

# HP Latex 110 Printer

## Frequently Asked Questions



This document addresses the questions most frequently asked about the HP Latex 110 Printer. It complements information provided in sales training material.

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## Printing

### **Q The HP Latex 110 is considered a contone printer. What is a contone printer?**

In Halftone printers, the whole color management and workflow settings are controlled by the RIP so a specific media profile has to be generated for each RIP and media print mode combination.

In Contone printers, most of the color management and workflow settings are done inside the printer as media profiles are now on board the printer. This means that the “click to print” time is significantly reduced as RIP processing is now significantly quicker.

### **Q Can I make any changes on the fly while printing?**

Yes. The most popular adjustment you can make while printing is to change the curing temperature and it will take immediate effect while printing the current print job. There is an option to save the change and these settings will be automatically saved to the profile for subsequent jobs. In this menu you can also make changes to advance factor, inter-pass delay offset and vacuum printing, however these are only recommend for experienced users.

### **Q Where does the curing temperature reading come from?**

The temperature is taken from the inside the curing zone. There are several curing modules, each with their own temperature sensor that work together to create a consistent and uniform curing temperature across the substrate. This is due to a pressurized environment where hot air is forced through hundreds of small nozzles to cure the print and then recycled back through the system to remain efficient.

There are two main advantages of curing by using heated air:

- The curing modules can get up to temperature very quickly in under 1.5 minutes
- Curing is now done at a lower temperatures and over a shorter time which means printing at higher speeds and lower energy consumption.

### **Q What is the lowest and cheapest economy mode I can use for banner? Is it possible to use 2 pass?**

This all depends on the viewing distance and what is acceptable by the end customer. However for final production on outdoor applications on banner media it is recommended to use a minimum of 4 to 6 passes. A full list of print modes are available in the data sheets or quick demo guides with recommended viewing distances.

### **Q Can I print applications such as stickers and decals with my Latex 110?**

Yes the printer fully supports the printing of stickers and decals. We offer a dual device solution with our partners Graphtec and Summa for contour cutting. Please see the RIP chapter in this document for compatible RIPS or work arounds.

### **Q Can I print borderless posters (full bleed printing)?**

Borderless printing is not supported as there is no ink collector kit option available for the Latex 110. The HP Latex 360 and 370 models support borderless printing with the ink collector installed.

### **Q Can I print completely unattended if I have a take-up-reel on my printer?**

Yes. The printers can run completely on their own to complete a full roll of media reel to reel. All that you would need to ensure is that you have enough consumables to last the print job.

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## **Q How long does the printer take to start printing (wake up/warm up times)?**

The following are the time combinations to ready mode:

- Warm up: 1.5 minutes
- Wake up and warm up: 3 minutes
- Cold start (printer switched off) and warm up: 7 minutes

## **Q What is the minimum readable text size?**

On the HP Latex 300 Series the minimum readable text in positive is 4pt but is optimal at 6pt. In negative the minimum readable text is 6pt but is optimal at 8pt.

## **Q What is the sharpness of thin lines at each level of resolution?**

On the HP Latex 300 Series a resolution of 300 dpi is considered good enough to print most images. However, when printing small text or long lines, 600 dpi is highly recommended to highlight the necessary detail.

## **Q With no optical media advance sensor in the HP Latex 110, does this mean there is more chance of banding?**

Firstly, there is no difference in print quality in the HP Latex 110 compared to the HP Latex 360 and HP Latex 370. As we do not have a heater in the printzone, media expansion in that area is significantly reduced which means a more stable media advance allowing to print robust quality without the OMAS. Additionally the HP Latex Optimizer helps pigments to instantly fix on the media substrate avoiding quality artifacts caused by a slower curing.

It is always recommended to perform the media advance calibration once a new media profile is created. Recalibration may be needed occasionally after some usage, to adjust to the dynamics of the environment and the media intrinsic variability. If you do experience any problems during printing you can always change on the fly, the advance factor and or inter-pass delay offset in the front panel.

The OMAS in the HP Latex 360 and HP Latex 370 is needed for two reasons:

- With the high print speeds of the HP Latex 360 and HP Latex 370 it helps to ensure accuracy in longer advances.
- To read the markings for double sided printing.

