Desktop Single-card Card Printer

Operation Instruction

Excellent Quality

Perfect Service



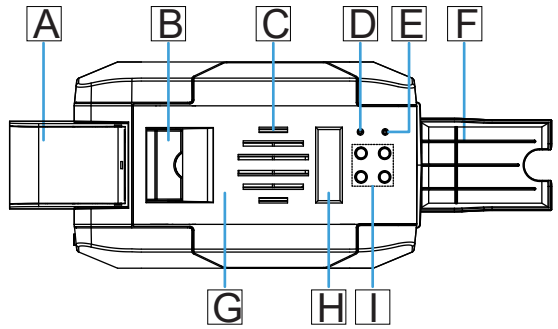
Model: Seaory S16

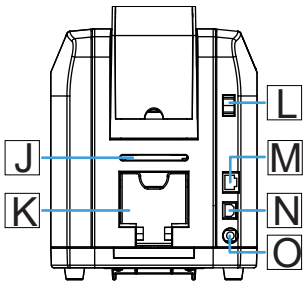
Shenzhen Seaory Technology Co., Ltd.

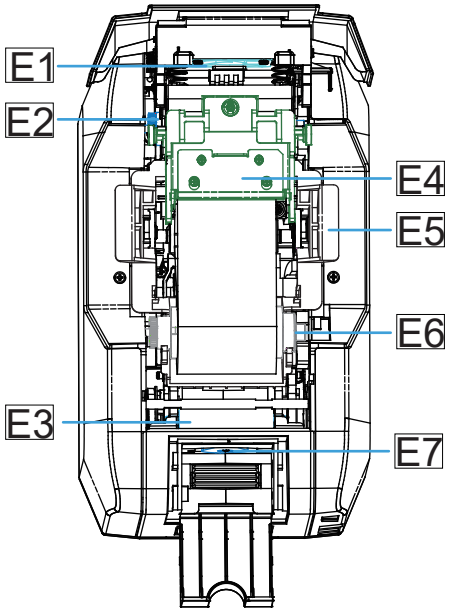
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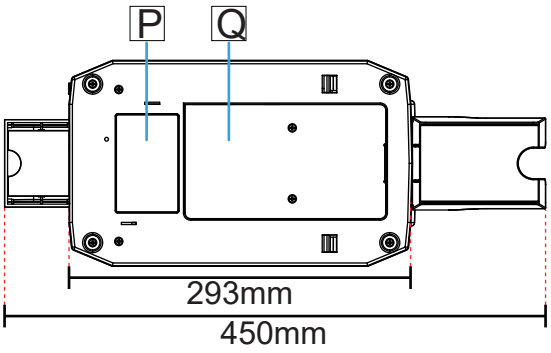
1. Product Introduction

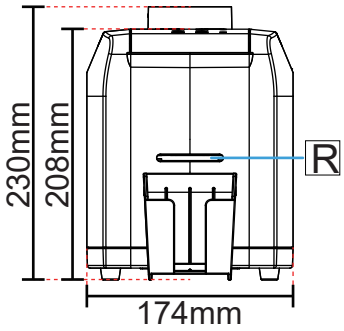






▲Product Internal Diagram





Terms Explanation:

A-Input Hopper: Card placement area to be printed (can hold 100pcs 0.76mm standard cards).
B-Switch of Upper Cover: Lift this switch to open the cover.
C-Air vent: Release the heat generates by card printer and print head.
D-Status Indicator Lamp: Green light indicate the card printer is working normally.
E-Error Light: Turns to red when the card printer is not ready or failure.
F-Output Hopper: Keep the printed cards temporarily (can hold 50pcs 0.76mm standard cards).
G-Upper Cover: Open to install the ribbons.
H-LCM Screen: Display card printer parameters and status.
I-Control Panel Buttons: Query and set card printer parameters.
J-Card Inlet: Manual single card feeding supported from front-end and, card spit out length can be set freely.
K-Waste Card Slot: defective cards storage place, 30pcs 0.76mm PVC cards input capacity.
L-Power Switch: connect or disconnect power.
M-Ethernet Interface: RJ45 interface, TCP/IP protocol, through this interface can achieve PC and card printer network connection.
N-USB Interface: USB-B type interface, connect directly to PC side.
O-Power Port: DC24-25.5V 2.7A.
P-Nameplate: Attached printer parameter and information.
Q-Bottom Cover: Open to install IC card module and magnetic card reading & writing module.
R-Card Outlet: Manual single card feeding supported from back-end and, card spit out length can be set freely.
E1-Air Fan: Absorb and release the print head's heat when it works.
E2-Ribbon supply roller: Unused ribbon.
E3-Cleaning Roller: Sticky card surface dust, improve the printing effect.
E4-Print Head: An important accessory and need regular cleaning.
E5-Ribbon Cartridge: Accessory to install ribbon.
E6-Ribbon Pickup Roller: recycle used ribbon.
E7-Card Thickness Adjuster: Used to adjust the thickness of the card being fed.

2. Product Function

2.1 Main Functions

A. Single-sided high-definition color/monochrome printing;
B. Automatic card feeding in batch
C. Front-end manual single card feeding and dispensing;
D. Back-end manual single card feeding and dispensing;
E. Timeout card recovery
F. Multi-functional optional module:
①Dual-interface chip card reading/writing module.
②Contactless ID card reading/writing module.
③UHF chip card reading/writing module
④Magnetic stripe card reading/writing module.
G. Supports YMCKO full color ribbon, 1/2 YMCKO half color ribbon, and monochrome ribbon (black, white, red, blue, gold, silver).

2.2 Main Features

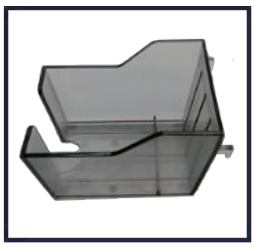
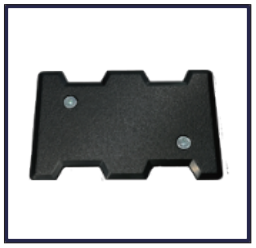
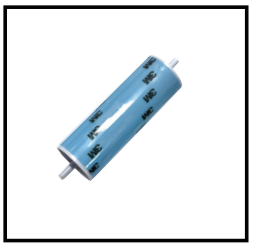
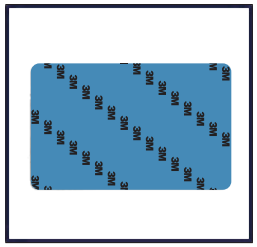
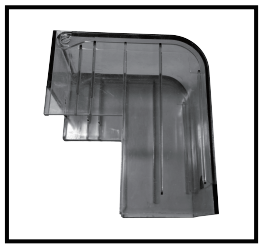
A. Advanced thermal dye-sublimation printing technology.
B. Continuous printing of cards and time-saving effort.
C. Simple operation interface and easy-to- use.
D. Lightweight and easy to maintain.
E. Low noise in printing process.
F. High printing speed engine.

2.3 Parameters

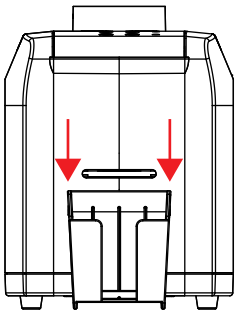
Product Name	ID card printer
Print Method	Dye sublimation (Direct-to-card)
Power Supply	AC 100-240V 50-60 Hz; DC 24V, 2.7A or DC 25.5V, 4A
Print Dimension	ISO CR80 (53.98mm×85.60mm) edge-to-edge printing
Print Resolution	300dpi×300dpi, 300dpi×600dpi, 300dpi×1200dpi
Print Speed	Monochrome printing: 3-5s per card (single-sided) Full-color (YMCKO) printing: 18s per card (single-sided)
Card Material	PVC / composite PVC / other material upon request and validation
Card Thickness	0.3-1.05mm
Memory	128M
Input Hopper capacity	100 cards (Standard 0.76mm thickness)
Output Hopper capacity	50 cards (Standard 0.76mm thickness)
Operation System	Driver support Windows XP/7/8/10, Windows Server 2003/2008/2012/2016, Linux, Android, MacOS
LCM Display	Chinese:8 characters per line, 2 lines; English:16 characters per line, 4 lines; Support multi-language
Operating condition	Regular running temp: 15℃-30℃ (59-86℉), 20%-65%, RH non-condensing Lowest / Highest running temp: 0℃(32℉)/40℃(104℉), 20%-65% RH non-condensing
Storage condition	Temp: -5℃-70℃(23-158℉), 20%-70% RH non-condensing

3. Installation Guidance

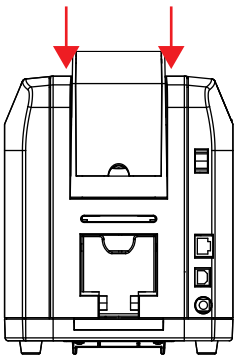
3.1 Accessories

				
Output hopper 1PC	Power adapter 1PC	Power cable 1PC	USB cable 1PC	Weight plate 1PC
				
Cleaning roller 1PC	Cleaning card 1PC	Cleaning stick 1PC	Dust cover 1PC	

3.2 Input Hopper & Output Hopper Installation

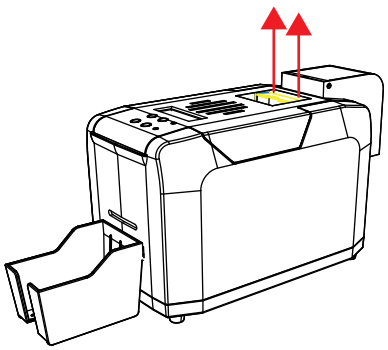


① Attach output hopper to the printers card outlet at back side.

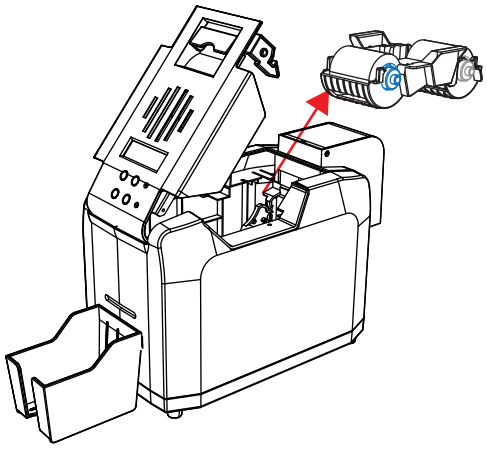


② Install the output hopper at the top front of the card printer, as shown by the arrow in the image above.

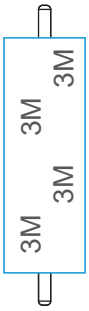
3.3 Cleaning Roller Installation



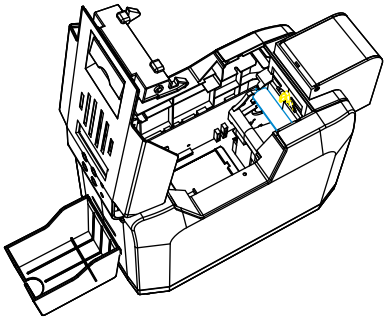
① Gently lift the upper cover switch to open.



② Take out the ribbon cartridge.

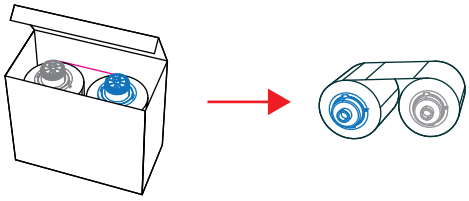


③ Remove 3M hyaline layer on cleaning roller surface.

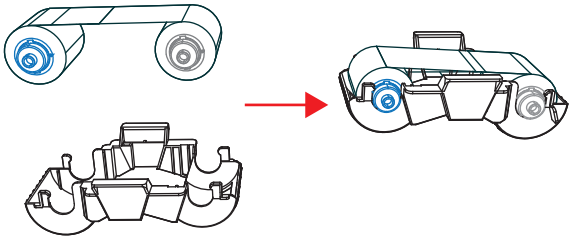


④ Place the cleaning roller in the position shown in above image to prevent it from falling off.

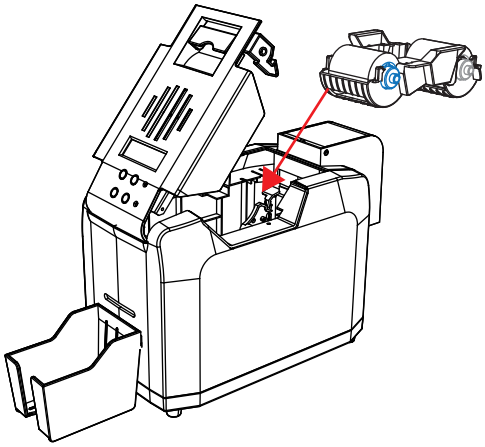
3.4 Ribbon Installation



① Open the ribbon box and take out the ribbon.

