

# PixMax Multi-Mug Press



## By Monster Doodles





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# Specification

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## Product Description

The PixMax Multi-Mug Press Unit is an essential product for personalised gift businesses, corporate product handouts, charities and home businesses alike. The Multi-Mug press allows the user to press 5x 11oz mugs at once which drastically cuts production time and increases product output. Along with being time effective the Multi-Mug press is also extremely compact and is perfect for maximising your work area.

Whether you are an established business or just looking to bring in some extra income this easy to use and flexible multi-mug press machine is a fantastic acquisition.

## Monster Guarantee

On purchasing this product from our Monster Doodles range you qualify for our 12 month electrical item guarantee.

## Item Contents

PixMax Multi-Mug Press - Complete with frame and 5 11oz mug press elements

13 amp 3 pin plug lead

10 FREE Sheets of sublimation paper

## Technical Parameters

Rated Voltage:	220V
Power Output:	1.75kW
Time Range:	0-999 S
Temperature Range:	0-399°C

## Product Dimensions

Packaging Dimensions:	86 x 39 x 28 cm
Product Dimensions:	80 x 30 x 25 cm
Product Weight:	27 Kg

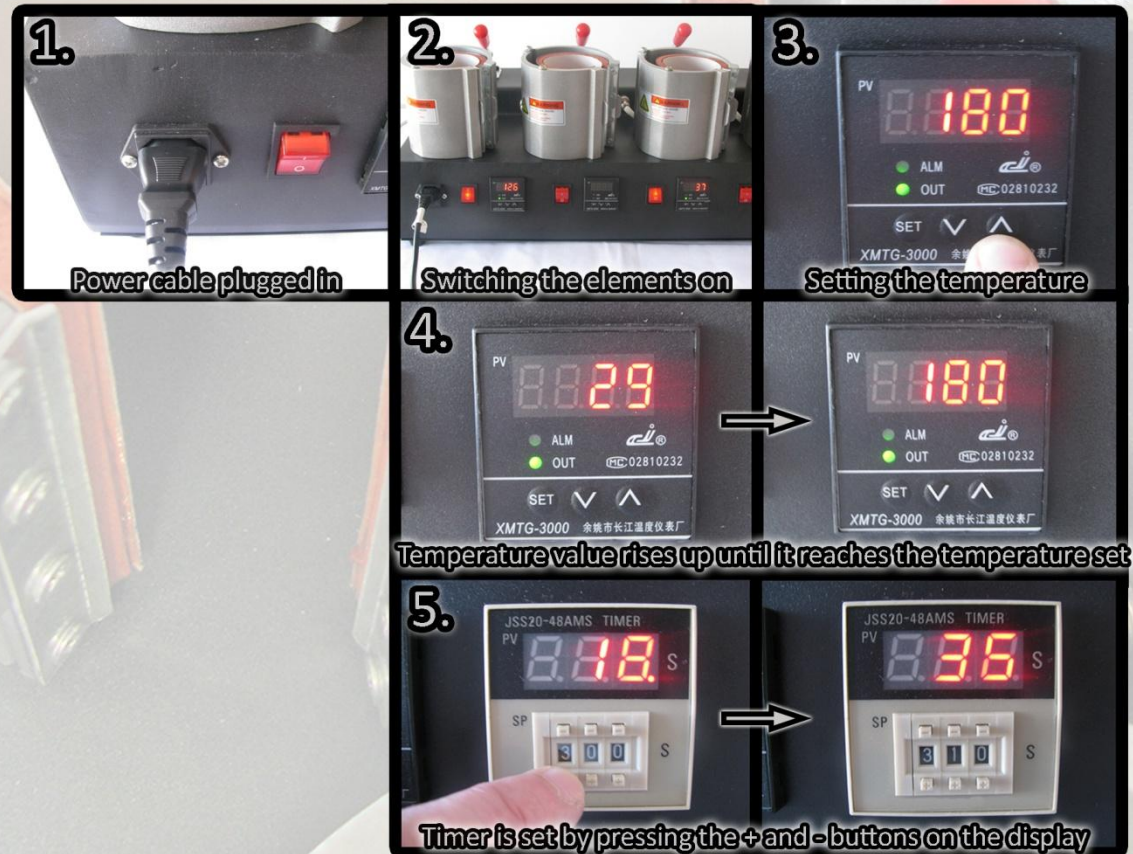


# Set-up Guide

## Control Unit Settings

To set the control unit to the required temperature and time please follow the instructions below.

