



CEMBRE

THERMAL TRANSFER PRINTER

ROLLY3000



ENGLISH

OPERATION AND MAINTENANCE MANUAL
(translation of the original instructions)

ROLLY 3000 marking system from CEMBRE is designed for the volume printing of cables markers and adhesive labels.

Robust and quiet, **Rolly3000** provides reliable, intensive operation in office or factory combined with the facility to optimise printer set-up according to the media.

Print area: maximum width 110 mm - maximum length 2000 mm

The printer is equipped with a power unit suitable for supply voltages 230 V~ / 50 Hz or 115 V~ / 60 Hz without adjustment.

Printer size and weight

Width	Height	Length	Weight
252 mm	288 mm	480 mm	10 kg

MINIMUM SYSTEM REQUIREMENTS:

- PC with Intel® Core™ i3 processor or equivalent
- 4 Gb RAM memory
- 2 Gb of available space on the hard disc
- 1280x1024 SVGA monitor resolution
- Microsoft Windows® 7, Windows® 8, Windows® 10 32/64 bit operating system
- USB Port for local installation
- Ethernet Port for network installation
- Enabled Internet connection

Trademark

Microsoft® is a registered trademark of the Microsoft Corporation.

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4 1 Introduction

1.1 Instructions

Important information and instructions in this documentation are designated as follows:



Danger!

Draws attention to an exceptionally great, imminent danger to your health or life due to hazardous voltages.



Danger!

Draws attention to a danger with high risk which, if not avoided, may result in death or serious injury.



Warning!

Draws attention to a danger with medium risk which, if not avoided, may result in death or serious injury.



Caution!

Draws attention to a danger with low risk which, if not avoided, may result in minor or moderate injury.



Attention!

Draws attention to potential risks of property damage or loss of quality.



Note!

Advices to make work routine easier or on important steps to be carried out.



Environment!

Gives you tips on protecting the environment.



Handling instruction



Reference to section, position, illustration number or document.



Option (accessories, peripheral equipment, special fittings).

Time

Information in the display.

1.2 Intended Use

- The device is manufactured in accordance with the current technological status and the recognized safety rules. However, danger to the life and limb of the user or third parties and/or damage to the device and other tangible assets can arise during use.
- The device may only be used for its intended purpose and if it is in perfect working order, and it must be used with regard to safety and dangers as stated in the operating manual.
- The device printer is intended exclusively for printing suitable materials that have been approved by the manufacturer. Any other use or use going beyond this shall be regarded as improper use. The manufacturer/supplier shall not be liable for damage resulting from unauthorized use; the user shall bear the risk alone.
- Usage for the intended purpose also includes complying with the operating manual, including the manufacturer's maintenance recommendations and specifications.

1.3 Safety Instructions

- The device is configured for voltages of 100 to 240 V AC. It only has to be plugged into a grounded socket.
- Only connect the device to other devices which have a protective low voltage.
- Switch off all affected devices (computer, printer, accessories) before connecting or disconnecting.
- The device may only be used in a dry environment, do not expose it to moisture (sprays of water, mists, etc.).
- Do not use the device in an explosive atmosphere.
- Do not use the device close to high-voltage power lines.
- If the device is operated with the cover open, ensure that people's clothing, hair, jewelry etc. do not come into contact with the exposed rotating parts.
- The device or parts of it can become hot while printing. Do not touch during operation, and allow to cool down before changing material and before disassembly.
- Risk of crushing when closing the cover. Touch the cover at the outside only. Do not reach into the swivel range of the cover.
- Perform only those actions described in this operating manual.
Work going beyond this may only be performed by trained personnel or service technicians.
- Unauthorized interference with electronic modules or their software can cause malfunctions.
- Other unauthorized work on or modifications to the device can also endanger operational safety.
- Always have service work done in a qualified workshop, where the personnel have the technical knowledge and tools required to do the necessary work.
- There are various warning stickers on the device. They draw your attention to dangers.
Warning stickers must therefore not be removed, as then you and other people cannot be aware of dangers and may be injured.
- The maximum sound pressure level is less than 70 dB(A).



Danger!

Danger to life and limb from power supply.

- **Do not open the device casing.**

1.4 Environment



Obsolete devices contain valuable recyclable materials that should be sent for appropriate processing.

The modular construction of the printer enables it to be easily disassembled into its component parts.

- **Send the parts for recycling.**



Following information applies in member states of the European Union:

- **USER INFORMATION in accordance with “Directives 2011/65/UE and 2012/19/UE regarding the reduction of hazardous substances in electrical and electronic equipment, including the disposal of waste”.**

The 'Not in the bin' symbol above when shown on equipment or packaging means that the equipment must, at the end of its life, be disposed of separately from other waste.

The separate waste collection of such equipment is organised and managed by the manufacturer.

Users wishing to dispose of such equipment must contact the manufacturer and follow the prescribed guidelines for its separate collection.

Appropriate waste separation, collection, environmentally compatible treatment and disposal is intended to reduce harmful environmental effects and promote the reuse and recycling of materials contained in the equipment.

Unlawful disposal of such equipment will be subject to the application of administrative sanctions provided by current legislation.



The electronic circuit board of the device is equipped with a lithium battery.

