



Printer & CISS

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 a PixMax CISS (Continuous Ink Supply System) device. 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 and CISS attachment can be set up at home or in the office, allowing you to start immediately.

Item Contents

Printer & CISS unit- this item does not contain sublimation inks.

These instructions show Epson XP 212/213/225 printers, please be aware that models may vary and this guide acts as a general source of information for installing the CISS.

Technical Information

Voltage: 220- 240V

Plug: 13A 3 pin UK

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 page
- 3) Paper error indicator- indicates if the paper is empty or jammed
- 4) Printer Maintenance- cancels jobs and starts ink cartridge replacement
- 5) Ink error indicator- indicates low, empty or incorrect ink cartridges



*image shows Epson XP 212, however models may vary.

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

Specification

Product Features

- 1) Reservoir- inks are stored here before being drawn into the cartridge
- 2) Ink lines- pass the inks from the reservoir to the cartridge
- 3) Self adhesive pipe retaining bracket
- 4) Self adhesive pipe retaining clips
- 5) Syringe needle
- 6) In line filters
- 7) Syringe- used to draw ink from the reservoir to the cartridge
- 8) Cartridge- clips into the printer carriage to provide ink for printing



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. At regular atmospheric pressure very few compounds can go through this process. Dry Ice is one of the few that can.

Before a solid substance can be transformed into a gas they 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. Water heated 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're 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 now 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 onto?

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 because it hasn't been coated and will not hold or release the sublimation inks correctly which will cause 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 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 or contact our Sales department via the details on the Contact page.



User Guide

Operation Instructions: Step 1

Install the printer software - please complete this section before installing the CISS. Please note that set up instructions may vary depending on printer models, refer to the printers 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 there.
- 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) Follow the on-screen installation instructions. When prompted to choose the type of installation you wish to complete select both check boxes (see figure 1).
- 4) Once the installation has finished you may be prompted to install addition software simply exit out of this menu (see figure 2).

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 CISS from working with the printer. If you do proceed to update the printer software this will VOID THE WARRANTY.

- 5) 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 printer 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 provide instructions on printing via WiFi.
- 6) On-screen instructions will give advice on using the ink cartridges provided in order to set up the printer; these must be installed before setting up the CISS. Once the printer is fully installed with the inks you will need to print a test page this will ensure everything is working correctly before you begin to install the CISS.

Figure 1

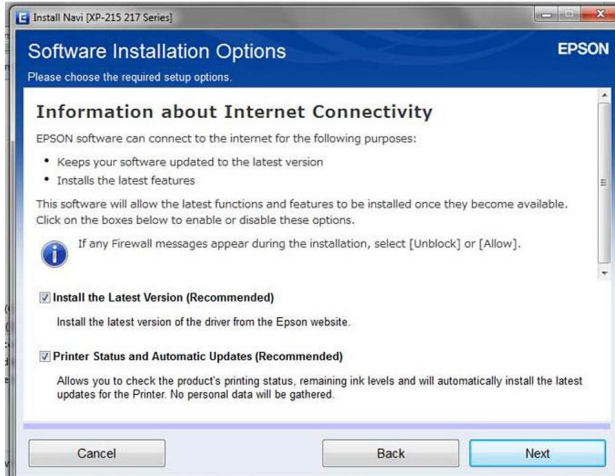


Figure 2

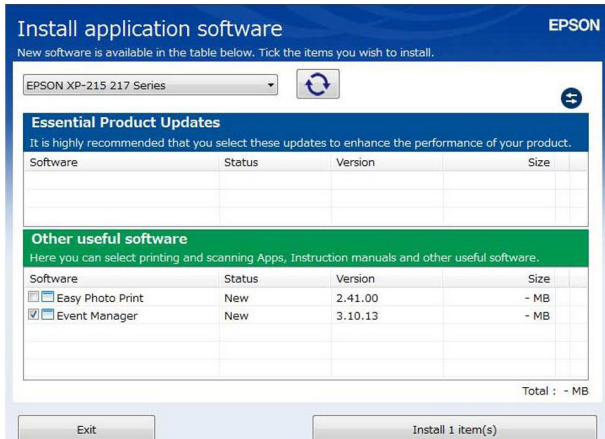


Figure 3

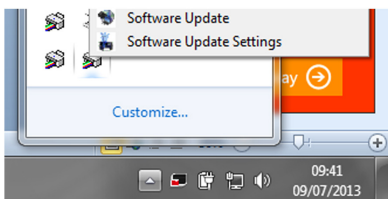
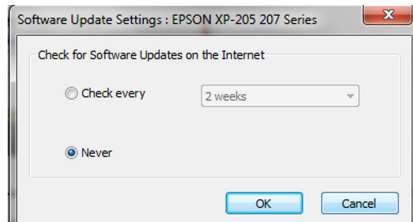


Figure 4



These images refer to set up with Epson XP 212, however models may vary. Refer to the printers own set up guide for more specific instructions.

