

CERPRINT 3500

Ceramic Decal Printer



User Manual

Version 3.2

Thank you for purchasing a CerPrint 3500 Ceramic Decal Printer. This printer is a 30 page-per-minute laser printer engineered for the successful printing of ceramic decals. The toner in the cartridge is designed to produce deep, rich, black fired images. Additional colors will be available as we develop them.

The printer has been modified to lay down optimal amounts of ceramic toner when used in combination with CerPrint food safe fluxed decal paper. There are two different decal papers available. Both are “fluxed”. This means that the decal film will melt in the kiln to produce a clear, completely vitrified coat over the decal images. One decal paper fires up to 1650F, the other fires from 1200F to 1400F for lower fire applications. We provide the high fire paper with the CerPrint 3500.

In this manual you will find detailed printing instructions and a firing schedule. We also recommend that you read the manual on the Ricoh CD, as this covers the installation of the printer, operational specifics, and the loading of the drivers.

The printer kit includes our unique “One Step” transfer media, optimized to produce black images when fired to 1550-1650 degrees Fahrenheit. This is the only food-safe decal printing media that we have tested, therefore it is the only one we can recommend with confidence.

Our CerPrint toners are lead-free, food-safe and permanent when fired to the proper temperatures, using the recommended decal media.

We will be announcing new color toners as we develop and test them.

We assume that you are familiar with the decal transfer process, so we have not included the basics of that process in this manual. If you need assistance with that part of the process, please contact us.

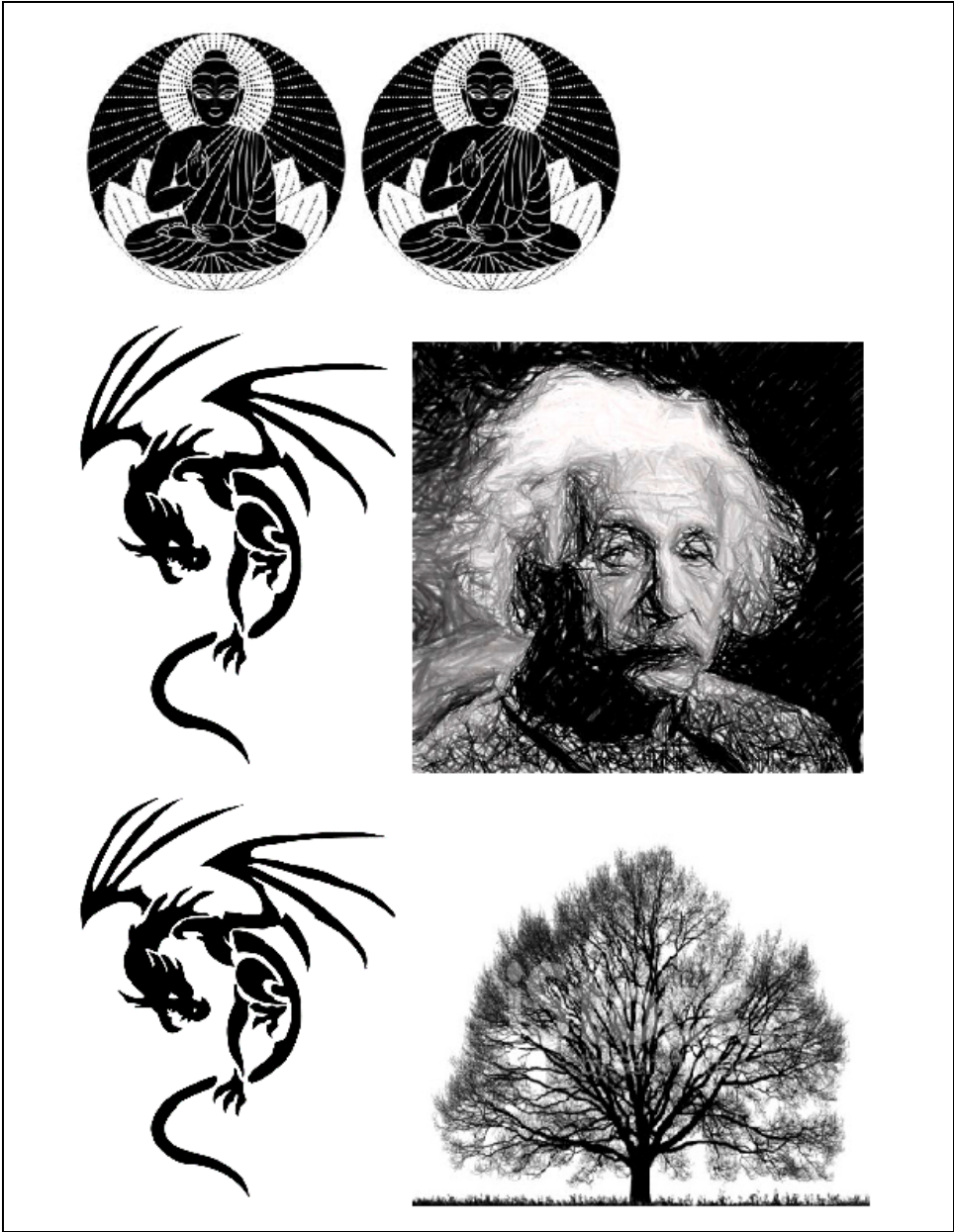
We also welcome and ask for your feedback and suggestions. Please contact us at info@rosettatechnologies.com or rhullar@rosettatechnologies.com

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Examples of Ceramic Decal Print Files – PDF



*Creativity is just connecting things.
When you ask creative people how
they did something, they feel a little
guilty because they didn't really do,
they just saw something. It seemed
obvious to them after a while.*

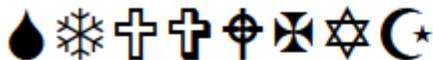
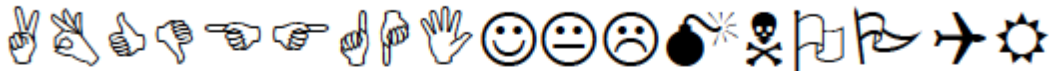
S. Jobs

*Only two things are
infinite, the universe
and human stupidity,
and I'm not sure
about the former...*

*Outside of a dog, a book
is a man's best friend.
Inside of a dog it's too
dark to read. G. Marx*



Art is the only thing worth doing



ABCDEFGHIJKLMNOPQRSTUVWXYZ

What's In the Box?

- One CerPrint 3500 Printer
- One Ceramic Decal True Black toner cartridge
- Sample pack (25 sheets) of fluxed decal paper (1550-1650 degrees F, recommended)
- CD containing drivers and other information
- User Manual(s)

Before You Begin

There are some important points and tips that we want to make sure you understand before you install your CerPrint 3500:

1. This printer has been modified to provide optimal printing with the True Black Ceramic toner and our High Iron toner.
2. It has also been modified to provide optimal printing on ceramic decal paper. As you may know, all decal papers are not created equal and some can cause problems in a printer or result in poor image quality after firing.

Please take note of the following:

Please make sure that you have installed either the Windows 3500 Ricoh SP 3500N Postscript driver or the MAC OS Ricoh SP 3500N Postscript driver by following the instructions in this user manual. This is critically important, as certain settings can only be used if these drivers are installed.

When printing your decal sheets, please make sure you select the paper type "Plain 1" from the driver selections. This will allow you to select 1200x1200 resolution to assure the highest image quality. It also regulates the temperature of the fuser in the printer to avoid jams in the fuser. Please check to see that the fuser is in the Envelope position. See instructions further on in this document.

Please use the "Bypass" tray when printing decal sheets. This is the tray that folds down in the front of the printer. Decal paper is thick, and we want the most straight-through paper path. Place your decal paper film-side up in the tray. Adjust the guides on either side as needed.

In the advanced settings or in your application (MAC) you will see either "Resolution" or "Image Quality". Select this and set it to "1200x1200" if you want higher resolution. For most images, however, the default 600 dpi (dots per inch) setting works just fine. Remember, the quality of your original image will determine the quality of your decal image.

Under Postscript settings in this same window in the driver or in your application, you will see an option for either "Mirror" or "Reverse" printing. If you are using the fluxed paper and have text in your decal images, you will want to select this, as the fluxed paper is applied image-

side down to your piece. If you are using our plan waterslide decal paper, it is applied image-side up, so you do not need to reverse the image.

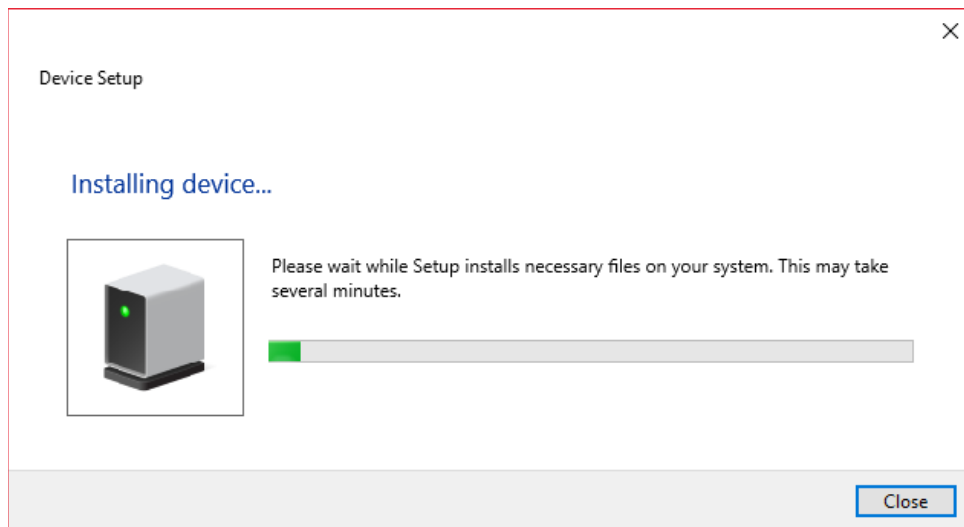
Installation for Windows OS via USB

Follow the instructions for unpacking and installing the printer. *Please make sure, before installing the toner cartridge, while holding it horizontally, to gently shake it back and forth (left to right) 4-5 times. This redistributes the toner after shipping. Additionally, open the back of the printer to access the fuser. You will see two green tabs, one on each end of the fuser. If using the white, plain decal paper, please make sure these levers are in the envelope position. If using the white lamination paper, move the levers to the page position, which is up. Close the back of the printer.*

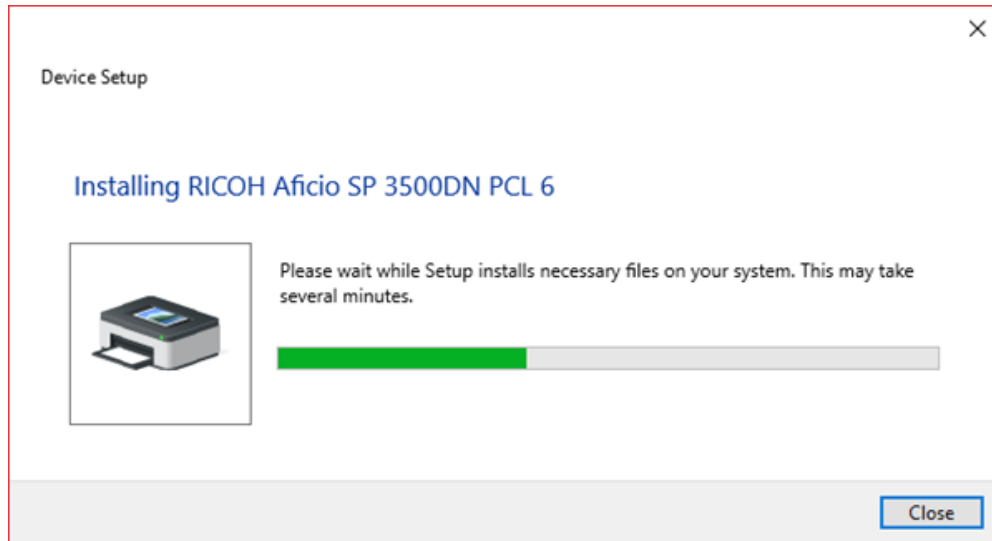
IMPORTANT: When installing the printer and you are using a USB connection, Windows will automatically install the PCL version of the driver. You will need the **Postscript driver**. Follow these directions to download and install the PS (Postscript) driver after the auto-install is complete. You will need this for successful high-quality decal printing.

When installing a new 3500 CerPrint printer driver via USB, by default Microsoft Windows will install the PCL driver **first**. This is during the printer's "Plug and Play" installation after the USB cable has been connected to PC for the first time. Once the installation is complete the PS driver can then be installed from the Windows "Devices and Printers" Control panel.

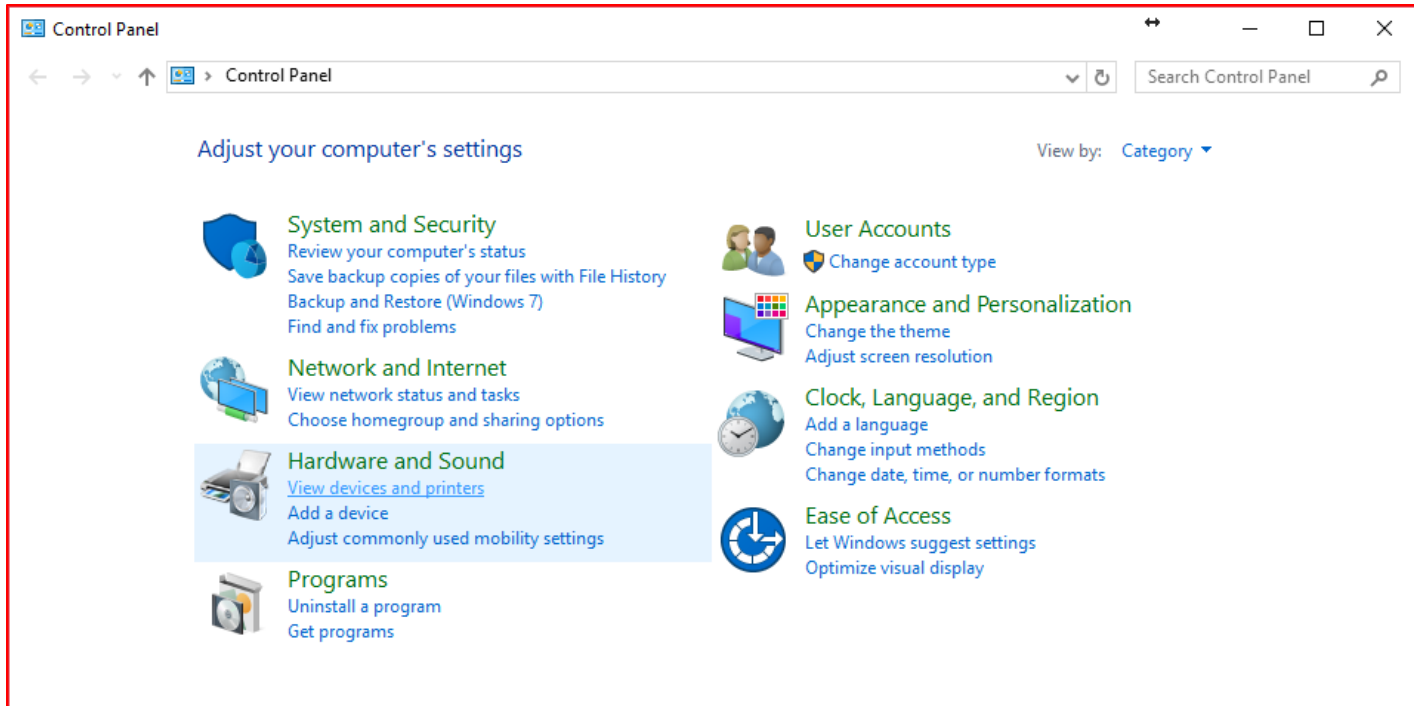
1. Connect the printer via USB to a port on your computer. Turn on the printer



