



# PRESTIGE XL2

## DTF Printer

# User Manual



Scan the above code for  
technical videos and tips!

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# SAFETY

## Electrical Safety

One AC 50Hz 110V AC

Please only use the power type identified on the printer's label. Depending on the country or region, a 110V or 220V AC power supply may be used.

Connect all the equipment to an appropriate ground socket to avoid the socket used in the same circuit as those that frequently switch between on / off. Avoid using a socket controlled by a wall switch or an automatic timer.

Keep your computer system away from potential sources of electromagnetic interference, such as a speaker or wireless telephone set.

Do not use a damaged or broken power cord. If you use an additional power cord, remember that the total amp of the device inserted in the additional power cord should not exceed the rated ampere of the power supply. In addition, please remember that the total ampere of all devices inserted into the wall should not exceed the amp rating of the wall socket.

For the safety of the user as well as the machine, please be sure to connect the ground line. Contact a specialist for more information.

Do not unplug the print cable or power cable while the machine is on or in operation, as it may cause damage to the main board.

### **Precautions for Operation:**

The XL2 must be monitored during operation.

Always use the power switch to turn the printer off (rear power switch on the right side of the printer). Do not unplug the printer or other relevant data cables until the machine is switched off.

Please do not place tools or other items on the printing platform or cover plate of the machine, so as to avoid unnecessary losses caused by improper cleaning before the machine is running.

Before handling your printer, make sure that your print cart is fixed in the primary position.

Perform regular maintenance on the printer to reduce the impact of dust and ink on the printer.

The rating bars should be checked regularly for cleanliness and damage. If dirty, clean with cleaning swabs dipped in alcohol.

The guide rail should be checked regularly for cleanliness. It is recommended to apply lubricant on the guide rail every 1-2 months to reduce friction of the slider. Do not let the nozzle leave the maintenance station and be exposed to air for long periods of time.

During normal shutdown procedure, do not pull the car quickly and instead let it return to the warehouse.

NOTE: the machine must be connected to the ground wire. In dry air conditions, static can be a dangerous issue, especially when using PET media (and moreso when the paper feeding speed is very fast). Electrostatic charge can cause damage to the printer and the board. The grounding wire is the best method to avoid this. During operation, ensure that the user's hands have been discharged (through contact with ground or electrostatic equipment). Otherwise, damage may occur to the plate card or nozzle.

### **Installation Environment**

Place the printer on a flat, stable surface. If the printer is tilted or is standing at an angle, it may not function properly.

Leave enough space around the printer to ensure proper ventilation.

Place the printer close to the wall socket so that the plug can be plugged and pulled easily.

Avoid using the printer in an environment with highly variable temperature and humidity. Avoid direct sunlight, glare, or heat.

Printer use temperature: 64-79°F; humidity: 38%-65%. Use within these parameters for optimal printer condition.

The printer must be kept away from strongly interfering radiation sources.

### **Ink Precautions**

Please leave ink bottles out of children's reach. Do NOT let children consume ink or have physical contact with ink cartridges.

If ink comes into contact with skin, please rinse with soap and water. If ink makes contact with eyes, rinse out with clean water immediately.

Do not shake the ink bottle to avoid causing ink leakage.

After using the ink bottle for an extended period of time (about 2 months), it should be removed for thorough cleaning and drying. Replace with a new ink bottle to ensure optimal printing quality.

Ink should be stored in a cool place, avoiding direct sunlight.

