



# **InfoSight**

## **LabeLase<sup>®</sup> 28XX Tag Printer**

### **Basic Operations & Maintenance Manual**

#### **Revision A**

9<sup>th</sup>, October, 2007

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## **PREFACE**

The LABELASE® 28XX Tag Printer is fourth in the family of InfoSight laser tag markers. The LABELASE® 28XX series contains many new features, including: a higher internal processor clock speed, a PC-driven interface and the ability to print multilingual fonts.

This OPERATIONS AND MAINTENANCE manual is intended as a companion to the ONLINE REFERENCE MANUAL supplied with the Producer software and also available on the web at <http://www.infosight.com/labelaseproducer/index.htm>

This OPERATIONS AND MAINTENANCE manual will be automatically installed on your computer hard drive when installing the Producer™ software. It may be found under the PROGRAMS menu with other INFOSIGHT software and HELP files.

## **MINIMUM SYSTEM REQUIREMENTS**

- ☐ IBM PC 100% compatible computer
- ☐ Pentium 400 MHz
- ☐ Windows 2000/95/98/NT/XP
- ☐ 5MB available disk space
- ☐ 32MB RAM (64MB recommended)
- ☐ 1 serial communications port (for connection to printer)
- ☐ Color monitor (800x600 resolution or higher recommended)
- ☐ LabeLase® 28XX firmware version 1.7 or higher

## TABLE OF CONTENTS

<b>TITLE</b>	<b>PAGE</b>
Copyright Information	2
Software / Firmware License Agreement	3
Preface	4
Minimum System Requirements	4
Index	5
System Startup	6
Startup Sequence	6
Loading New Tags	7
Printing a Tag	8
Labelase® Producer™ Software	9
Printer Configuration & Laser Settings	10
Cycle Time Considerations	11
Best Practices and Helpful Hints	12
Basic Troubleshooting	12
Normal Maintenance & Servicing	13
Lens Cleaning Procedure	13
Air Filter Removal and Replacement	14
Customer Service	15
Functional Block diagram	16
Serial Port Connections	17
Drawings and Parts Listings	18-20
Laser Safety	21
Declaration of Conformity	22

## SYSTEM STARTUP

The LABELASE® 28XX Tag Printer requires 100-240 VAC, 50/60 Hz, 3-5 A.

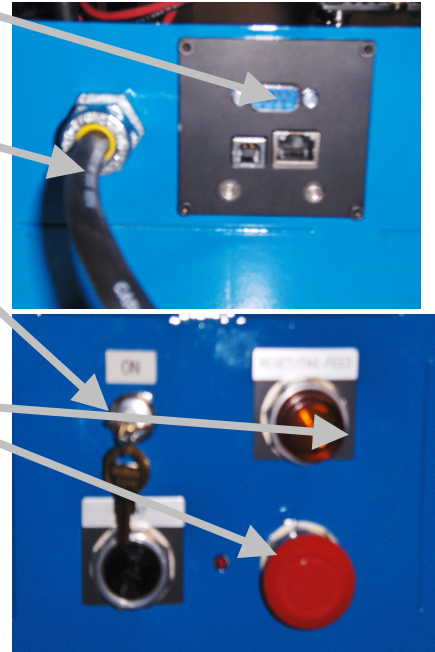
The LABELASE® 28XX Tag Printer should be positioned so that the power supply cord exits from the back of the machine.

The LABELASE® 28XX Tag Printer should be placed in a temperature controlled environment. This marker, though designed for industrial use, should be treated as any typical computer system and printer. Dirty environments will necessitate a more frequent cleaning schedule for internal optics.

A 12-foot (3.6 meter) RS-232 serial communications cable is provided for communicating with your Windows-based PC.

