# GTX600

In this document there are links to 3rd party products that Brother recommends as examples. Brother does not hold affiliation with or warranty any of the products or manufacturers that are recommended through these links. If a warranty matter comes up after purchasing an item from a 3rd party source please contact that vendor for support.

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GTX600 Pre-Site Survey/Installation Agreement

# Site Information

Customer Company Name

Address Line 1

Business Type

Address Line 2

First Name

City

Last Name

State

Email

Zip Code

Phone Number

# Brother Academy Registration

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- Brother utilizes a Learning Management Software during the onsite training and installation of the garment printing equipment. The initial installation and use of this software is a mandatory process. Please ensure that you list the main person that will operate or need to be trained on the equipment from your staff below. This person will be registered and sent material to prep them for the installation process. Additionally this person will receive new classes and updates as they become available for the equipment.

- If you need to register additional staff please email the full list to BrotherAcademy@brother.com
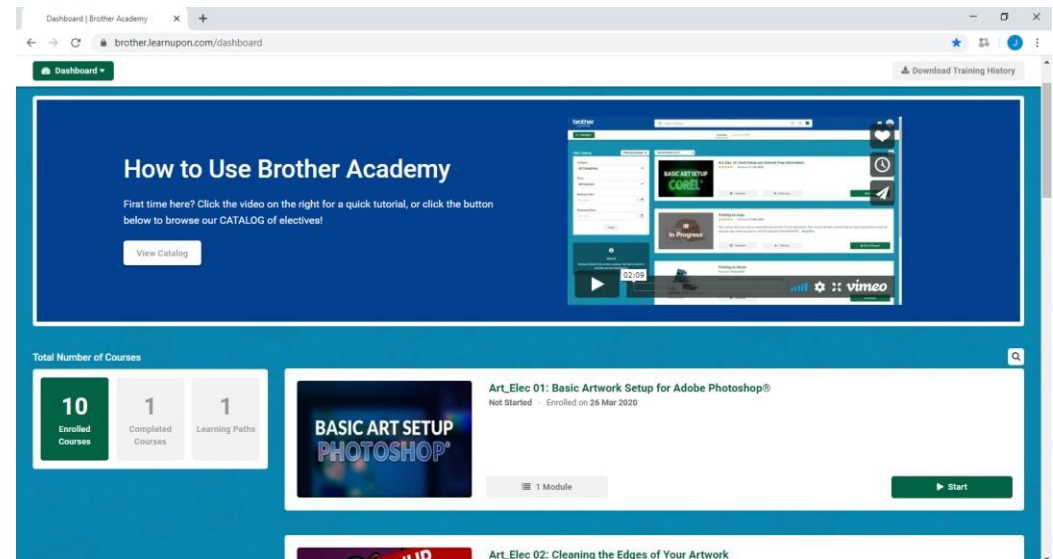
### First Name

### Last Name

### Email

### Phone Number

WHAT IS BROTHER ACADEMY?          HOW DOES THE ACADEMY WORK?

# Environmental Condition Requirements

- The following environmental requirements should be met:

| Environment for: | Required Temperature | Required Humidity |
|---|---|---|
| Keeping your printer | 0°C (32°F) to 40°C (104°F) | 20% to 85% (no condensation) |
| Operating your printer | 10°C (50°F) to 35°C (95°F) | |
| Achieving optimal printing conditions | 18°C (64.4°F) to 30°C (86°F) | 35% to 85% (no condensation) |

- If these temperature conditions can not be met, air conditioning or heating will be needed.
- GTX600 has a built-in humidifier to help control ambient environment. If a water source can not be provided you may need an **evaporative humidifier** for the room size. Do not use a humidifier that creates mist as it can damage the electrical components of the printer.
- If conditions onsite are to ever exceed or drop below "optimal printing conditions" then it must be understood that the printer may have issues with operation.
- When the temperature is below the "optimal" range, the printer will take longer to print.
- When above the "optimal" range it can start to cause issues with print quality in the form of banding, or missing nozzles when printing.
- If excessively high, it may cause the ink supply parts to become damaged as a result of ink drying inside of them.
- Even if the printer is to be stored, the conditions for "Keeping your printer" must still be met. Contact Brother support prior storing machine by creating a ticket at https://productiondtg.com/support.

☐   I understand that the printer will need to be placed in an area that can meet the environmental conditions mentioned above and that if not operated inside of the specified conditions this may cause issues with printing, or the printer.

