



**23566**

# Epson WF2010 Printer

**PixMax**



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# Specification

## Product Description

This printer has been adapted into an easy to use sublimation printer thanks to the addition of sublimation cartridges. This feeds specialist sublimation ink into the printer in order to print designs that can be heat pressed onto a variety of consumables, including t-shirts, hoodies, mouse mats, mugs and iPhone cases.

Ideal for starting or expanding a business or even taking up a new hobby, this printer can be set up at home or in the office, allowing you to start immediately.

## Item Contents

Printer: 1 x Epson Printer, 4 individual Epson ink cartridges, power cable with a 13A 3 pin plug, set up guide & software CD.

## Technical Information

Voltage: 220- 240V

## Product Specifics

Printer Dimensions: 14.8cm H x 26.4cm D x 39.2cm W

Printer Weight: 3.2kg

These instructions support the Epson WF2010 model.

## 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. For full terms and conditions contact our Support department via the details on the Contact page.

# Specification

## Product Features - Printer

As the printer has been adapted from a regular ink jet printer into a sublimation ink printer, only relevant sublimation features are explained.

1. ON/OFF- Powers the printer on and off
2. Network Status Print- Prints the test sheet
3. Bin Symbol- Cancels printing during a print job, press to resume printing jobs after an error, moves the ink cartridge holder to the ink cartridge replacement position and can run a print head clean.
4. Ink error indicator- indicates low, empty or incorrect ink cartridges



Refer to the printers own set up guide for more specific instructions.

# User Guide

## Product Explanation

Sublimation heat pressing is when a sublimation ink design is transferred onto a sublimation suitable surface using a combination of heat, time and pressure.

### What is sublimation?

Sublimation (or phase transition) is the process of a solid substance transforming into a gas without first passing through a liquid stage. Very few compounds can go through this process at a regular atmospheric pressure. Dry Ice is one of the few that can.

Before a solid substance can be transformed into a gas it would usually need to pass through a liquid stage: solid to liquid to gas. We can see this with snow for instance. Snow melts and becomes water. When water is heated it can then become steam. However, during the sublimation process the liquid stage is completely missed out.

### What are sublimation inks?

Sublimation inks are solid colour dye particles that have been ground into a powder and then held in a liquid carrier. The ground colour dye particles do not melt in the liquid carrier and they retain their solid state.

### How do sublimation inks work?

When an image is printed on sublimation paper, using sublimation ink, the paper with the printed image is then placed on top of the material to which it will be transferred (heat pressed). Together they are placed onto the heat press where heat and pressure is applied for a period of time. When the solid colour dyes on the printed image are heated under pressure they become a gas and transfer to the polyester or polymer coating, which has also expanded under the heat, making it easier for the gas to be absorbed into the fabric or coating. When the dyes cool down they return back to their solid state and are then contained within the fabric of the garment or polymer coating of the object.

# User Guide

## Product Explanation

### **What materials are suitable for sublimation?**

Any synthetic polyester based materials. This includes polyester textiles, lycra and rigid polyester films. Almost any material that has a polyester blend or polymer coating can be sublimated. Nylon can also be used for sublimating. A polyester and cotton blend material is ideal with a minimum of 70% polyester. As previously stated, consumables such as mugs can be treated with a polymer coating which provides the dye with a suitable surface into which it can be absorbed.

### **What kind of products can be printed on?**

Garments such as T shirts, caps, high visibility jackets and work safety wear, fashion items and any other polyester or polyester mixed materials are suitable for sublimation printing.

Other items can also be made suitable for sublimation by simply applying a polymer coating which works in the same way as polyester material and absorbs the sublimation ink when it is in the gas stage. Items that are used for sublimation printing are often called consumables and include mugs, phone covers, plates, puzzles, mouse mats and many more.

### **Is there a paper designed specifically for sublimation printing which should be used, and if so why?**

Yes. Paper designed specifically for sublimation transfer has a special surface so that the colour dye particles can separate easily when they become a gas. Standard paper is not suitable as it hasn't been coated and will not hold or release the sublimation inks correctly, and this would cause a poor design transfer. Heat transfer paper is also not suitable and can not be used with sublimation inks.

