

QUICK USER GUIDE



v1.0



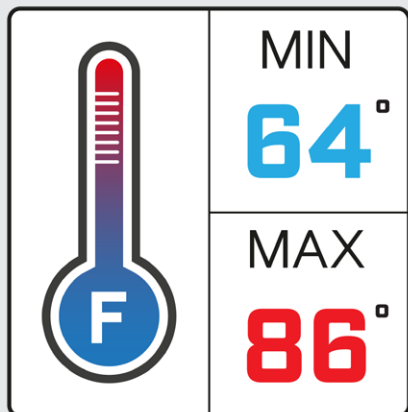


ENVIRONMENTAL CONDITIONS

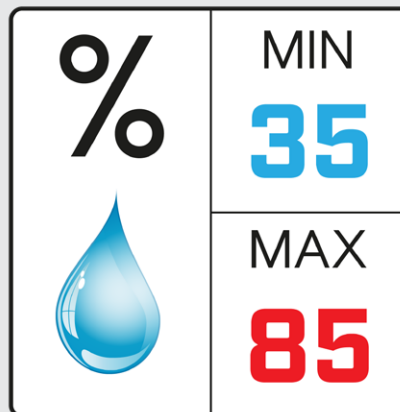
Ideal Operating Temperature & Humidity

Temperature & Humidity are recorded in the Log file

TEMPERATURE



HUMIDITY



Go to the menu:

Maintenance



Temperature/Humidity Info



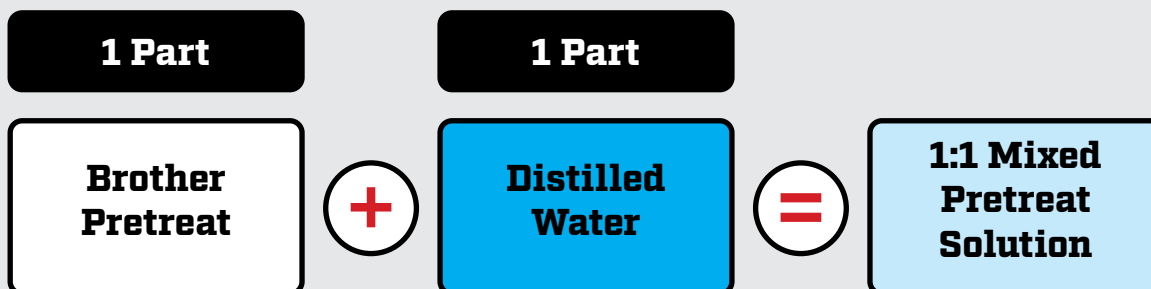
- > If temperature is too cold, printer will switch automatically to Low-Temp Mode and reduce output.
- > If humidity too low, please install a HUMIDIFIER.
- > Min & Max Temperature & Humidity ranges are ideal and we recommend running your GTXpro at a higher number than minimum to reduce additional cleanings.



PRE-TREATMENT RATIO & QUANTITY

Mixing Pre-Treatment Solution

A ratio of 1:1 (1 part Brother pretreat to 1 part distilled water) is recommended.



- > This mixing ratio might vary due to the type of garment which is used. [See video](#) on garment profiling.

Determining Pretreat Quantity

Pretreat solution quantity will vary based on thickness of the garment. Use the chart below as a guideline.



- > Proper pretreat volume for a garment should be determined by a **garment's absorbency rate** in conjunction with using the **Highlight-Mask Check Pattern** to help determine **driver ink settings**.
- > Don't forget that you have to define a surface of **14 X 16 inches** [35 X 40 cm] with your pretreatment machine to weight the amount of spray, with a scale, after applying the pretreat on a T-shirt.
- > For example, on a Schulze pretreat machine, you should enter a **length of 13 inches** and the **full width of 4 nozzles** will be 17 inches. And then, **calibrate** the pretreat machine to spray 30 g on the garment.

Conveyor Dryer Settings for Pretreat & Ink Curing



Conveyor Dryer Pretreat Curing

1:45
Minutes

320°F

160°C

Conveyor Dryer Ink Curing

3:30
Minutes

320°F

160°C



- > Conveyor Dryer recommended for high volume printers. See heat press settings below as an alternative.
- > Check the REAL temperature with a probe or with strips to ensure proper washability of the print.

HEAT PRESS SETTINGS FOR PRETREAT CURING



1:1 Mixed Pretreat Solution

35
Seconds

360°F

182°C

75-80
PSI

5-5.5
Bars



- > Placing silicone based parchment paper over the pretreated garment while heat pressing can mitigate dried pretreat buildup on the non-stick covers. Clean the non-stick covers on the heat press with a scrap t-shirt or cloth after every 5 t-shirts if not using silicone based parchment paper.

HEAT PRESS SETTINGS FOR INK CURING

**HEAT
PRESS INK
CURING**

35
Seconds

356°F
180°C

**10-20
PSI**
**0.7-1.4
Bars**



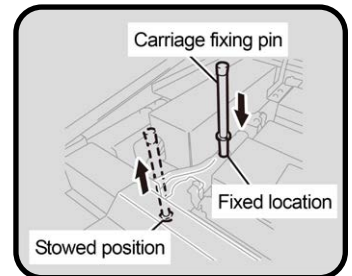
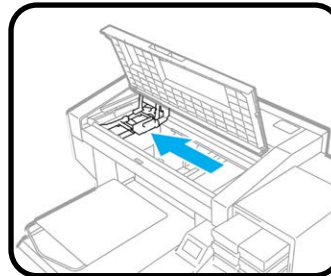
> Check the REAL temperature of the heat press with a probe or with strips to be sure that your garments are properly cured for washability.



NEVER POWER OFF THE PRINTER

VERY IMPORTANT

The Brother GTXpro B should **ALWAYS** be left with the Power **ON**. **NEVER** shut **OFF** the printer except if requested by the display message only. Power is needed to perform the needed circulation of the white ink and auto maintenance every day.

