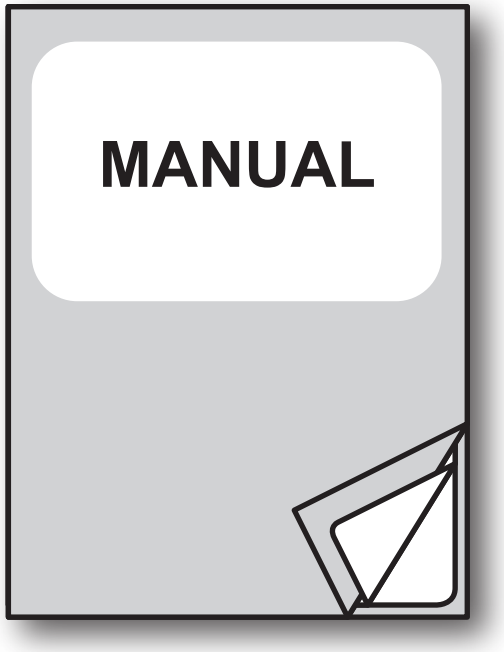
AVIATION

SHORT GUIDE

TK202III
TK302III

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 **76200000009900** by requesting it to your dealer.

IDENTIFICATION OF THE MODELS

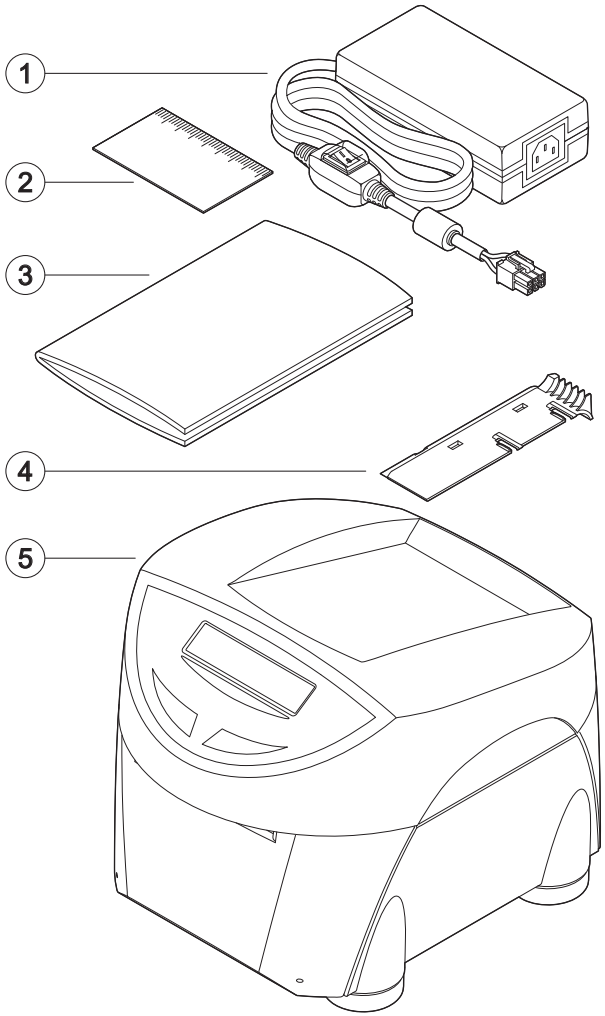
NOMENCLATURE	DESCRIPTION
TK202III PLAS	TK202III with plastic chassis
TK302III PLAS	TK302III with plastic chassis
TK302III PLAS TF	TK302III with plastic chassis and triple feeder
TK302III PLAS EJ-vSTK	TK302III with plastic chassis, ejector group and vertical stacker
TK202III MET	TK202III with metal chassis
TK302III MET EJ	TK302III with metal chassis and ejector group
TK302III MET TF-EJ	TK302III with metal chassis, ejector group and triple feeder

BOX CONTENTS

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

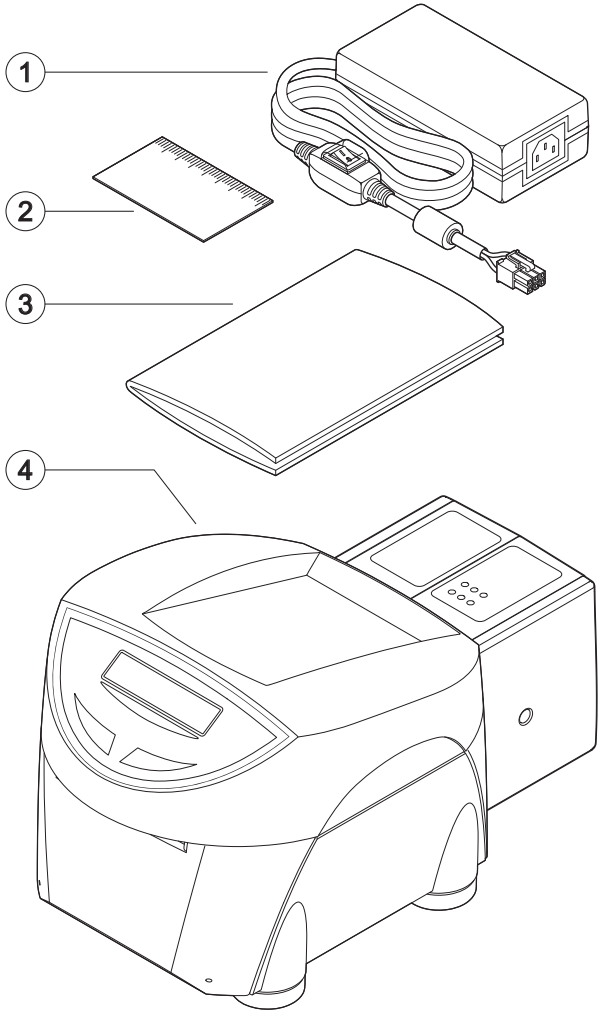
TK202III PLAS, TK302III PLAS
TK302III PLAS EJ-vSTK

1. Power supply
2. Ruler
3. Documentation (short guide)
4. Spacer for paper width < 40 mm
5. Device



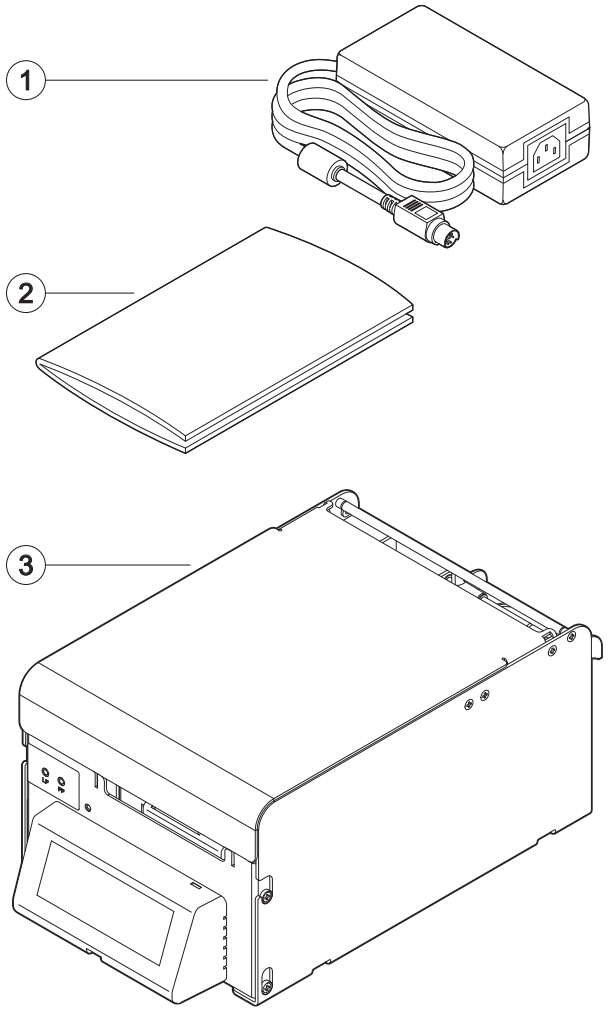
TK302III PLAS TF

1. Power supply
2. Ruler
3. Documentation (short guide)
4. Device



TK202III MET, TK302III MET EJ
TK302III MET TF-EJ

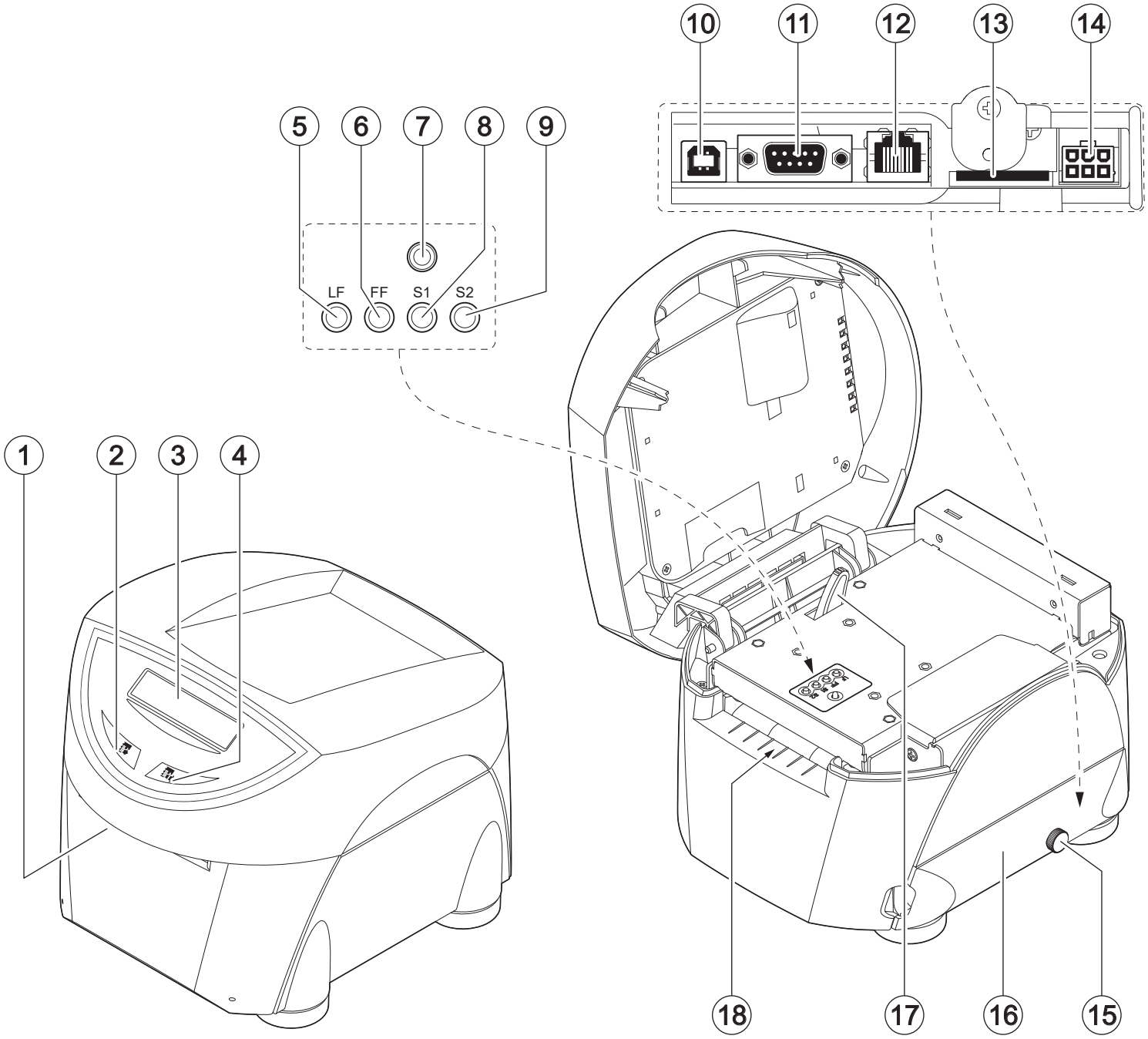
1. Power supply
2. Documentation (short guide)
3. Device



DEVICE DESCRIPTION

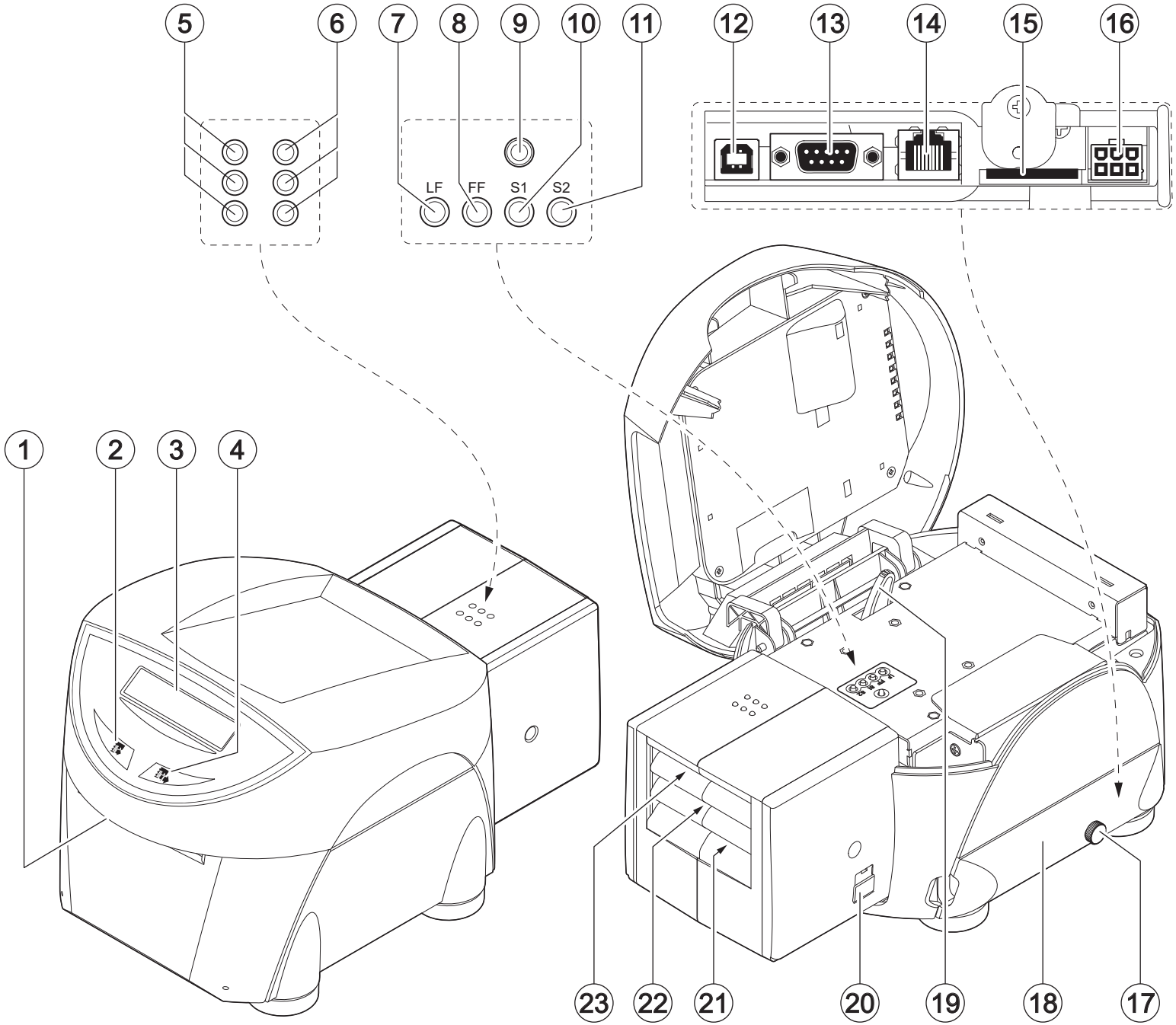
TK202III PLAS, TK302III PLAS

1. Paper out
2. FF key
3. Display
4. LF key
5. LF internal key
6. FF internal key
7. Status LED
8. S1 key
9. S2 key
10. USB port
11. RS232 serial port
12. ETHERNET port
    (only for TK302III PLAS)
13. Slot for SD card
    (only for TK302III PLAS)
14. Power supply port
15. Captive knob for connector cover opening
16. Connectors cover
17. Opening lever for internal upper cover
18. Paper input



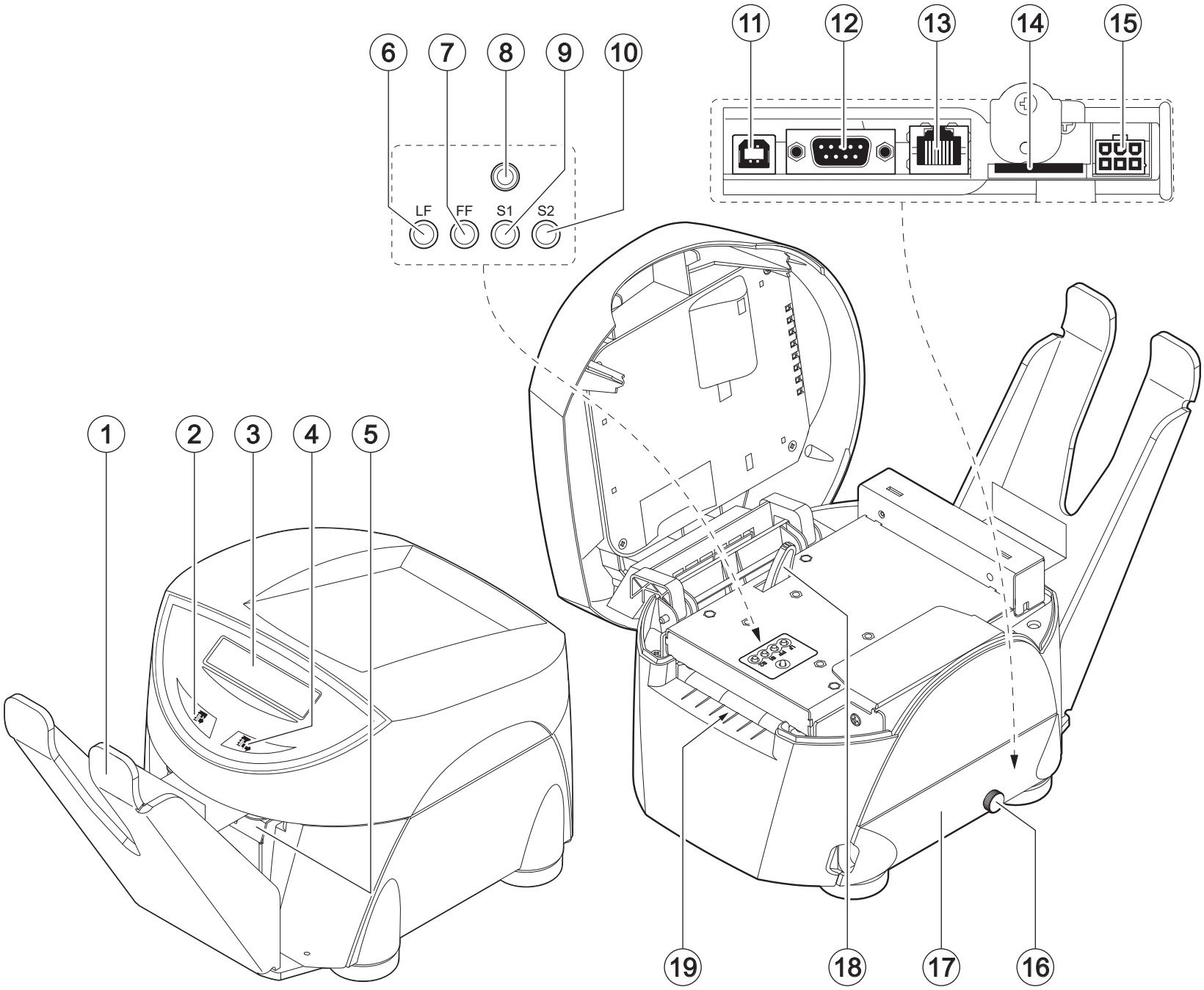
TK302III PLAS TF

1. Paper out
2. FF key
3. Display
4. LF key
5. Triple feeder LED (green)
6. Triple feeder LED (red)
7. LF internal key
8. FF internal key
9. Status LED
10. S1 key
11. S2 key
12. USB port
13. RS232 serial port
14. ETHERNET port
15. Slot for SD card
16. Power supply port
17. Captive knob for connector cover opening
18. Connectors cover
19. Opening lever for internal upper cover
20. Cover for external low paper sensor connectors
21. Paper input feeder 3
22. Paper input feeder 2
23. Paper input feeder 1



