Otter

DTF PRINTER

USER MANUAL

NOTICE

Please read this"Safety Precautions" and instructions before first use.
The labels and icons on t he machine are intended for safe usage, aiming to prevent injury or damage to you and others.

Electricity Safety

1. Avoid touching the power plug with wet hands to prevent electric shock.
2. Ensure proper grounding of the equipment to minimize fire and electric shock hazards.
3. Operate the equipment in an environment where the supply voltage fluctuates within ±10% of the rated voltage to prevent malfunction due to excessive voltage fluctuations.
4. Use the equipment in an environment where the power supply capacity exceeds the power consumption of the equipment to avoid malfunctions due to insufficient power supply capacity.
5. Turn off and unplug equipment well before a storm approaches to minimize potential damage.
6. When securing cords, avoid forcefully bending or squeezing them with U-shaped nails to prevent electric shock.

Installation Precautions

1. **This all-in-one printer weighs 285kg, so please handle it with care during both installation and disassembly.**
2. Avoid placing it in an area with other sources of mechanical vibrations, as this could lead to reduced print quality and potential damage, injuries, or malfunctions.
3. Do not place it in a dusty environment, as dust accumulation inside the unit may cause malfunctions.
4. Disconnect the power supply when installing or replacing the print head to ensure safety.
5. Avoid modifying the machine to prevent accidents and malfunctions.
6. Ensure there is ample space in front of the machine and refrain from placing objects there to prevent impact and damage to the pinch rollers.

Safety Precautions

1. Only trained personnel are permitted to operate this machine.
2. In case of machine malfunction, seek assistance from a technician.
3. Avoid placing hands inside the cover while the machine is powered on and refrain from touching moving parts to prevent injury.
4. Operate the machine in a well-ventilated area.
5. Avoid pinching your hand when closing the front cover.
6. Do not sit or place heavy objects on the machine.
7. If a foreign object enters the machine, immediately power it off, unplug from the power supply, and contact a technician.
8. Keep the machine away from liquids to prevent malfunction.
9. If liquid enters the printer, promptly switch off the power, unplug it, and contact a technician.
10. Cease operation if there is smoke, odor, or other abnormal conditions. Turn off the power, unplug the printer, and contact a technician.
11. Avoid turning off the power while the printer is in operation to prevent malfunctions.

Pre-Use Inspections

1. Check if the ink damper, printhead, and other accessories are correctly installed.
2. Ensure that the ink tube is securely connected to the printhead.
3. Confirm if the ink tube has been properly inserted into the waste ink tank.
4. Confirm if the power cord of the equipment is correctly matched.
5. Turn on the printer with the front cover closed.

Turn Off

1. Safe Mode: When the printer is not in working condition, press the power on button. The printer will shut down after completing the automatic maintenance program.
2. Emergency Mode: If the printer is in the middle of a print job and needs immediate shutdown, press the power button. The printer will shut down without running the automatic maintenance program. After resolving the issue, make sure to power on the printer again; the maintenance program will run automatically.

Automatic Maintenance

1. The printer conducts automatic maintenance tasks such as white ink circulation even when in standby mode. It is advisable to keep the printer powered on continuously throughout the day.
2. After a prolonged period of being switched off, automatic maintenance procedures like white ink circulation will commence for approximately 5 minutes when the printer is powered on.
3. Frequent switching on and off of the power leads to increased ink consumption during maintenance operations. To minimize ink usage, it is recommended to keep the printer powered on during use.
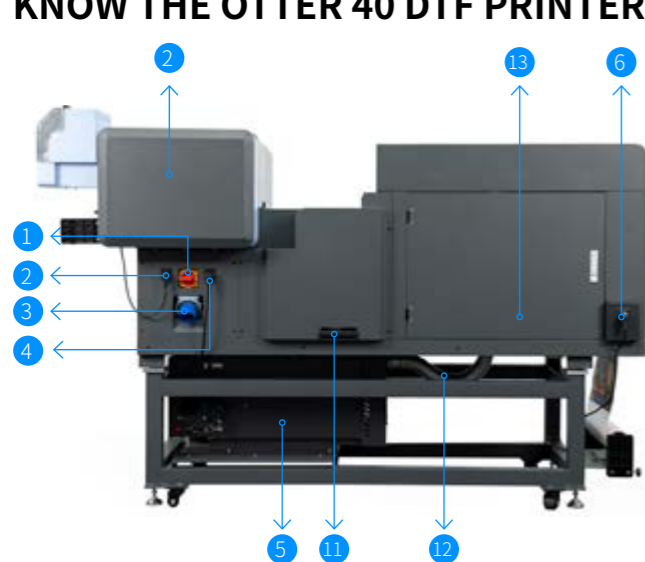
Ink Safety Precautions

1. In case of ink contact with the skin, promptly rinse with water.
2. If ink enters the eyes, refrain from rubbing and immediately flush with water.
3. Ensure ink and powder are kept away from children.
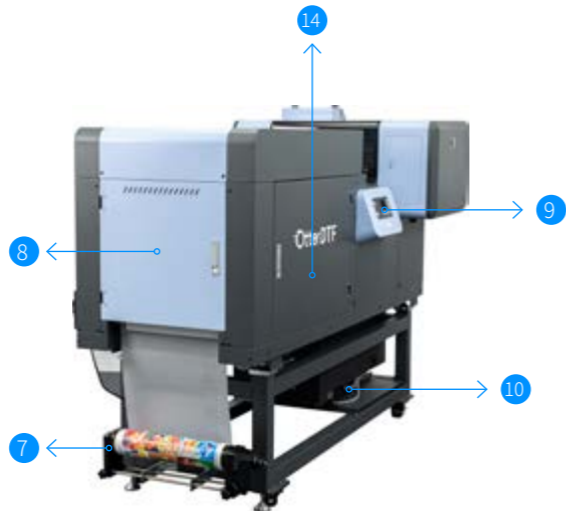4. Refrain from consuming ink, cleaning solutions, waste ink, or any other fluids from the printer.

