CX1200e Color Label Press and FX1200e Digital Finishing System Frequently-Asked Questions

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1. How much does it cost?

In EMEA the CX1200e is average priced at 22.995 EUR and FX1200e at 31.995 EUR. Please note that prices vary in every country, depending on import costs and service level as well are depended on USD /EUR exchange rates.

2. What does the price include?

CX1200e:

*   A full populated PC with latest Windows and large 24" vertical TFT screen, including PTPrint 9.0 RIP software, four starter toner cartridges (CMYK), 1250' (381m) roll of matte-paper label material, unwind and rewind stations, guillotine cutter, print engine and automatic-tensioning control station are included with the CX1200e.
*   The lockable storage bench is an additional 1295 EUR.
*   Two year warranty on system, one year on the print engine.

FX1200e:

*   A touch screen computer is included with FX1200e that attaches to an LCD monitor mounting bracket in the center of the FX1200e.
*   PTFinish 1.3.2 Software
*   Two year warranty on machine (excluding blades), one year on cutter module.

3. How do I buy one?

CX1200e is available through authorised Primera partners in the EMEA region. To get your closes selling point, just contact Primera Europe, Wiesbaden, Germany

4. How fast are the CX1200e and FX1200e?

*   CX1200e prints at a constant 16.25 fpm (feet per minute).
*   FX1200e can digitally-die cut at up to 20 fpm, but speed can vary depending on shape.
    Typical speeds for most common shapes is 10-16 fpm.

5. What does the toner cost?

The toner cartridges that ship with the press are starter capacity of 10,000 pages. After that, we provide only extra high yield, 16,500+ (rated according to ISO/IEC 19798 guidelines, equals approx. 4950 meters) page toner carts to keep running costs as low as possible. Cost per label varies depending upon percentage of coverage, typical cost for a 4" x 3" label varies between 0.5 to 3.5 cents.

PTPrint has a built-in label cost estimator that allows you to precisely calculate cost per label based upon actual artwork files submitted for printing. The best way to estimate the cost of your label is to send an .eps file to Primera or to an Authorized Primera Reseller or Distributor. The file can then be run on the press and a cost estimate sheet printed out.

6. What kinds of substrates can be used?

It is important that only laser-qualified materials are fed through the CX1200e. There are hundres of approved laser substrates in Paper and Plastic types from various known manufacturers like UPM, Herma, Fasson etc. available. Primera also offers a range of approved materials for you. Non laser-qualified substrates – such as most standard polypropylenes – can cause maintenance and service issues due to the high heat levels generated at the fuser. Polypropylene by its very nature is supposed to shrink when heated, which is exactly what happens when attempting to use it in CX1200e.

Another important consideration is the adhesive. It is recommended that you use only true laser qualified acrylic adhesives. Rubber-based or hotmelt adhesives can "ooze" onto the transfer belt and fuser rollers, causing print quality issues and possibly even destroying these components. Many laser-qualified specialty substrates are also available, including fabrics for mattress tags and care-use tags, vinyl (PVC), cork, and even magnetic materials for making refrigerator/file cabinet magnets.

7. Is Pantone® spot color support included?

Yes, CX1200e includes Pantone® approved color support. Keep in mind that CMYK presses can reproduce about 35% to 50% of the Pantone Spot Color book. CX1200e accurately reproduces about 64% of Pantone Spot Colors.

8. What substrate thickness can be used?

Substrates are not rated on thickness, but on basis weight. That's because so many variables such as stiffness are part of the equation. Here's an explanation on paper weight versus thickness from an industry-standard press reference guide:

There is no definite relationship between paper basis weight and thickness. Nor for that matter is there any definite relationship between either of these and stiffness.

Clearly, all else being equal, a heavier paper will be thicker and stiffer, but if a paper is pressed harder, or calendered, or contains a lot of fibre length variation or filler material, or the fibres have been well beaten, a relatively thin sheet can have a relatively high basis weight.

