

GTX

&

GTX pro

brother

Pre-Site
Survey/Installation
Agreement

Site Information

brother

Customer Company Name

Business Type

First Name

Last Name

Email

Phone Number

Address Line 1

Address Line 2

City

State

Zip Code

Brother Academy Registration



- Brother utilizes a Learning Management Software during the onsite training and installation of the garment printing equipment. The initial installation and use of this software is a mandatory process. Please ensure that you list the main person that will operate or need to be trained on the equipment from your staff below. This person will be registered and sent material to prep them for the installation process. Additionally this person will receive new classes and updates as they become available for the equipment.
- If you need to register additional staff please email the full list to BrotherAcademy@brother.com

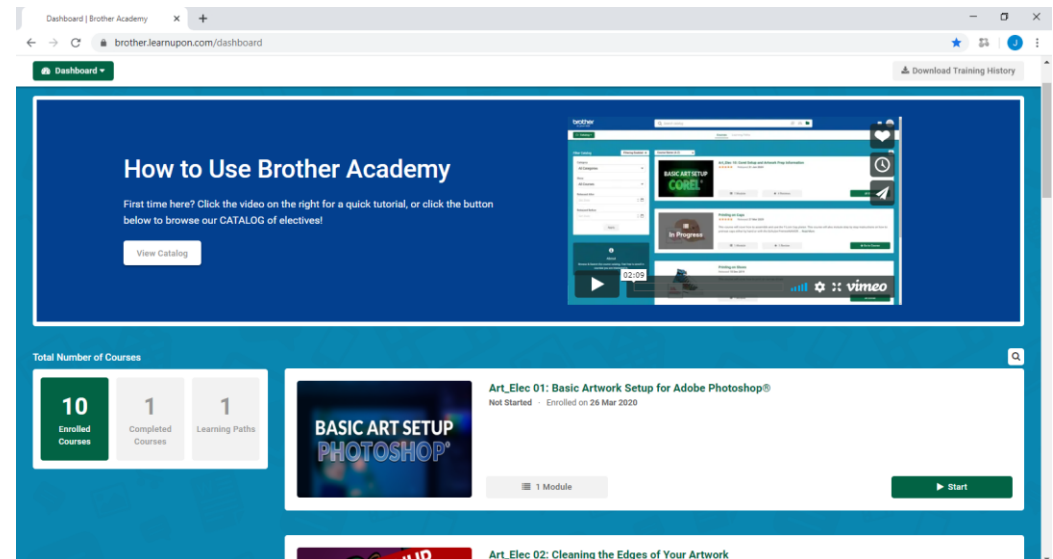
First Name

Last Name

Email

Phone Number

[WHAT IS BROTHER ACADEMY?](#) [HOW DOES THE ACADEMY WORK?](#)



Environmental Condition Requirements



- The following environmental requirements should be met:

Environment for:	Required Temperature	Required Humidity
Keeping your printer	0°C (32°F) to 40°C (104°F)	20% to 85% (no condensation)
Operating your printer	10°C (50°F) to 35°C (95°F)	
Achieving optimal printing conditions	17°C (62°F) to 25°C (77°F)	35% to 85% (no condensation)

- If these temperature conditions can not be met, air conditioning or heating will be needed. To meet humidity conditions, an **evaporative humidifier** for the room size may be needed. Do not use a humidifier that creates mist as it can damage the electrical components of the printer.
- If conditions onsite are to ever exceed or drop below “optimal printing conditions” then it must be understood that the printer may have issues with operation.
- When the temperature is below the “optimal” range, the printer will take longer to print.
- When above the “optimal” range it can start to cause issues with print quality in the form of banding, or missing nozzles when printing.
- If excessively high it may cause the ink supply parts to become damaged as a result of ink drying inside of them.
- Even if the printer is to be stored, the conditions for “Keeping your printer” must still be met.

I understand that the printer will need to be placed in an area that can meet the environmental conditions mentioned above and that if not operated inside of the specified conditions this may cause issues with printing, or the printer.

