HP Latex 310/330/360/370 Printers

Frequently Asked Questions

This document addresses the questions most frequently asked about the HP Latex 300 Series of Printers. It complements information provided in sales training material.

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Section 1: Generic FAQs for the HP Latex 310, 330, 360 and 370

Printing

Q With no optical media advance sensor in the HP Latex 310 and HP Latex 330 models, does this mean there is more chance of banding?

Firstly, there is no difference in print quality in the HP Latex 310 and HP Latex 330 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 HP Latex 310 and HP Latex 330 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.

With the HP Latex 310 and HP Latex 330 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.

Q What is the difference between halftone and contone printing?

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 Are there any disadvantages going from a halftone to a contone printer?

The user won't be able to select full to light color ink separations to tradeoff between image quality and print cost. However to solve this the user can using only four colors with any number of passes.

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

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- Curing is now done at a lower temperatures and over a shorter time which means printing at higher speeds and lower energy consumption.

Q Is there a problem with the curing of media at the edges of the roll?

The new curing modules have a consistent temperature across the zone which means there is much better performance and you should not expect any problems with curing on the edges of the media.

Q What is the printer's robustness like, does it move around when printing?

The printer is very stable during printing and is reinforced with cross bars to prevent any unnecessary movement. If there is any minor inertia, this has no found effect on printing quality.

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. The HP Latex 360 and HP Latex 370 printers can reach a maximum speed of 1 pass. 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 borderless posters (full bleed printing)?

Borderless printing is not recommended by the any of the HP Latex 300 Printer. It is up to the customers own discretion if they wish to print borderless using the ink collector kit on the HP Latex 360 and HP Latex 370 printers.

Q On tiled jobs can I print edge to edge without having to cut the panels for installation for edge to edge (butt) joining?

No, this method of printing is not supported by the HP Latex 360 Printer or HP Latex 370 as the image is slightly over printed so it would not work for tiling without cutting.

Q Can I print completely unattended if I have a take up roll 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.

Q What substrates can the cutter trim?

The HP Latex 360 and HP Latex 370 printers are fitted with an on-board x axis cutter. There is a list of substrates that can be cut in the user guide. The cutter can trim all papers, self-adhesive vinyls and backlits. Banners and textiles cannot be cut and will require manual trimming.

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

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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.

Power

Q   Why can't the HP Latex 330, 360 or 370 run with domestic plugs?

The HP Latex 310 was designed to be a compact printer that fitted into a small shop environment with no special installation or dedicated power line, hence the ability for it to work with regular power sockets that can operate between 200 to 240v range (13A min). To achieve the higher print speeds of the HP Latex 360 and HP Latex 370 printers and the wider curing area of the HP Latex 330, HP Latex 360 and the HP Latex 370 it was necessary to have the higher power rating of 16A which requires the industrial socket or Nema 6-20 (250v/ 20A) connection.

Q   Can all countries support the HP Latex 310 printer plugs?

Listed below are countries that run domestic power in the range of 100– 127V. However it is likely that in shop/factory environments these customers will have NEMA 6-20 (250V /20A) connections that can support the power range of 200– 240V (13A min) required by the HP Latex 310 printer.

US/Canada

Mexico

Brazil (some locations)

India

Taiwan

Japan

Q   What is the average power consumption during printing?

Based on a print mode of 8p6c this is the power consumption per model

HP Latex 310– 2.2kw

HP Latex 330– 2.6kw

HP Latex 360– 4.6kw.

HP Latex 370– 4.6kw.

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:

HP Latex 310– 2.6kw

HP Latex 330– 3.2kw

HP Latex 360– 6.4kw

HP Latex 370– 6.4kw

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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.

Q   Can I use the 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   Are the heavy duty spindles for the HP Latex 360 and HP Latex 370 compatible with the HP Latex 330?

Yes. They can be purchased as an accessory.

Q   Is the take up reel an upgrade option with the HP Latex 310 model?

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

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hp.com/go/Latex310, hp.com/go/Latex330, hp.com/go/Latex360, hp.com/go/Latex370

Ink Collector Kit and Printing Porous Textiles

Q Can I print porous substrates on the HP Latex 310 or HP Latex 330?

