



Troubleshooting for Sublimation

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Discussion topics:

- **Banding**
White lines through the printed transfer
- **Color Shifting**
Reds turning pink; colors not as vibrant
- **Printer Adjustments**
Paper feed adjustments
- **Color Settings**
Colors differ if color management settings are not correct
- **Transfer Paper**
Wrong paper, moist paper, dry paper
- **Heat Pressing Products**

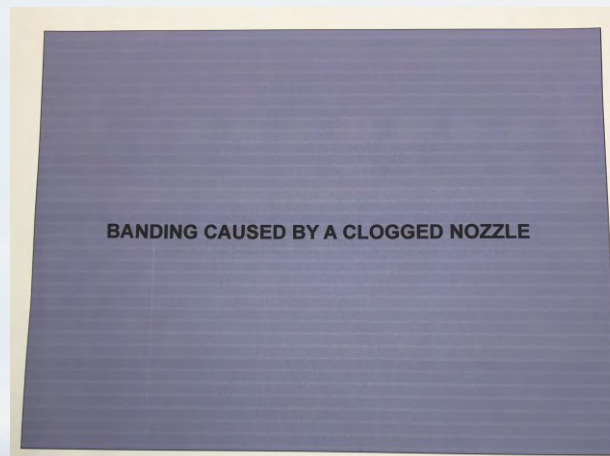


TROUBLESHOOTING

HORIZONTAL BANDING

Light colored lines caused by clogged nozzle

Perform a nozzle check, then possibly a head cleaning or print a full page of color or a manual cleaning

