

SUPVAN

Thermal Printer E10

User Guide

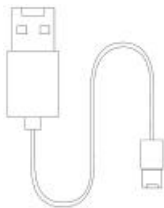
Organized, Simple, Done

- **ITEMS CHECKLIST**

Please inspect the conditions of the following items. If any item is damaged or missing, please get in touch with the seller.



1 Printer (Accessories are Optional)



1 cable



1 manual

Note

Please refer to the above checklist for printer configuration.

• HOW TO USE

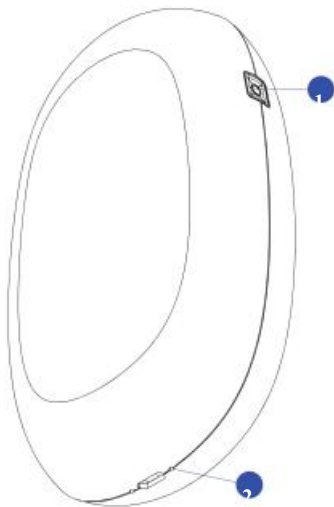
1. Charge

If the red light near the charging port is on, the printer needs to be charged. A low battery will affect printing quality. During charging, the red light will stay on consistently. It takes 2 hours for the printer to be fully charged.

Colour of Indicator	Light status	Status
Green	on	Normal/Waiting task
Green	flashing	Printing
Yellow	on	Bluetooth is not connect
Red	flashing	Device or printing error
Red	on	Low battery/charging

2. Power Button

* Please refer to the enclosed illustration for details.



1 Power Button

Hold: On/Off

One-click: Repeat the last printing; adjust the label position.

Double-click: Retract label paper, to avoid wasting blank paper.



Status Indicator

3. Install Label Tape

- (1) Open the labeled paper package.
- (2) There is an RFID sticker on the side of the label paper.

The printer needs this label to identify the type of label paper.

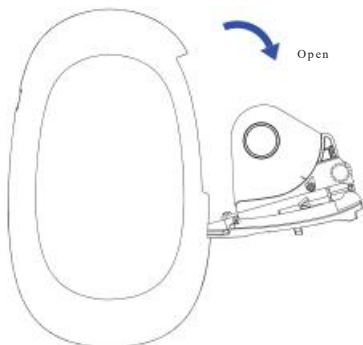
The printer cannot work properly when it is removed.

- (3) Open the paper tray of the printer.
- (4) Pull the first piece of label tape out of the printer.
- (5) Please see the illustration below for details.

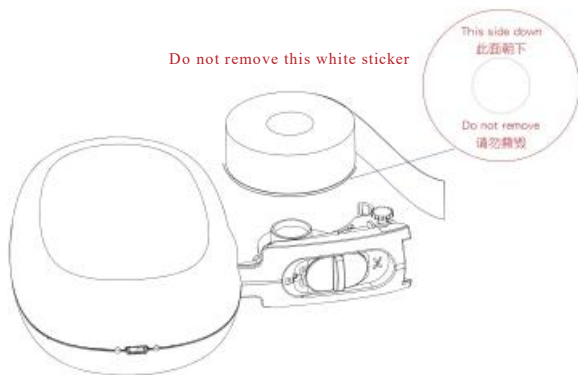
Note

- Put the side with the white sticker down.
- Pull the head of label paper out from the printer.

Instructions

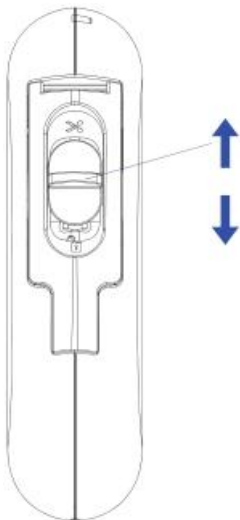


Insert label tape



4. Cut Label Paper

Push the paper cutting button up to cut the paper. Please see the picture below.



Slide down to open.

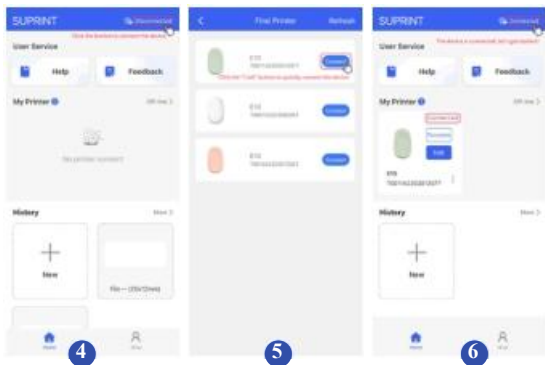
Push up to cut label tape.

• CONNECT TO DEVICE

(1) Hold the Power button for 2 seconds.

(2) Open the App on your phone.

(3) Due to operating system requirements, the Android system will ask whether to allow Suprint to obtain the location information of this device. Please choose "Allow only while using the app" or "Allow once". Otherwise, the operating system will disable the App.



(4) Turn on the Bluetooth on your phone.

