EPSON
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LW-Z5000 Series
LW-Z5010 Series
User's Guide

Before Use

Ways of Using the Printer

Part Names and Functions

Setting up the Printer

Connecting to Your Device

Maintenance

Troubleshooting

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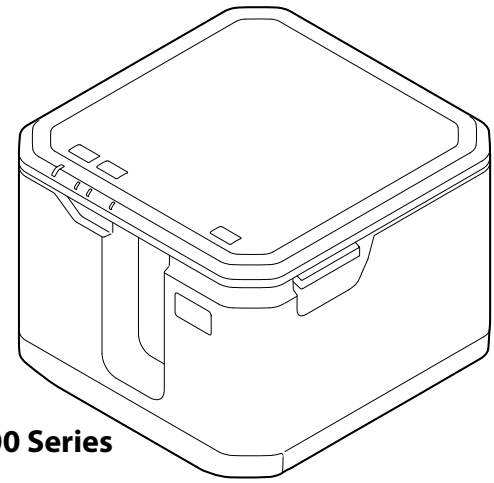
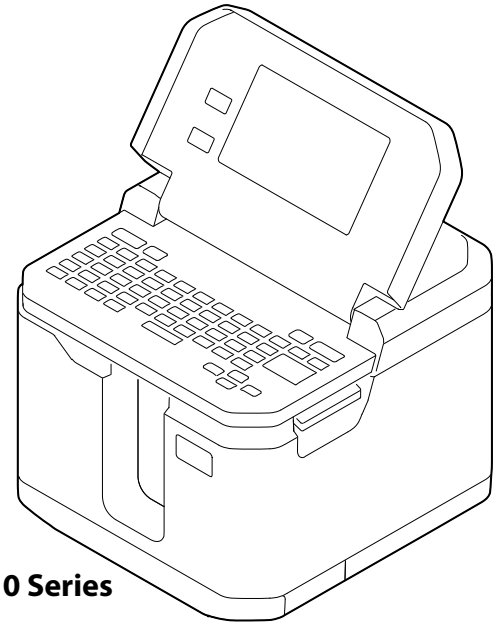
Appendix



LW-Z5000 Series



LW-Z5010 Series

M00127002EN

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Before Use

This chapter contains information you should know before using the printer.

About This Manual

This manual is for LW-Z5000 Series and LW-Z5010 Series.

Information or instructions only for one of the two series are given under “LW-Z5000 Series only” or “LW-Z5010 Series only”. For information or instructions common to the two series, printer illustrations of either LW-Z5000 Series or LW-Z5010 Series are used. Whichever printer illustration is used, there is no difference in operating procedure between the two series.

Symbols Used in This Guide

The following symbols are used in this guide to indicate important information.

Symbols for Safety

The symbols shown below are used in this manual in order to ensure safety and proper use of this product and to prevent danger to you and other persons, and property damage. Be sure that you completely understand their meanings before reading this manual.

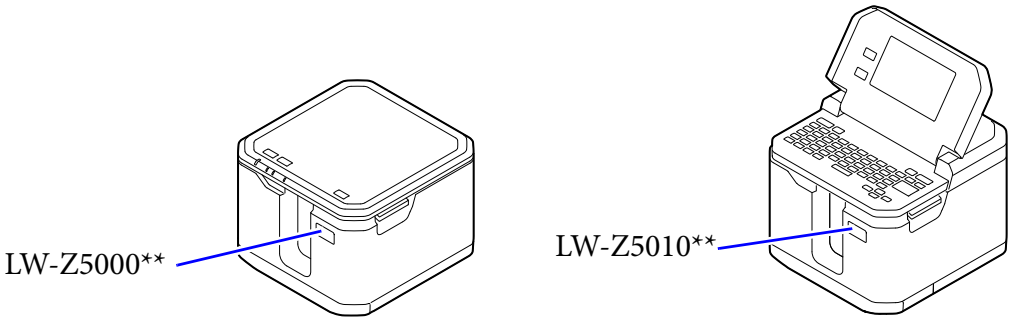
WARNING	Handling the product improperly by ignoring this symbol can lead to death or serious injury.
CAUTION	Handling the product improperly by ignoring this symbol can lead to injury and property damage.

Symbols for General Information

IMPORTANT	Indicates information with which you must comply when using the product. Mishandling due to ignoring this information may cause the product to fail or malfunction.
NOTE	Indicates supplementary explanations and information you should know.
	Indicates a reference page containing related information.

About the Printer

The last two characters (**) of the printer model name (“LW-Z5000**” or “LW-Z5010**”) vary by country or region where you purchase the printer.
When you purchase a tape cartridge or Bulk label quick kit for your printer, make sure that the full model name of your printer is listed as a compatible printer.



About Compatible Tape Cartridges and Bulk Label Quick Kit

To get the most out of your printer, please use a genuine Epson tape cartridge and Bulk label quick kit. Using a non-genuine consumable may damage your printer or may cause a drop in print quality.

Compatible Epson tape cartridges and Bulk label quick kit vary with the printer model. When purchasing a tape cartridge or Bulk label quick kit, make sure that it is compatible with your printer model.

You may not be able to use a tape cartridge and Bulk label quick kit for a printer model that is different from yours.

How to find your printer model ☞"About the Printer" on page 6

Cautions for Using the Printer

Before using the printer, read the “Important Safety Information” sheet included in the printer package to ensure safe and correct use of the printer.

The following is additional precautions for using the printer.

- When cutting labels with your scissors, be careful not to cut your fingers.
- Do not attach your labels to human body, living creatures, public facilities, and other people’s property.
- Label length shown in the LCD touch panel of the printer or in a window of label editing software on a computer is for your reference. It may not exact match with the actual length of printed label.
- Depending on the margin settings and type or length of the label, the printer may automatically feed or cut the tape before starting printing.
- When using a plastic tape, characters or images printed on the first label may become faint or blur. In addition, if you print on a plastic tape when a room temperature is at 15 degrees C or below, labels cut by the half cutter may come off the backing paper, or may result in faint print.
- During printing, do not touch the tape ejection slot and the connectors (AC adapter, USB, and LAN connectors). Doing so may cause a static electricity resulting in malfunction of the printer.
- You can save your label files or other data in the printer’s memory, however, they cannot be saved over an extended period of time or permanently. Epson is not liable to you for any loss or corruption of your data arising from printer failure, repair, or any other reason.
- Before attaching labels printed from the printer
  Attached labels and adhesive are affected by the type of surface and by environmental conditions such as humidity and heat. Labels may peel off, curl, or fade; printed characters may fade; color may be left behind after removing the label; adhesive may become stuck to the attached surface. Before attaching labels, check the type of surface and purpose of the labels.
  Epson is not responsible for any damage or loss caused by labels or adhesive.

Recycling the Battery

Contains a lithium-ion battery. Must be recycled or disposed of properly. Do not disassemble the battery pack.

For American Users

The lithium-ion battery is recyclable. At the end of its useful life, under various state and local laws, it is illegal to dispose of this battery into your municipal waste stream. Please call 1-800-8-BATTERY for information on how to recycle this battery.

For Users in the USA

WARNING: Handling the cord on this product or cords associated with accessories sold with this product, will expose you to lead, a chemical known to the State of California to cause birth defects or other reproductive harm. ***Wash hands after handling.*** (This notice is provided in accordance with Proposition 65 in Cal. Health & Safety Code § 25249.5 and following.)

Introduction to Software

The following provides a brief introduction to software that can be used with the printer.

For a Computer

Label Editor (for a Windows computer)

Allows you to create and edit labels. Install this on your computer.

Using “Setup.exe” of this software, you can also install the printer driver and “Network Configuration Tool”.

How to get

Download from the website below.

www.epson.com

For LW-Z5000PX/LW-Z5010PX

labelworks.epson.com

Network Configuration Tool (for a Windows computer)

Allows you to check, configure, and change the network settings of the printer.

How to get

Use “Setup.exe” of Label Editor to install this software.

For a Smartphone or Tablet

The following Epson apps allow you to edit labels on a smartphone or tablet.

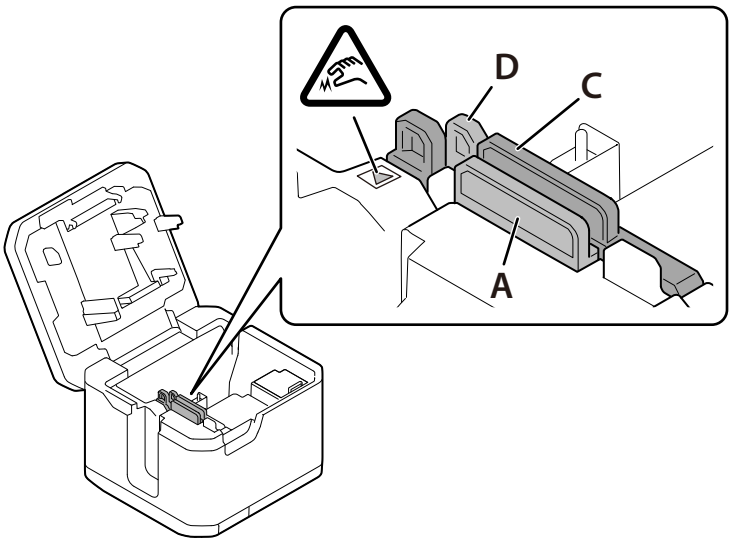
- **Epson iLabel**
- **Epson Datacom**

How to get

Search for them in the App Store and download.

Caution Label

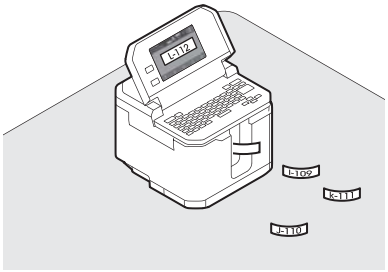
The caution label attached to the printer indicates the caution described below.

WARNING	**Be careful not to cut yourself with the cutter unit A, C, and D.** 

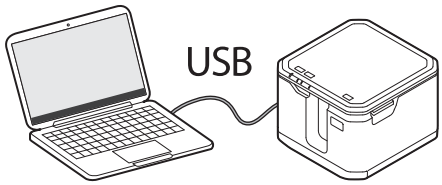
Ways of Using the Printer

The printer can be used in the following ways.

Using as a Standalone Printer (LW-Z5010 Series only)

