Procolored

User Manual

UV A3 PRO TX800

Version 2.0

May 2024

Procolored

Table of Contents

1. Inspect the machine

Step 1.Check if the power supply voltage of the printer is suitable for your power supply according to the label on the back of the printer

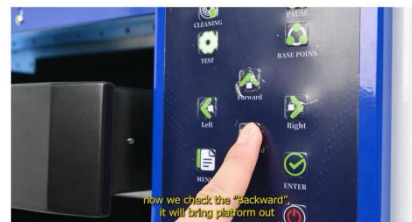Step 2. Press the "Air" button on the left panel to clear the air from the printer

Step 3. Keep press the "still" button to check the white ink cycle operation

Step 4.Keep press the "upward"button to let the platform up

Step 5. Keep press the "Downward"button to let the platform down

Step 6.Keep press the "Backward"button,it will bring the platform out

Step 7.Keep press the "Forward"button,it will let the platform go inside

Step 8.Two buttons, "left" and "right", control the print head to move left and right

Step 9. Check ink sacs

Step 10. check the waste ink pad,right side to collect white ink and varnish,left side to collect colorful ink

Step 11. Add cooling water

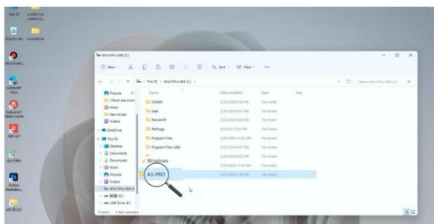Step 12. it's to control the Uv lamp intensity and generally set to 50%
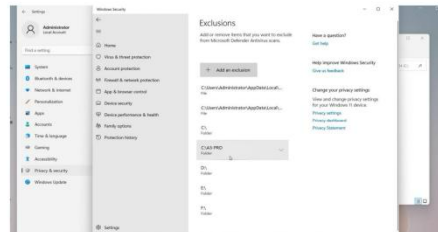
2. Install the software

now Plug It In

Step 1.Insert a white USB drive

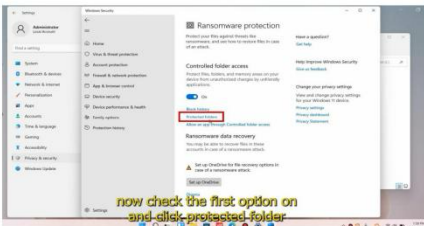then we plug it in and connect them to laptop
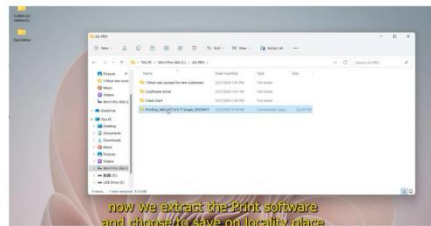
Step 2. Connect printer and computer

Step 3. Create the "A3 PRO" folder on the "C" drive of your computer

Step 4. Add the "A3 PRO" folder to the Exclusions list of antivirus software

now check the first option on and click protected folder

Step 5. Add the "A3 PRO" folder to the Protected folders

now we extract the Print software and choose to save on locality place

Step 6.Copy the printing software from the white USB disk to the newly created "A3 PRO" folder

Step 7. Set IP address

In this case we need to find and load a runtime procedure to let it work
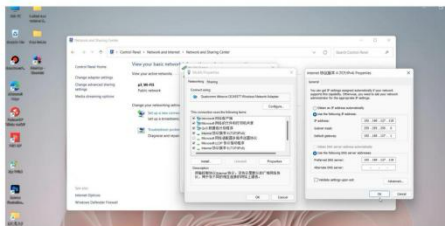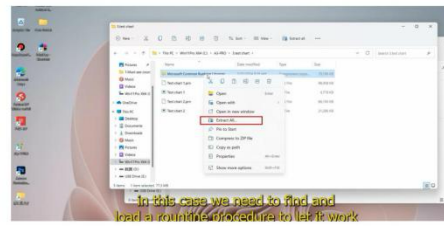
Step 8. Install Microsoft commonly used runtime library collection

we keep clicking left and the print head keep moving left
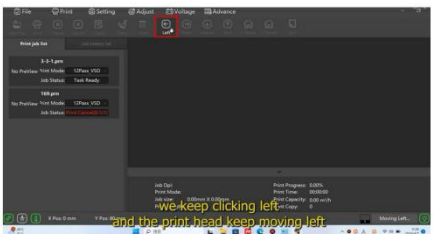
Step 9.Check the movement of the print head

now we let platform get back and found all keys work well
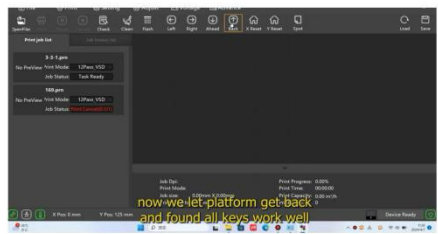
Step 10.Check the movement of the printing platform

