



Hi-Touch Imaging Technologies

Sales Kit-Q&A



ZD SYSTEMS

P. O. BOX 6669
BOROKO NCD 111
Papua New Guinea
TEL: (+675) 325 4665
FAX: (+675) 325 0358

www.zd.com.pg

2005 Edition

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Basic Introduction of HiTi's Technology

16.77 Million Color Performance

HiTi Photo Printers employ Dye Diffusion Thermal Transfer (D2T2) technology to deliver the exceptional 16.77 million true colors with vividness and clarity performance, showing a multitude of various forms and brilliant colors.

Continuous- Tone Printing

Continuous-tone printing provides dot-free photo prints with superior color reproduction

Magic Coating Technology

A protective coating will be applied on top of the print protecting the color against water, fingerprints and UV damage to prevent it from fading for long time.

Unique Watermark Effect

Magic Coating Technology also create the unique “watermark” and “matte surface effect” to personalize your own distinctively patterned photos with infinite imagination.

PC-Free Printing- Wizard Window (Only for 630PS, 640PS, Transphotable)

HiTi Photo Printers feature a handy TFT LCD controller that allows users to preview and edit the image without connecting to a PC. Users can design the layouts such as ID photo and sticker via the LCD controller

Borderless Photo Outputs

HiTi Photo Printers are able to perform full size 4" x 6"(4R, 10×15 cm) sized print results without any white border or nasty damage while clipping the margins.






Bundle Software- Photo Désirée

With free bundle software Photo Désirée, users can enjoy the fun of editing images and designing layouts.




- ▶ **Imaging Editing-** Easy to enhance and modify images with auto setting and professional designing mode.
- ▶ **Versatile Printout-** Easy to create ID photos, personalized stickers, greeting cards and other combinations to share with friends.



Target Customer




<p>640PS</p> 	<p><i>Users Looking for Best Photo Quality</i></p> <ul style="list-style-type: none"> ● 403×403 dpi (equal to inkjet 6400dpi) ● TFT LCD controller- Wizard Window ● CompactFlash, SmartMedia, Secure Digital, Memory Stick and MultiMedia Card readers
<p>640DL</p> 	<p><i>Commercial/Professional Users</i></p> <ul style="list-style-type: none"> ● 403×403 dpi (equal to inkjet 6400dpi) ● 70 sec. printing time ● Paper capacity up to 100 sheets ● Continuous printing up to 30 sheets ● Automatic temperature and humidity detection
<p>PhotoShuttle</p> 	<p><i>Users Looking for Fastest Printing</i></p> <ul style="list-style-type: none"> ● 45 sec. extreme-speed printing time ● The fastest printing machine in the same grade
<p>630PL</p> 	<p><i>Users Looking for Economic Model</i></p> <ul style="list-style-type: none"> ● Great photo quality and reasonable price ● Ideal photo-printing machine for digital camera user in-conjunction with a home PC system.
<p>630PS</p> 	<p><i>Users Looking for Convenient Printing without PC</i></p> <ul style="list-style-type: none"> ● Great photo quality and reasonable price ● TFT LCD controller- Wizard Window ● CompactFlash and SmartMedia memory card slots
<p>Transphotable</p> 	<p><i>Users that Need to Operate Printing Outdoors</i></p> <ul style="list-style-type: none"> ● Car power compatibility by using 12V DC to AC car power adapter ● Crashproof design ● Replaceable dust protection air filter ● Easy to use under harsh environment

Comparison of HiTi Photo Printers (Table1)

