

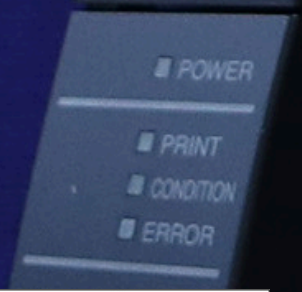


User Guide

The simplest labelling solution on the market - tested to the highest specs

One Software.
One Printer.
One Ribbon.

Fox-in-a-Box®



V. 2025-1



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The simplest labelling solution on the market

THANK YOU FOR CHOOSING THE FOX-IN-A-BOX® FROM SILVER FOX.

The Fox-in-a-Box® is the result of many years of collaboration with engineers around the world. The result is a printer designed to be easy to set up, operate, switch labels, and change ribbons.

It's highly reliable, and durable enough to use in standard office environments and on-site.

Follow this step-by-step guide to set up your Silver Fox DTP1/300 printer, install the Labacus Innovator® software, and start printing your labels.

If guidance systems are included with the Fox-in-a-Box®, they will be located on the right side panel inside of the printer lid.

Before launching the software, always make sure your printer is connected and powered on.

Printing labels in 5 easy steps:

- 01** Setup your Silver Fox DTP1/300 printer (**DO NOT CONNECT NOW**)
- 02** Install Labacus Innovator® Software
- 03** Connect the printer to your PC
- 04** Load your labels
- 05** Start printing you labels

Supporting you



Fox-in-a-Box® is quick and easy to set up and operate. However, we understand that our customers are often short on time which is why we offer additional help and support whenever you need it.

- 01** Prebook a time at your convenience, when we can call you to talk you through setting up your Fox-in-a-Box® (approx. 30 minutes)
- 02** Call us to arrange a Microsoft Teams session for us to guide you through the software
- 03** E-mail or call us with any issues.
Call: UK & ROW: +44 (0) 1707 37 37 27,
US: +1 (833) 848-8484
WhatsApp: +44 (0) 7436 184461
Email: support@silverfox.co.uk

See how easy it is to setup your Fox-in-a-Box®



Download the latest version of Labacus Innovator®

UK & ROW:



US:



Fox-in-a-Box® Contents

The printer box should contain the items below:



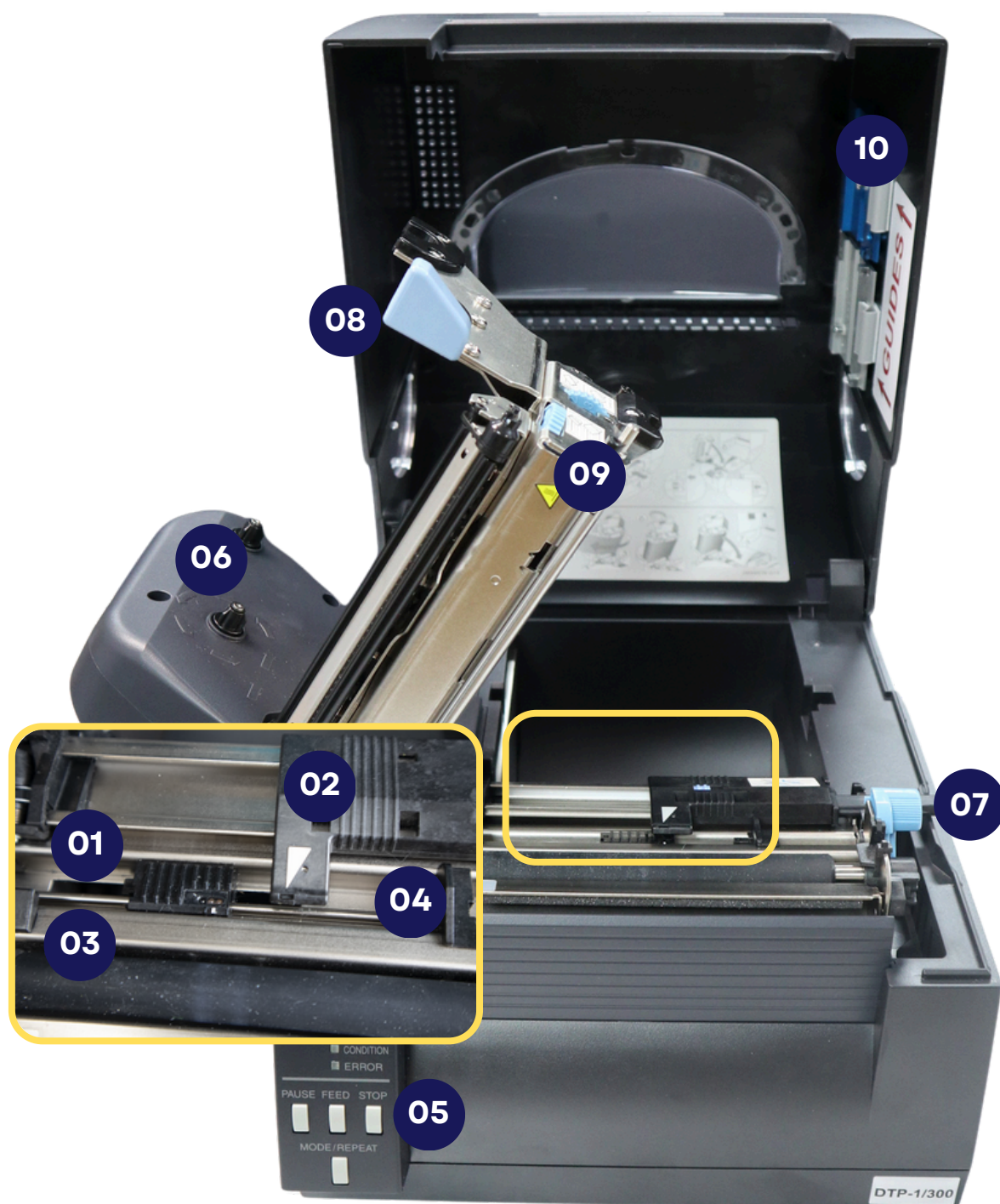
- | | | | |
|-----------|-------------------------------------|-----------|---|
| 01 | Silver Fox DTP1/300 Thermal Printer | 07 | Printer Head Cleaning Pen |
| 02 | Thermal Ribbon* | 08 | Media Holder |
| 03 | European 2 pin to C13 Power Cable** | 09 | LGS4 - Fox®/Fox-Flo®/Valve Tag Guidance System*** |
| 04 | UK 3 pin to C13 Power Cable** | 10 | LGS3 - Heatshrink/Non-Shrink Guidance System*** |
| 05 | Thermal Ribbon Spindles | 11 | Fox-in-a-Box® Installation Guide |
| 06 | USB Type A to USB Type B Cable | | |

* Different width ribbons are available; choose depending on application, see "Thermal Ribbon Usage Guide" starting on page 31

** Where there is a US configuration the relevant US 2 pin will be supplied together with the printer matching the US region

***If Guidance Systems are included in your order, they will be located on the right side panel inside of the printer lid.

DTP1/300 Printer



- 01** Lower Sensor
- 02** Upper Sensor
- 03** Black Roller
- 04** Media Guide
- 05** Button and Light Array

- 06** Ribbon Drive Cogs
- 07** Ribbon Carriage Release Lever
- 08** Ribbon Carriage Close Button
- 09** Printer Head
- 10** Guidance System Holders



- 01** Ribbon Carriage Release Lever
- 02** Horizontal Printer Head Setting Dial
- 03** Vertical Printer Head Setting Dial
- 04** Spindle Cradles
- 05** Ribbon Carriage Close Button
- 06** Printer ON/OFF Switch
- 07** Power Lead Connector
- 08** USB Connector
- 09** Rating Plate

Software Installation

DOWNLOAD THE LATEST VERSION OF THE LABACUS INNOVATOR® SOFTWARE BY DOWNLOADING FROM OUR WEBSITE AND INPUTTING YOUR SETUP KEY (PROVIDED BY EMAIL). FOLLOW THE QR CODE FOR THE DOWNLOAD LOCATION:

UK & ROW:

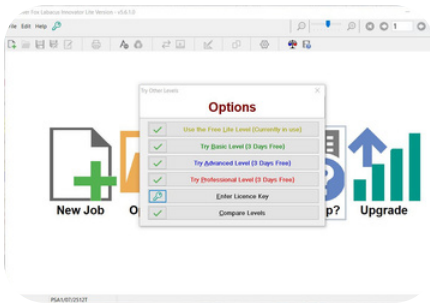


US:



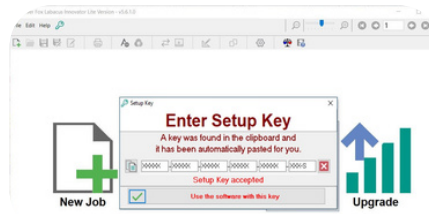
01

Install the Labacus Innovator® software on the PC you intend to use for label printing. When you launch the software, the following screen will appear:



02

When you select **Purchase(d)** Key, you will be prompted to enter the Setup Key, which is sent to you by email.



The Setup Key will allow you to run the software for a maximum of 14 calendar days only.

03

Complete and submit the form. **If the form doesn't submit, save the .txt file to your PC, and send it as an attachment to support.**

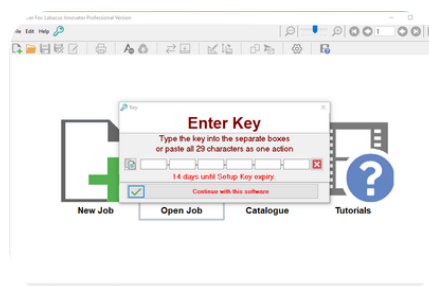
04

We will then issue your Full License Key. To ensure uninterrupted access to the software, we recommend completing this step as soon as possible.



05

When you receive your Full License Key, copy and paste it into the box below. You're now ready to use your Labacus Innovator® software.



06

Please Note: The Labacus Innovator® software includes built-in drivers for the DTP1/300 thermal printer. So no extra installation is required by you.



Please note that the license is on a per desk basis. Transfer of the software to another PC or a reinstall is subject to cost. Additional licenses are available.

YOUR SOFTWARE ALSO INCLUDES THE OFFICIAL TEMPLATES FOR:



COMMSCOPE®



UK & ROW:



US:



AS WELL AS ALL OF SILVER FOX'S LASER TEMPLATES

Look at how much time you could also save with our laser range.

Software updates and upgrades

01 Automatic Updates

If your PC is connected to the internet, Labacus Innovator® will automatically check for and download the latest version – free of charge for all users.



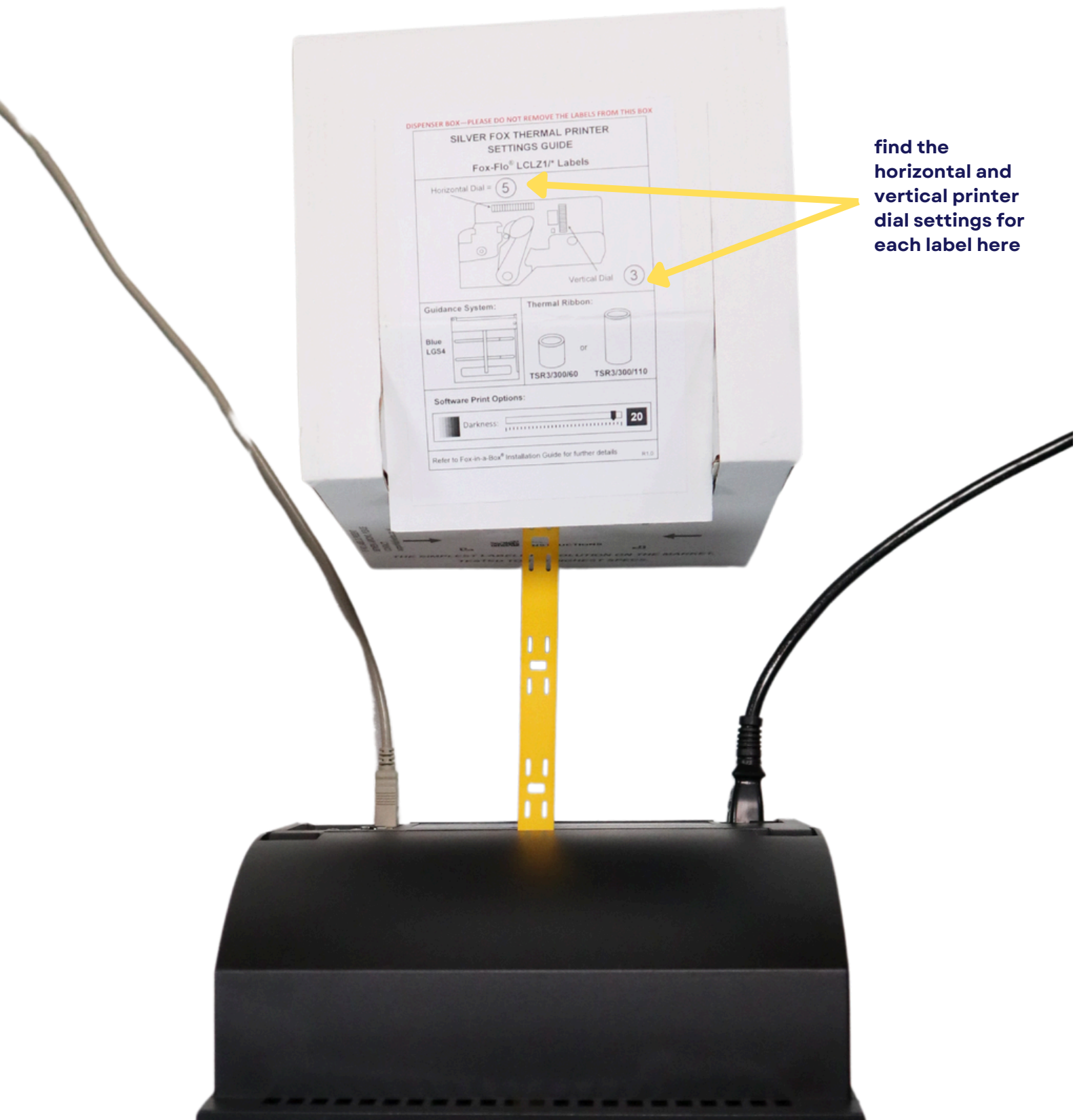
02 Upgrades

If you ever need additional functionality and wish to upgrade your Fox-in-a-Box®, you can do so quickly and easily by contacting your local distributor or the Silver Fox Sales Team.



Placing dispenser boxes

ALL THE LABEL BOXES SHOULD BE PLACED BEHIND THE PRINTER BETWEEN THE POWER CABLE AND THE USB CABLE. ENSURE THAT THE BOX IS POSITIONED SO THAT THE LABEL ENTERS THE PRINTER STRAIGHT, NOT AN AN ANGLE.



Loading Thermal Ribbons

Follow the instructions below to load the thermal ribbon into your printer. It's important to complete this step before connecting your PC.

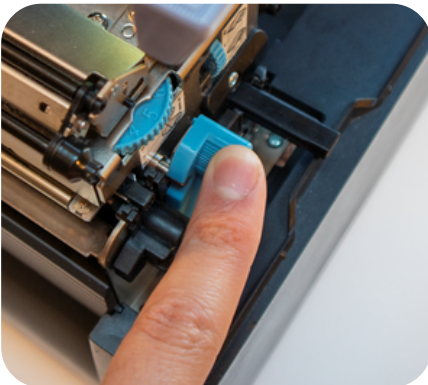
Note: The images shown feature a 60 mm wide ribbon. Three ribbon widths are available: 110 mm, 60 mm, and 25 mm.

Your Fox-in-a-Box® has been supplied with the ribbon width that matches the label type purchased with it. For more information, refer to page 31.



01

To open the printer head, press the blue lever as shown in the diagram below.



02

Do not remove the ribbon from its box. Insert the ribbon spindles into the thermal ribbon spools with the blue ends facing downward.



03

Carefully press the holders down into the ribbon spools.



Loading Thermal Ribbons

04

Remove the spindles and ribbon from the box, then turn them over (so the blue ends face upwards).



