

Prestige R1

DTF Printer



User Manual

Maintenance &
Troubleshooting Videos



Essential Materials
(Software, Guides, Warranty & More)



INDEX

Contents

INSTALLING THE DIGIRIP RIP SOFTWARE	3
UNZIP HOSONSOFT	10
PRINTER INSTALLATION	11
PRINTER SET-UP & TESTING	16
STORAGE AND MAINTENANCE	25
MAINTENANCE CHART	26
ELECTRIC DIAGRAM	29
BEST PRACTICE GUIDE	30
WARRANTY POLICY	31

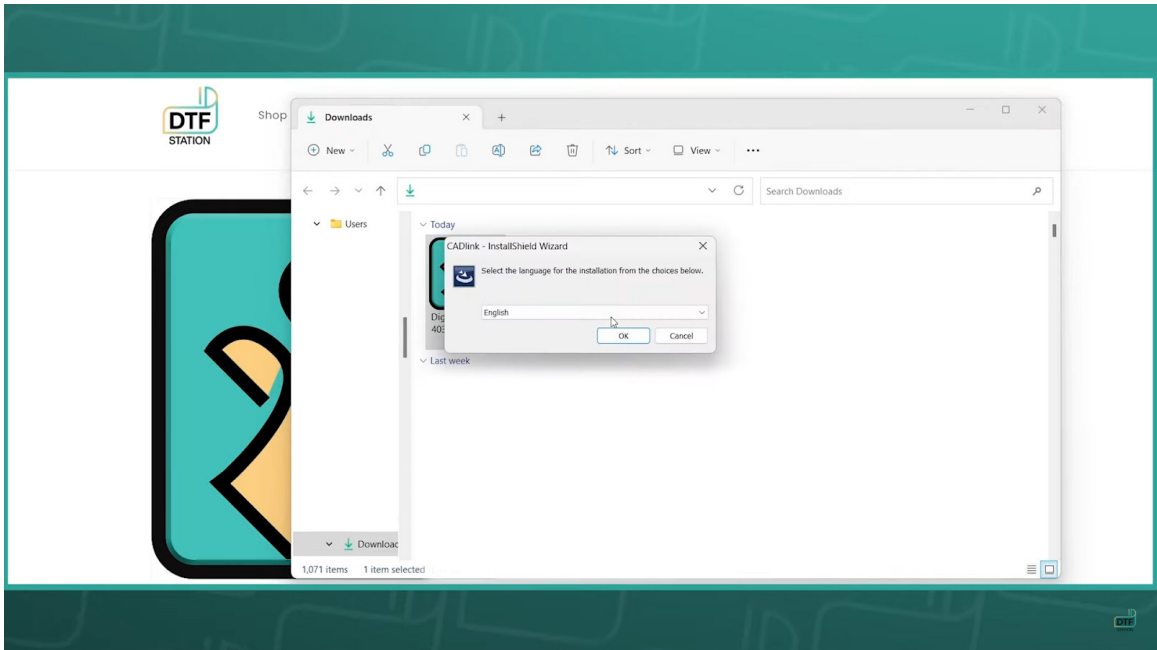
INSTALLING THE DIGIRIP RIP SOFTWARE

Step 1:

Download, Unzip, install the DigiRip Raster image processing (RIP) software. Use the link or the QR code blow. <https://drive.google.com/drive/folders/1xyQRun3SXH40JZErD2mJho-PYPRGrmoZ>

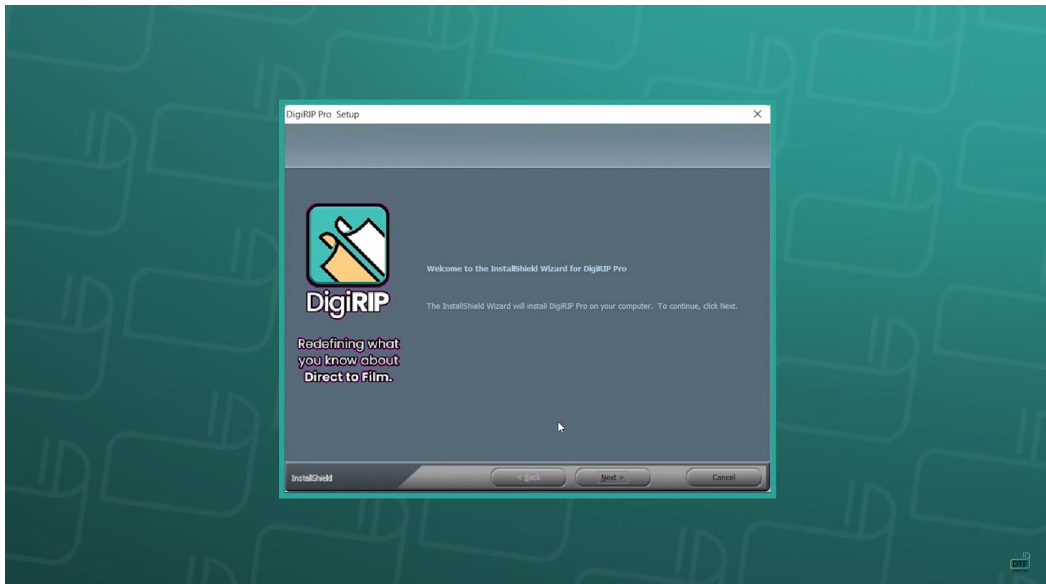
Step 2:

Once you unzip the DigiRip Software, Double click on the icon.



