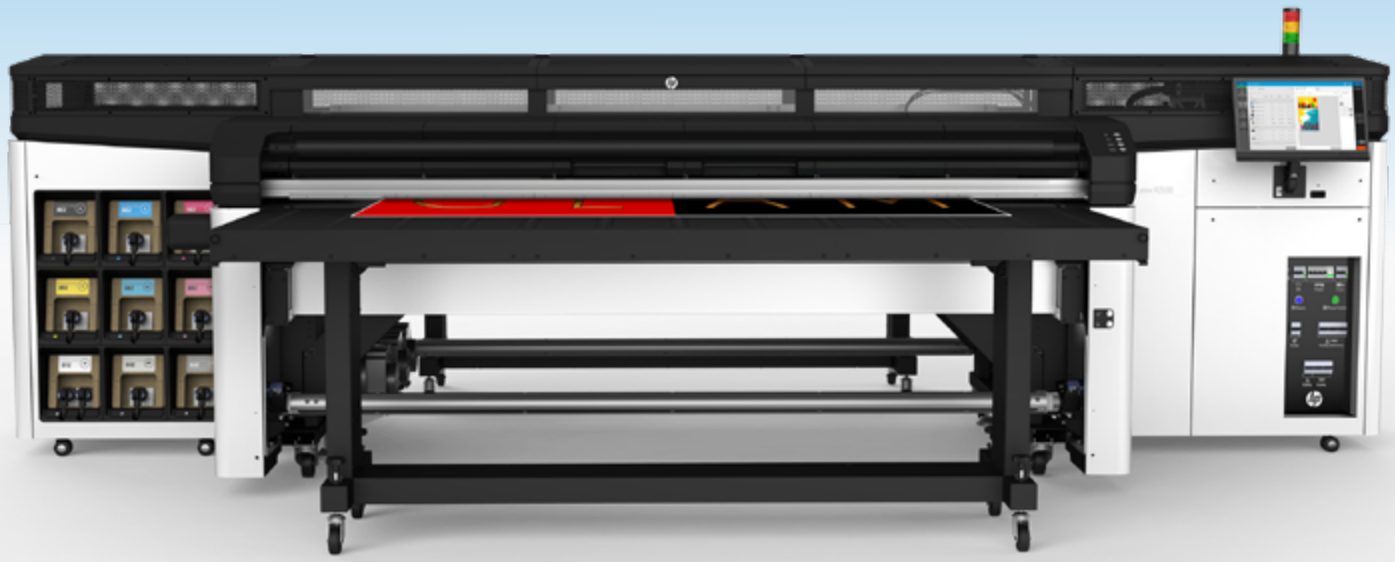
HP Latex R2000 Printer Series

FAQs

Frequently Asked Questions

This document addresses the questions most frequently asked about the HP Latex R2000 Printer. It complements information provided in sales training material and the existing HP Latex R2000 How to Demo guide.



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01 INSTALLATION

How long does it take to install an HP Latex R2000?

Installation and system configuration of the HP Latex R2000 takes 2 days. Operator training, including maintenance procedures, takes a further 2.5 days.

Does the HP Latex R2000 need to be bolted to the floor?

The HP Latex R2000 printer does not require any fixing to the floor.

What are the load bearing and weight requirements for the HP Latex R2000?

The load-bearing characteristics of the floor in the print production area must be sufficient to withstand the weight of the printer. To calculate the load bearing characteristics of the print production floor, you must consult a structural engineer. The maximum load on each foot of the HP Latex R2000 printer is 935kg (2061 lb.), the maximum weight of the printer in its crate is 2700kg (5952 lb.) and the maximum weight without substrate is 1587Kg (3499 lb). For more information please see the Site Preparation Guide.

Do I need a reinforced concrete floor for the HP Latex R2000?

A concrete floor (not necessarily reinforced) is required. A structural engineer should always be consulted prior to installation.

Who performs the installation of the HP Latex R2000?

Installations will be performed by fully trained HP Service or HP Certified Partner Technicians.

What are the dimensions of the crate containing the R2000 printer?

- Height: 2.15m (7ft 0.65 in)
- Length: 5.32m (17ft 5.45 in)
- Width: 2.19m (7ft 2.3 in)

What is the length of the printer?

The HP Latex R2000 is 5.1m (16ft 8.79in) long.

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01 INSTALLATION

What are the route requirements from unloading site to installation site?

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 planned before the arrival of the printer. This pathway must be clear when the printer arrives.

Doorway, ceiling and corridor specifications:

	Printer	Crate
Minimum doorway width	2,05 m (6ft 8.71in) *	2.4 m (7ft 10.49 in)
Minimum ceiling height	2.25 m (7ft 4.58 in)	2.3 m (7ft 6.55 in)
Minimum corridor width	2,05 m (6ft 8.71 in)	2.4 m (7ft 10.49 in)
Minimum corridor width for a 90° turn	4.4 m (14ft 5.23 in)	4.4 m (14ft 1.29 in)

** If you don't have this doorway width, the printer can be partially disassembled, and is able to pass between a width of 1.91 m (6ft 3.2 in).*

WARNING! After being removed from the crate, the printer can be moved up or down a ramp of no more than 3% inclination.

TIP: Decide when you will remove the printer from the crate. It is recommended that the shipping crate be unpacked as close as possible to the printer's final destination. Usually, the printer is removed from the crate before moving it to the installation site.

Can the curing module be removed for transportation/ installation?

The printer is supplied almost fully assembled and ready for the simple installation procedures described in detail in the installation guide. The curing module is already attached to the printer and it is not recommended to remove it.

How long does the operator ramp up training take?

Operation of the R2000 is intuitive, particularly for operators already familiar with the operation of HP Large Format printers. However, as part of the installation process, detailed operator training, including maintenance procedures, takes approximately 2.5 days.

Are there any special power requirements to run the printer?

The power consumption for the R2000 is typically 10-12kW on a three-phase line, with a maximum load current (per phase) of 56 A.

An electrician is required for the setup and configuration of the building electrical system used to power the printer and also for printer installation. Make sure that your electrician is appropriately certified according to local regulations and supplied with all the information regarding the electrical configuration.

