

WARRANTY

(Effective January 1, 2007)

HIX will automatically register the equipment on the date it was shipped to you or your distributor. If the equipment was not purchased directly from HIX, but through a distributor (either domestic or foreign), please keep a copy of their sales invoice showing the serial number and date it was sold/shipped to you with this warranty. In this case, we will use the distributor's invoice date as the beginning warranty date. **STAPLE A COPY OF YOUR RECEIPT TO THIS WARRANTY** and keep in a safe place to provide verification of your warranty should a problem occur. Thank you.

Please fill in the following information and attach a copy of your receipt for your records.

Date Purchased: _____ From: _____
Model #: _____ Serial #: _____

This warranty applies to equipment manufactured by the HIX Corporation (HIX), Pittsburg, Kansas, U.S.A. HIX warrants to the original purchaser, its Conveyor Dryers, Heat Transfer Presses, Mug Presses, Mug Glazer, Retensionable Screen Frames, Textile Printers, Spot Heaters, and Exposure Units against defects in workmanship and material, except for wear and tear for a period of "One Year" from the date of purchase. HIX warrants its Accessories, Reten Splines/Hardware/Tool Kit, and Shuttle for a period of 90 days from the date of purchase. DoughXpress and Thermatrol products are covered under separate warranty.

In the event of a defect, HIX, at its option, will repair, replace or substitute the defective item at no cost during this period subject to the limitations of insurance and shipping costs stated below.

In the case of heat transfer presses (except the Mug Press, Hobby Lite), HIX warrants the heat casting for the "Life" of the machine for the original purchaser. If a part becomes obsolete at the time for repair, and/or cannot be reasonably substituted for, HIX will credit, at half the then current list price or last recorded price, only that part toward a new machine or any product HIX offers. This credit offer shall be the sole responsibility of the HIX Corporation in the event of an obsolete part.

This warranty does not cover belts, pads, mug wraps, mug press liners, canvas, rubber blankets, bulbs, glass, PTFE or finish, rod ends, turn buckles on printers, or mug press or damages due to accident, misuse/abuse, alterations or damage due to neglect, shipping or lack of proper lubrication or maintenance. HIX shall not be responsible for repairs or alterations made by any person without the prior written authorization by HIX. This warranty is the sole and exclusive warranty of HIX and no person, agent, distributor, or dealer of HIX is authorized to change, amend or modify the terms set forth herein, in whole or in part.

In the case of a problem with the equipment identified herein, HIX Corporation should be contacted during regular business hours to discuss the problem and verify an existing warranty. HIX personnel will assist the customer to correct any problems which can be corrected through operation or maintenance instructions, simple mechanical adjustments, or replacement of parts. In the event the problem cannot be corrected by phone, and upon the issuance of a return authorization by HIX, the equipment shall be returned to HIX or an authorized service representative. All insurance and shipment/freight costs are solely the responsibility of the customer, and not that of HIX, and HIX shall not be responsible for improper handling or damage in transit. HIX offers a reconditioning service and a core exchange/credit policy on some models. HIX customer service personnel may be contacted for complete return authorization and reconditioning information.

This expressed warranty is given in lieu of any and all other warranties, whether expressed or implied, including but not limited to those of merchantability and fitness for a particular purpose, and constitutes the only warranty made by HIX Corporation.

In no event shall HIX's liability for breach of warranty extend beyond the obligation to repair or replace the nonconforming goods. HIX shall not be liable for any other damages, either incidental or consequential, or the action as brought in contract, negligence or otherwise.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

