EASYPRINT
THE THERMAL TRANSFER SOLUTION

Easyprint
User Documentation

compact cm
compact im

CONTENTS

REGULATION

FCC Notice

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. This equipment generates, uses, and can radiate radio frequency energy 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 will be required to correct the interference at his own expense.

Any changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

European EMC Statement

This product may cause interference if used in residential areas. Such use must be avoided unless the user takes special measures to reduce electromagnetic emissions to prevent interference to the reception of radio and television broadcasts.

HEALTH AND SAFETY

Notes: (1)   Please read the entire Health and Safety section in your Product Manual (Part No. EPT033612) before operating the printer.

(2)   Unless stated otherwise, information provided is applicable to all printer variants.

The printer and its component parts must only be used for the purpose for which they were sold, and for which they are designed and constructed. No parts may be used for other functions.

Read the Safety Data Sheet (SDS) for Cleaning Fluid (Part No. WJ-111).

Read the following important notices before using the printer. The hazard information is prioritised into warning and caution notices.

Symbols

The following symbols are used in this manual. Where they appear next to a procedure or instruction, they have the significance and importance of written warnings and cautions.

 Eye protection must be worn.

 Protective clothing must be worn. Use adequate protective gloves. Consult the relevant Safety Data Sheet (SDS).

 Disconnect before carrying out maintenance or repair.

 Only trained personnel should carry out this procedure.

Warning Notices

Warning notices denote a potential hazard to the health and safety of users. These notices clearly state the nature of respective hazard and the means by which it can be avoided.

WARNINGS: **(1) Only trained and authorised personnel may carry out maintenance work. Observe all statutory electrical safety codes and practices. Risk of electric shock, disconnect the printer from the mains electrical supply before removing the cover or attempting any service or repair activity.**

(2) The heating element and surrounding area become very hot during use. To avoid the risk of burns, never touch the heating element area of the print head.

(3) Cleaning fluid contains organic solvents. Always wear suitable PPE (goggles and clothes) to avoid contact with the eyes and skin. Avoid inhalation of the vapour. Do not smoke in the vicinity of solvents.

(4) Replace ribbons with care to avoid cutting hands or fingers.

(5) Keep clear of the print head whilst the printer is powered on, due to risk of injury from moving parts.

(6) Replaceable batteries should only be replaced using batteries of the correct specified type and rating. Failure to do so may result in an explosion hazard. Used batteries should be disposed of according to the battery manufacturer's instructions.

(7) To ensure continued protection against the risk of fire, replace fuses with the specified type and rating only.

(8) To avoid the possibility of electric shock hazard and damage to equipment, do not fit or remove any connector (except USB) on the printer while the printer is switched on.

(9) There is a danger of electrical shocks from the electrical outlet. All electronic checks must be performed by qualified personnel.

Caution Notices

Caution notices denote a risk to equipment damage. These notices clearly state the nature of the hazard and the means by which it can be avoided.

CAUTIONS: *(1) Changing the print head without setting the new resistance value may cause severe damage to the print head.*

(2) To avoid damage to the cables or equipment, ensure that the cables are routed clear from any moving parts.

(3) To avoid damage to the equipment, do not exceed the supply voltage stated in the manual.

(4) To avoid damage to the printer components, use only soft brushes and lint-free cloths. For cleaning, always use Cleaning Pens (Part No. VPR0223), Cleaning Fluid (Part No. WJ-111) and Print Head Cleaning

Wipes (Part No. MT25215). Do not use high pressure air, cotton waste, abrasive materials, metallic objects or degreasing cleaning fluids (e.g., Benzene, acetone).

(5) *To avoid the risk of damage to the print head use only Easyprint spares, parts and consumables.*

(6) *Do not run the printer without ribbon material, as this may damage the print head.*

(7) *Do not expose the printer or controller to any water*

INTRODUCTION

General

This document contains basic operation instructions for the Easyprint Compact CM and Compact IM printers.

For further information, refer to *Product Manual* (Part No. EPT033612).

Description

The Easyprint Compact is an industrial Thermal Transfer Overprinter (TTO). It consists of a rectangular printer unit which contains a heated print head and thermal ribbon. The printer can be controlled through an optional Touchscreen, Compact Touchscreen or from a networked PC.

Printing is achieved by placing a thermal ribbon between a heated printhead and the substrate to be marked. Heat from the printhead is passed through the ribbon, causing ink to melt and be released from its underside. The ink adheres to the substrate and then cools rapidly, resulting in a permanent print.

Intended Use

The Easyprint Compact is intended to print variable data, bar codes and images onto flexible packaging films and labels.

The Compact CM and Compact IM are entry level, compact TTO printers with a 32mm wide print head. The maximum ribbon length is 770m which gives an effective length of 960m when economy mode is used.

Continuous Mode (CM).

The Compact CM is used when printing on a substrate which moves continuously.

Intermittent Mode (IM).

The Compact IM is used when printing on a stationary substrate which only moves between printing.