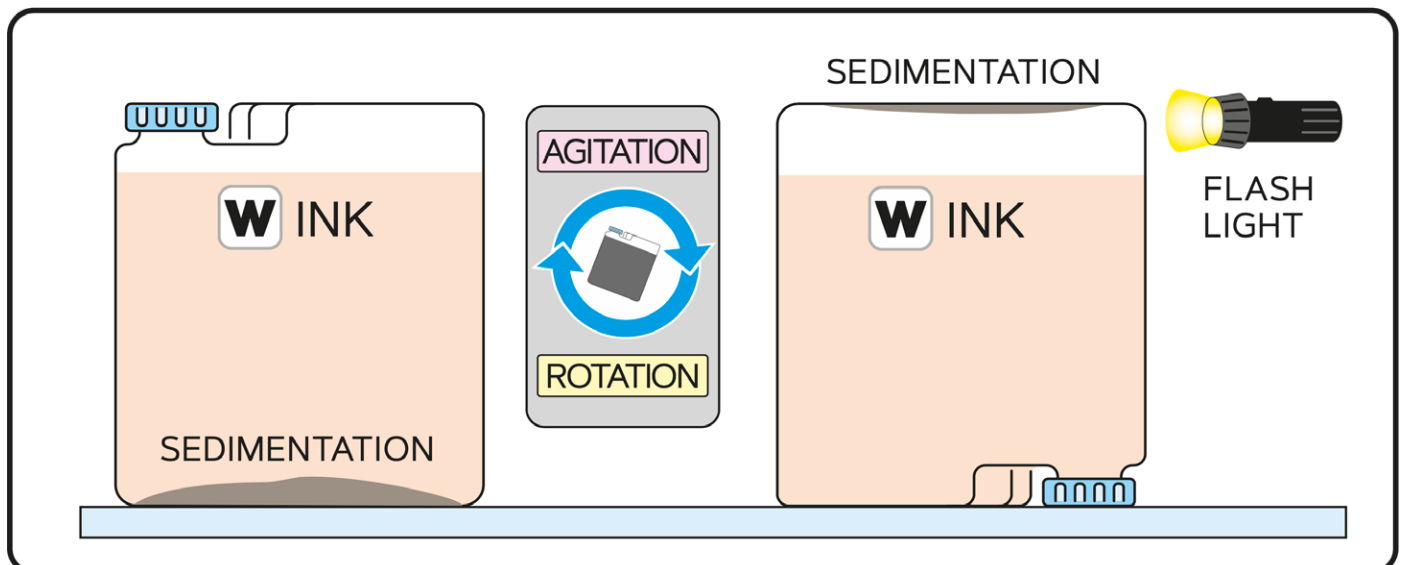


In the event that power goes out or your printer has an error during printing, push the Carriage back all the way to the left to dock it and use the Fixing Pin to lock it in place (see images above).



WHITE INK AGITATION & SEDIMENTATION

Before refilling the bulk white ink tank, you have to agitate the white ink container. When white ink is left idle for a period of time, ink separation occurs, where sediments from the ink start to settle at the bottom of the container. Sediments must be removed through proper agitation of the container **BEFORE** filling the White Ink Tank, otherwise, unagitated white ink could create an inconsistent flow of ink through the lines causing dull prints and potential damage to the ink delivery system.



CHECKING WHITE INK FOR SEDIMENTATION



Use an agitation machine to properly break up sediment. Different types of agitation machines vary in the time it takes them to properly agitate white ink. A gyroscopic mixer takes about 5 minutes to agitate, while a vibrating plate can take up to 2 hours.

After agitation, let the white ink settle for 10 minutes. This gives the white ink time to dissipate any foam that may have appeared during the agitation process.

Turn the container upside down and use a flashlight to view the sediment. Move the container around gently to clear any foam that has appeared.

A flashlight will review the amount of sediment in the container. Look for dark areas of more solid material. If ink has no sediment, it is OK to refill the tank. An example is below:



Repeat Agitation Steps If Any Sediment Remains



> The shadows of bubbles may be mistaken for sediment after the white ink agitation, so wait until bubbles disappear before checking the container for sediment.

> To distinguish between bubbles and sediment, lightly shake the replenishment ink container. The shadows of bubbles move but the shadows of sediment do not move.

HANDLING INK BEFORE PRINTING

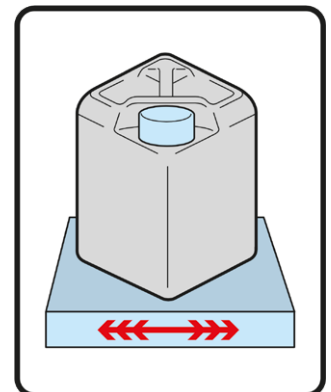


When handling bulk ink containers, you will need specialized tools to help you in your daily workflow. 20 Kg [18 L] bulk ink containers are heavy and cumbersome, which necessitates the use of both a **hydraulic scissor lift** and an **agitation device**. These specialized tools will help to professionally move and agitate the inks before filling the tanks on your printer.

Hydraulic Scissor Lift



Agitation Device





Adjustable Hydraulic Scissor Lift With Castors



This tool will help to move the bulk ink containers into position to fill the ink tanks cleanly and easily.

To use the adjustable hydraulic scissor lift to help refill an ink tank, adjust the lift to the appropriate height and guide the faucet on the ink container directly over the opening of the ink tank before opening the spout (see photo to the left). This will keep the ink from spilling on the floor.



Agitation Devices for White Ink Containers



- > White ink needs agitation EVERY TIME before refilling the tank.
- > White ink containers MUST BE FLIPPED 180° in your stock room once a week.

We suggest two different types of machines to agitate the white ink containers before filling the ink tank on the printer. These tools will help you to mix the ink homogeneously. Remember that a bulk ink container of 18 liters is quite heavy and weighs around 44 pounds. Once the non-agitated ink goes inside the tubes of the printer, it is not possible to remove it and shake it again.

If white ink is not agitated thoroughly, white prints will look faded and gray.



Two Suggestions for Agitation Devices

An agitation device must be used, such as a Santint G48 Gyroscopic Paint Mixer for high ink usage or a fitness vibration plate for low to intermediate ink usage. It is best to pick the agitation device based on how often you will use an 18L container of white ink. You must have a device available to use even if neither of these examples are purchased.

Santint G48 Gyroscopic Paint Mixer

Insert the white ink container inside the two doors and let the mixer spin for 5 minutes.



BLUEFIN Fitness 3D Vibration Plate

Just drop the white ink container on top of it and let the vibrating plate run for up to 2 hours.

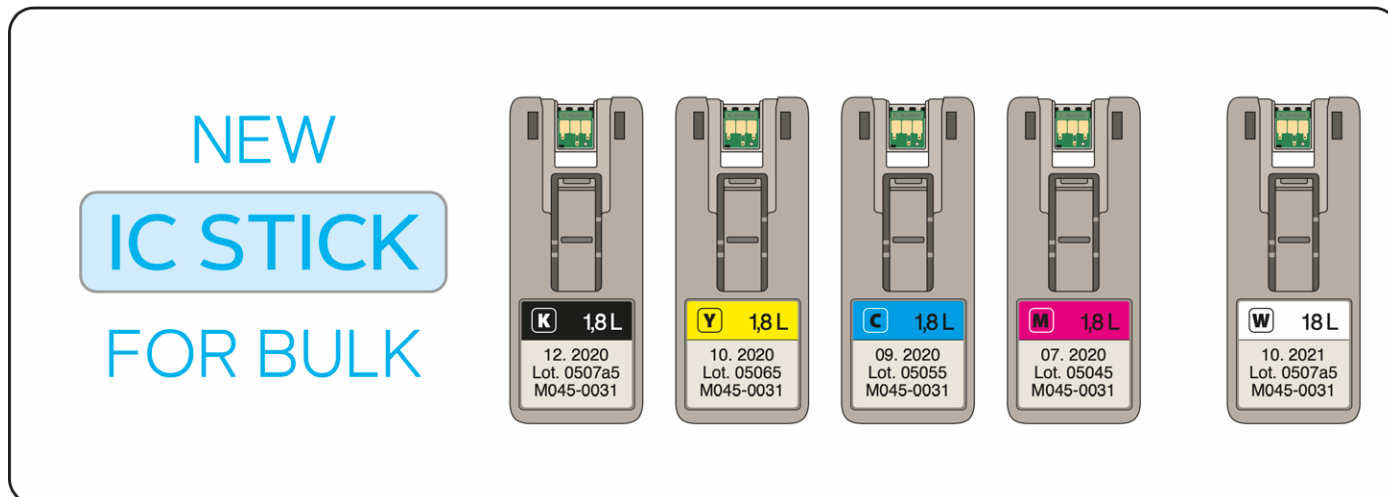


- > Inspect white ink containers for sediment periodically during agitation. Test, as time listed is only recommended.

REFILLING PROCESS WITH IC STICK



Because ink is delivered in **bulk**, you will have to follow the procedure step-by-step to activate the refilling with the **IC Stick**.



