

USER'S GUIDE



K-Sun®

READ THIS GUIDE CAREFULLY TO SAFELY USE YOUR PRINTER.

Use this guide to help you with problems or concerns.

If you require further assistance, contact K-Sun® Corporation Customer Support Center.

www.ksun.com/support • support@ksun.com • 800-622-6312x210

DECLARATION of CONFORMITY

According to 47CFR, Part 2 and 15

Class B Personal Computers and Peripherals; and/or

CPU Boards and Power Supplies used with Class B Personal Computers:

We : K-SUN® Corporation

Located at : 370 SMC Drive PO Box 309 Somerset WI 54025, USA

Tel : 715-247-4440

Declare under sole responsibility that the product identified herein, complies with 47CFR Part 2 and 15 of the FCC rules as a Class B digital device. Each product marketed, is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47CFR §2.909 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.

Trade Name : K-SUN

Type of Product : Label Printer

Model : PEARLabel 400iXL

FCC COMPLIANCE STATEMENT: For United States Users

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 interference to radio and 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.

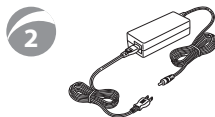
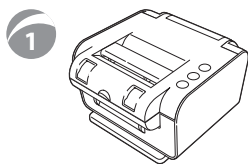
WARNING

The connection of a non-shielded equipment interface cable to this equipment will invalidate the FCC Certification or Declaration of this device and may cause interference levels which exceed the limits established by the FCC for this equipment. It is the responsibility of the user to obtain and use a shielded equipment interface cable with this device. If this equipment has more than one interface connector, do not leave cables connected to unused interfaces. Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.

For Canadian Users

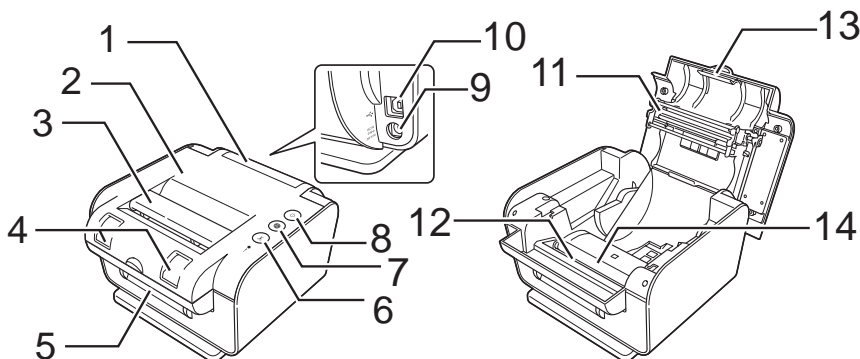
CAN ICES -3(B)/NMB-3(B)

INCLUDED ITEMS



- | | |
|---------------------------|--|
| 1. Printer | 5. MaxiLabel® Pro Ver 5.0 CD Rom |
| 2. Adapter | 6. MaxiLabel® Pro Ver 5.0 Manual on CD Rom |
| 3. USB Cable | 7. User Guide, Warranty Card |
| 4. Label Application Tool | |

PART NAMES



- | | |
|-----------------------------|----------------------------|
| 1. Tape confirmation window | 8. Power button/Power lamp |
| 2. Top cover | 9. Power socket |
| 3. Open Lever | 10. USB connector |
| 4. Ribbon cartridge window | 11. Printhead |
| 5. Tape outlet slot | 12. Tape inlet slot |
| 6. Cut button | 13. Securing hook |
| 7. Feed Button | 14. Platen roller |

SPECIFICATIONS

Body

Dimensions	Approx. 210 (W) x 290 (D) x 140 (H) (mm) 8.3 (W) x 11.4 (D) x 5.5 (H) (inches)
Weight:	Approx 2.0 kg (excluding cartridges) 4.4 lb

