

## Important

Your **digital EzPress™** or **digital PopUpPress™** contains a small digital computer. Computers can be damaged by power surges from large electric motors, lightning and other anomalies. Therefore, its power cord must always be plugged into an "AC Surge Protector" just like your desktop computer.

## Technical Assistance

Our friendly EzProducts Customer Service Hotline is available from 9:00am – 6:00pm Eastern Time. It is FREE. Save time, call us whenever you have a question or a problem.

To return a Press for repair, you must always call for a **Return Machine Authorization "RMA"** number.

From the US or Canada:	call toll free	<b>877.906.1818</b>
From other countries:	call	<b>863.735.0813</b>
Fax		<b>863.735.0328</b>
Web Site:		<b>www.ezpi.us</b>

Most orders are shipped the same day, if they are received by 2:00pm Eastern time. Payment Options: **Visa, MasterCard, American Express & Discover.** Terms are available on pre-approved accounts only.

## Warranty Repairs

The **digital EzPress™** and **digital PopUpPress™** are covered by a 30 day money back guarantee and a 1 year "Return to Factory Warranty". The Rubber Pad on the Lower Platen and the Teflon Pad on the Upper Platen are inexpensive consumable items not covered by this warranty.

Products returned for a refund must obtain an RMA Number within 30 days of the invoice date and the product(s) must be returned in the original box with all cables, manuals, etc.

During the warranty period (one year from your invoice date) you may choose to have your technician order parts at no cost from EzProducts and repair the **digital EzPress™** or **digital PopUpPress™** at your facility. The Presses are very easy to repair. However, damage caused by improper maintenance will void your warranty.

## Non-warranty Repairs

Any **digital EzPress™** or **digital PopUpPress™** will be repaired at EzProducts for a minimum of \$49 US and a maximum of \$99 US plus return freight. If the Press has been damaged due to misuse, improper maintenance or improper packaging during transit, the damaged parts will be replaced at an additional cost to the customer.

To return a **digital EzPress™** or **digital PopUpPress™** for repair you must first call EzProducts toll free at 877.906.1818 and obtain a **Return Authorization Number**. Then ship the Press insured and freight pre paid to: EzProducts, 4686 W Main St, Wauchula FL 33873. Allow 5 business days for repair.

**Expedite Services** (1 business day repair) is available if customer ships defective product via overnight freight and customer pays the overnight return freight costs. There is no extra charge for Expedite Service.

**IMPORTANT:** On ALL products returned for repair or credit, your company name, address, phone number and Return Authorization Number must be clearly written on the outside of the box.

## Important information you may be asked when ordering parts

Press Serial Number: \_\_\_\_\_ Press Part Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

**EzWizard™ Program** Version: P 2.00

Cycle Dwell Time: \_\_\_\_\_ Seconds

Top Platen Size: \_\_\_\_\_"

Temperature: \_\_\_\_\_ °F

Bottom Platen Size: \_\_\_\_\_"

Optional Heated Lower Platen: Y N Temperature: \_\_\_\_\_ °F

Power: US & Canada 120VAC, 50-60 Hz

Power: Europe & Asia 240VAC, 50-60 Hz nominal

## Operator's Manual

for the

**digital EzPress™** and **digital PopUpPress™**

with **EzWizard™ Software** Version 2.0

Patent Pending

## The **digital** Heat Press with **EzWizard™** Software guarantees perfect label application every time!

### Because they have:

- cool cycle detection with automatic dwell time adjustment.
- precision temperature measurement calibrated to 1° accuracy.
- high pressure MiniPlatens™ protect delicate fabric by reducing temperature & dwell time.
- tamper-proof time & temperature settings eliminate operator guesswork.
- training & quality control is easy with operator error monitoring, permanent error logging and easy error auditing.
- reliable solid state hot platen with digital electronic controls.



## Start Labeling Garments in 5 Minutes

If your company is applying labels for the first time, see "First Time Label Initiation" on the next page of this manual. If you already know how to label garments, please continue.