1. Ensure the power cable is connected and switched on from the mains.
2. The main power switch is located on the furthest left hand side and also controls the left hand element. The other elements can then be turned on by pressing the individual power switches.
3. Each element has an individual temperature setting that can be adjusted by holding the up arrow for one second until the temperature reading flashes. Adjust the temperature up or down using the arrows until the required temperature shows on the screen. After a few seconds of inactivity the screen will stop flashing and the current temperature will show again.
4. When the temperature reading reaches the required temperature it will stop rising.
5. The timer can be set using the buttons either side of the timer numbers. When the press is turned on the timer will automatically begin to count up and will sound an alarm when the desired time has been reached.





# Set-up Guide

## Installing the Elements

To remove and install the mug press elements please follow the step by step instructions below.

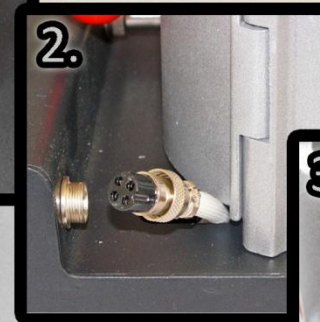
1. Ensure that the mug press is switched off and the power cable is not connected.

2. Unscrew the element cable from the socket behind the element.

3. Open the element surround so that the screws holding the element can be freed from the holes in the surround.

4. Once the element is separate from the surround it will be free to slide out of the surround.

5. To re-install the element repeat the process in reverse order.



When removing an element always ensure that it has cooled down, the power is off and the power lead has been removed.



# Using The Press

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## Printing your Design

The instructions below instruct on how to print your design and prepare your mug for pressing.

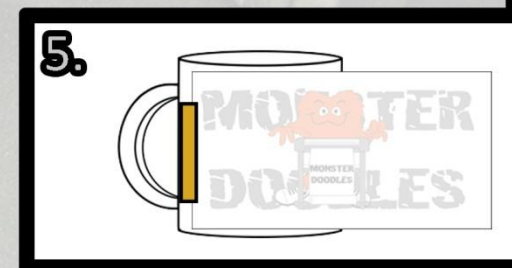
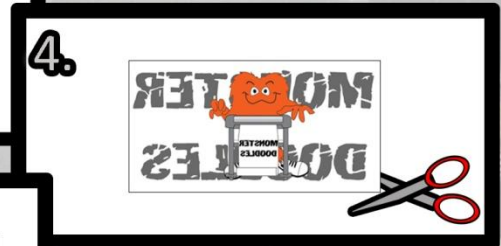
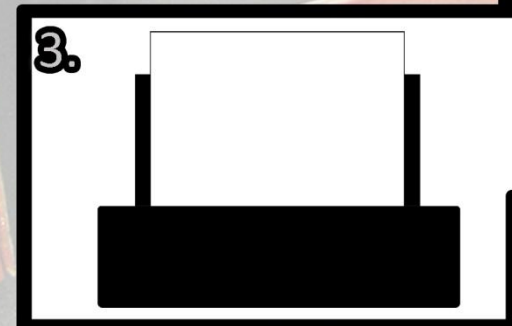
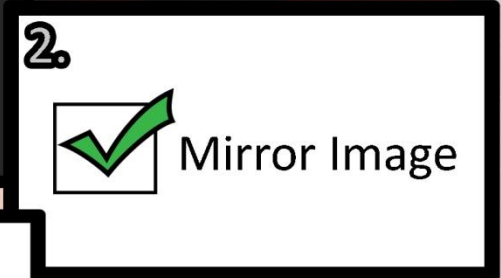
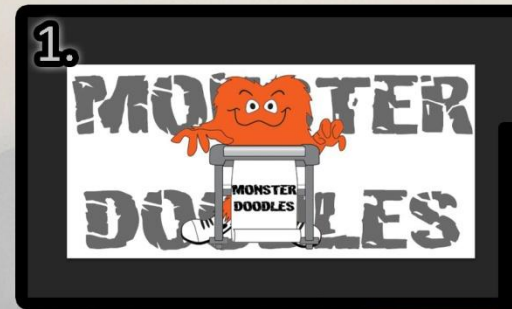
1. Firstly, create or acquire the design that you wish to print on to the mug. Any design or word processing software can be used to achieve this. Ensure that all boundaries and sizes are catered to fit the product and that the images are manipulated to your desire. This may include colour correction, cropping, transforming etc. By measuring the height and the circumference of the mug you can gain an accurate guide or template to work with.

2. Once your design is complete and ready to print, set the print option to mirror the image or design. You will find this option in the "Printer Preferences" menu on the "Page Layout" tab. This is vitally important for ensuring that your design sublimates onto the mug correctly.

