



DTG Connection
User
Maintenance
Precautions

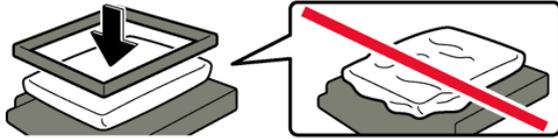


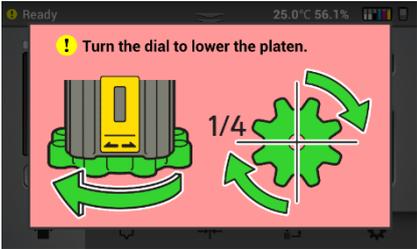
For safe and correct use, be sure to read the Safety Information in Safety Information and Quick Installation Guide before using the machine.

This booklet explains the precautions to be taken when using DTG CONNECTION Product. For details on how to use the machine, be sure to see the user manual.

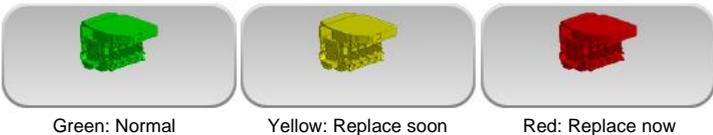
DTG CONNECTION Product User Manual URL : **T.B.D**

<Precautions for use>

No.	Item	Precautions	User manual chapter
1	Always power on	<p>Keep the printer powered on at all times. If the printer is left powered off, circulation in the white ink path and the automatic head maintenance are stopped. This may cause head ejection failure or head nozzle clogging.</p> <p>If the printer is left powered off for 12 hours or more, attach a head protection cover to the carriage to protect the print head.</p> <p>Always turn on the power.</p> 	1.3. Important
2	Set media to platen	<p>When setting the media on the platen, flatten the media on the top of the platen. Bags and other items with uneven surfaces must also be placed flat on the platen.</p> <p>If the media set on the top of platen has protrusions such as wrinkles, the gap between the head and the media will widen and ink mist will be generated.</p> <p>The ink mist spreads inside the machine and may cause the sensors or the boards to malfunction.</p> 	2.3. Setting the Garment

<p>3</p>	<p>Platen height adjustment</p>	<p>Adjust the gap between the media and print head and ensure the optimal gap is maintained. Do not lower the platen too far. If the gap between the fabric and print head is too large, this may cause ink mist. If the ink mist spreads inside the printer, this may cause damage to the sensor and circuit board. If there is a problem with the height, <Display1> appears on the screen and prompts you to turn the height adjustment knob. Following the instructions on <Display1>, turn the height adjustment knob while stopping to check the operation panel every quarter turn.</p> <p><Display1></p> 	<p>2.4. Adjusting the Height of the Platen to the Print Position</p>
<p>4</p>	<p>How to recover clogged nozzles</p>	<p>Perform automatic head cleaning on the display panel. Do not perform any actions other than the cleaning method described in the user manual. It may cause printer failure.</p> 	<p>3.3. AUTO HEAD CLEAN</p>

