MultiMark

THM MultiMark TWIN

Thermal transfer printer

Operating instructions

Weidmüller

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Contents

1 About this documentation

The warnings in this documentation are designed according to the severity of the danger.

DANGER

Imminent risk to life!

Notes with the signal word „DANGER“ warn you of situations which will result in serious injury or death if you do not observe the specified instructions.

WARNING

Possible danger to life!

Notes with the signal word “Warning” warn you of situations that may result in serious injury or death if you do not follow the instructions given in this manual.

CAUTION

Danger of injury!

Notes with the signal word “Caution” warn you of situations that may result in injury if you do not follow the instructions given in this manual.

ATTENTION

Material damage!

Notes with the signal word “Attention” warn you of hazards which may result in material damage.

The situation-dependent warnings may contain the following warning symbols:

Icon	Meaning
	Warning of dangerous electrical voltage
	Warning of hot surfaces
	Work may only be carried out by a qualified electrician
	Notes on the documentation/ Observe the instructions for use

Additional formatting is used in the text, with the following meaning:

Texts next to this arrow are notes which are not relevant to safety, but provide important information about proper and effective work procedures.

► You can recognise handling instructions from the black triangle in front of the text.
– Lists are marked with a tick.

2 Safety

2.1 General safety notes

Electricity

– The enclosure of the device must not be opened.
– Unauthorised work or modifications to the device may place the operational reliability at risk.
– The device is designed for electricity grids with AC voltage of between 100 V and 240 V.
– The device may only be connected to sockets with a protective earth contact.
– The device may only be connected to devices that conduct protective extra-low voltage. Before connecting or disconnecting with other devices, all devices must be switched off.

Moving parts

– If the printer is operated with an open cover, make sure that hair, loose clothing, jewellery or similar do not come into contact with exposed, rotating parts.

Installation site

– The device is a class A installation. The installation can cause radio interference in residential areas. In this case, the operator may be asked to implement adequate protective measures.
– The device may only be operated in a dry environment and must not be exposed to moisture (spray water, mist, etc.).
– The device must not be operated in potentially explosive atmospheres.
– The device must not be operated near high-voltage lines.

Personnel, activities

– Only carry out the actions described in these instructions. Additional work may only be carried out by trained personnel or service technicians.
– Improper intervention in electronic assemblies and their software can cause faults.
– Service activities must be carried out in a qualified workshop that has the necessary expertise and tools to perform the necessary work.

2.2 Intended use

The printer is exclusively intended for printing labels. The printer may only be used to process materials approved for it, see the Weidmüller online catalogue. Any other use or use above and beyond these instructions is considered incorrect use.
Observance of the documentation, including the maintenance recommendations, is also part of the intended use.
The device may only be operated if it is in a technically ideal condition.
The device is manufactured based on the state of the art and the recognised safety rules. However, the use of the system may pose a danger to life and limb for the user or third parties and the device and other property may be impaired if the safety notes are not observed.

2.3 Personnel

Only trained personnel may operate the device and carry out maintenance work. They must also have read the operating instructions in their entirety.

Repairs may only be carried out after consultation with Weidmüller Service and only by a qualified electrician.

Please keep the operating instructions where they can be viewed by the operating personnel at all times.
All documents can also be downloaded from the Weidmüller website.

3 Device description

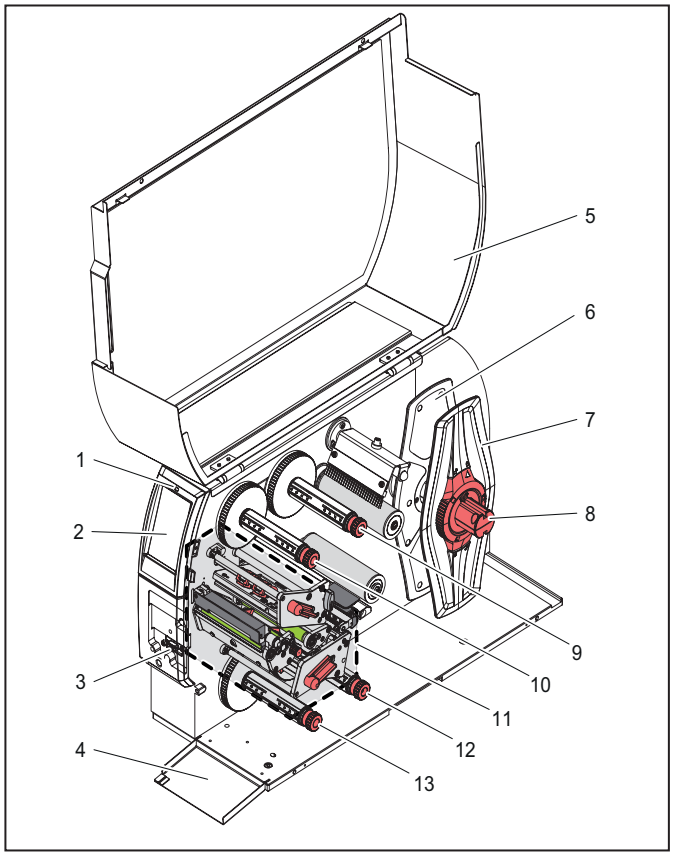


Figure 3.1 Overview of the printer

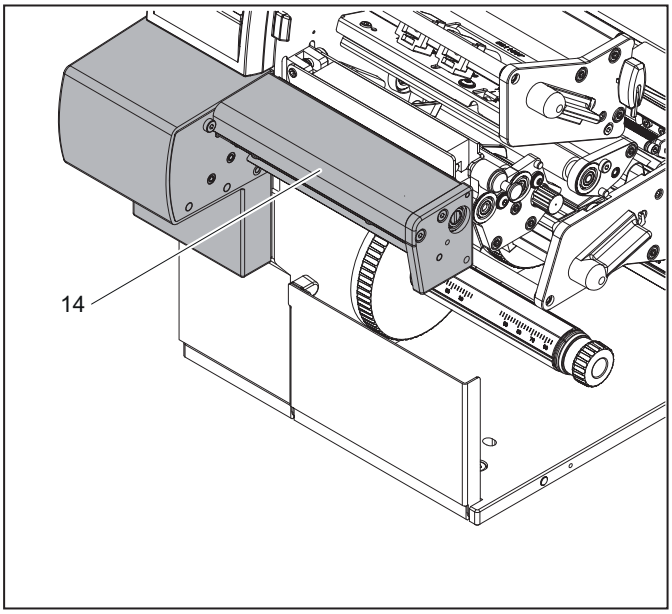


Figure 3.2 Device version with perforation cutter

1 “Device switched on” LED
2 Display
3 Peripheral interface
4 Flap
5 Cover
6 Inside margin stop
7 Outside margin stop
8 Reel holder
9 Top transfer ribbon unwinder
10 Top transfer ribbon winder
11 Print mechanism
12 Bottom transfer ribbon unwinder
13 Bottom transfer ribbon winder
14 MultiMark Plus Perforator perforation cutter

