PEARLabel® 400iXL

USER’S GUIDE

READ THIS GUIDE CAREFULLY TO SAFELY USE YOUR PRINTER.

Use this guide to help you with problems or concerns. If you require further assistance, contact K-Sun® Corporation Customer Support Center.

www.ksun.com/support • support@ksun.com • 800-622-6312x214
FCC DECLARATION of CONFORMITY
According to 47CFR, Part 2 and 15 for Class B Personal Computers and Peripherals; and/or CPU Boards and Power Supplies used with Class B Personal Computers:

We : K-SUN® Corporation
Located at : 370 SMC Drive PO Box 309 Somerset WI 54025, USA
Tel : 715-247-4440

Declare under sole responsibility that the product identified herein, complies with 47CFR Part 2 and 15 of the FCC rules as a Class B digital device. Each product marketed, is identical to the representative unit tested and found to be compliant with the standards. Records maintained continue to reflect the equipment being produced can be expected to be within the variation accepted, due to quantity production and testing on a statistical basis as required by 47CFR §2.909 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.

Trade Name : K-SUN®
Type of Product : Label Printer
Model : PEARLabel® 400iXL

FCC COMPLIANCE STATEMENT: For United States Users
Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This Equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

WARNING
• To ensure compliance with the limits for a Class B digital device the enclosed interface cable should be used.
• Modifications or changes could void the user’s right to operate the equipment if not expressly approved by K-Sun® Corporation.
• Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

FCC COMPLIANCE STATEMENT: For Canadian Users
CAN ICES -3(B)/NMB-3(B)
INCLUDED ITEMS

1. Printer
2. Adapter
3. USB Cable
4. Label Application Tool
5. MaxiLabel® Pro Ver 5.0 CD Rom
6. MaxiLabel® Pro Ver 5.0 Manual on CD Rom

PART NAMES

1. Tape confirmation window
2. Top cover
3. Open Lever
4. Ribbon cartridge window
5. Tape outlet slot
6. Error Lamp
7. Cut button
8. Feed Button
9. Power button/Power lamp
10. Power socket
11. USB connector
12. Printhead
13. Tape inlet slot
14. Securing hook
15. Platen roller
# SPECIFICATIONS

## Body

<table>
<thead>
<tr>
<th>Dimensions</th>
<th>Approx. 210 (W) x 290 (D) x 140 (H) (mm) 8.3 (W) x 11.4 (D) x 5.5 (H) (inches)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weight:</td>
<td>Approx 2.0 kg (excluding cartridges) 4.4 lb</td>
</tr>
</tbody>
</table>

## Usage Conditions

<table>
<thead>
<tr>
<th>Operating Temperature</th>
<th>10 to 35 degrees C, 50 to 90 degrees F</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage Temperature</td>
<td>-10 to 55 degrees C, 14 to 131 degrees F</td>
</tr>
</tbody>
</table>

## AC Adapter

<table>
<thead>
<tr>
<th>Type</th>
<th>AST2437Y1-1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manufacturer</td>
<td>K-Sun® Corporation</td>
</tr>
<tr>
<td>Input</td>
<td>AC 100-240V, 1.6A, 50-60Hz (dedicated adapter, power cable only)</td>
</tr>
<tr>
<td>Output</td>
<td>DC 24V, 3.75A</td>
</tr>
<tr>
<td>Total output power</td>
<td>90 W</td>
</tr>
</tbody>
</table>

## Power Savings

| Printer shuts off           | If no operation in 8 hours. To resume: Press Power Button                       |
# SAFETY INSTRUCTIONS

For your safety, read the attached documents carefully to use this printer correctly. After you have read all instructions, keep this guide handy for future reference and to make your concerns clear. Items below indicate safety precautions to protect users, their surroundings and their property from possible injury or damage. Precautionary notations are categorized as follows according to personal injury and damage to the equipment if misused.

