

AVIATION

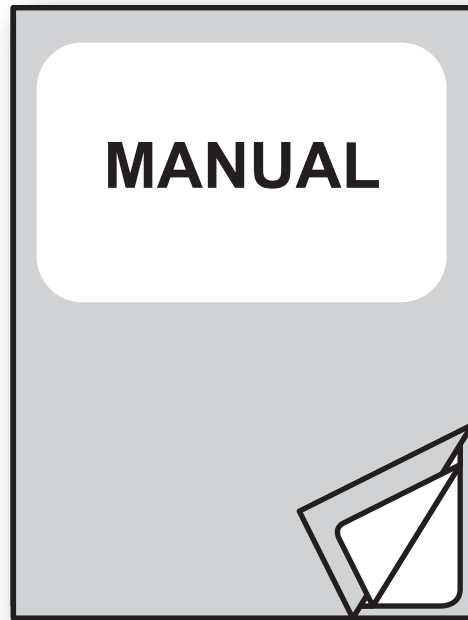
SHORT GUIDE

TK180

CUSTOM[®]

Thank you for choosing
a Custom[®] product





This document provides a description of the main features of the device.

For a detailed description of all functions please refer to the user manual code **76200000005300**.

For details about using of tool "PrinterSet", please refer to the manual code **78200000001800**.

IDENTIFICATION OF THE MODELS

NOMENCLATURE

DESCRIPTION

TK180 MET

TK180 base configuration with metal chassis

TK180 MET PRES

TK180 MET with autocutter and presenter

TK180 MET PRES UHF

TK180 MET PRES with RFID reader/writer

TK180 MET UHF

TK180 MET with RFID reader/writer

TK180 PLAS

TK180 base configuration with plastic chassis

TK180 PLAS UHF

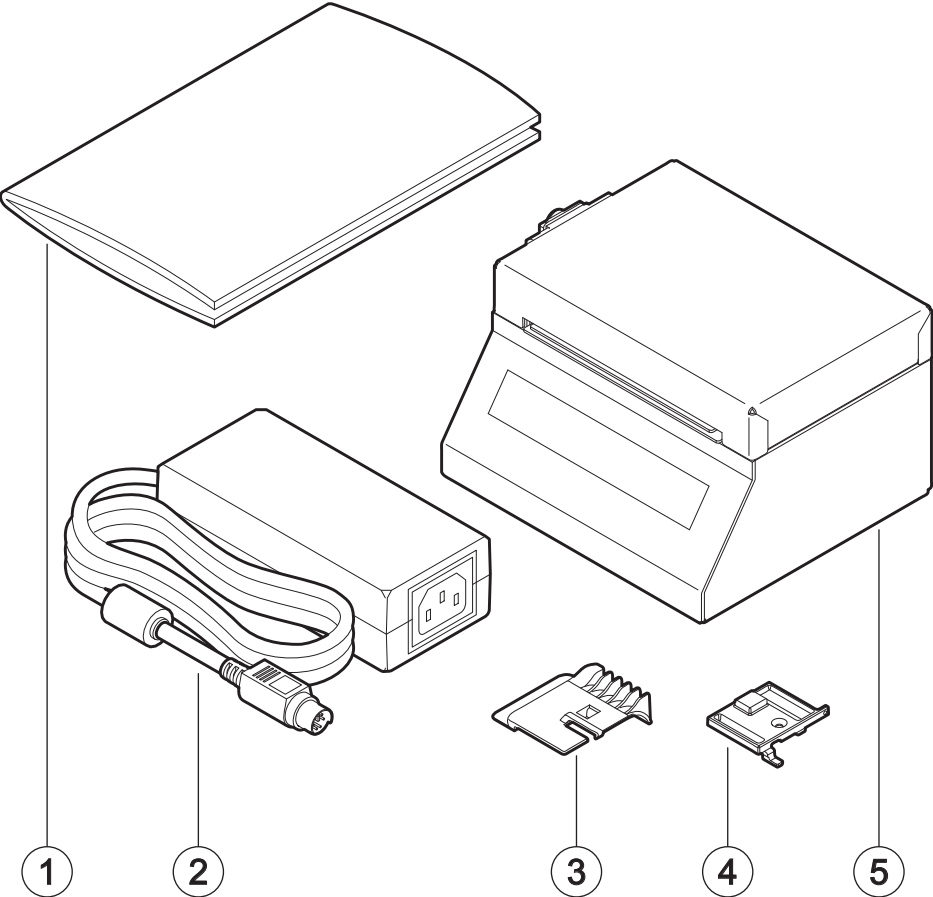
TK180 PLAS with RFID reader/writer

BOX CONTENTS

Make sure that all the components illustrated below are present in the box and that there are no signs of damage.

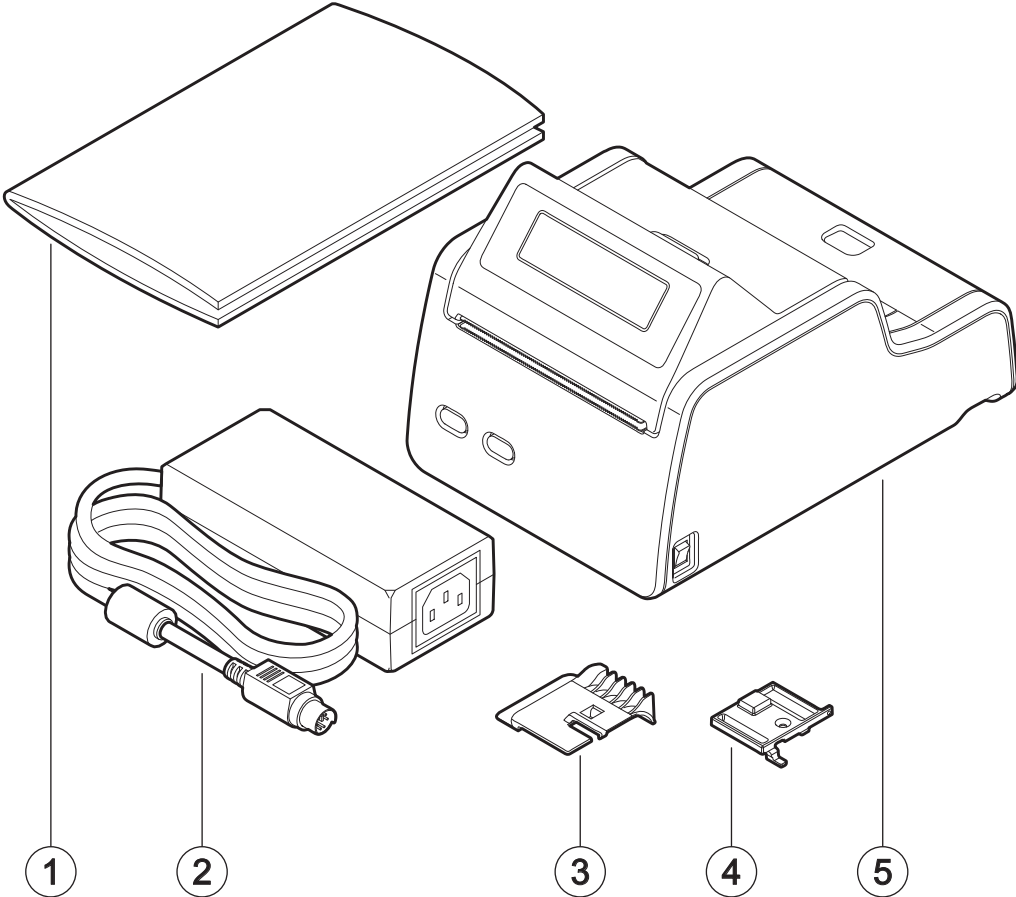
TK180 MET, TK180 MET PRES, TK180 MET PRES UHF, TK180 MET UHF

- 1. Documentation (short guide)
- 2. Power supply
- 3. Reducer for paper width (optional)
- 4. Paper block guide
- 5. Device



TK180 PLAS, TK180 PLAS UHF

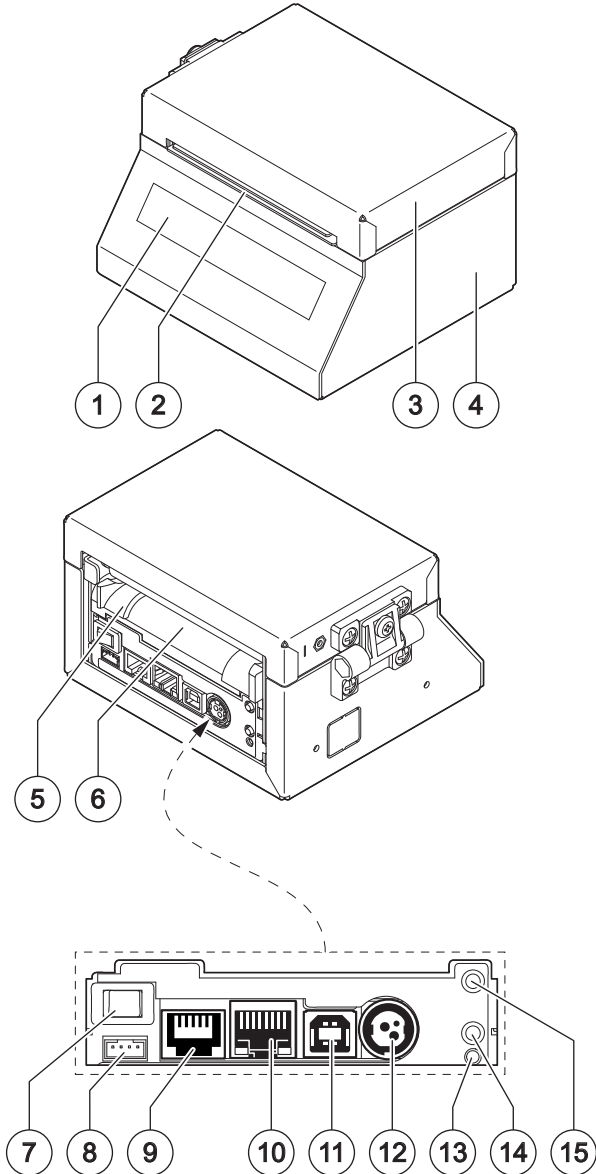
- 1. Documentation (short guide)
- 2. Power supply
- 3. Reducer for paper width (optional)
- 4. Paper block guide
- 5. Device



DEVICE DESCRIPTION

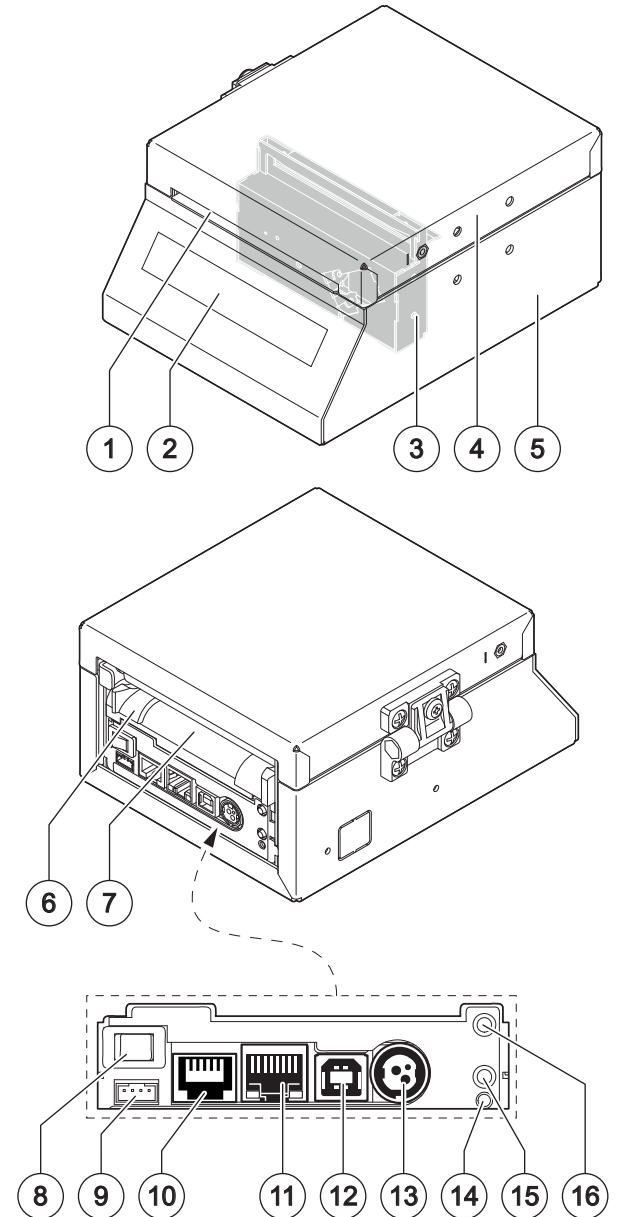
TK180 MET

1. Display
2. Paper out
3. Device cover
4. Device chassis
5. Adjustable cursor for paper in
6. Paper input
7. ON/OFF key
8. Connector for low paper sensor (external)
9. RS232 serial port (RJ45)
10. Ethernet port
11. USB port
12. Power supply port
13. Status LED
14. FF key
15. LF key



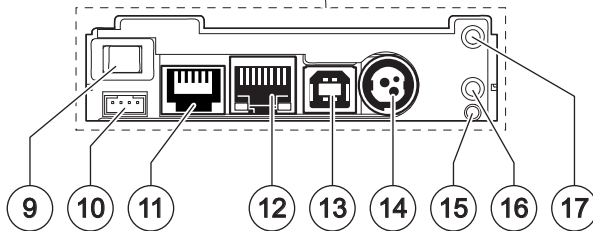
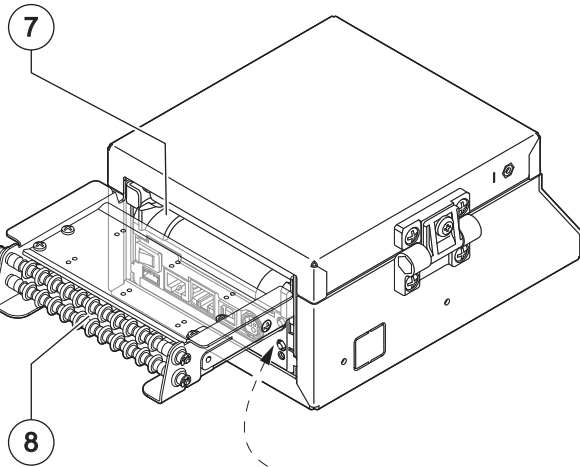
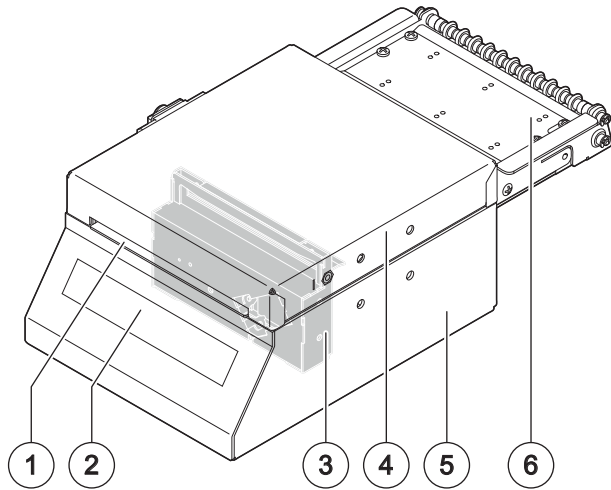
TK180 MET PRES

