imagine. print. create.

Edible Printing
Insights

edible
IMAGE SUPPLIES

SET UP AND TROUBLE SHOOTING GUIDE

Edible Printing System Warranty

All printing systems are benefitted by a 12-month warranty that commences on the date of purchase. Printing systems that are inspected and deemed faulty by us within the warranty period will be replaced. We reserve our rights to inspect and test the goods before confirming any fault or defect. Consumable products such as print heads and ink cartridges are excluded from this warranty.

This warranty does not cover damage that has occurred as a result of the purchaser's negligence or the product being incorrectly used or treated. The purchaser must use the equipment in accordance with the instructions provided (which includes completing a weekly test print). Further, this warranty does not apply where the purchaser has used inks not supplied from Edible Image Supplies or has not followed the correct printing procedure.

Your Edible Printing Details

Order Number:

Order Date:

Printer Model:

Ink Cartridge Model:

Contact us at admin@edibleimagesupplies.com.au
quoting your order number (above), if you have any questions.

Reorder your ink (cartridge model number above) at
www.edibleimagesupplies.com.au

Edible Image Holdings Pty Ltd
PO Box 472 New Lambton NSW 2305

📞 1300 303 348
✉ admin@edibleimagesupplies.com.au
🌐 edibleimagesupplies.com.au

STEP 1

Remove your printer very carefully from the box. The box also contains your icing sheets and edible ink cartridge set.

STEP 2

Follow the Canon 'Getting Started' instructions in the Canon booklet provided with the printer to set up, download the driver and connect the printer to the wifi.

– If any of the ink cartridges do not light up please contact us immediately.
– Use normal A4 paper for aligning the printhead
– A USB cable is not provided with the printer.

TIP

KEEP the orange plastic tabs that you remove from the edible ink and cleaning solution cartridges so they can be resealed.

TIP

The Use by Date for your edible ink is on the box. Please write this date down in a safe place.

STEP 3

Run a Nozzle Check print on normal A4 paper by going to Printer Properties then Maintenance. This will ensure all your edible inks are printing correctly. If the printed nozzle check doesn't look like the image on your screen, refer to the Troubleshooting section.

TIP

Do ALL your test printing on normal A4 paper.
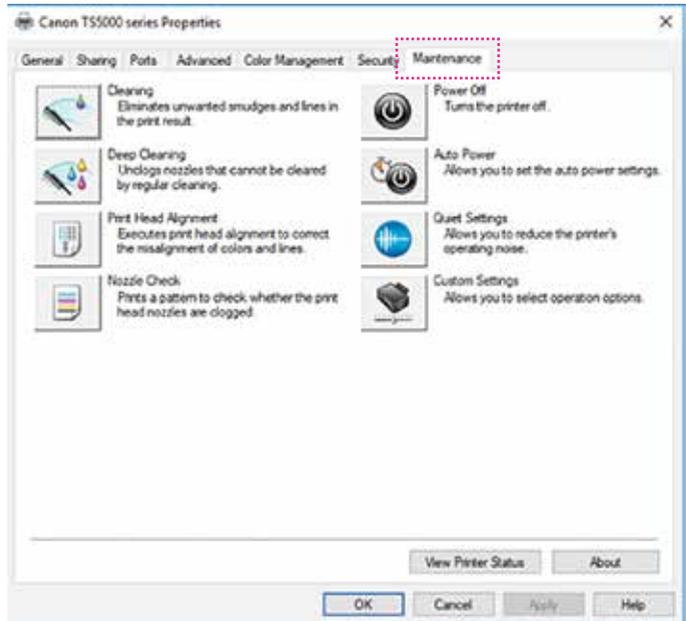
STEP 4

In Printer Preferences
set the printer settings
for edible printing.

Media Type – Plain Paper

Print Quality – Standard

Check the 'Always print with
current settings' option.

TIP

Do not select Photo
Paper or High Quality.
The icing sheet will
saturate with ink
resulting in a
dark image.
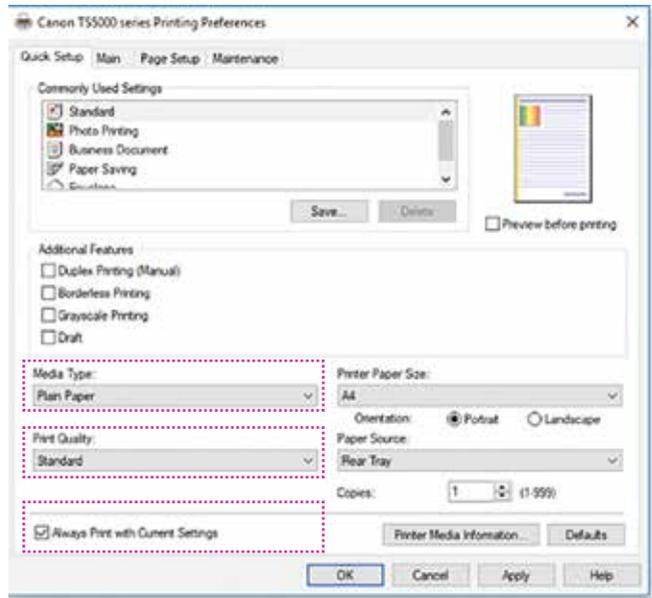
STEP 5

