A2

2-head DTF Printer Instruction Manual



Reliable & Professional Printing Machine's Supplier Since 2010

○ Thank you for purchasing this product
Please read this manual carefully before use ○ Please keep this book properly

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1. Introduction

Dear Sir/Madam:

Thank you for choosing our products, we are a highly professional and reliable supplier of DTF printer.

DTF printer is an advanced technology product that has developed rapidly in recent years. In order to help our users better operate the machine and ensure its normal operation, this manual will provide detailed instructions on how to use, maintain and precautions of the DTF printer. Please read this manual carefully before using the machine and follow the guideline for proper operation. If you have any questions, please contact our technical engineers for guidance. This equipment is suitable for temperature of 20 ~ 30℃/68 ~ 86℉ and humidity levels of 40 ~ 70%RH, which can improve production efficiency and product quality.

This manual serves as the product usage instructions. If there are any upgrades to the machine, we will not notify separately. If you have any good suggestions for this product, please provide feedback to the agent so that we can receive the information in time and make better improvements to the machine.
Thank you!

2. SAFETY INSTRUCTIONS

2.1 Safety Symbols and Their Meanings

This manual, along with the indicators and symbols on the printer, is provided to ensure safe operation and prevent personal injury or accidents. The meaning of each symbol is explained below.

Symbol	Description
	Warning: Failure to follow this instruction may result in serious personal injury or death. Read carefully and operate accordingly.
	Caution: Failure to follow this instruction may result in personal injury or equipment/property damage.
	Important: Key instructions for equipment use, serve as operational reference.
	Note: Supplementary reference information.
	Related Page: Refer to the corresponding page for related content.
	Hazard Warning: Indicates danger; pay special attention. The icon includes specific requirements.
	Prohibited Action: The action shown in the icon is strictly prohibited.
	Mandatory Action: The action shown in the icon must be performed.

Warning



1. The original power cord is for this machine only. Do not connect it to other appliances. Do not use non-original power cords, as they may cause electric shock or fire.
2. Do not modify, crush, heat, or pull the power cord. Do not place heavy objects on the cable. Damaged cables can cause fire or electric shock.



3. Do not use the equipment in humid environments. Do not splash water on the machine, as it may cause short circuits, electric shock, or equipment damage.
4. If the equipment produces abnormal sounds, smoke, odors, or abnormal heat, immediately disconnect power and unplug. Wait until there is no smoke, then contact after-sales service. Do not attempt to disassemble or repair the machine yourself.



5. Do not disassemble or modify the machine without authorization, as this may cause electric shock or equipment failure.
6. Do not use power strips or extension cords for power supply, as there is a fire risk.
7. Do not touch the power plug with wet hands to prevent electric shock.



8. A single outlet must not simultaneously connect multiple high-power devices to prevent overload and fire.
9. If the power cord has damaged insulation, exposed copper, or broken wires, contact after-sales service for replacement. Continued use poses a serious fire and electric shock risk.



10. Metal shavings and other foreign objects must not come into contact with the power plug prongs to avoid short circuits and fire.
11. Keep the surface of the conveyor platform heater free of dust and debris, otherwise sparks may cause fire.



12. The supply voltage must match the equipment rated voltage. Non-standard voltage supply is prohibited.
13. In case of ink leakage, turn off the main power, unplug the machine, and contact after-sales service.
14. Children must be kept away from the equipment.
15. When unplugging the power cord, hold the plug body; do not pull the cable.

CAUTION

Power Cord Supply Standards



1. Connect the power plug to a standard outlet with grounding polarity.
2. Install the outlet nearby to ensure the plug can be quickly unplugged.
3. Clean plug dust at least once a year; dust accumulation can cause the outlet to heat up and catch fire.
4. Before powering on, verify voltage and circuit breaker capacity. The equipment requires a dedicated independent circuit breaker; sharing a breaker among multiple devices will cause frequent tripping.

Maintenance Protection Requirements



1. Maintain ventilation in the operating environment. When handling hot melt powder, safety goggles, gloves, and dust masks must be worn; powder inhalation can damage the respiratory tract and eyes.
2. The included gloves are consumables; purchase industrial protective gloves when they become worn.

3. Preparations and Precautions

3.1. Unpacking Printer

After unpacking, check all your parts are included.

Contact XINFILYING if any of these is missing.

3.2. Required Printing Environment Condition

The printing environment request 20℃-30℃ (68°F - 86°F) and 40-70%humidity.

3.3. Electrical Requirements

Please check whether your printer's voltage is match your voltage that your country use. If it doesn't match, it will lead to an explosion!

3.4. Computer configuration requirements

Computer Configuration Requirements	
Item	**English**
CPU configuration	Intel Core i5 / i7 (10th generation or above)
Memory stick	Single stick 16 GB or above
Hard disk	1 TB; recommended to install a solid-state drive (SSD) as the system disk
Power supply	500 W or above
Motherboard	Equipped with USB 3.0 port and Gigabit Ethernet port
Brand	Based on PCIe system; recommended brands include ASUS / Gigabyte, etc.
Computer system	Windows 10 / 64-bit (recommended), Windows 11 / 64-bit
Network card and network cable	A Gigabit or above network card must be used, and the network cable needs to be super Category 6 or above to support gigabit communication.
Note: For the computer paired with the printer, the Network Interface Card must be Gigabit; a 100 Mbps card will fail to establish a connection.	

3.5 Heat Press

It is recommended the heating temperature up to 150-160 ℃(302°F - 320 °F) for 6-10 seconds.

3.6 Precautions

1. The machine foot holder cup must be secured to keep the machine level and prevent shaking during operation.
2. Keep liquids away from the print head and cables — contact can damage the print head.
3. Press the film clips on both sides of the printing platform onto the printing film (covering 2–3 mm) to prevent the PET film from scratching the print head, which can be fatal to the heads.
4. Before shutting down, check if the trolley is reset to ensure the print head is in the optimal position (centered on the ink pad). The printhead must be aligned with the ink pad to maintain moisture and prevent clogging.
5. Verify the print head cable connections before starting the machine. Send photos or videos of the connections to the technicians for confirmation. Incorrect wiring can damage the printhead or headboard.
6. After powering on, open the white ink circulation system for 2–3 minutes before closing it. This effectively prevents bubbles from forming in the ink tubes.
7. Store consumables away from direct sunlight and humid environments. For optimal

printing results, use them within the warranty period (one year).
8. Ink can cause ink tube blockages. Run printer weekly & clean printhead to avoid ink blockages. If the printer will not be used for more than two weeks, follow the maintenance manual to prevent ink blockages.
9. Set the Color Bar to "Wetting" in the software to prevent the print head from clogging.
10. Do not unplug any wires while the machine is powered on — doing so can damage the boards and print head.
11. Ensure the machine is properly grounded to prevent ink splattering and damage to individual ink dots on the printhead.
12. Do not manually cut printing film on the machine with a knife or other sharp object — it can scratch the machine and affect its appearance.

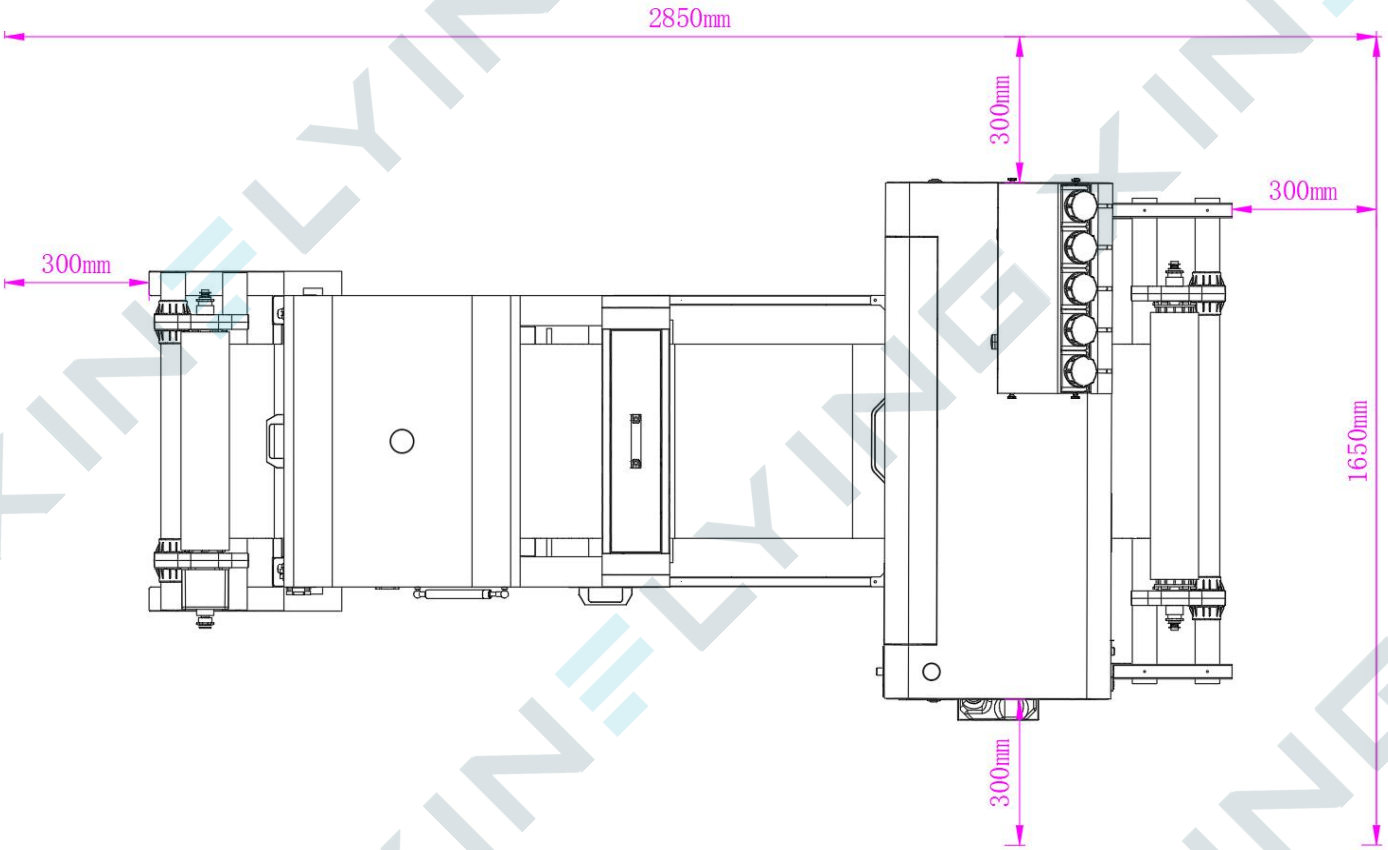
4. Product Introduction

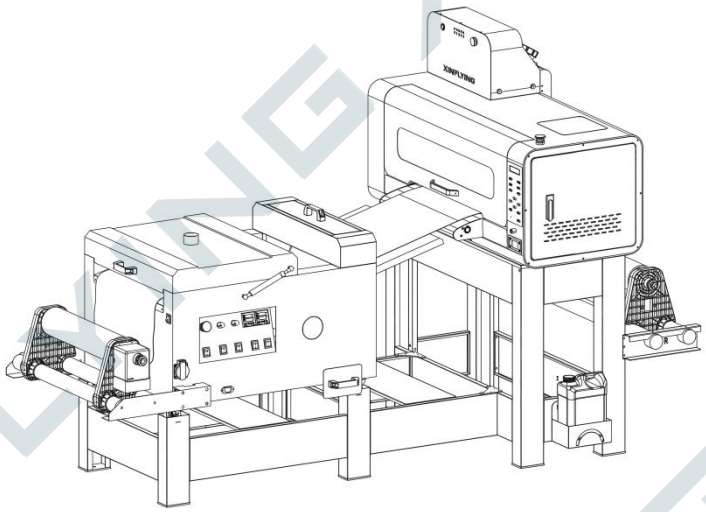
The White Ink Transfer Printing Machine, featuring the Epson I3200-A1 printhead, offers high precision, high efficiency, and excellent color reproduction. It supports personalized customization for DIY applications and is suitable for a wide range of uses. The machine is easy to operate and maintain, and is equipped with a white ink circulation system that ensures smooth ink flow and prolongs the printhead's service life.