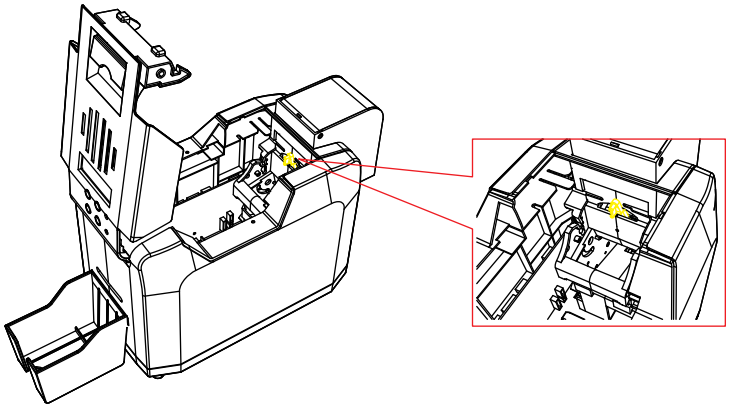


② Install the ribbon into the cartridge.

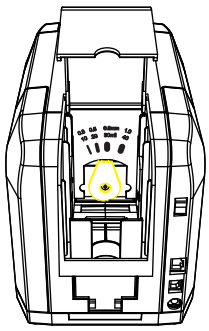


③ Insatll the ribbon cartridge inside the printer.

3.5 Card Feed Thickness



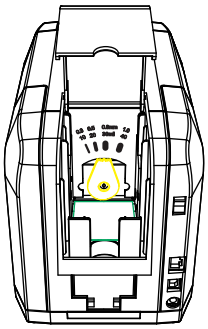
① Open the upper cover and move the yellow lever to adjust the feed card thickness.



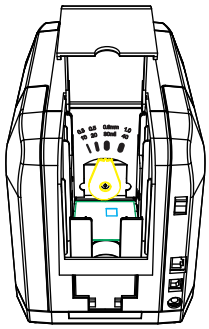
② Support 0.3mm to 1.0mm thickness cards. Factory preset thickness is 0.8mm.

The card feed thickness needs to be adjusted according to the card thickness. The standard card thickness is 0.76mm, and the printer's card feed thickness can be set to 0.8mm. Increasing the setting may cause two cards to be fed at the same time, while decreasing it may cause the printer to fail to feed cards.

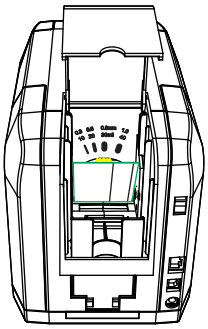
3.6 Card & Weight Plate Installation



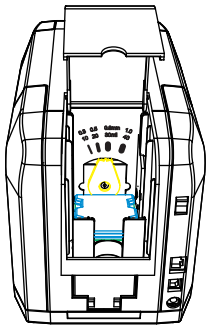
① White card or contactless chip card (orientation can be ignored).



② If using a contact chip card, as shown in the image, the chip should be facing upwards and towards the card slot (consistent with the card insertion direction of the ATM).



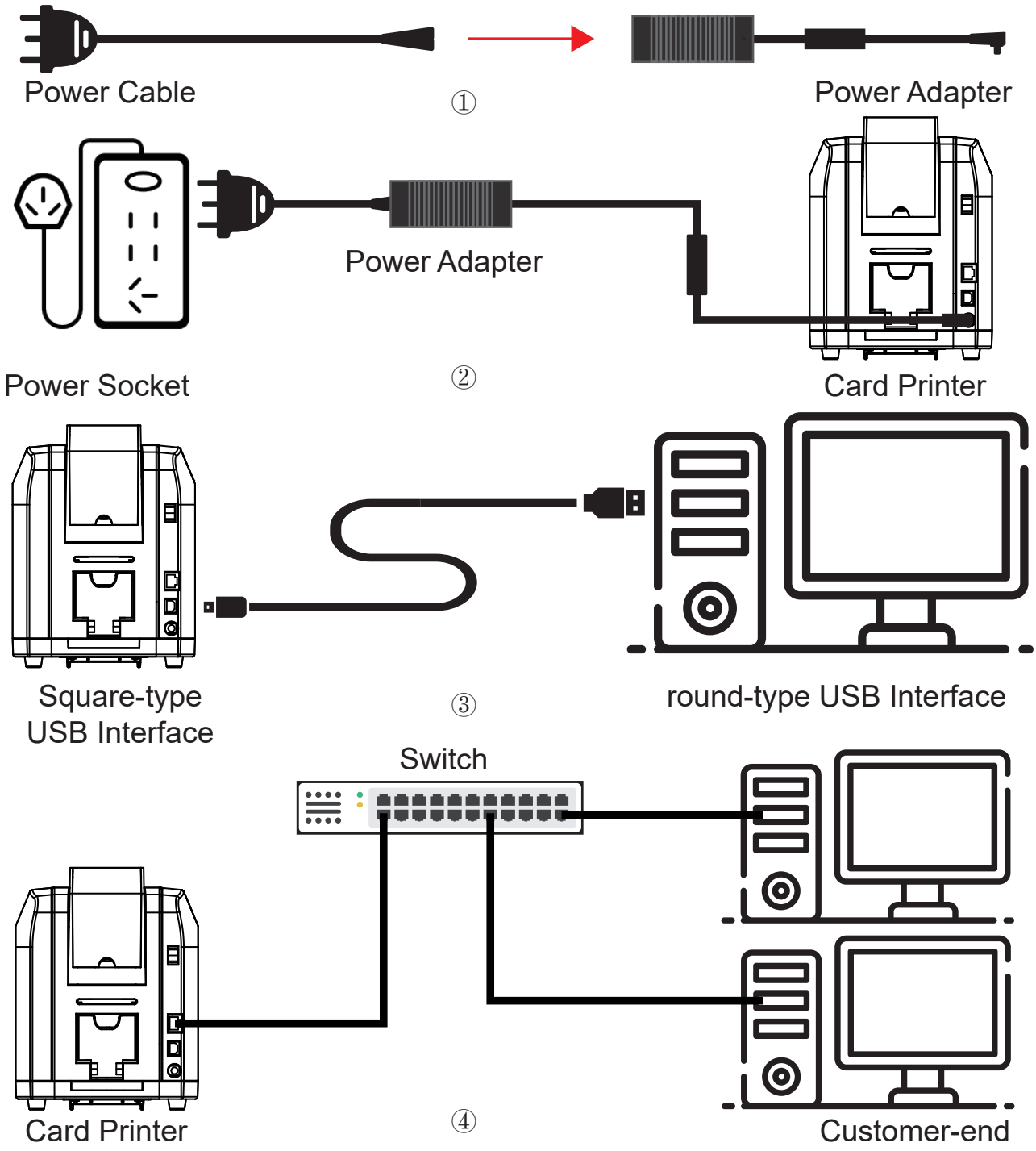
③ If using a magnetic stripe card, as shown in the image, the magnetic stripee side should be on he right, with the magnetic stripe face down. (This is consistent with the card insertion direction rule of ATMs).



④ Place the weight plate on the top of the card after inserting cards on the input hopper.

Weight plate function: Making card heavier increases the contact area between card and card feeding roller to secure stable card feeding even in less cards condition.

3.7 Wiring Installation



Steps:

① Take out the power cable and power adapter from the accessories box. Connected all cables.

② The power adapter DC output connected to the card printer power interface, and the power line AC input connected to the mains socket. (To ensure stable operation of the card printer, please use the original Seaory adapter.)

③ USB communication interface installation: USB-A interface (square type) connect to PC end and USB-B interface (round type) connect to card printer is USB port.

④ Ethernet communication interface installation: RJ45 network interface, 568B connection mode.

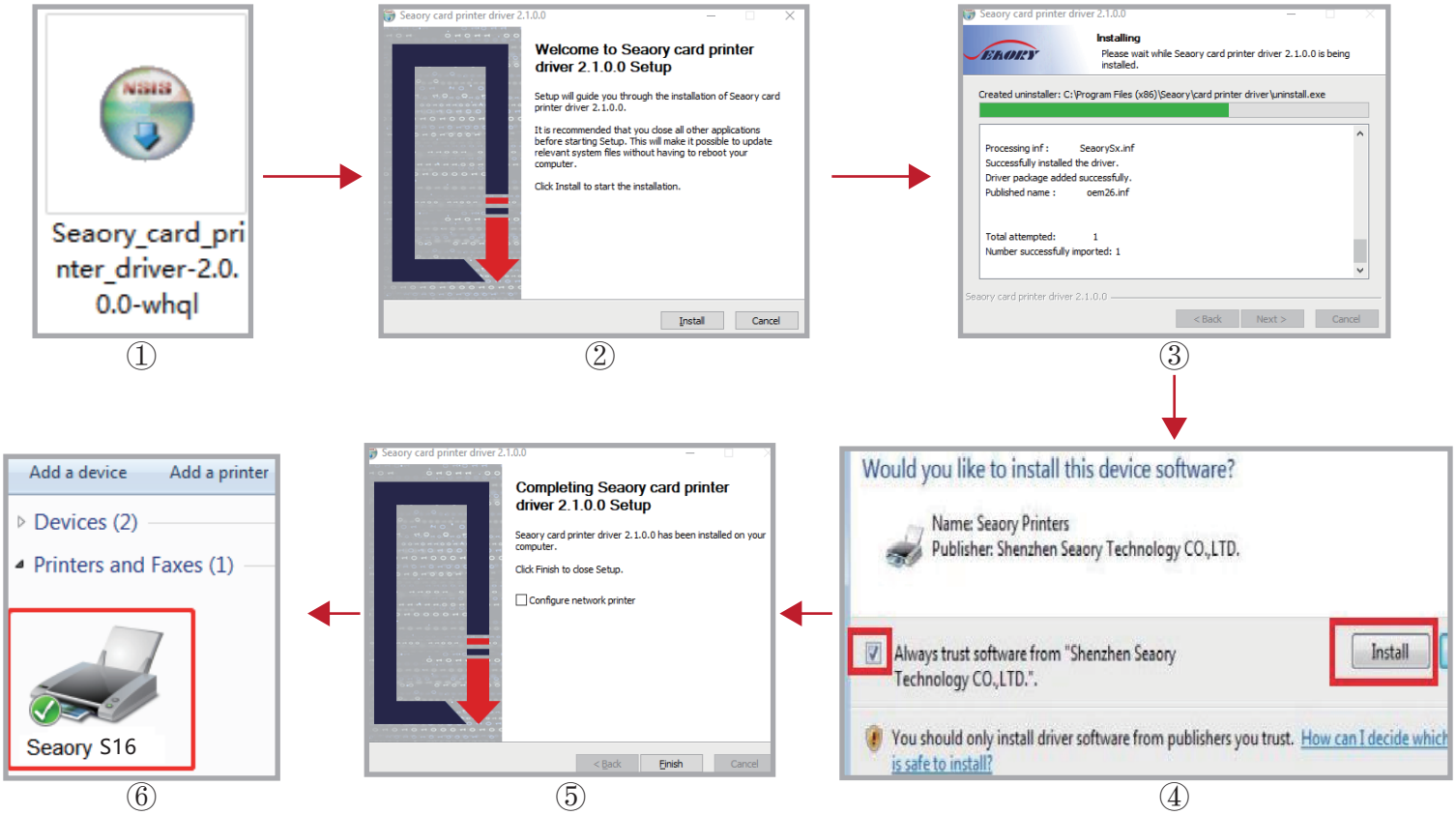
The communication interface supports both USB and Ethernet; it is recommended to choose only one!

4. Printer Driver Installation

4.1 Preparation

(1) Driver installation package acquisition: Available on the CD included with the accessory box or downloadable from our official website www.seaory.com. The driver will be continuously optimized and updated; the version number is subject to change.
(2) Some antivirus software may falsely report viruses or block driver installation during the installation process. It is recommended to temporarily disable the antivirus software before installing the driver and then re-enable it after installation is complete.
(3) During installation, it is recommended to temporarily turn off the printer and turn it on only after the installation steps are completed.
(4) Connect the power supply and USB communication cable to the card printer beforehand (please refer to section 3.7 for wiring and installation).

