

# OPERATOR'S MANUAL

## HT-400E

Value Series Manual Heat Transfer Machine



For Customer Service:  
Call 1-800-835-0606 or Visit [hixcorp.com](http://hixcorp.com)



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BEFORE warranty repair you MUST get Prior Authorization



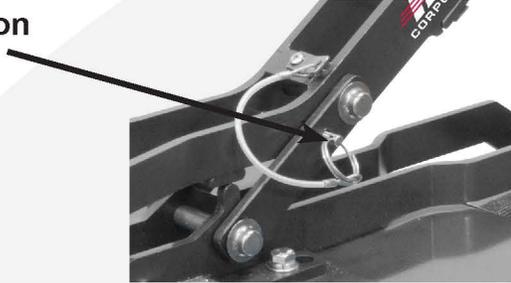
# RECEIVING & SETUP

## SHIPPING OR RETURNS

**NOTE:** *Save all of your shipping/packing material. Do not risk costly shipping damage, ship only in original box.*

1. Fasten machine to plywood shipping base with bolts provided.
2. Insert the handle lock pin into the secure (lower) pin hole on the handle.

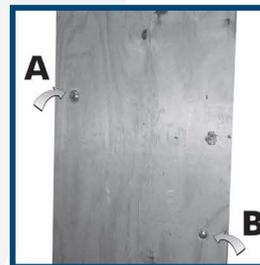
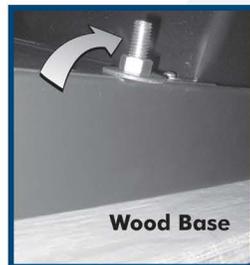
### Lock/Transport Position



3. Tie or tape handle securely to base.
4. Place in original box, and put side liner and top liner in place. Fold flaps and seal the box. (Additional bottom boards, box and liners may be obtained from your supplier for a normal cost.)

## UNPACKING

Remember to save all packing materials - including box, liner, and board. You may need these for



shipping your machine or if a repair is necessary in the future.

## INSPECTION

Inspect your machine for hidden shipping damage. Contact the delivery company immediately, should you find damage.

## INSTALLATION

1. Remove plywood shipping base bolts (see A and B) and screw on feet or affix self-adhesive rubber feet provided

**CAUTION:** Handle must be tied to base before moving or shipping.

2. Carefully cut tape/wrap holding machine closed.
3. With one hand on the handle to prevent the press from spontaneously opening, transpose the handle lock pin from the "lock/transport position" to the "operation position".
4. Plug the machine into the correct grounded electrical outlet.

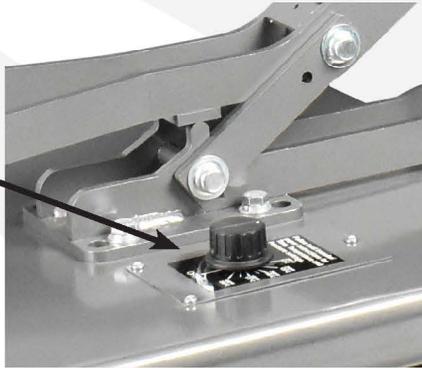
**WARNING:** When using an extension cord, use 12 or 14 ga.-3 conductor.  
Maximum length, 25' (7.762 m).

# TEMPERATURE & PRESSURE

## ON/OFF & TEMPERATURE

1. Turn the temperature knob to the desired setting (refer to your transfer manufacturer's guidelines). Heat indicating light will come on. While the machine is heating, the heat light will remain on until

Temperature knob



Heat indicating light



it has reached set temperature. The heat light will cycle on and off in order to maintain the desired temperature.

2. Turn the temperature knob to "OFF" position when you are done.

## PRESSURE ADJUSTMENT

1. The pressure control knob, located on the top of the machine, should be set so that the heat head will lock down firmly.