Electrical Requirements



- Ensure that the proper electrical capacity is present and available for use.
- Ensure that the heat press and printer are going to be put on their own dedicated circuits that meet the power requirements as listed by the OEM. For example, there are a few common items listed to the right.
- Do not plug the heat press and printer into the same outlet. The heat press needs to be kept on it's own dedicated breaker/circuit.
- A Pretreatment machine can share an outlet with a printer as long as it has a low amperage consumption such as a Schulze and a GTX printer.

Electrical Requirements	Power	Power Consumptions
GTX	Single-phase 100-240 V, 50/60 Hz	0.8 A (Actualvalue)
Schulze IV	Single-phase 100-240 V, 50/60 Hz	2 Amp
Schulze Basic	Single-phase 100-240 V, 50/60 Hz	0.6 Amp
MAXX2G	Single-phase 100-240 V, 50/60 Hz	15 Amp

I understand that proper electrical will need to be provided and available for the equipment being purchased. In the event a dryer was purchased; the equipment will need to be wired and ready for use before the time of installation.

- Equipment should be arranged in the specified work area where normal use of it will occur.
- Equipment must be placed on stands prior to an installation being scheduled. You will need four people in order to set the printer on to the stand.
- Please see the GTX Stand Assembly instructions ([link to instructions](#)) for reference on how to assemble the GTX stand that came with your printer.
- If a Schulze Pretreat Maker is purchased the Pretreater must be placed on a stand as well.
- The Schulze Pretreat Maker stand comes with instructions for assembly. You can also view these instructions online using this link: [\(link to Schulze Stand Assembly Instructions\)](#)

I understand that the equipment will need to be arranged in the designated work area and everything will need to be intact and placed on the stand that came with the product.

Supplies not Provided with Purchase



Ensure the proper supplies are present such as:

- 2 gallons of distilled water
- A 32 oz. or 1 liter plastic mixing container with spout
- Silicon coated Parchment paper which comes in 16”X24” sheets
- Gram scale for Pretreat calibration with the ability to read in 1 gram increments
- An Evaporative Humidifier if the room the printer is going to be located in does not meet environmental conditions
- Test Garments or product that will be printed on by you or your group when you start production.
- 1 ream of white paper (8.5”X11”)
- If a Schulze pretreatment machine is purchased; the following items will be needed:
 - aerosol Silicon spray
 - Schulze Pretreat Cleaner cleaning solution, (which can be purchased at Brothermall2.com)
 - aqua lube marine grease
- If a heat press machine other than one purchased from Brother is to be used the following items are needed:
 - upper and lower non stick (Teflon) covers or sheets (for the curing of pretreat and ink)

I understand that the supplies needed to properly have the purchased equipment installed need to be available at the time of installation.

PC or Mac Specification

Please specify the operating system that will be used to create and send files to the printer. All platforms need to be 2Ghz CPU, 4GB RAM

Windows 7

Windows 8.1

Windows 10

Mac OS X v10.12 or higher

The installing technician must have access to a computer with administrator rights during the installation in order to install the print driver properly.

Software Options a technician can assist to print from:

(Brother provided) Graphics Lab* only on 64bit PCs

(Brother provided) Graphics Lab Basic* for 32bit PCs

Corel Draw

Corel Photo Paint

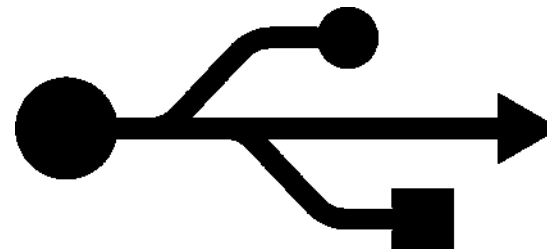
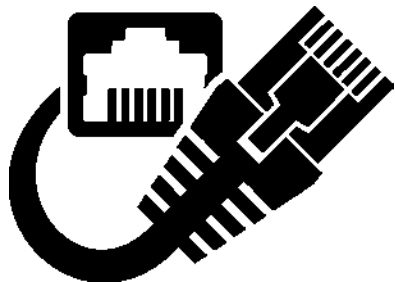
Adobe Photoshop

