

## Technical Assistance

Our friendly and knowledgeable EzProducts Customer Service Hotline is available from 8:30am – 5:00pm Eastern Time. It is FREE! Save time, call us whenever you have a question or a problem.

To return a Press for repair, you must ALWAYS call for a **Return Machine Authorization "RMA"** number.

From the US or Canada:	call toll free	<b>877.906.1818</b>
From other countries:	call	<b>863.767.0155</b>
Fax		<b>863.767.0346</b>
Web Site:		<b>www.ezpi.us</b>

All replacement parts are shipped the same day, if the order is received by 2:00pm Eastern time.  
Payment Options: **Visa, MasterCard, American Express, Discover and Wire Transfer.** Terms are available on pre-approved accounts only.

## Important information you may be asked when calling EzProducts

Press Serial Number: \_\_\_\_\_ Press Part Number: \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

**Basic Software® Program** Version: **B241**

Top Platen Size: \_\_\_\_\_" optional Bottom Platen Size: \_\_\_\_\_" Power: **US 115VAC, 60 Hz**

Safety Certification: CAN/CSA-E60335-2-44-01:2006 UL 60335-1:2004 EN 60335-1/A1:2004 EN 60335-2-44:2002

# Operator's Manual

for the

**Model-7 digital EzPress®** and  
**Model-7 digital PopUpPress®**  
with **Basic Software B241**

Patent Pending



**This is a Model-7 digital PopUpPress® with  
Standard 3"x5" hot upper platen and 3"x5" cold lower platen**

**This appliance is not intended for use by children or infirm persons unless they are adequately supervised by a responsible person to ensure that they can use the appliance safely. Young children should be supervised to ensure that they do not play with the appliance.**

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**EzPi EzProducts International Inc**

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## The *Model-7 digital Press® with Basic Software*©

Basic Software B2.41 has the following features:

- Precision temperature control and display - calibrated to 1° accuracy.
- Optional *MiniPlaten®* insures minimum hot platen contact with delicate fabric & reduced dwell time.
- TÜV SÜD Safety Certification guarantees compliance with OSHA safety standards.
- Low cost of ownership - Reliable solid state design with digital electronic controls and modular design for easy repair. Lifetime FREE technical support.

### Start Labeling in 5 Minutes

If your company is applying labels for the first time, see “Applying Labels for the First Time” on page 3 of this manual. If you already know how to label garments, please continue.

Plug the *digital EzPress®* or *digital PopUpPress®* into a standard 115VAC surge protector (230VAC in Europe) and turn it on. Wait for the platen to heat to within 10° of your pre-set temperature (about 5 minutes). While the Press is pre-heating, the display will alternate between your pre-set temperature and the actual platen temperature. **DO NOT USE THE PRESS WHILE IT IS IN THE PRE-HEAT MODE!**

When the temperature is correct, (within 10°), the display will show only the actual platen temperature – your Press is now ready to use. Lift the handle and place your garment on the rubber pad. Position your label on the garment, then pull the handle down firmly until it latches. The display will count down.

On a manual *EzPress®*, when the computer display counts down to 0 seconds, listen for the buzzer and immediately lift the handle to remove the hot platen from the garment.

On an automatic *PopUpPress®*, when the computer display counts down to 0 seconds, the handle will automatically “pop up”, removing the hot platen from the garment.

## Warranty Repairs

The *digital EzPress®* and *digital PopUpPress®* are covered by a 30 day money back guarantee and a 1 year “Return to Factory Warranty”. The Rubber Pad on the Lower Platen and the Teflon Pad on the Upper Platen are inexpensive consumable items not covered by this warranty.

Products returned for a refund must obtain an RMA Number within 30 days of the invoice date and the product(s) must be returned in original condition and in the original box with all cables, manuals, etc. Product(s) must be delivered to EzProducts within 45 days of invoice date.

## Non-Warranty Repairs

Any *digital EzPress®* or *digital PopUpPress®* will be repaired at EzProducts for \$99 US labor plus parts and return freight. If the Press has been damaged due to misuse, improper maintenance or improper packaging during transit, the damaged parts will be replaced at an additional cost to the customer.

To return a *digital EzPress®* or *digital PopUpPress®* for repair, you must first call EzProducts toll free at 877.906.1818 and obtain a **Return Authorization Number (RMA)**. Then ship the Press insured and freight pre paid to: EzProducts, 612 North Florida Ave, Wauchula FL 33873.