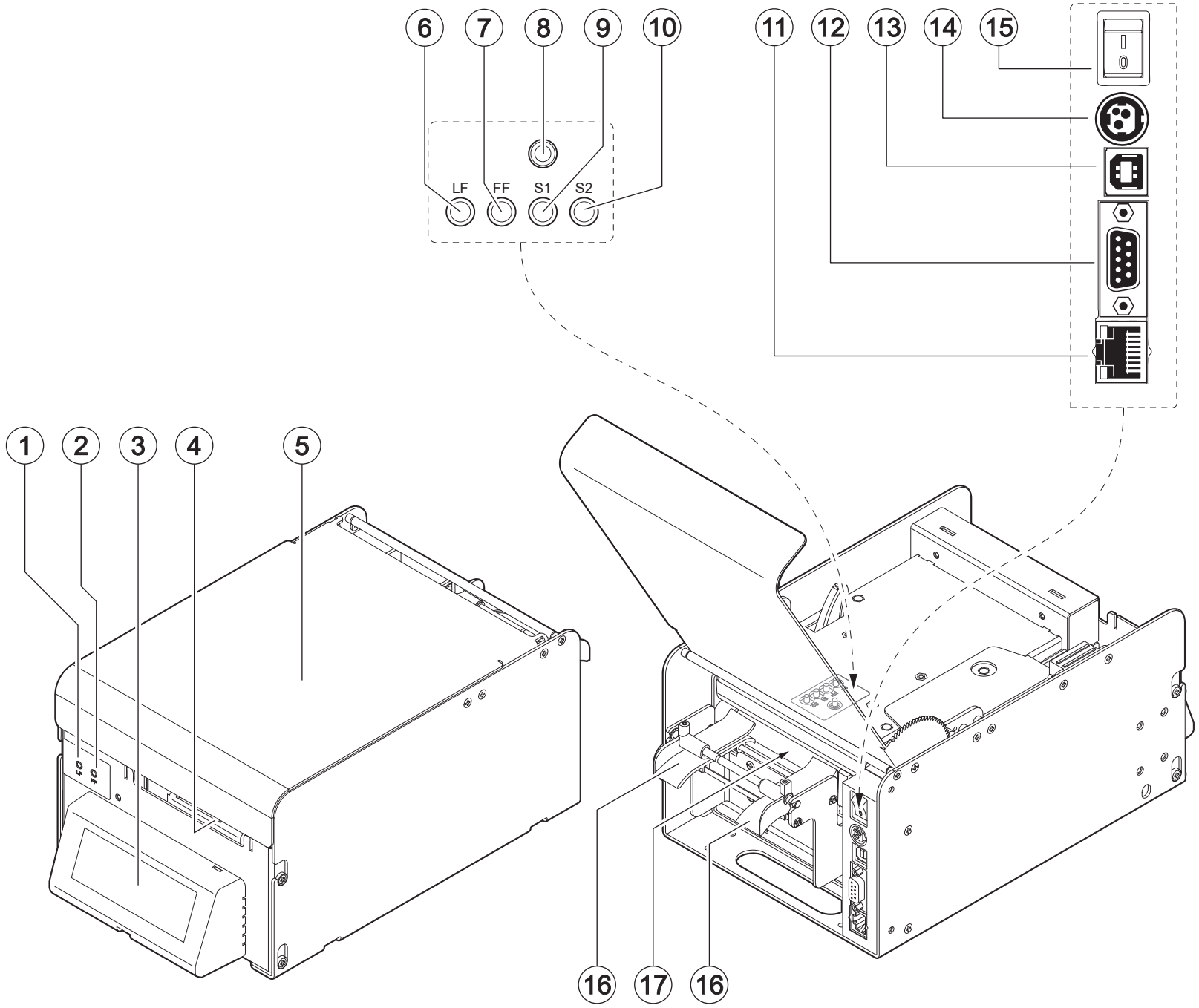
TK302III PLAS EJ-vSTK

1. Vertical stacker
2. FF key
3. Display
4. LF key
5. Ejector group and paper out
6. LF internal key
7. FF internal key
8. Status LED
9. S1 key
10. S2 key
11. USB port
12. RS232 serial port
13. ETHERNET port
14. Slot for SD card
15. Power supply port
16. Captive knob for connector cover opening
17. Connectors cover
18. Opening lever for internal upper cover
19. Paper input



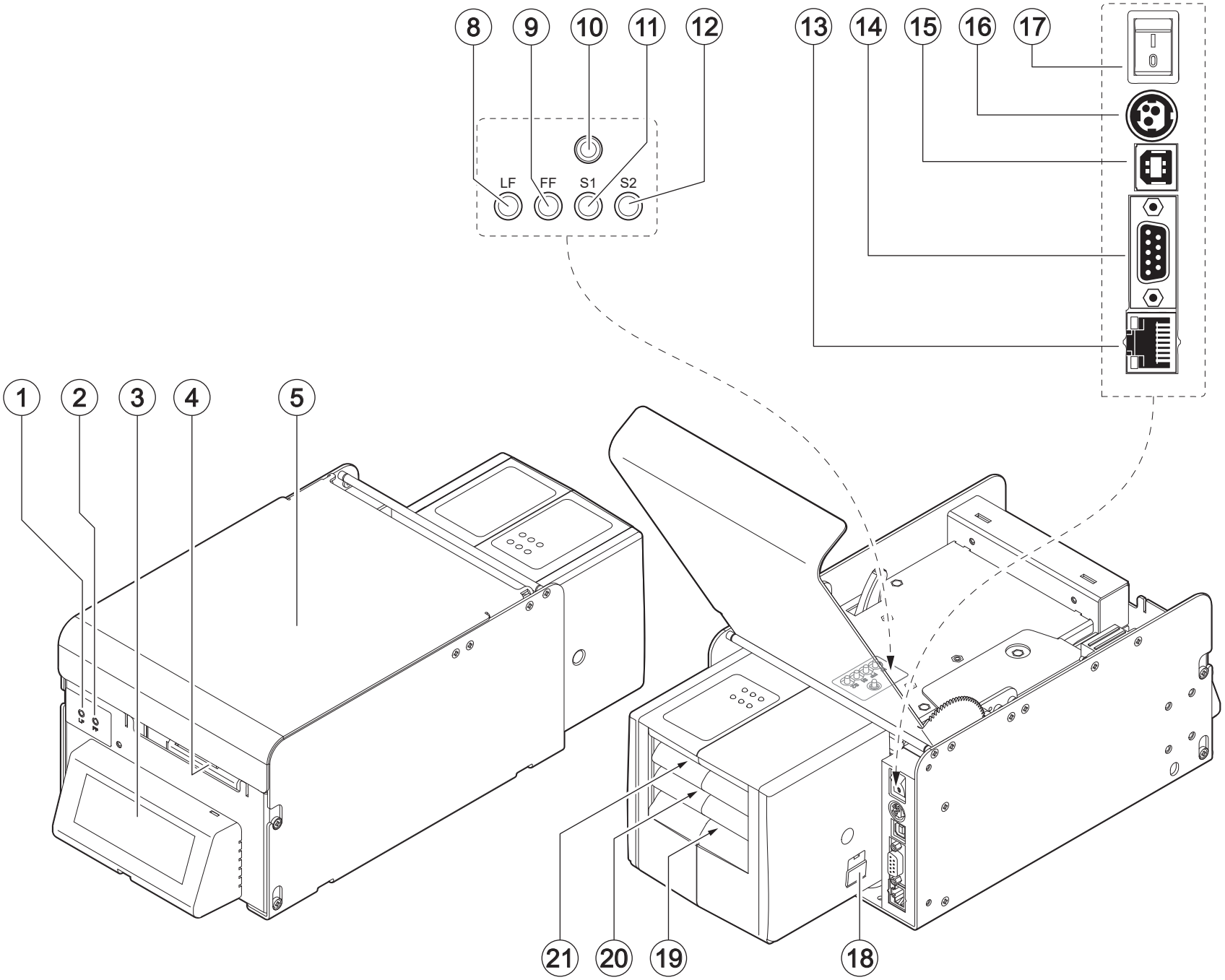
TK202III MET, TK302III MET EJ

1. LF key
2. FF key
3. Front cover with display
4. Paper out
5. Upper cover
6. LF internal key
7. FF internal key
8. Status LED
9. S1 key
10. S2 key
11. ETHERNET port
    (only for TK302III MET EJ)
12. RS232 serial port
13. USB port
14. Power supply port
15. ON/OFF key
16. Paper guide (left and right)
17. Paper input



TK302III MET TF-EJ

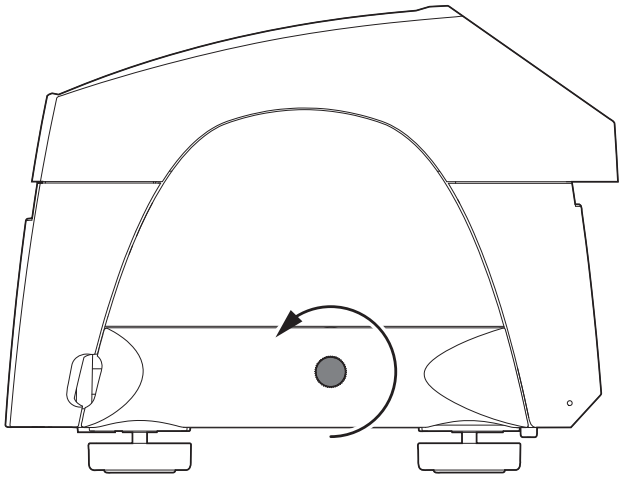
1. LF key
2. FF key
3. Front cover with display
4. Paper out
5. Upper cover
6. Triple feeder LED (green)
7. Triple feeder LED (red)
8. LF internal key
9. FF internal key
10. Status LED
11. S1 key
12. S2 key
13. ETHERNET port
14. RS232 serial port
15. USB port
16. Power supply port
17. ON/OFF key
18. Cover for external low paper sensor connectors
19. Paper input feeder 3
20. Paper input feeder 2
21. Paper input feeder 1



SWITCH THE DEVICE ON

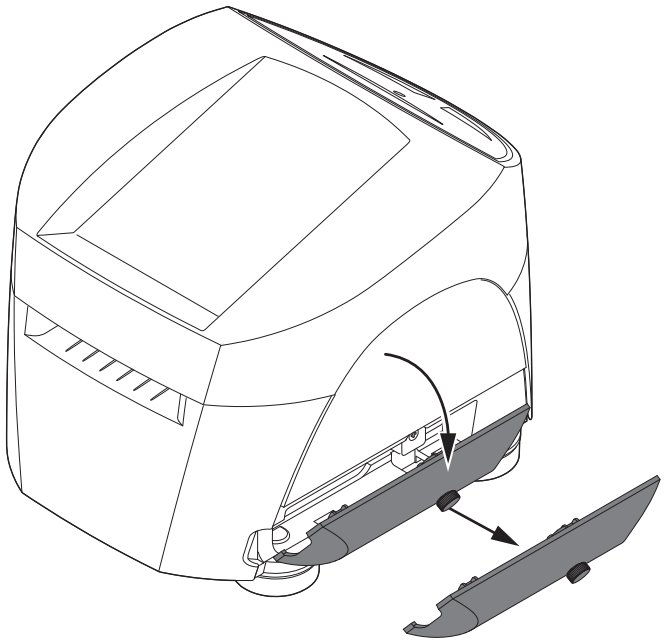
TK202III PLAS, TK302III PLAS, TK302III PLAS EJ-vSTK, TK302III PLAS TF

1



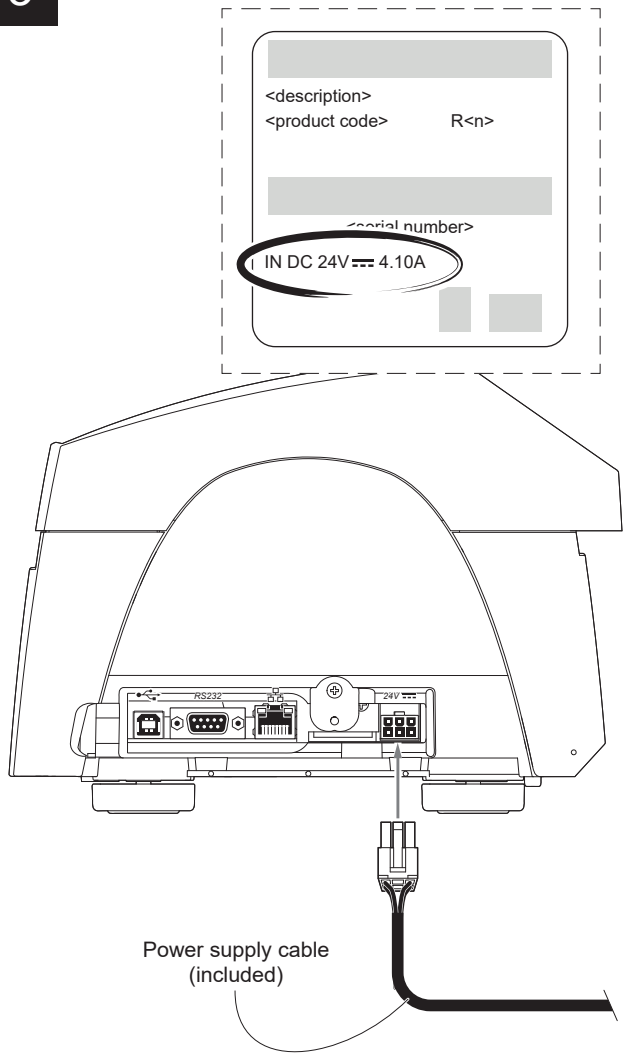
Rotate the captive knob to unlock the connectors cover.

2



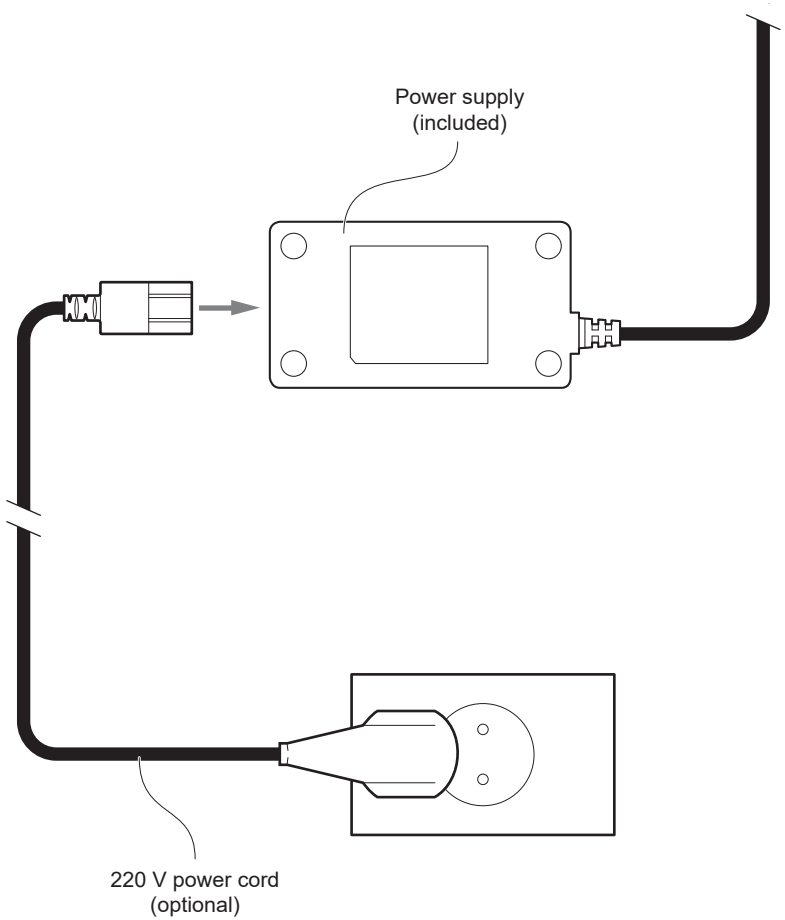
Remove the connectors cover.

3



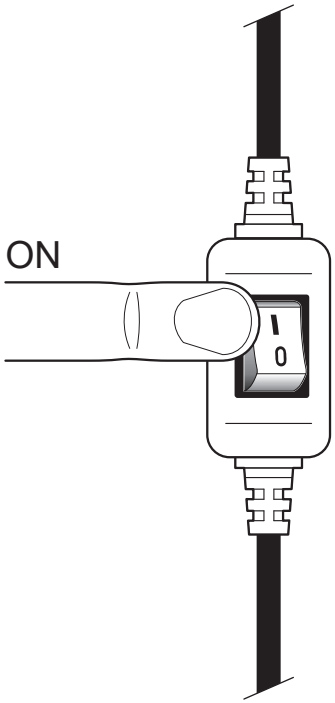
Connect the power supply cable to the device. Use the type of electrical power supply indicated on the label.

4



Connect the 220 V power cord
to the power supply unit and to outlet.