### STARTUP SEQUENCE:

1. Attach the included RS-232 cable from the LABELASE® 28XX Tag Printer to your Windows-based PC running LabeLase® Producer™ software.
2. Install tag stock onto tag payoff reel. Be sure to reattach the keeper bar to prevent the tag roll from falling off the reel.
3. Insert the AC power cord into a nearby power receptacle.
4. Place the security key into rear of machine, near the power cord exit point. The key functions as an ON-OFF switch.
5. Turn key to the vertical (ON) position. NOTE: The security key can only be removed when in the OFF position.
6. Remove E-STOP by pulling the red button.
7. Feed tag stock into printer. If necessary, press the tag FEED button to align tags to the breakoff location.
8. Start LabeLase® Producer™ software on your PC.
9. Load a pre-existing tag layout, or design a new tag layout. NOTE: designing or changing a tag layout requires SUPERVISOR login.
10. Adjust printer setup parameters if necessary (e.g., laser speed). NOTE: other than setting laser speed (LIGHTER/DARKER slider bar), this feature requires SUPERVISOR login.



**NOTE:** The Producer™ software is password protected for all features beyond loading an existing tag layout, entering tag variable data, adjusting laser speed and initiating printing.

The default password for new installations is blank (no data, no spaces). A new password should be created before printer is commissioned for regular operator use.

## LOADING NEW TAGS

**CAUTION:** DO NOT GRIP THE TAG STOCK BY ITS EDGES WHEN FEEDING INTO THE PRINTER. PROTECT YOUR HANDS AND FINGERS FROM THE SHARP EDGES OF THIN METAL TAG STOCK AT ALL TIMES.

Loading a new roll of tags is as easy as mounting the new roll on the payoff reel so that it unwinds from the bottom, and hand-feeding the leading edge of the tag stock into the rear feed slot. The marking side of the tag stock should be facing UP. Gently push it into the slot until it stops against the internal (rear drive) roller. The printer will then automatically draw the tag stock into the printer.



**Reminder -** The marker is not ready for use and will not feed tags until the E-STOP button is returned to the OUT position by pulling red button.

If necessary, tag stock can be manually fed into the printer by pressing the FEED button located above the large red E-STOP button.

## PRINTING A TAG

**Note** - The following assumes the LABELASE® 28XX Tag Printer has already been setup with a tag layout.

There are several ways to print a tag using the LABELASE® 28XX.

- A) If tag stock is loaded in the machine from the rear payoff reel and properly aligned at the break off exit point:
  - 1. Pressing the **PRINT button** located beside the red E-STOP will initiate printing of 1 or more tags, depending on operator-entered data on the main Producer screen.
  - 2. Pressing the **F12 key** on your PC.
  - 3. Placing the mouse pointer over the **Begin Print** button on your PC and left clicking.
  - 4. A **print command** may be sent from your host computer to your PC via Extended Protocol.
- B) If there is no tag stock feeding in from the back of the machine, a single tag inserted in the SIDE slot will be automatically drawn into the printer.
  - 5. If the AUTO PRINT SINGLE ITEMS box is checked (enabled) in the SETUP / PRINTER CONFIGURATION menu (requires supervisor login), then **tag printing will begin automatically** with no further action or input required.
  - 6. If the auto print box is NOT checked, then any of the above methods in paragraph (A) may be used to initiate printing.

**CAUTION:** DO NOT GRIP THE TAG STOCK BY ITS EDGES WHEN FEEDING INTO THE PRINTER. PROTECT YOUR HANDS AND FINGERS FROM THE SHARP EDGES OF THIN METAL TAG STOCK AT ALL TIMES.

**NOTE:** The SINGLE PRINT feature of the printer requires a minimum tag or tag-strip length of three inches (76mm).

For example, a single 3x3 (or 3x4, 3x6, etc) tag may be printed. If single printing of a 1x3 (25 x 76mm) tag is desired, a strip of at least 3 tags must be inserted in the front slot.



