

# Brother GTX-422 Used Buyer's Guide



# GTX



# Make sure your great deal is truly a great deal.

If you're thinking about purchasing a used Brother GTX-422 direct-to-garment printer, we say congratulations. The GTX-422 has long been an industry workhorse and if you exercise due diligence, you'll likely have a great experience.

There are a number of items you should understand before making that investment. This document will explain what you need to know and what you should look for when evaluating whether to purchase a used printer for your business.

## Why the GTX-422?

The GTX direct to garment (DTG) printer puts more features, more flexibility and more capabilities into your bag of printing and decorating tricks. It works harder for you, so you can work harder on growing your business and tapping into new markets.

Brother first released the GTX in September 2017 and continued to manufacture it until August 2020 when the GTXpro was released. It's industrial design comes with:

- Two print heads (8 ink channels in total)
- One pass print technology
- Wet capping station
- Up to a 30mm platen height adjustment
- And many more features.

# How the GTX-422 compares to the GTXpro

## GTX-422



## GTXpro



<b>Ink Channels</b>	CMYK + White	CMYK + White
<b>Print Resolution</b>	1200 x 1200 dpi	1200 x 1200 dpi
<b>Garment Colors</b>	White, colored & black garments	White, colored & black garments
<b>Maximum Print Area</b>	16" (406mm) x 21" (533mm)	16" (406mm) x 21" (533mm)
<b>White Ink Circulation</b>	Ink Lines Only	Dual Circulation in Ink Lines & Print Head
<b>High Speed Print Mode</b>	Not Available	Allows for up to 10% Increase in Print Speed when printing White Ink
<b>Platen Height Sensor</b>	High Platen Sensor Only	High and Low Platen Sensors for Optimal Print Quality
<b>Print Reservation Feature</b>	Not Available	Allows printer to upload next file while performing other tasks
<b>Waste Reduction Measures</b>	Standard	Improved due to internal circulation, enhanced maintenance station and firmware upgrades
<b>Maintenance Operation Time</b>	Standard	Reduced up to 45% due to redesigned wet caps

# What the market has to say about the GTX-422

*We don't sell anything we would not wear ourselves. I believe that thanks to Brother, production wise, we have the fastest, most efficient way to get shirts printed and out the door.*

**Jeremy Katty**  
Tee Shirt Palace



*Screen printing and embroidery is still the bread and butter, but we feel our growth moving forward is going to come from the e-commerce market. Brother's automated digital printing package gives us the ability to service these online retailers and provide a good solution for them.*

**Joe Chase**  
Inkpressions



*If someone were to ask me whether or not to buy a Brother DTG, I would say 'Yes, do it!'... I have been happy and pleased that we went with Brother.*

**Paul Leto**  
Broken Arrow Wear

**Broken Arrow Wear**

# The 11 nuggets of knowledge you need before you buy.

It is important to make sure that all the components of the used GTX-422 printer are in good working condition. Just like buying a used car, you will want to take the printer through a test drive. Have the seller of the GTX-422 printer run some sample prints and examine them carefully.



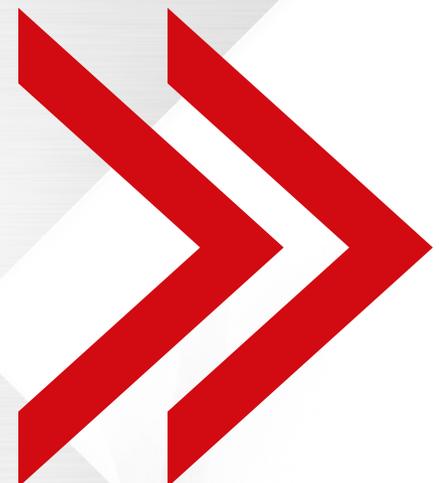
If you don't have any artwork, download this ARX4 file (machine ready files that you can directly load into GTX-422 printer that will print a variety of colors).

