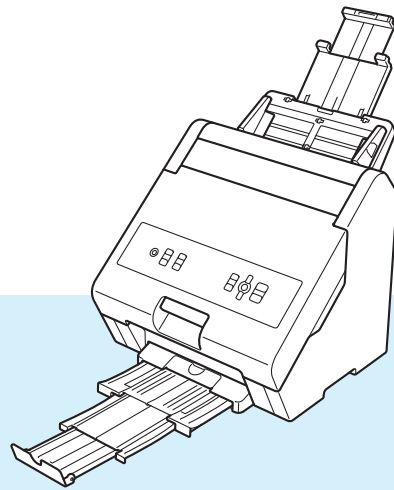


User's Guide

HAK 100



Before using this machine, be sure to read the *Product Safety Guide*.

We suggest that you read this User's Guide and keep it in a handy place for future reference.

Introduction

Important Notice

- The contents of this document and the specifications of this product are subject to change without notice.
- Unauthorised duplication or reproduction of any or all content of this document is prohibited.
- Brother reserves the right to make changes without notice in the specifications and materials contained herein and shall not be responsible for any damages (including consequential) caused by reliance on the materials presented, including but not limited to typographical and other errors relating to the publications.
- Please note that we cannot assume any responsibility for any damage or lost profit arising from the use of this product or any content created by this product or the disappearance or change of data due to failure, repair or supplies, or any claim from a third party.
- For servicing, adjustments or repairs, contact Brother customer service or your local Brother dealer.
- If the machine operates abnormally or any malfunction occurs, turn the machine off, disconnect the Power Cable and contact Brother customer service or your local Brother dealer.
- Before using the machine, be sure to read all documents included with the machine for information about safety and correct operation.
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Thank you for buying the Brother HAK 100! Reading the documentation will help you make the most of your machine.

1.1 Definitions of Notes

We use the following symbols and conventions throughout this *User's Guide*:

 WARNING	WARNING indicates a potentially hazardous situation which, if not avoided, could result in death or serious injuries.
 Important	IMPORTANT indicates a potentially hazardous situation which, if not avoided, may result in damage to property or loss of product functionality.
 Note	Tips icons indicate helpful hints and supplementary information.
Bold	Bold style identifies buttons on the machine's control panel.
<i>Italics</i>	Italicised style emphasises an important point or refers you to a related topic.
Courier New	Courier New font identifies messages shown on the machine's LCD.

1.2 Product Introduction

The HAK 100 is a foil printer that uses heat-fixing technology to transfer foil onto many different types of pre-printed media. The printer requires no drivers or software to be used and is compatible with both full-width and half-width foil cartridges in a wide array of colours.

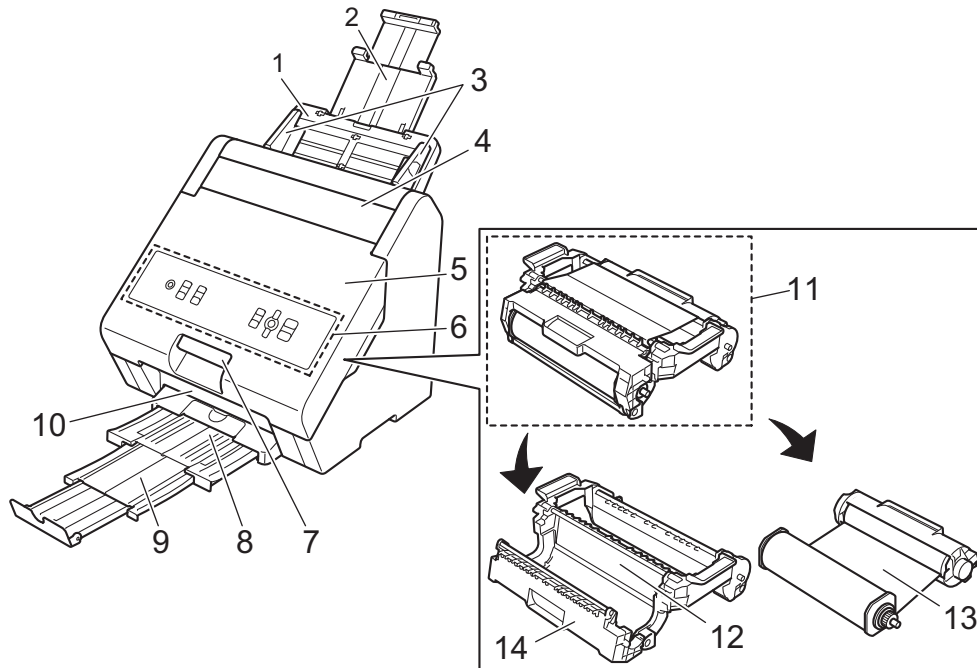
For more information about the supported media, see *Print Media Specifications* on page 52.

2

Part Names and Functions

2.1 Machine

2.1.1 Front



1 Feed Tray

Load your media into the Feed Tray.

2 Extendable Feed Tray Flap

Adjust the length to fit the media size.

3 Paper Guides

Adjust the width to fit the media size.

4 Paper Feed Adjuster Compartment Cover

Access the Paper Feed Adjuster.

5 Front Cover

Open to access the Foil Holder and Cartridge Assembly.

6 Control Panel

Use the control panel buttons to turn the machine on and off, start and stop the foil transfer, and change the settings.

7 Front Cover Handle

Use to open the Front Cover.

8 Paper Output Tray

Collect your completed designs from this tray.

9 Extendable Paper Support Flap

Adjust the length to fit the media size.

10 Paper Output Slot

The machine ejects completed designs from this slot.

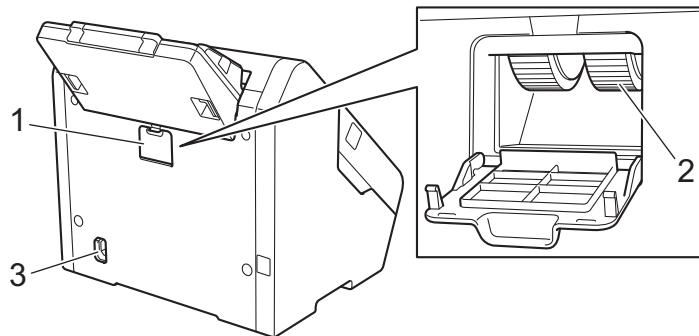
11 Foil Holder and Cartridge Assembly

12 Foil Holder

13 Foil Cartridge

14 Foil Holder Cover

2.1.2 Rear



1 Separation Roller Compartment Cover

Open to access the Separation Roller.

2 Separation Roller

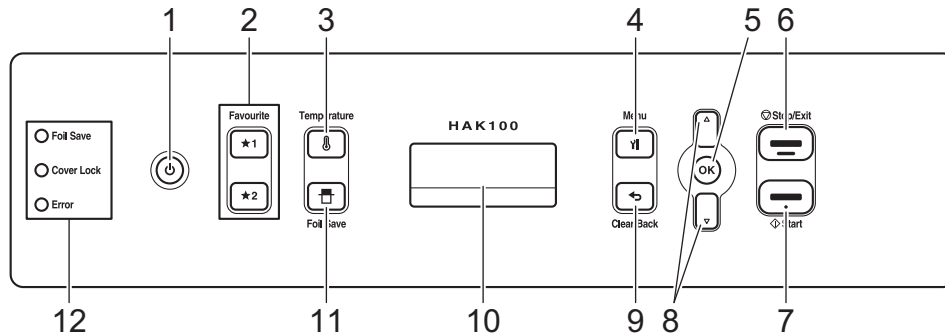
3 Power Cable Connector

Connect the Power Cable to the Power Cable Connector.



! Important

Always use the included Power Cable.

2.2 Control Panel and LED Indicators



1  (Power On/Off)

2  (Favourite1)/  (Favourite2)

Register a Favourite, or recall a registered Favourite (for more information, see *Favourites* on page 36).

3  (Temperature)

Change the transfer temperature (for more information, see *Adjust the Transfer Temperature* on page 29).

4  (Menu)

Display the main menu.

5  (OK)

Accept settings or values.

6  (Stop/Exit)

Cancel the foil transfer.

7  (Start)

Start the foil transfer.


8 ▼ ▲

Navigate the main menu, and select and change settings.

9  (Clear/Back)

Clear the values you entered in the main menu or return to the previous menu screen.

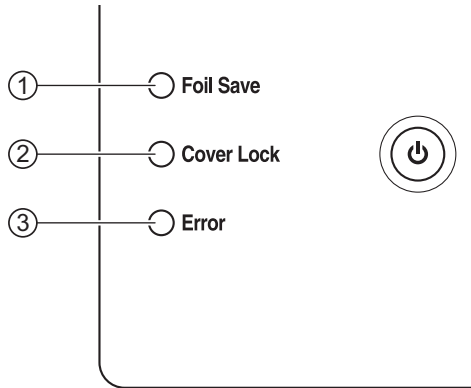
10 LCD

11  (Foil Save)

Configure Foil Save Mode (for more information, see *Foil Save Mode* on page 31).

12 LED Indicators

Check the LED indicators for the machine status.



① Foil Save

Lit: Transferring the foil in Foil Save Mode.

Off: Transferring the foil in Standard Mode.



Note

For more information on how to enable or disable Foil Save Mode, see *Foil Save Mode* on page 31.

② Cover Lock

Lit: The Front Cover is locked during the foil transfer or when the temperature inside the machine is high.

Off: The Front Cover is unlocked.

③ Error

Lit: An error has occurred. (For more information about errors, see *Error Messages* on page 53.)

Off: The machine operates normally.