Maintenance Precautions

1. When replacing or installing spare parts, utilize our original components.
2. Follow the procedure in the user's manual when replacing or installing spare parts. Failure to follow the correct procedure may result in injury or operational issues.
3. When applying lubrication grease, wear protective goggles and gloves to prevent any contact with your eyes or skin.
4. Empty and clean the waste ink tank once it reaches more than half full.
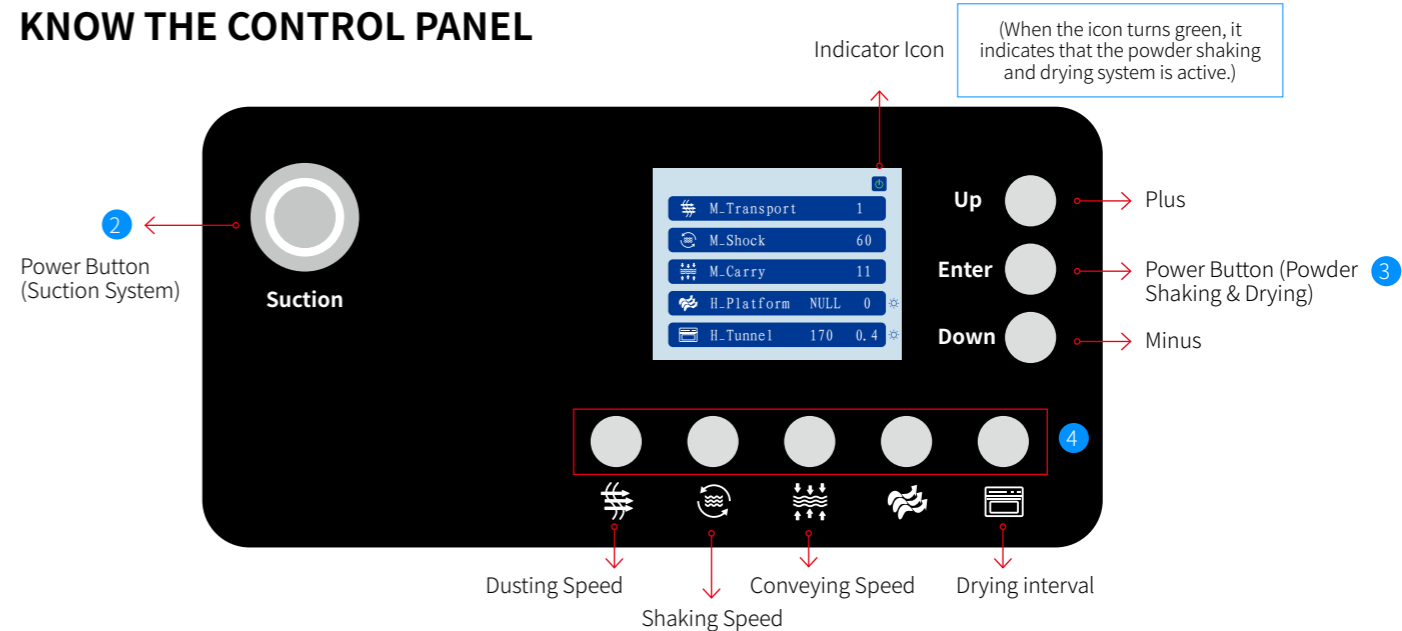
KNOW THE OTTER 40 DTF PRINTER

Product Dimensions	220 x 100 x150 cm / 87 x 40 x 59 in (Printer Included)
Print Width	0-448mm/17.6in Max
Power	2500W MAX±5% (Printer Included)
Voltage	220V 50Hz
Weight	285kg (Printer Included)
Powder Capacity	1.5kg

1. Main Power Switch
2. Power Outlet
3. Main Power Inlet
4. Power Outlet
5. Air Purifier
6. Power Outlet (Film Take-up)
7. Auto Film Take-up System
8. Front Inspection Door
9. Control Panel (Drying System)
10. Waste Oil Tube
11. Collection Tray
12. Purifier Pipe
13. Left Inspection Door
14. Right Inspection Door

3

KNOW THE CONTROL PANEL

(When the icon turns green, it indicates that the powder shaking and drying system is active.)

Indicator Icon

Power Button (Suction System)

Up — Plus

Enter — Power Button (Powder Shaking & Drying)

Down — Minus

Dusting Speed   Shaking Speed   Conveying Speed   Drying interval

1. The default values are displayed above.
2. Press "Suction" to activate the suction system.
3. Press "Enter" to enable the powder shaking and drying system.
4. Use the "Up" and "Down" buttons to adjust the values.
5. You'll find two values in the drying interval, for example, "0.4" and "0.7." This means that for every 7 seconds, the heating occurs for 4 seconds.
6. Press the "Drying Interval" button to set heating time, and press it again to set the drying interval time.
7. It is recommended to set the heating time to "0.4", drying interval to "0.7".

4

SPARE PARTS

2 x Printhead

2 x Cap Top

2 x Ribbon Cable

2 x Ink Damper

Network Cable

Ink Syringe

Power Cord

Hex Key Set

Phillips Screwdriver

Ink Tube

USB Flash Drive

OTHER SPARE PARTS

Sold Separately

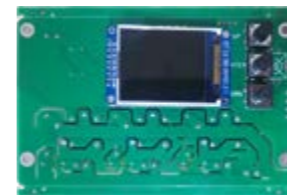RIP Software

Ink Filter

White Ink
Circulation Splitter

Wiper Blade

Printer
Mainboard

Printhead
Mainboard

Temp. Control
Mainboard

DTF Drive Belt

Encoder Strip

SPARE PARTS

Auto Film Take-up System	Film Roll Holder	Base Frame
PIPE	Film Roll Core	Fixing Bar
Air Purifier	Purifier Base	PIPE Adapter
Dongle	Main Power Cable	Ink Supply System

INSTALLATION VIDEOS

VIDEO TUTORIAL
Scan the QR code for more detailed tutorial.

MAINTENANCE VIDEO TUTORIAL
Scan QR code for more detailed printer maintenance and setup guides.

ALL-IN-ONE DTF PRINTER ASSEMBLY

1. Use screws to secure 4 cross bars on the frame.

2. Confirm the direction of the base frame, the mounting holes of the purifier tray should be on the right side.

3. Place the purifier inside the base frame and ensure that there's room for mounting the tray on the right side.

4. Attach the connector to the purifier. Note: Be mindful of the direction when mounting the connector.

5. Install the tray on the right side.

6. Use forklift to put the main body part on the frame.

ALL-IN-ONE DTF PRINTER ASSEMBLY

7 Ensure the 4 supporting feet are positioned into the metal buckle.

8 Move the purifier to the tray.

9 Place two fixing bars on the both side of purifier and secure with screws.

10 Connect the purifier and dryer using the purifier pipe.

11 Detach the back plate from the ink supply system.

12 Take off the cover shown above.
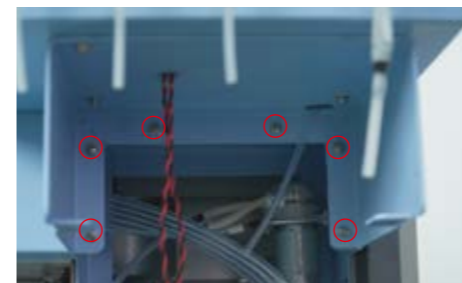
ALL-IN-ONE DTF PRINTER ASSEMBLY

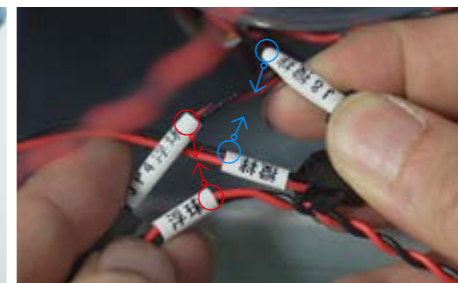**13** Remove the fixing plate shown above.

14 Remove the screws located in the lower right corner at the back of the printer.

15 Install the ink supply system.

16 Secure the ink supply system in place with screws.

17 Connect the copper wires as labeled.
(JP4 浮球←→浮球)
J8 搅拌←→搅拌

18 Attach the filter to the ink tube accordingly. KCMY

ALL-IN-ONE DTF PRINTER ASSEMBLY

19 Connect W2 to the reflux tube.

20 Connect W1 to the white ink bottle.

21 Install the fixing plate back in place.

22 Install the cover back in place.

23 Install the back plate back in place.

24 Install the film roll holder onto the back of the printer.

ALL-IN-ONE DTF PRINTER ASSEMBLY

25 Install the auto film take-up system and connect its power cable.

26 Tighten the four support feet to suspend all four wheels securely, securing the machine in place.

27 Plug in the main power cable.

28 Plug in the printer's cable and air purifier cable.

29 Switch on the main power.

30 Connect the printer and computer with a network cable. Plug in the dongle.

ALL-IN-ONE DTF PRINTER ASSEMBLY

31 Turn on the printer.

32 Load DTF film on the film roll holder.

33 Install the printhead and perform printhead calibration.

For detailed instructions on printhead calibration, please refer to page 19.

