

HopeDez Buyers Lab™

# THE PRINT MAY BE PERFECT. THE JOURNEY STILL MATTERS.

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## DTF Seller Verification Workbook

Maintenance, Environment, Support, Warranty.  
Real Costs.



LOOK BEYOND  
THE DEMONSTRATION  
Verify What Ownership Entails.



Choose the path your business can support

Publication No. 002

## SECTION 1: USING THIS WORKBOOK

### A DEMONSTRATION IS A STARTING POINT—NOT AN OWNERSHIP PLAN.

A successful demonstration shows what the equipment can produce under prepared conditions. It does not explain what your business will experience after delivery.

#### WHAT THE DEMONSTRATION CAN SHOW

- ✗ Finished print quality
- ✗ Production speed under current conditions
- ✗ Available features and workflow steps
- ✗ What the equipment can produce with experienced support nearby

#### WHAT YOU STILL NEED TO VERIFY

- ✗ Daily, weekly, and idle-time procedures
- ✗ Environmental and workspace requirements
- ✗ Training, service, and response times
- ✗ Warranty limits and owner responsibilities
- ✗ Consumable, maintenance, and replacement costs

### USE THE WORKBOOK IN FOUR STEPS

#### ASK

Use the prepared questions during the demonstration or seller consultation.

#### RECORD

Write the seller's answer. Do not rely on memory or general impressions.

#### REQUEST

Ask for procedures, warranty terms, costs, and support commitments in writing.

#### COMPARE

Evaluate every seller using the same operating and ownership questions.

### ANSWER QUALITY

#### (D) DOCUMENTED

The answer is supported by written procedures, warranty language, specifications, or current pricing.

#### (C) CLEAR

The seller explains what the owner must do, when it must be done, and what happens when problems occur.

#### (V) VAGUE

The answer depends on phrases such as "automatic," "low maintenance," "normally," or "support will handle it."

#### (U) UNRESOLVED

The seller cannot provide a specific answer or supporting documentation.

### CORE REALITY

A perfect show-floor print proves capability under demonstration conditions. Verification begins with what happens after the printer arrives.

## SHOW-FLOOR SELLER CHECK

### SELLER A - SHOULD I VISIT AGAIN?

Use this page after every booth visit to this same SELLER.

Planned buying date:

Seller / Booth

VISITS

☐

1

☐

2

☐

3

Printer / Setup

Seller Contact

#### QUICK ANSWER KEY

Y — Yes

? — Ask Again

N — No

(Check only one box)

#### WHAT DID THIS SELLER EXPLAIN?

|                                 | Y                        | ?                        | N                        |
|---------------------------------|--------------------------|--------------------------|--------------------------|
| 1. Demo matches offer           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Daily care explained         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Time-away care explained     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Good nozzle check shown      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Room and power needs         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Supplies and software        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Training and support         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Warranty and repair costs    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Full price and ongoing costs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Written proof offered       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

#### I STILL NEED:

☐ My file printed

☐ Daily care plan

☐ Room requirements

☐ Support contact

☐ Full price in writing

☐ White-ink routine

☐ Warranty in writing

☐ Airflow needs

VISIT THIS SELLER AGAIN?

☐

Y

☐

?

☐

N

FIRST STOP:

**DO NOT BUY YET IF AN IMPORTANT ANSWER IS ? OR N.**

Tap to continue



**NEXT SELLER**



Tap to continue

## SHOW-FLOOR SELLER CHECK

### SELLER B - SHOULD I VISIT AGAIN?

Use this page after every booth visit to this same SELLER.

Planned buying date:

Seller / Booth

VISITS

☐

1

☐

2

☐

3

Printer / Setup

Seller Contact

#### QUICK ANSWER KEY

Y — Yes

? — Ask Again

N — No

(Check only one box)

#### WHAT DID THIS SELLER EXPLAIN?

1. Demo matches offer

☐☐☐

2. Daily care explained

☐☐☐

3. Time-away care explained

☐☐☐

4. Good nozzle check shown

☐☐☐

5. Room and power needs

☐☐☐

6. Supplies and software

☐☐☐

7. Training and support

☐☐☐

8. Warranty and repair costs

☐☐☐

9. Full price and ongoing costs

☐☐☐

10. Written proof offered

☐☐☐

#### I STILL NEED:

☐ My file printed

☐ Full price in writing

☐ Daily care plan

☐ White-ink routine

☐ Room requirements

☐ Warranty in writing

☐ Support contact

☐ Airflow needs

VISIT THIS SELLER AGAIN?

☐

Y

☐

?

☐

N

FIRST STOP:

**DO NOT BUY YET IF AN IMPORTANT ANSWER IS ? OR N.**

Tap to continue



**NEXT SELLER**



Tap to continue

## SHOW-FLOOR SELLER CHECK

### SELLER C - SHOULD I VISIT AGAIN?

Use this page after every booth visit to this same SELLER.

Planned buying date:

Seller / Booth

VISITS

☐ 1☐ 2☐ 3

Printer / Setup

Seller Contact

#### QUICK ANSWER KEY

Y — Yes

? — Ask Again

N — No

(Check only one box)

#### WHAT DID THIS SELLER EXPLAIN?

|                                 | Y                        | ?                        | N                        |
|---------------------------------|--------------------------|--------------------------|--------------------------|
| 1. Demo matches offer           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Daily care explained         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Time-away care explained     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Good nozzle check shown      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Room and power needs         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Supplies and software        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Training and support         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Warranty and repair costs    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Full price and ongoing costs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Written proof offered       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

#### I STILL NEED:

☐ My file printed

☐ Daily care plan

☐ Room requirements

☐ Support contact

☐ Full price in writing

☐ White-ink routine

☐ Warranty in writing

☐ Airflow needs

VISIT THIS SELLER AGAIN?