Usage Conditions

Operating Temperature	10 to 35 degrees C, 50 to 90 degrees F
Storage Temperature	-10 to 55 degrees C, 14 to 131 degrees F

AC Adapter

Manufacturer/Type	K-Sun® Corporation AST2437Y1-1
Manufacturer/Type	Seiko Epson Corporation AST2437Z1-1
Input	AC 100-240V, 1.6A, 50-60Hz (dedicated adapter, power cable only)
Output	DC 24V, 3.75A
Total output power	90 W

Power Savings

Printer shuts off	If no operation in 8 hours. To resume: Press Power Button
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SAFETY INSTRUCTIONS

For your safety, read the attached documents carefully to use this printer correctly. After you have read all instructions, keep this guide handy for future reference and to make your concerns clear. Items below indicate safety precautions to protect users, their surroundings and their property from possible injury or damage. Precautionary notations are categorized as follows according to personal injury and damage to the equipment if misused.

WARNING

This symbol indicates information, which, if ignored, could possibly result in serious personal injury or even death due to incorrect handling.

CAUTION

This symbol indicates information, which, if ignored, could possibly result in serious personal injury or even death due to incorrect handling.

The following describes the meaning of each symbol used in the precautions:



This indicates important reminder



This indicates a prohibited item



This indicates a mandatory procedure



WARNING

When handling the auto cutter



Do not touch the tape outlet slot (where the labels come out) during printing or when the auto cutter is in operation, otherwise there is a risk of injury.



Do not use or store the printer, AC adapter, power cable, USB cable, tape or ribbon cartridges in the following places:

- In direct sunlight
- Where it may become extremely hot such as a vehicle with windows closed, near a heater or an exhaust duct of an air conditioner.
- Where the printer may get wet due to a shower or rain such as in a bathroom or outdoors.
- In a dusty place or where the printer may be exposed to smoke or steam such as near the kitchen or the humidifier.
- On an unstable place such as a shaky table or an inclined plane.
- Where it might be subjected to vibration or shock.
- Near high voltage power lines or something that generates a magnetic field.

NOTICE - *Packaging*



Keep the plastic bags used to contain the printer or this manual out of reach of children. Children may suffocate if they swallow them or put their heads into the bags.



Do not touch the plug during thunderstorms.

RECYCLE cardboard and packaging based on local regulations.
Thank you!



CAUTION

When using the AC Adapter

- ⊘ Do not use the AC adapter in a small, confined space, or cover with a cloth, otherwise the adapter may overheat and deteriorate.

When using this printer

- ⊘ Do not stand on the printer or place it on an unstable place such as a shaky table or on an incline. The printer may fall and cause injury.

- ⚠ Before cleaning, make sure to unplug the AC adapter from the outlet.

- ⊘ Do not use a moistened cloth or solvents such as alcohol thinner or benzene.

Other

- ⊘ The supplied CDs are data CD-ROM for computers. Do not play in an audio CD player. Otherwise a very loud sound may be emitted causing risk to both your hearing and your audio equipment.

- ⚠ Be careful of continuous use of the printer, which may cause eye fatigue.





Take care not to cut your fingers when cutting the label with scissors.

Do not attach label on human bodies, living things, public facilities or other people's belongings.




WARNING

When using the AC Adapter and Power Cable

-  Do not use any AC adapter or power cable other than the dedicated AC adapter or power cable. Do not use the AC adapter with other than the specified voltage. Otherwise, damage, overheating, fire or electric shock may occur.
-  Take the following precautions when handling the AC adapter and power cable.
 - Make sure to avoid octopus wiring.
 - Make sure the plug is not dusty before inserting it into an outlet.
 - Inset the plug firmly into the outlet.
 - Do not hold the plug with wet hands.
 - Do not pull the power cable when disconnecting the plug. Be sure to hold the plug when disconnecting.
 - Do not make any modifications to the AC adapter or power cable.
 - Do not apply strong shocks to or put a heavy object on the AC adapter or power cable.
 - Do not bend or twist the AC adapter or power cable forcibly.
 - Do not place the AC adapter or power cable near a heater.
-  Do not use any damaged AC adapter or power cable. Otherwise, damage, overheating or smoking may occur, which may result in fire or electric shock.
-  Do not touch the plug during thunderstorms.

