



BradyPrinter A8500

LABEL PRINTER APPLICATOR

ASSEMBLY INSTRUCTIONS

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Assembly Instructions for the following products

Model	Configurations
A8500	A8500 Standard (300 & 600 dpi)

BradyPrinter A8500

LABEL PRINTER APPLICATOR

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Editor

Regarding questions or comments please contact Brady Technical Support.

Topicality

Due to the constant further development of products discrepancies between documentation and product can occur. Please check BradyID.com for the latest update.

Terms and conditions

Deliveries and performances are effected under the General conditions of sale of BradyPrinter A8500.

Brady Warranty

Our products are sold with the understanding that the buyer will test them in actual use and determine for him or herself their adaptability to his/her intended uses. Brady warrants to the buyer that its products are free from defects in material and workmanship, but limits its obligation under this warranty to replacement of the product shown to Brady's satisfaction to have been defective at the time Brady sold it. This warranty does not extend to any persons obtaining the product from the buyer.

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1 Licenses

1.1 Reference to the EU Declaration of Conformity

The BradyPrinter™ A8500 Label Printer complies with the relevant fundamental regulations of the EU Rules for Safety and Health:

- Directive 2006/42/EC on machinery
- Directive 2014/35/EU relating to electrical equipment designed for use within certain voltage limits
- Directive 2014/30/EU relating to electromagnetic compatibility
- Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment

EU Declaration of Conformity www.bradyeurope.com/conformity.

1.2 FCC and Country-Specific Agency Approval Information

NOTE : 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. The equipment generates, uses, and can radiate radio frequency 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 may be required to correct the interference at his own expense. Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. 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.

Prop 65 Warning Statement

Prop 65 information related to this product is available at www.BradyID.com/A8500compliance.

Canada

ICES-003 Class A Notice, Classe A

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Cet appareil numérique de la classe A respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

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



Warning!

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

2 Technical Support & Repair

Technical Support & Repair

In the event your A8500 Industrial Label Printer requires service or support, Brady offers comprehensive troubleshooting support, set up assistance, how-to guidance and repair services globally. Brady offers both free-of-charge and fee-based levels of this support. Warranty coverage period, warranty benefits and availability of certain services may vary by Brady location. Consult your location for complete details.



Technical Support: Troubleshooting and how-to guidance and special services via phone or web.



Repair Services: Depot-based or on-site repair service depending on Brady location, for both in-warranty and out-of-warranty repair needs.

For repair or technical assistance, locate your regional Brady Technical Support office by going to:

- United States: bradyid.com/techsupport
- Europe: bradyeurope.com/services
- Asia Pacific: brady.co.uk/landing-pages/global-landing-page
- Australia: bradyid.com.au/en-au/supportlanding
- Canada: bradycanada.ca
- Latin America: bradylatinamerica.com

Registration Information

To register your printer go to:

- bradycorp.com/register

Repair and Return

If for any reason you need to return the product for repair, please contact Brady Technical Support for repair and replacement information.

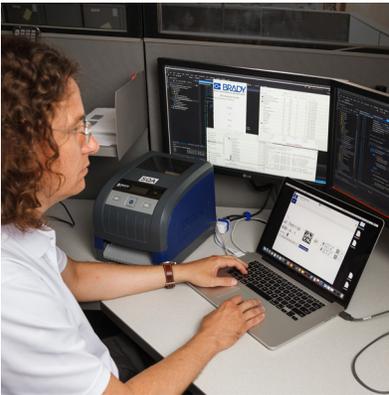
3 Application Engineering Services

Application Engineering Services

Brady offers fee-based application engineering services in some locations. If you need assistance with advanced integration of your A8500 Industrial Label Printer into a complex data flow scenario that is not supported under normal tech support capabilities, Brady's Application Engineering Team may be able to help. This team specializes in customized fee-based services that include:

- Custom software programming
- Custom front-end application software programming
- Software template creation
- Label file conversion
- Scan-to-print mapping assistance
- Advanced integration of printer & data flow

Note: Application Engineering Services is not available in all Brady locations - contact the applications engineering email below or contact your local Brady Tech Support location for availability of these services in your area.



Application Engineering Services

Advanced integration and custom programming services to solve complex dataflow scenarios integrating printers, software, data collection devices and databases.

Contacting Brady Application Engineering

Contact Brady Application Engineering via email at application_engineering@bradycorp.com to discuss your application, or to learn about the availability of services in your location.

4 Introduction

4.1 Instructions

Important information and instructions in this documentation are designated as follows:



Danger!

Draws attention to an exceptionally great, imminent danger to your health or life due to hazardous voltages.



Danger!

Draws attention to danger with high risk which, if not avoided, may result in death or serious injury.



Warning!

Draws attention to danger with medium risk which, if not avoided, may result in death or serious injury.



Caution!

Draws attention to danger with low risk which, if not avoided, may result in minor or moderate injury.



Attention!

Draws attention to potential risks of property damage or loss of quality.



Note!

Advice to make work routine easier or on important steps to be carried out.



Environment!

Gives you tips on protecting the environment.



Handling instruction



Reference to section, position, illustration number or document.



Option (accessories, peripheral equipment, special fittings).

Time

Information in the display.

4.2 Intended Use

- The device is manufactured in accordance with the current technological status and the recognized safety rules. However, danger to the life and limb of the user or third parties and/or damage to the device and other tangible assets can arise during use.
- The device may only be used for its intended purpose and if it is in perfect working order, and it must be used with regard to safety and dangers as stated in the operating manual.
- The printer is designed for the integration into a production line. It is intended exclusively for printing suitable materials that have been approved by the manufacturer and for coupling a Brady or non-Brady applicator which transfers labels from the printer to a product. Any other use or use going beyond this shall be regarded as improper use. The manufacturer/supplier shall not be liable for damage resulting from unauthorized use; the user shall bear the risk alone.
- Usage for the intended purpose also includes complying with the operating manual, including the manufacturer's maintenance recommendations and specifications.

4 Introduction

4.3 Safety Instructions

- The device is configured for voltages of 100 to 240 V AC. It only has to be plugged into a grounded socket.
- Only connect the device to other devices which have a protective low voltage.
- Switch off all affected devices (computer, printer, accessories) before connecting or disconnecting.
- The device may only be used in a dry environment, do not expose it to moisture (sprays of water, mists, etc.).
- Do not use the device in an explosive atmosphere.
- Do not use the device close to high-voltage power lines.
- If the device is operated with the cover open, ensure that people's clothing, hair, jewelry etc. do not come into contact with the exposed rotating parts.
- The device or parts of it can become hot while printing. Do not touch during operation, and allow to cool down before changing material and before disassembly.
- Risk of crushing when closing the cover. Touch the cover at the outside only. Do not reach into the swivel range of the cover.
- Perform only those actions described in this operating manual.
Work going beyond this may only be performed by trained personnel or service technicians.
- Unauthorized interference with electronic modules or their software can cause malfunctions.
- Other unauthorized work on or modifications to the device can also endanger operational safety.
- Always have service work done in a qualified workshop, where the personnel have the technical knowledge and tools required to do the necessary work.
- There are various warning stickers on the device. They draw your attention to dangers.
Warning stickers must therefore not be removed, as then you and other people cannot be aware of dangers and may be injured.
- The maximum sound pressure level is less than 70 dB(A).



Danger!

Danger to life and limb from power supply.

- ▶ **Do not open the device casing.**



Warning!

