

Machines F.A.Q. (FREQUENTLY ASKED QUESTIONS)

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Where can I get Repair Manuals and detailed information?

The Hix Corporation manufactures Air Waves branded machines. Please follow this link to the hix web site for detailed information. [Hix Corporation](#)

What press do I need?

There are several factors involved in determining the correct press for your transfer needs. Answering the following questions will help determine your need:

- 1.What will your transfer size be?
* (14x14, 17x14 or smaller?)
 - 2.What type of transfers?
* (Note: Fast Transfers (4 sec) are not suitable for N-640/N-840)
 - 3.What thickness of products?
* (T-Shirts vs. Plaques)
 - 4.How much production?
* (How many transfers per day? Month?)
 - 5.What is your voltage requirements?
* (120v or 220v)
 - 6.What is your budget?
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How/What maintenance do I need to do?

Lubricate the joints of moving parts (pins etc.) on a regular basis. (Check Owners Manual or every 2,000 cycles or six months) Use a Pad Protector, and replace parts that will wear out over time. (i.e. thermostats, timers, thermometers and pad) as needed.

How do I clean the press?

If your heat casting is Aluminum (not PTFE coated) you can use soap and water with steel wool, brillo or scrubby type pads. Sandpaper (400 grit) has also been found effective. Never use Oven Cleaner on Aluminum castings ♦ this seems to

etch the aluminum and is difficult to remove.

If your heat casting is PTFE coated it's best to use soap and water with a soft cloth. Never use Oven Cleaner or any other abrasive (i.e. scrub pad) on PTFE coated heat castings, as it will actually remove the Teflon.

Why are my colored shirts changing colors?

When the thread is made a "sizing" coating is used to coat the thread during knitting. This "sizing" will discolor at high temperatures (375 to 400 degrees F). In most cases it will revert back to the original color on cooling or washing. Temperatures above 400 degrees F may discolor permanently. Always test your substrate before beginning a "run".

How much time/temperature do I need?

This is determined by the transfer or transfer paper manufacturer. Always check each transfer pack for information.

Where do I get training?

Thoroughly read the owner's manual. Of course, Air Waves is always available to answer your equipment questions. There are various websites on the Internet that offer instruction on the various types of transfer applications.

What kind of transfers will the machine do?

Any transfer requiring time, temperature and pressure. Most common transfers are Plastisol, Puff, Sublimation, Hot Peel, Cold Peel, Color Laser Copy, Flock and Inkjet.

What is the black "gunk" or residue around my heat shield?

Moisture, Sizing and Plastisol inks evaporate and gather under the heat shield and after time may build up and come out of the heat head. If you experience an unmanageable amount of residue you may need to remove the heat head and heat shield for thorough cleaning. Please contact HIX Corporation's Customer Service Department before disassembling machine.

Please [Email](#) Us With Your Questions. We will post to this FAQ Forum answers as soon as possible.