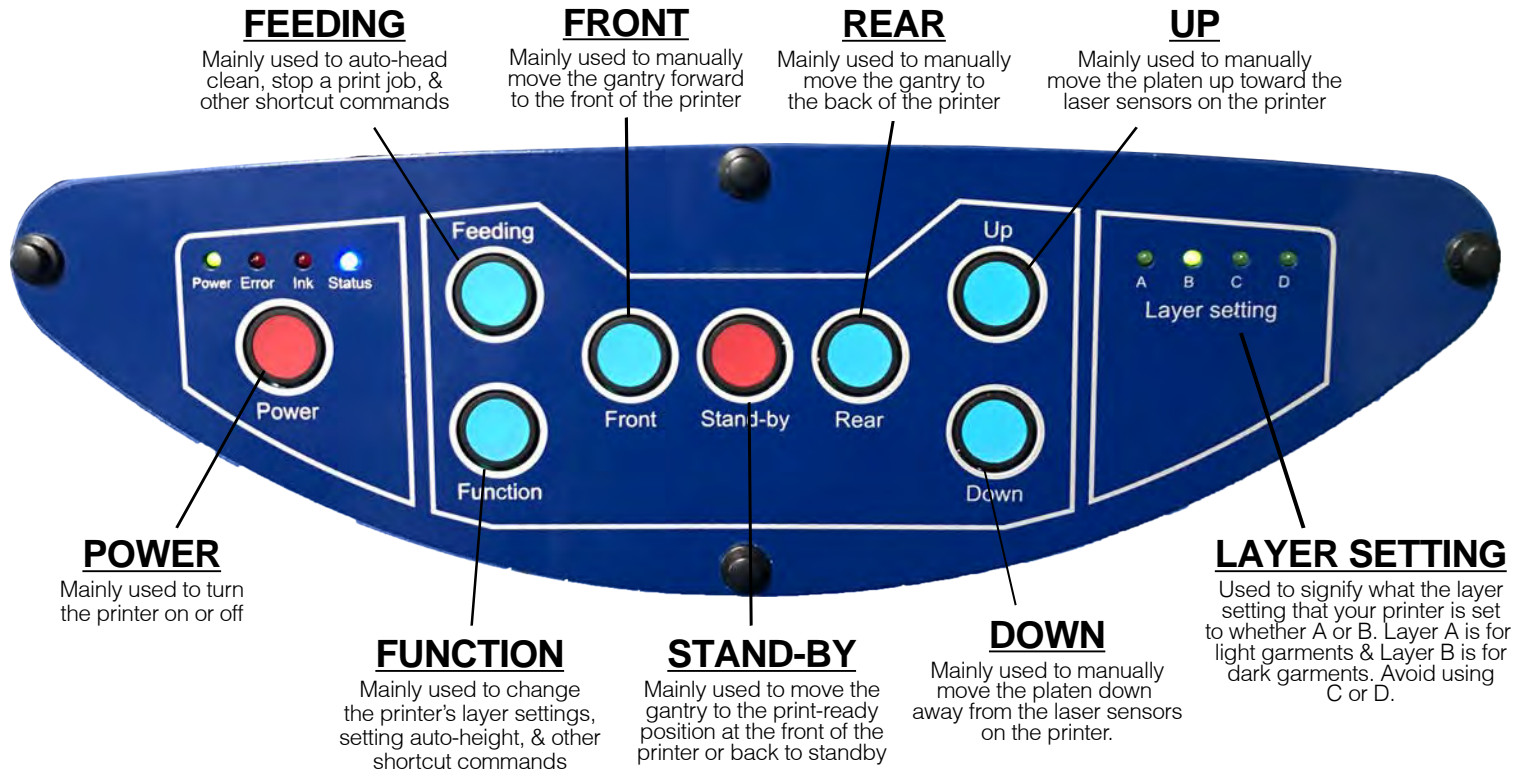


Fig. 6: Back of Printer



Control Panel & Shortcuts List



Keypad Shortcuts List

Power Up: Hold down “POWER” button for 4 seconds or until you hear a beep

Auto Head Clean: Hold down “FEEDING” button for 4 seconds or until beep

Raise or Lower Platen Height: Hold “UP” or “DOWN” button

Move Gantry Forward: Press “FRONT” until half-way across the platen

Gantry to Print-Ready Position: Press “STAND-BY” once

Gantry to Home Position: Press “STAND-BY” once

Start Pump for Ink Fill/Prime: Press “POWER” and “DOWN” at the same time

Stop Pump: Press “FUNCTION” button once

Move Printhead From Wet Cap: Press “FUNCTION” and “UP” at the same time

Return Printhead to Wet Cap: Press “FUNCTION” button once

Change Layers: Press and hold down the “FUNCTION” button for 4 seconds then release the button. The Status light should now be purple. Press “UP” and “DOWN” to choose your layer. Press “FUNCTION” once to confirm your layer selection. Refrain from using layers C & D!

Caution: Never use the “REAR” button when the Print Carriage is at the front in Print-Ready position. Never use the “FRONT” button to put the printer in Print-Ready position. Always use the “STAND-BY” button.

DTG Basics - An Introduction

Direct-to-Garment (DTG) Printing is a modern form of printing on garments, implementing a digital inkjet printhead to produce vibrant images with impeccable detail on a wide range of apparel. First introduced in 1994, DTG print technology has progressed to the worldwide phenomenon it has become today and it's only getting started! OmniPrint's critically acclaimed DTG print technology has been recognized as one of the best in the industry for the last 3 years and pride themselves in offering the best quality prints at the lowest production costs.

Like any machine ever, there will be a learning curve to mastering how to operate your printer. The most important elements of a good DTG print depend on the quality of the garment as well as the pretreatment application. Because of this, you will need to ensure that for every print, you are choosing the right garment and properly pretreating the garment. A common misconception is that bad prints result from the printer when in reality, the bad prints stem from a pretreatment error or a bad garment all-around.

Choosing The Right Garment

Choosing your garment will be the first most important aspect of DTG printing. Garments that are too thin or that are coated with anti-stain guards, moisture wicking, etc will negatively affect the overall quality of your print. The most important thing to keep in mind for this is that not all garments will absorb the pretreatment and inks the same way. Your best bet is to choose a high quality, tightly weaved (ring spun, combed ring spun, etc) garment that was pre-shrunk (if applicable). Not choosing the right garment will result in color drop-outs, quality loss, and sometimes even staining if the shirt's dye was low quality.

Properly Pretreating The Garment

Pretreatment assists with two important roles in the printing process. First as an adhesive layer similar to primer and second as a chemical agent that flashes the white ink to be able to print the color layer on top without the two layers mixing and ruining the print. If the garment is not pre-treated properly, there will be insufficient amounts of pretreat to successfully achieve the adhesive or flashing properties required to achieve a good print.

As an operator in your beginner stages, you will run into some challenges along the way but worry not, these are normal and will assist you in learning the operation of your printer. If at any point you need assistance, it's okay! We are here to help! Take advantage of your active warranty and contact tech support whenever you run into something you need assistance with something that cannot be resolved with the user manual or tutorial videos.

Take advantage of your active warranty! Contact Tech Support:

1-855-373-3538 option 2 • email support@omniprintonline.com • open a ticket at omniprintonline.com/support

Pretreating Garments

Before we get into using the DirectRIP and printing, we need to cover the pretreatment of garments. This way you'll have some shirts ready when it's time for the first prints. It is always a good idea to start off with a white shirt to get familiar with the printing process.

When it comes to pretreating garments, there is a basic rule of thumb: If the print requires white ink, you must use pretreatment. When printing a white cotton garment using the Light Cotton Pretreatment, you will notice a vibrant print with great detail.

We highly recommend using pretreat on light garments in order to achieve the highest quality print. All other garments apart from white need Dark Garment Pretreatment.

Pretreatment is a very important factor and should be done right to get the best looking prints. When pretreating by hand you may have a small learning curve so it is important that a person masters the process and is the only person that does it. This will keep things consistent.

The nice thing about a pretreat machine is that it is always consistent. If you have a machine you should still learn the manual process just in case the machine is ever down. Take some time to practice, use some old shirts, print on the front, back and even turn it inside out. Before you take on print jobs, you should be completely comfortable with the process.

What You Will Need In Order To Pretreat A Garment:



Spraygun

or



Pretreatment Machine



DirectInk Pretreatment



Heat Press



Curing Sheets

There are many ways that a shirt can be pretreated: by hand with a spraygun or by using a pretreatment machine. If you have a pretreatment machine, you will need to check with the manufacturer's recommended settings or try to achieve the volume used by spraying by hand.

A crucial tool for pretreating as well as curing is the heat press. The heat press will be used to dry the shirts after they have been sprayed. Before pretreating, your heat press must be turned on. Even if you have a pretreat machine, the heat press will need to be on and ready at this point.

**Recommended Heat Press Temperature Settings
For Drying Wet Pretreatment On Garments:**

Light Cotton:	Dark Cotton
330°F	345°F

Pressure: 4-7 on a Stahls' Heat Press or Medium-High for Other Heat Presses

Pretreating Garments (Cont'd)

Types of Pretreatment:



Light Garment

Recommended For:
**White & Light
Cotton Garments**

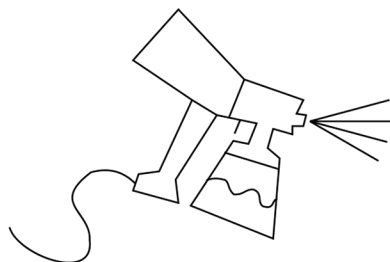


Dark Garment

Recommended For:
**Dark & Black
Cotton Garments**

Pretreating Using A Spraygun:

For best results, follow the guidelines below when pretreating using a hand-held spraygun.

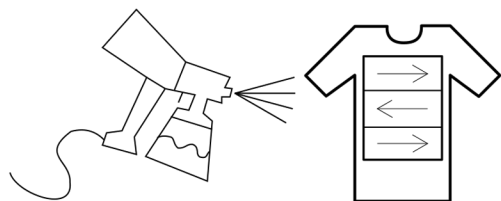


Wagner Hand-Held Sprayer

Always mix/agitate the pretreatment solution before filling the sprayer/ applicator.

The dial on the trigger can be adjusted to spray different amounts of pretreat at one time. OmniPrint recommends to open this half-way. Hold the sprayer at a distance of 8" - 12" from the surface of the garment.

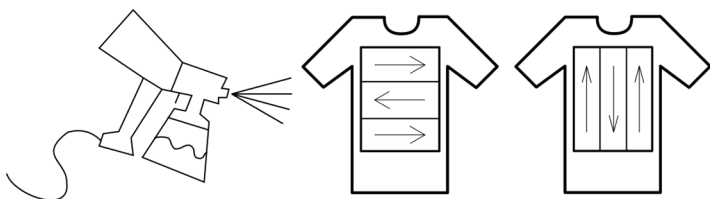
Make sure to flush the spray lines with distilled water when changing to a new pretreatment solution and at the end of the day before storing.



White Cotton Wagner Spray Pattern

Amount of Pretreat (grams): 18-20 g

Dupont Direct Ink, White Cotton: Light Cotton Pretreat



Dark/Black Cotton Wagner Spray Pattern

Amount of Pretreat (grams): 20-25 g (Dark) 25-30 g (Black)

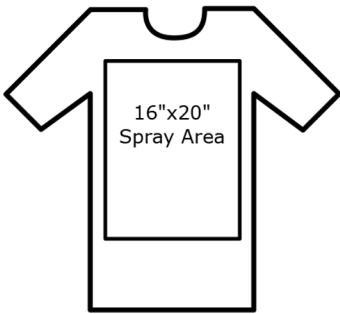
Dupont Direct Ink, Dark/Black Cotton: Dark Cotton Pretreat

Pretreating Garments (Cont'd)

Pretreating Using A Spraygun (Cont'd):

***Please Note:**
The dyes used to manufacture different garments may not react well to the pretreatment. Omniprint recommends to always test new brands, styles, colors, and materials before continuing with production.

Performance garments constructed as a "moisture wicking knit", or fibers treated with such an application, should be tested before continuing with production.



Stahls Hotronix Heat Press Settings for Pretreat

Pressure: Heavy 6-8, 60-80 psi
Dupont Direct Ink, Cotton Temp: 330-350°F

Press using a silicone sheet in increments of 15-20 seconds until dry (no steam). Sheet may need to be rotated/exchanged once wrinkled.

Hand-Held Spraygun Guidelines:

MATERIAL	PRETREATMENT	WET WEIGHT	TEMP	PRESSURE	DRYING TIME
White/ Light Cotton	DirectInk Light Garment	18 grams	330°F	4-7	20 sec (2-3x)
Black/Dark Cotton	DirectInk Dark Garment	25 grams	345°F	4-7	20 sec (3-5x)

Pearl Pretreatment Machine Guidelines:

MATERIAL	PRETREATMENT	PEARL DENSITY	TEMP	PRESSURE	DRYING TIME
White/ Light Cotton	DirectInk Light Garment	25-35	330°F	4-7	20 sec (2-3x)
Black/Dark Cotton	DirectInk Dark Garment	35-45	345°F	4-7	20 sec (3-5x)

Powering On The Printer

IMPORTANT: PLEASE MAKE SURE YOU USE A 125V SURGE PROTECTOR WITH A CIRCUIT BREAKER.
DO NOT RUN THE PRINTER & THE HEAT PRESS ON THE SAME CIRCUIT!

- Plug the power cord into the back of the printer and the surge protector.
- Once you've plugged both cables into the printer, power on the printer by flipping on the switch located at the back of the printer.



- To power on the control panel, press and hold the POWER button until you hear the printer beep. Allow a moment for the printer engine to power up.

Performing A Head Clean

Head Cleans are a vital part of starting up your printer in order to ensure your printer is working properly and efficiently. You may perform a Head Clean two different ways:

Automatic Button Shortcut:

You can automatically activate a head clean by holding the FEEDING button when the printer is idle.

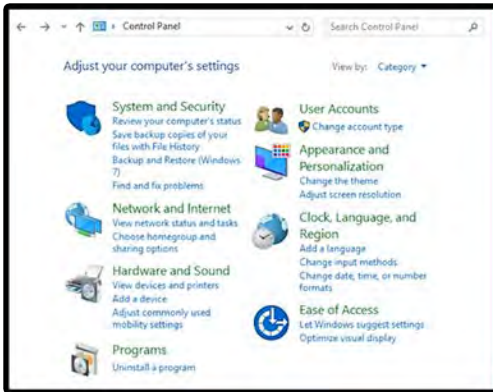


Using A PC (Recommended):

The recommended method of activating a head clean is through a PC, using the Printing Preferences located in the Devices and Printers section of the Control Panel.

Performing A Head Clean (Cont'd)

Using A PC (Recommended):



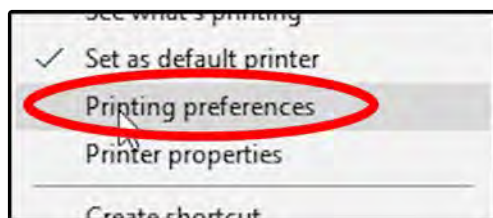
1. In your PC, open your Control Panel.



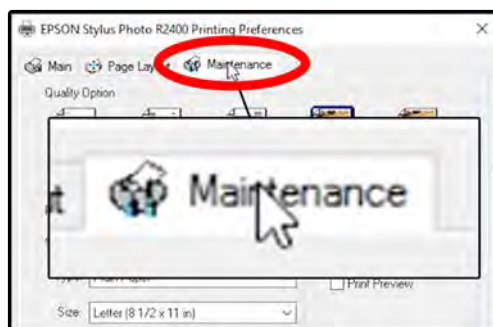
2. Under the Hardware and Sound category, click on “View Devices and Printers”



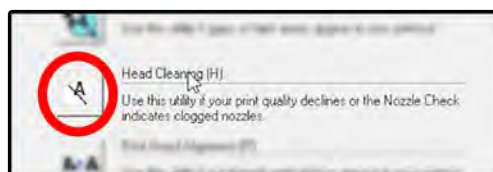
3. Look for EPSON Stylus Photo R2400 & right-click on it.