5



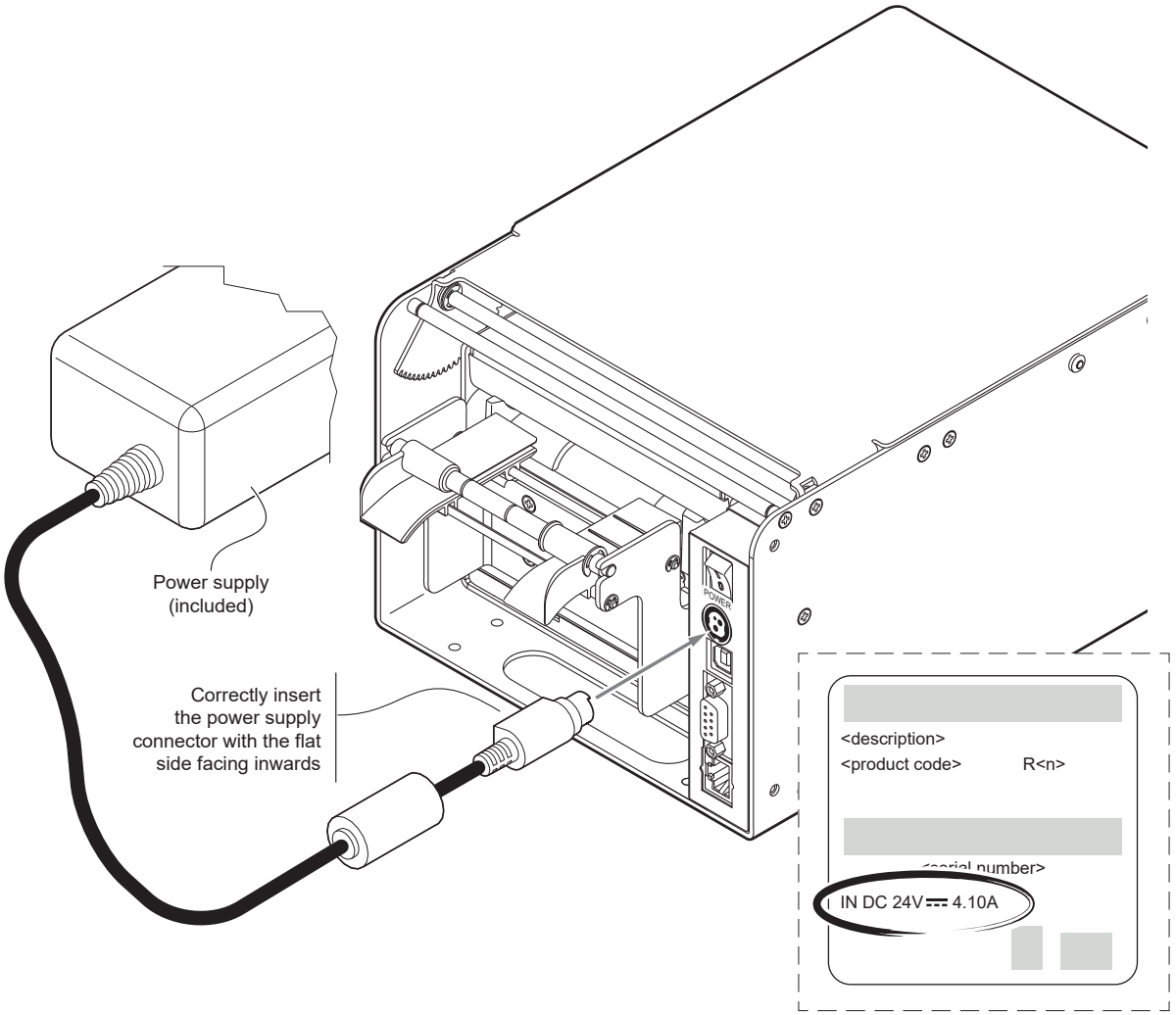
Switch the device on
by pressing the ON/OFF key
on the power supply cable.

6



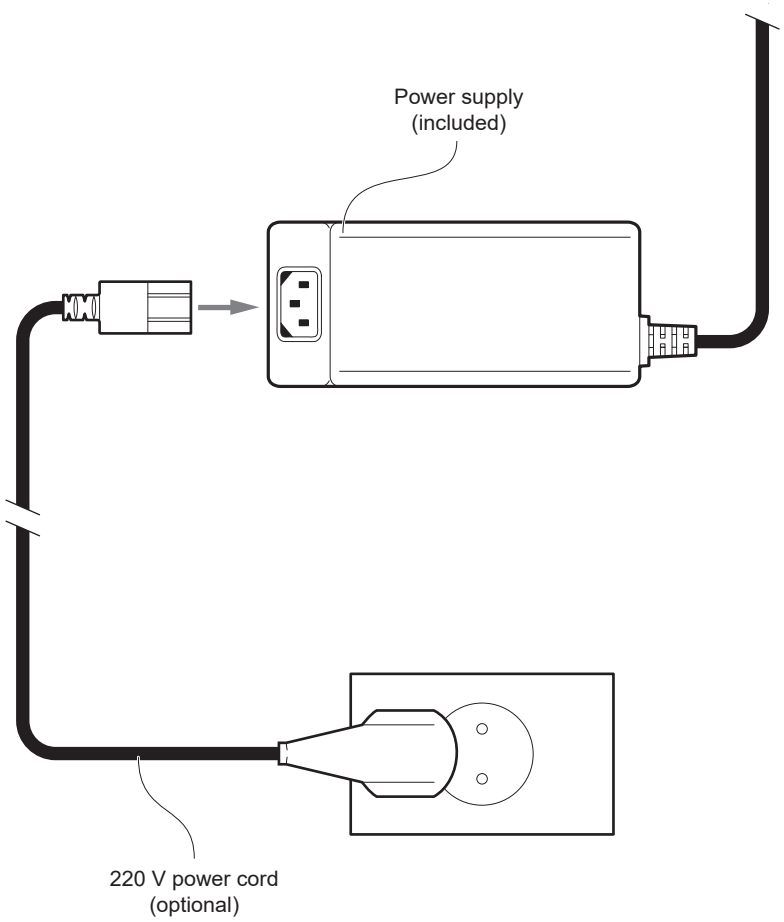
The display turns on with
the standby message.
The device is ready.

1



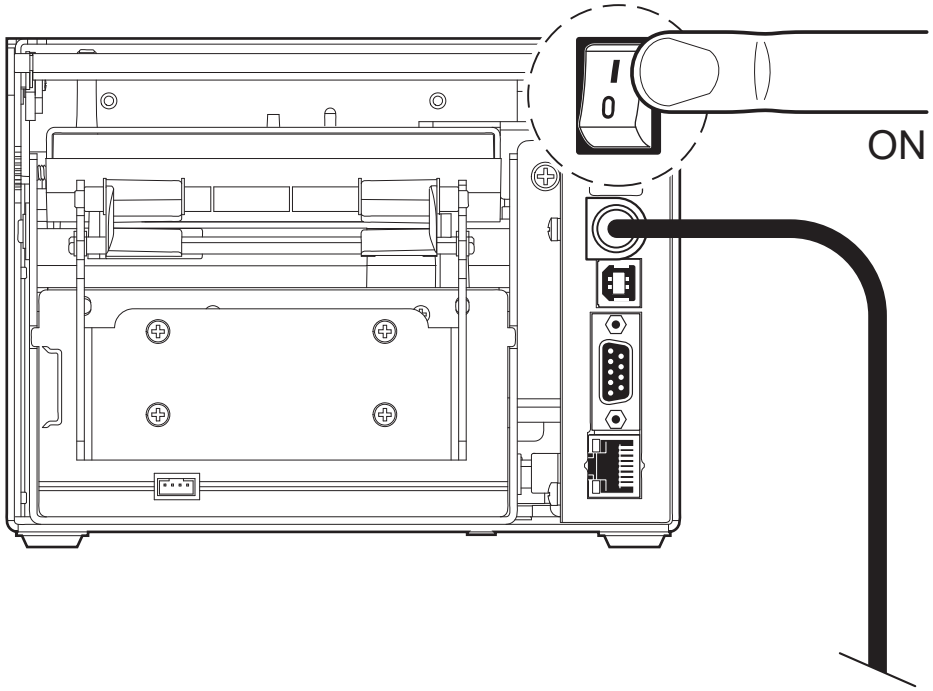
Connect the power supply cable to the device.
Use the type of electrical power supply
indicated on the label.

2



Connect the 220 V power cord
to the power supply unit and to outlet.

3



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

4



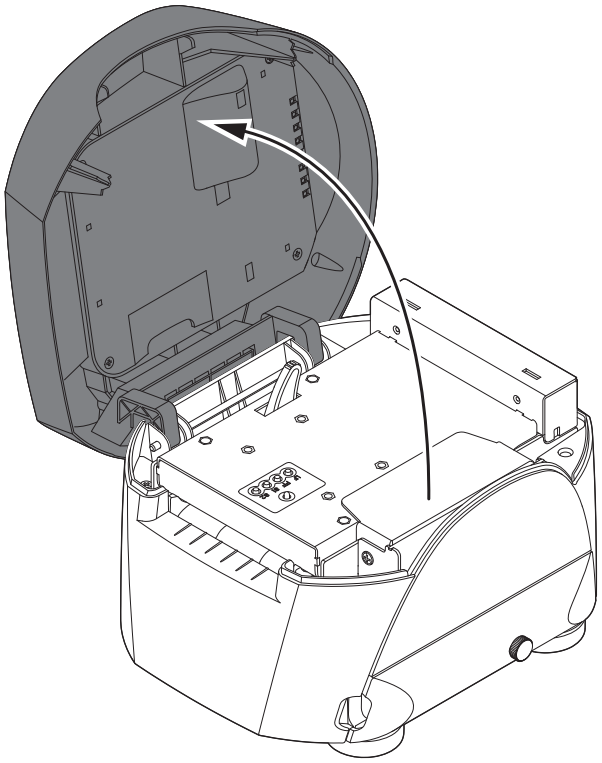
The display turns on with the standby message.
The device is ready.

LOADING PAPER

For ease of reference, for some models is represented only the internal printer group without the external plastic chassis.

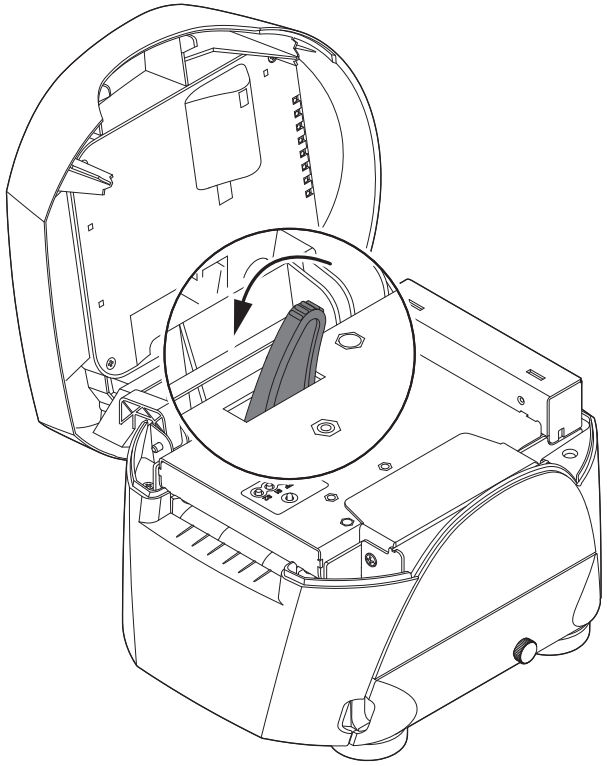
TK202III PLAS, TK302III PLAS, TK302III PLAS EJ-vSTK

1



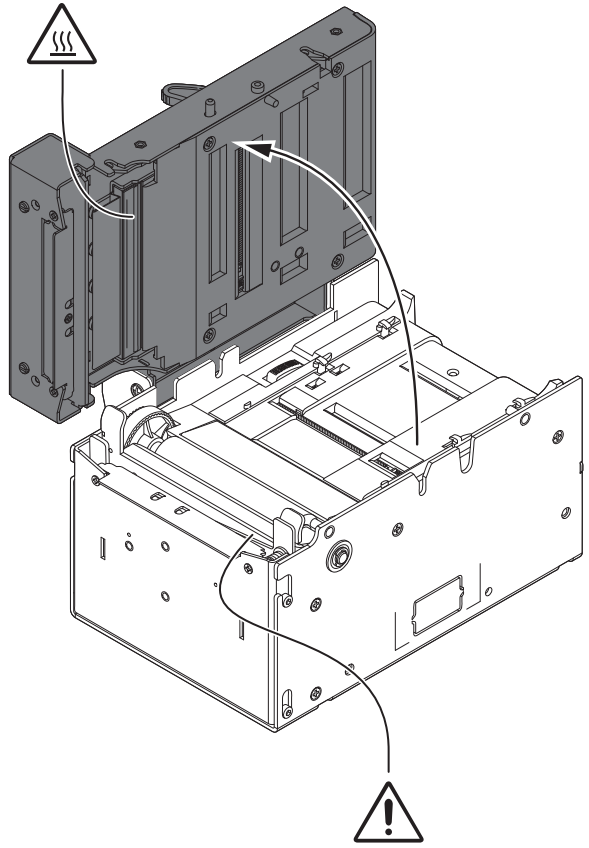
Open the
upper plastic cover.

2



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

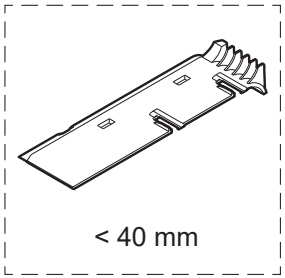
3

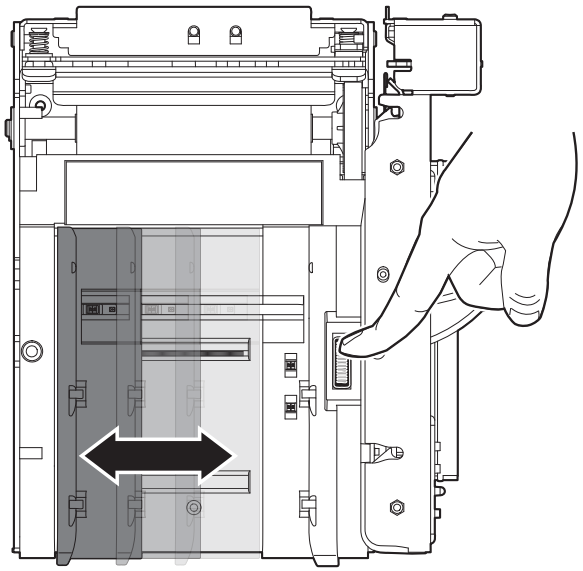


ATTENTION:
Pay attention to the
exposed cutter blade.

Open the upper cover
of the device.

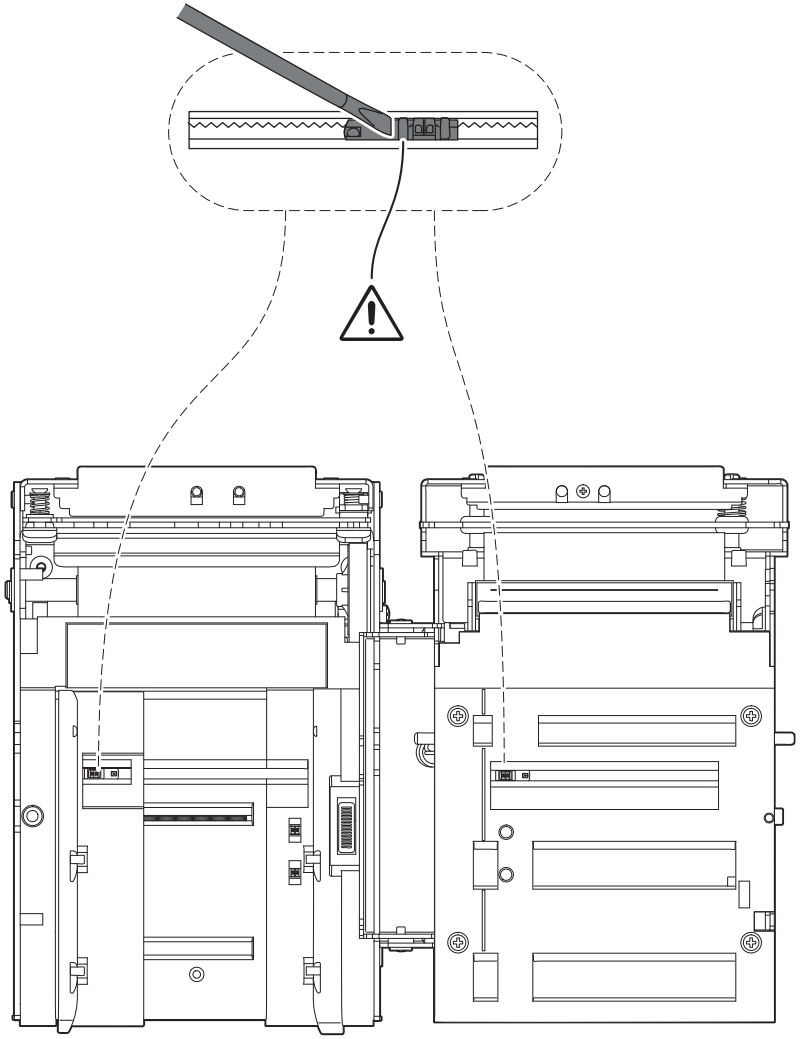
4





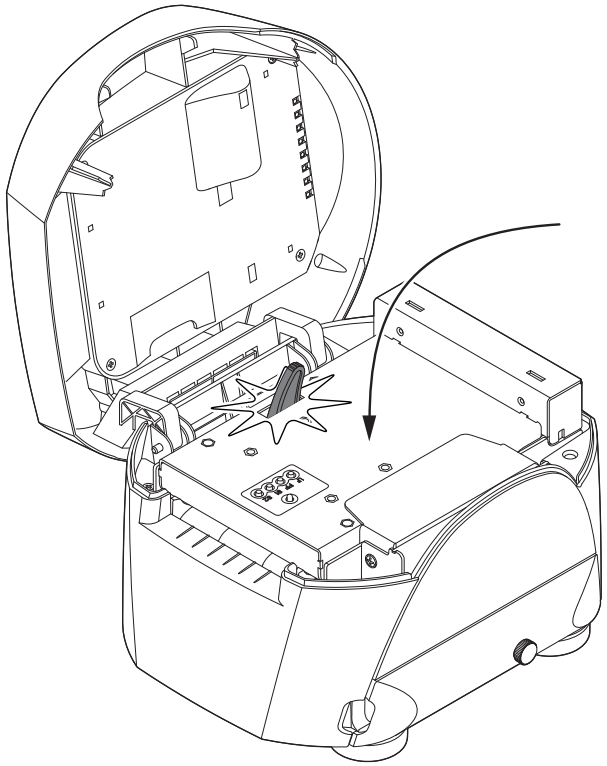
Adjust the paper width properly.
For paper width < 40 mm, use the reducer supplied.

5



Adjust the position of the two notch sensors according to the paper characteristics
(be careful not to damage the sensors).

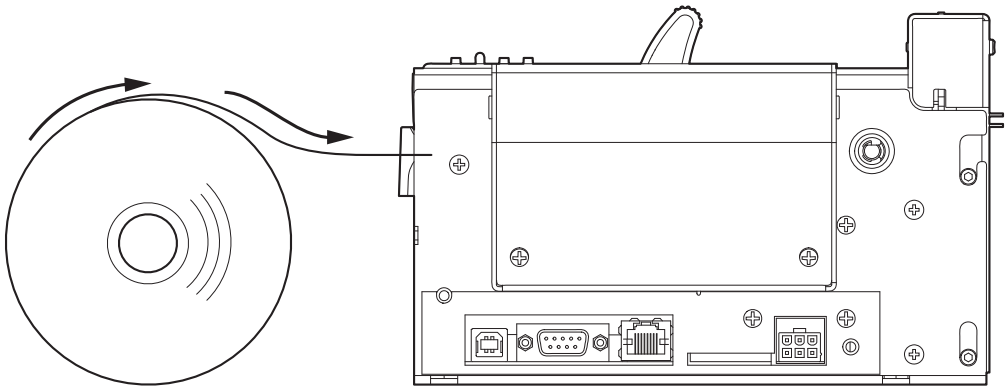
6



Close the cover
of the device.

