

## Technical Assistance

Our friendly and knowledgeable **Ez Customer Service Hotline** is available from 8:30am – 5:00pm Eastern Time. **Technical Assistance is FREE!** Save time, call us whenever you have a question or a problem.

To return a Press for repair, you must **ALWAYS** call for a **Return Machine Authorization "RMA"** number.

From the US or Canada:	call toll free <b>877.906.1818</b>
From other countries:	call <b>863.767.0155</b>
Fax	<b>863.767.0346</b>
Web Site:	<b>www.ezpi.us</b>

All replacement parts are shipped the same day, if the order is received by 2:00pm Eastern time.

Payment Options: **Visa, MasterCard, American Express, Discover & Wire Transfer.** Terms are available on pre-approved accounts only.

## Important information you may be asked when calling EzProducts

Press Serial Number: \_\_\_\_\_

**EzWizard® Program Version: E3.00**

Power: US 115VAC/60 Hz or 230VAC/50 Hz Top Platen Size: \_\_\_\_\_ Optional Bottom Platen \_\_\_\_\_

Safety Certification: CAN/CSA-E60335-2-44-01:2006 UL 60335-1:2004 EN 60335-1/A1:2004 EN 60335-2-44:2002

# Operator's Manual

for the

**Model-7 digital EzPress®** and  
**Model-7 digital PopUpPress®**  
with **EzWizard® Software E3.00**

Patent Pending



This is a Model-7 digital PopUpPress® with  
Mini-5 Hot Upper Platen and Mini-5 Cold Lower Platen

This appliance is not intended for use by children or infirm persons unless they are adequately supervised by a responsible person to ensure that they can use the appliance safely. Young children should be supervised to ensure that they do not play with the appliance.

Manual revised 1/01/2020  
© copyright 2008 - 2020



**EzPi EzProducts International Inc**

612 North Florida Ave, Wauchula FL 33873 USA • 863.767.0155 • [www.ezpi.us](http://www.ezpi.us)

## **Warranty Repairs**

The ***digital EzPress***® and ***digital PopUpPress***® are covered by a 30 day money back guarantee and a 2 year "Return to Factory Warranty". The Rubber Pad on the Lower Platen and the Teflon Pad on the Upper Platen are inexpensive consumable items not covered by this warranty.

## **Non-Warranty Repairs**

Any ***digital EzPress***® or ***digital PopUpPress***® will be repaired at EzProducts for \$99 Labor plus parts and return freight. If the Press has been damaged due to misuse, improper maintenance or improper packaging during transit, the damaged parts will be replaced at an additional cost to the customer.

To return a ***digital EzPress***® or ***digital PopUpPress***® for repair you must first call EzProducts toll free at 877.906.1818 and obtain a **Return Authorization Number**. Then ship the Press insured and freight pre paid to: EzProducts, 612 North Florida Ave, Wauchula FL 33873.

**Allow 5 business days for repair.**

**Expedite Services** (1 business day repair) is available if customer ships defective product via overnight freight and customer pays the overnight return freight costs. There is no extra service charge for Expedited Service.

**IMPORTANT: ALL** products returned for repair or credit must be shipped freight pre-paid, with your company name, address, phone number and EzProducts' Return Authorization Number clearly written on the outside of the box. Products returned Freight Collect, or without a Return Authorization Number clearly written on the outside of the box may be rejected and returned to the sender at sender's expense. Insurance during transit to EzProducts is the responsibility of the customer. Insurance during transit back to the customer is the responsibility of EzProducts.

## **Refunds**

Customers returning products to EzProducts for a REFUND must call EzProducts and obtain an RMA Number within 30 days of the original invoice date and the product(s) must be returned in original condition and in the original box with all cables, manuals, etc. To qualify for a refund, Product(s) must be delivered to EzProducts within 45 days of the original invoice date. (Use the EzProducts' phone numbers on the back cover of this document.)

## Troubleshooting Problems with *ddt*

**ddt, Digital Diagnostic Technology** is part of the EzWizard® Software version E2.41 or greater. It is easy to use and will help you troubleshoot any problem you encounter with a Model-7 Press.

To enable **ddt**, turn the Power Switch **OFF**. Then, press and hold the **▲** key and turn the Power Switch back **ON**. Continue to hold the **▲** key until the display shows **E3.00** and a red **Ucal** dot  illuminates in the bottom center of the display indicating that the computer is in the **UCAL Mode**. Release the **▲** key, then press it again 9 times, until the displays shows **ddt?**. Press the **+** key to **enable ddt**, or press the **- key to disable ddt** and return to normal operation.