1. Paper out
2. Display
3. Autocutter
4. Device cover
5. Device chassis
6. Adjustable cursor for paper in
7. Paper input
8. ON/OFF key
9. Connector for low paper sensor (external)
10. RS232 serial port (RJ45)
11. Ethernet port
12. USB port
13. Power supply port
14. Status LED
15. FF key
16. LF key



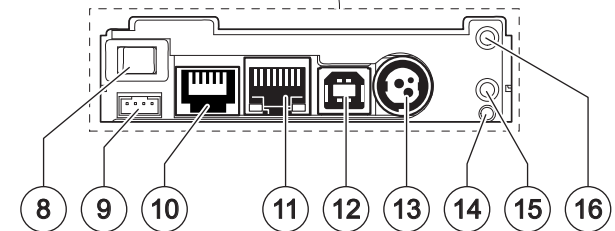
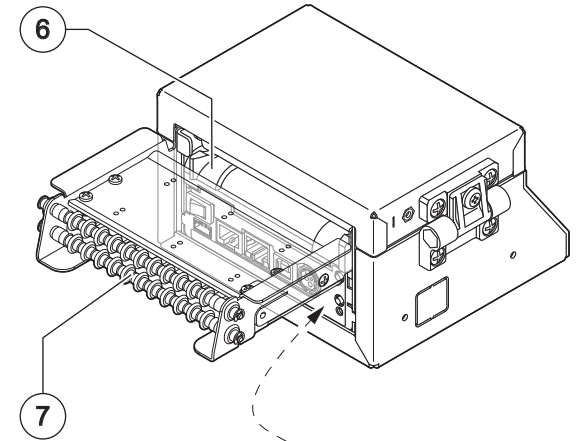
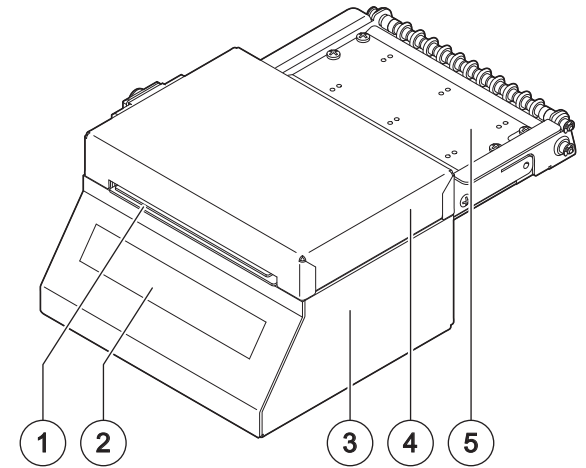
TK180 MET PRES UHF

1. Paper out
2. Display
3. Autocutter
4. Device cover
5. Device chassis
6. RFID reader
7. Adjustable cursor for paper in
8. Paper input
9. ON/OFF key
10. Connector for low paper sensor (external)
11. RS232 serial port (RJ45)
12. Ethernet port
13. USB port
14. Power supply port
15. Status LED
16. FF key
17. LF key



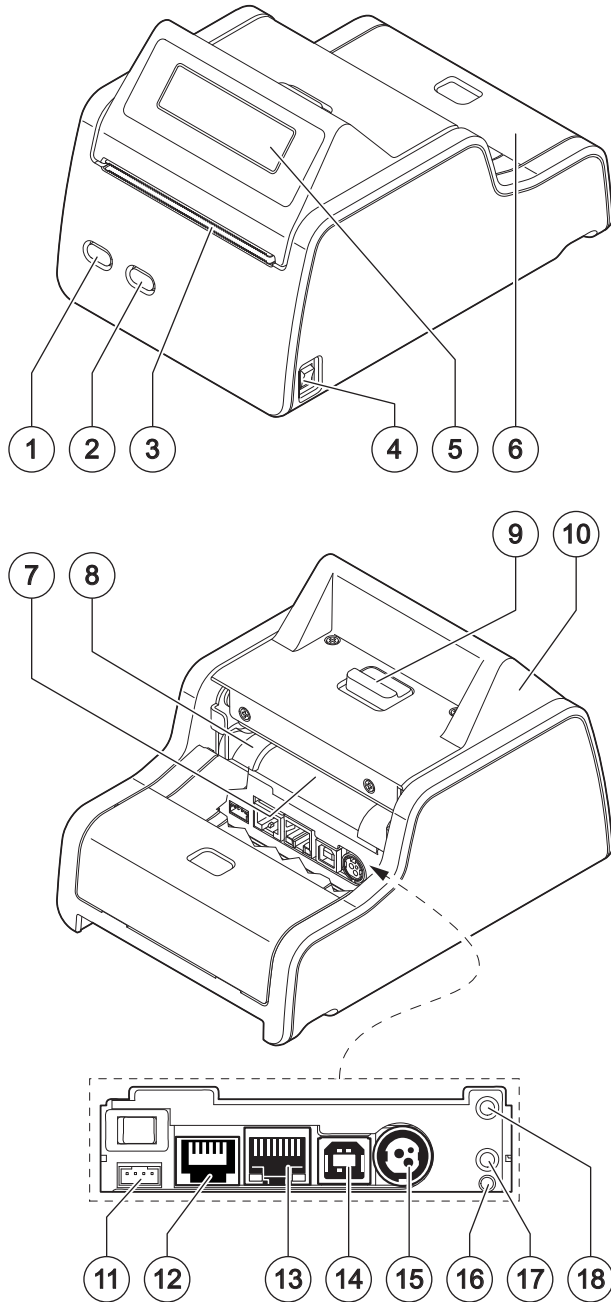
TK180 MET UHF

1. Paper out
2. Display
3. Device cover
4. Device chassis
5. RFID reader
6. Adjustable cursor for paper in
7. Paper input
8. ON/OFF key
9. Connector for low paper sensor (external)
10. RS232 serial port (RJ45)
11. Ethernet port
12. USB port
13. Power supply port
14. Status LED
15. FF key
16. LF key



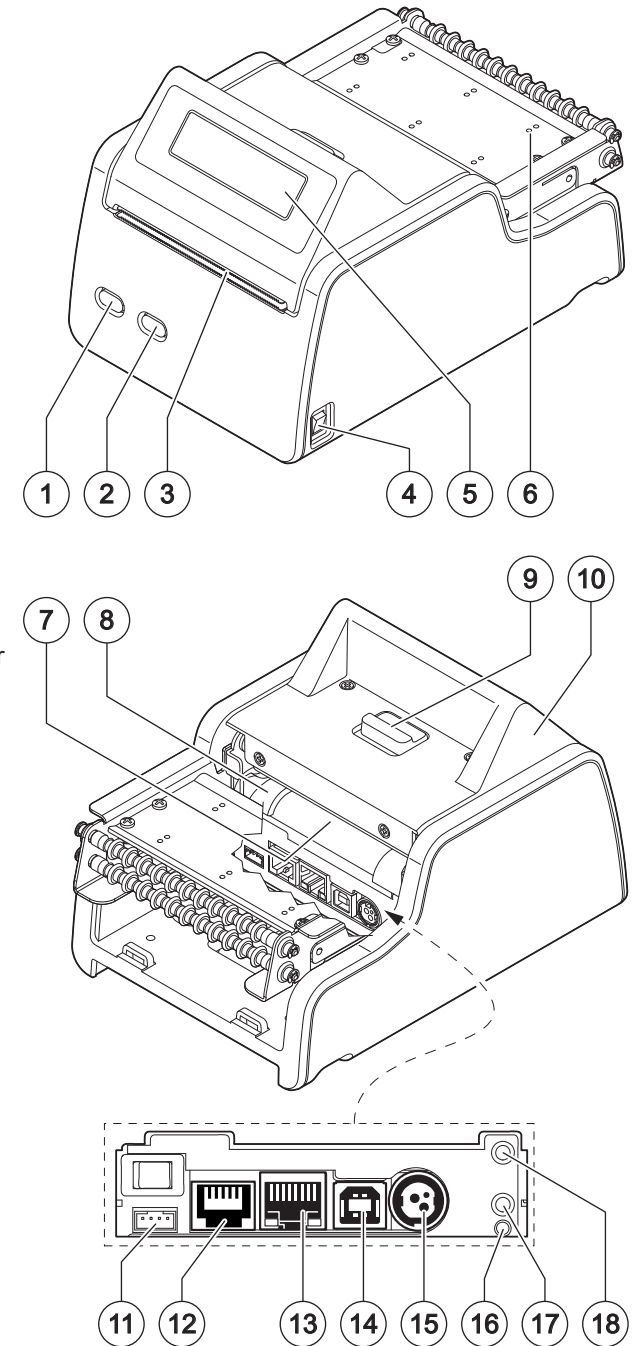
TK180 PLAS

1. LF front key
2. FF front key
3. Paper out
4. ON/OFF key
5. Display
6. Connectors cover
7. Adjustable cursor for paper in
8. Paper input
9. Opening lever for device cover
10. Device cover
11. Connector for low paper sensor (external)
12. RS232 serial port (RJ45)
13. Ethernet port
14. USB port
15. Power supply port
16. Status LED
17. FF rear key
18. LF rear key



TK180 PLAS UHF

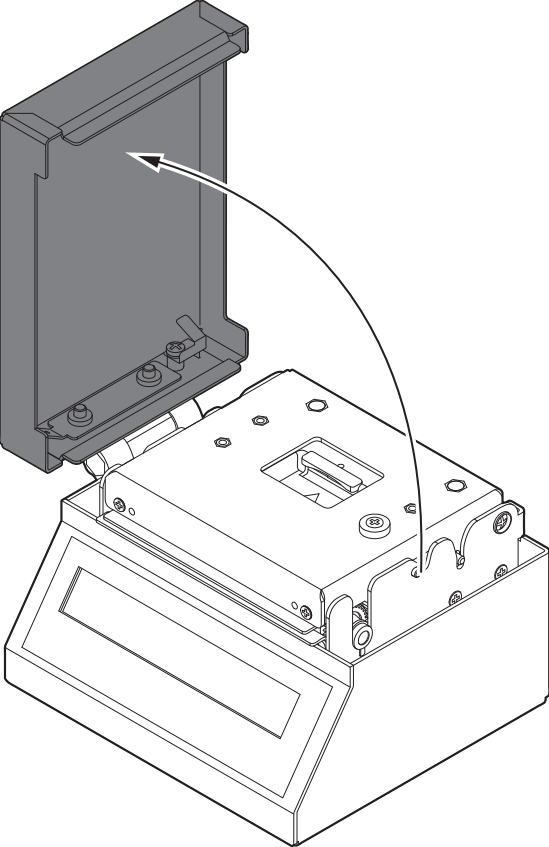
1. LF front key
2. FF front key
3. Paper out
4. ON/OFF key
5. Display
6. Connectors cover
7. Adjustable cursor for paper in
8. Paper input
9. Opening lever for device cover
10. Device cover
11. Connector for low paper sensor (external)
12. RS232 serial port (RJ45)
13. Ethernet port
14. USB port
15. Power supply port
16. Status LED
17. FF rear key
18. LF rear key



OPEN DEVICE COVER

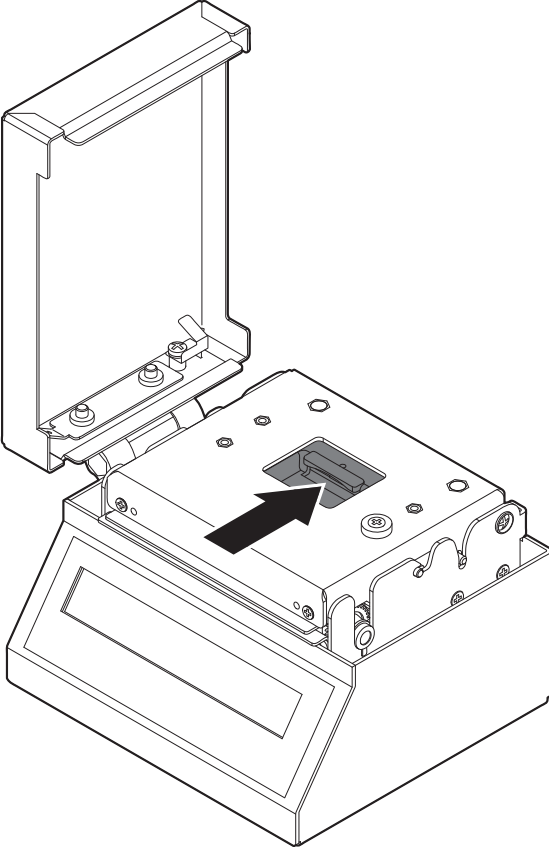
TK180 MET, TK180 MET PRES, TK180 MET PRES UHF, TK180 MET UHF

1



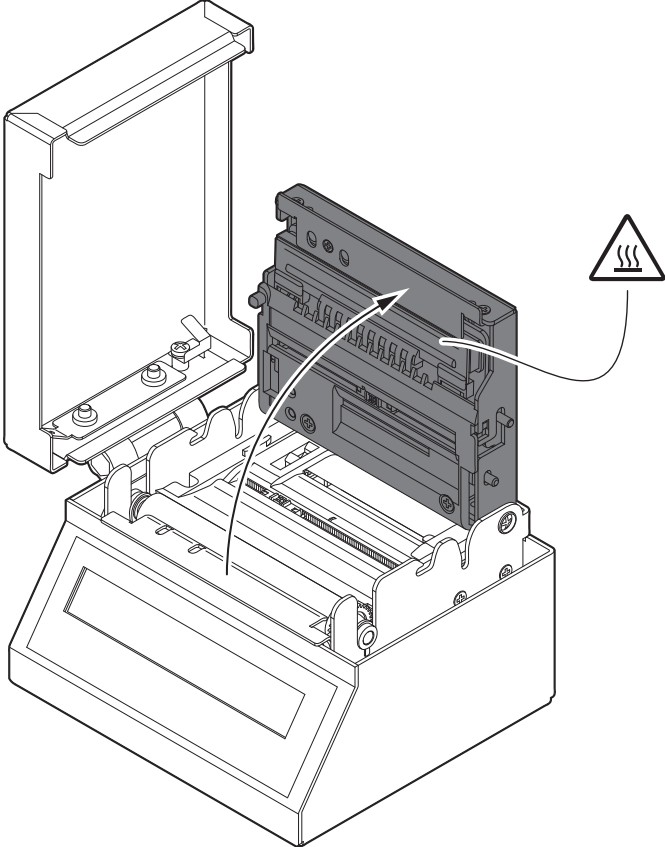
Open the metallic cover.