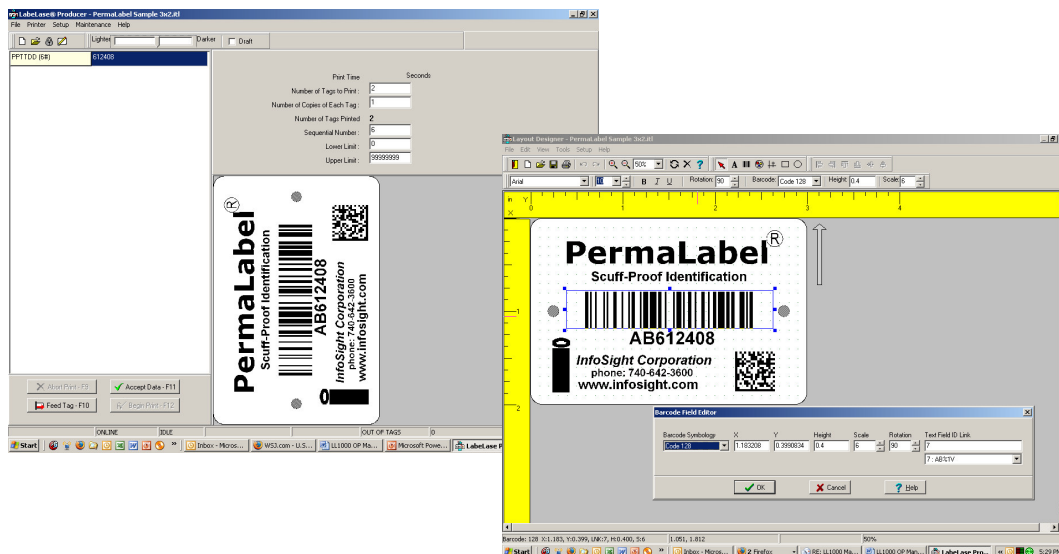
## LABELASE® PRODUCER™ SOFTWARE

Labelase® Producer™ is an integrated, Windows-based application for complete control of tag design and printing. For complete details, please refer to the ONLINE REFERENCE MANUAL supplied with the software, or on the web at [www.infosight.com/labelaseproducer/index.htm](http://www.infosight.com/labelaseproducer/index.htm).

### Features:

The software has many features designed to provide maximum flexibility to serve the customer's specific marking needs. Some of these features include:

- ☐ Built-in and online (web access) HELP.
- ☐ Total freedom to change tag layout whenever needed.
- ☐ WYSIWYG ("What You See Is What You Get") user interface for simple and intuitive tag design.
- ☐ New features emulating popular presentation software packages to speed layout and organization of complex designs containing multiple text and graphics fields.
- ☐ An unlimited number of data, text, barcode and graphics fields.
- ☐ Move fields easily with drag-and-drop.
- ☐ Rotate fields in 90-degree increments.
- ☐ Unlimited UNDO-REDO to easily correct mistakes.
- ☐ Optional placement grid with snap-to placement aid.
- ☐ Optional field anchor display shows field alignment.
- ☐ Zoom in/out for detailed display.
- ☐ Tag geometry features such as holes, slots, bare edges and bend lines can be shown.
- ☐ Prints all PC-installed fonts, including multi-byte characters for Asian languages.
- ☐ User-selectable download of message data from a host computer via RS-232, network TCP/IP, or network file transfer. A wide selection of communications protocols includes InfoSight Extended, emulation of Zebra and Intermec standard printers, and simple comma or tab-separated, flat-file formats. Details can be found in the communications chapter of the online reference manual.
- ☐ Operator entry of message data, for example if the host computer is unavailable.
- ☐ Easy control over printer setup parameters such as laser speed (i.e., formerly known as the "heat" setting for different types of laser tag material) and high/low pixel density (i.e., "draft" and "normal" printing modes)
- ☐ Auto-print feature for single tag printing (i.e., whenever a roll of tags is not loaded, a single tag can be auto-printed simply by inserting the tag in the front tag slot).
- ☐ Auto-incrementing of all text and number fields, for unattended batch printing.



## PRINTER CONFIGURATION & LASER SETTINGS

The Labelase® 28XX printer and Labelase® Producer™ software are designed with a high degree of flexibility and user-control, to enable the system to be used in a wide range of applications and on an ever-increasing array of laser-markable materials.

Calibration and configuration settings are accessed in Labelase® Producer™ under SETUP-PRINTER CONFIGURATION. On-line help instructions will guide you through each of the available settings. The most common parameters for fine-tuning the performance of the printer beyond the easy-to-use LIGHTER/DARKER SLIDER BAR are LASER SPEED, LASER OFF TICKLE, and LASER ON DUTY CYCLE, all of which are found under the LASER tab. Each of these parameters separately and together can be adjusted to create the right balance of black/white contrast, fineness of detail and cycle time.