If your edible printing system purchase included a free 3 month trial of IcingArtist
Edible Printing Software, use the details received in your email to activate the
subscription at www.icingartist.com.au. If you have not received an email from
IcingArtist please contact us : admin@edibleimagesupplies.com.au.

STEP 6

Refer to your Edible Icing Sheet box for usage instructions and storage information.

STEP 7

Download your printer manual from the Canon website. Just like printing with normal
A4 paper your printer will occasionally give you coded errors. You will be able look
them up in the manual and follow the trouble shooting instructions.

A happy printer is a well maintained one. Regular maintenance will ensure you spend less time troubleshooting, when you have an urgent job to print! The times below may need to be shortened if you are a printing in high volumes e.g. > 10 prints per day.

DAILY:
Turn the printer on and off.

WEEKLY:
Run a test print through the printer using normal A4 paper. THIS IS A MUST! (to qualify for printer warranty)

FORTNIGHTLY:
Run a standard clean via software, remove cartridges and clean any excess ink in the print head chambers with a lint free cloth.

6 MONTHLY:
Clean the print head. The printer will indicate if a print head clean is required sooner than this. Visit https://www.edibleimagesupplies.com.au/faq for instructions.

ALWAYS:
Check to ensure your icing sheets are air tight in the foil zip-lock packet. Replace your ink cartridges if you have refilled them more than 4 times.

A NOTE ABOUT CLEANING SOLUTION CARTRIDGES

Our cleaning solution cartridges contain the same ingredients as our edible ink, without the colour. If you do not print edible images regularly, the cleaning solution cartridges can be placed in your printer and used for the daily power on and off, weekly test print and fortnightly clean.

Note: the weekly test print will be blank, the objective is to keep the liquid flowing through the print head to prevent blockages.

Leaving the printer idle with edible ink cartridges installed may result in a blocked print head. If you do get a blocked print head follow the instructions on the Blog, Edible Tips section on our website.

When you are ready to print edible images again, take out the cleaning solution cartridges, reseal them and replace with your edible ink cartridges.

A NOTE ABOUT PRINTING WITH EDIBLE INK.

It is important to remember that you are printing with edible ink, not regular ink and that you are printing on an edible icing sheet not regular paper.

Sometimes a perfect match between the image on the computer screen (RGB colour) and the printed edible image (CMYK colour) may not be achievable.

Starting with a high resolution image is important. If the image is poor quality to start with, it will not print perfectly, with edible ink on an icing sheet.

Ensure your print settings are: Media Type – Plain Paper, Print Quality – Standard.

If your edible image doesn't print as you expect, printing a Nozzle Check will confirm if you need to clean the print head.

If the Nozzle Check indicates the print head is fine, then adjust the colour settings in Printing Preferences. Select Main, Color /Intensity, Manual, Set. From here you adjust the colour flow; Intensity (vibrancy) and Contrast.
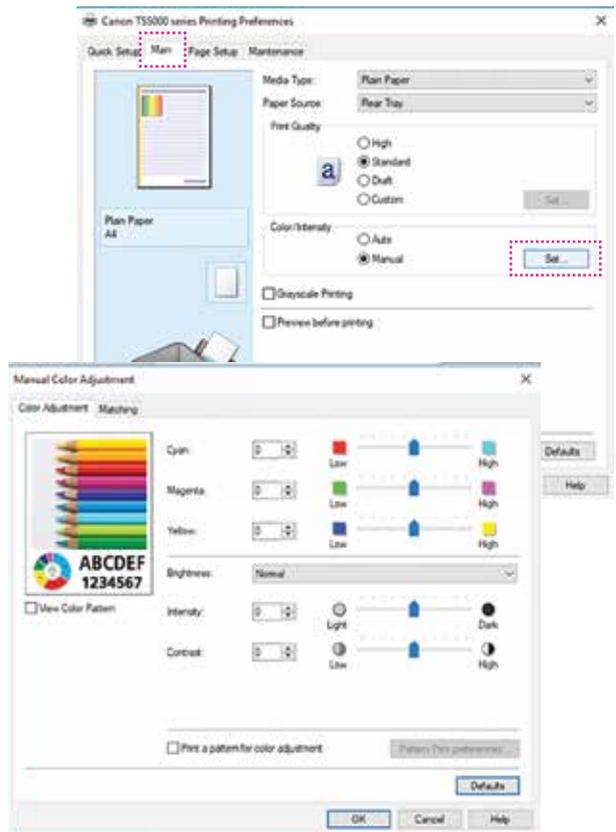
The printer is not recognising the ink cartridges.

