



## Preventive Maintenance and Problem Solving

An important point to remember when printing with white ink is that although this printer is an inkjet printer, it is not like the typical inkjet printer that you use everyday at home or in the office. **Direct-to-garment printers with White Ink** represent major investments in technology and, as such, require that certain environmental conditions be present, and routine maintenance be performed, for optimal results.

### Recommended Preventive Maintenance

Follow these simple steps daily for greater printer longevity and to help you achieve optimal performance with little or no down time.

- 1. Maintain Proper Humidity and Environmental Control**  
For optimal printing, the relative humidity should be kept at 35%~60% with a temperature around 73° F, 22° C.
- 2. Use the Right Textile Substrates**  
For better opacity results with NaturaLink white ink, Sawgrass recommends 100% cotton Hanes Beefy T-shirts, 6.1.
- 3. Agitate the White Ink Cartridges Daily to Prevent Settling**
- 4. Clean the Capping Station and Wiper Blade**  
Take a foam swab moist with cleaning solution and clean around the capping station and wiper blade daily to remove any ink build up that can be deposited onto the print head. Removing ink build-up will help ensure smooth, uninterrupted printing.
- 5. Clean the Encoder Strip**  
Moisten a foam swab with isopropyl alcohol or cleaning solution and gently wipe the encoder strip to remove any ink residue. Please refer to the section in the Preventive Maintenance CD for proper cleaning instructions.
- 6. Flush White Ink Channels with Cleaning Solution**  
If your printer is going to sit idle for more than a week, install cleaning cartridges into the white ink channels and flush cleaning solution through the lines. You can obtain this white cleaning solution at [www.garmentink.com](http://www.garmentink.com) or from a local reseller.
- 7. Rinse the Pre-treatment Equipment**  
Rinse out your pretreatment roller and tray daily, preferably after each after use. This will prolong the life of the roller.

### Recommended Daily Routine

Perform a nozzle check a piece of clear film at the beginning of the day, prior to printing.

- If the nozzle check shows less than one or two nozzles not firing, proceed directly to printing.
- If there are more than one or two nozzles misfiring, follow the head-cleaning procedures explained in the Direct Advantage™ User's Guide under **Printer Troubleshooting & Maintenance**.
- If a head cleaning does not correct the problem, follow the procedures outlined in the Direct Advantage™ User's Manual for installing cleaning cartridges and performing multiple head cleanings or power cleanings. These procedures are found in the **Printer Troubleshooting & Maintenance** section of the Guide.
- After a couple of head cleanings or a power cleaning, run another nozzle check with the cleaning solution. If the nozzles are firing properly, lift the ink cartridge lever on the machine and re-install the ink cartridges. Perform another power clean or two to charge the lines with ink.
- If after performing the power cleanings with the cleaning solution you find your nozzles are still not firing, you may have clogged dampers or a clogged print head. Please call Sawgrass Technologies' technical support department at 888-253-1679, option 5, to order dampers, print head, or both.
- Inject a few drops of DA flushing solution for use with white ink into the capping station and spit cups every day at the end of the day before capping the print heads for the night. You can obtain this white flushing solution at [www.garmentink.com](http://www.garmentink.com) or from a local reseller.