

Frequently Asked Questions

Primera LX-Series Label Printers

May 12, 2014

1. How much are the ink cartridges?

LX400: List Price for the single cyan/magenta/yellow (CMY) cartridge is \$54.95. [See our current discounted pricing.](#)

LX900: List Price for the Color cartridges are \$25.95 each x 3. Black (K) is \$34.95. You can save some money by purchasing a bundled pack of CMYK. It costs \$109.95.

Visit [our website](#) for current LX900, discounted pricing.

2. What are the main differences between the two label printers?

- **Label Width:**
 - a. **LX400** will print on a label from 0.75" (19mm) up to 4.25" (108mm) wide
 - b. **LX900** will print on a label from 0.50" (13mm) up to 8.25" (210mm) wide; minimum liner width is 1.5" and can be up to 8.375" wide
- **Label Length:**
 - a. **LX400** will print a label from 0.75" (19mm) up to 24" (610mm) long
 - b. **LX900** will print a label from 0.50" up to 17" (432mm) long
- **Ink Cartridges:** LX400 utilizes a single Cyan/Magenta/Yellow (CMY) ink cartridge that combines colors to make a process black. LX900 has separate CMYK tanks so you get true black which then uses less ink. You also save money on ink since only the tank that runs out of ink needs to be replaced.
- **Label Rolls:** LX400 has a 2" core with label roll Outside Diameter (OD) of 5". LX900 has a 3" core with an OD of 6".
- **Speed:**
 - a. At default print speed, LX400 prints a 4" x 3" label at 3/minute or 180/hour.
 - b. At default print speed, LX900 prints a 4" x 3" label at 12/minute or 720/hour. So, LX900 is about four times faster than LX400 when printing the identical label.

3. What is the average cost per label?

It depends upon the amount of coverage and the colors used in your designs. If you'd like to email us (sales@primera.com) a .jpg of your actual label, we can run a test through the printer's software to give you a very close approximate cost. We can also give you this general information:

LX400: at 50% coverage on a 4" x 3" label at default print resolution, cost per label can range from \$0.05 to \$0.18.

LX900: at 50% coverage on a 4" x 3" label at default print resolution, cost per label can range from \$0.03 to \$0.15.

4. 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 designs. If you'd like to email us (sales@primera.com) a .jpg of your actual label, I can run a test through the printer's software to give you a very close approximate number of labels for that design. I can also give you this general information:

LX400: at 50% coverage on a 4" x 3" label at default print resolution, you'll get about 600 to 800 labels per ink cartridge

LX900: at 50% coverage on a 4" x 3" label at default print resolution, you'll get about 1000 to 1400 labels per set of ink cartridges

5. What operating systems do these printers support?

Windows: Vista, 7, 8 and 8.1

Mac: OS X v10.6+ (Snow Leopard, Lion, Mountain Lion, Mavericks+)

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

6. What is the highest resolution each printer is capable of printing?

Both can print up to 4800 dpi. The only difference between them is that the LX400 has a 5pl droplet size and the LX900 has a 3pl droplet size. The print quality difference to the average person is imperceptible.

7. 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 fullfeatured 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 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. If you don't have 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.belight.com. It costs \$30 if you decide to buy it.

8. Does any software come with the printers?

Yes. Both 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 print them.

9. 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.

10. Are the labels waterproof?

11. We hesitate to use the word “waterproof,” but several of our label substrates, when printed onto by LX900, are highly water-resistant. We do not recommend LX400 for labels that will be exposed to water. The black on LX400 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.

12. Are ink cartridges refillable?

No, they are not. They are designed by Primera for one-time-only use.