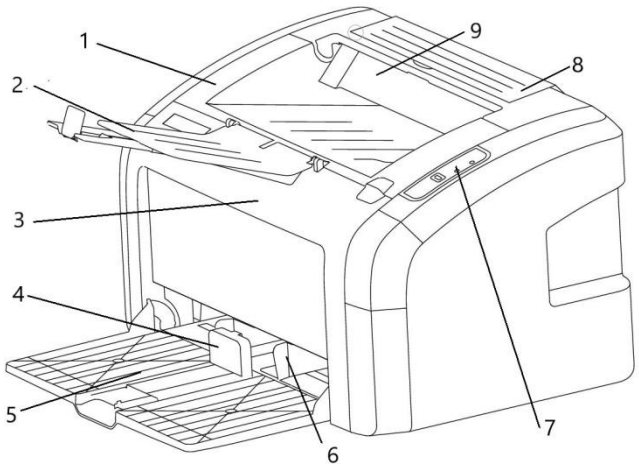
Table of Contents

1. Product description 1
    1.1 Part name 1
    1.2 Control panel 3
2. Basic operation 5
    2.1 Installation of printer 5
        2.1.1 Installation of toner cartridge 5
        2.1.2 Power connection 7
        2.1.3 USB connection 8
        2.1.4 Driver installation 8
        2.1.5 Environment 9
    2.2 Used paper 10
        2.2.1 Paper selection 10
        2.2.2 Installation of paper 13
    2.3 Printing 17
    2.4 Smart Printing 17
    2.5 Driver Installation 21
3. Maintenance of printer 24
    3.1 Cleaning of printer(interior) 24
        3.1.1 Cleaning of printer (exterior) 24
        3.1.2 Cleaning of toner cartridge area 25
    3.2 Replacement of toner cartridge 26
4. Fault handling 27
    4.1 Printer fault 27
    4.2 Image quality fault 29
    4.3 Paper jam 33
5. Customer support 38
    5.1 Warranty information 38

5.1.1 Here to help 38
5.1.2 Provide information 38
Appendix 1 41
Appendix 2 42

1. Product description

1.1 Part name



1 UPPER COVER

2 PAPER-OUT SUPPORT

3 FRONT COVER

4 BLOCK OF PAPER-IN SUPPORT

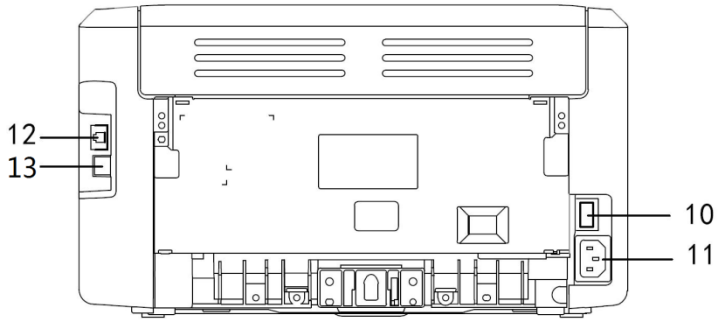
5 FRONT BAFFLE (PAPER PLATE)

6 CHASSIS REGULATOR

7 CONTROL PANEL

8FUSER COVER

9 PAPER OUTLET



10 POWER SWITCH

11 POWER SOCKET

12 INTERNET INTERFACE (ONLY FOR CERTAIN MODELS)

13 COMMUNICATION INTERFACE (USB INTERFACE)

1.2 Control panel

S/N	Name	Description
1	[Power supply] indicator	□ When the power is on, the indicator is on; □ When the power is off, the indicator is off.
2	[Alarm] indicator	□ When the printer is under fault, the indicator will blink.
3	[Function] key	□ When there is no paper, [function] key is pressed, the paper will be automatically fed. □ When the power is on, press [function]

		key for 3 seconds, the brochure will be printed. □ When the power is on, keeping a short press of [function] key for three times, and then pressing [function] key for 3 second, the test page will be printed.

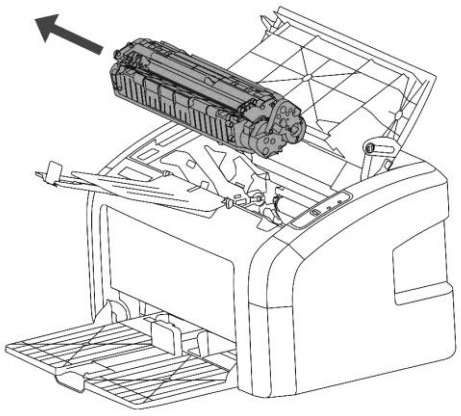
2. Basic operation

2.1 Installation of printer

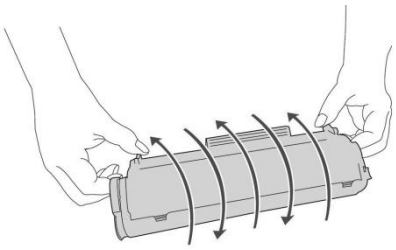
2.1.1 Installation of toner cartridge

> *Attention:*
>
> ***1. The toner cartridge used here are specially customized, to ensure normal work, please use the quality products.***
>
> *2. Before the toner cartridge is placed in, the package of the toner cartridge should not be removed. If the unpackaged toner cartridge is placed for a long time, their service life may be short.*
>
> *3. If the unpackaged toner cartridge is directly exposed to sunlight or indoor lighting, they may be damaged.*

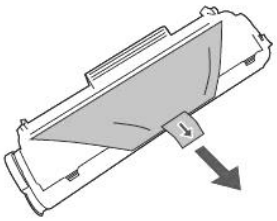
1) Open the upper cover，take out the cartridge and the supporting cottons..Hold the cartridge handrail and take the cartridge out.