The HP Internal Print Server can be powered with a single-phase line that can be used with an Uninterruptible Power Supply (UPS). The UPS must be rated to meet the power requirements of the printer and should be in accordance with the wiring standards of the country of installation. Please refer to the Site Preparation Guide for detailed specifications.

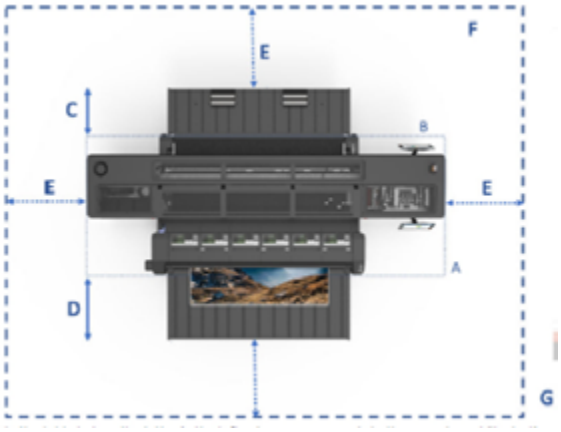
Does it matter where the printer is located?

To ensure that the printer is installed in the correct environment and location, it is critical that those undertaking the installation consult thoroughly the HP Latex R2000 Site Preparation guide prior to installation. Careful consideration should be given to the following:

- Proximity to open doors exposed to cold, humidity or dusty conditions.
- Correct ceiling height.
- Air ventilation: A minimum of 10 ACH (air changes per hour) of fresh air ventilation and a minimum room volume of 185 m3. If there is other equipment in the room, or different conditions, the ventilation rate should be recalculated accordingly.

What is the optimal room layout?

Your printer requires enough space to perform common tasks. The following diagram shows only dimensions for optimal printing layout; to meet ventilation requirements, please refer to the HP Latex R2000 Site Preparation guide.



In the table below, the letter in the left column corresponds to the room layout illustration located to the side.

	HP Latex R2000 Printer (98")
A	2.04 m (6ft 8.31 in)
B	5.1 m (16ft 8.79 in)
C	0.65 (2ft 1.59 in)
D	0.94 (3ft 1 in
E	1.8 m (5ft 9.05 in
F	8.7 m (28ft 6.51 in)
G	7.23 m (23ft 8.65 in)

NOTE: The extension tables measure 0.94 m (3ft 1 in), when using them it is recommended to add this dimension to the recommended space shown in the above table, to all sides of the printer.

NOTE: If very large substrate is to be used, make sure to take it into account when choosing where to install the printer.

NOTE: The ceiling of the room should be at a minimum height of 3 m (9ft 8.43 in) above the floor.

WARNING! The zone surrounding the printer should be considered a restricted access area and signaled accordingly. Only trained personnel should be operating within this area.

What power level is necessary to facilitate the recirculation? Does it require 3 phase UPS or something similar?

The printer implements a 'Low Power mode' button from the IPS to allow reducing the consumption of the whole machine when only recirculating white ink during prolonged periods of time.

In this mode, two of the three main switches of the printer can be switched off (IPS & Main switch), leaving only the E-Box & W switch connected. In this mode, the consumption of the printer is reduced to ~ 100W.

The customer can configure the electrical system of the printer using one of the following configurations (like all our LX series printers):

- only a 3-phase system or
- using a 3-phase system PLUS a single-phase Uninterruptible Power Supply (UPS)

Both configurations (and how they can be connected) are described in the installation guide of the printer.

A suggested UPS configuration would be:

OUTPUT	**Voltage range**	100 - 240 V AC
	Voltage precision	± 10%
	Frequency	50 / 60 Hz ± 2 Hz
	Waveform	Sinusoidal (distortion < 5%)
	Minimum Power (apparent VA / active W)	500 VA / 250 W
BATTERY	**Autonomy time**	Up to the customer

02

PRINTING, SPEED AND DURABILITY

What is the maximum supported thickness of rigid and flexible substrates?

The maximum supported thickness for rigid is 50mm. The printer automatically detects and measures the thickness before printing. After reading the thickness, it raises the carriage beam automatically to the correct printing height. No manual input is required by the operator.

The maximum supported thickness for flexible media is 1mm (0.04 in). This is a temporary limitation. From September 2018 it will be possible to print thicker flexible media.

Are there any flexible substrates that are supported on the Latex flexible range that are not supported on the R2000?

Porous medias, e.g. mesh banner and bleed through textiles, are not supported as the HP Latex R2000 Printer does not have an ink collector kit. Also, some very thin media textiles may not be supported due to the nature of the mesh belt.

Can I print full bleed on both rigid and flexible media?

Yes, on both rigid and fexible.

Can the HP Latex R2000 emulate the colors of other HP Latex printers?

Yes, you are able to color emulate using HP Latex R2000 Printer to other Latex 3rd generation printers. There is a simple workflow to follow where you export the OMS from one target printer to the source printer and run a CLC (Closed Loop Color) calibration afterwards. Once achieved, this means you are able to achieve the same color from your sampling machine to the production machine. It's also useful when you need to simulate tiles or paneling on smaller or sample printers. Additionally, some of the mainstream RIP providers offer emulation capabilities and linearization between HP Latex Printers.

How many rigid and flexible profiles will be available at launch?

At product launch, at least one profile per generic media type will be provided.

What is the OBAS sensor and what does it do?

This is exactly the same sensor technology as the OMAS sensor found in many HP Latex and DesignJet printers. Its primary function is to control the accurate advance of the belt. OBAS stands for Optical Belt Advance Sensor and it measures the belt movement rather than the back of the media to adjust the advancement of the belt

02

PRINTING, SPEED AND DURABILITY

Does the HP Latex R2000 Printer do double-sided block out printing or DSDN (double-sided day and night) applications?

The HP Latex R2000 does not support these two modes automatically. However, it can be done manually (i.e. without the support of the OBAS).As you may know, most of the Latex 1500 and Latex 3000 range support DSDN and double-sided block out. Also, certain models in the Latex 300 & 500 series also support Double sided block out only.

Can existing media profiles from an HP Latex 1500/3000 series be used on an HP Latex R2000 and vice-versa?