This is a class A product. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

4 Introduction

4.4 Safety Marking

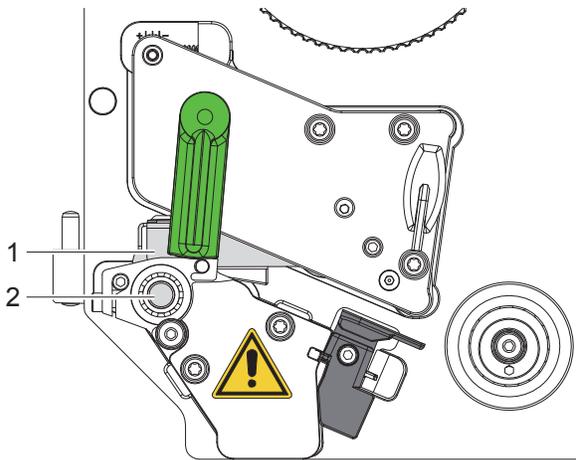


Figure 1 Safety marking



Danger spot !

- Risk of burning on the hot printhead assembly (1).
- ▶ Do not touch the printhead during operation, and allow to cool down before changing material and before disassembly.
- Entanglement hazard by turning roller (2).
- ▶ Ensure that people's clothing, hair, jewelry etc. do not come into contact with the exposed rotating parts.

4.5 Environment



Obsolete devices contain valuable recyclable materials that should be sent for recycling.

- ▶ Send to suitable collection points, separately from residual waste.

The modular construction of the printer enables it to be easily disassembled into its component parts.

- ▶ Send the parts for recycling.



The electronic circuit board of the device is equipped with a lithium battery.

- ▶ Take old batteries to collection boxes in shops or public waste disposal centers.

5 Installation

5.1 Device Overview

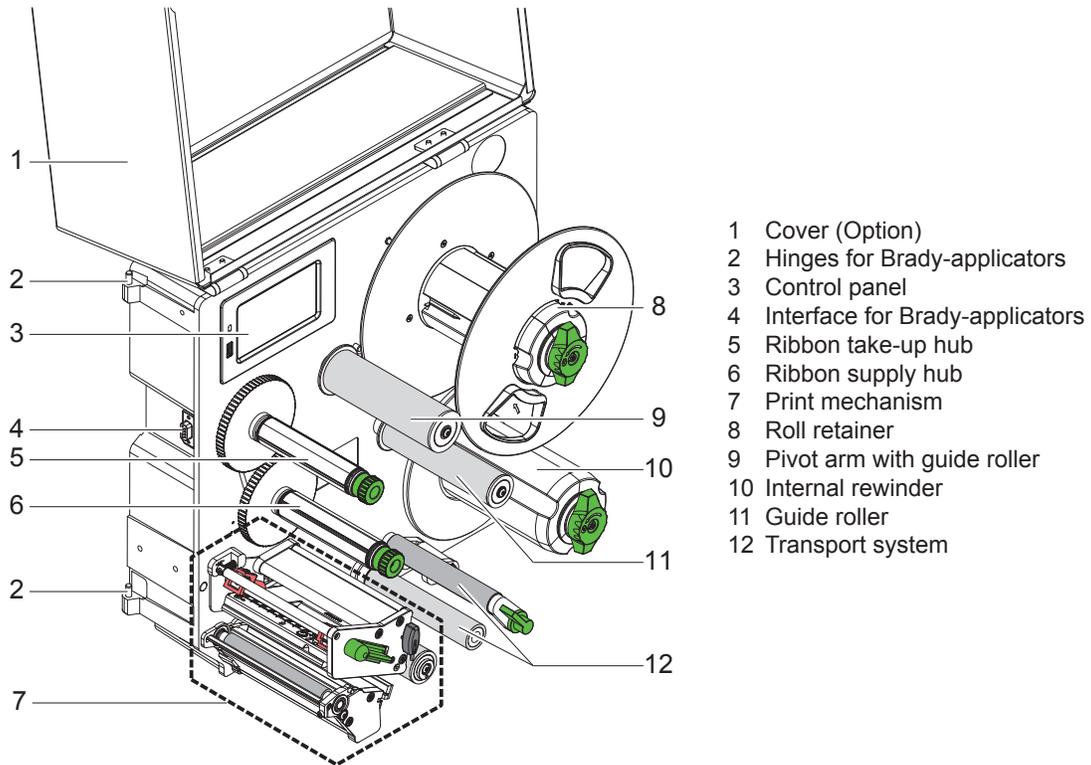


Figure 2 Overview A8500

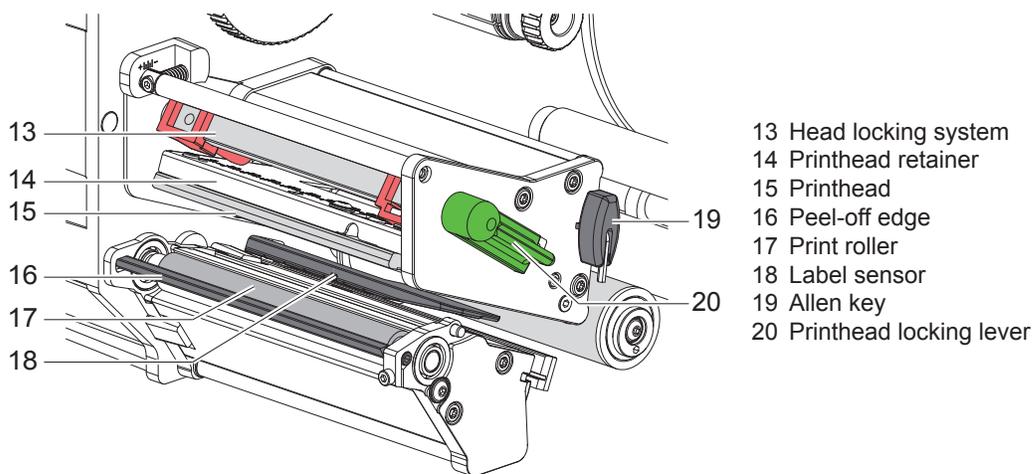
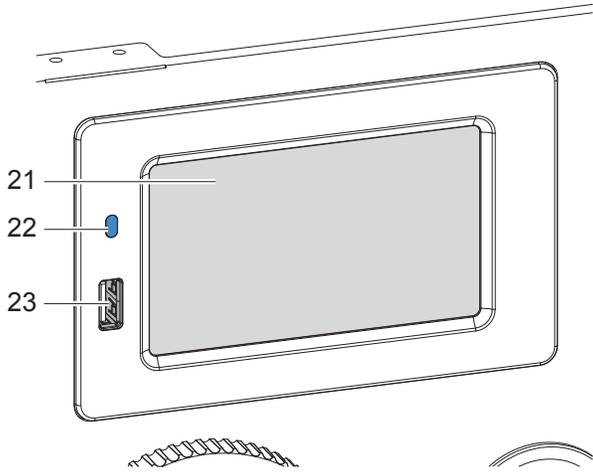


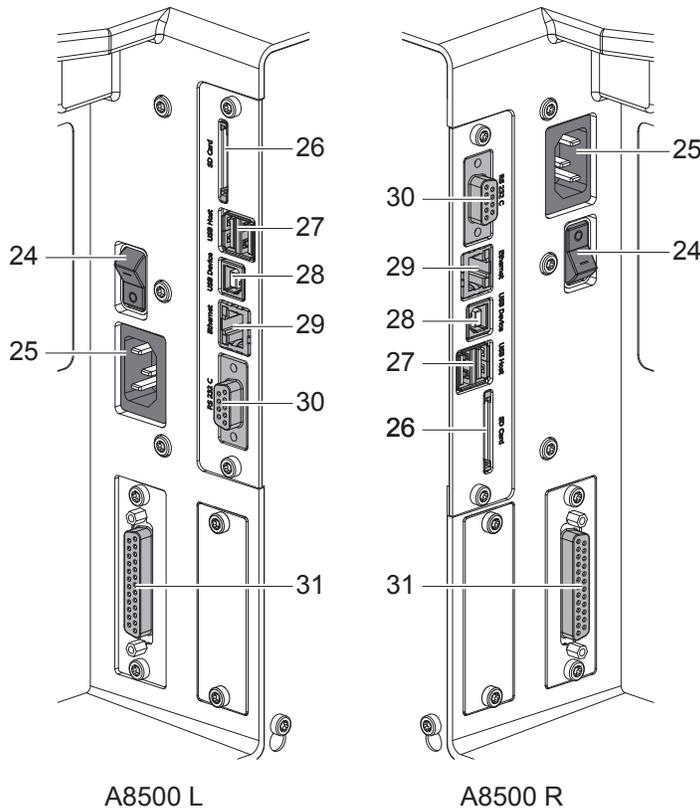
Figure 3 Print mechanism

5 Installation



- 21 Touchscreen display
- 22 LED Power ON
- 23 USB host interface for USB memory stick or service key

