



HP Latex 700 and 800 Series Frequently Asked Questions General Version

FAQs

General Version

This document addresses the questions most frequently asked about the HP Latex 700 and 800 Series printers.





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01 LATEX BASICS



SECTION 1: FAQs FOR THE HP LATEX 700/800 SERIES

What are the benefits of Latex ink?

HP Latex Inks have a water-based formulation with an innovative latex polymer that produces prints that are completely dried and cured in the printer and are ready to use. Water-based HP Latex Inks offer important benefits to commercial and industrial production environments: water produces no VOCs, requires no special handling, and is nontoxic, non-flammable, and non-combustible. And, unlike printers using solvent and UV inks, HP Latex printers do not require daily manual maintenance of printheads and service station components.

What are the differences between the HP Latex Gen-4 inks compared to the previous Gen-3 inks?

- Lower temperature curing inks for increased media versatility (up to 30°C/86°F) less.
- Whitest white without the complexity, with automatic recirculation and printhead cleaning, as well as the addition of the offline rotation chamber for a low waste solution.
- New fluid: Overcoat, for configurable durability and additional ink savings as well as improved adhesion when removed for laminated applications.
- Higher gamut: improved reds and blacks, higher pigment load.
- Maintains and improved upon all the environmental advantages from HP Latex Gen-3 inks.

What does the HP Latex Optimizer do?

HP Latex Optimizer enables high quality at high speed. HP Latex Optimizer consists of positively-charged (cationic) polymers suspended in a colorless, water-based ink vehicle. It reacts with the ink pigments which are negatively-charged (anionic) to rapidly immobilize them on the print surface. This produces sharp text and image detail by suppressing feathering and color bleed especially at high productivity levels.

HP Latex Optimizer also enables the drying and curing process of the HP Latex Inks to operate at lower temperature and to be more energy efficient, which has the additional benefits of allowing wide media support and reduced power consumption.

What does the HP Latex Overcoat do?

The HP Latex Overcoat is part of our modular ink set strategy. This element is what provides scratch resistance to your prints. In previous generations, this element was included inside the colored inks and was commonly known as the "anti-scratch agent", but in this generation we provided the ability to remove it. This is a great benefit if you are going to laminate your plots, where the ink resistance would be covered by the laminate, because it increases the lamination adhesion and increases your savings since you're effectively using one less supply.



INK AND PRINTHEADS



What ink cartridges do the HP Latex 700 and 800 use?

HP Latex 700 uses 1L HP 832 ink cartridges. HP Latex 800 uses 3 liter HP 873 ink cartridge.

The HP Latex 700/800 Series operates with eight supplies. These is Magenta, Light Magenta, Cyan, Light Cyan, Latex Optimizer, Yellow and Black. Also with this new generation we introduced a modular ink set with the addition of the Latex Overcoat. This element, that was present in the previous generation inks as the "anti-scratch agent", provides an advantage as you can remove the Overcoat if you are going to laminate, and get better adhesion and additional ink savings.

What ink cartridges do the HP Latex 700W and 800W use?

In addition to the supplies already mentioned above, this two models come with the addition of the white ink.

Are the printheads in the L700 and L800 universal?

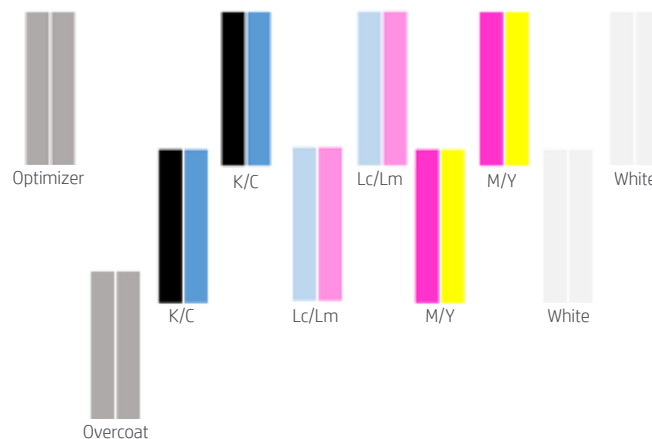
No. There is a unique printhead for each one of the supplies, and these printheads are not interchangeable.

Is it possible to still print with economy mode CMYK only?

Yes, it is still possible to print in economy mode (without lights) in some print modes on the HP Latex 700 and 800.

How many printheads are in the L700&L800 printers?

There are 8 printheads for the L700 and L800 (CK, YM, Lc, Lm, Overcoat, Optimizer) and 10 printheads for the L700W and L800W (all previous + 2x White).





INK AND PRINTHEADS



Is there any difference between the drop size of the HP Latex 700 & 800 printer series compared to previous generations?

Yes, all the drop sizes are 10 picoliters, slightly smaller than gen-3 inks (12 picoliters).