4. Right click on “Printing Preferences”

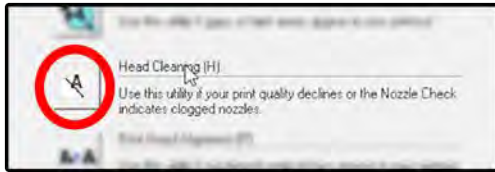


5. Click on the “Maintenance” tab to open the maintenance menu.

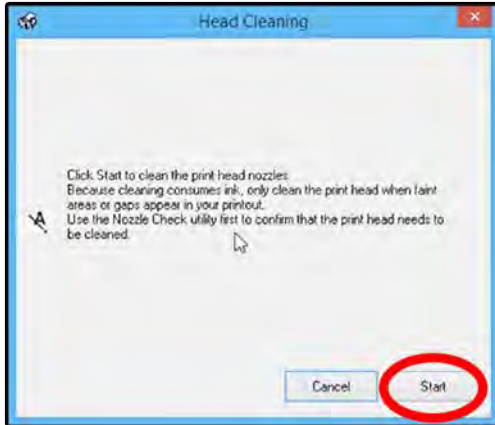


6. Click on the “Head Cleaning” option to open the Head Cleaning menu.

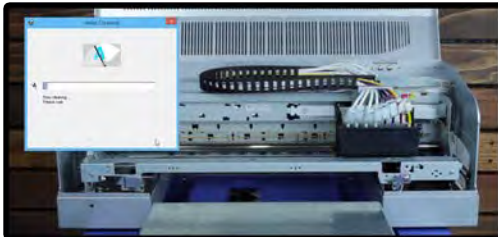
Performing A Head Clean (Cont'd)



6. Click on the “Head Cleaning” option to open the Head Cleaning menu.



7. Click on the “Start” to initiate the Head Clean.



8. Allow for the head cleaning to run as the print head will make some movements.



9. The Power light will flash on and off until this process has finished.

Setting The Platen Height

Knowing how to set the platen height will be one of the most important things to know how to properly do during your start-up process as well as when setting up a print.

IMPORTANT: BEFORE SETTING THE PLATEN HEIGHT, ENSURE THE PLATEN IS LINED UP WITH THE PLATEN FRAME ON THE PRINTER (SEE BELOW)



(Continued On The Next Page)

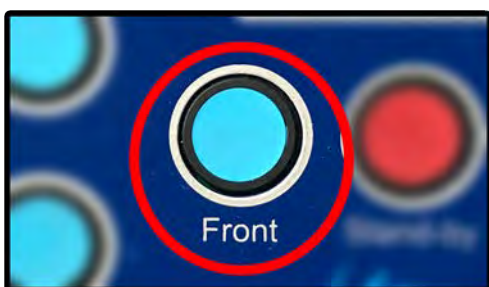
Setting The Platen Height (Cont'd)

Setting The Platen Height Manually

Setting the platen height manually is recommended when printing on thicker garments or when using an interchangeable platen such as the hat platen, sleeve platen, toddler platen, etc.



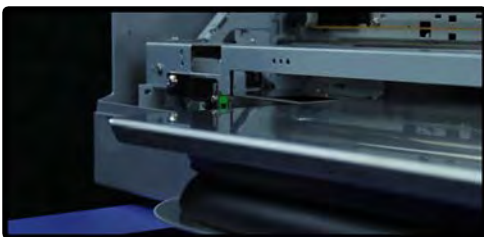
1. Manually set your height by pressing and holding DOWN until your platen hits the lowest point it can go. It will stop once it hits the lowest point.



2. Hold the FRONT button until the gantry has moved above the center of the platen and release the button to stop the gantry.



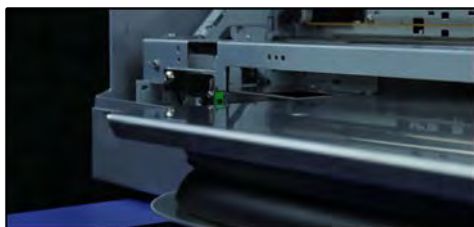
3. Push and hold the UP button until the platen stops rising up toward the printhead.



4. Your platen height has now been manually set.

Performing A Nozzle Check

Performing a Nozzle Check is the final stage of your start-up procedure. This test print will let you know if all of the ink channels are printing properly, which aren't (if any), and overall show whether or not the printer is ready to properly print a clean graphic.

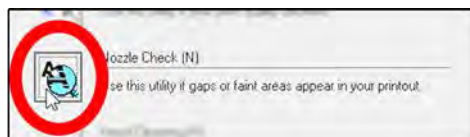


1. Set your platen height.

- Automatic: press FUNCTION+REAR
- Manual: press FRONT until gantry is above the middle of the platen then UP until the platen stops rising. Then push STANDBY to move to front.



2. Open the Maintenance tab in your printer's Preferences menu on your PC.



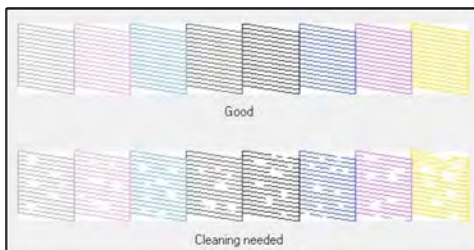
3. Click on the "Nozzle Check" option.



4. Click on the "Print" option to initiate the Nozzle Check.



5. Analyze the print on your platen to ensure there are no gaps in the lines.

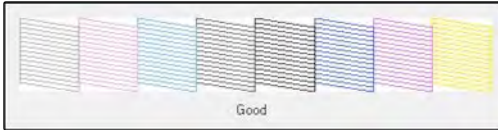


6. Refer to the guide on your PC for good and bad nozzle check prints

Performing A Nozzle Check (Cont'd)



7A. If your nozzle check print looks bad, you will need to perform a head cleaning and prime those specific ink lines if the nozzle check still shows an excess of line gaps.

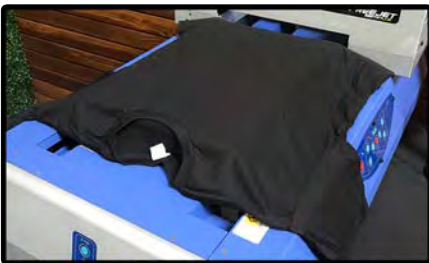


7B. If your nozzle check print looks good, you may move on to the next step.



8. Wipe off the nozzle check print using rubbing alcohol and a cloth.

Loading A Garment Onto The Platen



1. Lay the shirt onto the platen with the collar facing the front of the printer.



2. Pull the collar about half an inch past the edge of the platen. Make sure it is centered.



3. Tuck the collar area into the platen followed by the bottom of the shirt.

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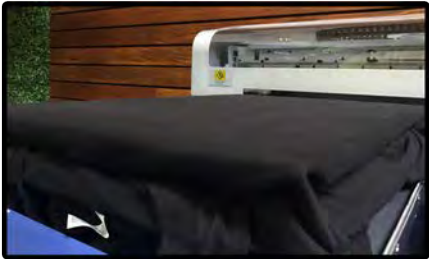
Loading A Garment Onto The Platen (Cont'd)



4. Gently tuck the sides into the platen. Careful not to push it in tightly or this may cause stretching during the print.



5. Tuck the extra sides of the shirt under the platen. Do not block the area where the printer's gantry will be moving.



6. Ensure the print area is nice and flat with no raised areas, folds, or wrinkles. Then set your height (see page 11)

Setting Up A Print In DirectRIP

To set-up your print, you must use the DirectRIP software you installed during your set-up session onto your PC. In order to use the DirectRIP, you will need to have your USB Dongle connected to your PC. Do not lose the USB Dongle for your RIP program.

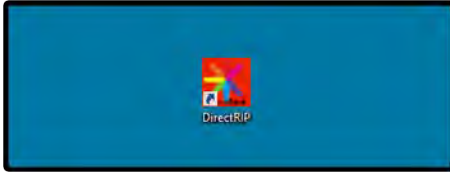
It is vital that you become very familiar with image quality when it comes to printing with your Freejet. The ideal image criteria is a 300DPI image sized around the same size it needs to be printed at. The image will also need a transparent background and be saved as a PNG, TIFF, JPEG, or PSD file type.

For this first part, we will be going over the steps needed when printing on a white shirt. Please load a print-ready pretreated white garment onto your platen. Ensure your print height has been set and that your printer is in the print-ready position.



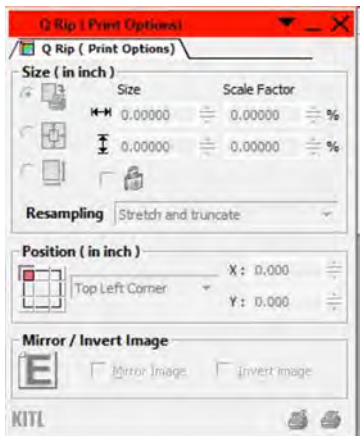
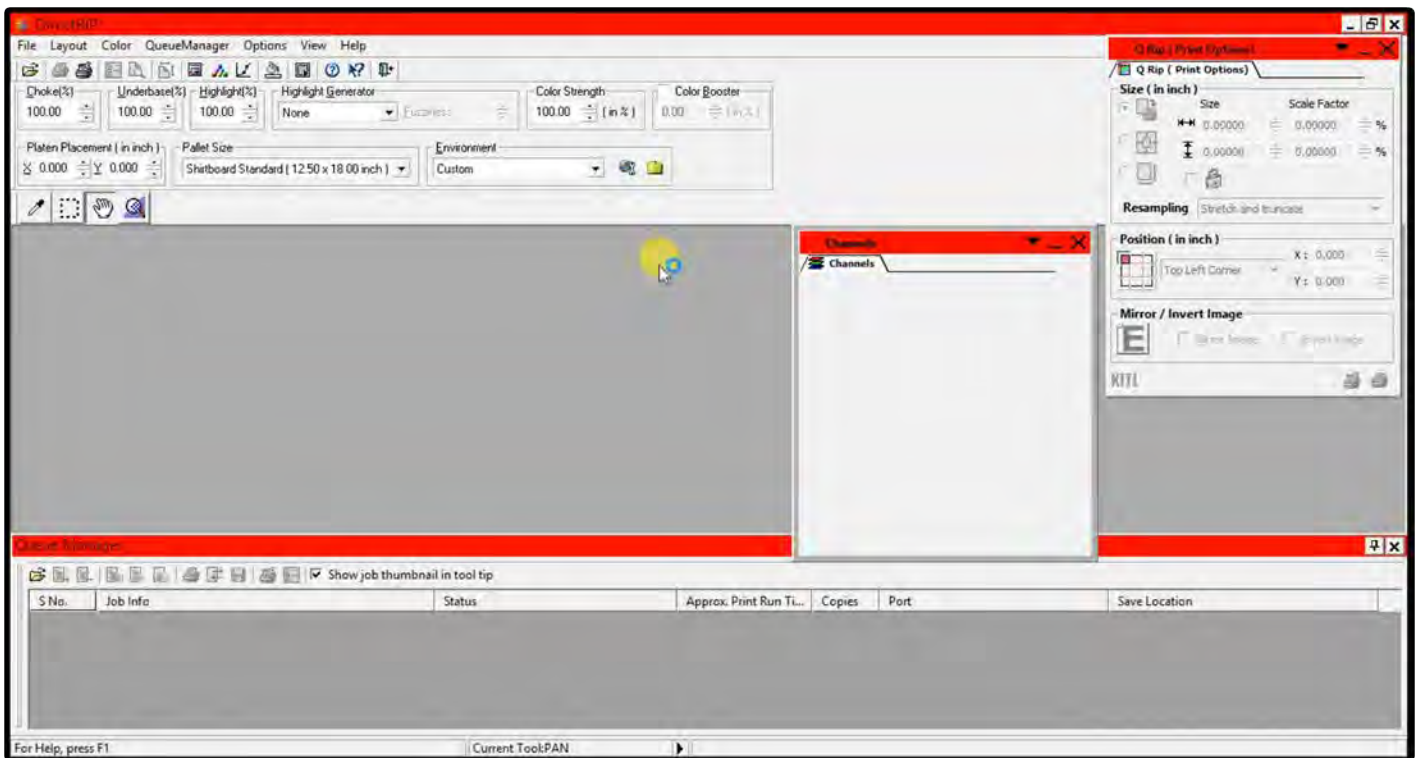
1. Make sure your USB Dongle key is connected before opening DirectRIP.

Setting Up A Print In DirectRIP (Cont'd)

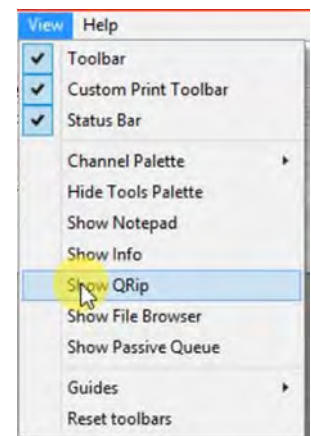


2. Open the DirectRIP program.

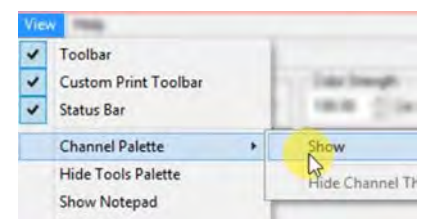
3. This is your workspace for DirectRIP. Here, you will set up everything needed to successfully print a garment.



4. A vital tool you will need is the Q Rip window, which is where you can set your print size and position on the platen. If this isn't already open, you may do so by clicking on "View" in your taskbar and selecting "Show Q Rip". (Shown Right)



5. Another vital tool needed is the Channel Palette, where you can see your RGB channels as well as your White Underbase. If not already open, click on "View" hover over Channel Palette and selecting "Show".

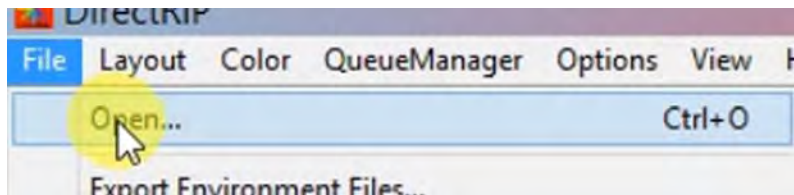


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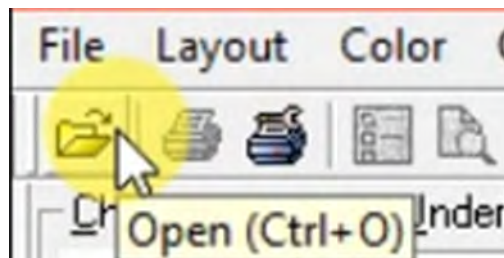
Setting Up A Print In DirectRIP (Cont'd)

6. Click on “File” on your taskbar then select “Open” or click on the opened folder icon on the top left of the window to import the image you’d like to print. You may also drag & drop the image into the program.

A



B



Supported Image File Types:
PNG, TIFF, JPEG, & PSD

Once you’ve opened your graphic in the program, you will need to set your environment before printing. The environments establish what you are printing & what kind of garment you are using.

Under both the 330TX and 330TX Plus, there are Quality Mode and Production Mode environments. Quality Mode gives you the best print possible and Production Mode gives you faster prints but at a lower quality than you would get under Quality Mode.

Guide To DirectRIP Environments

Environments are preset settings that have been optimized to provide you with the best print based on the material you are printing. Each environment has unique settings, color strength, highlight levels, resolution and much more. OmniPrint has provide a quick print solution to avoid adjusting and testing on your own. Below are all the Environment provided for the 330TX.

FreeJet 330TX Environments:

Black Media - Should be used for Black Cotton garments only. This environment is set up to not print any Black ink during the second pass. If the image has black, it will use the black garment to provide the black tones, saving you ink where its not needed.

Dark Media - Dark media is to be used for any other color shirt besides black and white. It is designed to print all CMYK colors, including the black areas on your shirt. If your garment is any of the following colors, you will be required to use Dark Media: Reds, Blues, Greens, Heather Grays, Dark Grays, Oranges, Pinks, Camouflage Print, Yellow, Purples. Although it says Dark cotton you are still require to use this environment for lighter colors like Yellow, Oranges, Light Greens, etc.

Color Media - Should be used for bright colored shirts only. This environment is set up to print a completely solid white underbase. This is optimized for bright colored shirts where the solid white underbase allows for your image to be printed with full detail and color without the color of the shirt coming through your artwork. Only use this environment if the Dark Media environment is not producing desired results.