3. Load sublimation paper into your printer with the shiniest/ brightest side facing frontwards and print the design. This is important to ensure that the design will transfer onto the product correctly in the pressing stage. Please ensure that you are using sublimation ink with your sublimation printer or printer and CISS system or the ink will not transfer.

4. Once the image has printed, trim the sublimation paper around the image so it fits properly when wrapped around the product.

5. Using heat resistant tape, ensure the design is fastened to the mug with a smooth contact all the way around. Ensure there are no creases in the paper as this can affect the final print.





# Using The Press

## Pressing your Design

Once you have your image printed out and attached to your mug you will be ready to press the design. Please follow the instructions below for the optimal temperature and time settings for pressing your mugs.

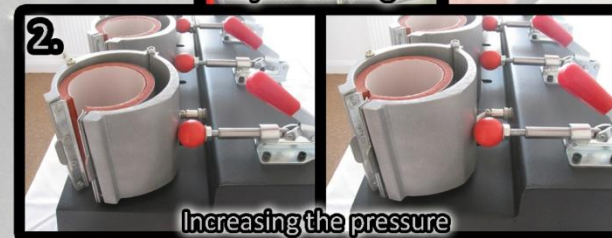
1. With the power switches all turned off, adjust the height that the mug sits at by turning the adjustment handle inside the mug press elements. Test to ensure that the entire height of the mug is covered by the mug press element.

2. Insert the mug into the element and use the handle to close the element around the mug. Adjust the pressure by turning the red ball that rests on the back of the element so that the element fits tight around the mug.

3. If you wish to use the machine from cold, adjust the timer so that it reads 310 seconds. If you wish to use the mug press whilst it is hot adjust the timer so that it reads 210 seconds.

4. Turn on the main power switch along with any elements that you wish to use. Adjust the temperature as instructed on page # to 180°C.

5. Once the timer alarm has sounded remove the mug by opening the pressure handle and remove the design from the mug. Dip the mug in cold water to prevent the ink from leaking.



Set the temperature to 180°C



# Troubleshooting



**Q:** When I press my design none of the ink is transferring on to the surface of the mug.

**A:** If you are experiencing a lack of ink transfer or none at all please check the mug press to ensure that it is heating up and providing a firm pressure on the surface of the mug. If the mug press is not heating up please check over the rest of the troubleshooting guide for a resolution. If the mug press is working well the fault will lie with one of the following:

- The ink that has been used is not sublimation ink. This accounts for a high percentage of non-transfer as only sublimation ink will transfer on to the mug. If you are using standard printing ink, pigment ink or other non-sublimation inks you will need to purchase sublimation ink.

- The sublimation paper has been printed on the wrong side. The sublimation paper required for pressing designs on to mugs can only be printed on one side. This tends to be the shinier/brighter side of the paper. Please try using both sides of the paper to check to see if this resolves the issue.

- The mug is not polymer coated. The mugs that are used for sublimation printing need to be polymer coated to allow the ink to transfer across. If you have purchased blank white mugs from a super-market or local wholesaler there is a chance that they are not polymer coated. To resolve this you can visit our website [www.monsterdoodles.co.uk](http://www.monsterdoodles.co.uk) to view our range of sublimation mugs.

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

**A:** If you are experiencing a fade out on the edges of your design then please check to ensure that the mug press is providing a strong pressure against the mugs. If this is the case and the design is taped down flat against the mug try placing the mug in the element the opposite way up to how it was previously placed (i.e. upside down). If the fade out is still occurring on the same part of the element there may be a deficiency in heat on the element. Please contact the customer care team using the details provided on the contact page.

## Resolution Guide

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

**Q:** Once I have pressed my mug the image has become blurry or smudged.

**A:** Blurring or smudging of a design once it has been pressed can be attributed to one of the following:

- The design has not had enough time to dry on the sublimation paper and has smudged on to the mug before pressing. This can be resolved by letting the paper dry before use.

- The mug has been pressed for too long and the ink has started to diffuse in a process called 'gassing out'. To resolve this reduce the time that the mug is pressed for.

- If the image is blurring after pressing whilst it is still hot the image is gassing out as the ink is still hot enough to spread on the design. To resolve this remove the design immediately after pressing and immerse the mug in cold water to cool it down.

**Q:** The print on to the mug is light and seems faded throughout the design.

**A:** If the image has pressed on and seems light or faded try to increase the temperature or time in increments of 10. If this is showing an improvement then this can be adjusted until happy with the print. If there is no visible improvement the element may not be heating up to the temperature required. Please contact the customer care team using the details provided on the contact page.

