



Internal Printer Guide for the LSU0364 (Labeler-Sealer Unit)

Preface

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Acknowledgements

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Disclaimer

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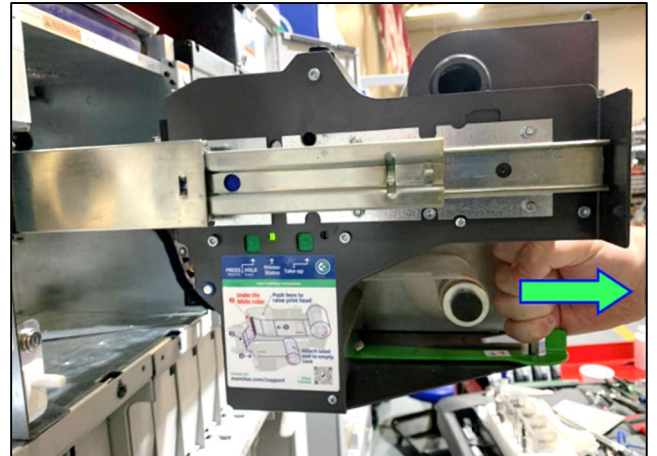
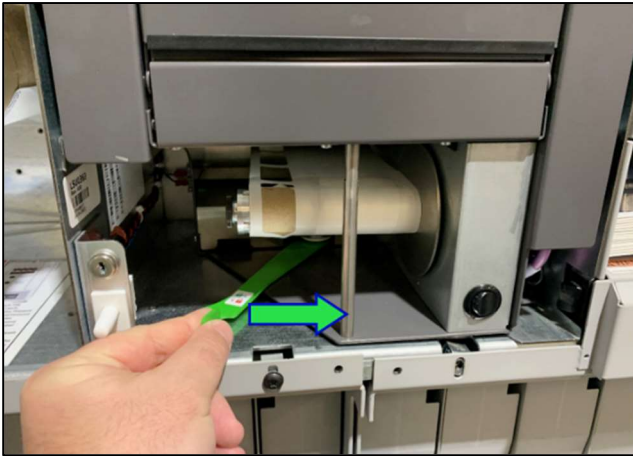
Table of Contents

Operation.....	4
The Printer Drawer	4
Loading/Replenishing Labels	5
Maintenance	20
Label Printer Cleaning Instructions	20
Troubleshooting	26
Print Alignment Issues.....	26
Label Print Shifted Top/Bottom	26
Label Print Shifted Right/Left	26
Label Status Lights	28
Amber	28
Red.....	29
Error Messages	30
LSU_OUT_OF_LABELS	30
LSU_LABEL_PICKUP_ERROR	31
LSU_LABEL_PEELER_NOT_CLEAR_ERROR.....	31
LSU_LABEL_FLIPPER_NOT_CLEAR_ERROR.....	31
LSU_LABEL_ERROR.....	32
LSU_LABEL_TIMEOUT	33
Printer Features.....	33
Left/Front View	34
Network/Power Indicators.....	34
Rear View, Printer Door Closed	35
Rear View, Printer Door Open.....	36
Rear/Top View, Printer Door Open and Top Cover Off.....	36

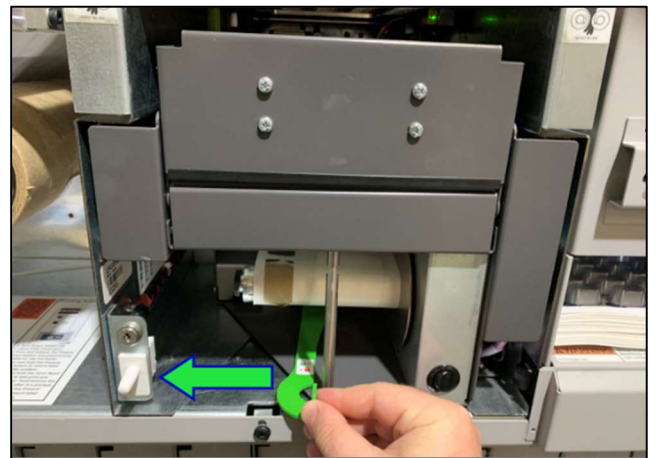
Operation

The Printer Drawer

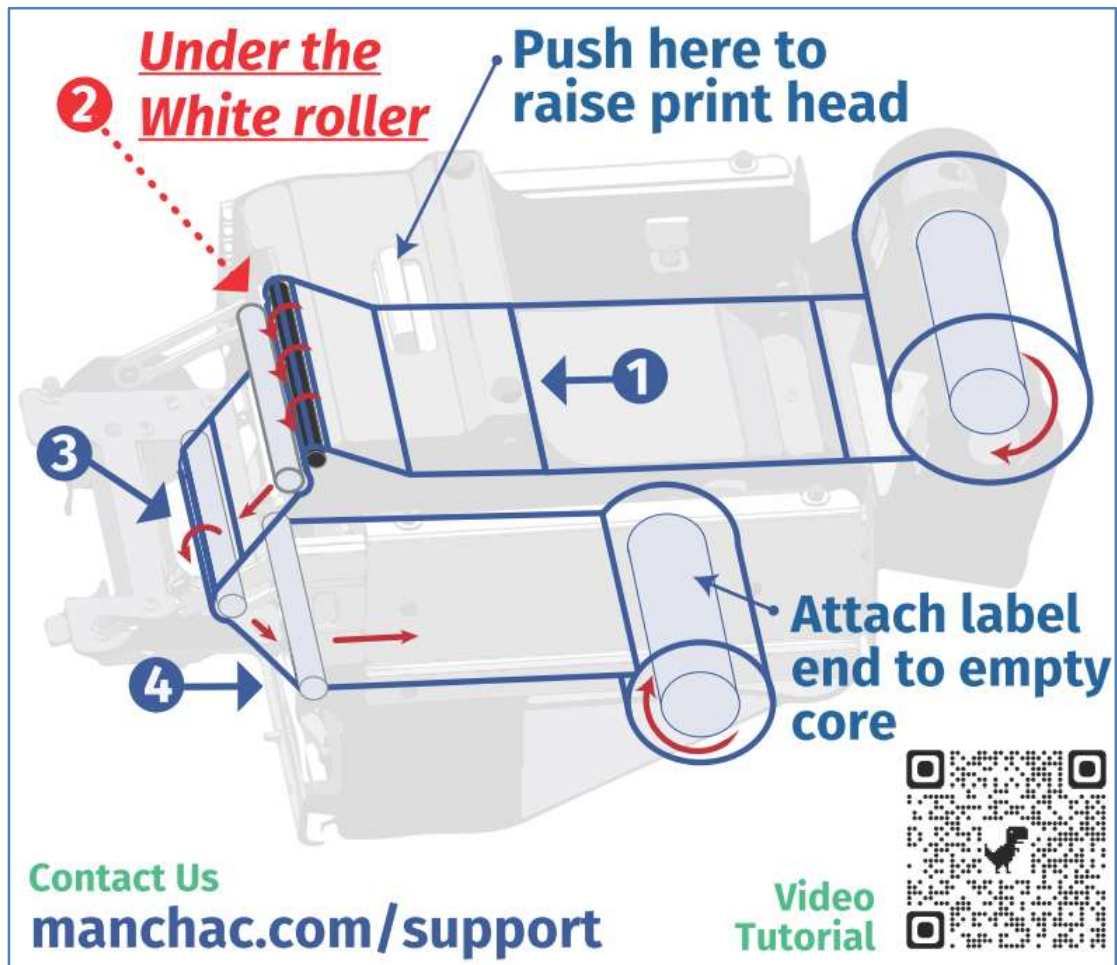
1. To Unlock and Open the printer drawer
 - a. Move the bright green lock lever to the right until it stops at the drawer handle.
 - b. Grasp the silver drawer handle and pull out.



2. To Close and Lock the printer drawer
 - a. Grasp the drawer handle and push the printer drawer into the tower until it stops.
 - b. Lock the printer drawer by sliding the lock lever to the left.

