

RICOH



RICOH Ri 4000

Safety Information and Quick Installation Guide



Read this manual carefully before you use this machine and keep it handy for future reference. For safe and correct use, be sure to read "Safety Information for This Machine" in this manual before using the machine.

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Introduction

This manual contains detailed instructions and notes on the operation and use of this machine. For your safety and benefit, read this manual carefully before using the machine. Keep this manual in a handy place for quick reference.

Before You Begin...

Only appropriately trained users should operate the machine.

How to Read the Manuals

Disclaimer

The contents of this manual are subject to change without prior notice.

To the maximum extent permitted by applicable laws, in no event will the manufacturer be liable for any damages whatsoever arising out of failures of this machine, losses of the registered data, or the use or non-use of this machine and operation manuals provided with it.

Make sure that you always copy or have backups of the data registered in this machine. Documents or data might be erased due to your operational errors or malfunctions of the machine.

In no event will the manufacturer be responsible for any documents created by you using this machine or any results from the data executed by you.

Notes

The manufacturer will not be responsible for any damage or expense that might result from the use of parts other than genuine parts from the manufacturer with your products.

For good output quality, the manufacturer recommends that you use genuine ink from the manufacturer.

Some illustrations in this manual might be slightly different from the machine.

Certain options may not be available in some countries. For details, please contact your local dealer.

Depending on which country you are in, certain units may be optional. For details, please contact your local dealer.

Notes for Using This Machine Safely

To use this machine, it is recommended you take the following measures, which include:

- Installing this machine in a network protected by a firewall.
- Specifying your private IP address.

Using a Private IP Address

An IP address is a numerical label assigned to devices connected to the network. An IP address that is used for Internet connection is a "global IP address", and an IP address that is used for network connection in a local environment such as a company is a "private IP address". If an IP address that is specified for a machine is a global IP address, unspecified numbers of Internet users can access this machine, so that there is higher risks of information leakage through illegal access outside from the environment where this machine is located. If a private IP address is specified for a machine, however, only users within a local network such as a company LAN can access the machine. Unless there is any specific reason, specify a private IP address for a machine. A private IP address can be selected from the following address ranges:




Private IP address ranges

- 10.0.0.0-10.255.255.255
- 172.16.0.0-172.31.255.255
- 192.168.0.0-192.168.255.255

If you are concerned about the network environment, you can use the machine without a network connection by printing from a USB memory containing print data.

1. Safety Information

The Meanings of the Safety Symbols Used with This Machine

	Prohibition
	Caution
	Warning; Pinch Point
	Caution, risk of electric shock
	Caution, risk of having hands or arms caught
	Keep out of reach of children
	Prohibition of disassembly
	See operating instructions For details about the precautions in each location with this graphic symbol, see "Safety Labels of This Machine" in this manual.
	Wear eye protection
	Wear protective gloves
	Do not touch
	Caution, hot surface

Safety Information for This Machine

The Meanings of Safety Labels

WARNING

Indicates a potentially hazardous situation which, if instructions are not followed, could result in death or serious injury.

CAUTION

Indicates a potentially hazardous situation which, if instructions are not followed, may result in minor or moderate injury or damage to property.

Safety Precautions to Be Followed

Requirements for unpacking products

WARNING

- The following explains the warning messages on the plastic bag used in this product's packaging:
 - Do not leave the polythene materials (bags, etc.) supplied with this machine close to babies and small children. Suffocation can result if polythene materials are brought into contact with the mouth or nose.

Requirements for locating and installing machines

WARNING

- Avoid taking the following actions close to or inside this machine because doing so can result in fire or electric shock:
 - Using flammable sprays, solvents, and so on
 - Placing flammable sprays, solvents, and so on
 - Placing containers holding liquids or small metal objects

CAUTION

- Do not place the machine in a humid or dusty environment. Doing so can result in fire or electric shock.
- Do not place the machine on an unstable or tilted surface. Doing so can cause the machine to fall or topple over, possibly resulting in injury.
- Do not obstruct the machine's vents. Doing so risks fire caused by overheated internal components.
- Do not place heavy objects on the machine. Doing so can cause the machine to topple over, possibly resulting in injury.
- When using this machine in a poorly ventilated or narrow room continuously for a long period of time or printing a high volume of materials, make sure to ventilate the room sufficiently.

CAUTION

- Ensure adequate ventilation to keep the occupational exposure in the workplace in line with the occupational exposure guidelines (such as ACGIH) in the region. If necessary, provide local ventilators for required ventilation.
Recommended ventilation: 150 m³/h (Per unit. The required ventilation volume varies depending on the installation environment, number of units installed, and other options.)
- Use at an altitude of 2,500 m or less. There is a possibility of electric shock, electric leakage, fire if it is used in an environment exceeding 2,500 m altitude.
- This equipment is not suitable for use in locations where children are likely to be present.

Requirements for using power plugs and cords

WARNING

- Avoid taking the following actions because doing so can result in fire or electric shock:
 - Using any power supply voltage or frequencies other than those that match the specifications shown
 - Using multi-socket adaptors
 - Using extension cords
 - Touching the prongs of the power cable's plug with anything metallic
- Avoid applying the following actions to power cords because doing so can result in fire or electric shock:
 - Damaging them
 - Bundling them
 - Modifying them
 - Putting heavy objects on them
 - Pulling them forcibly
 - Bending them forcibly
- Do not handle the power cord plug with wet hands. Doing so can result in electric shock.
- The supplied power cord or cords are for use with this machine only. They cannot be used for appliances other than this machine. Also, do not use power cords other than the power cord or cords supplied with this machine. Doing so can result in fire or electric shock.

WARNING

- To prevent fire or electric shock, disconnect the plug and the power cord from the wall outlet at least once a year and check them. If any of the following conditions exist, do not use the plug and the power cord continuously, and consult your dealer or service representative.
 - There are burn marks on the plug
 - The prongs on the plug are deformed
 - The power cord's inner wires are exposed or broken
 - The power cord's coating is cracked, dented, or damaged
 - When the power cord is bent, the power turns off and on
 - Part of the power cord becomes hot

CAUTION

- When disconnecting the power cord from the wall outlet, make sure to pull the plug, not the cord. Do not pull the power cord forcibly. Doing so can damage the power cord, possibly resulting in fire or electric shock.
- Be sure to push the power cord plug fully into the wall outlet. Also, do not push it into loose and unstable wall outlets likely to cause a contact failure. Doing so can result in heat generation.
- Be sure to disconnect the plug from the wall outlet and clean the prongs and the area around the prongs at least once a year. Allowing dust to build up on the plug constitutes a fire hazard.

Power source

- North America: AC100-240 V, 1.0 A or more, 50–60 Hz
- Europe/Asia: AC100-240 V, 0.5 A or more, 50–60 Hz

Voltage must not fluctuate more than 10%.

Please be sure to connect the power cable to a power source as above.

For users in Norway, this product is also designed for an IT power distribution system with phase-to-phase voltage of 230V.

Confirm that the wall outlet is near the machine and freely accessible, so that in event of an emergency, it can be unplugged easily.