System Specification

Compact Touchscreen

Type	5.7 inch, full colour Compact Touchscreen (640x480 resolution), handheld, with docking station.
Compact Touchscreen Dimensions (mm)	170(W) x 127.9(H) x 33.7(D)
Weight (kg)	0.385kg
Connectivity	USB, Ethernet, (Mini USB for power / data connection to printer)
Network Interface	Ethernet 10/100 base TX
Accessories	Wall brackets
Operating environment	5 - 40°C
Humidity	20 - 80 % RH non-condensing

Printer Specification

Printing Mode	For IM printers: Intermittent
	For CM printers: Continuous
Left Hand / Right Hand	Both options available (convertible with no extra parts in 15 minutes)
Print Resolution	300 DPI
For IM printers: Maximum Print Area	32mm x 45mm
For CM printers: Maximum print area	32mm x 100mm
For IM printers: Print Speed (max)	400mm/s
For CM printers: Speed Range	10mm/s - 550mm/s
Print repeat rate (max)	4 prints/s (with a 10mm long print)
Ribbon drive technology	i-Tech Ribbon Drive with unique dancing arm tension control

Max ribbon length	770m (up to 960m effective length with Economy mode)
Ribbon save modes	
Economy mode:	Variable up to 20% with no reduction in print resolution
Retraction mode:	Less than 1mm gap between prints
Column mode:	For CM printers: 15mm max printed ribbon per print. For IM printers: 45mm max printed ribbon per print.
Print features	Date code format, offsets, shift codes, serial number generation
Fonts	Most TrueType fonts
Controller / hardware interface options	No dedicated controller required. Hardware interface options: Easyprint Compact Touchscreen (via USB cable- hot swappable), Shared Compact Touchscreen (via Ethernet cable or network), PC-based interface (via Ethernet cable or network)
Connectivity	Ethernet / USB x 2 / mini USB (service)
CAUTION: The ethernet socket includes Power over Ethernet output.	
Inputs	Print Go, Encoder
Outputs	Error, Ready, Ribbon Low, Spare (volt-free contacts)
Special features	Master / slave, password, Fast Mode
Label creation	Onboard or via EasyDesign or QuickDesgin
Electrical requirements	90V - 264V AC 50/60Hz, OR 24V d.c. (+/- 2%) at 5A (if direct)
Dimensions:	
Width	218mm
Height	160mm
Depth	148.5mm
Weight	5.6kg
Temperature requirements	5°C to 40°C

Humidity Requirements	20-80%, RH non-condensing

Power Supply Unit

Dimensions:	135mm x 58mm x 35mm
Weight:	0.5kg
Rated Input Voltage Range:	90-264V; 1.5A
Output Voltage:	+24V d.c.
Rated Output Power:	120W subject to de-rating
Working Temperature:	0 to +50°C subject to de-rating
Storage Temperature:	-20°C to +85°C

Optional Touchscreen

Display	10.4 inch SVGA Full Colour Touchscreen
Operating System	Windows CE 7
Dimensions (mm)	307(W) x 232(H) x 75(D)
IP Rating	Designed to IP55
Mounting Accessories	Full range of brackets
Temperature	5 - 45°C
Humidity	10 - 90% non-condensing
Electrical supply voltage	100 - 230 VAC
Electrical supply frequency	20W 50-60 Hz
Weight	2.85 kg
Mounting	VESA 75 Mounting Standard
Ethernet Cable	5m and 10m

INSTALLATION

Mechanical Installation Requirements

Ensure that the following services and control signals are available:

Note: Power: 120/240 VAC, 50/60Hz, 1.5A

- A print start signal; we recommend a volt-free contact which closes when printing is required.
- Sufficient space for installation and operation.
- If using a CM printer, an encoder giving 12 (or a multiple of 12) pulses per mm is required to monitor the substrate speed. (This is included with the CM bracket.)

Brackets

For a list of the tools required, see the bracket instructions provided with the bracket kit.

For spares information, see *www.easy-print.com*

The bracket range covers widths of up to 900mm. The available flat-pack variants are:

Window bracket (for IM and CM versions)

- The CM version includes the encoder and CM axle assembly.
- The CM rubber roller assemblies are available in 100mm size increments (305mm to 805mm) and must be ordered separately.
- The Quick Release (QR) Carrier Assembly (P/N EPT006141) is available for mounting the printers directly onto Easyprint Compact flat pack window brackets (IM bracket EAS002706 and CM bracket EAS002717).
  Use this assembly in wash-down environments or other situations where printers need to be removed on a regular basis.
  The assembly has the same overall dimensions as the standard printer carrier (P/N 5-0460258) and can be swapped out on existing installations.

Web positioning module

Labeller bracket (IM only)

Mounting the Printer in the Bracket System

Note: *Tool required: 5mm Allen key*

(1) Mount the printer in the bracket system, using four M6 screws (supplied with bracket).

(2) When mounting the printer in the CM bracket, ensure the print head is positioned above the top point of the rubber roller.