Setting Up A Print In DirectRIP (Cont'd)

Guide To DirectRIP Environments (Cont'd)

FreeJet 330TX Plus Quality Mode Environments (Cont'd):

White Media - Should be used for 100% white cotton shirts. For best quality results, it is recommended that you pretreat your white cotton shirts.

FreeJet 330TX Photo Mode Environments:

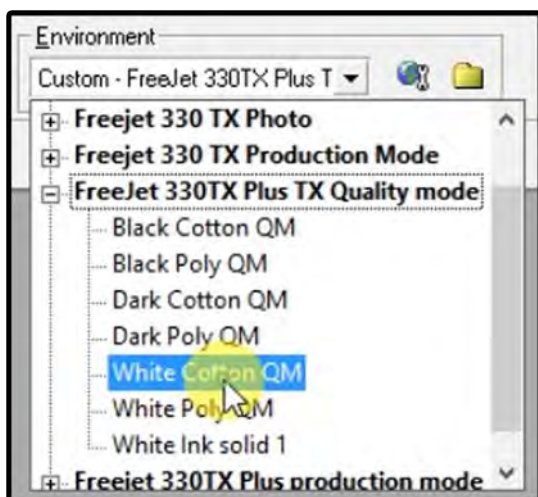
You will also receive the same environments as a separate set under the environment group named “Free-Jet 330 TX Photo Mode”. These environments are identical to their normal counterparts except these environments are specially set up for printing photographic images with much better color that is more accurate to the original image than if printed with a normal environment.

This environment was engineered to use less Cyan and Magenta in the RIP and printing process so that gray tones and other color tones won't print as intense as they would if printed using the regular printing environments.

FreeJet 330TX Production Mode Environments:

You will also receive the same environments as a separate set under the environment group named “Free-Jet 330 TX Production Mode”. These environments are identical to their Quality Mode counterparts except these environments are specially set up for faster production purposes. They have been optimized to print at a slightly lower resolution of 1440x720.

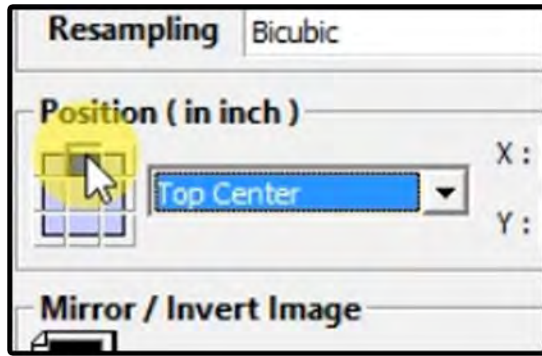
Since the resolution is lower, it is recommended you have a 100% complete nozzle check to avoid any imperfections or banding in your prints. Production mode is designed to cut back on printing time to increase tshirt production output and profitability.



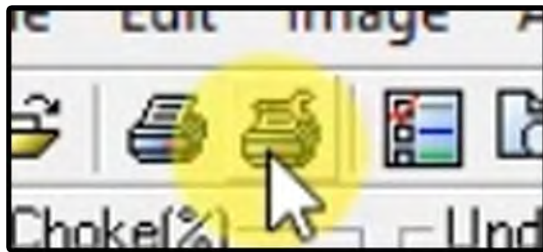
7. Once you've opened your graphic in the RIP program, you will need to set your environment before printing. Choose the applicable environment based on the garment you will be printing on.

Example: For printing to white cotton, you will need to select 330TX, White Media for the 330TX printer.

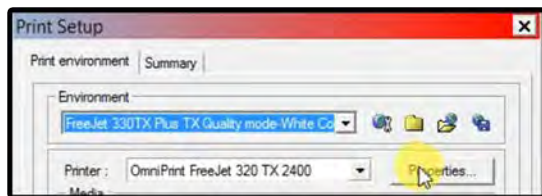
Setting Up A Print In DirectRIP (Cont'd)



8. In your QRip window, you will need to change the position of the print on the platen. It defaults to Top Left Corner but you will need it to be Top Center to center the printed graphic on your shirt/garment.



9. On the top left of the window, click on the printer with a wrench icon to open up your "Print Setup" menu.



10. In your Print Setup window, click on the properties button next to the printer.



11. In the Properties menu, scroll down to margins and change the second to last field to 2.000 then click OK.



12. In your Print Setup, scroll down to Port then select Epson Stylus Photo R2400*

*If you do not see "Epson Stylus Photo R2400", the printer is not connected or powered on.



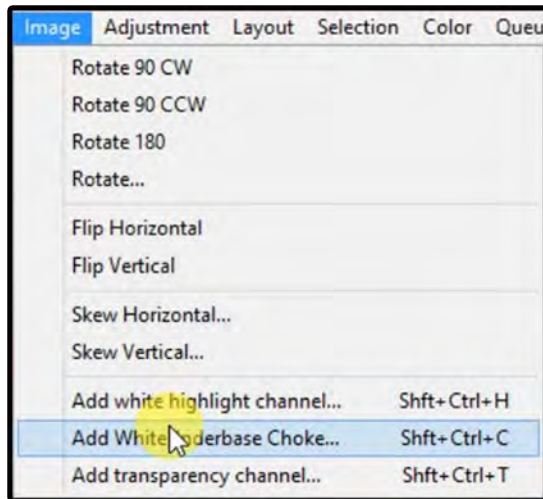
13. Click on OK to save your settings.

When printing to black or dark garments, a few more extra steps will be required:

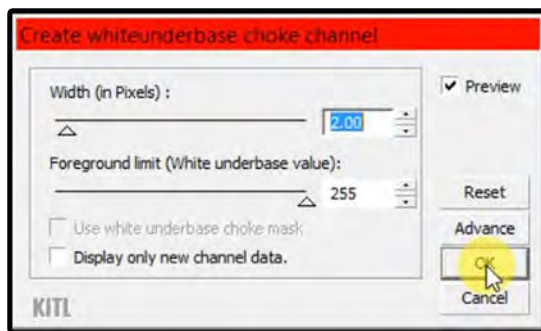
- A White Underbase Choke must be added
- The printer's Layer Setting must be changed from A to B

Setting Up A Print In DirectRIP (Cont'd)

How To Add A White Underbase Choke:



- Click on “Image” in your taskbar and scroll down and click on Add White Underbase Choke or by pressing this shortcut on your keyboard: Shift+Ctrl+C



- Your width should be at 2.00 and the foreground limit should be at 255. When your underbase is set up, click on “OK”.



- Allow a moment for the RIP to create the White Underbase Choke.

How To Change The Printer's Layer Setting:

Changing the Printer's Layer Setting to B will communicate to the printer that the printhead will need to return to the print-ready position automatically for the color layer.

Only set the printer's Layer Setting to Layer A or Layer B. Refrain from using Layer C or Layer D as these are not applicable to the FreeJet 330TX Plus printer.



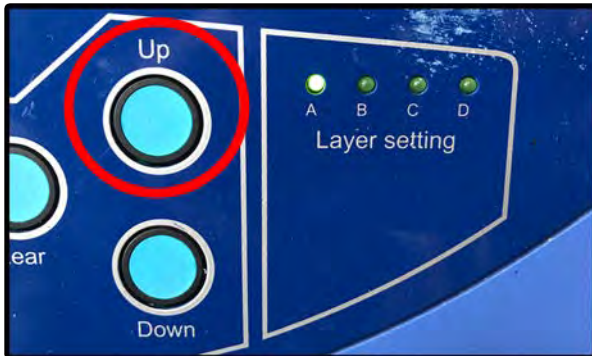
- Press and hold the FUNCTION button on your printer's control panel until the status light turns red and stops flashing.

Setting Up A Print In DirectRIP (Cont'd)

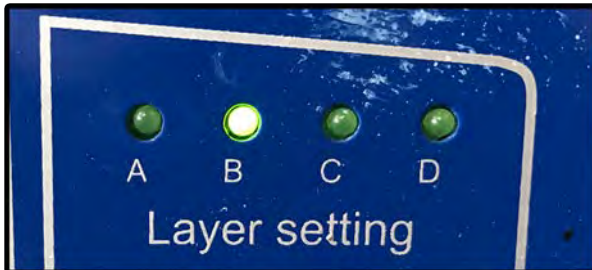
How To Change The Printer's Layer Setting (Cont'd):



- Release the FUNCTION button and the status light should change to a solid light purple. You may now change the Layer Setting.



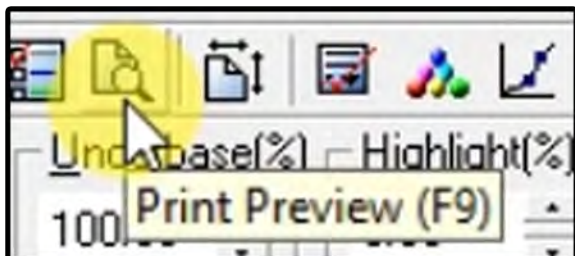
- Press UP once to change the Layer Setting from A to B. You may push DOWN to go back from B to A when printing to white garments.



- The B light should be illuminated now that you've changed the Layer Setting from A to B. Then push FUNCTION to confirm the layer setting.

Please note that Layer C and D are not to be used.

For best results when printing on dark garments, make sure your graphic is saved with a transparent background (no background). The graphic must be close to the same size it will be printed at, must be at 300 DPI, & in the RGB Color Mode.



14. Click on the paper with magnifying glass icon on the top left corner of the window to view your Print Preview or by pressing F9 on your keyboard.

Setting Up A Print In DirectRIP (Cont'd)

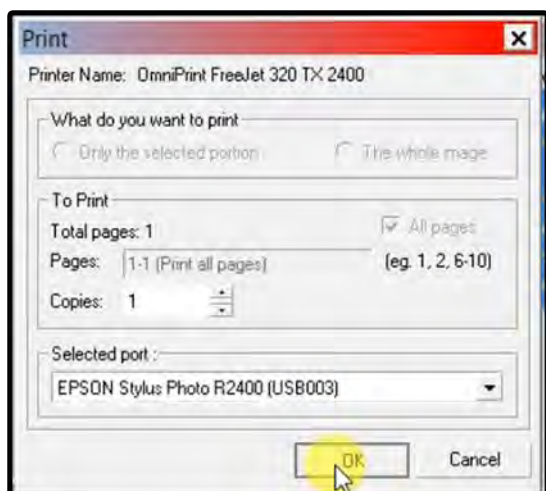


15. Here you can preview the size and position of your print on different colored backgrounds to ensure your print will come out positioned and sized properly.



16. If your print looks good, you may start the print by clicking on the Printer icon on the top left of the Print Preview window.

WARNING: MAKE SURE YOU SET YOUR PRINTER HEIGHT BEFORE PRINTING.



17. In the pop-up Print window, make sure your port is set to “EPSON Stylus Photo R2400” and then click “OK” to initiate the print.

Curing Printed Garments

Curing your printed garment is the final stage of the printing process. It is vital that this final step is properly done in order to successfully produce a good quality printed garment.

**Recommended Heat Press Temperature Settings
For Curing Fresh Prints On Garments:**

Light Cotton

330°F

Dark Cotton

345°F

Pressure: 1-2 on a Stahls' Heat Press or Low for Other Heat Presses

(Continued On The Next Page)

Curing Printed Garments (Cont'd)

MATERIAL	TEMP	PRESSURE	DRYING TIME
White/Light Cotton	330°F	1-2	45 sec (2x)
Black/Dark Cotton	345°F	1-2	90 sec (2x)

- 1. Set your heat press to the applicable temperature and adjust the pressure to 1-2 prior to pressing your printed garment.
- 2. For best results and if possible, thread your garment onto the heat press. Be careful to not wrinkle or touch the print as the ink is fresh and can result in smearing the print.
- 3. Place a curing sheet (silicone or Kraft) on top of your print and then press for the applicable time.

IMPORTANT:

PLEASE USE THE ABOVE DATA GUIDELINES AS A STARTING POINT FOR YOUR CURING PROCESS. ADJUST AS NEEDED TO ACHIEVE THE DESIRED RESULTS USING YOUR SPECIFIC GARMENT. PLEASE NOTE THAT SETTINGS AND RESULTS WILL VARY FROM GARMENT TO GARMENT BASED ON BRAND, QUALITY, COLOR, ETC.

Having issues with pretreating? Need tips? Contact Tech Support:

1-855-373-3538 option 2 • email support@omniprintonline.com • open a ticket at omniprintonline.com/support

DirectRIP Image Adjustment Settings

Fuzziness

The Fuzziness setting is located on your toolbar in the Highlight Generator column. Fuzziness controls the range of what the RIP considers to be a White highlight in your design when printing. Increasing the Fuzziness will add highlight to lighter colors and off-whites in your design. Decreasing the Fuzziness will decrease your highlights range and make whites & lighter colors less bright. Your default setting for fuzziness should be 15, which adjusts the sets highlight to 100% white areas. Adjust as needed to achieve the desired highlight level.

DirectRIP Image Adjustment Settings (Cont'd)

Color Strength

The Color Strength setting is located in your toolbar and labeled as the “Color Strength” column. This option would be the equivalent to your “saturation” option in any graphic design software in which it controls the intensity of your colors. Increasing the Color Strength will make the colors in your image appear more intense and darker as you increase the Color Strength. Decreasing the Color Strength will decrease the saturation and contrast of your image and make it appear lighter as you decrease the color strength. The default setting for Color Strength varies depending on the environment. You should only adjust as needed if a certain color is not translating well onto your print or if you are experiencing some detail loss in dark portions of the print. If the resolution is increased, Color Strength will need to be lowered and adjusted as needed to achieve the desired saturation.

Resolution

The Resolution setting is located in the Print Set-Up Properties window under the Device Option tab. This is located in the same window normally used to set the print margins. Raising the resolution of your white underbase is useful in a situation where you have a thicker material to print on such as denim, bags, and more. This setting increases your white ink output so only use this setting as needed. Resolution change is not recommended unless advised by a technician.

Color Booster

Increases color saturation / vividness by increasing color contrast. This feature is helpful for any images that are washed out or have a faded appearance.

Change Dot Size

Changing the dot size will increase the amount of ink it fires during passes. The default is set to SML, a combination of various ink drop sizes optimized to give you the best possible print. Changing the dot size is best used for thicker garments such as jackets, hats, denim, etc. Below are all of the options for drop sizes:

- S - Small
- M - Medium Drop Size
- L - Large Drop Size
- SM - Small, Medium Combination
- SL - Small, Large Combination
- ML - Medium, Large Combination
- SML - Combination of Small, Medium, Large

White Underbase Choke

A choke is needed for the white underbase due to the nature of the inks and garment. When white ink is being laid down as it starts to dry, it will expand. This could cause a white outline around your image that is not in the graphic. Adding the choke setting will decrease the size of the underbase layer, allowing the color layer to completely cover the underbase below. To add the choke. Go to Image >add white underbase choke. When the choke window opens you the default values will be 2 and 225. The value 2 represents the amount of pixels that will be removed around the image. 90% of the time, 2 what is recommended by Omniprint, but if you find that there is still some white showing, the pixel reduction can be increased.

DirectRIP Image Adjustment Settings (Cont'd)

DirectRIP Editing Options

Cropping Image To Avoid Sizing Issues With Negative Space

It's important that all negative space is removed from the image. Having extra space around the image will be read by DirectRIP as part of the image. Extra space around the image can be removed when creating the graphic in a graphics program, or you also have the option to crop the image using DirectRIP.

1. Click on the Selection tool (shortcut M)
2. Select the graphic area only.
3. Right click on the selected area and hit crop.
4. A new window will open with the cropped image.

Auto-Level Adjustment

DirectRIP has an additional feature to Auto adjust Levels. This feature works great for any photograph that appears washed out or faded and needs to be sharpened/saturated.

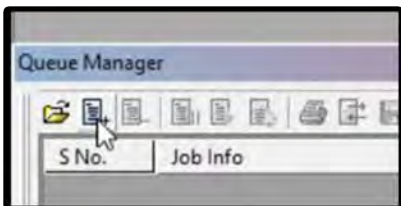
Auto-Contrast Adjustment

Auto contrast will work great for any photo or image that is lacking contrast. It will increase your darks and saturate them to give you a richer color.

