



10182

MUGP02

# PixMax 5 in 1 Mug Press Machine

**PixMax**

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# Specification

## Product Description

The PixMax 5 in 1 Mug Press enables you to create up to 5 personalised mugs at once. Each mug attachment in the press is individually operated with easy to use controls to power the temperature, time and pressure.

Perfect for use in a new or expanding business, this machine increases your production rate - giving you the potential to boost profits.

We understand this is a new and exciting purchase for most customers, although it's tempting to get stuck in please read these instructions before using the machine.

## Technical Information

Voltage: 220V

Power: 1500W

Temperature range: 0-400°F

Timer range: 0-999 seconds

## Product Specifics

Heating elements: 11oz

Dimensions: 86.7cm width x 32.1cm depth x 32.5cm high

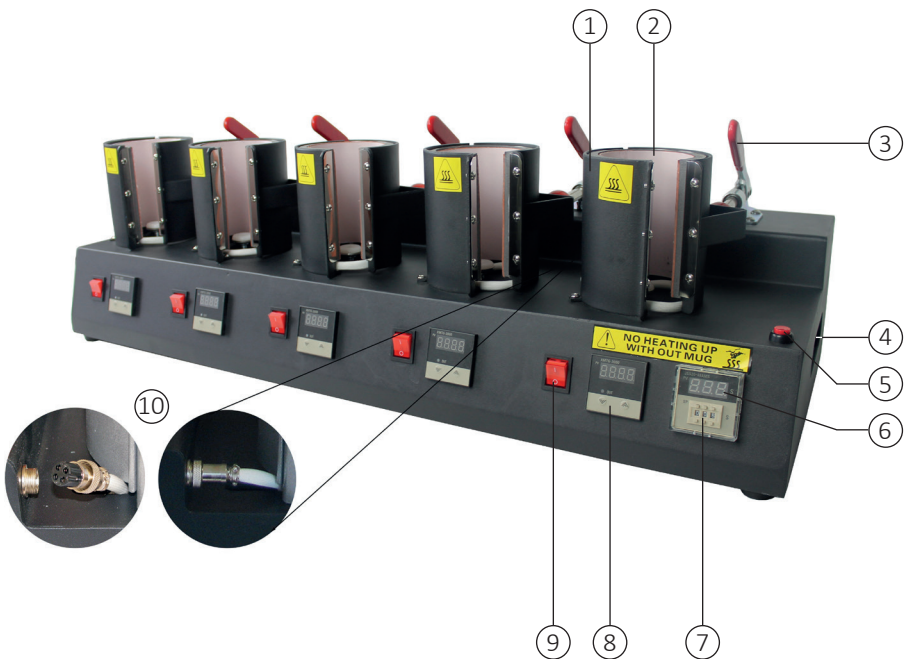
## Monster Guarantee

If you wish to return a product in perfect working order, we provide a 14 day returns policy as long as the item is unopened and in a resalable condition. A 12 month warranty applies to all of our electrical products; we will cover labour, parts and delivery charges. Our policy is to try and fix the item before arranging an exchange or refund. If for any reason a part is missing please get in touch with us within 7 days on receipt of your order. You can call or email our friendly and helpful Customer Support Team. For full terms and conditions contact our Support Department via the details on the Contact Us page.

# Specification

## Product Features

- 1) Mug press
- 2) Mug press element with teflon coating
- 3) Pressure handle
- 4) Carry handle (one on each side)
- 5) Timer start/stop button
- 6) Timer LED display
- 7) Timer adjustment panel - with "+" and "-" buttons
- 8) LED temperature display (one for each mug press)
- 9) ON/OFF switch (one for each mug press)
- 10) Element cable - behind each mug press is an element cable which needs to be connected to the main unit in order to power the corresponding press



# Specifications

## Product Features



- 1) ON/OFF switch - powers the corresponding mug press
- 2) Heating indicator - when lit, the element is heating and when it goes out the element has reached the set temperature
- 3) Temperature adjustment arrows - change the working temperature
- 4) Temperature LED display - shows the current temperature of the heating element and the working temperature as you adjust it using the arrows