Figure 4 Control panel



- 24 Power switch
- 25 Power connection jack
- 26 Slot for SD card
- 27 2 USB host interfaces for service key, USB memory stick, keyboard, barcode scanner, Bluetooth adapter, WiFi adapter, external control panel or warning light
- 28 USB Hi-speed device interface
- 29 Ethernet 10/100 Base-T
- 30 Serial RS-232 C interface
- 31 I/O interface

A8500 L

A8500 R

Figure 5 Connections

5 Installation

5.2 Unpacking and Setting-up the Printer

- ▶ Lift the printer out of the box.
- ▶ Check printer for damage which may have occurred during transport.
- ▶ Remove foam transportation safeguards near the printhead.
- ▶ Check delivery for completeness.

Contents of delivery:

- Printer
- Power cable
- USB cable
- Assembly instructions
- CD with Windows driver and documentation



Note!

Please keep the original packaging in case the printer must be returned.



Attention!

The device and printing materials will be damaged by moisture and wetness.

- ▶ Set up printers only in dry locations protected from splash water.

	<ul style="list-style-type: none"> • Fixing at four M6x10 drillings on the bottom side of the chassis ▶ Orientation upright standing only
	<ul style="list-style-type: none"> • Fixing via bracket at each two M6 drillings on both sides of the chassis ▶ Orientation vertically, turnable by 360 degrees
	<ul style="list-style-type: none"> • Fixing via bracket at each two M6 drillings on both sides of the chassis ▶ Orientation horizontally, with operator's side up

Table 1 Permitted mounting orientations

5 Installation

5.3 Connecting the Device

5.3.1 Connecting to the Power Supply

The printer is equipped with a wide area power unit. The device can be operated with a supply voltage of 230 V~/50 Hz or 115 V~/60 Hz without adjustment.

1. Check that the device is switched off.
2. Plug the power cable into the power connection socket (25 / Figure 5).
3. Plug the power cable into a grounded socket.

5.3.2 Connecting to a Computer or Computer Network



Attention!

**Inadequate or no grounding can cause malfunctions during operations.
Ensure that all computers and cables connected to the printer are grounded.**

- ▶ Connect the printer to a computer or network by a suitable cable.
For details of the configuration of the other interfaces ▶ Configuration Manual.

5.4 Switching on the Device

When all connections have been made:

- ▶ Switch the printer on at the power switch (24 / Figure 5).
The printer performs a system test, and then shows the system status *Ready* on the display (24 / Figure 4).

6 Touchscreen Display

The user can control the operation of the printer with the control panel, for example:

- Issuing, interrupting, continuing and canceling print jobs,
- Starting labelling cycles when operating the printer with applicator,
- Setting printing parameters, e.g. heat level of the printhead, print speed, interface configuration, language and time of day (▷ Configuration Manual),
- Control stand-alone operation with a memory module (▷ Configuration Manual),
- Update the firmware (▷ Configuration Manual).

Many functions and settings can also be controlled by software applications or by direct programming with a computer using the printer's own commands. ▷ Programming Manual for details.

Settings made on the touchscreen display make the basic settings of the label printer.



Note!

It is advantageous, whenever possible, to make adaptations to various print jobs in the software.

6.1 Start Screen

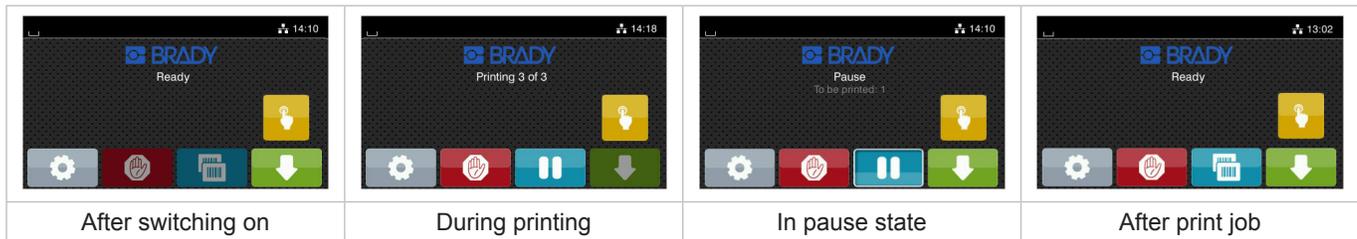


Figure 6 Start screen

The touchscreen display is operated directly by touch:

- To open a menu or select a menu item lightly touch the corresponding symbol.
- To scroll in lists slide finger up or down on the display.

	Open the menu		Repeat the last printed label
	Interrupt the print job		Cancel all print jobs
	Continue the print job		Feed a blank label
with applicator:			
	with print job: Alternately printing and applying a label		
	without print job: Starting an applicator action		

Table 2 Symbols on the start screen



Note!

Inactive symbols are shaded.

6 Touchscreen Display

In the headline several information are displayed as widgets depending on the configuration:

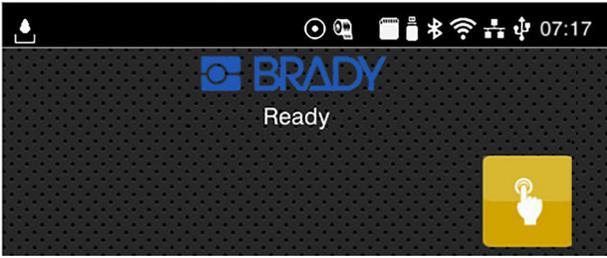


Figure 7 Widgets in the start screen

	Displays the current data transfer in the form of a falling drop.
	The <i>Save data stream</i> function is active ▷ Configuration manual All received data are stored in a .lbl file.
	Warning ribbon end ▷ Configuration manual The remaining diameter of the ribbon supply roll undershoots the set value.
	SD card installed
	USB memory installed
	gray: Bluetooth adapter installed, white: Bluetooth connection active
	WiFi connection active The WiFi strength is displayed by the number of white arcs.
	Ethernet connection active
	USB connection active
	abc program active
	Clock time

Table 3 Widgets in the start screen

6 Touchscreen Display

6.2 Navigation in the Menu

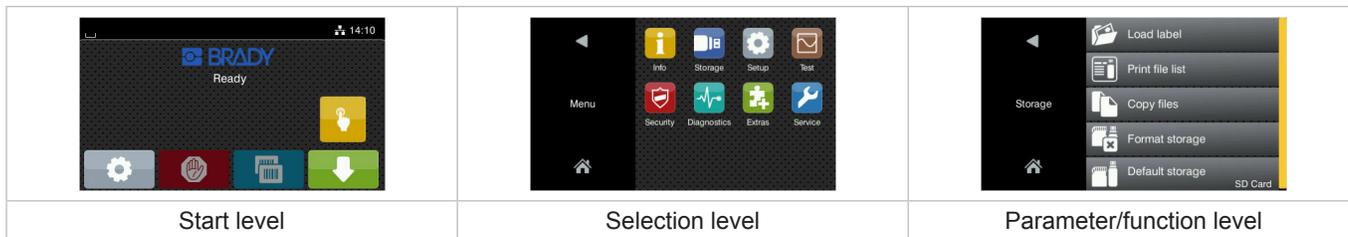


Figure 8 Menu levels

- ▶ To open the menu select  on the start screen.
- ▶ Select a theme in the selection level.
Several themes have substructures again with selection levels.
To return from the current level to the upper one select . To leave the menu select .
- ▶ Continue the selection until the parameter/function level is reached.
- ▶ Start a function. The will carry out the function possibly after a preparing dialogue.
- or -
Select a parameter to set. The setup possibilities are depending from the parameter type.