2. Windows will automatically install the PCL Version of the printer driver

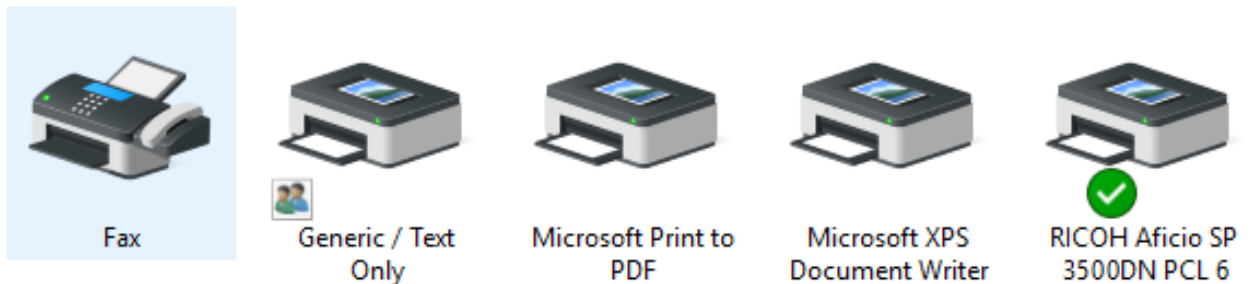


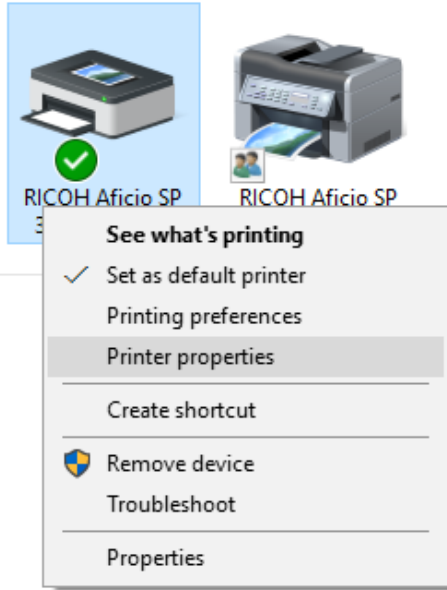
3. Once the printer is installed. Open the Devices and Printers from the Control panel



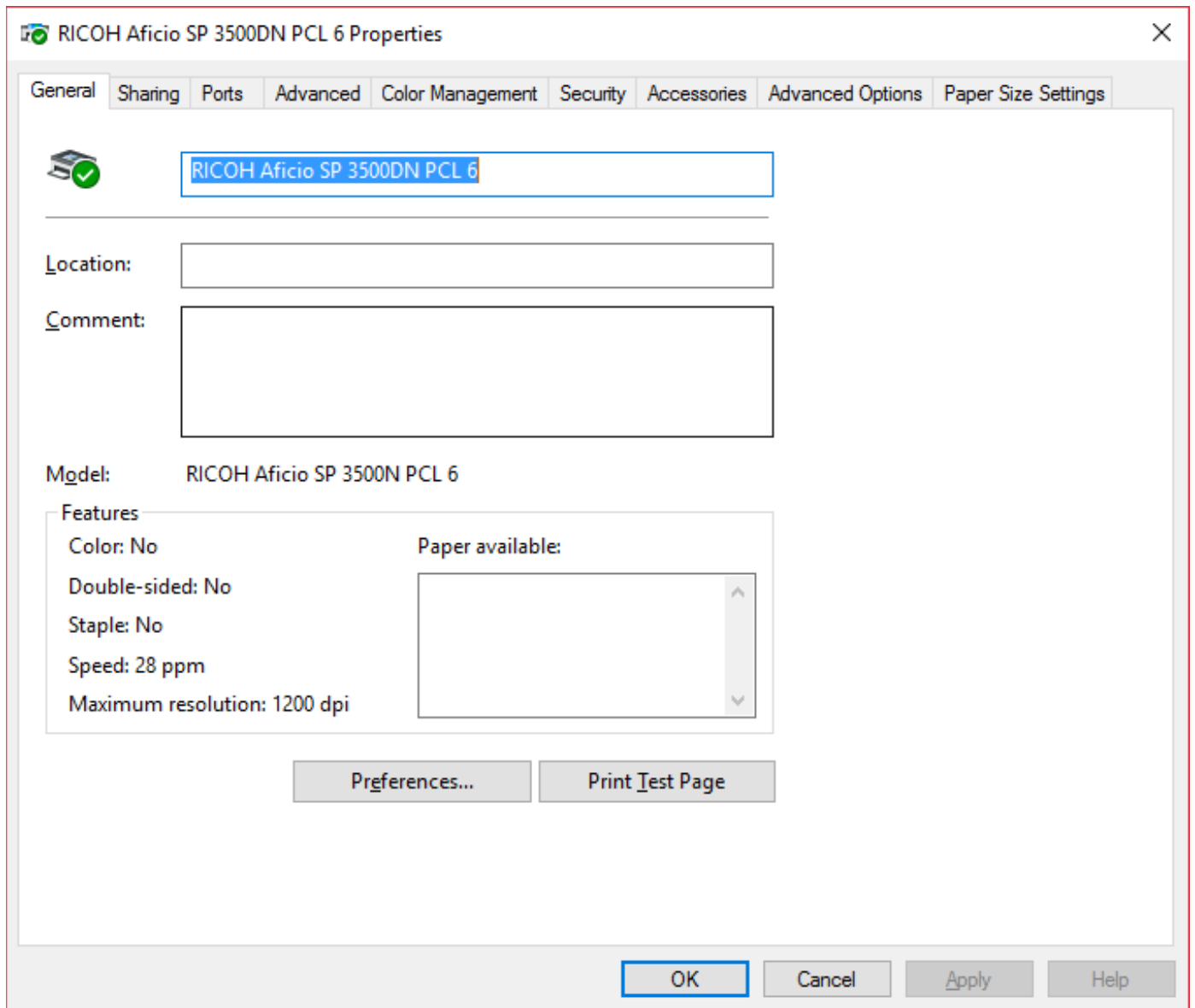
4. Under Printers select and right click on the RICOH SP 3500DN printer and select Printer Properties.

Printers (7)

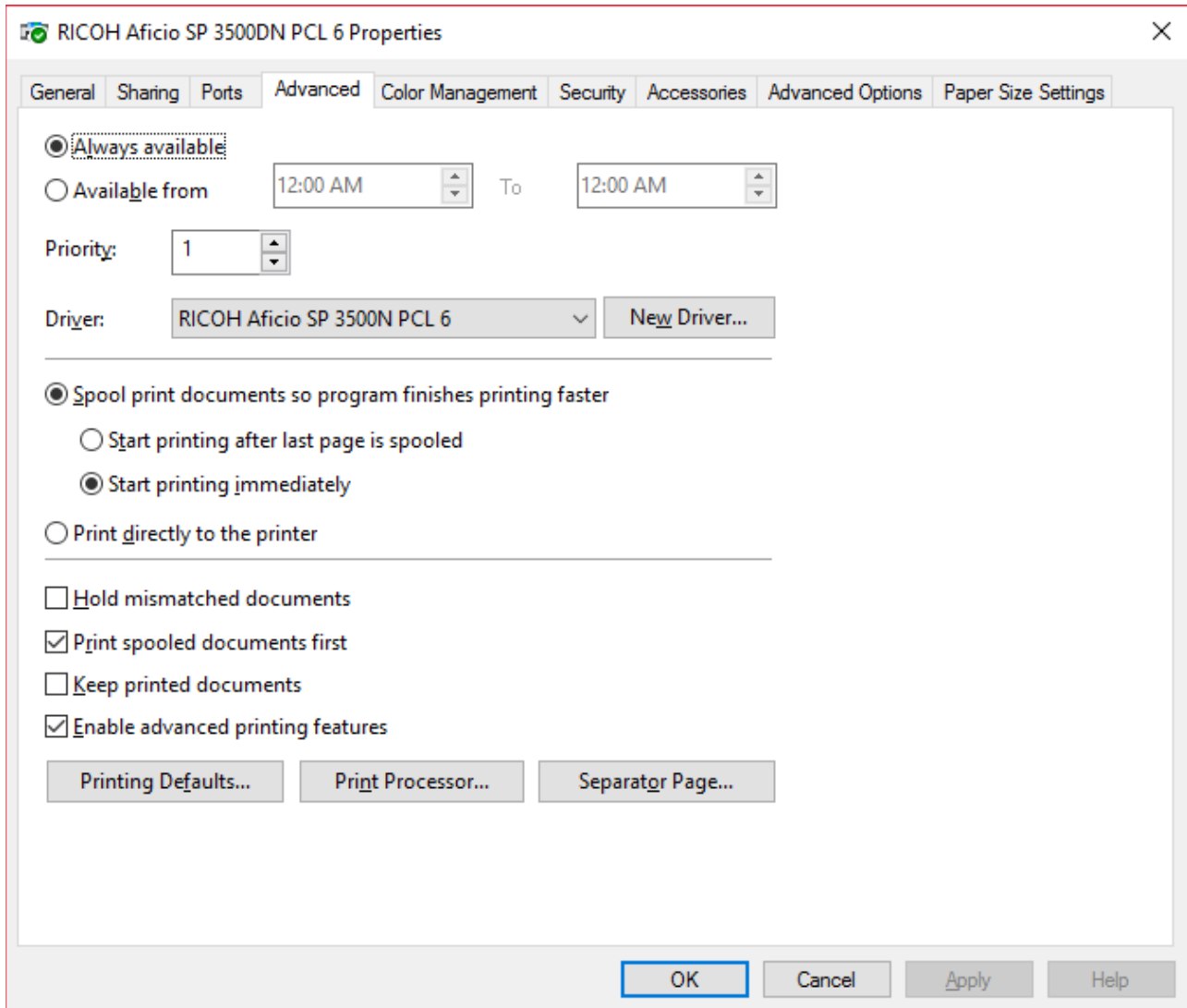




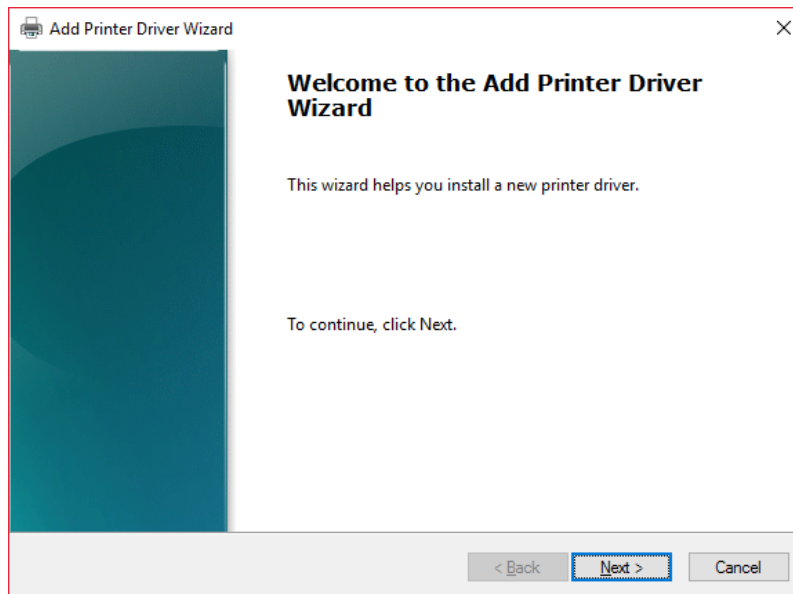
5. In the printer properties choose the Advanced tab.



6. In the advanced tab choose New Driver. This screen opens the New Driver Wizard.

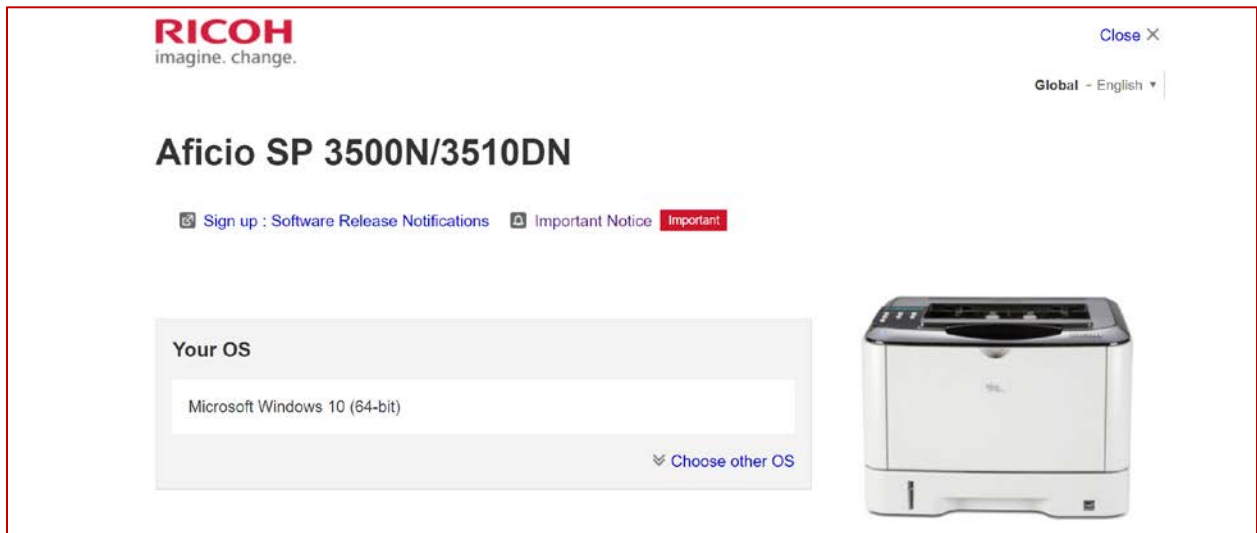


7. Click Next on the “Add Printer Driver Wizard”.



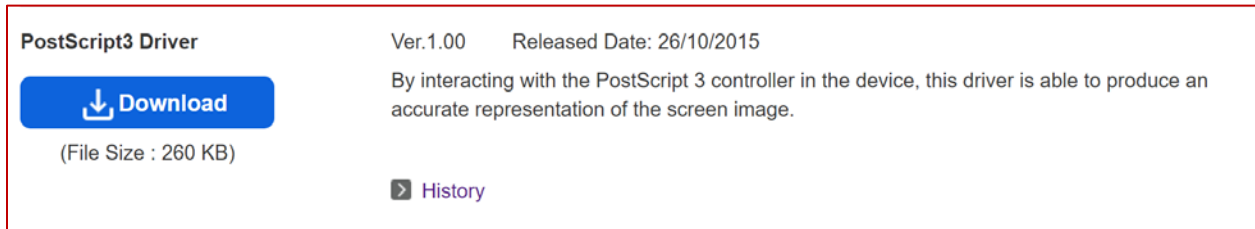
8. Using the following link, download the Postscript driver for your version of Windows.
 - a. <https://bit.ly/2RRhgdP>

9. This link will direct you to the Ricoh Support Driver download page for the Ricoh SP3500 DN printer.



10. Under “Your OS” select your version of Windows, in this case **Windows 10** is selected.

11. Once an OS is selected, scroll down to **Postscript3 Driver** and click on the blue **Download** button.



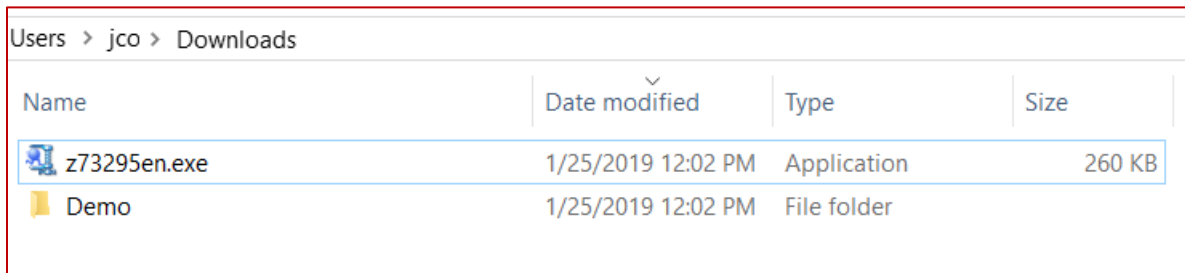
PostScript3 Driver Ver.1.00 Released Date: 26/10/2015

By interacting with the PostScript 3 controller in the device, this driver is able to produce an accurate representation of the screen image.

[Download](#)
(File Size : 260 KB)

[History](#)

12. Once the download is completed, locate the file and run the executable. In this case the file is named "**z73295en.exe**" and was in the Downloads folder.

