First we want you to know that we stand behind this product completely. This type of UPDATE letter will be provided periodically as we find out information about new products and better ways to use your sublimation dye's.

Our company wants you to feel as though you are part of a team. We count on input from each and every customer we provide a service for. We look forward to hearing from you and if you have any questions please do not hesitate to contact us.

HINT 1-

When scanning in photo's remember that "lighter is better". Make sure that all your density levels are on the right settings, scan in your item and lighten it, then print it. If you do not have a program that allows you to reverse your image then when you click on printer selection make sure you use the PS (postscript). This printer driver has an option on it that allows whatever you print to automatically mirror itself. You can change this in the properties of your printer under graphics. You will only have to lighten photo's. Your clip art and logo's will be fine with no touch up. Using this technique will assure that you will be within 5 % of the correct color.

HINT 2-

When scanning remember you are printing at 2400 lines of resolution. What this means is that your colors are dead on, but because they are so dead on you do not want to run this image through anytype of filter (such as when you aquire your image through corel photo paint. It could possible turn colors like red to brown). So the best and fastest way to get the result you want is to simply use your existing scanning software and after you have scanned your image, you simply save it. Save it anyway you want as long as you can open it up in Corel Draw or whatever program you are using. After you have it opened then do what you want as far as changing the color or even making it brighter. This works very good and saves you allot of time and aggravation. When scanning a black and white photo, be sure to save it as a JPEG. If you save it as a TIFF the black can come out greenish. What is happening is that the program is adding yellow to make your black image, blacker. You do not need this help.

HINT 3-

CHANGING THE TONER CARTS

The color prints from this printer are truly amazing, but changing the carts can take a few minutes. To make this very simple open the lid on the printer where the carts will go in and out. Find the rectangle notch on the inside right of the opening of the printer. Look in side the notch and you will see a silver metal contact. Push it down with a pencil or whatever and gently turn the rotating shelf. Now take a cart out and replace it with another , turn the shelf and continue on.

HINT 4-

If you are printing in color and you need to do a quick black transfer you only need to change the black to the black sublimation.

HINT 5-

When cutting transfers for sublimating onto white product, make sure that you do not cut on the transfer. Cutting or folding the transfer will cause splotches on the finished product.

HINT 6-

Understanding that you are using a much stronger type of sublimation dye than any other company offers is the key to achieving the perfect product for your company. We will be happy to assist you any way we can.