

Virtuoso HD Garment Decorating Systems FAQs

[Home](#) / [Consumer Dealer Portal](#) / [Product Marketing Content](#) / [ChromaBlast](#) / [ChromaBlast-HD](#) / Virtuoso HD Garment Decorating Systems FAQs

The Virtuoso HD Garment Decorating System is the latest addition to Sawgrass' Virtuoso line of fully integrated digital decorating solutions. Designed specifically to create high-definition digital transfers for cotton and cotton-blend garments, this system delivers high-capacity output and vivid color by pairing SG400 and SG800 printers with ChromaBlast-HD inks and transfer media. Below are some of the more common questions about this system.

About the Virtuoso HD Garment Decorating System

Q. What is the Virtuoso HD Garment Decorating System?

A. It is the industry's first and only fully integrated system designed specifically for creating digital transfers for cotton garment decoration. It consists of:

- **Virtuoso SG400 (8.5" x 11" / A4) and SG800 (11" x 17" / A3+) Printers:** The only printers on the market manufactured specifically for digital decoration production, and that deliver imaging quality up to 600 x 1200 dpi - double the resolution of traditional high-definition prints.
- **ChromaBlast-HD:** Newly formulated professional textile inks that offer larger gamut, richer, more accurate colors and higher yield, resulting in lower imaging costs.
- **ChromaBlast Media:** Premium professional quality transfer media for white and light-colored cotton and cotton-blend garments. Delivers incredibly soft hand and long lasting image retention
- **CreativeStudio Software Suite:** Sawgrass' innovative suite of software that helps creative entrepreneurs quickly and easily produce great-looking designs from any Internet-connected computer, tablet or smartphone. Available exclusively as part of the Virtuoso HD Product Decorating System, CreativeStudio has two components that work together to enable you to create like never before.
 - **CreativeStudio Online Designer:** An HTML5 cloud-based design application that you access from the browser of your internet-connected computer, tablet or mobile device.
 - **CS Print and Color Manager:** A computer application for Windows and Mac OS that enables you to print designs from the cloud.
- **PowerDriver Software and ChromaBlast Profiles for Mac OS solutions:** Ensure you get accurate colors and optimal prints with these specialized drivers created to work with desktop graphic design programs on both Mac (MacProfile) and PC (PowerDriver) platforms.

- **PartnerPlus and BusinessBuilder Support:** These value-added resources are designed to help businesses succeed and grow. They include one-stop, total system support and a library of sales and marketing tools for starting and expanding garment decorating businesses.

[Return to Top](#)

Q. Who should use the Virtuoso HD Garment Decorating System?

A. This complete garment decorating system is for:

- **Anyone looking to launch a garment decorating business or add cotton garment decoration to an existing business.** Perfect for start-up t-shirt businesses and those looking to offer customized and short-run orders!
- **Customers who have outgrown their entry-level systems and require higher production capabilities and/or larger image size.**
- **Customers with legacy ChromaBlast systems.** This solution is the natural migration platform for previous-generation Ricoh 3 and 7 series ChromaBlast-R solutions, as SG400 and SG800 printers incorporate many features to aid in the transition from earlier ChromaBlast platforms.

[Return to Top](#)

Q. What features make the Virtuoso HD Garment Decorating System ideal for cotton garment decorating?

A. The Virtuoso HD Garment Decorating System is the only complete system on the market designed specifically for creating digital transfers for cotton and cotton-blend fabrics with ChromaBlast HD and the SG400 and SG800 printers. This next-generation system was engineered in partnership with Ricoh to deliver:

- Higher definition images than ever before.
- Faster throughput than its predecessors for greater productivity and economy.
- Deeper, richer colors with newly formulated ChromaBlast-HD inks.
- Enhanced printer software for Mac and Windows OS, with unique and functional color output settings optimized for ChromaBlast-HD inks, transfer media and substrates.
- Access to the CreativeStudio software suite, which enables users to create and print designs for specific substrates.

