brother
GTXpro

*We share our experience to give you the **best Support***

COOKBOOK

CONTENT

1 GENERAL INFORMATION

The printer should only be used by **operators** who are appropriately **trained** in its safe operation.
The printer is **not suitable** for use in places where **children** are present.

1.1 SOFTWARE

Always make sure that you use the latest software for your **GTXpro.**

You find the latest versions here:

https://base.brother.digital/driver-firmware/gtxpro-gtxpro-bulk/

https://base.brother.digital/software-tools/

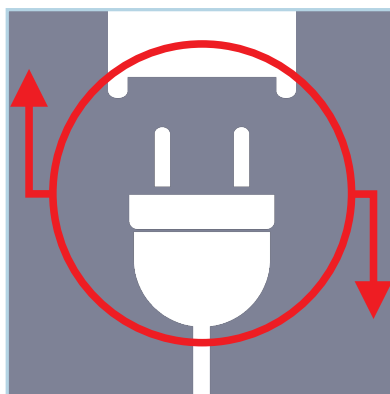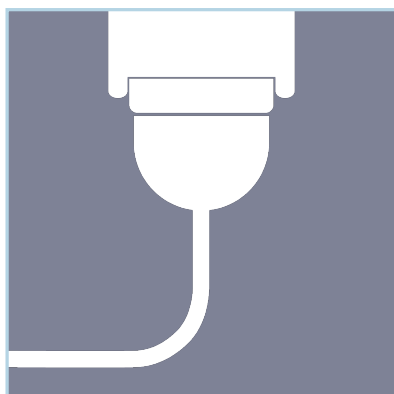## 1.2 IMPORTANT RULE REGARDING THE POWER SUPPLY

The **GTXpro** should always be left with power ON, also when it is not in use.
Power is needed for the continuous circulation of the white ink. This process does not consume ink.
Required to keep your warranty for the printer!
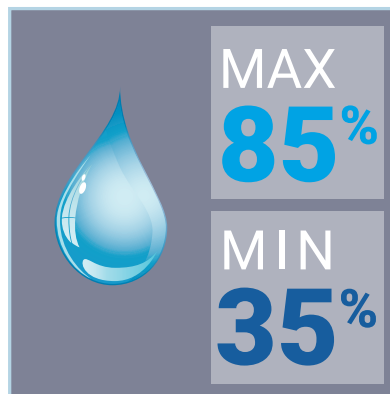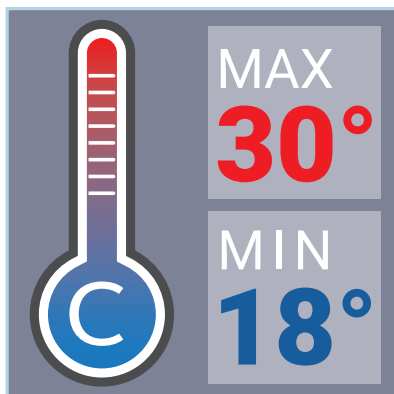If the **GTXpro** is turned OFF for a long time it might get damaged.
If the **GTXpro** is not going to be used for a prolonged period of time contact your local dealer.

Only pull the plug in an emergency!

1.3 ENVIRONMENTAL PRINTING CONDITIONS

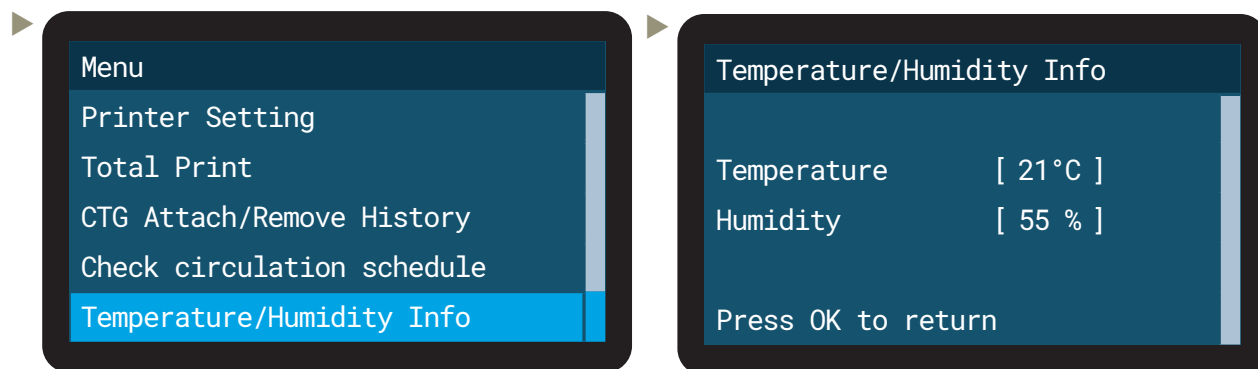Mandatory temperature and air humidity for the best print result:

Required to keep your warranty for the printer!
Temperature & air humidity are recorded in the log file!

Please check the temperature and air humidity in the menu of the printer:

```
Menu
Printer Setting
Total Print
CTG Attach/Remove History
Check circulation schedule
Temperature/Humidity Info
```

```
Temperature/Humidity Info


Temperature        [ 21°C ]
Humidity           [ 55 % ]


Press OK to return
```

If temperature is too cold: The printer will switch automatically to "Low-Temp Mode" and reduce the speed. Raise the temperature of the printer's environment.
If temperature is too high: Please turn down the temperature of the surrounding area of the printer.

If humidity is too low: The printer will perform auto-cleaning after every print if the humidity is lower than 35%. This leads to increased ink consumption.
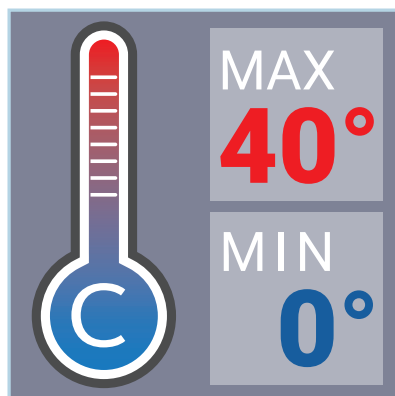Please install a humidifier in your workspace.
If humidity is too high: Please try to lower the humidity of the surrounding area of the printer.

Please always keep the temperature and humidity within the required ranges, otherwise the **GTXpro** might get damaged.

1.4	STORAGE OF THE LIQUIDS

The liquids should be stored at a temperature between minimum 0°C and maximum 40°C.

MAX
40°
MIN
0°

► Please turn over the **white ink packets** every week.
► Do not use inks or liquids with a temperature below 18° C or above 30° C .

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The display shows the current loaded print file with the used platen and the approximate ink consumption for it and the number of prints.
In the lower left corner is the level for ink shown.
The light blue rectangles show the selection of print direction and resolution of the print.
Warnings are displayed in yellow in the lower right corner. By pressing ▶, the display changes to the warning display on which the warning and the needed operatrions are indicated.

A: Freely assignable speed dial button
B: Button for platen moving
C: Cancel button
D: Print start
MENU/OK: Opens the menu and confirms actions.
▶: Cursor buttons for moving through the menus.
E: The LEFT cursor button is the go back button.