2



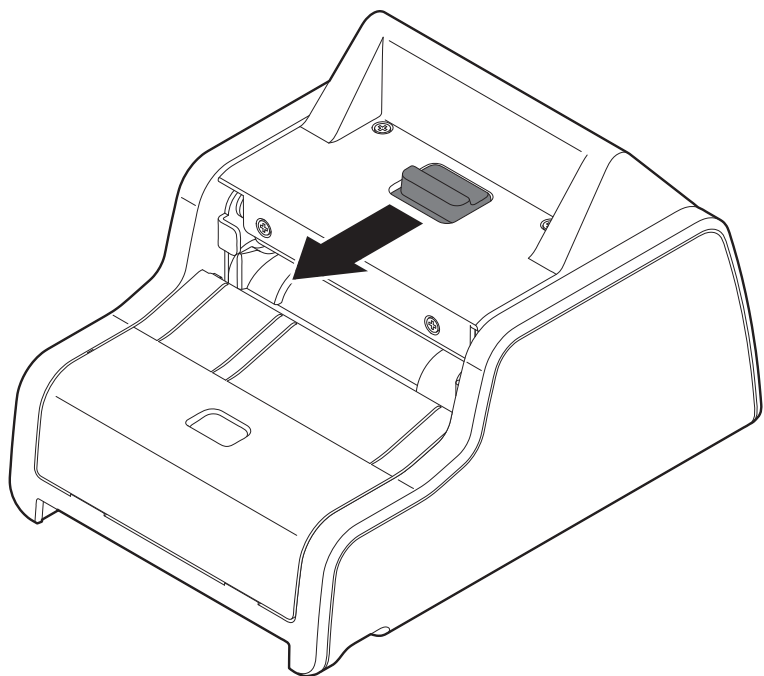
Push the opening lever shown in figure.

3



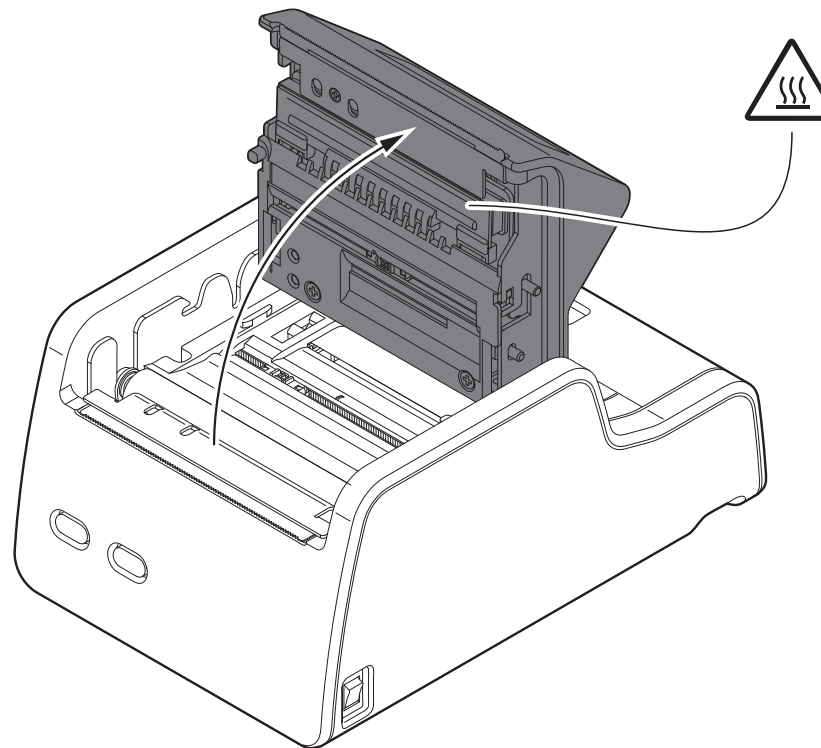
Open the device cover.

1



Push the opening lever
in the direction shown in the figure.

2

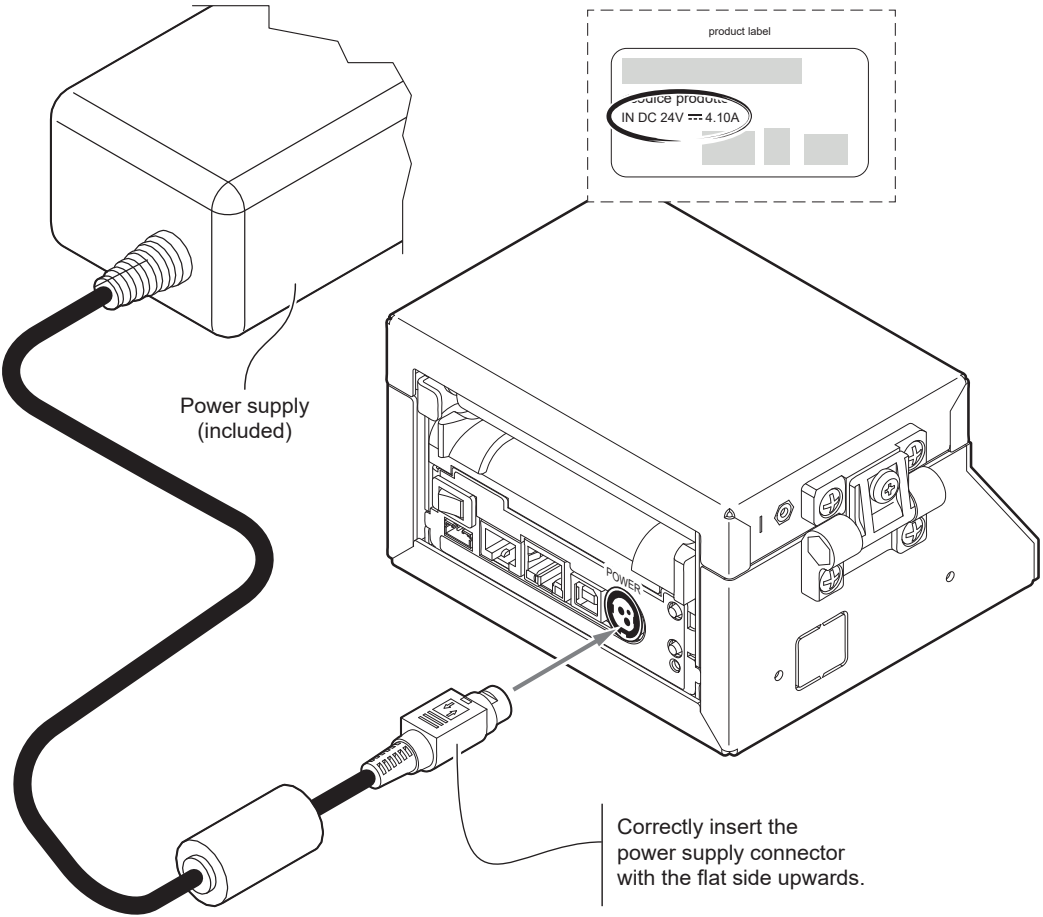


Open the
device cover.

SWITCH THE DEVICE ON

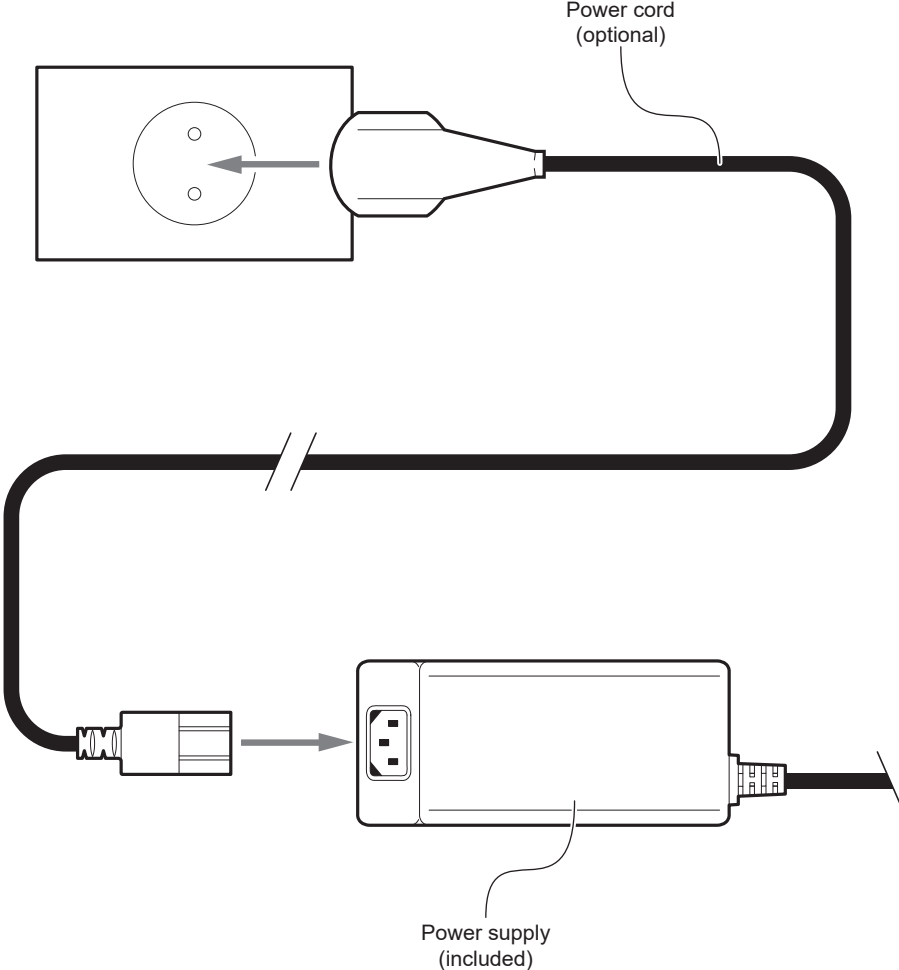
TK180 MET, TK180 MET PRES, TK180 MET PRES UHF, TK180 MET UHF

1



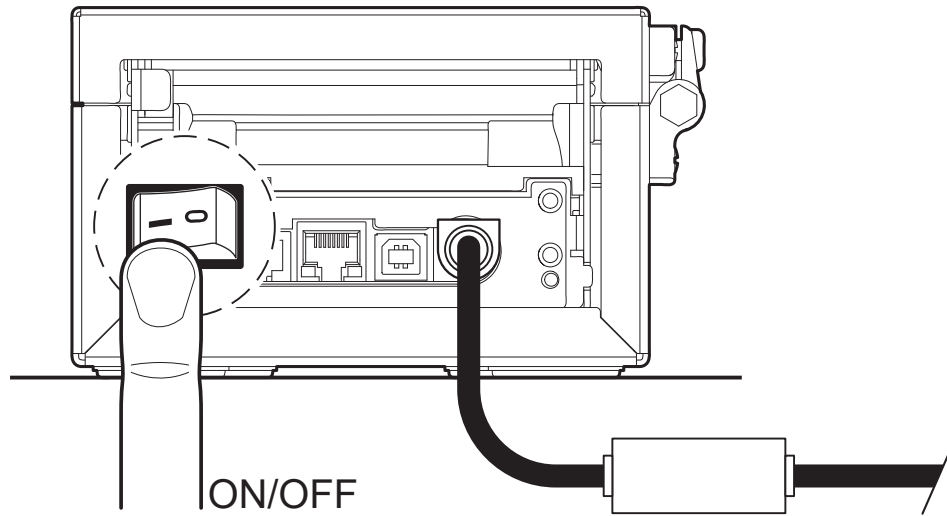
Connect the power adapter to the device.
Use the type of electrical power supply indicated on the label.

2



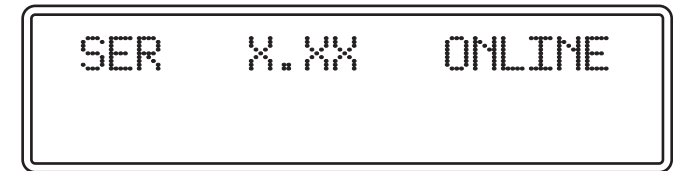
Connect the power cord (optional) to the
power supply and to the mains outlet.

3



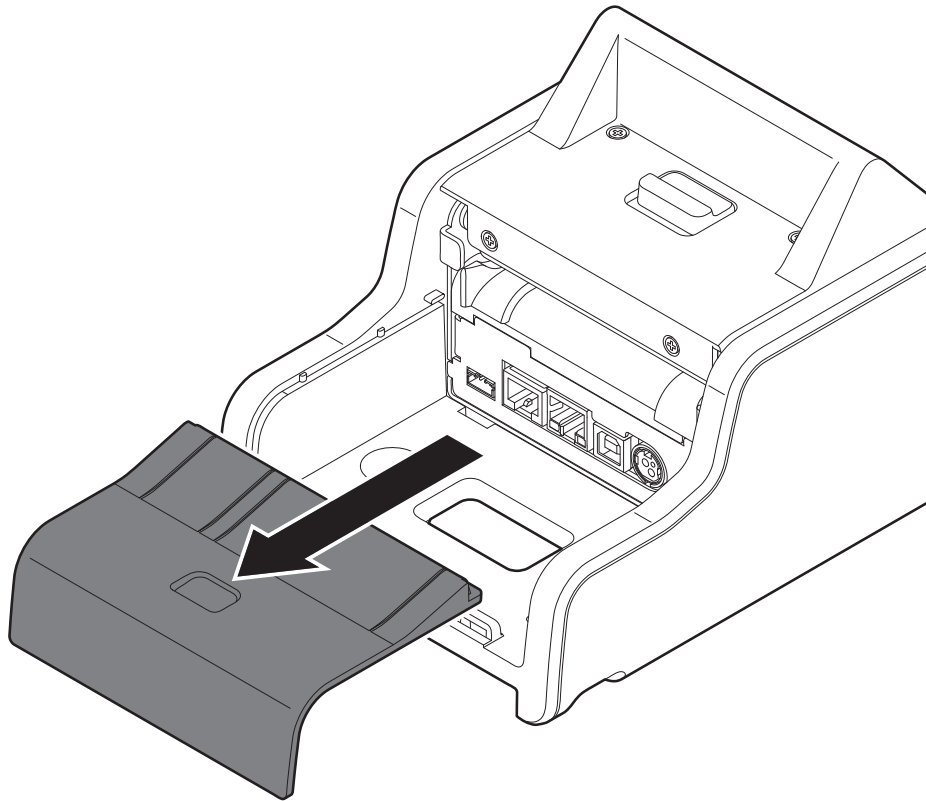
Switch the device on
by pressing the ON/OFF key.