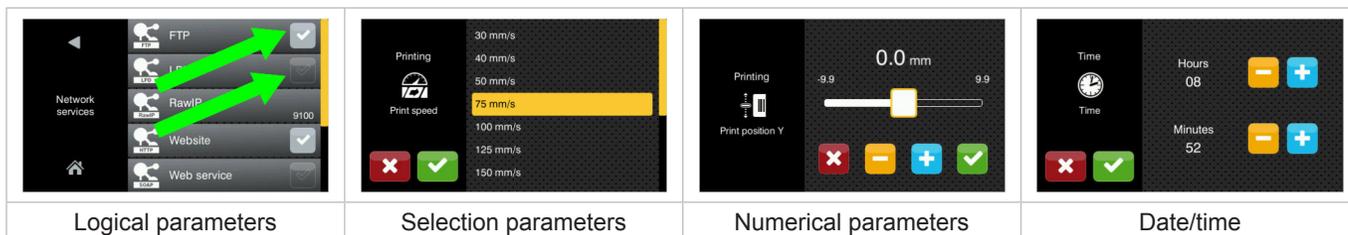


Figure 9 Samples for parameter setting

	Scroll bar for rough value setting
	Decreasing the value step-by-step
	Increasing the value step-by-step
	Return without saving the setting
	Return with saving the setting
	Parameter is disabled, touching enables the parameter
	Parameter is enabled, touching disables the parameter

Table 4 Buttons for parameter setting

7 Loading Material



Note!

For adjustments and simple installation work, use the accompanying Allen key located in the upper section of the print unit. No other tools are required for the work described here.

7.1 Loading Labels

7.1.1 Positioning the Media Roll on the Roll Retainer

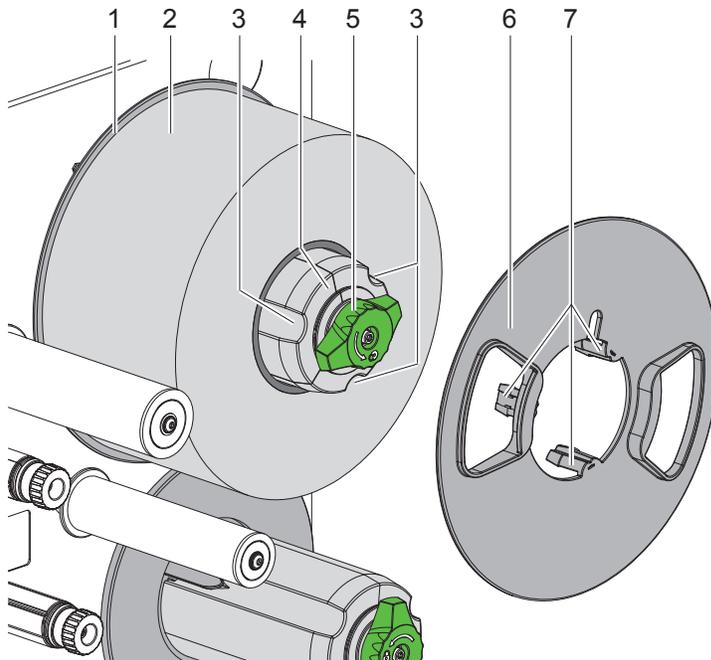


Figure 10 Loading label roll

1. Turn knob (5) clockwise to release the roll retainer (4).
2. Remove the margin stop (6) from the roll retainer.
3. Load label roll (2) on the roll retainer (4) in such a way, that the labels are visible from above after unrolling.
4. Slide the roll against the wall plate (1).
5. Guide the latches (7) of the margin stop (6) into the grooves (3) of the roll retainer (4) and push the margin stop against the label roll (2).
6. Turn knob (5) counterclockwise to tighten the label roll and the margin stop on the roll retainer.

7 Loading Material

7.1.2 Inserting the Labels into the Print Mechanism

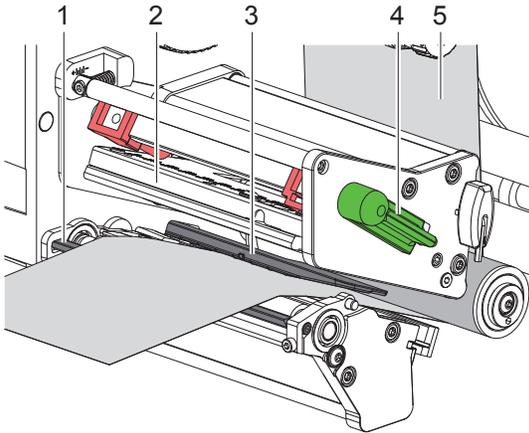


Figure 11 Inserting the labels into the print mechanism

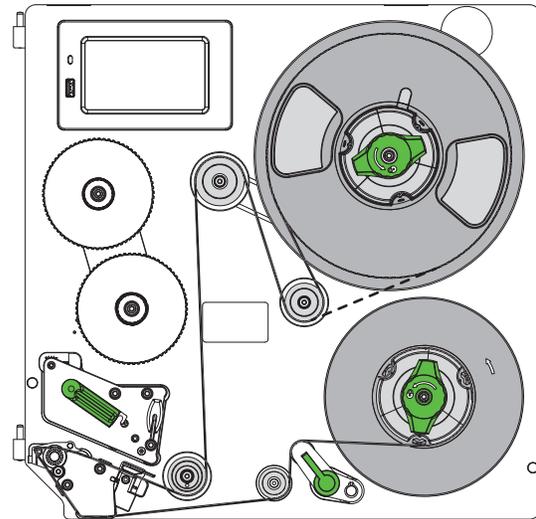


Figure 12 Label feed path

1. Turn lever (4) counterclockwise to lift the printhead (2).
2. Move the guide (6) to the outermost position by turning the spindle (7) with the Allen key (8).
3. Supply a longer label strip of approx. 100 cm.
4. Guide label strip (5) to the print unit as shown in Figure 12. The broken line shows the path for inside wound labels.
5. Guide label strip through the label sensor (3) to the peel-off edge.
6. Move the guide (6) against the label strip by turning the spindle (7).
7. Forward the label strip over the peel-off edge (1), that the strip reaches back internal rewinder. Remove the labels from the overhanging strip.

7.1.3 Setting the Label Sensor

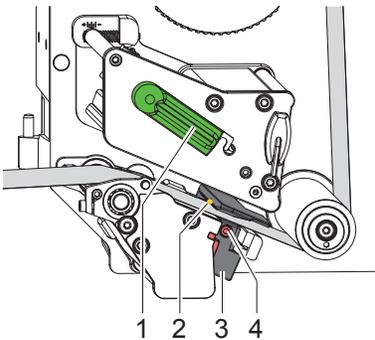


Figure 13 Setting the Label Sensor

The label sensor can be shifted perpendicular to the direction of paper flow for adaptation to the label medium. When the printer is switched on, a yellow LED illuminates the sensor position (2).

- ▶ Loosen the screw (4).
- ▶ Position the label sensor with the tab (3) in such a way that the sensor (2) can detect the label gap or a reflex or perforation mark.
- or, if the labels deviate from a rectangular shape, -
- ▶ Align the label sensor using the tab (3) with the front edge of the label in the direction of paper flow.
- ▶ Tighten the screw (4).
- ▶ Turn the lever (1) clockwise to lock the printhead.