Model Name	640PS	640 DL	PhotoShuttle
			
Target			
Target Customer	Users looking for best photo quality.	Commercial/ Professional users.	Users looking for fast printing.
Specification			
Resolution	403 x 403 dpi (= Inkjet 6400 dpi)	403 x 403 dpi (= Inkjet 6400 dpi)	310 x 310 dpi (= Inkjet 4960 dpi)
Paper Capacity	25 sheets	100 sheets	25 sheets
Continuous Printing	10 sheets	30 sheets	10 sheets
Printing Speed (per 4" x 6" photo)	Approx. 75 sec.	Approx. 70 sec.	Approx. 45 sec.
LCD Display	★	—	—
Memory Card Slot	CompactFlash, SmartMedia, SD, MMC, Memory Stick	—	—
Compatibility	Windows 98/ME/2000/XP Mac OS 10.2 version *	Windows 98/ME/2000/XP Mac OS 10.2 version *	Windows 98/ME/2000/XP Mac OS 10.2 version *
Operating Temperature	59°F ~ 90°F (15°C ~ 32°C)	59°F ~ 90°F (15°C ~ 32°C)	59°F ~ 90°F (15°C ~ 32°C)
Operating Humidity	20 ~ 75% R.M.	20 ~ 85% R.M.	20 ~ 75% R.M.
Support B/W Printing	★	★	★
Matte Surface Effect	★	★	★
Auto Temperature Detection	—	★	—
Auto Humidity Detection	—	★	—
Protection Air Filter	—	—	—
Car Power Compatibility	—	—	—
Crashproof Design	—	—	—
Computer Interface	USB1.1/ USB 2.0 Full Speed	USB1.1/ USB 2.0 Full Speed	USB1.1/ USB 2.0 Full Speed
Printing Size	4"×6" (4R, 10×15 cm)	4"×6" (4R, 10×15 cm)	4"×6" (4R, 10×15 cm)
Applied Accessories			
Photo Desiree	Free	Free	Free
ID Desiree	Optional	Optional	Optional
Mug Heat Press Kit	Optional	Optional	Optional
Cutting Machine	—	Optional	—

* Please download the Mac driver at www.hi-ti.com.

Comparison of HiTi Photo Printers (Table2)

Model Name	630PL	630PS	Transphotable
			
Target			
Target Customer	Users looking for economic model.	Users looking for convenient printing without PC.	Users that need to operate printing outdoors.
Specification			
Resolution	300 x 300 dpi (= Inkjet 4800 dpi)	300 x 300 dpi (= Inkjet 4800 dpi)	300 x 300 dpi (= Inkjet 4800 dpi)
Paper Capacity	25 sheets	25 sheets	25 sheets
Continuous Printing	10 sheets	10 sheets	10 sheets
Printing Speed (per 4" x 6" photo)	Approx. 130 sec.	Approx. 130 sec.	Approx. 130 sec.
LCD Display	—	★	★
Memory Card Slot	—	CompactFlash X1, SmartMedia X1	CompactFlash X1, SmartMedia X1
Compatibility	Windows 98/ME/2000/XP	Windows 98/ME/2000/XP Mac OS 10.2 version *	Windows 98/ME/2000/XP Mac OS 10.2 version *
Operating Temperature	59°F ~ 90°F (15°C ~ 32°C)	59°F ~ 90°F (15°C ~ 32°C)	41°F ~ 100°F (5°C ~ 38°C)
Operating Humidity	20 ~ 75% R.M.	20 ~ 75% R.M.	20 ~ 75% R.M.
Support B/W Printing	—	—	—
Matte Surface Effect	—	—	—
Auto Temperature Detection	—	—	★
Auto Humidity Detection	—	—	—
Protection Air Filter	—	—	★
Car Power Compatibility	—	—	★
Crashproof Design	—	—	★
Computer Interface	USB1.1/ USB 2.0 Full Speed	USB1.1/ USB 2.0 Full Speed	USB1.1/ USB 2.0 Full Speed
Printing Size	4"×6" (4R, 10×15 cm)	4"×6" (4R, 10×15 cm)	4"×6" (4R, 10×15 cm)
Applied Accessories			
Photo Desiree	Free	Free	Free
ID Desiree	Optional	Optional	Optional
Mug Heat Press Kit	Optional	Optional	Optional
Cutting Machine	—	—	—

* Please download the Mac driver at www.hi-ti.com.