⚠ WARNING

- Do not touch this machine if a lightning strike occurs in the immediate vicinity. Doing so could result in electric shock.
- Be sure to install the machine as close as possible to a wall outlet so that you can disconnect the power cord plug easily in an emergency.
- If the machine behaves unusually as follows, turn off the power immediately. After turning off the power, make sure to disconnect the power cord plug from the wall outlet, and then contact your service representative and report the problem. Continuously using the power cord can result in fire or electric shock.
 - The machine is emitting smoke
 - The machine is emitting odors
 - Metal objects or other foreign objects have fallen inside the machine
 - Water or other fluids have fallen inside the machine
 - An error message is displayed that indicates that the machine has stopped due to high voltage.
- If the machine topples or a cover or other part is damaged, turn off the power immediately. After disconnecting the power cord plug from the wall outlet, contact your service representative. Using the machine continuously can result in fire or electric shock.

⚠ CAUTION

- The machine weighs around 145 kg (320 lb.).
- Six or more people are required to lift the printer. When moving the printer, lift it slowly so that you do not strain yourself. Lifting the printer forcibly or handling it roughly to drop it will risk injury.
- Unplug the machine before you move it. While moving the machine, take care that the power cord does not get caught under the machine. Failing to take these precautions may result in fire or electric shock.
- When lifting and lowering the front cover, be sure to hold it by the part shown below. Be careful to ensure that your hand or any other part of your body does not get caught in the front cover.



Requirements for using the machine

CAUTION

- Keep children away from the machine. Otherwise, their hands or fingers may be caught in the gap and injury may result.
- Keep people other than operators away from the machine. Otherwise, their hands or fingers may be caught in the gap and injury may result.
- Keep USB flash memory devices out of reach of children. If a child accidentally swallows an USB flash memory device, consult a doctor immediately.

Requirements for handling the machine's interior

WARNING

- Do not remove any covers or screws other than those explicitly mentioned in User Manual.
- Before you remove the cover, turn off the power switch on rear of the machine. Removing the cover with the power on or removing parts other than those explicitly referred to may result in electric shock.
- Do not attempt to disassemble or modify this machine. Doing so risks burns and electric shock.

CAUTION

- Do not lift the cover while the machine is operating. Doing so may cause your hand or fingers to get trapped in the machine, and an injury may occur.

Requirements for handling supplies

CAUTION

- When handling ink, cleaning solution, or pretreatment liquid, follow the instructions in the manual for the correct usage.
- If ink, cleaning solution, or pretreatment liquid is swallowed, inhaled, or gets in the eyes, follow the guidance in the appropriate safety data sheet (SDS). Download the SDS from the following website:
 - <https://www.rioh.com/environment/msds/>
- To prevent being stained by ink or cleaning solution, wear protective gear (protective gloves, protective glasses/goggles, protective clothing). Also take care not to stain your surroundings while agitating the ink.
- Place ink, cleaning solution, and pretreatment liquid in a cool, well-ventilated place out of the reach of children.
- Keep waste ink, containers for ink, cleaning solution, and pretreatment liquid, and components that have been in contact with ink out of the reach of children.
- When handling ink, cleaning solution, or pretreatment liquid, avoid getting anything on your clothing. If you do, wash the stained area with cold water.

CAUTION

- When replacing a cartridge containing ink, cleaning solution, or pretreatment liquid, avoid getting anything on your clothing. If you do, wash the stained area with cold water.
- When replacing a cartridge containing ink, cleaning solution, or pretreatment liquid, avoid getting anything on your skin. If you do, wash the affected area thoroughly with soap and water.
- When removing a cartridge containing ink, cleaning solution, or pretreatment liquid, avoid putting your hand near the location in which the cartridge is installed (such as the ink supply nozzle and its surrounding areas). If you get anything on your hands, wash them thoroughly with soap and water.
- The ink cartridge surface may have ink on it, so be careful to avoid ink stains.
- Do not remove the cartridge while operating the machine. Doing so may cause the ink to spray, staining clothes and surroundings. If you get anything on your hands, wash them thoroughly with soap and water.
- Do not disassemble a cartridge containing ink, cleaning solution, or pretreatment liquid. Doing so may leave ink stains or cleaning solution on your hands and fingers.
- When shaking a cartridge containing ink, cleaning solution, or pretreatment liquid, be careful about safety of your surroundings and ink stains. Otherwise, injury or stains on household items may result.
- Do not hit or drop it when agitating. It may cause injury, cartridge damage, or ink leakage.
- Do not excessively agitate/shake. It may cause ink leakage.
- Agitate/shake as instructed. Other methods may cause ink leakage.
- Be sure to wear commercially available protective glasses, gloves and clothing when replacing or handling cartridges.

What you need to follow for power connection

WARNING

- When using a UPS (uninterruptible power supply) for this product, make sure that the output power is not insufficient. If the output power is insufficient, the UPS may smoke or catch fire. Read the UPS instructions and check the rated output power carefully when using it. If you have any questions, contact your Ricoh dealer.
- If you use a surge protector with this product, a part called a varistor inside the surge protector may deteriorate after long-term use, causing the surge protector to malfunction, smoke, or catch fire. Read the surge protector instructions carefully and use it correctly. If you have any questions, contact your Ricoh dealer.

Adjustment

CAUTION

- When moving the platen, be careful so that your hands or fingers are not caught with it. Otherwise, injury may result.

Removing the Fabric

CAUTION

- When removing the fabric, be careful so that your hand or any other part of your body does not come in contact with ink. If your skin comes in contact with ink, wash the affected area thoroughly with soap and water. If your clothing comes into contact with ink, wash the stained area with cold water.

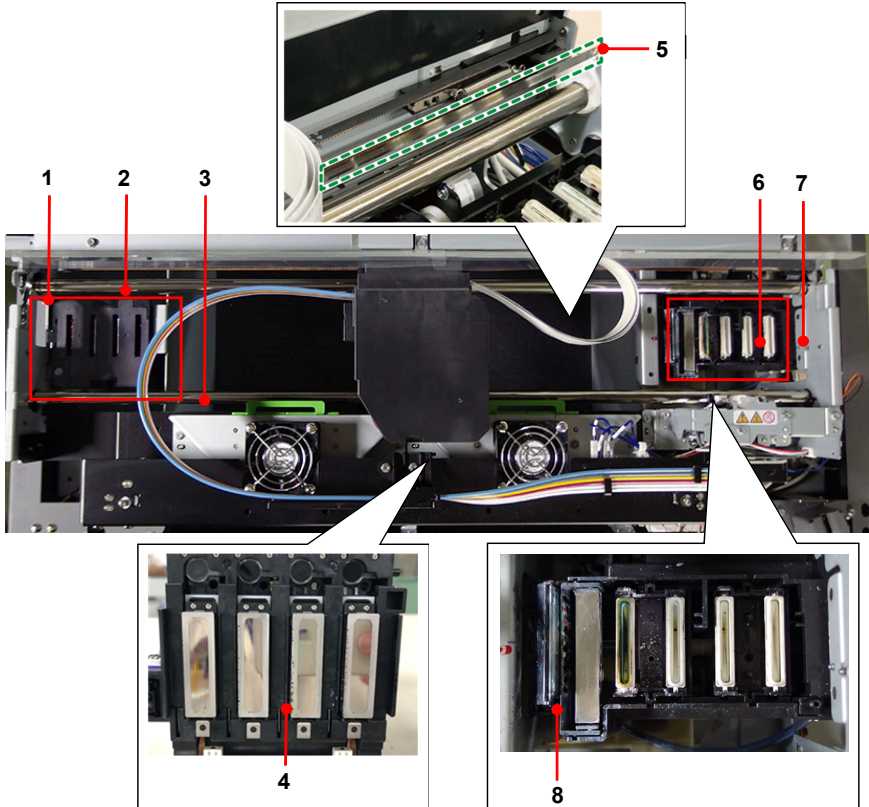
Maintenance (Cleaning the Units and Disposing of Waste Ink)