☐ Y☐ ?☐ N

FIRST STOP:

**DO NOT BUY YET IF AN IMPORTANT ANSWER IS ? OR N.**

Tap to continue



**NEXT SELLER**



Tap to continue

## SHOW-FLOOR SELLER CHECK

### SELLER D - SHOULD I VISIT AGAIN?

Use this page after every booth visit to this same SELLER.

Planned buying date:

Seller / Booth

VISITS

☐ 1☐ 2☐ 3

Printer / Setup

Seller Contact

#### QUICK ANSWER KEY

Y — Yes

? — Ask Again

N — No

(Check only one box)

#### WHAT DID THIS SELLER EXPLAIN?

|                                 | Y                        | ?                        | N                        |
|---------------------------------|--------------------------|--------------------------|--------------------------|
| 1. Demo matches offer           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Daily care explained         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Time-away care explained     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Good nozzle check shown      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Room and power needs         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Supplies and software        | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Training and support         | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Warranty and repair costs    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Full price and ongoing costs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Written proof offered       | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

#### I STILL NEED:

☐ My file printed

☐ Daily care plan

☐ Room requirements

☐ Support contact

☐ Full price in writing

☐ White-ink routine

☐ Warranty in writing

☐ Airflow needs

VISIT THIS SELLER AGAIN?

☐ Y☐ ?☐ N

FIRST STOP:

**DO NOT BUY YET IF AN IMPORTANT ANSWER IS ? OR N.**

Tap to continue



**NEXT SECTION**



Tap to continue

## SECTION 2: SELLER AND EQUIPMENT RECORD

### IDENTIFY THE EXACT SYSTEM BEING EVALUATED.

A model name alone does not define the installed configuration, support package, or total price.

#### SELLER RECORD

Seller/Company: \_\_\_\_\_

Representative: \_\_\_\_\_

Email: \_\_\_\_\_

Phone: \_\_\_\_\_ ☐ Cell ☐ Office

Show Date: \_\_\_\_\_ Follow-up: \_\_\_\_\_

Event: \_\_\_\_\_

Location: \_\_\_\_\_

#### SYSTEM BEING QUOTED

Manufacturer: \_\_\_\_\_

Model: \_\_\_\_\_

Max. Print Width: \_\_\_\_\_

Printhead Model: \_\_\_\_\_ # of Heads: \_\_\_\_\_

RIP / Color Profile: \_\_\_\_\_

White-ink System:

☐ Circulation

☐ Agitation

☐ Both

☐ Unknown

#### CONFIGURATION INCLUDED

- ☐ Printer Only ☐ Powder Applicator
- ☐ Cure Oven ☐ Shaker ☐ Heat press
- ☐ Computer ☐ RIP Software
- ☐ Ink, film, powder, and cleaning supplies
- ☐ Installation ☐ Operator Training
- ☐ Support: ☐ Live ☐ Written ☐ Video
- ☐ Other \_\_\_\_\_

#### DEMONSTRATION RECORD

**Was the demonstrated system the same configuration being quoted?**

☐ Yes ☐ No ☐ Not Confirmed

**Who operated the system?**

☐ Seller Rep ☐ Manufacturer Rep

☐ Experienced Tech ☐ Buyer

**The demonstration included:**

- ☐ Startup process ☐ Nozzle check
- ☐ White-ink verification ☐ RIP settings
- ☐ Artwork prep ☐ Powder application
- ☐ Curing ☐ Transfer ☐ Shutdown process

#### BUYER STANDARD

Record what is included, what remains optional, and what must be purchased separately.

## SECTION 2: SELLER AND EQUIPMENT RECORD - *CONTINUED*

### IDENTIFY THE EXACT SYSTEM BEING EVALUATED.

A model name alone does not define the installed configuration, support package, or total price.

#### DOCUMENTS RECEIVED

- ☐ Written Quote   ☐ Equipment Specifications
- ☐ Workspace and environmental requirements
- ☐ Operating and maintenance procedures
- ☐ Warranty terms and exclusions   ☐ Training description
- ☐ Support and escalation process   ☐ Approved consumables list
- ☐ Current Safety Data Sheets   ☐ Replacement-part and service pricing

#### QUOTE RECORD

Equipment / Bundle Price: \$ \_\_\_\_\_

Shipping: \$ \_\_\_\_\_

Installation: \$ \_\_\_\_\_

Training: \$ \_\_\_\_\_

Estimated Tax: \$ \_\_\_\_\_

Other Initial Costs: \$ \_\_\_\_\_

Estimated Installed Total: \$ \_\_\_\_\_

Quote Expiration Date: \_\_\_\_\_

#### CORE REALITY

Every answer in this workbook applies only to the exact configuration identified above.

## SECTION 3: WHITE INK AND DAILY MAINTENANCE

### MAKE THE SELLER DEFINE AN ORDINARY OPERATING DAY.

A white-ink feature does not replace the operator's responsibility to verify print readiness.

#### WHITE-INK SYSTEM

How does the system keep white ink in motion?