The profiles that exist for other Latex printers are not cross compatible, and new profiles for the HP Latex R2000 Printer will be added to the HP Media solutions locator as and when they are tested. Our aim is to test as many profiles as we can, and the number of media profiles will continue to grow as they become available.

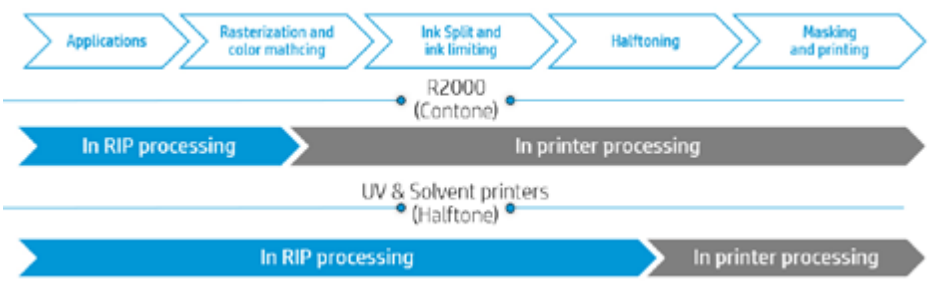
Is there a similar condensate collector bottle on the HP Latex R2000 Printer as in the Latex 1500 & 3000 series?

No. There is no condensate collector bottle as the water vapor extraction is managed in a different way on the HP Latex R2000 Printer.

What are the benefits of using contone vs halftone printers?

In Halftone printers, the whole color management and workflow settings are controlled by the RIP so a specific media profile has to be generated for each RIP and media print mode combination.

In Contone printers, most of the color management and workflow settings are done inside the printer as media profiles are now on board the printer. This means that the “click to print” time is significantly reduced as RIP processing is now significantly quicker.



Is it possible to put only one white printhead in the offline rotation chamber while the other is being used in the carriage?

No, this is not supported. Both white printheads must be in the carriage or in the offline rotation chamber.

Can I purchase the HP Latex R2000 and not use the white inks? Should I do any additional action to enable/disable white?

Currently, it is not possible to disable the white ink, although from September this should be possible. Please contact HP for further details.

For periods when white ink is not being used, the operator should follow the instructions for placing both the white printheads in the offline rotation chamber.

How long is the warm up time?

Depending on environmental conditions, the warm up time should be between 2 and 7 min.

Can I print roll to free-fall (RTFF)? How many media is wasted?

Yes. RTFF is a feature of the R2000.

What is the productivity in terms of boards per hour?

Productivity depends on the printmode used and the size of the board being printed. At the time of publication, productivity values are as detailed below. However, future enhancements will increase these figures. Please check with HP for the current values.

	Rigid – Boardsper hour	
PRINT MODE	**2,4 x 1,2m**	**3x2 m**
High Saturation (14p 260%)	4,8	2,0
Indoor High Quality (12p 120%)	5,6	2,3
Indoor Production Plus (8p 110%)	9,7	4
Indoor Production (6p 100%)	12,2	5,0
Outdoor Plus (4p 100%)	18,5	7,6
Outdoor (3p 80%)	24,5	10

03 DUAL CONTROL PANEL

How can I see what jobs are next in the print queue?

You can see pending jobs to be printed and the completed ones in the job queues on the Internal Print Server (IPS) or from external systems using JDF.

Can I check the status of jobs which are printing?

Yes. The HP Latex Mobile application is the easiest way to access the status of jobs printing. You can also see the complete job queues on the Internal Print Server (IPS) or from external systems using JDF. You can get the printing job status, printing progress, current printed copies and remaining time to complete a job.

Is interrupted print resume available on the HP Latex R2000 Printer for flexible?

Should an unexpected crash occur, the operator is alerted, and information is provided to indicate the point at which the printing was interrupted. The operator can then manually resume the printing.

How much storage space does the R2000 have available to save ripped jobs?

The Internal Print Server (IPS) has the capacity to store approximately 400Gb of data, including up to a maximum of 96 saved ripped jobs.

04 MEDIA LOADING, HANDLING AND SPINDLES (FLEXIBLE)

Can I print roll to free fall with the HP Latex R2000 Printer without having to use the output spindle?

Yes, you can print roll to free fall as the media is now fixed to and travelling along the belt, held on by a vacuum. You can also print to free fall and connect to the output spindle for collection without having to pause printing.

Does the printer come with a media saver to save media?

There is no need for a media saver.

What is the minimum roll width that is supported?

The exact same specifications for the minimum width and diameters of rolls as in the HP Latex 3000 series apply. The printer supports rolls with a minimum width of 0.63m (25 in).

Does the R2000 support dual roll in flexible?

No. Dual roll is not a feature of the R2000.

Does HP certify leaving the printer unattended?

The HP Latex R2000 Printer can print flexible unattended, without an operator by the printer. The minimum supervision HP requires is one person on the premises during operation, to be able to turn off the printer/activate the emergency stop if required. This person does not need to be a trained operator. There are multiple hardware and software safety countermeasures on the printer to help prevent risk of fire. Customers accept their own risk if printing unattended without a person on the premises.

04 FLEXIBLE MEDIA

How many spindles are included with the HP Latex R2000?

2 x 2.5 m (94 in) singles roll spindles are shipped with the HP Latex R2000. To become more efficient between roll changes, an extra set of spindles can be purchased as an optional extra accessory for pre-loading media.

The spindles are also based on the exact same technology of the HP Latex 1500 & 3000 series, they are made from light weight aluminum and carbon fiber. They also have the inflatable media core gripper system.

What is the maximum media weight that can be loaded and printed when using flexible media?

The maximum weight is 100kg (220.5 lb) and/or 250mm (9.84 in) in diameter (what comes first).

Can I use the same flexible media loading system as FB 550/750?

Currently, flexible media can be loaded either as a sheet, a roll using the inflatable spindle or the two table top roll holders as supplied.

05 MEDIA LOADING, HANDLING AND BELT (RIGID)

What weight can be supported by the belt?