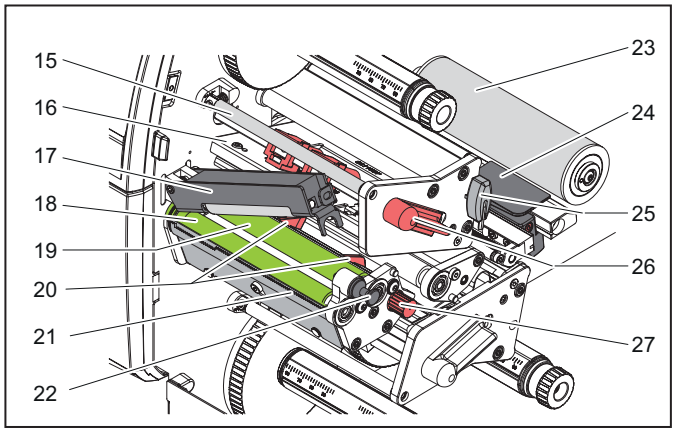


Figure 3.3 Top print mechanism

15 Deflection for top transfer ribbon
16 Head bracket with top printhead
17 Locking system
18 Pull roller
19 Top print roller
20 Top guides
21 Tear-off edge
22 Locking bolt
23 Pulley
24 Label light barrier
25 Hexagon key
26 Lever to lock the top printhead
27 Knob to adjust the guides

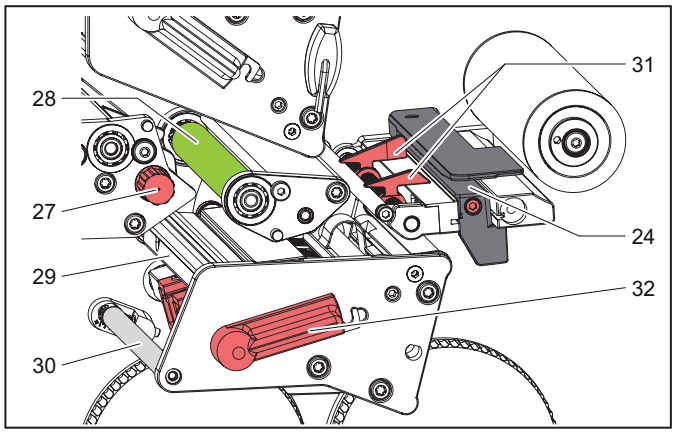


Figure 3.4 Bottom print mechanism

28 Bottom print roller
29 Head bracket with bottom printhead
30 Deflection for bottom transfer ribbon
31 Bottom guides
32 Lever to lock the bottom printhead

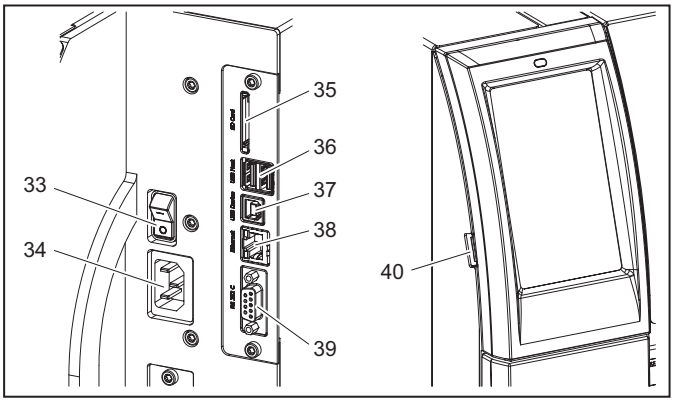


Figure 3.5 Connections

33 Mains switch
34 Mains connection socket
35 Slot for SD card
36 2 USB host interfaces for keyboard, scanner, USB stick, USB WLAN adapter, USB Bluetooth adapter or external control panel
37 USB high-speed device interface
38 Ethernet 10/100 Base-T
39 RS-232 interface
40 USB host interface for service key, USB stick, USB WLAN adapter or USB Bluetooth adapter

3.1 Technical data

General data	
Ambient temperature	
Operation	+5°C to 40°C
Storage	0 °C to +60 °C
Transport	-25 °C to +60 °C
Humidity	
Operation	10 % to 85 %, non-condensing
Storage/transport	20 % to 85 %, non-condensing
Max. operating altitude	2000 m above sea level
Continuous sound pressure level	< 70 dB (A)
Dimensions (WxHxD)	248 x 395 x 594 mm (9.76" x 15.55" x 23.39")
Weight	21 kg (46.30 lbs)
Supply voltage	100 to 240 V AC; 50/60 Hz, PFC
Interfaces	RS232-C: 1.200 ... 230,400 baud/8 bit 1 x USB 2.0 Hi-Speed Device for PC connection Ethernet 10/100 Mbit/s 1 x USB host on the control panel 2 x USB host at the rear
Control panel	Touch screen, LCD colour display 4.3" / 272 x 480 px
Printers	
Print technology	Thermal transfer
Printing resolution	300 dpi
Printing speed	40 to 150 mm/s
Print width	Max. 100 mm
Material guidance	Centred

3.2 Type plate

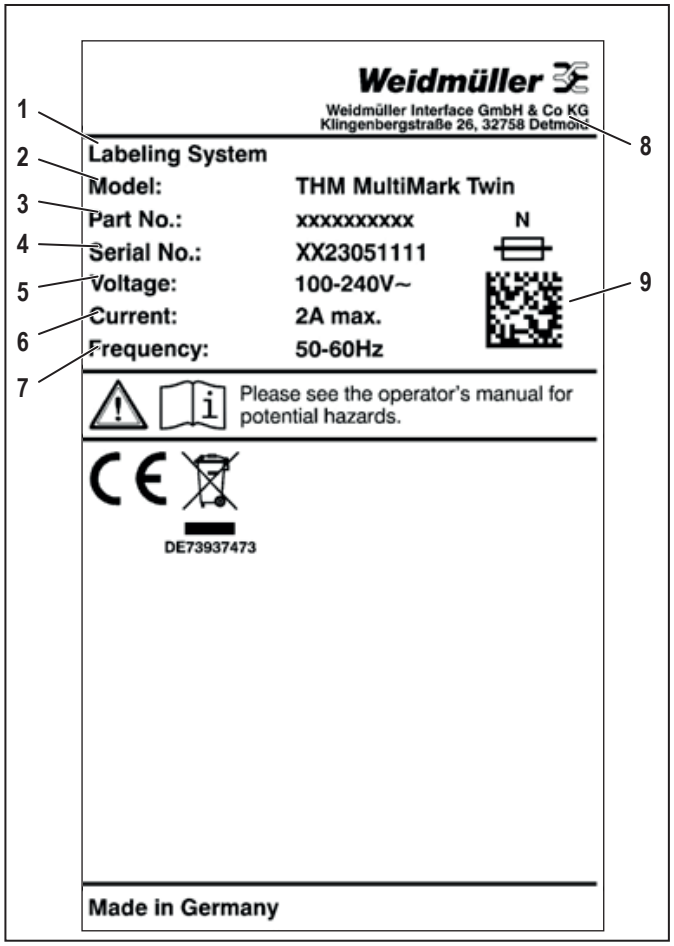


Figure 3.6 Type plate

1 Product type
2 Model
3 Material number
4 Serial number
5 Permissible voltage
6 Maximum current
7 Frequency range
8 Manufacturer
9 QR code production data

The following symbols are shown on the type plate.