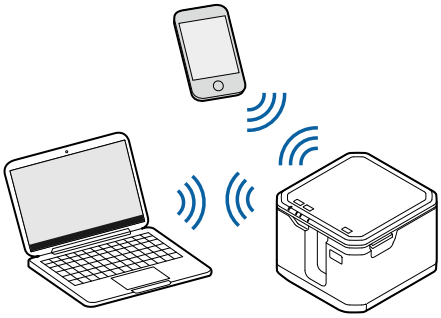


Using from a computer connected with the included USB cable

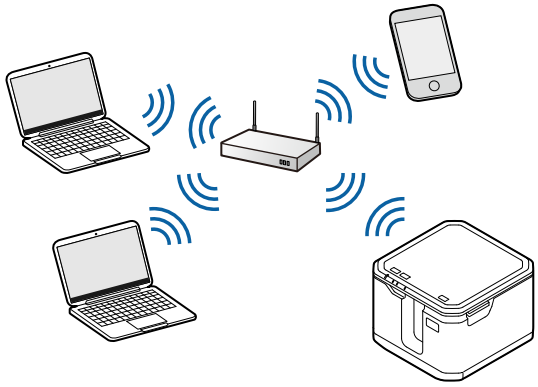


Using from a computer/smartphone/tablet connected via Wi-Fi

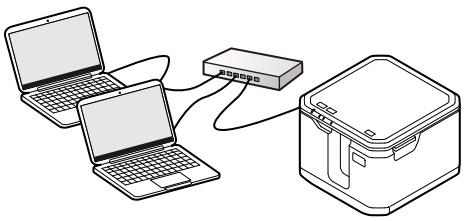
Simple AP mode



Infrastructure mode

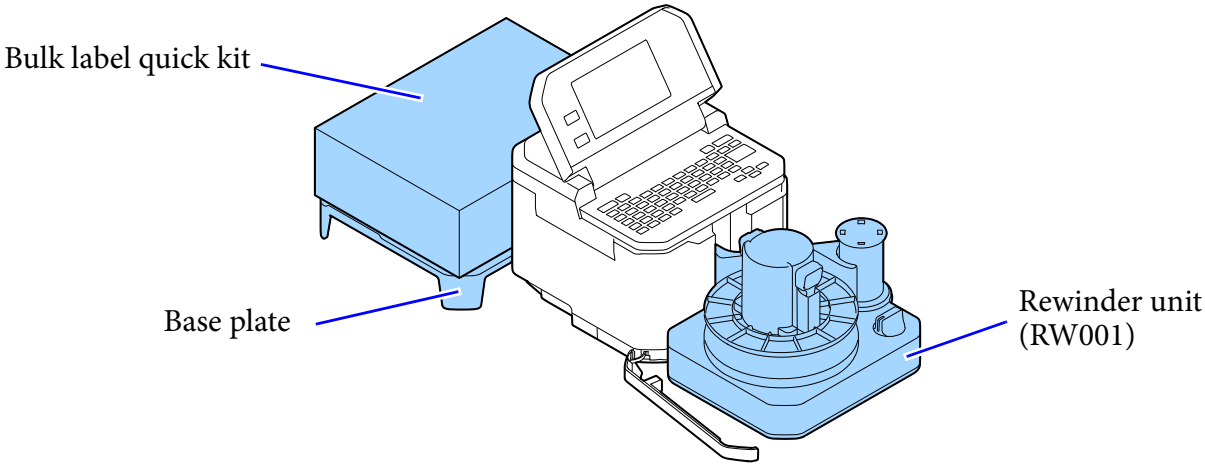


Using from a computer connected via a Wired LAN



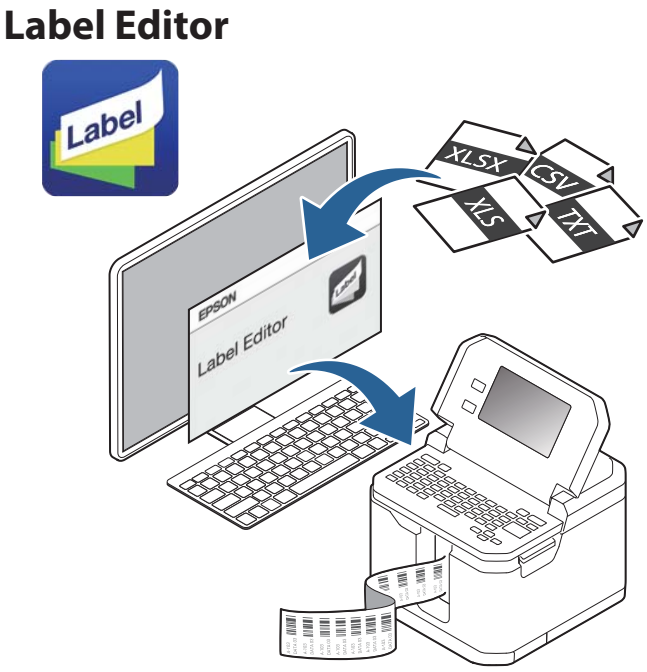
Printing a Large Number of Labels

By using a Bulk label quick kit, you can print a large number of labels at a time. If you use the rewinder unit that is available as an option, you can carry the large number of labels easily because the unit can rewind the printed label paper neatly.



Creating Labels using Your Existing Data File

"Label Editor", the software provided for Epson label printers, allows you to easily create labels from data of your Excel or other format data file.
With LW-Z5010 Series, you can create labels using the printer's keyboard, however, using the Label Editor function enables you to create labels more efficiently.



Transferring Images to the Printer (LW-Z5010 Series only)

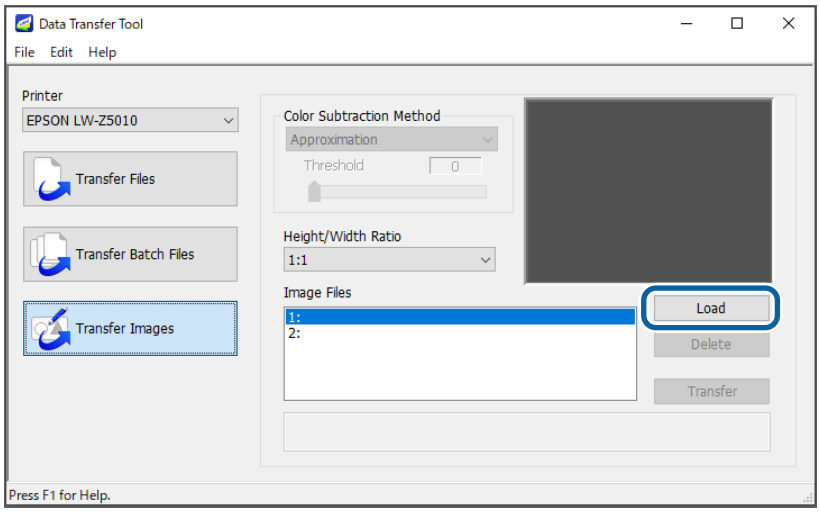
"Label Editor", the software provided for Epson label printers, allows you to transfer image data from a computer to the printer. Once you transfer image data such as a company logo or your original mark to the printer, you can print labels with the logo or mark without connecting to the computer.

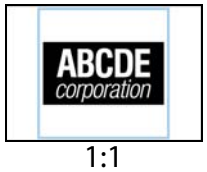
First, operate Label Editor to transfer image data to the printer, and then operate the printer to use the transferred image.

NOTE	Beside this function, Label Editor has more useful functions. For instructions on how to use the other functions, see Label Editor Online Manual.

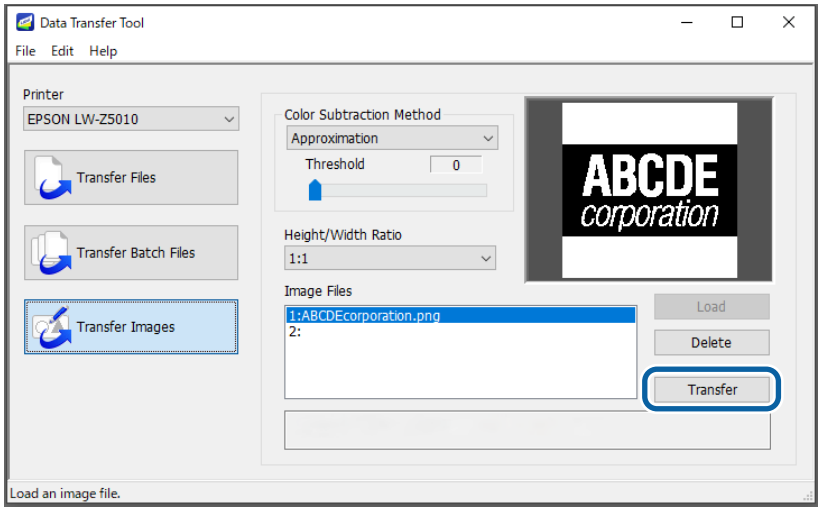
Transferring Images to the Printer

1. Start Label Editor.
2. Select the "File" tab, and then click [Transfer] - [Data Transfer Tool] in that order.
3. Click [Transfer Images].
4. Click [Load] and then select an image file you want to transfer from image files stored in the computer.



NOTE	• From the [Height/Width Ratio] pull-down menu, select the ratio that most closely matches the aspect ratio of the image. The image will be scaled down according to the selected ratio and then transferred. The image will not be enlarged. If the size of the image is too small, the size may not change even if you change the [Height/Width Ratio] setting. Example:  1:1 1:2 • The printer can store up to six images (two images of each ratio; 1:1, 1:2, and 1:3).

5 Select the loaded image, and then click [Transfer].



Using the Transferred Image on the Printer

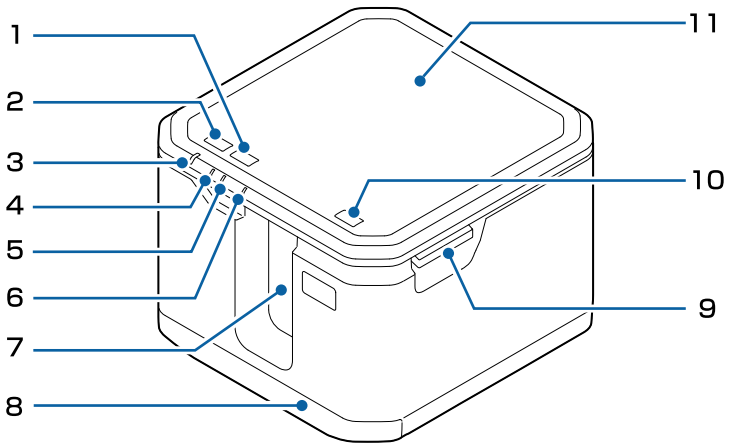
1 When editing a label seeing the label image on the display, touch the menus in the order shown below.
[Add] - [Symbol] - [Download Symbol]
The images transferred from the computer are displayed.

2 Touch one of the images to insert it into the label file you are editing.

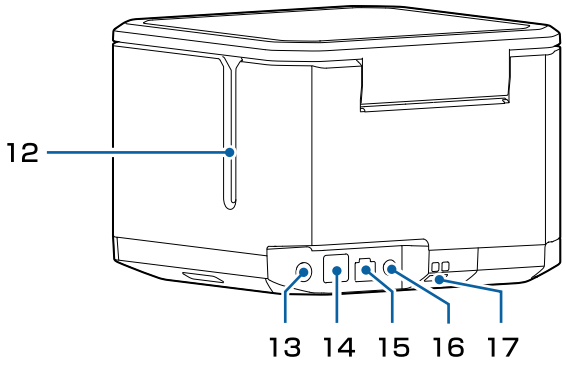
Part Names and Functions

LW-Z5000 Series

Front



Rear



1	**button**

Lets you switch the Wi-Fi mode between the Infrastructure mode, Simple AP mode, and off.

2	**button**

Lets you turn the printer on or off.

3	**Power LED**

Stays on while the printer is powered.

4	**LED**

Stays on while the printer is in the Infrastructure mode.

5	**LED**

Stays on while the printer is in the Simple AP mode.

6	**LED**

Blinks when an error occurs.

7	**Tape ejection slot**

Printed labels come out through this slot.

8	**Rewinder cover**

Open this cover to connect a rewinder unit (available as an option) to the printer.

9	**Top cover lever**

Push this lever up to open the cover.

10	**button**

Lets you feed the tape, or feed and cut the tape.

11	**Top cover**

Open this cover to install or remove a tape cartridge.

12	**Tape insertion slot**

When installing a tape cartridge of Bulk label quick kit in the printer, let the tape pass through this slot.

13	**AC adapter connector**

Connect the cable of the AC adapter.

14	**USB connector**

Connect the included USB cable.

15	**Wired LAN connector**

Connect a LAN cable.
Use a shielded twisted-pair, Category 5 or higher, straight-through Ethernet cable wired for 10BASE-T or 100BASE-TX.

16	**WPS button**

Press this when connecting the printer to a wireless LAN using WPS.

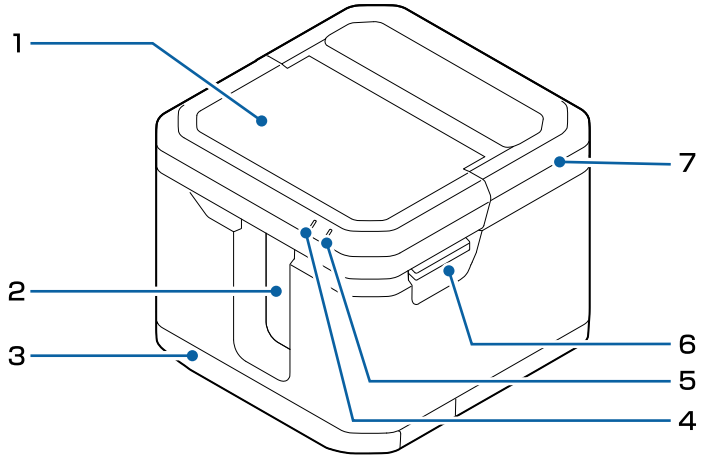
17	**Security cable attachment point**

For a commercially available security cable lock. Pass the cable through here.