7 Loading Material

7.1.4 Guiding the Liner to the Internal Rewinder

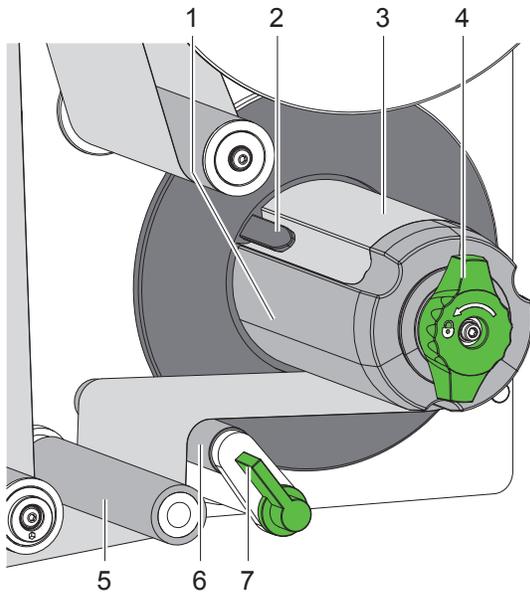


Figure 14 Guiding the liner to the internal rewriter

1. Turn the lever (7) clockwise to lift the locking system (6) from the transport roller (5).
2. Hold the rewriter (1) firmly and turn the knob (4) clockwise until it stops.
3. Guide the liner coming from the peel-off edge around the transport roller (5) and the locking system (6) to the internal rewriter (1).
4. Push the liner under a bracket (2) of the rewriter (1) and turn the knob (4) counterclockwise until it stops. The rewriter is fully spread, thus gripping the liner firmly.
5. Turn the rewriter (1) counterclockwise to tighten the liner.
6. Turn the lever (7) counterclockwise to lock the transport system (5,6).

7 Loading Material

7.2 Setting the Head Locking System

The printhead is pushed on via two plungers. The location of the outer plunger (2) must be set to the width of the label medium used so as to

- achieve even print quality across the entire label width
- prevent wrinkles in the feed path of the transfer ribbon
- prevent premature wearing of the print roller and printhead.

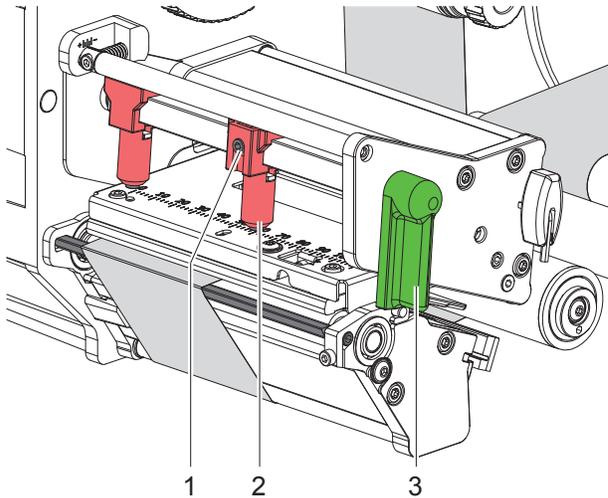


Figure 15 Setting the head locking system

1. Turn the lever (3) clockwise to lock the printhead.
2. Loosen the threaded pin (1) at the outer plunger (2) with the Allen key.
3. Align the outer plunger (2) to the outer label edge and tighten the threaded pin (1).

7.3 Setting the Peel-off Edge

When operating the printer with applicator the label must be peeled-off completely from the liner for the taking over by the applicator.

The peel-off edge can be turned to optimize especially the separation of the rear label edge from the liner.

When the printer is delivered the peel-off edge is turned in the upper end position (1a).

Depending on the used material and label size the peel-off edge can be lowered (1b).

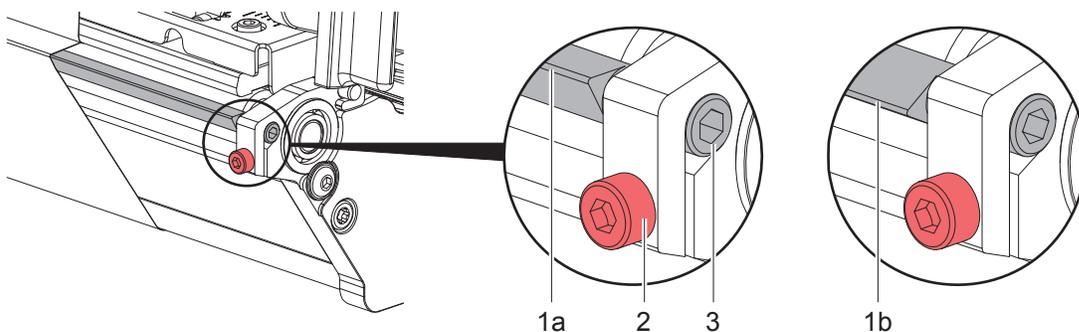


Figure 16 Setting the peel-off edge

1. Loosen the screw (2).
2. Turn the peel-off edge at the hexagon (3) as necessary
3. Tighten the screw (2).
4. Test the setting.

7 Loading Material

7.4 Loading Transfer Ribbon



Note!

With direct thermal printing, do not load a transfer ribbon; if one has already been loaded, remove it.

