

# SubliJet IQ<sup>®</sup>

Epson\* Workforce

30

Office T30 & Office B40W

## GETTING STARTED GUIDE

Rev 2.0

**Note:** For the absolute latest Information and Updates on all Products, Materials, Processes, and/or Procedures relative to all offerings by or through Sawgrass Technologies, Inc., Please refer to our Website: [www.sawgrassink.com](http://www.sawgrassink.com).

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# SubliJet IQ

## Getting Started Guide for the EPSON Workforce 30 / Office T30 / Office B40W

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### CAUTION:

- **For best printing results, use the ink within six months of purchase. Please refer to the individual ink bag/cartridge for the specific ink expiration date.**
- **Keep out of reach of children.**
- **Do not expose ink to temperatures above 100° F or below 40° F.**
- **Keep ink out of direct sunshine.**

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## QuickConnect & EasyFlow Bulk Ink Systems

### What Is Covered:

Defects in materials and/or workmanship.

### Length of Warranty Coverage:

The warranty coverage for the Bulk Ink System is one year from date of purchase. Any Bulk Ink System not purchased from Authorized Sawgrass Resellers is not covered.

### How to get service:

Please contact Sawgrass Technologies Technical Support at (888) 253-1679 or an Authorized Sawgrass Reseller. A technical support representative will troubleshoot the issue and provide instructions on how to get a replacement if necessary.

### What we will do:

Provide you, at the discretion of Sawgrass Technologies, with either replacement parts for your existing Bulk Ink System unit, a new Bulk Ink System unit, or at our option, a refurbished Bulk Ink System unit. The exchange is under warranty for the remainder of the original products' warranty period or 90 days, whichever is longer. The replacement will be shipped to you via ground shipment. Any rush shipments will be freight prepaid.

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Damage from misuse or neglect. Damage caused by use outside of Sawgrass Technologies recommendations.

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- **Provide the Highest Level of Quality & Proactive Service to YOU, our Valued Customer.**
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# NOTES:

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# NOTES:

# Introduction

Congratulations on your purchase of **SubliJet IQ Digital Transfer Inks**. The **SubliJet IQ Ink Cartridges** are the latest advancement for the **EPSON WF30/T30/B40W** from **Sawgrass Technologies, Inc.**, a leader in the development of digitally driven color transfer technologies and related products.

With this system, your printed images can be transferred onto any natural fiber product designed to accept thermally transferred dyes including: t-shirts, caps, coats, bags, purses, sweats, etc. resulting in attractive, durable products. Your imagination is the limit for producing brilliant, near photo-quality images, graphics and more. **SubliJet IQ** is ideal for markets that personalize, customize or create short-run output.

In addition, your system is bundled with **PowerDriver**, a user-friendly color management software package that allows the user to create flawless transfers in less time. Design time is also condensed by utilizing the **ColorSure Palette**. The color palette contains more spot colors and the custom palette gives users the ability to add, edit, import or export colors, thus streamlining the color matching process. Instructions for installation and use of this system can be found in this **User's Guide**.

This document contains information for using **SubliJet IQ Inks** and helpful tips are also provided for getting the best results from your transfers. The information provided pertains only to the use of **SubliJet IQ** in your **EPSON WF30/T30/B40W Printer**. If you have questions about the operation of your **EPSON Printer**, refer to the **EPSON WF30/T30/B40W Printer User's Guide**.

**Technical Support** is available from your **Authorized SubliJet Reseller** or directly from **Sawgrass Technologies, Inc.** See the section entitled **Technical Support** for additional information.

We at **Sawgrass** strive to provide you with the tools to make the sublimation process easy to learn and simple to master. We hope you will find that the tools we have developed will make your years in the sublimation business fun and profitable. Please feel free to contact us with your feedback about our products. For additional information on our other products, visit our web site at [www.sawgrassink.com](http://www.sawgrassink.com).

**Thank you** and enjoy your **SubliJet IQ Printing System**.

## About this Document

This document contains descriptions and procedures for using **SubliJet IQ Inks**, along with additional information for getting the best results from your transfers.

The documentation provided pertains only to the use of **SubliJet IQ Inks** in your **EPSON WF30/T30/B40W Ink Jet Printer**. To assist you in the overall setup process, references are made back to the **EPSON WF30/T30/B40W Printer Basics Guide** for instructions. To help point out important information, specific instructions, and helpful tips, look for the following symbols:



**Danger**

Indicates a hazard that could seriously compromise the use of the machine, and/or the physical safety of the operator.



**Warning**

Indicates “Must Do” items, significant warnings, and important guidelines. These must be followed to prevent damage to your printer.



**Suggestion  
/Remark**



Indicates suggestions to optimize the operation of your machine, or the printing process.

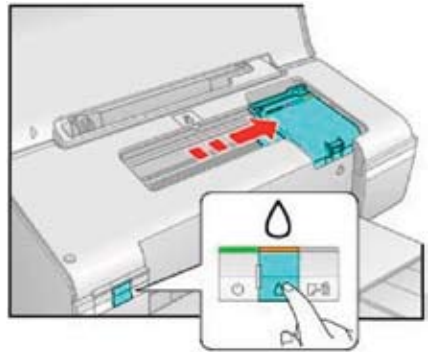
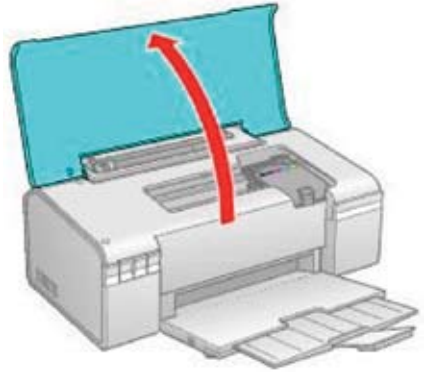


**Tip**

Indicates the useful “Tips”, materials, practices, and/or observances that will have a beneficial impact on either the printing and/or the sublimation processes.

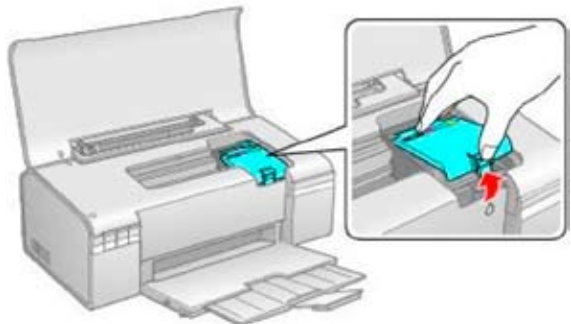
# Installing SubliJet IQ™ Cartridges

1. Make sure the printer is on.
2. Open the printer cover.
3. Press and release the **Ink Button** . The power and ink lights flash.
4. Press the **Ink Button** again  for one second to move the print head into the cartridge replacement position.

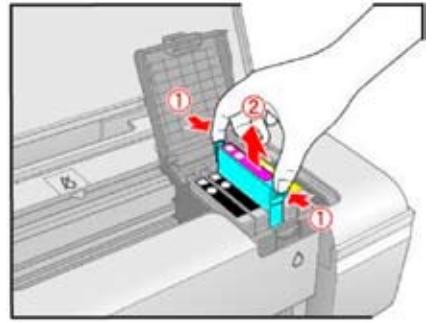


**Do not hold the Ink Button for more than 3 seconds or the printer will clean the print head. Do not move the print head by hand. Do not open the cartridge cover when the print head is moving.**

5. Open the cartridge cover.



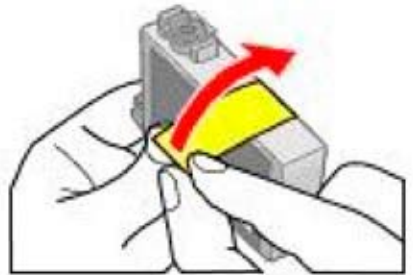
6. Squeeze the tab at the back of the Epson Cartridge and lift it straight out. Remove all Epson cartridges from the cartridge holder.



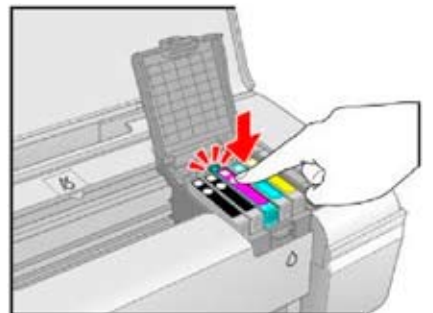
7. **DO NOT, IN ANY WAY, SHAKE OR OTHERWISE AGITATE CARTRIDGES, BEFORE OR AFTER INSTALLATION.**



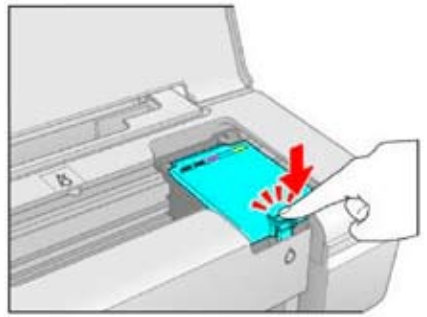
8. Remove the yellow tape from the bottom of the ink cartridge.