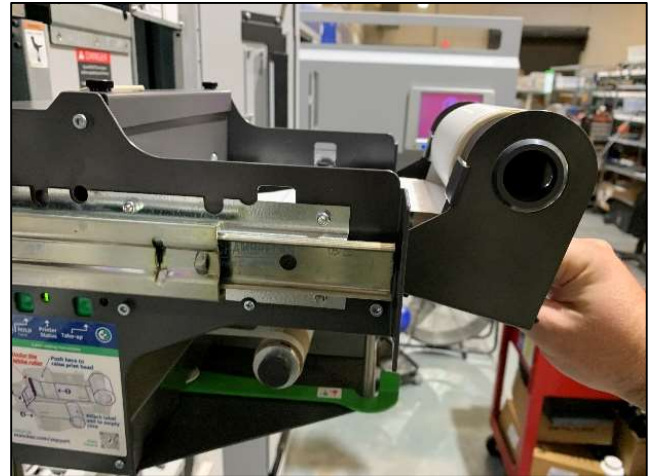


Loading/Replenishing Labels

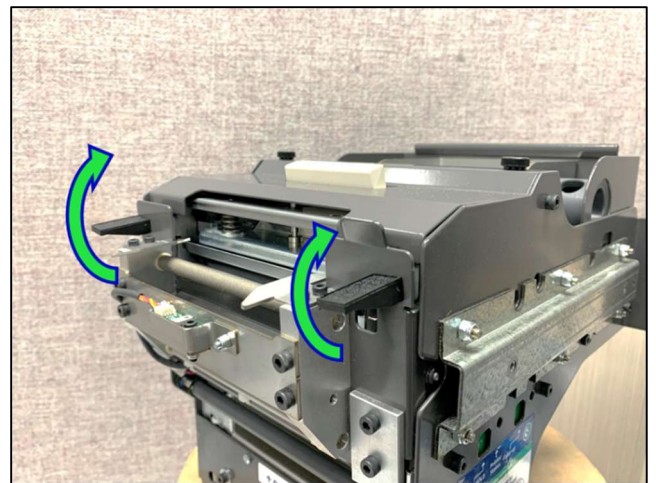


NOTE: This decal is located on the left side of the printer next to the Take-Up and Test Print buttons for reference while loading materials.

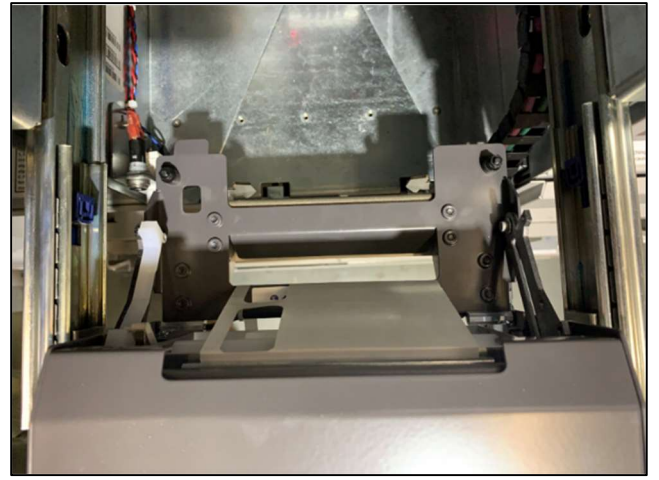
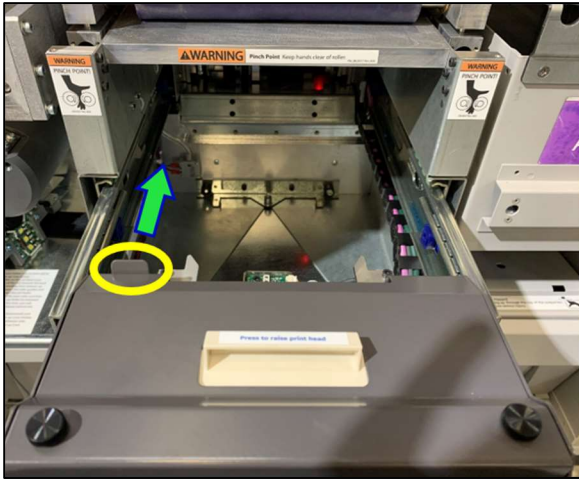
1. With the printer drawer pulled out, flip back the label supply holder.



2. Unlock the printer door by flipping up the 2 latches.

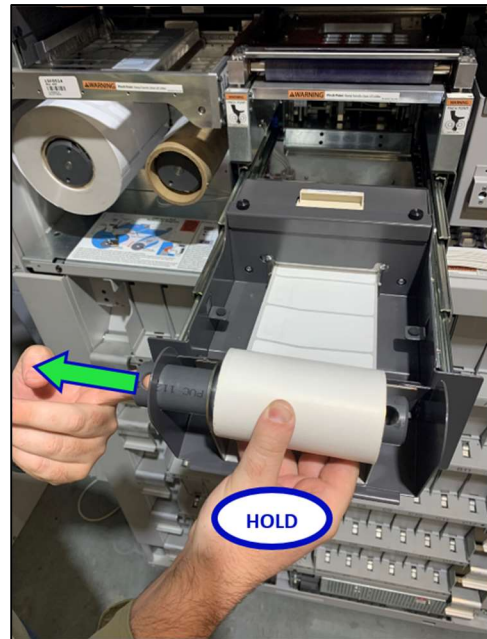


3. Open the printer door. Grasp the printer door tab located on the top of the printer at the back left side and firmly push down until the door stops.

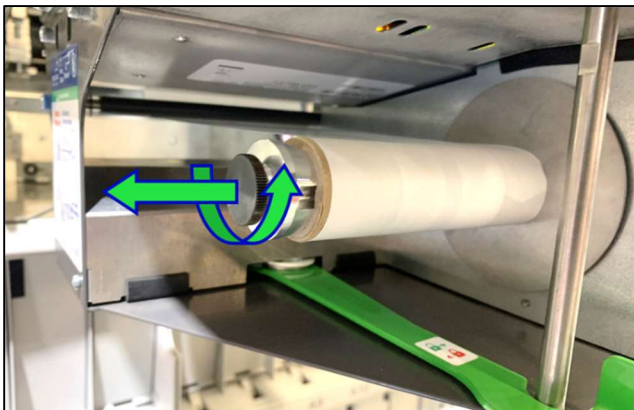


4. Remove the label supply spindle by sliding it out of the bracket.
 - a. Grasp the supply holder with your index finger and pull it out the left side of the printer while holding the unused/unfinished or empty label roll with your other hand.

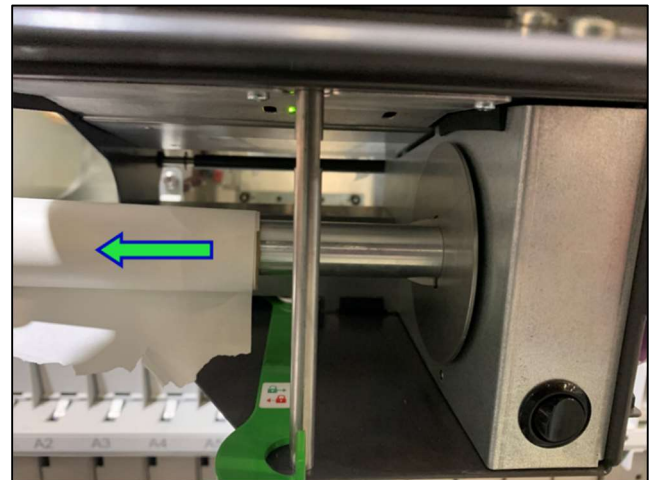
NOTE: If removing an unused/unfinished roll, first cut the liner at the exit of the printer and lift the print head using the Print Head Lift button on top the printer to draw the unused lids out of the printer.



5. Unscrew the take-up core mandrel. Remove it and place it aside for now.



6. Remove the backing material roll from the take-up drive by pulling it off the metal spindle.
 - a. If removing an unused/unfinished roll, press the take-up button to roll up any remaining liner after it has been cut at the exit of the printer (Step 4b). Stop when the liner take-up is finished.
 - b. Grasp the take-up roll and slide it off the spindle.



7. Cut the tape on the new roll to release the labels or if loading a partially used roll, cut the backing even with the next label.