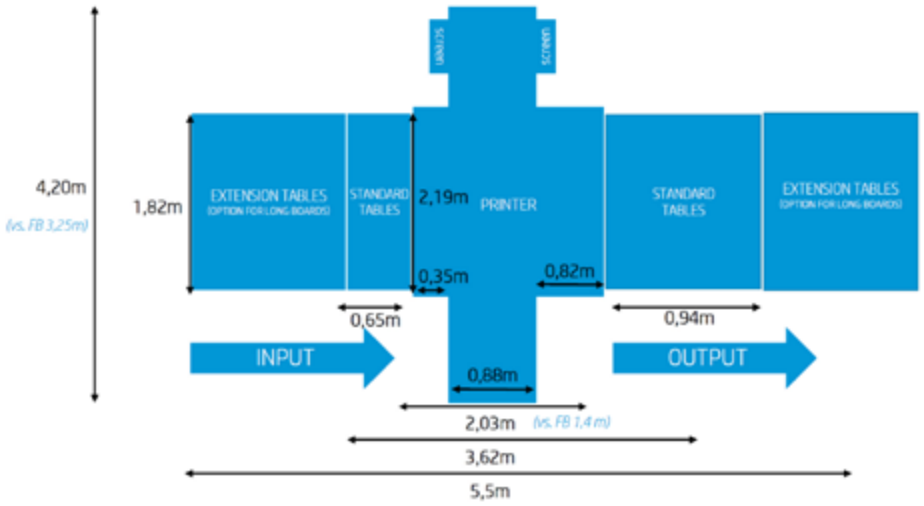
The mesh belt has been designed to support the average weight of one person. This has been designed to facilitate access to the printer. However, to guarantee a good image quality, the max supported weight for a media is 60Kg.

Which is the maximum load length/widths of material in rigid?

Standard input and output tables support rigid materials up to 250 x 177 cm (98.4 x 69.6 in). Additional extension tables are available to purchase. There are no limitations to the number of extension tables that may be used, subject to sufficient operating space being available.

Never use sheets of media that exceed the maximum published weight specification.

To reduce the risk of damage due to a head strike, do not print on media longer than the tables are designed to support.



Are the HP Scitex FB550 and FB750 tables compatible with the R2000?

Due to the height and latch system of the R2000 tables, it is recommended that only the R2000 tables are used with the printer.

05 RIGID MEDIA

Can I load materials on to the belt with different widths at the same time?

Not for now. Currently it is only possible to load multiple materials with the same width at the same time.

Can I load porous rigid materials?

Yes, there is a comprehensive list of media available on the HP Media Locator page: https://www.printos.com/ml/#/homeMediaLocator.

The most common porous rigid material is compressed or corrugated cardboard. Some cardboard materials, especially uncoated ones, are porous and may absorb the ink. Use the Add new media process to increase the amount of ink or to create an underflood white printmode to boost color saturation. This may also be the case with some wood so use the RIP software's Saturated Rendering Intent option to increase saturation.

Does the belt require cleaning or other maintenance?

To prevent a build-up of ink on the belt, clean with isopropyl alcohol (IPA) and the recommended brush which is supplied with the printer. Please refer to the User Guide for detailed maintenance schedules.

Can the belt load warped or bowed media?

If the media is too warped or bowed, the vacuum belt system is unable to hold flat against the belt. It will require the use of edge leading holders or taping the substrate to the printing belt. Please note that when using edge holders or tape you will not be able to do full bleed printing.

Is my printer at risk from print head crashes if the media lifts up?

On board the carriage is a printhead protection sensor that will stop the carriage if it senses that the media has lifted. HP cannot guarantee that it will totally protect the printheads but is an excellent fail safe in the event of media lifting.

Is thermoforming supported?

Testing is currently in progress. Initial results indicate that HP Latex inks can be thermoformed up to 50% with a blowing process.

05 RIGID MEDIA

What is the accuracy of the mesh belt?

The accuracy of the advancement of mesh belt is similar to that of the HP Latex 3200 and 3600 printers.

What is the accuracy of double-sided jobs?

Testing is currently in progress. Double sided printing is possible on flexible but without the support of the OMAS.

What is the minimum board size that can be printed?

The minimum board size is A3 but, using N-ups, it can be smaller. However, the sum of all the medias has to be as big as one A3 (i.e. 2 A4, 4 A5, etc.).

What is the purpose of the curing lever?

The curing lever allows you to manually regulate the airflow in the curing zone, thus enabling you to minimize the media deformation that may be caused by high temperature.

06 PRINTHEADS

How does the new printhead replacement/ installation procedure work?

All color and overcoat printhead replacements now come with one standard head. This means they can be used as and when these need to be replaced. They are shipped with shipping fluid and, once replaced, the printer will automatically drain the fluid and then fill the new head with the colored or overcoat ink. The waste shipping fluid is collected in a separate small waste tank near the web wipe. The printer will then write to the chip on the printhead to tell which colours have been applied to that head. Also, sticker labels denoting the color needs to be placed on the top of the print head for easy identification.

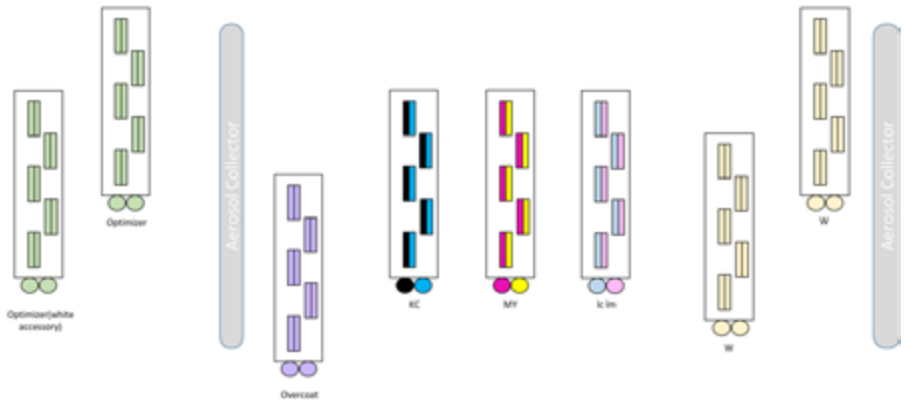
There are separate SKUs for the HP 882 Latex Optimizer Printhead and the HP 886 Latex White Ink Printhead. All printheads, except for Latex Optimizer, are delivered filled with shipping fluid. The HP 882 Latex Optimizer Printhead is shipped filled with Latex Optimizer.