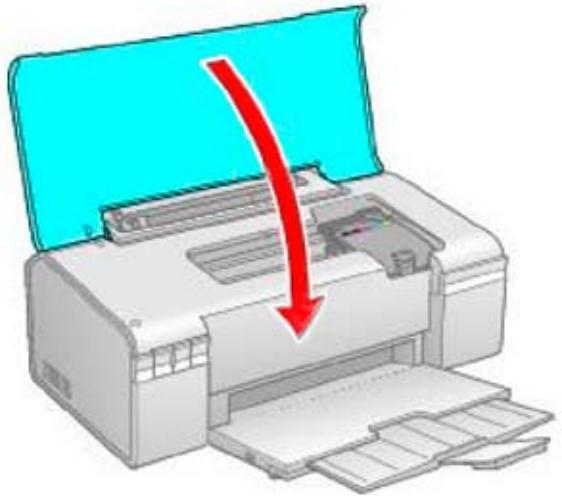
9. **Place the new ink cartridge into the cartridge holder and push it down until it clicks into place.**




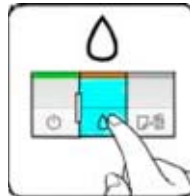
10. Once the **SubliJet IQ** cartridges are in place, close the ink cartridge cover and press it until it clicks into place.



11. Close the printer cover.




12. Press the ink button  for one (1) second. The printer begins charging ink and the power light starts flashing. This takes about 1 ½ minutes. When it's finished, the power light stops flashing and remains on, and the ink light goes out.

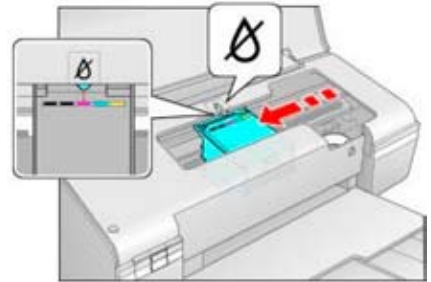
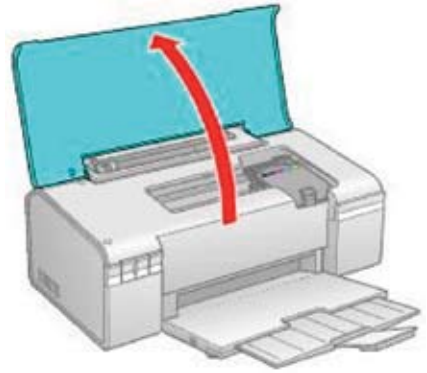



Never turn off the printer while the power light is flashing or you'll waste ink. If the ink light stays on (not flashing), the ink cartridge may not be installed correctly. Press the ink button again and reinstall the ink cartridge until it clicks into place.

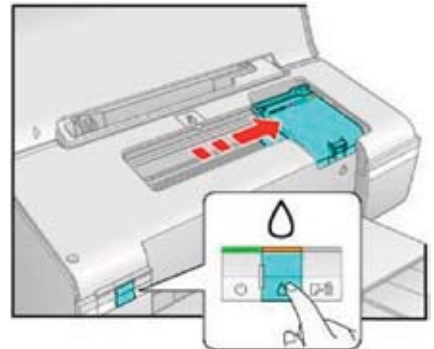
# Replacing an Empty Cartridge

Make sure you have a new ink cartridge before you begin. Once you begin the replacement, you must complete all the steps in one session.

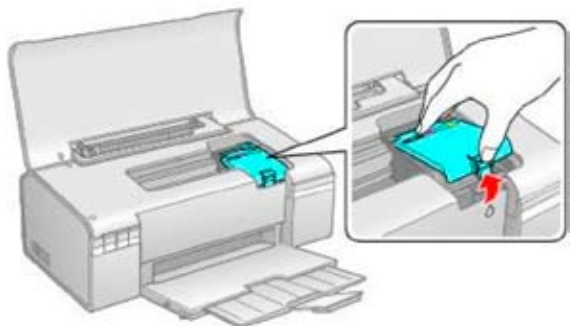
1. Make sure the printer is on.
2. Open the printer cover.
3. Press and release the ink button . The power and ink lights flash. If one of the cartridges is low or expended, the printer moves that cartridge to the expended ink mark. If none are low or expended, the ink cartridge holder moves to the ink replacement position.



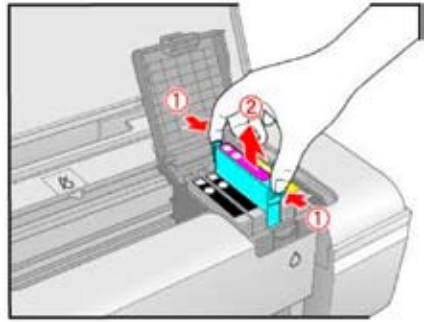
4. Press the ink button  again. If another cartridge is low or expended, it moves to the expended ink mark. Once the printer identifies all of the low or expended ink cartridges, the print head moves to the ink cartridge replacement position.



5. Open the cartridge cover.



6. Squeeze the tab at the back of the Epson Cartridge and lift it straight out. Dispose of it carefully.



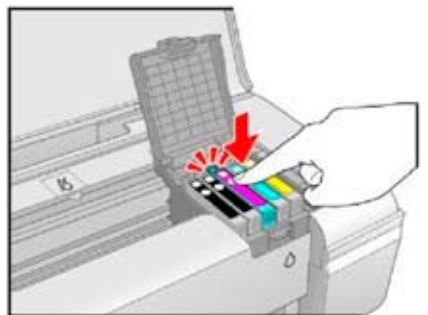
7. **DO NOT, IN ANY WAY, SHAKE OR OTHERWISE AGITATE CARTRIDGES, BEFORE OR AFTER INSTALLATION.**



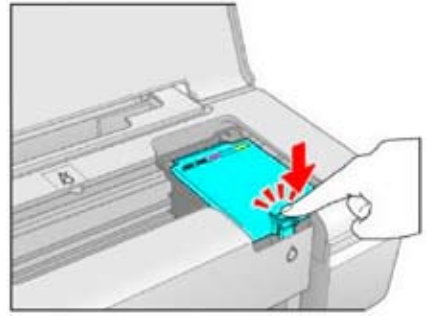
8. Remove the yellow tape from the bottom of the ink cartridge.



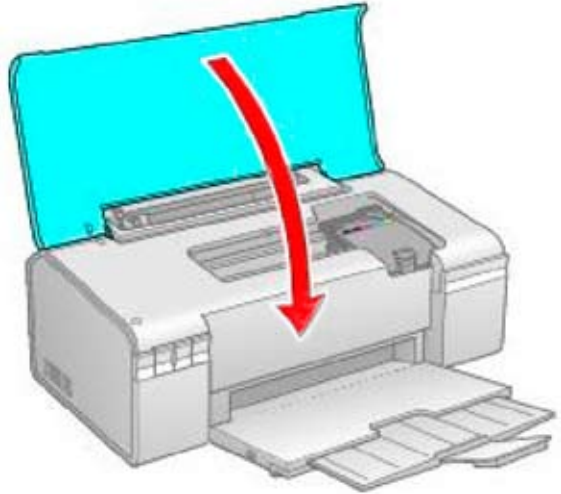
9. Place the new ink cartridge into the cartridge holder and push it down until it clicks into place.




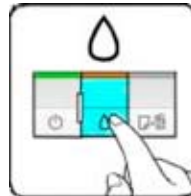
10. Once the **SubliJet IQ** cartridges are in place, close the ink cartridge cover and press it until it clicks into place.



11. Close the printer cover.



12. Press the ink button  for one (1) second. The printer begins charging ink and the power light starts flashing. This takes about 1 ½ minutes. When it's finished, the power light stops flashing and remains on, and the ink light goes out.



**READ THIS!**

Never turn off the printer while the power light is flashing or you'll waste ink. If the ink light stays on (not flashing), the ink cartridge may not be installed correctly. Press the ink button again and reinstall the ink cartridge until it clicks into place.