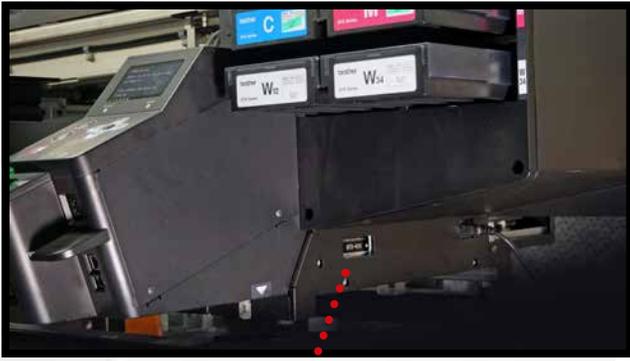
[Click here to download the GTX-422 Color Charts](#)



**Here are the 11 most important things that you should know about the specific GTX-422 printer you are considering before you make the purchase. If you go through each of these items with the seller, you should have the right information\* to help you make the best decision for your company.**

\*The information discussed in this document are recommendations only. Additional items and replacement parts may be required. An authorized Brother GTX-422 technician should inspect and make necessary repairs to get the printer in an operational state. Brother International Corporation makes no representations or warranties as to the reliability of a used printer.





# 1

## Serial Number

### *Where to find it.*

Every GTX-422 printer has serial number on a plate on the left side of the printer below the ink cartridge bay.

### *What will the serial number provide you?*

The first letter will tell you what month of the year the printer was manufactured; I is avoided due to similarity to 1. The first number will tell you what year it was manufactured. For example on a GTX, if the serial starts with B8, the printer was manufactured in February 2018.

# 2

## Ask for Print Log

### *What is it? What can it tell you?*

Every GTX-422 printer has a built-in memory (AKA print log) that tracks key information regarding the printer and how it has been used. This print log will give you not only the total number of prints done on the printer, but also can tell you information when the printer was specifically used and information regarding the amount of ink used.

The print log will remain on the printer as long as the main board has not been replaced and the backup battery (used when the printer is not turned on or plugged in) has not died.

### *How to download it.*

To download the print log from a GTX-422 printer, follow the instructions in the video.



### *Where to send it to analyze it.*

The print log is a machine language file. A special program is required to analyze the file and create a PDF file that is readable. A GTX user can send the print log to Brother to be analyzed. For users in the Americas, they should submit a support ticket at [www.BrotherDTG.com/Support](http://www.BrotherDTG.com/Support). The support ticket form will allow the user to attach the printer log to the ticket. If attaching multiple files, you should zip the log file.



GTX Ink bay

# 3

## Ink Bay & Pouches

Pull the ink cartridges out. Examine the pouches to see what the expiration dates are. Using expired ink can cause issue with the entire ink delivery system (including the needles, ink lines, print heads and maintenance station).



