DTF Pro User Manual

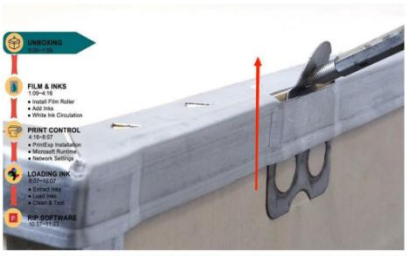
Installation and Maintenance

Pro RIP Software Introduction

Content

1. Unboxing

Step 1. The DTF Pro printer is placed in a wooden box for safer delivery. The first thing we need to do is to unlock the fasteners with a flat-head screwdriver.



Step 2. Pry the metal flap of all sides straightly up.

Step 3. Take off the lid of the wooden trunk.

Step 4. Remove the packaging foam in the trunk.

Step 5. Take the printer out and put it on a flat platform. It needs 2 persons to do the job.

Step 6. Along with the printer, we have a cardboard box, a roller, and a DTF film roll.

Step 7. There are plenty of necessary devices in the cardboard box. Please refer to Step 8 for detailed checklist.

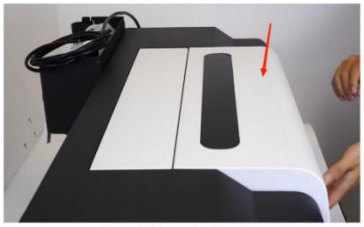
☐ wiping cloth	☐ metal bracket
☐ waste ink syringe	☐ syringes
☐ USB adapter	☐ power cable
☐ Allen key	☐ waste ink bottle
☐ ink pumping tube	☐ print-head moisturizing set
☐ RIP software dongle	☐ cleaning swabs

Step 8. Please go through this checklist carefully before assembling the printer.

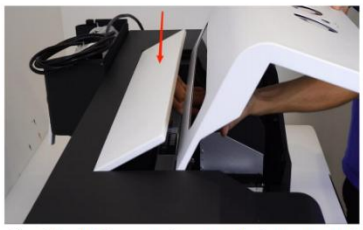
Step 9. Unwrap the printer gently.

Step 10. The printer unboxing is done!

2. Install film and add inks

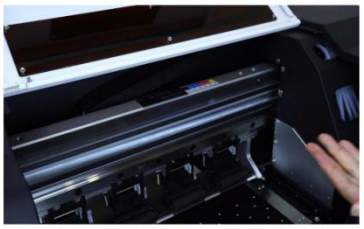


Step 1. Open the front cover.



Step 2. And at the same time open the top cover and move both of them to the maximum angle.

Step 3. Use screw driver to remove the metal fixing plates on the drive belt.



Step 4. The metal plates secure the drive belt during transportation but if you forgot to remove them before the machine is powered on, the drive belt could become deformed

Step 5. Now we turn to the printer back to install roller brackets.

Step 6. Use an Allen key to remove the preinstalled screws of the right bracket position.

Step 7. The roller brackets of two sides are in different shape. At the right side, the bracket comes with a removable bar holder, which will be inserted on the roller bar later.

Step 8. Align the right bracket to the screw holes.

Step 9. Fasten the screws.

Step 10. Then do the same to the left side.

2. Install film and add inks

Step 11. Loose the screws on the left side first.

Step 12. The left side bracket is WITHOUT a bar holder.

Step 13. Align the left bracket to the screw holes.

Step 14. Fasten the screws. The DTF film roller is quite heavy, so the screws of the bracket should be fasten well.

Step 15. Loose the screws on the two ends of the roller bar.

Step 16. Take one plastic holder off.

Step 17. Now we're about to insert the film roll.

Step 18. Before inserting the roller bar through the DTF film roll, pay attention to the direction of the film leading edge. Only the outer surface of the DTF film is printable.

Step 19. The arrow sign on film should point to the printer.

Step 20. Insert the roller bar through the film roll.

2. Install film and add inks

Step 21. Push the plastic holder into the film roll. But not yet to fasten the screw on it.

Step 22. Insert the plastic holder of the other end and push it in.

Step 23. Adjusting the film roll and plastic holders position - the film roll better be placed in the middle or right side of the roller bar. Then insert the bar holder taken from the right bracket on the right side of the roller bar.

Step 24. Remember to fasten the screws on both plastic holders before loading the film roller.

Step 25. Insert the bar holder into the right bracket slot completely.

Step 26. Make sure the film rollers stays stable on the brackets.

Step 27. Now open the side door, we're going to handle the film feeding.

Step 28. You may not be familiar with this lock. Let's look close at the mechanical structure of it.

Step 29. First we slide the bottom button down, then the upper handle will pop out automatically.

Step 30. Then hold the upper handle.

2. Install film and add inks

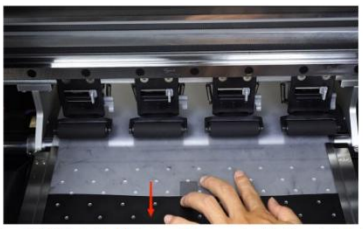
Step 31. Rotate the upper handle to the left.

Step 32. Open the side door and this is how the inner part should look like.

Step 33. Now pull up the lever.

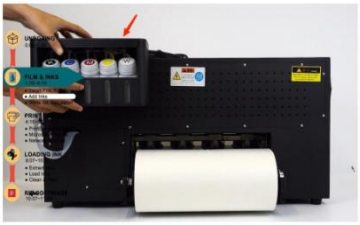
Step 34. When the lever is pulled up, the film advance array rollers will raise.

Step 35. Pass the film sheet through the array rollers.

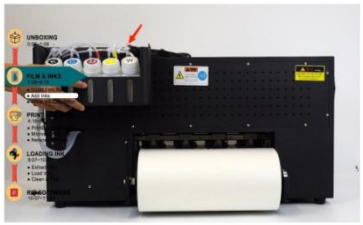


Step 36. Guide the film sheet to go under the 2 metal plates on the printing platform.