### Before you begin:

It is crucial that the OEM ink supplied with your printer is installed before you attempt to install your SubliJet IQ inks. This allows for two things: First, it primes the ink delivery system, ensuring that the SubliJet IQ ink will load more easily. Second, it familiarizes you with the basic operation of your printer. Please see the EPSON Stylus WF30/T30/B40W or C110 Printer User's Guide for instructions on installation.

## BIS QuickConnect® Setup Preparation for the WF30/T30/B40W

Check to ensure that you have all of the components necessary to setup your QuickConnect system:

- Bulk Ink Dampers & Tubes
- Plastic Arm with Velcro Adhesive
- 4 Plastic Syringes for Priming
- 3 Plastic Dividers
- PowerDriver CD
- QuickConnect Box
- SubliJet Ink bags (not included with QuickConnect system)
- Printer

1. Remove the soft protective cap from each ink bag. Depress the metal tab on the inside of the Quick Connect box and insert the plastic ink valve into place. Release the metal tab to lock the bag into place. Insert the black plastic dividers to separate between the four ink bags.



**Note: There are 5 (five) bulk ink dampers, but only 4 ink bags. Two dampers are supplied by the Black ink bag. The Black ink bag has a "Y" tube splitter that fills both black ink dampers.**



2. Set the bulk ink dampers face down on a flat surface with the round openings facing up. Pierce the thin plastic tab that covers the opening using the tip of the syringe or a sharp object such as a ball point pen. Firmly insert the tip of the plastic syringe into the gasketed opening until the tip is completely inserted.

**Note: The plunger needs to be completely inserted into the syringe.**

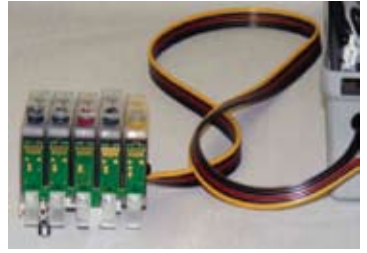


3. Slowly extract the plunger. Ink will start to flow through the tubing into the damper. Continue extracting the plunger until ink begins to flow into the tip of the syringe.

**Note:** You may have to repeat this process twice to complete the priming of each ink damper.

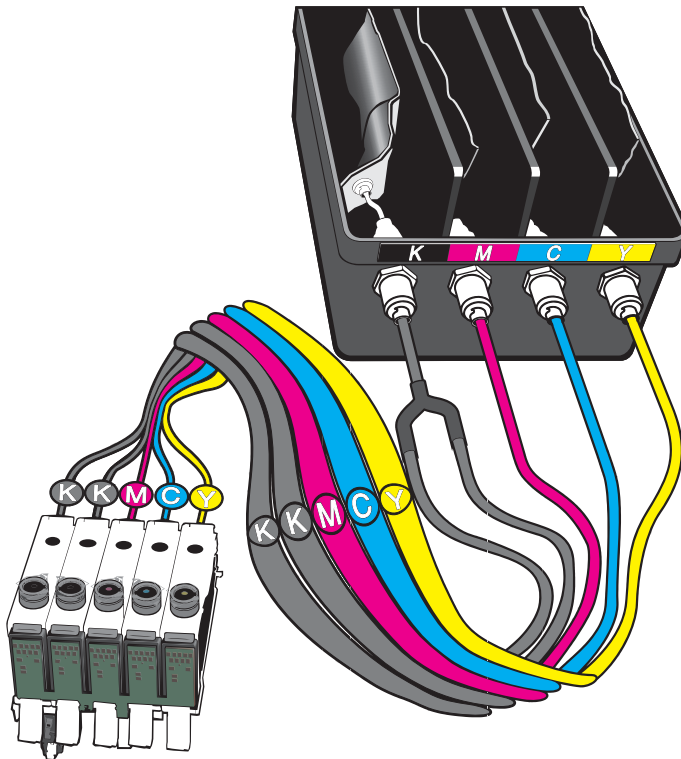
Repeat this process for the other four channels.

**Note:** You may have to take the syringe out, lower the plunger and reinsert it into the damper in order to completely prime the damper cartridges.



**Note:** The EPSON Office B40W Printer & Bulk Ink System QuickConnect® is set up loaded in a **K (Black)**, **M (Magenta)**, **Y (Yellow)**, & **C (Cyan)** format, rather than the **K, M, C, Y** shown in the graphic below.

The **BIS QuickConnect®** does not require the “Y” connector shown in the graphic below.



Once the ink bags have been connected your QuickConnect bulk ink system should look like the graphic above.

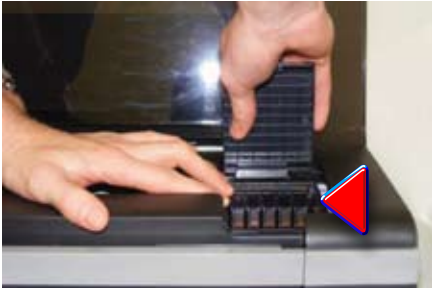
# BIS QuickConnect® Setup for the WF30 & Office T30



**1.** Turn the printer on. Wait for the printer to complete its start-up procedure. Lift the lid, and press the ink button. The ink cartridge bay will shift into a position on the right.



**2.** Raise the lid of the ink cartridge bay.



**3.** Firmly grasp the lid and twist it sideways until it becomes dislodged. The lid will not be needed for proper functioning of the printer with either the QuickConnect system or individual ink cartridges.



**4.** The ink cartridge bay should look like the picture above after removing the ink cartridge cover.



**5.** Remove the printer cover panel by inserting a flat head screwdriver between the panel and the printer. Gently push the cover panel loose.



**6.** Insert the flat head screwdriver into the opposite side of the printer. Hold the cover panel with one hand, gently push the cover panel loose and remove it.



7. Place the ink dampers into the empty ink bay cartridge. The Black ink damper should be on the far left side, the yellow on the far right side.



9. Install the plastic support arm. First remove the adhesive backing on the back of the plastic arm.

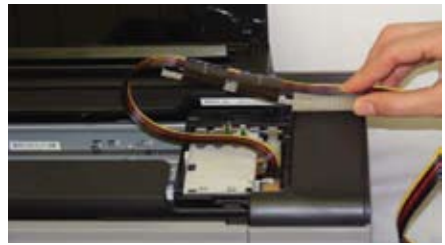


11. The plastic arm should be aligned so that the edge of the adhesive Velcro® is situated at the top right hand corner of the ink cartridge bay. Press the plastic arm firmly to set the adhesive Velcro® in place.




8. Firmly push down the plastic cartridge set of dampers to completely engage the ink dampers into place.

**Note:** You will have to push each individual damper hinge into position until it clicks into place. The printer will not 'recognize' the ink damper until it is firmly pushed into place.



10. The plastic tubing comes pre-attached to the plastic arm with two adhesive bands. Position the plastic arm on the far right side of the printer.




12. Press printer ink button  (second button on the left side of the printer). The printer will start to prime and reset itself. The ink cartridge carriage will move in position.

Congratulations. You have installed your **WF30 & T30 QuickConnect® Bulk Ink System**. You are now ready to install the **PowerDriver Software**.

# Printer BIS Setup for the Office B40W



**1.** Turn the printer on. Wait for the printer to complete its start-up procedure. Lift the lid, and press the ink button . The ink cartridge bay will shift into a position on the right.



**2.** Raise the lid of the ink cartridge bay.



**3.** Firmly grasp the lid and twist it sideways until it becomes dislodged. The lid will not be needed for proper functioning of the printer with either the QuickConnect system or individual ink cartridges.



**4.** The ink cartridge bay should look like the picture above after removing the ink cartridge cover.



**5.** Remove the printer cover panel by inserting a flat head screwdriver between the panel and the printer. Gently push the cover panel loose.



**6.** Insert the flat head screwdriver into the opposite side of the printer. Hold the cover panel with one hand, gently push the cover panel loose and remove it.



**7.** Place the ink dampers into the empty ink bay cartridge. The Black ink damper should be on the far left side, the yellow on the far right side.



**9.** Install the plastic support arm. First remove the adhesive backing on the back of the plastic arm.



**11.** The plastic arm should be aligned so that the edge of the adhesive Velcro® is situated at the top right hand corner of the ink cartridge bay. Press the plastic arm firmly to set the adhesive Velcro® in place.




**8.** Firmly push down the plastic cartridge set of dampers to completely engage the ink dampers into place.

**Note:** You will have to push each individual damper hinge into position until it clicks into place. **The printer will not 'recognize' the ink damper until it is firmly pushed into place.**



**10.** The plastic tubing comes pre-attached to the plastic arm with two adhesive bands. Position the plastic arm on the far right side of the printer.