When **ddt** is enabled, the display will show **ddt1**, the **Photo Sensor Test Mode**. It will then display the Handle Status of **Up** or **Down**. Pulling the handle down until it latches enables the **Cycle Start Photo Sensor** and the Computer will display **dn**. If you lift the handle up, the computer will display **up**. This indicates that the **Cycle Start Photo Sensor** and all associated circuits are working.

Press the **▲** key a **SECOND** time to enter **ddt2**, the **Motor Test Mode**. Press the **- key to run the motor backward**, pull the Handle down, then press the **+** key to run the motor **forward** until the handle pops up. If the motor runs in both directions, the motor and associated circuits are working.

Press the **▲** key a **THIRD** time to enter **ddt3**, the **Heater Test Mode**. Press the **+** key to test the **Top Platen Heater**, or press the **- key to test the Bottom Platen Heater**. After you select either the Top or Bottom Platen to test, full power will be applied to your chosen platen for 30 seconds and the computer will monitor the temperature to insure that it increases at least 5 degrees.

If the temperature increases at least 5 degrees, it indicates that the Heater, Thermistor and all associated heater control circuits are working properly. If the **Upper Heater Circuit** is working, the computer will display **UH=1**. If it failed, the computer will display **UH=0**.

If you have a **Lower Heated Platen**, you can also test it by pressing the **- key** as indicated above. If the **Lower Heater Circuit** is working, the computer will display **LH=1**. If it is not working, the computer will display **LH=0**.

Press the **▲** key a **FOURTH** time to enter the **Snap Disk Test Mode** (Snap Action Thermal Cutoff). The **Snap Disk** is a device that protects the Press in the event that the computer malfunctions while the platen heater(s) are on. The **Snap Disk** will "Snap Open" and turn off the power to the heater whenever the Platen Temperature exceeds 450°F. Press the **+** key to test the **Top Platen Snap Disk** or if you have a **Bottom Heated Platen** installed, press the **- key** to test the **Bottom Platen Snap Disk**.

While testing the Snap Disk, if you listen carefully, you can hear the **Snap Disk** open at approximately 450° Fahrenheit and the temperature will continue to rise a few degrees, then the platen will cool to about 350° and you will hear the **Snap Disk** snap closed. The computer will monitor the activity of the Snap Disk and display **UH=1** if the **Top Platen Snap Disk** is working or a **UH=0**, if the **Top Platen Snap Disk** has failed.

If you have a **Lower Heated Platen**, press the **- key** at the **ddt4** prompt, the computer will test the **Lower Platen Snap Disk** and display **LH=1** if the **Bottom Platen Snap Disk** is working or a **LH=0**, if the **Bottom Platen Snap Disk** has failed. If a problem occurs during normal operation of the press and a Snap Disk is activated, the computer will display an **Er 4**, and lock up the press.

To exit **ddt** and return to normal operation, press the **▲ key** or turn the **Power Switch OFF**.

## Contents

	page
<b>GETTING STARTED</b>	
General Description	1
<b>INITIAL SETUP</b>	
Front Panel Controls & Indicators	2
Back Panel Controls	2
Computer Self-test Mode	3
Pre-heat Mode	3
Applying Labels for the First Time	4
Displaying the Press Control Parameters	4
Displaying the Total Lifetime Piece Count	5
<b>HARDWARE ERRORS</b>	
E-01 Memory read error	5
E-02 Memory Write error	5
E-03 Platen not heating	5
E-04 Temp control error	5
Screen is blank = No Power	5
Flashing lights on front of Press	5
<b>ADJUSTMENTS &amp; PREVENTIVE MAINTENANCE</b>	
Handle will not latch down	6
Cycle Timer does not start	6
Handle will not pop up	6
Display does not count down	6
Top Platen Teflon	6
Bottom Rubber P	6
Press is dirty	6
Resetting all Control Parameters back to Factory Settings	6
Press Automatically Adding Seconds	6
<b>Troubleshooting Problems with ddt</b>	7
<b>WARRANTY REPAIR</b>	8
<b>Technical Assistance</b>	9

# The Model-7 digital Press with EzWizard® Software guarantees perfect label application every time!

Because, it is the ONLY heat seal press that has:

- Cold & damp garment detection with automatic dwell time adjustment.
- Precision temperature control and display - calibrated to 1° accuracy.
- Fast 8 second application time with 120 pounds of platen pressure.
- Optional *MiniPlaten*® insures minimum hot platen contact with delicate fabric and reduced dwell time.
- Easy training and quality control with operator error detection, permanent error logging and easy error auditing.
- TÜV SÜD Safety Certification guarantees compliance with OSHA safety standards.
- State-of-the-art *ddt*™ – *Digital Diagnostic Technology*™ for easy troubleshooting.
- Low cost of ownership - Reliable solid state design with digital electronic controls and modular design for easy repair. Lifetime FREE technical support.
- Optional control parameter setup App for PC makes it easy to adjust time and Temperature and other important settings and disable front panel switches to eliminate operator tampering.