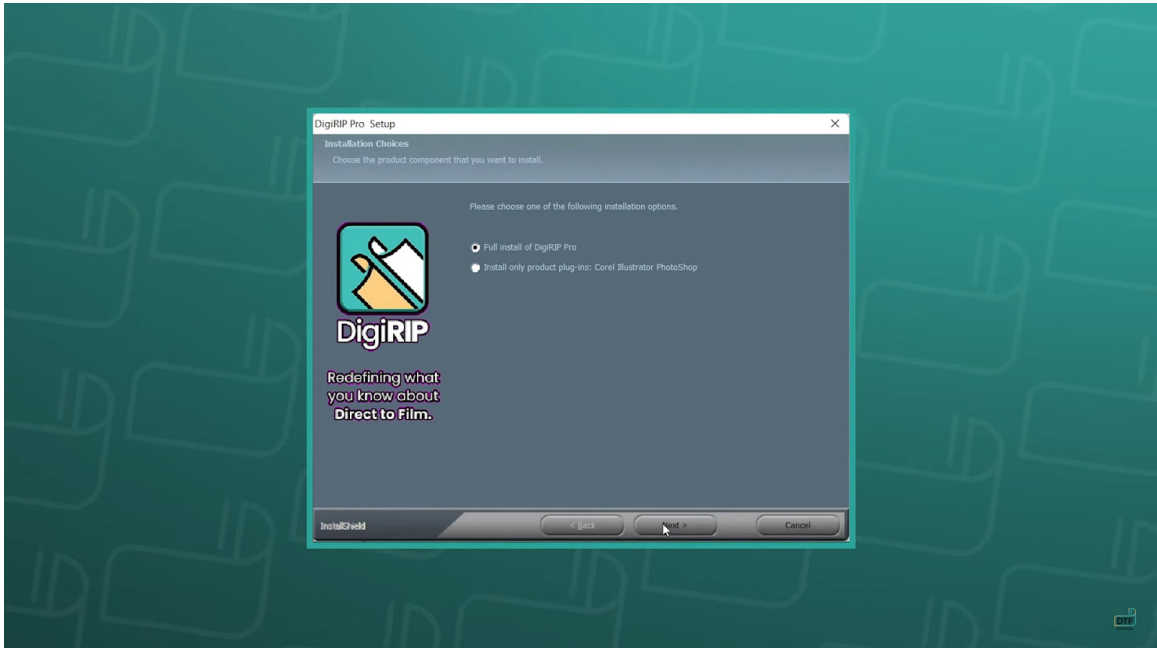
Step 3: Terms & Conditions

1. The InstallShield Wizard window will pop up. Click "Next" to proceed.

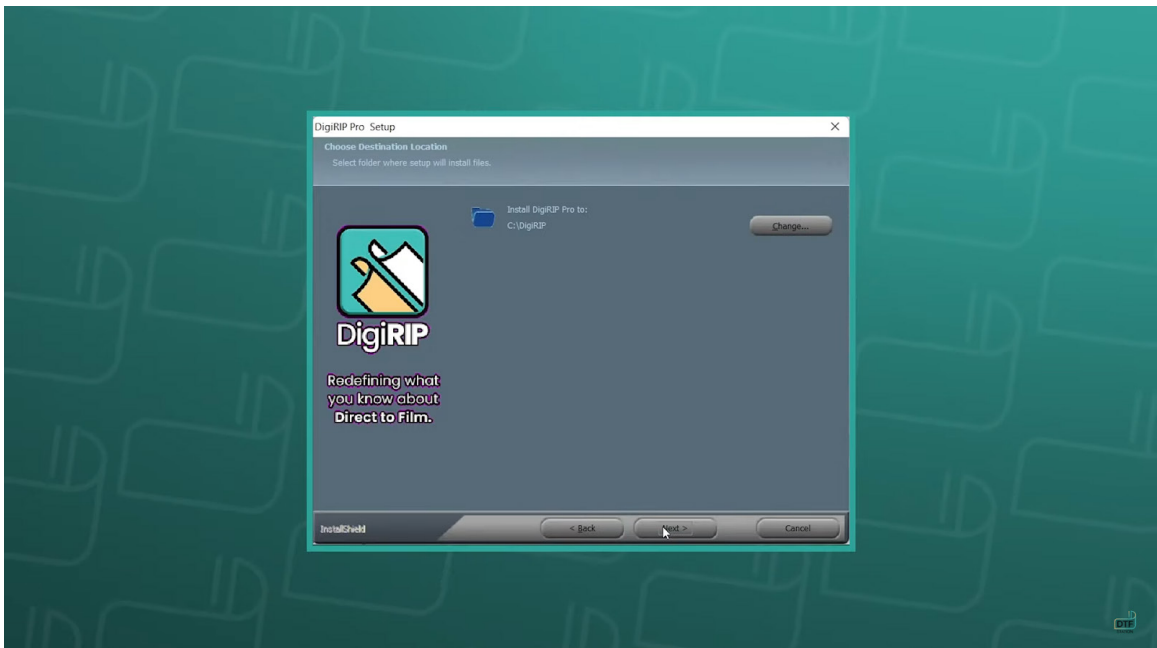


Step 4: Installation

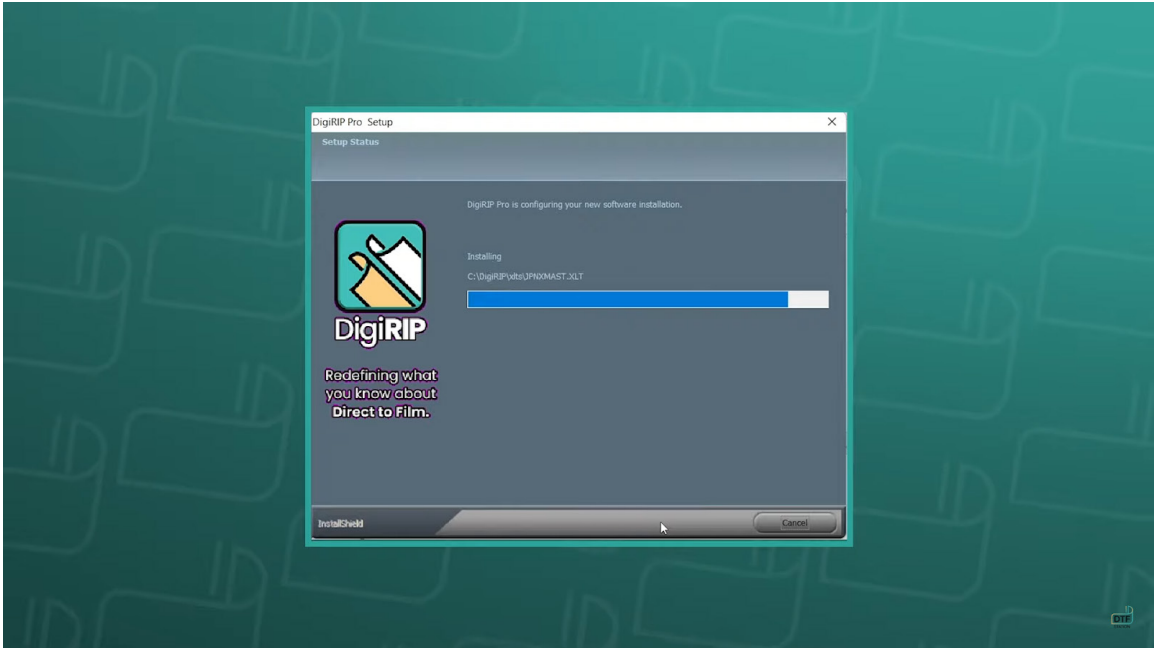
1. Select "Full install of DigiRIP", and click "Next".



2. Select which folder the software should be installed in. Click "Next". Select which folder to install the program icons into, and click "Next"

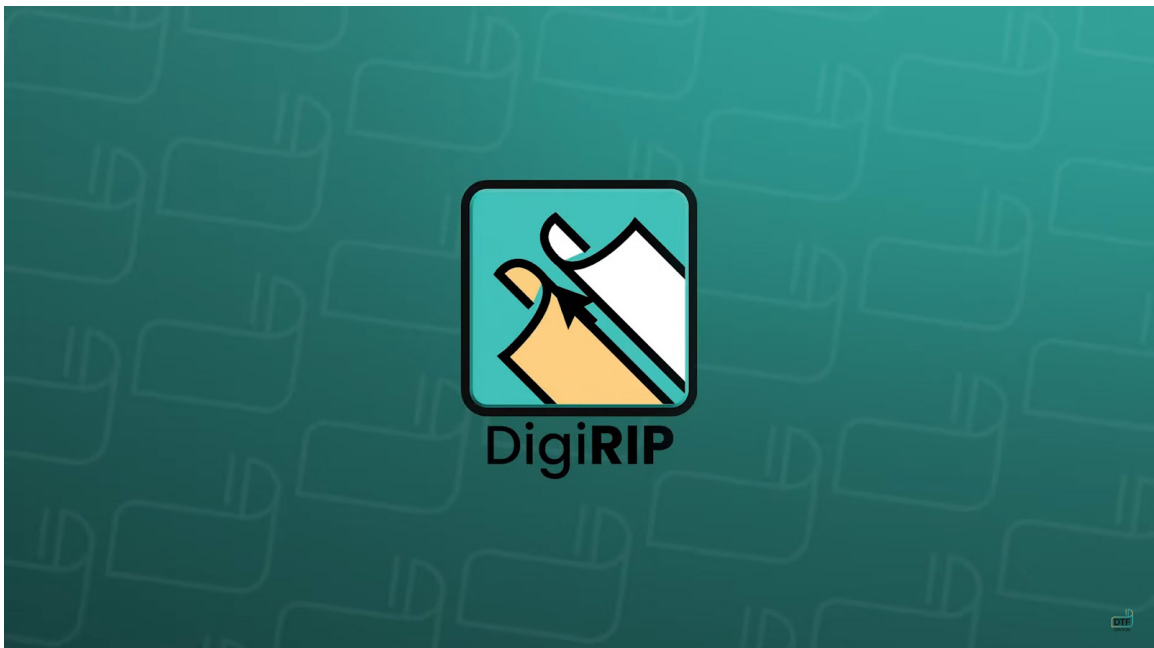


3. The software will begin installation. This will take approx. 5-10 minutes. Once complete, click "Finish".

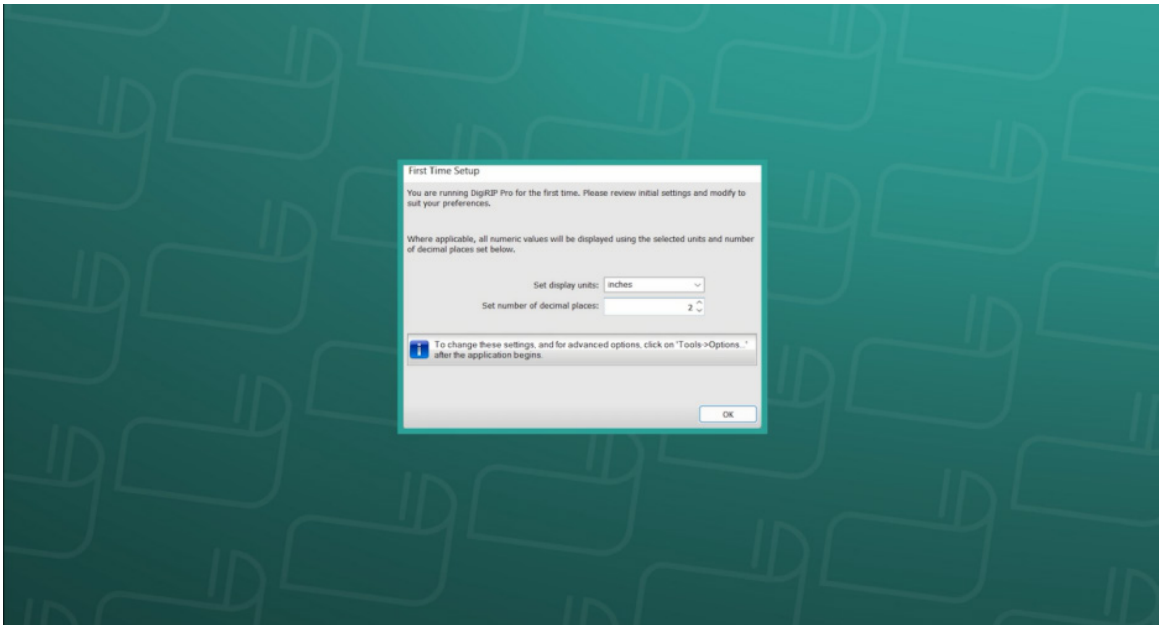


Step 5: First Time Setup

1. Now that DigiRIP has been installed, double-click the icon to open the application.



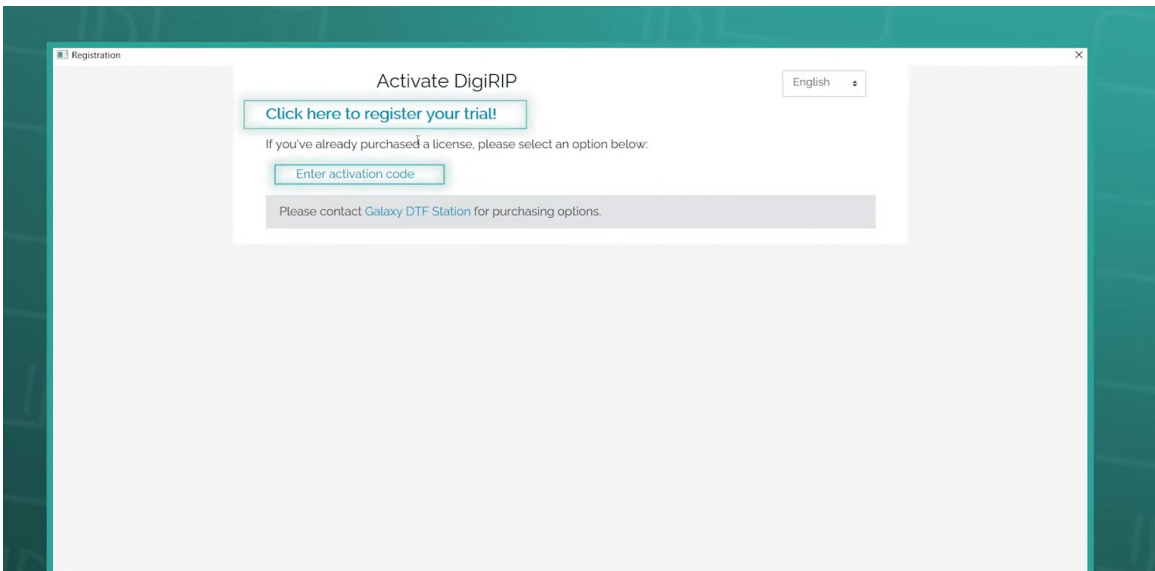
2. Select display units (default: inches) and a number of decimal places (recommended: 2). You may change these settings later by clicking on "Tools -> Options."