- **Take exhausted batteries to appropriate collection centres.**

6 2 Installation

2.1 Device Overview

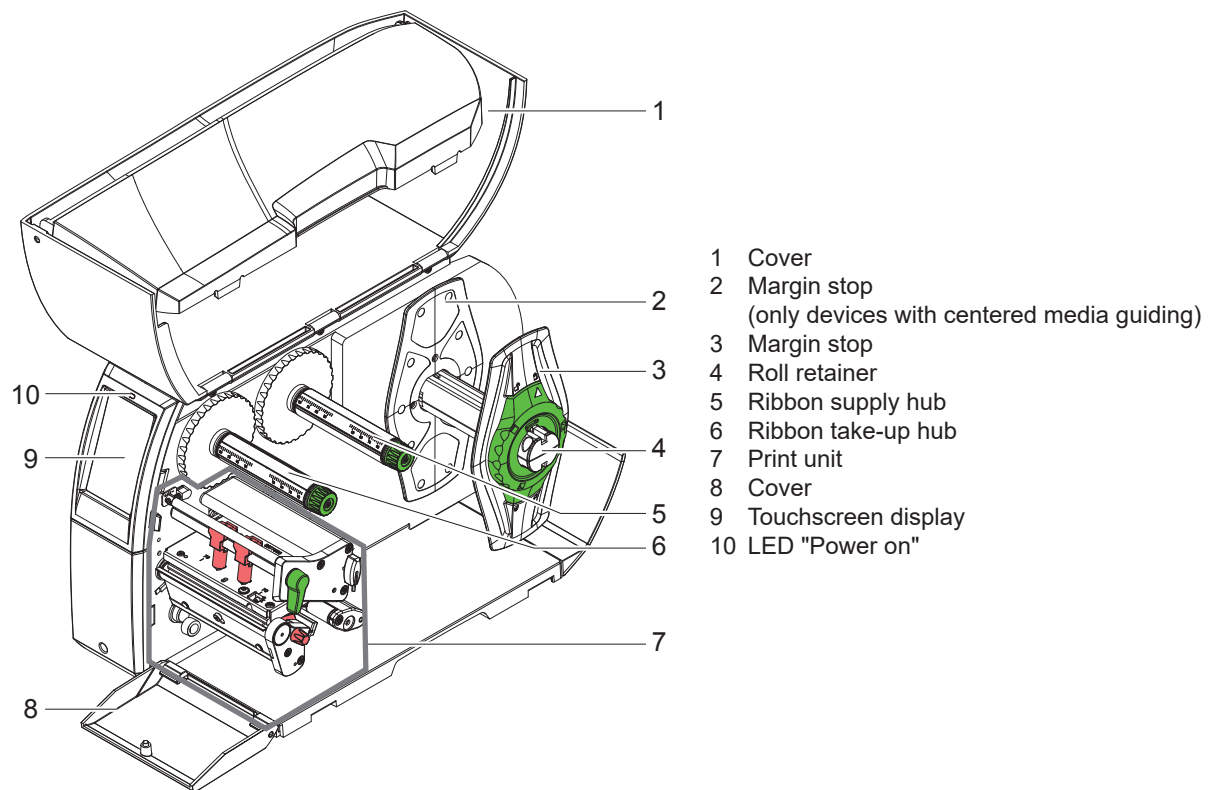
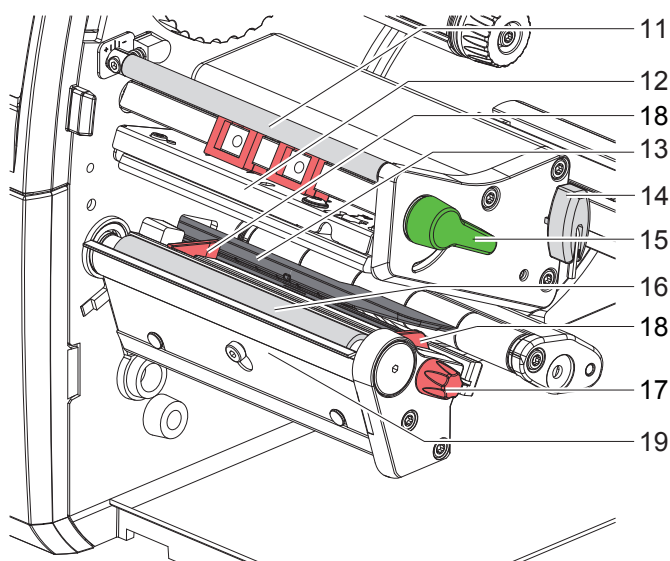
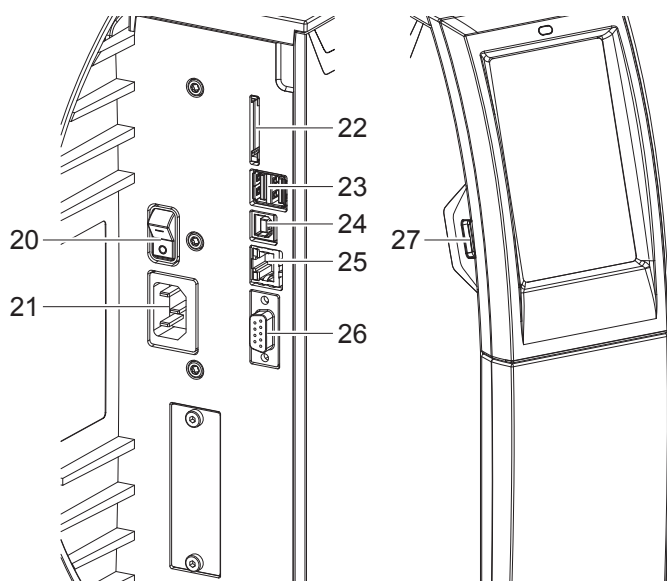


Figure 1 Overview



- 11 Ribbon deflection
- 12 Printhead retainer with printhead
- 13 Label sensor
- 14 Allen key
- 15 Printhead locking lever
- 16 Print roller
- 17 Guide adjusting knob
- 18 Guide
- 19 Dispense plate

Figure 2 Print unit



- 20 Power switch
- 21 Power connection jack
- 22 Slot for SD card
- 23 2 USB master ports for keyboard, scanner, USB memory stick, Bluetooth adapter or service key
- 24 USB full-speed slave port
- 25 Ethernet 10/100 Base-T
- 26 Serial RS-232 port
- 27 USB master port for keyboard, Scanner, USB memory stick, Bluetooth adapter or service key

Figure 3 Connections

8 2 Installation

2.2 Unpacking and setting-up the printer

- ▶ Lift the label printer out of the box.
- ▶ Check label printer for damage which may have occurred during transport.
- ▶ Set up printer on a level surface.
- ▶ Remove foam transportation safeguards near the printhead.
- ▶ Check delivery for completeness.

Contents of delivery:

- 1** – Label printer.
- 2** – Power cable.
- 3** – USB cable.
- 4** – Operating software and operator's manual on "FD-GENIUSPRO" USB flash drive.
- 5** – Documentation.
- 6** – Protective cover.
- 7** – Black printer ribbon type TPS-060 842112 already fitted into the printer.
- 8** – USB-WLAN key 2.4 GHz



Notice!

Please keep the original packaging in case the printer must be returned.



Attention!

The device and printing materials will be damaged by moisture and wetness.

- ▶ Set up label printers only in dry locations protected from splash water.



2.3 Connecting the Device

The standard available interfaces and connectors are shown in Figure 3.

2.3.1 Connecting to the Power Supply

The printer is equipped with a wide area power unit. The device can be operated with a supply voltage of 230 V~50 Hz or 115 V~60 Hz without adjustment.

1. Check that the device is switched off.
2. Plug the power cable into the power connection socket (21).
3. Plug the power cable into a grounded socket.

2.3.2 Connecting to a Computer or Computer Network



Attention!

**Inadequate or no grounding can cause malfunctions during operations.
Ensure that all computers and cables connected to the label printer are grounded.**

Connect the label printer to a computer or network by a suitable cable.

For details of the configuration of the individual interfaces > Configuration Manual.

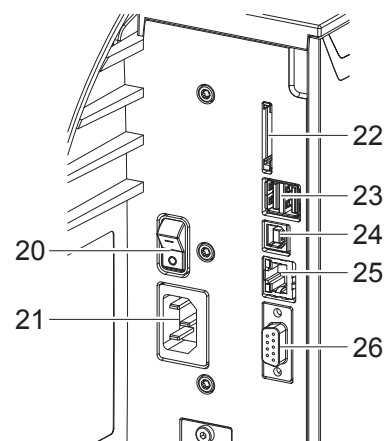
2.4 Switching on the Device

When all connections have been made:

- ▶ Switch the printer on at the power switch (20).
The printer performs a system test, and then shows the system status *Ready* in the display.