Note

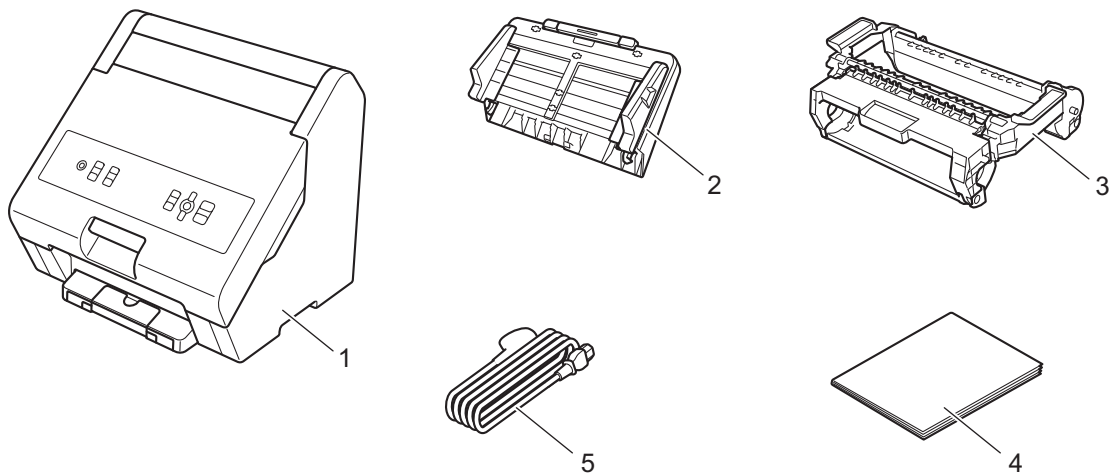
The LCD backlight turns off after one minute of inactivity or if no media is loaded. To turn the backlight on, press any button on the machine's control panel or load the media.

3

Prepare the Machine

3.1 Unpack the Machine and Check the Components

The components included in the box:



- 1 Foil Printer
- 2 Feed Tray
- 3 Foil Holder
- 4 Product Safety Guide
- 5 Power Cable

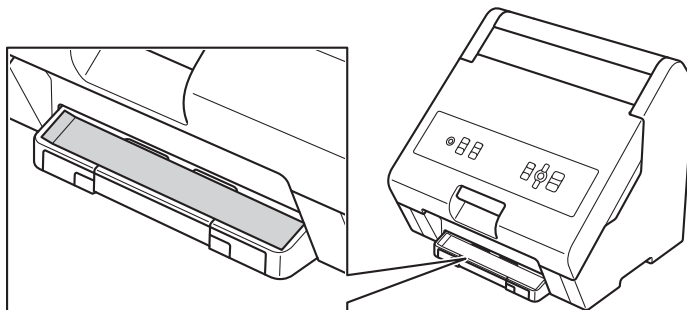


Note

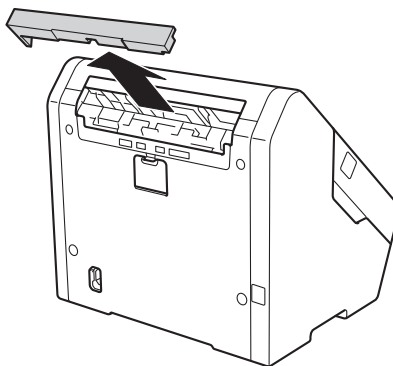
Before using this machine, be sure to read the *Product Safety Guide*.

3.2 Remove the Packing Materials

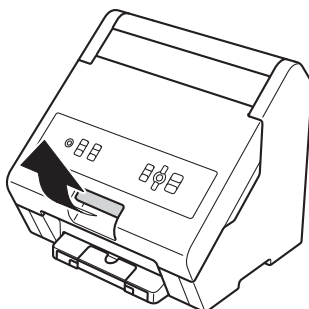
- 1 Remove the machine from the box.
- 2 Remove the tape attached to the Paper Output Tray.



- 3 Remove the packing material from the Feed Tray Slot as illustrated.

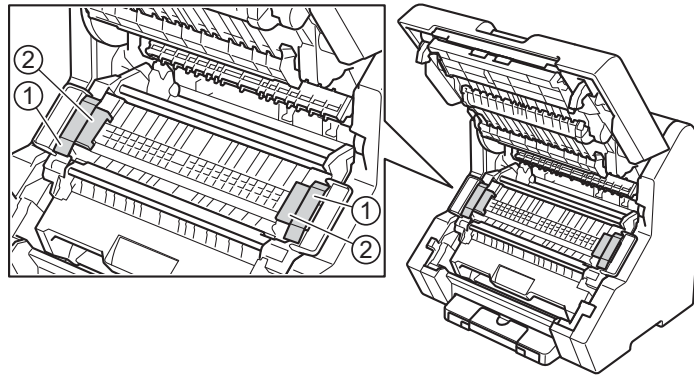


- 4 Open the Front Cover.



Prepare the Machine

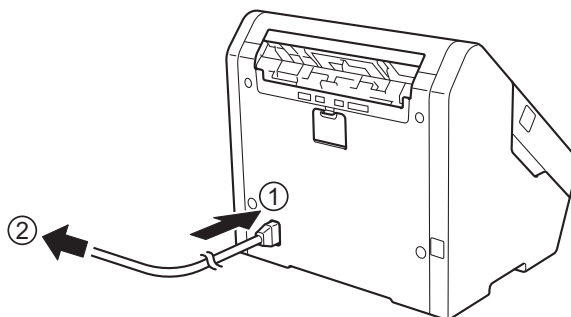
- 5 Remove the packing tape ① and the packing material ② from the machine.



3.3 Initial Setup

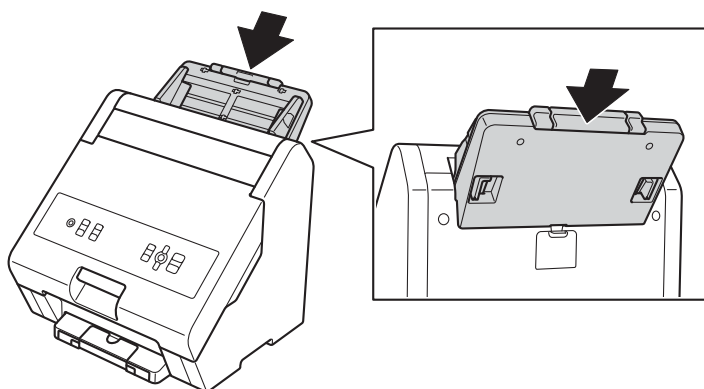
3.3.1 Connect the Machine and Install the Feed Tray and the Foil Cartridge

- 1 Connect the included Power Cable to the Power Cable Connector ① and then connect the Power Cable plug to a 220 V - 240 V electrical socket ②.
Make sure the Power Cable plug is fully inserted into the electrical socket.

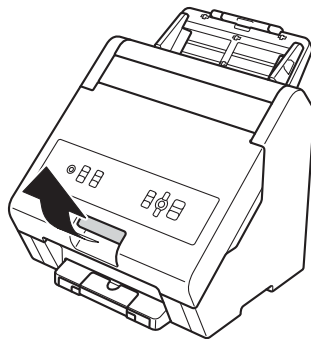


- ! Important**
- Always use the included Power Cable.

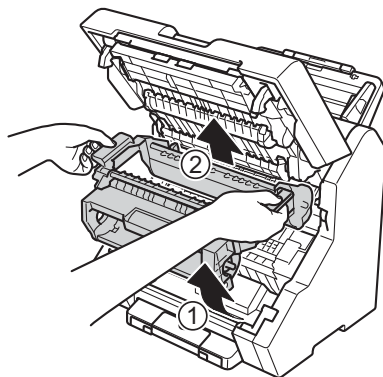
- 2 Install the Feed Tray.



- 3 Open the Front Cover.






- 4 Lift the lower part of the Foil Holder ①, and then lift the entire Foil Holder upwards ② to remove it from the machine.



- 5 Load the Foil Cartridge in the Foil Holder.
For more information see:
 - *Load the Full-Width Foil Cartridge* on page 12
 - *Load the Half-Width Foil Cartridge* on page 14
- 6 Load the Foil Holder and Cartridge Assembly into the machine.
- 7 Close the Front Cover by pushing it firmly so that it locks into place. The machine will not operate if the Front Cover is not fully closed.

3.3.2 Select the LCD Language (Initial Power On Only)

When you turn the machine on for the first time, you must select the LCD language.

- 1 Press  (**Power On/Off**) to turn the machine on.
[Please Wait] briefly appears on the LCD.
- 2 When [Select Language] appears on the LCD, press  (**OK**).
The default language appears on the LCD.
- 3 Press ▼ or ▲ to select the language you want, and then press  (**OK**).
- 4 Press ▲ to set the selected language.

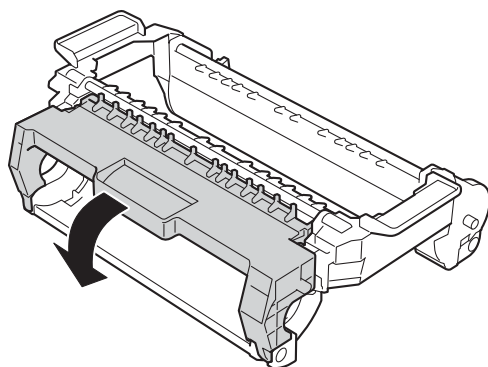
3.4 Install the Foil Cartridge

To install the Foil Cartridge (either "Full-Width" or "Half-Width"), load it into the Foil Holder, and then insert the complete Foil Holder and Cartridge Assembly into the machine.

