



## Frequently Asked Questions

### Colour Resin Ribbons For Use in Gerber Edge® and Edge 2 Printers

#### Will using DuraCoat ribbons void my service warranty?

No. Any attempt by an OEM to offer service, under the condition that you purchase their supplies exclusively, can be considered unlawful tying. If faced with such pressure, please ask the OEM for the information in writing and forward to us.

#### Does IIMAK offer any warranty on DuraCoat ribbons?

Yes! IIMAK is the only ribbon manufacturer to offer a written **Printed Image Fade Limited Warranty**. For details, ask for a copy of this particular document. In addition, IIMAK has always prided themselves on providing a 100% satisfaction guarantee on all ribbons.

#### What is the outdoor durability of DuraCoat ribbons? Does it vary by colour?

DuraCoat Ribbons are warranted against significant fading outdoors for 3-5 depending on colours. For specifics by colour, please see **DuraCoat Resin Ribbon Product Bulletin and Limited Warranty** document.

#### How do DuraCoat ribbons compare to Gerber ribbons for fade resistance?

DuraCoat ribbons provide superior UV resistance as compared to Gerber OEM ribbons.

#### Why do Gerber Ribbons look more opaque? Can DuraCoat ribbons be used as a transparent series of ribbons?

IIMAK developed the DuraCoat line of ribbons utilizing automotive grade organic pigments for their superior vibrancy and excellent UV resistance as well as for the safety of our employees and the environment. By nature, organic pigments are more transparent than inorganic pigments allowing you to use DuraCoat ribbons even on reflective materials where transparency is needed without having to buy a separate type of ribbon. DuraCoat ribbons are the same thickness as Gerber ribbons – all are coated on 5.7 micron polyester film.

#### What media will DuraCoat Ribbons work on?

DuraCoat customers around the world are successfully printing on a wide variety of media including various Gerber supplied media as well as a wide variety of high quality aftermarket media. For a current list, please refer to our separate document entitled 'Media Commonly Used with DuraCoat Ribbons'. As with Gerber OEM and other aftermarket ribbons, the user must ultimately determine suitability of media used.

# DuraCoat<sup>®</sup> Frequently Asked Questions (Cont'd.)

## Does DuraCoat work on static cling?

Many of our customers are successfully using DuraCoat Process Colours on Gerber brand Static Cling material. There are numerous brands of static cling material on the market all with very different print surfaces/characteristics. We suggest testing before using on actual jobs.

## How do DuraCoat ribbons perform on coloured vinyl?

Due to the transparent nature of DuraCoat ribbons, you may need to use White as a primer when printing onto colored vinyls. Most users choose to start with white vinyl and print colors that are needed.

## Have DuraCoat ribbons been qualified on reflective vinyl?

Yes. 3M 3750 reflective sheeting has been qualified a single spot colour.

## What vinyls have been qualified with DuraCoat ribbons?

DuraCoat has been tested on a variety of Avery, 3M and other vinyls. We have found DuraCoat will print on most high-quality vinyls. Please note that defects in the vinyl may be accentuated when printed. Be sure to check before assuming it to be a ribbon defect.

## Do we guarantee 3 - 5 year UV stability with all vinyls, knowing that the quality of some are not equal to 3M, Avery, etc?

Our warranty mirrors the OEM's. Three to five years is an estimate. A lot depends on the exposure, geographic area, etc.

## Will I sacrifice quality by saving money with DuraCoat ribbons?

Absolutely not. As the world's leading manufacturer of thermal transfer ribbons, DuraCoat ribbons offer advantages including superior UV resistance, anti-static backcoat, and a wider colour gamut not to mention the cost savings!

## Why do ribbons sometimes wrinkle?

Gerber has published 2 documents outlining the most common reasons for ribbon wrinkling in their printers.

### Gerber FastFact #4251 How to Prevent Edge Foil Wrinkling, October 3, 2002:

'Foil wrinkling may be experienced on certain GERBER EDGE jobs. Jobs with multiple repeats that have a concentration of graphics weighted to one side of the foil web may create a wrinkling situation. In the course of using up foil, such that on the take-up roll of used foil there is a large discrepancy between the foil diameter on one side versus the other, foil wrinkling can occur. The frequency varies with foil color and substrate.

### Gerber FastFact #4274 Removing and Replacing the Supply Roll Plate July 3, 2002:

Indicators of a possible Supply Roll Plate problem: Excessive foil wrinkling. Installed foil is no longer tight to the printhead after a job has printed. Foil sticks to the vinyl when the cover is raised. 'Lines' in the print due to foil sticking to the vinyl.



# DuraCoat® Frequently Asked Questions (Cont'd.)

## Do I need to print at lower energy settings with DuraCoat ribbons?

DuraCoat ribbons were developed to perform across a wide variety of heat settings including 'LIGHT' enabling customers to further extend the life of their printheads if they choose to. DuraCoat ribbons do not need to run at 'LIGHT' setting which is important when running any combination of DuraCoat and Gerber ribbons on the same job

## Can the normal printhead setting be used with DuraCoat ribbons?

Yes

## Do I need to laminate my prints?

When printing with any brand of ribbons, it is critical to understand the end use application and expectation. For example, if prints are going to be exposed to harsh conditions including exposure to gasoline or brush washing, it is always recommended to overlaminate.

## What type of application/transfer tape should I use with DuraCoat ribbons?

If application tape is needed, you should always use **LOW TACK** tape and allow the prints to set for at least 30 minutes prior to applying the tape.

## How long does it take to reload a DuraCoat cartridge with a DuraCoat refill ribbon?

Refilling DuraCoat cartridges is a snap. Illustrated instructions are included with each ribbon you purchase. Cartridges can be refilled in less than 3 minutes. Cartridges can be refilled over and over again which means big savings for you.

## Are DuraCoat ribbons resistant to alcohol?

Yes, isopropyl alcohol, in addition to many other household cleaners.

## How should I safely clean my prints?

The safest way to clean your prints is to use warm, soapy water and a soft cloth.

## Is there an advantage to printing with spot colors vs. process colours?

Since the sign and screen print industries are rooted in spot colour jobs, the Gerber Edge offers an easy transition into digital imaging by offering similar spot color output capabilities. Spot colour can also save output time and material costs by printing a single colour onto vinyl. Process colour only machines often have to mix all four colors to achieve what the Gerber Edge can do with a single spot color. Spot color also offer a solid colour that often cannot be achieved with process colour, which must mix a series of dots. Depending on the viewing distance, the dots can sometimes be objectionable. Process colour cannot create all colours, especially in the greens and oranges. Spot colours can be used to bolster the areas where process colour is weak. Finally, DuraCoat metallic silver and gold are unique colours that cannot be achieved through process colour printing.

## What is the difference between Spot Black and Process Black?

Spot black was designed to be highly opaque. Spot black is best suited for large solid fill requirements. Process black is best suited for process jobs and where fine line text is required.

## Do DuraCoat colours match Gerber colours?

While several colours are considered an exact match, DuraCoat offers many additional vibrant colours that you can't find in the Gerber line giving you the opportunity to offer your customers even more options.