3. Click "OK".

Step 6: Registration

1. Enter your activation code, or register for the 15-day free trial if you do not have a code. If you purchased a printer and have not received your software code, please contact your dealer. Each code can only be used on one device.



Registration

Activate DigiRIP

English

Your Company (Optional)

E-mail: user@example.com

Confirm E-mail: user@example.com

Phone:

Fax:

First name:

Last name:

Address:

City (Optional):

Country: Select Country

State/Province: Select State/Province

Postal Code/ZIP:

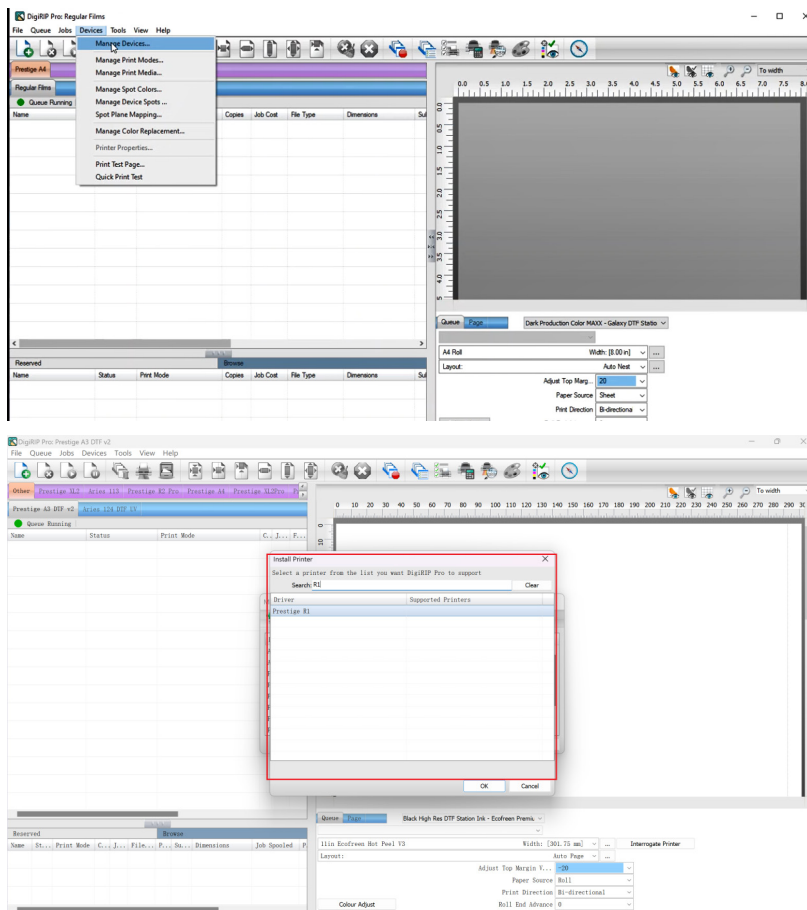
☐ Stay ahead of your competition with valuable product knowledge. You can unsubscribe at any time.

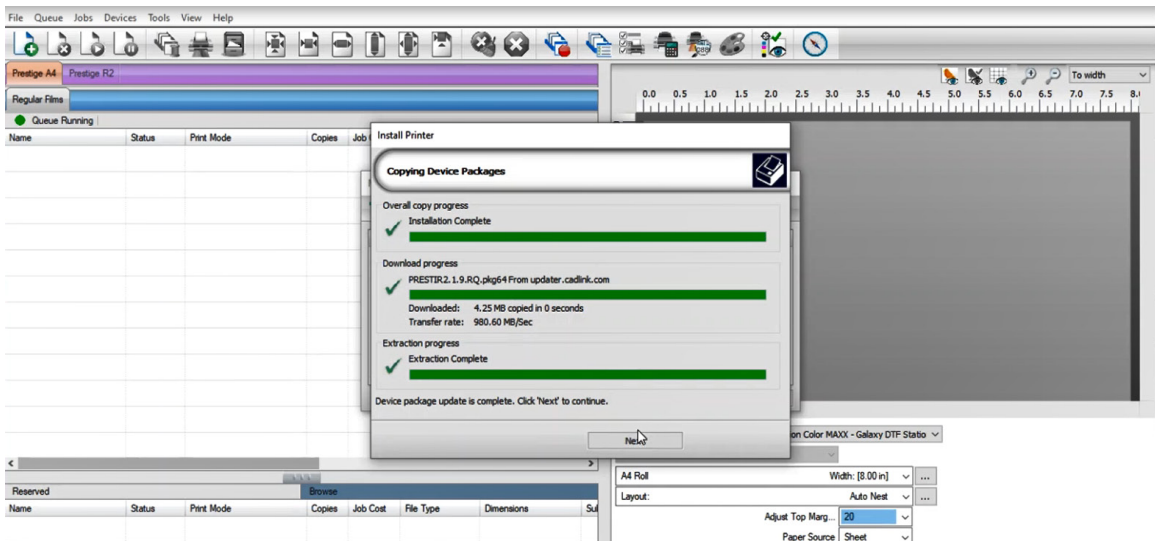
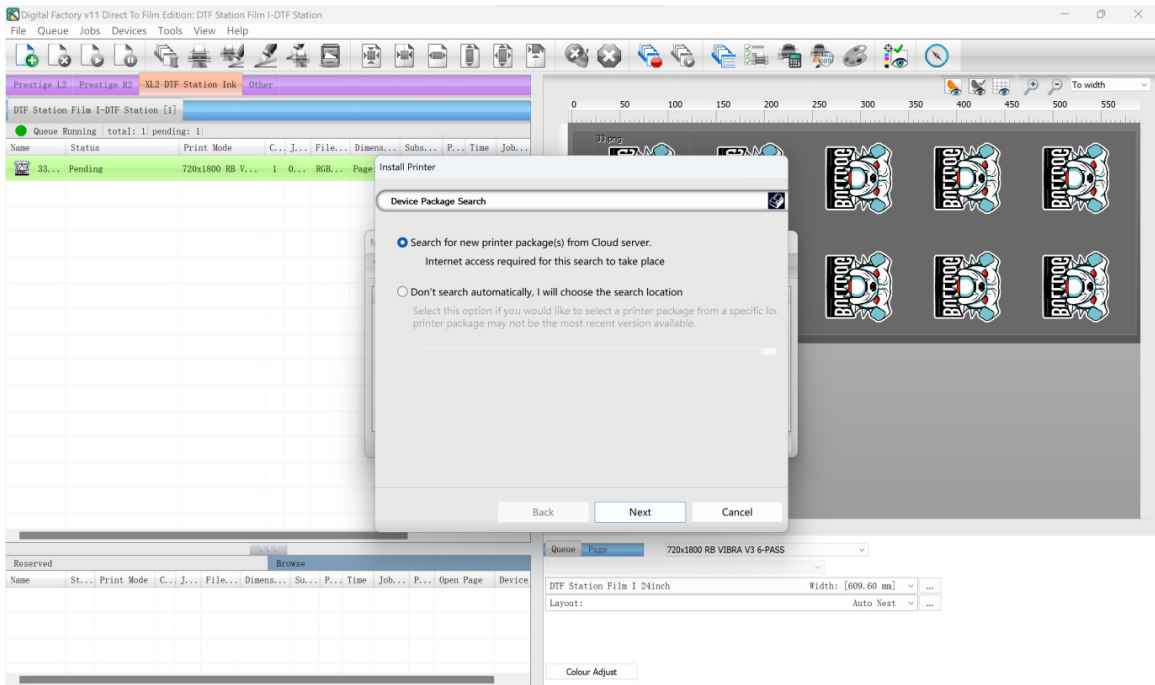
By submitting your registration, you agree to CADlink's [Privacy Notice](#), our [Cookies Notice](#) and our [Interest-Based Ads Notice](#)