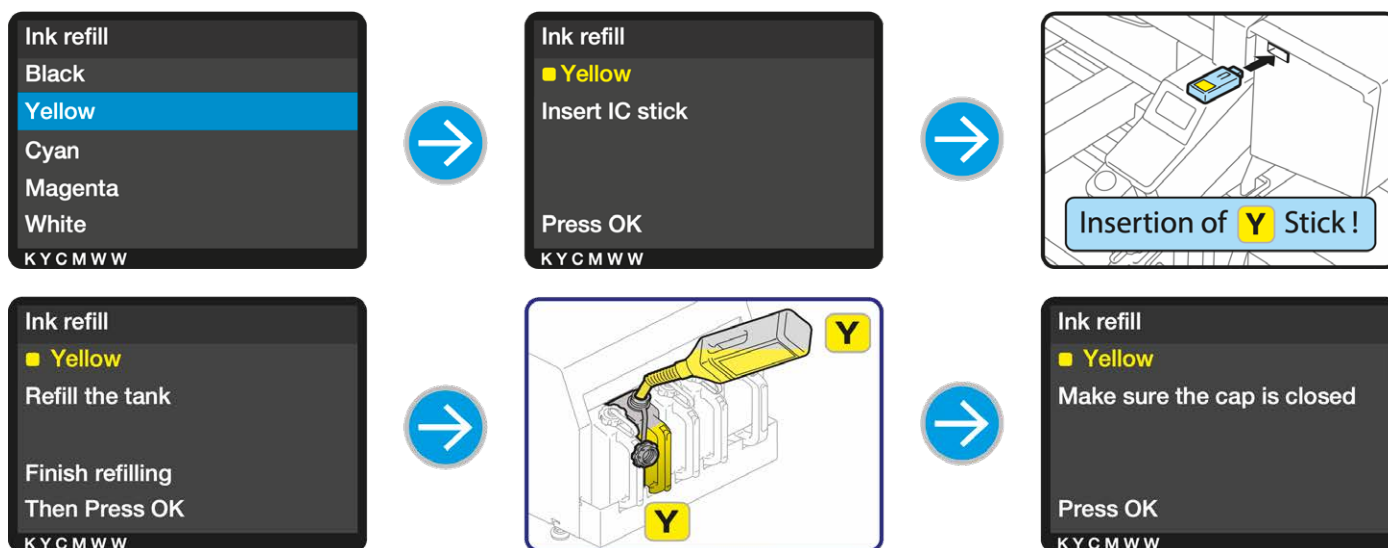
The printer will **detect** when the ink is **filled** in any of the tanks

- If the IC Stick is NOT in place, the printer will prompt you for it.
- Even when printer is OFF, the refill will be detected by the GTXpro B.
- The whole process is controlled by the display MENU.
- If the IC Stick is broken or lost, contact support at BrotherDTG.com/Support for a new one. Be aware of the delay in the printer recognizing the IC Stick before determining that it is broken.
- If the IC Stick is for the wrong color, the printer will detect and trigger an alert.
- Calibration of the ink tanks is necessary once a month.
- In the case of an operator error, the printer will display an alert to protect the GTXpro Bulk.
- Keeping a spare set of ink will help you to not be stopped during production.

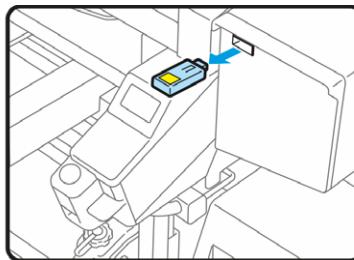
REFILLING INK FLOW USING INK REFILL MENU



Here is an example to show the whole procedure to refill Yellow ink:



Ink refill
 ■ Yellow
 Please remove the IC stick
 Press OK
 KYCMWW



Standby
 KYCMWW

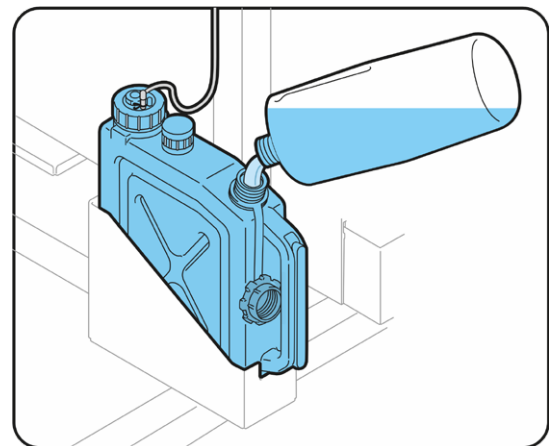
REFILLING CLEANING SOLUTION

Refilling of the **Cleaning Solution** is done from the **bottom tank**. The GTXpro B has an internal tank which draws from the bottom tank and once empty, it will prompt an error.

Menu
 Head Cleaning
 Test Print
 Ink refill
 Filling solution tank
 Print Data Load
 KYCMWW

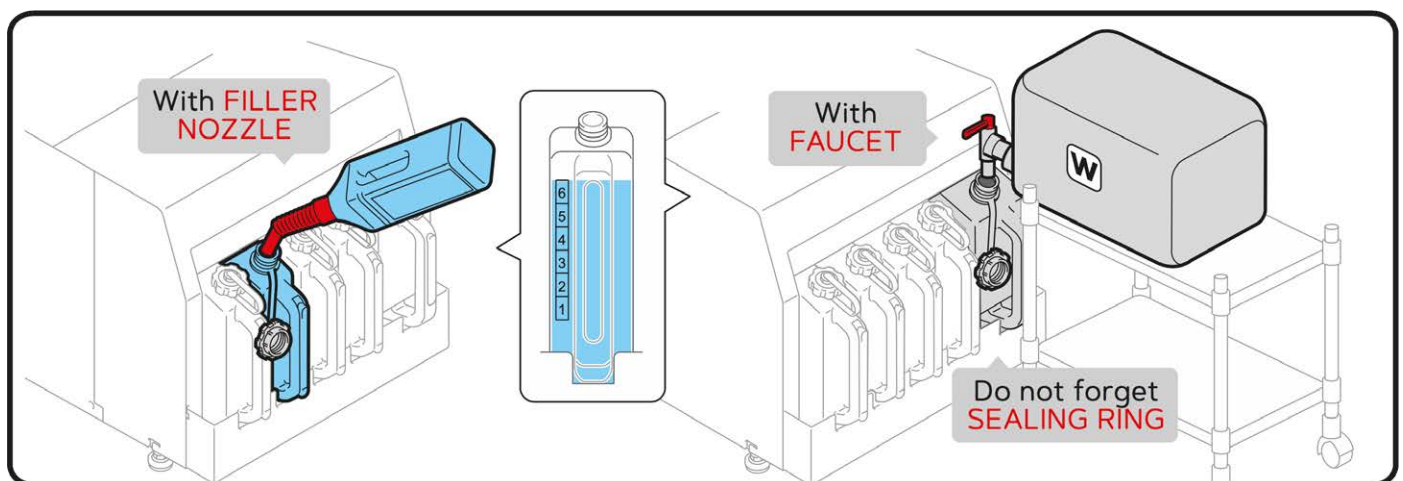
When “**C.S. Empty**” error shows up on the display, fill up the tank.

Then select “**Filling solution tank**” in the Menu.



! > The **Internal Tank** has a sensor that detects when empty, however, the **Bottom Tank** doesn't have a sensor to detect when empty. It must be visually inspected and refilled when running low to avoid issues.

