

# Gerber Solara ion™

## Site Requirements, Operating Performance Requirements and Warranty Limitations

*The information in this document is extremely important for you and us, as it specifies the requirements needed of your site to ensure a smooth and successful installation of your*  
**Gerber Solara ion**

- Application requirements
- Labour requirements
- Computer requirements
- RIP requirements
- Network requirements
- Customer-supplied requirements
- Power requirements
- Printer maintenance
- Environmental requirements
- Shipping and clearance specification
- Work-area requirements
- Receiving your Gerber Solara ion
- Site requirements, operating requirements and warranty limitation acknowledgement form
- Yearly maintenance requirements

## Application requirements

The Gerber Solara ion is an “Open Printer” meaning it can print on diverse materials supplied from many independent suppliers for a vast number of very different applications. As such, Gerber cannot guarantee output quality on every material. The output will vary according to material in terms of adhesion, quality, colour and abrasion resistance. Materials that have the same generic title could perform very differently. We recommend you control your supply of materials and be aware when a supplier has made a substitution.

It is your responsibility to ensure that all the demands of your proposed applications have been tested to meet your needs prior to installation. We want you to understand the variability of rigid materials available to the market and want you to be totally satisfied with your Gerber Solara ion. Gerber cannot accept responsibility after installation if some applications cannot be satisfied. Please contact your sales representative if you have any questions.

## Labour requirements

One person, capable of lifting 50 lbs. (23 kg) must be available to assist the technician on the first day of installation. It is the customer's responsibility to ensure that this person is on hand.

## Computer requirements

The requirements of the RIP computer will depend on the software package that will be used (ONYX, PosterPrint, etc). Please refer to the relevant documentation to ensure you meet the RIP system requirements.

## RIP requirements

When using ONYX RIP software, the Gerber Solara ion<sup>X</sup> and ion<sup>V</sup> require ONYX version 7 or higher. If you're using a RIP other than ONYX contact the RIP manufacturer.

## Network requirements

The Gerber Solara ion is a network device.

For network printing you are required to provide a computer with a 100Mbps/1000Mbps/1Gbps auto-switching network interface card installed. Wireless cards are NOT recommended due to the possibility of data starvation. Gerber recommends you connect your printer to the PC using a direct connection, or a local switch to separate print data from your network. The following cables used to connect the printer.

- RJ45 CAT 5E Ethernet cable 20-foot in length. (CAT 6 Ethernet cable is also compatible.)

In addition to the network card and cable, you will need to provide a static IP address, Subnet Mask, (and a Gateway Address for multiple LAN environments).

## Customer-supplied requirements

The Gerber Solara ion does not come with a starter pack of rigid materials. Therefore customers are required to provide the following consumables at installation:

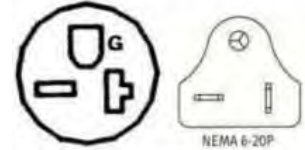
- Compatible materials for use with the Gerber Solara ion

## Power requirements

Gerber recommends that you leave the Gerber Solara ion powered on AT ALL TIMES. Do not turn the printer off, even for extended periods of down time.

**Domestic: Dedicated 230/240 VAC circuit at 50-60Hz single phase, 20 Amps continuous**  
**Measured at the Solara ion: 230 VAC +/- 10%**

The Gerber Solara ion power cord comes with a NEMA 6-20P plug and requires the matching NEMA 6-20R receptacle supplied by the customer.



**International: Dedicated 230/240 VAC circuit at 50-60Hz, single phase, 15 Amps continuous**  
**Measured at the Solara ion: 230 VAC +/- 10%**

The Gerber Solara ion comes with a European CEE 7/7 plug and requires the matching CEE 7 receptacle supplied by the customer. These connectors can be changed to meet local standards.

In the UK you will need an electrician to fit a Blue Ceeform (Commando) socket (IEC 60309), and terminate the cable to the Gerber Solara ion with the appropriate plug supplied by the customer.