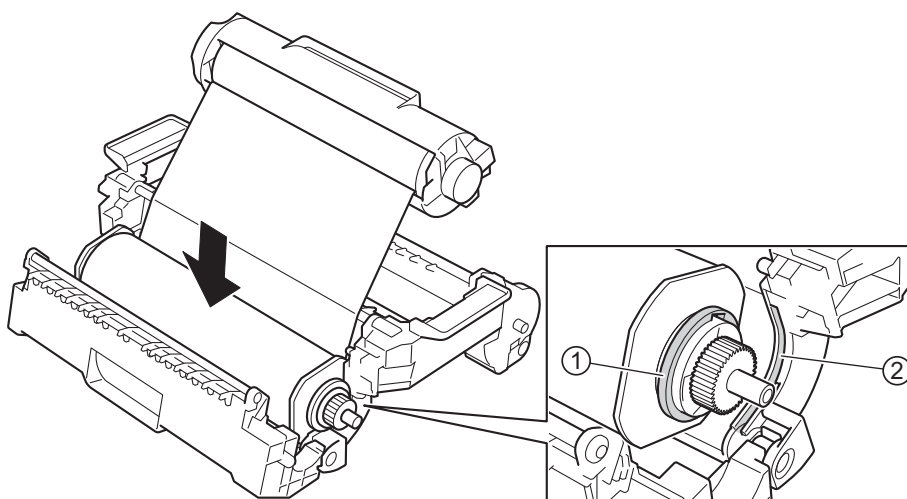
3.4.1 Load the Full-Width Foil Cartridge

3

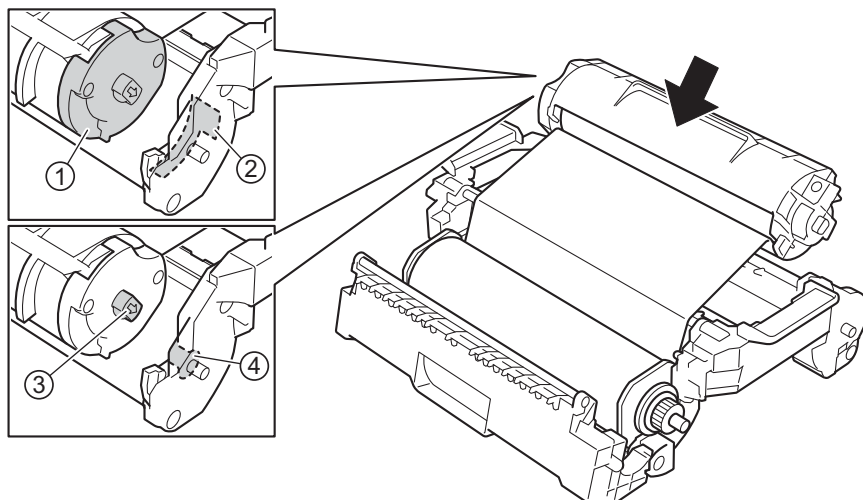
- 1 Open the Foil Holder Cover.



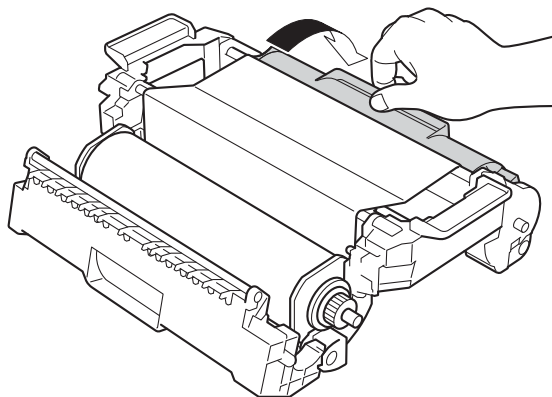
- 2 Insert the foil-winding side of the Foil Cartridge into the Foil Holder. Make sure the round part of the Foil Cartridge ① is aligned with the slot on the Foil Holder Cover ②.



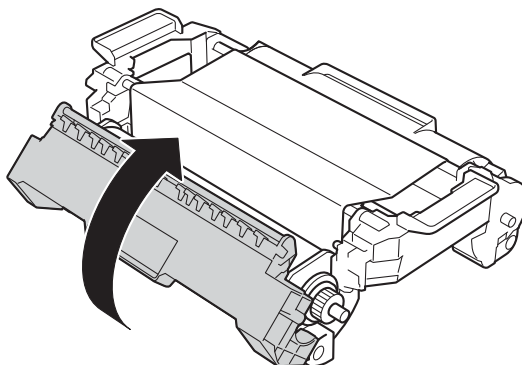
- 3 Insert the frame-side of the Foil Cartridge into the Foil Holder. Make sure that:
- The blue mark on the frame-side of the Foil Cartridge ① is aligned with the blue mark on the Foil Holder ②.
 - The arrow mark on the Foil Cartridge ③ is aligned with the slot on the Foil Holder ④.



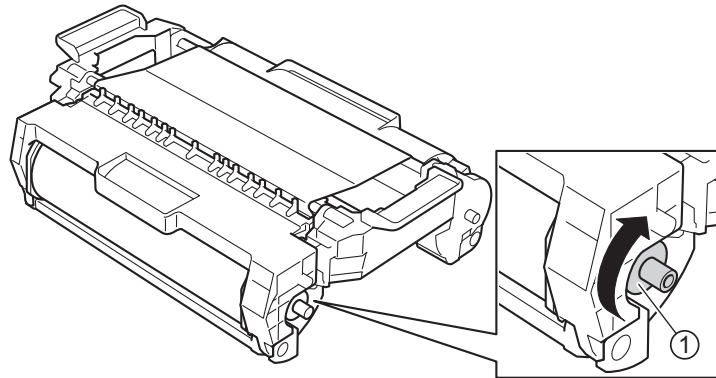
- 4 Close the frame-side of the Foil Holder until it locks into place.



- 5 Close the Foil Holder Cover until it locks into place.



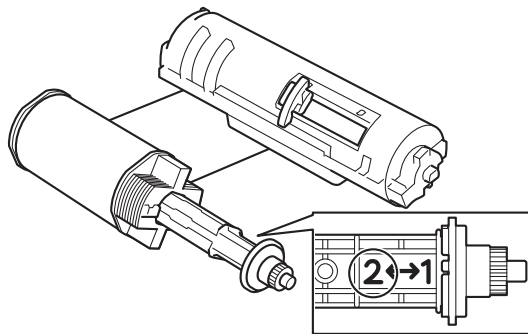
- 6 If the foil is sagging, turn the spindle ① clockwise to remove the slack.



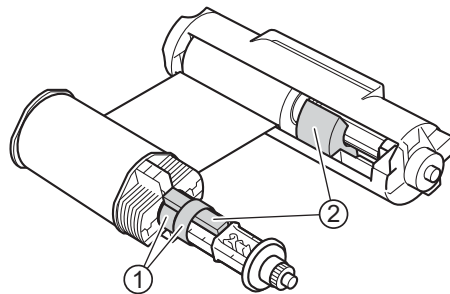
3.4.2 Load the Half-Width Foil Cartridge

 **Note**

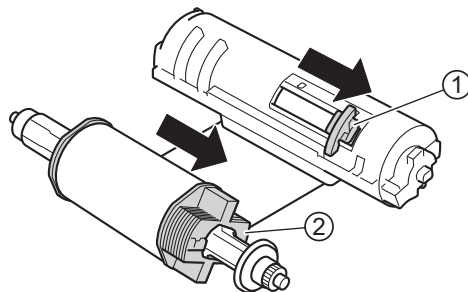
- For the Half-Width Foil Cartridge you can either centre or left-align the foil.
- Right-alignment is not supported.
- The foil is left-aligned (Side "2") at the factory.



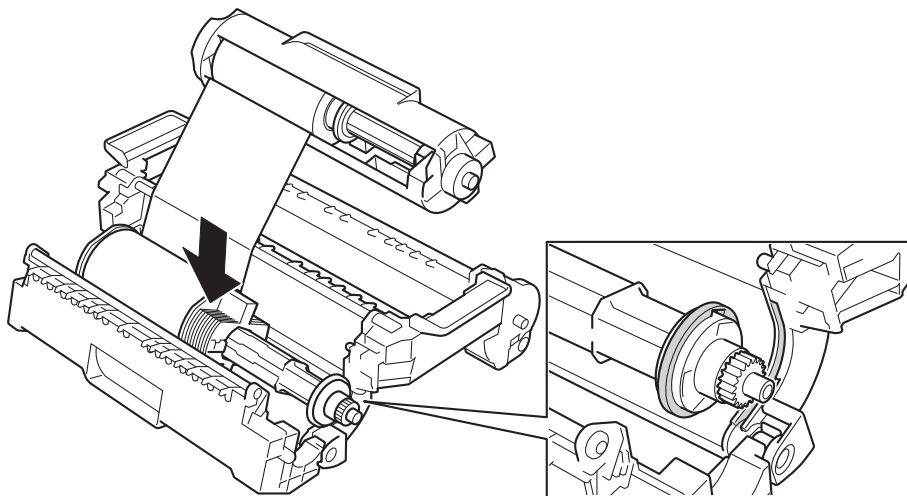
- 1 Remove the packing tape ① and the packing material ②.



- 2 If necessary, position the foil in the centre:
- a) Move the lever on the frame-side of the Foil Cartridge ① to the right until it locks into place.
 - b) Move the foil-winding-side of the Foil Cartridge ② to the centre until it locks into place.



- 3 Load the Foil Cartridge into the Foil Holder as described in section *Load the Full-Width Foil Cartridge* on page 12.

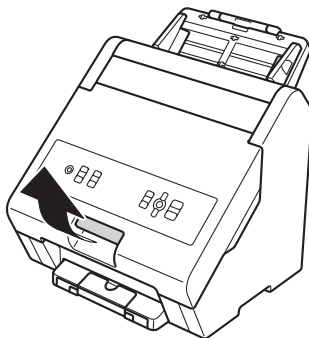


3.4.3 Remove the Foil Holder and Cartridge Assembly

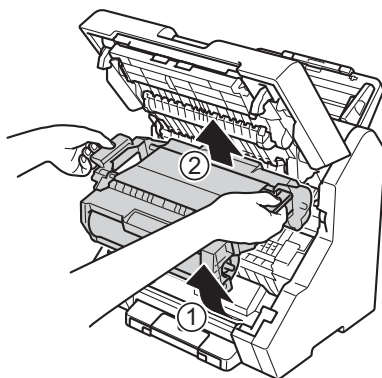
⚠ WARNING

The machine's internal parts will be extremely hot. Wait for the machine to cool down before touching them.

- 1 Make sure the Cover Lock LED is off.
- 2 Open the Front Cover.