F: Power switch ON/OFF
G: USB 3.0 Typ A port to load print files from an USB-stick.
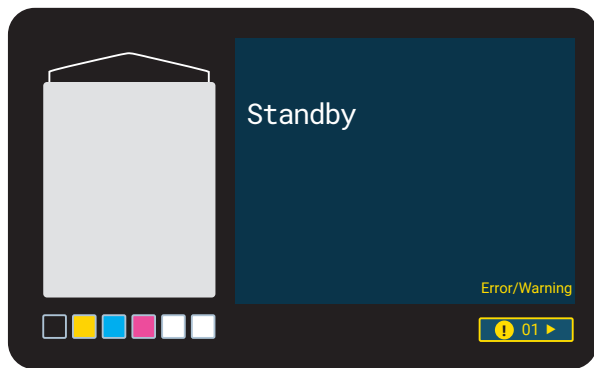**H**: LAN port
J: USB Typ B port

2 BEFORE PRINTING

2.1 VISUAL INSPECTION

▶ Regularly check all moving parts of the machine and look for ink leaks.
▶ Check the level in the waste ink tank and, if necessary, empty.
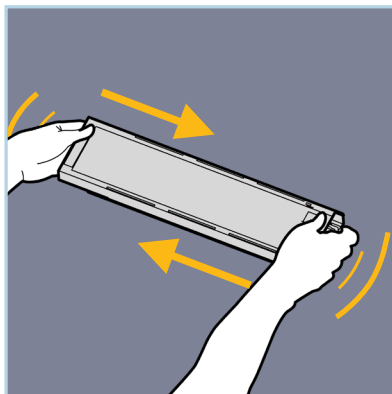 Dispose the accumulated waste according to your local regulations.

▶ Please follow all the instructions shown on the display.

When you see an *"Error/Warning"* yellow number press the "▶" key to know what you have to do to erase the Error/Warning.
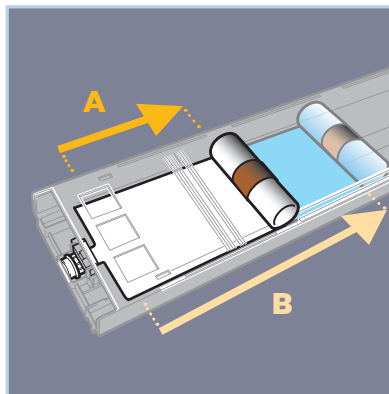

2.2 DAILY AGITATION OF WHITE INK

Perform the following procedure as shown below, when the message *"Remove the white ink cartridge and shake it"* is displayed:
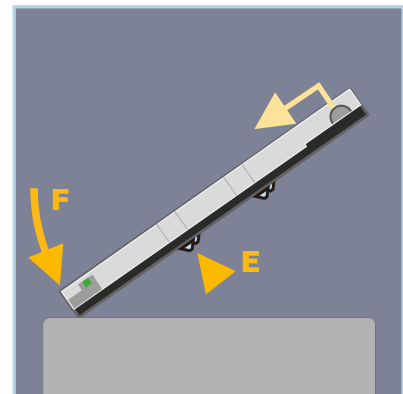

▶ Shake them horizontally back and forth 100 times.
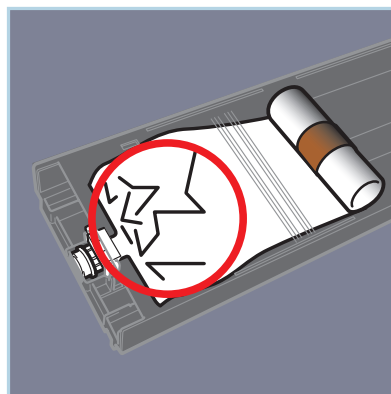This is necessary because there are particles in the white ink that separate.

▶ Make sure that there are no wrinkles caused by tapping. Wrinkles block the ink flow and lead to poor printing results.

▶ **A:** 15 cm
B: If the pouch is only filled up to 15 cm, please roll it out a little before shaking.

▶ **E:** Push on the 2 upper metallic latches
F: Gently tap the front end of the cartridge on the base so that the bag rolls up a little more and creates enough pressure for the ink.
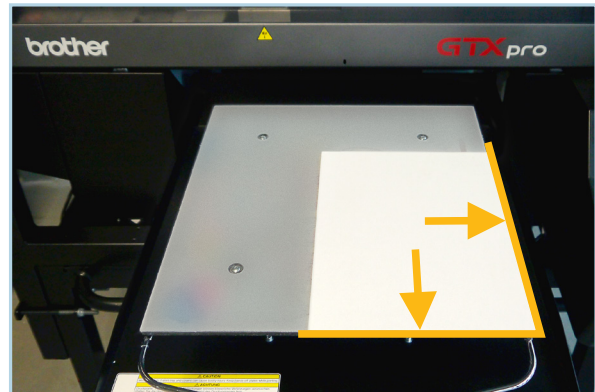
▶ After you finish shaking the white ink cartridge, gently insert the cartridge in the correct slot and press OK in the menu. The white ink will automatically be refilled into the system by the printer.

You have to perform a nozzle test for CMYK and white **every morning** before starting your production.

▶ For the test the platen height has to be level **A**.

▶ For the CMYK test print, lay a sheet of white paper on the platen like shown in the picture.

▶
```
Menu
Head Cleaning
Test Print
Print Data Load
Receiving History
Maintenance
```
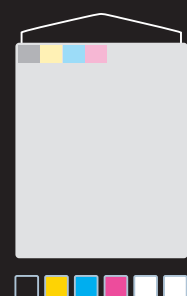
▶
```
Test Print
Nozzle Check CMYK
Nozzle Check White
```

▶
```
Test Print
Nozzle Check CMYK

Press OK to Start
```

▶
```
Printing...

▯ 14x16 inch
◊ 0.04 cc        001

                 1200 dpi
```
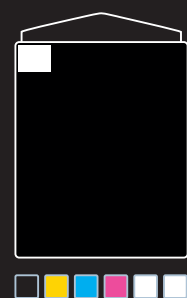
▶ For the WHITE test print, lay a sheet of black paper on the platen.

▶
```
Test Print
Nozzle Check White

Press OK to Start
```

▶
```
Printing...

▯ 14x16 inch
◊ 0.07 cc        002

                 1200 dpi
```

This is what the nozzle checks should look like:

S/N: M9933069   Firm Ver   2.00.0000   20/09/2023 10:11:02   Prints: 730

S/N: M9933069   Firm Ver   2.00.0000   20/09/2023 10:11:02   Prints: 731

If not all nozzles are firing, start a cleaning of the affected print head to open the clogged nozzles.

▶
```
Menu
Head Cleaning
Test Print
Print Data Load
Receiving History
Maintenance
```

▶
```
Head Cleaning
Normal Cleaning
Powerful Cleaning
Super Cleaning
Flash Firing
```

▶
```
Powerful Cleaning
All Colors
All Whites
All Print Heads
```

▶
```
Powerful Cleaning
All Colors


Press OK to Start
```

▶ If still more than 10 nozzles are missing, select super cleaning.
▶ Perform a nozzle test to check the result and perform another cleaning if the nozzles still do not spray.