**CAUTION: All circuits are subject to voltage fluctuation. A 208 Volt circuit will fluctuate below the voltage required at the Solara ion, which will not provide adequate power to consistently cure ink. You must provide a 230 Volt circuit and ensure that it measures within specification at the Solara ion.**



**WARNING: Make sure to connect the power cable only after all of the steps of the installation procedure have been completed.**

## Printer Maintenance

You will be required to ensure operators are available to receive training. A trained operator who can carry out the correct preventative maintenance is an essential part of getting the best from your Gerber Solara ion printer and is a mandatory component of the warranty. Failure to comply with the correct preventative maintenance will invalidate your warranty/service contract. If you require further operator training due to changes in personnel, please contact Gerber or your Gerber distributor.

The Gerber Solara ion requires regular cleaning. A full maintenance schedule is provided and includes a daily cleaning routine (or 4 hours of printing) and an end of day clean. Lack of print head maintenance will cause misdirected and blocked nozzles which will result in print quality issues. Allowing this condition to continue will require the replacement of the print heads. **Print head replacement for such issues will be at your expense.**



**CAUTION: It is very important to use only Gerber-recommended swabs and lint-free wipes when cleaning the print heads. Use of swabs and lint-free wipes other than what is recommended could damage the print heads. Be aware that this damage will not be covered under the warranty/service contract. Never reuse swabs and lint-free wipes.**

## Environmental Requirements

The Gerber Solara ion warranty requires the printer to be operated within the specific conditions. Gerber recommends setting up in a heated/air-conditioned environment in order to maintain consistent

temperature and humidity, especially in dryer climates during the colder months of the year. If the system is operating outside of the environmental specifications it may result in system errors and/or shutdown.

## Ambient conditions

- **Temperature: 65°F to 75°F (18.5°C to 24°C) Note:** *It may take several hours for the printer to reach this temperature range even after the ambient temperatures have been reached.*
- **Humidity: 20% - 60%, non-condensing Note:** *Take precautions against static electricity effects at lower humidity.*
- Ventilation: no special ventilation required
- Avoid using printer near open windows, outside doors, or heating/cooling systems
- Protect printer and ink pouches from moisture, dust, drafts, and direct sunlight
- Be sure the inks, media and printer reach and remain at operating environment before printing.
- Noise level when operating vacuum table: ~77-78 dB. Please note total noise will vary depending on other equipment in the room, the size of the room and the wall/floor/ceiling surface. Soft materials absorb noise whereas hard surfaces reflect noise.

## Guarding against static electricity

Gerber Solara ion printers should not be installed directly on carpeted floors. The build-up of static electricity in low humidity environments can cause electrostatic discharge, which has the potential to momentarily disrupt system operation. In carpeted installations, grounded and conductive floor mat(s) must be placed under the entire area of the printer.

## Storing GerberCAT™ inks

GerberCAT inks have a shelf life of approximately twelve months from date of manufacture when stored as recommended. Ink pouches should be stored out of direct sunlight and other lighting sources.

- Temperature: 41° F to 86° F (5° C to 30° C)
- Humidity: 30% - 70% non-condensing

## Material storage

See material-specific documentation for recommended handling and storage requirements. General material storage and handling suggestions follow:




- Do not use creased, damaged, torn, curled, bowed, or warped material. Damage to the Gerber Solara ion printer caused by the use of such material will be at your expense.
- Material should not be stored on the floor.
- Do not discard the original packaging. Use the box or plastic bag for material storage.
- Store material in a dry environment avoiding high temperature, high humidity, and direct sunlight.
- The size of the material can change according to the temperature and/or humidity changes of the working environment.
- Printing before the material has acclimated to the working environment for at least 24 hours may cause material distortion and can affect output print quality.
- Material may have a printable side and a non-printable side. If you print on a nonprintable side, problems may occur.
- Do not touch the printable side of material before printing. Moisture or oil from hands can affect the printing quality. Gerber recommends cleaning rigid material with IP Surface Cleaner, or 99% isopropyl alcohol, then wiping it away evenly with a lint-free cloth. This cleans the surface and improves the output quality of the print. Allow the cleaning solution to completely evaporate before printing.
- Do not leave material loaded in the roll-to-roll unit of the printer for an extended period of time. The pinch wheels may damage it or the material may curl resulting in misalignment, jams, or decreased printing quality.