Note: *To obtain the best print quality, fine adjustment of the print head can be done electronically at a later stage. See "Set Up Printer - Final Steps" on page 15.*
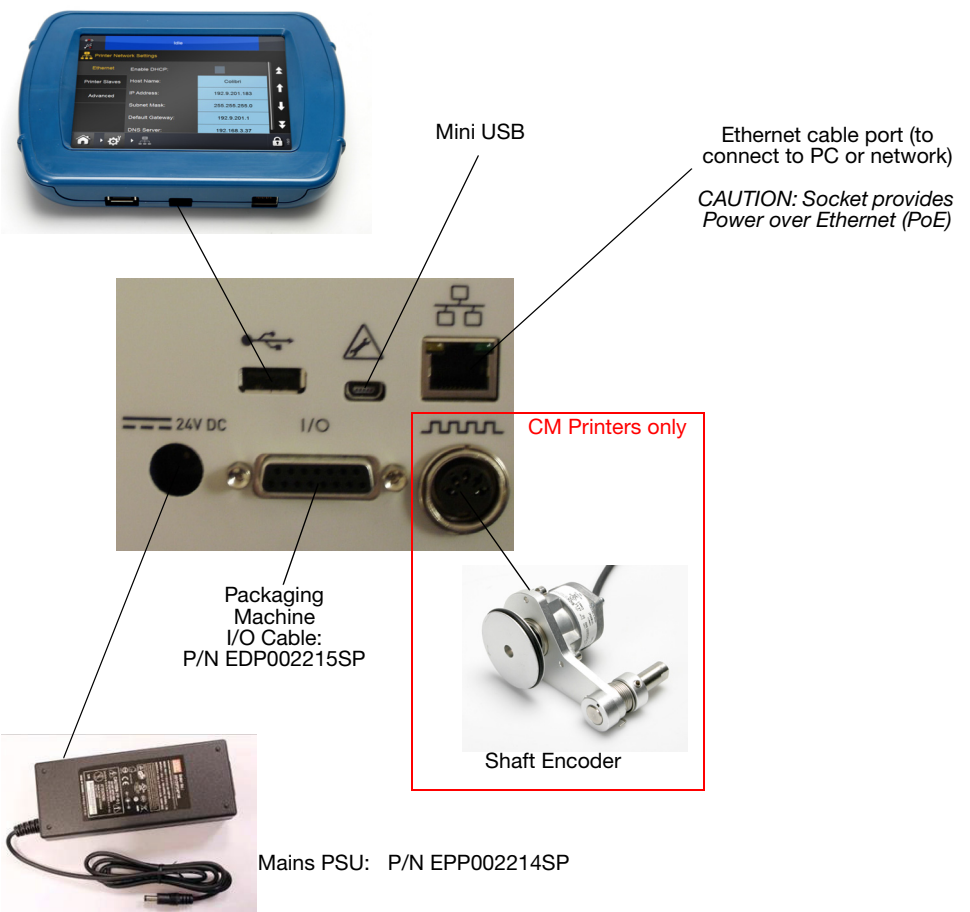
(3) In order to apply the correct print head pressure, ensure that the height between the base of the printer and rubber roller or platen is approximately 3mm.

Note: *The precise height of the print head will need to be adjusted electronically via the software once the services are connected. See "Set Up Printer - Final Steps" on page 15.*

(4) When the correct distance is obtained, tighten the screws.

(5) Mount the power supply. See "Connectivity" on page 14.

Connectivity

The following diagram shows general connectivity for the printer. This example shows a Compact Touchscreen connected directly via USB.

Mini USB

Ethernet cable port (to connect to PC or network)

CAUTION: Socket provides Power over Ethernet (PoE)

CM Printers only

Packaging Machine I/O Cable: P/N EDP002215SP

Shaft Encoder

Mains PSU: P/N EPP002214SP

Note: The rear USBA and Mini USB connections share a port and therefore cannot be used together.

Set Up Printer - Final Steps

CAUTIONS: *(1) The printer must be calibrated before installing it on the production line. See below.*

                              (2) In dusty environments, it may be beneficial to fit a Compact Positive Air Kit (P/N EAS002970).

Calibrating the Printer

CAUTION: *When calibrating, the print head must be able to extend fully, please ensure enough space is allowed to perform this function.*
For CM printers, the print head position parameter must be set to allow this.
For IM printers the printing surface should be moved from under the printer. If neither is possible, remove the printer from the bracket).

Calibrate at the printer operating temperature. Go to *Settings > Production Line Setup > Head Functions* and select *Calibrate*.

Optimising the Print Head

Having mechanically installed the printer in the brackets, optimise the head position for printing:

(1) Go to Settings > Production Line Setup > Line Movement. Either CM (Moving) or IM (Static) will be displayed in the Line Movement pull-down menu.
(This corresponds to the type of printer in use.)

- For CM printers, set the Encoder Divide to 0. The current read-only Line Speed is updated every few seconds.

(2) Go to Settings > Production Line Setup > Head Functions. Manually adjust the Head Position and Print Head Height parameters to set the correct distance of 0.2-2mm between the print head and substrate for both CM and IM printers.

(3) Review the following CM and IM bracket mounting diagrams:
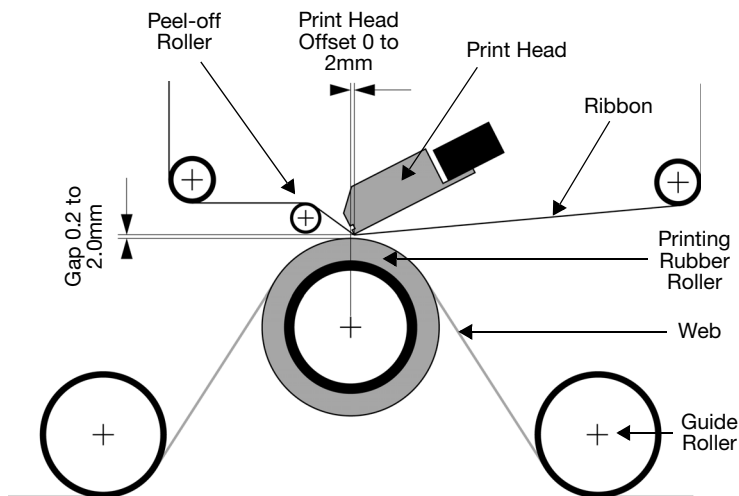
Bracket Mounting - Continuous Mode (CM)
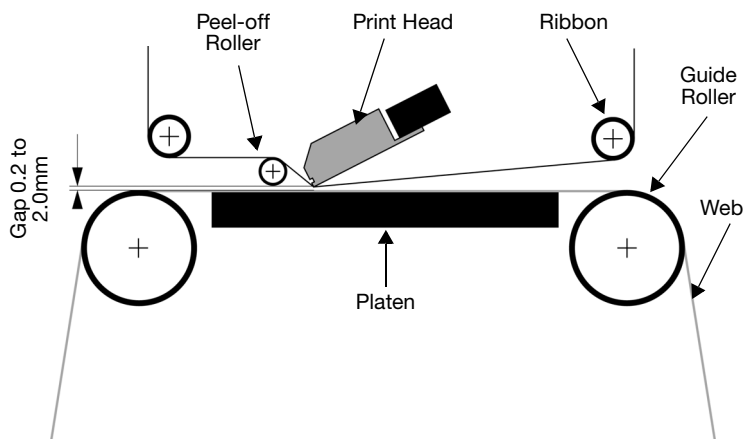
Bracket Mounting - Intermittent Mode (IM)

