Manuals+ — User Manuals Simplified.

POLONO P31S Label Maker Machine with Tape

POLONO P31S Label Maker Machine with Tape User Manual

Contents

polono

POLONO P31S Label Maker Machine with Tape

Dear customers,

Thank you for choosing our product. We are committed to providing the most intelligent label solutions and the best customer service. If you have any questions or suggestions while using our products, please feel free to contact us at any time. We place great importance on user experience and are willing to listen to our customers' feedback to optimize our products and software. Every customer's voice is the inspiration and driving force behind our development. Account registration is not required to use the app or printer, but the app does require location and storage permissions to operate correctly. Registering an account will allow you to save labels and templates on our servers. If labels or templates are lost or deleted by mistake, you can contact us by e-mail to retrieve them. Now, welcome to life with intelligent labelling.

Thank you again for choosing and trusting us.

Yours sincerely.

SAFETY PRECAUTIONS

Statement

To ensure proper and safe use of this product and to avoid personal injury or property damage, it is important to carefully read all instructions and warning tips provided in the product manual before use.
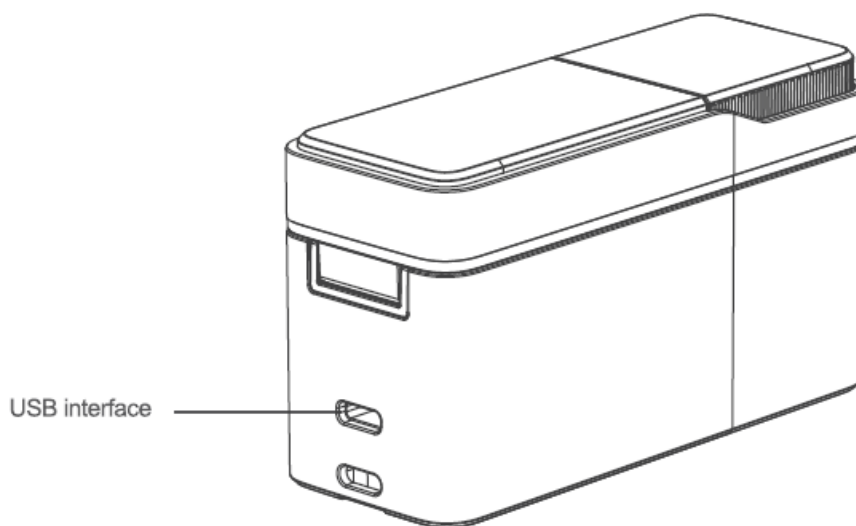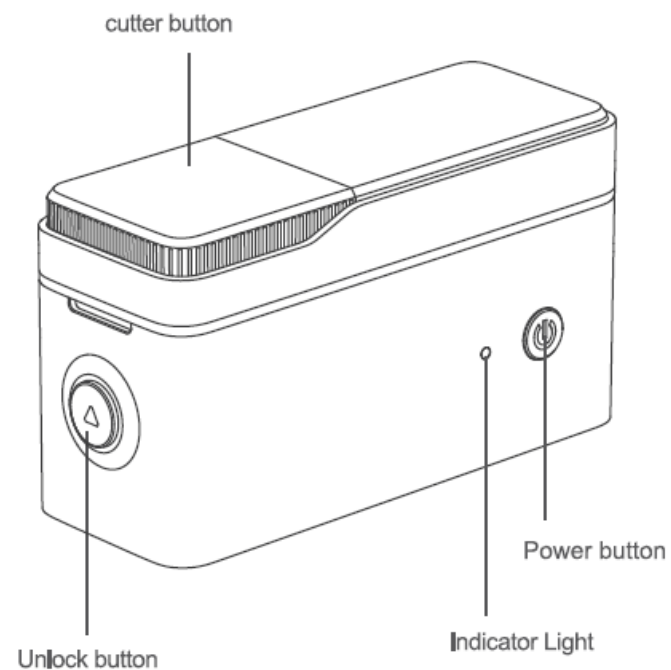
Warning

1. Do not disassemble this product by yourself. Improper operation may result in fire hazards. Disassembled products will not be returned or exchanged.