Pressure control knob

2. Pressure is reduced by turning knob (with machine open) counter-clockwise and increased by turning it clockwise.

**NOTE:** Adjustments may be required from one garment to another and will vary to achieve the desired result.

**WARNING:** Excessive pressure can cause structural damage, voiding the machine warranty!

# OPERATION

1. Set the temperature, time, and pressure to the desired settings as instructed. Always consult your specific transfer recommendations. Typical settings are; **COLD PEEL**: 350°F (177°C), 15 seconds and **HOT SPLIT**: 375°F (190°C), 10-12 seconds.
2. Align substrate on lower platen. Smooth wrinkle from garments.  
**NOTE:** Wrinkles may be removed by bringing the heated platen in contact with the garment for a few seconds before the transfer is positioned.
3. Position transfer in the desired location on the substrate.  
**NOTE:** The transfer image should be “mirrored” before transferring except when transferring to substrates where the image shows through, i.e. glass tiles and cutting boards.  
*TIP: When transferring double sided or sublimation transfers to garments, always place a sheet of transfer paper or a PTFE sheet between the layers of the garments to avoid bleed through or reheating of the applied transfer.*
4. Pull the handle down until the handle locks.  
**NOTE:** Do not fold the transfer back on itself. Successful transfer work depends on the correct balance of time, temperature and pressure. The type and thickness of the material and the kind of transfer being used will determine what settings are necessary.

For hot peel/split transfers, immediately peel the paper after the machine has opened. Do not allow the transfer to cool. For cold peel transfers, rub the transfer with an eraser or cloth and allow to cool for 5-10 seconds before removing the release paper.

# TROUBLESHOOTING

**NOTE:** Specific application instructions are enclosed with transfers.

1. Be sure to set the heat transfer machine to the transfer manufacturer's recommended temperature, time, and pressure settings. If you don't have these specifications, contact your transfer supplier for this information and any other special application instructions, as many of the new "high tech" transfers require significantly different settings and/or application techniques than those from years past.
2. When you start up your press for the first time each day, preheat the pad for a minute. If the press has sat for 3-5 minutes without use, be sure to "preheat" the pad for 10-15 seconds before loading the shirts or making the first transfer.
3. After the shirt is positioned and centered on the preheated pad, "prepress" the shirt for 3 seconds to take the wrinkles out and more importantly, release the excess moisture out of the fabric which can reduce the chance of a successful transfer.
4. With all of the above recommendations, try making a transfer.
5. If you have an area that isn't transferring completely or as you would like it to, follow these steps to determine the problem.
  - a. Try increasing the pressure on the machine by 10-20%
  - b. Recheck the transfers recommended temperature and the press readout. You may want to increase the temperature 10 degrees
  - c. Try increasing the application time by 2-4 seconds
  - d. If after trying these things, there is still a "specific" area that isn't coming out as you would like it to, then try the same type of transfer on a scrap shirt but rotate the transfer 180 degrees. If after doing this, the problem is in the same physical location on the machine, then you probably have a problem with the pad or possibly a warped platen if the machine has ever overheated severely. On the other hand, if the transfer failed in the same area on the transfer, then you most likely have a problem with the transfer or it's application settings and you should contact your transfer supplier to discuss the problem.

Following these basic guidelines can help you be more successful with each and every transfer!

# REPAIRS

**WARNING:** Before making repairs, be sure ON/OFF switch is OFF and machine is unplugged!

## THERMOSTAT

1. If there is little/no heat or the machine overheats, your thermostat may need replaced.
2. Call HIX technical service at 800-835-0606 or visit [www.hixgraphics.com](http://www.hixgraphics.com) for instructions and to order

## FUSE REPLACEMENT

1. Remove the bottom cover of the machine and locate the internal fuse holder on inside of the machine.
2. Remove blown fuse. Replace with an mda-15 fuse.
3. Replace the bottom cover of the machine.

## RELAY BYPASS

1. Remove the back cover of the machine.
2. Remove wire #26 from terminal #2 on the relay.
3. Loosen terminal #1 on the relay and replace wire #26 along with wire #12 under terminal #1.
4. Tighten the connection.
5. Plug the machine in and turn the power switch on.

**NOTE:** Replace the relay if the machine starts heating. This is a test only. Do not operate the machine with the relay bypassed.

# MAINTENANCE

## LUBRICATION:

Your press requires lubrication every 15,000 cycles or every 6 months.

