

# Brother GTXpro Bulk (GTXpro B, GTX-424) **Used Buyer's Guide**



# GTXpro



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

If you're thinking about purchasing a used Brother GTXpro Bulk (GTXpro B, GTX-424) direct-to-garment printer, we say congratulations. The GTXpro B 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.

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

It is important to make sure that all the components of the used GTXpro B 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 GTXpro B printer run some sample prints and examine them carefully.

**Here are the 11 most important things that you should know about the specific GTXpro B 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 presented in this document is for reference only. Brother International Corporation (Brother) recommends engaging an authorized Brother GTX technician to inspect and/or make any repairs as needed. Brother makes no representations or warranties, express or implied, regarding the state, reliability, longevity or performance of a used Brother printer purchased through a third party seller.





# 1

## Serial Number

### *Where to find it.*

Every GTXpro B printer has serial number on a plate on the right side of the printer behind the control panel, near the power cord receptacle and above and to the left of the ink tanks.

### *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 GTXpro B, if the serial starts with B1, the printer was manufactured in February 2021.



# 2

## Ask for Print Log

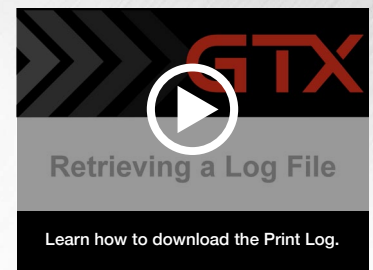
### *What is it? What can it tell you?*

Every GTXpro B 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 GTXpro B 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 GTXpro B 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.



GTXpro Bulk Ink Tanks

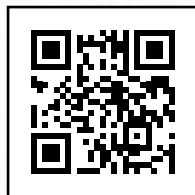
# 3 Bulk Ink Tanks

Verify there is ink in the tanks above level 2 in order to be able to print. If you plan to transport the printer, the ink levels need to be below 3 or you may damage the ink delivery system. As the printer may have sat idle for an extended amount of time, you will want to inquire with the seller when the ink was last refilled as the ink may be expired.

## 1.8L Ink Bottles



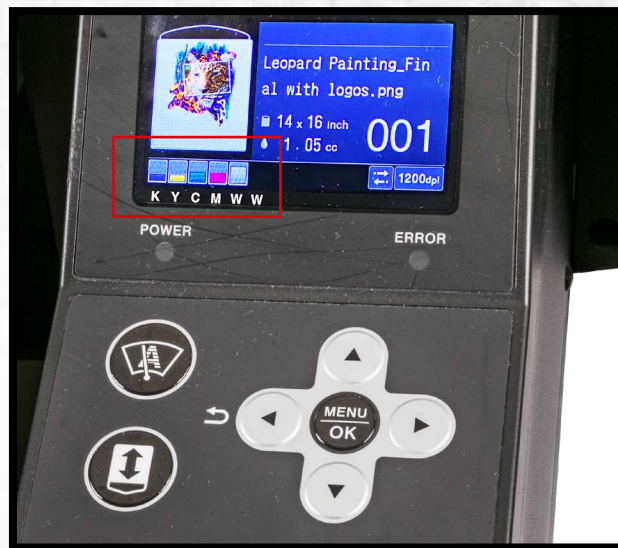
## 18L Ink Tanks



Scan QR to Watch Video



Learn how to refill bulk ink.



Use the control panel to examine ink levels



Colorants/Textile Auxiliaries  
 Certified by ECOCERT GREENLIFE S.A.S.  
 License No. GOTS-ECOCERT-08-00932

