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Sawgrass SG1000

Sawgrass SG1000 Sublimation Printer Bundle User Manual

Model: SG1000

INTRODUCTION

This manual provides comprehensive instructions for the Sawgrass SG1000 Sublimation Printer Bundle. The SG1000 is a professional dye-sublimation printer designed for creating vibrant, high-quality prints on various substrates. This bundle includes 31mL SubliJet UHD Inks and TruePix Paper, enabling prints up to 11"x17". Please read this manual thoroughly to ensure proper setup, operation, and maintenance of your printer.

Craft Unique, One-Of-A-Kind Gifts

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



Image: The Sawgrass SG1000 printer shown with SubliJet UHD ink cartridges and a document highlighting a 3-year printer warranty and 2-year ink expiry.

WHAT'S INCLUDED

Your Sawgrass SG1000 Sublimation Printer Bundle includes the following components:

- Sawgrass SG1000 Printer
- SubliJet UHD Starter Ink Kit (31mL CMYK cartridges)
- TruePix Sublimation Paper



SG500

Comparison Chart



SG1000

Up to 4880 x 1200 dpi	Print Resolution	Up to 4880 x 1200 dpi
8.5" x 14"	Print Area	11" x 17"
8.5" x 14" / up to 8.5" x 51" w/ bypass tray	Maximum Media Size / Expanded Media Size	13" x 19" / up to 13" x 51" w/ bypass tray
Mugs, Tumblers, Canvas Prints, T-Shirts, Socks, Ornaments, Coasters, Luggage Tags,	Projects	All SG500 projects + Pillows, Tote Bags, Cutting Boards, Lunch Bags, & More
USB 2.0, Ethernet, Wi-Fi	Connectivity	USB 2.0, Ethernet, Wi-Fi
15.75" x 17.25" x 8.5"	Dimensions (WxDxH)	21.25" x 14.25" x 8.5"
Sawgrass Print Utility	Software Included	Sawgrass Print Utility

Image: Visual representation of the items included in the Sawgrass SG1000 bundle.

SETUP

Follow these steps to set up your Sawgrass SG1000 printer and begin printing.

1. Unbox and Install Printer

1. Carefully remove the printer from its packaging.
2. Place the printer on a stable, level surface.
3. Open the ink cartridge access cover.
4. Insert the SubliJet UHD ink cartridges into their corresponding slots (Cyan, Magenta, Yellow, Black). Ensure they click into place.
5. Close the ink cartridge access cover.



Image: Step-by-step visual for installing ink cartridges into the printer.

2. Software Installation and Account Creation

1. Connect the printer to your computer via USB or Wi-Fi. The SG1000 supports Wi-Fi connectivity.
2. Download and install the Sawgrass Print Utility from the official Sawgrass website. This software is essential for managing print settings and color profiles.

3. Create an account on the MySawgrass platform. This platform provides access to design tools, templates, and support resources.
4. Follow the on-screen prompts during software installation and account setup to complete the process.