## **RIP software**

### **Q Is SAi FlexiPrint HP 100 Series Basic Edition RIP developed by HP and how will it be supported?**

The SAi FlexiPrint HP 100 Series Basic Edition is developed by SAi in close cooperation with HP based on SAi's well-known product FlexiPrint. The SAi FlexiPrint HP 100 Series Basic Edition is bundled with each HP Latex 110 printer and will be fully supported by HP.

### **Q Do I have to use the SAi FlexiPrint HP 100 Series Basic Edition RIP wizard?**

The wizard can be disabled in the settings. You can also toggle between basic and advanced settings inside the Rip console by clicking on the blue tab to the left of the menu.

### **Q Does the RIP support tiling and cutter marks?**

Yes. Both tiling and cutting options are supported outside of the wizard.

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## **Q Can I print applications such as stickers and decals, does the basic RIP support these contour cutter marks?**

The SAi FlexiPrint HP 100 Series Basic Edition does not include the contour cutter marks. However there is a workaround as Graphtec and Summa have included in-the-box software controllers [Print & Cut workflow without supporting RIP](#)

1. Generate jobs with print & cut marks with Adobe Illustrator or Photoshop
2. Print jobs using your SAi Flexiprint HP 100 Series Basic Edition RIP on your HP Latex 110 printer
3. Cut your printing job on your cutter using Cutter Controller Software

Alternatively, customers have the option to upgrade to the SAi Premium version which supports contour cutting

## **Q Can I choose to use another RIP vendor with my HP Latex 110 printer**

Yes. Onyx, Caldera, ColorGATE and AVA RIPS have drivers compatible with the HP Latex 110.

## **Power**

### **Q Do I need any special or industrial electrical sockets to power the printer?**

The HP Latex 110 ships with two domestic NEMA 6-20P plugs, meaning that you are able to plug into most domestic sockets. **However, please note that the printer requires the power range of 200-240V (13A min)** so please make sure that the circuit can support this higher rating.

### **Q What is the average power consumption during printing?**

Based on a print mode of 8p 6c this is the power consumption per model is 2.2kw

### **Q With the very quick warm-up time what is the effect on energy consumption?**

The maximum power consumption per printer during warm up phase will be 2.6kw

### **Q What is the energy consumption in sleep mode?**

For all models the printers consume less than 2.5W while in sleep mode.

## **Spindles and Media Loading**

### **Q What is the minimum substrate width I can use?**

For all models it is 254mm (10in). Please note that the minimum travel width of the carriage will be 54in for all substrates under this size.

### **Q When should I consider using the edge holders, can I print without them?**

In most cases the vacuum on the platen or the tension from take-up-reel is sufficient enough to print without the use of edge holders. Edge holders are a tool to help protect the printheads from any unforeseen damage, like printhead crashes that may occur from certain media types that have the tendency to curl at the edges while printing. Examples of this type of behaviour can happen in certain papers, or textiles with rugged edges. If at any stage during the printing process you wish to enable the edge holders, just open the window and slide them into place. Once you close the window, printing will resume without having to resent the job. Edge holders can also be used when printing with the ink collector kit.

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**Q Can I use the optional take-up-reel without the tension bar?**

No. The tension bar must be used at all times when printing with the take-up-reel. It is there to help prevent any telescoping and to assist in accurate tension.

**Q Are the two spindles identical so I can use them double sided printing by just swapping them around?**

Yes. They are completely identical.

**Q Can I attach media to the take-up-reel while printing to maximize media coverage?**

Yes. All you need to do is attach the media to the core and enable the appropriate take-up-reel winding direction. This will save you approximately 1.5m (4.9 ft.) of media.

**Q What is the maximum media thickness that the printer can accommodate?**

The maximum tested thickness is 0.5mm.

**Q Is the take-up-reel an upgrade option with the HP Latex 110 model?**

Yes. The 54in take-up-reel can be purchased as an accessory.

## Front Panel and Substrate Presets

**Q How do I search for a media pre-set if it is not available on the printer's front panel?**

You have several options available to search for HP or 3<sup>rd</sup> party substrate brands:

1. Search online from the front panel which connects directly to the HP Media Solutions Locator database. Here you can download and install a substrate to the printer.
2. Use the printers embedded web server on the RIP work station to import a substrate pre-set from the HP Media Solutions Locator which will then update and install it on the printer.
3. Download the pre-set directly from HP Media Solutions Locator and then install the pre-set on your RIP software. Please be aware that any 3<sup>rd</sup> party media profiles downloaded outside of the HP Media Solutions Locator may not sync with the printer if they are not digitally signed.

