



KC PRIME SERVICE MANUAL

CONTENT

INTRODUCTION	4
Proprietary Notice	4
Trademark Acknowledgments.....	4
Environmental information – recycling of end-of-life products.....	4
Operator	5
Mechanical Maintenance personnel:.....	5
Electrical Maintenance personnel:.....	5
Symbols	6
Safety.....	7
Safe Environment	7
Safe Human Interface.....	7
General Safety Regulations	8
DESCRIPTION OF THE PRINTER	9
EXPLODED VIEW	12
SPARE PARTS LIST	24
PARTS REPLACEMENT RECOMMANDATION	25
REPLACEMENT PROCEDURES.....	26
Tools required	27
ENCLOSURE: RIGHT SIDE - CP013390	28
ENCLOSURE: LEFT SIDE - S10371	29
ENCLOSURE: REAR SIDE - CP013388	31
ENCLOSURE: TOP PLATE - CP013387	33
ENCLOSURE: BOTTOM PLATE - S10370.....	35
ENCLOSURE: BUTTON - C1011015	37
ENCLOSURE COVER - C1011014	38
JST 4PTS SENSOR CARD - CP012438	39
KEYBOARD BOARD - CP010051	40
BELTS: TRANSPORT KIT- S10091 – CP013159 – CP013202	42
RIBBON BRAKING KIT - S10093 / RIBBON BRAKE LOCKER - CP010157 / RIBBON PULLEY - CP010139.....	45
RIBBON DETECTION KIT – S10087	48
STEPPER/FEEDER MOTOR – S10098	49
MOTOR: STEPPER – S10096.....	50
MAIN BOARD- CONNECTION CARD – S10373.....	56
CONNECTIONS CARD – CP013094	58
FLIP OVER MODULE – S10128 / FLIP PUSHER BLADE - CP010175.....	60
CLEANING ROLLER – S10122.....	63
MOTOR: COMMON – S10097 (UP AND DOWN)	64
MOTOR: COMMON- S10097 (RIBBON)	66
HEAD ROLLER KIT – S10099	69
FLEX SENSOR KIT – S10088	77
PRINT HEAD (KPE) – S10084	84
RIBBON SENSOR – S10089	87
FAN KIT – S10100.....	90
PRINT HEAD CABLE – S10085.....	94
HEAD BRACKET – S10138	96
HEAD BRACKET LOCKER- CP010189 AND PRESSURE SPRING- CP003046	98
OPTION ROLLER- CP009001 / BEARING IGUS JFM-0608-06 – CP010267	100
PRESSURE LEVEL SPRING- CP012748	106
PRESSURE ROLLER- CP009003.....	107
SHORT ROLLER- CP009002.....	109
PUSHING GUIDE - SE010268 / PUSHING GUIDE SPRING - CP012747	112
UP AND DOWN SUPPORT MOTOR - S10206.....	116
FOOT WITH CLIP KIT – S10036	118
SENSOR FLIP OVER – S10121.....	119
NBR ROLLER – CP011223	120
REFERENCE GUIDE Y1 - CP012429	122
FEEDER WEIGHT – S10226.....	127
CARD FEEDER: 200C BOX – S10324.....	128
FEEDER BELTS KIT – S10092	129
TIGHTING BELTS KIT – S10094.....	130
ALMOST EMPTY SENSOR CARD - CP011452.....	131
FEEDER CARD BOARD – CP010351	132
FEEDER ROLLER - CP009005.....	134

