Suprint

SUP-300/400

PRODUCT MANUAL

General Information

1. Copyright

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2. Trademark

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ii. DYP© is the registered trademark of Shenzhen Suprint Smart Technology Co.,Ltd.

iii. All other trademarks and registered trademarks are possessed by their owners.

3. Warranty

i. Printer

Suprint© printers are warranted against material or process defects within (　) months since they are purchased.

Delivery Note or Purchase Order are needed for warranty. Warranty is invalid in case of following situations: printers are modified by users; install of use the printers improperly; printers are damaged caused by accident or negligence.

ii. Printer-head

Wear and tear of printer-heads are normal. Original printer-heads are warranted within (　)months since they are purchased.

The printers must be returned to Suprint factory of authorized maintenance centers for warranty verification. If the printer-heads are damaged because of using non-original consumables, users shall pay the cost of manpower and materials to Suprint. Warranty is invalid in case of following situations: printers are modified by users; install of use the printers improperly; printers are damaged caused by accident or negligence.

Note: **The printers returned must be packed with the original cases or similar functional packing materials. If the printers are damaged during the delivery because of improper packing, Suprint will not repair them. If the returned printers are confirmed by Suprint that they are not caused by original defects, users shall pay the maintenance and transportation.**

iii. Spare parts

All parts, printer-heads, maintenance kit, optional parts and accessories are warranted without any material and process defects within (　)days since they are purchased. (unless others are stipulated)

4. Fast introduction

The detailed information in terms of Suprint© printer installation and operation are provided in this manual.

Please read this manual carefully before using and operate the printer according to the manual strictly.

Product features:

◎ printing cards high efficiency and stable quality

◎ good printing effect similar photos

◎ compatible with many sorts of cards

◎ two sides printing are available

◎ professional card printing edit software Sucard is free.

◎ many printing ribbons

◎ optional modules

This is a Class A product that may cause radio interference in a living environment. In this case, users may need to take practical measures to interfere with them.

5. For more information, please visit us www.suprint.net .

Contents

1. Preparations

1) Open the package

The printer is stored in anti-static bag and strong packing carton during transportation. Please keep the packing things good in case of returning or re-moving.
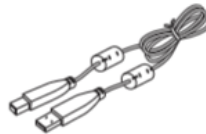
Check if the carton is damaged when removing the packing material.

The printer shall be fixed in a clean or dust-free area. Besides the manual, the following parts shall be available:
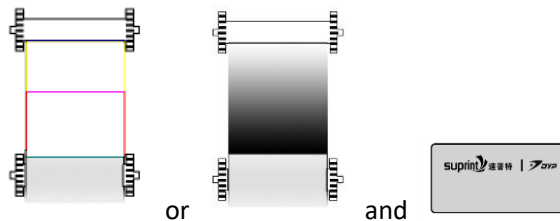
① cable and power adapter

② USB cable

③ ribbons and relevant electric-label (Need to be purchased separately)
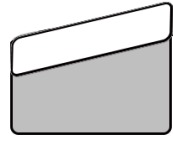
or   and