HOW TO USE?

1 Pour the hot melt powder into the powder shaking system. The maximum capacity is 1.5kg.
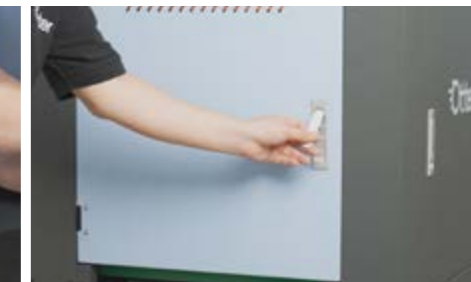

2 Start to print your design.

3 Once the printed film reaches a suitable length, pick up the end of the film and extend it to the oven.

4 Press the "Suction" button, which will securely attach the film to the platform.

5 Activate the powder shaking and drying system.

6 Open the front inspection door and wait for the printed film to emerge from the oven.

使用一体机

⑦ Wrap the printed film as shown above.

⑧ Lower the rod to secure the film.

⑨ Turn off the suction system.

⑩ Wait until the printed film reaches a length suitable for take-up. Then, install the roll core onto the auto film take-up system and adjust its position as needed.
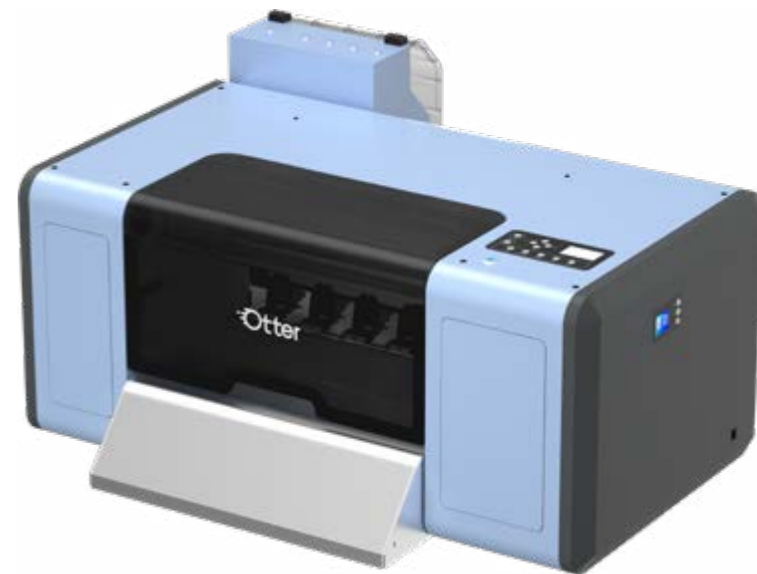
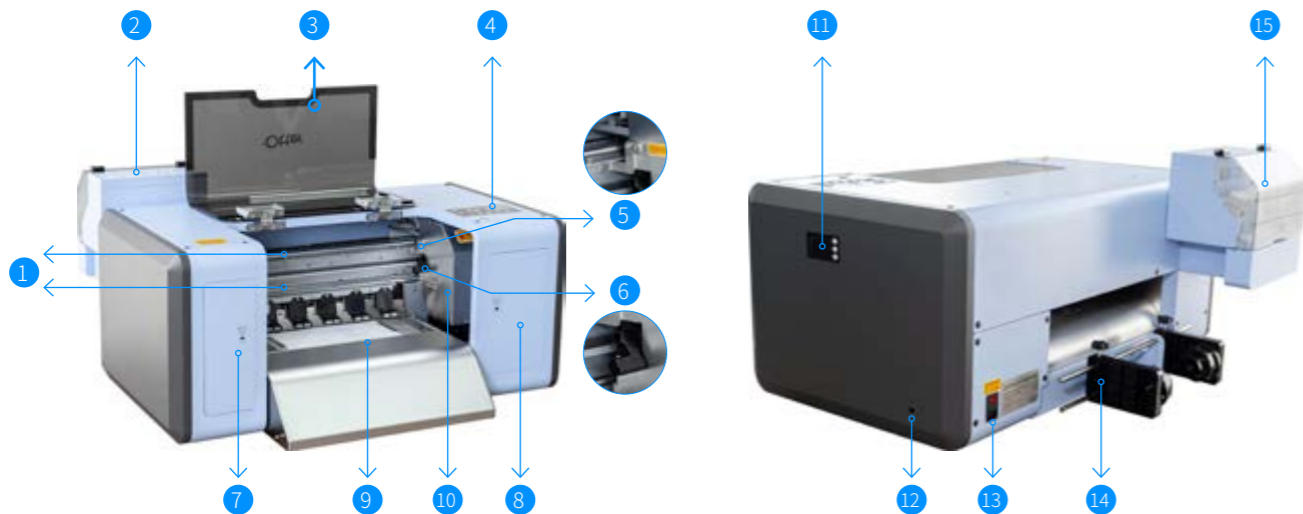⑪ Secure the film onto the core, then activate the device and adjust the tension of the damper.

⑫ Close the front inspection door.

INSTRUCTIONS FOR USE OF THE PRINTER SECTION

DTF PRINTER FEATURES

1. Circular Guide Rails
2. Ink Alarm System
3. Protective Lid
4. Control Panel
5. Carriage Housing
6. Carriage Crank (for lifting and lowering carriage)
7. Inspection Door
8. Inspection Door

9. Front Heating Platform
10. Ink Carriage
11. Temp. Control Panel
12. Network Port
13. Power Cord Port and Switch
14. Film Roller
15. Ink Supply System

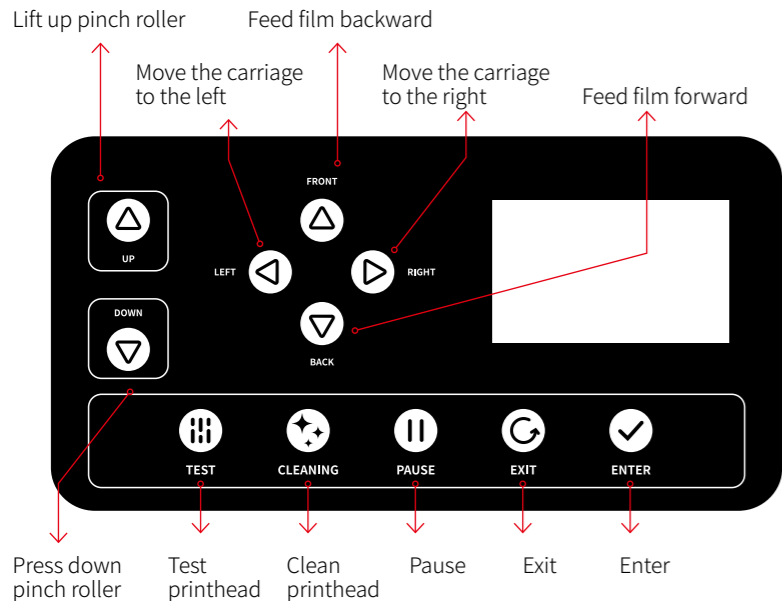|			
Nozzle Resolution	300dpi 600dpi	Printhead	EPSON i1600 x2
Print Accuracy	720 x 1200dpi（4pass） Print Speed: 3.5-5.0m²/H / 720 x 1800dpi（6pass） Print Speed: 2.5-3.5m²/H 720 x 2400dpi（8pass） Print Speed: 2.0-3.0m²/H		
Voltage	110V/220V±10% 50Hz-60Hz	Print Mode	Uni-direction / Bi-direction
Power	300W 5A-10A	Operating Environment	Temperature: 15-30℃、 Humidity: 35-65% (no condensation)
Language Options (Control Panel)	Chinese/English	Ink re-circulation system	White Ink Automatic Stirring Circulation
Printer Software	Otter RIP	Adsorption Platform	Adjustable Adsorption Platform
Design Software	Otter 40DTF	Heating System	Three Stage not Stages
Language Options (Software)	Chinese/English/French/German/Italian/ Polish/Portuguese/Spanish	Connection Method	Gigabit Ethernet Port (PC must have Gigabit Ethernet Card)
Ink Type	Eco Textile Pigment Ink	System Requirements	Window 7 or above (IOS system is not supported)
Ink Color	H1: K+C+M+Y H2: W+W+W+W	Supported Formats	BMP, JPG, PNG, TIFF, TIF, PDF
Print Thickness	0-3 mm（75-90u)	Printer Specification	100 x 86.5 x 52.5 cm / 40 x 34 / 20 in --75kg/165lb
Print Width	0-448 mm / 0-17.6 in	Package Dimension	112 x 97 x 71 cm / 44 x 38 x 28 in --105kg/231lb