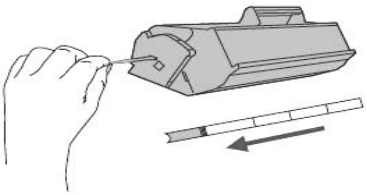
2) Holding the toner cartridge with hands and slight shaking for several times, so that the carbon powders in the toner cartridge can be evenly distributed.



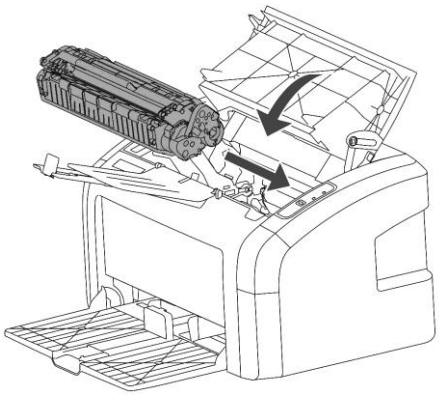
3) Take out the isolation paper.



4) Pull out the cartridge seal.



5) Inserting the cartridge into the printer. It should be ensured that the toner cartridge is installed in place (until they cannot be moved downward or rotated), and then, close the upper cover.



2.1.2 Power connection

Please use the power supply suggested for the printer.

Power supply: AC 200V to 240V, 50/60 Hz

The total length of the power cord (including the extension cord) should not exceed 5m.

DO NOT share one circuit with other high-power electric appliances (such as air conditioning, photocopy and paper shredder, etc.). If the above item cannot be avoided, it is suggested that you should use a transformer or a high-frequency noise filter.

If the power supply is not stable, please use a voltage stabilizer.

Turning on of power supply

Pressing [|] side of the power supply switch to turn on power supply.

After the power is on, please wait for a moment, then the printer will enter printing status, if the printer is not used for a long time, or during off duty, please turn off the power supply.

If the power supply of the printer is not connected, please check that whether the power cord between the printer and socket is correctly connected.

> *Attention:*
> *When the printer is not used, the power supply should be connected, and the plug should be unplugged, at this time, the power consumption of this product is zero.*

Turning off of power supply

Under the following cases, DO NOT turn off the power supply. If the power is off, the data under processing may be deleted.

- When the data are being received
- When the printer is printing
- The power of the printer should be turned off 5 second after the output has completed.

Warning

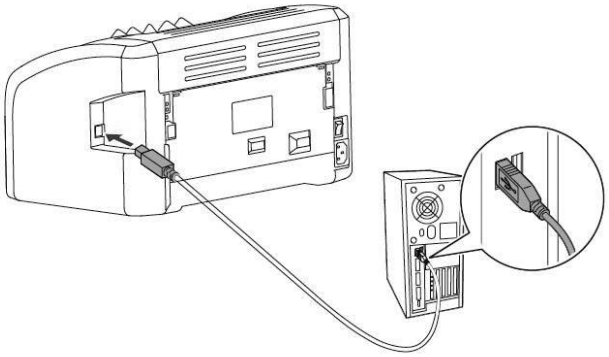
Running this device in a residential environment may cause radio interference.

2.1.3 USB connection

The printer is standard with USB 2.0 interface cable.

Be sure to use USB2.0 interface cables no longer than 2 meters in length.

Insert one end of the USB cable into the printer and the other end of the USB cable into the computer.



2.1.4 Driver installation

3. Put the drive CD into the computer.
4. Open the file in the CD and click the file corresponding to the computer system (32/64 bits).
3. Operate according to the software prompts. After installation, the "Device and Printer" interface will display the printer model icon.

2.1.5 Environment

Under high-speed printing, there may be obvious noise, therefore, the printer should be placed in a relatively separate working area.

The printer should not be placed in a placed without no heat source, no excessive dust or humidity, or the place where vibration or shaking is easy to happen.

Please place the printer in the place which is close to the power socket, so that the plug can be quickly unplugged in case of emergency.

Please place the printer in an environment with good ventilation.

Please use the power socket with grounding. DO NOT use the plug adopter.

In the room with poor ventilation, the printer should not be used for a long time or used to printer masses of documents. The room should ventilate frequently to keep ventilation.

DO NOT place the printer near to the devices with magnetism or generating magnetic field.

Please use this printer under the following temperature and humidity scope:

Temperature: 10℃~35℃

Humidity: 20%RH~80%RH (without condensation)

DO NOT place other matters on the printer.

When this printer is being moved, please ensure that the printer is under level condition.

DO NOT place the printer in the place where the ventilation opening will be easily blocked. The distance between the ventilation opening and the wall should be larger than 10cm.

This product will not generate obvious ozone.

2.2 Used paper

2.2.1 Paper selection

To achieve the best performance of the printer, we suggest you use the standard paper. It should be ensured that the paper is with high quality, and the paper is free from notch, gap, tear, stain, debris, dust, folding, hole, curl or edge fold, etc. If the type of the loaded paper is unknown, please check the package tag of the paper.

Symptom	Problem of paper	Solution
Printing quality is poor and there are carbon powders Caused by feeding	Too moist, rough or smooth, or with raised polish The paper is with quality defects	Use newly uncovered 70g/㎡ paper Inspecting the printer, ensure that correct paper type is selected
Word missing, paper jam or curl	Non-appropriate storage	Levelly place the paper in damp-proof package
The gray background is with enhanced shadow	Too heavy	Lighter paper should be used
Too much curl Caused by feeding	Too moist, the texture direction is wrong or the texture structure is too short	Using the paper with long texture structure Inspecting the printer, ensure that correct paper type is selected
Paper jam or the printer is damaged	With gap or hole	Not applicable to the paper with gap or hole
Caused by feeding	The edge is not neat	Using the paper with higher quality

> *Attention:*
> *By high temperature and pressure, making the carbon powders fused on the paper. It should be ensured that all the colored paper or the ink used for pre-printing of paper can undertake the high temperature. The highest temperature is 220℃, and kept for 0.1s.*

Label

DO NOT feed one label into the printer for multiple times, or, the viscidity of the adhesive sticker will be lowered, and the printer may be damaged.

When the labels are selected, the quality of the following aspects should be considered:

- Adhesive sticker: The bonding agent should be stable under 200℃ (the highest temperature of the printer).
- Label distribution: Only the labels whose slip sheet is not exposed can be used. The labels may drop off from the slip sheet of the label with gap, so that series paper jam may be caused.
- Crimpness: Before printing, the crimpness of the labels in any direction should not exceed 13mm.
- Conditions: DO NOT use the labels with wrinkling, blister or other stripping.

Envelope

Envelope structure

The structure of envelope is very important. The fold line of the envelopes manufactured by different manufacturers are with large differences, even the envelopes in one box produced by one manufacturer will be with different fold lines. Whether the envelopes can be printed depending on their quality. When the envelopes are selected, the following factors should be considered:

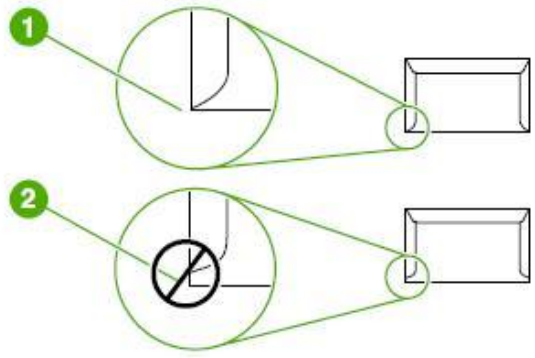
Weight: The weight of the envelope paper should not exceed 90 g/㎡, or there

may be paper jam.

- Structure: Before printing, the envelope should be levelly placed, the crimpness should not exceed 6mm, and there should not be air. The envelope with air may be with problems. DO NOT use the envelope with pin, snap-fastener, wire, transparent window, hole, hole opening, clipart, synthetic material, stamp or raised trimming. The used envelope should not be wet, while the adhesive sticker for stickup should undergo pressing.
- Conditions: It should be ensured that the envelope is free from fold, gap or damage. It should be ensured that the envelope is free from exposed bonding agent.
- Size: The size of the envelope should be from 90mm×160mm to 178mm×254mm.

Envelope with joints on the dual faces

The envelope with joint structure on the dual face should be with v vertical joints on the two ends of the envelope, rather than the joints in the diagonal line. This kind of envelope may be easy to be with wrinkle. It should be ensured that the joint extends to the angle of envelope, as shown below.



① Acceptable envelope structure

② Unacceptable envelope structure

The envelope with adhesive sticker strip seal or sealing bar

For the envelope with one adhesive sticker strip seal which can be stripped or multiple sealing bars (can be piled up to seal the envelope), the used adhesive sticker have to

be able to bear the high temperature and pressure of the printer. The highest temperature is 200℃. Too many sealing bars or strip seals may cause to wrinkle, fold or paper jam.

Storage of envelope

The envelope should be correctly stored to improve printing quality. The envelope should be leveling stored. If the envelope is with air, there may be bubble, so that there may be fold during printing.

Size of the paper can be used

Minimum: 148mm×210mm

Maximum: 216mm×355.8mm

The paper cannot be used

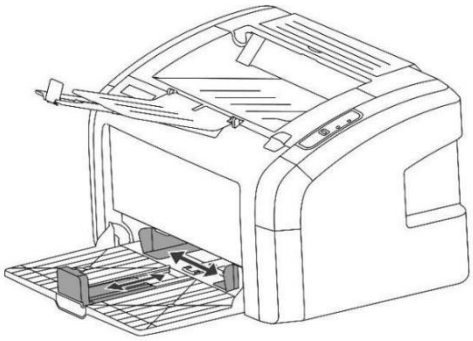
- The paper which is too rough cannot be used
- Excepting for standard 3-hole paper, other paper with hole or hole opening should not be used.
- DO NOT use the sheets with multiple copies.
- If solid pattens are printed, the paper with watermark should not be used.
- DO NOT use the paper with staples.
- DO NOT use the photographic paper specially for ink jet.
- DO NOT use the paper with raised trimming or coating, nor use the paper which is not appropriate for the image heating components of the printer.
- The paper which is able to bear the high temperature of 200℃ in 0.1s can be selected.

2.2.2 Installation of paper

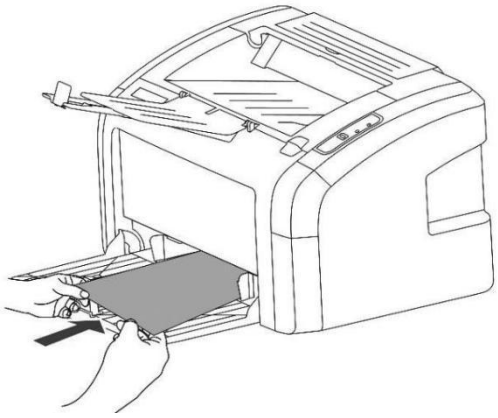
The laser machine paper plate can take in 160 pieces of standard papers or fewer

papers with heavier weight. Before the papers are placed in the paper plate, please slightly fan the paper, or they may stick with each other, which will cause paper jam, or multiple papers will be fed into the printer at the same time.

1. Extend the front baffle, move the block of paper-in support and chassis regulator to comply with the paper size.



2. Load paper for printing, the front end should be in the moving direction, and the printing face should be upward. To prevent paper jams or deflections, please always adjust the width of the chassis regulator.



> *Attention:*
> *When new media area added, please make sure that all the media are taken out from the paper plate, and new media should be flattened. So that feeding of multiple papers at the same time can be prevented, so that paper jam can be reduced.*

Envelope printing

1. Before the envelope is loaded, slide out the paper-in support, it should be slight wider than envelope.
2. When the envelope is loaded, the printing face should be upward, and make the top edge close to the left side of chassis regulator. Fifteen envelopes can be piled up.
3. The paper-in support should be adjusted in accordance with the length and the width of the envelope.

> *Attention:*
> *If the short edge of the envelope is with sealing bar, this edge should be loaded first.*

Label printing

The labels solely for laser should be used.

> *Attention:*
> *The media should be inspected to ensure that the media are free from fold or crimpness, and there is no torn edge or residual labels.*

1. Multiple papers should be loaded into the paper plate. It should be ensured that the top edge of the paper is in the moving direction, and the face to be printed (the rough face) should be upward.
2. Adjusting the width of the chassis regulator.
3. Printing documents.

Printing pre-printed sheets

This printer is able to print on the pre-printed sheet under 200 ℃.

1. When the papers are loaded, the top edge should be in the moving direction, and

the face to be printed should be upward. The chassis regulator should be adjusted in accordance with the width of the paper.

2. Printing documents.

Printing on the paper with customized size

1. Before the papers are loaded, it should be ensured that they are not stuck with each other.
2. Printing documents.

Duplex printing

If duplex printing (manual duplex printing) is required, you have to make the paper pass through the printer for two times.

> ***Attention:***
> *Manual duplex printing will make the printer dirty, the printing quality will be lowered. If the printer is dirty, please refer to cleaning of printer to obtain relevant instructions.*

1. Printing documents.
2. After the first face is printed, collecting the printed paper, and then make the printed face downward, and trimming the papers.
3. Placing the papers in the paper plate after the papers are piled, the printed face should be downward, and then feeding in.
4. Printing the second face.

Note: recycled paper can be used.

2.3 Printing

Starting printing

1. Select [Print] from the [File] menu of the application software program.
2. Select [XXXX]. XXXX displays "Printer model".
3. If necessary, click "preferences "for detailed Settings.
4. Click "OK".
5. Click "OK" on the Print dialog box.

Stopping printing

1. Double-click the icon in the lower right corner of the taskbar .
2. Select the filename to cancel, Press the "Delete" key.

Note:
After printing, the printer will be in the “sleeping mode”

2.4 Smart Printing

About the Settings

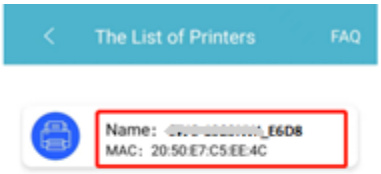
Please download the "Smart printing" APP for the network configuration.

1 Download the "Smart printing" APP
2 Network configuration in 2 ways:
  1) WiFi configuration
  2) Lan configuration
3 How to configure the network

First way :WiFi Configuration

1) Open the APP and click "Network Configuration".

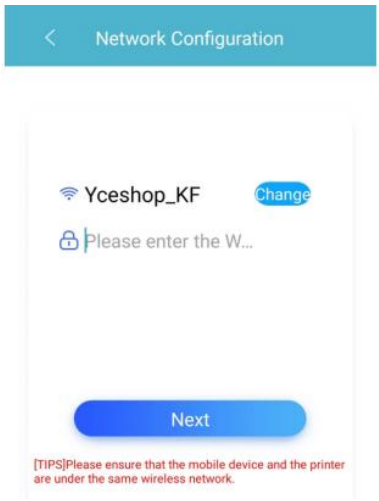
2) Find the printing device and click it.



3) Select the configuration mode.

4) Select the WiFi . Enter the password and click "Next".

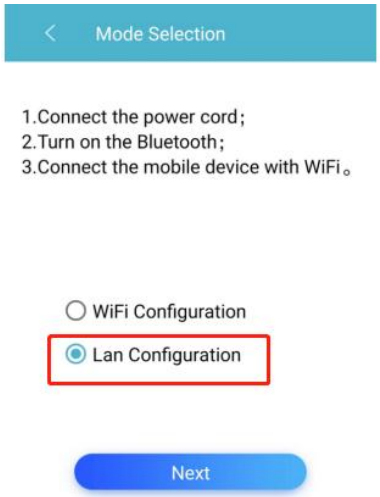
(TIPS: please ensure that the mobile device and the printer are under the same wireless network)



5) Network configuration is done.

Second way：Lan Configuration

1) Select the configuration mode: Lan Configuration



2) Please select DHCP or STATIC.

3) When selecting STATIC, you need to enter the IP address and other information, and then click "Connect".

About the Smart Printing

Document formats supported by wireless printing:

PDF, Word, Excel, PPT, picture (JPG, PNG)

Operation method :

① Select "Document/Image Printing" in the homepage menu of the APP, and then select the document or image to print.

② Select "Wifi Printing ".

③ Refresh the list and find the printing device.

④Printing job is underway.

2.5 Driver Installation

【First way】USB connection mode

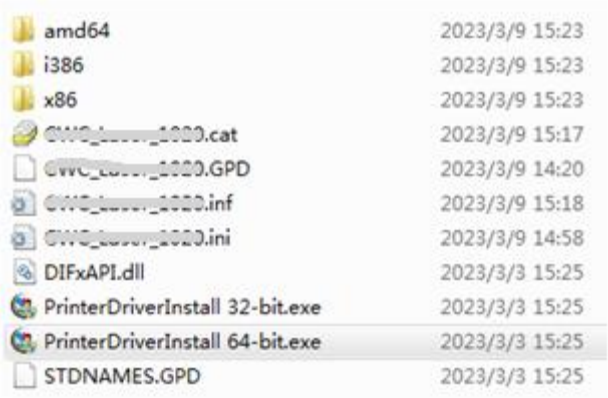
Compatible operation systems:

- Win7 SP1(32Bit/64Bit)
- Win10 64bit
- Win11 64bit

Please connect the computer to the printer with USB cable, and turn on the printer

power, and then install the printer in the following way.

1) Unzip the printer driver installation package and open the directory.



2) According to the system needs (32Bit Or 64Bit), click the corresponding installation program to install.

3) After the installation, the printer icon is displayed on the printer and fax interface.

【Second way】Installing the network printing driver through TCP/IP protocol

1.Operating system supported:

①Win7 SP1(32bit/64bit)

②Win10 64bit

③Win11 64bit

2.Operating instructions:

1) Prerequisites: First, you need to configure the printer network (that is, let the printer access the network and have the IP address of the LAN).

2) Install the network printing driver on the computer according to the following instructions.

① In the [Device and Printer] interface of [Control Panel], select "Add Printer".

② In the [Add Printer] interface, select "Add a network, wireless or Bluetooth printer".

③ Next, select "The printer I need is not in the list".

④ Next, select "Add printer using TCP/IP address or host name" and click "Next".

⑤ Next, select "Device Type", fill in "Host Name or IP Address" and "Port Name", and then click "Next".

⑥ After detection, select "Standard: Generic Network Card" and click "Next".

⑦ In the [Install Printer Driver] interface, select "Install from Disk".

⑧ Find the INF file of the print driver and select it.

⑨ After selecting the print driver, follow the prompts on the screen to complete the installation of the network printing driver.

3. Maintenance of printer

3.1 Cleaning of printer(interior)

Please use dry lint-free duster cloth to regularly clean the inside and outside of the printer. When you replace toner cartridge, please ensure cleanness of the inside. If the printing page is polluted by the powdered ink, please use lint-free duster cloth to regularly clean the inside of the printer.

3.1.1 Cleaning of printer (exterior)

1 Turning off the power switch, cutting off the interface cable and removing the power plug to wait the machine to cool down.

2 Using soft and dry lint-free duster to remove the dust on the outside of the printer.

3 Completely pulling out the paper plate from the printer, if there are papers in the paper plate, please take out the papers.

4 Cleaning any sewage attached in the inside of the paper plate.

5 Using dry lint-free duster to remove the dust on the outside of the paper plate.

6 Reloading paper.

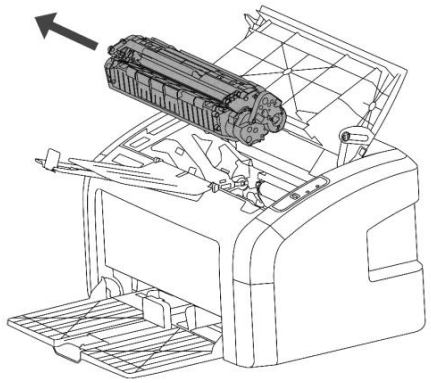
7 Firstly, re-plugging the power plug of the device into the power socket, and then connecting to the cable of the interface.

8 Turning on the power switch.

> *Attention:*
>
> - *Please use neutral detergents. If diluting agent or volatile liquid, such as gasoline, etc., is used for cleaning, the surface will be damaged.*
> - *DO NOT put toner cartridge into fire, there may be explosion.*
> - *It is not allowed to use the cleaning materials with ammonia or ethyl alcohol, spray of any type or inflammable to clean the inside or outside, or there will be fire disaster or electric shock.*

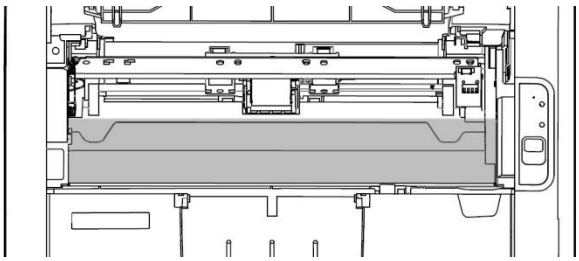
3.1.2 Cleaning of toner cartridge area

1. Turning off the power switch to wait for cooling. Remove the upper cover and take out the toner cartridge.



> *Attention:*
> *To prevent damaging the toner cartridge, please place them in dark places, and the toner cartridge should be covered by protective covers. In addition, DO NOT touch the black sponge transfer roller inside the machine, or the roller will be damaged.*

2. Use a dry lint-free cloth to clean the residual in the paper channel area and toner cartridge hollow area.



3. Reinstalling toner cartridge and closing the upper cover.
4. Inserting the power plug into power socket and then turning on power switch.

3.2 Replacement of toner cartridge

1) Turning off power switch, opening the upper cover and taking out the old toner cartridge.
2) Installing new toner cartridge into the printer, it should be ensured that the toner cartridge is installed in place, and then closing upper cover and front cover successively.

Please refer to the preceding text 2.1.1 Installation of toner cartridge .

> Note：
> Please pack the cartridge properly if you want to dispose it .Our company will recycle the cartridge free of charge.
> Please contact the local dealer.

4. Fault handling

4.1 Printer fault

Fault phenomenon	Reasons	Measures
The power indicator is off	Whether the power supply has been turned on.	Turning on of power supply.
	Whether the power socket is with power output.	Firstly, turning off the machine, and then inserting the power plug into another power socket to verify that whether the power supply is normal.
	Whether DC voltage output by the power supply is normal.	Determining that whether the output voltage complies with the requirement. If not, DO NOT use, please timely contact the seller.
The indication of alarm flashes.	Whether there is no paper. Whether there is paper jam. The system of the printer or the installed part is fault.	Reinstalling the paper for printing Taking out the stuck paper. Turning off the power supply of the printer, and then restarting. If the problems cannot be solved, please contact our customer services.
Printing cannot be down	Whether the interface cable has been well connected.	Check the cable connection of the interface.
	Whether the computer	Inspecting the computer

	environment has been correctly set.	environment, such as whether the printing driver program has been set, etc.
	The network connection between the computer and the printer is wrong.	Please inquire the network administrator.
	Connecting the printer to multiple computer.	Please wait for a moment, the printer is re-printing now.
	The work has been suspended.	Please determine that whether the work is cancelled or not in the image.
	Whether there is paper jam.	Turning off the power to remove the stuck paper.
	Whether the paper in the paper plate complies with the designated size.	Placing the paper of correct size, and then printing again.
There is frequent paper jam or wrinkle	Whether the papers have been correctly placed in the paper plate.	Please correctly place papers. Reference Installation of paper .
	Whether the papers are moist.	Please replace by the unpacked new papers.
	Whether the papers are curly.	Turning over the papers in the paper plate or replacing by the unpacked new papers.
	Whether there is paper jam, residuals or foreign matters in the inside of the machine	Opening the cover of the printer or pulling out the paper plate to clean the shredded paper or other foreign matters. Reference Paper jam .

	Whether there are non-standard papers in the paper plate.	Please ensure that the paper complying with the specifications of the printer is used. Reference Paper selection .
	Whether the paper exceeds the largest paper capacity of the paper plate.	The paper placed in the paper plate should not exceed the largest paper capacity of the paper plate.
	Whether the paper regulator has been correctly replaced.	Aligning the edge of the papers, and then aligning to the angulus parietalis of the paper plate and placing the papers into the paper plate. Please refer to installation of paper .
	Whether the papers have been trimly cut.	Completely cutting the paper, and then placing again.

4.2 Image quality fault

Fault phenomenon	Reasons	Measures
Fuzzy and poor print result	Moist printing paper.	Please change with unpacked papers.
	Insufficient carbon powder in toner cartridge.	Replace with a new toner cartridge. Refer to the toner cartridge change.

	Degraded or damaged photosensitive drum in the toner cartridge.	Replace with a new photoreceptive drum. Attention: This is a professional operation, please contact the after-sales service center.
Spots and stains in the printing contents	Unclean paper plate or paper feeding channel.	Please clean the paper plate or paper feeding channel. Reference Cleaning of printer .
	The printing paper does not meet the specifications, such as moist paper, too rough paper.	Please put the proper paper. Reference Paper selection .
	Degraded or damaged toner cartridge.	Replace with a new toner cartridge. Reference Replacement of toner cartridge .
Words missing	A certain faulted paper.	Please re-print it again.
	The uneven water content of the paper, or moisture content points on the paper.	Please replace with the sealed new paper or paper of another brand.
Black line on the print contents	Degraded or damaged photosensitive drum in the toner cartridge.	Replace with a new toner cartridge.
Gray background	The printer operates under the high temperature, or high humidity or very dry environment.	Put the print to the place suitable for printing. Refer to the environment.
	The paper applied does not meet the recommended	Ensure the paper applied meets the recommended

	specifications.	specifications. Reference Paper selection .
	Degraded or damaged toner cartridge.	Replace with a new toner cartridge. Reference Replacement of toner cartridge .
Vertical and repeat faults	Degraded or damaged toner cartridge.	Replace with a new toner cartridge. Refer to the toner cartridge change.
	The paper applied does not meet the recommended specifications.	Ensure the paper applied meets the recommended specifications. Reference Paper selection .
	There may be the carbon powder on the inner part.	Please clean the printer. Reference Cleaning of printer .
Character deformation	Too smooth paper.	Please use other paper.
	If the characters are still deformed on the printed test page, the printer may be repaired.	Please contact the after-sales service.
Page deflection	Paper feeding error, or the guide plate just touches the paper.	Load the paper according to the requirements, or adjust the position of the chassis controller.
	The paper plate may be too full.	Take part of paper out from the paper plate
	The type and quality of the paper do not meet the	Check the type and quality of the paper, the high temperature

	specifications.	and high humidity will cause the paper curly.
Curly or waveform	The type and quality of the paper do not meet the specifications.	Check the type and quality of the paper, the high temperature and high humidity will cause the paper curly. If the printer has not been used for a long time, maybe the paper in the paper plate has been left for a long time, please turn over the paper in the paper plate or turn it 180 °.
Wrinkle or fold	The paper failed to be loaded properly	Please correctly place papers Please refer the Installation of paper .
	The type and quality of the paper do not meet the specifications.	Check the type and quality of the paper, the high temperature and high humidity will cause the paper curly. If the printer has not been used for a long time, maybe the paper in the paper plate has been left for a long time, please turn over the paper in the paper plate or turn it 180 °.
	Print the envelopes.	Exhaust the air in the envelopes, and re-print the envelopes

Carbon powder on the character edges is scattered	The paper quality does not meet the specifications.	Please use another kind of special paper for the laser printer.

4.3 Paper jam

To avoid damaging the printer when removing the jammed paper (including the jammed papers in paper outlet), please open the upper cover and take out the toner cartridge until the jammed paper is removed. Open the upper cover and take out the toner cartridge to release the tension of the printer drum, thus avoiding the damage of the printer and facilitating to take out the jammed paper.

Reasons causing the paper jam

- The paper is improperly loaded in the paper plate or is too full.

  When adding new media, take all media out from the paper plate, and flatten the new media, to avoid multiple papers are fed at the same time, and reduce the paper jam.
- The media do not meet the printer specifications.

> ***Attention:***
>
> - *Paper jam will cause the scattered carbon powder on the printing page. In case of carbon powder on the clothes, wash it with cold water, since the hot water will make the carbon powder stick on the clothes permanently.*
> - *To avoid damaging the toner cartridge when cleaning jammed paper, please open the front cover to take out the toner cartridge, and put the toner cartridge into the protecting bag or pack them with thick paper. In this way, the cartridge can be avoided from light exposure.*
> - *After taking out the toner cartridge, do not touch the parts in shaded areas.*

Common paper jam location

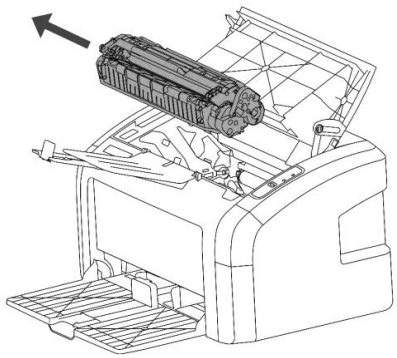
- Toner cartridge area.
- Paper feeding plate area. If the paper is jammed in the paper plate, try to take the jammed paper from the paper plate slowly, do not tear the paper. If you find it difficult, please refer to contents of Take out the jammed paper.
- Paper-out channel.

After paper jam, there are scattered carbon powder in the printer, the scattered carbon will be removed after printing a few pages.

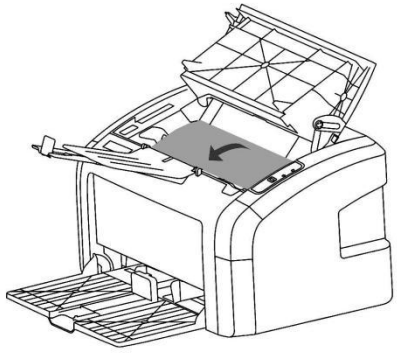
Take out the jammed papers

Paper jam inside the printer

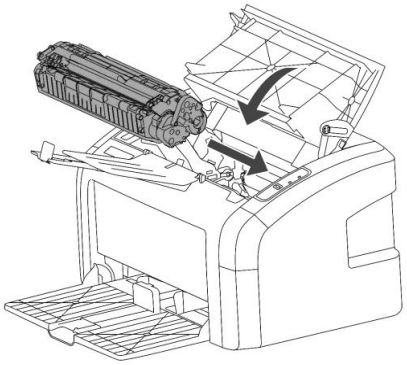
1. Turn off the power supply of the printer, open the upper cover gently ,take out the toner cartridge holding the toner cartridge handles along the guide rail.



2. Hold the most exposed side of the jammed paper by two hands to gently pull it from the printer. If the paper is torn, ensure there is no scrap of paper in the printer.



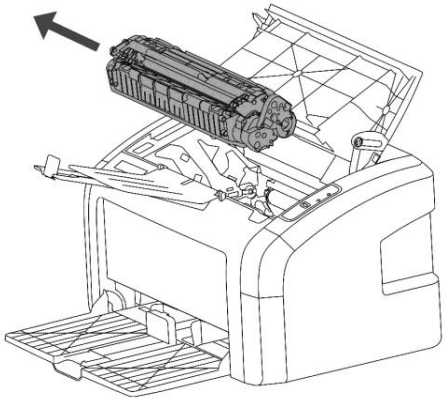
3. After taking out the jammed paper, install the toner cartridge along the guide rail, and ensure the toner cartridge is installed in place .Close the upper cover.



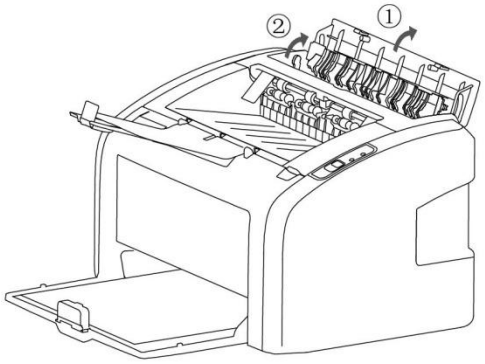
4. Turn on the power switch again.

- **Paper jam in the paper pass**

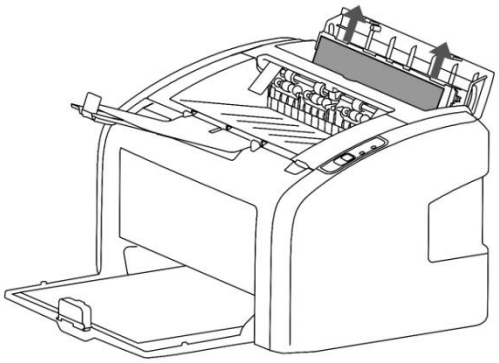
1. Turn off the power supply of the printer, gently open the upper cover of the printer, take out the toner cartridge holding the toner cartridge handles along the guide rail.



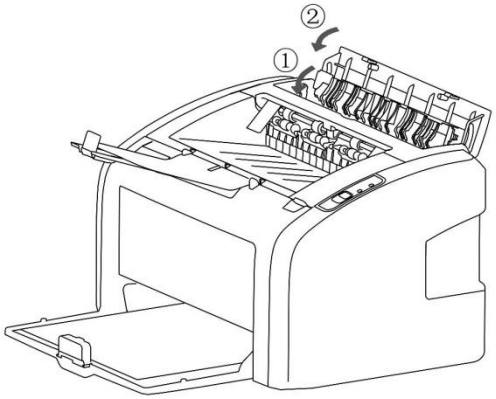
2. Close the upper cover , open the fuser cover, and then open the upper cardboard guide. Hold the upper cardboard guide gently to prevent it from falling.



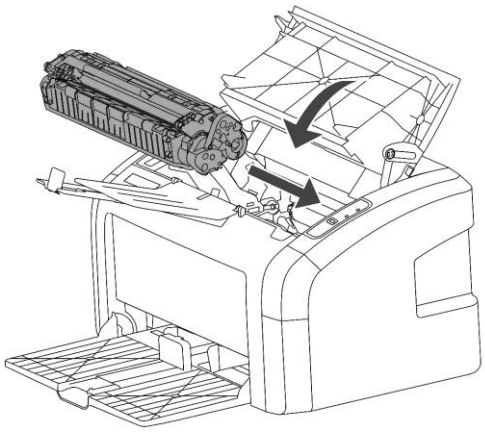
3. Hold the exposed paper and gently pull it out. If the paper is torn, make sure there are no scraps in the printer.



4. After removing the jammed paper, close the upper cardboard guide downward, and then close the fuser cover.



5. Open the upper cover , assemble the toner cartridge along the guide rail, and ensure the toner cartridge is installed in place.



6. Turn on the power switch again.

5. Customer support

5.1 Warranty information

5.1.1 Here to help

In case of any problems when using the product, you can ask for assistance in the following ways:

1 Firstly, look up the relevant operation instructions of the product, including the User Manual and User Guide, to solve the problems.

2 For more service please visit our official website：www.gustec.net

3 Call customer service hotline, The professional engineers will guide users to solve the problems.

5.1.2 Provide information

If you can provide the following information for customer service staff, you can get relevant help faster.

- Factory serial number
- Product model
- Software version of the product
- Brand and model of your computer
- Operating system and version number of your computer
- Name and version number of the applications that usually used with the product.

5.2 Warranty information

During the warranty period (including validity period of the "three guarantees"), in case of the following conditions, the products shall not enjoy the "three guarantees" service.

- Any damages and faults of the product happen because the product is used in the

working environment (such as power, temperature, humidity, altitude or atmospheric pressure) not specified by the company.

- Any damages and faults of the product happen because the user applies the non-original or unspecified accessories and consumables.
- Any damages and faults of the product are caused because the product gets virus during the operation of the user.
- Any damages and faults of the product or the loss of the parts due to the improper safekeeping (such as damages caused by rats, pests, liquid infiltration, foreign matters and similar) by the user.
- Any damages and faults of the product due to human fact, or which are caused by failures of following the use methods and precautions in the product instructions (the product itself, packaging box, product manual and other forms of data).
- Faults caused by the computer software and hardware connections
- Any damages and faults of the product caused during the transportation by users.
- Any damages and faults of the product caused by the disassembly, maintenance and refitting of the product without any written authorization.
- Any damages and faults caused by force majeure.

Warranty Policy

- If the user cannot present the valid warranty certificate (warranty card and invoice), or the purchase date and name of the sales unit (taking effect after being sealed) are not completely filled, altered and forged in the warranty card and invoice, the warranty period is subject to the information recorded in the company.
- When you apply the product changing or refunding, the valid invoice, "three guarantees" voucher, original packing products and standard accessories should be provided.
- The consumables (ribbon and toner cartridge) are not within the warranty scope.
- In case of any loss and damage of the standard accessories (product manual and

compact disc), the company is not responsible for it.

- Users should properly keep the warranty card of the product because the Company will not re-issue any warranty certificate.
- Users should be responsible for the security of the data stored in the printer, and take necessary measures to protect it and back it up. The company does not assume any direct or indirect responsibility for any losses of the documents, programs and other data, or for any faults of the removable storage medium.
- The company shall not undertake any responsibility for any indirect losses and future benefits of users arising from the product failure.

Appendix 1

Declaration on Pollution Control of Electronic Information Product

Part name	Harmful substances					
	Pb	Hg	Cd	Chromium (Cr VI)	Polybrominated biphenyls (PBB)	Polybrominated biphenyl ether (PBDE)
Wire	○	○	○	○	○	○
Printed CIRCUIT BOARD	○	○	○	○	○	○
Plastic cement	○	○	○	○	○	○
Shaft, metal shaft		○	○	○	○	○
Hardware	○	○	○	○	○	○
Other Metals	○	○	○	○	○	○

This table is prepared in accordance with the SJ/T 11364.
O: Indicates that the content of hazardous substances in all homogeneous materials of these parts is within the maximum limit specified in GB/T 26572.
X: Indicates that the content of the hazardous substances in some homogeneous materials of these parts is at least over the limit specified in GB/T 26572.
Note: For "X" marked components, we cannot replace the hazard due to limitations on current global technologies.

Appendix 2

Thank you for purchasing the product.

We strive to make it meet your requirements. For your security and interest, please carefully read the operating instruction and other attached information before using the product, to make maximum use of various functions of the product. According to the national regulations and the company's warranty policy, any failures and damages arising from the disassembly, maintenance and refitting of the product under warranty without any written authorization of the company shall not be included in the scope of "free warranty" service. There are several special "warranty labels" on the product. Please properly protect these special "warranty labels" during the warranty period, otherwise, users may not enjoy the "free warranty" service due to the loss or damage of these "warranty labels".

Our company guarantees that we will provide the product's spare parts that may be damaged under normal usage and consumable materials for at least 5 years from the date of delivery/installation of the Products.

This is the energy saving product, with the energy efficiency label on the rear side of the shell. The product is composed of recyclable components. When the product is to be discarded, the company can recycle at a nominal charge. If you need such service, please contact local dealers.

Since our products are constantly improved, the contents of this manual may change without notice. The description and pictures in the manual are for illustration purpose only and may vary from the original product.

Website: www.gustec.net

Thanks for your cooperation!