

All Metamark digital media is manufactured and packaged under stringent conditions, to ensure trouble-free printing, and it is important to follow a few basic rules when storing and handling media.

When the media roll is not being used, always store it either vertically, or suspended on the plastic packaging caps provided. If the roll is stored resting on its side, or left on the aluminium rollers on the back of the machine overnight, it can cause pressure marks, or 'media bruising', resulting in colour variations in the print and often confused with other banding problems.

Always keep the roll free from dust and contamination by using the polythene sleeve provided when it is not being used. Do not touch the film itself as oils from the skin will transfer to the media and may show as marks in the print. If the roll does get contaminated, cut off the outside layer before feeding into the machine to avoid this contamination transferring onto the printer.

Keep the roll out of direct sunlight. The roll must be at the correct temperature (+10°C to +30°C) before attempting to print, as the heater settings will not compensate for a roll stored in too cold conditions. Often, a roll will need to be used within hours of being delivered in, so be aware that it may still be cold from overnight storage at the courier company. If media is stored in damp conditions, moisture on the film can cause spots in the print, while moisture within the liner will cause it to ripple as it dries out, causing 'head strike'.

For further technical support email technical@metamark.co.uk or call +44 (0)1483 571111

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