# Electrical Requirements

- Ensure that the proper electrical capacity is present and available for use.

- Ensure that the heat press is going to be put on its own dedicated circuits that meet the power requirements as listed by the OEM. For example, there are a few common items listed to the right.

- The heat press needs to be kept on its own dedicated breaker/circuit. If an Air Fusion is purchased a compressor will also be needed and on dedicated line.

- A Pretreatment machine can share an outlet as long as it has a low amperage consumption such as a Schulze product.

- <u>The GTX600 can not be hardwired and must require a plug. Plug is not provided and must be available for installation tech.</u>
  - Brother provides a 6' cord in the Starter Kit
  - 24/7 power supply will be required

| Electrical Requirements | Power | Power Consumptions |
|---|---|---|
| GTX600 | Single-phase 200 V; 240 V 50/60 Hz | 5 Amp max |
| Schulze IV | Single-phase 120-240 V, 50/60 Hz | 2 Amp |
| MAXX2G120 | Single-phase 120 V, 50/60 Hz | 15 Amp |
| MAXX2G220 | Three-phase 240 V, 50/60 Hz | 15 Amp |

NOTE: Brother will NOT wire electricity to the unit. Contact an electrician to perform this action. A reminder for this will be provided near the end of this Uncrating Documentation.

☐ I understand that proper electrical will need to be provided and available for the equipment being purchased. The equipment will need to be wired and ready for use before the time of installation.
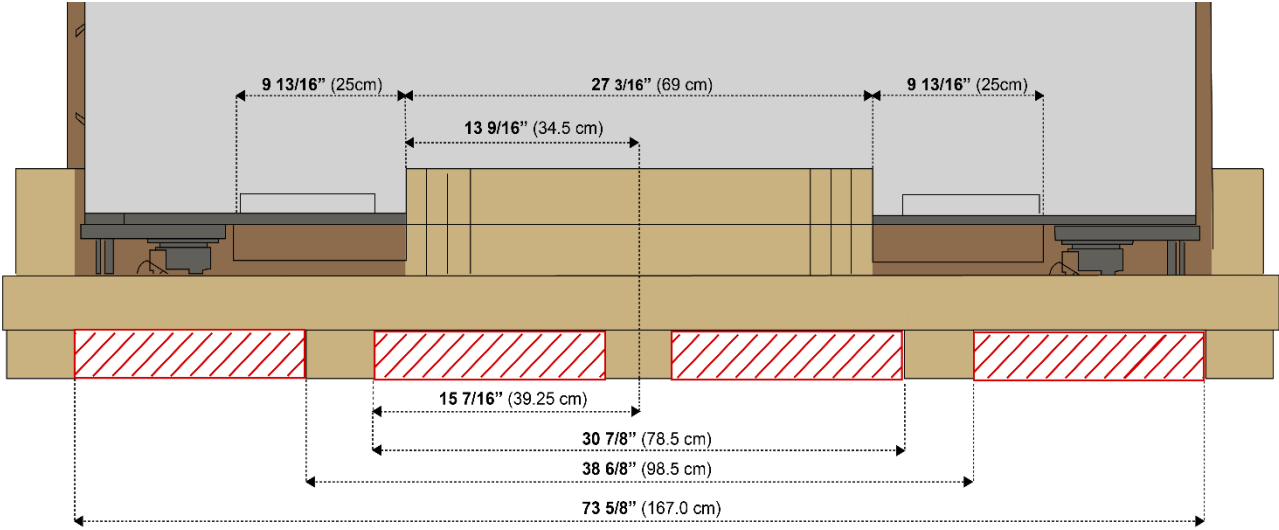
# Equipment for Uncrating GTX600



## Forklift is required.

Maneuvering the crate to the final destination site will require a clear path to use a forklift. Make sure that the forklift being used can handle the size and weight of the package.

