

SUPVAN



Shrink Tube Printer

TP2000M

User Manual

Supvan Technology (Beijing) Co., Ltd.



Caution & Warning

1. Do not open the cover during printing;
2. Do not use this product in any way or for other purposes outside of this manual;
3. Please use and store the printer and ribbon under the recommended environmental conditions;
4. Do not place this product under sunlight, high heat, humidity or a lot of dust;
5. Do not use this product near heaters, air conditioners, chemicals, or near water;
6. Do not place this product and the adapter in a bumpy car, unstable shelf or table; If you accidentally drop it, it may cause serious damage to the product and the adapter;
7. Please use the ribbon provided by SUPVAN company.;
8. In order to ensure the printing effect and prevent the print head from burning out, it is recommended to use this product in an environment with a temperature of $5^{\circ}\text{C} \sim 35^{\circ}\text{C}$ and a humidity of $45\%RH \sim 85\%RH$; at the same time, if the environmental temperature difference is large, After the location, it needs to be placed for a period of time to ensure that the printer is free from condensation;
9. When storing this product and ribbon, please place it in an environment with a temperature of $-5^{\circ}\text{C} \sim 40^{\circ}\text{C}$ and a humidity of $20\%RH \sim 85\%RH$, and ensure that the surface of the shrink tube and ribbon is clean to avoid affecting the printing effect;
10. When the shrink tube is printing, please do not pull the shrink tube by hand. Pulling the shrink tube may cause printer damage;
11. The print head is still at a high temperature after printing, please do not touch the print head with your hands to avoid burns;
12. Damage to the print head caused by incorrect operation is not covered by the warranty;
13. When not using this product, please keep it out of reach of infants and young children. In addition, please do not allow infants and young children to put any parts of this product or heat shrinkable tube into their mouths. If any objects are swallowed, please consult a doctor.;
14. Before cleaning the product, please turn off the power first. Do not use liquid cleaners, organic solvents or spray cleaners to clean the product;
15. Do not use a power adapter other than the standard configuration of the machine to avoid damage to the machine;

Statement

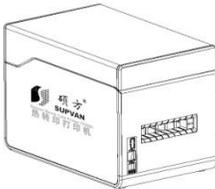
This product is a grade A product, and may cause radio interference in the living environment. In this case, users are required to take practical measures against interference.



Included items

2.1 Before using this printer, please check if the package contains the following items

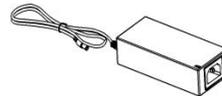
TP2000M



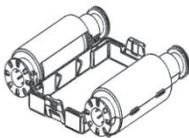
CD-ROM



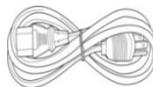
Adapter



Ribbon



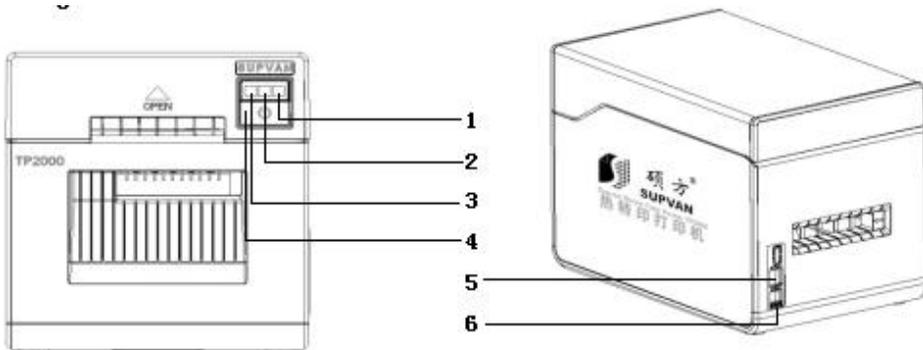
Power line



USB cable



2.2 Figure

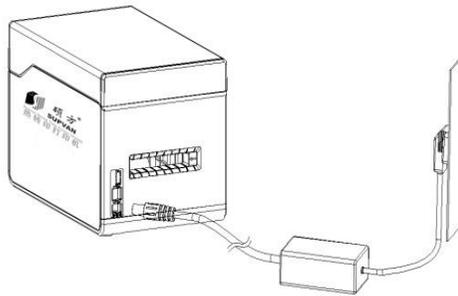


- 1 Red light: Flash when an error occurred during printing or printer about to be turn off;
- 2 Yellow light: Always on after the USB line is connected;
- 3 Green light: Always on when turn on printer;
- 4 Switch : Turn on/off printer;
- 5 USB socket:Connect use line
- 6 Power socket : Connect power line.



Turn on /off printer

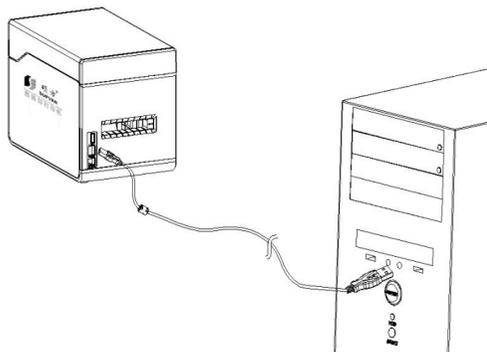
3.1 Connect the power line and adapter



Turn on: Press “Switch” button;

Turn off: Long press “Switch” button, Until the red light does not flash.

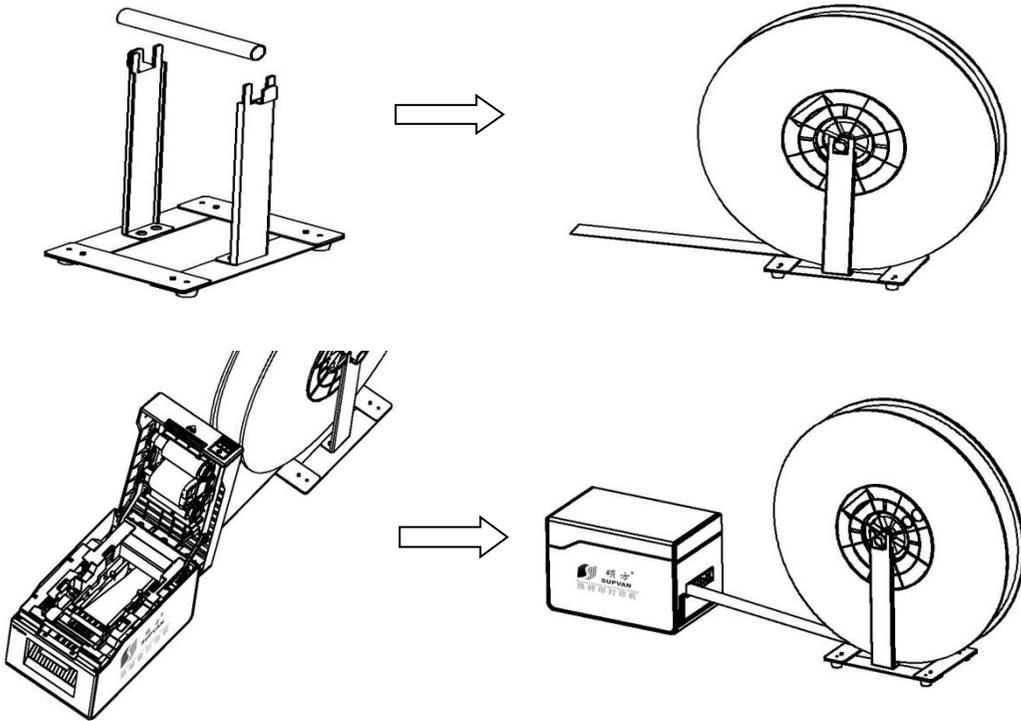
3.2 Connect USB line



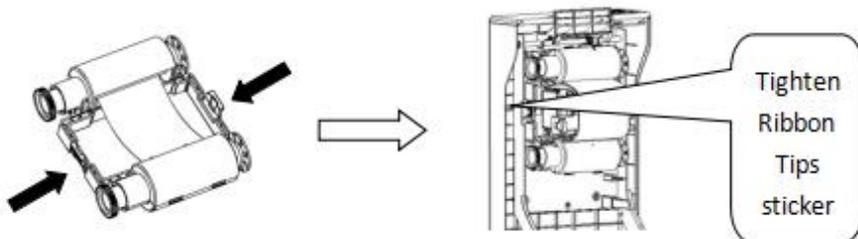
4

Consumables installation

4.1 Install shrink tube



4.2 Install ribbon



Note

1. Please pinch the buckles on both sides of the cassette when installing the ribbon;
2. After installing the ribbon, please make sure that the two hooks of the printer hook the ribbon cassette;
3. After installation, please tighten the ribbon in the direction of the arrow on the ribbon cassette.



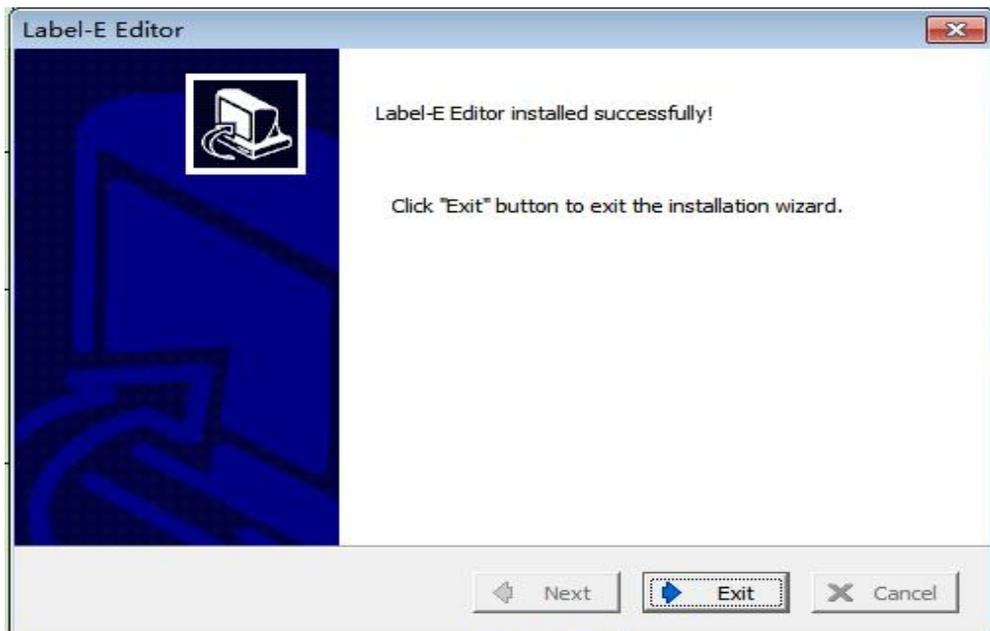
Software

5.1 Software installation

1) Right click installation file, Select "Run as administrator"



2) Install step by step according to the prompt box until you installed successfully .

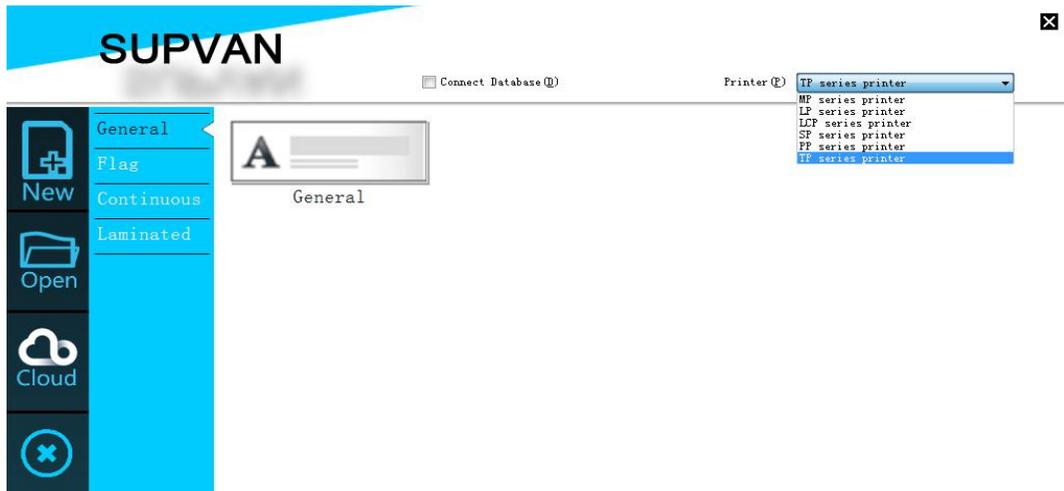


5.2 Software use

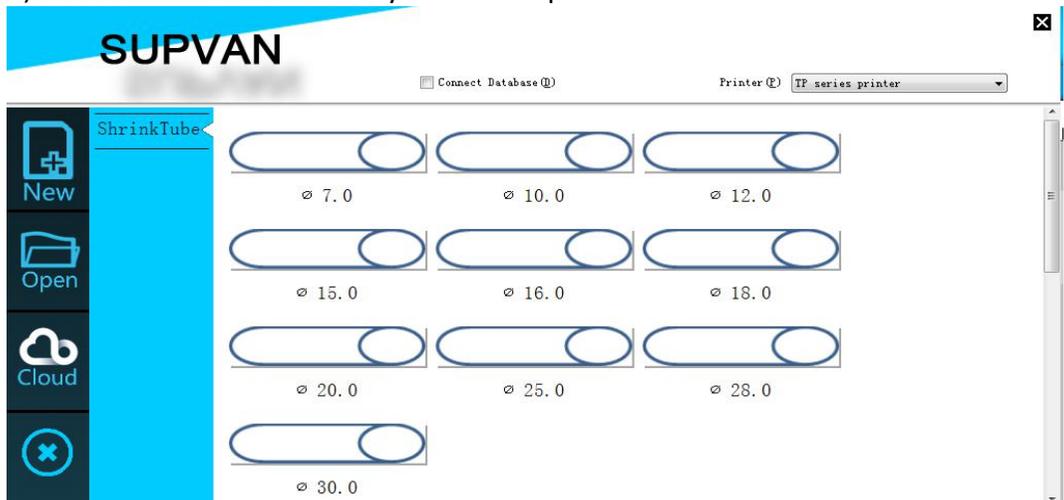
1) Double click to open the software



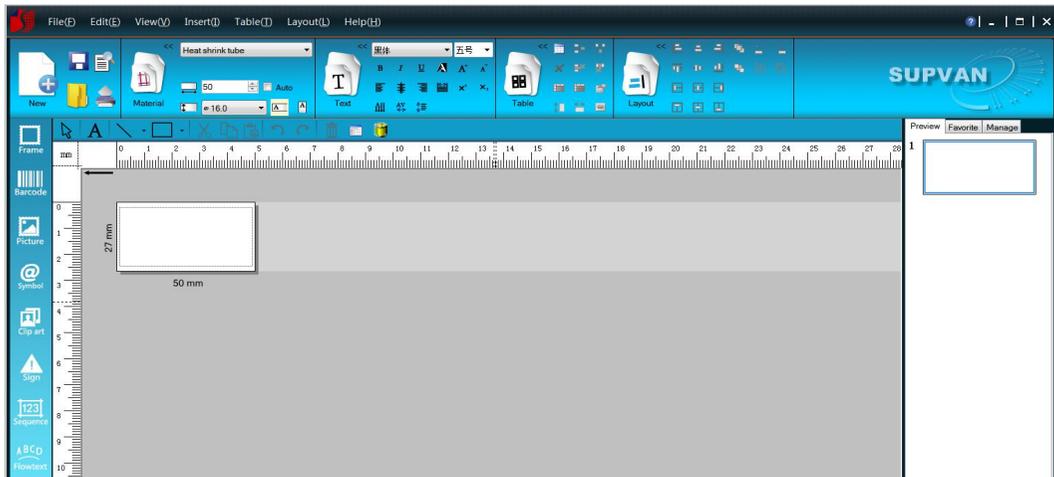
2) First select "TP series printer" for TP2000M



3) Select shrink tube size that you want to print

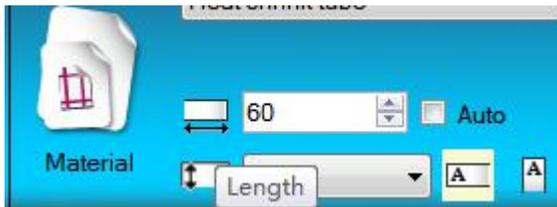


4) Now, You can edit data by software

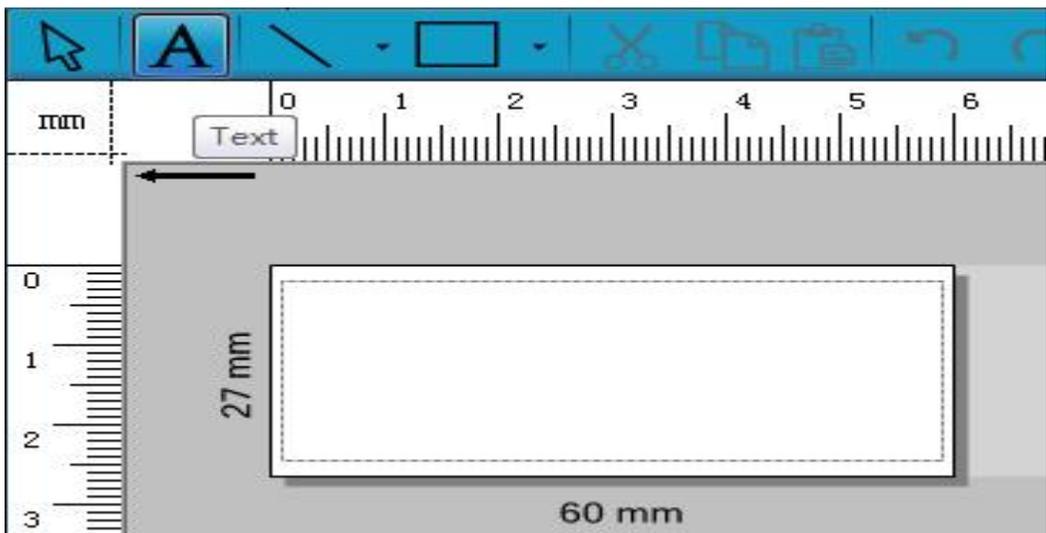


For example ,We want print $\Phi 16$ shrink tube ,length 60mm

4.1.Set length first

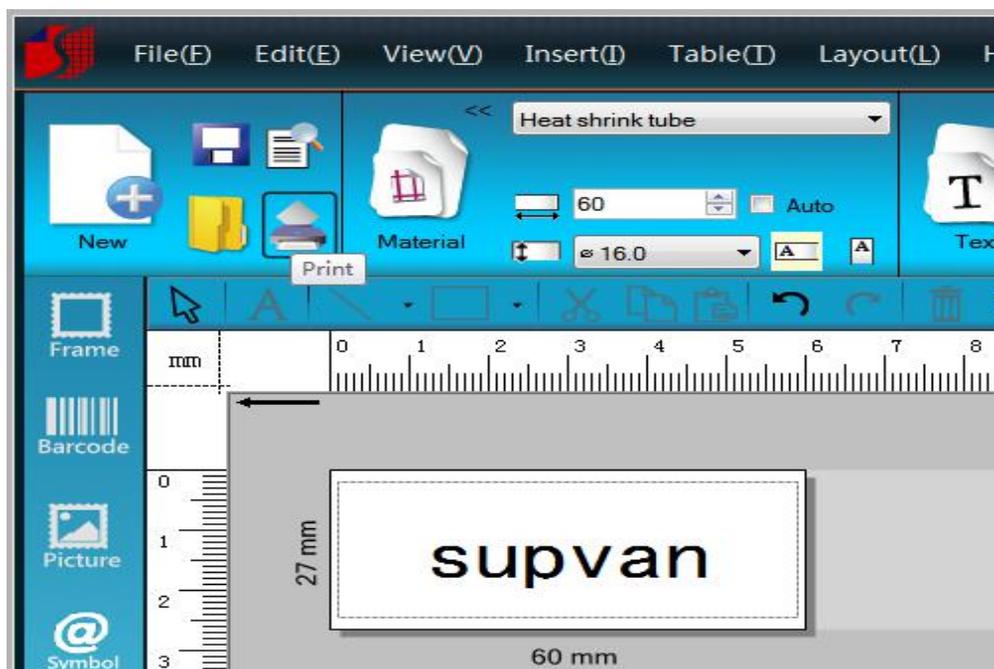


4.2 Input text by “A”,then we input “SUPVAN”

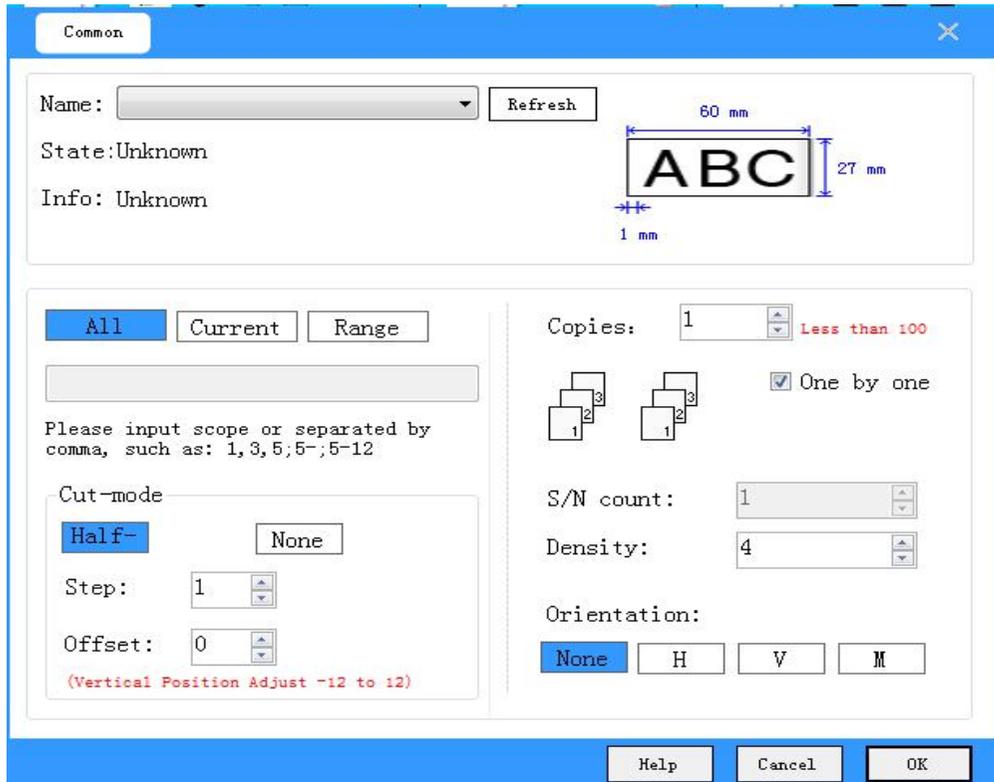




4.3 We press "Print "button to print



4.4 You can set print range ,print density and copies.



6 Specification

Printing method	Thermal transfer
Resolution	300dpi
Display	No LCD devices
Printing speed	35 mm/s
Cutting Function	
Cutting	Automatic Half-cutting
Printer Specification	
Max printable range	55mm
Ribbon Spec	55mm*45m, single color
Ribbon Color	Black, White
Heat Shrink Tube Size	Φ7.0-Φ30mm
Heat Shrink Tube Color	White, Yellow, Black

Connection Interface	USB 2.0 Full speed
Recommended Operating Environment	Temperature: 10-40°C Humidity: 10% - 90% RH
Power Supply	15V 3A
Outer Dimensions	263mm X 165mm X 178mm
Weight	2.4 KG
Recommended Specifications	
OS	Win8 / Win7/ Vista/ Windows XP Compatible drivers/APPs are available on website once product publish



Trouble shooting

NO.	Information	Light status	Reason	Solution
1	No device	Yellow light off	The printer failed to connect properly The printer not turn on The driver is not installed or installed incorrectly	Please check if the printer is turned on Whether USB line connected correctly Whether the printer driver is installed correctly
2	Cover is open	Red light on	Cover is open	Reprint after closing the cover
3	Start print failure	Red light on	Cover is open after print starts	Reprint after closing the cover
4	Read ribbon error	Red light on	The ribbon is not installed or an incorrect ribbon is installed	Replace or install the ribbon correctly
5	End of ribbon	Red light on	End of ribbon Ribbon broken Printer sudden off during printing	Replace ribbon Bond the broken ribbon
6	End of media	Red light on	End of shrink tube	Replace shrink tube

Note

Under normal conditions, the green and yellow lights are always on after power on;

Please visit our website to get more information: www.supvan.com.cn

No	Information	Reason	Solution
1	Printer cannot be turned on	Check whether the power cord and adapter cord are correctly inserted into the socket Whether the power on	Reconnect adapter line and power line . Turn on the power switch
2	Shrink tube can not feed	Weather Shrink tube jam Weather shrink tube is end Whether the shrink tube and ribbon are installed correctly	Clean up the blocked shrink tube in time Install the shrink tube and ribbon correctly
3	Printing is not clear or mushy	Print density setting is not appropriate Whether shrink tube matches the ribbon	Choose the right print density Make sure the shrink tube matches the ribbon
4	Incomplete printing	Whether the print head is dirty Whether the surface of the shrink tube and ribbon is clean	After turning off the power, use a cotton swab to dip alcohol and wipe the print head Please keep the shrink tube and ribbon surface clean