



## Sublimation Frequently Asked Questions

### **Print Quality Questions:**

#### **What can I do when my colors are transferring incorrectly?**

- You may want to review the following checklist.
- Did the nozzle check pattern print correctly?
- Are you using PowerDriver color correction software?
- Are you using the recommended paper?
- Are you pressing at the correct time, temperature, & pressure?
- Is the substrate/inks proven to work using sublimation?

#### **Why am I experiencing poor print quality?**

- You may want to review the following checklist.
- Has the nozzle check pattern printed correctly?
- If you are using a brand new printer, did you first install the Epson ink?
- If the cartridge is new, did you remove the tab from the top of the cartridge?
- Have you performed any cleaning cycles? If not, do at least 2 or 3.
- Is the ink cartridge empty?

#### **Why am I experiencing poor black color intensity?**

- You may want to review the following checklist.
- What are you transferring onto?
- Is the substrate proven to work with sublimation inks?
- Are you using the recommended paper?
- Are you printing on the correct side of the paper? The print side is bright white.
- Are you transferring at correct time, temperature, & pressure?
- Check the printer driver settings. Make sure all the settings are correct as described in the section, entitled *Printer Driver Software* in the *SubliJet Getting Started Guide*.

#### **What can I do about the streak across my image?**

- Check the printer driver settings. Make sure all the settings are correct as described in the *Printer Driver Software* in the *SubliJet Getting Started Guide*.
- Perform a nozzle check. If nozzles are missing, clean the print heads. If the print quality does not improve, repeat the cleaning cycle 3 or 4 times.
- Clean the printhead with the Sawgrass Preventive Maintenance Kit.

### **What can I do if the colors in my transferred image are incorrect?**

- The image probably needs color adjustments. Make sure you are printing using PowerDriver or using ColorPower color matching software.
- Make certain you are using the right printer driver and driver settings. You can check the printer setup by running the SubliJet Printer Driver Configuration Utility.
- Are you pressing the item with the proper time, temperature, & pressure?
- Are all the colors printing correctly? – Print a nozzle check.

### **Why does my printout appear really light on paper?**

- This should be no cause for alarm. SubliJet naturally looks very subdued & washed out before you heat transfer the image. After you transfer the image, the inks produce a brilliant and durable final product.

### **What can I do when my colors appear light & plotchy?**

- Make sure you are pressing the item with the proper time, temperature, & pressure.
- If you are using ColorPower, check the printer driver settings. Make sure all the settings are correct as described in the section titled *Printer Driver Software* in the *SubliJet Getting Started Guide*.
- Are you using the recommended paper? You should be using Accuplot EPQ paper.
- Make sure you are printing on the correct side of the paper.
- Make sure your substrate is designed to accept a sublimation transfer.
- Moisture may be the problem. Try drying the paper on the press or putting a paper towel behind the transfer when you heat press it. Read the section entitled *Moisture and Humidity* in the *SubliJet Getting Started Guide*.

### **What can I do when my transferred image looks blurred?**

- Make sure you are pressing the item with the proper time, temperature, & pressure.
- Check to be sure you are using the recommended paper.
- Make sure you are printing on the correct side of the paper.
- Make sure you do not have a moisture problem. Try drying the paper on the press or putting a paper towel behind the transfer when you heat press it. Read the section titled *Moisture & Humidity* in the *SubliJet Getting Started Guide*.

### **Vertical lines are misaligned or vertical banding appears. How can I correct this?**

- The print head nozzles may be clogged. From the Head Cleaning Utility section found in the Epson printer driver, clean the print heads by performing a Head Cleaning followed by printing a Nozzle Check page. A Head Cleaning and Nozzle Check page must be performed as a cycle so subsequent cleanings will advance to a higher intensity of cleaning. After printing a nozzle page examine the printed dot pattern, each staggered horizontal and straight vertical line should be complete, with no gaps in the dot pattern. If there are

gaps in the dot pattern, continue with another cycle. Perform up to 6 cycles if necessary. If the dot pattern is fine and you still encounter the same problem, check the printer driver to see if High Speed mode is selected. If High Speed is on, turn it off and try the print job again. If the problem persists, run the Print Head Alignment utility to align the print heads for precise vertical lines. If you have already tried to align the print heads and did not have any success, try moving the printer to another computer. This will eliminate the possibility of a defective printer cable, parallel port, or software problem. If you continue to have problems, please contact Epson Connection for assistance at 800-463-7766 or at [www.epson.com](http://www.epson.com).