- ☐ Ink Circulation    ☐ Tank Agitation    ☐ Cartridge agitation  
☐ Scheduled automatic cycles    ☐ Other \_\_\_\_\_  
☐ Not clearly explained

Which components are circulated or agitated?

\_\_\_\_\_

What happens to the white ink while the printer is powered off?

\_\_\_\_\_

#### PRODUCTION-DAY ROUTINE

##### BEFORE PRODUCTION

Required Checks and Procedures

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Estimated operator time: \_\_\_\_\_ minutes

When should production stop? \_\_\_\_\_

\_\_\_\_\_

##### DURING PRODUCTION

What must the operator monitor?

- ☐ Nozzle Condition    ☐ White Opacity  
☐ Banding or ink starvation  
☐ Temperature and humidity  
☐ Ink and waste levels  
☐ Other \_\_\_\_\_

##### SELLER STANDARD

The seller should explain each required task, its frequency, the time involved, and who performs it.

## SECTION 3: WHITE INK AND DAILY MAINTENANCE - *CONTINUED*

### MAKE THE SELLER DEFINE AN ORDINARY OPERATING DAY.

A white-ink feature does not replace the operator's responsibility to verify print readiness.

#### PRODUCTION-DAY ROUTINE — CONTINUED

##### END OF DAY

##### Required Shutdown and Cleaning Procedures

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Estimated operator time:  minutes

#### MAINTENANCE RESPONSIBILITY

##### Owner-Performed Tasks:

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##### Seller- or Technician-Performed Tasks:

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#### PROCEDURE EVIDENCE

- ☐ Demonstrated    ☐ Maintenance Schedule Received    ☐ Supplies and Tools Identified  
☐ Written Procedure Received    ☐ Training Video Provided    ☐ Not Yet Documented

#### CORE REALITY

Automation may move ink or run cleaning cycles. The operator must still verify that the system is ready to print.

## SECTION 4: NOZZLE CHECK AND PRODUCTION RECOVERY

### MAKE "PRINT READY" A DOCUMENTED STANDARD.

A nozzle check is a production-permission test—not a disposable piece of film.

#### PRODUCTION-READY STANDARD

Ask the seller to produce and explain an acceptable nozzle check.

What does a production-ready pattern look like for this printer?

Is any nozzle dropout acceptable?

☐ No ☐ Yes—within a documented limit ☐ Not Clearly Explained

If yes, what is the acceptable limit?

Does the standard differ between white and color channels?

☐ Yes ☐ No ☐ Not Confirmed

Seller's Explanation:

#### IDENTIFYING OUTPUT PROBLEMS

The Seller Demonstrated How to Recognize:

- ☐ Missing Nozzles ☐ Deflected Nozzles  
☐ Ink Starvation ☐ Banding  
☐ Weak or Inconsistent White  
☐ Cross-channel Contamination  
☐ Other

What conditions require production to stop:

#### HEALTHY BASELINE RECORD

- ☐ Printed Sample Attached  
☐ Photograph Saved  
☐ Seller documentation received  
☐ Baseline not provided

Date Produced:

Printer Model:

Time Since Previous Print:

Temp:  °F / °C Humidity:  %RH

## SECTION 4: NOZZLE CHECK AND PRODUCTION RECOVERY - *CONTINUED*

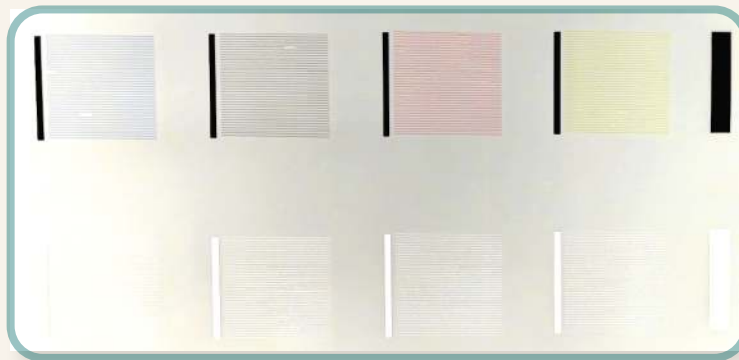
### MAKE "PRINT READY" A DOCUMENTED STANDARD.

A nozzle check is a production-permission test—not a disposable piece of film.

#### PERMISSION TO PRODUCE

### PROCEED

The nozzle check meets the seller's documented production standard and the printer's established healthy baseline.



### STOP

The pattern shows unexplained dropout, deflection, starvation, weak white, contamination, or another unresolved change.



#### SELLER STANDARD

The seller should define an acceptable pattern, allowable limits, and the conditions that require corrective action.

### CORE REALITY

If the nozzle check is not production-ready, customer work is not the next test.

## SECTION 4: NOZZLE CHECK AND PRODUCTION RECOVERY - *CONTINUED*

### VERIFY THE RECOVERY PATH BEFORE YOU NEED IT.

A failed nozzle check should trigger an approved sequence—not repeated cleaning by guesswork.

#### THE DOCUMENTED RECOVERY PATH

##### 1. RECORD

- ☐ Save or photograph the failed nozzle check.
- ☐ Record temperature, humidity, idle time, and recent changes.

##### 3. CORRECT

- ☐ Perform only the approved recovery action.
- ☐ Observe any required wait time before running another nozzle check.

##### 2. VERIFY

- ☐ Confirm ink condition and the approved circulation or agitation routine.
- ☐ Check consumables, storage conditions, and manufacturer-approved service areas.