**12.** Press printer ink button  (second button on the left side of the printer). The printer will start to prime and reset itself. The ink cartridge carriage will move in position.

Congratulations. You have installed your **Office B40W QuickConnect® Bulk Ink System**. You are now ready to install the **PowerDriver Software**.

## TIPS:

- Read the documentation on installing and using your PowerDriver WF30/T30/B40W IQ Driver.
- Perform a nozzle check from the Epson driver utility – a few clean Cycles may be necessary to prime the system.
- You may have a little air in your lines but this will clear after a few prints.
- If you are going to leave your system without using it for several days, you should turn the plastic valves on the ink bags to the shut/off position.
- Do not raise the ink box higher than the printer.
- If the printer's red in-out light (middle light on the front panel) stays lit, then remove the ink cartridge damper and reinstall it making sure to firmly press each ink cartridge into place.



# CHIP RESET INSTRUCTIONS

The ChromaBlast QuickConnect bulk ink system for the Epson WF30/T30/B40W printer contains a cartridge with five individual dampers that is used in place of the individual OEM (Epson) cartridges. This bulk ink system cartridge has a single chip that periodically needs to be reset so that the printer can continue to use ink from the bulk ink system. The frequency of this reset action will depend upon the number of images that are printed and the printer settings.

**The following are simple instructions for resetting the bulk ink system.**



**1.** Once the printer recognizes that the ink levels have reached a certain level, it will cease to print and the orange ink-out light will start to flash.



**2.** Press the ink-out button until the ink carriage moves into the far right position. The ink carriage will come to rest in the carriage bay area.



**3.** Press the white reset button at the top of the bulk ink system ink cartridge.



**4.** Again, press the ink out button on the front of the printer.

**5.** The printer will begin to reset and recharge. After the printer has completed the resetting activity, the orange light will turn off. At this point the bulk ink system has been successfully reset and the printer is again ready for use.

# SELECTING PAPER

For information on selecting the appropriate paper to use with your SubliJet IQ inks, please check our website at <http://www.sawgrassink.com/> or call your authorized SubliJet reseller. While the use of copy paper or other inkjet paper will not harm your printer, the transferred results may be light, splotchy, or uneven. Some papers may even stick to the surface or leave a visible residue.

## HEAT TRANSFER INSTRUCTIONS

Because you can print on a variety of surfaces, you need to take all variables of the surface into account when selecting time, temperature, and pressure. Some of the variables are:

- thickness of surface,
- how fast the surface absorbs heat,
- coatings used on the material to create a receptive surface for sublimation inks (ceramics, metals, etc.),
- accuracy of heat press (time, temperature, and pressure).

The information listed below are only guidelines. Due to the differences in heat presses and the various materials you will be printing on, it is not possible to give absolute figures. You should check with your supplier for specific heat transfer instructions or experiment to find your own preferred settings.

SURFACE/SUBSTRATE	Transfer Time SUBLIJET IQ	TEMPERATURE	P. S. I. PRESSURE	REMARKS
CERAMIC	150-210 seconds	350°F-400°F	40 psi	Time varies with pressure. Use green tile mat for ceramic tile.
FR PLASTIC	75-80 seconds	400°F	40 psi	Remove Plastic
METAL (Other) White, Silver, Gold	60 seconds	375°F- 400°F	40 psi	Time varies with manufacturer. (Contact reseller for times and temps.) Place absorbent sheet on bottom plate of heat press. Then place transfer paper, face up, on top of absorbent sheet. Next place substrate, face down, on top of transfer paper. For best results, remove paper from substrate immediately after setting.
METAL (Universal Woods)	60 seconds	400°F	40 psi	Remove plastic. Use absorbent sheet.
MOUSE PADS	45 seconds	400°F	40 psi	
POLYESTER FABRIC & PERFORMANCE APPAREL	45 seconds	400°F	40 psi	
UNISUB™ PRODUCTS	75-85 seconds	400°F	40 psi	Remove Plastic

# NOTES:

# **POWERDRIVER™**

## **Users Guide**

for the

**EPSON Workforce 30 / Office T30 / Office B40W**

For distribution with SubliJet IQ only

**NOT FOR RESALE**

# POWERDRIVER INTRODUCTION

Obtaining the benefits of PowerDriver color management is now incredibly easy - simply print from your application with the PowerDriver WF30/T30/B40W IQ® rather than the Epson printer driver. PowerDriver WF30/T30/B40W IQ prints your image just like the Epson printer driver except for the colors. Watch how it magically makes SubliJet colors picture perfect!

PowerDriver IQ delivers both convenience and the highest quality SubliJet color management technology. The innovation demonstrated by the PowerDriver IQ software is the result of our dedication to you, our customers. At Sawgrass Technologies, we are focused on delivering the highest quality digital transfer technology available. We fully expect that you will be “wowed” by the results you obtain with SubliJet and the PowerDriver WF30/T30/B40W IQ.

PowerDriver WF30/T30/B40W IQ runs under Windows XP / Vista.

## SYSTEM REQUIREMENTS

### Minimum Recommended Hardware:

- Pentium Dual Core, 3.0 GHz or higher processor is recommended.
- 512 MB RAM is the minimum recommended memory.
- 2 GB RAM is highly recommended to process larger documents with high quality settings.
- 5 GB of free hard drive space is required for proper software and file management.

## SETUP INSTRUCTIONS – WINDOWS XP / VISTA

### Product Overview

PowerDriver WF30/T30/B40W IQ is color management software that has been written as a Windows printer driver. It is designed to work with Epson ink-jet printers and Sawgrass sublimation ink. The installation program will install Sawgrass color management software, the Sawgrass PowerDriver WF30/T30/B40W IQ printer driver software, and ColorSure tools and utilities.

### Quick Start

1. Unpack and setup printer as described in the Epson manual.
2. Install the Epson printer driver and verify printer operation.
3. Insert the PowerDriver WF30/T30/B40W IQ CD into the CDROM drive on the computer and install the PowerDriver WF30/T30/B40W IQ.

### Step By Step Installation

To get started printing as soon as possible, these are the steps Sawgrass recommends you perform while setting up your sublimation printer driver software.

1. Setup the printer according to the Epson instructions.

CONTINUED ON NEXT PAGE

2. Install the SubliJet IQ inks.

3. Install the Epson printer driver. According to the Epson user's manual.

4. After the Epson driver is installed, check to see which port the printer is set to:

- a. In XP you can do this by clicking on Start, Printers and Faxes. For XP with the Classic menu enabled, click Start, Settings, Printers.
- b. Right click on the Epson printer you just installed and click on the Properties option.
- c. Select the Ports tab and write down the port the printer is assigned to. You will use this later in the PowerDriver IQ software installation.

5. Insert the PowerDriver WF30/T30/B40W IQ CD into your CD-ROM drive. The installation program should run automatically. (If the program does not automatically run, click Start, Run. Browse to your CD-ROM drive and click on Setup).

6. A reminder message will appear on the computer screen indicating that the Epson WF30/T30/B40W OEM driver will need to be installed before proceeding with the installation of the PowerDriver software. If you have already installed this OEM driver then click Next to proceed. (FIGURE 1)

**Note: If you are using the Epson Office T30 or Office B40W the screen will reflect that printer versus the Workforce 30 as shown.**

7. Welcome screen is displayed. Click Next to proceed. (FIGURE 2)

8. The License Agreement is displayed next. Select the appropriate choice for acceptance of the License Agreement to continue. (FIGURE 3)

9. The PowerDriver IQ installation program will attempt to use plug-n-play to determine the port that the printer is connected to, click Next to continue. (FIGURE 4)

Note: Cancel any 'Found New Hardware' wizards that may start during this process, do NOT cancel any file copy process however.

10. The installation program will also choose a default folder for the driver. Click install to keep that folder a browse to change the location.

11. Click continue anyway to move past the windows compatibility option. (FIGURE 5)



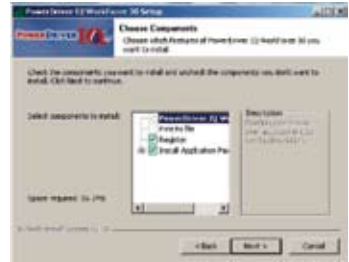
(FIGURE 1)



(FIGURE 2)



(FIGURE 3)



(FIGURE 4)



(FIGURE 5)

12. If you have not previously registered PowerDriver IQ, you will be prompted to do so. Registering is the only way to take full advantage of the features in PowerDriver IQ. If you choose to register later, select Register Later and click Next to proceed with the installation. (FIGURE 6)

If you choose to register now, the registration screen will be displayed. To obtain your registration code you may do so in one of the following ways: Register on-line and receive your registration code via e-mail. Call Sawgrass Technologies, Inc. directly (888) 253-1679 and obtain your code over the phone. Send a fax and receive your registration code by fax.

