

UV A4 Printer User Manual



Set-up and printing



Software introduction

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1. Introduction



Step 1. This is a magnetic pad that can be printed with scales to locate your items.



Step 2. This is a steel ruler



Step 3. This is the power cord of the machine, connect the power from the back of the machine.



Step 4. This is spare parts



Step 5. These two rolls of tape are used to fix item for printing



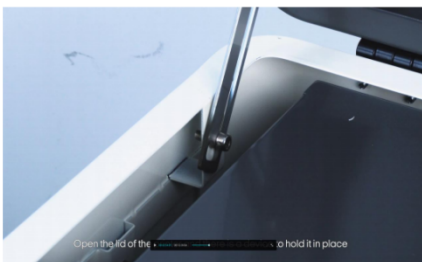
Step 6. These are five colors of ink, CMYKW



Step 7. These bottles are coatings for different items, such as acrylic, metal, etc



Step 8. This is print head protection fluid

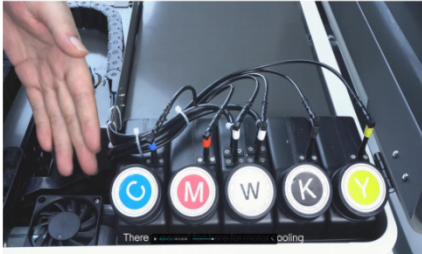


Step 9. Open the lid of the printer and there is a device to hold it in place



Step 10. This button is used to adjust the power of the UV lamp

1. Introduction



Step 11. Here are the printer's ink bottles and cooling fan



Step 12. Open the right side cover



Step 13. Open the left side cover

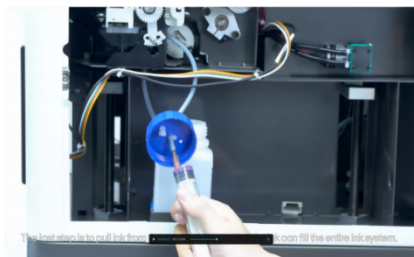
2. Guide Ink



Step 1. Pour ink to the bottle in according to color sequence



Step 2. Pull ink out from the damper



Step 3. Pull ink from the waste line



Step 4. Clean the print head in software

3. Cylindrical Jig



Step 1. Unplug the connection plug under the platform



Step 2. Connect the Jig plug to the printer

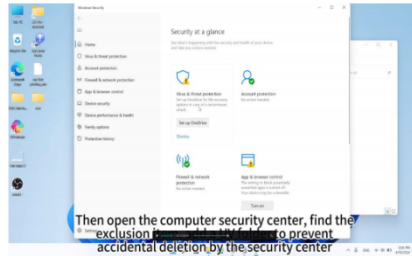


Step 3. Place the cylindrical jig on the printer platform

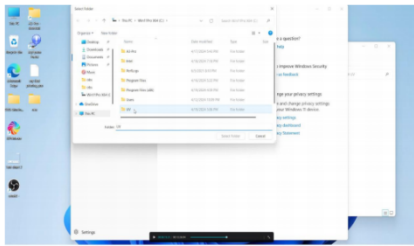
4. Software Installation



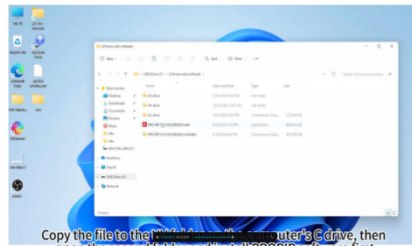
Step 1. Plug in the blue and white usb sticks



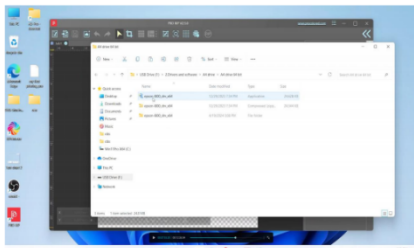
Then open the computer security center, find the exclusion ~~to prevent~~ to prevent accidental deletion by the security center
Step 2. Close your antivirus software



