

User Manual



For Maintenance &
Troubleshooting Videos



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NOTE: This appliance is not intended for use by individuals with reduced physical, sensory, or mental capabilities or lack of experience and knowledge. This equipment is not a toy. Please keep away from children.

Installing CADlink RIP Software

Step 1:

TICK BOX WHEN DONE WITH STEP

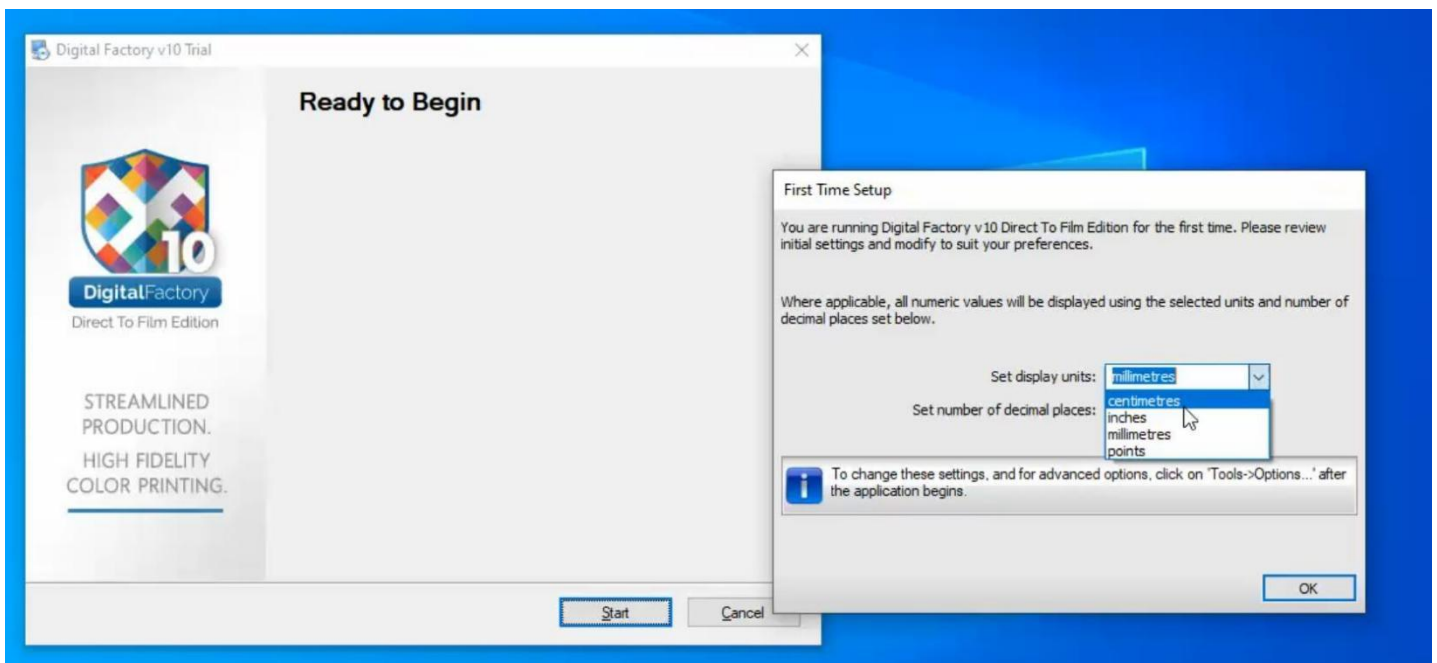
DO NOT connect your printer yet, download and install the CadLink Raster image processing (RIP) software first Use the link below. The RIP is what allows the printer to print white in the correct order. Once installed run cadlink.

<https://updater.cadlink.com/OnlineTrialDownloaders/download.php?params=ZUIPaFVJTHg3eGVEdEZmRHNpaDJZZz09>

Step 2:

TICK BOX WHEN DONE WITH STEP

Change the units to mm or cm and click **OK**, then click on **Start**.



Step 3:

TICK BOX WHEN DONE WITH STEP

Click on **Enter Activation Code** which will take you to the screen on the next page.



Step 4:

TICK BOX WHEN DONE WITH STEP

Enter all your details here and the registration code you got with your purchase (the code will be on your invoice).

You can only enter one code per computer - If you install the software on a second computer, to use both you will to purchase another licence. When done click on **REGISTER MY PRODUCT**.

The screenshot shows a registration form titled "Activate Digital Factory v10 DTF Edition". At the top left is the Digital Factory logo. At the top right is a language dropdown menu set to "English". The form contains the following fields:

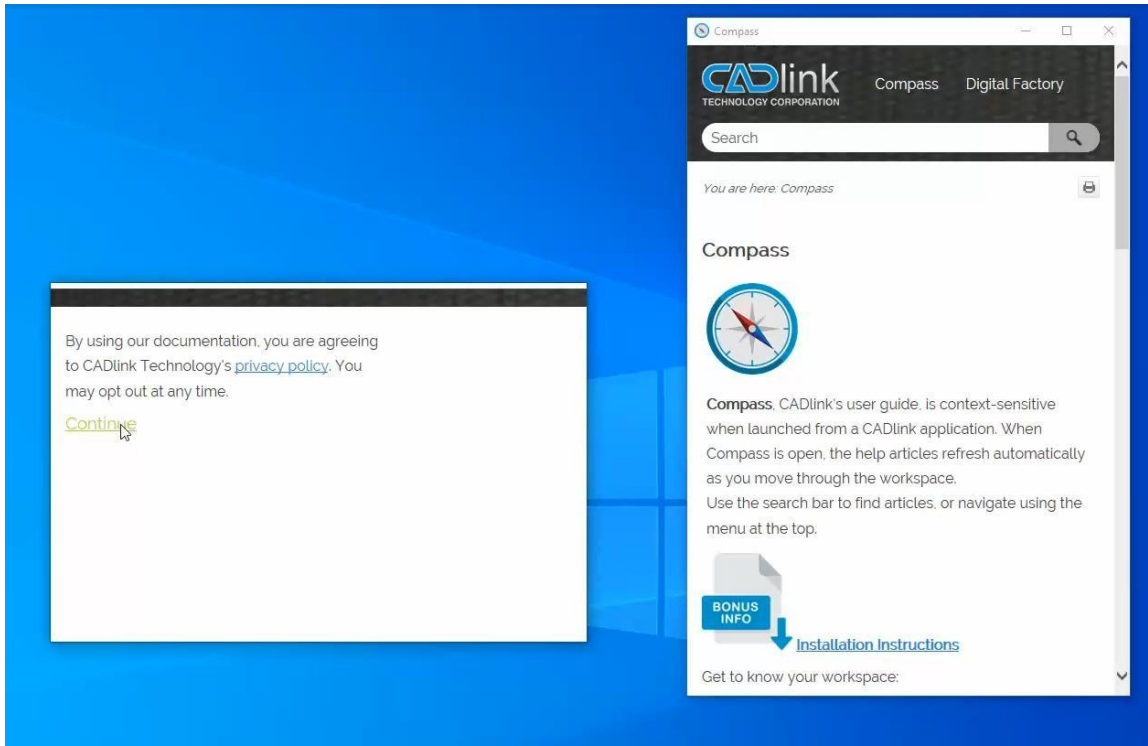
- Activation Code: A single-line text input field.
- Your Company (Optional): A single-line text input field.
- E-mail: A text input field containing "user@example.com".
- Confirm E-mail: A text input field containing "user@example.com".
- Phone: A text input field.
- Fax: A text input field.
- First name: A text input field.
- Last name: A text input field.
- Address: A text input field.
- City (Optional): A text input field.
- Country: A dropdown menu with "Select Country" as the placeholder.
- State/Province: A dropdown menu with "Select State/Province" as the placeholder.
- Postal Code/ZIP: A text input field.

Below the form, there is a checkbox with the text: "Stay ahead of your competition with valuable product knowledge. You can unsubscribe at any time." Below this is a line of text: "By submitting your registration, you agree to CADlink's [Privacy Notice](#), our [Cookies Notice](#) and our [Interest-Based Ads Notice](#)". At the bottom center is a teal button labeled "REGISTER MY PRODUCT".

Step 5:

TICK BOX WHEN DONE WITH STEP

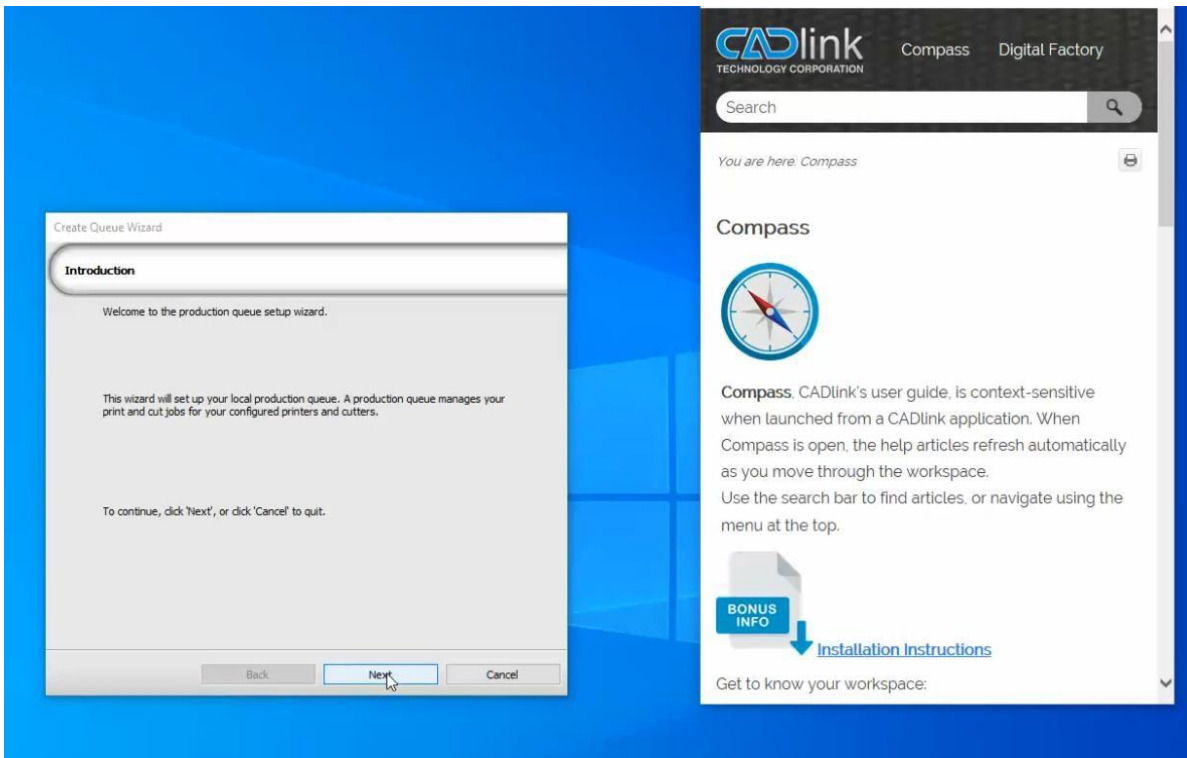
Click on Continue.