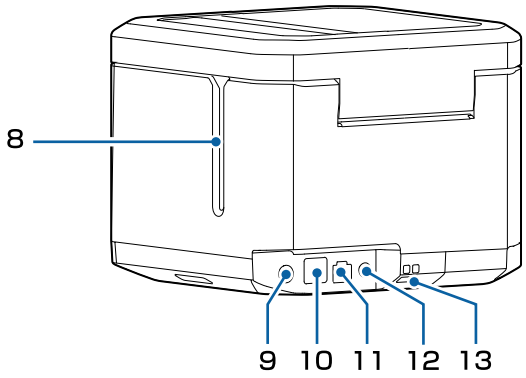
LW-Z5010 Series

External

Front



Rear



1	**LCD cover**

Open this cover to operate the touch panel and the keyboard.

2	**Tape ejection slot**

Printed labels come out through this slot.

3	**Rewinder cover**

Open this cover to connect a rewinder unit (available as an option) to the printer.

4	**LED**

Stays on while the printer is powered.

5	**LED**

Indicates the battery status.
Comes on when charging is started, and stays on during charging.
Turns off when charging is completed.
You can check the battery level on the touch panel.
"LCD touch panel / Buttons / Keyboard" on page 19
Blinks if an error such as stop of charging occurs.

6	**Top cover lever**

Push this lever up to open the cover.

7	**Top cover**

Open this cover to install or remove a tape cartridge or a battery.

8	**Tape insertion slot**

When installing a tape cartridge of Bulk label quick kit in the printer, let the tape pass through this slot.

9	**AC adapter connector**

Connect the cable of the AC adapter.

10	**USB connector**

Connect the included USB cable.

11	**Wired LAN connector**

Connect a LAN cable.
Use a shielded twisted-pair, Category 5 or higher, straight-through Ethernet cable wired for 10BASE-T or 100BASE-TX.

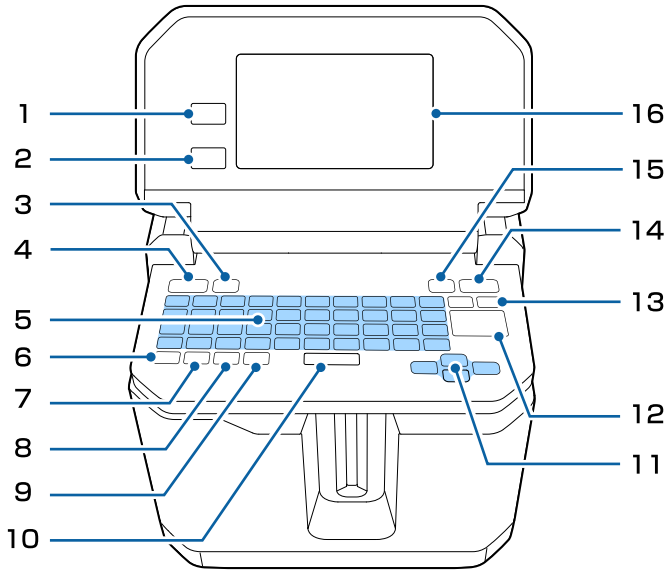
12	**WPS button**

Press this when connecting the printer to a wireless LAN using WPS.

13	**Security cable attachment point**

For a commercially available security cable lock. Pass the cable through here.

LCD touch panel / Buttons / Keyboard



1	**button**

Lets you display the label type selection screen.

2	**button**

Lets you move back to the previous screen.

3	**button**

When editing a label seeing the label image on the display, press this button to access the following menus.

- File
  - Save
  - Open
  - Delete
  - Print
- Print Settings
  - Cut Settings
  - Print Density
  - Drop Stop
  - Die-Cut Position Adjustment
  - Half Cut Depth Setting
  - Half Cut Error Setting (full cut detection)
- Settings
  - Basic Settings
  - Network Settings
  - Restore Default Settings
  - Version

4	button

Lets you turn the printer on or off.

5	**Character keys**

Lets you enter characters and marks.

6	key

Shift key

7	key

Caps lock key

8	Fn key

Function key
Hold down this key and press a dual-purpose key to activate the second function of the dual-purpose key.

9	ÁÄÂ key

Allows you to type an accented character.

10	**Space key**

Lets you enter a space.

11	**Cursor key**

Lets you move a cursor when selecting a menu or setting, or when editing a label.

12	key

Hold down the Fn key and press this to add a new column.

13	key

Press and hold this key to delete characters and/or symbols until you release the key.
Hold down the Fn key and press this to delete entire text, or delete text and the settings.

14	key

Hold down the Fn key and press this to access the following menus.

- Number of Copies
- Enlarge Print
- Mirror Print

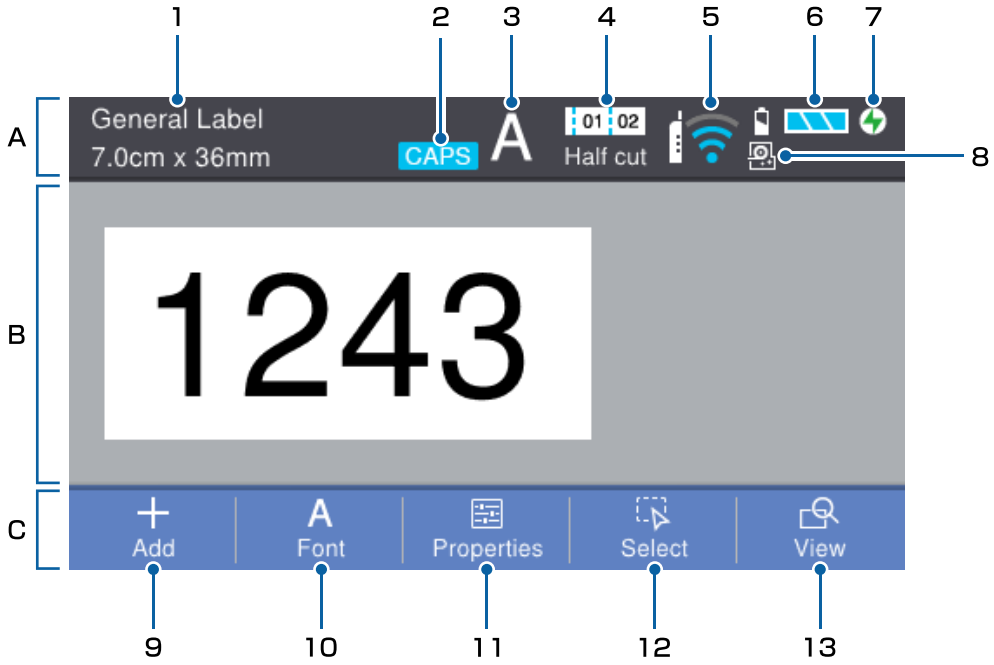
15	button

Lets you feed the tape, or feed and cut the tape.

16	**LCD touch panel**

Touch the panel to select a menu and change the setting. Swipe the screen to scroll up/down or left/right.

LCD touch panel



A	**Header area** Displays information of installed tape, and the printer settings. Some icons in the area allow you to display the setting screen by touching it and you can change the setting.	
	1	The following information is displayed. Type of installed tape, Label length, Tape width
	2	Indicates that caps lock is enabled.
	3	Shows the currently selected font style.
	4	Shows the current cut setting.
	5	Indicates Wi-Fi connection mode and the connection status. Touch the icon to change the wireless LAN settings, or to print PIN code or status sheet.
	6	Indicates the battery level.
	7	Indicates that the printer is currently powered through the AC adapter.
	8	Indicates whether or not a tape cartridge is installed in the printer.
B	**Content area**	

C	**Footer area** Touch one of the menus to display the setting screen.	
	9	Allows you to add an object. You can choose the object type from the following options. • New Block • Symbol • Barcode • Serialize • Auto Serialization
	10	Allows you to change the font settings. You can change the following settings. • Font Size • Style • Border & Line • Bold & Italic • Character Spacing • Character Width
	11	Allows you to change the label settings. You can change the following settings. • Layout • Frame & Table • Label Length • Margins • Orientation • Rotation • Line Swap
	12	Allows you to change the focus position of a displayed label image (whole label, only a column, and etc.).
	13	Allows you to select the view settings. The label image can be enlarged or reduced, and can be viewed in full-screen mode.

Setting up the Printer

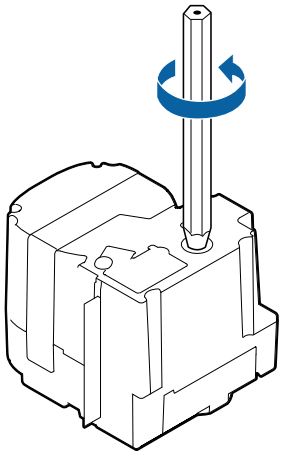
This chapter explains the way of installing a tape cartridge, connecting the AC adapter, and installing the battery (LW-Z5010 Series only).

Installing the Tape Cartridge

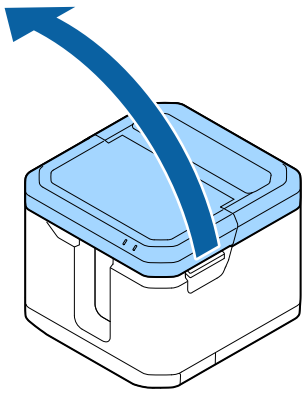
⚠ **CAUTION**	• Make sure to turn the printer off when installing a tape cartridge. • Make sure to use a tape designated by Epson. • When you replace the tape cartridge, make sure to adjust the half cut depth with a new tape. "Adjusting Half Cut Depth" on page 35

1 Check that the printer is powered off.

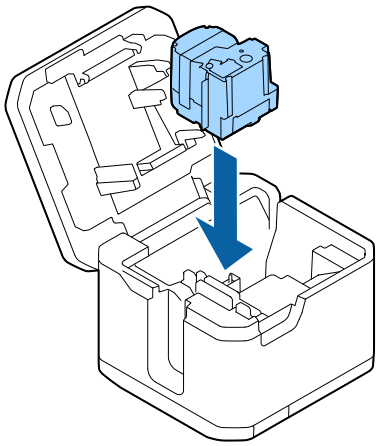
2 Remove any slack in the tape inside the cartridge.



3 Open the top cover.



4 Install a tape cartridge.



5 Close the cover.

Feeding the Tape

⚠ **CAUTION**	Make sure to feed the tape whenever you install a tape cartridge.

LW-Z5000 Series

1. Press the ⏻ button.
2. Press the ↵ button.
   The tape is fed.

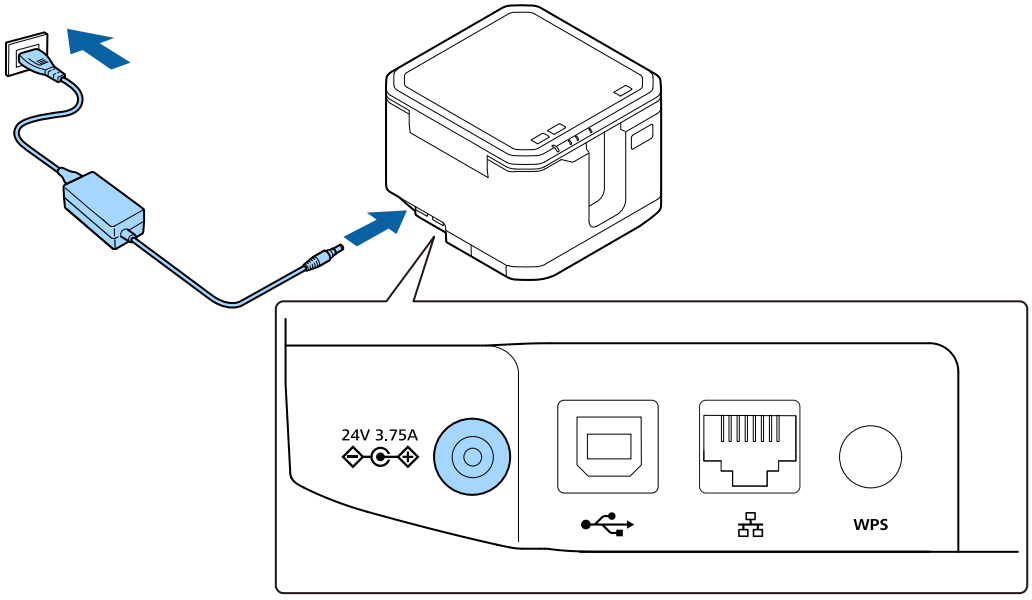
LW-Z5010 Series

1. Press the ⏻ button.
2. Press the ↵ button.
3. Touch one of the options on the LCD touch panel.
   The tape is fed, or fed and then cut.

Connecting the AC Adapter

CAUTION	Make sure to use the designated AC adapter.