<table>
<thead>
<tr>
<th><strong>WARNING</strong></th>
<th><strong>CAUTION</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>This symbol indicates information, which, if ignored, could possibly result in serious personal injury or even death due to incorrect handling.</td>
<td>This symbol indicates information, which, if ignored, could possibly result in serious personal injury or even death due to incorrect handling.</td>
</tr>
</tbody>
</table>

The following describes the meaning of each symbol used in the precautions:

<table>
<thead>
<tr>
<th>Symbol</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>⚠️</td>
<td>This indicates important reminder</td>
</tr>
<tr>
<td>☓️</td>
<td>This indicates a prohibited item</td>
</tr>
<tr>
<td>⚠️</td>
<td>This indicates a mandatory procedure</td>
</tr>
<tr>
<td><strong>WARNING</strong></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td></td>
</tr>
<tr>
<td><strong>When handling the auto cutter</strong></td>
<td></td>
</tr>
<tr>
<td>🟢 Do not touch the tape outlet slot (where the labels come out) during printing or when the auto cutter is in operation, otherwise there is a risk of injury.</td>
<td></td>
</tr>
<tr>
<td>🚫 Do not use or store the printer, AC adapter, power cable, USB cable, tape or ribbon cartridges in the following places:</td>
<td></td>
</tr>
<tr>
<td>• In direct sunlight</td>
<td></td>
</tr>
<tr>
<td>• Where it may become extremely hot such as a vehicle with windows closed, near a heater or an exhaust duct of an air conditioner.</td>
<td></td>
</tr>
<tr>
<td>• Where the printer may get wet due to a shower or rain such as in a bathroom or outdoors.</td>
<td></td>
</tr>
<tr>
<td>• In a dusty place or where the printer may be exposed to smoke or stream such as near the kitchen or the humidifier.</td>
<td></td>
</tr>
<tr>
<td>• On an unstable place such as a shaky table or an inclined plane.</td>
<td></td>
</tr>
<tr>
<td>• Where it might be subjected to vibration or shock.</td>
<td></td>
</tr>
<tr>
<td>• Near high voltage power lines or something that generates a magnetic field.</td>
<td></td>
</tr>
</tbody>
</table>

| **NOTICE – Packaging** |
| 🚨 Keep the plastic bags used to contain the printer or this manual out of reach of children. Children may suffocate if they swallow them or put their heads into the bags. |
| 🚫 Do not touch the plug during thunderstorms. |

**RECYCLE** cardboard and packaging based on local regulations. Thank you!
CAUTION

When using the AC Adapter

🚫 Do not use the AC adapter in a small, confined space, or cover with a cloth, otherwise the adapter may overheat and deteriorate.

When using this printer

🚫 Do not stand on the printer or place it on an unstable place such as a shaky table or on an incline. The printer may fall and cause injury.

⚠️ Before cleaning, make sure to unplug the AC adapter from the outlet.

🚫 Do not use a moistened cloth or solvents such as alcohol thinner or benzine.

Other

🚫 The supplied CDs are data CD-ROM for computers. Do not play in an audio CD player. Otherwise a very loud sound may be emitted causing risk to both your hearing and your audio equipment.

⚠️ Be careful of continuous use of the printer, which may cause eye fatigue.

Take care not to cut your fingers when cutting the label with scissors.

Do not attach label on human bodies, living things, public facilities or other people’s belongings.
## WARNING

### When using the AC Adapter and Power Cable

Do not use any AC adapter or power cable other than the dedicated AC adapter or power cable. Do not use the AC adapter with other than the specified voltage. Otherwise, damage, overheating, fire or electric shock may occur.

Take the following precautions when handling the AC adapter and power cable.

- Make sure to avoid octopus wiring.
- Make sure the plug is not dusty before inserting it into an outlet.
- Inset the plug firmly into the outlet.
- Do not hold the plug with wet hands.
- Do not pull the power cable when disconnecting the plug. Be sure to hold the plug when disconnecting.
- Do not make any modifications to the AC adapter or power cable.
- Do not apply strong shocks to or put a heavy object on the AC adapter or power cable.
- Do not bend or twist the AC adapter or power cable forcibly.
- Do not place the AC adapter or power cable near a heater.

Do not use any damaged AC adapter or power cable. Otherwise, damage, overheating or smoking may occur, which may result in fire or electric shock.

Do not touch the plug during thunderstorms.