Adobe Illustrator

Cadlink Digital FactoryApparel

- If the printer is to be placed on a network, a LAN cable will need to be provided.
- The Brother certified technician installing is not certified to, and can not work with the ISP to acquire information about your connection type in the case a LAN connection is requested. Brother cannot perform this function as we are not the account holder for the internet service being provided.
- Otherwise, Brother will setup the device on a USB 2.0 or 3.0 connection and also teach how to load items onto a USB thumb drive for printing.

Please specify the primary method you will be using to send files to the printer.



If purchasing from a dealer they might offer other delivery options than those seen here; be sure to check with your dealer sales rep about your options as filling this section out may not apply to you.

Standard Delivery: Dock Door and No Move Kit

Dock to Dock Delivery is a standard delivery option for a location that has a high dock door and no need for a lift gate. For this regular option this would mean the printer will never have to pass through a doorway that is less than 45" inches wide.

Standard Delivery: Dock Door and Utilizing Move Kit**

Dock to Dock Delivery is a standard delivery option for a location that has a high dock door and no need for a lift gate. For this alternative option this would mean the printer will have to pass through a doorway that is less than 45" inches wide and a move kit will need to be utilized although the printer was delivered at a dock.

Standard Delivery: Lift Gate and No Move Kit

This delivery option is where no high dock door is present and a lift gate is needed. Select this option only if the printer is not going to pass through a standard sized door and there is a double doorway available.

Standard Delivery: Lift Gate and Utilizing Move Kit**

This delivery option is where no high dock door is present and a lift gate is needed. Also for this option this would include a move kit for moving the printer through a standard doorway such as a 36" door opening or hallway.

Special Handling White Glove Service

This option for an additional fee would mean Brother will arrange a special moving service to handle the printer being brought into the facility. This option is best suited for situations where people will not be available to assist with putting the printer on a stand, going up a flight of steps, and any other extenuating circumstances requiring extensive movement of the printer at the installation site.

****Move Kit:**

In the event that the printer needs to be moved through a standard sized (30"-36") doorway also known as a single wide doorway a move kit will be needed.

Please see GTX Uncrating instructions ([link to instructions](#)) for reference on what is required. You may also opt for white glove delivery in the event that a flight of stairs needs to be traversed or there are other conditions present that cannot fit the usage of the Move Kit.

If purchasing from a dealer they might offer other delivery options than those seen here; be sure to check with your dealer sales rep about your options as filling this section out may not apply to you.

By signing the following I have read through and understand the points outlined herein. I agree to have these items ready including the building of the printer stand and the printer placed on the stand before the arrival of the technician.

I understand that by not having these items in place that this will delay the install; or that the installation will have to be rescheduled due to the items not being prepared. Additional costs may apply in the event of rescheduling.

Signature _____

Date _____

Please ensure you specify the type of freight arrangement needed (See previous page for details).

Dock to Dock

Lift Gate Delivery

Dock to Dock w/Move Kit

Lift Gate Delivery w/Move Kit

Special Handling (white glove moving service; additional cost added)

NOTE: The Portal system should be used if you are located in the U.S. ONLY

Get ahead by getting setup to order consumables before you go into production!

We would like to invite all **authorized buyers** at your company to start using our portal to purchase Brother DTG ink and supplies.

In order to get started, please follow the below link to

register: www.BrotherDTG.com/supplies

On the login page, please select the 'Learn More' button to complete the registration form. If your business has more than one authorized buyer, please have each individual complete and submit a separate form.

Please note, the set-up process may take a few days to fully setup your account. Once completed, we will send a separate e-mail with your initial login credentials.