(4) Set the Print Trigger as required at *Settings > Production Line Setup > Print Trigger.* For more information, See "Print Trigger" on page 17.

(5) Go to *Settings > Production Line Setup > Print Head* and set the Head Position:

   • For CM printers, set the Head Position so that it is above the roller.

   • For IM printers, we recommend that the horizontal print head position is set to 0.

Print Trigger

Go to *Settings* > *Production Line Setup* > *Print Trigger*

This menu changes for CM printers and for IM printers.

Set details of how printing is triggered:

(1) **Trigger By:**

- For CM printers, from the pull-down menu, select the source for the print trigger - External Input, Internal (Distance) (which prints continuously while the print trigger is closed) or Internal Continuous (which prints continuously while a valid message is selected and there are no errors or warnings active).

- For IM printers, the source options for the print trigger are External Input, Internal (Time) or Internal Continuous.

Note: *When using the Internal (Distance / Time) option, the distance / time is set by the extra parameter.*

- When the print trigger is open, voltage is low - when it is closed, voltage is high.

(2) **Active Level:** The default is to start printing when the voltage is rising (i.e., when the contacts are closed). It only triggers when the voltage rises.

(3) **Start on External Trigger:** For IM printers, this setting is available if *Trigger By* is set to Internal (Time).

Test Print, Align and Calibrate

Go to *Settings* > *Production Line Setup* > *Head Functions* and select the desired function.

OPERATION

Start-Up

With the printer connected to the mains power, select the *Power / Reset* button on the front of the printer.

The Printer can be operated via a Compact Touchscreen, Touchscreen, PC or laptop.

From a Compact Touchscreen / Touchscreen:

(1) Connect the Compact Touchscreen to the printer:

- If connection is via a USB, the Compact Touchscreen automatically powers on.
- If connection is via Ethernet, the Compact Touchscreen powers on when the USB power cable is connected.

(2) If the connection is via Ethernet, the Connection screen displays. Either:

- Select the device to connect to, or
- Long-press the device name for details and then select either *Connect* or *Cancel*.

(3) Enter Username and Password if requested, the Home screen will display.

From a PC or laptop:

(1) Launch the Easyprint Web Browser application.

(2) At the Connection screen, either:

- Select the required device to connect to, or
- Long-press the device name for details and then select either Connect or Cancel.

(3) Enter Username and Password if requested - the Home screen will display.

Note: The default Username is 'admin'; the password field is blank.

Shut Down

Disconnect Compact Touchscreen / Touchscreen from Printer

(1) From the *Log In screen*, select *Disconnect*.

From any other screen,

(2) Select 🔒 and then select *Disconnect from printer*.

(3) If a Compact Touchscreen is being used, it will turn off when its power is removed. If it is connected by USB, this will happen automatically when the printer is shut down.
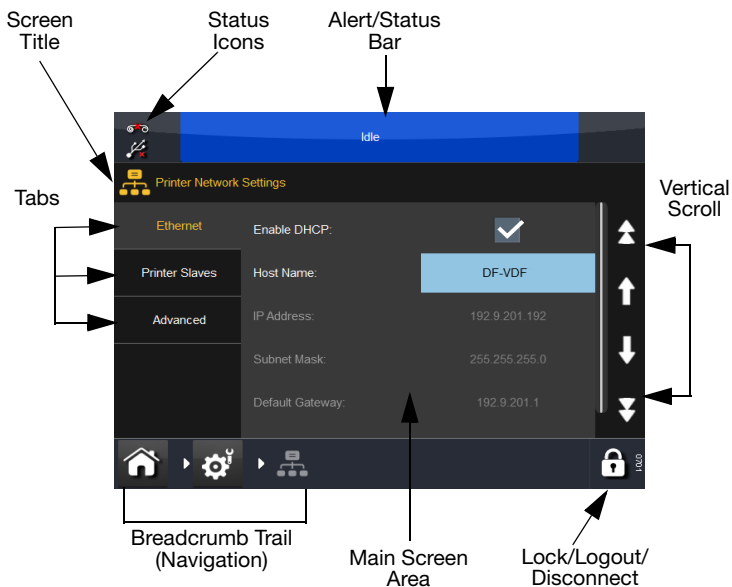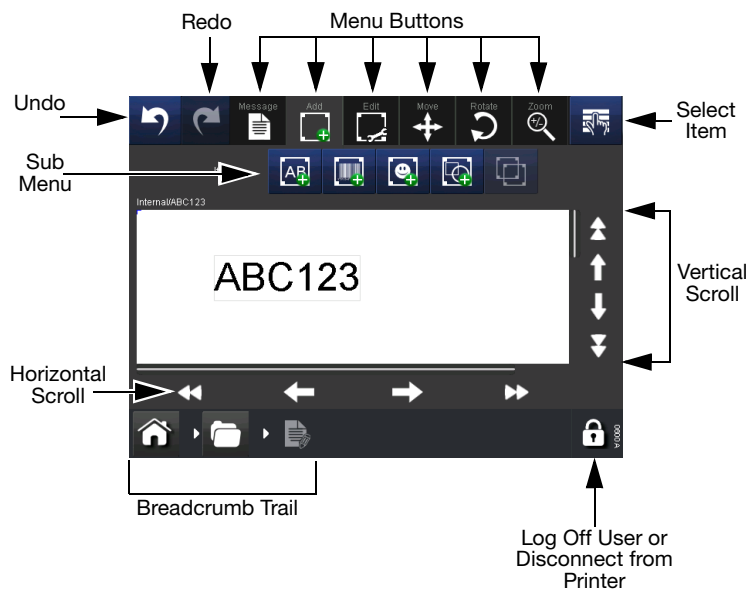
Printer Shut Down