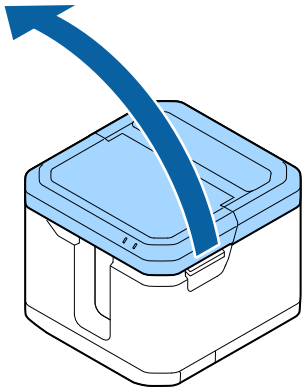
1 Connect the AC adapter as shown below.



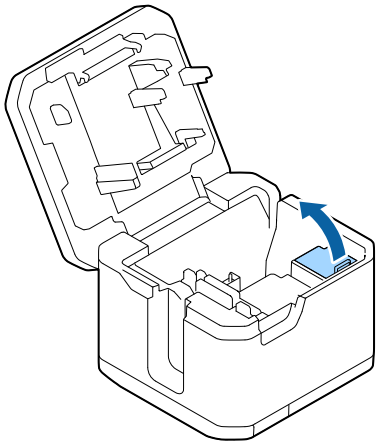
Installing the Battery (LW-Z5010 Series only)

CAUTION	• Make sure to use the included lithium-ion battery (AST2437Z2-1). • Charge the battery when using the printer for the first time.

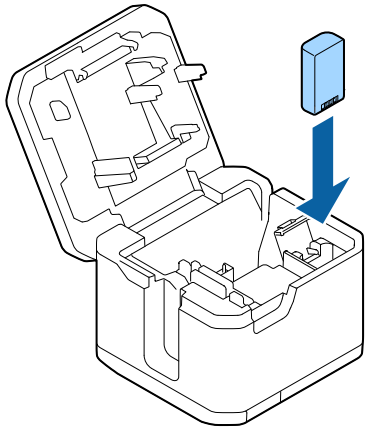
1 Open the top cover.



2 Open the battery cover.



3 Install the battery.



4 Close the cover.

Connecting to Your Device

This chapter describes typical methods for connecting the printer to your device.

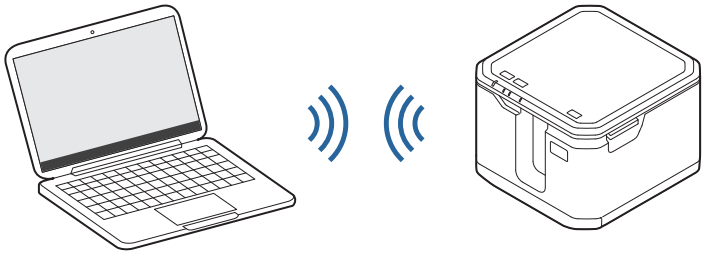
For more details, instructions for changing the connection settings, and the other methods to connect with a computer, see “Network Configuration Guide” that is included in the Label Editor (application software) package.

For instructions to set up your device, such as a computer, smartphone, access point, see the documentation for the device.

Connecting via Wi-Fi

Connecting Directly with a Device (Simple AP mode)

The following explains the procedure for connecting using SSID. For information on the other methods, see “Network Configuration Guide”.



Connecting with a Computer (SSID)

1	**Change the connection mode of the printer** "Part Names and Functions" on page 15

⬇

2	**Print a status sheet to know the security key of the printer** "Printing a Status Sheet" on page 33

⬇

3	**Select the printer on the computer, and then enter the security key**

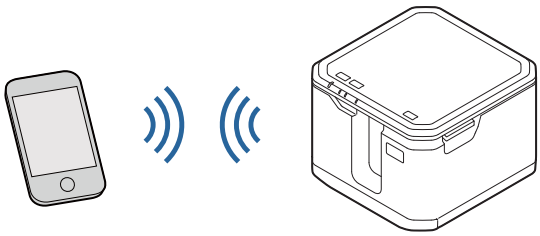
Connection is complete.

⬇

4	**Install Label Editor and the printer driver on the computer** "Checking the Printer Settings" on page 33

When a message saying that the setting is complete, you can operate the printer from the computer.

Connecting with a Smartphone or Tablet (SSID)



1	**Change the connection mode of the printer** "Part Names and Functions" on page 15

↓

2	**Print a status sheet to know the security key of the printer** "Printing a Status Sheet" on page 33

↓

3	**Enable Wi-Fi on the smartphone or tablet**

↓

4	**Select the printer on the smartphone or tablet, and then enter the security key**

Connection is complete.

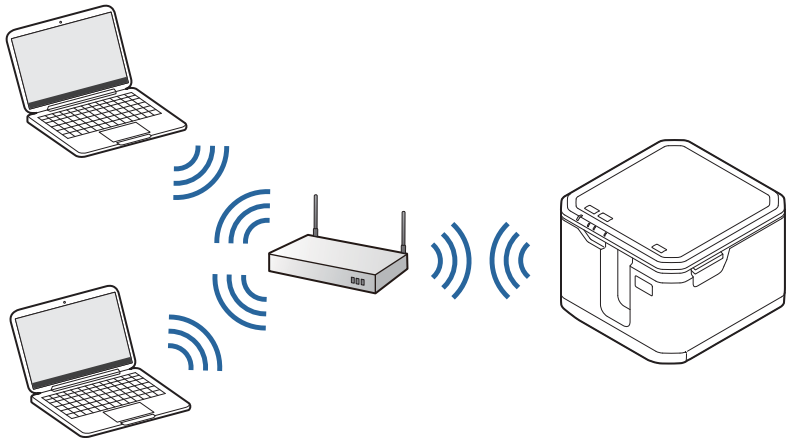
↓

5	**Install Epson apps, such as iLabel and Data com, on the smartphone or tablet** "Checking the Printer Settings" on page 33

Setting is complete. You can operate the printer from the smartphone or tablet.

Connecting using a Wireless Router or Access Point (Infrastructure mode)

The following procedure is for adding the printer to a network to which your computer is already connected through a router or access point.



Connecting using WPS

1	**Download Label Editor and the printer driver from the Epson website** "Checking the Printer Settings" on page 33

⬇

2	**Install Label Editor on the computer**

⬇

3	**Following the on-screen instructions, turn the printer on** "Part Names and Functions" on page 15

⬇

4	**Change the connection mode of the printer** "Part Names and Functions" on page 15

⬇

5	**Following the on-screen instructions, press the WPS button on the printer** "Part Names and Functions" on page 15

Connection is complete.

⬇

6	**Select the printer on the computer**

When a message saying that the setting is complete, you can operate the printer from the computer.

Connecting using PIN Code

1	**Press the WPS button on the printer to print the PIN code** "Printing PIN Code" on page 34

2	**Register the PIN code of the printer to the router or access point**

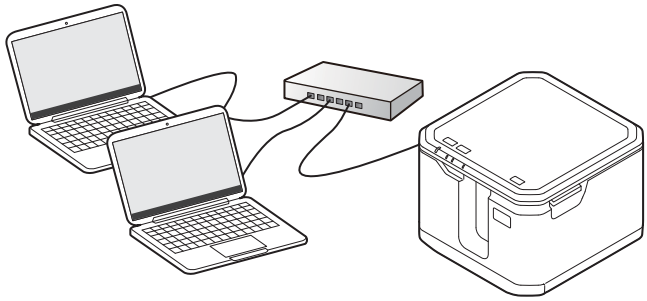
Connection is complete.

3	**Install Label Editor and the printer driver on the computer** "Checking the Printer Settings" on page 33

When a message saying that the setting is complete, you can operate the printer from the computer.

Connecting via a Wired LAN

The following procedure is for adding the printer to a network to which your computer is already connected.



1	**Download Label Editor and the printer driver from the Epson website** "Checking the Printer Settings" on page 33

↓

2	**Install Label Editor on the computer**

↓

3	**Following the on-screen instructions, turn the printer on** "Part Names and Functions" on page 15

↓

4	**Following the on-screen instructions, connect a LAN cable to the printer** "Part Names and Functions" on page 15

↓

5	**Select the printer on the computer**

When a message saying that the setting is complete, you can operate the printer from the computer.

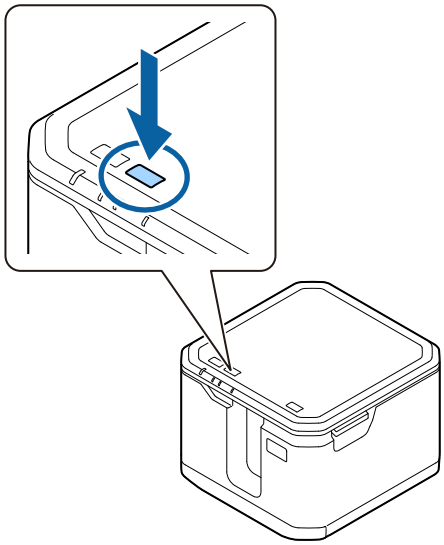
Checking the Printer Settings

Printing a Status Sheet

NOTE	When printing a status sheet, set a tape that has a width of 6 to 50 mm in the printer. Do not use a tape of self-laminating labels or die-cut labels.

LW-Z5000 Series

1 Press and hold the button for at least three seconds.
A status sheet is printed.



LW-Z5010 Series

1 Touch the Wi-Fi icon on the LCD touch panel.

2 Touch [Print Connection Information].

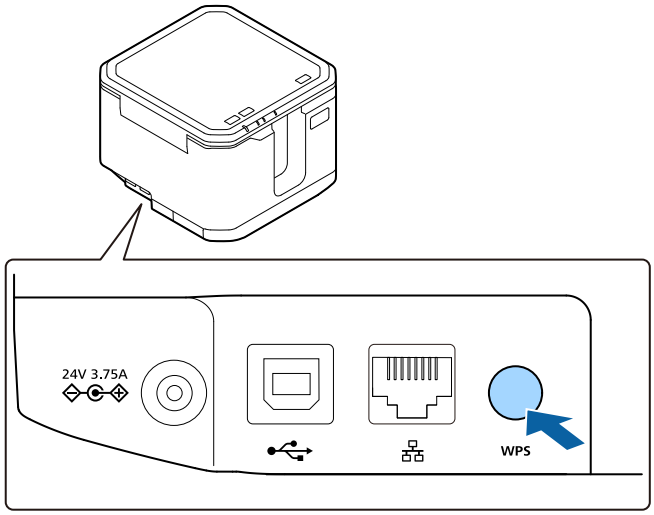
3 When a confirmation message is displayed, touch [OK].
A status sheet is printed.

Printing PIN Code

NOTE	When printing PIN code, set a tape that has a width of 6 to 50 mm in the printer. Do not use a tape of self-laminating labels or die-cut labels.

LW-Z5000 Series

1 Press and hold the **WPS** button for at least three seconds.
The PIN code is printed.



LW-Z5010 Series

1 Touch the Wi-Fi icon on the LCD touch panel.

2 Touch [Print WPS-PIN Code].

3 When a confirmation message is displayed, touch [OK].
The PIN code is printed.

NOTE	You can also print the PIN code by pressing and holding the **WPS** button for at least three seconds.

Maintenance

This chapter provides instructions for maintaining the printer and its accessories to keep them in the best condition; such as instructions for adjusting the printer, replacing the cutter, cleaning the printer and accessories, and charging the battery (LW-Z5010 Series only).

Adjusting Half Cut Depth

Make this adjustment when any one of the following applies.

- Half cut does not cut tape cleanly.
- Half cut works just like the full cut; it cuts tape and backing paper.
- You have replaced the half cutter unit with a new one.

NOTE	• The larger the setting value is, the deeper the tape is cut. • When tape is not cut cleanly, change the setting to the next larger setting, and then let the printer print and cut to see if the problem is solved. • If you have replaced the half cutter unit with a new one, set to [1]. • If you have set to [7], but tape is not cut cleanly, replace the cutter unit with a new one. • LW-Z5010 Series allow you to make the adjustment on the printer or from the computer connected to the printer.

Changing the Setting from a Computer

1. Start Label Editor, and then open the printer driver window from Label Editor.
2. Select the "Advanced Setting" tab.
3. Click [Update to the latest information].
   The current printer settings are displayed.
4. Move the slider of “Half Cut Depth Setting” to change the setting.
5. Click [Test Printing].
   The tape is cut with the changed half cut depth setting.
6. Check the result of the half cut.
   To change the setting, repeat the procedure from step 4.