Step 6:

Click on Next.

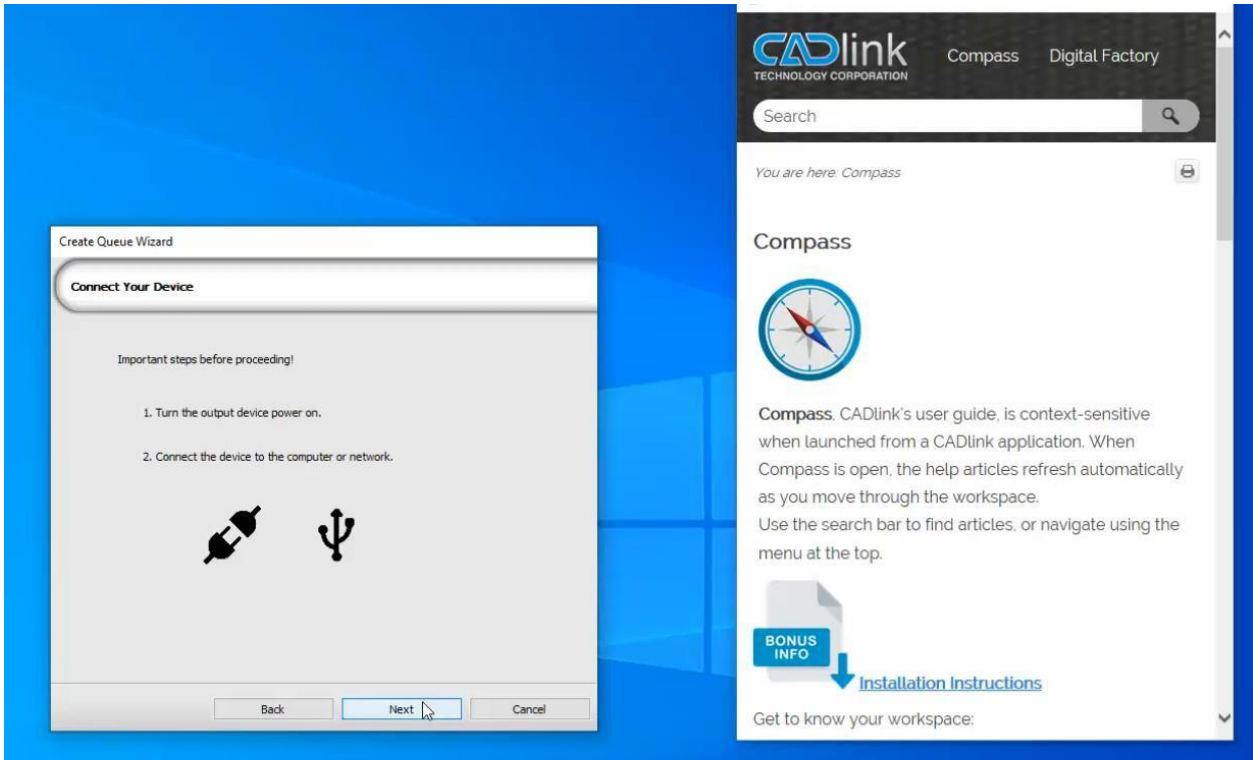
TICK BOX WHEN DONE WITH STEP



Step 7:

Connect your printer (**follow Page 8 for more info on printer preparation & installation**). Click on next after your Printer is connected to your PC.

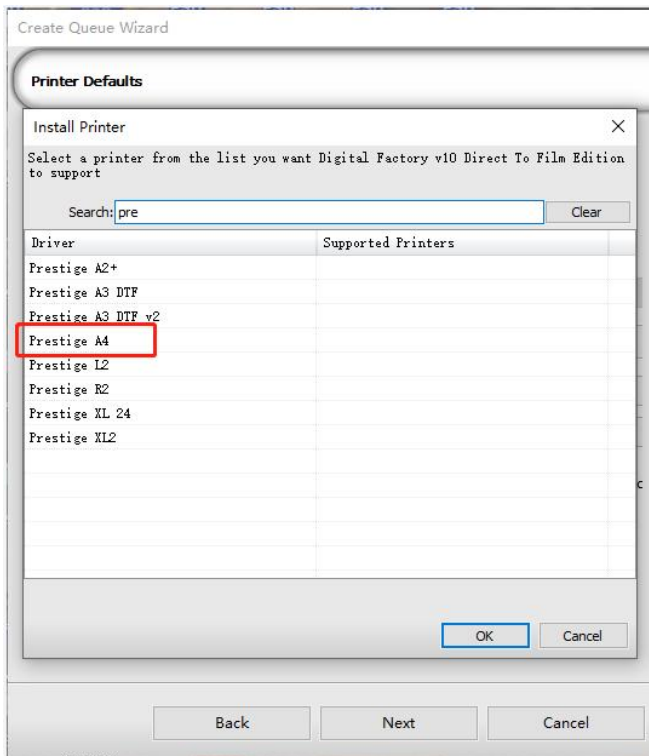
TICK BOX WHEN DONE WITH STEP



Step 8:

TICK BOX WHEN DONE WITH STEP

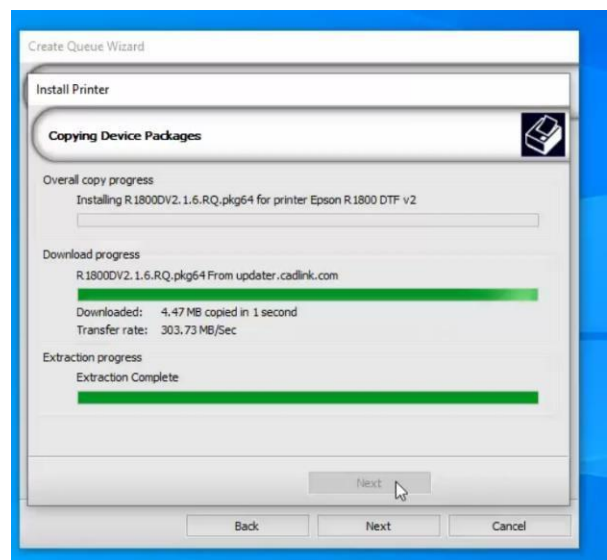
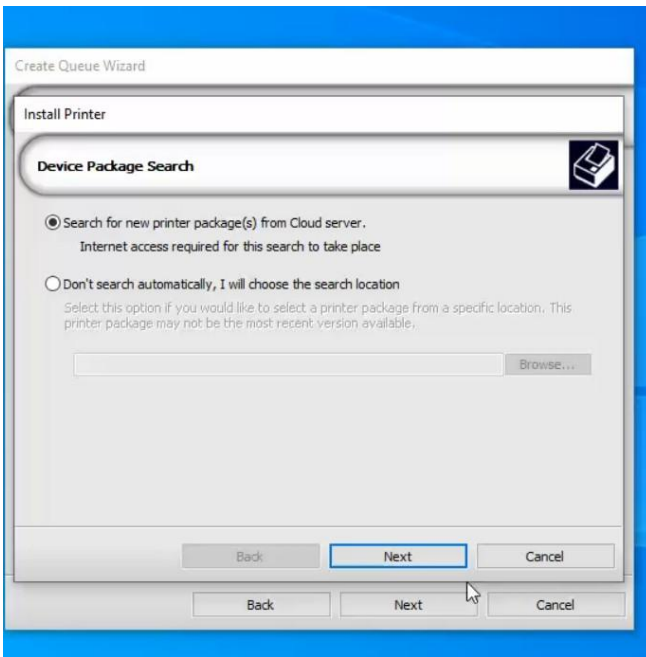
Choose the **Prestige A4** driver.



Step 9:

TICK BOX WHEN DONE WITH STEP

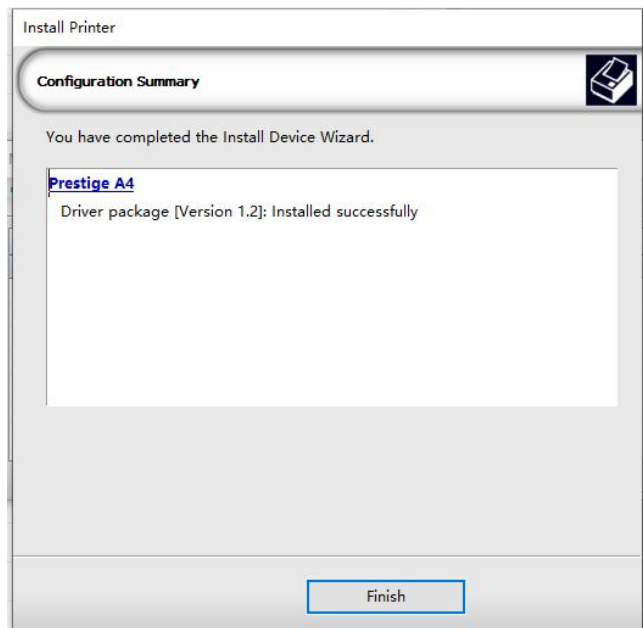
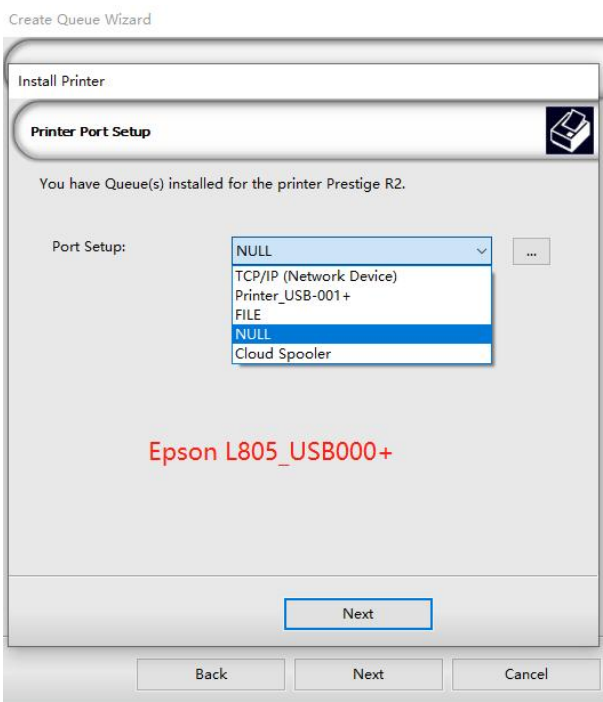
Press Next and press next again after it's done loading.