**Q Can I run help videos on the front panel instead of using the QR codes?**

All help videos that are associated to the QR codes must be watched from a smart phone or tablet as there is no ability to switch between watching the video and performing the action on the front panel at the same time. Below each QR code in the printer menu is the full written explanation what is covered in the video. In addition there are useful "show me how" wizards on the front panel to demonstrate several basic printer tasks, for example how to load a substrate.

**Q Can I import or export media pre-sets between the HP Latex 110 and 300 series printers?**

Yes. The HP Embedded Web Server also allows you to export substrate presets from your printer for use with another printer of the same model.

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## **Q How can I keep my printer firmware up to date to take advantage of new features and functionality?**

By default the printer is set to automatically download firmware updates. You may change this setting to search manually for updates. You will always get a notification if you wish to install the software and it will not be automatically installed.

## **Q Is the front panel localized into different languages apart from English?**

Yes, it is localized into French, Italian, German, Spanish, Portuguese, Japanese, Chinese Simplified, Chinese Traditional, Korean, Russian and Catalan.

## **Ink and Printheads**

### **Q If I only want to use 4-color print modes, can I choose to not install the light ink cartridges to save money?**

No. The light ink cartridges must be installed in this printer for the system to function properly as designed.

### **Q What is the warranty and average expected usage of the HP 831 Latex Printheads?**

The warranty on the printheads is 1 litre and are expected average is 4 litres.

### **Q Can I use 3<sup>rd</sup> party or non HP inks?**

No. It is not recommended to use any third party inks as the ink and the printheads are developed together to produce the best print results. Using 3<sup>rd</sup> party inks may affect your warranty.

### **Q Can I use bigger cartridges like the 775ml ones that come with the Latex 300 series**

No. The Latex 110 is only compatible with the 400cc cartridges.

### **Q Is there any sensor to prevent printhead crashes?**

Printhead crashes can be avoided by using the edge holders at all times. In addition, as a safety precaution a slow scan is performed by the carriage before the start of each print job.

### **Q Will you be introducing any more ink colors or metallic ink to your range?**

The color gamut provided with HP Latex 3rd Generation inks is wide enough to cover the needs for signage applications. Special colors like gray are not required as the internal color calibration and color management is capable to balance color inks to provide neutral grays, nevertheless HP 3<sup>rd</sup> generation inks are recognized with gray neutrality with good results when printing black on white. If you are looking for high quality photo or fine art applications it is recommended to consider the HP Designjet Z Series range of printers.

Metallic inks are for some niche applications with normally very low usage, and requires extra maintenance, which makes this type of application really expensive. On top of that, the shiny effect that you can get with metallic inks is significantly lost when you laminate the prints and you have to do so because metallic inks are very sensitive to smudging and scratching.

### **Q Are the ink cartridges 'hot swappable' while printing?**

If an ink supply runs out during printing the printer will pause the print job and display an alert on the front panel. You will have 30 minutes to install a new supply and will not have to reprint the same job if you replenish within this time frame. This method is not following a hot swappable scenario and there may be a slight change in print quality at where the job had paused so it is always advisable to ensure you have enough ink at the start to last the length of the job.

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## **Q Why does HP Latex technology not need a lower drop size?**

The main reason is that HP Latex technology uses the light inks (lc & lm). This means that dot visibility is comparable to what you can get with lower drop size and dark inks, as most of our competitors are CMYK only.

## **Latex Optimizer**

### **Q What does the HP Latex Optimizer do?**

HP Latex Optimizer enables high quality at high speed. HP Latex Optimizer consists of positively-charged (cationic) polymers suspended in a colorless, water-based ink vehicle. It reacts with the ink pigments which are negatively-charged (anionic) to rapidly immobilize them on the print surface. This produces sharp text and image detail by suppressing feathering and color bleed especially at high productivity levels.