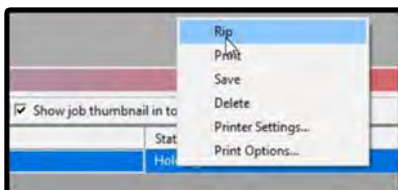
Pricing A Print Without Printing Using DirectRIP

One of the useful side features of DirectRIP is the ability to price a print without having to actually print the image or waste any ink in the process. This is handy in a situation where a potential customer has come to you with specific artwork, looking for a quote on how much it would cost to print that specific garment and artwork.

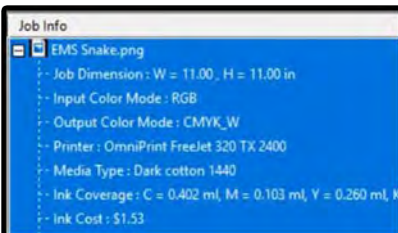
1. Open the artwork and set-up your print as if you were about to print it.



2. Instead of printing the design, click on the Add Document icon in your Queue Manager window to add your print job to the queue.



3. Once the job has been added to the queue, right click in the column under Status where it reads "Holding". Then click on Rip to process the image in order to determine the exact ink cost for this job.



4. When the job has finished RIPPING, you will be able to expand the job info by clicking on the + symbol next to the image name. Here, you will be able to see the ink coverage required for this job and the total ink cost for this specific image and environment.

FreeJet Maintenance

Keeping your FreeJet 330TX properly maintained is a vital yet very simple process and the key to hassle-free printing. It is very important to follow the proper procedures for each part of your printer maintenance.

This section of your Training Guide will be broken down into 2 parts:

Printer Shut Down

It is vital that the printer is properly shut down to utilize the “Wet Capping” system for the protection and preservation of the print head during downtime.

Maintenance

Following a few basic cleaning routines for key parts and components will help ensure a constant reliability and uninterrupted workflow.

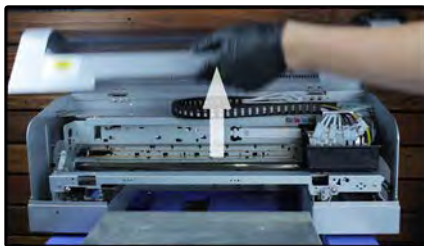
Printer Shut Down

**ADVISORY: THE FOLLOWING INFORMATION IS CRITICAL.
PLEASE CAREFULLY READ THIS PART OF THE TRAINING GUIDE.**

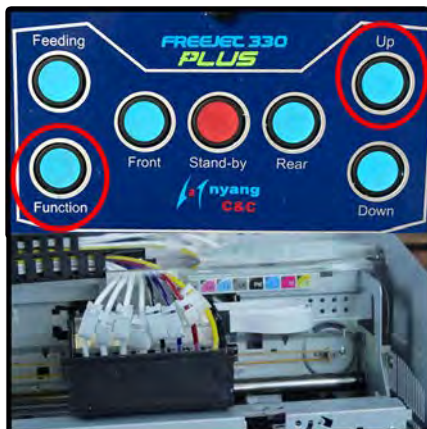
Shutting down the printer properly is one of the most important procedures you will need to carefully perform in order to preserve the condition of your printer.

“Wet Capping” the printer properly will ensure the ease of establishing ink flow to the print head and prevents any possibility of clogging when left inactive for extended periods of time (up to one [1] month).

Always follow this procedure when shutting the machine down. Never shut down the printer and leave it inactive without “wet capping” the printhead.



1. Open the lid on your printer.



2. Press the FUNCTION and UP buttons at the same time to move your printhead away from the Wet Cap Station.

(Continued On The Next Page)

FreeJet Maintenance (Cont'd)

Printer Shut Down (Cont'd)



3. Open the clip on your Cleaner Line located on the back of your printer near the Waste Ink Bottle.



4. Push the Choke Pump to pump cleaner into the wet cap station.



5. Pump cleaner only up to the edge of the wet cap. Pumping any more will cause overflow & spilling.



6. Close the clip on your Cleaner Line.



7. Push down on the Wet Cap Spring 2-3 times to suction the cleaner out of the Wet Cap Station. All of the cleaner should be suctioned out of the Wet Cap.

FreeJet Maintenance (Cont'd)

Printer Shut Down (Cont'd)



8. Open the clip on your Cleaner Line.



9. Pump cleaner into the Wet Cap a second time.



10. Pump cleaner only up to the edge of the wet cap.



11. Close the clip on your Cleaner Line.



12. Push down on the Wet Cap Spring 2-3 times to suction out all of the cleaner from the Wet Cap.



13. Open the clip on your Cleaner Line.



14. Pump cleaner a 3rd time into your Wet Cap only up to the edges. The cleaner that comes through should look cleaner and more clear.

FreeJet Maintenance (Cont'd)

Printer Shut Down (Cont'd)



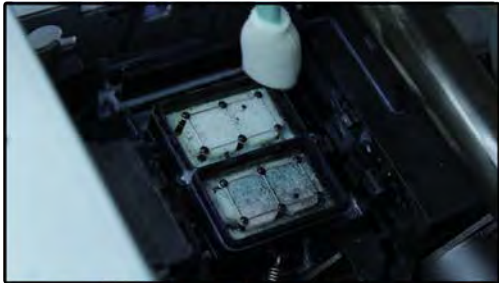
15. Use a cleaning applicator swab to clean around the Wet Cap. **Do not swab inside of the Wet Cap.**



16. Close the clip on your Cleaner Line.



17. Push down on the Wet Cap Spring until the cleaner is suctioned out.



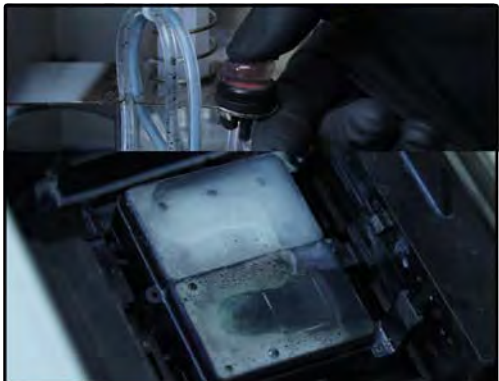
18. When all of the cleaner has been suctioned out, use your Cleaning Applicator to dry swab around the Wet Cap and wiper blade.



19. Loosen the cap on your Waste Ink Bottle to release any vacuum pressure that is in your cleaner and waste ink lines then close the cap.



20. Open the clip on your Cleaner Line.



21. Pump cleaner into the Wet Cap for the 4th and final time only up to the edges of the Wet Cap.

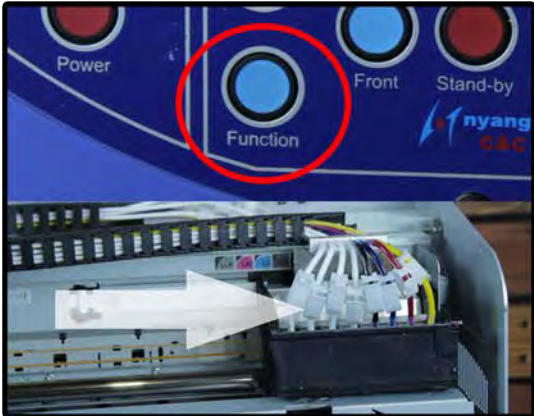
(Continued On The Next Page)

FreeJet Maintenance (Cont'd)

Printer Shut Down (Cont'd)



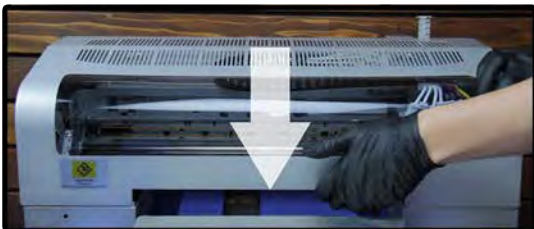
22. Close the clip on your Cleaner Line for the final time and keep it closed until the next time you power up the printer.



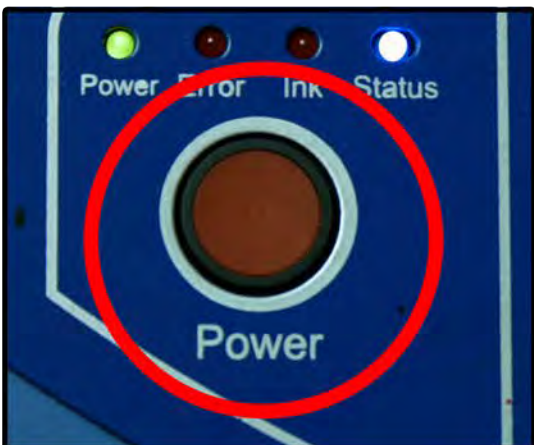
23. Press the FUNCTION button once to return the printhead to the Wet Cap Station to “wet cap” the printhead before shutting down the printer.



24. Move your ink line clips up and close all of the clips on your ink lines. Moving the clips preserves the condition of your ink lines.



25. Close the printer lid.



26. Press and hold the POWER button until you hear a beeping sound and the status light flashes blue. Then turn off the printer using the switch at the back of the printer.

FreeJet Maintenance (Cont'd)

Printer Shut Down (Cont'd)

You have successfully powered down your FreeJet 330TX

If the machine has been sitting for over a week, it is recommended that you check to see if the Wet Cap needs to be topped off.

Daily Maintenance

Your daily maintenance will be the largest factor of the maintenance you will need to perform in order to preserve the quality of your FreeJet printer and the components inside.

This has to be done once you have finished printing for the day. If you have not used the machine that day, you do not need to do this. Most of the Daily Maintenance was demonstrated in the previous section on shutting down the printer.

Daily Maintenance List:

- ▣ Wet Cap the Printhead (see “Printer Shut Down”)**
- ▣ Clean the Wet Cap Station & Wiper Blade (see “Printer Shut Down”)**
- ▣ Empty & Clean the Waste Ink Bottle (if full)**
- ▣ Clean the Printer of Any Dust or Ink Stains (if any)**

Weekly Maintenance

Once a week, you will need to Clean the Encoder Strip while performing your daily maintenance. This is the only step of your Weekly Maintenance.

Weekly Maintenance List:

- ▣ Clean the Encoder Strip**

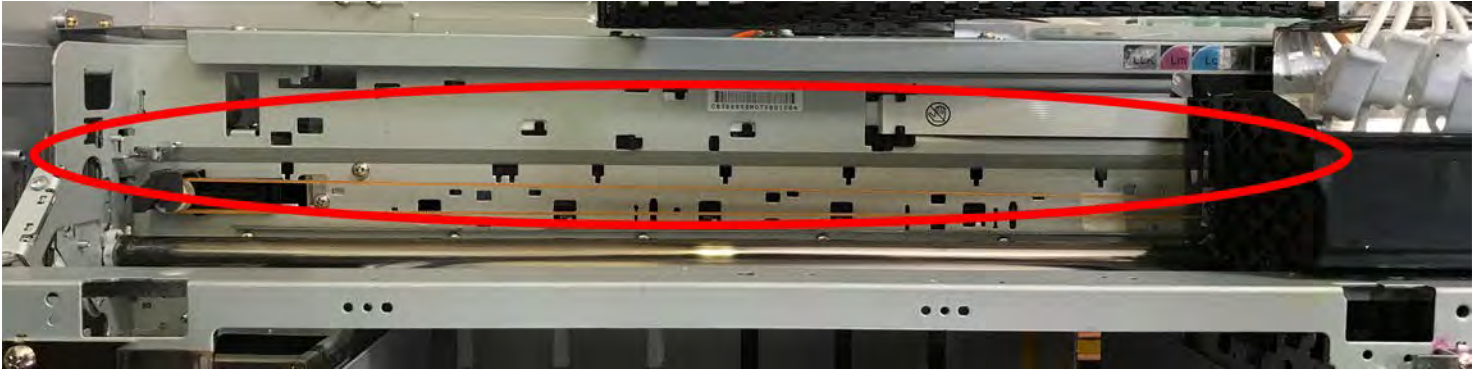
The encoder strip is an important part of the printer to keep clean. The printer uses the encoder strip to communicate the position of the printhead with the printer as it constantly moves back and forth while printing on garments.

If the encoder strip is dirty with dust, lint, or ink; the printhead cannot properly communicate with the printer and will result in a bad, misaligned print due to communication errors. Keeping the encoder strip clean will prevent these errors from occurring in the near future.

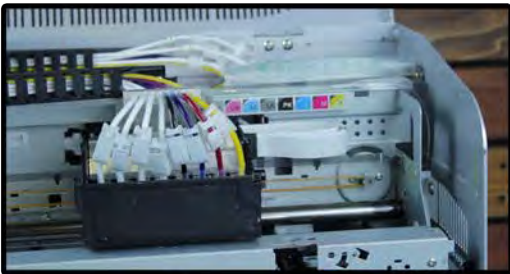
Cleaning the encoder strip can be done while you are “wet capping” the printer during your daily maintenance when shutting down. The printhead must be moved away from the Wet Cap Station in order to completely clean the encoder strip.

FreeJet Maintenance (Cont'd)

Weekly Maintenance (Cont'd)



This is the Encoder Strip: the long, thin black film that runs across the gantry behind the printhead.



1. You will be able to clean the encoder strip while the printhead is centered away from the Wet Cap Station while “wet capping” your printer during your daily maintenance.



2. Use your hand to move the printhead to the far left of the gantry. This will allow you to clean most of the encoder strip.



3. Apply a small amount of 70% rubbing alcohol to a small lint-free cloth and gently pinch the encoder strip between your fingers and the lint-free cloth. Slide the cloth from side-to-side while still gently pinching the encoder strip between your fingers and the cloth.



4. Move the printhead back to the centered position to clean the rest of the encoder strip that you haven't yet. Careful not to push the printhead all the way back to the Wet Cap Station.



5. Clean the rest of the encoder strip.

(Continued On The Next Page)

FreeJet Maintenance (Cont'd)

Weekly Maintenance (Cont'd)

6. When you've finished cleaning your encoder strip, you may continue your daily maintenance and "wet cap" your printer. If you've already "wet capped" your printer, you may move on to the next step.

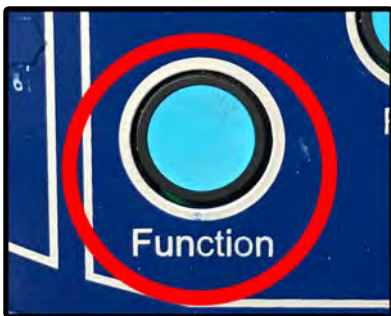
(see "Printer Shutdown" and "Daily Maintenance")

7. While your printhead is still centered away from the Wet Cap Station, it is recommended that you clean around the nozzle plate on your printhead once a week. The Nozzle Plate is the shiny metal rectangle in the middle of your printhead.

DO NOT TOUCH THIS. Touching the Nozzle Plate is the equivalent of a head-strike; which voids your warranty.



You must clean any build-up **AROUND** the Nozzle Plate. You must use a Cleaning Applicator Swab dipped in Super Cleaner in order to clean around the Nozzle Plate. Please be careful when doing this.



8. Press the FUNCTION button once to automatically return the printhead back to the Wet Cap Station. **Do not attempt to return the printhead back to the Wet Cap Station by hand.** Pushing the FUNCTION button will return it from any position on the gantry.

Monthly Maintenance

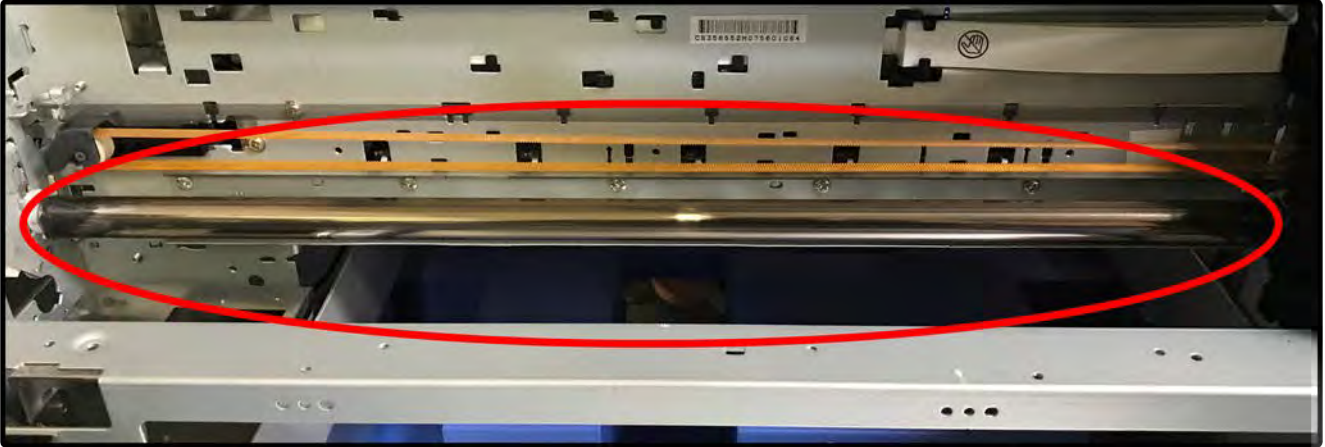
The final part of your required FreeJet maintenance is your Monthly Maintenance, which consists of cleaning the encoder wheel as well as lubricating the print carriage bar.