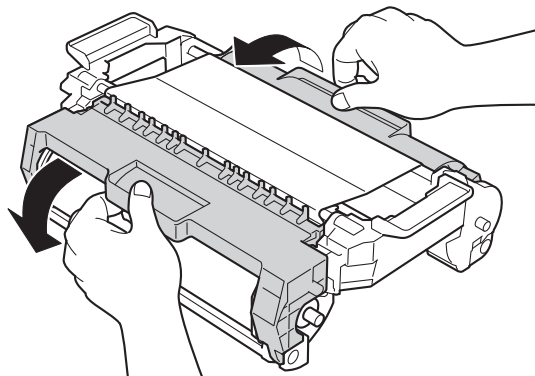


- 3 Lift the lower part of the Foil Holder and Cartridge Assembly ①, and then lift the entire Foil Holder and Cartridge Assembly upwards ② to remove it from the machine.

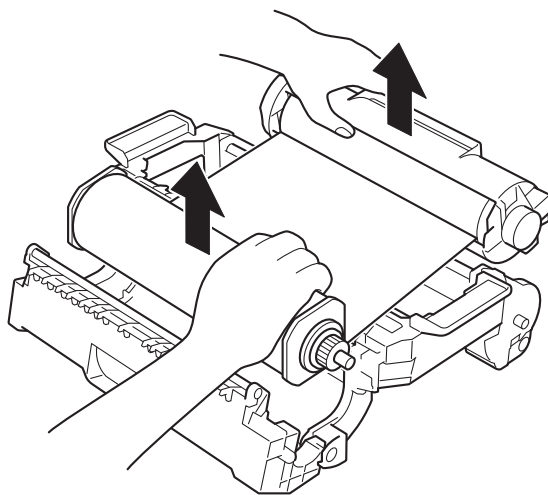


Prepare the Machine

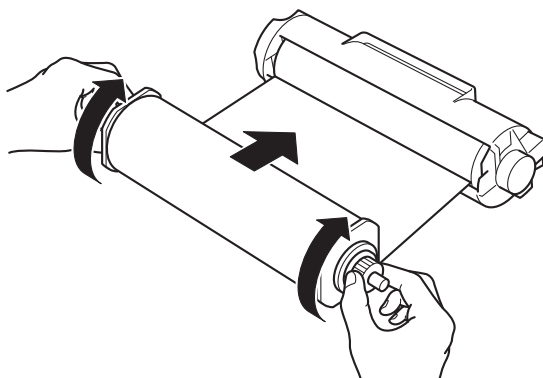
- 4 Unlock the Foil Holder as illustrated.



- 5 Lift both ends of the Foil Cartridge upwards to remove it from the Foil Holder.



- 6 Wind the foil to remove the slack.

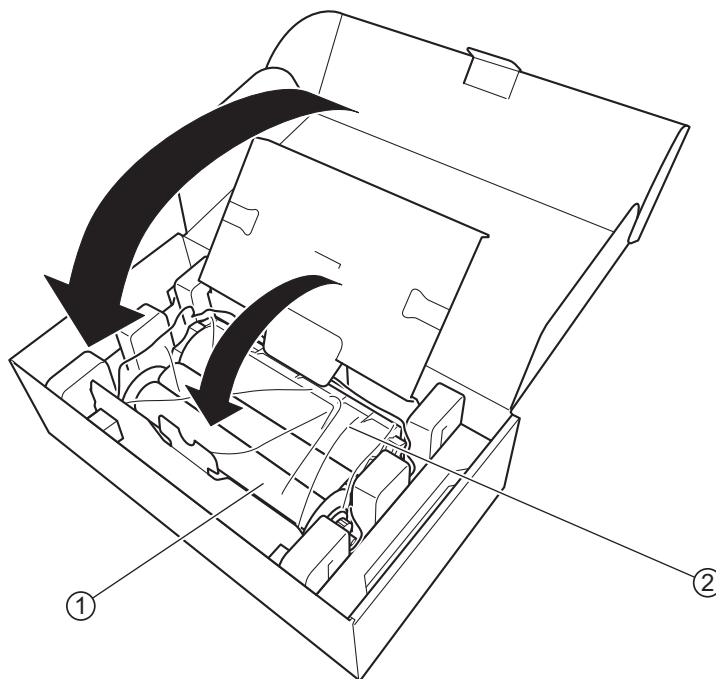




Note

When not using the Foil Cartridge, store it:

- In the original box. Otherwise dust will adhere to the cartridge, which may result in poor transfer results.



① **Foil-winding-side of the Foil Cartridge**

② **Frame-side of the Foil Cartridge**

- Away from high temperatures and high humidity.
- Away from fire and excessive heat.

4

Media Specifications

4.1 Acceptable Media

Length	90 mm to 500 mm ¹
Width	55 mm to 225 mm
Weight	90 g/m ² to 350 g/m ²
Maximum Total Thickness of Sheets	Less than 5 mm

¹ When using banner paper (of a length between 297 mm and 500 mm), make sure its width does not exceed 210 mm.

! **Important**

Do not load a mixed batch of media with different paper quality or size.

4.2 Unacceptable Media

The machine may not be able to feed the following media and transfer the foil onto them successfully.

- Media with a carbon sheet attached
- Media with ink-based print
- Media that is not completely dry
- Media written in pencil
- Media of uneven thickness, such as envelopes
- Media with large wrinkles or the curl value exceeding 5 mm
- Media that uses tracing paper
- Media that uses coated paper
- Photographs (photographic paper)
- Media printed on perforated paper
- Media printed on unusually shaped paper (not square or rectangular)
- Media with photos, notes, or stickers affixed to them
- Media that uses carbonless paper
- Media that uses loose-leaf paper or any paper with holes in it
- Media with paper clips or staples
- Fabrics or metallic sheets
- Glossy or mirrored media
- Media that exceeds the recommended thickness
- Media that is folded (contains many layers)
- Media that has tape on it
- Cardboard or fabric

! Important

When using wood-containing paper, the life of the Separation Roller may be reduced compared to using wood-free paper.

4.3 Other Specifications

4.3.1 Feed Tray Capacity

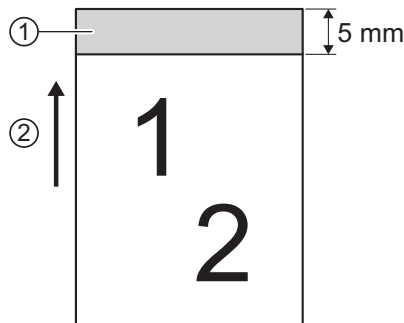
The maximum number of sheets that can be loaded in the Feed Tray is determined by the paper size and weight.

	Paper Size	Paper Weight (g/m ²)						
		90	104	127	157	209	256	350
Maximum Sheets	A4, LTR	44	38	31	25	19	16	12
	LGL	36	31	26	21	16	13	10

4.3.2 Top Margin Requirements to Avoid Paper Jams

To avoid paper jams, make sure the media's top margin:

- Is at least 5 mm long.
- Contains no toner-based print.



- ① Top margin
- ② Feed direction

⚠ Important

If the length of the sheet's top margin is less than 5 mm, a paper jam may occur.

5

Use the Machine

Before using the machine, make sure you have:

- Prepared the machine (see *Prepare the Machine* on page 6).
- Installed the Foil Cartridge you want to use (see *Install the Foil Cartridge* on page 12). Do not start transferring if there is no foil in the Foil Cartridge.
- Prepared the pre-printed media onto which you want to transfer the foil using the machine.

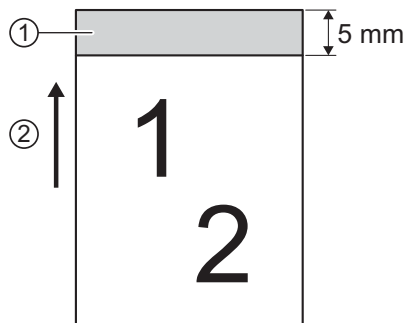
❗ Important

- Make sure the media you want to use is acceptable. For more information, see *Media Specifications* on page 19.
- We recommend using only the media printed using Brother monochrome laser printers.

5.1 Transfer

❗ Important

- Create a margin of 5 mm at the top of the sheet. To avoid paper jams, make sure there is no toner-based print in the top margin.



① Top margin


② Feed direction

- When using the Half-Width Foil Cartridge, make sure there is no toner-based print in the area where the foil is not transferred to avoid paper jams.
- When using a left-justified Half-Width Foil Cartridge, you cannot transfer the foil onto sheets smaller than A5.
- Do not start a transfer job if there is no foil in the Foil Cartridge.

1 Press (Power On/Off) to turn the machine on.

Wait until the LCD message changes from [Please Wait] to [Ready].


2 Use a laser printer to print the sheet onto which you want to transfer the foil.

- 3 Load the sheet into the Feed Tray (for more information, see *Load the Media* on page 23). When the sheet is loaded correctly, the LCD message changes to [Media Set?].
- 4 Press  (**Start**).
[Processing] appears on the LCD.



Note

When the foil transfer finishes, the LCD message changes to [Ready]. To continue transferring, return to step 2.

- 5 If you have finished transferring, press  (**Power On/Off**) to turn the machine off. [Shutting Down] appears on the LCD, and then the machine turns off.

5.2 To Transfer the Foil onto a Two-sided Sheet

- 1 Use a laser printer to print the front side of the sheet.
- 2 Transfer the foil onto the printed content on the front side of the sheet using the machine.
- 3 Print the reverse side of the sheet onto which you have transferred the foil.
- 4 Transfer the foil onto the printed content on the reverse side of the sheet.

5.3 Load the Media

The Feed Tray can hold multiple sheets of a total thickness not exceeding 5 mm and feeds each sheet individually. Use the 90 g/m² to 350 g/m² media and always fan the sheets before placing them in the Feed Tray.

