

# QUICK USER GUIDE



v1.0



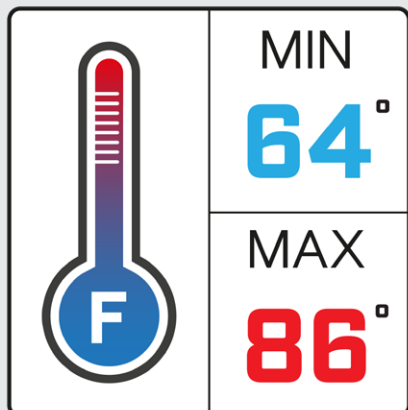


# ENVIRONMENTAL CONDITIONS

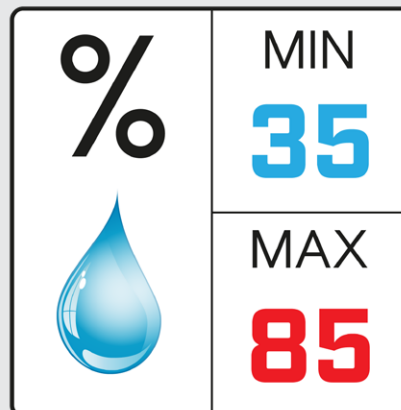
## Ideal Operating Temperature & Humidity

Temperature & Humidity are recorded in the Log file

### TEMPERATURE



### HUMIDITY



Go to the menu:

**Maintenance**



**Temperature/Humidity Info**



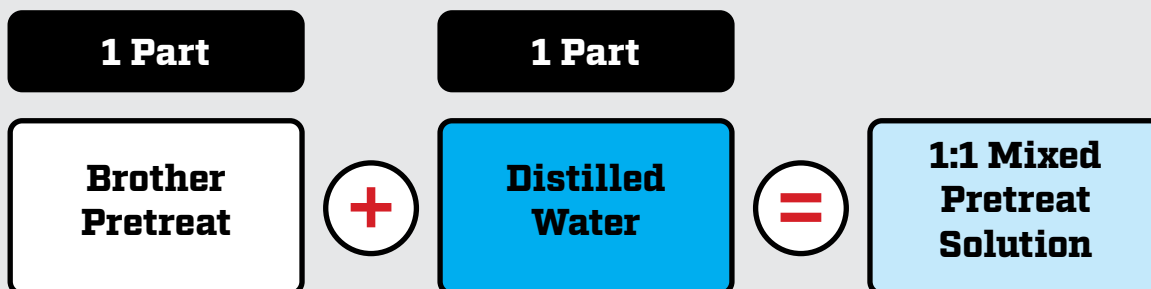
- > If temperature is too cold, printer will switch automatically to Low-Temp Mode and reduce output.
- > If humidity too low, please install a HUMIDIFIER.
- > Min & Max Temperature & Humidity ranges are ideal and we recommend running your GTXpro at a higher number than minimum to reduce additional cleanings.



# PRE-TREATMENT RATIO & QUANTITY

## Mixing Pre-Treatment Solution

A ratio of 1:1 (1 part Brother pretreat to 1 part distilled water) is recommended.



- > This mixing ratio might vary due to the type of garment which is used. [See video](#) on garment profiling.

## Determining Pretreat Quantity

Pretreat solution quantity will vary based on thickness of the garment. Use the chart below as a guideline.

	Fabric Absorbency		Pretreat Amount
1:1 Mixed Pretreat Solution	<b>High Absorbency</b> Thick materials or open weaves like hoodies	=	<b>40-50 Grams</b>
	<b>Medium Absorbency</b> Regular Cotton Tees 4.0 to 6.0 oz	=	<b>30-39 Grams</b>
	<b>Low Absorbency</b> Thin Material + Blend or Specialty Items	=	<b>15-29 Grams</b>



- > Proper pretreat volume for a garment should be determined by a **garment's absorbency rate** in conjunction with using the **Highlight-Mask Check Pattern** to help determine **driver ink settings**.
- > Don't forget that you have to define a surface of **14 X 16 inches** [35 X 40 cm] with your pretreatment machine to weight the amount of spray, with a scale, after applying the pretreat on a T-shirt.
- > For example, on a Schulze pretreat machine, you should enter a **length of 13 inches** and the **full width of 4 nozzles** will be 17 inches. And then, **calibrate** the pretreat machine to spray 30 g on the garment.

## HEAT PRESS SETTINGS FOR PRETREAT CURING



1:1 Mixed Pretreat Solution	<b>35</b> Seconds	<b>360°F</b> <hr/> <b>182°C</b>	<b>75-80</b> PSI <hr/> <b>5-5.5</b> Bars
-----------------------------	----------------------	------------------------------------	---



- > Placing silicone based parchment paper over the pretreated garment while heat pressing can mitigate dried pretreat buildup on the non-stick covers. Clean the non-stick covers on the heat press with a scrap t-shirt or cloth after every 5 t-shirts if not using silicone based parchment paper.

## HEAT PRESS SETTINGS FOR INK CURING



<b>HEAT PRESS INK CURING</b>	<b>35</b> Seconds	<b>356°F</b> <hr/> <b>180°C</b>	<b>10-20</b> PSI <hr/> <b>0.7-1.4</b> Bars
------------------------------	----------------------	------------------------------------	---



- > Check the **REAL** temperature of the heat press with a probe or with strips to ensure that your garments are properly cured for washability.