Q&A

► About Hi-Ti

1. What is HiTi?

A: HiTi is a pioneer in the field of D2T2 (Dye-Sub) printing technology and mainly focuses on developing and manufacturing of D2T2 photo printer and related consumables or accessories. HiTi's headquarter is located in Taipei, Taiwan. There are also branches in U.S., U.K., Russia, China and Netherlands.

2. What is HiTi's product?

A. By developing, manufacturing and supplying excellent digital photo printing solutions worldwide, HiTi provides best-in-class full-line printing products from personal uses to commercial works, including photo printer, cutting machine, mug heat press kit and image-editing application software.

3. How is the quality and technology level of HiTi?

A: The unique **Dye-Sub Photo Printer** by HiTi received a **DIMA Innovative Digital Product Award**, which is sponsored by the Digital Imaging Marketing Association and awarded by digital imaging editors and writers attending PMA. The PMA show is the industry's most important annual event; it's the place where the biggest and best products are announced. This award is highly respected by all members of the organization and people throughout the imaging industry. Other firms that also received this award included Kodak, Nikon and Adobe Systems.



4. How do HiTi's products do worldwide?

A: HiTi's products have been selling in over 50 countries throughout the world. Thousands of mini-labs are using HiTi Photo Printers for ID photos, and enjoying much better profits and margins than before. HiTi products are recognized with a great response from the market, earning great reviews by professional editors, and even winning the most prestigious PMA/DIMA award.

► **Advantages of HiTi Photo Printers**

1. What’s the benefit for me to switch my Polaroid ID system to HiTi Photo Printer?

A: First of all, HiTi prints vivid photographic prints; it is reliable because you get consistent results, and it’s all digital. Most importantly, HiTi saves you money on cost of materials; thus you can gain more profit from every photo made by your HiTi Photo Printer! In terms of unit cost, it is US\$1.20 for a Polaroid sheet in the United States. HiTi’s media is priced very affordably and will only cost you US\$0.40 per sheet. Besides, by using HiTi Photo Printer, you can have different printing layouts, such as 4”x6” photo and sticker, and don’t need to waste any time drying out the photo. You will enjoy the extra profit and ease of use that HiTi brings to you.

● **Overall Comparison: Polaroid ID System v.s. HiTi Printing**

	<i>Polaroid ID System</i>	<i>HiTi Printing</i>
Cost per print	US \$1.20	US \$0.40
Paper quality	Poor	Good
Photo life time	Short	More than 25 years
Image preview/editing	N/A	Yes
ID format	2 formats	12 formats
Glossy and Matte	Need special paper	Yes! Available with no extra cost!
Watermark effect	N/A	Yes
Dry out time	More than 1 min	0 sec.
Other Applications	ID photo only	<ul style="list-style-type: none"> • Sticker printing • 4”x6” photo printing • Customized photo

* The cost comparison is based on the market price in USA.

2. Most of my customers can accept waiting for one day for photo processing. What’s the benefit to switch to instant ID photo?

A: An increasing number of mini-labs are switching to a digital quick photo solution and making the ID photo available for customers in just a few minutes. Customers will be willing to stay in your store for an instant ID photo, and in turn may browse your store and purchase more goods. It can save customer’s time, and you will never be left with prints that people forgot to pick up. Soon consumers will learn to choose instant ID photo and stay away from traditional photos or Polaroid ID system. HiTi’s solution is easy, can save you time, money, and will keep your customers happy in the end.

3. What is the advantage of dye-sub printer compared with inkjet printer?

A: Dye-sub is the best for photos; Inkjet is the best for documents. Dye-sub printers have the ability to print continuous tone, meaning it has the capability to produce real gradations of color by combining 256 shades of yellow, magenta, and cyan thus creating 16.7 million true colors.

Dye-sub prints can last much longer because there is a protective layer to shield the photo from UV light, water and other liquids, and even fingerprints. Inkjet prints easily fade under humidity, light, and can be easily damaged by fingerprints or water. Some inkjet printers will clog and waste ink, or get ink on the rollers, which in turn will ruin your print; dye-sub printers don't have this sort of problem.

