

## Frequently Asked Questions

### LX-Series Label Printers

(As of July 13, 2017)

#### 1. What are the prices of the printers?

**LX500:** \$1295 (MSRP), factory direct price is \$1225.00

**LX500c:** \$1395 (MSRP), factory direct price is \$1325.00 (includes built-in cutter)

**LX1000:** \$2995 (MSRP), factory direct price is \$2795.00

**LX2000:** \$3995 (MSRP), factory direct price is \$3595.00

#### 2. How much are the ink cartridges?

**LX500/LX500c:** the single cyan/magenta/yellow (CMY) cartridge is \$54.95.

**LX1000/LX2000:** Color cartridges are \$28.95 each x3. Black is \$54.95. You can save money by purchasing a multipack (one of each CMYK) for \$135.00.

#### 3. What are the main differences between the three label printers?

- **Label Width:**
  - a. **LX500/LX500c** will print on a label from 0.75" (19mm) up to 4.25" (108mm) wide
  - b. **LX1000/LX2000** will print on a label from 0.50" (13mm) up to 8.25" (210mm) wide; minimum liner width is 1.5" (38mm) and can be up to 8.375" (213mm) wide
- **Label Length:**
  - a. **LX500/LX500c** will print a label from 0.75" (19mm) up to 24" (610mm) long
  - b. **LX1000/LX2000** will print a label from 0.50" up to 24" (609.6mm) long
- **Ink Cartridges:** LX500 utilizes a single Cyan/Magenta/Yellow (CMY) ink cartridge that combines colors to make a process black. LX1000 and LX2000 have separate ink cartridges, in pigment ink only. You also save money on ink since only the tank that runs out of ink needs to be replaced.
- **Label Rolls:** LX500 has a 2" core with label roll Outside Diameter (OD) of 5". LX1000 and LX2000 have a 3" core with an OD of 6".
- **Speed:**
  - a. At default print speed, LX500 prints a 4" x 3" label at 8/minute or 480/hour.
  - b. At default speed, LX1000 prints a 4"x3" label at 20/minute or 1200/hour. So LX1000 is more than twice the speed than LX500 when printing at the default speed.
  - c. At default speed, LX2000 prints a 4"x3" label at 30/minute or 1800/hour. So LX2000 is about 30% faster than LX1000 at the default speed.

#### 4. What is the average cost per label?

It depends upon the amount of coverage and the colors used in your design. If you'd like to know your specific cost per label, please send a high resolution .jpg of your actual label to [sales@primera.com](mailto:sales@primera.com), specify the printer you would like us to test, and we'll run a test through the printer's software to give you a very close approximate cost. We can also provide this general information:

**LX500/LX500c:** at 50% coverage on a 4" x 3" label at default print resolution, cost per label can range from \$0.05 to \$0.10.

**LX1000/LX2000:** at 50% coverage on a 4" x 3" label at default print resolution, cost per label can range from \$0.01 to \$0.04.

## **5. How many labels can you print per ink cartridge or set of ink carts?**

It depends upon the amount of coverage and the colors used in your design. If you'd like to know your specific cost per label, please send a high resolution .jpg of your actual label to [sales@primera.com](mailto:sales@primera.com), specify the printer you would like us to test, and we'll run a test through the printer's software to give you a very close approximate number of labels per design. We can also provide this general information:

**LX500/LX500c:** at 50% coverage on a 4" x 3" label at default print resolution, you'll get about 600 to 800 labels per ink cartridge

**LX1000/LX2000:** at 50% coverage on a 4" x 3" label at default print resolution, you'll get about 1200 to 2300 labels per set of ink cartridges

## **6. Which printers offer a built-in label cutter.**

LX500c and LX2000 both offer a built-in "pizza-wheel" style label cutter.

## **7. What operating systems do these printers support?**

**LX500/LX500c:** Windows: 7/8/10+ and Mac: OS X v10.8+ (Snow Leopard, Lion, Mountain Lion, Mavericks+)

**LX1000:** Windows: 7/8/10+ (No Mac support)

**LX2000:** Windows: 7/8/10+ and Mac: OS X v10.8+ (Snow Leopard, Lion, Mountain Lion, Mavericks+)

Regarding Windows XP and Vista, our printer drivers will still work on it. However, since Microsoft has ceased support for XP and Vista, we have no choice but to also no longer support XP and Vista.