REFILLING BULK INK TANKS



! > **CALIBRATION** of tank sensor is necessary **ONCE A MONTH**

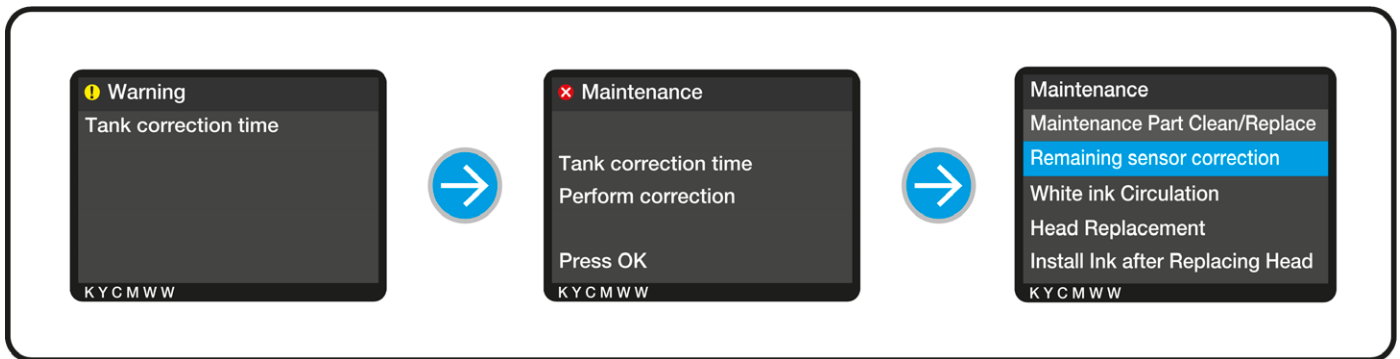


> **CALIBRATION** is necessary to keep the **ACCURACY** of the pressure sensor

By performing the calibration, the actual remaining ink amount is matched with the remaining ink amount detected by the printer.

If calibration is not performed, “Empty error” may be displayed even though a large amount of ink remains in the tank.

- Warning “Tank correction time” appears once every 30 days
- If you do not perform ink correction for two days, an error will occur and you will not be able to print
- To solve this error 1010 & 1011, you need to perform a CALIBRATION



READING METHOD



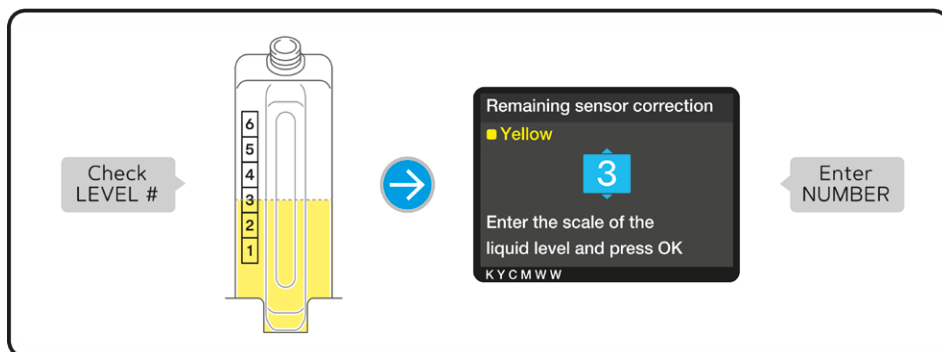
ORDER to follow for CALIBRATION:



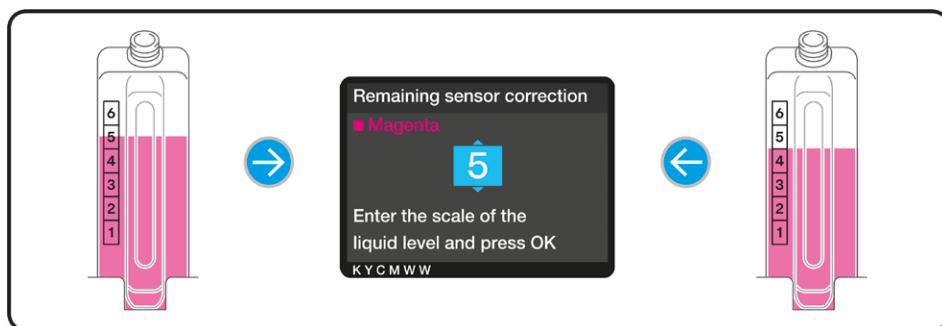
Regarding White ink, the number is difficult to check. If you use a flashlight, it will be easier.



INPUTTING METHOD



- Select the number on the tank where the **ink level** makes **contact**
- If the liquid is **on the border**, please select the **larger number**



CALIBRATION FAQ

Question: Is it necessary to perform calibration for all colors once a month even though the indicated remaining ink on the display and on the tanks are not different?

Answer: YES. Even if there is no shift at present, all colors need to have calibration performed for them once a month. This will prevent a shift from occurring. The reason for performing all colors at the same time is to prevent the number of warnings from increasing.

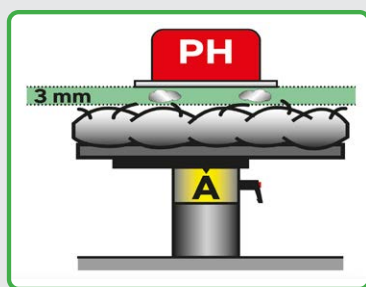
Question: What if the printer operator inputs the wrong number?

Answer: Enter the menu again and select “Remaining sensor correction”. Then re-enter the correct values for all colors.

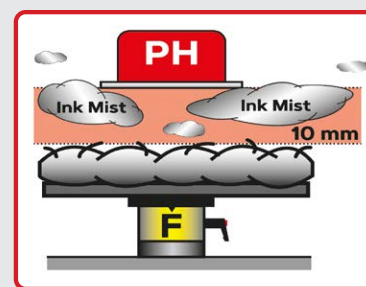


BEST PRACTICE FOR PRINTING - A MUST!

Good Gap



Excessive Gap

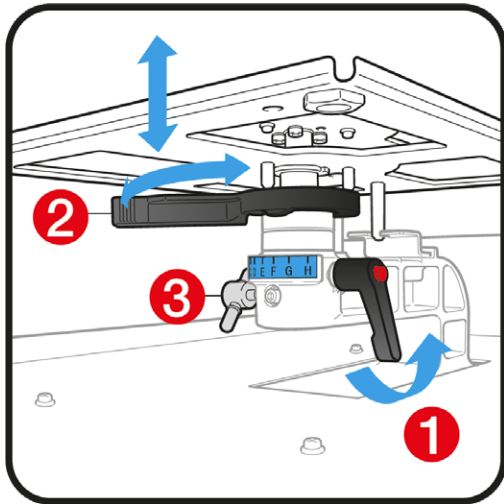


! > Always keep the **closest distance** between the printheads and the surface of the garment. It is very important for the long life of your printer.

ADJUSTING THE HEIGHT OF THE PLATEN



To ensure optimal print quality when a thicker textile is used, you need to **adjust** the platen's height in relation to the **thickness of the textile**.



To adjust the platen height, loosen the **Platen Fixing Lever (1)** and move the **Platen Height Adjustment Lever (2)** to a lower position.

Re-tighten the **Platen Fixing Lever (1)** if you are happy with the new height. Smooth out all wrinkles on fabric to be printed on. To check if new textile is not detected by the **sensor**, push the double arrow platen feed button and **repeat** the process **if needed**. If you need the platen to go down further than the lowest setting, remove 1 or 2 collars, loosen the **knob (3)** and push down the platen bearing by 1 or 2 steps. Reattach everything and tighten the **Platen Fixing Lever (1)**.

