



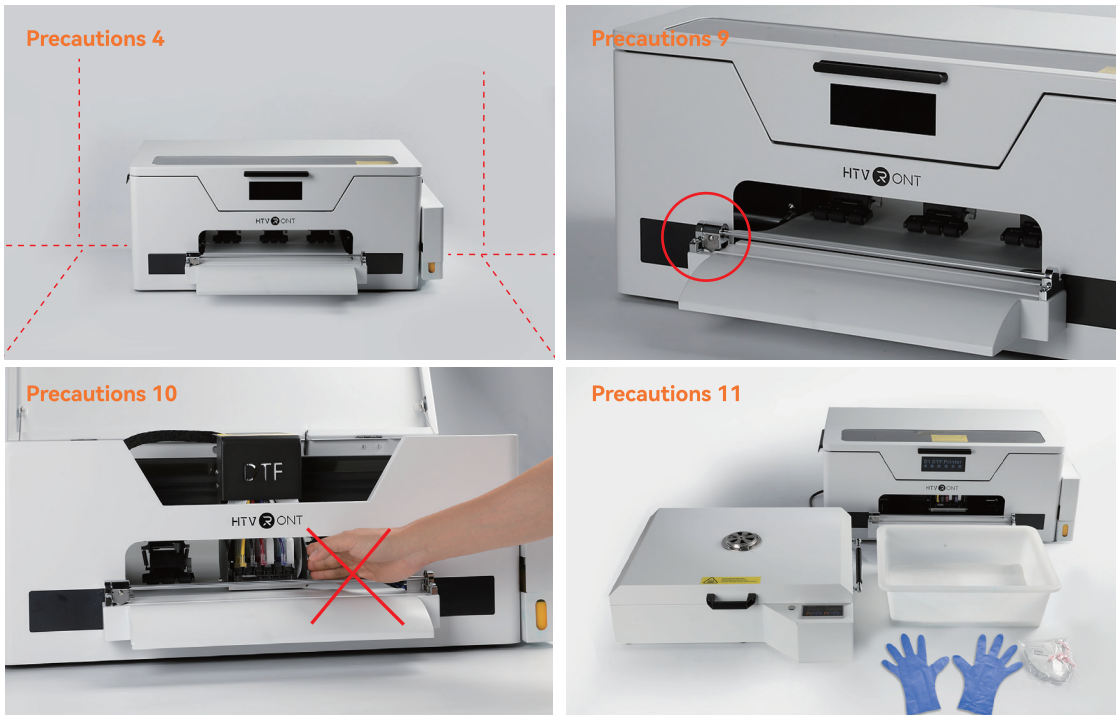
HTVRONT D1 DTF Printer

User Manual

Please read this user manual carefully before use, especially “Precautions” and “Device Maintenance”. Failure to follow instructions may result in product damage or personal injury. Please keep this user manual properly for future reference.

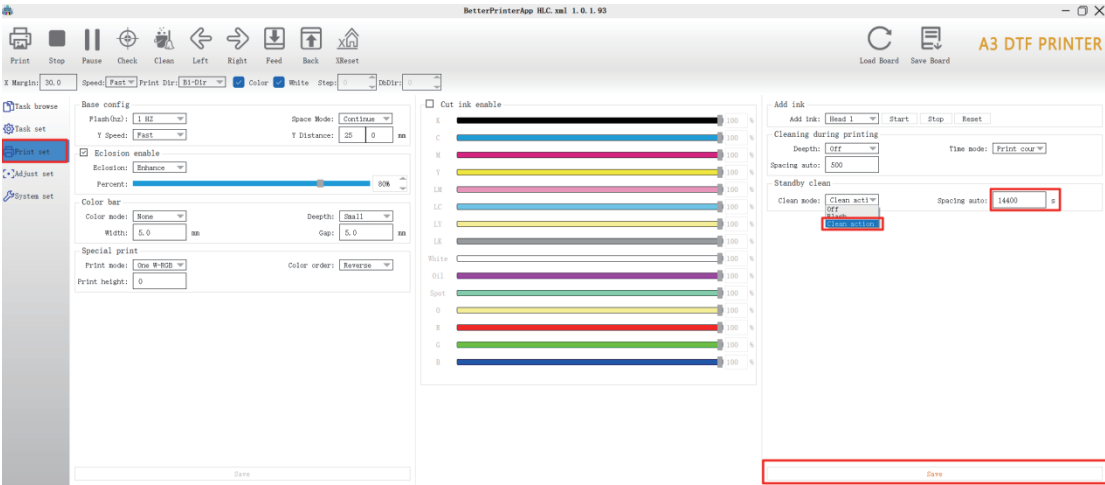
Precautions

1. Place the printer on a stable, flat surface that can support its weight and prevent it from shaking;
2. Please use a dedicated socket that is properly earthed;
3. Before moving, repairing, or cleaning the printer, please turn it off and unplug the power;
4. Leave sufficient space around the printer for proper ventilation and easy access;
5. Do not operate the product with wet hands, and keep away from and avoid contact with liquids;
6. Please close the cover after use to prevent dust from entering the printer and affecting its operation, and keep away from a dusty environment;
7. Never disassemble or repair the product yourself; otherwise, the warranty rights will be void;
8. Please stay away from moving parts during operation to avoid accidental injury;
9. Ensure the film cutter is reset to the far left after cutting; otherwise, the film may bulge and damage the printhead;
10. Do not touch the nozzle and internal parts;
11. Wear protective masks and gloves during operation and execute the DTF powder application and film baking processes in a well-ventilated environment. Air purifiers may be used as appropriate. Wash hands after completion to avoid cross-contamination;
12. Please be aware of the risk of leaking DTF powder during use, and clean the DTF powder in the working environment regularly;
13. Please dispose of the waste ink, DTF powder, DTF transfer film, and other waste materials properly according to local environmental protection requirements;
14. Please keep the device and consumables out of children's reach.

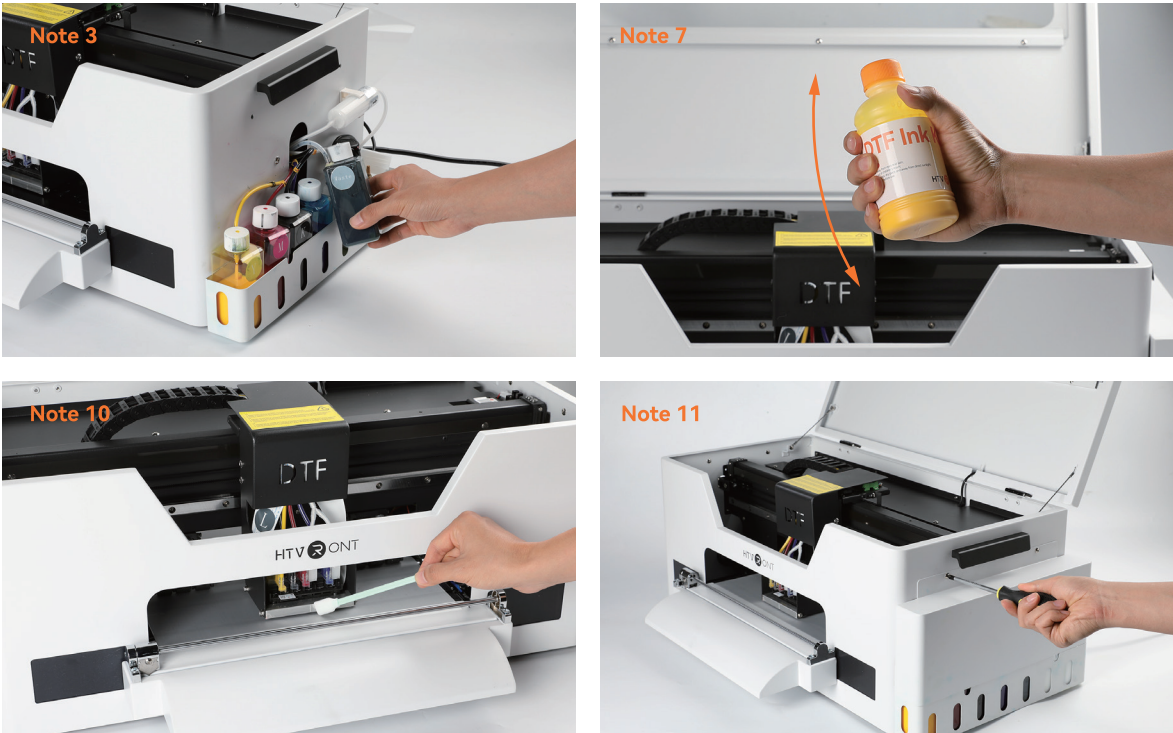


Usage Notes

1. To prevent the printhead from clogging, make sure the printer is always on and connected to BetterPrinter, and the computer screen must not turn off or go into hibernation. It is recommended to connect the computer to a charger and set the screen and sleep settings to “Never” in “Settings-System-Power & Sleep”. At the same time, under the “Print set - Standby clean” in BetterPrinter, set “Cleaning mode” to “Clean action” and “Spacing auto” to “14400”, and click the “Save” button when completed;



2. When turning off the printer, please close the software first. When connecting the printer, please turn on the device first, then open the software;
3. It is recommended to clean the waste ink bottle every day. Please keep an eye on the level of the waste ink bottle and empty it in time;
4. Some red cleaner ink may remain in the device after unboxing, which may be generated from factory testing and will not affect the printing performance;
5. It is recommended to choose CMYK PNG images with a transparent background for printing; RGB images may produce color differences;
6. Ensure using the HTVRONT branded DTF ink, otherwise the warranty rights will be void;
7. Please shake the ink thoroughly before use. Unopened ink is best used within one year, and it is not recommended to store excessive amounts as a backup;
8. Please use and store the printer and consumables in an environment with a temperature of 15–30°C (59–86°F) and humidity of 40–60%. Avoid areas with high moisture or heavy dust;
9. Store the printer and consumables in a cool place, avoid exposure to direct sunlight;
10. Clean the device and its internal parts regularly to achieve stable and optimal printing results;
11. Please perform regular maintenance on the device and check components such as the ink sac and white ink buffer for any signs of leakage or clogging;
12. The software only supports Windows 10 or above. To improve performance, add new features, and fix bugs, please visit the software download page regularly and keep your software up to date.



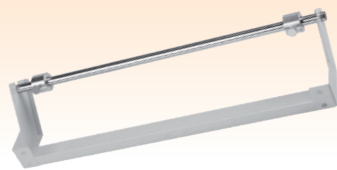
Specifications

Product Name	HTVRONT D1 DTF Printer
Model	FPB01
Dimensions (L×W×H)	74.2 × 55.1 × 29.6 cm / 29.2 × 21.7 × 11.7 inch
Weight	25 kg
Max Print Width	33 cm / 13 inch
Max Film Thickness	0.05 cm / 0.02 inch
Ink Bottle & Waste Ink Bottle Capacity	150 ml
White Ink Bottle Capacity	250 ml
Power Input	110V/220V ~ 50/60Hz
Rated Power	200 W
Printhead	XP600 (F1080-A1)
Print Type	Inkjet
Max Resolution	720 × 1440 DPI
Min Ink Drop Size	4.5 pL
Max Print Speed	1.5 m²/h / 16 ft²/h
Media Compatibility	Roll & Sheet
Color Channels	CMYK + White x2
Supported OS	Windows 10 or above (no macOS support)
Operating Temp & Humidity	59–89 °F / 15–30 °C; 30%–80% RH

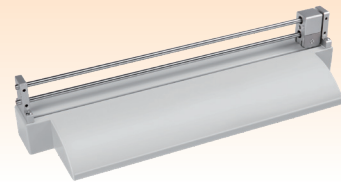
Included in The Box



HTVRONT D1 DTF Printer×1



Film Holder×1



Film Tray x 1



Plastic Holder x 2



Set Screw x 2



Power Cable x 1



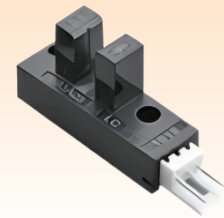
U Disk x 1



Dongle x 1



USB Cable x 1



Sensor x 1



White Ink Damper x 2



Color Ink Damper x 2



White Ink Filter x 1



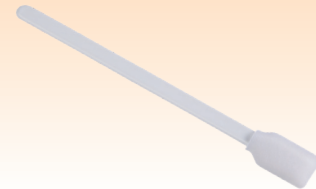
Ink Pad x 1



Syringe x 2



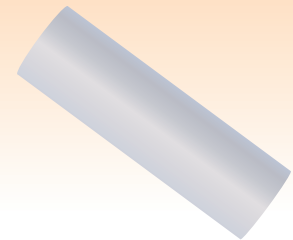
Non-woven Fabric x 5



Cleaning Swab x 2



Cleaner Ink 250 ml/8.5 oz x 4



DTF Transfer Film (33.0 cm x 50 m) x 1



Screwdriver x 1

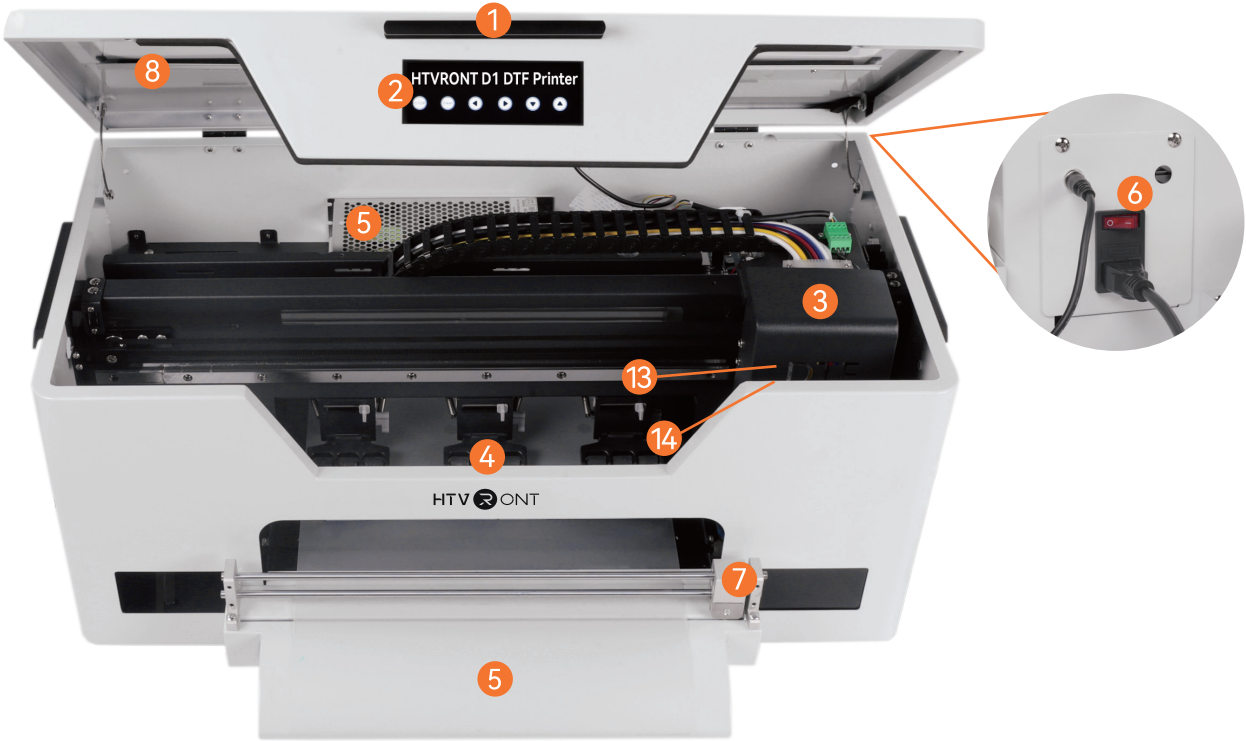


Ink Kit x 1



Printhead Cable x 1

Device Overview



1. Printer Cover	2. Touch Screen
3. Printhead	4. Pressure Roller
5. Film Tray	6. Power Switch
7. Film Cutter	8. Window
9. Waste Ink Bottle	10. Ink Tube
11. Ink Sac	12. White Ink Buffer
13. Ink Pad	14. Ink Scraper

Details of Buttons

Pause
Tap once to pause the current task, and tap again to resume.
To switch to a new printing task after pausing, click "Stop" in BetterPrinter to cancel it.