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The following are starting values for production when BROTHER-Petreatment is used.
Based on the results, self-optimised values could be used.

The mixing ratio for the ready-to-use pretreatment is about:

1 L concentrated pretreatment	**+**	**2 L** distilled water	**= ready to use**

The mixing ratio might vary due to the type of garment.

Example of spray amount for a 14x16 inches (30x40 cm) surface:

T-Shirt color	Spray amount
DARK	**~ 30 g**
MEDIUM	**~ 24-27 g**
LIGHT	~ 14-17 g

Calibration of your PT-machine may be required.

Heat press settings for pretreatment drying:

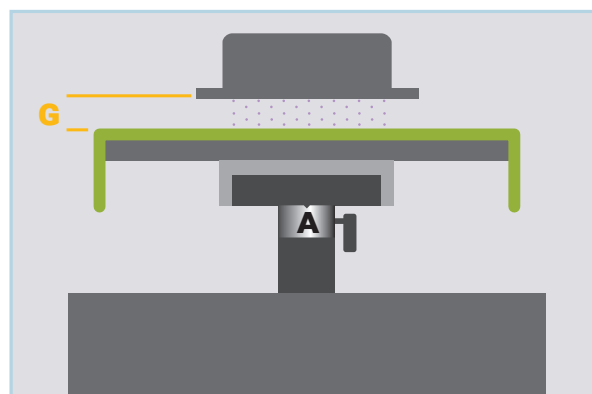| ~ 180°C	~ 5-5.5 bar	**for 35 sec**
~ 360°F	~ 75-80 PSI	

Use a greaseproof paper sheet (i.e. baking paper) to cover the pretreated garment and keep the heat press clean. Check the effective temperature of the heat press.
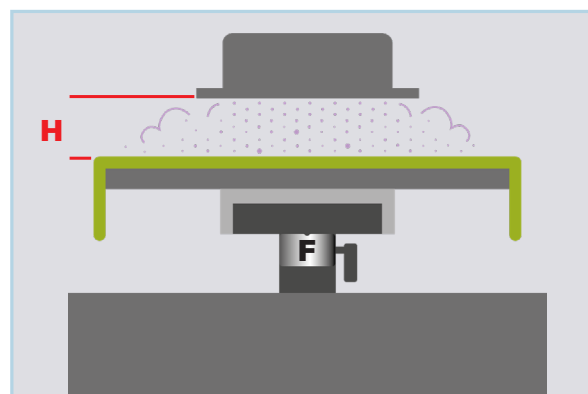
If you use VividBright on white textile the values change (~ 50 sec. / 160 °C / 1.4 Bar (20 PSI)). Based on the results, self-optimised values could be used.

2.5 THE PLATEN ADJUSTMENT

Always keep the smallest distance between the print heads and the surface of the garment.
It is very important for the print result and the longevity of your printer.
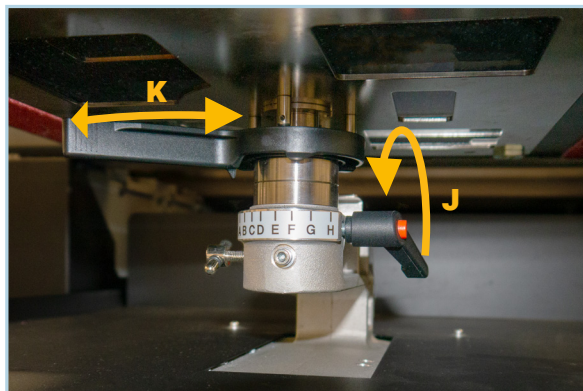

G: Distance of 3 mm (A) is best.

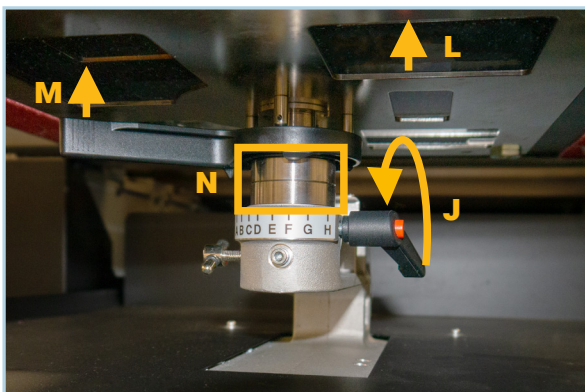**H:** Distance of 10 mm (F) is here too much.

When a thicker textile is used, you need to adjust the platen´s height in relation to the thickness of the textile. With the **GTXpro** you have three possibilities to adjust the platen:
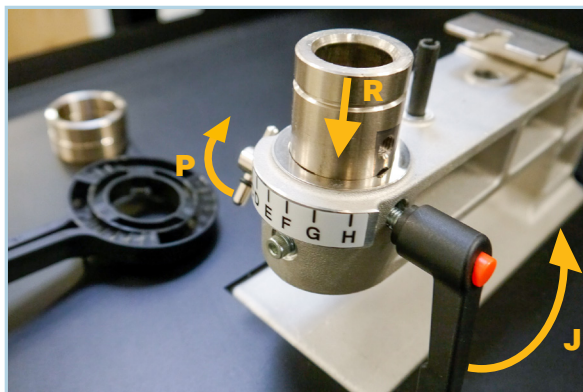
1. Standard height adjustment

▶ **J:** Loosen the fixing lever
   K: Move the height adjustment lever to the position you need.
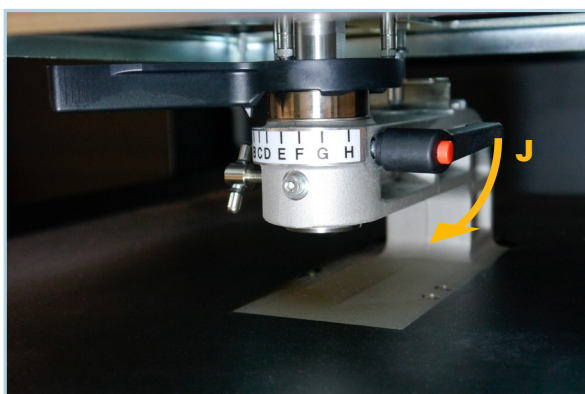   Tighten the fixing lever.

2. Height adjustment with the bearing and a collar for using XL platen

J : Loosen the fixing lever
L / M: Carefully remove the platen and the height adjustment lever
N : Remove or add a collar

J / P: Remove the platen and the height adjustment lever.
   Then remove the fixing lever (J)and loosen the knob (P).
R: Move the bearing to a lower or higher level.
   Install the fixing lever in the desired thread.
   Tighten the fixing lever and the knob.

Install the desired platen and tighten the fixing lever

Always tighten the knob (P) and the fixing lever (J) before printing.
After printing with a different platen height, please set it back to the standard height A.

If you have to print on hem and seams, go for **UNI-directional printing** to keep the quality level.