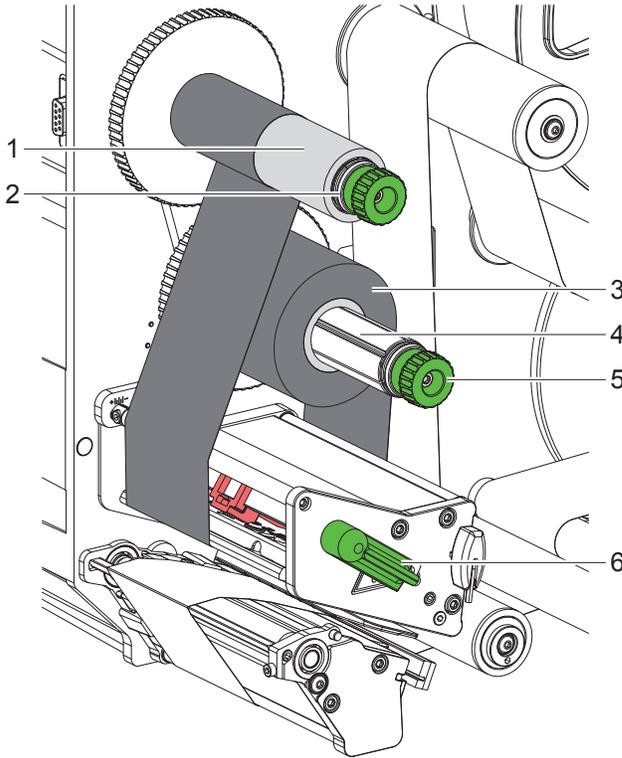


Figure 17 Loading transfer ribbon

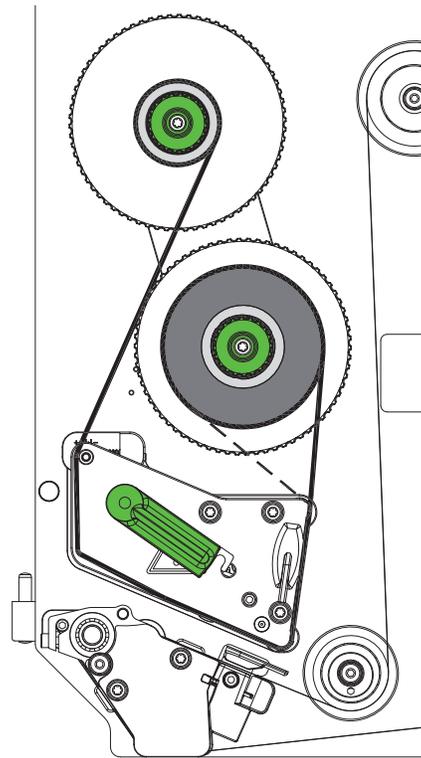


Figure 18 Transfer ribbon feed path

1. Clean printhead before loading the transfer ribbon (▷ 9.3 on page 24).
2. Turn lever (6) counterclockwise to open the printhead.
3. Slide transfer ribbon roll (3) onto the ribbon supply hub (4) until it stops and so that the color coating of the ribbon faces away from the printhead after loading.
4. Hold ribbon supply hub (4) firmly and turn knob (5) counterclockwise until the transfer ribbon roll is secured.
5. Slide suitable ribbon core (1) onto the transfer ribbon take-up hub (2) and secure it in the same way.
6. Guide transfer ribbon through the print unit as shown in Figure 18.
7. Secure starting end of transfer ribbon to the transfer ribbon core (1) with adhesive tape. Ensure counterclockwise rotation direction of the transfer ribbon take-up hub here.
8. Turn transfer ribbon take-up hub (2) counterclockwise to smooth out the feed path of the transfer ribbon.
9. Turn lever (6) clockwise to close the printhead.

7 Loading Material

7.5 Setting the Feed Path of the Transfer Ribbon

Transfer ribbon wrinkling can lead to print image errors. Transfer ribbon deflection can be adjusted so as to prevent wrinkles.



Note!

A maladjustment of the head locking system may also cause ribbon wrinkling

► Check first the setting of the head locking system (► 7.2 on page 20).

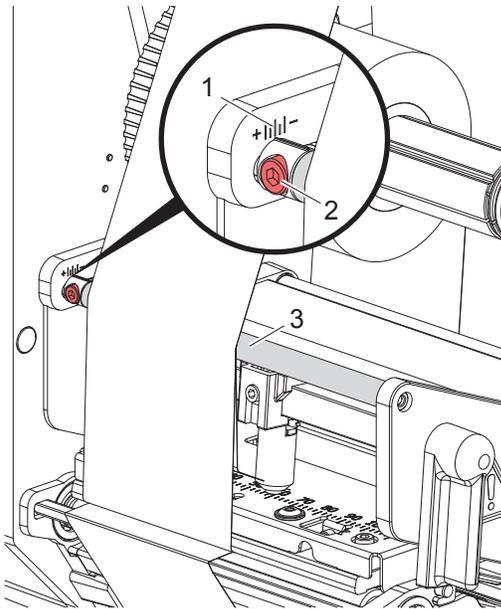


Figure 19 Setting the feed path of the transfer ribbon



Note!

The adjustment is best carried out during printing.

1. Read current setting on the scale (1) and record if necessary.
2. Turn screw (2) with Allen key and observe the behavior of the ribbon.
In the + direction, the inner edge of the transfer ribbon is tightened, and the outer edge is tightened in the - direction.

8 Printing Operation

8.1 Printhead Protection



Attention!

Printhead damage caused by improper handling!

- ▶ Do not touch the underside of the printhead with the fingers or sharp objects.
- ▶ Ensure that the labels are clean.
- ▶ Ensure that the label surfaces are smooth. Rough labels act like emery paper and reduce the service life of the printhead.
- ▶ Print with the lowest possible printhead temperature.

8.2 Synchronization of the Paper Feed

After the label stock has been inserted, for peel-off mode a synchronization of the paper feed is required. That way the first label, which is detected by the label sensor, will be transported to the print position and all labels in front will be fed out of the printer. So the synchronization avoids, that blank labels are peeled-off together with the first printed label. This can cause useless first label.

- ▶ Press  to start the synchronization.
- ▶ Remove the blank labels peeled-off during the synchronization.



Note!

The synchronization will not be lost by switching off the printer as long as the printhead and the transport system are kept close.

8.3 Peel-off Mode

In Peel-off mode, the labels are automatically peeled off the liner after printing and presented for removal.



Attention!

- ▶ Activate the peel-off mode in the software.
This is done with the "P command" in the direct programming, ▶ Programming Manual.



Note!

The print of a label must be started by the external START or REPRINT signal (▶ Configuration Manual).
When operating the printer without Brady applicator the removal of the label must be confirmed by the LBLREM signal (▶ Configuration Manual).
When a Brady applicator is connected the LBLREM signal will be generated automatically.

9 Cleaning

9.1 Cleaning Information



Danger!

Risk of death via electric shock!

- ▶ **Disconnect the printer from the power supply before performing any maintenance work.**

The label printer requires very little maintenance.

It is important to clean the thermal printhead regularly. This guarantees a consistently good printed image and plays a major part in preventing premature wear of the printhead.

Otherwise, the maintenance is limited to monthly cleaning of the device.



Attention!

The printer can be damaged by aggressive cleansers.

- ▶ **Do not use abrasive cleaners or solvents for cleaning the external surfaces or modules.**

- ▶ Remove dust and paper fluff from the print area with a soft brush or vacuum cleaner.
- ▶ The cover of the printer can be cleaned with a standard cleanser.

9.2 Cleaning the Print Roller

Accumulations of dirt on the print roller may impair the media transport and the print quality.

- ▶ Lift the printhead.
- ▶ Remove labels and transfer ribbon from the printer.
- ▶ Remove deposits with roller cleaner and a soft cloth.
- ▶ If the roller appears damaged, replace it ▷ Service Manual.

9.3 Cleaning the Printhead

Cleaning intervals: Direct thermal printing - every media roll change
 Thermal transfer printing - every ribbon roll change

Substances may accumulate on the printhead during printing and adversely affect printing, e.g. differences in contrast or vertical stripes.



Attention!

The printhead can be damaged!

- ▶ **Do not use sharp or hard objects to clean the printhead.**
- ▶ **Do not touch protective glass layer of the printhead.**



Attention!

Risk of injury from the hot printhead line.

- ▶ **Ensure that the printhead has cooled down before starting cleaning.**

- ▶ Lift the printhead.
- ▶ Remove labels and transfer ribbon from the printer.
- ▶ Clean printhead surface with special cleaning pen or a cotton swab dipped in pure alcohol.
- ▶ Allow printhead to dry for 2–3 minutes before commissioning the printer.

10 Fault Correction

10.1 Error Display

The appearance of an error will be shown on the display:

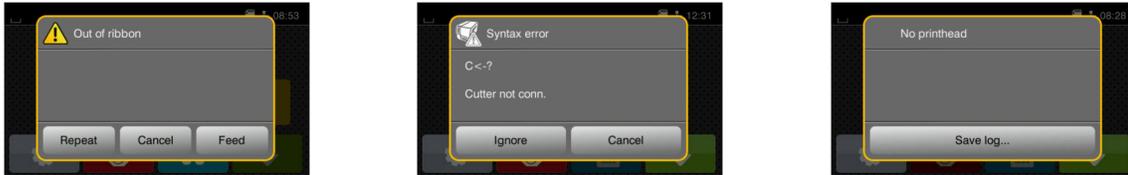


Figure 20 Error display

The error treatment is pending on the error type ▷ 10.2 on page 25.

The display offers the following possibilities to continue after an error occurred:

<i>Repeat</i>	The print job will be continued after clearing the error cause.
<i>Cancel</i>	The print job will be cancelled.
<i>Feed</i>	The paper feed will be synchronized. Following the print job can be continued.
<i>Ignore</i>	The error message will be ignored. The print job will be continued possibly with limited performance.
<i>Save log</i>	The error does not allow print operation. For detailed analysis several system files can be saved on an external memory.