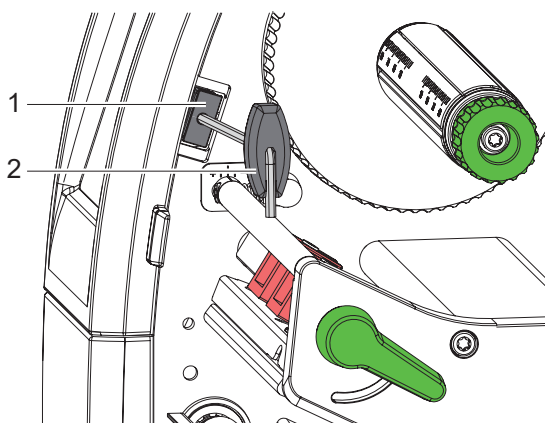
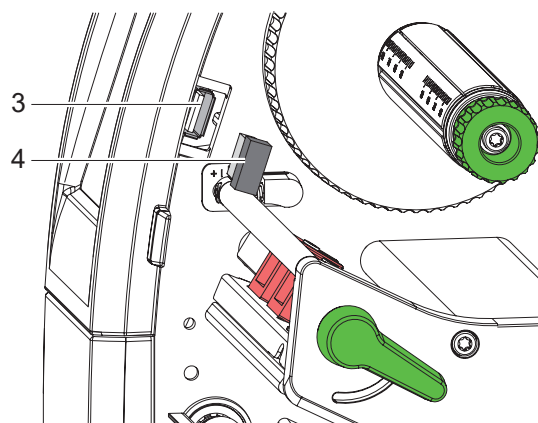
2.5 Installing "GENIUSPRO" operating software

- ▶ The USB flash drive (FD-GENIUSPRO) contains the operating software "GENIUSPRO" and drivers necessary for the operation of the printer.
Facility to receive software updates from the internet (www.cembre.com) by direct connection or via network or portable memory device.
- ▶ Insert the USB flash drive into the USB port (23) of the computer and proceed with the installation of "GENIUSPRO" through the SETUP file.



2.6 Installing the Wi-Fi key

- ▶ Remove the cover (1) with the Allen key (2).
- ▶ Connect the Wi-Fi key (4) to the USB interface (3) in the control panel.



- The user can control the operation of the printer with the control panel, for example:
- Issuing, interrupting, continuing and canceling print jobs,
 - Setting printing parameters, e.g. heat level of the printhead, print speed, interface configuration, language and time of day (▷ Configuration manual),
 - Control stand-alone operation with a memory module (▷ Configuration manual),
 - Update the firmware (▷ Configuration manual).

Rolly3000 print settings are configured for optimal performance as standard and protected by the security PIN: 8888

Many functions and settings can also be controlled by software applications or by direct programming with a computer using the printer's own commands. ▷ Programming Manual for details.

Settings made on the touchscreen display make the basic settings of the label printer.



Notice!
It is advantageous, whenever possible, to make adaptations to various print jobs in the software.

3.12 Start Screen

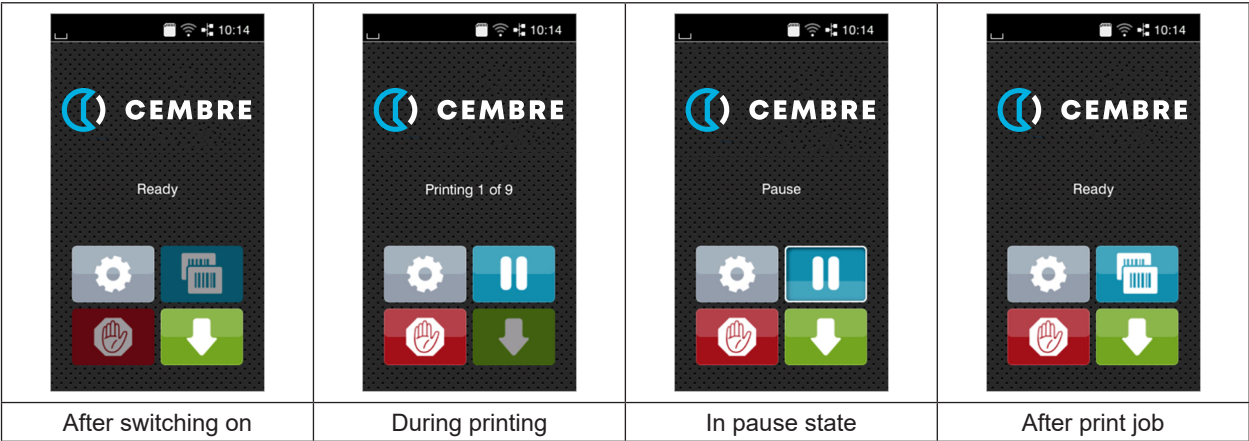


Figure 4 Start screen

The touchscreen display is operated directly by touch:

- To open a menu or select a menu item lightly touch the corresponding symbol.
- To scroll in lists slide finger up or down on the display.

	Open the menu		Repeat the last printed label
	Interrupt the print job		Cancel all print jobs
	Continue the print job		Feed a blank label

Table 1 Symbols on the start screen



Notice!
Inactive symbols are shaded.

With special software or hardware configurations additional symbols appear on the start screen:

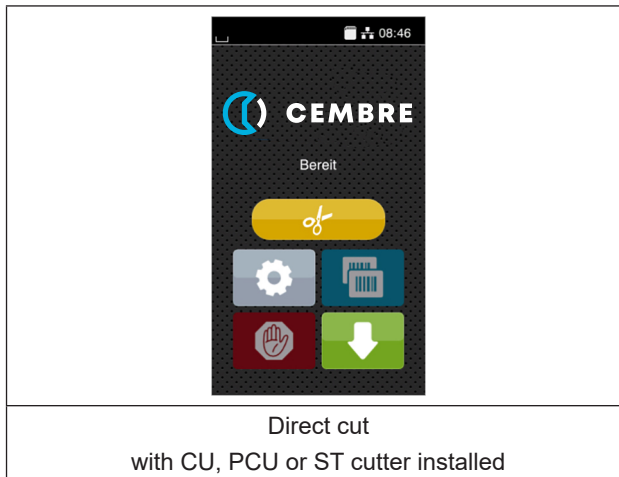


Figure 5 Optional symbols on the start screen

	Release a direct cut without media feed.
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Table 2 Optional symbols on the start screen

In the headline several information are displayed as widgets depending on the configuration:



Figure 6 Widgets in the start screen

	Displays the current data transfer in the form of a falling drop.
	The <i>Save data stream</i> function is active ▷ Configuration manual All received data are stored in a .lbl file.
	Warning ribbon end ▷ Configuration manual The remaining diameter of the ribbon supply roll undershoots the set value.
	SD card installed
	USB memory installed
	WiFi connection active The WiFi strength is displayed by the number of white arcs.
	Ethernet connection active
	USB connection active
	abc program active
	Clock time

Table 3 Widgets in the start screen

3.2 Navigation in the Menu

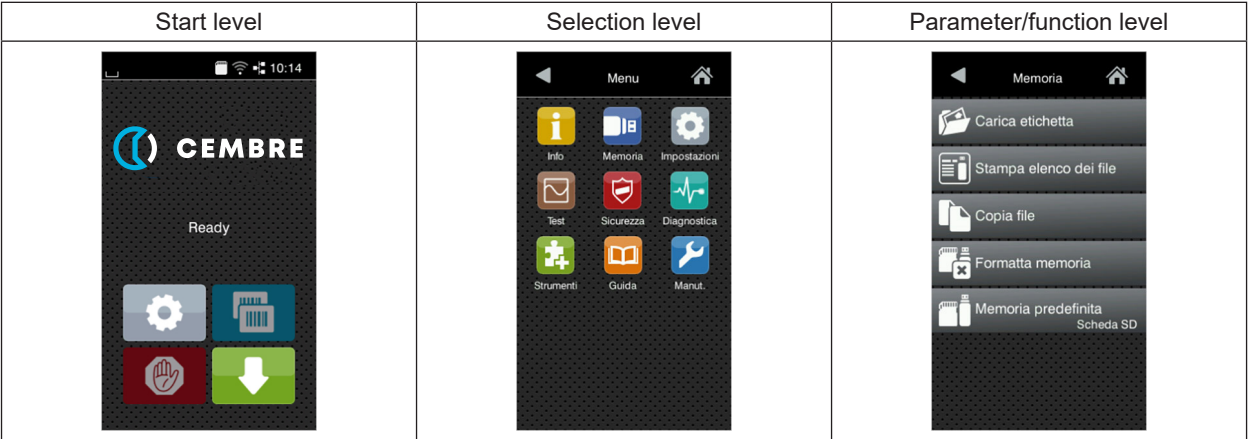


Figure 7 Menu levels

- ▶ To open the menu select  on the start screen.
- ▶ Select a theme in the selection level.
Several themes have substructures again with selection levels.
To return from the current level to the upper one select . To leave the menu select .
- ▶ Continue the selection until the parameter/function level is reached.
- ▶ Start a function. The will carry out the function possibly after a preparing dialogue.
- or -
Select a parameter to set. The setup possibilities are depending from the parameter type.

