



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

Site Preparation Guide

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Edition 2

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1 Overview

Introduction

Your printer is supplied ready to use after a few simple installation procedures described in detail in the assembly instructions. It is important to read the information provided in this guide thoroughly and to ensure complete compliance with all installation and operation requirements, safety procedures, warnings, cautions, and local regulations. A well prepared site helps to provide a smooth and easy installation.

Documentation

The following manuals are provided with your printer, and can also be downloaded from <http://www.hp.com/go/StitchS30064in/manuals/> and <http://www.hp.com/go/StitchS50064in/manuals/>:

- Introductory information
- Limited warranty
- Legal information
- Site preparation guide (this guide)
- Assembly instructions
- User guide

Customer responsibility

You are responsible for preparing the physical site for the installation of the printer.

- Prepare the building's electrical system to meet the printer's requirements and the Electrical Code requirements according to the local jurisdiction of the country where the equipment is installed. See [Electrical configuration on page 8](#).



NOTE: Make sure that a certified electrician reviews the setup and configuration of the electrical system used to power the printer. See [Electrical configuration on page 8](#).

- Meet temperature and humidity requirements and ensure proper ventilation for the printer. See [Environmental specifications on page 4](#).
- Meet all requirements for RIP, networking, and printing supplies. See [RIP workstation characteristics on page 6](#), [Networking on page 7](#), and [Printing supplies on page 7](#).
- Prepare the unloading route so the printer can be unloaded and maneuvered into place. See [Unloading route on page 3](#).

Installation time schedule

Allow a minimum of three hours for the installation. The installer may require the help of one person to perform certain tasks during installation.

2 Site preparation requirements

Physical space requirements

Unloading route

The route between the unloading area of the printer and the installation site, including any corridors and doorways through which the printer must be transported, is important to proper site preparation and must be checked before the arrival of the printer. This pathway must be clear when the printer arrives.

Physical specifications

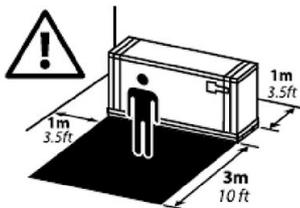
	Dimensions (length × width × height)	Weight (kg)
HP Stitch S300 in package	2800 × 760 × 1240 mm (110.24 × 29.92 × 48.82 in)	312
HP Stitch S500 in package	2740 × 1070 × 1700 mm (107.87 × 42.13 × 66.93 in)	431
HP Stitch S300	2550 × 710 × 1350 mm (100.39 × 27.95 × 53.15 in)	194
HP Stitch S500	2550 × 810 × 1420 mm (100.39 × 31.89 × 55.91 in)	235

Doorways without packaging: minimum width 1.01 m (39.76 in) × minimum height 1.67 m (65.75 in) required.

 **IMPORTANT:** Maximum ramp slope 6°.

 **NOTE:** The printer body cannot be disassembled from the legs. Correct printer functionality cannot be ensured.

The space required for assembly is 1.5 m (5 ft) front and rear, and 7.7 m (25.3 ft) at the side.



Most of the installation process requires one person, but two people are required to perform certain tasks.



Environmental specifications

These environmental conditions must be kept within the specified ranges to ensure the correct operation of the printer. Failure to do so may cause print-quality problems or damage sensitive electronic components.

Printer environmental specifications

Relative humidity range for best print quality	40–60%, depending on substrate type
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)
Temperature range when not in operation	–5 to +55°C (23 to +131°F) ¹
Temperature gradient	no more than 10°C/h (50°F/h)
Maximum altitude when printing	3000 m (10000 ft)

¹ Printer temperature range with no supplies. For printhead, ink cartridges, and other supplies, see the ink system section in the user guide, <http://www.hp.com/go/StitchS30064in/manuals> or <http://www.hp.com/go/StitchS50064in/manuals>.