④ CD-ROM of driving and edit software
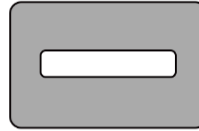
⑤ cleaning roller
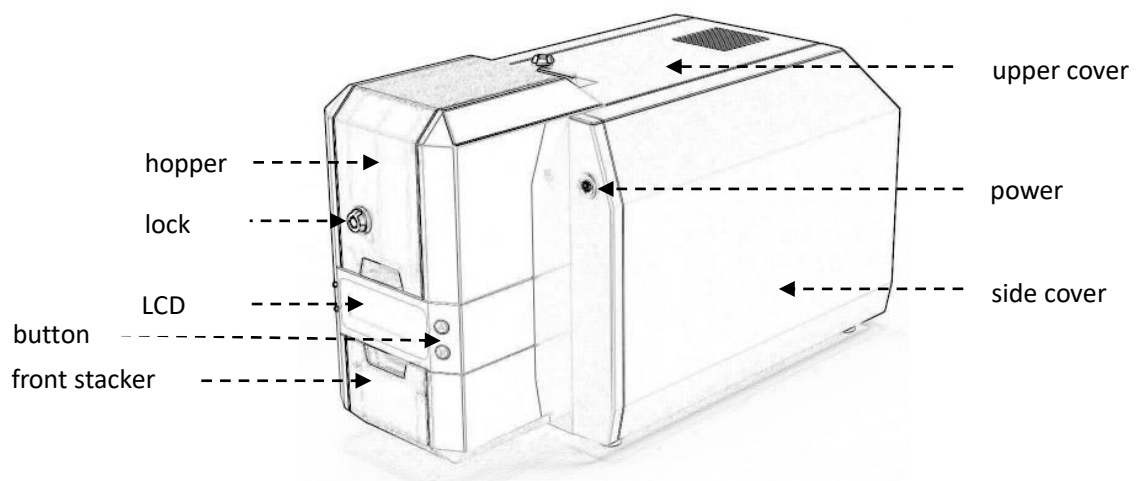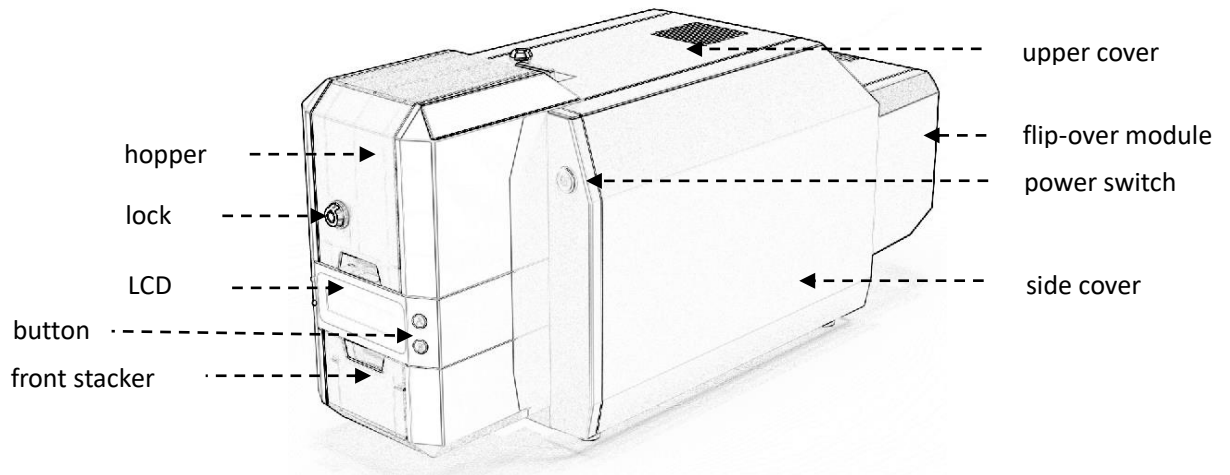
⑥ rear stacker box

⑦ card holder

⑧ cleaning card

Note· **Please contact Suprint when short of any above parts.**

2) Functions of printer

It is helpful to install and operate the printer if you are familiar with the parts and functions in advance.
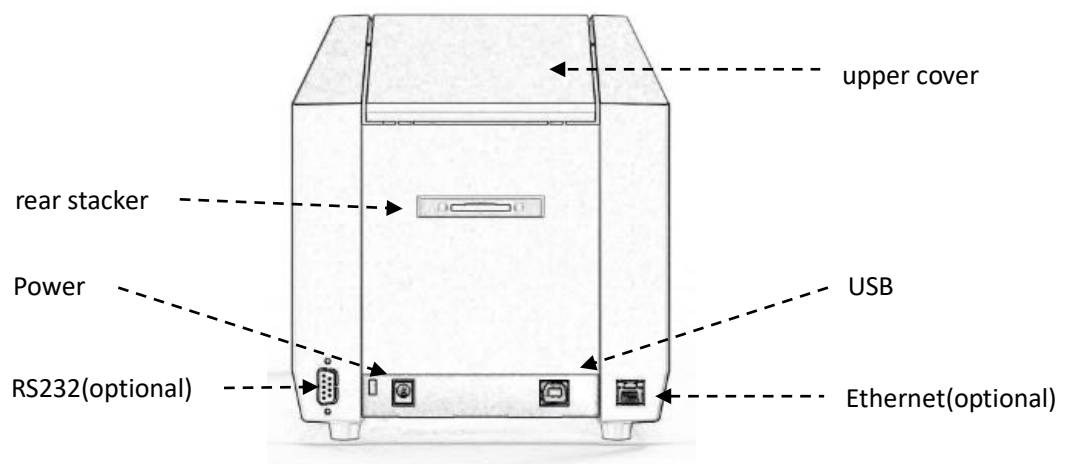

hopper

lock

LCD

button

front stacker

upper cover

power

side cover

Front side of printer of SUP-300

Front side of printer of SUP-400

Upper cover	Ribbons and cleaning roller can be changed when opening upper cover. Most wrong codes can be removed when opening-closing upper cover.
Side cover	Open side cover when repairing.
Hopper	Blank cards inside, max 100cards(standard).
Lock	The hopper can be locked when turning Lock.
Front stacker	Holding printed cards, max 50cards(standard).
Power switch	On or off the power.
LCD	Display printer status.
Button	Controll the printer, see ButtonA and ButtonB afterwards.
Flip-over module	Card flip-over for two side printing.