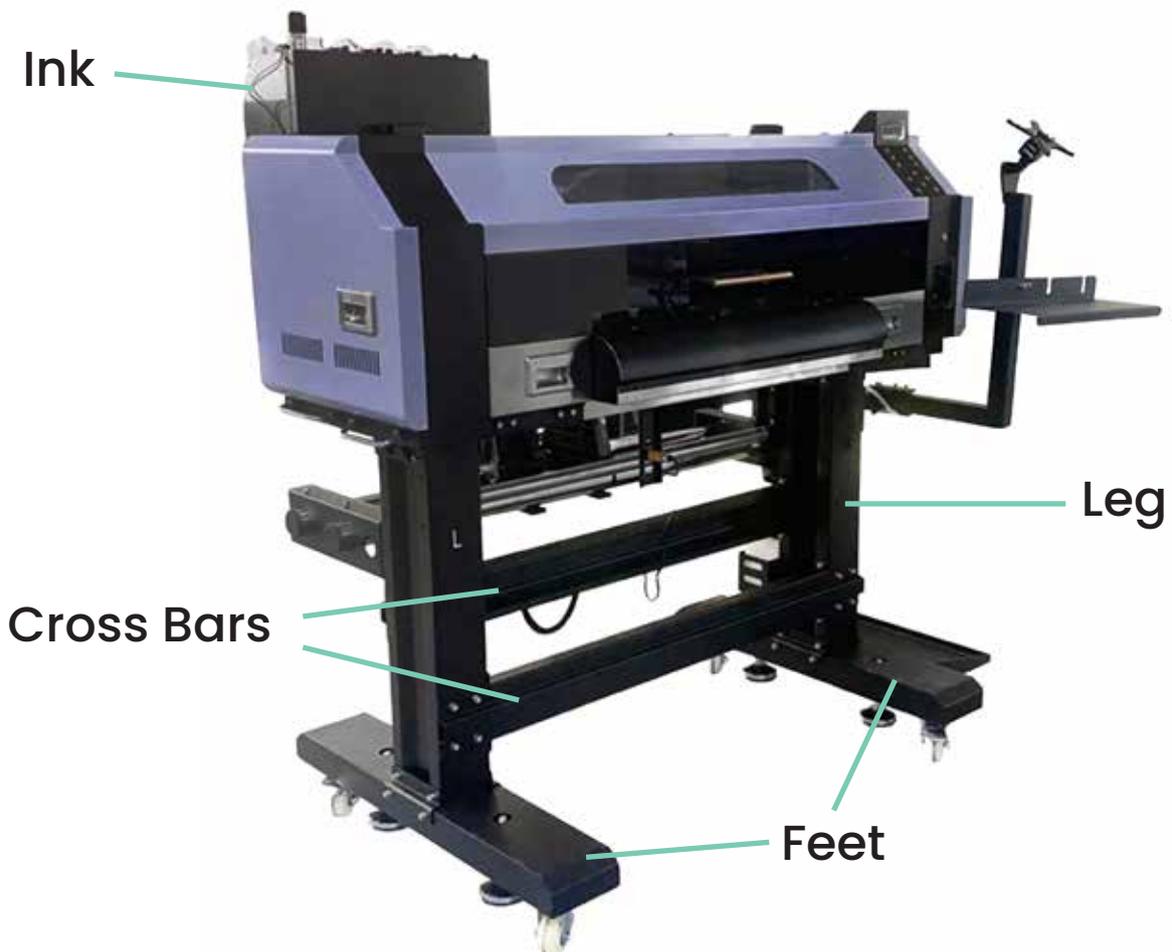
# INITIAL SETUP VIDEO

**Scan this QR Code** for a video walkthrough of the XL2 Printer Initial Setup Video!

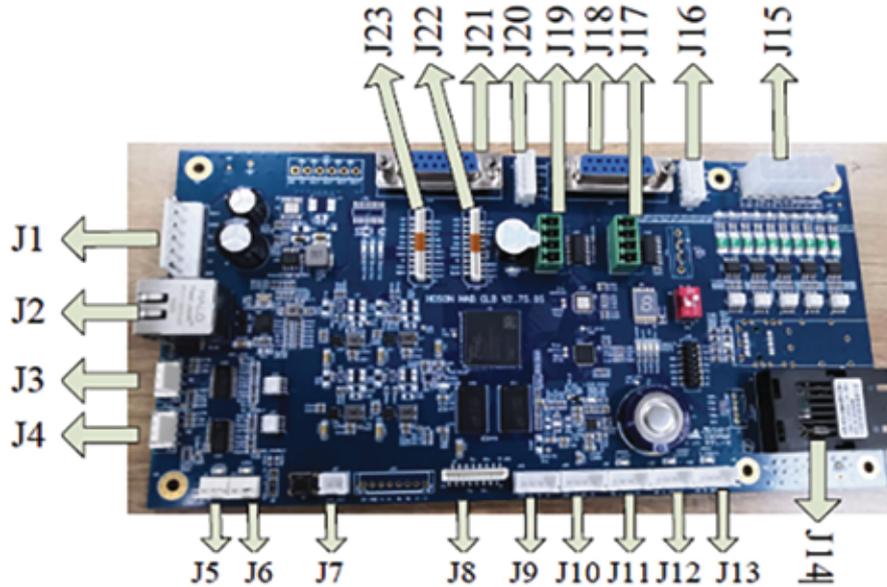


**Or go directly to this link:** <https://youtu.be/4gJVD3qn7js>

Not following the directions in this video can result in improper equipment usage and setup, and may void your warranty.