Table 5 Buttons in the error display

10.2 Error Messages and Fault Correction

Error message	Cause	Remedy
<i>Barcode error</i>	Invalid barcode content, e.g. alphanumeric characters in a numerical barcode	Correct the barcode content.
<i>Barcode too big</i>	The barcode is too big for the allocated area of the label	Reduce the size of the barcode or move it.
<i>Buffer overflow</i>	The input buffer memory is full and the computer is still transmitting data.	Use data transmission via protocol (preferably RTS/CTS).
<i>Device not conn.</i>	Programming addresses a non-existent device	Either connect this device or correct the programming.
<i>File not found</i>	Requested file is not on the card	Check the contents of the card.
<i>Font not found</i>	Error with the selected download font	Cancel current print job, change font.
<i>Memory overflow</i>	Current print job contains too much information, e.g. selected font, large graphics	Cancel current print job. Reduce amount of data to be printed.
<i>Name exists</i>	Duplicate usage of field name in the direct programming	Correct programming
<i>No label found</i>	There are labels missing on the label material	Press <i>Repeat</i> repeatedly until printer recognizes the next label on the material.
	The label format as set in the software does not correspond with the real label format	Cancel current print job. Change the label format set in the software. Restart print job.
<i>No label size</i>	The size of the label is not defined in the programming.	Check programming.
<i>Out of paper</i>	Out of label roll	Load labels.
	Error in the paper feed	Check paper feed.

10 Fault Correction

Error message	Cause	Remedy
<i>Out of ribbon</i>	Out of transfer ribbon	Insert new transfer ribbon.
	Transfer ribbon melted during printing	Cancel current print job. Change the heat level via software. Clean the printhead ▷ 9.3 on page 24 Load transfer ribbon. Restart print job.
	The printer is loaded with thermal labels, but the software is set to transfer printing	Cancel current print job. Set software to direct thermal printing. Restart print job.
<i>Pinch roller open</i>	The transport system is not locked	Swing the pinch roller against the transport roller.
<i>Printhead open</i>	Printhead not locked	Lock printhead.
<i>Printhead too hot</i>	Printhead is overheated	After pausing the print job will be continued automatically. If the fault recurs repeatedly, reduce the heat level or the print speed via software.
<i>Read error</i>	Read error when reading from the memory card	Check data of the card. Backup data, reformat card.
<i>Remove ribbon</i>	Transfer ribbon is loaded although the printer is set to direct thermal printing	For direct thermal printing remove ribbon
		For thermal transfer printing set the printer in the configuration or in the software to transfer printing
<i>Ribbon ink side</i>	Identified ribbon unwinding direction does not match to the setup setting	Ribbon loaded incorrectly. Clean the printhead ▷ 9.3 on page 24 Load the ribbon correctly.
		Setting does not match to the used ribbon. Correct the setting.
<i>Syntax error</i>	Printer has received an unknown or invalid command from the computer.	Press <i>Ignore</i> to skip the command or press <i>Cancel</i> to cancel the print job.
<i>Unknown card</i>	Card not formatted, Type of card not supported	Format card, use different type of card.
<i>Voltage error</i>	Hardware error	Switch the printer off and then on. If error recurs call service. It is shown which voltage has failed. Please note.
<i>Write error</i>	Hardware error	Repeat the write process, reformat card.

Table 6 Error Messages and Fault Correction

10 Fault Correction

10.3 Problem Solution

Problem	Cause	Remedy
Transfer ribbon creases	Transfer ribbon deflection not adjusted	Adjust the transfer ribbon deflection. ▷ 7.5 on page 22
	Head locking system not adjusted	Adjust the head locking system. ▷ 7.2 on page 20
	Transfer ribbon too wide	Use a transfer ribbon slightly wider than the width of label.
Print image has smears or voids	Printhead is dirty	Clean the printhead ▷ 9.3 on page 24
	Temperature too high	Decrease temperature via software.
	Unsuitable combination of labels and transfer ribbon	Use different type of ribbon.
Printer does not stop after transfer ribbon runs out	Thermal printing is chosen in the software	Change to thermal transfer printing.
Printer prints a sequence of characters instead of the label format	Printer is in ASCII dump mode	Cancel the ASCII dump mode.
Printer transports label media, but transfer ribbon does not move	Transfer ribbon incorrectly inserted.	Check and, if necessary, correct the transfer ribbon web and the orientation of the label side.
	Unsuitable combination of labels and transfer ribbon	Use different type of ribbon.
Printer only prints each second label	Setting of the size in the software is too large.	Change the size in the software.
Vertical white lines in the print image	Printhead is dirty	Clean the printhead ▷ 9.3 on page 24
	Printhead is defective (failure of heat elements)	Change the printhead. ▷ Service Manual.
Horizontal white lines in the print image	Printer is used with the <i>backfeed > smart</i> in the cut or peel-off mode	Set the <i>backfeed > always</i> in the setup. ▷ Configuration Manual.
Print image is irregular, one side is lighter	Printhead is dirty	Clean the printhead ▷ 9.3 on page 24
	Head locking system not adjusted	Adjust the head locking system. ▷ 7.2 on page 20

Table 7 Problem solution

11 Labels

11.1 Label Dimensions

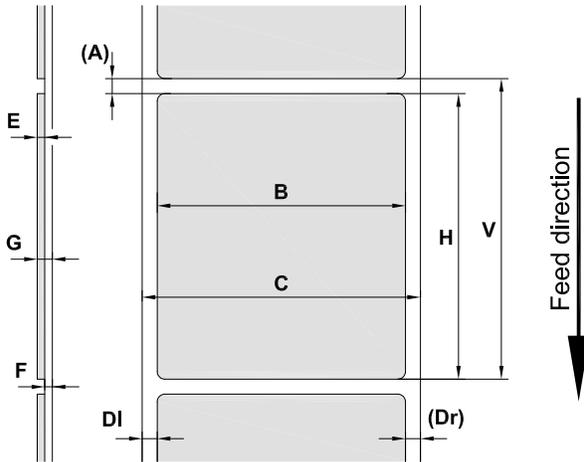


Figure 21 Label dimensions

Dim.	Designation	Dim. in mm	
		A8500-62	A8500-34
B	Label width	4 - 58	20 - 114
H	Label height	3 - 200	4 - 320
A	Label distance	> 2	
C	Width of liner	24 - 62	24 - 118
DI	Left margin	≥ 0	
Dr	Right margin	≥ 0	
E	Label thickness	0,03 - 0,60	
F	Liner thickness	0,03 - 0,16	
G	Thickness label with liner	0,06 - 0,76	
V	Label feed	> 5	> 6
	<ul style="list-style-type: none"> Small label sizes, thin materials or strong glue can lead to limitations. Critical applications need to be tested and cleared. 		

