

Sawgrass SG500

Sawgrass SG500 Sublimation Printer Bundle User Manual

Model: SG500

1. INTRODUCTION

This manual provides essential instructions for the setup, operation, and maintenance of your Sawgrass SG500 Sublimation Printer Bundle. The SG500 is a professional-grade dye-sublimation printer designed for creating vibrant, high-definition custom products such as t-shirts, mugs, and signage. It is ideal for small businesses and home-based entrepreneurs seeking reliable and consistent results.

The Sawgrass SG500 features Wi-Fi connectivity, an auto-maintenance cycle, and is supported by the MySawgrass platform and Sawgrass Print Utility software for precise color accuracy and ease of use.

Better Printing, By Design

Built to elevate the way you create.

Purpose-built for sublimation:
no conversion necessary

Auto-Maintenance Cycle:
keeps printer running
smoothly

Genuine inks:
high color-accuracy &
reliability

Compact creativity:
15.75"W x 17.25"D x 8.5"H

Stainless steel print heads:
better ink flow, no clogging



Energy efficient &
Wi-Fi connectivity



Prints on media
up to 8.5" x 11"



Printer drivers for
Windows® and Mac®



High-speed &
high-resolution

Figure 1: The Sawgrass SG500 printer highlighting its compact design, auto-maintenance cycle, genuine inks, and stainless steel print heads for optimal performance.

2. WHAT'S IN THE BOX

Your Sawgrass SG500 Sublimation Printer Bundle includes the following components:

- Sawgrass SG500 Sublimation Printer
- SubliJet UHD Starter Ink Kit (Cyan, Magenta, Yellow, Black)
- TruePix Sublimation Paper
- Power Cable
- USB Cable
- Setup Guide

3. SETUP INSTRUCTIONS

Follow these steps to set up your Sawgrass SG500 printer and begin your sublimation projects.

3.1. Unbox and Prepare the Printer

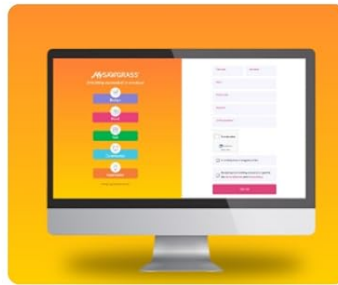
1. Carefully remove the printer and all components from the packaging.
2. Remove all protective tapes and packing materials from the printer. Refer to the included Quick Start Guide for specific locations.
3. Place the printer on a stable, level surface near a power outlet and your computer.

Get Set Up in 3 Easy Steps >>

Kickstart your sublimation journey with our online guided walk-throughs from start to print.



01 Set Up Printer



02 Create Account



03 Gather Materials

Figure 2: Overview of the printer setup process, including unboxing and ink installation.

3.2. Install SubliJet UHD Inks

1. Open the ink cartridge cover on the front of the printer.
2. Insert each SubliJet UHD ink cartridge into its corresponding slot, matching the colors (Cyan, Magenta, Yellow, Black). Push firmly until each cartridge clicks into place.
3. Close the ink cartridge cover. The printer will automatically begin priming the ink system. This process may take several minutes.



Innovative Inks

Formulated for superior reliability & performance.



Small-batch inks
made in the USA



Resistant to
fading



No mess, no stress
ink cartridges



Superior color accuracy
and vibrancy

Figure 3: Proper installation of ink cartridges into the printer.

3.3. Connect to Power and Computer

1. Connect the power cable to the printer and then to a wall outlet.
2. Turn on the printer using the power button.
3. For initial setup, connect the printer to your computer using the provided USB cable. Alternatively, you can configure Wi-Fi connectivity directly from the printer's control panel or through the setup software.

3.4. Install Software and Create Account

1. Visit the official Sawgrass website (www.sawgrassink.com) to download the latest Sawgrass Print Utility software and drivers for your operating system (Windows or Mac).
2. Follow the on-screen instructions to install the software.
3. Create a MySawgrass account at the Sawgrass website. This account provides access to design tools, templates, and support resources.



01 Set Up Printer

- ✓ Unbox your printer.
- ✓ Install Sawgrass inks.
- ✓ Download Print Utility.

Figure 4: Creating your MySawgrass account for full access to features and support.

4. OPERATING INSTRUCTIONS

The Sawgrass SG500 is designed for ease of use, integrating with the MySawgrass platform and Sawgrass Print Utility for an optimized workflow.

4.1. Designing Your Project

Utilize the MySawgrass platform, an intuitive online design tool, to create your custom graphics. It offers a variety of templates and features to help you design for various products.

Never Go It Alone

MySawgrass gives you access to free education, inspiration, & a global community.



Workshops and Tutorials



Blog Articles & Knowledge Base



Sawgrass Academy



Community and Inspiration

Figure 5: The MySawgrass platform, your all-in-one solution for design, print, and business management.

4.2. Printing with Sawgrass Print Utility

The Sawgrass Print Utility ensures precise color accuracy and control over your printing process. It simplifies printing by offering Smart preset features.

1. Open your design in your preferred graphic software (e.g., Adobe Photoshop, Illustrator, CorelDRAW).
2. Select the Sawgrass SG500 as your printer.
3. Access the Sawgrass Print Utility settings. Choose the appropriate preset for your substrate (e.g., ceramic,

polyester fabric) and paper type.

4. Adjust any specific settings as needed, such as mirroring the image for sublimation.
5. Load TruePix Sublimation Paper into the printer's input tray. Ensure the correct side of the paper is facing up for printing.
6. Initiate the print job.