When using this printer

-  Do not apply any strong force or shocks to the printer such as standing on, dropping or hitting it. Otherwise, the printer may break which may result in fire or electric shock. If it is damaged turn off the power immediately, unplug the AC adapter and then contact K-Sun® customer support center. Continuous use may result in fire or electric shock.

CONTINUED





Take care not to spill any beverages such as tea, coffee or juice onto the printer, or to spray aerosol insecticide. It may cause malfunction, fire, or electric shock. If any liquid has been spilled on the printer, turn off the power, unplug the AC adapter immediately and then contact the K-Sun® customer support center. Continuous use may result in fire or electric shock.



Do not touch the printhead because it becomes very hot. There is a risk of burns.



Do not attempt to disassemble or modify the printer. Doing so may result in fire or electric shock. Always use the printer as instructed in this guide, otherwise damage or injury may occur.



Do not disconnect the AC adapter and USB cable from printer without first turning off the printer with the power button, otherwise the printer may malfunction.



If these problems occur, turn off immediately, unplug the AC adapter and then contact K-Sun® customer support center.

- If smoke, strange odors or unexpected noises come from printer.
- If liquid or foreign objects get inside the printer.
- If the printer has been dropped or damaged.

Handling tape and ribbon cartridges

- Do not drop them or disassemble them. Doing so may cause damage.
- Do not pull or push in the tape protruding from the tape outlet slot. Doing so may damage the printer.
- Store the cartridges in a cool dark place away from direct sunlight, heat, moisture and dust.
- After unpacking, use the cartridges as soon as possible.

Using printed labels

- Carefully check the suitability of the label for the intended purpose before use. K-Sun® Corporation takes no responsibility for any damage or loss.

Cleaning Printhead and Platen Roller

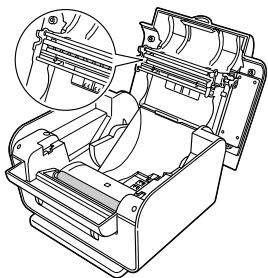
CAUTION

Before you start cleaning, turn off the power and unplug the AC adapter.



EXTERIOR: Wipe the dirt off with a soft cloth, if very dirty, use a cloth wrung out of water to clean.

Do not use chemicals or solvents such as benzene, thinner or acetone. Do not use a chemical duster.

PRINTHEAD: Clean with a cotton swab.

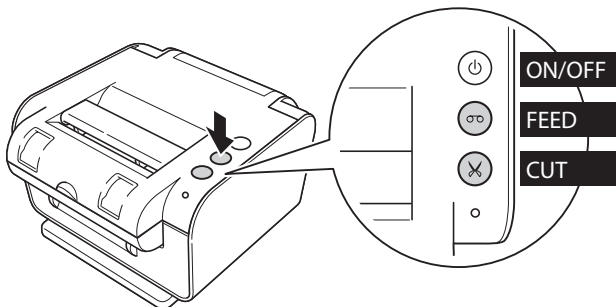


PLATEN ROLLER:

1. Open the top cover
2. While holding down the **FEED** button  press **ON** button 
3. After the roller stops, unplug the AC adapter.
4. Clean the roller.