To shut down the printer,

(1) Select and hold the *Reset* button until the LED changes colour,

(2) Release the *Reset* button.

Screen Functions

General

Editor Screen

Redo

Menu Buttons

Undo

Select Item

Sub Menu

Internal/ABC123

ABC123

Vertical Scroll

Horizontal Scroll

Breadcrumb Trail

Log Off User or Disconnect from Printer

Notes: (1) *Long-press can be used on most buttons to view a short description of the button's function.*

(2) *When an icon is greyed out, its function is not available from that screen.*
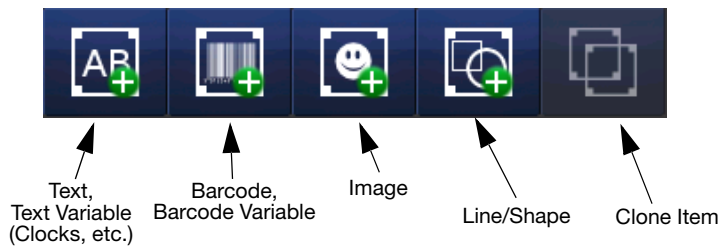
New Message

Select *Messages* > *New Message* to open the Message Editor - note that for new messages, the default menu will be *Add*:
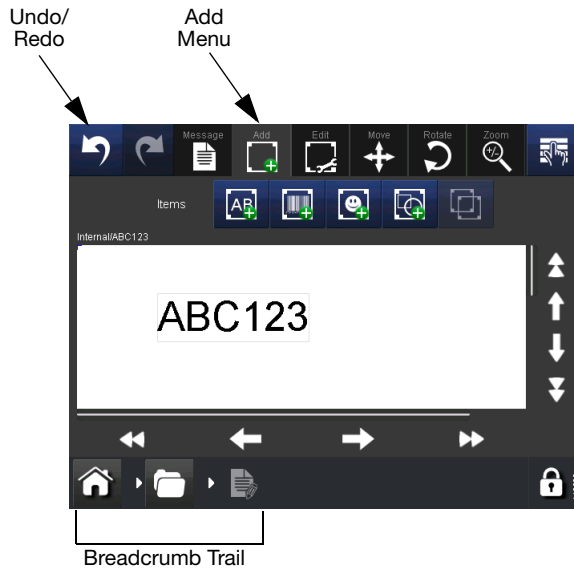
Notes: (1) The Undo/Redo buttons can be used at any stage of the message creation or editing process to undo or redo the previous action.

   (2) To see a brief description of a button, long-press the button.

   (3) It is possible to select the message area to locate the cursor - adding an item will then place the item at the cursor point.

Add

Add various items into the message.

*Items Available to Add into a Message*

For details of the above items, refer to *Product Manual* (Part No. EPT033612), PART 3, 'NEW MESSAGE'.

Save Message

Once the message has been created/changed, select the *Save* button to save the message. Enter the message name required and select the message store if appropriate.

Selecting an Existing Message

At the *Home screen*, select either the message area OR the *Messages* button to open the message store. Select the required message from the list and the following screen will display:
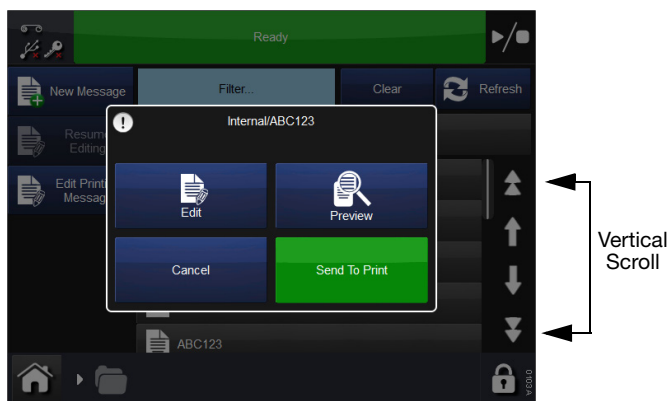
Choose to *Edit, Preview, Send to Print* or *Cancel*.