CAUTION

- When maintenance is performed, the carriage may move while the front cover is open. Do not touch the carriage while it is moving. Touching it may result in injury.
- Follow the procedures in the user's manual for maintenance and securely install parts and covers. Failure to do reliable work may cause injury or malfunction.
- When using a screwdriver, be careful so that the tip of the screwdriver does not hurt you.
- If the waste ink and waste enhancer gets into contact with your eyes, wash them immediately with running water. Consult a doctor if necessary.
- Keep the waste bottle out of reach of children.
- Keep waste ink, waste enhancer, containers for ink, cleaning solutions, pretreatment liquids, and components that have been in contact with ink out of reach of children.
- When replacing a waste bottle, avoid getting anything on your clothing. If otherwise, wash the stained area with cold water.
- When replacing a waste bottle, avoid getting anything on your skin. If otherwise, wash the affected area thoroughly with soap and water.
- Be sure to wear commercially available goggles and gloves when replacing the waste bottle.
- When disposing of the waste ink, clean the waste tube if there is dirt or buildup such as lumps of ink on the tip of the tube. Otherwise, clogging the waste tube and the defective discharging of waste ink could result.
- When disposing of the waste enhancer, clean the waste tube if there is dirt or buildup such as lumps of enhancer on the tip of the tube. Otherwise, clogging the waste tube and the defective discharging of waste enhancer could result.

CAUTION

- Be sure to wear commercially available goggles and gloves when performing the following maintenance:
 - Cleaning the maintenance unit, head nozzle plate, wiper, left ink sump, encoder sheet, and guide rod
 - Replacing the left and right ink sump, ink supply unit, maintenance unit, ink cartridges, and waste bottle



1. Left ink sump
2. Guide rod: main
3. Guide rod: front
4. Head Nozzle Plate^{*1}
5. Encoder Sheet
6. Maintenance unit
7. Right ink sump^{*2}
8. Wiper

*1. Located behind the carriage.

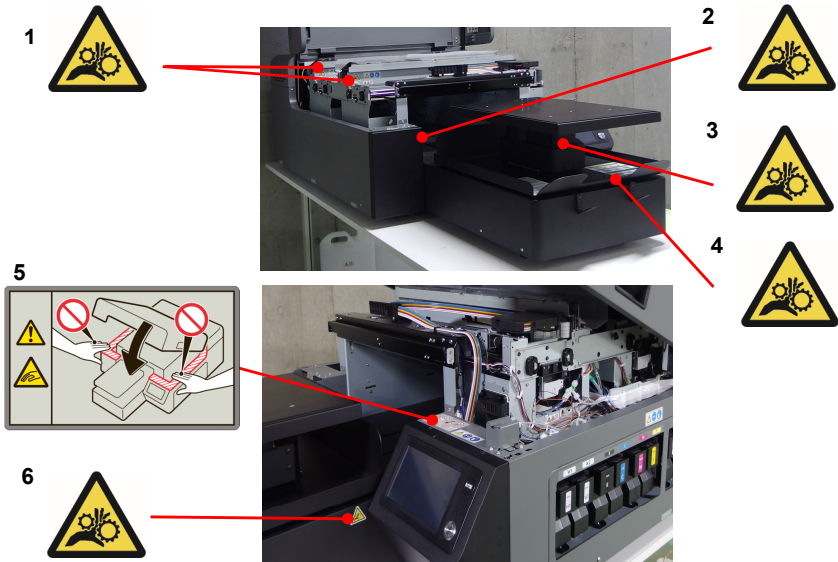
*2. Located under the maintenance unit.

Safety Labels of This Machine

Positions of ⚠️WARNING and ⚠️CAUTION labels

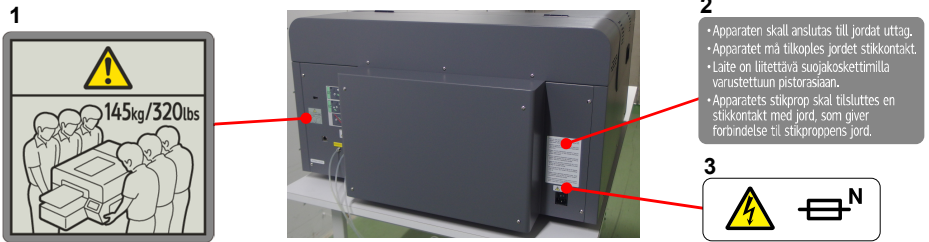
This machine has labels for ⚠️WARNING and ⚠️CAUTION at the positions shown below. For safety, please follow the instructions and handle the machine as indicated.

Front



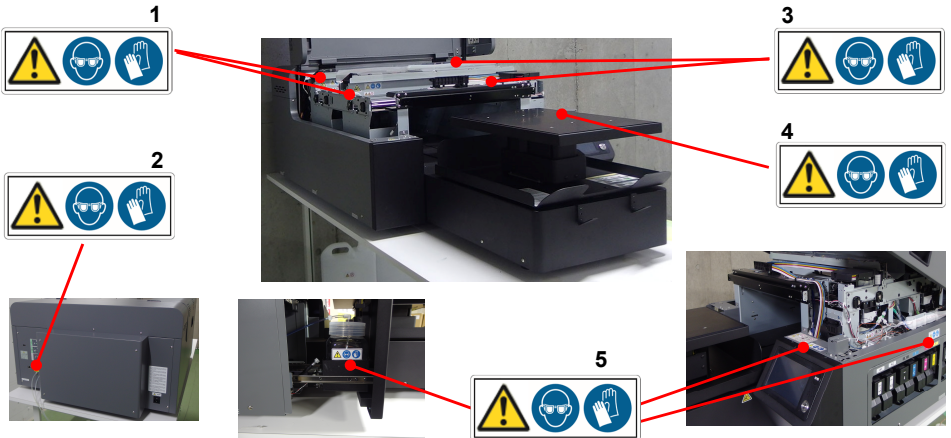
- 1: Be careful your hands or any other part of your body is not caught with the carriage.
- 2: Be careful your hands or any other part of your body is not caught with the platen.
- 3: Be careful your hands or any other part of your body is not caught with the platen base.
- 4: Moving parts can crush and cut. Keep hands clear. Do not operate with the guard removed.
- 5: Be careful your hands or any other part of your body is not caught with the front cover.
- 6: Be careful your hands or any other part of your body is not caught with the platen base.

Back



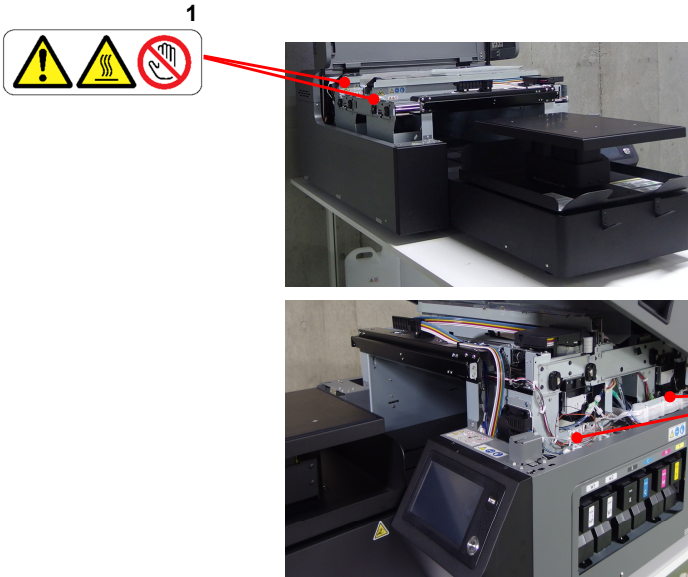
- 1: The machine weighs around 145 kg (320 lb.). Be sure to carry it with the help of 6 people.
- 2: Because the current value is high, make sure to connect to the earth before connecting to the power source.
- 3: This label is meant for customer engineers.
CAUTION: DOUBLE POLE/NEUTRAL FUSING
Mains will be disconnected to de-energize the phase conductors.