7 Click [Send] to apply the changed setting to the printer.
The printer setting is overwritten with the changed setting.

Changing the Setting on the Printer (LW-Z5010 Series only)

1 Press the ≡ button, and then touch [Print Settings] - [Half Cut Depth Settings] in that order.

2 Touch ⊕ and/or ⊖ to change the setting.
Click [Test Print].
The tape is cut with the changed half cut depth setting.

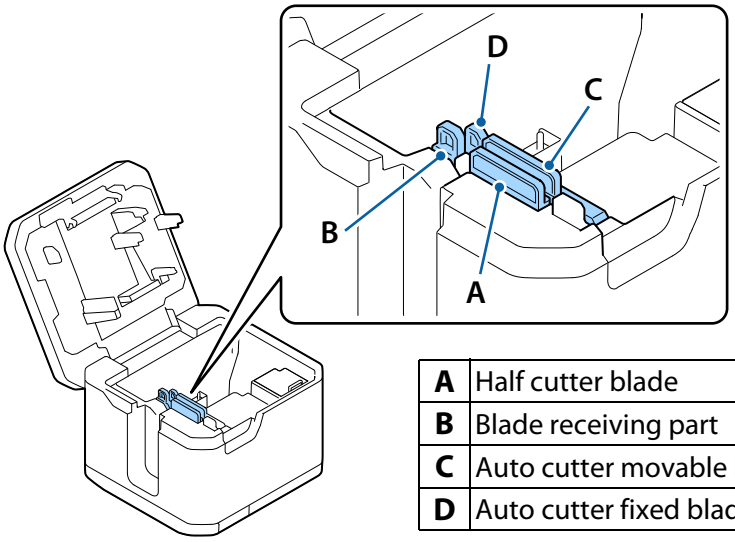
3 Check the result of the half cut.
To change the setting, repeat the procedure from step 2.

4 Touch [OK] to apply the change.

Replacing the Cutter Unit

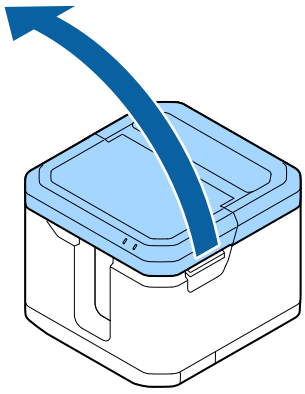
The printer is equipped with a user-replaceable auto cutter unit and half cutter unit. If the cutter becomes dull, replace the cutter unit.
A replacement cutter unit is available as an option.

⚠ **CAUTION**	• Be careful not to cut yourself with the cutter unit. • Always turn the printer off and remove the AC adapter and the battery before performing work. • The cutter unit consists of two parts. Make sure to replace both the parts at a time. • Dispose of used cutter units following your local regulations. • When you have replaced the half cutter unit, make sure to adjust the half cut depth. ☞"Adjusting Half Cut Depth" on page 35

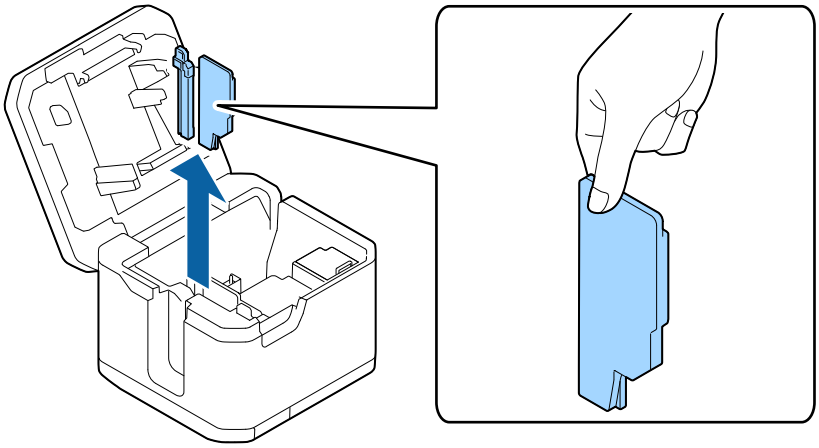


A	Half cutter blade	Half cutter unit (CH001)
B	Blade receiving part	
C	Auto cutter movable blade	Auto cutter unit (CF001)
D	Auto cutter fixed blade	

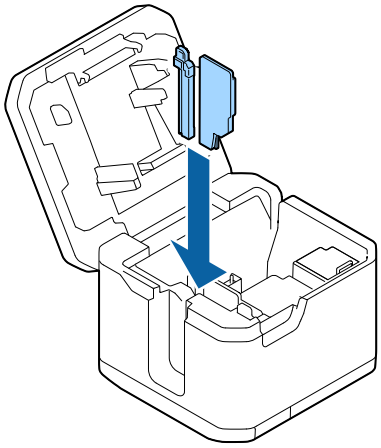
1 Open the top cover.



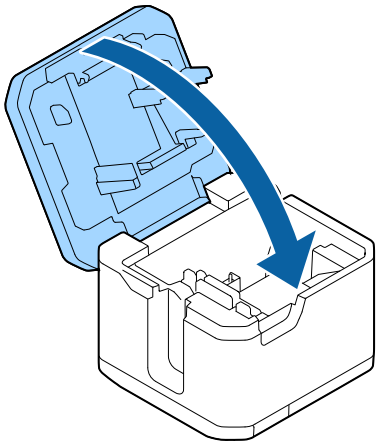
2 Hold the upper edge of the unit between your thumb and index finger as shown, and remove it.



3 Insert a new cutter unit into the printer.
Insert the unit until it clicks into place.



4 Close the cover.

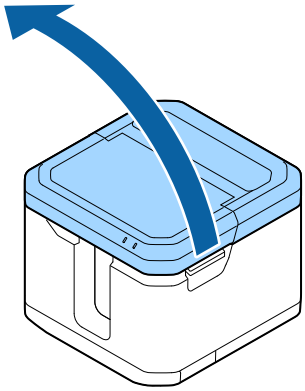


Charging the Battery (LW-Z5010 Series only)

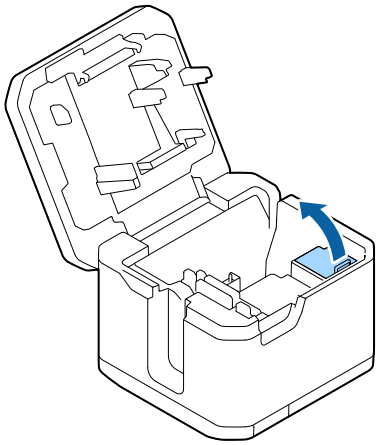
CAUTION	• Charge the battery at a temperature between 5 to 35 degrees C. • Make sure to turn the printer off when charging the battery.

1 Check that the printer is powered off.

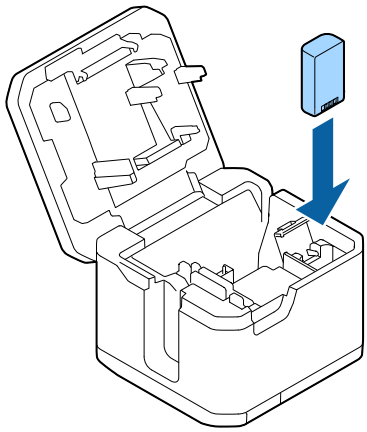
2 Open the top cover.



3 Open the battery cover.

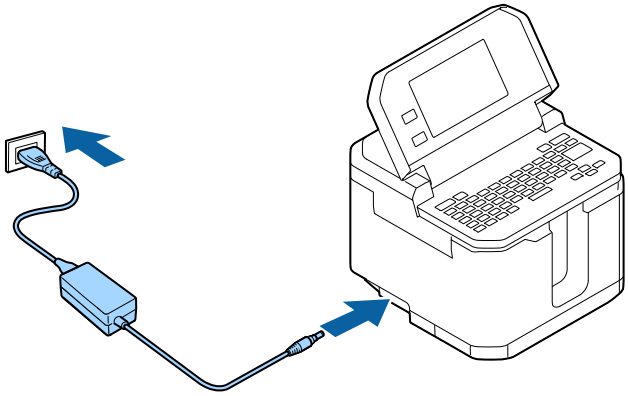


4 Install the battery.



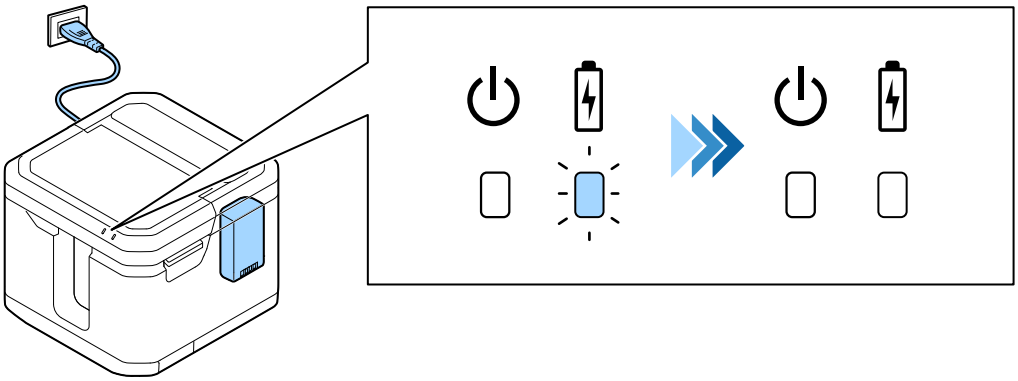
5 Close the battery cover and the top cover.

6 Connect the AC adapter to the printer.



LED turns on.

LED turns off when charging is completed.



Cleaning the Printer

⚠ **CAUTION**	• Make sure to turn the printer off. In addition, disconnect the AC adapter from the printer, and disconnect the power cable from the wall outlet. • For LW-Z5010 Series, when using the battery, make sure to remove the battery from the printer.

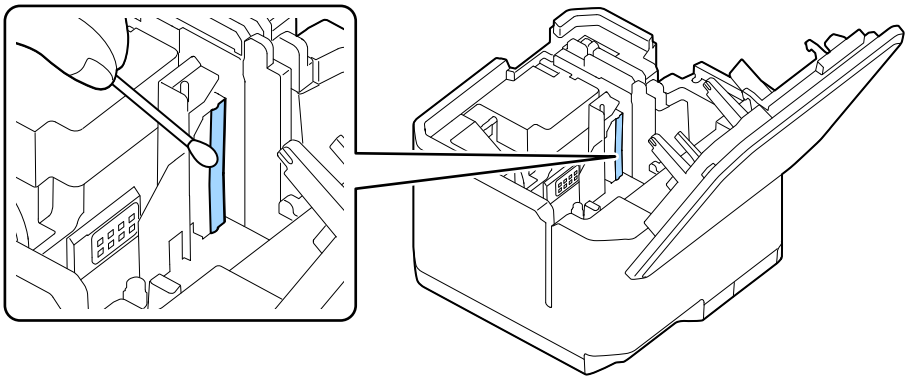
Exterior/Base Plate

⚠ **CAUTION**	Do not use chemical agent or solvent such as benzine, thinner, and alcohol. In addition, avoid using a chemical duster.

Wipe the dirt off with a soft cloth. For stubborn stains, wipe them off with a soft damp cloth.

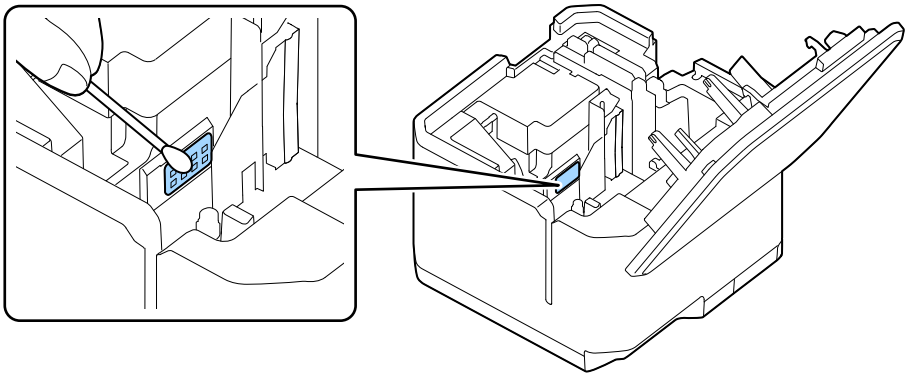
Print Head

Clean the print head using a cotton swab as shown below.



Cartridge Sensor

Clean the cartridge sensor using a cotton swab as shown below.

