

I Can Not Fit the Mugs in the press, or the mug heater band is not shaped right for inserting mugs.

1. QUESTION: Have you screwed the adjustment knob ALL THE WAY IN? For printing 15 oz mugs, the adjustment knob must be turned all the way in - screwed in to the right (clockwise). You should not be able to see any threads on the big pressure adjustment bolt.

2. If you still can not fit 15oz mugs in the press, and have tightened the pressure screw all the way in, this means you will need to add a spacer washer under the lower 2 bolt positions on the black clamp. Look at the black clamping/handle assembly. There are 4 bolts that hold the clamp on. The lower 2 hole positions are usually sitting on top of a washer or two - UNDER the black clamp casting, on top of the white sheet metal top. YOU WANT TO loosen the 4 bolts, and ADD 1 WASHER UNDER THE LOWER LEFT AND LOWER RIGHT POSITIONS. So the clamp is resting on an additional washer under each of the 2 lower positions. Basically this results in the clamp assembly tilting back slightly, and makes a dramatic increase in the curvature/diameter of the heater band for larger mugs. CLAMP A MUG IN THE PRESS, THEN TIGHTEN THE BOLTS BACK UP. This will insure the clamp is held straight when tightening the bolts back up.

I Can Not get Enough Pressure on 11 oz Mugs.

1. QUESTION: Have you screwed the adjustment knob ALL THE WAY OUT? For printing 11 oz mugs, the adjustment knob must be turned quite a ways out - unscrewed out to the left (counter-clockwise).

2. If you still can not get enough pressure, and have unscrewed the pressure screw all the way out, this means you will need to remove a spacer washer under the lower 2 bolt positions on the black clamp. Look at the black clamping/handle assembly. There are 4 bolts that hold the clamp on. The lower 2 hole positions are usually sitting on top of a washer or two - UNDER the black clamp casting, on top of the white sheet metal top. YOU WANT TO loosen the 4 bolts, and REMOVE 1 WASHER UNDER THE LOWER LEFT AND LOWER RIGHT POSITIONS. So the clamp is resting on one less washer under each of the 2 lower positions. Basically this results in the clamp assembly tilting forward slightly, and makes a dramatic decrease in the curvature/diameter of the heater band for smaller mugs. CLAMP A MUG IN THE PRESS, THEN TIGHTEN THE BOLTS BACK UP. This will insure the clamp is held straight when tightening the bolts back up.