Troubleshooting

Checking the status of indicator lamp lights



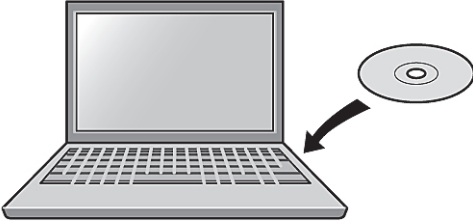
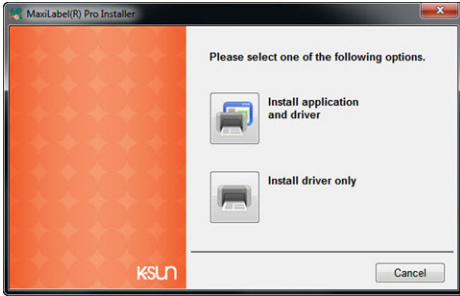
Lamp Status			
ON	OFF	OFF	The power is ON and the printer is ready to operate
ON	ON	OFF	The printing is feeding or printing
ON	OFF	ON	The printing is cutting
ON-Blink	OFF	OFF	Error status Message on Computer Screen: Follow Instructions
ON-Blink	OFF	OFF	Error Status: No Message Appears on Computer Screen Physical Printer Problem: Turn off the printer and check to make sure the tape, ribbon and cover are all secure. If error remains, unplug the adapter and reconnect. If error continues contact K-Sun® Corporation Customer Support Center.
OFF			The Power is OFF. Check the adapter connection and turn on the power.
OFF	ON	ON	Supply ribbon or supply cartridge have run out of supply.

Problems and Solutions


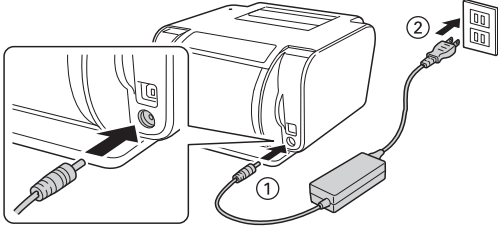
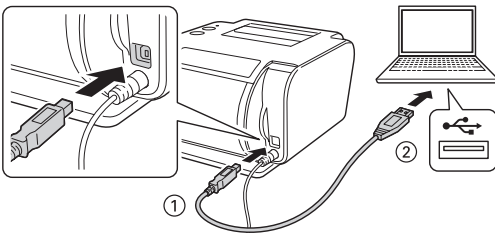

Problem	Solution
<p>Printer does not work if a print job is sent.</p> <p>Is there a message on computer screen? Follow instructions.</p> <p>Is the printer driver installed? Install the printer driver. (see MaxiLabel® Pro 5.0 installation instructions.)</p> <p>Is the printer correctly connected to the computer? Check the USB cable connection.</p> <p>Is the AC adapter connected? Check the AC adapter connection.</p> <p>Was the correct printer selected when sending print job to printer? Check for correct printer.</p>	
<p>Characters missing or faint.</p> <p>Is the printhead or platen roller dirty. Clean the printhead and or the platen roller. (see Cleaning instructions)</p>	
<p>The label is not automatically cut.</p> <p>The label is not automatically cut. Is “don’t cut” selected? Check printer driver settings.</p>	
<p>Is the cutter blade worn?</p>	<p>The cutter blade can eventually become dull and worn. If this happens contact K-Sun® Corporation customer service center.</p>
<p>Tape cartridge cannot be removed.</p>	<p>Did you turn the power off during cutting? If the printer is turned off by opening the top cover or unplugging the AC adapter during cutting, the tape will get stuck on the cutter and the cartridge may become irremovable. In this case, close the top cover, then turn the printer back on and wait until it stops operating. Then turn it off again and remove the tape cartridge.</p>
<p>Unable to attach labels.</p>	<p>Did you peel off the backing (liner)? Peel off the liner before attaching label.</p> <p>Are you attaching to a dirty or rough surface? The label may not adhere in these conditions. Is it a long label? Use the Label Application Tool.</p>