The HP Latex 360 and HP Latex 370 Ink Collector kit cannot be retrofitted to the other models to print on porous textiles. However there are textiles available on the market with a backing liner which allows you to print without the use of an ink collector kit. Please consult the HP media Solutions Locator for supported media.

Q When printing with the ink collector in place, can I print without the take up reel?

No. There is no vacuum pressure to hold the media to the platen when the ink collector kit is installed. Tension must be created by attaching the substrate to the take up reel in order to prevent any damage to the carriage or printheads.

Q Do the HP Latex 360 and HP Latex 370 know if the platen is loaded or the ink collector is loaded?

Yes you will see a notification on the front panel in the media menu however it does not prompt you if you are printing on non-porous substrates.

Q How long will the Ink Collector Kit last?

It all depends on the porosity of the textile being printed and the number of passes. Based on a worst case scenario of printing with mesh, it is recommended to replace the HP Latex 360 and HP Latex 370 Ink Collector foam inserts after one complete roll of 30 meters has been printed.

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 3rd 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 3rd party media profiles downloaded outside of the HP Media Solutions Locator may not sync with the printer if they are not digitally signed.

Q Do all the front panel menus on the HP Latex 300 Series have the same features?

No. The HP Latex 370 has some alterations to the menus options on the front panel related to Ink Supplies*. Otherwise the 4.3 inch menu functions in exactly the same way for the HP Latex 300 Series and all you need to do is to swipe or scroll the screen to see the full menu options.

*See Section 2 of the this document for specific features of the HP Latex 370

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.

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Q Can I export a media pre-set from a HP Latex 360 and HP Latex 370 to an HP Latex 310 or HP Latex 330?

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.

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 With Mimaki, Roland and Mutoh printers where we are offered an extra warranty on the print head when 3rd party inks are used, can we do this with the HP latex 300 Series to save on costs?

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.

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 3rd 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.

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

It is possible to "hot swap" the 3 liter cartridges on the HP Latex 370 *. However, on the HP Latex 310, HP Latex 330 and HP Latex 360, 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.

*See section 2 of this FAQ document for further details 'hot swapping' 3 liter cartridges on the HP Latex 370.

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.

Q Why does HP Latex technology have 1200 dpi while solvent has 1440dpi?

HP 831 Latex Printheads are native 1200 dpi, in fact solvent printheads are only 180 or 360 dpi maximum. In order to achieve the 1440 dpi competitors need to use software to interlace passes to form a grid of that resolution. This process can only be achieved with perfect substrate advance accuracy and is very difficult to manage. Considering they do not have an optical movement advance sensor it is not always guaranteed that 1440 dpi is being achieved all the time.

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 this 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.

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- 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.

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 300 Series?

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   Is printing with banner that have high levels of plasticizers any different on the HP Latex 300 Printer Series?

Printing performance will always be affected when printing with 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. We currently experience similar performance to the HP 260 and HP 280 Latex printers.

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 materials warranties are there for the HP Latex 300 Series?

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.

Color Management

Q   How long will it take to make a profile with the four models, is there any difference in time?

To create a media profile it will take up to 30 minutes which will include a color calibration, but not an ICC profile in the case of the HP Latex 310 and HP Latex 330. If you wish to include ICC profiling in the case of the HP Latex 360 and HP Latex 370 it will take an additional 20 minutes.

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hp.com/go/Latex310, hp.com/go/Latex330, hp.com/go/Latex360, hp.com/go/Latex370

Q With no spectrophotometer on the HP Latex 310 and HP Latex 330 how do I do perform ICC color profiling if I want accurate colors?

The first step is to ensure you have performed the internal color calibration on the media, if you require consistency over time. Then you can perform an external ICC profile, either from your RIP (if supported) or from any other color profiler you may have, measure the colors and input the values into your profiler. Please note that the RIP won't sync with the HP Latex 300 internal profile menu as they are not digitally signed.

Q I have had curing problems in the past with flat colors like greens, browns and purples. What can I do to prevent this?

There has been reports of problems like these on previous generations of Latex printers however during testing on the HP Latex 300 printers we have not found any problems with these tints when using the published profiles.