Changing an Existing Message

To change the selected message, select *Messages,* then open the required message store and select the required message. The screen as shown previously will display, select *Send to Print.* The printer will revert to the *Home screen* and the selected message will be displayed.

Global Print Settings

Print settings and parameters can be set and adjusted. Settings that are likely to be set or adjusted on a day-to-day basis follow. For more detail and settings, refer to *Product Manual* (Part No. EPT033612), 'ADJUSTING PRINTING PARAMETERS'.

Quality

The Quality menu allows the alteration of parameters that will normally affect print quality. Note that other parameters such as Economy can also influence quality.

Contrast -This feature controls the contrast of the print head temperature at which the print head prints. The recommended settings for this are between 80% -100%. The higher this value, the hotter the print head will be when printing. The contrast required is dependent on the type of material being printed on and the type of ribbon used for printing.

Note: When increasing the level of ribbon economy, it is necessary to reduce the Contrast value to compensate for extra friction forces applied on the ribbon during printing. Reducing the Contrast value reduces the heat and prevents the print from being smudged.

Print Head Pressure -Print Head Pressure controls the pressure applied to the print head during printing.

The pressure required is dependent on the type of material being printed on.

The default value is 1.0 bar. This value will need to be reduced if the ribbon economy function is being used and may need to be increased if printing onto rough surfaces such as paper labels.

Note: When increasing the level of ribbon economy, it is necessary to reduce the Print Head Pressure value to compensate for extra friction forces applied on the ribbon during printing. Reducing the Print Head Pressure value reduces the friction forces. If the friction forces are too high, the ribbon will not move under the print head and can cause the ribbon to crease, stick to the substrate or break.

Economy

The Economy menu enables the definition of some of the parameters that have a direct cost savings effect for the print run. All the values entered in this menu will therefore influence the consumption of ink ribbon.

Ribbon Economy -This feature uses the FADING technique, which is one the printer's patented features.

If this feature is set to 0%, the printer will use exactly the same area of ribbon as the area of the actual print, i.e. a 1:1 ratio. By increasing the value of Ribbon Economy, the consumption of ribbon will be reduced, but this will not affect the size of the print.

The higher the value set for Ribbon Economy, the lower the print density.

This feature depends on the type of material being printed on. There are very few cases where the FADING technology cannot be used. It is recommended to experiment with this feature when installing the printer.

The printer and the print head cannot be overloaded in any way by entering high values in this menu, but if increasing the Ribbon Economy, it is recommended that the contrast settings be reduced accordingly, thus increasing the lifetime of the print head.

Position
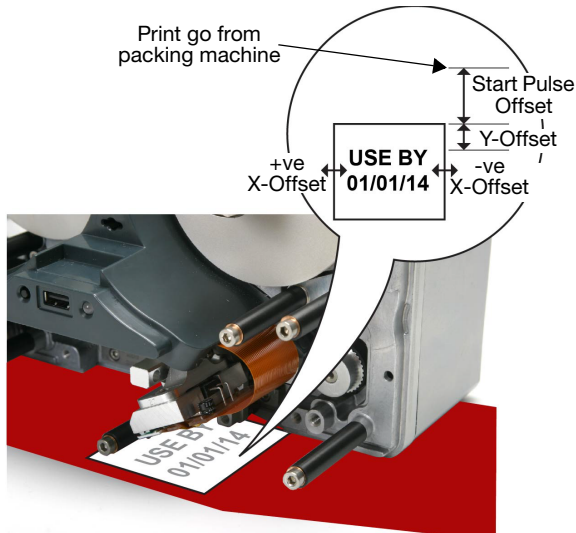
X-Offset -Moves the print position across the print head (the X Axis). By entering a minus value the print will be moved towards the rear of the printer, and entering a positive value will move the print towards the front of the printer.

Note: The width of the print head must not be exceeded.

Y-Offset -This is the gap before the message (the Y Axis), it must take into account the head down time. Generally, this is set prior to installation and should not need adjusting.

Start Pulse Offset -Use the Start Pulse offset to adjust the position of the print along the Y Axis.

This function displaces the print in the Y Axis (adds the offset to the Y Offset), but also allows the printer to receive a start signal from the packing machine "sending signals" in the middle of printing.

Saved With Message

Here the user can save specific settings with a message simply by ticking the feature's tickbox. If the feature is not ticked, the software will use the Global Print Settings.

MAINTENANCE

Common Errors and Acknowledgement

Note: This list is not exhaustive. For the full list of errors, see your Product Manual (Part No. EPT033612).

Error No.	Error Text	Action
6	Label too long	The total print length (Y-offset + label) is longer than the supported print length. Use a lower Y-offset or shorten the label.
11	Speed Too Low	Adjust the minimum line speed setting. For CM printers: Go to Alert Configuration > Ranged Alerts and set the print speed in the range of 10 to 550 mm/s.
12	Y-offset too short	The Y-offset is too short. Some parts of the print out may be missed. Increase the Y-offset or reduce speed.
13	Ribbon Alarm	The ribbon is broken or there is no more ribbon left. Check remaining ribbon. In some scenarios an excessive retraction (or mechanical maladjustment) can cause the unwind dancing arm to touch the ribbon alarm sensor. A ribbon alarm can also be triggered by the ribbon warning sensor. If the ribbon alarm comes in fixed intervals (such as every 5 prints) the ribbon warning sensor may be damaged. Use diagnostics to check ribbon warning and ribbon alarm sensor. Check remaining ribbon.
28	Empty Label	The field contains no data or there are no fields in the label. Redesign the label.
102	Start when printer not ready	The printer has received a start signal while printing. Reduce speed or increase distance between start signals.
111	Start when speed too low	The web speed was not fast enough when the start signal was applied. Make sure the web is running before applying the start signal. Alternatively verify the signal is correct for the application.
1013	IM position error	The print head carrier could not locate home position. Make sure the carrier is not obstructed in its movements. Check the magnets on the carrier (using the sensor test). Check the timing belt.