Removing ink cartridges



Pouch expiration labels



Place expiration label on ink cartridge

Ink Pouches



Use the control panel to examine ink levels



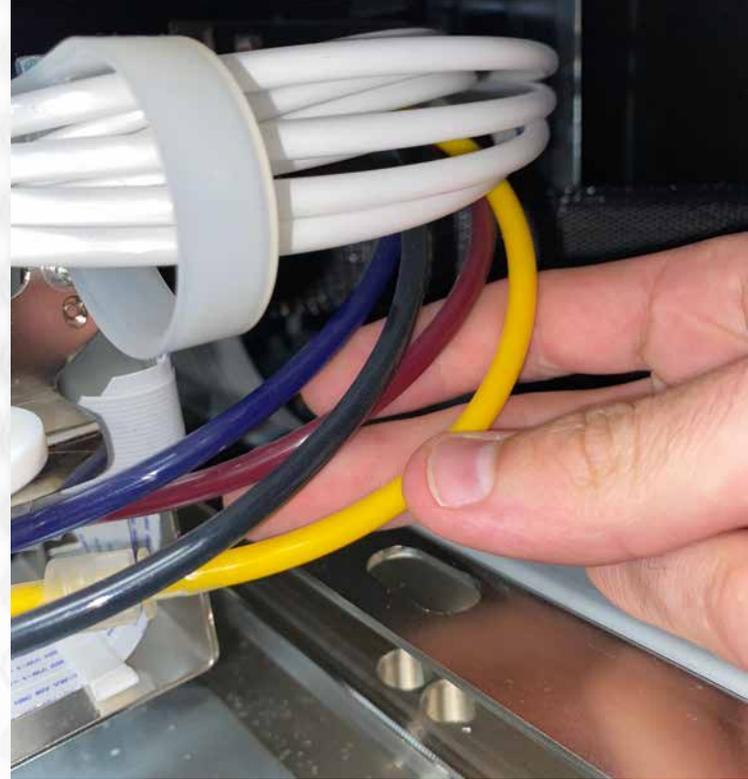
# 4

## Ink Lines

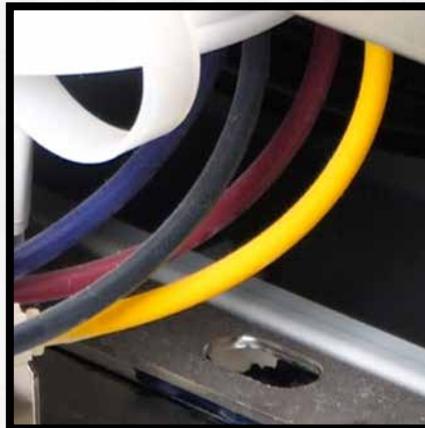
### *Inspect Ink Lines.*

Inspect the ink lines starting from the needle to the print heads. A visual inspection of all the tube lines should be done to look for cracks or air in the line. Cracks in the ink line can prevent the ink from flowing properly to the print heads and result in banding.

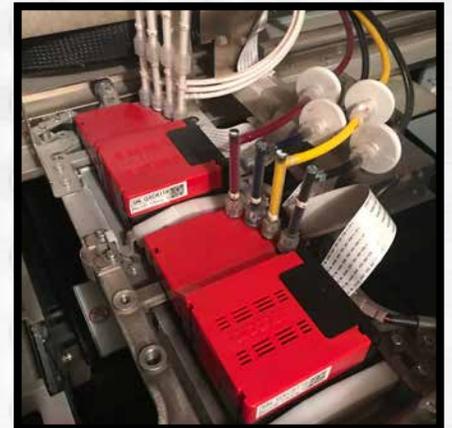
Taking the time to follow the path of the ink from the needle to the print head can help determine the potential replacement parts that might be needed. [Click here](#) to download the GTX-422 Parts List.



Pretty clean needle in the ink bay



Ink lines in back of printer



Ink lines going into the print head



Dirty needle in the ink bay



Air bubbles in the ink lines



Kinked ink tube

# 5

## Print Heads

### ***What are they?***

The GTX-422 printer uses two separate on-demand piezo print heads to jet the waterbased pigment inks on to the substrates. Each print head is responsible for jetting the proper amount of ink (Cyan, Magenta, Yellow, Black or White) to reproduce the colors in the artwork being printed.

The two print heads are secured in the print head carriage that will transverse back and forth across the platen during the printing process. The print heads are electronically controlled by the Print Head Carriage Board mounted on the top of the print head carriage.

### ***How to test them?***

All GTX-422 printers come with test files and they can be easily printed to make sure that all the nozzles are firing properly. These tests will also help to ensure there is no ink starvation to the print head. Click [this link](#) to watch a video on how to print a nozzle check.



GTX-422 Print Head



### ***What should be looked at?***

Inspect the bottom of the print heads to make sure no ink is dried up under the bottom of them.



