

## Chapter 3. Routine Maintenance

### Cleaning of Thermal Head, Platen

By using thermal transfer technology, daily maintenance is not really necessary if the printer is being use properly.

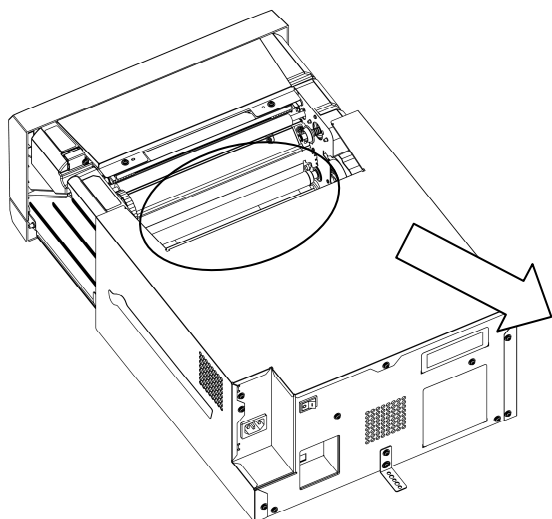
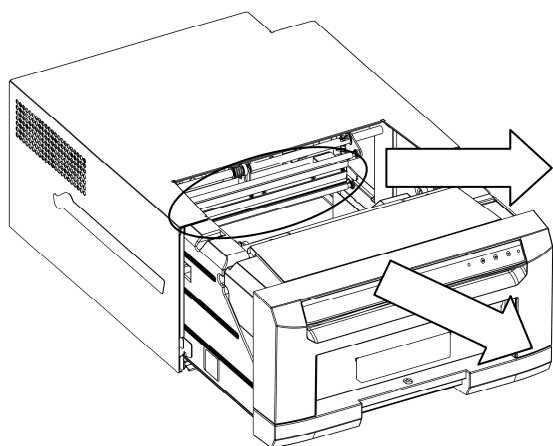
However, in order to keep the best print quality, it is recommended to do the cleaning of Thermal Head and Platen once in a month.



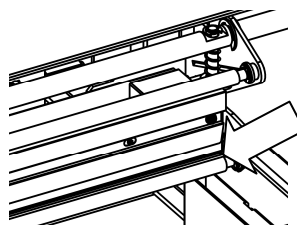
Caution: Make sure that the power is turned off before starting cleaning. Thermal Head reaches high temperature just after printing. Do not touch directly by hand. Make sure that the thermal head has been sufficiently cooled down before starting cleaning.

When fingerprint stick to the heat element, it can damage the Thermal Head. Do not touch directly by hand.

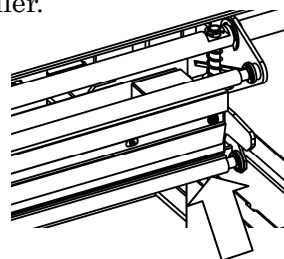
Be careful not to be hurt by the projections of the printer.



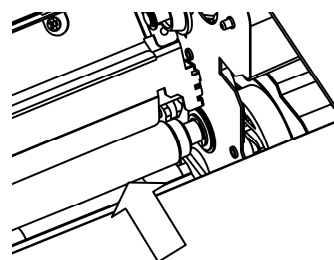
1. Using gauze, clean the heat element (glass bar) of the thermal head with isopropyl alcohol or ethyl alcohol.



2. Using gauze dipped with isopropyl alcohol or ethyl alcohol, clean the edge of the peeling roller.



3. Using gauze dipped with isopropyl alcohol or ethyl alcohol, clean the rubber section of the platen roller



Attention: Printing should be performed after the alcohol dried up completely (approx. 5 minutes)

## Chapter 3. Routine Maintenance

### Cleaning of Outer Cover

Wipe the printer outer cabinet with a soft cloth.

If the stains are not removed, wet the cloth and apply weakened neutral Detergent to it.



**Warning:** In case, the foreign substance get into the printer, turn off the power of printer, remove the power cable and contact the dealers or service center. Continuous use of the printer under such condition can cause the fire and electric shock.