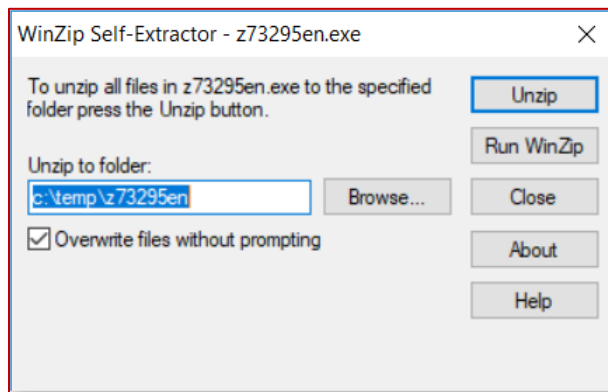


Users > jco > Downloads

Name	Date modified	Type	Size
z73295en.exe	1/25/2019 12:02 PM	Application	260 KB
Demo	1/25/2019 12:02 PM	File folder	

13. Double click on run the downloaded file:

- a. The executable will ask where to extract the driver, the default location is the "**C:\temp\z73295en**" folder.



WinZip Self-Extractor - z73295en.exe

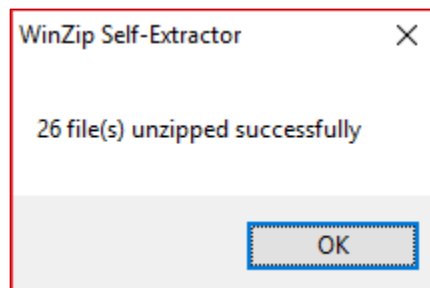
To unzip all files in z73295en.exe to the specified folder press the Unzip button.

Unzip to folder:
c:\temp\z73295en

Overwrite files without prompting

Buttons: Unzip, Run WinZip, Close, About, Help

- b. Click on **Unzip**. And then **OK**.

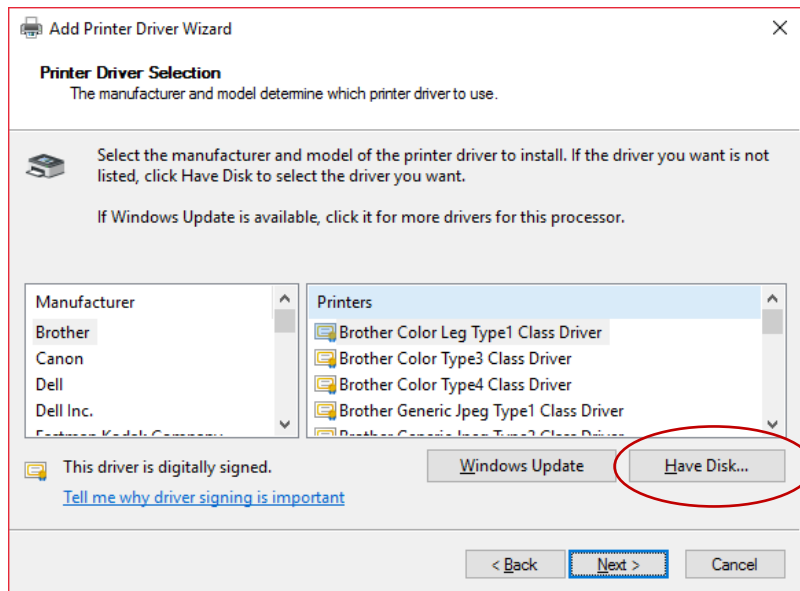


WinZip Self-Extractor

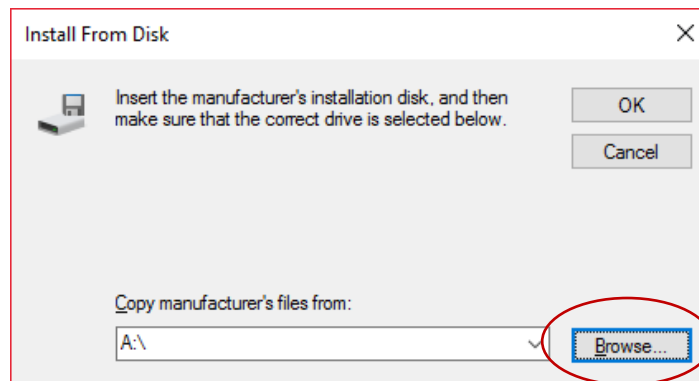
26 file(s) unzipped successfully

OK

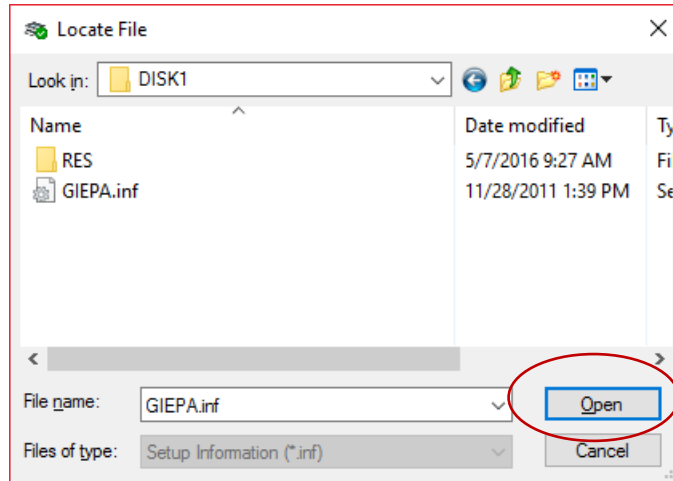
14. Go back to the **“Add Printer Driver Wizard”**. Click on the **“Have Disk...”** button on the Printer Driver Wizard.



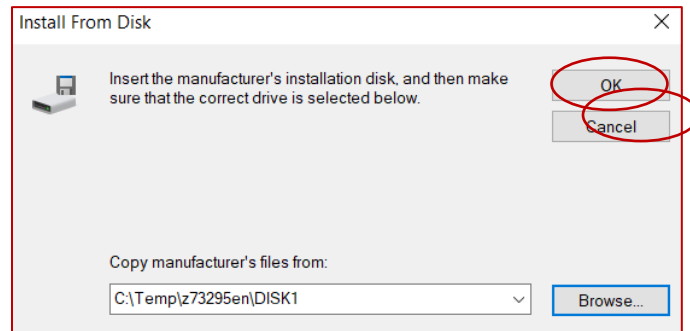
15. Click on **“Browse...”**.



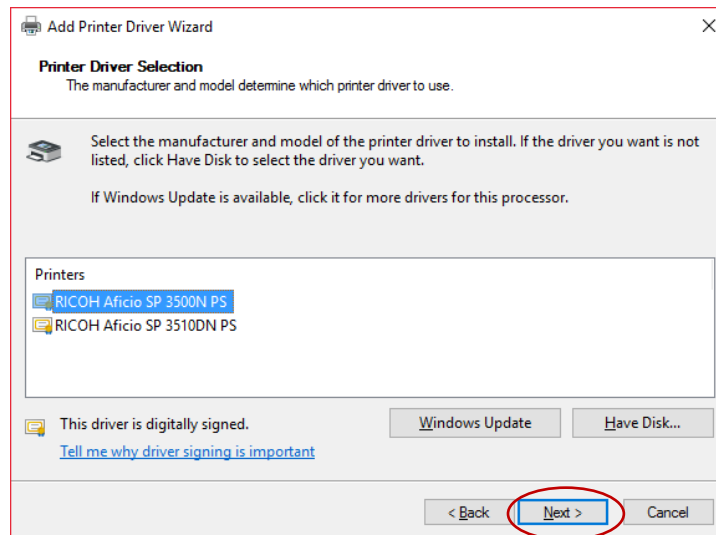
16. Navigate to the “C:\temp\z73295en\Disk1” folder.
a. Select the GIEPA.inf file and press **Open**.



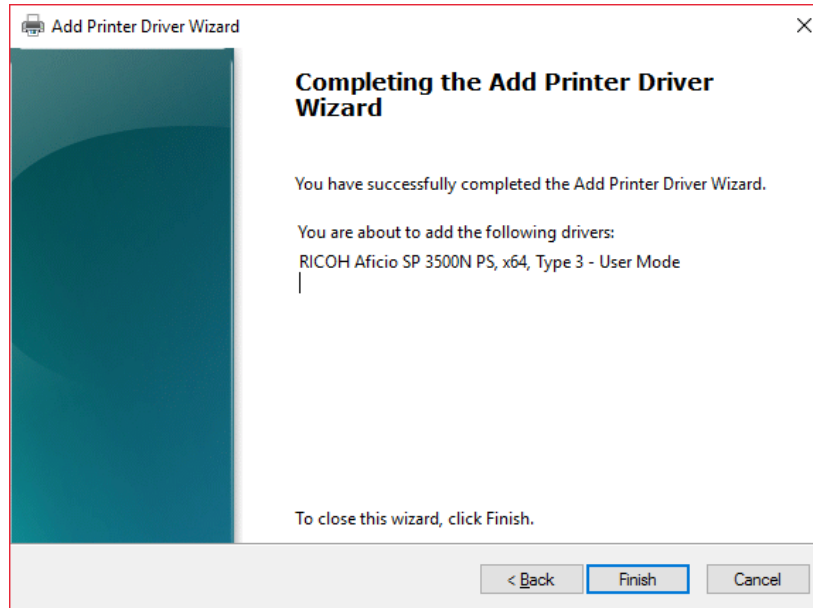
17. Click **OK** on the “Install From Disk” screen.



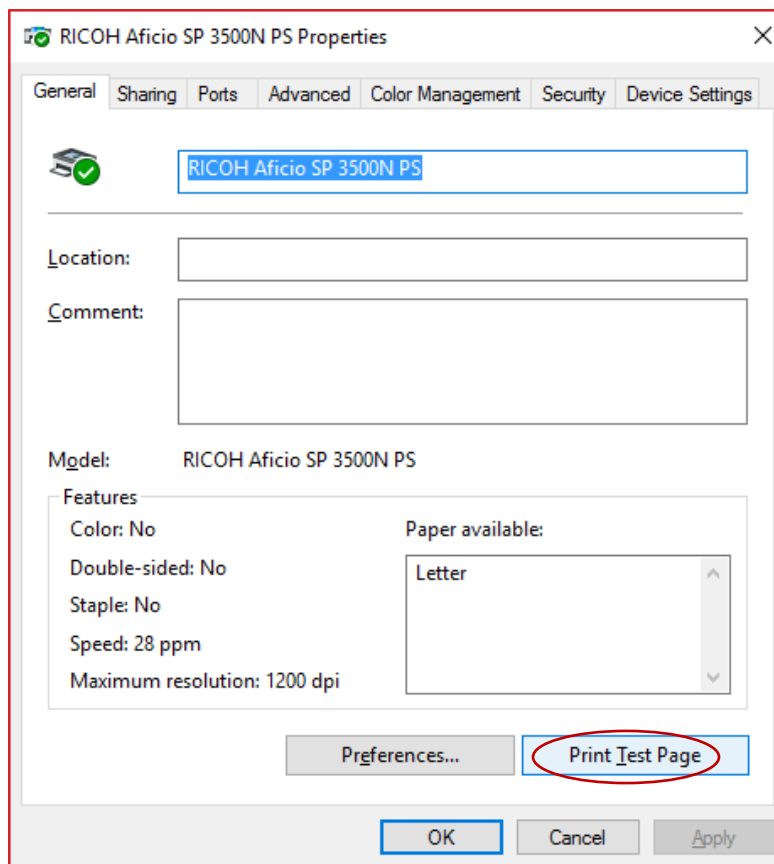
18. Select the Ricoh Aficio 3500 N PS Driver
a. Click Next.



19. Once completed the PS Driver is now installed.
 - a. Click Finish to close the Add Printer Wizard.



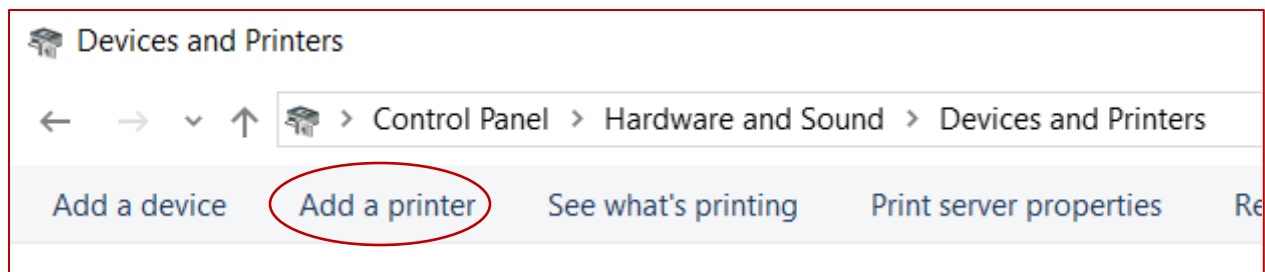
20. Once completed, go to the General tab and click Print Test Page to test the PS Driver.



Installation for Windows OS via Network

Follow the instructions for unpacking and installing the printer. *Please make sure, before installing the toner cartridge, while holding it horizontally, to gently shake it back and forth (left to right) 4-5 times. This redistributes the toner after shipping. Additionally, open the back of the printer to access the fuser. You will see two green tabs, one on each end of the fuser. Remove the Styrofoam pieces that are holding them in the down position and move the levers to the Up position. Close the back of the printer.*

When installing a new 3500 CerPrint printer driver via Network, Windows will not install a driver. A printer must be installed manually, and searched for via Windows's Add a Printer function. This function can be found under the **Control Panel and Devices and Printers feature**.



1. Connect the printer via a Network cable and to your wired network. Turn on the printer

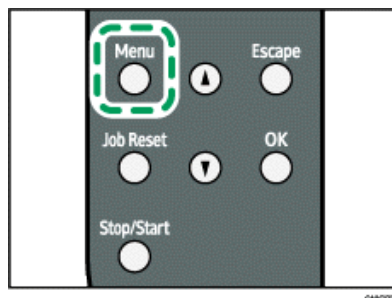
Receiving an IP Address for IPv4 Automatically (DHCP)

★ Important

When you use this printer protocol in the DHCP environment with IPv4 protocol, select [DHCP] following this procedure.

When [DHCP] is selected, you cannot make settings for the following items:

- a. IP Address
 - b. Subnet Mask
 - c. Gateway Address
2. Press the [Menu] key.



3. Press the [▲] or [▼] key to display [Host Interface], and then press the [OK] key.

```
Menu :  
Host Interface
```

4. Press the [▲] or [▼] key to display [Network Setting], and then press the [OK] key.

```
Host Interface :  
Network Setting
```

5. Press the [▲] or [▼] key to display [IPv4 Config.], and then press the [OK] key.

```
Network Setting :  
IPv4 Config.
```

6. When [IPv4 Config.] setting is changed, Alert indicator lights up indicating that the machine needs to be restarted. Although the printer can be used normally, the light will not turn off until you restart the machine.

