

brother



Product Safety Guide

Label Printer
QL-800/QL-810W/QL-820NWB



Read the whole guide before using your product
and keep it for later reference.

Introduction

Thank you for purchasing the QL-800/QL-810W/QL-820NWB (hereafter referred to as “the QL Label Printer”).

The documentation included with the QL Label Printer including the *Product Safety Guide* (this guide) and the *Quick Setup Guide* (printed) contains operating precautions.

For more information, and for information about software and using the printer on a network, see the *User’s Guide*, which can be found on the Brother support website.

The latest version of your printer documentation is available from the Brother support website at support.brother.com

Save all documentation for later reference.

Important Notice

- Models may vary depending on the country.
- The contents of this document are subject to change without notice.
- The contents of this document may not be duplicated or reproduced, partially or in full, without permission.
- We assume no responsibility for damages arising from earthquakes, fire, other disasters, actions of third parties, the user’s intentional or negligent operation, misuse, or operation under other special conditions.
- We assume no responsibility for damage (such as losses, loss of business profits, lost profits, business disruptions, or a lost means of communication) that may result from the use or inability to use the printer.
- If the printer should be defective due to faulty manufacturing, we shall replace or repair it during the warranty period.
- We assume no responsibility for any damages that may result from incorrect operation of the printer caused by connecting incompatible equipment or using incompatible software.

To use your printer safely

If your printer malfunctions, immediately stop using it, and then contact your Brother dealer.

Symbols used in this document

The following symbols are used throughout this document:

 DANGER	Indicates an imminently hazardous situation which, if the product is handled without following the warnings and instructions, will result in death or serious injuries.
 WARNING	Indicates a potentially hazardous situation which, if the product is handled without following the warnings and instructions, could result in death or serious injuries.
 CAUTION	Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injuries.
IMPORTANT	Indicates information or directions that should be followed. Ignoring them may result in damage or failed operations.

	Indicates a risk of fire under certain circumstances
	Indicates a risk of electrical shock under certain circumstances
	Indicates a risk of burns under certain circumstances
	Indicates an action that must not be performed
	Indicates a risk of combustion if fire is nearby
	Indicates a risk of injury if the indicated part of your printer is touched
	Indicates a risk of injury, such as an electrical shock, if the indicated part of your printer is disassembled
	Indicates a risk of electrical shock if the operation is performed with wet hands
	Indicates a risk of electrical shock if your printer is exposed to water
	Indicates an action that must be performed
	Indicates that the AC Power Cord must be disconnected from the electrical socket

Important safety instructions

DANGER

Battery Unit (Rechargeable Li-ion Battery included) (Optional: QL-810W/820NWB only)	
	DO NOT leave a drained Battery Unit in your printer for a long period of time. This could shorten the life of the Battery Unit.
	DO NOT use or leave the Battery Unit near a fire, heaters, or other high temperature (above 80 °C) locations.
	<ul style="list-style-type: none"> ■ If your printer can be used only for a short period of time, even though the rechargeable battery is fully charged, the rechargeable battery may have reached the end of its service life. Replace the rechargeable battery with a new one. When removing and replacing the rechargeable battery, cover the terminals of the old rechargeable battery with tape to avoid creating a short in the rechargeable battery. ■ Keep the Battery Unit out of the reach of children, particularly infants, otherwise injury may occur.

WARNING

Battery Unit (Rechargeable Li-ion Battery included) (Optional: QL-810W/820NWB only)	
	If your printer is not fully charged after the specified amount of time has passed, stop charging it, otherwise a fire, electrical shock, or damage may occur.
	DO NOT charge the rechargeable battery with a printer or AC Adapter other than that specified. A fire, electrical shock, or damage may occur.
	
	When shipping your printer, make sure you remove the rechargeable battery from the printer before packaging for shipment.
	If your printer is shipped with the rechargeable battery installed, there is a risk of fire, explosion, and damage.
	
	DO NOT insert foreign objects into your Battery Unit or its connectors, otherwise a fire, electrical shock, or damage may occur.
	If foreign objects are dropped into your Battery Unit, immediately turn it off, disconnect the AC Adapter/ AC Power Cord from the electrical socket, and then contact Brother customer service or your local Brother dealer. If you continue to operate your Battery Unit, a fire, electrical shock, or damage may occur.
	
	DO NOT operate, charge, or store your Battery Unit in the following locations, otherwise leaking, fire, electrical shock, or damage may occur:
	<ul style="list-style-type: none"> ■ Near water, such as in a bathroom or near a water heater, or in an extremely humid location
	<ul style="list-style-type: none"> ■ In a location where it is exposed to rain or moisture
	<ul style="list-style-type: none"> ■ In an extremely dusty location
	<ul style="list-style-type: none"> ■ In an extremely hot location, such as near open flames, heaters, or in direct sunlight ■ In a closed car under a hot sun ■ In a location where condensation may form

