DTF STATION

Prestige R2

User Manual

For Maintenance & Troubleshooting Videos

Other Important Materials

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HOSONSOFT INSTALLATION

Step 1

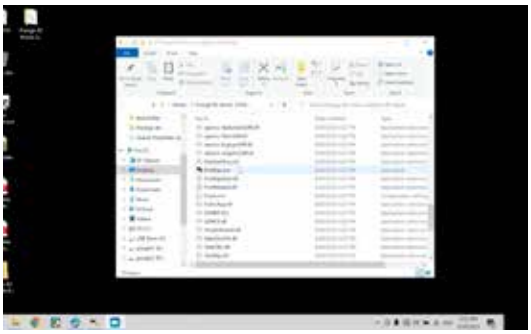
TICK BOX ☐ WHEN DONE WITH STEP

Download the below files from this link: https://bit.ly/3sl8GrK or scan the QR code provided below. For a video guide on Hosonsoft Installation, refer to the "R2 Hoson Software" video in the "Read Me First-R2" document/file.

Step 2

TICK BOX ☐ WHEN DONE WITH STEP

Extract the "Prestige R2 Hoson Software" folder. Double click the PrintExp. exe.



Step 3:

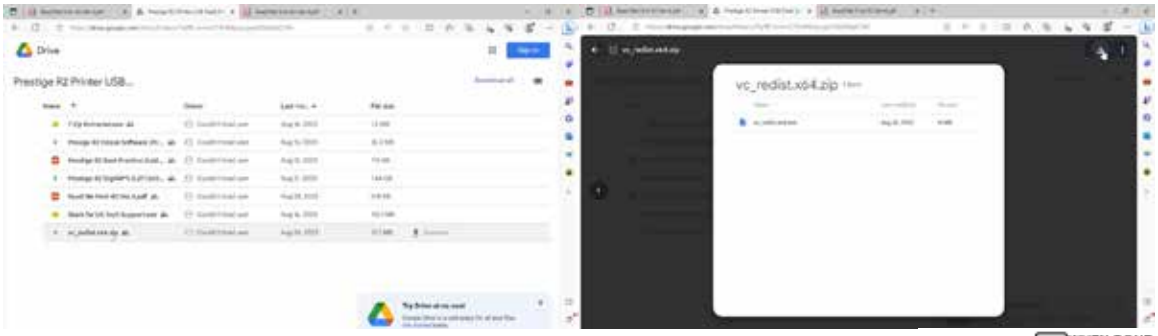
TICK BOX ☐ WHEN DONE WITH STEP

Click "More info" and then click "Run Anyway". You may get a pop-up from Windows Defender or another antivirus software. Click "Allow access" (Windows Defender) or the appropriate dialogue for your antivirus software to allow HOSONSOFT to access.

Step 4:

TICK BOX ☐ WHEN DONE WITH STEP

"If you are getting error messages when trying to open the software, return to the Google Drive or USB Dongle folder and download and install the **vc_redist.x64.zip file**."

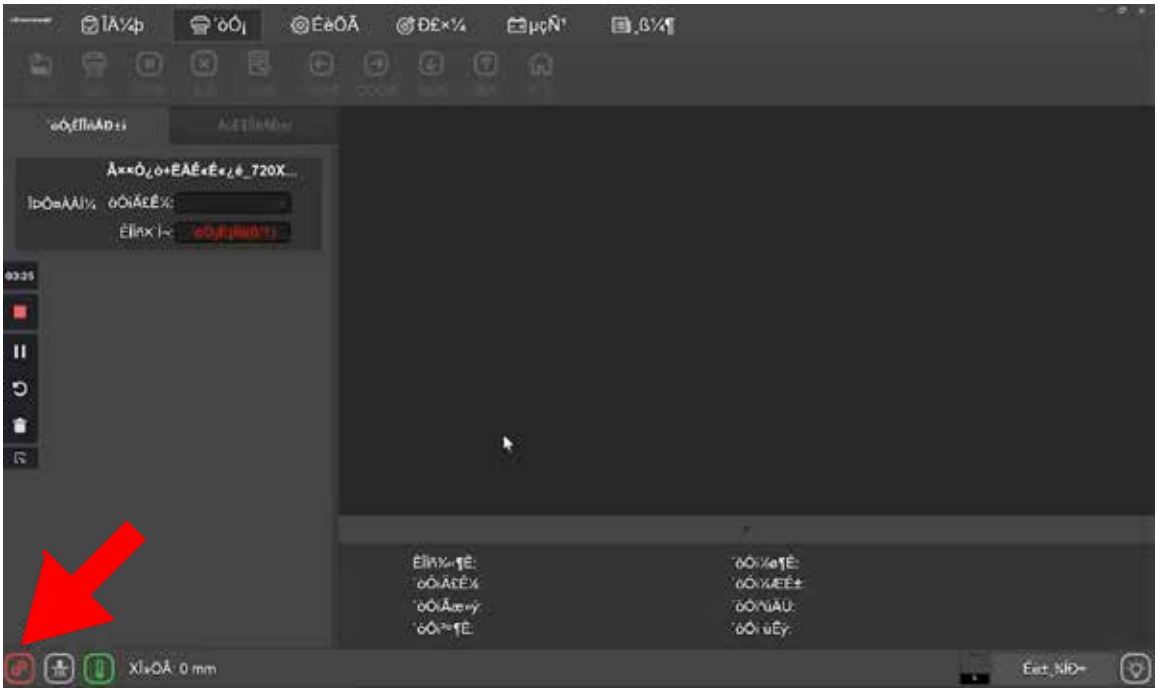


Step 5:

TICK BOX ☐ WHEN DONE WITH STEP

Before we change the language, we need to secure a connection between the printer and the computer first"

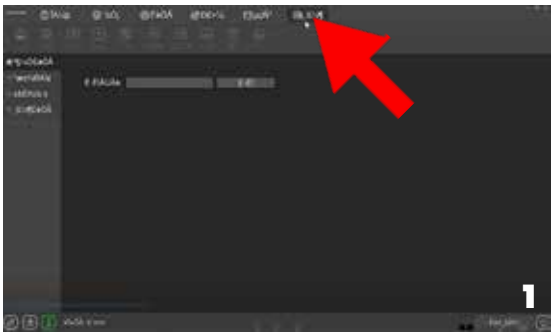
- **Make sure printer is connected to the computer via Ethernet cable.**
- **If your computer does not have an ethernet port, you will need a separate adapter.**
- **Connection must be direct, no use of routers, splitters, or switches.**

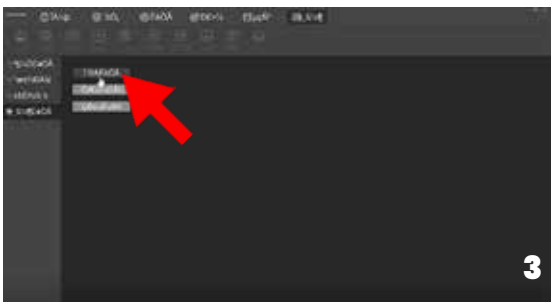


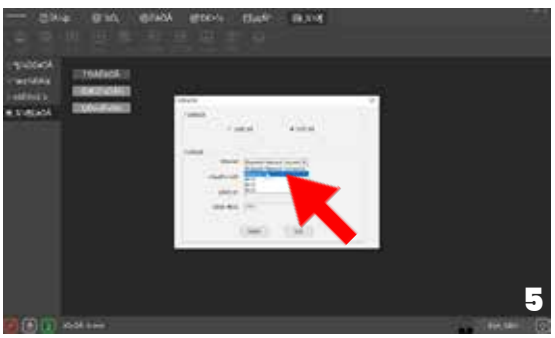
if the left corner icon is blinking red, which indicates the conneciton might not be setup properly, follow the steps below.