 **NOTE:** The printer must be kept indoors.

 **NOTE:** If the printer or ink cartridges are moved from a cold location to a warm and humid location, water from the atmosphere can condense on the printer parts and cartridges and can result in ink leaks and printer errors. In this case, HP recommends that you wait at least 3 hours before turning on the printer or installing the ink cartridges, to allow the condensate to evaporate.

 **NOTE:** If inoperative for an extended period of time, printhead nozzles may become obstructed. See how to clean (recover) the printheads in the user guide, <http://www.hp.com/go/StitchS30064in/manuals> or <http://www.hp.com/go/StitchS50064in/manuals>.

In addition to controlling the temperature, humidity, and temperature gradient, there are other environmental conditions that must be met during site preparation:

- Do not install the printer where it will be exposed to direct sunlight or a strong light source.
- Do not install the printer in a dusty environment. Remove any accumulated dust before moving the printer into the area.

Ventilation

Ensure that the room in which the system is installed meets local environmental, health, and safety (EHS) guidelines and regulations.

Fresh air ventilation is needed to maintain comfort levels. For a more prescriptive approach to adequate ventilation, see the latest edition of the ANSI/ASHRAE (American Society of Heating, Refrigerating and Air-Conditioning Engineers) 62.1 standard entitled *Ventilation for Acceptable Indoor Air Quality*.

Adequate ventilation needs to be provided to ensure that potential exposure is adequately controlled. Consult the Safety Data Sheets available at <http://www.hp.com/go/msds> to identify chemical ingredients of your ink consumables.

Airborne materials can be readily identified and quantified by using established indoor air quality testing protocols. HP performs these assessments during the development phase of all products.

HP testing shows that, during printer operation, the concentrations of airborne contaminants measured in the workspace are consistently well below key occupational exposure limits. This observation is based on exposure assessments that model very active productivity at customer facilities. Customers should recognize that actual levels in their facilities are dependent on workspace variables they control such as room size, ventilation performance, and duration of equipment use.

HP's assessment, based on the available scientific information, concluded that airborne materials generated during the printing process are not expected to present a health hazard as long as you provide a minimum of 3 ACH (air changes per hour) of fresh air ventilation, and a minimum room volume of 25 m³. These specifications are valid for the following conditions: one HP printer using a black area fill plot at around 60 m²/h, 2 passes, and 100% of ink, assuming 8 hours of printing time a day.

Ventilation rates may vary depending on other factors. Rates should be recalculated if, for example, there is equipment not provided by HP ("Third-Party Equipment") located in the room, or different environmental conditions are present. In this case, please consider that in addition to the workspace benefit provided by general room ventilation when using the HP printer, Third-Party Equipment (for example the calendaring system, heat fixation system, etc.) may need the use of localized ventilation in order to provide a readily acceptable working environment. Please verify with the supplier or manufacturer the correct ventilation approach when using Third-Party Equipment. Notwithstanding anything to the contrary in this Ventilation section or the Site Preparation Guide, HP shall not be responsible for any loss or damage, whether direct or indirect, to Customer, its employees, or any other third parties arising from Customer's use of Third-Party Equipment.

Air conditioning

As with all equipment installations, to maintain ambient comfort levels, air conditioning in the work area should take into account that the equipment produces heat. Typically, the printer's power dissipation is 3.7 kW (12.7 kBTU/h).

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.

Designing the optimal print production area

Your printer requires enough space to perform the following tasks:

- Print
- Replace a substrate roll
- Service the printer or replace printer components
- Ensure the printer is well ventilated

