

THE 3 EASY STEPS TO ROQ YOUR AUTOMATIC INSTALLATION



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One of the most exciting pieces to the automated screen printing success story is planning and executing your auto's installation process.

It's critical to work with **#YourPartnerInPrint** to not only get the most out of your install, but also know way ahead of time what pitfalls to avoid.

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There are many ways the process can be problematic both at the onset and down the road, so doing your diligence as early as possible with your Automation Solution Specialist and **ROQ.US Tech Team will guarantee the best experience possible** for launching the prosperous automated chapter of your business journey.

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POST SALE

Prep with your Automation Solutions Specialist

Your Automation Specialist will introduce you to your Project Manager who will ask you a series of qualifying questions to inform the best installation schedule for your unique situation.

The following is a general overview of the nature of topics you should expect to discuss with your Project Manager:

Your Facility's Condition

Review your room's dimensions and layout to ensure no obstructions exist from the point of entry and the pathway to your new equipment's designated location.

>> We will provide you with a guide listing your receivability responsibilities with specs to help you verify:

Power Requirements

- ☐ Power phase availability & requirements.
- ☐ Amperage & voltage requirements.
As always, we offer these guidelines intended for your licensed electrician.

Air Requirements

- ☐ Air Compressors and Air Chillers/Dryers are critical to maintain optimal performance of your machine.
*>> Your Air Chiller/Dryer ensures that the air sent to the press is dry.
>> Wet air causes complications with the valves and can void your warranty.*
- ☐ Reach out to your Automation Solutions Specialist for the best recommended air compressors to maximize the efficiency of your specific ROQ press.

Pallet Jack & Forklift

- ☐ Identify what you'll need for delivery and install.
- ☐ Necessary fork size to transport the transport load.
- ☐ For Lotus Holland/INPRO products:
You'll want to discuss fresh water, power, waste water, and air requirements. Inquire within.

Scheduled Communication

It is customary to expect updates on both ends to ensure receivability, check ins and steps, and items needed to continue the process forward are provided.

When all documents are signed, the facility is rendered Ready for Delivery.

Freight Company Schedule and Pre-delivery prerequisites to arrange.

- ☐ Verify you have room to receive your equipment.
- ☐ Clear pathways to transport the machines from the truck to their designated resting area without delaying obstacles.
- ☐ Discuss truck height relative to your dock or ground-level-only receiving area.

Gas and ducting requirements for Conveyor Dryers

- ☐ With the specification provided on your facility preparation document, contact an HVAC company to complete installation of gas line and exhaust ducting. **Gas line needs to meet or exceed provided specification.**

INSTALL SCHEDULE

Installation is scheduled at least two weeks after receipt of all final signed documentation.

Depending on the amount of time needed for your unique install and training, your ROQ Tech will travel to your location and present an install schedule and go over everything needed with you.

Once on site, the first day of install, your ROQ Tech will review everything that will happen and address any final questions you may have.

Over the next few days, expect your ROQ Tech to assemble your equipment, check operations, and begin training (number of training days depends on the terms of your agreement -- approximately 4 hours to 8 hours on average of 1 on 1 training, but will be specific to your situation's needs).

HOW ELSE CAN YOU HELP TO STREAMLINE YOUR INSTALL EXPERIENCE?

→ Lean on your install Technician.

Don't be afraid to ask any questions. Whether you're a seasoned pro or a brand newbie, it can come across overwhelming on paper, but we're here to walk by your side as #YourPartnerInPrint, so ask any and all questions.

To sum this up, feel confident in the fact that we will be with you at every step of the way. ability responsibilities with specs to help you verify:

→ Be ready to begin training.

Be sure to have your proper materials ready for training:

>> Screens >> Inks >> Garments >>
Align several smaller production runs to get the most out of your training. Bigger quantity print jobs will reduce the amount of practice you'll experience

→ Have multiple team members ready and available for training.

