

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?

100% Cotton	Ceramics
100% Polyester	Metal
Mixed Fabric	Glass
Nylon	Other Material: _____
Wood	

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:

Both plates were preheated	I took off the Teflon from the heat press	I took the sheets from the platen
I peeled them on the lower platen	I peeled Right Away (Hot)	I peeled Cold
I placed B on top of A	I placed A on top of B	
Additional Information: _____		

STEP 7-2: SUBSTRATE SETTINGS

Settings used for substrate transfer:

Time: Temp: Pressure:

Process:

I pre-heated the substrate	I took off the teflon from the lower platen	I took the substrate from the platen
I peeled on the lower platen	I peeled right away (hot)	I peeled cold
I waited 5-10 seconds & peeled (warm)	I rolled it in a flat horizontal angle	I pulled it in a vertical direction
I repressed the shirt after peeling it	Additional Information: _____	

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.

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 hours: Monday to Friday; 9-5pm (CET/CEST - Central European Time). Replies may take up to 1-3 days, depending on your time zone.