2. Do not use corrosive chemicals or cleaning agents to clean this product.

3. Do not use this product near flammable materials such as gas stations or fuel warehouses.

4. After printing is complete, the print head will still be at a high temperature. Do not touch it to avoid burns.

5. This product has a built-in rechargeable battery. Do not throw it into a fire, heat it, or charge, use or store it in a high-temperature place, otherwise, it may overheat, catch fire or explode.

6. When you notice smoke or unusual smells coming from the product or power adapter, immediately unplug the power adapter and avoid getting burned.

BASIC SPECIFICATIONS

Model	P31S
Printing method	Thermal
Resolution	203dpi
Printing speed	10~15mm/s
Maximum print height	12mm
Connection	Bluetooth 5.1
Working temperature	5°C- 4o°C (41°F- 104°F)
Storage temperature	-2o°C – 55°C (-4°F -131°F)
Paper cutting	Built-in cutter
Battery Type	1000mAh lithium battery
Input	DC 5V 1A
Charging	Type-C
life expectancy	50km
Product size	102 x 38.5 x 58.1mm
Product weight	350g

PRODUCT OVERVIEW

cutter button

Unlock button

Power button

Indicator Light

USB interface
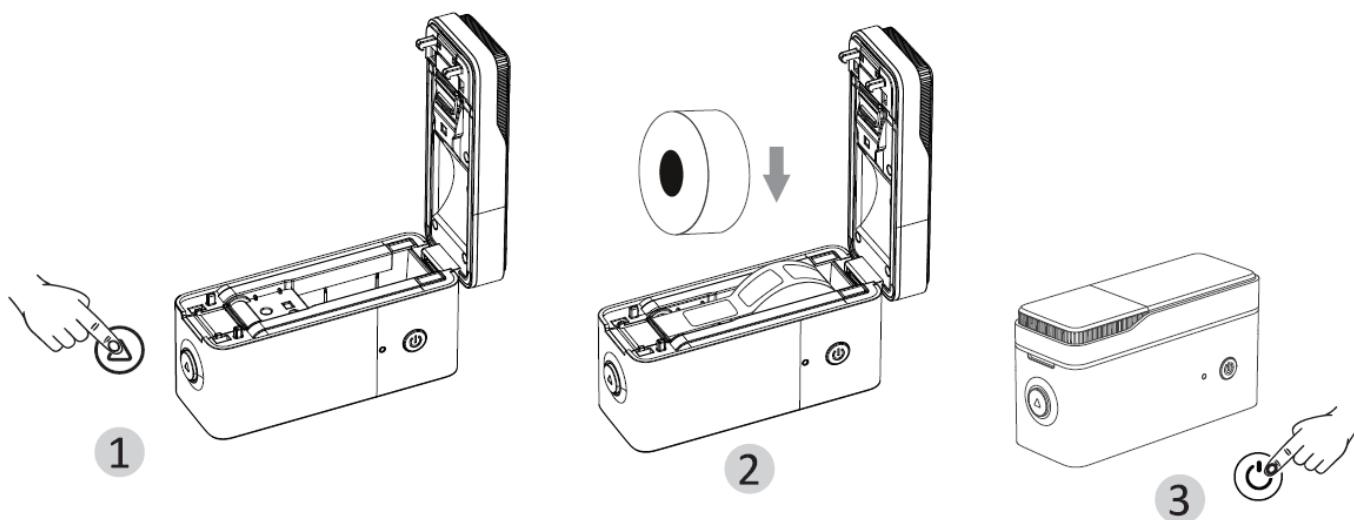
QUICK START GUIDE

Install Paper and Power On

1. Open the cover using the unlock button.
2. Place the label roll into the paper bin with the label side facing up and leave about 0.2in of the label sticking out before closing the cover.
3. Press and hold the Power button to turn on/off.
4. When the device is powered on and ready, click the power button to calibrate the paper feed.