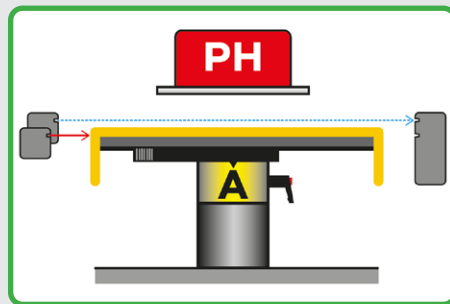


- > Don't forget to adjust the **platen lever** to **position A** after printing on thicker material.
- > Always tighten **knob (3)** after changing position. Do not overtighten screw as it can become stripped.
- > If you have to print above hem and seams, go for **UNI-directional printing** to keep quality.

"PLATEN TOO LOW" SENSORS

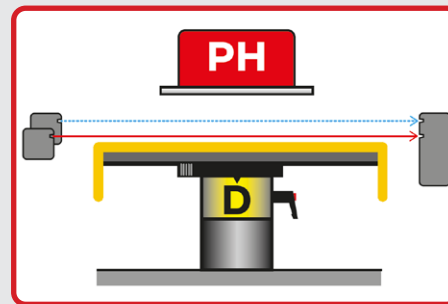


Normal Detecting



Top Left: **Obstacle Sensor**
Bottom Left: **EDP Sensor**

Excessive Dropping



Error Code: **2072**
If error occurs, press okay. Prior to next print raise platen to optimal platen height.

DAILY MAINTENANCE: Nozzle Check



In order to check the status of the nozzles in the print heads, a **Nozzle Check** must be performed for White and CMYK. This should be done every day to ensure optimal performance.

How to perform a CMYK Nozzle Check?

Always place the Platen at level A

Menu



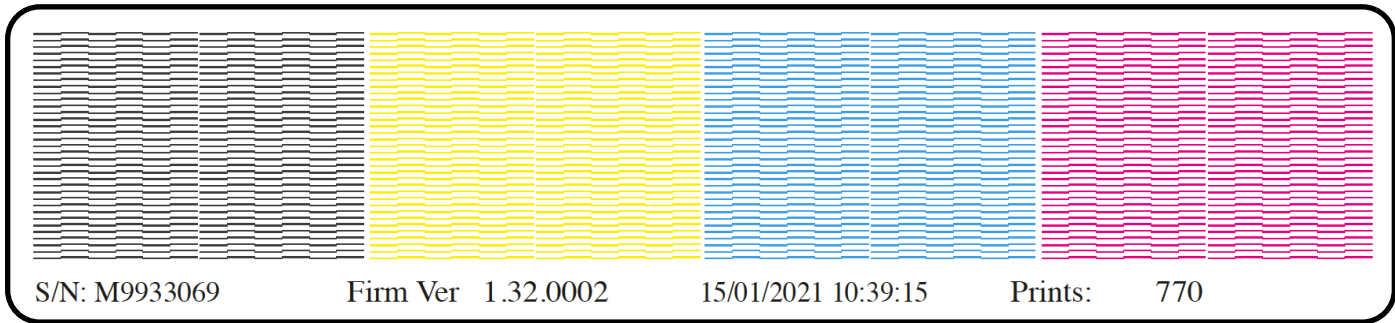
Test Print



Nozzle Check CMYK

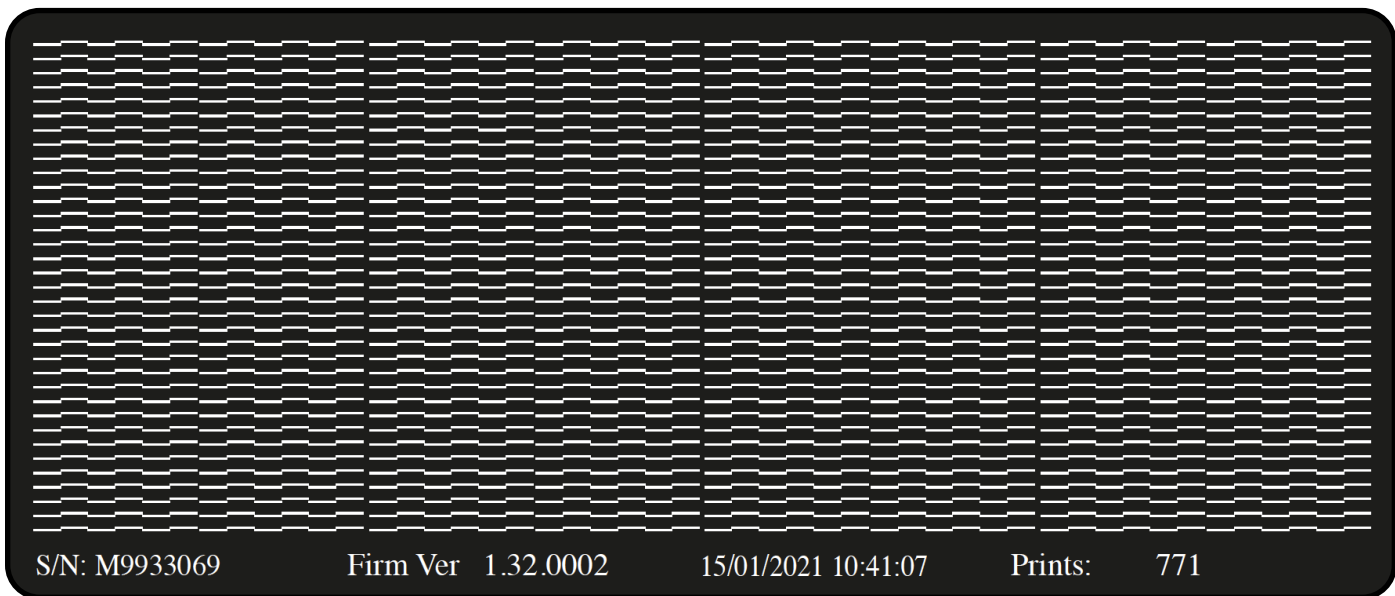



to print a color Nozzle Check pattern on a white paper sheet



How to perform a WHITE Nozzle Check?

Always place the Platen at level A



 > Inspect the printed Nozzle Check patterns for missing nozzle lines indicating a non-firing nozzle. If not all nozzles are firing, start a **Head Cleaning** to open the closed nozzles.

PRINT HEAD CLEANING

Print Head Cleanings are needed if nozzles are missing on a **Nozzle Check**. They will help clear the print head nozzles if they are blocked. **Missing Nozzles** are defined by a test print pattern missing horizontal pins (that represent each of the nozzles of the print head) being closed up with debris and therefore not showing up. When nozzles/pins are missing you will want to perform one of the cleanings indicated below.

How do I perform a Print Head Cleaning?

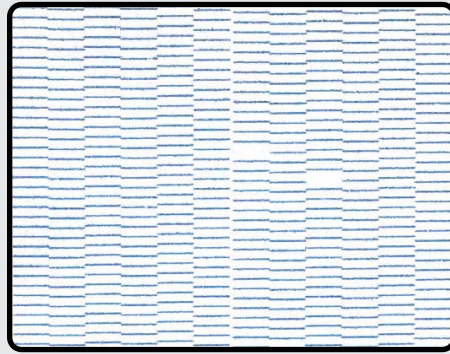
If only a few nozzles are missing (**See fig. 1**), do a Powerful Cleaning and select applicable print heads.



If more than 10 nozzles are missing (**See fig. 2**), do a Super Cleaning and select applicable print heads.

