

Seiko | InfoTech Teriostar LP1020 MF Toner Printer Evaluation





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Front Cover Photo: Seiko Teriostar LP1020 MF toner based printer at Plot Points, Guatemala.

Seiko Teriostar LP1020 MF Toner-Based Printer Evaluation

THE BASICS

1. Brand name, model?

Teriostar LP1020MF Series.

2. If there are two or three (or more) widths of this printer, what differences exist other than the width?

There are two models the LP-1020-MF/1020L-MF and the LP-1020/1020L, the only difference is that the LP-1020-MF/1020L-MF is a Plotter with Scanner.

3. What is the nature of the company behind the brand name? Is this company the manufacturer, distributor, or re-branding?

Seiko I Infotech is the company that designs and markets this printer. Seiko I Infotech is part of a much larger Seiko group. Epson is another company in the Seiko Group.

It has never been clear whose factory actually manufactures Seiko I Infotech or Epson large format printers. Recently Epson printers began to be assembled in China. I have not seen or heard of comments on who's factory the new generation of Seiko printers are manufactured in, but it is definitely not any factory outside Japan. The legal certification of point of manufacture on the back of each ColorPainter printer clearly says Japan.

4. When and where was this model first introduced?

This model was first introduced at IRGA trade show 2004.

5. Is this printer mature technology or still in alpha-stage or beta-stage?

This printer is on mature technologies, it's the sixth generation of this model.

6. What other equipment is needed to operate this printer? For example, does this printer include its own power line conditioner? Do you need an uninterruptible power supply (UPS)?

An UPS is not needed but it's recommended.



Seiko Teriostar LP1020 MF toner-based printer.

SET-UP OF THE PRINTER: PRACTICAL CONSIDERATIONS

7. What are the electrical requirements of this printer?

110 VAC \pm 10% / 230 VAC \pm 10%.

8. Are there any special temperature or humidity requirements or preferences of this printing system?

Temp. 5°C to 35°C and humidity of 45% to 60% RH.

9. Realistically, how much surrounding and support space will the equipment need in addition to the machine's own footprint.

Four to six meters.

10. What is the size and weight of the printer?

The printer weights 500 pounds.

11. How many boxes arrive?

With the printer arrive two boxes.

12. Does the printer come in one piece?

Yes, the printer comes in one piece.

13. What comes in the box (and which is in which box)?

Printer, Panel Template, Process Cartridge, Roll Paper, Paper Flange, Toner Cartridge, Waste Toner Bottle, Original Un-feeding Guide, Rail (Led Move), CD-Rom, Quick Reference Guide, Slope.

INSTALLATION OF THE PRINTER

14. Is installation included in the purchase price?

Depends who sells the printer, sometimes the dealer will charge more for the installation sometimes they won't.



Set up of the Seiko Teriostar LP1020 MF toner-based printer at Plot Points. Kenneth Snew of Seiko I InfoTech and Gustavo Chacón of Plot Point's.

INSTALLATION OF THE PRINTER

15. How many manuals are available?

Two, one user manual and one service manual.

16. Which manuals are hard-copy? Which manuals are only on CD?

Both manuals are available in CD, if you wish a hardcopy of the user manual it is available through the dealer. On the other hand, the service manual is exclusive for tech support, not for the end-user.

17. How difficult is it to obtain the manuals BEFORE you buy the printer?

The Manuals are usually for the end-user, but if you want to see the manual before you buy the printer, you should try to ask the dealers and see if they can to provide them.

18. What kind of cut-away drawings or other drawings exist that show the various parts of the printer?

The manuals include drawings and photographs that show the printer parts in detail.

19. Is there a glossary in the User's Manual?

Yes, the manual includes a glossary to help understanding the different sections of the manual.

20. Is there a Service Manual?

Yes, there is a service manual.

21. Is the Service Manual for the end-user or only for tech-support?

The service manual is exclusive for tech support, not for the end-user.



User Manual of the Seiko Teriostar LP1020 MFprinter.



Pablo Martínez (FLAAR Reports), Gustavo Chacón (Plot Points) and Kenneth Snew (Seiko I InfoTech) during a training session at Plot Point's.

TECH SUPPORT & WARRANTY

22. What is the original warranty period?

One year from the day of the installation.

23. Does it include parts, labor?

The warranty period for the parts is 90 days.

24. What is the native language of the tech support person?

English, and he speaks intermediate level Spanish, so he can do the training in Spanish.