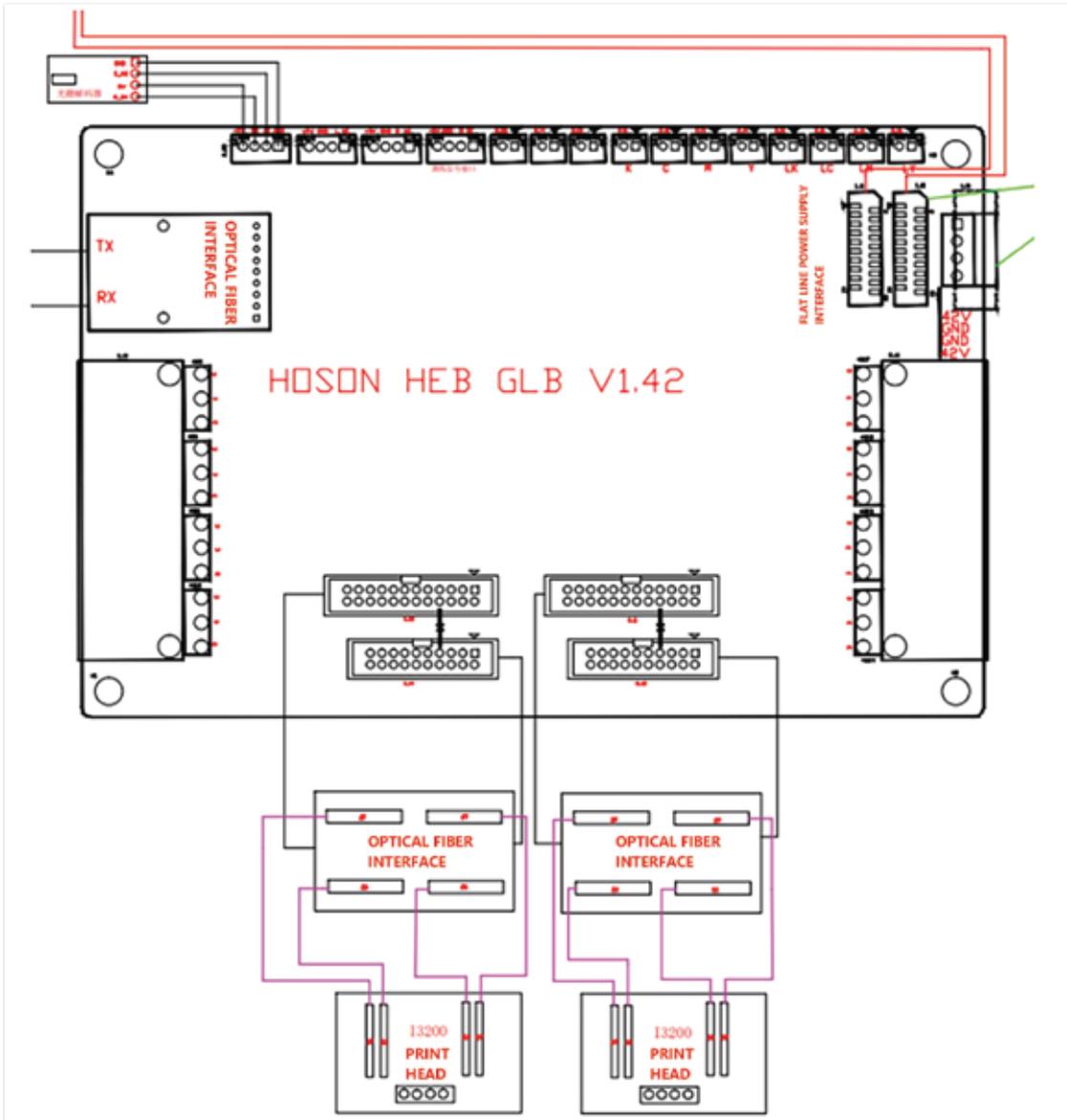
# BOARD INTERFACE



**BOARD INTERFACE DESCRIPTION: POWER SUPPLY, HIGH-SPEED COMMUNICATION INTERFACE, LOW-SPEED COMMUNICATION INTERFACE AND CONTROL INTERFACE FIRST**

NUMBER	INTERFACE DEFINITION DESCRIPTION	NUMBER	INTERFACE DEFINITION DESCRIPTION
J1	POWER SUPPLY (24V/42V) INPUT INTERFACE	J13	PAPER SHORTAGE SIGNAL DETECTION INTERFACE
J2	GIGE VISION	J14	OPTICAL FIBER INTERFACE
J3	INK STACK LIFTING MOTOR INTERFACE	J15	24V CONTROL SIGNAL OUTPUT INTERFACE
J4	INK STACK SCRAPER MOTOR INTERFACE	J16	Y-AXIS MOTOR LIMIT INTERFACE
J5	INK STACK SCRAPER MOTOR LIMIT INTERFACE	J17	SINGLE END SIGNAL OUTPUT INTERFACE OF Y-AXIS MOTOR
J6	INK STACK LIFTING MOTOR LIMIT INTERFACE	J17	Y-AXIS MOTOR DIFFERENTIAL SIGNAL OUTPUT INTERFACE
J7	INK SUPPLY RESET INTERFACE	J18	SINGLE END SIGNAL OUTPUT INTERFACE OF X-AXIS MOTOR
J8	CONTROL PANEL INTERFACE	J19	X-AXIS MOTOR LIMIT INTERFACE

J9	RS485 EXPANSION INTERFACE	J21	X-AXIS MOTOR DIFFERENTIAL SIGNAL OUTPUT INTERFACE
J10	LIGHT SHED SIGNAL INPUT INTERFACE	J22	24V FLAT LINE POWER SUPPLY INTERFACE
J11	LEFT LIMIT INTERFACE	J23	24V FLAT LINE POWER SUPPLY INTERFACE
J12	RIGHT LIMIT INTERFACE	J24	



# COMMON ISSUES AND SOLUTIONS

Serial number:	Common fault:	Analysis of fault causes:	Check, the solution
1	The machine did not respond after the power was turned on, and the car did not move	A, socket, power cord, power box is broken	Check that the input components are normal to ensure that the power box has 24V output
		B、Power supply is not normal (led is not bright); main board or trolley board is broken;	The data line is not tight, or the trolley voltage output is abnormal; change the trolley board or motherboard.
		C、The car motor servo is abnormal	Check the servo motor and the main board connection line; the servo motor is abnormal
2	The car can move, but it does not return to the ink station	A、Error in grating signal	Check the grating bars, and the decoder
		B、The car only goes to the left, moving in one direction	The trolley board or motherboard is broken; the motor cable is not fastened or the motor is abnormal
3	The car can normally return to the ink station, but will hit the right baffle error	A、Zero-point sensor fault	Zero-point sensor fault.
4	Spray head test all channels do not ink	A、42V Input exception	Check that the power box has no 42V output, and the 42V insurance pipe of the main board is fused