1018	Head Position error	Set the correct distance of 0.2-2.0mm between the print head and substrate for both CM and IM printers. Adjust the print head by selecting *Settings> Production Line Setup > Print Head > Print Head Height.*
1019	Calibration required	*CAUTION*: *When calibrating, the print head must be able to extend fully, please ensure enough space is allowed to perform this function.* *For CM printers:The print head position parameter must be set to allow this.* *For IM printers:* *The printing surface should be moved from under the printer, if not possible, remove the printer from the bracket.* *CAUTION* *Prior to installing the printer, calibration of the vertical print head movement is required: Go to Settings > Production Line Setup > Head Functions and select the Calibrate.* 1019 error indicates that vertical print head movement requires recalibrating - follow the path above. Note that the print head must be able to extend fully in order to successfully complete the calibration. For CM printers: The head position parameter must be set to allow this. For IM printers: The printing surface should be moved from under the printer. If either of these scenarios is not possible, the printer will need to be removed from the bracket to allow calibration to take place.
1026	Ribbon Warning	The remaining ribbon has reached the limit specified in the *Error/Warning screen*. On the same screen the event is set to cause an error. Check the *Error/Warning screen*. Check the remaining ribbon.

Ribbon Breaks

Problem	Action
Ribbon breaks may be caused by one of the following issues:	Check that the encoder matches the substrate speed correctly, otherwise the ribbon may be dragged out of the printer and eventually break.
	For IM printers:
	Check that the printer is printing whilst the substrate is stationary.
	For CM printers:
	Check that the energy to the print head is not too high.
	When increasing the level of ribbon economy, reduce the Print Head Pressure value setting to compensate for extra friction forces that are applied on the ribbon during printing. Reducing the Print Head Pressure value reduces the friction forces that can cause the ribbon to crease, stick to the substrate or break.

Replacing the Ribbon

WARNING: **Ensure the printer is offline.**

WARNING: **Replace ribbons with care to avoid cutting hands or fingers.**

CAUTIONS: *(1) To ensure good quality print, always clean the print head and capstan before fitting a new ribbon to the printer.*

                      (2) When fitting a new ribbon, ensure loose ribbon is wound up on the rewind spindle to create tension in the ribbon path. If this is not done, the ribbon will not be fed correctly around the guides and rollers in the web path. This will result in poor or no printing.

Setting the Ribbon Type

The ribbon type setting is used to set the optimum print parameters for each ribbon type. This allows for faster set up, better print quality and sets the correct ribbon length.

Note: The default ribbon type is Custom, this allows the ribbon diameter and length to be set manually.

(1) Select *Printer Status > Ribbon > Ribbon Type*.

(2) Choose the correct ribbon type from the list.

# Ribbon Threading Procedure
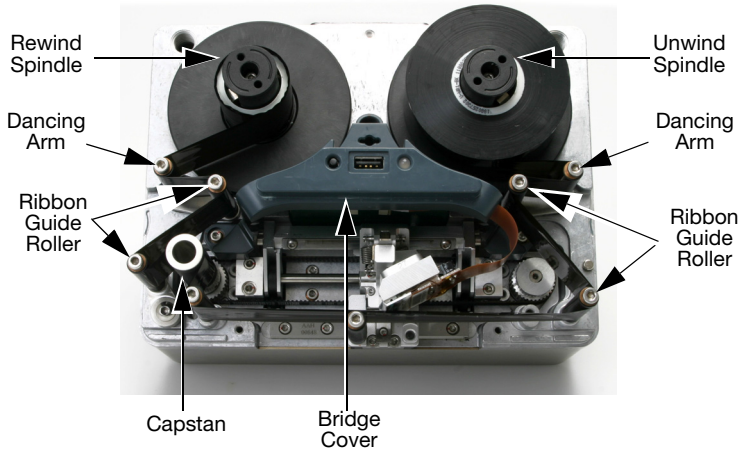
Ribbon-Threading - Right-hand Printer

(1) Rotate the quarter-turn latch anti-clockwise. Gently pull the printer's front cover straight out towards you to remove it.

(2) Fit the new ribbon roll on the unwind spindle and the empty core to the rewind spindle.

(3) Open the dancing arms to aid ribbon threading.

