

HEATPRESSNATION CRAFT PRO

MUG & TUMBLER HEAT PRESS



USER GUIDE

THE BEST TRANSFER MATERIALS BRANDS FOR YOUR HPN CRAFT PRO

SAWGRASS

Sawgrass is the go to brand for your sublimation printer and ink needs. They have been leading the industry for many years with their innovative products.

TexPrint[®]

The world's number one selling desktop dye-sublimation paper, TexPrint delivers excellent dimensional stability and absorbs the heaviest ink loads.

SubliCraft

by HeatPressNation

SubliCraft by HeatPressNation focuses on providing professional quality sublimation blanks at an affordable price to everyone, especially the crafter.

FOREVER[®]

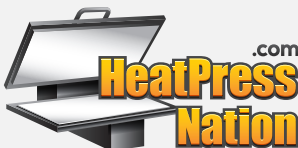
DIGITAL TRANSFER APPLICATIONS TECHNOLOGY

With Forever, you can produce self weeding designs without the need for a special toner. This makes your job easier by eliminating a tedious task.



WANT MORE INFO?

Scan this code for instructions and video tutorials.



CALL US: (800) 215-0894

www.heatpressnation.com

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WELCOME

Thank you for choosing us! Heat Press Nation was founded in 2009 with one goal in mind: to help aspiring entrepreneurs create custom apparel businesses with a low cost of entry and high-profit products. At Heat Press Nation, we work hard to serve these entrepreneurs so they can fulfill their dreams of building and running their own successful ventures.

We understand the importance of education in making the best informed decisions to grow your business. Our team is highly trained and experienced in all aspects of heat press application, vinyl cutting, sublimation printing, and the varying techniques behind these applications. We'd love the opportunity to talk to you over the phone to help answer any questions you may have about your product.

We hope the contents of this manual will not only provide details about your product, but also help you to become an informed and empowered heat press user. We also offer free lifetime technical support on every product we sell, so please do not hesitate to contact our experts at **support.heatpressnation.com**. Thanks for being a valued part of Heat Press Nation!



GETTING STARTED

SAFETY FIRST



Safely remove the machine out of the box

The contents may be extremely heavy and unsafe to remove alone. Most of the internal packaging will consist of protective foam that can be individually removed prior to the removal of the heat press. Please ask for assistance, use caution, and perform proper lifting techniques to remove the product out of the box. Do not throw away your box and internal packaging materials. This is required for returns and services.

Inspect your new product

As there are varying circumstances, we recommend inspecting your machine for obvious damages, defects, or missing items. Heat presses may have small blemishes and cosmetic imperfections which are perfectly normal and should not affect the overall operations longevity of your product.

Use a heavy duty stand

We offer a HPN Signature Series Universal Stand that is designed to support the weight of any of our heat presses. If you choose to use your own, we strongly recommend using an all metal stand that can support the weight of your machine. Plastic foldable stands are strongly advised against as they are not strong enough to withstand the weight and pressure that is being exerted during use.

WELCOME

SAFETY FIRST

Remove all liquids from the area

Do not operate the machine with any liquids or chemicals nearby that could potentially spill onto the machine's components. This would be a high risk of electrical shock or fire.

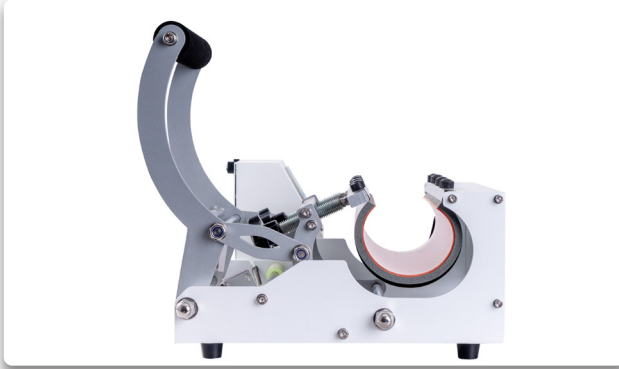
A dedicated circuit is required for the machine

A heat press will draw anywhere between 3 to 18 amps from a single circuit. Due to this, we strongly advise against plugging any additional devices into the same circuit. Refrain from using a power strip as they are not necessary. If you choose to use a power extension cord, we recommend at least a 14 gauge or thicker. Your power extension cord will have an "AWG" reading that will help you choose the correct size. The lower the number, the thicker the wire is to support higher amperages.