Overall Comparison: Inkjet Printing v.s. HiTi D2T2 Printing

	<i>Inkjet Printing</i>	<i>HiTi D2T2 Printing</i>
Consumables	Paper & Ink	Paper & Ribbon
Cost per print	US \$0.74	US \$0.39
Photo quality	Half-tone: Poor	Continuous-tone: Good
Paper quality	Poor & not flat	Good
Waterproof	N/A	Good (with UV & fingerprints protection)
Photo life time	Short	More than 25 years
Over coated	N/A	Yes
Printing time	300-480 sec.	100sec.
Dry out time	More than 5 mins	0 sec.

* The cost comparison is based on the market price in USA.

4. What is the cost advantage of HiTi Photo Printer compared with inkjet printer?

A. With inkjet printer, you need to buy the branded ink & paper, which is very expensive, about twice the price of what it would cost to make the same size prints on the HiTi Photo Printer.

Price Comparison: Inkjet (HP) v.s. Dye-Sub (HiTi)

Type of Printer	Paper (4"x6" Photo)	Ink/Ribbon	Qty. (Sheets)	Cost Per Print
Inkjet (HP) <i>Photo Smart 130</i>	US \$6 (20 sheets)	US \$34.95	70	US \$0.80
Dye-Sub (HiTi) <i>630PL/PS</i>	US \$ 19.95		50	US \$0.39

* The comparison is based on the market price in U.S.

5. What is HiTi's advantage in comparison with other dye-sub printers of Sony, Olympus and Canon?

A: HiTi offers a total solution for digital printing including 4"×6" photo, ID photo, sticker and etc. Compared with other dye-sub printers, HiTi Photo Printers offer better photo performance, better sticker quality and more features like printing in standalone mode from any type of media, or connecting to the computer without an expensive accessory cable. Also, HiTi Photo Printers can do watermark effect and have 12 ID formats. Most importantly, HiTi Photo Printers and consumables are very affordable; about half of the price compared with dye-sub printers from Japan.

6. How can I earn more money if I buy HiTi printer?

A. Besides ID photo and 4"×6" photo, you can use HiTi Photo Printer to create other various printing formats including sticker, greeting card, name card, calendar and bookmark. You can make much more profit by offering these various applications to your customers.

► Operation Problem

1. What kind of memory cards do HiTi standalone models support?

A.

● **Memory Cards Supported**

	CompactFlash (CF)	SmartMedia (SM)	Memory Stick (MS)	Secure Digital (SD)	MultiMedia Card (MMC)
630PS	✓	✓	Supported! But a separate purchase of a CF card adapter is required.		
<i>Transphotable</i>	✓	✓			
640PS	✓	✓	✓	✓	✓

2. Can HiTi standalone model use the xD card directly?

A. HiTi hasn't announced that HiTi Photo Printer supports xD card so far. The only way to use xD card with standalone models is to buy a "xD to CF adaptor", which is released by Fujifilm and Olympus.

3. Which card will be active if I insert CompactFlash and SmartMedia cards at the same time?

A. If two cards (CompactFlash and SmartMedia) are inserted into the printer, only the card inserted first will be actively read by the card reader. If you wish to read the other card that was plugged in, please "Pull out the other card" or "Enter the Setup page and run the card selection switch."

4. Is it possible to connect the printer to camera to make the print directly?

A. No. Only some of Canon, Epson and Kodak's products are quipped with this function. However, those printers can only be connected to digital camera of the same brand to make the direct print. For HiTi standalone printers, you can operate printing easily by inserting the memory card to the built-in slot.

5. What's the file size limitation for HiTi standalone model?

A. 8 megabytes. You may not be able to operate printing when the file size exceeds 8 MB.

6. What's the image size limitation for HiTi standalone model?

A. 8 million pixels. The maximum length of the image is more than 3470 pixels.

7. Can the standalone model read TIFF (tif) image file?

A. For HiTi standalone models, you can only read jpg file. However, our bundle software Photo Désirée can accept all the common image formats, including jpg file,

bmp file, tif file, pcx file, png file and tga file. Connect to PC, then you can print out tif file easily!