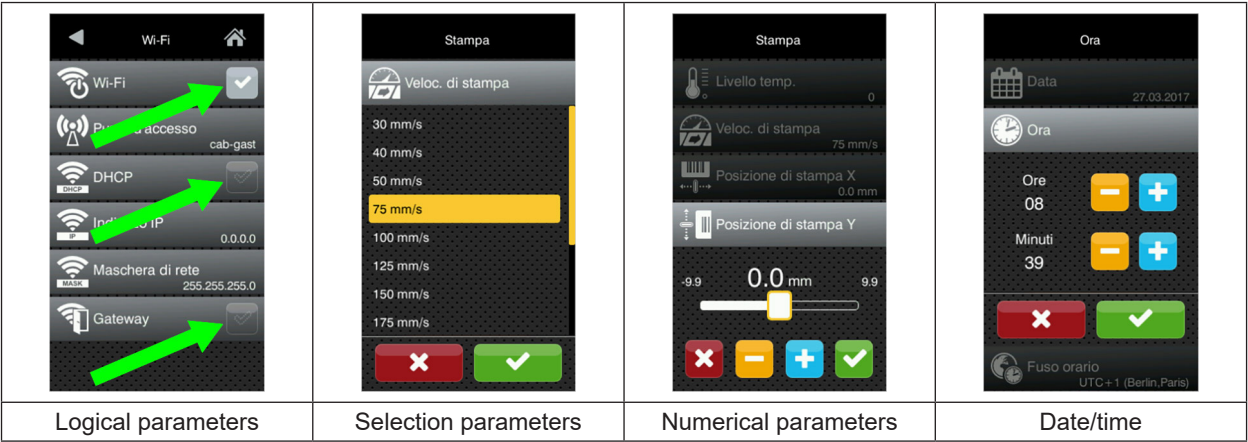


Figure 8 Samples for parameter setting

	Scroll bar for rough value setting
	Decreasing the value step-by-step
	Increasing the value step-by-step
	Return without saving the setting
	Return with saving the setting
	Parameter is disabled, touching enables the parameter
	Parameter is enabled, touching disables the parameter

Table 4 Buttons for parameter setting

**Notice!**

For adjustments and simple installation work, use the accompanying Allen key located in the top section of the print unit. No other tools are required for the work described here.

4.1 Loading Media from Roll

4.1.1 Positioning the Media Roll on the Roll Retainer

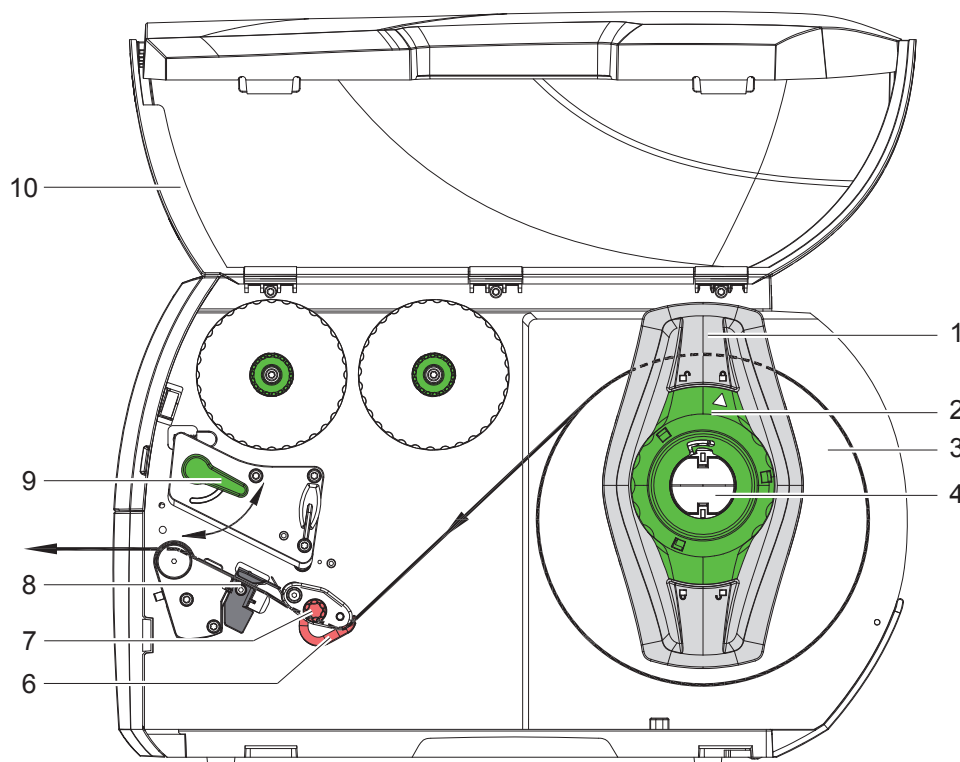


Figure 9 Loading media from roll

1. Open cover (10).
2. Turn ring (2) at the margin stop (1) counterclockwise, so that the arrow points to the symbol , and thus release the margin stop.
3. Remove the margin stop (1) from the roll retainer (4).
4. Load label roll (3) on the roll retainer in such a way that the labels can be inserted into the printhead in the right position. The printing side of the labels must be visible from above.
5. Re-mount the margin stop (1) onto the roll retainer (4). Push the margin stop (1) to the roll (3) until the roll touches both margin stops and a clear resistance is encountered.
6. Turn ring (2) clockwise, so that the arrow (10) points to the symbol , and thus fix the margin stop (1) on the roll retainer (4).
7. Supply longer label strips:
For Peel-Off or Rewind mode: approx. 60 cm
For Tear-Off mode: approx. 40 cm

4.1.2 Inserting the Media into the Printhead

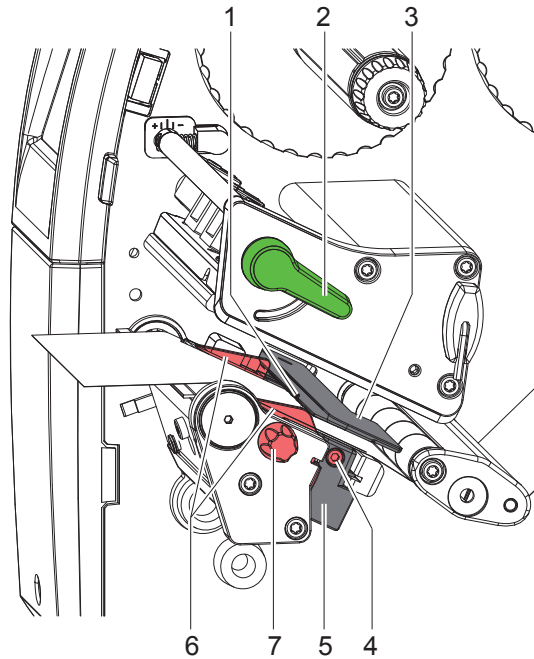


Figure 10 Inserting the media into the printhead

1. Turn lever (2) counterclockwise to lift the printhead.
2. Adjust the guide(s) (6) with the knob (7) in such a way that the media can pass between the two guides.
3. Guide label strip over the internal rewinder to the print unit.
4. Guide label strip through the label sensor (3) in such a way that it exits the print unit between the printhead and the print roller.
5. Move guide(s) (6) against the edge(s) of the material by turning the knob (7).