# User Guide

## Operation Instructions

- 1) Prepare your mugs and designs using the “Printing & Design Instructions.”
- 2) Situate the mug press machine on a flat and solid surface using the carry handles on each end of the press.
- 3) Connect each element cable from the 5 presses to the machine and use the screw surrounds to secure them into place.
- 4) Plug the mains cable into a plug socket.
- 5) Using the red ON/OFF switches, turn on each of the 5 mug presses - or as many as you plan to operate.

Note: On first use the element will take a while to heat up and may produce some white smoke.

- 6) Each LED display will show the current temperature of the heating element, this will increase as the element heats up.
- 7) Using the temperature adjustment arrows, set the temperature(s) you wish to work at. The display will begin to flash as it confirms the working temperature, then show the current temperature as it starts to adjust to your setting.
- 8) The green indicator light will go out once the display reaches the working temperature and the display will then drop and rise in order to maintain it. You are now able to press your mugs.
- 9) Remove the plastic casing from the timer and using the “+” and “-” buttons to set the required pressing time, be sure to replace the casing once set.
- 10) Open up each mug press, the pressure handles should be in a near horizontal position towards the back of the machine. Insert each prepared mug into the pressing area, wear heat proof gloves as the press will get hot.
- 11) Pull each of the pressure handles towards the front of the machine to close the mug presses and apply the necessary pressure to your mugs.
- 12) Push the start button located on the right hand side of the machine, the set time will show on the timer LED display and begin counting down.
- 13) When the timer is complete an alarm will sound. Press the start button to stop the alarm.
- 14) Open up each mug press and, using heat proof gloves, remove the mugs from the press. Allow time to cool and remove the sublimation paper to reveal your design.

# User Guide

## Installing the Elements

Elements are classed as a consumable “wear and tear” item which can be overused until they stop working, similar to brake pads on a car. New elements can be purchased direct through our Sales team via the details on the Contact page.

When fitting a new 11oz element you will need to “bake” it into position on the metal sleeve using an 11oz mug, this sets the shape of the element to stop it coming loose.

The 5 in 1 Mug Press is an 11oz mug press as standard do not use the 11oz mug element to press other sized mugs as this will damage the element and void your warranty.

**Note:** A sacrificial mug needs to be placed in the press while heating. In by doing this, it will protect the element and prolong its working life.

To remove the mug press elements please follow these step by step instructions.

- 1) Ensure the mug press is switched off, the power cable is removed and the element is completely cool.
- 2) Unscrew the element cable from the socket on the control unit.
- 3) Use a screw driver to unscrew the cable clips that are secured into the base to free the cable.
- 4) Unscrew the metal sleeve that surrounds the element and secures it to the mug press frame.
- 5) To install another element simply repeat this process but in reverse order.

Do not use the elements for any other sized mugs than they are intended for e.g. pressing a 7oz mug in an 11oz element.

# User Guide

## Recommendations

Please read through the settings below. These are only recommended temperature and time settings, the final print depends on the quality of the mugs, inks and paper that you use. You may find alternative temperatures and times work better for your personal needs.

This mug press will only work with sublimation paper, sublimation inks and polymer coated mugs.

Temperature	360°F
Time	180 seconds

This temperature and time may alter or change depending on the sublimation paper, sublimation inks or type of consumable you are looking to press. We advise you test out printing to achieve your ideal style before pressing onto your final item.

All of the following products are sold by Monster Doodles and can be purchased using the details on the [Contact Us page](#).

Sublimation paper can be used with sublimation printers or with ink jet printers that are compatible with sublimation inks.

Sublimation heat tape can be used to hold your designs in place when pressing with any of our sublimation heat presses.

Teflon heat pressing sheets are ideal for keeping your heat press machine clean, providing a barrier between the platen and the design, as well as keeping your designs in place when pressing.