**Conveyor  
Dryer INK  
CURING**

**3:30**  
Minutes

**320°F**  
**160°C**



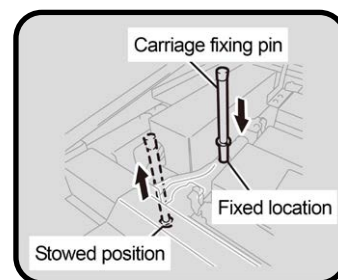
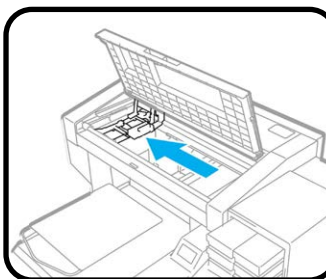
> Check the REAL temperature with a probe or with strips to ensure that your garments are properly cured for washability.



## NEVER POWER OFF THE PRINTER

### VERY IMPORTANT

The Brother GTXpro should **ALWAYS** be left with the Power **ON**. **NEVER** shut **OFF** the printer except if requested by the display message only. Power is needed to perform the needed circulation of the white ink and auto maintenance every day.

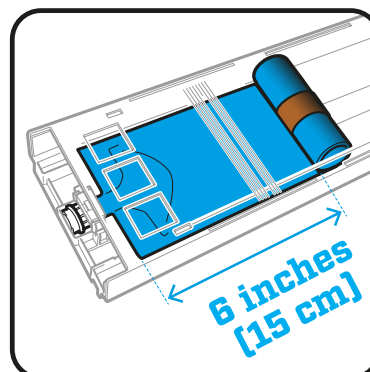
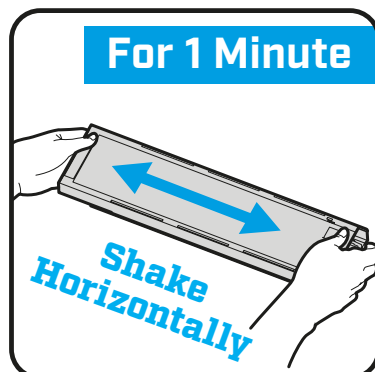


In the event that power goes out or your printer has an error during printing, push the Carriage back all the way to the left to dock it and use the Fixing Pin to lock it in place (see images above).



## DAILY AGITATION OF WHITE INK

Perform the procedure shown below if the message “**Remove the white ink cartridge and shake it**” is displayed before starting the printing process.



Remove the white ink cartridge from the printer. Shake the cartridge horizontally 100 times side to side to agitate the white ink. When the ink depletes to the level of approximately **6 inches** (15 cm), shake the cartridge with the cover open and the ink pouch unwound which will make the ink easier to agitate.

Repeat the same process with the other white ink cartridge. Once agitation is complete and cartridges have been re-inserted, press [Menu/OK] on the control panel.

# INK POUCH REPLACEMENT



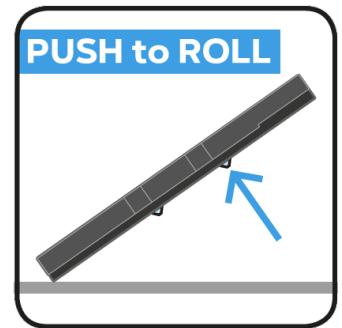
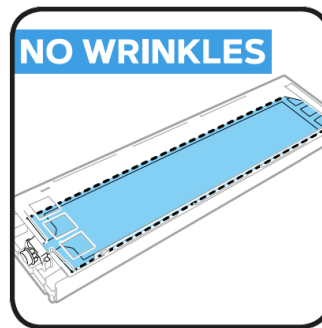
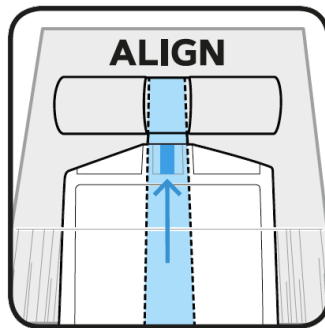
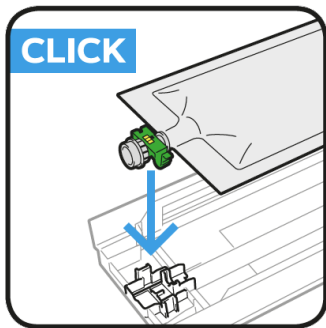
Open the cartridge's **lid** on a **flat surface** and remove the empty pouch. Carefully unpack a new ink pouch from its shipping carton.

**Push** the **green tip end** of the ink pouch into the cartridge until it **clicks** into place. Straighten the ink pouch to align it with the gutter of the lid of cartridge, and mount in position inside the metal spring by pulling it with your hand. If the edge of the ink pouch is **bent or wrinkled**, smooth it out with your hands **to remove wrinkles**.

Place the pouch in horizontal alignment with the cartridge. Ensure lines of the cartridge and pouch are in alignment.

Close the lid, and verify the spring is rolling to the front. If spring does not roll, smooth out wrinkles and try again. Place the cartridge at a **45° angle** and **push** on the **2 upper metallic latches** to add a bit more tension on the ink pouch. Double-check that you have not generated more **wrinkles**.

**Clean** the outside of the **green tip end** that goes in contact with needle inside printer. Attach a **shelf life sticker** included with ink pouch onto the front of the cartridge.