GETTING STARTED

SETUP INSTRUCTIONS



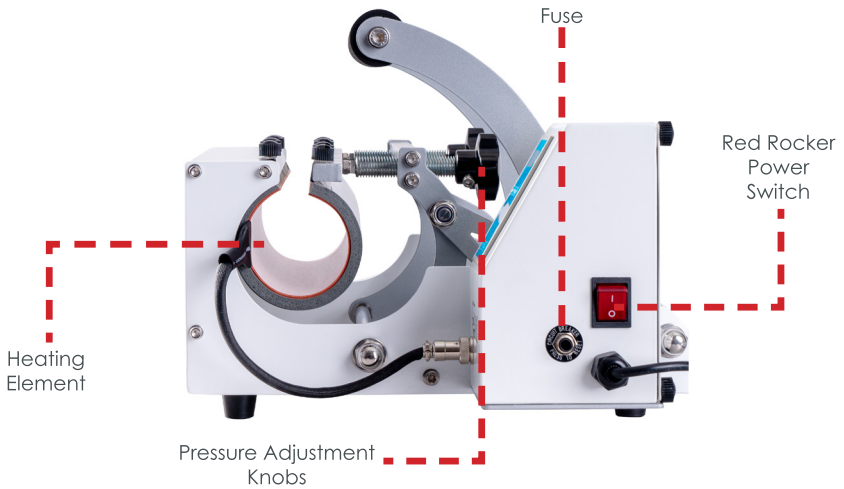
Let's start by opening your machine completely so that the heating element is in the widest position.



Plug in the grounded AC power cord to the wall outlet and flip the power switch on.

INCLUDED IN THE BOX

MUG PRESS



INCLUDED IN THE BOX

HEATING ELEMENTS



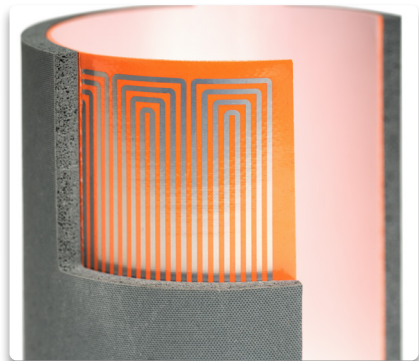
16 oz, 20 oz & 30 oz
Tumbler Attachment



11-16 oz. Mug Attachment

**HeatPressNation's
exclusive TruePrint Mug
Heating Element features
heat coils up to 5x thicker
than the competition.**

HEATPRESSNATION'S
trueprint
HEATING ELEMENT



Call our MyExpert team at: 800-215-0894

GAUGE OPERATING GUIDE

Temperature Value

Tactile Buttons

Time Value

Tactile Buttons



GAUGE OPERATING GUIDE

1



Turn on the heat press and allow for it to boot up. The display will turn ON as shown above when done. The heat press must remain open to continue with configuration.

2



Press the top "SET" button to set the temperature. The "SET" LED will light up green. Use the "▲" or "▼" arrow keys to select desired temperature. Press "SET" when done.

3



Press the bottom "SET" button to set the timer. The SET LED will light up green. Use the "▲" or "▼" arrow keys to select desired timer. Press "SET" when done.

4



Allow some time for the heat press to reach your desired temperature. The top display will show the current temperature. The "HEAT" LED will flash GREEN when ready.

5



The Timer will countdown when the machine is closed. You will hear a beep when the timer has run out. The "ALARM" LED will also light up RED when done.

CHANGING HEATING ELEMENTS

Step 1

Disconnect the silver plug from the computer box. Start by unscrewing the outer ring then simply slide the plug out.



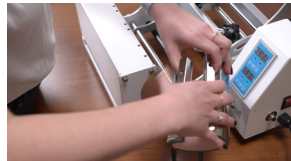
Step 2

Unscrew the small black twist knobs on top to release the heating element wrap from the frame.



Step 3

Slide in the new heating element to position.



Step 4

Reattach the small black twist knobs to secure the new element to the frame.



Step 5

Plug the new silver plug into the computer box slot, then secure in place by tightening the silver ring.



MUG PRESSING

Pressure Prep

First, let's test to make sure you are able to insert the mug and comfortably close it. If adjustments need to be made, use the 2 knobs located on top of the machine to the appropriate level. We recommend a medium to firm pressure level that is not too hard on the substrate.



Tape Prep

While the machine is heating, tape your transfer using the Sublimation Heat Tape on both sides of the sublimation transfer.



Tape Your Mug

Tape your sublimation transfer onto your mug as straight as possible. We do this carefully aligning the transfer with both hands and then pressing the tape down after it is aligned. If done correctly, the surface should feel smooth and sit completely flat, free from any open spaces.



Press

When inserting your mug, make sure the handle is sitting straight as shown in this photo. This will ensure that you will get heating throughout the entire surface. This is especially important when doing full bleed transfers.



Peel

The final step is to remove the mug out of the machine and peel away. We recommend waiting until the mug cools down so that injuries do not occur. However, if you own our HPN Pro Grade Protective Gloves, you may peel it about 30-60 seconds after the mug has been taken out.



TUMBLER PRESSING

Pressure Prep

Let's first test press a blank tumbler to be sure that you can insert and close it properly. To make further adjustments, twist the 2 knobs located behind the machine's heating element to the appropriate level. Medium pressure that is not too firm is recommended for sublimation tumblers.



Transfer Prep

By turning on your machine and waiting for it to reach temperature, prepare your sublimation transfer by trimming it accordingly, then tightly wrap it around your tumbler.



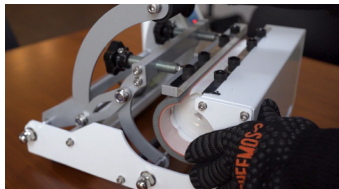
Tape Your Tumbler

Once you have made sure your transfer is centered to the tumbler, you may use Sublimation Heat Tape twice to keep it in place. For full-bleed transfers, you may attach one vertical strip, then one horizontal strip to the transfer's edge for it to stay intact.