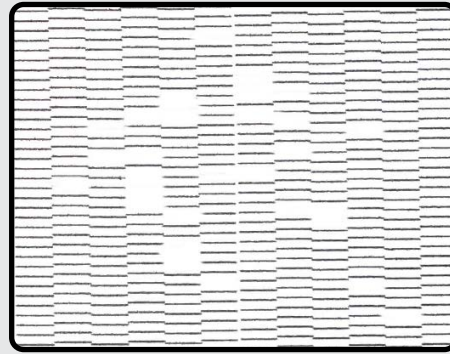


fig. 1



Only a few nozzles missing:
Perform a **Powerful Cleaning**

fig. 2

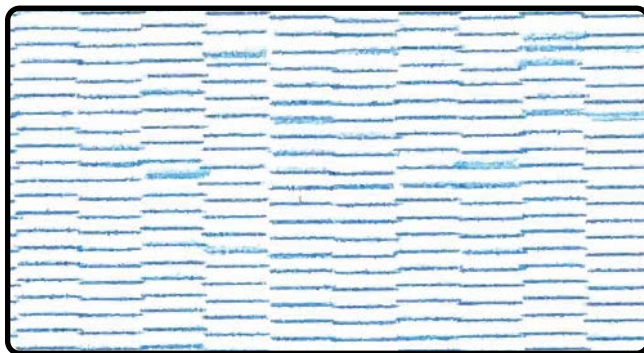


More than 10 nozzles missing:
Perform a **Super Cleaning**



> Perform a new **Nozzle Check** after **Head Cleaning** to check the result and **redo** the cleaning up to 3 times. Ensure all other maintenance has been performed such as cleaning the cap and wiper blade and see that the wiper cassette is fresh and still has moisture. If there is no improvement by the 4th time, please contact support.

DEFLECTION & FLASH FIRING



Deflection appears as odd bunched up or gapped lines where the horizontal bars will appear blurred and staggered. When this is present you will want to perform 2-3 **Flash Fire Cleanings**.

After performing a Flash Fire Cleaning 2-3 times, perform another Nozzle Check to test the results.

Menu



Head Cleaning



Flash Cleaning



select Print
Heads



> If this does not resolve the matter, please visit BrotherDTG.com/Support to contact Brother Support.

WEEKLY MAINTENANCE



To achieve successful weekly maintenance you will have to do the following actions:

- **Suction Cap Cleaning**
- **Exhaust Cap Cleaning**
- **Wiper Cleaning**
- **Nozzle Guard Cleaning**
- **Visual Inspection**



WARNING

You will have **15 minutes** to complete any pending items for the maintenance process. Prepare to complete all items within the allotted time.

> Always use this menu to perform cleanings or replace parts:

Menu



Maintenance

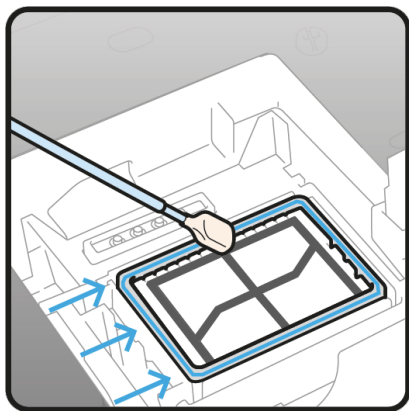


Maintenance Part Clean/Replace





WEEKLY MAINTENANCE: Suction Cap Cleaning



Suction Cap Cleaning

The black silicone lips of the two suction caps should be cleaned with the **Cleaning Stick T** dipped in **Cleaning Solution**.



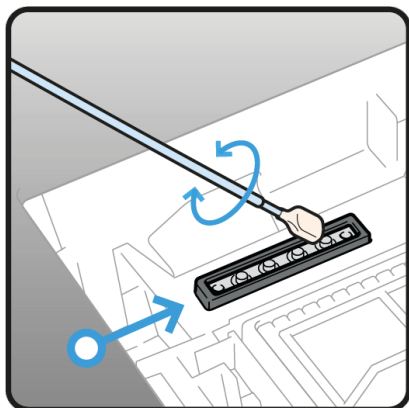
Cleaning Stick T

It is necessary to remove the build-up of excess ink located on the edges of the caps. It will prevent air leakage and maintain optimal suction of the pumps. Be careful not to touch the foam. Keep it flat.

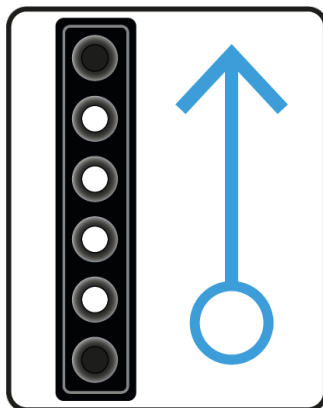


WEEKLY MAINTENANCE: Exhaust Cap & Lances

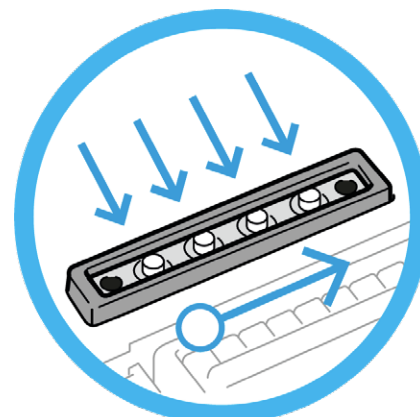
The **four extrusion lances** and the **2 holes** [see in the blue circle] are located adjacent to the suction caps at the **Exhaust** position. They need to be cleaned and free of dried ink. Always **clean the first hole** at the front and go backward while cleaning the lances, carefully finishing with the last hole.



Exhaust Cleaning



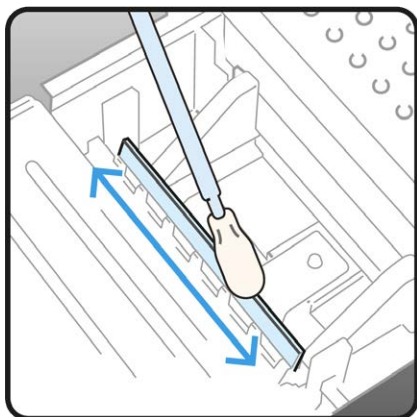
Direction to clean



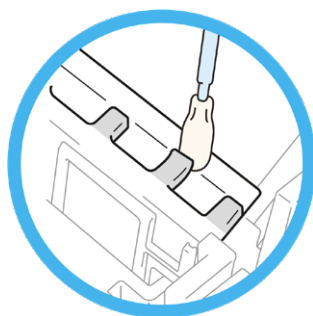
Four extrusion lances



WEEKLY MAINTENANCE: Wiper Cleaning



Cleaning top of wiper



Cleaning under the teeth on side of wiper

Both white plastic wipers [White & CMYK] should be cleaned on **both sides and tops** with the **Cleaning Stick T** dipped in **Cleaning Solution**.

Use the tip of the **Cleaning Stick T** to clean **under** the teeth of the wiper holder and **remove the dried ink**.

Be sure to use the **Cleaning Stick T** separately for **white ink** and **color ink**.

If a more thorough cleaning is required, refer to removal of wiper in the instruction manual for a detailed cleaning.

