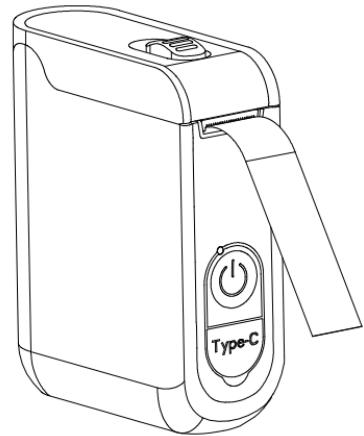


# Smart Label Maker

## User Manual



Official Website : [www.szpushi.com](http://www.szpushi.com)

Service Representative : 4001-898-098

Service Center : Building No.36, Yijie Xiuling Road, Kengzi  
Street, Pingshan District, Shenzhen, China

This manual applies to the U20 series  
smart label maker

## 1/ Important Safeguards

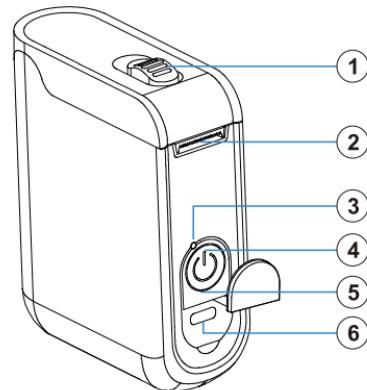
- "PUTY" is a registered trademark of Shenzhen PUTY Technology Co., Ltd.
- We reserve the right to modify the contents of this manual without prior notice.
- We will not be responsible for any consequences arising from your failure to follow the instructions.
- Our company is not responsible for any property damage or personal injury caused by the user's incorrect operation or disassembly, modification, etc. of this product.
- Any reproduction or transmission of this manual or parts thereof in any form by any other individual, legal or unincorporated body, or any other subject is prohibited without the prior express permission of our company.
- If printer damage is caused by the use of non-original consumables.
- For more information, please visit: [www.szpushi.com](http://www.szpushi.com)

## 2/ Packaging List

① Instruction Manual	1
② Instruction manual (with warranty card included)	1
③ Certificate of Conformity (CoC)	1
④ Type-C Cable	1
⑤ Printing Supplies / Roll	1

## 3/ Basic Functions

### 3.1. Product Description



### 3.2. Button Functions

- ① Uncover button
- ② Tape exit slot / 90° Tape cutter slot
- ③ LED status light

**Blinking(slow) Red Light** : malfunctions, label exhaustion, the high temperature of the movement, label anomalies, low battery, the label cover is open.

**Long Blue Blinking** : waiting for Bluetooth connection.

**Blinking(fast) Red Light** : charging / full charge light off

**Blue Light** : Bluetooth connected

**Alternate Blue and Red** : firmware upgrade in progress

④ On / Off : Hold for 2 seconds on / off

**Press Once** : Gap paper travels to the cutter slot by clicking the button.

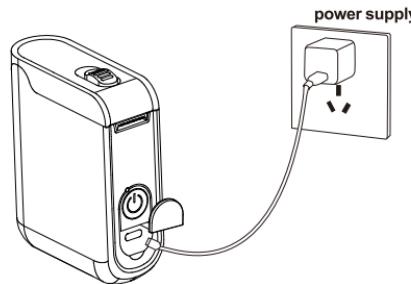
**Press Twice** : Double-click on the button for sensor calibration, paper travel to the cutter slot, and printing of the self-test page.

⑤ Dust cover

⑥ Type-C charging port (rated input 5V-2A)

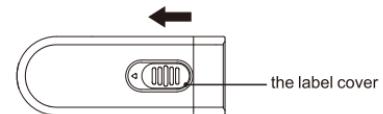
### 3.3. Recharge

Please use a charger with a voltage of 5V-2A to connect to the printer's Type-C port. Consumers who use a power adapter for charging should purchase a matching charger or a power adapter that is certified and meets the standard requirements.

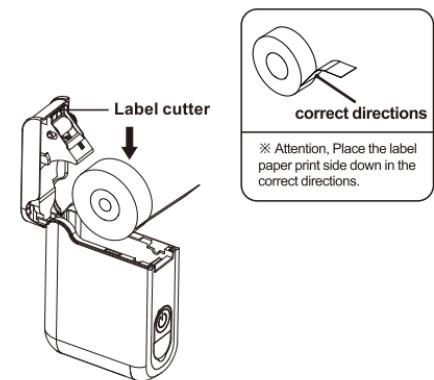


## 4/ Quick Guide

### 4.1. Supplies Installation

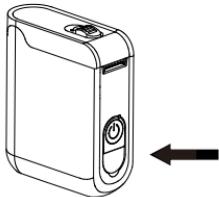


① Slide the position-opening button to the left, open the label cover.



⚠ When the cover is open, avoid touching the cutter, so as not to hurt it accidentally.

② Place the label paper print side down in the correct directions, The first label needs to be pulled out of the exit slot.



③ Click the button to let the label paper go to the exit slot.

## 4.2. Download App

Pathway 1: Search for "QIWI Print" in the Apple Store or Google Market.

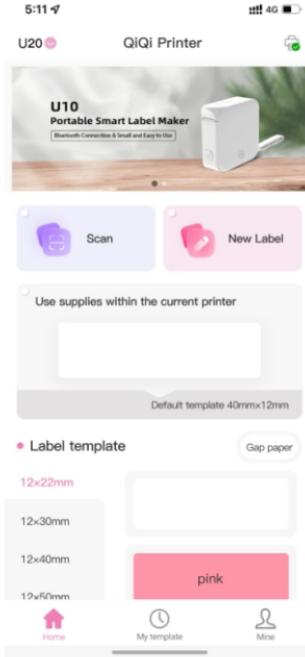
Pathway 2: Scan the QR code below to download the APP.