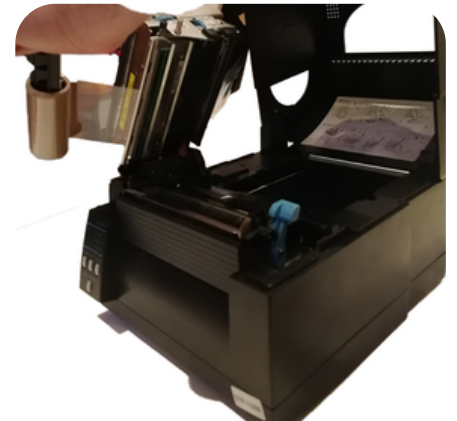
05

Carefully push the ribbon down until it reaches the bottom of the spindles – unless you're using the 25mm ribbon (Box 9) or printing ladder heatshrink.



06

With the ribbon carriage open, take the spindles and guide the ribbon underneath the printer head, ensuring the clear material faces forward.



07

Guide the spindle ends onto the ribbon drive cogs:



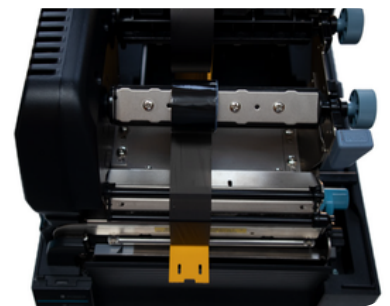
08

Place the blue ends of the spindles into the spindle cradles and press them downwards until they click into place. You are now ready to print.



09

When using 25mm ribbon, position it to match the image below.



VERY IMPORTANT! Please note that the front roll will rotate clockwise and the back roll, anticlockwise. If the ribbon carriage is open do not, under any circumstances, attempt to rotate the spindles as this may cause damage to the winding mechanism.

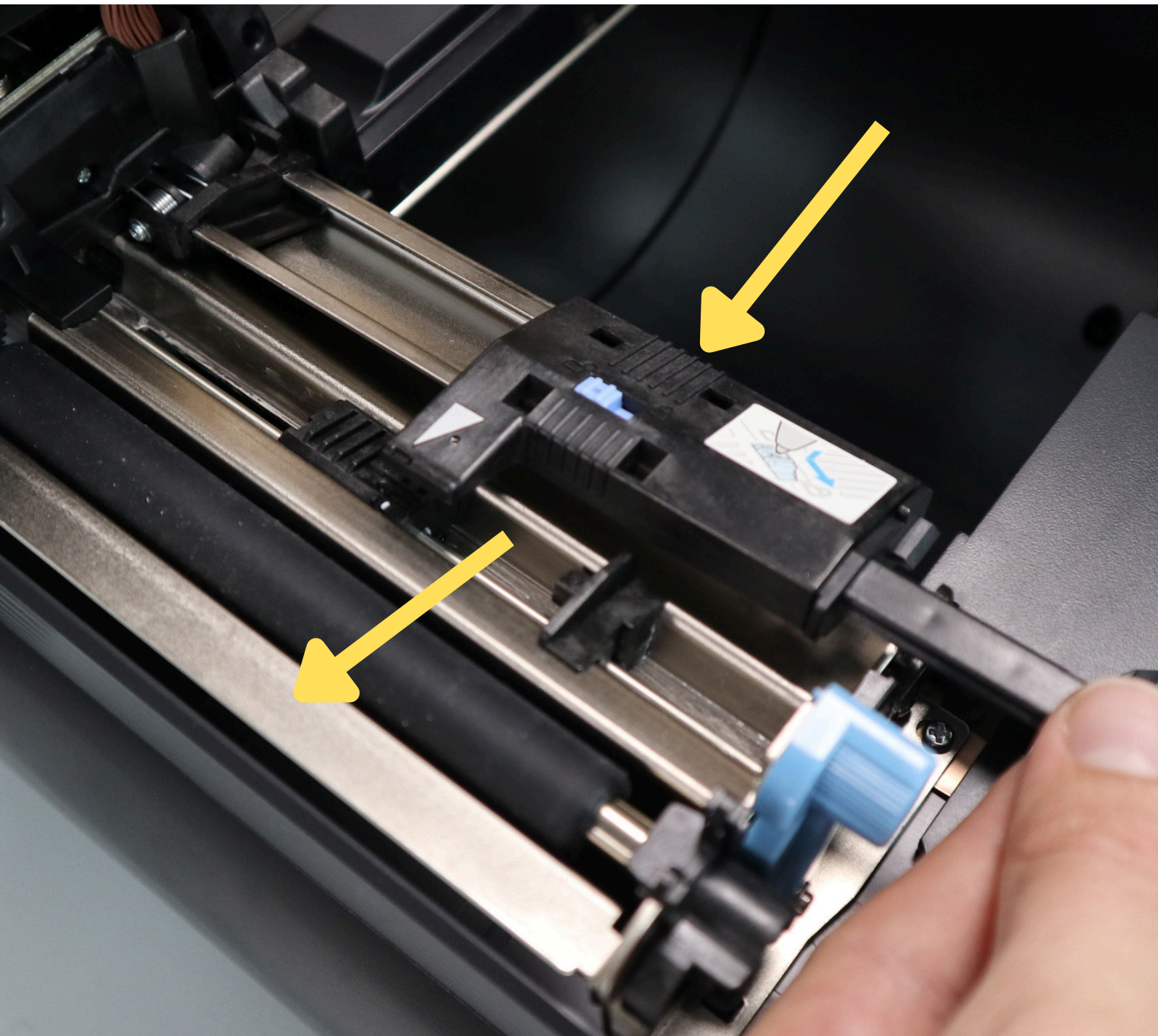
Please Note: At a minimum, use the head cleaning pen on the print head every 600m of ribbon (2 rolls).

Path of labels

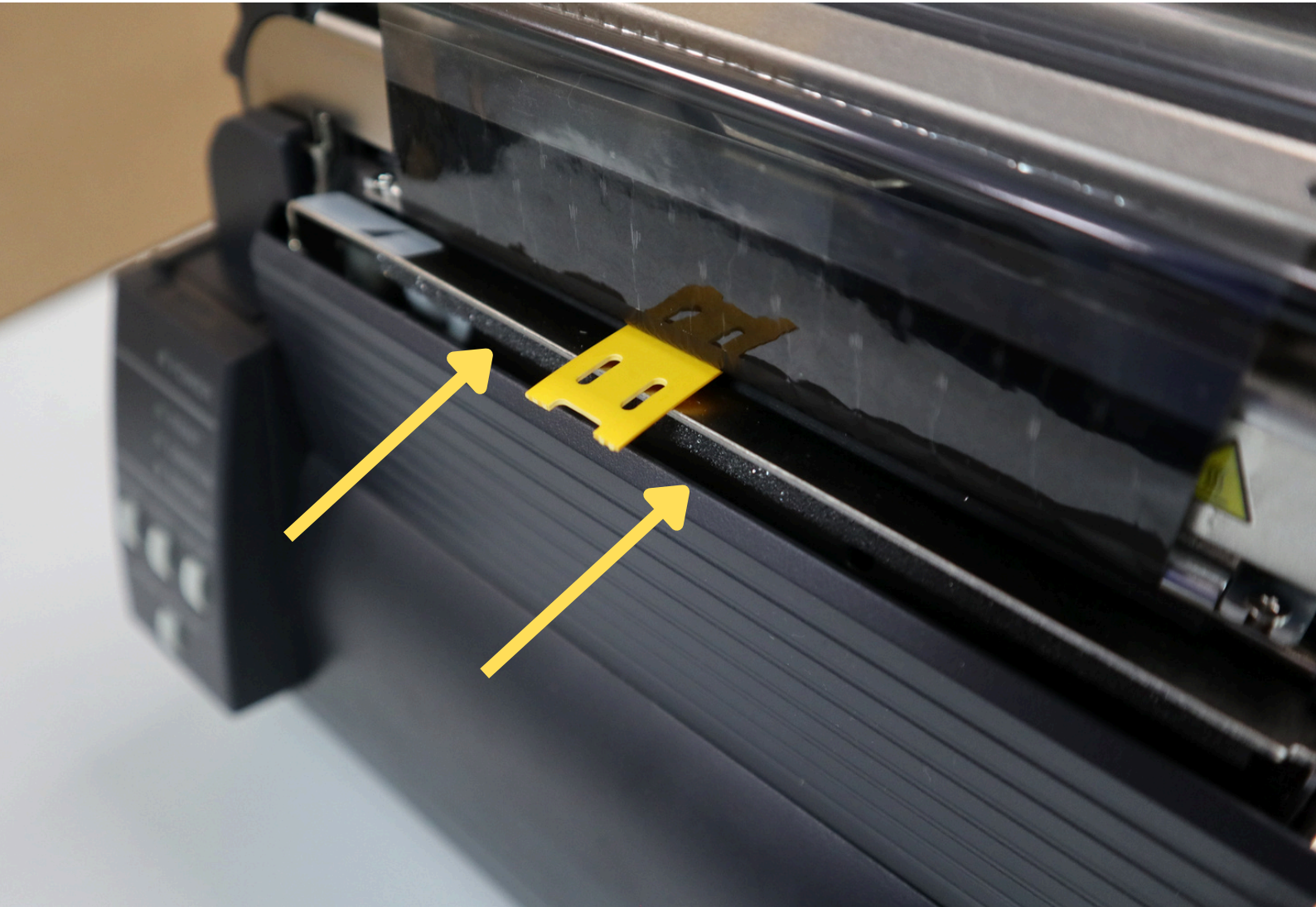
NOTE: LABELS THAT DO NOT REQUIRE GUIDANCE SYSTEMS WILL FEED UNDERNEATH THE UPPER SENSOR ARM. PLEASE SEE THE LIST OF LABELS BELOW:

LEGEND™: THERMAL TIE-ONS, 2-PART SYSTEM LABELS, LSZH & PREMIUM LADDER HEATSHRINK

PROLAB®: WRAP-AROUND, FIBRE FLAG, ASSET, RAISED PROFILE LABELS, PATCH PANEL MODULE, TAPE & HIGH PERFORMANCE TAPE



Roll Back



Roll Back functionality on the DTP1/300 printer has been introduced to Advanced and Professional software levels users to reduce wasted labels.

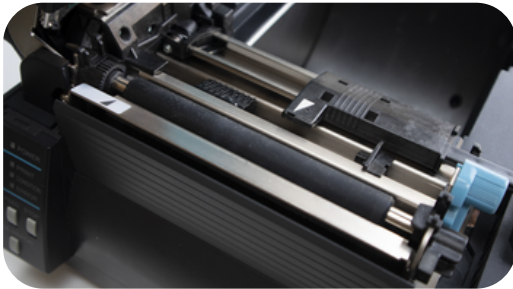
Roll back will be active as long as the ribbon carriage has not been opened in between print runs and suitable labels are being printed.

The image above shows the printer after a print run has been completed and the printed labels removed. For the next run the blank label will be Rolled Back into the printer to be printed; reducing label waste.

Mounting the Heatshrink and Non-Shrink guidance system

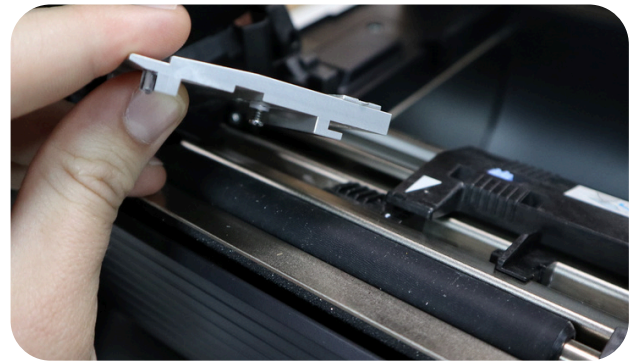
01

Open the ribbon carriage. Slide both the upper sensor and the media guide fully to the right. Ensure the lower sensor is positioned approximately as shown in the image.



02

Hold the guidance system as shown in the image below.



03

Position the seating hook of the guidance system into the rear edge of the upper sensor arm.



04

Lower the front of the guidance system. Ensure the lower sensor is centred between the feet of the guidance system, aligned with the engraved word 'SENSOR'.



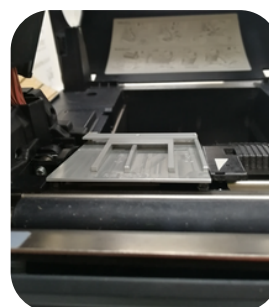
05

A correctly mounted guidance system should look like the image below.



06

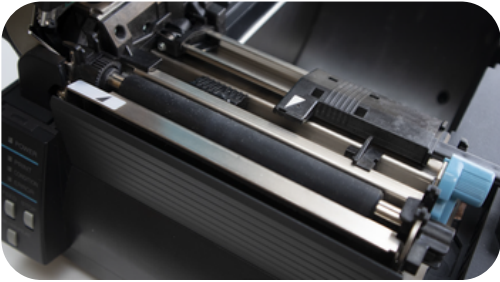
If the front edge of the guidance system is not flush with the printer (as shown below), slide the lower sensor until it is centred between the feet of the guidance system.



Mounting the Fox-Flo® / Fox® Zero / Fox® guidance system

01

Open the ribbon carriage. Slide the upper sensor and media guide fully to the right. Ensure the lower sensor is positioned approximately as shown in the image below.



02

Hold the guidance system as shown in the image below.



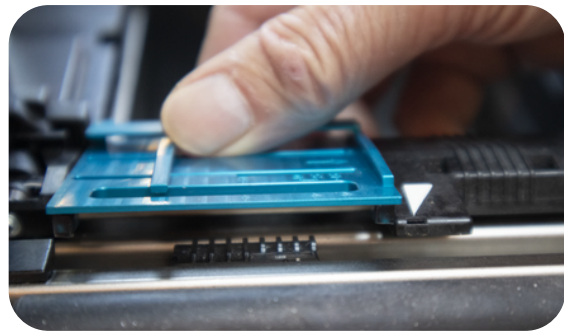
03

Position the seating hook of the guidance system into the rear lip of the upper sensor arm.



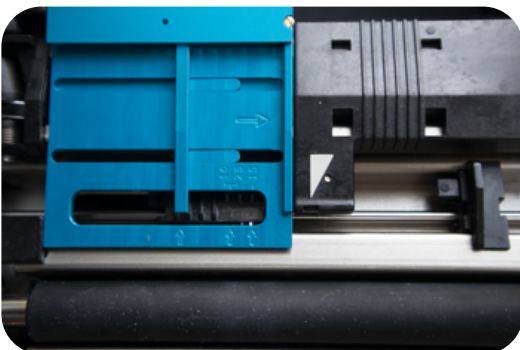
04

Lower the front of the guidance system, ensuring that the lower sensor is centred between the feet of the guidance system.*



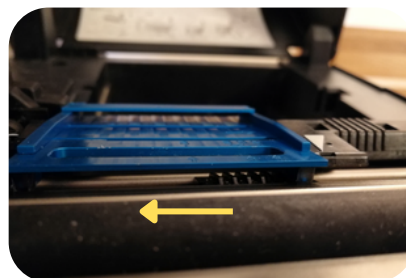
05

A correctly mounted guidance system should look like the below image.



06

If the front edge of the guidance system is not flush with the printer (as shown below), adjust the lower sensor so it is centred between the feet of the guidance system.



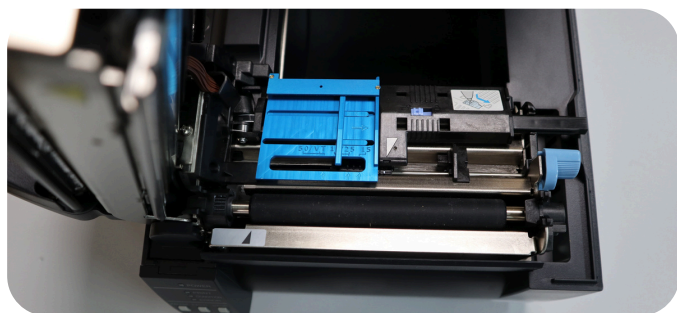
**The lower sensor should be initially positioned here. It will have to be moved depending on the label being printed.*

Fox-Flo® / Fox® Zero / Fox® Tie-on Labels

Part number prefixes: LCLZ, LCZ, LCP

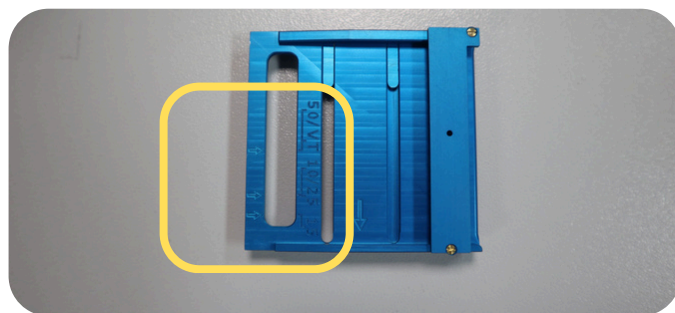
01

Open the ribbon carriage and mount the blue guidance system as shown in the “Mounting the Fox-Flo® / Fox® Zero / Fox® Guidance System” section on page 16.