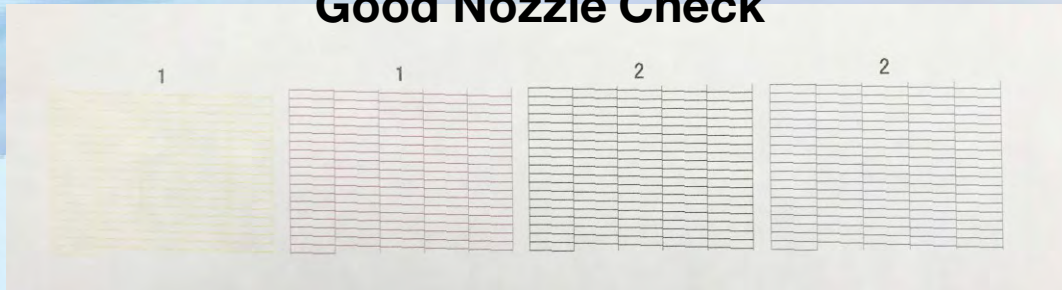




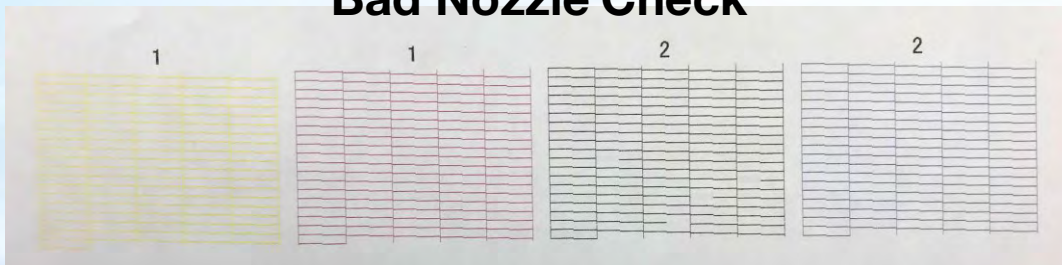
TROUBLESHOOTING

NOZZLE CHECK

Good Nozzle Check



Bad Nozzle Check

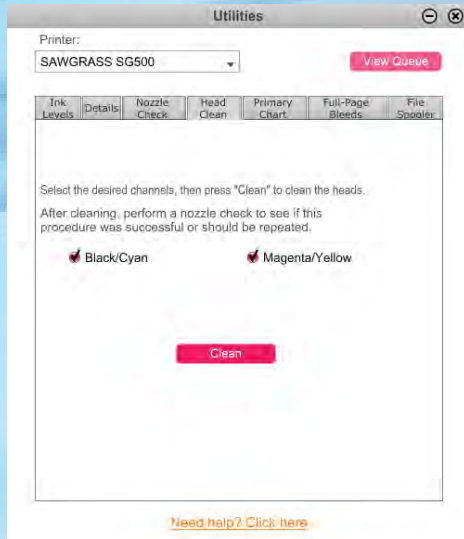




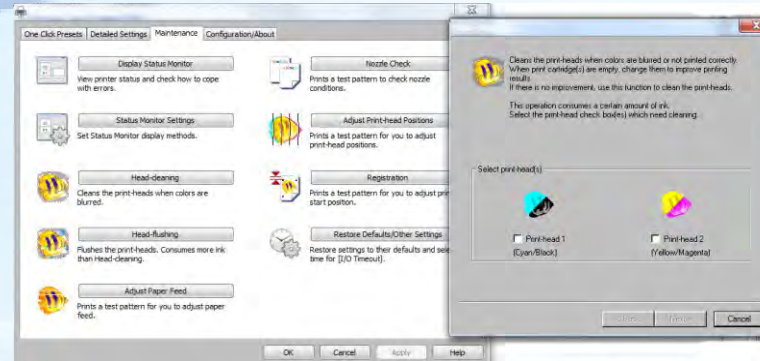
TROUBLESHOOTING

HEAD CLEANING

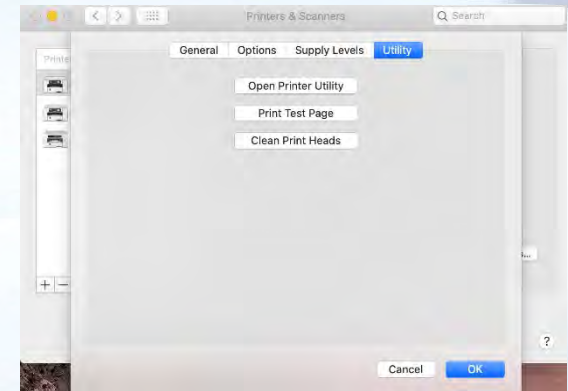
Print Manager Utilities



Windows Driver Utilities



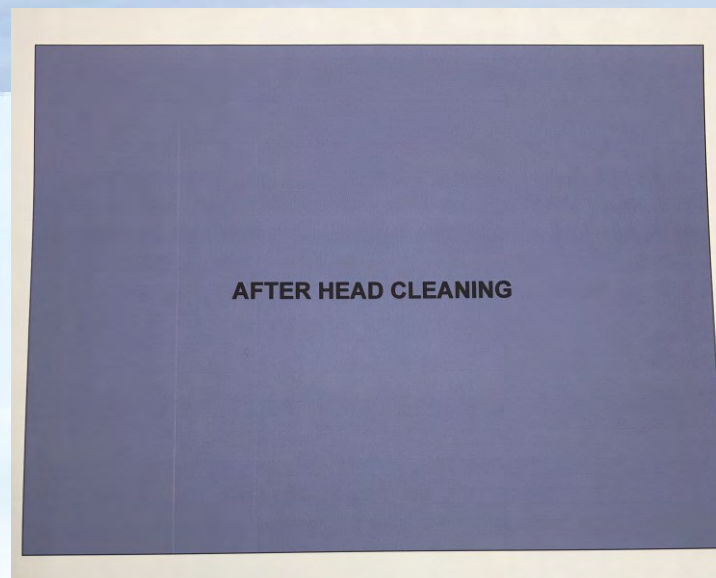
Mac Driver Utilities





TROUBLESHOOTING

AFTER HEAD CLEANING





TROUBLESHOOTING

PARTIAL CLOG

- If a nozzle is partially clogged, “Ink Spitting” can occur

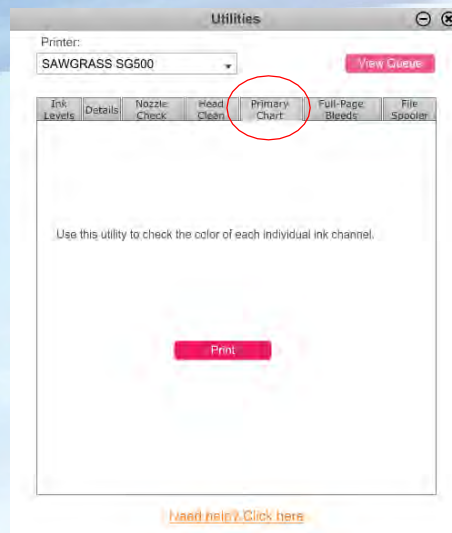




TROUBLESHOOTING

PARTIAL CLOG

- May not show up on a nozzle check
- Perform a Print Primary to determine which color is clogged

