

Sawgrass SG500

Sawgrass SG500 Sublimation Color Printer User Manual

MODEL: SG500

Brand: Sawgrass

1. Introduction

This manual provides detailed instructions for the Sawgrass SG500 Sublimation Color Printer. It covers essential information regarding setup, operation, maintenance, and troubleshooting to ensure optimal performance and longevity of your device. Please read this manual thoroughly before using the printer.

2. Setup

2.1. Unboxing and Initial Setup

Carefully remove all components from the packaging. Ensure the following items are present:

- Sawgrass SG500 Sublimation Printer
- Sublijet UHD Sublimation Ink Cartridges (CMYK starter kit)
- Power Cord
- USB Cable
- Sample Sublimation Paper
- Installation Guide

Place the printer on a stable, level surface with adequate space for operation and ventilation.



The Sawgrass SG500 Sublimation Color Printer shown with its accompanying Sublijet UHD ink cartridges.

2.2. Ink Cartridge Installation

1. Open the ink cartridge access door on the front right side of the printer.
2. Unpack each Sublijet UHD ink cartridge.
3. Insert each cartridge into its corresponding color slot (Cyan, Magenta, Yellow, Black) until it clicks securely into place.
4. Close the ink cartridge access door.



Close-up of the Sawgrass SG500 printer showing the Sublijet UHD ink cartridges correctly inserted into their slots.

2.3. Software and Driver Installation

Install the necessary printer drivers and Sawgrass Print Manager software from the official Sawgrass website. Follow the on-screen instructions for a complete installation. This software is crucial for color management and optimal print quality.

2.4. Paper Loading

Load your sublimation paper into the input tray. Ensure the paper is aligned correctly and the printable side is facing the appropriate direction as indicated by the paper manufacturer and printer guides.

3. Operating the Printer

3.1. Control Panel Overview

The printer's control panel features a display screen and several buttons for navigation and control:

- **Menu:** Access printer settings and options.
- **Job Reset:** Cancel current print jobs.
- **OK:** Confirm selections.
- **Power:** Turn the printer on/off.
- **Escape:** Go back to the previous menu or cancel an operation.



A detailed front view of the Sawgrass SG500 printer, highlighting the control panel and paper tray.

3.2. Connectivity

The SG500 supports the following connectivity options:

- **Wi-Fi:** Connect wirelessly to your network. Refer to the on-screen menu for Wi-Fi setup instructions.
- **USB:** Connect directly to your computer using the provided USB cable.

3.3. Basic Printing Process

1. Ensure the printer is powered on and connected to your computer or network.
2. Open your design software and prepare your artwork.
3. Use the Sawgrass Print Manager to select the appropriate print settings for your sublimation blank and paper.
4. Send the print job to the SG500 printer.
5. Once printed, the sublimation transfer is ready for heat pressing onto your chosen substrate.

4. Maintenance

4.1. Ink Level Monitoring

Regularly check the ink levels through the printer's display or the Sawgrass Print Manager software. Replace cartridges as needed to avoid interruptions during printing and to maintain print quality.

4.2. Print Head Cleaning

If you notice streaking, missing lines, or inaccurate colors in your prints, perform a print head cleaning cycle. This can typically be initiated from the printer's maintenance menu or through the Sawgrass Print Manager software. Regular use of the printer helps prevent clogs.

5. Troubleshooting

- **Printer Not Responding:** Check power connections, USB cable, and Wi-Fi connectivity. Restart the printer and computer.
- **Poor Print Quality:** Perform a nozzle check and print head cleaning. Ensure correct paper type and print settings are selected in Sawgrass Print Manager. Verify ink levels.
- **Paper Jams:** Carefully remove any jammed paper following the instructions in the printer's display. Ensure paper is loaded correctly and not overfilled.
- **Color Inaccuracy:** Ensure your color profiles are correctly installed and selected in the Sawgrass Print Manager.

6. Specifications

Feature	Detail
Model Name	SG500
Printing Technology	Dye Sublimation
Printer Output	Color
Max Print Speed (Monochrome)	100 ppm
Max Color Print Resolution	6000 x 1200 dpi
Max Black and White Print Resolution	1200 dpi
Connectivity Technology	Wi-Fi, USB
Max Input Sheet Capacity	100 sheets
Product Dimensions	17.25 x 15.75 x 8.5 inches
Item Weight	27.5 pounds
Memory Storage Capacity	64 MB
Ink Color	CYMK (Sublijet UHD)

7. Warranty and Support

The Sawgrass SG500 Sublimation Color Printer comes with a limited warranty. For detailed warranty information, technical support, and additional resources, please visit the official Sawgrass website or contact

their customer service directly.

Note: Using non-Sawgrass approved inks may void your warranty.