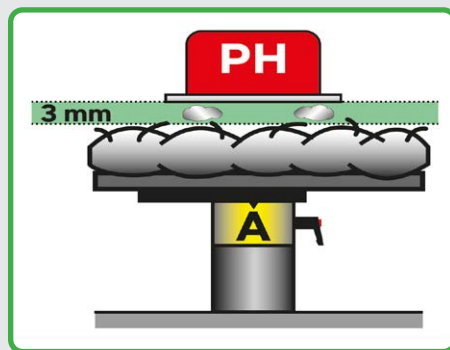


**!** > If you are not trying to avoid wrinkles like explained above, you could get the errors **2084 & 2085** displaying: **"Winding-up Failure"**

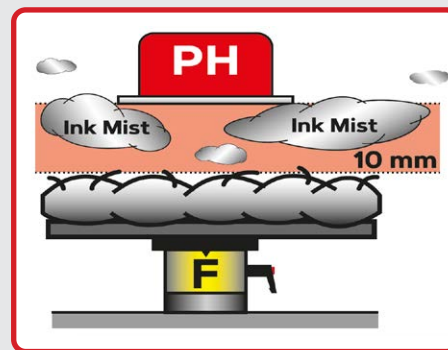
## BEST PRACTICE FOR PRINTING - A MUST!



**Good Gap**



**Excessive Gap**

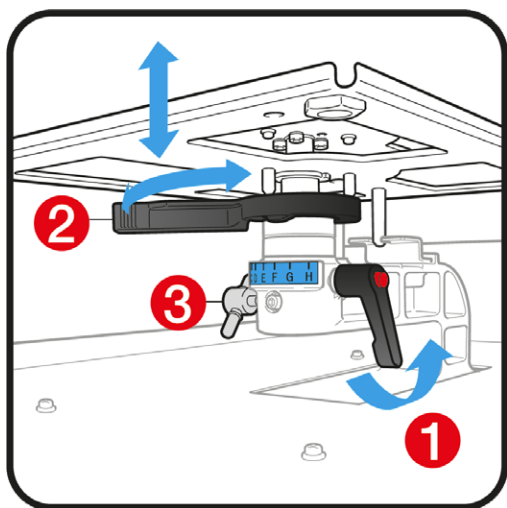


**!** > Always keep the **closest distance** between the printheads and the surface of the garment. It is very important for the long life of your printer.



# ADJUSTING THE HEIGHT OF THE PLATEN

To ensure optimal print quality when a thicker textile is used, you need to **adjust** the platen's height in relation to the **thickness of the textile**.



To adjust the platen height, loosen the **Platen Fixing Lever (1)** and move the **Platen Height Adjustment Lever (2)** to a lower position.

Re-tighten the **Platen Fixing Lever (1)** if you are happy with the new height. Smooth out all wrinkles on fabric to be printed on. To check if new textile is not detected by the **sensor**, push the double arrow platen feed button and **repeat** the process **if needed**. If you need the platen to go down further than the lowest setting, remove 1 or 2 collars, loosen the **knob (3)** and push down the platen bearing by 1 or 2 steps. Reattach everything and tighten the **Platen Fixing Lever (1)**.

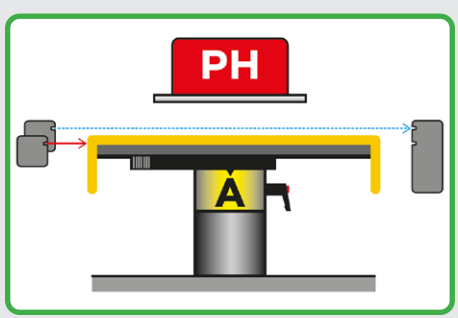


- > Don't forget to adjust the **platen lever** to **position A** after printing on thicker material.
- > Always tighten **knob (3)** after changing position. Do not overtighten screw as it can become stripped.
- > If you have to print above hem and seams, go for **UNI-directional printing** to keep quality.



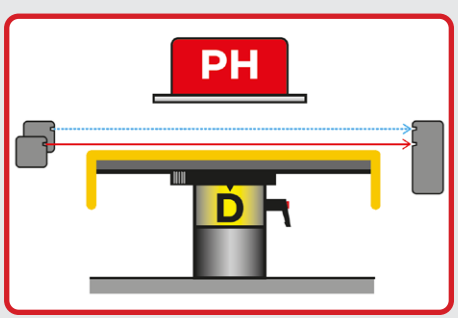
# “PLATEN TOO LOW” SENSORS

## Normal Detecting



Top Left: **Obstacle Sensor**  
Bottom Left: **EDP Sensor**

## Excessive Dropping



Error Code: **2072**  
If error occurs, press okay. Prior to next print raise platen to optimal platen height.



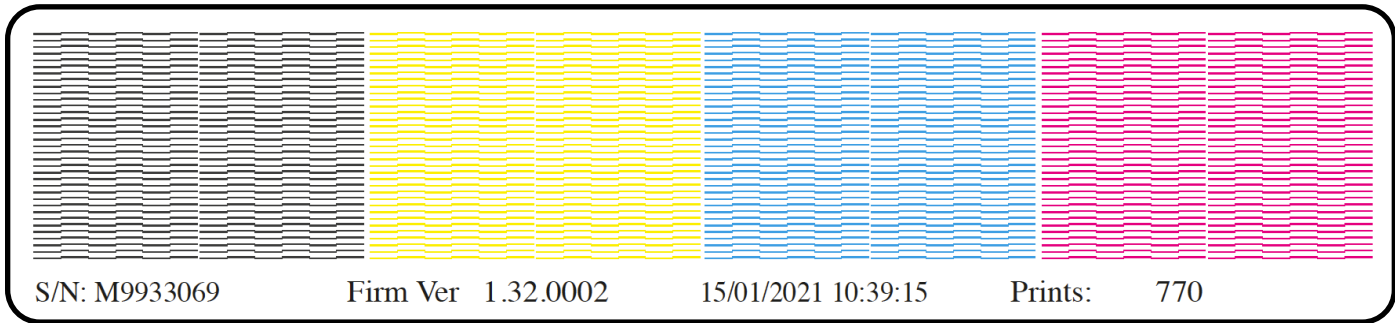
# DAILY MAINTENANCE: Nozzle Check

In order to check the status of the nozzles in the print heads, a **Nozzle Check** must be performed for White and CMYK. This should be done every day to ensure optimal performance.