Goggles and gloves



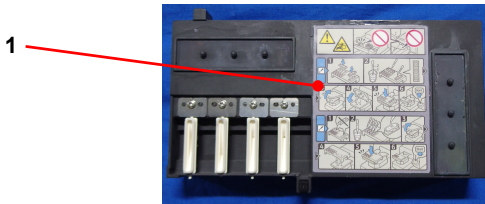
- 1-5: Be sure to wear commercially available goggles and gloves.

Caution, hot surface



1, 2: Caution, hot surface.

Head Cleaning JIG II



1: Be careful your hands or any other part of your body is not caught with the carriage.

Waste bottle



1: Keep the waste bottle out of reach of children.

Ink cartridge



- 1: Keep the ink cartridge out of reach of children, and do not disassemble the ink cartridge. For notes on the handling of the ink cartridge, see page 10 "Requirements for handling supplies".

Enhancer cartridge



- 1: Keep the enhancer cartridge out of reach of children, and do not disassemble the enhancer cartridge. For notes on the handling of the enhancer cartridge, see page 10 "Requirements for handling supplies".

Cleaning cartridge



- 1: Keep the cleaning cartridge out of reach of children, and do not disassemble the cleaning cartridge. For notes on the handling of the cleaning cartridge, see page 10 "Requirements for handling supplies".

2. Information for This Machine

Laws and Regulations

About This Product

This machine is an inkjet garment printer for printing on fabric products such as T-shirts and tote bags.

Legal Prohibition

Do not copy or print any item for which reproduction is prohibited by law.

Copying or printing the following items is generally prohibited by local law: bank notes, revenue stamps, bonds, stock certificates, bank drafts, checks, passports, driver's licenses. The preceding list is meant as a guide only and is not inclusive. We assume no responsibility for its completeness or accuracy. If you have any questions concerning the legality of copying or printing certain items, consult with your legal advisor.

CE & UKCA Marking Traceability Information (mainly Europe)

Manufacturer:

Ricoh Co., Ltd.
3-6 Nakamagome 1-chome, Ohta-ku, Tokyo. 143-8555, Japan

Importer (CE marking, ProdSG):

Ricoh Europe SCM B.V.
Blankenweg 24, 4612 RC Bergen op Zoom, The Netherlands

Importer (UKCA marking):

Ricoh UK Limited
800 Pavilion Drive, Ricoh House, Northampton, NN4 7YL

EMC Directive (mainly Europe)

Warning on Class A Product

Warning:

This equipment is compliant with Class A of CISPR 32. In a residential environment this equipment may cause radio interference.

As this machine is not a household appliance, it does not conform to ErP Directive 2009/125/EC which was revised in 2013.

User Information on Electrical & Electronic Equipment (mainly Europe)

Users in the countries where this symbol shown in this section has been specified in national law on collection and treatment of E-waste

Our Products contain high quality components and are designed to facilitate recycling. Our products or product packaging are marked with the symbol below.



The symbol indicates that the product must not be treated as municipal waste. It must be disposed of separately via the appropriate return and collection systems available. By following these instructions you ensure that this product is treated correctly and help to reduce potential impacts on the environment and human health, which could otherwise result from inappropriate handling. Recycling of products helps to conserve natural resources and protect the environment.

For more detailed information on collection and recycling systems for this product, please contact the shop where you purchased it, your local dealer or sales/service representatives.

All Other Users

If you wish to discard this product, please contact your local authorities, the shop where you bought this product, your local dealer or sales/service representatives.

For Turkey only

AEEE Yönetmeliğine Uygundur.

Bu sistem sarf malzemeleri ve yedek parçaları da dahil olmak üzere AEEE Yönetmeliğine Uygundur.

Üretici:

Ricoh Company, Ltd.

3-6, Nakamagome 1-chome,
Ohta-ku, Tokyo 143-8555 Japan

+81-3-3777-8111(English only/Sadece İngilizce)

Note for the Battery and/or Accumulator Symbol (For EU countries only) (mainly Europe)



In accordance with the Battery Directive 2006/66/EC Article 20 Information for end-users Annex II, the above symbol is printed on batteries and accumulators.

This symbol means that in the European Union, used batteries and accumulators should be disposed of separately from your household waste.

In the EU, there are separate collection systems for not only used electrical and electronic products but also batteries and accumulators.

Please dispose of them correctly at your local community waste collection/recycling centre.

FCC Statement (USA): (mainly North America)

- **Note:** This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
- **Caution:** Changes or modifications not expressly approved by the party responsible for compliance may void the user's authority to operate the equipment.

- **Supplier's Declaration of Conformity**

This device complies with part 15 of the FCC Rules.

Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

Responsible party: Ricoh USA, Inc.

Address: 300 Eagleview Boulevard, Suite 200 Exton, PA 19341, U.S.A.

Telephone number: 610-296-8000

Product Name: Garment Printer

Model Number: RICOH Ri 4000

Note to Users in California (USA): (mainly North America)

- Perchlorate Material - special handling may apply. See: www.dtsc.ca.gov/hazardouswaste/perchlorate

3. Quick Installation Guide

Checking the Contents of the Product

The following contents are packaged with the product. Make sure all of these contents are included.

- RICOH Ri 4000
- Power cord
- Ethernet cable
- Waste Bottle (Waste Ink bottle, Waste enhancer bottle) (2 set)
- Waste tube for waste ink (1 set (2 tubes))
- Waste tube for waste enhancer (1 set (1 tube))
- Waste bottle band
- Platen (Medium)
- Frame (Medium)
- Platen Frame Hook (2 set)
- ColorGATE Productionserver License card
- Safety Information and Quick Installation Guide
- User Maintenance Precautions
- Precaution sheet of installing the machine
- Heat press paper

For maintenance

- Bottle for Cleaning Liquid (with dropper)
- Cleaning applicators (1 set)
- Lint free wipes (1 set)
- Polyethylene gloves (5 sets)
- Absorbers (Type P1)
- Grease
- Head Cleaning JIG II
- Rubber Cap (for the front carriage)
- Rubber Cap (for the rear carriage)

All items other than the printer are packaged in an Accessory Box inside the printer box. Keep all accessory items nearby for future use.

NOTE: This is the basic accessory kit included with all printers, and your accessory kit may include additional items.

About Manuals

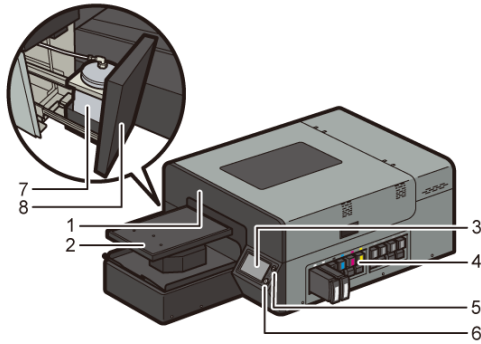
For details about how to use this machine and for the maintenance, settings, and troubleshooting thereof, see the User Manual.