4



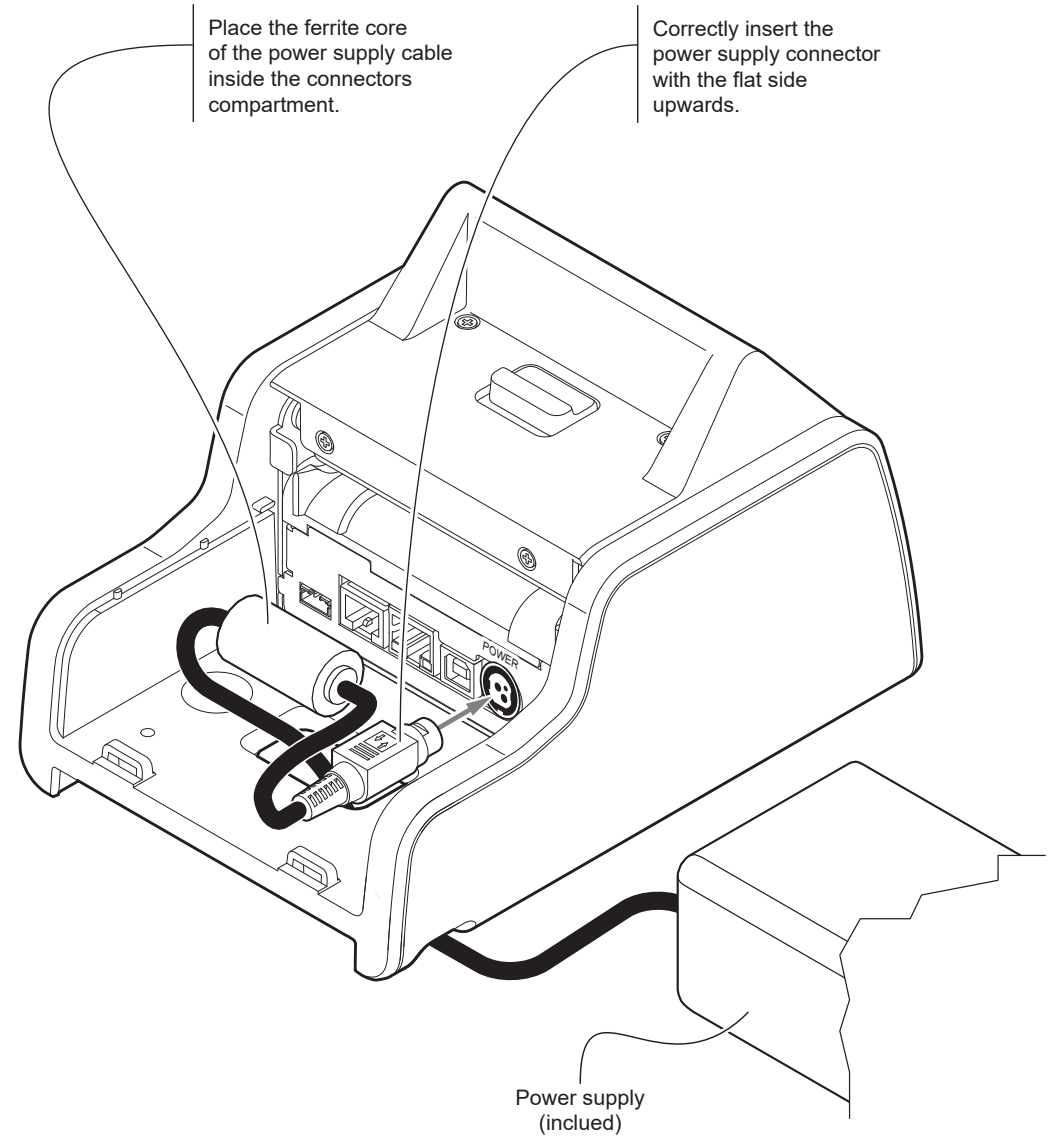
The display turns on with
the standby message.

1



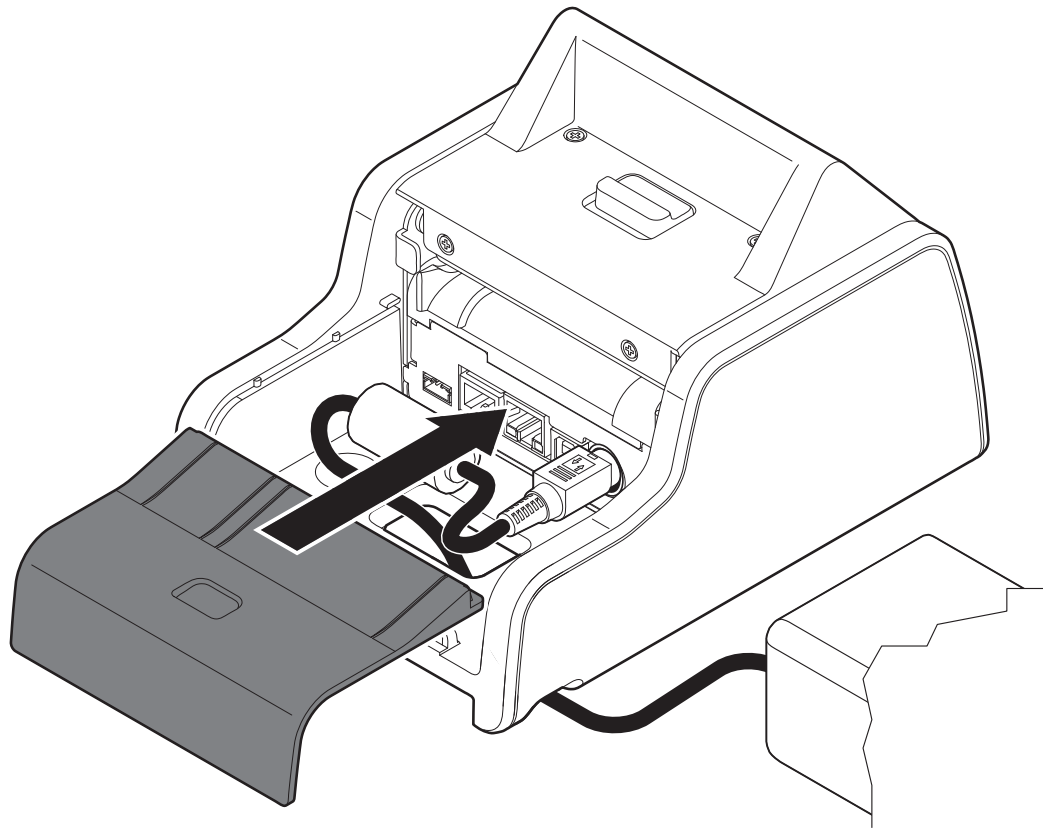
Remove the cover of the connector compartment by sliding it in the shown direction.

2



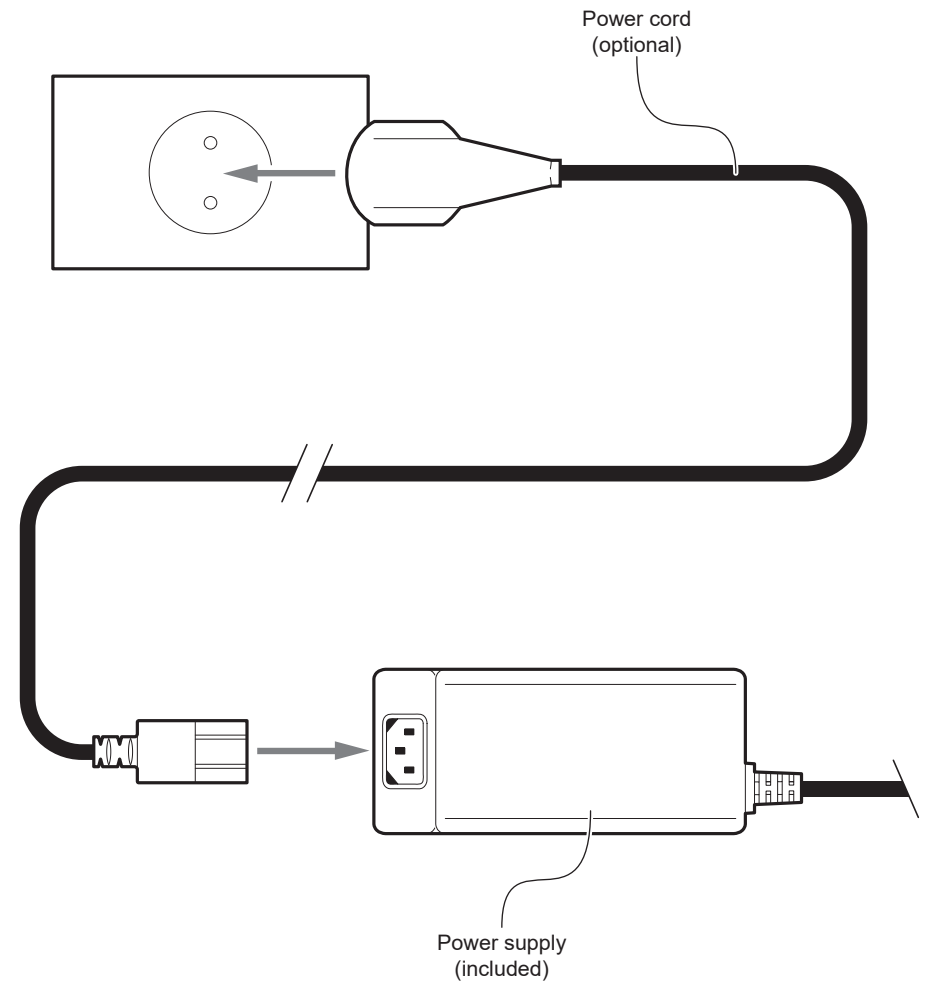
Connect the power supply to the device. Use the type of electrical power supply indicated on the label.

3



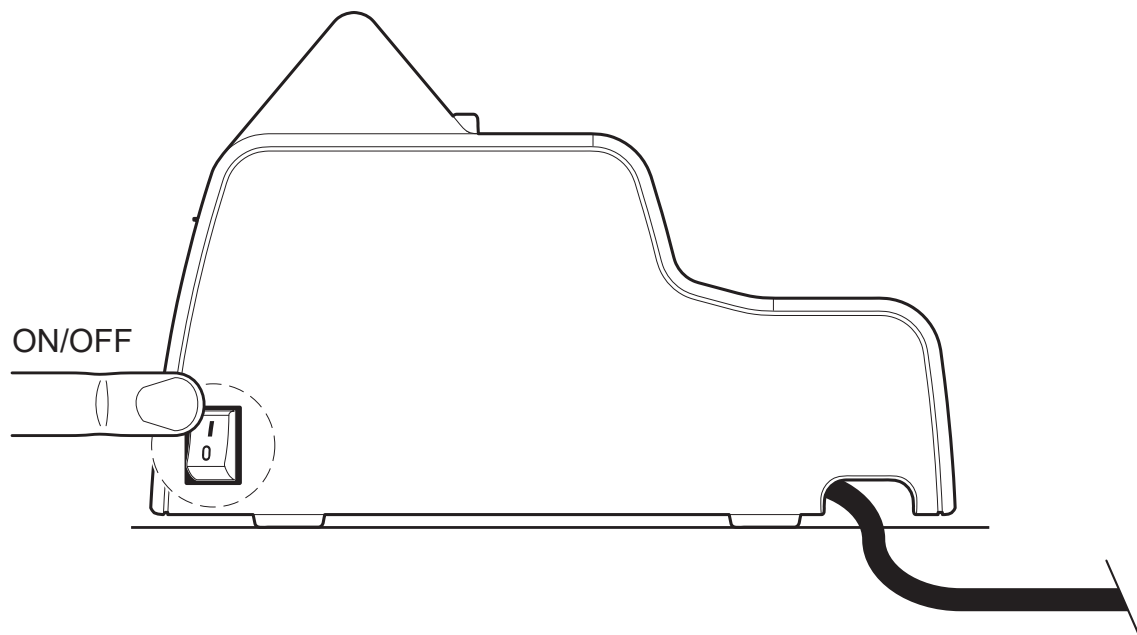
Close the connectors compartment by placing the cover previously removed.

4



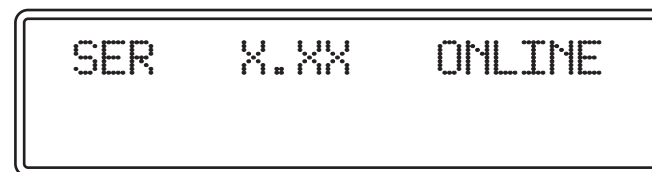
Connect the power cord (optional) to the power supply and to the mains outlet.

5



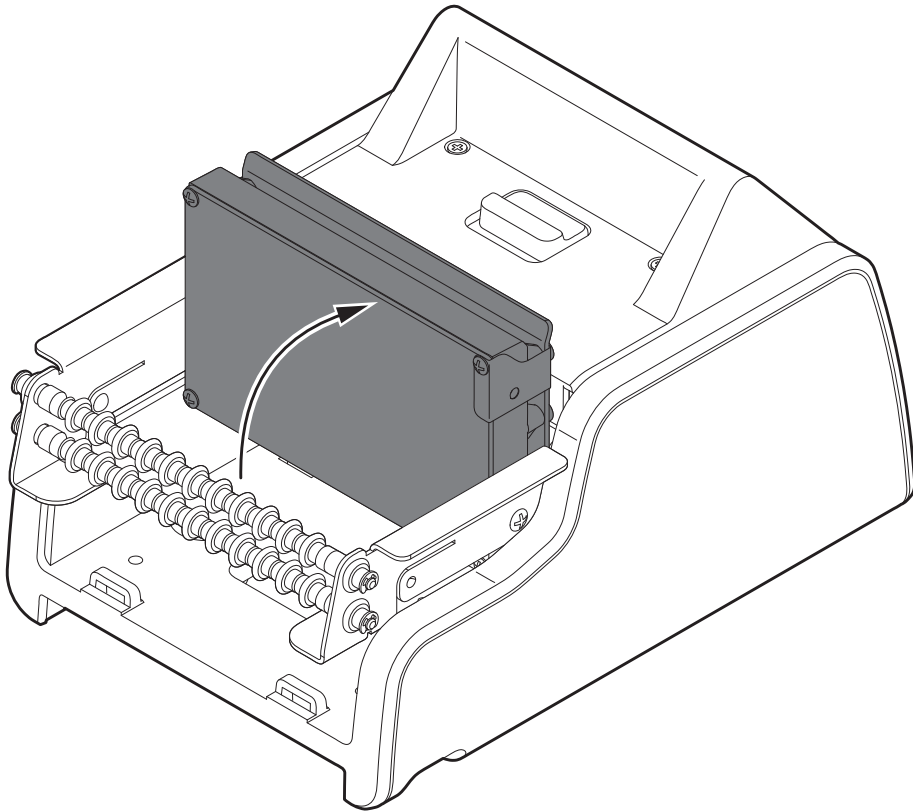
Switch the device on
by pressing the ON/OFF key.