As laser speed is increased printing cycle time will be faster.

- In general, as laser speed increases, duty cycle may also be increased to achieve the same relative blackness. Some materials with especially sensitive surfaces, such as PermaLabel®, will print more consistently at lower duty cycles, and therefore correspondingly lower laser speeds. Tickle controls the readiness of the laser to fire and helps maintain consistency of marking across the tag surface. Some tag materials are more sensitive to power variation than others, but in most cases this parameter can be left at its factory setting

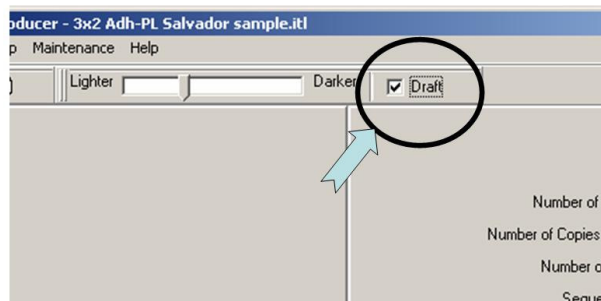
Each printer is calibrated in our factory before shipping.

Experience has shown the following settings to be a good starting point for the most common types of tag material. Each individual application may then be fine tuned to achieve the right balance of cycle time, fineness of detail, and black/white contrast.

## CYCLE TIME CONSIDERATIONS

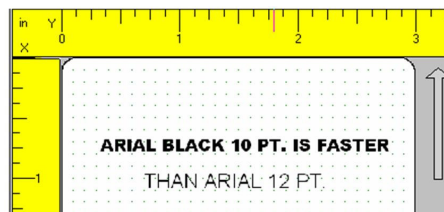
Tag design and printer configuration can have a significant influence on cycle time. Here are a few techniques that in many cases can significantly speed printing.

1. Select DRAFT mode. When DRAFT mode is on, stepper and mirror resolution, laser speed, font sizes, and barcode and graphic scales are automatically adjusted to compensate.

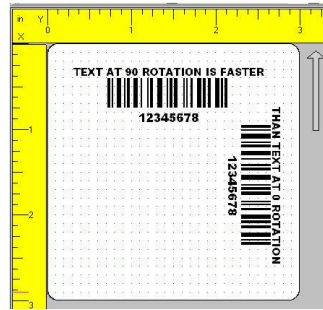


2. Increase laser speed (move slider bar to LIGHTER).

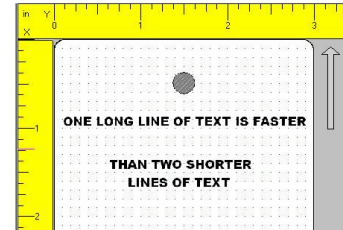
3. Create darker easier-to-read characters by using BOLD font instead of a larger font size. ARIAL BLACK is an especially efficient font for creating easy-to-ready text.



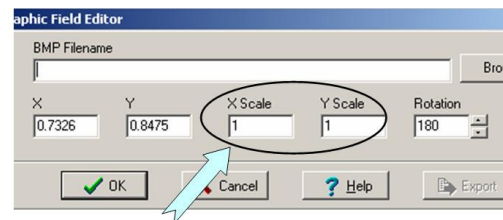
4. Design printing to run ACROSS the tag at 90° rotation (right angles to tag feed) rather than down the tag at 0° rotation (parallel to tag feed).
5. Avoid boxes or other graphics with long vertical (parallel to tag feed) lines.



6. A single long line of text is more efficient than several short lines of text (at 90° rotation).



7. When inserting graphics and logos, try to keep the X-scale and Y-scale factors close to 1. The original graphics BMP file can be re-sized in a common application such as MS PAINT.



## BEST PRACTICES AND HELPFUL HINTS

To facilitate sharing of best practices among users, InfoSight has created an online DISCUSSION FORUM. You may access the forum via our home webpage or directly at <http://www.infosight.com/forums/>.