FreeJet Maintenance (Cont'd)

Monthly Maintenance (Cont'd)

Monthly Maintenance List:

- ▣ Lubricate the Carriage Bar
- ▣ Clean the Encoder Wheel



This is the Print Carriage Bar, the large chrome bar in the printer that the printhead uses to move left and right.

How to Lubricate The Carriage Bar

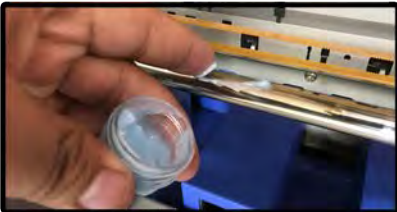
While the printhead is moved away from the Wet Cap Station, you will need to clean off any build-up on the carriage bar with a clean cloth and lubricate it using the Blue Grease.



Over time, you will begin to notice a black build-up on the print carriage bar.



1. Using a clean cloth only, wipe the carriage bar to clean off all of the build-up.



2. Apply a small coat of Blue Grease onto the carriage bar.



3. Move the printhead from left to right using your hand to evenly distribute the grease across the carriage bar.

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FreeJet Maintenance (Cont'd)

Monthly Maintenance (Cont'd)



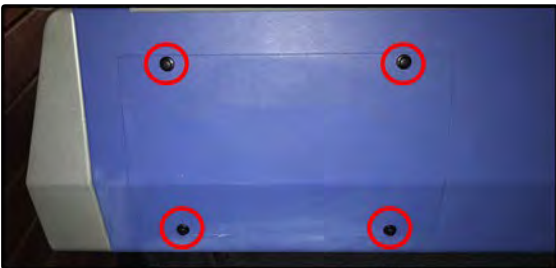
4. Press the FUNCTION button once to return the printhead back to the Wet Cap Station.



This is the Encoder Wheel, the clear disk behind the rear encoder wheel cover on the left rear side of the printer.

How to Clean the Encoder Wheel

The Encoder Wheel is another key component that communicates the position of the carriage to the printer. Like the encoder strip, it is vital that this part stays clean to maintain the quality of the prints and the functionality of the printer. This will need to be cleaned using a clean lint-free cloth and 70% isopropyl rubbing alcohol.



1. The Encoder Wheel is located behind the removable cover on the left rear side of the printer. This cover can be removed by opening the corner pins in each corner.

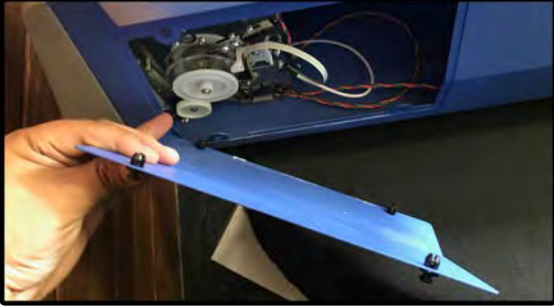


2. The corner pins on the rear encoder wheel cover can be opened by pulling out the center of the pin.

(Continued On The Next Page)

FreeJet Maintenance (Cont'd)

Monthly Maintenance (Cont'd)



3. When all of the corner pins have been opened, you may remove the cover.



4. Switch off the back switch on the back of your printer. The printer must be completely off in order to properly clean the encoder wheel.



5. Using 70% isopropyl alcohol and a lint-free cloth, gently pinch the encoder wheel; similar to how you would pinch the encoder strip. The wheel must now be manually rotated.



6. While still gently pinching the encoder wheel, push and pull the entire print carriage as needed to manually rotate the encoder wheel, allowing you to clean all of it. Push the carriage with your hand on the center so that it is moved evenly.



7. When you're finished cleaning the encoder wheel, return the carriage back to the home position.



8. Replace the access cover over the encoder wheel.

FreeJet Maintenance (Cont'd)

Monthly Maintenance (Cont'd)



9. Close the corner pins on the cover by pushing in the centers.



10. Switch on the back switch of the printer.

Annual Maintenance

After one year of printer use, it is recommended that you take advantage of your warranty and schedule your annual maintenance appointment with OmniPrint International Technical Support. It is vital that this maintenance is done with the assistance of a technician to ensure that this is done properly and safely with no risk of damage to your printer.

Need to schedule your Annual Maintenance? Contact Tech Support:

1-855-373-3538 option 2 • email support@omniprintonline.com • open a ticket at omniprintonline.com/support

Troubleshooting

You may encounter some issues or errors that will affect the performance of the printer that will appear over time after heavy use for production purposes. These may come in the form of issues stemming from the pretreating process, internal parts issues accompanied by error lights, communication errors due to lack of proper maintenance, consumibles needing replacement, or other elements.

In this section, we will review ways to troubleshoot what you may encounter and the steps you can take to resolve these issues.

Print & Image Quality Issues

The quality of a print has many variables that can make or break it both before and during the printing process. The printer needing maintenance/adjustment or the actual quality of an image can be main factors to how the print comes out. Print quality can be effected by the actual printing process and or by the quality of the image itself. One thing that I would like to stress is that the printer itself sometime gets the blame for not working right when the image does not print well. If you have a good nozzle check then the printer should be ready to do its best. If your print comes out poorly then this is the section you need to understand. Many factors like wrong height adjustment, poor image quality and inconsistent pretreatment application are generally the issue and due to the operator not the machine. If you ever feel like you are doing something wrong just give us a call, read these documents or watch our videos, we want you to be 100% at ease and confident with our printers.

Quality Issues - Mechanical

A mechanical printing issue is generally due to lack of maintenance or improper set up prior to printing. In some cases though an alignment or adjustment may need to be done to correct the problem. The problem seen in the print will be caused by one of the following issues:



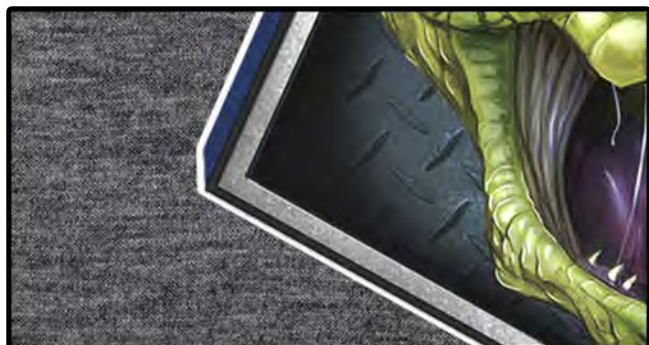
Blurry Print - Improper Print Height

If your printed graphic has a blurry appearance to it with loss in detail as shown to the left, this is commonly caused by improper print height. It is important to mount your shirt flat and set the height before printing to achieve the desired print quality.

Troubleshooting (Cont'd)

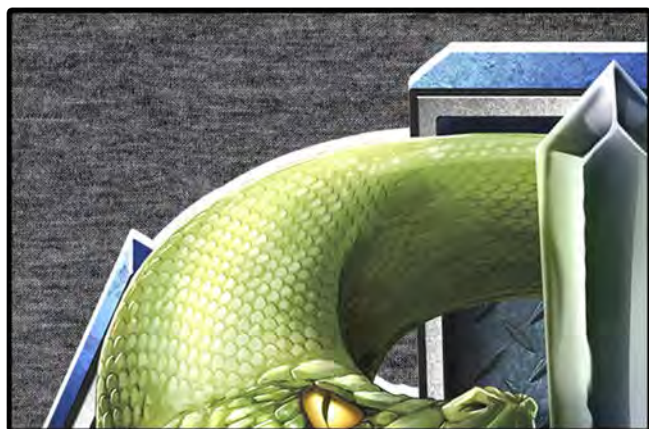
Print & Image Quality Issues (Cont'd)

Quality Issues - Mechanical (Cont'd)



Side-to-Side Print Misalignment

When the printed white underbase and color layer of your graphic are misaligned from side-to-side, this is commonly due to a registration error caused by a dirty encoder strip. This can be resolved by cleaning your encoder strip as required in your weekly maintenance.



Top-to-Bottom Print Misalignment

When the printed white underbase and color layer of your graphic are misaligned from top to bottom, this is commonly due to a registration error caused by a dirty encoder wheel. This can be resolved by cleaning your encoder wheel as required in your monthly maintenance.

If you are still experiencing print alignment issues despite cleaning the encoder strip and encoder wheel, please contact Technical Support.



White Underbase Shows Under Color Layer

When white ink is printed, it can sometimes swell up, causing the white underbase to still appear under the color layer, giving it a white stroke appearance. This is why we add a white underbase choke when setting up a print on a dark or black garment in the RIP program. Failing to add a white underbase to your dark/black print job will cause this white outline around your entire image. It is key to distinguish this from encoder strip or wheel communication issues.

Troubleshooting (Cont'd)

Print & Image Quality Issues (Cont'd)

Quality Issues - Pretreatment

The application of pretreatment to a garment is going to have the most significant effect to your print quality. At first, the pretreatment process will be a learning curve for you to master. Some get the hang of it on the first day and for some, it can take a while, as everyone's level of proficiency is different. When you purchase a printer, it comes with the industry standard Wagner Power Sprayer, a hand held sprayer. Refer to the Pretreatment section of this user manual (page 7-8) for the recommended guidelines on applying pretreatment.

If you do not apply the pretreat properly you are going to see a lot of different was it can affect your print quality. The major mistakes made are not enough or an irregular and inconsistent pattern, or both. Pretreatment needs to be sprayed in a consistent amount so it is evenly spread across the garment. Not enough will give you a very dull print on dark garments, then white will look grey and fuzzy. An inconsistent spray will leave the print looking splotchy with areas that look ok and areas that look bad. If the pretreatment is spayed in an even coat the print should look the same all the way across and down the garment.

When it is inconsistent you have more pretreat in some areas and less in others, this creates a spotty, patchy look. Here are some common pretreatment mistakes:

1. Not Enough Pretreatment

Not applying enough pretreatment will cause a dull and fuzzy looking print for both your white and color layers. If washed, the print will not hold up due to not enough pretreatment adhering the print to the garment. In this case, you will need to apply more pretreatment.

2. Pretreatment Hand-Sprayed In An Uneven Pattern.

This will cause a spotty print with areas of good and bad-looking prints. When pretreating by hand, pretreatment should be sprayed at an even speed and distance to ensure the most efficient and consistent print.

3. Too Much Pretreatment

Applying too much pretreatment will cause the garment to become too damp, bleeding into the back side of the garment and causing the pretreatment to move down the garment when picked up. Once dried, the shirt will appear very stiff and may even cause an ugly translucent square to appear on your garment. A print on a shirt with too much pretreatment will appear good but in the wash, the graphic will begin to peel or stick together.

4. Wrong Pretreatment Used

There is a difference in the pretreatment formulas for light, white, and dark cotton garments as well as light and dark polyester garments. Using white or light pretreatment on a black or dark garment will cause your white underbase to improperly print; resulting in an all-around dismal print. The rule of thumb is that if your print requires the use of white ink...

Troubleshooting (Cont'd)

Print & Image Quality Issues (Cont'd)

Quality Issues - Pretreatment (Cont'd)

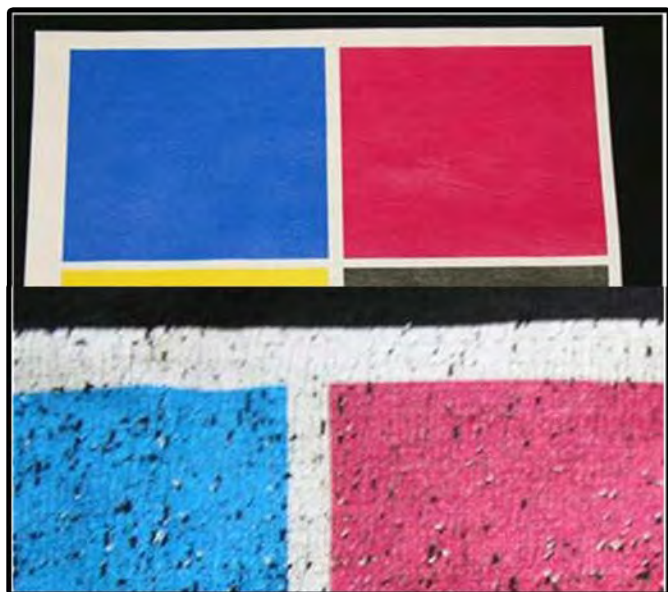
4. Wrong Pretreatment Used (Cont'd)

...you need to use dark pretreatment. This can be prevented by making sure you are using the right pretreatment bottle as well as noting what kind of pretreatment is currently in your hand sprayer's reservoir. You may refer to the images below for photo examples of print quality issues caused by errors in the pretreatment process.



Not Enough Pretreatment (left)

Right Amount of Pretreatment (right)



Too much pretreatment will appear like a good print but will not hold up after washing as you will experience loss of quality through cracking, peeling, or the print sticking together.

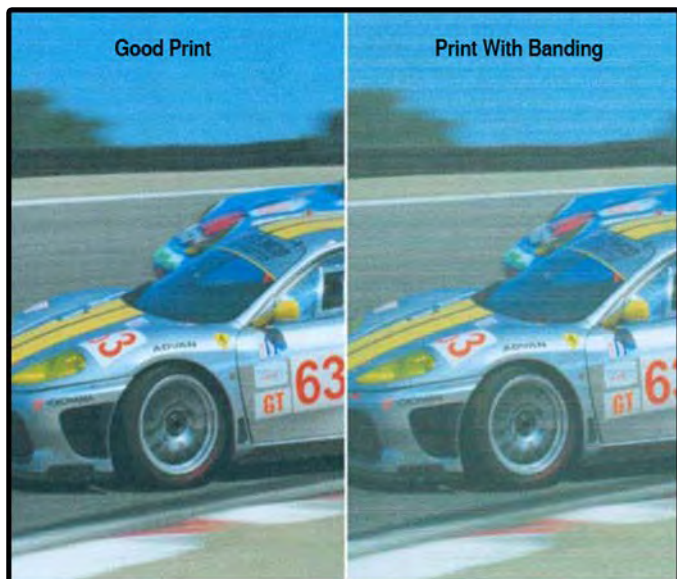
Troubleshooting (Cont'd)

Print & Image Quality Issues (Cont'd)

Quality Issues - Ink

Missing A Color

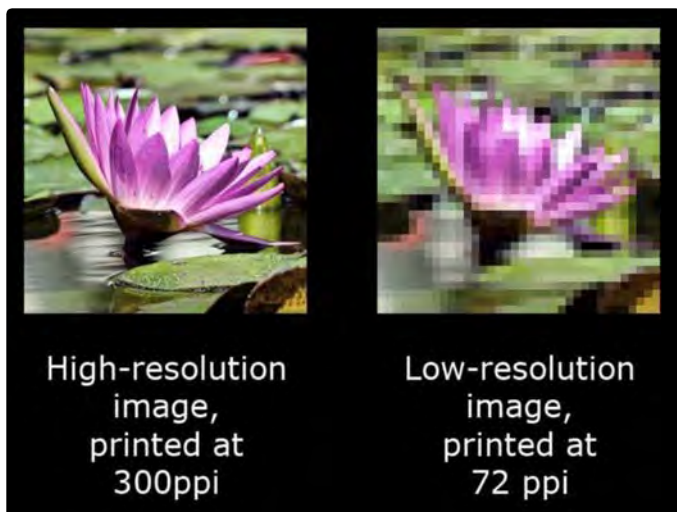
During a print you may notice that the color looks really wrong and in some areas totally missing from the print. Generally this is due to the drop out of a color in the inks Cyan, Magenta, Yellow and Black. This is why starting with a nozzle check before printing should always be done to confirm all colors are ready to go. 2 cleans should be done first followed by a Nozzle check to bring the color back, a prime of the ink line may be needed if the 2 cleans do not work. This is also always a good example of an Ink Clip that has not been unclipped when starting up the printer. However an error like this should have been notice and fixed during the first initial Nozzle Check before printing.