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Problem	Solution
Tape has jammed.	<p>Is the tape wrapped around the platen roller? Open the top cover and remove the tape cartridge. If the cartridge cannot be removed.</p> <ol style="list-style-type: none"> 1. Press and hold ⏻ and ⏹ until the roller turns in reverse. 2. Remove the tape from the roller. <p>If you cannot remove the entire tape at once, go back to step 1 and try again until the tape is removed.</p>
Before use Install Ribbon and Tape pg 15-16	
Connecting to your computer	
<p>⚠ Make sure to install software and the printer driver onto your computer first. Then connect the printer to your computer.</p>	
1 Insert the MaxiLabel® Pro Ver 5.0 CD-ROM	
2 Click [Install application and driver]	
3 Click [Agree] on the software license agreement screen. Follow the on-screen instructions to install software. Printer driver is installed after software installation.	

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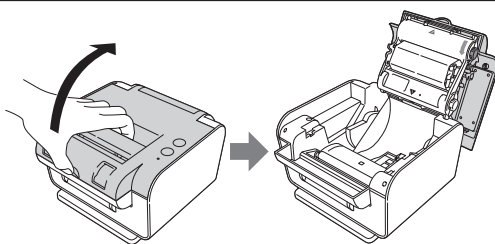
<p>4 Select your printer, and click [Next]. If a security confirmation screen appears, click a button to install.</p>	
<p>5 Connect the AC Adapter. ⚠ Make sure to use the dedicated AC adapter K-Sun® Corporation model: AST2437Y1-1 or Seiko Epson Corporation model: AST2437Z1-1</p>	
<p>6 Connect the printer to your computer with the supplied USB cable.</p>	
<p>⚠ (Do not use USB hub.)</p>	
<p>7 Press  to turn on the power.</p>	
<p>8 When the completion message appears, click [Finish].</p>	
<p>THIS IS THE END OF THE INSTALLATION PROCESS</p>	

If you have installed MaxiLabel® Pro Ver 5.0 on Windows® 8.0 and then upgrade to Windows® 8.1 you will need to reinstall the drivers. Unplug USB from printer. Insert your CD into the drive and run setup.exe. Choose Modify, Install driver only. Follow instructions on screen to complete the driver install process.

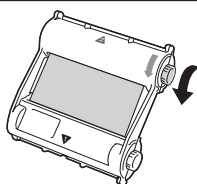
Installing the ribbon cartridge

 Install cartridges correctly to avoid damaging them or the top cover of your printer.

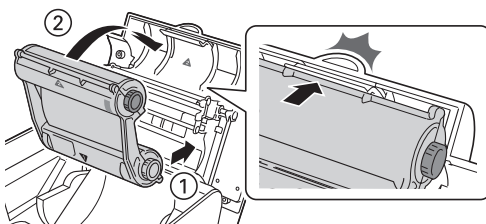
- 1** Turn the printer off, then pull the open lever and open top cover.



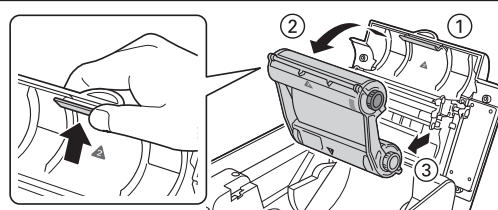
- 2** Turn the red gear on the cartridge to remove slack.



- 3** With Labels "Bottom 1" and "Top 2" facing you, push the Bottom 1 of the cartridge into the ribbon holder marker Bottom 1 and then snap the top of the cartridge into place. There will be a firm snap sound.



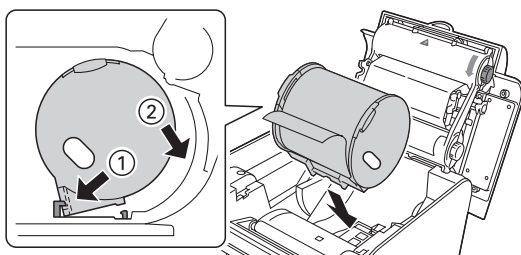
To remove, lift the securing hook and pull cartridge out.