Step 10:

TICK BOX WHEN DONE WITH STEP

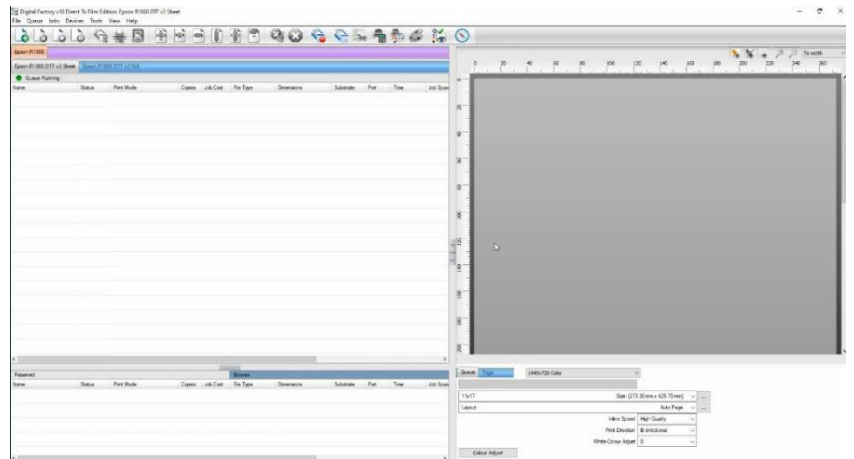
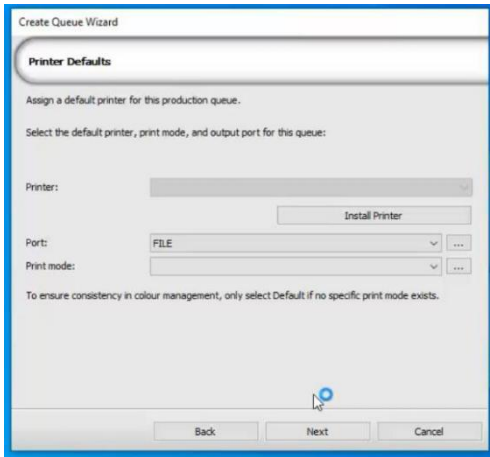
At Port Setup, choose **Prestige A4** and press next, and on the next screen finish.



Step 11:

TICK BOX WHEN DONE WITH STEP

Press **Next** again and the screen below will be displayed.



PRINTER PREPARATION & INSTALLATION



FILLING UP THE INK RESERVOIRS WITH INK

Step 1:

Open the ink cover/door on the right-hand side of your printer by putting your fingers in the holes and then press and pull.

TICK BOX WHEN DONE WITH STEP



TICK BOX WHEN DONE WITH STEP 3

Step 2:

Open the reservoir caps (inside the printer) and pour the correct colour ink into the matching reservoir. It's recommended you do one colour at a time to prevent mistakes. The reservoirs will hold all the ink in the ink bottles. Make sure all lids are secured again when done. Then close the cover of the ink compartment.

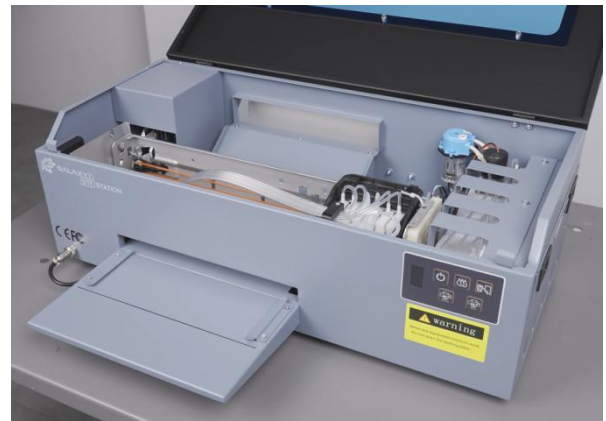


FILLING THE CIRCULATION TUBES WITH INK

Step 1:

TICK BOX WHEN DONE WITH STEP

Open the lid of the printer by placing your fingers in the holes and then pull up. See the image below:



Step 2:

TICK BOX WHEN DONE WITH STEP

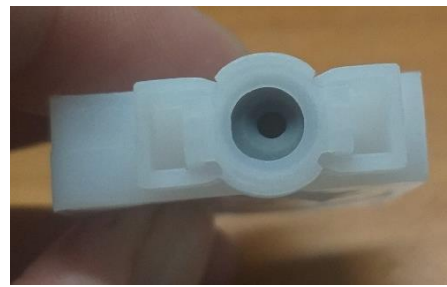
Remove the tie of the cartridge. Start at the right-hand side and pull out one of the Ink Dampers.



