

Prestige XL2

DTF Printer



User Manual

Maintenance &
Troubleshooting Videos



Essential Materials
(Software, Guides, Warranty & More)



- In order to ensure correct and safe use on the basis of fully understanding the performance of this product, please be sure to read this manual thoroughly and keep it in a safe place.
- Illegal copying of this manual in whole or in part is prohibited, otherwise the company will investigate its legal responsibility according to law.
- The content of this manual and the parameters of this product are subject to change without notice.
- Our company has tried its best to edit this operation manual and test this product, if you find any misprint or error, please let us know, we will be very grateful.

INITIAL SETUP VIDEO

Scan this QR Code for a video walkthrough of the XL2 Printer Initial Setup Video!



Or go directly to this link:

www.youtube.com/watch?v=_WWgxpQfmWo

Not following the directions in this video can result in improper equipment usage and setup, and may void your warranty.

Chapter 1 Printer Safety Guide

Please read the following instructions before using your DTF printer series products, and please follow the warnings and instructions marked on the printer.

1.1 Important Safety Instructions

- Do not block the openings in the printer case.
- Do not insert objects of any kind into the slots in the printer, and be careful not to spill liquids into the printer.
- Use only the type of power source identified on the printer's label. Depending on the country and region, 110V or 220V AC power may be used.
- Connect all equipment to a properly grounded outlet, and avoid using outlets on the same circuit as equipment that is regularly switched on and off, such as copiers or air conditioning systems.
- Avoid using outlets controlled by wall switches or automatic timers.
- Move your computer system away from potential sources of electromagnetic interference, such as speakers or cordless phone stands.
- Do not use a damaged or frayed power cord.
- If using an additional power cord, remember that the total amperage of the devices plugged into the additional power cord does not exceed the ampere rating of the power supply. Also, remember that the total ampere rating of all the devices plugged into the wall does not exceed the ampere rating of the wall outlet. .
- Do not attempt to repair the printer yourself.
- When encountering the following situations, ask experienced maintenance personnel to maintain after cutting off the power supply:
 - If the power cord or plug is damaged;
 - If liquid is spilled into the printer;
 - If the printer is dropped or the case is broken;
 - If the printer fails to operate normally or exhibits a noticeable change in performance

1.2 Precautions when using the printer:

- Do not move the print head by hand, or the printer may be damaged.
- Always use the power switch to turn off the printer. But when the key is pressed, the power will be cut off. Do not unplug the printer or data cable until the power is cut off.
Before moving the printer, make sure the print head is in the initial position and fix it.

1.3 Ink bottle use precautions:

- Please keep the ink bottle out of the reach of children, and do not let children drink or touch the ink bottle.
- If ink gets on skin, wash it off with soap and water. If ink gets in your eyes, wash them out with water immediately.

- Do not shake the ink bottle, this can cause the ink to leak. After the ink bottle has been used for a period of time (usually three months), it should be removed immediately for thorough cleaning and dried. When replacing a new ink bottle, pay attention to cleanliness to ensure the printing quality.

1.4 Printer Installation Requirements

● Site preparation

It is the customer's responsibility to comply with all installation requirements and to enforce them during machine operation. If this is not done, the machine may not function properly.

● Working area

The working area refers to the area close to the DTF machine (hereinafter referred to as the equipment), as shown in the figure. It must be emphasized that the user should ensure the safety of operators in this area. Length*width*height 1336mm*658mm*1400mm

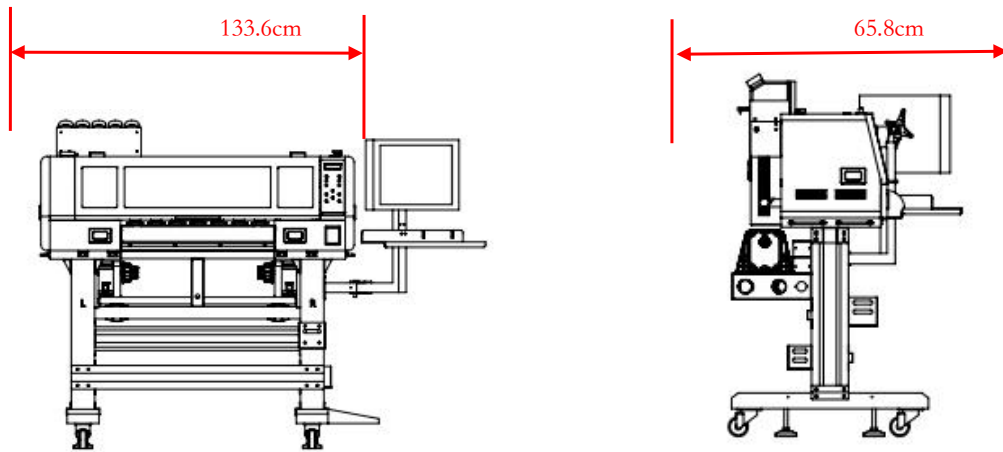


Figure 1: Schematic diagram of the working area surrounding the DTF machine (unit: cm)

● Environmental requirements

The device should be kept away from seaming equipment (fabric splicer) or other radio frequency sources. Floors should be easy to clean and free from dust and static electricity. In order to help operators and customers judge the accuracy of the color, neutral gray decoration should be used as much as possible and pure white light (fluorescent lamp) should be used for lighting. The device should be installed in a clean, dust-free environment where the temperature and relative humidity are controlled within the following ranges: Altitude: below 1000 meters above sea level Operating temperature: 18-28° C Relative humidity: 40%-60%

● Space reservation requirements

The device requires 2.0 meters to remain in front. Reserve 1.0m on the back and 1.0m on the left and right sides.

In addition, the space reserved area also includes a height of 3 meters above the ground. In addition, there

should be room at the front and rear of the machine for loading and unloading screens and consumables.

- **Safety requirements**

- ◆ **Fire protection**

Inks and solvents must be stored in non-flammable liquid storage cabinets or separate storage rooms and must be clearly marked to comply with professional safety regulations. Ink storage must strictly comply with local fire regulations on the use and storage of combustibles. Carbon dioxide and dry powder fire extinguishers should be placed in visible and easily accessible locations in all aisles. They should be located near equipment and nonflammable liquid storage cabinets (rooms), or in accordance with local fire code requirements.

◆ ventilation

In order to prevent the danger caused by the accumulation of volatile gases, there must be sufficient ventilation to ensure that the air in the work area is changed every 1 hour. About 6 to 8 times, the vent should be low enough that volatile gases cannot collect near the floor. As the solvent in the ink evaporates as the cloth passes through the dryer, an exhaust system is required to remove it. Note: Solvent gas is heavier than air and will accumulate near the floor.

The electrical equipment installed near the work area must comply with GB/T standards and the provisions of the National Electrical Regulations on Class I and Class II sites, and should be installed by professional electrical contractors with corresponding qualifications. Hazardous waste disposal regulations shall comply with special storage and disposal requirements specified by relevant departments.。

Electrical Requirements (UPS and power regulator are strongly recommended)

The DTF printer uses a single-phase power supply, and the printer must be well grounded. (The voltage of the ground + neutral line should not be greater than 0.3V, and the grounding resistance should be less than 3Ω.)

The supply voltage range is 220V (±10%), AC 50Hz or 60Hz. Users must ask professional electricians or contractors to install the power line outlet. Circuit breaker ratings are as follows:

Power\voltage	AC 220V	AC 110V
Single phase	10A/phase	20A/phase

The maximum power consumption is less than 2KW, and the average power consumption is 1KW. UPS can be used with 2KV A, connected to other power consumption except heating.

The distance between the main power socket and the power supply terminal of the equipment must not exceed 2 meters.

Power of DTF printing part: about 1000W. It is recommended to use a regulated power supply.

Installation of ground wire: install the ground wire on the public grounding plate inside the device.

Then use a multimeter to switch to the AC 200 range, one needle is connected to the ground wire, and the other needle is connected to the neutral wire of the AC input terminal. Measured values less than 1 are sufficient.

1.5 Warnings, Cautions and Notes

◆ Warning

Must be done so as not to injure the human body

◆ Warning

must be followed to avoid damage to the equipment

◆ Attention

Contains important information and helpful hints about the operation of a printer.

1.6 PC computer suggestion:

CPU : 11th generation intel i5 or i7 processor

Motherboard: high-quality motherboard with gigabit network interface

Graphics card: more than 2G memory

Memory: 8G or 16G

Hard disk: 1TB mechanical hard disk+256G SSD

Operating system: win7 and win10

Chapter 2 Structural Diagram

◆2.0 Function Introduction

- Automatic lifting rod

Note: If there is an automatic lifting rod, the automatic lifting rod must be used, and the manual pulling will cause the function to be damaged