Icon	Meaning
	Neutral conductor fuse
	EU conformity
	Observe the disposal instructions

Explanation of the serial number

MTYYMM####

MT	System identification
YY	Year
MM	Month
####	Serial number

4 Unpacking the device and putting it into operation

Select an installation site that meets the requirements, see chapter 2.1. Observe the following additional notes:
– Stable base with a level and even surface (weight and dimensions, see technical data).
– Electricity connection easily accessible nearby
– Adequate space for ergonomic operation, preferably in an office environment

Included in delivery

– Printers
– Mains cable
– USB cable
– Ink ribbon
– DVD with M-Print® PRO marking software
– 2 x cardboard roll (ink ribbon unwinding)
– Operating instructions

► Check all components for transport damage.
► Check the delivery for completeness.

Store the original packaging for subsequent transport.

► Remove the printer from the packaging and set it up on a level surface.
► Insert the power cable in the mains socket (36, Figure 3.5).
► Insert the power cable plug in an earthed socket.
Switch on the printer, see chapter 4.2

4.1 Connecting the computer or computer network

ATTENTION

A lack of or insufficient earthing can cause faults during operation.

► Make sure that all computers connected to the printer as well as the connecting cables are earthed.

► Connect the printer to a computer or network using a suitable cable.

4.2 Switch on the printer

► Switch on the printer at the mains switch (33, Figure 3.5).
The printer runs through a system test and then shows the `Ready` system status on the display (2, Figure 3.1).

5 Operating software

5.1 Touch display

The touch display lets you operate the printer's operating software and execute the following functions:
– Pause, continue or cancel print jobs
– Control the stand-alone operation with memory device
– Perform firmware update

Several functions and settings can also be controlled by the M-Print® PRO software, see the operating instructions for the software.
Settings changed on the touch display are the base setting of the printer.

To adjust the print jobs, any adjustments should take place in the software.

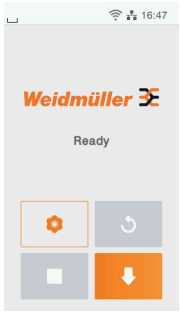
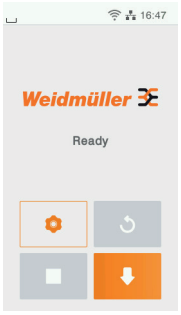
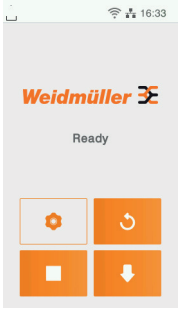
► To open a menu or select a menu item, tap on the relevant icon.
► To scroll, move one finger up or down on the touch display.

	Open the menu
	Pause or continue a print job
	Repeat last label
	Cancel and delete all print jobs
	Label feed

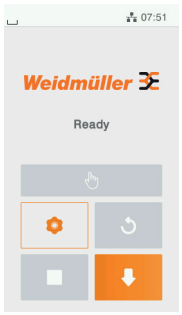
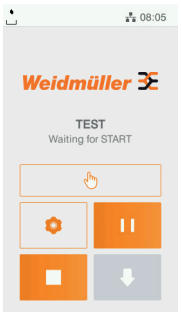
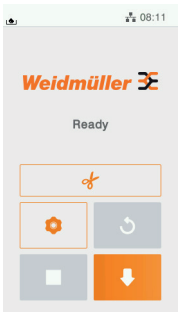
Figure 5.1 Buttons on the start screen

5.2 Start screen

The start screen shows the relevant operating status.

	
After switching on	During printing
	
In pause mode	After a print job

For certain software or hardware configurations, additional icons are displayed on the start screen:

		
Print on request without print job	Print on request in print job	Direct cut with connected PCU cutter

	Start processing a single label in the print job (printing incl. dispensing, cutting etc.).
	Trigger a direct cut without material transport.

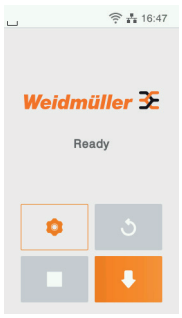
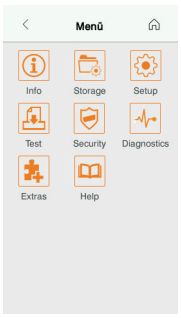
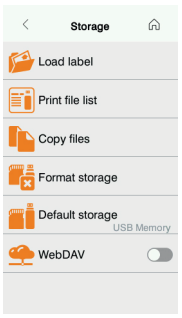
The header shows various information in the form of widgets depending on the configuration:

Figure 5.2 Widgets in the header

	The receipt of data from an interface is signalled by a falling drop
	The **Save data stream** function is active. All data received are saved in an .lbl file, see configuration instructions
	Prewarning Out of ribbon: the residual diameter of the ribbon reel has fallen below a set value, see configuration instructions
	SD card installed
	USB stick installed
	Grey: Bluetooth adapter installed White: Bluetooth connection active
	WLAN connection active The number of white arches symbolises the WLAN field strength.
	Ethernet connection active
	USB connection active
abc	abc program active
08:24	Time

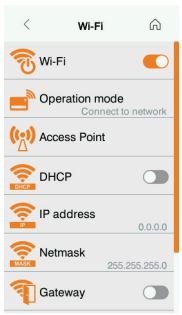
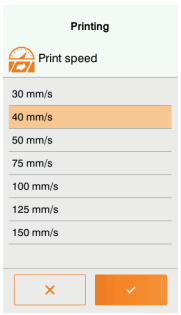
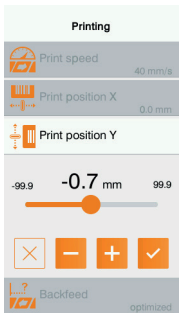
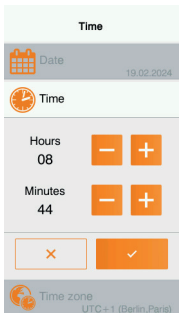
Figure 5.3 Widgets in the header on the start screen

5.3 Menu navigation

			 Tapping on the gear takes you to the selection level of the operating menu. Tapping on the arrow takes you back one level. Tapping on the house takes you home.
Home	Selection level	Parameter and function level	

► Tap on the selection until you reach the desired parameter or function level.

If you select a function, the printer starts this function directly or a preparatory dialogue is displayed.
If you select a parameter, the available setting options are displayed.