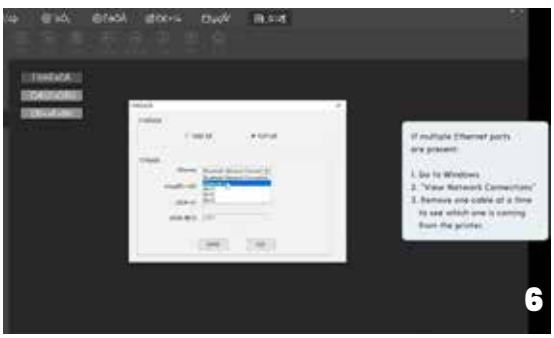
Step 6

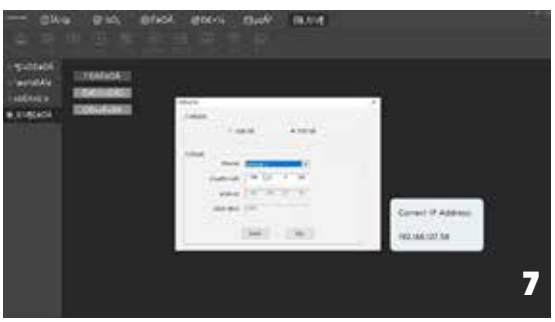
TICK BOX ☐ WHEN DONE WITH STEP









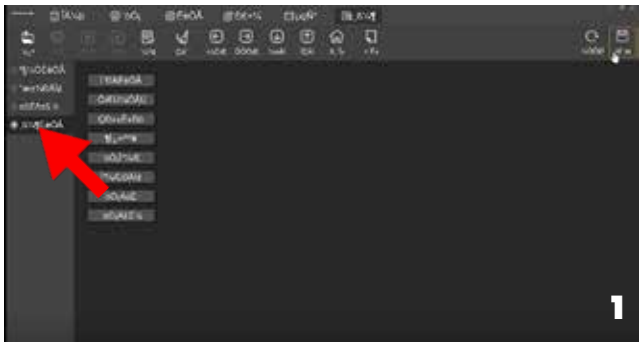


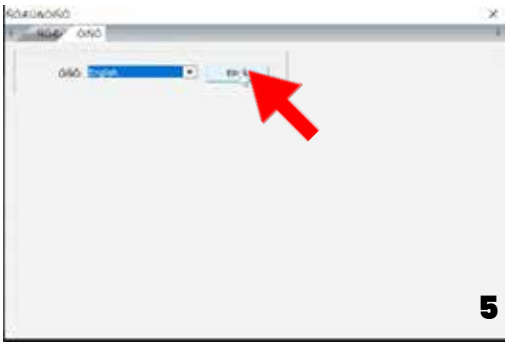
Correct IP Address:
192.168.127.58

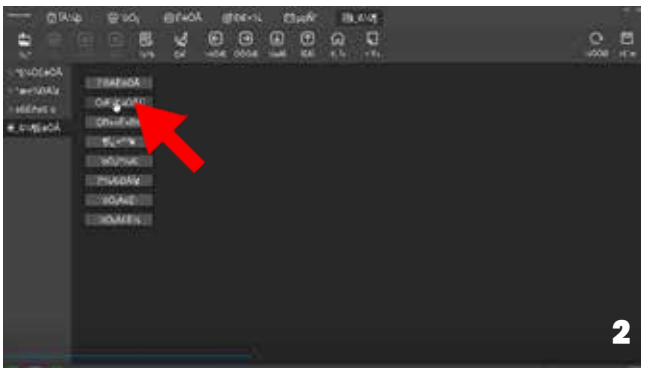
Step 7

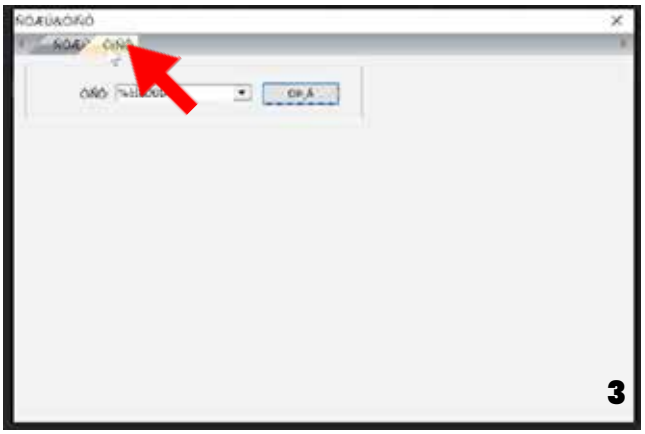
TICK BOX ☐ WHEN DONE WITH STEP

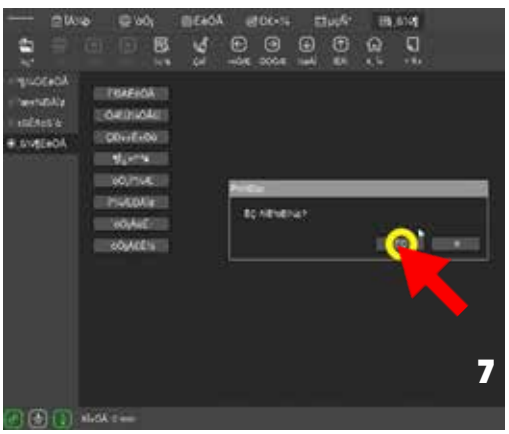
Follow the steps below to change the language to English.

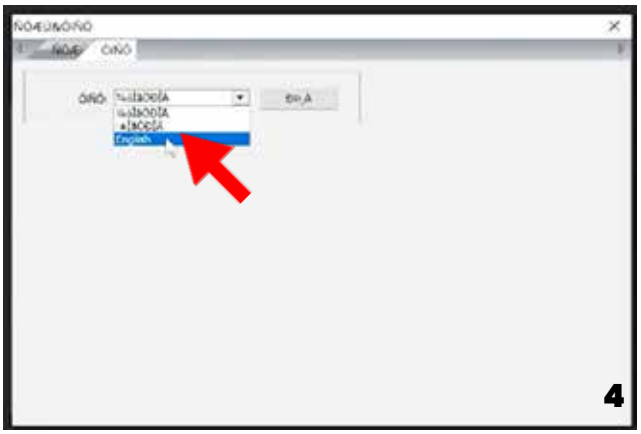


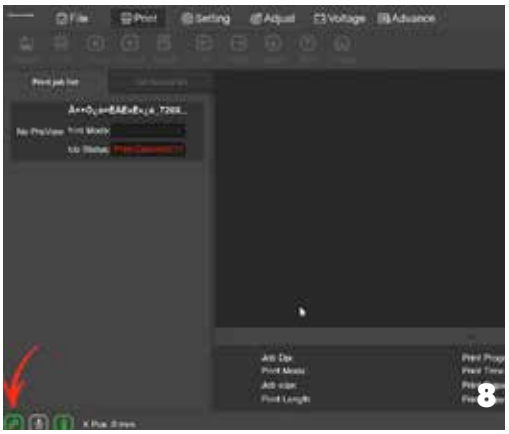








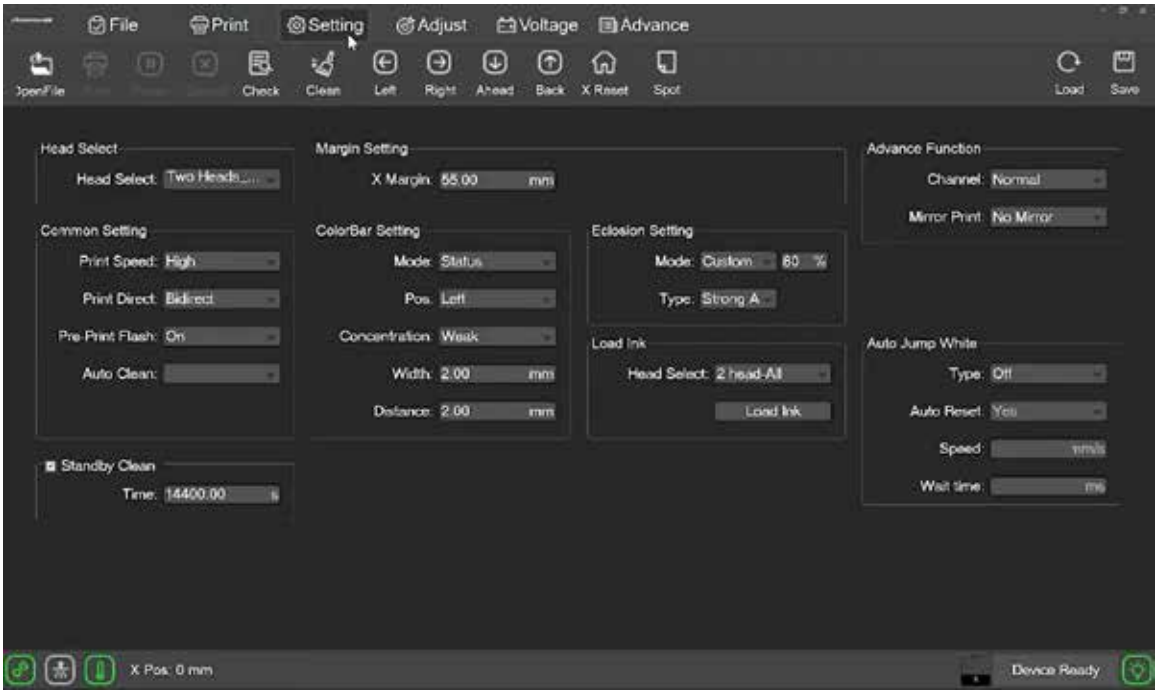


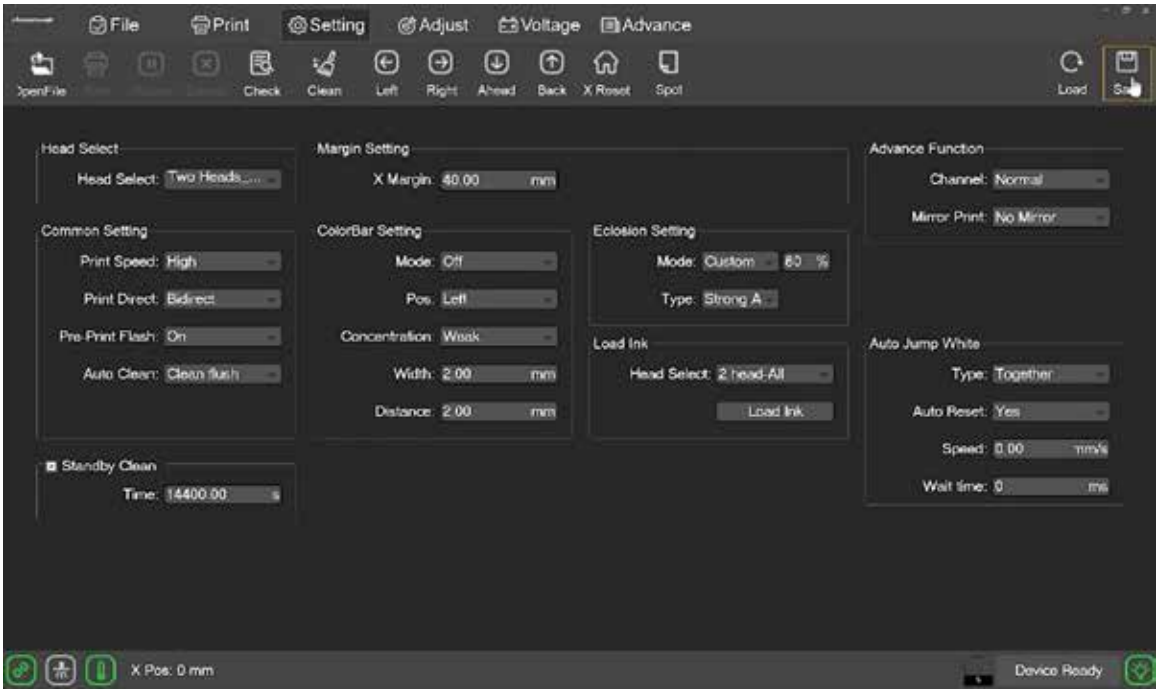


Step 8

TICK BOX ☐ WHEN DONE WITH STEP

Compare the pictures blow to set the margin for the film with the video, **make sure this step is done everytime when the new roll of film is loaded into the machine. Don't forgot to click "Save" on the top right everytime when the changes are done.**

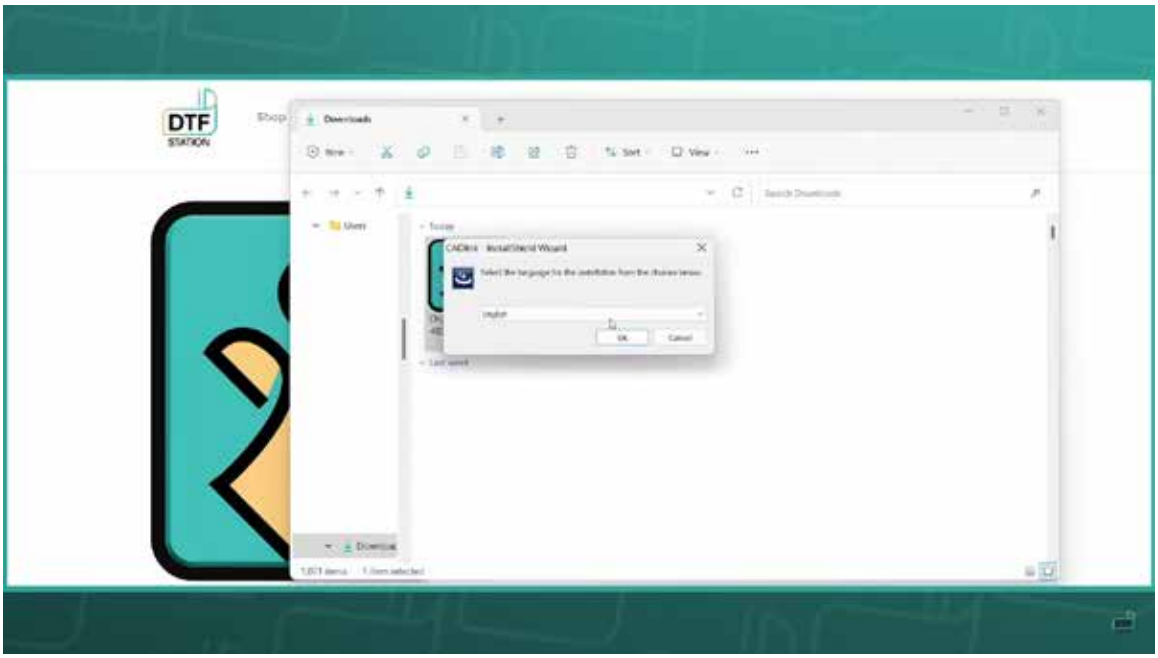




INSTALLING THE DIGIRIP RIP SOFTWARE

Step 1:
Download, Unzip, install the DigiRip Raster image processing (RIP) software. Use the link or the QR code blow. https://bit.ly/3sl8GrK

Step 2:
Once you unzip the DigiRip Software, Double click on the icon.