## ☑ Shipping and clearance specifications

The Gerber Solara ion comes in several shipping crates that are conveniently sized to fit through a 36" (91cm) door opening. See the following list for **crated** specifications for the Gerber Solara ion.



**CAUTION: Printer crate #1 is 140" long x 32.25" wide x 78" high (356cm x 89cm x 198cm) and weighs 1,043 - 1,100lbs (473 - 499kg). Confirm the lifting capacity of your forklift and the availability of 8 ft (2.5 m) extended forks before the arrival of the printer. If the extended forks are less than 8 ft (2.5 m) you will need the assistance of riggers to move the crate. Riggers or special moving equipment are the responsibility of the customer.**

Gerber Solara ion including the Roll-to-Roll			
	Crate #1	Crate #2	Crate #3
Contents	Table Kit with Hardware Table Extrusions (2) Table Legs (2) Skirt Kit (3 pieces) Cable Track Roll-to-Roll Platen Maintenance Shield Assy.	Gantry Assembly Ink Drawer Box Electrical Box Fans and Baffles Accessory Boxes	Roll-to-Roll Support Assembly
Width:	35.25" (89cm)	35.25" (89cm)	35.25" (89cm)
Length:	140" (356cm)	119" (302cm)	75.5" (192cm)
Height:	78" (198cm)	52" (132cm)	32" (81cm)
Weight:	1,100 lbs. (499kg)	850 lbs. (386kg)	280 lbs. (127kg)
			

Gerber Solara ion excluding the Roll-to-Roll		
	Crate #1	Crate #2
Contents	Table Kit with Hardware Table Extrusions (2) Table Legs (4) Table Top Rear Panel Kit Skirt Kit (3 pieces) Cable Track Maintenance Shield Assy.	Gantry Assembly Ink Drawer Box Electrical Box Fans and Baffles Accessory Boxes
Width:	35.25" (89cm)	35.25" (89cm)
Length:	140" (356cm)	119" (302cm)
Height:	78" (198cm)	52" (132cm)
Weight:	1,043 lbs. (473kg)	850 lbs. (386kg)

## ☑ Work-area requirements

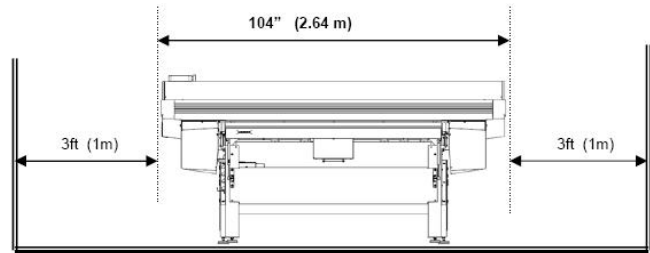
The following chart provides the unpacked and assembled specifications for the Gerber Solara ion printer.

Width	Length	Height	Weight
104 in (264cm)	145-148 in (368-376cm)	52 in (132cm)	~ 1,000 lbs. (454kg)