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 Can the Spectrophotometer become inaccurate over a period of time?

There should not be any decline of accuracy in Spectrophotometer performance over a period of time as this has been rigorously tested by HP and I1.The unit is very reliable and before each scan it performs a self-calibration on an internal target inside the sensor.

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 What is the difference between the spectrophotometer on the HP Latex 260 and the HP Latex 300 Series?

The spectrophotometer is exactly the same model between the two families of printers

Q When creating media profiles can I select the amount of patches printed for the test?

The number of patches is fixed for internal ICC profiling with the embedded spectrophotometer. In case the user wants to create an ICC profile with a higher number patches they have the possibility to do it from the RIP, The user then sends the patch plot to the printer and measures it with the embedded spectrophotometer or any other external device.

Q What type of dithering was used with the test image when creating a new media?

We do an advanced type of error diffusion. Settings have been adjusted by HP color engineers to optimize the image quality with the latex inks. This dithering method requires dedicated electronics like an ASIC (Application-Specific Integrated Circuit) and cannot be done by software as it would not support the processing speeds required in a production environment.

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Q With no spectrophotometer in the HP Latex 310 and HP Latex 330 models, will there be a higher likelihood of color inconsistency?

There is another sensor on the carriage of all the three models called the line sensor which measures for color consistency on the HP Latex 310 and HP Latex 330. However the main contributing factor to excellent consistency is the lower operating temperature of the 3rd 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.

An additional advantage of having the spectrophotometer is that you can get consistency between HP Latex 360 and HP Latex 370 printers also to a level of 2dE200 on 95% of colors.

Q Is SAI an HP developed RIP and how will it be supported by HP?

SAi FlexiPRINT is developed by SAi in close cooperation with HP based on SAi's well-known product FlexiPRINT. The SAi FlexiPRINT Basic Edition is bundled with each HP Latex 310 and HP Latex 330 and will be fully supported by HP.

Q Why do the HP Latex 360 and HP Latex 370 not come with a RIP in the box?

The market that the HP Latex 360 and HP Latex 370 are targeted at will normally already have a RIP solution in place, hence the decision not to include it in the package.

Q Do all RIP's that support the HP Latex 300 Series synchronise substrate pre-sets in the same way?

Top branded RIP vendors already certified to use the HP latex 300 Series of printers. They will all have their own process of synchronization. HP is creating a "how to" document for synchronization and will be available shortly.

Q I have a contour cutter, does the basic RIP included support these cutter marks?

The SAi Felxiprint HP Basic Edition does not include the cutter marks. Customers have the option to upgrade to the SAI Premium version which supports contour cutting. Alternatively Graphtec or Summa offer cutter plug-ins for Adobe Illustrator to insert cutter marks.

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 to14 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 300 Series? 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   Will HP or HP Partners be offering an end of installation training or a ramp up training and if so what will be covered?

Yes. One day is to be used for installation and operator training by the reseller to ensure that the end user is comfortable operation of the printer.

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.

9. Connectivity & the HP Mobile App

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

The HP Latex 300 Series 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 300 Series 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.

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.

Learn more at
hp.com/go/Latex310, hp.com/go/Latex330, hp.com/go/Latex360, hp.com/go/Latex370

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, mthly media printed in m², 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 HP Latex Mobile App only supports the HP Latex 300 Printer Series. 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 How is the durability (scratchability) of the HP Latex 300 Series 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 300 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.

Q What is the Epeat certification and is it globally recognised?

It is a global rating system for greener electronics. It is an easy-to-use resource for purchasers, manufacturers, resellers and others to identify environmentally preferable devices. The EPEAT system combines strict, comprehensive criteria for 10 different categories including design, production, energy use, air quality and recycling with ongoing independent verification of manufacturer claims. It is a voluntary marking similar to Energy Star but more comprehensive.

Learn more at
hp.com/go/Latex310, hp.com/go/Latex330, hp.com/go/Latex360, hp.com/go/Latex370

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.

Q   Can I benefit from HP WallArt software if I purchase a HP Latex 300 Series printer?

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

Section 2: FAQs Specific to the HP Latex 370

1. Printing

Q   Is the cost per copy of the HP Latex 370 lower than the rest of the HP Latex 300 Series?