Will the Latex 1500 and 3000 series have the new printheads in the future?

There is no immediate plan to change the way printheads are replaced on these models.

How many printheads are in the printer?

There are 8 printheads in total: CK, YM, LcLm, OC (new overcoat) 2x OP and 2xW.



06 PRINTHEADS

Why are there two white ink printheads?

There are 2 white printheads to support both underflood and overflood applications. The W7 printhead is used for overflood applications where colors need to be printed first and white is printed on top of it (it is printed later). The color is printed with the top part of the color printhead. Then the substrate advances and when the substrate reaches the white printhead, the white layer is printed. This is the same with the W8 printhead and underflood applications, where white is printed first. This is also why the carriage layout is as it is (the white printheads staggered). Both printheads are used in the case of spot applications.

Why is there two optimizer printheads?

The second optimizer printhead ensures that the white ink does not bleed during printing and that the ink is fixed into place when printing in overflood mode. This is all done in one single pass, hence the reason for the second optimizer to fix the white ink in place.

To understand better, this is how the ink is layered in overflood mode: Optimizer 1 for the Color Inks, then Optimizer 2 for the White ink.

When should the white printheads be placed into the offline rotating chamber?

When not in use, i.e, when printing in colors and not in white, the white printheads should be stored in the offline rotating chamber to avoid white ink waste.

Additionally, the white printheads should be placed in the offline rotating chamber every night and weekend (until september. After september, more than 3 days idle).

How long does it take to replace a new white printhead?

The replacement procedure is exactly the same as for the color printheads. Once a brand new printhead is installed, it is important to run the printhead alignment procedure, which takes approximately 20 mins to complete.

When returning a white printhead from the offline wheel back to the carriage, do I need to run the printhead alignment calibration?

The replacement takes 3 mins in total, providing you replace the same white head to its previous position. In this case there is no need to re-run the alignment.

What is the printhead lifespan?

The printhead carries a 12 liters warranty, but an average of 40 liters is expected.

What is the warranty of the printheads?

The warranty will be 12 liters on colors, same as HP Latex 1500 and 3000 Series.

07 INK

How many ink tanks are present on the printer?

There are 9 ink tanks in total: Cyan, Magenta, Yellow, Black, Light Cyan, Light Magenta, Optimizer, Overcoat and White.

Can I use the HP Latex 1500 5-liter inks with the R2000?

No, the ink chemistry is different, and the tanks will be chipped and keyed to prevent any mistakes from happening.

Are there any differences in the ink formulation between the R2000 inks and those of the other HP Latex series?

Yes. It is a new ink formulation, but not drastically different to the 3rd generation inks. You can expect to see slightly better results in gamut. Apart from the white ink, the only difference is that there is an extra ink called overcoat which places the protective anti scratch agent on top of the printed image.

Will there be any additional inks for different types of applications?

There will be just one full set of inks which will cover all the supported applications for the HP Latex R2000 Printer. Unlike other competitor printers, our ink is universal and will not need to be swapped out between applications.

What are the differences between the HP Latex Rigid inks and Gen3 inks?

- Lower temperature curing inks for rigid media versatility (25^{0}C less), same performance in flexible as Gen3.
- White ink: high opacity, fast, continuous recirculation system, offline wheel for no waste.
- New fluid: Overcoat, for configurable durability.
- New White ink: HP872 Latex Printheads, with micro recirculation that ensure reliability to work with HP Latex Rigid fast drying inks.
- Higher gamut: improved magenta, higher pigment load.
- Maintains all the environmental advantages from HP Latex Gen3.

With the water tank for the web wipe, how often does it need to be filled and what water should I use?

Should the water within the tank reach the minimum level, a sensor will detect this, and an alert will be displayed. Depending on the job in progress, it may be possible to continue printing. When the web wipe roll is replaced, the water tank should also be refilled.

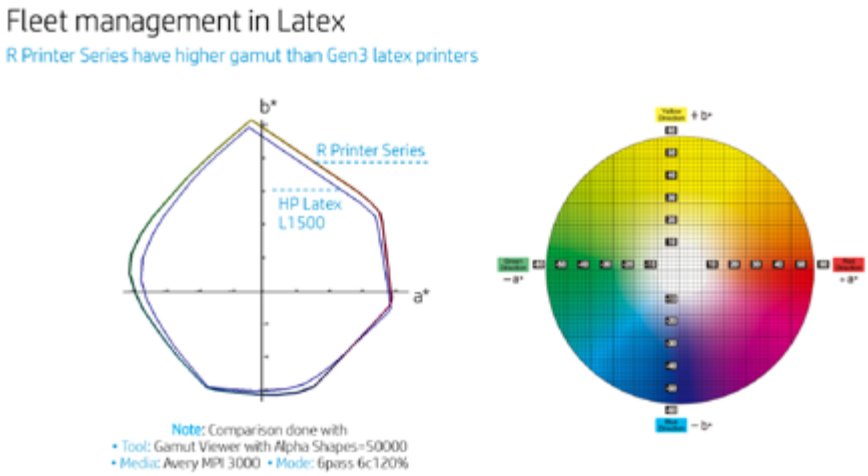
The water in the tank should be filled with distilled water and has a capacity of 8 to 10 liters. The purpose for the water is that is used to wet the web wipe for optimal cleaning of the print heads during service and during printing.

Is there any difference between the drop size of the HP Latex Rigid inks?

All the drop sizes are 10 picoliters, slightly smaller than Gen3 inks (12 picoliters).

How does the gamut compare to Gen3 printer quality?

HP is always striving to improve its print quality which is already very good in the 3rd generations of printers. We do see a slight improvement of gamut in the HP Latex R2000 Printer.



What is the new overcoat ink?

The new overcoat ink consists of a fluid that helps to configure the durability of the rigid and flexible printing jobs to ensure good scratch resistance.

Is the Overcoat used on the printed image or across the entire material?

The Overcoat is only applied to the printed image.

Do I have the option to turn the overcoat off for certain jobs?