8. Will the printout photo show the shooting date I set in my digital camera?

A. Yes! Once you set the shooting date when you use your digital camera, you can have the date showed on your photo! For 640PS, this function can be operated via the TFT LCD controller directly. As to the other models, you can add shooting date on your photo by using Photo Désirée.

9. What interface does HiTi Photo Printer use to connect to a PC?

A. The HiTi Photo Printer uses USB 1.1/USB 2.0 Full Speed.

10. What versions of USB are compatible for use with HiTi Photo Printer?

A. Version 1.1 and 2.0.

11. Which platforms are suitable for operating HiTi Photo Printer?

A. Microsoft Windows 98, 98 SE, ME, 2000 and XP.

12. Can HiTi Photo Printers support Mac?

A. 630PS, 640PS, 640DL, PhotoShuttle and Transphotable support Mac. The driver supports only Mac OS10.2 version. Please download the Mac driver on the Internet at www.hi-ti.com.

13. Can I stamp on the printout photo?

A. No. Right now you can't stamp on the printout photo because there is an overcoating layer on the photo surface to protect it from water damage and fingerprint. However, HiTi will announce special ribbon to make the photo stampable very soon.

14. Can I print other printing size besides 4"×6"(4R, 10×15cm)?

A. You can have smaller size by choosing different printing formats of 4"×6"(4R, 10×15 cm). But you can't print photo in size bigger than 4"×6"(4R, 10×15 cm).

15. What's the life time of HiTi Photo Printer?

A. Life time of dye-sub printer is very long. Most ticketing systems, Lotto tickets, and train tickets use a thermal printing solution similar to dye-sub, because thermal printing heads are more reliable & last a long time.

16. How can I avoid “Ribbon Jam” to occur?

A.

1. Please download and install the latest drivers at www.hi-ti.com.
2. Please do NOT reuse paper/sticker. The damage caused by reusing paper or sticker will be outside of warranty coverage and HiTi will charge for service for this case.
3. Please do NOT use other brands of ribbon and paper/ sticker. If you use them, they may cause serious damage to the printer.

17. Can I reuse paper that has been printed?

A. No. If you reuse the paper, it will likely cause a ribbon jam or paper jam, and possibly further damage the printer. This is NOT covered in the warranty. HiTi will charge for service of these cases.

Paper and sticker are sold with ribbon and the numbers are matched to give you a print for each sheet. If you reuse paper, you will have unused sheets remaining.

18. What is the proper way to upgrade firmware?

A. Please click <http://www.hi-ti.com/> to download the newest firmware (zip file). After downloading, please unzip it and open "ReadMe.txt" to see the upgrade instruction.

(Note: The firmware of 630PL is embedded inside the driver. Thus, you don't need to upgrade firmware for 630PL.)

► Operation Problem of Photo Désirée

1. **What is MiraBella?**

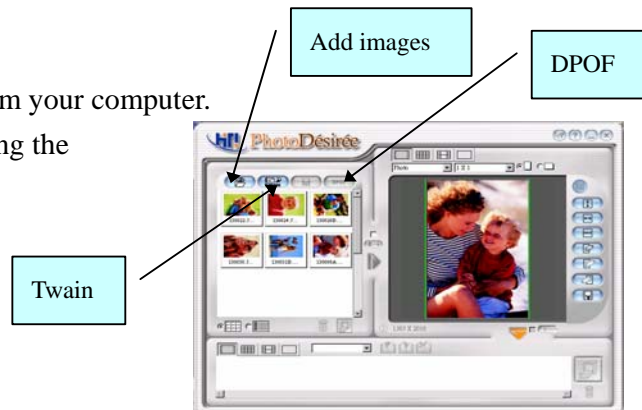
A. By selecting MiraBella, you are given 9 separate versions of your image to choose from. Each of these 9 images has different settings for various attributes including contrast, brightness, color, etc.