			
Logical parameters	Selection parameters	Numerical parameters	Date/time

Control element	Function
	Slider to adjust the value
	Gradual reduction of the value
	Gradual increase of the value
	Exit setting mode without saving
	Save and exit setting mode
	Parameter is switched off, pressing it switches the parameter on
	Parameter is switched on, pressing it switches the parameter off

6 Setting up the printer

CAUTION

Danger of injury!

When setting up the printer, work needs to be carried out with the cover open.

► Make sure that hair, loose clothing, jewellery and the like do not come into contact with exposed, rotating parts.

The only tool you need to set up the printer is the supplied hexagonal spanner (25, Figure 3.3).

6.1 Replacing the pull roller

The printer is equipped with a rubber-coated pull roller (7). If necessary, the pull roller can be replaced (MM PLUS ROLLER 115. Order no. 2672590000).

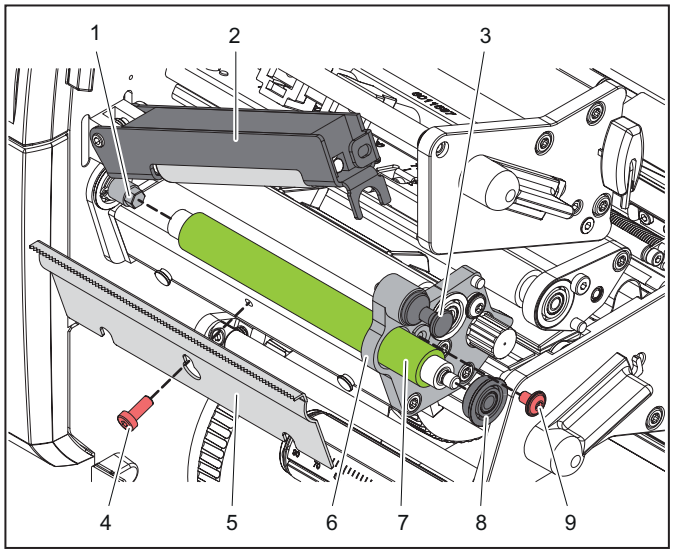


Figure 6.1 Changing the pull roller

► Open the cover of the printer.
► Pull out the locking bolt (3).
The locking system (2) swivels upwards.

► Unscrew the screw (4) and dismantle the tear-off edge (5).
► Unscrew the screw (9) and push the pull roller (7) with bearing (8) out of the bearing plate (6).
► Push the pull roller through the bearing plate (6) to the shaft (1).
► Turn the pull roller until the hexagon of the shaft engages with the hexagon of the transport roller.
► Place the bearing (8) on the peg of the roller and push it into the bearing plate (6).
► Secure the bearing (8) with the screw (9).
► Fit the tear-off edge.

6.2 Positioning the material reel on the reel holder

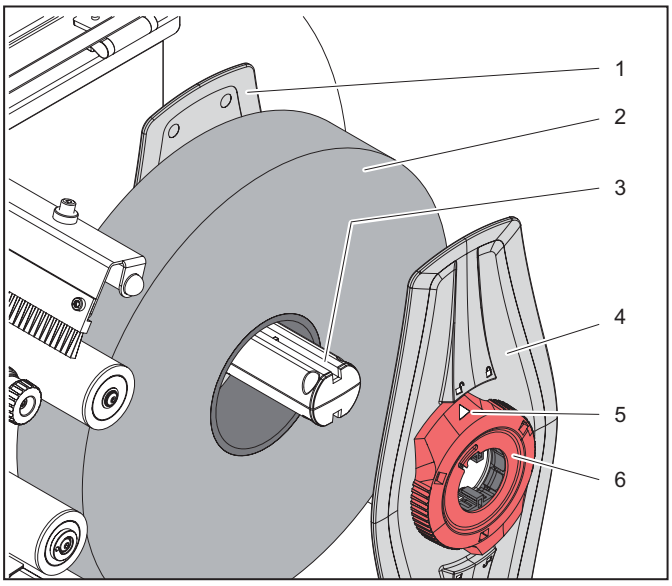


Figure 6.2 Position the reel material

► Open the cover.
► To unscrew the margin stop (4), turn the adjusting ring (6) counter-clockwise until the arrow points to the unlocked icon.
► Pull the margin stop (4) off the reel holder (3).
► Slide the material reel (2) onto the reel holder (3) so that the side of the material to be printed points upwards.
► Place the margin stop (4) on the reel holder (3) and slide it in until both margin stops are in contact with the material reel (2) and clear resistance is noticeable when sliding.
► Turn the adjusting ring (6) clockwise until the arrow points to the locked icon.

6.3 Inserting material into the print mechanism

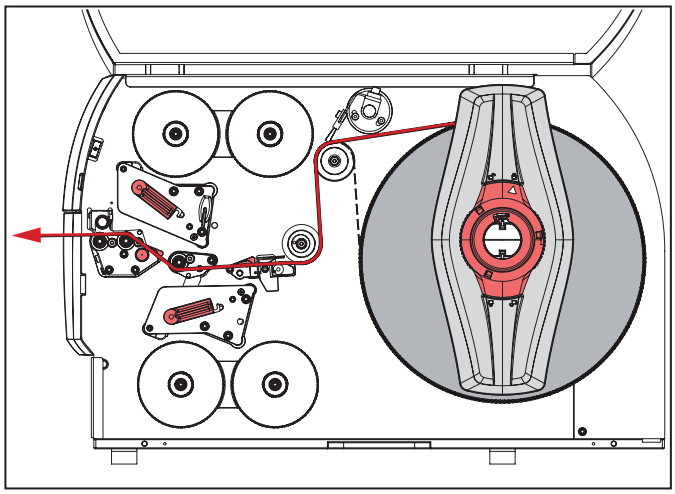


Figure 6.3 Material run in the printer

► Unwind an approx. 50 cm long label strip from the reel to insert it into the print mechanism.

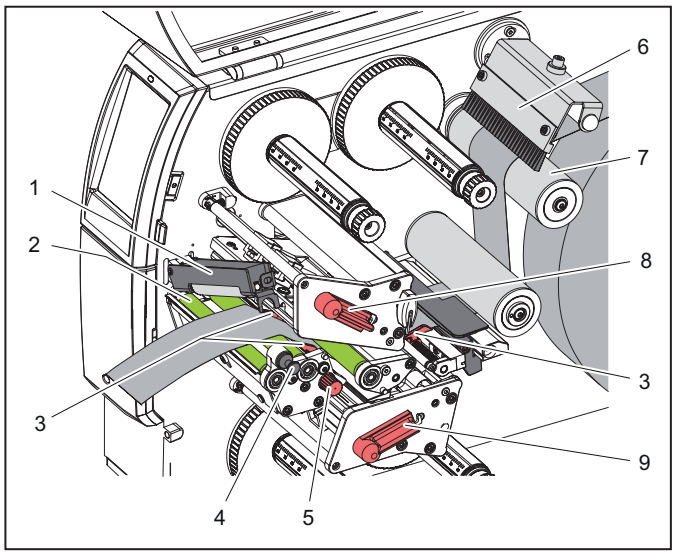


Figure 6.4 Loading material into the print mechanism

► Pull the locking bolt (4).
The locking system (1) swivels upwards.