Plug the **digital EzPress™** or **digital PopUpPress™** into a standard 120VAC outlet and turn it on. Wait for the platen to heat to your pre-set temperature (about 5 minutes). When the temperature is correct, lift the handle and place your garment on the rubber pad. Position your label on the garment, pull the handle down firmly until it latches. The display will count down.

On a manual **EzPress™**, when the computer display counts down to 0 seconds, listen for the buzzer and immediately lift the handle to remove the hot platen from the garment.

On an automatic **PopUpPress™**, when the computer display counts down to 0 seconds, the handle and hot platen will automatically "pop up" from the garment.

Manual revised 3/7/2008

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**EzPi** EzProducts International Inc

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## Initial Press Setup

Turn the Press upside down and plug the female end of the power cord into the black Power Cord Socket. Turn the Press right side up.



↑  
Power Cord (Press upside down)



↑ ↑ ↑ ↑  
Δ key + key - key Power Switch

Plug the male end of the Power Cord into a wall outlet with 120V AC power (240V Europe). Turn the Power Switch on and verify that the computer display is on and the **Power Fault** light is **NOT** on. If the **Power Fault** light is on, the wall outlet is **NOT** wired properly. Plug the press into a properly wired outlet before using the press.

As soon as the press is turned on, the computer does a "Self Test" and "8888" will appear in the display for 4 seconds. When the "Self Test" is completed correctly, the Press enters the "Pre-heat Mode". It will remain in the Pre-heat Mode until the Platen has heated to within 10° of your pre-set application temperature. This takes about 5 minutes.

The computer can not display a Platen temperature less than 300° F. Therefore, for the first 3 minutes of "Pre-heat", the display will alternate between U ### and = - - -. U ### is your 3 digit, pre-set, Upper Platen temperature. (It is usually 360° or 380° depending on platen size and your label manufacturer's temperature requirement.)

For the final 2 minutes of "Pre-heat", when the Platen has heated to over 300°, the display will alternate between U ### and = ###. = ### will show the actual 3 digit platen temperature and will slowly increase until your pre-set Upper Platen temperature is achieved.

When the Platen has heated to within 10° of your pre-set temperature, the computer will enter the "Ready Mode" and display only the actual Platen temperature. The Press is then ready to use.

When the handle is pulled down to apply a label, the computer will enter the "Application Mode" the display will show the Cycle Dwell Time and count down to 0. When the handle is lifted or pops up, the computer will return to the "Ready Mode".

## First Time Label Initiation Procedure

If your company is applying labels for the first time, this four step "Initiation Procedure" will help you establish the correct application process.

This **digital EzPress™** or **digital PopUpPress™** is calibrated at the factory to apply all **TrackIt™ Labels** from EzProducts and all **Computype Labels**. If you are applying other labels, re-calibration may be required.

First, obtain the correct time and temperature by calling your label, emblem, patch, or transfer manufacturer and obtaining their recommended settings.

Second, if the pre-set time and/or temperature must be customized, your supervisor or maintenance technician must follow the instructions in the "**digital EzPress™ and digital PopUpPress™ Maintenance Manual™**".

Third, when the pre-set time and temperature in the **digital EzPress™** or **digital PopUpPress™** has been customized and verified to be correct for your labels. Apply at least 5 labels to a swatch of cotton polyester and at least 5 labels to a swatch of silk. Wait for the labels to cool to room temperature. Then, try to pick each of the labels loose. Try very hard! If you can lift even a small corner of one label, the labels are not applied properly. If you are using barcode labels, verify that all labels read properly with your barcode wand.

Fourth, run the cotton polyester swatch through your washer and dryer at least 10 times and the silk swatch through your dry cleaning machine at least 10 times. Then verify that the labels are still firmly attached and easy to read. If you are using barcode labels, verify that all labels read properly with your barcode wand. If you have even the slightest problem, call the label manufacturer or EzProducts before proceeding.

## Common Operator Errors

Errors will happen, especially, when operators are in a hurry. To help prevent damage to garments and labels from falling off, the **EzWizard™ Software** detects four common "Operator Errors". When an Operator Error is detected, the display shows the error code and the **EzWizard™** "locks up" the Press until the operator presses the **Δ key** to acknowledge the mistake and clear the error. The total count of all four Operator Errors is stored in permanent memory to make it easy for supervisor auditing and training.