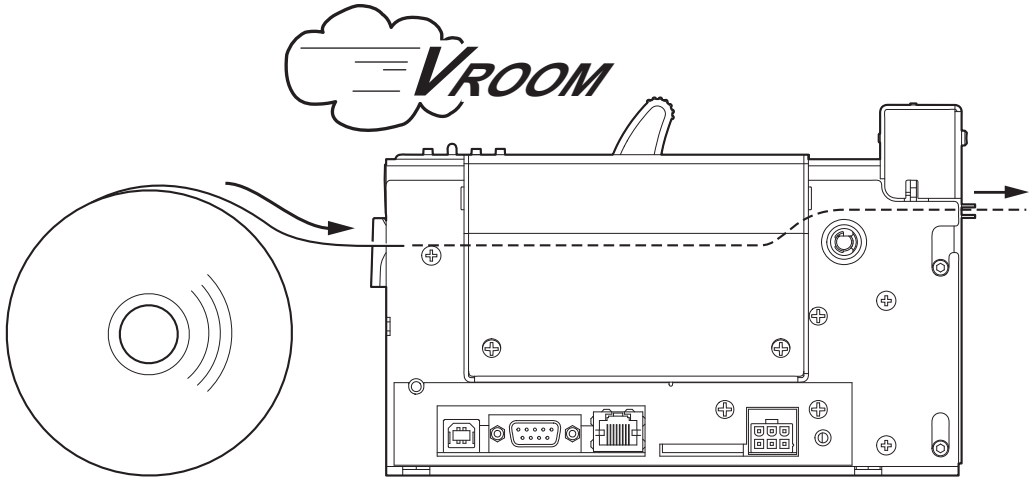
7





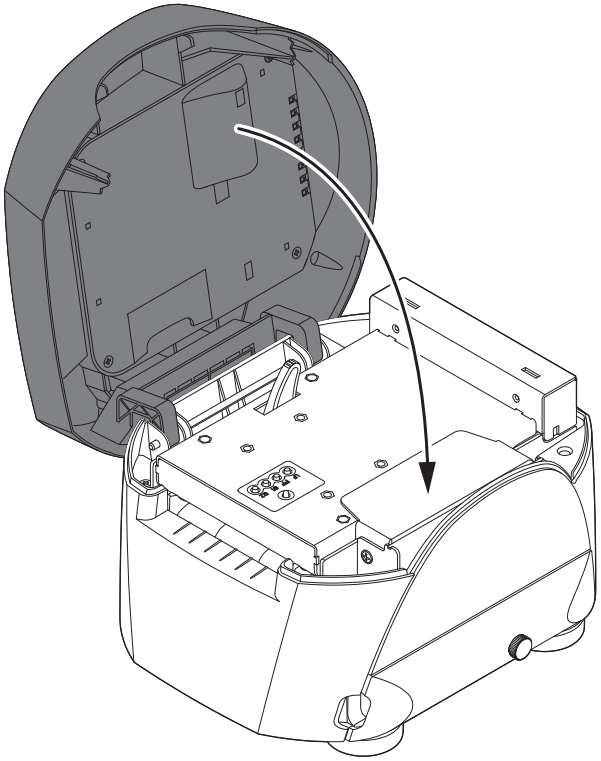
Insert the paper into the input mouth so that it unrolls correctly.
Be sure that the paper is correctly positioned into paper guides.

8



Wait until the paper is
automatically loaded.

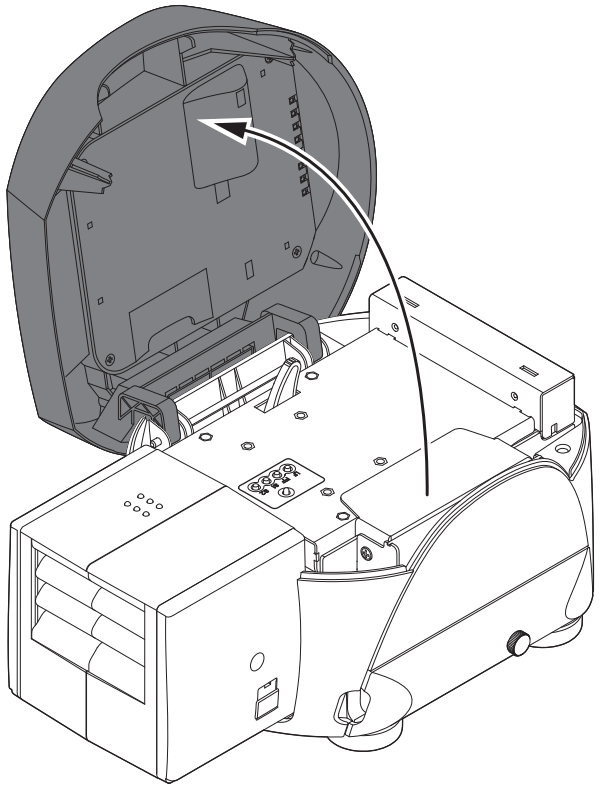
9



Close the
upper plastic cover.

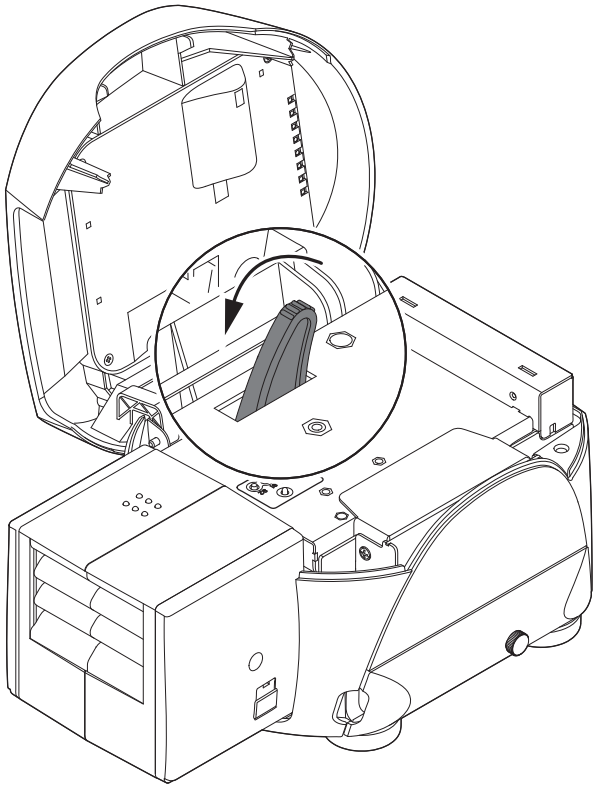
TK302III PLAS TF

1



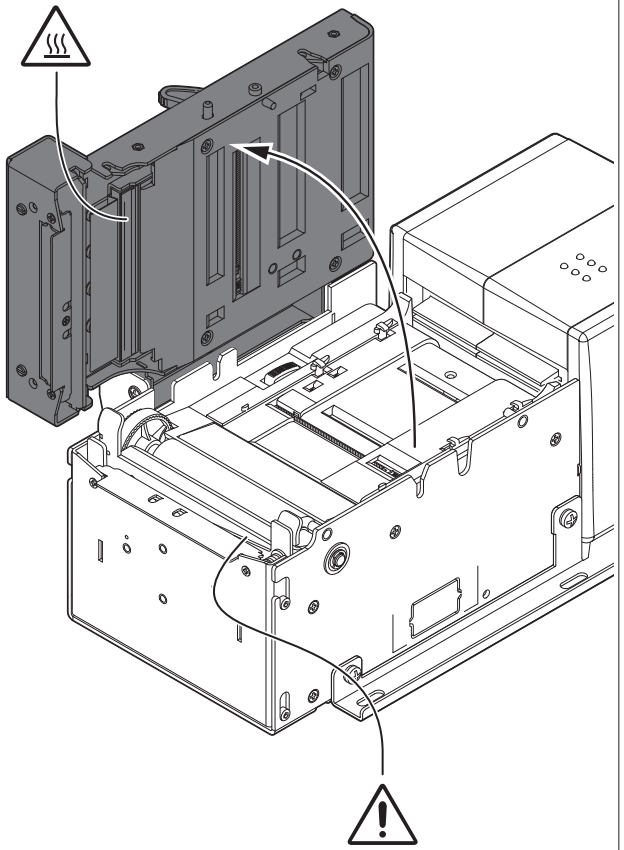
Open the
upper plastic cover.

2



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

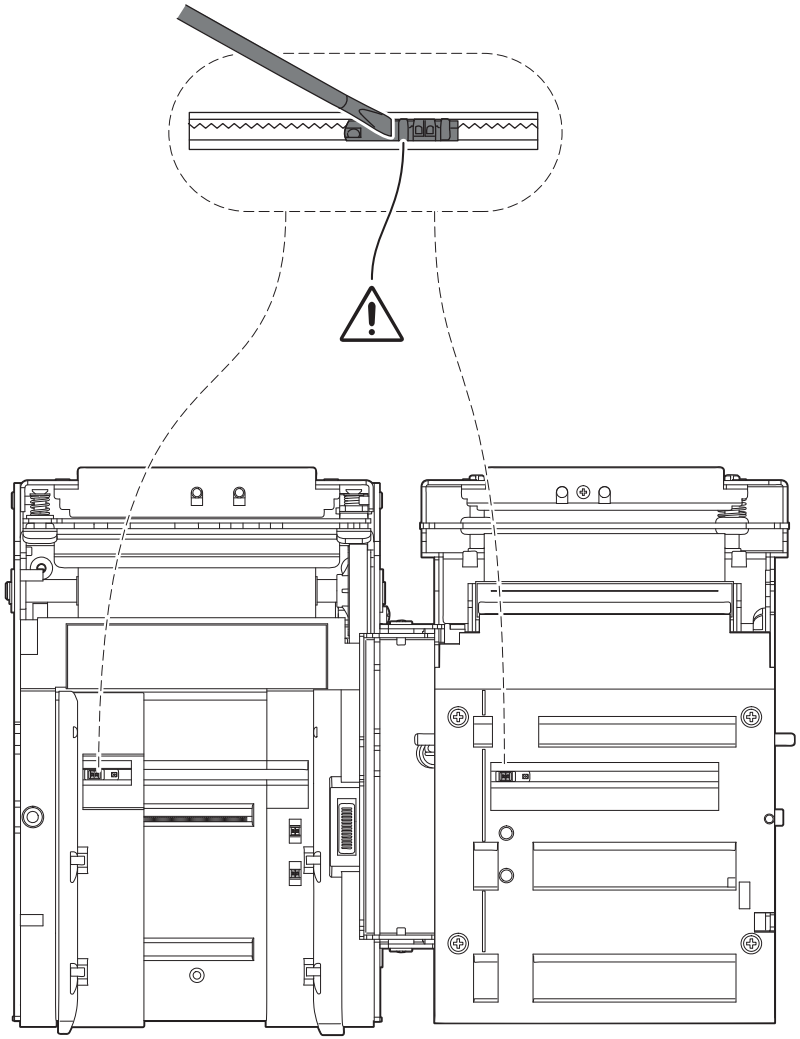
3



ATTENTION:
Pay attention to the
exposed cutter blade.

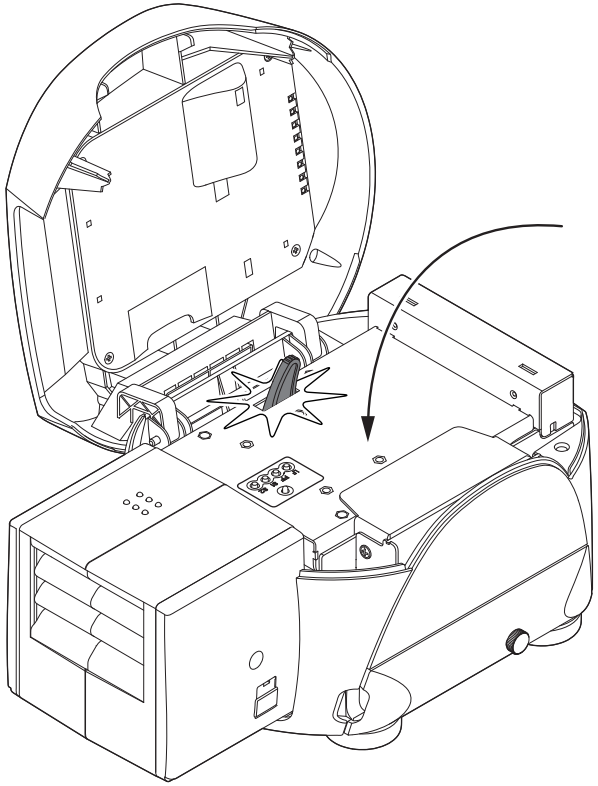
Open the upper cover
of the device.

4



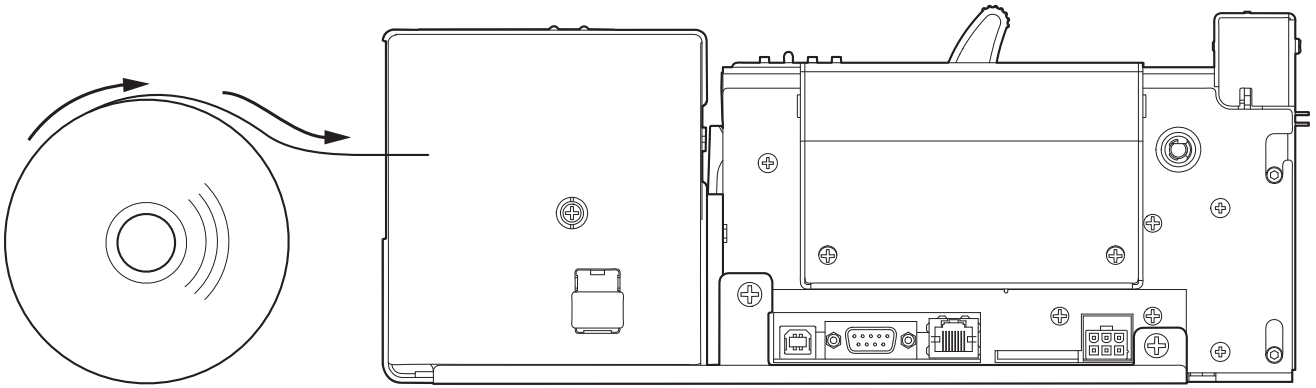
Adjust the position of the two notch sensors according to the paper characteristics
(be careful not to damage the sensors).

5



Close the cover
of the device.

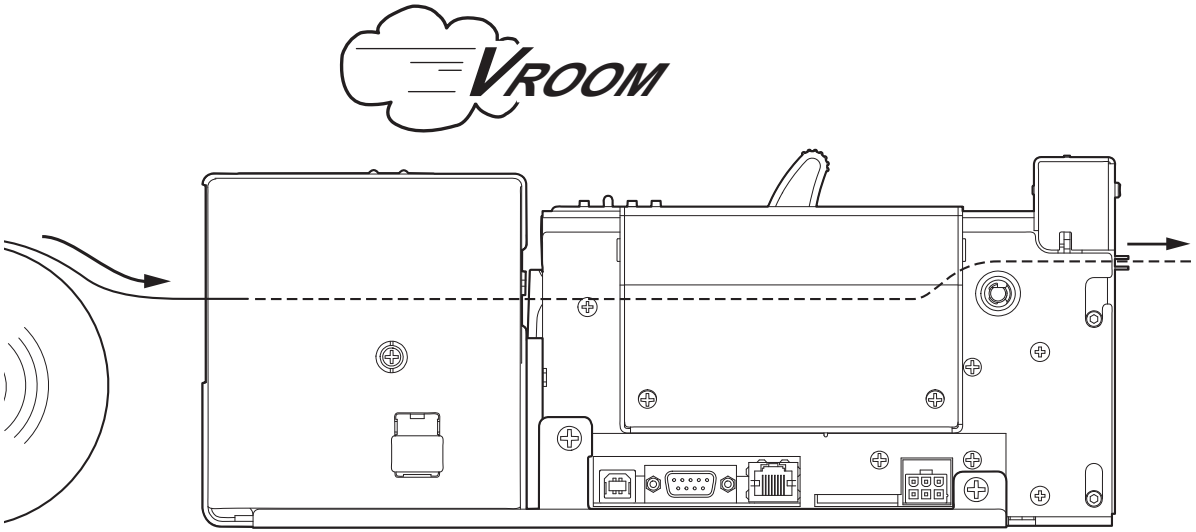




ATTENTION:
In case of ticket with TAG RFID, is recommended to insert the ticket into the central feeder (paper input feeder 2). The use of paper inputs 1 and 3 causes a slight bending of paper and therefore the integrity of the TAG RFID is not guaranteed. Before proceeding, check with a sample ticket.

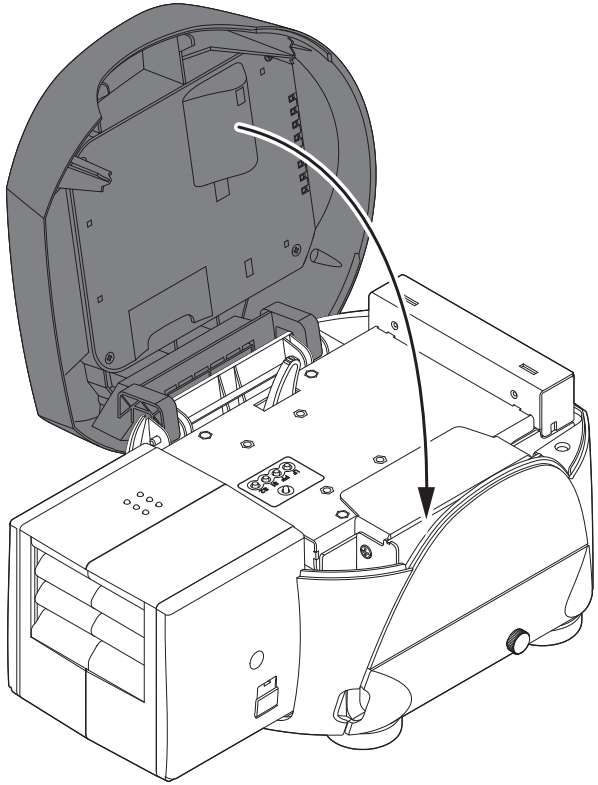
Insert the paper into one of the input feeder so that it unrolls correctly.
Be sure that the paper is correctly positioned into paper guides.