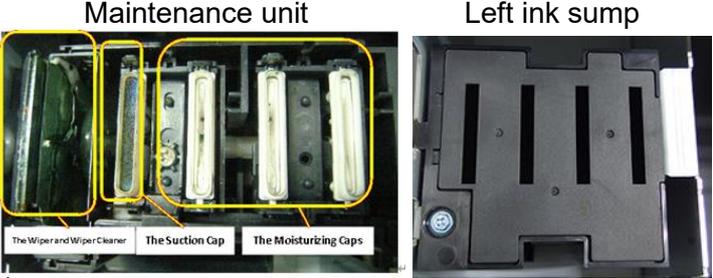
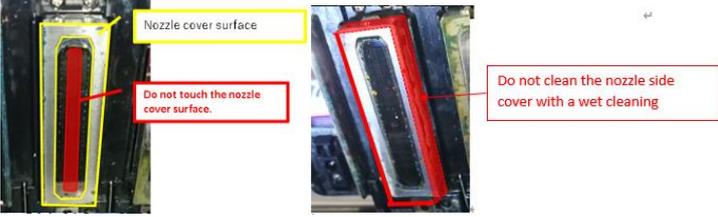
<p>5</p>	<p>When an error is displayed</p>	<p>If an error is displayed on the screen, try to resolve it immediately. Do not leave the machine in the error status. Circulation in the white ink path is stopped and other automatic head maintenance operations are not performed when the machine is in the error status, which may cause head ejection failure or head nozzle clogging. Fix the cause of the error or turn the power off and then back on and check that the operation panel is in the "Ready" state. Circulation in the white ink path and automatic head maintenance will resume after recovery from the error status. If the error persists, contact your sales or service representative with the machine turned on.</p> <p><Ready: OK>  <Error: NG> Do not leave the machine. </p> <p>Also, If the error persists, please attach the head protection cover to the carriage unit.</p>  <p>Attaching the head protection cover may help prevent the nozzle from drying out and delay its deterioration.</p>	<p>9.2. If an SC (Service Call) error is displayed</p> <p>Attaching the head protection cover</p>
<p>5-1</p>	<p>Error example 1 When CR encoder error (JAM) occurs</p>	<p>Do not leave the carriage unit positioned anywhere other than on the maintenance unit. This may cause the print head to dry out and become clogged. If the carriage unit gets stuck on the media on the platen, follow the steps below to recover.</p> <ol style="list-style-type: none"> (1) Remove the media. (2) Press "CAP IN" displayed on the operation panel. The carriage unit returns to the maintenance unit. (3) Turn off and on the power and, restart. 	<p>—</p>

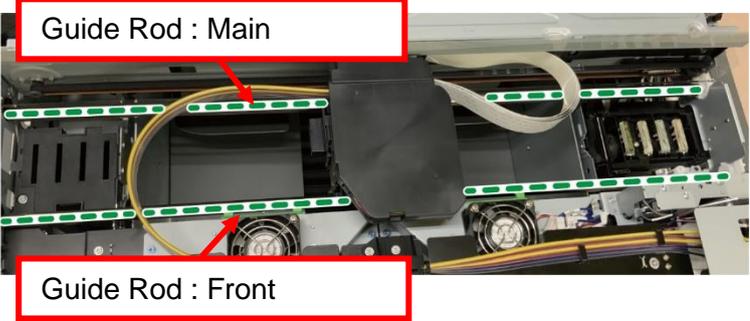
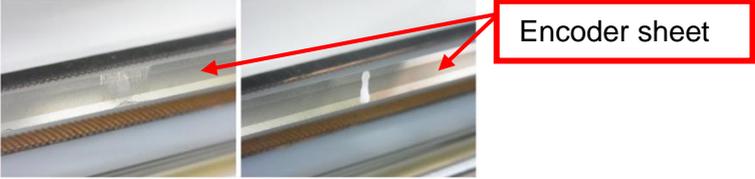
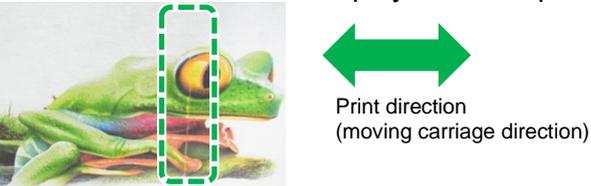
5-2	Error example 2 When the ink cartridge ends, Or, Ink cartridge not inserted	<p>Do not leave an empty ink cartridge in the machine or a cartridge removed from the machine. This may cause the ink pump to malfunction or the head nozzle to be come clogged. Replace the empty cartridge with a new one as soon as possible and check that the machine is in the "Ready" state. Make sure you have spare ink cartridges ready before ink runs low.</p> <p><Ink cartridge ends state>  <Ink cartridge not inserted> </p>	—
5-3	Error example 3 When the waste ink bottle is full	<p>Do not leave the waste liquid bottle full. Since the automatic maintenance operation does not operate, it may cause the head nozzle clogging.</p>	—
5-4	Error example 4 Cover open	<p>Do not leave the cover open. Since the automatic maintenance operation does not operate, it may cause the head nozzle clogging.</p> <p><Cover open state> </p>	—
5-5	Regular replacement part	<p>If an indicator prompts you to replace a part, contact your sales or service representative. Leaving the indicator lit up in red may cause printer malfunctions, such as ink leakage, head nozzle clogging, and abnormal noise.</p>  	5.1. Service parts