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3 HOW TO PRINT

You can find instructions for printing here:
https://base.brother.digital/manuals/graphics-lab/instruction-manuals/

Please make sure that the resolution of your printfile is not too low. A resolution of 300 dpi in relation to the print format is recommended. Develope your settings depending on the textile which is used.
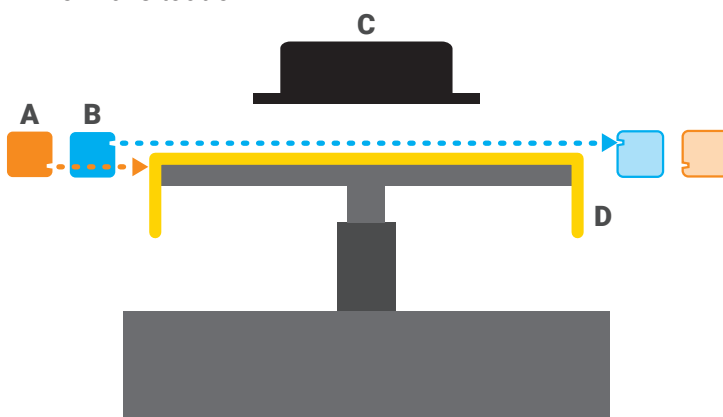
With the **GTXpro Bulk** it is also possible to print **Direct-to-Film (DTF)**. If you want to print DTF you can find our **Reversal Guide** here:
https://base.brother.digital/tip-sheets/general/reversal-guide/

4 DURING DAILY WORK

4.1 THE PLATEN SENSORS

Normal situation:

A: ″Platen too low sensor"
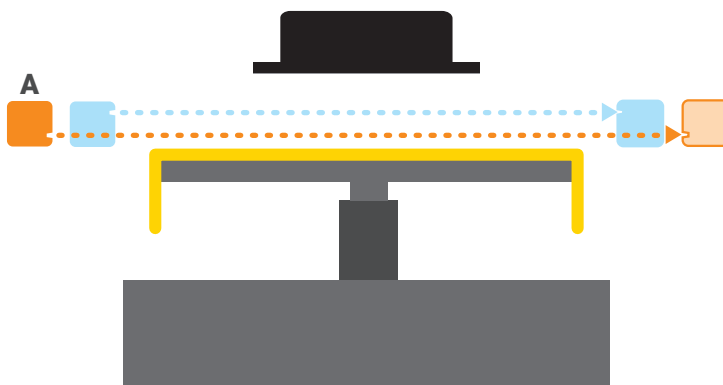It detects when the platen is too low and avoids generating ink mist and, as a consequence, bad quality prints.

B: ″Obstacle sensor"
It is used to detect any obstacle for the print heads.The error occurs when obstruction is detected!
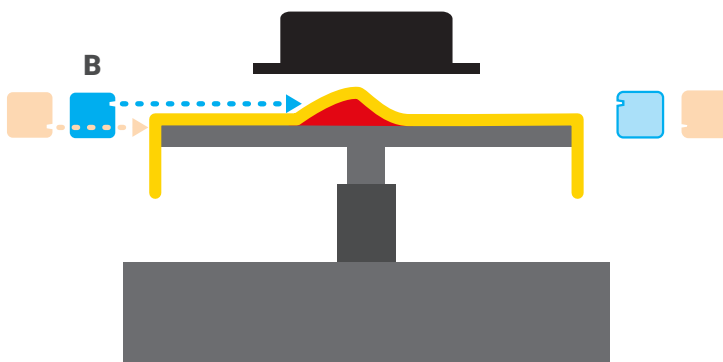
C: Print head

D: Textile on platen

Platen too low error situation:

A: ″Platen too low sensor" freely encounters the beam receiver on the other side of the platen. The sensor notes that the platen is too low and will stop the print. The error occurs when there is no obstacle on the platen.

On the display **Error 2072** appears.

″Obstacle sensor" error situation:

B: When the beam of the Obstacle sensor hits an obstacle, the printing process will be stopped immediately to avoid crashing the printheads.

On the display **Error 2070** appears.

Heat press settings for ink curing:

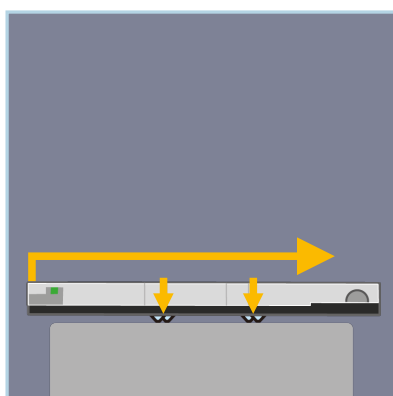| ~ 180°C	~ 0.7‑1.4 bar	**for 35 sec**
~ 360°F	~ 10-20 PSI	

The data are starting values for production.
Based on the results, self-optimised values could be used.
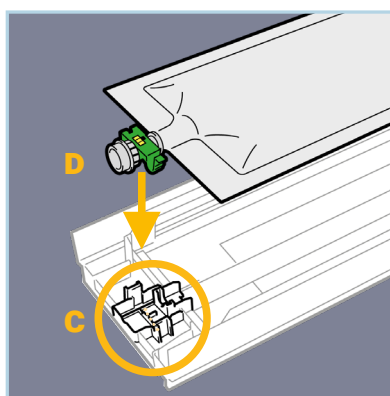
The setting for a dryer is 160 °C for 3.5 minutes.

4.3 ▷ POUCH REPLACEMENT

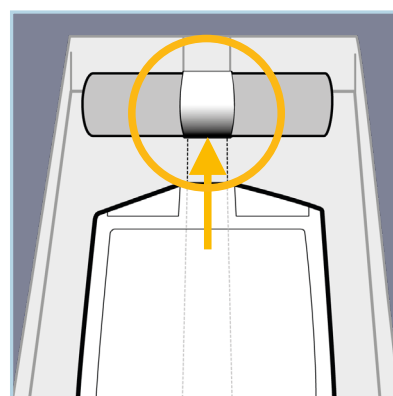▶ In case of white ink replacement you have to shake the white ink package 100 times.

▶ Place the cartrige on a flat surface. Open the cartridge with a slight pressure downwards and then slide the lid. Remove the empty pouch.
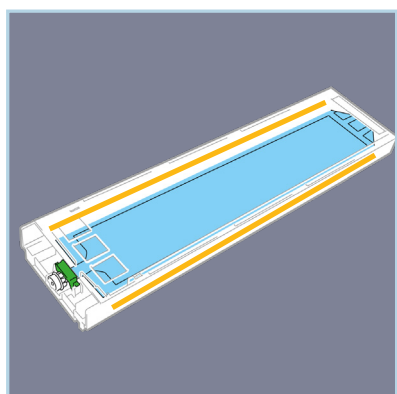

▶ **C:** Clean with a cleaning stick and a tweezer.
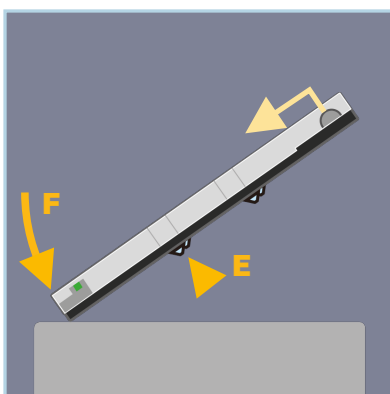**D:** Insert the new ink pouch and fix the green connector in the holder, gently pushing it down until it clicks.
Do not touch the Chip!