ACCESSORIES:
Cap Top x2, Cap Top Ink Tube x4, Ribbon Cable x2, Ink Damper x2, Network Cable x1, 20ml Syringe x1, M3 Screw x12, M4 Screw x 6, Power Cord x1, Hex Key Set x1, Phillips Screwdriver x1

NOTE:
The Otter DTF printer is covered by a 2-year warranty, excluding the ink system, printhead, capping station, and other components in contact with ink.

PRINTER CONTROL PANEL

Lift up pinch roller

Feed film backward

Move the carriage to the left

Move the carriage to the right

Feed film forward

FRONT

UP

LEFT

RIGHT

DOWN

BACK

TEST   CLEANING   PAUSE   EXIT   ENTER

Press down pinch roller

Test printhead

Clean printhead

Pause

Exit

Enter

1. Press "ENTER" to enter setting interface;
2. Press "FRONT" and "BACK" to select from menu;
3. Press "ENTER" to confirm your selection;
4. Press "EXIT" to return to the previous menu level.

HEATING CONTROL PANEL

Front   43.1   43
Middle   34.9   35
Behind   40.6   40

+

SET

—

1. Press "SET" to enter temp. setting mode;
2. When "Front" starts blinking, press "+" and "-" to adjust the value;
3. Next, press "SET" to switch to "Middle" or "Behind" to set parameters;
4. The settings will be saved automatically after 5 seconds;
5. The default parameters for "Front", "Middle" and "Behind" are 40.

VIDEO TUTORIAL

Scan the QR code for more detailed tutorial.

MAINTENANCE VIDEO TUTORIAL

Scan QR code for more detailed printer maintenance and setup guides.

PREP WORK – INSTALL THE PRINTHEAD

① Remove the ink carriage mounting bracket.

② Connect the power cord and power on the printer.

③ Connect the computer and printer with the network cable.

PREP WORK – INSTALL THE PRINTHEAD

④ Turn on the printer.

⑤ Press the "LEFT" button from the control panel to move the carriage slightly outward.

⑥ Remove the screw at the top left of the carriage.

⑦ Move the carriage to the left and remove the screw at the top right of the carriage.

⑧ Move the carriage to the center of the platform and then remove the screws located at the front of the carriage.
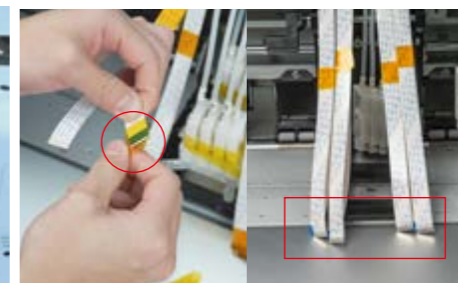
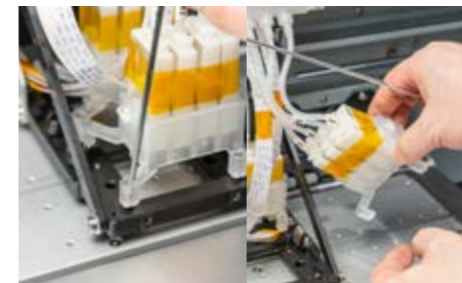⑨ Turn off the printer and the switch.

PREP WORK – INSTALL THE PRINTHEAD

⑩ Remove the housing of the carriage.

⑪ Remove the protective tapes from the ends of the ribbon cables.

⑫ Take out the white ink circulation splitter.

⑬ Remove the 8 screws securing the ink cartridge holder, and then take out the ink damper base.
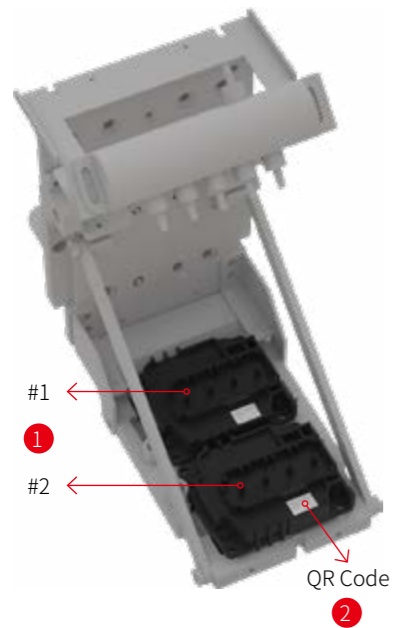
⑭ Remove the protective tape from the ink dampers and detach the ink damper base.

⑮ Repeat the process for the second ink cartridge.

THE POSITION AND DIRECTION OF INSTALLED PRINTHEAD

INSTALL THE PRINTHEADS

#1 Upper Left   #1 Upper Right

#1 Lower Left   #1 Lower Right

#2 Upper Left   #2 Upper Right

#2 Lower Left   #2 Lower Right

#1

1

#2

QR Code

2

1 Take out a printhead and insert the ribbon cable with #1 as shown in the picture on page 11.

2 Install the printhead on the carriage.

3 Install the second printhead in the same way.

The Position and Direction of Installed Printhead

1. There are two types of ribbon cables, labeled as #1 and #2. Please insert the cables according to the picture shown.
2. Ensure that the QR code is facing outward when install.
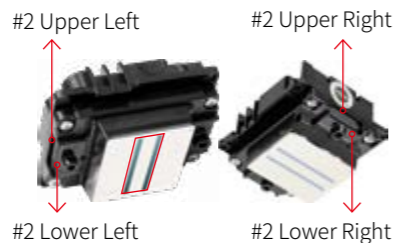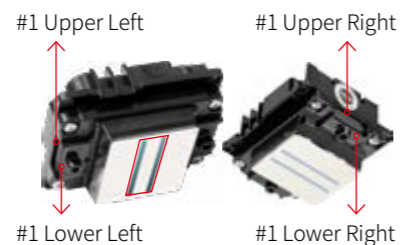
Connection of Ribbon Cables

1. Avoid touching the nozzle during installation;
2. Insert the ribbon cables according to the labelling shown.

Sequence of Installing the Ink Damper
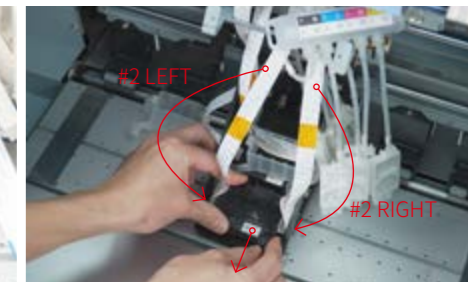
1. Insert ink damper according to the picture shown.