Press

As you insert your tumbler inside an active heating element, wear HPN Pro Grade Protective Gloves. When pressed, the tumbler will make full contact with the heating element, but you will need to rotate it to its opposite site and press again.



Peel

After your machine has reached time, take the tumbler out with Pro Grade Protective Gloves, giving it 30-50 seconds to cool down. You may also wait until the tumbler completely cools down away from your machine if you prefer to peel without gloves.



SUBLIMATION SUPPLIES



The Right Sublimation Printer

Whether you choose the high-value SG500, the business-powering SG1000, or the top-of-the-line, eight-color VJ628, every Sawgrass printer uses Sawgrass ink to deliver superb, consistent color. The newest generation of Sawgrass printers has been redesigned from the inside out to perform more efficiently, connect more easily, and deliver better output than ever.



The Right Sublimation Ink

Sawgrass sublimation ink is now better than ever, delivering richer, more vibrant color on both hard and soft substrates, including heat-transfer vinyl.

SubliJet-UHD is a unique high viscosity gel sublimation ink formulated specifically for the Sawgrass Virtuoso print head. Touting fast printing speeds, high capacity cartridges, and low maintenance design, Sawgrass Virtuoso is the business class print engine that offers a new choice in both startup and high-volume sublimation printing. SubliJet-UHD includes powerful and easy to use color management software for Windows or Mac.

SUBLIMATION SUPPLIES

The Right Sublimation Paper



TexPrint® DT Heavy is a "special purpose" dye sublimation paper that puts the blazing speed of the new Sawgrass Virtuoso SG500 & SG1000 printers to full use... & TexPrint® DT Heavy does this while maintaining the premium definition and color fidelity that the TexPrint family of sublimation papers is renowned for.

A Sturdy Surface For Your Press

Made with heavy-duty steel and aluminum, the HPN Signature Series Heat Press stand provides an even, sturdy surface to safely operate your heat press or mug press. Though it is designed specifically for the HPN Signature Series Heat Presses it can be used with all other heat press or mug press machines.



HPN-SIG-STAND

Keep Your Hands Safe

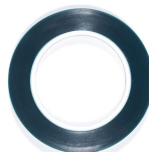
Certain applications, such as sublimation, require you to peel hot transfers off of metal and ceramic that can easily injure you. The HPN Pro Grade Protective Gloves will allow you to comfortably operate to always get the perfect transfer.



PGPG-S

Keep Your Transfers In Place

The Sublimation Heat Tape is designed to assist you in keeping your sublimation transfer in place on your substrate negating any shifting of your images such as ghosting or an otherwise "do-over" product.



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EX191

Why are my transfers burning?

If your images are burning, this would be a sign that your time and temperature settings are too high for your substrate. Refer to the manufacturers recommendations for the specific substrate in use.

Why is my transfer faded on one side of my substrate?

If a portion of your transfer is appearing as well as the other regions, it is likely that the pressure is set too low causing uneven transfer results. Increasing the pressure to a medium level would be advised.

Why can't I close down my mug press?

If your pressure is set past the usable level for your substrate, lowering the pressure level will be required.

Why isn't my mug press turning on?

If your power switch is not lighting up, this would be a sign that the internal circuit breaker fuse has been tripped and may need replacement.

Why is my mug not transferring as good as it use to?

With the mug elements, these would be consumable materials and over time will need to be replaced. Usage will have the interior coils slowly deteriorating to allow forming to the mugs curvature. It is advised to only have it powered on when in use to get the most use of your mug elements before needing to replace them.

FAQ

Why is my transfer blurry?

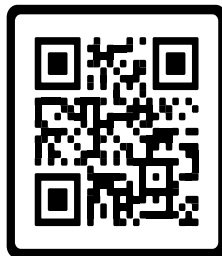
If your transfer results aren't crisp, it's likely that either the pressure is set too low or the paper may not be left on the substrate long enough after pressing. After completing your transfer, you'll want to leave the paper on the mug for at least 30-60 seconds to prevent ghosting/blurring.

Why does my mug press drop in temperature?

When pressing mugs, it is normal to have a drop of 50+° in temperature after clamping down due to the mug absorbing a large amount of heat.

HAVE QUESTIONS?

Scan this code for troubleshooting or to contact a MyExpert representative.





MyExpert Protection

Heat Press Nation provides a full and complete 1 year parts and service warranty from the original date of purchase. We carry all parts necessary to complete warranty service with the speed and efficiency that your business deserves. Warranty service does not include the cost of freight of the item to or from our facilities. If parts and/or accessories are needed at any time during the warranty period, Heat Press Nation will send them to you at no charge upon receipt of the defective part. Once the warranty period has ended, parts will be available at market price. For full warranty details please visit heat.press/warranty.

**DO NOT DISCARD BOX.
REQUIRED FOR WARRANTY AND
RETURNS**

You may be charged for a new box



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Materials™

PAROPY™
image trans



N
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