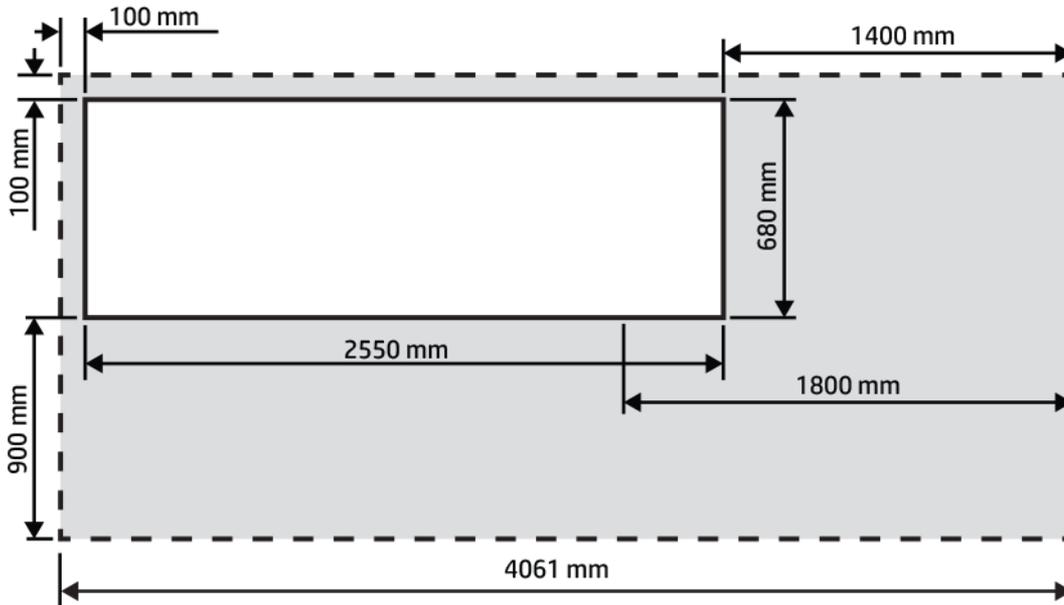
Your printer has the following dimensions:

Printer physical specifications

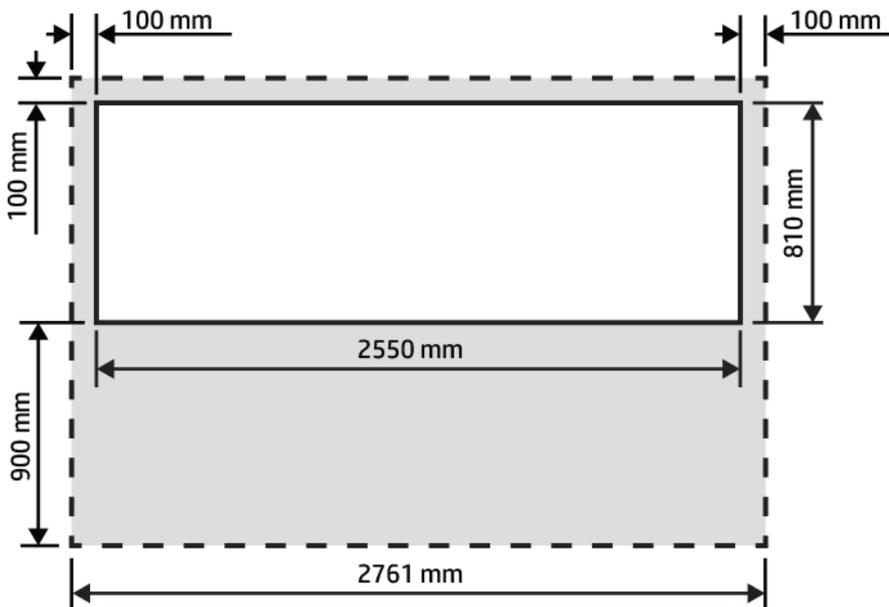
	HP Stitch S300	HP Stitch S500
Width	2550 mm (100.39 in)	2550 mm (100.39 in)
Depth	710 mm (27.95 in)	810 mm (31.89 in)
Height	1350 mm (53.15 in)	1420 mm (55.91 in)

The space required is illustrated in the following diagram:

HP Stitch S300



HP Stitch S500



RIP workstation characteristics

Each RIP has specific requirements. Check with your RIP vendor to find out the requirements for the PC that you'll be using for the RIP station. See <http://www.hp.com> for a complete list of certified RIP stations available for this printer. Make sure that the RIP station is fully functional and ready for installation.