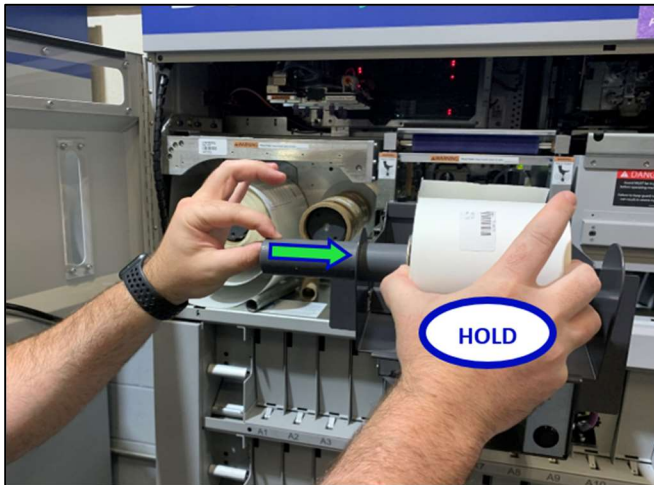
NOTE: Tearing or removing the tape on a new roll can lead to excessive adhesive build-up and damage to the printer

8. Load a new roll of labels onto the supply spindle.

NOTE: The labels must feed off the supply roll from the bottom with the labels facing up as shown in the image below.

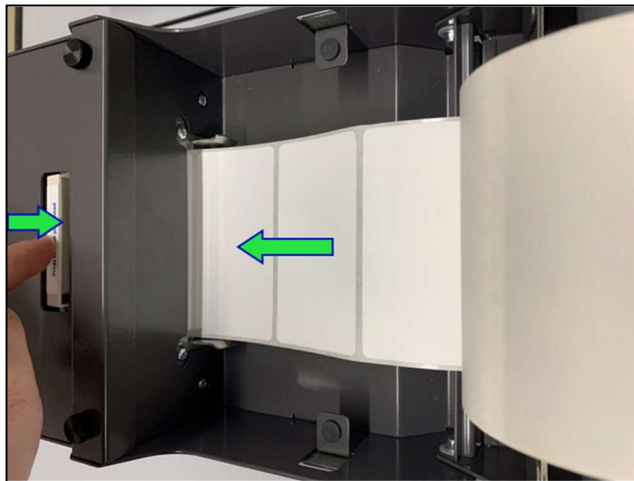
- a. Hold the roll within the silver holder bracket and align the cardboard core with the holes in the bracket.
- b. Slide the gray plastic supply spindle through the supply bracket and the new label roll with the other hand until the spindle stops.

IMPORTANT: The supply spindle is only compatible with DOSIS approved 1.5" ID (inside diameter) label cores. Custom labels may come on rolls with 1" ID cores and will need to be changed to 1.5" cores. The larger diameter is needed to reduce the severity of label curl at the end of the roll.

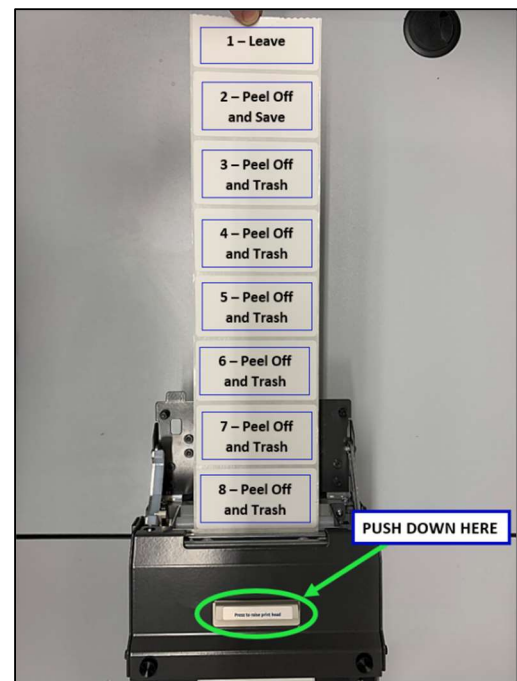
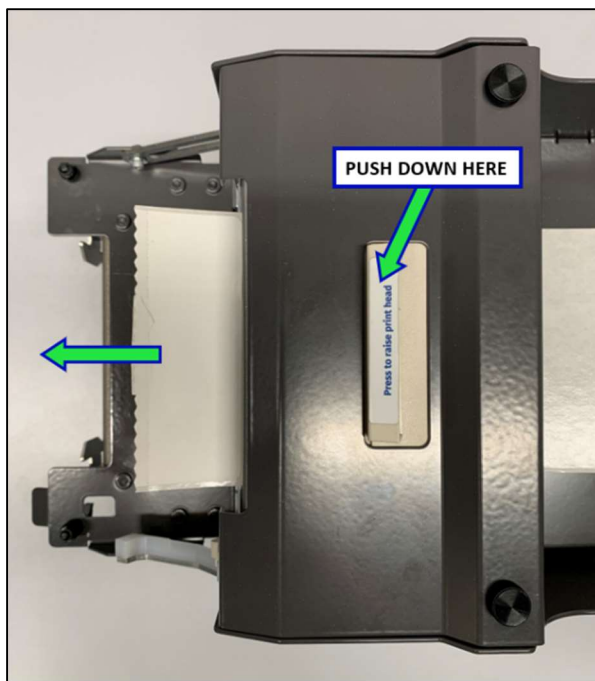


9. Gently slide the end of the label roll into the printer until it stops.

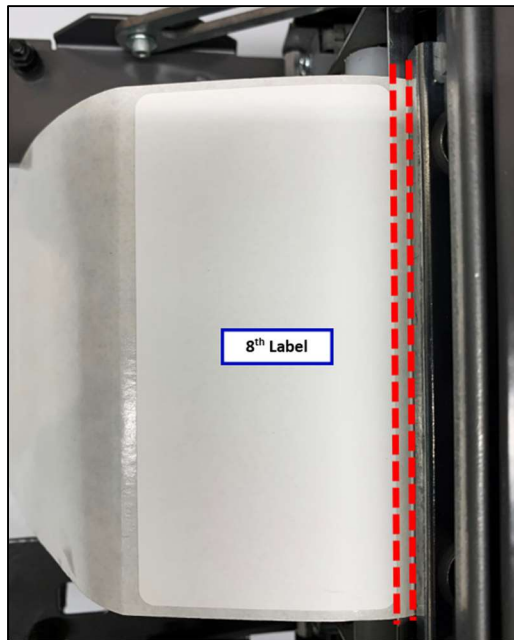
REMINDER: This decal located on the left side of the printer next to the Take-Up and Test Print buttons illustrates the routing for loading materials.



10. Depress and hold the print head lift lever and feed labels through the printer until the start of the label roll exits the printer. Continue feeding labels until 8 labels exit the printer. Release the lever to stop feeding labels.



11. Stop when the 8th label is just out of the printer. Running these labels helps set the initial alignments.
 - a. Check that the label's edge is parallel with the print head (red lines).
 - b. If the label is not parallel, lift the print head using the button on top of the printer, and adjust the label until it is parallel.



12. Taking the strip of 8 labels, remove the second label from the starting end and set it aside for use later. Leaving the first label on the liner, remove the remaining 6 labels and discard them.



13. Push the first label between the pinch roller (white plastic) and the platen roller (black rubber) until it comes out below the pinch roller. Grasp the first label and pull the remaining liner through.

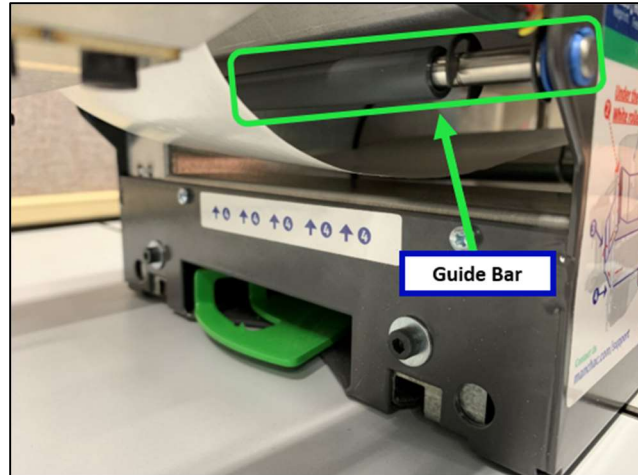
IMPORTANT: The most common reason a printer does not function correctly after a new roll is loaded is this step being skipped in the label feed process.