For inquiries, contact your sales or service representative.

For details about how to use ColorGATE Productionserver, see the User Manual or related help file for ColorGATE Productionserver.

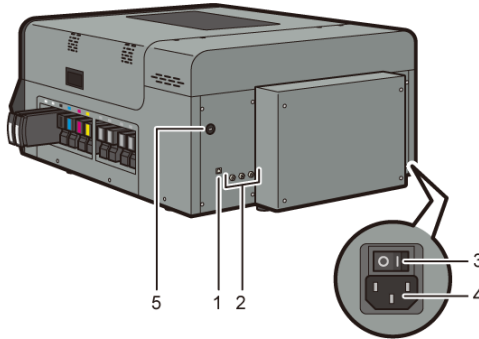
Guide to Components

Front and Right View



1. Front cover
2. Platen
3. Touch panel
4. Ink cartridges/Enhancer cartridges
5. USB-A port (2.0)
6. Sub power button
7. Cleaner tank
8. Cleaner tank cover

Rear View



1. Ethernet port
2. Waste bottle connector
3. Main power switch
4. Power connector
5. USB-A port (2.0)*

* If the USB-A port on the front cannot be used, the USB-A port on the back can be used instead. For USB connection, insert a USB memory stick into only one of the ports.

Installing the Machine

Preparation

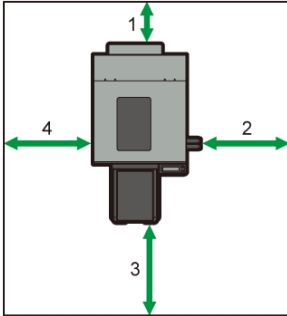
WARNING

- Avoid taking the following actions close to or inside this machine because doing so can result in fire or electric shock:
 - Using flammable sprays, solvents, and so on
 - Placing flammable sprays, solvents, and so on
 - Placing containers holding liquids or small metal objects

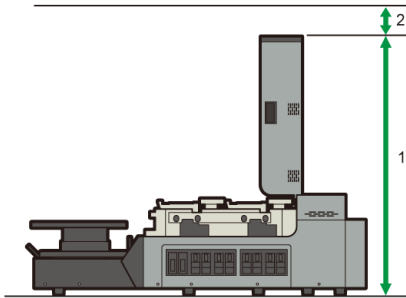
CAUTION

- Do not place the machine in a humid or dusty environment. Doing so can result in fire or electric shock.
- Do not place the machine on an unstable or tilted surface. Doing so can cause the machine to fall or topple over, possibly resulting in injury.
- Do not obstruct the machine's vents. Doing so risks fire caused by overheated internal components.
- Do not place heavy objects on the machine. Doing so can cause the machine to topple over, possibly resulting in injury.
- When using this machine in a poorly ventilated or narrow room continuously for a long period of time or printing a high volume of materials, make sure to ventilate the room sufficiently.
- Ensure adequate ventilation to keep the occupational exposure in the workplace in line with the occupational exposure guidelines (such as ACGIH) in the region. If necessary, provide local ventilators for required ventilation.
Recommended ventilation: 150 m³/h (Per unit. The required ventilation volume varies depending on the installation environment, number of units installed, and other options.)
- Use at an altitude of 2,500 m or less. There is a possibility of electric shock, electric leakage, fire if it is used in an environment exceeding 2,500 m altitude.

- Reliable Power source/outlet. Consider using a UPS if your area's power is unreliable.
- Electronic hygrometer/thermometer (to monitor the relative humidity of the room the printer is operating in). Keep it near the printer at all times 15°C to 32°C (59°F to 90 °F).
- Humidifier to increase humidity if it falls below 45% humidity. Humidity needs to remain between 45% to 80% RH, non-condensing.
- Place the machine near the power source, providing the clearance areas shown. The clearance shown is necessary for using and servicing the machine.



1. Rear: 5 cm (approx. 2.0 inches) or more
2. Right: 60 cm (approx. 23.6 inches) or more
3. Front: 60 cm (approx. 23.6 inches) or more
4. Left: 60 cm (approx. 23.6 inches) or more



1. Max. height: 128 cm (approx. 50.4 inches)
2. Above: 4 cm (1.6 inches) or more

- Heat Press or conveyer dryer for heat curing the ink (THIS NEEDS ITS OWN CIRCUIT)
- Stable, Sturdy, and Level Table for the 145 kg (320 lb.) printer.
- Computer with Windows 10 or Windows 11 operating system.
- Graphics software installed in the computer, such as Photoshop, CorelDraw, Photoshop Elements, or Illustrator.
- High Volume Low Pressure (HVLP) electric sprayer or other type of sprayer for applying pretreatment for dark garments.

Unpacking

CAUTION

- The machine weighs around 145 kg (320 lb.).
- Six or more people are required to lift the printer. When moving the printer, lift it slowly so that you do not strain yourself. Lifting the printer forcibly or handling it roughly to drop it will risk injury.

1. Keep the shipping box in the proper orientation. (See the arrows on the shipping box.)
2. Remove the poly wrap and strapping.
3. Remove the top lid, upper foam, and separator sleeve.
4. Remove the cushioning material.
5. Place the printer on your table.

IMPORTANT!

- **Do not lift by the platen or platen base, lift from box with the help of 6 people.**

Grip the indentations for lifting at the base of the machine's sides with six people or more, as shown. Lift and carry the machine slowly and carefully.



Installing the Waste Bottles, Ink Cartridges, and Enhancer Cartridges

There are 2 waste bottles and 2 waste tubes supplied. Use 1 waste bottle and waste tube for the waste ink and the other waste bottle and waste tube for the waste enhancer.

There is no difference in the specifications of the waste bottles, so either one of the two supplied can be used for either usage.

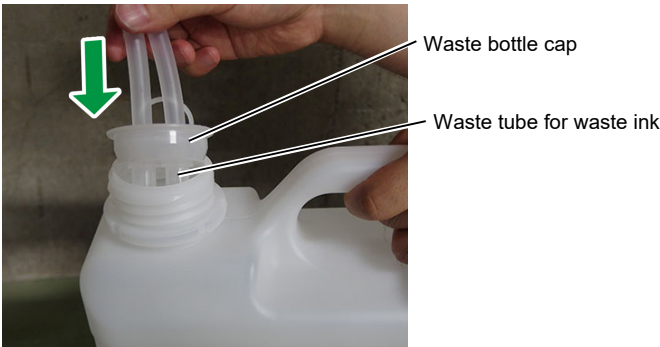
However, there is a waste tube for the waste ink and a waste tube for the waste enhancer. A different waste tube is used for each waste liquid. Refer to the following to distinguish between the waste tubes.

- Waste tube for waste ink: Tube set with 2 tubes threaded through the cap.
- Waste tube for waste enhancer: Tube set with a tube threaded through the cap.

IMPORTANT!

- **The printer cannot determine if the waste bottles is connected. Make sure the waste bottles is connected properly.**
- **If the waste ink and waste enhancer mix, the liquid may solidify, causing the waste bottle and waste tube to become unusable. Be careful not to mix them.**

1. Open the waste bottle cap.
2. Insert the waste tube for waste ink into the waste bottle.



3. Push the waste bottle cap to close.



Close the waste bottle cap tightly and make sure that there is no gap between the waste bottle cap and the waste bottle.

4. Perform Steps 1 to 3 for the waste tube for waste enhancer.

5. Remove the tape and towel from each waste bottle connector on the right side located on the back of the printer, and then connect the corresponding waste tubes to the waste bottle connectors.