02

When aligning the lower sensor, ensure that the white line on the sensor is aligned with the correct arrow on the guidance system, based on the label width.



03

Feed the labels from the back of the printer into the guidance system. **Ensure the label path is completely straight.** Align the lower sensor to the correct position based on the width of Fox-Flo®, Fox® Zero or Fox® labels (see below). 2 across and 3 across are only available for Fox-Flo® labels.



10mm wide 2 across

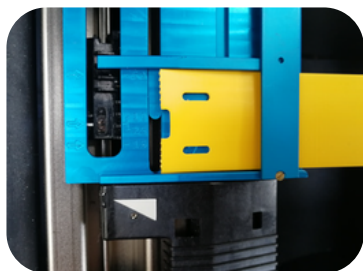


15 mm & 17mm wide
1 across



15mm wide 3 across

25 mm wide



50mm wide



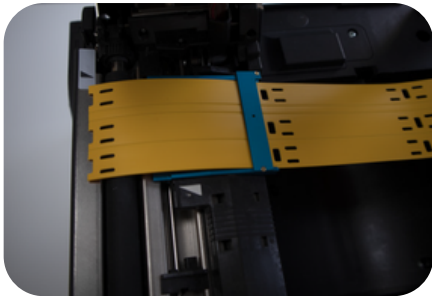
PLEASE NOTE: ALL LABELS ARE SUPPLIED IN A CUSTOM-MADE DISPENSER BOX – DO NOT REMOVE THE LABELS FROM THIS BOX.

Fox-Flo® / Fox® Zero / Fox® Tie-on Labels

Part number prefixes: LCLZ, LCZ, LCP

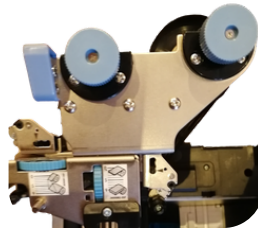
04

Pull the labels through until the leading edge rests on the black roller.



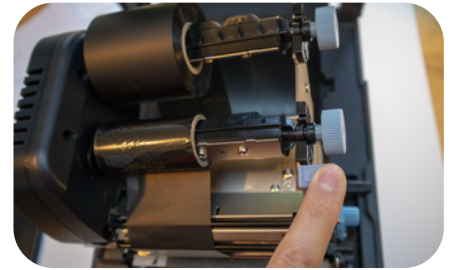
05

With the ribbon carriage open, ensure the horizontal and vertical dials are correctly set for your labels. Suggested settings can be found at the end of these instructions, in the print dialogue box within Labacus Innovator® and on the top of the label dispenser box.



06

Close the ribbon carriage by pressing down the close button until the head unit locks into place – you will hear a “click” when it’s secured. **Your labels are now ready for printing.**



Roll Back

By keeping the ribbon carriage closed between print runs, you can take advantage of our unique Roll-Back feature, which rewinds blank labels before printing – helping you save on label waste. **Available to Advanced and Professional software users.**

Please note: The photographs used show the 60mm thermal ribbon-order code: TSR3/300/60. Ribbons are also available in 25mm and 110mm, order codes: TSR3/300/25 and TSR3/300/110. See the Thermal Ribbon Usage Guide on page 30

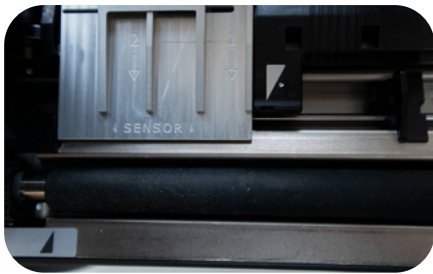
PLEASE NOTE: ALL LABELS ARE SUPPLIED IN A CUSTOM-MADE DISPENSER BOX – DO NOT REMOVE THE LABELS FROM THIS BOX.

Legend™ Heatshrink/Non-Shrink Rolls

Part number prefixes: LHLZ/C/R, LHS/R, LNST, LNSTLZ

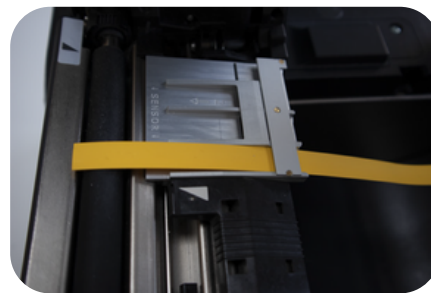
01

Open the ribbon carriage and mount the silver guidance system as shown in the “Mounting the Heatshrink and Non-Shrink Guidance System” section on page 15.



02

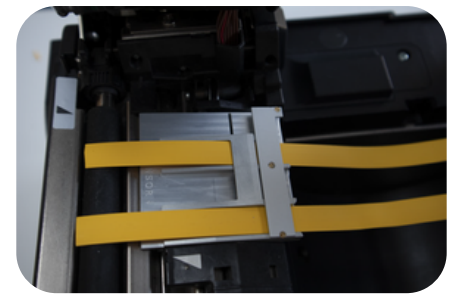
Feed the Heatshrink or Non-Shrink Tubing through as shown. Gently slide the locating bars on the guidance system to the right so they hold the media securely – but not too tightly.



1 Roll

03

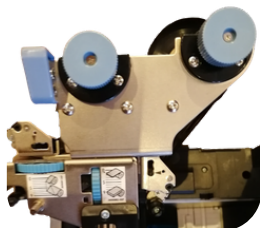
Feed the Heatshrink or Non-Shrink Tubing through as shown. Gently slide the locating bars on the guidance system to the right so they hold the media securely – but not too tightly.



2 Rolls

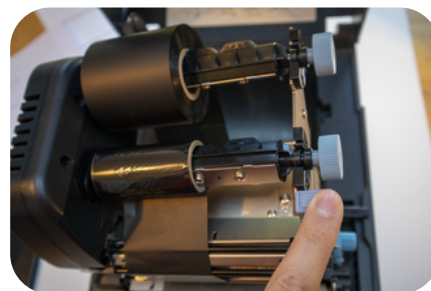
04

With ribbon carriage open; ensure that the horizontal & vertical dials are set correctly for the labels - suggested settings are provided alongside this guide, in the print dialogue box in Labacus Innovator® and on the top of the label dispenser box.



05

Close the ribbon carriage by pushing down the close button until the head unit locks into position (you will hear a “click”).



Your labels are now ready for printing.



Roll Back

By keeping the ribbon carriage closed between print runs, you can take advantage of our unique Roll-Back feature, which rewinds blank labels before printing – helping you save on label waste. **Available to Advanced and Professional software users.**

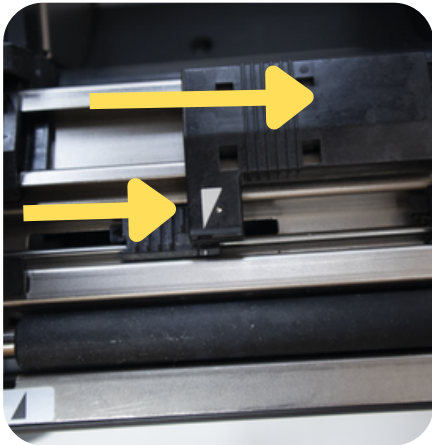
PLEASE NOTE: ALL LABELS ARE SUPPLIED IN A CUSTOM-MADE DISPENSER BOX – DO NOT REMOVE THE LABELS FROM THIS BOX.

Legend™ Ladder Heatshrink

Part number prefixes: LHLZ/C/R, LHS/R, LNST, LNSTLZ

01

Open the ribbon carriage. Slide the upper sensor, lower sensor, and media guide fully to the right.



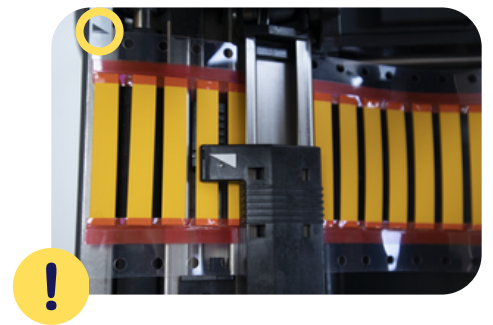
02

Lift the upper sensor arm up.



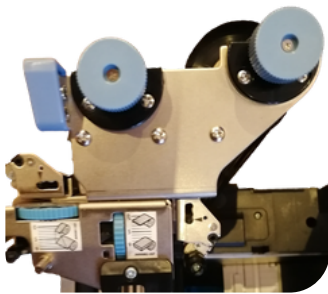
03

Pull the ladder through so that the leading edge is on the black roller and the left edge is in line with the highlighted black triangle. Push the upper sensor arm down so that it locks in place. Slide the media guide so that it is touching the right edge of the ladder



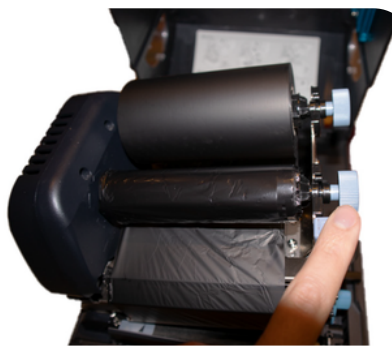
04

With the ribbon carriage open, ensure the horizontal and vertical dials are correctly set for your labels. Suggested settings are provided alongside this guide, in the print dialogue box within Labacus Innovator® and on the top of the label dispenser box.



05

Close the ribbon carriage by pressing down the close button until the head unit locks into position – you will hear a “click” when it is securely closed.



Your labels are now ready for printing.



When there are no guides or sensor holes in the release liner, always position the top and bottom sensors in the middle of the label being used.



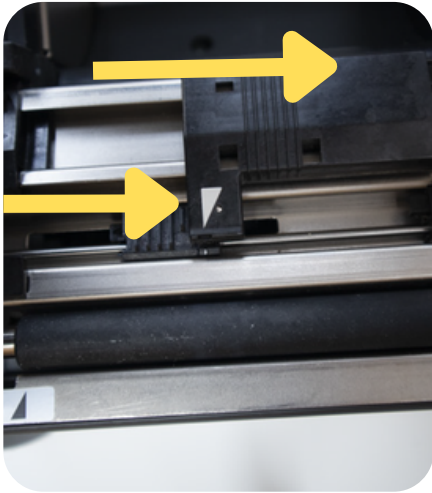
PLEASE NOTE: ALL LABELS ARE SUPPLIED IN A CUSTOM-MADE DISPENSER BOX – DO NOT REMOVE THE LABELS FROM THIS BOX.

Legend™ Tie-on Labels

Part number prefixes: LS, LM, LXL

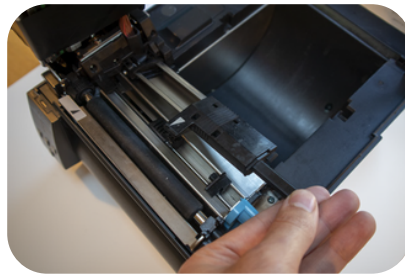
01

Open the ribbon carriage. Slide the upper sensor, lower sensor, and media guide all the way to the right.



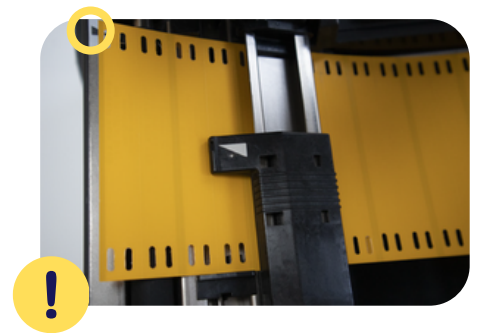
02

Lift the upper sensor arm up.



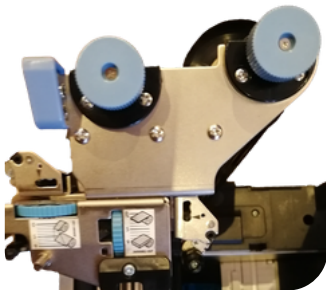
03

Pull the labels through until the leading edge rests on the black roller and the left edge aligns with the highlighted black triangle. Push the upper sensor arm down until it locks into place. Then, slide the media guide so it lightly touches the right edge of the label.



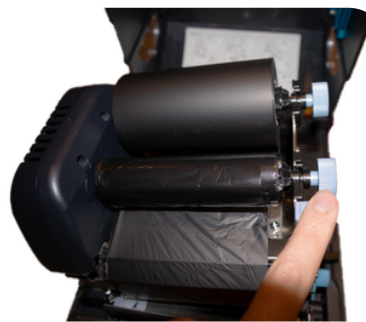
04

With the ribbon carriage open, ensure the horizontal and vertical dials are correctly set for your labels. Suggested settings are provided alongside this guide, in the print dialogue box within Labacus Innovator® and on the top of the label dispenser box.



05

Close the ribbon carriage by pressing down the close button until the head unit locks into position – you'll hear a "click" when it is securely closed.



Your labels are now ready for printing.



Roll Back

By keeping the ribbon carriage closed between print runs, you can take advantage of our unique Roll-Back feature, which rewinds blank labels before printing – helping you save on label waste. **Available to Advanced and Professional software users.**

PLEASE NOTE: ALL LABELS ARE SUPPLIED IN A CUSTOM-MADE DISPENSER BOX – DO NOT REMOVE THE LABELS FROM THIS BOX.



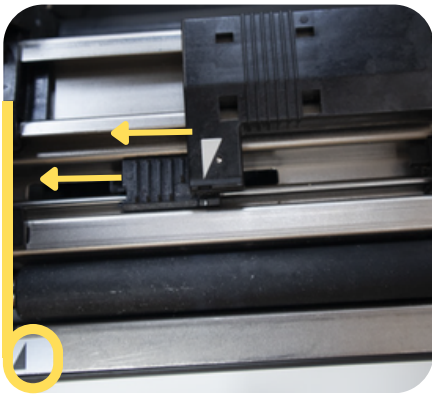
When there are no guides or sensor holes in the release liner, always position the top and bottom sensors in the middle of the label being used.

Legend™ 2-Part Labels

Part number prefix: L8

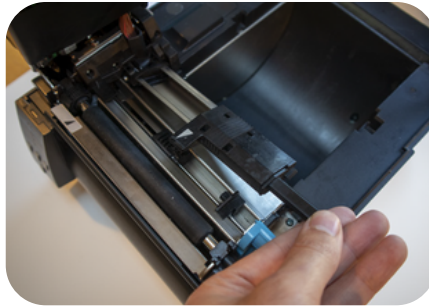
01

Open the ribbon carriage. Slide the lower sensor left so that its left edge is in line with the highlighted black triangle. Move the upper sensor, so that the tip of its white arrow is aligned with the white mark on the lower sensor. Slide the media guide as far right as it will go.



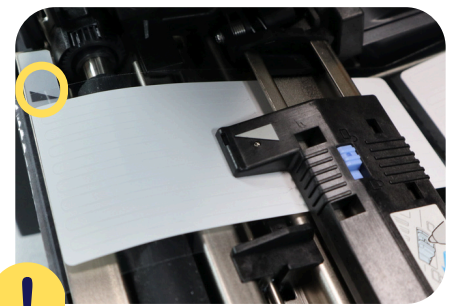
02

Lift the upper sensor arm up.



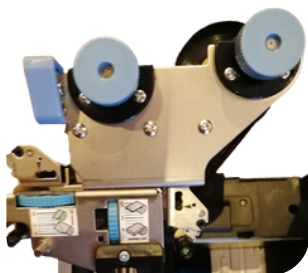
03

Pull the labels through until the leading edge rests on the black roller and the left edge aligns with the highlighted black triangle. Push the upper sensor arm down until it locks into place. Then, slide the media guide so it gently touches the right edge of the label.