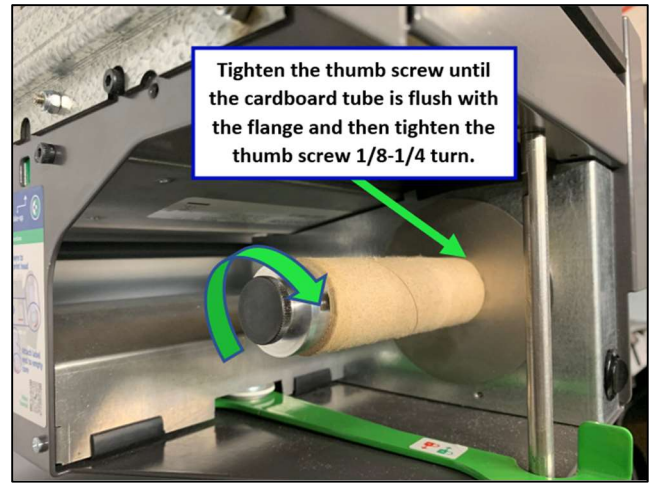
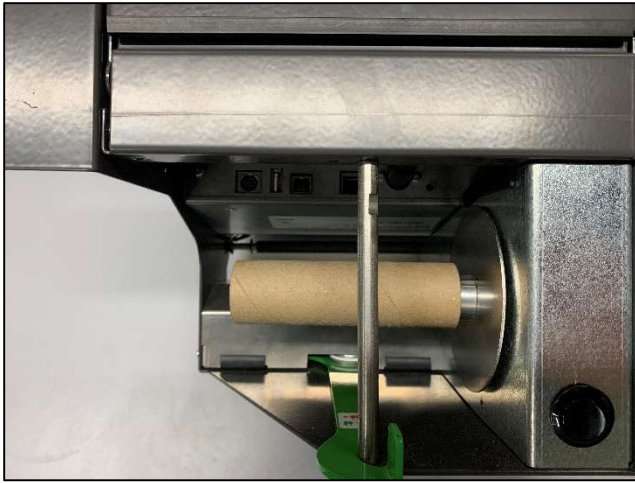
14. Push the first label into the slot in the printer door.



15. Continue feeding the labels so they come out the underside of the printer door. Move the label and liner under the gray guide bar and toward the take-up spindle.



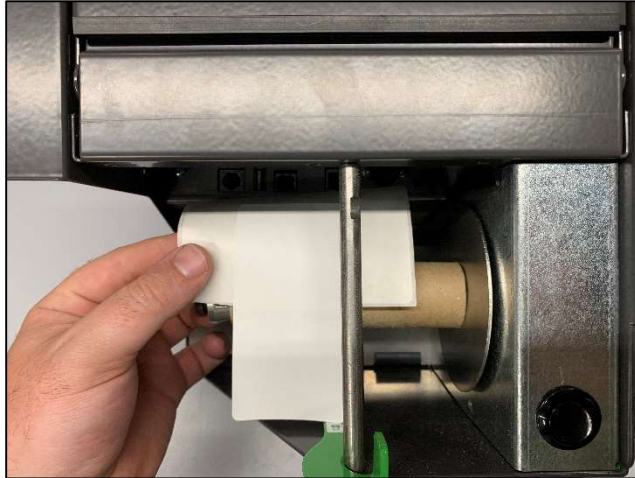
16. Tighten the smaller cardboard tube that comes with a new label roll onto the take-up spindle.



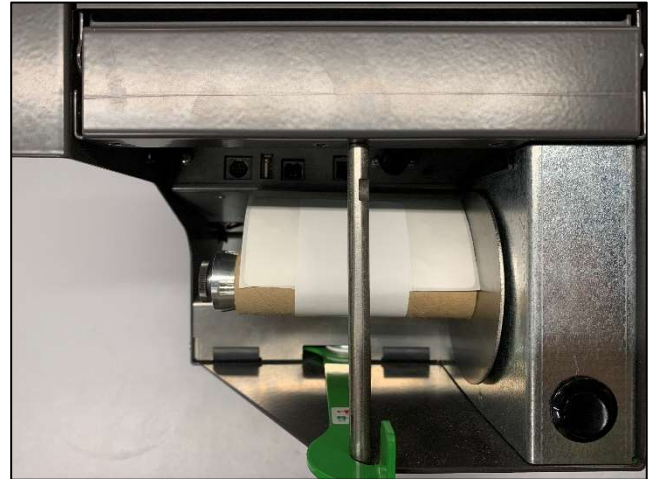
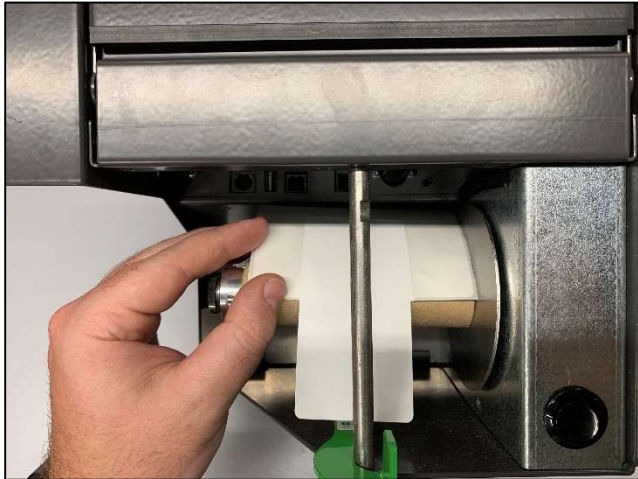
17. Pull the liner under the gray guide and over the take-up spindle.



18. Find the second label, set aside earlier, and stick it perpendicular to the end label with it hanging off the end.

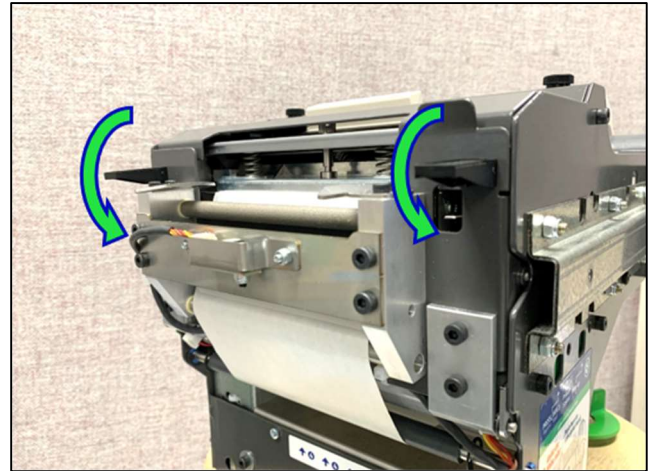
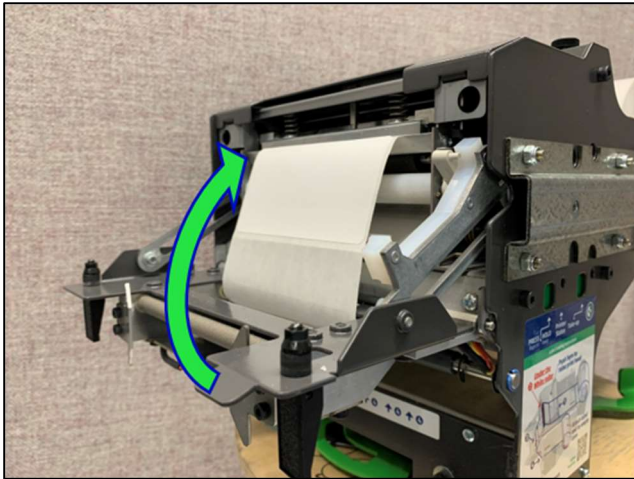


19. Align the end of the label backing material with the circular flange at the base of the take-up spindle. Wrap the perpendicular label on the end around the tube to stick the take-up material to the cardboard tube.