Lubricate weekly in a heavy use production environment.

Use NSF/NLG12 rated food grade grease (such as Bel-Ray No-Tox #2 or equivalent).

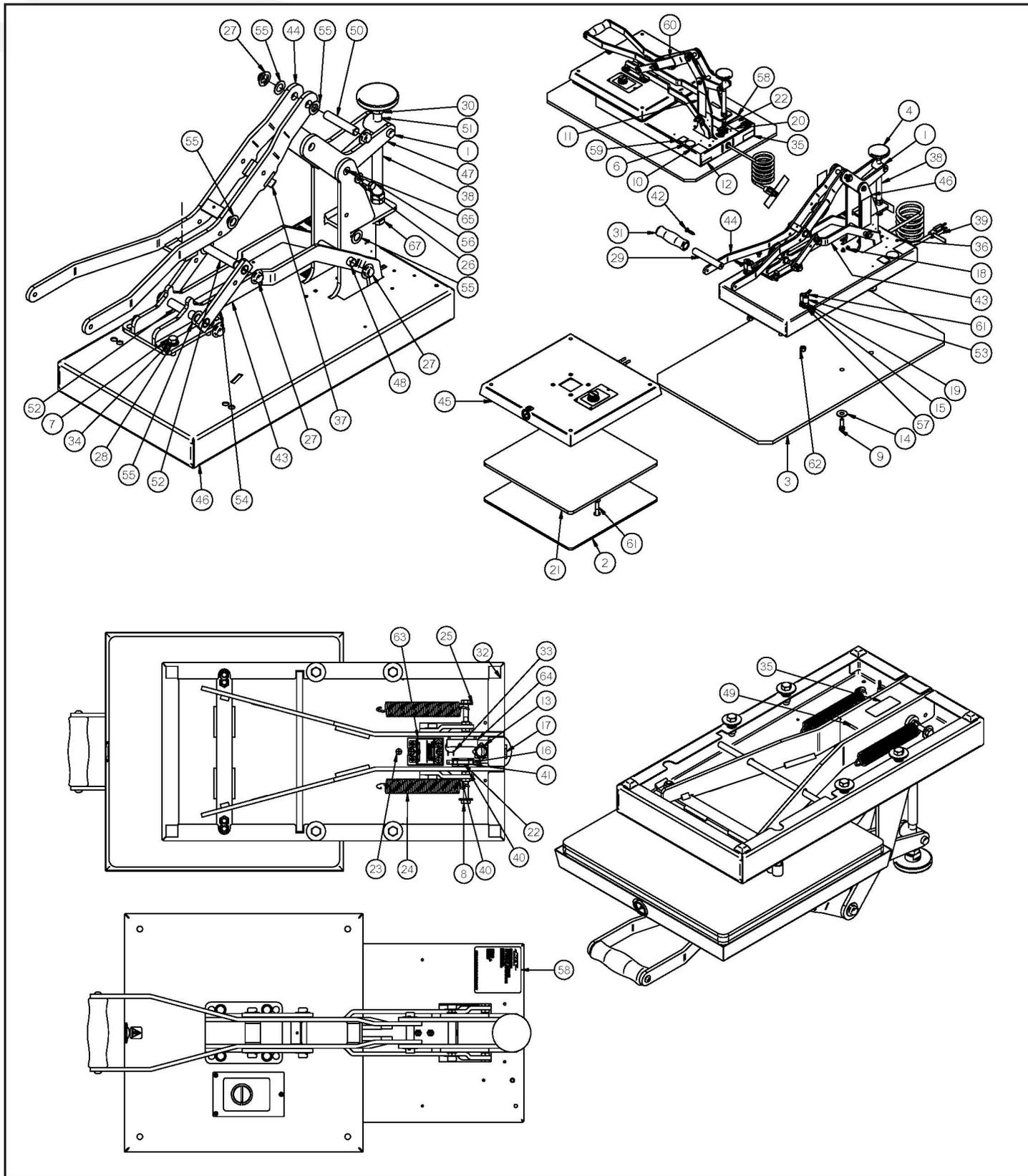
A general purpose food grade machine oil spray is also acceptable such as CRC03055 lubricant (available from retailers such as Amazon).