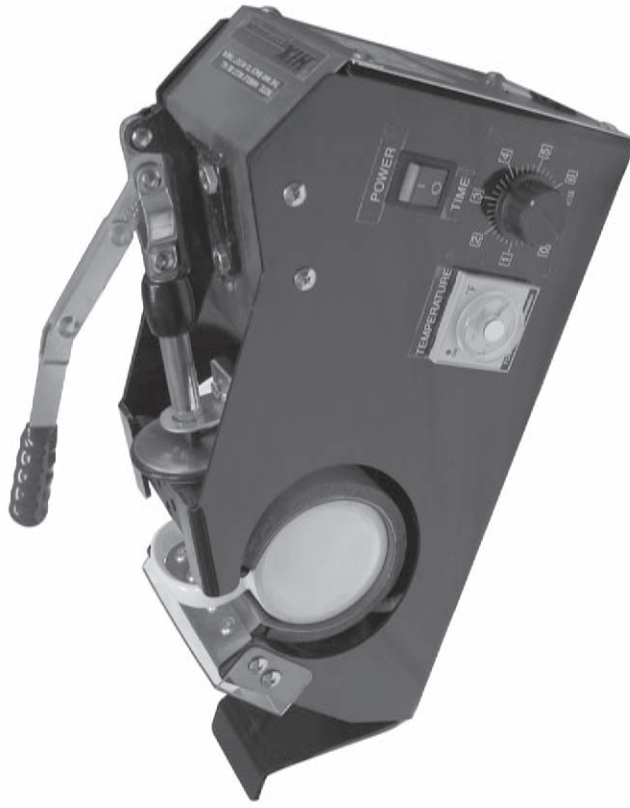


Manufacturers of the Finest Quality Textile and Graphics Screen Printing and Heat Transfer Equipment

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Web site: www.hixcorp.com • Phone: (800) 835-0606
E-Mail: customerservice@hixcorp.com • Fax: (866) 561-0894
E-Mail: sales@hixcorp.com • Fax: (866) 563-4600

EP-565 Complete Wrap Mug Presses

OWNER'S MANUAL



**For Customer Service, Call 1-800-835-0606
ext. 209, ext. 211, ext. 220, ext. 221 or
Visit www.hixcorp.com**

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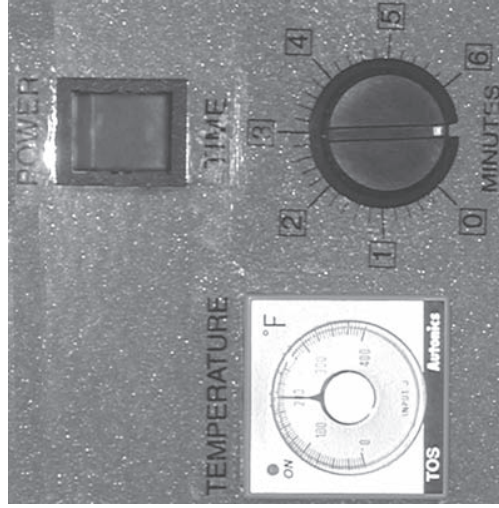
**BEFORE warranty repair you MUST get Prior Authorization:
Call 1-800-835-0606**

OPERATION

TRANSFER TYPES

Sublimation, Color Laser Copier (CLC), thermal and inkjet are types of transfers that can be imprinted directly onto a clear coated ceramic mug. If using a CLC or thermal type transfer, it is also necessary to "glaze" the transfer to fuse the toner into the ceramic of the mug. This procedure is performed with a mug glazer.

Time and temperature requirements vary greatly depending upon the type of transfer being used. Consult with the manufacturer of the transfer for their recommendations.

