HP Stitch S300 64in Printer
HP Stitch S500 64in Printer

Introductory Information

Legal notices

The information contained herein is subject to change without notice.

The only warranties for HP Products and services are set forth in the express warranty statement accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

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HP Stitch S300 64in and S500 64in Printers

Introductory Information

What is it?

Your printer is a dye sublimation inkjet printer designed for printing high-quality designs. Some major features are:

- Capable of printing on transfer paper or direct-to-fabric, even on porous materials

- Self-replaceable print heads

- Easy-to-use color management tools such as HP Professional Pantone Color Matching

- Hundreds of ready-made substrate presets easily available

This introductory document includes legal notices and safety instructions, describes the use of the front panel, lists error codes that you may encounter, and gives power specifications.

Where is the user guide?

The user guide for your printer can be downloaded from:

- **HP Stitch S300 64in. Printer:**

  www.hp.com/go/StitchS30064in/manuals

- **HP Stitch S500 64in. Printer:**

  www.hp.com/go/StitchS50064in/manuals

Further information is available from:

- **HP Stitch S300 64 in Printer:**

  http://www.hp.com/go/StitchS30064in/training

  www.hp.com/go/StitchS30064in/support

- **HP Stitch S500 64 in Printer:**

  http://www.hp.com/go/StitchS50064in/training

  www.hp.com/go/StitchS50064in/support

Videos about how to use the printer can be found in:

- http://www.hp.com/supportvideos

- http://www.youtube.com/HPSupportAdvanced

Legal notices

Safety precautions

Before using your printer, read, understand, and follow these safety precautions, and your local Environmental, Health, and Safety regulations. This equipment is not suitable for use in locations where children are likely to be present. For any maintenance or part replacement, follow the instructions provided in HP documentation to minimize safety risks and to avoid damaging the printer.

General safety guidelines

There are no operator-serviceable parts inside the printer except those covered by HP's Customer Self Repair program: see http://www.hp.com/go/selfrepair. Refer servicing of other parts to qualified service personnel.

Turn off the printer and call your service representative in any of the following cases:

- A power cord or plug is damaged.
- The printer has been damaged by an impact.
- There is any mechanical or enclosure damage.
- Liquid has entered the printer.
- There is smoke or an unusual smell coming from the printer.
- The printer has been dropped.
- The printer is not operating normally.

Turn off the printer in either of the following cases:

- During a thunderstorm
- During a power failure

Take special care with zones marked with warning labels.

Do not repair or replace any part of the printer, or attempt any servicing, unless specifically recommended in the user-maintenance instructions, or in published user repair instructions that you understand and have the skills to carry out.

Do not attempt to repair, disassemble, or modify the device yourself.

- Do not use any part other than original HP Spare Parts.
- For repairing or reinstalling the device, please contact your nearest service authorized provider.
- Failing to do so may result in electric shock, fire, problems with the product, or injury.

Electrical shock hazard

⚠ **WARNING!** The built-in power supply operates at hazardous voltages capable of causing death or serious personal injury.

The printer uses a power cord. Unplug the power cord before servicing the printer.

To avoid the risk of electric shock:

- The printer must be connected to earthed mains outlets only.
- Do not remove or open any closed system covers or plugs.
- Do not insert objects through slots in the printer.

Heat hazard

To avoid personal injury, take the following precautions:

- Let the printer cool down before accessing the print zone and output platen in the case of a substrate jam.
- Let the printer cool down before performing some maintenance operations.

Fire hazard

To avoid the risk of fire, take the following precautions:

- The customer is responsible for meeting the printer's requirements and the Electrical Code requirements according to the local jurisdiction of the country where the equipment is installed. Use the power supply voltage specified on the nameplate.
- Connect the power cord to a dedicated line protected by a branch circuit breaker, as explained in the site preparation guide.
- Use only the power cord supplied by HP with the printer. Do not use a damaged power cord. Do not use the power cord with other products.
- Do not insert objects through slots in the printer.
- Take care not to spill liquid on the printer. After cleaning, make sure all components are dry before using the printer again.
- Do not use aerosol products that contain flammable gases inside or around the printer. Do not operate the printer in an explosive atmosphere.
- Do not block or cover the openings of the printer.