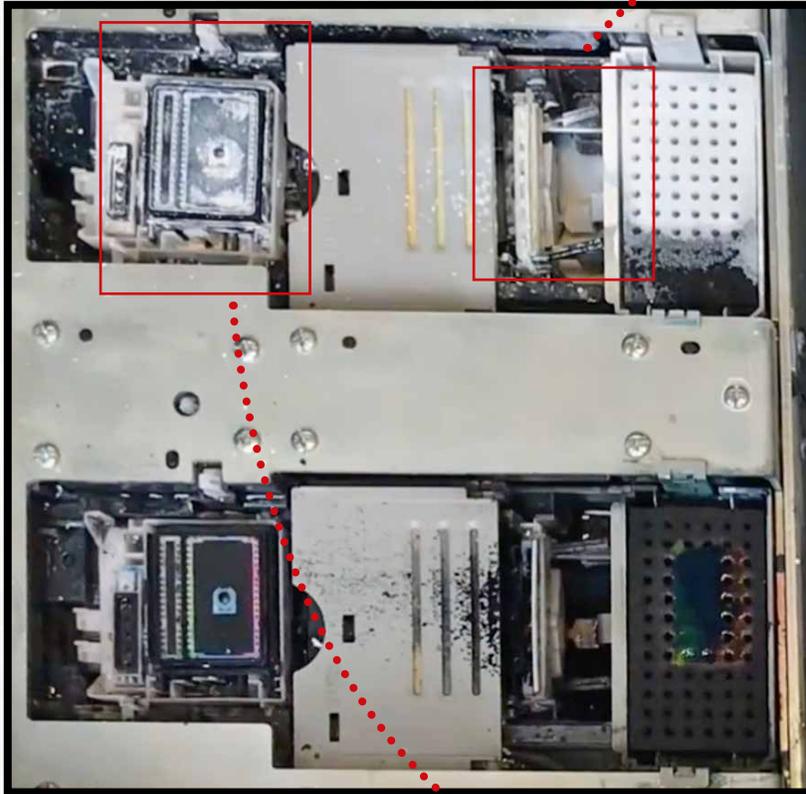
Bottom of print head



Cleaning the Bottom of the Print Head

# 6

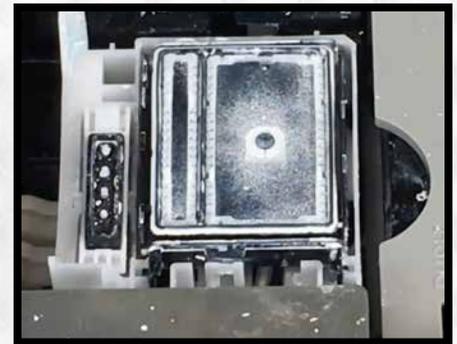
## Maintenance Station



GTX-422 Maintenance Station



Wiper blade



Detail of Exhaust and Suction Cap

### ***What is it?***

The maintenance station helps keep the print heads operating properly. It sits directly below the print heads. The main components that protect and clean the bottom of the print head are the caps and wiper blade. The caps make a seal under the bottom of the print heads when not in use to help prevent the ink on the bottom of the metal piezo plate from drying out. The wiper blades are used to periodically wipe the bottom of the print heads to remove excess ink build up that occurs during the printing process.



Learn how to clean the caps and wiper blade

# 7

## Transport System

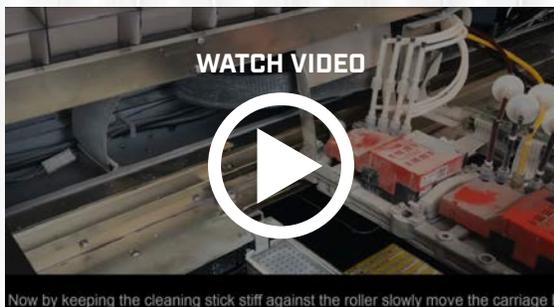
### ***The Rails of the Printer.***

This is what both the garment (y-axis) and the print heads (x-axis) travel on when the printer is in operation. The platen rides on two solid linear rails that are covered by panels and protected by spring-loaded guards.

However, dust can accumulate inside the printer over time. You will also want to look at the rails that the print head carriage travels on. Use denatured alcohol to clean the rails. After cleaning the rails, reapply some white lithium grease (part num: SB3229001) for lubrication.

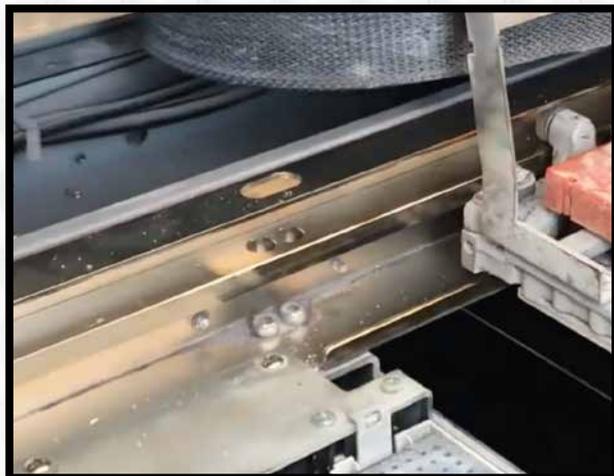


Platen Transport Rail



Now by keeping the cleaning stick stiff against the roller slowly move the carriage t

