



LW-400 User's Guide



If your product is faulty, please read the included warranty card and consult the store you purchased it from. If you require further assistance contact your local EPSON customer support centre.

English

Read this document carefully to use this product safely and correctly.

Please also find below the URL for the support centre: <http://www.epson.co.uk/support>

Safety Instructions

For your safety, read the attached documents carefully to use this product correctly. After you have read all instructions, keep this manual handy for future reference and to make your concerns clear. Items below indicate safety precautions to protect users, their surroundings and their property from possible injury or damage. Precautionary notations are categorised as follows according to personal injury and damage to the equipment if the instructions are ignored or the equipment is misused.

- DANGER**
This symbol indicates information that, if ignored, could possibly result in serious or fatal personal injury. Take extra caution in performing procedures with DANGER headings.
- WARNING**
This symbol indicates information that, if ignored, could possibly result in serious personal injury or even death due to incorrect handling.
- CAUTION**
This symbol indicates information that, if ignored, could possibly result in personal injury or physical damage due to incorrect handling.

The following describes the meaning of each symbol used in the precautions.

- This indicates an important reminder.
- This indicates a prohibited item.
- This indicates a mandatory procedure.

DANGER
When handling batteries
If liquid leaking from an alkaline battery gets into your eyes, do not rub your eyes but immediately wash them well with clean water and contact a doctor. Otherwise, it may cause blindness.

WARNING
When using the AC adapter and power cable
Do not use any AC adapter or power cable other than the dedicated AC adapter and power cable. Do not use the AC adapter with other than the specified voltage also. Otherwise, damage, overheating, fire or electric shock may occur.

- Take the following precautions when handling the AC adapter and power cable.
 - Make sure to avoid octopus wiring.
 - Make sure the plug is not dusty before inserting it into an outlet.
 - Insert the plug firmly into the outlet.
 - Do not hold the plug with wet hands.
 - Do not pull the power cable when disconnecting the plug. Be sure to hold the plug when disconnecting it.
 - Do not make any modification to the AC adapter or power cable.
 - Do not apply strong shocks to or put a heavy object on the AC adapter or power cable.
 - Do not bend or twist the AC adapter or power cable forcibly.
 - Do not place the AC adapter or power cable near a heater.
 - Do not use any damaged AC adapter or power cable. Otherwise, damage, overheating or smoking may occur, which may result in fire or electric shock.
 - Do not touch the plug during thunderstorms.

When handling batteries
Keep batteries out of reach of children. They are extremely dangerous if swallowed. Contact a doctor immediately if swallowed.

When using this product
Do not apply any strong force or shocks to the product such as standing on, dropping or hitting it. Otherwise, the product may be broken, which may result in fire or electric shock. If it is damaged, turn off the power immediately, unplug the AC adapter and remove the batteries, and then contact the EPSON customer support centre. Continuous use may result in fire or electric shock.

Take care not to spill any beverage such as tea, coffee or juice onto the product, or to spray aerosol insecticide. It may cause malfunction, fire, or electric shock. If any liquid has been spilled on the product, turn off the power, unplug the AC adapter and remove the batteries immediately, and then contact the EPSON customer support centre. Continuous use may result in fire or electric shock.

Do not touch the printhead because it becomes very hot. Otherwise, there is a risk of burns.

Do not open any covers other than the cover on the rear. Doing so may result in fire or electric shock. Always use the product as instructed in this manual. Otherwise, damage or injury may occur.

If any of the following abnormalities is observed, turn off the power immediately, unplug the AC adapter and remove the batteries, and then contact the EPSON customer support centre.

- If smoke, strange odours or unexpected noises come from the product
- If liquid or foreign objects get inside the product
- If the product has been dropped or damaged

Before use

1. Preparing the power supply
This product operates on batteries or with the dedicated AC adapter.

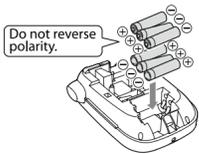
Using on batteries

Prepare six AA alkaline batteries.

1. Remove the cover on the rear.



2. Insert the batteries.



MEMO
When continuing to install a tape cartridge, leave the cover off and go to Step 2.

3. Close the cover. Close it until it snaps into place.



When handling the cutter

Do not touch the exit slot (where labels come out) during printing or when using the cutter, otherwise there is a risk of injury.