4.1.3 Setting the Label Sensor

The label sensor can be shifted perpendicular to the direction of paper flow for adaptation to the media. The sensor unit (1) of the label sensor (Ref. to Fig. 10) is visible from the front through the print unit and is marked with an indentation in the label sensor retainer. When the printer is switched on, a yellow LED illuminates the sensor position.

- Loosen screw (4).
- Position label sensor with tab (5) in such a way that the sensor (1) can detect the label gap or a reflex or perforation mark.

In Figures 11 and 12 there are some examples showing the right positioning of the label sensor (1) depending on the type of material being printed.

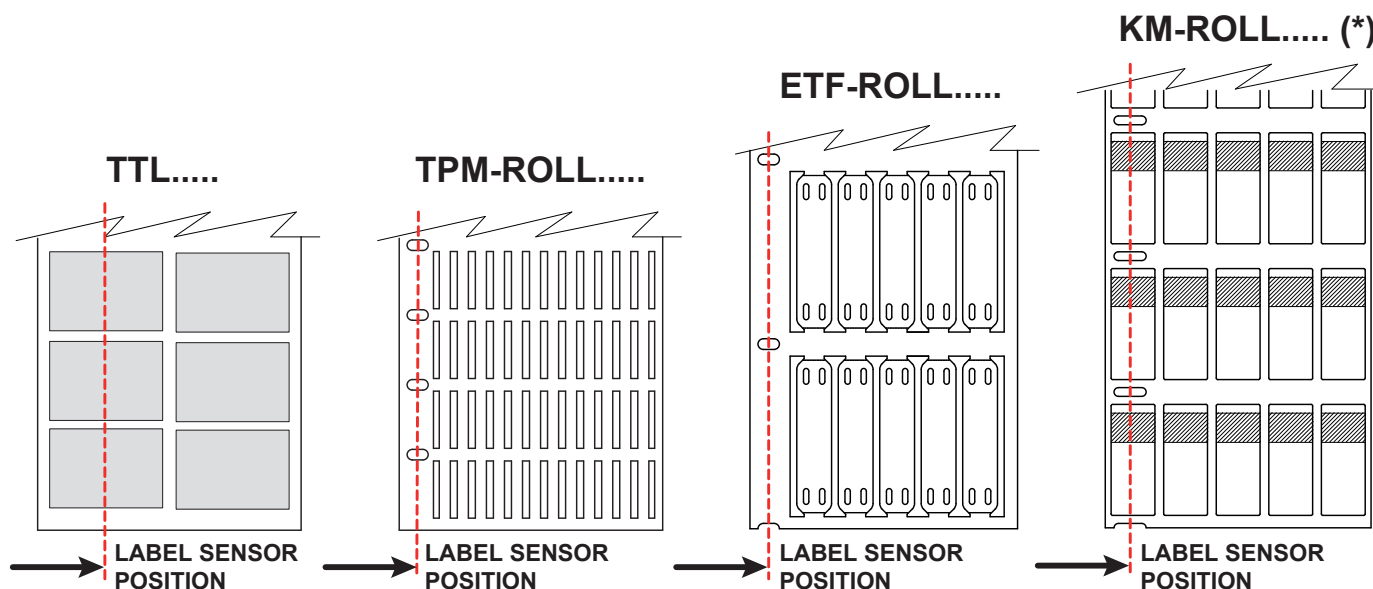


Figure 11 Examples of label sensor setting

(*) Some versions of cable markers KM-ROLL are equipped with a transversal black line mark instead the lateral perforation mark, in such a case position the label sensor centrally on a marker.

In case of continuous film TTF or continuous strip STRIP-ROLL, position the label sensor (1) at any point on the material.

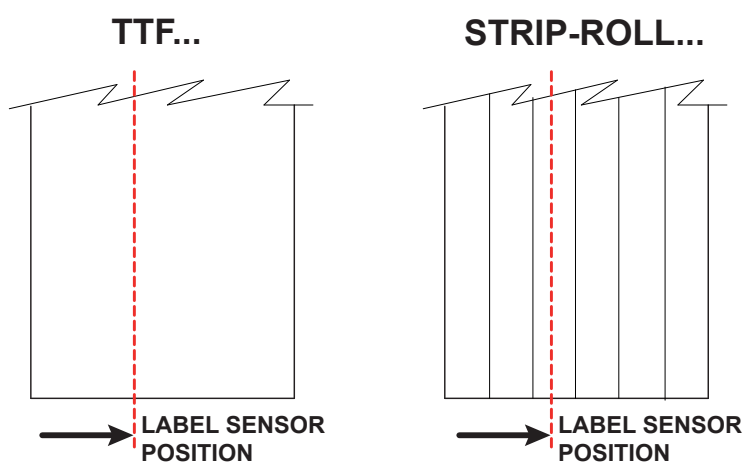


Figure 12 Examples of label sensor setting

4.2 Loading Transfer Ribbon

**Notice!**

With direct thermal printing, do not load a transfer ribbon; if one has already been loaded, remove it.

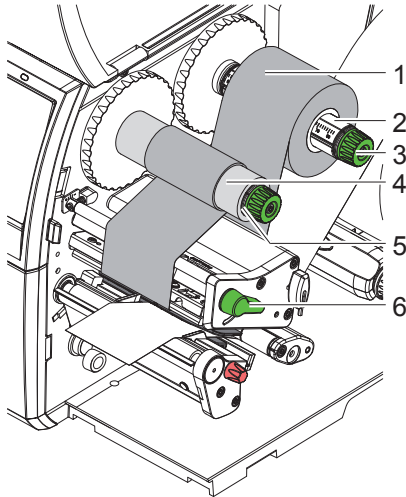


Figure 13 Loading transfer ribbon

1. Clean printhead before loading the transfer ribbon (▷ 6.3 on page 19).
2. Turn lever (6) counterclockwise to lift the printhead.
3. Slide transfer ribbon roll (1) onto the ribbon supply hub (2) so that the color coating of the ribbon faces downward when being unwound.
4. Position the roll in such a way that both ends of the roll show identical scale values.
5. Hold transfer ribbon roll (1) firmly and turn knob on ribbon supply hub (3) counterclockwise until the transfer ribbon roll is secured.
6. Slide suitable transfer ribbon core (4) onto the transfer ribbon take-up hub (5) and secure it in the same way.
7. Guide transfer ribbon through the print unit as shown in Figure 14.
8. Secure starting end of transfer ribbon to the transfer ribbon core (4) with adhesive tape. Ensure counterclockwise rotation direction of the transfer ribbon take-up hub here.
9. Turn transfer ribbon take-up hub (5) counterclockwise to smooth out the feed path of the transfer ribbon.
10. Turn lever (6) clockwise to lock the printhead.