⚠ WARNING

  	<p>DO NOT try to disassemble or alter your Battery Unit as it may result in an electrical short, explosion, smoke, fire, electrical shock, injury to yourself or others, or damage to the product or other property. For servicing, adjustments or repairs, contact Brother customer service or your local Brother dealer. (The warranty does not cover repairs for damage resulting from disassembly or alterations performed by the user.)</p>
   	<p>If your Battery Unit operates abnormally (for example, if it produces smoke, an unusual odour, or noise), stop using it, otherwise a fire, electrical shock, or damage may occur. Immediately turn your printer off, and then contact Brother customer service or your local Brother dealer for repairs.</p>
  	<p>DO NOT place the product near chemicals or in a place where chemical spillage could occur. DO NOT allow organic solvents, such as benzene, thinner, polish remover, or deodorisers, to come into contact with the plastic cover or cables. These may cause the plastic cover to warp or dissolve, resulting in an electrical shock or fire. They may also cause the product to malfunction or become discoloured.</p>
	<p>DO NOT allow children to play with the plastic bag that contained your Battery Unit. Dispose of the bag or keep it away from babies and children. There is a risk of suffocation.</p>
 	<p>DO NOT dispose of your Battery Unit with household waste. There is a risk of environmental damage, explosion, and fire.</p>
  	<p>DO NOT use combustible sprays when cleaning your Battery Unit, and DO NOT use combustible sprays near your Battery Unit. There is a risk of fire and electrical shock.</p> <p>Examples of combustible sprays:</p> <ul style="list-style-type: none"> ■ Dust removing cleaners ■ Pesticides ■ Disinfectants and deodorisers that contain alcohol ■ Organic solvents or liquids such as alcohol
 	<p>DO NOT allow the charging contacts or the surrounding areas to become dirty, or to come into contact with foreign objects. There is a risk of burns and damage.</p>
 	<p>DO NOT touch the terminal with wet hands, otherwise electrical shock, equipment damage, ignition or smoking may occur.</p>
 	<p>When not attached to the printer for use, cover the terminal with tape, etc. to prevent intrusion of foreign material such as dust. Also, do not use if the terminal is dusty, etc.</p>
  	<p>When shipping the printer, make sure you remove the Battery Unit from the printer before packaging for shipment. If the printer is shipped with the Battery Unit installed, there is a risk of ignition, rupture, fire or malfunction.</p>

⚠ WARNING

AC Adapter/AC Power Cord (AC Adapter is only for QL-810W/820NWB)

   	<p>DO NOT allow liquids or metal objects to come into contact with the power supply plug, AC Adapter, or AC Power Cord. In addition, DO NOT use the power supply plug, AC Adapter, or AC Power Cord in a location where it may get wet, otherwise a fire, smoke, heat or electrical shock may occur.</p>
 	<p>If the power supply plug becomes dirty (for example, if it becomes covered with dust) disconnect it from the electrical socket, and then wipe it with a dry cloth. If you continue to use a dirty power supply plug, a fire may occur.</p>
  	<p>When disconnecting the AC Adapter/AC Power Cord from the electrical socket, DO NOT pull on the cord. Hold the plug and pull it out of the electrical socket.</p>
  	<p>DO NOT insert foreign objects into the terminals of the AC Adapter/AC Power Cord, otherwise burns or electrical shock may occur.</p>
 	<p>Use the AC Adapter, AC Power Cord, or cable correctly and observe the following precautions, otherwise a fire or electrical shock may occur:</p> <ul style="list-style-type: none"> ■ DO NOT damage the AC Adapter, AC Power Cord, or cable. ■ DO NOT modify the AC Adapter, AC Power Cord, or cable. ■ DO NOT twist the AC Adapter, AC Power Cord, or cable. ■ DO NOT severely bend the AC Adapter, AC Power Cord, or cable. ■ DO NOT pull on the AC Adapter, AC Power Cord, or cable. ■ DO NOT place objects on the AC Adapter, AC Power Cord, or cable. ■ DO NOT subject the AC Adapter, AC Power Cord, or cable to heat. ■ DO NOT bind the AC Adapter, AC Power Cord, or cable. ■ DO NOT allow the AC Adapter, AC Power Cord, or cable to be squashed.
 	<p>If the AC Adapter/AC Power Cord is damaged, contact Brother customer service or your local Brother dealer.</p>
	<p>Keep the AC Adapter/AC Power Cord out of the reach of children, particularly infants, otherwise injury may occur.</p>
  	<p>DO NOT use the AC Adapter/AC Power Cord near flames or heaters. If the covering of the AC Adapter/AC Power Cord melts, a fire or electrical shock may occur.</p>

⚠ WARNING

 	Before performing maintenance on your printer, such as cleaning, disconnect the AC Adapter/AC Power Cord from the electrical socket, otherwise an electrical shock may occur.
	If your printer is not used for a long period of time, disconnect the AC Adapter/AC Power Cord from your printer and the electrical socket for safety reasons.
  	DO NOT overload electrical sockets or plug multiple devices into the same electrical socket. There is a risk of fire, electrical shock, and damage.
  	DO NOT use damaged plugs or bent electrical sockets. There is a risk of fire, electrical shock, and damage.