4 Secure the ink damper bases in place with screws.

5 Place the white ink circulation splitter back in place.

INITIAL INK ADDITION PREPARATION

1 Follow the label prompts to add the corresponding ink.

2 Use the syringe to draw ink through the ink damper until the damper is full of ink.

3 Insert the ink dampers into the ink damper base.

4 Follow the label prompts to insert the ink dampers.
Inside printhead: KCMY
Outside printhead: W1:W2:W3:W4

5 Open the inspection door on the right and take out the waste ink tank.

6 Empty ink from the syringe and clean the needle.

INITIAL INK ADDITION PREPARATION

7 Draw ink from the remaining ink dampers in turn and insert them into their corresponding positions.

8 Insert white ink dampers into the ink damper base.

9 Turn on the switch and the printer.

10 Wait for the white ink circulation splitter to automatically fill with white ink.

11 Draw white ink from each of the four white ink dampers and insert them into their corresponding positions.

12 Install the waste ink tank back in place.

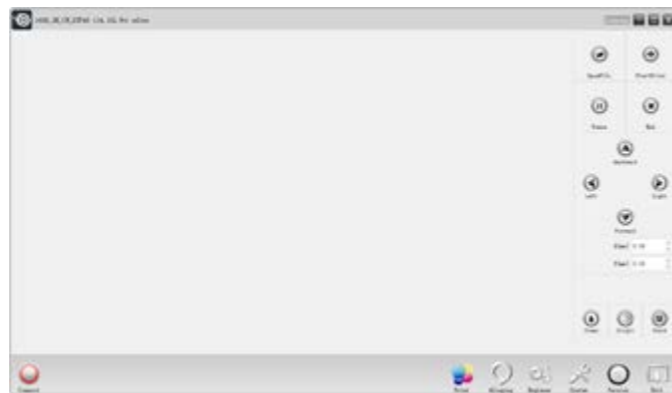NOTE: If the white ink circulation splitter isn't completely filled, please restart the printer.

INSTALL OTTER DTF PRINTER SOFTWARE

1 Download Otter 40DTF software.
https://www.otterdtf.com/software.html?download=1

2 Unzip the package and open the software.

4 The operation of this printer requires the use of the 40 DTF software. Please ensure to open this software when operating the printer.

5 Wait until the software and printer are successfully connected; the icon will turn green. Then you can start setting up the printer.

3 Select "English" and then click "OK"; the installation complete.

INSTALL THE OTTER RIP SOFTWARE

1 Download and open the Otter RIP software.
https://www.otterdtf.com/software.html?download=2

2 Click and select the installation location to install the software. Follow the onscreen prompts.
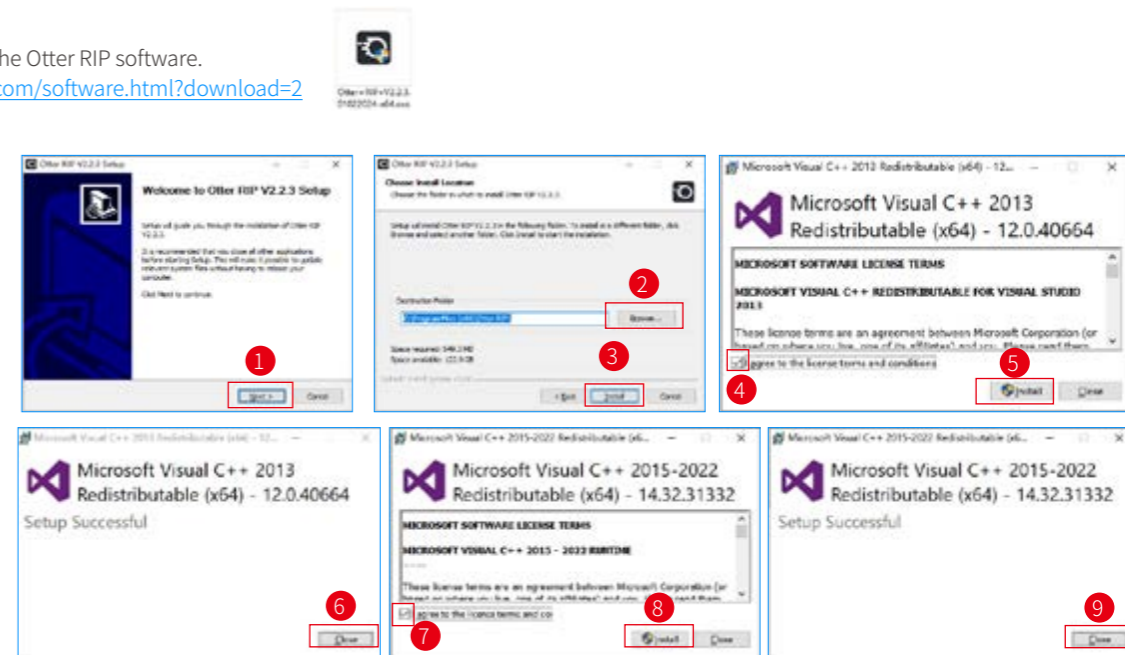
3 After the installation is complete, a software icon will appear on the screen, double-click to open and run the software.
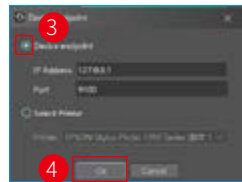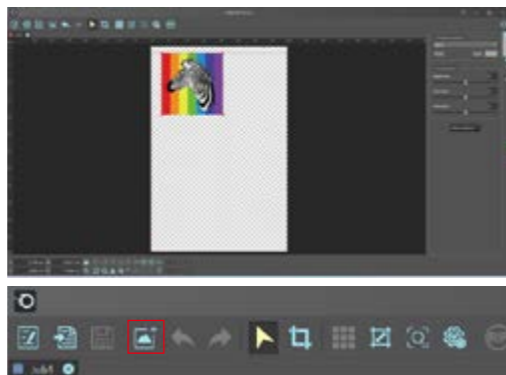
HOW TO USE OTTER RIP SOFTWARE

❶ Follow the onscreen prompts to set language. (Please restart the software for the changes to apply).

❷ Follow the onscreen prompts to set IP address.

❸ Click to import the design. (BMP, JPG, PNG, TIFF, TIF, PDF are supported)

❹ The toolbar located in the lower left corner is for adjusting the size and position of the image.
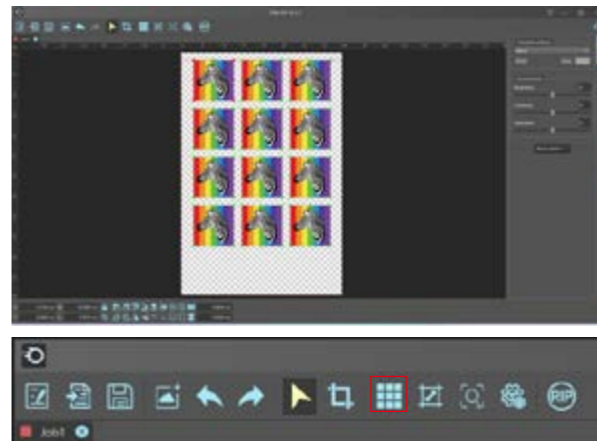
❺ Click on "Auto Layout", the design will fill the canvas automatically. This feature is suitable for batch printing.

