

# Frequently Asked Questions on the Logojet

Do I have to use Logojet every day or can I use it on a monthly basis?

- The printer is automatically configured to perform a daily head cleaning in order to maintain ink flowing through the nozzles once every 24 hours. We recommend that if you are not using the printer on a daily basis, on the 3rd day of not using the printer, perform a test print and do a head cleaning through the program which should take only 1 minute.

What are the minimum system requirements for a Logojet Printer?

- A PC running on a Windows XP operating system with Service Pack 2 installed.
- Minimum of 2 available USB ports. 1 port for Logojet printer, 1 port for lock key in order to use LogoExpress® copyright program.
- Minimum 512 MB of system memory for efficient image processing.
- Suggested: Image handling software like Adobe Photoshop, Illustrator or Corel Draw, etc.

How many Logojet printers can connect to a PC?

- Up to 3 printers can connect to ONE PC with only 1 lock key to support the LogoExpress® program. You can purchase additional lock keys online in order to use the printer from multiple workstations, through the network.

What kind of security features come with the software program?

- The Logojet Express software comes with a USB Key lock that is needed in order to operate the software.

How many golf balls can print per job?

- 16 golf balls can print at one time and 16 different images/logos can be used simultaneously. If you want to print less than 16 golf balls per run, LogoJet can print even one single golf ball position.

What is the weight and size of one LogoJet machine?

- LogoJet printer machine weighs 24 kgs (53 lbs) and requires a firm and stable desktop to be supported on to avoid any shaking during the printing process. The dimension of one printer is 19.5" x 13.4" x 10". With its sleek and compact design, LogoJet can be displayed in retail environments and office desktop.

How long does it take to print 16 golf balls?

- Print duration depends on the logo type or image being printed. For simple logos and text, the printing time is up to 3 minutes for 16 golf balls. For photo image printing allow up to 5 minutes for 16 golf balls.

What kind of image files can be used with the LogoExpress® program?

- The LogoExpress program supports many different types of high resolution file types that are flattened images: .emf, .jpeg, .jpg, .gif, .bmp. If you are using Adobe Illustrator, Photoshop, Corel Draw, Quark Express, the imprinting image/logo will have to be exported or saved as the above file extensions and it is suggested to input the size to a maximum of 550 pixels on either the width or height, whichever is the longest proportion. This will ensure the maximum golf ball imprint without any distortion or “frown effects” on the golf ball.

How can I obtain the Logo Express software?

- The Logojet Express software comes shipped with each LogoJet machine. Upgrades can be emailed upon purchase of additional types of printing jigs.

What other accessories will I need to print the golf balls, other than the machine?

- You will require at least (1) can of pre-spray in order for the oil based inks to print properly onto the golf ball and (1) can of after spray for a transparent finish and waterproofing of imprinting. Each can sprays up to 100 dozen golf balls. Fixative sprays come in aerosol based cans and are considered hazardous items when shipping via UPS. Therefore the only method of shipping available is via UPS ground and an uplift shipping charge of \$35.00 per shipment will be added.

Can I use third party ink with my Logojet?

- The type of ink that the Logojet machine uses is a blended oil-based mixture customized only for use on the Logojet machine and in conjunction with fixative sprays. Use of other third party ink will void the warranty thereafter.

What is a DEMPO?

- The LogoJet original series machine uses the ink bottle instead of a cartridge array. The CMYK inks flow from the bottles through individual tubes and into 4 separate plastic DEMPOs which dispense the ink into the print head.

What kind of alcohol is recommended when performing a force cleaning on the DEMPOs?

- A clogged print head on your inkjet printer is not a good thing. Over time (especially when there are long periods of no printer use) the many tiny holes that make up a modern inkjet printer's head can become clogged with dried ink. You can access the head cleaning cycle via the LogoExpress® maintenance tab or you can press the ink cleaning

button on the far left of printer to begin the process. A number of these cleanings, in succession, will usually take care of a clogged head -- but not always. Any type of isopropyl alcohol can be used to remove dry ink particles on the print head, head cleaner and DEMPOs. See the 'Support' page of the website for video demonstrations on how to perform these cleaning functions.

What kind of balls can the LogoJet machine print on?

- The current LogoJet machine is designed for all golf ball brand printing.

What are the warranty conditions?

- The printer comes with a 1 year parts and labor warranty, [click here](#) to view our full warranty disclaimer in PDF format.

Are there extended warranty options?

- Yes there are. Please see the 'Warranties' section of the 'Products' page of the website for the Extended Warranty information, or feel free to contact us for more details.

Why do I see a double image when I print?

- Ensure that you do not have High speed printing selected under the advanced settings of printer preferences.

Why is the ink running on printed jobs?

- Ensure that you have performed a print head cleaning.
- Confirm that you are waiting at least 60 seconds to print after you pre-spray the ball.
- If that does not resolve the issue please contact Technical Support.

The print jobs are stuck in the printer que window.

- The print spooler is taking awhile to process the print job from the computer to the printer. Restart the printer, and if that does not resolve the issue, document the steps you have taken leading up to this and contact LogoJet Technical Support.

What type of assistance can I get with my LogoJet Printer?

- We offer free phone support within 1 year of purchase.
- We are online and can be contacted via MSN messenger.
- We have live webcam assistance included with our support package.
- Latest email updates on new software patches, new tips on printing process and new product updates will be sent to you periodically.

Is there onsite Technical Support?

- Yes there is, however a service charge applies. Contact us for more information.
- Onsite assistance must be qualified through our Technical Support Department in order to determine if the issue can be resolved onsite.

What can I expect when contacting LogoJet Technical Support?

The following steps will be taken to determine exactly what the issue is:

1. Is it a computer-related issue with Windows XP?
2. Is it a setting issue with the LogoExpress Software?
3. Is it a Printer setting issue?
4. Is it an issue with the LogoJet printer hardware?