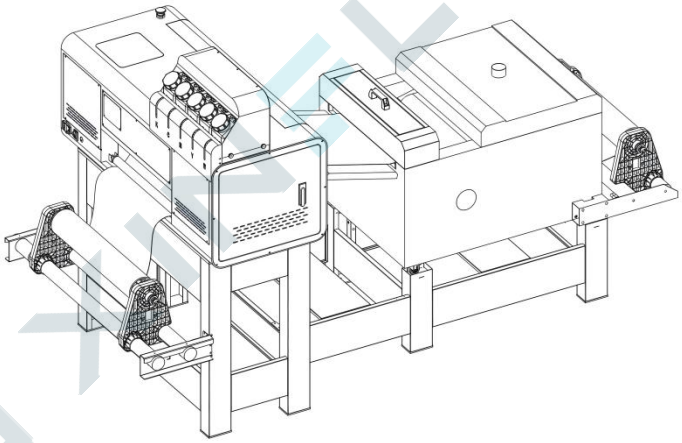
5. Model specification

Model Type	A2
Print head and Quantity	1600-A1 2pcs ; I3200-A1 2pcs
Printing Resolution	2400DPI
Printing Speed	I3200-A1: 4pass 12㎡/h; 6pass 10㎡/h; I1600-A1: 4pass 10㎡/h; 6pass 8㎡/h
Printing Width	42cm
Media Type	Pet film
RIP Software	Standard software: Riin; Optional: Maintop, CADlink, PrintFactory
Temperature/Humidity	Temperature：20-30℃/68 ~ 86°F, Humidity：40-70%RH
Power	3500W
Machine Dimension	Machine size：1230mm*630mm*640mm(L*W*H)
	Package size：960mm*860mm*700mm(L*W*H)
Machine Weight	Net weight：218KG ; Gross weight: 280KG

Model	Length	Width	Height	Net Weight
XF-A2	2250mm	1050mm	1350mm	218Kg

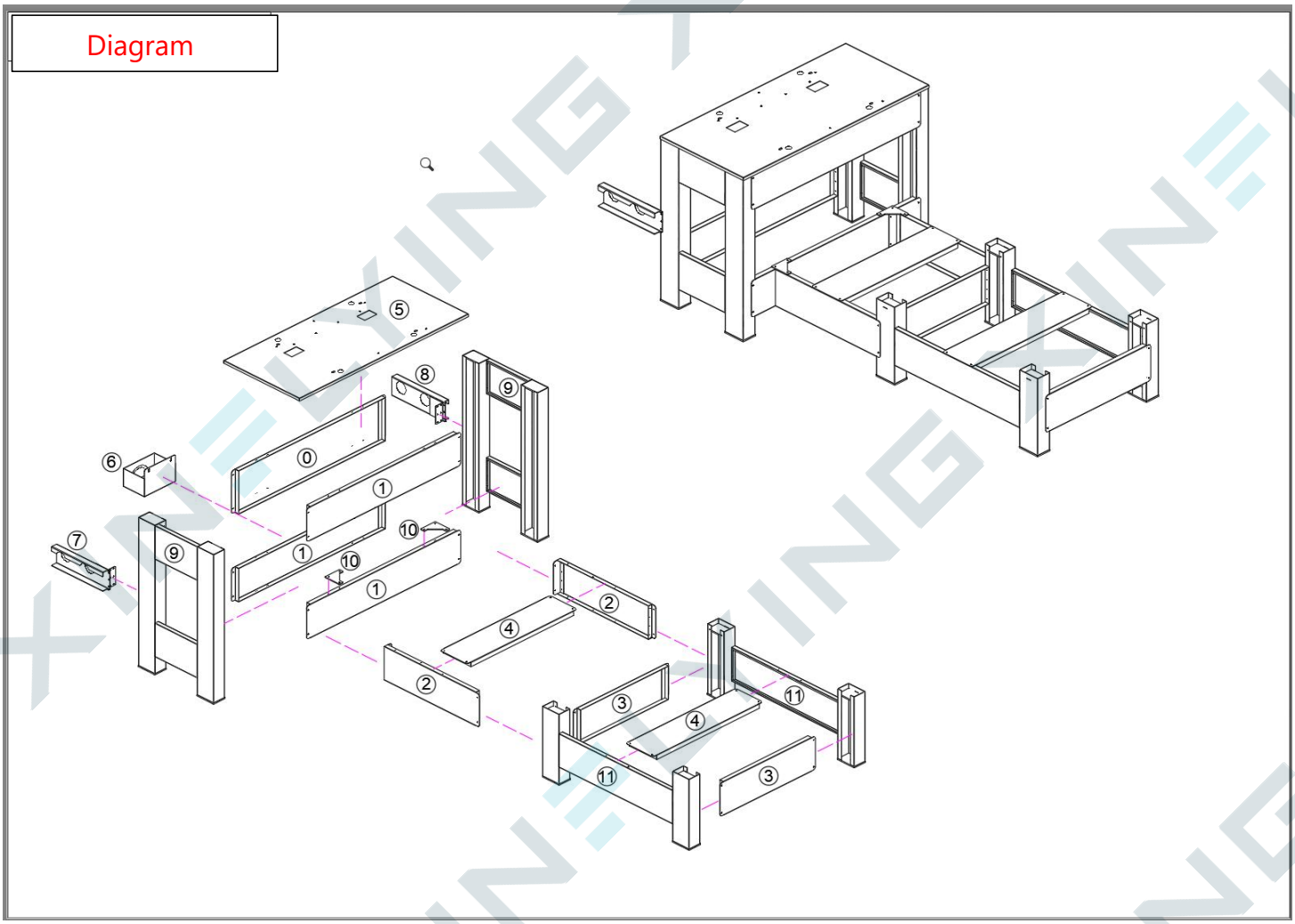




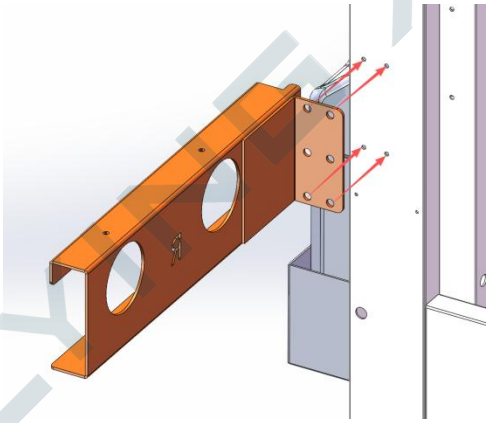


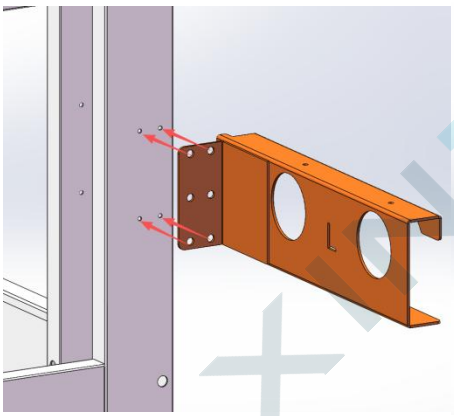
6. Product show and rack installation

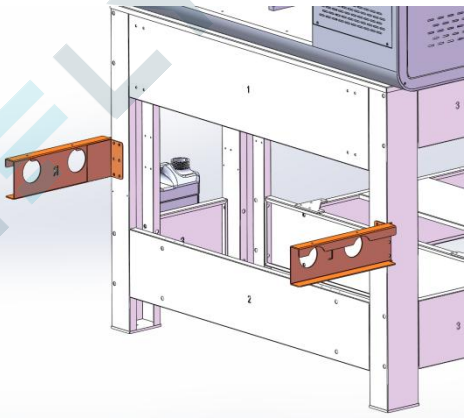
Diagram



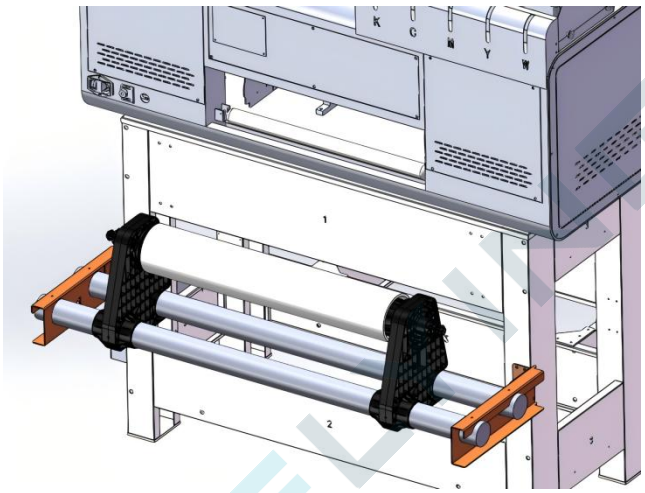
1. Paper feeder rack installation: Lock the screw hole as shown below:



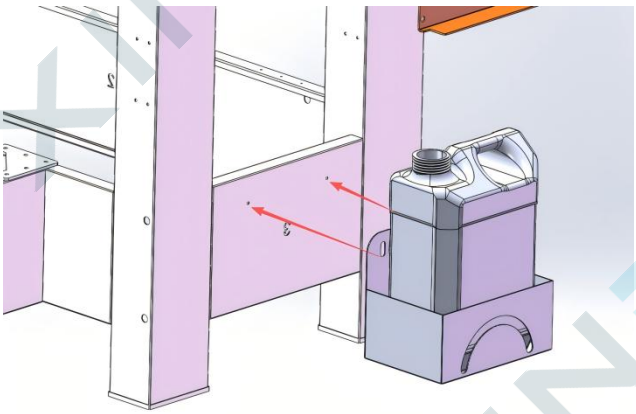




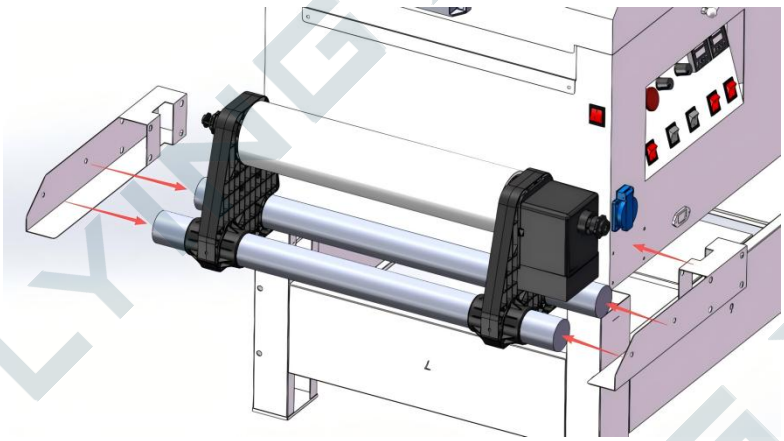
2. Stainless steel tube installation of paper feeder: as shown below:



3. The rack of waste ink tank installation of paper feeder:

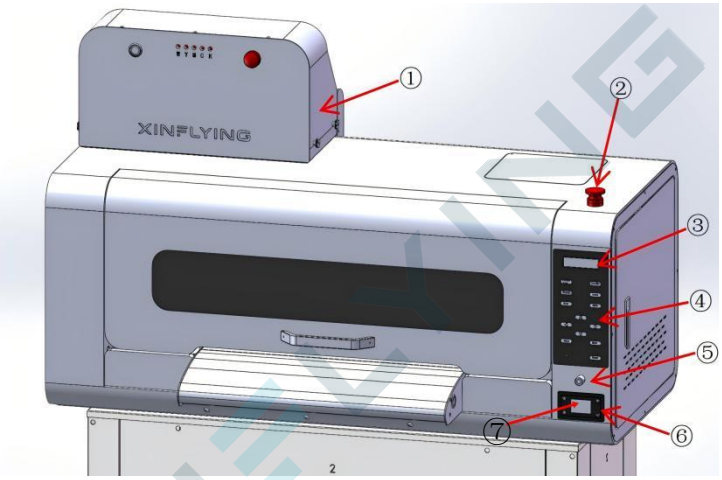


4. Paper rewinder rack installation:

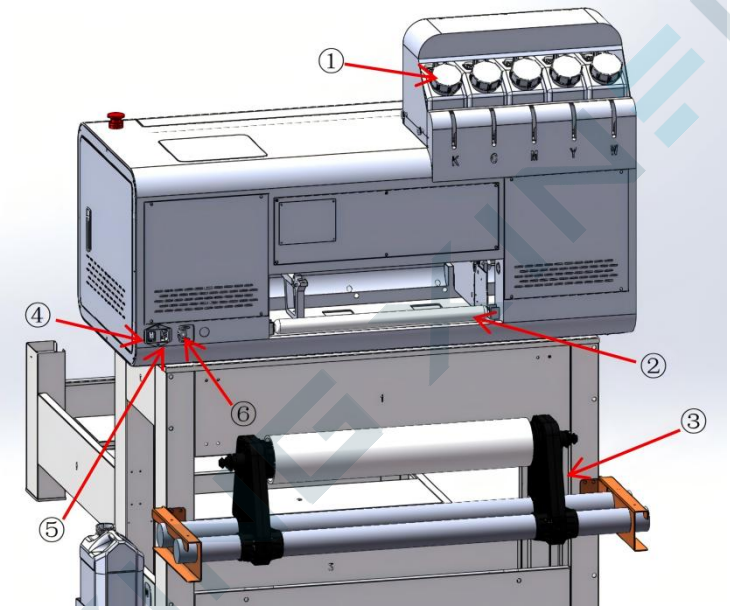


The four red-circled holes are for fixing the paper rewinder’ s sheet metal.
These two circled screws are for the steel pipe support, left and right all need to be screwed well

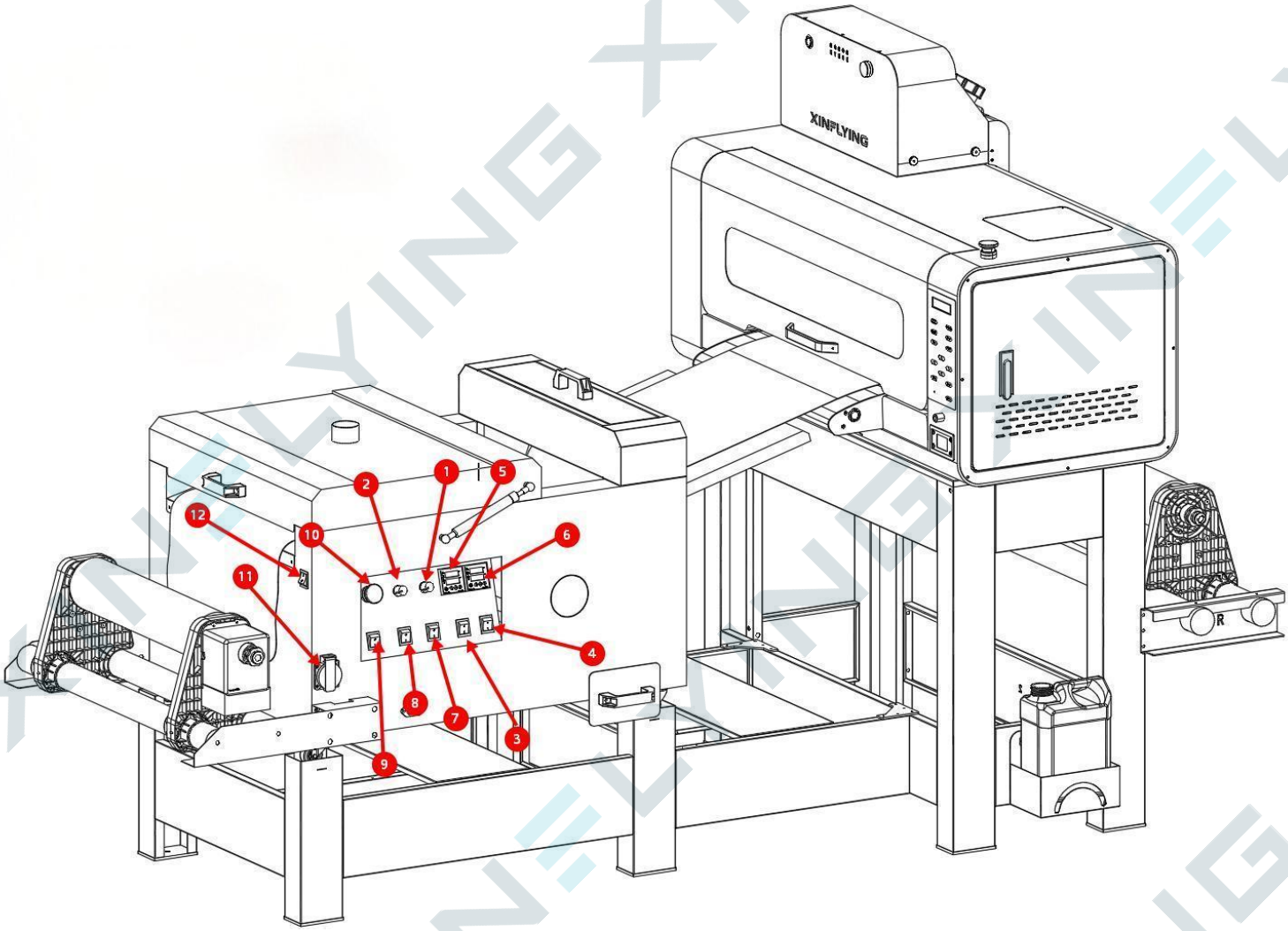
5. Details:



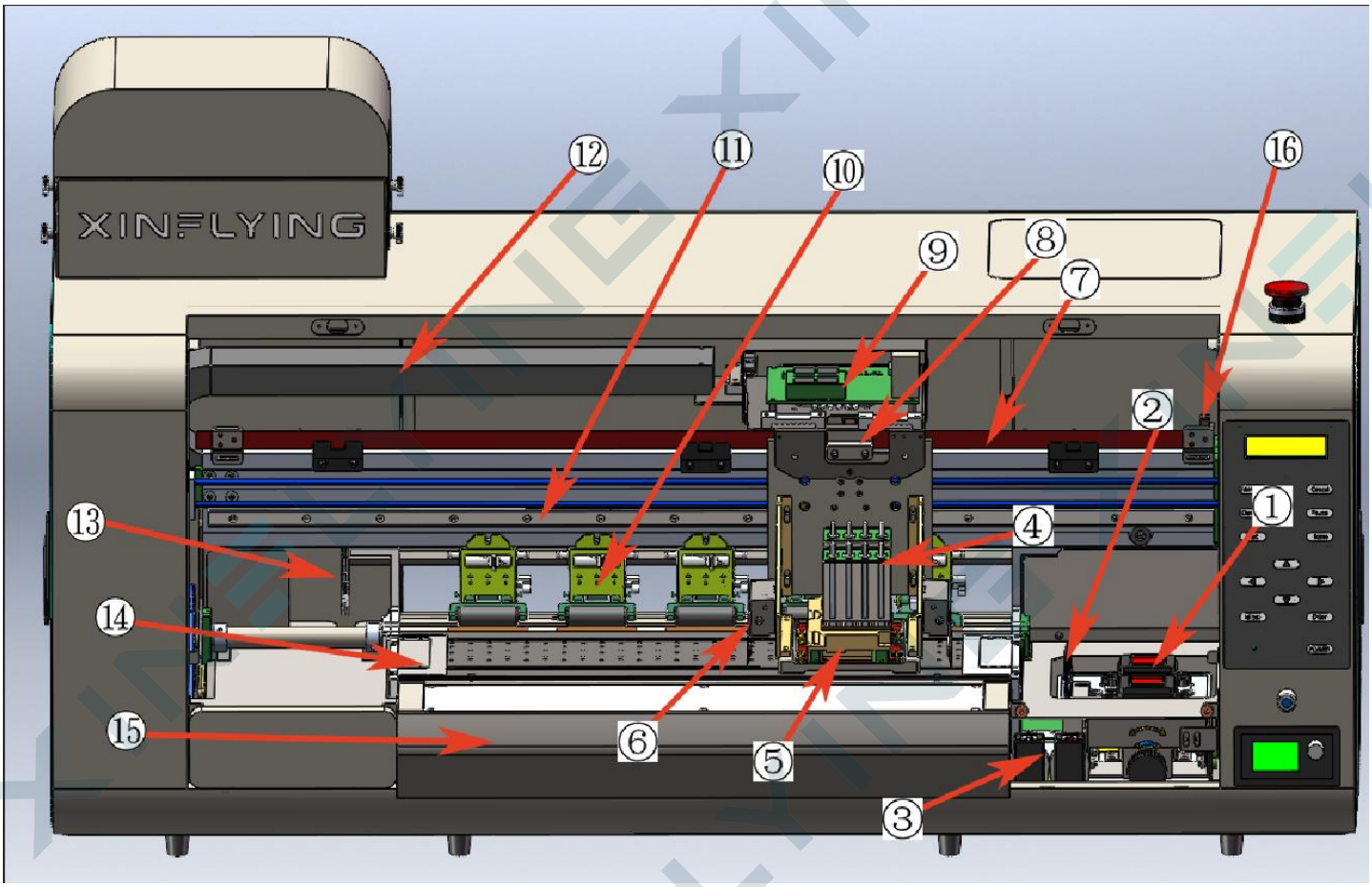
序号	名称	English name
1	油墨瓶架子	Ink cartridge rack
2	紧急停止开关	Emergency stop button
3	显示屏	LCD display screen
4	控制面板	Control panel
5	白墨循环旋钮	White ink circulating knob
6	吸风旋钮	Fan suction strength adjustment knob
7	温度控制面板	Temperature control panel



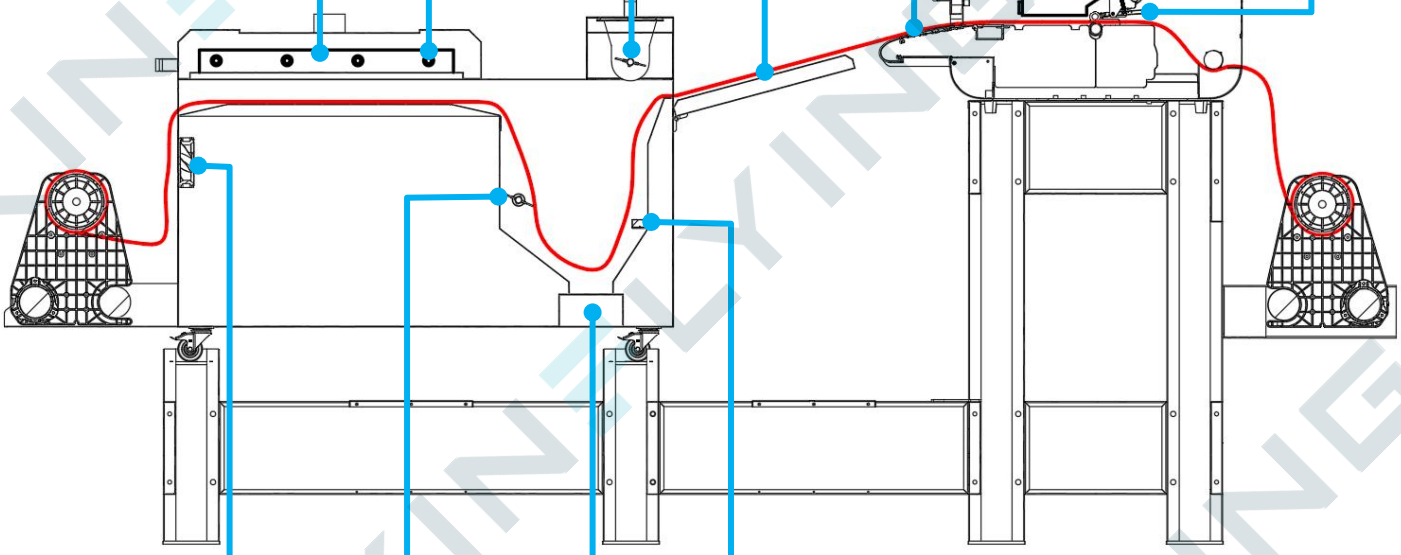
序号	名称	English name
1	CMYKW墨瓶	CMYKW ink cartridge
2	压膜杆	Paper pressing rod
3	放膜器	Paper feeder
4	打印机电源插座	Main power supply Socket
5	打印机电源开关	Power switch button
6	网线口	Network cable connection port



序号	名称	English name
1	抖粉旋钮	Powder shaking knob
2	撒粉旋钮	Dusting knob
3	后烘干的电源开关	Fan cooling switch
4	前烘干的电源开关	Dryer switch button
5	后烘干设置温度调节器	Rear part temperature setting regulator
6	前烘干设置温度调节器	Front part temperature setting regulator
7	抖粉电源开关	Power supply switch power supply switch
8	撒粉电源开关	Dusting power supply switch
9	烤箱的整体电源开关	Main power supply switch
10	急停开关	Emergency stop button
11	收纸器的电源插座	Power supply socket of the paper rewinder
12	控制散热风扇电源	Power supply of the cooling fan



序号	名称	English Name
1	墨垫	Ink stack capping
2	刮墨刮片	Wiper
3	吸墨泵	Waste ink pump
4	墨囊	Damper
5	喷头	Print head
6	防撞器	Anti-collision sensor
7	180光栅条	180 Grating strip
8	光栅解码器	Encoder
9	头板	Head board
10	压纸轮	Pinch roller
11	导轨	Guide rail
12	拖链	Drag chain
13	抬纸杆	Pinch roller handle
14	防翘压纸片	Press clip
15	前加热	Front heating platform
16	X原点感应器	X-origin sensor



Heating lamp
Heats the hot melt powder to melt it, and fixes the printed pattern.

Thermometer probe
Measures the temperature inside the oven and regulates the heating temperature.

Front Guide Plate
Film Angle Adjustment; Transfer Film Preheating for Better Adhesion

Scattering Brush
Hot-melt Feed Control

Heated Platen
Transfer Film Preheating for Ink Adhesion Enhancement

Printhead Carriage
Move the printhead carriage left/right to print inkjet patterns

Paper Pinch Roller
Film Hold-down & Anti-wandering / Anti-curling

Powder Beater
Shake off excess hot-melt powder

Transfer Film Sensor
Detects transfer film position, governs feeding rate, and achieves functional interlocking.

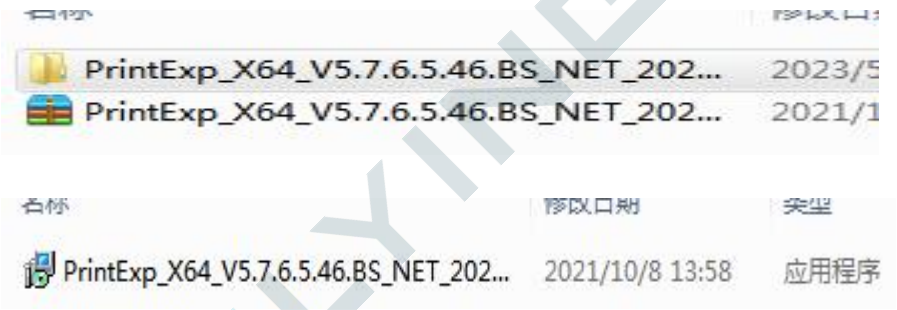
Cooling Fan
Cools the freshly dried transfer pattern to prevent blocking during winding.

Powder Collection Box
Recovered Powder Storage

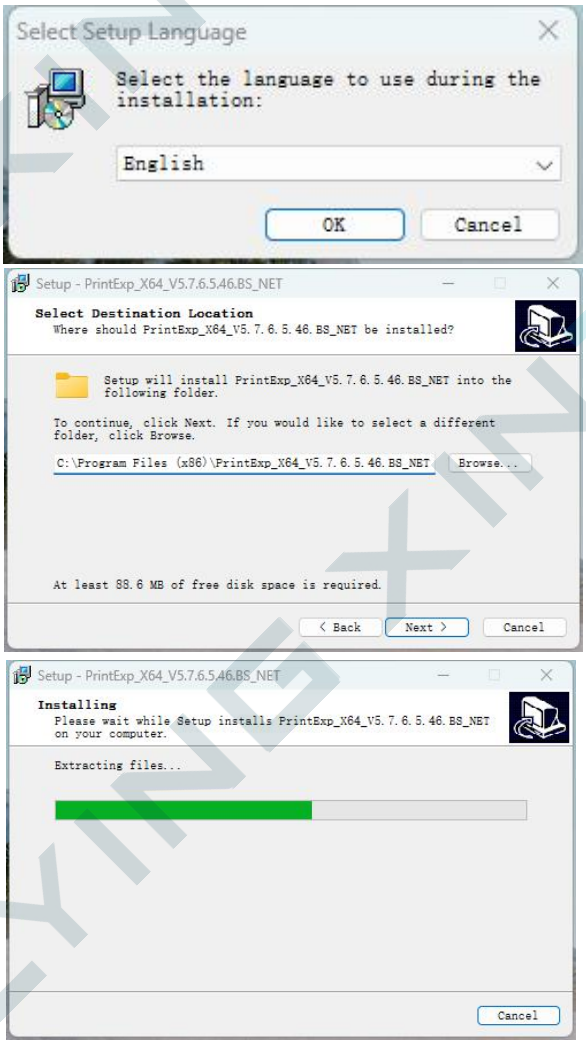
7. Software Installation and Set up

7.1 Printing software installation

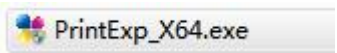
1) Unzip the installation package to find the installation file.



2) Select the language and set the installation path

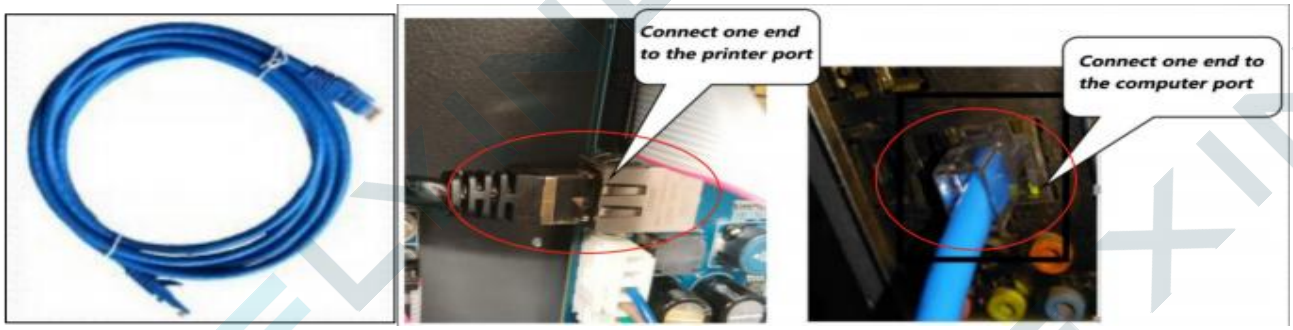


3) Create a desktop shortcut.