What is the shelf life of the ink supplies?

Colors/Overcoat/Optimizer: 18 months after manufacturing.

White: 12 months after manufacturing or 6 months after insertion in the printer, whichever comes first.

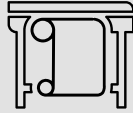
How do I know how much HP Latex Optimizer should be used and can I adjust the levels manually?

The correct use of optimizer depends on the media, speed and amount of ink. In a halftone printer, the RIP would have had to choose the optimizer levels many times by trial and error. With contone printing, the printer knows the exact levels of optimizer to ensure the best levels of image quality. HP Latex Optimizer is an integral part of the printing system and ink set design. Using the correct amount of optimizer will provide optimal IQ at the high speeds that the printer is capable of. Underusing optimizer is likely to result in poor IQ (high levels of ink bleed and feathering).

Optimizer level can be adjusted by the user, but we only recommend this to more experienced users, as this will interfere with the bleed and coalescence performance for each substrate.

When I want to laminate, how can I print without Overcoat?

For medias that you always want to laminate, you should set in the printer profile the Overcoat to "0". If you have medias that you want to laminate sometimes, we recommend you duplicate the original profile, and have 2 separate profiles, one with overcoat off and another with the overcoat on. On the profile without overcoat, you simply need to go into the advanced settings, and change the parameter "Overcoat (dpp)" to "0".



MEDIA LOADING AND UNLOADING



What the dimensions of substrate can I use?

For normal printing the minimum width is 584mm (23in). However, it is possible to load rolls down to a minimum of 254mm (10in) by enabling the “enable narrow substrate” option on the front panel.

The maximum roll weight is 55kg (121 lb)

The maximum roll width is 250 mm (9.8 inch)

The maximum roll internal diameter is 3 inch

The maximum media thickness is 0.5mm (19.7 mil)

Is it possible to use 2” core adaptors with the HP Latex 700/800 Series?

Yes, there are 2” inch core adaptors available for the HP Latex 700/800 Series. These core adaptors screw onto the support hubs at either end of the loading bar.

Can I open the windows to pause the job?

No. To pause a job please use the button present in the front panel.

Can I open the curing door manually?

No. To open the curing door please use the front panel.

04 FRONT PANEL



How do I search for a media pre-set if it is not available on the printer's front panel?

On the HP Latex 700/800 Series printers you have several options available to search for HP or 3rd party substrate brands:

1. Search online from the front panel which connects directly to the HP Media Solutions Locator database. Here you can download and install a substrate to the printer which directly applies to the HP Latex 700 or 800.
2. Use the printers embedded web server on the RIP work station to import a substrate pre-set from the HP Media Solutions Locator which will then update and install it on the printer.
3. Download the pre-set directly from HP Media Solutions Locator and then install the pre-set on your RIP software. Please be aware that any 3rd party media profiles downloaded outside of the HP Media Solutions Locator may not sync with the printer if they are not digitally signed.

How many files can you store in the front panel?

You can have up to 100 files in the front panel.

Can I run help videos on the front panel instead of using the QR codes?

No, all help videos that are associated to the QR codes must be watched from a smart phone, tablet as there is no ability to switch between watching the video and performing the action on the front panel at the same time. Below each QR code in the printer menu is the full written explanation what is covered in the video. In addition, there are useful "show me how" wizards on the front panel to demonstrate several basic printer tasks, for example how to load a substrate.

How can I keep my printer firmware up to date to take advantage of new features and functionality?

By default, the printer is set to automatically download firmware updates. You may change this setting to search manually for updates. You will always get a notification if you wish to install the software and it will not be automatically installed.

Is the front panel localized into different languages apart from English?

Yes, the front panel of the printer' are localized into French, Italian, German, Spanish, Portuguese, Japanese, Chinese Simplified, Chinese Traditional, Korean, Russian and Catalan.

05 PRINTING



Can I make changes on the fly while printing with an HP Latex 700/800 Series printer?

Yes. On the HP Latex 700 and 800 you can make changes on the front panel of the printer while the printer is printing by selecting the 'Printing Adjustments' tab. The printer will start trying to apply any changes immediately. However, this change only applies to the current print job.

If the user wishes to save a change for future print jobs, there is an option in the front panel called "Overwrite substrate profile" under the 'Settings' App where new settings can be saved to a cloned profile for subsequent jobs.

The options available in the 'Printing Adjustments' tab include changes to the curing temperature, advance factor, inter-pass delay offset and vacuum printing. These changes are only recommended for experienced users.

What is continuous printing?

On the HP Latex 700 and 800 it is possible to select continuous printing in the RIP. Without continuous printing the printer will cure each job separately and will then wind the media back into the print zone before starting to print the next job in the queue (tailgating). This procedure adds time to the printing process. To save time, continuous printing will continue to print the next print job in the job queue using the same print mode with the same number of passes without stopping.