Step 37. Pull down the lever now to put the film advance array rollers down.



Step 38. Now we go ahead to load ink supply.



Step 39. First remove the top lid.

Step 40. Cut off the aluminum foil seal of the ink bottles.

2. Install film and add inks

Step 41. There are 5 ink supplies, and they correspond to 5 ink tanks.

Step 42. K refers to black ink, C refers to cyan ink, M refers to magenta ink, Y refers to yellow ink and W refers to white ink.

Step 43. Fill the ink in sequence. If you pour the wrong ink, you need to empty the ink from the tank with syringe and ink pumping tube.

Step 44. Now we're going to install the waste ink bottle. First remove the screws.

Step 45. Place the printer at the edge of the table, put the waste ink bottle in place and fasten the bottom side rail screws.

Step 46. Cut the tube tie.
The printer comes with 3 waste ink tubes.

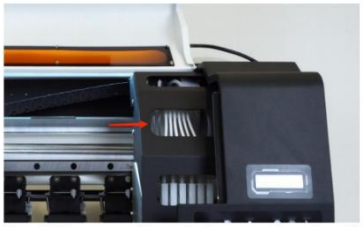
Step 47. ①The one without label is for waste ink that dropped off from the print-head parking position ②the one with white label is for white waste ink ③the one with black label is for inks of all the other colors.

Step 48. Plug the printer cable in.

Step 49. Plug the printer cable in.

Step 50. Power on the printer. [the button situation in this picture means "off"]

2. Install film and add inks



Step 51. As soon as the printer is powered on, the white ink circulation system will start automatically.

Step 52. Press the "Forward" and the "Backward" buttons to check the film feeding situation.

Step 53. Make sure the film sheet can pass through the printing platform smoothly.

3. Install Control software

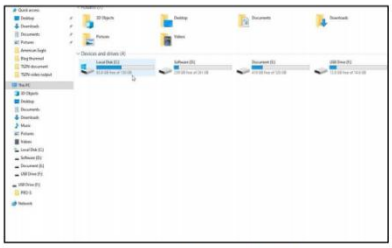
Step 1. Procolored provides 3 devices for the printing control setting up - ①USB adapter ②blue RIP dongle ③white USB flash drive. Now cut and loose the cable tie and get the cable & white USB.

Step 2. Plug the printer cable into the USB adapter for fast data transfer. If your WAN port can reach the speed of 1 Gigabit per second, you don't need this USB adapter.

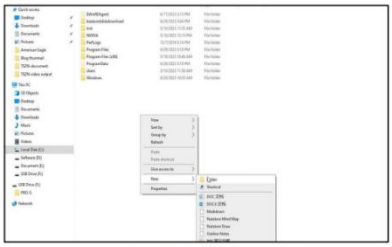
Step 3. Connect the USB adapter with your computer. [Procolored software only works on Windows computers]

Step 4. Insert the two USB devices. ① The blue one is a RIP dongle, you'll need it every time you use the RIP software. ②The white one is a regular USB thumb drive stored with guidance videos and printer software.

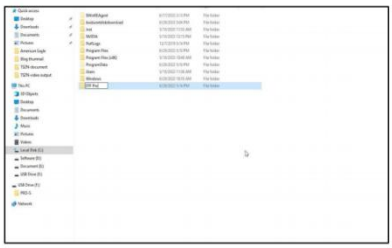
Step 5. Connect both USB devices to your computer. (As the picture shows, it's highly recommended to get a USB splitter to simultaneously function different drivers.)



Step 6. Enter the C Drive.

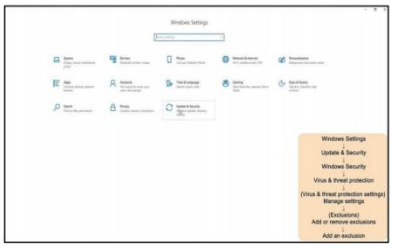


Step 7. Create a new folder.



Step 8. Here we name it as "DTF Pro".

Step 9. Press Win and "I".

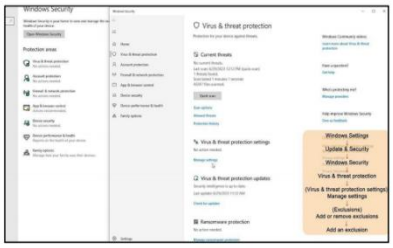


Step 10. Enter the *Update & Security* setting.

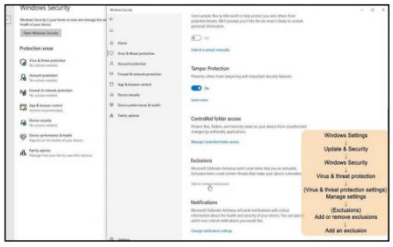
3. Install Control software

Step 11. Enter *Windows Security*.

Step 12. Enter *Virus & threat Protection*.

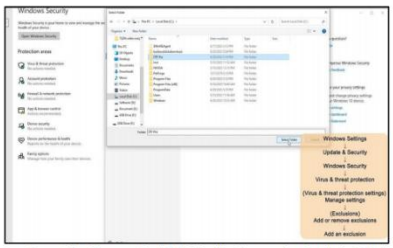


Step 13. Choose *Manage settings*.



Step 14. Scroll down and choose *Add or remove exclusions*.

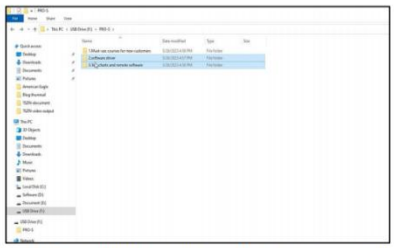
Step 15. Add a new Folder to this trusted list.