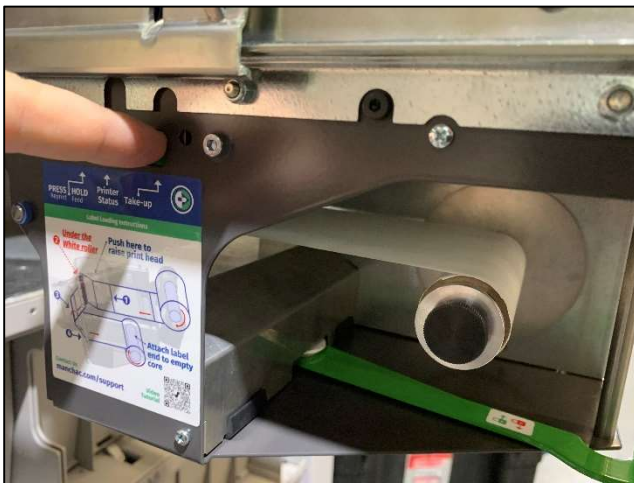


20. Close the printer door and lock the 2 printer door latches.

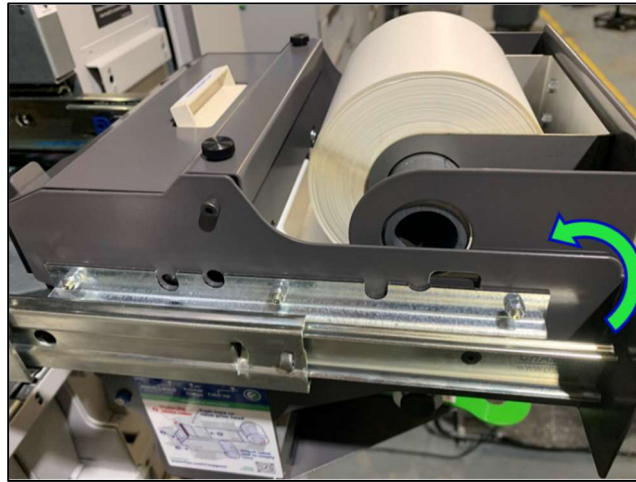
MANCHAC Best Practice Tip: Press and hold the take-up button while closing the printer door. This keeps the take-up tight as the door closes.



21. With the printer door closed, press the take-up button until any slack left in the liner is removed.



22. Tip the label supply holder forward and into the printer.



23. Using the button to the left of the take-up button, print a “test” label.

NOTE: If the status light turns amber and nothing prints, the printer had to align the label first. Pressing the button, a 2nd time should print a “test” label.

IMPORTANT: Before continuing, remove the label from the printer. Do not push the printer drawer into the tower until the test label is removed.



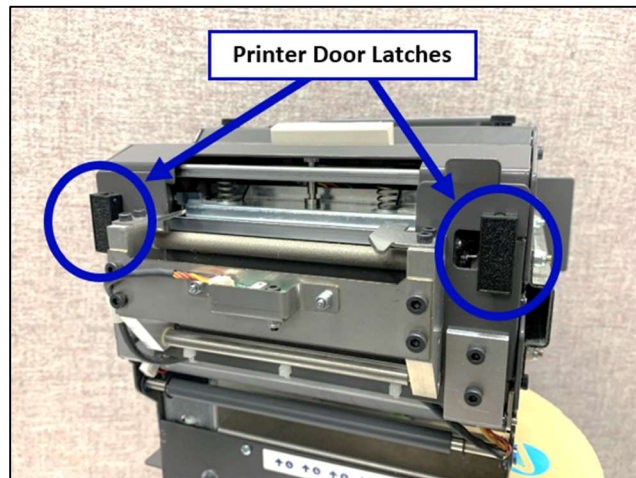
24. Close the printer drawer and latch it into its locked position.

25. Close the packager door and hit “Run” on the tower’s touch screen.

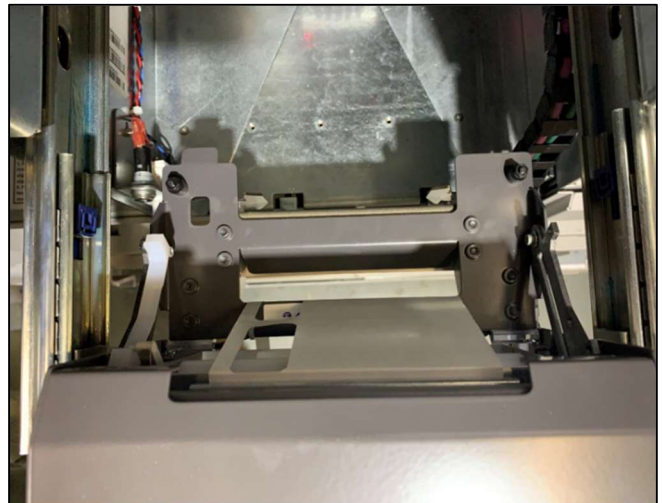
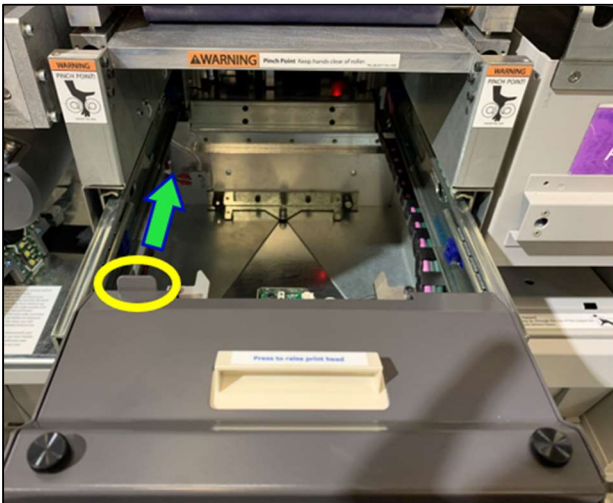
Maintenance

Label Printer Cleaning Instructions

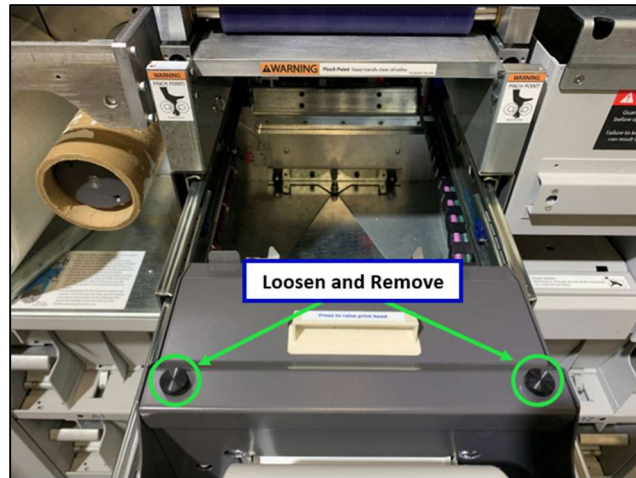
1. Unlock the printer door by flipping up the 2 latches.



2. Grasp the printer door handle and open it by rotating the door downward until it stops.



3. Remove the top cover thumb screws and put them aside.

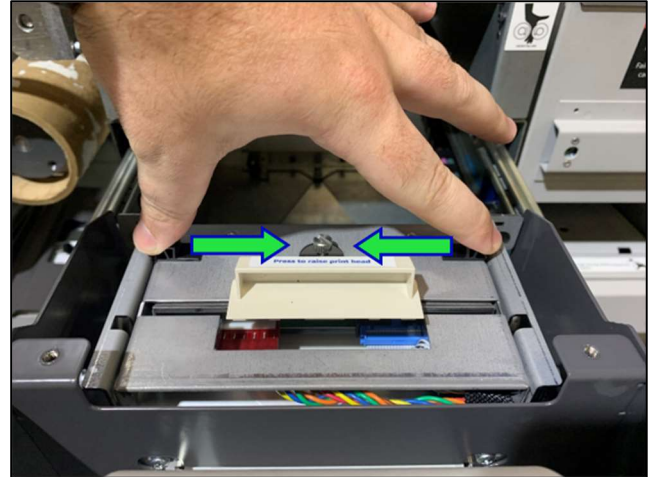


4. Grab the top cover, lift the edge near the label supply, and remove it.

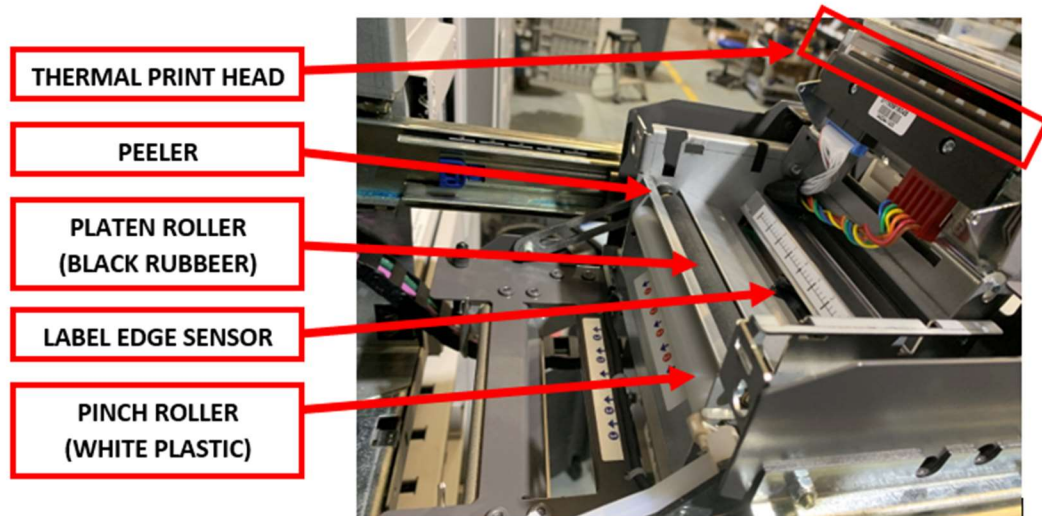


5. To unlatch the print head, press in on both print head latch levers at the same time.

NOTE: Both levers must be pressed at the same time. The print head assembly should pop up slightly when unlatched.