REGISTER MY PRODUCT

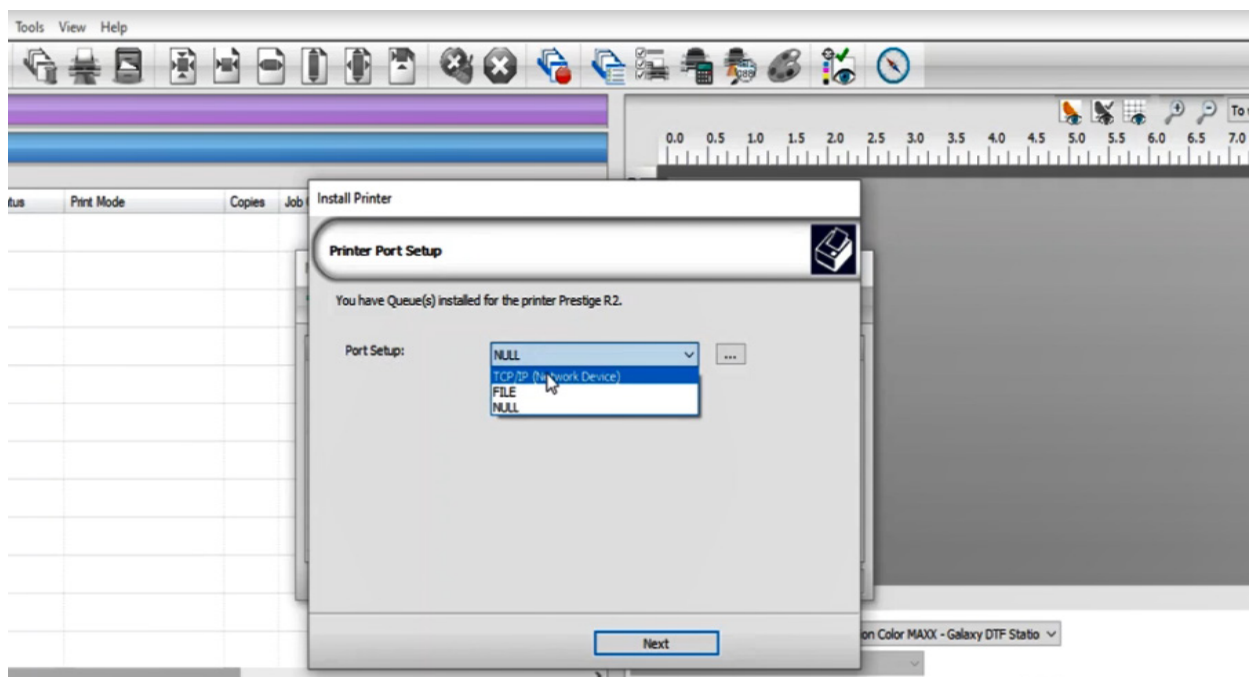
Step 7: Add your printer

1. "Devices-Manage Devices" to add your printer.

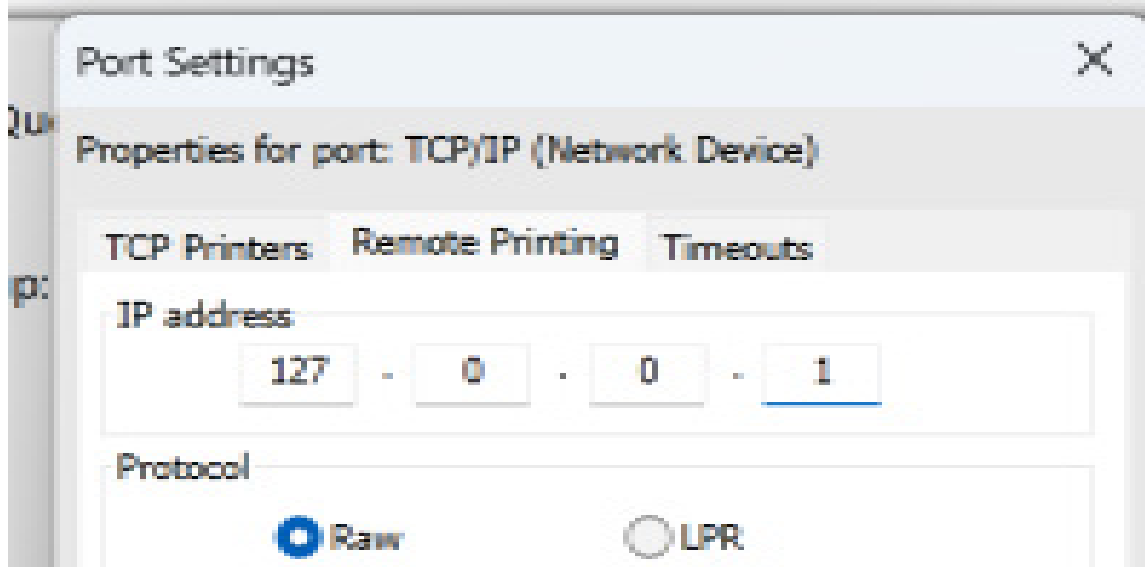




2. Select the port and Set the IP address to 127.0.0.1






Setup






UNZIP HOSONSOFT
















Copy the file in the USD disk to your PC, unzip and and it's ready to go

TICK BOX ☐ WHEN DONE WITH STEP

- 1
 -  Maintenance Chart-R2(2)
 -  Nozzle installation
 -  PrintExp_X64_V5.7.6.5.74.Single_20230208
- 2

 PrintExp_X64_V5.7.6.5.74.Single_20230208	2023/8/16 16:09
 PrintExp_X64_V5.7.6.5.74.Single_20230208	2023/6/19 19:00
- 3

 PrintExp_X64_V5.7.6.5.74.Single_20230208	2023/4/24 14:16
----------------------------------------------------------------------------------------------------------------------------	-----------------
- 4

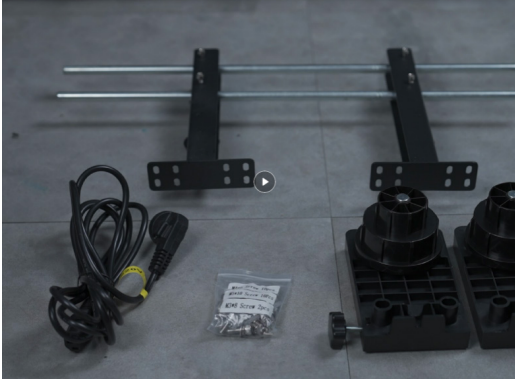
 msxcr100.dll	2022/1/21 11:00
 NozzleClose.dll	2022/1/21 16:10
 NWReceive.exe	2022/1/21 16:10
 NWReceiveProc.dll	2022/1/21 16:10
 PassDataProc.dll	2022/1/21 11:01
 PrintExp_X64.exe	2022/1/21 16:13
 PrintExpStyle.dll	2022/1/21 16:13
 PrintModule.dll	2022/1/21 11:01
 Project.ini	2023/8/18 16:05
 PublicApp.dll	2022/1/21 16:10
 SDMCS.dll	2022/1/21 11:01
 SimpleXmaste.dll	2022/1/21 11:01
 StatisticsInfo.dll	2022/1/21 16:10
 TaskCWC.dll	2022/1/21 16:09
 TaskMgr.dll	2022/1/21 16:09

PRINTER INSTALLATION

Step 1

TICK BOX ☐ WHEN DONE WITH STEP

Prepare the necessary tools for installation: hex screws, machine accessories, Phillips screwdriver, blade, hex wrench, gloves.



Step 2

TICK BOX ☐ WHEN DONE WITH STEP

Install the Film brackets. First align all the holes, and then tighten the hexagonal screws in proper order.

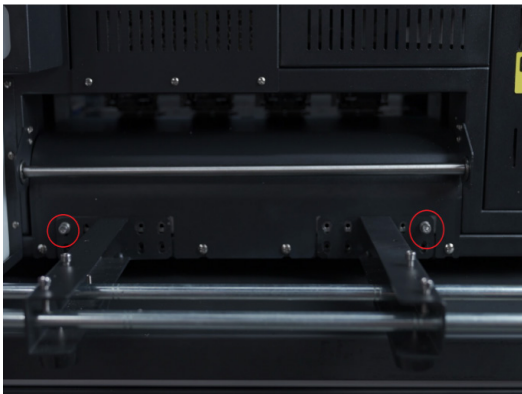
1



2



3

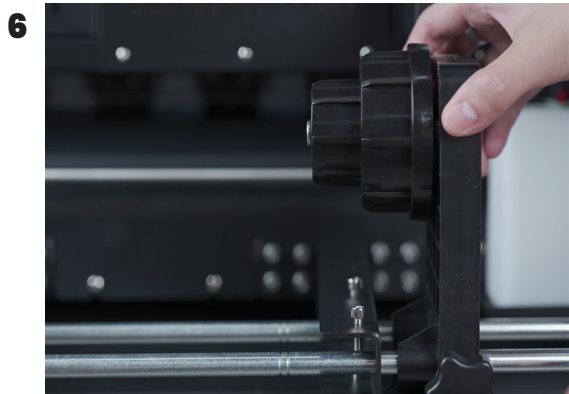
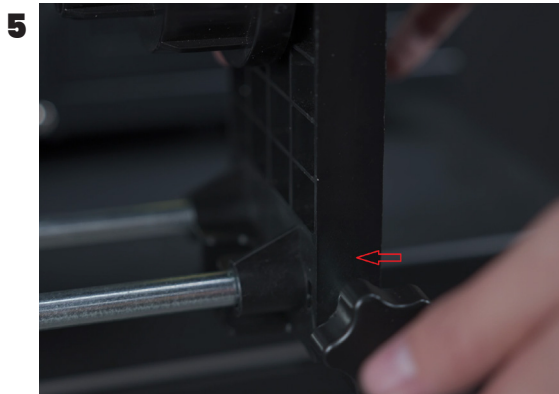
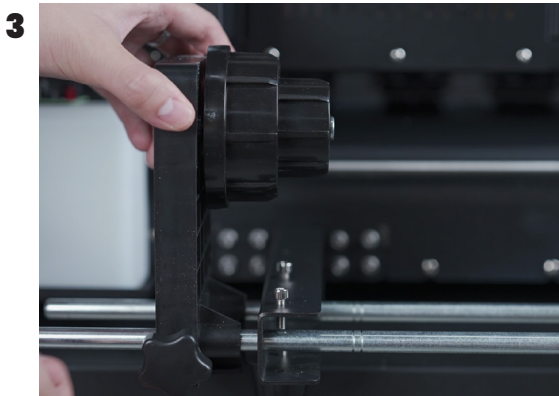
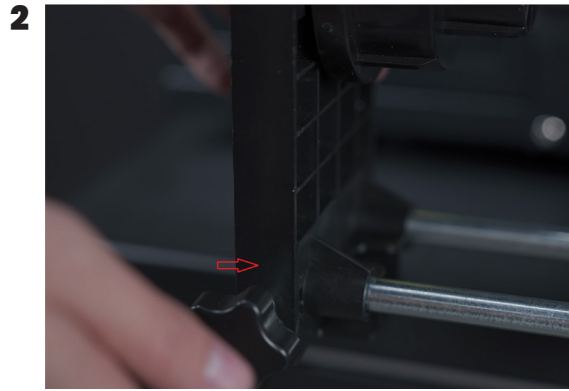
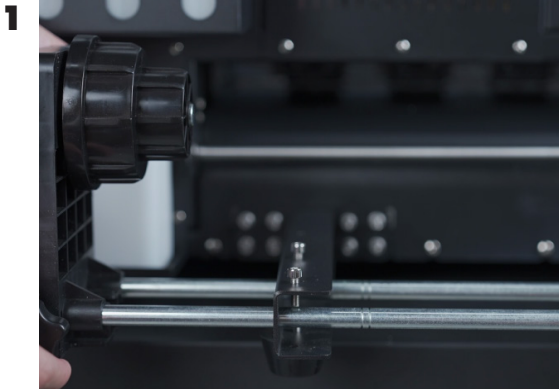