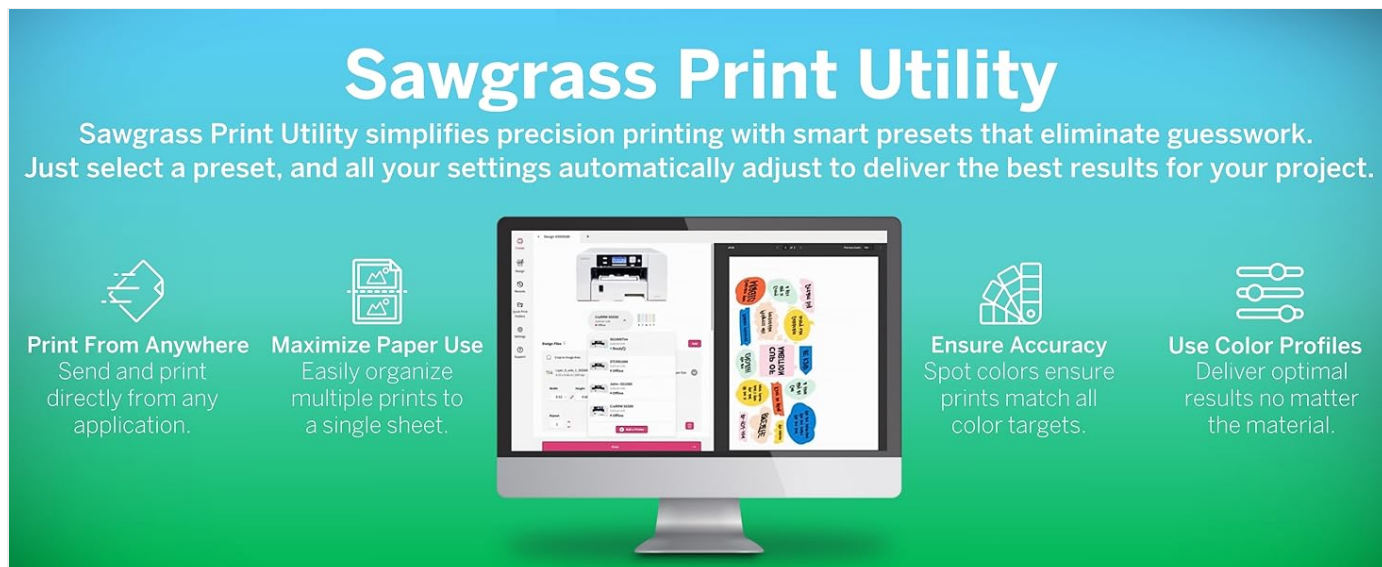


Image: Demonstrates creating a MySawgrass account for software and support access.

3. Gather Additional Materials

For successful sublimation, you will need additional materials not included in this bundle:

- Heat Press: Required to transfer the sublimation print onto your chosen substrate.
- Supplies: Heat-resistant tape, protective paper, and other consumables.
- Product Blanks: Items such as mugs, t-shirts, coasters, or other sublimation-ready products.



Image: Essential additional items needed for sublimation printing.

OPERATING INSTRUCTIONS

The Sawgrass SG1000 is designed for user-friendly operation, especially with the integrated software suite.

Printing Process Overview

1. **Design Creation:** Use the MySawgrass platform or other design software to create your desired image.

2. **Print Preparation:** Load TruePix sublimation paper into the printer. The SG1000 supports media up to 11"x17" directly.
3. **Print Settings:** Utilize the Sawgrass Print Utility to select appropriate print settings, color profiles, and mirror your image for sublimation. The utility offers smart presets for various projects.
4. **Print:** Send the design to the SG1000 printer.
5. **Heat Transfer:** Once printed, use a heat press to transfer the design from the sublimation paper onto your chosen blank product. Refer to the heat press manufacturer's instructions for specific time, temperature, and pressure settings.

Sawgrass Print Utility

The Sawgrass Print Utility simplifies the printing process by providing precise control over color management and print quality. It allows you to:

- Print from various applications.
- Organize multiple prints on a single sheet to maximize paper usage.
- Ensure color accuracy with spot color matching and optimized color profiles.

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

Image: The Sawgrass Print Utility software interface.

MySawgrass Platform

MySawgrass is an all-in-one online platform that supports your sublimation workflow. It offers:

- Easy-to-use design tools.
- Precision print software integration.
- Access to a community and resources.

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

Image: Overview of the MySawgrass online platform.

MAINTENANCE

Proper maintenance ensures the longevity and consistent performance of your Sawgrass SG1000 printer.

Automatic Maintenance Cycle

The SG1000 features an automatic maintenance cycle designed to prevent print head clogs. This system runs periodically to keep the print heads clear, ensuring the printer is ready for use even after periods of inactivity. No manual intervention is typically required for routine print head cleaning.

Ink Cartridge Care

- Use only genuine Sawgrass SubliJet UHD inks. These inks are formulated for optimal performance and color accuracy with your SG1000 printer.
- Store ink cartridges in a cool, dry place away from direct sunlight.
- Note the 2-year ink expiry date. Using expired inks may affect print quality.
- The cartridges are designed for mess-free installation and replacement.

Sustainability & Certifications

We take pride in our commitment to sustainability with our small-batch inks made in Charleston, SC.

Our Sawgrass inks are water-based, solvent-free, and our cartridges and packaging are designed to be recycled.



Image: Demonstrates the installation of ink cartridges and highlights key ink features.

This section addresses common issues you might encounter with your Sawgrass SG1000 printer.

Common Issues and Solutions

- Printer Not Connecting:**
 - Ensure the printer is powered on and connected via USB or Wi-Fi.
 - For Wi-Fi, verify the printer is connected to a 2.4GHz network, as 5GHz networks may not be supported.
 - Restart both the printer and your computer.
 - Check your router settings and ensure no firewalls are blocking the connection.
- Poor Print Quality (e.g., grid lines, banding, incorrect colors):**
 - Ensure you are using genuine Sawgrass SubliJet UHD inks and TruePix sublimation paper.
 - Verify that the Sawgrass Print Utility is correctly installed and configured with the appropriate color profiles for your substrate.
 - The automatic maintenance cycle should prevent clogs, but if issues persist, consult Sawgrass support.
 - Check ink levels and replace any low or empty cartridges.
- Software Issues (Print Utility, MySawgrass):**
 - Ensure your software is up to date.
 - If encountering persistent issues, try uninstalling and reinstalling the Sawgrass Print Utility.
 - For MySawgrass, ensure you have a stable internet connection.
- Printer Not Powering On/Off Correctly:**
 - Ensure the power cable is securely connected to both the printer and a working power outlet.
 - If the printer is unresponsive after a power cycle, contact support.