##### 4. DECIDE

- ☐ Compare the new pattern with the documented healthy baseline.
- ☐ Proceed only when the production-ready standard has been restored.

#### SELLER-DEFINED LIMITS

Maximum operator cleaning cycles before stopping:

Required waiting time between recovery attempts:

Is wet capping:

- ☐ Required ☐ Optional ☐ Prohibited  
☐ Not clearly defined

Which conditions require immediate support?

#### SUPPORT AND ESCALATION

Primary support contact

Phone / Email

Support hours

Expected response time:

- ☐ Remote diagnostics available
- ☐ Photographs or nozzle checks required
- ☐ Recovery procedure received in writing
- ☐ Warranty effect clearly explained

#### OPERATOR STANDARD

The operator knows what may be attempted, when to stop, and who must take over.

#### CORE REALITY

Recovery is complete only when the nozzle check returns to the documented standard.

## SECTION 5: ENVIRONMENT AND WORKSPACE

### DEFINE THE OPERATING ENVIRONMENT BEFORE DELIVERY.

The room must remain within the approved range during production, idle time, and overnight.

#### DOCUMENTED OPERATING ENVELOPE

##### Production Temperature

Minimum: \_\_\_\_\_ °F / °C Preferred: \_\_\_\_\_ °F / °C Maximum: \_\_\_\_\_ °F / °C

##### Production Humidity

Minimum: \_\_\_\_\_ %RH Preferred: \_\_\_\_\_ %RH Maximum: \_\_\_\_\_ %RH

Do idle or overnight limits differ?

☐ Yes ☐ No ☐ Not clearly explained

If yes, document the limits: \_\_\_\_\_

Specification source:

☐ Equipment Manual ☐ Warranty Terms ☐ Written Seller Guidance ☐ Not Provided

#### MONITORING REQUIREMENTS

How are conditions measured?

☐ Built-in Sensor ☐ External Hygrometer  
☐ Both ☐ Not Specified

Required hygrometer location: \_\_\_\_\_

Recommended calibration interval: \_\_\_\_\_

#### AIRFLOW AND OFF-HOURS CONTROL

Is direct AC, heater, or fan airflow prohibited?

☐ Yes ☐ No ☐ Not Explained

The approved HVAC schedule is:

☐ Production Hours Only ☐ Continuous

☐ Maintain Stated Limits

#### ENVIRONMENT EVIDENCE

☐ Operating Ranges Received ☐ Monitoring Tools Identified ☐ Placement Approved  
☐ Off-Hours Confirmed ☐ Out-of-Range Action Plan ☐ Not Yet Documented

#### SELLER STANDARD

The seller defines the operating range, measurement location, off-hours requirements, and support consequences in writing.

#### CORE REALITY

If the room leaves the approved range, the printer has left its approved operating condition.

## SECTION 5: ENVIRONMENT AND WORKSPACE - *CONTINUED*

### VERIFY THE COMPLETE PRODUCTION FOOTPRINT.

The printer is only one part of the required space, power, ventilation, and service access.

#### DOCUMENTED PRODUCTION FOOTPRINT

##### Required Workflow Stations

- ☐ Printer ☐ Powder / Cure ☐ Heat Press ☐ Computer / RIP  
☐ Finishing ☐ Consumable Storage ☐ Maintenance Area

##### Complete Operating Footprint:

Width:  Depth:  Height:

Required equipment clearance:

Front:  Rear:  Left:  Right:

#### UTILITIES AND CONNECTIONS

##### Electrical requirements have been received for:

- ☐ Printer ☐ Powder / Cure ☐ Heat Press ☐ Computer / RIP ☐ Other

Dedicated circuits required:

Printer voltage / amperage:

Powder-curing voltage / amperage:

Heat-press voltage / amperage:

##### Network connection:

- ☐ Wired ☐ Wi-Fi ☐ Either ☐ Not Required ☐ Not Explained

##### Ventilation requirement:

- ☐ Room Ventilation ☐ Local Extraction ☐ External Venting  
☐ None Specified ☐ Not Explained

#### SELLER STANDARD

The seller defines the complete footprint, utility loads, delivery requirements, and service clearances before installation.

## SECTION 5: ENVIRONMENT AND WORKSPACE - *CONCLUSION*

### VERIFY THE COMPLETE PRODUCTION FOOTPRINT.

The printer is only one part of the required space, power, ventilation, and service access.

#### DELIVERY AND SERVICE ACCESS

##### Largest shipping piece:

Width:  Depth:  Height:  Weight:

##### Has the complete delivery path been reviewed?

☐ Yes ☐ No ☐ Not Confirmed

##### Delivery considerations:

☐ Doorways ☐ Stairs ☐ Elevator ☐ Liftgate ☐ Floor Protection

##### Who uncrates, positions, and assembles the equipment?

☐ Salesman ☐ Technician ☐ Delivery Person ☐ Self ☐ Other

##### Can required service areas remain accessible after installation?

☐ Yes ☐ No ☐ Not Confirmed

#### SITE-READINESS EVIDENCE

☐ Layout Approved ☐ Electrical Confirmed ☐ Ventilation Confirmed  
☐ Delivery Path Approved ☐ Service Access Preserved ☐ Not Yet Documented

#### NOTES, OBSERVATIONS, UNRESOLVED ISSUES:

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#### CORE REALITY

A printer that fits without its workflow does not fit the business.