2. **How can I add images?**

A.

1. Click "Add images" to add images from your computer.
2. From scanner or digital camera by using the "Twain" interface
3. From memory card.
4. From DPOF.
5. From the HiTi album.



3. **What kind of image file does Photo Désirée accept?**

A. Photo Désirée can read all kinds of image files that meet ANSI standard, including jpg file, bmp file, tif file, pcx file, png file and tga file.

4. **What combination of photo sizes can I print on the 4x4 sticker sheet?**

A. 1x16, 2x8, 4x4, 8x2 and 16x1.

5. **What combination of photo sizes can I print on the 4"x6" photo paper?**

A. You can print out various forms of your photo on the 4"x6" photo paper including 4"x6" photo, credit card photo, ID photo, business card, bookmark and cute square, etc.

6. **What file format is used to store my photo album in Photo Désirée?**

A. It is an htf file. This is a specific format designed by HiTi. It is currently compliant with Photo Désirée only.

7. **What is Magic Coating?**

A. "Overcoat" is the overcoat layer placed on the final printout of the photo. It protects the image from fading by UV rays, water damage, and other harmful exposure. This provides a longevity that cannot be found in many other photo printing solutions.

8. What is Watermark Effect?

A. With Magic Coating Technology, users can apply your favorite patterns to be coated on the surface of the photo print as a special watermark.

9. Can I save an image after editing?

A. Yes! You can save the edited image as an htf file, jpg file, bmp file, tif file, pcx file, png file or tga file.

10. Can I print photo from other software?

A. Yes. However, it's better to operate printing through the bundle software "Photo Désirée" to ensure that the printing layout fit the photo paper.

► Consumables

1. What types of paper or sheets are available for HiTi Photo Printer?

A. 4"×6" (4R, 10×15 cm) photo paper, 4x4 sticker sheets, 1x1 sticker sheets and 4/2/4 sticker sheets.

2. Where can I buy consumables (ribbon, paper or sticker sheets)?

A.

1. Ribbon, paper and sticker sheets can be purchased from HiTi's distributors/dealers.

2. Visit HiTi web site for more information (distributor/dealer locations, sites, etc.).

<http://www.hi-ti.com>

3. I only print Black& White ID photo. Does HiTi supply B/W consumables?

A. Yes. All of HiTi Photo Printers can print black and white photo by adjusting the color through Photo Désirée.

Also, 640DL, 640PS and PhotoShuttle support KO ribbon. You can use KO ribbon to print out black and white photo directly.

4. Can I use ribbon of other brands instead of HiTi?

A. No. Please do NOT use other brands of ribbon. The dimension, thickness, detachable border size and printable side viscosity of other brands are different from HiTi photo paper and sticker. If you use them, they may cause serious damage to the printer. The damage caused by using other brands of ribbon will not be covered by the warranty and HiTi will charge for service of this case.

5. Can I use paper or stickers of other kinds rather than HiTi?

A. Please do not use other brands of photo paper or sticker sheets. The dimension, thickness, detachable border size and printable side viscosity of other brands are different from those of HiTi photo paper and sticker sheets. If you use them, they may cause serious damage to the printer.

6. Can I reuse the consumables?

A. No. The printing quality will be poor! If you reuse the consumables even only partially printed, it will likely cause a ribbon jam or paper jam, and possibly further damage the printer. This is NOT covered in the warranty, and HiTi will charge for service of these cases. Besides, paper and sticker are sold with ribbon and the numbers are matched to give you a print for each sheet. If you reuse stickers, you will have unused sheets remaining.

7. If I run out of paper, but the ribbon cartridge is not used up. What can I do?

A. Paper and sticker are sold with ribbon and the numbers are matched to give you a print for each sheet. If you have ribbon cartridge left due to HiTi printer problem covered by warranty, please contact with your distributor/dealer to get compensative photo paper package.