### **Why don't the colors displayed on the monitor match the printed colors?**

- Because your monitor and printer use different technologies to represent colors, your printed colors can't exactly match the colors you see on your monitor screen. Try making yourself a color chart using the Corel Custom Color Palette. Set up swatches labeled with the color that corresponds to them. Print a transfer and sublimate it onto the respective substrate. Place this color chart next to your work station & refer to that instead of what you see on the screen.

### **Printer Questions:**

#### **Is there anything I can do to shorten the extremely long spool times I am experiencing?**

- This occurs when you attempt to print Power Clips from CorelDRAW through PowerDriver. Try this: convert the Power Clip & Bitmap to one bitmap. (If your computer has a USB port, a USB cable will speed up the printing process by up to 30%.)

#### **Why does my printout get cut off on the bottom or side?**

- This occurs when the paper is not sized correctly for the printer driver setting. Make certain that you are loading the same size paper that you have set in the printer driver. One way to check this before printing is to utilize the Print Preview.

#### **The Paper Out light is flashing on my printer. What's wrong?**

- This normally indicates a paper jam. Power the printer OFF and gently pull out all jammed paper. Power the printer ON and press the Load/Eject button.

#### **The Paper Out light is on solid on my printer. What's wrong?**

- If the light is on solid, paper is not loaded or is loaded incorrectly. Remove paper and reload the stack. Press the Load/Eject button to turn off the light and resume printing.

**The black, yellow, magenta, or cyan Ink Out light is flashing or on solid. Is that ok?**

- If flashing, the ink supply is getting low, and you will need to replace the cartridge soon. If the light is on solid, the ink cartridge is completely empty and will need to be replaced in order to continue printing.

**Why won't the paper feed?**

- Remove the stack of paper from the sheet feeder. Make sure the paper isn't curled or creased, it isn't too old, it isn't loaded above the arrow on the left edge guide, and that the paper isn't jammed in the printer. Reload the paper making sure the left edge guide is adjusted to fit the paper width.

**I turned off the printer during the initial ink charging cycle because I thought it was taking too long. When I turned it back on, the charging cycle continued. What should I do?**

- It is normal operation for the printer to take 10 minutes to perform its initial charge. Power the printer back ON and allow the printer to perform the complete charge of the ink delivery system.

**Ink Questions:**

**How can I tell if a cartridge is empty?**

- The Epson Stylus Color 3000 has an ink level indicator for each cartridge. When a cartridge gets low, the corresponding Ink Out light on the control panel flashes. When the light stays on, the cartridge is empty and needs to be replaced.
- The Epson Stylus Color 800/850/900 has an ink level indicator for the black & tricolor cartridges. When the ink level in a cartridge gets low, the Ink Out light flashes. When the light stays on, the cartridge is empty.

**I have a constant problem with my inks clogging & have to perform 5 or 6 cleanings every time I want to print a transfer. Is this normal?**

- Chances are, you might not be using your printer regularly enough to keep the inks from drying up in the print heads. To prevent this, turn your printer on by the manual switch (as opposed to a switch on the wall or a surge suppressor) every day – *even if you don't plan to use it that day*. Each time you do this, the printer performs a routine cleaning. This will help eliminate your problem.

**Are the ink cartridges refillable?**

- Epson does not recommend refilling ink cartridges. Refilled cartridges can cause print quality problems. (Not to mention, other products may cause damage to your printer not covered by Epson's warranty).

### **Heat Press Questions:**

**My image looks good, but it washes out. What should I do?**

- Make sure you are pressing with the proper time, temperature, & pressure.
- Make certain the substrate is designed to accept a sublimation transfer.