## BASIC TROUBLE SHOOTING

**Service during normal business hours (Monday-Friday, 8am-5pm): 888-642-3600 or 740-642-3600**

**Emergency after-hours service: 1-800-401-0716 (outside the USA call 740-642-4666)**

### Red LED Status Light:

- ☐ STEADY ON: ready to print.
- ☐ OFF: no power to laser (power cord, key switch, power switch).
- ☐ SLOW BLINK: out of tag stock.
- ☐ FAST BLINK: E-STOP.

**Problem: Marker does not respond to print button.**

- ☐ Check power cord.
- ☐ Check key switch.
- ☐ Check E-STOP.
- ☐ Check tag stock.
- ☐ Check serial cable to PC.
- ☐ Producer software must be running on the connected PC.
- ☐ Bottom of main Producer screen indicates printer status – “ONLINE”, “ESTOP” or “UNKNOWN MODE”. If UNKNOWN MODE, check communications cable and settings.
- ☐ From within Producer, click on HELP-ABOUT. If the FIRMWARE VERSION is blank, your PC does not see the printer. Check communications cable and settings.

**Problem: Out of tag message on PC screen.**

- ☐ Load more tag stock into printer.
- ☐ Insert single tag in front tag slot.

**Problem: Tag exiting too far or not far enough (breakoff “nick” not aligned with exit slot).**

- ☐ The printer may need to be re-calibrated. See the Troubleshooting & Maintenance / Feed and Tag Adjustment section of the built-in help.

**Problem: Tag print appears very light, fine lines appear to drop out.**

- ☐ Reduce laser speed (DARKER)
- ☐ Increase Laser Off Tickle (SETUP-PRINTER CONFIGURATION).
- ☐ Final output lens may require cleaning (see Maintenance section below).

**Problem: Tag print shows “shadows”**

- ☐ Decrease Laser Off Tickle (SETUP-PRINTER CONFIGURATION).

**Problem: Tag print not aligned correctly with breakoff “nicks” (leading & trailing edges).**

- ☐ Check that actual tag size in machine and programmed tag size in Producer (LAYOUT-SETUP-GEOMETRY) are the same.
- ☐ The printer may need to be re-calibrated. See the Troubleshooting & Maintenance / Feed and Tag Adjustment section of the built-in help.

**Problem: Barcode too long for tag size.**

- ☐ Reduce number of characters in barcode data.
- ☐ Use more efficient barcode symbology.
- ☐ Reduce barcode scale.

## NORMAL MAINTENANCE & SERVICING

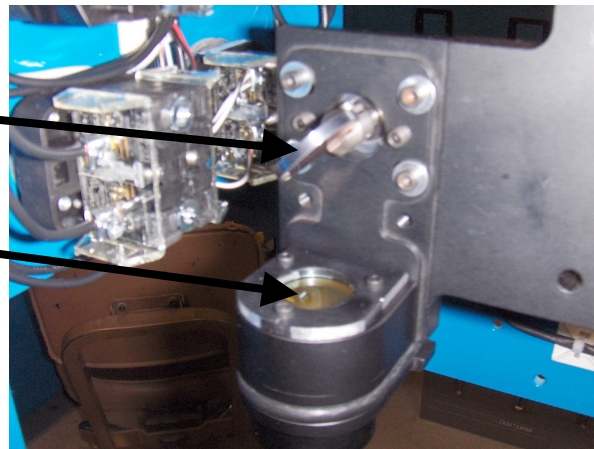
The only regular maintenance required is periodic cleaning of both surfaces of the final focusing lens to remove dust, and cleaning or replacing the side air filters. Additional cleaning or maintenance requires removal of the laser cover, contact InfoSight for instructions.

### LENS CLEANING PROCEDURE

**CAUTION: LASER OPTICS ALIGNMENT SHOULD ONLY BE PERFORMED BY A QUALIFIED TECHNICIAN.**

Galvanometer Mirror.

Final Focusing Lens



**CAUTION: DO NOT TOUCH LENS WITH FINGERS OR ANY SUBSTANCE CONTAINING ALCOHOL, OR PERMANENT DAMAGE MAY RESULT.**

#### LENS CLEANING PROCEDURE:

- ☐ Use a cloth that will not leave any fibers and is not abrasive.
- ☐ White vinegar is recommended. **DO NOT USE ALCOHOL!!**
- ☐ Gently wipe the moistened cloth across the lens so that the liquid evaporates behind the cloth, avoiding streaks.
- ☐ **DO NOT RUB HARD!**
- ☐ **DO NOT USE COMPRESSED AIR TO CLEAN OPTICS!**
- ☐ **DO NOT USE EYE GLASS WIPES CONTAINING ALCOHOL!**
- ☐ For optics that are severely contaminated or damaged, contact InfoSight for replacement.