8. If the ribbon cartridge is used up, but I still have paper left. What can I do?

A. Paper and sticker are sold with ribbon and the numbers are matched to give you a print for each sheet. If you have paper left due to HiTi printer problem covered by warranty, please contact with your distributor/dealer to get compensative photo paper package.

9. What is the best way to keep photo paper or sticker sheets?

A. To maintain the quality of your photo paper or sticker sheets, return unused paper to its original packaging as soon as you finish printing and protect them from heat, humidity, sunlight and dust thus it can be preserved in a good condition for at least one year. Unopened photo paper and sticker sheets packages can be preserved for 2 years if kept in a clean and dry environment under 25°C (77°F).

10. What is the best way to keep ribbon cartridges?

A. The best way for maintaining quality of your ribbon cartridge is to store it in a resealable plastic bag or any other airtight covering. Keep it away from heat, humidity, sunlight, and dust. This should preserve the cartridges in storage for at least one year. Unopened photo paper and sticker sheets packages can be preserved for 2 years if kept in a clean and dry environment under 25°C (77°F).

► Maintenance

1. What is the coverage of the printer's warranty?

A.

1. In order to ensure your entitled service, you have to request that the distributor fill in printer model, serial number, and purchase date on the warranty card then seal. Please preserve this warranty card or related proofs of purchase (i.e. invoice or receipt). If the warranty card hasn't been filled in completely or is modified, HiTi will charge for repairing the printer.

2. Please preserve the warranty card for proof when the printer needs to be repaired or serviced. If you cannot provide the warranty card, the warranty period will be up to 14 months past the manufacturing date.

3. If the following happens during the warranty period, HiTi will charge for service.

- (1).The product is repaired and disassembled by an unauthorized person or persons.
- (2).Printer is damaged by abnormal usage.
- (3).Printer is damaged due to external accident.
- (4).Printer is damaged due to improper troubleshooting with consulting manual, Hi-Ti, or online FAQ.
- (5).The back-label of printer or warranty seals are modified, damaged or missing.
- (6).The serial number (S/N) of printer is not clear or modified.
- (7).Any damage caused during delivery/logistics on the customer's side.
- (8).Damages caused by act of God, natural or unnatural disasters (i.e. lightning, fire, flood, etc.)
- (9).Any other factors that are not related to a defect of the printer.
- (10)Use of ribbon or paper not manufactured by Hi-Touch.
- (11)Reusing used consumables.

2. How long is the warranty?

A.

1. For 640DL: One year or 10000 prints. It depends on which one achieved first.
2. For 630PL, 630PS, 640PS, PhotoShuttle and Transphotable: One year or 1000 prints. It depends on which one achieved first.

3. Is there any regular maintenance required for HiTi Photo Printer?

A. We suggest to use Cleaning Kit every 100 prints or per month to maintain HiTi printer. However you are encouraged to use Cleaning Kit more often when you operate printing under a dusty environment or whenever you feel the need.



You can purchase Cleaning Kit from the distributor/dealer.

4. How do I clean the thermal print head?

A. Please use Cleaning Kit to clean the thermal print head.

5. When should I use Cleaning Kit?

A.

1. Every 100 prints or per month. However you are encouraged to use Cleaning Kit more often when you operate printing under a dusty environment or whenever you feel the need.
2. There will be a message pop up to remind you to do the cleaning when every 100 prints done.

6. How can I get help if I have problem with the printer or Photo Désirée?

A.

1. Your printer software CD includes an Electronic Manual on it. You can get instant help from its FAQ. The manual is a PDF file, so you will need Adobe Acrobat Reader to view it. (Adobe Acrobat Reader v 5.0 is included on the printer software CD-ROM or you can download it at <http://www.adobe.com/products/acrobat/readstep2.html>)
2. You can contact the dealer from whom you purchased the printer.
3. HiTi provides technical assistance 24 hours a day through electronic support (e-mail). You can contact HiTi through email. Please include information of the product name, product serial number, proof of purchase, your computer configuration (specifications of your system, OS, etc) and description of the problem ready in your questionnaire email.