All that being said, the guidelines on the CX1200e and FX1200e are:

• Minimum: 60 g/m2 grain long (16 lb.) – about .003" or 3mil
• Maximum: 300 g/m2 (92 lb.) – about .013" or 13 mil

Keep in mind that many synthetic materials are stiffer than paper, so a 13 mil paper will usually work fine but a 13 mil synthetic surface might not. Always test a small amount of material before ordering large quantities.

9. Is it Mac compatible?

PTPrint 9.0 software runs only under Windows XP, Vista, 7, 8 or 10, but can import virtually all popular Mac file formats. The preferred import format for PTPrint is an .eps file.

10. What exactly does the software do?

PTPrint 9.0 is a production tool that helps you streamline the running of your digital label jobs with CX1200e.
Major features include:

• Importing of the label artwork
• Color matching
• Step-and-repeat
• Automatic calibration of the amount of "stretch" and insertion of timing marks required for digitally- die cutting or rotary-die cutting.
• Built-in job estimator which uses the actual digital file for optimal accuracy
• Exports PLT cut files for use on Primera's FX1200e Digital Finishing System

PTFinish drives the finishing of your labels with FX1200e. Major features include:

• Importing of cut files for labels
• Tension and on/off controls of all stations of finishing
• Adjusting all finishing settings for various offsets and media widths
• Saving substrate finishing profile settings, for optimum setup and changeover time between types of materials

11. Can the press be hooked up via Ethernet?

Yes; through the production PC it can be connected to a standard Ethernet 10/100/1000 office network. The data connection to the press is also through Ethernet, but directly from the production PC.

12. Is the ink waterproof?

Yes. It also has multi-year UV resistance without lamination. Lamination on the FX1200e as a post-process will further increase UV resistance and give additional abrasion resistance. Primera's toner is one of the best on the market for UV resistance, far surpassing the life of other brands of laser toner. Using BS certified media allows GHS conform production.

13. What is the print resolution?

Two print resolutions are supported:
1200 dpi
2400 dpi (4800 dpi HQ mode)

14. What is the rated duty cycle?

Up to 50.000 meters per month – equivalent to one million 4" x 3" full-color labels.

15. Does it print on pre-die cut labels?

Yes, as long as you use Primera approved sourced pre-die cut labels and substrates that have a black-mark on the back of the liner to line up with every page length.

16. How do I get the labels die cut, laminated, stripped, re-wound, etc.?

Primera's FX1200e Digital Finishing System is the perfect companion to CX1200e. FX1200e lets you produce labels in any size and any shape with its patent pending QuadraCut™ digital die-cutting technology. It also laminates, rewinds the waste matrix, slits with up to seven rotary knives and rewinds to finished rolls. More details on FX1200e along with a downloadable brochure and video can be found at primeralabel.eu.

If you own a high-end digital finishing system that already works with presses such as the HP Indigo®, it is likely that you will be able to use it for finishing output from CX1200e, too.

17. What imaging technology is used in CX1200e and what are the advantages of laser versus LED print engines?

The CX1200e's latest-generation laser engine provides 2400 dpi scan resolution, while LED arrays are limited to just 600x1200 dpi. In an LED system, the lens bar must be located very close like a millimeter to the photoconductor surface than in a laser system, wjich is about 250mm in the CX1200e engine. The close proximity of the lens to the photoconductor can lead to toner contamination on the lens and streaks in the print. Maintenance is required to keep the lens clean. In a laser system such as CX1200e, photoconductor exposure is inherently uniform. Any variation in exposure across the scan is gradual. In contrast, an LED system uses multiple LED arrays to achieve full-width photoconductor exposure. The use of multiple LED arrays can lead to step changes in exposure at array boundaries, which produce print defects (knit lines). This problem may be exacerbated by temperature and aging. This site explains how the two technologies are different: http://mimech.com/printers/laser-printer-technology.asp.

Generally speaking, LEDs are also much more difficult to keep properly aligned. You need an LED for each addressable point on the image and going to higher resolutions increases the number of LEDs required. Keeping them aligned is difficult. The principal advantage to laser is print quality. Lasers are easily capable of true 1200+ dpi and scan resolutions up to 2400 dpi. Dot size, shape and density are much better controlled with a laser. This helps with edge smoothing of text and lines and resolution enhancements for photos. LEDs can also suffer from something called LED streaks. If you have large areas of mid tones (such as 25% grey) slight variations of power delivery to each LED can cause vertical (process direction) streaks or areas that are lighter or darker than they are supposed to be. Simply put, excellent print quality at high speeds favors laser over LED technology.