► Turn the lever (8) **counter-clockwise** and the lever (9) **clockwise** to release and lift both printheads.
► Swivel the brush (6) away from the pulley (7).
► Turn the knob (5) until the two guides (3) are far enough apart to fit the material between them.
► Guide the material through both print units up to the pull roller (2) and place it between the guides (3).

Only devices with perforation attachment:
► Feed the material between the perforation knives.

► Turn the lever (8) clockwise to lock the top printhead.
► Pull the locking bolt (4), press the locking system (1) down and lock it with the locking bolt.
► Turn the material reel against the direction of material transport until the material is taut.
► Turn the lever (9) counter-clockwise to lock the bottom printhead.
► Swivel the brush (6) back to the pulley (7).

6.4 Adjusting the label light barrier

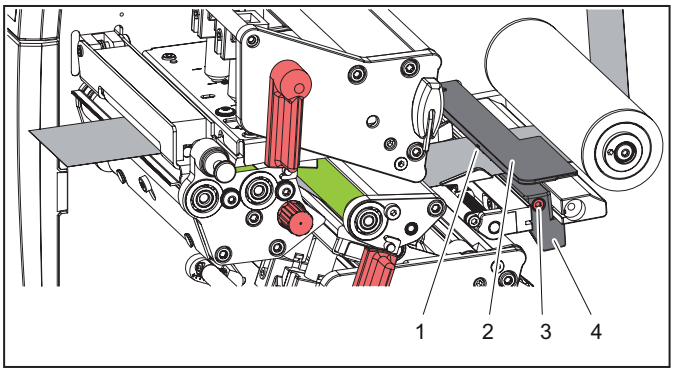


Figure 6.5 Label light barrier

The label light barrier (2) is aligned to the centre of the material at the factory. The position of the light barrier can be shifted transversely to the running direction if, for example, material with reflective marks or punched holes is to be processed. When the printer is switched on, a yellow LED lights up at the sensor position (1).

► Unscrew the screw (3).
► Position the label light barrier with the handle (4) so that the sensor (1) can detect the label gap or a reflective mark or a punched hole.

Alternatively, if the labels deviate from a rectangular shape:

► Align the label light barrier with the handle (4) so that the foremost edge of the label in the running direction is detected.
► Re-tighten the screw (4).

6.5 Adjusting the head locking system

The printheads are pressed down by two plungers each that are positioned in the middle of the head bracket in the home position. This setting can be retained for most applications.
The plungers can be adjusted if bright patches occur in the side margin areas of a print image when using very wide materials.

Hexagon key

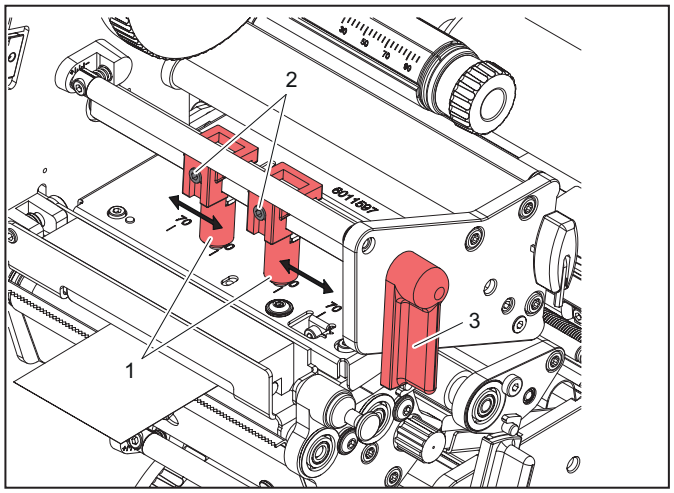


Figure 6.6 Adjusting the top head locking system

- ► Turn the lever (3) clockwise to lock the top printhead.
- ► Unscrew the two threaded pins (2) with the hexagon key.
- ► Slide the plungers (1) symmetrically to a maximum of scale value 70.
- ► Tighten both threaded pins (2).
- ► Turn the lever (2) counter-clockwise to release the printhead.

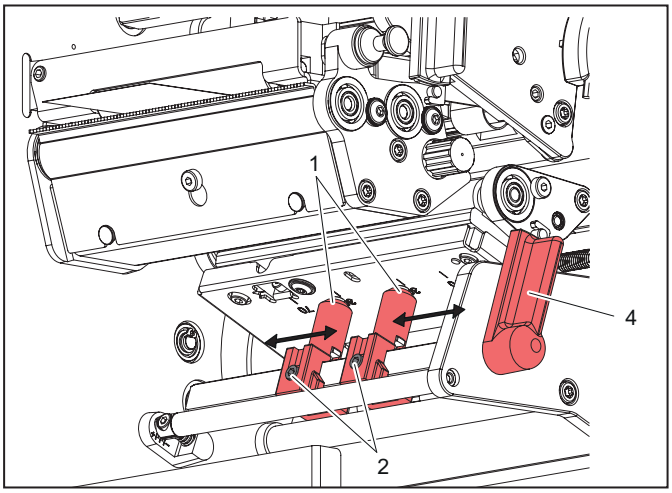


Figure 6.7 Adjusting the bottom head locking system

- ► Turn the lever (4) counter-clockwise to lock the bottom printhead.
- ► Unscrew the two threaded pins (2) with the hexagon key.
- ► Slide the plungers (1) symmetrically to a maximum of scale value 70.
- ► Tighten both threaded pins (2).
- ► Turn the lever (2) clockwise to release the printhead.

6.6 Inserting the transfer ribbon

► Clean the printhead before inserting the transfer ribbon, see chapter 8.

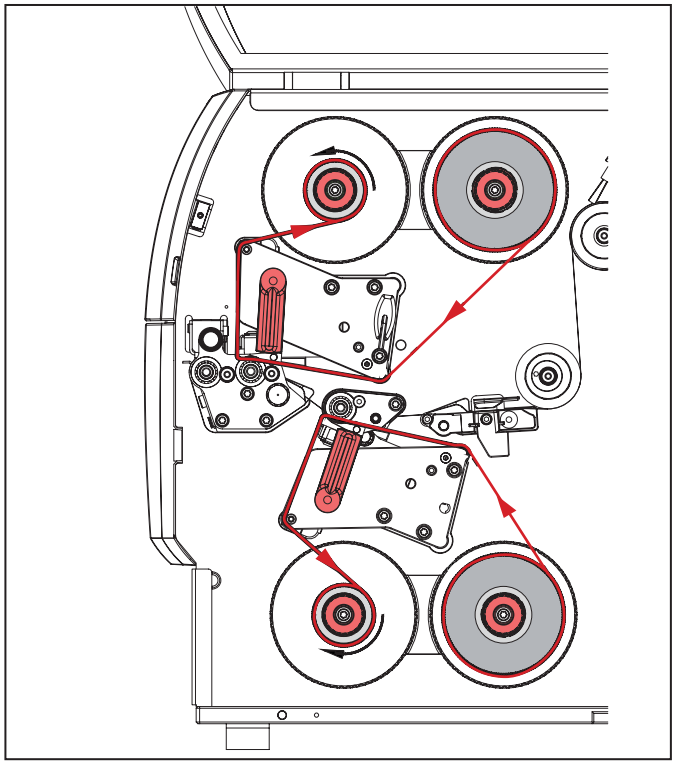


Figure 6.8 Transfer ribbon run

The ribbon run applies to ribbons with the coating side wound on the outside.