Back side of printer of SUP-300

upper cover

back stacker

flip-over module
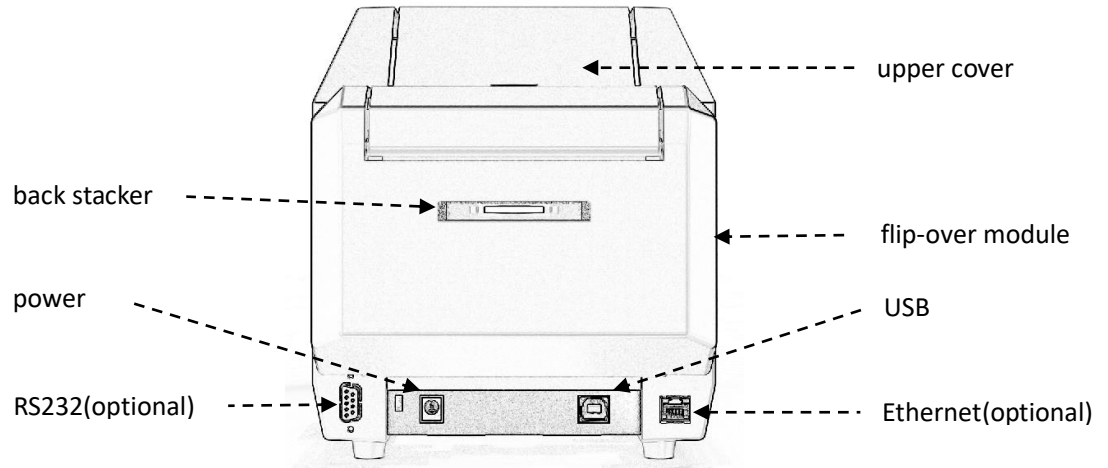
power

USB

RS232(optional)

Ethernet(optional)
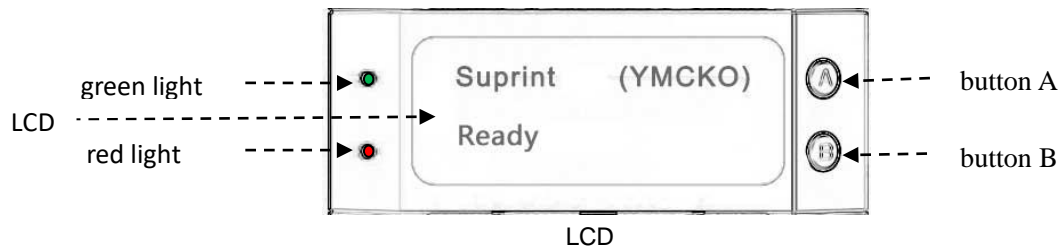
Back side of printer of SUP-400

Upper cover	Ribbons and cleaning roller can be changed when opening upper cover. Most wrong codes can be removed when opening-closing upper cover.
Back stacker	Finished cards can be put out through back stacker.
RS232(optional)	Connect with computer.
Power	Connect with power adapter: DC24V(2.5A).
USB	Connect with computer.
Ethernet(optional)	Connect with Internet.

green light

LCD

red light

Suprint   (YMCKO)

Ready

button A

button B

LCD

Green light	On	The printer is ready.
	Off	Power is not connected.
	Flash	The printer is operating.
Red light	On	The printer has troubles.
	Off	The printer is normal.
LCD	Suprint	Trademark of Suprint©.
	YMCKO	The letter indicating color is flashing when the ribbon of corresponding color is printed.
	Ready	Printing status.
Button A		Removing the obstructed cards inside the printer, press it when choosing printing.
Button B		Press it when choosing printing.