Clean
Tap once to start cleaning the printhead. This function cannot be used during printing.

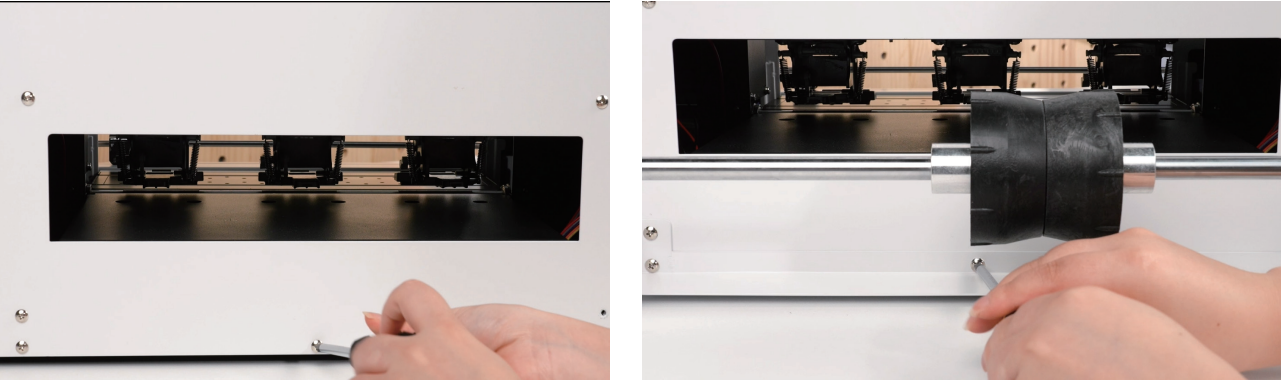
Left/Right
Tap to move the printhead left or right. Tap once to move one step; press and hold to move continuously.
After adjustment, click "XReset" in BetterPrinter to return the printhead to its original position.

Feed/Back
Tap to move the film forward or backward.
Tap once to move one step; tap and hold to move continuously.

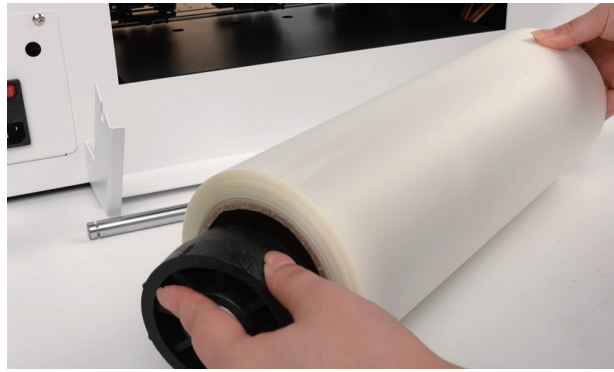
Printer Assembly



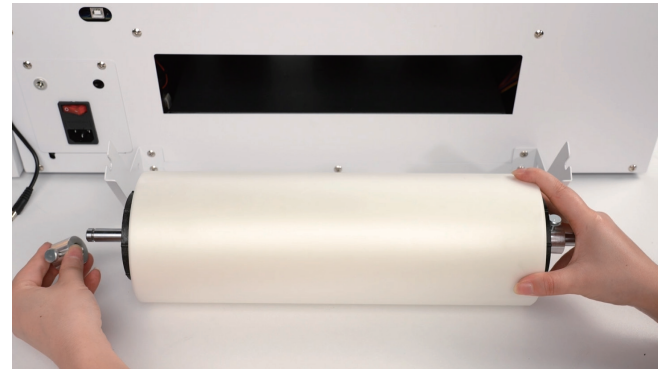
- 1.Remove the printer car lock, and store the lock, screws, flight case packaging, and inner tray properly for reshipping and after-sale maintenance;
2. Take out the film tray, insert its hooks into the mounting holes on the front of the printer, press down gently to ensure it is secured in place, and pull it outwards to check if it is loose;



3. Take out the film holder, unscrew the 5 screws on the back of the printer, align the film holder with the screw holes, fix and tighten it with these screws;



4. Insert the plastic holder into the holes on both sides of the DTF transfer film, with the smaller end facing inward, and press slightly to ensure it is secured;



5. Insert the roller bar through the two plastic holders, making sure the DTF transfer film is centered on the bar. Place one set screw at each end of the roller bar, push them firmly against the plastic holders, and then tighten them securely;



6. Align the grooves at both ends of the roller bar with the corresponding grooves on the film holder, then install the film securely;



7. Open the printer cover, push the pressure roller levers upward, and lift the three pressure rollers;



8. Connect the power cable of the white ink stirring pump to the printer. Then plug the printer's power cable into a power outlet and turn on the power switch. It is normal to hear vacuum suction noise from the film tray and noise from the white ink circulation during startup;



9. Feed the DTF transfer film through the pressure roller until its front end reaches the film tray. Make sure it is flat and centered on the tray, with both sides aligned exactly with the white scale marks. If necessary, you can gently stroke it to eliminate the bulge;



10. Push down the pressure roller lever to lower the middle pressure roller, then the two on both sides. Finally, check if the film has any noticeable bulge; if so, repeat steps 6 to 9. If necessary, trim the front end of the film and try again;



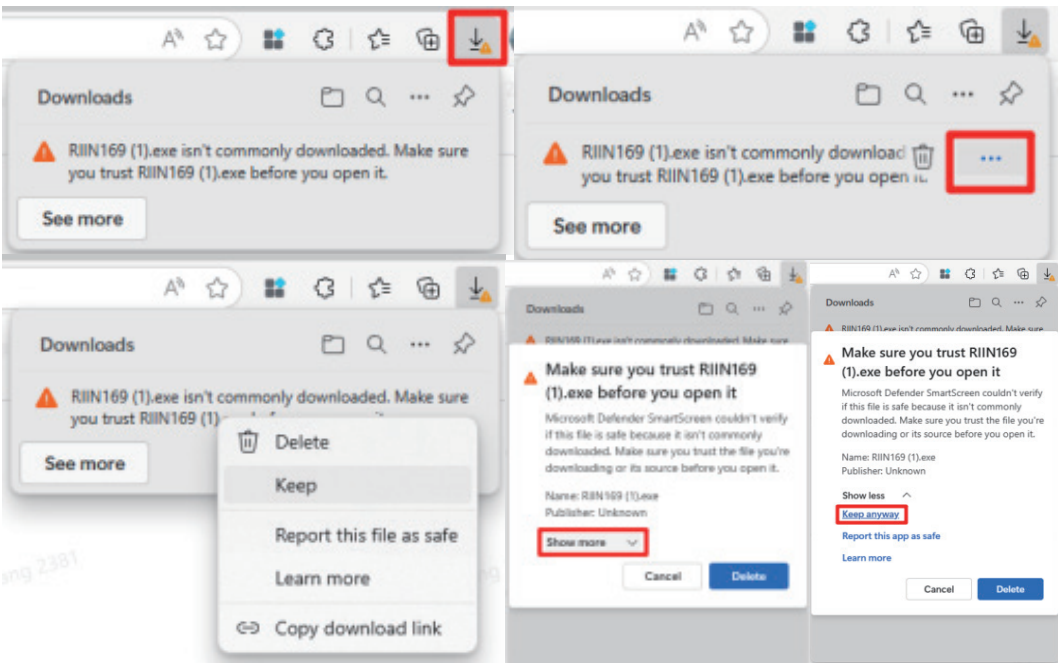
11. Tap the "Feed/Back" button on the printer control screen to test the film movement. If the film does not move properly, please ensure steps 7 to 10 have been fully completed, or contact HTVRONT customer service for assistance.

Software Download & Installation

Please visit “<https://www.htvront.com/pages/dl-dtf-printer-intro#download>” to download the RIIN and BetterPrinter installation packages.

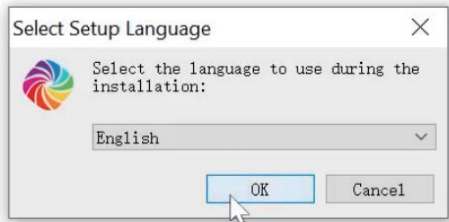
Note: Please disable your anti-virus software before installing the software to ensure a successful installation. The software will install system drivers and components, which may be mistakenly detected and removed by some anti-virus programs. Rest assured, the software has passed all security tests and is safe to use.

If your browser blocks the download files, please follow the steps below to solve the problem:

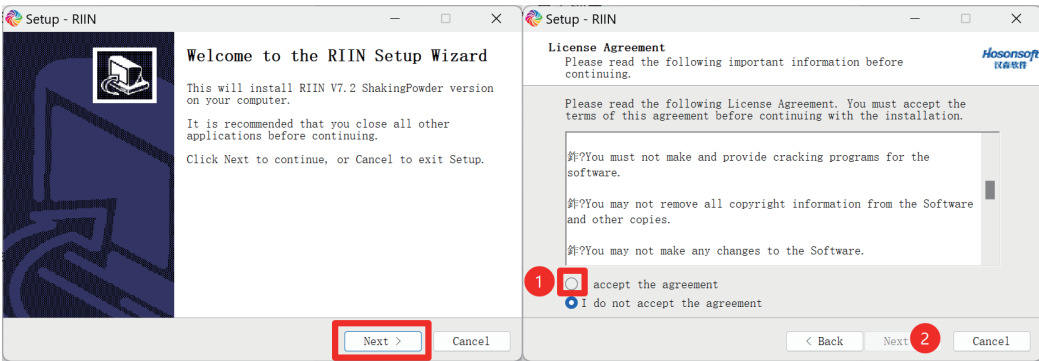


RIIN Installation

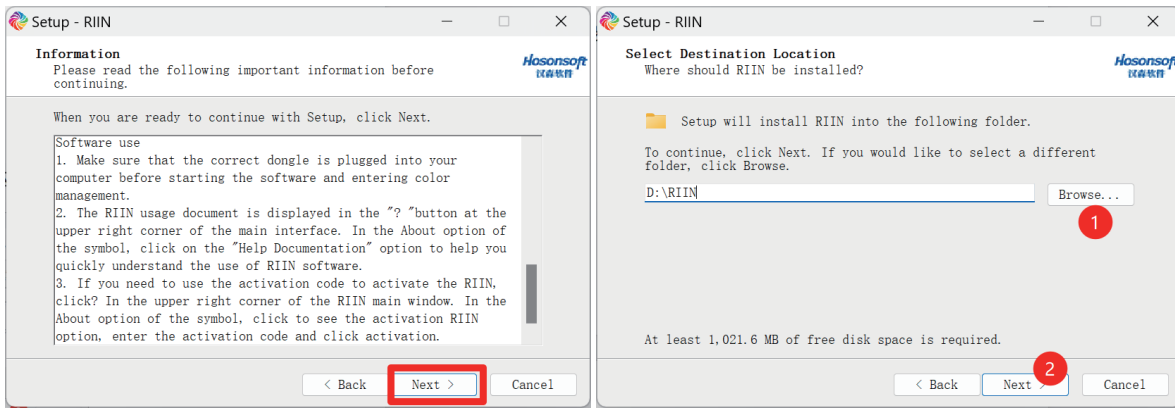
1. Double-click the RIIN installation package, select your language from the pop-up window, and click “OK”;



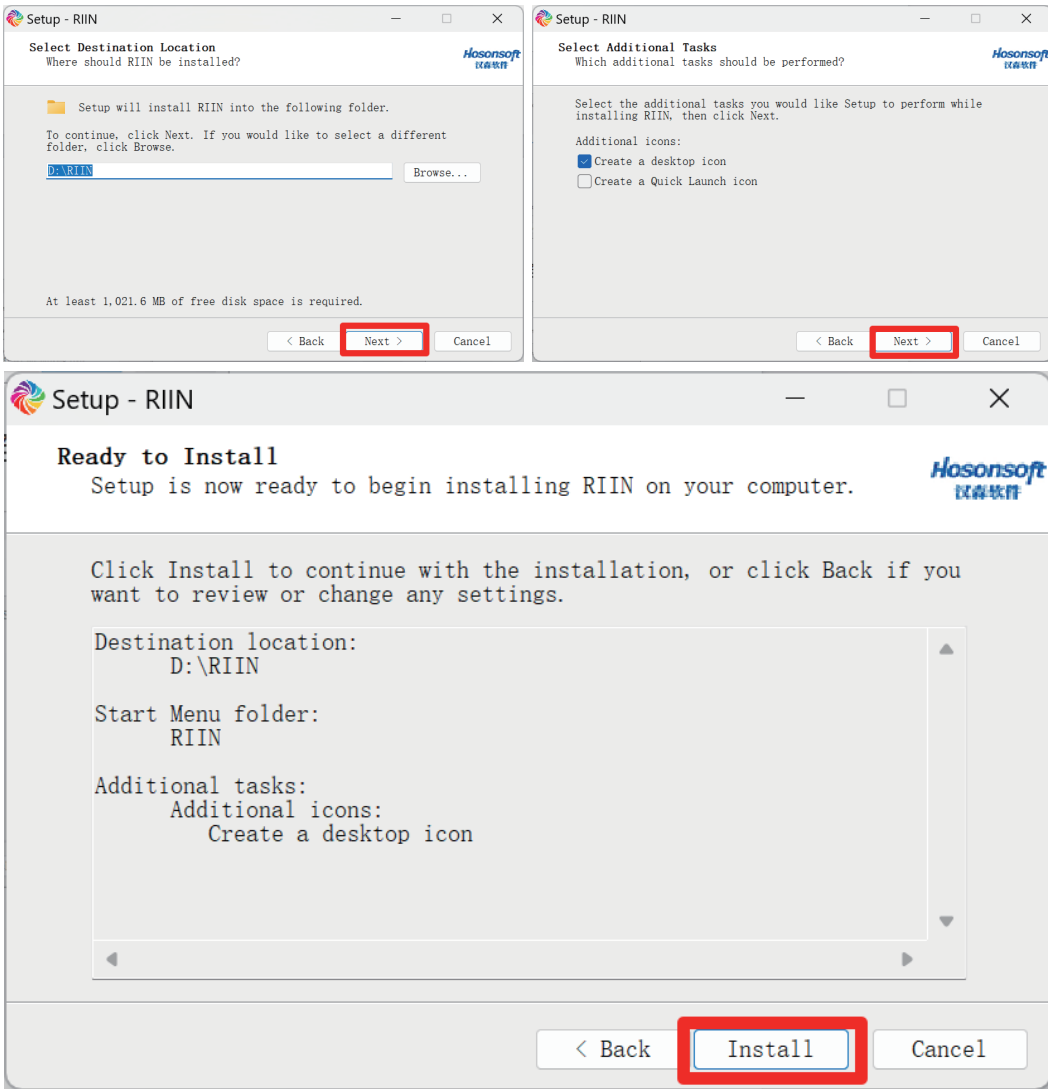
2. Click “Next”, check the box “accept the agreement”, and then click “Next”;