**Allow 5 business days for repair.**

**Expedite Services** (1 business day repair) is available if customer ships defective product via overnight freight and customer pays the overnight return freight costs. There is no extra charge for Expedite Service.

**IMPORTANT: ALL products returned for repair or credit must be shipped freight pre-paid, with your company name, address, phone number and EzProducts' Return Authorization Number clearly written on the outside of the box. Products returned Freight Collect, or without a Return Authorization Number clearly written on the outside of the box may be rejected and returned to the sender at sender's expense. Insurance during transit to EzProducts is the responsibility of the customer. Insurance during transit back to a customer is the responsibility of EzProducts.**

## What are those flashing lights on the front of the Press?

- PopUp Motor IN
- Power ON
- = Top Heater power ON
- PopUp Motor OUT
- Cycle Timer ON
- = Bottom Heater power ON

Note: on an EzPress, there is no PopUp Motor, but the Buzzer is wired to the same circuit. Therefore; the buzzer will sound whenever either of the PopUp Motor lights are on. Also, even if you do not have a bottom heated platen, the bottom heater power light will come on only during the pre-heat mode.

## Resetting all Control Parameters back to Factory Settings

If you modify the Factory Parameters and need to restore them to the Factory Settings, it is very easy:

1. Turn the Power switch **OFF** and wait 5 seconds. Press and hold both the **+key** and **- key IN** while turning the Power switch **ON**. Continue to hold the **+key** and **- key IN** until the display shows **FPR** (Factory Parameter Reset)..
2. Then release the **+key** and **- key** and turn the Power Switch **OFF**.
3. The next time you turn the Press ON, the Factory Parameters will be reset to their original out-of-box Factory settings.

**NOTE: If your company is using special label application parameters and you specified these custom parameters on your purchase order, the Factory Preset Parameters stored in your press will be your custom parameters. However, if you did not specify your custom parameters on your purchase order, the Factory Preset Parameters stored in you press will be the EzProducts standard parameters for applying TrackIt Labels and/or Computype Labels.**

## Initial Press Setup – Operator Controls



↑ Power Switch      ↑ Δ key    ↑ + key    ↑ - key      ↑ USB and Zilog Interface

### Important

Your *digital EzPress®* or *digital PopUpPress®* contains a small digital computer. Computers can be damaged by power surges from large electric motors, lightning and other anomalies. Therefore, the power cord must always be plugged into an "AC Surge Protector" just like your desktop computer.

## Initial Press Setup – Computer Self-test Mode

Plug the male end of the Power Cord into an 115V AC power (230V Europe) surge protector. Turn the Power Switch on and verify that the computer display is on.

When the press is turned on, the computer does an **EzSelf-Test** and **0000–9999** will scroll through the display. When the **EzSelf-Test** is completed correctly, the Press enters the **Pre-heat Mode**.

## Initial Press Setup – Pre-heat Mode

The Press will remain in the **Pre-heat Mode** until the platen has heated to within 10° of your pre-set application temperature. This takes 3 to 5 minutes.

During pre-heat, the computer displays your preset platen temperature as **t ###**, and the actual platen temperature as **= ###**. It is usually 380° (193°C), 390° (199°C) or 410° (210°C) depending on platen size and your label manufacturer's temperature requirement.

The display will alternate between **t ###** and **= ###**. The **= ###** will show the actual 3 digit platen temperature and will slowly increase until your pre-set platen temperature is achieved.

When the platen is within 10° (5.5° C) of your pre-set temperature, the computer will enter the **Ready Mode** and display only the actual platen temperature. The Press is now ready to use.

When the handle is pulled down to the **locking position** to apply a label, the computer will enter the **Application Mode**, the display will show the application cycle Dwell Time and it will count down to **0**. When the handle is lifted or pops up, the computer will return to the **Ready Mode**.

## Initial Press Setup – Applying Labels for the First Time

If your company is applying labels for the first time, this four step procedure will help you establish the correct application process.

This **digital EzPress®** or **digital PopUpPress®** is calibrated at the factory to apply all **TrackIt™ Labels** from EzProducts and all **Computype Labels** from Computype Corporation. If you are applying other labels, emblems, mending patches or thermal transfers; re-calibration of the pre-set time and temperature may be required. If you indicated the type of labels that you are using on your purchase order, your press will be pre-set with your custom application time and temperature at our factory.