2. Install the printer

1) Install ribbons

① Open upper cover, you can see ribbon racks labeling A and B.
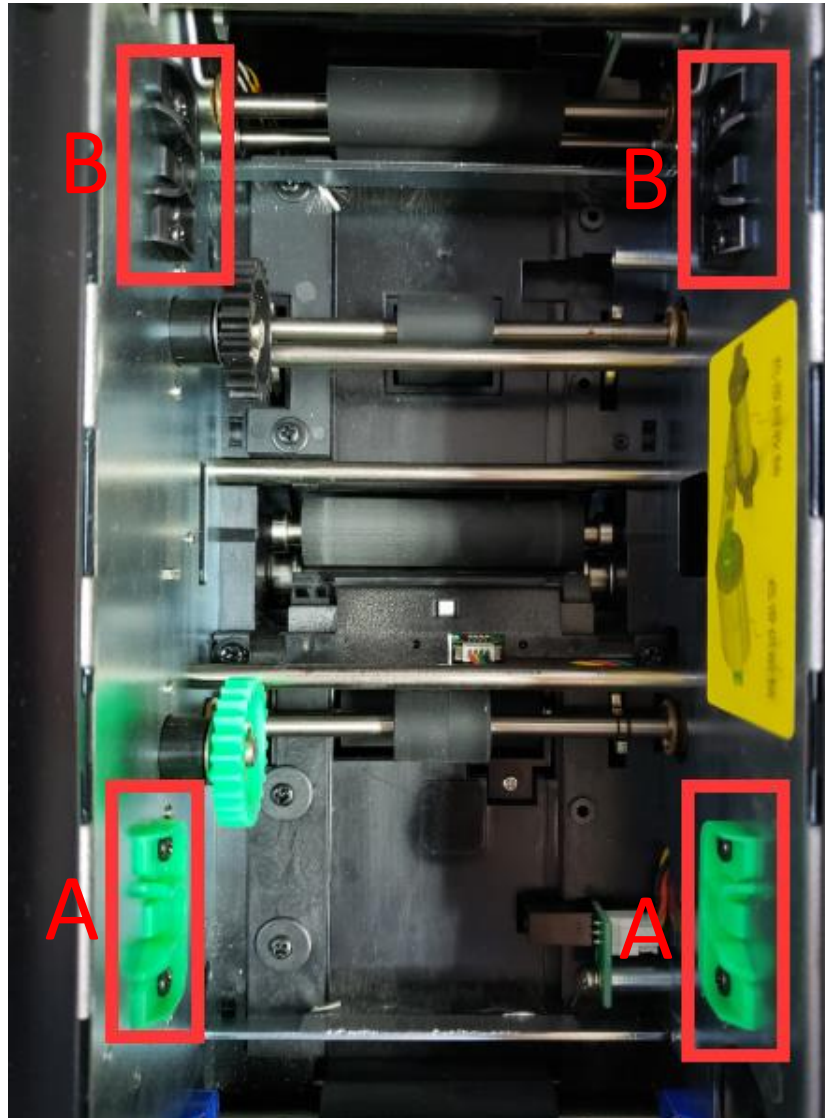
Ribbon racks

② Put unused ribbon scroll rack on the racks in area A, and fix it accordingly by aligning the gears on both ends.

③ Put blank or used ribbon scroll rack on the racks in area B, and fix it accordingly by aligning the gears on both ends.
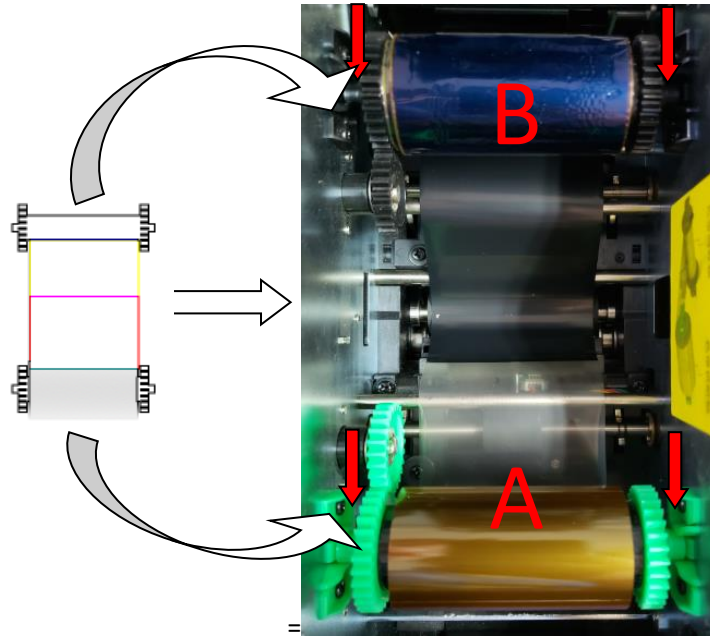
Intall ribbons

④ When installing color ribbon, winding the ribbon till the middle of Red, it is stalled.

⑤ Install electric label corresponding ribbon type. Put the electric label into the slot, front or back are all OK.
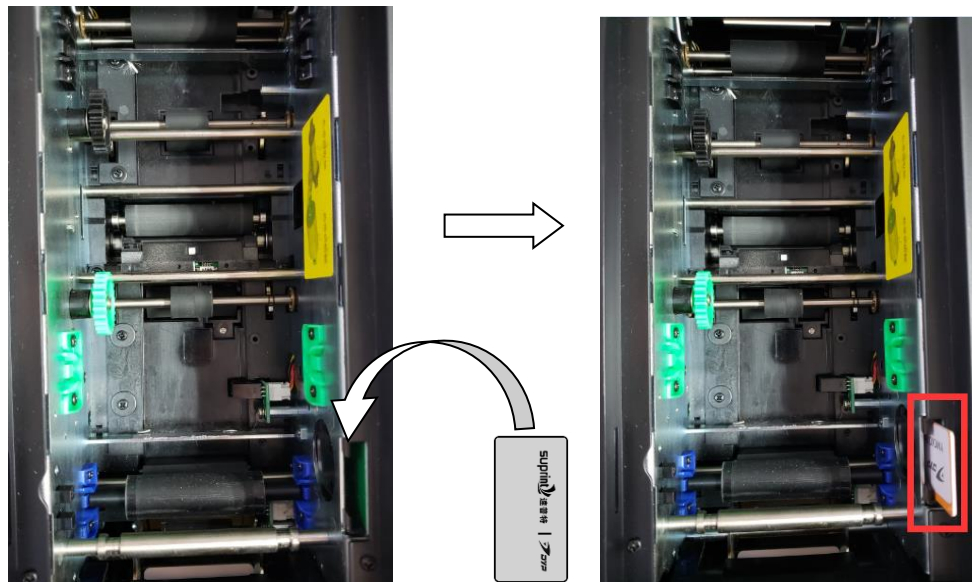
Install electric-label

