



First Stop Safety FirstPrint PAT Label Printer – Product and User Guide

Version 3.0 (Oct 2026)

1. Introduction

The First Stop Safety PAT Label Printer is a portable, thermal label printer designed to simplify and speed up the process of printing PAT testing labels. It connects to your smartphone via Bluetooth and works with the WePrint app (available on both Android and iOS). This guide will help you get started and make full use of your printer's capabilities.

2. What's Included in the Box

When you unbox your PAT label printer, you should find the following items:

- 1x First Stop Safety PAT Label Printer
- 2x Rolls of 200 PAT labels
- 5x Red FAIL labels
- 1x USB-C charging cable
- 1x Quick-start guide

If any of these items are missing, please contact our support team using the contact details in section 12 of this guide.

3. Charging the Printer

Before using your printer, ensure it is charged. Use the USB-C cable provided to connect the printer to a power source. When charging, the printer will show a charging symbol next to the battery level indicator at the top right side of the screen. The printer can be used while charging.

4. Description, warranty & faulty returns

4.1. We warrant that the goods will conform to the customer's particular specifications as expressly contained in the order.

4.2. We do not otherwise warrant that goods conform to descriptions, illustrations and specifications in catalogues, price lists and other material, nor that they are fit for any particular purpose or will satisfy the customer's requirement.

4.3. Subject to the above, all goods are supplied with a 12-month warranty against defects in workmanship or materials. If a fault has occurred within the 12-month period, the customer **MUST** notify us and receive a returns number **BEFORE** sending the product back. The customer is solely responsible for the full cost of returning the goods. Tele-Products Ltd cannot be held liable for any goods which on being returned to us by the customer are lost in transit. The returns number **MUST** be clearly labelled on the exterior packaging along with our correct address. We will not be held responsible for loss of items due to this procedure not being followed.

4.4. This warranty is given in lieu of all other implied statutory or common law warranties relating to the quality or fitness of the goods, which are hereby expressly excluded. An extended warranty or maintenance agreement may be provided by express agreement in relation to particular goods.

4.5. The above warranty shall not apply unless:

a. the customer informs us immediately upon becoming aware of any matter which may give rise to a claim.

b. the customer keeps the goods in the same state and condition as when he became aware of the said matter and deals with it thereafter only as directed by us (including, if so requested, returning it carriage paid to us).

4.6. Where a valid claim is made our liability shall be confined to (at our election) repairing or replacing the defective goods. We shall in no event be liable to compensate the customer or any third party for any loss or damage caused by the defect nor for any consequential loss however caused.

4.7. If on inspection goods are found to be in working order or if defects are found to have been caused by misuse, the customer may be charged a handling fee.

4.8. Where the customer is a distributor and goods are supplied for resale, the customer shall have the right to pass on to the sub-purchaser the benefit of this warranty for the non-expired period thereof, but shall indemnify us against any further or additional claim received from any such sub-purchaser and also against any claim received from such sub-purchaser where the defect in question occurred at a time after the goods had ceased to be at our risk.

5. Technical Specifications

- **Display Type:** TFT Display
- **Print Method:** Thermal Printing
- **Resolution:** 203 dpi / 300 dpi
- **Dimensions:** 130 x 82 x 60.5 mm
- **Weight:** 280g
- **Label Width (max):** Up to 43 mm
- **Battery Capacity:** 1500 mAh × 2
- **Operating Temperature:** 0°C to 45°C
- **Charger Type:** USB Type-C 5V

6. Power and Sleep Mode

The printer can be turned off by holding the power button until the display shuts off. It will automatically enter sleep mode after a period of inactivity to preserve battery life. This is automatically set to 15 minutes but can be changed in the printer settings.

7. Recycling and Disposal

Dispose of the printer and its components in accordance with local electronic waste regulations. Do not discard batteries or electronic components in general waste.

8. Printer App

Scan the QR codes below to download the WePrint app or search 'WePrint' on the Google Play or Apple App Store.

Apple App Store download link:



Google Play Store download link:



9. Connecting the Printer via Bluetooth

To connect your printer to your phone via Bluetooth:

1. Turn on the printer by holding the power button until the screen turns on.
2. On your phone, first ensure your Bluetooth is turned on. Next scan the QR code located on the back of the printer. This will link directly to the WePrint app.