❻ Follow the onscreen prompts and click on "RIP" to enter the printing setting, and then, click on "Print" to send out the design.

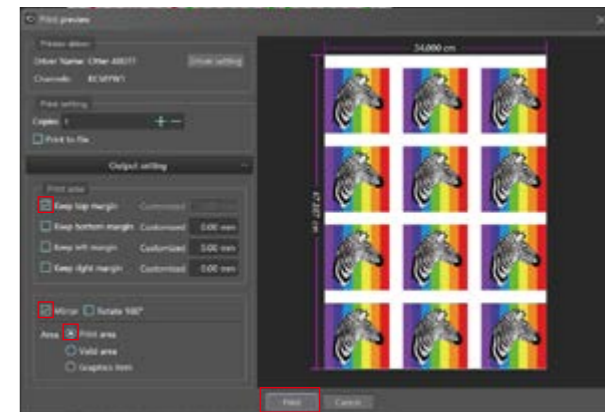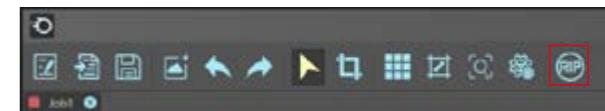# INSTALL FILM ROLL

1. Press "EXIT" to move the carriage back in place.

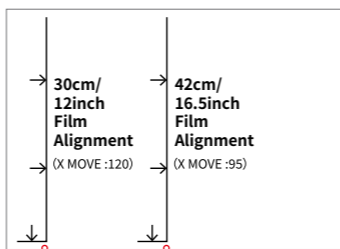2. Press "UP" to lift the pinch roller.

3. Loosen the knob and remove the holder from one end of the film winding unit.

4. Load the film roll onto the rod with the print side facing up, then secure it by tightening the knob.

5. Pull the film through the pinch roll and lay it flat on the platform.

→ **30cm/ 12inch Film Alignment**
→ (X MOVE :120)

→ **42cm/ 16.5inch Film Alignment**
→ (X MOVE :95)

30cm/12in Film   42cm/16.5in Film

Align the film according to the film size, adjusting it to match the label shown.

INSTALL FILM ROLL

6. Secure the film using the media clips. NOTE: Ensure that the film lays flat onto the platen to protect the printhead.

7. Press "DOWN" to press down the pinch roller.

8. Press "LEFT", and wait for the screen to display as shown above.

9. Press "LEFT" and "RIGHT" to adjust the value to the indicated value.

10. Press "ENTER" to confirm the setting.

11. Press "EXIT" twice to exit the setting mode.

PRINTHEADS TEST

1. Press "ENTER" to enter the setting interface.

2. Select "Maintenance".

3. Select "Manual Pump".

4. Select "Two Head"

5. The printer will start drawing ink automatically.

6. Observe the waste ink tank for a continuous column of water-like ink flow, without any air bubbles.

PRINTHEADS TEST

7. Press "EXIT" to return to the previous menu and select "Clean Nozzle".
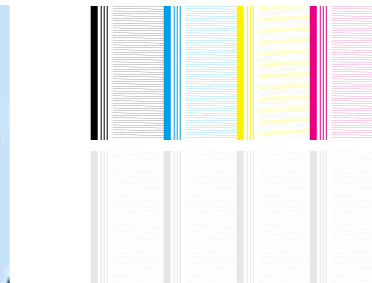

8. Select "Two Head".

9. Press "EXIT" to return to the initial interface.
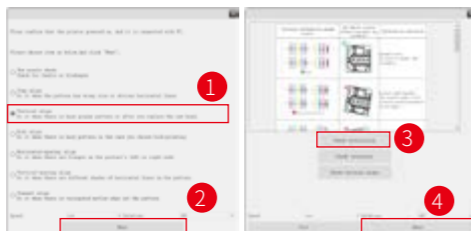

10. Press "TEST" to test printhead.

11. Check the print line, if it's continuous without disconnection, it indicates normal ink output from the printhead.

PRINTHEAD CALIBRATION

1. Calibrate "Vertical align"

1 Open "Otter 40 DTF" software, once it's connected to the printer, then click "Alighing"

2 Follow the onscreen prompts, the printer will start the printing test.

4 Check the printed vertical CMYK color lines.

❌ Misaligned to the right
Rotate the nozzle counterclockwise

✓ Alignment
No adjustment required

❌ Misaligned to the right
Rotate the nozzle clockwise

5 Check for nozzle deflection. If color strips appear staggered, physical adjustment of the nozzle position is necessary.
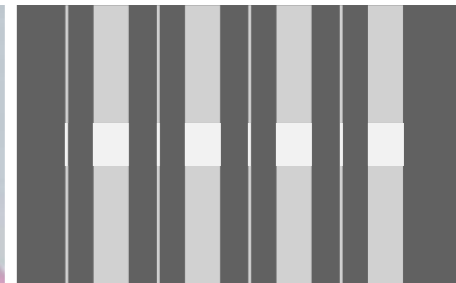

PRINTHEAD CALIBRATION

1. Calibrate "Vertical align"

6 Unscrew the four screws securing the ink damper base, gently rotate the color nozzle manually, and then secure the ink damper in place with screws.

7 Test "Check Verticality" again and if the lines are still not aligned, repeat until they are.

8 Align the position of white nozzle in the same way.

PRINTHEAD CALIBRATION

PRINTHEAD CALIBRATION

2. Calibrate "Horizontal-spacing align"
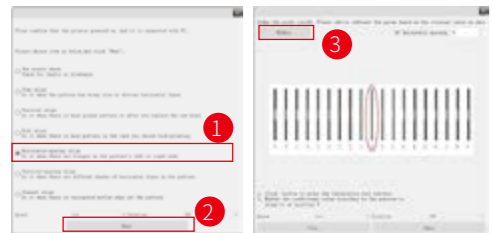
1. Follow the onscreen prompts, the printer will start the printing test.

3. After printing, an automatically generated value is displayed on the horizontal spacing as shown (4), adding the previously noted value (-3) and the value (4). For example, (-3 + 4 = 1).

4. Enter the caculated value (1) for the horizontal spacing, click "Save", and perform print test again.

5. Examine the printed test pattern. If the column labeled (0) is completely overlapped, the calibration is complete. If not, please repeat the previous process again.