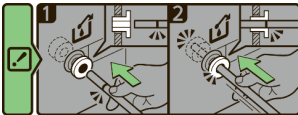


Connect the connectors and waste tubes that have matching labels on them.



IMPORTANT!

- There is a marking on each waste tube. Insert each waste tube until the marking disappears into the waste bottle connector.



6. Secure the waste bottles in an upright position with tape.



When securing the waste bottle with a waste bottle band, use the waste bottle band as shown below:

The shape and color of the waste bottle band is subject to change.



IMPORTANT!

- Install the waste bottles vertically. If installed horizontally, the waste ink and waste enhancer inside could leak out.



- Connect the waste tubes straight to the waste bottles. If any waste tube is bent or twisted, ink could become clogged inside the waste tube and thus could cause a malfunction.
- Attach the waste tubes in a way that the ink flows vertically from the printer on top to the waste bottles at the bottom. If the top-to-bottom orientation is reversed at any point along the way, the waste ink and waste enhancer may not flow smoothly and cause a malfunction.



7. Agitate the new white cartridges.

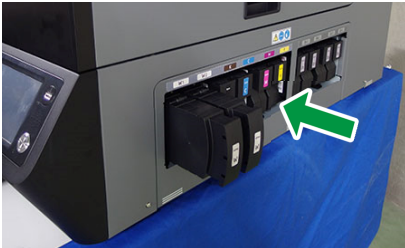
For details about agitating a new white cartridge, see page 39, “Agitating a New White Cartridge”.



8. Insert the ink cartridges and enhancer cartridges.

IMPORTANT!

- **When installing the ink cartridges and enhancer cartridges, do not touch the inside of the machine.**
- **Carefully install a cartridge in the correct position.**
- **During the initial ink charging, do not lift the front cover. Also, do not pull out the ink cartridges and enhancer cartridges.**
- **During the initial ink charge, if you lift the cover, the procedure will pause. To resume, hold the power button down to reboot the printer.**
- **Agitate all the white cartridges before inserting them into the printer, and then begin the fill process.**



For white ink, insert two white ink cartridges.

For the enhancer, insert four enhancer cartridges.

You can insert each ink cartridge and enhancer cartridge into either of their designated slots.

Supply the ink as follows:



NOTE - Push the cartridges all the way through until they stop.
Be sure not to insert cleaning cartridges. The cleaning cartridges have the following labels affixed to them:

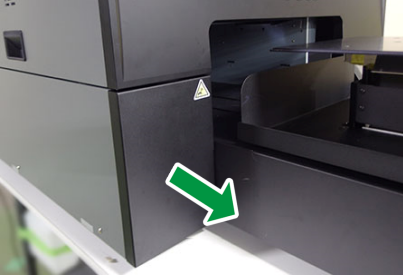


Pour the Cleaning Liquid

IMPORTANT!

- Be sure to use Ricoh's genuine cleaning liquid. Using other cleaning liquids may cause nozzle clogging or other problems related to printer malfunction.

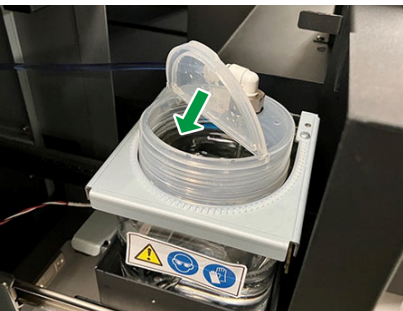
1. Open the cleaner tank cover.



2. Open the cleaner tank cap, and then pour the cleaning liquid up to the level indicated by the line.



3. Close the cleaner tank cap.



4. Close the cleaner tank cover.

Turning On the Power

WARNING

- Avoid taking the following actions because doing so can result in fire or electric shock:
 - Using any power supply voltage or frequencies other than those that match the specifications shown
 - Using multi-socket adaptors
 - Using extension cords
 - Touching the prongs of the power cable's plug with anything metallic

- Avoid applying the following actions to power cords because doing so can result in fire or electric shock:
 - Damaging them
 - Bundling them
 - Modifying them
 - Putting heavy objects on them
 - Pulling them forcibly
 - Bending them forcibly

- Do not handle the power cord plug with wet hands. Doing so can result in electric shock.

- The supplied power cord or cords are for use with this machine only. They cannot be used for appliances other than this machine. Also, do not use power cords other than the power cord or cords supplied with this machine. Doing so can result in fire or electric shock.

- To prevent fire or electric shock, disconnect the plug and the power cord from the wall outlet at least once a year and check them. If any of the following conditions exist, do not use the plug and the power cord continuously, and consult your dealer or service representative.
 - There are burn marks on the plug
 - The prongs on the plug are deformed
 - The power cord's inner wires are exposed or broken
 - The power cord's coating is cracked, dented, or damaged
 - When the power cord is bent, the power turns off and on
 - Part of the power cord becomes hot

CAUTION

- When disconnecting the power cord from the wall outlet, make sure to pull the plug, not the cord. Do not pull the power cord forcibly. Doing so can damage the power cord, possibly resulting in fire or electric shock.
- Be sure to push the power cord plug fully into the wall outlet. Also, do not push it into loose and unstable wall outlets likely to cause a contact failure. Doing so can result in heat generation.

⚠ CAUTION

- Be sure to disconnect the plug from the wall outlet and clean the prongs and the area around the prongs at least once a year. Allowing dust to build up on the plug constitutes a fire hazard.

1. Connect the power cord to the power connector.



2. Turn ON the main power switch.



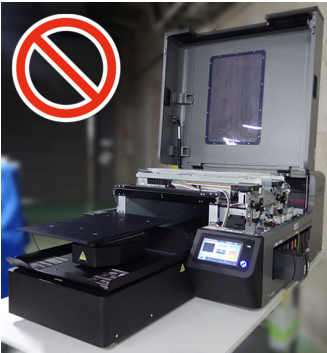
3. Hold down the sub power button for more than 2 seconds.



4. After booting, the printer will perform initial ink charging if the ink is not charged.

Initial ink charging takes about 20 minutes.

NOTE - During initial ink charging, do not lift the front cover. Also, do not pull out the ink cartridge. During initial ink charging, if it is paused by lifting the front cover, hold down the sub power button to reboot printer.



Once the initial ink charge is completed, the printer shows "Ready" in the upper left-hand corner of the touch screen.



After completing the initial ink charging, proceed to the next step.

5. Perform a Nozzle check.

For details, see the User Manual.

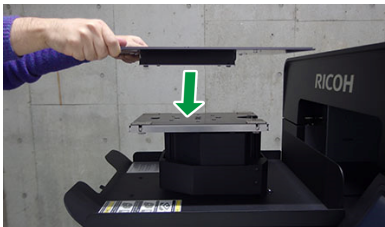
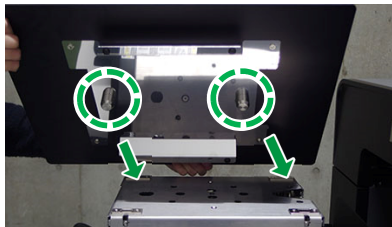
Attaching the Platen

1. Attach the platen.

The two protrusions on the back of the platen should be set correctly into the holes in the platen base.