▶ Align the ink pouch centrally in the cartridge and place its end in the rewinder by pulling it by hand.

▶ Make sure that the pouch has no creases or wrinkles at the edges. Close the cartridge by pushing back the lid till it clicks.

▶ **E:** Push on the 2 upper metallic latches
F: Gently tap the front end of the cartridge on the base so that the bag rolls up a little more and creates enough pressure for the ink.
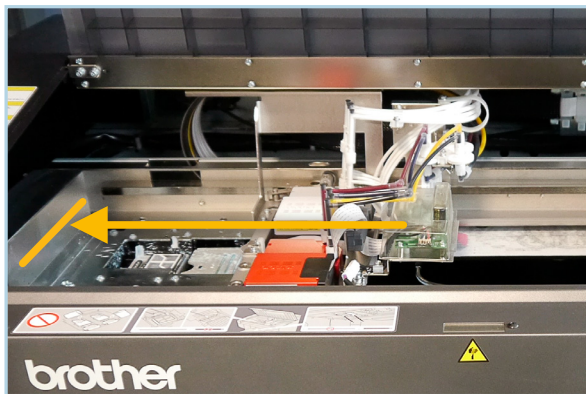
▶ Insert the cartridge gently to avoid damaging the ink needle and chip reader in the slot.

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Take the expiration date label out of the package of the pouch and stick it to the front of the cartridge.

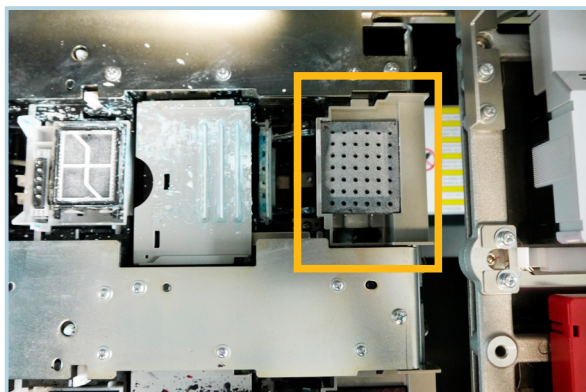## 4.4   EVENT OF POWER FAILURE

In the event of a power failure in your workshop, push the print head carriage to the capping position by hand. This will protect the print heads from drying out for some minutes, giving you some time to solve the problem.
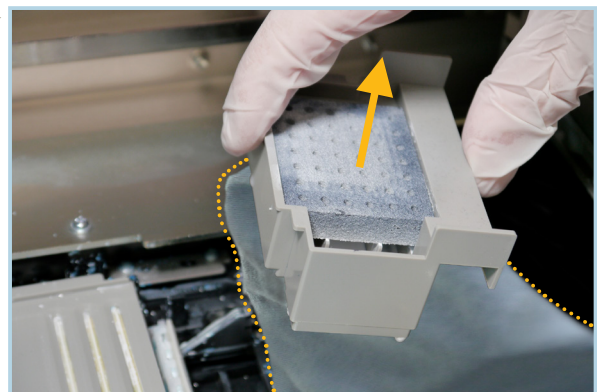
4.5   CLEANING AND REPLACING OF MAINTENANCE PARTS

In case of a *"Warning/Error" message* connected to a maintenance part, you always have to use the menu and run *"Maintenance Part Clean/Replace"*.

In case of a *"Warning/Error"* message connected to the flushing foams, please carry out the following actions:
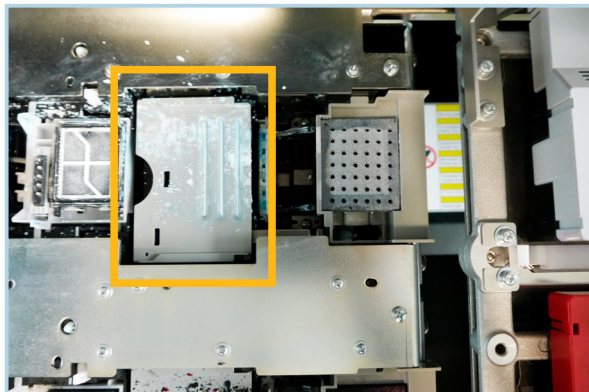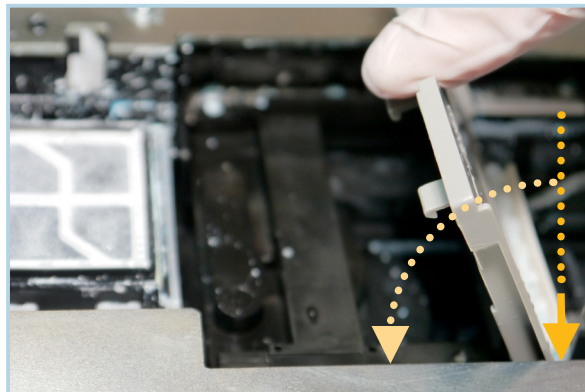

Position of the flushing foam (white side).

Lift up the flushing receiver and use a waste cloth to avoid that ink drips into the **GTXpro**.
Remove the flushing foam and clean the receiver from inside to ensure that the hole in the receiver is open. Insert a new flushing foam and reinstall the receiver. Repeat the same on CMYK side.

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In case of a *"Warning/Error"* message connected to the wiper cleaner, please carry out the following actions:
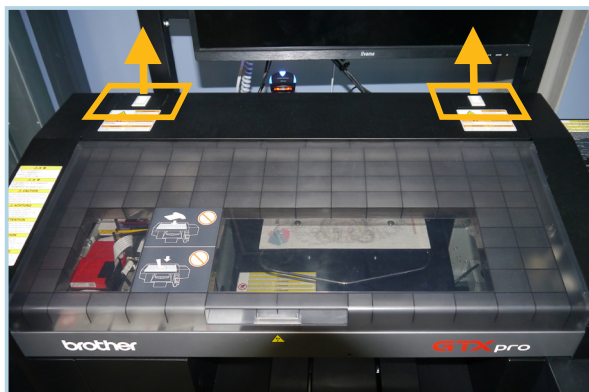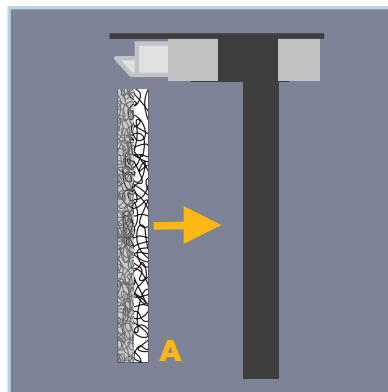

Position of the wiper cleaner (white side).

Lift the wiper cleaner up and remove it. When you insert the new one vertically, you hear a *"Click"*. Proceed in the same way on CMYK side.

