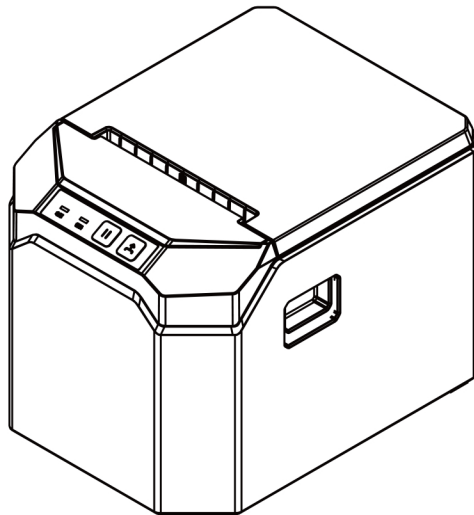


Thermal Receipt/Barcode Printer

(80mm/ 3-inch with cutter)



Printer warranty card/Quick Installation Guide

Troubleshooting

The table below lists common issues encountered by operators and their corresponding solutions. If the printer still does not function properly after following the recommended troubleshooting steps, please contact the customer service department of your supplier for further assistance.

Issue	Possible Cause	Solution
Indicator light does not turn on	- AC power socket plug, power supply plug, and printer socket are not properly connected. - Printer power switch is not turned on.	- Check the power connections.Ensure the AC power socket and power supply plug are correctly connected to the printer. - Turn on the power switch.
Wrinkling Issues	- Uneven print head pressure. - Incorrect label paper installation - Incorrect print density. - Incorrect label paper feeding.	- Set an appropriate label print density. - Adjust the label width adjuster to fit the label width.
Poor Print Quality	- Incorrect label paper - Dust or adhesive residue buildup on the print head.	- Reinstall the consumables. - Clean the print head. - Clean the rubber roller. - Adjust the printer's print density and print speed.

Poor Print Quality	- Improper print density setting. - Damaged print head.	- Print a self-test page to check if the print head is damaged. If it is damaged, return it to the factory for replacement. - Use suitable label paper. - Print quality may degrade if the label thickness exceeds 0.22mm. - Ensure the print head assembly is fully closed.
Label skipping during printing	- Incorrect or incomplete label size setting. - Label sensor is covered by foreign objects, causing incorrect detection.	- Readjust the specifications and print. - Appropriately reduce the gap value and print. - Remove foreign objects from the sensor.
Missing print content on left or right side	- Incorrect label size setting. - Exceeds maximum print width.	- Set the correct label size. - Use a paper roll within the maximum width.
Gray lines on black label paper	- Contamination on the print head. - Contamination on the rubber roller.	- Clean the print head. - Clean the rubber roller.
No printing or incorrect print	Printer is in Hex Dump mode.	Turn the printer off and on again to exit Hex Dump mode.

Warranty Terms

Warranty Scope and Duration

The warranty covers only product malfunctions caused by defects in materials or workmanship.

The warranty period begins on the date of purchase by the customer (based on the purchase invoice). If the customer cannot provide the invoice, the period starts from the product's manufacturing date

Warranty Duration:

- Printer: One year.
- Print Head: Six months or a print length of 30 kilometers, whichever occurs first.
- Cutter :half a year.

Warranty Service Principles

- Products within the warranty period and scope receive free repair.
- The warranty card must be presented when requesting warranty service.
- For repairs outside the warranty period or not covered will charge a standard fee.
- Products without technical certification cannot be disassembled or repaired; the warranty will be invalid.
- Machines sent for repair must be packaged in their original packaging or equivalent protective packaging. Damage caused by inadequate transport packaging is not covered by the warranty.

Non-Warranty Conditions

- Absence of warranty card or if the warranty card content is altered.
- Printer damage caused by failure to maintain the printer according to the user manual.
- Damage caused by water ingress or foreign objects.
- Print head damage caused by using printing media exceeding the specified thickness.
- Print head damage caused by using inferior consumables.
- Damage caused by improper usage environment or force majeure.
- Using the printer for purposes beyond its intended scope.
- Damage caused by non-technical engineers' repair.

Restriction of the Use of Hazardous Substances in Electrical and Electronic Products

1、Names and Contents of Hazardous Substances in the Product:

Component Name	Toxic or Hazardous Substances and Elements					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent Chromium (Cr6+)	Polybrominated Biphenyls (PBB)	Polybrominated Diphenyl Ethers (PBDE)
Power/Electrical Components	×	○	○	○	○	○
Print Head	×	○	○	○	○	○
Metal Parts	×	○	○	○	○	○
Main Board	×	○	○	○	○	○
Cables	×	○	○	○	○	○
Packaging & Accessories	○	○	○	○	○	○
This table is prepared in accordance with SJ/T11364 O: Indicates that the content of the toxic or hazardous substance in all homogeneous materials of this component is below the limit requirement specified in GB/T26572-2011. x: Indicates that the content of the toxic or hazardous substance exceeds the limit requirement specified in GB/T26572-2011 in at least one homogeneous material of this component.						

