

TECHNICAL SUPPORT ASSISTANCE FORM

Thank you very much for using our products. To understand the circumstances of your issue and enable us to help you better, please provide us with the information below:

STEP 1: CLIENT INFORMATION

Name:

Company:

Phone:

E-Mail:

Country:

Name of the Dealer you bought the product from?:

STEP 2: SUPPORT DESCRIPTION

Write a short description of your issue:

STEP 3: PRODUCT INFORMATION

Which product are you having issues with?

Laser-Dark (No-Cut) Laser-Light (No-Cut)

Flex-Soft (No-Cut) Multi-Trans

Other Product:

Size/Format:

Batch/Charge No.:

(The Batch number can be found on a sticker which appears on the product packaging. The 3rd line is the Batch No.)

STEP 4: HEAT PRESS INFORMATION

What type of heat press was used?

Swing-Away

Clam-Shell (Sandwich)

What brand:

INSTA Stahls HIX GeoKnight No-Name

Other Brand:

STEP 5: PRINTER INFORMATION

Are you using a White Toner printer: Yes No

IF YES:

Which White Toner Printer Model:

Did you Print from the TransferRIP: Yes No

I turned White Toner: ON OFF

IF NO:

Please provide the brand & model No.:

Which Paper Setting did you use to print?:

STEP 6: IMAGE STYLE

My image was:

Full Scaled

Solid

Contains Large, Closed areas of toner

Smaller Logos

Vectors

Fine Details

Text

Distressed

Rasterized

Half-Toned

Vintage Look

STEP 7: APPLICATION PROCESS

What was getting printed?

- | | |
|---|--|
| <input type="checkbox"/> 100% Cotton | <input type="checkbox"/> Ceramics |
| <input type="checkbox"/> 100% Polyester | <input type="checkbox"/> Metal |
| <input type="checkbox"/> Mixed Fabric | <input type="checkbox"/> Glass |
| <input type="checkbox"/> Nylon | <input type="checkbox"/> Other Material: |
| <input type="checkbox"/> Wood | <input type="text"/> |

Did you have a successful A & B transfer?

- Yes No

(For Laser-Dark (No-Cut) LowTemp & Flex-Soft (No-Cut) Only)

IF YES, go to **Step 7-2**

STEP 7-1: A&B SETTINGS (FOR LASER-DARK (NO-CUT) LOWTEMP OR FLEX-SOFT (NO-CUT) ONLY)

Settings used for A & B transfer:

Time: Temp: Pressure:

Process:

- | | | |
|--|--|--|
| <input type="checkbox"/> Both plates were preheated | <input type="checkbox"/> I took off the Teflon from the heat press | <input type="checkbox"/> I took the sheets from the platen |
| <input type="checkbox"/> I peeled them on the lower platen | <input type="checkbox"/> I peeled Right Away (Hot) | <input type="checkbox"/> I peeled Cold |
| <input type="checkbox"/> I placed B on top of A | <input type="checkbox"/> I placed A on top of B | |
| <input type="checkbox"/> Additional Information: | <input type="text"/> | |

STEP 7-2: SUBSTRATE SETTINGS

Settings used for substrate transfer:

Time: Temp: Pressure:

Process:

- | | | |
|---|--|---|
| <input type="checkbox"/> I pre-heated the substrate | <input type="checkbox"/> I took off the teflon from the lower platen | <input type="checkbox"/> I took the substrate from the platen |
| <input type="checkbox"/> I peeled on the lower platen | <input type="checkbox"/> I peeled right away (hot) | <input type="checkbox"/> I peeled cold |
| <input type="checkbox"/> I waited 5-10 seconds & peeled (warm) | <input type="checkbox"/> I rolled it in a flat horizontal angle | <input type="checkbox"/> I pulled it in a vertical direction |
| <input type="checkbox"/> I repressed the shirt after peeling it | <input type="checkbox"/> Additional Information: | <input type="text"/> |

STEP 8: SUBMIT, PRINT OR CLEAR FORM DETAILS

Click **“Submit”** to email this form and it’s details to us. Click **“Print”** to print this form out. Clicking the **“Clear Form”** button to delete all the form information.

<input type="button" value="SUBMIT"/>	<input type="button" value="PRINT"/>	<input type="button" value="CLEAR FORM"/>
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THANK YOU VERY MUCH FOR YOUR ASSISTANCE!

You could help us further, if you could provide us with a short video and a TransferRIP calculation report. For immediate support, you could also check the FAQ Section and the videos on www.whitetonertransfer.com

WE WILL GET BACK TO YOU OR YOUR DEALER AS SOON AS WE CAN.

Please be aware of our office ours: Monday to Friday; 9-5pm (CET/CEST - Central European Time). Replies may take up to 1-3 days, depending on your time zone.