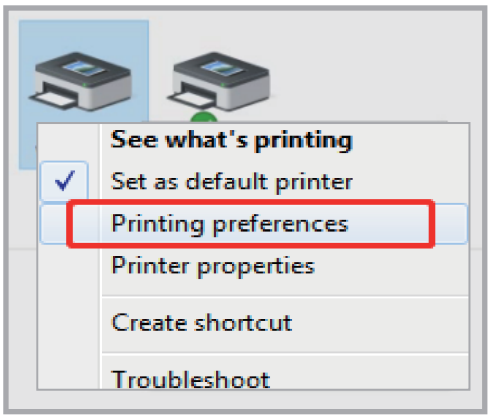
4.2 Driver Installation (USB Interface)



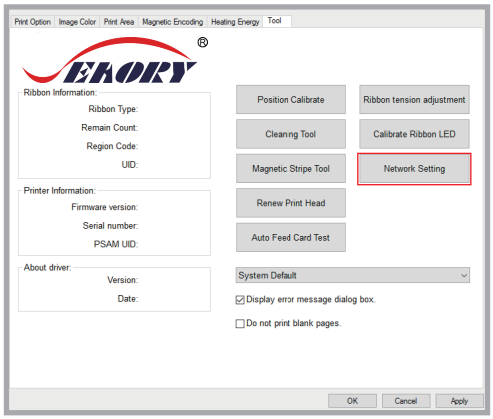
Steps:
① Right-click the driver installation package and run it as administrator.
② As shown in Image ②, click the 【Install】 button.
③ Wait approximately 1 minute for installation.
④ Driver Signature.During the installation process, when prompt ④ appears, check "Always trust software from Shenzhen Seaory Technology CO.,LTD." and then click the [Install] button.
⑤ Click the 【Finish】 button.
⑥Turn on the printer and it will be installed automatically. After successful installation, a printer with the name "Seaory S16" will appear "Devices and Printers" in the "Hardware and Sound" section of the "Control Panel" (as shown in Image ⑥).

4.3 Printer Network Setting

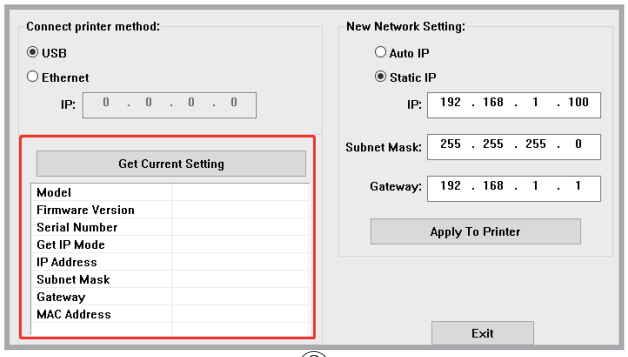
If you need to use Ethernet communication interface, please make sure the USB interface related to PC before operating as below:



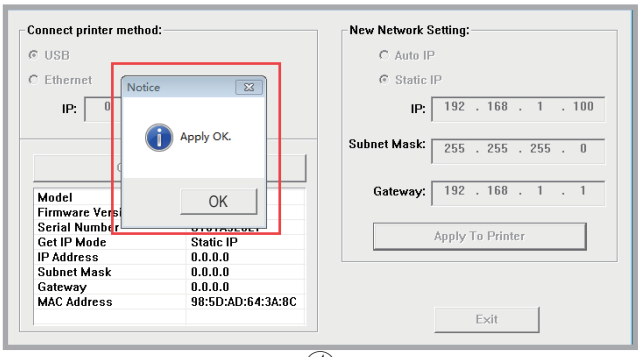
①



②



③



④

Steps:

① Put your mouse on the selected “Seaory S16 ” printer, and click the right button, from the Printer menu, select “Printing preferences”.

② Select “Tool” – “Network Setting”.

③ After click “Network setting” , choose “Gets current setting” , you will find the card printer Model number, firmware version, MAC address etc.

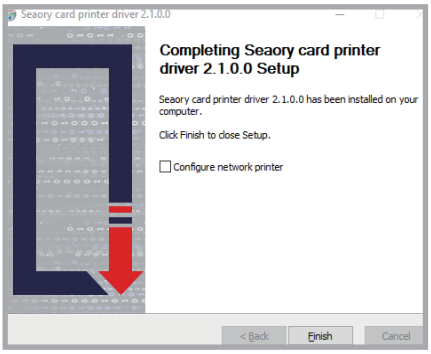
④ Click “Static IP”, type in internet IP address, subnet mask, gateway information. Then click “Apply to card printer”, you will see success dialog box. That means the network setup successfully.

After setting successfully, you can use the Ping network command to test the result.

4.4 Driver Installation

According to “4.3 network setting operating guide”, setting up the printer IP information, access to the network line and using the Ping command on the computer side to confirm the printer is communicating with the computer.

After finished “4.2 driver installation (USB interface)” operating guide, please operate according to following steps:





① ②

Steps:

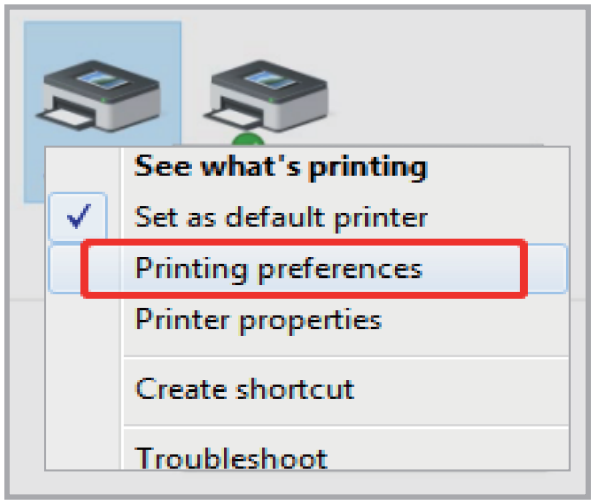
① Select “Configure network printer” first, and then click “Finish”.

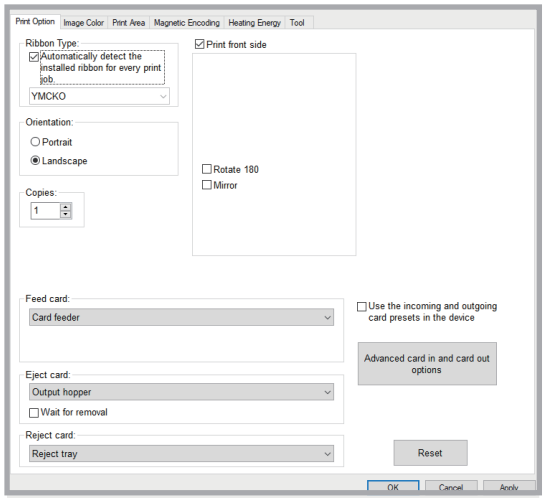
② Enter card printer’s IP address and click “Add printer” to complete the installation.

> If the card printer has set IP parameters already, you can click “Add printer” through “Automatic search”.

5. Printing Preference Setting

Enter the “Printing preferences” setting page.





① ②

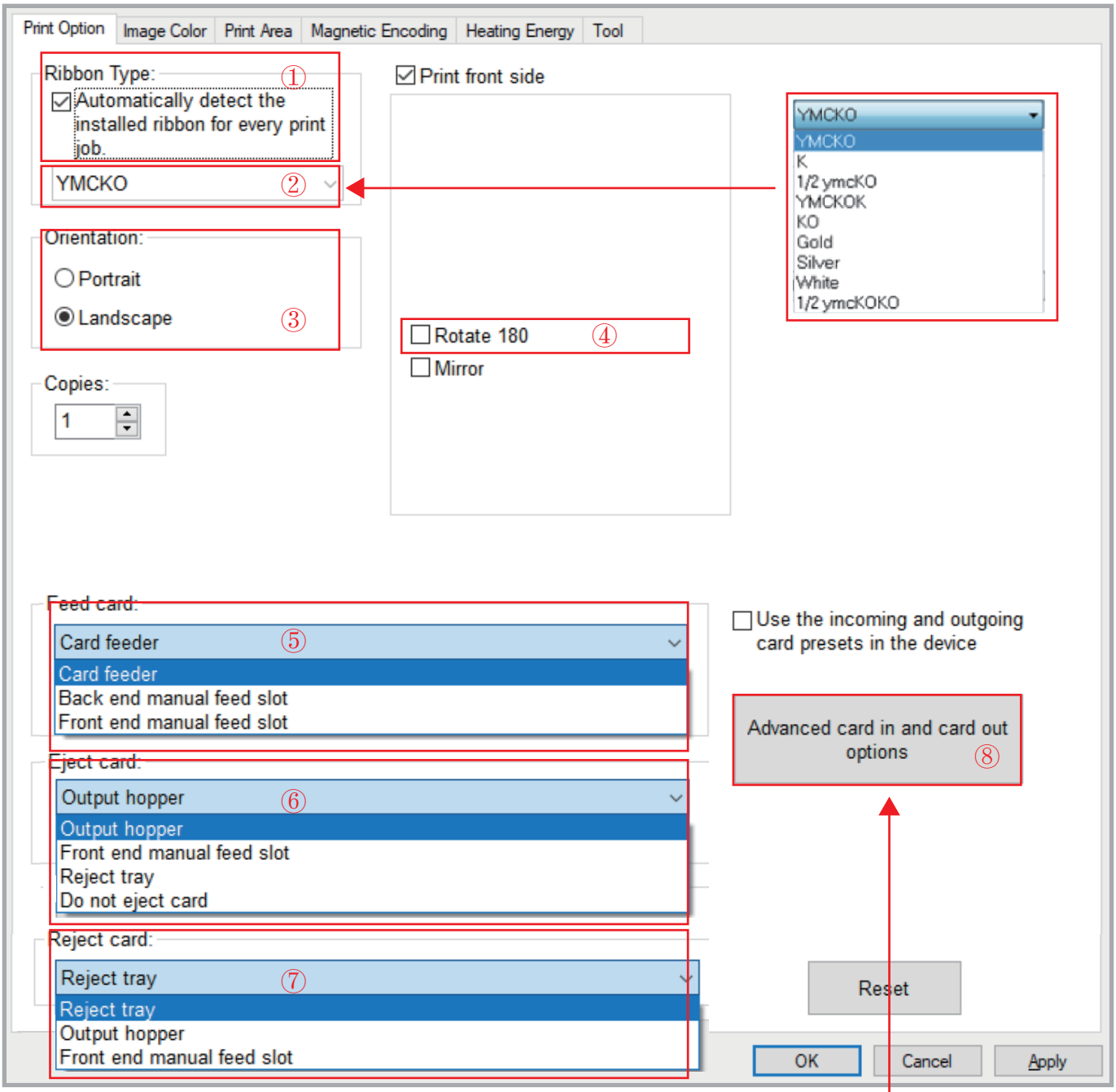
Steps:

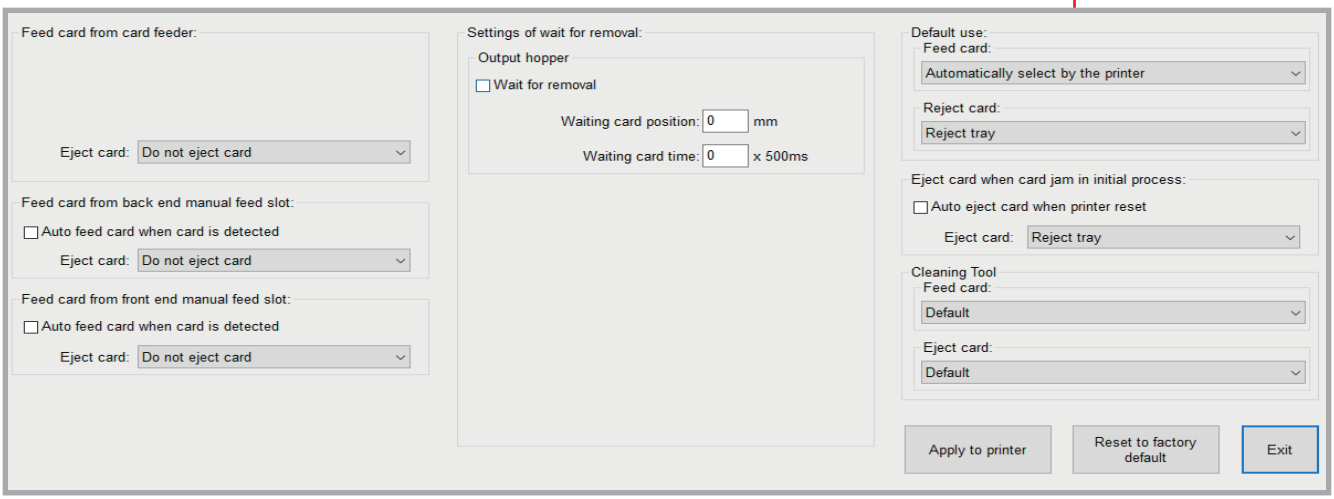
① Click right “Seaory S16 ” printer, and then select “Printing preferences”.