Step 3:

TICK BOX WHEN DONE WITH STEP

Place the yellow nozzle on the syringe and then push the yellow nozzle tip into the bottom hole of the ink damper, pressing a small hole into the seal of the ink damper with the nozzle. **Push the tip only as far as shown below.**



Step 4:

TICK BOX WHEN DONE WITH STEP

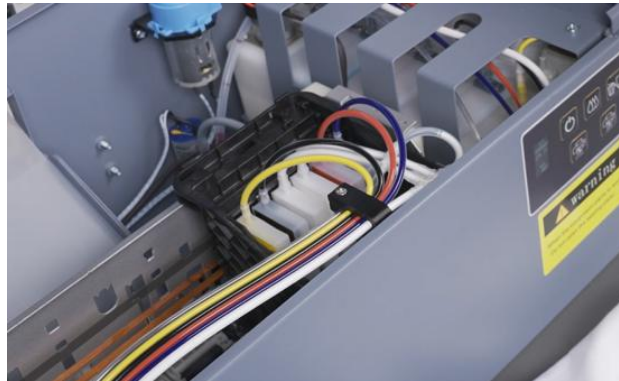
- Start sucking the ink slowly through the ink tubes and damper until the ink starts filling the syringe.
- Make sure there is about 2ml ink in the syringe, before stopping.
- **DO NOT** let the syringe push back the ink into the ink dampers or ink tubes. Only pull with the plunger - **Don't Push.**
- Remove the syringe from the ink damper and then wipe the nozzle clean. Move on to the next colour until all are done.
- **TROUBLESHOOTING:** If the syringe doesn't want to suck the ink, try these two steps:
 - Make sure you have pierced the thin film on the damper as show on the previous page.
 - Make sure the nozzle of the syringe is not blocked - You can use a pin to open the hole of the nozzle if it's blocked.



Once 2ml of ink is in the syringe you can stop. Put the ink back into the ink bottle.



Clean the syringe or change to a new syringe for the next colour



Step 5:

Close the lid of the printer.

TICK BOX WHEN DONE WITH STEP



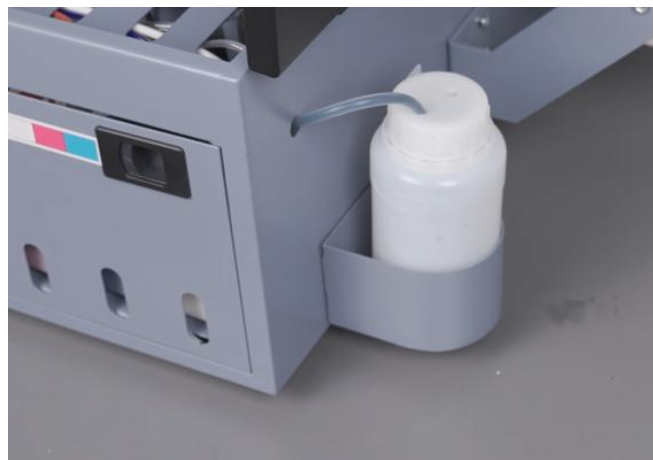
WASTE INK BOTTLE INSTALLATION

Step 1:

TICK BOX WHEN DONE WITH STEP

- With the printer, you will receive a bottle with two holes in the lid, this is your waste ink bottle (ink collector).
- At the back of your printer, you will see a single tube sticking out of the back. This is the waste ink tube.
- **To do this step you must have primed all the ink dampers of the printer first.**
- Take a syringe with the yellow nozzle attached to it and suck the until ink starts coming through the tube and into the syringe. Make sure there is about 4ml ink going into the syringe, then stop.

- Put the tube through one of the holes in the bottle lid and place the bottle inside the waste tank compartment as shown below. DO NOT block the 2nd hole – this is for air.



FILMFEED SYSTEM INSTALLATION

Step 1:

TICK BOX WHEN DONE WITH STEP

Screw the left and right-hand side brackets shown below onto the back of the printer as per the images below.



Step 2:

TICK BOX WHEN DONE WITH STEP

- Insert the metal shaft into one of the black holders shown below and tighten the screw.
- Insert the film roll onto over the shaft and push firmly into the roll holder.
- Do the same with the other side of the roll holder..

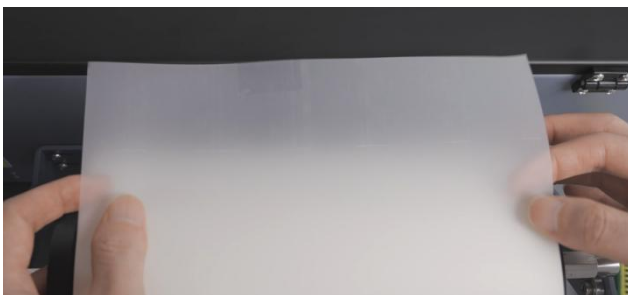




Step 3:

TICK BOX WHEN DONE WITH STEP

Insert the film roll with the film take-up system at the back of the printer.

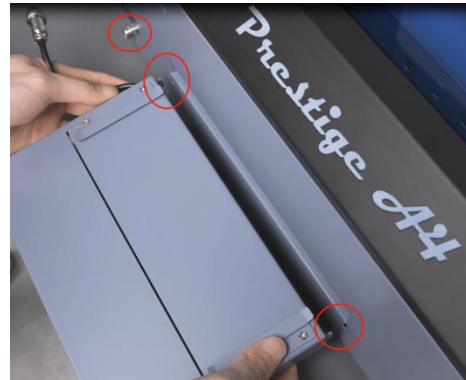


FRONT TRAY INSTALLATION

Step 1:

TICK BOX WHEN DONE WITH STEP

You will find two hooks on the back of the black front tray and two holes at the front of the printer, insert the tray.