Others

- Do not use or store the product, batteries, AC adapter, power cable, or tape cartridges in the following places.
 - In direct sunlight.
 - Where it may become extremely hot such as in a vehicle with the windows closed.
 - Where it may become extremely hot such as near a heater or the temperature becomes very unstable such as near the exhaust duct of an air conditioner.
 - Where the product may get wet due to a shower or rain such as in a bathroom or outdoors.
 - In a dusty place or where the product may be exposed to smoke or steam such as near the kitchen or a humidifier.
 - On an unstable place such as on a shaky table or on an inclined plane.
 - Where it might be subjected to vibration or shock.
 - Near high-voltage power lines or something that generates a magnetic field.

Keep the plastic bags used to contain the product or this manual out of reach of children. Children may suffocate if they swallow them or put their heads into the bags.

CAUTION

When handling batteries

- If liquid leaks from a battery, wipe it off with a cloth and replace it with a new one. If the liquid comes in contact with your skin, wash it away with water immediately.
- If the batteries are used incorrectly, they may cause leakage, overheating, explosion, erosion, or damage to the product, which may result in fire or injury.
 - Do not use new ones and old batteries together, or mix different types of batteries.
 - Use only AA Alkaline batteries. Rechargeable batteries cannot be used.
 - Use batteries in the correct directions.
 - Take the batteries out immediately when they have no power remaining.
 - Take the batteries out if you do not use the product for a long time.
 - Do not heat batteries or throw them in fire or water.
 - Do not pinch the batteries with metal tweezers or use any pointed sharp metal object such as the tip of a mechanical pen or ball-point pen when taking the batteries out.
- When disposing of used batteries, make sure to follow the regulations.

When using the AC adapter

- Do not unplug the AC adapter while the product is in operation, otherwise printing may not be successful.
- Do not use the AC adapter in a small, confined space, or cover it with a cloth. Otherwise, the AC adapter may overheat and deteriorate.
- When disposing of used batteries, make sure to follow the regulations.
- Do not unplug the AC adapter while the product is in operation, otherwise printing may not be successful.
- Do not use the AC adapter in a small, confined space, or cover it with a cloth. Otherwise, the AC adapter may overheat and deteriorate.
- Before cleaning, make sure to unplug the AC adapter from the outlet, and remove the batteries.
- Do not use a moistened cloth or solvents such as alcohol, thinner or benzene.

When handling tape cartridges

- Make sure to use a dedicated LC Tape.
- Some types of tape cannot be cut by the cutter. For the details, refer to the tape's manual.
- Do not drop it or disassemble it. Doing so may cause damage.
- Do not pull out the tape forcibly by hand. But make sure to feed the tape with + . Otherwise, the tape cartridge may be broken and unusable.
- Avoid using a tape cartridge without remaining tape. Doing so may cause overheating of the printhead, which may result in damage or malfunction.

MEMO

Tape cartridges contain ink ribbons in them. When disposing tape cartridges, make sure to follow the local regulations for disposal.

Other cautions

Notes on usage

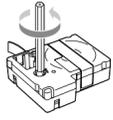
- Operate the keyboard gently.
- Do not touch the printhead.
- Take care not to cut your fingers when cutting the label with scissors.
- Do not attach a label on human bodies, living things, public facilities or other people's belongings.

About the printed labels

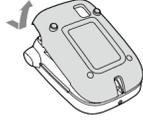
- Depending on the environment labels are used in and the nature of the object labels are attached to, the following issues may occur:
 - Label: Discolouration, faded characters, peeling
 - Adhesive side: Adhesive residue, staining, damage
- Carefully check the suitability of the label for the intended purpose before use.
- EPSON takes no responsibility for any damage or loss due to the above mentioned causes.

2. Installing a tape cartridge

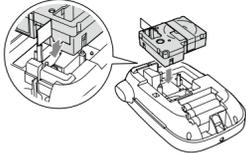
1. Remove the slack of the ink ribbon.



2. Remove the cover on the rear.



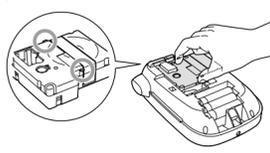
3. Set the tape cartridge. Press it firmly until it snaps into place. When installing a new tape or the tip of the tape is longer than usual, put the tape through the "Tape Guide" slot.



- Do not press the "Cut Button" before the tape stops.
- Do not pull the tape out with your fingers.

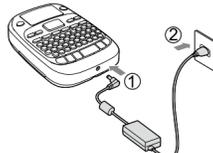
How to remove the tape cartridge

- Hold the cartridge by the tabs, and lift it straight up.