Note

- If the printer does not power on, charge it for at least 30 minutes before trying again.
- If the label roll is installed incorrectly, blank labels will be printed as only the label side is heat-sensitive.
- If the labels feed abnormally, open the cover and leave some of the labels sticking out of the printer before closing the cover.
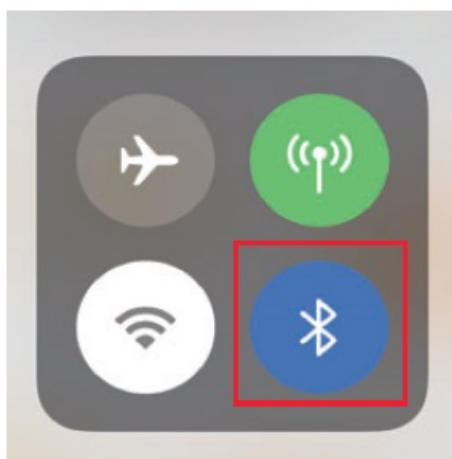
Connect via the App

1. Search for and install the "LABELNIZE" app through the Google Play Store or Apple App Store. You can also Scan the QR code to download the software.
2. Enable Bluetooth and open the LABELNIZE app.
3. Click on "Unconnected" in the top right corner and select the P31S to connect.
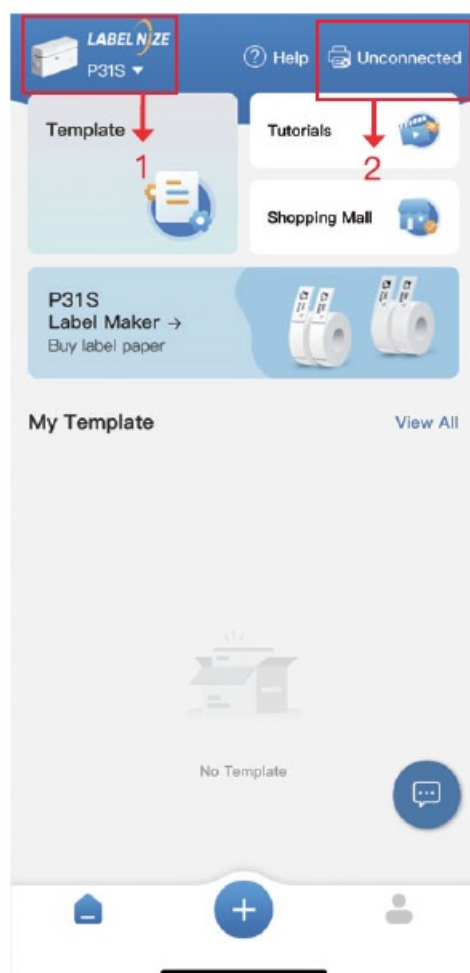
①

GET IT ON
Google play

Download on the
App Store

②

③

LABEL N?ZE
P31S ▼

? Help   🖨 Unconnected

Template

1

Tutorials

2

Shopping Mall

P31S
Label Maker →
Buy label paper

My Template   View All

No Template

Printing

1. The app should automatically identify the correct label template. If it does not, click on "New Label" and confine the dimensions before proceeding.

