REV.	ECN NO (变更号).	DESCRIPTION (描述)	APPD (批准).
A0	2025.11.05	正式发行	

Certificate of conformity

Certificate

Warranty card

User Name	
User Phone Number	
Purchase Date	
Product Model	
Product Specifications	
Machine Failure	

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

Technical Parameters

Printing method	Direct Thermal
Resolution	203dpi
Printing instructions	TSPL
Print width	104mm(Max)
Print speed	2~8inch/s(200mm/s)
Overheat protection	Yes
Label detection	Yes
Black mark detection	Yes
Cover detection	Yes
Paper out of paper error	Yes
Communication interface	(Standard) USB, (Optional) USB+Bluetooth
Barcode	CODE128, EAN128, ITF, CODE39, 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, PDF417, Datamatrix
Character Set	(Standard) GB: TSS16.BF2, TSS24.BF2, TSS32.BF2, FONT0 to FONT8 (Optional) GB: TSS24.BF2, FONT0 to FONT8, B1G5: TST24.BF2, Korean: K
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
Paper type	Continuous, Gap, Black mark, Fanfold
Media width	25mm~118mm
Paper roll outer diameter	External paper roll
Media method	Front feed, Tear-off
Input	DC 24V/2.5A
Working environment	Temperature: 5°C-40°C, Humidity: 20%-90%
Storage environment	Temperature: -20°C - 55°C, Humidity: 20%-93%
Atmospheric pressure	86~106/kPa
Product size	180mm×90mm×80mm
Print head life	30km

Troubleshooting

The following table lists common problems encountered by general operators and their solutions. If you have followed our suggestions to troubleshoot the problem and the printer still does not work properly, please contact the customer service department of the manufacturer you purchased the printer from for further assistance.

Problems	Possible factors	Solutions
Error light is off	· The AC power plug and the power supply plug are not properly connected to the printer's socket. · The printer's power switch is not turned on.	· Check the power connector and confirm that the AC outlet and power supply plug are properly connected to the printer. · Turn on the power switch
Power light is off	· The print head holder is not closed	· Please close the print head holder
	· Label paper is exhausted · Label installation incorrect · Gap sensor detection incorrect	· When installing new labels, please follow the label installation steps and reinstall them. · Adjust the specifications and print.
	· There may be label paper stuck inside the printer	· Clean the inside of the printer
Wrinkle problem	· Uneven print head pressure · Incorrect label loading · Incorrect print density · Incorrect label feeding	· Please set the appropriate label print density. · Please adjust the label width adjuster to suit the label width.
Poor print quality	· Improper label loading · Dust or adhesive buildup on the print head · Improper print density settings · Print head damage	· Reinstall consumables · Clean the print head · Clean the rubber roller · Adjust the printer's print density and speed · Print a self-test to determine if the print head is damaged. If so, return the printer to the factory for replacement. · Replace appropriate label stock. Labels thicker than 0.22mm may result in reduced print quality. · Confirm that the print head bracket is fully closed.
When paper skips during printing	· The label size is incorrect or incomplete. ·The label sensor is covered by foreign matter, causing incorrect detection.	· The label size is incorrect or incomplete. ·The label sensor is covered by foreign matter, causing incorrect detection.
Printed content on both sides is missing	· The label size is incorrect ·The maximum print width has been exceeded	· Set the correct label size · Use a paper roll within the maximum width
Gray lines appear on black labels	· The print head is dirty ·The rubber roller is dirty	· Clean the print head. ·Clean the rubber roller.
Printing is not working or printing is incorrect	· The printer is in HexDump mode · Serial communication (RS-232) settings are incorrect	· Turn the printer off and on again to exit Hex Dump mode · Reset the baud rate of the printer to match that of the computer

Note:
The product nameplate is affixed to the bottom of the printer, please pay attention to the real-time information!

Warranty Terms

Warranty scope and duration

1. The warranty covers only product failures caused by defective materials or workmanship.
2. The warranty period begins on the date of purchase (based on the purchase invoice). If the customer cannot provide an invoice, the warranty period begins on the date the product leaves the factory.
3. Warranty Period:
a. Printer: One year.
b. Warranty period for the first six months of printing or 30,000 meters of printing, whichever comes first.
c. Cutter: Six months.

Warranty Service Principles

1. Products within the warranty period and covered by the warranty will be repaired free of charge.
2. The warranty card must be presented when making a repair request.
3. Repair services outside the warranty period or not covered by the warranty will be charged according to the standard fees.
4. The warranty will be invalid if the product is disassembled or repaired without technical support.
5. The product must be packaged in its original packaging or in a sufficiently protective packaging. Damage to the shipping packaging is not covered by the warranty.

Non-warranty terms

1. The warranty card is missing or has been altered.
2. The printer is damaged due to failure to maintain the printer according to the user manual.
3. The printer is damaged due to water or foreign objects.
4. The print head is damaged due to the use of printing media that exceeds the specified thickness.
5. The print head is damaged due to the use of inferior consumables.
6. Damage caused by improper operating environment or force majeure.
7. The printer is used for purposes beyond its intended use.
8. Damage caused by repairs not performed by Jiabo 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

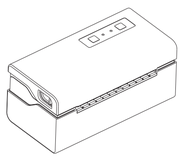
This table is made in compliance with SJ/T11364 regulations.
O: Indicates that this toxic or hazardous substances contained in all the homogeneous materials for this part, according to GB/T26572 is within the limit requirement.
X: Indicates that this toxic or hazardous substances contained in all the 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 is a Class A product. Operation of this equipment in a residential environment may cause radio interference.
Warning: There are sharp edges, do not touch.
Warning: Hot parts! Touching these parts may burn your fingers. Wait half an hour after turning off the power before touching the parts.