Banding

Banding is visible lines showing in the print going through areas of color. This is caused by nozzles missing in a color. The nozzles that are not printing are leaving behind an empty space, creating a line. The same process for fixing Missing Color is done for banding. Print a Nozzle Check first to confirm nozzle performance. In most cases banding can be fixed by just doing 2 Head Cleans. Always print a Nozzle Check after cleaning to confirm the problem has been fixed. A Prime may be needed if this does not fix the issue.

Quality Issues - Digital



Good print quality also relies on the images being printed. A low resolution image will not print well and will become worse when made larger. It is very important that high quality artwork is used. Blurry and pixelated images usually do not relate to printer performance, they are a sign of low resolution and quality in the image being printed. It will be an important step for anyone new to printing to study and learn about graphics and working with a good graphic editing program like PhotoShop.

Troubleshooting (Cont'd)

Priming Ink Lines for White Ink Separation

Normal



Needs Priming

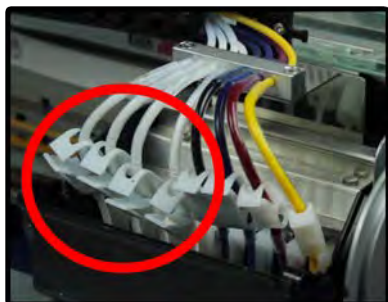


If your printer has been inactive, the white ink will slowly separate in the lines. The white ink will appear transparent in the area around the ink clips and the ink will look weak if used to print. When this occurs, you will need to prime your ink lines to revert your white ink lines back to a solid white state. This process can be done while the printer engine is on or off.

Before we begin, make sure your white ink bottles are half full or more.



1. Push the button at the front of your printer to activate the ink circulation. Let the circulation run for approx. 120 seconds before pressing the front button one more time to stop the ink circulation. **(THIS STEP FOR 330TX PLUS ONLY)**



2. Open only your white ink line clips and keep your CMYK ink lines closed. Massage the ink lines where they were clipped. Massaging the ink lines improves the life expectancy of the ink tube assemblies on the printhead.



3. Activate the pump by pressing **POWER & DOWN** at the same time.



4. Watch your ink lines to ensure the ink is flowing through the lines.

Troubleshooting (Cont'd)

Priming Ink Lines for White Ink Separation (Cont'd)



5. Monitor your ink waste bottle at the back of your printer to ensure ink is pumping properly.



6. Once the ink waste flowing into the bottle appears white or light gray, you may move on to the next step.



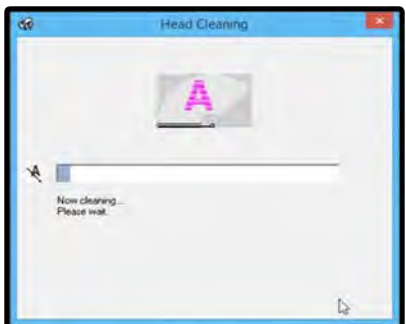
7. Open the rest of the clips on your CMYK ink lines and massage where they were clipped.



8. Monitor your ink waste and when it appears dark or black, you may stop the pump by pressing the POWER button once.



9. Turn on your printer if it's not already on. If your printer is already on, you may move on to the next step.



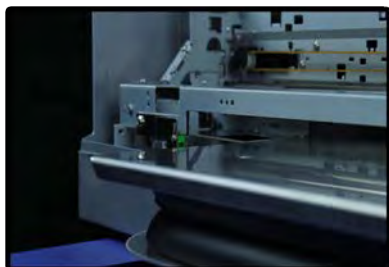
10. Once your printer has been powered on, you will need to perform one (1) Head Clean.*

See the "Perform A Head Clean" Section of this Training Guide

(Continued On The Next Page)

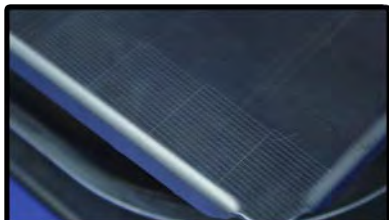
Troubleshooting (Cont'd)

Priming Ink Lines for White Ink Separation (Cont'd)



11. Set your platen height and perform a Nozzle Check.

See the "Setting the Platen Height" & "How to Perform A Nozzle Check" Sections of this Training Guide



12. Analyze your Nozzle Check print and if it looks good. Your printer should be ready to start printing.



13. If you take a look at your white ink lines, they should now be solid white. You may now begin sending print jobs to your printer.

If you have issues or need help with priming, contact Technical support by calling 1-888-479-3496 and selecting option 2, by emailing support@omniprintonline.com, or visit omniprintonline.com/support.

Troubleshooting (Cont'd)

You may encounter some issues or errors that will affect the performance of the printer that will appear over time after heavy use for production purposes. These may come in the form of issues stemming from the pretreating process, internal parts issues accompanied by error lights, communication errors due to lack of proper maintenance, consumables needing replacement, or other elements.

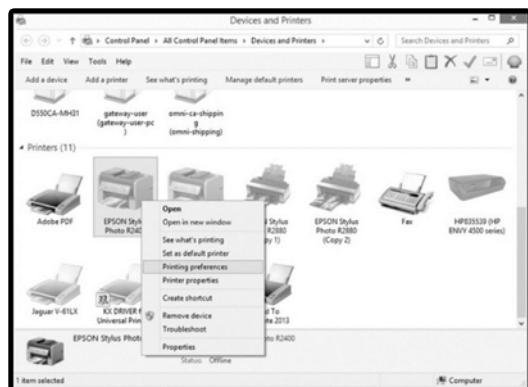
In this section, we will review ways to troubleshoot what you may encounter and the steps you can take to resolve these issues.

Blinking LED Lights & Error Codes

Solid Ink & Error Lights



The solid ink and error light can have 2 possible reasons. The best way to help determine if you have a standard job error or a paper jam/feeding error is to use the Epson driver.



1. Go to the Epson driver located on your computer under Printers and Devices. For the 330TX Plus, it will be the Epson Stylus R2400 printer icon. Right click on the printer icon and select “Printing Preferences”.



2. Select the “Maintenance” tab at the top of the window.



3. Under the maintenance tab, select “Status Monitor”.

4. If the Status Monitor shows “Printing” then you have a standard job error. This kind of error can happen when you try to cancel a print job or a connection error occurs. Press the Standby button on the control panel to move the carriage to the front. Once the carriage is at the front the error should clear.

Troubleshooting (Cont'd)

Blinking LED Lights & Error Codes (Cont'd)

4. (Cont'd) If the Status Monitor shows “Paper Jam” you will need to do the following: Press the Standby button on the control panel to move the carriage to the front. Once at the front press the Feeding button. The print head will move and then the carriage will move backwards. Press the Feeding button one more time to clear the error.

Ink Light Blinking

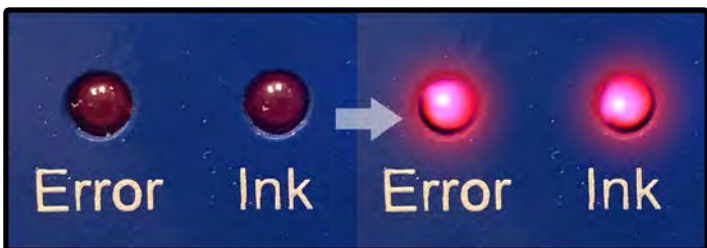


When the ink light is blinking on the printer you do not need to do anything. Because FreeJet printers use a bulk ink system and not cartridges an ink chip board must be used. The print-head thinks that cartridges are being used so when the system thinks a cartridge is low or empty the values need to be reset by the ink chip board. The ink light will flash just before the reset is completed. Nothing needs to be done by the operator as this is an automated function.

In the case that this does not automatically reset itself, you may manually activate the reset process by pressing FUNCTION+STANDBY once to undock the printhead. The printhead will slowly move away from the Wet Cap Station. Then press FUNCTION+STANDBY one more time to return the printhead and initiate the reset process.

If the ink chips do not reset automatically or manually, contact technical support.

Ink & Error Lights Flashing Together

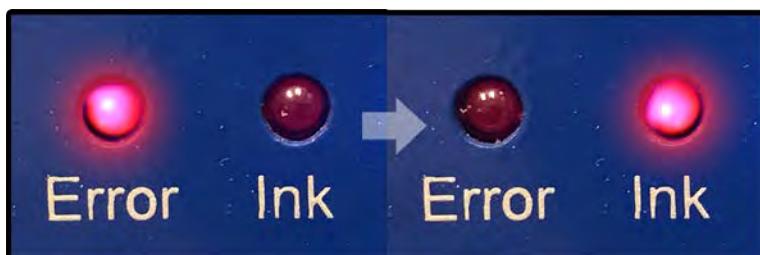


When the Ink and Error lights are both flashing together a random error has occurred. This error is a way of telling you that the printer has gone into a Safety Mode. This is a general error that can be caused by multiple things any ware from a dirty encoder strip to a board issue. To fix this the printer will need to be turned off and then back on again, the cause of the error and when it happens will then need to be diagnosed.

Troubleshooting (Cont'd)

Blinking LED Lights & Error Codes (Cont'd)

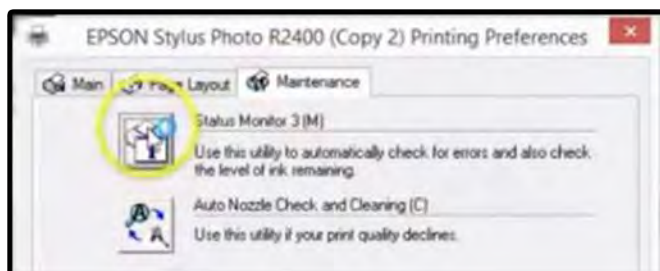
Ink Light & Error Light Blinking Alternately



If the Ink and Error lights are blinking together but not both at the same time then the Waste Ink Pad Reset will need to be completed. The printer will also be making a beeping sound. This error will need to be reset using the Epson Utility Adjustment Program.



1. In your PC's control panel under Devices and Printers, right click on EPSON Stylus Photo R2400 then click on Printing Preferences.



2. Click on the Maintenance tab then click on the Status Monitor option.



3. A pop-up window will appear (shown left). Do not worry, you do not need to replace any parts. This just lets us know the Waste Ink Pad Counter needs to be reset.

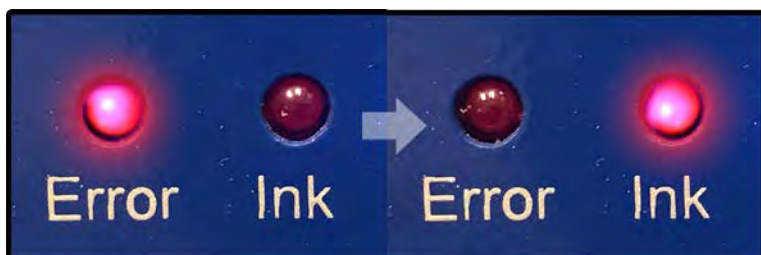


4. During your installation appointment, a folder should have been installed onto your desktop called "R2400_Adjustment". If you do not have this folder, please contact Tech Support.

Troubleshooting (Cont'd)

Blinking LED Lights & Error Codes (Cont'd)

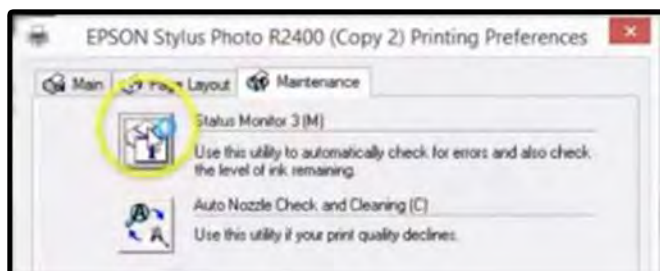
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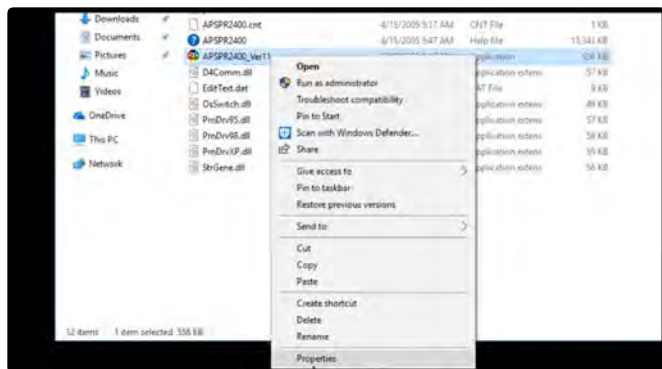


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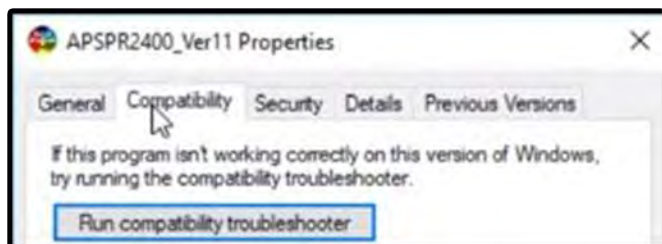
Troubleshooting (Cont'd)

Blinking LED Lights & Error Codes (Cont'd)

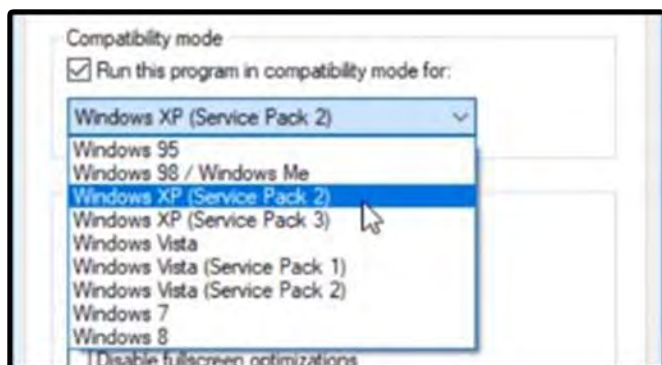
Ink Light & Error Light Blinking Alternately (Cont'd)



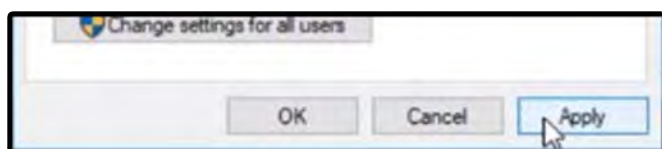
5. In the folder, right click on the application file named “APSPR2400” and click on “Properties” at the bottom of the list.



6. When the properties window has opened, click on the “Compatibility” tab.

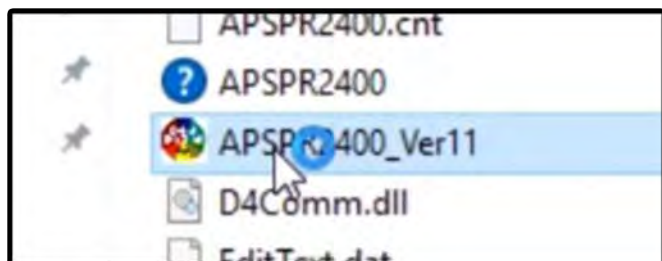


7. In the Compatability Mode section of the window, check the box to “Run This Program In Compatibility Mode For”. Then in the drop-down menu, select Windows XP (Service Pack 2 or 3).



8. Click on the “Apply” button at the bottom of the window to apply these settings. Then click on “OK”.

Before moving on to the next step, make sure your printer and control panel are completely powered on.