HP Latex Optimizer also enables the drying and curing process of the HP Latex Inks to operate at lower temperature and to be more energy efficient, which has the additional benefits of allowing wide media support and reduced power consumption.

### **Q Does it cost more to print with HP Latex Optimizer?**

Typical HP Latex Optimizer usage is around 12% of total fluid (ink + optimizer) usage.

The use of optimizer allows the colored inks to be used more sparingly, and as a result the use of optimizer has no impact on overall print costs. Results show that the total amount of ink fluid is the same and is not incremental.

### **Q How do I know how much ink optimizer should be used and can I adjust the levels manually?**

The correct use of optimizer depends on the media, speed and amount of ink. In a halftone printer, the RIP would have had to choose the optimizer levels many times by trial and error. With contone printing the printer knows the exact levels of optimizer to ensure the best levels of image quality. HP Latex Optimizer is an integral part of the printing system and ink set design. Using the correct amount of optimizer will provide optimal IQ at the high speeds that the printer is capable of. Underusing optimizer is likely to result in poor IQ (high levels of ink bleed and feathering). Optimizer level can be adjusted by the user but we only recommend this to more experienced users.

### **Q What are the environmental characteristics of HP Latex Optimizer?**

HP Latex Optimizer has the same environmental characteristics as the 6 color inks.

- Water-based HP Latex Inks – no special ventilation, no hazard warning labels, no HAPs, nickel-free.
- HP Latex Inks are UL ECOLOGO and GREENGUARD Children & Schools Certified.
- Prints meet AgBB criteria and are rated A+ according to Émissions dans l'air intérieur.

### **Q Is the durable scratch resistance in the Latex Optimizer?**

No, the scratch resistance is not in the Latex optimizer, it is in the color ink together with the Latex polymer which together contribute to the high levels of durability.

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## Media

### **Q We currently use cheap banner media, do you have a list of banner substrates that you have tested and that are compatible with the HP Latex 110?**

HP continually updates the HP media solutions database with ongoing testing of new media. If you use a media that is not in the database you may create a new or clone a generic profile from the substrate library. Then use the on board print saturation test together with adjusting curing levels to see what best result you can achieve for that specific media.

### **Q Can I print on banner that have high levels of plasticizers?**

Printing performance will always be affected when printing on banners with plasticizers, even in solvent printing technologies, however with a lesser effect than HP Latex. Media suppliers are constantly looking at ways of improving their composition to make the interaction with their media easier for better results.

### **Q How many media profiles can I find on the media solutions locator?**

Approximately 250 will be available and intend to add more as they are tested. Note that those profiles will be usable for any RIP due to printer being a contone printer.

### **Q What ink application warranties are there for the HP Latex 110?**

Currently no ink application warranties are offered for the HP Latex110. The HP 831 775cc cartridges for use on the HP Latex 360 and HP Latex 370 and the HP 871 3 liter cartridges on the HP Latex 370 are certified for use with 3M self-adhesive vinyl (covered by MCS finished graphics warranty) and AVERY self-adhesive vinyl (covered by ICS warranty).

### **Q Will we experience any deformation/smiling effect on the media?**

In very exceptional cases you may find deformation but with the new efficient curing system you should find very good results, good enough to perform contour cutting.

### **Q How is the durability (scratchability) of the HP Latex 110 compared to eco/hard solvent, printed on banner and SAV?**

It is comparable to hard solvent on SAV and banners with better performance than eco solvent. This means with HP Latex 110 prints you can avoid the complexity of lamination for low value, short duration jobs like seasonal window graphics, low value stickers, roll ups and pop ups, and all kind of short term event graphics. For un-laminated use, it is recommended to validate or test the suitability for your specific applications.

## Color Management

### **Q How long will it take to clone and create a media profile?**

To create a media profile it will take up to 30 minutes which will include a color calibration, but not an ICC profile. If you wish to include ICC profiling then you will need to make use of an external spectrophotometer.

### **Q How do I do perform ICC color profiling if I want accurate colors?**

The HP Latex 110 does not include an on board spectrophotometer nor does the Sai Basic RIP support a profiling module. To perform an external ICC profile, measure the colors with an external spectrophotometer and input the values into a profiler or upgrade your RIP software to Sai Pro in order to enjoy full color management features. Monthly subscriptions are also offered by SAI for upgrades.