4



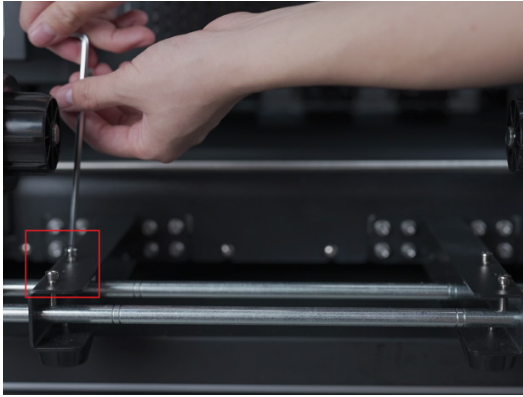
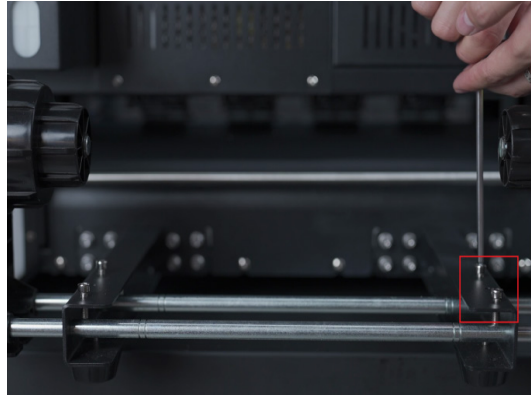
Step 3TICK BOX ☐ WHEN DONE
WITH STEP

Install the Media Holders. Align the hole with the crossbar, then twist the screw to the left to loosen it and complete the installation.

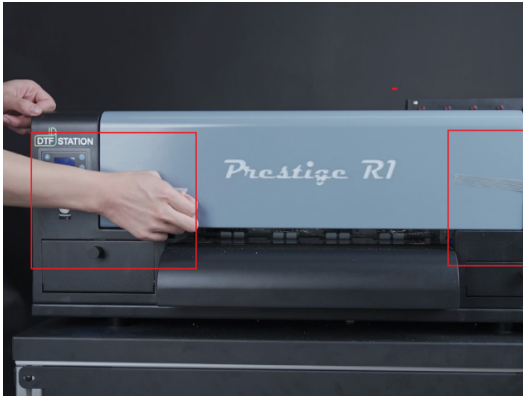


Step 4TICK BOX ☐ WHEN DONE WITH STEP

After installing the roller, secure the four hex screws in the middle.

1**2****Step 5**TICK BOX ☐ WHEN DONE WITH STEP

Remove the front cover protective strip. Remove the protective film.

1**2****3****4**

Step 6

TICK BOX ☐ WHEN DONE WITH STEP

Remove the Cartridge locker to unlock the cartridge, and then take out the two hex screws and the metal plate that secure the cartridge.



Step 7

TICK BOX ☐ WHEN DONE WITH STEP

Connect to the power supply and turn on the main power switch. Release the emergency button, wait for initialization, and test if the Cartridge moves left and right normally by pressing the control board.

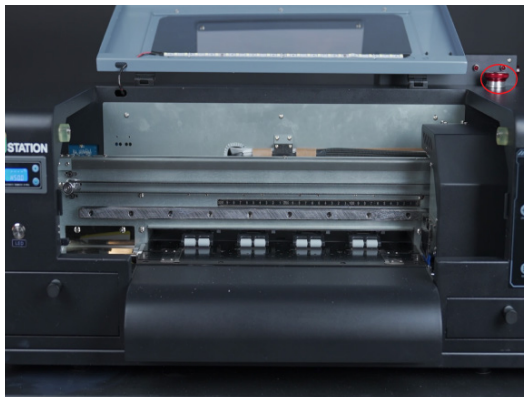
1



2



3



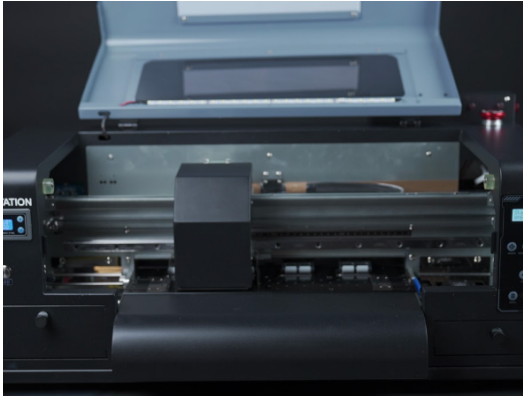
4



Step 7

Press the Enter button to reset. Continue to test if the Pinch Rollers moves back and forth normally.

TICK BOX ☐ WHEN DONE WITH STEP

1**2****Step 8**

Test whether the waste ink bottle is working properly: Press the alarm switch, invert the bottle, and if you hear the buzzer alarm and see the red light flashing. If yes, it indicates that it is functioning normally.

TICK BOX ☐ WHEN DONE WITH STEP

1**2****Step 9**

Place the waste ink bottle back in its original position, then take out the waste ink tube, cut off the excess tubing so that the tube fits snugly into the waste ink bottle opening. Put the waste ink tube into the bottle.

TICK BOX ☐ WHEN DONE WITH STEP

1**2**

PRINTER SET-UP & TESTING

Step 1

TICK BOX ☐ WHEN DONE WITH STEP

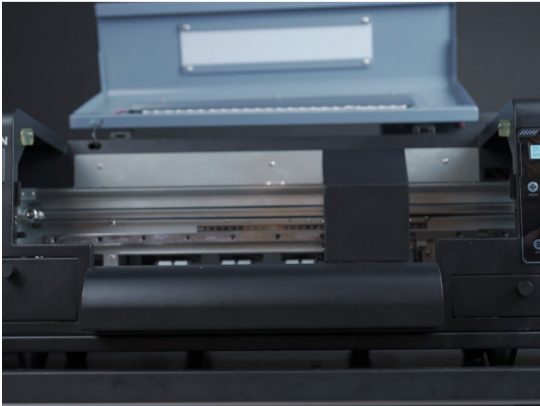
Prepare the printer with five colors of ink: C, M, Y, K, and W. Shake each of the C, M, Y, and K inks for about 30 seconds, and shake the white ink for 1 minute to prevent ink sedimentation. Set them aside to settle.



Step 2

TICK BOX ☐ WHEN DONE WITH STEP

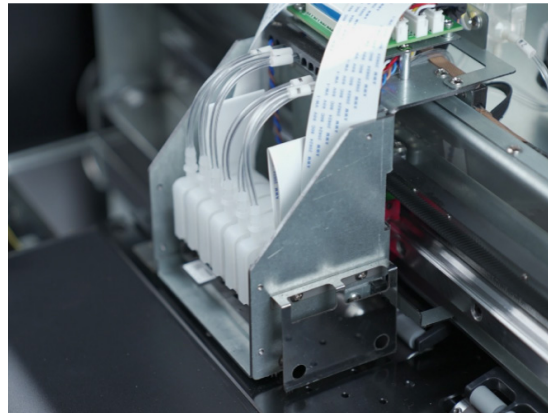
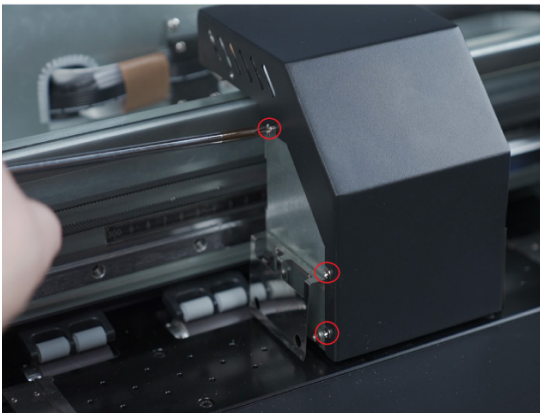
Move the cartridge to the middle position by pressing the Left button, then turn off the main power.



Step 3

TICK BOX ☐ WHEN DONE WITH STEP

Remove the screws on both sides of the cartridge cover, then take out the cover.



Step 4

Open the ink bottle cap and remove the cap ring.

TICK BOX ☐ WHEN DONE WITH STEP

**Step 5**

- (1) Use scissors to cut the foil on the ink bottle, make a small cut and a larger cut. This allows for the displacement of excess air while pouring in the ink.
- (2) Make sure to keep the paper piece on the bottle cap, which prevents ink from leaking out when the cap is tightly sealed.

TICK BOX ☐ WHEN DONE WITH STEP

**Step 6**

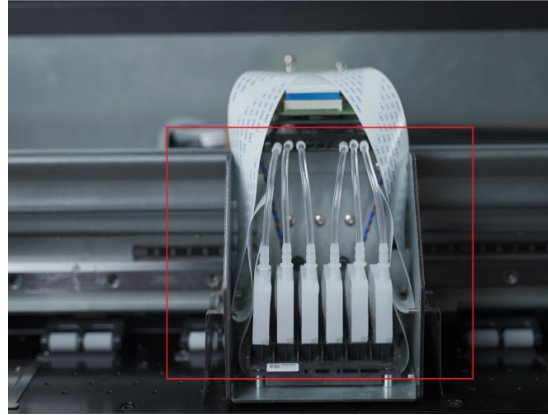
Add the ink in the corresponding colors, fill the color ink box to 30%, and the white ink to 50% initially.