7.2Connect Gigabit Network Cable

Connect the printer to the host computer using a gigabit Ethernet cable. Plug one end into the printer's network port and the other end into the computer's network port.

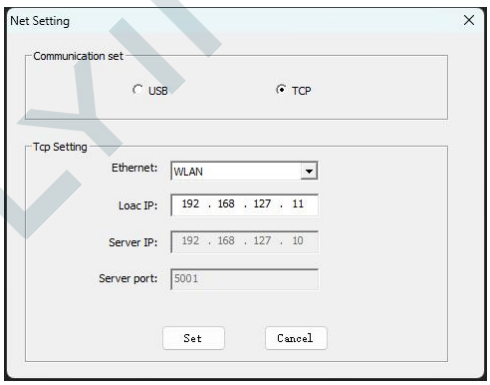


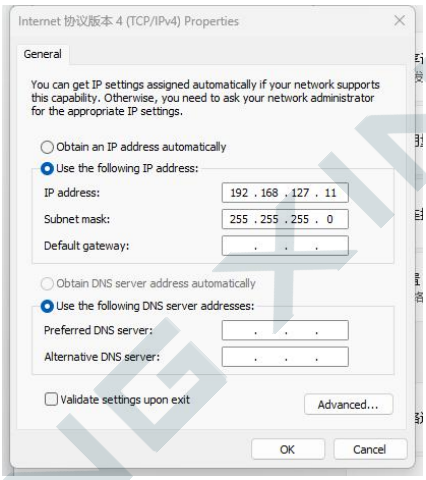
7.3 Set the online IP address of the printing software

Before connecting, make sure your PC has a gigabit NIC. Check in Device Manager:
Gigabit shows: Gigabit, GBE, 10/100/1000M, or RTL8169.
100Mbps shows: Fast Ethernet, 10/100, or FE.
Open Device Manager > Network adapters to see which one you have.

The control software version must match the board version. After installing both the control software and RIP software as per the instructions in the installation package, follow the steps below to configure the IP settings for networking: (Window 10/ Win11 sysetem)

1. Open Control Panel > Network and Internet > Network and Connections
2. Change adapter settings > Double click “EInternet” → Select Properties (Double click)
3. Select Internet Protocol Version 4 (TCP/IPv4) and click Properties again.
4. Select Use the following IP address and set the IP address to 192.168.127.11.
   (About this, if you don’t know how to set, contact us to help remotely)

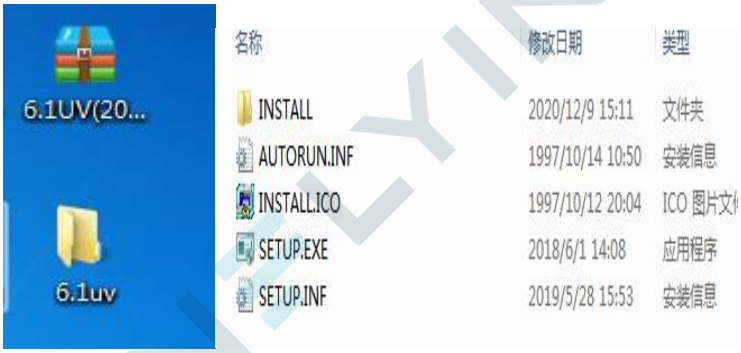




7.4 RIP software installation

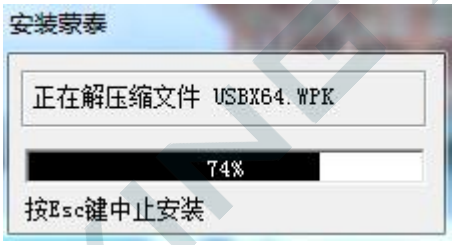
The DTF printer mainly uses RIP software, which includes Riin, Maintop, PrintFactory, Photoprint(Flexi). This chapter will use Maintop as an example to introduce the installation method of RIP software.

1. Extract the installation package and locate the installation file



2. Set the installation path and wait until the installation is complete.





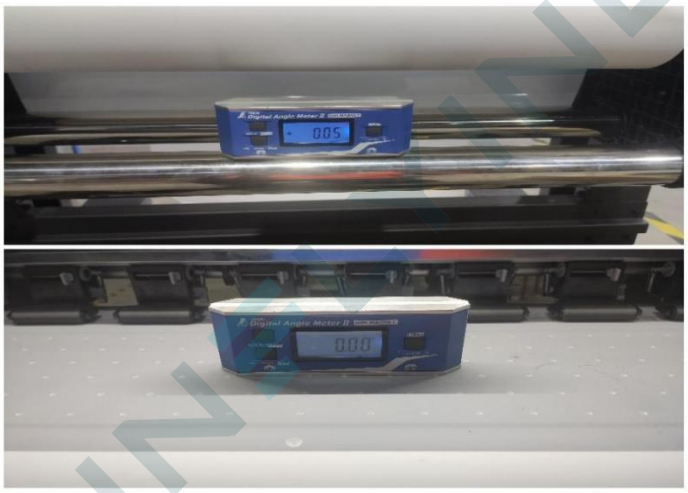
3. Finish the installation and create a desktop shortcut.



8. Printer Installation and Pre-print Debugging

8.1 Horizontal Calibration

Adjust the feet and use a level to level the frame. Ensure the platform calibration error is ≤ ±0.1 mm to prevent shifting. See image.



8.2 Ink Tank Connection

1. Install and tighten the screws on the ink tanks, then arrange them in order. Connect each ink tube to the corresponding color-coded ink tank, and place a clip on each tube (the clips are used to stop ink flow and prevent leakage when the printer is powered off).
2. The white ink tank has two connection ports. Connect the ink tube from the white circulation pump to the top outlet of the white ink tank. Connect the other ink tubes to the lower outlet of their corresponding ink tanks. The tubes are color-labeled – match each tube to its corresponding color.
3. Remember to install the clips on the tubes before connecting, as shown in the picture.

Note: Do not fill ink unless the ink tubes and dampers are properly connected. Always remember to clip the ink tubes.

Remember to clip the ink tubes.



⚠ WARNING:

1. Each ink tube is labeled with a color code. It must be connected only to the ink bottle of the matching color. Color mixing is strictly prohibited.

2. Never add ink to the ink bottles until the ink tubes have been fully connected to the dampers. Doing so may cause leakage or system damage.

8.3 Print Head Installation position and cable connection

Remove the print head and its cover. Use a syringe to gently flush the cleaning fluid from the four ink holes on top of the head (one by one). Wipe the head surface with a lint-free cloth, then put the cover back on. Connect the cable and tape the joint with waterproof tape. Align the head with the holes and screw it in place – tighten firmly but not too hard.

NOTICED:

① Do not use a large syringe. Use a 2.5ml small syringe to gently flush out the maintenance liquid from the print head. The same syringe should also be used for cleaning the print head.

② The cables should be properly aligned and inserted with moderate force. Do not apply excessive force, insert them at an angle, or reverse the orientation.

③ When connecting the cables, check whether the metal contacts on the cable are bent or broken.

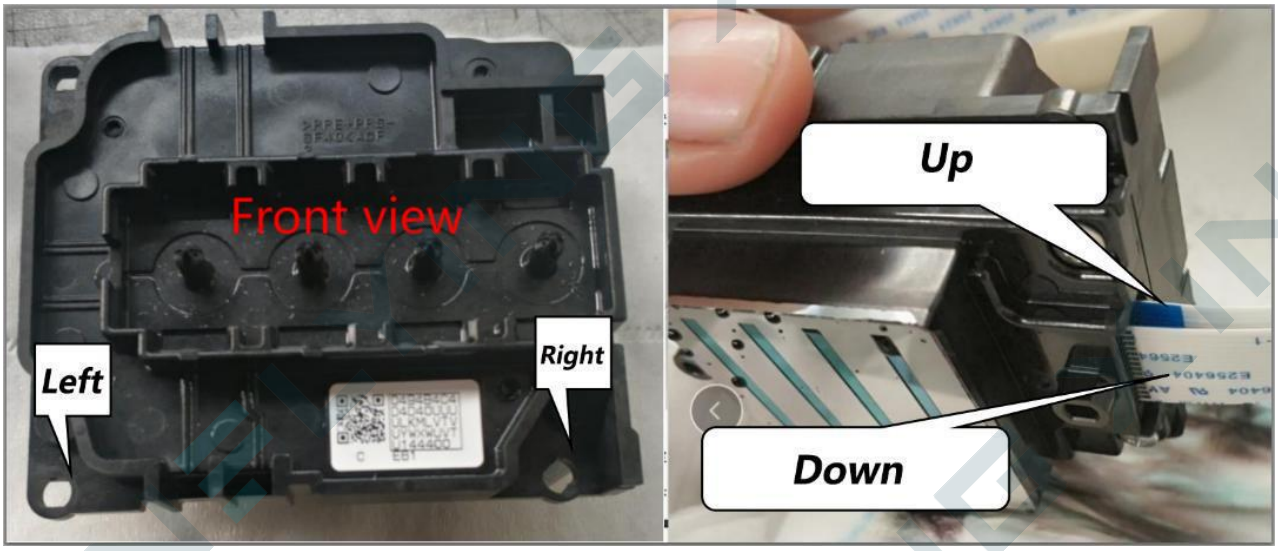
④ Do not scratch the print head surface to avoid damage. Also, do not touch the bottom of the print head (indicated by the red circle), as it is very fragile.



⑤ The screws on the print head should be properly tightened, and DO NOT tighten too much to prevent damage to the screw holes and damage to the print head.

1. During cable installation, the print head should be connected with two 14P cables on the left and right sides.

（Note: Take care when connecting the cables to avoid damaging the print head or the connectors.）

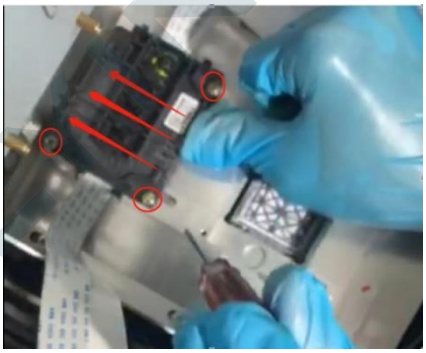




2. Install the print head

Position the print head against the left and rear sides, close to the base plate, then secure it in place with the mounting screws.

Note: Do not overtighten the screws.

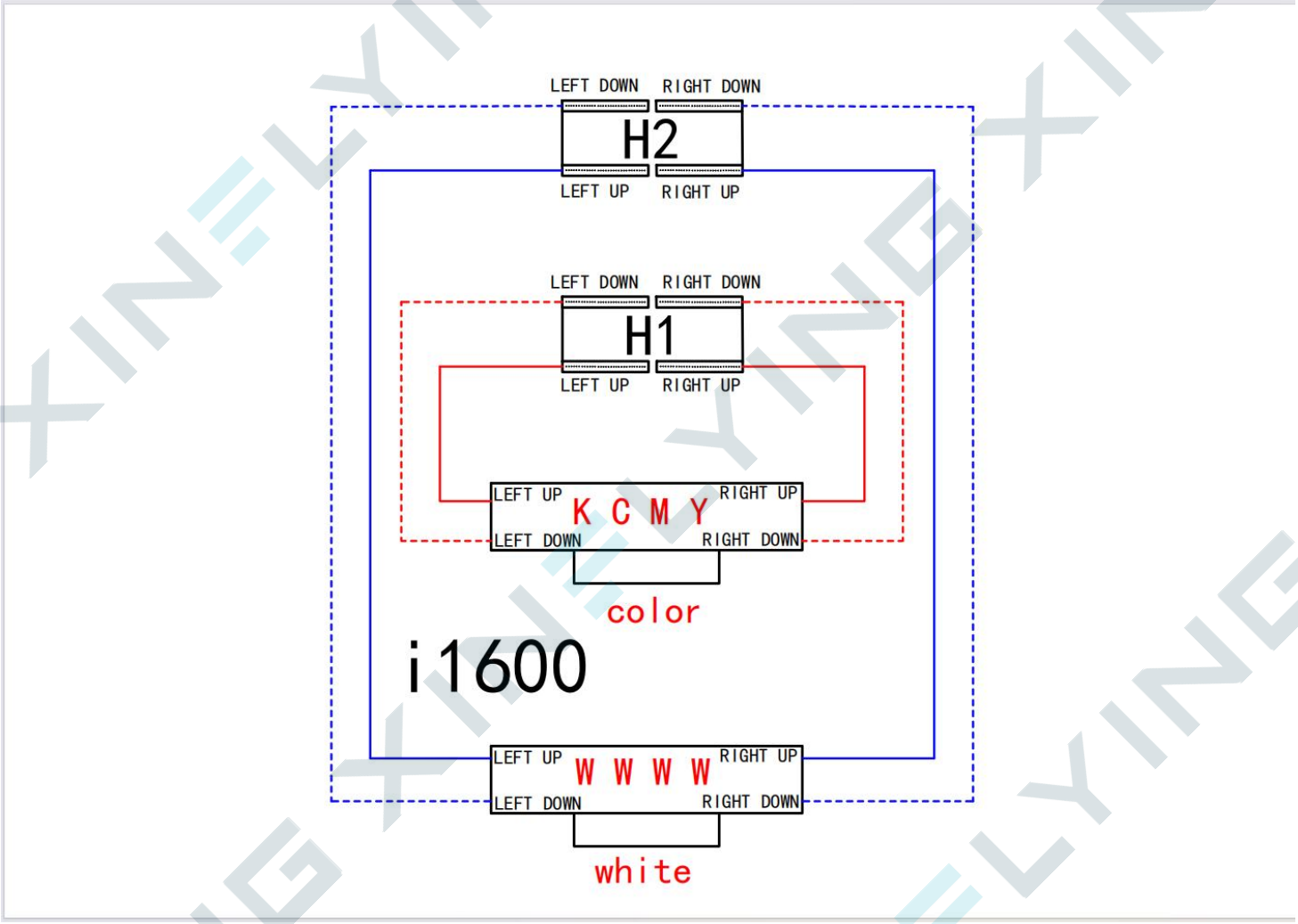


Schematic diagram

The cable connection sequence must follow the markings on the cable interface board and the print head.