INSTALLING & FEEDING THE FILM INTO THE PRINTER

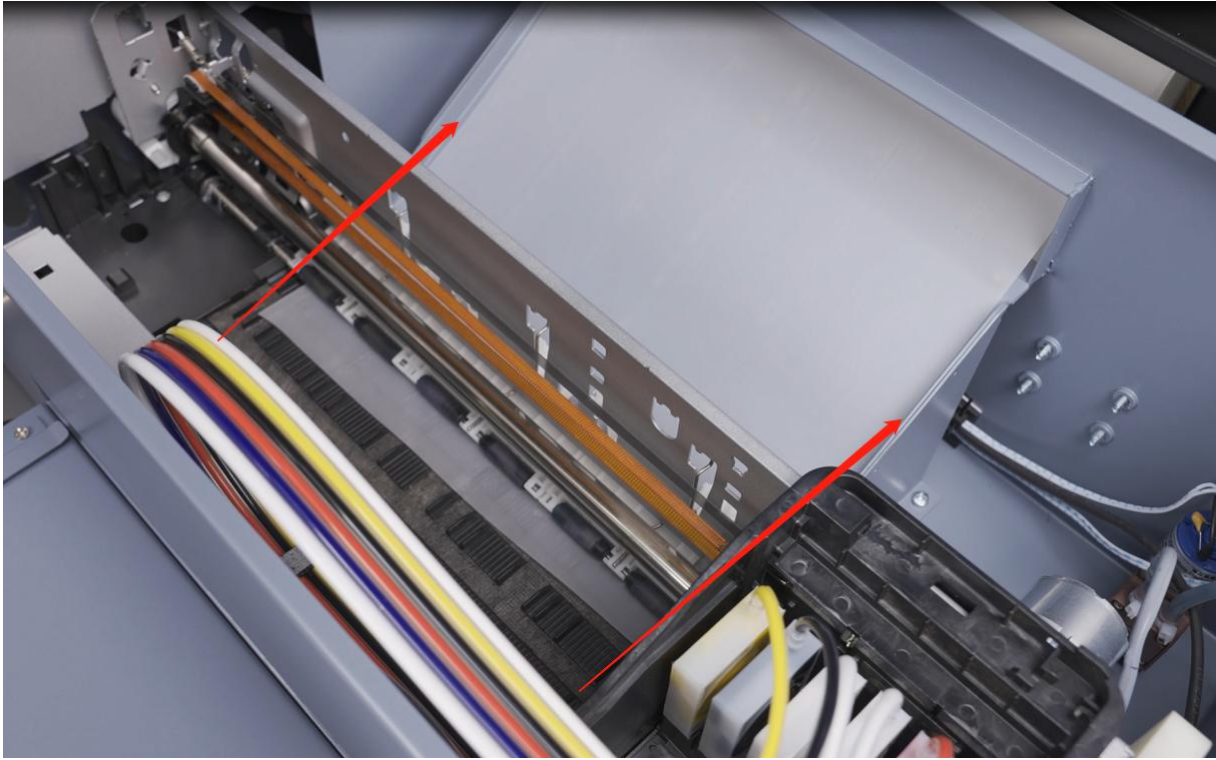
Step 1:

TICK BOX WHEN DONE WITH STEP

- Slide the film into the printer and underneath the feeding rollers.



- Make sure the roll of film is in line with the **right-hand side** side of the printer (when viewing from the front).
- Slide this guide to touch the edge of your film and make sure the guide and film are straight to prevent the film running skew.



Step 2:

TICK BOX WHEN DONE WITH STEP

At the front of your printer, hold the **Exit** button to feed the film through the printer. It's called the exit button because it makes the film exit the front of the printer.



CONNECTING THE PRINTER TO THE PC AND SWITCHING ON

Step 1:

TICK BOX WHEN DONE WITH STEP

Connect the cable with the USB port to your PC and the other end of the cable to the back of the printer.

Plug the power cable into your printer and your wall plug. Switch on the power button at the back of the printer.



Step 2:

TICK BOX WHEN DONE WITH STEP

Switch on the power button at the front of your printer, by pressing the power button, then wait a few seconds for the print head to move around a bit and the indicator light to stop flashing.



SWITCH ON THE FILM HEATER BEFORE PRINTING

Step 1:

TICK BOX WHEN DONE WITH STEP

The front heating plate will work automatically after the power is connected.



The heater helps dry (seal) the print as it comes out of the printer.

Step 2:

TICK BOX WHEN DONE WITH STEP

Print your artwork using the CadLink RIP software.

PRESSING THE PRINT TO A POROUS SUBSTRATE/PRODUCT

Step 1:

TICK BOX WHEN DONE WITH STEP

Set your press to 160 degrees and 20 seconds, medium pressure. You can only transfer your design to porous substrates (in other words substrates that can absorb water). You cannot use DTF to print onto products like glass, metal or ceramic.

Step 2:

TICK BOX WHEN DONE WITH STEP

Place the print with the picture facing up on the item and press for 20 seconds.



Step 3:

TICK BOX WHEN DONE WITH STEP

When done, open the press and rub the print with a cloth (makes it easier to remove the clear film while improving the bond to the substrate) and let the print cool. You can put it on a cold surface, let it cool down by itself or wave it around. Once cool put it on a flat surface and slowly peel the clear plastic film off.



Step 4:

TICK BOX WHEN DONE WITH STEP

If you have silicone paper, press the print again with silicone paper for 5 seconds in the heat press to finish it off. The silicone paper makes the bond a little better thus improving washability.