(5) Press "Disconnected" on the top right of the App to enter the Bluetooth pairing menu. Press "connect" to connect to the printer.

(6) When you see "connect success", it means the connection is successful.

3 ways to download the App:

(1) Scan the QR code on the back of the printer using the scanning function of your smartphone camera.

(2) Download the App "SUPRINT" on iOS App Store or Google Play

(3) Please scan the QR code below:



Suprint APP QR code



Apple



android

Note

1. Support both iPhone and Android phones.
2. iOS 10 or above, Android 6 or above, iPad (no HD version).
3. Windows is not supported as of now.

• FAST PRINTING

1. Click the "NEW" button
2. Adding texts and adjusting settings
3. Press the "OK" button to complete print



1



2




















3








• SPECIFICATIONS

Model	F10
Printing Method	Thermal printing
Printing Speed	20-40mm/s
Colour	White / Pink / Green / Black
Printing Resolution	203 dpi
Print width	12 mm
Label width	12-15mm
Type of label paper	Thermal paper
Connection	Bluetooth
Battery capacity	1200mAh
Languages	Chinese, English, 中文繁體, عربي, Русский, 日本語, 한국어, ไทย, Tiếng Việt, Bahasa Indonesia, Deutsche, Français, Italiano, Español, Português, Türkçe, Cestina, Nederland.
Size	130*78*28mm (W*D*H)
Weight	200g
Operating system	Free APP compatible with iOS and Android

• EDITING PAGE

No.	Fi	Secondary menu	Descriptor
1	 Insert	 text	After adding text and clicking on the text, you will see "delete", "copy", "zoom in", "zoom-out",
2		 Frame	"rotate", and "lock the text." Add frame
3		 Symbol	Add symbols and emojis.
4		 SEQ	Add serial numbers and set groups of labels. The labels are numbered from 0 to 999 or from A to Z. Enter the start, end, and step length. The set tabs overlap each other. You may turn the page to view the next page.
5		 Shape	Enter shapes, such as squares, ellipses, or circles.
6		 Line	Add a horizontal line. It can be rotated to a vertical line using Rotate.
7		 Graffiti	Add any line or curve. You may draw lines in an empty area after clicking.
8		 Inverse	Black and white inversion. This is a feature that reverses the background color and drawing color of the selected characters.

No.	First Menu	Secondary menu	Description
9		 Barcode	Bar codes are automatically generated and added to labels. It supports code-128, EAN-8, and EAN-13. You can either enter manually or scan. Click "Under" will display the bar code and the entered code.
10		 QR code	The QR codes are automatically generated and added to the label. You can choose to enter manually or scan.
11		 Picture	Load pictures and add them to labels.
12		 Date	Choose from multiple data formats.
13		 Table	Insert table (default 2*2 table). Click on the table, you can change the number of rows and columns, increase or decrease the row height and column width, etc.
14		 Align	Alignment includes left alignment, vertical center alignment, right alignment, upside alignment, horizontal center alignment, and downside alignment.
15		 Template	Select saved templates
16		 Label	Select the type and color of the label paper.

No.	First Menu	Secondary menu	Description
17	Others		Undo and restore undo.
18			Select more than one
19			Create a new label
20			Copy one or more labels
21			You can see multiple files being edited.
22		 Print	You can set the print quantity, printing concentration, etc.

• FAQ

1. Printer not connecting?

(1) Please ensure that the printer is turned on and the Bluetooth of the smartphone is turned on.

(2) Check if the location function is enabled on the

smartphone (Android system). In the Android system, location permission must be enabled when the App is used. If closed or rejected, you can find "Suprint" in "Settings - Application - Permission Management - Application" and open the location permission. You don't need to do this on iOS phones.

(3) Please launch the Bluetooth connection within the App.

Click the printer icon in the upper right corner of the page in the App to search for the device. In the search list, click the corresponding printer model name to connect successfully.

(4) Check if the printer is being connected to other devices.

This printer cannot be linked to more than one smartphone at the same time.

(5) If none of the above solves the problem, please contact customer service through the App or via other ways.

2. Bluetooth connection established, paper installed, but it won't print?

(1) If the RFID of the label tape is turned off, the device cannot identify the label paper type. "Incorrect label tape" will show when printing.

(2) If the printed paper shows no text or image, the label may be installed upside down. Reinstall the label paper by referring to the installation instruction video.

(3) Please check whether Dark Theme/Mode is enabled. The latest version of the APP can support it.

3. During the initial use, a lot of paper doesn't have anything printed. Can those papers be reused?

(1) Double-click the power button to retract the unused label papers.

(2) If the label has been removed, it cannot be retracted.

4. The texts on the printouts are not centered, in the wrong position, offset, or skip paper?

(1) When inserting or replacing a roll of label paper for the first time, a blank label should be printed by clicking the power button. This is to let the print head identify the position of the label paper.

(2) Check if the correct template that matches the label paper has been selected in the APP. Check the size and image on the label packaging, select the matching template on the App, and click "History" to switch templates.