CONSTRUCTION: BUILD QUALITY

25. What is the solid-ness of the construction of the outer body? Is it plastic? Metal? Heavy gauge?

The printer is made of stainless steel, so it is very sturdy.

26. How would you describe the overall workmanship of visible parts? Clean (Swiss made), or flimsy and uneven (several Chinese-made printers)?

Clean and clear-cut.

AESTHETICS

27. How would you describe the design of the printer?

Clean, very structured and well organized, it has 10 different compartments.

28. Can you easily distinguish which is the "front" and which is the "back"?

Yes, the front has several compartments that the back doesn't.



Seiko Teriostar LP1020 MF toner-based printer.

STRUCTURE OF THE PRINTER: Media Transport Mechanism & Media Path

29. How is roll media fed? Pinch roller against grit roller?

The media is handled by pinch rollers.

30. Are the pinch rollers same size as grit rollers, or smaller?

The size of the grit rollers vary depending where they are located.

31. How is the roll held at the feeding position? On a spindle? On a saddle?

The roll is held by a spindle.

32. How is the roll media handled at feeding position? For example, is there a dancer bar? If there is no dancer bar, is there at least a tension bar?

There is a tension bar.

33. How much media is wasted during loading and feeding?

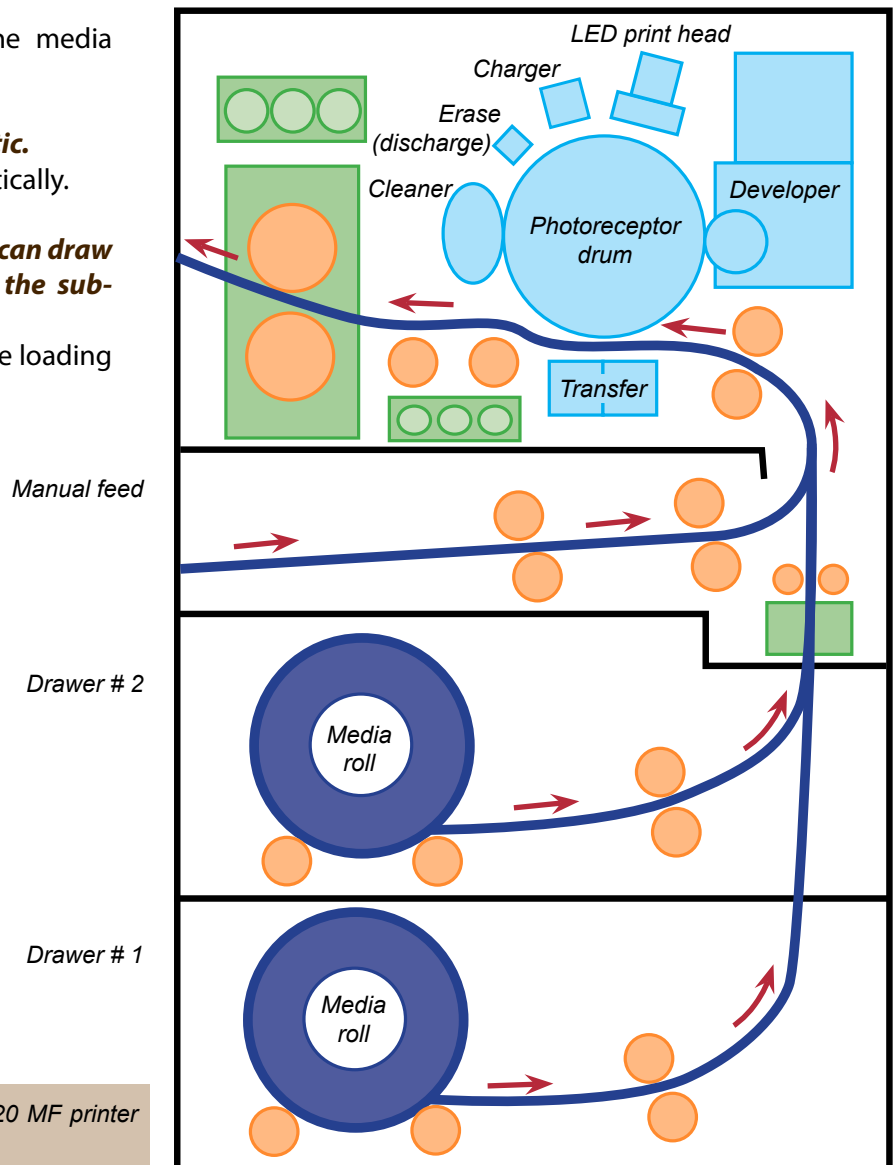
None, the system automatically detects the media edge and starts printing from this place on.