**Crate Packing Size:**
- 76.75" (D)
- 73.25" (W)
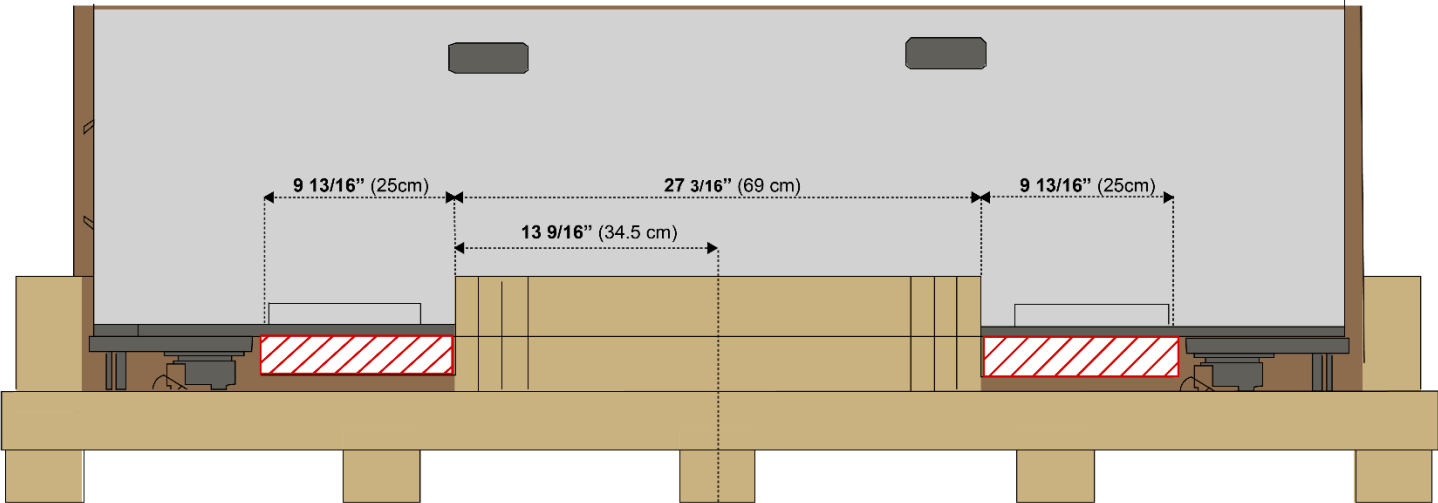- 65" (H)



**INSERT FORKLIFT IN AREAS MARKED WITH** ▨

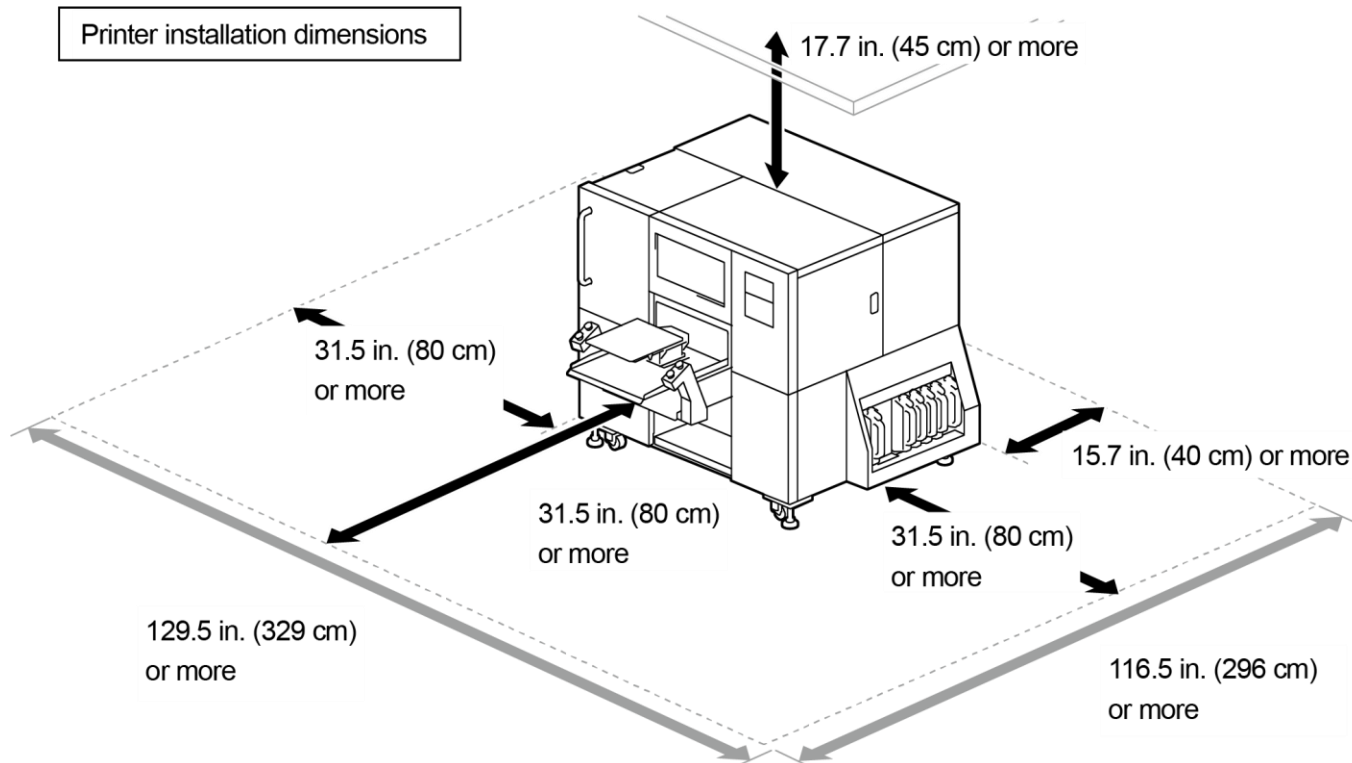| Forklift Requirements for GTX600 | |
|---|---|
| Min. clearance between forks: | 30 7/8" (78.5 cm) |
| Weight of the Machine itself: | 38 6/8" (98.5 cm) |
| Length of Forks: | At least 76 3/4" (195 cm) |