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

**A:** The sublimation paper will sometimes 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 on the paper it may be due to the print quality settings that have been selected. This can be resolved by reducing the print quality (i.e. photo quality to standard or default) and also by selecting default or normal paper as this will reduce the amount on ink that the printer deposits to the paper.

**Q:** When my design has been pressed the light/white areas of the design have turned yellow/brown

**A:** If you are experiencing a yellowing on the mug this can be caused due to pressing for too long or at too high a temperature. To resolve this reduce the time/temperature in increments of 10 until the final press is satisfactory. If reducing the time and temperature is having no visible effect then the element may be over-heating. Please contact the customer care team using the details provided on the contact page.



# Troubleshooting

**Q:** When I turn on my mug press element the control unit rises quickly and shows an unusual value.

**A:** If your control panel rises up and shows a value as demonstrated in the image below then the element may not be plugged in. If this is the case, ensure all power is switched off and the power lead is not plugged into the press. Plug the element in and power up the mug press. If the control panel is still showing the same then the element or the socket may be faulty. Please contact the customer care team using the details provided on the contact page.



**Q:** The teflon (white) sheet in my mug press elements have started to bubble and crease

**A:** If the teflon sheet is starting to bubble or crease this is due to adhesive that has evaporated in the middle of 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 care team using the details provided on the contact page.

## Resolution Guide

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

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

**A:** It can be quite common for the mug press element to release small amounts of white smoke when heating up especially on the first couple of uses. This is due to residue or adhesive within the element burning off and is not harmful to the mug press. If the mug press begins to produce very excessive amounts of smoke from the element or cable, or starts producing black smoke, switch the press off and remove the power cable and allow to cool down. Do not attempt to switch back on and contact the customer care team using the details provided on the contact page.

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

**A:** If the mug press is providing absolutely no pressure to the mug despite using the pressure adjuster (red ball) provided then the element may have come loose from the thin metal sleeve that holds the mug element in place and allows pressure to be applied. The mug element does require a tight fit within the sleeve so the best way to get the element back into place is by lining up one side of the element so it sits behind its clip and using a flat head screwdriver gradually lever the other side of the element behind the clip. If once this has done the mug element falls out of the sleeve easily and keeps coming loose the sleeve may have come out of shape and need replacing. Please contact the customer care team using the details provided on the contact page.

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

**A:** If the temperature is set at the temperature you wish to press at yet the control unit is not rising and the element is cold there may be a fault with either the control unit or element. Please contact the customer care team using the details provided on the contact page.

**Q:** When I have pressed my mug there are lines of white/coloured dots running through my design.

**A:** If you are receiving traces of coloured dots on light areas of your design or white dots on coloured parts of your design this due to the spool wheels in the printer. When you print out your design these should be visible on the paper. This can be resolved by removing some of the spool wheels within the printer if they are removable however please contact your warranty provider prior to this as we claim no responsibility over any faults that might arise from this. If you have purchased a printer & CISS combo from ourselves please contact the customer care team for further advice regarding this using the details on the contact page.



# Safety Advice



If you need to remove any mug press parts, it is essential to remove the plug from the socket first. When replacing the top of the heat press when it is still hot please use insulated gloves.



If after using the press you do not intend to use it again for a long period of time switch the press off to preserve the elements.



Please ensure the white Teflon heat pad covers are on at all times to prevent damage.



Whilst using the heat press, avoid touching the heating components to prevent burns.



## Safe Working Practice

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

When removing the mug press elements ensure that the power is turned off first before removing the plugs from the socket on the control box.

Please do not exceed the locking limits of the press handle as this may cause damage.

Do not let children use the machine, regardless of supervision and/or whether the machine is in use or not.

Whilst using the mug press avoid touching the element surround to avoid injury.



# Contact Us

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Our contact details for both our sales and support departments are provided below.

## Sales Department

For information regarding our consumables range and other products from our Monster Doodles division please use the following details below.

**Tel: 01347 878882**

**Email: sales@monstergroupuk.co.uk**

## Support Department

For customer care queries, returns, reporting faults or for enquiries regarding warranty repairs please use the following details below.

**Tel: 01347 878887**

**Email: support@monstergroupuk.co.uk**

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## Website

To view our consumables and product range and receive fantastic low price offers from our Monster Doodles division please feel free to visit our website.

**[www.monsterdoodles.co.uk](http://www.monsterdoodles.co.uk)**

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## Address

To visit our brand new offices 'Monster House' and view our product range, send postal correspondence or to return items our address is provided below.

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