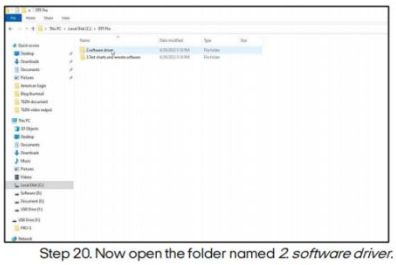
Step 16. Choose the"DTF Pro"folder we just built in C Drive.

Step 17. Make sure it's been added.

Step 18. Now we open the white USB flash drive.

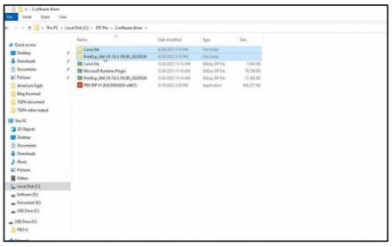


Step 19. Copy all the folders to the "DTF Pro"folder, or you can leave the video courses behind if you don't want them to stuff up your C drive.

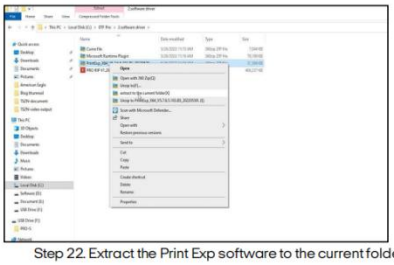


Step 20. Now open the folder named *2 software driver*.

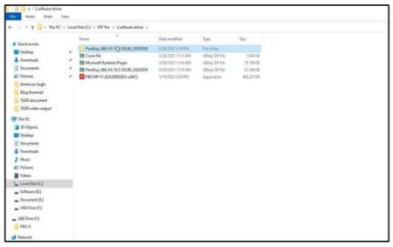
3. Install Control software



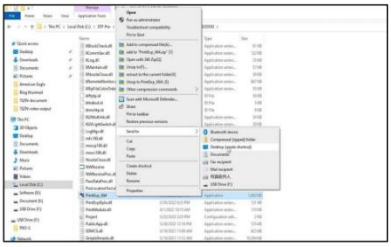
Step 21. Here we delete the first two folders because some files inside may be deleted by the security app of the computer.



Step 22. Extract the Print Exp software to the current folder.

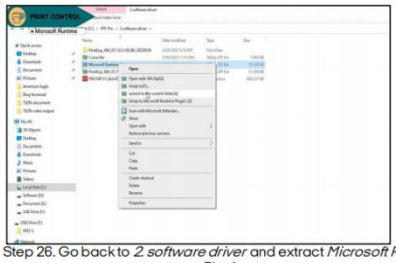


Step 23. Open the Print Exp folder.

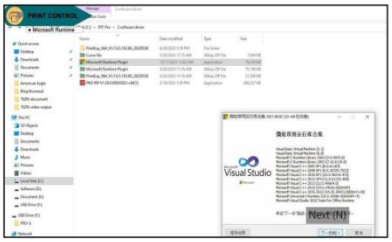


Step 24. Send the Print Exp shortcut to desktop.

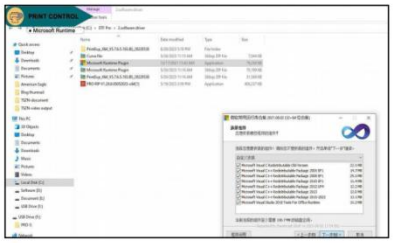
Step 25. Print Exp software is successfully installed.



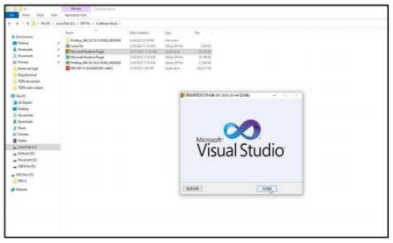
Step 26. Go back to *2 software driver* and extract *Microsoft Runtime Plugin*.



Step 27. Open the application Microsoft Runtime Plugin. Click Next[N] to continue the installation.



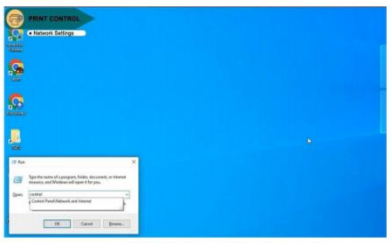
Step 28. Click Next[N] again.



Step 29. Click Finish[F].

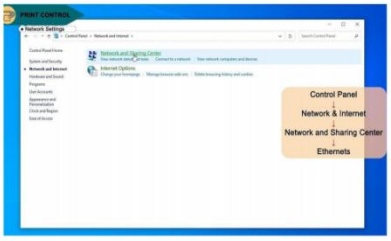
Step 30. Press Win and R to open the Run window.

3. Install Control software

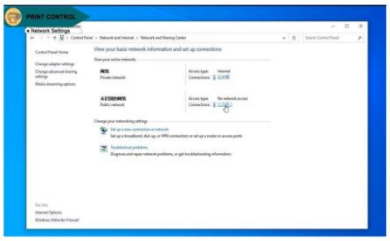


Step 31. Input "control" and click OK.

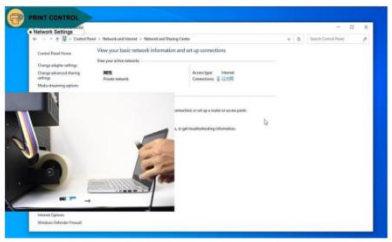
Step 32. Now we've entered the control panel. Enter *Network & Internet*.



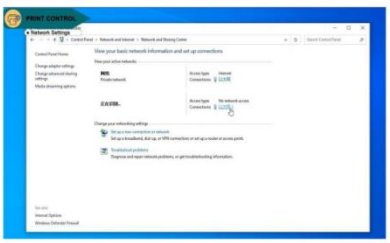
Step 33. Choose *Network and Sharing Center*.



Step 34. Ethernet[2], the public network with no network access showed here, is from the printer.