7. Press the [▲] or [▼] key to display [DHCP], and then press the [OK] key.

```
IPv4 Config. :  
DHCP
```

8. Press the [▲] or [▼] key to select [Active], and then press the [OK] key.

```
DHCP :  
Active
```

9. The address will be detected by the printer.

10. Press the [Menu] key.

11. If you are requested to restart the printer, turn off the printer, and then turn it back on.

12. Print a configuration page to confirm the settings made.
 - a. Press the [Menu] key.
 - b. Press the [▲] or [▼] key to display [List/Test Print], and then press the [OK] key.

```
Menu :
List/Test Print
```

13. Press the [▲] or [▼] key to display [Config. Page], and then press the [OK] key.

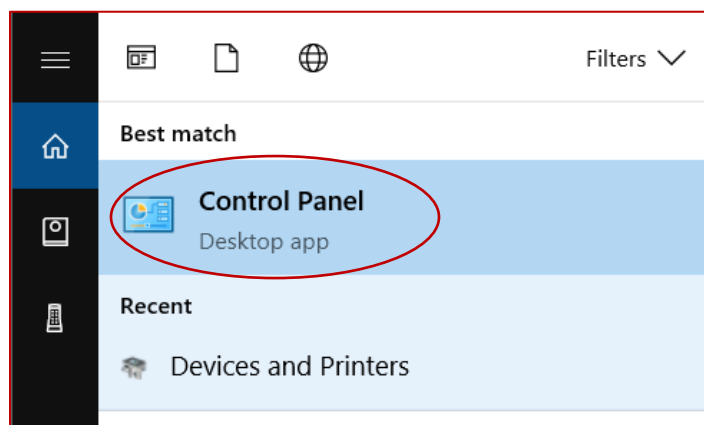
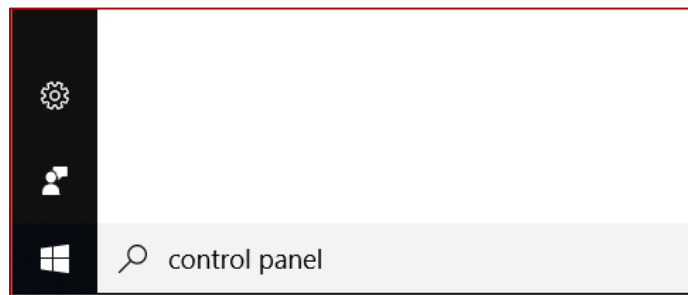
```
List/Test Print :
Config. Page
```

14. The configuration page will be printed.

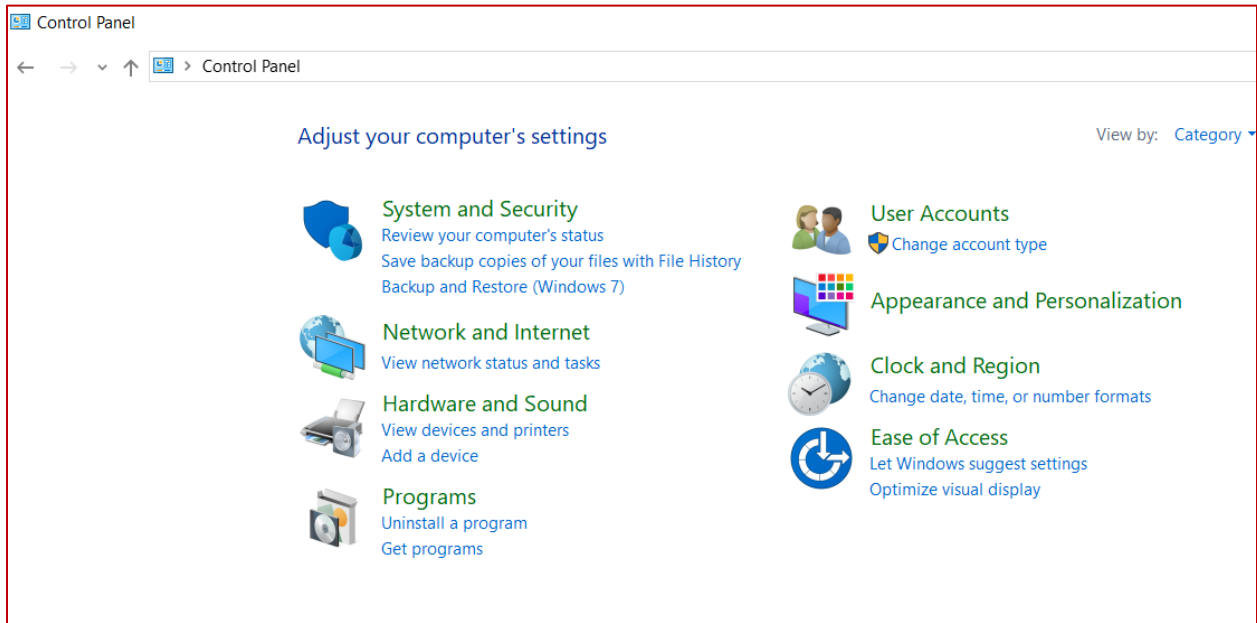
15. Using this Configuration Page, the CerPrint printer can now be installed.

16. Press the Windows button on the Keyboard.

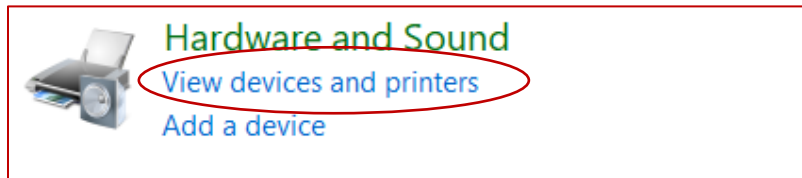
- a. This should open the Windows Search Bar
 - i. Type "Control Panel", and then click on the Control Panel icon.



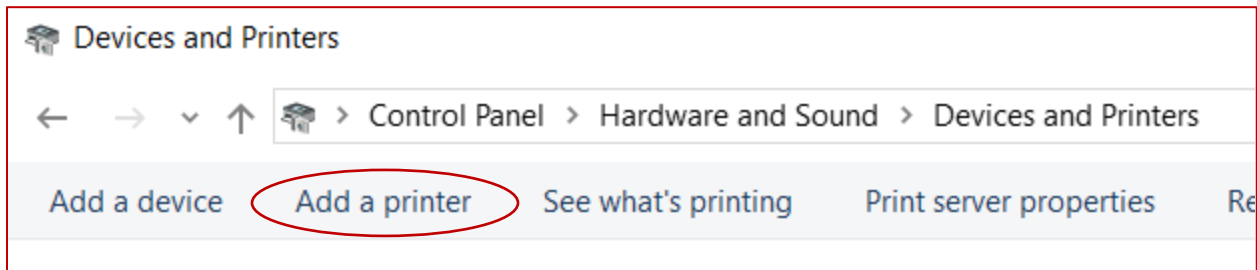
17. This will open the Windows Feature menu.



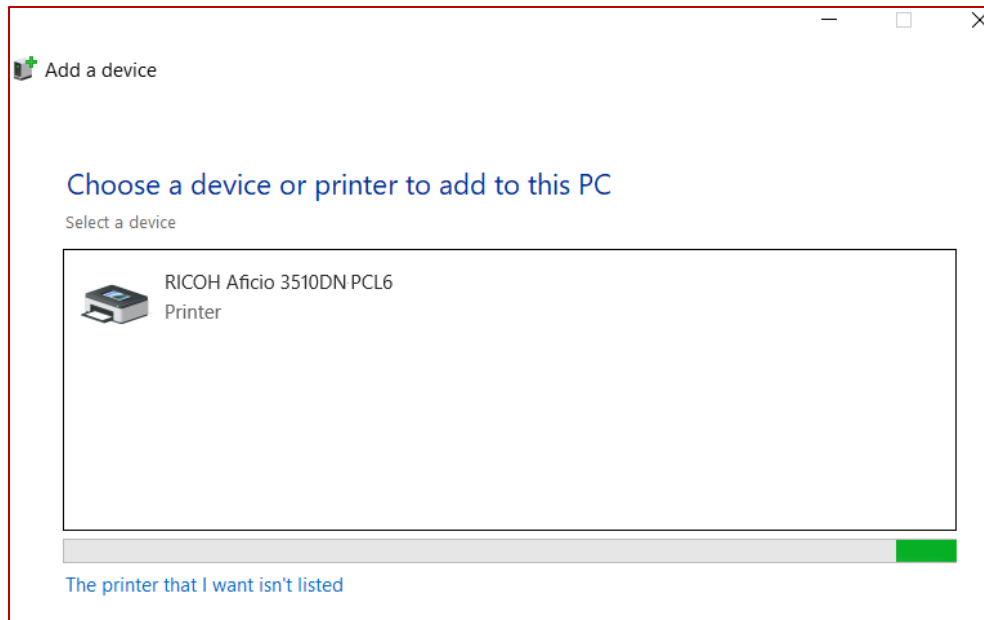
18. Click on View devices and printers



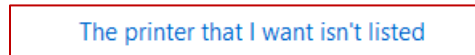
19. Click on Add a printer.



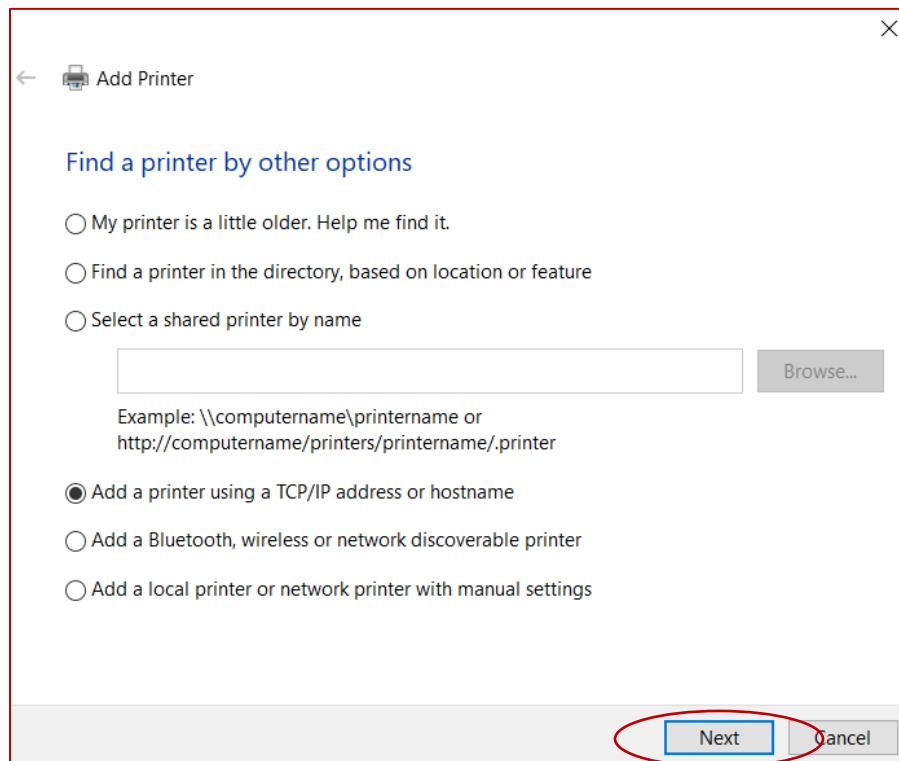
20. The following window will open:



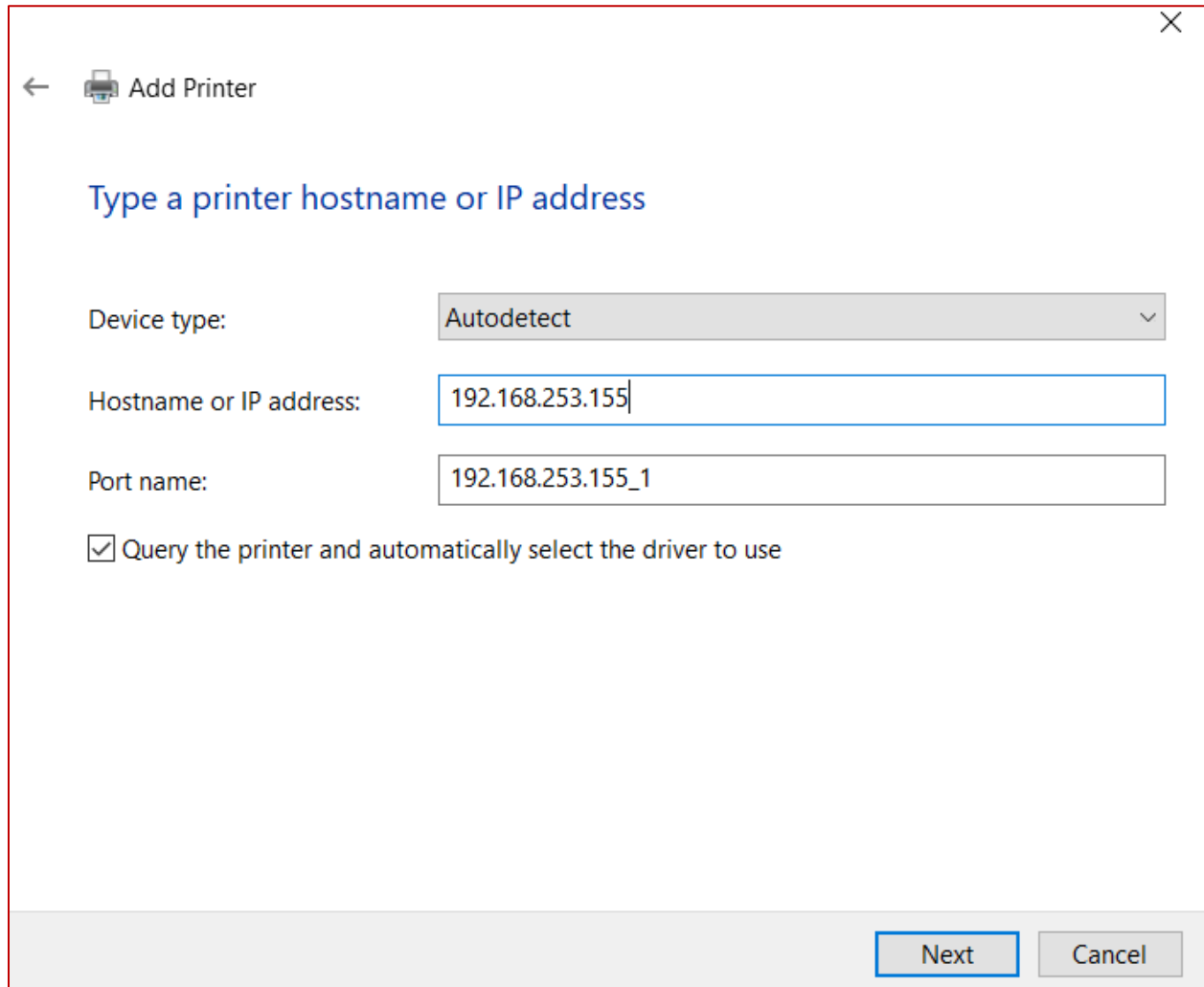
21. Click on **“The printer that I want isn't listed”**



22. Select **“Add a Printer using TCP/IP address or hostname”**. Then Click **Next**.



23. Type in the IP address of the printer from the Configuration Page in the previous steps.
 - a. In this case the IP address is 192.168.253.155.
 - b. Then Click **Next**



← Add Printer

Type a printer hostname or IP address

Device type: Autodetect

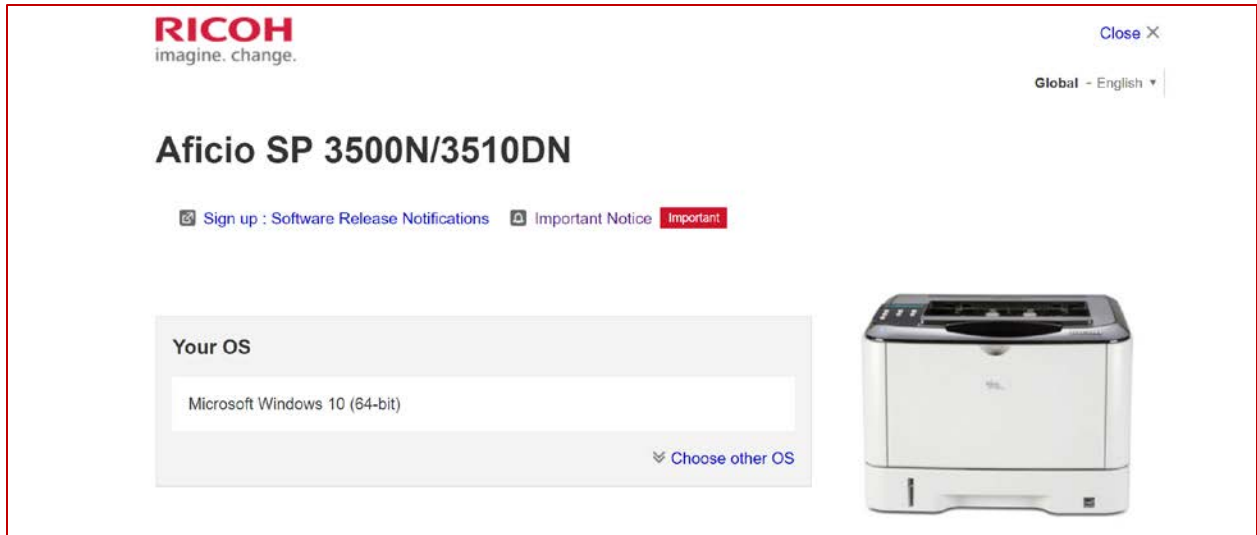
Hostname or IP address: 192.168.253.155

Port name: 192.168.253.155_1

Query the printer and automatically select the driver to use

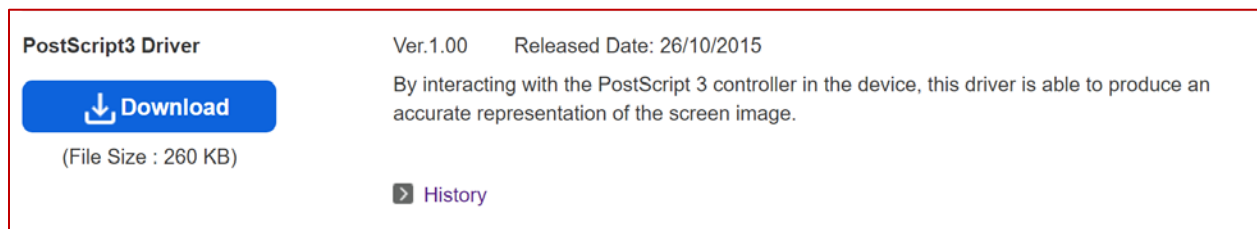
Next Cancel

24. At this point Windows will require the printer driver.
25. Using the following link, download the Postscript driver for your version of Windows.
 - a. <https://bit.ly/2RRhgdP>
26. This link will direct you to the Ricoh Support Driver download page for the Ricoh SP3500 DN printer.