② Enter the “Printing preferences” setting page.

5.1 Printing Setting

On the printer preferences print settings page, you can perform the following operations.

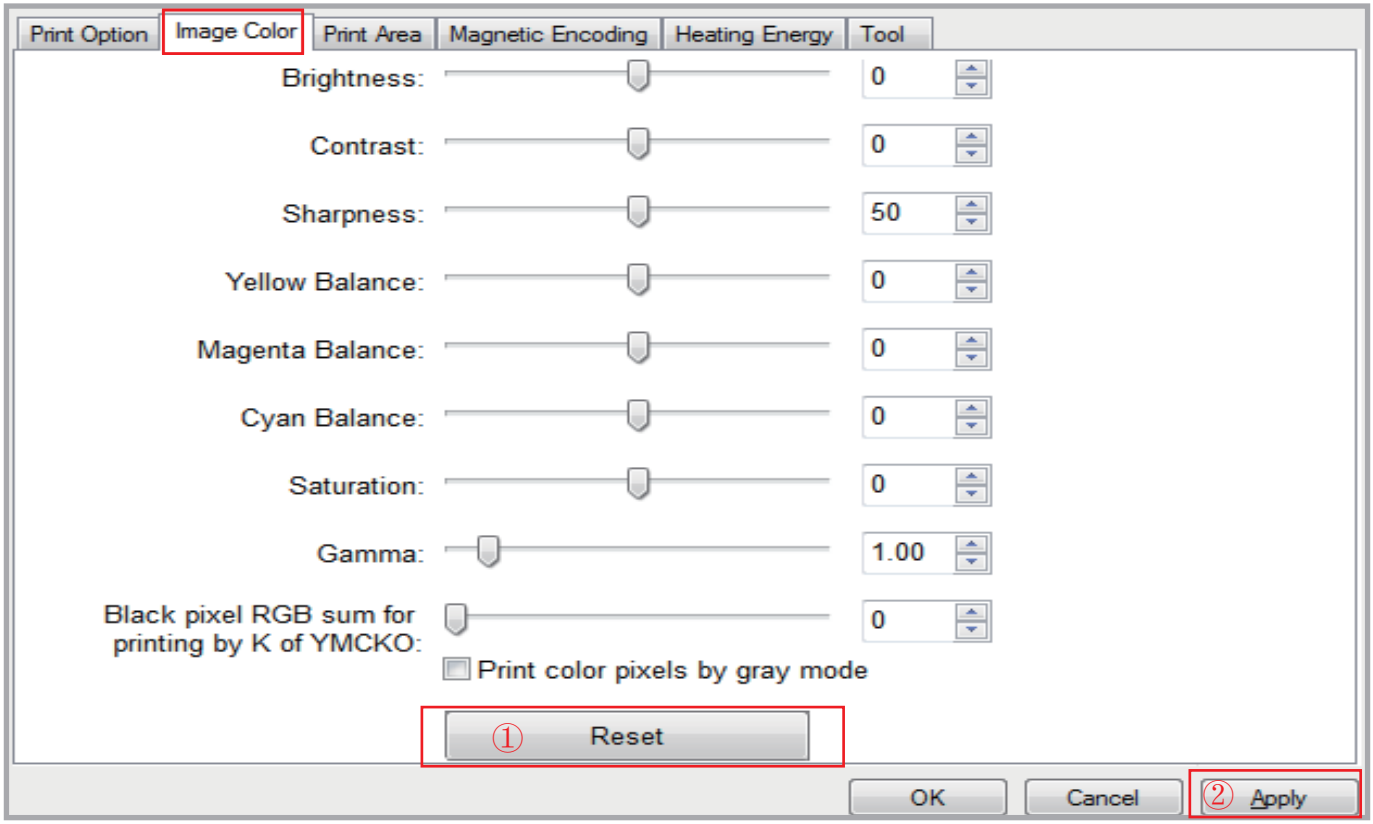




Option Instruction::
① Ribbon Type Setting: Automatic recognition is checked by default, indicating that the ribbon type is automatically identified based on the ribbon chip.
② Manual Selection: When unchecked, the ribbon type needs to be manually set. A drop-down option allows you to select the ribbon type.
③ Print Orientation Setting: This sets the print layout for landscape or portrait orientation. The default is landscape.
④ Print Layout Rotation Setting: On the "Print Settings" page, checking this option rotates the print layout by 180 degrees. It is unchecked by default.
⑤ Card Feeding Mode Setting:
Automatic Card Feeder: This means that when there is no card inside, the card will be fed from the input hopper during printing.
Back-end Manual Single Card Feeder: This means that in addition to the input hopper, the back-end output hopper can also feed single card.
Front-end Manual Single Card Feeder: This means that in addition to the input hopper & back-end outlet, the front-end inlet can also feed single card.
⑥ Card Output Mode Setting:
Default Card Output Position: After printing, the card will be ejected into the card output hopper.
Waiting for Removal: Checking this box indicates that the card will remain in the output hopper position after printing. It is not checked by default.
⑦ Ejected Card Mode Settings:Default Ejected Card Position: Cards will be ejected into the designated hopper according to parameter. The ejected card hopper function is generally used in chip card manufacturing projects.
⑧ Advanced Card Input/Output Settings: Please check image ⑧. Set the appropriate card input/output mode according to the actual application.

5.2 Image Color Setting

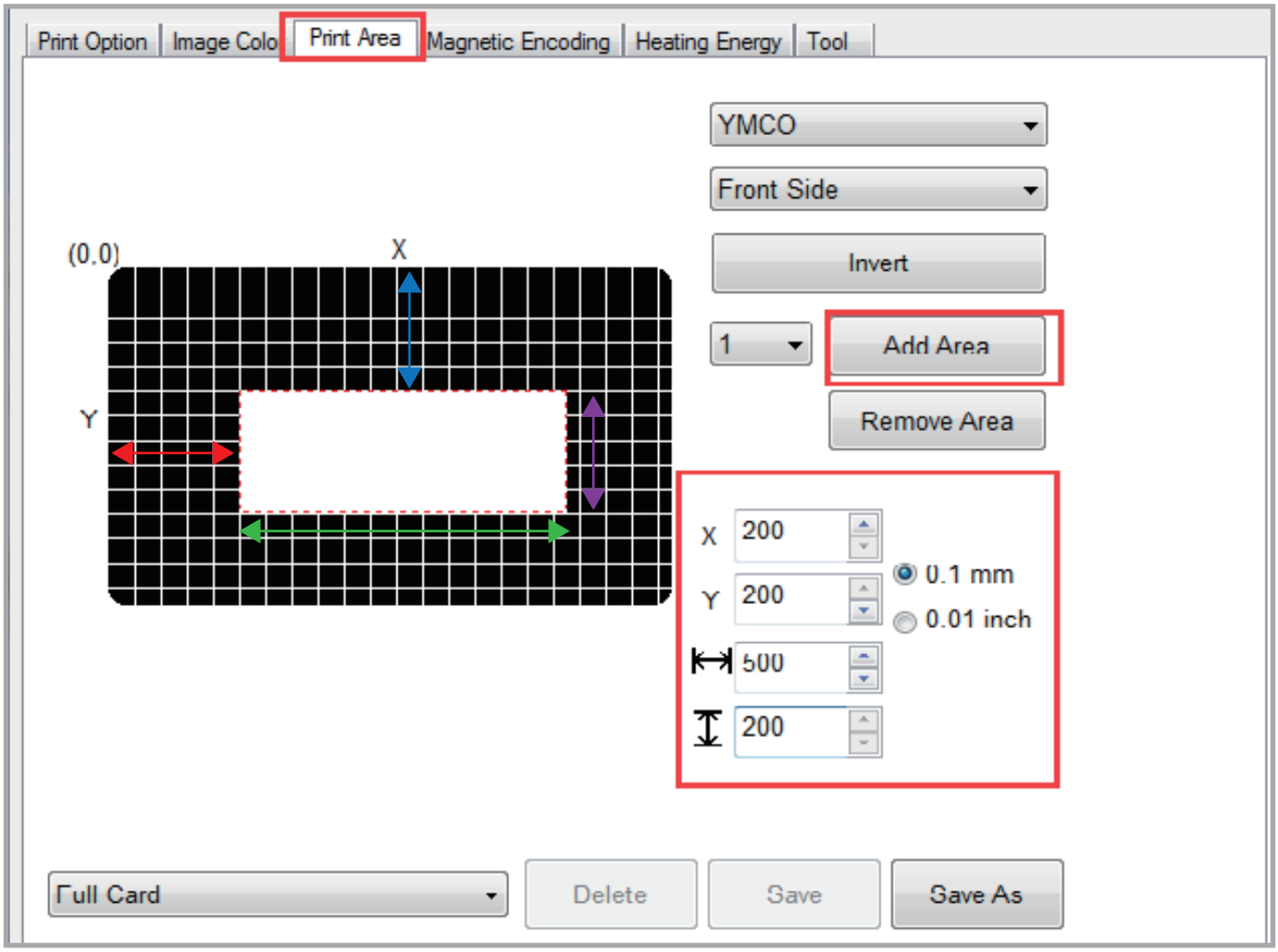
The driver defaults to optimal settings, which usually do not require configuration. If you need to adjust the colors, please configure them manually.



Option Instruction:
① Reset: This refers to restoring the image color parameters to factory defaults.
② Apply: This refers to clicking "Apply" to apply the new parameter values.

5.3 Printing Area Setting

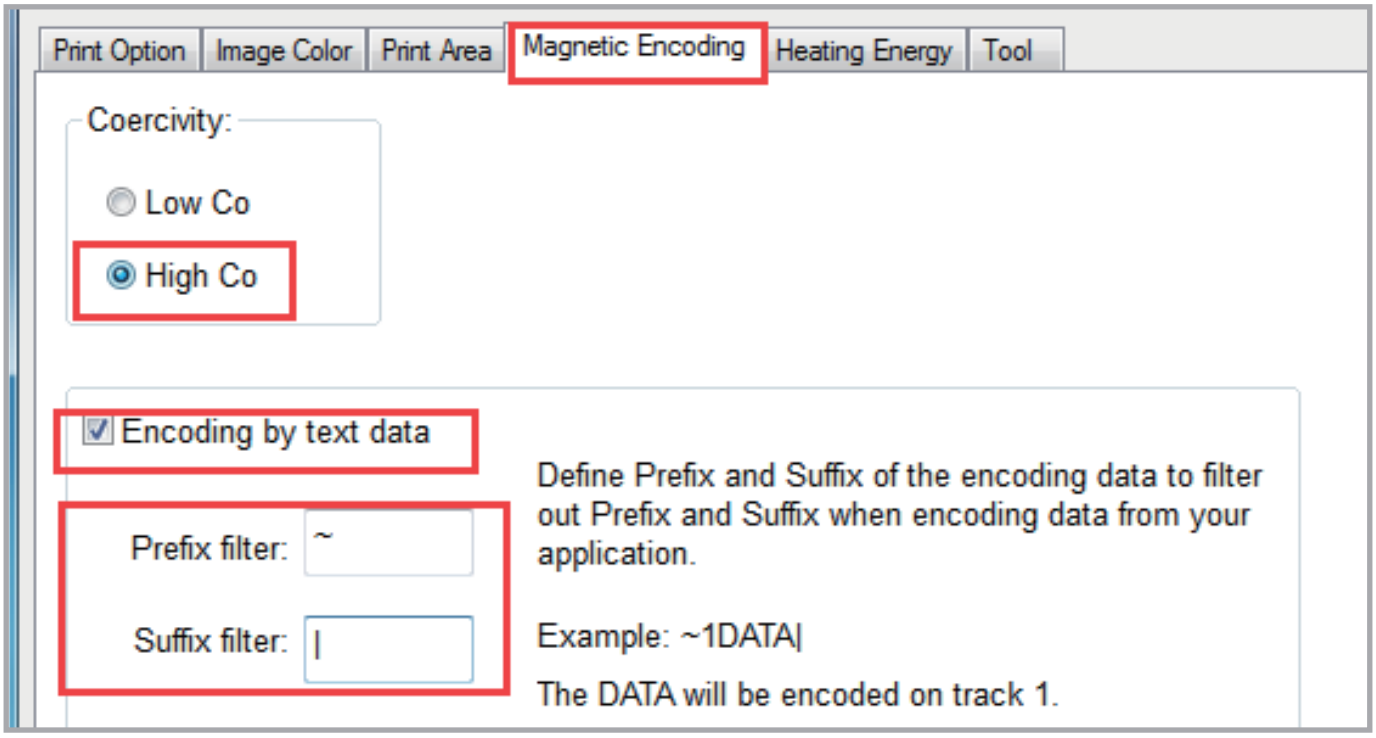
By default, YMCO and K are both full card printing (when printing the full card, the black area is the printing area and the white area in the image below will be covered; the default state is all black).