-9 -8 -7 -6 -5 -4 -3 -2 -1 0 +1 +2 +3 +4 +5 +6 +7 +8 +9

2. Examine the printed test pattern and identify the one that overlap entirely, while noting the corresponding number under the columns. E.g. (-3)
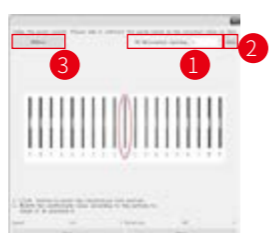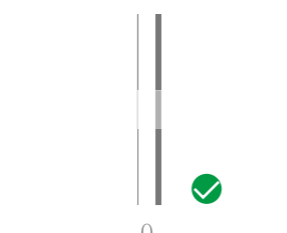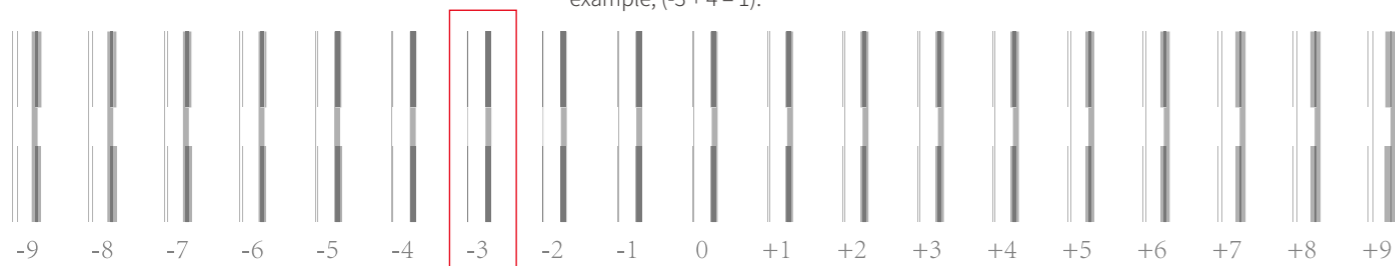
3. Calibrate "Vertical-spacing align"

1. Follow the onscreen prompts, the printer will start the printing test.

3. After printing, an automatically generated value is displayed on the vertical spacing as shown (338), adding the previously noted value (-5) and the value (338). For example, (-5 + 338 = 333).

4. Enter the caculated value (333) for the vertical spacing, click "Save", and perform print test again.
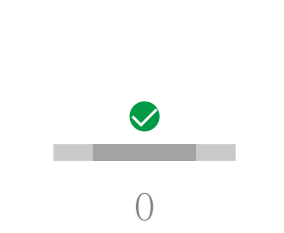
5. Examine the printed test pattern. If the column labeled (0) is completely overlapped, the calibration is complete. If not, please repeat the previous process again.

-9 -8 -7 -6 -5 -4 -3 -2 -1 0 +1 +2 +3 +4 +5 +6 +7 +8 +9
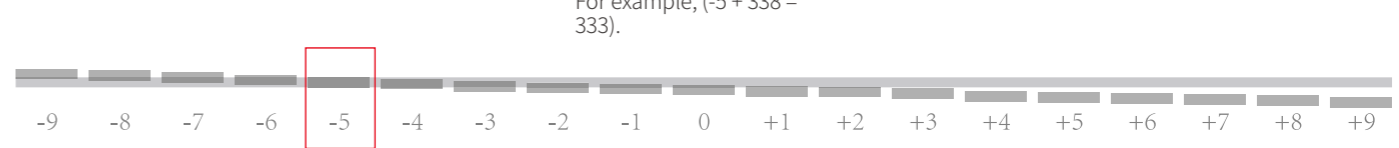
2. Examine the printed test pattern and identify the one that overlap entirely, while noting the corresponding number under the columns. E.g. (-5)

PRINTHEAD CALIBRATION

4. Calibrate "Bidi align"

① Follow the onscreen prompts, the printer will start the printing test.
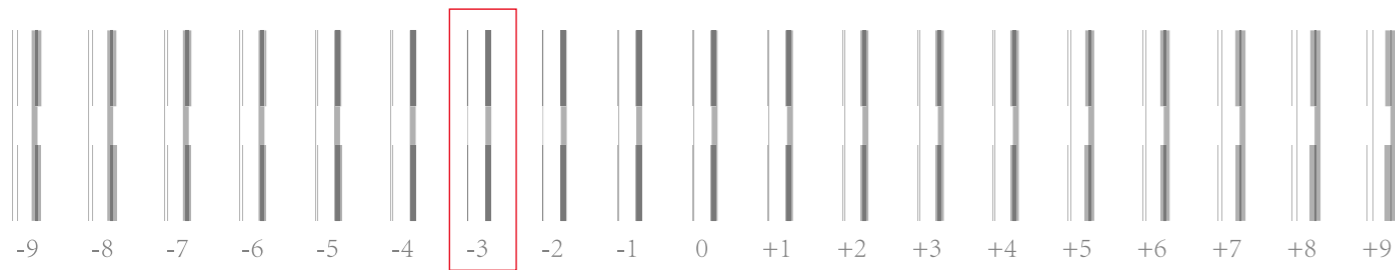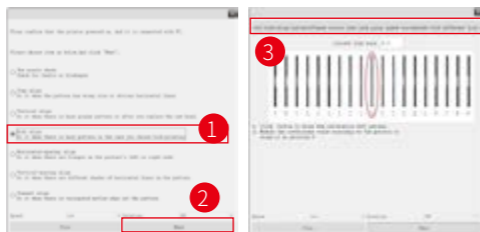
-9   -8   -7   -6   -5   -4   -3   -2   -1   0   +1   +2   +3   +4   +5   +6   +7   +8   +9

② Examine the printed test pattern and identify the one that overlap entirely, while noting the corresponding number under the columns. E.g. (-3)

PRINTHEAD CALIBRATION

4. Calibrate "Bidi align"

③ After printing, an automatically generated value is displayed on the current bidi para as shown (43), adding the previously noted value (-3) and the value (43). For example, (-3 + 43 = 40).

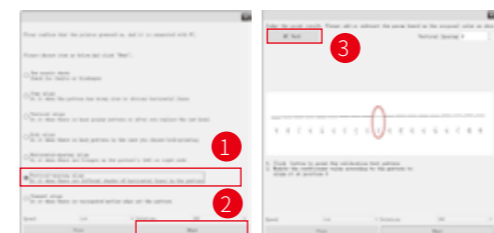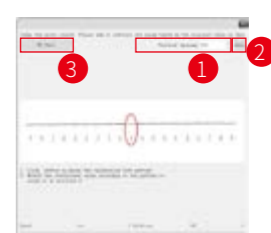④ Enter the caculated value (40) for the current bidi para, click "Save", and perform print test again.
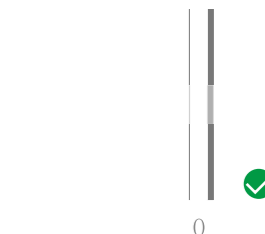
⑤ Examine the printed test pattern. If the column labeled (0) is completely overlapped, the calibration is complete. If not, please repeat the previous process again.

With the carriage housing installed, all the preparations for the DTF printer are complete. Let's begin!

⑥ Install the housing of the carriage.

PRINTING A T-SHIRT

4 Tape the printed film on the t-shirt and press at 160°C /320 °F for 20 seconds.

5 Cold Peel: Allow the film to cool, peel film away slowly;
Hot Peel: Peel film away before it cools down.

6 Enjoy your creation.

TROUBLESHOOTING

The printing data cannot be transmitted from the PC.

Issue	Solution
Mismatched printer was selected ?	Confirm the printer name from the menu.
Whether LAN is connected or not ?	Confirm LAN is successfully connected.
Incompatible PC or OS are being used?	Check the operating environment of the PC.
Incompatible network cable is being used?	Use network cables that meet specifications.
Noise between PC and Printer?	Disconnect the LAN cable and reconnect it after 5 seconds; if the problem is not solved, temporarily disconnect the printer and restart it after 5 seconds.
Is the PC working properly ?	Restart the PC.
Is there another USB connected to the PC?	Disconnect any other USB devices connected to the PC, restart it, and then check the printer's normal operation.
Whether the driver is online?	Confirm that the driver is connected.