3. Load the inks

now we unscrew the side pane and keep supporting it from falling
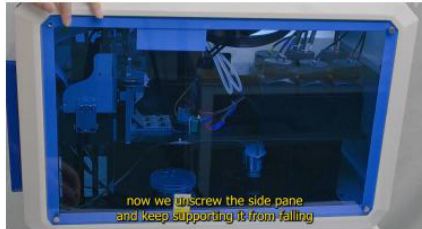
Step 1. Remove the side panel

the blue label show it needs blue ink and pay attention to the corresponding lip of inkpot

Step 2. Distinguish ink bottles of different colors based on the color of the label on the ink tube

the ink tube having no labels is particular for varnish and the corresponding lip marked V

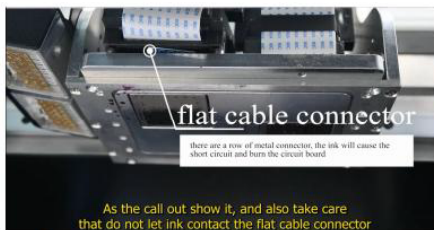Step 3. the ink tube having no labels is particular for varnish and the corresponding lip marked V

now we pull out one ink sac and extract some ink using syringe

Step 4. Use a syringe to extract 5ml ink from the ink cartridge

we need to do it one by one to avoid you misplacing the inc sac

Step 5. Enter *Manage settings*.

we need to do it one by one to avoid you misplacing the inc sac

Step 6. All ink cartridges need to be extracted with ink

flat cable connector

there are a row of metal connector, the ink will cause the short circuit and burn the circuit board

As the call out show it, and also take care that do not let ink contact the flat cable connector

Step 7. Ensure that ink does not come into contact with the print head ribbon cable

then extract about 10ml the waste ink using the syringe

Step 8. Manual extraction of waste ink

now it's turn off

and remember to close the valve after extraction because if you don't do it the motor will extract the air when working
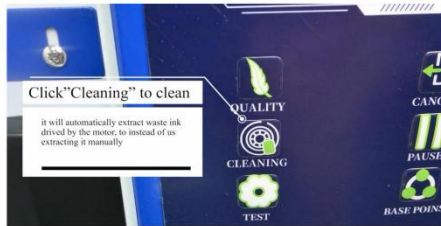
Step 9. After manually extracting the waste ink, turn off the switch on the ink tube

now we turn on the power and click clearing to let motor do our previous work as we demonstrated
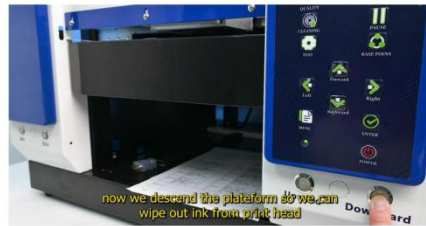
Step 10. Turn on the power and automatically clean the waste ink

3.Install guide ink

Click"Cleaning" to clean

it will automatically extract waste ink driven by the motor, to instead of us extracting it manually

Step 11.Click" Cleaning" to clean

it will do the extraction for us

the motor will do extraction in our stead it will drive waste ink into waste bottle

Step 12. The waste ink pump will automatically extract waste ink

now we descend the plateform so we can wipe out ink from print head

Step 13.Lower the printing platform

some waste ink remain

as you see, the cleaning process will cause some waste ink remain on print head
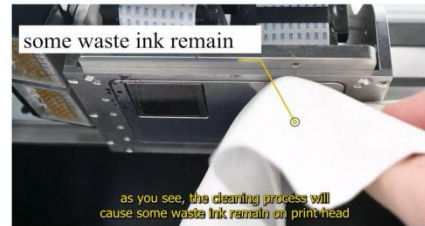
Step 14. wipe the ink off the print head