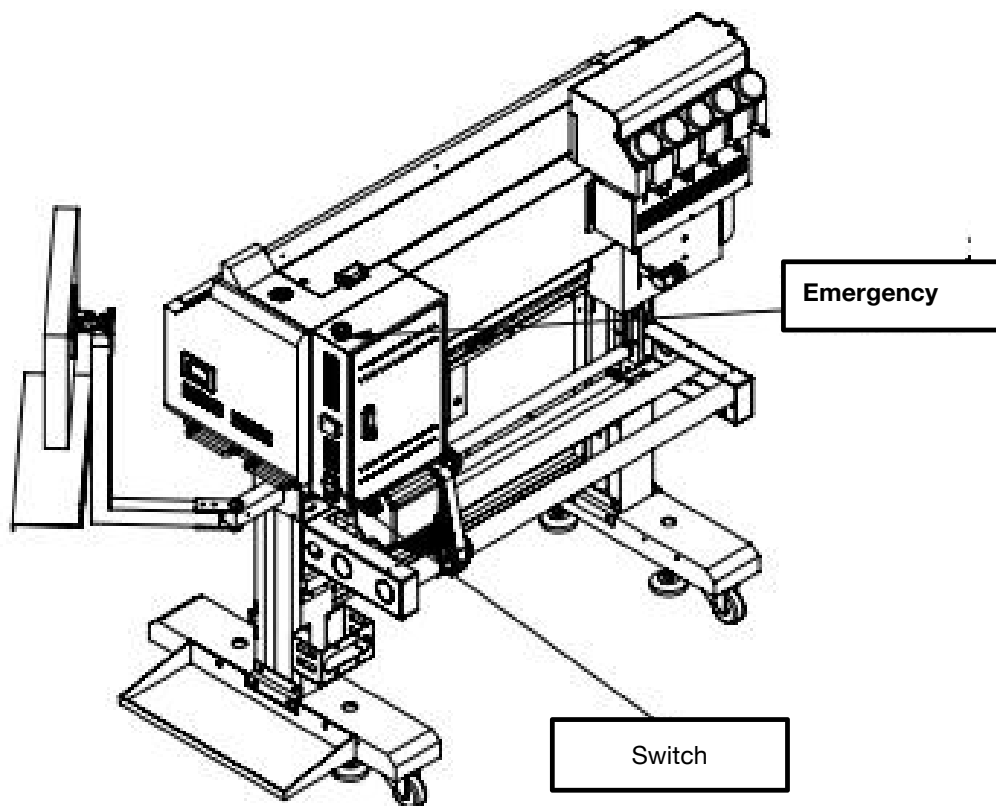
- Automatic paper feeder

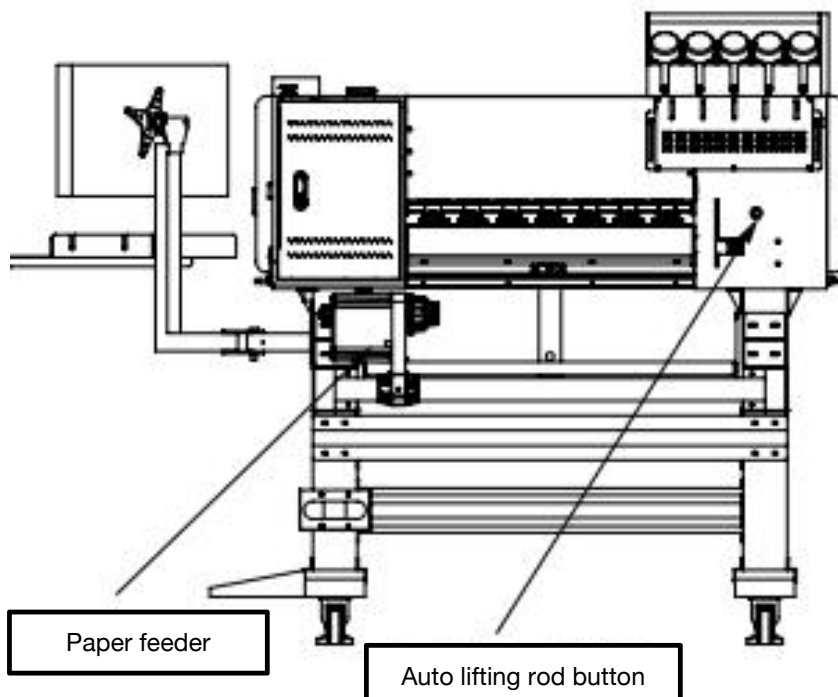
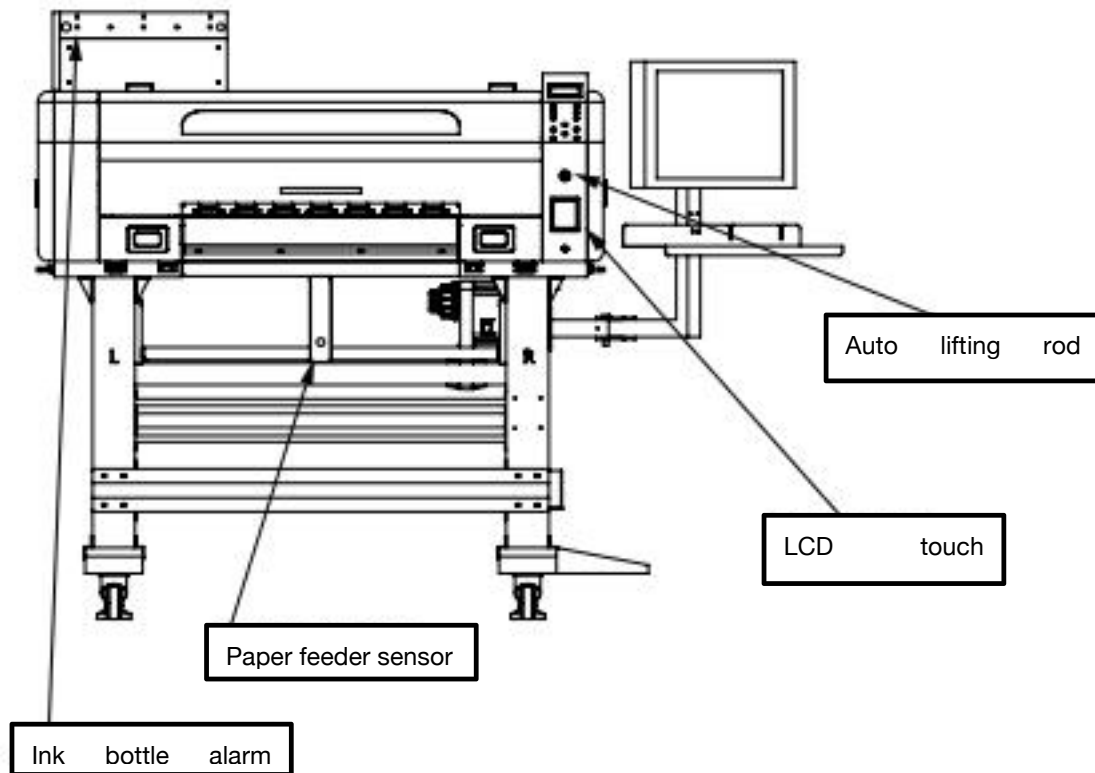
When installing the paper feeder, you need to plug in the power and turn on the switch. Automatic paper feeder makes the material more stable and prevents deviation

- 24-hour white ink circulation and agitation

Only the emergency stop button is turned off when the printer is turned off, and the power switch can be turned on for 24 hours to cycle (cycle once every 20 minutes after the carrier is reset). The cycle function is automatically turned off during the printing process, and the stirring function is retained to make printing smoother

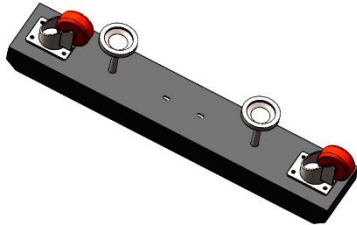
- The figure below describes the function



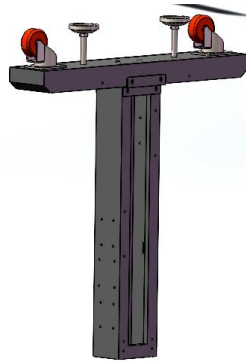


- View of tripod installation

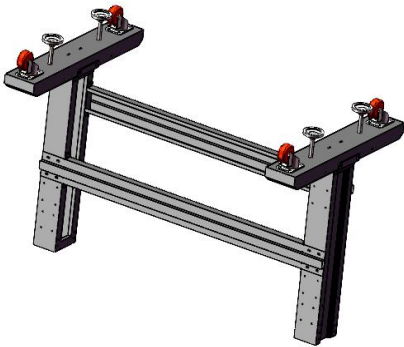
Pic one



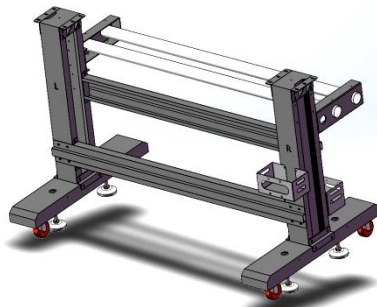
Pic two



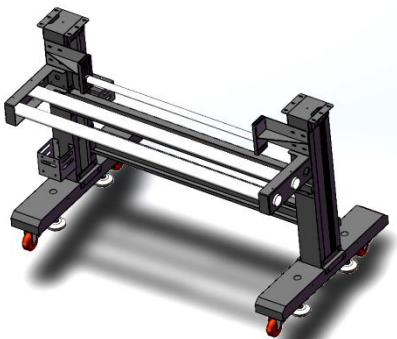
Pic three



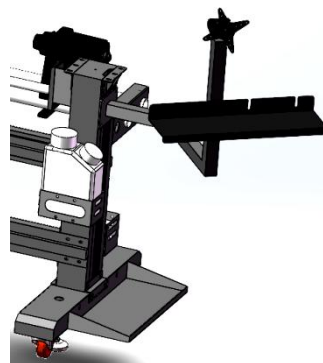
Pic four



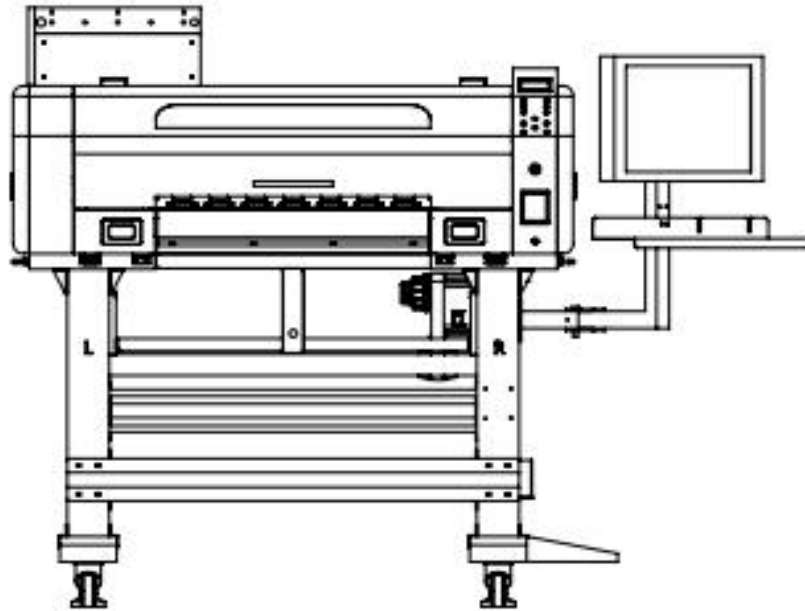
Pic five



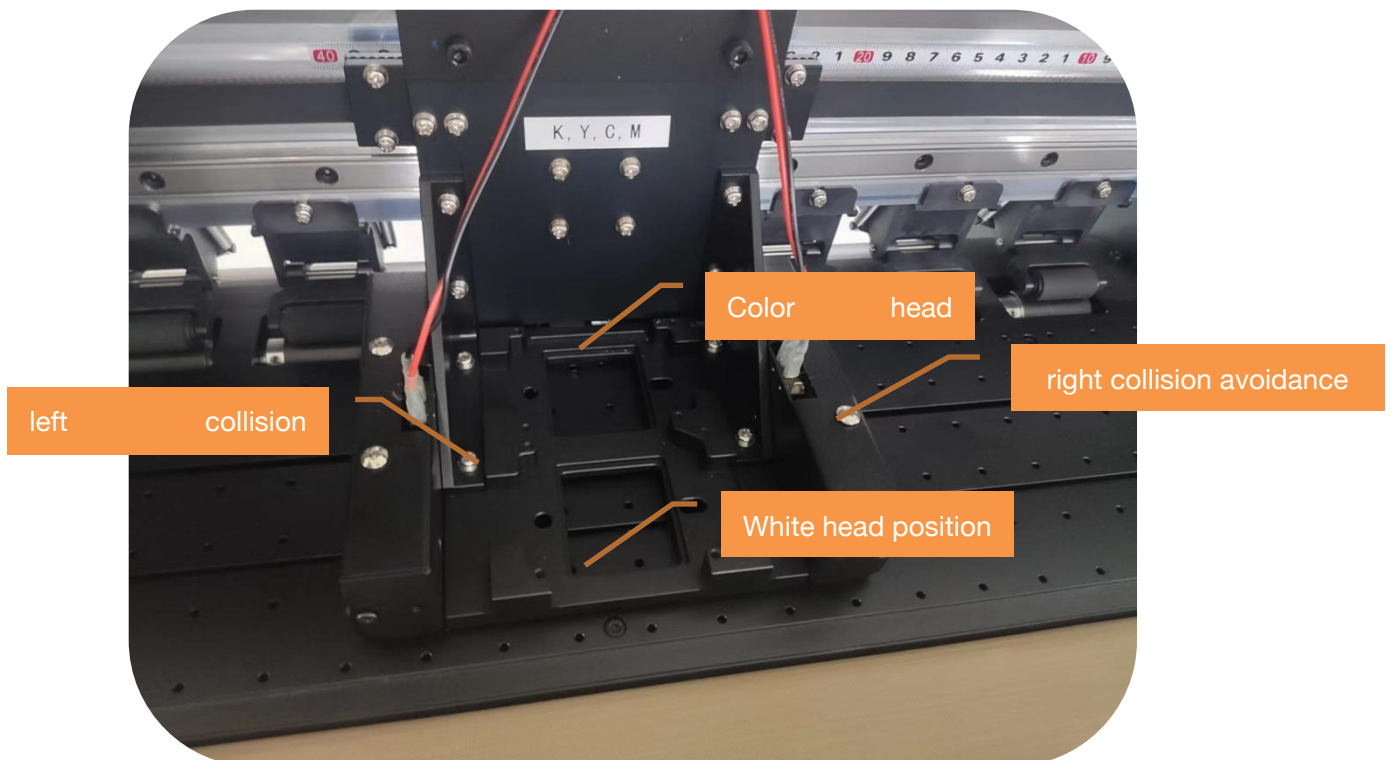
Pic six



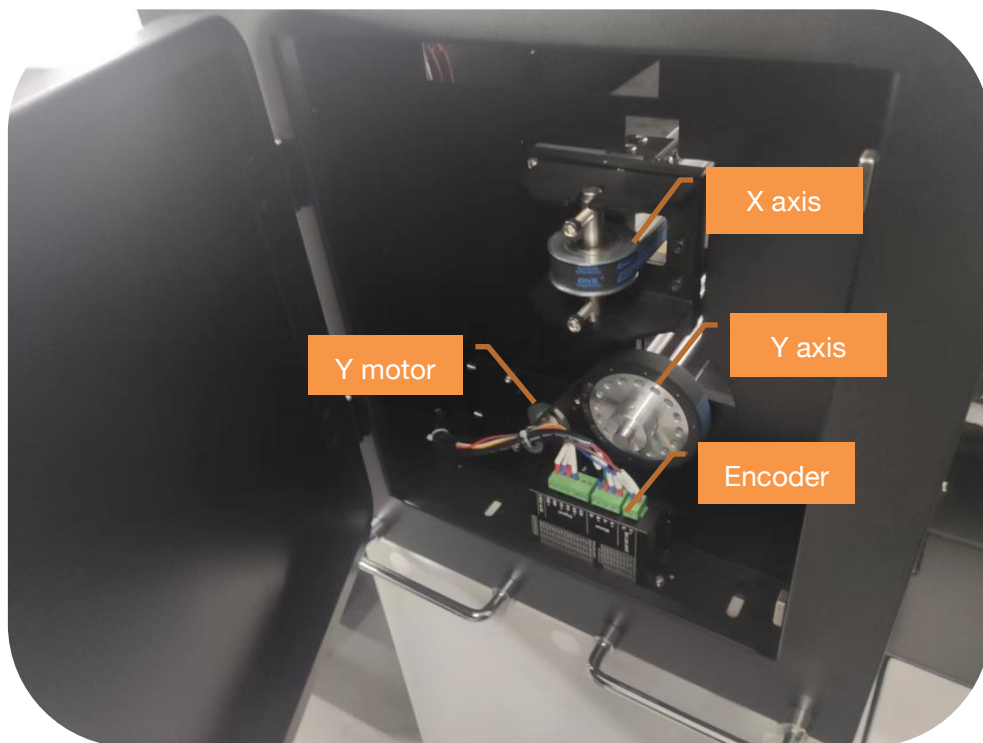
2.1 Structural diagram of the whole machine



