

# STS/Mutoh XPD 724 Printer Guidelines



## GARMENT PRINTER INK



### • Best Environmental Conditions

No direct sunlight.

Dust free with minimal static.

Temperatures between 20 and 24 degrees Celsius/68-75F 24hrs a day 7 days a week Humidity 35% - 45%.

**Note:** This printer is designed to stay on, the built-in internal circulation cycles throughout the night.  
Keep this printer on & attached to a surge protector

### XPD-724 printer only works with XPD Ink.

### • Daily Maintenance/Before Daily Printing

1. Remove and rotate the 2 white ink cartridges to a flat position and shake them from side to side with the cartridge slot guide in both up and down positions (40x) each day before wakeup from sleep mode.
2. Also shake the cartridge upside down to make sure the cartridge contents is mixed in appropriately



Contact Us: (631) 858-0114 | [sales@garmentprinterink.com](mailto:sales@garmentprinterink.com) | [www.garmentprinterink.com](http://www.garmentprinterink.com)  
375 Oser Ave, Hauppauge, NY 11788

3. Before installing, remove any free ink from the end of each 500mL white cartridge with a paper towel.
4. Make sure the Heat Platen is free from residue or ink (the metal surface that the substrate prints on, and that the media guards are also clean, as well as underneath them)
5. Perform a nozzle check before printing to check nozzle quality, followed by a head cleaning if needed (short clean) and repeat the process until the nozzle pattern is drop-out free.

#### • Every 2-3 Months

Use your MSM dashboard to Long Store your printer and follow the instructions provided on the screen, this will ensure your lines are kept in working condition and help the longevity of your print head.

#### • Best Practice Habits

1. Always print with the front cover in the down position.
2. Protect the printer from electrical disruptions and power outages with a 500VA UPS surge protector.
3. Do not use inks that are expired.
4. Do not turn off the printer.



**Do not lift or touch the media when the printer is in operation! WARNING**

**STS Inks will not warranty any head damage due to operator error.  
Please always follow best practice guidelines.**

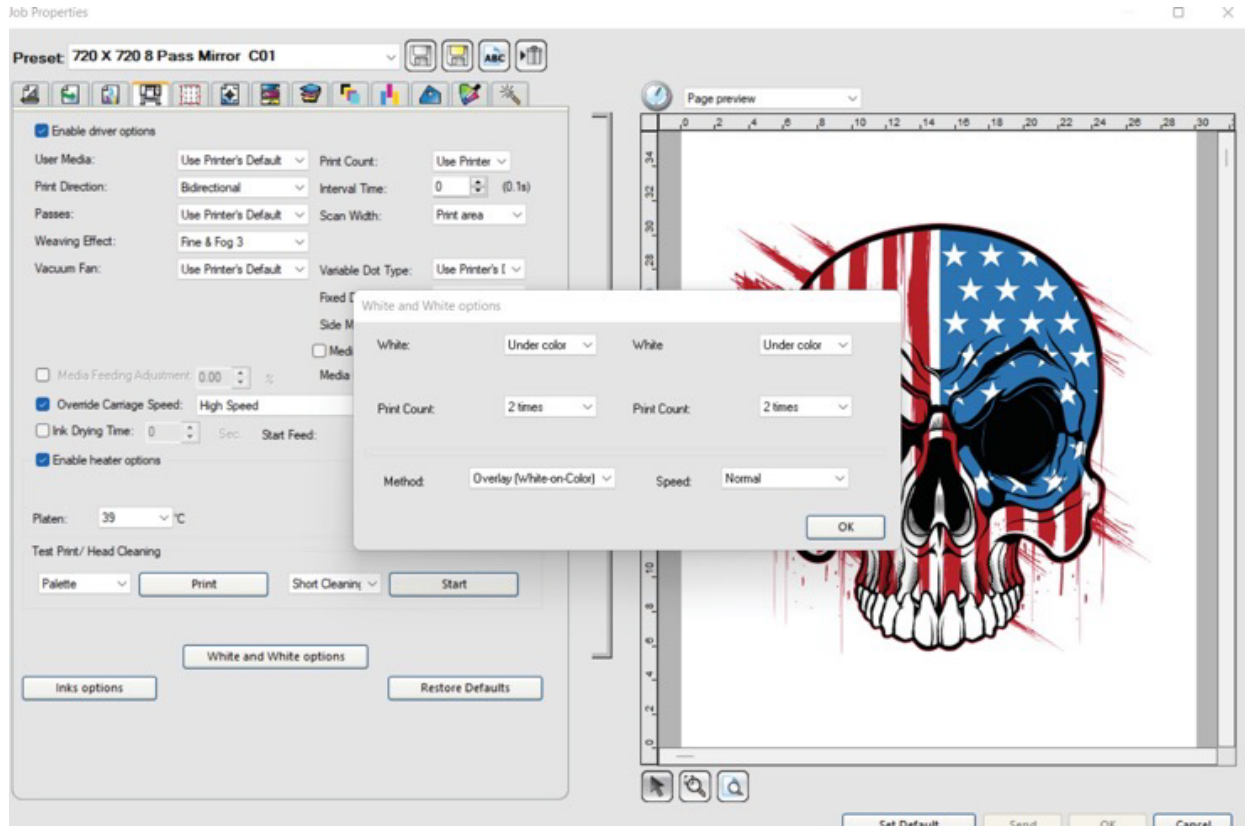
#### • What to do if the print head strikes the PET film

Immediately stop printing and start the head cleaning process, Purchase Nozzle buster solution and fill capping station with nozzle buster solution and turn the printer off with the head sitting in locked position for 6+ hours (When wet capping printer must to be off).

