GTX FAQs

OVERVIEW

In this overview, we will cover some Frequently Asked Questions that some customers have had about our equipment, printing process, pretreat, and ink sets that are used with the GTX platform. Some of these questions pertain to items that may be commonly asked by consumers interested in purchasing the equipment or wanting to learn more about the platform they have purchased.

KEY LEARNING OBJECTIVES:

☑ To answer commonly asked questions before and after the purchase of a GTX printer.

ADDITIONAL DOCUMENTATION:

GTX Maintenance Videos

GTX Instruction Manual

HOW MUCH SPACE DO I NEED FOR DTG PRINTING? :

In this section, we discuss the type of layout that is best to use when setting up the DTG equipment after purchase. This scenario will assume that you will be using a printer, heat press, and pretreatment device. The space needed is important for being able to move around in production with the equipment. It is also important to know not to put the printer and heat press too close together.

- General setup top down diagram view.
- How much space is needed to house this equipment and be productive?
- Are there any other considerations to be mindful of?

WHAT TYPE OF ENVIRONMENT SHOULD THE GTX BE IN? :

The environment for the GTX printer is important for the stability and performance of the machine. Here we will go over what type of environmental specifications are needed to be the most successful with the printer and what will happen if we operate outside those ranges.

- What is a climate-controlled environment?
- What are the specs the printer needs to be operated in?
- What are the specs for printing with the printer?
- What are the specs for storing the printer in?
- What happens when we operate outside the parameters for each condition?

WHAT ITEMS CAN I PRINT ON? :

The type of items for printing on are only limited to those that contain either natural fibers or those that are porous and non-water repellant enough to allow the ink to bind to the substrate being printed on. We will give examples of items that can be printed on and discuss items that can be difficult for the inks to bind to.

- Types of garments that can be printed on.
- Types of other substrates that can be printed on.
- Limitations of what can be printed on.
- What can be printed on even though there are restrictions?

CAN I PRINT ON MORE THAN THE CENTER OF THE SHIRT? :

The printing location of a shirt is not limited to the center. You can print on the front and back of the garment. Also, you can print on sleeves and pockets. The limitations of printing locations are only controlled by surfaces that you can make flat enough on the platen to create a printable area for. For some specialty locations; platens were created and are available for purchase to help achieve flat printable areas.

- Can I print on pockets?
- Can I print specialty locations that go around the shirt?
- Are there specialty platens and inserts that I can use to simplify the process?
- Examples of prints made using the special locations and platens.

DO I NEED TO PRINT EVERYDAY WITH GTX? :

You do not have to print with the GTX printer every day. Instead, you can combine your production to certain days of the week if possible. In this section, we will discuss combining work to help reduce any waste. You must however perform the white ink agitation and printer refilling at least once every seven days.

- Do I need to perform white ink agitation each day?
- Do I need to hit **OK** on the panel each day?
- How long can I wait to perform this action?
- Scenario chart example of days of production.

HOW LONG DOES IT TAKE TO CURE INNOBELLA TEXTILE INKS? :

Our standard settings for curing the ink is 35 seconds at 356 degrees by heat press. For a conveyor we recommend 320 degrees for 3:30 minutes. These settings will work for a variety of cotton and other apparel that have high natural fiber content. There are other settings to note when curing items like stone coasters or other specialty items that fall outside traditional garment guidelines.

- Links back to other overview sections that discuss specialty items.
- What settings you should use when curing our Innobella textile inks for standard garments with high natural fiber content.

WHAT SOFTWARE COMES WITH THE GTX PRINTER? :

Graphics Lab is the standard driver software that comes with the printer. This software is useful to those new to printing and even those more experienced that will need to make use of the software's ability to handle fades and gradients. For new users they can utilize this software to bring in .png images that are 300 dpi, add distressed features, and add basic text with features. Afterwards, they can take the file and output it, to print later, or send it over directly to the printer to immediately print it. The software contains all the same basic driver settings that can be utilized in other graphics software.

- What is **Graphics Lab**?
- Where can I get this software?
- How do I install this software?
- What features does this software include?
- Can I edit things within the software?
- Can I preview items within the software?
- Does this software allow me to create files to use with the printer?

HOW TO DISPOSE OF WASTE TANK PROPERLY? :

To dispose of the waste ink that accumulates in the waste tank properly you should follow our procedure outlined in the video for how to empty the waste tank. This covers the method by which to dispose of the contents in regards of emptying the tank. However, to truly understand what needs to be done with the waste you will need to contact your local waste management representatives. You will want to do this to ensure that any liquid being disposed of is in conformity with any federal and state laws and policies.

- How to empty the waste tank video link.
- What to do to ensure your disposing of the waste properly.
- MSDS information link in case information is requested by your waste management group.

WHAT IS A PRINT HEAD? WHO MANUFACTURES GTX'S PRINT HEAD? :

In this section, we discuss what print heads are and their purpose as a component within the printer. As this pertains to GTX; we will discuss who manufacturers the print heads for this printer. We will also provide the basic spec information for the print head such as nozzles per channel.

- What is a GTX print head?
- What purpose does the print head serve?
- How does the print head work?
- How many nozzles per channel and per head are there?