## Start Labeling in 5 Minutes

If your company is applying labels for the first time, see "Applying Labels for the First Time" on page 4 of this manual. If you already know how to label garments, please continue.

Plug the *digital EzPress*® or *digital PopUpPress*® into a standard 115VAC surge protector (230VAC in Europe) and turn it on. Wait for the platen to heat to within 10° of your pre-set temperature (about 5 minutes). While the Press is pre-heating, the display will alternate between your pre-set temperature and the actual platen temperature.

### **DO NOT USE THE PRESS WHILE IT IS IN THE PRE-HEAT MODE!**

When the temperature is correct, (within 10° of your pre-set temperature), the display will show only the actual platen temperature – your Press is now ready to use. Lift the handle and place your garment on the rubber pad. Position your label on the garment, then pull the handle down firmly until it latches. The display will count down.

On a manual *EzPress*®, when the computer display counts down to 0 seconds, the buzzer will sound. Immediately lift the handle to remove the hot platen from the garment.

On an automatic *PopUpPress*®, when the computer display counts down to 0 seconds, the handle will automatically "pop up", removing the hot platen from the garment.

## Adjustments & Preventive Maintenance

Handle will not latch down	Adjust Handle Backstop Screws or on a PopUpPress, the Shuttle Bar did not reset. Call EzProducts for assistance.
Cycle Timer does not start	Blow the dust out of the Photo Sensor. Adjust Cycle Start Photo Sensor. Call EzProducts for assistance.
Handle will not pop up	(PopUpPress only) Blow the dust out of the Photo Sensor. Adjust Handle Backstop Screws or Shuttle Bar not reset. Call EzProducts for assistance.
Display does not count down	If the display does not count down when the handle is latched down, blow the dust out of the photo sensor. It is easy, call EzProducts for instructions.
Top Platen Teflon	If the Teflon Sticker applied to the bottom surface of the top platen becomes scratched or discolored, it is easy to replace and it costs only \$10.00 US from EzProducts.
Bottom Rubber Pad	If the bottom Rubber Pad becomes discolored or cracked, it is easy to replace. \$19.00 – Orange pad \$19.00 – Red pad.
Press is dirty	When the Press is cold clean it with Alcohol on a soft cloth. <b>NEVER SPRAY CLEANERS DIRECTLY ON THE PRESS.</b>

## Resetting all Control Parameters back to Factory Settings

If you modify the **UCAL** Factory Parameters and need to restore them to the original Factory Settings, it is very easy:

1. Turn the Power switch **OFF** and wait 5 seconds. Press and hold both the **+key** and **-key** **IN** while turning the Power switch **ON**. Continue to hold the **+key** and **-key** **IN** until the display shows **FPR** (Factory Parameter Reset)..
2. Then release the **+key** and **-key** and **turn the Power Switch OFF**.
3. The next time you turn the Press **ON**, the Factory Parameters will be reset to their original out-of-box Factory settings.

## Press Automatically Adding Seconds

If the press detects that the fabric is damp or cold it will display "A 03" or "A 06" automatically adding between 3-6 seconds to dry the fabric or bring it up to room temperature after counting down.

## Hardware Errors

Hardware errors are rare. However, if a hardware malfunction occurs, the **EzWizard® Software** will display one of the following error codes and “LOCK UP” the operation of the press. Hardware errors usually require a technician to service the press. Always call EzProducts at 877.906.1818 8:30am to 5:00pm EST if you get a hardware error.

error	meaning	technician's corrective action
E-01	Memory read error	Turn power off for 10 seconds to reset the computer.
E-02	Memory write error	Turn power off for 10 seconds to reset the computer
E-03	Platen not heating	Verify that all cables are plugged in. Check pins on Platen Cable Plug. Replace Platen, Motherboard, or Internal Platen Cable, if necessary.
E-04	Temp control error	Check pins on Platen Cable Plug. Replace Platen, Motherboard, or Internal Platen Cable, if necessary. Run <b>ddt</b> to troubleshoot (see Page 7)

**Screen is blank = No Power**  
Verify that the Power Switch on the **EzPress™** or **PopUpPress®** is turned ON. Verify that the AC Power Cord at the back of the **EzPress®** or **PopUpPress®** is plugged in all the way. Use an “Outlet Tester” to verify that you have power at the surge protector where the press is plugged in and the wall outlet. Change to a different outlet if necessary.