Due to discounted inks as a result of the 3 liter cartridges, the cost per copy on the HP Latex 370 is lower.

2. Ink Usage and Cartridges

Q   What is an 'intermediate tank' and how does it work?

On the HP Latex 370 the capacity of the 775cc cartridge has stayed the same but the 775cc cartridge has been re-assigned to function as an 'intermediate tank' between the 3 liter cartridge and the printhead. There are seven intermediate tanks and each is now continuously re-filled with ink from the corresponding 3 liter ink cartridge. This re-filling process is triggered when ink levels in an intermediate tank reach 600cc and therefore each intermediate tank will normally maintain a minimum of 600cc of ink.

Once a genuine unaltered HP 831 cartridge is assigned as an intermediate tank on the HP Latex 370, it becomes attached to the lifetime of the printer and does not need to be replaced. However, in cases where there is a need to extinguish all the ink from an intermediate tank (perhaps because a replacement 3 liter cartridge is not available) it is possible to stop the re-filling process. To do this a user must go to the front panel and select Settings > Ink supplies > **"Stop refilling intermediate tank"** and then select the color that they wish to apply this operation to.

Once the option to **"Stop refilling intermediate tank"** has been applied, the intermediate tank ceases to be an intermediate tank; this process is permanent and not reversible. In these situations the status of the intermediate tank will now show **"Intermediate tank won't be refilled anymore"** but the remaining ink in the cartridge can be used. However, once all the ink from the tank has been extinguished it will need to be replaced with a genuine unaltered HP 831 cartridge of the same color and region.

Q   Can I use a genuine HP 831 cartridge from another printer to replace an intermediate tank?

As long as the cartridge has not been used as an intermediate tank, it is possible to insert and replace an empty 775cc cartridge with a genuine HP 831 cartridge from another printer. However, the cartridge must contain more than 500cc of ink if it is to be used as an intermediate tank.

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If the cartridge contains less than 500cc of ink it will automatically be marked as **"Intermediate tank won't be refilled anymore"**.

Once the ink has been extinguished from the cartridge it will have to be replaced with a new genuine unaltered HP 831 cartridge of corresponding color and region. A use case for this might be where a user has a farm of printers and wants to use up the ink from an HP 831 cartridge which was in another printer.

Q If the option to 'Stop refilling intermediate tank' is selected can the tank be converted back to function as a normal ink supply?

No. If the option to **"Stop refilling intermediate tank"** is selected then the intermediate tank is not valid for re-fill and is marked **"Intermediate tank won't be refilled anymore"** .This process <u>cannot</u> be reversed and all the ink in the intermediate tank must be extinguished before replacement with a genuine unaltered HP 831 cartridge of the same color and region.

Q Can I print from an intermediate tank instead of a 3 liter HP 871 cartridge?

A 775cc intermediate tank can be used for printing instead of a 3 liter ink cartridge. To do this the option to **"Stop refilling intermediate tank"** must be selected from the front panel of the printer. Once this process is implemented the intermediate becomes marked as **"Intermediate tank won't be refilled anymore".** When all the ink is extinguished the intermediate tank must be replaced by a genuine unaltered HP 831 cartridge of the same color and region.

Use scenarios for this could be if a user does not have a spare 3 liter cartridge and may wish to use all the remaining ink in the intermediate tank to complete a print job, or a user who may be a heavy user of CMYK and uses only small amounts LC and LM.

Q Once an intermediate tank has been marked with 'Stop refilling intermediate tank', will I have to replace it?

Yes. Once an intermediate tank is marked as **"Stop refilling intermediate tank"** it is not valid for re-fill and it must be replaced with a genuine HP 831 cartridge of the same color and region.

Q Can I extinguish all the ink in an intermediate tank?

Yes, should you wish, all the ink from an intermediate tank can be extinguished. To do this the option to **"Stop refilling intermediate tanks"** must be selected from the front panel of the printer. Once this process is executed continuous refilling is disabled and the tank is marked as **"Intermediate tank won't be refilled anymore"** allowing for all the ink in the tank to be used.

Q Can I remove an intermediate tank and use it in another printer?