Note: When connecting or disconnecting the print head cables, do not power on the printer. Also, never reverse the cable connection, as this may damage the print head.

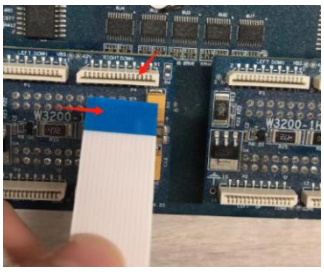
I1600 print head



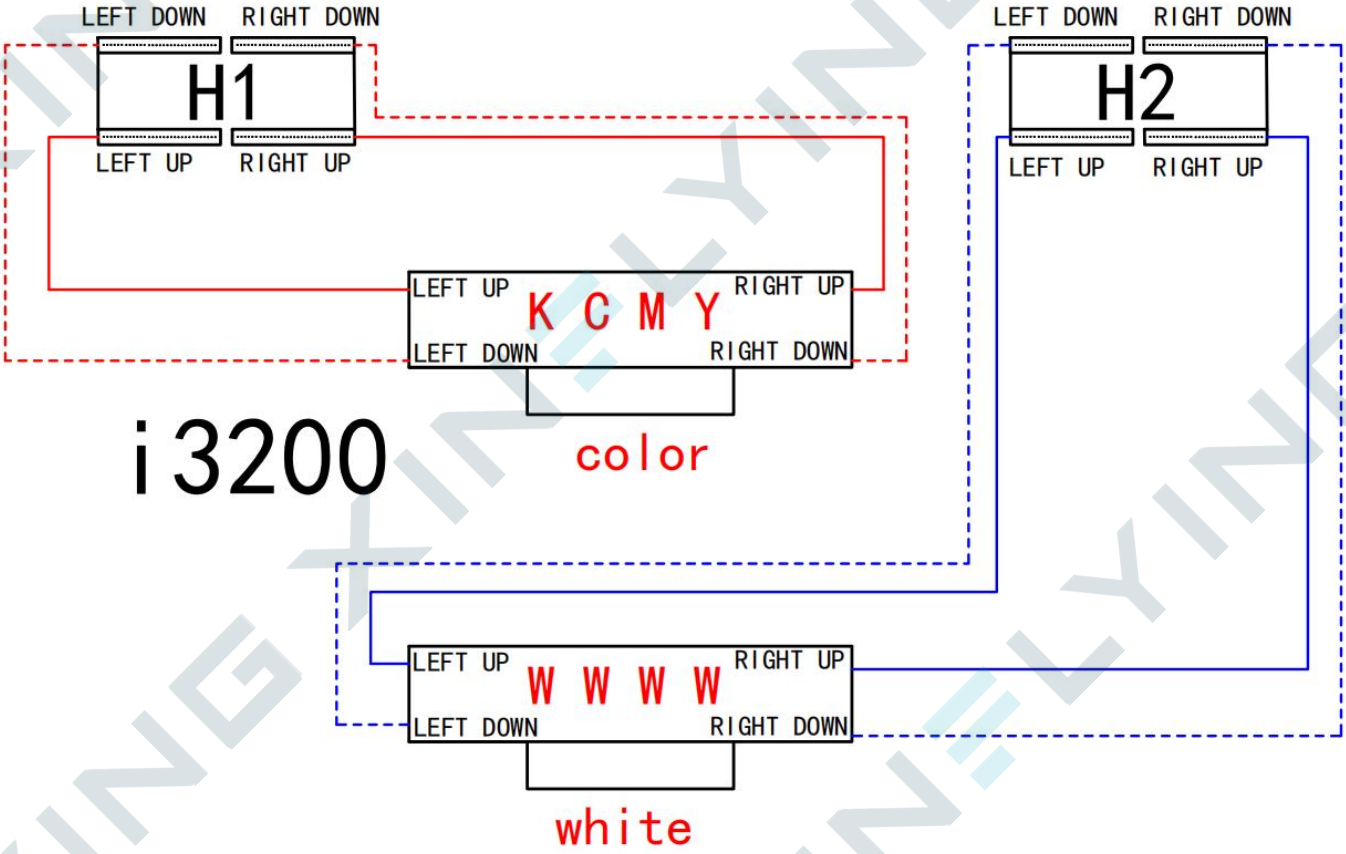
I3200 Print head



Correct(metal part to metal part)



Incorrect



8.4 Damper Installation

1. Remove the dampers.
2. Install the dampers for the color print heads in the KCMY order (black, cyan, magenta, yellow). For the white ink dampers, there is no specific order.

After filling the cartridges with ink, use a syringe to purge any air bubbles and ensure smooth ink flow into the dampers and tubes.

2. Align the dampers properly and insert them into the print head with moderate force.

Detailed Notes:

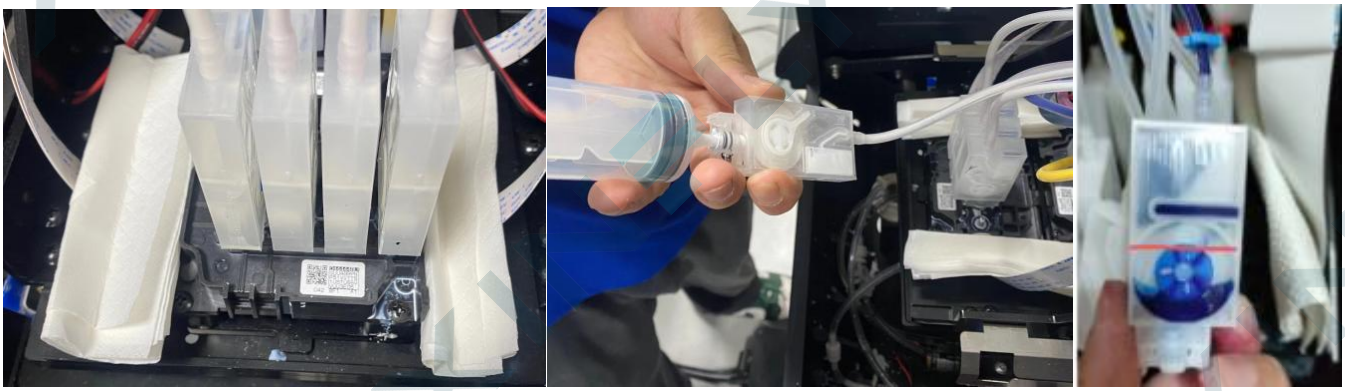
① Shake the ink bottle well before pouring to prevent pigment sedimentation, then pour the ink into the corresponding cartridge.

② Hold the dampers only by their sides, as the center is very fragile.

③ When installing or removing the dampers, place a lint-free cloth or tissue on both sides of the print head to catch any ink leakage, which could damage the print head and circuit boards.

④Turn the damper upside down and use a syringe holds against damper firmly to suck the ink out one by one; The ink level should reach the red line. Then return the damper to its original position.

⑤Ensure that all dampers are fully seated to prevent ink leakage.



9. Power-on inspection

9.1 Grounding Requirement:

A yellow-and-green grounding wire is located at the right-rear corner of the printer. This wire must be properly connected to the earth ground, in addition to the power cord. Failure to connect the earth ground may damage the printer's boards and print heads. Such damage will not be covered under warranty.

9.2 First Power-On Check

Ensure that the print head, decoder, and head board are connected in a one-to-one sequence:

1. Connect the decoder to the head board first.
2. Then connect the print head to the decoder.
3. Place your hand on the Emergency Stop button. Then turn on the printer and watch for any abnormal signs, such as: The LED18 on the head board flashing red or the decoder indicator

not lighting up.
4. If any abnormality is observed, press the Emergency Stop button within 2 seconds to shut down the printer immediately.
5. After stopping, check: Whether any cable is reversed or misaligned; Whether the metal contacts on the print head cable are bent or broken.

10. Debug Before Printing

10.1 Confirm ink stack and cleaning parameters

1. Software Settings:

Open the printexp. software → Advanced Mode → Manufacturer mode
Enter password 111111

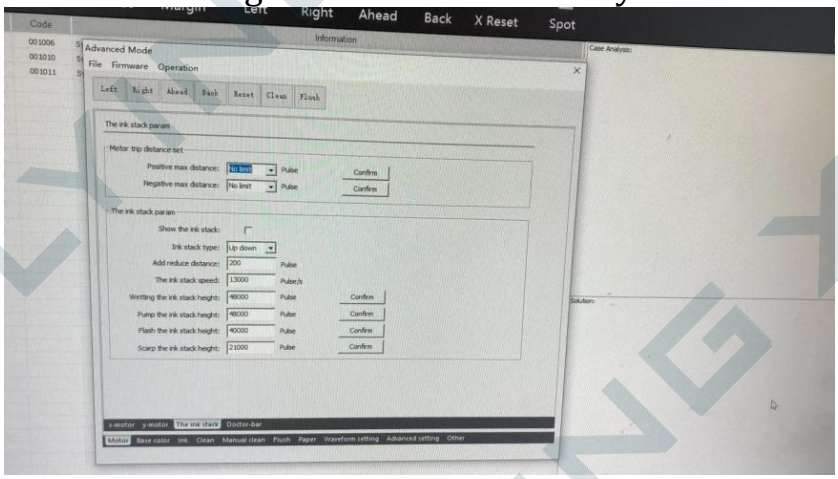
2. Mechanical Adjustments:

Capping Station Alignment – Ensure that the capping station is properly aligned with the print head.
Pumping Height Confirmation – The moisturizing height should be the same as the pumping height. When engaged, the capping station must be 1 mm lower than the print head.
Flashing Height – Confirm that the flashing position is correctly set and that the capping station and print head are properly seated.
Flash Spray Height – Confirm that the flashing position is correctly set and that the capping station and print head are properly seated.
Wiper Height – Verify that the wiper is 0.2 mm higher than the print head.

3. Final Manual Check:

(1)Turn off the printer and manually push the carriage at a slow speed. Observe whether the print head scratches the film press clip. If so, adjust the carriage height to 0.2 mm above the printing platform.

(2)Also check whether any cables are being pulled or strained:
Re-route and organize them if necessary.



10.2 Print Nozzle Test & Confirm the status of Print Head

1. Run a "Check" to print nozzle test strip

Connect the machine to the power supply and launch the printing software.

Note: After the machine completes its self-check, the capping station must be sealed against the print head.

Perform a "Load ink" for 12 seconds then stop. During the time, please verify that ink is flowing out of the waste ink tube. Then wait for 1–2 minutes.

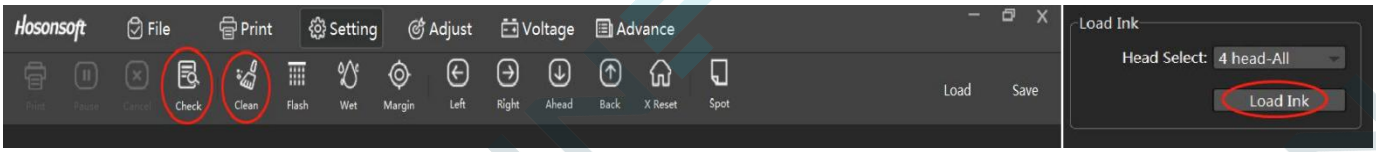
Click the "Weak Clean" icon to start a cleaning.
After cleaning finishes, ensure that the platform is clear of any obstacles, then run a "Check" to print a nozzle test strip.

2. Confirm the status of Print Head

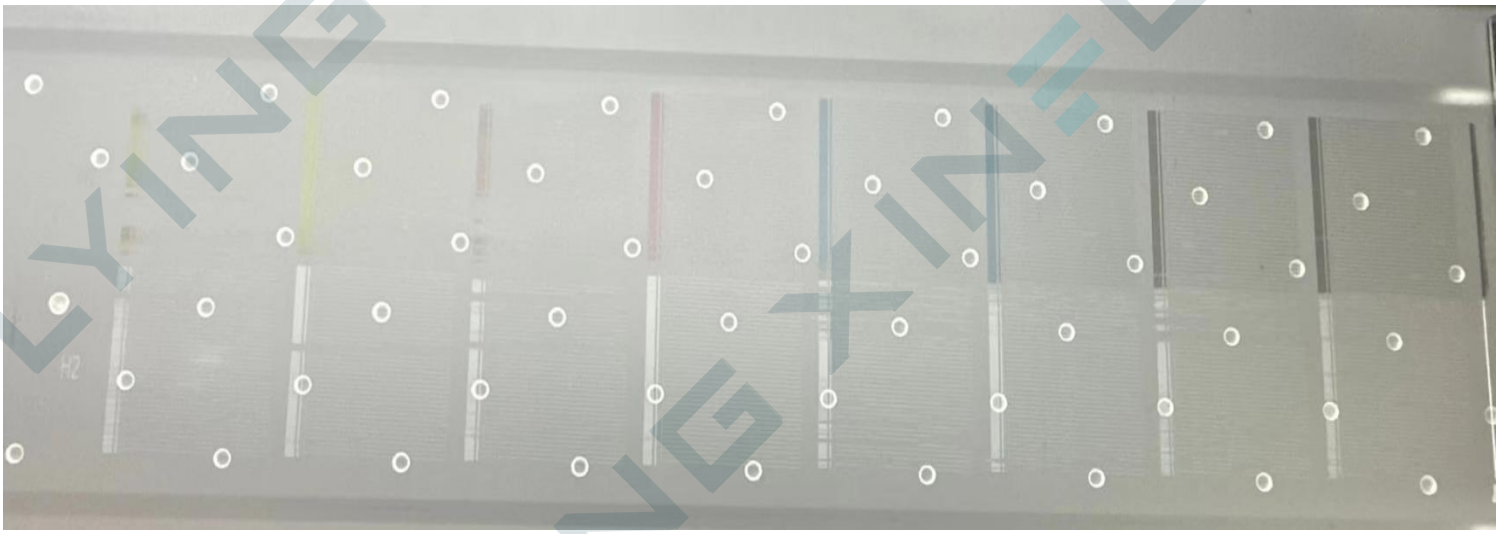
Examine the printed pattern to check ink output:
If there is missing ink or no ink output, run Weak Clean again.
If there is no improvement after 2–3 cleaning, please contact our technician for support.