Note: The same print mode must be used across all the print jobs assigned for continuous printing to ensure that media is cured correctly.

Can I use an existing media profile from HP Latex 300 Series, HP Latex 500 series and HP R-series with the HP Latex 700 and 800 series?

No, a dedicated media profile for HP Latex 700 or 800 is needed.

Why is there a need for a condensate collector bottle?






The HP Latex 700 and 800 have a vapor extractor system. The extraction of excess vapors which collect in the condensate collector bottle has improved printer reliability associated with faster print modes and more efficient curing. The vapor extraction system has also enhanced the environmental working conditions in and around the printer.

MEDIA AND APPLICATIONS



What accessories are available for the L700 and L800 printer series?

We have prepared a wide range of accessories to be used with your printer. Below you can find a table with all the information.

| | HP Latex 700/800 Textile Kit Accessory | HP Latex 700/800 Ink Collector Foams Kit | HP Latex 700/800 Media Loading Accessory | HP Latex 500/700/800 Series Wiper Roller | HP Latex 700/800 User Maintenance Kit |
|-------------------------|--|---|---|--|--|
| Accessory |  |  |  |  |  |
| Product number | 7HR19A | 7HR18A | 7HR19A | T7U73A | 21V10A |
| Description | <p>Ink collector required for porous textiles to capture ink going through the ink.</p> <p>Output platen protector required for porous and longer runs of ink collector (10/100sqft per day) to capture ink aerosols.</p> <p>For certain textiles Media Loading Accessory will be required</p> | <p>Replaceable foams used with the ink collector in the Textile kit accessory</p> <p>Life expectancy will depend on the application, in the worst case (mesh): one roll of 30m/30yd</p> | Support for easier loading banner/textile/mesh substrate | Same as in 500 designed to wipe the surface of banner and vinyl substrates, to avoid plasticizers effect | Kit with parts for user maintenance, most of the parts can be also obtained from local outlets |
| What's included? | Ink collector, foams, output platen protector | <p>3 sets</p> <p>*Each set contains 7 foams required to cover the whole width of the printer</p> | 1 media loading accessory | 3x wiper rollers with end-caps | OMAS+ Window, flex cleaner, moulding compound, lubricant-oil, cleaner sponge, reagent water |



 Where can I find more information about Latex applications?

For additional and up-to-date information on Latex inks applications, please visit <http://www.hp.com/go/latex>

 Which RIPs will support white barcodes with current and new HP cutters?

SAi supports white barcodes and white workflows out of the box. For other RIPs, please contact the partner for additional information.

 Do the HP Latex 700 and HP Latex 800 know if the platen is loaded or the Ink Collector Kit is loaded?

Yes, you will see a notification on the front panel in the media menu.



 What are some of the safety features HP implemented to ensure my printer's network security?

Security is one of our main priorities at HP. Aside from all the security features implemented in the printer (as secure disk erase, secure data storage, role-based access control, etc), we employ a variety of network security features that ensure your printer is network protected. This features include protocol management, blocking access to insecure HTTP service, embedded web serve access control, IPSec data protection, as well as many other settings that can be controlled and adjusted to your organization's security needs.

 How does the HP PrintOS App support unattended printing?

As the HP PrintOS App provides remote access to information about the status of print jobs and ink, operators and production managers can have oversight of printers and attend to other tasks while the printer is printing. Furthermore, we will now support proactive notifications if a problem occurs, to ensure real-time control over your production. The HP Latex Mobile App is also ideal for supporting a multi-site printer environment as any one printer can be monitored by up to 32 people and any one individual can monitor up to 32 printers on a single smartphone.

Note: For more information see the FAQ and User Guide for the HP PrintOS App.

08 ENVIRONMENTAL



How do I dispose of ink cartridges, print heads and the maintenance cartridge?

For the L700 series printer, we recommend:

- **Used ink cartridge** – separate the inner ink bag from the outer carton. Recycle the outer carton in your local mixed paper / cardboard recycling bin. Return the inner ink bag, free of charge, to HP Planet Partners Program for reprocessing of plastic parts to make new cartridges. Zero goes to landfill. Outer carton is 100% recyclable through local cardboard/paper programs. Inner materials are 55% recyclable. They can be returned free of charge to HP Planet Partners for reprocessing of plastic parts. Zero landfill.
- **Printhead** - Return used HP printheads, free of charge, to HP Planet Partners Program. Visit <http://www.hp.com/recycle> to see how to participate and for HP Planet Partners program availability; program may not be available in your jurisdiction.
- **Prints and scrap media** - HP Latex prints are recyclable, returnable, or non-hazardous and safe for disposal. Most HP large format paper-based printing materials can be recycled through commonly available recycling programs, or according to region-specific practices. Some HP media are eligible for return through the free, convenient HP Large Format Media take-back program. Programs may not exist in your area. See <http://www.HPLFMedia.com/hp/ecosolutions> for details. HP large format printing materials, both unprinted and printed with Original HP Latex Inks, are non-hazardous and safe for disposal. Contact your local waste management authority for local area-specific instructions.