You have the option to be able to turn it off, specially recommended when laminating to ensure having the best adhesion to the laminant and to improve the cost per copy.

What is the shelf life of the colored inks?

The shelf life of the colored inks is 18 months from the date of ink manufacture.

Can I print with white ink on vinyl for vehicle graphics?

Yes, you can. HP Latex white ink does have a good elasticity for vehicle graphics

How long do the colors take to fade for both indoor and outdoor applications?

Lightfastness testing is still under evaluation, but preliminar testing shows similar results than Gen 3.

What is the stretchability of the inks in deformable medias?

On self-adhesive vinyl we recommend a maximum stretchability of 30% (with less than 2 dE76). If we stretch up to 60% we will have around 6dE (depending on colors).

What is the durability of the printed jobs and their inks when exposed to high temperatures?

We have heated printed samples for thermoforming up to 250º C /482 ºF without noticing any ink degradation.

Can a non-laminated printed job be used under water? Does water affect the HP Latex Rigid inks?

It greatly depends on the media. Some substrates such as SAV can be used under water but it is recommended to laminate in order to provide extra durability. Internal HP tests are performed to ensure durability against water rubbing. However, immersion performance is not guaranteed.

Can printed jobs with HP Latex Rigid inks be welded?

It depends on welding technology, ink and substrate type:

- Heat weld: yes, but the weld strength over printed images decreases versus welding over unprinted zones (for PVC, PE and some textiles using tape).
- Hot air: yes, but the weld strength over printed images decreases versus welding over unprinted zones (for PVC, PE and some textiles using tape).
- Thermal impulse (pulsing energy): yes (for PVC, PE and some textiles using tape).
- High Frequency: not compatible if using black ink (due to conductive pigment) (for PVC, PE and PP).

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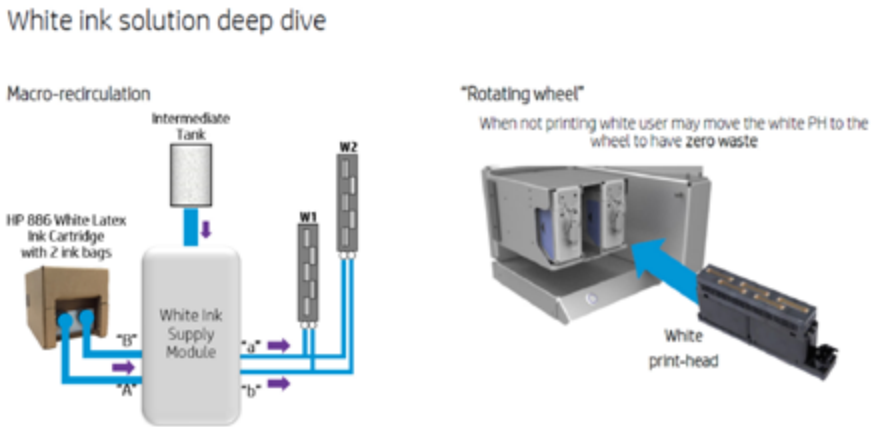
White ink

What is macro-recirculation?

Macro recirculation is the process of pumping white ink through the components of the White Latex Ink delivery system while the printheads are idle, between the Intermediate Tank and supplies “A” and “B”, through the White Printheads or Auxiliary White Printheads, and through the ink supply tubes.

The basic components of the White Latex Ink delivery system are separate from the color inks and are factory-installed.

The White Ink Supply Module operates automatically in several modes: Printing, Refill and Recirculation while idle.



What is micro-recirculation?

Micro-recirculation ensures that the ink is kept in print-ready condition within the printhead prior to printing and in-between jobs to ensure that the pigments do not settle. Micro-recirculation happens in the print reservoir, which is inside the printhead, before reaching the resistor chambers for ejection.

What is the offline rotating chamber?

The offline rotation chamber provides gentle agitation of ink inside the white printheads to prevent sedimentation by automatically rotating 190 degrees for a few seconds once every 20 minutes.

This solution ensures the minimum of energy consumption and the ink is easily stored and installed when required.

Why does the white ink need macro-recirculation?

This is needed to prevent the settling of the pigment as it is denser than other inks and requires continual movement, so it can provide instant use when needed to do so.

Is the HP Latex Rigid white ink GREENGUARD Certified?

All HP Latex Rigid inks comply with the criteria for GREENGUARD Gold certification and it is expected that certification for full decorated rooms in colors and white will be achieved in the near future.

Given the constant movement of the white inks, will the intermediate tanks for white need to be replaced more often than color? How often do we see them needing to be replaced?

The white intermediate tank should be replaced every 4 months. The replacement will be done by the user that will be alerted through a maintenance.

12 intermediate tanks are included in the white inbox accessory (inside a box called White Maintenance Kit). This covers all replacements required for 4 years.

When replacing the white intermediate tank (IT), there is no ink wasting (the ink is moved from the IT to the ink cartridge prior to the IT replacement).

What happens if I use an out of warranty date HP Latex white cartridge?

The printer will give a warning, but if the customer actively accepts the risk, the printer will acknowledge the cartridge and accept it.

What is the elasticity of the white ink like, is it the same as the colors?

There are no differences with the elasticity of the white ink and the colored ink.

What is the shelf life of the white ink?

The shelf life of the white ink is 7 months from the date of ink manufacture.

When going without printing in white for an extended period of time, is it possible to purge the white system? How is it done?

Yes, using the Flushing white ink service operation. Although the white is not used, the white system is still working and without waste, thanks to the circulation through the Auxiliary White Printheads and the rest of the printer system.

In case of performing a Flush, the printer shows “No white”. Therefore, the rotation chamber will not work either.

If you wish to print with white ink again, is it necessary to perform another Service assistance, to purge the white ink.

Is there any special action required when not printing in white?

When not printing in white, the operator should move the white printhead to the offline rotating chamber to prevent waste.

Does the HP Latex R2000 support 3 layer mode?

The HP Latex R2000 does not currently support this application in one pass. However, it is envisaged that this functionality will be available in the future through a firmware upgrade. Please contact HP for further details.