6



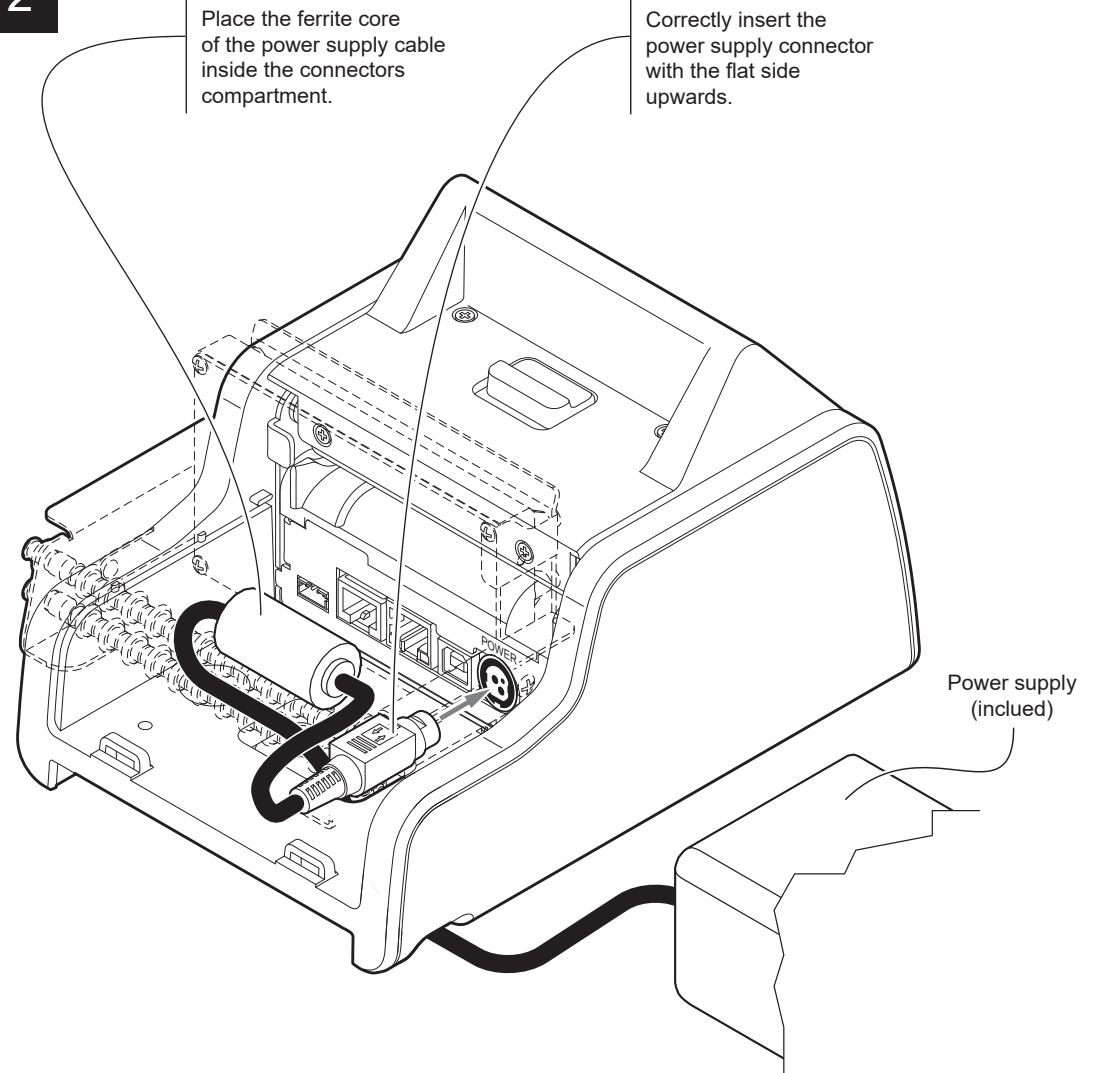
The display turns on with
the standby message.

1



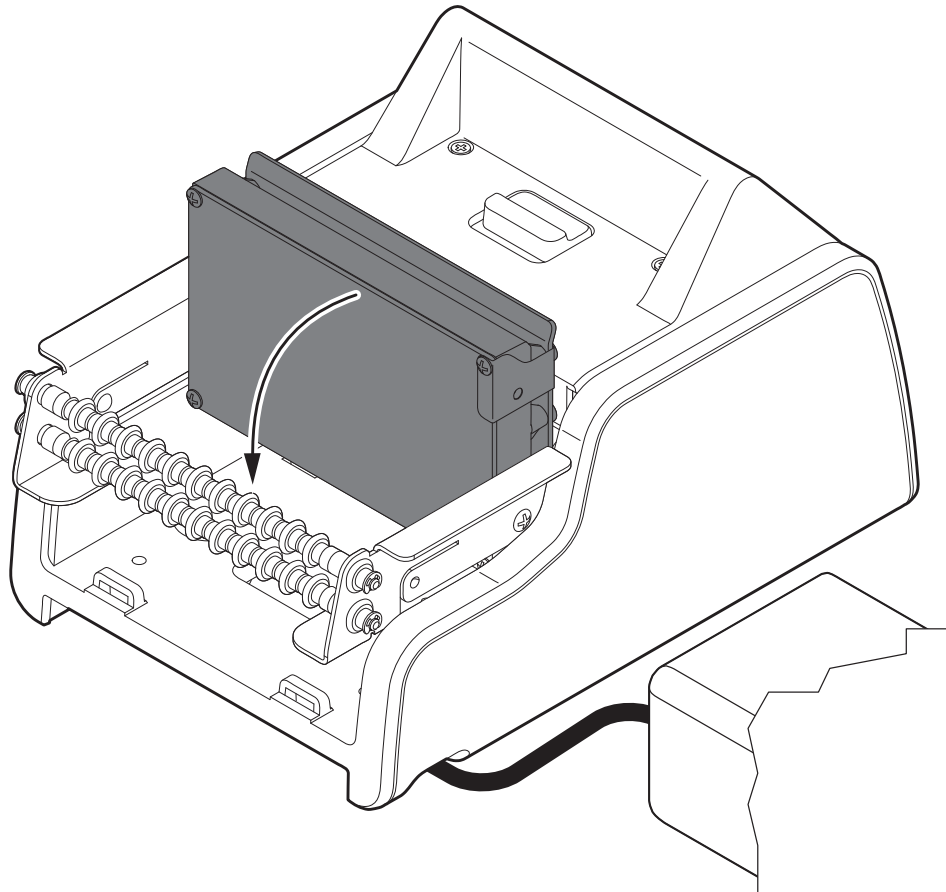
Lift the RFID reader by rotating it in the shown direction.

2



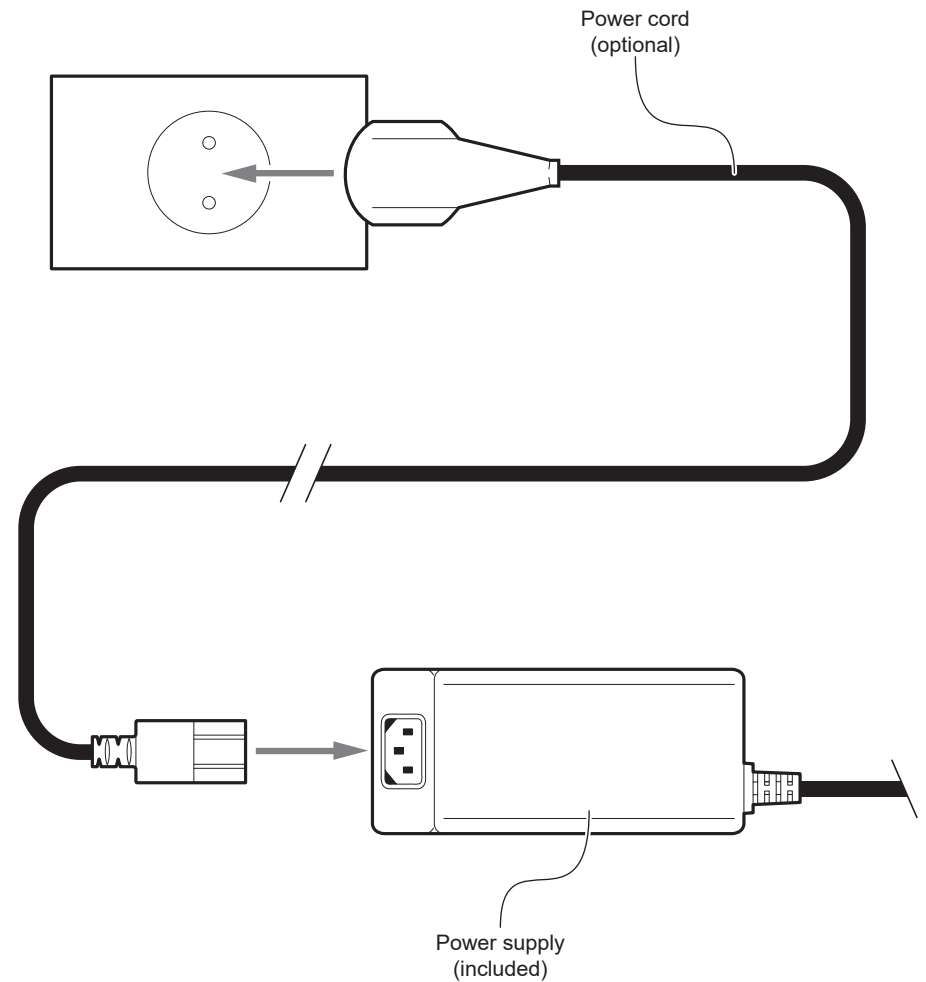
Connect the power adapter to the device by placing the cable as shown. Use the type of electrical power supply indicated on the label.

3



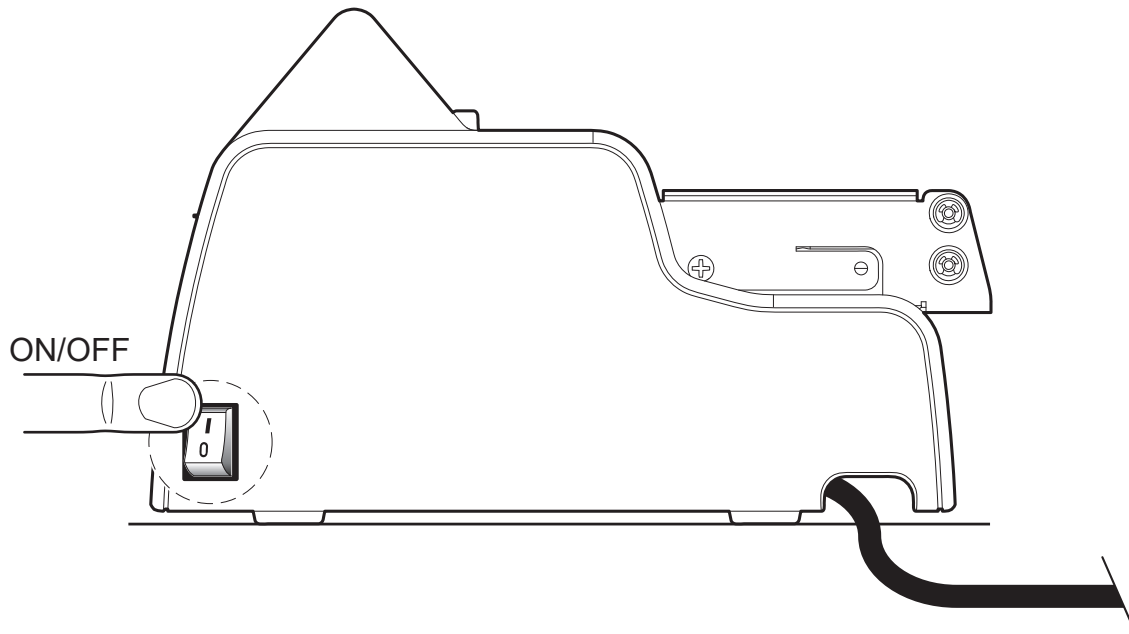
Lower the RFID reader by rotating it in the shown direction.

4



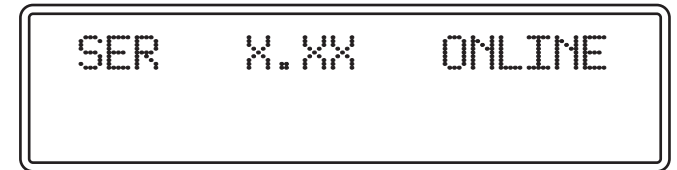
Connect the power cord (optional) to the power supply and to the mains outlet.

5



Switch the device on
by pressing the ON/OFF key.

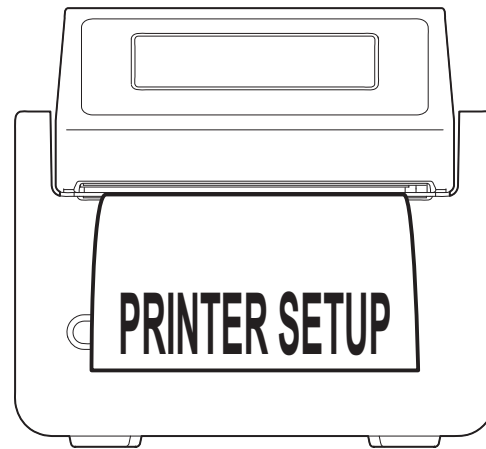
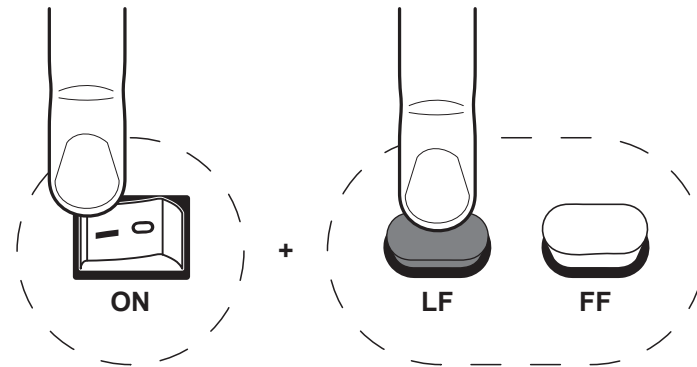
6



The display turns on with
the standby message.

SETUP MODE

- To enter the setup mode, hold the LF key and switch on the device. The device prints the report with settings parameters.
- To configure the device with a PC, the "PrinterSet" software tool is available on www.custom4u.it.
- To configure the device by file, edit the "Setup.ini" file stored on the flash drive.



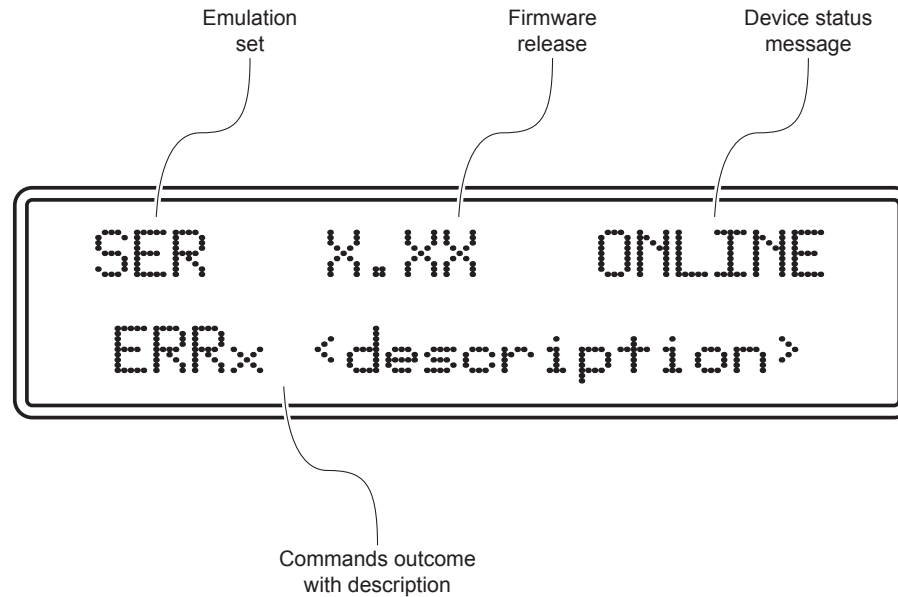
DISPLAY MESSAGES

The display shows the emulation currently set, the firmware release and a device status message on the upper row.