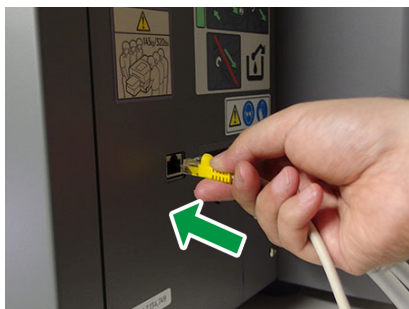
There is a hole on the back side of the platen base that has a guide shape.

When setting the platen, it is easier to insert the pin to the back side when viewed from the front of the machine.



Network Connection

1. Insert the ethernet cable into the Ethernet port.



2. Configure the network settings.

For details about configuring such settings, see the User Manual.

Handling the Ink Cartridge

WARNING

- The following explains the warning messages on the plastic bag used in this product's packaging:
 - Do not leave the polythene materials (bags, etc.) supplied with this machine close to babies and small children. Suffocation can result if polythene materials are brought into contact with the mouth or nose.

CAUTION

- When handling ink, cleaning solution, or pretreatment liquid, follow the instructions in the manual for the correct usage.
- If ink, cleaning solution, or pretreatment liquid is swallowed, inhaled, or gets in the eyes, follow the guidance in the appropriate safety data sheet (SDS). Download the SDS from the following website:
 - <https://www.ricoh.com/environment/msds/>
- To prevent being stained by ink or cleaning solution, wear protective gear (protective gloves, protective glasses/goggles, protective clothing). Also take care not to stain your surroundings while agitating the ink.
- Place ink, cleaning solution, and pretreatment liquid in a cool, well-ventilated place out of the reach of children.
- Keep waste ink, containers for ink, cleaning solution, and pretreatment liquid, and components that have been in contact with ink out of the reach of children.
- When handling ink, cleaning solution, or pretreatment liquid, avoid getting anything on your clothing. If you do, wash the stained area with cold water.
- When replacing a cartridge containing ink, cleaning solution, or pretreatment liquid, avoid getting anything on your clothing. If you do, wash the stained area with cold water.
- When replacing a cartridge containing ink, cleaning solution, or pretreatment liquid, avoid getting anything on your skin. If you do, wash the affected area thoroughly with soap and water.
- When removing a cartridge containing ink, cleaning solution, or pretreatment liquid, avoid putting your hand near the location in which the cartridge is installed (such as the ink supply nozzle and its surrounding areas). If you get anything on your hands, wash them thoroughly with soap and water.
- The ink cartridge surface may have ink on it, so be careful to avoid ink stains.
- Do not remove the cartridge while operating the machine. Doing so may cause the ink to spray, staining clothes and surroundings. If you get anything on your hands, wash them thoroughly with soap and water.

CAUTION

- Do not disassemble a cartridge containing ink, cleaning solution, or pretreatment liquid. Doing so may leave ink stains or cleaning solution on your hands and fingers.
- When shaking a cartridge containing ink, cleaning solution, or pretreatment liquid, be careful about safety of your surroundings and ink stains. Otherwise, injury or stains on household items may result.
- Do not hit or drop it when agitating. It may cause injury, cartridge damage, or ink leakage.
- Do not excessively agitate/shake. It may cause ink leakage.
- Agitate/shake as instructed. Other methods may cause ink leakage.
- Be sure to wear commercially available protective glasses, gloves and clothing when replacing or handling cartridges.

IMPORTANT!

- **If the ink cartridge has been empty for a long time, you will not be able to perform the maintenance for the print head. This may cause a printer malfunction. Make sure you always have a new ink cartridge. Install it soon after the message about replacement appears.**

About ink cartridges

- Ink cartridges comply with the manufacturer's safety specifications. To ensure safety and reliability, use genuine ink cartridges.
- Do not reuse the ink cartridges.

Using ink cartridges

- Do not open the package of an ink cartridge until the cartridge will be installed in the machine.
- Do not touch the ink cartridges' ink inlets or chip contacts.
- Do not take apart ink cartridges.
- Always confirm the color of an ink cartridge before installing it.
- Do not remove an ink cartridge once it has been installed unless necessary.
- Do not remove an ink cartridge while printing is being performed. Printing will stop.
- The warranty period after opening the ink cartridge is 90 days or running out the ink, whichever comes first. If you print 50 sheets a month or less, it is recommended to use the standard type ink cartridges.

Agitating a New White Cartridge

Please agitate the white ink before attaching a new white cartridge to the printer.

Be sure to agitate the white ink daily. A message prompting you to agitate the white ink appears every 12 hours. When this message appears, immediately shake the white ink cartridge according to the instructions.

White ink is prone to ink precipitation (the tendency for the ink to accumulate at the bottom of the ink solution). Ink precipitation may decrease the print density or cause nozzle clogging. Be sure to agitate the white ink when you unpack the ink cartridge and once a day after it has been unpacked.

IMPORTANT!

- **Failure to follow these procedures may cause print head nozzle issues.**
- **Do not shake the cartridge too quickly or too hard.**

The agitating method should be as follows:

- To prevent being stained by ink or cleaning solution, wear protective gear (protective gloves, protective glasses/goggles, protective clothing). Also take care not to stain your surroundings while agitating the ink.

1. Prepare

Use a lint free wipes to wipe off any dirt on the white ink cartridge and cartridge slot. For details on how to clean the cartridge and cartridge slot, see the User Manual. Make sure there are no tears or cracks on the white ink cartridge.

2. Agitate the ink

Hold the cartridge as shown in Figure 1.

Hold the white ink cartridge with the ink supply port face up.

Shake the ink cartridge by tilting it side to side at 45° degree angles, as shown below.

Shake the cartridge for 50 seconds at a speed of 2 back-and-forth shakes per second.

Figure 1



- #### 3. After agitating the ink, wipe off any ink stains on the ink supply port.

Disposal of Used Cartridge

Dispose of depleted ink cartridges, enhancer cartridges, and cleaning cartridges in accordance with applicable laws and ordinances.

If you are uncertain about disposal, consult with your local dealer.

Handling the Waste Bottle

CAUTION

- If the waste ink and waste enhancer gets into contact with your eyes, wash them immediately with running water. Consult a doctor if necessary.
- Keep the waste bottle out of reach of children.
- Keep waste ink, waste enhancer, containers for ink, cleaning solutions, pretreatment liquids, and components that have been in contact with ink out of reach of children.
- When replacing a waste bottle, avoid getting anything on your clothing. If otherwise, wash the stained area with cold water.
- When replacing a waste bottle, avoid getting anything on your skin. If otherwise, wash the affected area thoroughly with soap and water.
- Be sure to wear commercially available goggles and gloves when replacing the waste bottle.
- When disposing of the waste ink, clean the waste tube if there is dirt or buildup such as lumps of ink on the tip of the tube. Otherwise, clogging the waste tube and the defective discharging of waste ink could result.
- When disposing of the waste enhancer, clean the waste tube if there is dirt or buildup such as lumps of enhancer on the tip of the tube. Otherwise, clogging the waste tube and the defective discharging of waste enhancer could result.

About waste bottles

- Do not open a waste bottles unless necessary.
- Install the waste bottles vertically. If installed horizontally, the waste ink and waste enhancer inside could leak out.
- Be sure to secure the waste bottles.

Disposing of the Waste Ink, Waste Enhancer, and Waste Bottle

Dispose of the waste ink, waste enhancer, and waste bottle in accordance with applicable laws and ordinances.

If you are uncertain about how to dispose of these items, consult with your local dealer.

Do not mix waste ink and waste enhancer when disposing.