		B、Spithead data line	Check the nozzle data line
		C、Abnormal trolley plate or jet head plate	Change the trolley plate or the sprinkler board
5	Some channels do not ink, or abnormal ink	A、Car board, the nozzle board is abnormal	Change the trolley board, spray head board
		B、Spithead data line	Spithead data line
6	Ink extraction motor, abnormal fan	A、Ink extraction pump, the solenoid valve is abnormal	Check the connecting cable, ink extraction pump, solenoid valve, and fan
7	Walking paper is abnormal	A、Motor connection line, electric motor	Check the connecting cable and take the paper motor
		B、Motor drive board, main board	Change the circuit board
8	Start up normally, printing computer display is not online or output is not printed	A、The IP address settings on the printer and the computer do not match	Reset the IP address as required.
		B、Network cable, the quality of the network cable problems.	Replace network cables or cables.
		C、Poor contact between both ends of the network cable on the main board and trolley board; loose network cable.	Ensure that the cable plug is not loose by the drag chain; replug the cable and check whether the interface is loose.
9	The picture is not finished, and the data	D、Walking paper is abnormal	Change the car board

	poor, flying ink	B、 Insufficient 42V voltage	Adjust the distance from the nozzle to the print medium
		C、 nozzle vertical calibration, two-way calibration is not good calibration	Recalibrate both vertical and bi-directional
		D、 The car is moving too fast	Adjust the printing speed
		E、 The nozzle drive plate is abnormal	Change the nozzle drive board
13	Ink breaking phenomenon occurs when printing the jet painting	A. Environmental influence of indoor temperature and humidity	The nozzle ink-out state is affected by the ambient temperature, and the working ambient temperature should be kept within the normal range
		B、 Ink quality problems	Change for good quality ink
		C、 Problem with the ink supply system	Ensure that the ink supply pressure is normal, the ink pipe and transfer interface do not leak
		D、 The car is moving too fast	Adjust the printing speed
		E. Problems of the nozzle drive plate	Change the nozzle drive board
14	Print spray color bias	A. Ink or nozzle ink status	The ink does not match the print curve very well or the nozzle hole is blocked
		B. 42V voltage is insufficient, the drive voltage is not enough	Check that the power supply box 42V output is normal
		C. The nozzle drive plate is abnormal	Change the nozzle drive board
15	During the printing process, the car reports the error and ends the printing	A. Loose optical fiber exhaust wiring	Plug in the line again
		B、 Error in servo motor	Check the servo-motor connection line
		C、 Error reading the grating	Check the graster position, graster for scratches, graster to circuit board connector, graster decoder.

# PRESTIGE XL2 Maintenance

## DAILY (AM – Mornings):

- **Shake the leftover White Ink** for 30 seconds – 1 minute
- **Turn the printer on** and turn the Hosonsoft on
- **Execute a “Cleaning”** (Button is located on the main control panel)
- **Increase the WIMS Ink Circulation motor** to 60–70, and let the system circulate/agitate the white ink for 5 minutes. After 5 min., turn off the circulation motor or set it to 10–20%
- **Execute “Fill Ink”** – we recommend at least 10 seconds for the white ink, and 5 seconds for the CMYK ink. Check if you can see both inks flowing down to the waste bottle without air bubbles.
  - Menu -> Head Maintain -> Fill Ink
- **Execute “Cleaning”** – press the cleaning button on the control panel
- **Pull the media to the front** by pressing the down button on the control panel to get it ready for a nozzle check pattern
- **Perform a “Nozzle Check”** – check the patterns and see if there are any breaks
  - If there are severe breaks in the pattern, execute fill ink and clean one more time to improve the pattern
  - One you achieve a perfect nozzle check, you can proceed to print
    - You may also start printing if there are only 2–3 missing dots per nozzle

## DAILY (PM – Evenings):

- **Retract the media** to the media roller by pressing the up button on the control panel
- **Clean the vacuum bottom platen** with a microfibre cloth or lint-free cloth. Do not use cleaning solution. You may use 90% or higher isopropyl alcohol.
- **Move the printhead carriage to the left side** by pressing the left button once to disengage the carriage from the capping station. Then, press and hold the left button to slide the head carriage.
- **Clean/Wipe the capping station, rubber gaskets, and wiper blades** with cleaning solution using a cleaning swab
- **Clean around the head with cleaning solution** to remove any excess ink build-up. DO NOT touch the actual head using a cleaning swab
- **Wet Cap:** pour cleaning solution into the capping station rubber gaskets
- **Engage the printhead back to the capping station** by pressing the “Enter” button on the printer control panel
- **Turn off the printer** for the night
- **Cover the printer** with a printer cover to prevent any dust