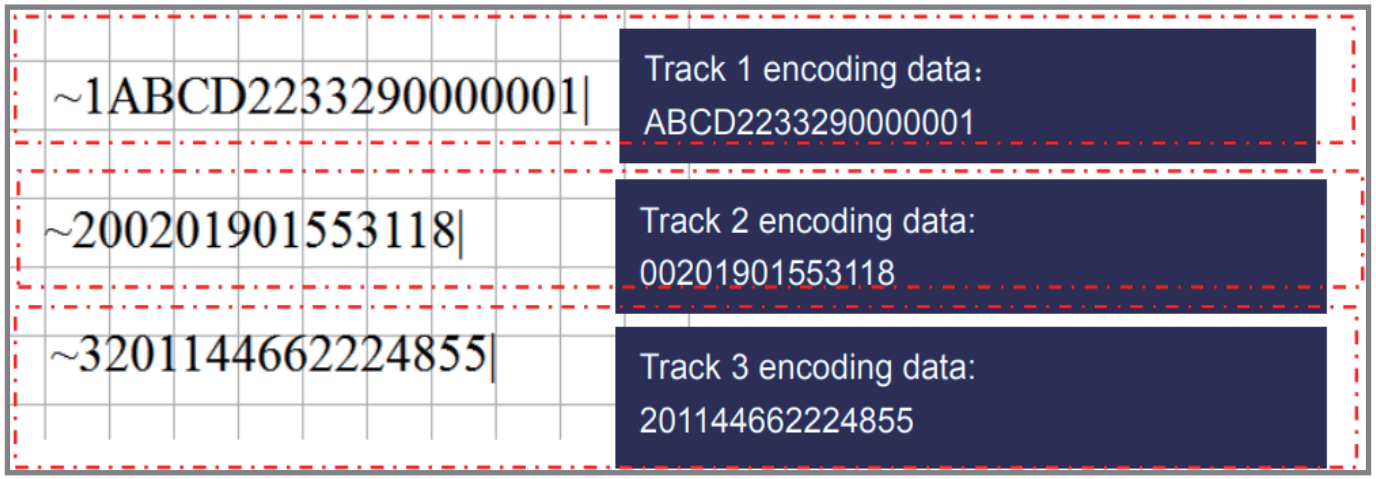


Custom Printing Instructions:
After clicking "Add Area," enter and adjust the X-axis, Y-axis, and width/length output of the custom print area.
●Red double arrow: Distance from the X-axis to the white area.
●Yellow double arrow: Distance from the white area to the Y-axis.
●Green double arrow: The length of the white area (non-printing area).
●Purple double arrow: The width of the white area (non-printing area).

5.4 Magnetic stripe recording settings

The function of magnetic stripe recording is to treat any text with filtered characters in the software as if it were written to the magnetic stripe during printing. A detailed operation example is as follows:



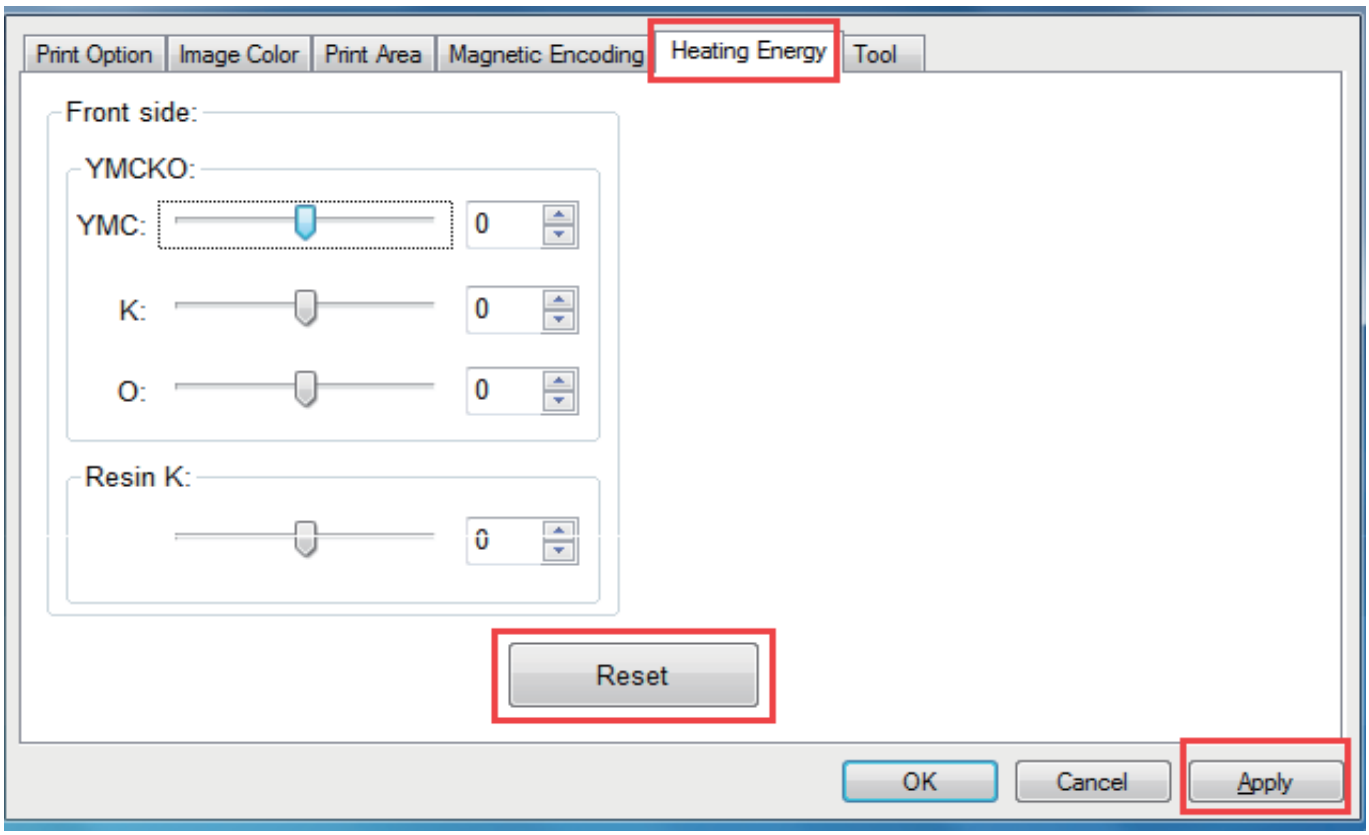


'~1' is the first track, '~2' is the second track, '~3' is the third track, and '|' is the end character.

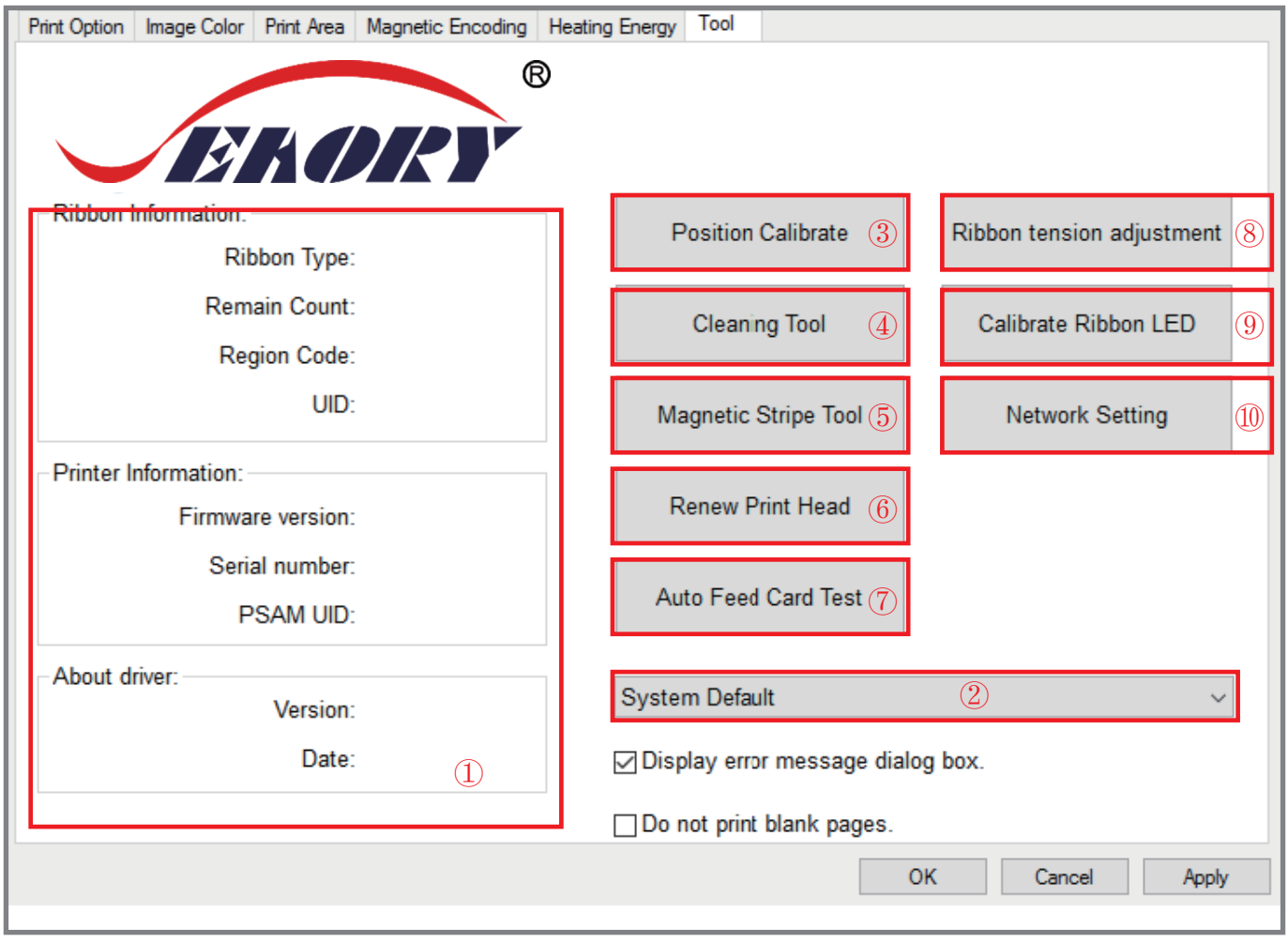
5.5 Magnetic Stripe Recording Settings

Operation Instructions:
When printing faint colors, increase the printer's heating energy level. When printing very dark colors or the ribbon breaks easily, decrease the heating energy level.
The default is the factory optimal value.

- YMCKO is for color ribbon printing.
- Resin K is for black ribbon printing.
- "Reset" restores the factory heating energy level.
- "Apply" means the new parameters will take effect.



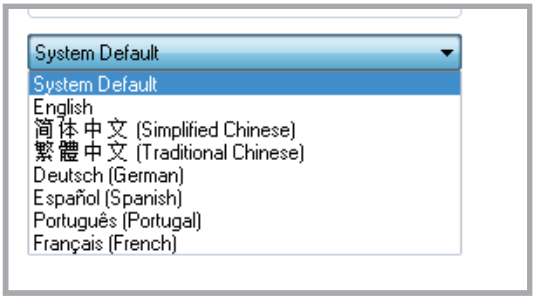
5.6 Tool Setting



Operation Instructions:

① Displays printer status information.

② As image shown below, multiple languages are available: During installation, your operating system will automatically selected corresponding language, and new languages will be added periodically.



③Print Position Correction:

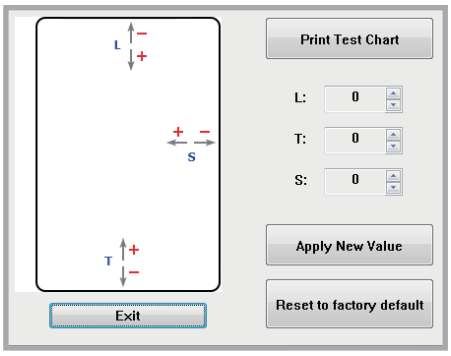
●L is the starting edge. Decrease the L value when there is a white edge at the starting edge.