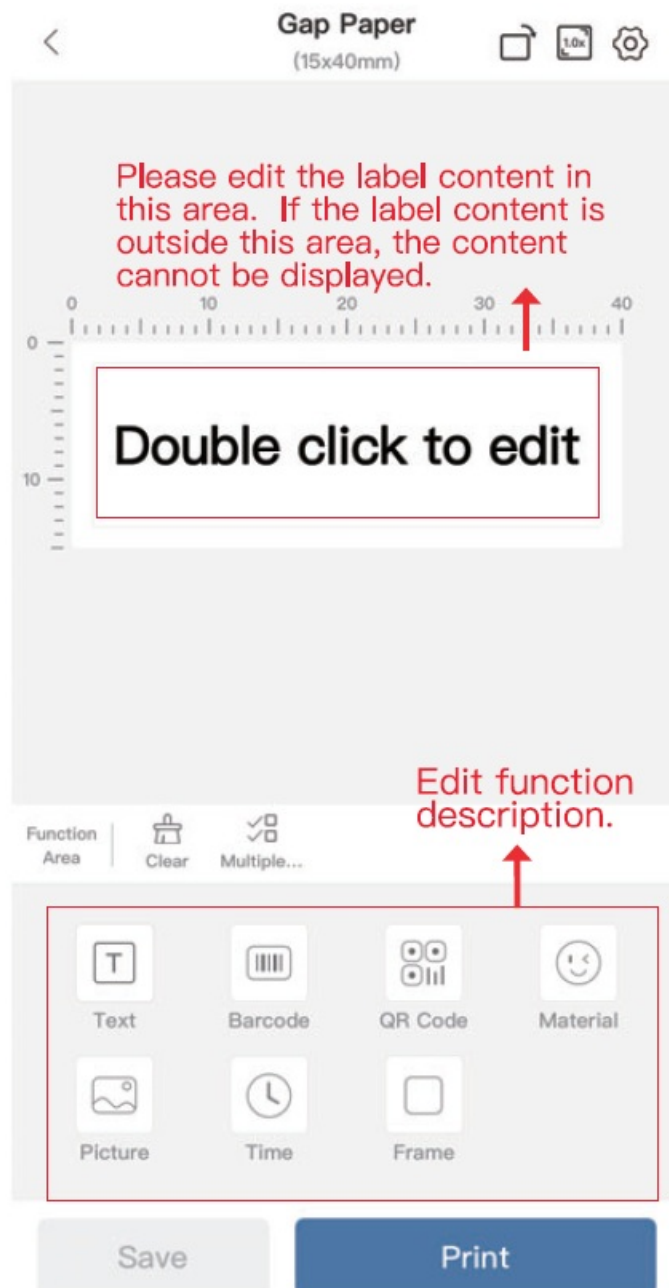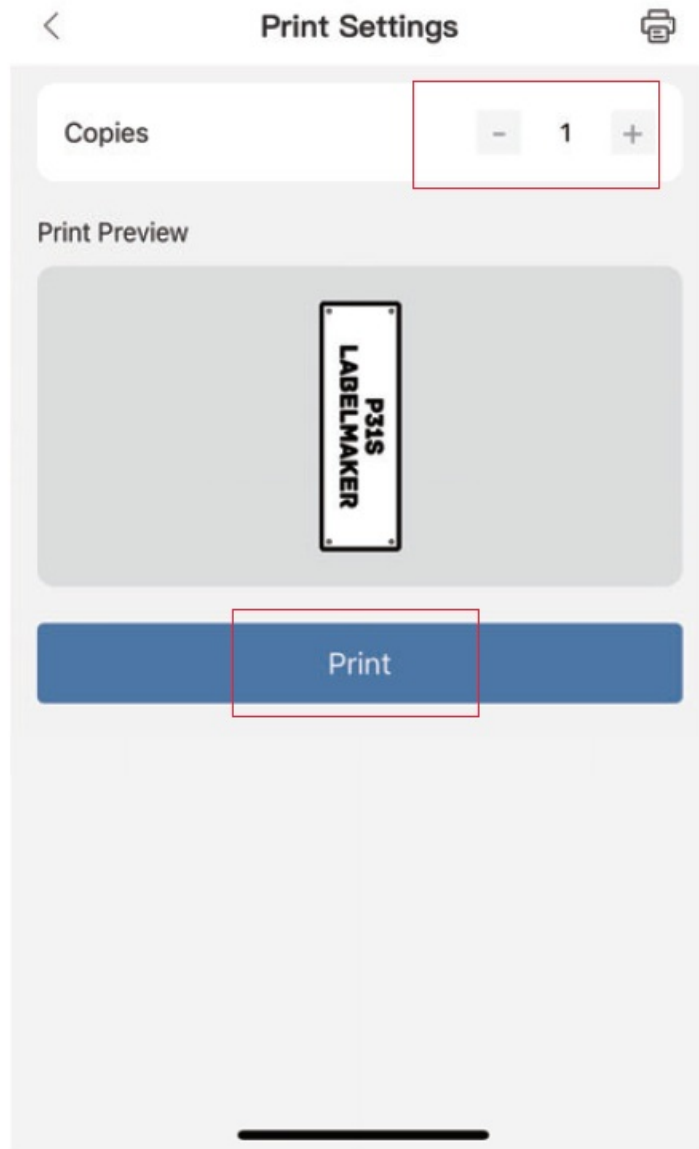| ✕	Template Settings
Device Model	**P31S**
Label Name	New Label
Label paper	15x40mm >
Paper Type	Gap Paper
Print Width	40mm
Print Height	15mm

