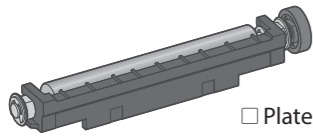# Replacement Procedure for mC-Label3 Platen Unit

star

Accessories	If any of the package contents are missing or damaged, contact the dealer where the product was purchased.

▶ **Check Video**

You can check the procedure for replacing the platen unit in the video in the mC-Label online manual.

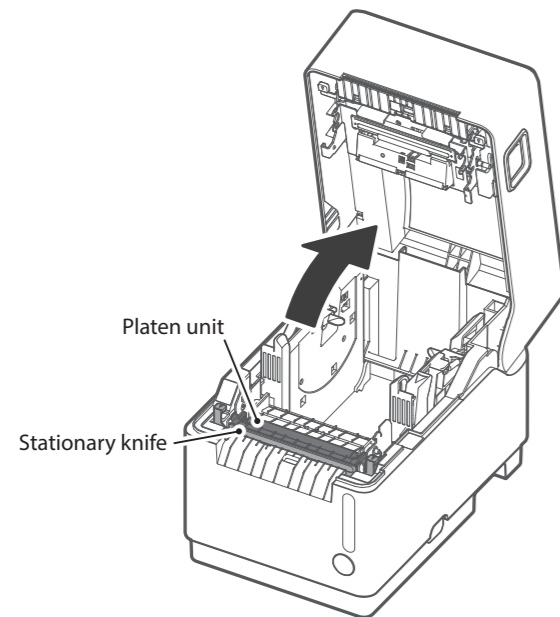☐ Platen unit   ☐ Replacement procedure sheet (this manual)

⚠ **Caution**

- Be sure to turn off the printer power before performing replacement work.
- Be careful not to damage any other parts when performing replacement work. Also, be sure to follow the described instructions to the end.
- When handling the stationary knife, hold the blue tab. Also, please handle with care to avoid injury from the blade.
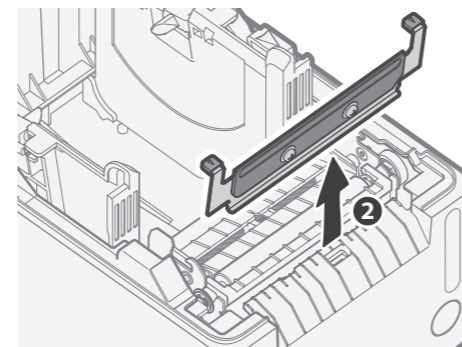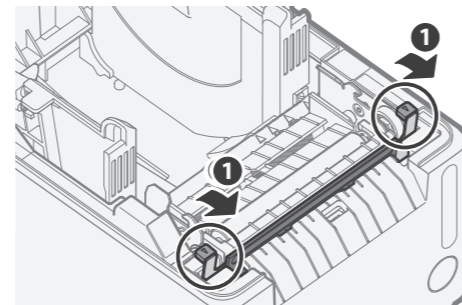
Removing the Platen Unit

1. Open the printer cover.

- Pull the cover opening lever toward you and open the printer cover.
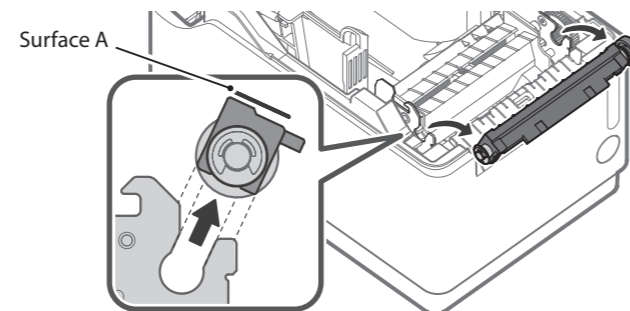- If label paper is loaded, remove it.
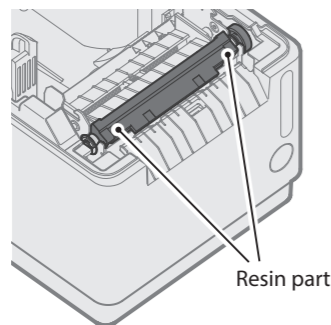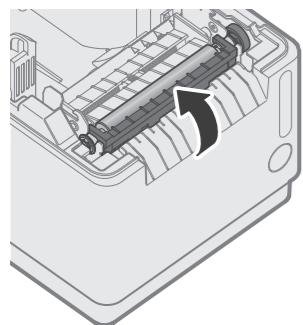

Platen unit

Stationary knife

2. Remove the stationary knife.

- Tilt the left and right levers of the stationary knife ❶, and remove the stationary knife ❷.
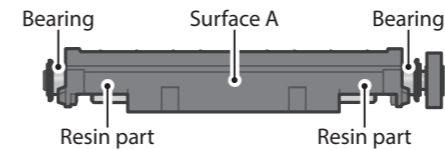

