

## DASL USER NOTES

AB 101, Department of Art + Art History  
University of Connecticut

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The UConn Digital Art Services Lab (DASL) is a photographic output service bureau run by the Department of Art + Art History to support student curricular needs and faculty research. Our primary service is to print photographic quality digital inkjet prints. However, other photographic services may be available and are negotiable on a time available basis and priced hourly. Services are available to UConn students, faculty, staff, and alumni in select circumstances, but departmental student work is always our first priority.

Our facility is located in ARTB 103. We are quipped with a range of wide-format Epson printers, including: a 9890 (44" wide, Ultrachrome HDR 9-color pigment-based ink); 2 9880s (44" wide, Ultrachrome 9-color pigment-based ink); 2 4900s (17" wide, Ultrachrome 9-color pigment-based ink); and a 3880 (17" wide, black and white dedicated Piezography system). Although we are a fee-based service, our prices are subsidized for our students affording them significant savings over comparable commercial offerings.

### File Preparation Guidelines

All users are responsible for payment of print jobs. If your file is prepared incorrectly, it is not our responsibility to correct it. If your print is damaged, see separate reprint policy.

- All files must be flattened for printing. Files received with layers will be flattened and we are not responsible for any lost hidden layers, masks, alpha channels, etc.
- File resolutions of 240ppi or 360ppi resolve best on Epson photographic quality printers.
- Use Adobe RGB color space for best results.
- File formats accepted: jpg, tif, or .psd. RAW files will not be processed.
- Print sizing, resolution adjustments, and color management are not our responsibility. **We do not make adjustments to your file. Files must be sized to the proper print output size.**
- Files must be named per the following convention: lastname##, example buttrey01.tif
- Place all files for printing in a folder titled "PRINTING" on your Mac formatted USB drive.

### Special pricing options for students:

- Prints include 8.5"x11" or 13"x19" sheets of Epson Luster paper.  
(Use the sheet however you choose.)
- Prices for sheets are: \$3 per 8.5"x11"; or \$9 per 13"x19".

**Other User Notes**

- All print jobs require a job form found at the DASL service desk. USB Drives may be purchased at the service desk. (When available)
- Prints are run Monday–Friday with a 48-hour turnaround.

**Juniors and Seniors**

Upper division students who have successfully completed Art 3420 (Digital Imaging) and clearly demonstrate competence (i.e. at the discretion of Dan Buttrey) may sign up for time to scan edit, proof, and print in the lab. These students may supply their own paper or choose to purchase from our stock.

**Flextight scanning**

Students who are currently enrolled in Advanced Photography, Large Format, or Senior Project may sign out blocks of time to scan on the Flextight after they have completed training and demonstrated competency.

**Pricing**

Our house roll papers are available in the following widths: 24", 36" and 44"; prices are calculated by the linear length of the roll used. Please refer to the following chart to determine pricing.

User / Roll width	24"	36"	44"
Student *	\$12	\$18	\$22
Faculty + Dept.	\$20	\$30	\$37
Outside AAH	\$26	\$39	\$48

\* Print charge for students who supply paper and run jobs is \$2 per square foot.

**Specialty papers**

- We stock a small selection of fine art papers that students may purchase by the sheet on an as available basis for testing purposes. The selection includes: Epson, Ilford, Hahnemuhle, and Canson fine art papers in matte and photo surfaces. We also have various transparency and specialty papers. Prices, sizes, and selection will vary.
- Re Turn Around: please remember we make no guarantees regarding turn around so, if you are on a deadline, check with Dan to confirm availability.

## Reprint Policy

Occasionally there are problems in the printing process. We do our best to avoid these problems and if we spot them before they are picked up, we reprint them before giving them to the customer.\*

### Possible Scenarios

Problem	File submitted by customer has a problem (e.g. spelling mistake, low resolution, bad color, wrong size, etc).
Resolution	We are not responsible for problems in your files. If we do not spot the problem before printing it, the customer is still responsible for the full cost of the print. If we spot a problem before printing it, we will call you before printing to check if it's okay.
Problem	Customer picks up print and finds there's a defect that was not in their file, i.e. caused by printer error.
Resolution	We will take responsibility for any defects we cause in output, be they technician error or equipment failure, and will reprint the file(s) at no additional charge.

There are three options in the cases where the Service Bureau is at fault:

1. If you DO NOT WANT the defective print ("misprint"), we will replace it as quickly as we are able to and you will pay the full price for the non-defective replacement. The damaged print will be destroyed.
2. If you want to KEEP the defective print, and do not want a replacement non-defective print, you can purchase it at half-price.
3. If you want to KEEP the defective print and also want a replacement print, you will pay half-price for the damaged print and full price for the new print.

### Notes

- Not paying after a print has been produced is not an option. If you do not pay, we will put your PeopleSoft account on hold until the debt is resolved.
- Refunds are not an option unless a reprint is not possible.
- A reprint is only offered from the submitted file. A revised file does not fall under the reprint policy, but is in fact a new print.
- Check all prints and bring any defects to our attention before leaving the DASL. We reserve the right to refuse responsibility for claims of defective prints once you have

taken the prints out of DASL. If a defect is discovered, after leaving the DASL and is undoubtedly a printer error that was missed or difficult to spot at the time of pickup, you must bring the print back in order for the reprint policy to take effect, even if you want to keep it. You have 3 days to notice the error and return the print to the DASL. If you report an issue with your print more than 3 days after picking it up, we will not consider a reprint or any kind of credit.

- Keeping the defective print for free is not an option. If you have already paid full price for a print and found a defect but still want to keep it, you must bring it back to the Service Bureau. Only after we see the defect and confirm that it was a printer or technician error will we refund 50% of the total cost of the job. It is our policy to destroy any defective output that is not purchased.
- The Service Bureau reprint policy does not apply for prints that have already been mounted or framed.

\* In rare cases where the print is very large or expensive, if we produce a defective print and notice the defect before you come to pick it up, we will call to ask if you want to buy only the defective print for half-price and waive your option for a reprint. We do this to avoid wasting time and materials—some customers are more than happy to pay half-price for a slightly defective print, depending on how it will be used and the nature of the defect.