In case of a *"Warning/Error"* message connected to the fan filter, please carry out the following actions:
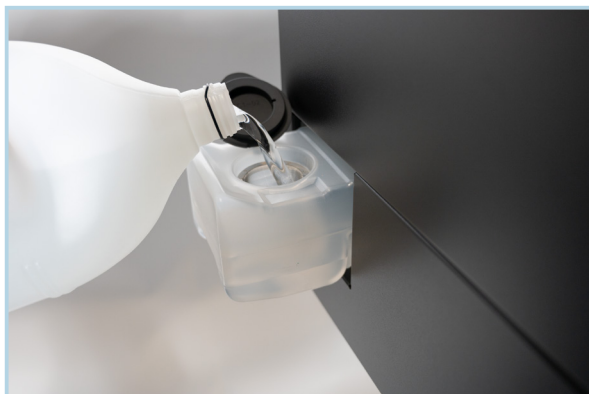

Position of the fan filters.
Please remove the two fan filter holders.

Insert a new filter with the coarse side **A** facing to the inner area of the **GTXpro** in each holder. Insert the holders in the **GTXpro**.

In case of a *"Warning/Error"* message connected to the cleaning solution, please carry out the following actions:

Pull out the cleaning solution tank from the left side of the printer. Open the lid to fill the cleaning solution tank with BROTHER Cleaning Solution.
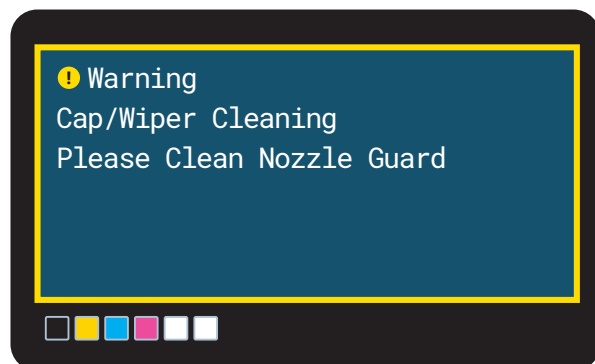
Make sure to not exceed the FULL line.

Close the lid and slowly push the tank back inside the printer. Push it completely in, otherwise it will cause an error.
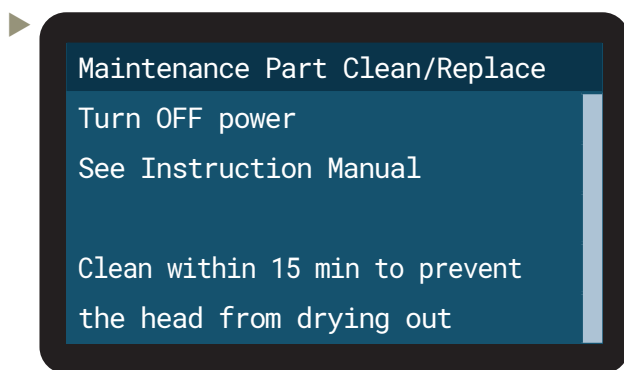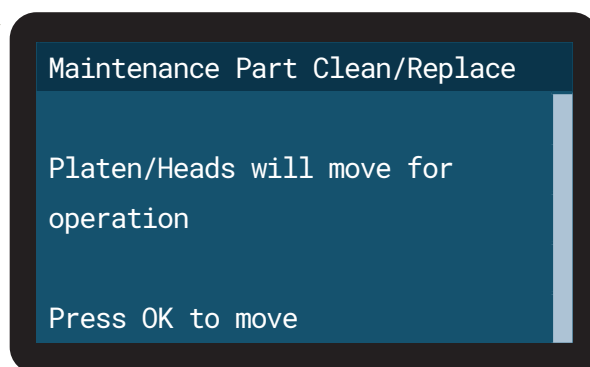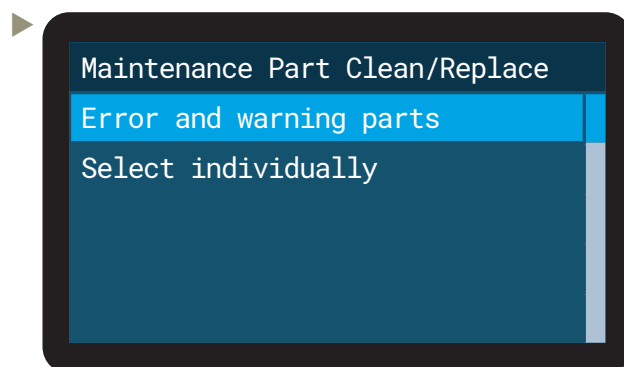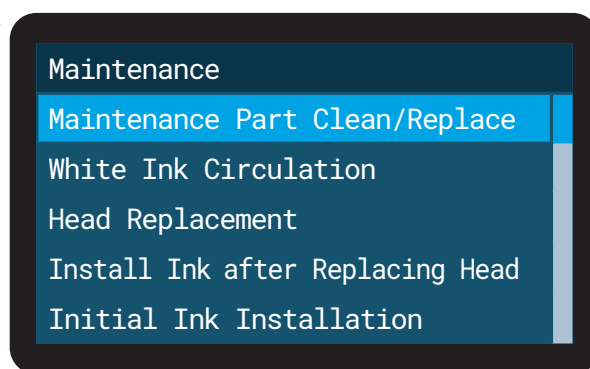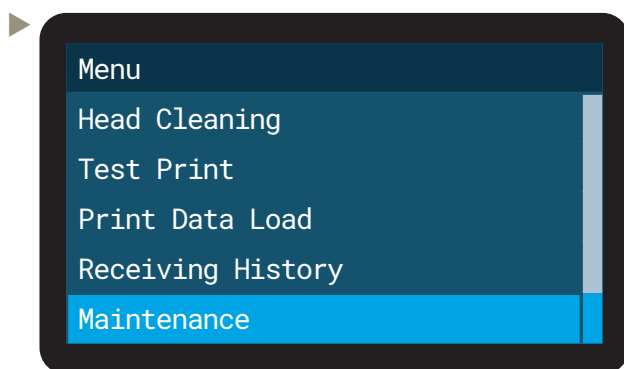
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5 MAINTENANCES

5.1 WEEKLY MAINTENANCE

After the installation of your **GTXpro**, the following warning will appear every seven days:

```
⚠ Warning
Cap/Wiper Cleaning
Please Clean Nozzle Guard
```

▶ Use the following menu to perform cleaning or *"Maintenance Part Clean/Replace"* after receiving the warning on the menu:

▶
```
Menu
Head Cleaning
Test Print
Print Data Load
Receiving History
Maintenance
```

▶
```
Maintenance
Maintenance Part Clean/Replace
White Ink Circulation
Head Replacement
Install Ink after Replacing Head
Initial Ink Installation
```

▶
```
Maintenance Part Clean/Replace
Error and warning parts
Select individually
```

▶
```
Maintenance Part Clean/Replace

Platen/Heads will move for

operation


Press OK to move
```

▶
```
Maintenance Part Clean/Replace
Turn OFF power
See Instruction Manual


Clean within 15 min to prevent
the head from drying out
```

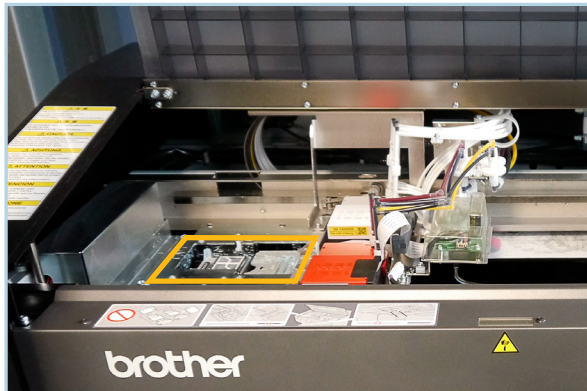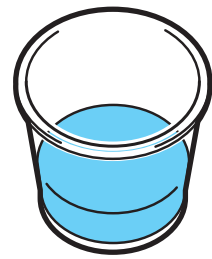Perform the cleaning within 15 min to prevent the print heads from damage.