※ More product instructions, available in the "QIWI Print" App: "QIWI Print" APP→ My→ Teach → FAQ

## 4.3. Connecting to Print

- ① Turn on the phone's Bluetooth function and long press the power button 2S to turn on the phone.
- ② Open "QIWI Print" App, click the printer icon in the upper right corner of the home page to connect the printer.



- ③ After a successful connection, on the home page, select the template and start editing.

## 4.4. Editing & Printing

Add the corresponding elements on the edit page and lay them according to the actual needs.



Once edited, click on the print icon to print.

## 5/ Product Parameters

Technology	Thermal
Accuracy	203dpi
Width of Label	12mm
Speed	40mm/s
Supported Consumables	Gap paper, black label paper
Communication Port	Bluetooth 5.0
Battery Capacity	1800mah
Charging Port	Type-C
Charging Time	3-4H
Rated Input	5V-2A
Operating Temperature	5~40°C Humidity (non-condensing) 25~85%
Exterior Dimensions	95.5*78.5*30.2mm

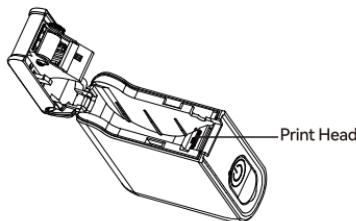
## 6/ Maintenance & Repair

### 6.1.Clean the outside of the printer and label compartment :

Please gently wipe the surface of the printer and the inside of the label compartment with a non-woven cloth.

### Print Head Cleaning:

decreases or there are flying white lines **PUTY** please use 75% alcohol to clean it according to the following methods.



After cleaning, please wait for 5-10 minutes and close the lid before use.

6.3. If water gets inside the printer, turn off/power off the printer and let it dry naturally.

6.4. If the printer will not be used for an extended period, please charge the battery to **50%-60%** before storing it, and charge the battery regularly.

6.5. The printer should be stored indoors at room temperature.

6.6. To avoid damage to printer parts, use original PUTY consumables.

## 7/ FAQ

Malfunctions	Way to solve:
<b>Print blank</b>	1. Check whether the paper installation is correct. 2. Check whether the consumables are used incorrectly.
<b>Blurred print</b>	1. Check whether the print head is dirty or not. 2. Print concentration is matched.
<b>Automatic shutdown</b>	Check to see if the battery is running out.
<b>Printer overheating</b>	Please open the cover and wait until the temperature drops before continuing to print.
<b>Label does not move</b>	Please check the label for jamming.
<b>Printing is not black enough</b>	Please check if the consumables are original PUTY consumables.
<b>Printing not centered</b>	Double-click on the button to calibrate the sensor.

## 8/ After Sales & Support

PUTY hardware products after the sale in strict accordance with the <Law of the People's Republic of China on the Protection of Consumers' Rights and Interests>, <Product Quality Law of the People's Republic of China> to implement after-sales three packages of services, services are as follows:

## 8.1. Warranty Policy

# Warranty

## Warranty

Dear Customer : thank you for purchasing the smart label printer!  
This warranty card is an important proof for the end user to enjoy the warranty service, please keep it properly.

## Warranty Card

Product Name: \_\_\_\_\_  
Model: \_\_\_\_\_ Product Serial Number: \_\_\_\_\_  
User Name: \_\_\_\_\_ Guarantee period: \_\_\_\_\_  
Address: \_\_\_\_\_ Telephone: \_\_\_\_\_  
Date of purchase: \_\_\_\_\_  
Franchise (i.e. company) \_\_\_\_\_  
Address: \_\_\_\_\_

## Warranty Guidelines:

- Warranty card required for warranty service.
- Free repairs for products that meet the warranty period and warranty coverage.
- Out-of-warranty or non-warranty repair services are subject to standard parts and repair charges.
- Products sent for repair must be packaged with considerable protection to avoid damage to the product during transportation, in which case we have the right to charge the customer for the additional repair costs involved.
- Our company provides warranty service for the respective products in accordance with the terms and conditions.

## Warranty:

- Warranty needed for delivery, the user needs to send the product to the PUTY sales and service center.
- The warranty is valid for one year from purchase (except for the print head and cutter).
- The print head and cutter are warranted for six months.
  - ① The print head requires regular cleaning and maintenance.
  - ② Improper maintenance can also cause physical damage to the print head (the warranty does not cover physical damage).
  - ③ The quality of the consumables and the environment in which they are used directly affect the life of the print head and can even damage it.

## Free Repairs Are Not Available for The Following:

- Damage caused by accident, abuse, misuse, or use of non-PUTY supplies.
- Damage caused by improper use of the environment (power supply, temperature, humidity, chemical erosion) unauthorized dismantling of the machine for repair or modification beyond the authority.
- The warranty card with the product serial number cannot be provided or the serial number on the warranty card does not match the machine.
- The machine's product serial number is damaged or unrecognizable.
- Damage is caused by other force majeure, such as earthquakes, fires, hurricanes, floods, lightning strikes, and other natural disasters.

### Standards of Service:

1. The warranty period is calculated from the date of purchase of the product.
2. During the warranty period, it is free service for product quality problems.

### Shenzhen PUTY Technology Co., Ltd

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## Attention:

This policy only applies to PUTY products sold and used in the People's Republic of China (except Hong Kong, Macao and Taiwan). Consumers using PUTY products outside of the designated area will not be entitled to the "Three Guarantees" policy of the designated area. If the terms of this policy conflict with national or local laws, the laws shall be the standard.

## FCC Caution:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

Any Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device has been evaluated to meet general RF exposure requirement.

The device can be used in portable exposure condition without restriction.