For more detailed troubleshooting or issues not covered here, please refer to the Sawgrass support website or contact their customer service.

SPECIFICATIONS

Key technical specifications for the Sawgrass SG1000 Sublimation Printer:

Feature	Specification
Model	SG1000
Printing Technology	Dye Sublimation
Maximum Media Size	11 x 17 inches (up to 13" x 51" with bypass tray, sold separately)
Maximum Color Print Resolution	4800x1200 dpi
Max Print Speed (Color)	10 ppm
Max Print Speed (Monochrome)	25 ppm
Connectivity Technology	Wi-Fi, USB 2.0, Ethernet

Feature	Specification
Ink Type	SubliJet UHD (Cyan, Magenta, Yellow, Black)
Product Dimensions (WxDxH)	15.75" x 17.25" x 8.5" (Printer only)
Item Weight	37.2 pounds
Duplex Printing	Automatic
Max Input Sheet Capacity	100 sheets

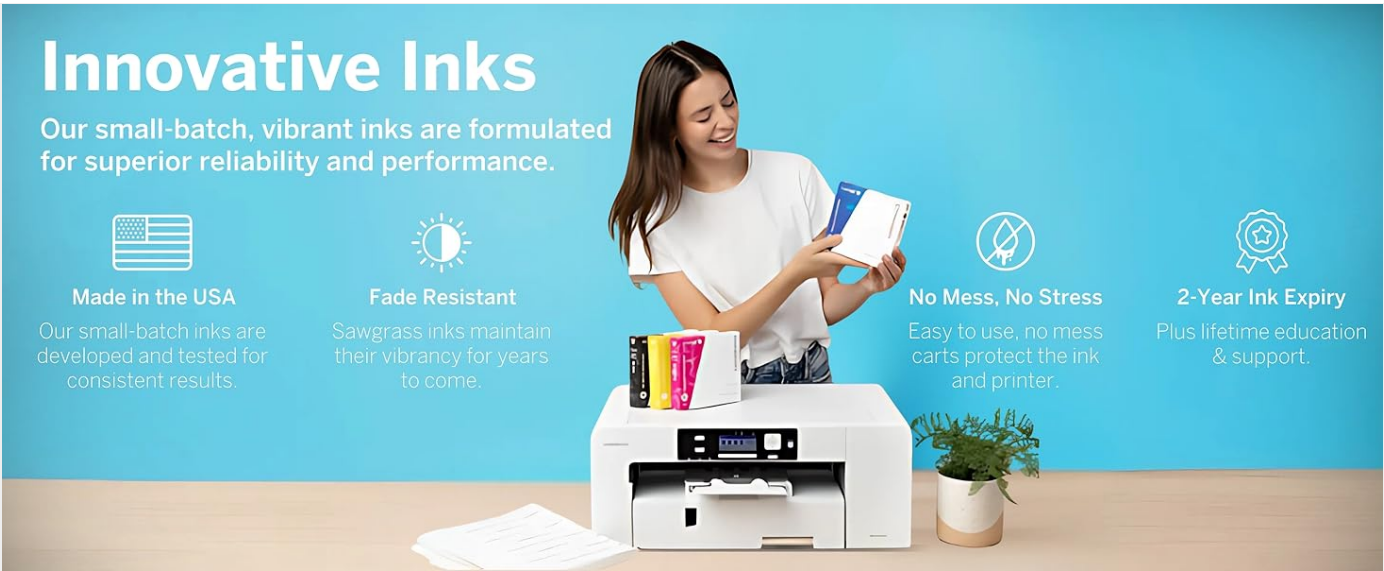


Image: Comparison of SG500 and SG1000 models, highlighting the SG1000's larger print capabilities.

WARRANTY AND SUPPORT

Sawgrass provides comprehensive support and warranty coverage for your SG1000 printer.

- **Printer Warranty:** The SG1000 includes a 2-year limited warranty.
- **Ink Warranty:** SubliJet UHD inks have a 2-year expiry.
- **Lifetime Education and Support:** Access to the MySawgrass platform provides:
 - 1:1 onboarding sessions.
 - Blogs, workshops, and tutorials.
 - Sawgrass Academy for learning resources.
 - A global community for inspiration and assistance.

For warranty claims or technical assistance, please visit the official Sawgrass support website or contact their customer service directly.

Sharp Prints, Vibrant Colors

Sawgrass inks provide unrivaled color vibrancy, reliability & durability that surpasses any other ink on the market.

When paired with Sawgrass printers, these inks deliver high-resolution, photo-realistic prints ideal for creating vibrant signage, durable brand merchandise, and customized gifts for lasting memories.



Image: Overview of Sawgrass's lifetime education and support resources.

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