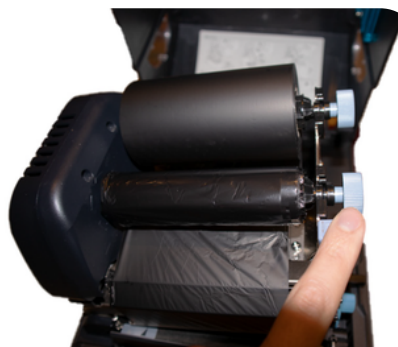
04

With the ribbon carriage open, ensure the horizontal and vertical dials are correctly set for your labels. Suggested settings are provided alongside this guide, in the print dialogue box within Labacus Innovator® and on the top of the label dispenser box.



05

Close the ribbon carriage by pressing down the close button until the head unit locks into position – you'll hear a "click" when it's securely closed.



Your labels are now ready for printing.



Roll Back

By keeping the ribbon carriage closed between print runs, you can take advantage of our unique Roll-Back feature, which rewinds blank labels before printing – helping you save on label waste. **Available to Advanced and Professional software users.**

PLEASE NOTE: ALL LABELS ARE SUPPLIED IN A CUSTOM-MADE DISPENSER BOX – DO NOT REMOVE THE LABELS FROM THIS BOX.



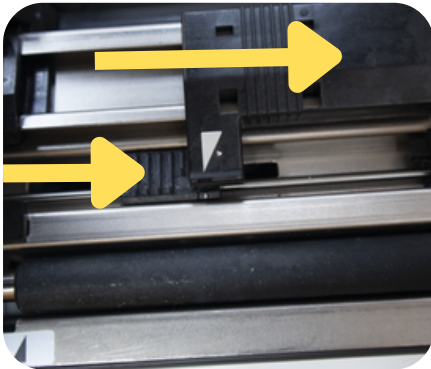
When there are no guides or sensor holes in the release liner, always position the top and bottom sensors in the middle of the label being used.

Prolab® Wrap Around Labels

Part numbers prefix: PSA1

01

Open the ribbon carriage. Slide the upper sensor, lower sensor, and media guide all the way to the right.



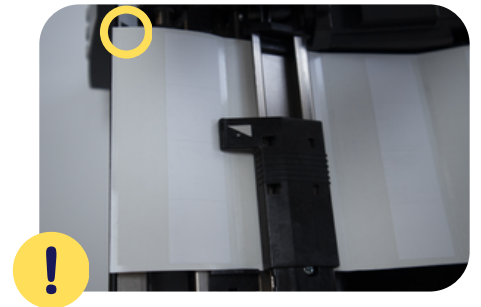
02

Lift the upper sensor arm up.



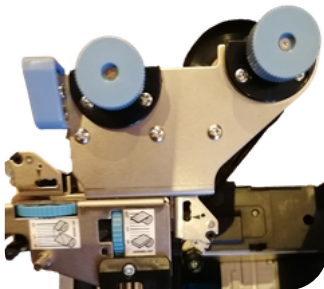
03

Pull the labels through until the leading edge rests on the black roller and the left edge aligns with the highlighted black triangle. Push the upper sensor arm down until it locks into place. Then, slide the media guide so it lightly touches the right edge of the label.



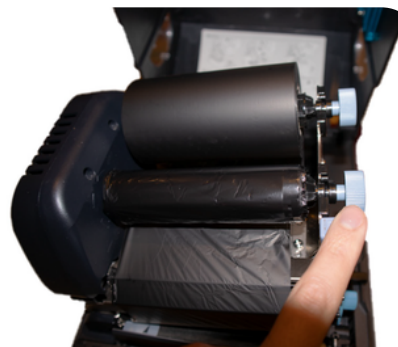
04

With the ribbon carriage open, ensure the horizontal and vertical dials are correctly set for your label type. Suggested settings are provided alongside this guide, in the print dialogue box within Labacus Innovator® and on the top of the label dispenser box.



05

Close the ribbon carriage by pressing down the close button until the head unit locks into position – you'll hear a "click" when it's securely closed.



Your labels are now ready for printing.



Roll Back

By keeping the ribbon carriage closed between print runs, you can take advantage of our unique Roll-Back feature, which rewinds blank labels before printing – helping you save on label waste. **Available to Advanced and Professional software users.**

PLEASE NOTE: ALL LABELS ARE SUPPLIED IN A CUSTOM-MADE DISPENSER BOX – DO NOT REMOVE THE LABELS FROM THIS BOX.



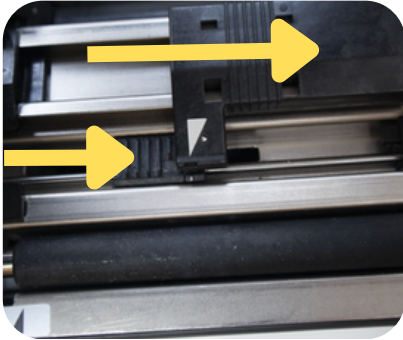
When there are no guides or sensor holes in the release liner, always position the top and bottom sensors in the middle of the label being used.

Prolab[®] Patch Panel Module

Part number prefixes: PPA, PPN

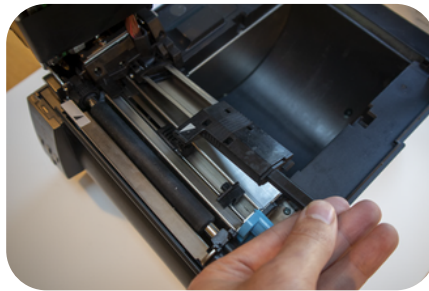
01

Open the ribbon carriage. Slide the upper sensor, lower sensor, and media guide all the way to the right.



02

Lift the upper sensor arm up.



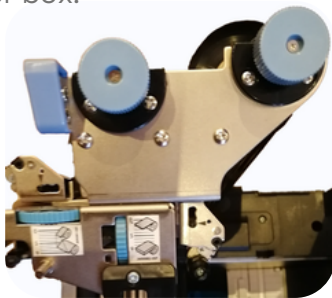
03

Pull the labels through until the leading edge rests on the black roller and the left edge aligns with the highlighted black triangle. Push the upper sensor arm down until it locks into place. Then, slide the media guide so it lightly touches the right edge of the label.



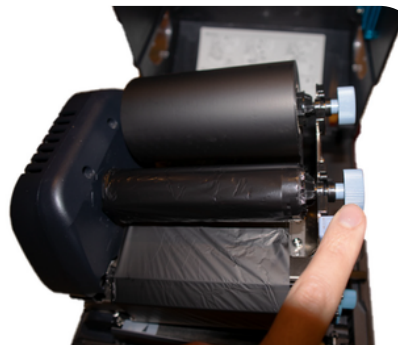
04

With the ribbon carriage open, ensure the horizontal and vertical dials are correctly set for your label type. Suggested settings are provided alongside this guide, in the print dialogue box within Labacus Innovator[®] and on the top of the label dispenser box.



05

Close the ribbon carriage by pressing down the close button until the head unit locks into position – you'll hear a "click" when it's securely closed.



Your labels are now ready for printing.



Roll Back

By keeping the ribbon carriage closed between print runs, you can take advantage of our unique Roll-Back feature, which rewinds blank labels before printing – helping you save on label waste. **Available to Advanced and Professional software users.**

PLEASE NOTE: ALL LABELS ARE SUPPLIED IN A CUSTOM-MADE DISPENSER BOX – DO NOT REMOVE THE LABELS FROM THIS BOX.



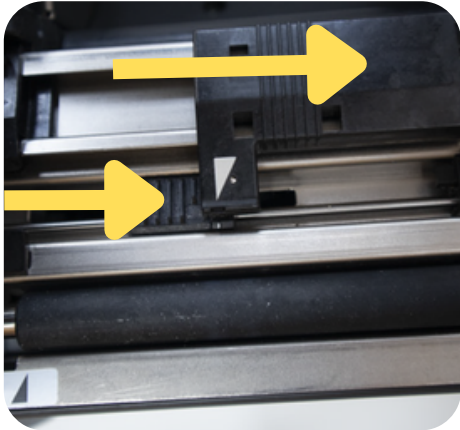
When there are no guides or sensor holes in the release liner, always position the top and bottom sensors in the middle of the label being used.

Prolab® Fibre Optic Flag

Part number prefix: PF

01

Open the ribbon carriage. Slide the upper sensor, lower sensor, and media guide all the way to the right.



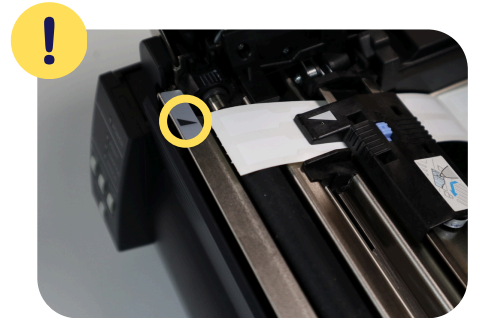
02

Lift the upper sensor arm up.



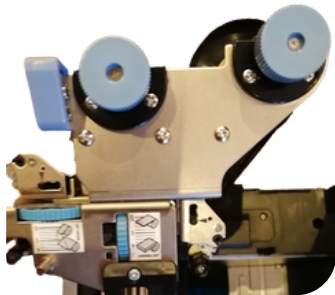
03

Pull the labels through until the leading edge rests on the black roller and the left edge aligns with the highlighted black triangle. Push the upper sensor arm down until it locks into place. Then, slide the media guide so it lightly touches the right edge of the label.



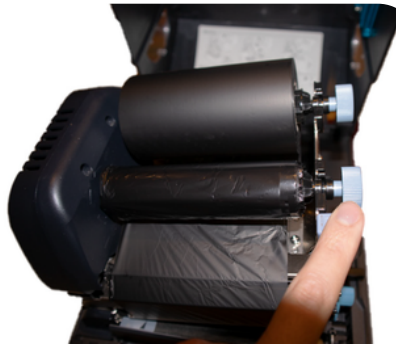
04

With the ribbon carriage open, ensure the horizontal and vertical dials are correctly set for your label type. Suggested settings are provided alongside this guide, in the print dialogue box within Labacus Innovator® and on the top of the label dispenser box.



05

Close the ribbon carriage by pressing down the close button until the head unit locks into position – you'll hear a "click" when it's securely closed.



Your labels are now ready for printing.



Roll Back

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PLEASE NOTE: ALL LABELS ARE SUPPLIED IN A CUSTOM-MADE DISPENSER BOX – DO NOT REMOVE THE LABELS FROM THIS BOX.

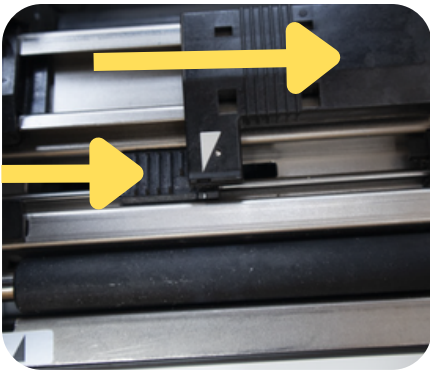
! When there are no guides or sensor holes in the release liner, always position the top and bottom sensors in the middle of the label being used.

Prolab® Asset Labels

Part number prefix: PAT/01

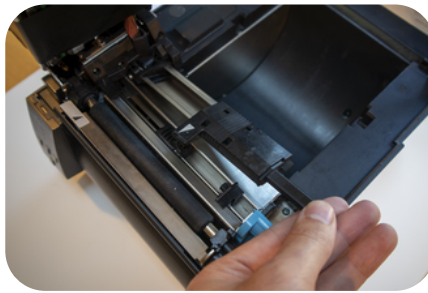
01

Open the ribbon carriage. Push the upper sensor, lower sensor, and media guide all the way to the right.



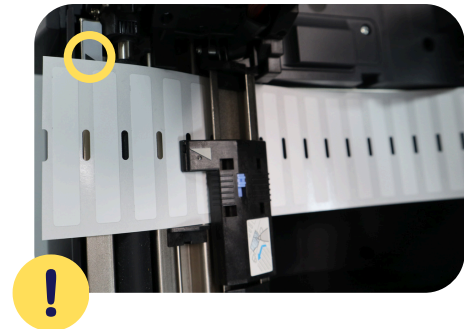
02

Lift the upper sensor arm up.



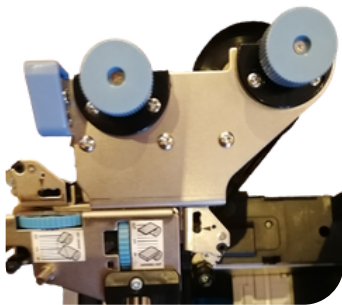
03

Pull the labels through until the leading edge rests on the black roller and the left edge aligns with the highlighted black triangle. Push the upper sensor arm down until it locks into place. Then, slide the media guide so it gently touches the right edge of the label.



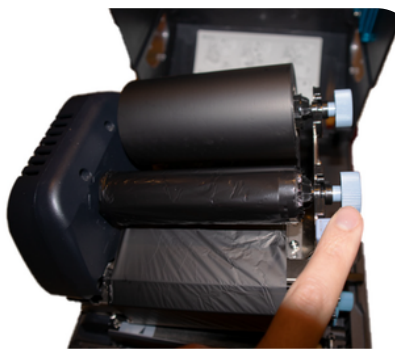
04

With the ribbon carriage open, ensure the horizontal and vertical dials are correctly set for your labels. Suggested settings are provided alongside this guide, in the print dialogue box within Labacus Innovator® and on the top of the label dispenser box.



05

Close the ribbon carriage by pressing down the close button until the head unit locks into position – you'll hear a "click" when it's securely closed.



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These labels have sensor holes. Position the sensors in the centre of the label in use

Prolab[®] Raised Profile Labels

Part number prefix: PRPL

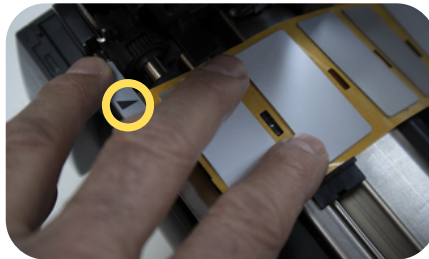
01

Open the ribbon carriage and lift the upper sensor arm into the upright position.



02

Pull the labels through until the leading edge rests on the black roller and the left edge aligns with the highlighted black triangle. Push the upper sensor arm down until it locks into place. Then, slide the media guide so it gently touches the right edge of the label.



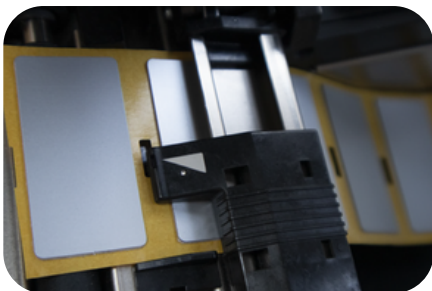
03

Look directly through the gap between the labels and check that the white mark and the three “magic eye” sensors on the lower sensor are visible. If they are not, lift the labels and adjust the lower sensor until they are correctly aligned.



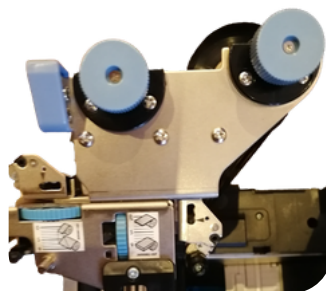
04

Align the upper sensor so that the tip of its white arrow lines up with the white mark on the lower sensor.



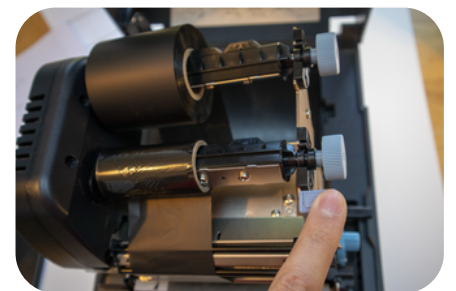
05

With the ribbon carriage open, ensure the horizontal and vertical dials are correctly set for your labels. Suggested settings are provided alongside this guide, in the print dialogue box within Labacus Innovator[®] and on the top of the label dispenser box.



06

Close the ribbon carriage by pressing down the close button until the head unit locks into position – you'll hear a “click” when it's securely closed.



