

Pre-Shipment Overview

OVERVIEW

In this phase you will have purchased a printer and are awaiting the shipment of the items you ordered along with scheduling a technician for the installation service. In this section, we will go over topics that will help you be prepared and get the most out of your printer installation. The topics listed here go over specifications needed from delivery, space required, electrical, environmental, and technical aspects. When these conditions are not met it can either delay, stall, or in some cases end an installation before it is ever started. We highly recommend reading through this material and getting prepared for the installation.

Verifying shipping needs is a big part of the pre-shipment phase. You will want to be certain that your Pre-site Survey was filled out and turned in accurately. Be certain that you specified what your delivery needs are up front as this can delay everything else in turn afterwards if you are not capable of taking possession of the equipment.

Ensuring the place that will be the home for your new equipment is prepared is critical as well. It is not the responsibility of the technician to perform any tasks that require modification to the space or other properties of where the printer is to operate. These items should be decided and resolved long before the arrival of a technician.

Lastly, there are items that will need to be purchased outside of the equipment purchase that was made. You will need a computer that meets the specs for the printer and consumable items such as distilled water. These may seem minor however when not present once the technician arrives they will hamper the install as someone will need to procure them meaning less time for the actual install training.

KEY LEARNING OBJECTIVES:

The best practice here is to be prepared for the installation because the technician will only be there for a set amount of time and we want you to get the most out of that time learning how to print and maintain the equipment. Here is the brief overview of topics and some additional links to where you can get additional or key information.

- Verify delivery needs (i.e. lift gate, move kit,...)
- Necessary space to receive and install equipment
- Blank garments and artwork
- Understanding environmental conditions
- Humidifier and distilled water
- Recommended computer specifications
- Graphic design software
- Other recommended items (gram scales, silicone coated parchment paper)

ADDITIONAL DOCUMENTATION:

The below link is for a blank copy of the **Pre-site Survey Installation Agreement**. If you have your copy that was sent in to Brother ready we recommend looking over it.

Pre-site Survey Installation Agreement [click here](#)

VERIFY YOUR DELIVERY NEEDS:

In this section we will go over what you need to understand to ensure you are able to take possession of your equipment at the time of delivery. This is to ensure you have verified what you need will be onsite; to get the printer to the room where it will be located.

- Check your Pre-Site Survey.
- Did you ensure to request a lift gate if you are residential or do not have a dock door?
- Did you receive shipment tracking, so you know when the equipment will deliver?
- Did you make sure a Move-Kit was requested if you must go through a normal doorway?

NECESSARY SPACE TO RECEIVE AND INSTALL EQUIPMENT:

Here we will talk about the space needed for the equipment to be setup in a production type layout. It is key the equipment is already setup and where you want it to be before the installing technician arrives.

- What is the total amount of space do you need to have available; and what is recommended?
- What are the space requirements for the printer?
- What are the space requirements for the pretreatment machine?
- What are the space requirements for the heat press?

ELECTRICAL REQUIREMENTS:

Electricity is needed for all the items in this process. With that being understood there are not only the specs that you will want to understand but also things to avoid.

- What are the electrical specifications for the base equipment Brother offers?
- Avoiding pairing certain equipment on the same outlet.
- Avoiding daisy-chaining items.
- What is electrical noise?
- Is a battery backup required?

BLANK GARMENTS AND ARTWORK:

To be prepared for a technician to show you how to print; you will need artwork and garments. In this section we will talk about options and places you can go to get these items.

- What type of blanks are needed to use with this printer and ink set?
- What are my options for garments?
- What do I need to know about artwork?
- What kind of images are bests?
- Is there a specific file type?
- Can I get prepared with artwork before the installation?

UNDERSTANDING ENVIRONMENTAL CONDITIONS:

On this topic; we will discuss what the conditions need to be for both temperature and humidity to keep your printer in a healthy state and avoid causing problems that are not covered under warranty.

- What are the specs for temp & humidity when operating the printer?
- What are the specs for the printer sitting idle?
- What are the specs for storing the printer?
- Are there adverse effects to the printer not meeting the conditions outlined?
- How to use a Hygrometer and the built-in humidistat and thermostat reading.

HUMIDIFIER AND DISTILLED WATER:

The printer must operate in certain environmental conditions covered in the previous section. To meet those conditions, we will not only need to create a stable temperature but constant humidity as well. To do this, we will need a recommended type of humidifier and distilled water.

- What type of humidifier needs to be used with the printer?
- What type of humidifier should be avoided altogether?
- What is the reason to use distilled water?
- What size humidifier should be purchased?

RECOMMENDED COMPUTER SPECIFICATIONS:

Here we will go over how to access and view your computers specification data. The reason to know and understand this data is because the printer driver and graphics software that come with the printer can only run when certain computer specifications are met. You will need a computer that can run our driver software at the time of installation.

- What are computer specifications?
- What are the specification requirements for the printer?
- How to locate your Windows PC's Specs.
- How to locate your Mac® OS Specs.

GRAPHIC DESIGN SOFTWARE:

An important piece to understand about any printer is what programs it can utilize. In this section we discuss what types of software can be used with the printer along with the software that comes in the driver. You will need to purchase any additional software outside of what is provided with the driver and have it installed on the computer that will be used before the installing technician arrives.

- What programs can I use?
- What programs allow for editing of items?
- What does the Graphics Lab software that comes bundled in the driver do?
- What can you edit with the Graphics Lab software?

CONNECTING TO THE PRINTER:

There are two ways to connect to the printer; you can connect via USB cable to a 3.0 or 2.0 USB port on a computer or you can connect via a LAN or Ethernet cable. This method should have been decided/checked when filling out the Pre-site Survey. Here are the things you may need to know about this.

- Which should I use USB or LAN?
- What are the differences?
- A USB cable comes in the starter kit however a LAN cable does not.

SILICON-COATED PARCHMENT PAPER:

When it comes to garment curing there are a few things you need to understand up front. One of which is the use of silicon-coated parchment paper. Parchment paper can come from a variety of vendors which can affect quality. We will give our recommendation on the paper and show the difference it will make and when to use it.

- Do I need to use the paper for everything I print?
- Is the paper needed for pretreating as well as ink cure?
- What is the recommended brand?
- Are there other options and alternatives to the parchment paper?
- What happens if I do not use parchment paper?

GETTING A GRAM SCALE:

When it comes to the recommendation of getting a gram scale this might seem like a trivial item at first, however; for any brand, style, or material change you make for printing, you will need a gram scale to weigh the new article dry and after spraying it. This makes it a valuable tool for getting off on the right foot with garments.

- What is the scale used for exactly?
- Are there certain things to avoid when purchasing a scale?
- Are there any additional times I might need to use the scale?

OTHER RECOMMENDED ITEMS:

Getting Setup to Order Supplies and Consumables is also important and if you plan on delivering more than 50 large white ink prints you will need to get setup on the Ink Portal and have those supplies on hand to run production.

FOR ADDITIONAL TECHNICAL SUPPORT INFORMATION:

[GTX Support Videos](#)

[GTX Drivers/Firmware](#)