>> With labor, you'll want to double up attendance during your training sessions should your trained team member be off site for any reason in the future.

>> Make sure you don't plan any deadline-specific jobs to perform during your training.

ARRIVAL

- **Inspect your delivery upon arrival for any damage and notate the damage with the delivery driver.**

>> Send us this information immediately so we may send you any needed replacement parts that may have been damaged during transport so you don't have to delay your automated production start due to missing/damaged parts.

- **Allow plenty of room around the area for your ROQ Tech to spread out all the items needed to be assembled.** A clean open work space can significantly reduce the amount of time your install takes.

>> If you have the space available, we recommend you uncrate your equipment to decrease the installation time by hours.

- * Having an additional person on hand to assist your ROQ Tech is required during assembly for safety purposes as well as expediting the entire installation.

3 Documents You Will Need For Your Install:

If you're uncomfortable with uncrating, that's perfectly acceptable, and your ROQ Tech will take care of it during installation.

POST INSTALL

You'll receive Support Ticket Training for swift assistance with any technical issues you may encounter.

↓ Be sure to sign your Equipment Acceptance Agreement

EQUIPMENT ACCEPTANCE

Client*	Install Date*
<input type="text"/>	Dec 14 2021
Sales Order #*	Install FAE*
<input type="text"/>	<input type="text"/>
Contact Email*	Customer Name*
<input type="text"/>	<input type="text"/>
Date*	Customer Signature*
Dec 14 2021	<input type="text"/>
By signing above, you acknowledge that your equipment has been installed and training as been provided per the terms below.	
Equipment Description*	
<input type="text"/>	
Separate with commas	
Equipment Serial Numbers*	
<input type="text"/>	
Separate with commas	
Serial Plate Photo*	Serial Plate Photo (optional)
<input type="button" value="Choose File"/> <input type="button" value="Remove File"/> No File Chosen	<input type="button" value="Choose File"/> <input type="button" value="Remove File"/> No File Chosen
Equipment Installation*	Training*
<input type="text"/>	<input type="text"/>

Sign Here

Lean on your Install Team.

There's no question that hasn't been asked before and we're here for you.

Whether you have or haven't installed anything like this, we'll be with you throughout the entire installation and provide you with all documentation and guidance needed. We recommend that you make a list of any questions

and feel confident that we're going to hold your hand throughout the process.

You'll not be alone in preparing either. We've done this countless times before and we're very well-versed in every scenario and we'll provide you with ample support to ensure you won't be going solo.



POWER

With your electrician, determine whether you'll be suited for 3 phase or single phase power.

→ Voltage should never exceed 241.5V - 220V range is recommended.



GAS

- You will need to contact an HVAC company to complete installation of the gas line.
- Your gas line needs to meet or exceed provided specifications. ROQ.US doesn't provide gas line sizes as all installs are unique.
- The HVAC company can put the gas line in the location of your dryer, 8 feet from the ground, allowing us to install the dryer and perform final hookup when the dryer is assembled.
- You will need to have the HVAC company come back out to complete the final connection.

Gas & Ducting Requirements



AIR COMPRESSOR

Why should You get the highest quality compressor?

Squeegee pressure and lifting of the heads is done pneumatically (print heads lift and lower during the printing process -- this is done with air pressure). The amount of pressure that the squeegee is applying to push the ink through the mesh of the screen is done with air, allowing for much higher precision in your prints. Hybrid (pneumatic-electric) offers the best precision.

The reason why you want a high quality compressor is because if you have a faulty compressor, it's analogous to the power going out and the machine malfunctioning. Having a quality compressor enables you to have the peace of mind to maintain optimal performance of your press.

Run an air line between the air compressor and the air chiller. Run another air line from the chiller to the press. Consult your installation agreement to learn the specs needed for your setup. There are multiple ways to run air lines to your press.



Rotary screws reduce noise pollution, empowering you to be comfortably in your retail location without the unsavory distraction and have fewer moving parts which means fewer chances for maintenance complications to occur.