WHAT MAINTENANCE IS REQUIRED FOR GTX? :

The printer for GTX has many automated features, however some process still will need to be manually performed from time to time. For most of the maintenance items for GTX, the printer will prompt you to perform the maintenance then if not performed it will continue to let you print up to a certain point then it will error out. Outside of the actions that are prompted, there are those actions that will need to be observed and taken care of on an as needed basis. These items are periodic maintenance items. For this topic, we will give an overview of the maintenance items by list and discuss what are the basics that each item consists of. We will also discuss how often some of these items might need to be performed.

- List of prompted maintenance items.
- List of periodic maintenance items.
- Basic description of what each item requires.
- Listing of time required to perform the operation.

- Listing of the timing that the action will either prompt by or that may need attention by.
- List of items needed to perform maintenance operations.

WHAT IS NEW WITH INNOBELLA TEXTILE CHEMISTRY? :

Innobella ink allows for a larger color gamut to be created using this ink. The bolder, brighter Innobella Textile Inks are water-based pigment inks and are ECO PASSPORT by OKEO-TEX® certified and CPSIA compliant. The pretreatment that is specific to the Brother GTX is also formulated to work with this ink.

- How did the Innobella ink change the color gamut versus the previous model?
- Is the CPSIA documentation available if needed?

HOW MANY PRINTS PER AN HOUR CAN GTX DO? :

When evaluating print speed an 11" X 11" image is most often used as the standard unit of measure. In this section, we will go over what the average production of a GTX producing single pass 11" X 11" prints is with White and CMYK ink.

- What is the average speed for production of a GTX using a standard image size?

WHAT IS A COST OF A PRINT ON GTX? :

In this section, we will go over how a person can figure out pricing using the **FileViewer** tool to gather cc data per channel using an average sized print. This helps a person figure out what the cost of a print will be when printed with this platform. Here we will give an example of an average sized file and how it can be priced, as an example, using this tool.

- What is **FileViewer**?
- How can I use **FileViewer** to help get an idea of the cost of a print?

WHAT IS THE WASHABILITY OF A GTX PRINT? :

When it comes to the wash durability of a GTX print you can note that our prints were certified by the AATCC for durability. We will discuss the result of a garment that was tested at using a 2 parts water and 1 part mix ratio for pretreatment; using standard driver settings.

- What is wash durability?
- Why is wash durability important?
- What is the AATCC score for the GTX printer?

DOES GTX WORK WITH A PC OR MAC® COMPUTER? :

The driver can be installed on both the PC and Macintosh® platforms. File creation and sending to the printer is supported on both platforms. Connection types of USB and LAN are supported for both platforms. **Graphics Lab** is also supported on both operating systems.

- Video link to driver installation for PC.
- Manual link for installing the driver for Mac.
- What items are supported on each operating system?
- Are there any differences to take note of for these two operating systems?

HOW IS DTG PRINTING DIFFERENT THAN SCREEN PRINTING? :

While screen printing and DTG printing work towards the same ends by means of applying pigment on a garment the functionality and limitations of both make them complimentary to each other. We will briefly discuss how these two actions are performed and the key differences such as pigment medium and how they can be used successfully together.

- What is screen printing?
- What is DTG printing?
- What are the key differences between the two?
- How can they both be used together in a production environment?
- What makes the two processes complimentary?
- What are the limitations of each process?

WHAT IS PRETREATING? WHEN DO I DO IT? :

Pretreating is the act of applying a solution to a garment, that once cured allows the ink to gel and lock into the fibers. White ink then becomes the base for the CMYK ink to adhere to during White and CMYK printing. GTX Pretreatment is needed during White and CMYK printing. For CMYK only printing you can additionally use DTG Pretreatment to add more vibrancy to your prints.

- When do I apply GTX pretreatment to a garment?
- When should I apply DTG pretreatment to a garment?
- What are mixture ratios for pretreatment?
- Which pretreatment should be mixed?

WHAT ACCESSORIES ARE NEEDED TO PRINT SPECIALTY ITEMS? :

To print on specialty items such as shoes and caps additional supplies will be needed. Aside from the unique platen required to print these items, there are some basic supplies that are good to have on-hand for pretreating and printing these types of items. We will list out the basic items that should be acquired before attempting to print on specialty items such as those previously mentioned.

- List of items you will want at your disposal when tackling cap and shoe prints.

WHAT CONSUMABLES DO I NEED FOR THE PRINTER? :

Consumables are needed to keep the printer operating and in overall good health. We will provide a list of consumable items that not only include the ink but will also be needed for performing prompted and periodic maintenance tasks.

- List of consumables and where they will be needed for the printer.
- What processes call these consumables?
- How can I purchase these items?

HOW OFTEN WILL IT USE UP THESE CONSUMABLES? :

Consumables can last for several weeks depending upon the volume of printing being performed. The printer has an internal counter based off both number of prints performed. When the threshold is reached it will prompt the user to replace these items. If the consumables are not prompted by amount of prints they may also be

prompted based off the passage of time from the last replacement. We will list out the replacement criteria for each consumable in this section.

- List of consumables.
- Consumable prompt by print count.
- Consumable prompt by passage of time.
- Consumable prompt by warning message.
- Consumable prompt by error message.
- How many prints or what amount of time will I have after the warning to replace the consumables before an error message occurs?

FOR ADDITIONAL TECHNICAL SUPPORT INFORMATION:

GTX Support Videos

GTX Drivers/Firmware