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6	Usage environment	<p>Install the printer in the specified temperature and humidity environment. In an environment other than the specified one, it may cause ink ejection failure or head nozzle clogging.</p> <p>Installation/Operation Environment Temperature: 59°F/15°C - 90°F/32°C Humidity: 45% - 80%RH, non-condensing humidifier recommended</p>	—
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<User maintenance>

No.	Item	Precautions	User manual chapter
1	Shaking white ink cartridge in the direction of rotation left and right (Daily)	<p>While holding the white ink cartridge with the ink supply port face up, shake the cartridge for 50 seconds once a day.</p> <p>Follow the user manual for the shaking method.</p> <p>Insufficient shaking may cause head discharge failure or head nozzle clogging.</p> 	<p>3.1. Maintenance Schedule (Daily)</p> <p>3.9. Agitating a White Cartridge</p> <p>Video instruction: </p>
2	Cleaning Maintenance Unit and Left Ink Sump (Weekly)	<p>Clean and remove ink from the maintenance unit and left ink sump once a week.</p> <p>If the maintenance is not performed regularly, it may cause head ejection failure or nozzle clogging. Do not apply too much pressure on the maintenance unit or left ink sump. Deformation, damage, or chipping of parts may cause head nozzle clogging or printer malfunction.</p> 	<p>3.1. Maintenance Schedule (Weekly)</p> <p>3.6. How to Clean the Maintenance Unit and the Left Ink Sump</p> <p>Video instruction: </p>
3	Cleaning Head Nozzle Cover (Weekly)	<p>Remove the ink adhered to the surface of the head nozzle cover once a week.</p> <p>If maintenance is not performed regularly, this may cause head ejection failure or head nozzle clogging. Do not clean the nozzle holes and the sides of the nozzle cover.</p> <p>Cleaning these parts may cause problems such as head ejection failure or damage to the circuit board.</p> 	<p>3.1. Maintenance Schedule (Weekly)</p> <p>3.7. How to Clean the Cover of Head Nozzle Plate (the Nozzle Cover)</p> <p>Video instruction: </p>

4	<p>Cleaning Guide Rod (Monthly)</p>	<p>Ink mist adhering to the guide rod is cleaned and removed every month. If maintenance is not performed regularly, the carriage will not operate normally and may cause abnormal noise, poor carriage scanning, poor head ejection, and clogging of the head nozzle.</p> 	<p>3.1. Maintenance Schedule (Monthly)</p> <p>3.5. How to Clean the Guide Rod</p> <p>Video instruction:</p> 
5	<p>Cleaning Encoder Sheet (If necessary)</p>	<p>Encoder sheets are not for regular maintenance. Please carry out as necessary in the following cases.</p> <ul style="list-style-type: none"> -When a CR encoder error occurs due to dirt such as grease adhering to the encoder sheet.  <ul style="list-style-type: none"> -When vertical lines are displayed on the printed image.  <p>Print direction (moving carriage direction)</p> <p>The encoder sheet is made very precisely, so please be careful when cleaning it. If you rub it with a strong force, the position of the carriage cannot be recognized correctly, which may cause image failure, ink leakage, or printer failure. Follow the user manual for proper cleaning instructions.</p>	<p>3.5. How to Clean the Guide Rod</p> <p>Cleaning the Encoder Sheet</p>
6	<p>Long-term Storage or shipping</p>	<p>For long-term storage (powered off for 2 weeks or longer) or shipping, replace the ink with cleaning solution and attach a head protection cover to the carriage. If the printer is stored or transported while it is filled with ink, the ink inside may stick and cause ink leakage or head nozzle clogging.</p> 	<p>6. Preparing Your Printer for Storage/ Shipping</p>

Additional notes for "DTG CONNECTION Product User Maintenance Precautions".