## SECTION 6: CONSUMABLES AND COMPATIBILITY

### VERIFY THE MATERIAL SYSTEM BEFORE YOU DEPEND ON IT.

Supplies, storage limits, and substitutions affect output, support, and warranty coverage.

#### APPROVED CONSUMABLE SYSTEM

| MATERIAL             | APPROVED PRODUCT/BRAND | SKU / PART NO. | SELLER SOURCE |
|----------------------|------------------------|----------------|---------------|
| White Ink            |                        |                |               |
| CMYK Ink             |                        |                |               |
| Transfer Film        |                        |                |               |
| Adhesive Powder      |                        |                |               |
| Cleaner / Flush      |                        |                |               |
| Maintenance Supplies |                        |                |               |

#### STORAGE AND SHELF-LIFE LIMITS

Approved storage temperature:

Minimum:  °F / °C    Maximum:  °F / °C

Approved storage humidity:

Minimum:  %RH    Maximum:  %RH

Shelf-life limits received for:

☐ Ink   ☐ Film   ☐ Powder   ☐ Cleaning Fluids

Opened-container limits received:

☐ Yes   ☐ No   ☐ Not Clearly Defined

Lot and expiration tracking required:

☐ Yes   ☐ No   ☐ Not Explained

Material-specific exceptions:

## SECTION 6: CONSUMABLES AND COMPATIBILITY - *CONTINUED*

### VERIFY AVAILABILITY BEFORE PRODUCTION DEPENDS ON IT.

Compatibility protects output. Supply continuity protects the business.

#### SUBSTITUTION AND SUPPORT EFFECTS

Are third-party consumables permitted?

☐ Yes ☐ No ☐ With Written Approval ☐ Not Explained

Which materials may be substituted?

☐ Ink ☐ Film ☐ Powder ☐ Cleaning Fluids ☐ None

A substitution may affect:

☐ Print Quality ☐ Color Profiles  
☐ Equipment Warranty ☐ Technical Support  
☐ Printhead Coverage ☐ Not Explained

Written substitution policy received?

☐ Yes ☐ No ☐ Not Available

Seller-approved alternatives:

#### AVAILABILITY AND LEAD TIME

Regularly stocked supplies:

☐ Ink ☐ Film ☐ Powder ☐ Cleaning Fluids  
☐ Maintenance Supplies ☐ Not Confirmed

Normal order lead time: \_\_\_\_\_

Back-order expectation: \_\_\_\_\_

Minimum order requirement: \_\_\_\_\_

Emergency or alternate source: \_\_\_\_\_

#### SUPPLY-INTERRUPTION PLAN

If an approved product becomes unavailable:

☐ Seller Provides Substitute  
☐ Alternative Source Approved  
☐ Production Must Wait  
☐ No Procedure Defined

Seller-recommended minimum stock:

Ink: \_\_\_\_\_ Film: \_\_\_\_\_ Powder: \_\_\_\_\_ Cleaner: \_\_\_\_\_

#### SUPPLY-CONTINUITY EVIDENCE

☐ Written Policy ☐ Approved Alternatives ☐ Lead Times  
☐ Domestic Stock ☐ Emergency Source ☐ Not Documented

#### SELLER STANDARD

The seller documents approved substitutions, lead times, and supply-interruption procedures.

#### CORE REALITY

A printer without compatible supplies is idle equipment.

## SECTION 7: SOFTWARE AND COLOR WORKFLOW

### VERIFY THE CORE SOFTWARE BEFORE PRODUCTION DEPENDS ON IT.

The printer, RIP, computer, profiles, and license must function as one supported system.

#### DOCUMENTED RIP AND LICENSE

RIP product / edition: \_\_\_\_\_

Version: \_\_\_\_\_ License registered to: \_\_\_\_\_

Included with the equipment purchase:

☐ Yes ☐ No ☐ Trial Only ☐ Not Explained

License structure:

☐ Perpetual ☐ Subscription ☐ Device-Locked ☐ Cloud-Based ☐ Not Explained

Number of user seats: \_\_\_\_\_ Number of printers permitted: \_\_\_\_\_

Renewal or subscription cost: \$ \_\_\_\_\_ per \_\_\_\_\_

Updates are:

☐ Included ☐ Paid ☐ Included for a Limited Term ☐ Not Explained

Can the license move to a replacement computer?

☐ Yes ☐ No ☐ With Approval ☐ Not Explained

#### COMPUTER AND INSTALLATION

Computer included?

☐ Yes ☐ No ☐ Not Explained

Supported OS / version: \_\_\_\_\_

Minimum requirements:

Processor: \_\_\_\_\_ RAM: \_\_\_\_\_ Storage: \_\_\_\_\_

Required connection:

☐ USB ☐ Ethernet ☐ Wi-Fi ☐ Internet

☐ Not Explained

#### SOFTWARE SUPPORT RESPONSIBILITY

First support contact \_\_\_\_\_

Support is provided by:

☐ Seller ☐ RIP Co. ☐ Mfr. ☐ Unknown

Support hours: \_\_\_\_\_ Response time: \_\_\_\_\_

Remote assistance included?

☐ Yes ☐ No ☐ Additional Cost

☐ Not Explained

#### SELLER STANDARD

The seller documents software ownership, system requirements, recurring costs, and support responsibility.

#### CORE REALITY

A printer cannot produce when its software path is unsupported.

## SECTION 7: SOFTWARE AND COLOR WORKFLOW - *CONTINUED*

### VERIFY THE OUTPUT WITH YOUR FILES—NOT ONLY THE DEMO ART.

A successful sample must prove the file, profile, white underbase, transfer, and finished product.