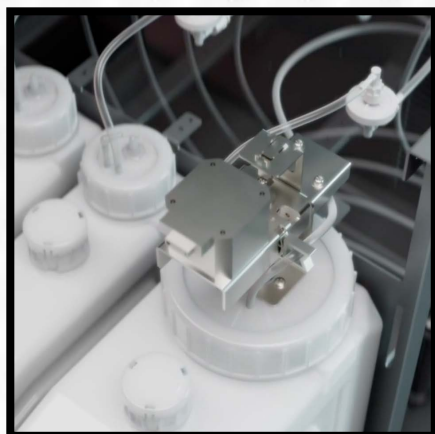
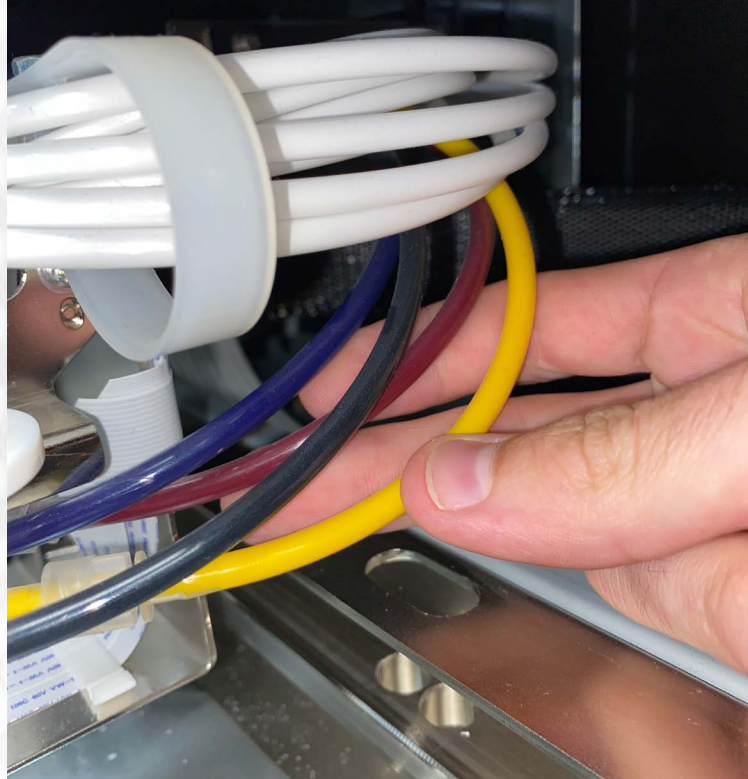
# 4

## Ink Lines

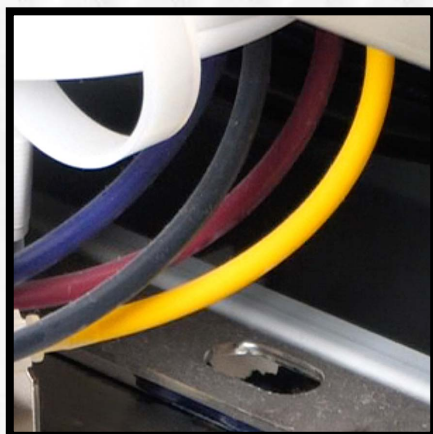
### *Inspect Ink Lines.*

Inspect the ink lines starting from the bulk tank 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.

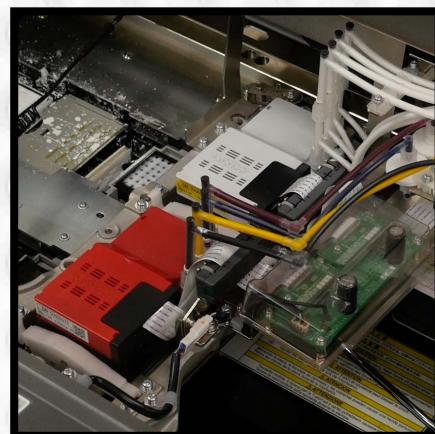
Taking the time to follow the path of the ink from the needle to the print head can help determine the potential replacement parts that might be needed.



Lines coming from Ink Tanks.