13. To register, you will use your Product ID (displayed on the registration screen) to obtain a Registration code. You will need separate registration code for every machine on which PowerDriver IQ is installed. Enter your registration code and click the Apply Code button. (FIGURE 7)

14. Sawgrass Technologies, Inc. provides ColorSure color palettes for use with Corel and Adobe. (Check the ColorSure section of the manual for information on how to use ColorSure to get perfect spot colors). If Setup detects either of these applications on your system, the palette files will be placed in the appropriate folder indicated in the Destination Folder box. Click Next to proceed with the installation. (FIGURES 8 & 9)



(FIGURE 8)



(FIGURE 6)



(FIGURE 7)



(FIGURE 9)

15. Once the installation has completed, the Installation Complete screen will display. Click OK to end the installation. (FIGURE 10)



(FIGURE 10)

# USING POWERDRIVER WF30/T30/B40W IN WINDOWS XP/VISTA

The PowerDriver WF30/T30/B40W IQ software is simple to use. Whenever you have SubliJet inks in your printer, you should print using PowerDriver WF30/T30/B40W IQ. Do not print to your Epson printer with the Epson printer driver; printing with the Epson driver will not give you the benefit of color management.

## Quick Start Example (Corel Draw)

1. Open/Create an image in Corel Draw.
2. Select print from the File menu.
3. Select the PowerDriver IQ printer.
4. Use the properties button to access and set the Color, Output, Ink and Substrate, Resolution, and Advanced options.
5. Click Print.

## Setting PowerDriver WF30/T30/B40W IQ printer properties

To configure PowerDriver WF30/T30/B40W IQ for the correct substrate, you must display its printer properties. There are two ways to display the printer properties:

From the Windows Desktop:

1. Click on Start> Settings> Printers.
2. Right-click on your PowerDriver IQ printer.
3. Select Properties from the pop-up menu.
4. Select the Printing Preferences button.

From an Application:

1. Select File, Print Setup.
2. Choose the PowerDriver IQ printer from the list of printers.
3. Click the Properties button.



## PowerDriver WF30/T30/B40W IQ Properties Overview

The following figure shows the printer properties for a registered version of PowerDriver WF30/T30/B40W IQ.

There are three main property groups:

*Paper Configuration* – Set Paper, Transfer Substrate, and Copy Count

*Color Options* – Color management control options. (The Color Options group comes in two modes: Easy and Advanced) Both are described below.

*Printer Resources* – Utilities for printer maintenance, online help, product registration, and setting input profiles



## Group 1 – Configuration

### Paper Size:

From the drop down list, select the paper size you wish to use.

### Substrate:

From the drop down list, select the type of material to which you will be transferring your printed image. It is important to choose the correct substrate. PowerDriver WF30/T30/B40W IQ's color management is optimized for each different substrate.

### Copies:

Sets the copy count for the number of prints to be made.

## Group 2 - Color Options

### Overview:

This group of tabs gives you access to all of the color management controls available in the PowerDriver WF30/T30/B40W IQ. Utilizing the power of the Epson WF30/T30/B40W driver technology, the PowerDriver WF30/T30/B40W IQ interprets bitmap and vector elements in a similar fashion.

### Vector and Bitmap Explanation:

- Bitmaps are a grid of pixels.
- Bitmaps come from digital cameras, scanners, and photo CDs.
- Bitmaps can also be created in applications like Corel PhotoPaint or Adobe PhotoShop.
- Bitmaps have file extensions like GIF, JPG, BMP, and TIF.
- Vector components consist of shapes, curves, lines, and text.
- They are created in programs such as CorelDraw and Adobe Illustrator.
- Higher end programs like CorelDraw can combine Vector and Bitmaps into a single image.

The PowerDriver WF30/T30/B40W IQ will color correct all bitmap files and vector components as bitmap images.

### Color Correction Settings:

**Realistic** - This setting is most suitable for reproducing skin tones in scanned photographs.

**Saturated** - The Saturated setting will make the colors in your image more intense. Saturated output tries to remain color accurate with a slight bump in intensity.

**Intense** – This kicks the color intensity and saturation to the extreme. This setting does not try to keep color accurate; its main goal is to produce deep dark colors. Artwork, graphics, logos, and text are good candidates for this setting. Some photographs will look good but typically, this setting is too intense to be used with photographs. This can be set for either Bitmap or Vector images.

**GrayScale** – This setting is most suitable for monochromatic black and white photographic images.

### ColorSure Option:

The ColorSure enhancement is used to replace specific colors in your image with a spot color chosen from the ColorSure palette. This resulting spot color enhancement is not affected by color setting. A ColorSure spot color will ALWAYS print the same. See Appendix C for an overview of ColorSure.

**Print Palette Button** – Prints the ColorSure palette for the selected substrate. ColorSure is a method for reproducing exact spot colors. The two main components are; 1) the transferred palette and 2) the CorelDraw, Corel PhotoPaint, and Adobe swatches. For a complete description on how to use ColorSure to get perfect spot colors, see appendix C.

**Custom Palette Button** – The Custom Palette utility enables you to add, edit, import and export custom colors to the ColorSure palette. If you need to precisely match a specific color, the Color Finder tool makes this a breeze. For a complete description on how to use the Custom Palette, refer to Appendix C.

## Output Options:

- Mirror** – When you transfer an image, the result will be “flipped” when compared to the printed image. In order for your transfers to come out correctly, you must flip the image before transferring. Select this option to do the flipping for you. If you are doing this yourself in your editing application, make sure this option is turned off.
- High Speed** – If the printer supports multiple resolutions, choose the most appropriate setting. For soft substrates, the High Speed option works well.
- High Quality** – If the printer supports multiple resolutions, choose the most appropriate setting. For hard substrates, choose the High Quality option.

## Group 3 – Printer Options

### Utilities:

The utilities options allow you to print a nozzle check pattern, run a print head cleaning cycle, spool a PowerDriver WF30/T30/B40W IQ print file to the printer, and print a page of primary ink colors.

**Nozzle Check** – Click this button to print a nozzle check pattern. If any of the nozzle check patterns are incomplete, then perform a Print Head cleaning.

**Head Cleaning** - Performs a Print Head cleaning, after which a Nozzle Check should be performed to verify that the print heads are completely cleaned. Repeat the Head Cleaning until a complete nozzle check pattern is produced.

**Print Primary** – Use this function to print a page of the primary IQ ink colors (Cyan, Magenta, Yellow, Black)

**File Spooler** – Use this function to spool multiple print files to the printer.

### Resources:

**Help** – This will display a help dialog box for an easy overview of the PowerDriver WF30/T30/B40W IQ driver functions and settings. It also contains a link to the Sawgrass Technologies website.

**Register** – If the PowerDriver WF30/T30/B40W IQ product has not been registered, click this button for instructions on how to register the product and unlock all the features.

**SawgrassInk.com** – This button links you directly to the Sawgrass Technologies website where you can access additional resources such as driver upgrades, documentation and other information regarding sublimation technology.

# APPENDIX A: OVER-RIDING DESIGN SOFTWARE COLOR MANAGEMENT

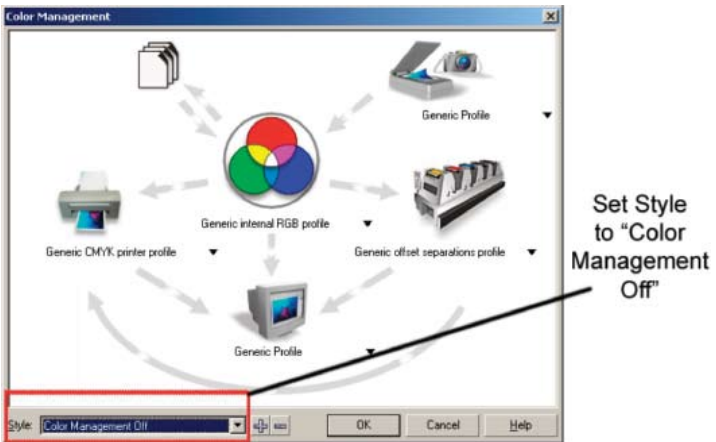
The PowerDriver WF30/T30/B40W IQ provides a complete color management solution for your SubliJet printing. *It is extremely important that you turn off any color matching features associated with your design software.* An explanation of how to disable print-time color management in several popular design packages follows:

## CorelDraw version X3:



## CorelDraw version 10, 11 and 12:

1. Create a new graphic.
2. From the main menu choose Tools, Color Management. In the Color Management window (see figure below), set the Style option to Color Management Off.