6. Lift the print head assembly and remove the label material from the printer.
7. Examine the print head, platen roller, and pinch roller for debris and adhesive build-up.

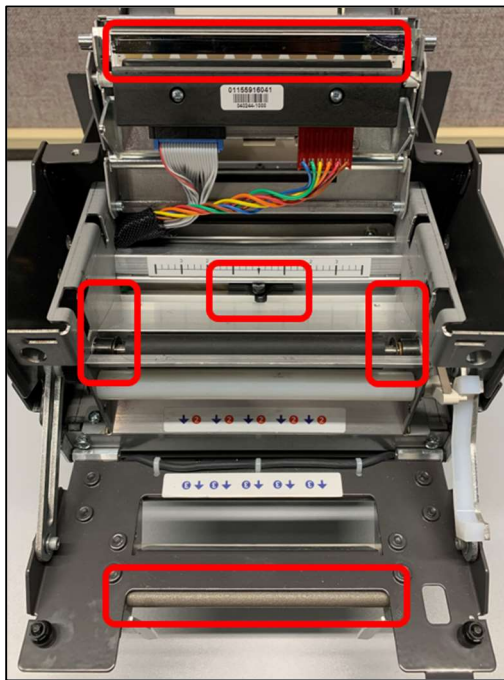


IMPORTANT: Only use isopropyl alcohol (60-90%) to clean. Use of other cleaners can damage the printer.

8. Cleaning
 - a. Remove any dust and loose debris with canned air.

- b. Check for labels stuck to the rollers or print head and remove them by hand. **(Using tools can damage the printer)**
 - c. Use a swab, pad, or lint free cloth with alcohol to remove any adhesive build-up.
 - d. **All** rollers can and should be rotated by hand to inspect the entire surface for adhesive and debris. Remove all problems that are found.
9. When cleaning, pay particular attention to the areas identified below by the red boxes. They have the largest effect on the printer when adhesive and dust build up. However, don't limit your cleaning to just those areas and be sure to clean the entire print head assembly when it's open.

NOTE: Be sure the alcohol has evaporated from all components before continuing.



10. Lower the print head and press down firmly to lock into place. You should feel and hear and audible “click” when it latches down.

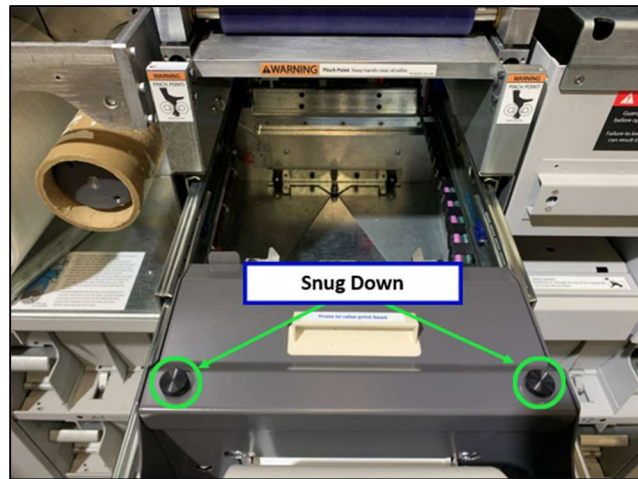


11. Reinstall the printer top cover.

NOTE: There are 2 tabs on either side of the cover that fit into slots in the printer frame. Position the tabs in the slots, then hinge it down onto the top of the printer.



12. Install the top cover thumb screws. DO NOT overtighten the screws, snug is enough.



13. Close printer door and flip down both latches.
14. Tighten take-up by holding the Take-up button
15. Push the printer into the tower and lock it using the green lever.

Troubleshooting

Print Alignment Issues

Label Print Shifted Top/Bottom

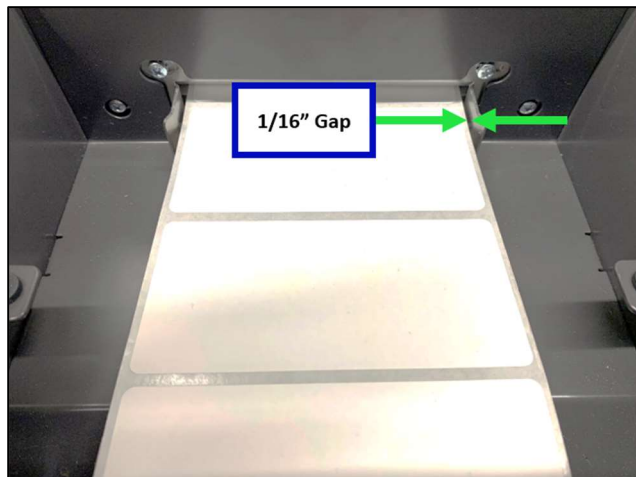
1. Issue. Print is shifted toward or off the bottom edge of the label.
2. Cause(s).
 - a. Adhesive build-up in the printer
 - b. Label Edge Sensor is dirty
 - c. Take-up issues
3. Inspection/Resolution.
 - a. Open the printer drawer and check that nothing is blocking the Label Present Sensor.
 - i. Press the “Reprint” button to print a test label. If the Label Present Sensor is not plugged in or is damaged, the label take-up motor will not run long enough to take-up the slack in the liner.
 - b. Inspect the printer for adhesive build-up and debris then clean it, as necessary. Pay particular attention to the Label Edge Sensor and follow the printer cleaning instructions, if needed.
 - c. Press the take-up button and check that the take-up spool is spinning at a constant speed. Confirm that the spool removes all slack in the liner from the printer pinch roller to the take-up spool.
4. If cleaning the printer does not solve the issue or, damage is found, put in a helpdesk case for service or call Manchac Customer Support.

Label Print Shifted Right/Left

1. Issue. Print is shifted toward or off the right/left edge of the label
2. Cause(s).
 - a. Material routing
3. Inspection/Resolution:
 - a. Open the printer drawer and check that the labels are routed correctly.
 - b. Inspect the label placement in the printer. The labels should be parallel to the edge of the print head when they exit the printer. This is the most common issue and easiest to correct. Skip to paragraph 3.c. if the label is parallel.
 - i. Open the printer door.
 - ii. Press the print head lift button and hold it down.
 - iii. Continue feeding until one full label is exposed.
 - iv. Position the label so that the edge is parallel to the print head.



- v. Release the print head lift button, remove the exposed label from the backing, and press the take-up button to remove the slack.
- vi. Close the printer door and test the printer by pressing the "Reprint" button.
- c. The label guides on the supply side of the printer should have a 1/16" clearance to both sides of the label backing. They guide the labels to be centered in the entrance slot.



- 4. If re-routing the labels and confirming that the label path is parallel do not correct your issue, put in a helpdesk case for service or call Manchac Customer Support.

Label Status Lights

Amber



1. Issue. Label Status Light is amber
2. Cause(s).
 - a. An amber light means the printer is PAUSED.
 - b. Several errors can cause the label status light to turn amber, such as “LSU_LABEL_PEELEL_NOT_CLEAR_ERROR”.
3. Inspection/Resolution. After correcting the error, press the “Reprint” button to clear the PAUSED state.

NOTE: During normal operation, the Label Status Light will turn amber when a label has been printed and is waiting for pick up. The status light will turn green once the presented label has been removed.

Red



1. Issue. Label Status Light is red
2. Cause(s).
 - a. A red light means the printer is HALTED.
 - b. The most common error that will cause the status light to turn red is a STOCK JAMMED which may be displayed as LSU_OUT_OF_LABELS.
3. Once the cause of the printer halt is corrected, the HALTED status can often be cleared by pressing the “Reprint” button. If the status light remains red, reboot the printer by turning the printer power off and back on again.