Step 3: Terms & Conditions

1. The InstallShield Wizard window will pop up. Click “Next” to proceed.

2. Read and accept the terms and conditions. Click “Next”.

Step 4: Installation

1. Select “Full install of DigiRIP”, and click “Next”.

2. Select which folder the software should be installed in. Click “Next”. Select which folder to install the program icons into, and click “Next”

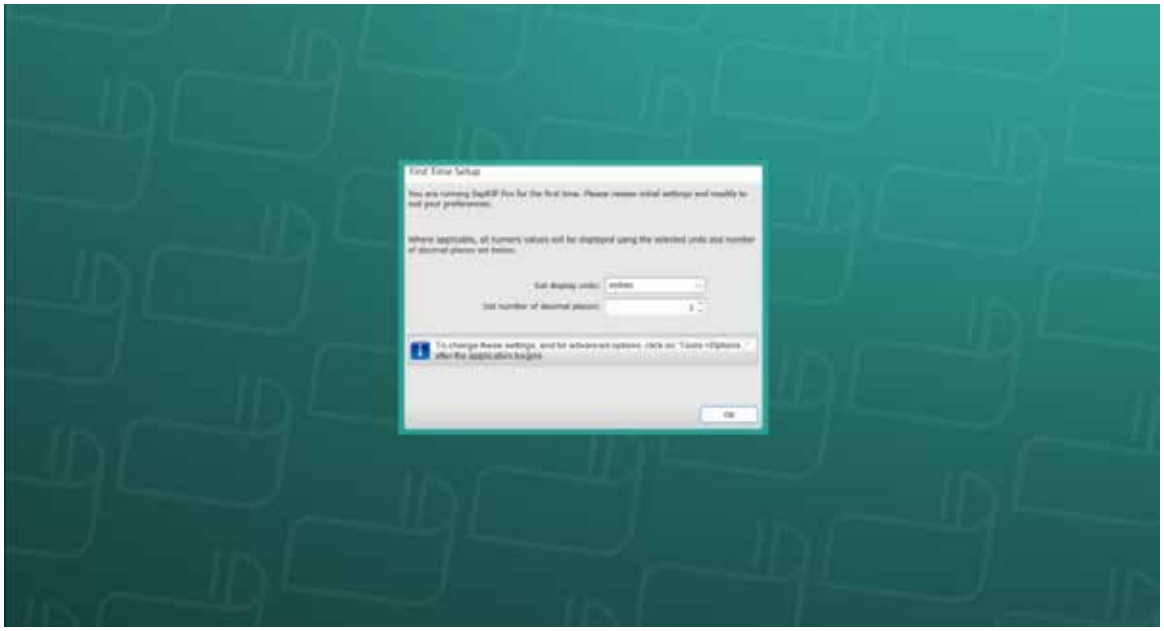
CONTINUE–›

3. The software will begin installation. This will take approx. 5-10 minutes. Once complete, click “Finish”.

Step 5: First Time Setup

1. Now that DigiRIP has been installed, double-click the icon to open the application.

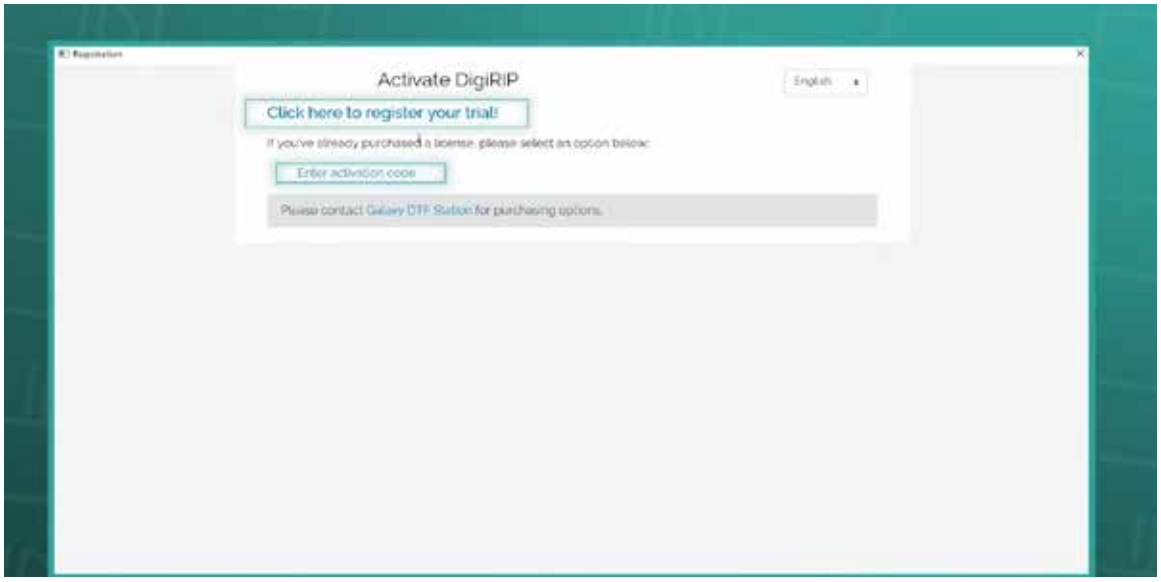
2. Select display units (default: inches) and a number of decimal places (recommended: 2). You may change these settings later by clicking on “Tools -> Options.”



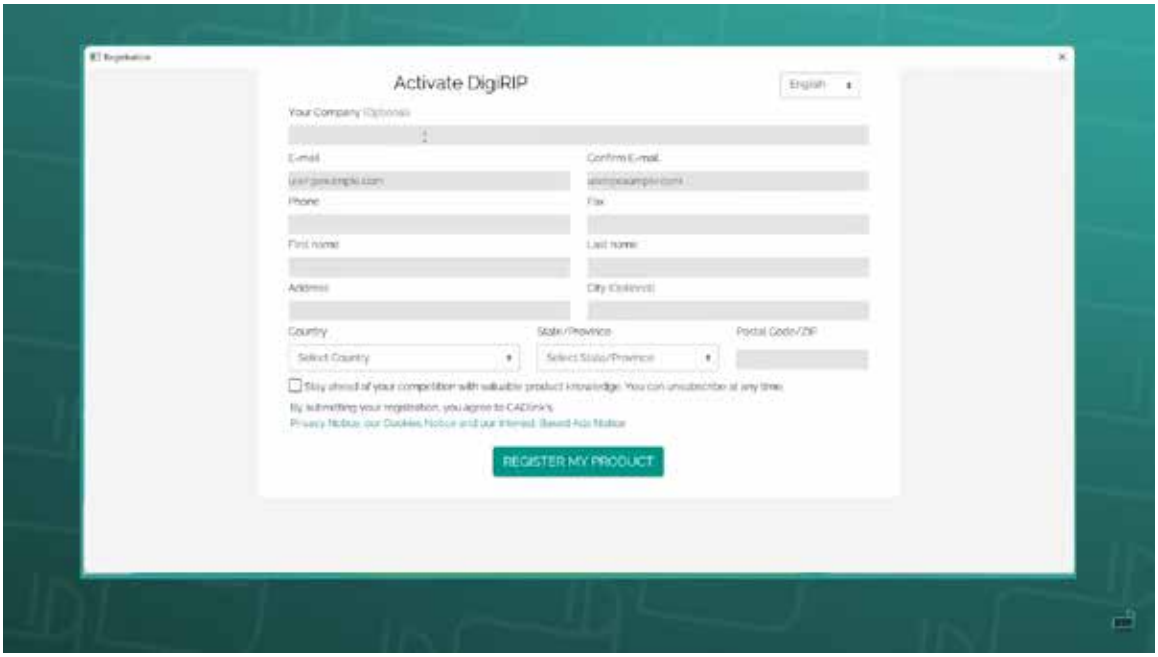
3. Click “OK”.

Step 6: Registration

1. Enter your activation code, or register for the 15-day free trial if you do not have a code. If you purchased a printer and have not received your software code, please contact your dealer. Each code can only be used on one device.