The lower row reports an error code (for example, ERR8) and the error description, in case of not successful outcome of commands (see following image).

The possible status messages are the following:

- ONLINE The device is ready (standby message)
- OFFLINE The device is in a "busy" condition (during commands sending, on paper jam, and so on)
- LINK DOWN The serial connection cable is unplugged
- COVEROPEN The upper cover is open
- NOPAPER No paper loaded into the device
- PAPERJAM The paper is jammed inside the device



STATUS MESSAGES

-

OFF Device off

GREEN

ON Device on: no error

x1 Receive data

x2 Reception errors
(parity, frame error, overrun error)

x3 Command not recognized

x4 Command reception time out

YELLOW

x2 Printhead overheated

x3 Paper end

x4 Paper jam

x5 Power supply voltage incorrect

x6 Cover open

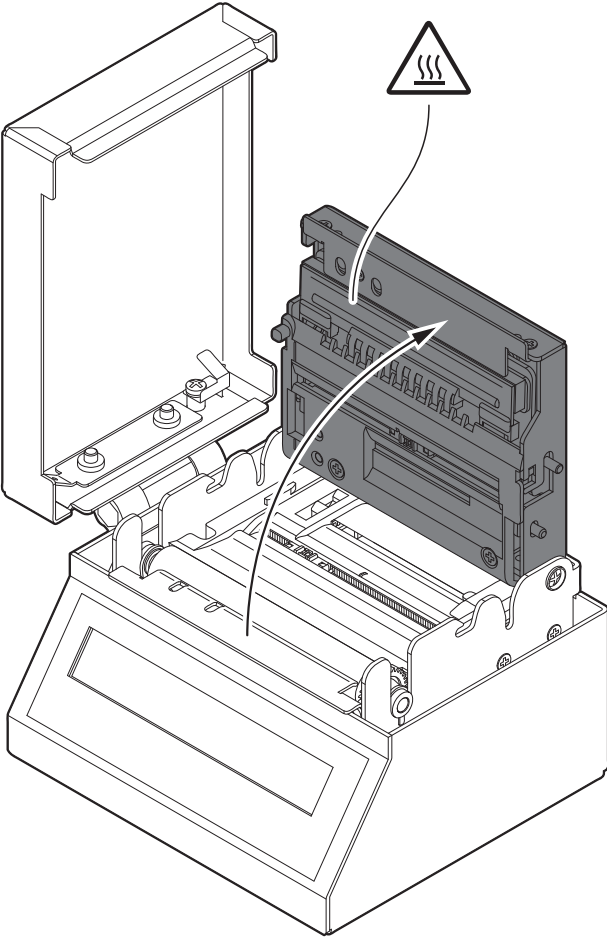
RED

x3 RAM error

LOADING PAPER

The following procedure is the same for all the models described in this document.

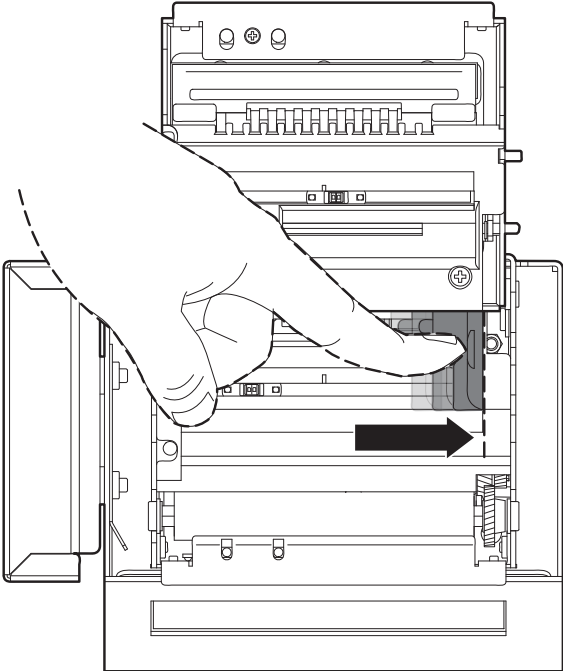
1



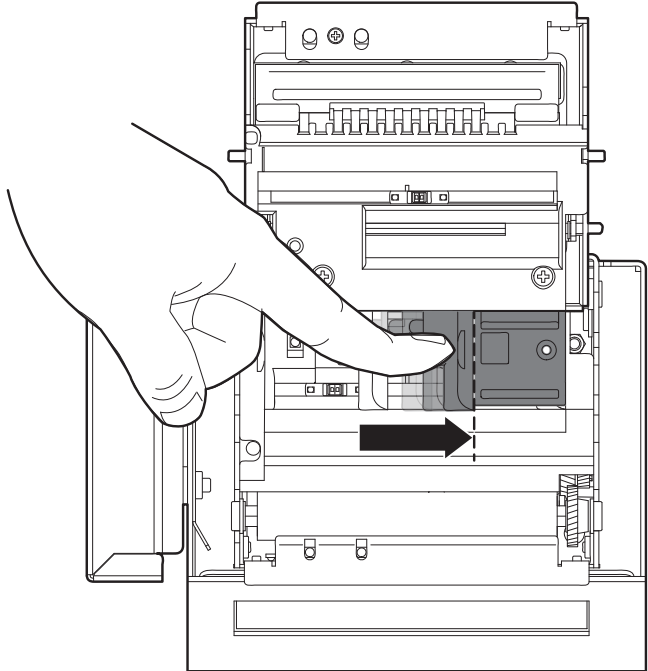
Open the device cover (see previous paragraphs).

2

82.5 mm
Paper guide to the end point

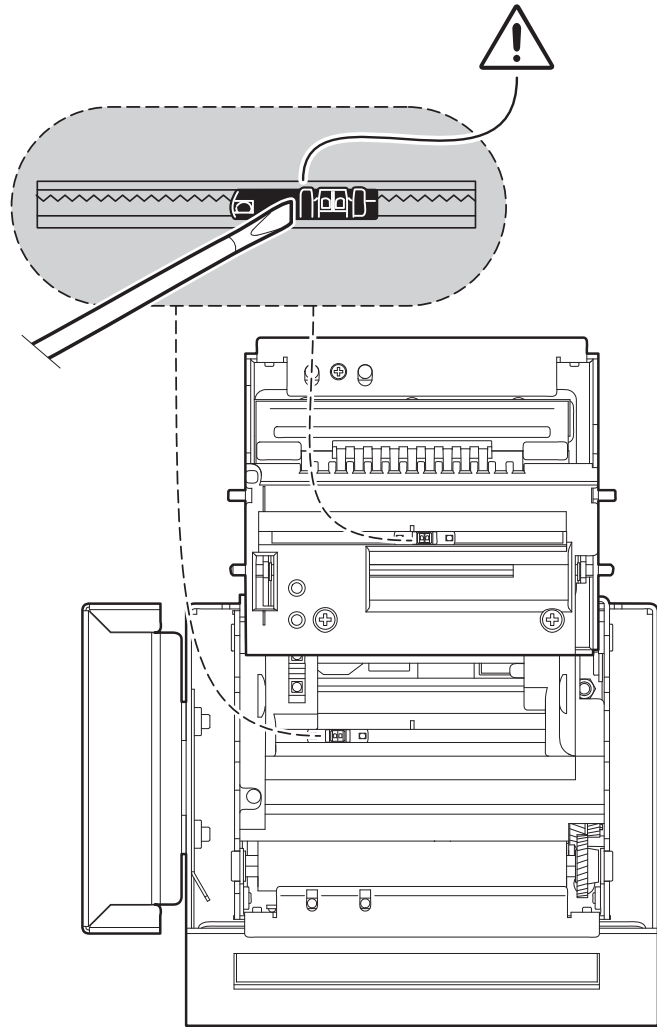


54 mm
Paper block guide assembled and paper guide to the end point



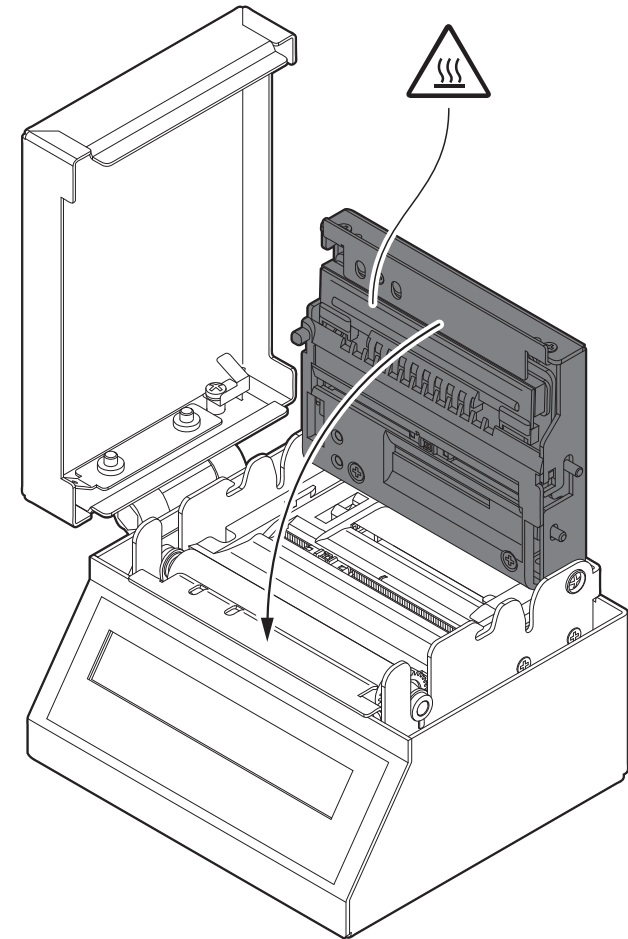
Adjust the paper width properly (see user manual).

3



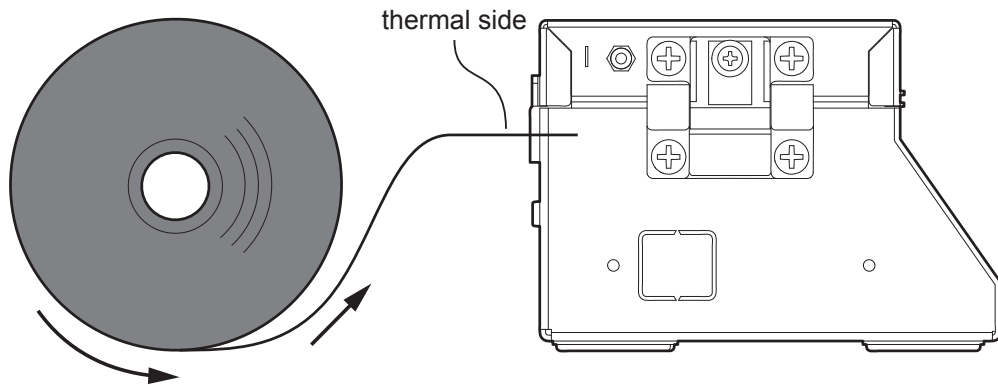
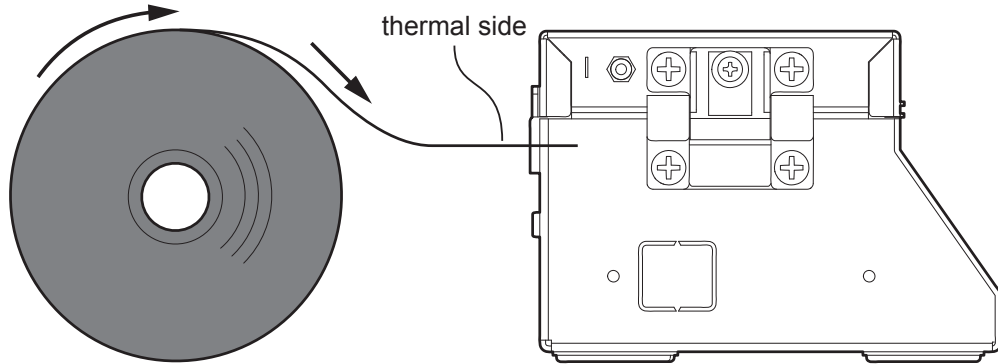
Adjust the position of the two black mark sensors
(be careful not to damage the sensors).

4



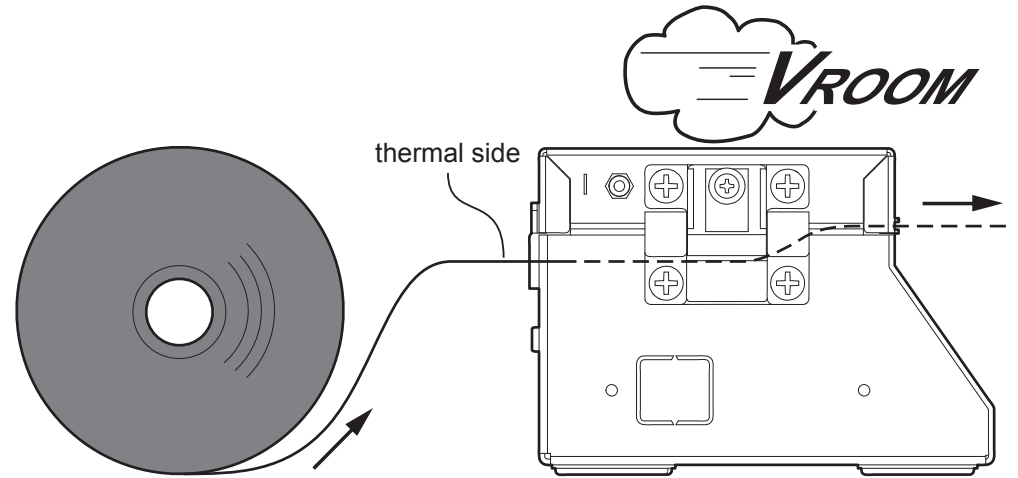
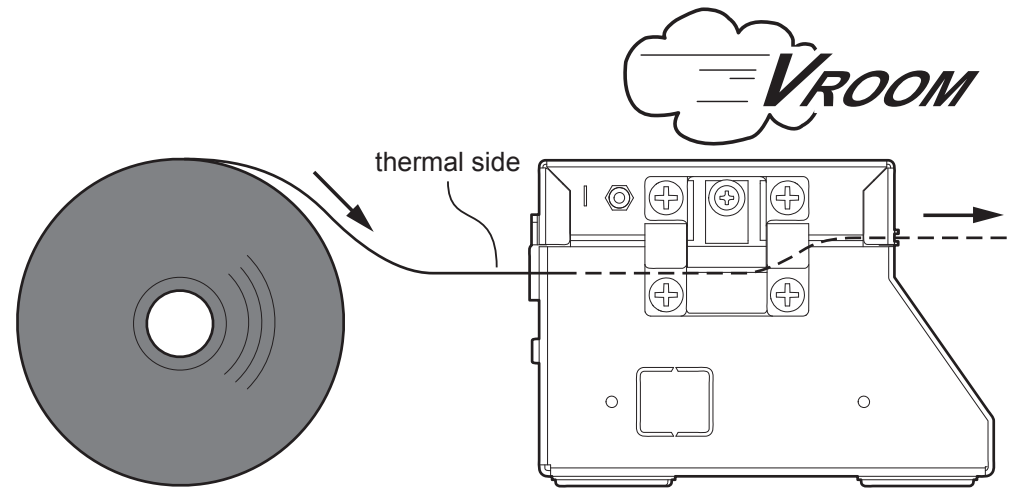
Close the device cover
(see previous paragraphs).