Lubricate all moving or hinged points.

## CLEANING HEAT PLATEN:

Clean the heat platen with steel wool, scrubbing aluminum sponge, or fine wire brush.

# REPLACEMENT PARTS LIST



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ITEM#	PART#	TITLE	ITEM#	PART#	TITLE
1	0100001	M-HT400 ADJUSTMENT BLOCK	55	64203	WASHER FLT .515x0.875x.032 SS
2	0100004	PLATEN 1515 STL	56	65986	BOLT 1/4-20 X 0.625
3	0101010	M-400/600/DM MOUNTING BOARD	57	70009	WASHER FLT .406x0.813x.080 ZPS
4	10151	KNOB 1/2-20 KNURLED	58	70268	DECAL HIX I.D. 3" X 3" SILVER
5*	10411	MANUAL OWNERS HT-400E	59	70362	DECAL, CERTIFIED GREEN
6	10664	DECAL MADE IN USA	60	70732	DECAL HIX LOGO 4"x1"
7	10769	BOLT 5/16-18x1.000	61	71103	SCREW FHSKT 3/8-16x2.500
8	10793	BOLT 5/16-18x1.750	62	81380	NUT 3/8-16 NYLON INSERT ZPS
9	10868	BOLT 3/8-16X1.250	63	84368	RELAY SS 50A 90-280VAC INPUT
10	10964	DECAL, QR CODE HTM	64	84798	RESISTOR 5K, 5 WATT OHMITE
11	11028	DECAL, HT 400E	65	8611803	HT400 PIN THREADED .5x2.500
12	11434	DECAL, FOR SERVICE 2 X .5	66*	8640502	TXM-20 / HT-400 E / DM-18 PACKAGING
13	11940	CONNECTOR ROMEX 3/8"	67	89078	NUT 1/2-20 JAM NYLON INSERT ZPS
14	12229	WASHER FLT .500x1.250x.078 ZPS			
15	12378	WASHER SPG STL .375x.750x.028			
16	13045	FUSE MDA-15 / 65 TS			
17	13250	CORD GRIP HEYCO 1557 RDD201			
18	14563	NUT 10-24 ZPS			
19	14571	NUT 3/8-16 ZPS			
20	14621	NUT 6-32 ZPS			
21	14842A	PAD 15x15x3/8 BLACK			
22	15297	SCREW MCH 6-32x0.500 PHPH			
23	15339	SCREW MACHINE 10-24 X .500 PHPH			
24	15834	SPRING HIX #105			
25	16683	WASHER FLT .375x0.875x.078 ZPS			
26	16774	WASHER FLT .281 X 0.625 X .063 ZPS			
27	20214	NUT PUSH 1/2 PW500015 EZ			
28	24732	WASHER FLT .344X0.688X.063 ZPS			
29	2507074	GENERIC HTM HANDLE			
30	25151	NUT 1/2-20 JAM			
31	26840	HANDLE GRIP 3/4" FOAM BLK			
32	28010	BUMPON BLACK .81"x.30"			
33	29579	CAPACITOR .03 MFD 1000VDC			
34	30910	WASHER LOCK HEL SPR 5/16 ZP			
35	33605	DECAL, UNPLUG MACHINE			
36	35173	LAMP LED HL			
37	35408	BUMPER 1/8X1/2 SQ BLK RUBBER			
38	3801119	DM18 PRESSURE ADJ SLEEVE BOT			
39	39768	CORDSET 120v 14/3 STOW 5-15P			
40	47466	NUT 5/16-24 JAM ZPS			
41	57118	FUSE HOLDER S8202-1 BUSSMANN			
42	59816	SCREW TAP 14x1.250 PHPH			
43	6000129	400 MAIN ARM COOL GRAY			
44	6000132	400/600 HANDLE WELDMENT EM COOL GRAY			
45	6000821	ASSEMBLY, PLATEN 15 X 15 120V /			
46	6020067	400/600 WELDMENT 4.3" COOL GRAY			
47	6021040	400/600 ROCKER LINK COOL GRAY			
48	6102008	HT400 PIN MAIN ARM			
49	6104013	WIRE GUARD			
50	6105004	M-HT400 PIN ROCKER LINK			
51	6105005	HT400 PRESSURE ADJ ROD			
52	6105006	HT400 PIN LOWER LINK			
53	6105030	600 PLATEN SPACER			
54	6105035	LINK ASSEMBLY COOL GRAY			