If print quality is poor, thoroughly clean the print head, then print a new test strip. Always run a "Check" (as described above) before each printing job.

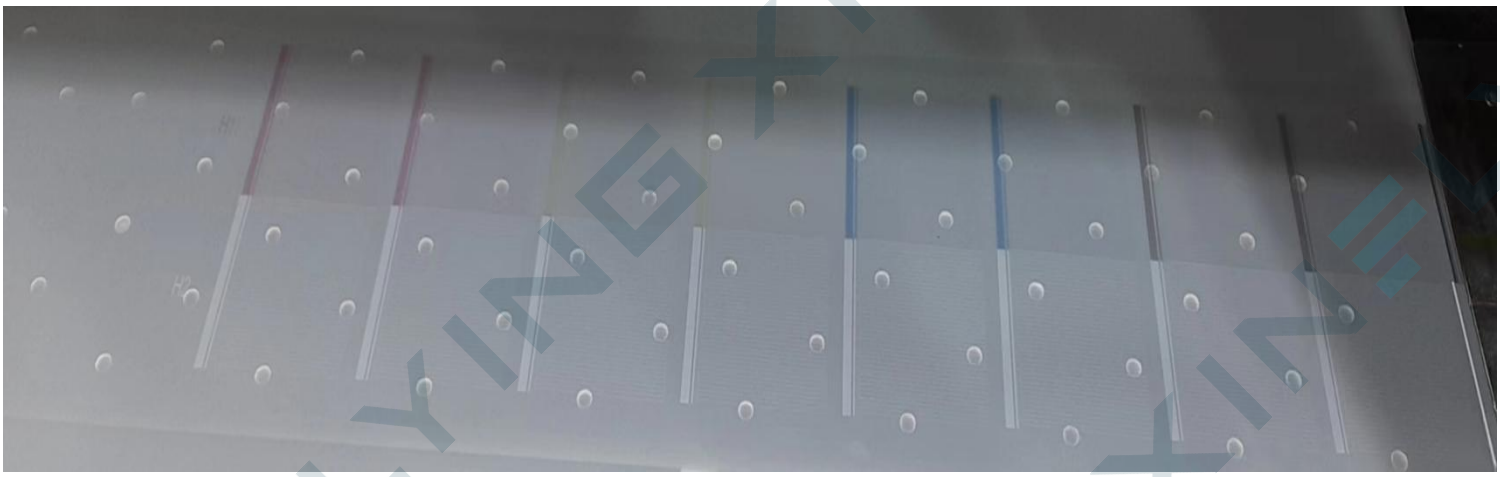
Note: If you are unsure how to clean the print head, please contact our technicians.



3200 Nozzle test strip

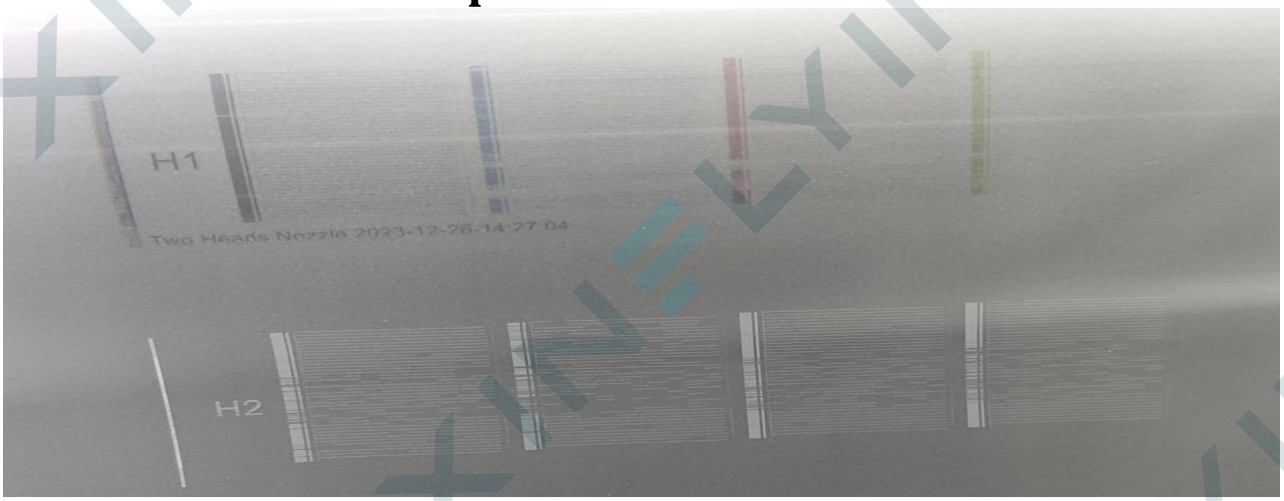


Test Strip with problem (ink does not come out 100%, and all color not show in single line)



Normal Test Strip (all ink come out 100% and all color show in single line)

I1600 nozzle test strip



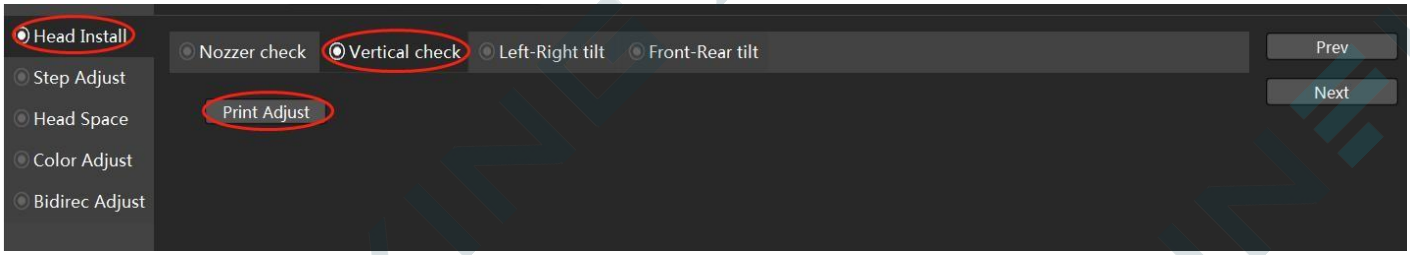
Test Strip with problem (ink not come out 100%, and all color not show in single line)



Normal Test Strip (all ink come out 100% and all color show in single line)

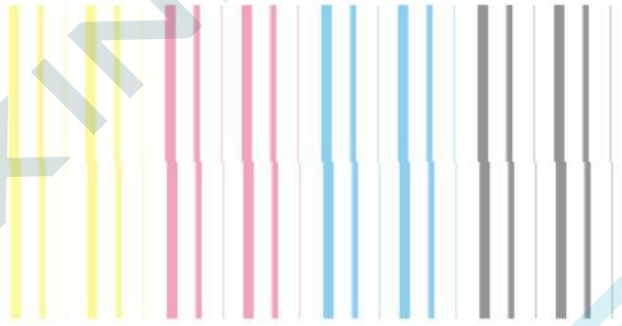
11. Alignment & Calibration

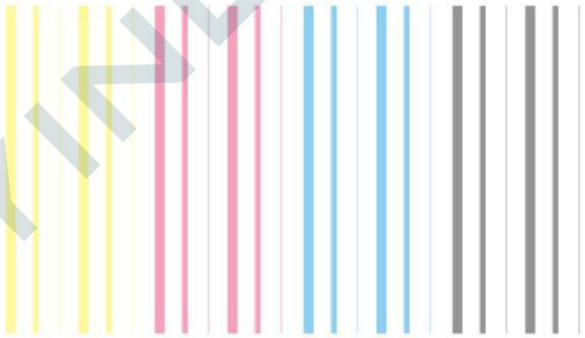
11.1 Vertical Alignment Of the Print Head



For vertical calibration, the vertical direction of the test chart required to be printed is a straight line. The vertical calibration chart below shows that the print head has been tilted and needs to be calibrated.

If there is a deviation, loosen the fixing screw of the print head and adjust the position of the print head. You can "push the print head up to the left". Then Print Adjust again, reach to form a line.

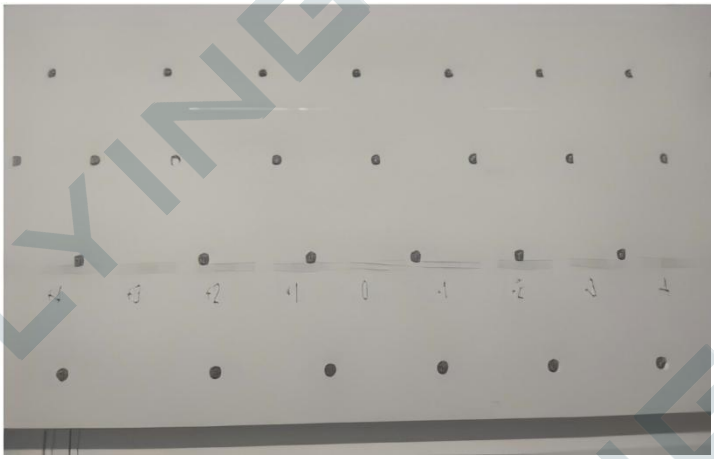




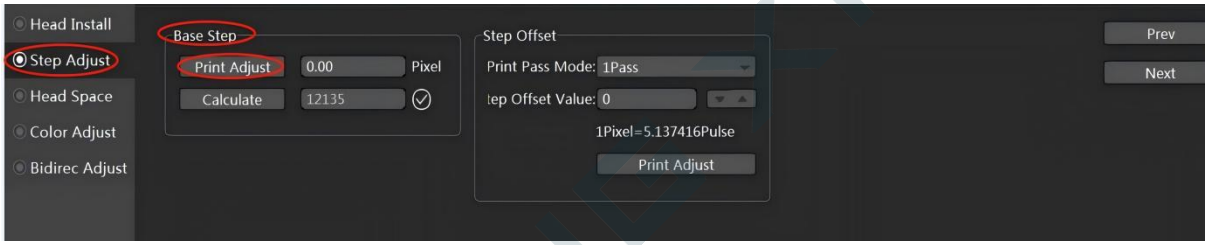
Enter the software option ” Adjust” interface and align the print head vertically “Print Adjust”.

11.2 Step calibration

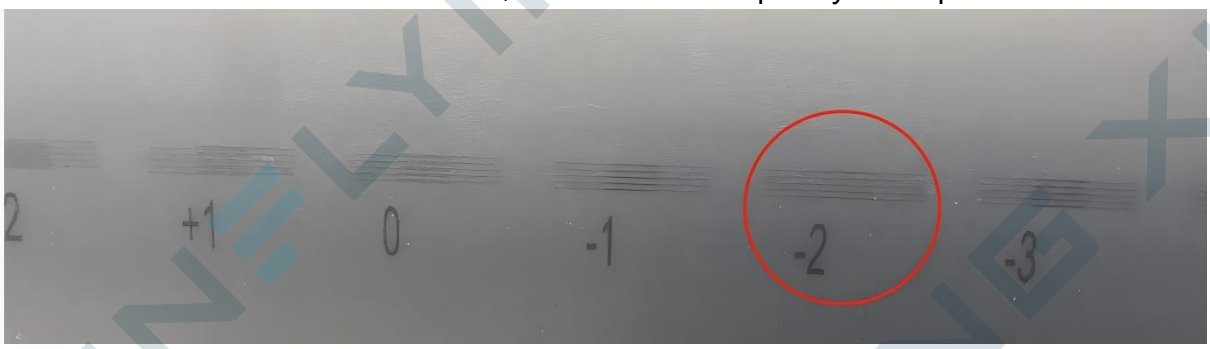
Print the calibration pattern. Observe at which scale value the reference line completely overlaps with the calibration line, enter the adjustment value, click Calculate, and reprint the calibration pattern. Repeat until the reference line and the printed line overlap exactly at the 0 point.

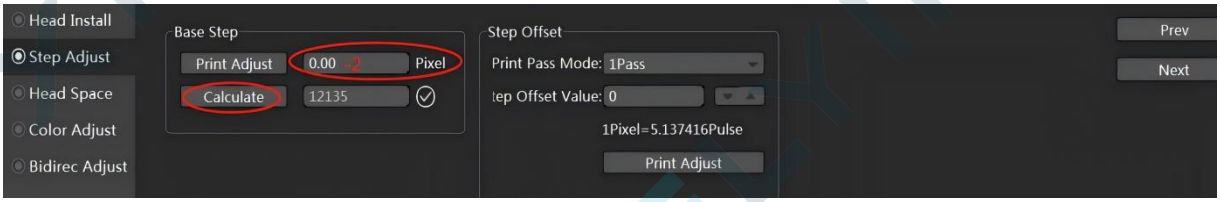


Step calibration, Print Adjust.