! Important

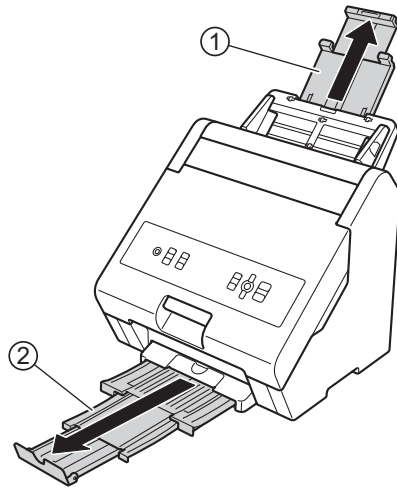
- Make sure the media is completely dry.
- DO NOT pull on the sheet while it is feeding.

5.3.1 Load Standard-size Media

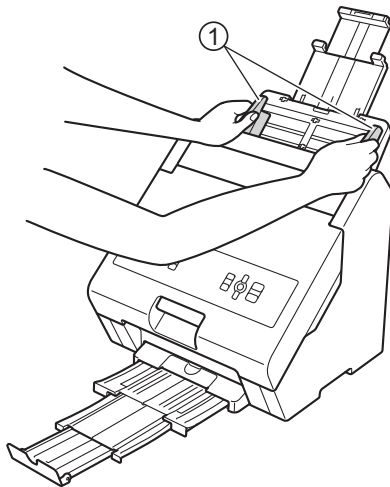
The machine is compatible with the following standard-sized media:

- A4
- A5
- JISB5
- LTR/LGL

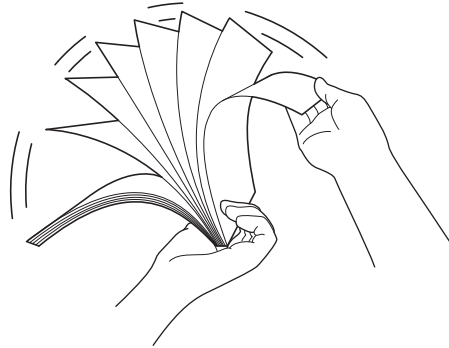
- 1 Pull the Extendable Feed Tray Flap ① and the Extendable Paper Support Flap ② out of the machine. Carefully position the Extendable Paper Support Flap. If the Extendable Paper Support Flap is even slightly longer than the media size, the original order of the loaded sheets may not be preserved when they are ejected by the machine.



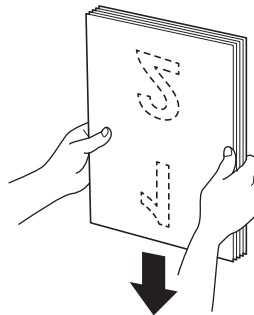
- 2 Adjust the Paper Guides ① to fit the media width.



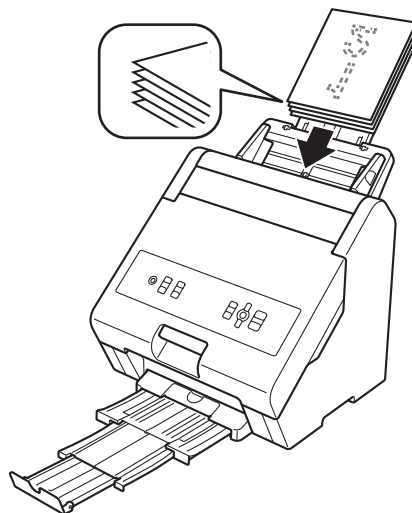
- 3 Fan the sheets several times along both the long edge and the short edge.



- 4 Align the edges of the sheets.

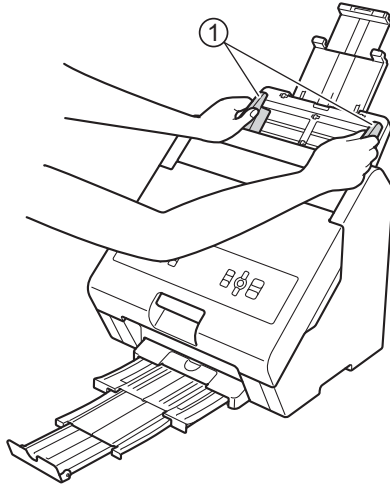


- 5 Place the sheets, **face down, top edge first** in the Feed Tray between the Paper Guides until you feel the top edge touch the inside of the machine. Feed thin sheets slowly and carefully to keep the edge from being folded.

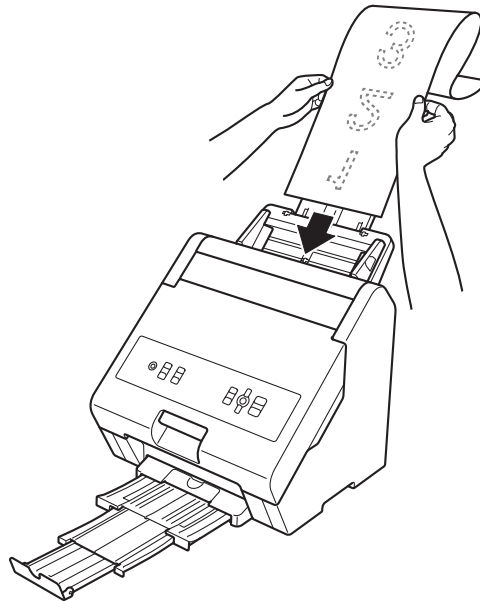


5.3.2 Load Non-Standard-Size Media

- 1 Adjust the Paper Guides ① to fit the media width.



- 2 Place the sheet, **face down, top edge first** in the Feed Tray between the Paper Guides until you feel the top edge touch the inside of the machine.



Note

- The machine will keep transferring the foil until the Feed Tray is empty. If you load additional sheets during the foil transfer, the machine may not align them correctly and may not transfer the foil onto them successfully.
- Load additional sheets only when [Ready] appears on the LCD.
- If the sheet is longer than the Extendable Feed Tray Flap, hold the sheet to make sure the machine feeds it correctly.

6

Change Settings











Use the main menu to change the machine's settings and to reset the machine's settings and operation history.

6.1 Access the Main Menu





Note

For more information about the main menu items, see *Menu Items* on page 28.

- 1 Press  (**Menu**).
- 2 Press  or  to select [Menu], and then press  (**OK**).
The menu settings appear.
To access sub-menus, use  or .
- 3 To change setting values, press  or  to make a selection, and then press  (**OK**).
- 4 Press  (**Stop/Exit**).



Note

- To exit the main menu, press  (**Stop/Exit**).
- To return to the previous menu screen, press  (**Clear/Back**).
- The machine exits the main menu after about 30 seconds of inactivity.


6.2 Menu Items

Menu/Sub-Menu		Overview	Setting Values
Local Language		Change the LCD language.	See <i>Select the LCD Language (Initial Power On Only)</i> on page 11.
Auto Power Off		Set the amount of time to automatically turn the machine off after a period of inactivity.	<ul style="list-style-type: none"> ■ Off ■ 1hours ■ 2hours ■ 4hours ■ 8hours
Temperature		See <i>Adjust the Transfer Temperature</i> on page 29.	(-) low to high (+) Five steps available.
Print Speed		See <i>Change the Feed Speed</i> on page 30.	<ul style="list-style-type: none"> ■ 15 ppm ■ 7.0 ppm These setting values are when the paper size is A4.
Foil Save Mode	Off	See <i>Foil Save Mode</i> on page 31.	See <i>Foil Save Mode</i> on page 31.
	Top		
	Skip		
	Mid		
Reset	Machine Reset	Restore the main menu settings to the default settings.	-
	Factory Reset	Restore all machine settings to the default settings.	-
Machine Info	Serial No.	Display the serial number.	-
	Version	Display the firmware version.	-
	Page Counter	Display the total number of transferred sheets.	-
	Jam Counter	Display the total number of paper jams.	-

6.3 Improve the Transfer Quality



6.3.1 Adjust the Transfer Temperature


If the foil peels off easily or there is missing print, increase the machine's transfer temperature.

- 1 Press  (**Temperature**).
The transfer temperature change screen appears on the LCD.



Note

You can also press  (**Menu**), press ▼ or ▲ to select [Temperature], and then press  (**OK**).

- 2 Press ▼ or ▲ to adjust the temperature, and then press  (**OK**).
There are five transfer temperature setting values. The default is the middle value.






- ▲: Increases the temperature in the [+] direction.
- ▼: Decreases the temperature in the [-] direction.

- 3 Press  (**Stop/Exit**).

6.3.2 Change the Feed Speed

If the foil peels off easily or there is missing print, decrease the machine's feed speed.

- 1 Press  (**Menu**).
- 2 Press ▼ or ▲ to select [Print Speed], and then press  (**OK**).
- 3 Press ▼ or ▲ to change the feed speed, and then press  (**OK**).



Note

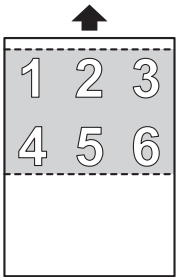
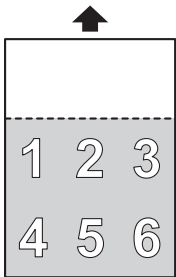
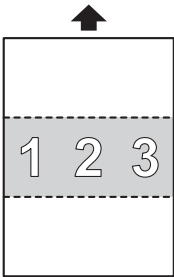
Select either 7.0 ppm or 15 ppm for the A4 paper size.

- 4 Press  (**Stop/Exit**).

6.4 Foil Save Mode

Use Foil Save Mode to transfer the foil only onto specific areas of the sheet.

You can select one of three Foil Save Mode settings.

Top	Skip	Mid
 <p>Specify the length of foil you want to transfer onto the sheet, leaving the remaining areas blank.</p>	 <p>Specify the area from the top edge of the sheet that you want to leave blank and transfer the foil only outside this area.</p> <p>This mode cannot be used with the Half-Width Foil Cartridge.</p>	 <p>Specify the area from the top edge of the sheet that you want to leave blank and then specify the length of foil you want to transfer.</p> <p>This mode cannot be used with the Half-Width Foil Cartridge.</p>

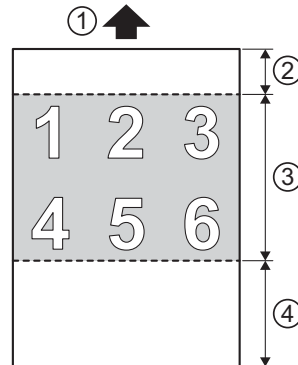
 **Note**

- To avoid missing or faint print when using Foil Save Mode, make sure the areas where the machine will not transfer the foil (blank areas) contain no toner-based print.
- When using Foil Save Mode, you cannot transfer the foil onto sheets smaller than A5.