## How to perform a CMYK Nozzle Check?

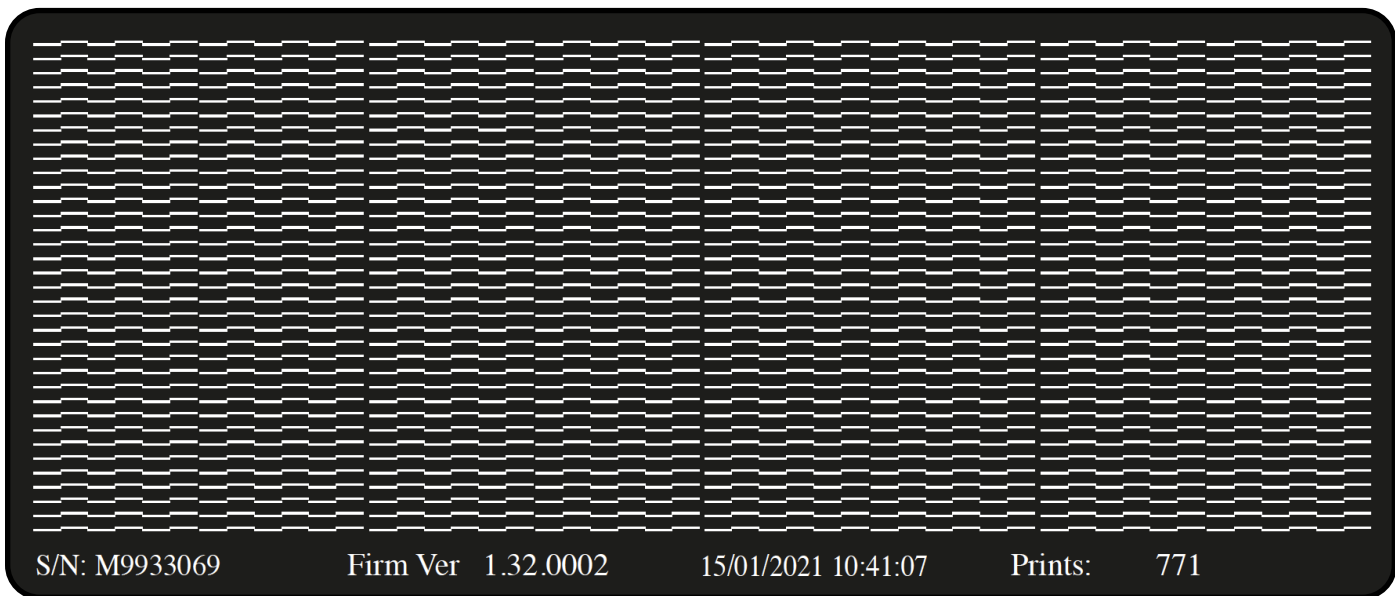
*Always place the Platen at level A*


**Menu** > **Test Print** > **Nozzle Check CMYK** > *to print a color Nozzle Check pattern on a white paper sheet*



## How to perform a WHITE Nozzle Check?

Always place the Platen at level A



 > Inspect the printed Nozzle Check patterns for missing nozzle lines indicating a non-firing nozzle. If not all nozzles are firing, start a **Head Cleaning** to open the closed nozzles.

# PRINT HEAD CLEANING

**Print Head Cleanings** are needed if nozzles are missing on a **Nozzle Check**. They will help clear the print head nozzles if they are blocked. **Missing Nozzles** are defined by a test print pattern missing horizontal pins (that represent each of the nozzles of the print head) being closed up with debris and therefore not showing up. When nozzles/pins are missing you will want to perform one of the cleanings indicated below.

## How do I perform a Print Head Cleaning?

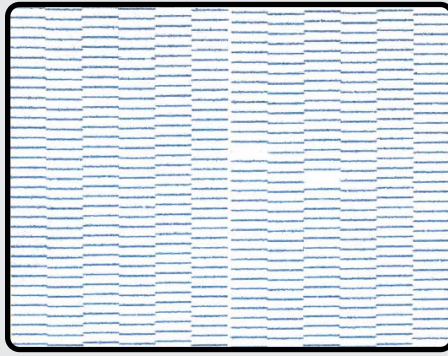
If only a few nozzles are missing (**See fig. 1**), do a Powerful Cleaning and select applicable print heads.



If more than 10 nozzles are missing (**See fig. 2**), do a Super Cleaning and select applicable print heads.

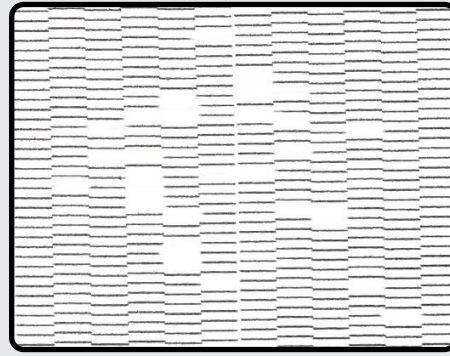


fig. 1



Only a few nozzles missing:  
Perform a **Powerful Cleaning**

fig. 2



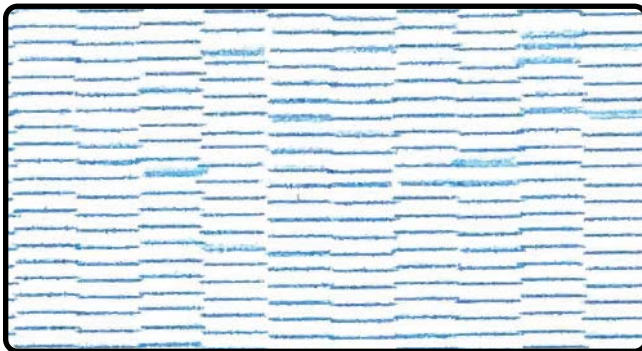
More than 10 nozzles missing:  
Perform a **Super Cleaning**



> Perform a new **Nozzle Check** after **Head Cleaning** to check the result and **redo** the cleaning up to 3 times. Ensure all other maintenance has been performed such as cleaning the cap and wiper blade and see that the wiper cassette is fresh and still has moisture. If there is no improvement by the 4th time, please contact support.