Step 35. If you are not sure which network is from the printer, you can unplug and reconnect the data cable of the printer. The printer Ethernet will pop up again.

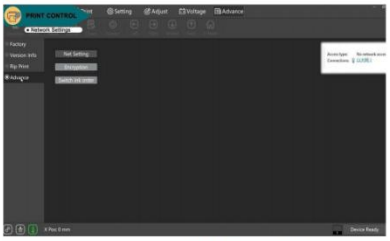


Step 36. Click the Ethernet name to check out the network speed.

Step 37. The speed should be no lower than 1 Gigabit per second.

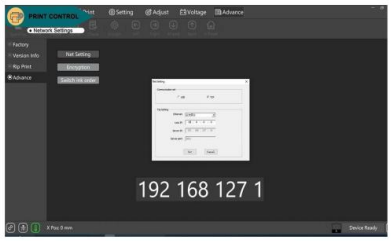
Step 38. Click Close and remember this Ethernet name Ethernet2, we'll use it later.

Step 39. Open the Print Control software.

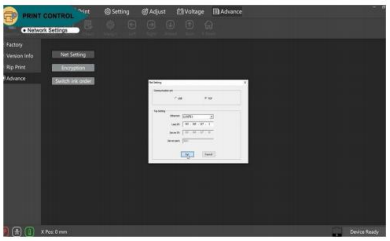


Step 40. Find the *Net settings* in *Advance*.

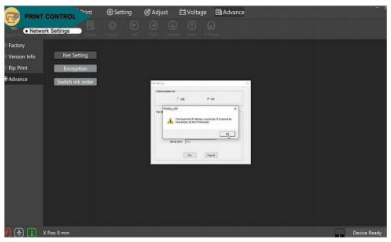
3. Install Control software



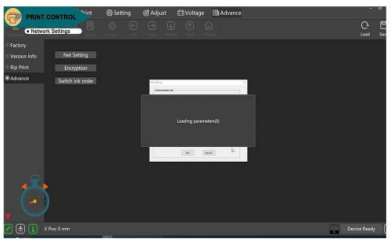
Step 41. Choose and input as following:
Communication set - TCP, Ethernet - 以太网2,
Loac IP - 192 168 127 1.



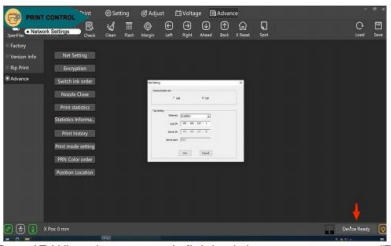
Step 42. Click Set.



Step 43. Click OK.



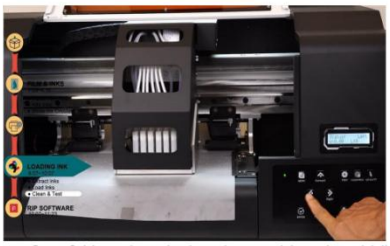
Step 44. Wait until the connection icon at the left lower corner turns green.



Step 45. When the process is finished, the prompt message "Device Ready" will show up at the right lower corner.

4. Loading Ink

Step 1. Press the Left button on control panel.



Step 2. Move the print-head assembly to the middle.

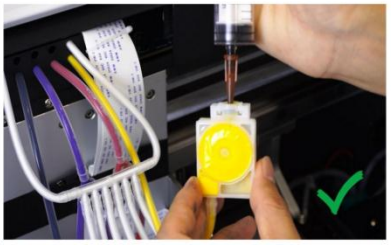
Step 3. Undo the screws at both sides.

Step 4. Remove the black cover of the print-head assembly.

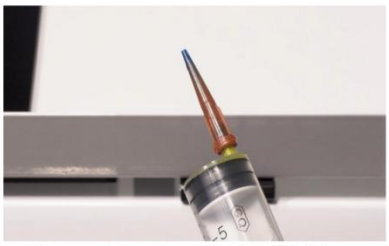
Step 5. Here we can see all the ink tubes and cartridges.

Step 6. Don't take off all the ink cartridges at the same time. Some ink cartridges are interconnected, air will enter other ink tubes.

Step 7. Don't turn the ink cartridge downward when extracting ink, this will cause many bubbles in the ink.



Step 8. Take off only one cartridge at a time and turn it upward to extract 5 to 10 millimeters of ink until the cartridge is free of air.

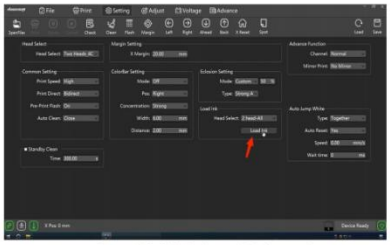


Step 9. Remember to change the needle hub for each ink to avoid color mixing.

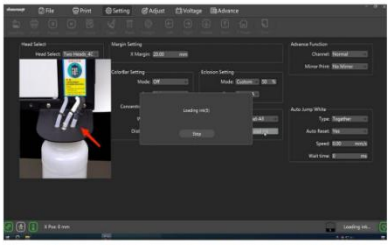
Step 10. Gently put the ink cartridges back when the extracting work is done.

4. Loading Ink

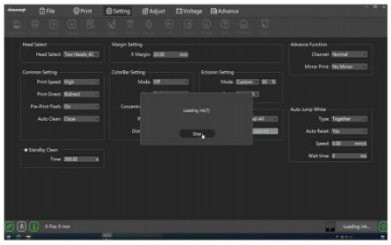
Step 11. Open the print control software Print Exp.



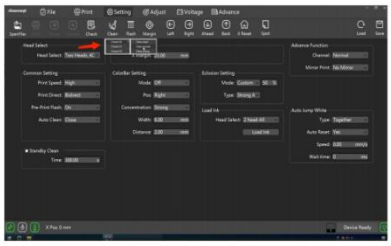
Step 12. Click *Load Ink* in settings.