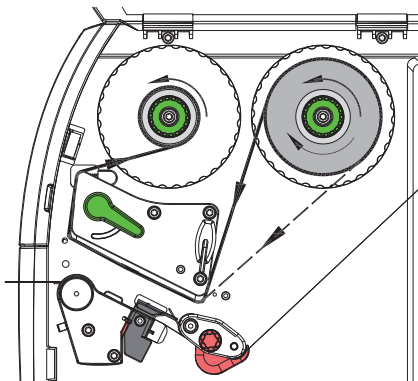


Figure 14 Transfer ribbon feed path

4.3 Setting the Feed Path of the Transfer Ribbon

Transfer ribbon wrinkling can lead to print image errors. The transfer ribbon deflection (3) can be adjusted so as to prevent wrinkles.

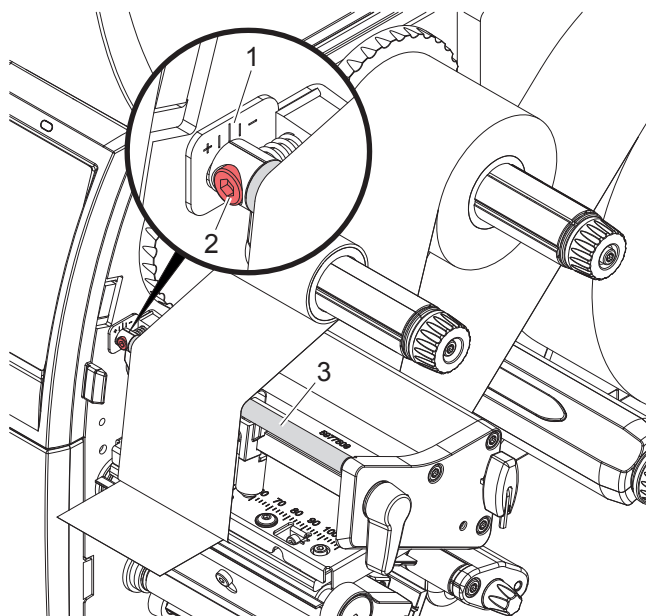


Figure 15 Setting the feed path of the transfer ribbon



Notice!

The adjustment is best carried out during printing.

1. Read current setting on the scale (1) and record if necessary.
2. Turn screw (2) with Allen key and observe the behavior of the ribbon.
In the + direction, the inner edge of the ribbon is tightened, and the outer edge is tightened in the - direction.

**Attention!**

Printhead damage caused by improper handling!

- ▶ Do not touch the underside of the printhead with the fingers or sharp objects.
- ▶ Ensure that the labels are clean.
- ▶ Ensure that the label surfaces are smooth. Rough labels act like emery paper and reduce the service life of the printhead.
- ▶ Print with the lowest possible printhead temperature.

The printer is ready for operation when all connections have been made and labels and, if applicable, the transfer ribbon have been loaded.

5.1 Synchronization of the Paper Feed

After the label stock has been inserted, for peel-off or cutting mode a synchronization of the paper feed is required. That way the first label, which is detected by the label sensor, will be transported to the print position and all labels in front will be fed out of the printer. So the synchronization avoids, that blank labels are peeled-off together with the first printed label or that the first cut label would be too long. Both effects can cause useless first labels.

- ▶ Select  to start the synchronization.
- ▶ Remove the blank labels peeled-off or cut during the synchronization.

**Notice!**

Synchronization is not necessary if the printhead was not opened between different print jobs, even if the printer was switched off.

5.2 Tear-off Mode

In tear-off mode, labels or continuous media are printed. After printing, the label strip can be separated by hand.

6.1 Cleaning Information



Danger!

Risk of death via electric shock!

- ▶ **Disconnect the printer from the power supply before performing any maintenance work.**

The label printer requires very little maintenance.

It is important to clean the thermal printhead regularly. This guarantees a consistently good printed image and plays major part in preventing premature wear of the printhead.

Otherwise, the maintenance is limited to monthly cleaning of the device.



Attention!

The printer can be damaged by aggressive cleansers.

Do not use abrasive cleaners or solvents for cleaning the external surfaces or modules.

- ▶ Remove dust and paper fluff from the print area with a soft brush or vacuum cleaner.
- ▶ The cover of the printer can be cleaned with a standard cleanser.

6.2 Cleaning the Print Roller

Accumulations of dirt on the print roller may impair the media transport and the print quality.

- ▶ Lift the printhead.
- ▶ Remove labels and transfer ribbon from the printer.
- ▶ Remove deposits with roller cleaner and a soft cloth.
- ▶ If the roller appears damaged, replace it (Service Manual).

6.3 Cleaning the Printhead

Cleaning intervals:	direct thermal printing	- every media roll change
	thermal transfer printing	- every ribbon roll change

Substances may accumulate on the printhead during printing and adversely affect printing, e.g. differences in contrast or vertical stripes.



Attention!

Printhead can be damaged!

Do not use sharp or hard objects to clean the printhead.

Do not touch protective glass layer of the printhead.



Attention!

Risk of injury from the hot printhead line.

Ensure that the printhead has cooled down before starting cleaning.

- ▶ Lift the printhead.
- ▶ Remove labels and transfer ribbon from the printer.
- ▶ Clean printhead surface with special cleaning pen or a cotton swab dipped in pure alcohol.
- ▶ Allow printhead to dry for 2–3 minutes before commissioning the printer.

6.4 Cleaning the Label Sensor

**Attention!**

Label sensor can be damaged!

Do not use sharp or hard objects or solvents to clean the label sensor.

The label sensor can become dirtied with paper dust. This can adversely affect label detection.

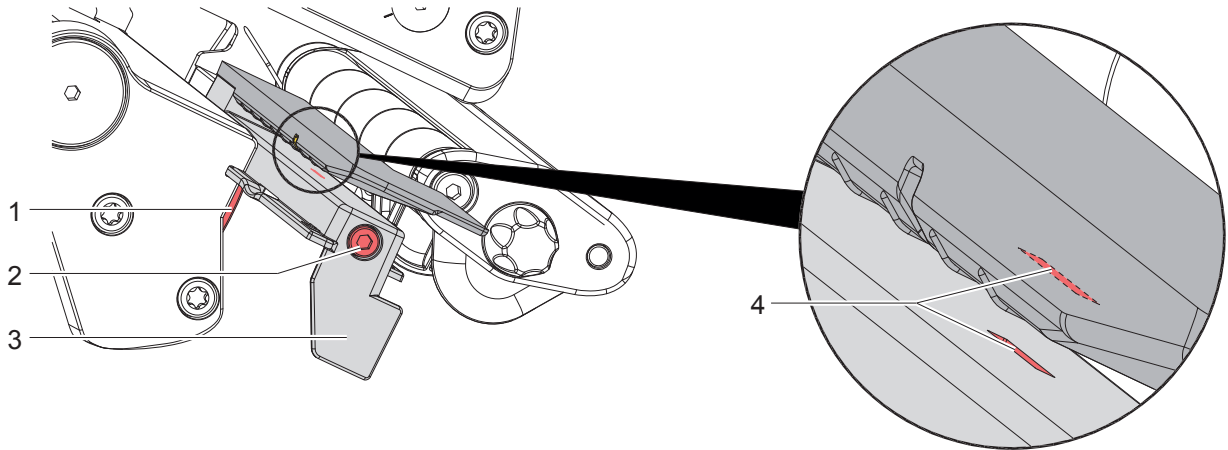


Figure 16 Cleaning the label sensor

1. Remove labels and transfer ribbon from the printer.
2. Loosen screw (2).
3. Hold pressed the button (1) and slowly pull label sensor outward via the tab (3). Ensure that the label sensor cable is not tensioned by this.
4. Clean label sensor the slots (4) with brush or cotton swab soaked in pure alcohol.
5. Push label sensor back via tab (3) and set it (▷ 4.1.3 on page 15).
6. Reload labels and transfer ribbon.