4. Print the nozzle status diagram

Step 1.Use adhesive tape to stick the film paper flat onto the printing platform
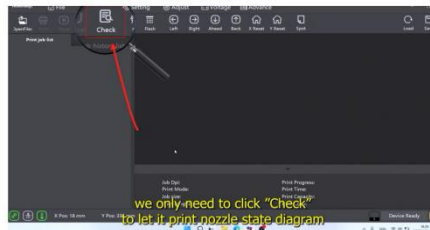
Step 2.Click the "check" button and wait for the printer to print the nozzle detection image

Step 3. Move the printing platform out and check the print head status diagram
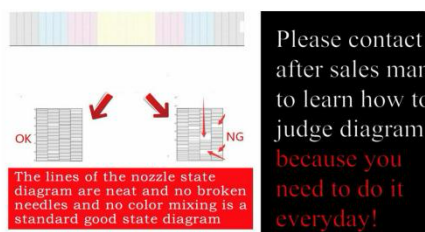
Step 4. Check the print head detection image

5. Install and Use of Sharp Printing
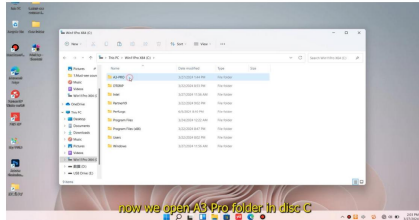
Step 1.open A3 Pro folder in disc c
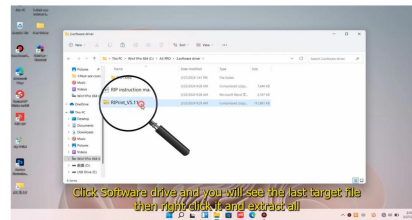
Step 2. Select "RIPrint_V5.11" to extract all
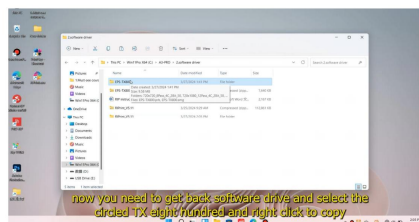
Step 3. Copying files from printing software
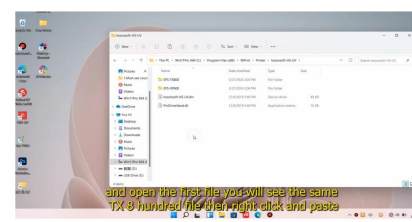
Step 4. Copy to the installation folder of the printing software
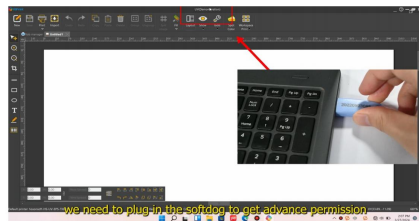
Step 5. Insert the USB dongle into the computer.
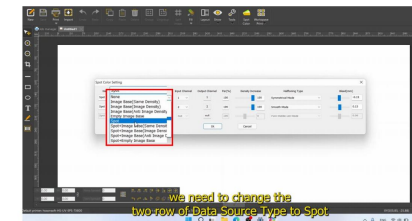
Step 6. set up the RIP software
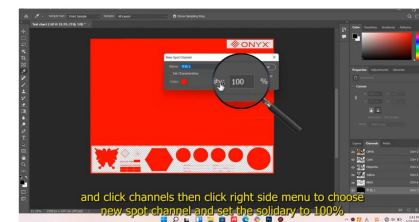
Step 7. Creating Spot Color Channels with Photoshop Software
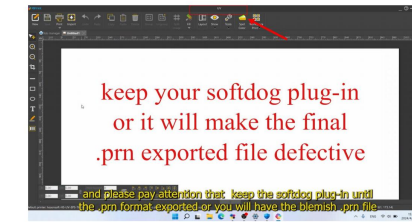
Step 8. Convert image format using "RIPrint" software

6. Print beautiful pictures

Step 1.Place a piece of white paper on the printing platform and flatten it with adhesive tape
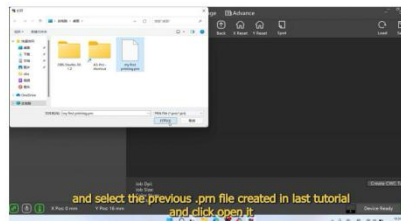
Step 2. Import the images that need to be printed into the "printEXP" software
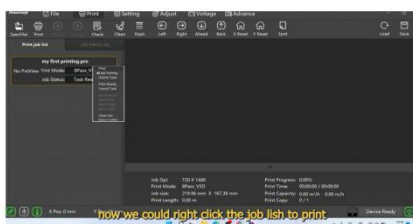
Step 3. Copying files from printing software