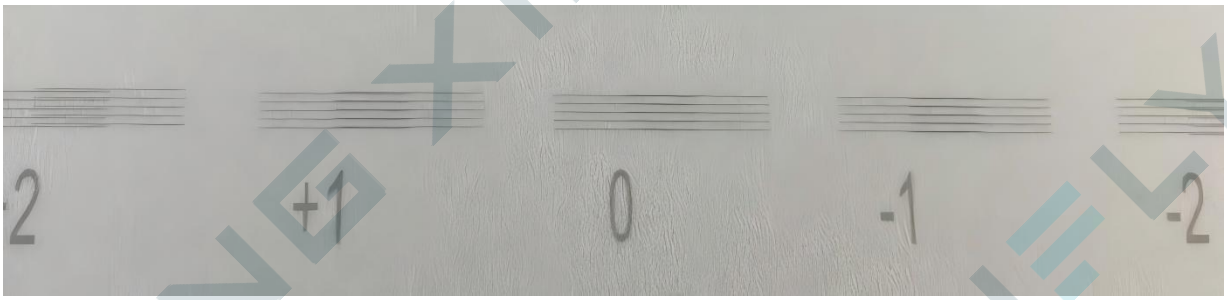
The calibration chart is at the value -2, and the lines completely overlap





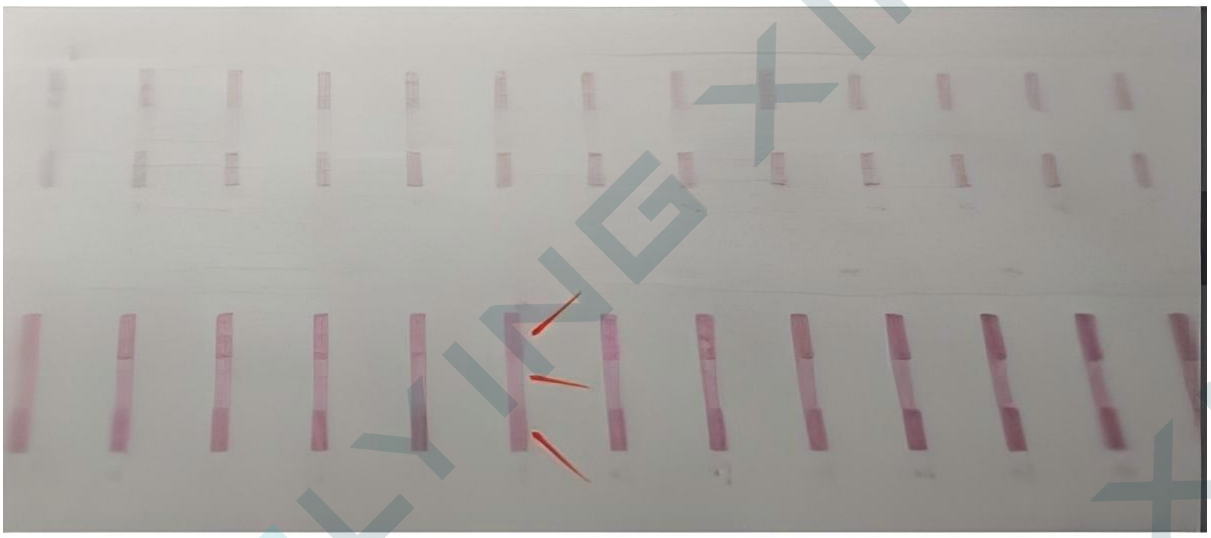
So enter the value -2 in the corresponding input box, and then click Calculate.

Print Adjust again and confirm that the line at the value 0 is the most uniform. Need to click the "Save" button in the upper right corner.



11.3 Calibration of Head horizontal space

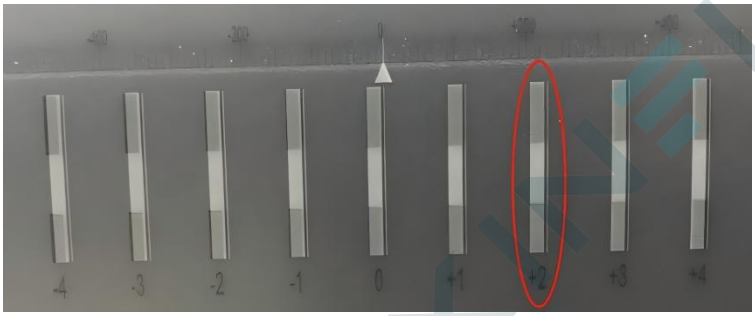
Print the left/right spacing calibration pattern. Observe at which value the center line overlaps with the upper and lower lines. Adjust the value up or down until the reference line and the printed line overlap exactly at the 0 point.

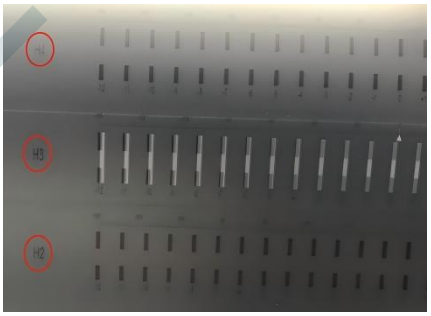


Calibration of the horizontal distance between the print heads,Print Adjust.

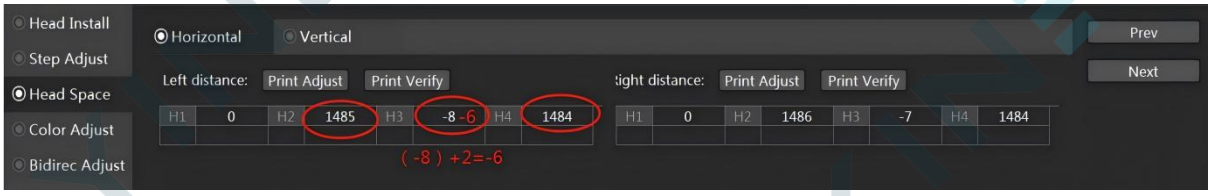


The calibration chart is at the value +2, and the lines completely overlap.





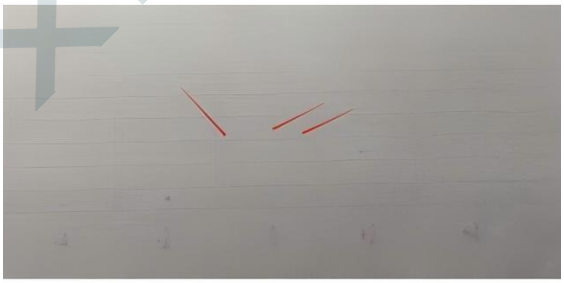
In the corresponding print head, increase or decrease the corresponding value in the input box of the corresponding printing direction.

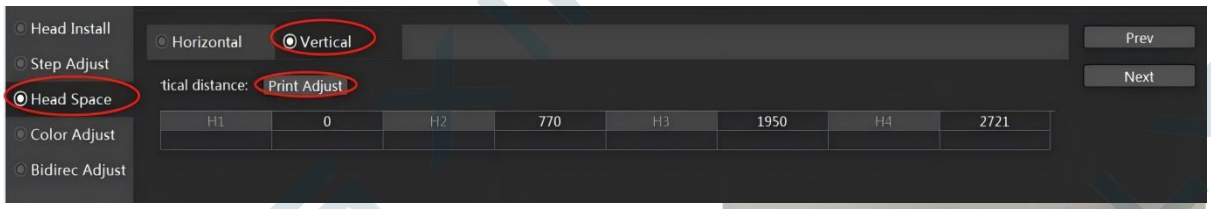


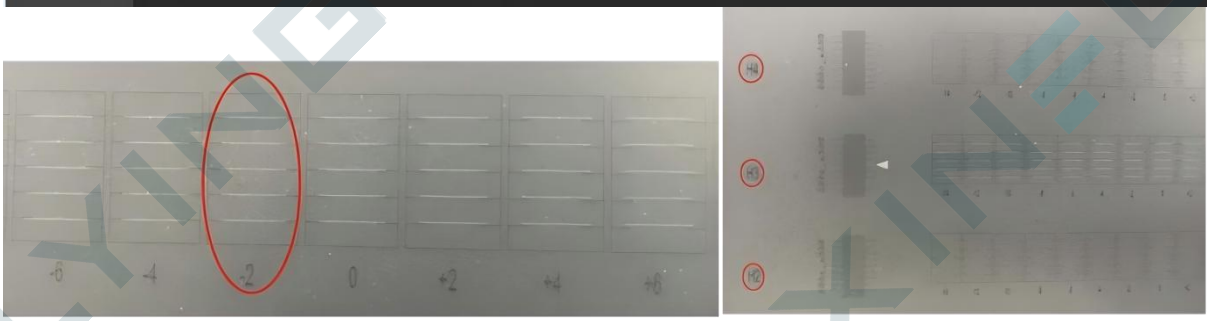


Print Adjust again and confirm that the line at the value 0 is the most uniform. Need to click the "Save" button in the upper right corner. Then calibrate the direction to the right, the steps are the same as above.

Print the vertical spacing calibration pattern. Observe at which value the center line overlaps with the left and right lines. Adjust until the reference line and the printed line overlap exactly at the 0 point.

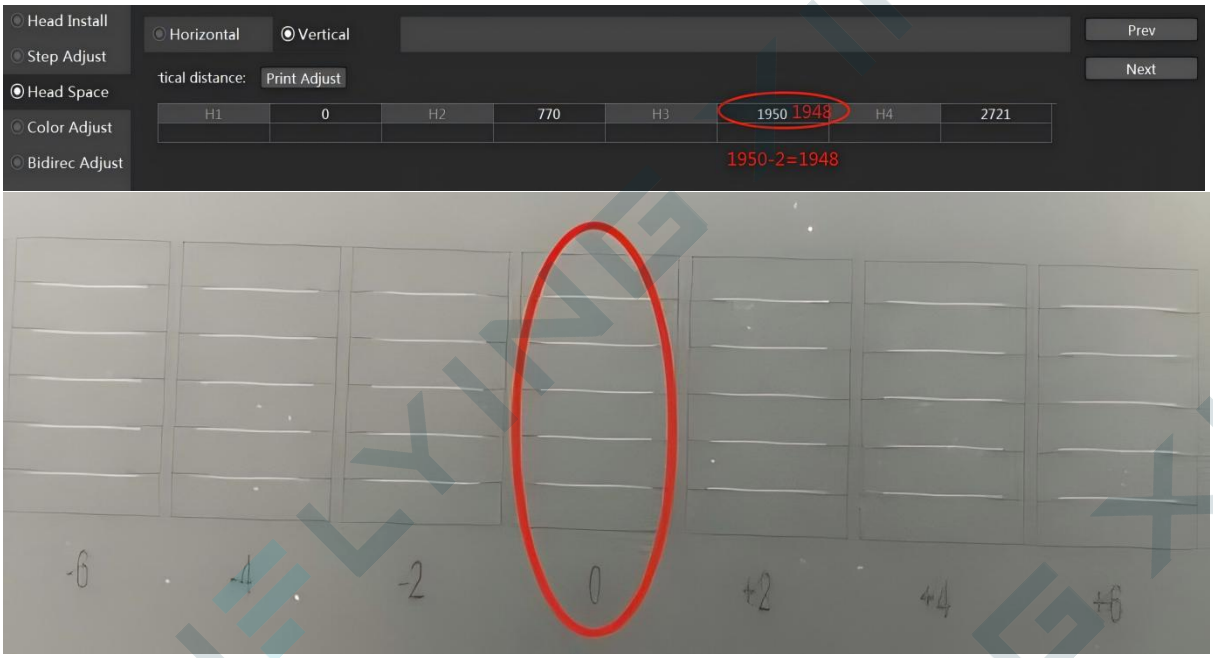






The calibration chart is at the value -2, and the lines completely overlap.

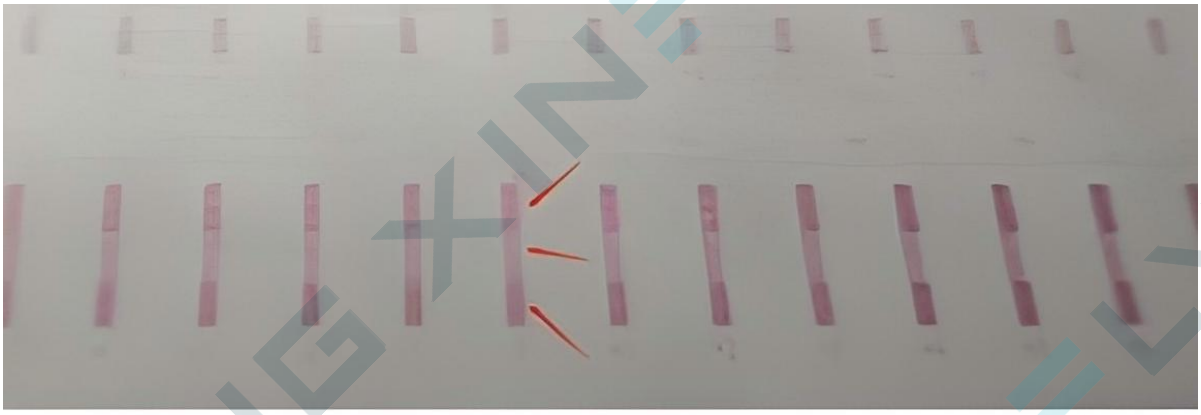
In the corresponding print head, increase or decrease the corresponding value in the input box of the corresponding printing direction.



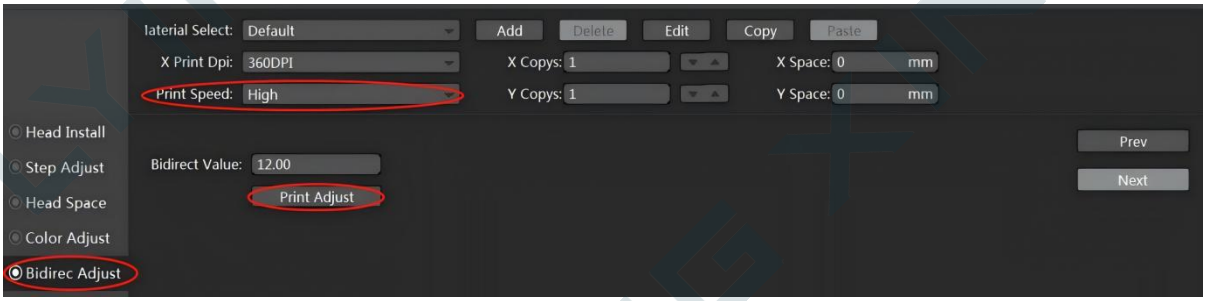
Print Adjust again and confirm that the line at the value 0 is the most uniform. Need to click the "Save" button in the upper right corner.

11.4 Bi-directional Calibration

Print the bi-directional calibration pattern. Observe whether the center line overlaps with the upper and lower lines in the pattern. Modify the value below the overlapping image, save, and reprint for verification. Repeat until the reference line and the printed line overlap exactly at the 0 point.

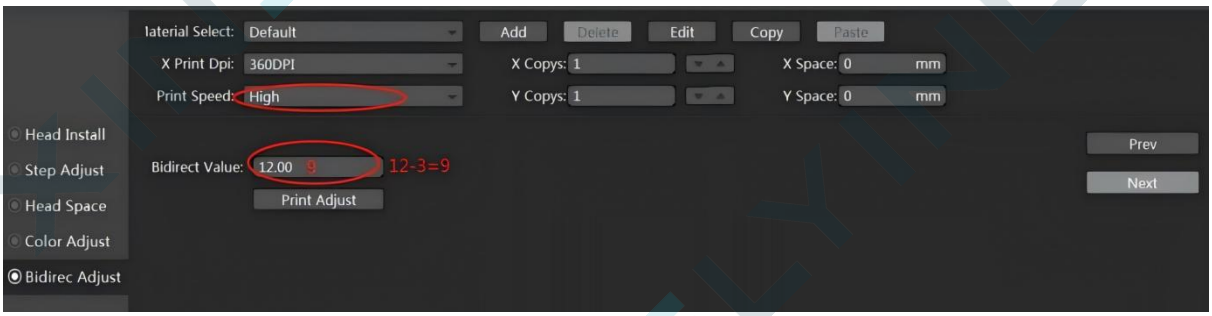


Finally, perform bidirectional printing calibration,Print Adjust.