34. Is there a cutter? Is it manual or automatic.

The cut of the printed media is done automatically.

35. Is there a "knife guide," a slot where you can draw your knife down and across the width of the substrate?

Yes, there is a knife guide, if the media you are loading has an irregular shape and you need to cut it.



Media path diagram for the Seiko Teriostar LP1020 MF printer using electro photographic technology.

UPGRADES, Future Improvements?

36. Does the printer have wheels? How many, and how strong?

Yes, it has four wheels, one on each side of the printer.

37. What features have been added, or changed since the printer first appeared?

A multi-functional at the top, 4 extra door compartments, a different color scanner and faster printing speed.

38. What features have been added in the last six months?

The multi-functional option (printer, scanner, copier).

39. What features are being added, or changed in the next month or so?

The printer is relatively a new model, but it is the sixth generation of this model, so no upgrades in the near future.

40. What features are being added, or changed, further out in time?

None, in the near future.

41. Are upgrades modular, or are you stuck buying a completely separate new printer?

The upgrades are not modular, upgrading to the multifunctional implies changing many of the printer's structure, thus paying as much as the cost of the printer itself.



Multifunctional (printer, scanner, copier) and control panel, Seiko Teriostar LP1020 MF toner-based printer.

OPERATING THE PRINTER

42. Can you manage print jobs via the Internet with your printer?

You can reprint jobs from a web tool or through a network.

43. In the main area for operation, is the machine software based (touch screen), or with physical control buttons? Or Both?

Physical control buttons.

44. How many operators or operator assistants does this printer require?

Just one operator can handle the machine.

45. Can you do unattended printing? For how long? How about overnight?

You can send several jobs to the printer to be sequentially printed, and land on an optional basket that can hold fifty to two hundred prints.

46. Where does the operator stand or sit?

Stand at the front of the printer.



Close-up of the control panel on the Seiko Teriostar LP1020 MF printer. The physical control buttons are mainly to operate the multifunctional. You can copy a drawing and store it (up to 99 copies) and print it the same size or collate multiple copies. You can also scan directly to TIFF or PDF files to print.

CLEANING & MAINTENANCE

47. How easy is it to access the area where you have to clean the heads?

Very easy, it is inside a drawer.

48. How is cleaning accomplished? Spray, vacuum, manual, other?

The cleaning is accomplished with a vacuum.

49. To what degree is purging automatic (once you press a button), and to what degree is it manual?

The printer doesn't have a purging button, so you have to do manual purging.

50. Does the manufacturer provide any special cleaning tools?

No, they don't.

51. How long can the printer sit unused? How should a printer be prepared for sitting unused for a long time?

It can stay off for several months; you just have to turn it off.

Drawer for the removable process cartridge, the user should vacuum this area periodically to remove toner particles.



CLEANING & MAINTENANCE: ROUTINE MAINTENANCE

52. What daily maintenance is required at start up in the morning?

None, compared with a solvent or UV inkjet printer, the Teriostar doesn't need any major maintenance procedure.

53. What daily maintenance is required at night?

Compared with a solvent or UV inkjet printer, this kind of printer doesn't need a maintenance procedure.

54. What daily maintenance is required if you print the entire day long?

None, compared with an inkjet printer, this kind of printer doesn't need any major maintenance procedure.

55. What other periodic maintenance is required by the operator?

After 5 kms. of print (based on a 5% of ink per print) you should perform the maintenance.

56. What self-maintenance does the printer do on its own?

Compared with an inkjet printer, this kind of printer doesn't need any major maintenance procedure.

57. What would be a "maintenance check list?"

Vacuuming the interior of the printer, cleaning glass with non-ammonia fluids, and the exterior (specially parts in contact with the media) with a lint-free cloth.

PRINTER DRIVERS & RIP SOFTWARE: FEATURES

58. Although we tend to use PCs, is your printer equally Mac friendly?

No, just PC.

INK

59. Where are the printer's toner containers located? Front, back, or sides?

The toner is located at the top back.

60. How is new toner added? Pouring into the on-board container? Switching the container to the new ink container?

By pouring the toner bottles into the toner container.