(4) The printer will be set up as either a right-hand printer or a left-hand printer. Referring to the ribbon web path diagram labels on the printer cover or in the following diagrams, determine whether the printer is set up for left-hand or right-hand printing and thread the ribbon accordingly.
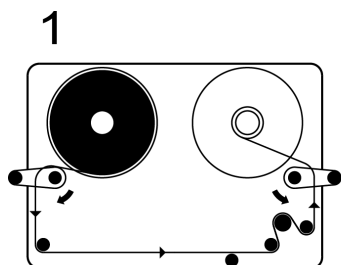
Ribbon Web Path - Left Hand
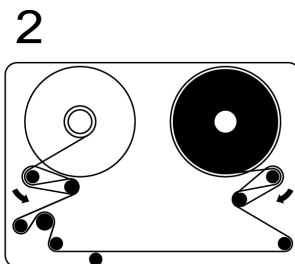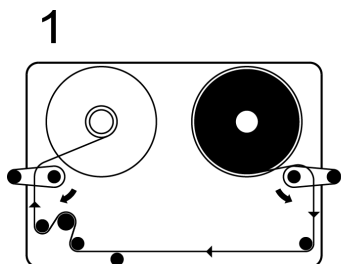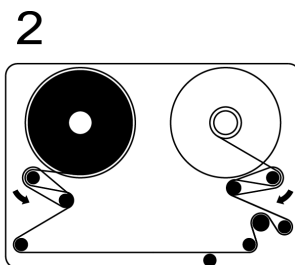
Ribbon Web Path - Right Hand

Note: To change the printer from left hand to right hand - or vice versa -see your Product Manual (Part No. EPT033612), 'Changing Printer Configuration.'

(5) Wrap the ribbon around the empty ribbon core several times, taking up any slack in the ribbon path to complete the operation. Flip the dancing arms back to the closed position.

(6) Fit the cover. Rotate the quarter-turn latch clockwise to lock.

(7) Press the *Reset* button. The printer calibrates.

Cleaning the Print Head

Always use the following parts when cleaning the print head:

- Cleaning Pens - P/N VPR0223
- Cleaning Fluid - P/N WJ-111
- Print Head Cleaning Wipes - P/N MT25215

WARNING: **Power off the printer and allow head to cool before cleaning.**

CAUTIONS: *(1) Always clean a new print head before use.*

(2) Clean the print head only after it is installed in the printer and just before use.

(3) Always clean the print head after replacing the ribbon.
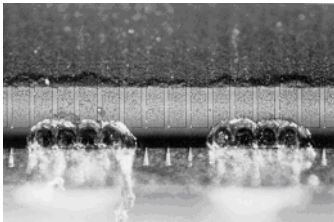
Damaged Print Head

Some of the dots on the print head can get damaged during use. Overheated dots can result in disintegration of the ceramic material as shown in the picture on the left. Follow the instructions below to prevent this and prolong print head life.
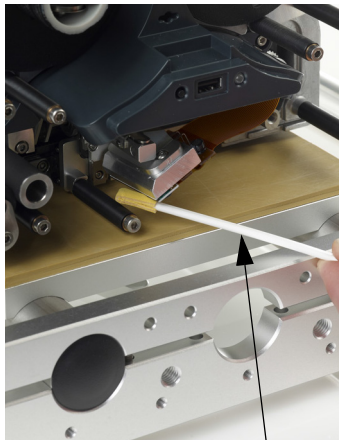

Cleaning Pen Impregnated with Cleaning Fluid

During printing, the print head temperature will increase, and label debris, adhesive and scraps of paper will melt and clog the surface and the corners of the print head. A dirty print head will result in poor print quality or can result in total print head destruction.

Move the cleaning pen from side to side over the print head as shown in these pictures to clean the head.

Note: Do not try to solve the problem of poor quality print by increasing the contrast settings.

Cleaning the Capstan Roller
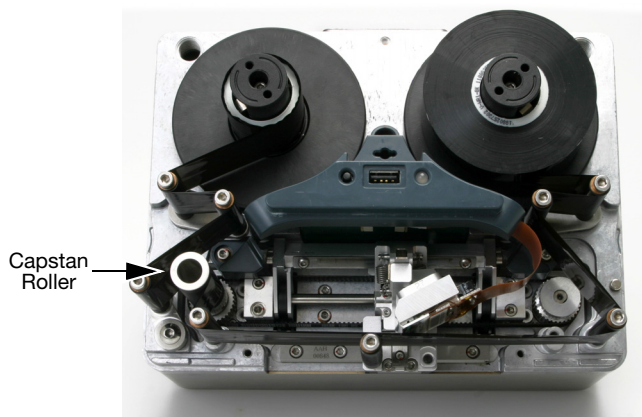
WARNING: **Power off the printer before cleaning.**

Clean the capstan roller daily, using Cleaning Fluid (P/N WJ-111) and Print Head Cleaning Wipes (P/N MT25215).

Maintenance Schedule

The Easyprint Compact printers do not require component replacement as part of a preventative maintenance routine. We recommend regular checks to ensure optimum performance is maintained and to allow any parts requiring future replacement to be identified early.

Frequency	Recommended Actions
Regularly (or if print quality deteriorates)	Check condition and clean Print Head and Rubber capstan roller each time the ribbon is replaced (or at least once per day).
	Check condition of the rubber platen / rubber roller within the printer bracket. the rubber surface must be smooth, flat and free of debris. This should be a weekly check.
	As part of any fault finding routine, check that settings such as 'Contrast' and 'Print Head Pressure' have not been modified in away from the original values. Once set, these settings do not generally need to be changed. Any changes may have been made to compensate for other problems. For example, the contrast or pressure settings may have been set higher to compensate for a print head that needs cleaning.
Every Year	Check condition of the Ribbon guide rollers (including those on the dancing arms). Check that the plastic rollers rotate smoothly.

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THE THERMAL TRANSFER SOLUTION

Easyprint Communicator CM & IM User Documentation

Easyprint A/S has a policy of continuous product improvement, the Company therefore reserves the right to modify the specification contained within this document without notice.

For additional documentation, including other available languages, either scan the QR code, or go to **https://www.easy-print.com/downloads**

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