More information and tutorials on sublimation printing can be found on YouTube and online forums. If you have any other questions about the sublimation printing process you can contact our Support department via the details on the contact page.

# User Guide

## Recommendations

At Monster Doodles, we provide a wide variety of sublimation printing accessories, from flat heat presses and mug pressing machines to consumables such as t-shirts, iPhone cases, mugs and sublimation paper.

Our range of heat presses are available in a flat clam style of 38cm or 50cm square or in a swing form of 38cm square. These are ideal for pressing a wide range of consumables including t-shirts and tote bags- anything with a flat surface. The PixMax Mug Press has a variety of attachments available for pressing different sizes and shapes of mugs and cups.

We stock consumables that are specific for sublimation printing, as they already have a ready to print polymer coating or polyester blend. Our range is varied with t-shirts, mouse mats, mugs, iPhone cases, jigsaw puzzles and plates.

Check out our website [www.monsterdoodles.co.uk](http://www.monsterdoodles.co.uk) or contact our Sales department via the details on the Contact page.



# User Guide

## Operation Instructions: Step 1

Installing the printer software - please complete this section before installing the sublimation cartridges. Please note that the set up instructions may vary depending on printer models, refer to the printer's set up guide for more information.

- 1) Remove all packaging and blue tape from the printer. Be sure to lift up the printer to access the ink carriage and remove any packaging from inside the printer.
- 2) Insert the set up disc into your computer's disk drive and install the printer software, or if your computer doesn't have a disk drive you can install the drivers from the providers website.
- 3) Connect the printer to the power cord and turn on the mains power supply. Then connect the printer to your computer with a USB cable (not included). Although many printers can be connected to your computer via WiFi we advise using a USB connection, as this is the most reliable connection, therefore we do not offer support on printing via WiFi.
- 4) Follow the on-screen installation instructions. When prompted to choose the type of installation you wish to complete, deselect 'Installing the latest version', but select 'Monitoring your Printer status'. (see figure 1).
- 5) When prompted to choose the connection type, choose USB wired connection (see figure 2).
- 6) Once the installation has finished you may be prompted to install additional software, simply exit out of this menu by pressing cancel (see figure 3). A dialogue box will appear about the firmware update not being complete, and whether you want to exit it, simply press yes to exit, (see figure 4).

**You must disable firmware and software notifications from the printer by locating the printer icon on the task bar in the bottom right hand corner of your screen. Then simply right click on the icon and select 'Software Update Settings', when the menu loads up check the 'Never' box and press 'OK' (see figure 3 & 4).**

**If you are ever prompted to complete firmware or software updates for the printer, please do not proceed as updating the printer will reset the configuration and prevent the sublimation cartridges from working with the printer. If you do proceed to update the printer software this will VOID THE WARRANTY.**