Feed Size	Foil Save Mode: Off	Width: 55 mm to 225 mm Length: 90 mm to 500 mm
	Foil Save Mode: On	Width: 55 mm to 225 mm Length: 210 mm to 500 mm

6.4.1 Transfer the Foil Only onto the Upper Part of the Sheet (Top)



Specify the length of foil you want to transfer onto the sheet, leaving the remaining areas blank.







- ① **Feed direction**
- ② **Margin of 5 mm without any toner-based print**
- ③ **Transfer area**
(The foil will be transferred only onto this area)
- ④ **Blank area**
(This area must not contain any toner-based print)

- 1 Press  (**Foil Save**).
The Foil Save Mode settings screen appears on the LCD.

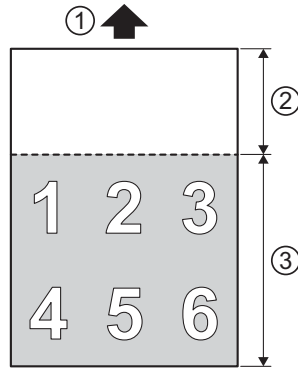
Note

You can also press , press ▼ or ▲ to select [Foil Save Mode], and then press  (**OK**).


- 2 Press ▼ or ▲ to select [Top] and then press  (**OK**).
- 3 Press ▼ or ▲ to select the length of foil you want to transfer from the top edge of the sheet (between 50 mm and 170 mm), and then press  (**OK**).
- 4 To exit Foil Save Mode press , and then load the media.
- 5 Press  (**Start**).

6.4.2 Transfer the Foil Only onto the Lower Part of the Sheet (Skip)





Specify the area from the top edge of the sheet that you want to leave blank and transfer the foil only outside this area. This mode cannot be used with the Half-Width Foil Cartridge.











- ① **Feed direction**
- ② **Blank area (Skipped)**
(This area must not contain any toner-based print)
- ③ **Transfer area**
(The foil will be transferred only onto this area)

- 1 Press  (**Foil Save**).
The Foil Save Mode settings screen appears on the LCD.

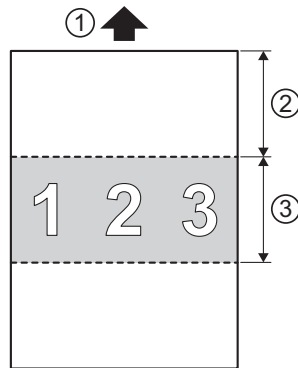
Note

You can also press , press  or  to select [Foil Save Mode], and then press  (**OK**).


- 2 Press  or  to select [Skip] and then press  (**OK**).
- 3 Press  or  to select the length of the blank area from the top edge of the sheet (between 100 mm and 1200 mm), and then press  (**OK**).
- 4 To exit Foil Save Mode press , and then load the media.
- 5 Press  (**Start**).

6.4.3 Transfer the Foil Only onto the Centre Part of the Sheet (Mid)



Specify the area from the top edge of the sheet that you want to leave blank and then specify the length of foil you want to transfer. This mode cannot be used with the Half-Width Foil Cartridge.








- ① **Feed direction**
- ② **Blank area (Skipped)**
(This area must not contain any toner-based print)
- ③ **Transfer area**
(The foil will be transferred only onto this area)


- 1 Press  (**Foil Save**).
The Foil Save Mode settings screen appears on the LCD.

Note



You can also press  (**Menu**), press ▼ or ▲ to select [Foil Save Mode], and then press  (**OK**).



- 2 Press ▼ or ▲ to select [Mid] and then press  (**OK**).
- 3 Press ▼ or ▲ to select the length of the blank area from the top edge of the sheet (between 100 mm and 1200 mm), and then press  (**OK**).
- 4 Press ▼ or ▲ to select the length of foil you want to transfer after skipping the upper part of the sheet (between 30 mm and 1100 mm), and then press  (**OK**).
- 5 To exit Foil Save Mode press  (**Stop/Exit**) and then load the media.
- 6 Press  (**Start**).

6.4.4 Turn Off Foil Save Mode

- 1 Press  (**Foil Save**).
The Foil Save Mode settings screen appears on the LCD.

 **Note**

You can also press  (**Menu**), press ▼ or ▲ to select [Foil Save Mode], and then press  (**OK**).



- 2 Press ▼ or ▲ to select [Off] and then press  (**OK**).
- 3 Press  (**Stop/Exit**).

6.5 Favourites

Save your frequently used transfer settings for quick access. You can specify the following settings:

- Transfer temperature
- Feed Speed
- Foil Save Mode settings

6.5.1 Assign your Favourite Settings to the Control Panel Buttons

- 1 Press either  (**Favourite1**) or  (**Favourite2**).
[Register Now?] appears on the LCD.





Note

If any favourite settings have already been assigned to the Favourite button you pressed, the LCD displays [Favourite #01] or [Favourite #02] according to the button you pressed.

- 2 Press ▲.
- 3 Set the transfer temperature.
For more information, see *Adjust the Transfer Temperature* on page 29.
- 4 Set the feed speed.
For more information, see *Change the Feed Speed* on page 30.
- 5 Set the Foil Save Mode settings.
For more information, see *Foil Save Mode* on page 31.


6.5.2 Recall a Favourite

- 1 Press  (**Favourite1**) or  (**Favourite2**).
The favourite is recalled. [Favourite #01] or [Favourite #02] appears on the LCD according to the button you pressed.






Note

If no favourite setting is assigned to the Favourite button you pressed, [Register Now?] appears.










- 2 Make sure the media is loaded correctly, and then press  (**Start**).
The foil transfer begins.

6.5.3 Overwrite or Delete Favourites

- 1 When [Ready] or [Media Set ?] appears on the LCD, press ▲.
[Select Favourite] appears on the LCD.
- 2 Press either  (**Favourite1**) or  (**Favourite2**) to overwrite or delete the settings assigned to this button.
The number of the Favourite button you pressed and [▲ Change ▼ Clear] appear on the LCD.
- 3 To overwrite a favourite:
Press ▲. The Favourite overwrite screen appears. Assign a new favourite.
To delete a favourite:
Press ▼. [Erase This Data?] appears. Press ▲ to delete the favourite.
- 4 Press  (**Stop/Exit**).


6.6 Reset the Settings

You can use your machine's control panel to reset the main menu settings and the machine settings to their default settings.

- 1 Press  (**Menu**).
- 2 Press  or  to select [Reset], and then press  (**OK**).
- 3 Press  or  to select [Machine Reset] or [Factory Reset] and then press  (**OK**).
 - Machine Reset: Resets the main menu settings to their default settings.
 - Factory Reset: Resets all machine settings to their default settings.
- 4 Press .
[Reboot OK?] appears on the LCD.
- 5 Press .
The machine restarts and the settings are reset.



Note

To return to the previous menu screen, press  (**Clear/Back**).

6.7 Change the Media Feed Pressure

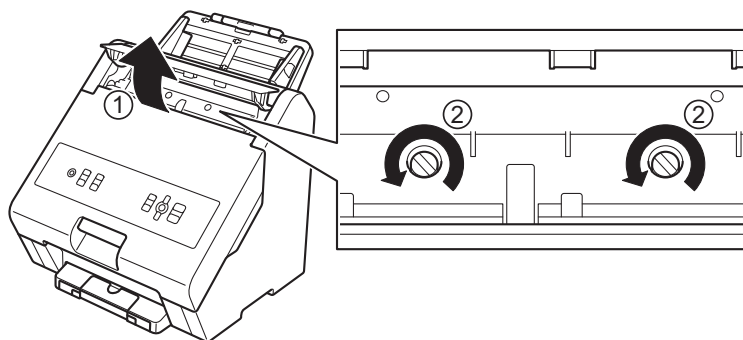
When you use rough paper, the machine may feed multiple sheets at the same time, resulting in an error. If this happens, reduce the media feed pressure using the Paper Feed Adjuster.



Note

- Make sure you always adjust both screws in the same way to avoid uneven paper feeding.
- If needed, use a flat-blade screwdriver to adjust the Paper Feed Adjuster screws.

Open the Paper Feed Adjuster Compartment Cover ① and turn the Paper Feed Adjuster screws ② counterclockwise as illustrated.

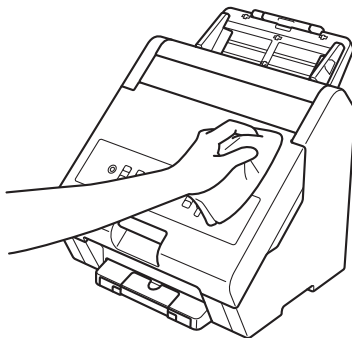


7

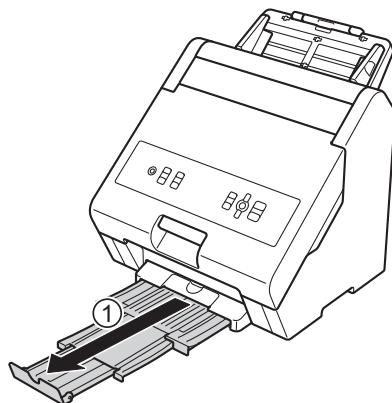
Routine Maintenance

7.1 Clean the Outside of the Machine

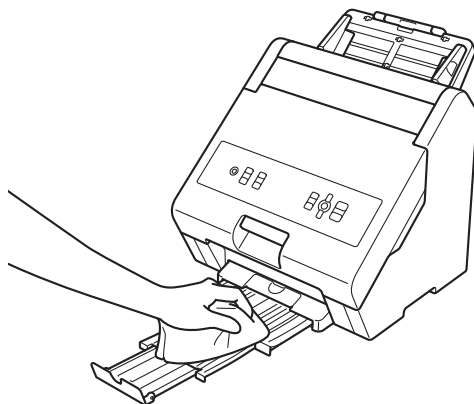
- 1 Wipe the Control Panel with a dry, soft, lint-free cloth to remove dust.