Installing the tape cartridge

1 Turn the printer off, then pull the open lever and open the top cover.

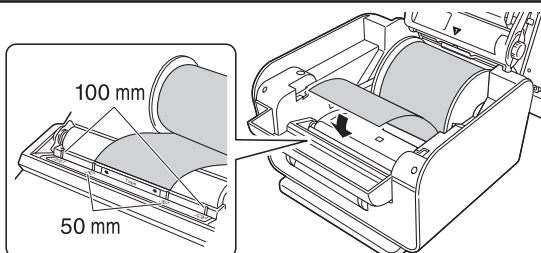
2 Tilt the cartridge towards you and rock cartridge forward into slot and back into key positions. You will hear a click when properly loaded.



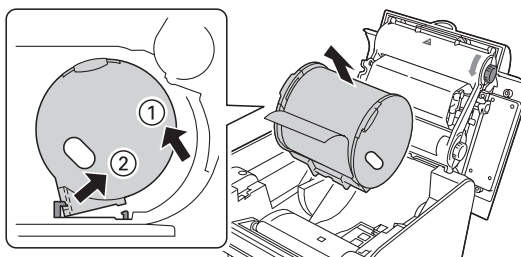
3 Insert the tape edge into the tape inlet slot.*

(SEE BELOW)


To avoid tape jams, tape or shrink tube should be visible from exit slot.



How to remove – Hold the cartridge by both sides, rock forward and pull out.



4 Close the top cover and turn the printer back on.

5 Press  to feed tape.
(Feed tape whenever you have installed a tape cartridge to align cartridge correctly.)



*The guide includes marks for 24mm. For 25mm shrink tube, follow the 24mm guide.
For 48mm shrink tube, follow the 24mm guide.

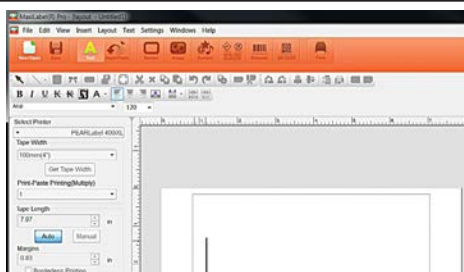
Creating a label


1 Start MaxiLabel® Pro Ver 5.0. Double click the shortcut icon on the desktop.

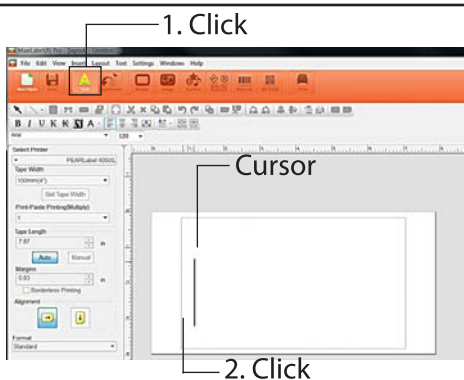
2 Configure the necessary items (printer, size of supply) and click [OK].



A blank label template appears.

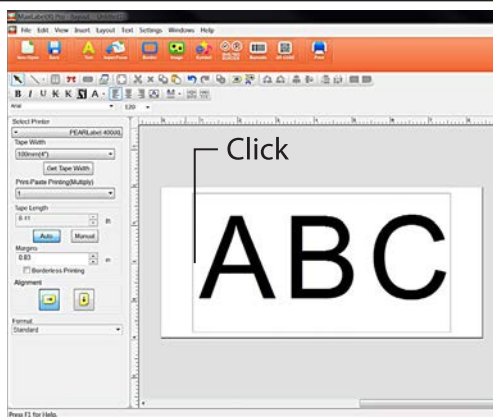


3 To enter basic text click on , then click on the label template. The cursor appears.

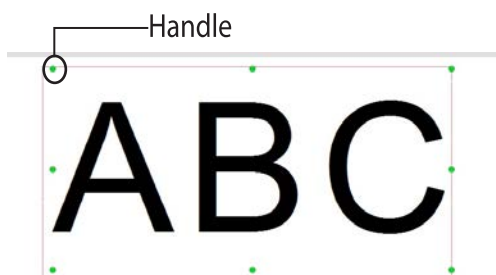


CONTINUED

- 4** Enter text. After text entry click in working area of label.