Paper Type

White

Please select the label paper type that matches the label placed in the machine

Confirm

2. Use the elements on the bottom half of the screen to create your label. To change an existing element, single or double tap on it. To deselect, click on any white space within the label or use the "Single" button.

Please edit the label content in this area. If the label content is outside this area, the content cannot be displayed.

0   10   20   30   40

Double click to edit

Edit function description.

Function Area   Clear   Multiple...

T			
Text	Barcode	QR Code	Material

| Picture | Time | Frame | |

Save   Print

3. Click "Print" at the bottom of the screen to bring up the print confirmation. Select the number of copies and select a density to print.

Copies   − 1 +

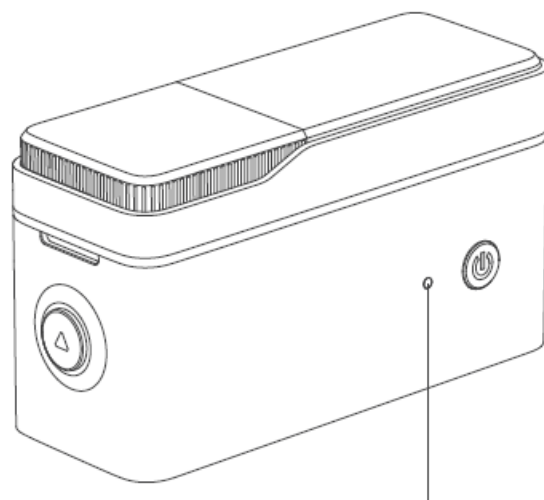Print Preview

P31S
LABELMAKER

Print

Note

- The P31S printer currently only supports printing in black.
- There are some elements, such as barcodes and borders, included in the app that can be used to create personalized labels.
- Some elements have multiple tabs that allow for further customization.

INDICATOR LIGHT STATUS

Indicator light	Action	Status
Green ●	Solid	Ready
Green ●	Flashing	Charging
Blue ●	Solid	Bluetooth connected
Red ●	Solid	Paper bin cover is open
		Out of paper
Red ●	Flashing	Low battery

INDICATOR LIGHT

FAQ

Question Do I need to register to use the printer?

Answer Registration is not necessary. Registered accounts are able to save and retrieve label templates.

Question Why is the printer printing blank labels?

Answer It may be because the label paper is laid reversely, the labels must be face up.

Question Why does the printer continuously feed labels?

Answer 1. It may be because there is label or residues sticking on the detectors on the cover or in the paper bin. 2. It may be because there is label or residues sticking on the print head. The label paper failed to be detected. 3. The sensors could be blocked with debris. Clean the sensors and print head located on the top cover.

Question Does the printer automatically power off?

Answer The printer will automatically power off if it is disconnected from Bluetooth or if the app has been inactive for 15 minutes.

Question Why does the printout look gray or faded?

Answer Use brand genuine labels for best results. You can also try cleaning the print head unit located on the top cover with rubbing alcohol.

Question Why does the printer skip a label or print incomplete?