## DEFLECTION & FLASH FIRING



**Deflection** appears as odd bunched up or gapped lines where the horizontal bars will appear blurred and staggered. When this is present you will want to perform 2-3 **Flash Fire Cleanings**.

After performing a Flash Fire Cleaning 2-3 times, perform another Nozzle Check to test the results.

Menu



Head Cleaning



Flash Cleaning



select Print  
Heads



> If this does not resolve the matter, please visit [BrotherDTG.com/Support](http://BrotherDTG.com/Support) to contact Brother Support.



## WEEKLY MAINTENANCE

To achieve successful weekly maintenance you will have to do the following actions:

- **Suction Cap Cleaning**
- **Exhaust Cap Cleaning**
- **Wiper Cleaning**
- **Nozzle Guard Cleaning**
- **Visual Inspection**



### WARNING

You will have **15 minutes** to complete any pending items for the maintenance process. Prepare to complete all items within the allotted time.

> Always use this menu to perform cleanings or replace parts:

Menu



Maintenance

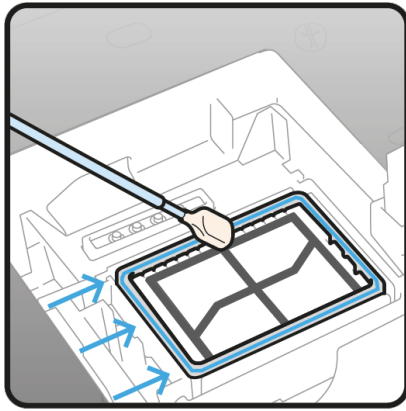


Maintenance Part Clean/Replace





# WEEKLY MAINTENANCE: Suction Cap Cleaning



Suction Cap Cleaning

The black silicone lips of the two suction caps should be cleaned with the **Cleaning Stick T** dipped in **Cleaning Solution**.



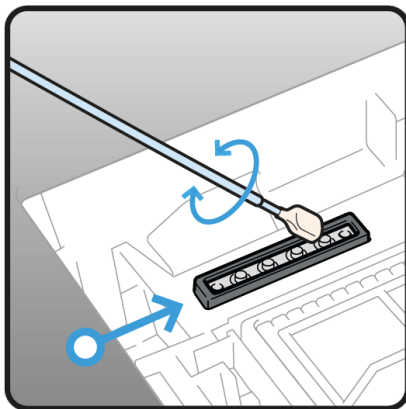
Cleaning Stick T

It is necessary to remove the build-up of excess ink located on the edges of the caps. It will prevent air leakage and maintain optimal suction of the pumps. Be careful not to touch the foam. Keep it flat.

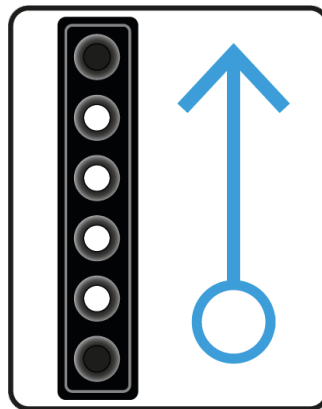
# WEEKLY MAINTENANCE: Exhaust Cap & Lances



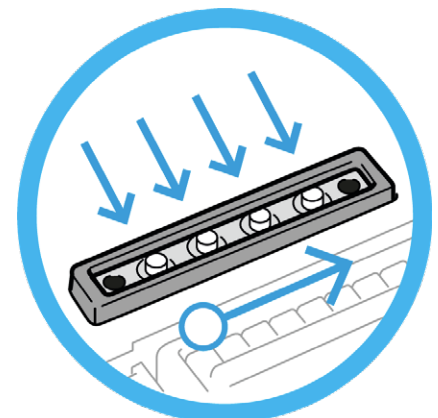
The **four extrusion lances** and the **2 holes** [see in the blue circle] are located adjacent to the suction caps at the **Exhaust** position. They need to be cleaned and free of dried ink. Always **clean the first hole** at the front and go backward while cleaning the lances, carefully finishing with the last hole.



Exhaust Cleaning

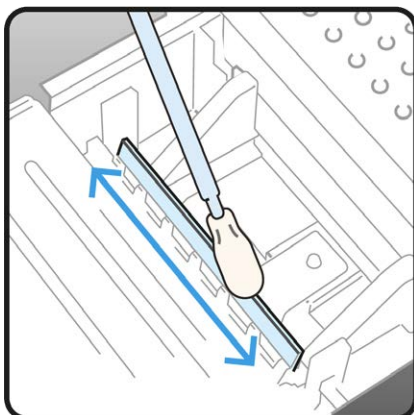


Direction to clean

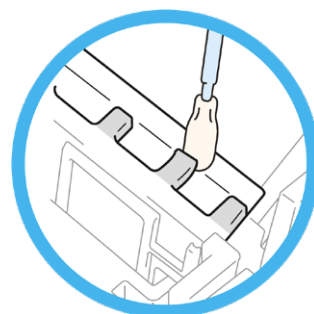


Four extrusion lances

# WEEKLY MAINTENANCE: Wiper Cleaning



Cleaning top of wiper



Cleaning under the teeth on side of wiper

Both white plastic wipers [White & CMYK] should be cleaned on **both sides and tops** with the **Cleaning Stick T** dipped in **Cleaning Solution**.