2) Install cleaning roller

① Open upper cover, you can see cleaning roller rack labeling C.
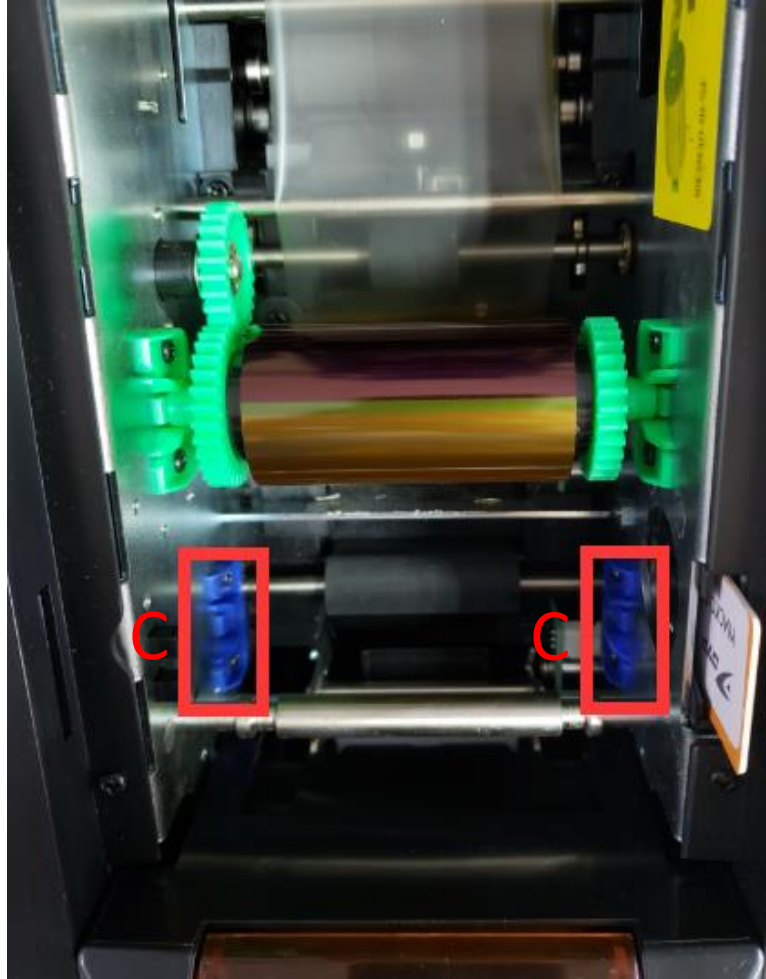
Cleaning roller rack

② Remove the protective foil of cleaning roller and put it on the rack C and fix it.
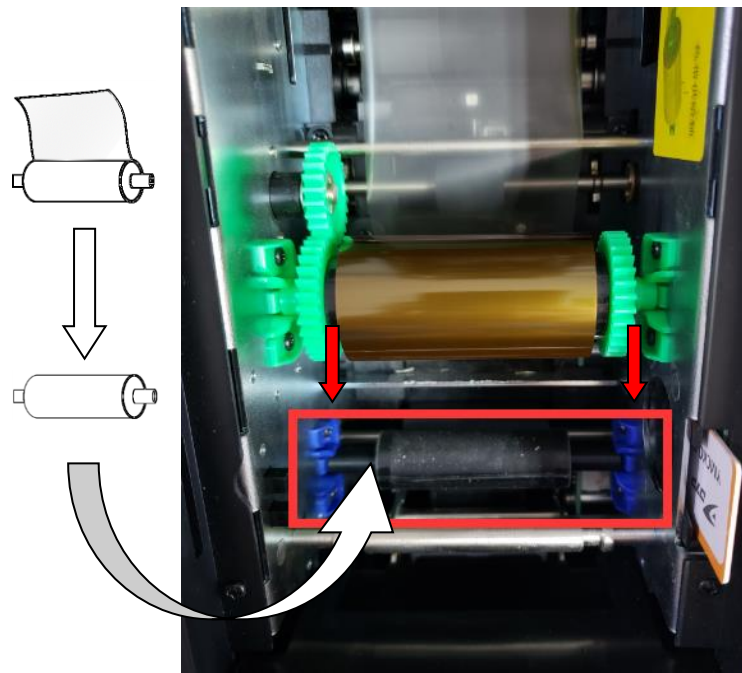
Install cleaning roller

3) Card thickness controller

① Set"card thickness controller", adjust the gap between hopper and printer to avoid more cards input (cause card obstruction)or input improperly.