| Weights | |
|---|---|
| Weight of Shipment: | 1785.74 lbs. (810 kg) |
| Weight of the Machine itself: | 1609.37 lbs. (730 kg) |

# Equipment for Moving the GTX600

## Forklift is required.

See below where the forks will insert to separate the machine from the packaging.



9 13/16" (25cm)          27 3/16" (69 cm)          9 13/16" (25cm)

13 9/16" (34.5 cm)

**INSERT FORKLIFT IN AREAS MARKED WITH**

| Forklift Requirements for GTX600 | |
|---|---|
| Min. clearance between forks: | **30 7/8"** (78.5 cm) |
| Weight of the Machine itself: | **38 6/8"** (98.5 cm) |
| Length of Forks: | At least **76  3/4"** (195 cm) |

| Weights | |
|---|---|
| Weight of Shipment: | **1785.74 lbs.** (810 kg) |
| Weight of the Machine itself: | **1609.37 lbs.** (730 kg) |

# Equipment Placement

## Workspace Clearance Needed:

*Ensure you have at least the recommended amount of floor space around the GTX600. If this space is not secure, you will have to move peripherals or the printer when trying to access the rear panels or the back side of the printer.*

Printer installation dimensions

17.7 in. (45 cm) or more

31.5 in. (80 cm) or more

15.7 in. (40 cm) or more

31.5 in. (80 cm) or more

31.5 in. (80 cm) or more

129.5 in. (329 cm) or more

116.5 in. (296 cm) or more

::Additional Space Considerations::

When installing the printer, avoid any place that presents direct sunlight or a large amount of dust.

When plugging GTX600 to an electrical source, DO NOT use an extension cable.

|  | Inches | Metric |
|---|---|---|
| Front of GTX600 | 31.5" | 80 cm |
| Left and Right Side | 31.5" | 80 cm |
| Back of GTX600 | 15.7" | 40 cm |
| Top of GTX600 | 17.7" | 45 cm |

☐ I understand that the equipment will need to be arranged in the designated work area and everything will need to be intact and placed on the stand that came with the product.
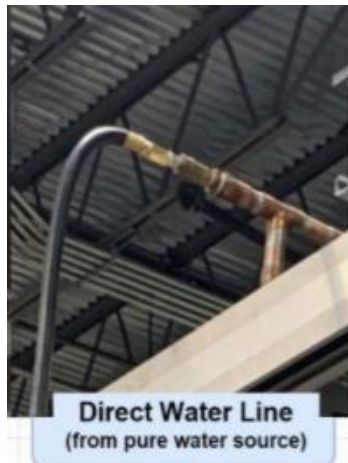
# Connecting to a Water Source

GTX600 features an internal humidifier that is designed to maintain an optimal printing environment.  As such, water for the humidifier is supplied via a **Water Supply Tube.**

The source of water is dependent on the needs of your facility.

Water can be supplied via:

1.  A direct line from pure water, such as a tank of distilled water.
2.  Via a water pipe, with a regulator and ion filter to ensure clean water.



Water Source (distilled water)



Direct Water Line (from pure water source)

## IMPORTANT

- Water tube dimensions **are OD6 mm  1/4inch**
- **Do not use the optional humidifier water supply tube** to connect to tap water piping.
- **If non-pure water, such as tap water,** is used, white powdery impurities will adhere to the inside of the unit, causing damage to the printer and heads.
- **If using a regulator in the water line setup**, ensure that the pressure supplied is .2PMa or less to the printer.