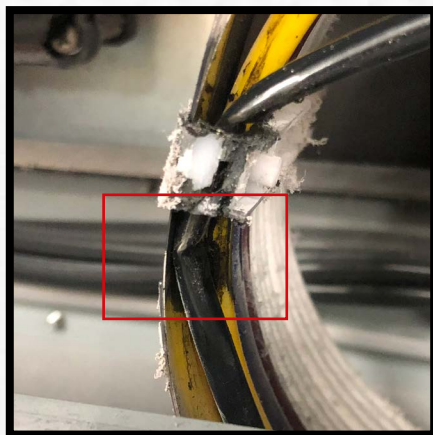
Ink lines in back of printer



Ink lines going into the print head



Air bubbles in the ink lines



Kinked ink tube

# 5

## Print Heads

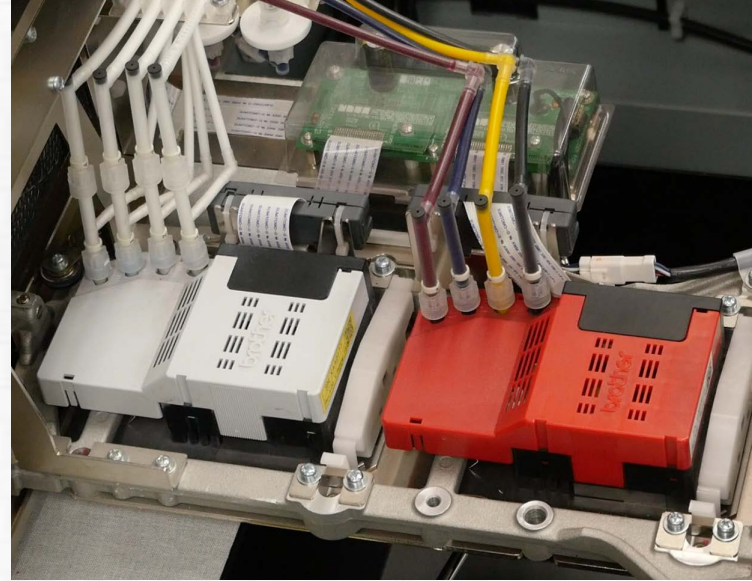
### What are they?

The GTXpro B 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 GTXpro B 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.



### 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.

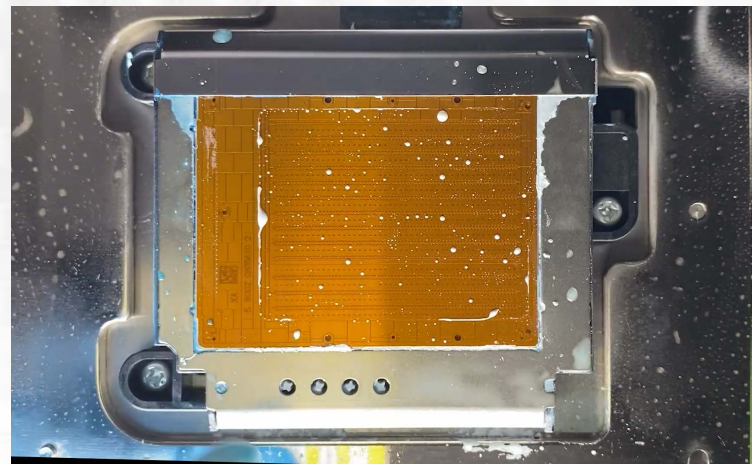
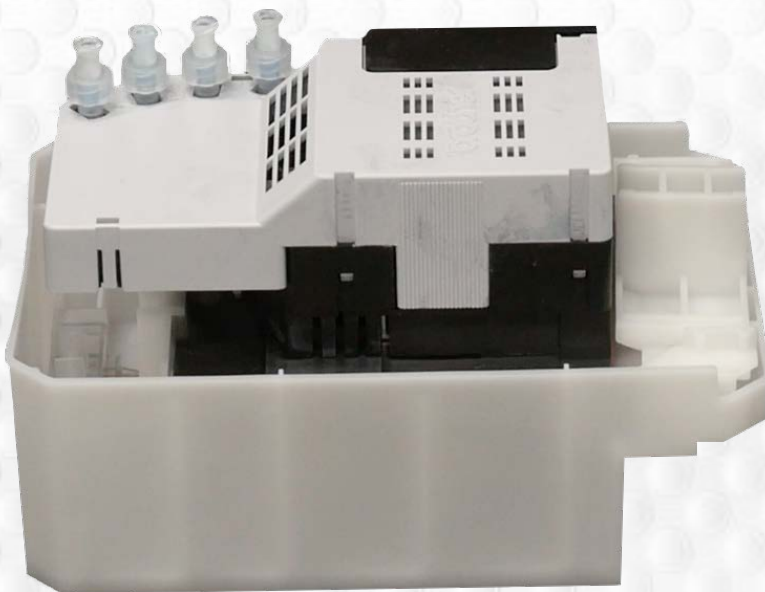


Image of the bottom of a white print head after moderate cleaning. Refer to video below to perform proper cleaning.