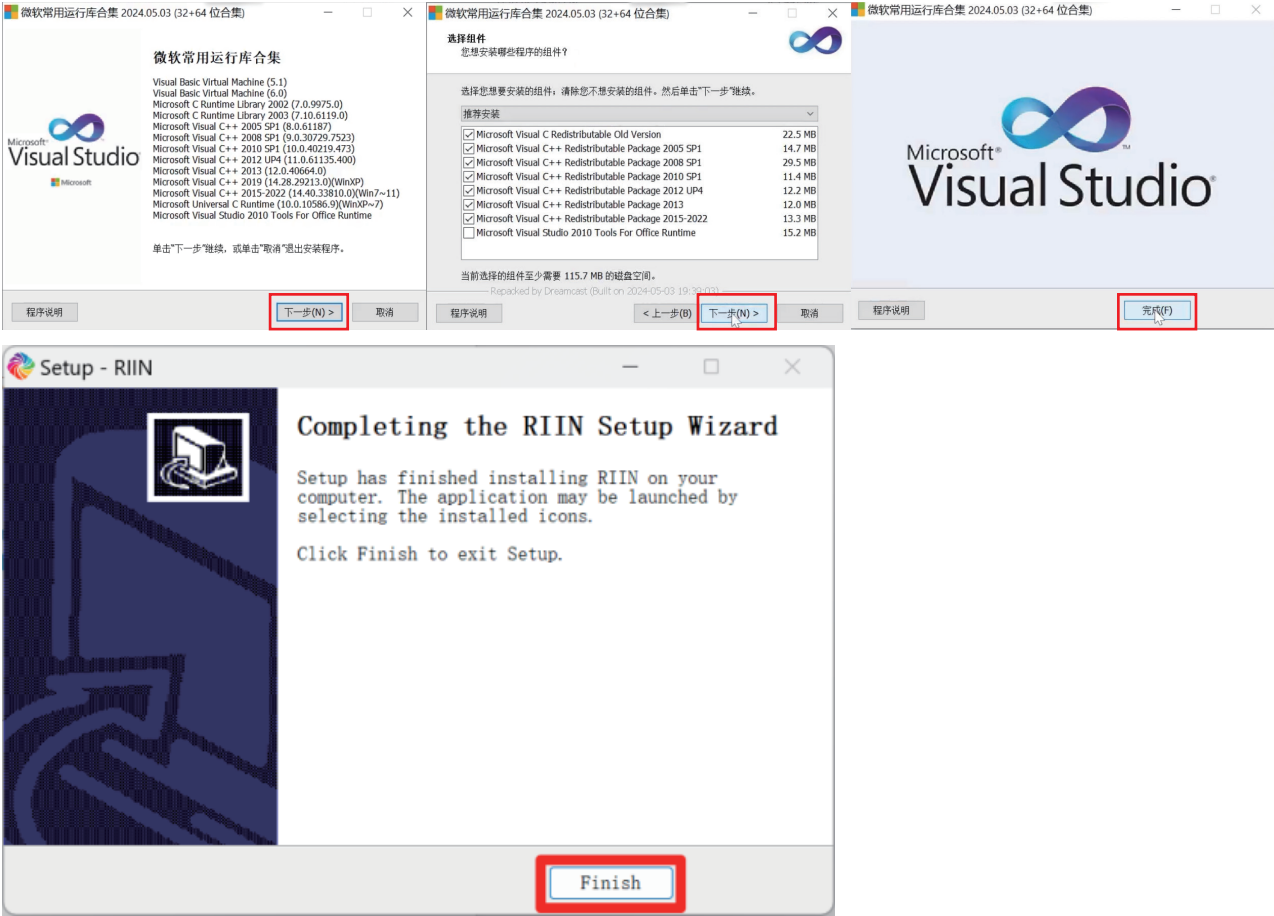
3. Read the information, then click “Next” to confirm or change the installation directory. It is recommended to install the software outside the C drive and keep the folder hierarchy within three levels. After selections, click “Next”;



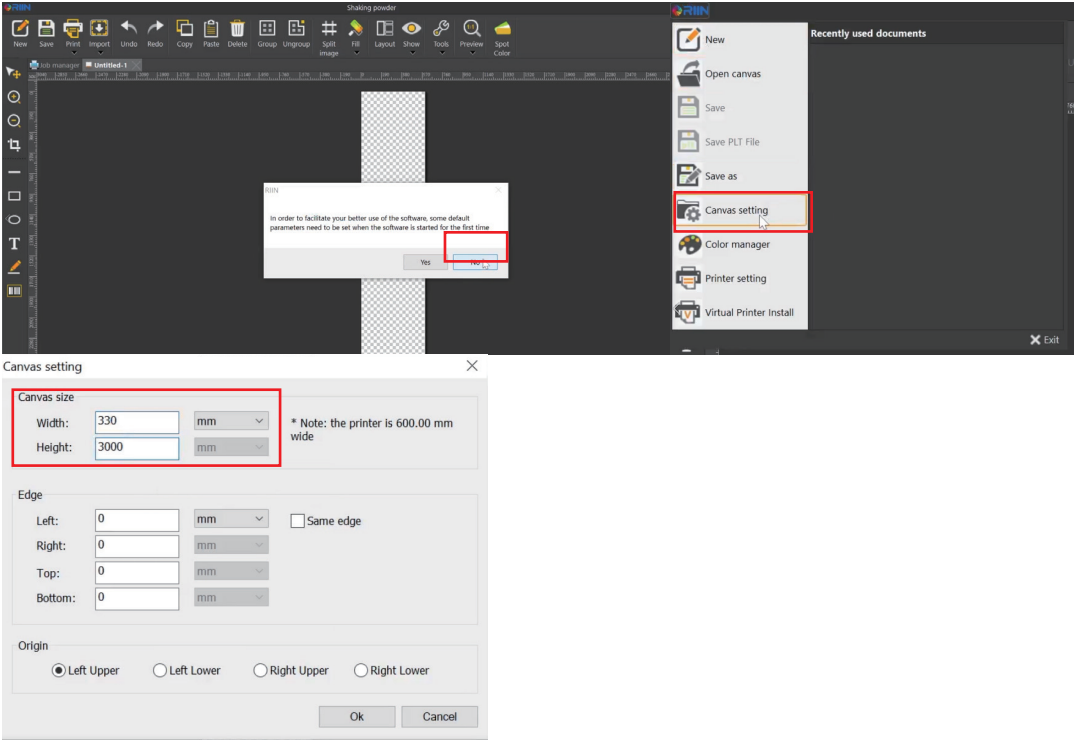
4. Confirm if you want to create a shortcut and keep clicking “Next” until the “Install” shows up;



5. During the installation process, a component installation window will appear. Please follow the on-screen instructions as shown in the image below to complete the installation. Finally, click “Finish”. Once installation is complete, please restart your computer;

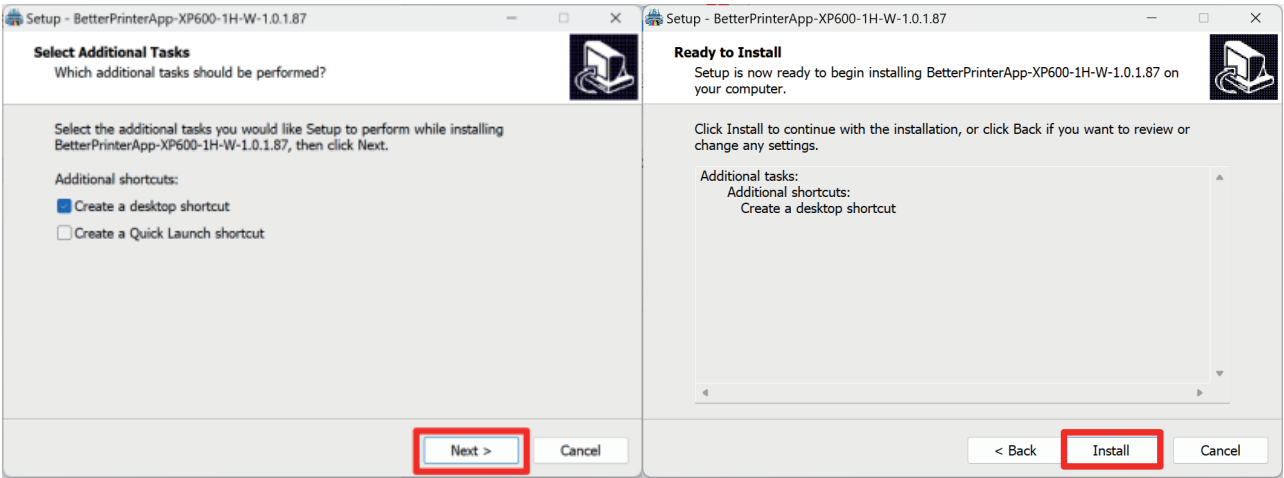


6. Open RIIN software and a window for default parameters setting will pop up. Click “No” then click the “RIIN” icon in the upper left corner, select “Canvas setting”, set the canvas size to “330 mm/13 in” in width and “400 mm/16 in” in height, and then click “OK” to save.

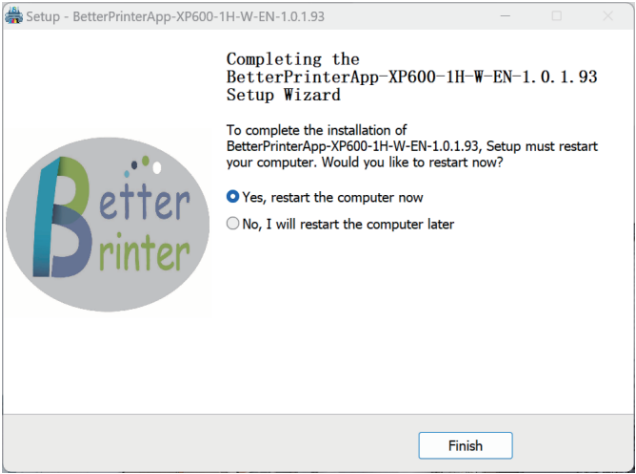


BetterPrinter Installation

1. Double-click the BetterPrinter installation package to confirm its installation directory. It is recommended to install the software outside the C drive and keep the folder hierarchy within three levels. After selections, click “Next”;
2. Confirm if you want to create a shortcut, etc., click “Next” after confirmation, and then click “Install”;



3. The driver installation window will appear. Please follow the on-screen instructions as shown in the image below to complete the installation;



4. After the installation is complete, please restart your computer. Open the BetterPrinter software, check all options for network connection and click “Allow”.

First Usage Instructions



1. Unscrew the screws on the ink box and remove the ink box cap;

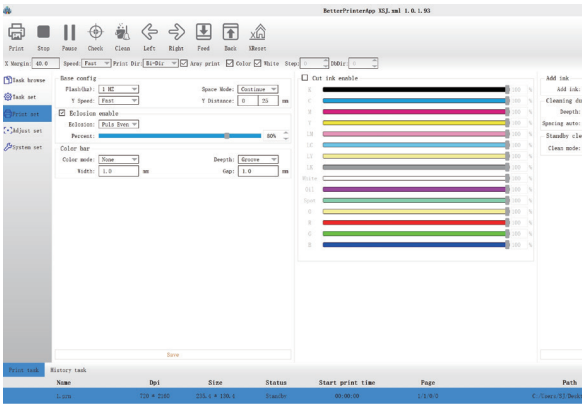


2. Open the caps of the ink bottles and pour the corresponding ink colors into the C, M, Y, K, and W ink bottles. The waste ink bottle is used to collect waste ink. After filling, reinstall the cap. For beginner users, it is recommended not to reinstall the cap immediately in order to monitor the waste ink level more easily;

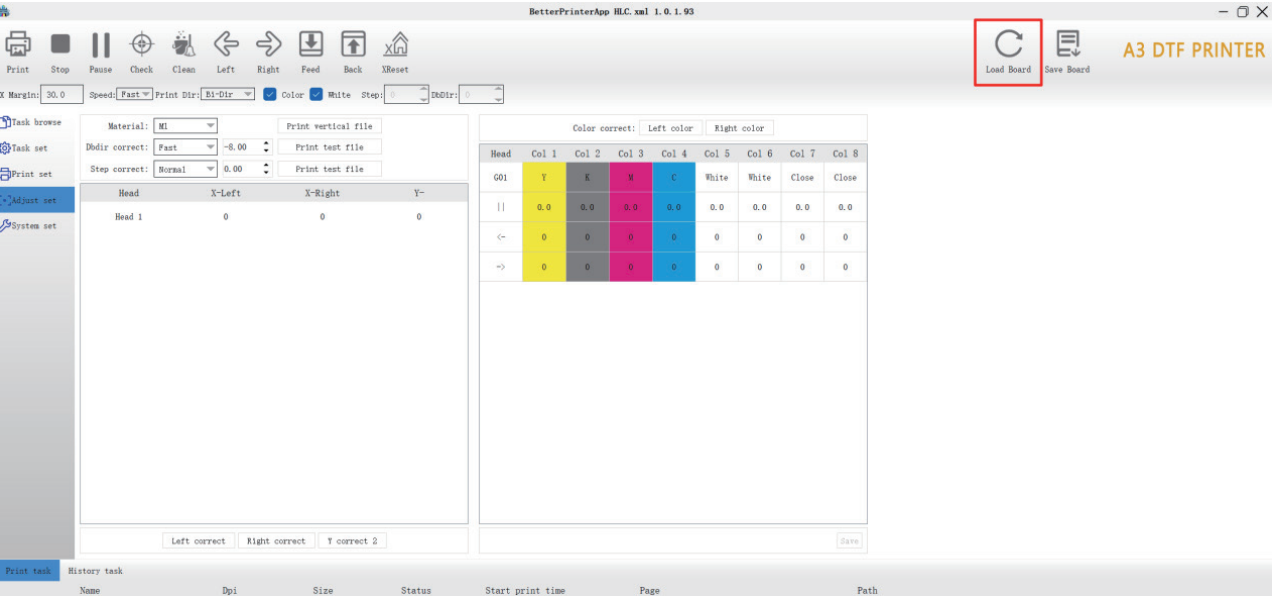


3. Connect the printer to your computer using a USB cable, and insert the software dongle into another USB port;

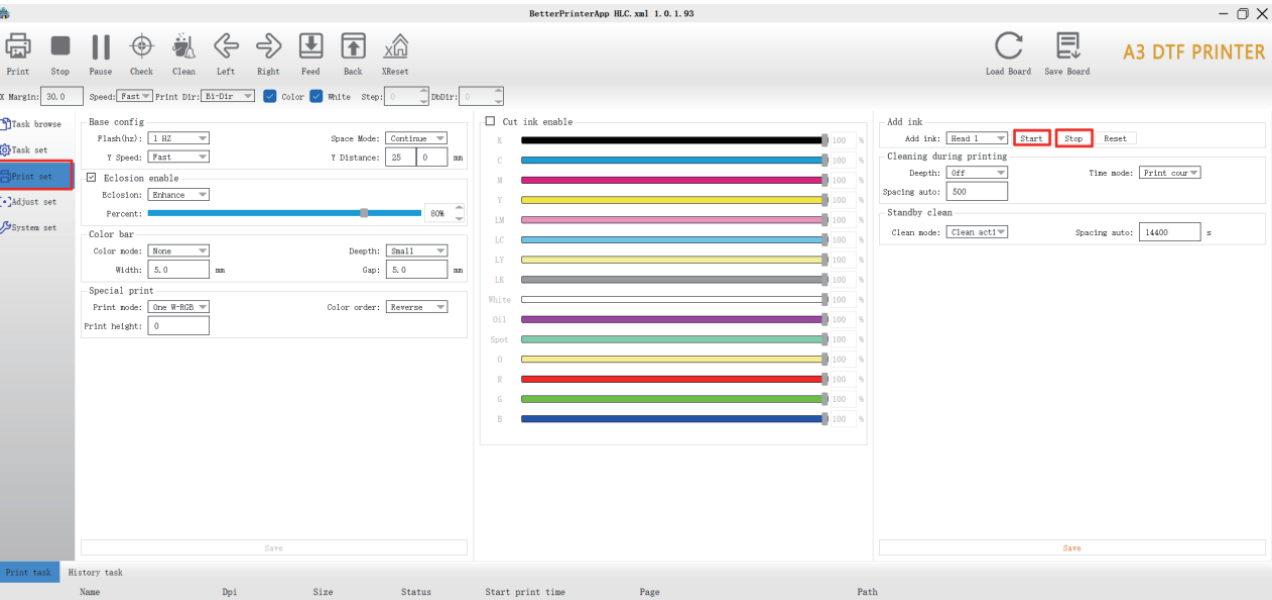
4. Check the USB icon in the bottom-left corner of the “BetterPrinter” interface; A green icon means the connection is successful; a gray icon indicates the printer is not connected;