2、Mark for Restriction of the Use of Hazardous Substances in Electrical and Electronic Products:



This mark must be displayed on all electrical and electronic products sold within the territory of the People's Republic of China. The number inside the mark indicates the environmental protection use period of the product under normal operating conditions.



Warning: This is a Class A product. In a residential environment, operation of this equipment may cause radio interference.



Warning: Sharp edges! Do not touch.



Warning: Hot components! Touching these components can burn fingers. Wait half an hour after turning off the power before touching components

Certificate of Compliance

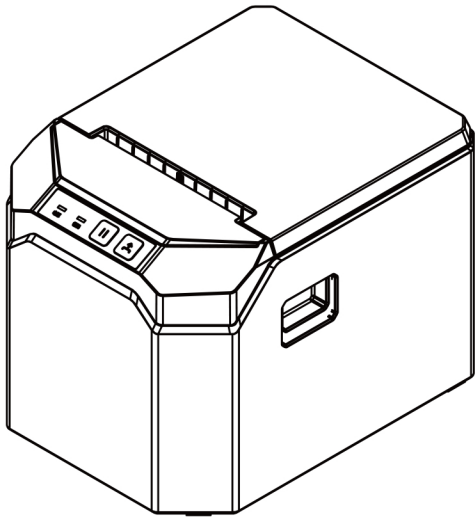


Warranty Explanation

Under non-human-induced damage conditions, the printer main unit is warranted for one year, accessories for six months, and the thermal print head for six months or 30 kilometers, whichever comes first.

Product Information	
Product Model	
Serial Number	
Purchase Date	
Purchaser's Name	
Purchaser's Phone	
Address	
Dealer's Name	
Machine Fault:	

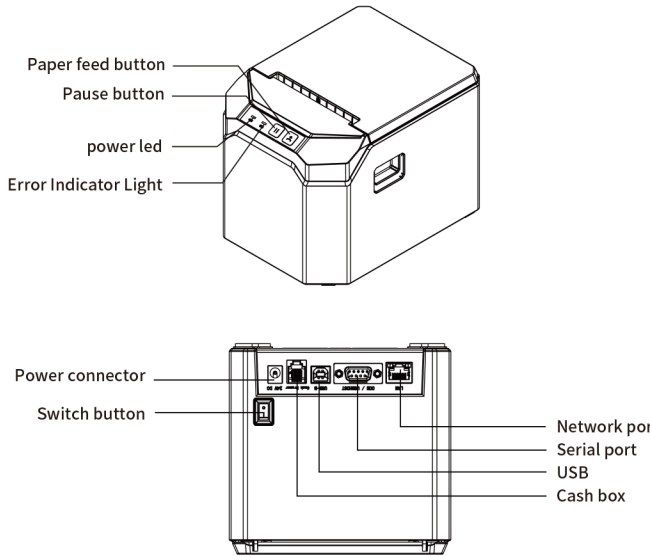
Quick Installation Guide



Thermal Receipt/Barcode Printer

Product View

ED indicator light description: • Power light and error indicator light



Product Standard Number: GB/T29267-2012

This equipment includes type approval codes (respectively):

CMII ID:2024DP0988; **CMII** ID:2021DP11268; **CMII** ID:2020AP10597;**CMII** ID:2021DP4816;

CMII ID:2022DP7838;**CMII** ID:24J44F5XE679(M) is the radio transmission module; actual

modules may vary depending on the specific product.

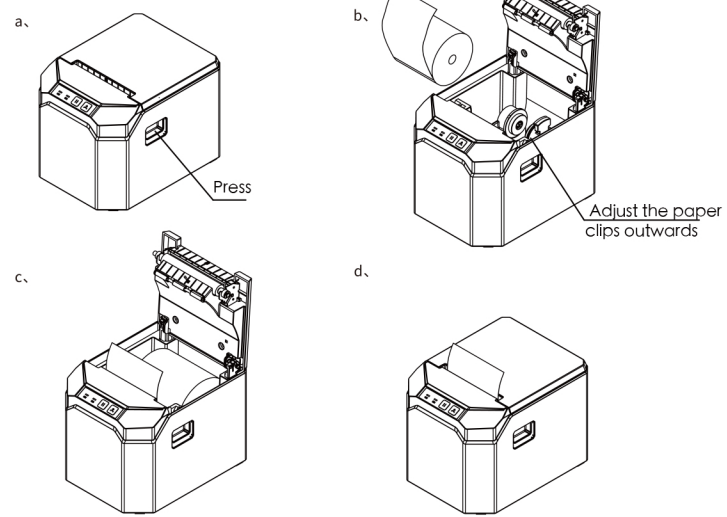
Note:

The printer's transmission interface and appearance in the image may vary depending on the model you purchased. The actual transmission interface and appearance shall prevail.

