



PixMax Mug Press

24681

PixMax

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Specification

Product Description

Thank you for purchasing this PixMax Mug Press.

The PixMax Mug Press allows you to sublimate designs onto 11oz mugs with precision and ease of use. Whether you're an established business looking to expand, or it's a part-time hobby and you want to see where it can go, push your creativity to the limit and see what you create.

The sleek touch-screen control panel allows for quick and easy settings, whilst the 1 x free roll of sublimation heat tape and 1 x 10 pack of sublimation paper, you'll be roaring to go immediately.

We at Monster Group UK understand that this is a new and exciting purchase, and although it is tempting to get stuck in, please carefully read these instructions before you start using the machine.

Please refer to and read Safety Advice, Safe Working Practice to ensure prevention of injury or damage to the device before starting.

Technical Information

Voltage: 110-220V

Frequency: 50/60Hz

Power: 350W

Time Range: 0-888 seconds

Temperature Range: Ambient room temperature- 399°F/200°C

Product Specifics

Dimensions: (H x W x D): 30cm x 28cm x 23cm

Weight: 6.5 KG

Material: Iron, Aluminium, Silicon

Control Unit: Touch Screen

Pressure Control: Manual, adjustable

Monster Guarantee

If you wish to return a product in perfect working order, we provide a 30 day returns policy as long as the item is unopened and in a resalable condition.

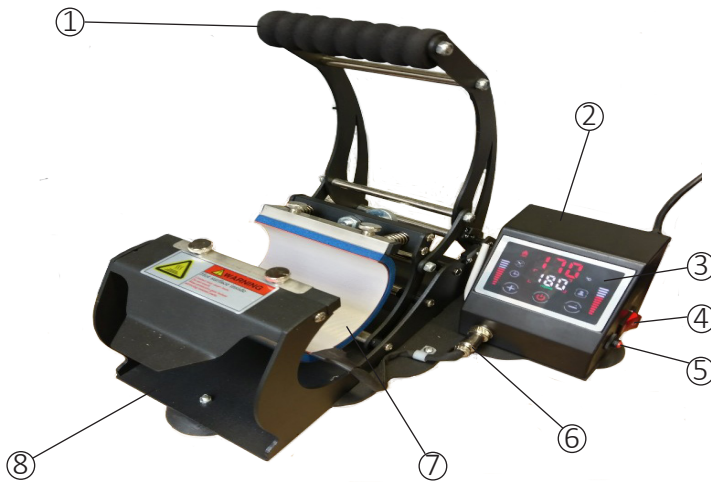
A 12 month warranty applies to all of our electrical products; we will cover the cost of labour and parts. Our policy is to try and repair the item before arranging an exchange or refund.

If for any reason a part is missing please get in touch with us within 7 days on receipt of your order. You can contact our friendly and helpful Customer Support Team via email or call. For full terms and conditions contact our Support Department via the details on the Contact Us page.

Monster Group UK Limited's liability will be limited to the commercial value of the product only.

Specification

Product Features



1. Adjustable Press Handle
2. Control Unit
3. Control Unit Interface (touch-screen)
4. Power Switch
5. Reset Switch
6. Element Cable Attachment
7. 11oz Mug Press Pad
8. Mug Press Stand

Specification

Product Features



- 1: Temperature Set: Press to set target temperature. Default setting at 190 °C.
- 2: °C/°F: Hold to switch between Celsius or Fahrenheit display
- 3: Clock: Press to set the pressing time. Default: 180 seconds.
- 4: Up: Press to increase temperature or time.
- 5: ON/OFF: Press and hold to switch the machine on or off.
- 6: Down: Press to decrease temperature or time.
- 7: User Icon: Press to check lifetime amount of sublimations completed (up to 999).
- 8: Working time: Shows time to press. Default setting at 180 seconds.
- 9: Display temperature: Shows whether working temperature is displayed in Celsius (°C) or (°F).
- 10: Current Temperature: Shows current temperature. Default setting at 190 °C.

Safety Advice



Safe Working Practice

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

Ensure you have read and fully understood the instruction manual and safety advice before using the machine.

Carefully follow the set-up guide, operational instructions, and maintenance guide at all times.

Do not use this product for anything other than its intended purposes.

Do not use the machine if the wire is damaged.

Do not stand on, or place heavy objects onto this machine.

Do not use outdoors.

We recommend the use of an RCD.

Do not leave this machine unattended whilst it is operational.

If signs of excessive heat, fire, or smoke become apparent, turn off the machine fully, unplug it from the socket and arrange for repair. Do not use the machine further until it has been inspected by a qualified professional.

Do not keep the material to be printed onto under the press any longer than the recommended time.

Do not operate this machine with wet hands, hair, or clothes.

Do not allow the machine to become excessively wet. Do not submerge the machine in water.

Ensure the machine is fully switched off and unplugged when not in use.

Repairs or maintenance should be carried out by a qualified professional. Do not attempt to undergo repairs yourself.

Inspect the product for signs of wear and damage before and after every use. If damage or significant wear is noticed, do not use the machine and arrange for repair as soon as possible.