61. Is there a toner low alarm?

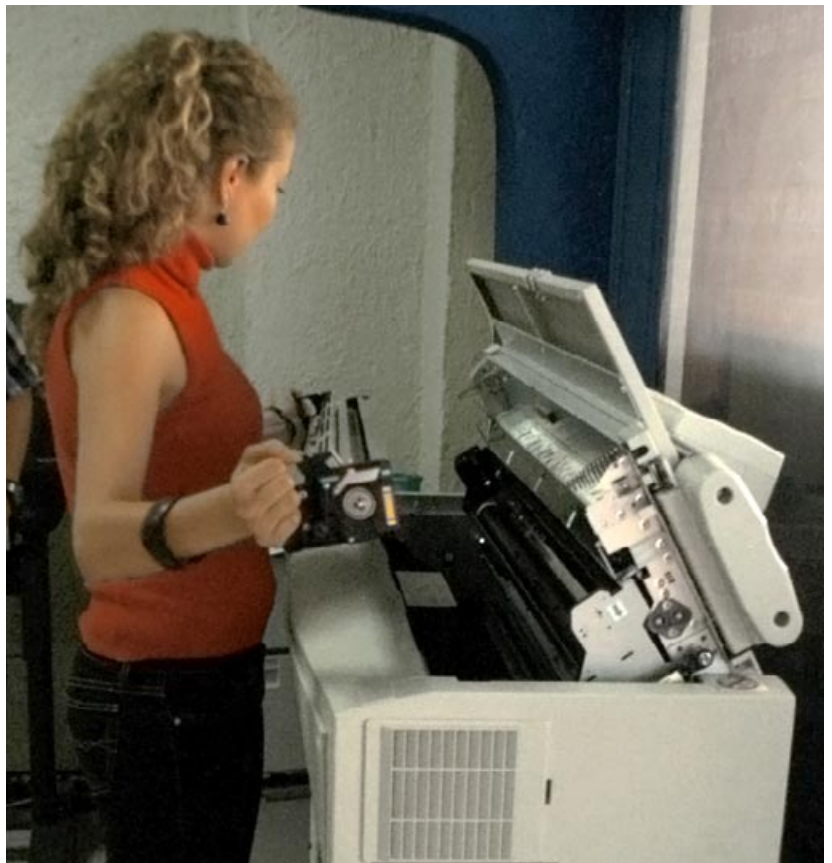
Yes, a warning message appears in the screen, when the last of the three toner bottles has run out.

62. Is there a toner-out alarm, or only a message on the monitor?

No, only a notice on the screen.

63. Does printing stop when one toner is out, or does the printer keep printing (hence wasting the media).

No, the printer doesn't stop and will alert when below the one bottle line.



María Renée Ayau, FLAAR reports installing the process cartridge into the Teriostar LP1020 MF printer.

INK: COST

64. Does toner come in cartridges or bulk? How large are the toner containers for replacement?

The toner comes in bottles of 500 grams.

65. What is the cost per container? What is this cost translated to liters?

If you buy a single 500 gram bottle the cost per liter is \$218 but if you buy five 500 grams bottles the cost per liter is \$178.

MEDIA: FEED

66. What thickness media is accepted?

The printer accepts media of 120 grams maximum.

67. Can you manually sheet-feed media? Does it feed easily?

Yes, you can feed it manually.

68. Is there a minimum size for sheet-fed media?

The minimum media size is tabloid (11 x 17 inches).

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Kenneth Snaw, Seiko I InfoTech loading a 36" media roll into the bottom drawer of the Teriostar LP1020 MF printer.

MEDIA: ISSUES

69. Some printers advertise “two rolls of media” but in fact it is only one roll that can actually be feed. The other bar is merely a storage device. Yet a few printers can switch media from one roll to another with the touch of a button. What does your printer offer?

This printer has two media trays that can handle two different media size rolls, which can be selected by the control panel or pre-defined by the software to optimize media.



Gustavo Chacón, Plot Point’s loading a media roll into the Teriostar middle drawer.



36” media roll loaded into the bottom drawer of the Teriostar LP1020 MF-printer.

IMAGE QUALITY ISSUES

70. What about type (letters), especially small letters? Can your printer do a nice job: good sharp crisp alphanumeric and line designs? Do you get fuzzy edges even with dye ink, or crisp edges?

Yes, you can print type very neatly.

ACKNOWLEDGEMENTS

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