☐  I understand that a water source will need to be available prior to installation. If using a water supply line, the water source must be free of minerals and contaminants.

# Items not Provided with Purchase

**Ensure the proper supplies are present such as:**

- **Lift table** for lifting the 18L ink tank in machine ink tanks. Example: [Hydraulic Table Cart](#)
- An **Agitation Device**; such as [Santint G48](#), for high ink usage; or a [Fitness machine](#) for low to intermediate ink usage. It is best to pick the agitation device based on how often you will use an 18L tank of white ink. You must have a device available to use even if neither of these examples are purchased.
- **5 gallons of distilled water**.
- A **32 oz. or 1 liter plastic mixing container with a spout**.
- **Silicon coated parchment paper** which comes in 16"X24" sheets.
- A **gram scale** for pretreatment calibration with the ability to read in 1 gram increments
- An **Evaporative Humidifier** if the room the printer is going to be located in does not meet environmental conditions. Example of suggested humidifier; [Vornando Evaporative Humidifier](#).
- **Test Garments or product** that will be printed on by you or your group when you start production.
- **1 ream of white paper** (8.5"X11")
- You will be supplied with some Black paper for calibrations and nozzle checks with white ink. If additional are needed you will need to order Part number GTSKIN811B from you authorized dealer or Brother.

- **If a Schulze pretreatment machine is purchased; the following items will be needed:**
  - **Aerosol Silicon spray** for treating the rails periodically
  - **Schulze Pretreat Cleaner cleaning solution**, (which can be purchased through your dealer or at the [Partner Portal](#)) see last page.
  - Aqua lube marine grease

- **If a heat press machine other than one purchased from Brother is to be used the following items are needed:**
  - [upper](#) and [lower](#) **non stick (Teflon) covers** or sheets (for the curing of pretreat and ink) (can be purchased through your dealer or at the [Partner Portal](#))
  - **If Air fusion purchased, a compressor or airline** capable of supplying sustained 80 psi pressure will be needed.

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☐ I understand that the supplies needed to properly have the purchased equipment installed need to be available at the time of installation.

# Computer Specifications

## PC or Mac Specification

Please specify the operating system that will be used to create and send files to the printer. All platforms need to be 2Ghz CPU, 8GB RAM and 64-bit.

☐ Windows 10 and 11

☐ macOS Catalina 10, or Big Sur 11.0

The installing technician must have access to a computer with administrator rights during the installation in order to install the print driver properly.
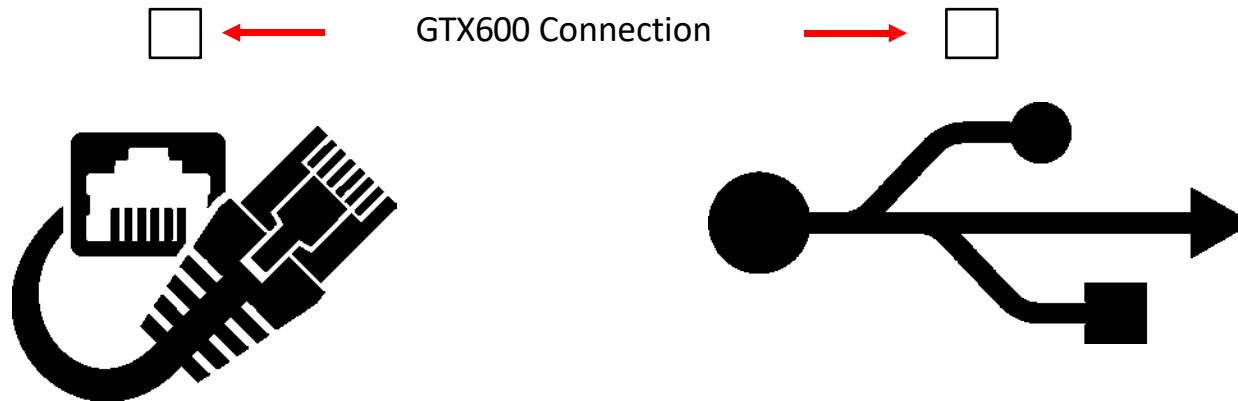
## Software Options a technician can assist to print from:

☐ (Brother provided) GTX Graphics Lab* only available on 64bit PCs or Mac

☐ Adobe ® Photoshop CC

☐ Adobe ® Illustrator CC

☐ CorelDRAW ® 2020/2021 (Windows)

☐ CADlink Digital FactoryApparel

# Printer Connection Type

- If the printer is to be placed on a network, a LAN cable will need to be provided.

