After-Sales Service

(1) This product comes with a one-year warranty. During the warranty period, you are entitled to various maintenance and repair services for the unit free of charge (print head: 6 months or a print length of 30,000 meters, whichever comes first; cutter: 6-month warranty).
(2) The following cases are not covered under warranty and will require a repair fee:

- Expiry of the warranty period.
- Damage caused by modifications or repairs performed by the user or unauthorized service centers.
- Damage resulting from failure to use, maintain, or service the product in accordance with the user manual.

(3) In case of product malfunction or damage, please fill out this warranty card correctly and in detail, and present it to the after-sales service staff during the warranty claim.
(4) If you encounter any issues during the service process, please contact our company promptly.

Product Warranty Card / Certificate

Customer Name	
Phone Number	
Purchase Date	
Product Model	
Specifications	
Malfunction Description	

Certificate

User Manual

Thermal Portable Printer

- The images in this manual are for reference only. Please refer to the actual product included in the package.
- Please read this user manual carefully before using the product and keep it for future reference.
- Product Standards: GB 17625.1-2022, GB 4943.1-2022, GB/T 9254.1-2021 (Class A)

Resource Acquisition

Editing Software Download:
Visit the Download Center on our official website to obtain the corresponding software.
Product specifications, accessories, parts, and program content are subject to the physical product. For detailed parameters, please visit the official website , go to the "Product Center", and search for the corresponding model. Note that specifications are subject to change without prior notice.
The product nameplate is planned to be attached to the bottom of the machine.
Please pay attention to the real-time information!

Frequently Asked Questions

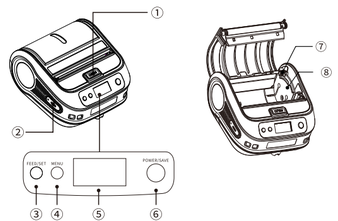
(1) The printer does not detect paper?
A: The print mechanism sensor may be dirty. Please clean the sensor with a soft brush. If the issue persists after cleaning, contact after-sales support.

(2) The printout is unclear?
A: Determine if the entire print area is unclear or only a part. If the entire area is unclear, the thermal paper quality may not meet standards. If only a part is unclear, the print head may be dirty. Please clean the thermal element of the print head with a cotton cloth dipped in alcohol. If the print remains unclear after cleaning, contact after-sales support.

(3) Unable to connect via Bluetooth?
A: Restart your phone's Bluetooth and re-enter the application software to connect to the Bluetooth printer.

Product Introduction

The illustration uses a specific model as an example for demonstration purposes.



① Cover Release Button
② USB Port
③ Feed/Setup Button
④ Menu Button
⑤ Display Screen
⑥ Power/Save Button
⑦ Paper Guide Lock
⑧ Paper Guide

Note:
The transmission interfaces and appearance of the printer shown in the picture may vary depending on the specific model you purchased. Please refer to the actual product for the correct interfaces and appearance.

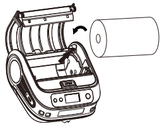
Paper Roll Installation

Illustrated using one model as an example:
(1) Press the cover release button and lift the top cover upward.
(2) Load the paper roll. Adjust its position to fit the roll size, then push the LOCK knob on the adjustable paper guide to secure it in place.
(3) Pull out a section of paper along the direction indicated by the icon, feed it outside the printer body, and close the cover.
(4) After printing is complete, tear the paper off by pulling it forward.

(1)



(2)



(3)



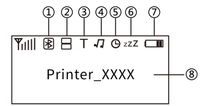
(4)



This device contains radio transmission modules with the following CMIIT IDs (respectively):
CMIIT ID: 2AJ4470BH656, 2AJ4470BW373.
The specific modules installed may vary depending on the actual product.

Screen Indicators

Illustrated using one model as an example:



① Bluetooth Connection Status: : Inverted (white) display indicates that Bluetooth is connected.
② Paper Type: Continuous Paper, Black Mark Paper, Gap Paper
③ Command Set: T: TSPL Command, C: CPCL Command
④ Beeper: Whether to enable the buzzer.
⑤ Auto Power Off: Whether to enable automatic shutdown.
⑥ Screen Sleep: Whether to enable screen sleep mode.
⑦ Battery Level & Charging Status
Low Battery Icon: Indicates low battery level; please charge promptly.
Charging Icon: Indicates USB charging is connected and displays the progress bar.
⑧ Current Printer Bluetooth Name
Android Phones: Please select Printer-XXXX from the Bluetooth list.
Apple Phones & Mini Programs: Please select from the Bluetooth list: Printer-XXXX_BLE or Printer-XXXX_IOS

Button Functions

Power On: Press and hold the【Power/Save Button】for 2 seconds, then release to turn on the device.
Power Off: Press the【Power/Save Button】until the display screen turns black, then release to power off the device.