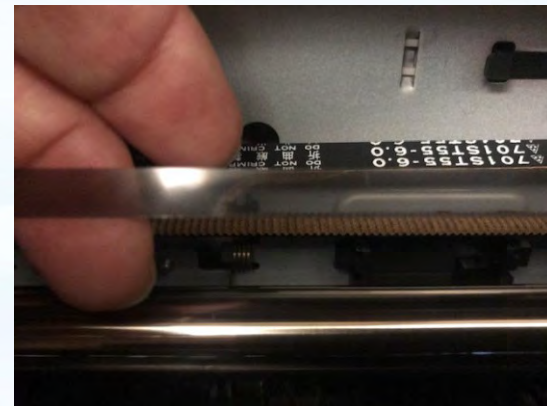
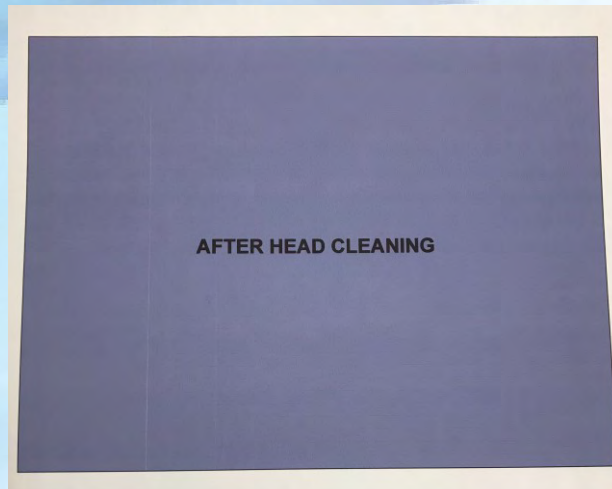




TROUBLESHOOTING

VERTICAL BANDING

- Caused by dirty encoder strip – SG400/SG800
- Clean with a soft cloth with denatured alcohol





TROUBLESHOOTING

AFTER CLEANING

AFTER CLEANING ENCODER STRIP



TROUBLESHOOTING

PREVENTING BANDING

- Print with some frequency
- Leave the Sawgrass printer powered on. It will do its own maintenance with less ink.
- Try to use the inks within 6 months of installing