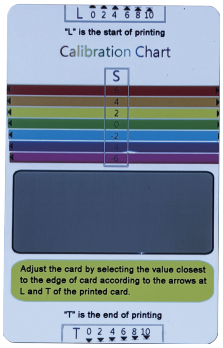
●T is the ending edge. Decrease the L value when there is a white edge at the ending edge.

●When the ribbon frequently breaks during printing, try adjust the L and T values.

●S is the side edge. Adjust the S value when there is a white edge on the side edge.

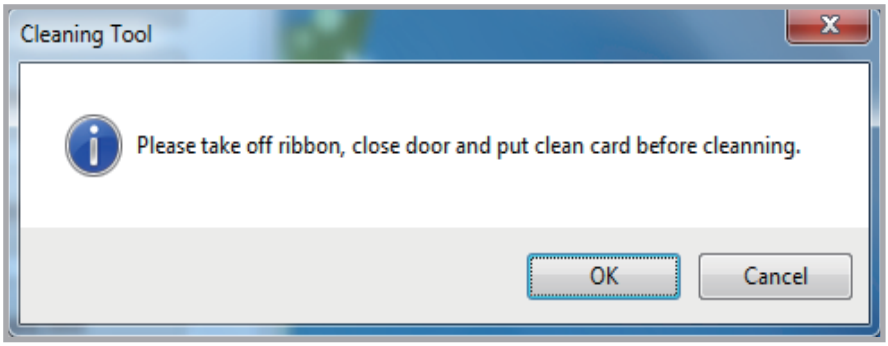
Shown as below:

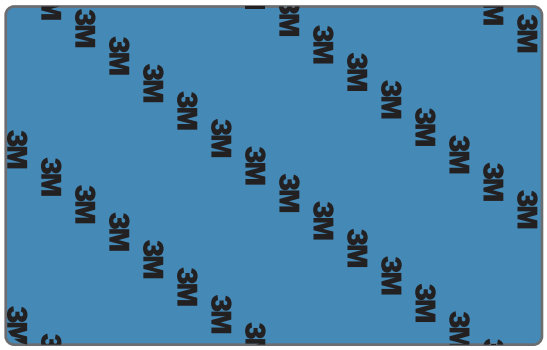




◀Print Test Chart

④ Cleaning tools: Dust or contaminants accumulating inside the printer during use can damage important components and affect print quality. Please clean the printer every time the ribbon is replaced, or at least once a month.





Open the cleaning tool options interface and follow the basic cleaning steps as prompted by the driver:

●Remove the cleaning card from the accessory box and peel off the 3M plastic layers of the cleaning card;

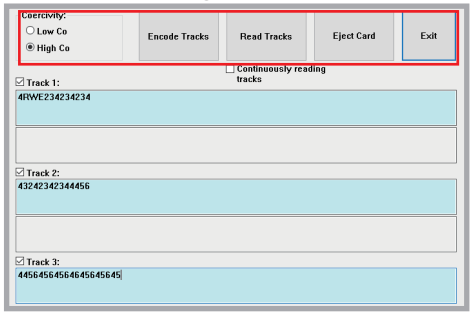
●Open the card printer cover, remove the ribbon cartridge, and then close the printer cover;

●Insert the prepared cleaning card into the card slot;

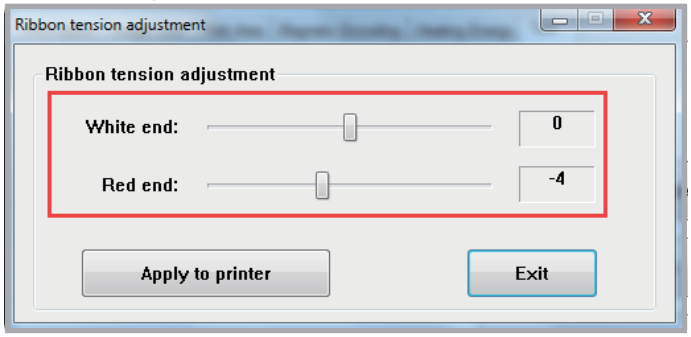
●Click "OK" as shown in the image above. The printer will automatically perform the cleaning steps;

●After cleaning is complete, reinstall the ribbon cartridge, and the printer will work normally.

⑤ Magnetic Stripe Tool: This function is primarily for testing magnetic stripe card read/write operations. Opening the Magnetic Stripe Tool options will display the following information:
●Write Magnetic Stripe: Tests data writing to the magnetic stripe card.
●Read Magnetic Stripe: Tests data reading from the magnetic stripe card.
●Card Dispenser: Moves the card into the output hopper.
●Exit: Closes the current tool interface.
See the image below:



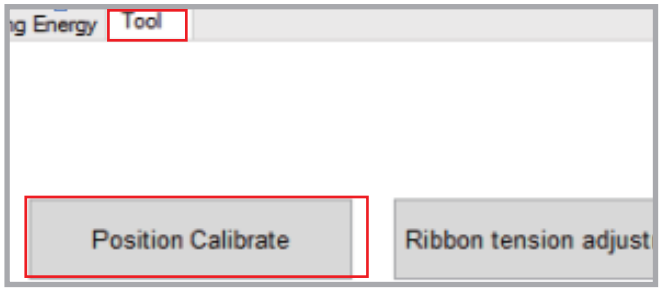
⑥ Replace Printhead: When replacing the printhead, enter the serial number of the new printhead in the printhead replacement pop-up window.
⑦ Automatic Card Feed Setting: A testing tool to verify card feeding performance.
⑧ Ribbon Tension Adjustment: If color streaks appear in the middle of the card, reduce the supply-end tension; if color streaks appear at the beginning or end of the print, increase the supply-end tension.



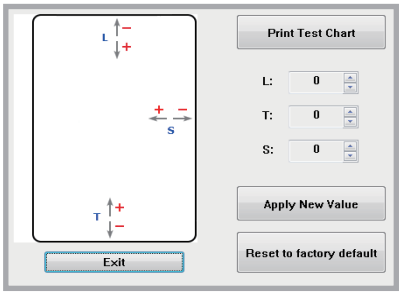
Open the ribbon tension adjustment options interface to adjust the parameters. "Apply to Printer" indicates that the adjusted tension parameter value will take effect.
⑨ Calibrate Ribbon Light: Corrects ribbon light indicator errors.
⑩ Network Settings: A tool for setting printer IP information parameters. See section "4.3 Printer Network Setting " for details.

6. Printing Testing

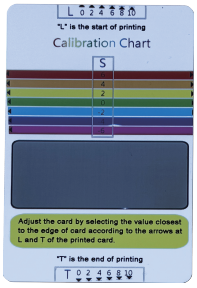
6.1 Driver Testing Page



①



②



③

Operation Instruction:
① Go to Printer Preferences → Tool → Position Calibrate.
②After entering the interface shown below, insert the white card to be printed into the input hopper, and then click "Print Test Chart".
③ Print the test chart.

6.2 Seaory iCARDE Software

You can both use relative software and “Seaory Software” to test printing. For detailed instructions, please refer to the Serory Software user manual.



7. Printing Testing

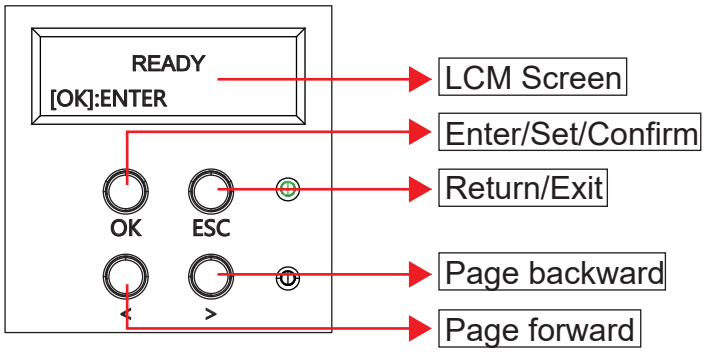
7.1 Cleaning Roller Replace

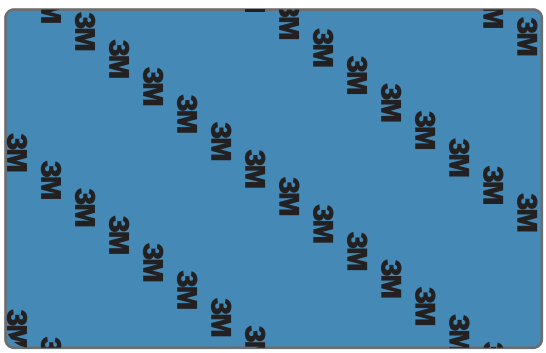
Cleaning roller function is to adsorb dust & foreign particles from card feeding roller and from card indirectly, which prevent foreign particles from card moving track, improving printing effect. Replace the cleaning wheel every time you replace a roll of ribbon, or at least once a month. For detailed replacement steps, please refer to section "3.2 Cleaning Roller Installation".

7.2 Card Moving Path Cleaning

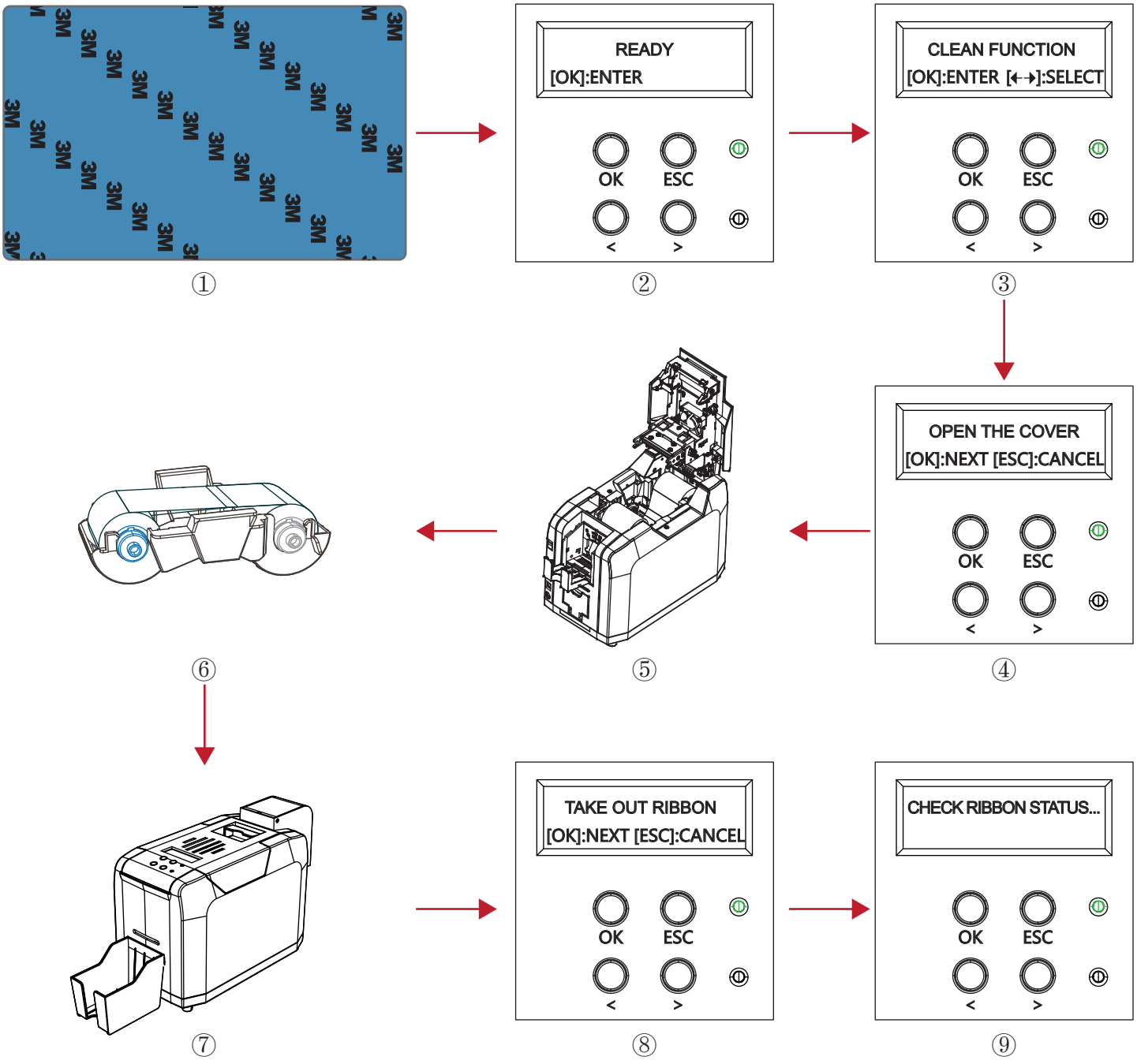
Dust or contaminants accumulating inside the printer during use can damage critical components and affect print quality. Therefore, it is recommended to clean the printer each time the ribbon is replaced, or at least once a month.