User Guide

Operation Instructions: Step 2

Installing the CISS - once the printer software is installed and a successful test print has been printed you can now begin to prepare the printer for CISS installation.

1) Through the start menu access your Control Panel and go to 'Device and Printers'. In this menu you will see all 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 CISS 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 4).

2) Remove all packaging from the CISS. Locate the reservoir tank and the cartridge head. Remove the rubber plugs from the top of the CISS reservoir tank and fill the corresponding coloured tanks with sublimation inks. Re-insert the plugs into the top of the tanks. PLEASE NOTE INK IS NOT PROVIDED WITH THE CISS.

3) The inks now need to be able to flow from the reservoir tank to the cartridge head. Place the reservoir tank onto a surface that is level with or next to the printer, as gravity will play a big part in helping to pull the inks through the lines and into the cartridge head. Do not place the reservoir above the printer as gravity will cause the ink to continuously drip through to the cartridge, causing it to overflow and flood the printer with ink.

4) Locate the 4 rubber plugs on the CISS cartridge head. Remove a rubber plug and insert the included syringe (with the needle removed). Use the syringe to draw the air out of the lines and watch as the ink is pulled through to fill the ink tube and cartridge head. Repeat this process with all 4 colours and place the rubber plugs back into the cartridge head. You are now ready to install the CISS cartridge into the printer.


5) Lift up the top of the printer and prop open with the left hand arm support. Press and hold the  symbol for approximately 6 seconds or until the printer carriage moves out from the printer housing on the right hand side (see figure 5).

Figure 4

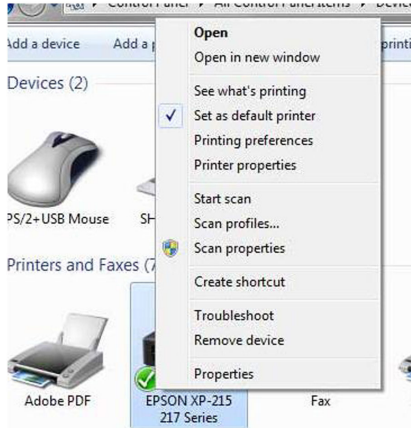
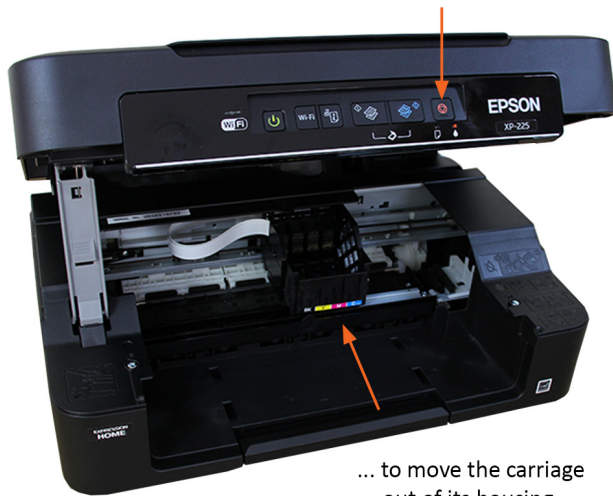


Figure 5*

Press and hold the maintenance button...



... to move the carriage out of its housing.


*image shows Epson XP 225, however models may vary.

User Guide

Operation Instructions: Step 2

6) Remove any ink cartridges from the carriage and locate the CISS cartridge head. Place the CISS cartridge head into the ink carriage (see figure 6). Once it is sat in the carriage you will need to use both of your thumbs to hold down the front of the CISS cartridge which will be closest to you, whilst you push the down the back of the CISS cartridge into the ink carriage (see figure 7).

As you push the back of the cartridge into the carriage you should try to push all 4 cartridges together rather than as one complete unit. Please note this will need a lot of force to push in. Once inserted you should hear 4 loud clicks. 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.

7) Once these have clicked in correctly the light underneath the red ink icon will turn off (see figure 8). Press the  symbol and the printer will begin to process the inks ready for printing.