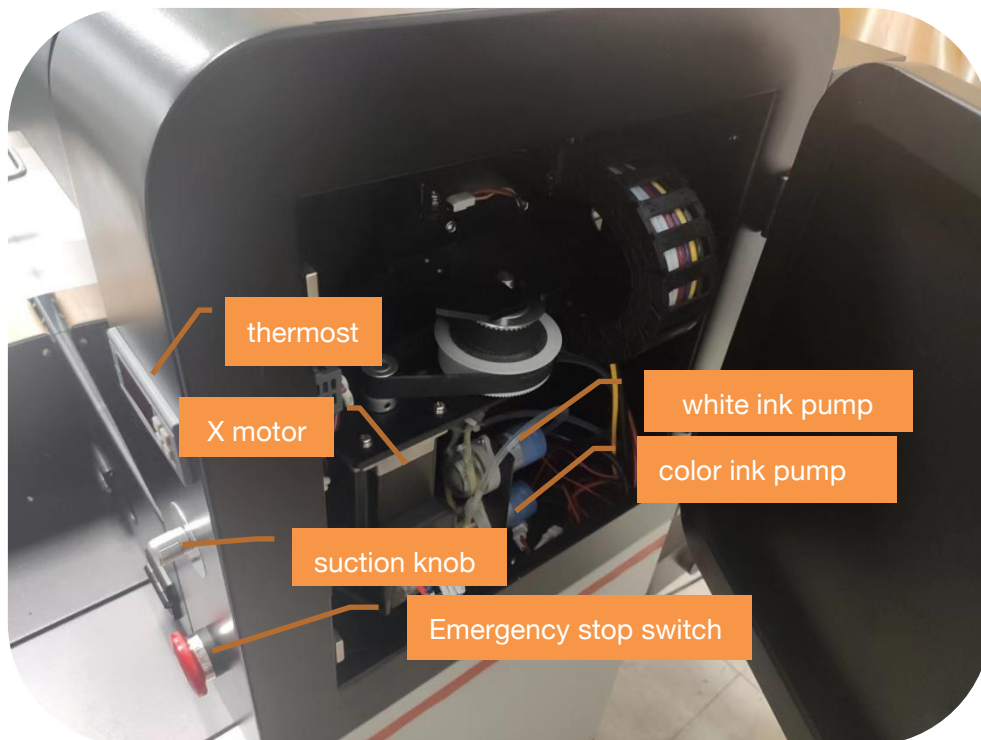
2.2 Carriage Structure Diagram



2.3 The left side view of the printing box



2.4 The right side view of the printing box



Chapter 3 Printer Basic Parameters

3.1 Basic parameters

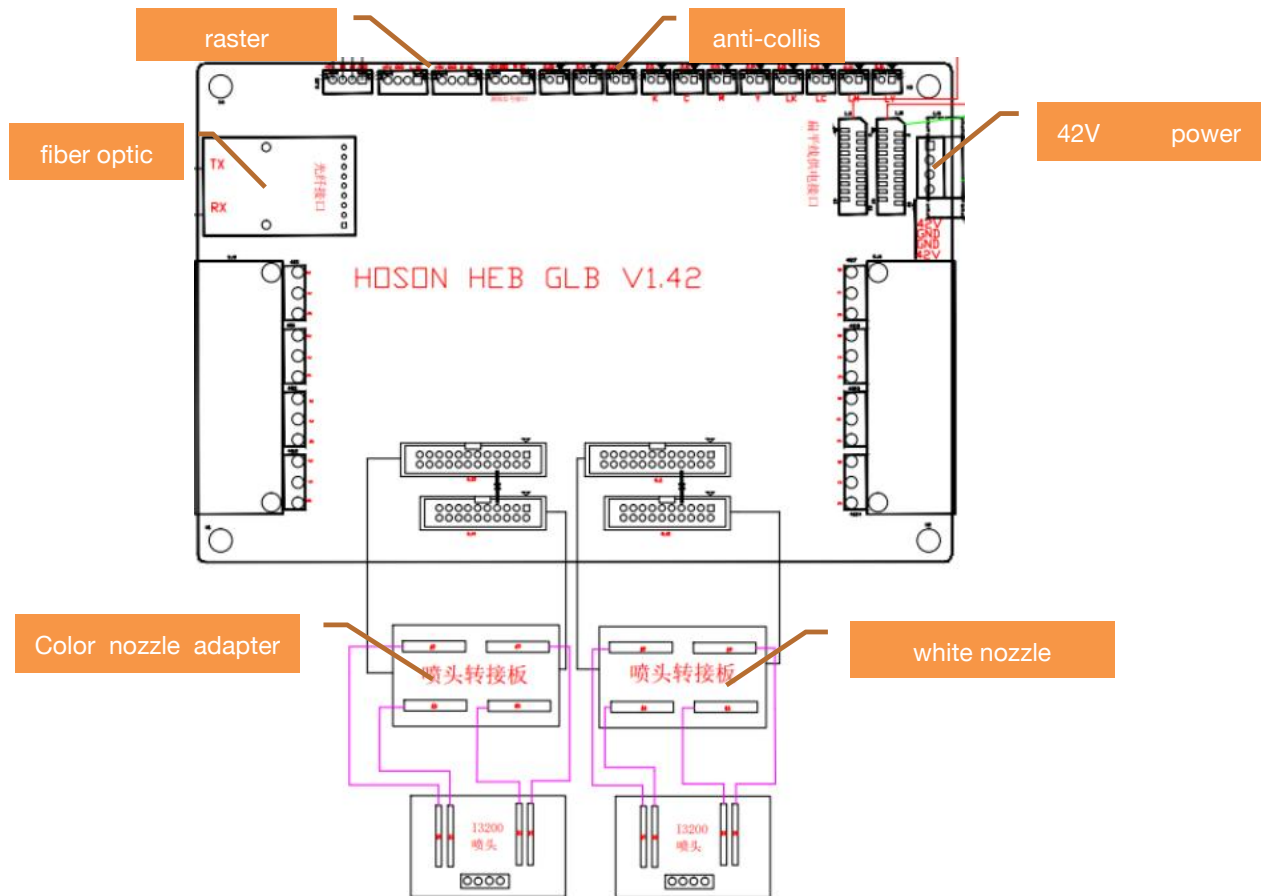
Model	A630/A620 series DTF photo printer
Printhead type	I3200
Printhead quantity	2
Printing width	≤600mm
Print color	Color+White (KYYCM+WWWW)
Applicable media	PET film
Printing accuracy	1400/1800/2400dpi
Printing speed	6Pass 9.5 m ² /H 8Pass 7.5 m ² /H
Ink type	Pigment ink
RIP software	PP/Maintop
Color management	ICC or density curve
Operating system	Win7、Win10
Heating and drying function	Front and rear arc plate heating, front guide plate heating
Car anti-collision function	The two ends of the trolley are equipped with touch anti-collision alarm emergency stop devices
Automatic feeding function	The paper Feeder has probe induction, automatic tension unwinding
Paper shortage alarm function	Paper shortage alarm during printing, automatically stop printing
Waste ink alarm function	Automatic alarm when waste ink bottle is full
Circulation stirring function	The white ink is powered independently, and it can be stirred in an infinite cycle at regular intervals when the machine is turned off
Ink shortage alarm function	Ink bottle ink level is too low automatic alarm
Print platform lighting function	Printing Platform LED Lighting
Automatic lifting rod paper pressing function	Platform paper feeder one-button automatic lifting rod
PC assembly function	Equipped with a computer monitor combination stand, saving space
Platform suction	Adjustable suction size
Print interface	Gigabit Ethernet port
Temperature&Humidity	15 - 30℃, 35-65%
Feeder function	Automatic induction feeder
Rated power	0.8KW
Power input	50HZ/60HZ,220V10A
Net weight	150KG
Gross weight	180KG

Machine size	L1336mm*W658mm*H1400mm
Package Size	L1464mm*W1000mm*H711mm

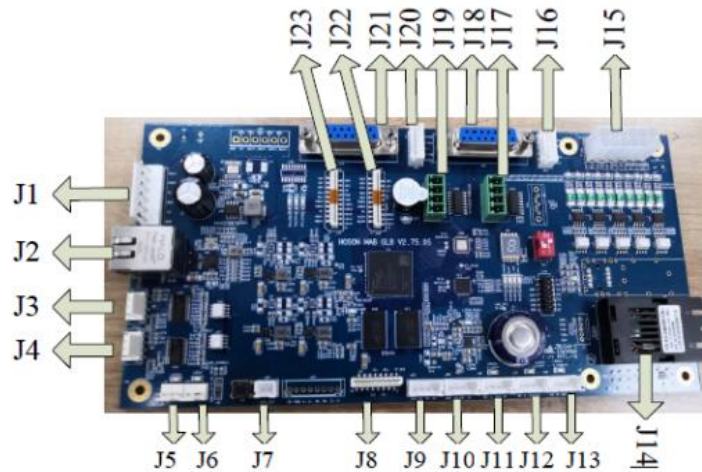
4.1 Printing System Introduction

The DTF printing control system consists of three parts, which are the main board, the nozzle control board and the control software, which are connected to the PC through the Gigabit Ethernet port.

4.2 The head control board and head arrangement, as shown below:



4.3 Main board interface, as shown below:



4.4 Main board wiring and definition:

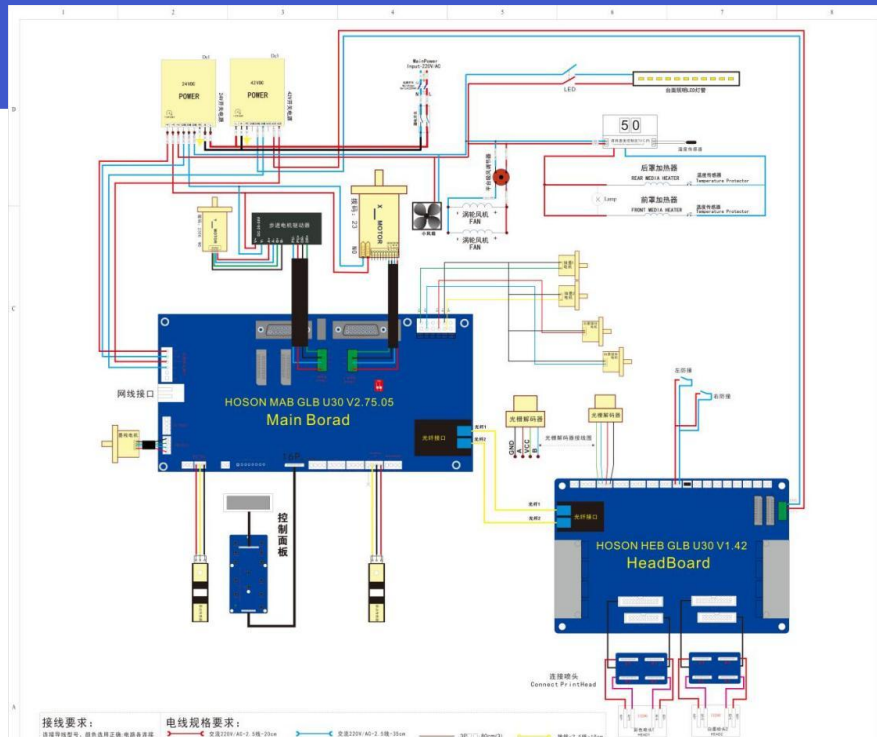
Board interface description: first power supply, high-speed communication interface, low-speed communication interface, control interface

Number	Interface definition description	Number	Interface definition description
J1	Power (24V/42V) input interface	J13	Paper shortage signal detection interface
J2	Gigabit Ethernet interface	J14	fiber optic interface
J3	Ink stack lifting motor interface	J15	24V control signal output interface
J4	Ink stack scraper motor interface	J16	Y-axis motor limit interface
J5	Ink stack scraper motor limit interface	J17	Y-axis motor single-ended signal output interface
J6	Ink stack lifting motor limit interface	J18	Y-axis motor differential signal output interface
J7	Ink supply reset interface	J19	X-axis motor single-ended signal output interface
J8	control panel interface	J20	X-axis motor limit interface
J9	RS485 expansion interface	J21	X-axis motor differential signal output interface
J10	Grating signal input interface	J22	24V flat line power supply interface
J11	Left limit interface	J23	24V flat line power supply interface
J12	Right limit interface		

Note: The design of the mainboard requires two 24V power supplies to ensure the stability of the motherboard, and it needs to be connected to the machine shell with fixing screws.

4.5 The installation and wiring diagram of the printer board,as shown below:

The printer control system is divided into three parts: the main board, the head board and the control software, which are connected to the computer through the network cable port



Print Exp_X64 software is a printer management software, mainly used to set various parameters of the printer, calibrate and adjust the printer nozzle, maintain, clean the nozzle and print jobs, etc.; all operations are realized through Print Exp_X64.