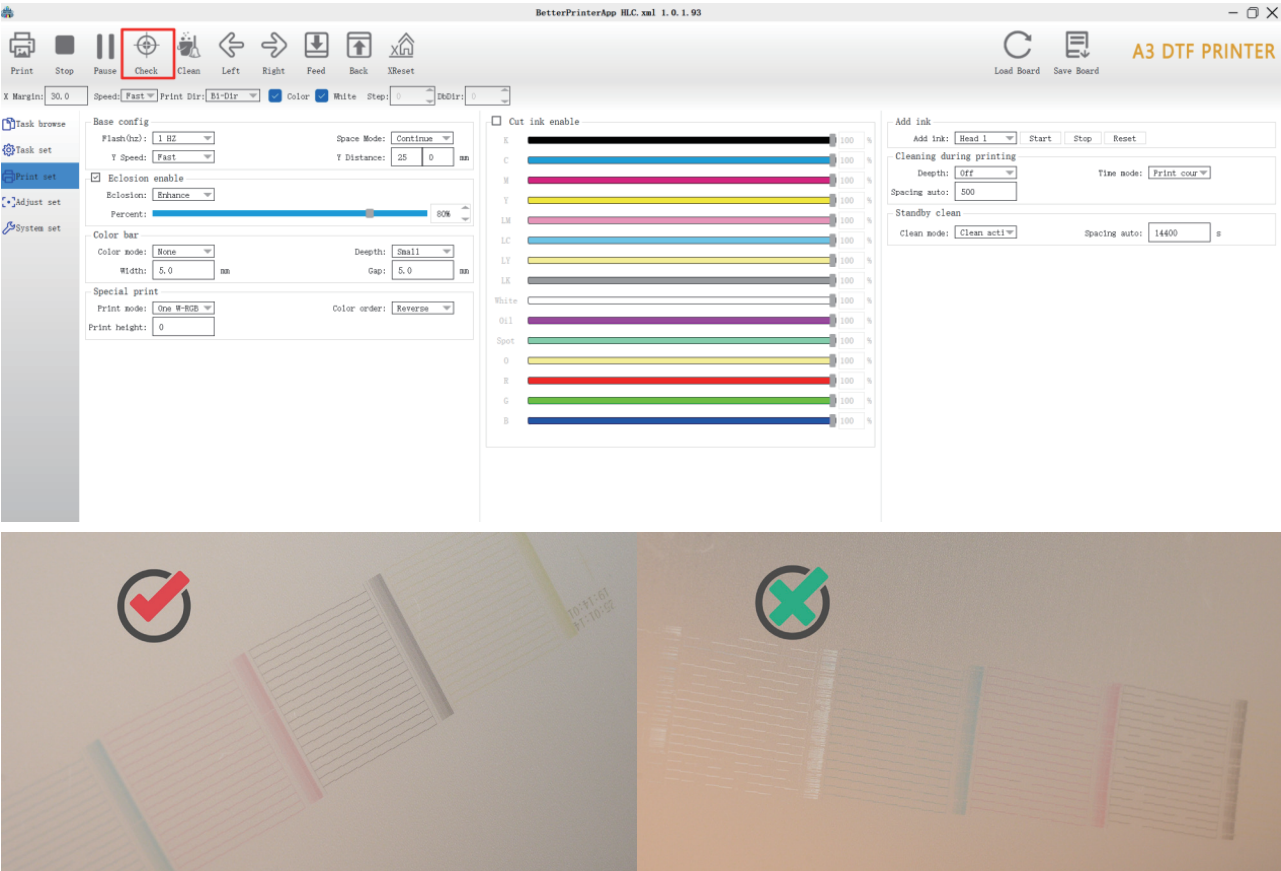
5. Click the “Load Board” button in the top-right corner;



6. Go to the “Print Set” page. Under the “Add Ink” section on the right, click “Start”, wait for 10 seconds, then click “Stop”. Check if black waste ink has appeared in the waste ink bottle;



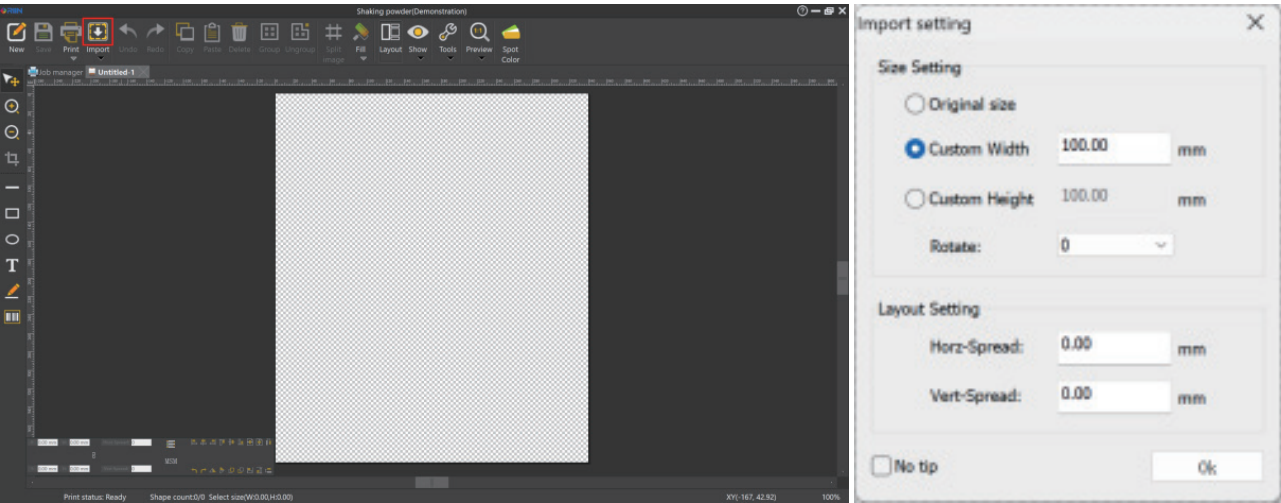
7. Click “Check” to print a nozzle check pattern. Observe whether all six test line areas appear. If they are missing or incomplete, repeat this step and check the pattern again;



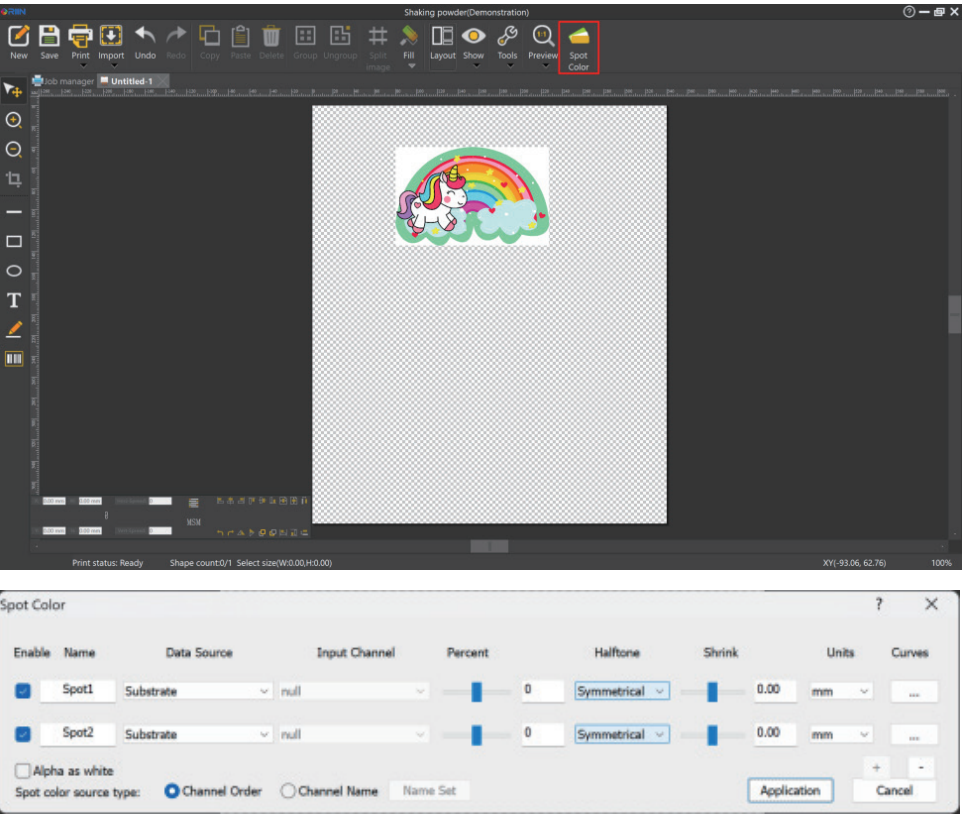
8. If the test pattern is still not good, please contact HTVRONT customer service.

Image Print Instructions

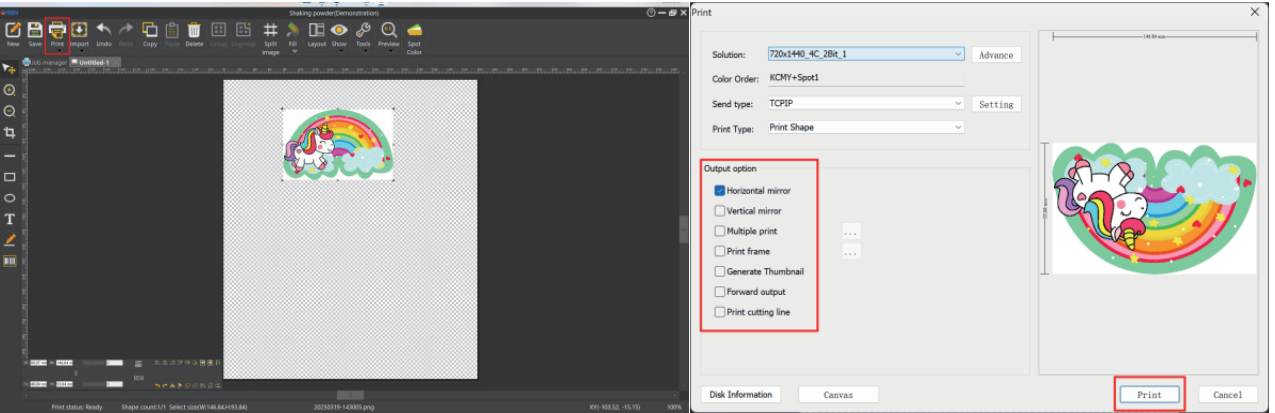
- 1. Connect the printer to your computer. Open RIIN and BetterPrinter, and confirm the printer is connected. Both software must remain open during printing;
- 2. In RIIN, click the “Import” icon (Note that you need to click the icon, not the text or the triangle below), select the image you want to print (Support select multiple images), set the printing length and width and note to exceed the canvas size. Adjust the image’s position on the canvas;



3. Click “Spot Color”, then check to enable both “Spot1” and “Spot2”, and select your desired “Spot Color” mode. Make sure the settings for “Spot1” and “Spot2” are identical. For PNG images with a transparent background, it is recommended to select “Empty Image Base”. For JPG images, choose “Substrate”. For more details, please refer to the “Spot Color” section;



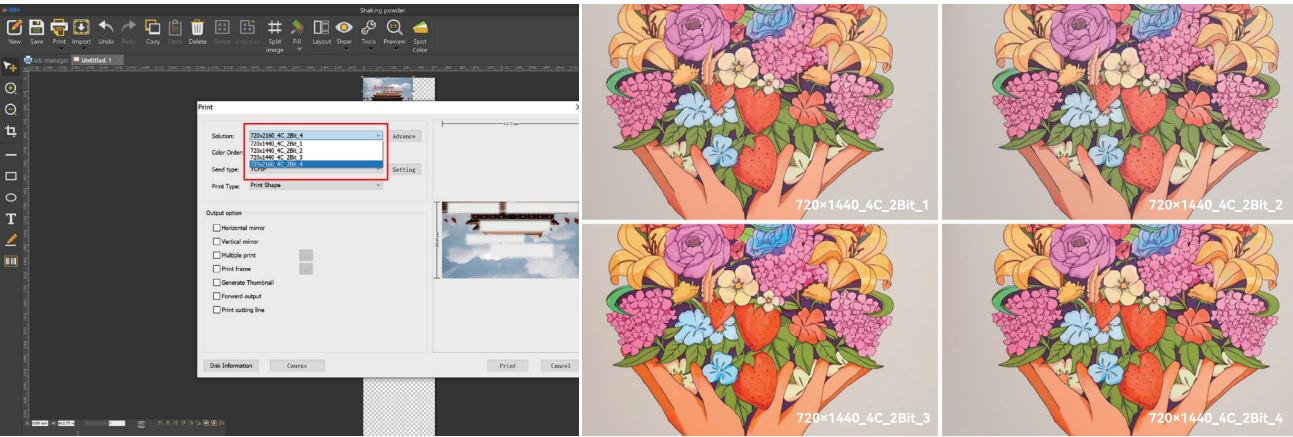
4. Finally, click “Print”, select the desired curve, and configure “Mirror” and “Multiple Print” settings as needed. Then click “Print” to send the task and start printing;



5. When printing with DTF transfer film sheets, first remove the roll film and roller bars. Feed a sheet into the rear feed slot and gently position it under the pressure rollers, holding it in place with your hand. Press “Feed” until the front edge of the sheet aligns with the white scale markers. If the film bulges, re-feed it or replace it with a new sheet. Once aligned, you can start printing.
Note: The printer does not support loading or printing multiple sheets at the same time.

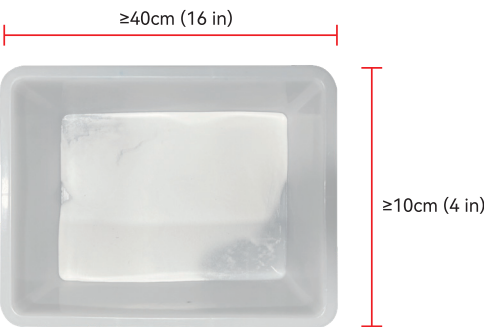
Color Curve Introductions

- 720×1440_4C_2Bit_1:** Default curve with colors close to CMYK primaries. Suitable for everyday printing needs.
- 720×1440_4C_2Bit_2:** Lighter colors compared to the default curve. Ideal for light-colored designs or fabrics.
- 720×1440_4C_2Bit_3:** Deeper and more vibrant blues and reds than the default curve. Suitable for vivid images or dark fabrics.
- 720×1440_4C_2Bit_4:** Blues and reds are slightly lighter than Curve 3, but still more vivid than the default curve.