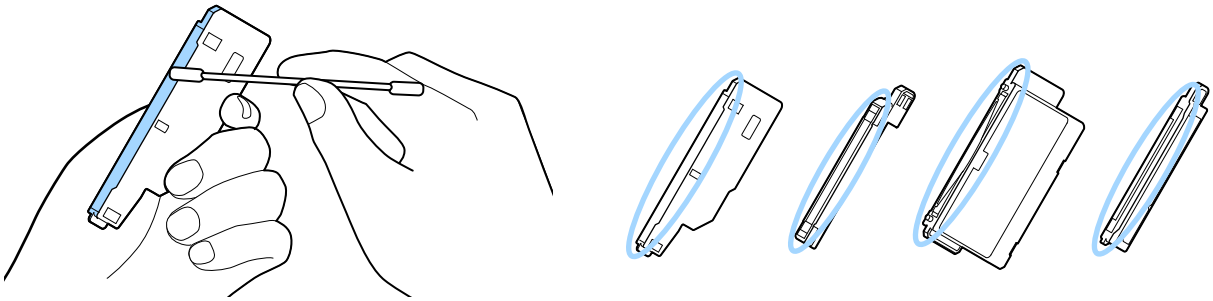


Cutter Unit

If paper dust or adhesive has attached to the cutter unit, the printer may fail to feed the tape correctly, or the tape may get jammed inside the printer. Clean the cutter unit if such problems occur.

1 Remove the cutter unit from the printer.
"Replacing the Cutter Unit" on page 37

2 Dampen a cotton swab with alcohol, and using the swab, remove paper dust and/or adhesive from the cutter blade and the blade receiving part. Clean the areas shown in the figure below.



3 After removing paper dust and/or adhesive, wipe off alcohol or moisture with a dry cotton swab.

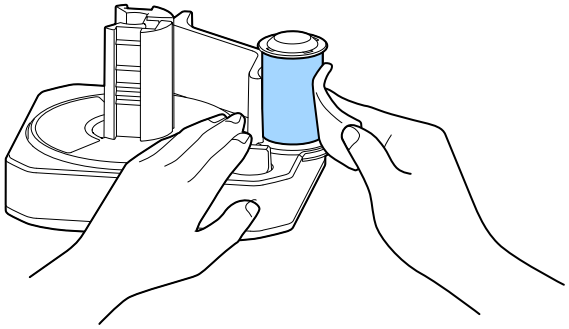
4 Install the cutter unit in the printer.
"Replacing the Cutter Unit" on page 37

Cleaning the Rewinder (Option)

Rubber Roller

If paper dust or other foreign materials adhere to the rubber roller, it may cause printed characters/symbols to expand or contract, or the tape may be cut at a wrong position resulting in producing pieces of tape longer than the setting. Clean the rubber roller periodically.

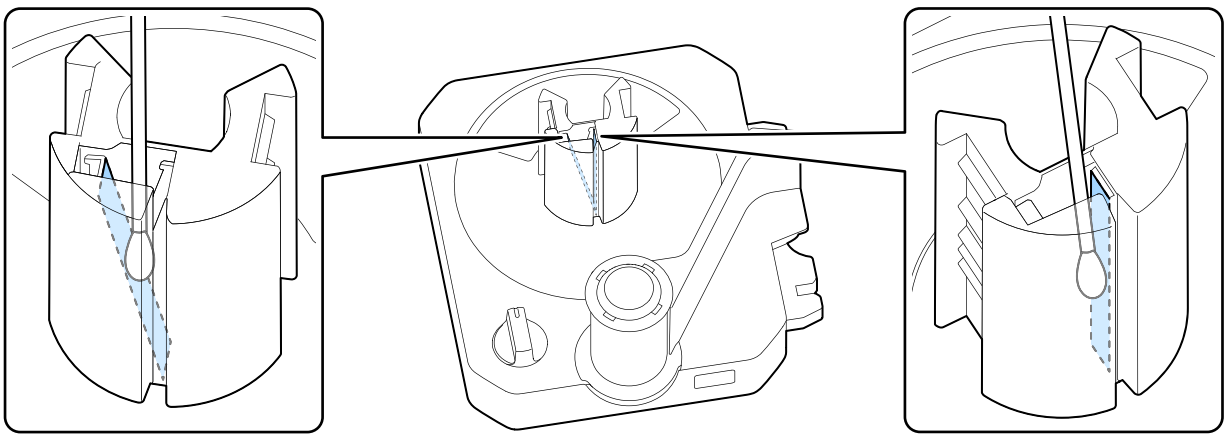
1 Wring out a wet cloth, and then wipe the dirt off with the cloth or a cloth moistened with alcohol.



Rotation Shaft

If you smear the leading edge of tape with your dirty or wet hands, it may result in contaminating inside the rotation shaft. If inside the rotation shaft is contaminated too much, the tape may not be rewound correctly or the tape may come off the shaft.
If the tape comes off the shaft even after you set the tape correctly, clean inside the rotation shaft.

1 Wipe the portions shown in the figure below with a cotton swab moistened with alcohol.

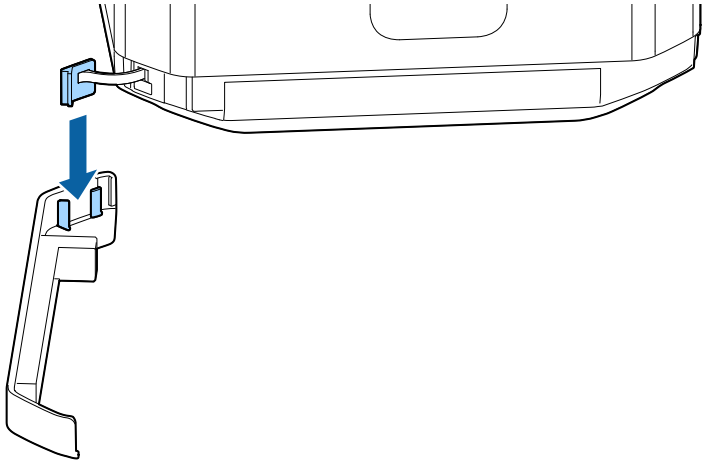


Attaching the Rewinder Cover

The rewinder cover is connected to the printer with a connecting strap.
If the connecting strap is disconnected from the rewinder cover, make sure to attach it to the cover.

⚠ **CAUTION**	• Make sure to keep the rewinder cover closed while you do not use the rewinder. The printer does not print if the rewinder cover is open without having the rewinder connected. • If the connecting strap gets caught in the rewinder cover when you close the cover, the cover cannot be closed properly and the printer does not print. • If you lose the rewinder cover, you cannot print by the printer unless the rewinder is connected because the printer cannot recover from the cover open error. To avoid losing the rewinder cover, make sure to keep the cover connected using the connecting strap.

1 Insert the end of the strap into the rewinder cover.

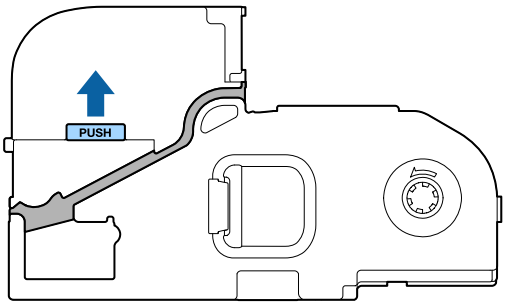


Passing Tape of Bulk Label Quick Kit (Option) Through the Cartridge

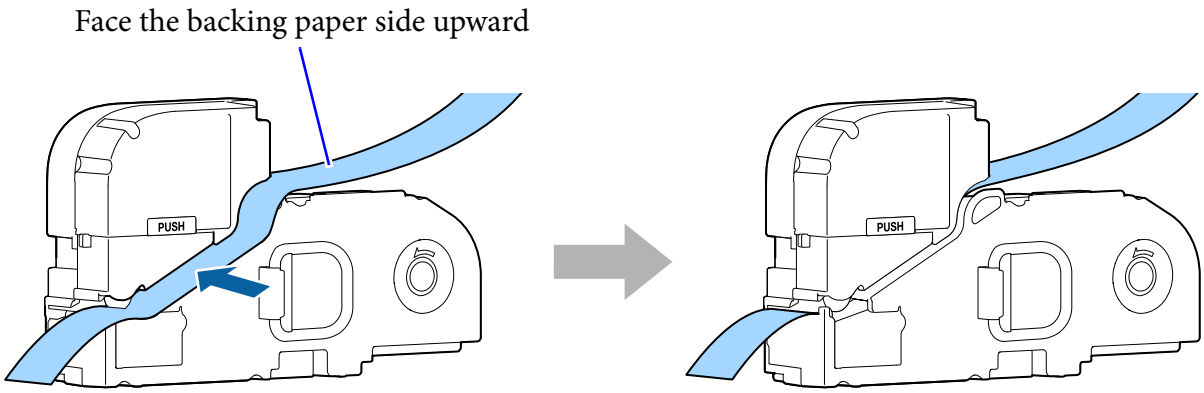
If the tape of Bulk label quick kit comes off the cartridge, set the tape following the procedure below.

CAUTION	• Do not touch the print side of the tape with your bare hands. If the print side is smeared, it will result in a drop in print quality. • Be careful not to let the tape skew in the cartridge.

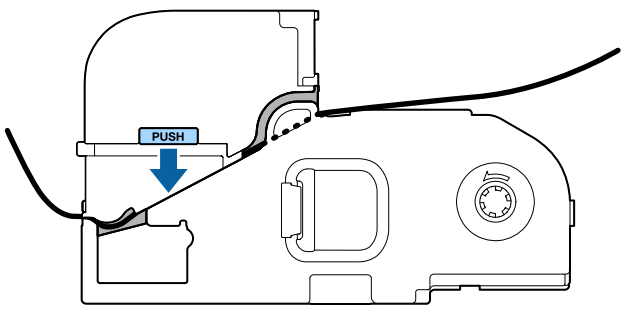
1 Press the [Push] button on the cartridge.
You will see a gap as shown below.



2 Pass the tape through the cartridge.
Let the leading edge of tape protrude by about 3 cm from the cartridge.



3 Press the cartridge as shown below to close the gap.



Initializing the Printer

If the printer malfunctions due to static electricity or any other reason, or if you want to restore the default settings, initialize the printer.

CAUTION	Initializing the printer resets all data files stored in the printer, and the printer settings, such as the cut settings and network settings, to the factory default settings.

LW-Z5000 Series

1. Turn the printer off.
2. Press the **WPS** button, the ⏻ button, and the wireless button at the same time.
   The all LEDs turn on and then after about two seconds, the LEDs except for the power LED turn off.
   The printer is initialized.

LW-Z5010 Series

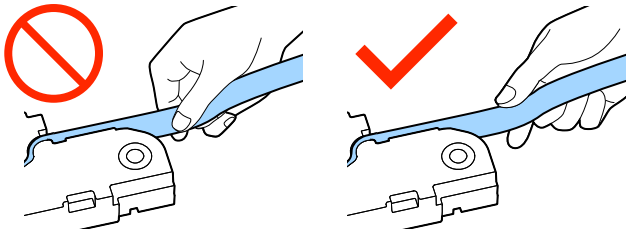
1. Turn the printer off.
2. Press the ⏻ button, the ⌫ key, and the ↵ key at the same time.
3. When a confirmation message is displayed, touch [Yes].
   The printer is initialized.

NOTE	You can also initialize the printer with the following procedure. 1. Press the ☰ button 2. Touch [Settings] - [Restore Default Settings] - [Clear All Data and Setting] in that order. When a confirmation message is displayed, touch [Yes].