TICK BOX ☐ WHEN DONE WITH STEP



Step 7TICK BOX ☐ WHEN DONE WITH STEP

Observe if ink is flowing out from the damper. If ink flows into one of the ink dampers, it indicates that the damper is damaged and needs to be replaced.

**Step 8**TICK BOX ☐ WHEN DONE WITH STEP

Turn on the power switch to reset the cartridge to its home position.

**Step 9**TICK BOX ☐ WHEN DONE WITH STEP

Turn on the power switch to reset the cartridge to its home position.



Step 10

TICK BOX ☐ WHEN DONE WITH STEP

Open the white ink circulation knob, set the circulation intensity to about 90% for the first cycle, run for five minutes, and then adjust it back to 30%.



Step 11: Loading Film

TICK BOX ☐ WHEN DONE WITH STEP

- (1) Put on gloves.
- (2) Straighten out the printing film to ensure that both sides are flat.



Step 12

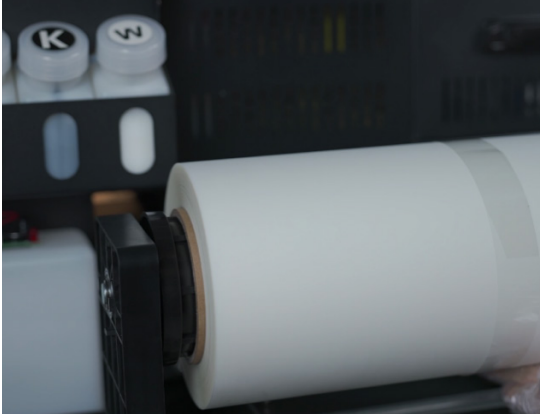
TICK BOX ☐ WHEN DONE WITH STEP

First, secure the holder on the left side, and after installing the printing film, adjust the margins on both sides.



Step 13TICK BOX ☐ WHEN DONE WITH STEP

Install the left side of the film into the film holder, and then fix the right side of the holder into the film.

**Step 14**TICK BOX ☐ WHEN DONE WITH STEP

Remove the clear tape on the film, then rotate the Pinch Roller switch on the side to lift them up.

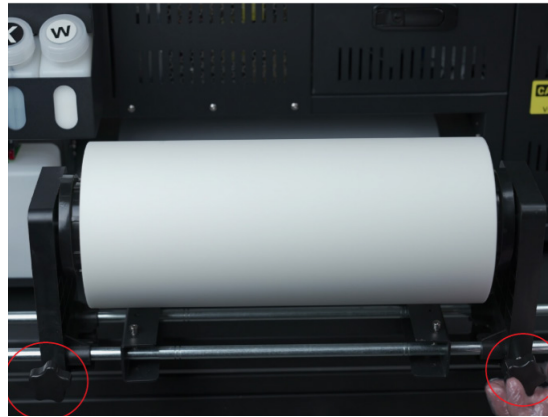
**Step 15**TICK BOX ☐ WHEN DONE WITH STEP

Pass the film through the crossbar.

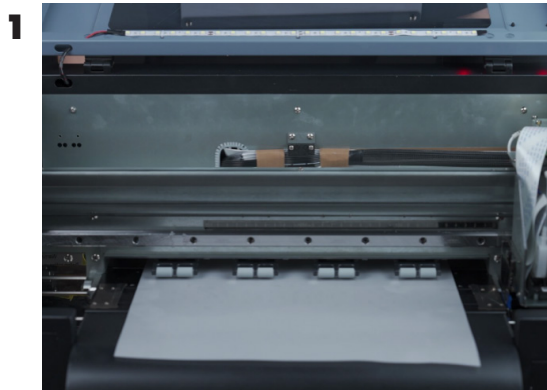


Step 16TICK BOX ☐ WHEN DONE WITH STEP

- (1) At this point, the margins on both sides should be approximately the same width.
- (2) Tighten the film holder's screw.

**Step 17**TICK BOX ☐ WHEN DONE WITH STEP

After passing the film through the Pinch Roller, use one hand to hold down the film on the platform and the other hand to pull the film back, making it taut and straight.



Step 18TICK BOX ☐ WHEN DONE WITH STEP

Release the pinch roller switch to fix the film, just make sure that the film is flat and centered.

**Step 19**TICK BOX ☐ WHEN DONE WITH STEP

Use the media guides to hold the film. Cut the zip tie that secures the network cable.



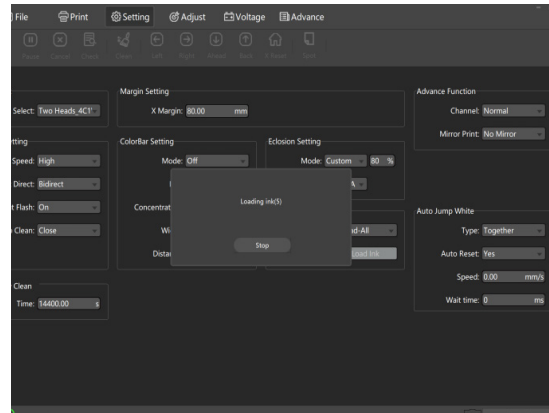
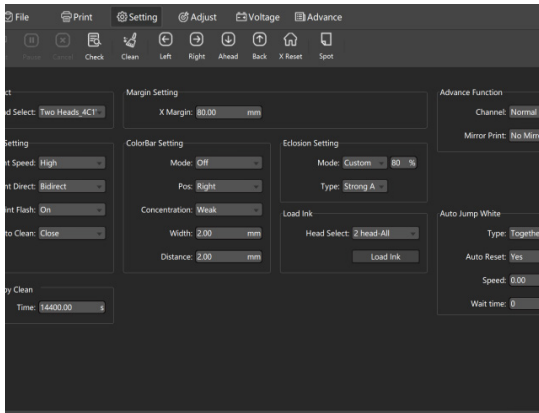
Step 20:TICK BOX ☐ WHEN DONE WITH STEP

Load ink and clean the print head.

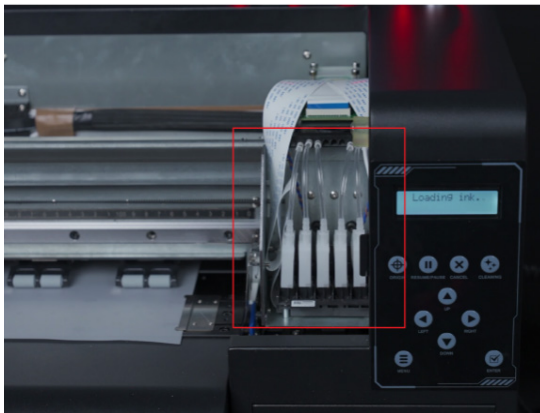
In Hoson software setting interface, click on Load Ink, choose "2 Head All". Noted that the time for loading ink should stay within 30 seconds each time to prevent excessive pressure to damage the heads. After 2-3 times loading, the ink is ready.

After loading ink, select "Clean"--"2 Head-All"--"Clean Strong" to clean the heads. When the cleaning is done, perform a nozzle check to see if the patterns are good.

Hoson is currently being updated, but the features remain the same. For further information, please consult with your trainer, either virtually or on-site.

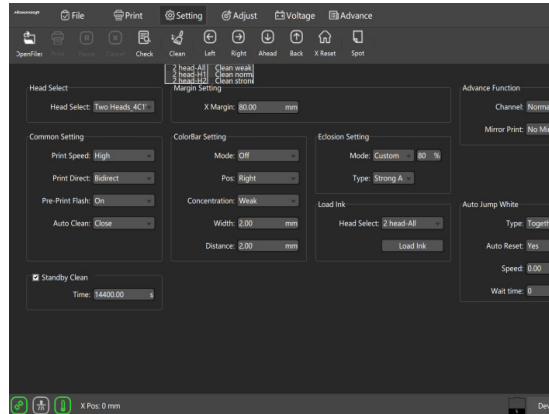
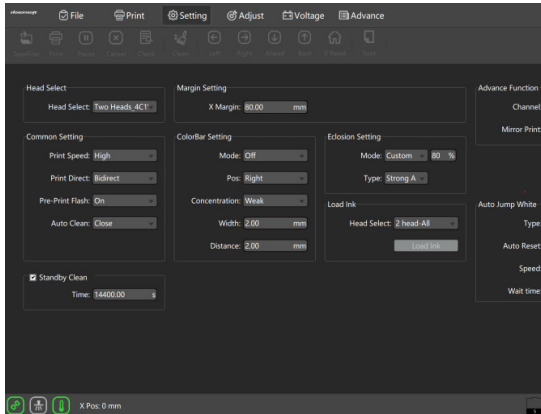
**Step 21:**TICK BOX ☐ WHEN DONE WITH STEP

All the ink has been pulled into the dampers.

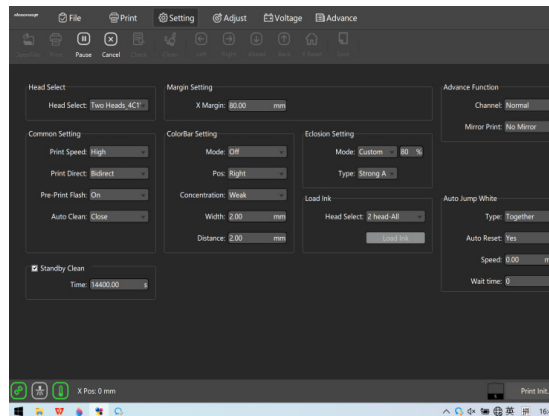
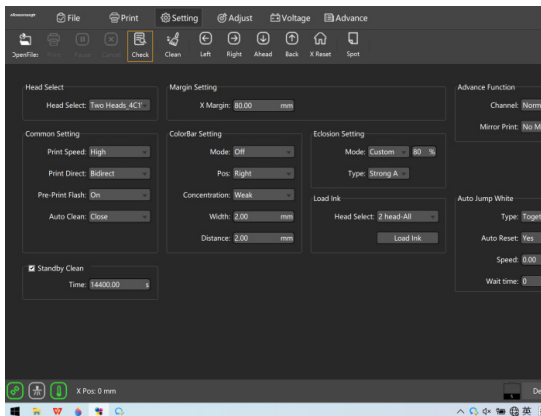


Step 22:

Perform Head Cleaning in the software.