FEEDER: UPPER – S10325.....	138
FEEDER : EXIT HOPPER – S10229	140
MOTOR: COMMON – S10097 (FEEDER).....	142
ROTARY RETARDER KIT-S10414.....	145
EJECTION KIT – S10413.....	147
GEAR Z88 M0.5 CLIP D6- CP009014.....	150
CLEANING PROCEDURES	151
Printer Cleaning	152
Print Head cleaning	156
Manual Cleaning	159
Cleaning the Cleaning Roller	163
COMMUNICATION WITH THE PRINTER.....	164
How to Communicate with the Printer through the Evolis Print Center.....	165
How to Communicate with the Printer through a Mac?	167
Commands for Adjusting Sensors.....	170
Adjustment procedure for all sensors at the same time.....	170
Printer Commands.....	171
How to Print a Technical Test Card	173
Updating the Firmware for Windows.....	174
Updating the Firmware on a Mac.....	176
DESCRIPTION OF THE SENSORS ON THE FLEX BOARD	178
DESCRIPTION OF THE PORTS ON THE MAIN BOARD	179
REPLACING ELECTRONIC PARTS.....	180
General.....	180
Rules for Replacing Electronic Components	181
Critical Situations.....	182
Replacing the Main Board	184
Replacing the Print Head.....	185
TESTING THE ENCODING OPTIONS.....	186
Magnetic Strip Encoding.....	187
Encoding of Chip/Contact Cards.....	190
TROUBLESHOOTING	191
Problems with Torn Ribbons.....	192
Problems Loading Cards	193
Magnetic Encoding Problems	194
Printing Problems	195
Adjustment of Offsets	196
TROUBLESHOOTING DIAGRAM.....	197
Environment	197
General Information.....	197
Hardware Test.....	198
Communication Test	199
Software Test	200
Report to support team.....	201
Miscellaneous.....	201
FIND TECHNICAL INFORMATION ONLINE.....	202

INTRODUCTION

Liability Statement

This product has been built to the high standards of EVOLIS. Please do not attempt to operate or repair this equipment without adequate training. Any use, operation, or repair in contravention of this document is at your own risk. By acceptance of this system you hereby assume all liability consequent to your use or misuse of this equipment. Evolis assumes no liability for incidental, special, or consequential damage of any kind. Equipment specifications, applications, and options are subject to change at the sole discretion of Evolis without notice.

Proprietary Notice

All drawings and information herein are the property of Evolis. All unauthorized use and reproduction are prohibited.

Trademark Acknowledgments

KC PRIME is trademark of Evolis Card Printer.

Microsoft Windows, Windows Embedded, are registered or trademarks of Microsoft Corporation In the United States or other countries.

Atom ® is a registered trademark of Intel Inc.

TrueType is a registered trademark of Apple Inc.

The information contained in this present document is subject to change without prior notice. All product or program names mentioned in this document are registered trademarks owned by the respective companies. They are only used in this document for editorial purposes.

Environmental information – recycling of end-of-life products

Evolis is committed to helping the environment by reducing the energy consumption of its products. The manufacture of the equipment that you have purchased required the extraction and use of natural resources. It may contain materials that are hazardous to health and the environment. To prevent the dispersal of such materials into our environment and reduce the pressure on our natural resources, we recommend that you use existing collection systems.



The crossed-out dustbin symbol on your device is a reminder to use these systems.

If you need further information on collection, re-use and recycling systems, contact your local or regional waste management body.

This manual describes the disassembly operation and troubleshooting of Evolis KC PRIME printers. Personnel assigned to operating the machine, in addition to being professionally trained for their specific job must read the manuals, pay careful attention to safety regulations and the sections pertinent to their job. Individuals assigned to operating the machine are broken down as follows:

Operator

Assigned to loading the elements to process, visual inspection of the work cycle, unloading of finished product and cleaning of the machine.

Mechanical Maintenance personnel:

Assigned to mechanical maintenance of the machine.

Electrical Maintenance personnel:

Assigned to electrical maintenance of the machine.



EVOLIS shall not be held responsible for any non-conforming use of equipment of its manufacture.

Symbols

The symbols used in this manual along with their meaning are shown below. The symbols are repeated within the chapters and/or sections and have the following meaning:



Generic warning:

This symbol indicates the need to read the manual carefully or the necessity of an important manoeuvre or maintenance operation.



Electricity warning:

This symbol indicates dangerous voltage associated with the powerful enough to constitute an electrical risk. This symbol may also appear on the machine at the risk area.



Temperature warning:

This symbol indicates high temperature associated to some components. Wait the module to cool down completely before removing some component. This symbol may also appear on the machine at the risk area.

Safety

The following basic safety tips are given to ensure safe installation, operation, and maintenance of EVOLIS equipment and are not to be considered as comprehensive on matters of safety. The tests performed demonstrate the safety and reliability of heating components when used correctly. It is necessary that the operator be informed of precautionary regulations aimed at avoiding injury or damage to the equipment.