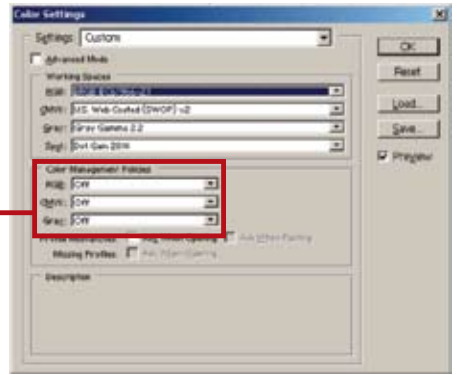


## Adobe Photoshop 7, CS, CS2 & CS3:

### Color Setup

From the main menu choose Edit, Color Settings.  
On the Color Settings dialog box, turn all Color Management Policies off. Turn off Profile Mismatches.

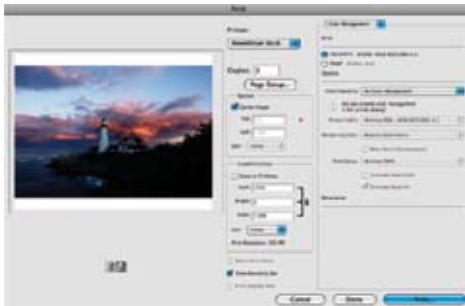
Set all Color Management Policies to "off"



### To Print from Photoshop CS3:

Select File, > Print. On the print dialog page, set the options as follows:

- Upper Right Hand Menu to "Color Management"
- Choose "Document" by clicking the radio button.
- Under "Color Handling", choose "No Color Management"



### To Print from Photoshop CS2:

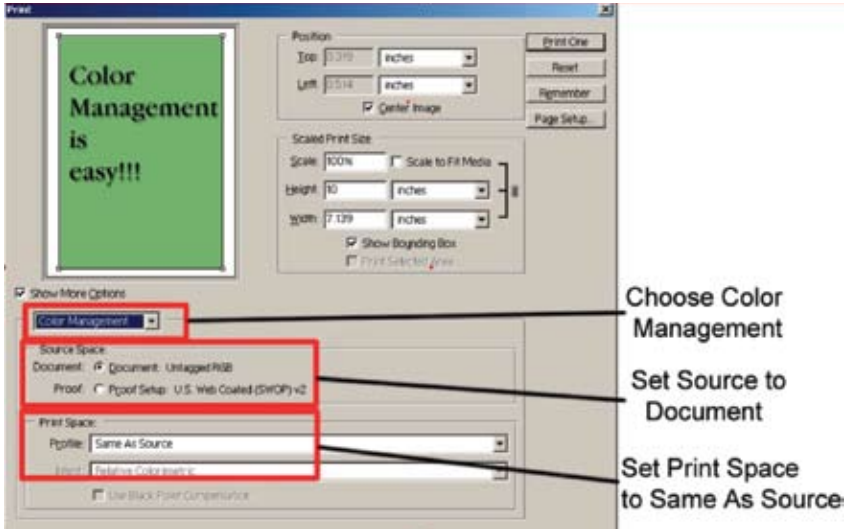


## To Print from Photoshop 7 and CS:

*Always select File, Print with Preview.* On the print dialog page, set the options as described below:

- a. Check Show More Options
- b. Choose Color Management
- c. Choose Document as Source Space
- d. Choose Same as Source for Print Space

From the Color Management drop option list, make sure that Source is set to “Document” and Print Space is set to “Same As Source”.



# APPENDIX B: USING COLORSURE AND CUSTOM PALETTE

## I. Introduction

ColorSure is a method for reproducing exact spot colors. There are four main components of the ColorSure System: 1.) the transferred palette; 2.) Color Finder; 3.) Custom Palette; and 4.) the CorelDraw and Adobe application palettes / swatches.

1. ColorSure Palette: This is your main color palette that includes an extensive selection of 190 commonly used colors.
2. Color Finder: If a color you need is not on the ColorSure palette, the Color Finder tool allows you to locate the exact custom color you are looking for.
3. Custom Palette: With the Custom Palette feature, you can add new custom colors to the existing ColorSure Palette mentioned in step 1.
4. Application Palettes: You can add your Color Finder colors to an existing application palette, or you can add multiple custom colors to new, custom palette files (\*.cpl, \*.acl, etc.).

## II. Printing the ColorSure Palette

**TIP:** The first step you will want to take is to print and transfer your ColorSure palette to the various substrates you will be using. Most likely you will have customers who desire precise colors. Having your ColorSure palette available allows the customer to choose the color from the palette that is the closest match to what they want, and this gives you a starting point for finding the exact custom color that will match your customer's needs.

*To print the ColorSure palette, follow the steps below:*

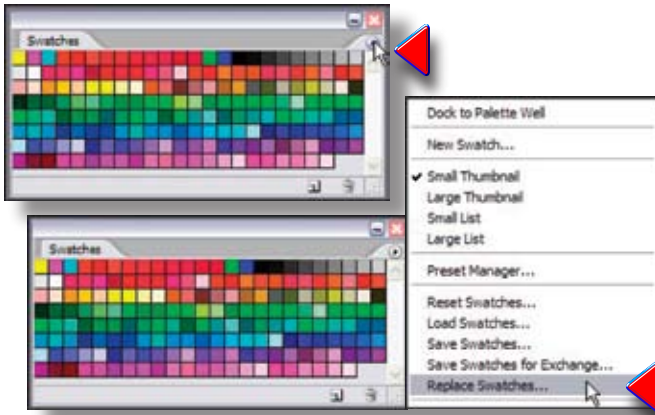
- Click 'Start' and navigate to the 'Printers and Faxes' folder. Right-click on your PowerDriver printer and select 'Printing Preferences' from the menu. You may also open PowerDriver from within an Adobe or Corel program by going to File, Print, and choosing the PowerDriver printer from the pull-down menu. Click Properties to open PowerDriver.
- Choose the paper size you will be printing the palette to (Letter, Legal, etc)
- Choose the substrate that you will be transferring the palette to.
- Select the speed / resolution of the palette – High Speed or High Quality.
- Be sure to check the box to mirror your print, click 'Print Palette,' and then transfer the palette to the previously selected substrate.
- You now have a visual representation of how the ColorSure palette colors will appear on that particular substrate.

## III. Designing Your Artwork

By picking colors from the ColorSure palette, you will be able to consistently reproduce colors in a reliable manner. To assist you in designing your artwork, PowerDriver installs three palettes: two for Adobe products and one for Corel products. These colors match the palette that is printed from within PowerDriver.

- To open the ColorSure Palette in Corel 9,10, 11, 12, X3, or X4 choose: Window| Color Palette| Open Palette. Select the file "ColorSure Palette Corel."
- To open the ColorSure Palette in Illustrator, ("ColorSure Palette. ai") choose Window | Swatch Libraries | Other Library. Navigate to where it was installed when you installed PowerDriver: C:\Program Files\Sawgrass\PowerDriver\Adobe Illustrator and hit Open. For easier access to the Palette, File-Copy it from this [above] path to Illustrator10\Presets\Swatches and it will show up in your pull-down list directly under the Swatch Libraries Menu. Other versions of Illustrator will have similar steps.

- To open the ColorSure Palette in Adobe PhotoShop, choose the Swatches Palette, click the option arrow on the palette, choose Replace Swatches and pick the “ColorSure Palette. aco” file.



**HINT:** After you have the ColorSure palette loaded into CorelDraw, move the cursor over each color. As the cursor hovers over each different color, the ColorSure name is displayed in the status area at the bottom of the screen.

#### IV. Using Color Finder

After printing and transferring the ColorSure Palette, you see that you have an array of colors to work with. There will be times, however, when the color you need is not included in the ColorSure Palette. This is where the Color Finder Tool comes in handy. The Color Finder Tool allows you to start with a specific color (e.g. navy blue) and find similar colors in the same family by adding and subtracting up to three colors (RGB) called ‘Step Colors.’ For example, starting with navy blue with an RGB value of 6,6,85 and choosing two step colors (e.g. blue and red) would expand the original navy blue in four directions (more blue, less blue, more red, and less red). This expanded color chart – specific to a particular substrate and printing speed – prints directly to your printer.