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## **Q Is there an emulation mode for other HP Latex printers?**

An “emulation mode” is currently not offered. Offline color calibration solutions are offered by HP partners (e.g. GMG). HP has produced a basic guide, however if you require further assistance please contact your reseller color expert who can help you with the emulation process.

## **Q How often do you need to perform closed loop color calibration (CLC)?**

CLC should be performed after changing one or more printheads, or after printheads start to wear out, normally when they are over their average life expectancy (see Ink and printheads section). The printer is automatically updating a CLC Status flag by substrate, to advise on the necessity of performing color calibration. Whenever the CLC status is completed, there is no need to perform color calibration on that substrate.

## **Q With no build in spectrophotometer on the HP Latex 110, will there be a higher likelihood of color inconsistency?**

There is another sensor on the carriage called the line sensor which measures for color consistency. However the main contributing factor to excellent consistency is the lower operating temperature of the 3<sup>rd</sup> generation printheads and lower printzone temperature which ensures a consistent and accurate drop ejection resulting in consistency across print jobs to a level of 2dE 2000 for 95% of colors.

## **Maintenance, Diagnostics, Service & Support**

### **Q Is there a daily maintenance routine that needs to be run before printing, and if so how long does it take?**

No. There is no daily routine maintenance. The maintenance routine will be automatically adjusted depending on how long has been the printer idle. If the printer is not used more than once per week, printhead servicing will take between 30 seconds to 1.5 minutes. Before a print job the printer checks for nozzle health and depending on the result the printer may need to perform additional auto recovery which is 1.9 min.

### **Q How much ink is used during servicing?**

If the printheads are in a reasonable condition servicing will use a very minimal amount of ink. The worst case scenario would range from 0.064g to a maximum of 0.980g per affected color.

### **Q How long does the HP 831 Latex Maintenance Cartridge last?**

Based on average operating conditions the maintenance cartridge should last for up to 14 litres of ink consumed. This ranges between 2.9 litres to 3.6 litres per month, meaning that the cartridge needs to replace every 3 to 5 months based on average usage.

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## **Q What are the service intervals for the HP Latex 110? How often does a service technician need to visit or can it be undertaken by ourselves?**

Approximately every 110 liters there's a service visit. Depending on the total usage and subsystem cycles, the intervention requires different service maintenance kits that can occur every 12 to 18 months and should take the technician 2.5 hours to complete.

There is one service routine that is carried out by the user which involves a simple lubrication task of the carriage rod every 300 000 scan axis cycles. Based on a usage of 500sqm per month this would occur once every 4 months.

Then there is three different service intervals carried out by technicians:

SMK3 every 110 liters or 3000 Km of scan axis (based on 500 sqm/month it would occur every 1.5 years)

SMK1 every 4 million scan axis cycles (based on 500 sqm/month it would occur every 5 years)

SMK2 every 3 million service station cycles (based on 500 sqm/month it would occur every 7 years)

## **Q How do I dispose of ink cartridges, print heads and the maintenance cartridge?**

HP has the Planet Partner Program covered in 70 countries where you need to register to benefit from a free of charge collection service to collect your used ink cartridges and printheads. Certain types of media is also included in the plan. For the maintenance cartridge you should consult your local authorities on the correct disposal method. Registration for the program is done through the HP web.

## **Q Can I buy service packs or extended warranty support for my printer?**

Yes. HP offers several different options to further protect your investment from post warranty support to next business day support. Here is a list of HP Care Packs available.

**HP 2Years Next Business Day + Defective Media Retention for Latex 110 54in Hardware Support**

**HP 3Years Next Business Day + Defective Media Retention for Latex 110 54in Hardware Support**

**HP 2Years Channel Remote & Parts with Defective Media Retention Latex 110 Hardware Support**

**HP 3Years Channel Remote & Parts with Defective Media Retention Latex 110 Hardware Support**

**HP 1 Year Post Warranty Next Business Day + Defective Media Retention for Latex 110 54in Hard Support**

**HP 1 Year Post Warranty Channel Remote & Parts with Defective Media Retention Latex110 Hard Support**

**HP 2Years Post Warranty Next Business Day + Defective Media Retention for Latex 110 54in Hard Support**

**HP 2Years Post Warranty Channel Remote & Parts with Defective Media Retention Latex110 Hard Support**

## **Connectivity & the HP Latex Mobile App**

### **Q What does it mean to say that a printer is web connected?**

The HP Latex 110 benefits from the same web connectivity in three forms. Firstly, the HP Media Solutions Locator provides a database of media pre-sets which have been tested and certified by HP and are accompanied by ICC color profiles. Such media pre-sets can be searched online and downloaded directly to the printer thanks to its web connectivity. Secondly, QR codes enable access to timely and relevant eLearning content in the cloud. Thirdly, it supports the HP Latex Mobile App for remote monitoring.