# WARRANTY

**BEFORE warranty repair you MUST get Prior Authorization: Call 1-800-835-0606 Warranty will be voided otherwise.**

**(Effective 9/1/2021)**

HIX® Corporation (HIX) will automatically register the equipment on the date it was shipped to you or your distributor. If the equipment was not purchased directly from HIX, but through a distributor, please keep a copy of their sales invoice showing the serial number and date it was sold/shipped to you with this warranty. In this case, we will use the distributor's invoice date as the beginning warranty date. **STAPLE A COPY OF YOUR PROOF OF PURCHASE TO THIS WARRANTY** and keep in a safe place to provide verification of your warranty should a problem occur. Thank you.

Please fill in the following information and attach a copy of your receipt for your records.

**Date Purchased:** \_\_\_\_\_ **From:** \_\_\_\_\_  
**Model #:** \_\_\_\_\_ **Serial #:** \_\_\_\_\_

This warranty applies to Graphics equipment manufactured by the HIX® Corporation (HIX), Pittsburg, Kansas, U.S.A. HIX warrants to the original purchaser, its Heat Transfer Machines, Ovens and Dryers, Printers, Spotheters and Exposure Units, against defects in workmanship and material, except for wear and tear for a period of "One Year" from the date of purchase. HIX warrants Accessories for a period of 90 days from the date of purchase. doughXpress® products are covered under separate warranty.

In the event of a defect, HIX, at its option, will repair, replace or substitute the defective item at no cost during this warranty period subject to the limitations of insurance and shipping costs stated below (excludes labor).

In the case of heat transfer presses (except the Hobby Lite® and Large Format presses), HIX warrants the heat casting for the "Life" of the machine for the original purchaser. If a part becomes obsolete at the time for repair, and/or cannot be reasonably substituted for, HIX will credit, at half the then current list price or last recorded price, only that part toward a new machine or any product HIX offers. This credit offer shall be the sole responsibility of the HIX in the event of an obsolete part.

This warranty does not cover belts, rail tape, pads, mug wraps, canvas, rubber blankets, bulbs, glass. Warranty does not cover damages due to accident, misuse/abuse, alterations or damage due to neglect, shipping or lack of proper lubrication or maintenance. HIX shall not be responsible for repairs or alterations made by any person without the prior written authorization by HIX. This warranty is the sole and exclusive warranty of HIX and no person, agent, distributor, or dealer of HIX is authorized to change, amend or modify the terms set forth herein, in whole or in part.

In the case of a problem with the equipment identified herein, HIX should be contacted during regular business hours to discuss the problem and verify an existing warranty. HIX personnel will assist the customer to correct any problems which can be corrected through operation or maintenance instructions, simple mechanical adjustments, or replacement of parts. In the event the problem cannot be corrected by phone, and upon the issuance of a return authorization by HIX, the equipment shall be returned to HIX or an authorized service representative. All insurance, packaging and shipment/freight costs are solely the responsibility of the customer, and not that of HIX, and HIX shall not be responsible for improper packaging, handling or damage in transit. Contact HIX customer service for complete return authorization information. Correct shipping boxes are available from HIX.

This expressed warranty is given in lieu of any and all other warranties, whether expressed or implied, including but not limited to those of merchantability and fitness for a particular purpose, and constitutes the only warranty made by HIX.

In no event shall HIX's liability for breach of warranty extend beyond the obligation to repair or replace the nonconforming goods. HIX shall not be liable for any other damages, either incidental or consequential, or the action as brought in contract, negligence or otherwise.

This warranty gives you specific legal rights and you may also have other rights which vary from state to state.



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