

The heat platen is definitely at fault and needs warranty service.  
Please do the following:

1. Follow the attached PDF and separate the heat platen from the press completely and set it aside.
2. Send the heat platen to us for no-charge warranty service and repair & return. You are only responsible for getting it in our hands, and we have a SAME-DAY or ONE-DAY turn around for all warranty service items – top priority!
3. Send the heat platen (with black cover, 2 silver rods sticking up, and only the heat platen wire harness... keep everything else with you there) to us:

ATTN: WARRANTY SERVICE  
GEO KNIGHT & CO INC  
52 PERKINS ST  
BROCKTON MA 02302

4. OPTIONAL – You may be able to easily get up and running right there. The press is quite young, so it likely is a wire connection repair issue, and the heating element is fine. If so – once the heat platen is off, before you send it to us, follow (or have someone who is comfortable taking a look at wire connections) the attached PDF and see if it is an obvious burnt/disconnected easily crimped/repaired connection under the cover!