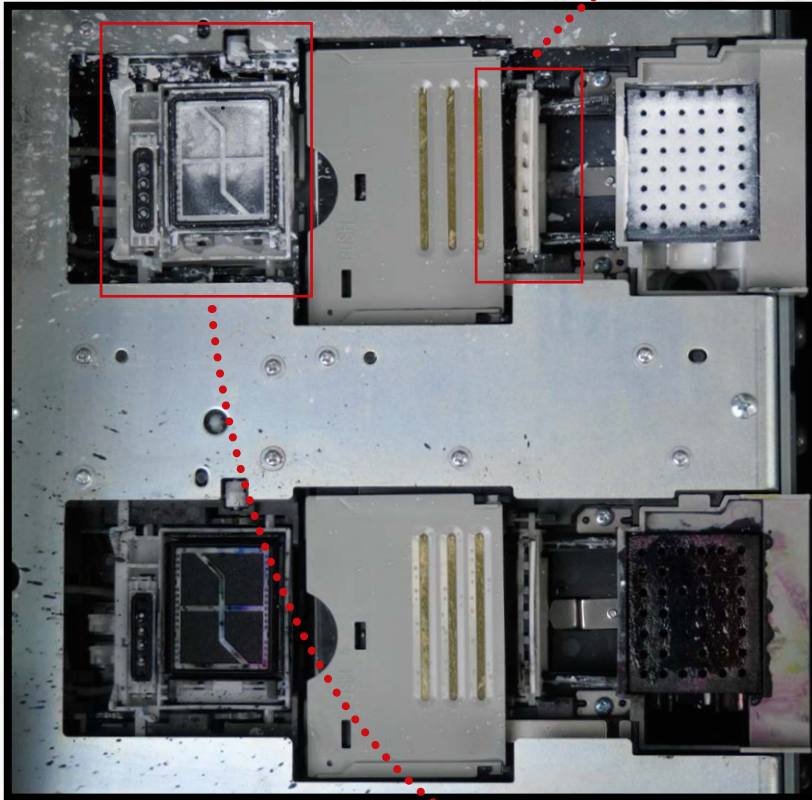
GTXpro White Print Head



Cleaning Nozzle Guards, Suction Caps, and Wiper Cleaners

# 6

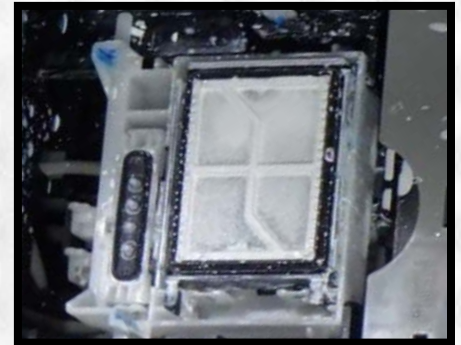
## Maintenance Station



GTXpro 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.