- 2 Pull the Extendable Paper Support Flap out of the machine.



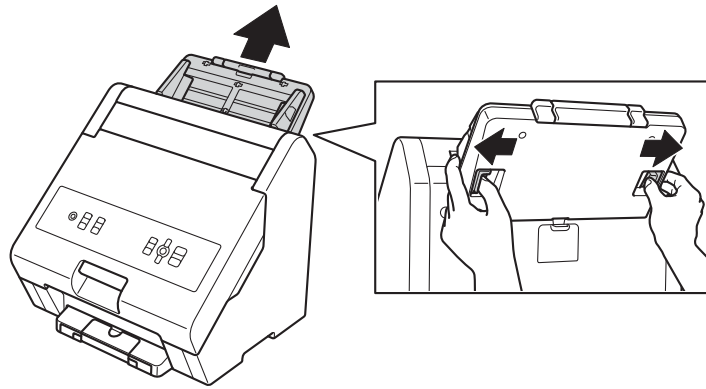
- 3 Wipe the inside of the Paper Output Tray and Extendable Paper Support Flap with a dry, soft, lint-free cloth to remove any dust.



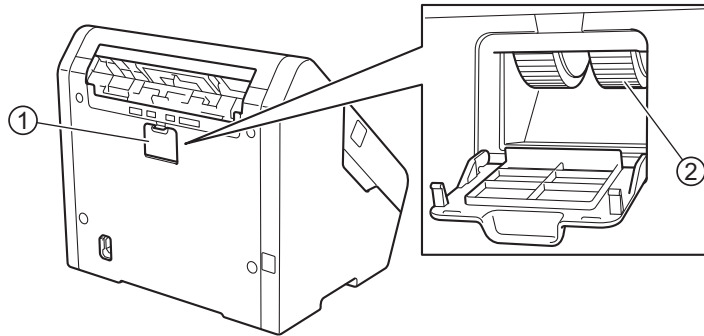
- 4 Firmly insert the Extendable Paper Support Flap back into the machine.

7.2 Clean the Separation Roller

- 1 Turn the machine off and disconnect the Power Cable.
- 2 Remove the Feed Tray as illustrated.



- 3 Open the Separation Roller Compartment Cover ① on the back of the machine, and clean the Separation Roller ② with a soft, lint-free cloth slightly moistened with water.



- 4 Close the Separation Roller Compartment Cover.
- 5 Reinstall the Feed Tray.

8.1 Overview

This chapter explains how to resolve typical problems you may encounter when using your Brother machine.

8.2 Identify the Problem

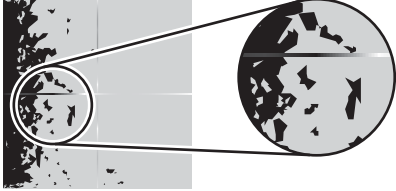
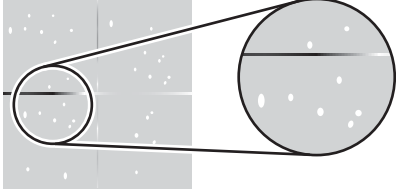
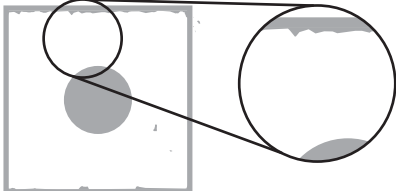
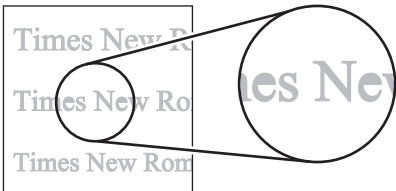
Make sure you have checked the following:

- The Power Cable is connected correctly and the machine is turned on.
- All the packing material has been removed.
- The Front Cover and the Separation Roller Compartment Cover are completely closed.

8.2.1 General Machine Operation

Problem	Cause	Action
The power suddenly turns off.	<ul style="list-style-type: none"> ■ The Power Cable is connected incorrectly. ■ The machine requires servicing. 	<ul style="list-style-type: none"> ■ Check that the Power Cable is connected correctly. ■ If this does not solve the problem, contact your local Brother dealer.
The Front Cover does not close completely.	The Foil Holder and Cartridge Assembly is not loaded correctly.	See <i>Connect the Machine and Install the Feed Tray and the Foil Cartridge</i> on page 9, and reload the Foil Holder and Cartridge Assembly.
The Front Cover does not open.	The Front Cover is locked because the temperature inside the machine is very high.	Wait until the machine has cooled down.
	The Front Cover is locked because the machine is transferring.	Wait until the machine finishes the foil transfer.
	The machine turned off while the Front Cover was locked.	<ul style="list-style-type: none"> ■ Turn the power on again. ■ If the cover is still locked, wait until the machine has cooled down.

8.2.2 Print Quality Problems

Problem	Cause	Action
Foil not transferred. 	The transfer temperature is too low.	Increase the transfer temperature. See <i>Adjust the Transfer Temperature</i> on page 29.
	The sheet is printed using a non-toner-based method.	Use a sheet with toner-based print.
	The sheet is dirty.	Use a clean sheet.
	The Heat Roller inside the machine is dirty.	Contact your local Brother dealer.
	The fuser unit may be near the end of its life.	Contact your local Brother dealer.
Print peeling off. 	Poor toner fixing.	Reprint the sheet using a laser printer.
There is a burr in the transfer area. 	The transfer temperature is too high.	Decrease the transfer temperature. See <i>Adjust the Transfer Temperature</i> on page 29.
	The internal temperature of the machine is too high.	Wait for the machine to cool down, and then try again.
The printed text is unclear. 	The transfer temperature is too high.	Decrease the transfer temperature. See <i>Adjust the Transfer Temperature</i> on page 29.
	The internal temperature of the machine is too high.	Wait for the machine to cool down, and then try again.
	The text is too small.	Use a font 14 pt or larger.
Foil is transferred over the entire sheet.	An unsupported type of media is used.	Use only the supported type of media.
The transferred foil is peeling off.	The transfer temperature is too low.	Increase the transfer temperature. See <i>Adjust the Transfer Temperature</i> on page 29.
Nothing is transferred.	The front and back of the sheet are misdetected.	Load your media correctly.

8.2.3 Media Feed Problems

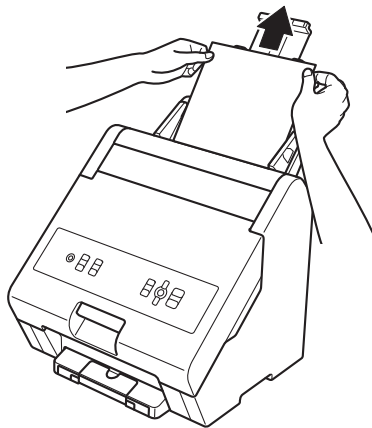
Problem	Cause	Action
The sheet was not fed.	The sheet is too thick.	Do not use media of the weight of more than 350 g/m ² .
	The sheet is not loaded correctly.	Reposition the top edge of the sheet and try again.
	The sheet is curled.	Uncurl the sheet and try again.
	The Separation Roller is dirty.	Clean the Separation Roller. See <i>Clean the Separation Roller</i> on page 41.
	Sheets of different sizes are loaded at the same time.	<ul style="list-style-type: none"> ■ Load the sheets one by one. ■ Load the sheets in separate batches with each batch containing only similar-sized sheets.
The sheet is wrinkled.	The sheet is not loaded correctly.	Straighten the sheet using the Paper Guides.
	The sheet is too thin.	Do not use media of the weight less than 90 g/m ² .
A multifeed occurs. This may cause missing print or paper jams.	Simultaneous transferring onto multiple sheets is not supported.	Load one sheet a time.
	Too many sheets are loaded on the Extendable Feed Tray Flap.	Load fewer sheets on the Extendable Feed Tray Flap.
	The Separation Roller is dirty.	Clean the Separation Roller. See <i>Clean the Separation Roller</i> on page 41.
	Sheets of different sizes are loaded at the same time.	<ul style="list-style-type: none"> ■ Load the sheets one by one. ■ Load the sheets in separate batches with each batch containing only similar-sized sheets.
	-	Reduce the media feed pressure using the Paper Feed Adjuster. See <i>Change the Media Feed Pressure</i> on page 39.

8.3 Paper Jam

8.3.1 If a Paper Jam Results in the "No Paper Fed" Error

If a paper jam occurs before feeding the media into the machine, [No Paper Fed] appears on the LCD. Follow the steps below to clear the paper jam:

- 1 If multiple sheets are loaded, remove them.
- 2 Use both hands to gently pull the jammed paper out of the machine.



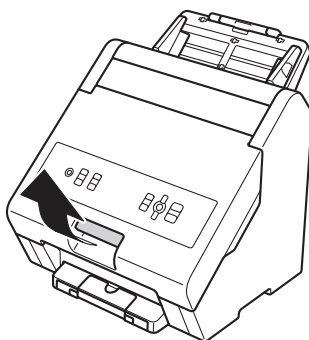
8.3.2 If a Paper Jam Occurs Inside the Machine

If a paper jam occurs inside the machine, [Jam Inside] appears on the LCD. Follow the steps below to clear the paper jam:

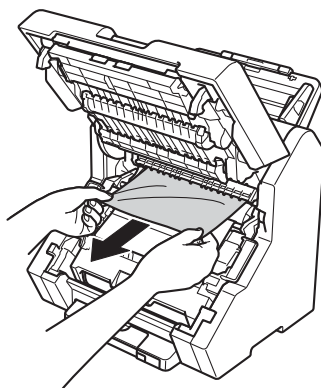
⚠ WARNING

The machine's internal parts will be extremely hot. Wait for the machine to cool down before touching them.

- 1 Make sure that the Cover Lock LED is off.
- 2 Open the Front Cover.