User Guide

Set-Up Instructions

NOTE: A sacrificial mug must be placed in the press while heating for the first time. By doing so, it will prolong the element and its working life.

- 1) Before plugging in the power lead, ensure the Element Cable is attached into the socket on the Control Unit.
- 2) Attach the power lead to the rear of the Control Unit and turn the ON/OFF Switch to ON. Press and hold the Power button on the touch-screen control panel.
- 3) The default time setting of the Mug Press is 180 seconds. The default temperature setting is 190°C.

NOTE: Ensure you use the right temperature and time settings for the mug you are going to press. You can change these default settings by pressing and holding the 'Temperature' and/or 'Clock' icons on the control panel, and using the UP or DOWN buttons to amend accordingly. If you know the Target Temperature only in Fahrenheit, either convert it manually and enter it on the control panel, or press and hold the °C/°F icon.

- 4) Once you confirm the time and temperature settings, the Current Temperature (in red) will rise towards the Target Temperature.

NOTE: The Current Temperature (in red) will be at ambient temperature when turning on. This will usually start from 20 or 30°C. Once the Target Temperature is reached, an alarm will sound. You can expect the Current Temperature to fluctuate often. This is just the thermostat working and will not affect overall finish.

CAUTION: On first use, the element may take a while to heat up and may produce some smoke.

Operation Instructions

Before you begin, you should have prepared your design and mug for pressing. See 'Print and Designing Instructions'.

- 1) Insert the prepared mug into the press and close the press handle firmly. You will notice the timer on the control panel will start to decrease. Do not exert excessive pressure on the machine as it may cause damage. Adjust the pressure screw if the pressure is too tight/loose.
- 2) When the timer reaches zero, an alarm will sound to notify you of this. Lift the handle and use heat-proof gloves to remove the mug. Allow ample time to cool before removing the design.

NOTE: Elements are classed as consumable items, which can be overused until they stop working. Like brake pads on a car, they will eventually need to be replaced. You can purchase new elements directly through our Sales team via the details on the 'Contact Us' page.

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.

The default settings (190°C for 180 seconds) are general recommendations. We advise that 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 via 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 gift boxes, perfect for personalisation.

Printing and 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 instructions:

- 1) Create your logo, literature, or image that you wish to print onto the product. This can be done on any design or word-processing software. Ensure 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 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 differ. If you are happy with the quality of the print, move onto the next step now. 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 shiny/bright side facing to the front. This is important as it ensures the design will transfer onto the product at the pressing stage.
- 5) Once the image has printed, allow 45 minutes for the ink to dry as it will appear very wet and can easily smudge at this stage. Trim the sublimation paper around the design, but be wary 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, test your prints on unused products first, adjusting the controls to find the optimum temperature, time, and pressure.

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 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 if the smoke is black, 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 Us' page.

Q: When I press my design, the ink is not transferring onto the mug.

A: Ensure you are using dye sublimation inks as this is the only kind that will sublimate onto the mug. If you are using standard printing ink, or another non-sublimation ink, it will not work. Check that the ink has been printed onto the correct side of the sublimation paper; you should print on the shiny/bright side. Ensure that the mugs 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 the required temperature or the element is cold, please contact our Customer Support team via the details on the 'Contact Us' page.

Q: When I press my mug, the image fades 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 in this instance.

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 pressing time in 10 second reductions until the paper appears sharper.

Q: The sublimation paper is sticking to the product.

A: This usually occurs when 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 5/10°C reductions.

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. Decrease the temperature by 10°C or 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 and before applying to the mug. If you are experiencing a lot of wet ink on the surface of the paper, it may be due to print quality settings. Try reducing to standard or default and selecting normal paper in the settings, as this will reduce the amount of ink printed onto the paper.

Q: When I turn on the mug press, the display shows 'E2'.

A: If the numbers on the display rise up and show this message, the element may not be plugged in correctly. Ensure the power is switched off and the power lead is not plugged in. Plug the element in properly and turn the Mug Press on again. If the problem persists, there may be a faulty connection. Contact our Customer Support team via the details on the 'Contact Us' 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 effects due to this, please contact our Customer Support team.

Q: I can't get enough pressure in my Mug Press/my element has come loose in the metal sleeve.

A: If the Mug Press is offering no pressure to the mug despite using the pressure adjuster provided, 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. The best solution is to line up one side behind its clip and, using a flat screwdriver, lever the other side of the element behind the clip. If the problem persists, contact our Customer Support team.

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.

For all other issues, please contact our friendly and helpful Customer Support team via the details on the 'Contact Us' page.

Contact Us

Sales Department

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

Tel: 01347 878888

Email: hello@monstershop.co.uk

Support Department

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

Tel: 01347 878887

Email: help@monstershop.co.uk

Website

To view our product range and fantastic offers in the ***** division please visit our website;

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



Monster Group (UK) is one of the UK's fastest growing online retailers. We supply a diverse range of products which offer exceptional value for money. We strive to provide the best possible customer experience with free UK delivery across all our products and a Monster Guarantee for 100% satisfaction.

Our dedicated customer service team will be more than happy to help with any questions you may have.

Home & Garden
Storage Shelving
Sign & Digital
Retail & Hospitality
Commercial Equipment

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