Cleaning Nozzle Guards, Suction Caps, and Wiper Cleaners



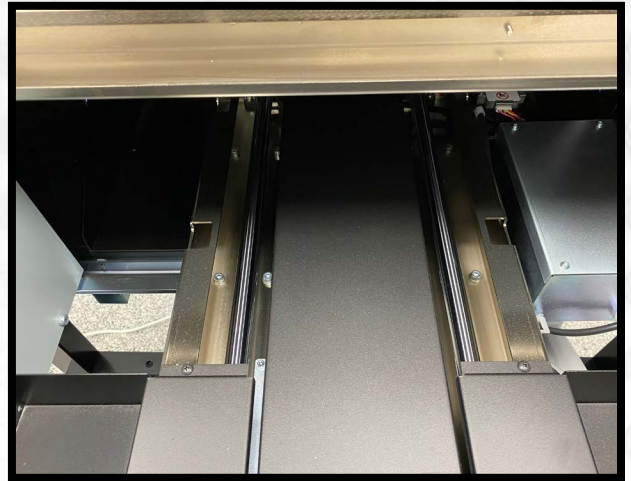
# 7

## Transport System

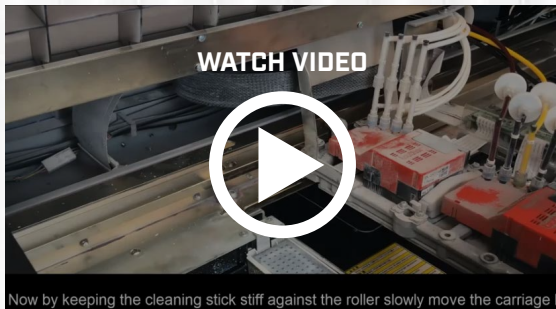
### *The Rails of the Printer.*

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: SB3229101) for lubrication.

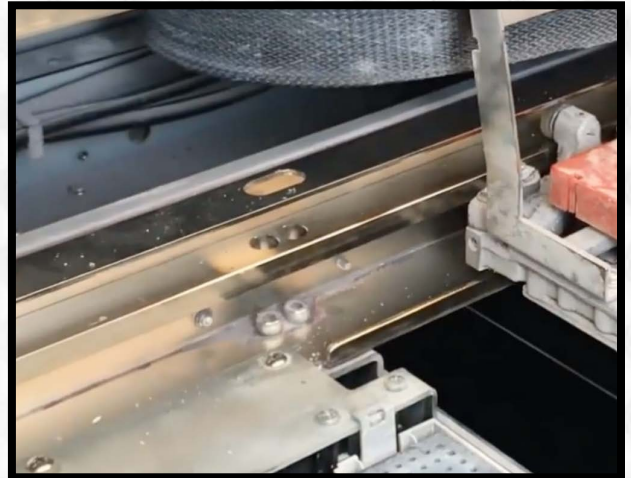


Platen Transport Rail



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

Cleaning the Internal Areas



Print head carriage Back Rail



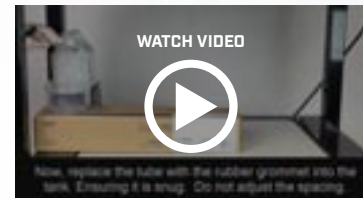
Print head carriage Encoder (Front) Rail

# 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 GTXpro B 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 GTXpro B 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 GTXpro B 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



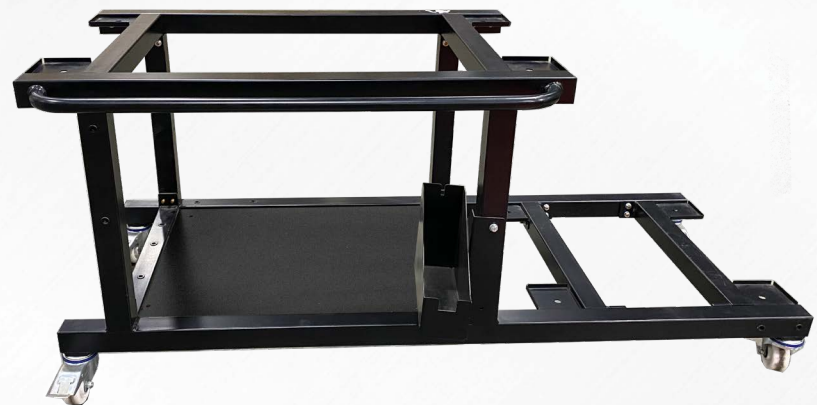
Ink Bay Cover



Back Platen Cover

# 11 GTXpro B Stand

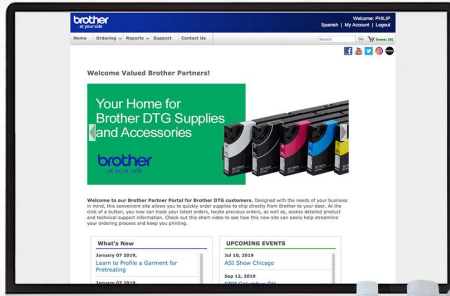
The GTXpro B printers were sold with an industrial stand designed to handle the weight of the printer. The stand is on casters to allow the printer to be rolled around easily. You should inspect the stand on all sides to make sure that it is still structurally sound.



