

# VERSA STUDIO BT12

## Printer Maintenance



March 06, 2022 Lily Hunter Quick Tips, Software, Service & Support, Inkjet Printers & Printers/Cutters

roland dga bt-12 maintenance dtg printing, direct to garment printing, bt-12, dtg maintenance, dye-sublimation

by Lily Hunter, Roland DGA Senior Product Manager

We often get questions about cleaning and maintenance for the BT-12 direct-to-garment printer. That's understandable, since taking good care of your investment can help ensure it delivers many years of optimal performance! Let's look at a few of the questions we commonly receive:

### What cleaning supplies do I need?

The good news is that all of your cleaning supplies are included with your printer – a cleaning tool, cleaning pads (for the cleaning tool), cleaning sticks (swabs), cleaning solution, and even safety goggles and gloves! You can reorder these supplies (minus goggles and gloves) either through our dealers or [Roland DGA online store](#). You do NOT need cleaning cartridges (SKU# BT-CC-xx) for regular cleaning or maintenance UNLESS your BT-12 has been sitting idle for three months or longer. At that point, you'll need to purchase a set of cleaning cartridges (one per ink slot) for a thorough cleaning. Listed below is a cheat sheet of cleaning supplies:

No.	SKU	Description	Qty	Yields	Notes
1	BT-CC-CY	Cleaning Cartridge, Cyan, BT-12	42 ml	1-time use	<ul style="list-style-type: none"><li>Required if unit has not been used for more than 3 months</li><li>Expiration Date – 18 months</li></ul>
2	BT-CC-MG	Cleaning Cartridge, Magenta, BT-12			
3	BT-CC-YE	Cleaning Cartridge, Yellow, BT-12			
4	BT-CC-BK	Cleaning Cartridge, Black, BT-12			
5	BT-CL	Cleaning Liquid, BT-12	150 ml	Up to 12 months	<ul style="list-style-type: none"><li>1 unit included in bundle</li></ul>
6	BT-CT	Cleaning Tool, BT-12	1 pc	Machine Life	<ul style="list-style-type: none"><li>1 unit included in bundle</li><li>Replace if lost</li></ul>
7	BT-CP	Cleaning Pad, BT-12	24 pcs	Up to 12 months	<ul style="list-style-type: none"><li>1 unit included in bundle</li></ul>
8	BT-CS	Cleaning Stick, BT-12	100 pcs	Up to 12 months	<ul style="list-style-type: none"><li>1 unit included in bundle</li></ul>
9	BT-IC	Ink Collector Unit, BT-12	1 pc	Up to 4,000 prints	<ul style="list-style-type: none"><li>1 unit included in bundle</li></ul>
10	BT-FF	Fan Filter, BT-12	2 pcs	Up to 2,000 prints	<ul style="list-style-type: none"><li>1 unit included in bundle</li></ul>

## How often do I need to clean it?

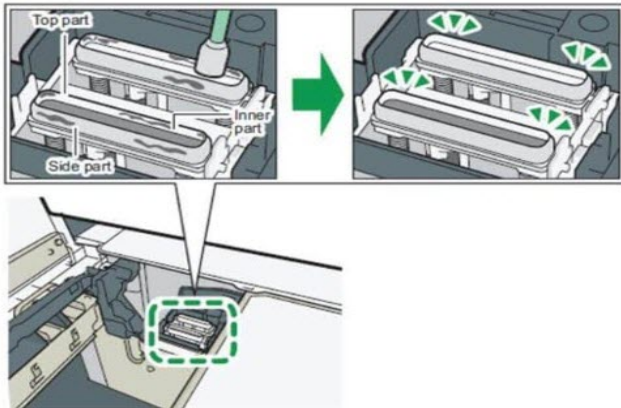
Since this DTG printer is CMYK only, it's easier to maintain. White inks require daily cleaning, as the titanium dioxide can settle and plug up the print heads. The BT-12 will prompt you when it is time to clean. DO NOT IGNORE IT because your printer will NOT work until you do the cleaning! Don't try to "trick" the printer into thinking that you did the cleaning by doing things like lifting the cover (Yes, I'll admit that I'm speaking from experience – I tried this at a tradeshow where my cleaning supplies weren't accessible). The printer senses if there is too much ink or fiber build-up, and it will prompt you when it's time for a cleaning. The timing of this notification can vary – you may get the prompt after about 50 prints, or even 200 prints.