HP Latex R2000 - White Print Modes

White Ink Density	UNDERFLOOD	OVERFLOOD	SPOT
100%	16 m^2/h	17 m^2/h	35 m^2/h
160%	10 m^2/h	10 m^2/h	22 m^2/h
260%	7 m^2/h	8 m^2/h	14 m^2/h

Are there any other special maintenance requirements related to the white ink, other than the offline rotation chamber?

No other special short-term maintenance is required. The white ink is automatically managed and maintained, both by macro/micro circulation and the off line rotating chamber. The only other consideration would be, on average every 4 years a special white ink maintenance service is required.

08

PRINT QUALITY AND COLOR PERFORMANCE

What is the thickness of the ink layer compared to UV?

The HP Latex water-based ink layer is very thin, in fact it will be one of the thinnest in the market at only 6-8 microns. Compared to UV which is on average 25-30 micros you will see two noticeable quality differences. Firstly, as there is no UV curing you will not see any gloss banding. Secondly it will preserve the natural attributes on the substrate, especially in higher end applications like wood and aluminum.

Does HP Latex R2000 offer various substrate warranties (e.g. the 3M™ MCS™ and Avery warranty)?

The certification process is currently in progress. However, HP expects to have similar certifications to the current HP Latex portfolio.

3M Commercial Solutions Division and HP have been collaborating to offer an R series 3M MCS warranty, which is expected by September 2018.

Does the new 3M road signage warranty apply to the R2000?

Currently, the road signage 3M MCS Warranty for Traffic is only supported on the HP Latex 360/365 printers. Please see the HP Latex website or HP Latex knowledge center for more details.

What are the key differences between using 4 color and 6 color on the HP Latex R2000?

Printing with 4 colors (better for ink efficiency) uses less ink and is suited to situations where image definition is less of a requirement. Printing with 6 colors delivers better image quality, especially in light color transitions. For example, better definition in skin tone areas.

How does the gamut improve when using white inks?

Latex-based white ink has better gamut than UV and a vivid appearance compared to UV matte finish. Smooth thin latex ink layer preserves media properties and provides higher opacity white, with a unique automatic, low waste solution and maintain high image quality over the life of the printer with user-replaceable HP Thermal Inkjet Printheads.

Is it possible to print 3-layer sandwich mode in white for flexible substrate applications?

For applications printing in the following order of Color-White-Color for example in window graphics this application will not be available at launch but will be switched on via a firmware update within the near future.

08

PRINT QUALITY AND COLOR PERFORMANCE

What is the estimated durability of the white ink in a printed job?

Durability of white ink in a printed job is expected to be equivalent to color inks. The main contributors for optimal durability are proper curing and Overcoat level. Make sure that your job is cured, and the Overcoat level is the appropriate one for your application.

If the white ink cartridge exceeds the warranty date while being used, what happens to the remaining ink inside the intermediate tanks? How long can I continue to use the printer with the out of warranty date white ink inside? Will the Image Quality (IQ) be affected from day one? Will the printhead be compromised?

The printer will stop the white ink recirculation but will be able to print with a warning, although the cartridge has exceeds the warranty date.

How long does the white ink last without recirculation in case of a power shut down?

The recirculation occurs every 4 hours to maintain the white ink well mixed, but it has been designed to preserve the ink quality for more than 4 hours. HP can guarantee that it can last for 1 week without any issues. Is not recommended to leave the printer off for more than a few days.

Is it common to experience problems with plasticizers?

Our inks are sensitive to contaminant migration as they affect surface energy. This problem should not be common if samples being printed are within shelf life warranty and if distributors and customers have kept substrates within temperature and humidity guidelines recommended by the media manufacturer.

09 VALUE ACCESSORIES

What accessories are available for the HP Latex R2000 Printer?

- Extension tables
- Different size edge holders

Can I use the table top roll holder from the FBs in the HP Latex R2000?

Yes, it's a compatible accessory.

How many loading tables can be concatenated for rigid printing?

There are 2 robust loading tables, one each side of the printer. Standard input and output tables support rigid materials up to 250 x 122 cm (98.4 x 48 in). Two sets of optional Extension Tables (94cm in length) support rigid materials up to 250 x 305 cm (98.4 X 120 in). Maximum sheet weight 68 kg (150 lb).

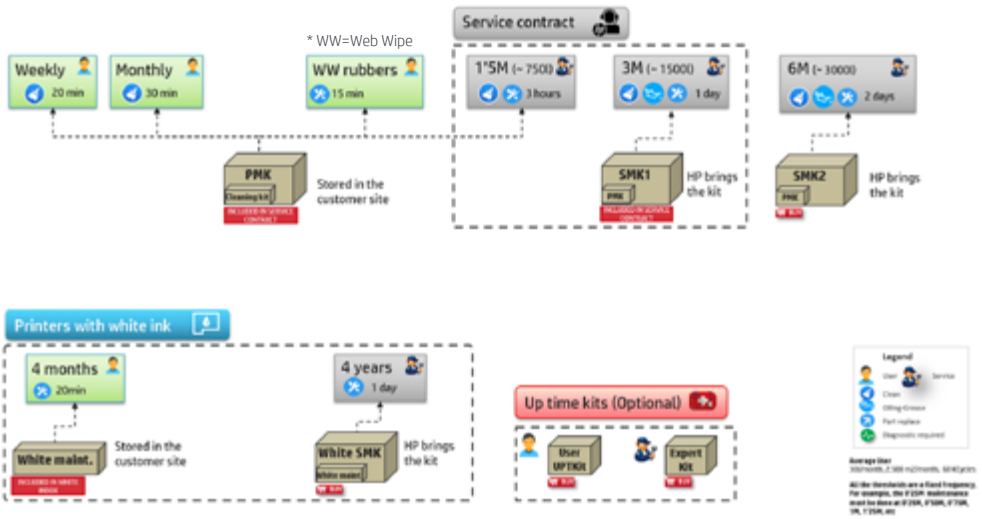
There are no limitations to the number of extension tables that may be used, subject to sufficient operating space being available.