Using with the AC adapter (APT0615Z)

- Make sure to use the dedicated AC adapter (APT0615Z).
- Connect the AC adapter firmly into the power socket of the product.
- Plug the AC adapter into the outlet.



3. Turning the power on

1. Press . When changing the language of messages on the display Display Settings ("Display" menu)

Troubleshooting

Messages

Insert Tape	No tape cartridge is installed. Turn the power off and install a tape cartridge correctly.
Check tape!	A tape cartridge which cannot be used in this product has been set. Check the tape cartridge.
Check tape cartridge	A tape cartridge which cannot be used in this product has been set. Check the tape cartridge.
Check battery	Possible causes for this message are: <ul style="list-style-type: none"> • No power remaining or inserted in the wrong way • Mixed with other types or old ones If so, set the batteries correctly or replace them with new ones.
Too many lines	Text entered is too long. Press to delete the lines indicated by the cursor.
Text too long	Entered text is too long for the specified tape length. Press and adjust the tape length or make text shorter.
Seq. num. only 1	Sequence numbers have already been set. Sequence numbers can be used for one part only.

Problems

Does not operate normally.
Initialise this product if it does not operate normally such as the power cannot be turned on or off, or the display is interrupted.

No image comes out even though has been pressed.
Are the batteries correctly set? Check if all the batteries are correctly set.

Did the batteries run out? Replace the batteries with new ones, or use the dedicated AC adapter (APT0615Z).

Is the AC adapter securely connected? Connect the AC adapter and the power cable firmly to the power socket of the product, the AC adapter connector and the outlet.

Are you using an AC adapter other than the dedicated one? Using an AC adapter other than the dedicated one (APT0615Z) is very dangerous, and may cause overheating or damage to the electric circuits.

Is the display level appropriate? Adjust the display level.

Display has turned off.
Did you enable the auto power-off function? The power turns off automatically if no operation is made for more than 5 minutes.

Did you try to carry out a function incorrectly? If buttons are operated incorrectly, the display turns off for a moment.

Nothing is printed even though has been pressed.
Is text entered? Nothing is printed if no text is entered.

Any message on the display? Read the message and take the appropriate action.

Did the tape run out? Install a new tape cartridge.

Did the batteries run out? Replace the batteries with new ones, or use the dedicated AC adapter (APT0615Z).

Text will be deleted. OK? When creating a label with a special form, current text will be deleted. Press to delete the text and show the special form.

Fill every digit Entered values for barcodes are wrong. Check the entries about values, digits, etc.

Load wider tape Unable to print on the current tape. Use a wider tape.

Txt is too long Continue? Entered text is too long for the specified tape length. Press to print in the correct length.

Overheated! The printhead is too hot. Turn the power off and take out the tape cartridge. Wait for a while before start printing again.

Cover open! Powering off. If you open the cover on the rear without turning the power off, a message is displayed and then the power is turned off automatically.

Motor error! An error occurred in the motor operation. Turn the power off once, then turn it back on. If the same message appears, turn the power off and contact the EPSON customer support centre.

Characters are not printed properly.

Is the tape cartridge correctly set? Set the tape cartridge correctly.

Is the printhead dirty? Clean the printhead.

Did the batteries run out? Did the batteries run out? Replace them with new ones, or use the dedicated AC adapter (APT0615Z).

Did the tape run out? Install a new tape cartridge.

Did the batteries run out? Replace the batteries with new ones, or use the dedicated AC adapter (APT0615Z).

Created text has gone.
Did you delete the text? If + are pressed, the text on the display will be deleted.

Did you initialise the product? If the product is initialised, all the created text will be deleted.

Did you remove the batteries or the AC adapter when the product was in operation? If the AC adapter or the batteries are removed during operation, the text may be deleted.

Cannot attach the label.
Did you peel the backing paper? Attach the label after peeling the backing paper.

Are you attaching it on a dirty place or on a place with a rough surface? The label may not adhere due to the material of the attachment location or the environmental conditions.

MEMO
If none of the above has solved the problem or the symptom is other than the above, contact the EPSON customer support centre.

4. Feeding the tape

Do not press the "Cut Button" before the tape stops.

After setting a tape cartridge, make sure to feed tape.

1. Press + .
2. Press .
3. Cut the tape. Cut it by pressing the "Cut Button".

5. Creating a label

Example: ABC
1. Press while holding down to enter text in capital letters.
2. Press the following keys: , , "ABC" appears on the display.