These labels have sensor holes. Position the sensors in the centre of the label in use



PLEASE NOTE: ALL LABELS ARE SUPPLIED IN A CUSTOM-MADE DISPENSER BOX – DO NOT REMOVE THE LABELS FROM THIS BOX.

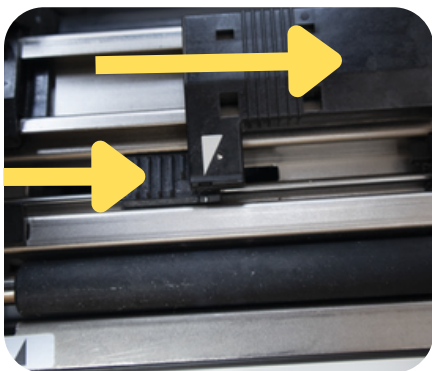
Your labels are now ready for printing.

Prolab[®] Tape / High Performance Tape

Part number prefixes: P/T, P/HPT

01

Open the ribbon carriage. Push the upper sensor, lower sensor, and media guide all the way to the right.



02

Lift the upper sensor arm up.



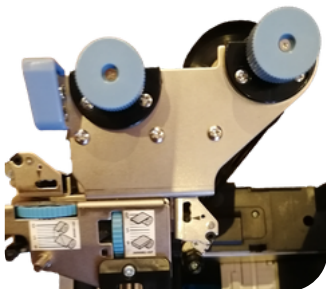
03

Pull the tape through until the leading edge rests on the black roller and the left edge aligns with the highlighted black triangle. Push the upper sensor arm down until it locks into place. Then, slide the media guide so it gently touches the right edge of the tape.



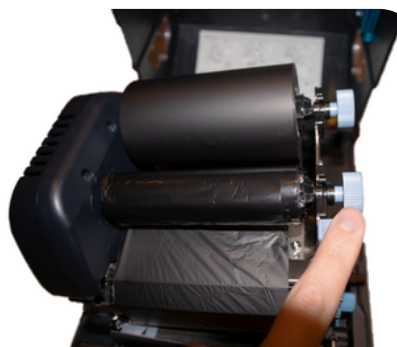
04

With the ribbon carriage open, ensure the horizontal and vertical dials are correctly set for your label type. Suggested settings are provided alongside this guide, in the print dialogue box within Labacus Innovator[®] and on the top of the label dispenser box.



05

Close the ribbon carriage by pressing down the close button until the head unit locks into position – you'll hear a "click" when it is securely closed.



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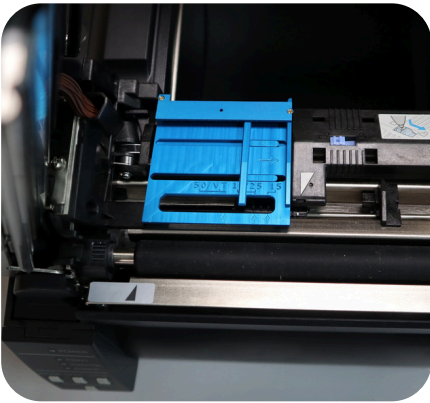
When there are no guides or sensor holes in the release liner, always position the top and bottom sensors in the middle of the label being used.

Endurance® Valve Tags

Part numbers: EVTP1

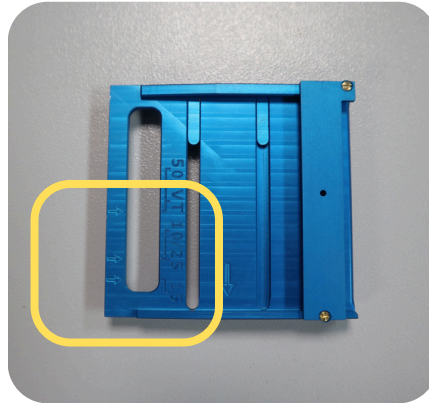
01

Open the ribbon carriage and mount the blue guidance system as shown in the “Mounting the Fox-Flo®/Fox® Guidance System” section on page 16.



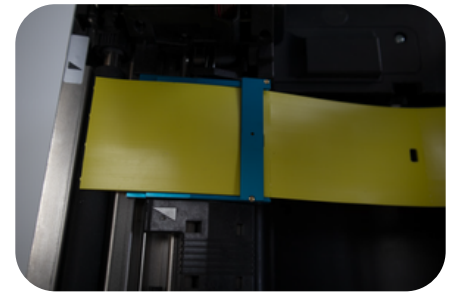
02

When aligning the lower sensor, ensure the white mark on the sensor is lined up with the arrow for the 50mm option labelled ‘VT’.



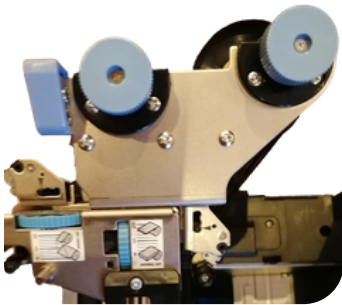
03

Slide the adjustable edge of the guide as far to the left as it will go. Then, pull the labels through until the leading edge rests on the black roller.



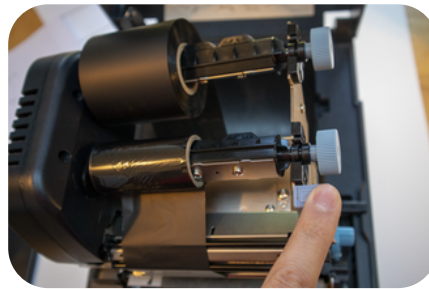
04

With the ribbon carriage open, ensure the horizontal and vertical dials are correctly set for your labels. Suggested settings are provided alongside this guide, in the print dialogue box within Labacus Innovator® and on the top of the label dispenser box.



05

Close the ribbon carriage by pressing down the close button until the head unit locks into position – you’ll hear a “click” when it is securely closed.



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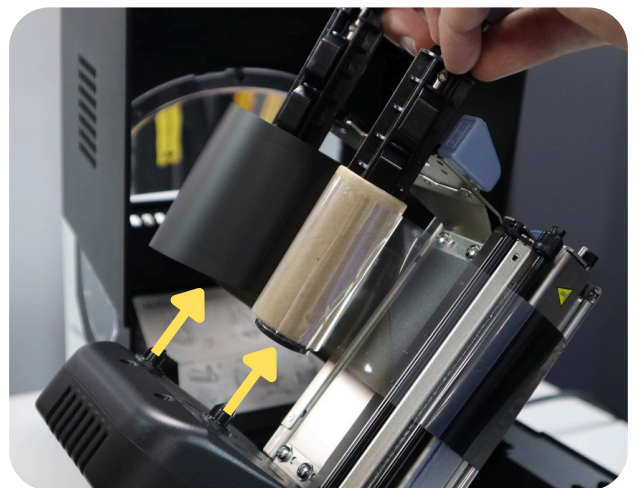
Storage and Transportation

WHETHER IN USE OR NOT IN USE. PLEASE STORE YOUR PRINTER, LABELS AND RIBBON IN A COOL, DRY, DUST-FREE SPACE, NOT IN DIRECT SUNLIGHT. WE RECOMMEND USING OUR FOX-IN-A-BOX® CARRY CASE FOR SECURE TRANSPORTATION.

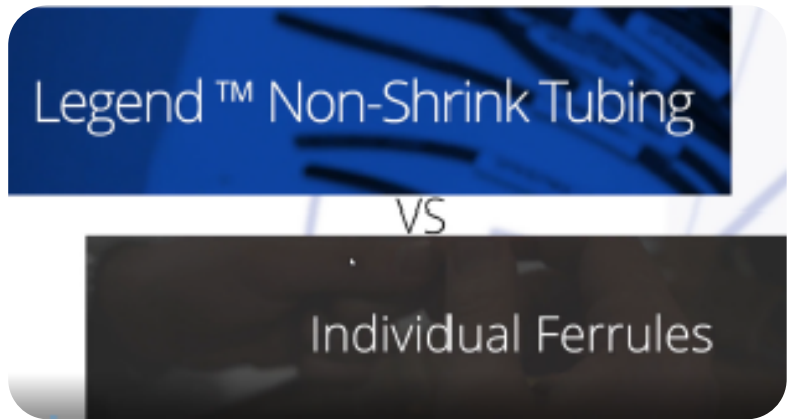
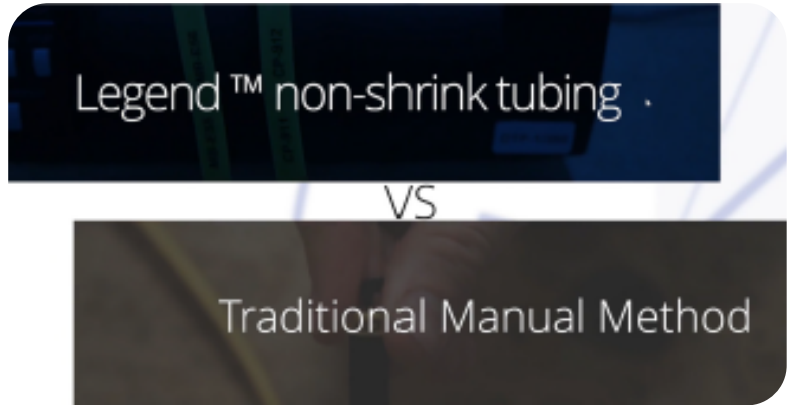
If you're leaving the printer unused overnight or for an extended period, and consumables are still inside, leave the ribbon carriage open. This helps protect the print head. As shown on the right.



Before transporting the printer, remove the thermal ribbon and both ribbon spindles from the ribbon carriage.



Fox-in-a-Box[®] Time Saving



SILVER FOX, IT'S ABOUT TIME[®]

Thermal Ribbon Usage Guide

Available in 25mm, 60mm and 110mm lengths, all are 300m long. Coloured ribbons are available for our full range of cable and equipment labels.

TECHNICAL DATA

Printing method: DTP-1 Printer
 Standard Ribbon: TSR3
 Coloured Ribbon: TSR4

Please see below the number of labels, for each label type, that can be printed with a 300m thermal transfer ribbon.

Please Note: All calculations performed under ideal conditions with zero waste.

*25MM RIBBON IS PROVIDED IN PACKS OF 2 ROLLS.



Fox-Flo® UV Stable LSZH Tie-on	TSR3/300/25*	TSR3/300/60	TSR3/300/110
LCLZ2-5010T	21,818	10909	10909
LCLZ2-7010T	16,000	8,000	8,000
LCLZ1-5015T	12,000	6,000	6,000
LCLZ1-7015T	8,571	4,285	4,285
LCLZ1-9015T	6,666	3,333	3,333
LCLZ1-11015T	5,454	2,727	2,727
LCLZ1-13015T	4,615	2,307	2,307
LCLZ3-5015T	✗	18,000	18,000
LCLZ3-7015T	✗	12,857	12,857
LCLZ3-9015T	✗	9,999	9,999
LCLZ3-11015T	✗	8,181	8,181
LCLZ3-13015T	✗	6,923	6,923
LCLZ1-5025T	12,000	6,000	6,000
LCLZ1-7025T	8,571	4,285	4,285
LCLZ1-9025T	6,666	3,333	3,333
LCLZ1-11025T	5,454	2,727	2,727
LCLZ1-13025T	4,615	2,307	2,307
LCLZ1-11050T	✗	2,727	2,727
LCLZ1-13050T	✗	2,307	2,307

Thermal Ribbon Usage Guide

Fox Zero Tie-on	TSR3/300/25*	TSR3/300/60	TSR3/300/110
LCZ1-5517T (& -LCZ1-5525T)	10,909	5,455	5,455
LCZ1-6517T (& -LCZ1-6525T)	9,231	4,615	4,615
LCZ1-7517T (& -LCZ1-7525T)	8,000	4,000	4,000
LCZ1-8517T (& -LCZ1-8525T)	7,059	3,529	3,529
LCZ1-9517T (& -LCZ1-9525T)	6,316	3,158	3,158
LCZ1-10517T (& -LCZ1-10525T)	5,714	2,857	2,857
LCZ1-11517T (& -LCZ1-11525T)	5,217	2,609	2,609
LCZ1-12517T (& -LCZ1-12525T)	4,800	2,400	2,400

Fox® Tie-on	TSR3/300/25*	TSR3/300/60	TSR3/300/110
LCP1-6015T (& -6025T)	10,000	5,000	5,000
LCP1-8015T (& -8025T)	7,500	3,750	8,000
LCP1-10015T (& -10025T)	6,000	3,000	3,000
LCP1-12015T (& -12025T)	5,000	2,500	2,500
LCP1-6050T	✗	5,000	5,000
LCP1-8050T	✗	3,750	8,000
LCP1-10050T	✗	3,000	3,000
LCP1-12050T	✗	2,500	2,500

All Legend™ Heatshrink and Non-Shrink Rolls	TSR3/300/25*		TSR3/300/60		TSR3/300/110	
	2 Rolls	1 Roll	2 Rolls	1 Roll	2 Rolls	
Label Length						
10mm	60,000	30,000	60,000	30,000	60,000	
25mm	24,000	12,000	24,000	12,000	24,000	
50mm	12,000	6,000	12,000	6,000	12,000	
75mm	8,000	4,000	8,000	4,000	8,000	
100mm	6,000	3,000	6,000	3,000	6,000	

Legend™ Tie-on	TSR3/300/25*	TSR3/300/60	TSR3/300/110
LS6013T	✗	5,000	5,000
LM9013T	✗	✗	3,333
LXL9020T	✗	✗	3,333

Thermal Ribbon Usage Guide

Legend™ 2-Part System	TSR3/300/25*	TSR3/300/60	TSR3/300/110
L8/20T	✗	43,240	43,240
L8/30T	✗	32,432	32,432
L8/50T	✗	21,048	21,048

Legend™ LSZH Ladder Heatshrink	TSR3/300/25*	TSR3/300/60	TSR3/300/110
LHLZ/C/L50/2.4-1.2T	✗	33,251	33,251
LHLZ/C/L50/3.2-1.6T	✗	27,135	27,135
LHLZ/C/L50/4.8-2.4T	✗	22,959	22,959
LHLZ/C/L50/6.4-3.2T	✗	19,760	19,760
LHLZ/C/L50/9.5-4.8T	✗	13,559	13,559
LHLZ/C/L50/12.7-6.4T	✗	11,464	11,464
LHLZ/C/L50/19.1-9.5T	✗	8,053	8,053
LHLZ/C/L50/25.4-12.7T	✗	6,203	6,203
LHLZ/C/L50/38.1-19.1T	✗	4,379	4,379
LHLZ/C/L25X2/2.4-1.2T	✗	66,502	66,502
LHLZ/C/L25X2/3.2-1.6T	✗	54,270	54,270
LHLZ/C/L25X2/4.8-2.4T	✗	45,918	45,918
LHLZ/C/L25X2/6.4-3.2T	✗	39,520	39,520
LHLZ/C/L25X2/9.5-4.8T	✗	27,118	27,118
LHLZ/C/L25X2/12.7-6.4T	✗	22,928	22,928
LHLZ/C/L25X2/19.1-9.5T	✗	16,106	16,106
LHLZ/C/L25X2/25.4-12.7T	✗	12,406	12,406
LHLZ/C/L25X2/38.1-19.1T	✗	8,758	8,758

Prolab® Wrap-around	TSR3/300/25*	TSR3/300/60	TSR3/300/110
PSA1/05/2508T	✗	✗	40,000
PSA1/06/2519T	✗	✗	25,528
PSA1/07/2512T	✗	✗	30,000
PSA1/07/5012T	✗	✗	15,000
PSA1/08/2524T	✗	✗	24,000

Thermal Ribbon Usage Guide

Legend™ Premium Ladder Heatshrink	TSR3/300/25*	TSR3/300/60**	TSR3/300/110
LHS/L50/3-1T	✗	29,880	29,880
LHS/L50/4.8-1.6T	✗	22,988	22,988
LHS/L50/6-2T	✗	19,823	19,823
LHS/L50/9-3T	✗	13,574	13,574
LHS/L50/12-4T	✗	11,489	11,489
LHS/L50/18-6T	✗	8,064	8,064
LHS/L50/24-8T	✗	6,215	6,215
LHS/L50/39-13T	✗	4,255	4,255
LHS/L25X2/3-1T	✗	59,760	59,760
LHS/L25X2/4.8-1.6T	✗	45,976	45,976
LHS/L25X2/6-2T	✗	39,646	39,646
LHS/L25X2/9-3T	✗	27,148	27,148
LHS/L25X2/12-4T	✗	22,978	22,978
LHS/L25X2/18-6T	✗	16,128	16,128
LHS/L25X2/24-8T	✗	12,430	12,430
LHS/L25X2/39-13T	✗	8,510	8,510