Mechanical hazard

The printer has moving parts that could cause injury. To avoid personal injury, take the following precautions when working close to the printer:

- Keep your clothing and all parts of your body away from the printer's moving parts.
- Avoid wearing necklaces, bracelets, and other hanging objects.
- If your hair is long, try to secure it so that it will not fall into the printer.
- Take care that sleeves or gloves do not get caught in the printer's moving parts.
- Avoid standing close to the fans, which could cause injury and could also affect print quality (by obstructing the air flow).
- Do not touch gears or moving rolls during printing.
- Do not operate the printer with covers bypassed.
- During substrate load, stay at a safe distance. It is important that no-one is close to the printer.

Light radiation hazard

Light radiation is emitted from the illumination of the print zone. This illumination is in compliance with the requirements of the exempt group of IEC 62471:2006: *Photobiological safety of lamps and lamp systems.* However, you are recommended not to look directly at the LEDs while they are on. Do not modify the module.

Chemical hazard

See the safety data sheets available at http://www.hp.com/go/msds to identify the chemical ingredients of your consumables. Sufficient ventilation needs to be provided to ensure that potential airborne exposure to these substances is adequately controlled. Consult your usual air conditioning or EHS specialist for advice on the appropriate measures for your location.

For more detailed information, see the **Ventilation** and **Air conditioning** sections included in the *Site Preparation Guide*, available at: www.hp.com/go/StitchS30064in/manuals and www.hp.com/go/StitchS50064in/manuals.

Ventilation

Fresh air ventilation is needed to maintain comfort levels. Ventilation should meet local environmental, health, and safety (EHS) guidelines and regulations. Follow the ventilation recommendations in the *Site Preparation Guide*.

NOTE: The ventilation units should not blow air directly onto the printer.

Air conditioning

In addition to fresh air ventilation to avoid health hazards, consider also maintaining workplace ambient levels by ensuring the climatic operating conditions (specified in the *User Guide*) to avoid operator discomfort and equipment malfunction. Air conditioning in the work area should take into account that the printer produces heat.

Typically, the printer's power dissipation is 0.75 kW (2.5 kBTU/h) for the HP Stitch S300/S500 64in Printer.

Air conditioning should meet local environmental, health, and safety (EHS) guidelines and regulations.

NOTE: The air conditioning units should not blow air directly onto the equipment.

Heavy substrate hazard

Special care must be taken to avoid personal injury when handling heavy substrates.

- Handling heavy substrate rolls always requires two people. Care must be taken to avoid back strain and/or injury.
- Always use a forklift, pallet truck, or other handling equipment to lift substrates. The printer is compatible with many of these devices.
- Always wear protective equipment, including boots and gloves.

Ink handling

HP recommends that you wear gloves when handling ink system components.

Front panel

The front panel is a touch-sensitive screen with a graphical user interface; it is located on the front right of the printer. It gives you complete control of your printer: from the front panel, you can view information about the printer, change printer settings, perform calibrations and tests, and so on. The front panel also displays alerts (warning and error messages) when necessary.

There is an alternative home screen that you can see by sliding your finger across the screen to the left or pressing the widget button in the bottom central area of the screen. It summarizes the status of the ink cartridges, the substrate, and the current print job.
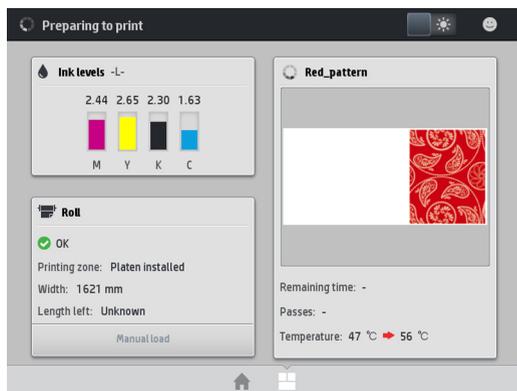
The front panel has a large central area to display dynamic information and icons. On the left and right sides you can see up to six fixed icons at different times. Normally they are not all displayed at the same time.

Left and right fixed icons

	Return to the home screen		View help about the current screen.
	Go to the previous item.		Go to the next item.
	Go back to the previous screen without discarding changes.		Cancel the current process.

Home-screen dynamic icons

These items are displayed only on the home screen.

- At the top left of the screen is a message showing the printer status or the most important current alert. Tap this message to see a list of all current alerts, with an icon indicating the severity of each alert. You can tap an alert to get help in solving the problem.

- At the top right, tap to turn on or off the print-zone illumination light.

	View substrate status and perform substrate-handling operations.		Open the Substrate Library and access the extensive online library of substrate presets.
	View information about the job that is currently printing.		View ink-supply status and perform ink-cartridge and printhead operations.

	Optimize print quality, access test plots and maintenance routines, find solutions for image problems.		View network and Internet status and change related settings.
	View information about the printer.		Get help from the user guide.
	View and change printer settings in general.		

If the printer is left idle for some time, it goes into sleep mode and switches off the front-panel display. To change the time that elapses before sleep mode, tap ⚙, then **Setup** > **Front panel options** > **Sleep mode wait time**. You can set a time between 5 and 60 minutes; the default is 10 minutes.

The printer wakes from sleep mode and switches on the front-panel display whenever there is some external interaction with it.

Front-panel error codes

Under certain circumstances, a numeric error code appears on the front panel. Follow the advice in the Recommendation column to resolve the error. If the recommendation does not seem to solve the problem, call your service representative.

If an error code appears on the front panel that is not included in this list, turn off the printer and then turn it back on. If the problem persists, call your service representative.

Always keep your printer updated with the latest firmware version available, it will include fixes to most common errors.

Error code	Recommendation
14.73:01	Very low voltage detected
	1. Turn off the printer and unplug the power cord.
	2. Check that the power cord is not visibly damaged.
	3. Ensure that the input voltage is within specifications (180–264 V AC).
	4. Plug in the power cord and make sure it is fully inserted.
	5. Turn on the printer.
14.74:01	Low voltage detected
	1. Turn off the printer and unplug the power cord.
	2. Check that the power cord is not visibly damaged.
	3. Ensure that the input voltage is within specifications (180–264 V AC).
	4. Plug in the power cord and make sure it is fully inserted.
	5. Turn on the printer.

Error code	Recommendation
14.75:01	Excessive voltage detected 1. Turn off the printer and unplug the power cord. 2. Check that the power cord is not visibly damaged. 3. Ensure that the input voltage is within specifications (180–264 V AC). 4. Plug in the power cord and make sure it is fully inserted. 5. Turn on the printer.
14.78:01	AC frequency out of range 1. Turn off the printer and unplug the power cord. 2. Check that the power cord is not visibly damaged. 3. Ensure that the input frequency is within specifications (50–60 Hz). 4. Plug in the power cord and make sure it is fully inserted. 5. Turn on the printer.
15.01:00	Printer is unable to warm up in the expected amount of time 1. Ensure that the printer is within its specified operating conditions. 2. Ensure that nothing is obstructing the air flow behind the printer. 3. Ensure that the input voltage is within specifications. 4. Plug in the power cord and make sure it is fully inserted. 5. Turn on the printer.
16.10:01	Ambient temperature sensor measurement out of recommended range 1. Turn off the printer. 2. Check that the ambient temperature is within printer specifications (15–35°C). 3. Check that the electronic enclosures at the rear of the printer are properly ventilated. 4. Turn on the printer.
19.10:04, 19.11:04, 19.12:04	Generic firmware error. Update the printer's firmware.

Error code	Recommendation
21:13	Unable to move the maintenance cartridge along its whole path 1. Turn off the printer. 2. While the printer is off, remove the maintenance cartridge manually. 3. Make sure that the maintenance cartridge path is clear. Remove any visible obstacles (paper, plastic parts, and so on) restricting the movement. 4. Reinstall the maintenance cartridge. 5. Turn on the printer. 6. If the error persists, replace the maintenance cartridge.
21.2:10	Maintenance cartridge error 1. Turn off the printer. 2. Remove and reinsert the maintenance cartridge. 3. Turn on the printer. 4. If the error persists, replace the maintenance cartridge.
21.5:03	The part that advances the maintenance cartridge cleaning roll is blocked. 1. Turn off the printer. 2. Remove and reinsert the maintenance cartridge. 3. Turn on the printer. 4. If the error persists, replace the maintenance cartridge.
25.n:10 (where n = the ink cartridge number)	A possible error in the ink cartridge pressure sensor has been detected. The ink level reported may not be accurate. Call your service representative if feasible.
26.1n:01 (where n = the ink cartridge number)	Intermediate tank was removed when refilling. Ensure that the intermediate tanks are correctly placed in their slots.
29:00	The maintenance cartridge (part number CZ681A) is almost full. It will need to be replaced soon.
29:01	The maintenance cartridge is not inserted correctly. 1. Open the maintenance cartridge door on the right of the printer. 2. Make sure that the maintenance cartridge is correctly seated, then close the door. 3. If the error persists, replace the maintenance cartridge.
29.1:01	Unable to track the maintenance cartridge status. Check, visually, that the maintenance cartridge has a correct status pattern on it.
29.2:00	Unable to advance the printhead cleaning roll. Replace the maintenance cartridge.