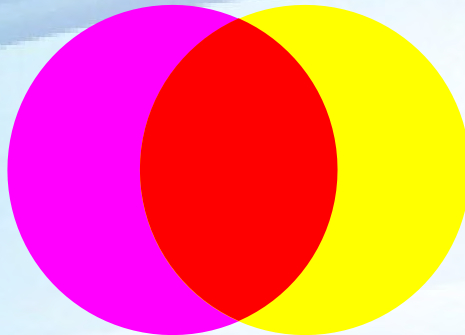


TROUBLESHOOTING

REDS TURNING PINK

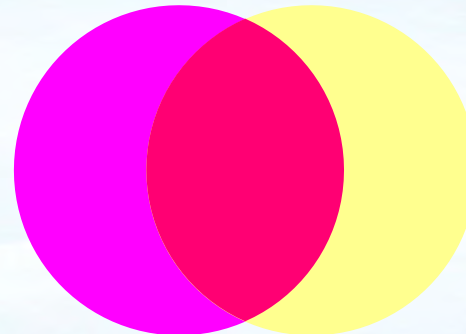
new
magenta

new
yellow



new
magenta

old
yellow





TROUBLESHOOTING

OLD INK

RGB Palette
with 2 year old ink



RGB Palette
with new ink





TROUBLESHOOTING

SHADES OF GRAY

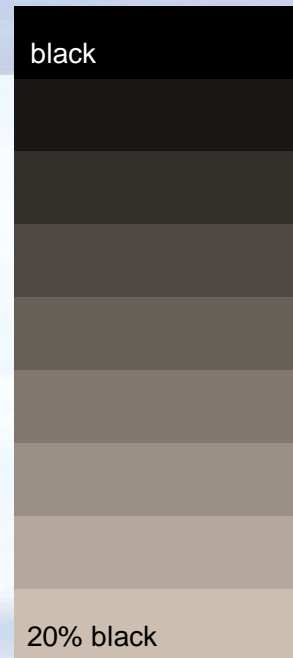
new inks



old yellow



old cyan



old magenta

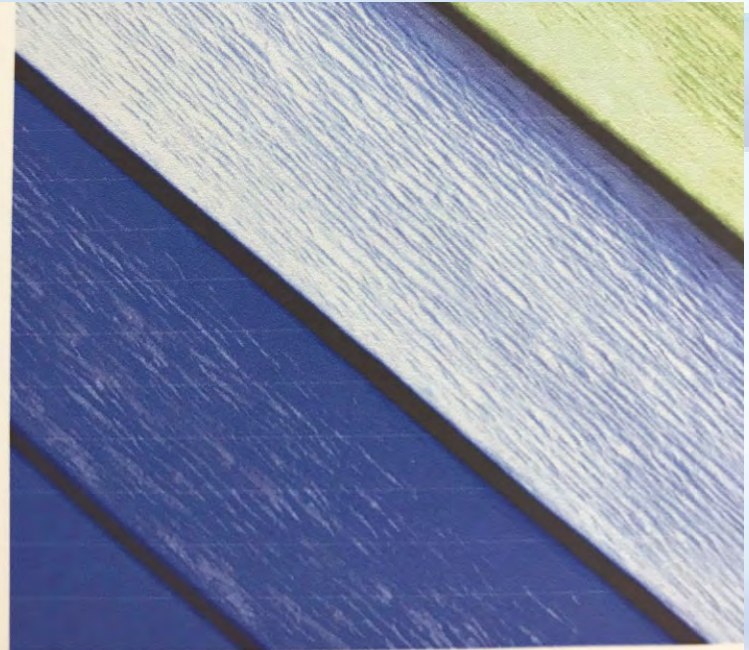




TROUBLESHOOTING

PAPER FEED ISSUE

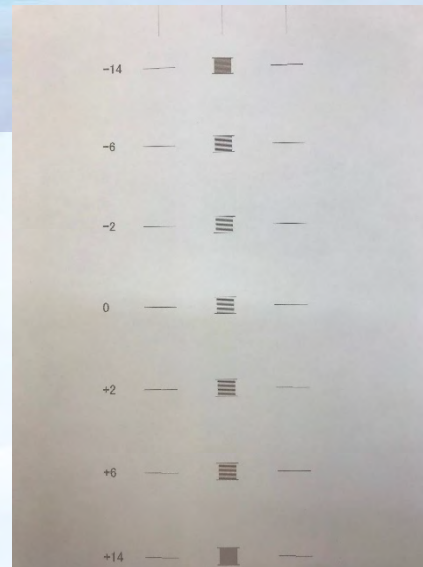
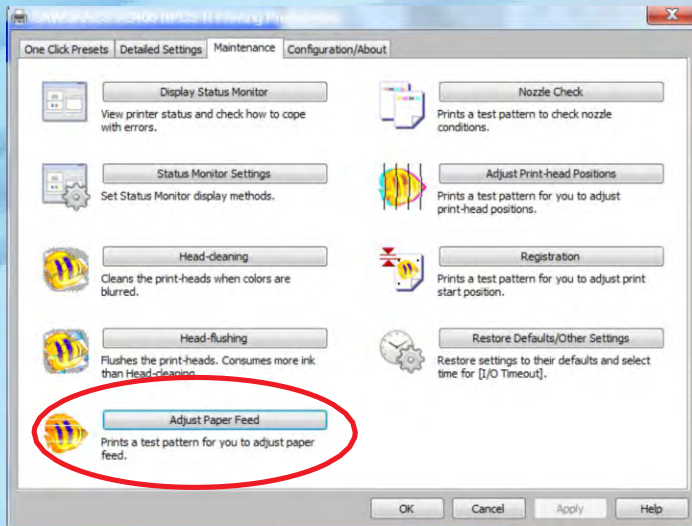
- Often mistaken as a banding issue
- Evenly spaced lines through entire print
- Not able to fix with a head cleaning
- Requires a paper feed adjustment