# PRESTIGE XL2 Maintenance

## WEEKLY:

- **Check Waste Bottle/Tank**
  - Empty the tank
- **Check Ink Bottle**
  - Check to see if there is any ink that needs refilling
  - Check to see if stirring device on the white ink bottle is functioning
- **Clean Encoder Strip**
  - Use a microfiber cloth / lint-free wipe & 90% or higher isopropyl alcohol, and wipe the strip gently to remove any dust, debris, ink build-up
- **Clean Media Rollers**
  - Use a microfiber cloth / lint-free wipe to wipe any dust/debris from the media/film. DO NOT USE ALCOHOL. You may use cleaning solution, but make sure that the rollers are fully dried before use.
- **Clean Tension Sensor**
  - Use a microfiber cloth / lint-free wipe & 90% or higher isopropyl alcohol, and wipe the strip gently to remove any dust/debris

## MONTHLY

- **Shake the Color Ink bottles** for 30 seconds

## AS NEEDED

- **Media Replacement:** Whenever you replace your film with a new film, take time to clean the media rollers. Disengage the roller and thoroughly clean the rubber roller with a microfiber cloth or lint-free wipe to wipe any dust/debris from the media/film
- **Keep all exterior surfaces clean:** use a microfiber cloth to clean the outside surface. DO NOT spray any liquid, as it may damage the board inside

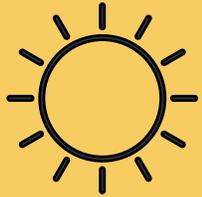
## LONG-TERM STORAGE (1-2 Weeks)

- **Clip the ink tubes** from the ink bottle and before the damper
- **Wet Cap**

## LONG-TERM STORAGE (2+ Weeks)

- **Empty the Ink Tank**
  - Pour all inks back into the original ink bottles
- **Pour cleaning solution** into the ink tanks and fill until you see the cleaning solution in the dampers and through the ink waste bottle

# PRESTIGE XL2 Maintenance



**DAILY  
(AM)**

- **Shake leftover white ink**
- **Execute "Cleaning"**
- **Turn printer on**
- **Increase WIMS Ink Circulation motor**
- **Execute "Fill Ink"**
- **Execute "Cleaning"**
- **Pull media to the front**
- **Perform "Nozzle Check"**



**DAILY  
(PM)**

- **Retract media**
- **Clean the vacuum bottom platen**
- **Move printhead carriage to left side**
- **Clean/wipe capping station rubber gaskets & wiper blades w/ cleaning swab**
- **Clean around head with cleaning solution**
- **Pour cleaning solution into capping station rubber gaskets**
- **Engage printhead back to capping station**
- **Turn printer off**
- **Cover printer**

# PRESTIGE XL2 Maintenance

	Weekly	Monthly	As Needed	Long Term Storage (1-2 weeks)	Long Term Storage (2+ weeks)
Check Waste Bottle/Tank					
Check Ink Bottle					
Clean Encoder Strip					
Clean Media Rollers					
Clean Tension Sensor					
Shake Color Ink Bottles					
Media Replacement					
Clean Exterior Surfaces					
Clip Ink Tubes					
Wet Cap					
Empty Ink Tank					
Pour Cleaning Solution					

## **WARRANTY**

- Limited 1-year warranty on **non-consumable parts\***
- Limited 6 month warranty on the Printhead **up to 2 Printheads\***

***\*The use of non-DTF Station ink and film will void any warranties offered for the Prestige XL2 DTF Printer***

If a customer does not follow initial setup video(s) and damages the printer in any way outside of basic printer needs/ maintenance, warranty will be void. This includes head strikes due to lack of maintenance.