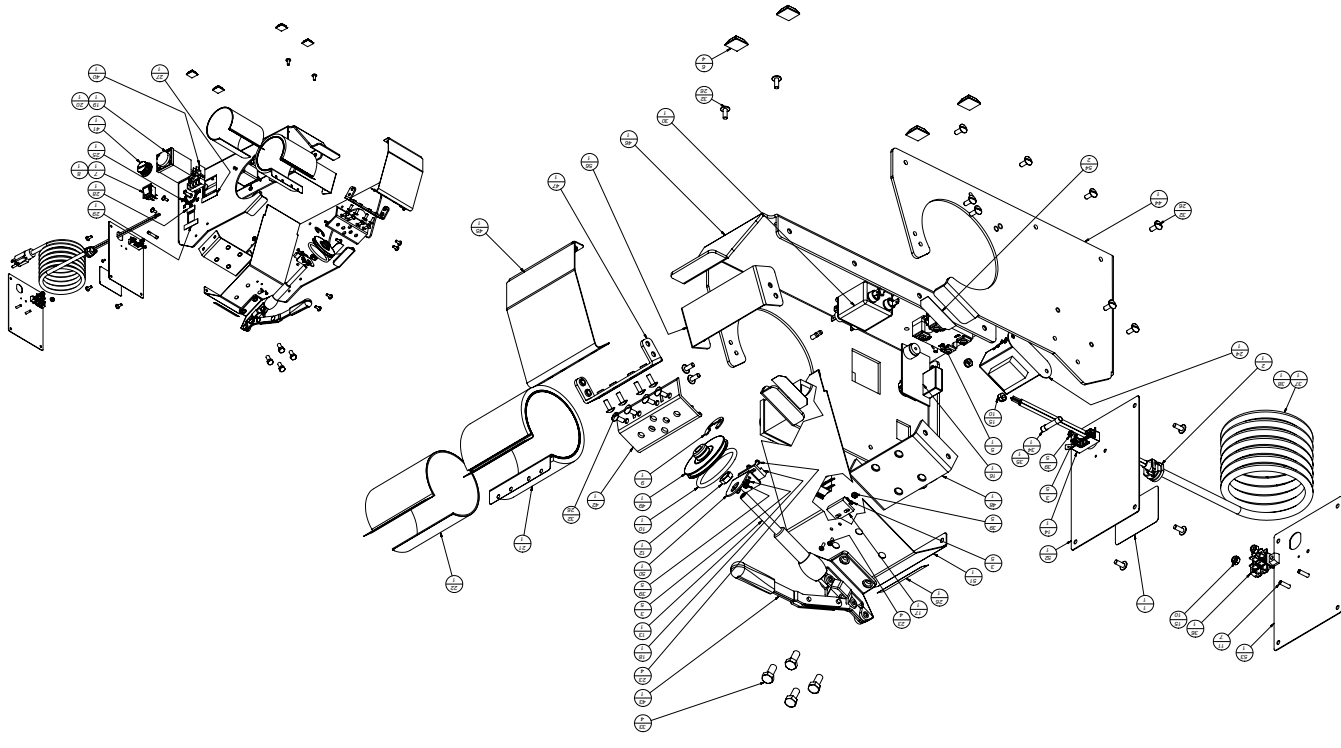


CONTROLS

OPERATION

1. Plug unit into proper power source (120V or 220V).
2. Turn power switch "ON". The light will illuminate the switch to indicate that the power is on.
3. Set temperature to desired setting. For sublimation transfers this is typically 400°F. Typical warm up time is only 2-3 minutes. The light on the temperature control will start cycling when the unit is up to temperature.

PARTS IDENTIFICATION



SHIPPING / RETURNS

- To reinforce, use shipping tape only over stretch film covered area. Wrap with tape in two places over the control box and in two places over the mug heater. Go around at least 4 times in each wrapped place.
- Place the wrapped Mug Press into the original box and put in the original liner. Close flaps and secure with reinforced shipping tape.
(Additional box, base and liner may be obtained from your supplier for a nominal cost.)