Step 13. Pay attention to the waste ink bottle.



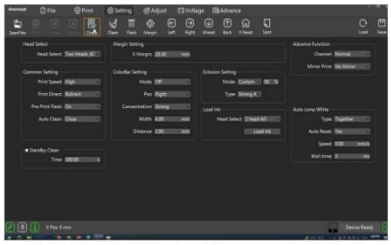
Step 14. When the inks come out of the waste ink port and run into the bottle, stop the ink loading task immediately, otherwise the ink loading task will keep running and run out all the inks.



Step 15. Click the *Clean* icon on the top, choose *2 head-All* → *Clean Normal*. The normal mode is enough for regular cleaning.

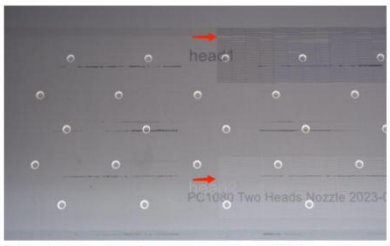
Step 16. During the cleaning process, the capping station will automatically press down.

Step 17. And the waste ink will flow through the tube. The cleaning takes about one and a half minutes to finish.



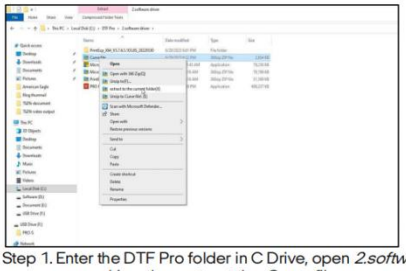
Step 18. Click the *Check* icon to test the print-heads.

Step 19. During the checking process, the print head assembly will move back and forth and print a testing chart.

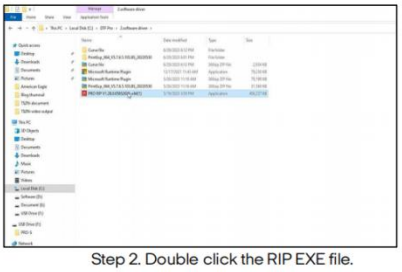


Step 20. Check out the print test page. If there are too many broken lines, clean the print-head again.

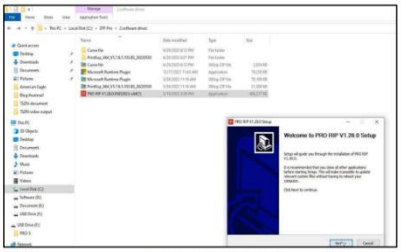
5.Install Pro RIP Software



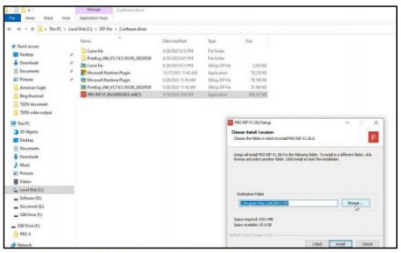
Step 1. Enter the DTF Pro folder in C Drive, open *2.software driver* then extract the *Curve file*.



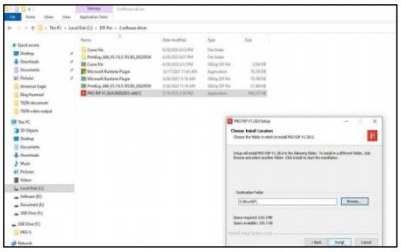
Step 2. Double click the RIP EXE file.



Step 3. Click Next.

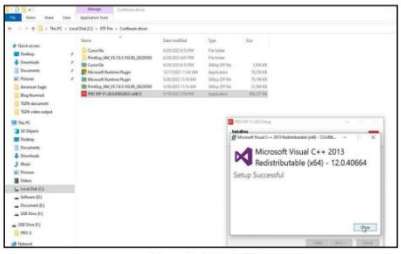


Step 4. You can change the install folder location.

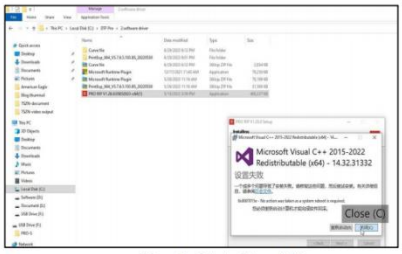


Step 5. Click Install.

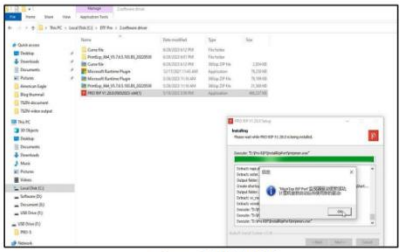
Step 6. Click Repair.



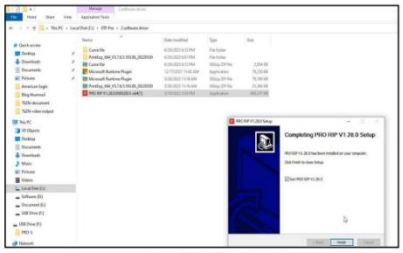
Step 7. Click Close.



Step 8. Click Close[C].

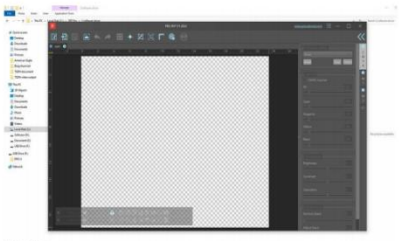


Step 9. Click OK.

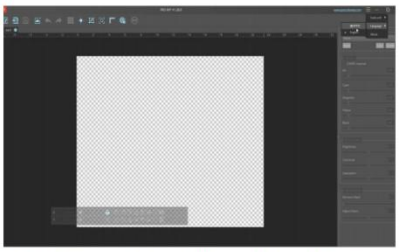


Step 10. Click Finish.