Answer (1. Check if the label size and software print template match. 2. Reinstall the label roll and manually press the feed button once to allow the printer to detect the label gap position. 3. Using non-genuine labels may result in poor print quality or mismatched sizes. Use genuine labels.

Question Can I print using multiple devices?

Answer: The printer can only be connected to a single device at a time. To connect to a different device, disconnect from the current device first.

Question Why did the printer suddenly stop printing?

Answer Certain safety measures are in place. The most common reasons are going to be the printer ran out of paper or it is low on battery.
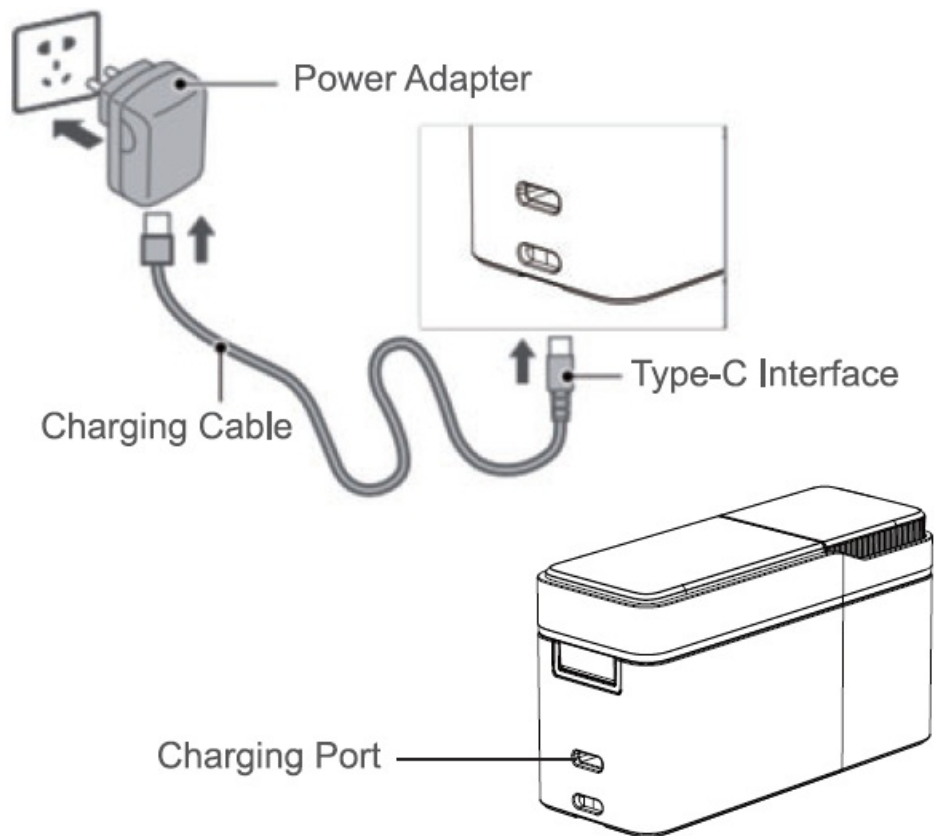
Question How can I center the label content when editing?

Answer 1.On the right side of the Text section, there are options of aligning center, left, or right-click to adjust the text position in the text box. 2.For other patterns or content, you can adjust the position by clicking on it and selecting the Align option. It can also be moved with fingers.

CARE AND MAINTENANCE

Charging

1. Fully charge the device before first use. To ensure optimal printing results, keep the battery level above 40%.
   Note: Print quality may be affected when the battery level is low.
2. Use the original power cord for charging. An adapter is not included with the purchase, so it is suggested to use a 5V-1 A power adapter for charging from an outlet.
3. When the battery level is low, the indicator light will flash red. If the battery level continues to be low while printing, the printer will automatically shut down. Charge on time to continue printing.
4. The battery takes 2-3 hours to fully charge.
5. To ensure normal battery usage, it is recommended to charge at least once every 2-3