When you dispose of the waste bottle, replace the waste bottle, or empty the waste liquid in it. If ink deposits are noticeable in the waste bottle, replace the waste bottle. Take care that, depending on the amount of ink deposits, the waste liquid may overflow before the waste bottle becomes full.

4. Installing ColorGATE Productionserver

This machine uses ColorGATE Productionserver for printing. ColorGATE Productionserver must be installed on your PC.

System Requirement

The productionserver23 system requirements are as follows.

For the system requirements for the latest version, see the ColorGATE web site (<https://www.colorgate.com/>).

Operating systems (64-Bit):

- Microsoft Windows 10 (Pro, Enterprise)
- Microsoft Windows 11 (Pro, Enterprise)
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019
- Apple macOS with Parallels Desktop
Apple Mac devices with ARM-based processors (M1 chips) are not supported. On Intel-based Macs, Productionserver can be used in conjunction with a hardware dongle (Single Host License / Hardware) and Parallels Desktop (The hardware dongle is not supplied with the machine).

Minimum hardware requirements:

- CPU: Intel Core i3-2100 / Athlon II X2 340
- RAM: ≥4 GB
- Free disk space: 120 GB
- Display resolution: 1280 x 1024

Recommended for using one printer:

- CPU: Intel i5-7500 or newer / AMD Ryzen 5 1600 or newer
- RAM: ≥8 GB
- Free disk space: 120 GB SSD
- Display resolution: 1920 x 1080

Recommended for using multiple printers:

- CPU: Intel i9-9900K or newer / AMD Ryzen 7 3800X or newer
- RAM: ≥16 GB
- Free disk space: 512 GB NVME
- Display resolution: 1920 x 1080

Installation and operation:

LAN adapter, TCP/IP for network access required, software-based licenses require internet access

Interfaces:

Ethernet, TCP/IP, FireWire

Use in virtualized environments:

Software based licenses:

Operation of the ColorGATE software on virtual machines is not permitted with software based licenses.

Please check the ColorGATE Web page for the detailed operating environment. (<https://www.colorgate.com/>)

Follow the steps below to install ColorGATE Productionserver.

Printer Setup

The setting of IP address for the machine

The setting method of IP address for this machine are two patterns.

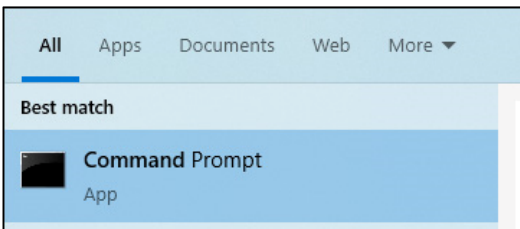
Case1: For connecting directly to the printer from a PC that is not parts of a network.

Case2: For DHCP setup

Case1: For connecting directly to the printer from a PC that is not parts of a network.

[Confirming IP address of your PC]

1. Open the command prompt dialogue box on your PC.

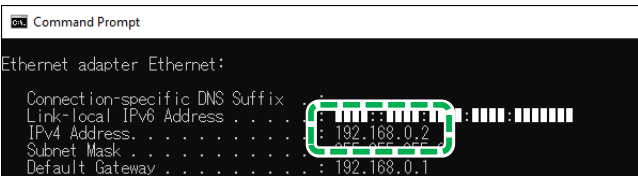


2. Type "ipconfig" in the first line in the command prompt.



3. In the "Ethernet adapter Ethernet" section, check the address of "IPv4 Address", "Subnet Mask", and "Default Gateway". For the IP address, use the "IPv4 Address" but change the last three digits to a number that will be unique to the printer. For subnet mask and default gateway, use them for the printer.

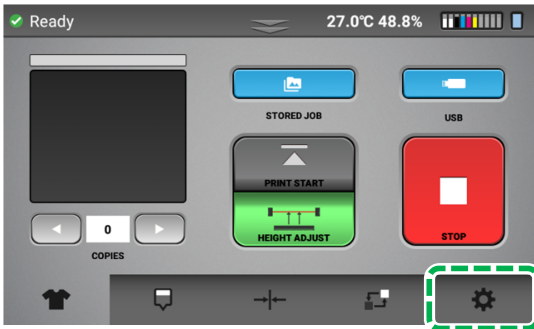
Example: The procedure for changing the IP address of the printer from 192.168.0.2 to 192.168.0.3 is shown below



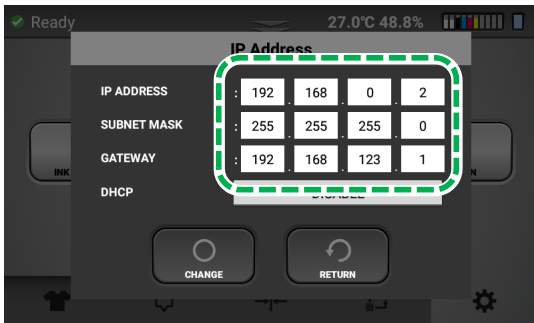
4. Proceed to Step 1 in [Configuring the IP address of the machine].

[Configuring IP address of the machine]

1. Press the Setting tab on the touch panel of this machine.



2. Press [OPTION].
3. Press [IP ADDRESS].
4. If DHCP setting is "ENABLE", change to "DISABLE".
5. Enter the new IP address, subnet mask, and default gateway.



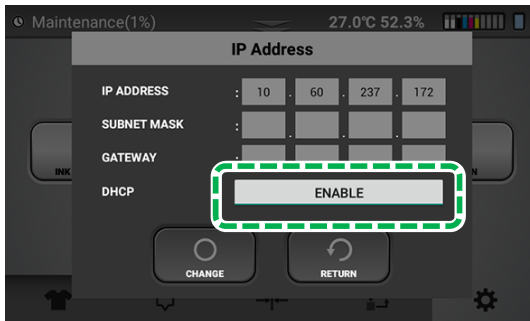
6. Press [CHANGE].

Case2: For DHCP setup

1. Press the Setting tab on the touch panel of this machine.



2. Press [OPTION].
3. Press [IP ADDRESS].
4. Setting DHCP to [ENABLE] to add the printer to an existing network.



Check the assigned IP ADDRESS.

Usage of ColorGATE Productionserver

For the setup procedure and basic usage of ColorGATE Productionserver, refer to the “User Manual” for RICOH Ri 4000.

5. Appendix

Where to Inquire

For inquiries, contact your sales or service representative.

Revision history

Revision	Date issued	Description
Initial version	June, 2023	
A	September, 2023	Page.8,15,19,20,21,32,40,41

Trademarks

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Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and / or other countries.

The proper names of the Windows operating systems are as follows:

The product names of Windows 10 are as follows:

- Microsoft® Windows® 10 Home
- Microsoft® Windows® 10 Pro
- Microsoft® Windows® 10 Enterprise

The product names of Windows 11 are as follows:

- Microsoft® Windows® 11 Home
- Microsoft® Windows® 11 Pro
- Microsoft® Windows® 11 Enterprise
- Microsoft® Windows® 11 Education
- Microsoft® Windows® 11 Pro Education
- Microsoft® Windows® 11 Pro for Workstations

The product names of Windows Server 2016 are as follows:

- Microsoft® Windows Server® 2016 Datacenter
- Microsoft® Windows Server® 2016 Standard
- Microsoft® Windows Server® 2016 Essentials
- Microsoft® Windows Server® 2016 MultiPoint® Premium Server




The product names of Windows Server 2019 are as follows:

- Microsoft® Windows Server® 2019 Datacenter
- Microsoft® Windows Server® 2019 Standard
- Microsoft® Windows Server® 2019 Essentials




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