**PRINTING LADDER HEATSHRINK WITH THE 60MM RIBBON REQUIRES PRECISE RIBBON POSITIONING.

Prolab® Raised Profile	TSR3/300/25*	TSR3/300/60	TSR3/300/110
PRPL/2512T	35,294	17,647	17,647
PRPL/4015T	✗	15,000	15,000
PRPL/5025T	✗	10,000	10,000

Prolab® Asset Label	TSR3/300/25*	TSR3/300/60	TSR3/300/110
PAT/01/5025T	✗	9,449	9,449
PAT/01/6010T	✗	18,898	18,898
PAT/02/4823/T	✗	10,714	10,714

Prolab® Valve Tags	TSR3/300/25*	TSR3/300/60	TSR3/300/110
EVTP1-6050T	✗	5,000	5,000
EVTP1-8050T	✗	3,750	3,750

Thermal Ribbon Usage Guide

Prolab® Patch Panel Module	TSR3/300/25*	TSR3/300/60	TSR3/300/110
(PPA or PPN)/56/05/TW(25x1)	✗	414	414
(PPA or PPN)/56/06/TW(25x1)	✗	362	362
(PPA or PPN)/56/07/TW(25x1)	✗	310	310
(PPA or PPN)/56/08/TW(25x1)	✗	259	259
(PPA or PPN)/56/09/TW(25x1)	✗	207	207
(PPA or PPN)/56/10/TW(25x1)	✗	207	207
(PPA or PPN)/56/15/TW(25x1)	✗	155	155
(PPA or PPN)/56/20/TW(25x1)	✗	103	103
(PPA or PPN)/56/25/TW(25x1)	✗	103	103
(PPA or PPN)/56/50/TW(25x1)	✗	51	51

CALCULATED USING THE NUMBER OF 1U PATCH PANELS PRINTED UNDER IDEAL CONDITIONS (19 INCHES OR 482.6MM)

Prolab® Fibre Optic Flag	TSR3/300/25*	TSR3/300/60	TSR3/300/110
PF/1020TW	21,816	10908	10908

Prolab® Tape & Prolab® High Performance Tape Label Length	TSR3/300/25*	TSR3/300/60	TSR3/300/110
25mm	✗	12,000	12,000
50mm	✗	6,000	6,000
100mm	✗	3,000	3,000
125mm	✗	2,400	2,400
150mm	✗	2,000	2,000
200mm	✗	1,500	1,500
250mm	✗	1,200	1,200
300mm	✗	1,000	1,000
400mm	✗	750	750
500mm	✗	600	600
600mm	✗	500	500

Troubleshooting

Below is a list of the most common issues that are experienced when printing thermal labels. If you still require assistance then you can contact our Technical Team free-of-charge (the contact details are on front page of this document).

I can't see the Silver Fox DTP1/300 Printer on my PC.

You may need to ask your IT Department to allow you read/write access to the folder and sub folders (including hidden folders) in the following directory on your PC: C:\Silver Fox. You may also need to ask them for you **to have access to manage the printer and documents for the DTP-1 Thermal Printer.**

The Labels are not printing

Check the printer is switched on and powered and that the USB printer lead attached to the PC.

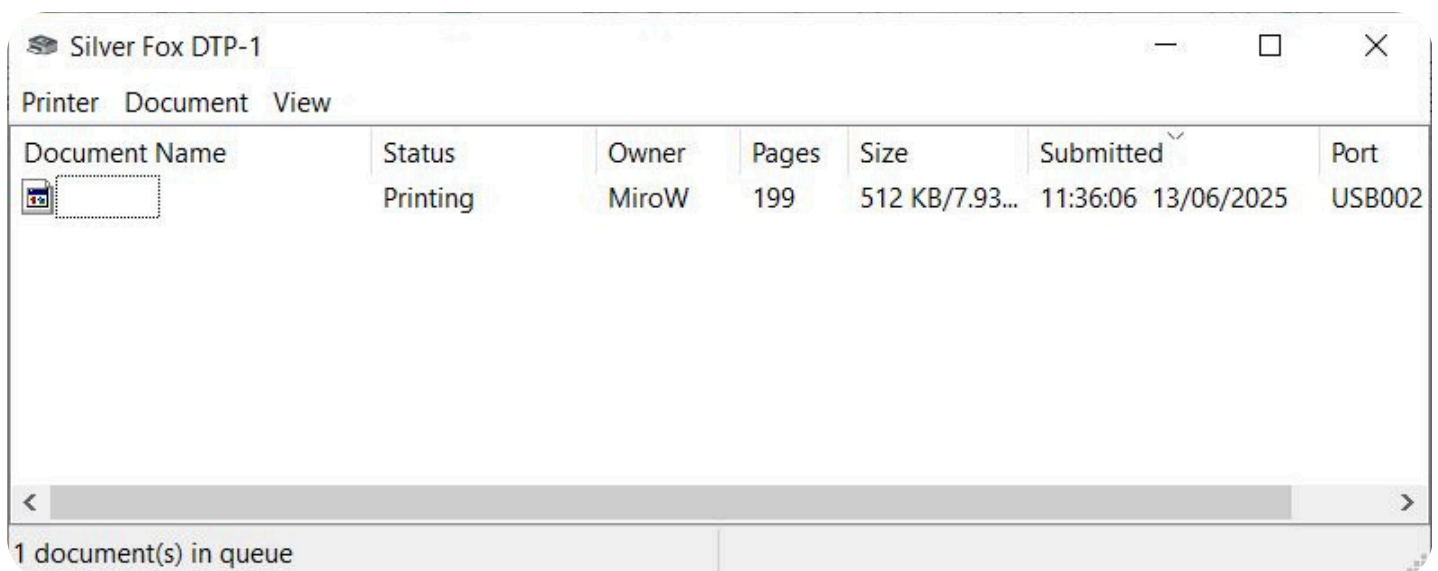
Check that the printer was switched on and powered and the USB printer lead attached to the PC before the software was started. Restart the software once the printer is connected properly.

Check that the Ribbon is installed correctly. - See page 10

If printing heatshrink/non-shrink rolls make sure they are in the correct part of the Guidance System. - See page 19

The lights on the front of the printer are flashing. The printer lights are flashing on page 34 for more information.

Check that there are no files stuck in the Print Queue. -File > Show Printers and Devices Window. Right-click on the 'Silver Fox DTP-1' printer then select 'See what's printing'. If there are jobs there then 'Printer > Cancel all documents'. Once the queue is empty, ensure that the printer is switched on and connected to the pc then try to print again.



The Labels are not printing

Please Note: For best results we recommend that the printer is switched on and connected to the PC before starting the software. If this issue occurs then:

Troubleshooting

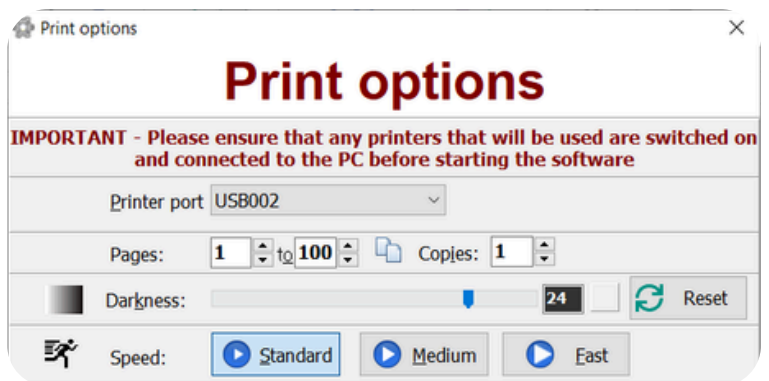
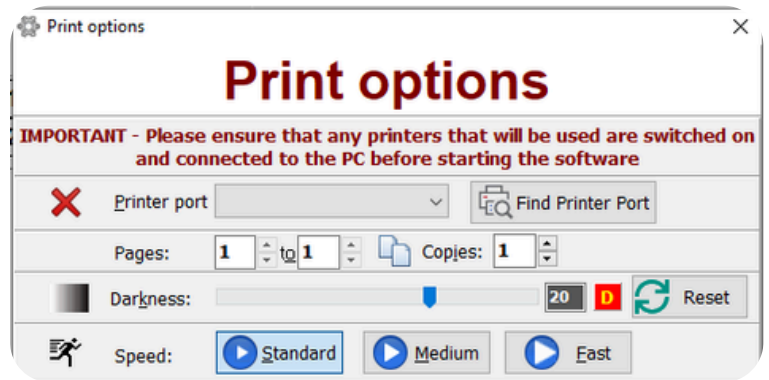
The printer port is not displayed in the print options box

Please Note: For best results we recommend that the printer is switched on and connected to the PC before starting the software:

1. Save the Job then close the software.
2. Switch on and connect the printer.
3. Start the software then open the saved Job.
4. Try printing again.
5. If the issue still occurs then try the actions below:

If the printer port is not displayed in the print options box, firstly ensure that the printer is switched on and connected to the PC then click on 'Identify port now'.

The printer should then be detected and the identified port displayed, you can now proceed to print:



The printer lights are flashing

The chart below shows the alarm and error indications and shows the usual causes for these:

Print LED	Condition LED	Error LED	Possible Cause
OFF	OFF	OFF	The STOP button has been pressed
Slow Flashing	Slow Flashing	OFF	Abnormal head temperature
OFF	OFF	Rapid Flashing	Head open
OFF	OFF	Slow Flashing	Media end
OFF	Slow Flashing	Slow Flashing	Media out (media location can't be detected)
OFF	Slow Flashing	Slow Flashing	Abnormal head resistance
OFF	Slow Flashing	Slow Flashing	Ribbon feed error
OFF	Slow Flashing	Slow Flashing	Ribbon end

The labels are not printing in the right position

Check that the labels been set up as described in this guide.

You may need to Fine Tune the labels (Refer to the Graphical Fine Tune video in Labacus Innovator®)

Laser Printable Options

UK & ROW:



US:



For more information and to discuss your needs please contact our sales team on:
+44 (0)1707 373 727 or email sales@silverfox.co.uk

Important Information

Important Safety Instructions:

- Read all of these instructions and save them for later reference.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near water.
- Do not place this product on an unstable cart, stand or table. The product may fall, causing serious damage to the product.
- Slots and openings on the cabinet and the back or bottom are provided for ventilation. To ensure reliable operation of the product
- And to protect it from overheating, do not block or cover these openings. The openings should never be blocked by placing the product on a bed, sofa, rug or other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
- This product should be operated from the type of power source indicated on the marking label. If you are not sure of the type of power available, consult your dealer or local power company.
- This product is equipped with a three-pronged plug, a plug having a third (grounding) pin. This plug will only fit into a grounding-type power outlet. This is a safety feature. If you are unable to insert the plug into the outlet, contact your electrician to replace your obsolete outlet. Do not defeat the safety purpose of the grounding-type plug.
- Do not allow anything to rest on the power cord. Do not locate this product where the cord will be walked on.
- If an extension cord is used with this product, make sure that the total of the ampere ratings on the products plugged into the extension cord do not exceed the extension cord ampere rating. Also, make sure that the total of all products plugged into the wall outlet does not exceed 15 amperes for 120V outlet and 7.5 amperes for 220V-240V outlet.
- Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- Except as explained elsewhere in this manual, don't attempt to service this product yourself. Opening and removing those covers that are marked "Do Not Remove" may expose you to dangerous voltage points or other risks. Refer all servicing on those compartments to service personnel.
- The mains plug on this equipment must be used to disconnect mains power. Please ensure that the socket outlet is installed near the equipment and shall be easily accessible.
- Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 1. When the power cord or plug is damaged or frayed.
 2. If liquid has been spilled into the product.
 3. If the product has been exposed to rain or water.
 4. If the product does not operate normally when the operating instructions are followed. Adjust only those controls that are covered by the operating instructions since improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
 5. If the product has been dropped or the cabinet has been damaged.
 6. If the product exhibits a distinct change in performance, indicating a need for service.

Important Information

The following certifications are dependent on region and the printer supplied.

Compliance Statement for European Users

CE marking shows conformity to the following criteria and provisions:

Low Voltage Directive (2006/95/EC, formerly 73./23/EEC)/EN60950-1

EMC Directive (2004/108/EC, formerly 89/336/EEC)/EN55022, EN55024, EN61000-3-2 & EN61000-3-3

GS Mark Statement

This product has been tested under EN ISO 7779 and has an acoustic level output no higher than 55db(A). This device is not intended for use at a video workstation in compliance with Bildscharb V.

This device is not intended for use in the direct field of view at visual display workspaces. To avoid incommoding reflections at visual display workstations this device must not be placed in the direct field of view.

FCC Compliance Statement for American Users

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

EMI Compliance for Canadian Users

This Class A digital apparatus complies with Canadian ICES-003.

This equipment generates and uses radio frequency energy and used properly that is, in strict accordance with the manufacturer's instructions, may cause interference to radio and television reception. This digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. This equipment is designed to provide reasonable protection against such interference in a residential installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antennae.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Use the shielded cables to connect this device to computers.

Any changes or modifications not expressly approved by the grantee of this device could void the user's authority to operate the equipment.

Etat De Conformite EMI A L'usage Des Utilisateurs Canadiens

Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada.

Cet équipement produit et utilise l'énergie à radiofréquences et s'il n'est pas installé et utilisé correctement, c'est à dire en accord strict avec les instructions du fabricant, il risque de provoquer des interférences avec la réception de la radio et de la télévision.

Le présent appareil numérique n'émet pas de bruits radio électriques dépassant les limites applicables aux appareils numériques de la classe A prescrites dans le Règlement sur le brouillage radioélectrique édicté par le ministère des Communications du Canada.

Cet équipement est conçu pour fournir une protection satisfaisante contre de telles interférences dans une installation résidentielle. Cependant, il n'y a pas de garantie contre les interférences avec les réceptions radio ou télévision, provoquées par la mise en et hors circuit de l'équipement; aussi, il est demandé à l'utilisateur d'essayer de corriger l'interférence par l'une ou plus des mesures suivantes:

Réorienter l'antenne de réception. Installer l'ordinateur autre part, par égard pour le récepteur. Brancher l'ordinateur dans une prise de courant différente de façon à ce que l'ordinateur et le récepteur soient branchés sur des circuits différents

Important Information

WEEE MARK

En

If you want to dispose this product, do not mix with general household waste. There is a separate collection systems for used electronics products in accordance with legislation under the WEEE Directive (Directive 2002/96/EC) and is effective only within European Union.

Ge

Wenn Sie dieses Produkt entsorgen wollen, dann tun Sie dies bitte nicht zusammen mit dem Haushaltsmüll. Es gibt im Rahmen der WEEE-Direktive innerhalb der Europäischen Union (Direktive 2002/96/EC) gesetzliche Bestimmungen für separate Sammelsysteme für gebrauchte elektronische Geräte und Produkte.

Fr

Si vous souhaitez vous débarrasser de cet appareil, ne le mettez pas à la poubelle avec vos ordures ménagères. Il existe un système de récupération distinct pour les vieux appareils électroniques conformément à la législation WEEE sur le recyclage des déchets des équipements électriques et électroniques (Directive 2002/96/EC) qui est uniquement valable dans les pays de l'Union européenne.

Sp

Si desea deshacerse de este producto, no lo mezcle con residuos domésticos de carácter general. Existe un sistema de recogida selectiva de aparatos electrónicos usados, según establece la legislación prevista por la Directiva 2002/96/CE sobre residuos de aparatos eléctricos y electrónicos (RAEE), vigente únicamente en la Unión Europea.

It

Se desiderate gettare via questo prodotto, non mescolatelo ai rifiuti generici di casa. Esiste un sistema di raccolta separato per i prodotti elettronici usati in conformità alla legislazione RAEE (Direttiva 2002/96/CE), valida solo all'interno dell'Unione Europea.