This section explains the precautions to be taken when cleaning the cover of the head nozzle plate (nozzle cover).

Mishandling the carriage unit may cause the liquid to enter the head, resulting in the following problems:

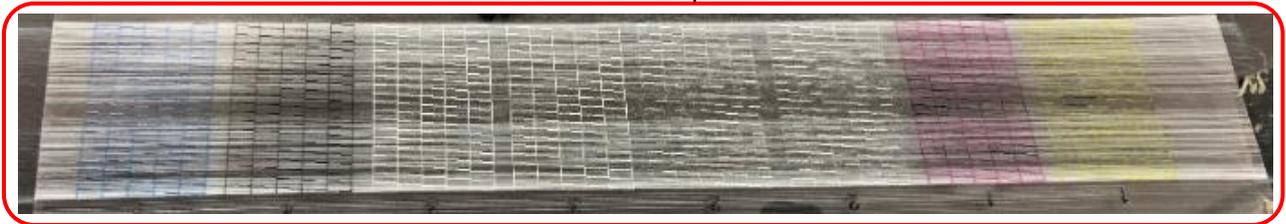
- Problems to electrical parts
- Errors in ink application to the optimal positions
- Jetting as shown in the photo

Make sure to periodically perform maintenance according to the correct procedures and frequency.

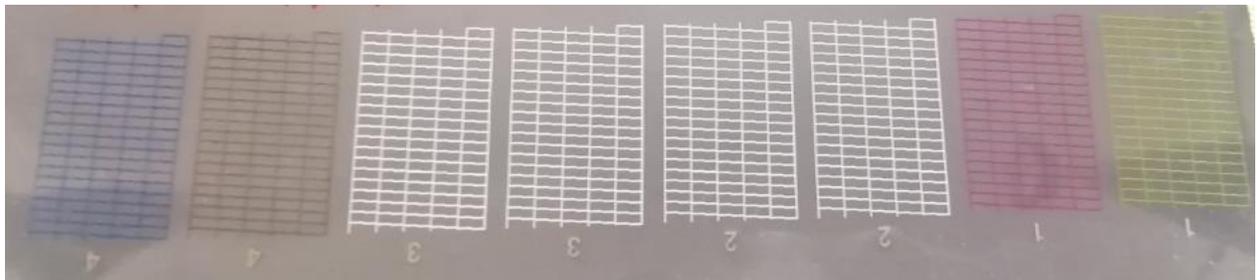
For details about the maintenance, see the User Manual.

Sample of White continuous ink jetting

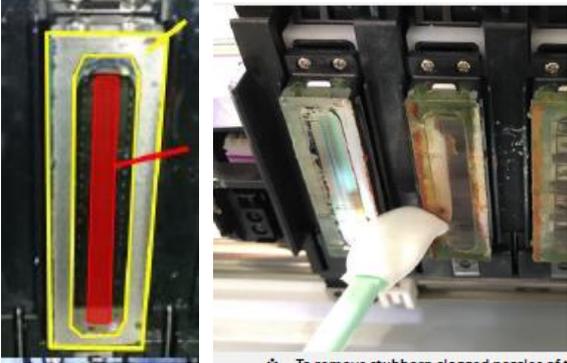
There are White lines at each color nozzle check pattern.