- 5** Adjust the size and position by using the scaling handles.
- NOTE: To add symbols, borders and other features see the MaxiLabel® Pro Ver 5.0 manual.

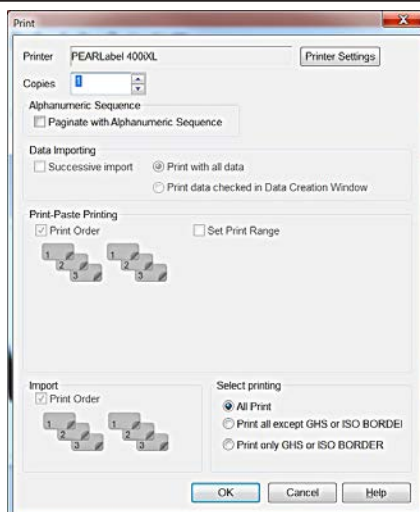


Printing labels

Before printing, check that printer is connected to your computer and turned on.

1 Click 

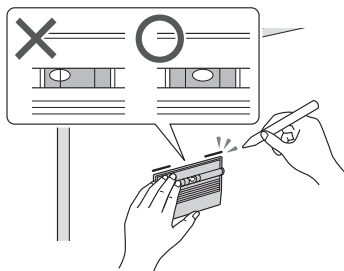
2 For this basic label, no other choices are needed. Click [OK]. Consult MaxiLabel® Pro Ver 5.0 manual to learn about printing choices and results.



3 Confirm tape width and click [OK].

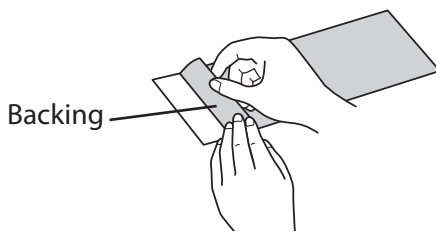
Applying labels

- 1** Set the label application tool against the surface you plan to label. The level shows a rough guide.

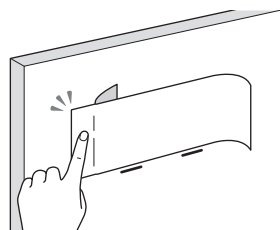


- 2** When the guide shows level draw lines on the surface for either top or bottom.

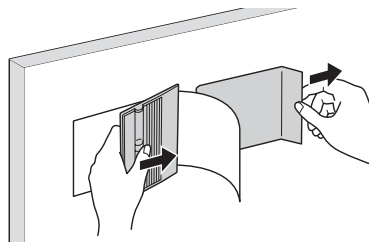
- 3** Peel off some of the liner and fold back the peeled section.



- 4** Now place the small peeled off section onto surface being careful to line up with draw line.



- 5** Apply the label using the label application tool as illustrated.



Finishing

Press  on the printer.

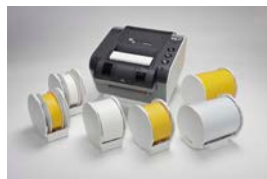
The power is turned off. Disconnect the adapter and USB cable.

