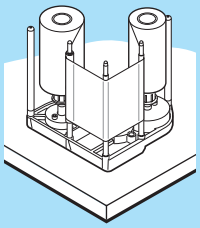
Please Read before Proceeding

- **If the security lock is on, deactivate it. After work is complete, activate the security lock again.**
- **Stand the cassette on a flat surface as illustrated in the diagram.Avoid doing so on the floor as dust attached to it may cause printing errors.**



- **Do not touch the retransfer face (the side that faces outward when installed) with your hand. Touching it may cause printing errors. Put on the supplied gloves when handling the retransfer film.**
- **The cassette is heavy when the retransfer film is loaded. To prevent the cassette from dropping during handling, make sure to hold it with both hands.**
- **When installing a used retransfer film, align the unused side of the film with the arrow indicated on the label of the cassette. Improper alignment may result in errors, or the print may turn out light.**
- **Do not perform any work on the printer door. Do not place heavy objects or apply load on the printer. Doing so may damage it.**
- **During replacement, clean the four bobbin holders on the printer. If burrs produced by friction with the bobbins are attached to the bobbin holders, they may fall onto the card, ink ribbon, or retransfer film, causing printing errors.**

Film Search	A1

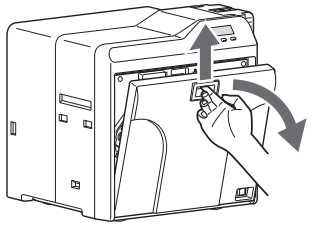
Error code

Retransfer Film is Broken

Repair the retransfer film.

1. Open the printer door
2. Press and hold down the cassette button, and remove the retransfer film cassette (on the left)
3. Cut away the broken portion, and attach the unused portion at the supply side to the other end at the take-up side using an adhesive tape, while making sure that the joint surface is even
   - Do not discard the used retransfer film at the take-up side.
4. Turn the take-up side using your hand until the broken portion can no longer be seen
   - Align the film side of the unused portion with the arrow indicated on the label of the cassette.
5. Remove any slack in the film
6. Insert the cassette all the way in along the guide rail until a “click” sound is heard, followed by closing the printer door
7. Press Reset → ↵ to reset the printer
   - To avoid printing errors, it is recommended that you forward by one or two images after installing the ink ribbon cassette or retransfer film cassette.

1



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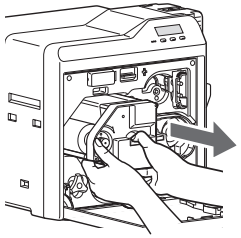

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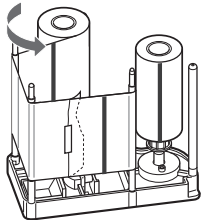

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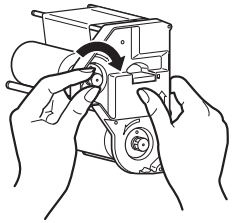

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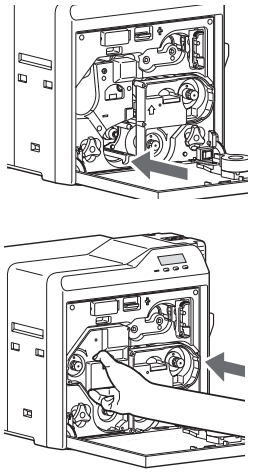
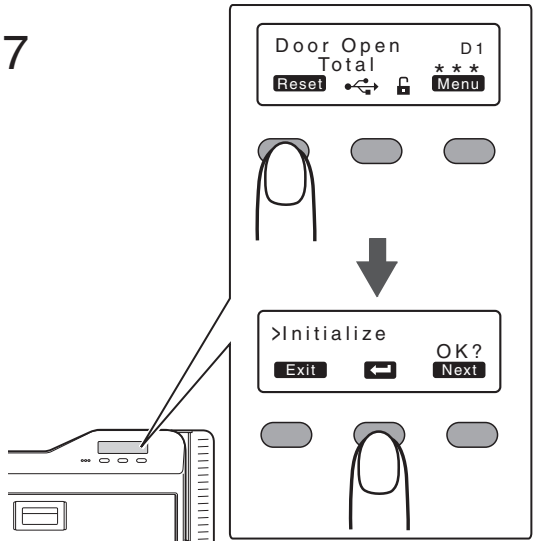
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