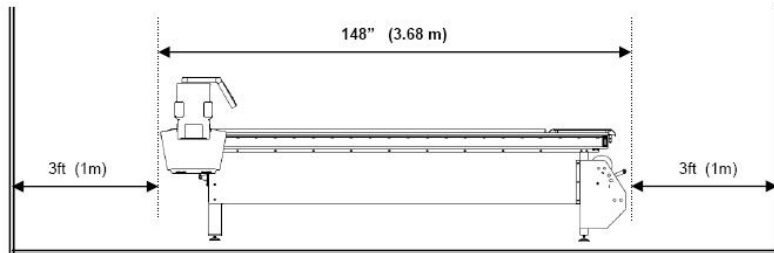
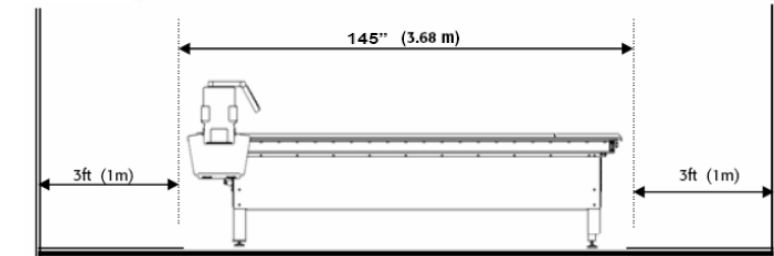
### Gerber Solara ion layout diagrams

When selecting a location, **Gerber recommends an additional border around the printer of at least 3 feet (1 m)** for loading and unloading material and large prints. Plan additional space for storing rolls of media and ink pouches.

Without Roll-to-Roll

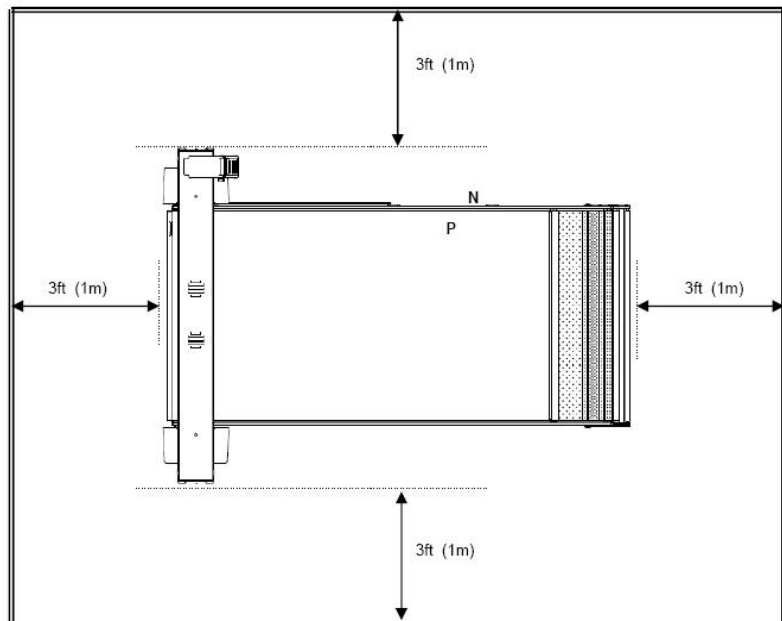


With Roll-to-Roll



**Power connection (P)**  
Located under table. 14ft (4.25m) cable included.

**Network connection (N)**  
Located under table. Ethernet cable included.



## Receiving your Gerber Solara ion

Follow the path that will be used to bring the system from the loading dock to the proposed location. Use the following questions and the layout diagram to assist you in planning the receipt of your printer.

- Loading dock height (from ground to dock floor): \_\_\_\_\_
- Loading dock width: \_\_\_\_\_
- How will the system be removed from the delivery vehicle? \_\_\_\_\_
- Is a forklift with extended forks and the ability to lift crate #1 available? Yes / No
- What is the narrowest doorway or aisle the system must pass through to get to its permanent location? \_\_\_\_\_
- Level the system will be installed on (Basement, ground floor, 1st floor, etc.): \_\_\_\_\_
- Method of movement to between floors: \_\_\_\_\_ Elevator: \_\_\_\_\_
- Size and capacity of elevator: \_\_\_\_\_ Riggers: \_\_\_\_\_

When the printer arrives at your facility, it is your responsibility to ensure that it is moved inside your premises. Please do not leave the crate outside exposed to the elements. Lift gate trucks can not handle the Solara ion crates due to their size. If a loading dock is not available, you must have a forklift capable of lifting 1,100 lbs (499kg) with extended forks (8 ft/2.5 m) to unload the system from the back of the delivery truck. If this equipment is not available or the system requires movement to an upper floor, riggers or special equipment will be required. This is your responsibility. Should you foresee any difficulties with the delivery, please contact Gerber at the earliest opportunity.

