

BN-20D FAQ - POST PRINT USING VERSAWORKS

The following FAQ covers questions that may occur after the print using the BN-20D. Workflow and troubleshooting are addressed. Some of the information is specific to VersaWorks. Refer to the Digital Factory FAQ if needed.

Baseline Requirements for Troubleshooting

Consider these when attempting to assess issues.

Film: Roland (SF-164)

The ink is not compatible with some films and the ink has been profiled for media offered by Roland. Ink incompatibility with some films is common in the DTF industry.

Powder: Roland (S-POWDER)

Other powder brands may yield unsatisfactory results.

RIP: VersaWorks 6.17 or later (See Digital Factory FAQ for software specific information)

Operating Environment

Temperature: 70 degrees F

Humidity: 50%

Print quality will suffer if the temperature is too high, or the humidity is too low.

Users can successfully operate outside of these parameters, but fewer issues may develop if the BN-20D is used within them.

Transfer Storage

Printed transfers should be stored in a cool and dry place. Moisture can affect the long term stability of the printed transfer. An airtight container or pouch should be used for storage. Desiccant packs can help control moisture. These packs are available at many online retailers.

Powder Storage

The powder should be stored in a cool and dry place. Moisture can affect the performance of the powder.

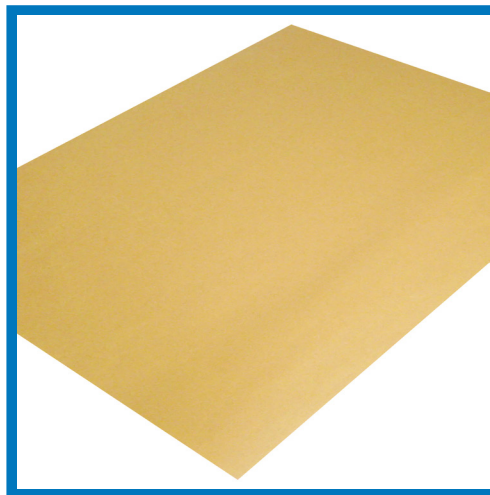
An airtight container or pouch should be used for storing unused powder. Desiccant packs can help control moisture.

These items are recommended for your DTF workflow



Desiccant Packs

Help control moisture
Use for storing and shipping transfers



Non-Stick Cover Sheet

Protect garment and heat press
Use for pre and post press of transfers



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WHY IS THE INK RUNNING ON THE FILM?

Not using Roland media

The color or white layers may not dry sufficiently with non Roland media.

Note: The ink doesn't dry completely while printing, but the ink deposit with Roland media has the proper amount of tack for each layer to perform properly.

An overprint is being used

VersaWorks allows the addition of overprints on the Quality Settings tab.

Using overprints other than default on the color or white layer may cause ink to pool.

Heater is off

Heater has failed or turned off.

Note: Be sure the heater is on before exiting the BN-20D Service App.

The white layer was not printed

The white layer is needed for the powder to adhere.

WHY IS WHITE INK SHOWING AT EDGES OF COLOR LAYER?

Incorrect size correction value

Adjust the size correction number on the "Special Colors" tab

Note: -3 works for a wide variety of prints. Users should experiment and adjust accordingly. Perform a bidirection and/or sheet feed adjustment with the BN-20D Utility if needed.

Incorrect position correction value

Adjust the position correction number on the "Special Colors" tab

Note: This correction will adjust the horizontal and vertical positions of the white layer. Perform a bidirection and/or sheet feed adjustment with the BN-20D Utility if needed.

A white element in the art is not aligned

Check the art to verify that no alignment issue is in the file.

Note: Zoom into the image to verify. Correct the art.

The resolution of the art is poor or blurry at the edges

Blurred edges in the art can produce a white "halo" around the image.

Note: Correct the art or adjust size correction to attempt to compensate for the white edges. This is not an issue for true high resolution vector files.

WHY DOESN'T THE POWDER ADHERE TO THE INK?

Ink is dry

Powder should be applied soon after completion of the print.