[Return to Top](#)

Q. What are the major advantages of the Virtuoso HD Garment Decorating System?

A. Virtuoso HD Garment Decorating System owners enjoy the benefits of:

- Lowest cost-of-entry and fastest ROI of any garment decorating technology.

- Added value of Virtuoso's complete digital decorating solution, including:
 - **PowerDriver** - Provides advanced color and print management features and performance with familiar, easy-to-use interface ensures perfect output every time.
 - **CreativeStudio Online Design and Printer Software Suite** – Saves thousands in artwork and design programs.
 - **BusinessBuilder Sales, Marketing and Production Resources** – Gets you making and selling beautiful products faster.
 - **Partner Plus Support** – One stop for customer and technical support for software, hardware and ink.
- True textile inks in a compact desktop system configuration – Same ink as used in direct-to-garment printing at a fraction of the system cost.
- Deep, rich, dazzling colors that last wash after wash. OEM printer inks cannot compare to the quality and colorfastness of ChromaBlast-HD. They are designed for documents, not for transfers or textile applications.
- The reliability of a sealed ink cartridge system (no bulk-ink system setup) and multiple paper sizes, combined with the dependability of a low-maintenance printer.
- New design that yields more efficient production, lower ink cost per print and reduced downtime.
- Optional paper trays capable of holding a full ream of paper.
- Sawgrass' wealth of experience in color profile and printer driver development with one robust, high-productivity printer package.

[Return to Top](#)

About ChromaBlast-HD

Q. What is ChromaBlast?

A. ChromaBlast is Sawgrass' unique, patented combination of ChromaBlast-HD inks and ChromaBlast transfer media. Together, they are specifically designed to produce a premium-quality images on cotton and cotton-blend garments/textiles.

[Return to Top](#)

Q. How is ChromaBlast different than other transfer technologies?

A. Unlike other transfer technologies, ChromaBlast is a synergistic combination of both ChromaBlast-HD inks and ChromaBlast Transfer Media. These two components work in concert to produce vibrant images with a softer hand and greater image durability than traditional transfer technologies. Unlike hobby-grade transfer paper and screen print decoration applications, images created with ChromaBlast technology will not crack or peel away after only a few washes.

[Return to Top](#)

Q. What makes ChromaBlast-HD inks different?

A. Unlike standard printer ink, which is designed to print photos and office documents on paper, ChromaBlast-HD inks have been specifically developed for textile decorating. They exhibit no color shift when subjected to high heat in the transfer process. ChromaBlast-HD inks are designed to be laundered, and deliver maximum colorfastness/bleed-resistance during washing.

[Return to Top](#)

Q. Can ChromaBlast be used on light-colored and pastel shirts?

A. Yes. The overprint area may be more noticeable on some colored shirts than on white shirts. Depending on the shirt color, the overprint may continue to be visible after washing. When used on pastel or light-colored shirts, we recommend trimming the design to remove any unprinted portion of the transfer to minimize visibility of the overprint.

[Return to Top](#)

Q. Does ChromaBlast-HD work on dark garments?

A. ChromaBlast-HD ink and ChromaBlast Transfer Media are optimized to provide the best transfer solution available for white and light-colored garments. ChromaBlast-HD inks will also provide superior image quality when printed on a wide variety of special transfer papers designed specifically for transfer printing on dark garments.

Many Sawgrass resellers can provide several transfer paper options specifically designed for dark garments and provide outstanding results with ChromaBlast-HD inks. Please contact your Sawgrass reseller for recommendations and further information about using ChromaBlast-HD inks with these papers for the highest quality images on dark shirts.

[Return to Top](#)

Q. What size of ChromaBlast-HD ink cartridges are available for the SG400 and SG800?

A. Sawgrass offers ChromaBlast-HD ink cartridges compatible in both the SG400 and SG800 printers.

[Return to Top](#)

Q. Are ChromaBlast-R cartridges for Ricoh 3110/7100 printers compatible for use in SG400/800 printers?

A. No. Previous generation ChromaBlast-R cartridges for the Ricoh 3110/7100 are not compatible with SG400 or SG800 printers. Only ChromaBlast-HD cartridges are suitable for use with SG400 and SG800 printers.