No. An intermediate tank cannot be passed or re-used in any other printing unit and it will be rejected if this is attempted.

Q How do I configure an intermediate tank to stop refilling and function as a normal ink supply?

Yes, to configure an intermediate tank to be used as a cartridge the user must stop the automatic re-filling process by going to the front panel of the printer and selecting settings > ink supplies and then **"Stop refilling intermediate tank"** and then selecting the ink color that this operation applies to. Once this process is executed it cannot be reversed and the intermediate tank must be replaced.

See the HP Latex 370 **"User Guide"** for further details on how to do this.

Learn more at
hp.com/go/Latex310, hp.com/go/Latex330, hp.com/go/Latex360, hp.com/go/Latex370

Q Is it possible to change an intermediate tank while the printer is printing?

It is not possible to change an 'intermediate tank' while the printer is printing. The printer needs a full set of seven intermediate tanks to operate.

Q Can an intermediate tank be re-filled manually?

Under normal circumstances intermediate tanks are refilled automatically. However, if it is foreseen that the ink in the intermediate tank will not be enough to complete a print job, and as a result the job could be paused before completion, the intermediate tank can be refilled manually by selecting 'Refill manually' from the front panel of the printer.

A use case for this could be if there was a small amount of ink remaining in a 3 liter cartridge and an operator wanted to purge this remaining ink and then replace the old 3 cartridge with a new one.

See the HP Latex 370 "User Guide" for further details on how to do this.

Q What is the 'hot swapping' a 3 liter cartridge and how does it assist unattended printing?

'Hot swapping' refers to the process of replacing a 3 liter ink cartridge while the printer is still running which will mean fewer operator interventions and enhanced unattended printing.

On the HP Latex 370 the ability to 'hot swap' comes in part from having the intermediate tank as this provides an ink buffer between the 3 liter cartridge and the printhead.

See the HP Latex 370 "User Guide" for further details on how to do this.

Q What happens if a 3 liter HP 871 cartridge needs to be replaced but the operator is unable to attend to this and the printer continues to print?

With the HP Latex 370, automatic refilling is triggered when the ink level reaches 600cc. If the 3 liter cartridge is empty the printer will carry on printing until the intermediate tank reaches 500cc. At this point the job will be paused for 30 minutes, after which it will be cancelled if it has not been attended to. This means there is a minimum ink buffer of 100cc before a job is paused or canceled.

Under these circumstances, the pausing or cancelling of a print job will not alter the functioning of the intermediate tank. However, before the print job can be re-started the intermediate tank will either require refilling from a newly installed 3 liter cartridge or be marked as "Stop refilling intermediate tank" in order to complete the print job with the remaining 500cc of ink.

Q Are there 5 liter cartridges available for the HP Latex 370?

Our customer research found that 3 liter sized ink cartridges was the optimum size.

Q Are the ink supplies for the HP Latex 370 different from the HP Latex 360?

With the HP Latex 370, the 775cc intermediate tanks use the same HP 831 ink cartridge as the HP Latex 360. The 3 liter ink supplies used in the HP Latex 370 use HP 871 cartridges.

Q Where are the 3 liter HP 871 ink cartridges located on the printer?

On the HP Latex 370 the new 3 liter ink cartridges are installed at the rear of the printer. As is normally the case in a fleet environment, this area of the printer is usually easily accessible which makes for easy replacement of 3 liter ink cartridges.

Q Can the HP Latex 370 function in CMYK economy mode using the 3 liter HP 871 cartridges?

Yes. When a new media pre-set is created the entire 300 Series, including the HP Latex 370, has the option to select CMYK four color mode. It is important to note when printing in CMYK four color mode, that although the HP Latex 370 can operate

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without 3 liter cartridges for LM and LC, there must at all times be seven fully populated intermediate tanks; CMYK, LC, LM and Optimizer.

Q   Will a complete set of 3 liter cartridges and intermediate tanks be required for installation?

Yes, a complete set of intermediate tanks and 3 liter cartridges will need to be installed when the printer is installed.

Q   If I use non HP inks with the printer how does this affect my printer's warranty?