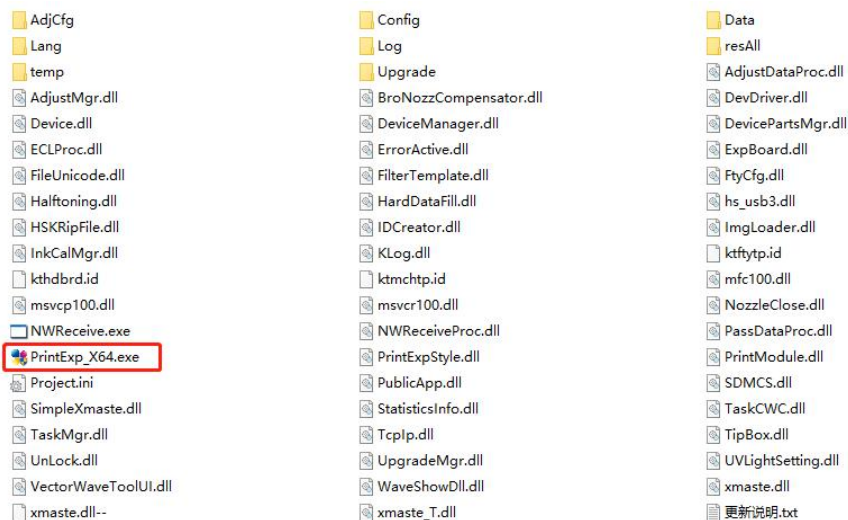
5.1 Installation of the software

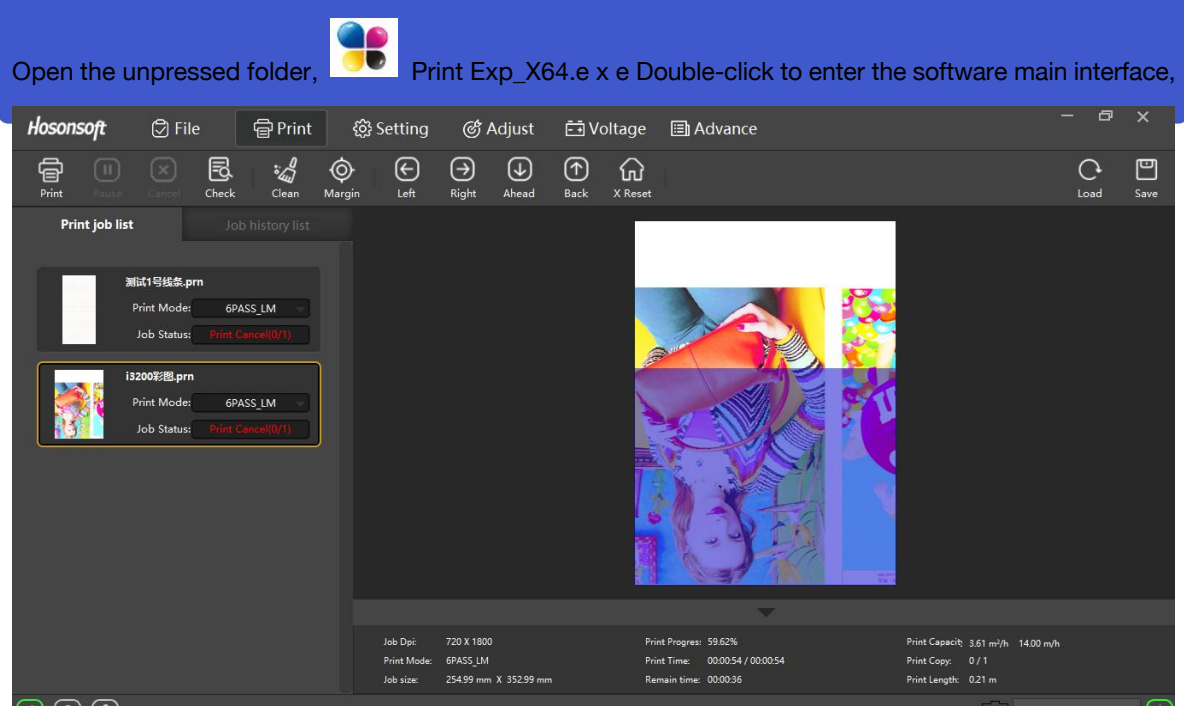
Install the print management software according to the following steps:

Now the computer system has Win7/Win10 and so on, the installation steps are as follows: first extract

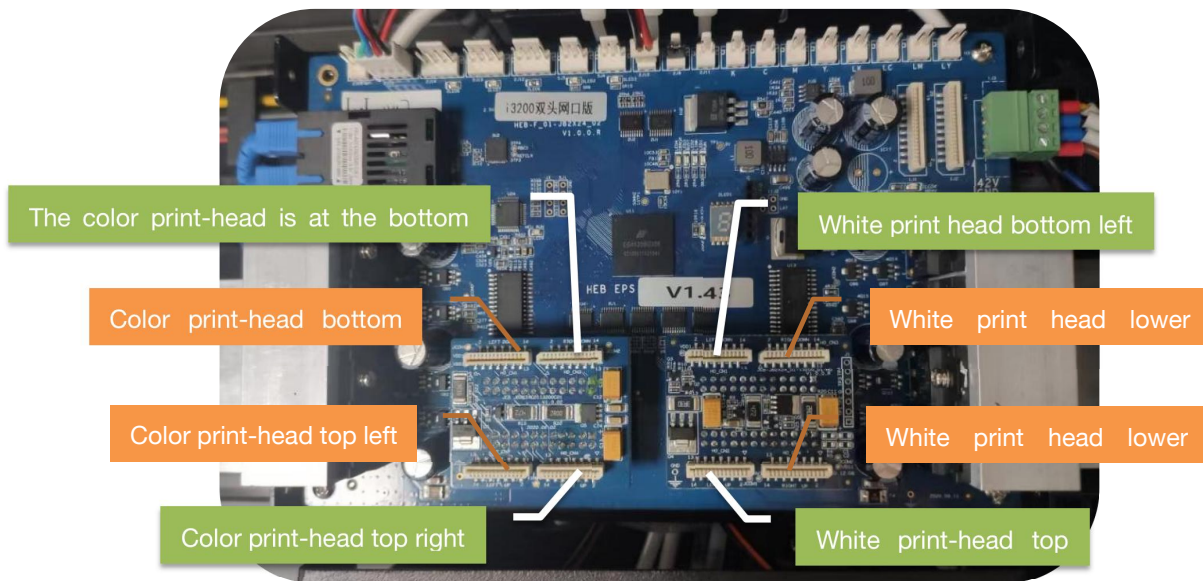


the package:

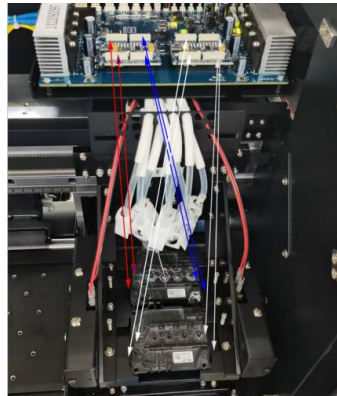
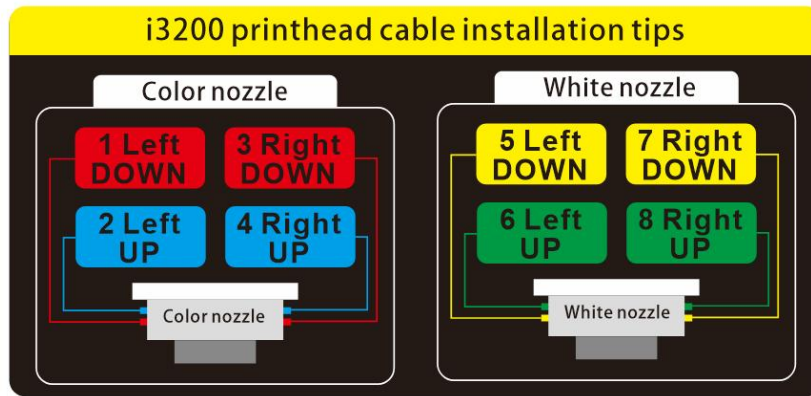




6.1 The arrangement of the trolley plate nozzles, as shown in the following figure:



6.2 Nozzle data line connection as shown in the following figure:



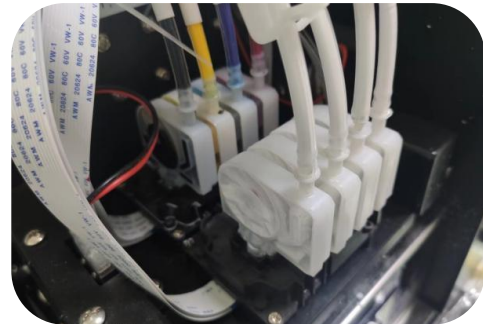
Note that no matter how the nozzle plate is installed, the connection is the only, reverse the connection, it is likely to burn the nozzle or head plate

6.3 Appearance of the EPSON i3200 nozzle

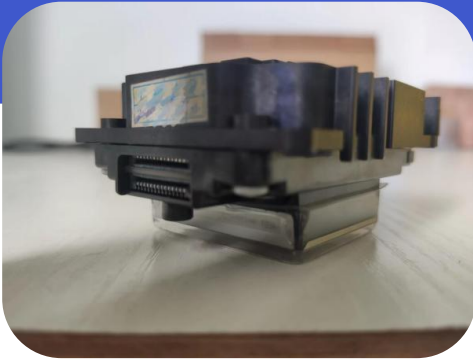


6.5 Head and data cable interface car board

6.4 Arrangement of the nozzle inlet ink pipe K Y C M W W W W



6.6 Data cable interface of the spray



6.7 Gigabit network cable

M



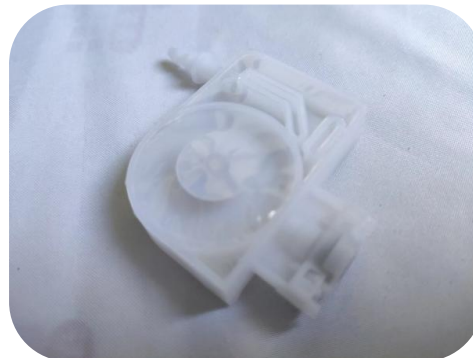
6.8 Cartridge arrangement W K C Y



6.9 Ink sac (4 per nozzle required)

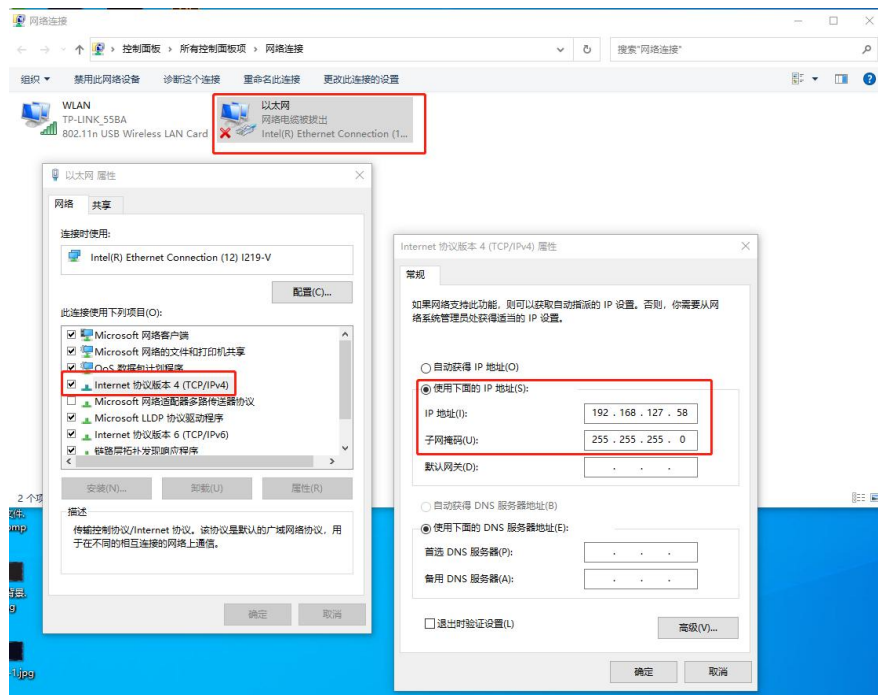


6.10 Data line: 14 core flat line of the nozzle and head plate, one nozzle needs 4



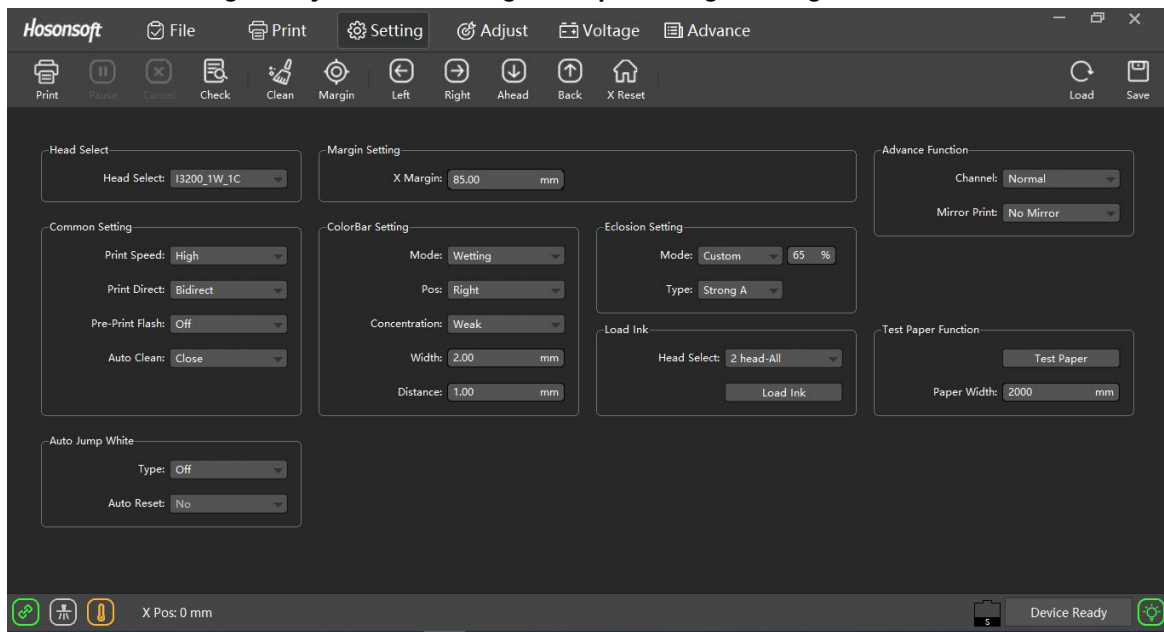
7.1 Setting the computer network IP

Right-click on the Network Neighborhood icon and select Properties -> Select Local Connections and tap Right Properties to open this screen.