Figure 1

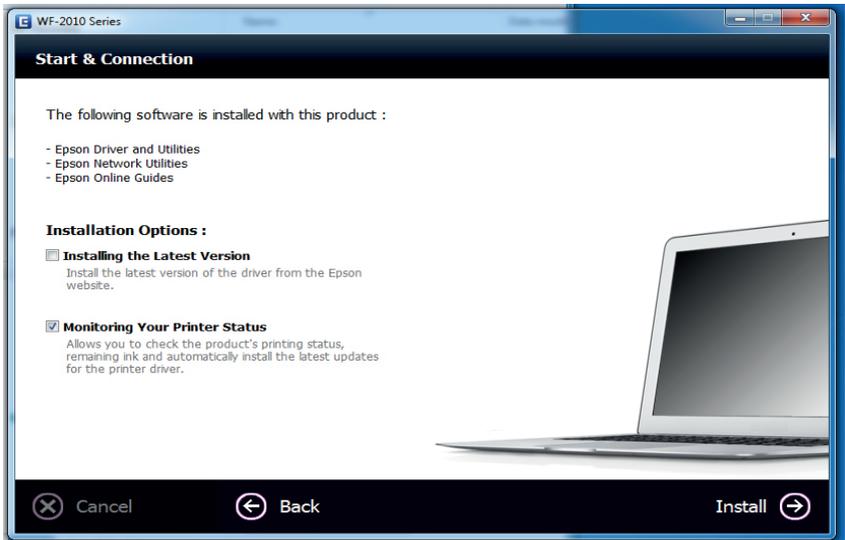


Figure 2

Figure 3

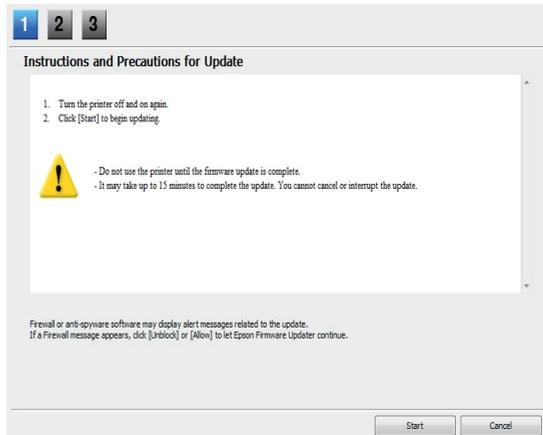
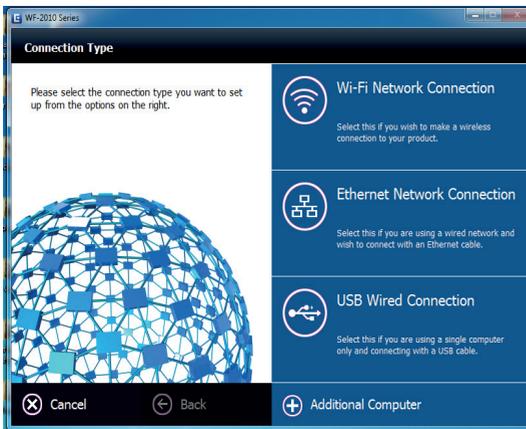
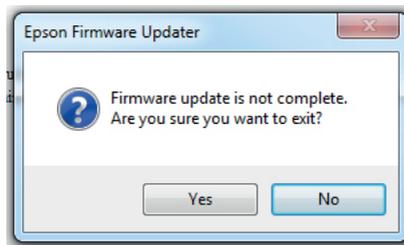


Figure 4



These images refer to set up with Epson WF2010, however models may vary. Refer to the printers own set up guide for more specific instructions.

# User Guide

## Operation Instructions: Step 2

Installing the sublimation cartridges - once the printer software is installed you will need to insert the sublimation ink cartridges. Instructions for filling the cartridges with ink can be found on the resolution pages.

1) Through the start menu, access your Control Panel and go to 'Device and Printers'. In this menu you will see all the printers that are installed on your computer, be sure to remove any other printers that are shown by right clicking on the printer icon and selecting 'Remove Device', as these other printers can interfere with the sublimation cartridge configuration. Then, ensure that the printer you have just installed is selected as the default printer – to set this, simply right click on the icon and select 'Set as default printer' (see figure 5).

2) When the printer is turned on the ink light will flash as there are no cartridges in the ink carriage. The ink carriage will then shuffle and set itself up for cartridges to be inserted.

4) Lift up the top of the printer. Press and hold the bin symbol button until the printer carriage moves out from the printer housing on the right hand side.

5) Remove any ink cartridges from the carriage and place each sublimation cartridge into the ink carriage individually. Once each one is sat in the carriage you will need to push down the back of each individual cartridge into the Epson ink carriage. Make sure they are aligned and in the correct colour order.

Once inserted you should hear a loud click. Avoid pressing the clips backwards as they will bend and snap. If you do not hear any clicks, the cartridges have not installed and you will need to persevere with pushing the cartridges into place.

Please Note: When you have filled the cartridges and placed them in the printer, remember to pull out the small rubber bung (air hole). This needs to be done so that the ink can breathe. If it is left in it would cause a vacuum in the cartridge. Instructions for filling the cartridges with ink can be found on the resolution pages.