The situation of 3rd party inks with the HP latex 370 is the same as it is with the HP Latex 360. The warranty of an HP Latex 370 is void with respect to the usage of 3rd party inks.

Q   Where can I access ink level status information?

The HP Latex mobile App and the RIP show the ink status of 3 liter cartridges. On the front panel of the printer the ink level status all of both the 3 liter cartridges and intermediate tanks is available.

5. Color Management

Q   What is the situation regarding color matching between the HP Latex 370 and other printers in the HP Latex 300 Series?

All customized profiles developed for the HP Latex 360 are fully compatible with the HP latex 370.

6. Maintenance, Diagnostics, Service & Support

Q   Will intermediate tanks be covered by warranty?

For the purposes of warranty, intermediate tanks are regarded as consumables and not service products. Intermediate tanks on the HP latex 370 are therefore covered by the same consumables warranty which applies to other consumable products for the other models in the HP Latex 300 Series.

Q   Has the warranty of the HP 831 Latex printheads changed?

With the HP Latex 370 the warranty for HP 831 Latex printheads has not changed.

Q   Can Care Packs be customized for printing farms?

Yes, Care Packs can be customized for high volume users. Customers would need to contact HP Partners in their respective regions to explore these options.

Q   What service kit is recommended for the HP Latex 370 and can it purchased as part of a Care Pack?

SMK3 is recommended for customers of the HP Latex 370. SMK3 incorporates maintenance features that are relevant for the high volume usage anticipated by users of the HP Latex 370. The replacement cycle of a single SMK3 is approximately 110 liters of ink, or 3600 scan axis kilometers. This calculation is based on HP recommended best practices. Due to the anticipated need for SMK3, HP have created the opportunity for customers to benefit from acquiring an SMK3 upfront for a reduced price when it is acquired as part of a Care Park. Customers should contact to HP Partners for further details.

Q   What are the costs of the maintenance kits (SMK1, SMK2 and SMK3) in $?

Please contact your HP Partner for pricing details.

Learn more at

hp.com/go/Latex310, hp.com/go/Latex330, hp.com/go/Latex360, hp.com/go/Latex370

Q   How can I extend the warranty of the HP Latex 370 and does this impact on my Care Pack?

For a period of time HP Customer Assurance is providing customers with the opportunity to extend the warranty of their HP Latex 370 printer by up to two months. This can be done by completing up to two customer surveys.

Following the installation of an HP Latex 370, if the 'End of Installation Registration' is completed by the installation engineer, customers should receive feedback questionnaire from HP which, if completed, entitles them to a one month extension on the warranty of their HP Latex 370. After four months from the date of purchase of an HP Latex 370, customers will receive a usage survey which, if completed, will entitle them to an additional one month extension of their printer warranty.

If a customer has purchased also Care Pack then the start date of the Care Pack can be postponed (without affecting the duration of the Care Pack) by one or two months depending on whether one or both of the HP customer surveys have been completed.

Customers should contact their HP partner to establish if this promotion is still available.

Q   If I do not purchase an SMK3 what will happen to my printer?

All printers naturally experience wear and tear. The service maintenance kits provided by HP cover the maintenance and replacement cycle of components that are part of the natural life of a printer. If the HP Latex 370 is not serviced correctly then it is more likely that users will experience issues related to image quality and or hardware reliability.

7. Software and Firmware

Q   Have there been any changes to the front panel?

One change to the front panel has been to the ink application tab. The ink application tab now shows the ink status of both the 3 liter cartridges and the intermediate tanks.

Further to this under the 'Ink Supplies' tab in 'Settings' there are now four alterations to the menu items. In addition to the previous options to 'Replace the Maintenance Cartridge' and 'Replace Printheads' there are now four options to 'Replace Large Cartridges', Refill Intermediate Tanks Manually, 'Stop Refilling Intermediate Tanks' and 'Replace Intermediate Tanks'.

Q   Have there been any changes to RIPs?

The RIP now shows the status of the 3 liter ink cartridges. There have been no other changes to the RIP.

Q   Which RIPs can I use with the HP Latex 370?

The HP Latex 370 supports the same RIPs as the HP Latex 360. Information about which RIP is supported by the HP Latex 370 can be found online at www.hp.com.