We suggest you unpack the delivery crate with the supervision of the Field Engineer (FE) or we will not be liable for any loss or damage unless caused by our negligence. It requires two people to unload the printer and move it to its final location, so you will be required to provide assistance.

**IMPORTANT:** It is recommended that you keep the shipping box for possible reuse. Gerber will not be liable for shipping damage due to improperly packaged units.

## Yearly Maintenance Requirements

The Gerber Solara ion requires yearly maintenance (yearly or 1000 hours of use whichever occurs first) to be performed by an authorized Gerber technician.

- Replace the two vacuum table motors
- Check for ink leaks at all connections. Replace the four ink pouch fittings and eight purge block set screws
- Check ink vacuum operation, vacuum hoses, and replace the vacuum filter
- Inspect the UV lamps
- X-Axis – clean and lubricate the rails, check the steel belts and drive belts
- Y-Axis – clean and lubricate the rails and bearings, and check the tension and tracking of the steel belt and drive belt
- Z-Axis – clean and lubricate worm gears and rails, and check the coupler screw for each Z motor
- Roll to Roll – check operation, and rubber clutch drive and rollers
- Check the Y-Axis encoder mechanical alignment, run the Y-axis encoder test and recalibrate
- Clean and check the operation of all fans
- Check all the electrical/electronic connectors and operation of the interlock circuit
- Check the operation of the maintenance shelf gas struts, sliding UV shield, and lubricate the ink draw runners



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**Gerber Scientific Products  
LIMITED WARRANTY  
Solara ion Digital Imaging Product**

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Gerber Scientific Products, a division of Gerber Scientific International, Inc., (“Gerber”) warrants to you, the initial purchaser of the product from the product line listed above (“Product”), that the Product and the original print heads and lamps sold with the Product, shall be free from defects in material and workmanship for a period of TWELVE (12) MONTHS or 1,000 hours of printing, whichever comes first, from the date of installation. Subject to the terms and conditions of this Limited Warranty, Gerber’s only obligation hereunder shall be to repair or replace Product parts (excluding accessories and consumables such as tools, attaching cables, substrates and media) proven to be defective within the respective warranty periods specified above with new or like-new parts without charge for the replacement parts, labor, or shipping from Gerber. Repair labor may be provided by Gerber or an authorized Gerber dealer. The decision to repair or replace the Product and/or its parts or components and the repair labor provider shall be at Gerber’s complete and sole discretion.

Notwithstanding anything in the preceding paragraph to the contrary, this Limited Warranty excludes: (i) Products that have not been installed by a Gerber-certified installation technician; (ii) Products that have been moved, relocated or reinstalled by someone other than a Gerber-certified technician; (iii) Products that have had the serial or model number removed or defaced; (iv) Product defects that result from improper maintenance, accidents, abuse, neglect, improper shipping, fire, natural disasters, or use of unauthorized accessories, modifications, or consumables; (v) software (and the related software delivery medium), which is warranted only pursuant to a separate independent warranty included and packaged with the software; (vi) failure to operate in accordance with the operating instructions and procedures specified in the owner’s guide, including replacement of consumables and periodic maintenance; or (vii) failure to maintain a proper operating environment in accordance with the operating instructions and procedures specified in the owner’s guide, including, but not limited to, temperature, humidity, HVAC and power supply. Due to the unique nature of the ink for use in conjunction with the Product, use of inks other than those designated in the owner’s guide that is specific to the Product shall void any warranty as it relates to the Product’s ink delivery system and associated components. To be entitled to warranty service, you must notify Gerber of the alleged Product defect during the applicable Warranty Period. Thereafter, you shall work with a Gerber-certified technician to attempt to repair the Product over the telephone. If such efforts are unsuccessful and the defective part can be detached or removed from the machine, Gerber will issue you a return material authorization (“RMA”) for shipping the part to a Gerber-designated location. All costs of shipping the part to the repair location designated by Gerber shall be your responsibility. Returned parts must be packaged so as to ensure safe transportation during shipment. Gerber will pay all reasonable shipping costs for the return of the repaired or replacement part to you. In lieu of, or prior to, issuing a RMA, Gerber may elect, in its sole discretion, to dispatch a representative from its authorized service organization to the site where the Product under warranty is installed. If a service call is scheduled, you must provide suitable space and working conditions to permit the service technician to perform repair work.