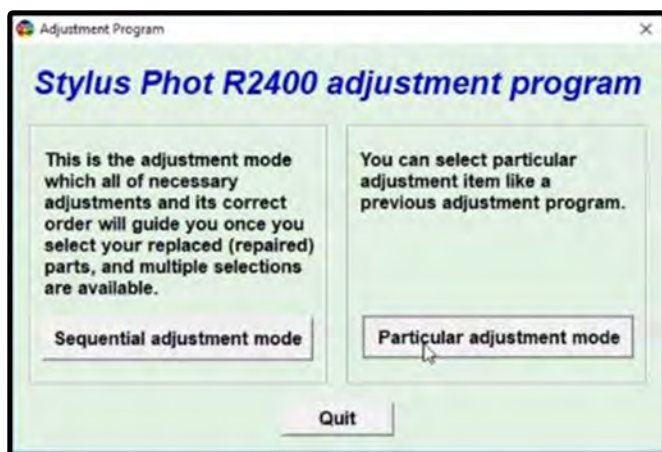


9. Double-click on the “ASPR2400” application file to open the R2400 Adjustment Program.

Troubleshooting (Cont'd)

Blinking LED Lights & Error Codes (Cont'd)

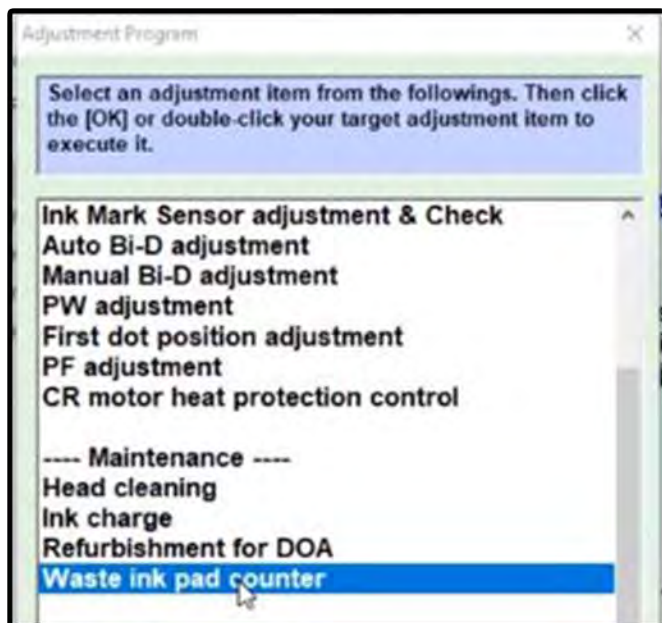
Ink Light & Error Light Blinking Alternately (Cont'd)



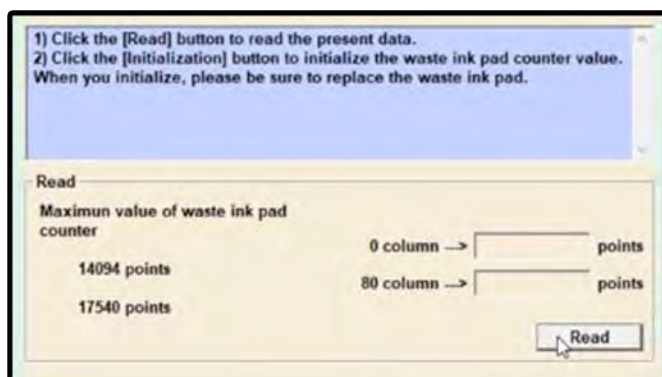
10. When the program opens, click on the “Particular Adjustment Mode” option.



11. When the pop-up window for Port Selection appears, click on “OK” to confirm Auto Selection.



12. When the next pop-up window has opened, scroll down the list and select “Waste Ink Pad Counter” under the Maintenance section. Double-click on it or highlight the option then click on “OK”.

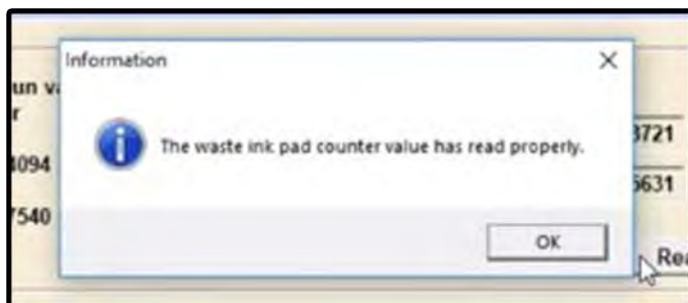


13. When the Waste Ink Pad Counter window has opened, click on the “Read” button on the center-right of the window to read the current data on your printer’s waste ink pad counter.

Troubleshooting (Cont'd)

Blinking LED Lights & Error Codes (Cont'd)

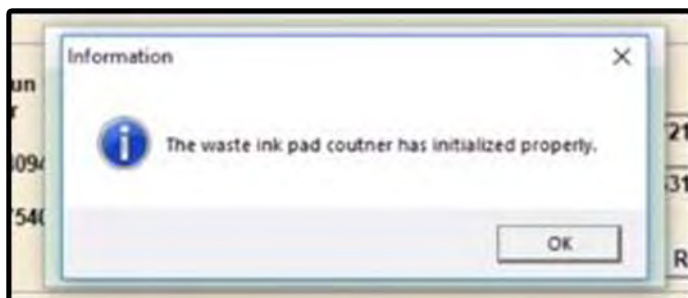
Ink Light & Error Light Blinking Alternately (Cont'd)



14. A pop-up window will appear that will inform you that the waste ink pad counter's value has been read properly. Click "OK" to close the pop-up window.



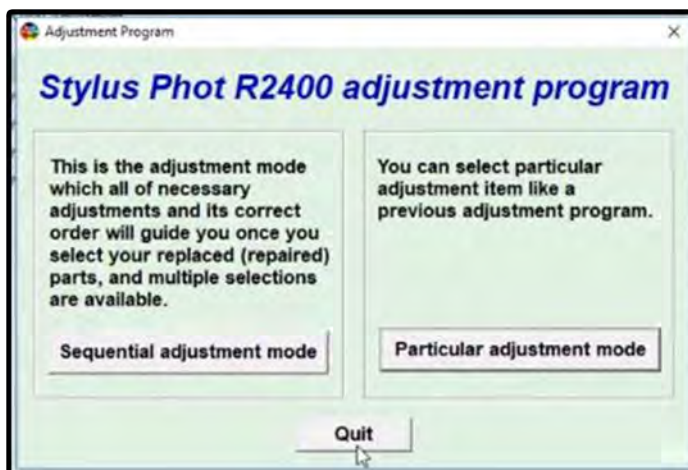
15. Next, click on the "Initialization" button located in the Initialization section below the "Read" button you clicked in the previous step.



16. A pop-up window will appear that will inform you that the waste ink pad counter has been initialized properly. Click "OK" to close the pop-up window.



17. Click on "Finish" at the bottom of the window to close the Waste Ink Pad window.



18. Close the Adjustment Program by clicking on the "Quit" button at the bottom of the main window. Your waste ink pad counter should now be reset. Next, restart your printer. Your printer should now work as expected.

If you have run the Waste Ink Pad Counter Reset process and the error lights are still occurring, please contact Technical Support as soon as possible.

Troubleshooting (Cont'd)

Ink Flow Issues

Ink flow for any printer is like the blood flowing through our veins, any restriction is going to create problems. Keeping your printer well maintained and clean is an important factor to trouble free printing. Understanding how ink flows through your printers ink delivery system will help greatly in preventing and diagnosing issues related to ink flow. Always remember to keep things simple when trying to trouble shoot ink flow. Start with the simplest reasons and then work your way from the bottle to the print head.

NEVER take anything apart or try to install new parts without speaking with an OmniPrint Tech Support Specialist.

In many cases ink flow issues are related to something very simple. For a quick reference the following is a list of reasons you could be having a problem. Follow this list first. Make sure all the basic causes have been eliminated before proceeding with a more in depth diagnosis:

1.Nozzle Check

Make sure that Nozzle Check is always printed after you have gone through your start up routine of 2 Head Cleans and if needed a Prime of the inks. The Nozzle check will show us how all the individual channels of color are performing. They should all be as close to 100% as possible. A few missing dash lines are ok. If you are missing more the 10-15 % you should try a Head Clean followed by a new Nozzle check. If the problem still looks the same you should prime the ink system followed by 2 Head Cleans and then a Nozzle Check.

2.Basic Systems Check

Whenever you are having a problem with ink flow and your nozzle check is showing poor performance of a specific channel or channels check the following areas to make sure something simple is causing the problem. This is the most common reason and no matter how well you know the machine we have all missed done at least one of the following:

☐ Ink Clips

Make sure you have un-clipped all the clips at the Print Head. If you have one full channel of ink missing in your Nozzle Check this is a good reason why and the most common mistake. Also make sure that the clip on the Waste Ink Bottle is in the clipped position.

☐ Ink Level

Take a look at all the ink bottles on the rear of the printer, especially the color you are having issues with. If the ink is low you will need to refill it. Take a look in the bottle, the tube the ink goes through does not go all the way to the bottom and may be pulling in air or close to doing so. Never let your inks go all the way down and always refill them when you see about 1/4 of the bottle full. Some people do so at 1/2 and this is a very good preventative.

Troubleshooting (Cont'd)

Ink Flow Issues (Cont'd)

2.Basic Systems Check (Cont'd)

Whenever you are having a problem with ink flow and your nozzle check is showing poor performance of a specific channel or channels check the following areas to make sure something simple is causing the problem. This is the most common reason and no matter how well you know the machine we have all missed done at least one of the following:

☐ Ink Bottle

Once you have checked the level you will need to check 3 more things while you are there.

- The ink tube/line that goes into the bottle should be 1/4 "from the bottom of the bottle. Sometimes from the bottle being moved or picked up for shaking the ink line can get pulled on. This will begin to raise the bottom of the line from the bottle and in some cases become much too high no longer pulling ink. Always make sure the ink line is not pulled up too high and at around 1/4" from the bottom.
- The Cap on top of the ink bottle has a small hole in the center to help created a vacuum. This hole should always be clear and free of dried ink. Use something like a paper clip to clean out the holes if you see even the smallest amount of blockage. If this small hole gets blocked the ink will not flow properly.
- Make sure that you do not see any kinks in the ink lines from the bottle to where it goes inside the printer. When the bottles are moved and put back into position it is possible to kink the lines. Check all lines for any kinks. This can happen when the bottle is put back in the wrong position from the other bottles causing the lines to become crooked.

☐ Head Cleans

When you first start up your printer for the day 2 Head Cleans must be performed to get the printer ready. The first clean removes the cleaning solution used for Wet Cap-ping and the second primes the Print Head. Then print a Nozzle Check. If you forget to do the 2 cleans before the Nozzle Check you will more than likely not have a good check pattern. So always remember that before you start printing to do 2 cleans followed by a Nozzle Check. In some cases if the printer has been sitting a few days you will need to do a Prime, 2 Head Cleans, and then a Nozzle Check.

Troubleshooting (Cont'd)

Ink Flow Issues (Cont'd)

2. Basic Systems Check (Cont'd)

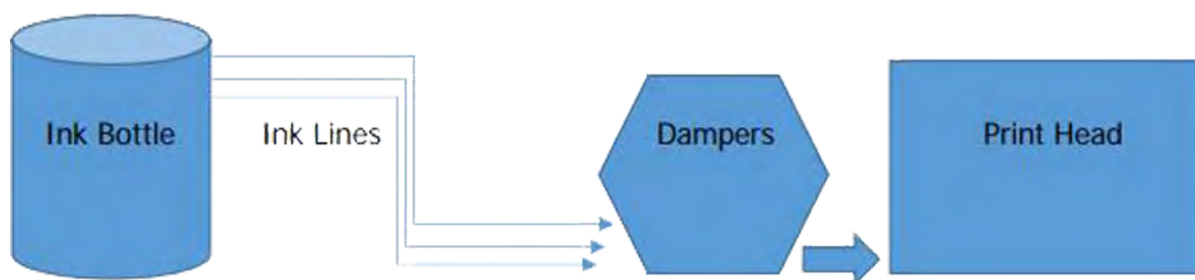
Whenever you are having a problem with ink flow and your nozzle check is showing poor performance of a specific channel or channels check the following areas to make sure something simple is causing the problem. This is the most common reason and no matter how well you know the machine we have all missed done at least one of the following:

☐ Circulation

If you have not used the machine for 3 days or more you should run the Ink Circulation manually for 1 minute before doing the 2 Head Cleans at startup of the printer. This will help move the ink around and help remove any gaps or separation of the ink prior to cleaning. The manual button to turn on Ink Circulation is located at the front of the printer. Press once to start and once to stop.

If you are used the above basic diagnosis methods and there is still no luck to figuring out the root of your problem, you will need to move on to the advanced diagnosis methods. Before trying any of the advanced diagnosis methods, please contact technical support. We want to make sure things are being done correctly and guide you through these advanced diagnosis methods.

Advanced diagnosis methods are best done with an understanding of the way the ink flows through your FreeJet 330TX.



Ink Flow would all begin at the rear of the printer and end at the Print Head. Ink goes from the ink bottle and then through a Damper and down into the Print Head. This is the direction you always follow to figure out the issue.

At this point, it should be confirmed that the bottle area looks good, ink level is good, ink lines look good with no kinks and proper length inside the bottle. The very last thing that can be checked for before moving to the front of the printer is Ink Sludge. If ink is not used for a long time or the white ink is not circulated or shaken a thick layer of pigment will begin to form at the bottom of the ink bottle. This is why we do not have the ink lines running all the way to the bottom of the bottle.

Troubleshooting (Cont'd)

Ink Flow Issues (Cont'd)

Even though this is due to lack of maintenance or negligence we still try and leave room at the bottom of the bottle just in case. Generally this only happens with white ink but can happen with colors after long periods of time.

Ink Sludge

To check and see if sludge was the problem pour the ink out into a clean container and look for a thick layer of ink sitting at the bottom of the bottle. If you have this it is possible that some of it was pulled into the printer and is causing a clog. If so contact tech support right away so they can help you, in most cases it will require a flushing of the system.

Pinched Ink Lines At Damper

One last thing to look at before moving to the Damper, would be the ink lines in the area of the Ink Clips. Ink Clips should be moved around and not always clipped in the same spot. If they have been clipped in the same spot it is possible a deep pinch in the line has stopped flow to the damper. You can try to massage the lines with your fingers to help open up the line and get ink flowing again. If this is so the Ink Clip Lines should be replaced, changing them out when you start to see wear is always advised.

Dampers

Before ink moves down into the print head, it goes through a damper. The job of this part is actually very vital to your machine and performs many functions. Dampers sit on top of the printhead and the ink lines end by attaching to the damper itself with a brass nut. Dampers serve many functions and can be a main culprit for stopping ink flow when they wear out. It is also very important to understand that Dampers are considered to be a consumable part and will need replacement at some point. It is recommended to replace all your dampers every 6 months and to have 2 spares on hand at all times. If it looks like the damper is bad, you will need to call Tech Support to walk you through testing and replacing a damper. The process is quite easy and quick to do but we find it very important to have a tech help you diagnose and fix the issue. In many cases if it is not something basic like a clip or low ink, chances are it's a damper.

Printhead

The Printhead should not cause you any problems if you have good ink flow. Performing 2 Head Cleans or Priming should be able to establish a good Nozzle Check and ink flow. This is dependent on first, the Print Head being maintained properly, and secondly, no damage has been caused due to Head Strikes. If it has been established that ink flow to the Printhead is good but you are getting poor performance when printing then the last thing to look at would be the Printhead. At this point you should already be speaking with Technical Support on trying to resolve the issue. It can just be that the Print Head needs to be soaked in a cleaning solution to help clear up nozzles.

Troubleshooting (Cont'd)

Ink Flow Issues (Cont'd)

Printhead (Cont'd)

If the head has made contact with the surface or not has not been maintained properly it may need replacement. Once again, it is very important that you are in contact with Tech Support if you are having an issue.

Printhead Issues: Head Strike Recovery

If the print head height adjustment is not done correctly or at all, the print head is at risk of “striking” or “rubbing” the garment during that particular job. This is especially important when printing on a colored garment with pretreatment on it. There is a chemical reaction that happens when the white ink is jetted to the fabric containing pretreatment which allows a “gelling” effect enabling a nice white under base preparation for the CMYK Color layers. If the print head accidentally touches the garments this reaction will occur in the nozzles of the print head and depending on the severity and length of time until it’s noticed, the print head can be cleaned and saved if the cleaning process is done right away. Below are steps that need to be taken to attempt a print head recovery.