TICK BOX ☐ WHEN DONE WITH STEP**Step 23:**

Perform Nozzle Check

TICK BOX ☐ WHEN DONE WITH STEP

When the nozzle patterns are good, we could start to print. Good nozzle patterns example as below:



STORAGE AND MAINTENANCE

If you're not going to use the printer for 5 days or more, you must follow the steps below to prevent damage to the print head, ink pump and ink pipes.

Step 1:
Clean and maintenance

Step 2:
Keep the main power on

Step 3:
The printer will automatically clean once every 4 hours.



Maintenance Schedule | DTF Station Prestige R1

	Daily Beginning	Daily End of the Day	Weekly	As Needed
Shake White Bottles				
Nozzle Check				
Head Cleaning				
Fill Ink				
Clean Around Head				
Clean Wiper Blades				
Clean Capping Station Top				
Flush Capping Station Top				
Empty Waste Tank				
Clean Pinch Roller				Every New Media
Clean Encoder Strip				
Grease Carriage Rail				
Rinse Ink Container				



Maintenance Schedule | DTF Station Prestige R1

- **Shake White Ink Bottle:** To prevent white ink from settling, please shake the white ink bottle every day. If it's used, please remove the paper cover on the cap to prevent any paper from mixing with the white ink.
- **Nozzle Test (Check):** Perform a nozzle test before sending a print job to ensure that you get good quality prints every time. Poor nozzles result in banding or overspray in the prints. Continue Printing if you can get 90% of the channels firing nozzles.
- **Head Cleaning:** Perform this task when you are getting less than 90% of the channels firing nozzles. Perform Head cleaning is crucial to drain the capping station top and wipe the printhead surface for nozzle test and or printing. After the head cleaning is done, perform a nozzle check to see if you can get 90% of the channels firing nozzles. You may want to move the physical waste tank to the downward position to make the waste ink flow smoothly downward.
- **Fill Ink:** Perform this when you notice any big missing nozzles or more than 50% of channels are missing. It's to remove any air bubbles on the ink tube, perform fill ink for at least 5 seconds. 5 seconds starts from the time the waste ink drains smoothly. You may want to move the physical waste tank to the downward position to make the waste ink flow smoothly downward.
- **Clean Around the Head:** It's important to clean around the head for any build-up inks at the end of every day. Build-up inks can get on to the printhead from the wiper and can potentially damage the printhead.
- **Clean Wiper Blade:** Same as cleaning around the head, making sure the wiper blade is cleaned. It is very important to obtain a good nozzle check. Any residue buildup can damage the printhead and your head cleaning may not be effective.
- **Clean Capping Station Cap Top:** Keeping the capping station cap tops clean is one of the most important tasks. Your head cleaning may not be effective. Your printer may not draw out the proper amount of ink if there are a lot of build-up inks.
- **Flush Capping Station Cap with Cleaning Solution:** Fill cleaning solution on the cap after the end of the day maintenance and press the clean button to flush out the cap immediately. This will ensure the printhead is sitting on the cap and it also rinses out capping station cap top sponge and tubes from clogging up.
- **Empty Waste Tank:** A waste tank alarm is available however it's recommended that this be replaced every week to ensure that ink does not dry up inside the tank and the tube. Please ensure that the waste ink lines are not touching the waste ink. It may cause negative pressure which can prevent you from getting fine nozzle check.
- **Clean Pinch Rollers:** Clean pinch rollers ensure that you have a consistent pull on the film. Film residues can make the roller miss the turns which can cause misalignment on the White and CMYK heads. Use a dry microfiber cloth or lint-free wipe to clean the rollers. Weekly – clean one side, As you replace the media to new, clean 360 degrees.
- **Clean Encoder Strip:** The encoder strip can be cleaned with isopropyl alcohol, simply wipe both sides/ check for any dents or ink splash. **DO NOT USE RUBBING ALCOHOL**
- **Grease Carriage Rail:** If you hear squeaky noise, it's time to grease the rails. Use heat-resistant gel/paste-based grease. **DO NOT USE A SPRAYER**
- **Rinse the Ink Containers:** Ink can settle inside the container, please communicate with a tech before performing this task.



Opening Procedures | DTF Station Prestige R1

What	Process	Materials Needed
Opening: Pull out leftover ink, Perform Head Cleaning.	Please scan QR code for full length video. For further assistance, please contact your DTF Station Dealer.	<ul style="list-style-type: none"> •Syringe •Nozzle Check Film
Why Pulling out the leftover ink primes the print head. The head clean will push more ink through the head, and also wipe the head clean.		

End of Day Maintenance | DTF Station Prestige R1

What	Process	Materials Needed
Cleaning capping station, cleaning the wiper blade and other areas that have ink. Perform wet cap cleaning and head cleaning.	Please scan QR code for full length video. For further assistance, please contact your DTF Station Dealer.	<ul style="list-style-type: none"> •Cleaning Swabs •Cleaning Solution
Why Excess ink can dry in the capping station, wiper, and around the head. Keeping them clean is important to keep your printer functioning properly. A wet cap will moisten the head and flush out the capping station.		

As Needed Maintenance | DTF Station Prestige R1

What	Process	Materials Needed
Clean encoder strip, greasing the rail, grease corner of printer carriage, clean media feed rollers. Cleaning or replacing the spit station.	Please scan QR code for full length video. For further assistance, please contact your DTF Station Dealer.	<ul style="list-style-type: none"> •Lint free cloth •Isopropyl Alcohol 90% and above •Cleaning Swab •Grease •Cleaning Solution
Why A well maintained and clean machine will ensure quality printing long term.		



DTF Printer

Best Practice Guide / Common Mistakes

- Do not move or touch the media (film) when the printer is in operation. This can cause a head strike.
- Do not leave the cleaning solution on top of the printer. A small spill can damage the printer. Please never leave any liquid on top of the printer cover.
- Do not expose the ink, film, and powder under direct sunlight, or a humid area. Avoid high humidity, high temperature, and direct sunlight. These will deteriorate the quality of the film, powder, and ink and may cause an issue. Use silica packs, and keep the consumables in containers with a lid.
- Make sure you park the printhead carriage to the capping station (back to home position) at the end of the day, leaving it not sitting properly on the cap can dry up the head and clog the system easily. If you are not sure whether the printhead is in position, perform a head cleaning (from the printer) to move the printhead back to the correct position
- Make sure you load the media straight and center on the media guide. It can crease the media and cause a head strike and damage the printer.
- Try to use the printer at least every 3 - 4 days. Not using the printer for more than 2 weeks can cause the water-based ink to dry up which clogs the head. If there are no print jobs available, at least print 6x6 white squares to create ink flow. Daily maintenance is still recommended.
- Please follow the maintenance schedule. Not following the maintenance can cause head clogs.
- Use the correct consumables. Not using proper consumables or using other branded films, ink, powder, cleaning solution, swab, etc can damage the printer. Use our fully tested consumables.



Limited Warranty on Prestige R1 DTF Printer

DTF Station is pleased to offer a limited warranty on the Prestige R1 DTF Printer, subject to the terms and conditions outlined herein. Please read this warranty policy carefully to understand your rights and obligations.

A. Warranty Coverage

Conditional Warranty Coverage: Printhead (Country: U.S. Only)

In order to qualify for conditional warranty coverage, customer must complete training, either Virtual or On-site, and return the [Training Checklist & Warranty Disclosure Form](#) within 60 days of receiving the Prestige R1 DTF Printer.

The extent of warranty coverage varies depending on the type of training purchased:

- **Prestige R1 Virtual Training Option:**
 - Customers who purchase the Prestige R1 Virtual Training option will receive warranty coverage on up to 1 Prestige R1 printhead for a period of 6 months from the shipment date of the Prestige R1 DTF Printer.
 - Customers who purchase the Prestige R1 Virtual Training option will also receive warranty coverage on non-consumable parts for a period of 12 months from the shipment date of the Prestige R1 DTF Printer.
- **Prestige R1 On-Site Training Option:** Customers who purchase the Prestige R1 Onsite Training option will receive warranty coverage on up to 2 Prestige R1 printheads and non-consumable parts for a period of 12 months from the shipment date of the Prestige R1 DTF Printer.
 - Customers have the option to purchase on-site training at any time after purchasing their Prestige R1 printer in order to activate their conditional warranty coverage, which would be effective from the shipment date of the Prestige R1 DTF Printer.



Limited warranty coverage: Customers who fail to or elect not to complete training and return the [Training Checklist & Warranty Disclosure Form](#) within 60 days of receiving the Prestige RI DTF Printer will receive limited warranty coverage on non-consumable parts, which excludes any conditional warranty coverage of printheads, for a period of 90 days from the shipment date of the Prestige RI DTF Printer.

Training Completed	What's Covered?
Virtual Training	1 printhead - 6 months Non-consumable parts - 12 months
On-Site Training	2 printheads - 12 months Non-consumable parts - 12 months
No Training	No printheads Non-consumable Parts - 90 days

B. Warranty Effective Date

Both Limited and Conditional Warranty coverage become effective from the shipment date of the Prestige RI DTF Printer.