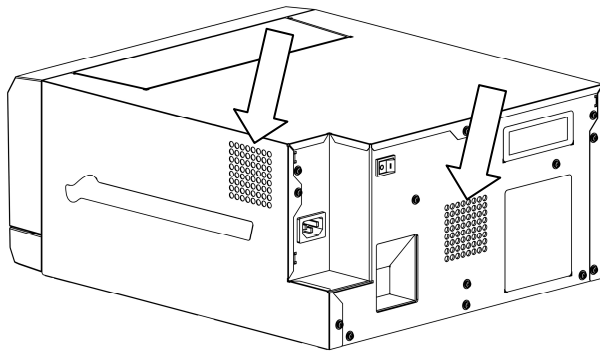


**Warning:** Continuous use under the abnormal condition such as high temperature, smoke and strange smell can cause the fire and electric shock. Turn off the power and make sure to remove the power cable, then contact the dealers or service center.



**Caution:** Do not use volatile solvents or spray insecticide on the printer outer cabinet. Otherwise, discoloration or crack may result.

### Cleaning of Filter



If the dust collects on the openings, clean it with vacuum cleaner

# Chapter 4. Error Handling

## Printer Status lamps are displayed in red

When the error happens, the details of the error can be confirmed with the printer status lamps.

Printer Status Lamps and Paper Setting Lamp display ●:on、○:off、\*:flashing

/ : Indicates that irrespective lit

LED Display			Status	Corrective Action
MEDIA	ERROR	PAPERSET		
○	*	/	The drawer unit is opened.	Close the drawer unit.
○	●	*	Paper jam occurred.	Remove the paper. If paper jam occurs frequently, consult with the service center.
○	●	/	Trouble of printer control board. The printer mechanical section is faulty.	If it occurs frequently, consult with the service center.
*	●	/	The ink ribbon set is not supported.	Ink ribbon or printer abnormality is assumed. Consult with the Service Department.
●	●	○	Paper is not set. Out of paper.	Set paper. Replace paper.
●	●	●	The ink ribbon is not loaded. Ribbon Empty.	Set the ink ribbon. Replace the ink ribbon.

## Failure Symptoms

When detecting a failure symptom, check the printer using the following table.

Symptom	Action
Power is not turned on.	<ul style="list-style-type: none"> <li>• Check if the power cable is connected to the plug socket or the printer.</li> </ul>
The personal computer does not recognize the printer.	<ul style="list-style-type: none"> <li>• Check if the USB cable is connected to the personal computer or printer.</li> </ul>
The printer does not become ready.	<ul style="list-style-type: none"> <li>• Check if the drawer unit is closed.</li> <li>• Check if paper is jammed in the printer.</li> <li>• When the paper setting lamp is blinking, remove the edge of the paper until the paper setting lamp goes off.</li> </ul>
The drawer unit does not open.	<ul style="list-style-type: none"> <li>• Check if the printer is installed in a flat location.</li> <li>• Check if any object is placed in front of the front cover.</li> </ul>
A straight stripe area is not printed.	<ul style="list-style-type: none"> <li>• The thermal head may be dirty. Clean the thermal head as described in Chapter 3, "Routine Maintenance".</li> <li>• If the blank area remains after cleaning the thermal head, the head may have been disconnected. Consult with the Service Department.</li> </ul>
Dotted areas are not printed.	<ul style="list-style-type: none"> <li>• The cleaning roller may be dirty. Clean the thermal head as described in Chapter 3, "Routine Maintenance".</li> </ul>

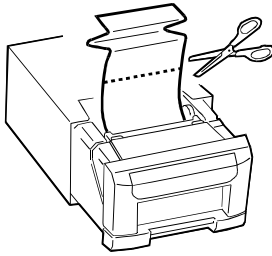


# Chapter 4. Error Handling

## Paper Jam

1. Open the drawer unit.
2. Cut off the folded section or printed section with scissors.

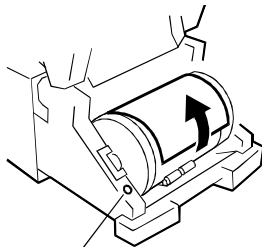
When the paper is folded inside of the printer, pull it out slowly.



Attention: If the paper is can not pulled out to the Ribbon side, pull out it to the Roll paper side following the instruction in Step 3 and Step 4.

If the paper is pulled out to the Ribbon side by force, the printer may break down.