10 MAINTENANCE, SERVICE AND SUPPORT

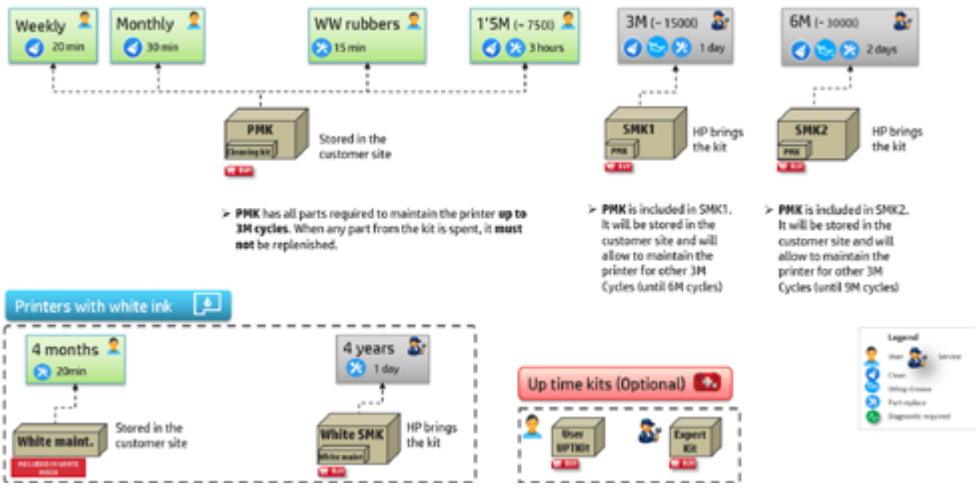
Which are the PMK (preventative maintenance kit) intervals?

There are two different maintenance operations: with service contract and without service contract.

WITH SERVICE CONTRACT



WITHOUT SERVICE CONTRACT



10 SERVICE/SUPPORT

What are the SMK (service maintenance kit) intervals?

Refer to the illustrations of the prevoius question to see the SMK intervals.

What kind of support will be available, 24/hr7 days per week, same day, etc.?

On site, next business day support is offered depending on the contract. There is no 24hr support line.

Will there be same day repair and cost?

No. Next business day repair is usually offered depending on the contract.

If I don't use the maintenance kits, will it have an impact on my warranty?

Yes. Please read the Warranty statement.

I have my own engineering staff. Can they be trained and given access to parts so that I can be self-supporting?

Yes. As part of the new service model, HP have developed specific training modules to train the customer to perform break and fix (Training level 3). Please contact HP direct support or your Reseller for more information.

What is the maximum capacity to expect of the HP Latex R2000?

It can absorb peaks of up to 35,000 sqm/month but repeating monthly production at this volume is not recommended and may require additional maintenance.

What is the intended lifespan of the mesh belt?

The mesh belt is designed to last the lifetime of the printer, and therefore the requirement to replace the belt is not expected. However, this expected lifespan excludes any damage caused by inappropriate actions, e.g. misuse of cutters or other sharp tools, or accidental damage.)

How is the mesh belt cleaned?

The mesh belt should be cleaned as part of the routine maintenance schedule, removing any dirt where visible. Additionally, functionality has been introduced to reduce the build-up of dirt.

How is the mesh belt changed? And how long does it take to carry out the change?

A qualified service engineer will change the mesh belt in less than 90 minutes. The tension of the belt is removed by adjusting both the side and mid supports using an electrical screwdriver. The belt is then removed by hand and the new one fitted. The tension of the belt is then adjusted accordingly.

Will the HP Scitex FB550 and FB 750 printers be discontinued at any stage?

Currently, there are no plans to discontinue the HP Scitex FB550 or FB750 printers.

11 PRODUCTION SOFTWARE, PRINT OS AND HP LATEX MOBILE APP

What is HP PrintOS?

HP PrintOS is a print production operating system with applications that help businesses get more out of their HP presses and printers, by simplifying and automating their production processes. Please see the following link for further details:
http://www8.hp.com/us/en/commercial-printers/floater/printos.html

Can I change the operating system of the IPS and what operating system is it compatible with?

The operating system for the IPS is Windows 10 embedded standard edition. The IPS is not compatible with any another operating system.

Are there any additional JDF capabilities in the HP Latex R2000?

Yes. The new HP Latex R2000 Printer is able to have synchronized control of the job queue between RIP and HP IPS:

- Job submission through JMF.
- Remote queue management through JMF.
- JDF improvements for subscription robustness (KnownSubscriptions and StopPersistentChannel).

If I want to implement my own JDF Solution, where I can get information about possible JDF commands on the Printer?

HP offers the JDF Interface to implement your integrated JDF Solution through a web portal, Solutions Partner Portal.

To register for access to this portal, please go to https://developers.hp.com/lfp-enroll. For further information, please contact our support team by sending an email to bcd_isv@hp.com.

How do I integrate my HP Latex R2000 Printer with the RIP via JDF?

ONYX and CALDERA RIPs can take advantage of the JDF interface in the printer by selecting the option on the printer driver setup. Please see the Installation Guide on how to activate the JDF interface on the RIP. Once the JDF interface is activated, the RIP will display printer status and notifications together with job status, job ink and media consumption.

For other RIP partners, customers should contact these companies directly for more information on how to activate the integration.

How do I integrate my HP Latex R2000 Printer with an MIS System via JDF?

The printer implements a subset of JDF messages following the standard JDF 1.5 language. External applications can retrieve printer status and notifications together with job status, job ink and media consumption using this standard.

Customers should contact their MIS provider directly for more information on how to integrate it. MIS companies or partners that would like to integrate the printer with their solution can get the complete information of the supported JDF interface from the HP Solutions Programs Portal (https://developers.hp.com/lfp). If it is the first time you access to HP Developers for Large Format Printers, register yourself at https://developers.hp.com/lfp-enroll.

Will the HP Latex Print OS Mobile App support the HP Latex R2000 at introduction?

Yes. Both apps will be available at Google Play and IOS App Store.

Can I control the printer with the HP Latex Mobile App?

No. The HP Latex Mobile App only monitors the printer status. It can't perform any actions on the printer.

Does the HP Latex Mobile App replace information on the Embedded Web Server (EWS)?

All information found on the HP Latex Mobile App can be found in the EWS.

EWS still enables you to enter costings to pull accountancy reports on production which is not currently available via the App.