7



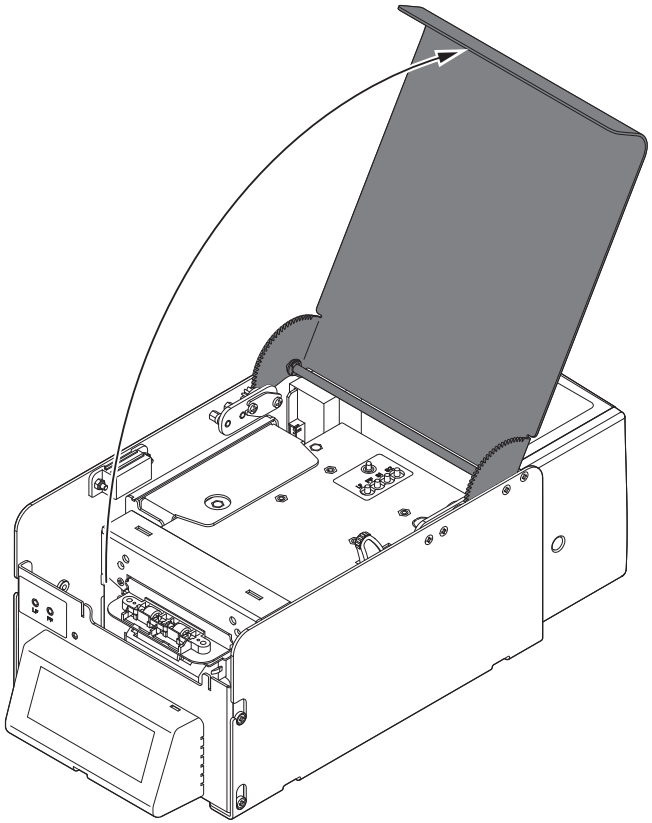
Wait until the paper is
automatically loaded.

8



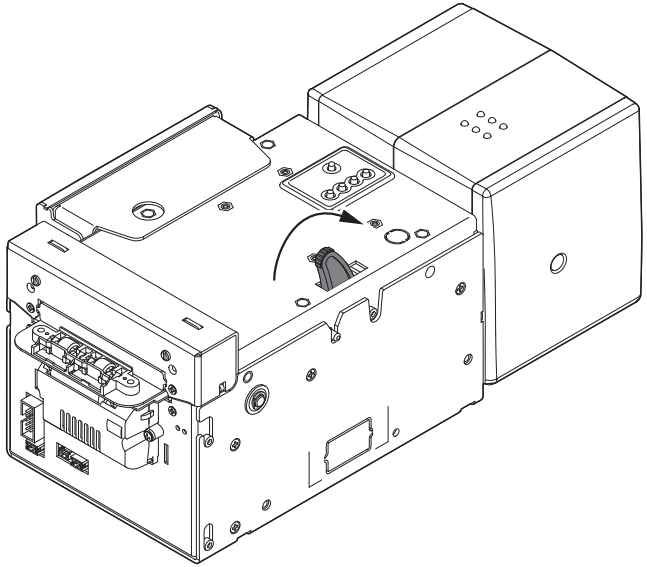
Close the
upper plastic cover.

1



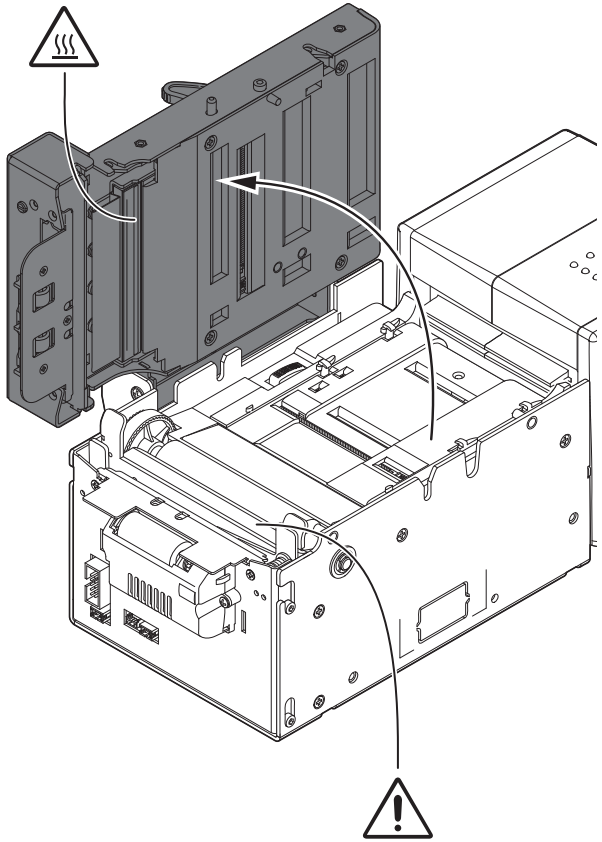
Open the
upper metal cover.

2



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

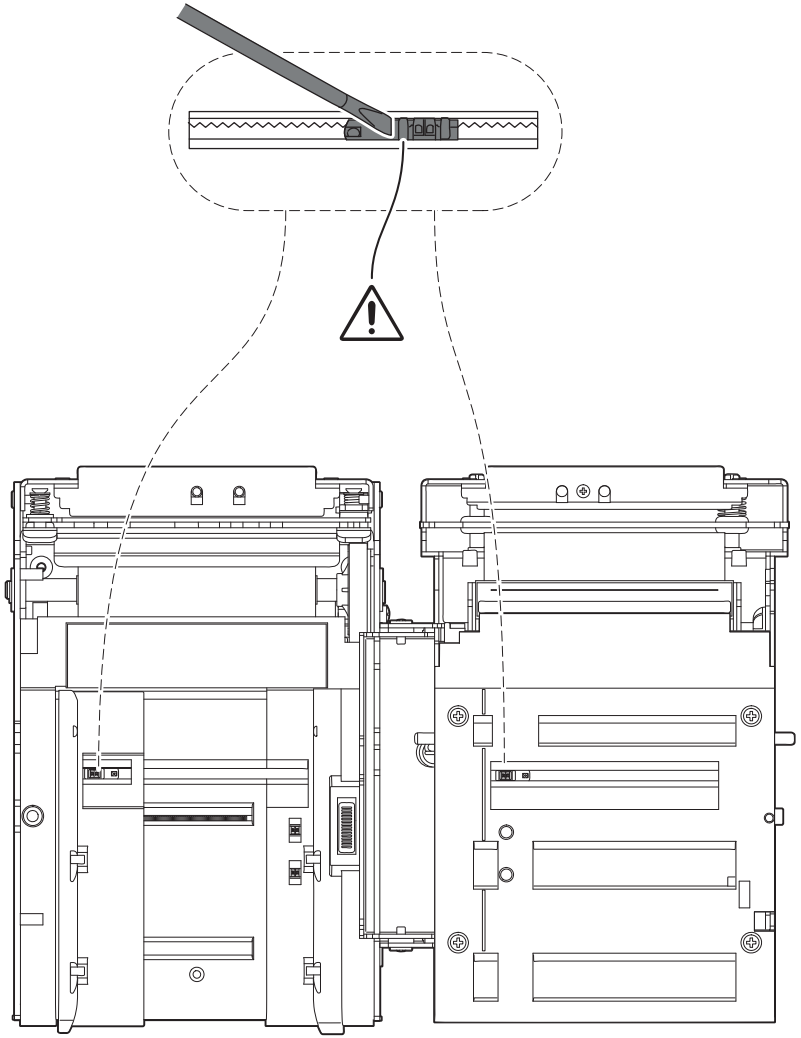
3



ATTENTION:
Pay attention to the exposed cutter blade.

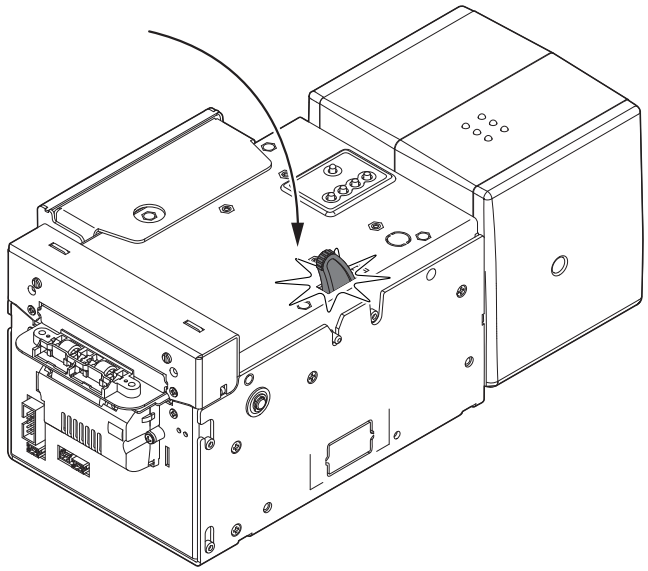
Open the upper cover
of the device.

4



Adjust the position of the two notch sensors according to the paper characteristics
(be careful not to damage the sensors).

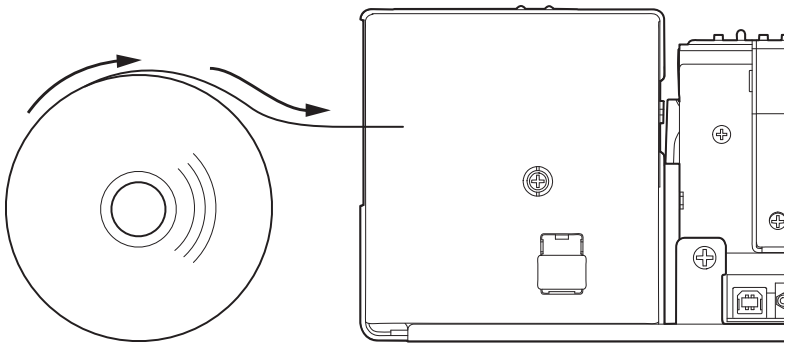
5



Close the cover
of the device.

6

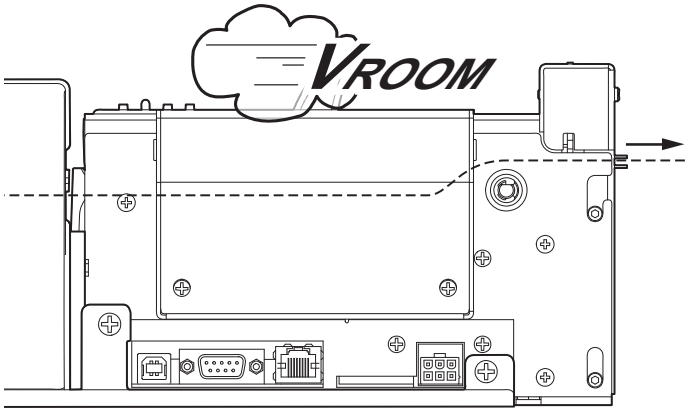




ATTENTION:
In case of ticket with TAG RFID, is recommended to insert the ticket into the central feeder (paper input feeder 2). The use of paper inputs 1 and 3 causes a slight bending of paper and therefore the integrity of the TAG RFID is not guaranteed. Before proceeding, check with a sample ticket.

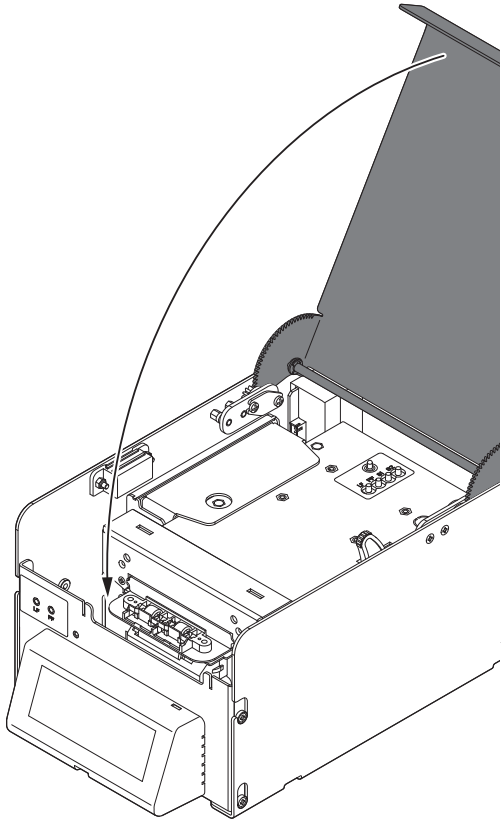
Insert the paper into one of the input feeder so that it unrolls correctly. Be sure that the paper is correctly positioned into paper guides.

7



Wait until the paper is automatically loaded.

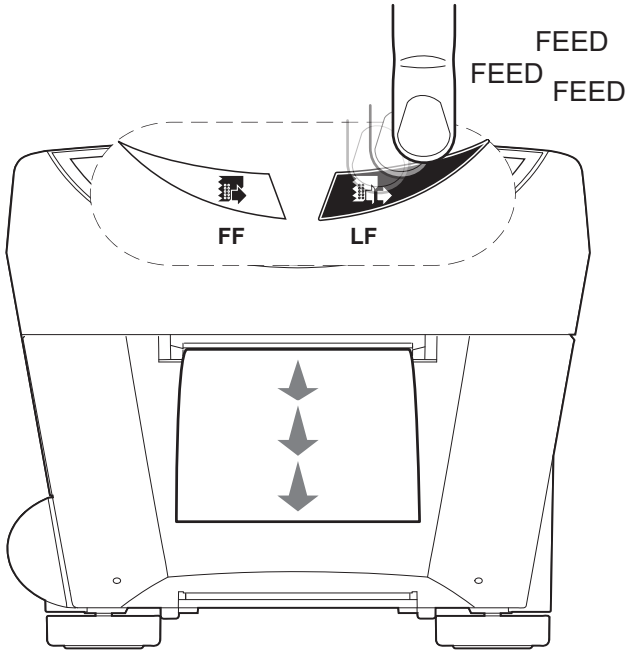
8

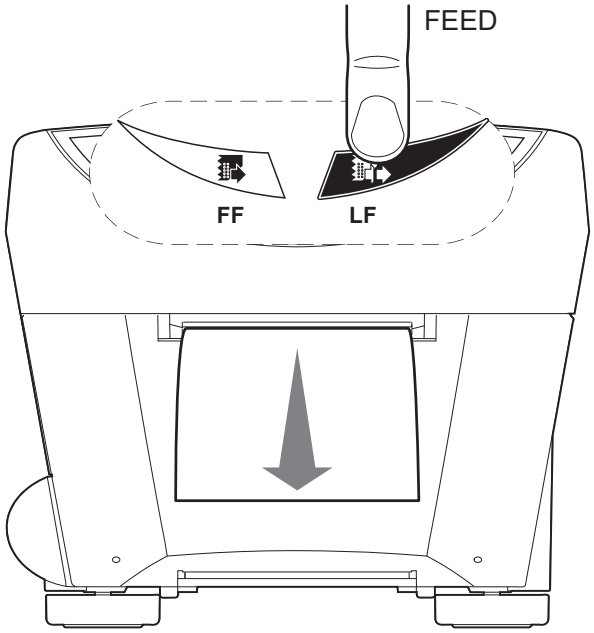


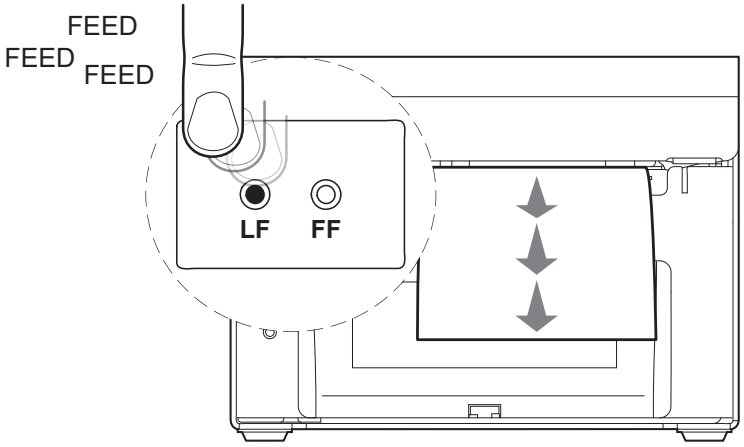
Close the upper metal cover.

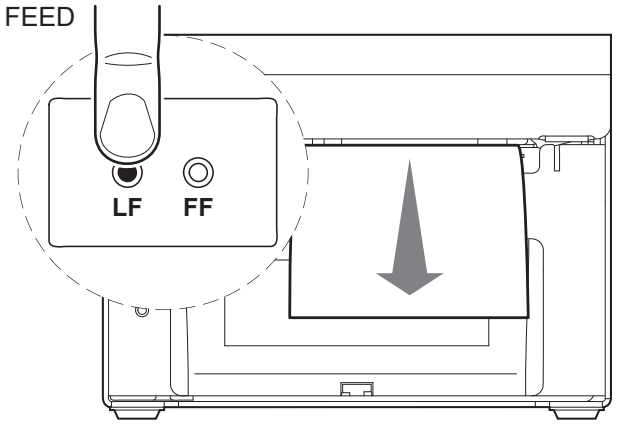
PAPER FEED

Each time you press the LF key, the paper advances a distance equal to a printing line. While holding down the LF key, the paper advances continuously.









DISPLAY MESSAGES

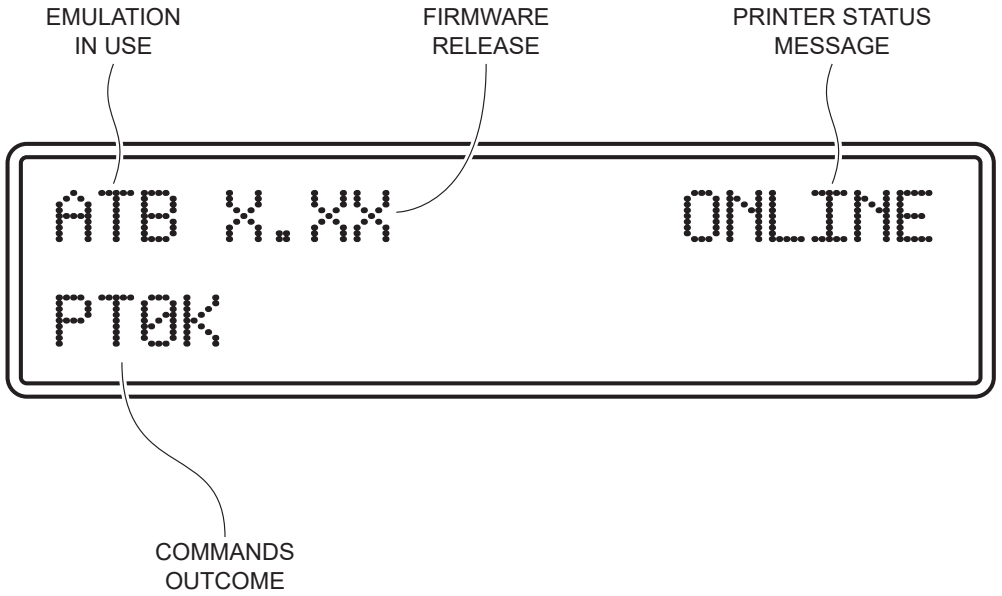
The display shows the firmware release, a device status message and the outcome of the last sent command (see following image).