⚠ CAUTION

Printer	
	Keep out of the reach of children, particularly infants, otherwise injury may occur.
 	Stop operating your printer if it leaks or becomes discoloured, deformed, or otherwise defective.
	DO NOT hold your printer by the DK Roll Compartment Cover. There is a risk of injury if the cover detaches and your printer falls.
 	When connecting cables and accessories, make sure you connect them correctly and in the correct order. Connect only items that are designed specifically for this printer. There is a risk of fire or injury. See the instructions when connecting.
	DO NOT hold the printer with only one hand. The printer may slip out of your hand.
Battery Unit (Rechargeable Li-ion Battery included) (Optional: QL-810W/820NWB only)	
	When attaching the Battery Unit to the printer, make sure that the screws are securely tightened. If the screws are loose, the printer may fall and cause injury.
AC Adapter/AC Power Cord (AC Adapter is only for QL-810W/820NWB)	
	Make sure the AC Adapter's power cord/AC Power Cord is accessible so that it can be removed in an emergency. DO NOT place objects on or near the AC Adapter's power cord/AC Power Cord.
Cutter	
 	DO NOT touch the blade of the cutter. DO NOT open the top cover when the cutter is operating.

IMPORTANT

- DO NOT remove the labels affixed to the printer. These labels provide operational information and indicate the printer's model number.
- DO NOT store the printer in an area exposed to high temperatures, high humidity, direct sunlight, or dust. These could cause discolouration or a malfunction.

General Precautions

Printer

- If the Bluetooth function and wireless LAN function are both turned on, the communication speed may decrease due to radio wave interference. If this occurs, turn off the function that you are not using (Bluetooth function or wireless LAN function).
- DO NOT cover or insert foreign objects into the Label Output Slot, AC connector, or USB Port.
- When not used for an extended period, remove the DK Roll from the printer.
- Always keep the DK Roll Compartment Cover closed when printing.
- When using optional accessories, use them as described in their instruction manuals.
- DO NOT touch the printer with wet hands.
- DO NOT touch paper or labels with wet hands, otherwise a malfunction may occur.
- DO NOT lift the printer by the DK Roll Compartment Cover. The cover could come off and the printer could fall and become damaged.
- Use only the interface cable (USB Cable) included with the printer.

Battery Unit (Rechargeable Li-ion Battery included) (QL-810W/820NWB only)

- At the time of purchase, the Battery Unit is slightly charged so that the operation of your printer can be verified; however, the Battery Unit should be fully charged with the AC Adapter or battery charger before your printer is used.
- If you notice anything unusual about the Battery Unit the first time it is used, for example overheating or rust, DO NOT continue to use the Battery Unit. Contact Brother customer service.
- If the printer will not be used for a long period of time, remove the Battery Unit and cover the terminal with tape, etc., and then store it in a location where it is not exposed to static electricity, high humidity, or high temperatures. To maintain the efficiency and life of the Battery Unit, charge it at least once every six months.
- At the time of purchase, the Battery Unit is slightly charged so that the operation of the printer can be verified; however, the Battery Unit should be fully charged using the specified charger (in combination with dedicated AC Adapter, car adapter or battery charger) before the printer is used.
- If you notice anything unusual about the Battery Unit during use, charging or storage, for example overheating or rust, DO NOT continue to use the Battery Unit. Contact Brother customer service.

Power Cord

- You should put the printer near an easily accessible, standard electrical socket.

LAN Connection (For QL-820NWB Only)

Caution: Connect this product to a LAN connection that is not subject to overvoltages.

Compilation and Publication Notice

Under the supervision of Brother Industries, Ltd., this guide has been compiled and published covering the latest product's descriptions and specifications.

The contents of this guide and the specifications of this product are subject to change without notice.

If new versions of the printer operating system become available, this guide may not reflect the updated features.

Therefore, you may find that the operating system described in this guide may differ from new operating systems.

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Blue SDK

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For Australia Only:

Support - For technical support of your Brother Product other than what you can resolve through the User's Guide, please visit our Web Site or Support Web Site (see below) to find an answer to FAQs/Troubleshooting, locating Drivers & Software.

Alternatively, please contact the Product Support Centre for any customer care/technical support enquiry.

To contact Brother International (Aust) Pty Ltd for support on a Brother product please see the details listed below:

Product Support Centre: **Australia**

Brother International (Aust) Pty Ltd

Phone: 02 8875 6000

Fax: 02 9870 7223

Brother support website: support.brother.com

Web Site: www.brother.com.au

E-mail: To submit an e-mail enquiry, visit www.brother.com.au go to **Service and Support** area and follow the prompts.

Our Technical Support Consultants are available 5 days a week by phone during the hours of 8.30am to 5.00pm (EST/EDST) Monday to Friday.

Open Source Licensing Remarks (QL-810W/820NWB)

This product includes open-source software.

To see the open source licensing remarks, go to the manual download selection on your model's home page of the Brother support website at support.brother.com

Regulation for QL-800/QL-810W/QL-820NWB

CAUTION (810W/820NWB only)

RISK OF EXPLOSION IF BATTERY IS REPLACED WITH AN INCORRECT TYPE.

DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

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