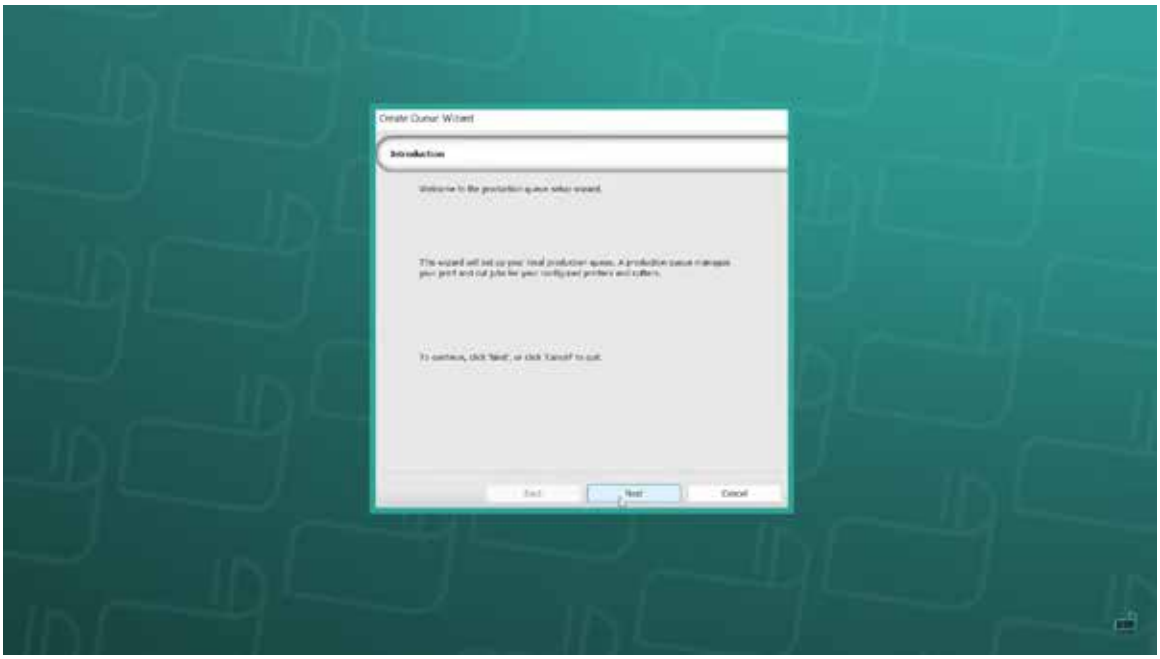


CONTINUE->

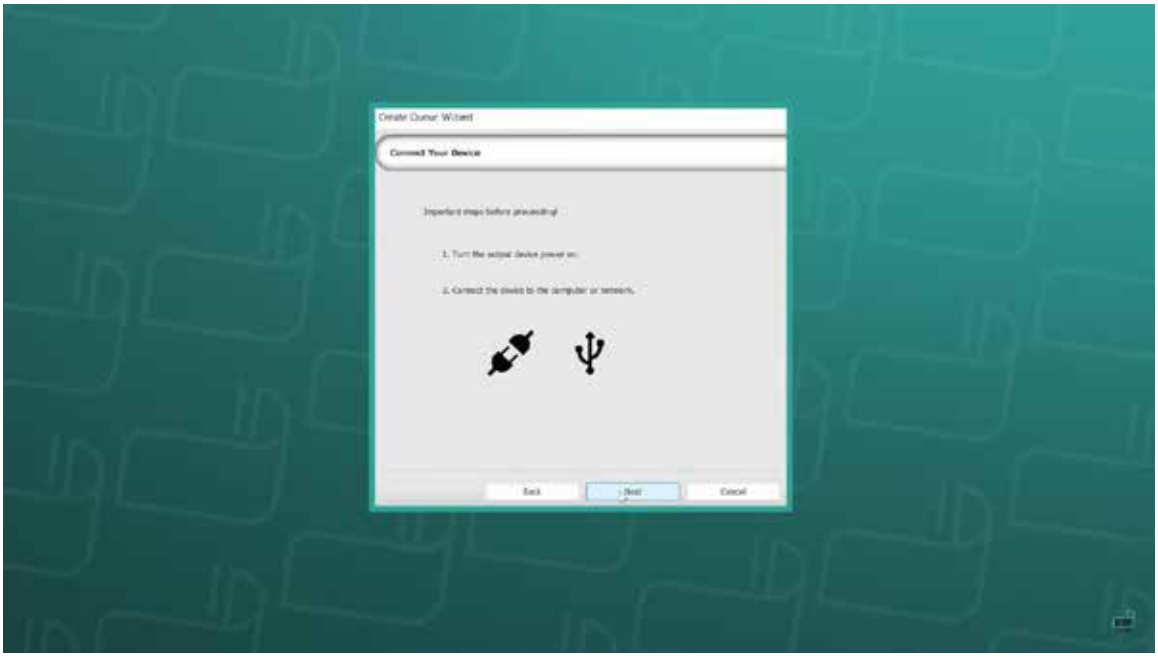


Step 7: Connect Printer

1. The “Create Queue Wizard” will appear. Click “Next”.

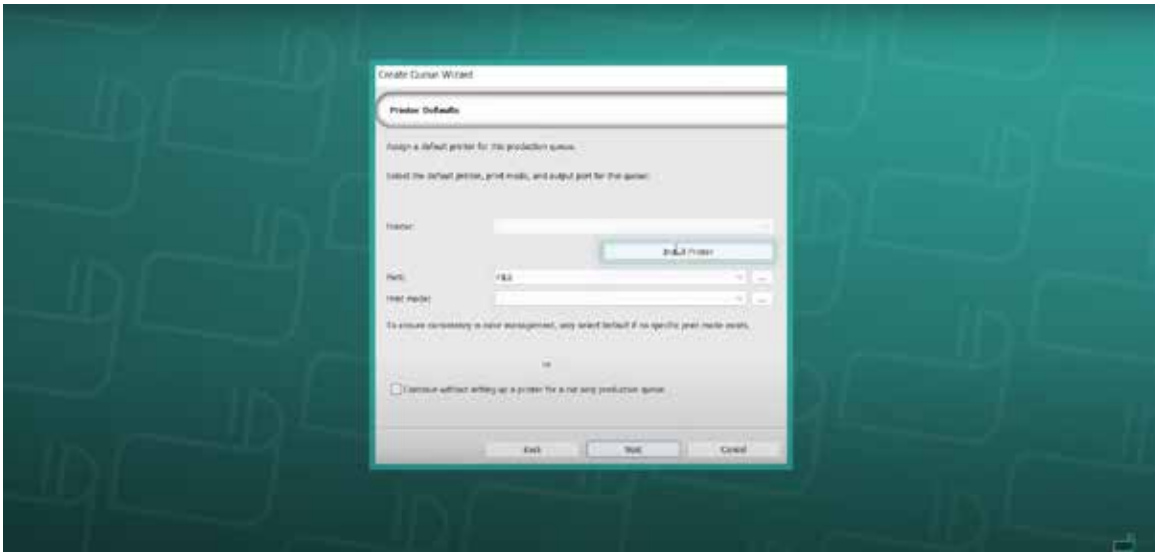


2. The “Create Queue Wizard” will appear. Click “Next”.

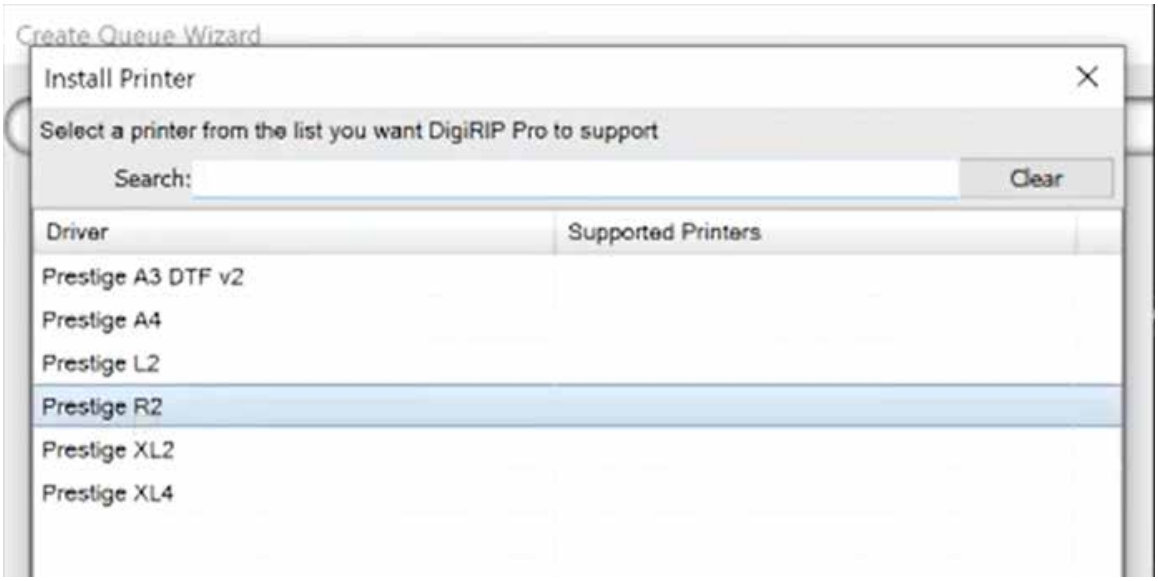


Step 8: Install Printer Driver

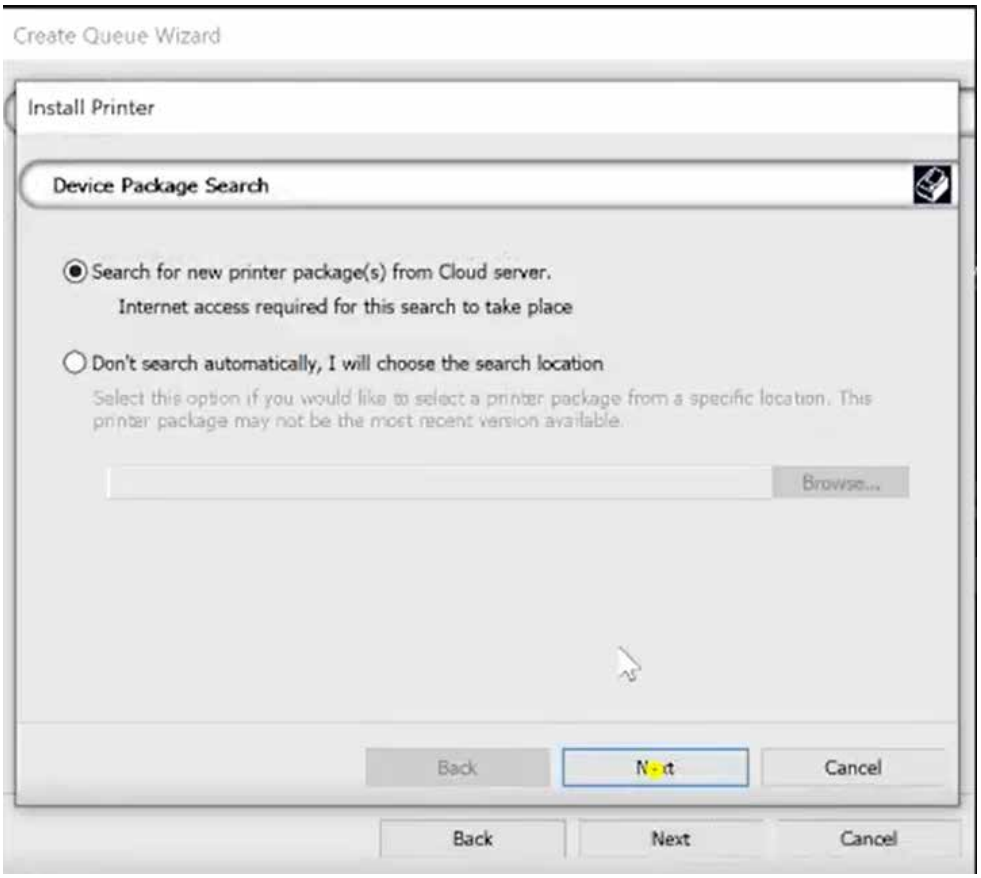
1. Click “Install Printer”. Choose the Prestige R2 from the list and click “OK”



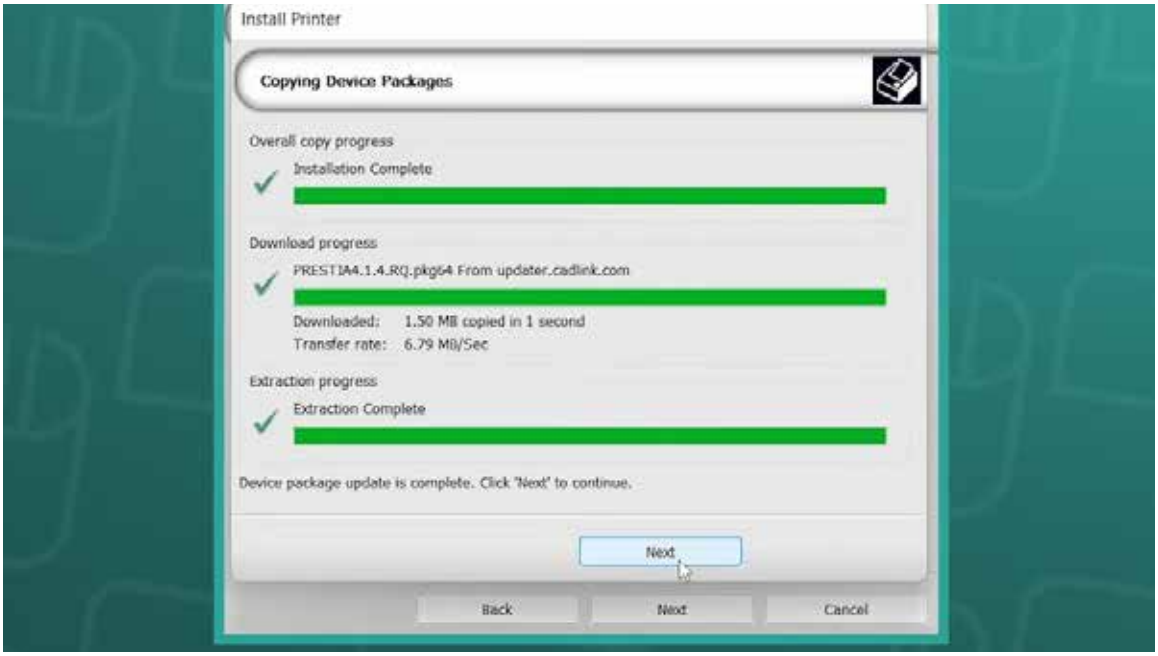
CONTINUE->



2. Select “Search for new printer package(s) from Cloud server” in the “Install Printer” window that pops up. Click “Next”.