Troubleshooting

Troubles with the Printer

Symptom/Question	Solution
Printing is finished, but the tape is not cut.	If you are using a tape that cannot be cut by the printer, such as magnet tape, the tape is not cut even if you have set the printer to automatically cut tape. Use your scissors or a similar tool to cut the tape.
The cutter does not cut tape cleanly.	The cutter can become dull if paper dust and/or adhesive adhere to the cutter. Clean the cutter. ☞"Replacing the Cutter Unit" on page 37
	If the cutter is still dull even after the cleaning, replace the cutter unit. ☞"Consumables and Options" on page 55 ☞"Replacing the Cutter Unit" on page 37
Half cut does not cut tape cleanly.	The cutter can become dull if paper dust and/or adhesive adhere to the cutter. Clean the cutter unit. ☞"Replacing the Cutter Unit" on page 37
	If the cutter is still dull even after the cleaning, the cause may be wear of the half cutter. Adjust the half cut depth. ☞"Adjusting Half Cut Depth" on page 35
	If the cutter is still dull even after the adjustment, replace the cutter unit. ☞"Consumables and Options" on page 55 ☞"Replacing the Cutter Unit" on page 37
	If you have replaced tape with a different type of tape, adjust the half cut depth. ☞"Adjusting Half Cut Depth" on page 35
The half cut does not cut only label paper but also cuts backing paper.	Adjust the half cut depth. ☞"Adjusting Half Cut Depth" on page 35
	If you have replaced tape with a different type of tape, adjust the half cut depth. ☞"Adjusting Half Cut Depth" on page 35

Symptom/Question	Solution
The printer does not print.	If you are not using the rewinder, and the rewinder cover is not closed, the printer does not print. Close the rewinder cover. "Part Names and Functions" on page 15
	If the connecting strap has been disconnected from the rewinder cover, it may has been caught in the cover preventing the cover from closing properly. Connect the strap to the rewinder cover and then close the cover properly. "Attaching the Rewinder Cover" on page 44
	Available tapes and Bulk label quick kits vary by printer model. Use a tape that your printer model supports. "Consumables and Options" on page 55
Poor print quality	If the tape detection label on tape cartridge is contaminated with smear or paper dust, the printer cannot print properly. Remove smear and/or paper dust from the tape cartridge.
	If the printer's cartridge sensor is contaminated with smear or paper dust, the printer cannot detect the tape correctly. Remove smear and/or paper dust from the sensor. "Cartridge Sensor" on page 41
	If you are using a plastic tape, the first letter on the first label on the tape may become faint or blur.
	A print quality problem can occur if you are printing on a plastic tape or heat shrink tube tape with the half cut setting enabled, and the ambient temperature is 15 degrees C or below. Because the labels on the tape may shrink or partially come off the backing paper under such conditions.
	If you have touched the print side of Bulk label quick kit tape with your bare hands, oil or dirt attached from the hands can cause print quality problem. When you installing the tape, hold the tape as shown below. 
The error LED on the printer is blinking, but no message is displayed on the LCD touch panel. (LW-Z5010 Series only)	When the printer is connected to a computer, an error message is displayed on the computer screen. Check the error message on the computer.

Symptom/Question	Solution
After replacing tape, label data that you had printed until you replace the tape is not displayed.	The printer stores label data with tape width information in addition to the text and font settings. If you want to continue printing the same data after replacing tape, install a tape that has the same width as the previous one. When replacing tape with a different width tape, and you want to print the same data that you have printed on the previous tape, save the data as a new file before replacing the tape. You may need to reduce the number of lines when replacing with a narrower tape since the maximum number of lines becomes smaller as the tape becomes narrower.
The printer automatically turns off.	The printer has a power saving function (Power Off Timer) that allows you to set the printer to turn off automatically if no operation is performed during a set time period. You can change the setting as follows. **LW-Z5000 Series** Open the printer driver window from Label Editor, and change the setting on the driver window. **LW-Z5010 Series** 1. Press the ☰ button. 2. Touch [Basic Settings], and then touch [Power Off Timer-AC] or [Power Off Timer-Battery]. 3. Select a time period.
Unable to complete battery charge (LW-Z5010 Series only)	Check the battery to see if it is installed correctly. If there is no problem with the installation, but the charging status still continues, replace the battery with a new one.
You felt a static shock when you touch the tape ejection slot or connectors during printing.	The printer may malfunction due to the static electricity. Initialize the printer. ☞"Initializing the Printer" on page 46
How to restore the default settings?	Initialize the printer. ☞"Initializing the Printer" on page 46
The **WPS** button on the printer does not function properly. (LW-Z5010 Series only)	The **WPS** button does not function while the LCD touch panel is displaying menus such as font settings menus or printer basic settings menus, or during printing.
How to know the printer's security key?	You can check it on the status sheet of the printer. ☞"Printing a Status Sheet" on page 33
How to change the network settings?	Use "Network Configuration Tool" to change the network settings. The tool can be installed from Setup.exe" of Label Editor. For instructions on how to use "Network Configuration Tool", see "Network Configuration Guide" that can be also installed from the exe file.

Troubles with the Rewinder

Symptom/Question	Solution
The rewinder does not rewind tape properly.	When setting the tape to the rotation shaft of the rewinder, if you touch the leading edge of tape with your bare hands after you apply hand cream or touch oily material, the tape may not be set in the shaft correctly and cause the tape to disconnect from the shaft or to be rewound improperly. Clean inside the rotation shaft. ☞"Cleaning the Rewinder (Option)" on page 43
	If you are using a die-cut label tape, set the rewinder dial to 50 mm (2") regardless of the tape width, and set the flange to the 50 mm (2") position.
The rewinder does not move.	Make sure that the rewinder is correctly connected to the printer.
	If you are printing from a smartphone or tablet, you cannot use the rewinder.
Poor print quality	If you pull the tape too much when setting the tape to the rotation shaft of the rewinder, characters or images may be printed intermittently.
	If paper dust or other foreign material has accumulated on the rubber roller, characters or images may be printed intermittently. Clean the rubber roller. ☞"Cleaning the Rewinder (Option)" on page 43
	If you are printing on a plastic label tape with the half cut enabled, and the ambient temperature is 15 degrees C or below, the tape may come off the backing paper.
	If you are using a heat shrink tube tape, due to its characteristics, the tape may get stuck at the tape ejection slot or on the plate that exists between the ejection slot and the rubber roller. Clear the stuck state.
Printing is paused.	When you start printing after connecting the rewinder to the printer, the printer automatically stops printing when a predetermined length of tape is printed and ejected. Set the leading edge of the ejected tape to the rotation shaft, and then restart the printing.
	Make sure that the tape is not getting stuck with something, or is not torn. If you are using a Bulk label quick kit, make sure that tape is not getting stuck or tangled inside the box.
	Make sure that the tape is correctly set to the rotation shaft.
	If you joint another tape to the end of currently used tape using glue or something, the rewinder may stop operation. Do not join multiple tapes.
Printing is finished, but the tape is not cut.	If you are using a tape that cannot be cut by the printer, such as magnet tape, the tape is not cut even if you have set the printer to automatically cut tape. Use your scissors or a similar tool to cut the tape.

Troubles with the Bulk label quick kit

Symptom/Question	Solution
The tape of Bulk label quick kit has come off the cartridge.	Reset the tape to the cartridge. "Passing Tape of Bulk Label Quick Kit (Option) Through the Cartridge" on page 45
The Bulk label quick kit has run out of tape.	Remove the box of Bulk label quick kit from the base plate, and set a box of new Bulk label quick kit to the base plate.
The tape is not fed correctly.	Make sure that tape is not getting stuck or tangled inside the box.
	When using the Bulk label quick kit, make sure to set it on the base plate.
Poor print quality	If the kit is used in a dusty area, print quality may drop due to dust adhered to the tape. When you finished printing labels, put the cartridge back into the box and then close the box.
	When you set the cartridge to the printer, or when fixing stuck tape, be careful not to touch the print side of the tape with your fingers. You may get smeared printouts especially when you have touched the print side with oily or hand-cream-applied bare hands.

Specifications

LW-Z5000 Series

Printer

Dimensions	Approx. 193 (W) x 198 (D) x 144 (H) (mm)
Weight	Approx. 2.9 kg (excluding tape cartridge)

Interface

USB	USB 2.0 Full-Speed
Wired LAN	100BASE-TX/10BASE-T
Wireless LAN	IEEE802.11b/g/n (Wi-Fi 4) *Wi-Fi Certified

Usage conditions

Operating temperature	5 to 35 degrees C
Storage temperature	-10 to 55 degrees C

Supported tape

Tape cartridge	4 to 50 mm width tape can be used.
Bulk label quick kit	

Power supply

AC adapter

Type	AST2437Z2-1
Manufacturer	SEIKO EPSON CORPORATION
Input	AC100-240 V, 1.2 A, 50-60 Hz (dedicated adapter, power cable only)
Output	DC24 V, 3.75 A
Total output power	90.0 W

LW-Z5010 Series

Printer

Dimensions	Approx. 193 (W) x 198 (D) x 153* (H) (mm) * 260 mm with the LCD cover open.
Weight	Approx. 3.2 kg (excluding batteries, tape cartridge)

Interface

USB	USB 2.0 Full-Speed
Wired LAN	100BASE-TX/10BASE-T
Wireless LAN	IEEE802.11b/g/n (Wi-Fi 4) *Wi-Fi Certified

Usage conditions

Operating temperature	5 to 35 degrees C
Storage temperature	-10 to 55 degrees C

Supported tape

Tape cartridge	4 to 50 mm width tape can be used.
Bulk label quick kit	

Power supply

AC adapter

Type	AST2437Z2-1
Manufacturer	SEIKO EPSON CORPORATION
Input	AC100-240 V, 1.2 A, 50-60 Hz (dedicated adapter, power cable only)
Output	DC24 V, 3.75 A
Total output power	90.0 W

Lithium-ion Battery

Type	C52CE97010
Manufacturer	SEIKO EPSON CORPORATION
Mean output voltage	DC7.2 V
Capacity	Typ.1950 mAh, Min.1850 mAh

Ambient temperature

During operation		0 to 45 degrees C
Charge		0 to 40 degrees C
During storage	Less than 1 month	-20 to 50 degrees C
	Less than 3 month	-20 to 40 degrees C
	Less than 1 year	-20 to 20 degrees C

Appendix

Consumables and Options

This chapter introduces you to consumables and options for this printer.
They are available from distributors of the printer or by other methods. Visit the website below for details about the consumables and options, and lineup of tape cartridges and Bulk label quick kits.

www.epson.com

For LW-Z5000PX/LW-Z5010PX
labelworks.epson.com

Auto cutter unit (CF001)

This is a replacement auto cutter unit.

Half cutter unit (CH001)

This is a replacement half cutter unit.

Tape Cartridges

The cartridge can be set in the printer.
Epson offers a wide array of tapes for multiple uses.

Bulk label quick kit

You can set this kit on the base plate that is included in the printer package.
Epson offers a wide array of tapes for multiple uses.

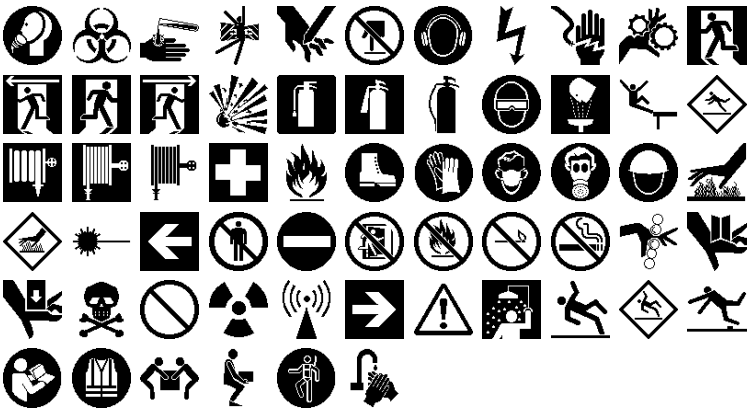
Rewinder unit (RW001)

When using the Bulk label quick kit, you can connect this unit to the printer for rewinding printed label paper. Then you can carry the roll of printed labels to your workspace.