(3) Please make sure to put the label printing side up into the printer. If placed on the opposite side, it cannot be printed.

5. Why is the printout blurry?

(1) Make sure the battery is sufficient. If the printer's power light is showered, the battery is low, charge the printer for at least half an hour before use.

(2) The print head may be dirty or sticky. Please refer to Question 8 for cleaning.

(3) Increase the printing concentration.

6. Why can't the printer cut the label paper?

(1) See if there is dirt on the cutter.

(2) If the cutter is sticky, use cotton swabs to clean the excessive glue.

7. Why are the texts on the printout so small?

The APP automatically adjusts the font size according to the size of the label paper, which can be adjusted by using continuous labels or line breaks.

8. How do I clean the print head properly?

(1) Use ethanol and cotton swabs.

(2) Turn off the printer and let it cool for a few seconds.

(3) Take the paper roll out and put it aside.

(4) Use a clean small cotton swab (the print head space is narrow) to dip a little ethanol to wipe the dirt on the surface of the print head gently (do not scrape the print head with hard objects, otherwise,

the thermal-sensitive tablet will be permanently damaged and irreparable). The thermal-sensitive tablet will be permanently damaged and irreparable).

(5) After cleaning, double-click the power button to do a self-test when the surface is completely dry.

9. How to open the smartphone permission Settings (Android users only)?

(1) Open Settings - Application - Permission Management - Application.

(2) Find "Suprint".

(3) Enable Location Information.

10. I need to set the length of a continuous label. How do I do it?

(1) The length of a continuous label can be set to 20-200mm.

(2) In the template editing area, select the continuous type label and then select the label color to see auto length. Press "Cancel" to adjust the length manually.

- SAFETY INFORMATION



- Use a single power socket instead of multiple sockets that have been plugged in by multiple devices, as this may cause fire or electric shock.
- Do not let metal or liquid enter the device. Otherwise, fire or electric shock may occur, and internal parts may be damaged, resulting in device damage.
- Do not use AC power exceeding 100-240V.
- It is strictly forbidden to disassemble or modify the label machine without authorization, which may cause fire or electric shock caused by high voltage parts.
- Please keep the label printer away from alcohol, gasoline, and other flammable solvents and fire sources to avoid deflagration and fire.
- Use wrung-out wet gauze to clean the device. Do not use flammable organic solvents.
- Please use the label printer in a clean place. Please do not use it on carpets or blankets, otherwise, a large amount of dust will quickly cause a short circuit.

- This printer has a cutter, please be careful when using it to avoid injuries.



- Please use Supvan's original label paper and do not remove the sticker on the label paper, otherwise, the device cannot identify the type of the label paper and can not print it.

- If the use of non-original label paper causes equipment damage, we will not be responsible for the warranty.

- Do not touch the print head with your hands. It may cause skin burns when the device is finishing working.

- Do not put heavy-weight items on the printer.

- Keep the printer away from electromagnetic interference sources that generate magnetic fields.

- When using the device, do not block the exit of the label.

Otherwise, the printout of label paper may not be smooth.

- When using the device, do not pull the label out of the exit.

Please cut off the label paper first and then take it out. Otherwise, the printing quality and the device will be damaged.

- The printer is delicate. Please put it in a flat place to use to avoid damages if it falls.

- The device and label paper should be stored in a dry, ventilated place with no direct sunlight at room temperature.

- In case anything gets inside the device, please stop using it immediately to avoid damaging it.

- After putting new label paper inside the printer, pull the label out of the printer .
- When opening the side cover, do not let anything come into.
- If you find any peculiar smell or abnormal sound when using the device, immediately turn off the label printer and contact your seller.

WARRANTY

The warranty commitment

- Whole device warranty for 2 years.
- Subject to the date of the sales on the company's record.
- The warranty period for the replacement of spare parts after free maintenance is subject to the warranty period of the whole device.
- The warranty period for newly replaced spare parts is 3 months, during which the spare parts can be replaced free of charge, based on the purchase receipt of the end customer.
- For consumables, we do not provide a warranty. If there is a quality problem, the products can be replaced free of charge.
- The warranty card is the only valid proof of warranty.

Disclaimer

- Failure to show product warranty card.
- The use of non-Supvan factory products.
- Dismantling, repairing, or refitting a product without the authorization of the manufacturer.
- Fault caused by abnormal voltage or improper operating environment.
- Damage caused by fall, crush, immersion in liquid, dampness, or other causes.

- Malfunctions are caused by not operating in accordance with the instructions and precautions listed in the device manual.
- Damage caused by natural factors such as floods, fire, or lightning strikes.

Contact us

If you encounter problems in use, or for business inquiries, please contact us in the following ways:

1. The "Feedback" in the App
2. E-Mail: support@supvan.com
3. Website: www.supvan.com/en/contact
4. The e-commerce sales platform where you purchased the product.

WARRANTY CARD

Product Information	Customer information
Product model	Name
Order Number	Telephone
Date of purchase	Email
Place of purchase	Address