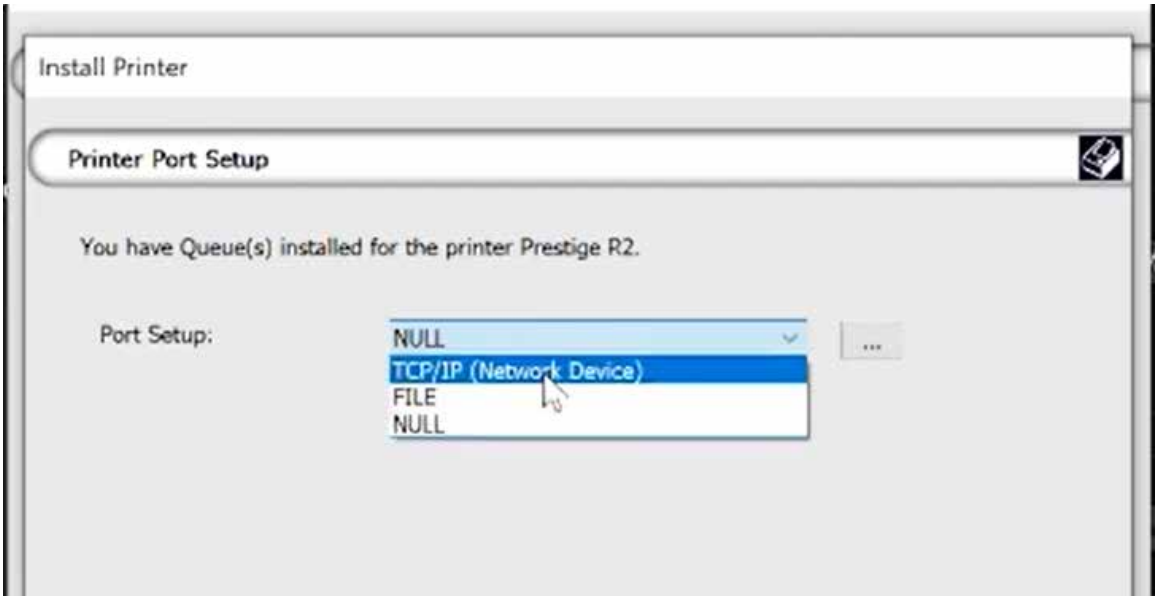
3. The package will be installed. Click “Next”.



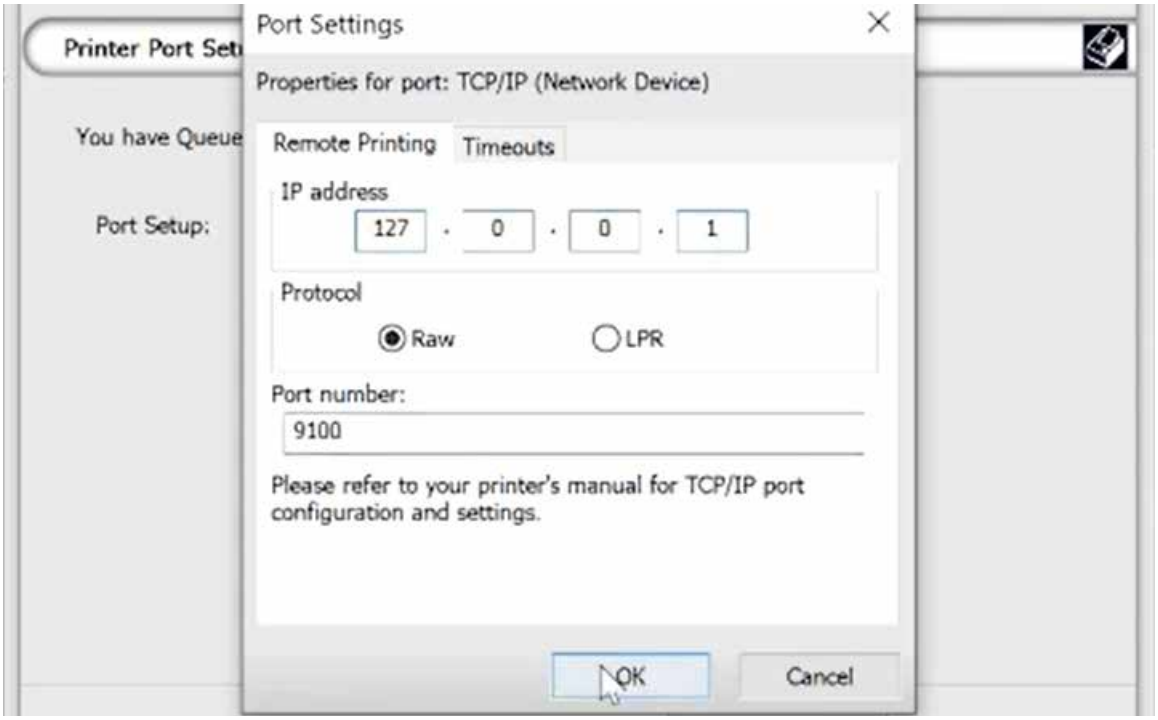
Step 9: Printer Port Setup

1. Select your TCP/IP (Network Device) from the drop down menu. Type in the IP Address: 127.0.0.1. Do not change other settings and click “OK”. Click “Next” and click “Finish”.

Note: If your printer does not appear in the dropdown menu, your printer is not connected, is off, or your computer is not detecting the printer properly. Contact your dealer for support.

