PixMax Mug Press

By Monster Doodles

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Page by page overview of the instruction booklet

Specification

Product Description

The PixMax mug press is an essential product for personalised gift businesses, corporate product handouts, charities and home businesses alike. The mug press allows the user to press personalised designs on to 11oz mugs. The compact mug press is perfect for pressing mugs in a small area which helps to maximise your work space.

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

Monster Guarantee

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

Item Contents

PixMax Mug Press with 11oz attachment

13 amp 3 pin plug lead

10 FREE Sheets of sublimation paper

Technical Parameters

Rated Voltage:	220V
Power Output:	1.25kW
Time Range:	0-999 S
Temperature Range:	0-430°F

Product Dimensions

Packaging Dimensions: 38 x 34 x 35 cm
Element size: 11 oz
Product Weight: 6.8 KG

Set-up Guide

Control Unit Settings

To set the control unit to the required temperature and time please follow the instructions on this page.

1. Before plugging in the power lead please ensure that the element cable is attached into the socket on the control unit.

2. Once the element has been plugged in the power lead can be attached to the control unit and the main power switch can be turned on.

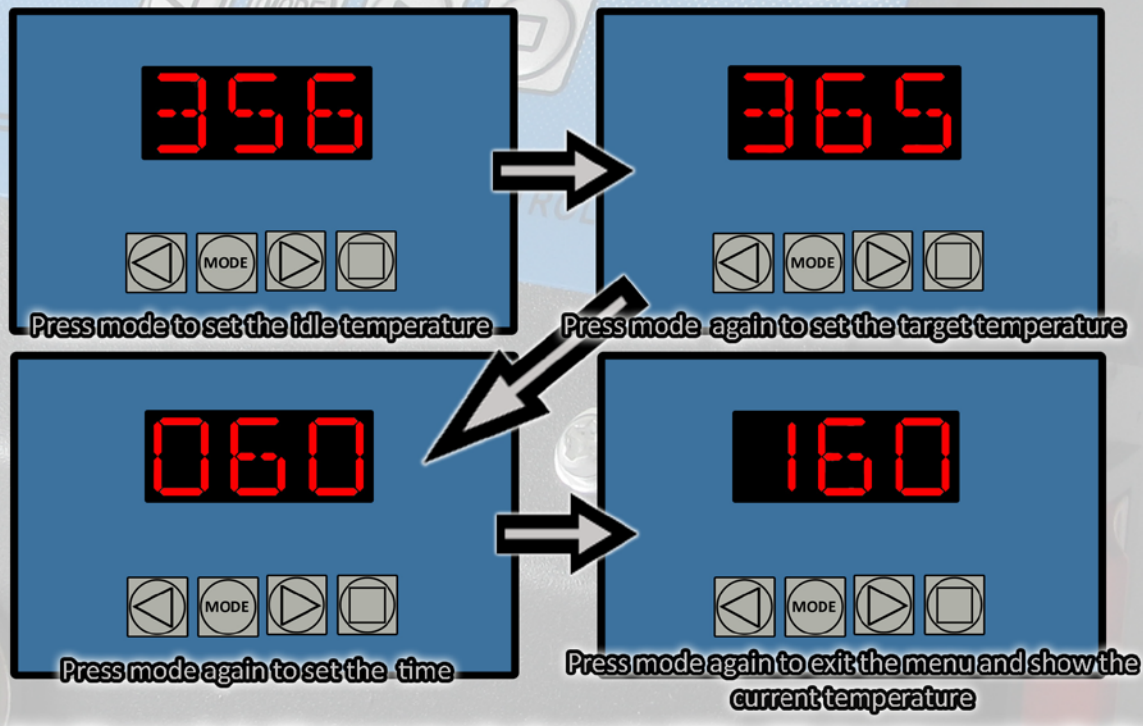
3. On the front of the control unit there are four buttons. In order from left to right these are: left arrow, mode, right arrow and set (square) button. The left and right arrows adjust the values when you are setting the temperature. The mode button enters into the menu settings for adjusting the required temperature and time. The set button allows the press to heat up to the required temperature as explained in step 8.

4. The heat press has two temperature settings. These are the idle temperature and the target temperature. The idle temperature provides a resting point for the press to drop down to when not in use. The target temperature is the required temperature that you wish to press at.

5. The idle temperature can be set by pressing the mode button to enter the menu. By pressing the left arrow to decrease and the right arrow to increase the reading on the screen you can adjust the idle temperature until it reaches the required value. Please note the idle temperature cannot be adjusted higher than the target temperature.

6. When you are in the idle temperature setting menu press the mode button to move into the target temperature setting menu. Again, use the left and right arrow to adjust the reading until it reaches the required temperature.

7. When you are in the target temperature setting menu press the mode button to move into the time setting menu. Use the arrows to set the required time. Once the time has been set, press the mode button to exit the menu and the screen will show the current temperature.



8. In this example the idle temperature has been set to 356F and the target temperature has been set to 365F with the time set to 60 seconds. When the current temperature reaches 356F (idle temperature) the control unit will start beeping to inform you that it is ready to use. Press the set (square) button to allow the temperature to rise from the idle temperature to the target temperature. Once display reaches the target temperature it will automatically begin the timer countdown. When the timer has reached '000' press the set button to allow the element to drop back to the idle temperature.

Please Note: The temperatures and times given above are only an example and not a guide for the items that you wish to press.

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 in the control unit.
3. Unscrew the cable clips that are secured into the base to free the cable.
4. Unscrew the metal sleeve/surround from the mug press frame.
5. To re-install the element repeat the process in reverse order.

Please note that if you have purchased the additional 7oz mug attachment with us you will need to use the same metal sleeve as the 11oz attachment. This can be removed and installed by using a flat head screwdriver to lever the element into the clips.