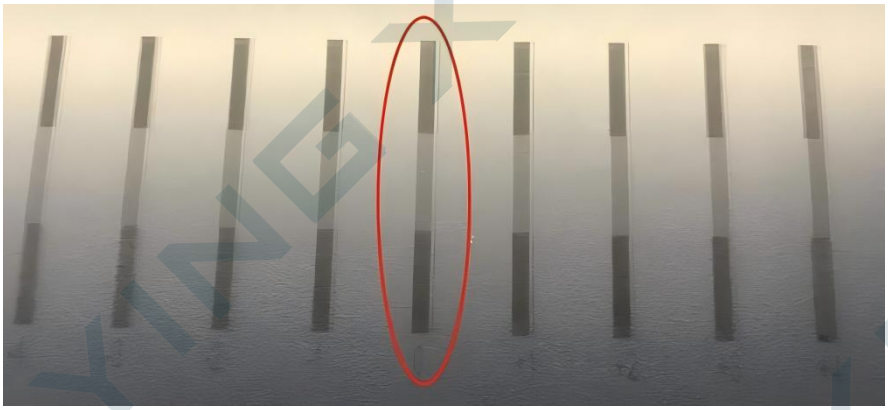
(1) The calibration chart is at the value -3, and the lines completely overlap.



(2) Select the corresponding print speed, and increase or decrease the corresponding value according to the calibration chart.

(3) Print Adjust again and confirm that the line at the value 0 is the most uniform. Need to click the "Save" button in the upper right corner.

(4) Finally, switch to different speeds to calibrate the two-way printing values and save them separately.

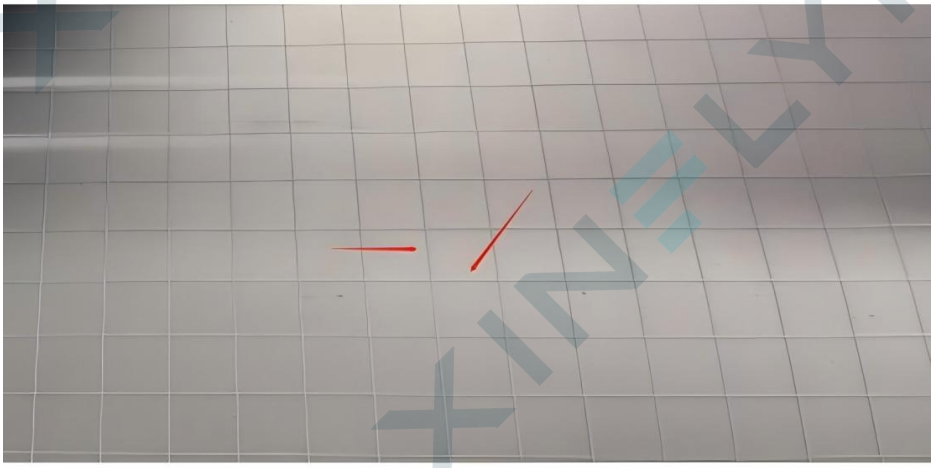




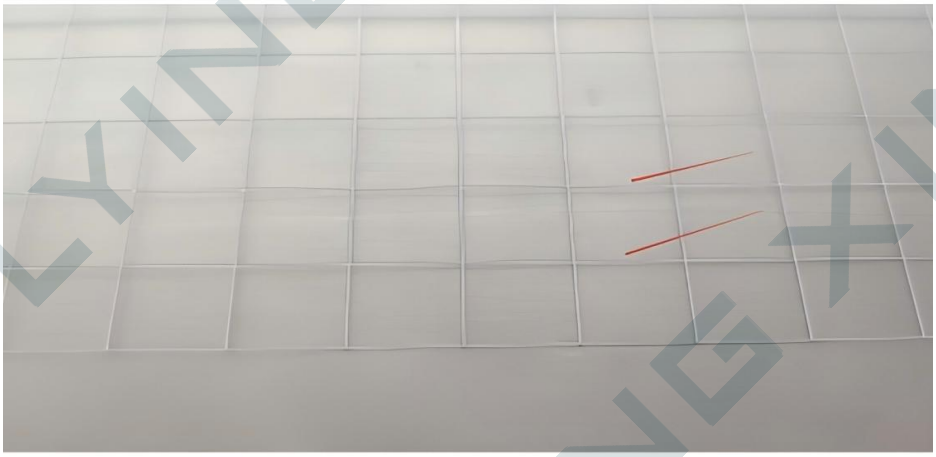
Note: Horizontal, vertical, and bi-directional calibration values are reference values only. Final confirmation requires a grid test for fine-tuning.

Grid Test

Create a fine-line grid in Maintop with 10 mm spacing. Disable feathering or set it to low. Set printing to left-direction only. Print the grid and observe the offset of all lines. Adjust the left-direction and vertical calibration values. After the left direction is calibrated, switch to right-direction printing and repeat. After right direction is calibrated, switch to bi-directional printing and repeat. The final result should show horizontal and vertical lines overlapping perfectly.



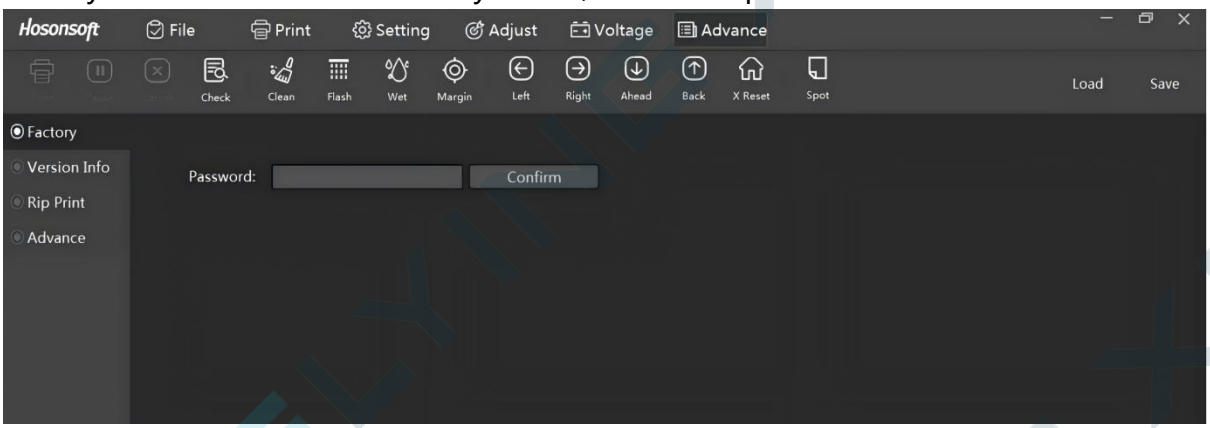
If black horizontal lines protrude, this can be resolved by adjusting the vertical calibration parameter.



11.5 Background factory settings

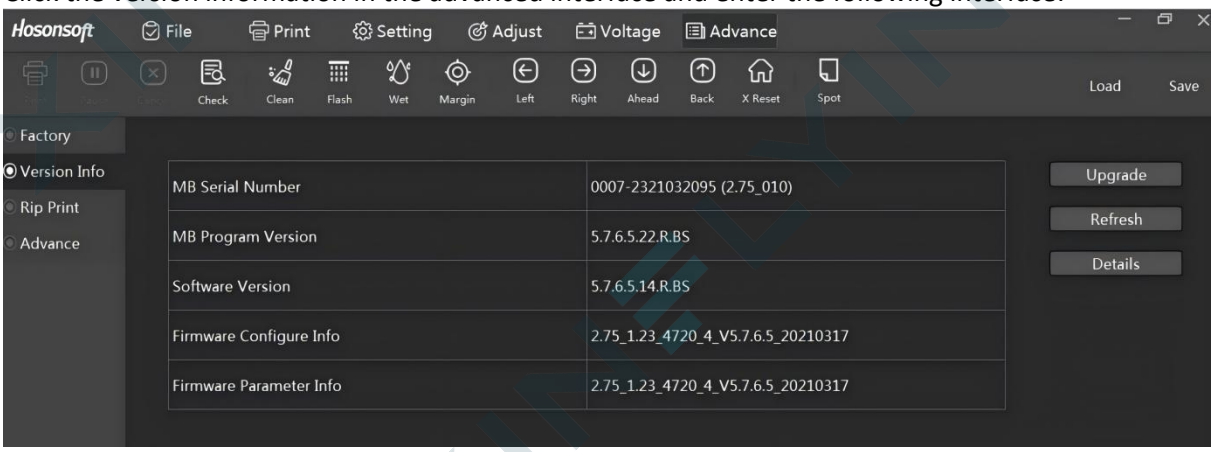
Password-Generally model: 111111 ;

Factory model: Ctrl+F12 into factory model, then enter password: 222222

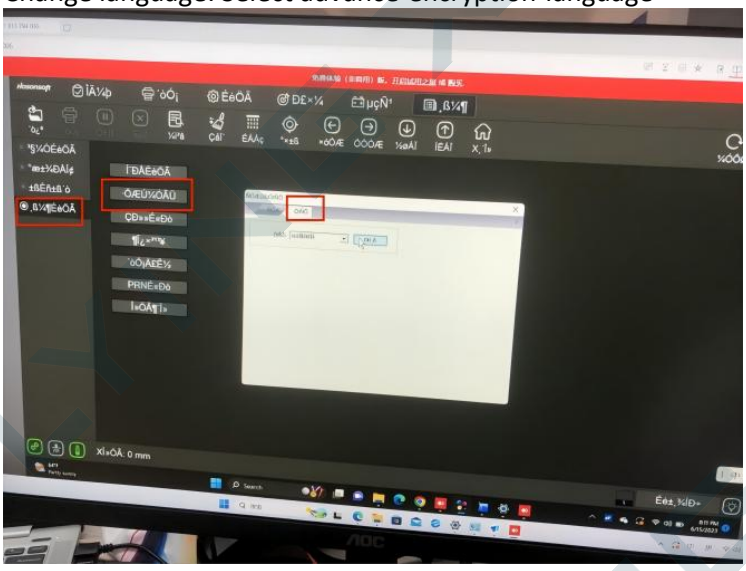


11.6 Version information

Click the version information in the advanced interface and enter the following interface:



Change language: Select advance-encryption-language



12. Precautions & Maintenance

Precautions for printing equipment

(1) To ensure proper operation and extend the lifespan of the printer, it is essential to operate the machine in an environment that strictly conforms to the required standards. The following environmental requirements must be met:
(2) Temperature and humidity – The printing room 20–30°C (68–86°F), humidity: 40–70% RH.
(3) Power supply and grounding – Must quipped with a voltage regulator or UPS (voltage fluctuation ≤ ±5V) and the printer must be properly connected to an earth ground

Maintenance of The Printer(According to our maintenance manual)

(1) Check the status of the print head when starting up and shutting down the machine.
(2) Close the software before shutting down and check whether the carriage is reset well.
(4) Follow the maintenance manual we sent to perform daily maintenance on the printer.
(5) Keep a distance of 10cm between the printer and the powder shaker.
(6) Do not touch the heated printer platform.

Regarding holiday maintenance for the printer:

For 1-2 weeks maintenance:

1. If there is someone at the printing room, you can simply print a nozzle test strip every day.This is beneficial for printer maintenance, and there is no need to perform the following steps:

2. If no one is in the print room:

· Print a nozzle test first.

· If the test shows missing lines (poor ink ejection or incomplete pattern), run Weak Clean and re-test until the nozzle test strip is complete.

· Confirm the printheads are normal (The test strip is complete), then proceed to the following steps.

Method Without Moisturizer – This is simple to perform, but note that prolonged machine inactivity may lead to print head clogging.

(1)The print head should be soaked in moisturizing liquid contact us for the video.
(2)The print head must be sealed and moisturized.It means that the print head must be aligned and closed with the ink pad to seal and moisturize the print head. Failure to do so may result in clogging.
(3)Use ink tube clips to clamp all ink tubes securely.

(4)Tighten all ink cartridge covers.
(5)Clean up any waste ink.
(6)Seal the hot melt powder and printing film to protect them from moisture.
(7)Keep the printer and powder shaker free of dust – you may cover them with a cloth.

Moisturizer Method: (for >2 weeks of inactivity)
Complicated operation, but it effectively reduces the risk of printhead clogging if the machine is not used for a long time)

1. Ink Management
Pour any remaining ink from the ink bottle into a clean, empty cartridge to prevent pigment precipitation.
Advice: It is best to use up the ink already in the printer's ink tank beforehand.

2. Clean Ink Tubes and Dampers
Remove the dampers and use a syringe to draw out the ink from the dampers and tubes. Then flush the ink cartridges and tubes with pure or distilled water.
(A cleaning video will be provided – please watch the first part for guidance.)

3. Flush and Moisturize the Print Head
Use a syringe fitted with a small hose to flush the print head with pure water until no ink remains.
Then, using a syringe with a sleeve hose, slowly inject moisturizing liquid into each channel of the print head. Do not apply excessive force.
During this procedure, place tissue or a lint-free cloth on both sides of the print head to prevent any liquid from dripping onto the head or cables, as this may cause damage.

4. Tighten all ink cartridge covers.
5. Clean up any waste ink.
6. Seal the hot-melt powder and printing film to protect them from moisture.
7. Keep the printer and powder shaker free of dust – you may cover them with a cloth.

If you have any questions, please feel free to contact us.
When you start using the printer again, if you've put moisturizer in the printheads, you need to flush them with pure water first. Make sure all moisturizer is gone, then you can suck ink and load ink.

Reminder:
If the machine encounters any malfunctions, please contact a technician for assistance with repairs. Incorrect operation may cause significant damage to the printer.