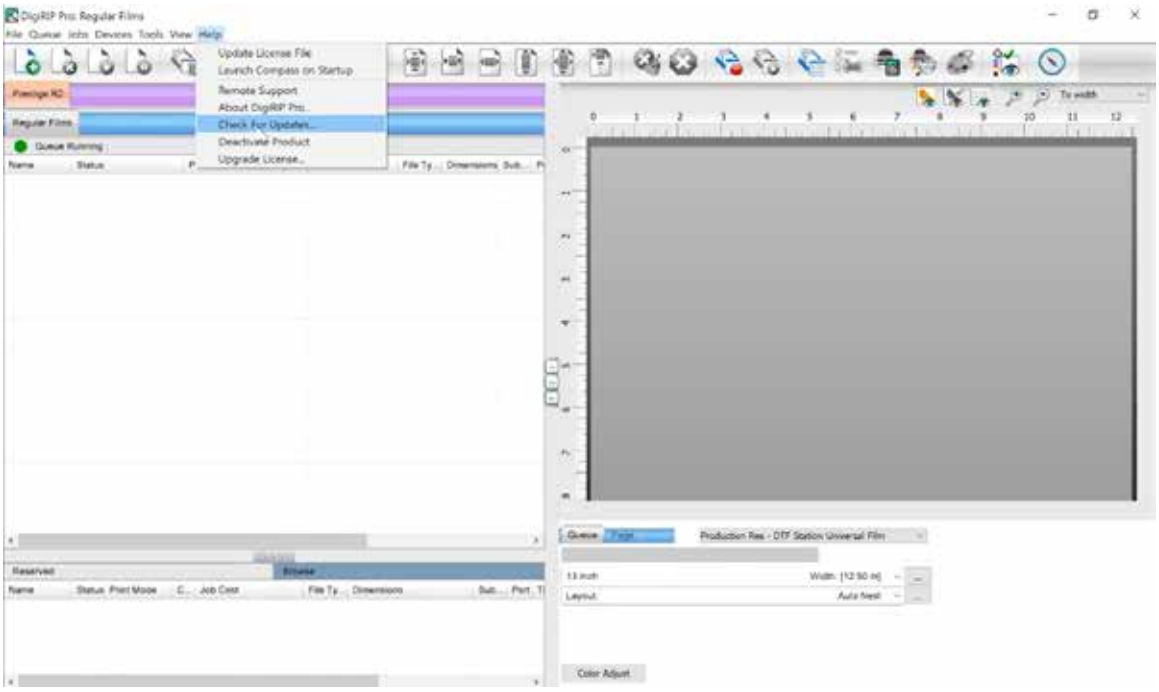


CONTINUE->

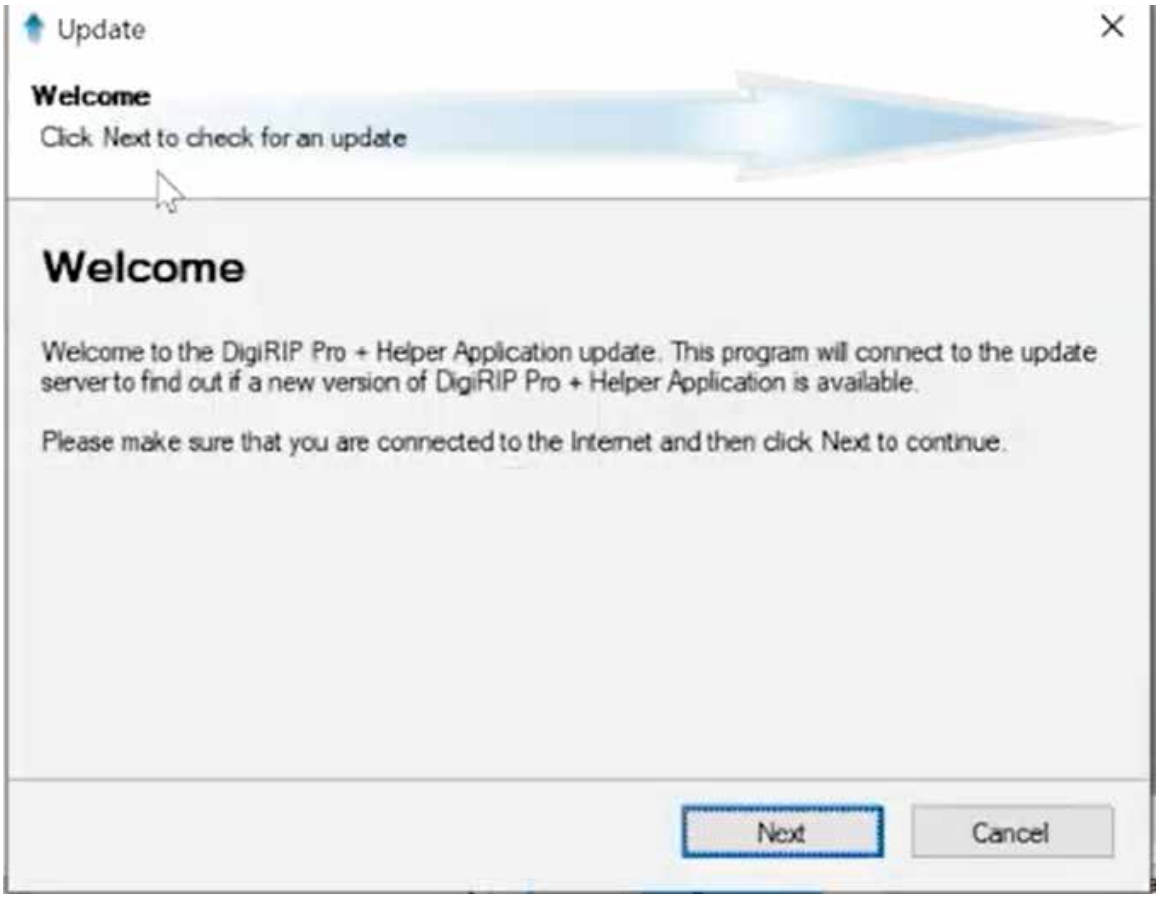


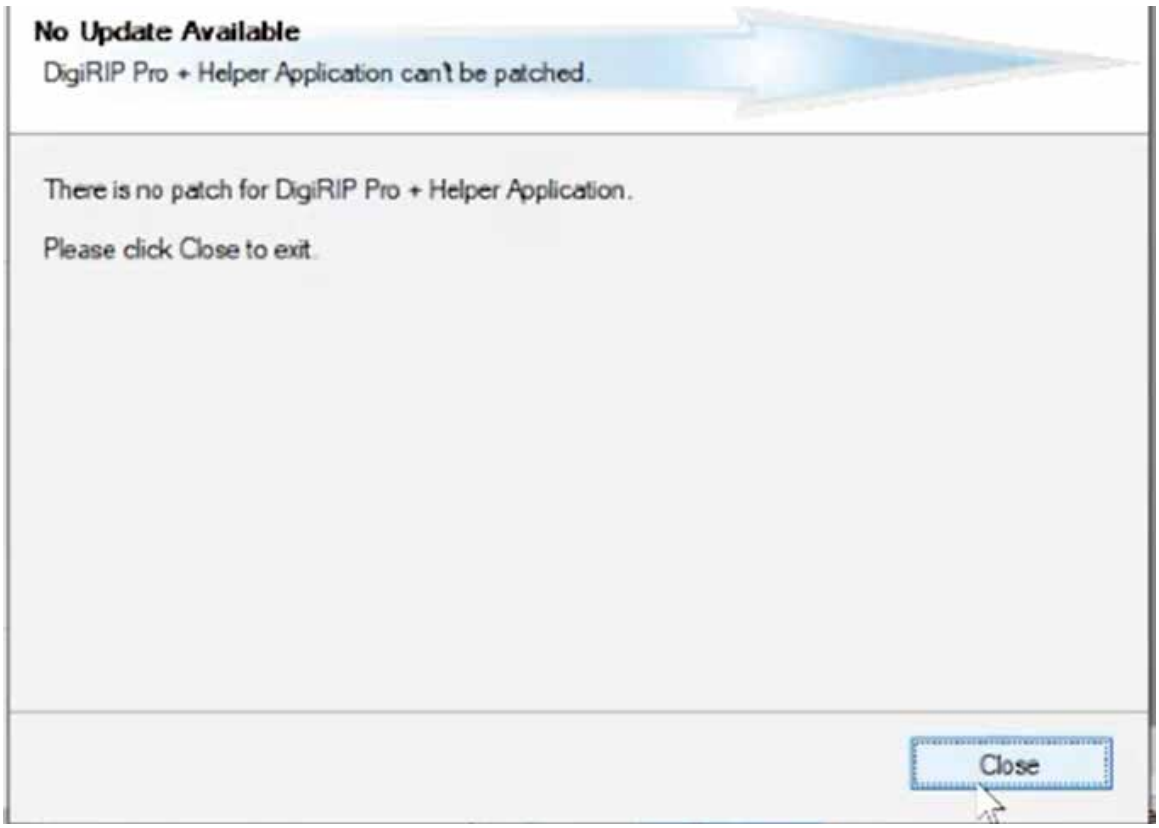
Step 10: Update Checking

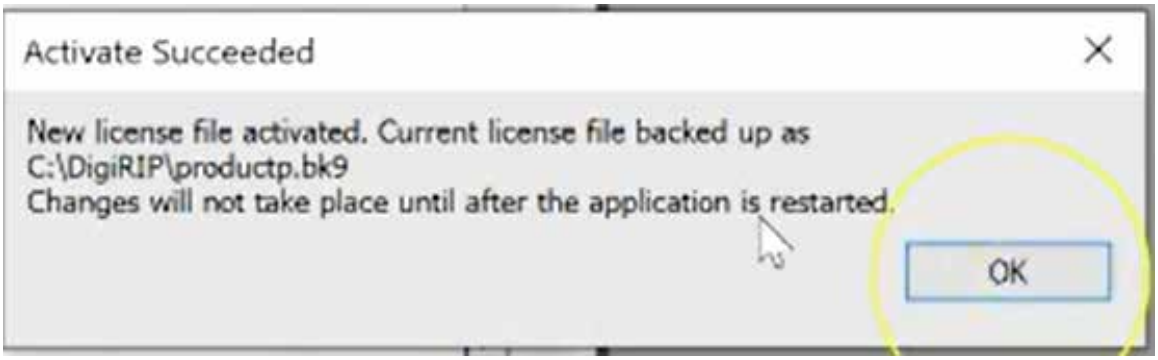
Go to “Help” on the menu bar and click “Cheak for Updates”. Click “Next” in the pop-up window. After the update is done, click “Close”. Once you install the update, make sure to go to “Help” again and click “Update License File” to complete the update. After everything is done, restart your program.

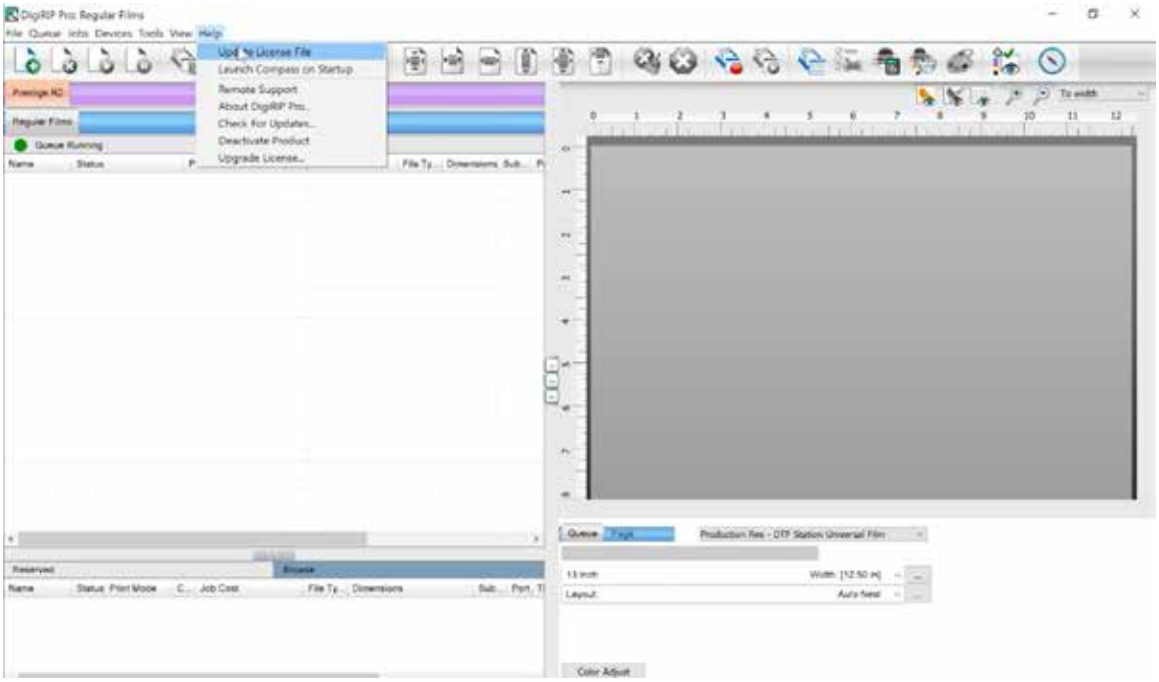


CONTINUE-›


Update
Welcome
Click Next to check for an update
Welcome
Welcome to the DigiRIP Pro + Helper Application update. This program will connect to the update server to find out if a new version of DigiRIP Pro + Helper Application is available.
Please make sure that you are connected to the Internet and then click Next to continue.
Next
Cancel

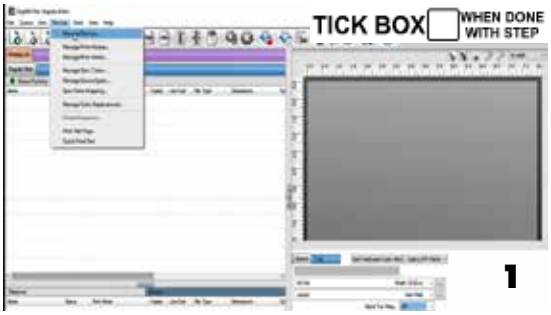

No Update Available
DigiRIP Pro + Helper Application can't be patched.
There is no patch for DigiRIP Pro + Helper Application.
Please click Close to exit.
Close


Activate Succeeded
New license file activated. Current license file backed up as
C:\DigiRIP\productp.bk9
Changes will not take place until after the application is restarted.
OK

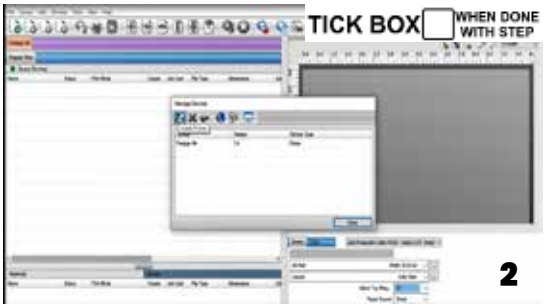

Launch Compass on Startup
Remote Support
About DigiRIP Pro...
Check For Updates...
Deactivate Product
Upgrade License...