WEEKLY MAINTENANCE: Nozzle Guard Cleaning



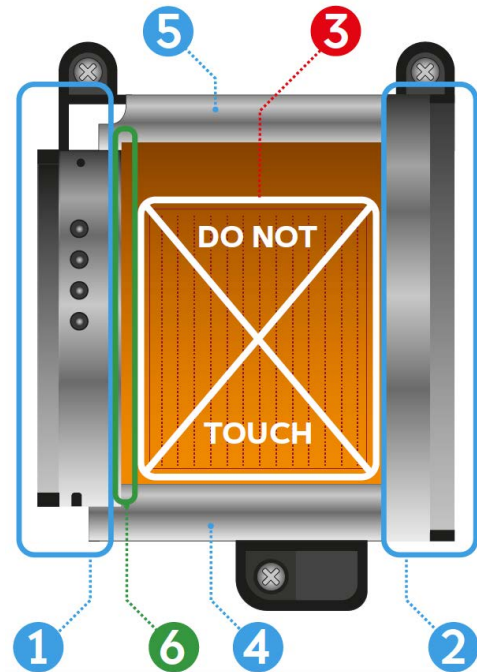
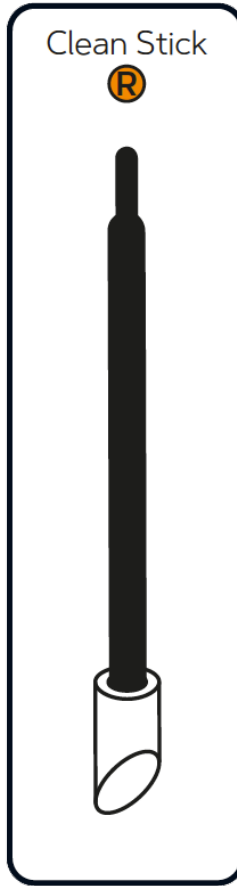
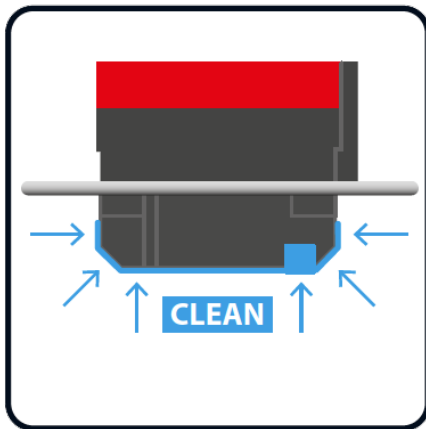
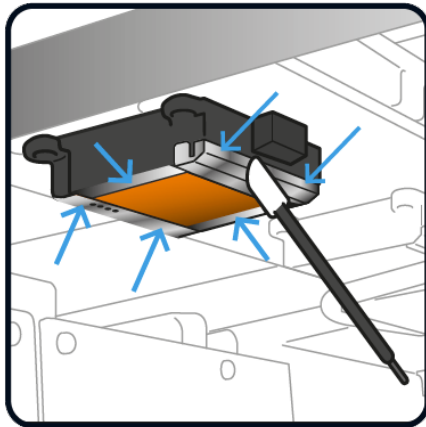
Wipe clean the 2 nozzle guards (1) & (2) with the **Clean Stick R** dipped in **Cleaning Solution**. Make sure to clean and remove any dried ink in the nozzle guard port holes. Clean the metallic parts (4) & (5) of the printhead in the same way.

A **very important** place to clean is area (6) between the nozzle guard and nozzle plate.

Be sure **NOT** to touch the **nozzle surface** (3) at all.



> Manually move the carriage to such a position that you can perform the cleaning with ease.



> **DO NOT** empty the remaining **Cleaning Solution** from the Cleaning Cup into the Maintenance station. Empty it into the **Waste Tank** below the printer.

MAINTENANCE PARTS EXCHANGE



In case of Warning/Error messages for parts replace, please follow the following procedures:

- **Wiper Cleaner Replacement**
- **Flushing Foam Replacement**
- **Fan Filter Replacement**



WARNING

You will have **15 minutes** to complete any pending items for the maintenance process. Prepare to complete all items within the allotted time.

> Always use this menu to perform cleanings or replace parts:

Menu



Maintenance

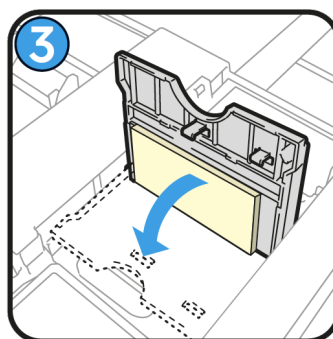
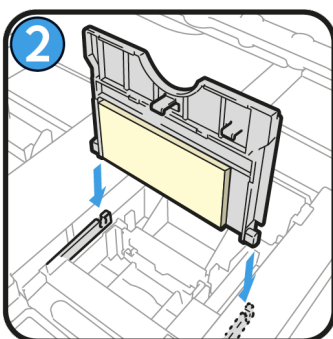
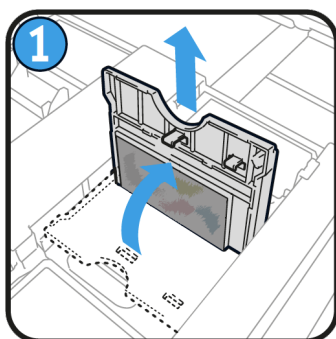


Maintenance Part Clean/Replace





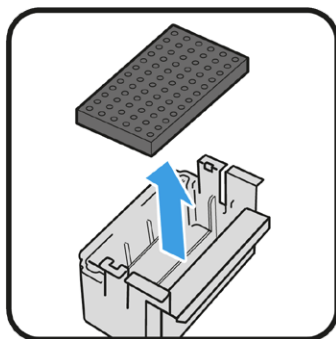
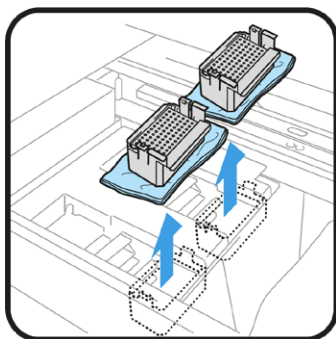
Wiper Cleaner Replacement



Simply remove the **old Wiper Cleaner** by lifting it up. Replace with a **new** one.



Flushing Foam Replacement



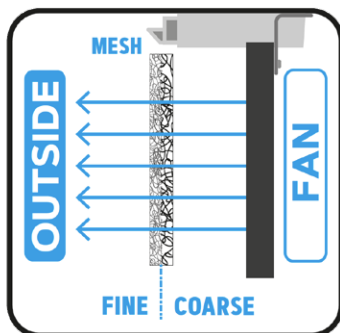
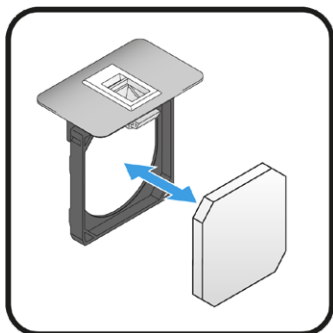
Lift up the Flushing Foam Receivers and place them on paper towels to soak up the dripping ink. Remove the two Flushing Foam pieces and wash the receivers to clean off excess ink build up. Install new Foam and put the receivers back in their original location.



> When removing and replacing of the Flushing Foam, **DO NOT** forget to **wash and clean the receivers to avoid ink build up**. It is very critical **to avoid clogging** the ink path to the waste tank.



Fan Filter Replacement



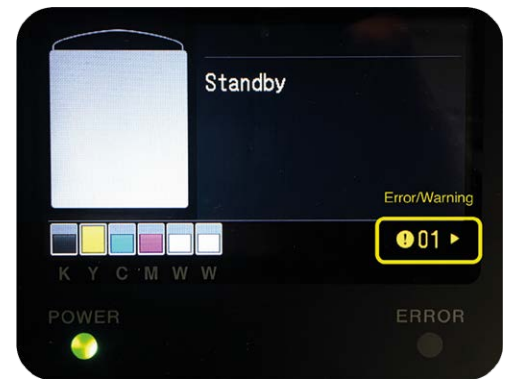
Remove the 2 filter holders from the rear top of the machine and remove the dirty filters. Mount a **new Fan Filter** in each of the black frames. The **Coarse** mesh surface goes in the direction of the **inner side** of the printer and the **fine** mesh surface goes in the direction of the **outside** of the printer.



