

Hot Stamping Printers FAQ

Including Custom-Made Model

Be sure to turn off the power, disconnect the "power cord," and make sure that all parts of the equipment are completely cool before proceeding. Replace parts as necessary.

Problem	Situation	Possible Causes/Solutions
Power does not turn on.	Power supply failure	Check to see if power code is properly plugged into power outlet.
	Fuse disconnection	Refer to the instruction manual.
	Disconnection of power cord	Check conduction with a tester.
Low heater temperature	Failure to energize	Check for incomplete "heater terminal" connections.
	Disconnection of heater	Check the "heater terminal" with a tester for conduction. Heater replacement is required in case of wire breakage.
	Failure of type temperature controller *If the heater is not disconnected	If the heater does not warm up even though the temperature controller's energizing lamp is on, the temperature controller needs to be replaced.
	Failure of type temperature sensor	If the reading of the temperature controller does not rise, the temperature sensor needs to be replaced
High heater temperature	Failure of type temperature controller	If the heater temperature continues to rise while the temperature controller's energizing lamp is off, the temperature controller needs to be replaced.
	Temperature sensor failure	If the reading of the temperature controller does not approach the setpoint, the temperature sensor needs to be replaced.
Inadequate color tape transport / meandering	Tension at color tape attachment point	When tension is too high, tape transportation may fail. When it is too loose, meandering may happen. Refer to the instruction manual for details.
	Insufficient/Excessive color tape transport	Check the tension of the tape set section, readjust, and then adjust the tape feed rate. Refer to the instruction manual for details.
	Tape transport roller is worn out	Replace the roller.

Problem	Situation/Possible Causes	How to deal with it
Poor marking Quality	Printed characters are too dark/crushed	(1) Type setting temperature is too high. (2) Too much marking pressure. (3) Marking time is too long. (4) Inappropriate color tape model for the material material. (5) Deformation or contamination of type → Needs cleaning or replacement
	Printed characters are thin/missing/blurry	(1) Type setting temperature is too low. (2) Marking pressure is too low. (3) Marking time is too short. (4) Inappropriate color tape model for the material material. (5) Insufficient color tape forwarding → Readjust the feed rate. (6) Dirt on the material (7) Deformed (chipped) type → Needs replacement (8) In case of printers equipped with type mask (MFC type, etc.), inadequate installation of type mask Refer to the instruction manual for details.
	Density of printed characters differs at the beginning and the end	(1) Failure of height adjustment of the receiving jig (cutting table/jagged table (MFC Models). → Readjust the "height adjustment screw". (2) Defects in material surface shape → Use appropriate material.
	Printed characters are skewed	Problem in installation of receiving jig and canner base (other than MFC type) →Reset the adjustment knob of the canner base
Material cutting error (B200M-FC)	Inadequate adjustment of cutter depth	If the cut is too deep, make it shallower; conversely, if the cut is too shallow, adjust it deeper. Refer to the instruction manual for details.
	Worn cutter blades or broken blades	Replace the cutter blade. Refer to the instruction manual for details.

Problem	Situation/Possible Causes	How to deal with it
Material cannot be forwarded/feed rate is unstable (B200M-FC)	● When the material is a tube	
	Check tube specifications	Outline ϕ 3.0~7.0 mm_t0.4~0.5 mm
	Tubes are stiff in low temperature.	Warm the tube before use.
	Tubes are crushed, twisted, or otherwise deformed.	Remove the deformed part before use.
	● When the material is a label	
	Check label specifications.	Use genuine long-type labels (width up to 10 mm).
	Check the condition of the "feed unit" section guide.	Refer to the instruction manual.
	Check labels for folds and stains.	Remove deformed and dirty parts before use.