



Prestige A3+ R

User Manual

For Maintenance & Troubleshooting Videos



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1. Product view and connection port
2. Product parameters






Model	ERA-DTF-A3
Printing Head	1390
Printing Size	Up to 13 in. wide media
Operation System	Windows 7/8/10
Printing Color	CMYK+WW
Ink Consumption	1m ² /5ml

Printing Speed	1440dpi/10min
Ink Supply Mode	CISS
White Ink Output	Support white and color printing together
Ink Type	Pingment Ink
Printing Resolution	1440x720 DPI
Net/Gross Weight	25KG/30KG

3. Product description

	<ul style="list-style-type: none">• main power switch & power cord socket
	<ul style="list-style-type: none">• data line interface
	<ul style="list-style-type: none">• control panel
	<ul style="list-style-type: none">• platform temperature controller
	<ul style="list-style-type: none">• power supply & motherboard
	<ul style="list-style-type: none">• 6 color ink bottle
	<p>waste ink collection system</p>

4. Button Illustration

Power Supply		Press this button to power machine on & off
Ink		Press this button to move the print head to the cartridge change location. When the ink indicator lights go out, press the button for 3 seconds to clean the print head.
Printing Paper		Press this button to load or pop out the print paper. You can resume printing if you press this button when there is a lack of paper error or multiple page feed errors. Press this button to cancel print.
Enter		After pressing, the paper/roll film will be returned
EXIT		After pressing, the paper/roll film will come out

5. Unpacking & Inspection

STEPS: 1. Prepare a screwdriver & open the button of the wooden box.

2. Insert the power switch, turn on the “main power” & “control panel power switch”, wait for the printer to complete the self-check, and the power light is always on.

3. Click “Enter” and “Exit” on the keypad to check whether the operation is normal.

The whole unpacking inspection is over.

6. Management and Maintenance

(1) Nozzle maintenance

When the printer is shut down for more than 3 days, the print head needs to be moisturized to prolong the service life of the printer.

Nozzle moisturizing operation steps

1. When the printer is on, press the ink button to release the printhead.

2. Add cleaning solution to the capping station.

3. Press the ink button to reset the printhead position.

(2) As the ink cart moves, lubricating oil must be added to the rail of the ink cart every month.

Prevent the motor from overheating and decelerating.

(3) In case of lack of color or dilution of white ink, ink extraction is required.

(4) The machine should be placed in a cool place, away from direct sunlight.

(5) The ambient temperature of the machine should not be too high

Process	Instructions
Add Ink	<ol style="list-style-type: none"> 1. Inject the special ink provided by us according to the color code. 2. Do not use uncertified ink, which may cause damage to the machine nozzle. 3. Take out the ink basket from ink cart and use our special syringe to absorb ink one by one. 4. Every time you inhale the next ink basket, you need to dry the nozzle of the syringe before you can operate it. 5. After pumping, put the ink carts back one by one, confirm whether the installation is in place, and clean it in time if there is ink leakage.
Install drivers & Software	<p>This printer is powered by Cadlink. No dongle required. Drivers are installed from the cloud. (Please contact tech.dtfstation@gmail.com)</p>
Roller Installation	<ol style="list-style-type: none"> 1. Install components normally 2. Keep the surrounding environment clean to prevent foreign matter from entering the printer together with the printing film, causing damage to the machine.
Printer cleaning & testing	<ol style="list-style-type: none"> 1. Check Printer Status and Settings. 2. Select Print Nozzle Check Pattern. 3. If nozzle check is good, print as normal. 4. If there is significant breakage or missing ink channels, select Head Clean in Printer Status and Settings. 5. Ensure the wiper blade is clean for maximum effectiveness 6. Repeat nozzle check 7. If no improvement, please contact tech.dtfstation@gmail.com for support.
Daily Maintenance	<ol style="list-style-type: none"> 1. It is recommended to perform maintenance once a week 2. Pump waste ink and clean the waste ink tank 3. Cleaning of grating strips 4. Add guide rail lubricant

1) Cannot print out white ink

Check whether the white ink output mode is selected correctly and whether the white ink output proportion is normal. Try changing pictures.

2) The ink light and the paper light flash at the same time

Power off, move the ink cart to the middle position, power on and start it again. If it fails to recover, you need to query the fault code.

WARRANTY INFORMATION

Limited 1-year warranty on non-consumable parts and limited 6 month warranty on the Printhead up to 2 Printheads*

*The use of non-DTF Station ink and film will void any warranties offered for the Prestige A3+ R DTF Printer

If a customer does not follow initial setup videos and damages the printer in any way outside of basic printer needs/ maintenance, warranty will be void. This includes head strikes due to lack of maintenance.

For customers outside of the warranty, dealers do have options to order replacement parts. Any issues that are hardware or physical issues on the printer must have a ticket submitted and DTF station would handle the ticket from there.

All technical issues must be submitted here: <https://dtfstation.com/pages/contact>