Card thickness controller

② Adjust the card input gap by moving the vernier on the card thickness controller. Cards between 0.25mm—1.5mm thick are suitable for the printer.

Generally, move the vernier from very left to right till just one card can be input.

4) Place the cards

① Open the hopper, place into blank cards with printing side facing upwards.

Place the cards

② Put a presser-device on the card stack and close the hopper.
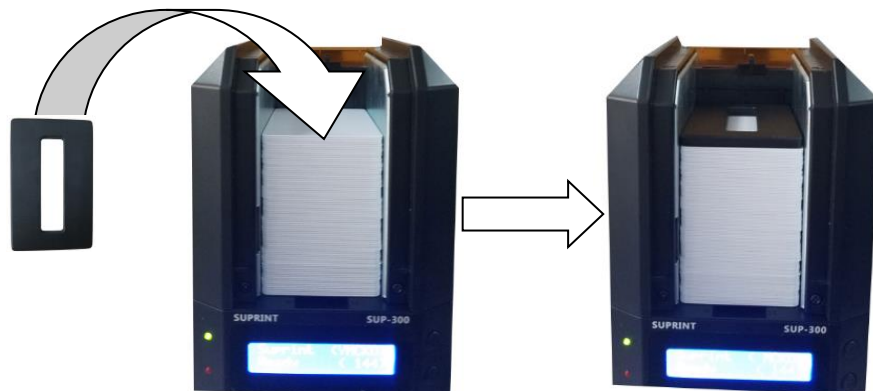
Put a presser-device

Note・ **Don't mix cards with different thickness!**
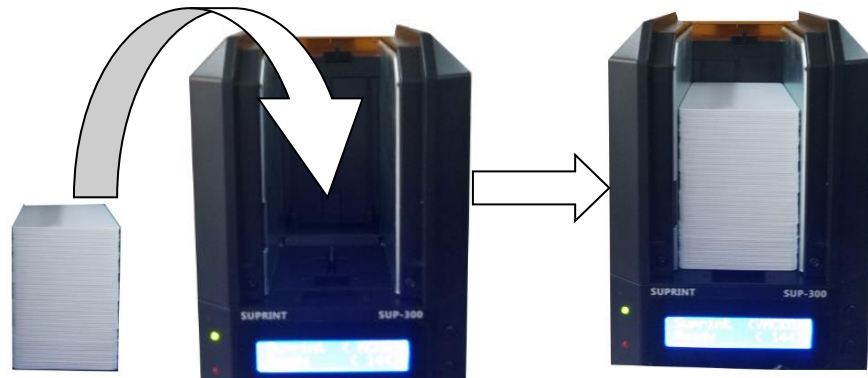
Note・ **Don't bend cards or touch the printing sides, or printing effect will be decreased. Please keep the cards clean, dust-free and store them in inclosed boxes. The best way is printing the cards as soon as possible.**

Note・ **Cards can be stacked together because of static or punching burr. Please separate the cards before putting them into the hopper, otherwise the input or printing trouble will be caused.**

Note・ **It is helpful to put in the cards by using presser-device, so don't lose it.**

5) Installation stacker box

① As shown in the following figure, connect the hook of the rear stacker box to the rear stacker of the printer.

Installation stacker box

Installation stacker box is complete
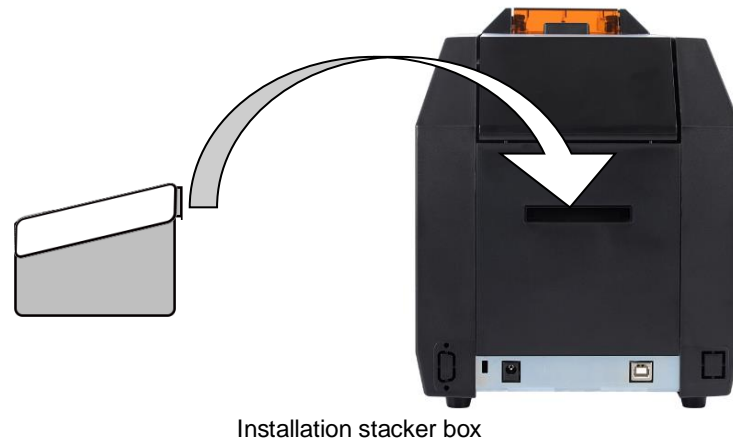
3. Install software

1) Connect with computer

① Plug in the adapter into the printer power supply and power on.