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▶ For cap and exhaust cleaning you need cleaning sticks **T** and a bit of cleaning solution.
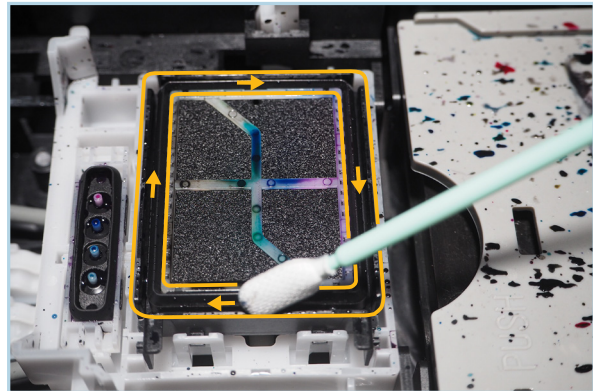

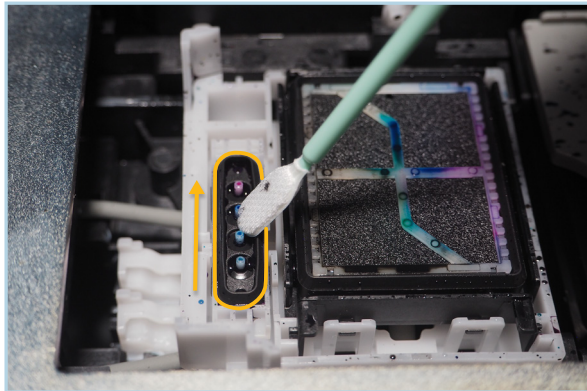Make sure that you use new cleaning sticks.
Never use the same cleaning stick for white and color parts.

Position of the cappings, exhausts and wipers.

It is necessary to remove the ink residues remaining on the silicon lips of the caps. Be careful not to touch the foam.

When cleaning the exhaust start from the front and go backwards. Always move the stick away from the drain hole placed in front.

Before you start cleaning the white capping, take a new cleaning stick T and fresh cleaning solution. Pour the dirty cleaning solution into the waste tank.

▶ Before you clean the wipers take a new cleaning stick T and fresh cleaning solution.
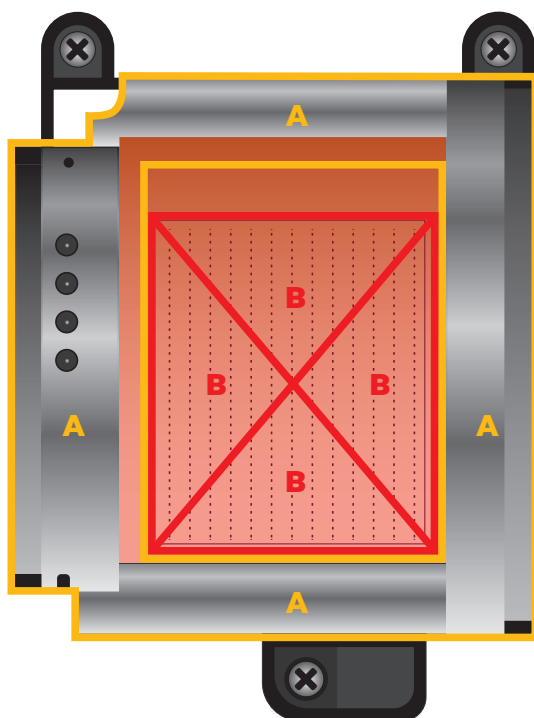

Clean the wiper on both sides, under the teeth of the wiper holder and remove the dried ink.

Before you clean the color wiper take a new cleaning stick T and fresh cleaning solution. Pour the dirty cleaning solution into the waste tank.

▶ Use a new cleaning stick **R** and fresh cleaning solution for the cleaning of the nozzle guards of each print head.

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View from below

A: Surfaces to be cleaned on the underside of the print heads.

B: Do not touch the nozzle surface at all.

Side view

▶ Remove the platen to have more space for the cleaning.

▶

Fix the print head carriage by hand during the cleaning.

Be sure not to touch the nozzle surface.

5.2　MONTHLY MAINTENANCE

▶ Check the white ink pouch outlet and the needle in the cartridge slot for dry ink residue.

▶

Remove the residues of dry ink with tweezers.

▶

Remove the dry ink with from the needles in the cartridge slots.

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Due to the production process, lint and ink mist contaminate the inside of the machine. These must be removed to increase the longevity of the machine.
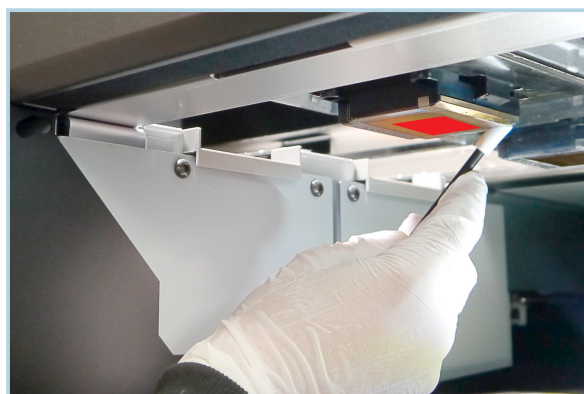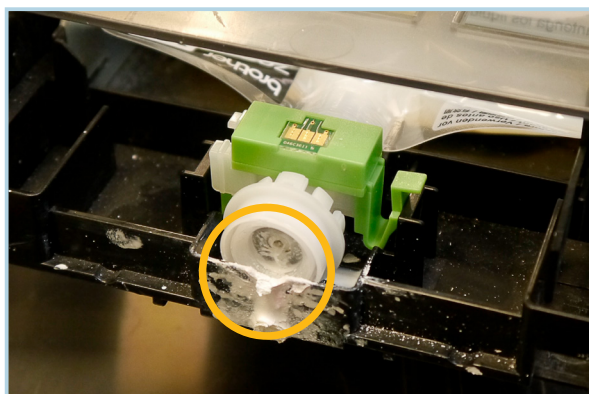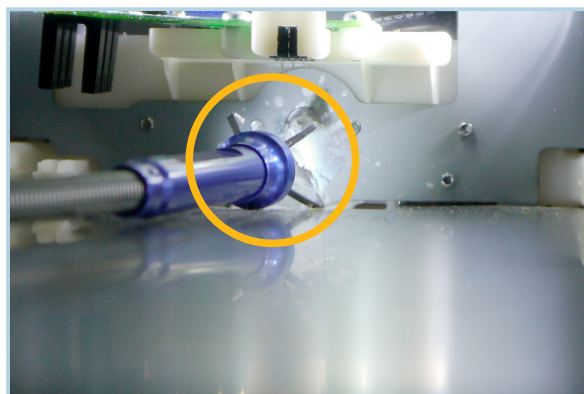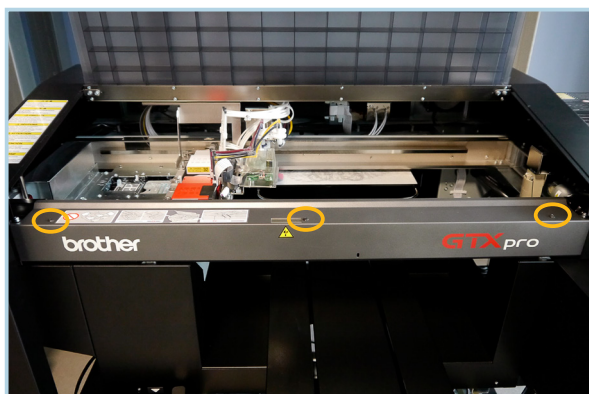
Use the menu *"Maintenance Part Clean/Replace"*.
Perform the cleaning within 15 min to prevent the print heads from damage.