Du

Deponer dit product niet bij het gewone huishoudelijk afval wanneer u het wilt verwijderen. Er bestaat ingevolge de WEEE-richtlijn (Richtlijn 2002/96/EG) een speciaal wettelijk voorgeschreven verzamelstelsel voor gebruikte elektronische producten, welk alleen geldt binnen de Europese Unie

Da

Hvis du vil skille dig af med dette produkt, må du ikke smide det ud sammen med dit almindelige husholdningsaffald. Der findes et separat indsamlingssystem for udtjente elektroniske produkter i overensstemmelse med lovgivningen under WEEE-direktivet (direktiv 2002/96/EC), som kun er gældende i den Europæiske Union.

Por

Se quiser deitar fora esta produto, não o misture com o lixo comum. De acordo com a legislação que decorre da Directiva REEE - Resíduos de Equipamentos Eléctricos e Electrónicos (2002/96/CE), existe um sistema de recolha separado para os equipamentos electrónicos fora de uso, em vigor apenas na União Europeia.

Pol

Jeżeli zamierzasz pozbyć się tego produktu, nie wyrzucaj go razem ze zwykłymi domowymi odpadkami. Według dyrektywy WEEE (Dyrektywa 2002/96/EC) obowiązującej w Unii Europejskiej dla używanych produktów elektronicznych należy stosować oddzielne sposoby utylizacji.

Terms & Conditions

1. General

- 1.1 "Buyer" means the person ordering goods or services from the Company.
- 1.2 "Company" means Silver Fox Limited, Swallow Court, Swallowfields, Welwyn Garden City, Hertfordshire, AL7 1SA. "Goods" means the products which the Company is to supply subject to these terms including any part or parts of them.
- 1.3 Telephone, email and postal orders: an order placed by telephone, email or post shall only be deemed to be accepted when the Company dispatches the Goods, at which point a contract shall come into existence on these terms.
- 1.4 Website orders: if an order is placed via the Company's website, the Company will send an automatic order acknowledgement. However, this does not mean that the order has been accepted. The order will only be deemed accepted when the Company dispatches the Goods at which point a contract shall come into existence on these terms.
- 1.5 These terms shall apply to the contract to the exclusion of any other terms that the Buyer may seek to impose or incorporate, or which are implied by trade, custom, practice or course of dealing. The Company's Privacy Policy and Cookies Policy (as published on the Company's website from time to time) also apply in respect of all orders placed via the Company's website.
- 1.6 No waiver, alteration or modification of these terms shall be binding unless in writing expressly incorporated and signed by a Director or the Secretary of the Company. No failure or delay by the Company to exercise any right or remedy shall constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict the further exercise of that or any other right or remedy.
- 1.7 The Company's employees and agents are not authorised to make any representation concerning the Goods unless confirmed by the Company in writing. The Buyer hereby waives any rights in breach of any representations not in writing.
- 1.8 The use and application of the Goods is entirely at the Buyer's risk. It is the responsibility of the Buyer to satisfy itself that the Goods are suitable for the Buyer's intended purpose.
- 1.9 The Company reserves the right to adjust dimensions and/or make any changes in the specification of Goods at any time which are considered by the Company not to materially affect their quality or performance. The Company reserves the right at all times to alter unit quantities of any Goods and to supply Goods in multiples of unit quantity at its discretion and to invoice accordingly.
2. **Price**
- 2.1 The price of Goods shall be the price quoted or, where no price is quoted, the Company's normal selling price of the Goods at the date of acceptance of the order.
- 2.2 The Company's website contains a large number of products. It is always possible that, despite the Company's reasonable efforts, some of the products on the website may be incorrectly priced. If the Company discovers an error in the price of Goods that have been ordered via the website, the Company will contact the Buyer to inform them of this error and give the Buyer the option of continuing to purchase the Goods at the correct price or cancelling the order.
- 2.3 At any time prior to delivery the Company may give notice to the Buyer of an increase in price of the Goods to reflect any increase in cost of the Goods to the Company due to any factor beyond the control of the Company.
- 2.4 If, after the date of an order and before delivery of the order, there is an increase in the price of the Goods, then this increase in price shall be charged to and paid by the Buyer.
- 2.5 Quotations are subject to acceptance within 30 days from the date of quotation and may be withdrawn at any time, whether or not an order has been placed.
- 2.6 The Company is under no obligation to supply the Buyer with price lists.
- 2.7 Except as otherwise stated herein or agreed in writing all prices are quoted Free Carrier FCA (as defined in the Incoterms) from the Company's premises and the Buyer is liable to pay the charges for transport, packing and insurance. If the Company agrees in writing as part of the order to arrange for the Goods to be transported to the Buyer, the Goods will be transported at the Buyer's risk and the Buyer is responsible for insuring the Goods.
- 2.8 All prices are exclusive of V.A.T and any other applicable purchase tax which shall be payable by the Buyer in addition to the price of the Goods at the applicable rate.
- 2.9 If any provision of these terms is held by any competent tribunal or arbitrator to be invalid or unenforceable in the whole or in part the validity of the other provisions of these terms and the remainder of the provision in question shall not be affected.

3. Settlement Terms

- 3.1 The Company may invoice the Buyer at any time on or after the

dispatch of the Goods and the Buyer shall pay the price stated on the invoice plus any applicable VAT. Dependent on the value of the order, credit may be given up to 30 days from date of invoice, subject to satisfactory (i) credit application (ii) trade references and/ or credit reports. Silver Fox reserve the absolute right to close an account due to poor payment record or account becoming dormant.

- 3.2 If Goods are ordered via the Company's website, the Buyer may be required to make payment in full at the time the order is placed. If the Company is unable for any reason to supply Goods ordered:
 - a) the Company will inform the Buyer and will not process the order; and
 - b) if the Buyer has already paid for the Goods, the Company will refund the full amount paid (including any delivery costs charged) as soon as possible.
- 3.3 If the Goods are to be collected by the Buyer or if the Buyer wrongfully fails to take delivery of the Goods, the Company shall be entitled to invoice the Buyer for the price at any time after the Company has notified the Buyer that the Goods are ready for collection or (as the case may be) the Company has tendered delivery of the Goods.
- 3.4 The Company may issue monthly statements of account. The Company will not enter into any correspondence relating to disputes arising therefrom unless such disputes are submitted in writing to the credit controller of the Company within 14 days of the date of a disputed monthly statement.
- 3.5 The Company reserves the right to suspend deliveries and to revoke any other trading benefits for non-compliance with payment terms.
- 3.6 The Company reserves the right to impose a late payment charge on invoices not settled within the period stated in clause 3.1 at the rate of 3% of the invoice total per month or part thereof and may compound such interest charges on a monthly basis.
4. **Title**
- 4.1 Title to the Goods shall not pass to the Buyer until it makes full payment for the Goods or resells the Goods, whichever is the earlier.
- 4.2 Until title passes, the Buyer will not interfere with or remove any packaging or identification marks or batch numbers which identify the Goods as the Company's property and the Buyer shall store Goods separately or label them so that they can be identified as belonging to the Company. The Company has the right to enter any premises where the Goods are stored to verify this.
- 4.3 If, before title passes, the Buyer becomes insolvent, is declared bankrupt or makes any proposal to his creditors for any composition or voluntary arrangement or, if the Buyer is a company, an administrator, supervisor, administrative receiver or liquidator is appointed in respect of its business, the Buyer's right to use or resell the Goods shall terminate and the Company has the right to enter any premises where the Goods are to recover them and may, if necessary, detach or remove the Goods or any part of them from anything to which they may be attached.
5. **Deliveries**
- 5.1 Delivery dates are approximate and time for delivery shall not be of the essence. The Company shall not be liable for any loss, penalties or damage, direct or indirect, occasioned by delayed delivery and in no case shall delay be a ground for rejecting Goods.
- 5.2 All offers of Goods from stock are subject to Goods remaining unsold at the time of receipt of order.
- 5.3 Where Goods are delivered in instalments, each delivery shall constitute a separate contract and is bound by our standard **Settlement Terms**. Delay or failure to deliver any instalment shall not entitle the Buyer to treat the Contract as a whole, as repudiated.
- 5.4 The Buyer must notify the Company of any non-delivery or delivery of an incorrect quantity of Goods within 10 working days of the date of delivery. If the Buyer fails to do this, it shall not be entitled to a credit in respect of such non-delivery or delivery of an incorrect quantity.
- 5.5 If the Company fails to deliver the Goods for a reason other than any cause beyond the Company's reasonable control or the fault of the Buyer, the Company's liability to the Buyer shall be limited to the excess (if any) of the cost to the Buyer (in the cheapest available market) of similar goods to replace those not delivered over the price of the Goods.
- 5.6 If the Buyer fails to call for or take delivery of the Goods the Company may store the Goods until actual delivery for the reasonable cost of storage or sell the Goods at the best price readily obtainable and (after deducting all reasonable storage and selling expenses) account to the Buyer for the excess over the contract price or charge the Buyer for any shortfall below that price.
- 5.7 Risk of damage to and loss of the Goods will pass to the Buyer:
 - a) if Free Carrier FCA, after the Company loads Goods onto the delivery vehicle at the Company's premises; or
 - b) if the Goods are to be delivered to the Buyer (or their customer), at the time of delivery (or, if the Buyer wrongfully fails to take

Terms & Conditions

delivery of the Goods, at the time when the Company first attempts to deliver them).

6. Return of Goods and cancellation of orders

- 6.1 In the event that the Buyer mistakenly orders or the Company supplies the wrong Goods, the Goods may, subject to clause 6.2, be returned and replaced as follows:
- the Buyer must advise the Company of the error within 48 hours of receipt of the Goods and, in the case of mistakenly ordered goods, obtain the prior written agreement of a director of the Company to exchange the Goods;
 - the Buyer must return the Goods properly and securely packaged in their original state, condition and packaging to the Company by pre-paid carrier service or otherwise as the Company directs within 10 working days;
 - if the Goods were incorrectly ordered, the Buyer must pay the costs of delivery (of the original and any replacement Goods), of return, a re-stocking charge and any price difference between the original and any replacement Goods;
 - if the Goods were mistakenly supplied, the Company will pay the costs of return (such costs not to exceed the original cost of delivery of the Goods), and the delivery costs of the replacement Goods.
- 6.2 The Buyer may not cancel a mistaken order for: (i) Goods which have to be manufactured or made up specially (whether in the Company's sales literature or otherwise); (ii) Goods which are not the Company's current stock; or (iii) Goods supplied by a third party.
- ## 7. Defective Goods and liability
- 7.1 The Company undertakes reasonable product testing (for details see Product Testing Datasheets). However, if any defect or failure occurs then the following clause sets out the only remedies available to the Buyer.
- 7.2 The Company warrants that, on delivery and for a period of 12 months from the invoice date or 6 months after installation, whichever period is shortest, the Goods will be of satisfactory quality. The Buyer agrees to inspect the Goods on delivery and notify the Company of any obvious defects within 7 working days of delivery.
- 7.3 The Company's liability in respect of any defect in or failure of the Goods is limited to the supply of replacement Goods or the repair of defective Goods provided that:
- the Goods have been used properly used by the Buyer (or their customer);
 - the Goods are returned to the Company (accompanied by a goods return note) and the return has been authorised in advance by a director of the Company in writing; and
 - the defects must arise out of faulty design or the use of faulty materials or bad workmanship on the part of the Company.
- 7.4 The provisions of clause 7.3 shall apply to any repaired or replacement Goods.
- 7.5 Where the Goods consist of labels to be printed by the Buyer (or their customer), the warranty in clause 7.2 only applies if the Buyer (or their customer) uses: (i) for thermal labels, the printer and ribbon recommended and supplied by the Company; and (ii) for all other labels, a printer in good order together with a toner cartridge supplied by the printer manufacturer. The Company accepts no liability for defects or failure in labels printed by the Buyer (or their customer) other than in accordance with these requirements.
- 7.6 In respect of Goods not of the Company's manufacture the Manufacturer's or Distributor's or Supplier's warranties will apply. These warranties extend only to repair or replacement, at the option of the Manufacturer or Distributor or Supplier, of warranted Goods which are returned, carriage prepaid to the Company by the Buyer and which have been determined by the Company or the Manufacturer or Distributor or Supplier to be defective. These warranties do not apply to any Goods which have been:
- repaired or altered; or
 - subjected to misuse, neglect or accident.
- 7.7 The Company shall have no liability to the Buyer in respect of Goods which do not conform with their specification due to:
- changes or adjustments made by the Company under clause 1.8; or,
 - for Goods not of the Company's manufacture, changes made by third party suppliers which do not materially affect the quality or performance of the Goods.
- 7.8 If the Buyer (or their customer) is aware that Goods are not in conformity with their specification and, notwithstanding, accepts them, the Company shall have no liability.

- 7.9 All other warranties and conditions, whether express or implied, statutory or otherwise as to quality or fitness of the Goods for any purpose are hereby excluded.
- 7.10 A warranty claim shall not be valid unless received by the Company within 30 days following discovery of the fault and shall not in any case be valid unless submitted within 12 months of the invoice date or 6 months after installation, whichever period is shortest.
- 7.11 The Company cannot be held responsible for errors in drawings, information, artwork or samples after they have been approved by the Buyer (or their customer).
- 7.12 The Company shall not in any circumstances whatsoever or howsoever arising be liable to the Buyer for any loss of profit or consequential loss arising out of any defect in the Goods supplied by the Company.
- 7.13 The Company does not make any representations or warranties regarding the suitability of any product for particular or specific uses and accepts no liability whatsoever in relation thereto. Any descriptions, statements or representations made by the Company, its agents, re-sellers, distributors or representatives either verbally or in writing in relation to the Goods are made for the sole purpose of giving a general guide as to the use of the Goods. They shall not form part of the contract nor have any contractual force. Where the Buyer acts as a re-seller, agent, distributor or sales representative of the Company, the Buyer may not make any warranties or representations to purchasers in relation to the Goods on the Company's behalf beyond the warranties set out in clause 7 of these terms.
- 7.14 The Buyer acknowledges that whether the Goods have or have not been developed to meet its individual requirements, the use and type of application required of the Goods is entirely at the Buyer's risk. It is the sole responsibility of the Buyer to carry out any necessary tests or due diligence to satisfy itself that the Goods (including in particular any third party products to be supplied by the Company) are suitable for the Buyer's (or their customer's) intended purpose.
- 7.15 Nothing in these terms shall limit or exclude the Company's liability for (a) death or personal injury caused by its negligence or (b) fraud or fraudulent misrepresentation.
- ## 8. Intellectual Property
- 8.1 The Buyer shall hold the Company harmless against any loss, damage or expense resulting from infringement of patents or trademarks arising from compliance by the Company with the Buyer's design, specifications or instructions.
- 8.2 The Buyer may not (and shall ensure that their customer does not) alter or remove any references to the Company's name, trademarks or branding featured on the Goods or rebrand any Goods supplied by the Company without express written permission from a director of the Company.
- ## 9. Statutory Observance
- The Company shall be relieved of all liability whatsoever and to the extent to which fulfilment of its obligations is prevented, frustrated or impeded as a consequence of conforming to any statute, or any rule, regulation, order or requisition made thereunder, or by any cause beyond its control.
- ## 10. Health and Safety at Work Act etc.
- The Company cannot accept any liability whatsoever for any misuse of Goods. For these purposes "Misuse" shall include but without limitation the handling of Goods by persons not suitably trained or skilled or qualified or in a manner which is contrary to best practice in the relevant industry.
- ## 11. Proper Law and Jurisdiction
- These terms shall be interpreted in accordance with English Law and the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these terms.
- ## 12. GDPR
- 12.1 The General Data Protection Regulations gives you certain rights including a right to request a copy of your Information and to have inaccurate Information corrected.
- 12.2 If you have any comments, questions or requests please e-mail sales@silverfox.co.uk. For more information on data protection legislation and related matters please visit the Information Commissioner's website at www.ico.org.uk.
- 12.3 We may contact you regarding our products and services from time to time on the basis of legitimate Interest. You have the right to opt out of these communications, if you would like to do this please send an email to optout@silverfox.co.uk.

End User Licence Agreement

IMPORTANT-READ CAREFULLY: This End-User Licence EULA ("EULA") is a legal agreement between you as the End User (as defined in the General Conditions and being either an individual or a single entity) and Silver Fox Limited ("SFL") for the Software (as defined in the General Conditions and being the SFL software package provided to the End User). By clicking on the "Accept" button, the End User agrees to be bound by the terms of this EULA. If the End User does not agree to the terms of this EULA, it may not install or use the Software.