## In Conclusion

If you decide to move forward with the purchase of the used GTXpro B printer and have it shipped to your location, there are some steps that should be done first to prepare the printer for shipping. The current owner of the GTXpro B printer can contact its authorized Brother dealer from whom (s)he purchased the equipment to get more detailed instructions on how to properly pack and prepare the unit for safe transport.

# THE BROTHER PARTNER PORTAL



Once you officially own and take possession of the GTXpro B 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 Self-Help Learning Center

**24/7 Online Tutorials**

Get free of charge at  
[www.BrotherDTG.com/support](http://www.BrotherDTG.com/support)

## 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.



# Ink & Consumables

	Product Description	Product Code
<b>Ink Containers</b>	Cyan Ink 1.8L Bulk bottle	BGCX40C002K0152
	Magenta Ink 1.8L Bulk bottle	BGCX40M002K0152
	Yellow Ink 1.8L Bulk bottle	BGCX40Y002K0152
	Black Ink 1.8L Bulk bottle	BGCX40K002K0152
	White Ink 1.8L Bulk bottle	BGCX40W002K0052
	Cyan Ink 18L Bulk Container	BGCX40C020K0132
	Magenta Ink 18L Bulk Container	BGCX40M020K0132
	Yellow Ink 18L Bulk Container	BGCX40Y020K0132
	Black Ink 18L Bulk Container	BGCX40K020K0132
	White Ink 18L Bulk Container	BGCX40W020K0032

<b>Liquids</b>	Cleaning Solution 2 Kg	BGCX40E002K0052
	Cleaning Solution 5 L	BGCX40E005K0042
	Pretreatment 5 Kg Jug	BGCX40P005K0044
	Pretreatment 20 Kg Jug	BGCX40P020K0034
	Pretreatment 200 Kg Jug (2 pack)	BGCX40PS2HK0032

<b>Other Parts</b>	Wiper Cleaner (2/pack)	SB6673001
	Flushing Foam (2/pack)	SC0935001
	Fan Filter (2/pack)	SB7007001
	Standard Ruby-Stick Cleaning Swab (50/pack)	4Y1-9096
	Clean Stick T (50/pack)	SC0032001
	Full Maintenance Kit GTXpro & GTXpro B	SC0934001

# Important Information

- The Brother warranty is only valid for the original purchaser and is non-transferable, so the warranty is not available for subsequent purchasers of the machine. You can view the original warranty by [clicking here](#).
- If you do proceed with purchasing a used GTXpro B printer, it is important to have an authorized trained technician look over the printer. Depending on how long the GTXpro B printer has been idle, ink may have dried up in the ink tanks, filters, sub tanks, ink lines or print heads. The technician can also advise you of any parts that might need to be replaced and what the part numbers are to help ensure you get the correct parts. Please note that Brother cannot offer product support via telephone unless an authorized, trained technician has inspected the product, certified it is in good working order and has performed basic training with the new owner.
- Once the GTXpro B printer is fully operational, a trained technician can also walk you through the proper ways to use the printer, perform the periodic maintenance and common troubleshooting techniques.
- To get a list of authorized, trained technicians near you, submit a Support Ticket under the GTXpro B Printer tab at [BrotherDTG.com/Support](https://www.brotherdtg.com/support).
- The information presented in this document is for reference only. Brother International Corporation (Brother) recommends engaging an authorized Brother GTX technician to inspect and/or make any repairs as needed. Brother makes no representations or warranties, express or implied, regarding the state, reliability, longevity or performance of a used Brother printer purchased through a third party seller.