The HP Stitch S300 64in Printer includes a RIP in the box. For the computer requirements, see <http://www.ergosoft.net/hp>.

Networking

You are responsible for all networking requirements, and you must complete the following tasks:



NOTE: In order to perform remote support, the printer must have access to the Internet using the LAN connection.

- Have a Gigabit Ethernet network ready for the day of installation.
- Provide a CAT-6 LAN cable to connect the printer to your LAN and RIP workstation.
- Provide a Gigabit Ethernet switch.

To get the full features for your printer, it should be connected to the Internet. Most unmanaged networks are directly connected to the Internet. However, some networks require a web proxy. A proxy is a server that acts as an intermediary between computers on your local network and servers on the Internet. Before setting up the printer, check whether your network requires a web proxy.

To check this, open Internet Explorer or Safari on any computer within your network, and browse to the <http://hp.com> site. If you cannot connect to hp.com, your network does not have Internet access and you need to consult with your IT provider on how to configure Internet access. If you can connect to hp.com, you can check the browser settings for proxy configuration as follows:

- For Internet Explorer, go to **Tools > Internet options > Connections > Local Area Network (LAN) settings**. In the "Proxy server" part of the window, if the **Use a proxy server** box is unchecked, you do not need a web proxy. If it is checked, make a note of the Address and Port settings in the main window, or in the HTTP part of the **Advanced settings** window.
- For Safari, go to **Preferences > Advanced > Proxies > Change settings**. If the **Web Proxy (HTTP)** box is unchecked, you do not need a web proxy. If it is checked, make a note of the Web Proxy Server name (before the ":") and port (after the ":").
- Proxy server names typically look like "proxy.mycompany.com" and the proxy port is typically 80, but details are network-dependent.

If you are unable to determine whether you need a web proxy or how to configure it, please consult with your network administrator or Internet Service Provider. If in doubt, you probably do not need a web proxy.

Printing supplies

HP Stitch S300

- 4 HP 624 775ml Stitch S Series ink cartridges, one for each color: black, cyan, magenta and yellow
- 4 HP 614 Stitch S Series printheads

HP Stitch S500

- 4 HP 636 3-liter Stitch S Series ink cartridges, one for each color: black, cyan, magenta and yellow
- 4 HP 624 775ml Stitch S Series ink cartridges, one for each color: black, cyan, magenta and yellow
- 8 HP 614 Stitch S Series printheads

The following supplies should be purchased in addition to the printer and should be available on the day of installation:

- Four HP 624 ink cartridges, one for each color: black, cyan, magenta, yellow
- Four HP 636 ink cartridges for the HP Stitch S500 Printer
- At least one roll of transfer paper to perform calibrations and printhead alignment during printer setup

Return the site preparation checklist

The checklist must be completed and returned to your reseller or service representative a minimum of two weeks before the day of installation.

 **NOTE:** Any delays during installation that are caused by an unprepared site will be charged to the customer. Take care that your site is properly prepared to ensure a smooth and easy installation.

Electrical configuration

 **NOTE:** If configuration of the building electrical system used to power the printer needs to be modified to meet printer requirements, an electrician is required. Make sure that your electrician is appropriately certified according to local regulations and supplied with all the information regarding the electrical configuration.

Your printer requires the following electrical components to be supplied and installed by the customer, according to the Electrical Code requirements of the local jurisdiction of the country where the equipment is installed.

Single phase power

Single phase line specifications

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

Circuit breakers

 **NOTE:** The circuit breakers must meet the requirements of the printer and shall be in accordance with the Electrical Code requirements of the local jurisdiction of the country where the equipment is installed.