SPECIAL CONDITIONS

Different provisions apply depending on whether the Software Licence to the End User is the Lite (Freeware) version (see (1) below), the Basic version, the Advanced version, or the Professional Version (see (2) below), the Professional Satellite Version (see (3) below) or a Branded Product version (see (5) below).

Operating System Requirements. This Software requires the following:

Operating System 32-bit/64-bit Microsoft Windows 8.1, 10

Processor 1 GHz higher

Physical Memory (RAM) 1 GB or higher

Hard Disc Space 300 MB

Graphics Monitor SVGA or higher

(1) Labacus Innovator Lite (Freeware) Version

This version is downloadable from SFL's website for free and lasts until expiry, subject to earlier termination for breach under Section 5.2 of the "General Conditions". When it expires, another version can be obtained in the same way.

(2) Labacus Innovator Basic, Advanced and Professional Versions

These are each available for free for 3 individual days of free trial (which need not be used consecutively but may be used separately) and come bundled with the Lite version at download, or on installation.

After all of the 3 individual day trials of the Software are used up, only the Lite (Freeware) version remains available for use. At any time (even not having downloaded the Lite (Freeware) version) the End User may purchase a full licence for the Software, either from SFL or from one of its authorised distributors. At that point the End User will be provided with a set-up key (to allow it to use the Software immediately). Inputting this set-up key enables the End User's PC to automatically generate an activation code unique to that PC. The End User should ensure that it installs the Software on the PC which it intends to use for the Software. The End User will then have up to 14 calendar days to input the full licence key.

On successful input of the set-up key, the End User is prompted to complete a registration form. After completion of this form, the End User must submit using the "submit" button or save this form to their hard drive and email it as an attachment to SFL at support@silverfox.co.uk. For further reference the contact details are:

email: support@silverfox.co.uk or phone +44 (0)1707 37 37 27 (normal working hours GMT).

SFL will send back the full licence key to the End User. When the End User inputs the full licence key into the Software it will provide full use of the Software pursuant to this EULA. If a full licence key is not input the Software reverts to the Lite (Freeware) version at the end of 14 days, until a full licence key is entered.

End User Licence Agreement

This licence will need to be renewed by the End User at regular intervals, and such renewal may be subject to payment of a fee. The End User may be entitled to free updates by prior agreement in writing and subject to compliance with the terms of this licence. These updates are generally available automatically over the internet using the automated web update functionality within the Software. The Software will download the latest version automatically and End User will be prompted to install the updated version at which time they will be required to renew their acceptance of these licence terms. If they do not update their Software via the web then they may approach SFL or be contacted by SFL who will advise on the availability of a new updated version which is subject to renewed acceptance of the licence agreement and which may be subject to the payment of a fee. The licence is subject to earlier termination for breach under Section 5.2 of the "General Conditions".

(3) Labacus Innovator Professional Satellite Version

A Professional Satellite version is also available. This enables any End User of the Professional version to quickly and easily email a "locked job" to any other pc. On receipt of the email the recipient will open the attachment. In order to open the attachment they must have already installed either the Lite (Freeware), or Basic, or Advanced, or Professional version on their pc. Immediately on opening the attachment it will automatically turn whatever version of the Software running on their pc into a Professional Satellite version. In doing this the recipient may view and print the received job but cannot change it. Satellite packages are also made available on the terms of this EULA.

(4) Renewals

SFL may refuse to renew any licence granted under Sections (2) or (3) above if it has reason to believe that the End User is in breach of this EULA or if SFL is no longer supplying or supporting the Software.

(5) Branded Product versions

The End User is also able to download free of charge SFL software geared to third-party branded products as follows:

- a) LabelFlex (derived from Labacus Innovator software with templates geared to Belden users); and
- b) Multicomp Pro (derived from Labacus Innovator software with templates geared to Farnell Multicomp Pro users).

Use of the Branded Product versions is subject to the terms and restrictions set out in this EULA. Where an End User downloads any Branded Product version of the Software from SFL's website or a partner website, or updates a Branded Product version of the Software, the End User may be required to complete an online registration form.

GENERAL CONDITIONS

Save as expressly provided, the provisions below apply to ALL licences of Software.

1. DEFINITIONS

1.1 "Confidential Information" means this EULA, all Software listings, Documentation, information, data drawings, specifications, trade secrets, object code and machine-readable copies of the Software, source code relating to the software, and any other proprietary information that may be supplied to the End User by SFL.

1.2 "Documentation" means any documentation relating to the Software provided by SFL.

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1.3 "End User" means any Person who uses the Software.

1.4 "Person" means any individual, partnership, association, Limited Liability Company, corporation, trust, governmental authority or other entity or legal person.

1.5 "Software" means the version of the SFL software program supplied and licensed by SFL or its partners to the End User together with any updates that SFL makes available from time to time. This EULA applies to all available versions of the Software, including all free and paid for versions of the Software as described in the "Special Conditions". Note that certain terms may be expressly limited to one or more of these versions as set out in the following provisions and in the "Special Conditions" Section above.

2. LICENCE

2.1 The Software

Subject to the End User abiding by the terms and conditions of this EULA, SFL grants to End User a limited, non-exclusive right (with no right to assign or sublicense) to use the Software in accordance with the terms of this EULA, provided the Software (other than the Lite (Freeware) version or any Branded Product version) is used on only one computer at any one time. The End User may, subject to payment of an associated fee, seek prior permission from SFL to transfer a paid for version of the Software from one computer to another, or to seek a further copy of the Software if the original is no longer available to the End User. Depending on the version and level, the Software may also contain technical protection methods to prevent set up of a replacement copy of the Software where the original copy is installed either on that machine, or elsewhere.

SFL also offers multiple licences (for use on an agreed number of computers) by separate agreement in writing with SFL and subject to the terms of this EULA. The End User shall not have any rights to the Software other than those expressly granted under this EULA.

2.2 Documentation Licence

Subject to the End User abiding by the terms and conditions of this EULA, SFL grants to the End User a non-transferable, non-exclusive licence (with no right to sublicense) to access and use the Documentation as reasonably required in connection with use of the Software in accordance with Section 2.1 of this EULA. The End User may print off the terms of this EULA but otherwise shall not amend, reproduce or translate the Documentation.

2.3 Restrictions

The End User acknowledges that the scope of the licences granted under this EULA is limited. The End User agrees that it shall not and shall not allow any third party to access or use any part of the Software except as specifically permitted in this EULA. Without limiting the foregoing, the End User agrees not to:-

(a) copy (except for use incidental to normal use, or as permitted), sell, lease, rent, lend, assign, sublicense, merge, adapt, modify or otherwise transfer all or any part of the Software or Documentation to any third party nor permit the Software or any part of it to be combined with, or become incorporated in, any other programs;

(b) decompile, disassemble, translate, reverse engineer, create derivative works based on the whole or any part of the Software or Documentation or otherwise attempt to discover any underlying trade secrets in the Software (except to the extent permitted by law);

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(c) Remove, obscure or alter any copyright notice, restricted rights legend, trade mark, logo or other notice denoting proprietary rights or required by law or regulation that appears or is contained on or in the Software or Documentation;

(d) Use the Software or Documentation in violation of copyright laws;

(e) Use the Software in connection with any labelling products (including but not limited to labels in sheets or rolls, templates, printer templates and paper) other than labelling products manufactured by SFL in the “Endurance”, “Legend”, “Prolab”, “Fox-Flo” or “Fox” ranges, or SFL’s third party partners in the “LabelFlex”, “Farnell” or “Commscope” ranges or those specifically authorised by SFL by an officer in writing. (Software is priced competitively on the basis that a significant proportion of SFL’s revenue will come from the supply of SFL labelling products);

(f) Use the Software to produce products which contain material which is blasphemous, obscene, offensive, illegal, defamatory or in breach of any party’s intellectual property, privacy or other rights; or

(g) Other than the Lite (Freeware) version or any Branded Product version, use the Software except on the nominated PC. The End User must acquire an additional licence for each additional PC upon which it wishes to use the Software or a multiple licence (for use on an agreed number of computers) by separate agreement in writing with SFL.

2.4 Use of Software and SFL labels

Any descriptions, statements or representations made by SFL, its partners, agents, re-sellers, distributors or representatives either verbally or in writing in relation to the Software or any SFL labels for use with the Software, are made for the sole purpose of giving a general guide as to the use and/or application of the Software and labels. They shall not form part of the EULA nor have any contractual force. End User acknowledges that the Software has not been developed to meet its individual requirements and that it is therefore End User’s responsibility to ensure that the facilities and functions of the Software as described in the Documentation meet its requirements.

The use and type of application required of any SFL labels with the Software is entirely at the End User’s risk. It is the responsibility of the End User to satisfy itself that the labels are suitable for the End User’s intended purpose. The purchase of labels, whether directly from SFL or through their agents, re-sellers, distributors or in whatever way, are subject to the SFL terms and conditions of sale, which may be amended from time to time. A copy of the latest version may be obtained from the SFL website or directly from the SFL sales department.

2.5 Ownership

The End User acknowledges that SFL and its partners retain all right, title and interest in and to all originals and copies of the Software and Documentation including all patent rights, copyrights, trade secret rights, trade marks and trade dress rights. The End User shall have no rights in the Software or Documentation or in any revisions of the Software or Documentation, other than the rights to use the Software and Documentation expressly granted in Sections 2.1 and 2.2 of this EULA.

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2.6 Modified Versions and New Versions

From time to time, SFL may issue modified versions of the Software which may be made available to the End User and may at the discretion of SFL be chargeable as a replacement version of the Software licensed to the End User. In addition, SFL may release a new version of the Software which can be made available to the End User under licence for payment, should it so desire. The End User is not entitled to new versions of the Software as a matter of right.

2.7 Technical assistance and support

SFL is under no obligation to provide technical assistance or support in relation to the End User's use of the Software, including in relation to the transfer of the Software from one PC to another or upgrade of any licence. Any support or technical assistance that SFL agrees to provide following a request from the End User may be chargeable to the End User in addition to any applicable licence fees.

Where a setup key has been issued as part of the purchase of a chargeable version of Software, it is the End User's responsibility to maintain a record of their setup key(s). This is important because if the End User wishes to transfer the license to a different pc, for example, due to failure of the original pc, then they will need to submit the original setup key to SFL requesting the change. There is a nominal charge made by SFL for the administration of this move. Should it be necessary for SFL to recover the set-up key details in SFL records, there will be additional charges. If SFL is unable to recover the setup key details, for any reason, then the End User will be required to purchase a new licence.

2.8 Dormant Software

The End User recognises that the income for SFL is generated from the sale of labels, this in turn enables SFL to invest in software development and so updates and improvements may then be given free of charge to the End User. In recognition of this, should the End User request re-instatement of Software that has been dormant for 2 years, they agree to pay SFL 50% of the cost of any chargeable Software plus a small administration fee for the release of the latest version of the Software. If the Software has been dormant for 3 or more years, they agree the cost will be 100% of the cost of the latest release of Software.

3. LIMITED WARRANTY AND DISCLAIMER

3.1 Warranty and Disclaimer

The Software and Documentation are licensed "as is." To the maximum extent permitted by applicable law, SFL and its suppliers disclaim all warranties and conditions, either express or implied, including, but not limited to, implied warranties of merchantability, suitability for a particular purpose, title and non-infringement with regard to the Software, and the provision of or failure to provide support services.

3.2 Exclusive Remedies

SFL's sole obligation and End User's exclusive remedy with respect to breach of warranty shall be limited to correction of the reported defect, replacement of the Software with conforming software or, if neither of such alternatives is, in SFL's opinion, commercially feasible, refund to the End User the purchase fee paid by End User to SFL for the defective copy of the Software.

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4. LIMITED LIABILITY AND BASIS OF BARGAIN

4.1 Limitation on Liability

SFL's total liability to the End User for any and all claims relating to or arising under this EULA shall be limited to the amount actually paid by the End User for the relevant software module that gave rise to the liability. Under no circumstances shall SFL be liable for any indirect, special, incidental, consequential or punitive damages arising in any way out of this EULA or the use of the Software or Documentation, however caused and whether arising under contract, tort or any other head of claim, even if SFL was advised of the possibility of such loss or damage. Such damages as are excluded by this section shall include, without limitation, damages for lost profits, loss under current or future contracts, loss of or corruption of data, disaster recovery costs, administrative costs and costs of procurement of substitute software, or any indirect or consequential loss or damage.

4.2 Basis of Liability Provisions

The Limited Warranty and Disclaimer, Exclusive Remedies, and Limitation on Liability set forth above in Sections 3 and 4.1 are fundamental elements of the basis of the EULA between End User and SFL. The End User acknowledges that SFL would not be able to provide the Software on an economic basis without such limitations. Nothing in this EULA shall limit or exclude SFL's liability for death or personal injury resulting from its negligence, fraud or fraudulent misrepresentation, or any other liability that cannot be excluded or limited by law.

5. TERM AND TERMINATION

5.1 Term

For all versions of the Software, the licences granted in Sections 2.1 and 2.2 shall continue until due for renewal, and thereafter if renewed, as provided for under this EULA (subject to termination under Section 5.2).

5.2 Termination

Without prejudice to any other rights, SFL may terminate this EULA on immediate written notice if the End User fails to comply with the terms and conditions of this EULA.

5.3 Effect of termination

Upon termination for any reason:

- (a) All rights granted to End User under this EULA shall immediately cease;
- (b) End User must immediately cease to use the Software and Documentation; and
- (c) End User must promptly remove the Software from all computer equipment in its possession and delete or destroy (as applicable) all copies of the Software and Documentation.

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6. USE OF INFORMATION

6.1 Personal Data

Under data protection legislation, SFL is required to provide the End User with information about who SFL is, how SFL processes the personal data of those individuals who use the Software and the Documentation and for what purposes and those individuals' rights in relation to their personal data and how to exercise them. This information is provided in the Privacy Policy at <https://www.silverfox.co.uk/privacy-policy/> and it is important for End Users to read this information.

6.2 Registration of Software

In order to use and receive updates or new versions of the Software, the End User may be required to provide registration details (including the End User's name, email address and telephone number) and to confirm or update these details on request by SFL at any time. SFL will use these details to verify an End User's right to use the Software.

6.3 Collection of data

Whenever an End User uses the Software, SFL will receive the registration details of the End User together with a print log stating the number and type of labels printed by the End User using the Software. SFL will use these details to verify an End User's licence of the Software and compliance with the EULA terms. To the extent that the End User has used the Software to print any third party partner-branded labels, SFL may share the End User's registration and usage details with that partner.

7. MISCELLANEOUS

7.1 Waiver

The failure of SFL to insist upon or enforce strict performance of any of the provisions of this EULA or to exercise any rights or remedies under this EULA shall not be construed as a waiver or relinquishment to its right to assert or rely upon any such provisions, rights or remedies in that or any other instance; rather, the same shall be and remain in full force and effect.

7.2 Entire Agreement

This EULA sets forth the entire agreement and understanding, and supersedes any and all prior agreements between the parties, regarding the subject matter hereof. No amendment of any provision of this EULA shall be effective unless set forth in a written instrument signed by both parties. Nothing contained in any purchase order or other document submitted by the End User shall in any way modify the terms of this EULA or add any terms or conditions to it.

7.3 Governing Law/Jurisdiction

This EULA shall be governed by and construed according to the laws of England. The parties irrevocably submit to the exclusive jurisdiction of the English courts in respect of any dispute arising out of or in connection with this EULA. The place of performance of this EULA is England

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7.4 Injunctive Relief

The parties agree that a breach of this EULA adversely affecting SFL's intellectual property rights in the Software or Documentation would cause irreparable injury to SFL for which monetary damages would not be an adequate remedy. The parties therefore agree that SFL shall be entitled to apply for an injunction or other equitable relief in addition to any remedies it may have under this EULA or at law.

7.5 Severability

If any restriction, covenant or provision of this EULA shall be adjudged by a court of competent jurisdiction to be invalid, illegal or unenforceable, such restriction, covenant or provision shall apply with such modifications as may be necessary to make it valid and effective. In the event that any provision of this EULA should be found by a court of competent jurisdiction to be invalid, illegal or unenforceable in any respect, the validity, legality and enforceability of the remaining provisions contained shall not in any way be affected or impaired thereby.



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