### **Q What is the HP Latex Mobile App and what data does it make available?**

The HP Latex Mobile App is a printer monitoring tool for the HP Latex 110 that provides printer activity information, consumables status, job information and job history and alerts when the printer is not ready to print.

For more information see the FAQ and User Guide for the HP Latex Mobile App.

**Learn more at**  
[hp.com/go/Latex110](http://hp.com/go/Latex110)

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### **Q Can I control the printer with the HP Latex Mobile App?**

No. The HP Latex Mobile App only monitors the printer status. It can't perform any action on the printer.

For more information see the FAQ and User Guide for the HP Latex Mobile App.

### **Q How does the HP Latex Mobile App support unattended printing?**

As the HP Latex Mobile App provides remote access to information about the status of print jobs and ink, operators and production managers can have oversight of printers and attend to other tasks while the printer is printing. The HP Latex Mobile App is also ideal for supporting a multi-site printer environment as any one printer can be monitored by up to 32 people and any one individual can monitor up to 32 printers on a single smartphone.

For more information see the FAQ and User Guide for the HP Latex Mobile App.

### **Q Does the HP Latex Mobile App replace information on the embedded web server?**

No. All the information that is available on the HP Latex Mobile App is still available on the embedded web server. However, the benefit of the HP Latex Mobile App is that key information is now more easily accessible anytime, anywhere.

### **Q On which mobile devices can I use the HP Latex Mobile App?**

You can install the HP Latex Mobile App on an Android™ smartphone running Android™ 4.1.2 or later or an iPhone running Apple® iOS 6 or later.

From August 2015 onwards the HP Latex Mobile App will be available on tablets. With the tablet app, you will also be able to achieve more functionality. This will include metrics such as monthly ink usage stats, monthly media printed in m<sup>2</sup>, media consumption.

For more information on registering, requirements and usage of the App see the FAQ and User Guide for the HP Latex Mobile App.

### **Q What are the printer requirements of the HP Latex Mobile App?**

The printer must be connected to the Internet and registered to the LATEX2GO service with the "Account ID" provided by the HP Latex Mobile app when running on your device.

For more information on registering, requirements and usage of the App see the FAQ and User Guide for the HP Latex Mobile App.

### **Q Will I still be able to access all the printer information from my work station?**

Yes, the printer information will still be available through the RIP.

## **Other**

### **Q Is there any risk of customers getting allergies from touching HP Latex prints or from operating the equipment?**

Latex polymers are a key innovation of HP Latex Inks. Latex polymers form a durable film on the surface of the media that protects the pigments. "Latex" is simply a term that describes a stable, aqueous dispersion of microscopic polymer particles. It is important not to confuse the latex polymers used in HP Latex Inks with those found in natural materials, such as latex rubber. While some individuals experience skin irritation from contact with natural latex compounds, the synthetic polymers used in HP Latex Inks are non-allergenic. So, we would not expect someone to have a reaction to touching a cured print made by HP Latex Inks.

**Learn more at**  
[hp.com/go/Latex110](http://hp.com/go/Latex110)

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**Q Can I benefit from HP WallArt software if I purchase a HP Latex 110 printer?**

Yes, all owners of HP Latex printers will have free access to the use of HP WallArt software.

**Q How can the SDK provided by HP support production planning across multi-printer sites?**

The printer data that is available in the SDK relates to job accounting, printer status and the usage and availability of ink and substrates. This data is available in xml file format which can be accessed by management information systems (MIS) to support workflow integration and the monitoring and management of printing jobs across multi-printer sites.

**Learn more at**  
[hp.com/go/Latex110](http://hp.com/go/Latex110)

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