# User Guide

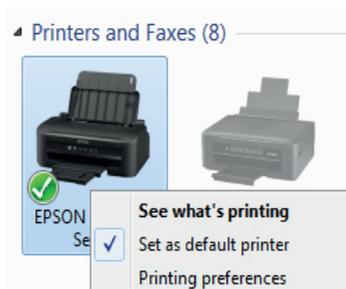
## Operation Instructions: Step 2

6) Once the cartridges have clicked in correctly the red ink icon will turn off and the green light of the power button will remain steady. Press the power button and the printer will begin to process the inks ready for printing. The power light will continue to flash while the product is charging ink. Do not turn off the product during ink charging. If ink charging is incomplete, you may not be able to print.

An on-screen message may appear on your computer to inform you that the cartridges do not contain genuine ink, press continue and the sublimation cartridges will be installed. Once the ink carriage has moved back into the housing on the right hand side you are ready to print. If there is a problem, the ink light will come on.

Once the printer is fully installed with the ink cartridges you will need to print a test page, this will ensure that everything is working correctly.

Figure 5



# User Guide

## Operation Instructions: Step 3

Printer Preferences for the Epson WF2010:

1) Go to your computer's 'Control Panel' and find the 'Devices & Printers' menu which shows all the printers and devices connected to your system. Locate the printer and right click on the icon. Here you should see an option called 'Printer Preferences' or 'Printer Settings'. By clicking on this a new menu window will appear with a few different tabs along the top: 'Main, More Options and Maintenance'. Click on the 'Main' tab and your screen should look like this (see figure 6).

2) Press 'Add/Remove Presets...' and you will be taken to another screen (see figure 7). Select 'Document - Fast' and it will become highlighted. Using the arrows on the right hand side, move 'Document - Fast' to the bottom of the list. Then, move 'Document - High Quality' to the top of the list (see figure 7). This will make the document print slowly and in a high quality.

3) Press close once completed and you will go back to the 'Main' tab. Make sure your settings are as follows: Document size - A4 210 x 297mm, Paper type - Epson Matte, Quality - High and colour, (see figure 8). Press OK when completed.

Figure 6

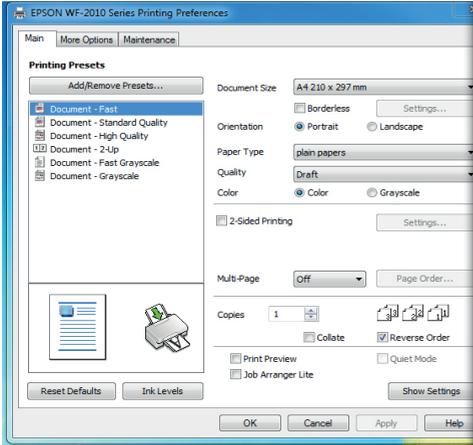


Figure 7

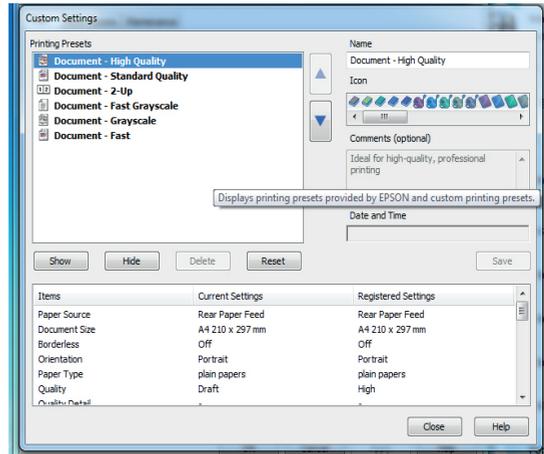
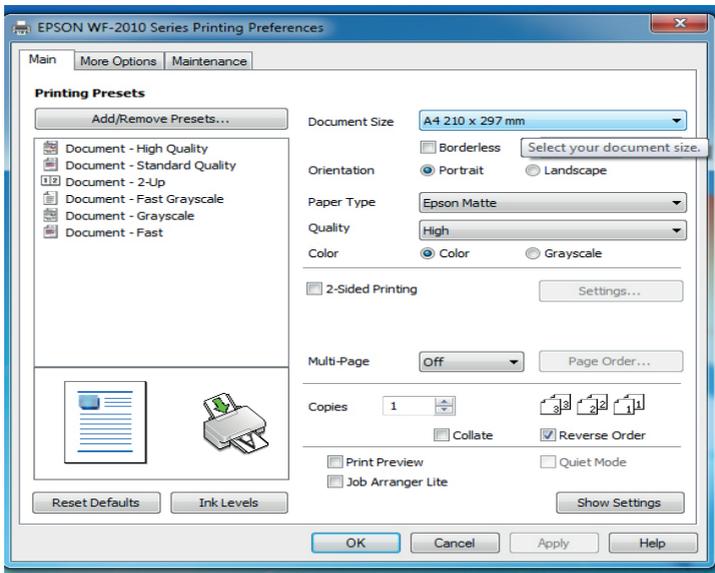