Use a core with a width between the film width and 115 mm for winding the transfer ribbon.

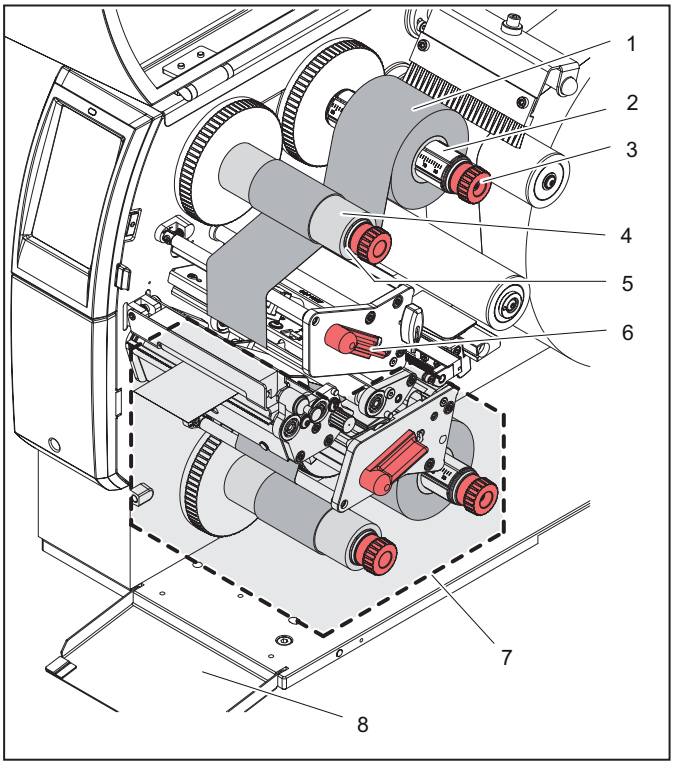


Figure 6.9 Insert the transfer ribbon

► Turn the lever (6) counter-clockwise to release the top printhead.
► Slide the transfer ribbon reel (1) onto the unwinder (2) so that the colour coating on the ribbon points down during unwinding.
► Position the transfer ribbon reel (1) on the unwinder so that the scale values on both sides of the reel are identical.
► Hold the unwinder (2) tight and turn the rotary knob on the unwinder (3) counter-clockwise until the transfer ribbon reel is fastened in place.
► Slide a suitable transfer ribbon core (4) onto the transfer ribbon winder (5) and fasten it in the same manner.
► Guide the transfer ribbon through the print assembly, see Figure 6.8.
► Fasten the start of the transfer ribbon on the transfer ribbon core (4) with an adhesive strip. Make sure that the transfer ribbon winder rotates counter-clockwise.
► Turn the transfer ribbon winder (5) counter-clockwise to smooth the transfer ribbon run.
► Turn the lever (6) clockwise to lock the printhead.
► If you want to print on both sides of the material, insert a transfer ribbon reel in the same way in the bottom print unit (7).

6.7 Adjusting the transfer ribbon run

Creases in the transfer ribbon run can lead to errors in the print image. To avoid creasing, the transfer ribbon deflection (3) can be adjusted.

It's best to perform this adjustment during print operation.

Hexagon key

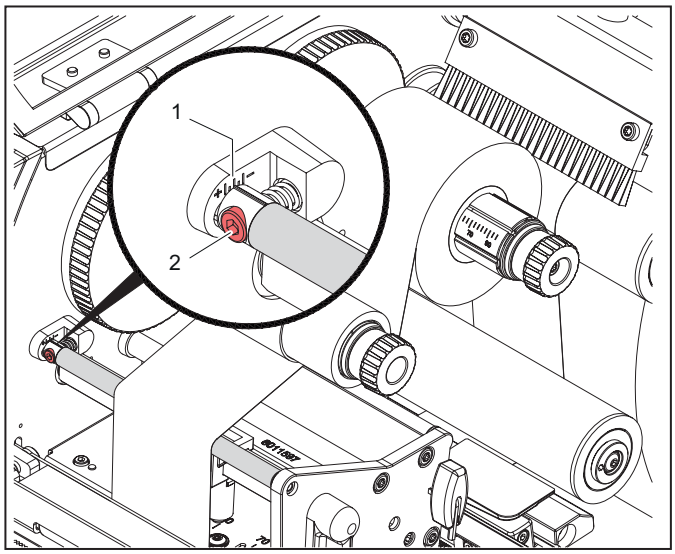


Figure 6.10 Adjusting the top transfer ribbon run

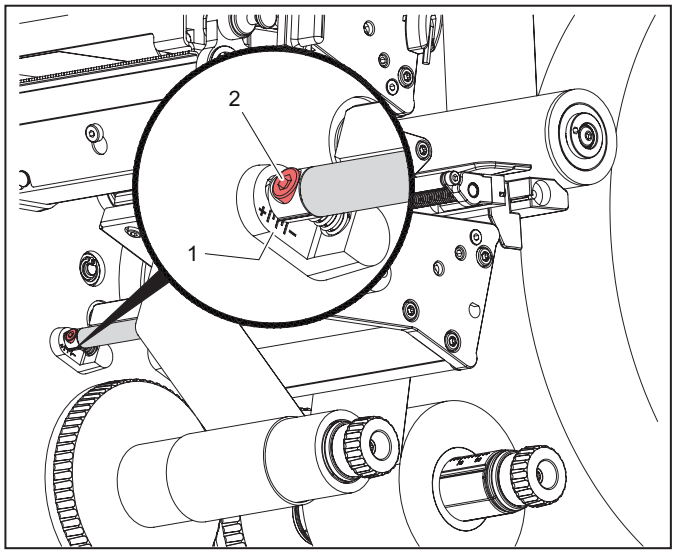


Figure 6.11 Adjusting the bottom transfer ribbon run

► Read the current setting on the scale (1) and note this down.
► Turn the screw (2) and observe the behaviour of the ribbon.

Turning in the **+** direction tensions the inner edge of the transfer ribbon.
Turning in the **–** direction tensions the outer edge of the transfer ribbon.

Incorrect adjustment of the head locking system can also cause creases in the ribbon run.

7 Printing

ATTENTION

Incorrect handling can damage the printheads!

- ► Do not touch the underside of the printheads with your fingers or sharp objects.
- ► Make sure that the labels are not contaminated.
- ► Ensure the smooth surface of the labels. Rough labels act like an abrasive and reduce the service life of the printhead.
- ► Print with the lowest possible printhead temperature.