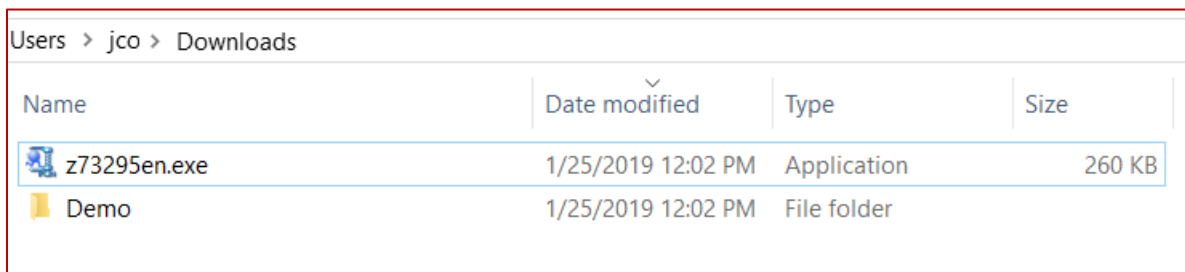


27. Under “Your OS” select your version of Windows, in this case **Windows 10** is selected.

28. Once an OS is selected, scroll down to **Postscript3 Driver** and click on the blue **Download** button.

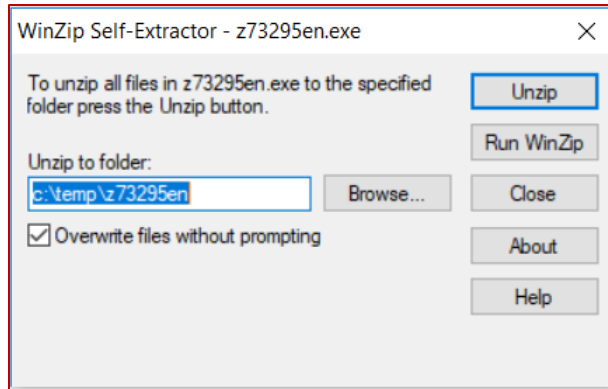


29. Once the download is completed, locate the file and run the executable. In this case the file is named “**z73295en.exe**” and was in the Downloads folder.

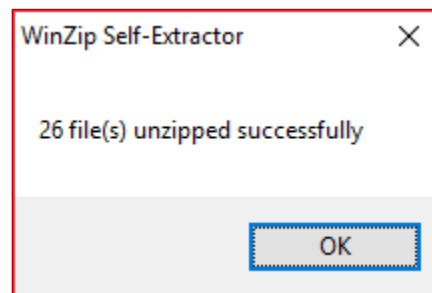


30. Double click on run the downloaded file:

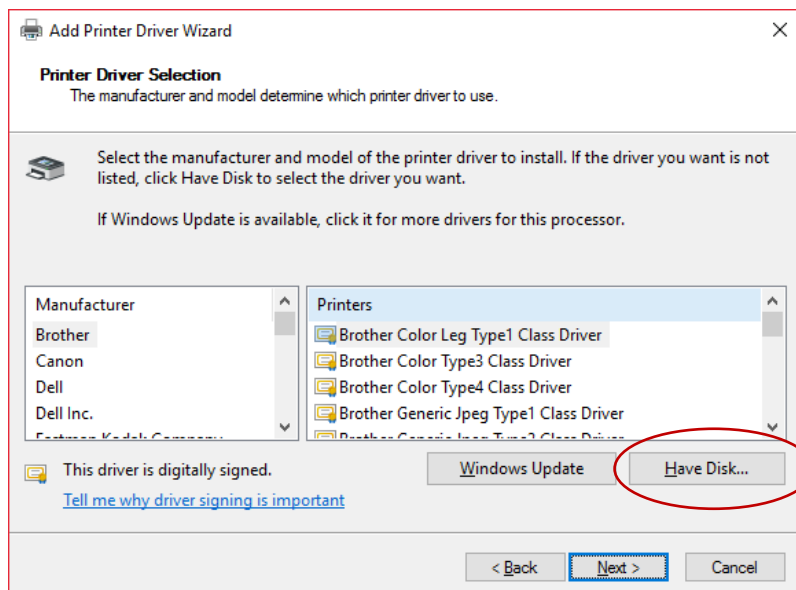
- b. The executable will as where to extract the driver, the default location is the “**C:\temp\z73295en**” folder.



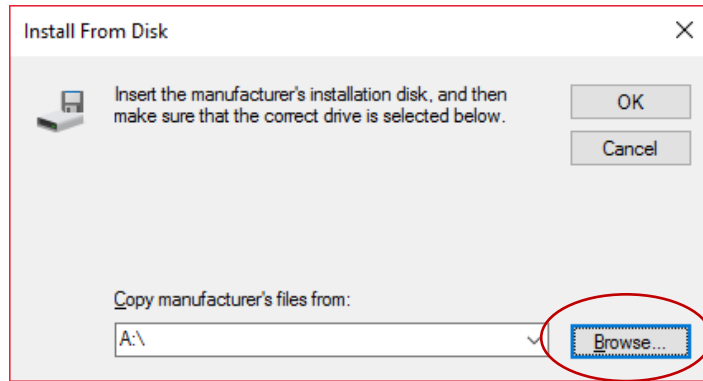
c. Click on **Unzip**. And then **OK**.



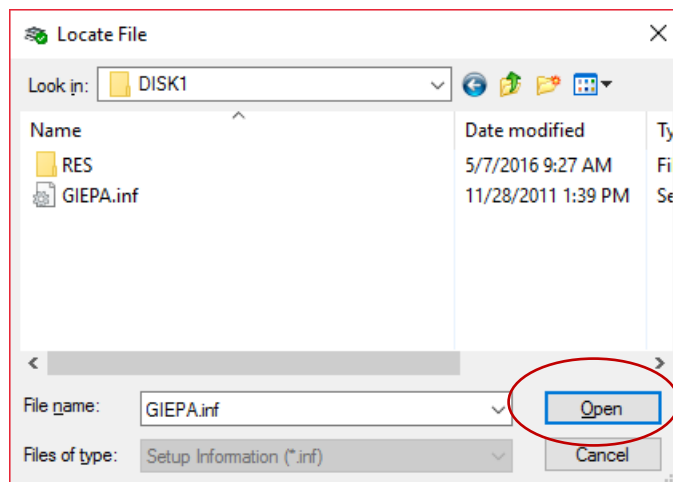
31. Go back to the **"Add Printer Driver Wizard"**. Click on the **"Have Disk..."** button on the Printer Driver Wizard.



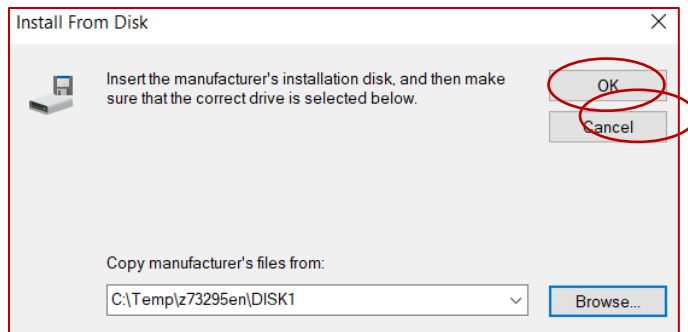
32. Click on **"Browse..."**.



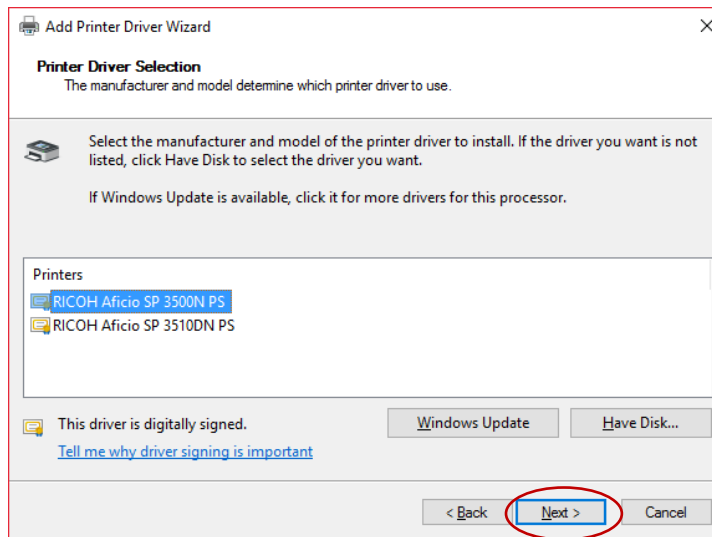
33. Navigate to the “C:\temp\z73295en\Disk1” folder.
 - d. Select the GIEPA.inf file and press **Open**.



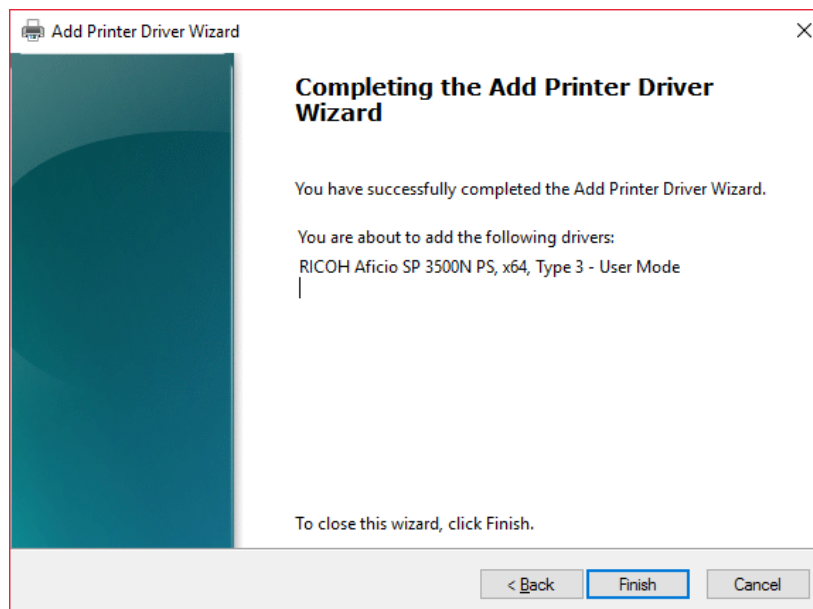
34. Click **OK** on the “Install From Disk” screen.



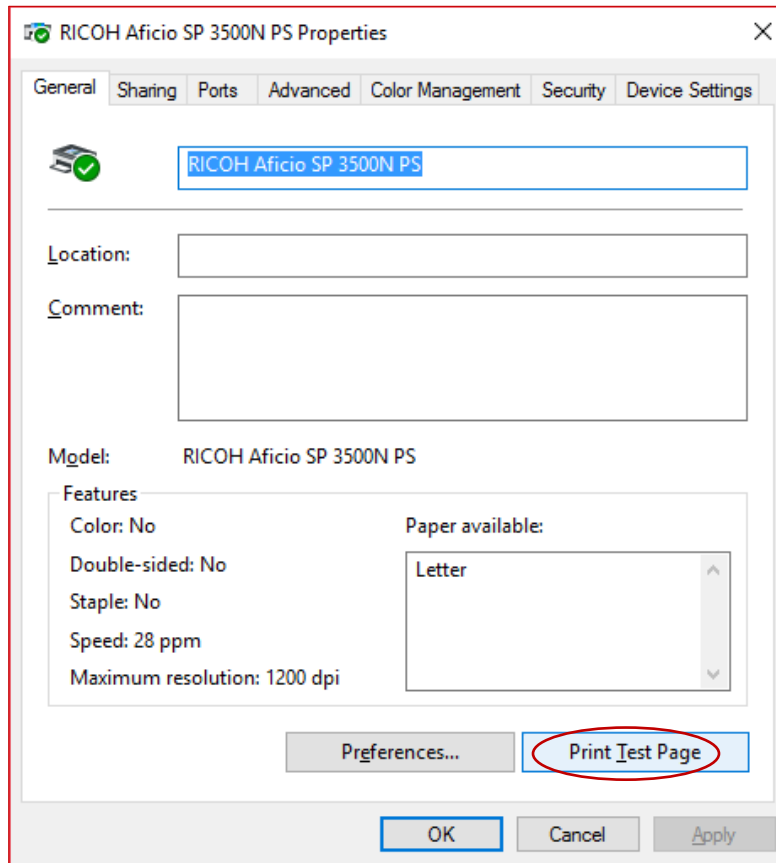
35. Select the Ricoh Aficio 3500 N PS Driver
e. Click Next.



36. Once completed the PS Driver is now installed.
f. Click Finish to close the Add Printer Wizard.



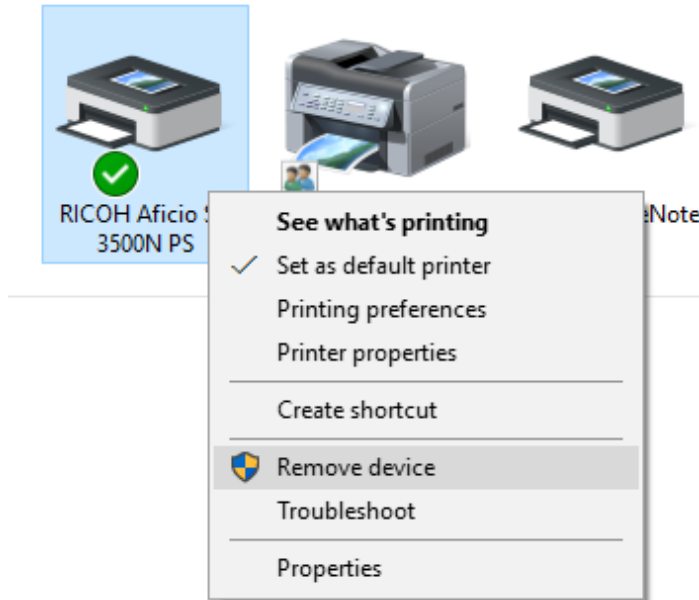
37. Once completed, go to the General tab and click Print Test Page to test the PS Driver.



Troubleshooting Guide.

If the printer driver does not print. Remove the device from the “Devices and Printers” Control Panel.

Right click and remove device.