Table 8 Label dimensions

11 Labels

11.2 Device Dimensions

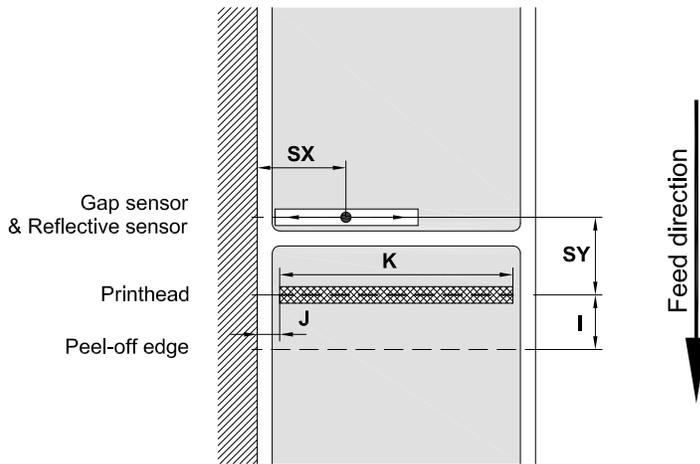


Figure 22 Device dimensions

Dim.	Designation	Dim. in mm			
		A8500-62		A8500-34	
		L	R	L	R
I	Distance printhead - peel-off edge	15			
J	Distance 1st heating point - material edge	1,0			
K	Print width	300 dpi		105,7	
		600 dpi		105,7	
SX	Distance gap/reflective sensor - material edge i.e. permissible distance of reflex or cut-out marks to the material edge	2 - 26		2 - 60	
SY	Distance gap/reflective sensor - printhead	62,5			

Table 9 Device dimensions

11 Labels

11.3 Reflex Mark Dimensions

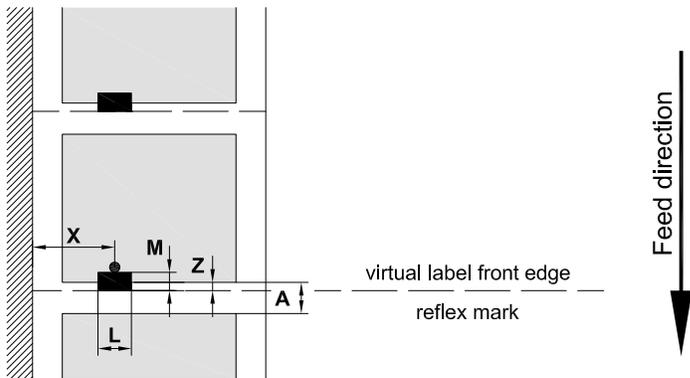


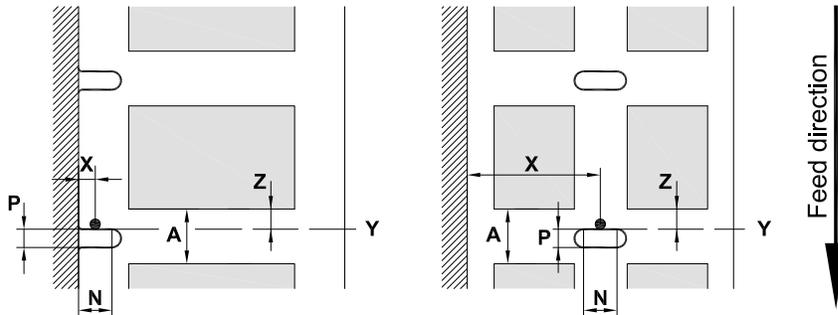
Figure 23 Reflex mark dimensions

Dim.	Designation	Dim. in mm	
		A8500-62	A8500-34
A	Label distance	> 2	
L	Width of reflex mark	> 5	
M	Height of reflex mark	3 - 10	
X	Distance mark - material edge	2 - 26	2 - 60
Z	Distance virtual label front edge - actual label front edge ▶ Adjust software settings	0 up to A / recomm. : 0	
	<ul style="list-style-type: none"> • Reflex marks must be on the back side of the material (liner). • Label sensor for reflex marks on the top side on request. • Specification is valid for black marks. • Recognition of colored marks may fail. ▶ Preliminary tests are needed. 		

Table 10 Reflex mark dimensions

11 Labels

11.4 Cut-out Mark Dimensions



for marginal cut-out marks
minimum liner thickness 0,06 mm

Figure 24 Cut-out mark dimensions

Dim.	Designation	Dim. in mm	
		A8500-62	A8500-34
A	Label distance	> 2	
N	Width of cut-out mark for marginal cut-out	> 5 > 8	
P	Height of cut-out mark	2 - 10	
X	Distance mark - material edge	2 - 26	2 - 60
Y	Sensor recognized virtual label front edge with gap sensor recognition	Rear edge cut-out	
Z	Distance recognized front edge - actual label front edge ▶ Adjust software settings	0 up to A-P	

Table 11 Cut-out mark dimensions

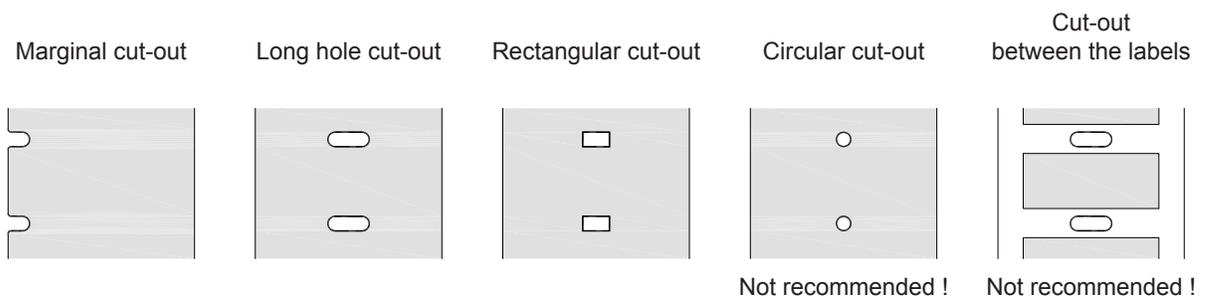


Figure 25 Samples for cut-out marks

12 Assembly Dimensions

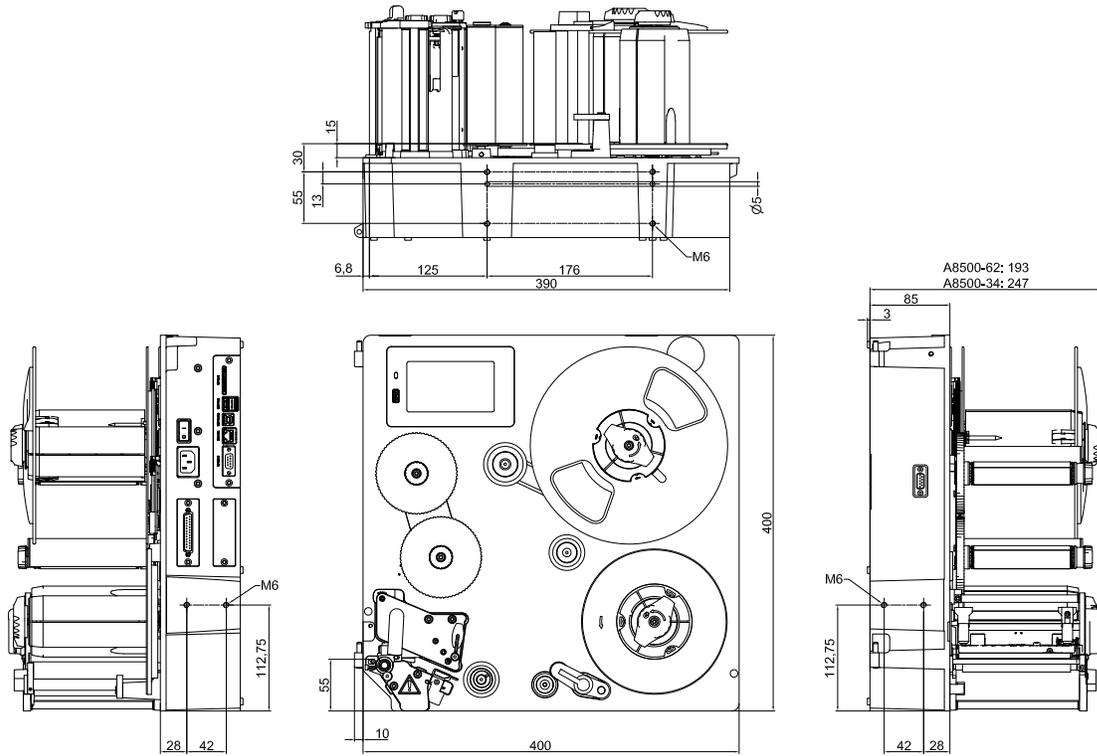


Figure 26 Assembly dimensions A8500

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