The printer is ready for use when all connections are established and the labels as well as, where necessary, a transfer ribbon have been inserted.

7.1 Setting up one-sided printing

The bottom printhead can be switched off if required. This makes it possible to process labels in a similar way to single-sided printers.

- ► Activate the parameter **Settings > Print > Disable bottom head**.
- ► Open the bottom printhead.
- ► Remove the transfer ribbon from the bottom print unit.
- ► Send the print job with single material width.

7.2 Ribbon-saving function

This function detects longer areas where there is no information to print. For this time, the bottom print assembly is set to inactive by raising the printhead during the label feed and suppressing the ribbon transport. This means that less transfer ribbon is used. The minimum length of the unprinted area for the ribbon-saving function is set in the firmware and depends on the print speed.
The ribbon-saving function can be permanently activated in the printer configuration.

7.3 Avoiding material loss

The print information for a section is applied to the material at different times at two different locations in the material transport direction.

Therefore, the following behaviour occurs whenever printing is interrupted:
Material printed on the bottom side is pushed to the upper printhead to complete the print without the following material already being printed on the bottom side. A return transport of the material to the bottom printhead is not permitted for reasons of safe material guidance. This results in unprinted and thus subsequently unusable areas in the material strip.
When operating with a cutter, the material loss is at least 110 mm for continuous material.
When using structured materials where the print image must be synchronised with the material transport, the loss can reach a length of more than 300 mm.
To keep material loss low, interruptions of the continuous printing operation must be minimised:

- – Print jobs should only be interrupted when absolutely necessary.
- – Print jobs with only a few print sections, especially jobs with only one print section, should be avoided.
- – Foreseeable error situations should be avoided, see chapter 7.4. In error situations, the loss of material is particularly high, as material that has already been printed must usually also be discarded.

Optimising the print

- ► To minimise material losses, activate the parameter **Settings > Print > Double print optimisation**.

With this setting, a print job is not immediately processed to the end. The printer stops the material at a position where a subsequent job can be printed without blank labels and waits for new print data. After receiving the new data, the previously unfinished print job is automatically completed and the new job started without an intervening blank label. If no further print data is expected, the job can be completed via **Complete job**.

7.4 Avoiding data loss

When recoverable errors occur, the sections that were completed by the bottom printhead before the error but not completed by the top printhead are not repeated. The data from these sections is no longer available to the printer.

- ► Avoid predictable error situations.
- ► To avoid the errors **Out of paper** or **Out of ribbon**, pause the printer before the end of the material.
- ► After loading new material, continue the print job by releasing pause mode. No data loss will occur.

Pause on ribbon prewarning

With the integrated ribbon prewarning, the occurrence of the error **Out of ribbon** can be systematically avoided:

- ► Select, for example, 35 mm for the remaining diameter of the supply reel in the parameter **Settings > Transfer ribbon > Ribbon warning**.

If the remaining diameter of the supply reel falls below the set value, the printer automatically switches to pause mode.

7.5 Perforating

Only on devices with a perforation cutter

- ► Activate the commands for perforating the material in the software.
- ► Adjust the degree of perforation to the material.

If the software does not offer a setting for the degree of perforation, the adjustment can be performed in the printer configuration.

8 Cleaning

To achieve a good, even print quality, the device should be cleaned monthly.

DANGER

Risk to life due to mains voltage.

► Before starting work, make sure that the printer is disconnected from the mains.

ATTENTION

The printer can be damaged!

Strong cleaning agents, abrasive cleaners or solvents can damage the printer.

► Only use the recommended cleaning agents for cleaning.

Recommended cleaning agents

Print rollers, print line and light barrier	Isopropanol > 99.9%
Other surfaces on the device	Isopropanol 70-100%

► Remove dust and paper lint in the print area with a soft brush or a vacuum cleaner.
► Clean the exterior surfaces of the printer.

8.1 Cleaning the print rollers

Contamination on the print rollers can impair the print image and prevent material transport.

► Swivel the printheads away.
► Remove labels and transfer ribbon from the printer.
► Remove deposits with pure alcohol and a soft cloth.
► If the rollers are damaged, replace the rollers, see Service.

8.2 Cleaning the printheads

During printing, contamination may collect on the printheads and negatively affect the print image, e.g. due to contrast differences or vertical strips.

Recommended cleaning intervals

Direct thermal printing	with every change of the material reel
Thermal transfer printing	with every change of the transfer ribbon reel

CAUTION

Risk of injury due to hot printhead.

Allow the printheads to cool before commencing cleaning.

ATTENTION

The printheads can be damaged!

Hard or sharp objects can scratch the printheads. Do not touch the protective glass layer on the printheads.

► Swivel the printheads away.
► Remove labels and transfer ribbon from the printer.
► Clean the printheads with a cotton swab dipped in pure alcohol.
► Leave the printheads to dry for 2 to 3 minutes.

8.3 Cleaning the label light barrier

The label sensors can be contaminated by paper dust. This can impair the detection of label start marks or print marks.

ATTENTION

The light barrier can be damaged!

Hard or sharp objects can scratch the light barrier.
► Only use pure alcohol for cleaning.

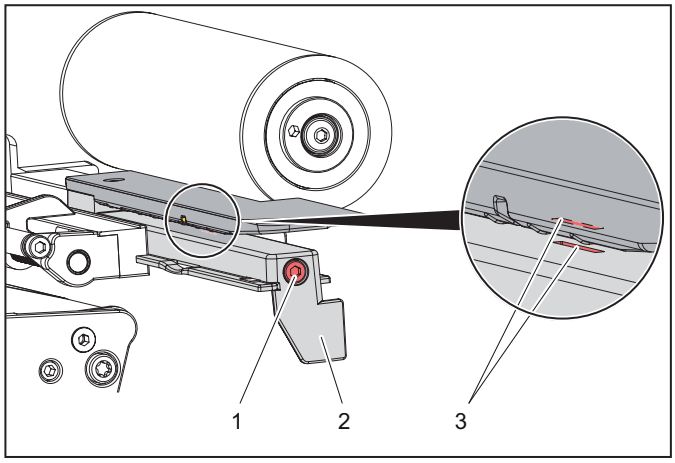


Figure 8.1 Cleaning the label light barrier

► Remove labels and transfer ribbon from the printer.
► Unscrew the screw (1).
► Pull the label light barrier slowly outwards by the handle (2).

Make sure that the light barrier cable is not stretched.

► Clean the label light barrier and the sensor slots (3) with a brush or with a cotton swab dipped in pure alcohol.
► Slide the label light barrier back into the starting position using the handle (2).
► Re-insert the labels and the transfer ribbon.

9 Troubleshooting

9.1 Error display

Any errors that occur are shown in the touch display.