<i>error</i>	<i>meaning</i>	<i>operator's corrective action</i>
<b>E-CC</b>	<b>Cold Cycle</b>	Press the <b>Δ key</b> to clear the error and <u>wait</u> until the platen has heated to your pre-set temperature before using the Press. <u>Then, re-apply the label properly.</u>
<b>E-HC</b>	<b>Hot Cycle</b>	Press the <b>Δ key</b> to clear the error and <u>wait</u> until the press has cooled to your pre-set temperature before using the Press.
<b>E-SC</b>	<b>Short Cycle</b>	The handle was lifted before the pre-set time had elapsed. Press the <b>Δ key</b> to clear the error. Then, always wait for the buzzer on an EzPress™ or wait for the handle to "pop up" on a PopUpPress™. <u>Re-apply the label properly</u>
<b>E-LC</b>	<b>Long Cycle</b>	The handle was <u>not</u> lifted within 10 seconds of the buzzer sounding on an EzPress. Press the <b>Δ key</b> to clear the error. Then, always lift the handle immediately when the buzzer sounds. Failure to do so can cause permanent damage to delicate fabric.

When the Press displays one of the above four Operator Error, codes, DO NOT turn the power off, just press the **Δ key** to clear the error and continue using the press. Always follow the above instructions to insure proper label application.

Supervisor auditing of the Operator Error Counts will help with training and quality control. To audit the four 'flashing' Operator Error counts stored in permanent memory, press the **Δkey** twice to display Cold Cycle Errors. Press again to display Hot Cycle Errors. Press again to display Short Cycle Errors and press again to display Long Cycle Errors. The Operator Error Counts are stored in permanent memory and can not be cleared. (Note: when the total count reaches 255, the next Error Count will be 0 then it will continue counting up again. For training purposes, it is recommended that a supervisor write down the four Operator Error Counts for each Press on a weekly basis.)

## Hardware Errors

If a hardware malfunction occurs, the **EzWizard™** will display an error code and "lock up" the operation of the press. Hardware errors are rare and they usually require a technician to service the press.

<i>error</i>	<i>meaning</i>	<i>technician's corrective action</i>
<b>E-01</b>	<b>Memory read error</b>	Turn power off for 10 seconds to reset the computer.
<b>E-02</b>	<b>Memory write error</b>	Turn power off for 10 seconds to reset the computer
<b>E-03</b>	<b>Platen not heating</b>	Verify that all cables are plugged in. Check pins on Platen Cable Plug. Replace Platen if necessary.
<b>E-04</b>	<b>Temp control error</b>	Check cables, thermal fuse and Thermistor. Check pins on Platen Cable Plug. Replace Platen if necessary.
<b>Power Fault</b>		AC Hot and AC Neutral wires are reversed <u>in the wall outlet</u> . Use a different AC outlet. <b>Do not use the EzPress™ or PopUpPress™ if the Power Fault Light is on.</b> If the problem persists, use a \$9.00 "Outlet Tester" from any hardware store to check your outlets.
<b>Screen is blank = No Power</b>		Verify that the Power Switch on the <b>EzPress™</b> or <b>PopUpPress™</b> is turned on. Verify that the AC Power Cord at the back of the <b>EzPress™</b> or <b>PopUpPress™</b> is plugged in all the way. Use an "Outlet Tester" to verify that you have power at the wall outlet where the Press is plugged in.
<b>Handle will not latch down</b>		Adjust Handle Backstop Screws. (See maintenance manual or call EzProducts.)
<b>Cycle Timer does not start</b>		Adjust Cycle Start Photo Sensor. (See maintenance manual or call EzProducts.)

If a **Hardware Error** continues to occur, make a note of the error code and call EzProducts toll free at: 877.906.1818 9:00am – 6:00pm Eastern Time (international calls: 863.735.0813). Additional help is available online [www.ezpi.us](http://www.ezpi.us).