

## COMMON PRINT QUALITY PROBLEMS

Troubleshooting print quality problems is best handled in two steps: first diagnose the problem, then apply likely solutions until the problem is fixed.

Print Problem	Solution
Printed colours not right or there is a pink tinge through the print.	<ul style="list-style-type: none"> <li>▪ Ensure that you have correctly installed the profiles and configured them to your PC as well as achieving a good nozzle check.</li> <li>▪ Is your artwork in RGB format?</li> <li>▪ Are you using the recommended paper?</li> <li>▪ Are you pressing at the correct time, temperature, &amp; pressure?</li> <li>▪ Is the substrate/inks proven to work using sublimation?</li> </ul>
No Ink is coming through the printer. There is a blockage in your bulk ink system.	<ul style="list-style-type: none"> <li>▪ Ensure you have followed the installation instructions properly and removed and replaced the air filter bungs are directed.</li> <li>▪ If no ink is still coming through your printer, try printing with the standard Epson cartridges that were supplied with the printer.</li> <li>▪ If no ink is still coming through the printer then there is a blockage in the bulk ink system. At one point in the bulk ink system lines there are little coloured connectors. You can disconnect these and try syringe ink from either direction. Try syringe ink from both ends. If you do not get ink from one end (bulk ink system or the cartridge end) then this is where the blockage must be. Please contact Power Digital for further instructions.</li> </ul>
Why am I experiencing poor print quality?	<ul style="list-style-type: none"> <li>▪ Has the nozzle check pattern printed correctly?</li> <li>▪ If you are using a brand new printer, did you first install the Epson ink?</li> <li>▪ Have you performed any cleaning cycles? If not, do at least 2 or 3.</li> <li>▪ Is there sufficient ink in your bulk ink system?</li> <li>▪ Have you pressed your transfer yet? Sublimation prints will always come out light.</li> </ul>

All products are supplied for professional use and to be used in conjunction with the Transfer Instructions provided. Power Digital is not liable for any pressing errors or undesired results. The Transfer Instructions are to be used as a guide only as different stock, hardware and environmental factors can affect the outcome. Contact our technician if you have any queries.

**Contact our Tech Line for more information**  
**Free Call 1300 554 742 or Email [support@powerdigital.com.au](mailto:support@powerdigital.com.au)**

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<p>Why am I experiencing poor black colour intensity?</p>	<ul style="list-style-type: none"> <li>▪ What are you transferring onto?</li> <li>▪ Is the substrate proven to work with sublimation inks?</li> <li>▪ Are you using the recommended paper?</li> <li>▪ Are you printing on the correct side of the paper? The print side is bright white.</li> <li>▪ Are you transferring at correct time, temperature, &amp; pressure?</li> <li>▪ Is your artwork in RGB? Also ensure your black is R:0 G:0 B:0 not R:31 G:26 B:23</li> </ul>
<p>What can I do about the streak across my image?</p>	<ul style="list-style-type: none"> <li>▪ Perform a nozzle check. If nozzles are missing, clean the print heads.</li> </ul>
<p>Why does my printout appear really light on paper?</p>	<ul style="list-style-type: none"> <li>▪ This should be no cause for alarm. Sublimation naturally looks very subdued &amp; washed out before you heat transfer the image. After you transfer the image, the inks produce a brilliant and durable final product.</li> </ul>
<p>What can I do when my colours appear light &amp; splotchy once pressed?</p>	<ul style="list-style-type: none"> <li>▪ Make sure you are pressing the item with the proper time, temperature, &amp; pressure.</li> <li>▪ Are you using the recommended paper?</li> <li>▪ Make sure you are printing on the correct side of the paper.</li> <li>▪ Make sure your substrate is designed to accept a sublimation transfer.</li> <li>▪ 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 <i>Moisture and Humidity</i> in the <i>Dye-Sublimation Pressing Instruction Guide</i> and the <i>Paper Handling</i> section of this guide.</li> </ul>
<p>What can I do when my transferred image looks blurred?</p>	<ul style="list-style-type: none"> <li>▪ Make sure you are pressing the item with the proper time, temperature, &amp; pressure.</li> <li>▪ Check to be sure you are using the recommended paper.</li> <li>▪ Make sure you are printing on the correct side of the paper.</li> <li>▪ 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.</li> </ul>

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<p>Vertical lines are misaligned or vertical banding appears. How can I correct this?</p>	<ul style="list-style-type: none"><li>▪ The print head nozzles may be clogged. Perform 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. If there are gaps in the dot pattern, continue with another cycle. 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.</li></ul>
<p>Why don't the colours displayed on the monitor match the printed colours?</p>	<ul style="list-style-type: none"><li>▪ Because your monitor and printer use different technologies to represent colours, your printed colours can't exactly match the colours you see on your monitor screen. Try making yourself a colour chart. There are colour chart located on the ArTainium CD or you can contact Power Digital for a copy. Print a transfer and sublimate it onto the respective substrate. Place this colour chart next to your work station &amp; refer to that instead of what you see on the screen.</li></ul>

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