SOME PRINTER ACCESSORIES & TIPS

1. DTF Ink Damper



Ink Dampers are an important component in the ink supply system. It does the same job as a print cartridge–

Delivering clean ink to the print head consistently.

The Damper has an air gap at the top of the chamber. This is normal.

Every damper has a very fine mesh screen – This is the filter. It's purpose is to prevent debris getting into the printer head and damaging it. **We recommend replacing the dampers when they are looking dirty or every 3 months, (particularly the white) depending on your usage.**

2. A syringe with a yellow nozzle



If the printer sits unused for some time or the damper has been removed (such as when the printer is going to be stored), the ink pulls back into the ink tube. You put the syringe into the damper (with the hole in the damper facing upwards) and pull the plunger back about 2cm and hold it there. It will suck the ink and remove any bubbles. Only release the plunger when the air is out and you don't need effort to hold the plunger in place.

3. DTF Film Roll



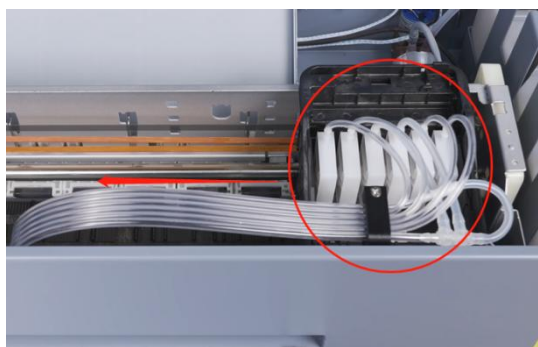
This is the film you will print on. You print on the matte side.

4. DTF Cleaning Fluid



Used to fill the cleaning carts (they don't need to be filled to the top) and put on the waste ink pad in the capping station after you're done with printing for the day. Prevents the DTF ink from blocking the print head.

5. DTF Capping Station - With a waste ink pad



The Capping station with is where the printer sits when it's not printing and when doing a cleaning cycle. The waste ink pad has a rubber gasket around it. When doing a cleaning cycle, this gasket seals around the print head and the waste ink pump sucks ink through the print head (this is how all inkjet printers clean the print head).

To ensure the longevity of the waste ink pump and keep the print heads in tip-top condition, we suggest that after each days work, you do the following:

- a) Turn off the printer on the operation panel

- b) Open the cover of the machine and move the cartridge to the left
- c) The head is now still in the middle and power is off – put a few drops of cleaning fluid on the waste ink pad.
- d) Leave it like this until you need to print again at which point just power it on again.

We also suggest once a week wiping the rubber seal that's around the waste ink pad with a soft **lint-free** cloth and some cleaning fluid. A microfiber cloth works well. **DO NOT USE A TISSUE** else you will get little pieces of tissue coming off which can stick to the head damaging it.

The ink is quite sticky and cleaning this rubber seal makes sure that it always seals tightly against the head.

6. DTF Ink Tubes



These are the tubes used to feed the ink to the printer head. They will get gummed up with lots of use and should be replaced every 6-12 months to get the best performance out of your system. If they go hard or are cracked they **MUST** be replaced.

7. DTF Circulation Tube



This is the tube for the white ink circulation system that prevents the white ink (which is thicker than the colours), from getting sticky and blocking the head. This pipe should be replaced every 6 months for best performance (depending on how often you use the printer).

8. DTF Ink Bottles



These bottles can either be replaced yearly or just washed out and thoroughly dried before use. Cleaning fluid can be used to remove stubborn ink deposits and then shaking the bottle to help

with the removal process. **DO NOT** use solvents or soap as any residue left behind can get sucked into and damage the print head.

9. DTF Ink circulating pump



This is the pump that circulates the white ink to prevent it from blocking. It should be replaced yearly for best performance if the machine is used often. This is best replaced by a qualified technician or JG ELECTRONICS.

10. DTF Waste Ink Bottle (ink collector)



When you do a cleaning cycle on any inkjet-type printer it sucks the ink through the head. This waste ink collects in the waste ink bottle and at some point, it will need to be emptied. Once empty you can wash it and re-use it.

11.DTF Silicone Grease



Use this only when the shaft looks dirty or the head struggles to move.

Wipe with a microfiber cloth to remove any dirt before applying. Apply a small amount on your fingers and run your fingers along the shaft the head moves on to lubricate.

Typically this only needs to be done once or twice a year if printing a lot or if you're in an area that's very hot and dry.

DO NOT USE ANYTHING OTHER THAN THIS PRODUCT else you risk damaging the bushes the head runs on.

STORAGE AND MAINTENANCE

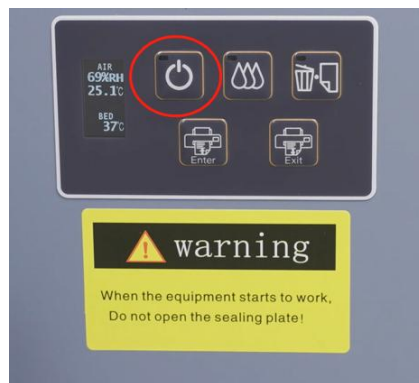
If you're not going to use the printer for 5 days or more, you must follow the steps below to prevent damage to the print head, ink pump and ink pipes.

Step 1:

Clean and maintain.

Step 2:

Keep the main power of the printer turned on (1. The red light will on when the main power is turned on. 2. The front panel (which shows the temperature and humidity) and the switch indicator light is off. 3. Empty the waste ink bottle)



Step 3:

The printer will automatically clean once every 6 hours.