Use the tip of the **Cleaning Stick T** to clean **under** the teeth of the wiper holder and **remove the dried ink**.

Be sure to use the **Cleaning Stick T** separately for **white** ink and **color** ink.

If a more thorough cleaning is required, refer to removal of wiper in the instruction manual for a detailed cleaning.



# WEEKLY MAINTENANCE: Nozzle Guard Cleaning

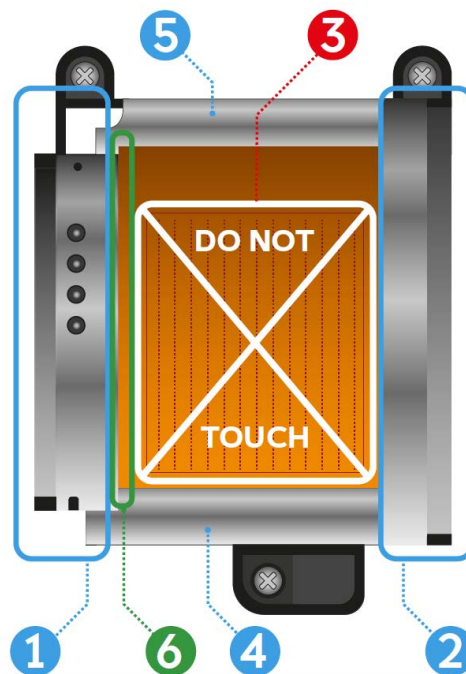
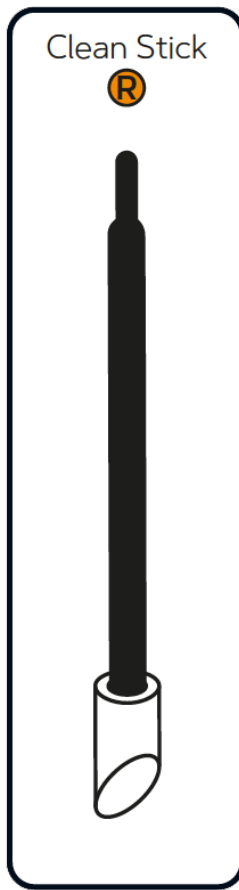
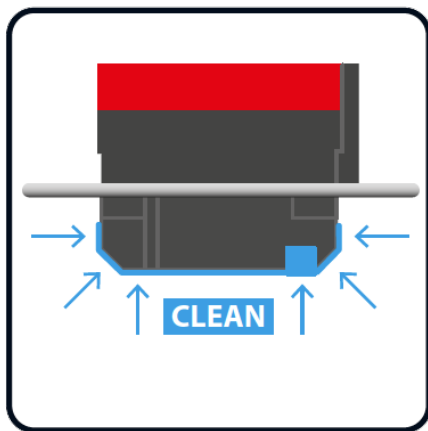
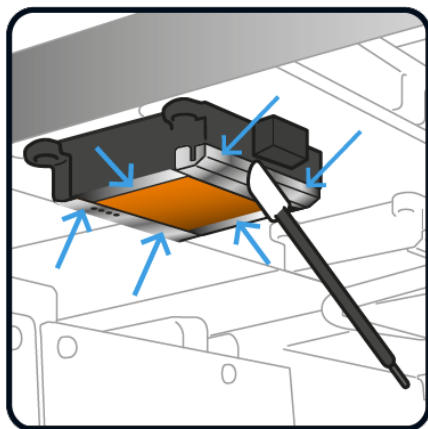
Wipe clean the 2 nozzle guards (1) & (2) with the **Clean Stick R** dipped in **Cleaning Solution**. Make sure to clean and remove any dried ink in the nozzle guard port holes. Clean the metallic parts (4) & (5) of the printhead in the same way.

A **very important** place to clean is area (6) between the nozzle guard and nozzle plate.

Be sure **NOT** to touch the **nozzle surface** (3) at all.



> Manually move the carriage to such a position that you can perform the cleaning with ease.



> **DO NOT** empty the remaining **Cleaning Solution** from the Cleaning Cup into the Maintenance station. Empty it into the **Waste Tank** below the printer.



# MAINTENANCE PARTS EXCHANGE

In case of Warning/Error messages for parts replace, please follow the following procedures:

- **Wiper Cleaner Replacement**
- **Flushing Foam Replacement**
- **Fan Filter Replacement**



## WARNING

You will have **15 minutes** to complete any pending items for the maintenance process. Prepare to complete all items within the allotted time.

> Always use this menu to perform cleanings or replace parts:

Menu



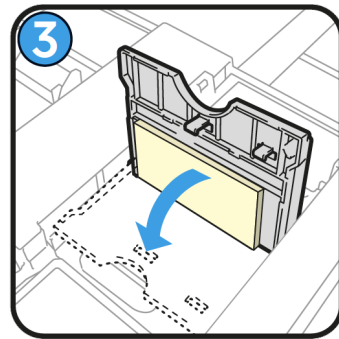
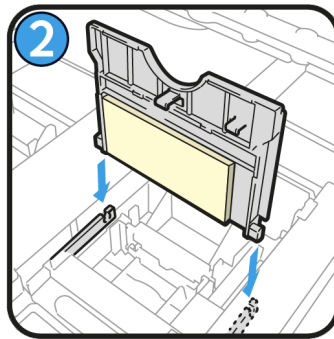
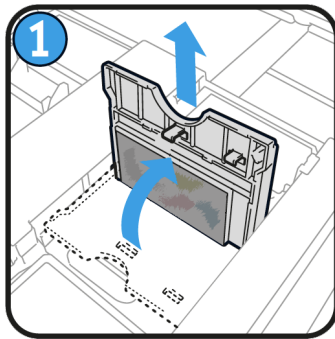
Maintenance