Install Paper

- Open the printer cover according to the icon direction.
- Load the paper roll into the paper gripper and secure it according to the icon direction, paying attention to the paper orientation.
- Pull out a section of paper to the outside of the printer body according to the icon direction, then close the printer cover.

Follow the steps to install the paper roll

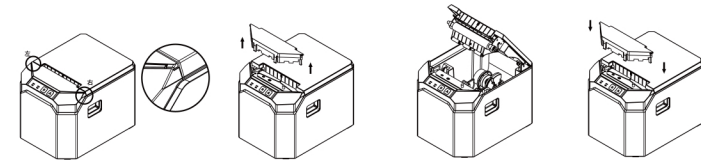


***Note: After loading paper, ensure the flip cover is tightly closed to prevent printer malfunction.**

- Model specifications, accessories, parts, and program contents are subject to change without notice.
- Planned product nameplate is located on the bottom of the machine; please check for real-time information!

Card cutter processing steps

- Turn off the printer. Following the directions on the icon, remove the cutter cover, open the paper tray cover, and use tweezers to clean away any paper debris.
- After cleaning, replace the paper tray cover and cutter cover.
- Power on the printer. The cutter will automatically reset.



eneral key functions

Paper Feed

With the printer ready (ice blue light solid), press the [Paper Feed] button. The label paper will move to the front of the next label sheet (the receipt will advance a short distance).

Print Self-Test Page

Turn off the printer, ensure paper is loaded, and close the printer cover. Press and hold the [Pause] button, then turn the printer back on and wait 3-4 seconds. Release the [Pause] button to print the self-test page.

Pause (Label)

During continuous printing, briefly press the [Pause] button to pause printing. Press the [Paper Feed] button again to resume normal printing.

Printer Initialization (Label)

Turn off the printer, ensure paper is loaded, and close the printer cover. Press and hold the [Pause] button, then turn on the printer. The buzzer will beep twice. Release the [Pause] button. The printer will automatically restart, clear user data from its internal memory, and restore the printer parameters to factory default settings.

Technology Specifications

Status Light	Ice bule	Lighting Form	The printer is ready
	Ice bule	Lighting Form	Printer open cover/Printer out of paper
Indicator light	Power led	Flash	Come and pick up the paper
		Lighting Form	Powered on standby
	Network led	Light off	Printer power failure
		Lighting Form	Network connection
		Light off	Network disconnection

Technology Specifications

Model		Receipt	Label
Printing	Printing Method	Thermal	
	Resolution	203 dpi	
	Printing Width	72mm	80mm
	Printing Speed	250mm/s	200mm/s
	Overheat Protection	Available	
	Lid Detection	Available	
	Paper Out Alert	Available	
Printing	Memory	RAM: 144KB FLASH: 8MB	RAM: 144KB FLASH: 8MB
	Communication Interface	USB、USB+Buletooth (optional) 、USB+WiFi (optional) 、USB+Serial+LAN (optional) 、USB+Buletooth/WiFi+LAN (optional)	
Barcode/ character/ graphics	Barcode	1D	UPC-A、UPC-E、JAN13(EAN13)、JAN8(EAN8)、ITF、CODABAR、CODE39、CODE93、CODE128
		2D	CODE12B、EAN12B、ITF14、CODE39 CODE93、EAN13、EAN13+2、EAN13+5 EAN8、EANB+2、EAN8+5、CODABAR POSTNET、UPC-A、UPC-A+2、UPC-A+5、UPC-E、UPC-E+2、UPC-E+5、CPOST、MSI、MSIC、PLESSEY、ITF14、EAN14、EAN1

Barcode/ character/ graphics	Character Set	ANK characters: Font A: 12x24 dots Font B: 9x17 dots Simplified/Traditional Chinese: 24x24 dots	
		(Optional) Basic alphanumeric font, Simplified Chinese CB18030: 16×16, 20×20, 24×24 32×32, 48×48 (Optional) Basic alphanumeric font, T raditional Chinese BLG5: 24×24, Korean (K); 24×24	
Media	Paper Type	Continue	Continuous paper, gap paper, black mark paper
	Media Roll Width	Max 80mm (4.72") Min18mm (0.48")	
	Paper Roll Outer Diameter	80mm	
	Paper output method	Paper output	
Power supply	Input	DC24V 1.5A	
	Cash drawer control	DC24V/1A	
Envir- onment	Operating Environment	Temperature: 5°C~45°C, Humidity: 20%~90%	
	Storage Environment	Temperature: -20°C~55°C, Humidity: 20%~93%	
Print head life		150km	50km
Product size(D×W×H)		205.5*146*143mm	
Cutter life		1.5 million	One million
Cutter type		Full cut/half cut	
Weight		1.62kg	