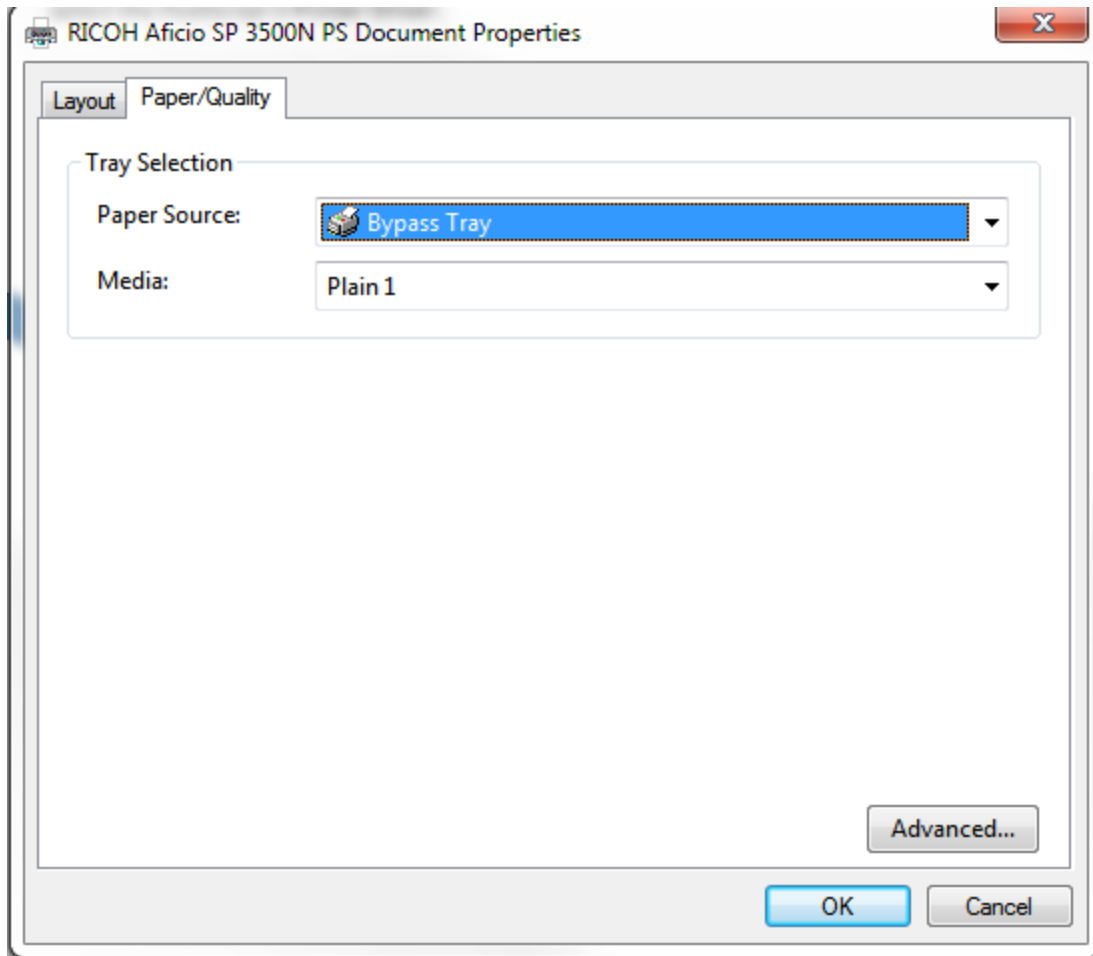


Then attempt this installation again.

After you have successfully installed the printer and the driver, be sure to send a test print to it to make sure that your printer is available.

Setting Up the Driver for Printing

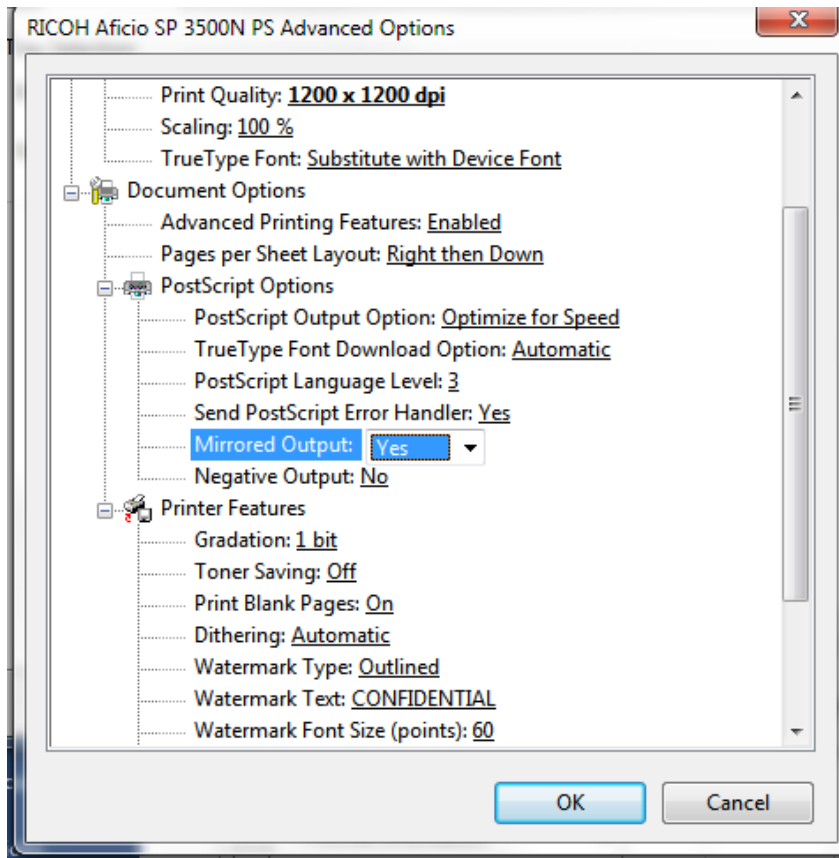
PostScript has a number of user selectable options at print time. For decal printing, we recommend selecting 1200x1200 dot per inch resolution to get the maximum number of pixels for your images. The driver will only let you select 1200x1200 resolution if you have the Media type selected as Plain 1. Also, we recommend using the bypass tray for decal printing. You can experiment with this, but this selection gives the most consistent results.



Now, click on the Advanced button at the bottom right of the window.

You will see Print Quality and its default setting of 600x600 dpi. Click on that and select 1200 x 1200 dpi if you wish.

Then scroll down and click on the "+" box next to PostScript options. Scroll down to Mirrored Output and change it to "Yes". Click "OK", then Click "OK" again. If your application is already creating mirror images, then you can skip this part.



You will need to set these parameters in the driver every time you open a file. The settings will remain set until you close the document.

NOTE: *It is important that, no matter what resolution you select, that you select “Plain 1” as your paper type. We have set the fuser temperature for this paper type for optimal printing and fusing on the decal paper. Other paper type selections may cause blistering and even jamming in the fuser, as the default fuser temperatures may be significantly higher. Additionally, you can only select 1200x1200 dpi resolution when Plain 1 is selected.*

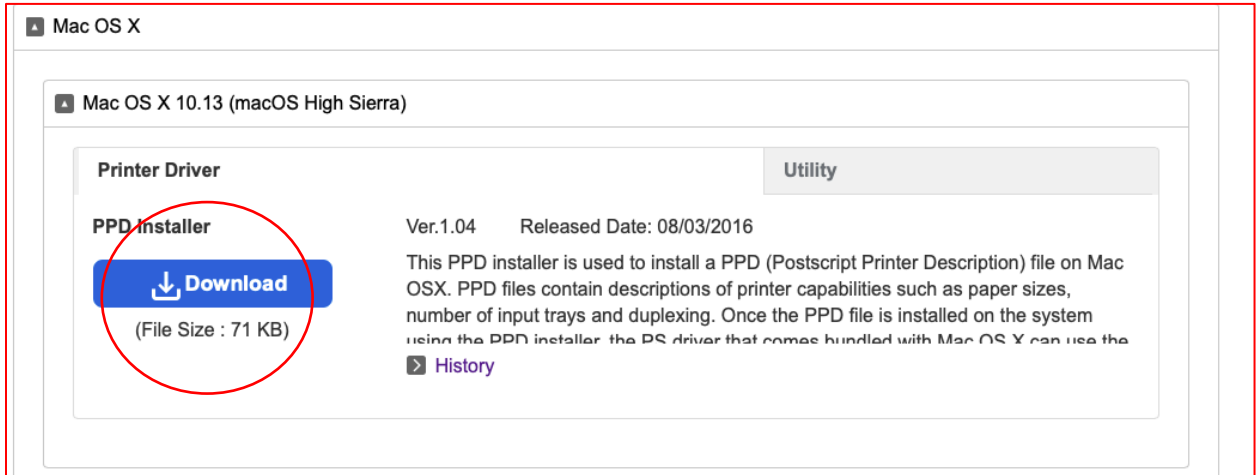
Finally, make sure that the fuser is in “Envelope” mode. To do this, open the cover on the back of the printer by folding it away from you and down. Inside this is the fuser. On either side, you will see a green tab. Both tabs should be in the down position.

You are now ready to print. Press on the front door of the printer and the bypass tray paper guide will fold down. Pull out the paper support guide. Make sure the paper guides on either side are spread to the 8.5-inch position. Insert your media face up in the tray. Print the page from your application.

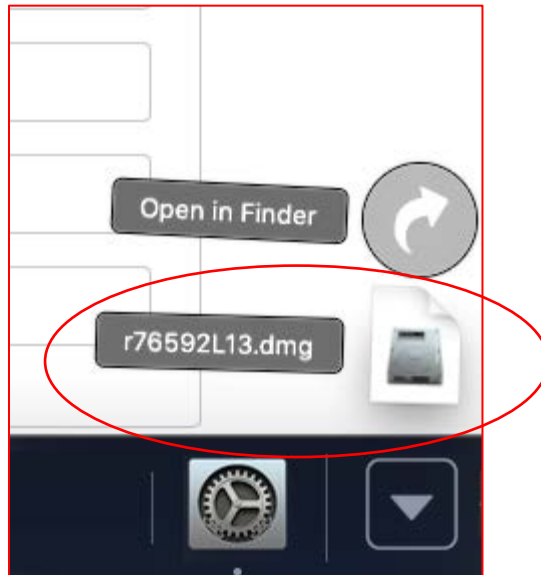
Installation Mac OS

If you are using a Mac computer, follow these instructions to install the printer and the PostScript 3 driver.

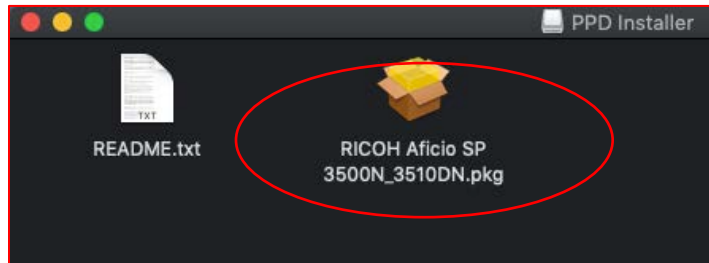
1. Go to the following website and download the Mac Postscript PPD installer file for the RICOH SP 3500DN.
 - a. <https://bit.ly/2RRhgdP>
 - b. Click on the blue download button.



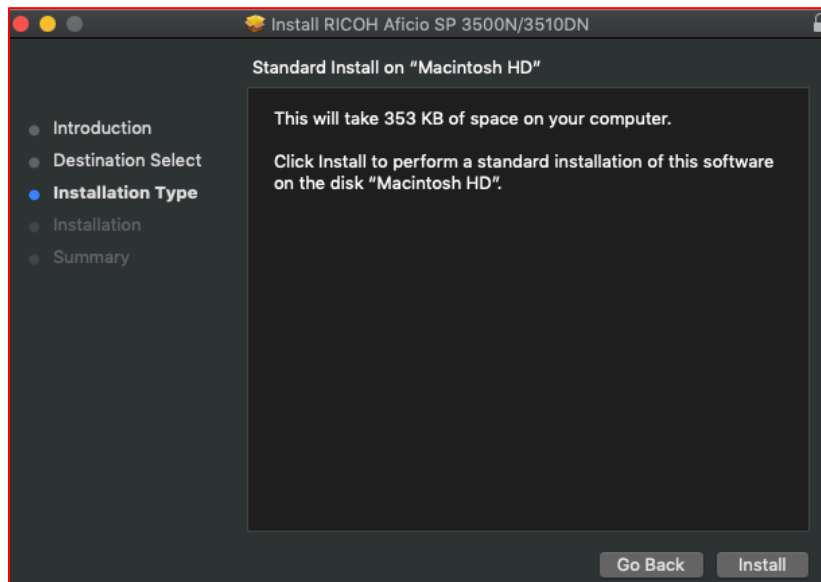
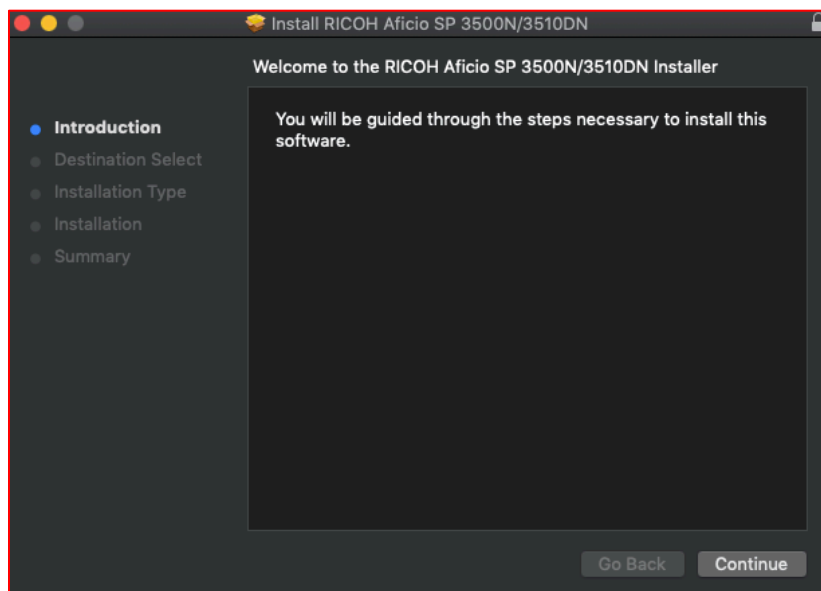
2. Go to your Downloads folder and look for the downloaded .dmg file, in this case its "r76592L13.dmg".

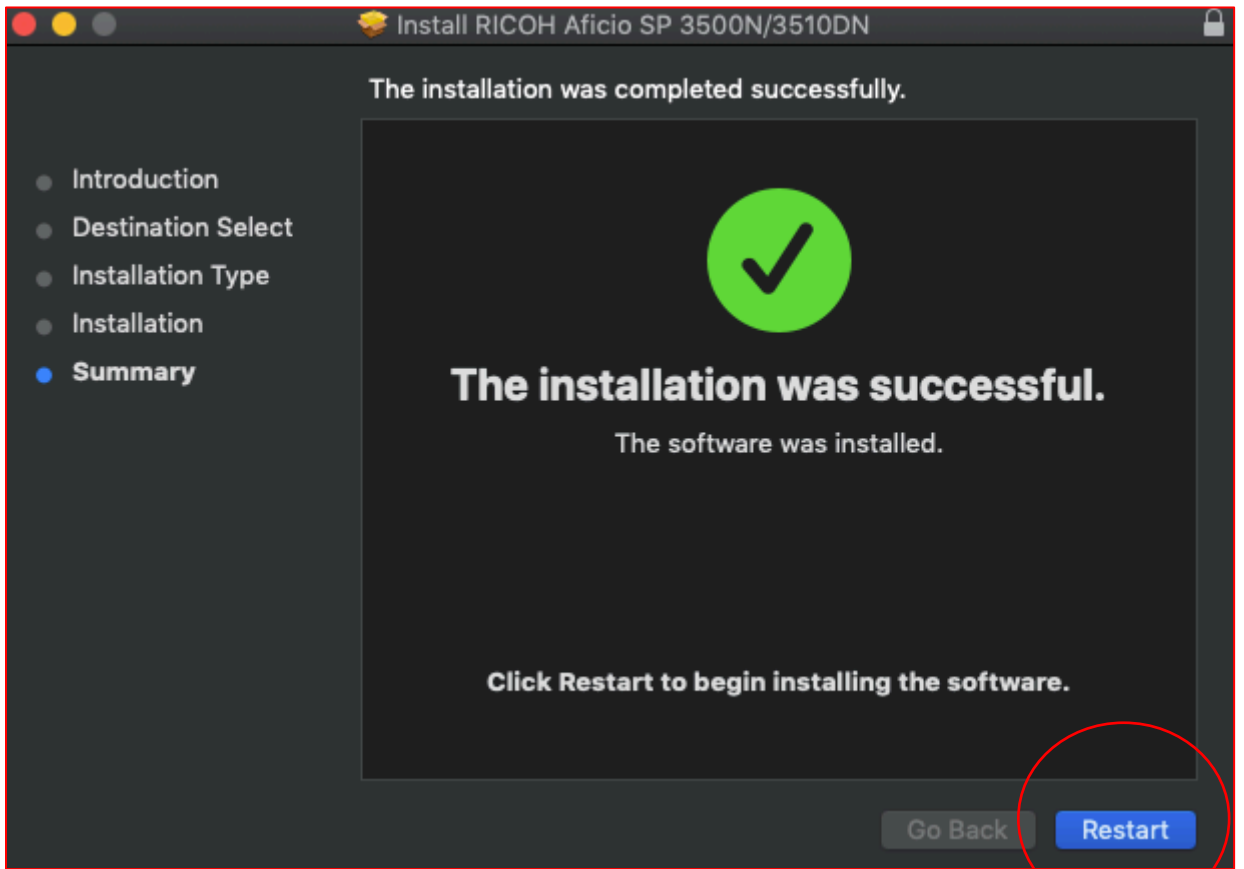
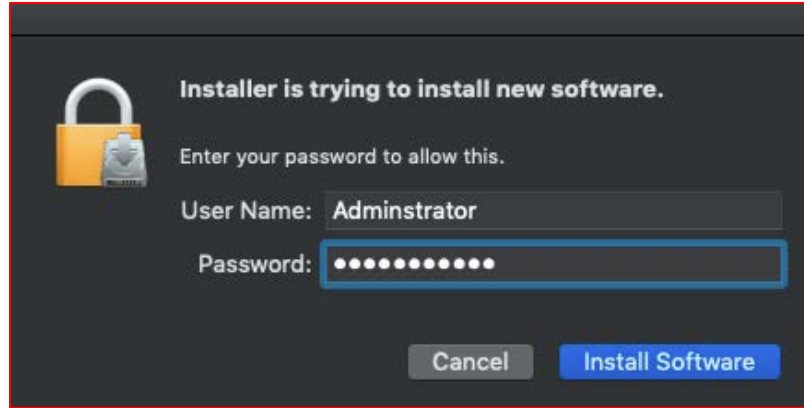