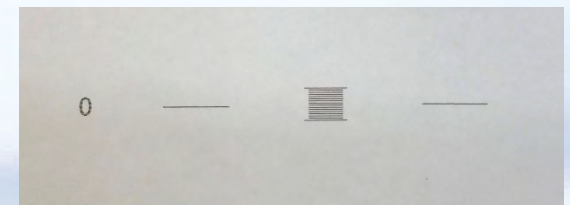


TROUBLESHOOTING

ADJUSTING PAPER FEED



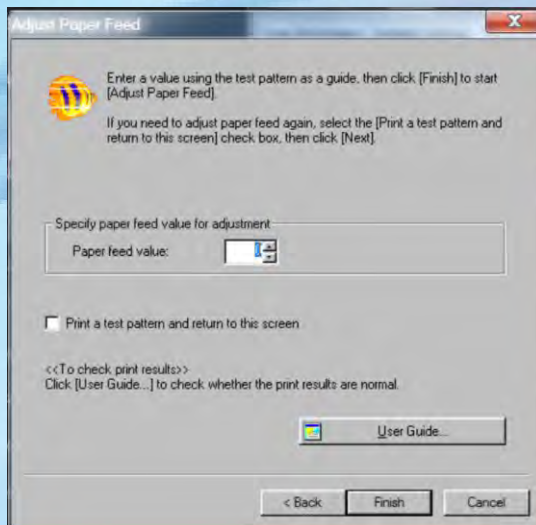
- Print out a test pattern
- The goal is to have the 0 section have the straightest horizontal lines and the lightest box between those lines. If that is not the case then an adjustment needs to be made.



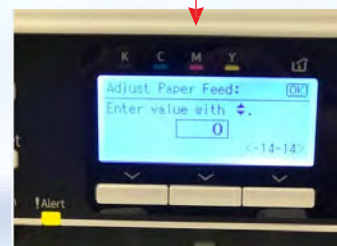
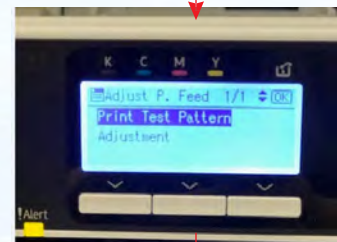


TROUBLESHOOTING

ADJUSTING PAPER FEED



or



- The adjustment can be entered either on the computer or through the menu on the printer itself
- Enter the value on the test pattern that has the straightest horizontal lines and the faintest box between the lines



TROUBLESHOOTING

AFTER ADJUSTMENT



- Once the adjustment is back to 0, print the job again to make sure the lines are gone.



TROUBLESHOOTING

COLOR SETTINGS

- Having the correct color management settings in the design software will make a big difference in the colors that are sublimated.

Wrong Color Management Settings



Correct Color Management Settings





TROUBLESHOOTING

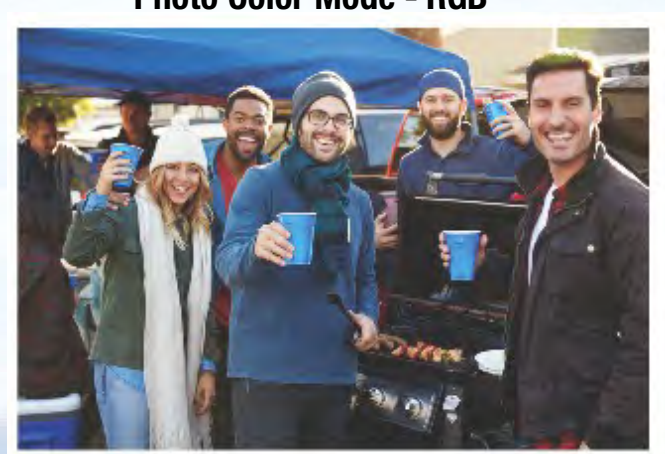
COLOR SETTINGS

- When working with photos, not only does your document settings need to be correct, the color mode of the photo also needs to be correct.