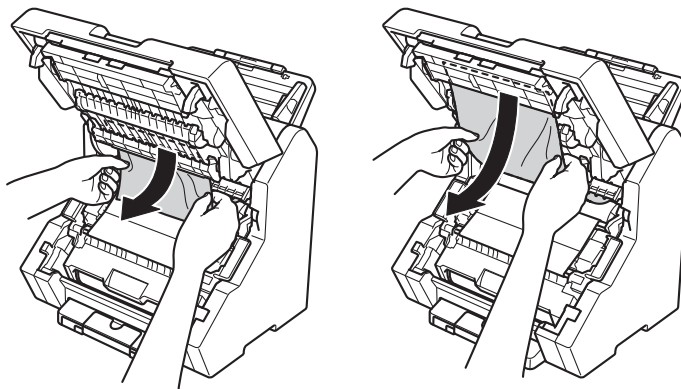
- 3 Use both hands to gently pull the jammed paper out of the machine.





Note

- Pulling the jammed paper downwards using both hands allows you to remove it more easily.
- If the edge of the sheet is jammed and you cannot pull the sheet downwards, pull the edge of the sheet in the direction of the arrow and then gently pull the sheet out using both hands.



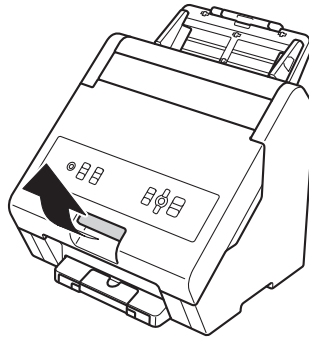
8.3.3 If a Paper Jam and a Foil Jam Occur Simultaneously

If the sheet has no margins of 5 mm, it may be wound around the foil side, or the foil may loosen. If this happens, remove the sheet and remove the slack in the foil using the following procedure:

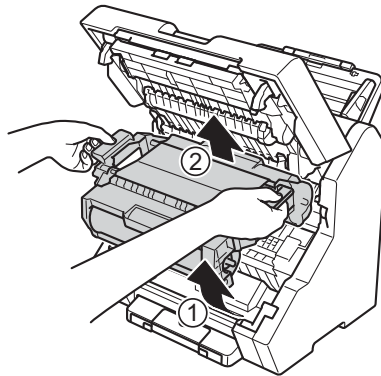
⚠ WARNING

The machine's internal parts will be extremely hot. Wait for the machine to cool down before touching them.

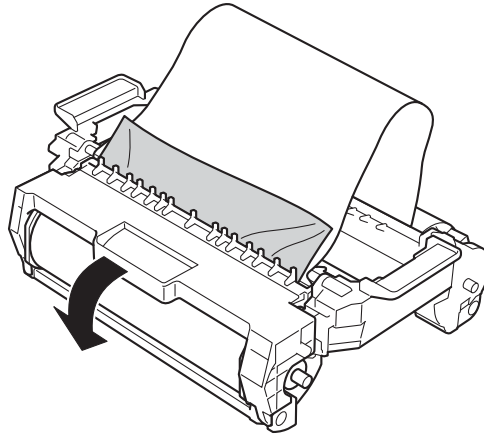
- 1 Make sure that the Cover Lock LED is off.
- 2 Open the Front Cover.



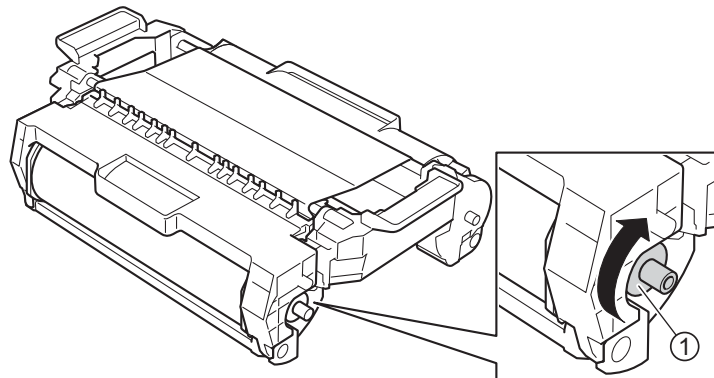
- 3 Lift the lower part of the Foil Holder and Cartridge Assembly ①, and then lift the entire Foil Holder and Cartridge Assembly upwards ② to remove it from the machine.



- 4 Open the Foil Holder Cover.



- 5 Remove the jammed sheet.
- 6 Turn the spindle ① clockwise to remove the slack.



9.1 General Specifications

Transfer Technology		Fuser
LCD (Liquid Crystal Display)		20 characters x 2 lines
Power Source		220 V - 240 V AC 50 Hz / 60 Hz
Power Consumption	Foil Transfer	Approx. 340 W
	Ready	Approx. 7 W
	Power Off	Approx. 0.04 W

<p>Dimensions</p>		
		<p>Weight (with supplies)</p>
<p>Temperature</p>	<p>Operating</p>	<p>10°C to 32°C</p>
	<p>Storage</p>	<p>0°C to 40°C</p>
<p>Humidity</p>	<p>Operating</p>	<p>20% to 80% (without condensation)</p>
	<p>Storage</p>	<p>10% to 95% (without condensation)</p>

9.2 Print Media Specifications

Media Size	Width: 55 mm to 225 mm Length: 90 mm to 500 mm
Media Weight	90 g/m ² to 350 g/m ²
Media Type	Plain Paper, Thin Paper, Recycled Paper, Thick Paper, Fancy Paper

9.3 Machine Specifications

Paper Input (A4)	44 sheets (90 g/m ²) 12 sheets (350 g/m ²)
Paper Output	44 sheets Face Down (90 g/m ²) 12 sheets Face Down (350 g/m ²)
Maximum Transfer Speed (A4)	Up to 15 ppm
Feed Size	Width: 55 mm to 225 mm Length: 90 mm to 500 mm
Feed Size (Foil Save Mode)	Width: 55 mm to 225 mm Length: 210 mm to 500 mm
Transfer Area	Width: Maximum 215.9 mm Length: Maximum 500 mm
Half-Width Foil Position	<ul style="list-style-type: none"> ■ Centre ■ Left
2-Sided Transfer	Manual
Fuser Unit Life	Approximately 200,000 pages ^{1 2}

¹ Replacement frequency depends on the type of media used. If you cannot complete a transfer job, it may mean that the fuser unit has reached the end of its life. To replace the fuser unit, contact your local Brother dealer.

² Dependent upon timing of production. Approximately 80,000 pages for the machine produced before March 2023.

9.4 Supplies

When the time comes to replace supplies, such as the foil cartridge, an error message will appear on your machine's control panel. For more information about the supplies for your machine, visit www.brother.com/original/index.html or contact your local Brother dealer.



Note

The Supply Model Name will vary depending on your country and region.



10

Error Messages

As with any sophisticated office product, errors may occur and supplies must be replaced. If this happens, your machine identifies the error and displays the appropriate message.

The most common error messages are shown in the table.

You can correct most errors and clear routine maintenance messages yourself. If you need more help, the Brother support website at support.brother.com offers the latest FAQs and troubleshooting tips.

Error Message	Cause	Action
Cannot Print ## Where “##” is a two character identification number.	<ul style="list-style-type: none"> ■ The cover lock could not be released or locked. This may occur if you touch the Front Cover Handle when trying to release the cover lock. ■ Mechanical/hardware malfunction. 	Turn the power on/off. If this does not solve the problem, contact your local Brother dealer.
Incorrect Paper Size	The Foil Save Mode settings and the size of the media being fed do not match.	<ol style="list-style-type: none"> 1. Press  (Stop/Exit). 2. Make sure the Foil Save Mode settings and the size of the loaded media match (see <i>Foil Save Mode</i> on page 31).
	Multiple paper widths are being continuously fed.	<ol style="list-style-type: none"> 1. Press  (Stop/Exit). 2. Load more sheets of the same width.
Replace Foil	The Foil Cartridge is out of foil.	<ul style="list-style-type: none"> ■ When the Cover Lock LED is off, replace the Foil Cartridge with a new one. ■ If any media remains inside the machine, remove it (see <i>Paper Jam</i> on page 45).
No Foil	The Foil Cartridge is not loaded correctly.	<ul style="list-style-type: none"> ■ Check that the Foil Cartridge is loaded correctly. ■ Check that the Foil Cartridge is locked in the Foil Holder correctly. ■ Check that the Supply Model Number of the Foil Cartridge is suitable for the machine.

11.1 Brother Help and Customer Support

❗ Important

For technical help, you must contact Brother customer service or your local Brother Dealer.

11.1.1 FAQs (Frequently Asked Questions)

The Brother support website is our one-stop resource for all your machine needs. Visit support.brother.com to read FAQs and Troubleshooting tips to learn how to get the most from your Brother product.

11.1.2 Customer Service

Visit www.brother.com for contact information for your local Brother office.

Service Centre locations:

For service centres in Europe, contact your local Brother office. Contact information for European offices can be found by going to www.brother.com, and selecting your region and country.

11.2 Regulation

11.2.1 Chemical Substances (EU REACH)

Information concerning chemical substances within our products required for the REACH Regulation can be found at www.brother.eu/reach.

11.2.2 Open Source Licensing Remarks

This product includes open-source software.

Go to the manual download section of your model's home page of the Brother support website at support.brother.com to view the Open Source Licensing Remarks and Copyright Information.

11.2.3 Copyright Infringement of Customer-Created Designs

When using this product, the customer shall take sufficient precautions not to infringe upon the copyrights and other rights of Brother and third parties.

Brother takes no responsibility, even if a claim is made by a third party that a design created by the customer using this product infringes upon copyrights or other rights.

11.2.4 No Guarantee of Profit from Commercial Use of the HAK 100

Brother does not guarantee the occurrence of any sales profits or other incidental effects such as improvement of business performance, brand, and image due to the customer's use of this product or any content created by this product, or by the delivery or distribution of such printed matter, nor does Brother guarantee the non-occurrence of any kind of damages.

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