3. Download and install the WePrint app from the App Store or Google Play.
4. Open the app and tap the red icon in the top-right corner of the screen to access connection settings.
5. Find your printer from the list of available Bluetooth devices and tap 'Connect'.
6. Once paired, the icon will turn green, and the Bluetooth symbol will appear on the screen of the printer.

10. Label Template downloads

Our PAT Label Printer supports two different label templates:

Template 1: Appliance Name

This version allows you to enter or handwrite a descriptive appliance name. It's ideal for users who prefer to identify appliances by type or location rather than a numerical code.

Template 2: Auto-Incrementing Appliance ID

This template automatically generates an appliance number that increases with each print, providing a fast and consistent way to track multiple tests.

Both label types are pre-printed with a green "PASS Electrical Safety Test" header and support First Stop Safety's custom template formats.

All printer label templates are downloadable from our website:

<https://www.firststopsafety.co.uk/firstprint-pat-label-printer>

You can order replacement labels from our website: <https://www.firststopsafety.co.uk/shop>

11. Using Template 1: Appliance Name

This template features a field at the top where the user can type in or write an appliance name. It is ideal for those who prefer descriptive identification over numbered systems.

To use this template:

1. Open the WePrint app.
2. Ensure the label is loaded correctly into your printer.
3. Choose the appliance ID.
4. Update the appliance name and tester name by double clicking the text boxes.
5. Confirm details and tap 'Print'.

12. Using Template 2: Auto-Incrementing Appliance ID

This template automatically assigns a unique appliance ID number which increases by one with each label printed. It helps in maintaining consistent and sequential identification across all tested appliances.

To use this template:

1. Open the WePrint app.
2. Ensure the label is loaded correctly into your printer.
3. Choose the auto increasing appliance ID number template.
4. Enter your tester name. The appliance ID will begin from the last used number.
5. To reset or set a custom starting number, adjust the settings in the template before printing.
6. Tap 'Print'. Each new label will display the next number in the sequence automatically.

13. Cleaning and Maintenance

To ensure consistent print quality:

- Use a lint-free cloth and a small amount of rubbing alcohol to clean the thermal printer head.
- Avoid touching the print head directly.
- Store spare label rolls in a clean, dry space.

14. Troubleshooting

Label misalignment or feed issues:

- Check the label is loaded in the correct direction (print side down).
- Make sure the baffle is securely fitted on the side of the label roll.
- Ensure the lid is firmly closed.

Labels not printing clearly:

- Clean the printer head.
- Make sure you are using First Stop Safety-approved labels.

Incorrect template or print layout:

- Verify that both the label and the template selected in the app match the installed roll.

15. Frequently Asked Questions (FAQs)

Q: Can I use the printer with other PAT testers?

A: Yes, the printer can be used alongside any PAT tester, not just those from First Stop Safety.

Q: Can the template be edited?

A: Only certain parts of our templates are editable. You can type in appliance names, edit the tester's name, and use the auto-incrementing feature for appliance IDs where applicable.

Q: Do I need to reconnect Bluetooth every time I use it?

A: No, once your printer is paired with the app, it should reconnect automatically when turned on.

Q: How do I reset the appliance ID number when using the appliance number ID template?

A: Within the WePrint app, you can open the template and manually type in your starting number.

Q: Can I save multiple templates in the app?

A: Yes, once you download and customise a template, it can be saved for quick access at a later date.

Q: What happens if I use the wrong label size with a template?

A: The print layout may not align correctly with the wrong size of label. Always check both the label size and template settings in the app before printing.

Q: Can I print labels without using the app?

A: No, the WePrint app is required to format and print labels from the printer.

Q: Does the printer need ink or toner?

A: No - this is a thermal printer, which means it prints using heat and does not require ink or toner.

Q: How is the printer powered?

A: The printer includes a built-in rechargeable battery and charges using the included USB-C cable.

Q: Can the printer be used while charging?

A: Yes, the printer can operate while connected to power via the USB-C charging cable.

16. Support and Resources

Please contact First Stop Safety directly for access to additional resources, including video tutorials.

If you need further assistance:

Call us on **01904 791050**

Email us at sales@firststopsafety.co.uk

Visit our **website:** www.firststopsafety.co.uk