5



Insert the paper into the input mouth so that it unrolls correctly.
Be sure that the paper is correctly positioned into paper guides.

6

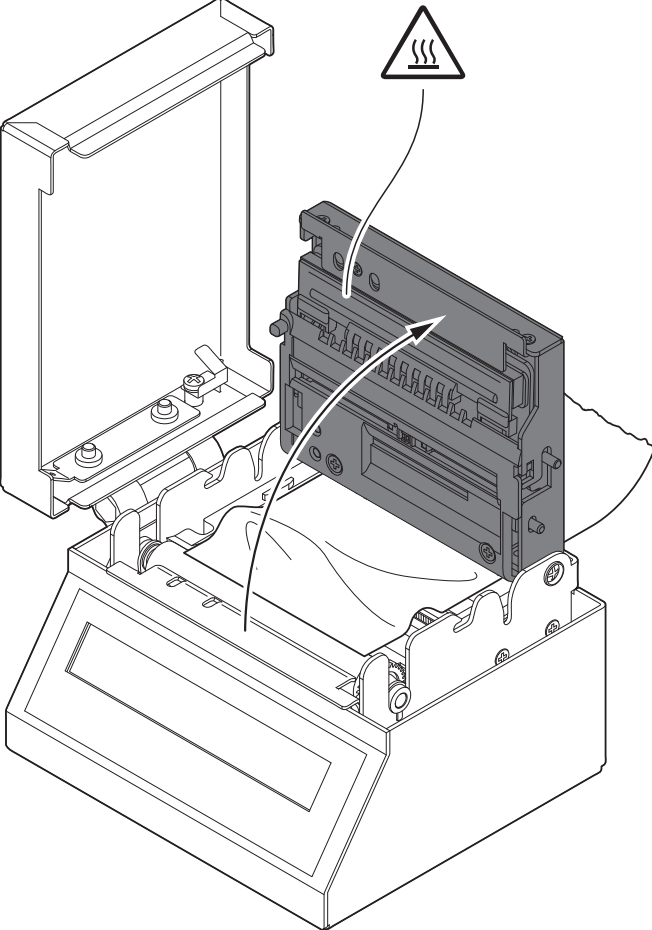


Wait until the paper is automatically loaded.

PRINTER PAPER JAM

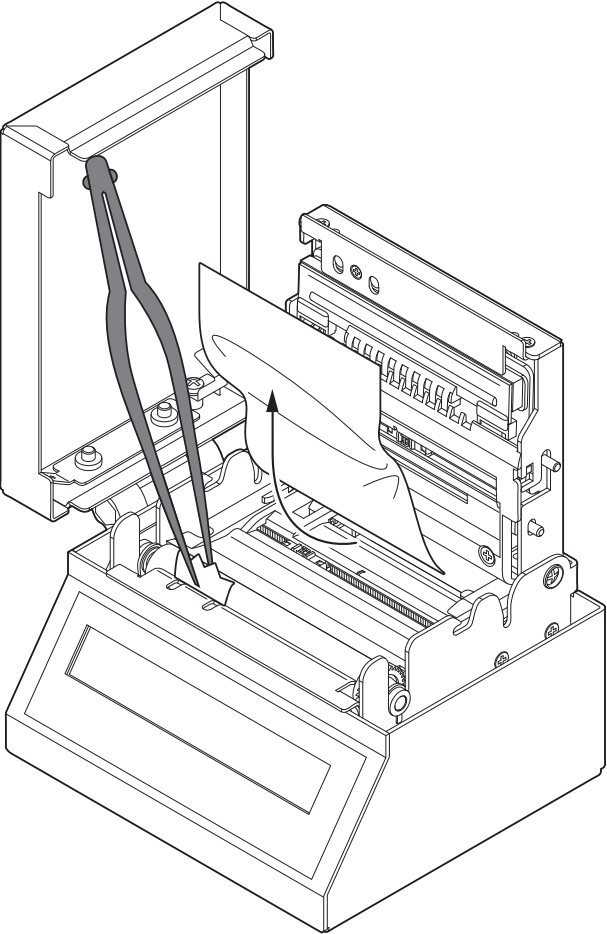
TK180 MET, TK180 MET UHF, TK180 PLAS

1



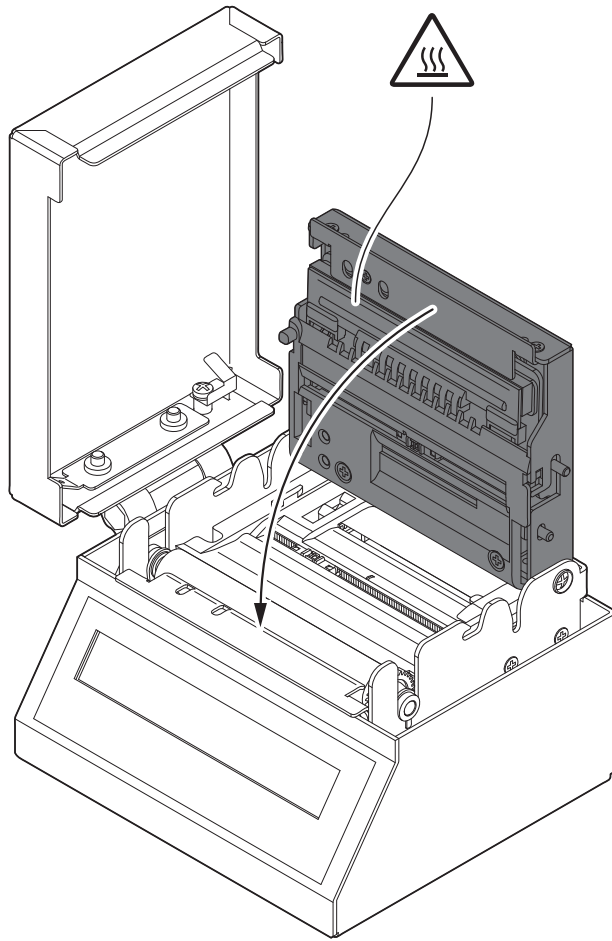
Open the device cover (see previous paragraphs).

2



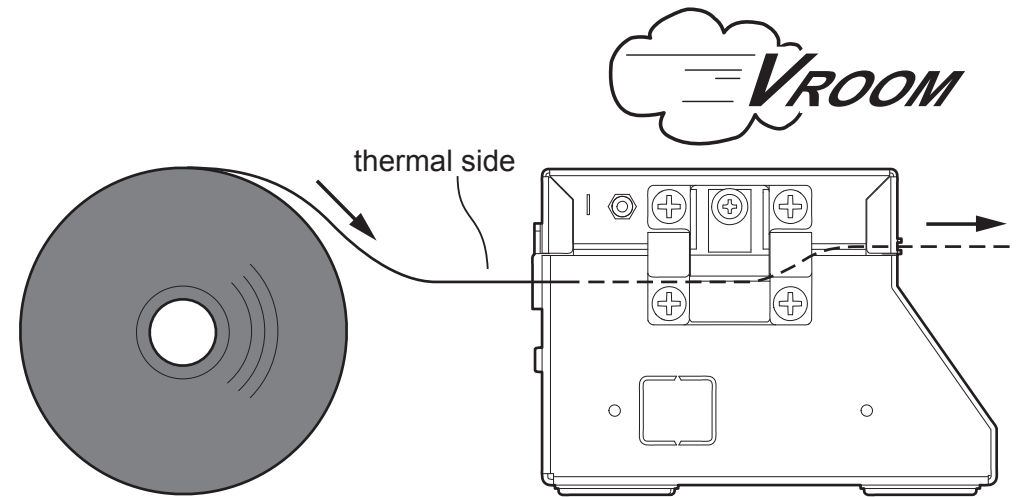
Remove the damaged paper and check the presence of paper scraps inside the device. Carefully remove all paper scraps. If necessary use tweezers.

3



Close the device cover
(see previous paragraphs).

4

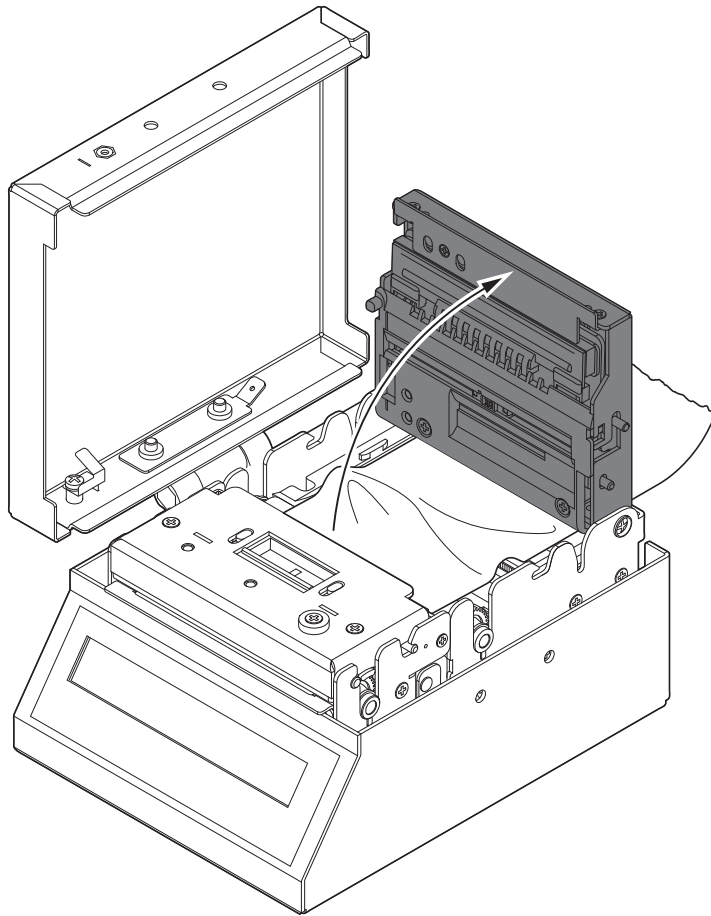


Insert the paper
(see previous paragraphs).

AUTOCUTTER PAPER JAM

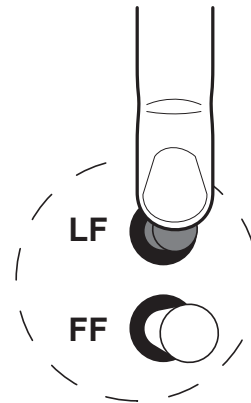
TK180 MET PRES. TK180 MET PRES UHF

1



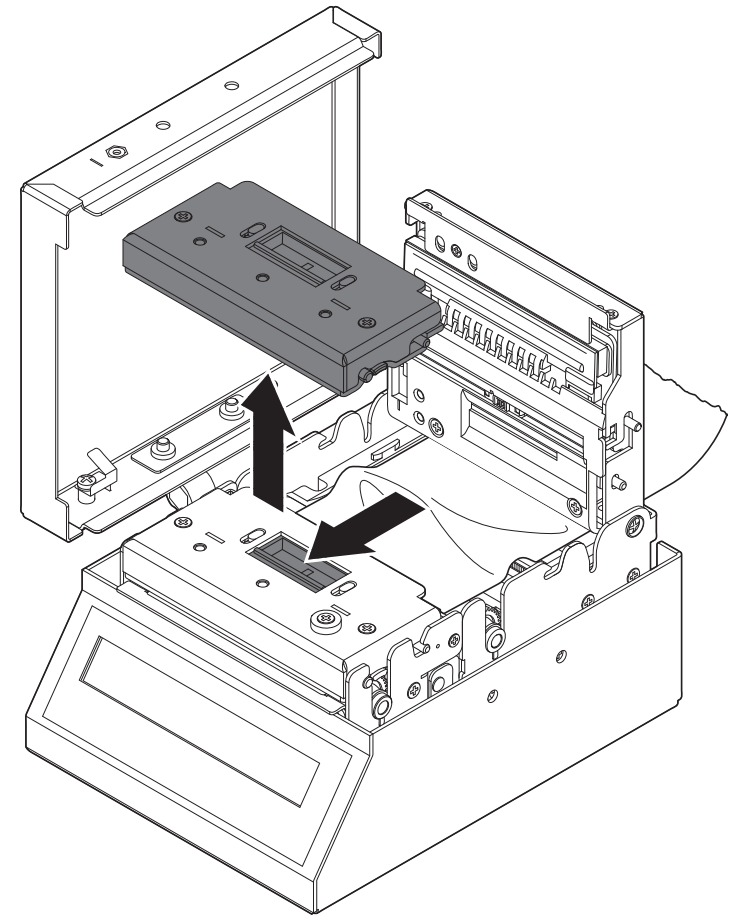
Open the device covers
(see previous paragraphs).

2



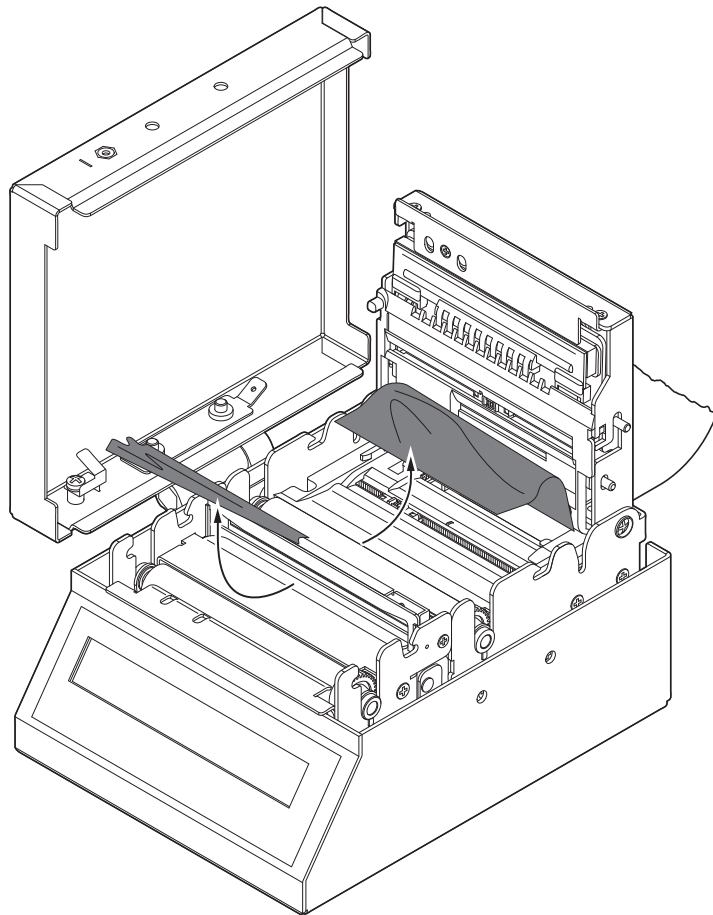
Start the automatic unlocking procedure
by pressing the LF key.