Blank white sublimation mugs with a polymer coating come with individual blank gift boxes, perfect for personalising.

# User Guide

## Printing & Design Instructions

These instructions are based on the use of sublimation paper, sublimation ink and sublimation compatible printers.

It is important to ensure your designs are printed correctly before pressing. Please follow these step by step sublimation instructions.

1) Create the logo, literature or image that you wish to print onto your product. This can be done on any design or word processing software. Make sure the size of the image will fit the product you are printing onto.

2) Once you are ready to print, set the print option to mirror the design, this is essential to ensure your design sublimates onto the product correctly. This setting can often be found in the Printer Settings menu and under the Page Layout section.

3) Ensure the inks are fully functioning with your printer; a test print of your design can be done on regular plain paper however the colour depth may appear different. If you are happy with the quality of the print then move to the next step, if not check your printer maintenance options and try printing at a higher quality.

4) Load the PixMax sublimation paper into the ink jet printer with the whitest and brightest side facing to the front. This is important to make sure the design will transfer onto the product at the pressing stage.

5) Once the image has printed allow up to 45 minutes for the ink to dry as it will appear very wet and can smudge easily. Trim the sublimation paper around the design but be careful not to trim too close.

6) The design can now be attached to the mug using heat resistant tape, ensure there are no creases in this paper as it may affect the final print.

In order to achieve the ideal print we advise testing your prints on unused products first, adjusting the controls to find the optimum temperature, pressure and time.



# Troubleshooting

## Resolution Guide

Please read through the guide below if you have any issues or faults with your mug press. The information covers and resolves the majority of frequently asked questions.

**Q: When my mug press element heats up it begins to smoke.**

A: This is quite common for the element to release a little white smoke when heating up, especially on the first couple of uses. This is simply residue and adhesive within the element burning off, it will not affect the heat press.

If the mug press begins to produce very excessive amounts of smoke from the element or cable or produces black smoke, switch off the press and remove the power cable. Do not attempt to switch it back on, call our Customer Support team via the details on the Contact page.

**Q: When I press my design the ink is not transferring on to the mug.**

A: Ensure you are using dye sublimation inks as this is the only kind of ink that will transfer on to sublimation mugs. If you are using standard printing ink, pigment ink or another non-sublimation ink it will not work.

Check the ink has been printed on to the correct side of sublimation paper, you should print on the shiny/bright side.

Be sure that the mugs used are polymer coated, this is the only material that will allow the inks to transfer across. Standard mugs are unlikely to be polymer coated, visit our website to view our range of sublimation mugs.

Finally, check the mug press to ensure it is heating up correctly, if the control unit is not reaching temperature or the element is cold please contact our Customer Support team via the details on the Contact page.

**Q: When I press my mug the images fade out on the edges of the design.**

A: Ensure the press is providing a strong pressure against the mug and the design is taped flat against the mug. Try placing the mug the opposite way around into the press, if fading is still occurring there may be a deficiency in heat on the element - contact our Customer Support team via the details on the Contact page.

# Troubleshooting

## Resolution Guide

**Q: When pressed onto the product the colour of the design is faded.**

A: This can mean one of three things, the pressure is too low, the temperature is not hot enough or the design has not been pressed for enough time. You may want to experiment on unused mugs until the optimum print is found. Ensure there is a firm even pressure on the product, increase the temperature by 10 °C and the time by 10 seconds until a clear print is achieved.

**Q: When pressed onto the product the whole design is blurred or broken.**

A: This can happen because the design has been pressed for too long. Decrease the time in 10 second increments until the print appears sharper.

**Q: When pressed onto the product part of the design is blurred.**

A: This means the heat is inconsistent across the design. Ensure the pressure is even on the product, the sublimation paper is entirely flat and the design is completely still whilst pressing.

**Q: The sublimation paper is sticking to the product**

A: This can happen because the temperature is too high or the surface of the product is not the right quality. Ensure the product is polymer coated and lower the temperature in 10 °C increments.