### When using this printer

Do not apply any strong force or shocks to the printer such as standing on, dropping or hitting it. Otherwise, the printer may break which may result in fire or electric shock. If it is damaged turn off the power immediately, unplug the AC adapter and then contact K-Sun® customer support center. Continuous use may result in fire or electric shock.
Take care not to spill any beverages such as tea, coffee or juice onto the printer, or to spray aerosol insecticide. It may cause malfunction, fire, or electric shock. If any liquid has been spilled on the printer, turn off the power, unplug the AC adapter immediately and then contact the K-Sun® customer support center. Continuous use may result in fire or electric shock.

Do not touch the printhead because it becomes very hot. There is a risk of burns.

Do not attempt to disassemble or modify the printer. Doing so may result in fire or electric shock. Always use the printer as instructed in this guide, otherwise damage or injury may occur.

Do not disconnect the AC adapter and USB cable from printer without first turning off the printer with the power button, otherwise the printer may malfunction.

If these problems occur, turn off immediately, unplug the AC adapter and then contact K-Sun® customer support center.

- If smoke, strange odors or unexpected noises come from printer.
- If liquid or foreign objects get inside the printer.
- If the printer has been dropped or damaged.

### Handling tape and ribbon cartridges

- Do not drop them or disassemble them. Doing so may cause damage.
- Do not pull or push in the tape protruding from the tape outlet slot. Doing so may damage the printer.
- Store the cartridges in a cool dark place away from direct sunlight, heat, moisture and dust.
- After unpacking, use the cartridges as soon as possible.

### Using printed labels

- Carefully check the suitability of the label for the intended purpose before use. K-Sun® Corporation takes no responsibility for any damage or loss.
Cleaning Printhead and Platen Roller

⚠️ CAUTION
Before you start cleaning, turn off the power and unplug the AC adapter.

EXTERIOR: Wipe the dirt off with a soft cloth, if very dirty, use a cloth wrung out of water to clean. Do not use chemicals or solvents such as benzine, thinner or acetone. Do not use a chemical duster.

PRINTHEAD: Clean with a cotton swab.

PLATEN ROLLER:
1. Open the top cover
2. While holding down the FEED button, press ON button
3. After the roller stops, unplug the AC adapter.
4. Clean the roller.
# Troubleshooting

## Checking the status of indicator lamp lights

<table>
<thead>
<tr>
<th>Lamp Status</th>
<th>ON/OFF</th>
<th>FEED</th>
<th>CUT</th>
</tr>
</thead>
<tbody>
<tr>
<td>ON</td>
<td>OFF</td>
<td>OFF</td>
<td>OFF</td>
</tr>
<tr>
<td>ON</td>
<td>ON</td>
<td>OFF</td>
<td>OFF</td>
</tr>
<tr>
<td>ON</td>
<td>OFF</td>
<td>ON</td>
<td>OFF</td>
</tr>
<tr>
<td>ON-Blink</td>
<td>OFF</td>
<td>OFF</td>
<td>OFF</td>
</tr>
<tr>
<td>ON-Blink</td>
<td>OFF</td>
<td>OFF</td>
<td>OFF</td>
</tr>
<tr>
<td>OFF</td>
<td>ON</td>
<td>ON</td>
<td>ON</td>
</tr>
<tr>
<td>OFF</td>
<td>ON</td>
<td>ON</td>
<td>ON</td>
</tr>
</tbody>
</table>

**ON** The power is ON and the printer is ready to operate

**ON** The printing is feeding or printing

**ON** The printing is cutting

**ON-Blink** Error status

**Message on Computer Screen:** Follow Instructions

**ON-Blink** Error Status: No Message Appears on Computer Screen

**Physical Printer Problem:** Turn off the printer and check to make sure the tape, ribbon and cover are all secure. If error remains, unplug the adapter and reconnect. If error continues contact K-Sun® Corporation Customer Support Center.