#### PROFILE AND PRESET RECORD

Profile / RIP preset name: \_\_\_\_\_

Created for printer model: \_\_\_\_\_ Creation Date: \_\_\_\_\_

##### Matched profile consumables:

Ink \_\_\_\_\_ Film \_\_\_\_\_ Powder \_\_\_\_\_

Print mode / Resolution \_\_\_\_\_

##### White-underbase control:

☐ Profile-controlled ☐ Automatic ☐ User-adjusted ☐ Not Explained

##### Profile is supplied by:

☐ Seller ☐ RIP Provider ☐ Manufacturer ☐ Not Explained

##### Custom-profile availability:

☐ Included ☐ Additional Cost ☐ Not Offered ☐ Not Explained

##### Can the working preset be exported and backed up?

☐ Yes ☐ No ☐ Not Explained

#### BUYER-FILE TEST

Test artwork supplied by:

☐ Buyer ☐ Seller ☐ Both ☐ Not Tested

Test includes:

☐ Photographic ☐ Spot Color ☐ Gradients

☐ Fine Line ☐ Transparency ☐ Small Text

Color reference used:

☐ Target Sample ☐ Brand Clr ☐ Screen Only

Result: ☐ Pass ☐ Adjusted ☐ Fail ☐ Not Tested

#### CORRECTION RESPONSIBILITY

First support contact \_\_\_\_\_

Profile correction performed by:

☐ Seller ☐ RIP Co. ☐ Mfr. ☐ Buyer

Corrected profile or preset retained?

☐ Yes ☐ No ☐ Additional Cost

☐ Not Explained

Additional profile charges: \$ \_\_\_\_\_

☐ Single ☐ Multiple ☐ Bundle

#### SELLER STANDARD

The seller tests representative buyer artwork and preserves the verified production settings.

#### CORE REALITY

Demo output proves possibility. Repeatable settings prove production readiness.

## SECTION 8: TRAINING AND OPERATIONAL SUPPORT

### VERIFY TRAINING BEFORE THE FIRST PRODUCTION DAY.

Training must cover the complete workflow—not only printer operation.

#### TRAINING RECORD

##### Format:

☐ On-site ☐ Remote ☐ Video ☐ Written ☐ Mixed

##### Trainer:

☐ Seller ☐ Mfr. ☐ Third Party ☐ Not Defined

Included sessions:  Total hours:

##### Training occurs:

☐ Pre-Delivery ☐ At Installation ☐ After Installation ☐ On Demand

Expiration date:

Additional Cost: \$

#### WORKFLOW COVERAGE

|                                             |                                         |                                          |
|---------------------------------------------|-----------------------------------------|------------------------------------------|
| <input type="checkbox"/> Artwork Prep       | <input type="checkbox"/> RIP / Profiles | <input type="checkbox"/> White Underbase |
| <input type="checkbox"/> Startup / Shutdown | <input type="checkbox"/> Nozzle Checks  | <input type="checkbox"/> Print Settings  |
| <input type="checkbox"/> Powder / Cure      | <input type="checkbox"/> Press / Peel   | <input type="checkbox"/> Idle Procedures |
| <input type="checkbox"/> Recovery Limits    | <input type="checkbox"/> Environment    | <input type="checkbox"/> Safety / Waste  |

#### OPERATOR VERIFICATION

##### Buyer file used?

☐ Yes ☐ No ☐ Seller Demo Only

##### Finished sample produced:

☐ Yes ☐ No ☐ Not Tested

##### Operator ran the full workflow?

☐ Yes ☐ With Help ☐ No ☐ Not Tested

##### Procedures received?

☐ Written ☐ Video ☐ Both ☐ Not Received

#### SELLER STANDARD

The seller teaches the complete workflow and confirms the operator can repeat it.

#### CORE REALITY

Watching the workflow is not the same as operating it.

## SECTION 8: TRAINING AND OPERATIONAL SUPPORT - *CONTINUED*

### VERIFY THE SUPPORT PATH BEFORE PRODUCTION NEEDS IT.

Support must be defined before a stopped printer becomes a customer problem.

#### DOCUMENTED SUPPORT SEQUENCE

##### 1. PREPARE

- ☐ Record the model, serial number, symptoms, error codes, and recent changes.
- ☐ Gather requested photographs, nozzle checks, files, or logs.

##### 3. RESPOND

- ☐ Follow only authorized diagnostic or corrective steps.
- ☐ Record every action and result.

##### 2. SUBMIT

- ☐ Use the seller's approved contact or case portal.
- ☐ Record the case number, contact, date, and time.

##### 4. ESCALATE

- ☐ Escalate when the stated response or attempt limit is reached.
- ☐ Do not continue unsupported repair or repeated cleaning.

#### SUPPORT TERMS

General support contact:

Phone / Email:

Case portal:

Support days:  Time zone:

Response target:

Routine:  Production stopped:

After-hours support:

☐ Included ☐ Paid ☐ None ☐ Not Defined

#### SERVICE AND ESCALATION

First support level:

☐ Seller ☐ Mfr. ☐ RIP Co. ☐ Other

Escalates after:  hours /  attempts

Next level contact:

Owner may perform:

☐ Routine Care ☐ Approved Parts

☐ Remote-Guided Work ☐ None

Technician required for:

#### SUPPORT EVIDENCE

☐ Contact List ☐ Support Hours ☐ Response Targets

☐ Escalation Path ☐ Service Limits ☐ Not Documented

#### SELLER STANDARD

The seller documents support contacts, response targets, escalation steps, and service boundaries.