Remove the 3 screws to remove the encoder cover.

Position of the 4 carriage rollers behind the white print head.

Clean the 3 carriage rollers on top and the roller underside with a new stick **R** dipped in cleaning solution.

Use a non-fuzzy cloth moistened with a bit of Isopropyl Alcohol (95%) for the cleaning of:
A: The 3 sides of the roller guide
B: The carriage guide shaft
C: Both sides of the encoder strip.
Then apply a proper amount of *Molykote 30 Grease* onto the carriage guide shaft only.
Do not use Isopropyl Alcohol on any other parts.

Perform a CR Speed Adjustment via the menu:


```
Menu
Printer Setting
Total Prints
CTG Attach/Remove History
Check circulation schedule
Temperature/Humidity Info
```



```
Printer Setting
Cartridge Attach/Remove Check
CR Speed Adjustment
```

```
CR Speed Adjustment
Start
Start (after cleaning/set up)
```

▶ Follow and wait till finished.

▶ Print out a nozzle check pattern and do a nozzle cleaning if necessary.

5.3 PREVENTIVE MAINTENANCE

Preventive maintenance of the machine is necessary to keep the machine in good working condition and to ensure good printing quality.
The following maintenance intervals must be observed: at **25k / 50k / 75k / 100k** prints and so on.
Regular maintenances are carried out by the service technician.

5.4 EXTRACT A LOGFILE FOR SUPPORT

If you need technical support, the technician can ask you for a log file of the printer, which is necessary to solve the problem.

Insert a USB stick in the front slot of the **GTXpro** to be able to copy the logfile. Then use the menu:

▶
```
Menu
Head Cleaning
Test Print
Print Data Load
Receiving History
Maintenance
```

▶
```
Maintenance
Log copy to USB
```

It is also possible to create a logfile with the < *Maintenance Tool* > from your PC:

If the **GTXpro** is not going to be used for a prolonged period of time contact your local dealer, because preparatory operations for storage must be carried out.

If you want to resume production after several hours or days, the following preparatory steps are necessary:

▶ Empty the waste ink tank;

▶ Check the amount of cleaning solution in the cleaning solution tank and refill the tank if its amount is below the proper level

▶ Shake the white ink cartridges when the message *"Remove the white ink cartridge and shake it"* is displayed

▶ Print out a nozzle check pattern for white and CMYK.
If a non-firing nozzle is found, perform *"Head Cleaning"* and then another test print.
Continue the same process until all nozzles are open again.

6 ORDER LISTS

Inks

Name	Quantity	Order Number
C CYAN Pouch (350 cc)	1	BGCX40C03500112
M MAGENTA Pouch (350 cc)	1	BGCX40M03500112
Y YELLOW Pouch (350 cc)	1	BGCX40Y03500112
K BLACK Pouch (350 cc)	1	BGCX40K03500112
C CYAN Pouch (700 cc)	1	BGCX40C07000112
M MAGENTA Pouch (700 cc)	1	BGCX40M07000112
Y YELLOW Pouch (700 cc)	1	BGCX40Y07000112
K BLACK Pouch (700 cc)	1	BGCX40K07000112
W WHITE Pouch (2 x 700 cc)	1	BGCX40W07000022

BGCX40E002K052

Liquids

Name	Quantity	Order Number
CS Cleaning Solution (1.8 L)	1	BGCX40E002K052
CS Cleaning Solution (5 L)	1	BGCX40E005K042
MS Maintenance Solution * (700 cc)	1	BGCX40S0700002
PT PreTreatment (5 kg)	1	BGCX40P005K0042
PT PreTreatment (20 kg)	1	BGCX40P020K0032
PT PreTreatment (200 kg)	1	BGCX40P02HK032
PT Vivid Bright 3.0 (4 L)	1	N40001910
PT Vivid Bright 3.0 (10 L)	1	N40002470
PT Polyester Pretreatment (2 L)	1	N40000224

* Two pouches of maintenance solution are necessary when
 the printer will be set to **CMYK only mode**.

Platen

Name	Quantity	Order Number
Baby Platen 7x8 in (17,8x20,3 cm)	1	N40001219
Youth Platen 10x12 in (24,4x30,5 cm)	1	N40001220
Adult Platen 14x16 in (35,6x40,6 cm)	1	N40001790
Large Platen 16x18 in (40,6x45,7 cm)	1	N40001222
Oversize Platen 16x21 in (40,6x53,3 cm)	1	N40001275
DTF Platen 14x16 in (35,6x40,6 cm)	1	N40002514

Contact your responsible dealer if you are interested in any kind of
custom platen.

DTF Sheets

Name (Pieces)	Quantity	Order Number
Schulze DTF Sheet A3 (100)	1	N40002302
Schulze DTF Sheet 40x50 cm (100)	1	N40002303
ITEX DTF Sheet A3 (250)	1	N40002094
ITEX DTF Sheet 32x45 cm (500)	1	N40002374

DTF Powder

Name	Quantity	Order Number
Schulze DTF Powder (1.5 kg)	1	N40002096
Schulze DTF Powder (5 kg)	1	N40002095
Schulze DTF Powder (20 kg)	1	N40002094
ITEX DTF Powder (2 kg)	1	N40002374
ITEX DTF Powder (20 kg)	1	N40002373

Other parts

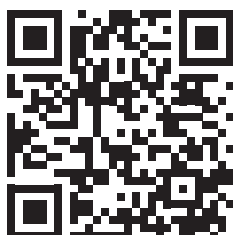| Name (Pieces)	Quantity	Order Number
Flushing Foam (2)	1	SC0935001
Wiper Cleaner (2)	1	SB6673101
Fan Filter (2)	1	SB7007001
Cleaning Stick R (50)	1	SB7008001
Cleaning Stick T (100)	1	N40001601
Cleaning Cup (1)	1	SB6925001

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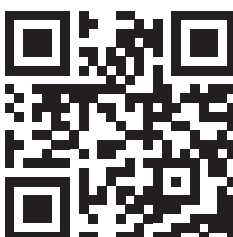
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