② Connect the printer with computer via USB.
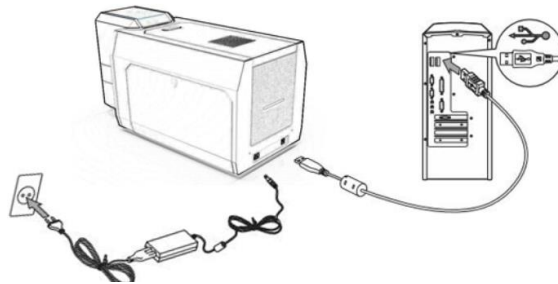
Plug in the power and USB of SUP-300
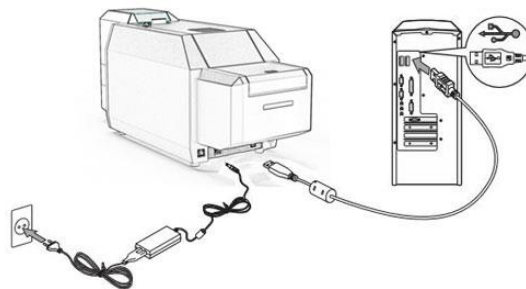
Plug in the power and USB of SUP-400

Note • **The required power is DC24V(2.5A).**

Note • **Please pay attention to the interface and direction of USB.**

Note • **USB behind the desktop computer shall be used.**

2) Install driving program

Execute the driving program "SUP-300_400_Driver.exe" in the CD-ROM, install and set according to 《Suprint SUP 300/400 Driver Manual》

SUP-300_400_Driver.exe

3) Install Sucard

Execute "Install_Sucard.exe" in the CD-ROM, install and use according to 《Sucard Software Manual》

Install_Sucard.exe

4. Cleaning and maintenanc

1)Cleaning outer

Clean the outer cover of the printer by using a clean rag in the same direction when the printer is powered off.
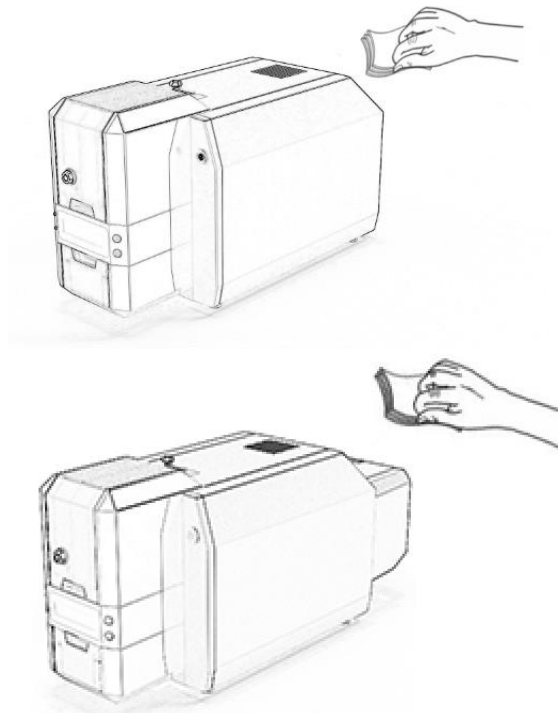
Cleaning outer

Note • **Don't make water into the printer when cleaning.**

Note • **Please use the printer when it is dry completely.**

Note • **When cleaning with alcohol, solvents or active agent, the printer will discolor or crack. Please avoid to use such solvents.**

2) Cleaning inner

There are dust and impurities created during printing, which can cause printer head damage, stains on the cards and scratches of ribbons.

In addition to fix the cleaning roller properly, you can use cleaning card to remove the impurities on the rollers inside and printer head.

First, put the cleaning card into the hopper after taking the ribbon out. Then press [clean the printer] key in the driving program, the cleaning card moves back and forth inside the printer. *Please keep the power on when using cleaning card.*

Use cleaning card

Note· **Please use the cleaning card as soon as possible when open it, because it is disposable and the cleaning stuff on the card is easy to volatilize.**

Note· **Please power off when take the ribbon out of the printer. Don't touch the printer head with hands because of high temperature.**

3) Change cleaning roller

After a period of time the cleaning roller functions poor because of dry air and too much impurities, so please change it timely.

4) List of wear and tear

Item	How long to change	How to change
Color ribbon	1 year after open(240 cards)	See chapter 4
Black ribbon	1 year after open(1000 cards)	See chapter 4

Printer head	-	Consult with aftersale engineer
Input roller	100,000 cards	Consult with aftersale engineer
Cleaning roller	1000 cards(depend on working ambient)	See chapter 4

5. Trouble shooting

1) Methods against troubles

Troubles	Causes	Methods
The printer doesn't work	The printer not turned on	▪ Check the adapter ▪ Turn on the printer
	USB connected improperly	▪ Check the USB cable ▪ USB ports are not good ▪ Change USB port on the computer
	No cards in the hopper	▪ Put blank cards into the hopper properly ▪ Adjust the card thickness and re-operate
	Driving program of SUB300/400 not installed	▪ Install the driving program properly ▪ Unload the driving program and reload
	the ribbon installed improperly	▪ Install the ribbon properly as per chapter4
	Other printing jobs not finished	▪ Cancel the printing jobs in Windows and re-operate
Printing effect abnormal	Too rough or stains on the card surface	▪ The cards shall be clean and smooth
	Over-thick cards	▪ Card thickness 0.3—2.0mm
	Printer parameters not calibrated	▪ Parameters calibration via driving program
	Wrong serial no. of printer head	▪ Correct the serial no. as per outer package of printer head
	Non-original ribbons	▪ Use original ribbons
	Printer shall be cleaned	▪ Use cleaning card and change the cleaning roller
Ribbon broken	Over-thick cards	▪ Card thickness 0.3—2.0mm
	Too much hot of printer head	▪ Continuous printing cause temperature accumulation on printer head, please cool it completely and re-operate
	Printer parameters not calibrated	▪ Parameters calibration via driving program
	Too rough or stains on the	▪ The cards shall be clean and smooth