3. Remove the platen unit.

- Unlock the platen unit by turning the resin part to the position where it stops at the top, and remove the platen unit by holding the resin part with both hands. Working perpendicular to the surface A makes it easier to remove.
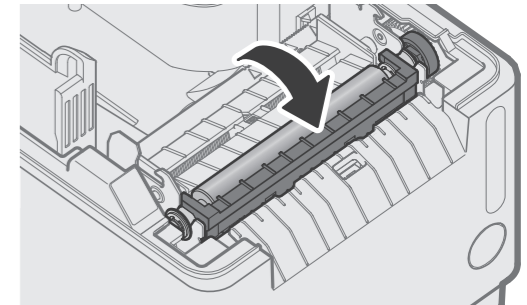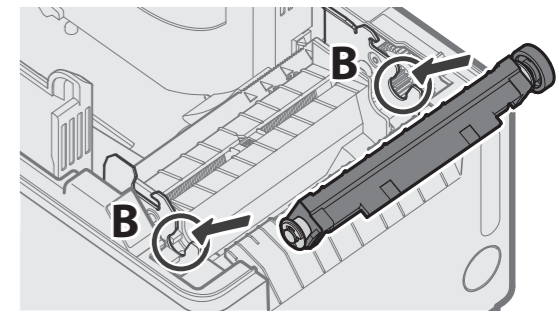

Surface A

Resin part

Mounting the Platen Unit

1. Mount the platen unit.

- Hold the resin part of the platen unit with both hands, and insert the bearings into the B parts of the left and right frames of the main unit.
  Holding the resin part of the platen unit with both hands and working perpendicular to the surface A makes it easier to align the mounting orientation.
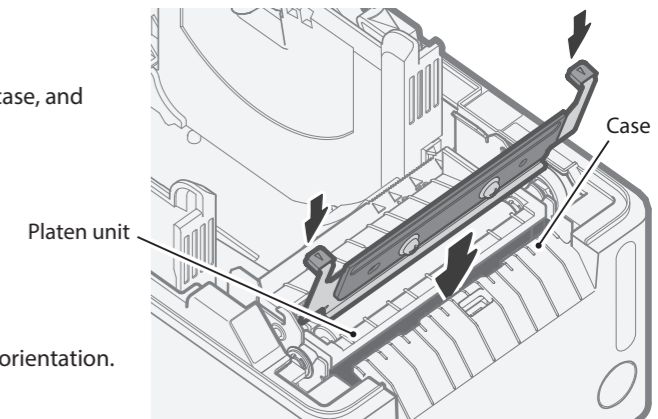

Bearing   Surface A   Bearing

Resin part   Resin part

B   B

- Turn the resin part of the platen unit toward you until it stops.

2. Mount the stationary knife.

- Insert the stationary knife into the gap between the platen unit and the case, and push it in until it clicks and locks.

Case

Platen unit

⚠ When mounting the stationary knife, pay attention to the front or back orientation.

Updating Printer Information (Turning Off ⓘ LED)

After parts replacement is finished, update the printer information by using the configuration app or operating the printer.

This process will update next notification timing, and the ⓘ LED will be turned off.

Update Procedure by Using Configuration App

Scan the QR code on the right side or search the configuration app to access the download site.

Configuration app download site

When Using iOS / Android

Use Star Quick Setup Utility

① Launch Star Quick Setup Utility.

② Connect to a printer.

③ Select [Change Printer Settings] > [Parts Replacing].

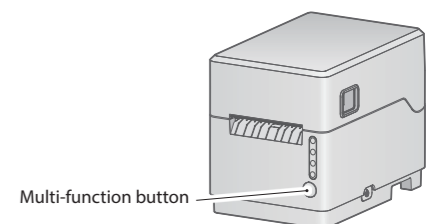④ Put a check in the box next to "Completed parts replacement", and tap [Apply].

When Using Windows

Use Star Windows Software

① From the Windows start menu, open [Star Windows Software] - [Printer Utility].

② Connect to a printer.

③ Select [Maintenance], [Parts Replacing] tab, put a check in the box next to "Completed parts replacement", and click [Apply].

Update Procedure by Operating Printer

① Make sure there is no paper in the printer and close the printer cover.

② Turn on the printer power.

③ Press and hold the Multi-function button for 5 seconds or more and release it, and within 2 seconds press and hold the button again for 5 seconds or more and release it.

Multi-function button

- When disposing of this product, be sure to follow local ordinances and regulations.
- For the owners of other companies' trademarks mentioned in this document, see Trademarks in our website (https://www.star-m.jp/eng/trademarks.html).