Note: This timeframe depends on the temperature in printer's environment.

HOW DO I MELT (CURE) THE POWDER?

Experimentation is required. Different curing options will have varying requirements.

A basic guideline is below for commercial heat presses.

Hover upper heating element ½ inch above powdered transfer.

Temperature: 330 degrees Fahrenheit

Time: 3 to 5 minutes



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WHY ISN'T THE POWDER MELTING EVENLY ON MY CURING DEVICE?

[Inaccurate temperature on heat press, curing oven or conveyor dryer](#)

Check device for accuracy or cold spots.

HOW DO I KNOW IF THE POWDER IS MELTED ENOUGH?

The powder will have a glossy and textured surface.

This will be a uniform surface with no dull spots.

The powder will be white and not yellow.

WHY ARE THERE PINHOLES IN MY IMAGE AFTER MELTING THE POWDER?

[Over melted \(over cured\) powder](#)

The powder should be melted/cured at the appropriate settings for the curing device.

Note: Experimentation by the user is required to find correct time and temperature for the device.

A basic guideline is below for commercial heat presses.

Hover upper heating element ½ inch above powdered transfer.

Temperature: 330 degrees Fahrenheit

Time: 3 to 5 minutes

[Too much ink was printed on the film](#)

The use of an overprint other than the default in VersaWorks will put too much ink on the film.

This may allow pinholes in the melted powder.

WHY HAS MY INK SEPARATED FROM MY FILM (AIR BUBBLES IN PRINT)?

[Over melted \(over cured\) powder](#)

The powder should be melted/cured at the appropriate settings for the curing device.

Some separation or air pockets in the film can develop when over cured.

[Moisture or oily film on completed print](#)

Moisture can develop on prints that are not stored properly.

Note: Store completed prints that will not be transferred soon in an air tight container or bag.

The use of desiccant packs in the storage container can help remove this moisture.

WHY WON'T THE TRANSFER STICK TO THE GARMENT?

[Moisture in the garment](#)

Prepress the garment for 10 seconds at 330 degrees Fahrenheit to remove moisture.

[Inaccurate heat press temperature](#)

Check device for accuracy or cold spots.

[Not enough pressure used on heat press](#)

Firm pressure is recommended.

Note: A pressure of 6-8 should work for most heat presses with a pressure gauge.

[Powder was not melted enough](#)

Make sure the powder has a glossy and textured surface to help determine if it has been melted properly.



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WHY DOES THE TRANSFER STICK TO ONLY PART OF THE GARMENT?

The transfer film was peeled before cooling completely

SF-164 Film is a cold peel product

Note: Care should be taken when moving the garment immediately after transferring while it is still hot.

The transfer can lift, because it is still hot.



Uneven pressure

Make sure pressure is even across the garment.

Note: Zippers, seams, pockets, and similar elements can cause the pressure on the heat press to be uneven.

Use a heat press pillow or foam to even the pressure across the garment.

Uneven pressure (Continued)

Some heat presses do not close evenly.

Perform the following test to confirm the pressure is even:

Set pressure knob to a firm setting.

Place a sheet of standard paper on the lower platen of the press.

Let a section of the paper exposed so that it can be pulled.

Close the heat press, then pull the sheet.

Do this on different sections of the heat press.

There is an issue with sufficient pressure if the paper can be removed.

WHY DOES THE GARMENT COLOR APPEAR TO BLEED INTO THE TRANSFER?

Wrong time or temperature

The Roland BN-20D solution works best on 100% cotton fabric using the suggested time and temperature.

Too much pressure

Heavy pressure on the heat press can push the print into the fabric which will cause the fabric color to show more in the finish transfer.

WHY ARE THERE LIGHT SPOTS IN MY TRANSFER AFTER PEELING?

Moisture or over curing

Place a cover sheet over the transfer and repress for 5 to 10 seconds.

This will, in some cases, remove the spots.

Note: Non-stick sheets such as parchment and craft papers are popular for cover sheets.

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