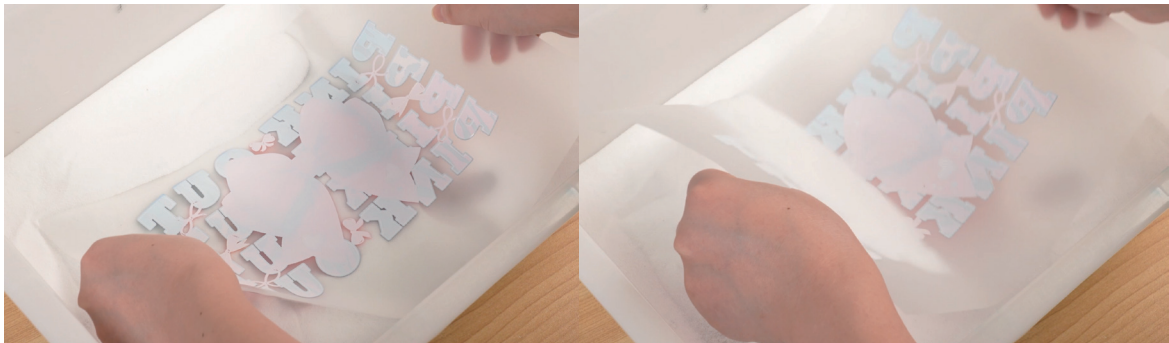


DTF Powder Application & Heat Transfer Instructions

- a. Prepare a plastic box with four enclosed sides, a length and width greater than 40 cm (16 in), a height greater than 10 cm (4 in), and a sealable lid. A plastic storage box like the one shown below is recommended. Pour the DTF powder into the box;



- b. Pour a generous amount of DTF powder onto the printed film. Hold both ends of the film and gently shake it to allow the powder to evenly coat the printed image;



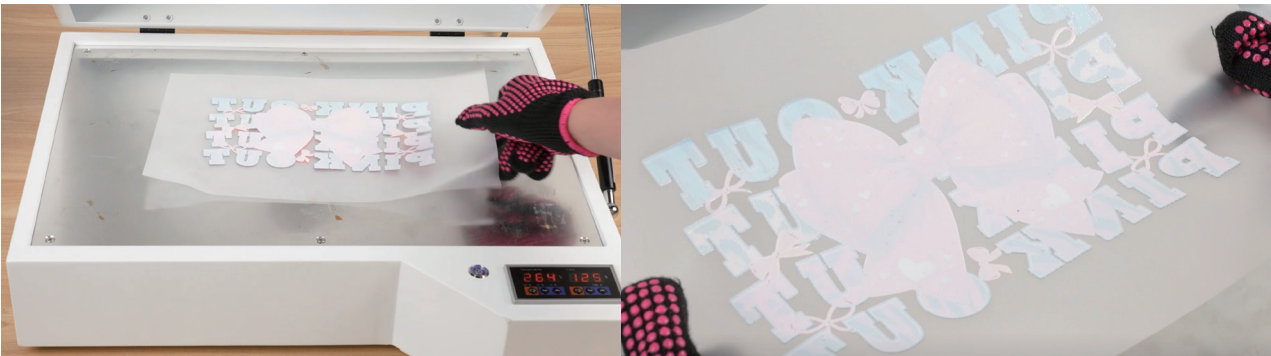
- c. Pour the excess powder back into the box. Flick the back side of the film with your fingers to remove any powder stuck to blank areas;

- d. Preheat the oven and set the temperature in advance. Place the prepared film face-up (the side with ink and DTF powder) flat in the oven for curing. For the included oven, the recommended settings are 120°C ±20°C (248°F ±68°F) for 120 seconds. If using another oven model, please refer to its manual for the recommended parameters;

Note: Avoid touching the design directly during operation to prevent it from being scuffed or damaged.



- e. Wear heat-resistant gloves to take out the film from the oven. After it cools down, you can proceed with heat pressing or store it for later use;

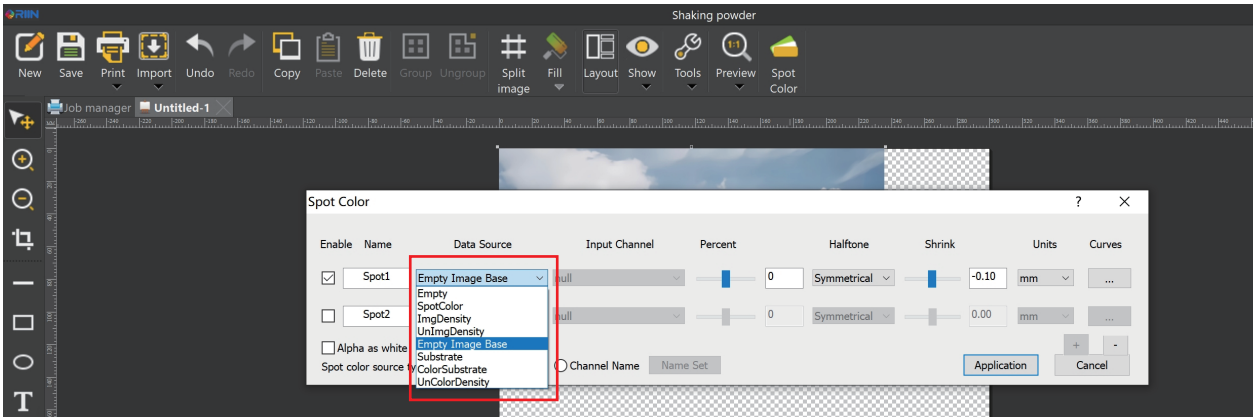


- f. Recommended heat press settings: 150°C / 302°F, 15 seconds, and 70 kg / 154 lb of pressure. After ironing, allow the film to cool completely before peeling. If any edges lift, peel off the film first, then press again using the same temperature and pressure for approximately 7 seconds.



Spot Color Introductions

It is recommended to select “Empty Image Base” and “Substrate”, which can meet common printing needs. Please select and test other spot color models based on your needs.



Empty Image Base

- Identify the entire image region (including the image background) and cover it with white ink. If the image is in PNG format with a transparent background, “Empty Image Base” will not recognize the transparent background and only cover the non-transparent region with white ink. If full region coverage is needed, please check “Alpha as white”.

- Best for: It is often used to directly print PNG images, or to create designs with a white background.

Substrate

- Identify the color region in the image and cover it with white ink. Due to the uncontrollable complexity and precision of the design, extra white edges, white spots, etc. may be found in the identified area. It is recommended to check the original image for any unnecessary elements in Photoshop, process it into a correct PNG design with a transparent background, and then select “Empty Image Base” for printing.

- Best for: It is often used to print images in formats other than PNG, and directly print out images without background color.

SpotColor

- Identify the spot channel in the image and cover it with white.

- Best for: It is used to make a separate spot channel for printing when the effect of printing with “Empty Image Base” or “Substrate” is not desirable. Before use, you need to set up the spot channel in Photoshop. For specific steps, please refer to the “Q&A” section.

Empty

- Only print in color without covering any white ink.

ImgDensity

- Cover the image with white ink depending on the gray value of the image. Darker regions will be covered with thicker white ink.

UnImgDensity

- Cover the image with white ink depending on the gray value in the image. Darker regions will be covered with thinner white ink.

ColorSubstrate

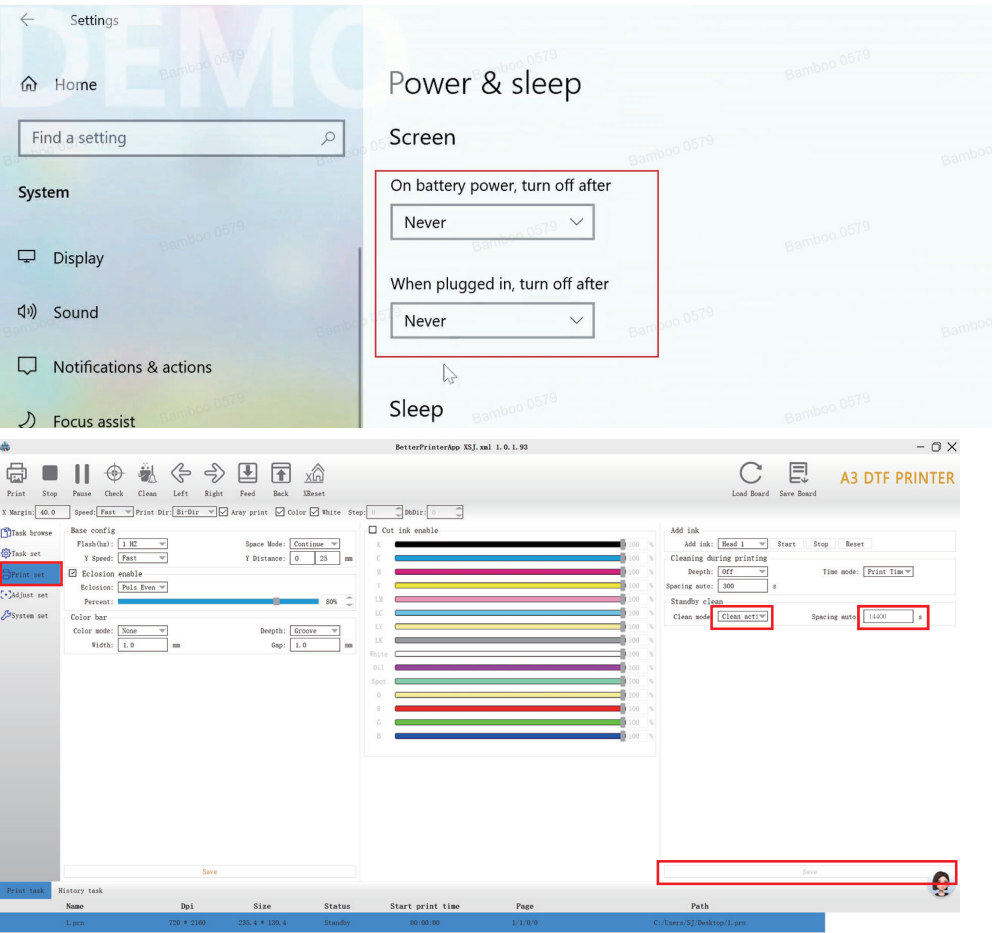
- Cover the image with white ink depending on the gray value in its colored region. Darker regions will be covered with thinner white ink.

UnColorDensity

- Identify the colorless region in the image and cover it with white ink

Device Maintenance

To prevent the printhead from clogging, make sure the printer is always on and connected to “BetterPrinter”, and the computer screen must not turn off or go into hibernation. It is recommended to connect the computer to a charger and set the screen and sleep settings to “Never” in “Settings-System-Power & Sleep”. At the same time, under the “Print set - Standby clean” in “BetterPrinter”, set “Cleaning mode” to “Clean action” and “Spacing auto” to “14400”, and click the “Save” button below when completed.



- Please clean the printer components regularly to ensure stable printing accuracy and extend the product’s lifespan. Recommended cleaning areas and methods are as follows:



• Ink Pad:

Dampen a piece of non-woven fabric with 75% alcohol or cleaning solution. Wipe around the ink pad and the metal base underneath it to remove any spilled waste ink.

• Ink Scraper:

Dampen a piece of non-woven fabric with 75% alcohol or cleaning solution. Wipe the surface of the scraper thoroughly.



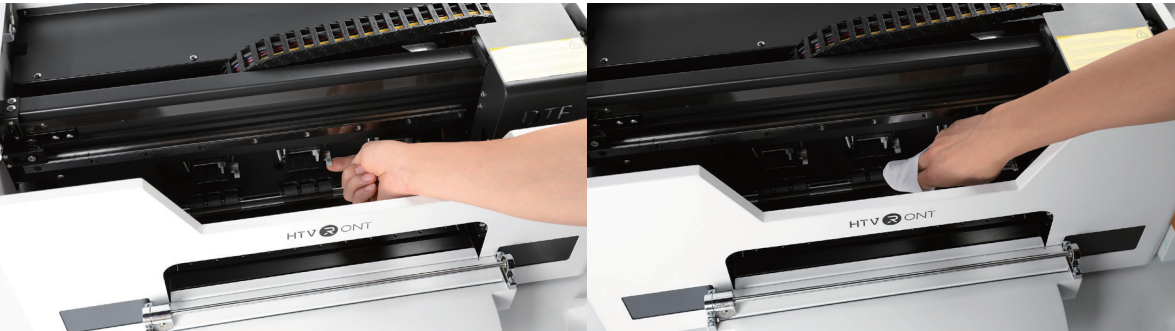
• **Optical Linear Scale:**

Dampen a piece of non-woven fabric with 75% alcohol. Gently wipe the scale strip in one direction only. Do not wipe back and forth. Use the printer only after the strip is completely dry.

• **Film Tray & Pressure Roller:**

Lift the pressure roller and remove the film from the printer. Dampen two pieces of non-woven fabric with 75% alcohol or cleaning solution. Use one to clean the surface of the film tray, and the other to clean the pressure roller. Reinstall the film after cleaning.

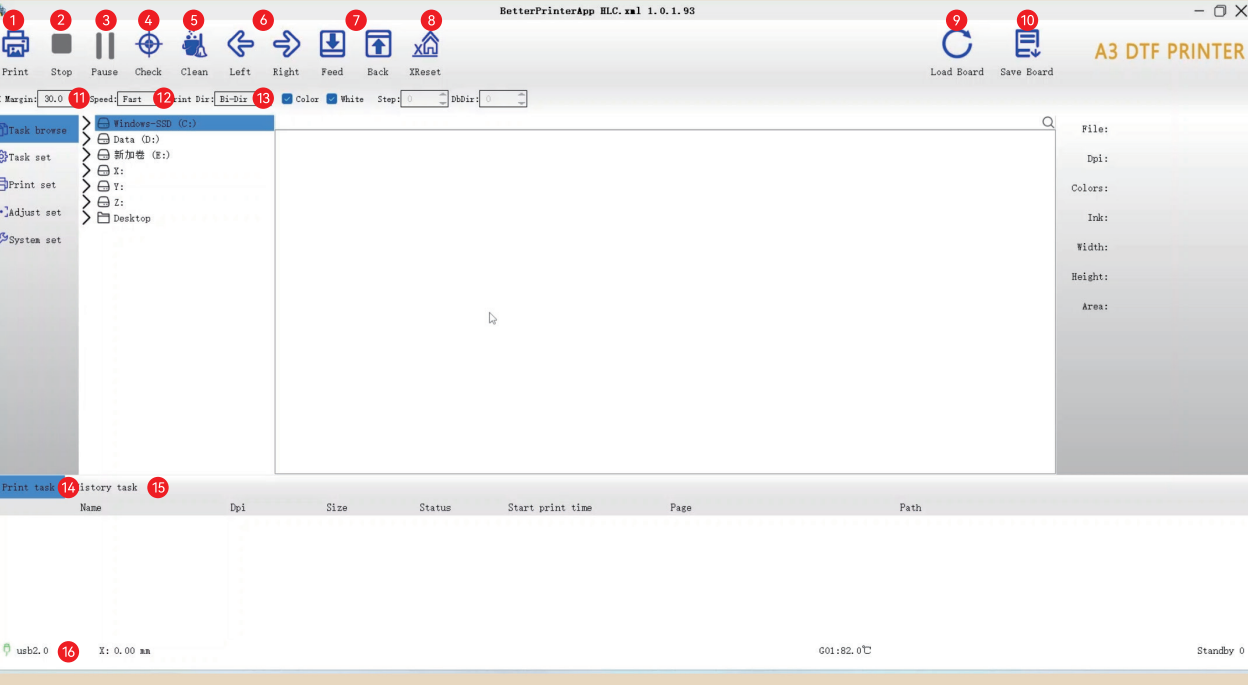
Note: Please wear gloves during cleaning to ensure proper protection. Do not use any other cleaning agents, as they may damage the internal components.



Software Instructions

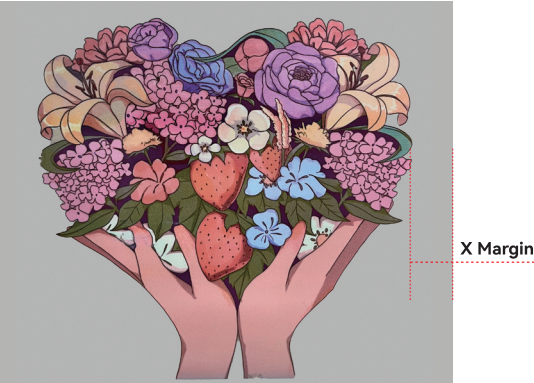
Functions not described in this user manual generally do not require adjustment or use. It is not recommended to modify these settings on your own. If needed, please contact customer service for technical support.

A: BetterPrinter Functions
Main interface



1. “Print”: Click to start printing the selected PRN file. This function is explained in detail in the “Task Browse” section.
2. “Stop”: Click to immediately stop the current printing task. Once stopped, the task cannot be resumed and must be restarted.
3. “Pause”: Pause or resume the current task.
4. “Check”: Click to print a nozzle check pattern for the printhead.
5. “Clean”: Click to perform the printhead cleaning function.
6. “Left/Right”: Move the printhead to the left or right.
7. “Feed/Back”: Control the forward or backward movement of the film.
8. “XReset”: After manually moving the printhead, click this to return it to the original position.
9. “Load Board”: Load configuration parameters from the printer’s board into the software. This will overwrite the current software settings.
10. “Save Board”: Save the software parameters to the printer board. This will overwrite the current board settings.

