Certificate



Warranty Card

Product Model	
User's Name	
User's Add.	
Date of Purchase	
User's Contact	
Distributor Name	
Distributor Add.	
Machine Fault Description:	

Note: Please keep the warranty card properly for after-sale maintenance.

Troubleshooting

The following guide lists the most common problems that may be encountered when operating this printer. If the printer still does not function after all suggested solutions have been invoked, please contact the Customer Service Department of your purchased reseller or distributor for assistance.

Problem	Possible Cause	Recovery Procedure
Power indicator does not illuminate	• Power adapter or cable Doesn't connect to printer • Power switch isn't turned on	• Reinsert power adapter or cable properly. • Turn on the power switch
	• The print head mechanism is not closed	• Close the print head mechanism
	• Label paper end • Incorrect label installation path • Incorrect detection of gap sensor	• Replace new label roll • Please follow the steps of label installation to re-install, re-adjust the specifications and print
	• The print head mechanism is not closed	• Clean the inside of the device
Wrinkle problem	• Uneven print head pressure • Incorrect label paper installation • Incorrect print density • Incorrect label paper feed in	• Please set the appropriate label print density • Please adjust the label width adjuster to fit the label width
Poor print quality	• Incorrect label paper installation • The print head or platen roller is dirty. • Improper print density setting • Print head damaged	• Reinstall consumables • Please use the lint-free cloth with 100% ethanol to wipe the print head and the platen roller. • Adjust printer density and speed • Print out the self-test value, check whether the print head is damaged, if the print head is damaged, please arrange to replace new print head • Replace the appropriate label paper • If the thickness of the label exceeds 0.22mm, the print quality may be degraded • Ensure the print head mechanism is closed well
Paper skipping occurs during printing	• The label setting is incorrect or incomplete • The label sensor is covered by a foreign object, causing incorrect detection	• Reset size and print • Moderately reduce the gap value and print • Remove foreign objects between sensors
Print content is missing on both sides	• Incorrect label size setting • Maximum print width exceeded	• Set the correct label width • Change to a paper roll within the maximum width
Gray lines appear on black label paper	• The print head is dirty • The platen roller is dirty	• Clean the print head • Clean the platen roller

Warranty clause

Warranty scope and period

1. Warranty is limited to defects in material and workmanship.
2. The warranty period is calculated from the date of invoice to the Customer or, if the Customer is not able to provide the proof of invoice, then the date of shipment
3. Warranty period:
   a. Printer: 12 months
   b. Print head: 6 months or 30KM whichever comes first

Warranty service principles

1. A warranty card is required for repairs of printer.
2. Beyond the warranty period, certain maintenance cost will be charge.
3. The warranty is invalid if disassembly or repairs by non technical engineers.
4. The repair printer must be packaged in its original packaging or in a package with considerable protection. It is not under the warranty if damage caused by shipping package.

Non-warranty clause

1. No warranty card or contents of warranty card have been altered.
2. Defects or damage caused by improper maintenance.
3. Damage caused by water or has objects.
4. Damage of print head caused by the use of excessive thickness of media.
5. Damage of print head caused by use of inferior consumables.
6. Defects or damage from improper operation or force majeure.
7. Use the printer for other purposes beyond scope of use.
8. Damage caused by repairs by technical engineers.

The restriction of the use of certain hazardous substances in electrical and electronic equipment

1. Name and content of hazardous substances in products :

Item	Toxic and hazardous substances or elements					
	Pb	Hg	Cd	Cr6+	PBB	PBDE
Power supply / electrical components	×	O	O	O	O	O
Print head	×	O	O	O	O	O
Metal parts	×	O	O	O	O	O
Motherboard	×	O	O	O	O	O
Cable	×	O	O	O	O	O
Packaging and accessories	O	O	O	O	O	O

This table is made in compliance with SJ/T11364 regulations.
O: Indicates that this toxic or hazardous substances contained in all the homogeneous materials for this part, according to GB/T26572 is within the limit requirement.
X: Indicates that this toxic or hazardous substances contained in all the homogeneous materials for this part, according to GB/T26572 is over the limit requirement.