PARTS IDENTIFICATION

| ITEM | QTY | PART NUMBER | DESCRIPTION |
|------|-----|-------------|-----------------------------|
| 1 | 1 | 13250 | SERIAL NUMBER TAG |
| 2 | 1 | 13919 | CORD GRIP |
| 3 | 6 | 19895 | LOCK WASHER NUT |
| 4 | 1 | 19895 | CORSET. EURO 10A 250V |
| 5 | 1 | 23057 | RELAY 10A SS 3-32 VDC INPUT |
| 6 | 4 | 28010 | FOOT RUBBER |
| 7 | 1 | 32581 | SWITCH ROCKER 220V |
| 8 | 1 | 32754* | SWITCH ROCKER 220V |
| 9 | 1 | 34118 | RING EXT RETAINING 0.750 E |
| 10 | 1 | 34288 | SPRING 16X2.16 EPDM |
| 11 | 2 | 34288 | SPRING 16X2.16 EPDM |
| 12 | 1 | 47253 | NUT HEX 1/4M 3/8-16 NC 2P |
| 13 | 1 | 50167 | SCREW SET 3/8-16x 4 |
| 14 | 1 | 57118 | FUSE HOLDER |
| 15 | 10 | 64106 | NUT 8-32 NYLON INSERT |
| 16 | 1 | 65331 | TIMER EP-550 |
| 17 | 1 | 65501 | REED SWITCH |
| 18 | 1 | 65528 | REED SWITCH ACTUATOR |
| 19 | 1 | 65536 | CONTROL TEMP 220V |
| 20 | 1 | 65981* | CONTROL TEMP 220V |
| 21 | 1 | 66036 | HEATER EP-550 MUG PRESS |
| 22 | 1 | 66044 | HEATER EP-550 |
| 23 | 4 | 66226 | SCREW 1/4-40x3/8 PH PH ZPS |
| 24 | 1 | 66226 | SCREW 1/4-40x3/8 PH PH ZPS |
| 25 | 1 | 67121-5 | TEASER POWER |
| 26 | 1 | 67121-4 | DECAL-TIMER |
| 27 | 1 | 67121-3 | DECAL-TEMPERATURE |
| 28 | 1 | 67121-2 | DECAL-TIME |
| 29 | 1 | 67121-1 | DECAL-POWER |
| 30 | 1 | 67794* | FILTER. CORCOM 3MVI EM |
| 31 | 1 | 68322 | SCREW 1/4-40x5/16 PH ZPS |
| 32 | 26 | 70645 | SCREW 10-24x1/2 TRUSSHD 2P |
| 33 | 4 | 71488 | BOLT 5/16-18 x 3/4 |
| 34 | 1 | 72074 | FUSE MDX-5 AMP |
| 35 | 1 | 72041* | FUSE MDX-5 AMP |
| 36 | 1 | 74650 | CONTROL BOARD 2KT |
| 37 | 1 | 74650 | CONTROL BOARD 2KT |
| 38 | 1 | 20098* | CORSET 220V |
| 39 | 5 | 81224 | NUT HEX 4-40 2P |
| 40 | 1 | 83372 | SOCKET 8-PIN |
| 41 | 1 | 94654 | NYOB |
| 42 | 1 | 5030080 | MOVABLE HEATER MOUNT ASSY |
| 43 | 1 | 5030090 | ASSY. TOGGLE |
| 44 | 1 | 5030130 | BLANK SIDE PLATE ASSY |
| 45 | 1 | 5030140 | FRONT COVER ASSY |
| 46 | 1 | 5030150 | CONTROL SIDE PLATE ASSY |
| 47 | 1 | 5030160 | FIXED HEATER MOUNT ASSY |
| 48 | 1 | 5030170 | HEATER MOUNT ASSY |
| 49 | 1 | 5031814 | REED SWITCH MOUNT |
| 50 | 1 | 5031814 | REED SWITCH MOUNT |
| 51 | 1 | 5032003 | TOP COVER |
| 52 | 1 | 5032005 | BACK COVER |
| 53 | 1 | 5032009* | BACK COVER 220V |
| 54 | 2 | 5032120 | GUIDE TAPE |
| 55 | 1 | 5035004 | SLIP LINER PAD |
| 56 | 1 | 5035005 | FRONT HANDLE |

*DENOTES 220V UNITS ONLY

OPERATION

- Set time to desired setting. For sublimation transfers this is typically 5-6 minutes.
- Take a mug (without a transfer attached), insert it into the machine and close the handle to test for adequate clamping pressure. Pressure is adjusted when the press handle is open by turning the adjustment wheel on the threaded toggle shaft. Pressure should be set so that it is firm for most applications. Once you are satisfied that you have firm pressure, remove the mug from the press.
- Center and tape the transfer to the mug, place into the mug press and close the handle.
- At the end of the time as set on the timer, you will hear a beeping sound alerting you that the set time has elapsed. You can now remove the mug from the machine and remove the transfer from the mug.
- NOTE:** To reset the timer and stop the beeper, the handle must be pulled back to the full open position.
- FOR SUBLIMATION TRANSFERS ONLY:** Once you have removed the transfer, dip the mug into a container of room temperature water to stop the sublimation process.