MANCHAC Best Practice Tip: Always hit the “Reprint” button after clearing any printer error to test the printer’s functions before returning it to service.

Error Messages

LSU_OUT_OF_LABELS

1. Issue 1. The label supply roll is empty or has pulled off the supply core.
 - a. Remove the remaining labels from the printer by holding down the Print Head Lift Button on top of the printer and pressing the take-up button.
 - b. Follow the steps for loading labels covered earlier in this manual.
2. Issue 2. The label supply is okay, but a label did not print.
 - a. No label exiting the printer can be caused by a missing label on the roll or the failure of the printer to detect the next label.
 - i. Inspect the material routing and check for missing labels on the roll. Correct any issues found then hit the “Reprint” button to test the printer functions.
 - b. If the issue persists, follow the Cleaning Instructions covered earlier in this manual and pay careful attention to the Label Edge Sensor area.
3. Issue 3. The label printed but the backing did not peel or there are multiple labels at the printer pick-up.
 - a. This issue is often an indicator of a STOCK JAMMED or an adhesive build-up.
 - i. Clear the labels from the pick-up area to avoid sticking them to the printer.
 - ii. Open the printer door, remove the printer top cover, and lift the print head.
 - iii. STOCK JAMMED. Look closely at the material around the black rubber platen roller. If the material is wrapped around the roller (see photos below) you will need to clear it out.



- iv. The easiest way to clear the jam is to carefully rotate the platen roller while removing material.

- v. Once the jam is cleared, cut the roll to salvage any unused labels, and remove the liner material from the printer (use the take-up button to wind it up).
- b. Follow the Cleaning Instructions to remove any adhesive build-up or debris from the roller and print head. Once cleaned, reload the labels, and return the unit to service.

LSU_LABEL_PICKUP_ERROR

- 1.** Issue. A label is printed but not sensed by the Label Present Sensor.
 - a.** A pickup error can be caused by misrouted material, too much slack in the label backing take-up, or an issue with the label stock.
 - i.** Open the printer drawer to assess the issue.
 - ii.** Remove any printed labels from the printer output area.
 - iii.** Open the printer door and check the label routing for issues such as label backing being caught in the area between the door and printer.
 - iv.** Correct any issues found. Hit the “Reprint” button to verify printer operation.
 - b.** If the issue persists, follow the Cleaning Instructions covered earlier in this manual and pay careful attention to the Label Present Sensor.

LSU_LABEL_PEELER_NOT_CLEAR_ERROR

- 1. Issue.** A label is on the printer before it should be.
 - a.** This error can be caused by a previous label that was not picked up, an improperly peeled label, or debris on the Label Present Sensor.
 - i.** Open the printer drawer to assess the issue.
 - ii.** Remove any printed labels from the printer output area.
 - iii.** Clean any debris and/or adhesive from the Label Present Sensor.
 - iv.** Correct any issues found. Hit the “Reprint” button to verify printer operation.
 - b.** If the issue persists, follow the Cleaning Instructions covered earlier in this manual and pay careful attention to the Label Present Sensor.

LSU_LABEL_FLIPPER_NOT_CLEAR_ERROR

1. Issue: A label is stuck to the “Flipper” suction cups that pick up the labels and place them on the card.
 - a. This error can be caused by dirty or damaged suction cups or an improperly peeled label.
 - i. Open the printer drawer to assess the issue.
 - ii. Remove any printed labels from the printer output area.
 - iii. Look into the sealer module where the printer rests during operation. Check for and remove any label(s) that may be stuck to the inside of the sealer. After removal, check

for adhesive on the surfaces and remove it with alcohol and a lint free rag or paper towel.

- iv. Examine the purple suction cups for debris, adhesive build up, and/or damage.
 - 1. Clean debris and adhesive off the cups with alcohol and a rag.
 - 2. Replace damaged suction cups with new ones. Grab and twist each cup to pull it off the suction manifold. Twisting will help remove it.
 - 3. Fit a new suction cup onto the barb fitting by simply pressing it on until it is fully seated.
 - 4. If new suction cups are used, contact Manchac Customer Support for replacements.
- v. Hit the “Reprint” button to verify printer operation.
- b. If the issue persists, complete a full cleaning following the Cleaning Instructions covered earlier in this manual. Contact Manchac Customer Support if you continue to have problems after the cleaning.

LSU_LABEL_ERROR

- 1. Issue. A label is printed but cannot be picked up by the “Flipper”.
 - a. This error can be caused by misrouted materials, improper label peeling, label(s) stuck due to adhesive build up, and/or dirty or damaged suction cups.
 - i. Open the printer drawer to assess the issue.
 - ii. Remove any printed labels from the printer output area.
 - iii. Open the printer door and check the label routing for issues such as label backing caught in the area between the door and printer or too much slack in the label backing between the printer and the take-up spool.
 - iv. Inspect the printer for adhesive build up. Pay close attention to the Label Pick-Up Roller, Label Guides, Label Peeler, and the Thermal Print Head. If any adhesive build up is found, follow the Cleaning Instructions in this manual.

NOTE: You will need to remove the printer top cover to inspect the Thermal Print Head.

- v. Examine the purple suction cups on the “Flipper” for debris, adhesive build up, and/or damage.
 - 1. Clean debris and adhesive off the cups with alcohol and a rag.
 - 2. Replace damaged suction cups with new ones. Grab and twist each cup to pull it off the suction manifold. Twisting will help remove it.
 - 3. Fit a new suction cup onto the barb fitting by simply pressing it on until it is fully seated.
 - 4. If new suction cups are used, contact Manchac Customer Support for replacements.
- i. Correct any routing issues found or reload labels if the printer was cleaned.

- ii. Close the printer door. Hit the “Reprint” button to verify printer operation.
- 4. Contact Manchac Customer Support if you continue to have problems after the cleaning.

LSU_LABEL_TIMEOUT

- 1. Issue. The printer stops printing labels.
 - a. This error occurs when the printer is not responding to commands and can be caused by many different issues.
 - i. Open the printer drawer to assess the issue.
 - ii. Remove any printed labels from the printer output area.
 - iii. Open the printer door and check the label routing for issues such as label backing caught in the area between the door and printer.
 - iv. Correct any issues found.
 - v. If the printer status light is amber, follow the Label Status Light - Amber instructions covered earlier in this section.
 - vi. If the printer status light is red, follow the Label Status Light - Red instructions covered earlier in this section.
 - vii. Close the printer door. Hit the “Reprint” button to verify printer operation.
- 3. If the issue persists, complete a full cleaning following the Cleaning Instructions covered earlier in this manual. Contact Manchac Customer Support if you continue to have problems after the cleaning.