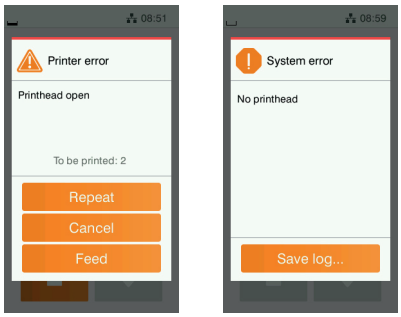


Figure 9.1 Error displays

The error handling depends on the type of error, see chapter 9.2.

The following options are available to continue operation:

Repeat	The print job is continued after eliminating the cause of the error.
Cancel	The current print job is cancelled.
Feed	The label transport is re-synchronised. The job can then be continued with *Repeat*.
Ignore	The error message is ignored. The print job is continued, potentially with restricted function.
Save log	The error does not permit print operation. Various system files can be saved on an external memory device for more detailed analysis.

The sections that were completed by the bottom printhead before the error but not completed by the top printhead are not repeated. This reduces the total number of sections created in the print job.
► If necessary, reprint these sections.

If the print job contains counters, the print job would not continue with correct counter values after pressing the **Repeat** button.
► In this case, end the print job with **Cancel**.
► Start the new print job with adjusted counter values.

9.2 Error messages and troubleshooting

Error message	Cause	Corrective measure
Locking system open	The locking system at the pull roller is not closed	► Close locking system
Barcode too big	The barcode is too big for the assigned label area	► Reduce or move the barcode
Barcode error	Invalid barcode contents, e.g. alphanumeric characters in numeric barcode	► Correct barcode contents
File not found	A file was requested that is not present on the storage medium	► Check the contents of the storage medium
Top/bottom printhead folded down	Printhead not locked	► Lock printhead
Top/bottom printhead too hot	Excessive heating of the printhead	► The print job restarts automatically after a pause. If this error recurs, reduce the heat level or print speed in the software
Remove top/bottom ribbon	Transfer ribbon inserted even though the printer is set to direct thermal printing	► For direct thermal printing: remove transfer ribbon
		► For thermal transfer printing: transfer printing in printer configuration or switch on software
Check top/bottom ribbon winding	Detected unwinding direction of the ribbon does not match the configuration setting, ribbon inserted incorrectly	► Clean printhead Insert ribbon correctly
	Configuration setting does not match ribbon used	► Adjust the configuration setting
Top/bottom ribbon too low	Transfer ribbon used up	► Insert new transfer ribbon
	Transfer ribbon melted during printing	► Cancel print job Change heat level in software Clean printhead Insert transfer ribbon Restart print job
	Thermal labels to be processed, but transfer printing indicated in the software	► Cancel print job Switch to thermal printing in software Restart print job
No label	Multiple labels are missing on the label strip	► Press **Repeat** until the next label on the strip is detected
	The label format indicated in the software does not match the actual format	► Cancel print job ► Change the label format in the software Restart print job
	The printer contains continuous material, but the software expects labels	► Cancel print job Change the label format in the software Restart print job
Lifting/lowering head failure	Error in ribbon-saving function, target position not reached when lifting or lowering printhead	► Switch printer off and on again If this happens again, contact Service.

Error message	Cause	Corrective measure
Reading error	Reading error when accessing storage medium	► Check data on the storage medium Back-up data Reformat storage medium
Material too thick	Cutter cannot separate material, but can return to starting position	► Press **Cancel** Change material
Cutter blocked	Cutter is stuck in the material at an undefined position	► Switch off the printer Remove jammed material Switch on printer Restart print job Change material
	Cutter without function	► Switch printer off and on again If this happens again, contact Service.
Out of paper	Material to be printed used up	► Insert material
	Error in paper run	► Check paper run
Write error	Hardware error	► Repeat write operation Reformat storage medium
Font unknown	Error in the selected download font	► Cancel print job Change font
Voltage error	Hardware error	► Turn printer off and back on If this recurs, notify Service The voltage that failed is shown, please note this down.
Memory full	Print job too big: e.g. due to loaded fonts, large graphics	► Cancel print job Reduce the quantity of data to be printed
Syntax error	Printer receives unknown or incorrect command from the computer.	► Press **Ignore** to skip the command ► or ► Press **Cancel** to cancel the print job
Unknown media type	Storage medium not formatted Type of storage medium not supported	► Format storage medium, use other storage medium
Bottom printhead deactivated and closed	Bottom printhead closed although parameter **Deactivate bottom printhead** is switched on	► For single-sided print, open bottom printhead ► For double-sided print, deactivate bottom printhead

9.3 Troubleshooting

Problem	Cause	Corrective measure
Transfer ribbon creased	Transfer ribbon deflection not calibrated	► Adjusting the transfer ribbon run
	Head locking system not calibrated	► Adjust the head locking system
	Transfer ribbon too wide	► Use transfer ribbon that is just slightly wider than the label.
Print image contains smudges or blank spots	Printhead dirty	► Clean the printhead
	Temperature too high	► Lower the temperature via the software.
	Poor combination of labels and transfer ribbon	► Use a different type or brand of ribbon
Printer does not stop when transfer ribbon is used up	Thermal printing is selected in the software	► Switch to thermal transfer printing in the software
Printer prints character sequences instead of the label format	Printer is in monitor mode	► Exit monitor mode
Printer transports the label material but not the transfer ribbon	Transfer ribbon inserted incorrectly	► Check the transfer ribbon run and orientation of the coated side and correct
	Poor combination of labels and transfer ribbon	► Use a different type or brand of ribbon
Vertical white lines in the print image	Printhead dirty	► Clean the printhead
	Printhead faulty (failure of heating dots)	► Replace printhead, see Service instructions
Horizontal white lines in the print image	Printer is operated in cutting or dispensing mode with the **Return transport > optimised** setting	► Switch setup to **Return transport > always**, see configuration instructions.
Print image brighter on one side	Printhead dirty	► Clean the printhead
	Head locking system not calibrated	► Adjust the head locking system

10 Decommissioning and disposing of the device

10.1 Decommissioning the device

► Switch off the printer.
► Disconnect the mains plug.
► Remove label material and transfer ribbon from the printer.
► Pack the device in its original packaging.

The system is now ready for transport and, if necessary, disposal.

10.2 Disposing of the device

► Decommission the device as described in chapter 10.1.
► Ensure that the device is disposed of in accordance with national and local regulations.

The product contains substances that may be harmful to the environment and human health. In addition, it also contains substances that can be reused through targeted recycling.
Observe the instructions for proper disposal of the product. You can find the instructions here:
www.weidmueller.com/disposal.

You can send the product to Weidmüller for disposal. Please contact your responsible country representatives.

11 Approvals and compliance

11.1 Declaration of Conformity

The printer complies with the relevant essential health and safety requirements of the EU directives:

– Directive 2014/35/EU concerning electrical equipment designed for use within certain voltage limits
– Directive 2014/30/EU on electromagnetic compatibility
– Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment

EU Declaration of Conformity, see online catalogue

11.2 FCC

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. The equipment generates, uses, and can radiate radio frequency and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user may be required to correct the interference at his own expense.