OPERATING TIPS

Consult with your transfer supplier for their recommendations. Optimum settings may vary depending upon the chemistry of the transfer paper and other variables. High altitude, different mugs, paper, and high humidity may require that the temperature, time or both be modified.

Some transfer papers as well as some mug coatings can leave a sticky residue on the silicone liner of the mug press. Over time this residue can build up, causing poor transferring or even sticking to the mug. It is recommended to use a PTFE coated sheet or sheet of paper between the silicone liner and transfer to eliminate the possibility of this problem occurring.

OPERATION

TRANSFER APPLICATION

1. Thoroughly clean the mug surface. Transfer time and temperature will vary depending on the type of printer and type of media (paper) you are using. Consult with your supplier of transfers for some general guidelines for the proper temperature and time settings. Do not be surprised however if you have to use slightly different settings than what the supplier of transfers gives you due to the variables. The transfer paper supplier may also be able to give you some recommendations of the particular brand or type of mug that works best with their transfers.

2. Attach a small piece of transparent or heat tape on each side of the transfer. Make sure the tape does not cover any color area of the print.

3. Position the print face toward the surface of the mug. Make sure the image is level. Keep the image at least 1 inch from the mug handle, and 1/2" or more away from the top or bottom edge of the mug, and generally centered top to bottom. Maximum transfer size on the press is 3-3/4" tall by 7-1/4" long.

4. Press the tape to the mug to hold one end of the print in place.

5. Gently pull the other end of the print to remove any slack and wrinkles. Then press the tape to hold the print in position. Again, make sure the tape does not cover any color area of the print.

NOTE: Fold a piece of tape 1/2" from the end over on itself. This will make for quick and easy removal of the taped on transfer.

6. If desired, use a thin high temperature resistant silicone foam or PTFE mug wrap to achieve a "smoother" appearing print. If using a wrap, be aware that some decrease in pressure and some increase in print time or temperature will be necessary to compensate for the wrap.

7. Place the mug in the press. Carefully center the mug handle in the opening. Make sure that your mug is also the right height in relation to the heater band so that all of the transfer area will be heated evenly.

OPERATION

CAUTION: TO AVOID BREAKING THE HANDLE ON THE MUG, MAKE SURE THE HANDLE IS CENTERED IN THE MUG PRESS.

8. When the timer sounds, open the press and remove the mug.
9. Peel off the paper starting at the top edge, pulling down towards the bottom of the picture.
10. FOR SUBLIMATION TRANSFERS ONLY: Once you have removed the transfer, dip the mug into a container of room temperature water to stop the sublimation process.

CAUTION: THE MUG IS EXTREMELY HOT AND COULD RESULT IN A SEVERE BURN. THE HOT MUG CAN ALSO MELT PLASTICS AND COUNTER TOPS. HANDLE WITH CARE.

REPAIRS

REPAIRS



• If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similar qualified persons in order to avoid a hazard.

• In the event of a failed fuse, the replacement must be a MDA-5 amp **slow burn** fuse for the 120v, or MDA-3 amp slow burn fuse for the 220v; standard 120v glass fuses will not work.

NOTE: Look for the MDA-5 (250v)/MDA-3 (250v) in **appliance stores.**

SHIPPING/RETURNS

SHIPPING OR RETURNS

NOTE: Save all of your shipping/packing materials.

DO NOT RISK COSTLY SHIPPING DAMAGE! SHIP ONLY IN ORIGINAL BOX.

1. Place the Mug Press on the original cardboard base and press it down into the cutout area until it is firmly seated all the way around. Lock the handle down and secure the power cord on top of the machine.
2. Use stretch film (Glad Wrap[™]) to wrap the Mug Press tightly to the cardboard base.