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2 Operation process

① Install the ink cartridge. Open the upper cover and insert the ink cartridge into the machine, and close the upper cover.

Note: When installing the ink cartridge, please install them in order from the No. 1 ink cartridge. Check the labels on the cartridge also and make sure that the nozzle of the ink cartridge is parallel to the panel, and installing the ink cartridge in correct position.

② Printing step: press the power switch button to turn on the machine → replace the head protection cover → set the desired print content in the Print Edit menu → click OK → press the main button on the product to make the print content fit the surface of the product → press and hold the print button → make the machine start at a constant speed on the product → when you hear the "ding" feedback sound, release the print button and lift the machine → click the Stop printing button to complete the printing → close the nozzle protection cover.

3 Technical parameters

Content	Specifications
Head	Thermal ink jet head
Operating system	Android
External control interface	USB, Type-C, Power interface
External interface light	Power, USB, Type-C, Power interface
Temperature	10°C-35°C (50°F-95°F)
Humidity	20%-80%RH (non-condensing)
Accuracy	±0.1mm (1dot)
Resolution	600DPI
Printing distance	2.5mm guarantee the best printing quality
Printing memory	16MB
Printing height	27mm-100mm (According to the number of copies)
Ink capacity	420ml
Ink color	Black, Yellow, Cyan, Magenta
Printing content	Text, number, symbol, codes bar, code picture, line, data, counter, etc.
Printing line	Black, yellow, cyan, magenta
Printing line	Water based inkjet ink
Printing power	500mW (Maximum power)
Battery power	3000mAh (Standard)
Adapter parameter	Input: AC100-240V Output: 5V/2A
Machine size	202*120*120mm
Machine weight	1.25kg (Standard)
Working environment	Temperature: 10-35 °C (50-95 °F) Humidity: 20-80%

4 Precautions

- Prohibition of the use of non-original ink cartridges.
- After the machine finishes printing, please cover the head cover in time to prevent the head of the ink cartridge from being blocked. It is forbidden to uninstall the machine.
- Please refer to Troubleshooting for abnormal machine.
- Don't primarily remove ink cartridge chip affecting the normal use of the machine.
- When cleaning the machine, keep away from water and do not use chemical solvents.
- Don't place the machine in a wet environment for a long time, causing the circuit to be damp.

5 Main menu

6 Print edit

File: Open, Save, Save as, Template, Settings, Set printing parameters, Add, Add content from other cartridges, such as QR code, image, time, logo, and more, High adjust print content position, Print, Determine the current editing content and the jet printer works, Back, Return to previous menu, Back, Return to previous menu.

7 Printing resolution—300dpi

Printing mode—standard photoelectric, continuous mode

Printing mode—Photo

Synchronization mode—half wheel or synchronous

Printing speed—100mm/s

Printing speed—100mm/s, can be set in the photoelectric, continuous mode

Printing speed—100mm/s, can be set in the photoelectric, continuous mode

Number of prints—Set the total number of single prints in continuous mode

Printing interval—Set the distance between ink prints in continuous mode

8 Database printing

9 Print management

Manage the local storage archives

Group print: Add the job management files to the print list, then print job management. Delete to remove the job print files.

Picture management: Manage the pictures.

Database management: Database files, restore, remove

Template management: Delete, rename template file files.

Font management: Delete, restore font file files.

9 System settings

Print settings: set printing parameters, prompt tone settings, set the machine's working prompt tone

Print settings: set screen brightness

Power settings: standby, shutdown time settings

Ink parameter settings: adjust cartridge settings, adjust width parameters

Time settings: Local system time

Language settings: set local system language

Restore factory settings—Restore the initial settings of system parameters

10 Ink cartridge parameter settings

Use the default value only when the user-defined value parameter of the nozzle position can be adjusted. Change default values cannot be changed.

Adjust the nozzle position from left to right and up and down—can adjust the print content to move to the corresponding direction, 1 unit is approximately equal to 0.1mm.

Touch left to right—Detection of movement during printing.

*Set—After setting the parameters, you can print the text and view the test effect quickly.

Clear—Clear the current setting parameters.

Descriptions—Related debugging instructions.

11 Equipment maintenance

Routine maintenance and system upgrades of the machine and cartridge

Note: Firmware upgrades should ensure that the power consumption is above 20%, if it is insufficient, please connect the charger to upgrade. Otherwise, it will lead to power failure and data damage in the upgrade process, which will affect the subsequent use.

12 Mobile storage

Data can be exported and imported, including: jobs, pictures, databases, templates, fonts.

Note: Pictures should be named by numbers and letters. This machine can recognize BMP, JPEG and PNG formats. Picture resolution does not exceed 1280*160 pixel.

13 Device information

Machine information user: Check the product model, check serial number, firmware version

Consumables information: Check the total amount of printing, ink cartridge usage

Battery information: see that the battery status, remaining power, charge times

Memory information: check the machine Memory capacity

14 Troubleshooting

NO.	Fault	Cause	Troubleshooting
1	Unable to print	Incorrect cartridge position Incorrect parameter settings Incorrect printing content Incorrect printing position Incorrect printing mode Incorrect printing speed	Replace cartridge Factory default Re-adjust printing content Adjust the printing position Adjust the printing mode Adjust the printing speed
2	Printing is not clear	Run out of ink Incorrect parameter settings	Replace cartridge Factory default
3	Unable to boot	Low battery Low or damaged battery Poor battery contact	Charge or replace a battery Change a replacement battery Reinstall battery

15 Packing list

NO.	Name	Quantity
1	Wide format handheld inkjet printer	1
2	Ink cartridge	4
3	Adapter	1
4	Positioning bracket	1
5	Qualified certificate	1
6	Production instruction manual	1
7	Power line	1

16 Positioning bracket assembly instructions

17 Ink pumping clip suction instructions

When the printing content is partially lack of ink, please use ink pumping clip which is placed on the right half of the print content to move outward to 2cm scale position, the suction is finished when it's pulled down out.

18 The warranty provisions

Dear customers

Thank you for purchasing the products of Zhuhai Bentsai Printing Technology Co., Ltd. In order to guarantee the use safety of the product and your legitimate interests, please read the following carefully, fit out and properly save the warranty card.

This product is a precision grade instrument. In case of any abnormality and the device failure, please check it according to the instructions in the manual or contact our customer service center. Do not handle it by yourself.

Terms of service

- This product implements the national three-guarantee regulations for products, and implements a one-year warranty period. The start date of the warranty period is subject to the product invoice date.
- During the warranty period, if the product is in normal use and maintenance, for failure caused by machine parts and materials and process, the company will provide free repair and replacement parts.
- Except for wearing parts (ink cartridges, screen, fan, etc.), removable memory, switches, chargers, and batteries are not covered by the warranty.

Disclaimer

Any of the following conditions is not covered by the warranty:

- Damage caused by improper transportation, use, storage and maintenance of the user, or man-made damage.
- It is not required by the maintenance department designated by the company, or assembled/disassembled and repaired by user.
- Parts or consumables used are not from the factory of the company and caused damage.
- No warranty card and valid certificate or they are altered.
- Expired warranty period.
- Damage caused by force majeure.

19 Warranty Card

Related information

User name	Phone number
Mailing address	
Product model	Product code
Purchase shop	Purchase time
Repair point	Invoice number

Maintenance records

Repair date	
Fault content	
Processing result	
Maintenance unit name/addr	
Maintenance staff signature	

Please fill out this warranty card immediately when purchasing the product.

Please keep the warranty card in safe place. Consumers do not need to send it back to the company.

Please copy the warranty card and the original valid invoice for repair.

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