Power Adapter

Type-C Interface

Charging Cable

Charging Port

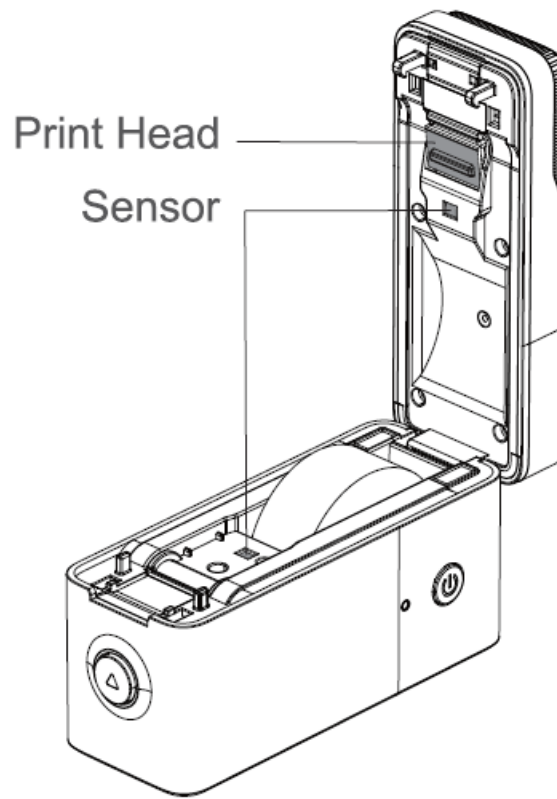**Cleaning of the print head and rubber rollers**

When any of the following situations occur during printing, the print head and rubber rollers should be cleaned: Unclear printing; Loud noise during paper feeding or paper return; Debris stuck on the print head. The steps for cleaning the print head and rubber rollers are as follows:

1. Power off the printer;
2. Open the paper bin cover and find the print head (as shown in the figure). If just printed, wait for the print head to cool completely;
3. While rotating the roller, use a cotton ball with some rubbing alcohol on it to wipe off any dust or debris;
4. Use a cotton ball with some rubbing alcohol on it to wipe off any dust or debris on the print head;

Note

- The printer must be powered off while cleaning.
- Avoid touching the surface of the print head with your hands or metal objects, and do not use tweezers or other tools to scratch the surface of the print head, rubber rollers, or sensors.
- Do not use organic solvents such as gasoline or acetone to wipe the print head or roller.
- Wait for the rubbing alcohol to completely evaporate before turning on the power and continuing to print.
- Keep the sensor surface clean.

Wait for the rubbing alcohol to completely evaporate before closing the paper bin cover.

Print Head

Sensor

Warranty

We offer an extensive warranty for all products that extends through 1 YEAR of the order date. This warranty covers quality-related issues and product defects.
If you are past the 30-day return period on Amazon, contact us directly via the"Contact Seller" option on your Order Details. If the product is not working properly, we can send you a replacement product. This warranty does not apply in cases of abuse, mishandling, or unauthorized repair of the product. f you have any questions about this warranty or would like additional information, please contact us via the "Contact Seller" option or directly via e-mail (check the packing box). Please keep the original box, packing materials and all documentation if service is required.

FCC Statement

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.

This equipment has been tested and found to comply with the limits for a Class B digital device, according 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 under 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 the receiver.

- Connect the equipment to 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 requirements. The device can be used in portable exposure conditions without restriction.

IC Caution
This device complies with Industry Canada licence-exempt RSS standard(s).
Operation is subject to the following two conditions:

1. This device may not cause interference, and
2. This device must accept any interference, including interference that may cause undesired operation of the device.

The device has been evaluated to meet general RF exposure requirements.
The device can be used in portable exposure conditions without restriction.

Documents / Resources

P31S	**POLONO P31S Label Maker Machine with Tape** [pdf] User Manual P31S Label Maker Machine with Tape, P31S, Label Maker Machine with Tape, Maker Machine with Tape, Machine with Tape, with Tape, Tape

References

- **User Manual**