Step 10
Install Prestige R2 Driver

TICK BOX ☐ WHEN DONE WITH STEP



Open “Manage Devices”



Select “Manage Devices”

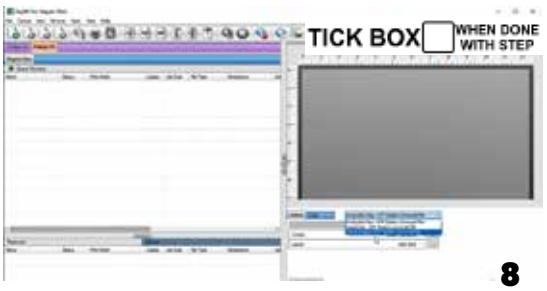
Select “Prestige R2”

Click Next to Download Prestige R2 Driver

Wait until the downloading is finish

Select the “TCP/IP (Network Device)”

Set the IP address to 127.0.0.1



You have successfully installed the DigiRip if you can locate“Prestige R2” tab

PRINTER INSTALLATION

Step 1

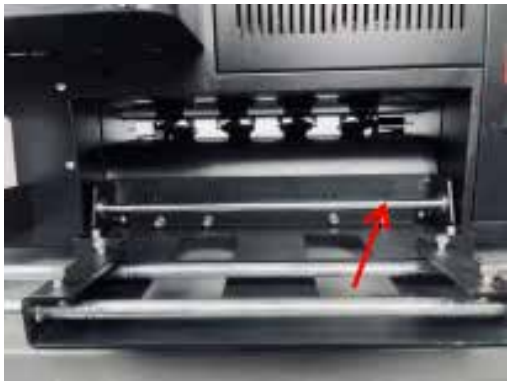
TICK BOX ☐ WHEN DONE WITH STEP

Prepare accessories & consumables for installation as below:
Film bracket, film feeders, film & ink

Step 2

TICK BOX ☐ WHEN DONE WITH STEP

Install the Film brackets. First align all the holes, and then tighten the hexagonal screws in proper order



Step 3

TICK BOX ☐ WHEN DONE WITH STEP

Install the Media Rollers

Step 4

TICK BOX ☐ WHEN DONE WITH STEP

Align the Media Rollers on both sides, and fix the screws on both sides after installation

Step 5

TICK BOX ☐ WHEN DONE WITH STEP

Feed the DTF film through the Printer Bed. Lift the Pinch roller lever bar to raise the pinch rollers. After the films are fed forward, shift the pinch roller level bar downward to lock the film in.

Step 6

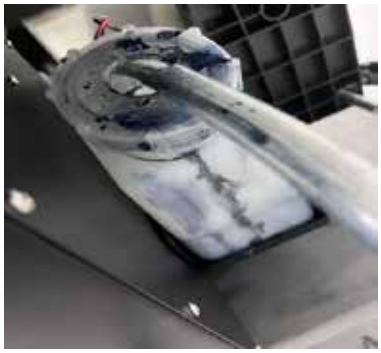
TICK BOX ☐ WHEN DONE WITH STEP

1. Fill the ink. Shake the ink bottle before adding ink to prevent sediment at the bottom of the ink bottle.
2. Add CMYKW inks accordingly. Recommend to fill up to 500 ml (50%)

Step 7

TICK BOX ☐ WHEN DONE WITH STEP

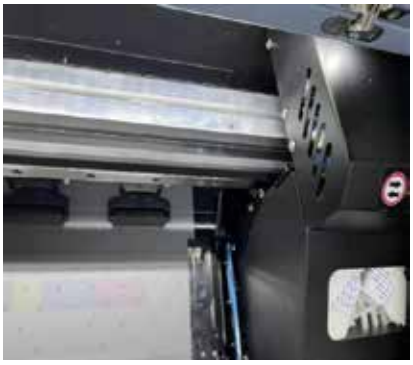
Connect the waste ink tube with the waste ink bottle. As shown below.



Step 8

TICK BOX ☐ WHEN DONE WITH STEP

Head Lock Removal. Open the top cover, remove the head lock. Please keep this head lock for the future use.



Step 9

TICK BOX ☐ WHEN DONE WITH STEP

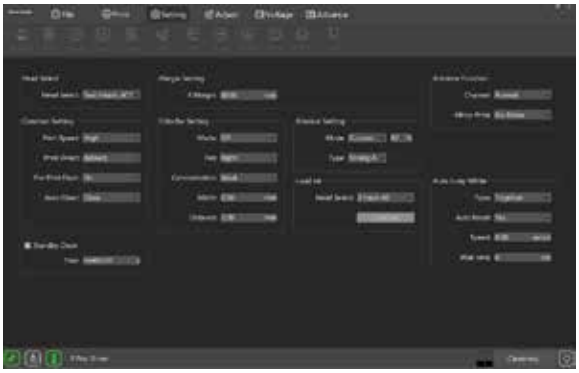
Turn the power on and connect the TCP IP Ethernet Port directly to the PC

Step 10

TICK BOX ☐ WHEN DONE WITH STEP

Execute “Fill Ink/ Load Ink” and Perform “Cleaning”
Hosonsoft Interface:
Setting> Load Ink> Head Select (2 head-All)

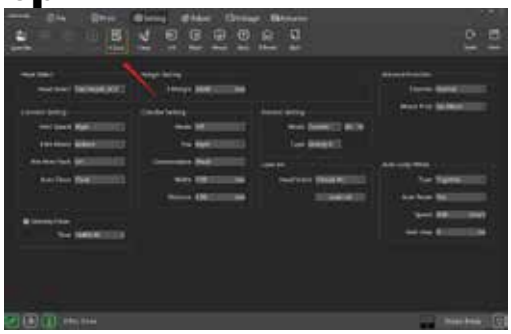
Execute the Load Ink for at least 1~ 2 minutes to ensure the inks get fully transferred to the printhead



Hit Stop and Execute “Clean Strong” twice

Step 11

TICK BOX ☐ WHEN DONE WITH STEP



Perform nozzle check. Press “Check”

When the nozzle patterns are good, we could start to print. Good nozzle patterns example as above

DTF Printer

Best Practice Guide / Common Mistakes

- Do not move or touch the media (film) when the printer is in operation. This can cause a head strike.
- Do not leave the cleaning solution on top of the printer. A small spill can damage the printer. Please never leave any liquid on top of the printer cover.
- Do not expose the ink, film, and powder under direct sunlight, or a humid area. Avoid high humidity, high temperature, and direct sunlight. These will deteriorate the quality of the film, powder, and ink and may cause an issue. Use silica packs, and keep the consumables in containers with a lid.
- Make sure you park the printhead carriage to the capping station (back to home position) at the end of the day, leaving it not sitting properly on the cap can dry up the head and clog the system easily. If you are not sure whether the printhead is in position, perform a head cleaning (from the printer) to move the printhead back to the correct position
- Make sure you load the media straight and center on the media guide. It can crease the media and cause a head strike and damage the printer.
- Try to use the printer at least every 3 - 4 days. Not using the printer for more than 2 weeks can cause the water-based ink to dry up which clogs the head. If there are no print jobs available, at least print 6x6 white squares to create ink flow. Daily maintenance is still recommended.
- Please follow the maintenance schedule. Not following the maintenance can cause head clogs.
- Use the correct consumables. Not using proper consumables or using other branded films, ink, powder, cleaning solution, swab, etc can damage the printer. Use our fully tested consumables.

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Maintenance Schedule | DTF Station Prestige R2

	Daily Beginning	Daily End of the Day	Weekly	As Needed
Shake White Bottles				
Nozzle Check				
Head Cleaning				
Fill Ink				
Clean Around Head				
Clean Wiper Blades				
Clean Capping Station Top				
Flush Capping Station Top				
Empty Waste Tank				
Clean Pinch Roller				Every New Media
Clean Encoder Strip				
Grease Carriage Rail				
Rinse Ink Container				

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Maintenance Schedule | DTF Station Prestige R2

- Shake White Ink Bottle: To prevent white ink from settling, please shake the white ink bottle every day. If it's used, please remove the paper cover on the cap to prevent any paper from mixing with the white ink.
- Nozzle Test (Check): Perform a nozzle test before sending a print job to ensure that you get good quality prints every time. Poor nozzles result in banding or overspray in the prints. Continue Printing if you can get 90% of the channels firing nozzles.
- Head Cleaning: Perform this task when you are getting less than 90% of the channels firing nozzles. Perform Head cleaning is crucial to drain the capping station top and wipe the printhead surface for nozzle test and or printing. After the head cleaning is done, perform a nozzle check to see if you can get 90% of the channels firing nozzles. You may want to move the physical waste tank to the downward position to make the waste ink flow smoothly downward
- Fill Ink: Perform this when you notice any big missing nozzles or more than 50% of channels are missing. It's to remove any air bubbles on the ink tube, perform fill ink for at least 5 seconds. 5 seconds starts from the time the waste ink drains smoothly. You may want to move the physical waste tank to the downward position to make the waste ink flow smoothly downward.
- Clean Around the Head: It's important to clean around the head for any build-up inks at the end of every day. Build-up inks can get on to the printhead from the wiper and can potentially damage the printhead
- Clean Wiper Blade: Same as cleaning around the head, making sure the wiper blade is cleaned. It is very important to obtain a good nozzle check. Any residue buildup can damage the printhead and your head cleaning may not be effective.
- Clean Capping Station Cap Top: Keeping the capping station cap tops clean is one of the most important tasks. Your head cleaning may not be effective. Your printer may not draw out the proper amount of ink if there are a lot of build-up inks.
- Flush Capping Station Cap with Cleaning Solution: Fill cleaning solution on the cap after the end of the day maintenance and press the clean button to flush out the cap immediately. This will ensure the printhead is sitting on the cap and it also rinses out capping station cap top sponge and tubes from clogging up.
- Empty Waste Tank: A waste tank alarm is available however it's recommended that this be replaced every week to ensure that ink does not dry up inside the tank and the tube. Please ensure that the waste ink lines are not touching the waste ink. It may cause negative pressure which can prevent you from getting fine nozzle check.
- Clean Pinch Rollers: Clean pinch rollers ensure that you have a consistent pull on the film. Film residues can make the roller miss the turns which can cause misalignment on the White and CMYK heads. Use a dry microfiber cloth or lint-free wipe to clean the rollers. Weekly – clean one side, As you replace the media to new, clean 360 degrees.
- Clean Encoder Strip: The encoder strip can be cleaned with isopropyl alcohol, simply wipe both sides/ check for any dents or ink splash. DO NOT USE RUBBING ALCOHOL
- Grease Carriage Rail: If you hear squeaky noise, it's time to grease the rails. Use heat-resistant gel/paste-based grease. DO NOT USE A SPRAYER
- Rinse the Ink Containers: Ink can settle inside the container, please communicate with a tech before performing this task.

DTF STATION

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Opening Procedures | DTF Station Prestige R2

What	Process	Materials Needed
Opening: Pull out leftover ink, Perform Head Cleaning. **Why** Pulling out the leftover ink primes the print head. The head clean will push more ink through the head, and also wipe the head clean.	Please scan QR code for full length video. For further assistance, please contact your DTF Station Dealer.	•Syringe •Nozzle Check Film

End of Day Maintenance | DTF Station Prestige R2

What	Process	Materials Needed
Cleaning capping station, cleaning the wiper blade and other areas that have ink. Perform wet cap cleaning and head cleaning. **Why** Excess ink can dry in the capping station, wiper, and around the head. Keeping them clean is important to keep your printer functioning properly. A wet cap will moisten the head and flush out the capping station.	Please scan QR code for full length video. For further assistance, please contact your DTF Station Dealer.	•Cleaning Swabs •Cleaning Solution

As Needed Maintenance | DTF Station Prestige R2

What	Process	Materials Needed
Clean encoder strip, greasing the rail, grease corner of printer carriage, clean media feed rollers. Cleaning or replacing the spit station. **Why** A well maintained and clean machine will ensure quality printing long term.	Please scan QR code for full length video. For further assistance, please contact your DTF Station Dealer.	•Lint free cloth •Isopropyl Alcohol 90% and above •Cleaning Swab •Grease •Cleaning Solution

Limited Warranty on Prestige R2 DTF Printer

DTF Station is pleased to offer a limited warranty on the Prestige R2 DTF Printer, subject to the terms and conditions outlined herein. Please read this warranty policy carefully to understand your rights and obligations.