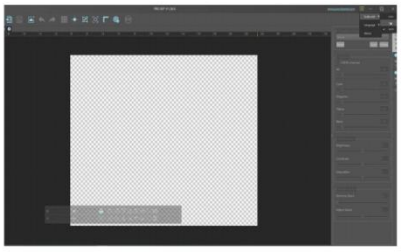
5.Install Pro RIP Software



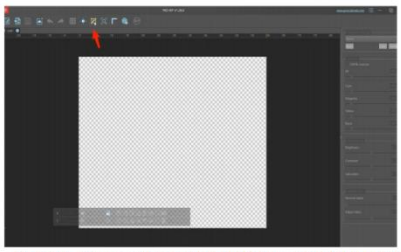
Step 11. RIP software has been installed successfully now.



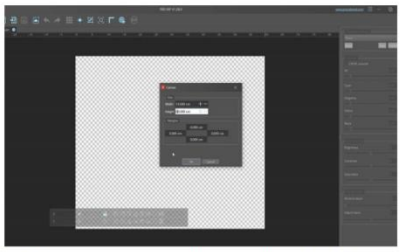
Step 12. Choose the strip button on the right top corner. You can choose the software language here.



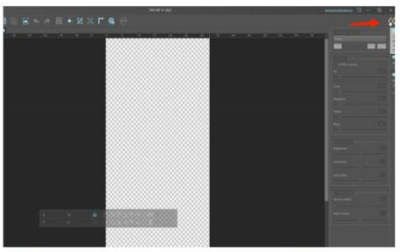
Step 13. You can also change the scale unit here.



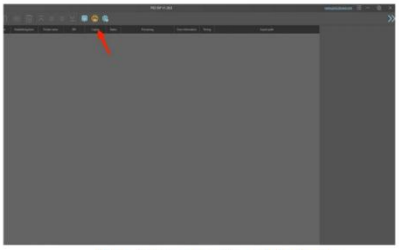
Step 14. Choose the square button to adjust the canvas.



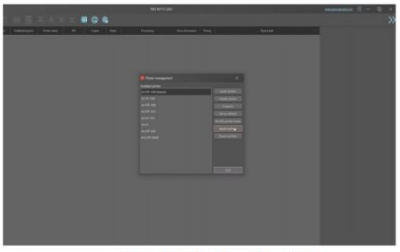
Step 15. Set the canvas width according to the film size [set as W33.000cm * H80.000cm here]



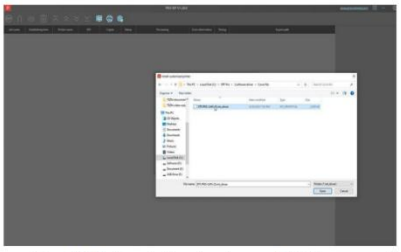
Step 16. Choose the left arrow button to go into the print management center.



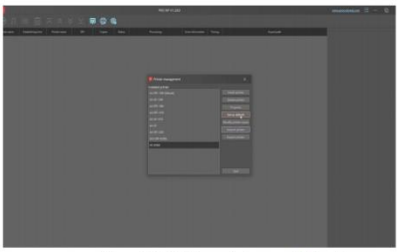
Step 17. Choose the printer button.



Step 18. Click import printer.

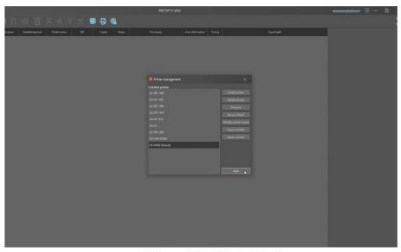


Step 19. Follow below to choose DTF Pro curve file:
C Drive-DTF Pro-2.software driver-Curve file

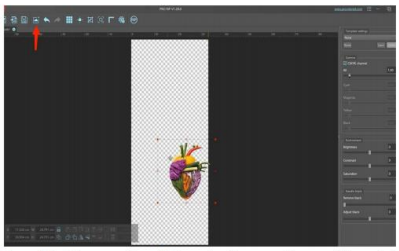


Step 20. Set the printer as default.

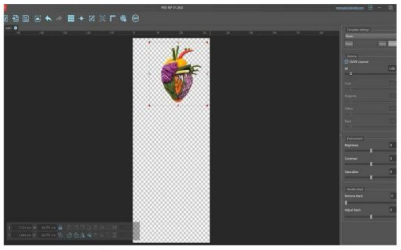
5.Install Pro RIP Software



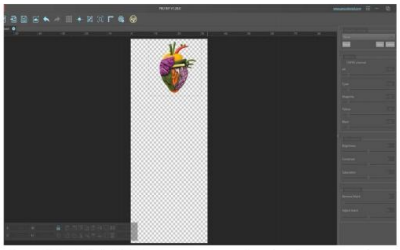
Step 21. Click Quit.



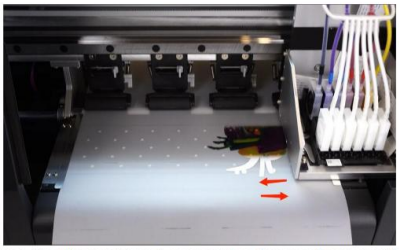
Step 22. Choose the picture button and import the picture you want to print.



Step 23. After importing the picture, we HAVE TO adjust the picture size to fit the film size. Move your mouse to the picture corner and drag when it turns into a double-sided arrow.

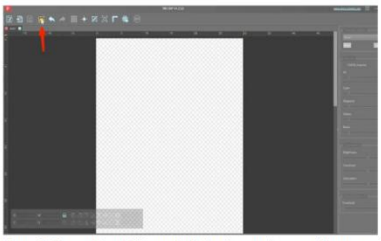


Step 24. Click RIP button to transfer the image to the printer.