**OFF** The Power is OFF. Check the adapter connection and turn on the power.

**OFF** Supply ribbon or supply cartridge have run out of supply.
# Problems and Solutions

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Printer does not work if a print job is sent.</strong></td>
<td>Is there a message on computer screen? Follow instructions. &lt;br&gt; Is the printer driver installed? Install the printer driver. (see MaxiLabel® Pro 5.0 installation instructions.) &lt;br&gt; Is the printer correctly connected to the computer? Check the USB cable connection. &lt;br&gt; Is the AC adapter connected? Check the AC adapter connection. &lt;br&gt; Was the correct printer selected when sending print job to printer? Check for correct printer.</td>
</tr>
<tr>
<td><strong>Characters missing or faint.</strong></td>
<td>Is the printhead or platen roller dirty. Clean the printhead and or the platen roller. (see Cleaning instructions)</td>
</tr>
<tr>
<td><strong>The label is not automatically cut.</strong></td>
<td>The label is not automatically cut. Is “don’t cut” selected? Check printer driver settings.</td>
</tr>
<tr>
<td><strong>Is the cutter blade worn?</strong></td>
<td>The cutter blade can eventually become dull and worn. If this happens contact K-Sun® Corporation customer service center.</td>
</tr>
<tr>
<td><strong>Tape cartridge cannot be removed.</strong></td>
<td>Did you turn the power off during cutting? If the printer is turned off by opening the top cover or unplugging the AC adapter during cutting, the tape will get stuck on the cutter and the cartridge may become irremovable. In this case, close the top cover, then turn the printer back on and wait until it stops operating. Then turn it off again and remove the tape cartridge.</td>
</tr>
<tr>
<td><strong>Unable to attach labels.</strong></td>
<td>Did you peel off the backing (liner)? Peel off the liner before attaching label. Are you attaching to a dirty or rough surface? The label may not adhere in these conditions. Is it a long label? Use the Label Application Tool.</td>
</tr>
</tbody>
</table>

CONTINUED
<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tape has jammed.</td>
<td>Is the tape wrapped around the platen roller? Open the top cover and remove the tape cartridge. If the cartridge cannot be removed.</td>
</tr>
<tr>
<td></td>
<td>1. Press and hold and until the roller turns in reverse.</td>
</tr>
<tr>
<td></td>
<td>2. Remove the tape from the roller. If you cannot remove the entire tape at once, go back to step 1 and try again until the tape is removed.</td>
</tr>
</tbody>
</table>

**Before use**

**Connecting to your computer**

⚠️ Make sure to install software and the printer driver onto your computer first. Then connect the printer to your computer.

1. **Insert the MaxiLabel® Pro Ver 5.0 CD-ROM**

2. **Click [Install application and driver]**

3. **Click [Agree] on the software license agreement screen.** Follow the on-screen instructions to install software. Printer driver is installed after software installation.

CONTINUED
Select your printer, and click [Next].
If a security confirmation screen appears, click a button to install.

Connect the AC Adapter.
⚠ Make sure to use the dedicated AC Adapter K-Sun® Corporation model: AST2437Y1-1

Connect the printer to your computer with the supplied USB cable.

⚠ (Do not use USB hub.)

Press \(\) to turn on the power.

When the completion message appears, click [Finish].

THIS IS THE END OF THE INSTALLATION PROCESS

If you have installed MaxiLabel® Pro Ver 5.0 on Windows® 8.0 and then upgrade to Windows® 8.1 you will need to reinstall the drivers. Unplug USB from printer. Insert your CD into the drive and run setup.exe. Choose Modify, Install driver only. Follow instructions on screen to complete the driver install process.
### Installing the ribbon cartridge

 atención Install cartridges correctly to avoid damaging them or the top cover of your printer.

1. **Turn the printer off, then pull the open lever and open top cover.**

2. **Turn the red gear on the cartridge to remove slack.**

3. **With Labels “Bottom 1” and “Top 2” facing you, push the Bottom 1 of the cartridge into the ribbon holder marker Bottom 1 and then snap the top of the cartridge into place. There will be a firm snap sound.**

   To remove, lift the securing hook and pull cartridge out.
Installing the tape cartridge

1. Turn the printer off, then pull the open lever and open the top cover.

2. Tilt the cartridge towards you and rock cartridge forward into slot and back into key positions. You will hear a click when properly loaded.

3. Insert the tape edge into the tape inlet slot. *(SEE BELOW)*
   To avoid tape jams, tape or shrink tube should be visible from exit slot.