Error code	Recommendation
32:01	The take-up reel is disconnected. If you want to use the take-up reel, turn off the printer and ensure that all take-up reel cables are connected (sensor cables, printer cable). If you do not want to use it, you may need to unload the substrate manually from the take-up reel. Remember to cut the substrate first.
32:01.1, 32:01.2	This error occurs when the tension bar stays in one of its sensor trigger positions for more than 8 seconds. The most likely causes of this error are as follows: ● The winding-direction switch on the take-up reel motor is activated, but the substrate has not been taped to the take-up reel yet. ● The wrong take-up reel winding direction has been selected. ● Something is blocking the movement of the tension bar. ● The substrate is not following the correct path between the tension bar and the diverter.
32.2x:10 HP Stitch S500 64in Printer	Error in the take-up reel PCA.
41:03	Electrical current limit in paper motor 1. Turn off the printer. 2. Open the window and check for any visible obstacles restricting the advance of the substrate. If there is a wrinkled mass of substrate inside the substrate path, carefully remove as much as possible of the jammed substrate from the top of the printer. Cut the substrate if necessary. 3. Turn on the printer.
42:03	Scan-axis motor electrical current limit 1. Turn off the printer. 2. Open the window, observing all safety procedures, and check for any visible obstacles restricting the advance of the substrate. Clear the obstruction, if any. 3. Turn on the printer.

Error code	Recommendation
47.3n:01	3 litre ink-cartridge pump unable to supply ink (color n) to the intermediate tank
HP Stitch S500 64in Printer	n: 1-Magenta 4-Cyan 6-Yellow 7-Black
	1. Reseat the cartridge. If the error code appears again, proceed with the next steps.
	2. Open the cardboard box of the faulty 3 litre cartridge, leaving the inner bag exposed. You may want to remove the cardboard completely to ensure good access.
	3. Connect the cartridge that you just opened.
	4. At the front panel, tap 💧 , then **Force refill** (not available while printing).
	5. While the manual refill is taking place, strongly squeeze the ink bag to ensure that ink flows into the pump (push with strong pulses rather than with constant pressure).
	6. Check at the front panel that the status of the cartridge is no longer **Error** or **Reseat**
54.03	Automatic pinchwheel-lifter current limit
	1. Turn off the printer.
	2. Clear any substrate jam.
	3. Make sure there are no fibers entangled in the pinchwheels.
	4. Restart the printer.
63:04	An input/output problem has occurred in the network card.
	1. Make sure that the network cable is correctly connected to the network card.
	2. Check that your printer firmware is up to date.
63:05	The job is reaching the printer too slowly. The printer cancels the job if there are long pauses of more than 20 s.
	1. Make sure that a 1 Gigabit Ethernet card is correctly installed in the computer with the RIP.
	2. Check the RIP for any error messages. Check that the computer with the RIP is working correctly and has the minimum specification required by the RIP. Check that the hard disk is neither full nor excessively fragmented.
	3. Try reducing the resolution of the job or increasing the number of passes.
	4. Check that all the components of your LAN are operating at Gigabit speed.
	5. Check whether the option **RIP while printing** is enabled. This option can cause slow printing if the computer is not sufficiently powerful.
68:03	There has been a loss of permanent data, such as configuration or accounting data. This can happen after a firmware update with a data structure not compatible with the older version.