2. Restricted use signs for hazardous substances in electronic and electrical products :

All electrical and electronic products sold in the People's Republic of China must be marked with this symbol, and the number used in the symbol represent the environmentally friendly use period of electronic and electrical products under normal use condition.

Warning: This product is an A-level product. In a residential environment, running this equipment may cause Radio jamming.
Warning: Sharp edges, can not touch.
Warning: Overheat parts! Touching this component can burn your fingers. After turning off the power, wait for half an hour before touching the component.

Note:
Planned product nameplates are affixed to the bottom of the machine, so keep an eve out for realtime information!

SMART PRINT

Fast Installation Guide

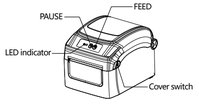
4 Inch Thermal Barcode Printer

Product View:



Printer Overview:

LED indicator description： • ON LINE • ERROR



Note:
The interfaces and appearance of the printer in the picture will vary according to the type of model you purchased. For the actual interfaces and appearance please subject to the actual product.

Paper Roll installation

1. Press the button to open the top cover.
2. Load the paper roll into the paper supply spindle and adjust the fixing tab to fix the paper roll in the center of the supply spindle.
3. Place the paper roll into the internal paper roll mount. (The fixing tab can be removed if using wide paper roll and use the paper roll directly.).
4. Reserve 1cm paper outside the paper outlet, close the printer cover.

Follow the steps to install the paper roll

a、



b、



c、



d、



• Specifications, accessories and program content are subject to the actual printer and without prior notice if changed.

Basic Button Function

Feed

When the printer is ready (the LED blue light is always on), press the FFED button, the label will go to the front of the next label.

Pause

When the printer is in continuous printing, press PAUSE to pause printing. At this time, the power indicator is flashing blue. Press the button again and the printing will return to normal.

Please follow the steps below to activate the boot function

1. Print Self-test page

A. Turn off the printer;
B. Make sure that the printer has installed paper and the top cover is closed;
C. Press and hold the FEED button and turn on the printer, then the printer will print a self-test test page, finally release the FEED button.

2. Printer Initialization

A. Turn off the printer;
B. Press and hold the PAUSE Button and turn on the printer until the power indicator (blue light) of the printer is on and the error indicator (red light) is off. Release the PAUSE Button and the printer will clear the internal memory and restore the printer parameters to the factory default settings..

LED Indicator description

LED indicator status	Description
(ONLINE) blue light on	The printer is in normal state
(ONLINE) blue light flashing	The printer is in paused state
(ERROR) Red light flashes 1 time	The printer cover is open
(ERROR) Red light flashes 2 times	The printer is out of paper
(ONLINE) blue light and (ERROR) red light flashing	The printer is overheating

Technical Parameters

Print Method	Direct thermal
Resolution	203dpi
Print Width	104mm
Print Speed	2~8inch/s
Overheat Protection	Support
Media Detection	Support
Black Mark Detection	Support
Cover open detection	Support
Media end detection	Support
Interface	USB USB+Bluetooth、USB+WiFi Using a computer to connect to WIFI and Bluetooth for operation
Barcode	CODE128、EAN128、ITF、CODE39、CODE93、EAN13、EAN13+2、EAN13+5、EAN8、EAN8+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、QRCODE
Character Set	Common single-byte fonts, Font 0 ~ Font 8
Character Enlargement/ Rotation	1 ~10 times enlargement in portrait and landscape orientation; 0°, 90°, 180°, 270°degree rotation printing
Graphics	Monochrome PCX, BMP and other image files can be downloaded to FLASH, DRAM
Media Type	Continuous paper, gap paper, black mark paper
Media Width	40mm ~ 118mm
Media roll OD	130mm
Media Handling	Front paper output, Tear-off
Power Input	DC 24V 2.5A
Work Environment	Temperature: 5°C ~ 40°C, Humidity: 20% ~ 90% RH
Storage Environment	Temperature: -25°C ~ 55°C, Humidity: 20% ~ 93% RH
Air pressure	86～106/kPa
Dimension	245mm×180mm×170mm
Print Head (Reliability)	50km

After-Sales Service

Scan the QR code to download the driver, manual, and user guide video, or visit the official website to download them
https://www.union-tec.com/1324d-p428d/

4 Inch Thermal Barcode Printer