Step 3. Copy the folder in the white usb to your computer



Copy the file to the ~~file~~ computer's c drive, then open the second folder and install PRORIP software first...
Step 4. Double click Pro RIP to install it



Step 5. Install the printer driver

5. Printing on Acrylic



Step 1. Connect the power cord



Step 2. Click the power button to start printer



Step 3. Move the platform out



Step 4. Place the acrylic



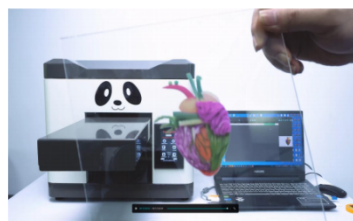
Step 5. Retract the platform



Step 6. Send your printing job to the printer



Step 7. The platform will move our after printing complete



Step 8. Here is the printed image

6. Daily Operation

Opening Procedures and Printing Steps:

- 1) Turn on the power of the machine, open the waste film collector switch, check the amount of ink in the ink bottle
- 2) Clean the print head, print the nozzle status map
- 3) Turn on the flash function in software
- 4) Print the picture

Closing Procedures and Maintenance Steps:

- 1) Printer is in a reset state, X pos value is 0mm in the software
- 2) Close the flash function, the printhead and ink pad to restore the closed state;
- 3) Close the print software
- 4) Turn off the machine power, turn off the waste film collector switch

Environmental requirements for daily use:

- 1) Keep the temperature above 22°C (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 can not be direct sunlight, otherwise it may cause ink deterioration

7. 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. If 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.

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 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 nozzles.
3. Head Cleaning: Perform this task when you are getting less than 90% of the channels 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 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 printhead from the wiper and can potentially damage the printhead.
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 printhead and your

head cleaning may not be effective.

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.

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 printhead is sitting on the cap.

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 printhead, 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 communicate with a Procolored tech before performing this task.

15. Clean the paper roller and paper platen shaft: Use a lint-free cloth moistened with alcohol to clean the residual glue on the paper platen wheel and paper platen shaft. The accumulated glue residue can easily cause the film to lift and scrape onto the print head.

16. Clean the printing platform: Use a lint-free cloth moistened with alcohol to clean the printing platform. Residual glue will scratch the film and affect the printing effect.

9. Tech Support Contact Info

US support contact information:

Tel: +1 949 738 4529

Email: afterservice.us1@procolored.com

Skype account: afterservice.us1@procolored.com

Address: Pico Rivera, California

China support contact information

Tel: +1 562 566 0518

Email: afterservice@procolored.com

Skype account: afterservice@procolored.com

	US Tech Support	China Tech Support
Timezone	Pacific Standard Time[PST]	Pacific Standard Time[PST]
Working Hours	9:00 AM-5:00 PM	5:00 PM-5:00 AM
Working Days	Monday to Friday	Monday to Friday

10. Warranty Policy

1. Warranty Coverage

1.1 Mainboard

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

1.2. 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 printheads are covered by a 6-month warranty period since printer purchase, limited to one replacement: (L1800, R1390, L800, L805, TX800, XP600).

1.3 Warranty for Other Accessories

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

1.4 Disclaimer

- The warranty for the ink-contact components requires the printer exclusively use Procolored inks. Warranty coverage does not include the printhead blockage resulting from the use of inks from other brands.
- The damage must not be caused by user negligence or misuse.
- The damage must be confirmed by our customer service team or engineers as non-user-induced.

2. Warranty Costs

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

11. 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 cannot process returns or exchanges.

this warranty policy is subject to change, and any modifications will be posted on our website (<https://www.procolored.com/pages/warranty-policy>). For any warranty claims or inquiries, please contact our customer service team. For all customers who have purchased Procolored printer equipment but are beyond the 12-month warranty period, we offer extended warranty services, which include two programs: Remote Expert Service and Extended Warranty.

Revision History

Version	Date	Change
V1.0	May 2024	Initial version