The computer is set to connect to the network, using a custom IP address: 192.168.127.58, subnet mask (default): 255.255.255.0

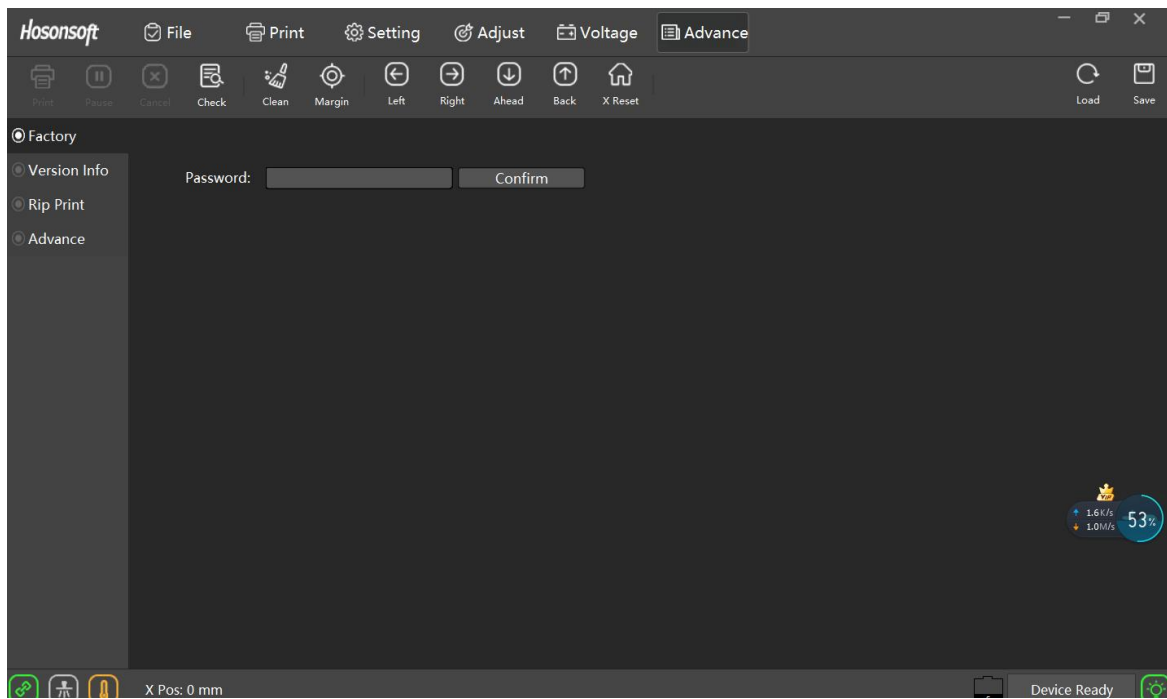
7.2 Click on Settings and you will see the general print usage settings.



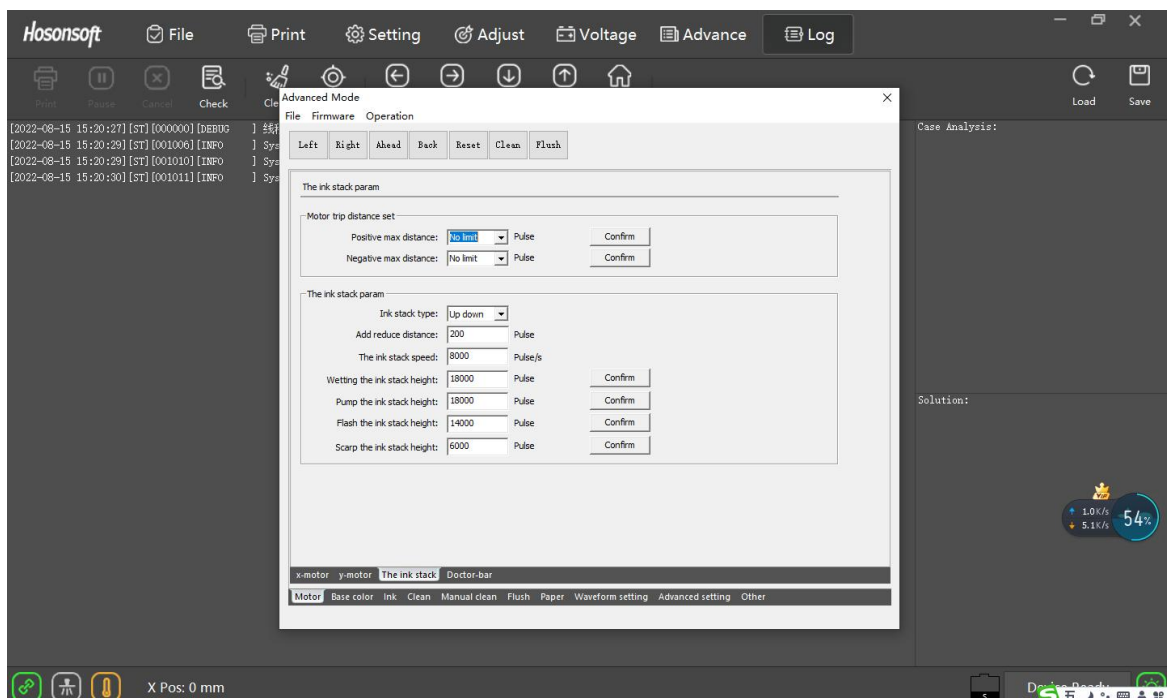
No.	Name		Function Description
1	Nozzle selection		Nozzle selection setting is available only in the case of specific models
2	White	X White Edge	Set the start position of printing

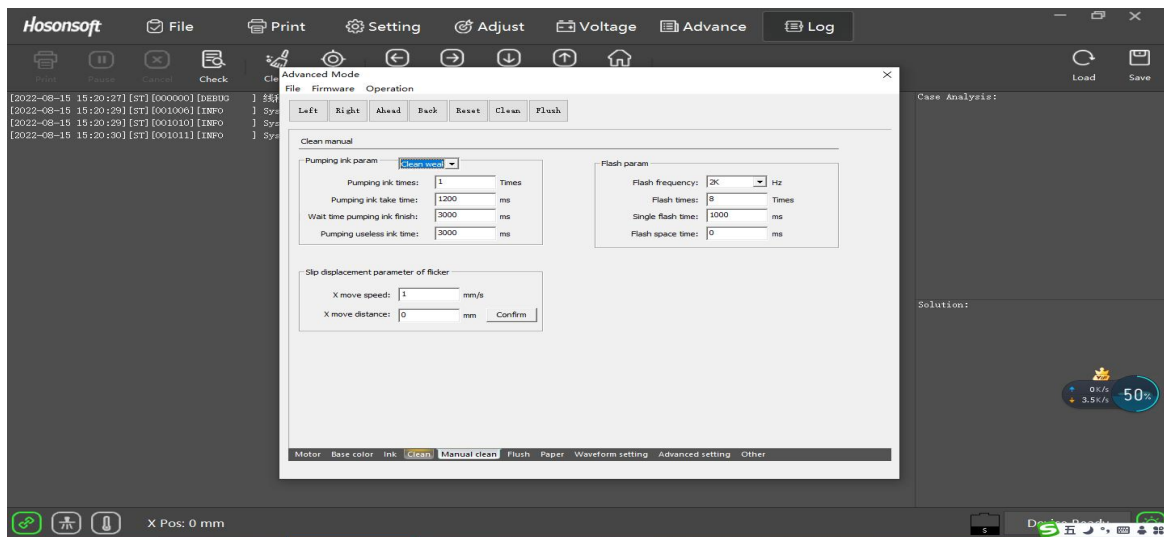
	edge setting	Y White Edge	Set the start position of printing
3	General Settings	Print speed	Set print speed to low, medium, high
		Print Direction	Set the print direction to print to the left, print to the right, and print in both directions
		Prepress Flash Spray	Set whether to flash print before printing
		Automatic cleaning	Set Pre-Print to On or Off
		Paper direction	Paper direction selection
4	Color bar setting	Color bar position	Can set the color bar position for the left side out of the color bar, the right side out of the color bar, both sides out of the color bar, close the color bar.
		Color bar mode	Select the mode of the color bar when printing
		Color bar concentration	Select the concentration of the color bar when printing, there are weak, medium and strong
		Color strip width	Select the width of the color bar when printing
		Color bar distance	Select the distance between the color bar and the color bar when printing
5	Feathering settings	Feathering mode	Feathering mode selection
		Feathering type	Feathering type selection
6	Advanced Features	Channel Control	Control nozzle data
		Mirror Printing	Control whether images are printed horizontally flipped or not
7	Lamp		Ink drying and curing
8	Automatic white jump	Jumping white way	Select the way to skip white, there are off skip white, step skip white, continuous skip white
		Automatic reset	Select whether to reset automatically

7.3 Go to Advanced Settings → Factory Settings → Password 111111, here to enter the internal function settings



Click on the ink stack, the main ink station position, you can set the head height, cleaning height, scraper height, etc.





Manual cleaning Here you can set to adjust the cleaning parameters.
Other function settings can be set by default.

7.4 Introduction to the keypad

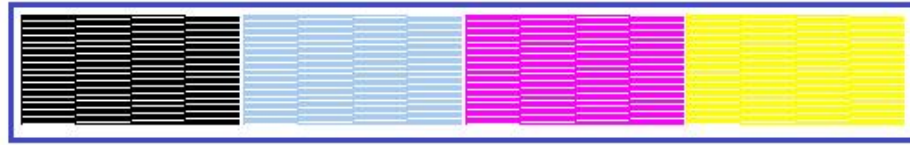


- 1、 Move left and right arrow keys: move the cart left and right in the standby state, and flip through the items in the menu state
- 2, exit paper feed direction keys: in the standby state into and out of the print carrier, under the menu to reduce or increase the number of items
- 3, exit key in the case of the menu is to return to the previous level menu.
- 4, the confirmation key is to go to the main menu page button

Chapter 8 Print Calibration Procedure

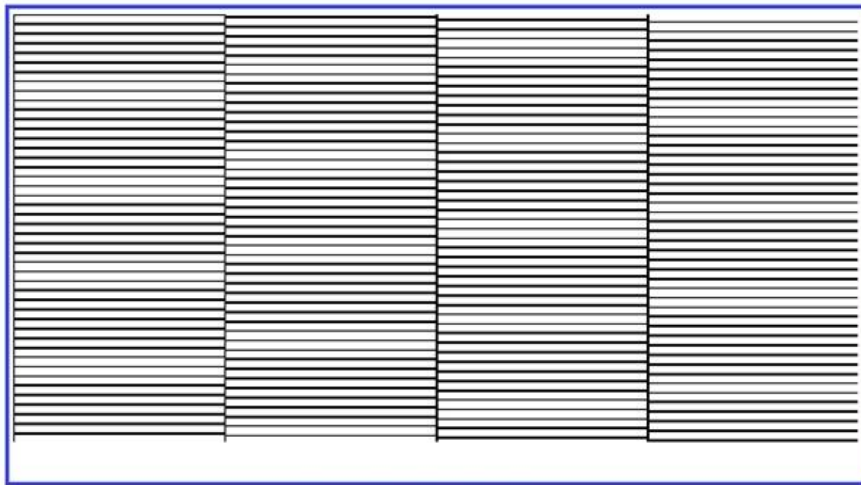
8.1 Introduction of nozzle detection function

Click 'Nozzle Detect' to print the nozzle pattern. The pattern sample picture is as follows:



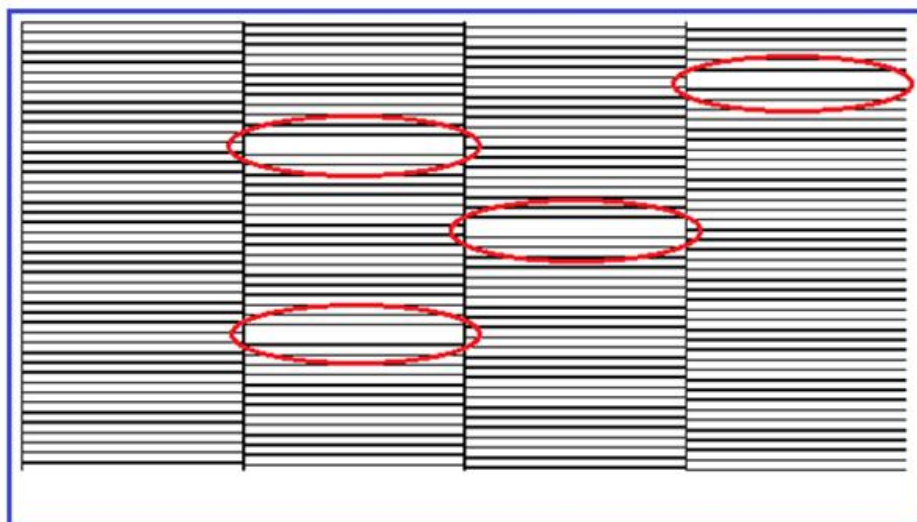
nozzle Calibration Chart

Partially zoom in on the normal and abnormal conditions of the black state diagram, as shown in the figure below:



Normal nozzle state diagram

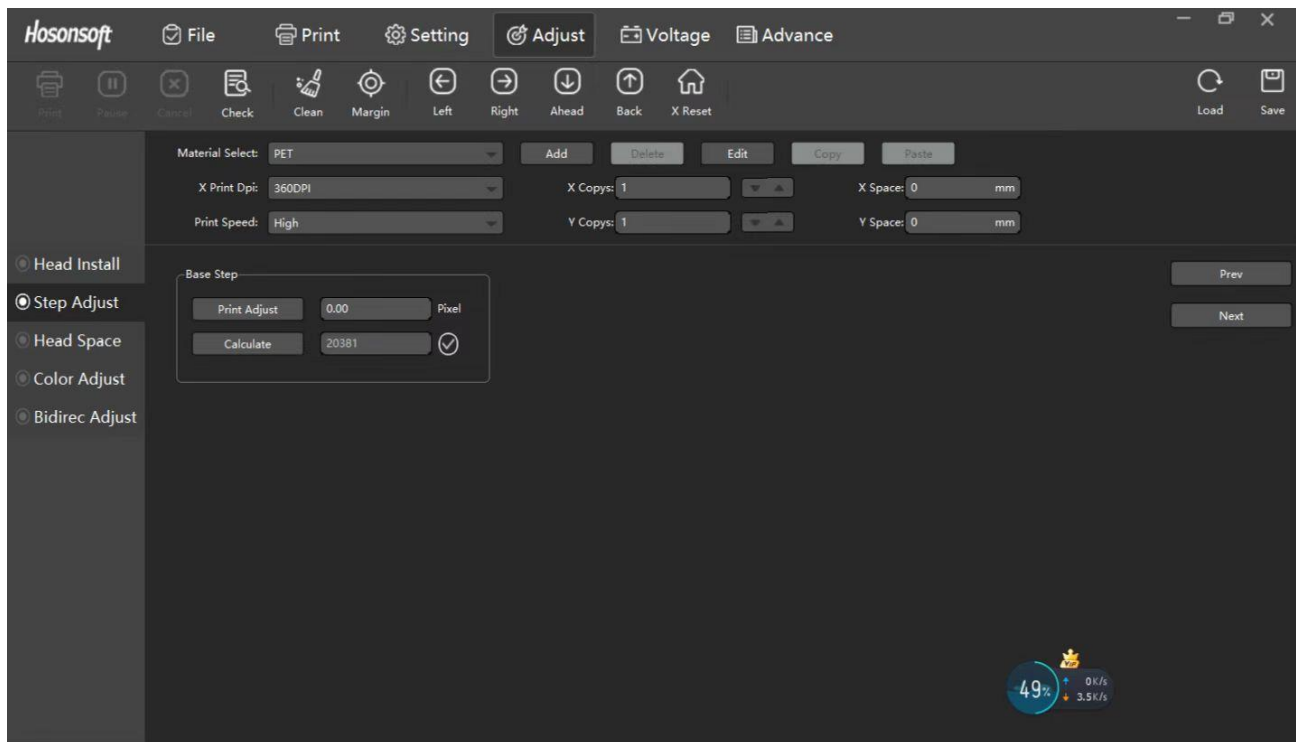
The state diagram in the situation shown in the figure below may be clogged. It needs to be cleaned until the ink jetting of the nozzle hole reaches the best state.



Abnormal nozzle state diagram

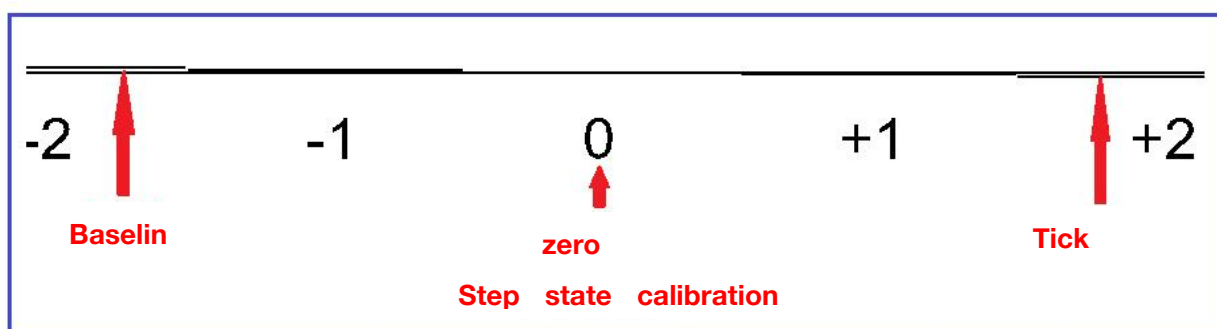
8.2 Step calibration function

Click "Step Calibration" to print.



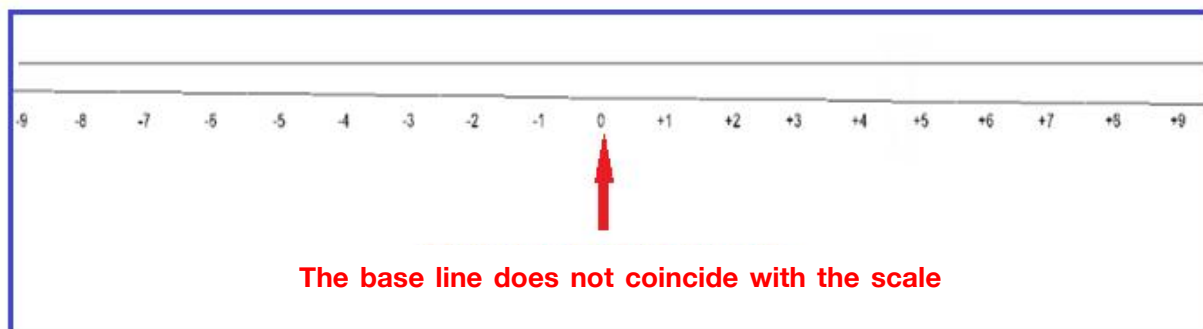
Pic 10

If the stepping adjustment is normal, the baseline and tick marks overlap exactly at zero. This is shown in Figure 1 of the Step Adjustment Status



Step adjustment status figure 1

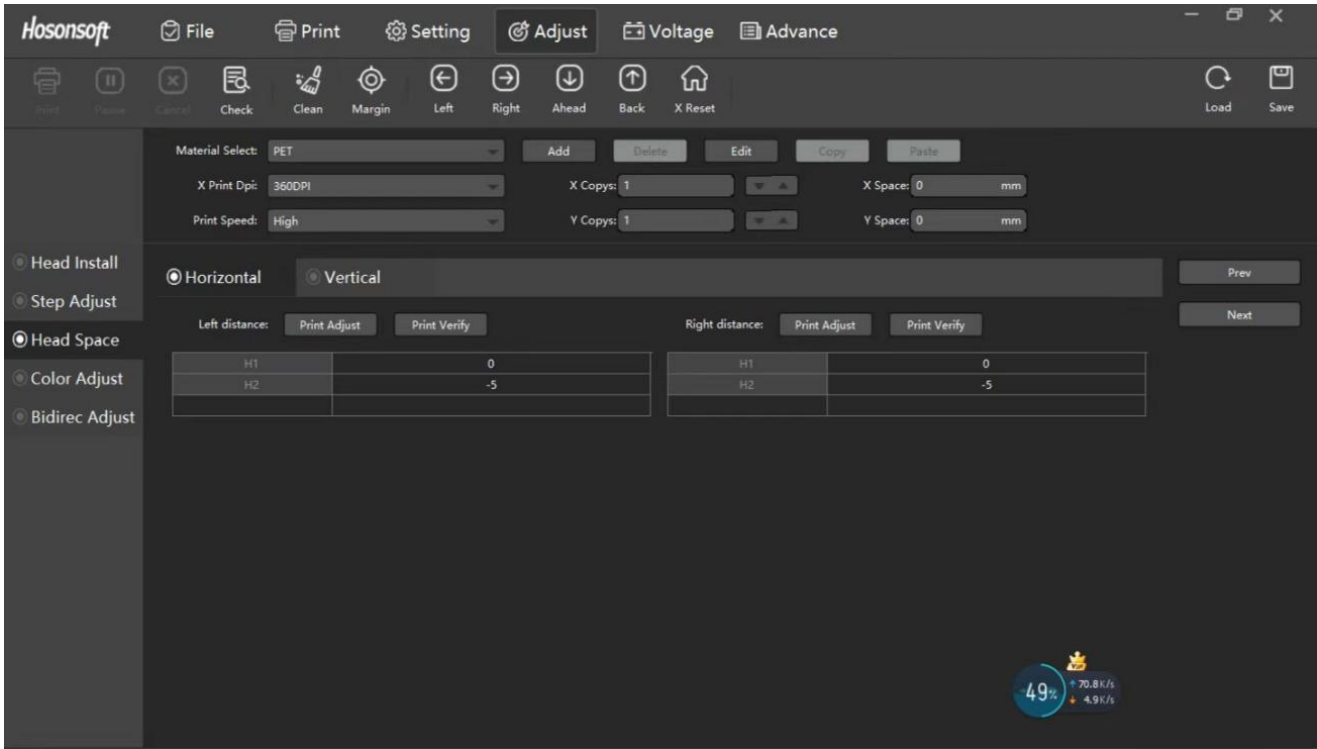
If the stepping adjustment is abnormal, the baseline and tick marks do not overlap. This is shown in Figure 2 of the Step Adjustment status.



In this case, adjustments are required. First enter the adjustment value, click to calculate and reprint the print pattern until the baseline and tick marks fully overlap at zero.

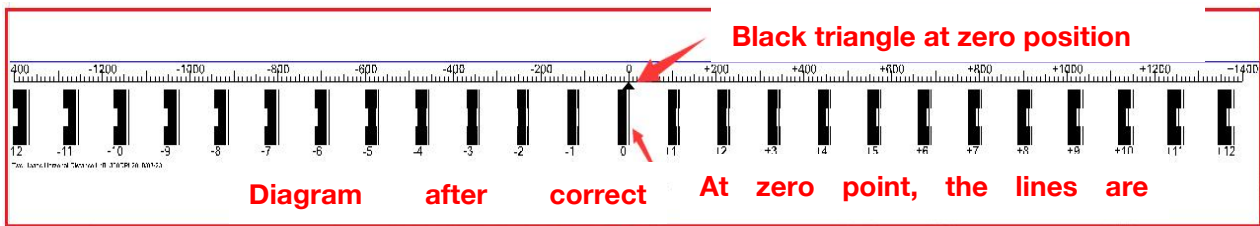
8.3 print-head horizontal spacing calibration

Click print-head Spacing to print.



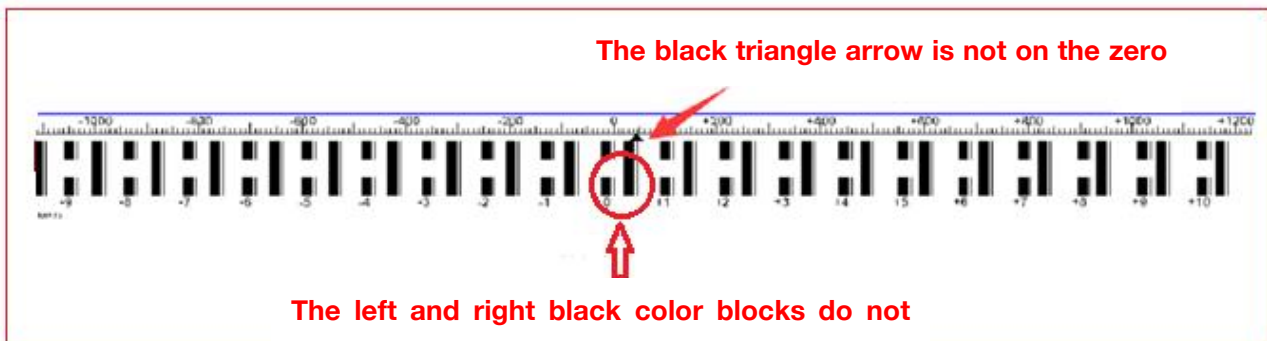
Pic11

If the print-head spacing is aligned correctly, the print pattern will look like this.



print-head horizontal spacing alignment status figure 1

If the print-head spacing is abnormally aligned, the print pattern is as follows.



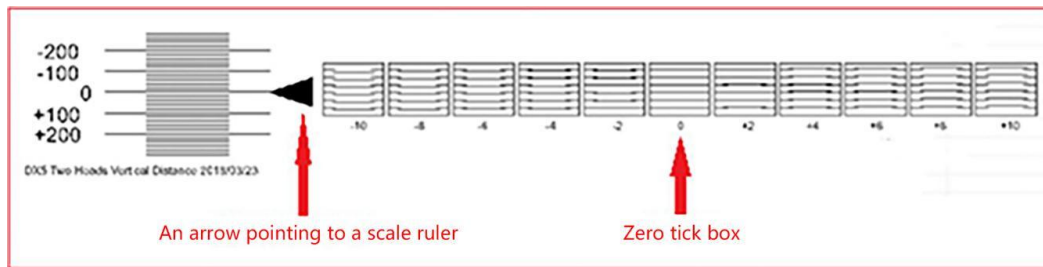
print-head horizontal spacing alignment status Figure 2

In this case, it needs to be aligned. Start by entering the adjustment value at the H2 position, clicking to calculate and reprint the print pattern until zero to zero in the tick marks.

8.4 print-head longitudinal spacing calibration

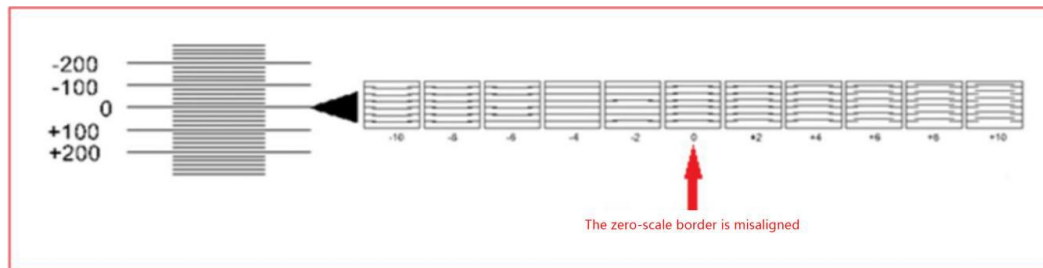
Click "print-head Calibration" to print.