**FIRST**, obtain the correct time and temperature by calling your label, emblem, patch, or transfer manufacturer and obtaining their recommended settings.

**SECOND**, if the pre-set time and/or temperature must be customized, call EzProducts **TOLL FREE toll free at 877.906.1818** for instructions. You will immediately get a courteous and knowledgeable technician who can help you.

**THIRD**, when the pre-set time and temperature in the **digital EzPress®** or **digital PopUpPress®** has been customized and verified to be correct for your labels, allow your Press to pre-heat to within 10° of your preset temperature.

Then, apply at least 5 labels to a swatch of cotton polyester and at least 5 labels to a swatch of silk. Wait for the labels to cool to room temperature. Then, try to pick each of the labels loose. Try very hard! If you can lift even a small corner of one label, the labels are NOT applied properly. If you are using barcode labels, verify that ALL labels read properly with your barcode wand. If you have even the slightest problem, call the label manufacturer or EzProducts before proceeding.

**FOURTH**, run the cotton polyester swatch through your washer and dryer at least 10 times and the silk swatch through your dry cleaning machine at least 10 times. Then verify that the labels are still firmly attached and easy to read. If you are using barcode labels, verify that ALL labels read properly with your barcode wand. If you have even the slightest problem, call the label manufacturer or EzProducts before proceeding.

## Initial Press Setup – Displaying the Press Control Parameters

There are three **Parameters** that control the operation of your press:

1. Press the **▲** key 1 time to display **b241** which is the **Basic Software** version.
2. Press the **▲** key 2 times to display **S 08**, the preset **Dwell Time Seconds**
3. Press the **▲** key 3 times to display **U380**, the preset application temperature

You can examine these **Parameters** by pressing the **▲** key 5 times. If you need to, you can change UCAL Parameters 2 or 3, please call 877.906.1818 for instructions. Pressing the **▲** key more than 5 times will display **ICAL Parameters** that can only be changed at the EzProducts factory.

## Hardware Errors

Hardware errors are rare. However, if a hardware malfunction occurs, the **Basic Software** will display one of the following error codes. Hardware errors usually require a technician to service the press. Always call EzProducts at 877.906.1818 8:30am to 5:00pm EST if your press displays a hardware error.

<i>error</i>	<i>meaning</i>	<i>technician's corrective action</i>
<b>E-01</b>	<b>Memory read error</b>	Turn power off for 10 seconds to reset the computer.
<b>E-02</b>	<b>Memory write error</b>	Turn power off for 10 seconds to reset the computer
<b>E-03</b>	<b>Platen not heating</b>	Verify that all cables are plugged in. Check pins on Platen Cable Plug. Replace Platen, Motherboard, or Internal Platen Cable, if necessary.
<b>E-04</b>	<b>Temp control error</b>	Check pins on Platen Cable Plug. Replace Platen, Motherboard, or Internal Platen Cable, if necessary.
<b>Screen is blank = No Power</b>		Verify that the Power Switch on the <b>EzPress™</b> or <b>PopUpPress®</b> is turned <b>ON</b> . Verify that the AC Power Cord at the back of the <b>EzPress®</b> or <b>PopUpPress®</b> is plugged in <u>all the way</u> . Use an "Outlet Tester" to verify that you have power at the surge protector where the press is plugged in and the wall outlet. Change to a different outlet or different surge protector, if necessary.

If a **Hardware Error** continues to occur, make a note of the error code and call EzProducts toll free at: 877.906.1818 8:30am – 5:00pm EST (international calls: 863.767.0155). Always have the Serial Number from the label on the bottom of the Press when calling EzProducts about a press.

## Adjustments & Preventive Maintenance

<b>Handle will not latch down</b>	On a PopUpPress, check Shuttle Bar reset. Adjust Handle Backstop Screws. Call EzProducts for assistance.
<b>Cycle Timer does not start</b>	Blow the dust out of the Photo Sensor. Adjust Cycle Start Photo Sensor. Call EzProducts for assistance.
<b>Handle will not pop up</b>	(PopUpPress only) Blow the dust out of the Photo Sensor. Check Shuttle Bar reset. Adjust Handle Backstop Screws. Call EzProducts for assistance.