A. Warranty Coverage

Conditional warranty coverage: Printhead (Country: US Only)
The Prestige R2 DTF Printer warranty coverage is contingent upon the completion of training. The extent of warranty coverage varies depending on the type of training purchased:

- **Prestige R2 Virtual Training Option**: Customers who purchase the Prestige R2 Virtual Training option will receive warranty coverage on up to 1 Prestige R2 printhead for a period of 6 months from the warranty's effective date.
- **Prestige R2 On-Site Training Option**: Customers who purchase the Prestige R2 Onsite Training option will receive warranty coverage on up to 2 Prestige R2 printheads for a period of 12 months from the warranty's effective date.
    - Customers have the option to purchase on-site training at any time after purchasing their Prestige R2 printer in order to activate their conditional warranty coverage. **Please note**: warranty will be effective from the time of submission of the *Training Checklist & Warranty Disclosure Form*, or, if not submitted within 60 days of receiving the equipment, from the shipment date of the Prestige R2 DTF Printer.

Limited warranty coverage: Customers who elect not to complete either Virtual or On-Site Training will receive limited warranty coverage, which excludes any conditional warranty coverage, for a period of 90 days from the warranty's effective date.

B. Warranty Effective Date

The warranty becomes effective upon the successful completion and return of the *Training Checklist & Warranty Disclosure Form* provided by DTF Station during Virtual or On-Site Training. In the event that the *Training Checklist & Warranty Disclosure Form* is not completed and returned within 60 days of receiving the equipment, the warranty will be effective from the shipment date of the Prestige R2 DTF Printer.

In addition to signing the *Training Checklist & Warranty Disclosure Form*, please visit the following URL to register your equipment warranty: https://dtfstation.com/pages/please-register-your-printer-before-using. By registering your equipment warranty through this link, you can ensure that your warranty coverage is activated and that you have easy access to warranty support and services

C. Return Policy

- **30 Day Return Window**
  For any valid reason, if customer is not satisfied with their purchase, customer may return the printer within 30 days of the purchase date to receive full credit.

    a. **Valid Reasons for Return**: Valid reasons for return include but are not limited to:
        i. Defective Product: If the printer arrives with manufacturing defects or malfunctions, we will accept the return and issue full credit.
        ii. Incorrect Product: If you receive a printer that is different from what you ordered, we will accept the return and issue a full credit.
        iii. Damaged During Shipping: If the printer is damaged during shipping, please contact us immediately, and we will arrange for a return and issue a full credit.
    b. **Invalid Reasons for Return**: Invalid reasons for return include but are not limited to:

i. Preference-Based Reasons: Returns based on personal preferences such as "I don't like the way it looks" or similar non-defective reasons will not be accepted.

D. Terms That Void the Warranty

- **Use of Non-DTF Station Ink, Film, Powder**
  Please note that the use of non-DTF Station ink and film with your Prestige R2 DTF Printer will void any warranty offered for the printer. To maintain warranty coverage, it is essential to use only DTF Station-approved ink and film.

- **Ownership Transfer**
  Warranty Non-Transferable: The warranty does not transfer with changes in ownership.

- **Removal of Serial Numbers or Labels**
  Altering, removing, or tampering with serial numbers, labels, or identifying marks on the product can void the warranty.

- **Non-Compliance with Maintenance Requirements**
  Failure to adhere to recommended maintenance and care procedures as outlined in the product documentation may void the warranty.

E. Repair and Replacement

- **Releasing Replacement Parts:** DTF Station technicians will offer you the necessary instructions for replacing parts, and it is your responsibility to make reasonable efforts to carry out the part replacement and resolve the issue. All replacement parts will be shipped free of charge via **ground shipment** from California. However, if you request expedited shipping, additional shipping charges will apply.

- In the event that you encounter technical issues with your Prestige R2 printer, If we are unable to resolve the issue, DTF Station reserves the right, at its sole discretion, to take the following actions:

    - **Onsite Technician Visit**: DTF Station may arrange for one of its qualified technicians to conduct an onsite visit to diagnose and repair the Prestige R2 printer. Subject to an additional service fee.
    - **Replacement Prestige R2 Printer**: If your Prestige R2 printer fails to turn on or function correctly from the time of opening, DTF Station may elect to provide a replacement Prestige R2 printer. Subject to an additional service fee. Customers are required to return their current printer, and DTF Station will facilitate this by providing a return shipping label.

F. Standard Exclusions

This limited warranty does not cover damages caused by the following:

- Misuse, improper installation, improper maintenance, lack of use, neglect, and/or abuse of the Prestige R2 DTF Printer.
- Improper shipping or packaging of the Prestige R2 DTF Printer.
- Use of unsuitable or incompatible parts, media, supplies, software, peripherals, and/or accessories.
- Service provided by a non-DTF Station authorized technician.

Please retain your proof of purchase for warranty claims.

For any warranty-related inquiries or to initiate a warranty claim, please contact your DTF Station dealer. This warranty policy is subject to change at the discretion of DTF Station.

By purchasing and using the Prestige R2 DTF Printer, you acknowledge and accept the terms and conditions outlined in this warranty policy. Your satisfaction is our

priority, and we are committed to providing you with a reliable and high-quality printing solution.

G. Dispute Resolution, Mandatory Arbitration, and Waiver of Class Actions and Class Arbitrations

1. **Dispute Resolution**: The provisions in this Section F apply to all disputes between you and DTF Station. The term "Dispute" encompasses any disagreement, claim, controversy, or legal action between you and DTF Station arising from or related to this Agreement (including its creation, performance, or violation), the Software, DTF Station Hardware, the parties' relationship, or any other transaction involving you and DTF Station. This includes contract disputes, warranty claims, misrepresentation, fraud, tort, intentional tort, statutory violations, regulatory violations, or any other legal or equitable basis. However, "Dispute" excludes claims for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and DTF Station also agree that a court, not an arbitrator, will determine if a claim is an IP Claim.
2. **Initial Dispute Resolution**: Before initiating arbitration proceedings as outlined in this Section F, you and DTF Station commit to attempting to resolve any Dispute informally for a 60-day period. If no resolution is reached during this time, either party may proceed with arbitration as per Section F(6). To notify DTF Station of a Dispute, please send correspondence to: DTF Station, email title ATTN: Legal Department, info.dtfstation@gmail.com. The notification must include your name, address, contact information, details of the Dispute, and the remedy sought. Both parties agree to act in good faith to resolve Disputes before resorting to arbitration per Section F(2).
3. **Binding Arbitration**: If no mutually acceptable solution is reached within the 60-day informal resolution period described in Section F(2), either party may initiate binding arbitration. You and DTF Station agree to resolve all Disputes through binding arbitration under this Agreement. ARBITRATION MEANS YOU GIVE UP YOUR RIGHT TO A JUDGE OR JURY TRIAL IN COURT, AND YOUR RIGHTS TO DISCOVERY AND APPEAL ARE LIMITED COMPARED TO COURT PROCEEDINGS. This

arbitration will be administered by JAMS, a nationally recognized arbitration provider, following the JAMS Streamlined Arbitration Rules and Procedures or its relevant code of procedures for consumer disputes, excluding any rules permitting class arbitration (more details in Section F(6) below). You and DTF Station acknowledge that (a) the Federal Arbitration Act (9 U.S.C. §§ 1 et seq.) governs this Section F, (b) this Agreement pertains to interstate commerce, and (c) Section F will remain valid even after this Agreement terminates.

4. **Exception—Small Claims Court**: Despite the arbitration agreement, either party may pursue an individual action in the small claims court of their state or municipality if the claim falls within the court's jurisdiction and is exclusive to that court.
5. **Waiver of Class Action and Class Arbitration**: Both parties agree that they will bring Disputes against each other only in an individual capacity and not as class actions or class arbitrations. If any court or arbitrator deems the class action waiver in this paragraph unenforceable, or if arbitration can proceed on a class basis, the entire arbitration provision in this Section F is nullified.
6. **Arbitration Procedure**: If either party initiates arbitration, it will be governed by the JAMS Streamlined Arbitration Rules and Procedures or applicable JAMS rules at the time of filing, excluding rules allowing for class arbitration. All Disputes will be resolved by a single impartial arbitrator, selected according to JAMS Streamlined Arbitration Rules and Procedures, who will adhere to the terms of this Agreement. The arbitrator, not any court or agency, will have the exclusive authority to settle Disputes regarding the interpretation, enforceability, or formation of this Agreement. The arbitrator may award remedies available in court, and arbitration costs may exceed litigation costs. Each party may retain legal counsel at their expense. The arbitrator's decision is binding and can be entered as a judgment in any competent court. You may opt for arbitration by phone or online with mutual agreement; otherwise, hearings will occur near your residence or in Orange County, California, at your discretion.
7. **30-Day Opt-out Right**: You have the option to exclude yourself from the mandatory, binding individual arbitration and class action waiver specified in Section F by sending a written letter to the DTF Station address in Section F(2)

within 30 days of agreeing to this Agreement. This letter must contain your name, mailing address, and the request to be excluded from the arbitration and class action waiver in Section F. If you opt-out as described, all other terms in this Agreement will apply, including the requirement to provide notice before litigation. DTF Station will also not be bound by these arbitration provisions if you opt-out.

8. **Amendments to Section F**: Despite any contrary provisions in this Agreement, you and DTF Station agree that if DTF Station modifies the dispute resolution and class action waiver provisions in this Agreement (except for changes to DTF Station's address), DTF Station will seek your affirmative agreement to the applicable amendment. If you do not agree, you consent to resolving Disputes between the parties according to the language of this Section F (or as provided in Section F(7) if you opted out when you initially agreed to this Agreement).
9. **Severability**: If any provision in this Section F is determined unenforceable, that provision will be severed, leaving the remainder of this Agreement in full effect. This exception does not apply to the class action prohibition in Section F(5). Therefore, if Section F(5) is unenforceable, Section F (but only Section F) will be void.

H. Remedies and Disclaimer of Warranties

The warranty and remedy detailed above are exclusive and replace all other express or implied warranties, including but not limited to, merchantability, fitness for a particular purpose, and non-infringement. Some jurisdictions do not allow the exclusion of implied warranties, so these limitations may not apply to you. Statements or representations made by any other person or entity are void unless stated in this Agreement. Some states do not limit the duration of implied warranties, so these restrictions may not apply to you.

I. Exclusion of Damages; DTF Station's Maximum Liability

In no event shall DTF Station or its affiliates be responsible for any special, incidental, or consequential damages, including lost profits, substitute equipment costs,

downtime, third-party claims, or property damage resulting from the use or inability to use the DTF Station product, regardless of whether based on breach of warranty or any other legal theory. In no event shall DTF Station or its affiliates' liability exceed the original retail purchase price of the product. Some states do not permit the exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you.

J. Other Provisions

1. **Other Rights You May Have**: This limited warranty grants specific legal rights, and you may possess additional rights that vary by jurisdiction. Some jurisdictions do not permit the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in this Agreement may not apply to you.
2. **Governing Law**: Except for disputes subject to arbitration under Section F, the law of your state or country of residence will govern any