

REQUIRED READING FOR ANY T-JET™ USER

The following items are revisions and new technical data and updates to the printed T-Jet manuals. Most of these items apply to the red Standard T-Jet and the chrome T-Jet2. Some items pertain to the Jumbo T-Jet, too. For more details on these items or for quick answers to questions go to the *New and Improved* online *T-Jet Support* page screenprinters.net/supporttjet.php, or simply go to www.ScreenPrinters.Net and click on the Support link at the top of the page. For the latest information and lots of short videos on how to use your T-Jet please bookmark the support page and visit it often.

Problem Description:

While in the middle of printing the ink lights start to flash or remain solid.

Steps Recommended for Solution & Diagnosis:

- 1) This may happen when printing large areas of white underbase. There is so much ink being laid down that the printer tries to override the chip on the cartridge. If the cartridge lights start to flash as if they are low or go solid because they are reading empty try this.
- 2) Press the ink button on the printer once. **(Do not hold it down).** (see picture 4A-1)
- 3) The carriage will move to the left slightly. Disconnect the cartridges that are flashing/showing empty. Pull them out of the carriage, wait for three seconds then re-insert the cartridges. Press the ink button again. The carriage will move back to the home position, run a head cleaning and the cartridges will be reset.
- 4) If you do this in the middle of a print job the job will continue where it stopped.
- 5) **If you turn the printer off during a routine you will lose the job and waste a shirt.**
- 6) The small computer chip on the ink cartridges can get dirty causing poor contact. If you get erratic red lights on certain colors, clean the chips with foam tipped swab and isopropyl alcohol. A pencil eraser also works well for this.
- 7) If this does not work the chip may have to be replaced with one of the spares provided. **(Make sure to replace the chip with the correct spare. They are marked B, LB, M, LM, C, LC, Y).** Press the ink button again. It will move back to the home position, run a head cleaning and continue to print where it left off.

Dear Customer;

Since the introduction of the very popular Fast T-Jet direct-to-garment printer, our users have had great success with their machines. In this fast-paced and quickly changing industry segment, we have learned a lot from user feedback. This **Technical Bulletin** is designed to highlight and clarify new items and ones that have changed over the printed T-Jet manual.

We have also gone through a fast growth spurt here at U.S. Screen Print & Inkjet Technology and have had to ramp up our customer service and support department to meet the needs of our customers.

We welcome input, suggestions and ideas and hope this **Technical Bulletin** will keep you up and running and making a lot of money with your Fast T-Jet!

Thanks!

Scott Fresener, CEO



Picture 4A-1

Call U.S. Screen Print & Inkjet Technology for Support.

If you bought the printer from a dealer in the US, you DO NOT have to go back to the dealer for support. Simply call or email our support lines. If you bought the printer from a dealer outside the US, you need to contact your dealer for support and then if necessary, contact us. Remember, we have dozens of short videos online about many of the items covered in this sheet.

We are here when you need us. New Support Hours

7:00 a.m. to 8:00 p.m. Monday through Friday Mountain Standard Time USA

9:00 a.m. to 3:00 p.m. Saturday

Note: During daylight savings summer months, Arizona is THE SAME time as Pacific Time and is three hours earlier than the east coast of the US.

Support Phone: 480-929-2937 Support email: support@usscreen.com

Internet support: screenprinters.net/supporttjet.php or www.ScreenPrinters.Net and click on Support