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

Printing your Design

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

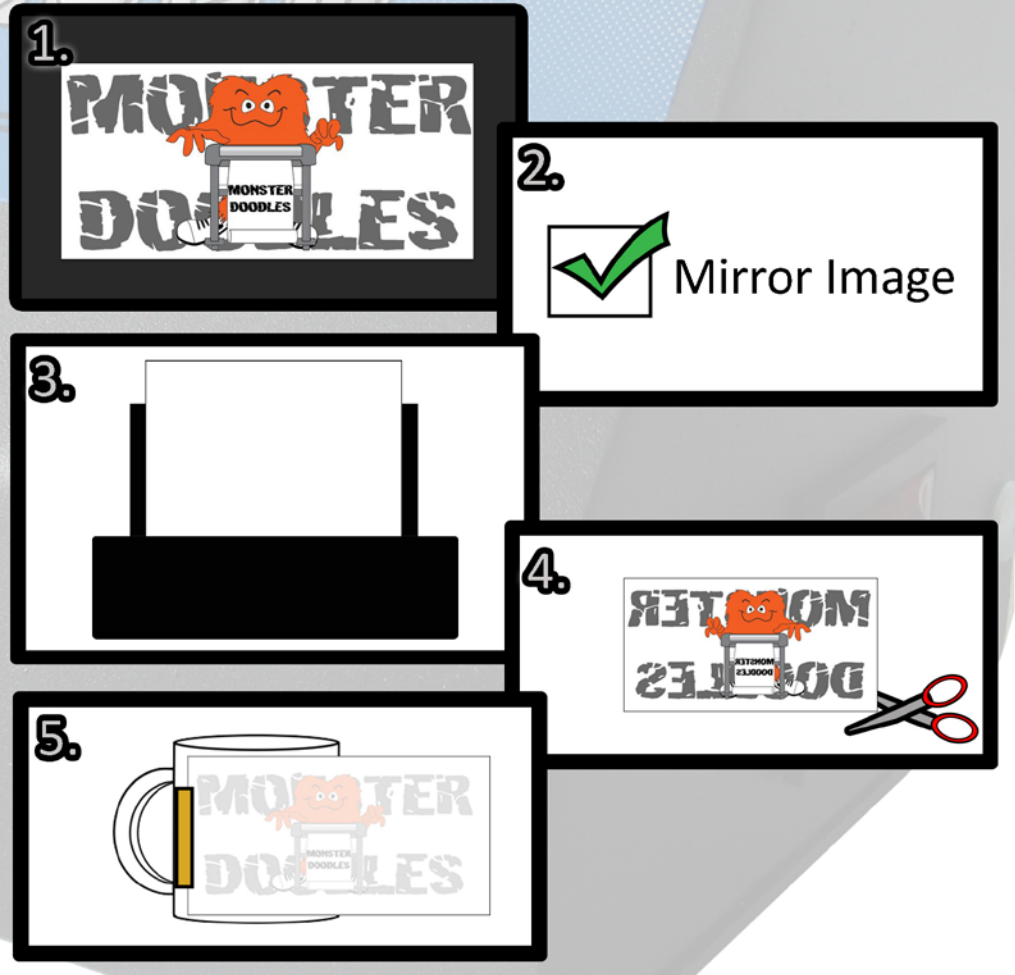
1. Firstly, create or acquire the design that you wish to print on to the mug. Any design or word processing software can be used to achieve this. Ensure that all boundaries and sizes are catered to fit the product and that the images are manipulated to your desire. This may include colour correction, 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 in position on your mug you will be ready to press the design. Please follow the instructions below for the recommended temperature and time settings for pressing your items.

1. Due to the polymer coating on mugs these need to be sublimated on to under a heavy pressure and a high temperature. As instructed on page 4 the control unit needs to be adjusted ready for pressing a mug.

2. Adjust the idle temperature to 356F. The heat press will rise up to 356F before pressing and rise down to that value once the pressing has finished. This allows for long runs of designs to be pressed.

3. Adjust the target temperature to 365F. Once the target temperature has been reached the press will be at the optimum heat for pressing.

4. Set the time for 60 seconds. This is the time that the mug will press for when the heat is at the target temperature.

5. Once the mug press reaches 356F (idle temperature) place the mug inside the press and close the press handle so there is a tight pressure around the mug. Adjust the pressure screw if the pressure does not feel heavy enough. Press the square button to allow the press to heat up to the target temperature.

6. The temperature will drop due to the contact with the cold mug cooling the element. When the temperature heats up and reaches the target the press will automatically countdown and sound an alarm when finished.

7. Release the lever, remove the design carefully but quickly and place the mug in cold water to cool down.

MONSTER TIP: If your design is slightly blurry or the colour is not strong enough ensure that there is a firm pressure on the item and adjust the time or temperature in increments of 10 until the required results are achieved.

Troubleshooting

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 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 supermarket 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 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 occuring 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.

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 overheating. Please contact the customer care team using the details provided on the contact page.

Troubleshooting

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 I turn on my heat press element the control unit rises quickly and shows the message E2.
A: If your control panel rises up and shows the message 'E2' 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 heat 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.

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: 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: 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.

Please feel free to call our customer care team on 01347 878887 for any further advice

Safety Advice

If you need to remove any heat press parts, it is essential to remove the plug from the socket first. When touching 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 element.

Please ensure the white Teflon heat pad covers are on at all times to prevent damage or that a Teflon sheet is used over the item you are pressing.

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 heat 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 heat press avoid touching the element surround to avoid injury.

Contact Us

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

Sales Department

For information regarding our consumeables 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

Website

To view our consumeables 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

Address

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

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