#### CORE REALITY

Support is a process—not a phone number.

## SECTION 9: WARRANTY AND SERVICE

### VERIFY THE WARRANTY BEFORE YOU NEED IT.

Coverage, exclusions, claim duties, and owner costs must be clear before purchase.

#### DOCUMENTED WARRANTY TERMS

Warranty provider:  Written terms received? ☐ Yes ☐ No

Warranty term:  ☐ Months ☐ Years

Coverage begins at:

☐ Invoice ☐ Delivery ☐ Installation ☐ Training ☐ Not Explained

Registration required?

☐ Yes ☐ No ☐ Not Explained

Deadline:

Primary service location:

☐ On-site ☐ Seller Depot ☐ Ship-in ☐ Not Explained

#### WHAT IS ACTUALLY COVERED?

COVERED | LIMITED | EXCLUDED | NOT CLEAR

|                                 |                          |                          |                          |                          |
|---------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Printer hardware                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Printhead(s)                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| White-ink system                | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Powder / curing unit            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Included computer / accessories | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Printhead coverage period:

☐ d ☐ mo ☐ yrs

Coverage based on:

☐ Time ☐ Ink use ☐ Per Case  
☐ Print Count ☐ Not Defined

Clogs or ink starvation are:

☐ Covered ☐ Excluded  
☐ Case-by-Case ☐ Not Defined

Printhead replacement estimate:

Part: \$  Labor: \$

Required to preserve coverage:

☐ Approved Consumables ☐ Maintenance Records  
☐ Environment Records ☐ Photos / Nozzle Checks  
☐ Prior Authorization ☐ Not Documented

#### SELLER STANDARD

The seller provides the warranty, exclusions, claim steps, and owner costs in writing.

#### CORE REALITY

A warranty is useful only when the owner can prove what it covers.

## SECTION 9: WARRANTY AND SERVICE - *CONTINUED*

### VERIFY THE REPAIR PATH BEFORE THE PRINTER STOPS.

A warranty does not prevent downtime. The service process determines how long it lasts.

#### DOCUMENTED SERVICE PATH

First service contact: \_\_\_\_\_

Claim submitted by: ☐ Buyer ☐ Seller ☐ Either ☐ Not Explained

Claim method: ☐ Phone ☐ Email ☐ Portal ☐ Not Explained

Diagnosis performed by:

☐ Seller ☐ Manufacturer ☐ Authorized Technician ☐ Not Explained

Repair performed by:

☐ Owner ☐ Remote Guided ☐ On-Site Tech ☐ Depot ☐ Not Explained

Prior authorization required?

☐ Yes ☐ No ☐ Not Explained

#### OWNER COSTS

Owner may pay for:

☐ Diagnosis ☐ Labor ☐ Technician Travel  
☐ Shipping ☐ Packaging ☐ Replacement Parts

Diagnostic fee: \$ \_\_\_\_\_

Labor rate: \$ \_\_\_\_\_ per hour

On-site callout: \$ \_\_\_\_\_

Estimated shipping: \$ \_\_\_\_\_

#### DOWNTIME AND PARTS

Parts are stocked by:

☐ Seller ☐ Mfr. ☐ Regional ☐ Unknown

Expected diagnosis time: \_\_\_\_\_ hrs / days

Typical parts lead time: \_\_\_\_\_ days

Expected repair time: \_\_\_\_\_ days

Loaner or replacement available?

☐ Included ☐ Paid ☐ None ☐ Unclear

#### SERVICE EVIDENCE

☐ Claim Steps ☐ Labor Rates ☐ Shipping Duties

☐ Parts Lead Time ☐ Repair Contacts ☐ Loaner Policy

☐ Not Documented

#### SELLER STANDARD

The seller documents who diagnoses, who repairs, what the owner pays, and how long service may take.

#### CORE REALITY

Warranty coverage does not eliminate downtime or owner expense.

## SECTION 10: REAL OWNERSHIP COST

### VERIFY THE COMPLETE COST BEFORE YOU COMPARE PRICES.

The printer price does not include every cost required to begin and continue production.

#### TOTAL COST TO BEGIN

|                                 | COST AREA                    | INCLUDED?                   | WRITTEN COST |
|---------------------------------|------------------------------|-----------------------------|--------------|
| Printer and included equipment  | <input type="checkbox"/> Yes | <input type="checkbox"/> No | \$ _____     |
| Freight / delivery              | <input type="checkbox"/> Yes | <input type="checkbox"/> No | \$ _____     |
| Installation / setup            | <input type="checkbox"/> Yes | <input type="checkbox"/> No | \$ _____     |
| Computer / RIP / license        | <input type="checkbox"/> Yes | <input type="checkbox"/> No | \$ _____     |
| Electrical / HVAC / ventilation | <input type="checkbox"/> Yes | <input type="checkbox"/> No | \$ _____     |
| Finishing equipment             | <input type="checkbox"/> Yes | <input type="checkbox"/> No | \$ _____     |
| Initial supplies / spare parts  | <input type="checkbox"/> Yes | <input type="checkbox"/> No | \$ _____     |
| Taxes / Fees                    | <input type="checkbox"/> Yes | <input type="checkbox"/> No | \$ _____     |
| TOTAL TO BEGIN: \$ _____        |                              |                             |              |