Command Switching Function

Illustrated using one model as an example:

Function	Operation Instructions
SETTING 1/12 Selftest < OFF >	Long press the Menu Button to enter the menu → Click the Menu Button to switch to Print Self-test Page → Click the Setup Button → Click the Save Button
SETTING 2/12 Density < 3 >	Long press the Menu Button to enter the menu → Click the Menu Button to switch to Print Density → Click the Setup Button → Click the Save Button
SETTING 3/12 Paper < Continue >	Long press the Menu Button to enter the menu → Click the Menu Button to switch to Paper Type → Click the Setup Button → Click the Save Button
SETTING 4/12 Label Learn < OFF >	Long press the Menu Button to enter the menu → Click the Menu Button to switch to Label Learn → Click the Setup Button → Click the Save Button
SETTING 5/12 Auto Feed < Quality >	Long press the Menu Button to enter the menu → Click the Menu Button to switch to Auto Feed → Click the Setup Button → Click the Save Button
SETTING 6/12 Command < TSPL >	Long press the Menu Button to enter the menu → Click the Menu Button to switch to Command Set → Click the Setup Button → Click the Save Button
SETTING 7/12 Mode < Quality >	Long press the Menu Button to enter the menu → Click the Menu Button to switch to Print Mode → Click the Setup Button → Click the Save Button
SETTING 8/12 Beeper < ON >	Long press the Menu Button to enter the menu → Click the Menu Button to switch to Beeper → Click the Setup Button → Click the Save Button

功能	操作说明
SETTING 9/12 Sleep < 30s >	Long press the Menu Button to enter the menu → Click the Menu Button to switch to Screen Sleep → Click the Setup Button → Click the Save Button
SETTING 10/12 Shutdown < 10m >	Long press the Menu Button to enter the menu → Click the Menu Button to switch to Auto Power Off → Click the Setup Button → Click the Save Button
SETTING 11/12 Language < English >	Long press the Menu Button to enter the menu → Click the Menu Button to switch to Language → Click the Setup Button → Click the Save Button
SETTING 12/12 Restore < OFF >	Long press the Menu Button to enter the menu → Click the Menu Button to switch to Restore Factory Settings → Click the Setup Button → Click the Save Button

Important Notes

Precautions for Using the Printer

(1) Do not disassemble the printer by yourself. Please read this manual carefully before use.
(2) Do not open the paper compartment cover while the printer is printing, as this may lead to unpredictable situations or even damage the printer.
(3) After printing, the print head remains at a high temperature. Do not touch it to avoid burns.
(4) To ensure print quality and extend the product's service life, it is recommended to use there commended or equivalent quality thermal paper.
(5) Prevent water or conductive substances (e.g., metal) from entering the printer interior. In case this occurs, immediately turn off the power.
(6) Always ensure the power is switched off during routine printer maintenance.
(7) Do not use tools like tweezers to scratch the surfaces of the print head, print platen roller, or sensors.
(8) Do not operate the printer without paper, as this can severely damage the print platen roller and the thermal print head.
(9) If storing the printer for an extended period, charge the battery to at least two bars and remove it for separate storage.

Precautions for Lithium Battery Use

(1) Do not disassemble or replace the battery yourself. Replacement must be performed using a battery of identical specification. Using an incorrect battery type poses a risk of explosion.
(2) Disposing of the battery pack in fire or a heated oven, or subjecting it to mechanical crushing or cutting, may result in explosion.
(3) Storing the battery pack in extremely high-temperature environments, or exposing it to extremely low air pressure, may lead to explosion or leakage of flammable liquid or gas.
(4) Disposal and recycling of used batteries must comply with applicable regulations.

Printer Cleaning

(1) Clean the print head promptly if the printer exhibits any of the following conditions:

- Unclear printing;
- Unclear printing in a specific vertical column on the page;
- Excessive noise during paper feeding.

(2) Print Head Cleaning Procedure:

- Turn off the printer power, open the upper cover, and remove any paper if present.
- If printing has just finished, wait for the print head to cool down completely.
- Use a cotton swab dipped in alcohol (concentration ⩾75%) to wipe away dust and stains from the surface of the print head's thermal element.
- After the alcohol has completely evaporated, close the upper cover and perform a test print.

Restriction of Hazardous Substances in Electrical and Electronic Products

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

Component Name	Toxic or Hazardous Substance/Element					
	Pb	Hg	Cd	Cr6+	PBB	PBDE
Power Supply / Electrical Components	×	○	○	○	○	○
Print Head	×	○	○	○	○	○
Metal Parts	×	○	○	○	○	○
Mainboard	×	○	○	○	○	○
Cables	×	○	○	○	○	○
Packaging Materials & Accessories	○	○	○	○	○	○

This table is prepared in accordance with the provisions of SJ/T 11364.
O: Indicates that the content of the hazardous substance in all homogeneous materials of this component is below the limit specified in GB/T 26572-2011.
×: Indicates that the content of the hazardous substance exceeds the limit specified in GB/T 26572-2011 in at least one homogeneous material of this component.

2. Mark for Restriction of Hazardous Substances in Electrical and Electronic Products:

All electrical and electronic products sold within the People's Republic of China must bear this mark. The number inside the mark indicates the Environmental Protection Use Period of the product under normal operating conditions.

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

WARNING: Sharp edges. Do not touch.

WARNING: Hot components! Contact with these components may cause burns. Wait at least half an hour after turning off the power before touching components.

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 Portable device:**
The device has been evaluated to meet general RF exposure requirement. The device can be used in portable exposure condition without restriction.