**Note:** *The next day shake the white cartridges as usual, then perform a nozzle check the following day.  
Also, never park the head directly on the PET film.*

**Note:** *Sustained head cleanings can put too much pressure on the print head and may cause the print head to delaminate and fail prematurely. In the event the nozzle does not recover, print in high quality (720x1080) or 2x white as the Flexi setup shows below.*





The PET Film used for DTF printing is covered with a layer of a specialized emulsion that sets the inks to a gel-like state when the ink lands on the film. Therefore, if the print head touches the PET film any ink that is on the surface of the print head, including across any nozzles, will be set to a gel-like state and can cause blocked nozzles and ultimately premature head failure

 **Do not lift the media or touch the media during printing operations! WARNING**

## • Maintenance Best Practices

- Clean wiper blade and the wiper drain path at end of production weekly.
- Clean the capping station seal and spit pad every second day.
- Clean the print head guards and the black plastic rams at either end of the print head after production or each day.
- Make sure the Black strip on the front of the Heat platen is clean so that media sensor understands it's media checks.



## • Cleaning of Cleaning Wiper

### Cleaning period:

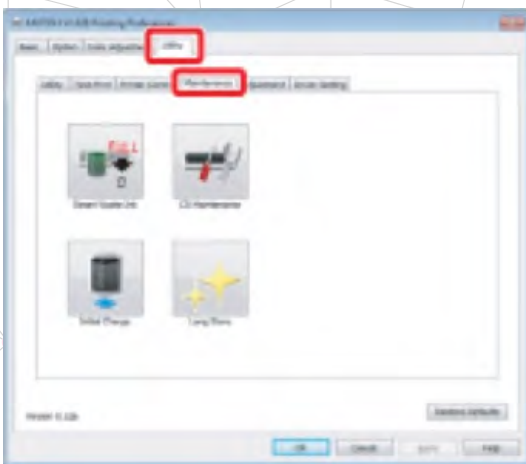
- Weekly.
- When print blurring and dot missing remain after head cleaning is done.

### Preparation:

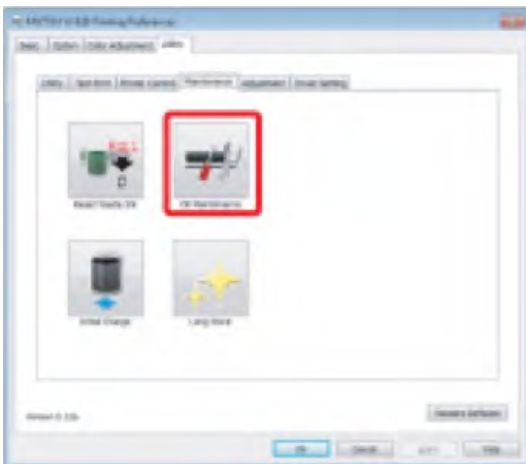
- Cleaning Stick.

### Steps:

1. Display the Printer Preferences screen of printer driver.



2. Click the [Utility] tab under the [Maintenance] tab.



3. Click the [CR Main Maintenance].

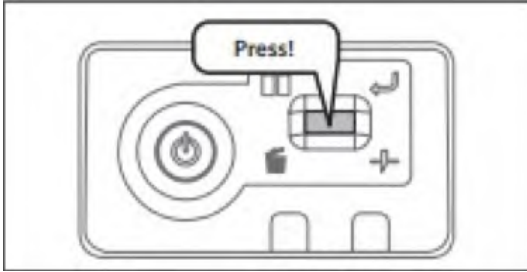
\* The MSM remote panel opens.

**Note:** MSM can be launched directly.



4. Click [Start]





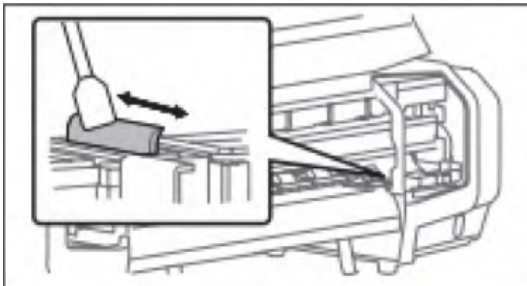
5. Short press the operation key on the operation panel.