The possible outcomes of commands are several and they may be divided into two groups:

1. Successful outcome, which contains the OK answer to the last command (for example, PTOK)
2. Not successful outcome, which reports an error code (for example, ERR8)

The possible emulations are the following:

- ATB Emulation used to print the boarding passes
- BTP Emulation used to print the bag tags
- SER Service emulation. Generally used to configure the printer, perform updates or to print from Windows drivers



TK202III PLAS, TK302III PLAS, TK302III PLAS EJ-vSTK
TK202III MET, TK302III MET EJ

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
- PAPERJAM The device has detected an anomaly along the paper path
- NOPAPER No paper loaded into the device

TK302III PLAS TF, TK302III MET TF-EJ

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
- PAPERJAM The device has detected an anomaly along the paper path
- NOPAPER No paper loaded into the device
- BIN1EMPTY No paper loaded into the paper input 1 of the triple feeder
- BIN2EMPTY No paper loaded into the paper input 2 of the triple feeder
- BIN3EMPTY No paper loaded into the paper input 3 of the triple feeder

STATUS MESSAGES (PRINTER)

-	
OFF	Printer off

GREEN	
ON	Printer 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
x4	EEPROM error
x5	Cutter error (only for models with autocutter)
x6	Front cover error

STATUS MESSAGES (TRIPLE FEEDER)

TK302III PLAS TF, TK302III MET TF-EJ

RED	
OFF	Paper presence
ON	Low paper

GREEN	
OFF	No paper or paper in parking space
ON	Paper loaded
	Paper end during printing
	Paper jam

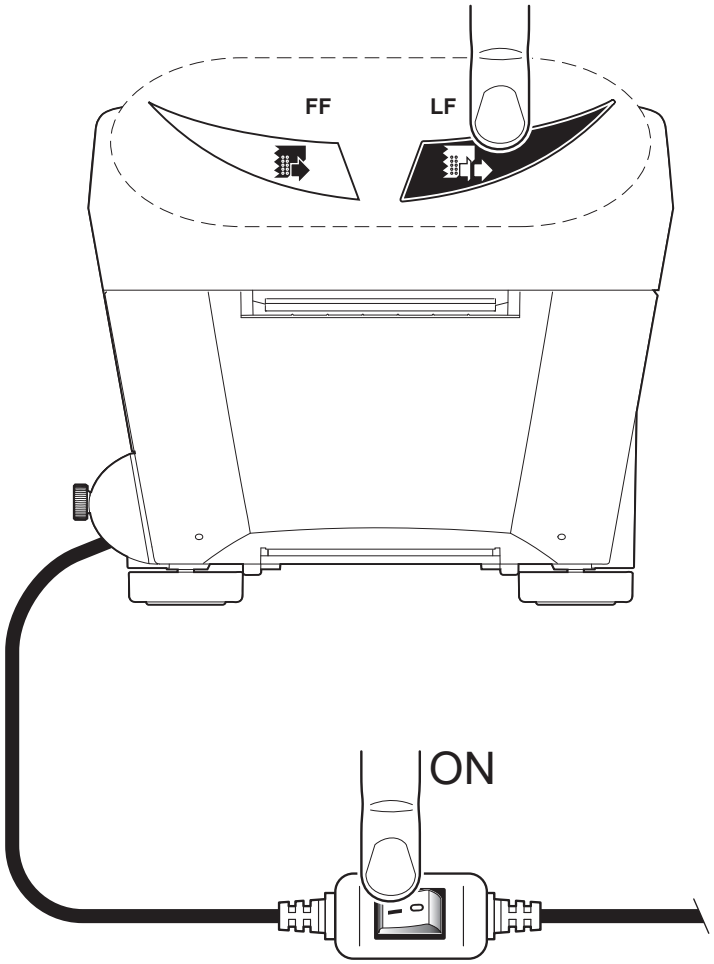
NOTE: The paper is in “parking space” when it is present on the entrance of triple feeder but it is not loaded into the printer.

SETUP MODE

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

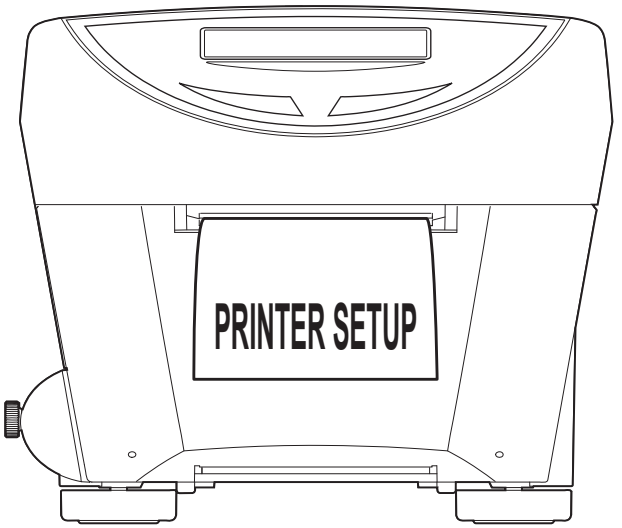
TK202III PLAS, TK302III PLAS, TK302III PLAS EJ-vSTK, TK302III PLAS TF

1



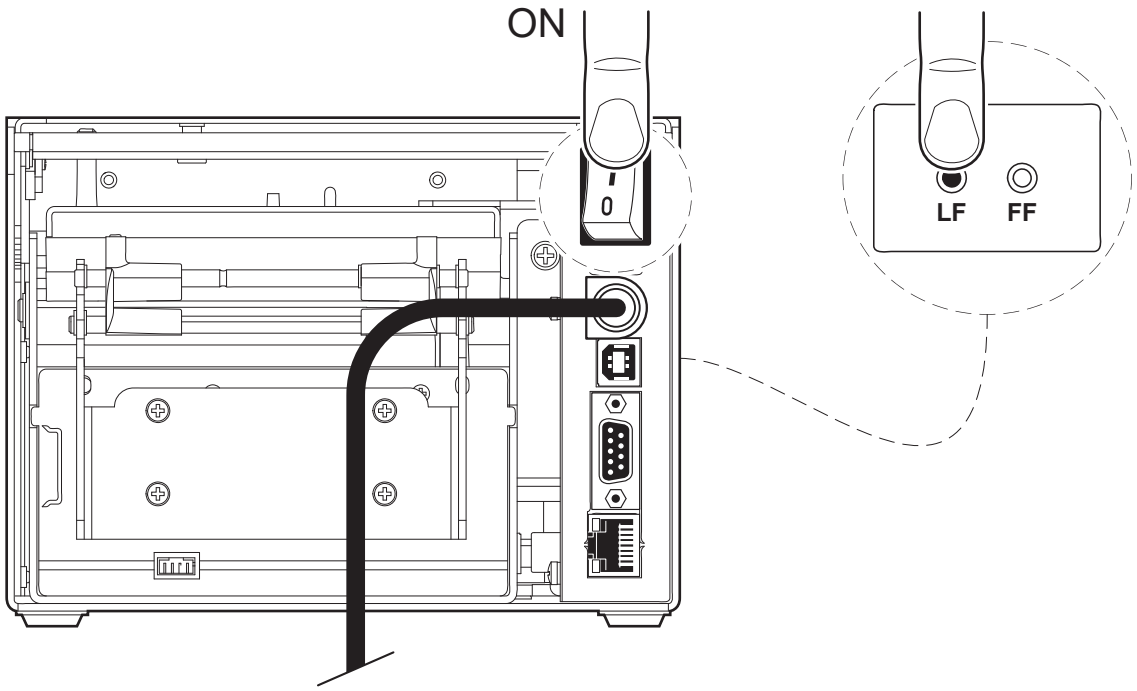
To enter the setup mode,
hold the LF key during power-on.

2



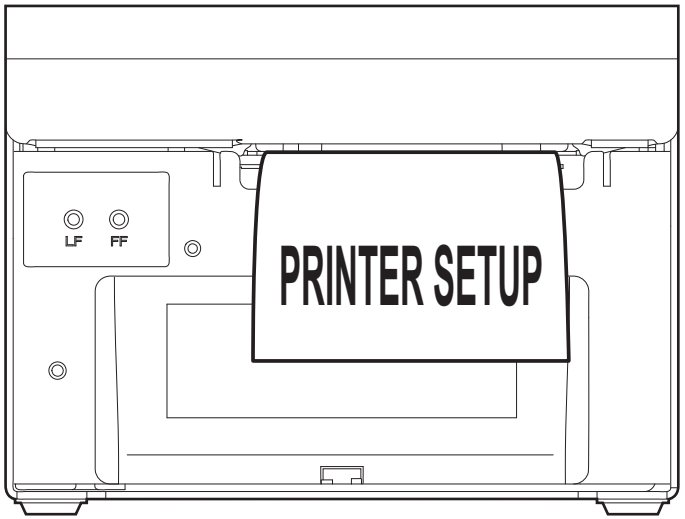
The printer prints the report
with parameters for printer settings.

1



To enter the setup mode,
hold the LF key during power-on.

2



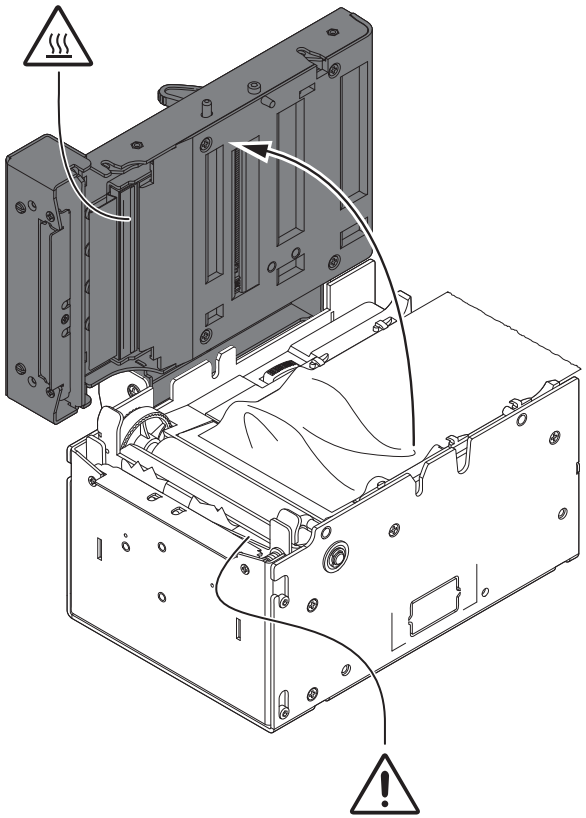
The printer prints the report
with parameters for printer settings.

PAPER JAM (PRINTER)

For ease of reference, for some models is represented only the internal printer group without the external plastic chassis.

TK202III PLAS, TK302III PLAS

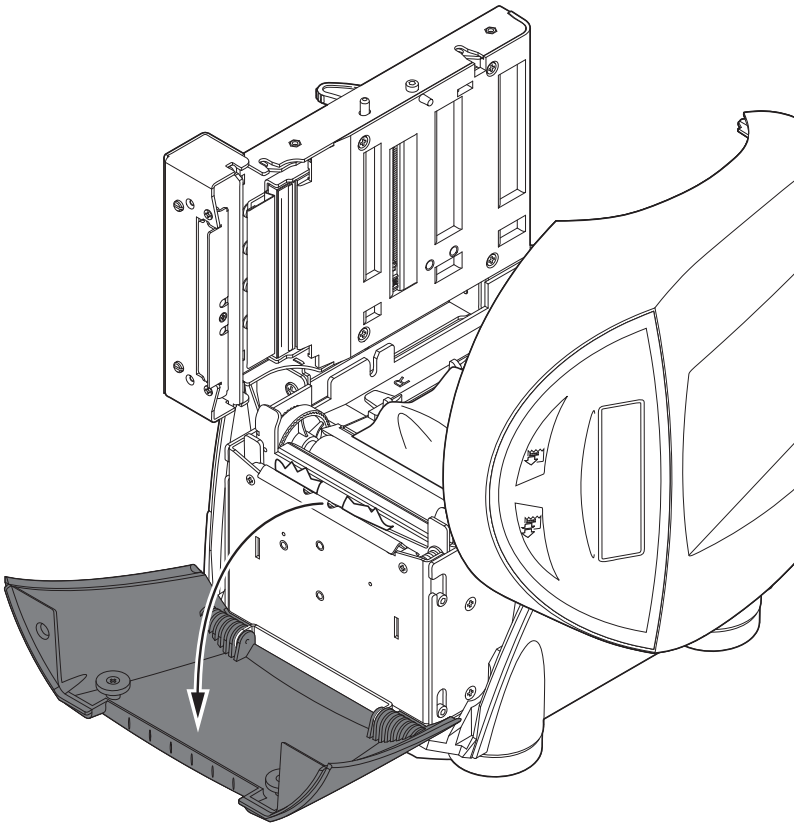
1



ATTENTION:
Pay attention to the exposed cutter blade.

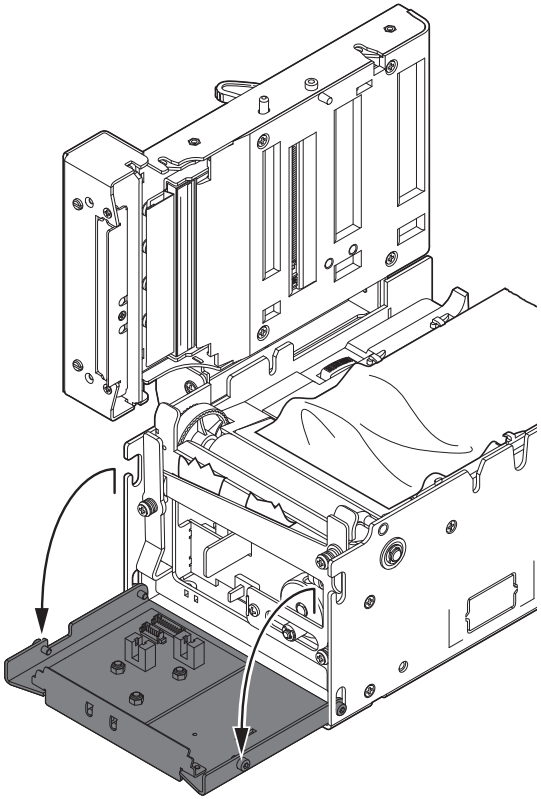
Open the upper covers of the device (see previous paragraphs).

2 Only for **TK302III PLAS**



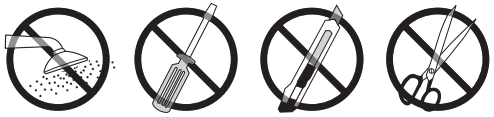
Open the plastic front cover.

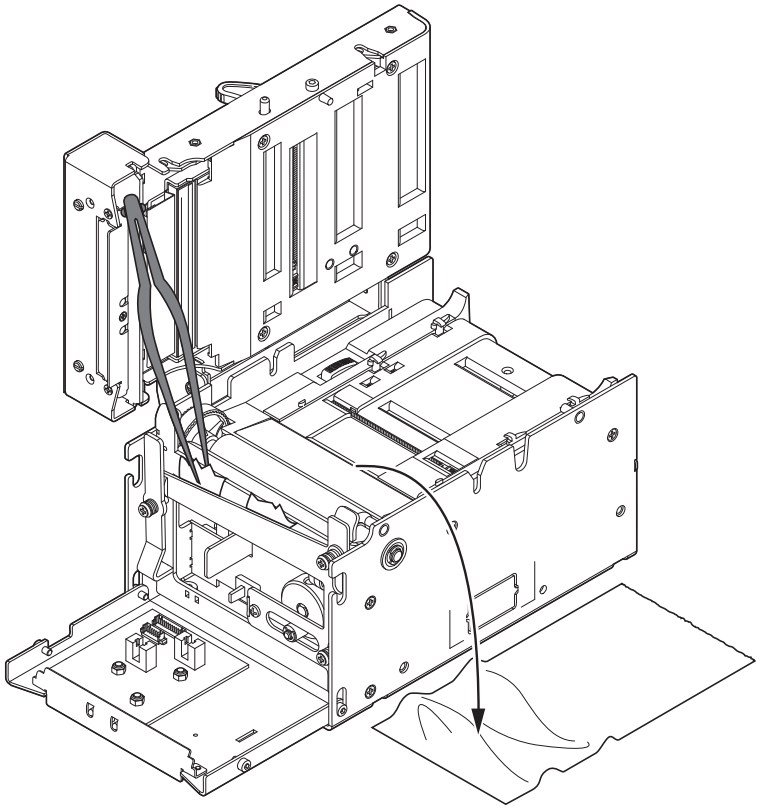
3 Only for **TK302III PLAS**



Open the front cover of the device.

4

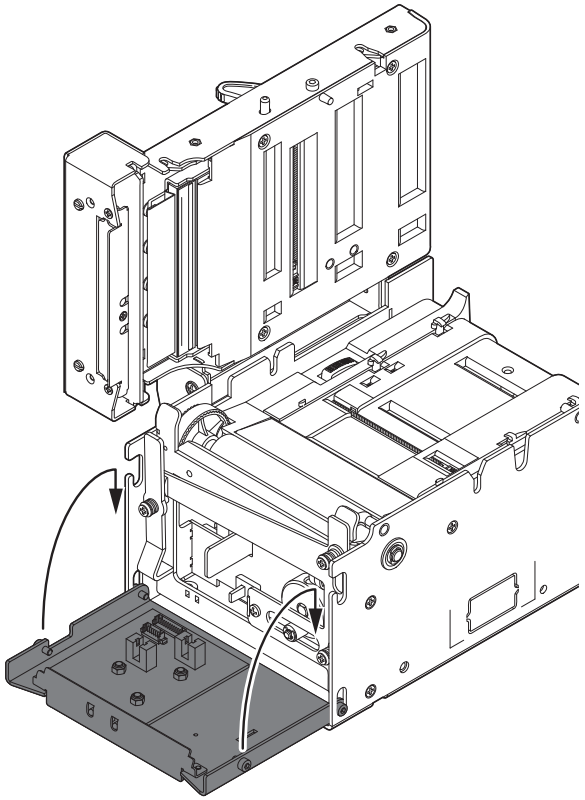




Remove the damaged paper and check the presence of paper scraps inside the device. Carefully remove all paper scraps. If necessary use tweezers.

5

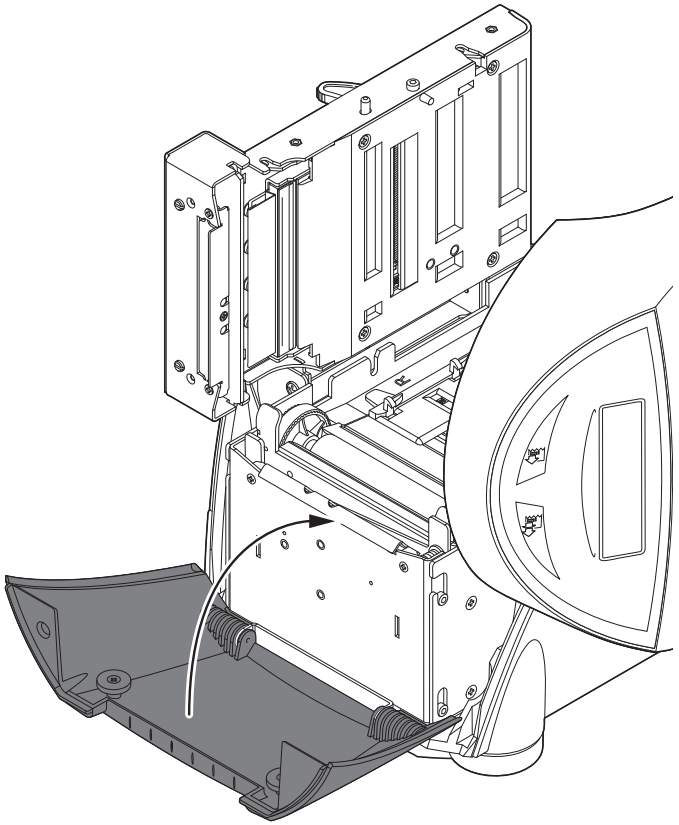
Only for
TK302III PLAS



Close the front cover of the device.