Document Color Mode - RGB
Photo Color Mode - CMYK



Document Color Mode - RGB
Photo Color Mode - RGB

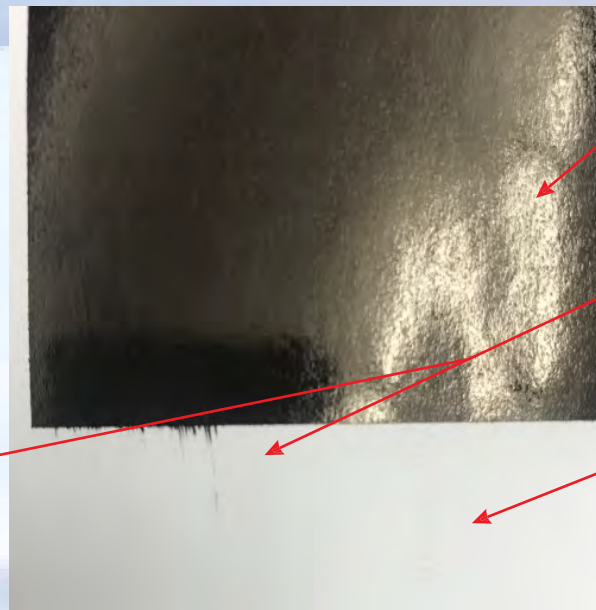
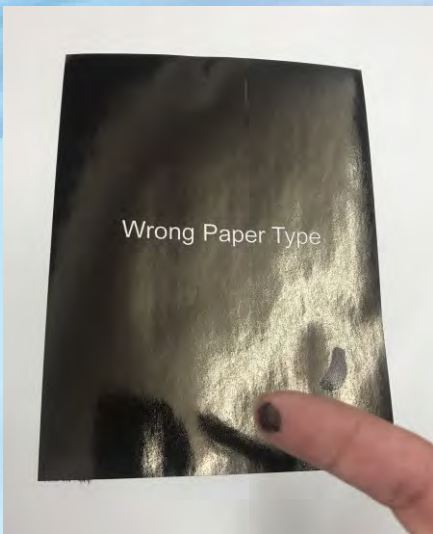




TROUBLESHOOTING

PAPER ISSUES

- Using the correct brand of paper for your brand of printer makes a difference in how the ink is laid down on the paper.



TexPrint XP paper (for Epson)
used in a Sawgrass/Ricoh
printer

Ink remains wet and will
leave streaks

Can get the rollers wet and
leave track marks on the paper



TROUBLESHOOTING

PAPER ISSUES

- Be sure to print on the correct side of the paper. Some papers have a watermark on the back where others do not. If unsure, the brightest white side will be placed face down in the printer.

Wrong side of paper



Correct side of paper

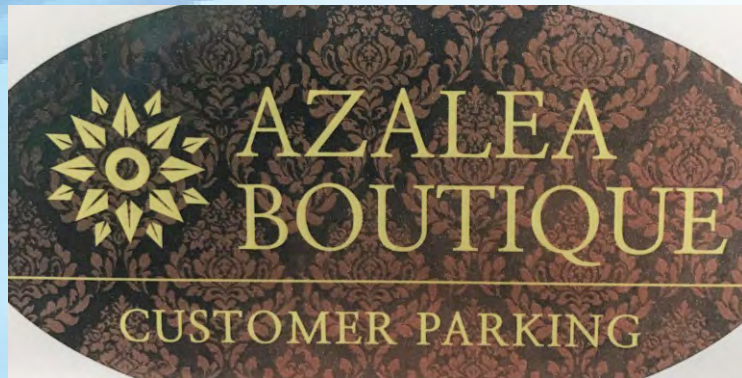




TROUBLESHOOTING

PAPER ISSUES

- Some people try to use plain copy paper instead of sublimation paper. The ink reacts differently on plain paper. More ink will be left on the paper and on the press compared to using sublimation paper.