AIR CHILLER

Some compressors have chillers built in, but most of the time, they will be separate units.

Without a chiller/air dryer, moisture will eventually build up in your air lines. If you get water in the pneumatic system, it will lessen the reliability of your machine, and it will void any warranty remaining.

The ROQ NEXT/ROQ ECO/ROQ OVAL require more air (more CFM -- cubic feet per minute) -- which requires a bigger air compressor for these. Higher quality compressors are worth their cost in the long run.



As with our recommendation for presses, the same goes for our recommendation for compressors. **Top of the line machines bring you to the top of the market.**

The best way is to drop the line from the ceiling which presents zero interference or obstacles for your press operators, which is far safer and more efficient in the short and long terms. The cost of an extended air line to run it from your ceiling is nothing compared to the cost of liability expenses should anyone trip over an air line situated on the production floor. And it's far more aesthetically pleasing, helping your shop shine.

Recommended brands for Air Compressors:

If possible, it would be best to work with an air compressor provider and service team in your area. We would recommend searching "Air Compressor Sales and Service" in your preferred search engine to see what providers are near you. If you are not able to find anything locally, [AirCompressorsDirect.com](https://aircompressorsdirect.com) is a great site to order from that we've had great experiences with.



Realistic life span for a nice Air Compressor is 10-15 years.



Regular maintenance at every 50K cycles (as per recommendations) includes:

Moisture inevitably condenses over time. The valve will release the moisture and keep air flowing properly.

Recommended brands for Air Chillers/Air Dryers:



Quality chillers such as these should last 10-15 years.





Today's garment decorators need the most productive, most streamlined, and most reliable automated solutions to exponentially increase production and profits.

Communities across America and beyond need the highest quality prints to express themselves meaningfully and reinforce togetherness. Our planet needs a coalition of businesses and consumers who demonstrate a commitment to sustainability to ensure our collective continued growth and wellness.

ROQ.US lives at the crossroads of these issues and strives to be an anchor for a shared prosperity in the decorated apparel business, communal unity, and a flourishing Earth.

We do that by partnering with businesses and providing them with the most technologically advanced printing machines and services that reduce the industry's environmental impact and reduce the needed overhead to succeed.

When you build on sand, you drift away with the tide. When you build your house on the ROQ, you propel from a solid foundation of integrity coupled with dependable automation for many years to come. #ROQYourWay and #PressOnward with #YourPartnerInPrint!

Want to see ROQ in action? Schedule a Visit with one of our Amazing Partners for an In-Person Operational Demo!

[Register Here](#)



**“I WOULD SUGGEST A PRINT SHOP BUY A ROQ BEFORE
HIRING. IF YOU HAVE ANY SORT OF VOLUME, IT’S CRAZY TO EXPAND
ON A MANUAL.” - @COLEL**

**“WE WENT 6 YEARS WITHOUT AN AUTO - BUT WE STARTED OUT AS
A RETAIL BOUTIQUE WITH SMALL BATCH SCREEN PRINTING & DTG.
GETTING THE ROQ WAS A GAME CHANGER, WE WENT FROM
NEEDING 4 PRINTERS TO 2 AND DOING WAY MORE JOBS IN HOUSE.”
- @TINYLITTLEMONSTER**

**“I GOT AN AUTOMATIC SO I COULD PRINT MORE EFFICIENTLY BY
MYSELF WITHOUT WEARING MYSELF OUT.**

**“IT’S CRAZY THAT I CAN EASILY PRINT 300 ONE-COLOR FRONTS IN
AN HOUR. WHAT I DON’T ENJOY IS GETTING THEM OUT OF THE
DRYER BOX WHEN I’M DONE. THANKS, @ASAP.ROQY FOR THE
OPTIMISM. #WOMENROQ” - @TSFORHOPE**



Contact Your Automation Solutions Specialist
Today & Always, Worry-Free!

ROQUS
YOUR PARTNER IN PRINT