An on-screen message may appear on your computer to inform you that the cartridges do not contain genuine ink, press continue and the CISS will be installed. Once the ink carriage has moved back into the housing on the right hand side you are ready to print (see figure 8).

Figure 6

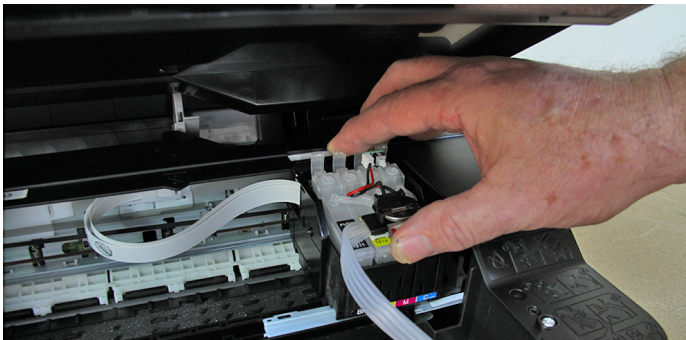


Figure 7

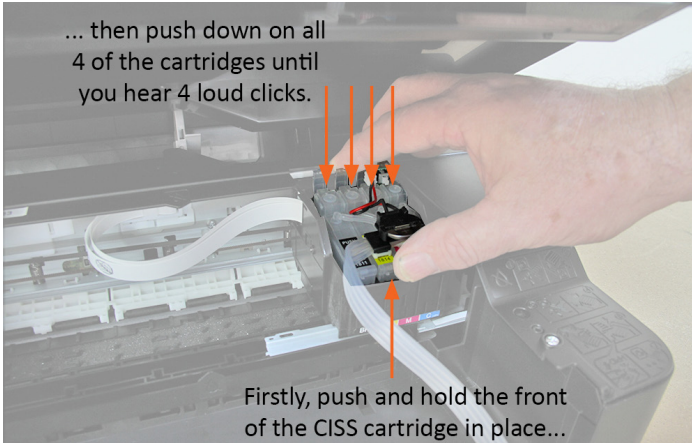


Figure 8

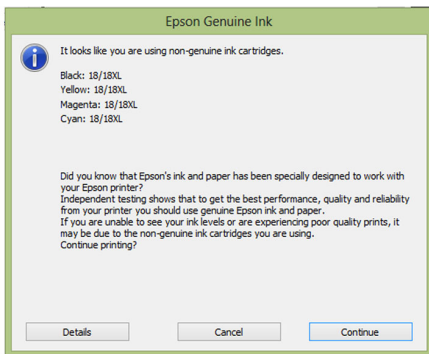


Figure 9



These images and instructions refer to set up with Epson XP 212, however models may vary. Refer to the printers own set up guide for more specific instructions on replacing the ink cartridge.

Troubleshooting


Resolution Guide



Please read through the guide below if you have any issues or faults with your printer or CISS. The information covers and resolves the majority of frequently asked questions. These instructions refer to set up with Epson XP 212/213/225, 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 CISS cartridges

A: Before attempting to install the CISS please ensure you have installed the printer with the setup 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 CISS from configuring correctly.

Step 1: To install the CISS 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  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.

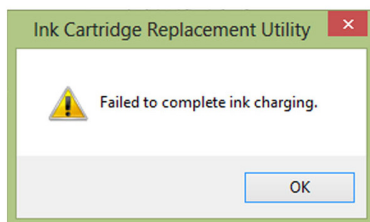
Step 3: If the instructions say to press the  button on the front of the printer you will need to restart the printer without any cartridges. This can be done by removing the cartridges, then manually moving the carriage back into position on the right hand side. It is important that it is in the default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

Troubleshooting

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. Locate the CISS cartridge and place it into the carriage with the rubber plugs at the back of the carriage first and then push down the coloured labels at the front. You will then need to press down on the 4 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. The carriage will move once to the left side, then back to the right where it will sit idle for around 30 seconds. An on-screen message will pop up to inform you that the cartridges do not contain genuine ink, press continue and the CISS will be installed.

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. This can happen if you attempt to click the CISS in more than once or if it hasn't clicked into place properly.



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: My printer has stopped recognising the CISS.

A: It is important to turn off any auto updates once the printer software is installed as any updates can lead to the CISS becoming unrecognisable to the printer. If this does occur and your CISS is suddenly not recognised by the printer please follow these steps below to attempt a reset of your printer.

Step 1: Remove the CISS cartridges and shut down the printer for 5 minutes.