- The Brother certified technician installing is not certified to, and can not work with the ISP to acquire information about  your connection type in the case a LAN connection is requested. Brother cannot perform this function as we are not the  account holder for the internet service being provided.

- Otherwise, Brother will setup the device on a USB 2.0 connection and also teach how to load items onto a USB thumb drive for printing.

**Please specify the primary method you will be using to send files to the printer.**

GTX600 Connection

# System Integrations

## Custom Software/API Integrations

Whereas Brother can help get drivers installed on localized PC's or over a LAN connection; we cannot provide assistance with software integrations that are freestanding products. These include items such as: Pulse, Linx, CADlink software.

**When it is related to interfacing with your internal order processes or where you may be utilizing an API it is best to contact the company/ person that sold or developed the software for support.**

During the install it is the responsibility of the customer to ensure any connection or utilization of these systems will be able to be actively utilized while the tech is still onsite.

The technician can perform test prints or sampling on the machine during the install process.

☐ I understand that the technician will only perform test prints and install the drivers via LAN or USB connection

# Delivery Type

## Standard Delivery: Dock Door

Dock to Dock Delivery is a standard delivery option for a location that has a high dock door and no need for a lift gate. For this regular option this would mean the printer will never have to pass through a doorway that is less than 45" inches wide.

## Standard Delivery: Lift Gate

This delivery option is where no high dock door is present, and a lift gate is needed. Select this option only if the printer is not going to pass through a standard sized door and there is a double doorway available.

## Special Handling White Glove Service

This option for an additional fee would mean Brother will arrange a special moving service to handle the printer being brought into the facility. This option is best suited for situations where people will not be available to assist with putting the printer on a stand, going up a flight of steps, and any other extenuating circumstances requiring extensive movement of the printer at the installation site.

By signing the following I have read through and understand the points outlined herein. I agree to have these items ready including the building of the printer stand and the printer placed on the stand before the arrival of the technician.

I understand that by not having these items in place that this will delay the install; or that the installation will have to be rescheduled due to the items not being prepared. Additional costs may apply in the event of rescheduling.

Signature _____     Date _____

**Please ensure you specify the type of freight arrangement needed (See previous page for details).**

☐    Dock to Dock

☐    Lift Gate Delivery

☐    Special Handling (white glove moving service; additional cost added)

# Partner Ink Portal

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**NOTE: The Portal system should be used if you are located in the U.S. ONLY**

**Get ahead by getting setup to order consumables before you go into production!**

We would like to invite all **authorized buyers** at your company to start using our portal to purchase Brother DTG ink and supplies.

In order to get started, please follow the below link to register:

[www.BrotherDTG.com/supplies](www.BrotherDTG.com/supplies)

On the login page, please select the 'Learn More' button to complete the registration form. If your business has more than one authorized buyer, please have each individual complete and submit a separate form.

**brother** at your side — Brother DTG Partner Portal

**Welcome to the Brother DTG Partner Portal**

Get the supplies and information you need to keep your Brother DTG printer running at maximum efficiency.

As a Brother DTG customer, you have exclusive access to this time-saving resource. Inside you can take advantage of our advanced inventory controls to always have fresh ink on hand when you need it. Plus get access to practically any product or consumable you could ever need for your machines. You'll also be the first to get new technical support information and firmware updates.

**Have questions?**
Need supplies immediately? See the **FAQ section below** or speak with a Customer Service Representative at **877-850-7179**.

Log in
Access the Brother DTG Partner Portal.

Email

Password

**LOGIN**

Forgot Password?

Need an account?
Learn more about the Brother Authorized Partner Program and apply now.

**APPLY NOW**

**Please note, the set-up process may take a few days to fully setup your account. Once completed, we will send a separate e-mail with your initial login credentials.**

If you should require purchasing ink immediately, please provide the quantity/model or description, along with your tax exemption certificate (if applicable). We will forward that information to our Order Management Team for processing. A member of that team will then need to contact you by phone to complete the transaction.

Thank you again for choosing Brother. We sincerely appreciate the opportunity to serve you.

If you have any questions or require additional information, please feel free to contact gtportalsetup@brother.com