How to use Color Finder:

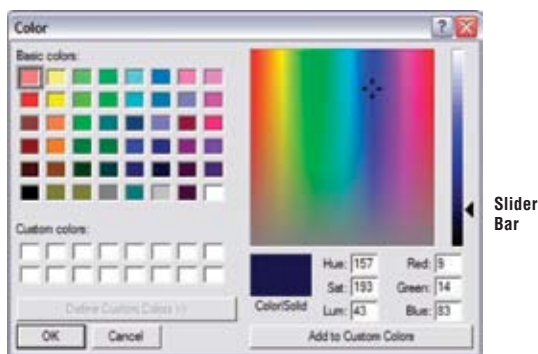
- Open the PowerDriver window as instructed in “Printing the ColorSure Palette” outlined in Section II.
- At the bottom of the window, click the Custom Palette Button; this will open the Custom Palette Utility window.



- First, make sure you select PowerDriverIQ, then your desired Substrate & Output. (High Speed or High Quality) This activates the “PowerDriver Custom Palette Utility” Screen. (Figure 2)



- In the “Color Finder” Section, at the right, click on the “Start Color Chooser” button and select your desired starting color from the matrix. If you do not wish to use Color Chooser, you may opt to manually enter the Start Color values in the RGB boxes.
- To use Color Chooser, simply click on the ‘Start Color Chooser’ button in the “Color Finder” Section, at the top right of the “PowerDriver Custom Palette Utility” Window. You can then choose a color from the basic color selection, or you can click on the Color button at the right of the window. This will display a color matrix. To define a custom color, click anywhere in the matrix. Use the slider at the right of the matrix to adjust luminosity. Clicking ‘OK’ will automatically fill the RGB boxes with the corresponding values.

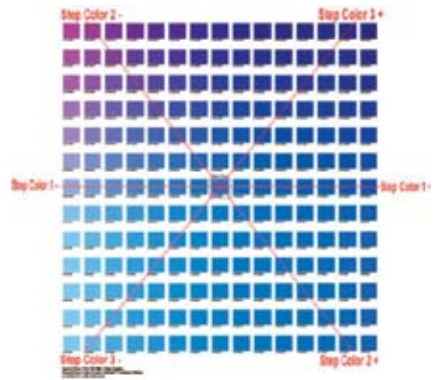
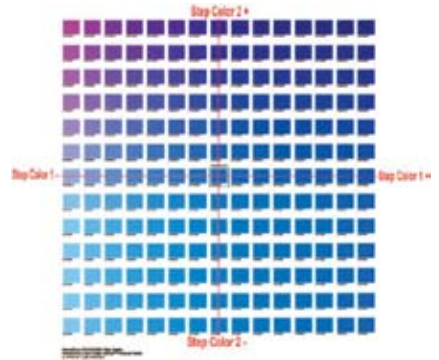


- For advanced users, RGB values can be determined by printing out a Custom Palette, which is outlined in the next section.

## Color chooser Dialog Window

You may alter the chosen color's RGB value by selecting two or three Step Colors. Using multiple step colors will present you with a greater range and variety of colors to choose from.

- For instance, if you choose to modify your Start Color with two steps, then Step Color 1 will change its values on the X (horizontal) axis and Step Color 2 will change its values on the Y (vertical) axis.
- If you modify your Start Color with three steps, Step Color 1 will remain the same. However Step Color 2 and Step Color 3 will form an imaginary 'X' and their values will change on opposing diagonal Y axes.
- Next, determine what Step Size you want to apply to the Color Finder palette. This is simply a question of how much you want your Start Color to fluctuate. If your Start Color is close to the color you are looking for, use a low Step Size (i.e. 5-10). However, if your Start Color is not close to what you are looking for, use a higher Step Size. You can enter any Step Size value between 1 and 40.
- As an example, let's say your Start Color is R:20, G:80, B:70 and you select Blue and Red to be your Step Colors. You also enter a Step Size of 10. When the 'Print Colors' button is clicked, your Start Color will be in the middle of the Color Finder palette and from there each color will vary the Blue and Red values by 10.



- When you are finished selecting the Start Color, Step Colors, and the Step Size, click on the Print Colors button. This will print your Custom Color Finder palette directly to your printer.
- After printing the Color Finder palette, transfer it to your selected substrate and then try to match your desired color to one that is on the palette. If you find a suitable match, you are finished using the Color Finder tool. Move on to Section V, The Custom Palette.
- If you couldn't find an accurate match on the first printed Color Finder palette, don't worry.

*Follow the easy steps below, and you can find a more suitable custom color.*

1. First, try to locate a new Start Color from the palette that is closer than the original color.
2. Next, after finding a more suitable Start Color, write down that color's RGB value. Here is how to obtain this value. There are numbers under each color that are dependant upon which Step Colors you chose. For example, it might say R:32 G:80. Take note of these values. Then, at the bottom left of the Color Finder palette you will see a full set of RGB values. The new Start Color's RGB value would be R:32 G:80 and whatever the RGB values are from the full set.
3. Lastly, plug the RGB values for the new Start Color into the boxes in Color Finder, choose your Step Size, and click on Print Colors once again. Continue with steps 1-3 until you find your desired color. • If you couldn't find an accurate match on the first printed Color Finder palette, don't worry.

*Follow the easy steps below, and you can find a more suitable custom color.*

1. First, try to locate a new Start Color from the palette that is closer than the original color.
2. Next, after finding a more suitable Start Color, write down that color's RGB value. Here is how to obtain this value. There are numbers under each color that are dependant upon which Step Colors you chose. For example, it might say R:32 G:80. Take note of these values. Then, at the bottom left of the Color Finder palette you will see a full set of RGB values. The new Start Color's RGB value would be R:32 G:80 and whatever the RGB values are from the full set.
3. Lastly, plug the RGB values for the new Start Color into the boxes in Color Finder, choose your Step Size, and click on Print Colors once again. Continue with steps 1-3 until you find your desired color.

## **V. The custom palette**

Let us assume that you have found the exact color you need using the Color Finder tool. What you need to do next is apply these custom color values to either an existing palette, or to create a new custom palette altogether. This will allow you access to this color again should the same job arise.

*How to use Custom Palette:*

- First, you need to assign the RGB values of the matched color from the Color Finder palette to the Output Color RGB fields in the Custom Palette section.
  - Give your new custom color a descriptive Name in its designated field (e.g. IBM Blue).
  - Next, assign an RGB Input Color value. There are two methods to establish this value.
    1. If you have the original file, sample the color that was matched in your graphic design application with the eye dropper tool. This will give you the RGB value of that color. Input this value into the RGB Input Color fields of the Custom Palette section.
    2. If you do not have the original file, or the artwork has not yet been designed, simply click on the 'Input Color Chooser' button, and then click on "Define Custom Colors". From the color matrix, find a color that closely resembles the color that you are adding to the custom palette. At the bottom-right of the color matrix window are the RGB values. Simply click 'OK' and the RGB Input Color values will be automatically entered. Please take note of these RGB values for later use in your design applications.
  - Click the Add Color button. A window will pop up asking you whether you want to add the color to the palette for all substrates, or just the current substrate. Click 'YES' here unless you have the same custom color saved on palettes for other substrates. Another window will then ask you if you want to save the custom color for all resolutions or just the current one. Click 'YES' here unless you have the same custom color saved on palettes for other resolutions.
  - Lastly, click the Save Palette button. When finished, simply Exit out of the window.
- \* The 'Import Palette' and 'Export Palette' buttons are convenient to have in the event you need to transfer palettes to and from different computers.

### **Adding Swatches to your Application Palette:**

It is possible to add your custom color(s) swatch to an application palette as well. You will need to take note of the Input Color RGB value that you assigned in the previous step in order to create the new swatch. Refer to your specific design application software's manual for instructions on this.

# TIPS FOR SUCCESSFUL SUBLIMATION



## POLYESTER FABRIC

*Maintain appropriate heat press times.*

- Shortened pressing times will result in good surface color but the sublimation dyes will not completely penetrate the polyester fibers. This leaves the dyes more susceptible to wash out.
- Longer pressing times will cause the dye molecules to penetrate deeper into the fiber, creating a washed out look. For guidelines on transfer times, see the section entitled Heat Transfer Instructions.

*Maintain appropriate heat press temperatures & pressure*

- The correct temperature setting is vital for achieving desired results. Higher temperatures can damage the polyester fibers to the point that they cannot properly “hold” the dyes. For guidelines on transfer temperatures, see the section entitled Heat Transfer Instructions.
- Too much pressure on the heat press may cause the dyes to penetrate too deeply into the fabric causing a washed out look. For guidelines on transfer pressure see the section entitled Heat Transfer Instructions.