## How do I clean my BT-12 once I get the notice?

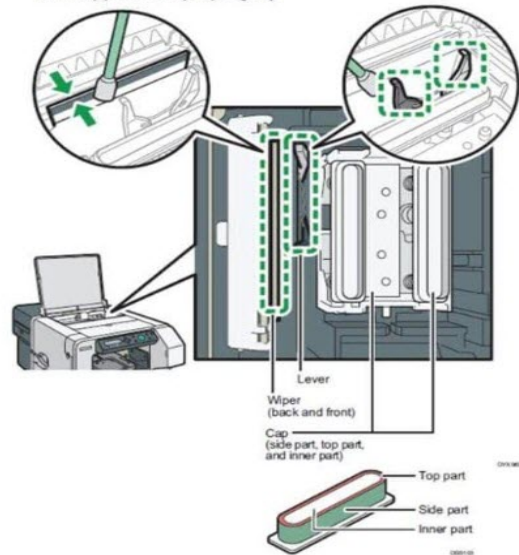
First, follow the prompts and DO NOT skip ahead to save time. For instance, do not remove the cassette tray until you are prompted. Otherwise, the cleaning menu will not show up. Here are the instructions that are also included with your printer: For the Maintenance Unit, use the cleaning liquid and cleaning stick to wipe around the print heads, cap top, and wipers.

- 1 Press the [▼/Menu] key.
- 2 Press the [▲] or [▼/Menu] key to display [Maintenance], and then press the [#Enter] key.
- 3 Press the [▲] or [▼/Menu] key to display [Clean Maint Unit], and then press the [#Enter] key.
- 4 When "Press # to clean Maint Unit" is displayed, press the [#Enter] key.  
Wait while "Maintenance in process..." is displayed.
- 5 When "Open Top Cover to clean unit" is displayed, open the top cover.

Wipe the side part, top part, and inner part of the cap until all the solidified ink is removed.



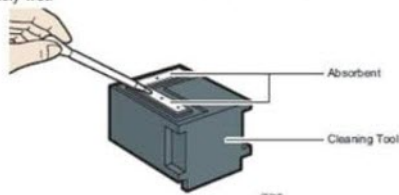
For the top part of the cap, wipe it gently.



For Regular Maintenance, use the cleaning tool, two cleaning pads, and cleaning liquid. Discard the cleaning pads when done – do not reuse them.

- 1** Attach the two absorbents to the cleaning tool, and then use the dropper to moisten the absorbent with the cleaning liquid.

Use the dropper to suck cleaning liquid up to the scale 2 on the dropper. Use half of this for each absorbent swab. Be sure to moisten the absorbent with the cleaning liquid until the absorbent is completely wet.



- 2** Press the [▼/Menu] key.

- 3** Press the [▲] or [▼/Menu] key to display [Maintenance], and then press the [#Enter] key.

- 4** Press the [▲] or [▼/Menu] key to display [Auto Head Maint.], and then press the [#Enter] key.

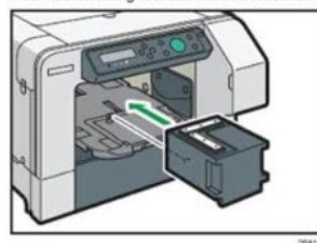
The print heads will move to a position where you can clean it.

- 5** When "Press # to start Auto Head Maint." is displayed, press the [#Enter] key.

- 6** When "Remove Tray" is displayed, remove the tray.

- 7** When "Set Maint. Kit Press Start key" is displayed, attach the cleaning tool to the tray stand.

Push the cleaning tool to the back until it clicks.



- 8** Press the [Start] key.

Cleaning of the print head nozzles will start automatically. It takes 10–15 minutes. Wait while "Maintenance in process..." is displayed.

- 9** When "Remove Maint Kit Press Start key" is displayed, detach the cleaning tool, and then press the [Start] key.

Wait while "Maintenance in process..." is displayed. After that, the machine returns to its normal state.

- 10** Press the [Escape] key until the top screen appears.

Lastly, checkout our [Roland TV](#), which features various cleaning and maintenance videos.