Cleaning Internal Areas of GTX Printer



Print head carriage Back Rail



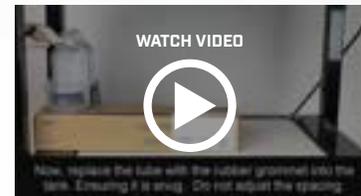
Print head carriage Encoder (Front) Rail

# 8

## Waste Bottle

### *What is it, and where is it?*

The excess ink that is pulled or jetted from the print heads during maintenance procedures will find its way into the waste bottle. The waste bottle is located on the stand under the left side of the printer toward the back. Visually inspect the waste tube to ensure it is clear of clogs and that the waste tube is not fully submerged.



Emptying the GTX Waste Tank (Bottle)

### *Disposal of waste.*

Dispose of the waste liquid in accordance with your local waste management regulations. DO NOT pour the liquid waste down the drain.



# 9

## Control Panel

### *The main point of interaction.*

The control panel is located on the front right corner of the GTX-422 printer. This is where most of the direct interaction with the printer occurs. The control panel consists of an LED screen and touch panel with several buttons. Press the arrow up or down and scroll through the menu to make sure the control panel is working properly.

[GTX Overview of Menu Selections](#)

# 10 GTX Covers

You should inspect the covers all the way around the printer to make sure that the printer doesn't have any large dents. Minor scratches to the metal covers can be expected and should not affect the performance of the GTX-422 printer. However, large dents may inform you that the printer might have been hit by something in the past that could affect the operation.



Encoder Cover



Left Side Cover



Ink Bay Cover



Back Platen Cover

# 11 GTX Stand

The GTX-422 printers were sold with an industrial stand designed to handle the weight of the printer. The stand is on casters to allow the printer to be rolled around easily. You should inspect the stand on all sides to make sure that it is still structurally sound.



# Pre-Ship Checklist

## In Conclusion

If you decide to move forward with the purchase of the GTX-422 printer and have it shipped to your location, there are some steps that should be done first to prepare the printer for shipping. To the right is a checklist of these items. The current owner of the GTX-422 printer can contact its authorized Brother dealer from whom (s)he purchased the equipment to get more detailed instructions on how to perform these tasks.

- 1 Go to Maintenance menu and select "Printer transportation preparation"
- 2 Turn the printer off
- 3 Zip tie the print head to left side of the printer
- 4 Drain the cleaning liquid tank on left side
- 5 Empty waste tank and block the waste tube from leaking
- 6 Shrink wrap the outside of the printer to secure the platen and ink cartridges during shipping
- 7 Take the printer off the stand and secure it to pallet using shipping straps



*If you need a pallet to ship the printer on, you can look at either creating your own or possibly purchasing one from a shipping supply company.*

[Click here](#) for an example of a shipping crate

The Model S-16475 Wood Crate is a ULINE product and Brother International Corporation makes no representations or warranties regarding such product.

## THE BROTHER PARTNER PORTAL



Once you officially own and take possession of the GTX-422 printer, you will want to register for the Brother DTG Partner Portal - an ecommerce website for inks, consumables and accessories for your Brother DTG printer.



**CLICK TO ACCESS PORTAL**

Visit Partner Portal at [www.BrotherDTG.com/Supplies](http://www.BrotherDTG.com/Supplies)

# Technical Support

## Online Support

### 24/7 Online Support

Get free of charge at

[www.BrotherDTG.com/support](http://www.BrotherDTG.com/support)

## Authorized GTX-422 Technicians

We suggest you work with an authorized GTX-422 technician to certify that the printer is working properly and to provide basic training.



## Access to Brother Academy

Sign up for Brother Academy to get exclusive training and tutorials on everything from installations and maintenance, to artwork tutorials and printing applications.



## Warranty

- OEM warranty is only valid for the original purchaser and is non-transferable. You can view the original warranty by [clicking here](#).
- Warranty on new parts is effective for ninety (90) days from the dated bill of sale of the Product(s). [Learn more here](#).
- [Click here](#) to download a list of GTX-422 parts that may be needed to get the printer operational.

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