## METAL

To obtain the best results when printing onto metal, place the transfer between the metal and an absorbent cloth or fresh, non-textured paper towel. This will absorb any dyes that pass back through the paper and any moisture released during the transfer process. If you have problems with inconsistently filled areas, this may alleviate the problem.

## CERAMIC TILES & MUGS

When transferring onto ceramic tiles and mugs, immediately peel the paper off of the ceramic after removing it from the heat press. Once the paper has been removed, cool the ceramic by submerging it in cool water, or run water over it from a faucet. If paper residue remains on the surface of the ceramic, clean with citrus cleaner. If you experience a significant paper-sticking problem, call your SubliJet reseller for assistance.

## UNISUB

- Prepare the Substrate by peeling the transparent protective film off the surface of the substrate (if applicable) and be sure you are working with a clean, lint-free surface. To aid in the film removal process, touch laminated edge of blank product to corner of heated platen on your heat press for about 5 seconds. Plastic will shrink, allowing you to peel away more easily and reduce chipping the coating.
- The starting dwell time for all UniSub products (metals, plastics, MDF) is 60 seconds under 400 degrees F (200 degrees C) with medium pressure. When doing bulk items in a single pressing, you may need to increase overall dwell time 10-15 seconds to counter loss of heat. Transfer is arranged image side down to blank, white surface (after removing

protective laminate film). Consider taping transfer to back of product only as some products (e.g. standard plaques) have foiled edges. Use only heat resistant tape.

- When storing or packaging finished sublimated products, do not stack finished items, either when hot or cold, face-to-face. Do not wrap finished pieces in shrink wrap or place them in a plastic bag for shipping.

- Visit [www.unisub.com](http://www.unisub.com) for additional information about sublimatable blanks and for templates to assist you in selecting optimal sizes and materials.

## **Polyester Shirts**

- The presence of moisture in your fabric can lead to bleeding of the image. Remove moisture by pre-pressing your shirt for 10 seconds. Use Teflon sheets between the front and back of the shirt to prevent the inks from penetrating to the other side of the shirt. If dye residue from your heat press is being deposited on your shirts at any time, heat press a paper towel or similar absorbent material to remove it.

- Using a lint brush before pressing can greatly reduce lint or debris on the shirt.

## **MOISTURE & HUMIDITY PROBLEMS**

The addition of moisture to the sublimation process can cause unwanted results. Under normal circumstances, the small amount of moisture that can accumulate in your paper is absorbed directly into the transfer substrate; however hard substrates like metal and ceramic are unable to absorb excess moisture. Some of problems that are attributed to moisture include: color shifting (colors lose accuracy), bleeding of the image, and uneven transfer of solid filled areas

To avoid these problems:

- Keep your paper in a dry place.

- If you suspect moisture, set the paper on your press for a few seconds. Do not press it. Just expose it to the warmth. The heat radiating from the press should help evaporate most of the moisture.

- To eliminate moisture in fabric, press the fabric for 10 seconds before doing the heat transfer.

- Use an absorbent cloth or fresh, non-textured paper towel behind the transfer sheet to absorb the moisture.

## SUPPLIES AND EQUIPMENT

Contact your reseller to purchase sublimation supplies and equipment. For more information, see the Sublimation Supplies Directory on our website at [www.sawgrassink.com](http://www.sawgrassink.com).

## OPERATING CONDITIONS

Certain environmental conditions should be taken into account for the operation of SubliJet IQ inks, including temperature and relative humidity.

- *Supported Operating Conditions are 65° – 80° F with 40 – 60% relative humidity*
- *Optimum Operating Conditions are 68° – 75° F with 40 – 60% relative humidity*

## STORAGE

- *Care should be taken to prevent storing SubliJet below freezing temperatures (32°F, 0°C). Do not expose SubliJet to extreme heat (temperatures over 104°F, 40°C). If SubliJet has been in storage, you should allow it to reach room temperature before using it.*
- *Do not expose SubliJet cartridges directly to light, especially sunlight, for extended periods.*
- *For best results, install your SubliJet cartridges by the date on the cartridge. Please refer to the individual ink bag/cartridge for the specific ink expiration date.*

## TROUBLESHOOTING

The tips found in this section relate mainly to problems that can be seen in transferred SubliJet images. If you are having problems related to the performance of your printer, please refer to the Problem Solving section found in the EPSON Stylus WF30/T30/B40W Printer User's Guide.

### **The colors in my transferred image are incorrect**

- The image may need color adjustment. Use PowerDriver color matching software. For more information, please see the section entitled PowerDriver User's Guide.
- Ensure you used the right printer driver and driver settings. Please see the section entitled PowerDriver User's Guide.
- Ensure you pressed the item with the proper time, temperature, and pressure. For guidelines see the section entitled Heat Transfer Instructions.
- Verify all colors print correctly. Run the Nozzle Check utility and clean the print heads as required.

### **My printout is really light on paper**

SubliJet IQ ink naturally looks muted before the heat transferring of the image. After transferring is complete, SubliJet's unique inks will produce a brilliant and durable final product.

### **My printout gets cut off on the bottom or side**

- Verify the printer driver is setup for the correct paper size. Your printer driver setting needs to match the paper size that is loaded in your printer.
- Ensure the right paper guide is in the proper position. When setting up the printer, slide the right paper guide to the left until it clicks into position.

### **My image looks good but it washes out**

- Ensure you pressed the garment with the proper time, temperature, and pressure. If so, try pressing longer to ensure that the dyes are penetrating the fibers sufficiently. For guidelines, see the section entitled Heat Transfer Instructions.
- Ensure you used a recommended paper. See the section entitled Selecting Paper.
- Ensure your substrate is designed to accept sublimation transfers. Garments made from natural fibers, such as cotton, are not compatible with the sublimation process.

### **Colors are light and splotchy**

- Ensure you printed on the correct side of the paper. The print side is the bright white side of the paper.
- Ensure you used a recommended paper. For more information, see the section entitled Selecting Paper.
- Ensure you pressed the item with the proper time, temperature, and pressure. For guidelines, see the section entitled Heat Transfer Instructions.
- Verify your printer driver settings are correct. Please see the section

entitled PowerDriver User's Guide for additional information.

- Ensure you do not have a moisture problem. For more information, see the section entitled Moisture and Humidity on the Tips for successful Sublimation page.
- Ensure your substrate is designed to accept a sublimation transfer. Garments made from natural fibers such as Cotton are not compatible with the sublimation process.

### **My image looks blurred**

- Ensure you pressed the item with the proper time, temperature, and pressure. For guidelines, see the section entitled Heat Transfer Instructions.
- Ensure you used a recommended paper. For more information, see the section entitled Selecting Paper.
- Ensure you printed on the correct side of the paper. The print side is the bright white side of the paper.
- Ensure you do not have a moisture problem. Try drying the paper on the press or putting a paper towel behind the transfer when you heat press it. Read the section entitled Moisture and Humidity on the Tips for Successful Sublimation page.
- Verify that the printer's print heads are properly aligned. For further instructions, see the EPSON Stylus WF30/T30/B40W Printer User's Guide.

### **My image has gaps or bands present**

- Ensure that all of the printer's nozzles are firing properly. Perform a Nozzle Check from the Utility tab of your printer driver. For further instructions, see the EPSON Stylus WF30/T30/B40W Printer User's Guide
- If one or more of the nozzles fail to print, perform a Print Head Cleaning. For further instructions, see the EPSON Stylus WF30/T30/B40W Printer User's Guide.

# TECHNICAL SUPPORT

If you are having difficulties achieving good results from your SubliJet IQ inks, you have several support options:

1. Telephone: You may contact your authorized SubliJet reseller during their normal hours of operation for assistance. A full listing of authorized SubliJet Resellers is available on our Web site at [www.sawgrassink.com](http://www.sawgrassink.com). In addition, you may also contact Sawgrass Technical Support at (888) 253-1679 between the hours of 8:30 AM and 5:30 PM Eastern Standard Time.
2. Internet: Visit the Technical Support area of the Sawgrass Technologies, Inc. website at [www.sawgrassink.com](http://www.sawgrassink.com). The troubleshooting utility found here will provide you with solutions to some of the most common problems. You may submit a detailed description of your problem if you need further assistance.
3. E-mail: You may e-mail Sawgrass Technical Support with a detailed description of your problem at [support@sawgrassink.com](mailto:support@sawgrassink.com).
4. Fax: You may fax a detailed description of your problem to Sawgrass Technical Support at (843) 849-3847.



# SubliJet IQ<sup>®</sup>

[WWW.SAWGRASSINK.COM](http://WWW.SAWGRASSINK.COM) | 866.290.3812

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