7.1 Error Display

The appearance of an error will be shown on the display:



Figure 17 Error display

The error treatment is pending on the error type ▷ 7.2 on page 21.

The display offers the following possibilities to continue after an error occurred:

<i>Repeat</i>	The print job will be continued after clearing the error cause.
<i>Cancel</i>	The print job will be cancelled.
<i>Feed</i>	The paper feed will be synchronized. Following the print job can be continued.
<i>Ignore</i>	The error message will be ignored. The print job will be continued possibly with limited performance.
<i>Save log</i>	The error does not allow print operation. For detailed analysis several system files can be saved on an external memory.

Table 5 Button in the error display

7.2 Error Messages and Fault Correction

Error message	Cause	Remedy
<i>Barcode error</i>	Invalid barcode content, e.g. alphanumeric characters in a numerical barcode	Correct the barcode content.
<i>Barcode too big</i>	The barcode is too big for the allocated area of the label	Reduce the size of the barcode or move it.
<i>Buffer overflow</i>	The input buffer memory is full and the computer is still transmitting data.	Use data transmission via protocol (preferably RTS/CTS).
<i>Cutter blocked</i>	Cutter cannot return into its home position and stays in an undefined position	Switch off the printer. Remove material. Switch on the printer. Restart print job. Change material.
	No cutter function	Switch the printer off and then on. If error recurs call service.
<i>Cutter jammed</i>	The cutter is unable to cut the labels but is able to return into its home position	Press <i>Cancel</i> Change material.
<i>Device not conn.</i>	Programming addresses a non-existent device	Either connect this device or correct the programming.
<i>File not found</i>	Requested file is not on the card	Check the contents of the card.
<i>Font not found</i>	Error with the selected download font	Cancel current print job, change font.
<i>Memory overflow</i>	Current print job contains too much information, e.g. selected font, large graphics	Cancel current print job. Reduce amount of data to be printed.
<i>Name exists</i>	Duplicate usage of field name in the direct programming	Correct programming.

Error message	Cause	Remedy
<i>No label found</i>	There are labels missing on the label material	Press <i>Repeat</i> repeatedly until printer recognizes the next label on the material.
	The label format as set in the software does not correspond with the real label format	Cancel current print job. Change the label format set in the software. Restart print job.
	Printer is loaded with continuous paper, but the software is set on labels	Cancel current print job. Change the label format set in the software. Restart the print job.
<i>No label size</i>	The size of the label is not defined in the programming.	Check programming.
<i>Out of paper</i>	Out of label roll	Load labels.
	Error in the paper feed	Check paper feed.
<i>Fine carta</i>	Errore nello scorrimento della carta	Controllare lo scorrimento della carta.
	Materiale da stampare esaurito	Inserire il materiale
<i>Out of ribbon</i>	Out of transfer ribbon	Insert new transfer ribbon.
	Nastro fuso durante la stampa	Cancel current print job. Change the heat level via software. Clean the printhead ▷ 6.3 on page 19 Load transfer ribbon. Restart print job.
	The printer is loaded with thermal labels, but the software is set to transfer printing	Cancel current print job. Set software to direct thermal printing. Restart print job.
<i>Pinch roller open</i>	Pinch roller at the rewind guide roller is not locked in peel-off mode	Swing the pinch roller against the rewind assist roller.
	The pressing roller system on ROLLY3000 is not locked	Lock the pressing roller system.
<i>Printhead open</i>	Printhead not locked	Lock printhead.
<i>Printhead too hot</i>	Printhead is overheated	After pausing the print job will be continued automatically. If the fault recurs repeatedly, reduce the heat level or the print speed via software.
<i>Read error</i>	Read error when reading from the memory card	Check data of the card. Backup data, reformat card.
<i>Remove ribbon</i>	Transfer ribbon is loaded although the printer is set to direct thermal printing	for direct thermal printing remove ribbon.
		for thermal transfer printing set the printer in the configuration or in the software to transfer printing.
<i>Ribbon ink side</i>	Identified ribbon unwinding direction does not match to the setup setting	Ribbon loaded incorrectly. Clean the printhead ▷ 6.3 on page 19. Load the ribbon correctly.
<i>Syntax error</i>	Printer has received an unknown or invalid command from the computer	Press <i>Ignore</i> to skip the command or press <i>Cancel</i> to cancel the print job.
<i>Unknown card</i>	Card not formatted, Type of card not supported	Format card, use different type of card.
<i>Voltage error</i>	Hardware error	Switch the printer off and then on. If error recurs call service. It is shown which voltage has failed. Please note.
<i>Write error</i>	Hardware error	Repeat the write process, reformat card.

Table 6 Error Messages and Fault Correction

7.3 Problem Solution

Problem	Cause	Remedy
Transfer ribbon creases	Transfer ribbon deflection not adjusted	Adjust the transfer ribbon deflection. ▷ 4.3 on page 17
	Head locking system not adjusted	Adjust the head locking system.
	Transfer ribbon too wide	Use a transfer ribbon slightly wider than the width of label.
Print image has smears or voids	Printhead is dirty	Clean the printhead ▷ 6.3 on page 19
	Temperature too high	Decrease temperature via software.
	Unsuitable combination of labels and transfer ribbon	Use different type of ribbon.
Printer does not stop after transfer ribbon runs out	Thermal printing is chosen in the software	Change to thermal transfer printing.
Printer prints a sequence of characters instead of the label format	Printer is in ASCII dump mode	Cancel the ASCII dump mode.
Printer transports label media, but transfer ribbon does not move	Transfer ribbon incorrectly inserted	Check and, if necessary, correct the transfer ribbon web and the orientation of the label side.
	Unsuitable combination of labels and transfer ribbon	Use different type of ribbon.
Printer only prints each second label	Setting of the size in the software is too large.	Change the size in the software.
Vertical white lines in the print image	Printhead is dirty	Clean the printhead. ▷ 6.3 on page 19
	Printhead is defective (failure of heat elements)	Change the printhead. ▷ Service manual.
Horizontal white lines in the print image	Printer is used with the <i>backfeed > smart</i> in the cut or peel-off mode	Set the <i>backfeed > always</i> in the setup. ▷ Configuration Manual.
Print image is irregular, one side is lighter	Printhead is dirty	Clean the printhead ▷ 6.3 on page 19
	Head locking system not adjusted	Adjust the head locking system.