Error code	Recommendation
74:01	An error occurred when uploading the firmware update file.
	1. Turn off the printer by using the power key on the front panel and the power switch at the rear of the printer. Disconnect the power cord, then reconnect the power cord and turn on the printer.
	2. Try again to upload the firmware update file to the printer.
78:08	Borderless printing is not possible. Install the ink collector and send the job again.
78.1:04	The printer has no substrate preset for this substrate. Follow the firmware update procedure to update the printer with the latest substrate presets.
78.2:01	The back tension is lost. This could be due to a loose roll core or an imminent end of roll. If these are not the causes, try unloading and reloading the substrate.
78.3:08	Printing with the ink collector is not available in this print mode.
79:03, 79:04, 79.2:04	Generic firmware error. Update the printer's firmware.
81:01, 81.1:01, 81:03	It was impossible to stop the servo correctly before setting the encoder position.
	1. Turn off the printer.
	2. Open the window, observing all safety procedures, and check for any visible obstacles restricting the movement of the drive roller. If there is a wrinkled mass of substrate inside the substrate path, clear the obstruction.
	3. Turn on the printer.
86:01, 86.2:01	There is a problem in the carriage assembly.
	1. Turn off the printer.
	2. Open the window, observing all safety procedures, and check for any visible obstacles restricting the movement of the carriage. If there is a wrinkled mass of substrate inside the substrate path, clear the obstruction.
	3. Turn on the printer.
87:01	The scan-axis encoder strip is detecting errors in the carriage position. Clean the encoder strip by following the correct procedure in the front panel.
89:11, 89.1:10, 89.2:10	Some print-zone LEDs may be failing or disconnected. The printer will continue operating normally, with only this functionality affected.
94:01	Color cannot be calibrated on this substrate. White substrate measurement is out of range.
94:02	Inconsistent colors found.
	1. Check that the substrate-type selection in the front panel corrresponds to an actual substrate loaded.
	2. Retry calibration.

Error code	Recommendation
94:08	Color calibration failed. Try again.
98:03	One or more printheads are malfunctioning. Use the printhead status plot to find out which printheads are malfunctioning, and replace them.

Power specifications

Number of power cords	1
Input voltage	200–240 V ±10% (two wires and protective earth)
Input frequency	50/60 Hz
Maximum load current	8 A
Power consumption in printing mode	1 kW
Power consumption in ready mode	85 W

Acoustic specifications

Specification		HP Stitch S300	HP Stitch S500
Sound pressure	Sleep mode	< 16 dB (A)	< 16 dB (A)
	Idle mode	38 dB (A)	38 dB (A)
	Operating mode	53 dB (A)	55 dB (A)
Sound power	Sleep mode	< 3.5 B (A)	< 3.5 B (A)
	Idle mode	5.7 B (A)	5.6 B (A)
	Operating mode	7.1 B (A)	7.3 B (A)

Environmental specifications

Relative humidity range for best print quality	40–60%, depending on substrate type < 50% for papers
Relative humidity range for printing	20–80%, depending on substrate type
Temperature range for best print quality	20 to 25°C (68 to 77°F), depending on substrate type
Temperature range for printing	15 to 30°C (59 to 86°F), depending on substrate type

Temperature range when not in operation	-5 to +55°C (-13 to +131°F)*
Temperature gradient	no more than 10°C/h (50°F/h)
Maximum altitude when printing	3000 m (10000 ft)
Supplies, printheads and IT storage when not in operation	15º to 30ºC (59 to 86°F)

NOTE: *Printer temperature range with no supplies. For printhead, ink cartridges, and other supplies, see the **Ink system chapter** in the *User Guide*: http://www.hp.com/go/StitchS30064in/manuals or http://www.hp.com/go/StitchS50064in/manuals.

Physical specification

	HP Stitch S300	HP Stitch S500
Weight (including stand)	194 kg (428 lb)	235 kg (518 lb)
Width	2550 mm (100.4 in)	2550 mm (100.4 in)
Depth	680 mm (26.8 in)	750 mm (29.5 in)
Height	1350 mm (53.1 in)	1400 mm (55.1 in)
Weight with packaging	312 kg (688 lb)	431 kg (950 lb)
Width with packaging	2800 mm (110.2 in)	2740 mm (107.9 in)
Depth with packaging	760 mm (29.9 in)	1070 mm (42.1 in)
Height with packaging	1240 mm (48.8 in)	1700 mm (66.9 in)