If a **Hardware Error** continues to occur, make a note of the error code and call EzProducts toll free at: 877.906.1818 8:30am – 5:00pm EST (international calls: 863.735.0813) or on-line at [www.ezpi.us](http://www.ezpi.us). Always have the Serial Number from the label on the bottom of the Press when calling EzProducts about a Press

## What are those flashing lights on the front of the Press?

- PopUp Motor IN
- PopUp Motor OUT
- Power ON
- Cycle Timer ON
- = Top Heater power ON
- = Bottom Heater power ON

Note: on an EzPress, there is no PopPop Motor, but the Buzzer is wired to the same circuit. Therefore, the buzzer will sound whenever either of the PopUp Motor lights are on.

Also, if you do not have a bottom heated platen, the bottom heater power light will come on during the **Pre-heat Mode**.

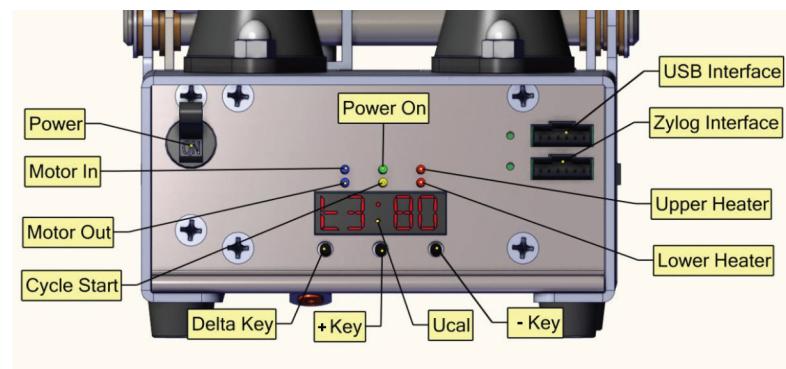
## Initial Press Setup – Displaying the Total Lifetime Piece Count

The Model-7 digital **EzPress®** or digital **PopUpPress®** with **EzWizard® Software** version counts every application cycle and stores the **Total Lifetime Piece Count** in a permanent memory. You can examine this **Total Lifetime Piece Count** very easily.

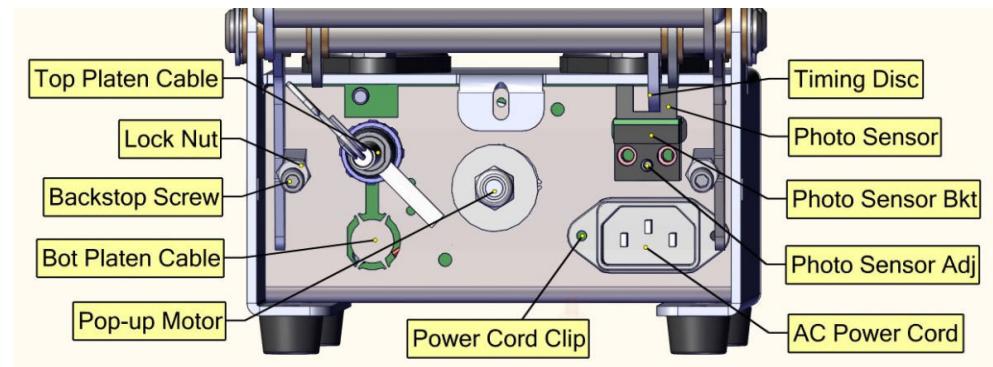
1. Press the **+key** 1 time to display the left half of the number. [ 1035 ]
2. Press the **+key** a second time to display the right half of the number. [ ,239 ]

This indicates that 1,035,239 labels have been applied with this press since it was purchased from EzProducts.

## Initial Press Setup – Front Panel Controls & Indicators



## Initial Press Setup – Back Panel Controls



## Important

Your **digital EzPress®** or **digital PopUpPress®** contains a small digital computer. Computers can be damaged by power surges from large electric motors, lightning and other anomalies. Therefore, the power cord **must** always be plugged into an “AC Surge Protector” just like your desktop computer.