Table 7 Problem solution

8.1 Media Dimensions

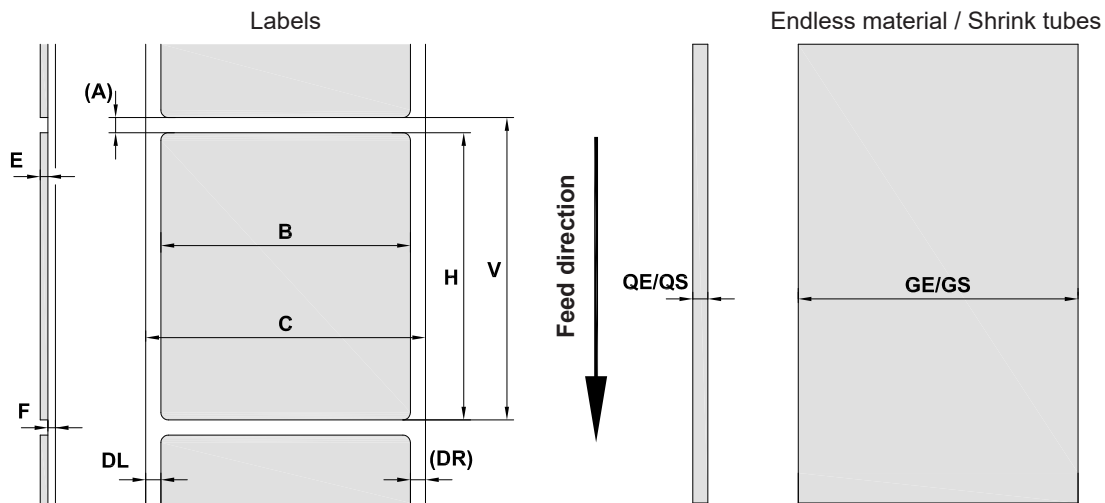


Figure 18 Media dimensions

Dim.	Designation	Dimensions in mm
B	Label width	4 - 110
H	Label height in peel-off mode	4 - 2000 12 - 200
-	Tear-off length	> 30
-	Cut length with cutter with perforation cutter	> 5 > 5
-	Perforation length	> 2
A	Label distance	> 2
C	Width of liner	9 - 114
GE	Width of endless material	4 - 114
GS	Width of shrink tubes	4 - 85
DL	Left margin	≥ 0
DR	Right margin	≥ 0
E	Label thickness	0,03 - 0,60
F	Liner thickness	0,03 - 0,13
QE	Thickness of endless material	0,05 - 0,50
QS	Thickness of shrink tubes	≤ 1,1
V	Label feed	> 6
<ul style="list-style-type: none"> Small label sizes, thin materials or strong glue can lead to limitations. Critical applications need to be tested and cleared. Note the bending stiffness ! Material must be flexible to follow the radius of the print roller ! 		

Table 8 Media dimensions

8.2 Device Dimensions

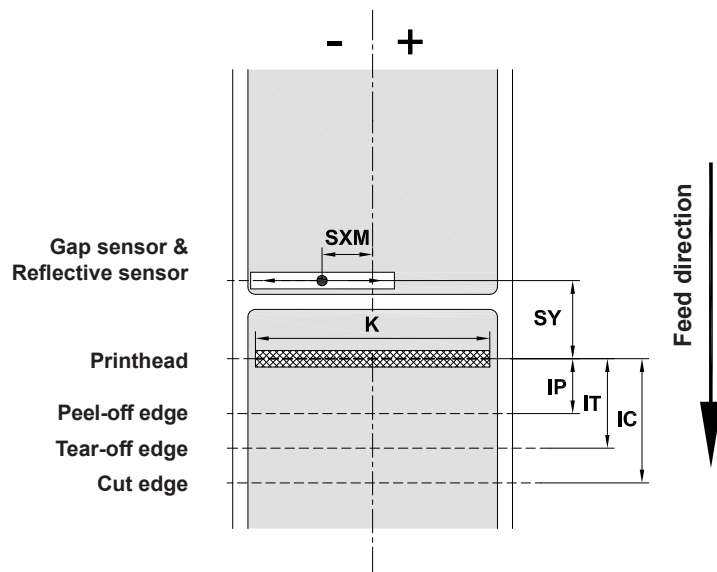


Figure 19 Device dimensions

Dim.	Designation	Dimensions in mm
IP	Distance printhead - peel-off edge	13,5
IT	Distance printhead - tear-off edge	13,5
IC	Distance printhead - cut edge with cutter CU with perforation cutter PCU with stacker ST	20,5 21,2 37,0
J	Distance 1st heating point - material edge 203 dpi 300 dpi 600 dpi	- - -
K	Print width 203 dpi 300 dpi 600 dpi	104,0 108,4 -
SXL	Distance gap/reflective sensor - material edge i.e. permissible distance of reflex or cut-out marks to the material edge	-
SXM	Distance gap/reflective sensor - middle of paper track i.e. permissible distance of reflex or cut-out marks from the middle of the material	-55 - 0
SY	Distance gap/reflective sensor - printhead	45.0

Table 9 Device dimensions

8.3 Reflex Mark Dimensions

Labels with reflex marks

Endless material with reflex marks

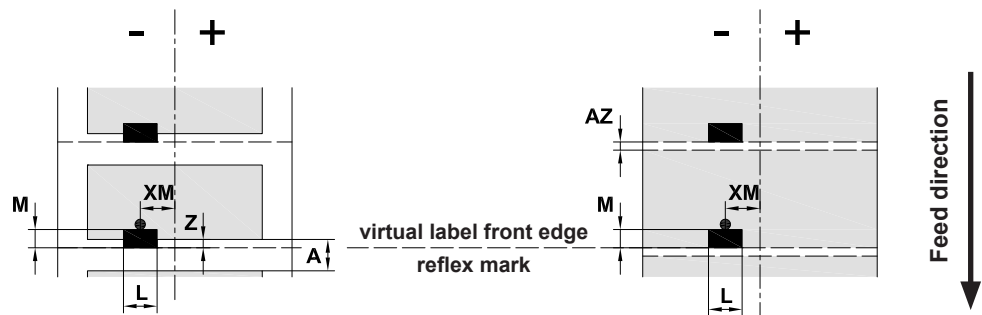


Figure 20 Reflex mark dimensions

Dim.	Designation	Dimensions in mm
A	Label distance	> 2
AZ	Distance between print zones	> 2
L	Width of reflex mark	> 5
M	Height of reflex mark	3 - 10
XL	Distance mark - material edge	-
XM	Distance mark - middle of paper track	-55 - ±0
Z	Distance virtual label front edge - actual label front edge ► Adjust software settings	0 up to A / recommended: 0
	<ul style="list-style-type: none">• Reflex marks must be on the back side of the material (liner).• Label sensor for reflex marks on the top side on request.• Specification is valid for black marks.• Recognition of colored marks may fail. ► Preliminary tests are needed.	

Table 10 Reflex mark dimensions



Note!
In case of translucent label material, reflex marks can be detected not only by the reflective sensor but also by the gap sensor.

9.1 Reference to the EU Declaration of Conformity

The printer comply with the relevant fundamental regulations of the EU Rules for Safety and Health:

- Directive 2014/35/EU relating to electrical equipment designed for use within certain voltage limits
- Directive 2014/30/EU relating to electromagnetic compatibility
- Directive 2011/65/EU on the restriction of the use of certain hazardous substances in electrical and electronic equipment

9.2 FCC

NOTE : This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. The equipment generates, uses, and can radiate radio frequency and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user may be required to correct the interference at his own expense.

10 Warranty

Rolly3000 is guaranteed for one year against inherent faults and defects.

The print head and the print roller are classed as consumable items and not covered by the guarantee.

The guarantee is void if non-CEMBRE original items are used in this printer.

11 Return to CEMBRE for repair

For all maintenance or repair requests, please fill out the form available at www.cembre.com on the product page or at the following link: <https://my.cembre.com/login> (subject to prior registration).

For any other needs, please contact your local distributor or Sales Engineer who will advise you and provide the necessary instructions for returning the product to our warehouse.

12 Accessories



- * **Rolly3000-cutter:** fits to front of printer. Automatically cuts to length continuous TTL... and flexible TTF material.
- * **Rolly3000TR-cutter:** fits to front of printer. Automatically cuts to length TERMO-ROLL... heat-shrinkable tubing, TTL labels and TTF film.

DISCLAIMER: PRODUCTS INTENDED FOR PROFESSIONAL USE

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