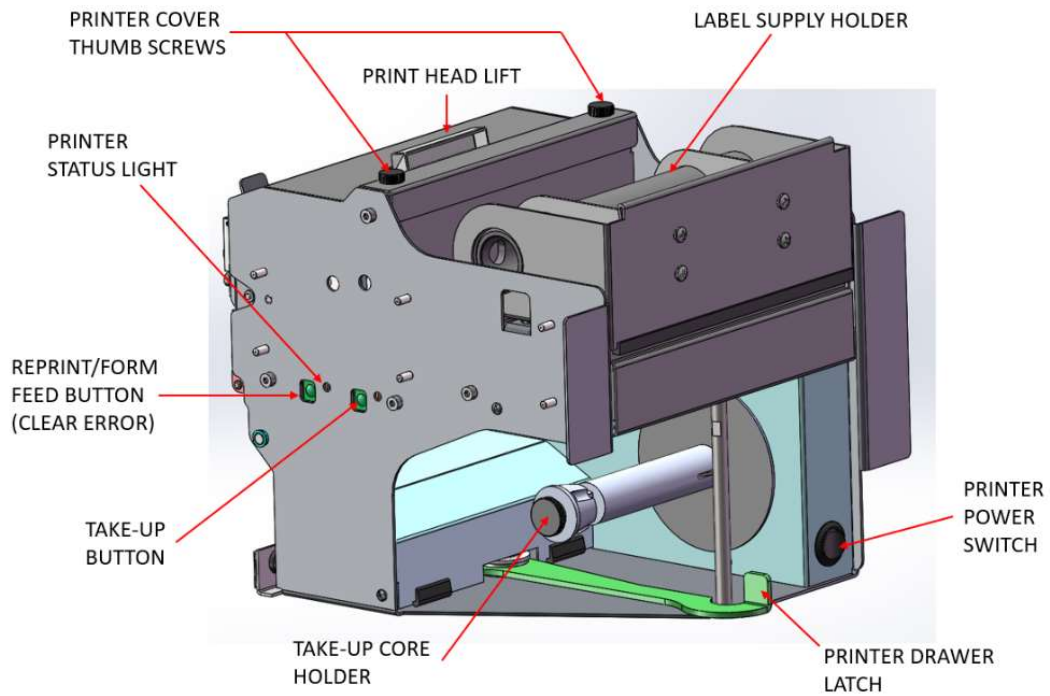
Printer Features

Brand: Microcom

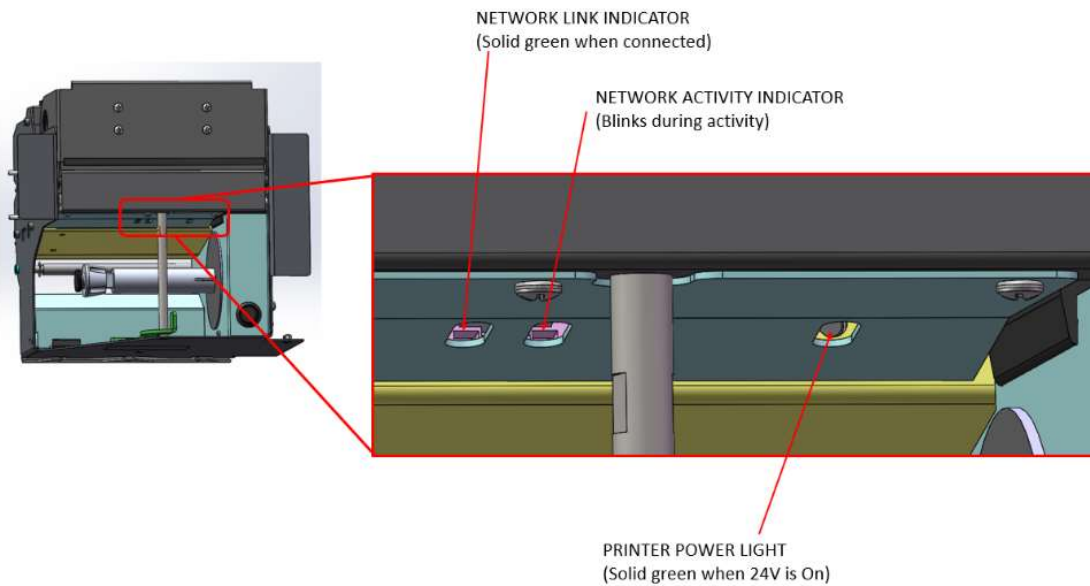
Printing Method: Direct Thermal

Resolution: 300 DPI (dots per inch)

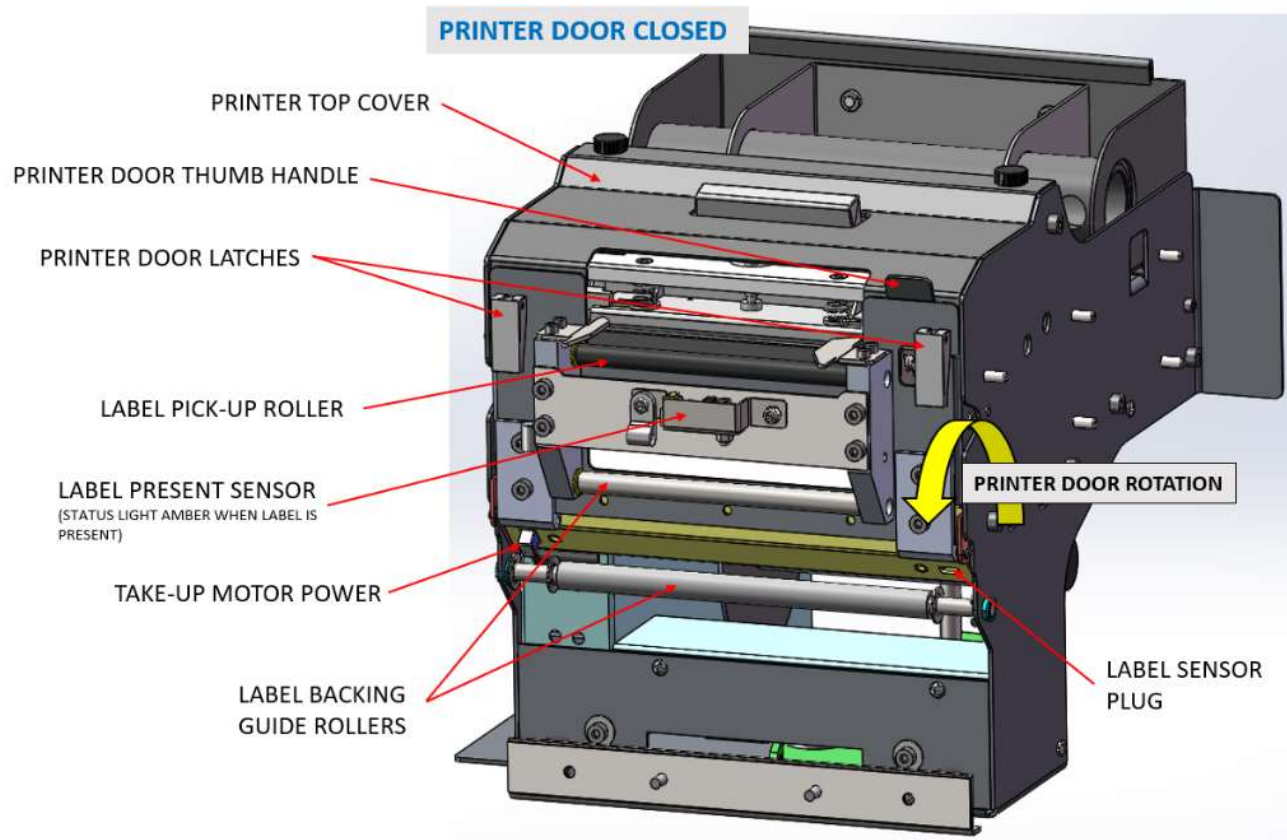
Left/Front View



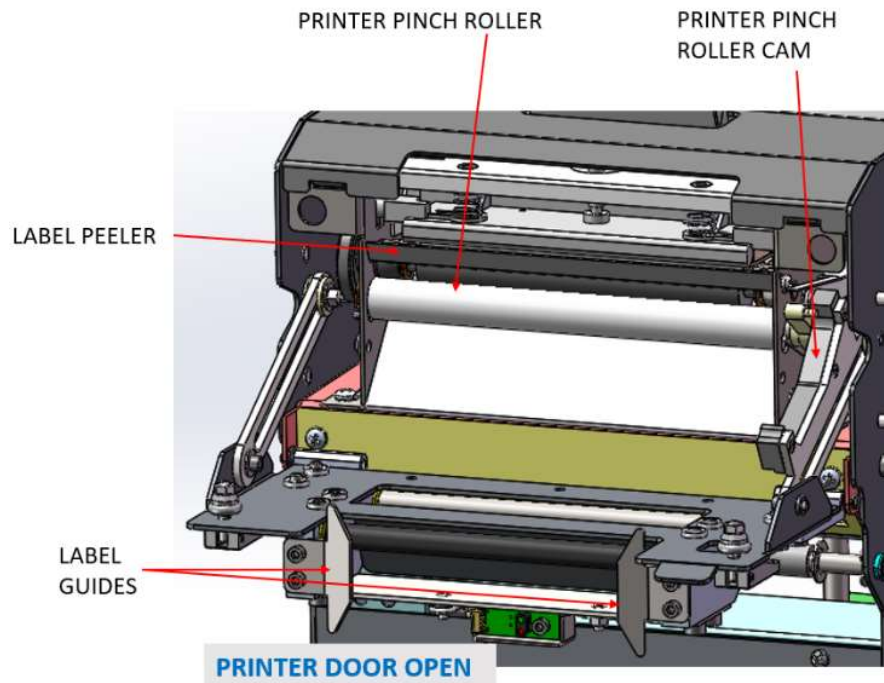
Network/Power Indicators



Rear View, Printer Door Closed (Label Output Side)



Rear View, Printer Door Open



Rear/Top View, Printer Door Open and Top Cover Off