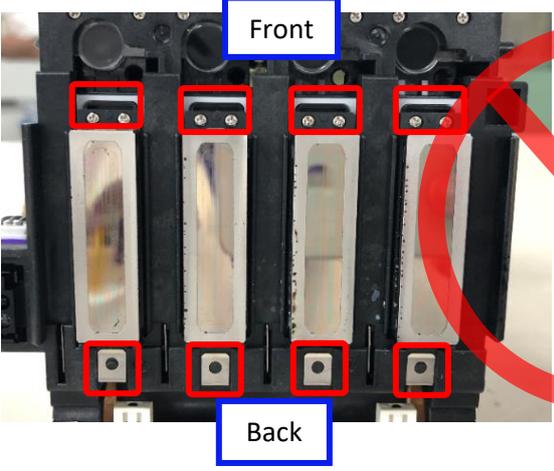
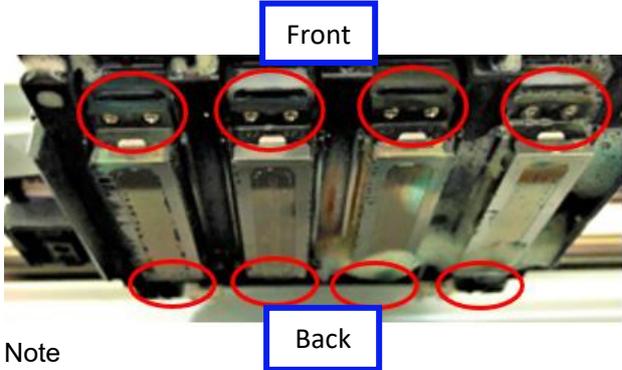
Nozzle check pattern printed in normal nozzle condition.

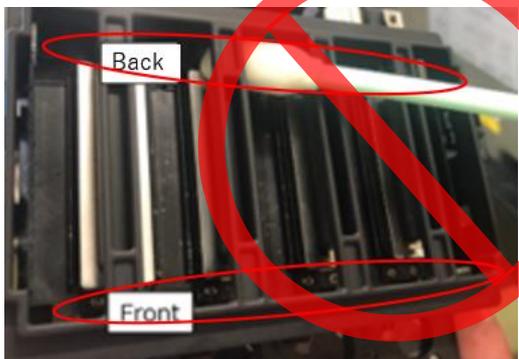


The correct and incorrect ways of cleaning are as follows.

Incorrect	Correct
 <p>Dampening the cleaning applicator with the cleaning liquid, and cleaning each side of the head (part shown in red).</p> <p>Note Due to the structure of the head, the cleaning liquid may enter the head from the sides and cause a short circuit.</p>	<p>Wear gloves. Dampen the cleaning applicator with an appropriate amount of cleaner liquid, and pinch the tip to squeeze out excess cleaner liquid. Carefully wipe the yellow area shown in the picture with the cleaning applicator without touching the red area.</p> 

Incorrect	Correct
 <p>Do not clean the nozzle side cover with a wet cleaning applicator.</p>	<p>The sides of the head (red area shown in the picture below) is do not need to be cleaned. Keep this area as it is. If the sides have become dirty and appear to require cleaning, be sure to use a dry cleaning applicator.</p>  <p>Use only a dry cleaning applicator.</p>

Incorrect	Correct
 <p>Wetting the indicated areas with a wet cleaning applicator.</p> <p>Front</p> <p>Back</p> <p>Front side: Screw hole and its vicinity Back side: Leaf spring and its vicinity</p>  <p>Front</p> <p>Back</p> <p>Note</p> <p>Using a wet cleaning applicator may cause the liquid to seep in through the gaps in the parts and result in short circuits in the electrical parts and damage to the printer. Be careful not to make the indicated parts wet.</p>	<p>These areas do not need to be cleaned. Keep them as they are. If these areas have become dirty and appear to require cleaning, be sure to use a dry cleaning applicator.</p>

Incorrect	Correct
<p>With the cleaning jig attached, wiping the areas indicated with a wet cleaning applicator.</p>  <p>Back</p> <p>Front</p>	<p>Normally, it is not necessary to clean the areas indicated in the photo.</p> <p>However, if the areas are stained and you wish to clean them, wipe them with a dry cleaning applicator.</p> <p>For details, see "How to Clean the Cover of Head Nozzle Plate (the Nozzle Cover)" in the User Manual.</p>