Maintenance Part Clean/Replace

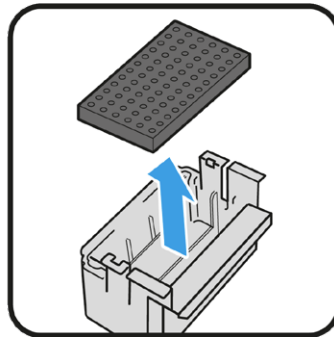
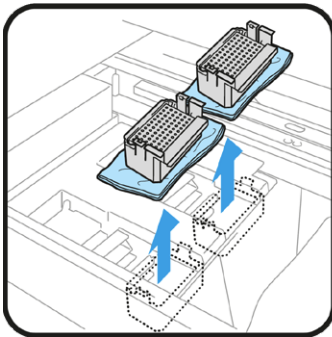


# Wiper Cleaner Replacement



Simply remove the **old Wiper Cleaner** by lifting it up. Replace with a **new** one.

# Flushing Foam Replacement

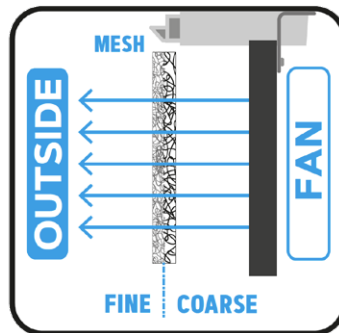
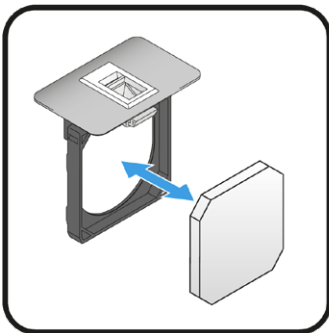


Lift up the Flushing Foam Receivers and place them on paper towels to soak up the dripping ink. Remove the two Flushing Foam pieces and wash the receivers to clean off excess ink build up. Install new Foam and put the receivers back in their original location.



> When removing and replacing of the Flushing Foam, **DO NOT** forget to **wash and clean the receivers to avoid ink build up**. It is very critical **to avoid clogging** the ink path to the waste tank.

# Fan Filter Replacement



Remove the 2 filter holders from the rear top of the machine and remove the dirty filters. Mount a **new Fan Filter** in each of the black frames. The **Coarse** mesh surface goes in the direction of the **inner side** of the printer and the **fine** mesh surface goes in the direction of the **outside** of the printer.

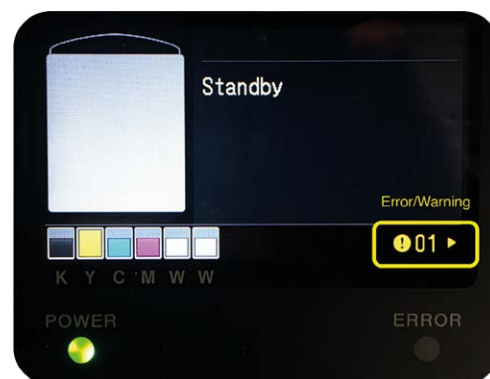


# ADDITIONAL WEEKLY MAINTENANCE

**Visual inspection** is important to keep your printer up and running. Inspect all the moving parts of the machine and also check for leakage of ink.

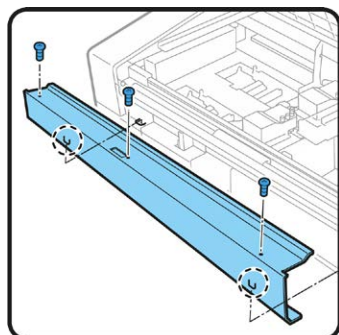
Also, please follow all the instructions which may appear on the **display** of the printer.

When you see a **yellow number**, push the **right arrow key** to know what you have to do to clear the **Error/Warning** message.



# INTERNAL CLEANING OF THE PRINTER

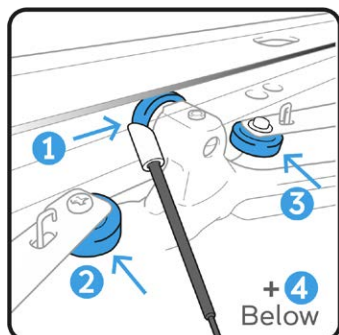
If the inside of your printer is covered with **INK MIST**, perform a thorough **CLEANING**.



- Enter Maintenance mode on the machine display panel to move the carriage to the right and have access to all components needing inspection and cleaning.

- With the **Clean Stick R** dipped in **Cleaning Solution**, wipe away the stains on the **4 Carriage Rollers**  
[There is 1 more Roller hidden just below the Roller 1]

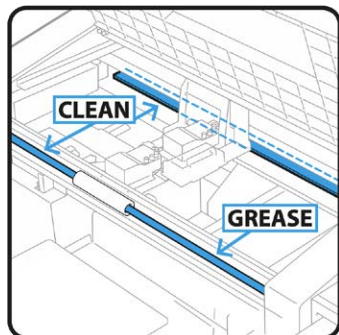
- Move the carriage from side to side to wipe all around the 4 rollers completely.



- Clean the **Carriage Guide Shaft** and the **3 sides** [upper, front, and lower] of the **Roller Guide** with a lint free cloth moistened with a small amount of **Isopropyl Alcohol** [95°]

- **Do not** use alcohol on parts other than the carriage guide shaft and the roller guide.