If the print-head vertical spacing alignment is normal, all lines in the zero scale frame are parallel, and the left arrow points to the zero position. Shown as print-head portrait spacing alignment status Figure 1.



print-head portrait spacing alignment status Figure 1

If the print-head's vertical spacing is adjusted abnormally, all lines in the zero-point scale frame are parallel to the -4 position. Displayed as sprinkler vertical spacing alignment

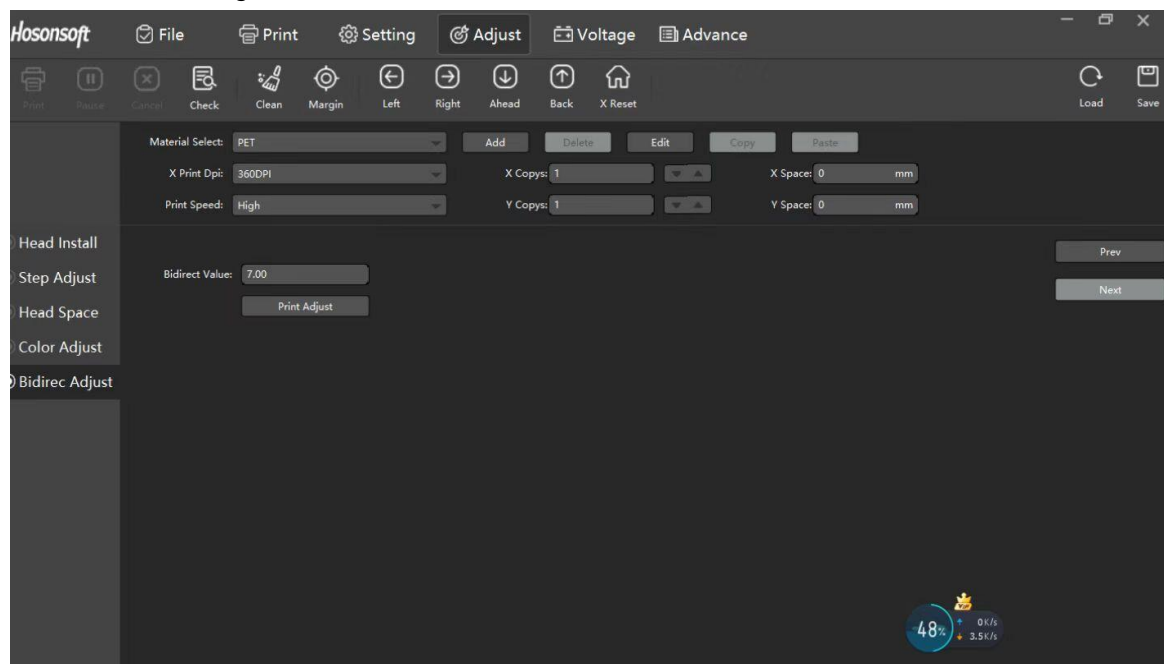


Sprinkler longitudinal spacing alignment status figure 2

In this case, adjustments need to be made on the basis of the original adjustment datum until all the lines in the zero scale frame are parallel at zero and the left arrow points to the zero position.

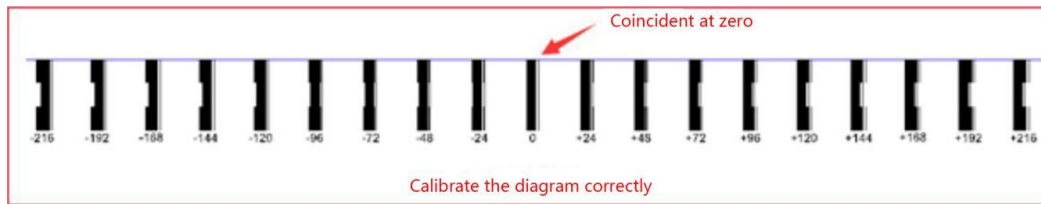
8.5 Bidirectional calibration

Print Calibration Diagram in Standalone Bidirectional Calibration.



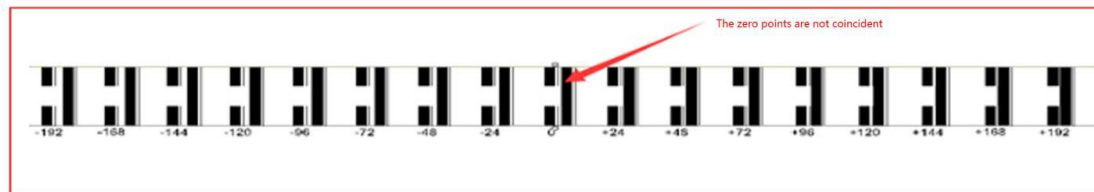
Pic 13

If bidirectional calibration is normal, the lines will overlap at the zero position as shown below



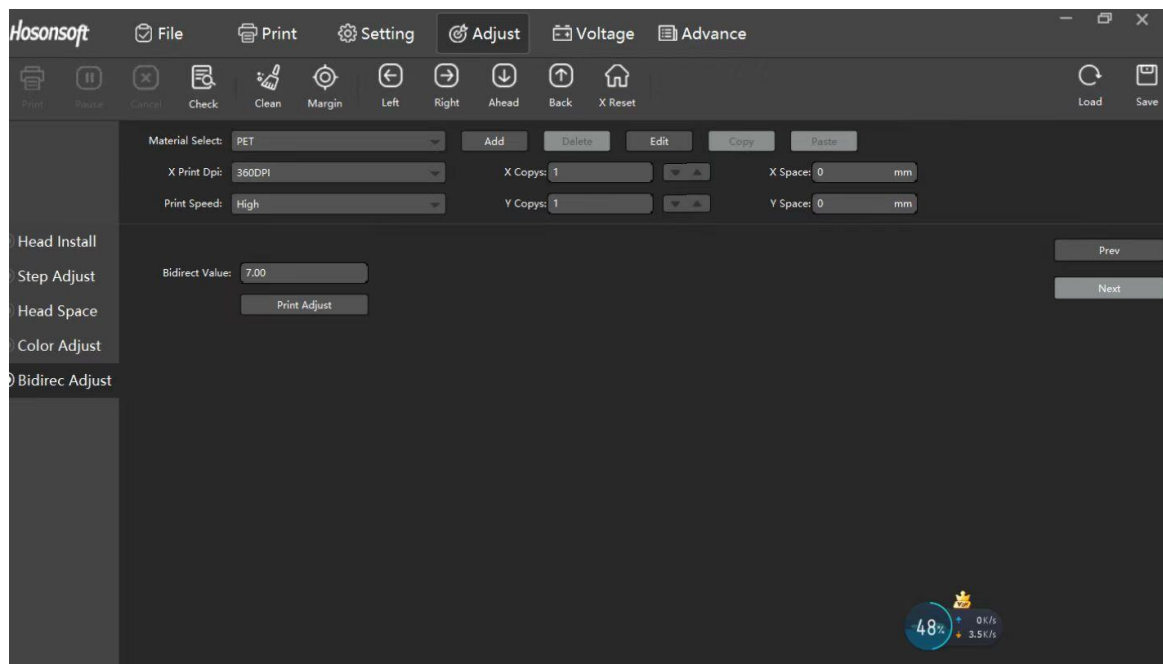
Bidirectional calibration status figure 1

If the bidirectional calibration is abnormal, the lines will not overlap at the zero position, as shown below :



Bidirectional calibration status figure 2

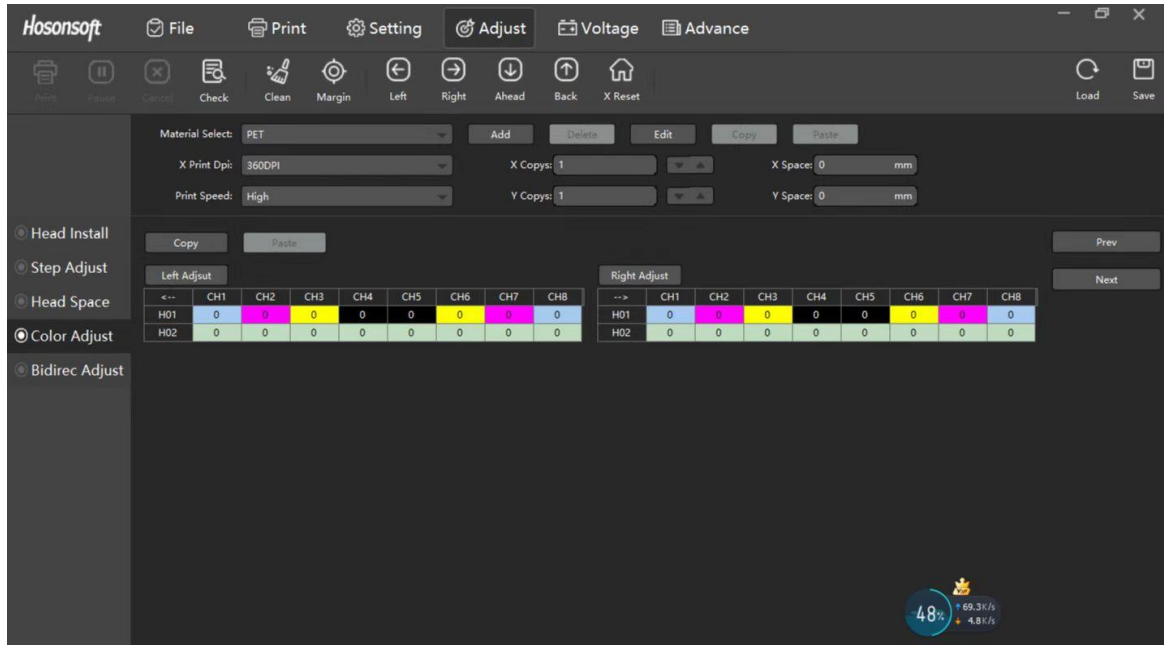
In this case, you need to enter an adjustment value to readjust.



Pic 14

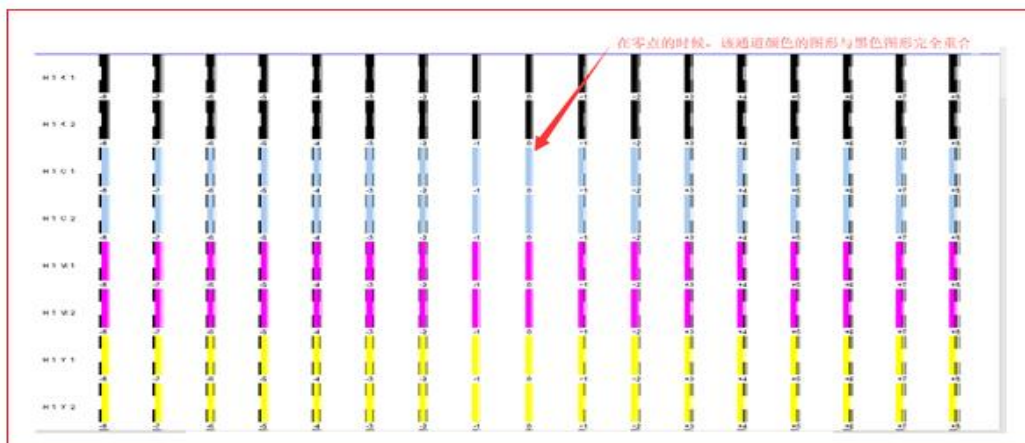
8.6 Chromatic calibration

Click "Print Left/Right Calibration Diagram" under the chromatic calibration interface to print the calibration diagram.



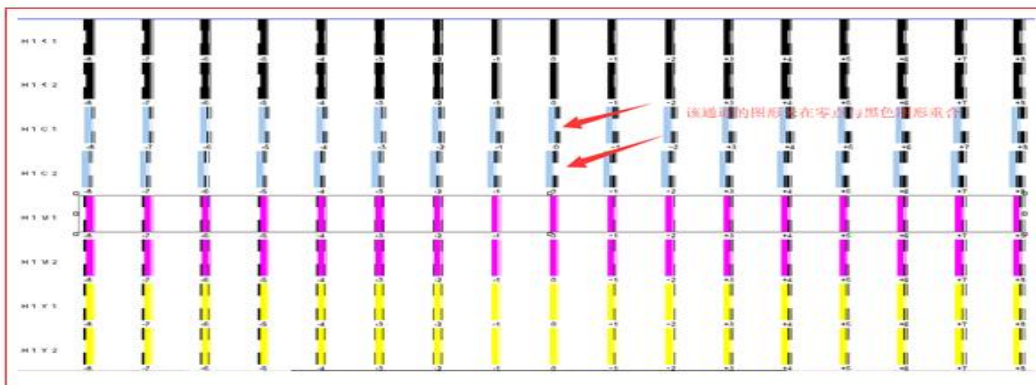
Pic15

If the color adjustment is normal, the lines will overlap at that zero position, as shown below



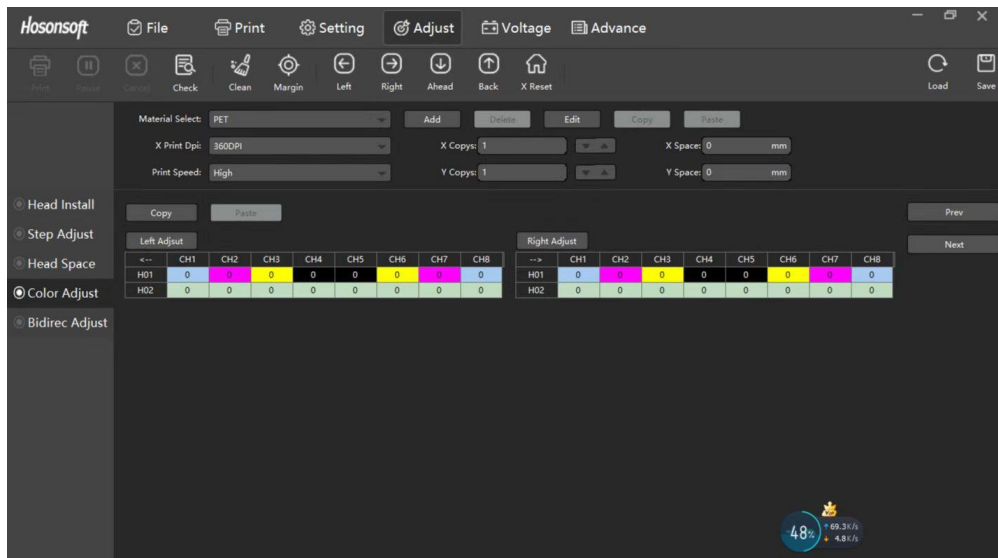
Chromatic calibration figure 1

If the color adjustment is abnormal, the lines will not overlap at the zero position, as shown below.



