

Guidelines 'Mutoh DS3-EVO' inks

Dear Customer,

Several end customers have reported noticeable colour variations when using DS3 inks for their project work. By project work, we mean regularly supplying volumes of supposedly identical sublimation output to the same end customer.

In response to these concerns, Mutoh has closely collaborated with our ink supplier to identify and implement a robust solution. We have determined that a new ink formulation, rather than a tuned version of the current DS3 ink, is the structural solution to this challenge.

The new ink formulation ensures that the sublimation colourants remain much more on the surface of the transfer paper, regardless of the paper type. This is a major factor in achieving colour consistency, regardless of the paper type and batch used by the customer.

We currently have a limited quantity of a release candidate of the new ink, which has passed all pre-test phases and which has undergone extensive testing identical to that of a production ink.

As you know, it was not feasible for Mutoh to consistently simulate the colour consistency challenge. Since you are one of the resellers where the problem was observed on an end-user site, we would like to receive your confirmation that the observed colour consistency issue is resolved before we move to the release phase of the new ink.

Test Results & Feedback

- In order for Mutoh to be able to ensure continuity in the DS3-EVO supply it is important that you provide us with feedback to confirm if the colour consistency issue is resolved.
- You will receive a service ticket from us so that we can gather all related communication in a single location. Please ensure that all your feedback reaches us via this ticket and refrain from starting up separate communication via emails, WhatsApp etc.

Ink switch procedure

- Print a Nozzle Check with DS3/the ink currently loaded and keep it for future reference.
- Perform a Longstore in Diagnostics mode.
 - During removing ink, it is important that the sub-tanks are emptied completely. Please take care to inspect this visually by removing the cover or monitor the ink level in the sub-tanks by the MSA tool.
 - When the printer is asking for cleaning, press Cancel and reboot the printer.
- The printer will ask for an Ink Charge, follow the commands on the panel.
- When the nozzle check after the ink charge is not satisfying, perform a Little Charge.
- Let the printer rest for about 15 minutes.

ICC

For customers who have reported colour issues, such as colour differences between the beginning and end of a roll or inconsistencies when delivering the same product at different times, creating a profile is essential.

There are two reasons for this:

1. Small Changes in Colour Composition:
 - Previously, 'C' was a mixed colourant, but now it will be a pure colourant.
 - The black composition has been modified.
2. Different Ink Chemistry:
 - The sublimation colourants are kept more on the surface of the transfer paper.

As a result, the colour yield and required ink amount may vary compared to using the current DS3, depending on the paper type used.

However, customers who do not engage in project work and therefore do not compare the same print data at different times may not notice these differences.

Sublimation Temperature / Sublimation Time / Pressure

We cannot overemphasize the importance of maintaining constant temperature, time and pressure in the calendar/heat press. In dye sublimation applications, even the slightest variation can result in noticeable colour differences.

A minimum temperature of 195°C should be applied to assure constant colour output.

Maintenance

- DS3-EVO requires the same maintenance procedures and cycles as DS3.
 - Refer to the movie <https://youtu.be/6WNLCSrxKX8>
 - And the support article: <https://support.mutoh.eu/a/solutions/articles/14000132447>
 - Note that the 'Cleaner Allround HC Sublimation Ink' (art. DS3-CL1000E) is compatible with DS3-EVO inks.
- As with DS3, it is advised that the printer is put in SleepMode (cleaning every 6h) during the night and during periods of inactivity.

Material Safety Data Sheets & DS3-EVO part numbers:

The MSDS sheets will be sent per separate e-mail and will also be shared via the ticket.

In order for you to be able to distinguish between regular DS3 ink and the DS3-EVO field test ink, new part numbers have been created:

Part Number	Description
FT1-BK1000PE	DS3 EVO Sublimation ink Black
FT1-CY1000PE	DS3 EVO Sublimation ink Cyan
FT1-MA1000PE	DS3 EVO Sublimation ink Magenta
FT1-YE1000PE	DS3 EVO Sublimation ink Yellow