3. Run the file, when the file has run the following will appear.
 - a. Double click and run the “RICOH Aficio SP 3500N_3510DN.pkg”

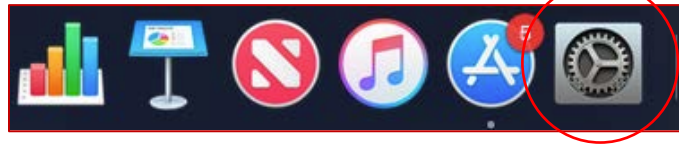


4. Follow the prompts, and restart the computer once completed.

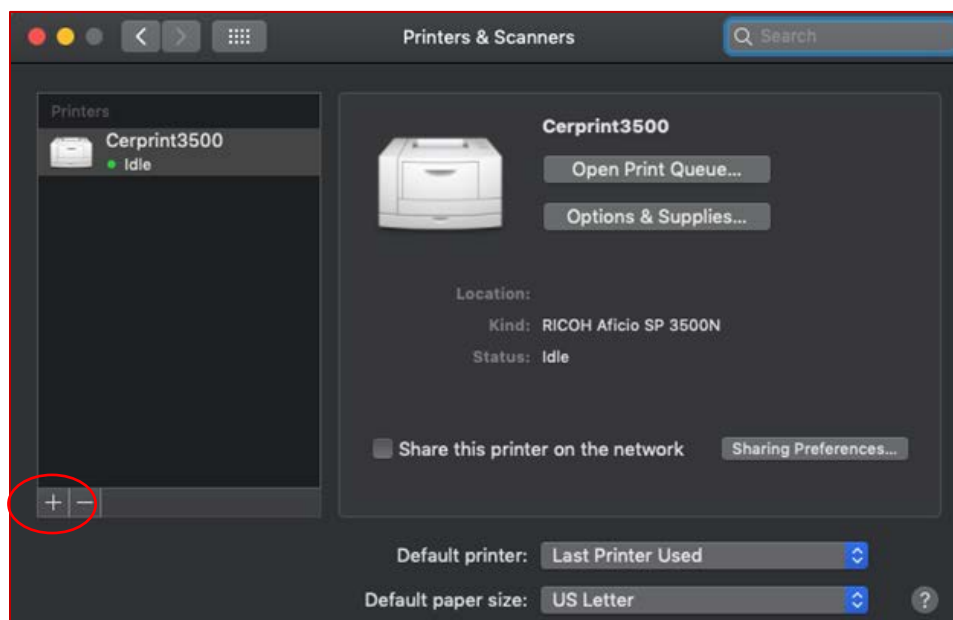




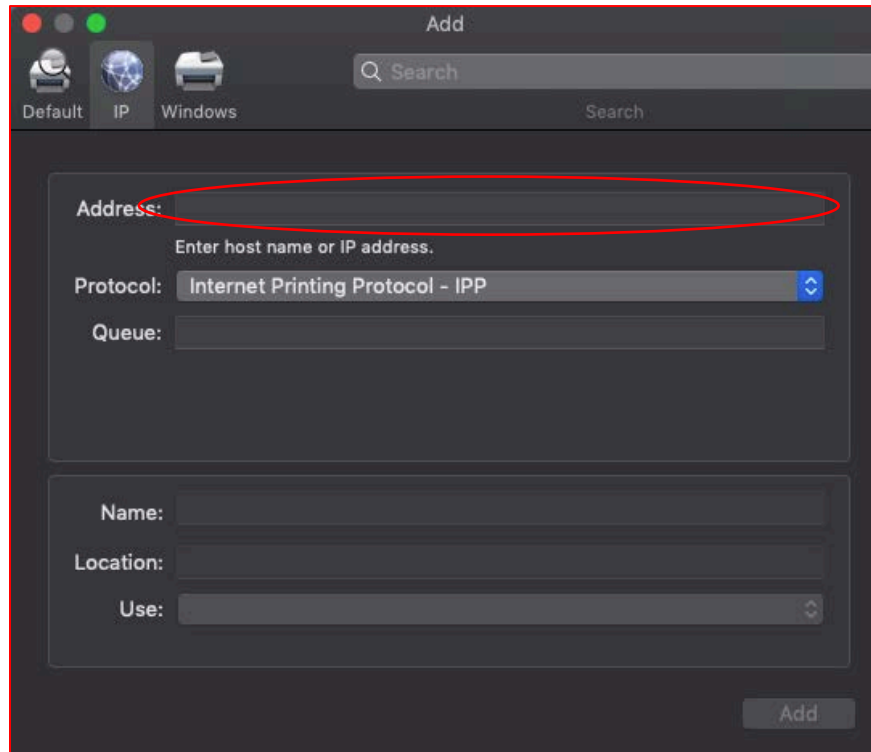
5. After the Restart, start [System Preferences...] and click [Print & FAX].



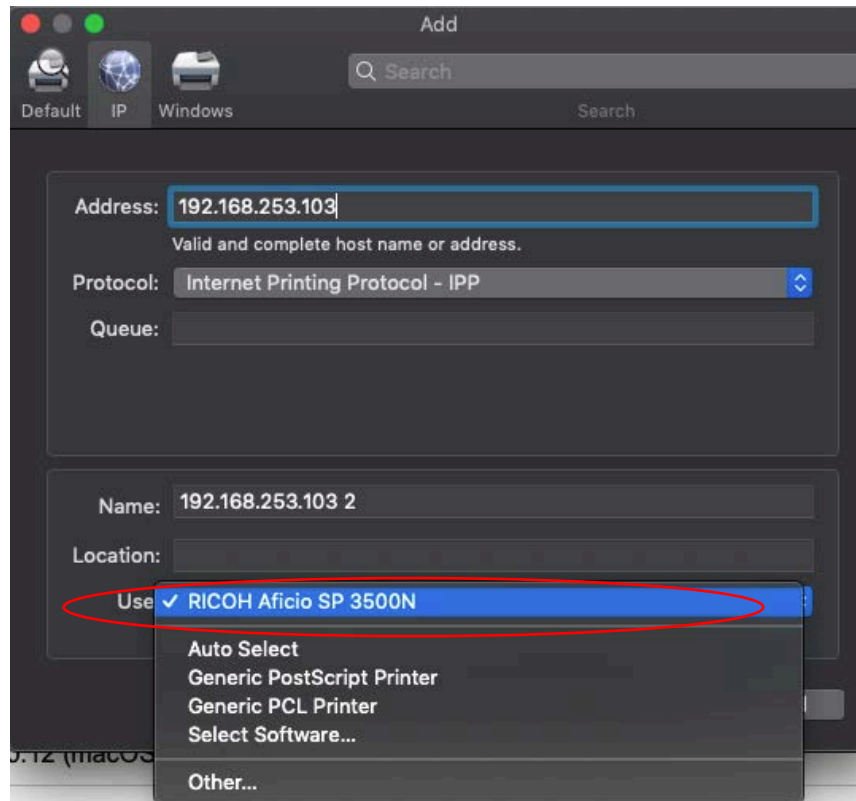
6. If the printer is USB, plug the printer into your Mac, the driver will be **Automatically Added and Assigned**. If your printer is networked, Click [+] or [Add] button.



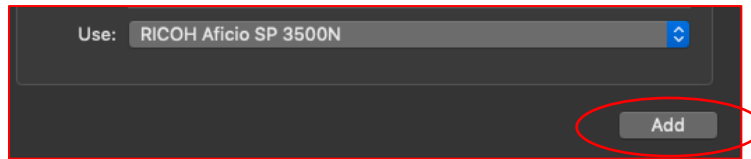
7. Type the IP address into the Address box:



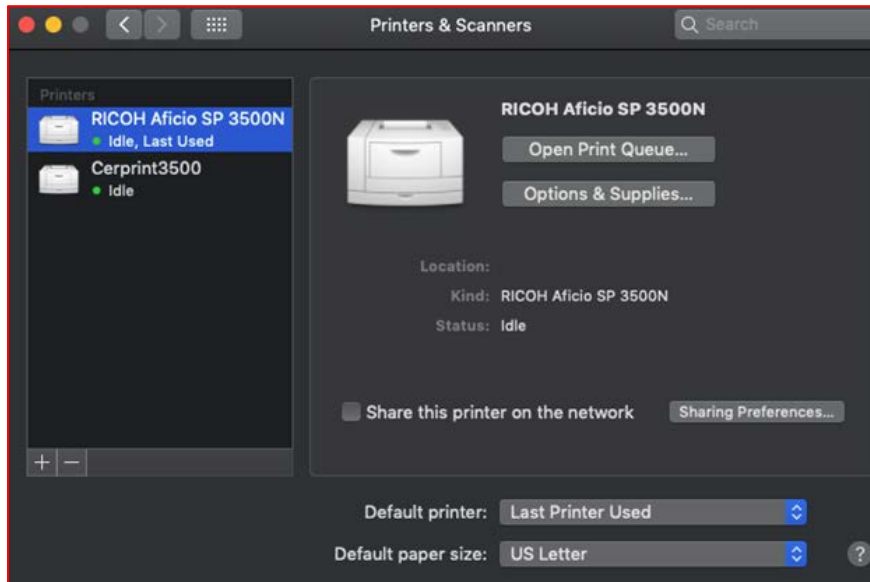
8. Select IPP and "Use RICOH Aficio SP 3500N"



9. Click Add to finalized the printer configuration.

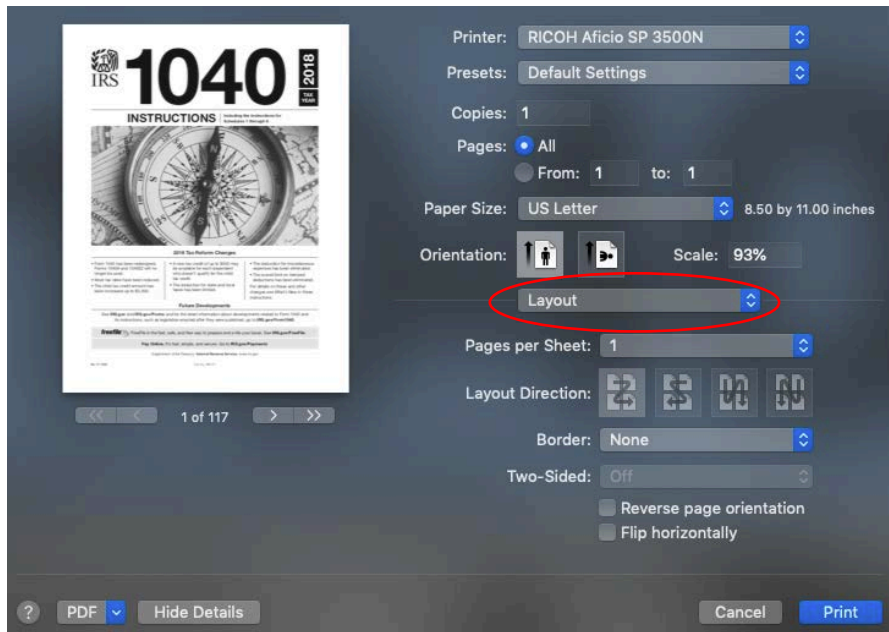


10. The CerPrint Printer is now ready for use.

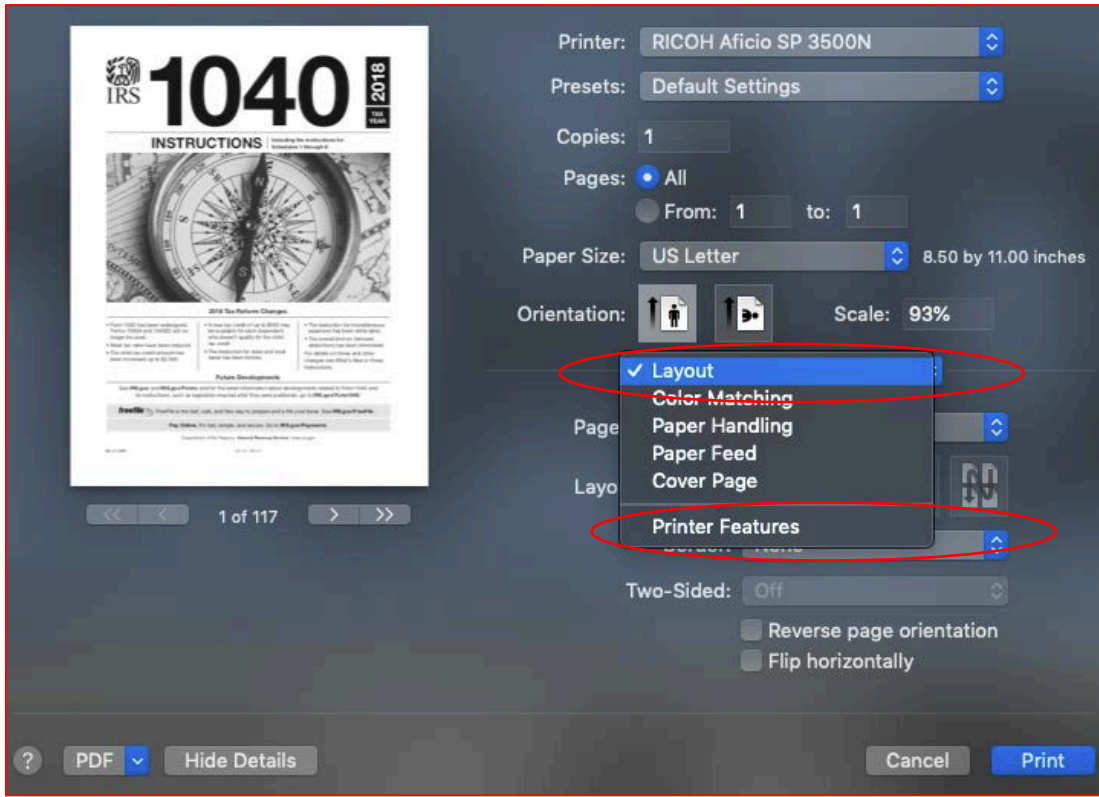


11. Print options/setting will only when a document or image is being printed.

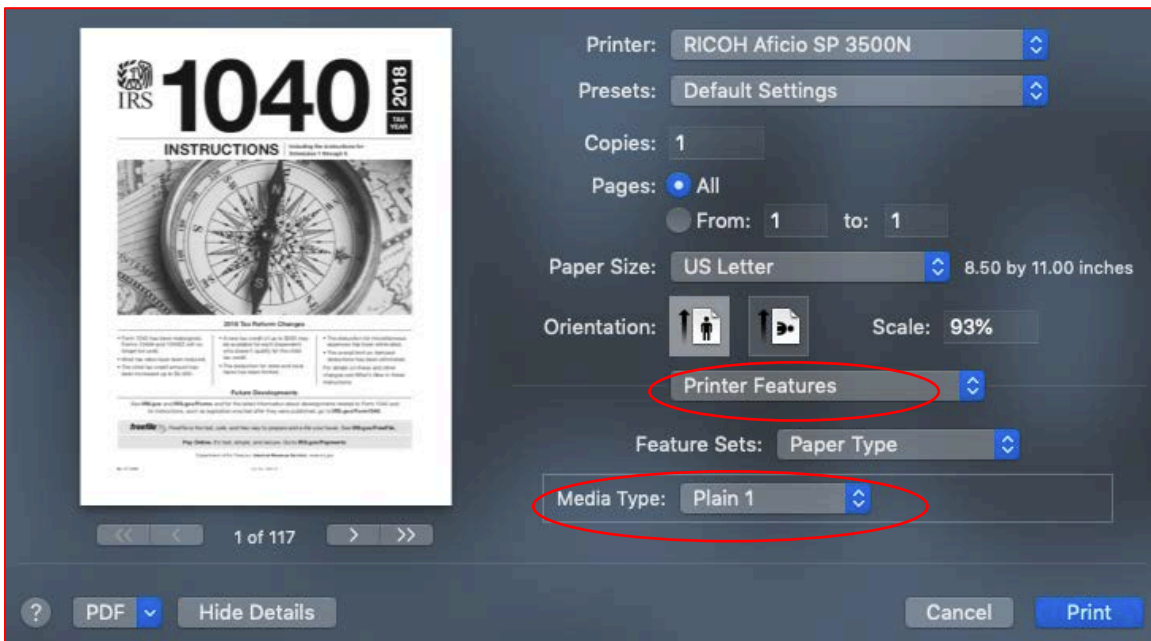
- a. This this sample a PDF was opened, and the print settings are being set to print using recommended settings. Settings can be changed under “Layout”