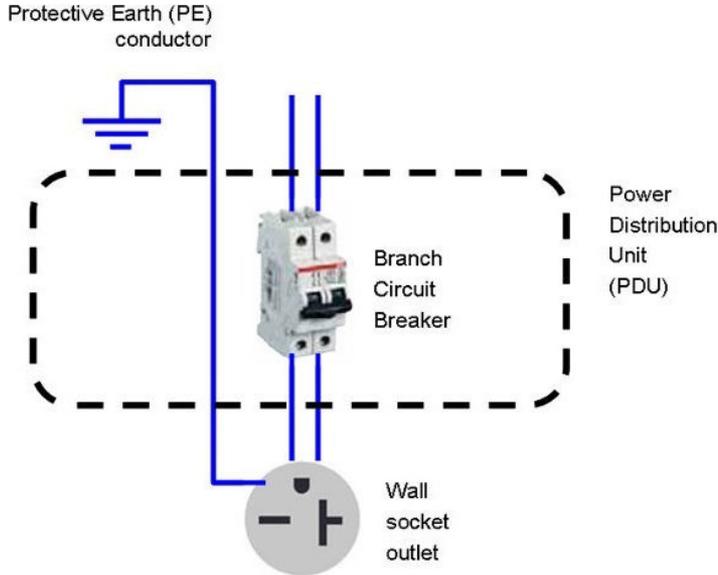
The printer requires a power cord that meets the following requirements.

Dedicated lines

Dedicated line	Not required. Do not overload lines. See Single phase power on page 8 .
Branch circuit breaker	2 poles, 16 A/20 A according to local laws and printer maximum load current
Residual current circuit breaker ¹	Recommended 2 poles, 30 mA residual, at least 20 A capacity

¹ Also known as Ground Fault Circuit Interrupter (GFCI)

Electrical configuration diagram (for reference only)



NOTE: The Power Distribution Unit (PDU) must be rated to meet the power requirements of the printer, and shall be in accordance with the Electrical Code requirements of the local jurisdiction of the country where the equipment is installed.

WARNING! Do not use a power strip (relocatable power tap) to connect the power cord.

Wall receptacles and power cord

A power cord is provided with your printer, according to the printer's electrical specifications. If the cord does not reach your PDU and/or UPS, a certified electrician must install a suitable extension cable on the day of installation.

To make sure you have the right wall socket outlets (wall receptacles) ready for installation, check the following:

1. The wall socket outlets must be suitable for **printer input ratings**. See [Single phase power on page 8](#).
2. The wall socket outlets must be suitable for the **power cord plug type** used in the country of installation. The table below shows examples of the power cord and the plugs provided with the printer according to the country. To make sure you have the right wall receptacle, find your country in the appropriate table and check the **plug type**.

WARNING! Use only use the power cord supplied by HP with the printer. Do not use a power strip (relocatable power tap) to connect the power cord. Do not damage, cut, or repair the power cord. With a damaged power cord, there is a risk of fire and electric shock. Always replace a damaged power cord with an HP-approved power cord.

3. A wall socket outlet should be installed near the printer, easily accessible.

The following table lists several examples of the power cord provided with the printer.

HP Stitch S300/S500 Printers—Power cord specifications for printer ratings 200–240V, 13A

Country	HP part number	Length	Plug type	Plug
EU, Russia, Korea, Indonesia	8120-6352	2.5 m (8.2 ft)	CEE 7-VII	
Denmark	8121-1077	2.5 m (8.2 ft)	DK 2-5A	
Israel	8121-1010	2.5 m (8.2 ft)	SI 32 90-DEG	
South Africa	8121-0915	2.5 m (8.2 ft)	SABS 164	
Switzerland, Argentina	8121-1287	2.5 m (8.2 ft)	IEC 60309, 240V, 16A, 2L+PE	
U.K., Singapore, Hong Kong, Middle East	8120-0907	2.5 m (8.2 ft)	BS 1363/A (13A fused)	
US, Canada, Mexico/Japan, Philippines/Thailand, Middle East (Optional)	8120-6360	2.5 m (8.2 ft)	NEMA 6-20P, 240V, 20A (non-locking)	
Brazil	8121-1101	2.5 m (8.2 ft)	NBR 14136	
Chile, Uruguay	8121-0923	2.5 m (8.2 ft)	CEI 23-50	
Australia, New Zealand	8120-6351	2.5 m (8.2 ft)	AS/NZS 3112 (15A)	

