

**My prints are not as bright/contrasty /strong as they should be.**

**Try one these options in combination or separately:**

1. Try the light pretreat (S5CN90) next print.
2. Increase color ink output (try 200% or more)
3. Increase contrast by 10-20 % in same screen as color ink output.
4. Change resolution to 1440x2880. It helps sharpness & contrast but increases print time

*I don't want to use white ink.*

**Did you pretreat with MMP-2 and use a white underbase?**

*No, I didn't*

The shirt color may be just a little too strong for the color layer only. Treat as a dark shirt with MMP-2 dark pretreat and use a white underbase and try again.

*Yes, I did.*

*White layer looked perfect – edges were sharp, lighter areas were bright white, solid areas were solid, no texture*

**Try one these options:**

1. Reduce white ink output to just enough for good coverage. Do same for color
2. Gentler initial cure or "flash" cure before final cure (see separate notes on curing)

*Color layer was perfect too but the fading happened after curing.*

*White layer looked uneven, mottled, weak*

**How did the white layer look?**

**Pretreat may not be enough or was wet.**

1. Try heavier pretreat on the next print.
2. Make sure pretreat is **absolutely dry** before using. Either increase cure time or cure, then hang overnight to dry before using

*White layer looked even, smooth where needed, but faint, not bright enough where needed*

**How did the color layer look after printing?**

*Color layer too faint or uneven colors or banding or colors missing or wrong*

**Try these options in this order:**

1. Increase white ink output by 1 or 2 levels and try again.
2. If printing at an output setting that normally works, perform the cleaning steps 1-6 on the right (skipping step 4 obviously)

*I've tried all of the above with no success.*

**Contact Support**

**Try these options in this order:**

1. Perform an auto head cleaning by pressing/holding the INK button for 4 seconds. Then, test print again.
2. On reprinting ensure print head does not brush garment – garment must be completely flat on the platen.
3. If still banding and /or faint, perform nozzle check to make sure nozzles aren't clogged.
4. If nozzle check is good, perform a short test print using color squares sample on Solo support page at website [happyemb.com](http://happyemb.com) to check if any color is out or weak.
5. Perform daily/weekly cleaning procedures, then, follow with auto head-cleaning as in step (1) above
6. If above 5 don't work, soak the print head very carefully in cleaning solution for several hours, then review steps 1-5 above. Print head must not be touched by hand or put in contact with any fibrous materials/small solid particles. Clean only with rubbing alcohol or cleaning solution.

*I've tried all of the above with no success.*