**Q: There is brown/yellow staining on the product or around the image.**

A: This means the heat is too high and the paper is burning. Reduce the temperature by 10 °C until the browning stops. If the image then looks blurry or faded increase the time by increments of 10 seconds.

**Q: My sublimation paper is not drying after I have printed it.**

A: The sublimation paper will require a period of time to dry after printing before applying to the mug. If you are experiencing a lot of wet ink on the surface of the paper then it may be due to the print quality settings - try reducing to standard or default and selecting normal paper, as this will reduce the amount of ink printed on to the paper.

# Troubleshooting

## Resolution Guide

**Q:** Although the mug press is switched on, it will not heat up or turn on.

**A:** If the LED display does not turn on or the machine does not heat up, there may be a loose connection in the power cable. Check the power source, ensure the cable is inserted into the plug socket and the element cables are properly connected to the main mug press unit. Then turn the mug press back on, if the problem persists there may be a faulty connection or broken fuse. Contact our Customer Support team via the details on the Contact page.

**Q:** The Teflon (white) cover on my mug press element has started to bubble and crease.

**A:** This is due to the adhesive evaporating in the element. Only some of the adhesive will evaporate so the Teflon sheet will still be attached to the element. This should not cause any issue with the quality of the printouts however if you feel that you are experiencing adverse affects due to this please contact the Customer Support team via the details on the Contact page.

**Q:** I can't get enough pressure in my mug press / my element has come loose in the thin metal sleeve.

**A:** If the mug press is providing no pressure to the mug, despite using the pressure handle provided, then the element may have come loose from the metal sleeve that holds it in place and allows pressure to be applied.

The mug element requires a tight fit within the sleeve so the best way to get it back in to place is by lining up one side behind its clip and using a flat screwdriver to lever the other side of the element behind the clip.

If the problem persists contact the Customer Support team via the details on the Contact page.

**Q:** The temperature on my control unit is not rising and the element is cold.

**A:** There may be a fault with the control unit or element, please contact our Customer Support team via the details on the Contact page.

For all other issues please contact our Customer Support department via the details on the Contact page.

# Safety Advice

## Safe Working Practice

Please read through the safe working practice to ensure prevention of injury or damage to the device.

Do not operate the device in areas of high temperature or humidity as the machine may not function correctly.

Do not use the machine if the adaptor wire is frayed or damaged.

When the device is not in use ensure that the power plug is removed from the socket. This will prevent damage to the appliance through power surges.

If you need to remove any parts of the mug press, it is essential to remove the plug from the socket first and allow the machine time to cool.

This press is an 11oz mug press as standard do not use the 11oz mug element to press another other sized mugs as this will damage the element and void your warranty.

Use heat protective gloves when removing the mug from the press.

Turn off the heat press if you are not using it for a long period of time, this will help preserve the element.

Ensure the white Teflon heat pad covers are on the element during pressing to prevent any damage. If not you can wrap a Teflon sheet around the item when pressing.

Do not let children use the machine, regardless of supervision.

This press will get hot during operation, avoid touching the heating components to prevent burns.

Do not exceed the locking limits of the press handle as this will cause damage.



# Contact Us

## Sales Department

For information regarding this device or other products from our Monster divisions please use the following details below.

Tel: 01347 878888

Email: [hello@monstershop.co.uk](mailto:hello@monstershop.co.uk)

## Support Department

For queries about this device, warranty, returns or reporting faults please use the following details below.

Tel: 01347 878887

Email: [help@monstershop.co.uk](mailto:help@monstershop.co.uk)

## Website

To view our product range and fantastic offers in the Monster divisions please visit our website

[www.monstershop.co.uk](http://www.monstershop.co.uk)

## Address

To visit our office Monster House and view our products, send postal correspondence or return items our address is provided below.

Monster House, Alan Farnaby Way, Sheriff Hutton  
Industrial Estate, Sheriff Hutton, York YO60 6PG



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