If you should require purchasing ink immediately, please provide the quantity/model or description, along with your tax exemption certificate (if applicable). We will forward that information to our Order Management Team for processing. A member of that team will then need to contact you by phone to complete the transaction.

Thank you again for choosing Brother. We sincerely appreciate the opportunity to serve you.

If you have any questions or require additional information, please feel free to contact gtportalsetup@brother.com



Brother DTG Partner Portal

Welcome to the Brother DTG Partner Portal

Get the supplies and information you need to keep your Brother DTG printer running at maximum efficiency.



As a Brother DTG customer, you have exclusive access to this time-saving resource. Inside you can take advantage of our advanced inventory controls to always have fresh ink on hand when you need it. Plus get access to practically any product or consumable you could ever need for your machines. You'll also be the first to get new technical support information and firmware updates.

Have questions?

Need supplies immediately? See the [FAQ section below](#) or speak with a Customer Service Representative at [877-850-7179](tel:877-850-7179).

Log in

Access the Brother DTG Partner Portal.

LOGIN

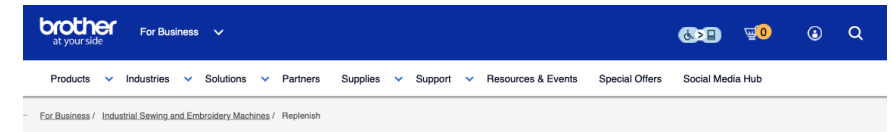
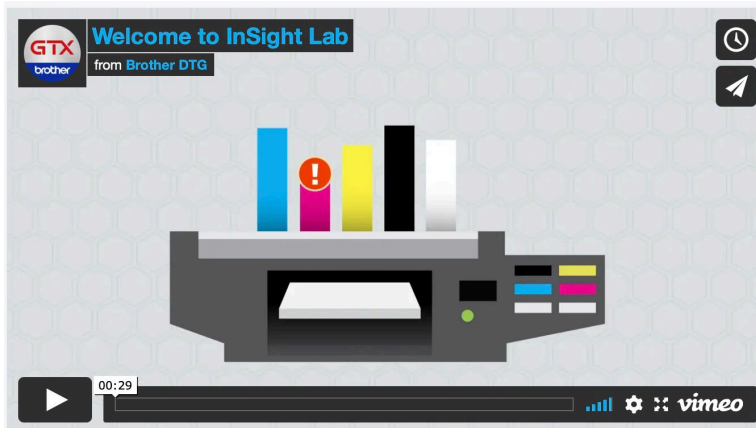
[Forgot Password?](#)

Need an account?

Learn more about the Brother Authorized Partner Program and apply now.

APPLY NOW

- Once your Partner Ink Portal Account is setup, you can begin to register for InSight Lab.
- InSight Lab allows you to set easy reminders for GTX or GTXpro ink reordering to ensure you do not run out. You can get a quick overview of InSight Lab from www.BrotherDTG.com/insightlab.
- If you are interested in signing up to use the software, you can download the software from the link listed above. This will then send out a series of emails to help you through the installation and setup process. If you have any questions along the way, please feel free to reach out. You can also visit the Support page at www.BrotherDTG.com/insightlabsupport.



InSight Lab

Get Connected With Your GTX and GTXpro Printers Using InSight Lab

With the ability to manage multiple GTX and GTXpro printers, as well as display their status and ink levels, you'll have all the tools you will need to keep your business humming! InSight Lab establishes a connection to the Brother Partner Portal via email to alert you to when its time to reorder ink and provides a one-click link to put it into your shopping cart. Just another way Brother keeps you ahead of the curve!

[Download InSight Lab](#)



Easy to Manage

Enjoy the ability to manage multiple printers at a single time! The comprehensive display shows you everything you need to know about the status of your machines.



Track Your Ink Levels

Track the status and ink levels of individual machines, so you always know when it's time to reorder.



Worry-Free Reordering

Time to reorder? Don't worry about forgetting; Brother will send you an email reminder when your supplies are running low, so you always have the tools you need to keep your business moving.