In addition to signing the *Training Checklist & Warranty Disclosure Form*, please visit the following URL to register your equipment warranty:

<https://dtfstation.com/pages/please-register-your-printer-before-using>. By registering your equipment warranty through this link, you can ensure that your warranty coverage is activated and that you have easy access to warranty support and services.



C. Return Policy

• 30 Day Return Window

For any valid reason, if customer is not satisfied with their purchase, customer may return the printer within 30 days of the purchase date to receive full credit (including initial shipping).

- a. **Valid Reasons for Return:** Valid reasons for return include but are not limited to:
 - i. **Defective Product:** If the printer arrives with manufacturing defects or malfunctions, we will accept the return and issue full credit.
 - ii. **Incorrect Product:** If you receive a printer that is different from what you ordered, we will accept the return and issue a full credit.
 - iii. **Damaged During Shipping:** If the printer is damaged during shipping, please contact us immediately, and we will arrange for a return and issue a full credit.
- b. **Invalid Reasons for Return:** Invalid reasons for return include but are not limited to:
 - i. **Preference-Based Reasons:** Returns based on personal preferences such as "I don't like the way it looks" or similar non-defective reasons will not be accepted.

D. Terms That Void the Warranty

• Use of Non-DTF Station Ink, Film, Powder

Please note that the use of non-DTF Station ink and film with your Prestige R1 DTF Printer will void any warranty offered for the printer. To maintain warranty coverage, it is essential to use only DTF Station-approved ink and film.

• Ownership Transfer

Warranty Non-Transferable: The warranty does not transfer with changes in



ownership.

- **Removal of Serial Numbers or Labels**

Altering, removing, or tampering with serial numbers, labels, or identifying marks on the product can void the warranty.

- **Non-Compliance with Maintenance Requirements**

Failure to adhere to recommended maintenance and care procedures as outlined in the product documentation may void the warranty.

E. Repair and Replacement

- **Releasing Replacement Parts:** DTF Station technicians will offer you the necessary instructions for replacing parts, and it is your responsibility to make reasonable efforts to carry out the part replacement and resolve the issue. All replacement parts will be shipped free of charge via **ground shipment** from California. However, if you request expedited shipping, additional shipping charges will apply.
- In the event that you encounter technical issues with your Prestige R1 printer, If we are unable to resolve the issue, DTF Station reserves the right, at its sole discretion, to take the following actions:
 - **Onsite Technician Visit:** DTF Station may arrange for one of its qualified technicians to conduct an onsite visit to diagnose and repair the Prestige R1 printer. Subject to an additional service fee.
 - **Replacement Prestige R1 Printer:** If your Prestige R1 printer fails to turn on or function correctly from the time of opening, DTF Station may elect to provide a replacement Prestige R1 printer. Subject to an additional service fee. Customers are required to return their current printer, and DTF Station will facilitate this by providing a return shipping label.



F. Standard Exclusions

This limited warranty does not cover damages caused by the following:

- Misuse, improper installation, improper maintenance, lack of use, neglect, and/or abuse of the Prestige R1 DTF Printer.
- Improper shipping or packaging of the Prestige R1 DTF Printer.
- Use of unsuitable or incompatible parts, media, supplies, software, peripherals, and/or accessories. The use of unauthorized third-party consumables and components, including but not limited to ink, film, and powder, will void any warranty offered for the Prestige R1.
- Service provided by a non-DTF Station authorized technician.

Please retain your proof of purchase for warranty claims.

For any warranty-related inquiries or to initiate a warranty claim, please contact your DTF Station dealer. This warranty policy is subject to change at the discretion of DTF Station.

By purchasing and using the Prestige R1 DTF Printer, you acknowledge and accept the terms and conditions outlined in this warranty policy. Your satisfaction is our priority, and we are committed to providing you with a reliable and high-quality printing solution.

G. Dispute Resolution, Mandatory Arbitration, and Waiver of Class Actions and Class Arbitrations

1. **Dispute Resolution:** The provisions in this Section G apply to all disputes between you and DTF Station. The term "Dispute" encompasses any disagreement, claim, controversy, or legal action between you and DTF Station arising from or related to this Agreement (including its creation, performance, or violation), the Software, DTF Station Hardware, the parties' relationship, or



any other transaction involving you and DTF Station. This includes contract disputes, warranty claims, misrepresentation, fraud, tort, intentional tort, statutory violations, regulatory violations, or any other legal or equitable basis. However, "Dispute" excludes claims for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and DTF Station also agree that a court, not an arbitrator, will determine if a claim is an IP Claim.

2. **Initial Dispute Resolution:** Before initiating arbitration proceedings as outlined in this Section G, you and DTF Station commit to attempting to resolve any Dispute informally for a 60-day period. If no resolution is reached during this time, either party may proceed with arbitration as per Section G(6). To notify DTF Station of a Dispute, please send correspondence to: DTF Station, email title ATTN: Legal Department, info.dtfstation@gmail.com. The notification must include your name, address, contact information, details of the Dispute, and the remedy sought. Both parties agree to act in good faith to resolve Disputes before resorting to arbitration per Section G(2).
3. **Binding Arbitration:** If no mutually acceptable solution is reached within the 60-day informal resolution period described in Section G(2), either party may initiate binding arbitration. You and DTF Station agree to resolve all Disputes through binding arbitration under this Agreement. ARBITRATION MEANS YOU GIVE UP YOUR RIGHT TO A JUDGE OR JURY TRIAL IN COURT, AND YOUR RIGHTS TO DISCOVERY AND APPEAL ARE LIMITED COMPARED TO COURT PROCEEDINGS. This arbitration will be administered by JAMS, a nationally recognized arbitration provider, following the JAMS Streamlined Arbitration Rules and Procedures or its relevant code of procedures for consumer disputes, excluding any rules permitting class arbitration (more details in Section G(6) below). You and DTF Station acknowledge that (a) the Federal Arbitration Act (9 U.S.C. §§ 1 et seq.) governs this Section G, (b) this Agreement pertains to interstate commerce, and (c) Section G will remain valid even after this Agreement terminates.
4. **Exception—Small Claims Court:** Despite the arbitration agreement, either party may pursue an individual action in the small claims court of their state



or municipality if the claim falls within the court's jurisdiction and is exclusive to that court.

5. **Waiver of Class Action and Class Arbitration:** Both parties agree that they will bring Disputes against each other only in an individual capacity and not as class actions or class arbitrations. If any court or arbitrator deems the class action waiver in this paragraph unenforceable, or if arbitration can proceed on a class basis, the entire arbitration provision in this Section G is nullified.
6. **Arbitration Procedure:** If either party initiates arbitration, it will be governed by the JAMS Streamlined Arbitration Rules and Procedures or applicable JAMS rules at the time of filing, excluding rules allowing for class arbitration. All Disputes will be resolved by a single impartial arbitrator, selected according to JAMS Streamlined Arbitration Rules and Procedures, who will adhere to the terms of this Agreement. The arbitrator, not any court or agency, will have the exclusive authority to settle Disputes regarding the interpretation, enforceability, or formation of this Agreement. The arbitrator may award remedies available in court, and arbitration costs may exceed litigation costs. Each party may retain legal counsel at their expense. The arbitrator's decision is binding and can be entered as a judgment in any competent court. You may opt for arbitration by phone or online with mutual agreement; otherwise, hearings will occur near your residence or in Orange County, California, at your discretion.
7. **30-Day Opt-out Right:** You have the option to exclude yourself from the mandatory, binding individual arbitration and class action waiver specified in Section G by sending a written letter to the DTF Station address in Section G(2) within 30 days of agreeing to this Agreement. This letter must contain your name, mailing address, and the request to be excluded from the arbitration and class action waiver in Section G. If you opt-out as described, all other terms in this Agreement will apply, including the requirement to provide notice before litigation. DTF Station will also not be bound by these arbitration provisions if you opt-out.
8. **Amendments to Section G:** Despite any contrary provisions in this Agreement, you and DTF Station agree that if DTF Station modifies the dispute resolution



and class action waiver provisions in this Agreement (except for changes to DTF Station's address), DTF Station will seek your affirmative agreement to the applicable amendment. If you do not agree, you consent to resolving Disputes between the parties according to the language of this Section G (or as provided in Section G(7) if you opted out when you initially agreed to this Agreement).

9. **Severability:** If any provision in this Section G is determined unenforceable, that provision will be severed, leaving the remainder of this Agreement in full effect. This exception does not apply to the class action prohibition in Section G(5). Therefore, if Section G(5) is unenforceable, Section G (but only Section G) will be void.

H. Remedies and Disclaimer of Warranties

The warranty and remedy detailed above are exclusive and replace all other express or implied warranties, including but not limited to, merchantability, fitness for a particular purpose, and non-infringement. Some jurisdictions do not allow the exclusion of implied warranties, so these limitations may not apply to you. Statements or representations made by any other person or entity are void unless stated in this Agreement. Some states do not limit the duration of implied warranties, so these restrictions may not apply to you.

I. Exclusion of Damages; DTF Station's Maximum Liability

In no event shall DTF Station or its affiliates be responsible for any special, incidental, or consequential damages, including lost profits, substitute equipment costs, downtime, third-party claims, or property damage resulting from the use or inability to use the DTF Station product, regardless of whether based on breach of warranty or any other legal theory. In no event shall DTF Station or its affiliates' liability exceed the original retail purchase price of the product. Some states do not permit the exclusion or limitation of incidental or consequential damages, so these limitations may not apply to you.



J. Other Provisions

1. **Other Rights You May Have:** This limited warranty grants specific legal rights, and you may possess additional rights that vary by jurisdiction. Some jurisdictions do not permit the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions in this Agreement may not apply to you.
2. **Governing Law:** With the exception of claims eligible for arbitration under Section F, both you and DTF Station mutually agree that the laws of the state or country in which you reside shall be applicable.
3. **Jurisdiction:** Apart from claims that are subject to arbitration as outlined in Section F, in case of a disagreement, both you and DTF Station agree to submit to the jurisdiction of the courts located in your state of residence.