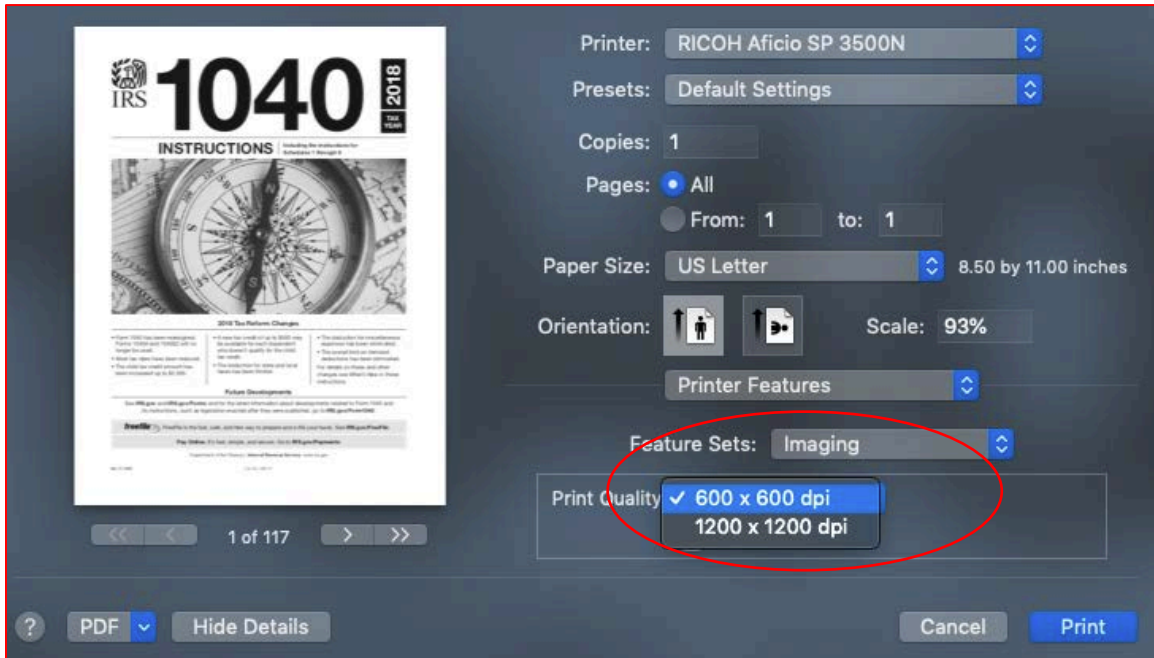
12. Under Layout, Printer Features will be listed.



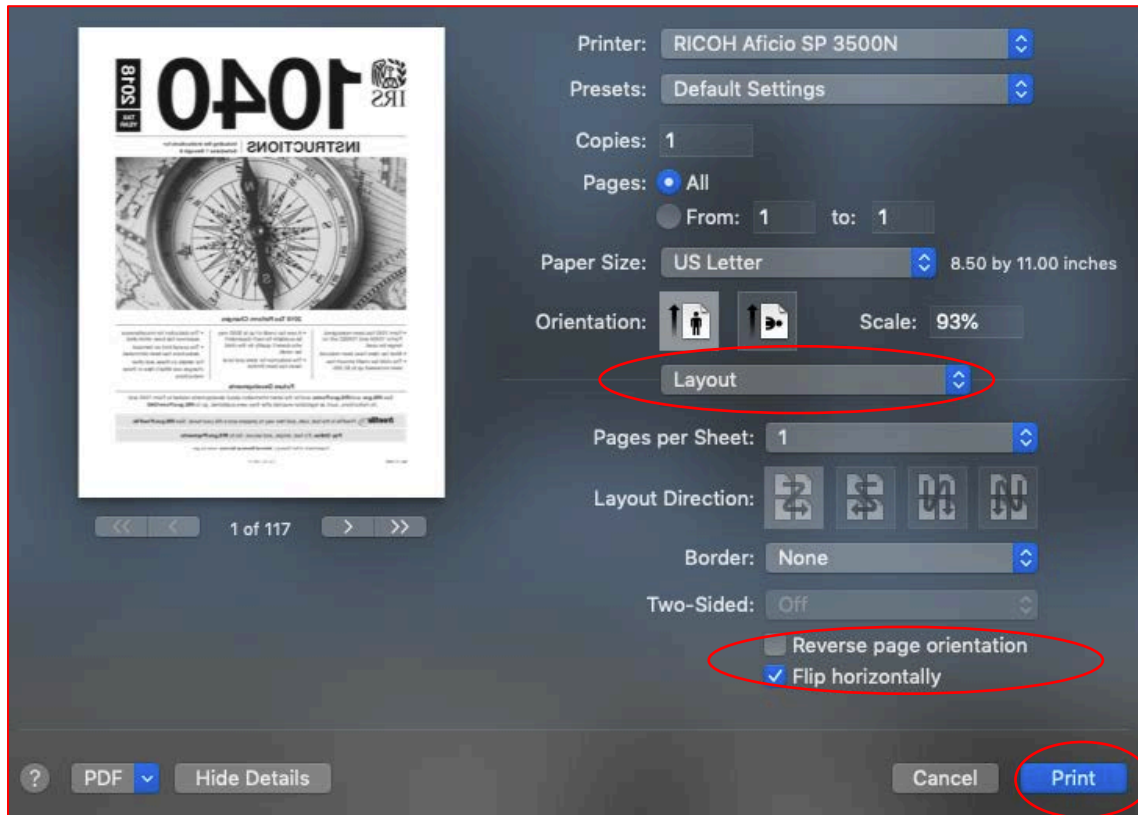
13. Printer Features - Media Type must be set to Plain 1 (If not, 1200 DPI will not be available.)



14. Printer Features – Imaging should be to 1200 x 1200 dpi



15. Lastly if needed, the image can be reversed to allow for text to be readable. **This is not a required step.** Pressing **Print** would then print the image to the CerPrint 3500 printer.



Paper Type

Use this function to select the paper type.

In the [Feature Sets] list, select [Paper Type], and then, in the [Media Type] list, select the paper type you want to use for printing. You should select [Plain 1], as it is the only media setting that will allow 1200x1200 resolution.

Print Quality

Use this function to select the print quality.

In the [Feature Sets] list, select [Imaging], and then, in the [Print Quality] list, select the print quality.

Select [1200 × 1200 dpi] or leave it at the default resolution of 600x600 dpi.

Remember to select Reverse Print or Mirrored Print from your application before you print on the blue or pink decal paper, as you will need the image to be mirrored to have it transfer (toner side down) to your ceramic surface correctly. If you are just printing images and do not care about the orientation, skip this step.

Media Considerations

There are many different types of decal media available. The ceramic toner that comes with the CerPrint 3500 does not contain flux and was developed for use in combination with the special fluxed printing paper included with your CerPrint 3500 and available from Rosetta Technologies. When used together, they will produce consistent, high quality results, and best fired to 1550-1600 degrees F for the white hi fire paper (PN 11930006). The black toner will begin to degrade at temperatures higher than 1800F. You may wish to experiment with lower firing temperatures if you wish to achieve a matte finish, rather than a gloss finish.

Printing is another consideration when using decal media. Some media have a tendency to bubble and actually separate from the backing paper as they go through the fuser of a laser printer. The CerPrint 3500 has been pre-set to work with the paper provided, which is why it is important that you always select “Plain 1” as the paper type in the driver before you print. We have seen papers that jam immediately in the fuser, due to the decal film melting from the heat of the fuser. The decal stock included with your printer should not stick to the fuser. However, if you wish to use other papers, we recommend that you set the fuser in Envelope mode, if it is not already set, by opening the back of the printer, and pushing the two green levers/tabs on either side of the fuser into the down position. Refer to the Ricoh 3500N user manual for instructions. *Be careful, the fuser may be hot.*

It is also important that decal papers be selected carefully and we recommend testing with the paper type set to Plain 1 and the fuser in the envelope position. *Once a decal sheet jams in the fuser, because the film has melted, you may continue to experience jams of this nature, as the fuser has become contaminated.*

NOTE: It is very important that you remove the protective cover sheet from the decal side of the paper. On some papers, it is very difficult to distinguish this sheet from the actual decal stock.

Decal Transfer and Application

One Step Method

The “One Step” fluxed decal paper included with your CerPrint 3500 is used like any other decal paper. We recommend cutting your decal as close to the printed image as possible as there can be a noticeable flux edge after firing. We use an articulated exacto knife, which works well when doing close cuts. An alternative is to cover the entire surface being decorated so no edge is visible. This is not always possible but is easy for items like tile and small ceramic shapes.

There are also a number of inexpensive “silhouette” cutters that will digitally cut the decal for you. The top models can be found with a Google search. They each have their pros and cons and the “best” one is an individual choice. They all work.

Use fresh, clean water. Some users recommend using distilled water, as salts in local tap water may interfere with the quality of the fired image. This should not be necessary unless you have very high mineral content in your local water. It can also be helpful to wet the surface of your object with a solution of Gum Arabic prior to applying the decal. Gum Arabic is a very helpful aid in reducing the number of firing and transfer defects and provides more latitude when positioning the decal.

Let the decal paper soak thoroughly before removing it from the water. This will make the transfer from the backing paper to the ceramic surface easier. Lay the decal paper over the ceramic piece, with the printed side down. Remember, the image should be printed using the Mirror setting in the print driver so that it is in the normal orientation when applied to the part. Gently slide the back paper off, after positioning the image where you want it. Gum arabic can be helpful here as well. Spray the solution onto the ceramic surface prior to placing the decal. The gum arabic is slippery and will allow you time to position your decal without damage, as the decal film can stick solidly to the ceramic surface upon applying and become impossible to move.

After you have transferred the image to your ceramic piece, carefully squeegee the back of the film, working from the center out, to remove any air bubbles and residual liquid. Hold the edge of the decal down with your finger to keep it from moving as you squeegee. Any water and/or air trapped between the surface of the ceramic piece and

the decal film can result in bubbles and craters in the fired piece. We recommend a soft silicone squeegee, available from ceramic supply stores.

After squeegeeing, we recommend the use of a silicone roller or brayer to ensure that full contact between the decal film and the ceramic surface is made. Roll from the middle out. These are also available from ceramic supply stores.

You are now ready to fire!

Printing Tips

1. Make sure your paper is 8.5 inches wide and 11 inches long. You can use different sizes, but you will have to select those from the driver and be sure the paper tray will handle it. Unpredictable results may happen with non-standard paper sizes.
2. As mentioned, we advise the use of the bypass paper tray, as it has the most straight-through paper path. Decal stock is fairly heavy, so the straightest path is the best.
3. Print density in the CerPrint 3500 has been turned to +2. If the fired images of your transfers are too dark or too light, you can go into the main menu on the printer, following the directions in the Ricoh SP 3500N Manual, and turn it down. Look for [Image Density]. Ranges are from -3 to +3. Print density may also be reduced in the image software you are using, such Photoshop.
4. If you do experience some problems with your paper and some of the transfer material comes off in the fuser, we advise that you print some blank sheets of plain, white paper to clean the fuser off. If the material is left on, it only promotes more sticking. We create a document in Word or other appropriate application with a single period on the page. We use this, in combination with plain 20# copier paper, as our fuser cleaner. Run five to ten sheets through the printer, examining each sheet. If the sheet comes out clean, you should be okay to proceed.
5. Be sure to select Mirrored or Reverse Print before printing a decal on the white fluxed decal paper if you are printing text or orientation is important.

Firing Schedules

Below are two sample firing schedules for you to use, but since all kilns are different, feel free to play with them. The black toner will tend to degrade (turn gray) at temperatures over 1,800F.

Note that this is a “ramp-hold” firing program and not a cone fire, available on electric kilns that have digital controllers

1200 Degree Fahrenheit Firing Schedule (for use with fluxed low fire paper)

Step	Range	Rate	Time
1	to 175F	100F per hour	
2	HOLD		30 min.
3	175F to 850F	250F per hour	
4	850F to 1200F	350F per hour	
5	HOLD		30 min.
6	OFF		

1600 Degree Fahrenheit Firing Schedule (for use with fluxed Hi Fire paper)

Step	Range	Rate	Time
1	to 175F	100F per hour	
2	HOLD		15 min.
3	175F to 850F	250F per hour	
4	850F to 1600F	350F per hour	
5	HOLD		30 min.
6	OFF		

These are basic firing programs for a programmable electric kiln. You can change the final temperature according to the melt point of whatever fluxed decal paper or spray flux you are using. For instance, if you want a more matte finish, reduce the final firing temperature.

Warranty Support

The CerPrint 3500 Ceramic Decal printer comes with a 1 Year Advanced Return Warranty. This warranty offers a “Return to Depot” coverage. Under this program, if Rosetta Technologies Customer Support cannot resolve your problem remotely, we will ask you to send the printer back to us and we will provide a replacement unit. Please retain the packing material your CerPrint 3500 printer came in, as we are not responsible for shipping damage. Also, please do not send your toner cartridge, as this can result in toner leakage during shipping. We do not supply a toner cartridge with Warranty Exchange Printers. This Warranty can be extended at the time of purchase to 3 years of coverage. To ensure that your unit is covered, please register your printer with Rosetta Technologies at your earliest convenience, following the instructions in the information packet with the printer you received.

Warranty Statement

ROSETTA TECHNOLOGIES MAKES ABSOLUTELY NO WARRANTY TO BUYER OR TO ANY END USER WITH RESPECT TO THE EQUIPMENT WHETHER EXPRESS OR IMPLIED. ROSETTA TECHNOLOGIES HEREBY DISCLAIMS ALL WARRANTIES INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR USE OR PURPOSE. ROSETTA TECHNOLOGIES SHALL NOT BE LIABLE FOR PERSONAL INJURY OR PROPERTY DAMAGE, LOSS OF INFORMATION OR DATA, LOSS OF PROFIT OR OTHER INCIDENTAL, CONSEQUENTIAL OR SPECIAL DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE THE EQUIPMENT, OR FOR ANY DAMAGES (REGARDLESS OF THEIR NATURE) ARISING FROM BREACH OF WARRANTY OR CONTRACT, NEGLIGENCE OR ANY OTHER LEGAL THEORY OR FROM THE CLAIMS OF ANY THIRD PARTY. IN NO EVENT SHALL ROSETTA TECHNOLOGIES’ LIABILITY FOR ANY EQUIPMENT EXCEED THE SELLING PRICE OF SUCH EQUIPMENT TO BUYER.

Contact Information

Service and Support: 800-937-4224 Select Option 2 or
CerPrint Technical Help: 813-864-3418, Rob Hullar
rhullar@rosettatechnologies.com

For Supplies Orders: Contact:
Rosetta Technologies at 800-937-4224 Option 1
or
order on www.CerPrint.com

Or email:
Orders@rosettatechnologies.com

Accessories & Supplies

8 ½ x 11 inch Hi Fire Food Safe “One Step” printing paper in 50 sheet packs (PN 11930007)

8 ½ x 11 inch Low Fire Food Safe “One Step” printing paper in 50 sheet packs (PN 11930005)

8 ½ x 11 inch Plain Unfluxed Waterslide decal printing paper, 50 sheet packs (PN 11930013)

True Black Cerprint Toner cartridge, for use with CerPrint decal media PN 12113000

Blue CerPrint Toner cartridge, for use with CerPrint decal media (PN 121130003)

Extended Warranty (post initial warranty) Coverage is available.

See our Gallery Pages at www.CerPrint.com

Notes: