

# MS-CH401

## Instruction



## Revision record

Release Date	Version	Remarks
2025.02.13	V1.0	2025collatin documents

\* The information provided in this specification is for reference only.  
The specific configuration information is subject to the sales contract



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## First: Product Introduction

The MS-CH401 is a dedicated wristband printer with a resolution of 300DPI. It adopts the thermal transfer printing method, featuring a maximum printing speed of 6 inches per second. The printed text is clear, and it supports the adjustment of printing density. It is designed with a paper compartment and can perform printing in both thermal and thermal transfer modes. This device is connected via USB and is used to typeset, edit, and print content through a computer. It is convenient and quick to print, highly reliable, and simple to operate and maintain.

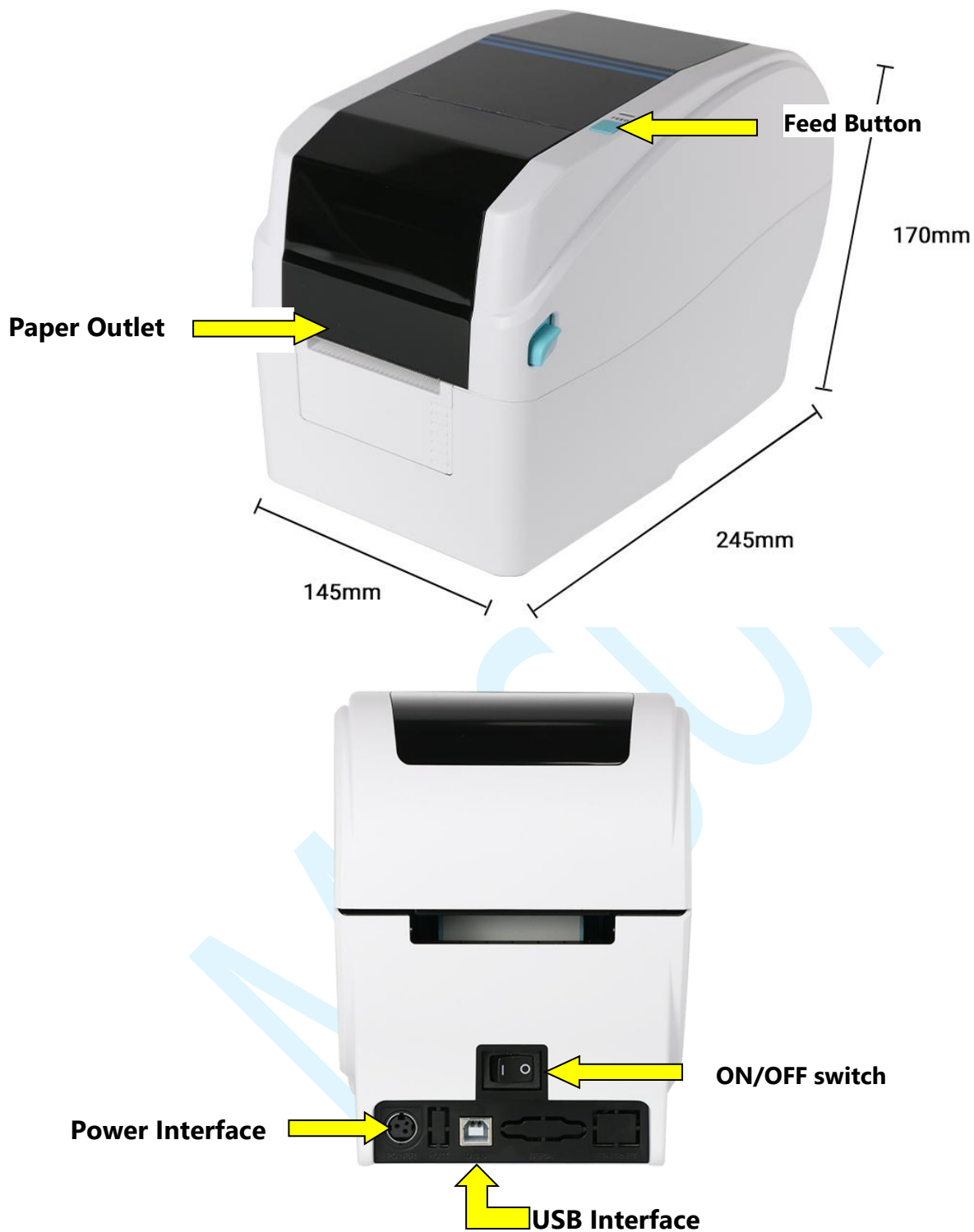
## Second: Specification Parameters and Usage Requirements

### 1、Main Technical Specifications

These technical specifications are applicable to the MS-CH401 structural printing module

<b>Model</b>	MS-CH401
<b>Product Name</b>	Wristband printer
<b>Paper Thickness</b>	0.06-0.25mm
<b>Paper Feed Method</b>	Manually feed the Paper and adjust the limit module.
<b>Resolution</b>	300DPI
<b>Printing Speed</b>	6inch/s(MAX)
<b>Adjustable Paper Width</b>	60mm (MAX)
<b>Printable Width</b>	26-54mm
<b>Specifications of Wristband Paper</b>	Outer diameter of the paper roll: 127mm (MAX) Inner diameter of the paper core: 25.4mm - 50mm
<b>Ribbon Type</b>	mixed-based
<b>Communication Interface</b>	USB
<b>Operating Voltage and Current</b>	Input: AC 100-240V, 1.5A, 50-60Hz Output: DC 24V, 2.5A
<b>Operating Temperature</b>	5°C - 40°C (no condensation)
<b>Operating Relative Humidity</b>	25~85%RH (no condensation)
<b>Storage Temperature (Whole Machine)</b>	-20~60°C (no condensation)
<b>Storage Temperature (Ribbon)</b>	-10~40°C (no condensation)
<b>Storage Relative Humidity</b>	10~90%RH (no condensation)
<b>Net Weight</b>	1.65KG
<b>Overall Dimensions</b>	245mm(D)x145mm(W)x170mm(H)
<b>Reliability</b>	One year for the whole machine, and for accessories such as print heads and rubber rollers, it is 30 kilometers or one year, whichever comes first.

## 2、 Product Schematic Diagram



## Third:Operation Procedures

### 1. Printer Connection

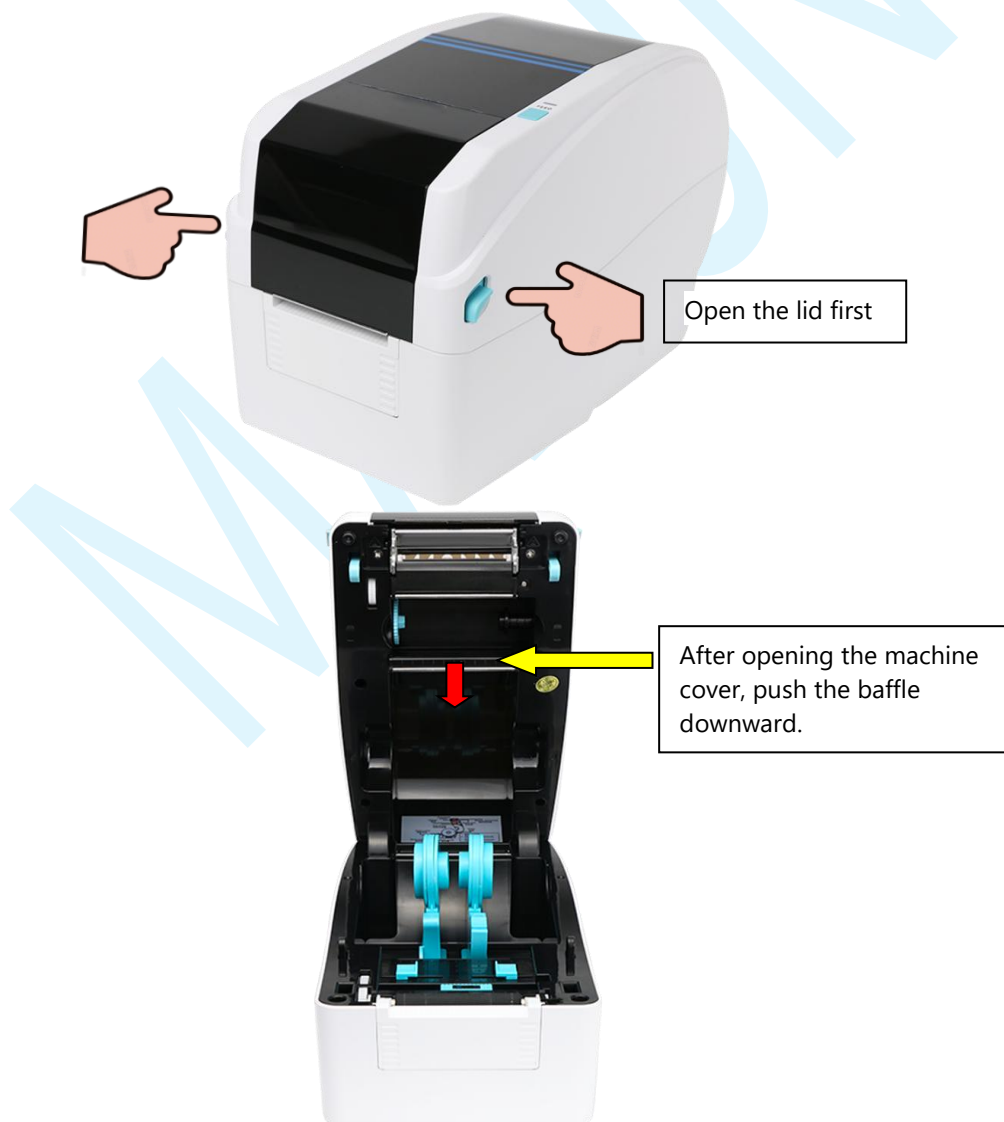
- ① Check whether the input power supply voltage of the printer is within the range specified in the instruction manual.
- ② After connecting the power supply, use a USB cable to connect the printer to the host computer. Observe whether the printer is working properly . If not, turn off the power immediately.

**Note:** Do not use this machine in an environment with direct strong light, as it may trigger the photoelectric sensor in the printer and cause misoperation. The usage environment should be clean and dry, and regular maintenance should be carried out.

### 2. Ribbon Installation and Replacement

#### Ribbon Installation:

- ① Press the switches on the left and right sides of the upper cover with both hands to open the upper cover of the printer.

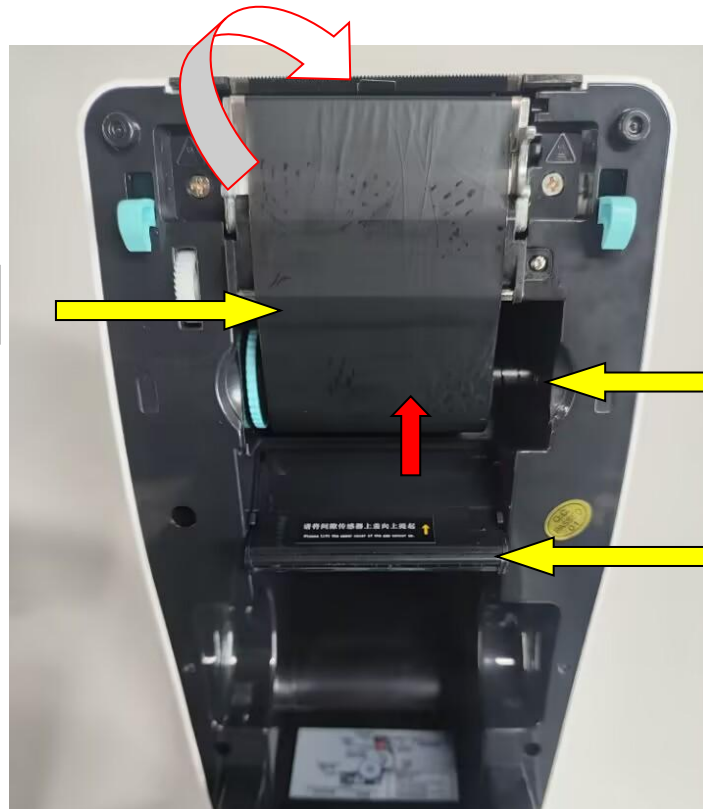


- ② Install the two carbon ribbon drive shafts onto the carbon ribbon.  
Install the carbon ribbon as shown in the following picture.



- ③ Install the main shaft, then bypass the print head with the ribbon and install it on the sub shaft.

Main shaft

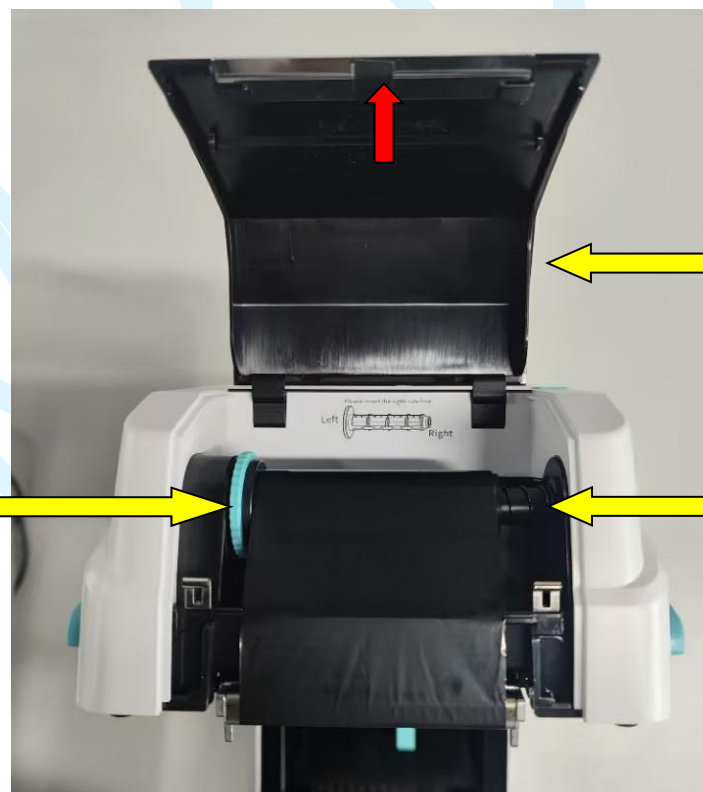


First, install the right side of the main shaft onto the telescopic shaft with a spring, and then install the right side.

Push the baffle back into place and move it upward

- ④ Install the Sub shaft.

Sub shaft



Open the carbon ribbon cover. After installing the carbon ribbon, close the cover.

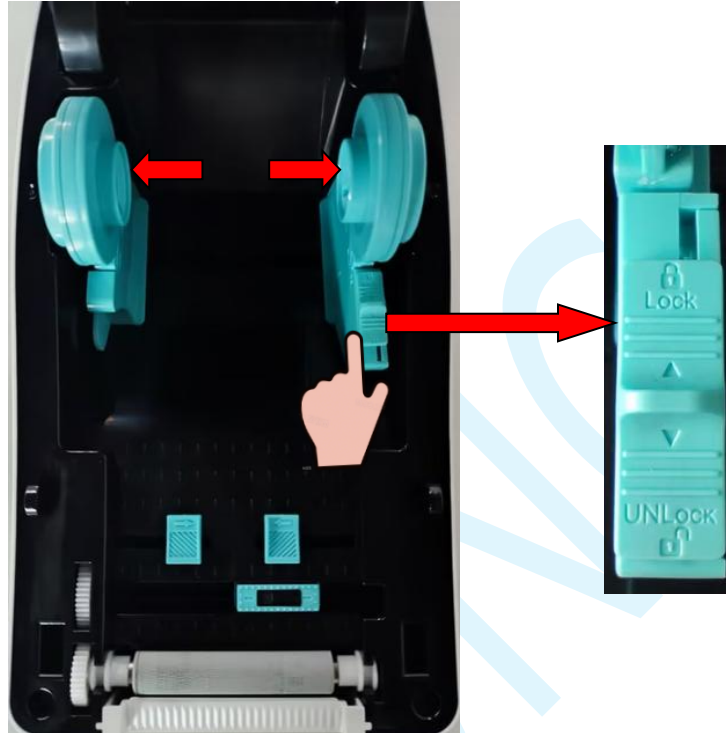
First, install the right side of the secondary shaft onto the telescopic shaft with a spring, and then fit the right side in.

- ⑤ The carbon ribbon is successfully installed. Finally, close the print head into place.

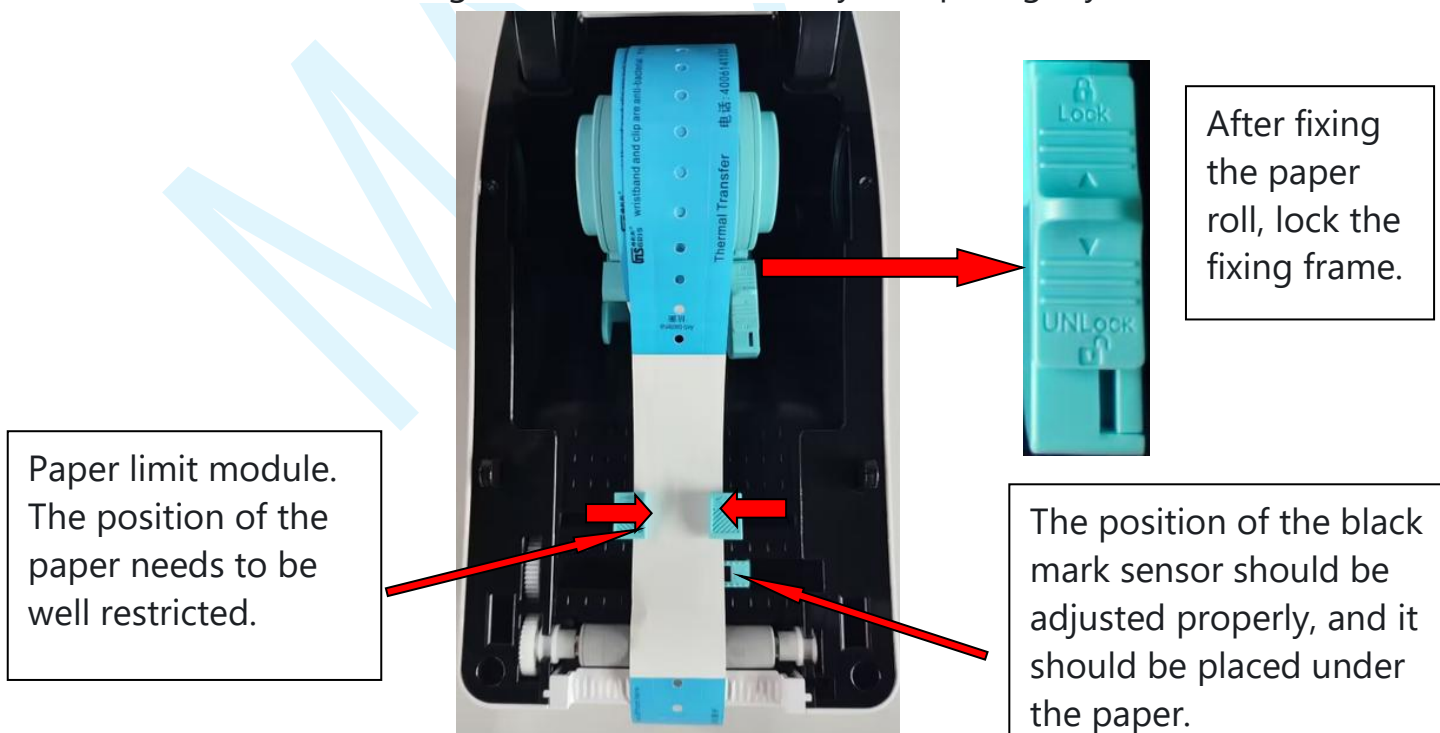


### 3.Installation of the wristband

① After opening the machine cover, check whether the fixing bracket is locked. If it is locked, unlock it first. Then, push the fixing bracket outward in the direction as shown in the figure.



② Install the paper onto the paper holder. The fixing frame will automatically clamp it tightly.



③ After completing the above steps, close the cover. The installation of the paper roll is successful

#### 4. Cleaning the Thermal Sensitive Plate

After removing the ribbon, use a cotton swab and anhydrous ethanol (alcohol) to wipe the position of the thermal sensitive plate to clean it and enhance the printing effect.

The position of the thermal sensitive plate is shown in the following figure.



## **Fourth: Printer Fault Handling and Daily Maintenance**

### **1. Ribbon Abnormalities**

#### **① The printer has a ribbon and is printing, but the print quality or content has defects:**

- Check whether the ribbon is intact and whether there are any impurities remaining.
- There may be impurities on the thermal sensitive plate or it may be damaged. Check and clean the thermal sensitive plate. If the impurities on the thermal sensitive plate cannot be removed, please contact our company for replacement. (Replacement is not provided in case of improper operation or improper storage.)
- Is your ribbon compatible with the printer? When the printed pattern exceeds the printable width of the printer, the excess pattern will be automatically ignored by the printer.
- Clean the thermal sensitive plate: Remove the ribbon and use a cotton swab and anhydrous ethanol (alcohol) to wipe the position of the thermal sensitive plate to enhance the printing effect.

#### **② The printer does not print after data is sent: (Before sending data, query the printer status multiple times. Data can be sent when the printer status shows normal.)**

- Query the printer status.
- Check whether the ribbon is installed correctly and whether it is installed in reverse.
- Check whether the sent data content meets the printing requirements of the printer.

### **2. Cleaning the Thermal Sensitive Plate of the Print Head**

- Press the print head lift button to lift the print head, and then turn off the power.
- Use an alcohol swab (squeezed dry) to wipe off the dust and dirt on the thermal sensitive plate of the print head.
- If the printer has just finished printing, wait 10 - 20 minutes for the printer to cool down to room temperature.
- After the cleaning solution has completely evaporated, the printer can be powered on for printing.

### **3. Cleaning the paper Bin and paper Feed Section**

- When a paper jam occurs, press the print head lift button to lift the print head.
- Remove all the remaining paper and paper scraps in the paper bin and the paper feed area.
- Otherwise, it will affect the paper feeding, printing, and paper output of the printer.

## 4. Operation Precautions

1. It is strictly prohibited to manually flip, press the print head, or use force.
2. It is strictly prohibited to use the printer in a humid environment to avoid personal injury.
3. It is strictly prohibited for children without safety awareness to operate this printer.
4. Before powering on the printer, check whether the power cord is safe.
5. Once the printer generates heat, smokes, or gives off an abnormal smell, immediately turn off the power, stay away from the printer, and contact our company.
6. Before sending data, be sure to check the printer status.
7. When the printer is executing a printing task, it does not receive new task data. New task data can be normally received only after the printing is completed and the next batch of silk ribbon is automatically loaded in place. Otherwise, errors are likely to occur.
8. If the printer is not used for a long time, unplug all the connection cables; otherwise, the printer is likely to be damaged.
9. Regularly clean the thermal sensitive plate to maintain print quality.
10. Do not disassemble or drag the printer casually. If there is a fault, turn off the power and contact our company.
11. It is prohibited for foreign objects (staples, metal pieces, liquids, etc.) to enter the machine, otherwise, it may cause electric shock or machine failure.
12. Do not touch the metal parts of the print cable connector and the print head. Do not touch the print head when it is working.
13. Do not use sharp tools such as tweezers to scratch the thermal sensitive plate of the print head and the sensor, otherwise, it will affect the normal use of the printer.

The manufacturer reserves the right to modify the content of this instruction manual without prior notice!