[Return to Top](#)

Q. What is the ChromaBlast-HD ink configuration for the Virtuoso HD Garment Decorating System?

A. The ink configuration is cyan / magenta / yellow / black (CMYK).

[Return to Top](#)

Q. What is the shelf life of ChromaBlast-HD cartridges?

A. ChromaBlast-HD cartridges are best used within 12 months of production. The use-by date on the package will provide guidance and information.

[Return to Top](#)

About SG400 and SG800 Printers for Virtuoso HD Garment Decorating Systems

Q. What paper sizes do the printers support?

A. The SG400 printer can accommodate ChromaBlast Transfer Media up to 8.5" x 11" (A4). The SG800 printer can accommodate ChromaBlast Transfer Media up to 11" x 17" (A3). All sizes come in packs of 100 sheets. ChromaBlast Media

must be used in combination with ChromaBlast-HD inks to attain superior wash performance on cotton or cotton-blend garments.

[Return to Top](#)

Q. What software is needed to print designs using SG400 and SG800 printers?

A. The Virtuoso HD Garment Decorating System offers several software and print management options for graphic design and image development:

- **ChromaBlast-HD PowerDriver for Windows OS:** This driver works with Windows OS desktop graphic design programs – such as Adobe products and CorelDRAW – applying ChromaBlast color and print management for optimized printing with ChromaBlast HD inks and ChromaBlast Transfer Media. ChromaBlast-HD PowerDriver offers:

ChromaBlast-HD PowerDriver offers:

- An improved ColorSure Palette, enabling users to optimize color output for photographs, vector graphics or spot colors, as well as access industry-standard colors, including Flag Red and Flag Blue.
 - Easy-to-use presets that allow users to save their settings for easy and accurate application in future production.
 - Color adjustment bars for custom color preferences.
- **MacProfile with Swatch Palette for Mac OS:** MacProfile enables images created with desktop graphic design programs for MacOS to print in rich, vibrant color across a wide variety of image types and substrates through SG400 and SG800 printers.

Included are Sawgrass' Palette Swatch Library and Proofing Palette. Proofing Palette enables users to print a color-matching swatch booklet to use for spot-on color matching.

- **CS Print and Color Manager for Windows and Mac OS:** This program is designed specifically to enable the SG400 and SG800 to print graphics created in CreativeStudio Online Designer. CS Print and Color Manager works with both Windows and Mac OS.

This software is needed to print from the CreativeStudio cloud and ensure optimal color accuracy and print quality. Simply choose your substrate, ink set, transfer paper, graphics type - even set spot colors - for prints optimized for your specific product.

[Return to Top](#)

Q. What color output settings are available using ChromaBlast-HD PowerDriver for Windows OS?

A. The improved ChromaBlast-HD PowerDriver offers unique and functional color output settings, optimized for ChromaBlast-HD inks and specific ChromaBlast print applications, including:

- Photographic: Provides optimum color accuracy and smooth gradients for photo images.
- Graphics: Enhanced, saturated color for vibrant graphics.

[Return to Top](#)

Q. What does the “Maintenance in Process” message on the SG400/800 display mean?

A. The printer is calibrated to check for missing and partially clogged nozzles and automatically perform a self-cleaning as needed. This message tells you the printer is executing such a cleaning.

[Return to Top](#)

Q. Can I use the SG400 and SG800 printers in a network environment?

A. Yes. The built-in NIC card allows for full network integration. This feature allows multiple users to utilize a single dedicated SG400/800 printer, which reduces the need for multiple printers. Networking allows one or more users to utilize multiple printers, providing faster, more efficient production. In addition, the networking feature allows users access to a variety of output options and production capabilities from a single design station.

[Return to Top](#)

For the absolute latest information and updates on all products, materials, processes and/or procedures relative to all offerings by or through Sawgrass Technologies, Inc., please refer to our website: www.sawgrassink.com.