Please recycle printing hardware and eligible printing supplies and prints. Find out how at our website: <http://www.hp.com/ecosolutions>

Note: Please note programs may not be available in your area. Where the Planet Partner Program is not available, and for other consumables not included in the program, consult local waste authorities on appropriate disposal.

For the L800 series printer, we recommend:

- **Used ink cartridge** – separate the inner ink bag from the outer carton. Recycle the outer carton in your local mixed paper / cardboard recycling bin. Consult local waste authorities on appropriate disposal of the inner ink bag.
- **Used printhead** - Return used HP printheads, free of charge, to HP Planet Partners Program. Visit <http://www.hp.com/recycle> to see how to participate and for HP Planet Partners program availability; program may not be available in your jurisdiction.
- **Prints and scrap media** - HP Latex prints are recyclable, returnable, or non-hazardous and safe for disposal. Most HP large format paper-based printing materials can be recycled through commonly available recycling programs, or according to region-specific practices. Some HP media are eligible for return through the free, convenient HP Large Format Media take-back program. Programs may not exist in your area. See <http://www.HPLFMedia.com/hp/ecosolutions> for details. HP large format printing materials, both unprinted and printed with Original HP Latex Inks, are non-hazardous and safe for disposal. Contact your local waste management authority for local area-specific instructions.



ENVIRONMENTAL



Please recycle printing hardware and eligible printing supplies and prints. Find out how at our website: <http://www.hp.com/ecosolutions>

Note: Please note programs may not be available in your area. Where the Planet Partner Program is not available, and for other consumables not included in the program, consult local waste authorities on appropriate disposal.



How should condensates be disposed of?

Condensate properties will vary depending on speed and mode of printing, ambient conditions, temperature and the substrate being used to print on. Bottle contains ink components coming from condensation of vapors generated during drying and curing. Consult local waste authorities and site regulations to determine the correct manner in which to dispose of condensate waste.

Note: For further details please consult 'Safety Data Sheets' which can be found at www.hp.com, or send an email to environmental support team at environment@hp.com



SITE PREPARATION & SUPPORT



What floor space is required to operate the HP Latex 700 and 800?

The HP Latex 700 and 800 printer series was designed to maximize productivity while minimizing the floor space required to operate. As such, it can be easily placed against a wall, as all operations can be performed from the front of the printer. Furthermore, given that we provide a spindleless system with the raised curing module, means that the HP Latex 700 and 800 is now much more economical in its use of space, requiring only 5.9 sqm (63.5 sqft).

What are the power specifications for the Latex 700 and 800 printer series?

The HP Latex 700 and the HP Latex 800 now operate at a power rating of 13A and 16 A respectively which requires the industrial socket or Nema 6-20 (200-240v±10%/13A) connection.

10 WHITE



SECTION 2: FAQs SPECIFIC TO THE HP LATEX 700W/800 W

If I bought a L700 or L800 unit, can I upgrade later to have white capabilities?

No. The L700W and L800W have specific systems that handle white, and this system is not present in the L700/L800 printers. As such, you need to opt at the moment of purchase if you want white capabilities or not.

Can I use the supplies from R1000 on the L800W?

No. The supplies, even though they have the same capacity, are not interchangeable between both printers. You will only be able to use the L873 supplies designed for L800W.

Why does the white ink need macro-recirculation?

This is needed to prevent the settling of the pigment in the white ink, as it denser than other inks and requires continual movement to ensure optimal performance and instant use when you need to print in white.

Are there any other special maintenance requirements related to the white ink, other than the offline rotation chamber?

No other special short-term maintenance is required. The white ink is automatically managed and maintained, both by macro/micro circulation and the offline rotating chamber.

How often do I have to change the recirculation cartridge in the HP L700W?

The recirculation cartridge needs to be changed every 2 years.

Why are there two white ink printheads?

There are 2 white printheads to support both underflood and overflood applications. The W7 printhead is used for overflood applications where colours need to be printed first and white is printed on top of it (it is printed later). The colour is printed with the top part of the colour printhead. Then the substrate advances and when the substrate reaches the white printhead, the white layer is printed. This is the same with the W8 printhead and underflood applications, where white is printed first. This is also why the carriage layout is as it is (the white printheads staggered). Both printheads are used in the case of spot applications.

Can I print with white ink on vinyl for vehicle graphics?

Yes, you can. HP Latex white inks have a very good elasticity for vehicle wrappings.



Learn more at
[hp.com/](https://www.hp.com/)

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Dec 2020