(1)Printer driver operation instructions: See section "5.6 Tool Settings → ④ Cleaning Tools". The LCM interface and cleaning card are shown in the following image:





（2）Operation Steps:

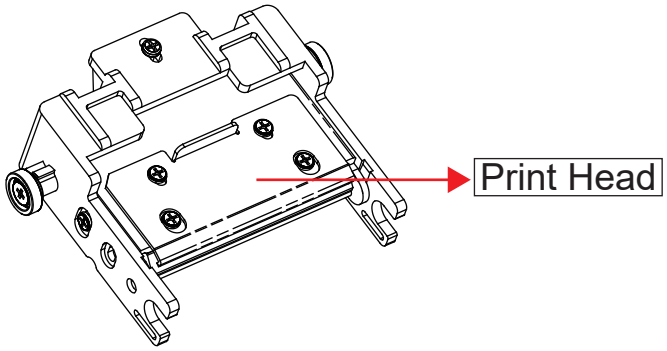


Operation Steps:

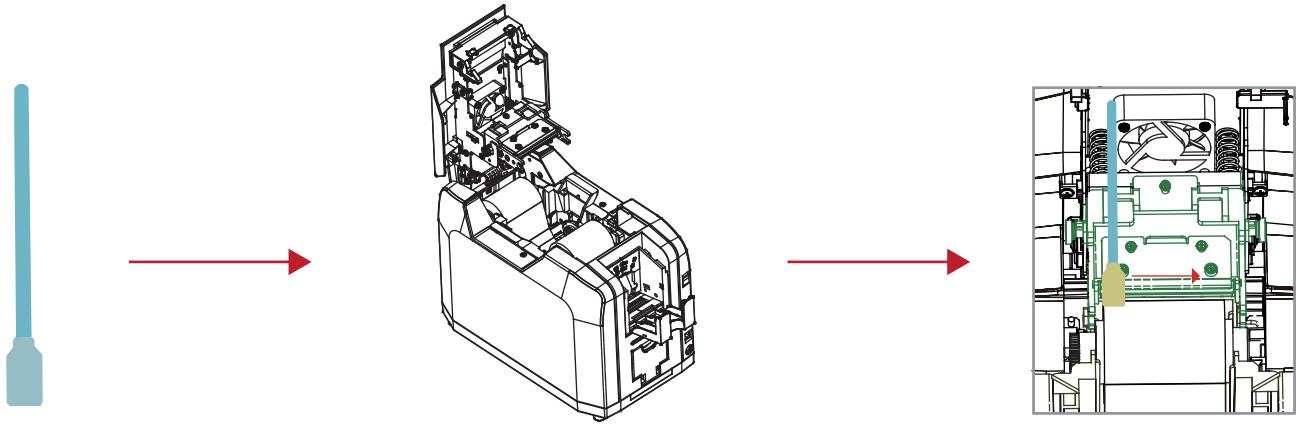
① Remove the cleaning card from the accessory box, peel off the 3M of the cleaning card, and insert it into the input hopper.
② On "Ready" page, press the 【OK】 button once, then press【>】button twice.
③ After entering the cleaning function interface, press the 【OK】 button once.
④ Enter the operation prompt interface.
⑤ Follow the screen operation prompts, open the machine cover, and press the 【OK】 button once to proceed to the next step.
⑥ Follow the screen operation prompts to remove the ribbon.
⑦ Close the cover.
⑧ Press the 【OK】 button once to proceed to the next step.
⑨ The printer begins the cleaning process and waiting for it to complete.
⑩ After the cleaning process is complete, the cleaning card will be ejected from the card outlet. Place the ribbon cartridge back into the printer, close the upper cover, and the cleaning process is complete.

7.3 Card Moving Path Cleaning

The printhead is a delicate and valuable component in a card printer, and a fragile and easily damaged part. Like a car, it's a consumable item that will eventually break down; only through regular maintenance can its lifespan be extended. The maintenance method is to wipe and clean it with the cleaning stick included with the package. Clean it once every time the ribbon is replaced or the printing effect is poor, and it is recommended to clean the print head once a month.



（1）Cleaning pirnt head steps



① ② ③

Steps:

① Remove the cleaning swab from the accessory box.

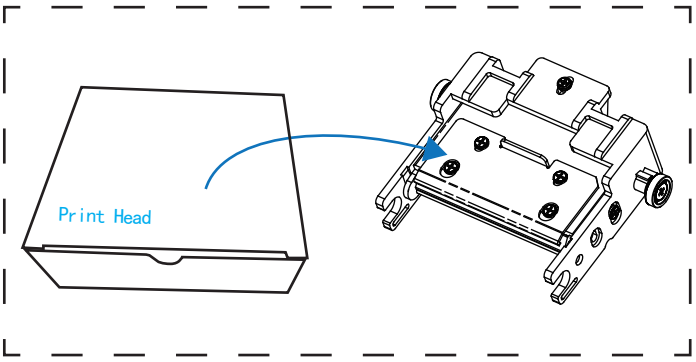
② Turn off the printer and open the top cover. The printhead is located under the cover and cooling fan.

③ Use the cleaning swab to wipe the printhead, using a unidirectional wiping method. Do not wipe back and forth repeatedly (i.e., wipe from left to right or right to left). Generally, wiping 3-5 times is sufficient.

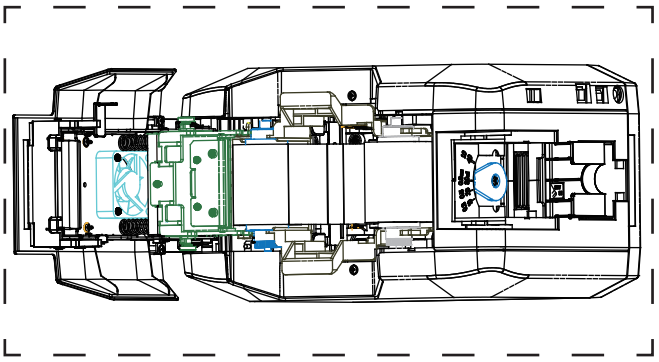
8. Printhead Replacing

8.1 Printhead Replacing Steps

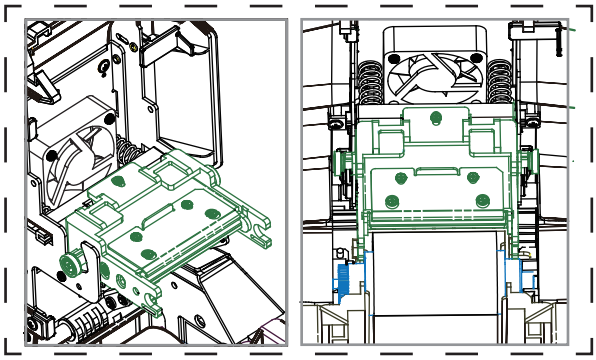
Over time, as printers reach the end of their lifespan, or due to lack of regular cleaning and maintenance, or damage caused by human error, issues such as broken printheads and blank vertical lines may appear on the printhead. Replacing the printhead is necessary to resolve these problems.



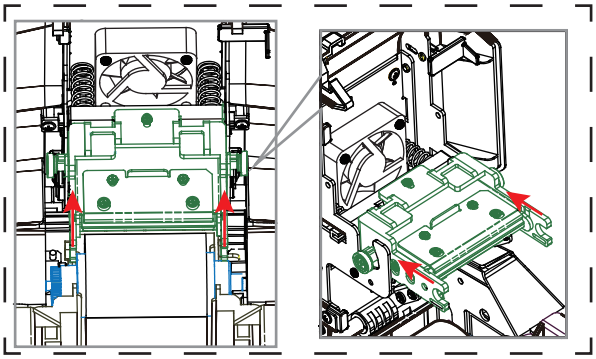
①



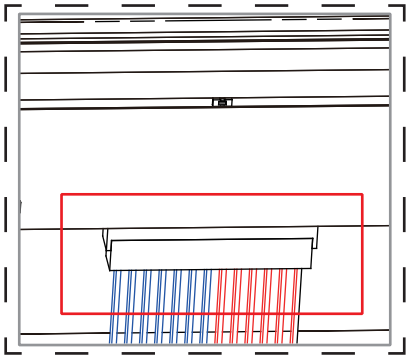
②



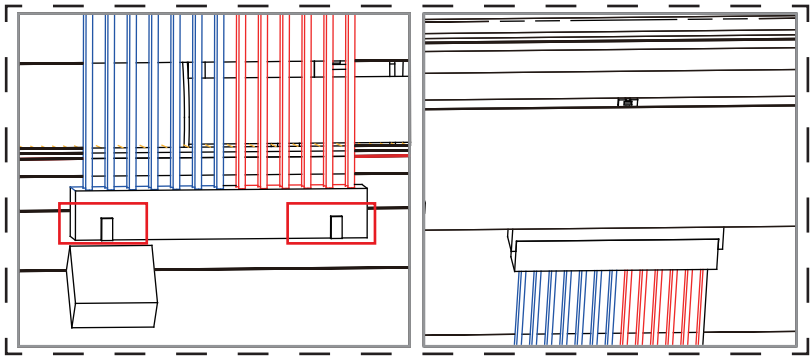
③



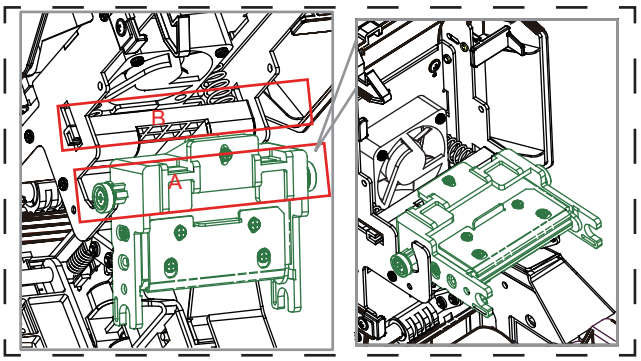
④



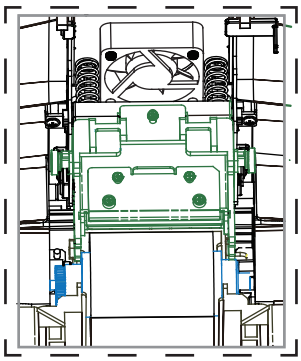
⑤



⑥



⑦



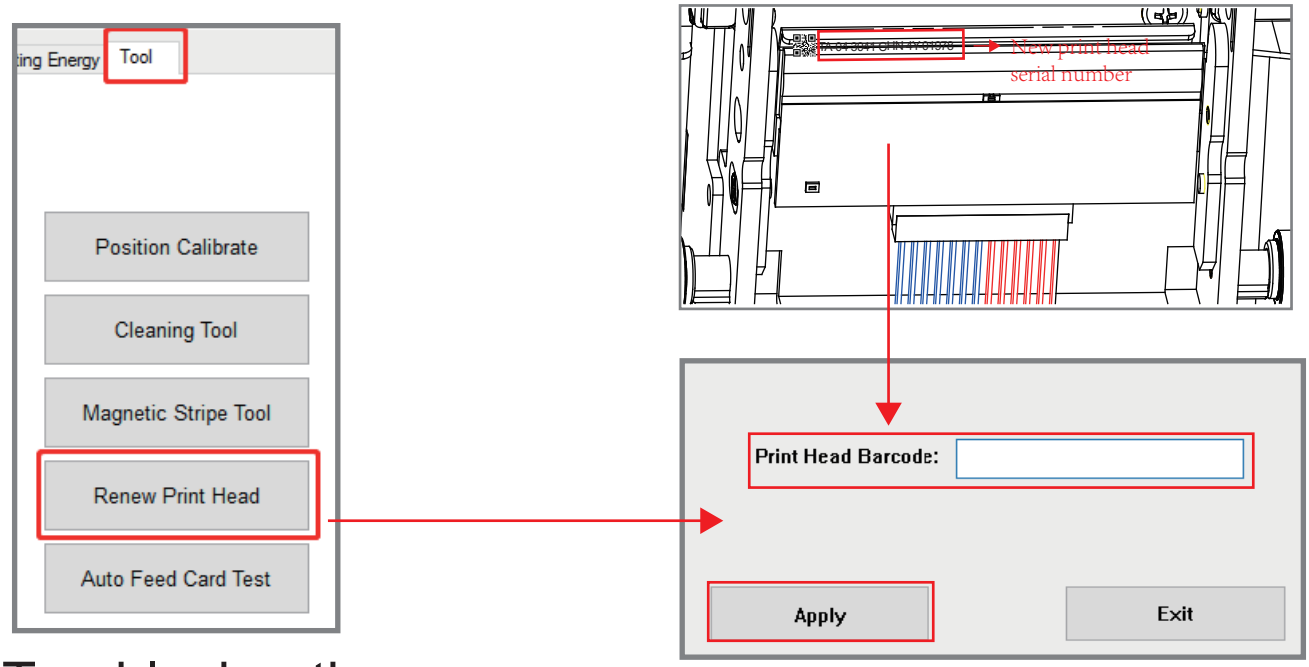
⑧

Steps:
① Remove the new printhead from the packaging box and record its serial number.
② Turn off the printer and open its top cover. The printhead is located below the top cover and cooling fan.
③ Observe the mounting structure on both sides of the printhead.
④ Remove the printhead. As shown in the picture, hold the printhead by both sides and press it towards the cover. The springs will compress. Release the printhead when the small cylinders on both sides disengage from the metal hooks.
⑤ Pinch the ribbon cable and pull it out of the plug to complete the disassembly.
⑥ Install the new printhead; take out the new printhead and connect the printhead socket to the ribbon cable. Ensure the ribbon cable and the connector orientation on the printhead are the same direction.
⑦ Snap the printhead onto the hooks, and use part A to press against part B until the cylinders on both sides of part A are precisely engaged with the metal hooks.
⑧ View after installation.