### SIDE AIR FILTER REMOVAL & REPLACEMENT

The Labelase® 28XX printer includes a light-duty foam filter element, intended for use in a normal office environment. It is not intended to protect the printer from industrial contaminants or vapors, typical of a factory or mill environment.

As the filter element accumulates dust and pollen over time, air flow through the printer may be reduced. This may cause excessive dust to accumulate on the internal optics (lenses and mirrors), which may shorten their life considerably. Therefore, it is important to monitor the condition of the filter and determine the appropriate cleaning frequency for your specific environment.

At high duty cycles when printing large batches of tags with a high percentage of black (printed) area, reduced air flow may also cause the internal temperature sensor to automatically shutdown the laser tube until it cools back to its normal operating temperature – this is normal.

The filter cover is located on the sides of the printer, and is held in place by snap on covers.

Carefully blow any lint or dust off the filter, or gently wash it in soap and water. Dry the filter thoroughly before reinstalling.

Be sure to replace the filter element into the cover plate correctly. It fits only one way.

## CUSTOMER SERVICE

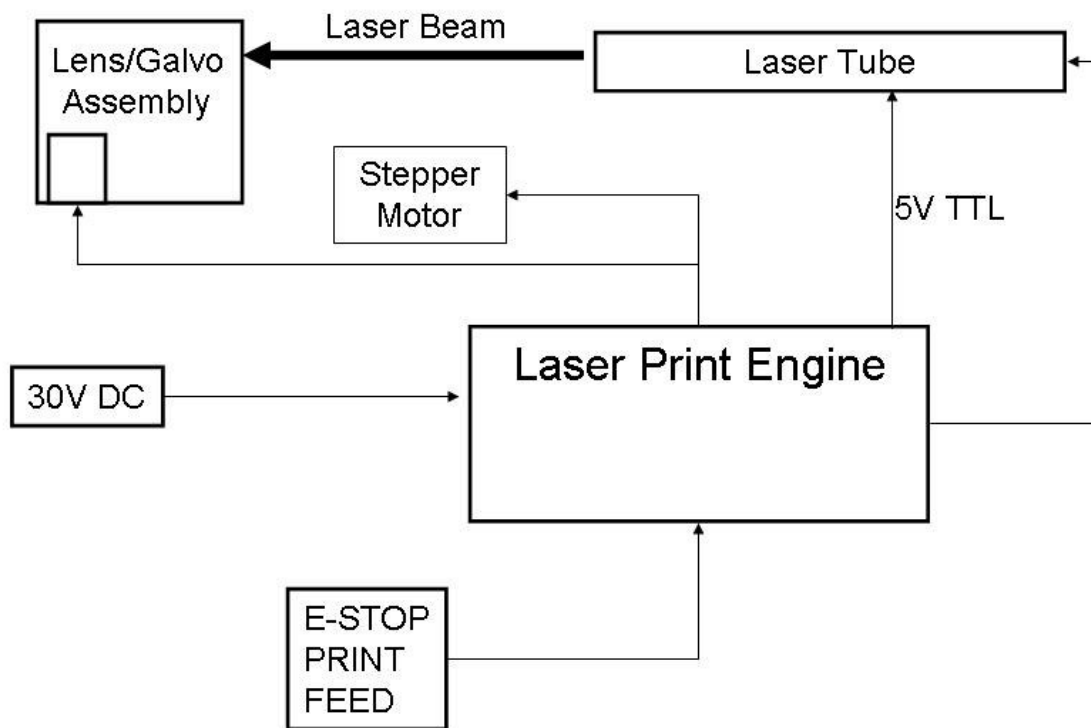
How to reach customer service:

Phone Support	InfoSight Corporation Customer Service offers free phone support to answer questions during normal non-holiday working hours, Monday through Friday 8am to 5pm Eastern time (New York, USA). Call 1-888-642-3600, or outside the USA call 740-642-3600.
Emergency Service	After regular business hours, call 740-642-4666.
On-Site Service	InfoSight Corporation can dispatch a Field Service Engineer to your facility to perform equipment start-up, repair, maintenance, and training.
Service Contracts	Periodic scheduled on-site maintenance, technical service and extended warranties can be arranged by contacting Customer Service at the number below.
Factory Service	Call Customer Service for a Return Authorization Number before returning equipment to our factory for repair and/or major maintenance.