Paper towel on the bottom of the press. With plain paper, more ink will go through the paper onto the paper towel.



TROUBLESHOOTING

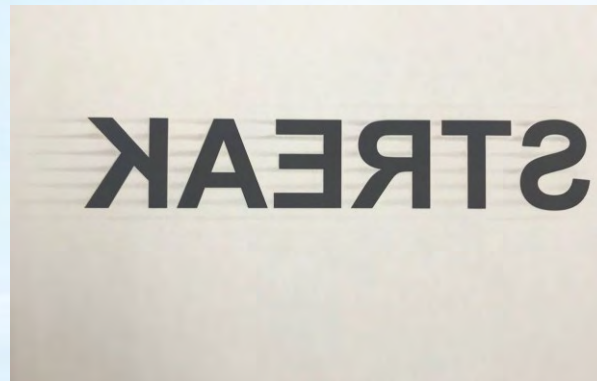
PAPER ISSUES

- Moisture, or even the lack of moisture, can cause issues with the transfer and the product

Too Much Moisture



Too Dry



Supported Environmental Conditions			
	Operating	Storage	Shipping**
Temperature (°F)	59° - 77°	59° - 77°	40° - 100°
Temperature (°C)	15° - 25°	15° - 25°	4° - 38°
Rel. Humidity (No Condensation)	Above 35%	n/a	n/a

**Shipping temperatures are only acceptable for limited exposure



TROUBLESHOOTING

GHOSTING

- Ghosting (double image) happens at the moment the pressure is released from the press.
- Softer items (apparel, beverage insulators, etc.) are more apt to move.





TROUBLESHOOTING

PREVENTING GHOSTING

- Use heat tape (H107) for hard substrates or spray adhesive for soft substrates.
- Use non-stick sheets when applicable to prevent items from sticking the platen.
- Pre-pressing some substrates (beverage insulators) can help prevent “bounciness”.
- Follow step-by-step instructions (how the press is layered will make a difference).
- Release the pressure slowly and remove the transfer quickly.





TROUBLESHOOTING

UNEVEN PRESSURE

- The printed transfer needs to make direct contact with the product.
- The image below is identifying a contact issue. In this case, the heat press was uneven. Notice that lighter areas on the metal correspond with dark areas on the finished transfer. The transfer often offers clues to resolving issues.





TROUBLESHOOTING

TOO MUCH PRESSURE

- Some sublimation metals have a softer poly-coating, which can allow the paper to embed itself into the coating when it gets soft.
- Settings: 390°, 40 seconds, very light pressure. Layer the press using soft paper towels (no printing or texture) on the bottom followed by the transfer then the metal.





TROUBLESHOOTING

IT'S ABOUT TIME

- The more dense the product, the longer the dwell time needs to be.
- More dwell time is needed if the image areas appears light/faded and the transfer will still have a significant amount of ink left on it. 90% of the ink should be transferred off evenly.
- On the flip side, if the dwell time is too long, then the colors will shift and the product will scorch and the image will begin to blur.

TOO LITTLE



TOO MUCH



JUST RIGHT





TROUBLESHOOTING

LINES ON APPAREL AND MORE

- Causes and solutions
- Time and Temp





TROUBLESHOOTING

WHICH FABRIC IS BEST?

100% Spun Poly
After Sublimating



After 1 Washing





TROUBLESHOOTING

WHICH FABRIC IS BEST?

100% Micro-Fiber
Polyester

After Sublimating



After 1 Washing





TROUBLESHOOTING

WHICH FABRIC IS BEST?

100% Polyester
Dry-Fit

After Sublimating



After 1 Washing





TROUBLESHOOTING

WHICH FABRIC IS BEST?

65% Polyester
35% Cotton

After Sublimating



After 1 Washing





TROUBLESHOOTING

WHICH FABRIC IS BEST?

100% Cotton

After Sublimating



After 1 Washing





Troubleshooting for Sublimation

Thank You for Attending!

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Sales: 800.843.8853

Email: sublimation@jdsindustries.com



www.youtube.com/user/JDSINDUSTRIES