8.2 Printhead Serial Number Change

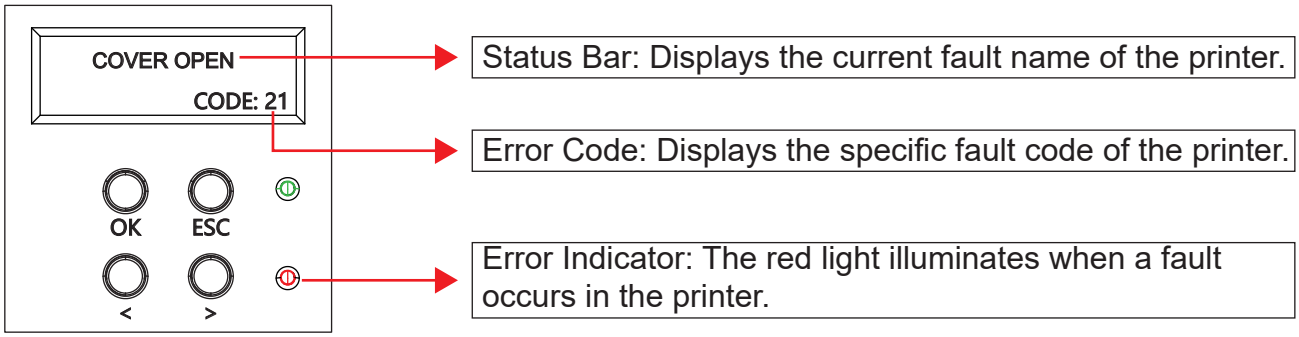
Enter the new printhead serial number in the printer driver. When replacing the printhead, you also need to enter the new printhead's barcode number. Failure to modify this may result in printing errors.

Go to "Tool" in the printer preferences and click "Renew Print Head".



9. Troubleshooting

9.1 Error Diagnosis



9.2 Common Error Codes & Solutions

Error	Code	Description	Inspection Direction
FW ERROR	0×01	Device firmware errors are usually caused by corrupted bin files or a failure in the core board storage module.	1. Check if the .bin file is corrupted or has a version mismatch. 2. Check if the core board DDR module is faulty. 3. Check if the core board Flash storage module is malfunctioning.
ADC ERROR	0×02	An abnormal detection by the thermal printhead (TPH) thermistor may lead to uncontrolled printing temperature.	1. Check if the thermal printhead (TPH) is damaged. 2. Check if the thermal printhead (TPH) signal cable is loose or broken. 3. Check if the core board analog-to-digital converter (ADC) is faulty.
TAKE ENCODER ERROR	0×03	An abnormal encoder signal in the card output path caused inaccurate card positioning.	1. Check if the encoder cable is loose or damaged. 2. Check if the ribbon motor cable is faulty. 3. Check if the ribbon motor is damaged.
SUPPLY ENCODER	0×04	An abnormal encoder signal on the supply-end path caused inaccurate supply-end positioning.	1. Check if the encoder on the supply-end is damaged. 2. Check if the encoder cable is loose or broken.
ADC ERROR	0×05	A faulty analog-to-digital converter module on the core board or keyboard board (control board) is causing abnormal signal acquisition.	1. Check for hardware faults on the core board. 2. Check for abnormalities in the keyboard board (control board).
ADC ERROR	0×06	The printer's core function is malfunctioning, exhibiting symptoms like ADC error 2.	1. Check if the thermal printhead (TPH) is damaged. 2. Check if the thermal printhead (TPH) signal cable is loose. 3. Refer to the troubleshooting steps for ADC error 2 for further troubleshooting.
CARD JAM	0×10	No card sensor signal detected	1. Check all card sensors for damage or obstruction. 2. Check sensor cables for looseness or breakage.
CARD JAM	0×11	P1 sensor has detected cards.	1. Check the P1 sensor location for any card. 2. Clean or replace the P1 sensor.
CARD JAM	0×12	P1 & P6 sensor trigger or P1 & P2 sensor trigger	1. Check the corresponding sensor location for any card. 2. Clean or replace the trigger sensor.
CARD JAM	0×13	P6 sensor has detected cards.	1. Check the P6 sensor location for any card. 2. Clean or replace the P6 sensor.
CARD JAM	0×14	P6 & P2 sensor have detected cards.	1. Check for any card at the P6 and P2 sensor locations. 2. Clean or replace the triggering sensor.
CARD JAM	0×15	P2 sensor has detected cards.	1. Check the P2 sensor location for any card. 2. Clean or replace the P2 sensor.
CARD JAM	0×16	P3 sensor has detected cards.	1. Check the P3 sensor location for any card. 2. Clean or replace the P3 sensor.
CARD JAM	0×17	P4 & P3 sensor have detected cards.	1. Check for any card at the P4 and P3 sensor locations. 2. Clean or replace the triggering sensor.
CARD JAM	0×18	P3 & P4 & P5 sensor trigger or P4 & P5 sensor trigger.	1. Check the corresponding sensor location for any card. 2. Clean or replace the trigger sensor.
CARD JAM	0×19	P5 sensor has detected cards.	1. Check the P5 sensor location for any card. 2. Clean or replace the P5 sensor.
CARD JAM	0×1A	In addition to the above combination, other multi-sensor detected the card.	1. Check all trigger sensor locations for any card. 2. Clean or replace the trigger sensors.
CARD JAM	0×1E	(E1/E2) and (P4/P5) sensor have detected cards.	1. Check the corresponding sensor location for any card. 2. Clean or replace the trigger sensor.
CARD JAM	0×1F	E1 or E2 sensor has detected cards.	1. Check the E1 or E2 sensor location for any card. 2. Clean or replace the trigger sensor.
COVER OPEN	0×21	The printer cover was not closed, triggering the safety protection mechanism.	1. Check if the cover sensor is damaged. 2. Check if the cover sensor cable is loose or broken. 3. Check if the cover sensor shielding plate is misaligned or damaged.
REJECT BOX OPEN	0×22	The waste card slot was not closed, triggering the security protection mechanism.	1. Check if the waste card slot cover sensor is damaged. 2. Check if the waste card slot cover sensor cable is loose.
REJECT BOX FULL	0×23	The waste card slot is full and cannot hold any more discarded cards.	1. Check if the waste card slot full-level sensor is damaged. 2. Check if the waste card slot full-level sensor cable is loose. 3. Empty the waste card box and retest.
TPH CAM ERROR	0×31	A malfunction in the thermal printhead (TPH) cam positioning prevents the printhead from rising and falling normally.	1. Check if the thermal printhead cam sensor is damaged. 2. Check if the thermal printhead cam cable is loose. 3. Check if the thermal printhead cam module has a mechanical fault.
ADF CAM ERROR	0×32	An abnormal cam positioning in the automatic card feeder (ADF) caused the card feeding action to fail.	1. Check if the automatic card feeder cam sensor is damaged. 2. Check if the automatic card feeder cam cable is loose. 3. Check if the automatic card feeder cam module has a mechanical fault.

FLIPPER ERROR	0×33	The card flipper cam is malfunctioning, preventing the cards from flipping properly.	1. Check if the flipper cam sensor is damaged. 2. Check if the flipper cam cable is loose. 3. Check if the flipper cam module has a mechanical fault.
RIBBON OUT	0×41	The initialization reads “0” or if only 1 ribbon sheet remains before duplex printing also trigger	1. Check if the ribbon chip balance is insufficient. 2. Replace with a new ribbon and retest.
RIBBON ERROR	0×42	Failed to attach ribbon chip; failed to read ribbon information during initialization.	1. Check if the ribbon tag is damaged. 2. Check if the RF antenna is faulty. 3. Check if the information in the PSAM card is incorrect.
RIBBON MISSING	0×43	The ribbon chip could not be read during initialization.	1. Check if the ribbon tag is damaged. 2. Check if the RF antenna is faulty. 3. Check if the ribbon spool spring is abnormal.
RIBBON UNSUPPORT	0×44	Unknown Ribbon type; ribbon area code does not match machine area code; incorrect ribbon label content.	1. Confirm that the ribbon type is supported by the device. 2. Check that the ribbon area code matches the machine area code. 3. Replace with a compatible ribbon and retest.
RIBBON MISSING	0×45	Ribbon tension timeout during initialization	1. Check if the ribbon encoder and ribbon motor are faulty. 2. Check if the ribbon shaft springs are abnormal.
RIBBON OUT	0×46	The end mark on the ribbon was detected during printing.	1. Check if the ribbon sensor/LED is faulty. 2. Replace with a new ribbon and retest.
RIBBON MISMATCH	0×47	The print frame and ribbon type do not match (e.g., a K ribbon is inserted but YMCKO print data is sent).	1. Check that the ribbon and ribbon tag match. 2. Confirm that the print data matches the ribbon type.
RIBBON ERROR	0×48	Ribbon search timed out; ribbon LED detection frame before printing does not match the print frame; ribbon tensioning failed during printing.	1. Check for malfunctions in the ribbon sensor/LED, ribbon motor, and ribbon encoder. 2. Check if the ribbon and ribbon tag match. 3. Check for any abnormalities in the ribbon shaft springs.
RIBBON ERROR	0×49	Oversized/ undersized film diameter; The ribbon and ribbon chip are incompatible (e.g., YMCKO ribbon paired with a 1/2 YMCKO chip).	1. Check if the ribbon and ribbon tag match. 2. Check if the ribbon encoder is faulty. 3. Check if the ribbon shaft springs are abnormal.
CARD FEED ERROR	0×51	Automatic Card Dispenser (ADF) card feeding malfunction.	1. Check the automatic card feeder for any card. 2. Clean the card feed rollers and sensors.
CARD FEED ERROR	0×52	Card insertion abnormal from the back.	1. Check the card feed path on the back for any foreign objects. 2. Clean the card feed sensor and rollers.
CARD FEED ERROR	0×53	Card insertion error at the front.	1. Check the card feed path for foreign objects. 2. Clean the card feed sensor and rollers.
CARD FEED ERROR	0×54	Card input error below.	1. Check the card feed path for any foreign objects. 2. Clean the card feed sensor and rollers.
CARD OUT	0x5F	The cards in the card slot are completely used out.	1. Check if the card slot is indeed empty. 2. Check if the card slot sensor is damaged.
AUTH. ERROR	0x61	The PSAM card is blank, or the card serial number does not match the device.	1. Check if the PSAM card has been correctly initialized. 2. Confirm that the PSAM card serial number matches the device.
AUTH. ERROR	0x62	AU9580 chip initialization failure is usually caused by not being installed or a core board malfunction.	1. Check if the AU9580 chip is installed correctly. 2. Check for hardware faults on the core board.

10. Technical Support

If you encounter difficulties on setting and using, please read this manual carefully.

If the problem persists, you can obtain detailed information and assistance from your dealer.

If you encounter any unresolved technical issues and do not know any dealer, please visit www.seaory.com and inform us of your problem. We will provide you with the detailed contact information for the appropriate dealer. Please provide the following information when calling:

1. The model and serial number of the printer and laminating module.
2. The current configuration and operating system.
3. A description of the incident.
4. A description of the steps taken to resolve this issue.

For more information, please visit www.seaory.com