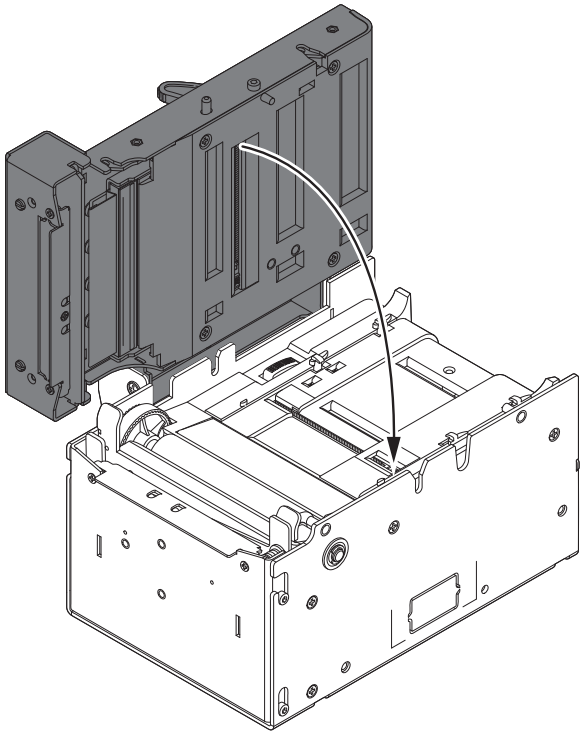
6

Only for
TK302III PLAS



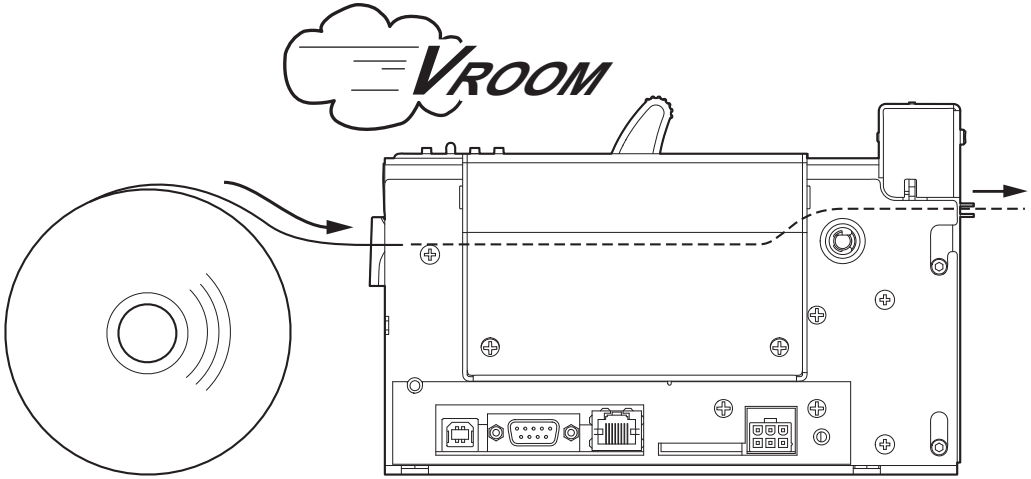
Close the plastic front cover.

7



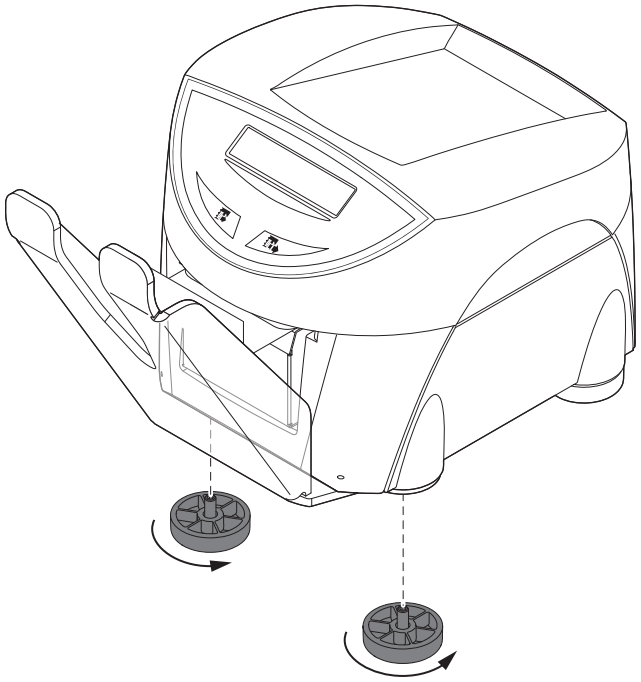
Close the upper covers of the device
(see previous paragraphs).

8



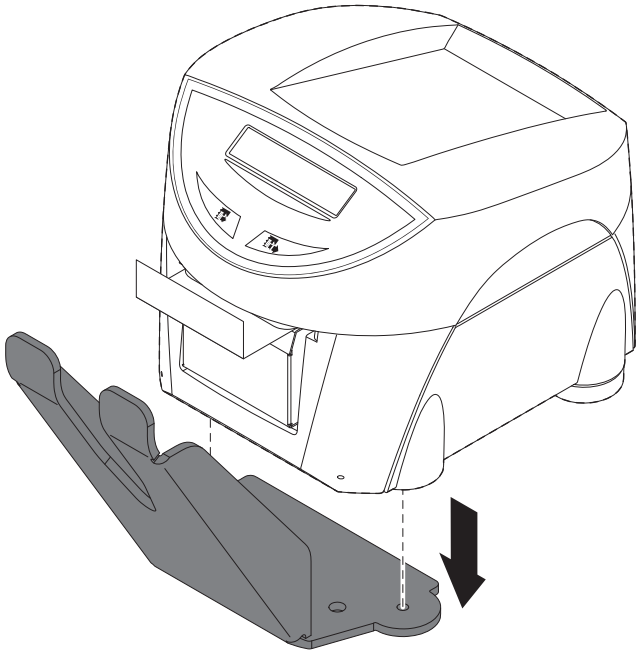
Insert the paper
(see previous paragraphs).

1



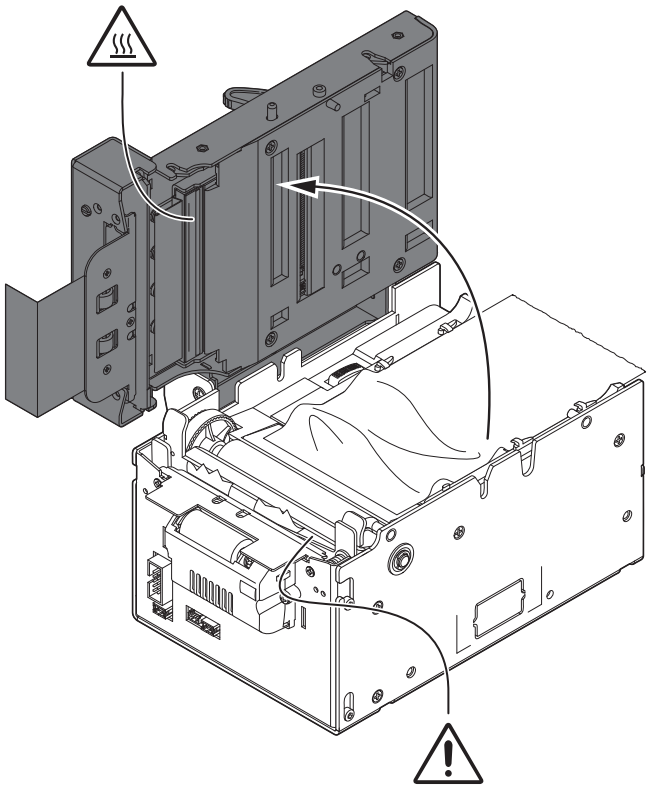
Unscrew and remove
the two front feet of the device.

2



Remove the vertical stacker.

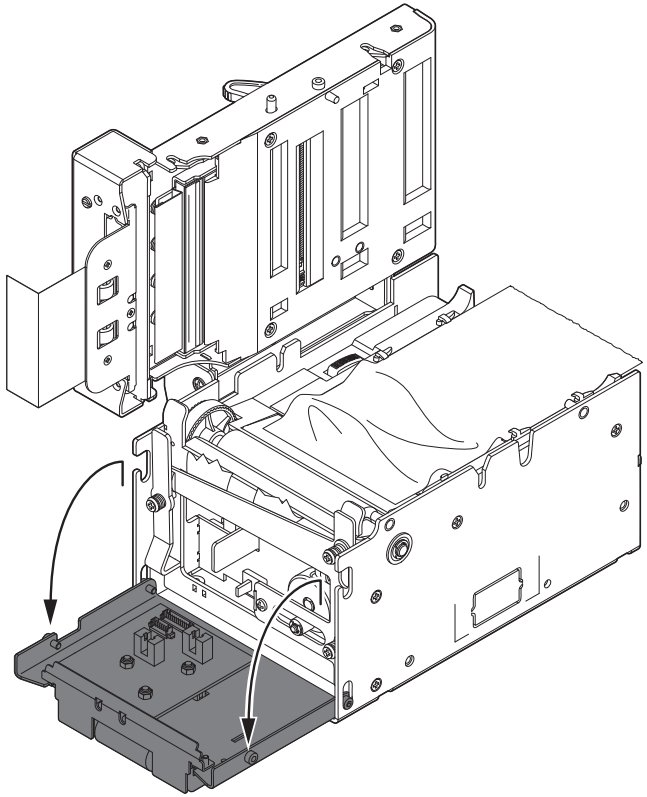
3



ATTENTION:
Pay attention to the exposed cutter blade.

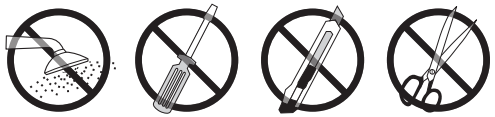
Open the upper covers of the device
(see previous paragraphs).

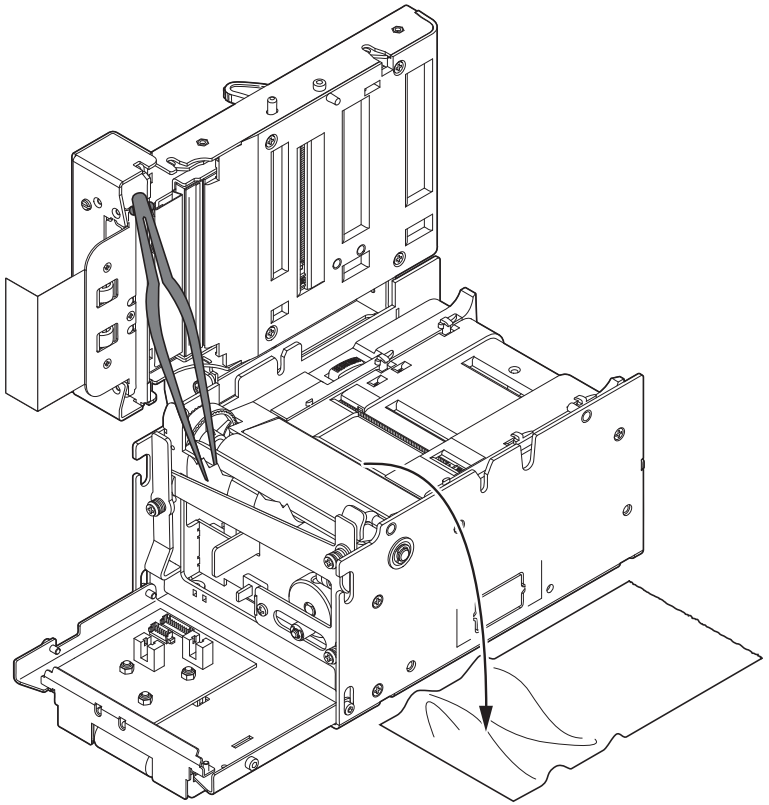
4



Open the two front covers
of the device.

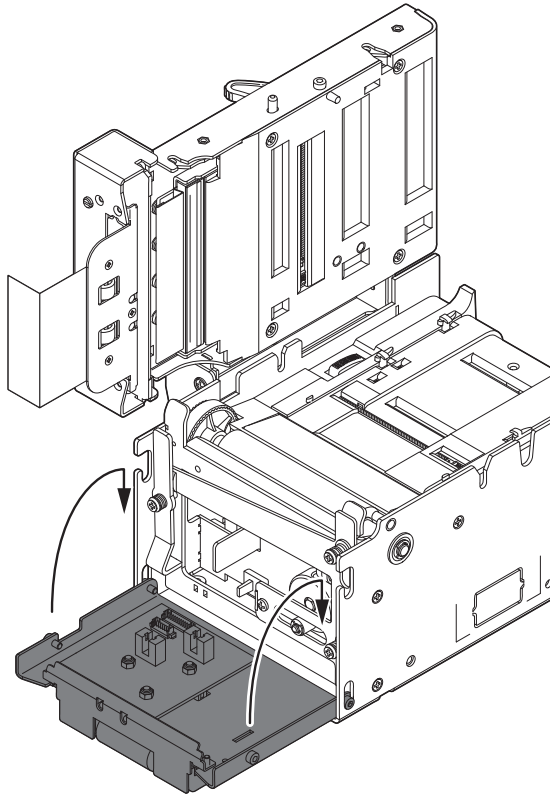
5





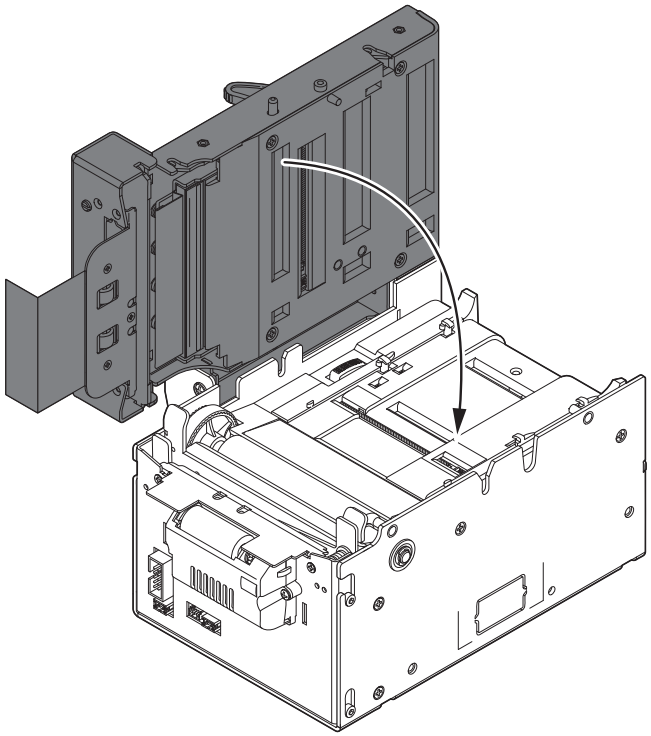
Remove the damaged paper and check the presence of paper scraps inside the device. Carefully remove all paper scraps. If necessary use tweezers.

6



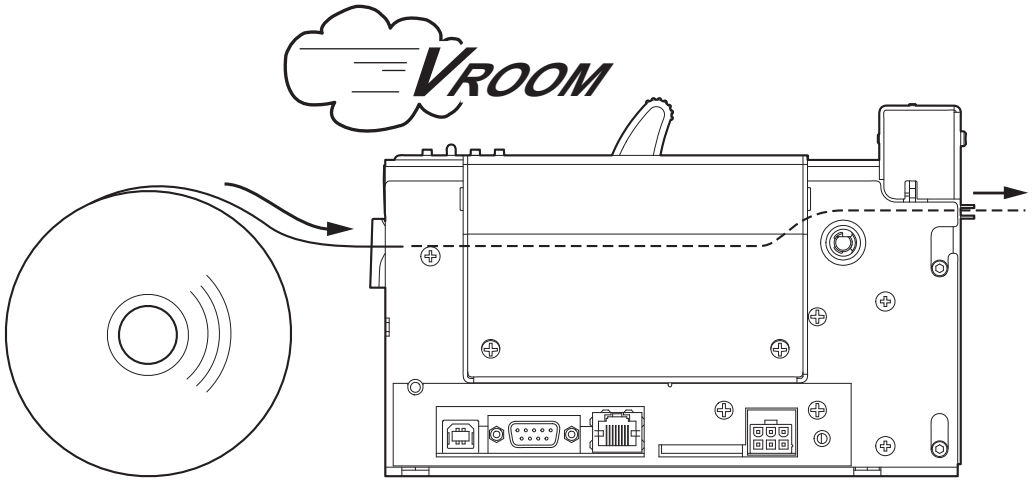
Close the two front covers
of the device.

7



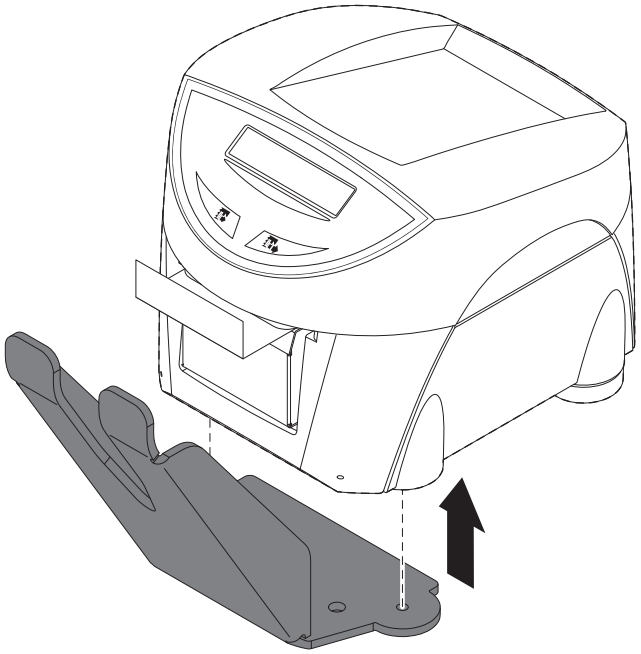
Close the upper covers of the device
(see previous paragraphs).

8



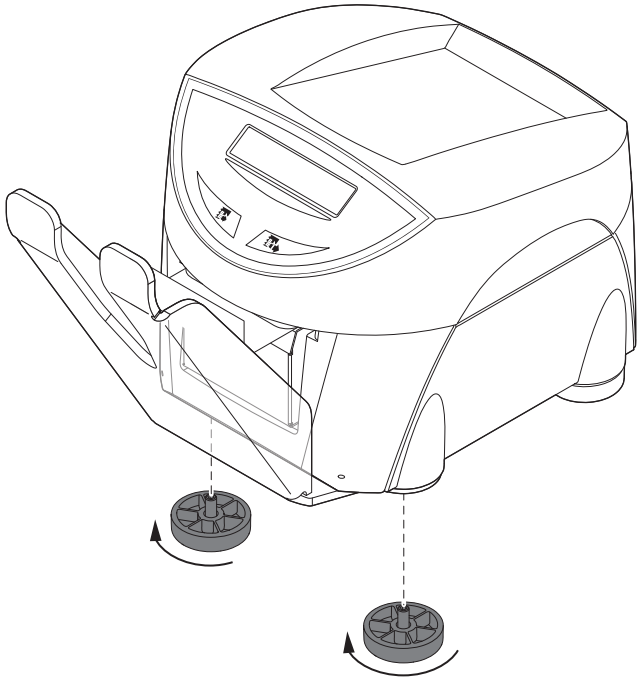
Insert the paper
(see previous paragraphs).