MaxiLabel® Pro Ver 5.0 PC

MaxiLabel® Pro Ver 5.0 is the heavy-duty labeling software program you need in today's workplace. It's easy to learn. Very intuitive! It's the tool that will transform your workplace into a well-organized, safety compliant operation. Stay on top of requirements for creating labels, signs, and wire markers including GHS hazard communication, asset management, directories, aisle markers, emergency-plan signage, tags, construction site boards and much more. Get the job done quickly with easy-to-find and edit templates. With MaxiLabel® Pro Ver 5.0 you can easily create 2-dimensional data matrix and QR barcodes, or select from 13 other standard barcodes for your labels. Utilize the symbol library, date and time stamp and import image features for professional label and sign creation every time. Regardless of the regulations and requirements, now you have the software tool you really need to be a compliant, certified label and sign master.

Continuous Roll Pressure-Sensitive Media

- Base Material: 1" PET, 2" & 4" Polyethylene Olefin
- Adhesive: Permanent Pressure Sensitive
- Chlorine-Free
- High Temperature Resistance up to 250o C (480o F)
- Water, Abrasion, Chemical and Solvent Resistant
- Thermal Transfer Surface Receptivity



Sizes and Colors



1" (24mm) Wide x 49.2' Length (15M)	
Part No.	Color
48201	White
48202	Black
48203	Yellow
48209	Orange

2" (50mm) Wide x 49.2' Length (15M)	
Part No.	Color
48101	White
48102	Black
48103	Clear
48104	Yellow
48105	Blue
48106	Red
48107	Green
48108	Orange
48109	Brown
48110	Purple
48111	Gray

4" (100mm) Wide x 49.2' Length (15M)	
Part No.	Color
48001	White
48002	Black
48003	Clear
48004	Yellow
48005	Blue
48006	Red
48007	Green
48008	Orange
48009	Brown
48010	Purple
48011	Gray

Heat Shrink Tube

- Thin wall cross-linked, flexible flame-retardant polyolefin
- Shrink Ratio: Radial change: min. 50%
Longitudinal change: min -15%
- Shrink Temperature: min. 90o C (194o F)
- Operating Temperature: -55o to 125o C (-67o-257o F)
- UL approved [UL 224 File No. E75007]
Rating Voltage: 300V
- CSA approved [C22.2 No.198.1
File No. LR33298] Rating Voltage: 150V
- Flammability: VW-1
- Rating Temperature: 125o C (257o F)



PEARLabel® 400iXL
Prints on One
and Two Inch
Heat Shrink Tube
Materials for Large
Wire and Cable
Identification

Sizes and Colors



Heat Shrink Tube – 33' (10cm) Length Cartridges

Part No.	Flat Width	Length	Color
48501	2" (48mm)	1 3/16" (30mm)	White
48502	2" (48mm)	1 3/16" (30mm)	Yellow
48503	1" (25mm)	5/8" (15.8mm)	White
48504	1" (25mm)	5/8" (15.8mm)	Yellow

Resin Thermal Transfer Ribbons

- Base Material: Polyethylene Olefin
- Adhesive: Permanent Pressure Sensitive
- Chlorine-Free
- High Temperature Resistance up to 250o C (480o F)
- Water, Abrasion, Chemical and Solvent Resistant
- Thermal Transfer Surface Receptivity



Sizes and Colors



Ribbons - 4" x 98.4'

Part No.	Color
48601	White Ribbon
48602	Black Ribbon
48603	Blue Ribbon
48604	Red Ribbon
48605	Green Ribbon

K-Sun® Technical Support

If you have a question or suggestion about the K-Sun® PEARLabel® 400iXL printer please contact us:

Phone: 715-247-4440 800-622-6312 x210
Fax: 715-247-4003 800-522-9108
Email: support@ksun.com

When calling, please be at the computer the printer is installed on and have the following information available:

Date of purchase
Windows® Operating System .
Any messages that appeared on your screen
Details about what happened when the problem occurred

When emailing, include the information above and convenient time for calling.

Technical Support is provided M-F 8AM-4PM US Central Time

K-SUN® CORPORATION

370 SMC Drive • PO Box 309, Somerset, WI 54025

PHONE 800.622.6312 • **FAX** 800.522.9108 • www.ksun.com • info@ksun.com