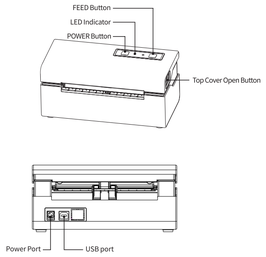
Quick Installation Guide



4 inch Thermal Barcode Printer

Product View

LED Indicator Description: · ON LINE Power Light · ERROR Error Light



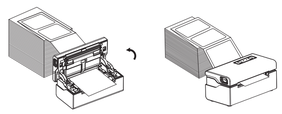
This device includes the model approval code: CMIITID: 24J4470B1747

Note:
The printer's transmission interface and appearance shown in the image may vary depending on the model you purchased. Please refer to the actual product for details.

Installing Paper

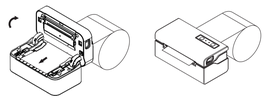
1. Lift the top cover and load paper into the printer through the label inlet.
2. Leave 1cm outside the paper outlet and close the printer cover.

Follow the steps to install the paper roll



Waybill/Label

Paper roll



Note:
With the cover closed, paper can be loaded directly through the label inlet and the printer will automatic paper suction.

- Specifications, accessories, parts, and procedures are subject to actual machine and are subject to change without prior notice.

General button function

Printer power on and off
Power on: Press and hold the [Power button] for 3 seconds, beep 1 time, the power (blue) light will turn on, and the printer will turn on.
Shutdown: When the printer is turned on, press and hold the [Power button] for 3 seconds, the power indicator light goes out and the printer shuts down.
Paper Feed
When the printer is ready (blue light is on), press the [Feed] button and the label paper will be fed to the front of the next label.
Pause
When the printer is printing continuously, press the [Pause] button to pause printing. The power indicator light flashes blue. Then press the button again to resume normal printing.
Label Learning
Printer in standby mode, confirm that the printer has loaded paper and closed the printer cover. Press and hold the [Feed Button] for 6 seconds.
After a beep, the printer automatically starts label learning.
Cancel Label Learning
Printe in standby mode, press and hold the [Feed Button] for >9s, the blue light (power light) and the red light (error light) flash 3 times together (flashing frequency interval 0.5s), and beep 1 time, and the printer will return to the state before learning.
Power-on function
This printer has six power-on functions that can be used to configure or test the printer's hardware. These functions are activated by simultaneously pressing and holding the buttons and then releasing them when the light signals them.

Please follow the steps below to enable the power-on function.

1. Power-On Self-Test
A. Power on the printer normally.
B. Confirm that paper is loaded and close the printer cover.
C. Press and hold the paper [Feed Button] for 3 seconds. After a beep, release the button. The printer will print a self-test page.

2. Printer Initialization
A. Turn off the printer.
B. Press and hold the [Power Button] until the blue and red lights on. Wait 5 seconds for the blue light to turn off and the red light on. After another 5 seconds, release the [Power Button]. The printer will complete the factory reset.

LED Indicator Description

LED Indicator Status	Description
(Power Light) Solid Blue	Printer normal
(Power Light) Flashing Blue	Printer paused
(Error Light) Flashing Red Once	Printer cover open
(Error Light) Flashing Red Two	Printer out of paper
(Error Light) Flashing Red Three	Gap/black mark mode error
(Power Light) Blue and (Error Light) Red Flashing	Printer overheated

Beeper Function Description

Beeper Status	Description
After setting, beep once	Label Learning Function
	Cancel Label Learning Function
	Power On/Print Self-Test Page
	Restore Default Factory Settings (Printer Initialization)
Red light (Error) flashes: 1 time Beeps: 1 time	Printer cover open
Red light (Error) flashes: 2 times Beeps: 2 times	Printer out of paper
Blue light (Power) and Red light (Error) flashes: 2 times, Beeps: 2 times	Printer overheated

After-Sales Service

Scan the QR code or log in to the official website to download the driver.

4 inch Thermal Barcode Printer

规格	690×140mm（展开尺寸），115×140mm（折合尺寸）		
印刷颜色	黑色	备注	6 折页（凤琴折）

scale (比例): 1:1	Model (产品型号): GP-420D系列	Gprinter 佳博® Zhuhai Howbest Label Printer CO., LTD.	
unit (单位): mm	Part Name (零件名称): 说明书-中性英文	APPD (批准):	
material (材料): 105g 双铜版纸		CHKD (审核):	
Q'TY (数量): 1	Part NO (零件编号): 1.27.00.00416	DR (制作): 李芷琦 2025/11/05	
		Sheet (纸张): 1/1	Rev (版本号): A0

FCC Caution.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device , pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

-Reorient or relocate the receiving antenna.

-Increase the separation between the equipment and receiver.

-Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.-Consult the dealer or an experienced radio/TV technician for help.

***RF warning for Mobile device:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator & your body.