9



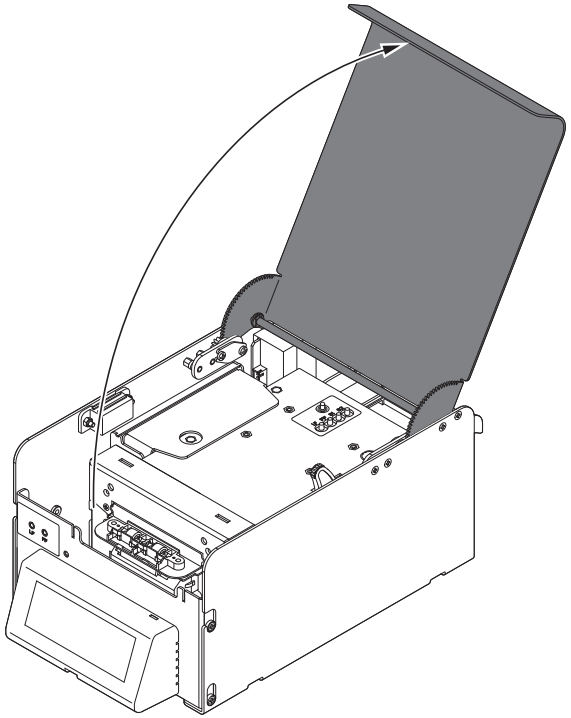
Place the vertical stacker
in the position shown in figure.

10



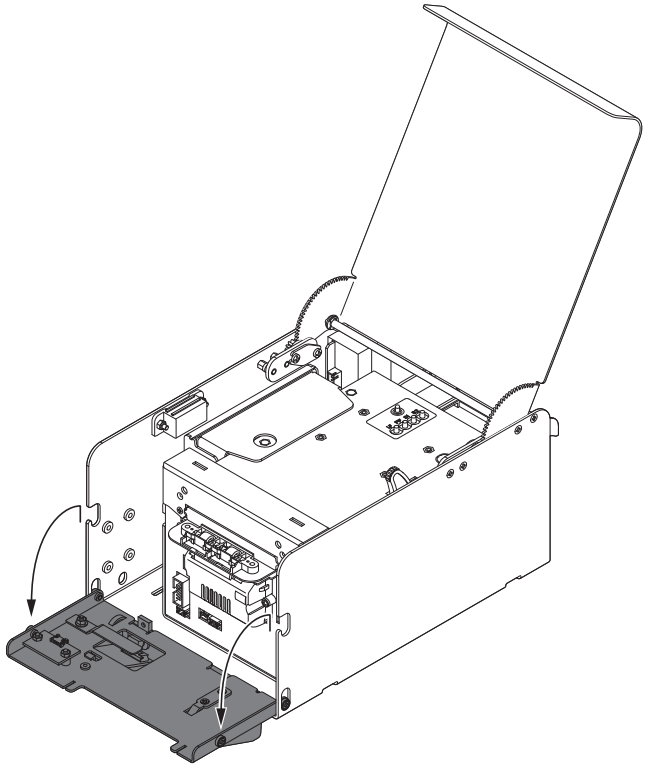
Fix the vertical stacker to the device
by screwing the two feet previously removed.

1



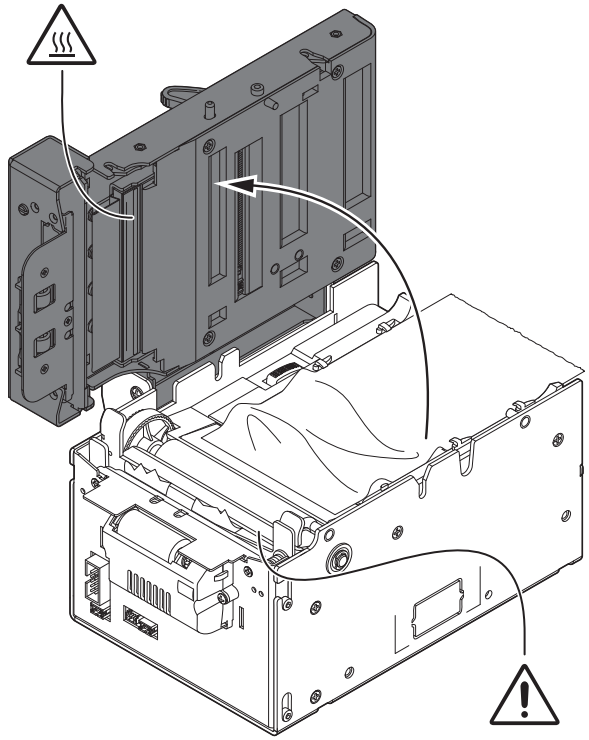
Open the
upper metal cover.

2 Only for
TK302III MET EJ



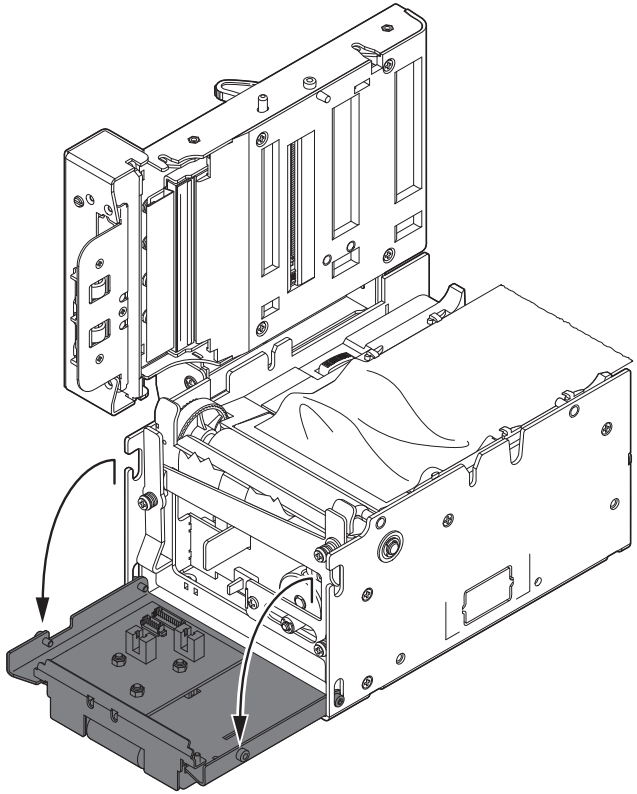
Open the
front metal cover.

3



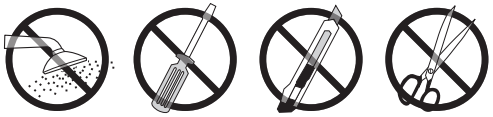
Open the upper cover
of the device.

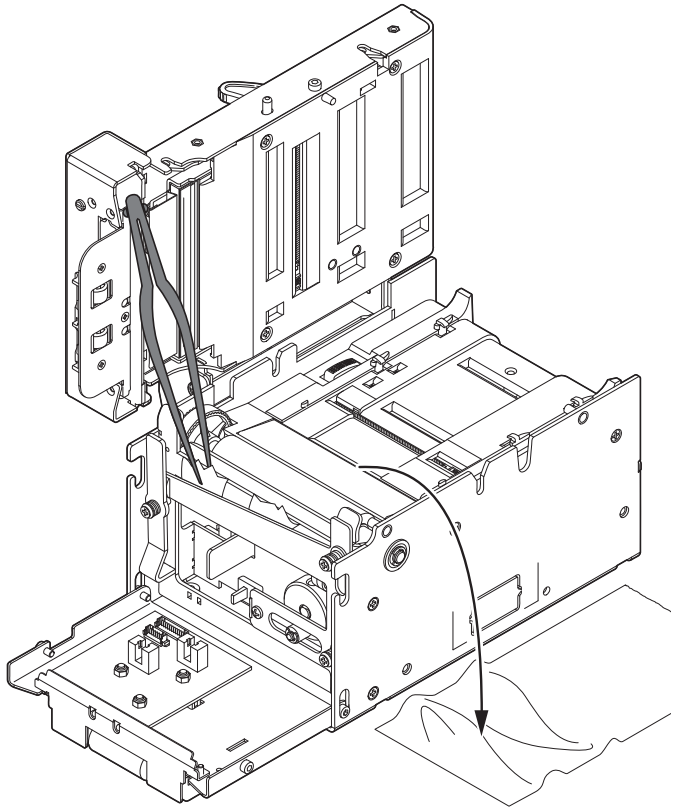
4 Only for **TK302III MET EJ**



Open the front cover of the device.

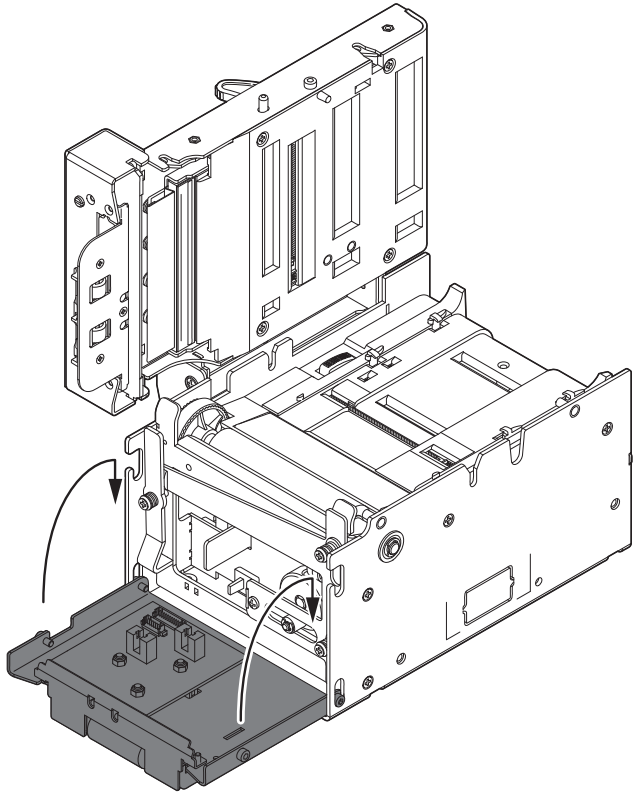
5





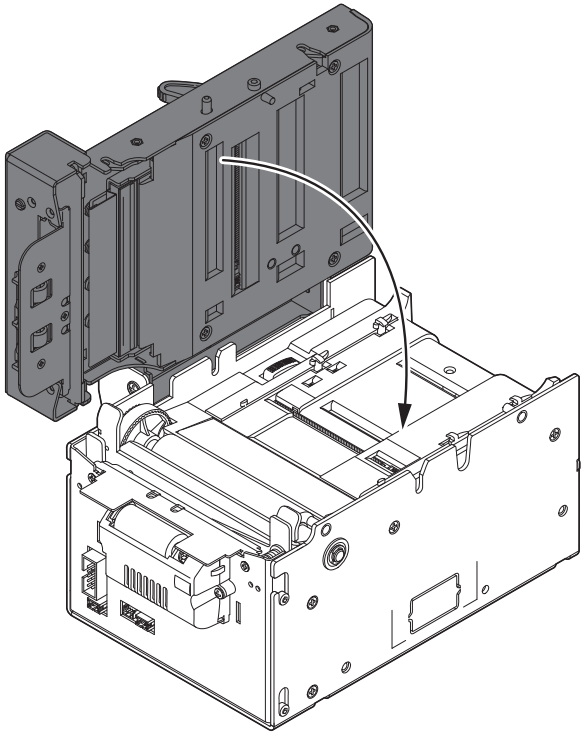
Remove the damaged paper and check the presence of paper scraps inside the device. Carefully remove all paper scraps. If necessary use tweezers.

6 Only for **TK302III MET EJ**



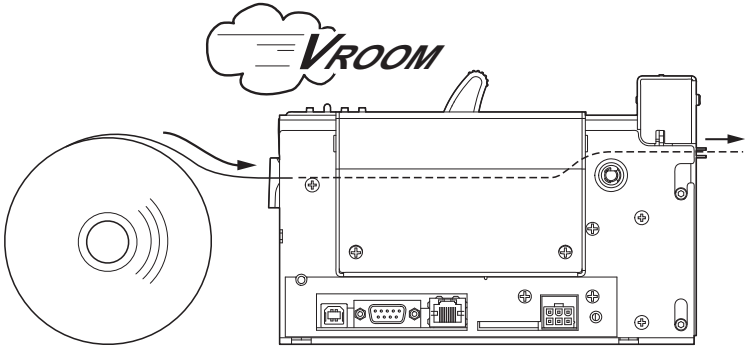
Close the front cover of the device.

7



Close the two upper covers of the device
(see previous paragraphs).

8

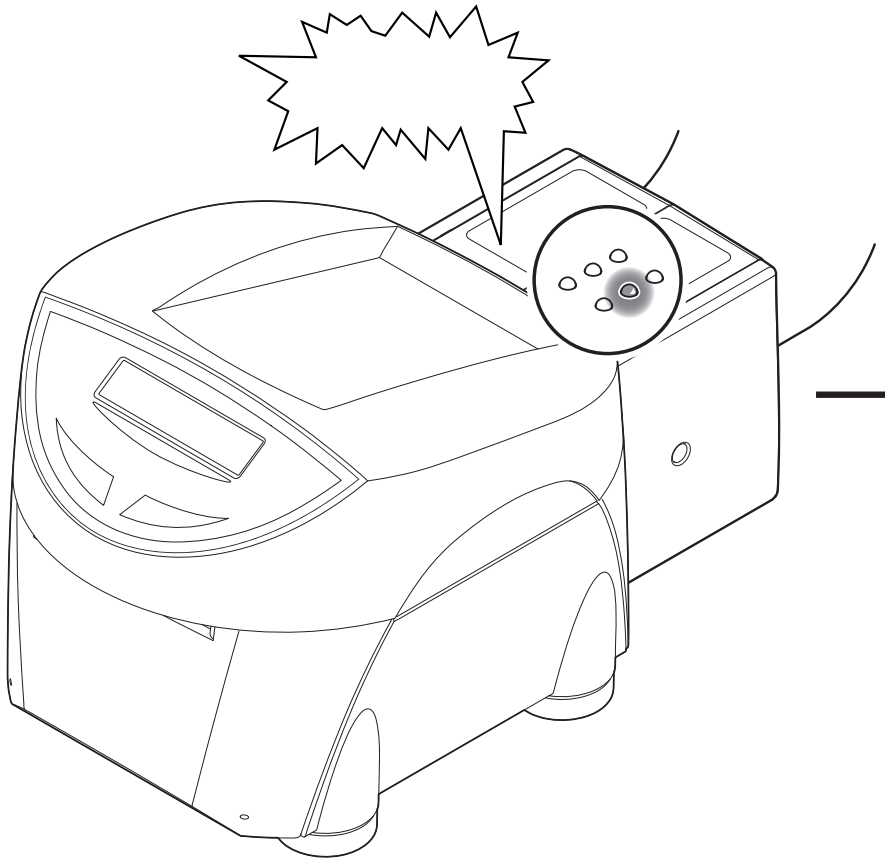


Insert the paper
(see previous paragraphs).

PAPER JAM (TRIPLE FEEDER)

TK302III PLAS TF, TK302III MET TF-EJ

In case of paper jam inside the triple feeder, the green LED that corresponds to the input paper jammed flashes quickly.
In this case, contact the technical service (see following paragraphs).



CLEANING

The regular cleaning of the device keeps the print quality and extends its life. The recommended cleaning schedule is listed below. If you use the device in dusty environments, you must reduce the intervals between cleaning operations.
Remove the mains plug from the wall socket before performing cleaning procedure.
For specific procedures, refer to the user manual of the device.

- EVERY PAPER REPLACEMENT
  Printhead (1)
  Platen roller (1)

- EVERY 5 PAPER REPLACEMENT
  Autocutter (only if present) (2)
  Paper path (2)(3)
  Sensors (2)
  Triple feeder (only if present) (4)

- EVERY 6 MONTHS OR AS NEEDED
  Display (only if present) (2)(5)(6)
  Case (2)(5)

(1) Use isopropyl alcohol
(2) Use compressed air
(3) Use tweezers
(4) Use the dedicated cleaning kit (contact the customer service)
(5) Use a soft cloth
(6) 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”.

www.CUSTOM4U.it

TECHNICAL SPECIFICATIONS

PRINTER

Resolution	203 dpi (8 dot/mm)
Printing method	Thermal, fixed head
Printing speed [1] [2]	High quality: 110 mm/s Normal: 170 mm/s High speed: 200 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. 300 mm [3]

ELECTRICAL CHARACTERISTICS

Power supply	24 Vdc ± 10%
Medium consumption [4]	4.10 A
Typical consumption [2]	
TK202III PLAS TK302III PLAS TK302III PLAS EJ-vSTK TK202III MET TK302III MET EJ	0.8 A
TK302III PLAS TF TK302III MET TF-EJ	1 A

POWER SUPPLY cod. 963GE0200000112
(included with TK202III PLAS, TK302III PLAS, TK302III PLAS TF, TK302III PLAS EJ-vSTK)

Power supply voltage	Auto Range, 90-132 VAC & 190-264 VAC
Frequency	from 47 Hz to 63 Hz
Output	24 V, 4.17 A
Power	100 W

POWER SUPPLY cod. 963GE0200000106
(included with TK202III MET, TK302III MET EJ, TK302III MET TF-EJ,)

Power supply voltage	Auto Range, 90-132 VAC & 190-264 VAC
Frequency	from 47 Hz to 63 Hz
Output	24 V, 4.17 A
Power	100 W

ENVIRONMENTAL CONDITIONS

Operating temperature	from 0 °C to +40 °C
Relative humidity	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 = 10 cm, Density = 12.5% dots on).
(3) For external rolls diameter higher to Ø100 mm it's recommended to use a paper pre-tensioning device.
(4) UL measurements (Speed/Quality = Normal, ticket length = 203 mm, 50% dots on, loop = 10 s).

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Customer Service Department:
www.custom4u.it

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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.

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.

CE 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 *(Electromagnetic compatibility of multimedia equipment - Emission Requirements)*
- EN EN55024/EN55035 *(Electromagnetic compatibility of multimedia equipment - Immunity requirements)*
- EN IEC/EN62368-1 *(Audio/video, information and communication technology 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.



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

FCC STATEMENT
(FEDERAL COMMUNICATIONS COMMISSIONS).

This note is valid only for device bringing FCC trademark.

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

- The devices may not cause harmful interference.
- The devices must accept any interference received, including interference that may cause undesired operation.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television
reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

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

Modifications to this product not authorized by CUSTOM S.p.A. could void the FCC & Industry Canada regulations and negate your authority to operate the product.

This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This product meets the ENERGY STAR® guidelines for energy efficiency.
For more information about ENERGY STAR®, visit www.energystar.gov.

This note is valid only for device bringing ENERGY STAR® trademark.

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