11. “X Margin”: Sets the horizontal distance between the printhead’s origin and the starting print position. A larger value moves the start position to the left, and a smaller value to the right. The default value is factory-calibrated and usually does not require adjustment. If the design prints off the right edge of the film, try increasing this value. Also useful when using film narrower than 330 mm or not aligned to the right side of the feed path.



12. “Speed”: Adjust the print speed. “Middle” is recommended for optimal balance between print quality and efficiency.
13. “Print Dir”: Sets the movement direction of the printhead during printing.

Bi-Dir: Prints while moving in both directions (left and right).

To Left: Prints only when moving left; returns without printing.

To Right: Prints only when moving right; returns without printing.

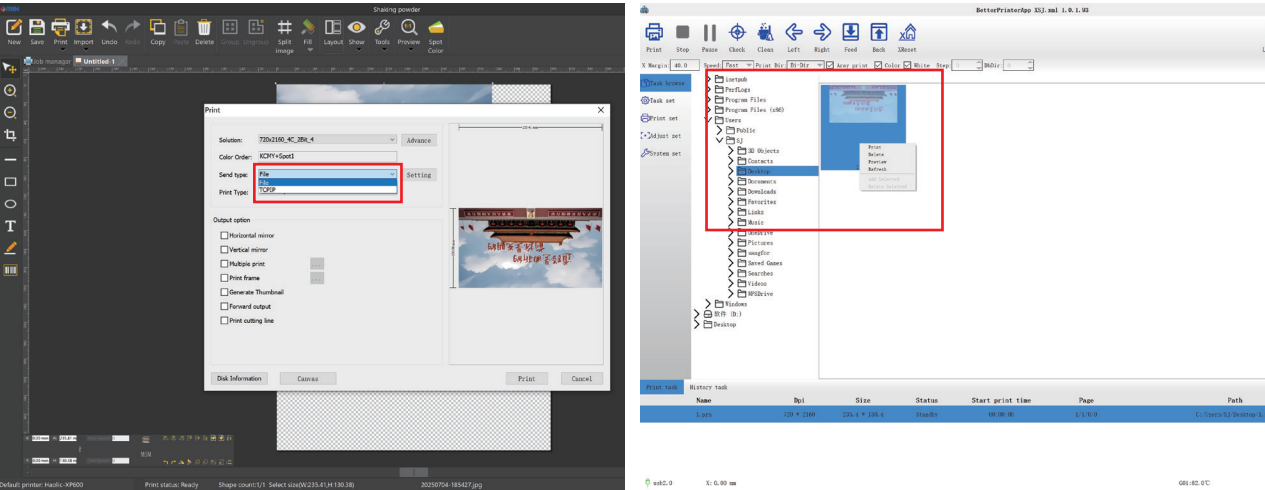
Bidirectional printing is faster but may have slightly lower image quality.

For best results, unidirectional printing is recommended.

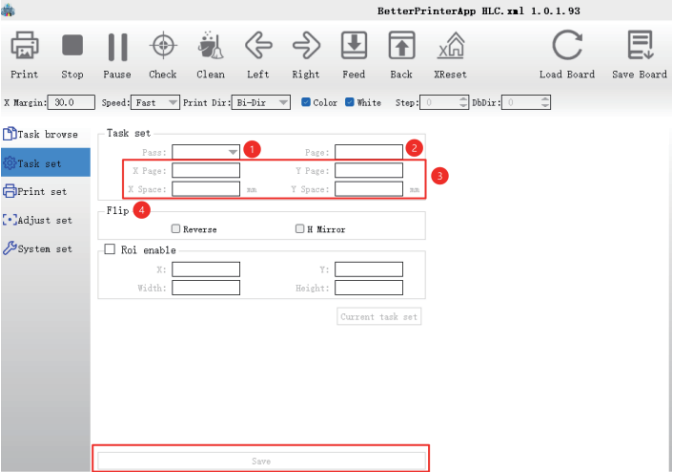
14. “Print Task”: Displays the current and pending print jobs.
15. “History Task”: Displays completed print jobs.
16. “Connection Status”: Shows the connection status between the printer and software. A green icon indicates connected; gray indicates not connected.

Task Browse

When printing in RIIN, if you select “File” as the “Send type”, a PRN file will be saved for printing. You can select the PRN file here and double-click it to open it. Right click to delete, preview, etc.



Task Set

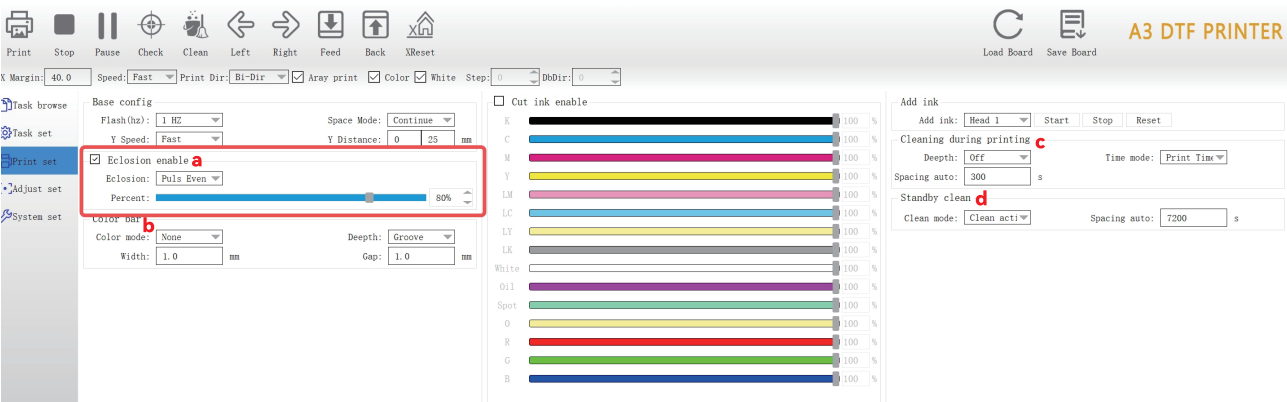


After opening a file in “Task Browse”, you will be redirected to “Task Set”. Here, you can configure the printing parameters. Once finished, click “Print” in the upper left corner to start printing.

- 1.“Pass”: In simple terms, this refers to the number of passes required to print a design. More passes result in richer detail but slower printing speed. If the pass count is too low, parallel lines may appear in the print. You can increase the number of passes or enable “Eclosion” to improve print quality. Choose the pass setting based on your balance of print accuracy and efficiency;
- 2.“Page”: Sets how many copies of the current task will be printed (not the number of designs per page). If “X Page” (horizontal) and “Y Page” (vertical) are set, each copy will include that full layout. For example, if “Page” = 2 and “X Page” = 2, the result will be 2×2 = 4 designs;
- 3.“Current Task Set”: Configure the number of horizontal and vertical designs, and the spacing between them;
- 4.“Flip”: Adjust the orientation of the design or enable mirroring as needed.

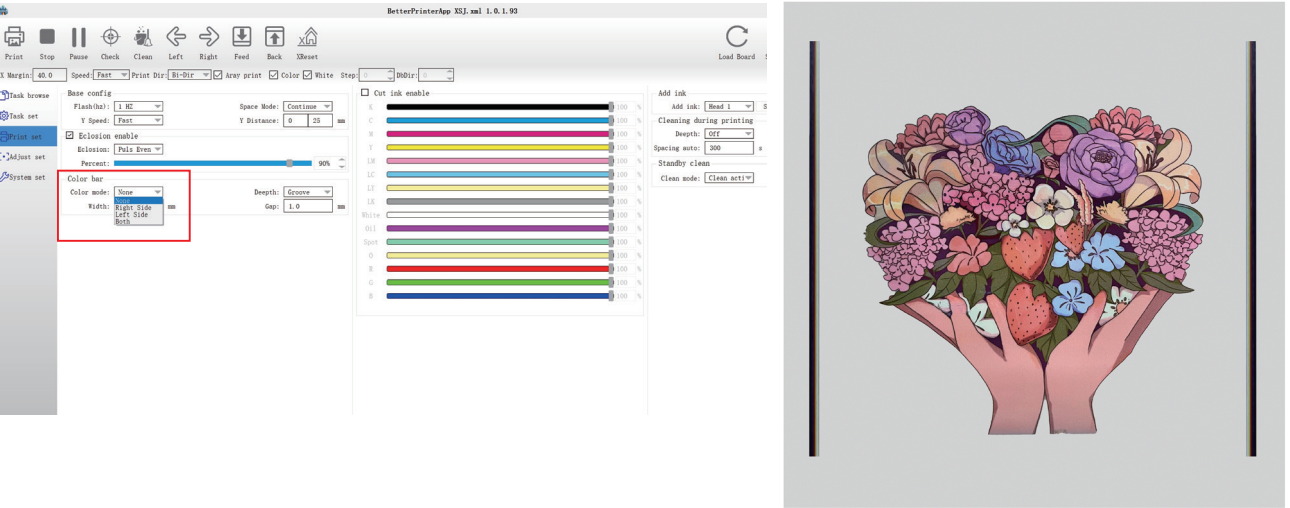
Note: After setting the above parameters, you must click “Save” at the bottom of the page for the changes to take effect!

Print set



a.“Eclosion enable”: When enabled, this feature reduces jagged edges in the design and improves the smoothness of both outlines and the white ink layer. However, enabling it will decrease print speed. If the white ink nozzles are slightly clogged and the white appears lighter, increasing eclosion can help compensate for the ink loss;

b.“Color bar”: Prints a color bar in the blank space beside the design to prevent nozzle clogging. In some cases, certain colors may not be used in the image. If such designs are printed continuously without enabling “Cleaning during printing”, the unused nozzles may clog over time. Enabling “Color Bar” forces all color channels to print a strip alongside the design, reducing the risk of clogging;



c.“Cleaning during printing”: Allows automatic printhead cleaning during printing.

“Depth” includes two options:

“Flash”: Light ink spray; low ink consumption.

“Clean Action”: Full cleaning cycle; higher ink usage but better cleaning effect. We recommend using “Clean Action”.

“Time Mode” allows you to choose the cleaning trigger:

“Print Time”: Clean after a set time duration.

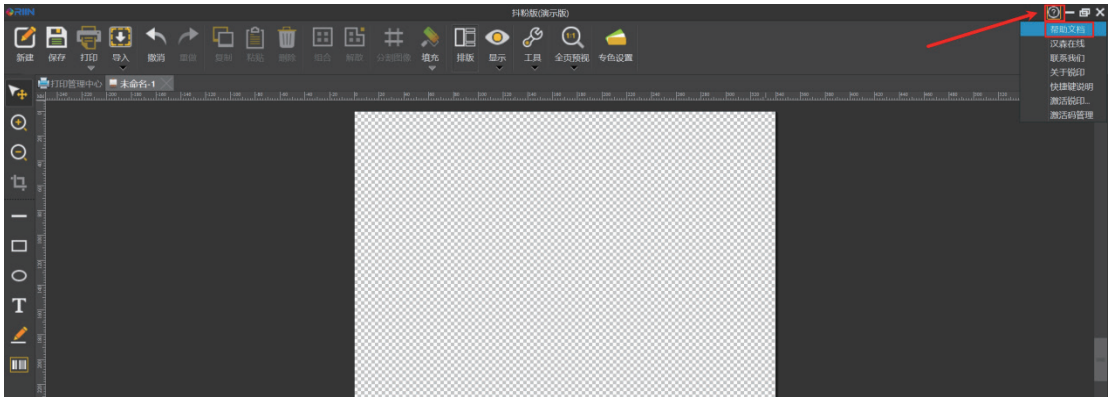
“Print Count”: Clean after a set number of prints. Once selected, configure the interval in “Spacing Auto”. If a single design takes longer to print, choose “Print Time”; otherwise, select “Print Count”.

d.“Standby clean”: Performs automatic printhead cleaning when the printer is idle to prevent clogging. Refer to point ③ for function differences. Recommended setting: “Flash”, with “Spacing Auto” set to 1200.

Note: After setting the above parameters, you must click “Save” at the bottom for the settings to take effect!

B: RIIN Functions

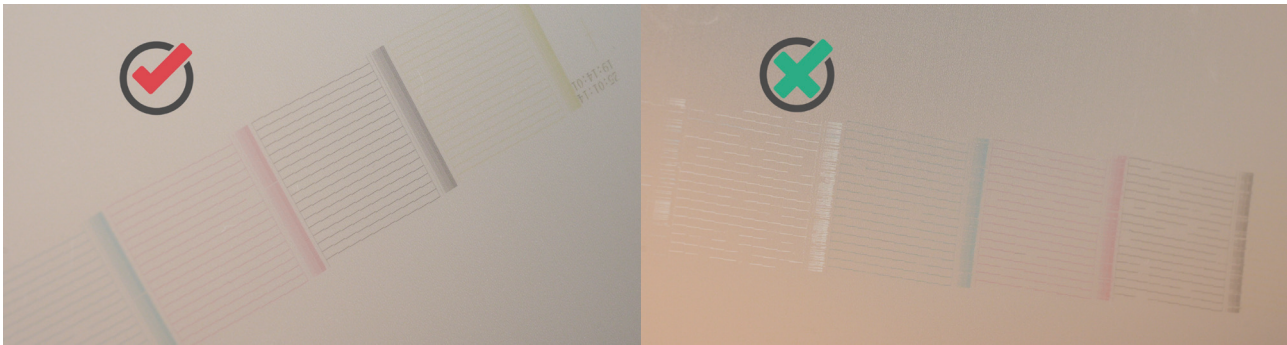
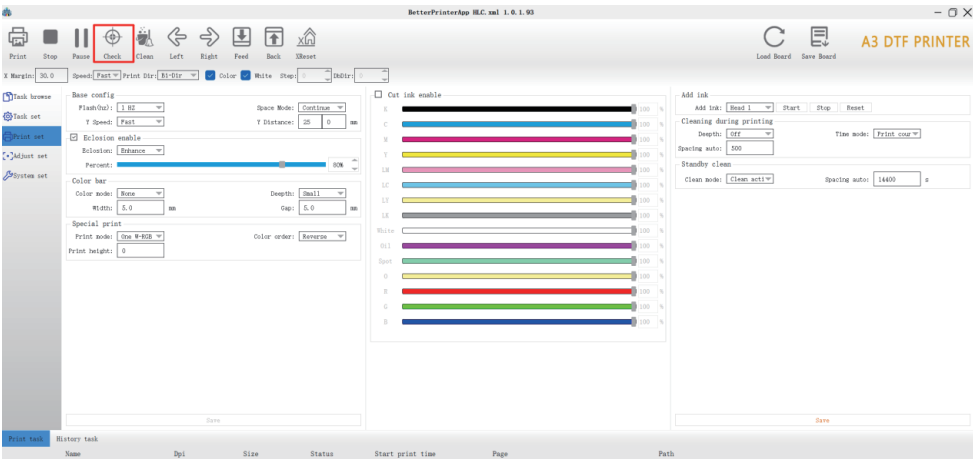
Open RIIN, click the “?” icon in the upper right corner, then select “Help Document” to view detailed function instructions. For any other features not mentioned, please contact our customer service team for technical support.



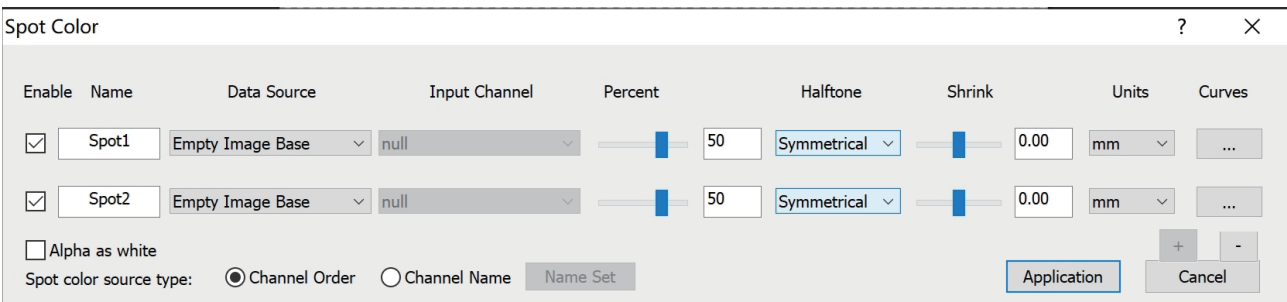
FAQs

Q1: What to do when white ink is too light to cover the color ink?