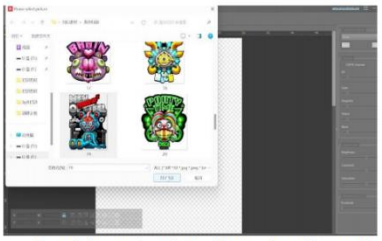


Step 25. The print head assembly will move back and forth to print the pic out. Just wait for your first striking DTF printing! In daily printing, you'd better close up the printer front cover in case the moving print-head assembly hurt somebody's hand at the some corners.

6. Printing Showcase

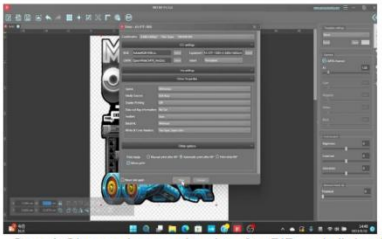


Step 1. Open Pro RIP and click picture icon to import picture.

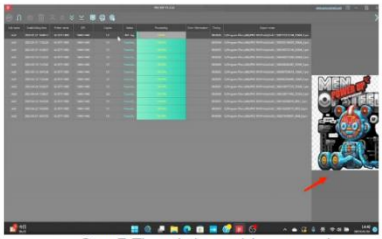


Step 2. Import the picture that you're going to print.

Step 3. Resize the picture to make it remain within the printing range.



Step 4. Choose Automatic print after RIP and click print to initiate the task.



Step 5. The printing task is processing.

Step 6. DTF Pro performs higher printing efficiency, it won't take long to finish the printing task.

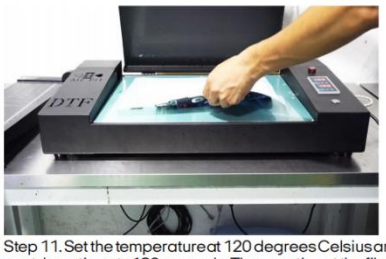
Step 7. Press forward button on the control panel to load more spare film forward.

Step 8. Cut down the printing part you need.

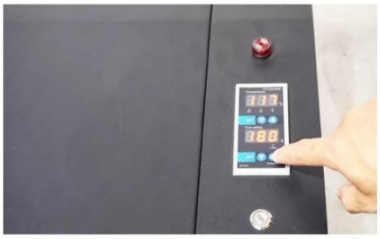
Step 9. Cool the printing sheet for 1 minute, then spread adhesive powder evenly on the white side of printing.

Step 10. Remember to flick the printing sheet on the color side to remove excess adhesive powder.

6. Printing Showcase

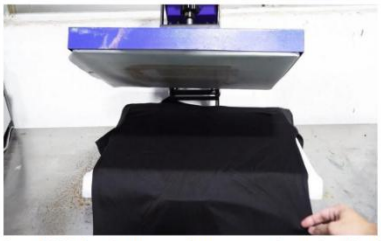


Step 11. Set the temperature at 120 degrees Celsius and the countdown timer to 180 seconds. Then gently put the film on the oven pad. (color side down)

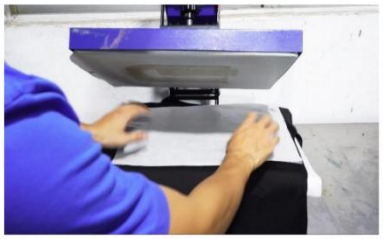


Step 12. Press start button to initiate the curing.

Step 13. When curing time is up, gently fetch the cured printing. We highly recommend to use a suction cup to fetch the cured printing film, since the oven pad and film might be really hot.



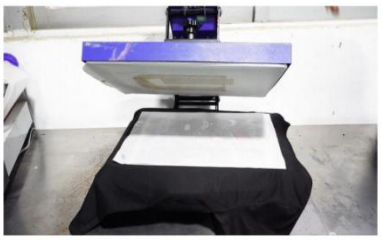
Step 14. Before heat pressing, we need a preheating for the clothes. Put the clothes flat on the pressing pad.



Step 15. You can add one more tissue wrapping paper on the clothes to achieve more even pressing.

Step 16. Close the lid and wait.

Step 17. When the preheating is done, apply the printing sheet on fabric. Remember to double confirm the printing placement.



Step 18. Tissue wrapping paper can also be put on the printing sheet here to promise of even pressing as well as protection to the printing.

Step 19. Close the lid and wait.

Step 20. Put the clothes on a flat platform to cool it down.

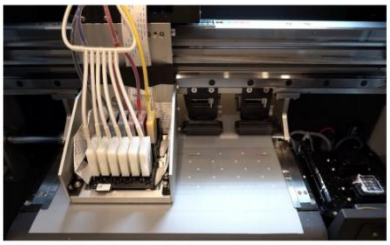
6. Printing Showcase

Step 21. And now you can peel off the film! Make sure to do the peeling gently and slowly

Step 22. Voila! Your customized T-shirt has been done!

7. Daily Maintenance

Step 1. Press test button on the control panel to initiate nozzle checking function.

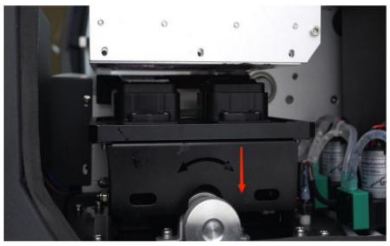


Step 2. The printer will print out a test chart to indicate the nozzle/ink working status.

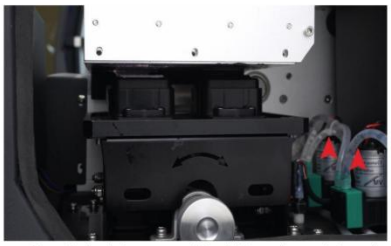
Step 3. Analyze the test chart - lines without intermittent gap indicate healthy working status.

Step 4. Lines with gaps indicate there may be nozzle blockage or ink supply issues. Yet this is common to see, since when a printer is just initiated, its nozzle needs to do some spraying first to get itself unobstructed.

Step 5. When there's gaps in test chart, press cleaning button to start nozzle cleaning process.