For more information regarding any of these services, call 888-642-3600 (outside the USA call 740-642-3600) and ask for Customer Service.

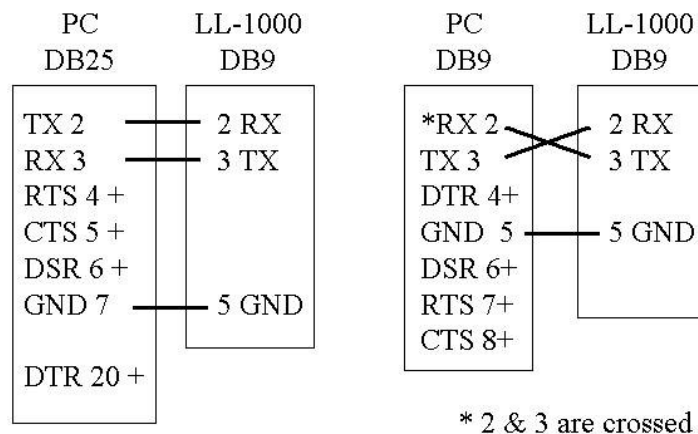
Or, visit us on the worldwide web at [www.infosight.com](http://www.infosight.com)

## Functional Block Diagram





## LABELASE® 28XX SERIAL PORT CONNECTION TO AN IBM-PC OR EQUIVALENT.



Note: Handshake protocol is XON / XOFF. Communications adapters such as USB to RS232 must support XON / XOFF.

XON is DC1 CTL-Q or 11h or 17 decimal

XOFF is DC3 CTL-S or 13h or 19 decimal

**Break down of required spares for LL28xx by symptom**  
**(All Prices in USD - Contact Factory for current pricing)**  
**(10/12/2007)**

<b>PART#</b>	<b>DESCRIPTION</b>	<b>QTY</b>
<b>Tag slipping or not coming to breakoff correctly</b>		
ITM18381	GEAR,DRIVE,KE28XX,32P,60TEETH,48RC,CARBON STEEL HEAT-TREATED	1
ITM18382	GEAR,DRIVE,KE28XX,32P,24TEETH,48RC,CARBON STEEL HEAT TREAT	1
ITM06436	ROLLER,DRIVE,1.625"DIA X 1/2"WIDTH	1
ITM08860	ROLLER,IDLER,1.625"DIA X 1/2"WIDTH	1
ITM06625	RING,RETAINING,FOR 3/8DIA SHAFT	2
ITM09702	SENSOR,OPTICAL,SLOTTED,WIDE GAP NOT ROHS COMPLIANT	1
ITM15050	KIT,MOTOR,STEPPER/DRIVER,FOR 110/220V LASER MARKER CE APPROVED	1
<b>Y or galvo direction problems</b>		
ITM02443	SCANNER,OPEN-LOOP,GALVO MOTOR	1
<b>Weak print- Laser rebuild or 30VDC supply ITM14840(See Below)</b>		
ITM07560	LENS,1.1",DIA X 7.5" FOCAL LENGTH,PLANO CONVEX	1
ITM07199	MIRROR,ASSEMBLY,SCANNING,LASER	1
<b>Dead</b>		
ITM14840	POWER-SUPPLY,LASER,30V,16A,CE MARKED,	1
ITM07243	SWITCH,KEYLOCK,SECURITY	1
ITM07477	FUSE,TIME-DELAY,FNM15	1
<b>Misc</b>		
ITM10871	FILTER,REPLACEMENT,FOR ITM10870 GUARD,5/PK	2
ITM01213	FAN,MUFFIN,120VAC,14W,2900RPM,112CFM	1





## LASER SAFETY

04/23/03

### Section I: Introduction to Laser Safety

Lasers, like arc welders, are sources of intense light that require certain precautions to insure a safe, comfortable and compliant working environment. This is especially true since the laser included in this marking equipment operates in the infrared (invisible) portion of the light spectrum. The enclosure surrounding the marking area is designed to prevent human exposure to the light emitted by the laser. The following information covers the procedures taken to design a safe, efficient environment for laser marking equipment.