   How to remove – Hold the cartridge by both sides, rock forward and pull out.

4. Close the top cover and turn the printer back on.

5. Press to feed tape.
   *(Feed tape whenever you have installed a tape cartridge to align cartridge correctly.)*

*The guide includes marks for 24mm. For 25mm shrink tube, follow the 24mm guide.
For 48mm shrink tube, follow the 24mm guide.*
# Creating a label

<table>
<thead>
<tr>
<th>Step</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Start MaxiLabel® Pro Ver 5.0. Double click the shortcut icon on the desktop.</td>
</tr>
<tr>
<td>2</td>
<td>Configure the necessary items (printer, size of supply) and click [OK].</td>
</tr>
<tr>
<td></td>
<td><img src="image" alt="Blank Label Template" /> A blank label template appears.</td>
</tr>
<tr>
<td>3</td>
<td>To enter basic text click on 📝, then click on the label template. The cursor appears.</td>
</tr>
</tbody>
</table>

1. Click 💄
2. Click 💄  

CONTINUED
4 Enter text. After text entry click in working area of label.

5 Adjust the size and position by using the scaling handles. NOTE: To add symbols, borders and other features see the MaxiLabel® Pro Ver 5.0 manual.
# Printing labels

Before printing, check that printer is connected to your computer and turned on.

<table>
<thead>
<tr>
<th>Step</th>
<th>Instruction</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Click</td>
</tr>
<tr>
<td>2</td>
<td><strong>For this basic label, no other choices are needed. Click [OK].</strong> Consult MaxiLabel® Pro Ver 5.0 manual to learn about printing choices and results.</td>
</tr>
<tr>
<td>3</td>
<td><strong>Confirm tape width and click [OK].</strong></td>
</tr>
</tbody>
</table>
Applying labels

1 Set the label application tool against the surface you plan to label. The level shows a rough guide.

2 When the guide shows level draw lines on the surface for either top or bottom.

3 Peel off some of the liner and fold back the peeled section.

4 Now place the small peeled off section onto surface being careful to line up with draw line.

5 Apply the label using the label application tool as illustrated.

Finishing

Press on the printer.
The power is turned off. Disconnect the adapter and USB cable.
EC DECLARATION OF CONFORMITY


Product Label Printer
Model PEARLabel® 400iXL
Manufacturer K-SUN® Corporation
370 SMC Drive PO Box 309 Somerset WI 54025, USA

The above product has been evaluated by the following European standard. The technical construction file (TCF) for this product is retained at the above manufacturer’s location.

Low Voltage Directive
Directive 2006/95/EC
EN 62311 (2008)
EMC Directive
Directive 2004/108/EC
EN 55022 (2010), Class B
EN 55024 (2010)
EN 61000-3-3 (2008)

Eco-design Directive
Directive 2009/125/EC
COMMISSION REGULATION (EC) No 1275/2008
COMMISSION REGULATION (EC) No 278/2009

EU RoHS Directive
Directive 2011/65/EU
EN 50581 (2012)

Year of affixation of the CE Marking : 2013
MaxiLabel® Pro Ver 5.0 PC
MaxiLabel® Pro Ver 5.0 is the heavy-duty labeling software program you need in today’s workplace. It’s easy to learn. Very intuitive! It’s the tool that will transform your workplace into a well-organized, safety compliant operation. Stay on top of requirements for creating labels, signs, and wire markers including GHS hazard communication, asset management, directories, aisle markers, emergency-plan signage, tags, construction site boards and much more. Get the job done quickly with easy-to-find and edit templates. With MaxiLabel® Pro Ver 5.0 you can easily create 2-dimensional data matrix and QR barcodes, or select from 13 other standard barcodes for your labels. Utilize the symbol library, date and time stamp and import image features for professional label and sign creation every time. Regardless of the regulations and requirements, now you have the software tool you really need to be a compliant, certified label and sign master.