Step 2: While the printer is still shut down, remove the USB cable where it is connected to the printer. The computer end can stay connected to the computer (please note if you are using WiFi you will need to disconnect the WiFi connection to the computer).

Step 3: Switch on the printer and allow the printer to finish the start up sequence (the cartridge head stops moving back and forth) and insert the genuine included ink cartridges starting with the black cartridge first. Once these have been inserted and the cartridge replacement sequence has finished, turn the printer off and allow to rest for 10 minutes.

Step 4: With the printer turned off, hold down the network status sheet button (there may be two of these buttons, if the first one doesn't work you may have to repeat the process with the second one). Keep hold of the button and after a few seconds press the power button to turn the printer on, ensuring that the network status sheet button is still held down. This should initiate a test page print.

Step 5: Re-connect the USB or WiFi and insert the CISS cartridges. The printer should now recognise the cartridges. If the problem persists please contact our Support department via the details on the Contact page.

These images and instructions refer to set up with Epson XP 212/213/225, however models may vary. Refer to the printers own set up guide for more specific instructions on replacing the ink cartridge.

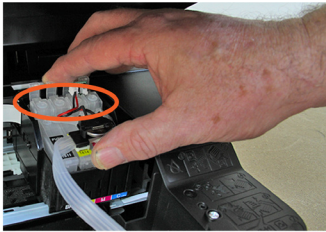
Troubleshooting

Resolution Guide

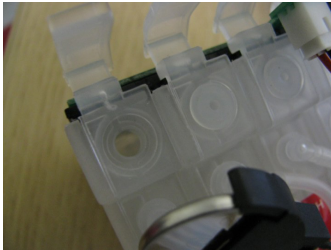
Q: On the CISS, how do I draw the ink from the ink reservoir and into the cartridge head?

A: To draw the ink from the reservoir into the cartridge head of the CISS please follow the instructions below.

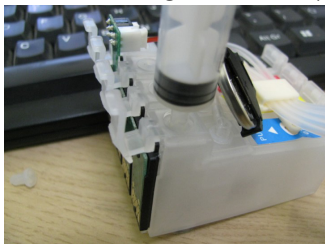
Step 1: Remove the cartridge from the printer and locate the rubber plugs on the cartridge head.



Step 2: Remove the rubber plugs.



Step 3: Using the syringe provided (remove the needle), draw the air out of the lines and watch as the ink fills the tubes and cartridge heads. Place the plugs back. This will now be ready to insert into the printer and will begin to bring the colours through in order to print.



Troubleshooting

Resolution Guide

Q: My CISS device is not feeding all of the colours through to the printer.

A: A simple quick fix for the CISS 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, this should also pull through any air bubbles or blockages from the connecting lines of the CISS. Replace the rubber plugs and insert the cartridge back into the printer. Ensure that it clicks into place in the carriage.

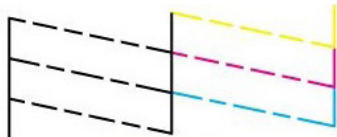
The next quick fix is to clean the printer head and perform nozzle checks to see if the colours are coming through from the cartridge.

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, Printer Head Cleaning & Ink Cartridge Replacement'.

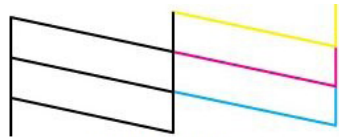
Click on 'Printer Head Cleaning' and follow the on-screen instructions, then attempt to print a test page. You may need to do between 3 and 5 cleans before doing a nozzle check.

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:



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 XP 212/213/225, 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.

Remove the CISS cartridge from the printer before drawing the sublimation inks through from the reservoir.

Do not place the reservoir higher than the printer as gravity will cause the ink to continually drip through and will flood your printer and work area with ink.

Remove the included needle from the syringe before using it and remove the rubber plugs from the 4 cartridges before inserting the syringe to draw the inks through from the reservoir to the cartridge. Do not puncture these plugs as this will break the CISS.

Do not disconnect the printer from the power source or press the ON/OFF to turn off the printer unit once the CISS has been installed. Powering off the printer will disrupt the configuration of the CISS and you will have to reinstall from the beginning. The printer can enter sleep mode to save energy.

Do not insert your hand inside the product or touch the cartridges during 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: sales@monstergroupuk.co.uk

Support Department

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

Tel: 01347 878887

Email: support@monstergroupuk.co.uk

Website

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

www.monsterdoodles.co.uk

Address

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

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Industrial Estate, Sheriff Hutton, York YO60 6PG



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