8. Unattended Printing

Q   How does the HP Latex 370 help to achieve higher levels of unattended printing and productivity?

The 3 liter cartridges enable the printer to print unattended for longer and the "hot swapping" of cartridges means there are less interruptions to print jobs allowing for longer unattended print runs. The 3 liter cartridges also bring with them greater economies of scale, helping to reduce costs. With the introduction of the HP Latex Mobile App the status of the printer can now be monitored remotely, so when interventions are required, they are now more timely and targeted.

Together, all these innovations reduce operator interventions, allow for more operator multi-tasking, more effective allocation of operator time and cost savings.

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9. SDK (Software Development Kit)

Q   What is the SDK for the HP Latex 370?

The SDK (software development kit) for the HP Latex 370 provides data formats and protocols to enable HP partners to develop software that can interact and communicate with HP Latex printers.

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.

10. Environment

Q   Will I need recycling containers for my extinguished 3 liter print cartridges?

HP Latex inks are water-based. The HP 871 3 liter cartridges for the HP Latex 370 come in cardboard containers that do not require any special recycling container for disposal. If an intermediate tank is replaced then the same recycling requirements for an HP 831 775cc cartridge for the HP Latex 310, HP Latex 330 and HP Latex 360 applies.

10. HP Latex 300 Printer Comparison Table

HP Latex 300 Printer series—help me choose

HP Latex 310 Printer	HP Latex 330 Printer	HP Latex 360 Printer	HP Latex 370 Printer
1.37-m / 54-in wide	1.63-m / 64-in wide	1.63-m / 64-in wide	1.63-m / 64-in wide
Indoor Quality (8 pass)	Indoor Quality (8 pass)	Indoor Quality (8 pass)	Indoor Quality (8 pass)
12 m²/hr—129 ft²/hr	13 m²/hr—137 ft²/hr	17 m²/hr — 183 ft²/hr	17 m²/hr — 183 ft²/hr
Roll size	Roll size	Roll size	Roll size
25 kg (55 lb) / 180 mm (7.1 in)	42 kg (92.6 lb) / 250 mm (9.8 in)	42 kg (92.6 lb) / 250 mm (9.8 in)	42 kg (92.6 lb) / 250 mm (9.8 in)
2 sockets (3A + 13A, 200-240v)	2 sockets (3A + 16A, 200-240v)	2 sockets (16A + 16A, 200-240v)	2 sockets (16A + 16A, 200-240v)
RIP in the box	RIP in the box	—	—
Optional take up reel accessory	Take up reel	Take up reel	Take up reel
4-in front panel	4-in front panel	8-in front panel	8-in front panel
—	—	i1 spectrophotometer	i1 spectrophotometer
—	—	Double-sided prints (HP OMAS)	Double-sided prints (HP OMAS)
—	—	Porous textiles	Porous textiles
—	—	X cutter	X cutter
Ideal product for for small sign and copy shops	**Ideal for small print service providers**	**Ideal product for medium and large print service providers**	**Ideal product for farms, web-to-print, and large print service providers**
• Looking to expand into outdoor signage	• With no space limitations—print up to 64 in	• Looking for faster print speeds	• Looking for operational efficiency and optimal economics
• Wanting to say "yes" to every job	• Looking to print full 64-in banner size	• Wanting to print double sided³	• Printing specific applications in multi-printer fleets
• Looking for a compact printer	• Needing unattended printing using the HP Latex 64-in Take Up Reel	• Printing on porous textiles (using the ink collector)²	
The HP Latex 310 Printer offers:	The HP Latex 330 Printer offers:	The HP Latex 360 Printer offers:	The HP Latex 370 Printer offers:
• An affordable price	• Larger rolls up to 42 kg (92.6 lb) / 250-mm (9.8-in) diameter	• Automatic ICC profiling with the i1 embedded spectrophotometer⁴	• Cost-effective 3-liter HP ink cartridges
• Easy RIP in the box	• Easy RIP in the box	• Maximum versatility in a single printer	• Fleet color consistency between multiple HP Latex 370 Printers
• Optional HP Latex 54-in Take Up Reel			• Easy workflow integration

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