Refer below for other operations and the labels you can create with this product.

Editing characters, Useful functions, Creating a label with a special form

6. Printing labels

1. Press . The length of the label to print and the number of prints appear, and printing starts.
2. When the tape stops, press the "Cut Button" to cut the tape.

Do not press the "Cut Button" before printing is complete.

Printing multiple labels continuously

1. Press . The screen to enter the number of prints appears.
2. Enter a value with number buttons and press . The length of the label to print and the number of prints appear, and printing starts.
3. When the tape stops, press the "Cut Button" to cut the tape. A "cut mark" will be printed. Cut the tape with scissors.



Adjusting print density

1. When the power is off, press + .
2. Adjust print density with , and press .

MEMO
In general, please set the value to the default; "0".

7. Attaching labels

1. Peel off the backing paper.
2. Attach the label and rub it firmly.

Turn the power off after use

Batteries: Take them out if not in use for a long time.
AC adapter: Disconnect from the outlet and the product.

Display Settings ("Display" menu)

The following are the settings to make operation easier.

Backlight
Turns the backlight of the display on or off. Backlight: On/Off

Contrast
Adjusts the density of the fonts on the display. Value: -5 to +5

Language
Selects the language of the settings and messages on the display. Language: English/Spanish/French/Portuguese-Br/Portuguese-EU/Italian/Dutch/German

inch:cm
Selects the unit to indicate the length. Value: inch/cm

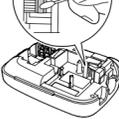
Procedure
1. Press + .
2. Select a setting item with , and press .3. When the options of the selected item appear, select your choice with , and press .

Cleaning

When the exterior is dirty
Wipe the dirt off with a soft cloth. If it is very dirty, use a cloth wrung out of water.

Never use chemicals or solvents such as benzene, thinner, or alcohol, or use a chemical dust.

When the printhead is dirty
If the print becomes faint or some parts are missing, there may be some dirt on the printhead. Clean the print head with a cotton swab moistened with medical alcohol (commercially available ethanol).



Specifications

Body	
Dimensions	Approx. 110 (W) x 170 (D) x 56 (H) (mm)
Weight	Approx. 400g (excluding batteries, tape cartridge)

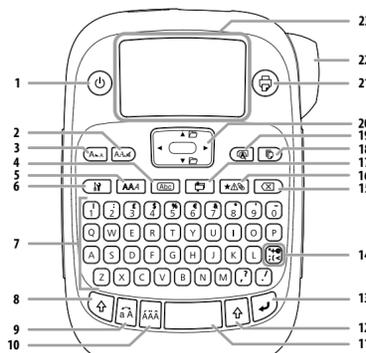
Usage conditions	
Operating temperature	10 to 35 degrees C
Storage temperature	-10 to 55 degrees C

Power supply	
AC adapter	Type APT0615Z-1
Manufacturer	Seiko Epson Corp.
Input	AC100-240V, 0.3A, 50-60Hz (dedicated adapter, power cable only)
Output	DC6.5V, 1.5A
Total output power	10W

Battery	AA alkaline battery x 6
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Supported tape width
6 mm, 9 mm, 12 mm, 18 mm

Part Names and Functions



1. Power, + : To "Print density" menu.
2. Font
3. Font size
4. Frame
5. Style
6. Setting
7. Character keys

Editing characters

Press character keys and enter text. Part Names and Functions
Text is entered from the cursor position. Display

To keep the already entered text, first move the cursor to a number to which no text is entered yet with or , then enter text.

Switching upper case or lower case

1. Press + .
The setting is indicated on the display. Characters are set to upper case or lower case. To capitalise partially: Enter with pressed.

Deleting characters

1. Press .
Deletes one character backward.

Breaking lines

1. Press .
Breaks the line from the character next to the cursor.

Deleting text

1. Press + .
2. When a confirmation message appears, press .
Text will be deleted.

Confirming text

1. Press .
Text appears on the display. You can check the text and the length of the label. But the print image cannot be confirmed.

Adding characters with an accent mark to the label
You can check the text and the length of the label. But the print image cannot be confirmed.

1. Press + .
A choice of characters with an accent mark appears.

2. Press .
Go on and enter the next character.

Ecole

Characters with an accent mark Symbol List

Adding a punctuation mark to the label
Select from the following two methods.

1. Press .
Each press shows the next mark.

Available marks

1. Press + .
Each press shows the next mark.

Available marks

Adding a symbol to the label