## **8. What is the highest resolution each printer is capable of printing?**

All three can print up to 4800 dpi.

## **9. Do the printers come with software to design my labels?**

Yes, it comes with a basic design program for Windows called BarTender UltraLite. It allows you to import graphics, logos, etc. and add things like bar codes. You can also design your labels in a full-featured design program, save them as high-resolution .jpg, .tiff, .bmp, .png or .pdf files and use our software to arrange them onto your label stock and print. Or, you can print directly out of your own graphic design software such as Adobe Illustrator as long as that software allows you to change the page sizes to the sizes of your labels.

For Mac, we don't include software since most Mac users prefer to print directly from programs such as Adobe Illustrator or Photoshop. An easy to use software package we recommend for Mac is called BeLight. You can get a 30-day free trial on their website at [www.belightsoft.com](http://www.belightsoft.com). It costs \$49.99 if you decide to buy it.

## **10. Does any software come with the printers?**

Yes. Our printers come with Windows software called BarTender UltraLite. It's an easy to use, very helpful tool that helps you to layout your designs onto the correct label sizes and then print them.

## **11. Does this printer do bar codes?**

Yes, for Windows users it comes with BarTender UltraLite software which includes just about every bar code font used in business and industry world-wide, including 2D bar codes.

## **12. Are the labels waterproof?**

We hesitate to use the word “**waterproof**,” but several of our label substrates, when printed onto by LX1000 and LX2000 with pigment inks, are highly water-resistant. We do not recommend LX500 for labels that will be exposed to water. The black on LX500 is made by mixing cyan, magenta and yellow. That much ink saturation can smear when it gets wet no matter which label stock you use.

It is important to match the right substrate for your particular application. This is especially true for water-resistance. Before ordering a large quantity of blank labels you should try out some printed labels on your products in the environment in which they’ll be used. In general, we suggest a synthetic substrate for high-humidity or wet environments. Vinyl, BOPP and polyester label stocks are ideal.

The most water-resistant substrate we sell is the clear and white polyester labels. However, they are also the most expensive. Vinyl and BOPP are great alternatives but again should be tested before ordering a large quantity of blank labels. Vinyl is also ideal for very small or irregularly-shaped containers since it is very soft and conformable. For applications where water isn’t a concern, our TuffCoat Gloss White paper labels perform exceptionally well and are affordable, too.

For those who need a GHS compliant label solution, LX1000 or LX2000 are the perfect choice. With pigment ink and Primera’s Tuffcoat Extreme PolyJet material, LX1000 and LX2000 have already passed Section 3, BS5609 testing. The testing included removal of print by adhesive tape, abrasion resistance and permanence of print evaluations under extreme conditions, including exposure to UV light and repeated salt spray and immersion. The material and printed images from LX1000 and LX2000 passed in all three categories.

### **13. Do I have to buy my labels and ink from you?**

No, you are free to purchase them from anyone you choose. Labels just need to be coated for aqueous inkjet printing. For non-Primera labels, you’ll see varying levels of water-resistance, gloss and other characteristics. Remember to always test first! Our ink carts are designed specifically for our printers. So, you won’t generally find them at brick-and-mortar retail stores. However, thousands of online resellers have them in stock, as does Primera’s e-commerce site [www.primera.com](http://www.primera.com).

### **14. Are your ink cartridges refillable?**

No, they are not. They are designed and manufactured for one-time-only use.

### **15. Are any of your printers wireless?**

Yes, the LX2000 can be connected via USB 2.0 or through Ethernet or built-in wireless.

### **16. Do you offer any financing?**

Yes! We have a relationship with PayPal where our products now qualify for their “Bill Me Later” program. It works like this: we write up a proforma invoice for your purchase. You submit it to PayPal for approval. Once approved, you can purchase the equipment from us and get 6 months of interest-free financing. The down-payment amount and monthly payment amount is figured out between you and PayPal. You’ll need to either already have or open a new PayPal account to use this financing.