

## ***InkJetClean X-1 Eco-Solvent FAQ***

**Q: How does *InkJetClean* help the performance of my printer?**

A: It cleans out your print head nozzles and improves print quality. It flushes out hoses, dampers, filters, inlets and print heads. This can prevent future clogs. It can also be printed through the print head which helps remove tough clogs and nozzle deflections.

**Q: What does X-1 stand for?**

A: Our *InkJetClean* X-1 is a version which is compatible with the OEM inks from Roland, Mimaki & Mutoh. We will find additional inks that are compatible with X-1 in the near future. Also, we are creating different versions of *InkJetClean* which will work with other inks like some 3<sup>rd</sup> Party Eco-Solvent/Mild Solvent Inks, Water Based Inks, T-Shirt Inks, Sublimation Inks and other Specialty Inks.

**Q: X-1 is compatible with which inks?**

A: X-1 is currently compatible with Roland Eco-Max, Mimaki SS2 and Mutoh Eco-Ultra Inks. We are currently testing and adding additional inks in the near future. You can check online at <http://www.GAPUSA.com> for additional information.

**Q: Aren't all inks the same?**

A: Not really. While inks have a solvent, pigment, humectant, drying agent, etc., they differ in which chemicals they use together in their ink formulas. Even a particular family of inks like Eco-Solvent inks can have very different chemical makeups. Inks can be more eco-friendly, faster drying, have brighter pigments and pleasant odors. There are different chemical combinations to accomplish this.

**Q: If I have a 3<sup>rd</sup> party ink can I use *InkJetClean*?**

A: Unless your ink is listed on our website, we don't recommend using *InkJetClean*. You can damage your print heads and ink system.

**Q: My 3<sup>rd</sup> party ink manufacturer says that my ink is 100% compatible with OEM ink?**

A: From our experience very few inks are 100% compatible. Printer manufacturers keep their ink formulas secret. While a 3<sup>rd</sup> party manufacturer can analyze an ink to find out what chemistry is involved, they can never know the exact formula. Also, printer manufacturers have tweaked their inks to improve performance/quality. They use proprietary chemicals in small amounts which don't have to be disclosed. These chemicals can cause major changes in how the ink behaves. 3<sup>rd</sup> party manufacturers may not be able to duplicate the chemistry exactly.

**Q: What if I use *InkJetClean* on my printer anyway?**

A: You could cause serious clogs in your printer ink system including the print head. Our product is designed to break down ink deposits and allow them to be flushed out of the print head. *InkJetClean* mixes with compatible inks very well. However, 3<sup>rd</sup> party inks may have other chemicals that don't mix well with *InkJetClean*. This may result in creating clogs instead of breaking them down.



[www.GAPUSA.com](http://www.GAPUSA.com)

**Q:** A 3<sup>rd</sup> party ink company offered me free cartridges of their ink to try out. The company told me they were 100% compatible with the old ink. I didn't flush out the OEM ink first and I had troubles with the new ink. I switched back to original OEM ink and now I have some plugged nozzles. Can I use *InkJetClean* to unclog these nozzles.

A: While it is possible to unclog nozzles in this situation, there is obviously a compatibility problem between the OEM ink (which wasn't properly flushed from the system) and the 3<sup>rd</sup> party ink. *InkJetClean* could make things worse. We don't recommend using *InkJetClean* in this situation.

**Q:** My printer is still under manufacturer's warranty, do you recommend using *InkJetClean*?

A: Using *InkJetClean* could void your factory warranty. Don't consider using *InkJetClean* until your warranty period expires.

**Q:** Can I use *InkJetClean* for regular maintenance even if I don't see any clogs or deflections.

A: Definitely. We recommend you use *InkJetClean* in your regular maintenance schedule. Using it once per month will ensure your ink system remains at its best.

**Q:** Can I use X-1 on my waterbased printer?

A: Definitely not. We will have other versions of *InkJetClean* that will be compatible with waterbased print heads. Your print head and ink system are not solvent resistant and parts may melt when using *InkJetClean X-1*. Epson Eco-Solvent heads have a special inlet (Black) with a plastic material which won't melt when in contact with eco-solvent/mild solvent ink. Water based versions of these print heads don't have these inlets.

**Q:** Is *InkJetClean X-1* compatible with every print head?

A: *InkJetClean X-1* is compatible with Epson DX-2, DX-4 & DX-5 Eco-Solvent Print heads. Because *InkJetClean* is a printable cleaner, it has been adjusted to work on these print heads. X-1 will not work properly with other print heads. We are currently developing versions that work with other print heads.

**Q:** My Mimaki ink is supposed to be a full solvent ink printer, why do you call it a mild solvent?

A: The print heads used in Mimaki printers can only take what is called mild solvent ink. Full solvent ink would melt the insides of a Mimaki print head. A printer like a Vutek grand format solvent printer would use full solvent ink. Inks for these printers can print on vinyl without any preheat or platen heating. The ink bonds with the vinyl at room temperature. They smell too!

**Q:** If someone turned off the printer and left ink in the hoses and print heads for 6+ months, will *InkJetClean* help?

A: Unfortunately not. *InkJetClean* needs to travel through the hoses to the print heads to be effective. If you have dried ink blocking the tubing, it will never reach the print head. A printer with this problem will need the hoses and other ink system parts replaced.

**Q:** What is the *InkJetClean* Pre-Treatment Gel and how is it used?

A: The Pre-Treatment Gel will break down clogs at the print head nozzles. Then *InkJetClean* can get inside and clean the print head. Spread some gel carefully on the nozzle plate for at least 10 minutes to loosen the clogs so *InkJetClean* can flush them out. Don't leave the gel on for more than 30 minutes or the gel will dry on the head and make it more difficult to clean the print head. Check your printer manual on how to move the carriage from the capping station to the platen so you can apply the gel.