HP Stitch S300/S500 Printers—Power cord specifications for printer ratings 200–240V, 13A (continued)

Country	HP part number	Length	Plug type	Plug
India	8121-1074	2.5 m (8.2 ft)	IS 1293	
China	8121-0924	2.5 m (8.2 ft)	GB2099, GB 1002 (16A)	
Taiwan	8121-1033	2.5 m (8.2 ft)	CNS 690 Type 2(4)	

Appliance coupler (printer connection)

Country	Appliance coupler (power cable)	Appliance coupler inlet (printer)
All	Detachable terminal as per IEC60320-1 C19 (squared type)	Detachable inlet as per IEC60320-1 C20 (squared type)
	 C19	 C20

 **NOTE:** Place the wall receptacle close enough to the printer so the plug can be plugged and unplugged easily.

Powerline disturbances

As with all computer and electronic equipment, reliable operation of your printer depends on the availability of relatively noise-free AC power.

- In order to ensure optimum performance and reliability, your printer should be protected from variations in line voltage. Lightning, line faults, or the switching of lighting or machinery can generate line transients that far exceed the peak value of the applied voltage. If not reduced, these microsecond pulses can disrupt system operation and damage the printer.
- It is recommended to include overvoltage (OVP) and transient protection in the power supply to the printer.
- All electrical noise-generating equipment, such as fans, fluorescent lighting, and air-conditioning systems, should be kept separate from the power source used for your printer.

Grounding

The printer should be connected to a good-quality ground line in order to avoid electrical risk. Please note your obligation to comply with the Electrical Code requirements of the local jurisdiction of the country where the equipment is installed.

The following grounding tasks must be fulfilled to meet the site preparation requirements:

- Grounding wires must be insulated and at least equal in size to the phase conductors.
- Ground impedance must be less than 0.5 Ω or comply with the Electrical Code requirements of the local jurisdiction of the country where the equipment is installed.

3 Site preparation checklist

Safety requirements	Yes	No	Comments
Do those who will operate the printer have the technical training and experience necessary to be aware of hazards to which they may be exposed in performing a task, and to take appropriate measures to minimize the risks?	<input type="checkbox"/>		(Required)
Is there an emergency exit in the print production area, with easy access and free from any obstruction?	<input type="checkbox"/>	<input type="checkbox"/>	

Electrical installation requirements	Yes	No	Comments
Is the electrician aware of all requirements and specifications highlighted in this guide?	<input type="checkbox"/>		(Required)
Is the single-phase line voltage inside the specified voltage range 200–240 V $\pm 10\%$?	<input type="checkbox"/>		(Required) Specify nominal mains voltage:
Are there the dedicated lines to connect printer's power cord? NOTE: Do not use a power strip (relocatable power tap) to connect the power cord.	<input type="checkbox"/>		(Required)
Have branch circuit breakers (2 poles, 16 A/20 A general) been correctly installed for each dedicated line?	<input type="checkbox"/>		(Required)
Have the Residual Current Circuit Breaker (also known as Ground Fault Circuit Interrupter) (2 poles, 30 mA residual, at least 20A capacity) been correctly installed if required or recommended?	<input type="checkbox"/>		(Required)
Is the Power Distribution Unit (PDU) correctly installed?	<input type="checkbox"/>		(Required)
Are the grounding conductors properly installed for each wall receptacle (wall socket)?	<input type="checkbox"/>		(Required)
Are the wall receptacles (wall sockets) suitable for the power cord plug type provided by HP?	<input type="checkbox"/>		(Required)
Are the wall receptacles (wall sockets) and electrical installation suitable for the printer's rated current ? NOTE: See Single phase power on page 8 for specific information.	<input type="checkbox"/>		(Required)
Are the wall receptacles (wall sockets) placed close enough to the printer that the plugs can be plugged and unplugged easily? NOTE: See Wall receptacles and power cord on page 9 for specific information.	<input type="checkbox"/>		(Required)