Detecting A Head Strike

- During the print process it’s always important to check the “gap” or space between the print head and your garment. You will need to insure that the garment is not touching the print head at any course through the print job. Normally this is done at the beginning of the job and checked throughout.
- The key signs of a head strike are unexplained dullness or lack of brightness on your print. You will also see banding lines where some nozzles have started to misfire. The print will also get worse and worse every few inches of print.
- The other way of detecting a head strike is a lot easier to see and discover because it will be an obvious strike or collision of the head carriage with your garment. This will cause the printer to error out and you will notice right away where the strike happened.

Lowering The Print Bed Immediately & Uncapping

- The most important thing is recognizing the strike right away and acting quickly to resolve the issue.
- You will need to lower the print surface right away by pressing the “down” button on your control panel. This will also give you more room to work.
- By pressing “function” and “up” you will uncap the print head to the maintenance position. If it was a head strike or collision, your printer will already be in an error state and will be uncapped.

Troubleshooting (Cont'd)

Printhead Issues: Head Strike Recovery (Cont'd)

Stopping The Print Process

- ☐ Once the print surface has lowered all the way you will need to turn the printer off by the emergency switch or “black switch” on the back.

Cleaning the Printhead

- ☐ Using the factory supplied “Super Cleaner” generously apply on a lint free cloth. You will NOT wipe the head, You will simply dab the surface with clean solution to start breaking down the pretreatment and white ink on the nozzles. You will stop the reaction on the print head. Repeat this step 3 times.

Turning On The Printer

- ☐ After you have dabbed the print head you will turn on the printer’s main switch on the back.
- ☐ The print head will automatically cap itself and assume the “ready position”
- ☐ You will need to CLOSE the CMYK color clips at this point only leaving the White clips open.

Purging White Nozzles

- ☐ Using the printer’s “Power Purge” function you will press “power + down” for a second and you will hear the pump starting to operate. This function will only draw ink from the white nozzles since you have clipped the CMYK nozzles closed. Insure waste tank is not full and that the clip for the cleaning system on the back is closed.
- ☐ Observe the waste tank and insure that there is waste ink coming from the white nozzles while purging.
- ☐ Let it run for 20 seconds.
- ☐ Stop the purging process by pressing “power” once by itself.

Purging CMYK

- ☐ After the 20 seconds of purging as the purging continues of the white nozzles you will need to unclip the CMYK channels to open the ink flow start the purging of the CMYK nozzles.
- ☐ Allow it to run for another 20 seconds.
- ☐ Press “power” by itself to stop it.

Head Cleanings

- ☐ Perform three consecutive head cleanings after purging the inks.
- ☐ Using the print driver or the “feed” button perform one head cleaning after the other until completing 3 total.
- ☐ Refer to your user’s manual for head cleaning instructions if needed.

Troubleshooting (Cont'd)

Printhead Issues: Head Strike Recovery (Cont'd)

Nozzle Check

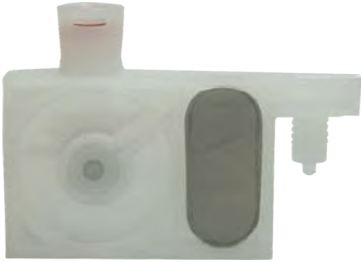
- ☐ Adjust your print height on a clean Large Adult Shirt Board in order to perform a nozzle check. You will print the nozzle check to see the outcome of your cleaning and insure all the printers' nozzles are firing correctly.
- ☐ Perform a nozzle check.
- ☐ Note the results of the nozzle check and insure all channels should appear and be clean.

Repeat if you necessary, it's possible this process may need to be completed a second time to fully clean the nozzles. If you are not successful recovering the missing nozzles then a print head replacement may be necessary. A Print head strike is not covered by the warranty and considered user error.

Understanding Consumables

Like any revenue-generating piece of equipment, the FreeJet is built with a few components that will need to be maintained and replaced over time. These parts are known as “consumables” because they become worn during the normal use of the printer. Consumable parts are not covered under warranty and should be factored into your annual maintenance costs.

The following list of parts should be kept on hand before the end of their life cycles. When one of these parts needs to be replaced, it is quicker to do so when they are already in your possession.



FreeJet 330TX/Plus Damper
P-DM1000

To get the most out of your dampers, keep your ink delivery system clean and make sure to wash your white ink bottles every few months or as needed. Dampers work as filters to protect your printhead. You will need to replace these as often as needed to keep your printhead protected.



FreeJet 330 Wiper Blade
P-PM1002

Be sure to give the wiper a good scrub on the front and back. This should be done during the daily maintenance on your printer.



FreeJet Clip
P-MC1001

Move the clips up and down from time to time to maintain the durability of the lines and minimize wear from clipping the lines in the same place.



FreeJet 330TX/Plus Pump Capping Unit with Wiper
P-PM1000

Part of the daily maintenance is to keep your capping station clean to ensure the best print quality and print head protection. Your pump plays a leading role in the wet cap system, which protects your printhead against clogging and also pulls ink through the printhead when you prime or perform head cleanings. When your printer is not in use, your pump will maintain the cleaning solution in place to keep the printhead in good condition. The pump usually lasts 6-12 months when properly maintained. Improper maintenance and other factors can shorten the life of the pump.



FreeJet 330 Waste Ink Bottle
P-BT1003

The waste ink bottle should never go over 3/4 full before emptying. To help keep a friendly reminder, place a level marker with some tape or a marker. The bottle should be washed out and kept clean. Overflow of the waste ink bottle can cause damage.



FreeJet 330 Encoder Strip
P-CB1009

When kept clean, the encoder strip will last a long time. Part of the weekly maintenance is to keep the encoder strip clean. Not doing so may cause damage to the encoder and require replacement. A damaged encoder strip will cause communication issues with the printer and will affect your print quality on the X-axis (horizontally).

Understanding Consumables (Cont'd)



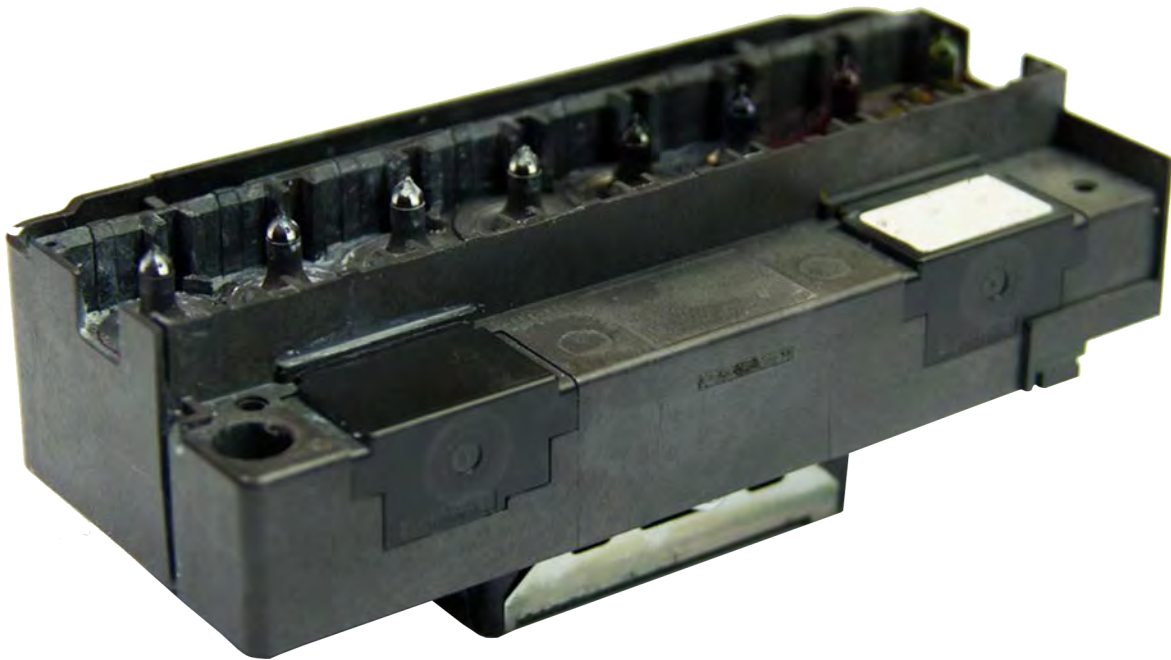
**FreeJet 330 Ink Tube
Assembly for Dampers**
P-CB1013



FreeJet 330 Ink Line
P-CB1017



**FreeJet 330 O-Ring
for Ink Line**
P-SC1000



FreeJet 330TX Printhead
P-PH1000

The printhead is a part that will need to be replaced over a period of time. However, with our Wet Cap System, proper use, and maintenance, the original printhead can last well beyond the other consumables on this list.

Save 20% on Consumable Parts when you buy our FreeJet Support Kit! Call 1-888-479-3496 to find out more!

Glossary of FreeJet Terms

The following is a collection of terms deemed important to be familiarized with when operating the printer.

Shipping Brackets/Transport Locks: These are yellow L-brackets which secure the gantry to the base of the machine, intended to keep the gantry from becoming crooked during any kind of transport. Must be removed prior to powering the printer on.

Dongle: USB key which allows a user to open the DirectRIP software. Without the dongle, the software will not open.

Platen: A platen is the platform on which a garment is tucked into in order to hold it flat during printing. Different platens are used for different types of print jobs.

Pretreatment: This is the foundation of your print, which is applied via a spraygun or a pretreat machine to the garment and dried via heat press or tunnel dryer prior to printing. There are specific pretreatments for different types of fabrics, so be sure to use the correct pretreatment for good printing/wash results. Many wash and print issues stem from issues with the pretreatment application.

FreeJet Swabs: Small green-handled, white-tipped, static-free swabs which are used for various maintenance purposes on the printer. These are NOT to be confused for everyday cotton swabs.

Environments: Environments are the presets in the DirectRIP software which help set up the correct settings to print on particular types of garments.

Priming/Purging: Priming (sometimes referred to as purging) is the process of running the pump in order to pull ink through the system for a variety of purposes.

Head Cleaning: The process done each morning prior to printing to prepare the printhead for printing.

Firmware: The programming coded into the circuit boards.

Software: The programming coded on the computer, utilized by the user to operate its intended device.

Ink Chip Reset: The automatic process that happens when an internal counter has reached its limit. This has no bearing relative to the actual ink levels in the machine. This is simply a process the printer needs to do internally which sometimes happens during a print. If it does, the print will continue where it left off.

Error Light: A red light on the control panel of the printer utilized to indicate the printer is processing data. When on alone, it could indicate that something is pending.

Ink Light: A red light on the control panel which flashes to indicate the printer needs to do an ink chip reset soon, or solid when it is performing an ink chip reset. This will clear on its own.

Power Light: A green light on the control panel which is used to indicate that the printer is fully powered on if the light is solid, and that the printer has a queued job if the light is blinking. Never give the printer instructions if the power light is blinking.

Status Light: A blue light on the control panel which indicates the printer is powered if solid. When given a certain command, the light will turn purple and allow you to select different layers.

Head Strike: A head strike occurs when the printhead comes into contact with the garment, causing the pretreatment on the garment to react chemically with the ink inside of the printhead. A head strike can occur due to improper height adjustment, a wrinkle in the garment, or any unlevel garment surface (pocket on a hoodie, pocket on a polo, etc.). Certain unlevel garments have different printing processes to follow.

Wetcapping: Wetcapping is a process by which the printhead's nozzle plate is soaked in cleaning solution in order to prevent ink clogs or the drying out of the head.

(Continued On Next Page)

Glossary of FreeJet Terms (Cont'd)

Ink Lines: Ink lines are the tubes that the ink flows through.

Ink Tube Assembly: The ink tube assembly is a pliable tube that is about 3.5 inches long. This connects the damper to the ink line and is where the ink clips are placed.

Ink Bottle: The ink bottles are located on the back of the machine in metal reservoirs meant to keep the bottles in place. Each bottle is labeled for the specific color of ink which should go in it. The ink should not be filled to the metal fittings and should be at the same level as the top of the ink bottle housing.

Gantry: The gantry is the large silver engine which travels front and back across the machine and houses the printhead carriage and many other printer components.

Printhead: The printhead is located at the bottom of the printhead carriage. The printhead is the part which sprays ink with precision onto the garment that is loaded on the platen.

Printhead Carriage: The printhead carriage is the black component which moves left and right across the machine during printing and houses the printhead.

Dampers: Dampers are the rectangular filters located between the ink lines and printhead. They serve to filter out any impurities in the ink.

Ink Clips: Ink Clips are located inside the gantry and are used to open and close off the flow of ink lines in which they are on.

Pump: The pump is the entire unit in which the capping station is affixed. It is the part which creates the suction to pull ink through the system when priming and performing head cleanings.

Capping Station: The capping station is the main part of the pump, which is where the wetcap takes place and where the printhead docks when not in use. The capping station looks like a pair of sponges surrounded by a black rubber rim.

Wiper Blade: The wiper blade is a rubber rectangular piece slightly offset from the capping station. It is used by the printer in order to wipe excess ink off of the print head and should be regularly cleaned.

Cleaner Bottle: The cleaner bottle is a bottle located on the back of the gantry which is filled with super cleaner. The bottle can be described as looking as if it is upside down and must be removed with the white cap which connects it to the printer. If there is difficulty with this, a metal tube tool is provided to help remove the bottle with the cap.

Waste Bottle: The waste bottle is a bottle on the back of the gantry which is hanging on a metal U and has two tubes connecting to the cap. This is the bottle in which all of the printer's waste is dumped and should be emptied when it reaches halfway full.

Choke Pump: The choke pump is a squishy plastic button which is located adjacent to the cleaner bottle. This is used to pump super cleaner into the capping station when wetcapping.

Cleaner Clip: The cleaner clip is located between the waste ink bottle and the cleaner bottle and is used to close the cleaner line. This clip is of the same type as the Ink Clips.

Plunger: The plunger is a white shaft surrounded by a silver spring located adjacent to the Cleaner Bottle. This Plunger is used in order to flush out ink and cleaner from the pump unit. This part is used during wetcapping.

CR X-Belt: The CR X-belt is the thin orange belt which runs end-to-end behind the print head carriage. This belt is what pulls the print head carriage left and right across the printer.

(Continued On Next Page)

Glossary of FreeJet Terms (Cont'd)

Print Carriage Bar: The print carriage bar is the round chrome bar which runs end to end inside the gantry, located just underneath the orange CR X-belt. The print carriage bar should be greased monthly in order to allow easy movement along the bar.

Encoder Strip: The encoder strip is a thin, translucent plastic strip which runs end-to-end behind the print-head carriage, just above the CR X-belt and print carriage bar. This strip communicates with the printer via a sensor on the back of the printhead carriage. This tells the printer where the printhead carriages is along the print carriage bar during printing.

Encoder Wheel: The encoder wheel is a translucent plastic wheel located behind a panel on the left side of the printer. The encoder wheel indicates to the printer where the gantry is during printing.

Height Sensor: The height sensor is comprised of a red laser and allows the user to set the height for the platen. This is located on the front of the printer carriage.

Keypad: The keypad is the main panel on the printer, where a majority of the buttons of the machine are located, such as the power, feeding, up, down, front and rear.

Z-Jog Keypad: The Z-Jog keypad is located at the front of the printer and holds additional up and down buttons, which offer the same function as it's counterparts on the control panel.



Official Video Tutorials List:

All Videos Are Password-Protected
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Basics

How To Properly Start-Up: <https://vimeo.com/263431542>

How To Properly Shut Down: <https://vimeo.com/263431884>

How To Perform A Nozzle Check: <https://vimeo.com/263432528>

How To Perform A Head Cleaning: <https://vimeo.com/263432370>

DirectRIP

Setting Up A Print From Start to Finish: <https://vimeo.com/286964441>

Fuzziness: <https://vimeo.com/297190210>

Color Strength: <https://vimeo.com/297199694>

Lowering The White Underbase: <https://vimeo.com/297205677>

Change The Image Size: <https://vimeo.com/297209440>

Change The Dot Size: <https://vimeo.com/298239385>

Change The Resolution: <https://vimeo.com/298277170>

Troubleshooting

Prime Ink Lines For White Ink Separation: <https://vimeo.com/263432176>

Error Lights - Waste Ink Pad Counter: <https://vimeo.com/287535026>

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