## Initial Press Setup – Computer Self-test Mode

Plug the male end of the Power Cord into an 115V AC power (230V Europe) surge protector. Turn the Power Switch on and verify that the computer display is on and the green light "Power On" light in the center of the display is on.

When the press is turned on, the computer does a **Self-Test** and **0000-9999** will scroll through the display. When the **Self-Test** is completed correctly, the Press enters the **Pre-heat Mode**.

## Initial Press Setup – Pre-heat Mode

The Press will remain in the **Pre-heat Mode** until the platen(s) have heated to within 10° Fahrenheit (5.5° C) of your pre-set application temperature. This takes 3 to 5 minutes.

**DO NOT USE THE PRESS WHILE IT IS IN THE PRE-HEAT MODE!**

During **Pre-heat Mode**, the computer displays your preset platen temperature as **t380** (or whatever your pre-set temperature is), and the actual platen temperature as **= # # #**. The pre-set temperature is usually 380° (193°C), 390° (199°C) or 410° (210°C) depending on platen size and your label manufacturer's temperature requirement.

The display will alternate between **t # # #** and **= # # #**. The **= # # #** will show the actual 3 digit platen temperature and will slowly increase until your pre-set platen temperature is achieved.

When the platen is within 10° (5.5° C) of your pre-set temperature, the computer will enter the **Ready Mode** and display only the actual Platen temperature.

**THE PRESS IS NOW READY TO USE.**

When the handle is pulled down to the locking position to apply a label, the computer will enter the **Application Mode** the display will show the **Application Cycle Dwell Time** and count down to 0. When the handle is lifted or pops up, the computer will return to the **Ready Mode**.

## Initial Press Setup – Applying Labels for the First Time

If your company is applying labels for the first time, this four step procedure will help you establish the correct application process.

This **digital EzPress®** or **digital PopUpPress®** is calibrated at the factory to apply all **TrackIt™ Labels** from EzProducts and all **Computype Labels** from Computype Corporation. If you are applying other labels, emblems, mending patches or thermal transfers, changing the pre-set time and temperature may be required. If you indicated the type of labels that you are using on your purchase order, your Press will be pre-set with your custom application time and temperature at our factory.

**FIRST**, obtain the correct time and temperature by calling your label, emblem, patch, or transfer manufacturer and obtaining their recommended settings.

**SECOND**, if the pre-set time and/or temperature must be customized, call EzProducts **TOLL FREE 877.906.1818** for instructions. You will immediately get a courteous and knowledgeable technician who can help you.

**THIRD**, when the pre-set time and temperature in the **digital EzPress®** or **digital PopUpPress®** has been customized and verified to be correct for your labels, allow your Press to pre-heat to your correct temperature. Then, apply at least 5 labels to a swatch of cotton polyester and at least 5 labels to a swatch of silk.

Wait for the labels to cool to room temperature. Then, try to pick each of the labels loose. Try very hard! If you can lift even a small corner of one label, the labels are NOT applied properly. If you are using barcode labels, verify that all labels read properly with your barcode wand. If you have even the slightest problem, call the label manufacturer or EzProducts before proceeding.

**FOURTH**, run the cotton polyester swatch through your washer and dryer at least 10 times and the silk swatch through your dry cleaning machine at least 10 times. Then verify that the labels are still firmly attached and easy to read. If you are using barcode labels, verify that ALL labels read properly with your barcode wand. If you have even the slightest problem, call the label manufacturer or EzProducts before proceeding.

## Initial Press Setup – Displaying the Press Control Parameters

There are nine **UCAL Parameters** that control the operation of your press:

1. Press the **▲** key 1 time to display **E3.00** which is the **EzWizard® Software** version.
2. Press the **▲** key 2 times to display **FP 1**, the **Factory Parameter** number for your press.
3. Press the **▲** key 3 times to display **####**, the number of labels applied since the last time you cleared the press.
4. Press the **▲** key 4 times to display **flashing S###**, the number of **Short Cycle** operator errors.
5. Press the **▲** key 5 times to display **flashing L###**, the number of **Long Cycle** operator errors.
6. Press the **▲** key 6 times to display **flashing H###**, the number of **Hot Cycle** operator errors.
7. Press the **▲** key 7 times to display **flashing C###**, the number of **Cold Cycle** operator errors.
8. Press the **▲** key 8 times to display **S 08**, the preset **Dwell Time Seconds**.
9. Press the **▲** key 9 times to display **t380**, the preset application **Temperature**.

Pressing the **▲** more than 9 times will display other **ICAL Parameters** that can only be changed at the EzProducts factory. To change the **UCAL Parameters**, please call EzProducts.