18. What is the maximum roll diameter size?

CX1200e takes up to a 12 inch (304mm) maximum roll diameter. On a 40# facestock with a 50# liner, this is equivalent to about 1250' (381m). This is the standard roll diameter for most automated label applicators.

Some of the largest automated label applicators take up to a 14" (355mm) roll diameter. That is too heavy for an average person to lift up onto the CX1200e's rewinds or onto an automatic label applicator. So, it was decided that a 12 inch (304mm) roll diameter was a more reasonable size and weight for most people to handle with ease.

19. What kind of maintenance is required?

*   CX1200e: The same as most office laser printers – scheduled replacement of transfer belt, fuser and waste toner bin, occasional vacuuming of the interior of the printer to remove paper dust and excess toner.
*   FX1200e: Die-cutting wear strip and knives need to be occassionaly changed. Depending on the materials used, adhesive can build up over time on the edge of the rollers. This can be easily wiped off using products such as Goo-Gone® or WD-40®.

20. How do I get the press set-up at my location?

Most users prefer to install the press themselves by following the set-up and installation DVD that is included with every unit. Typical set-up takes one and a half to two hours. Primera's Technical Support Representatives are available by phone, video Skype or WebEx during regular business hours to help with any questions.

FREE operator training is held on a regular basis at Primera's headquarters in Plymouth (Minneapolis), Minnesota, USA, Primera Europe in Wiesbaden, Germany and at Primera Asia Pacific in Melbourne, Australia. Many of Primera's distributors also provide installation and training.

21. What type of operating environment is acceptable?

A temperature and humidity-controlled office or shop environment is required for best performance.
Temperature: 68° F to 74° F (20° C to 23° C)
Humidity: 40% to 50% Relative Humidity
Altitude 0 – 6,560 Feet (2000 Meters).

22. How many labels per job are typically run on the press?

It depends upon the size of the label. Generally speaking, runs of just a few labels to many thousands of labels are appropriate and cost-effective for CX1200e. The press has been designed to print up to 1250' at one time.

23. What level of consistency can I expect from the first label to the last label?

The CX1200e's toner alignment and heat controls are highly sophisticated. Depending upon the colors utilized, a very slight shift can be expected on runs of more than a few hundred feet at a time.

24. How much waste is there at the beginning and end of jobs?

Almost none. When starting a job, the operator simply loads about 24" of substrate from the input roll. The press software automatically generates a blank leader of approximately 3 feet, saving toner. The leader is taped onto the output core and the job starts to print. When the job is complete, a trailer of approximately 6 feet is generated. This lets you thread your label finishing machine with blank material, again saving toner. Header and footer lengths can be adjusted (increased or reduced) from within the PTPrint Software.

25. Are software upgrades available?

Yes. As new features are added, low-cost or free software upgrades are available on Primera's website at www.primeralabel.com.

26. Where are CX1200e and FX1200e assembled?

At Primera's main factory in Plymouth, Minnesota, USA.

27. I have more questions. How can I get them answered?

Primera has one of the best online Knowledge Bases available in the industry. You can access it 24/7 at primeralabel.eu or, call Sales at +49 611 927770. Email to sales@primera.eu or support@primera.eu

28. Who is Primera?

Headquartered in Plymouth, Minnesota, Primera Technology, Inc. is the world's leading developer and manufacturer of specialty printing equipment including the LX-Series Colour Label Printers, AP-Series Label Applicators, LP130e Laser Marking System and CX1200e Color Label Press and FX1200e Digital Finishing System.

Primera distributes its products in more than 222 countries with service and support for North America, Latin America and South America from Plymouth, Minnesota. EMEA customers are serviced and supported from Wiesbaden, Germany through Primera Europe. Primera Asia Pacific, located in Hong Kong, serves customers in Asia Pacific.