Chromatic calibration Figure 2

In this case, you need to enter an adjustment value to readjust, as shown in the following figure:



Chapter 9 Flexiprint Installation, Import Curve and Use

Please refer to the individual Flexiprint software manual

Chapter 10: Maintenance Note

10.1 Daily attention

1. Test the nozzle before turning on the machine every day to check whether the nozzle is blocked, and clean the test strip if there is a broken needle.
2. Working environment temperature: 20°C-30°C; The working relative humidity is 45%-65%.
3. The nozzle should be detected before shutting down every day. If there is a broken line, it should be cleaned before shutting down.
4. Every day when shutting down, make sure that the print head and ink station need to be aligned and fitted together. There should be no gap between the print head and the ink station.
5. In the printing process, be sure to add color strips to prevent a color from being ink-jet

for a long time in the printing process, resulting in nozzle blockage.

6. During the printing process, be careful not to let the printing film scratch the print head. 7. There should be no dust on the grating strip. Wipe it clean with a dust-free cloth after one or two weeks.

8. Wipe the guide rail with sewing machine oil every two to three weeks.

9. Wipe the scraper regularly with a dust-free cloth.

10. Clean the ink on the press paper in time to prevent ink accumulation from scraping the nozzle.

11. Regularly clean the accumulated ink on the bottom plate of the trolley.

12. Clean the ink near the ink stack cap regularly to ensure that the ink stack cap is clean.

13. If the printer does not need to use distilled water or special paint ink cleaning liquid to pour on the ink stack cap to soak the nozzle, and the ink tube and ink pump tube clamp.

14. The printing film should be wrapped with plastic wrap to prevent moisture when not in use.

15. Hot melt powder should be sealed with a bag when not in use to prevent moisture.

10.2 Print-head maintenance in holidays or without production tasks

10.2.1 When there is no production task or holidays, try to print a four-color pattern of about 1m every day, so that the nozzle can maintain a better state. Make a test strip before holidays. If the plug is broken, clean the nozzle to ensure that the test strip is complete.

10.2.2 Clean the ink absorbing pad with the corresponding ink cleaning solution. If the ink absorbing pad is deformed or leaks air, please replace the ink absorbing pad.

10.2.3 You need to add distilled water or transparent and steerable special paint cleaning liquid or moisturizing liquid to the ink pad, and close the nozzle and ink pad, soak the nozzle to keep it wet, and clamp the ink pipe and ink pump pipe. Turn off the software, turn off the machine, and unplug the power. The machine head shall be covered with black cloth to prevent dust from entering the nozzle, and strong light shall not be allowed to shine on the nozzle.

10.3 Precautions for returning to work after vacation

10.3.1 Before starting the machine, please make the printer environment reach the appropriate state, including temperature of 18-25 °C and humidity of 40-60%.

10.3.2 When resuming the work, please resume the equipment maintenance one by one in order.

10.3.3 Turn on the power, start the machine, and print the status of the nozzle.

10.3.4 If the print head is broken or mixed, please clean the print head to reach the best state.

PRESTIGE XL2 Maintenance

DAILY (AM – Mornings):

- **Shake the leftover White Ink** for 30 seconds – 1 minute
- **Turn the printer on** and turn the Hosonsoft on
- **Execute a “Cleaning”** (Button is located on the main control panel)
- **Increase the WIMS Ink Circulation motor** to 60-70, and let the system circulate/agitate the white ink for 5 minutes. After 5 min., turn off the circulation motor or set it to 10-20%
- **Execute “Fill Ink”** – we recommend at least 10 seconds for the white ink, and 5 seconds for the CMYK ink. Check if you can see both inks flowing down to the waste bottle without air bubbles.
 - Menu -> Head Maintain -> Fill Ink
- **Execute “Cleaning”** – press the cleaning button on the control panel
- **Pull the media to the front** by pressing the down button on the control panel to get it ready for a nozzle check pattern
- **Perform a “Nozzle Check”** – check the patterns and see if there are any breaks
 - If there are severe breaks in the pattern, execute fill ink and clean one more time to improve the pattern
 - Once you achieve a perfect nozzle check, you can proceed to print
 - You may also start printing if there are only 2-3 missing dots per nozzle

DAILY (PM – Evenings):

- **Retract the media** to the media roller by pressing the up button on the control panel
- **Clean the vacuum bottom platen** with a microfibre cloth or lint-free cloth. Do not use cleaning solution. You may use 90% or higher isopropyl alcohol.
- **Move the printhead carriage to the left side** by pressing the left button once to disengage the carriage from the capping station. Then, press and hold the left button to slide the head carriage.
- **Clean/Wipe the capping station, rubber gaskets, and wiper blades** with cleaning solution using a cleaning swab
- **Clean around the head with cleaning solution** to remove any excess ink build-up. DO NOT touch the actual head using a cleaning swab
- **Wet Cap:** pour cleaning solution into the capping station rubber gaskets
- **Engage the printhead back to the capping station** by pressing the “Enter” button on the printer control panel
- **Turn off the printer** for the night
- **Cover the printer** with a printer cover to prevent any dust

PRESTIGE XL2 Maintenance

WEEKLY:

- **Check Waste Bottle/Tank**
 - Empty the tank
- **Check Ink Bottle**
 - Check to see if there is any ink that needs refilling
 - Check to see if stirring device on the white ink bottle is functioning
- **Clean Encoder Strip**
 - Use a microfiber cloth / lint-free wipe & 90% or higher isopropyl alcohol, and wipe the strip gently to remove any dust, debris, ink build-up
- **Clean Media Rollers**
 - Use a microfiber cloth / lint-free wipe to wipe any dust/debris from the media/film. DO NOT USE ALCOHOL. You may use cleaning solution, but make sure that the rollers are fully dried before use.
- **Clean Tension Sensor**
 - Use a microfiber cloth / lint-free wipe & 90% or higher isopropyl alcohol, and wipe the strip gently to remove any dust/debris

MONTHLY

- **Shake the Color Ink bottles** for 30 seconds

AS NEEDED

- **Media Replacement:** Whenever you replace your film with a new film, take time to clean the media rollers. Disengage the roller and thoroughly clean the rubber roller with a microfiber cloth or lint-free wipe to wipe any dust/debris from the media/film
- **Keep all exterior surfaces clean:** use a microfiber cloth to clean the outside surface. DO NOT spray any liquid, as it may damage the board inside

LONG-TERM STORAGE (1-2 Weeks)

- **Clip the ink tubes** from the ink bottle and before the damper
- **Wet Cap**

LONG-TERM STORAGE (2+ Weeks)

- **Empty the Ink Tank**
 - Pour all inks back into the original ink bottles
- **Pour cleaning solution** into the ink tanks and fill until you see the cleaning solution in the dampers and through the ink waste bottle

PRESTIGE XL2 Maintenance

<div><div>DAILY (AM)</div></div>	<ul style="list-style-type: none">• Shake leftover white ink• Execute "Cleaning"• Turn printer on• Increase WIMS Ink Circulation motor• Execute "Fill Ink"• Execute "Cleaning"• Pull media to the front• Perform "Nozzle Check"
<div><div>DAILY (PM)</div></div>	<ul style="list-style-type: none">• Retract media• Clean the vacuum bottom platen• Move printhead carriage to left side• Clean/wipe capping station rubber gaskets & wiper blades w/ cleaning swab• Clean around head with cleaning solution• Pour cleaning solution into capping station rubber gaskets• Engage printhead back to capping station• Turn printer off• Cover printer

PRESTIGE XL2 Maintenance

	Weekly	Monthly	As Needed	Long Term Storage (1-2 weeks)	Long Term Storage (2+ weeks)
Check Waste Bottle/Tank					
Check Ink Bottle					
Clean Encoder Strip					
Clean Media Rollers					
Clean Tension Sensor					
Shake Color Ink Bottles					
Media Replacement					
Clean Exterior Surfaces					
Clip Ink Tubes					
Wet Cap					
Empty Ink Tank					
Pour Cleaning Solution					



Limited Warranty on Prestige XL2 & L2 DTF Printer

DTF Station is pleased to offer a limited warranty on the Prestige XL2 & L2 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

The warranty for the Prestige XL2 & L2 DTF Printer includes a limited 1-year coverage for non-consumable parts.

What are Consumable parts?

In the context of printing and related equipment, refer to components or elements that come into direct contact or interaction with ink, cleaning solution, or other similar materials during the normal operation and maintenance of the equipment. These parts are typically designed to be replaced periodically due to wear and tear, degradation, or contamination caused by the substances they come into contact with. The replacement of consumable parts is often necessary to maintain the performance, quality, and longevity of the equipment. Examples of consumable parts may include printheads, dampers, capping station caps, wiper blade, ink cartridges, rollers, filters, and cleaning brushes, among others.

Conditional warranty coverage for the Prestige XL2 & L2 DTF Printer (Country: US Only):

The Prestige XL2 & L2 DTF Printer comes with a warranty covering two (2) printheads for a duration of six (6) months from the date of purchase.

Warranty Conditions:

- **[Training Checklist & Warranty Disclosure Form](#):** To activate and maintain warranty coverage, customers must submit a completed Training Checklist & Warranty Disclosure Form within 30 days of product



its relevant code of procedures for consumer disputes, excluding any rules permitting class arbitration (more details in Section F(6) below). You and DTF Station acknowledge that (a) the Federal Arbitration Act (9 U.S.C. §§ 1 et seq.) governs this Section F, (b) this Agreement pertains to interstate commerce, and (c) Section F 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 F 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 F by sending a written letter to the DTF Station address in Section F(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



purchase. This form acknowledges receipt of training materials and confirms the understanding of proper equipment usage and maintenance.

- **Mandatory On-Site Training:** Eligibility for the warranty requires the completion of mandatory On-Site Training by [Your Company Name] technicians. This training ensures proper installation, operation, and maintenance of the Prestige XL2 & L2 DTF Printer.

There are three types of On-Site training options, which will be applied based on the distance and location accordingly. Further details are outlined below:

- **On-Site Setup/Training + Driving Distance includes:**
 - One Time Driving Distance within 2 hours
 - 4~6 Training Hours Onsite
- **On-Site Setup/Training + Air Travel Domestic includes:**
 - One Time Accommodations such as hotel, rental car, flight ticket
 - 4~8 Training Hours Onsite
- **On-Site Setup/Training + Overseas Travel includes (Outside of US):**
 - One Time Accommodations such as hotel, rental car, flight ticket
 - 4~8 Training Hours Onsite

Please note: Warranty will be effective from the time of submission of the [Training Checklist & Warranty Disclosure Form](#), or, if not submitted within 60 days of receiving the equipment, from the shipment date of the Prestige XL2 & L2 DTF Printer.

Limited warranty coverage: Customers who elect not to complete On-Site Training will receive limited warranty coverage, which excludes any conditional warranty coverage, for a period of 90 days from the warranty's effective date.

B. Warranty Effective Date

The warranty becomes effective upon the successful completion and return of the [Training Checklist & Warranty Disclosure Form](#) provided by DTF Station during



On-Site Training. In the event that the *Training Checklist & Warranty Disclosure Form* is not completed and returned within 60 days of receiving the equipment, the warranty will be effective from the shipment date of the Prestige XL2 & L2 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 XL2 & L2 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 XL2 & L2 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 XL2 & L2 printer. Subject to an additional service fee.
- **Replacement Prestige XL2 & L2 Printer:** If your Prestige XL2 & L2 printer fails to turn on or function correctly from the time of opening, DTF Station may elect to provide a replacement Prestige XL2 & L2 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 XL2 & L2 DTF Printer.
- Improper shipping or packaging of the Prestige XL2 & L2 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 XL2 & L2.
- 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 XL2 & L2 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 F 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 F, 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 F(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 F(2).
3. **Binding Arbitration:** If no mutually acceptable solution is reached within the 60-day informal resolution period described in Section F(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



and class action waiver in Section F. 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 F:** 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 F (or as provided in Section F(7) if you opted out when you initially agreed to this Agreement).
9. **Severability:** If any provision in this Section F 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 F(5). Therefore, if Section F(5) is unenforceable, Section F (but only Section F) 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.