Visual inspection is important to keep your printer up and running. Inspect all the moving parts of the machine and also check for leakage of ink.

Also, please follow all the instructions which may appear on the **display** of the printer.

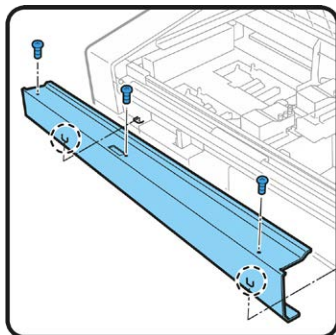
When you see a **yellow number**, push the **right arrow key** to know what you have to do to clear the **Error/Warning** message.



INTERNAL CLEANING OF THE PRINTER



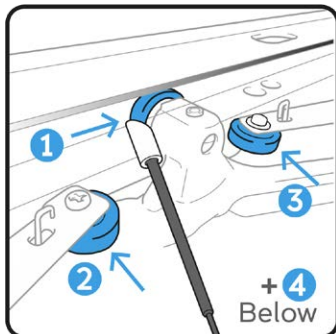
If the inside of your printer is covered with **INK MIST**, perform a thorough **CLEANING**.



- Enter Maintenance mode on the machine display panel to move the carriage to the right and have access to all components needing inspection and cleaning.

- With the **Clean Stick R** dipped in **Cleaning Solution**, wipe away the stains on the **4 Carriage Rollers**
[There is 1 more Roller hidden just below the Roller 1]

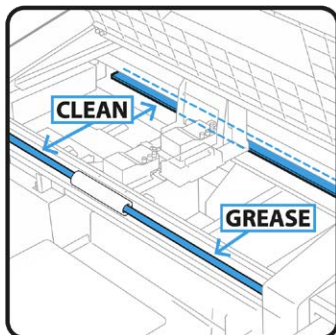
- Move the carriage from side to side to wipe all around the 4 rollers completely.



- Clean the **Carriage Guide Shaft** and the **3 sides** [upper, front, and lower] of the **Roller Guide** with a lint free cloth moistened with a small amount of **Isopropyl Alcohol** [95°]

- **Do not** use alcohol on parts other than the carriage guide shaft and the roller guide.

- After cleaning the **Carriage Guide Shaft** with alcohol, immediately apply a proper amount of **Molykote 30 Grease** onto the **Carriage Guide Shaft** only [never on the Roller Guide].



- Remove 3 screws to take out the encoder metal cover. With your lint free cloth moistened with **Alcohol**, carefully clean both sides of the **Encoder Strip**.

- Perform a **CR Speed Adjustment**.
Menu > Printer Setting > CR Speed Adjustment > OK

- Print out a **Nozzle Check** pattern and do a **Nozzle Cleaning** if necessary.



> Always use this menu to perform cleanings or replace parts:

Menu > **Maintenance** > **Maintenance Part Clean/Replace** > **MENU OK**



When Not Using Printer for a Long Period of Time



> When the printer will not be used for a prolonged period of time, follow appropriate procedures before storing the printer according to the expected storage period and storage conditions. When in doubt, create a ticket at BrotherDTG.com/Support for support.



WARNING: DO NOT turn the printer OFF, otherwise, the printer may become DAMAGED.

Every 2 Weeks of Inactivity Checklist

The printer can be restored to operational status after the storage period by performing the following maintenance tasks before storage:



• Please empty the **Waste ink Tank**.

• Check the amount of **Cleaning Solution** in the cleaning liquid tank and refill the tank if its amount is below the proper level.



• Thoroughly clean the **Nozzle Guards, Wipers, Suction Caps** and **Exhaust Caps**.



• Print out a **Nozzle Check** pattern for White and CMYK.

• If a non-firing nozzle is found: Perform **Head Cleanings**, run the **Nozzle Check** prints and verify the result again. Continue same process until the blocked nozzles are **ALL OPEN** again.



• Leave printer **powered on** to continue **White Ink Circulations**.

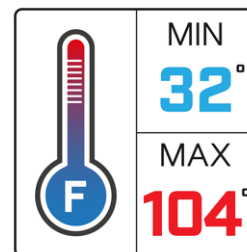


INK & SOLUTIONS STORAGE

CMYK & White Inks, Cleaning Solution, Maintenance Solution & Pretreatment Solution should be stored at a temperature range **between** a minimum of **32°F** and a maximum of **104°F**.



> Be carefull **NOT** to go below **32°F**.
> Please **ROTATE** the White ink pouch boxes **every week**.



HOW TO EXTRACT A LOG FILE FROM THE PRINTER

Insert a USB stick in the front slot of the printer to be able to copy the log file and follow these steps:

Menu



Maintenance



Log copy to USB





| | Product Description | Product Code | Price/Unit |
|-----------------------|--|-----------------|------------|
| Ink Containers | Cyan Ink 1.8L Bulk bottle | BGCX40C002K0152 | |
| | Magenta Ink 1.8L Bulk bottle | BGCX40M002K0152 | |
| | Yellow Ink 1.8L Bulk bottle | BGCX40Y002K0152 | |
| | Black Ink 1.8L Bulk bottle | BGCX40K002K0152 | |
| | White Ink 1.8L Bulk bottle | BGCX40W002K0052 | |
| | Cyan Ink 18L Bulk Container | BGCX40C020K0132 | |
| | Magenta Ink 18L Bulk Container | BGCX40M020K0132 | |
| | Yellow Ink 18L Bulk Container | BGCX40Y020K0132 | |
| | Black Ink 18L Bulk Container | BGCX40K020K0132 | |
| | White Ink 18L Bulk Container | BGCX40W020K0032 | |
| Liquids | Cleaning Solution 2 Kg | BGCX40E002K0052 | |
| | Cleaning Solution 5 L | BGCX40E005K0042 | |
| | Pretreatment 5 Kg Jug | BGCX40P005K0044 | |
| | Pretreatment 20 Kg Jug | BGCX40P020K0034 | |
| | Pretreatment 200 Kg Jug (2 pack) | BGCX40PS2HK0032 | |
| Other Parts | Wiper Cleaner (2/pack) | SB6673001 | |
| | Flushing Foam (2/pack) | SC0935001 | |
| | Fan Filter (2/pack) | SB7007001 | |
| | Standard Ruby-Stick Cleaning Swab (50/pack) | 4Y1-9096 | |
| | Clean Stick T (50/pack) | SC0032001 | |
| | Full Maintenance Kit GTXpro & GTXpro B | SC0934001 | |
| | Black Paper (4 pieces) | GTSKIN811B | |

MAINTENANCE TUTORIAL VIDEOS



All the maintenance procedures described in this Quick User Guide **MUST** be performed on a daily, weekly, or prompted basis in order to keep your printer performing **properly**.

> Please carefully read the [Instruction Manual](#) for each specific maintenance procedure for step by step instructions.

> [GTXpro Maintenance Videos URL for readers of printed user guide:](#)
vimeo.com/showcase/6912349

BROTHER ACADEMY & SUPPORT



Get access to [Brother Academy](#), an online resource for training new employees, learning new application techniques, and maintaining DTG equipment.

If you still need technical support with your GTXpro B, submit a support ticket at BrotherDTG.com/Support