Symbol List (LW-Z5010 Series only)

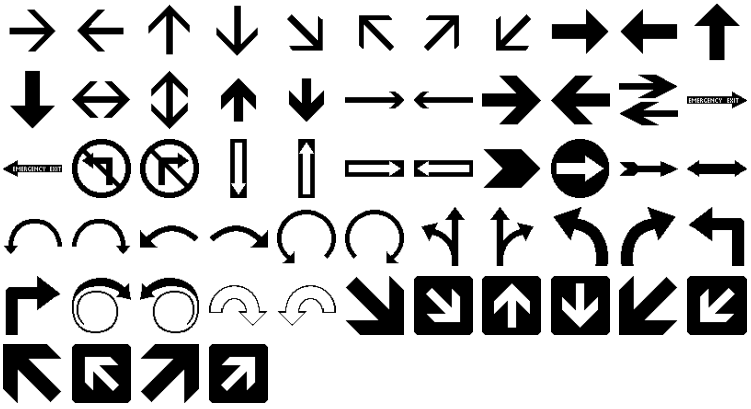
ASME

ANSI

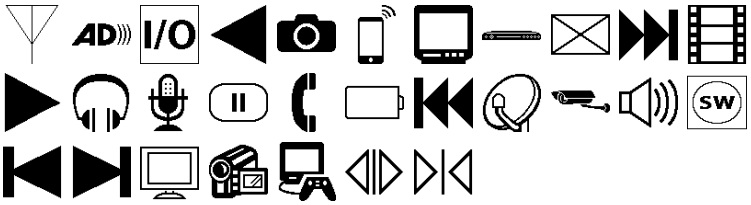


ARC

Arrows



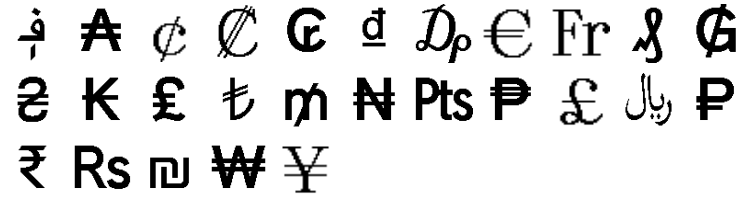
Audio Visual



Brackets

‘ ’ “ ” ( ) 〔 〕 [ ] { } 〈 〉 《 》 「 」 『 』 【 】

Currency

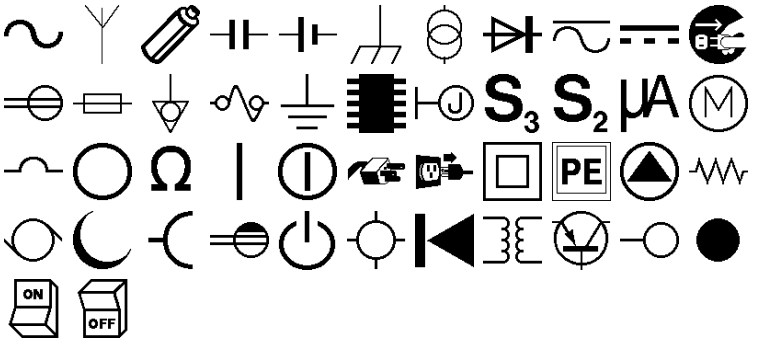


Data Center

Double Number

00 ~ 99

Electrical



Environment

Fire

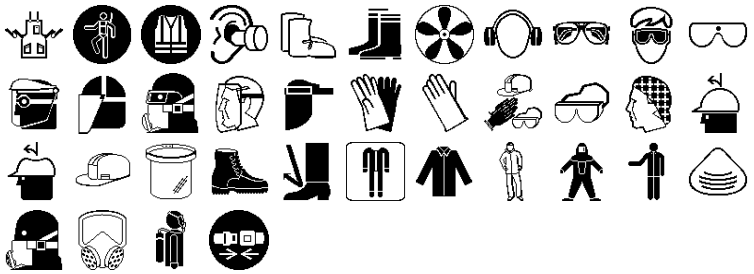
GHS WHMIS

Greek

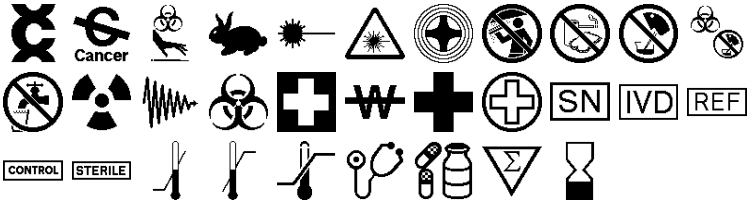
Α Β Γ Δ Ε Ζ Η Θ Ι Κ Λ
Μ Ν Ξ Ο Π Ρ Σ Τ Υ Φ Χ
Ψ Ω α β γ δ ε ζ η θ ι
κ λ μ ν ξ ο π ρ σ τ υ
φ χ ψ ω

IMO

PPE

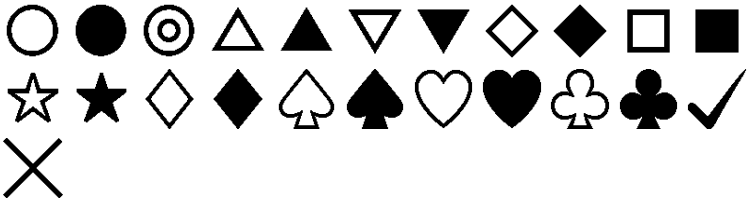


Laboratory



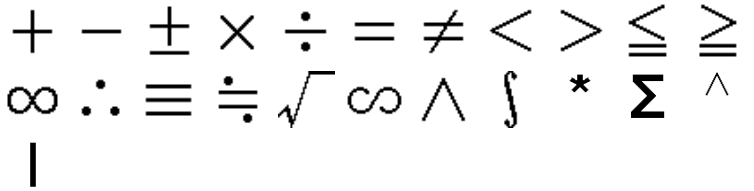
Prohibited

Mark

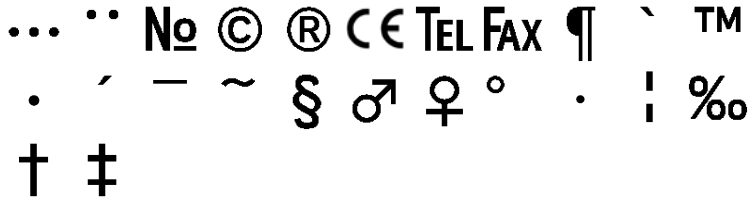


Public Signs

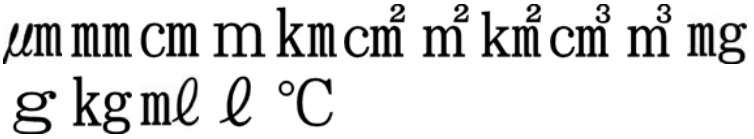
Math



Punctuation

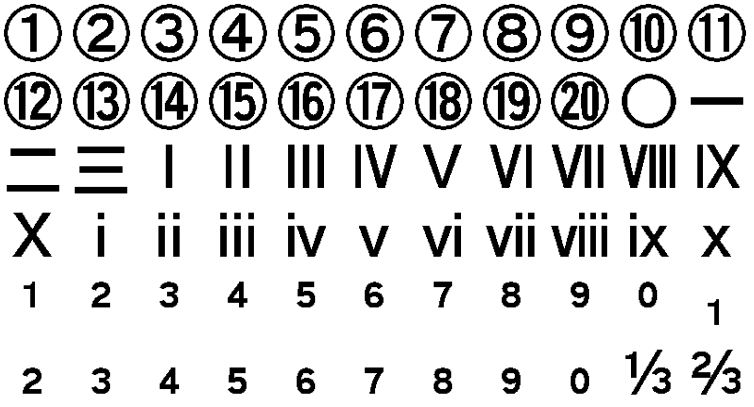


Metric

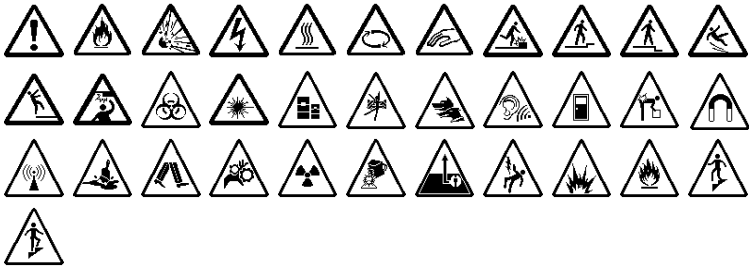


Shipping

Number



Warning



Office

Extra Symbol

Frame List (LW-Z5010 Series only)

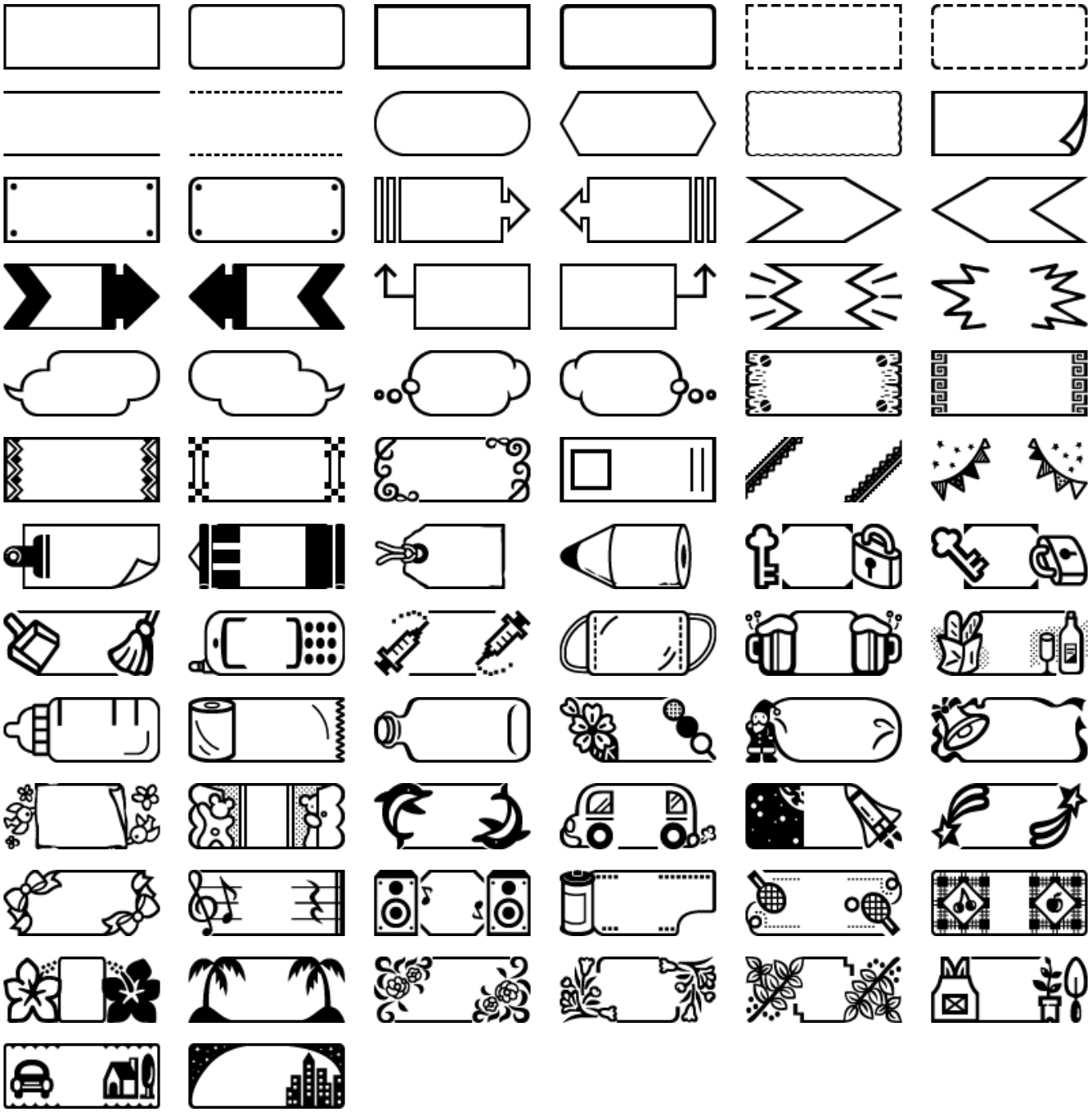
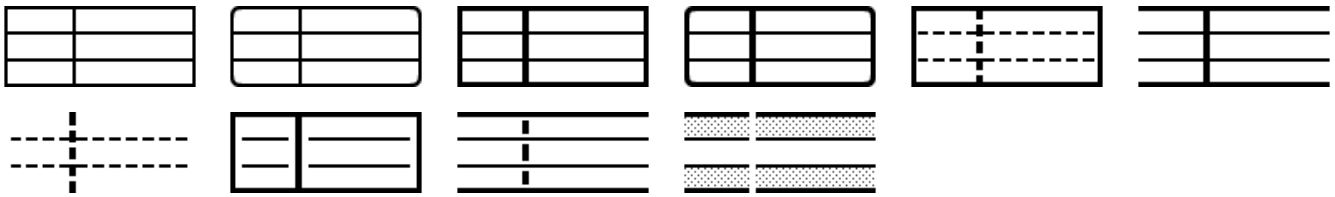


Table List (LW-Z5010 Series only)



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