3



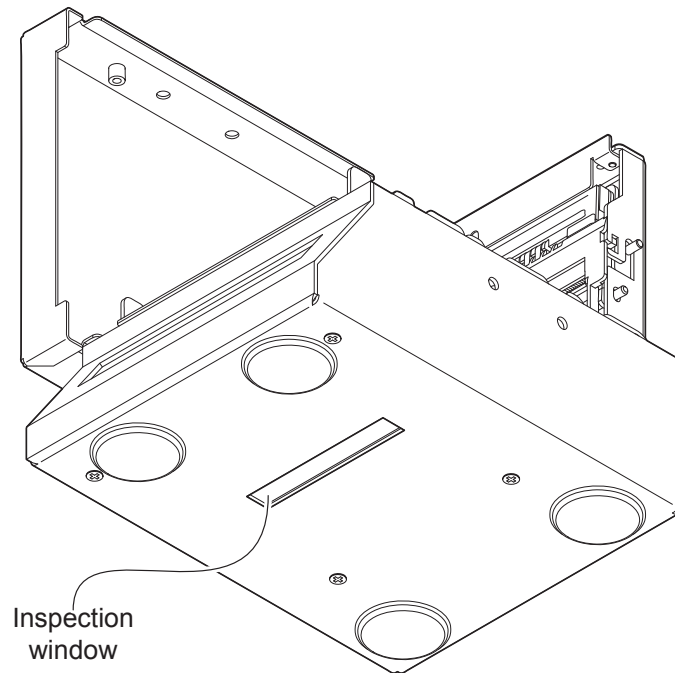
Push the presenter opening lever
and remove the presenter cover.

4



Try to remove the paper.
If the operation fails, see the next point.

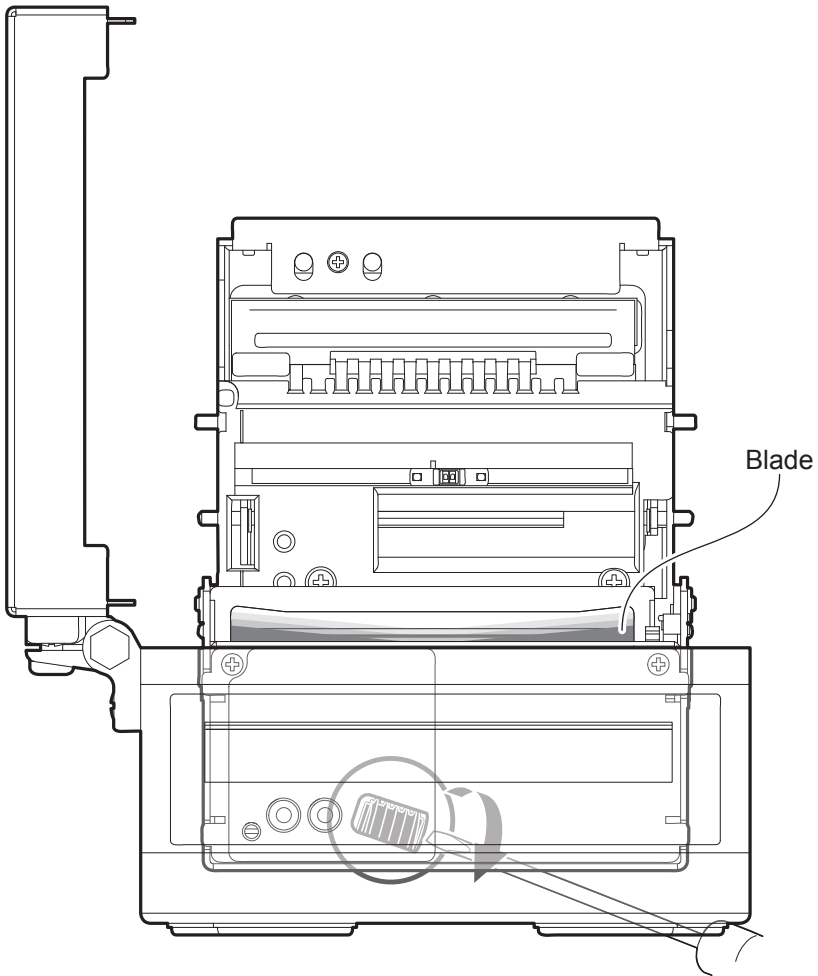
5



Inspection
window

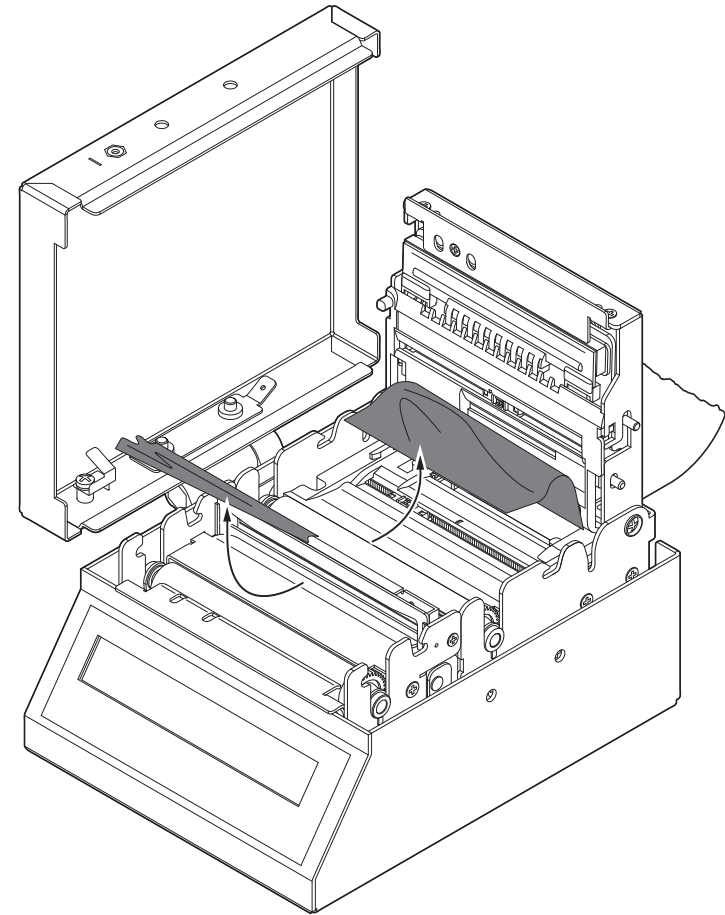
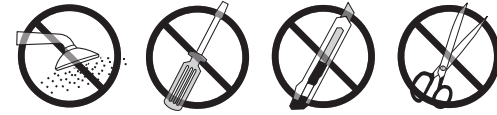
Locate the inspection window for the autocutter
placed in the bottom of the presenter.

6



Insert a screwdriver in the inspector window and turn the worm screw to lower the autocutter blade.

7



Remove the damaged paper and check the presence for paper scraps inside the printer; carefully remove all scraps of paper. If necessary, use tweezers.

TECHNICAL SPECIFICATIONS

PRINTER

Resolution	203 dpi (8 dot/mm)
Printing method	Thermal, fixed head
Printing speed ^{(1) (2)}	High speed: 200 mm/s Normal: 150 mm/s High quality: 100 mm/s

PAPER

Paper width	54 mm (according to IATA BTP specifications - resolution 740) 82.5 mm (according to IATA ATB specifications - resolution 722e)
Paper weight	according to IATA specifications
External paper roll diameter	max Ø200 mm ⁽³⁾

ELECTRICAL CHARACTERISTICS

Supply	24 Vdc ± 10%
Medium consumption ⁽⁴⁾	1.6 A
Typical consumption ⁽²⁾	1.5 A

POWER SUPPLY cod. 963GE020000053

Power supply voltage	from 100 Vac to 240 Vac
Frequency	from 50 Hz to 60 Hz
Output	24 V, 2.5 A
Power	60 W

ENVIRONMENTAL CONDITIONS

Operating temperature	from -10°C to +60°C
Relative humidity (RH)	from 10% to 85% (w/o condensation)

NOTES:

- (1) Respecting the regular schedule of cleaning for the device components.
- (2) Referred to a standard CUSTOM receipt (L = 10cm, Density = 12.5% dots on).
- (3) For external rolls diameter higher to Ø100mm it's recommended to use a paper pre-tensioning device.
- (4) UL measurements (Speed/Quality = High Speed, Print density = +50%, Ticket = 12.5% dots on, 1 ticket every 30s).

CLEANING

Cleaning your device regularly maintains print quality and may extend the life of the printer. The recommended cleaning schedule is shown in the following table.

- EVERY PAPER REPLACEMENT

- Printhead ⁽¹⁾

- Rollers ⁽¹⁾

- EVERY 5 PAPER REPLACEMENT

- Autocutter ⁽²⁾⁽³⁾

- Paper path ⁽²⁾⁽⁴⁾

- Sensors ⁽²⁾

- EVERY 6 MONTHS OR AS NEEDED

- Case ⁽²⁾⁽⁵⁾

- Display ⁽⁴⁾⁽⁵⁾

NOTES:

Remove the mains plug from the wall socket.

If you use the device in dusty, should reduce the cleaning intervals.

(1) Use isopropyl alcohol

(2) Use pneumatic air

(3) Only for TK180 MET PRES, TK180 MET PRES UHF

(3) Use tweezers

(4) Use a soft cloth

(5) Don't use any ammonia-based products

TECHNICAL SERVICE

In case of failure, contact the technical service accessing the website www.custom4u.it and using the support tools on the homepage. It is advisable to keep the identification data of the product at hand.

The product code, the serial number and the hardware release number can be found on the two product labels.

The firmware release number (SCODE) can be found:

- on the setup report;
- connecting the device to a PC and starting the “PrinterSet” tool;
- by consulting the “setup.ini”.

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THE IMAGES USED IN THIS MANUAL ARE USED AS AN ILLUSTRATIVE EXAMPLES. THEY COULDN'T REPRODUCE THE DESCRIBED MODEL FAITHFULLY.

UNLESS OTHERWISE SPECIFIED, THE INFORMATION GIVEN IN THIS MANUAL ARE REFERRED TO ALL MODELS IN PRODUCTION AT THE ISSUE DATE OF THIS DOCUMENT.

GENERAL INSTRUCTIONS

CUSTOM S.p.A. declines all responsibility for accidents or damage to persons or property occurring as a result of tampering, structural or functional modifications, unsuitable or incorrect installations, environments not in keeping with the equipment's protection degree or with the required temperature and humidity conditions, failure to carry out maintenance and periodical inspections and poor repair work.



The format used for this manual improves use of natural resources reducing the quantity of necessary paper to print this copy.

GENERAL SAFETY INFORMATION

Your attention is drawn to the following actions that could compromise the characteristics of the product:

- Read and retain the instructions which follow.
- Follow all indications and instructions given on the device.
- Make sure that the surface on which the device rests is stable. If it is not, the device could fall, seriously damaging it.
- Make sure that the device rests on a hard (non-padded) surface and that there is sufficient ventilation.
- Do not fix indissolubly the device or its accessories such as power supplies unless specifically provided in this manual.
- When positioning the device, make sure cables do not get damaged.
- [Only OEM equipment] The equipment must be installed in a kiosk or system that provides mechanical, electrical and fire protection.
- The mains power supply must comply with the rules in force in the Country where you intend to install the equipment.
- Make sure that there is an easily-accessible outlet with a capacity of no less than 10A closely to where the device is to be installed.
- Make sure the power cable provided with the appliance, or that you intend to use is suitable with the wall socket available in the system.
- Make sure the electrical system that supplies power to the device is equipped with a ground wire and is protected by a differential switch.
- Before any type of work is done on the machine, disconnect the power supply.
- Use the type of electrical power supply indicated on the device label.
- These devices are intended to be powered by a separately certified power module having an SELV, non-energy hazardous output. (IEC60950-1 second edition).
- [Only POS equipment] The energy to the equipment must be provided by power supply approved by CUSTOM S.p.A.
- Take care the operating temperature range of equipment and its ancillary components.
- Do not block the ventilation openings.
- Do not insert objects inside the device as this could cause short-circuiting or damage components that could jeopardize printer functioning.
- Do not carry out repairs on the device yourself, except for the normal maintenance operations given in the user manual.
- The equipment must be accessible on these components only to trained, authorized personnel.
- Periodically perform scheduled maintenance on the device to avoid dirt build-up that could compromise the correct, safe operation of the unit.
- Do not touch the head heating line with bare hands or metal objects. Do not perform any operation inside the printer immediately after printing because the head and motor tend to become very hot.
- Use consumables approved by CUSTOM S.p.A.



THE CE MARK AFFIXED TO THE PRODUCT CERTIFY THAT THE PRODUCT SATISFIES THE BASIC SAFETY REQUIREMENTS.

The device is in conformity with the essential Electromagnetic Compatibility and Electric Safety requirements laid down in Directives 2014/30/EU and 2014/35/EU inasmuch as it was designed in conformity with the provisions laid down in the following Standards:

- EN 55032 (*Limits and methods of measurements of radio disturbance characteristics of Information Technology Equipment*)
- EN 55024 (*Information Technology Equipment – Immunity characteristics – Limits and methods of measurement*)
- EN 60950-1 (*Safety of information equipment including electrical business equipment*)

The device is in conformity with the essential requirements laid down in Directives 2014/53/EU about devices equipped with intentional radiators. The Declaration of Conformity and other available certifications can be downloaded from the site www.custom4u.it.



GUIDELINES FOR THE DISPOSAL OF THE PRODUCT

The crossed-out rubbish bin logo means that used electrical and electronic products shall NOT be mixed with unsorted municipal waste. For more detailed information about recycling of this product, refer to the instructions of your country for the disposal of these products.

- Do not dispose of this equipment as miscellaneous solid municipal waste, but arrange to have it collected separately.
- The re-use or correct recycling of the electronic and electrical equipment (EEE) is important in order to protect the environment and the wellbeing of humans.
- In accordance with European Directive WEEE 2012/19/EU, special collection points are available to which to deliver waste electrical and electronic equipment and the equipment can also be handed over to a distributor at the moment of purchasing a new equivalent type.
- The public administration and producers of electrical and electronic equipment are involved in facilitating the processes of the re-use and recovery of waste electrical and electronic equipment through the organisation of collection activities and the use of appropriate planning arrangements.
- Unauthorised disposal of waste electrical and electronic equipment is punishable by law with the appropriate penalties.



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