EXCEPT AS EXPRESSLY SET FORTH ABOVE, GERBER DISCLAIMS ALL WARRANTIES AND REPRESENTATIONS, EXPRESS OR IMPLIED, OF ANY NATURE WHATSOEVER, INCLUDING BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR USE, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. GERBER SHALL NOT BE RESPONSIBLE AND SHALL HAVE NO LIABILITY FOR ANY DIRECT, INDIRECT, PUNITIVE, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO, LOST PROFITS OR SAVINGS OR OTHER DAMAGES ARISING OUT OF THE USE OR PERFORMANCE OF THE PRODUCT, OR THE LOSS OF USE OF THE PRODUCT EVEN IF GERBER IS ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NO GERBER DISTRIBUTOR, AGENT OR EMPLOYEE IS AUTHORIZED TO EXTEND OR OTHERWISE MODIFY THE ABOVE WARRANTY.

**Gerber Solaration – Site and Operational Requirements**

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SOME STATES AND COUNTRIES DO NOT ALLOW FOR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR EXCLUSIONS OF IMPLIED WARRANTIES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE OR IN YOUR COUNTRY.

**Warranty Coverage**

Warranty coverage varies by territory and factory authorized product reseller. Products purchased from subsidiaries of Gerber Scientific Inc. receive warranty coverage, including Parts and Labor as defined in the Limited Warranty. Warranty coverage for Products purchased from third party distributors will receive warranty coverage from the third party distributor who sold the Product. Warranty coverage for Products purchased from and installed in Alaska or Hawaii is expressly limited to receive Parts only.

## Site Requirements, Operating Requirements and Warranty Limitation Acknowledgement Form

Customer Details			
Company:		Date:	
Contact Name:		E-Mail:	
Company address:			
City:		Zip Code:	
Phone:			
Gerber Solara ion Model			
Working together for both our benefits			
<input type="checkbox"/> Application requirements <input type="checkbox"/> Labour requirements <input type="checkbox"/> Computer requirements <input type="checkbox"/> RIP requirements <input type="checkbox"/> Network requirements <input type="checkbox"/> Customer-supplied requirements <input type="checkbox"/> Power requirements <input type="checkbox"/> Printer maintenance <input type="checkbox"/> Environmental requirements <input type="checkbox"/> Shipping and clearance specification <input type="checkbox"/> Work-area requirements <input type="checkbox"/> Receiving your Gerber Solara ion <input type="checkbox"/> Yearly maintenance requirements	<p>If you do not have the proper computer configuration, network cabling and set up, electrical power, work area clearance, and environmental controls, we may not be able to complete the installation. You will be responsible for any additional costs incurred as a result of incorrect preparation.</p> <p>Our goal is for your system to be quickly and properly installed, to enable you to enjoy the benefits and capabilities of the equipment as soon as you can. We appreciate that all businesses are unique, and should you have any concerns or questions regarding these site requirements please contact Gerber for help and advice.</p>		
Customer	Please sign to confirm that you understand and accept the Site Requirements, Operating Requirements, and Warranty Limitations for the Gerber Solara ion printer. The confirmation will expedite the scheduling of your equipment delivery and installation.		
Customer Signature		Date	
Name (block capitals)		Position	
Gerber Distributor or Representative's Signature		Date	
Name (block capitals)		Position	