	card surface	
	Non-original ribbons	▪ Use original ribbons
	Printer shall be cleaned	▪ Use cleaning card and change the cleaning roller
	Print the card repeatedly	▪ One card can be printed only once
	Non-PVC cards	▪ Only PVC cards can be used
JAM	Card input not smoothly	▪ Remove static inside the hopper ▪ Dry the hopper
	Impurities inside the printer	▪ Remove the impurities inside the printer
	The stacker is full	▪ Take the cards out
	Over-thick cards	▪ Card thickness 0.3—2.0mm
	More cards input	▪ See chapter 4:Card Thickness Controller
Adhesion between ribbon and card	Over-thick cards	▪ Card thickness 0.3—2.0mm
	Too much hot of printer head	▪ Continuous printing cause temperature accumulation on printer head, please cool it completely and re-operate
	Non-PVC cards	▪ Only PVC cards can be used

[Appendix A] Product configuration

Printer	
Model Name	Suprint SUP-300/400
Print method	Dye sublimation(direct to card)
Print speed	- 120 cards/hour(YMCKOK full color) - 180 cards/hour(YMCKO full color) - 750 cards/hour(Mono speed)
Resolution	300DPI
Hopper card capacity	100cards(0.76mm/30mil) Expandable to 300 cards
Two side printing	Compatible
Stacker card capacity	- front stacker:50cards(0.76mm/30mil) - Back stacker: 50cards(0.76mm/30mil)
Print area（W x D）	Full face printing/CR-80 edge-to-edge 86 mm(D) x 54 mm(W)
Accepted card size	ISO CR-80 (53.98mm×85.6mm)
Accepted card thickness	0.3mm ~ 2.0mm
Accepted card type	PVC or PVC composite cards
Barcode	Code 39，EAN 8，EAB 13，Code 128 and others
Memory	256MB
LCD	
Display	1602 LCD
LED lights	2 LED lights(green and red)
Button	2 buttons
Optional modules	
MS read and write module	Tracks 1, 2, 3 ISO 7811，LOCO/HICO
IC read and write module	Can be integrated in third party's module

Contactless IC read and write module	Can be integrated in third party's module
cleaning module	Suprint customized cleaning module/cleaning roller/cleaning card
Customized ribbons	- YMCKOK full color ribbon 200cards/roll - YMCKO full color ribbon 240cards/roll - YMCKO half color ribbon 400cards/roll - KO black ribbon 500cards/roll - K black ribbon 1000cards/roll - Gold ribbon 1000cards/roll - Silver ribbon 1000cards/roll - White ribbon 1000cards/roll - Red ribbon 1000cards/roll - Blue ribbon 1000cards/roll

Software	
OS	Windows 2000/XP/2003/7(32/64bit)/8(32/64bit)/10(32/64bit)
Card issue program	Sucard professional card printing software
Driving program	Suprint-SUP300/400

Other	
Interface	USB 1.1/2.0/3.0
Power	100V～240V，50～60Hz，DC 24V(2.5A)
Size（WxHxD）	SUP-300 : 405x238x188mm; SUP-400 : 508x238x188mm
Weight	SUP-300 : 6Kg; SUP-400 : 7Kg
Working temperature	15℃~ 32℃ (59 ℉~ 89.6 ℉)
Working humidity	20 ～ 75 % non-condensation
Certificate	FCC， CE， CCC

[Appendix B] Aftersale service

1) Service telephone

Shenzhen city：+86-755-83794326

Beijing city：+86-010-69296433

2) Scope of service

●In case of defects during production or abnormal function under common circumstances, (   )years free aftersale service are warranted.

(   )years warranty refer to Product Warranty.

3)Limitations of service

Free Aftersale Service is not applicable to following:

● Damages caused by using non-original consumables.

● Consumables or spare parts are obsolete.

● Damages caused by using over-thick cards or non-PVC cards.

● Damages caused by operating in non-stipulated ambient.

● Damages caused by computer OS update, reloading or virus.

● Damages caused by operating in non-safe ambient or short of full maintenance.

● Damages caused by using non-safe power supply.

● Damages caused by disassembling and re-assembling the printer.

● Damages caused by making impurities into the printer because of the user's negligence.