- After cleaning the **Carriage Guide Shaft** with alcohol, immediately apply a proper amount of **Molykote 30 Grease** onto the **Carriage Guide Shaft** only [never on the Roller Guide].



- Remove 3 screws to take out the encoder metal cover. With your lint free cloth moistened with **Alcohol**, carefully clean both sides of the **Encoder Strip**.

- Perform a **CR Speed Adjustment**.  
Menu > Printer Setting > CR Speed Adjustment > OK

- Print out a **Nozzle Check** pattern and do a **Nozzle Cleaning** if necessary.



> Always use this menu to perform cleanings or replace parts:

**Menu**



**Maintenance**



**Maintenance Part Clean/Replace**



# When Not Using Printer for a Long Period of Time



> When the printer will not be used for a prolonged period of time, follow appropriate procedures before storing the printer according to the expected storage period and storage conditions. When in doubt, create a ticket at [BrotherDTG.com/Support](http://BrotherDTG.com/Support) for support.



**WARNING:** DO NOT turn the printer OFF, otherwise, the printer may become DAMAGED.

## Every 2 Weeks of Inactivity Checklist



The printer can be restored to operational status after the storage period by performing the following maintenance tasks before storage:

- Please empty the **Waste ink Tank**.
- Check the amount of **Cleaning Solution** in the cleaning liquid tank and refill the tank if its amount is below the proper level.
- **Shake the white ink** if the white ink cartridge agitation message is displayed on the operation panel screen.
- Thoroughly clean the **Nozzle Guards, Wipers, Suction Caps and Exhaust Caps**.
- Print out a **Nozzle Check** pattern for White and CMYK.
- If a non-firing nozzle is found: Perform **Head Cleanings**, run the **Nozzle Check** prints and verify the result again. Continue same process until the blocked nozzles are **ALL OPEN** again.



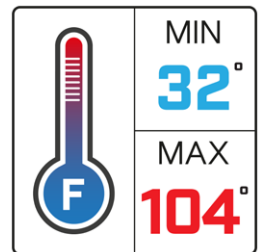
## INK & SOLUTIONS STORAGE



CMYK & White Inks, Cleaning Solution, Maintenance Solution & Pretreatment Solution should be stored at a temperature range **between** a minimum of **32°F** and a maximum of **104°F**.



- > Be careful **NOT** to go below **32°F**.
- > Please **ROTATE** the White ink pouch boxes **every week**.



## HOW TO EXTRACT A LOG FILE FROM THE PRINTER



Insert a USB stick in the front slot of the printer to be able to copy the log file and follow these steps:

Menu



Maintenance



Log copy to USB



	Product Description	Product Code	Price/Unit
<b>Ink Pouches</b>	<b>Cyan</b> Ink Pouch 500cc	BGCX40C05000112	
	<b>Magenta</b> Ink Pouch 500cc	BGCX40M05000112	
	<b>Yellow</b> Ink Pouch 500cc	BGCX40Y05000112	
	<b>Black</b> Ink Pouch 500cc	BGCX40K05000112	
	<b>White</b> Ink Pouch 500cc (2/pack)	BGCX40W05000022	
	<b>Cyan</b> Ink Pouch 700cc	BGCX40C07000112	
	<b>Magenta</b> Ink Pouch 700cc	BGCX40M07000112	
	<b>Yellow</b> Ink Pouch 700cc	BGCX40Y07000112	
	<b>Black</b> Ink Pouch 700cc	BGCX40K07000112	
	<b>White</b> Ink Pouch 700cc (2/pack)	BGCX40W07000022	
	<b>CMYK Multi-Pack</b> - GTX 700cc CMYK Ink (3 of each color)	BGCXCMYK12PK	
	<b>Case of White</b> - GTX 700cc White Ink (24 pouches, 12 packs of 2)	BGCXW0712PK	
<b>Liquids</b>	<b>Cleaning Solution</b> 2 Kg	BGCX40E002K0052	
	<b>Cleaning Solution</b> 5 L	BGCX40E005K0042	
	<b>Maintenance Solution</b> Pouch 700cc	BGCX40S07000012	
	<b>Pretreatment</b> 5 Kg Jug	BGCX40P005K0044	
	<b>Pretreatment</b> 20 Kg Jug	BGCX40P020K0034	
<b>Other Parts</b>	<b>Wiper Cleaner</b> (2/pack)	SB6673001	
	<b>Flushing Foam</b> (2/pack)	SC0935001	
	<b>Fan Filter</b> (2/pack)	SB7007001	
	<b>Standard Ruby-Stick Cleaning Swab</b> (50/pack)	4Y1-9096	
	<b>Clean Stick T</b> (50/pack)	SC0032001	
	<b>Full Maintenance Kit</b> GTXpro & GTXpro B	SC0934001	
	<b>Black Paper</b> (4 pieces)	GTSKIN811B	

## MAINTENANCE TUTORIAL VIDEOS



All the maintenance procedures described in this Quick User Guide **MUST** be performed on a daily, weekly, or prompted basis in order to keep your printer performing **properly**.

> Please carefully read the [Instruction Manual](#) for each specific maintenance procedure for step by step instructions.

> [GTXpro Maintenance Videos URL for readers of printed user guide:](#)  
[vimeo.com/showcase/6912349](https://vimeo.com/showcase/6912349)

## DEALER CONTACT INFORMATION

Get access to [Brother Academy](#), an online resource for training new employees, learning new application techniques, and maintaining DTG equipment.

If you still need technical support with your GTXpro, submit a support ticket at [BrotherDTG.com/Support](https://BrotherDTG.com/Support)