1. Ensure you have clicked the cartridges properly into place.
2. Check the model number on the cartridge chip/s is the correct model cartridge for your printer.
3. Place the cartridge that doesn't light up, for example Magenta, into another colour slot, say Cyan and see if the light comes on.
   - No - the chip is faulty. If you have an old cartridge you can swap the chips over, if not please contact us.
   - Yes – insert a cartridge that does light up into the original colour slot, if it doesn't light up in that slot up you may have an issue with the printer connector pins.

The printhead is blocked!

The printer is not printing colours correctly.

The printer is not printing any image at all.

The printed image is too dark.

There are lines printed on my image that are not on the original image.

1. Ensure your print setting are: Media Type – Plain Paper, Print Quality – Standard.
2. Run a Nozzle Check print on normal A4 paper by going to Printer Properties then Maintenance.
3. In most instances the Nozzle Check will indicate that it is time to remove, soak and clean your printhead. Follow the instructions on the Blog, Edible Tips section on our website.
4. Printheads can block even on new printers, usually after they have been flooded with lots of ink.
5. Printheads also wear out over time, so, if after a couple of cleans the problem is not resolved, it may be time to replace the print head.

6. If you refill cartridges it may be time to purchase new ones. A cartridge that has been refilled too many times can display the same symptoms as a blocked print head.

The printer only prints an image partially or stops whilst printing.

1. This usually is related to a connectivity issue between the printer and your computer.
2. If using wireless, make sure the internet connection is strong. Otherwise connect the printer via a USB cable. Note a USB cable is not provided with your printing system.
3. If already connected via a USB cable ensure you have installed the correct printer driver for your operating system.

The printer won't feed the edible icing sheets.

1. If the printer won't feed the icing sheets in from one end, for example the icing sheet flush edge, turn the sheet around and feed from the plastic edge first. You will need to rotate your template before printing if using one.
2. This may indicate that the printer rollers need a clean. Depending on your printer this can be found in the Printer Maintenance menu or on the LCD display on your printer.
3. This may also indicate that your icing sheets are too cold, which can happen in winter. They need to be malleable to feed through the printer, so may need warming up to a comfortable room temperature first.

The printer has jammed the edible icing sheet.

1. Similar to a paper jam, open up the printer and ensure you have removed every last piece of icing from the inside the printer; have a good look around with a torch, remove the cartridges and the printhead. Even the tiniest piece of icing sheet remaining inside the printer will cause it to keep jamming.

2. To clear the printer error, reset the printer memory by turning it off and unplugging it from the power for at least 10 minutes.

3. Print a test page using A4 paper then try the edible icing sheet again. If it jams again try feeding it into the printer from the other end.

The printer stops just before the bottom of the image and prints over the same spot.

1. Run the Bottom Plate Cleaning function. Depending on your printer this can be found in the Printer Maintenance menu or on the LCD display on your printer.

2. Then run the Printhead Alignment.

3. You can also place post-it notes on either side of the icing sheet; flush with the edges and hanging over the end to give the printer the impression the icing sheet is a bit longer than it actually is. This really works!

The printer is indicating that the ink is low or empty even though there is still plenty of ink.

1. This is common after refilling the cartridges. Ensure you follow the instructions for refilling provided on our ink bottle boxes.

2. If the printer does not immediately recognise the refilled cartridge, turn it off and unplug it from the power for at least 10 minutes to reset the printer memory. You may need to do this a few times.

3. This may also indicate the chip on the cartridge may be dirty. Remove the cartridge and wipe the chip with a dry lint free cloth.

4. This may also indicate the connector pins located inside the printer carriage are dirty. Wipe the pins with a dry lint free cloth. The pins can be seen once you remove all cartridges.

The printed image has ink marks on it after printing.

1. Unplug the cartridges and clean any ink underneath them, inside the carriage, or around the print head with a dry lint free cloth.

2. By using a small cleaning swab or cotton bud, locate where the print marks are on the sheet then clean the corresponding mini white rollers inside the front output tray of the printer. They are located on the ceiling of the output tray and make contact with the icing sheet as it passes through.

After printing the edible icing sheet has track marks or tiny puncture marks.

1. Select the 'Prevent paper abrasion' option in Maintenance, Custom Settings to widen the clearance between the print head and the edible icing sheet. This prevents the pins from rolling onto the icing sheet so closely.

2. Use the wooden dowel method which physically lifts the entire front output tray ceiling so that lines are avoided. Follow the instructions on the blog section of our website.

Do you have a question that is not covered here?

Contact us at admin@edibleimagesupplies.com.au quoting your order number.