

Digital Knight Tech Document

“No-Heat” Troubleshooting Procedure

There are simple two tests to confirm the cause of a Digital Knight press not heating.

1. Check heat platen continuity/ohms.

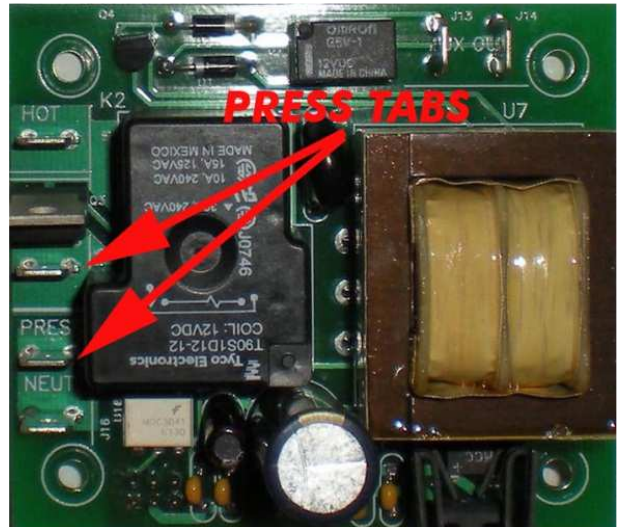
Open the digital control panel and look at the circuit boards.

There are two white fabric-coated fiberglass white wires plugged into the 2 middle PRESS tabs. These are in-between the HOT and NEUT tabs.

Unplug the two white fabric-coated fiberglass wires.

Check for ohms/continuity across the wires, touching one probe of a multimeter to one end of the wire, and the other probe to the end of the other wire. Readings should be:

16x20	6-8 ohms
14x16	10-12 ohms
6x8	20-25 ohms
Cap	25-30 ohms



2. Check power board voltage.

Look at the two metal PRESS plug-in tabs where the white fiberglass wires were unplugged from, on the circuit board.

Carefully turn the press on. These two tabs should be reading 110-120V when the screen says “Heating”.

Touch one probe of a multimeter to one tab, and the other probe to the other tab, and test for voltage (AC Volts)

3. Conclusions.

If there is **No Voltage** across the two PRESS tabs, but there is continuity and a good ohms reading across the two fabric heater wires (or the heater gets hot when directly powered), then you need a replacement power board. Go to www.heatpress.com/support.php and order (1) DKA-CTRLP.

If there is **No Resistance** (no continuity) through the two fabric wires, and you have an open/broken circuit across the plugs on the ends of the wires, and there IS voltage coming from the PRESS tabs on the circuit board, then the heat platen must be serviced. If you are the original owner, there is a lifetime warranty on the platen and you can call 800-525-6766 for instructions on returning the platen for 1 day turn-around service.