Craft Unique, One-Of-A-Kind Gifts

From mugs to apparel to home decor, a colorful world of possibility awaits you.



Figure 6: The Sawgrass Print Utility streamlines your printing process with intelligent presets and color management.

4.3. Sublimation Transfer

After printing, the design is transferred onto your chosen substrate using a heat press. Refer to the instructions provided with your heat press and substrate for specific temperature, time, and pressure settings.



Figure 7: Examples of custom products achievable with the Sawgrass SG500 printer.

5. MAINTENANCE

Proper maintenance ensures the longevity and optimal performance of your Sawgrass SG500 printer.

5.1. Automatic Maintenance Cycle

The SG500 features an automatic print head maintenance cycle. This helps prevent clogging and ensures consistent print quality. Keep the printer powered on to allow these cycles to run as scheduled.

5.2. Ink Cartridge Handling

- Always use genuine Sawgrass SubliJet UHD inks. Do not mix different types or brands of ink, as this can damage the printer.
- Store ink cartridges in a cool, dry place away from direct sunlight.
- Replace cartridges when indicated by the printer or software.

5.3. Cleaning the Printer

- Periodically wipe the exterior of the printer with a soft, damp, lint-free cloth.
- Refer to the Sawgrass support website for detailed instructions on cleaning specific internal components if necessary. Avoid using harsh chemicals or abrasive materials.

6. TROUBLESHOOTING

This section addresses common issues you might encounter with your Sawgrass SG500 printer.

6.1. Common Printing Issues

- **Poor Print Quality (Streaks, Fading, Incorrect Colors):**
Check ink levels. Perform a nozzle check and head cleaning through the printer's utility software. Ensure you are using the correct Sawgrass Print Utility settings and color profiles for your specific substrate and paper. Verify that the ink cartridges are properly seated.
- **Printer Not Responding:**
Ensure the printer is powered on and properly connected to your computer via USB or Wi-Fi. Restart both the printer and your computer. Check for any error messages on the printer's display.
- **Paper Jams:**
Carefully remove any jammed paper following the instructions in the printer's display or the online manual. Ensure paper is loaded correctly and not creased or bent.

6.2. Software and Connectivity Issues

- **Difficulty with Software Installation:**
Ensure your operating system meets the minimum requirements. Temporarily disable antivirus software during installation if it interferes. Download the latest drivers and software from the official Sawgrass website.
- **Wi-Fi Connectivity Problems:**
Ensure the printer is within range of your Wi-Fi router. Verify that your Wi-Fi network is operating on a 2.4GHz frequency, as the SG500 may require this for direct connection. Re-enter Wi-Fi credentials if necessary.

For more detailed troubleshooting guides and solutions, please visit the Sawgrass support website or contact their customer service.

7. SPECIFICATIONS

Key technical specifications for the Sawgrass SG500 Sublimation Printer:

Feature	Specification
Brand	Sawgrass
Model Name	SG500 (500N STND)
Printing Technology	Dye Sublimation
Connectivity Technology	Wi-Fi, USB 2.0, Ethernet
Printer Output	Color
Max Print Resolution (Color)	Up to 4880 x 1200 dpi

Feature	Specification
Maximum Media Size	8.5 x 14 inch (up to 8.5" x 51" with bypass tray)
Max Input Sheet Capacity	100 sheets
Ink Color	Cyan, Magenta, Yellow, Black (SubliJet UHD)
Product Dimensions	17.25"D x 15.75"W x 8.5"H
Item Weight	29.3 pounds
Power Source	Corded Electric
Special Feature	Network-Ready
UPC	850030435538

8. WARRANTY AND SUPPORT

The Sawgrass SG500 Sublimation Printer comes with a **3-Year Printer Warranty** or 100,000 prints, whichever comes first. The SubliJet UHD inks have a **2-Year Ink Expiry**.



Figure 8: Warranty information for the Sawgrass SG500 printer and SubliJet UHD inks. Sawgrass provides comprehensive support and educational resources:

- **Lifetime Education & Support:** Access live onboarding sessions, workshops, tutorials, blogs, and the Sawgrass Academy.
- **Online Resources:** Visit the official Sawgrass website (www.sawgrassink.com) for FAQs, troubleshooting guides, and software updates.

- **Customer Service:** Contact Sawgrass customer support for technical assistance or warranty claims.

Lifetime Education & Support

Formulated for superior reliability & performance.

Live Onboarding Sessions

Blogs, Workshops & Tutorials

Lifetime Support

Sawgrass Academy

Figure 9: Sawgrass offers extensive education and support resources for its users.

9. SAFETY INFORMATION

Please read and follow these safety guidelines to ensure safe operation and prevent damage to the product or injury to yourself.

- **Electrical Safety:** Connect the printer only to a grounded power outlet. Do not use damaged power cords or adapters. Avoid placing the printer in areas where it may get wet.
- **Ink Handling:** Sublimation inks are designed for specific use. Avoid contact with skin and eyes. In case of contact, rinse thoroughly with water. Keep inks out of reach of children and pets.
- **Ventilation:** Ensure adequate ventilation around the printer during operation.
- **Placement:** Place the printer on a stable, flat surface. Do not block ventilation openings.
- **Disposal:** Dispose of ink cartridges and electronic components according to local regulations. Sawgrass inks are

water-based, solvent-free, and cartridges are designed to be recycled.

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ASK A QUESTION ABOUT THIS MANUAL

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

Anonymous

Email

you@example.com

After a successful submission, we securely hash the supplied account or form email before sending it to Microsoft Advertising for conversion attribution. [Privacy details](#).

Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question