#### MONTHLY OPERATING ESTIMATE

Est. finished transfers /month: \_\_\_\_\_  
Ink: \$ \_\_\_\_\_ Film \$ \_\_\_\_\_ Powder \$ \_\_\_\_\_  
Cleaning / maintenance: \$ \_\_\_\_\_  
Software / support: \$ \_\_\_\_\_  
Utilities / environment: \$ \_\_\_\_\_  
Waste / reprints: \$ \_\_\_\_\_  
Operator Time: \$ \_\_\_\_\_  
ESTIMATED MONTHLY TOTAL \$ \_\_\_\_\_  
ESTIMATED COST / TRANSFER \$ \_\_\_\_\_

#### RISK AND RESERVE

Printhead replacement: \$ \_\_\_\_\_  
Service call / labor: \$ \_\_\_\_\_  
Emergency shipping: \$ \_\_\_\_\_  
Estimated downtime per day: \$ \_\_\_\_\_  
Backup transfer production: \$ \_\_\_\_\_  
Recommended cash reserve: \$ \_\_\_\_\_  
**Reserve guidance received?**  
☐ Yes ☐ No ☐ Not Explained

#### COST EVIDENCE

☐ Complete Quote ☐ Installed Costs ☐ Consumable Prices  
☐ Software Fees ☐ Service Rates ☐ Printhead Cost ☐ Not Documented

#### SELLER STANDARD

The seller separates purchase price, installed cost, recurring expense, and repair exposure in writing.

#### CORE REALITY

The lowest printer price may not create the lowest ownership cost.

## SECTION 11: BUSINESS CONTINUITY

### VERIFY THE BACKUP PLAN BEFORE ORDERS DEPEND ON ONE PRINTER.

*Downtime should interrupt the equipment—not the entire business.*

#### BACKUP PRODUCTION PATH

If this printer is unavailable:

- ☐ Pause Orders
- ☐ Outsource Transfers
- ☐ Use Backup Printer
- ☐ Local Printer Partner
- ☐ Not Defined

Primary backup provider: \_\_\_\_\_

Contact: \_\_\_\_\_

Buyer file tested?

- ☐ Yes ☐ No ☐ Not tested

Finished sample approved?

- ☐ Yes ☐ No ☐ Not tested

Capacity confirmed?

- ☐ Yes ☐ No ☐ Not confirmed

Maximum output size: \_\_\_\_\_ x \_\_\_\_\_

Normal lead time: \_\_\_\_\_ days

Rush lead time: \_\_\_\_\_ days

#### BACKUP COSTS

Transfer / production cost: \$ \_\_\_\_\_

Rush fee: \$ \_\_\_\_\_

Shipping / pickup: \$ \_\_\_\_\_

Minimum order: \$ \_\_\_\_\_ or \_\_\_\_\_ units

Added cost per order: \$ \_\_\_\_\_

Emergency reserve: \$ \_\_\_\_\_

#### CUSTOMER RESPONSE

Maximum acceptable delay: \_\_\_\_\_ days

Orders prioritized by: \_\_\_\_\_

Customer notice owner: \_\_\_\_\_

Authority to outsource:

- ☐ Buyer ☐ Operator ☐ Other ☐ Not Defined
- ☐ Open Orders Reviewed
- ☐ Due Dates Updated
- ☐ Customers Notified
- ☐ Production Redirected

#### CONTINUITY EVIDENCE

- ☐ Provider Contact ☐ Written Pricing ☐ Lead Times ☐ Approved Sample
- ☐ File Requirements ☐ Capacity Confirmed ☐ Not Documented

#### CONTINUITY STANDARD

The business has a tested, priced backup path before customer deadlines depend on one printer.

#### CORE REALITY

One stopped printer should not stop the entire business.

## SECTION 12: FINAL SELLER DECISION

### VERIFY THE COMPLETE OWNERSHIP SYSTEM BEFORE YOU SAY YES.

*The right printer must fit the business after the demonstration ends.*

#### FINALIST RECORD

Seller / Booth:

Printer / Setup:

Quote Date:

Quote Valid Through:

Total to Begin: \$

Est. Monthly Cost: \$

#### FINAL CHECK Y — VERIFIED ? — STILL OPEN N — NOT ACCEPTABLE

*Mark Y only when the answer and supporting proof are complete.*

|                                 | Y                        | ?                        | N                        |                             | Y                        | ?                        | N                        |
|---------------------------------|--------------------------|--------------------------|--------------------------|-----------------------------|--------------------------|--------------------------|--------------------------|
| Exact system and configuration  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Software and color workflow | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Maintenance and time-away plan  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Training and support path   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Nozzle-check and recovery path  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Warranty and service path   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Environment and workspace needs | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Complete ownership cost     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Consumables and compatibility   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Backup production plan      | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

#### ITEMS THAT MUST BE RESOLVED

- 
- 
- 

#### FINAL DECISION

☐ **MOVE FORWARD**

The ownership system is verified.

☐ **RESOLVE FIRST**

The purchase waits until open items are resolved.

☐ **CHOOSE ANOTHER SELLER**

The seller or system does not meet the business need.

#### NEXT ACTION

Action:

Owner:

Due Date:

Final Decision Date:

**DO NOT BUY IF ANY MATERIAL ITEM IS ? OR N.**

#### SELLER STANDARD

The selected seller documents the system, operating requirements, support path, and complete cost.

#### CORE REALITY

The right purchase still makes sense after the demonstration ends.