Electrical configuration requirements	Yes	No	Comments
Do you need an Uninterrupted Power Supply (UPS) or step-up transformer? If so, is it correctly installed?	<input type="checkbox"/>	<input type="checkbox"/>	

Networking and computer requirements	Yes	No	Comments
Is the RIP computer and software ready for installation?	<input type="checkbox"/>	<input type="checkbox"/>	
Have network connections been supplied as per spec?	<input type="checkbox"/>	<input type="checkbox"/>	
Do you need a web proxy? If so, write down proxy server name and port.	<input type="checkbox"/>	<input type="checkbox"/>	
Do you have a color sensor that is compatible with your RIP?	<input type="checkbox"/>	<input type="checkbox"/>	
Do you have a LAN cable long enough to connect the printer to the network?	<input type="checkbox"/>	<input type="checkbox"/>	

Environmental requirements	Yes	No	Comments
Have the temperature and humidity requirements been satisfactorily met in the print production area?	<input type="checkbox"/>	<input type="checkbox"/>	
Have the temperature and humidity requirements been satisfactorily met in the storage area?	<input type="checkbox"/>	<input type="checkbox"/>	
Is the print production area free from dirt and dust?	<input type="checkbox"/>	<input type="checkbox"/>	
Does the print production area have sufficient lighting?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you met the ventilation and air conditioning requirements specified in this guide?	<input type="checkbox"/>	<input type="checkbox"/>	(Required)

Other requirements	Yes	No	Comments
Have you arranged for supplies such as substrate and ink cartridges to be available on the day of installation?	<input type="checkbox"/>	<input type="checkbox"/>	
Do you have a spectrophotometer that is compatible with your RIP?	<input type="checkbox"/>	<input type="checkbox"/>	
Have you met the requirements specified in this guide?	<input type="checkbox"/>		(Required)

Color management questions	Answers
<p>Before buying this printer, did you already have a dye-sublimation printer?</p> <ul style="list-style-type: none"> • Model? • Ink brand? • Ink setup (CMYK, CMYK, ...)? • Which speed do you normally use? • Do you print DTF, transfer, or both? <p>And another dye-sublimation printer?</p> <ul style="list-style-type: none"> • Model? • Ink brand? • Ink setup (CMYK, CMYK, ...)? • Which speed do you normally use? • Do you print DTF, transfer, or both? 	
<p>Which RIP are you using, and which version?</p>	
<p>Which transfer papers do you use (brand, reference, weight)?</p>	
<p>Which textiles do you use (brand, reference) and for which main applications?</p>	
<p>Which transfer/heat-fixation system are you using (brand and model)?</p> <p>What settings do you use (temperature, time, speed, pressure)?</p> <p>Do you keep the printer and the heat press in the same room?</p>	

Color management questions	Answers
<p>If you use ICC profiles from your reseller or from another company, or generic profiles:</p> <ul style="list-style-type: none"> • Are you satisfied with the colors? • Would you like to be able to create your own profiles? 	
<p>If you create your own ICC profiles:</p> <ul style="list-style-type: none"> • Which measurement device do you have (brand and model)? • What was the date of your last calibration? • How would you rate your knowledge of color management, from 1 to 10? • Do you profile often? • How many different profiles do you use? 	

Date of site preparation completion

Site preparation guide edition number or copyright date

Customer signature