A1: Clean the printhead twice, then print a nozzle check pattern to check if the white ink nozzles are clogged. If the clogging is severe, please contact our customer service for replacement or repair;

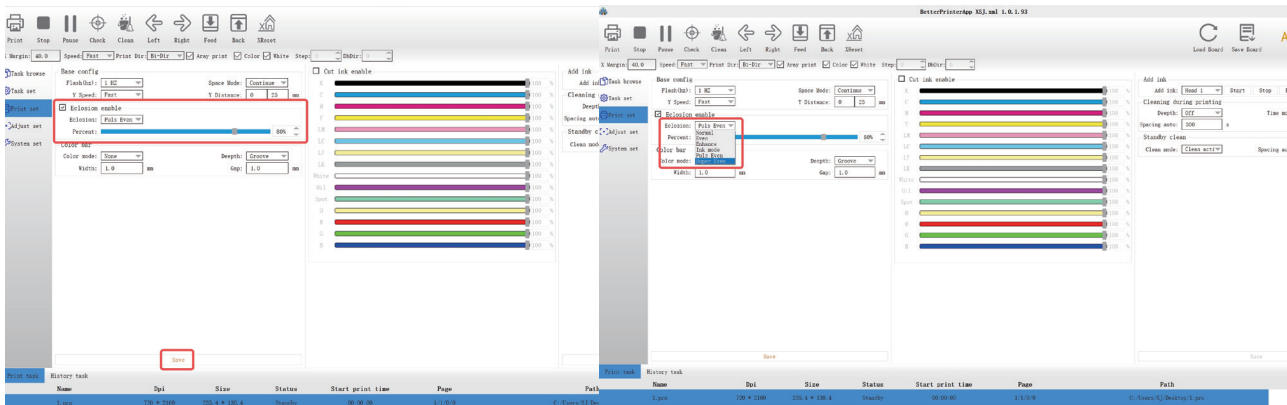


A2: If the clogging is minor, go to the “Spot Color” settings in RIIN and increase the Spot1 and Spot2 concentration values. We recommend starting with 50 and adjusting based on the actual result. The higher the value, the thicker the white ink. The maximum value is 100. Please note: overly concentrated white ink may lead to buildup or ink flow. The optimal condition is when the white ink evenly covers the design, is slightly raised, and does not run or appear transparent;



A3: If A2 doesn’t solve the issue, go to BetterPrinter and enable “Eclasion Enable”.

Set the Eclasion Mode to “Puls Even”, and adjust the “Percent” to 80%, then click “Save”. Print a sample to evaluate the result, and adjust the “Percent” as needed. If necessary, switch to a stronger eclasion mode: “Super Even”;

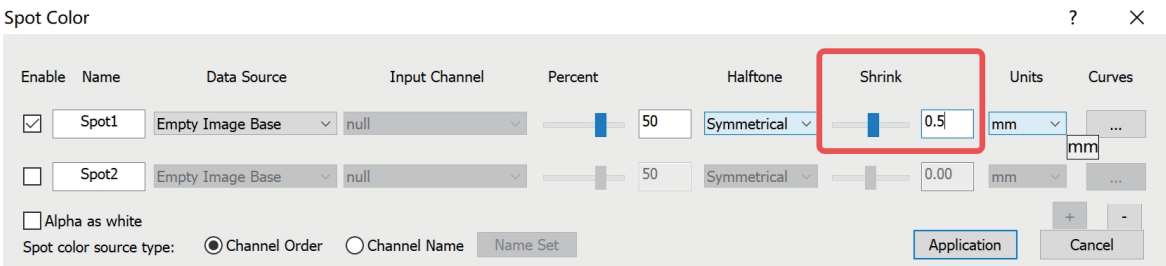


A4: If the problem still persists, check whether you recently refilled the white ink. Make sure the ink was well-shaken and fully mixed before use, and no sediment was present. We recommend using a syringe and soft tube to extract all the white ink from the bottle and refill it with qualified, well-mixed ink;

A5: If none of the above steps work, please contact our customer support for further assistance.

Q2: Why is there white adhesive squeezing out from the edge after heat-pressing the design onto the carrier?

A1: In RIIN, go to the “Spot Color” settings and adjust the “Shrink” value. Try setting it to -0.5 with mm as the unit. This reduces the size of the white ink layer relative to the color layer, helping to avoid visible edges. For example, -0.5mm means the white ink outline will shrink evenly by 0.5mm on all sides;



A2: When applying DTF powder, reduce the amount of DTF powder (hot melt adhesive) to avoid excess buildup, which can cause overflow during heat pressing. If needed, switch to a different type of DTF powder;

A3: Check the heat press machine’s pressure, temperature, and time settings. If the design is solid, try slightly lowering the pressure value.

Q3: Why does RIIN show “Error” for the current task while printing, and what to do about it?

A1: Make sure the printhead lock has been removed, and both RIIN and BetterPrinter are running during printing. If either one is closed, tasks may fail to execute properly;

A2: Check the printer connection in BetterPrinter. If it's not connected, inspect your USB cable for any looseness or damage, and try switching to a different USB port. You can also try reconnecting on another computer if needed;

A3: Verify that the printer driver has been correctly installed, and ensure the USB port isn't being interfered with by antivirus software or other applications in the background;

A4: If the issue continues, fully uninstall and reinstall both RIIN and BetterPrinter.

Q4: Why is the print speed slow or the printing process starts and stops, and how can I fix it?

A1: Check if the USB port on the computer works well, try switching to another USB port, and confirm if the printer is connected to the USB 3.0 port.

A2: In “BetterPrinter”, try printing the job via “File” mode (refer to “Software Instructions” - “BetterPrinter Functions - Task Browse”), and see if the print speed is normal.

A3: Check whether your computer is busy copying large files, running resource-heavy software, or performing background tasks. High CPU or disk usage can slow the data stream to the printer. Pause or close those tasks, then restart the print job.

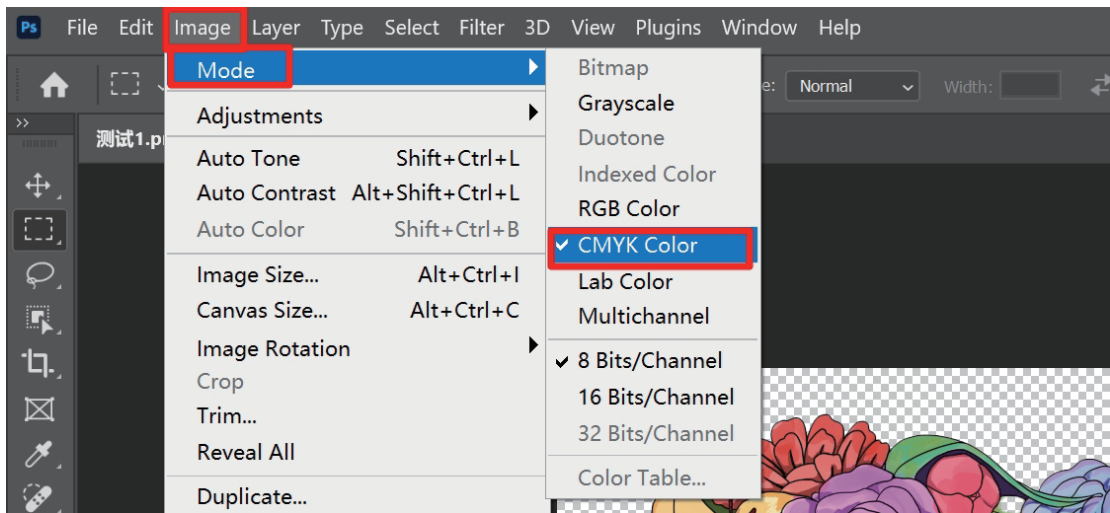
Q5: What to do if the white color in the image cannot be printed?

Note: This manual refers to Photoshop 2023. Other versions may differ in features, so it’s recommended to use the same version for consistency.

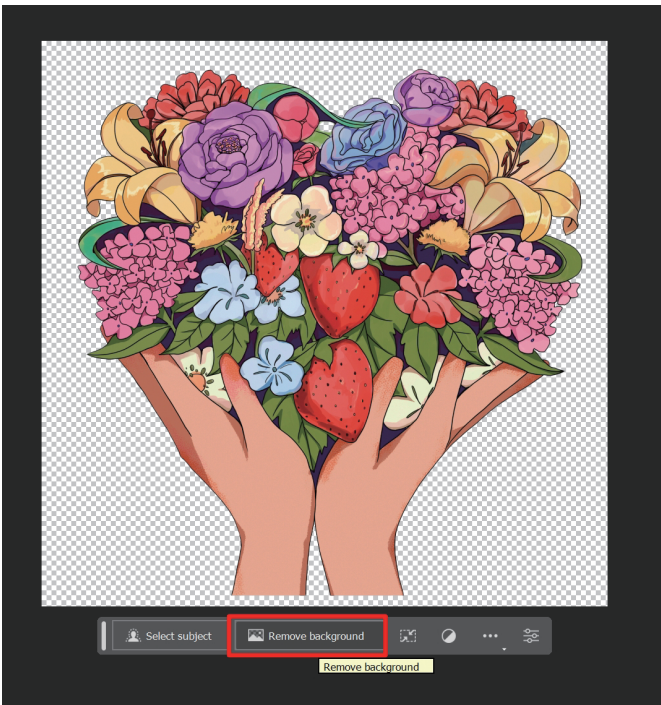
A1: Try adding a mask or spot color channel in Photoshop. The detailed steps are as follows:

Add a mask to the image:

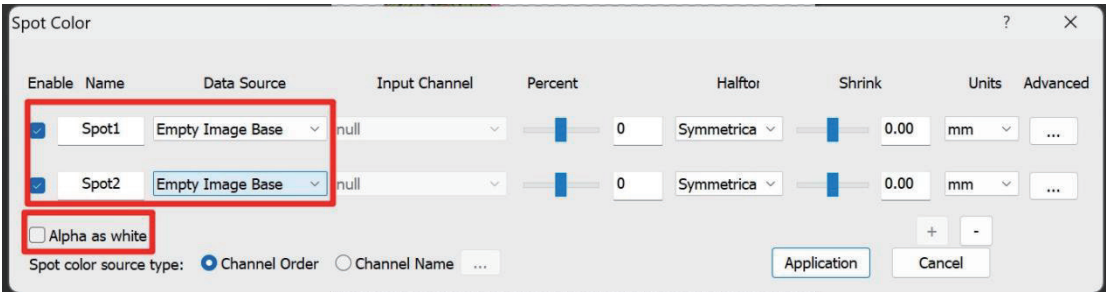
a.Open the image in PS and change it to CMYK model: Click “Image-Mode-CMYK Color” in the upper left corner;



b.Remove the image background and keep only the part you want to print: remove the background with one click in PS2020 and later versions, or manually select and remove it with the “Magic Wand Tool” in previous versions;

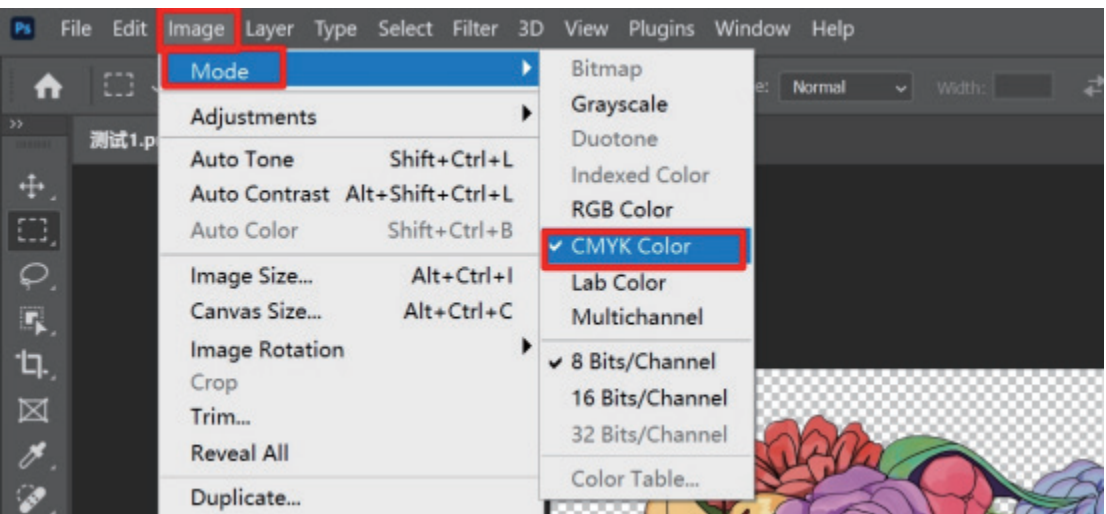


c.Save the image with the background removed (i.e. an image with a transparent background) in PNG format. Import it into RIIN, select “Empty Image Base” in Spot Color, uncheck “Alpha as white”, and print.



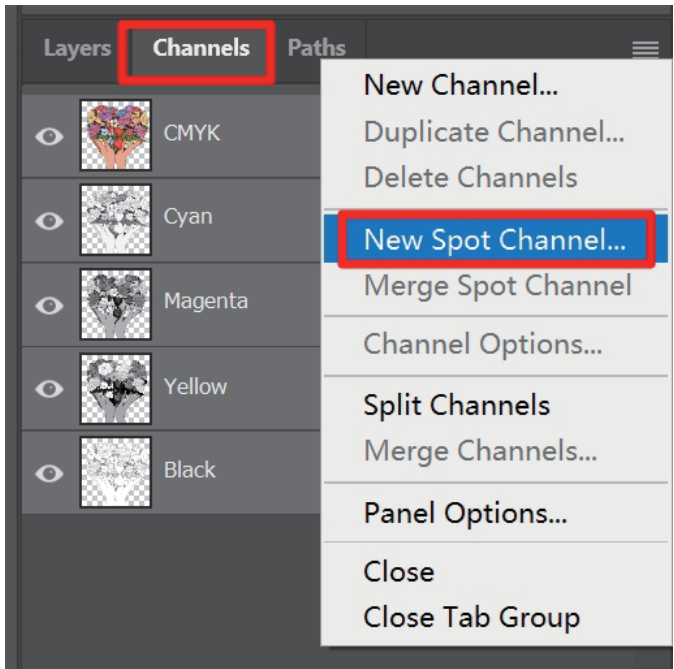
Create a spot channel

a.Open the image in PS and change it to CMYK model: Click “Image-Mode-CMYK Color” in the upper left corner;

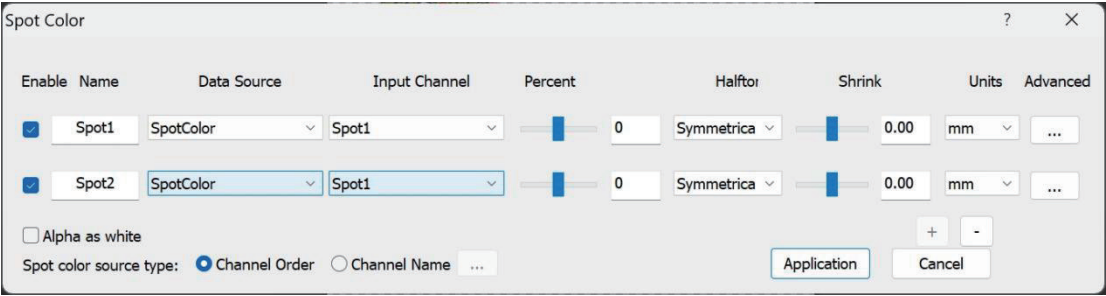


b.Select the image subject to be printed;

c.Click “Channels” - “New Spot Channel”;



d.Save the file as PDF. Import it into RIIN, select “Spotcolor” for “Data Source” in “Spot Color”, select the title of the newly created spot channel for “Input Channel”, uncheck “Alpha as white”, and print;



e.This method is also applicable when you need to print white ink in a specified area. Similarly, select a specified area in the image, create a spot channel, select “SpotColor” for printing in “Spot Color”.