Continuous Roll Pressure-Sensitive Media
- Base Material: 1” PET, 2” & 4” Polyethylene Olefin
- Adhesive: Permanent Pressure Sensitive
- Chlorine-Free
- High Temperature Resistance up to 250°C (480°F)
- Water, Abrasion, Chemical and Solvent Resistant
- Thermal Transfer Surface Receptivity

Sizes and Colors

<table>
<thead>
<tr>
<th>1” (24mm) Wide x 49.2’ Length (15M)</th>
<th>2” (50mm) Wide x 49.2’ Length (15M)</th>
<th>4” (100mm) Wide x 49.2’ Length (15M)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Part No.</td>
<td>Color</td>
<td>Part No.</td>
</tr>
<tr>
<td>---------</td>
<td>-------</td>
<td>---------</td>
</tr>
<tr>
<td>48201</td>
<td>White</td>
<td>48101</td>
</tr>
<tr>
<td>48202</td>
<td>Black</td>
<td>48102</td>
</tr>
<tr>
<td>48203</td>
<td>Yellow</td>
<td>48103</td>
</tr>
<tr>
<td>48209</td>
<td>Orange</td>
<td>48104</td>
</tr>
<tr>
<td></td>
<td></td>
<td>48105</td>
</tr>
<tr>
<td></td>
<td></td>
<td>48106</td>
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<tr>
<td></td>
<td></td>
<td>48107</td>
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<td>48108</td>
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<td>48109</td>
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<tr>
<td></td>
<td></td>
<td>48110</td>
</tr>
<tr>
<td></td>
<td></td>
<td>48111</td>
</tr>
</tbody>
</table>
**Heat Shrink Tube**

- Thin wall cross-linked, flexible flame-retardant polyolefin
- Shrink Ratio: Radial change: min. 50%
  Longitudinal change: min -15%
- Shrink Temperature: min. 90o C (194o F)
- Operating Temperature: -55o to 125o C (-67o-257o F)
- UL approved [UL 224 File No. E75007] Rating Voltage: 300V
- CSA approved [C22.2 No.198.1 File No. LR33298] Rating Voltage: 150V
- Flammability: VW-1
- Rating Temperature: 125o C (257o F)

**Sizes and Colors**

<table>
<thead>
<tr>
<th>Part No.</th>
<th>Flat Width</th>
<th>Length</th>
<th>Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>48501</td>
<td>2&quot; (48mm)</td>
<td>1 3/16&quot; (30mm)</td>
<td>White</td>
</tr>
<tr>
<td>48602</td>
<td>2&quot; (48mm)</td>
<td>1 3/16&quot; (30mm)</td>
<td>Yellow</td>
</tr>
<tr>
<td>48603</td>
<td>1&quot; (25mm)</td>
<td>5/8&quot; (15.8mm)</td>
<td>White</td>
</tr>
<tr>
<td>48604</td>
<td>1&quot; (25mm)</td>
<td>5/8&quot; (15.8mm)</td>
<td>Yellow</td>
</tr>
</tbody>
</table>

**Resin Thermal Transfer Ribbons**

- Base Material: Polyethylene Olefin
- Adhesive: Permanent Pressure Sensitive
- Chlorine-Free
- High Temperature Resistance up to 250o C (480o F)
- Water, Abrasion, Chemical and Solvent Resistant
- Thermal Transfer Surface Receptivity

**Sizes and Colors**

<table>
<thead>
<tr>
<th>Part No.</th>
<th>Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>48601</td>
<td>White Ribbon</td>
</tr>
<tr>
<td>48602</td>
<td>Black Ribbon</td>
</tr>
<tr>
<td>48603</td>
<td>Blue Ribbon</td>
</tr>
<tr>
<td>48604</td>
<td>Red Ribbon</td>
</tr>
<tr>
<td>48605</td>
<td>Green Ribbon</td>
</tr>
</tbody>
</table>
K-Sun® Technical Support

If you have a question or suggestion about the K-Sun® PEARLabel® 400iXL printer please contact us:

Phone: 715-247-4440  800-622-6312 x214
Fax: 715-247-4003  800-522-9108
Email: support@ksun.com

When calling, please be at the computer the printer is installed on and have the following information available:

Date of purchase
Windows® Operating System.
Any messages that appeared on your screen
Details about what happened when the problem occurred

When emailing, include the information above and convenient time for calling.

Technical Support is provided M-F 8AM-4PM US Central Time

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