Figure 8



# Troubleshooting

## Resolution Guide

Please read through the guide below if you have any issues or faults with your printer or sublimation cartridges. The information covers and resolves the majority of frequently asked questions. These instructions refer to set up with the Epson WF2010, however models may vary. Refer to the printers own set up guide for more specific instructions on replacing the ink cartridges, print head cleans and nozzle checks.

**Q:** I can't get my printer to recognise the sublimation cartridges.

**A:** Please ensure you have installed the printer with the setup sublimation cartridges provided. This is vital to the entire setup of the printer. Always ignore any updates for firmware or software for the printer, as this can block the cartridges from configuring correctly.

Step 1: Go to your computer's 'Control Panel' and find the 'Devices & Printers' menu which shows all the printers and devices connected to your system. Locate the printer and right click on the icon. Here you should see an option called 'Printer Preferences' or 'Printer Settings'. By clicking on this a new menu window will appear with a few different tabs along the top, select the 'Maintenance' tab to see options such as 'Status Monitor, Printer Head Cleaning & Ink Cartridge Replacement'.

Step 2: Select 'Ink Cartridge Replacement' this will take you to a screen with instructions detailing how to replace the cartridges. These instructions can take two different forms. If, whilst clicking through the instructions, it instructs you to press the power button on the front of the printer in order to move the carriage into the replacement position, please follow step 3. If the computer automatically moves the carriage into the replacement position, skip ahead to step 4.

Step 3: If the instructions say to press the power button on the front of the printer you will need to restart the printer without any cartridges. This can be done by removing the cartridges, then manually moving the carriage back into position on the right hand side. It is important that it is in the default position, on the right hand side and inside the printer housing, before turning the printer off and back on again. Then press the bin symbol button to bring the carriage back out of the printer housing. Continue to step 4.

# Troubleshooting

## Resolution Guide

Step 4: The carriage should be out of the printer housing and in a position where you can access the cartridges. Take out the setup cartridges if they are still inside the printer. You will then need to press down on the 4 sublimation cartridges until you hear all 4 of them click into place. This can sometimes take a lot of force and the cartridge may feel like it has jumped back slightly, however this should not matter.

Step 5: Complete the instructions on your computer screen and the carriage will begin to install the cartridges.

Step 6: If a message pops up with 'Failed to complete ink charging' take out the cartridges and finish the on-screen ink cartridge replacement options. If the carriage does not automatically return to the right, push it into position on the right hand side and hold the ON/OFF button on the printer until it powers off. Then turn the printer back on and repeat Step 4.

Step 7: If an on-screen message states that the cartridges can not be recognised, please return to the beginning of this information and repeat the process, ensuring that the cartridges click into place correctly. Try this 3 more times and if you are seeing the same results please contact our Support department via the details on the Contact page.

# Troubleshooting

## Resolution Guide

**Q:** How do I fill the sublimation cartridge with ink?

**A:** Follow the steps below when filling your cartridges with ink.

Step 1: Pull out the big coloured rubber bung (ink hole). Ensure you keep the small rubber bung intact (air hole).