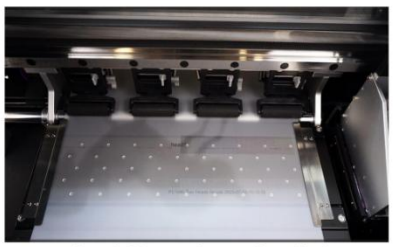


Step 6. During the cleaning process, the capping station will automatically press down.

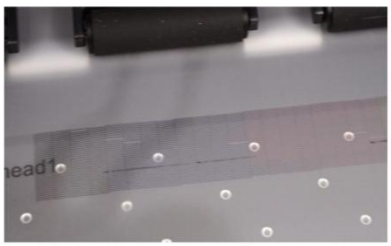


Step 7. And the waste ink will flow through the tube.

Step 8. When the cleaning is finished, press test button again.



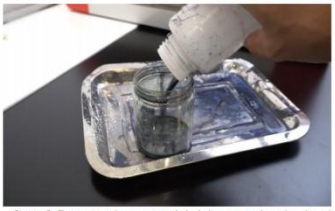
Step 9. Observe the test chart this time.



Step 10. Normally the test chart will present rather complete lines, indicating a better working status.

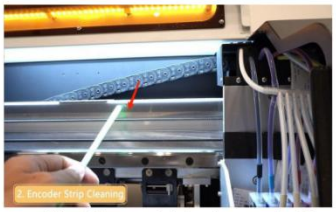
8. Regular Maintenance

Step 1. Rotate clockwise to remove the ink bottle and remember to hold a tray beneath in case of any accidental ink drops.

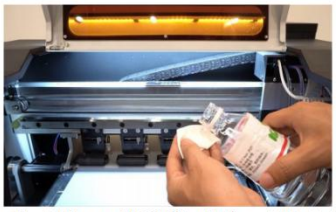


Step 2. Pour out the waste ink, ink waste bottle should be emptied regularly.

Step 3. Rotate counterclockwise to set the ink waste bottle back.



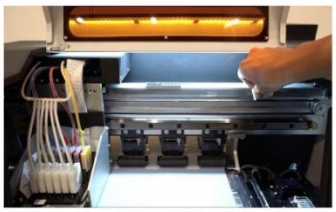
Step 4. Now we start cleaning encoder strip. Encoder strip is a translucent plastic strip with small timing marks on it. It helps position the print head assembly.



Step 5. Dip some ALCOHOL on lint-free cloth to start the cleaning.

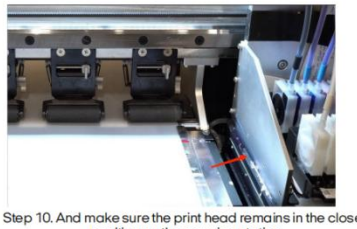
Step 6. Do proceed gentle wiping.

Step 7. When we finish cleaning the left part, press left button on the control panel to move the print head assembly.



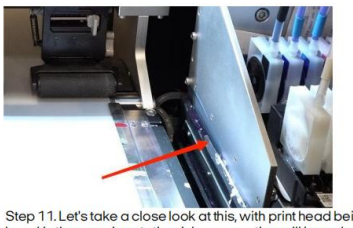
Step 8. Now go on cleaning the right side encoder strip.

Step 9. Remember to press base poins button to set the print head assembly back to right side.



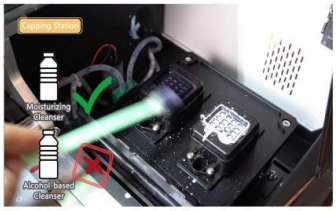
Step 10. And make sure the print head remains in the closed position on the capping station.

8. Regular Maintenance

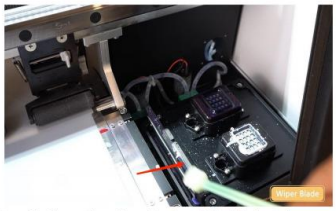


Step 11. Let's take a close look at this, with print head being closed in the capping station, ink evaporation will be reduced.

Step 12. Parking station also needs regular cleaning and maintenance. Press left button to move the print head assembly to the left.

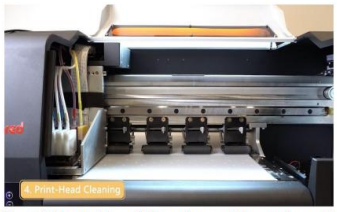


Step 13. Do not use alcohol when cleaning parking station. Use MOISTURIZING CLEANSER on a lint-free swab here.



Step 14. Clean the wiper blade at left side first, do proceed the cleaning gently.

Step 15. Then we go on cleaning the two cappings. It's obvious that capping ① of color ink is more easily cleaned ; capping ② is for white ink, on which residues will be more and be harder to be wiped off.

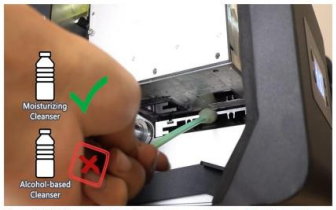


Step 16. Now let the print head assembly remains on the left, we're going to clean the print head bottom.

Step 17. Slide the bottom button down, then the upper handle will pop out automatically.

Step 18. Then hold the upper handle and rotate it to the left.

Step 19. Now we open the side door and the arrow points to where the print head is.



Step 20. We need to clean the print head bottom. Do not use alcohol here. Instead, use MOISTURIZING CLEANSER on a lint-free swab.

9.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 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 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 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 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.

10. Tech Support Contact Info

After-sales contact information:

E-mail/Skype: afterservice@procolored.com

Hotline: +1 9497384529

Facebook user group: https://www.facebook.com/groups/1944106292232000

Working Hours:

Pacific Time (PT): From 5:00 PM on

Central Time (CT): From 7:00 PM on

Eastern Time (ET): From 8:00 PM on

11.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.

12.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.