Step 4. Lowering the printing platform

Step 5. Check printing quality

Our Tutorial about A3 Pro has been finished and if you have any question please feel free to contact our after sales man

Step 6. finish

7. Daily Operation

Opening Procedures and Printing Steps:
1) Turn on the power switch at the back of the machine.
2) Click the start button on the front of the machine, wait for it to flash for a few seconds to complete the startup process, the constant light represents the startup is complete, you can start printing.
3) Click the arrow on the left side of the machine to load the print film.
4) Perform a print head clean and nozzle check task in the software.
5) Detect the result of print test, line drawings neatly without line breaks and no string of colors for the standard good state.
6) Send the design to the rip software and start printing your pattern.

Closing Procedures and Maintenance Steps:
1) Make sure all print jobs have been completed or deleted.
2) Clean ink spills around the print head and at the capping station, and clean the encoder strip.
3) Ensure that the print head and capping station are properly sealed.
4) Click the Start button to turn off the printer.
5) Switch off the power button on the back to turn off the power.

Environmental requirements for daily use:
1) Keep the temperature above 22℃ (71 °F), the temperature is too low will affect the activity and fluidity of the ink.
2) Keep the humidity above 50%, dry environment will accelerate the ink solvent evaporation, more likely to lead to clogging.
3) Oven baking will produce odor, it is recommended that it is placed in a ventilated location to reduce odor.
4) machine and ink cannot be direct sunlight, otherwise it may cause ink deterioration.

8. Maintenance Plan

	Daily Beginning of the Day	Daily End of the Day	Weekly	As Needed
Shake White Bottles	1			
Nozzle Check	1			
Head Cleaning	1			
Fill Ink				1
Clean Around Head		1		
Clean Wiper Blades		1		
Clean Capping Station Top		1		
Flush Capping Station Top		1		
Empty Waste Tank			1	
Clean Pinch Roller			1	Every New film
Clean Encoder Strip			1	
Grease Carriage Rail				1
Rinse Ink Container				1
Clean Encoder disk				1

Maintenance Schedule

1. Shake White Ink Bottle: To prevent white ink from settling, please shake the white ink bottle every day.

2. Nozzle Test (Check): Perform a nozzle test before sending a print ob to ensure that you get good quality prints every time. Poor nozzles result in banding or over spray in the prints. Continue Printing if you can get 90% of the channel's nozzles.

3. Head Cleaning: Perform this task when you are getting less than 90% of the channel's nozzles. Perform Head cleaning is crucial to drain the capping station top and wipe the print head 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 channel's nozzles.

4. Power ink flush: Perform this when you notice any big missing nozzles or more than 50% of channels are missing, use a syringe to draw 5 ml of ink from the ink sac and 10-20 ml of ink from the waste ink tube, and then perform a Power Ink Flush task.

5. 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 print head from the wiper and can potentially damage the print head. **DO NOT USE ALCOHOL**.

6. 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 print head and your head cleaning may not be effective. **DO NOT USE ALCOHOL**.

7. 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. **DO NOT USE ALCOHOL**.

8. 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 print head is sitting on the cap. **DO NOT USE ALCOHOL**.

9. Regularly check whether the ink sac is broken or leakage of ink occurs, if so, please replace the ink sac in a timely manner to avoid ink leakage to the print head, causing the print head to burn out.

10. Empty Waste Tank: Regularly check the waste ink bottle. Waste ink will overflow resulting in a dirty work surface, Please ensure that the waste ink lines are not touching the waste ink. It may cause negative pressure, which can cause the waste ink to reverse the ink discharge resulting in the print head, circuit board into the ink, damage to the print head, the motherboard and other components.

11. 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 film to new, clean 360 degrees.

12. Clean Encoder Strip: The encoder strip can be cleaned with isopropyl alcohol, simply wipe both sides/check for any dents or ink splash.

13. 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**.

14. Rinse the Ink Containers: Ink can settle inside the container, please contact with Procolored tech staff before performing this task.