Step 2: Using a syringe, fill the cartridge with sublimation ink. Do not fill the cartridge over 85%. Over filling can cause leakages.

Step 3: Replace the big runner bung by pushing it the whole way in.

Step 4: Pull out the small rubber bung. This needs to be done so that the ink can breathe. If it is left in, it would cause a vacuum in the cartridge, make sure the small rubber bung is left out.

Step 5: Install the sublimation cartridges as per the printer instructions. You may need to perform a nozzle check on the printer 1-3 times. Once it produces a perfect nozzle check, the cartridge has been successfully installed and is ready to use.

Step 6: When the ink level is low or the printer cannot recognise the cartridge, take it out and refill it, once it is put back in the printer, it will automatically reset.

Please Note: If you want to move the cartridge or the printer, while there is still ink inside the cartridge, the air hole must be closed with the small rubber bung, otherwise it could leak.

# Troubleshooting

## Resolution Guide

**Q:** The sublimation cartridges are not feeding all of the colours through to the printer.

**A:** A simple quick fix for this is to check if the colours are flowing through to the cartridge head correctly with no blockages or air bubbles.

Take the cartridge head out of the printer and, one by one, remove the rubber plugs to insert the syringe and slowly draw ink from the reservoir tank. Replace the rubber plugs and insert the cartridge back into the printer. Ensure that it clicks into place in the carriage.

The next quick fix is to clean the printer head and perform nozzle checks to see if the colours are coming through from the cartridge.

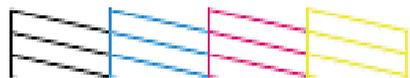
Go to your computer's 'Control Panel' and find the 'Devices & Printers' menu which shows all the printers and devices connected to your system. Locate the printer and right click on the icon. Here you should see an option called 'Printer Preferences' or 'Printer Settings'. By clicking on this a new menu window will appear with a few different tabs along the top, select the 'Maintenance' tab to see options such as 'Nozzle Check, Head Cleaning & Ink Cartridge Replacement'.

If the printout is unexpectedly faint or dots are missing you can perform a nozzle check. Click on 'Nozzle Check' and follow the on-screen instructions. You should find that the nozzle check image starts to print more clearly.

An incomplete nozzle check:



A complete nozzle check:



Click on 'Head Cleaning' and follow the on-screen instructions, then attempt to print a test page. You may need to do between 3 and 5 cleans before doing another nozzle check.

# Troubleshooting

## Resolution Guide

**Q: What type of ink will I need for sublimation pressing and where can I purchase it?**

**A:** Inktech and Sawgrass are two companies who created and patented sublimation ink, therefore there are a limited amount of companies who can supply it. The ink is easily available to purchase from different websites including specialist websites such as Inktech and Sawgrass, as well as sellers on eBay and Amazon. The inks are available at varying prices so look around and read the information before buying. You are looking for generic sublimation ink which comes in bottles, it doesn't have to be specific to a company or expensive professional sublimation printers.

**Q: What type of paper will I need for sublimation pressing and where can I purchase it?**

**A:** Sublimation paper is specialised for printing with sublimation ink and has a unique surface that transfers the colour dye particles onto the consumable. Standard paper is not suitable because it hasn't been coated and will not hold or release the sublimation inks correctly, resulting in poor design transfer. Monster Doodles provides sublimation paper in many of our bundles or a pack of 100 sheets can be purchased for only £14.99.

If you have any other questions please contact our Customer Support team via the details on the Contact page.

All these images and instructions refer to set up with Epson WF2010, however models may vary. Refer to the printers own set up guide for more specific instructions on replacing the ink cartridge, print head cleans and nozzle checks.

# 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.

Do not insert your hand inside the product or touch the cartridges during printing.

Do not remove or tear the label on the sublimation ink cartridges as this could cause leakage.

Do not remove the transparent seal from the bottom of the cartridge; otherwise, the cartridge may become unusable.

Do not touch the green IC chip or the small window on the side of the cartridge. Doing so may prevent normal operation and printing.



# 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 Chef division 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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