\* The carriage moves to the maintenance position inside the front cover.

6. Open the front cover.

**IMPORTANT** - When cleaning the cleaning wiper, please note the followings.

- Use a cleaning stick in dry condition. If moisten with water or solution, it can cause damage to the printhead.
- Do not reuse a cleaning stick. Dusts can adhere causing damage to the print head.
- Standard cleaning time should be within 5 minutes. If it takes longer, the stick can dry causing damage to the print head.

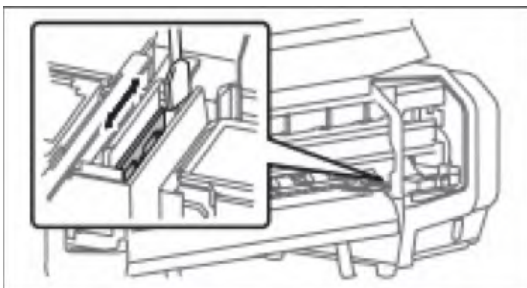


7. Wipe the clean wiper with a cleaning stick.

\* Wipe the left side surface of cleaning wiper going back and forth.



8. Wipe the right side surface of cleaning wiper going back and forth.

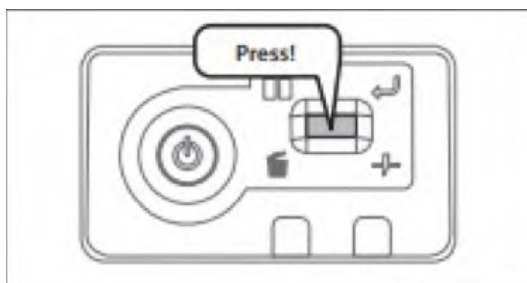


9. Wipe the right side surface of the base of cleaning wiper going back and forth.

10. Close the front cover.

11. Short press the operation key on the operation panel.

\* The carriage moves to the original position inside the front cover.





## • Inside Cleaning

### Cleaning period:

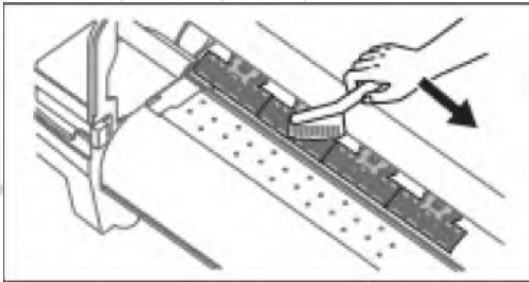
- Monthly.

### Steps:

#### **IMPORTANT**

Immediately after turning OFF the power, the temperature of the heater on this product is very high.

Touch the platen or media guide and if it is too hot, wait for a while before starting cleaning.



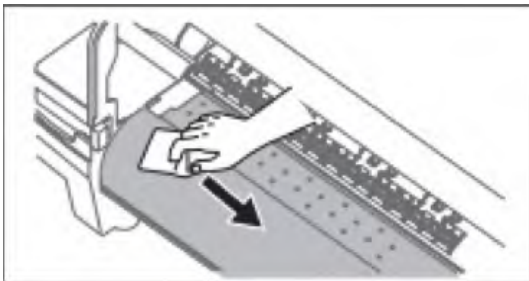
1. Check the power is OFF.

2. Open the front cover.

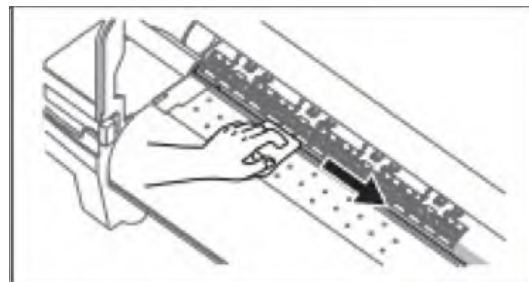
3. Brush off dusts on the pressure arm with a soft brush.

#### **IMPORTANT**

\* Do not blow off dusts inside the product with a gas duster. It may cause abnormal noise.



4. Using a soft cloth that is soaked in water and squeezed tightly, wipe dirt on the platen media guide.



5. Using a soft cloth that is soaked in water and squeezed tightly, wipe dirt on the silver part of grid roller.

6. Close the front cover.



## • Quarterly Maintenance

1. Lubricate the carriage guide rails and the bearings on the carriage.
2. Lightly clean the encoder strip with DI water only using a lint-free cloth once every two or three weeks, and more often after heavy production.
3. Using a dry toothbrush gently clean the feed rollers to remove any build up present.
4. To maintain the ink delivery system, every three to four months flush the printer using Long Store option in your MSM remote panel.
5. When not printing for long periods (more than 14 days); Flush all ink lines with STS Cleaning Solution.
6. Every three months locate Long Store on your MSM dashboard to ensure clean internal tubing. This will remove any sediment that may have accumulated over time.

**Please do not open the printer external covers for any reason unless instructed to do so by STS Technical Support as this will void your warranty!**