9. Tech Support Contact Info

After-sales contact information:
E-mail/Skype: afterservice@procolored.com
Hotline: +1 9497384529
Fackbaook: Procolored

Business Hours:
First level support：
Pacific Time (PT): From 9:00 AM on
Central Time (CT): From 11:00 AM on
Eastern Time (ET): From 12:00 PM on
（Monday to Friday）

Advanced support：
Pacific Time (PT): From 5:00 PM on
Central Time (CT): From 7:00 PM on
Eastern Time (ET): From 8:00 PM on
（Monday to Friday）

10. Notice and Tips

1. Do not move or touch the film when the printer is in operation. This can cause a head strike.

2. Please never leave any liquid on top of the printer cover. A small spill can damage the printer.

3. 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.

4. Make sure you park the print head 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. lf you are not sure whether the print head is in position, perform a head cleaning (from the printer) to move the print head back to the correct position.

5. Make sure the film is horizontal and centered on the printing platform. Otherwise the film creases causing a head strike and damage the printer.

6. Try to use the printer at least every 3 - 4 days. Use the moisturizer to protect the print head when not in use on holidays.

7. 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, please at least print a test strip to create a print job. Daily maintenance is still recommended.

8. Use the correct consumables. Not using proper consumables or using other branded films, ink, powder, cleaning solution, swab, etc can damage the printer. Mixing of different brands of consumables, such as ink mixing, may cause blockage of the print head.

9. Refill the ink in a timely manner and do not let the ink level drop below one-third. Before adding new ink to the machine, be sure to shake the ink bottle several times to stop the ink from settling before adding. Seal the remaining ink properly and store it in a well-ventilated environment protected from light.

10. Use Procolored original print heads. Other low-cost, substandard print heads are usually refurbished through an aggressive cleaning process and have a short life span and the potential to damage the printer's motherboard.

11. Do not use a syringe to manually flush the print head. If the liquid comes into contact with the print head cable, it may damage the print head and the motherboard.

12. Printer out of service for more than half an hour, perform a print head cleaning task, and then continue to print, to avoid the situation of broken ink.

13. Do not use oversized syringes for ink extraction, as oversized syringes can cause damage to the print head due to excessive suction.

14. Do not manually inject cleaning solution from the nozzle position of the print head with a syringe, as this operation may easily cause damage to the print head and the motherboard.

15. Do not modify the machine yourself. Modification of the machine automatically voids the Procolored warranty and the machine is no longer warranted any more.

16. Please follow the maintenance schedule. Not following the maintenance can cause head clogs or serious printer damage.

11. Warranty Policy

Section One - Warranty Policy

1. Warranty Duration

For components not directly contact with ink, a warranty period of 12 months since printer purchase date is provided, unless damage is user-induced. Register warranty on our website to get warranty on some types of print head limited to one replacement.

2. Warranty Coverage

2.1 Main board

a. Main board for dual-head printer is not covered by warranty. Customers may send them in for repairs at their own expense.

b. Main board for single-head printer is covered by a 6-month warranty period since printer purchase. Within this warranty period, you are eligible for one replacement.

2.2. Print Head and Related Components

No warranty is provided for print heads or components that may be damaged due to contact with ink. However, after warranty registration, the following print heads are covered by a 6-month warranty period since printer purchase, limited to one replacement: (L1800, R1390, L800, L805, TX800, XP600).

2.3 Warranty for Other Accessories

Other accessories are covered by a 12-month warranty period since printer purchase.

2.4 Disclaimer

a. The warranty for the ink-contact components requires the printer exclusively use Procolored inks. **Warranty coverage does not include the print head blockage resulting from the use of inks from other brands.**

b. The damage must not be caused by user negligence or misuse.

c. The damage must be confirmed by our customer service team or engineers as non-user-induced.

3. Warranty Costs

3.1 If the component within warranty period is damaged within one month of printer receiving, we will bear the cost of component and covering the shipping fees.

3.2 For damage reported after one month of printer receipt, we will cover the cost of component but will not cover the shipping fees.

Section Two - Return Policy

If the printer is received within one week and no ink is added, it can be shipped back in its original packaging, and returns and exchanges are accepted. If any ink has been added into the printer, we can not process returns or exchanges.

Please note that this warranty policy is subject to change, and any modifications will be posted on our Procolored website(https://www.procolored.com/pages/warranty-policy). For any warranty claims or inquiries, please contact our customer service team.

Revision History

Version	Date	Change
V1.0	2021	Initial version
V2.0	May 2024	Update the software interface and images