TROUBLESHOOTING

There's no ink output during printing.

Issue	Explanation	Solution
The cap top is stained.	If the cap top is dirty, it will not fit tightly to the printhead and may prevent normal ink drawing.	Clean the cap top.
Waste ink collected around the nozzle?	If the area around the nozzle is dirty, it may lead to ink flow malfunctions. Additionally, it could degrade the seal between the nozzle and cap top, preventing ink drawing.	Clean the area around the nozzle.
The wiper blade is stained.	If the front of the wiper blade is dirty, it won't properly clean the nozzle surface, potentially causing ink flow malfunction.	Clean the wiper blade.
Damage or deformation on the wiper blade.	If the wiper blade is damaged or deformed, the nozzle surface cannot be wiped clean, potentially causing ink flow malfunction.	Change the wiper blade.
Whether the wiper blade is dry or not.	If the wiper blade is dry, it will not be able to fully perform its function, thus making it impossible to clean it thoroughly.	Change the wiper blade.

Whether the waste tube is bent.	If there is a bend in the waste tube, the waste ink will not flow out, resulting in the ink not being extracted when the printhead is cleaned.	Straighten out the waste pipe
Whether the end of the waste tube touches the bottom of the waste ink tank.	If one end of the waste tube comes into contact with the waste ink, it will cause the waste ink to flow poorly, resulting in the ink being unable to be pumped when the printhead is cleaned.	Adjust the waste tube.
Whether the printhead and ink tube are connected correctly.	If the connection between the printhead and the ink tube is loose, air will be mixed in the printhead when it is cleaned, which may result in no ink coming out of the nozzle.	Fix the connection between printhead and ink tube.
Whether the ink is full of ink tubes.	If air enters the ink tube, it may result in no ink from the nozzle.	Refill the ink tube.

NOTE：After taking measures for the ink nozzles based on the above performance, perform printhead cleaning and check whether the nozzles are back to normal.

TROUBLESHOOTING

TROUBLESHOOTING

No response when I click on"Print".

Issue	Solution
Does it display error messages ?	Troubleshoot the error and print again.
Have you entered the menu page, or are you currently carrying out a maintenance operation from within the menu?	Exit the menu page; or wait until maintenance is complete.
The printer is currently carrying out printhead cleaning?	Wait until the printhead cleaning is complete.
The printer is currently carrying white ink circulation?	Wait until the white ink circulation is complete.
Whether any data has not been received or is being received?	Please send print data to the printer or wait for print data reception to complete.

An error occurs after the printer starts up.

Issue	Solution
Displaying error messages.	Please check the error message and restart the printer; if the error persists, please contact a technician for assistance.

There appears to be no power to the printer.

Issue	Solution
Whether the power cord is connected?	Confirm the power cord is successfully connected.
Voltage mismatch between the machine and the power cable.	Confirm that the power supply is normal.

TROUBLESHOOTING – PRINT QUALITY

The prints come out faint, light or faded.

Issue	Solution
Are all the image editing settings appropriate or is the image in CMYK mode?	Detecting ICC Settings in FlexiPRINT MiniUV EDITOR0 19 Software.
Whether the printing consumables or the saturation of the image data are appropriate.	Replace the print film and check the image data.
Whether the inks are sufficient.	Timely ink refilling.
Whether there is ink coming out of the nozzle.	Performing nozzle test and printhead cleaning.

TROUBLESHOOTING – PRINT QUALITY

The image edges show a soft blur, while text or straight lines cast pronounced shadows and appear grainy.

Issue	Solution
The printhead print height is too high.	Lower the height of the carriage.
Bidirectional calibration inaccuracy.	Readjust the bidirectional calibration. Setting parameters may need to be readjusted after replacing the printhead, and pinch roller or adjusting the pinch roller height.
Whether the image was enlarged when setting up the image.	If an image with a low resolution is enlarged, it will result in a blurred image after printing. Confirm the sharpness of the image by enlarging the pattern data on the image editor.

Bleeding ink issue during DTF printing.

Issue	Solution
Bidirectional vertical spacing mismatch.	When the print height is to be varied based on the thickness of the film, the print positions of the white ink and colour ink may be misaligned. After adjusting the height according to the actual print, recalibrate the bidirectional vertical pitch.
Bidirectional calibration	When the print height is to be varied based on the thickness of the film, the print positions of the white ink and colour ink may be misaligned. After adjusting the height according to the actual print, perform bi-directional calibration again.

TROUBLESHOOTING – PRINT QUALITY

There are stripes on the printed items.

Issue	Solution
Whether there is ink coming out of the nozzle.	Press "Clean" from the control panel, or perform "Prinhead Clean" from the menu.

The prints have broken lines.

Issue	Solution
High and dry weather affects nozzle conditions	Increase the frequency of flushing nozzle or increase the humidity of the environment.

Insufficient whiteness on printouts

Issue	Solution
No ink coming out of the nozzle.	Press "Clean" from the control panel, or perform "Prinhead Clean" from the menu.
Insufficient white ink circulation strength.	Adjust the parameters for white ink stirring and circulation.
The concentration of white ink is currently low.	Adjust the white ink concentration accordingly.
White ink appears separated.	Draw the white ink with a syringe.

ERROR MESSAGE

When an error code is displayed on the LCD panel, take action as described below.

Error Code	Issue	Solution
4	Carriage origin sensor error	1. Please ensure that the origin sensor is correctly inserted and that there are no short circuits in the line. 2. Confirm that the origin sensor is functioning correctly during maintenance mode.
5	Parameter initialisation error	Contact the after-sales team.
6	Carriage collision during printing.	Please ensure that the anti-collision sensor is correctly inserted and that there are no short circuits in the line.
14	Carriage position error.	1. Make sure the signal line and power supply of the carriage motor are normal. 2. Make sure the grating decoder is normal in the maintenance mode. 3. The grating decoder is wired correctly.
15	Stepper motor distance is insufficient.	1. Motor dialling code error. 2. Parameter abnormality, please contact the after-sales team.
16	Drive board alarm.	1. Disconnect the small adapter from the board to verify the board's condition. 2. Examine the wires properly plugged in. 3. Verify the power supply is delivering 42 V. 4. Consider replacing the component if necessary.
18	IP address conflict.	1. Ensure the computer's IP address is set correctly. 2. Opt for automatic IP address assignment.
28	Printhead auto-detection error.	1. Disconnect the nozzle to verify if the board recognition is functioning properly. 2. Reinsert the nozzle line. 3. Consider replacing the nozzle if necessary. 4. Verify if the board supports the type of nozzle being used.

Error Code	Issue	Solution
30	Detecting ink station motor or senso0r errors.	Check the ink station motor, ink station sensor, and wire is normal and intact.
39	Loss of grating, sensor failing to detect grating change, motor blocked or not producing output.	1. Verify the motor and grating wiring for any abnormalities. 2. Inspect for any jams in the machinery.
40	Waste ink alarm.	The waste ink tank is full.
41	Film over-width alarm.	1. The film exceeds the machine size. 2. The printing starting point is set too far. 3. The printer size is set too small.
42	Print touches Y maximum limit.	1. Re-start the printer. 2. Reset the starting position.
50	Ink level monitoring alarm.	Lack of ink.
116	Pinch roller sensor error.	1. Lack of film. 2. Replace with new film.
173	Nozzle alarm.	The nozzle wires are inserted incorrectly (reversed).

If an error code other than the above is displayed, or if the above solution does not solve the problem, please contact the after-sales service.