Laser products are categorized into one of four classes based upon the power of the laser light that is accessible to any person during normal operation. These classes range from Class 1, the lowest class requiring no additional safeguards other than those provided by the manufacturer, to Class 4, the highest class that requires additional operator and working environment safeguards for safe operation.

Class 1 laser marking systems include enclosures integral to the workstation that are constructed to prevent human access to the laser beam. Class 1 systems are safe in all working environments; they are installed and operated as any other industrial machine tool. Class 1 laser systems do not require the use of any special laser safety equipment by operators or bystanders during their normal operation.

Class 4 laser marking systems do not incorporate protective enclosures. Extra precautions are required.

The LabeLase®28XX Tag Printer complies with Class 1 during normal use because of the numerous interlocks provided as detailed in section II.

During service and/or alignment the LabeLase 28XX Tag Printer becomes a Class 4 device. Servicing should be performed only by a **Qualified Laser Service/Safety Technician!** Because of the Class 4 classification, InfoSight will provide such a person to be available to the end user of this marker.

The nominal power output of the laser used is 10 watts, with a maximum peak power output of 30 watts. It is a CO2 infrared (invisible) laser with a wavelength of 10.57 to 10.63 microns. The Radiant energy and the wavelength are less than Class 1 requirements during normal operation.

### Section II: Types of safety interlocks.

There are several types of safety features provided on the InfoSight LabeLase 28XX Tag Printer:

Type 1 includes **mechanical switches**. These switches are located atop the marker and on the rear of the marker. These switches remove power supplied to the laser marker, as shown in electrical drawings.

Switch A -- Large Red, easily accessible, E-STOP operator Emergency Stop Push Button.

Switch B -- Key switch

Type 2 includes **optical sensors**. Sensors monitor whether tag material is in place and the marker is able to move the tag material. These two sensors are monitored by the marking microprocessor.

Type 3 includes **mechanical design**. Here, narrow slots are provided to minimize the release of laser radiation. The beam path from laser tube to final pass through lens is entirely enclosed in a metal shield, with suitable material that will absorb the heat produced by the beam emitting from the CO2 laser.

Type 4 includes **Password Security access**. The Software requires a **supervisor password** to change layout of tags or to alter the operating parameters of the marker itself.

The features and precautions described above are designed with the safety of the user in mind. Should you have any questions or suggestions please contact InfoSight directly.

**Declaration of Conformity  
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InfoSight hereby declares the equipment specified conforms to the Classification(s), Directive(s) and Standard(s) set forth in this document.

InfoSight produces laser systems within one of two classes as identified and classified by the CDRH. These are Class I and Class IV. (see CDRH 21 CFR (J) 1040.1 - 1040 .5). End user of the equipment should be familiar with ANSI, CDRH and OSHA standards for radiation emitting devices as they apply to them also.

**ANSI Z136.1 - 1993**

We will provide adequate data to the LSO (Laser Safety Officer) enabling LSO to designate NHZ (nominal hazard zone) as required pursuant to Class IV 3.4.1

**CDRH 21 CFR (J) 1040.1 1040.5**

**OSHA Publication 8-1.7**

**Section II Chapter 6**

**Certifications:**

**EMC Emissions**

EN 55022:1994/A1:1995/A2:1997 Class A ITE emissions requirements (EU)

FCC 47 CRF Part 15 Class A emissions requirements (USA)

**EMC Immunity:**

EN 50082-2:1995 EMC heavy industrial generic immunity standard

**Name and Publication Date of Standard Used to Evaluate Laser safety:**

IEC 60825-1:1003 + A2:2001

**Note:** InfoSight design guidelines are drawn from ANSI and CDRH