3. Open the open guide unit.
4. Pull out the paper until the paper setting lamp goes off.



PAPERSET lamp

### Attention:

- If the paper is used without cutting off the folded section or printed section, paper jam occurs again or the ink ribbon may snap during printing. Always cut off the creased section or printed section of the paper.

- Cut off the paper straight and at right angles to the roll paper direction.

- If paper jam occurs frequently, a defect in the mechanical section is assumed.

Consult with the service center.

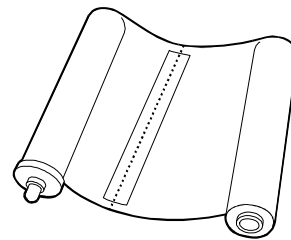
## Power Supply Interrupted during Printing

In case, power supply interrupted during the printing, Thermal Head will be kept pushing to Platen. Leaving this situation for a long time, shape of Platen can be warped. In order to avoid this situation, please follow the instruction below.

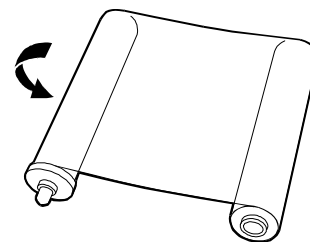
1. Turn off the power of the printer.
2. Turn on the power for 3 or more seconds after turning off the power.
3. Paper Jam is displayed on the printer status lamps, open the front cover and take the necessary action according to the instruction provided in 4-2, "Paper Jam".

## When the Ribbon is snapped

1. Remove the ink ribbon.
2. Stick the broken part of the ribbon with a tape.



3. Turn the ribbon on the rewinding side and rewind the taped section completely.





## Chapter 5. In order to more comfortably use

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Paper Pre-Cut function can be turned off through the printer driver.



Caution: Dust on the surface of the paper may damage the thermal head.  
Clean the dust on the paper surface and install the paper roll into the printer.



Caution: Clean the finger print on the paper surface to avoid the finger print on the print image.



Caution: Paper may be installed and fixed on improper direction, but maybe oblique direction.



Caution: Not straight cut of paper edge may cause paper jam. To prevent paper jam, recommend to use pre-cut function of paper roll. In case of paper jam or print incompleteness, reinstall the paper roll and use pre-cut function.

For longer Printer usage



Caution: Printing continuous pattern of high density image in limited part may cause uneven density print. Recommend not to print those images continuously.

## Chapter 5. In order to more comfortably use

### For the Customers in the U.S.A.

#### **FCC CAUTION**

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 A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

### For the Customers in Canada

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence.

L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

### For the Customers in Europe

This product shall not be used in the residential area.

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.

HiTi Digital, Inc. hereby declares that this P910L is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.

If you want to dispose this product, do not mix with general household waste. There is a separate collection system for used electronics products in accordance with legislation under the WEEE Directive (Directive 2002/96/EC) and is effective only within European Union. For details, consult your dealer.





# Specification

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Product name		Digital Photo Printer	
Model name		P910L	
Printing method		Dye sublimation thermal transfer	
Resolution		12 dots/mm (300 dpi)	
Print sizes		203 mm x 305 mm (8 x 12 size) 203 mm x 254 mm (8 x 10 size) 203 mm x 203 mm (8 x 8 size) 203 mm x 152 mm (8 x 6 size) 203 mm x 127 mm (8 x 5 size) 203 mm x 102 mm (8 x 4 size)	
Print media		Paper	203 mm (8 in.) width roll paper for print 120 sheets/roll (in case of 8 x 10 size prints) 100 sheets/roll (in case of 8 x 12 size prints)
		Ink ribbon	8 x 10 size ink ribbon 120 images/roll
			8 x 12 size ink ribbon 100 images/roll
Operating environment	temperature	10 to 35 degrees C	
	humidity	20% to 80% (RH) (There must be no condensation in both cases)	
Paper feeding		Roll paper feed (Roll to Cut method)	
Dimensions		Width,	330 mm
		Depth	395 mm
		Height	174 mm
Weight		13.5 kg or less (Excluding consumables and accessories)	
Power voltage		100 to 240 V AC (Automatic switching)	
Power consumption		Less than 400 W / 4.0 A at 100 V AC Less than 400 W / 2.0 A at 220 V AC	
Interface		USB 2.0	
Buffer Memory		64 MB	

The above specifications are subject to change without notice.

## After sales Service

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Contact your dealers or service center for the details about after-sales service.