Q6: What to do if the printed colors don’t match the original design?

Note: The Photoshop version referenced in this manual is 2023; other versions may have different features. It’s recommended to use the same version for best results.

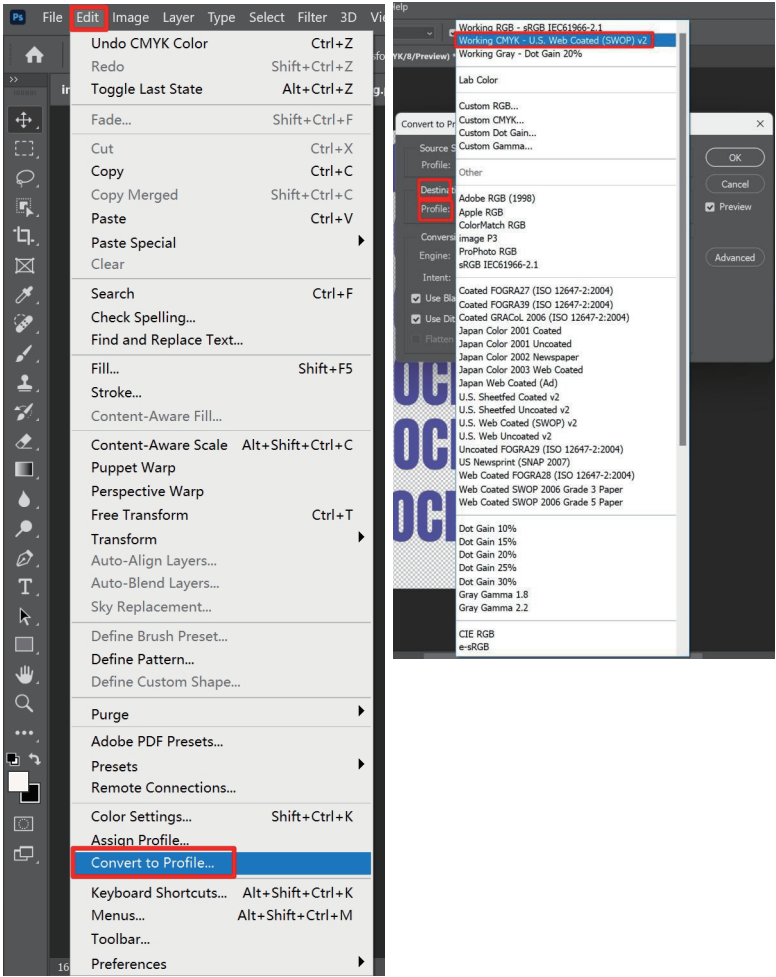
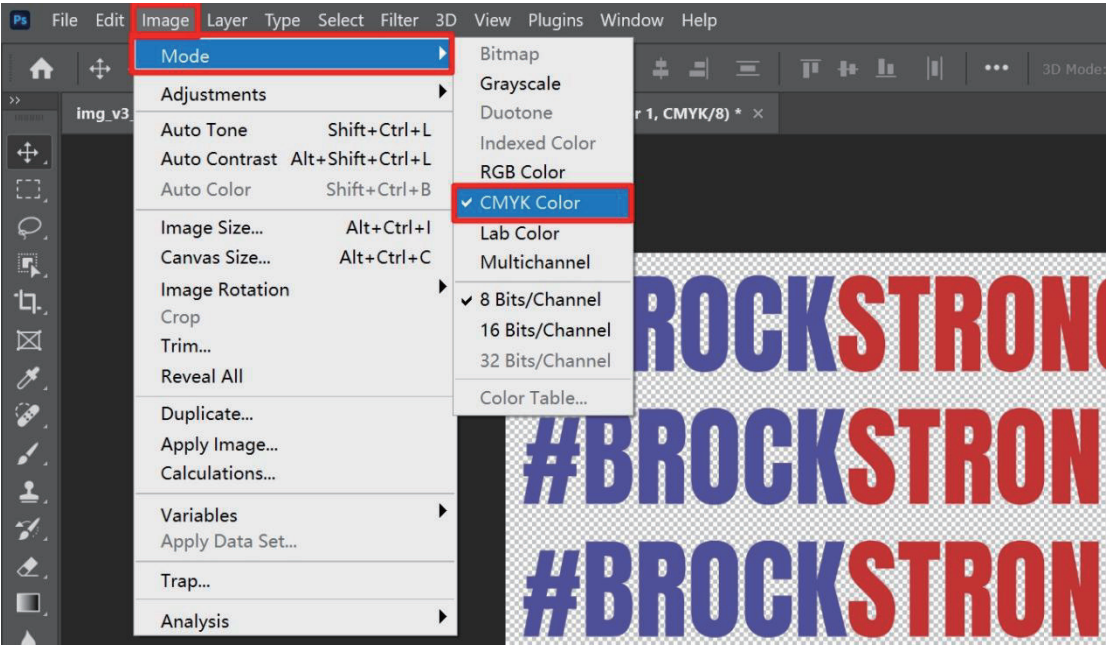
A1: Colors may appear differently on various screens and devices, which can cause the displayed colors to differ from the actual printed colors.

A2: Clean the printhead twice and print a nozzle check pattern to check for clogged nozzles. If severe clogging is found, please contact customer service for replacement or repair.

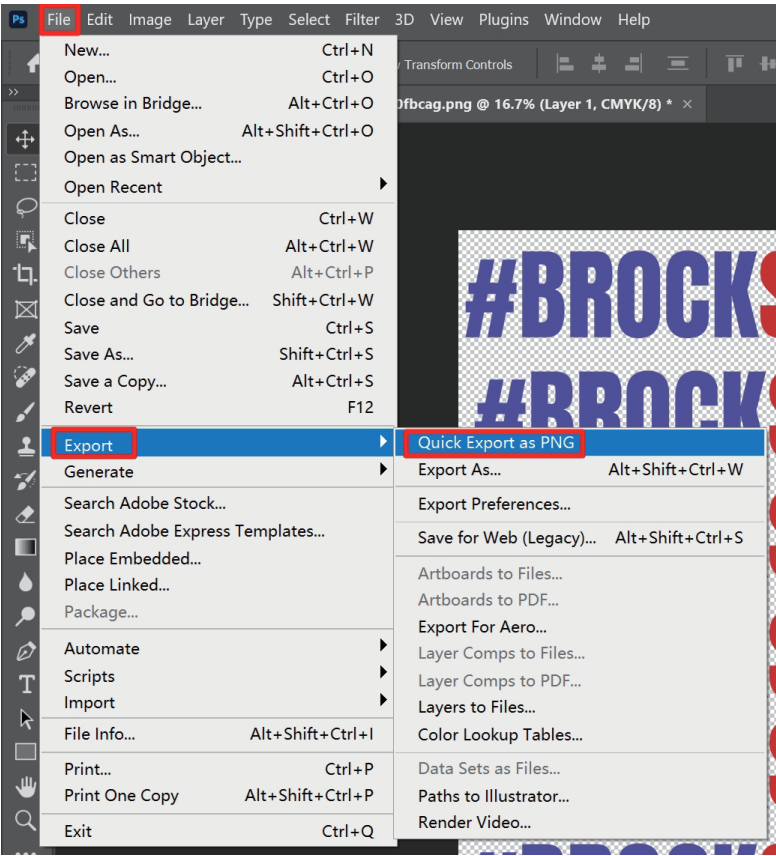
A3: Try printing using a different color curve to achieve better color accuracy.

A4: The original image may be in the RGB model. You can change it to the CMYK model to ensure color accuracy. The specific steps are as follows:

a.Open the image in Photoshop, and click “Image-Mode-CMYK Color” in the upper left corner;



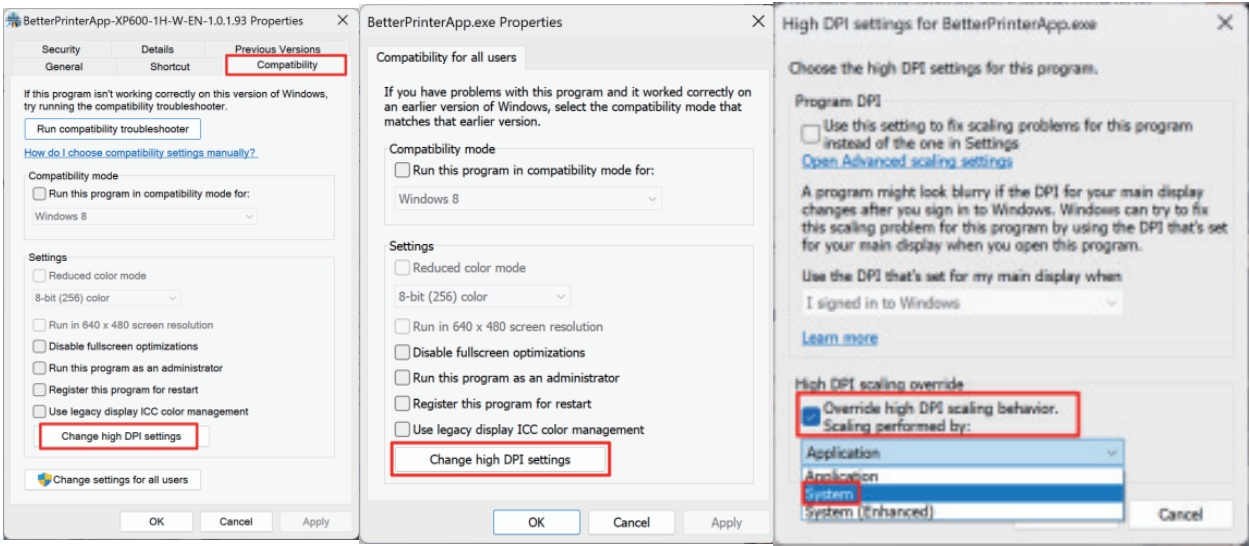
b.Click “Edit - Convert to Profile” in the upper left corner, find “Destination Space-Profile” in the pop-up window, and change it to “Working CMYK - US Web Coated (SWOP) v2”, and click “OK” on the right to save it;



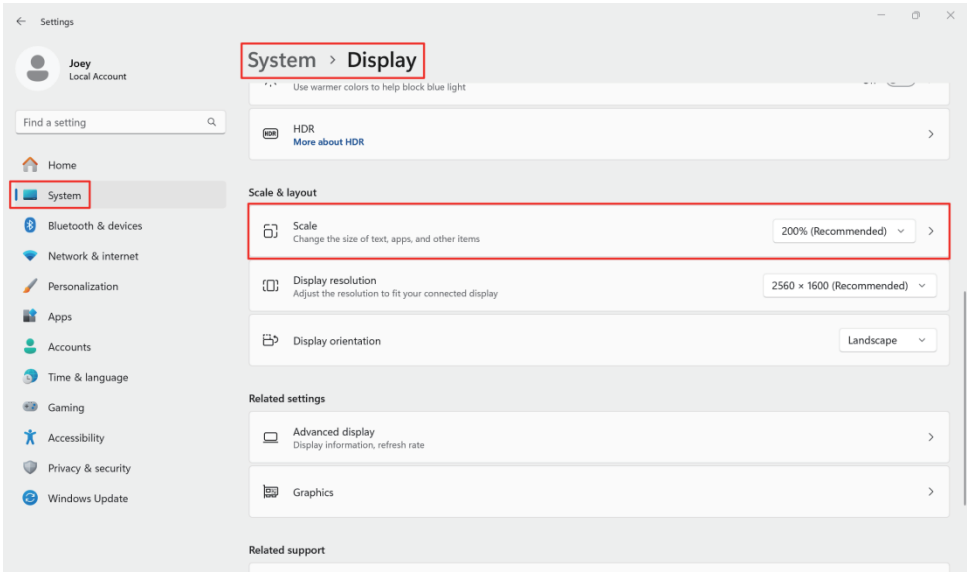
c.Finally, save the file. It is recommended to use “File > Export > Quick Export as PNG” to save a copy, instead of overwriting the original file, allowing you to keep the original intact for future edits.

Q7: What to do if the software interface and text appear too small?

A1: Right-click the BetterPrinter or RIIN desktop icon, select “Properties > Compatibility > Change high DPI settings”, check “Override high DPI scaling behavior (Scaling performed by:)”, and set it to “System”. Then click “OK” twice to close the window;



A2: Go to “Settings > System > Display > Scale & layout” on your computer, and reduce the “Scale” percentage. Note this will affect the display size of the entire system and other software as well.



HTVRONT D1 DTF Printer After-Sales Policy

Customer Service

Thank you for choosing us! We are dedicated to providing you with high-quality customer service.

1. Customer Support Team

Our customer support team is made up of professionally trained and experienced representatives who are committed to providing you with excellent service;

2. Contact Information

We offer multiple contact options: phone, email, live chat, and social media. Details are available on our website: <https://www.htvront.com/contact>;

3. Response Time

Our customer support team will respond to your messages within 24 hours;

4. After-sales Policy

We offer refund/return/repair services to ensure your satisfaction with our products. If you have any questions, contact us with supporting evidence (e.g., pictures/videos/order number), and we will promptly process your request;

5. Customer Feedback

We value your feedback to help us improve our services. Feel free to contact us with any comments or suggestions.

Return and Exchange Service

We accept product returns and exchanges within 30 days of receipt if the original packaging is unopened. Returns or exchanges cannot be processed if the original packaging has been opened.

To ensure your return or exchange is approved, please meet the following conditions:

1. Non-quality issues

The product must be in its original, unopened packaging;

The product must be unaltered;

The product must include the purchase invoice or order number.

*You are responsible for the return shipping fee for non-quality returns. Your request will be rejected if the product is damaged during the return shipping.

2. Quality issues or defects

If the product has quality issues, contact customer service immediately. Returns without prior approval will not be accepted.

Process

Follow the steps to initiate a return or exchange:

1. Contact customer service within 30 days of receipt, providing your order number and reason for return/exchange;
2. We will provide further instructions after verifying your return request;
3. Please ship the product with the original packaging and all accessories;
4. We will inspect it and process your refund or exchange upon receiving the returned product. If the product does not meet the conditions, your request will be rejected.

Refund

Approved refunds will be issued to the original payment method within 7 business days. Refunds will be issued minus the original shipping fees, processing fees, and any discounts applied at the time of purchase.

Exchange

Exchanges will be processed and shipped within 7 business days after receiving the returned product.

We will send the tracking number to your email.

For any issues after receiving the product, contact customer service for assistance.

Warranty Service

Coverage

3.1 Motherboard

The motherboard is covered by a 6-month Warranty from the date of shipment, and it is limited to a one-time replacement within the Warranty period;

3.2 Printhead and Related Components

The printhead is covered by a 6-month Warranty from the date of shipment, and it is limited to a one-time replacement within the Warranty period;

3.3 Other Accessories

- Other accessories, excluding materials (such as ink, ink bottles, ink tubes, ink pads, and ink scrapers), are covered by a 12-month Warranty from the date of shipment;

3.4 Any replacement product or parts installed during the warranty period will be covered under the original warranty for the remaining duration. Any replaced product or parts will become the property of HTVRONT;

3.5 Disclaimer

- The Warranty for the ink-contact components requires the printer to use HTVRONT ink exclusively. Warranty coverage does not include the printhead blockage resulting from using ink from other brands;

- This warranty extends only to those products purchased and used within the continental United States (excluding Alaska, Hawaii, Guam, Puerto Rico, and the U.S. Virgin Islands) and which were initially purchased by you from the HTVRONT official store;

- Warranty excludes damage caused by user negligence or improper use, and the damage must be confirmed by our customer service team or engineers as non-user-induced.