Safe Environment

- Connect equipment to a grounded facility power source. Do not defeat or bypass the ground lead.
- Place the equipment on a stable surface and ensure that the floors in the work area are dry and non-slip. Insulated rubber floor mats are preferred.
- Know the location of equipment branch circuit interrupters or circuit breakers and how to turn them on and off in case of emergency.
- Know the location of fire extinguishers and how to use them. Use only ABC type extinguishers on electrical fires.
- Know local procedures for first aid and emergency assistance at the customer facility.
- Use adequate lighting at the equipment.
- Maintain the recommended range of temperature and humidity in equipment area.
- Do not use this product in an environment containing volatile or flammable compounds.

Safe Human Interface

- Use proper lifting techniques when moving or installing the equipment.
- Use standard electrostatic discharge (ESD) precautions when working on or near electrical circuits.
- Do not defeat or disconnect safety interlocks on covers.

General Safety Regulations

The User must comply with the regulations and work in the best possible safety conditions to prevent decreasing the degree of machine safety. Therefore, it is necessary to develop a Standard Operating Procedure (S.O.P.) related to manoeuvres to effect for turning on and off the equipment. This procedure, which shall be prepared around the time of installation, shall serve as a reference for the Operator and shall be written in his/her language.

Training is essential and must include:

Familiarization with system operating procedures.

Understanding of the necessity for Individual Protection Devices (I.P.D.)



It is advisable not to change the intended use without previously contacting the Manufacturer.

An additional risk may be represented by fire caused by processing materials other than those the equipment is designed for.



Do not subject materials other than those the equipment was designed for.

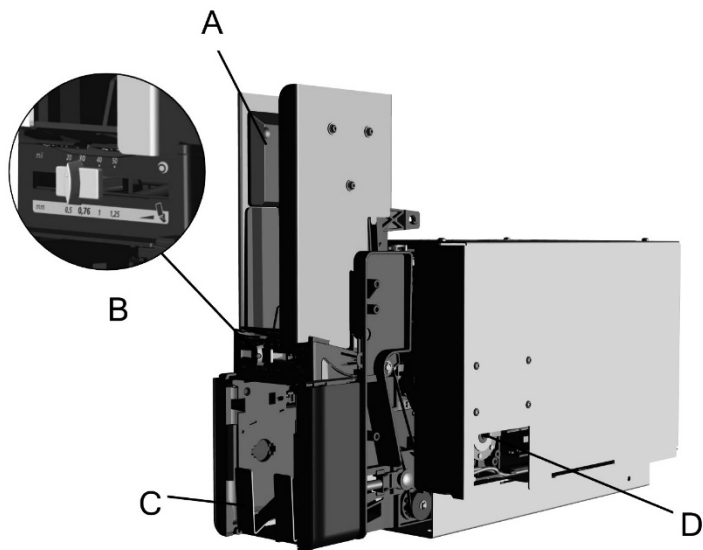
The most serious collateral risk associated, which may be fatal, is electricity.

This may occur when the manufacturer's warning and procedures are not followed. Unauthorized and untrained personnel must never do any work on the electrical part. The safety devices must never be removed, and their operation must be periodically checked.

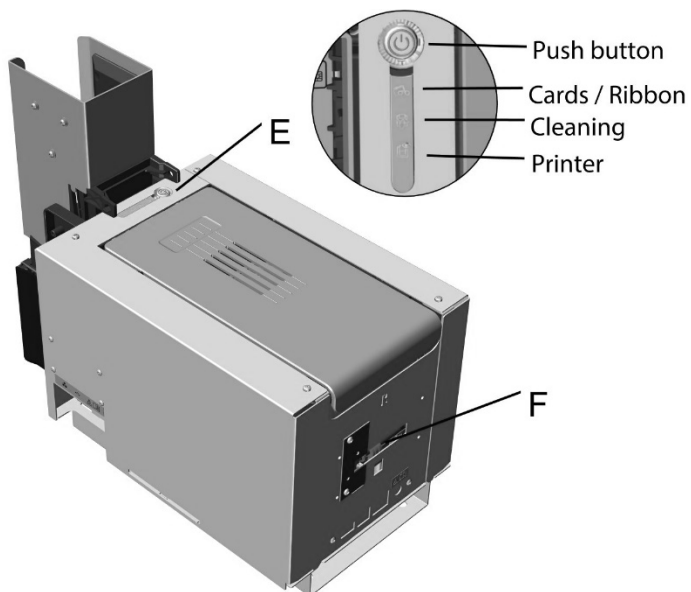


Do not work on the electrical part if you are not trained to do so. Do not remove protection devices.

DESCRIPTION OF THE PRINTER

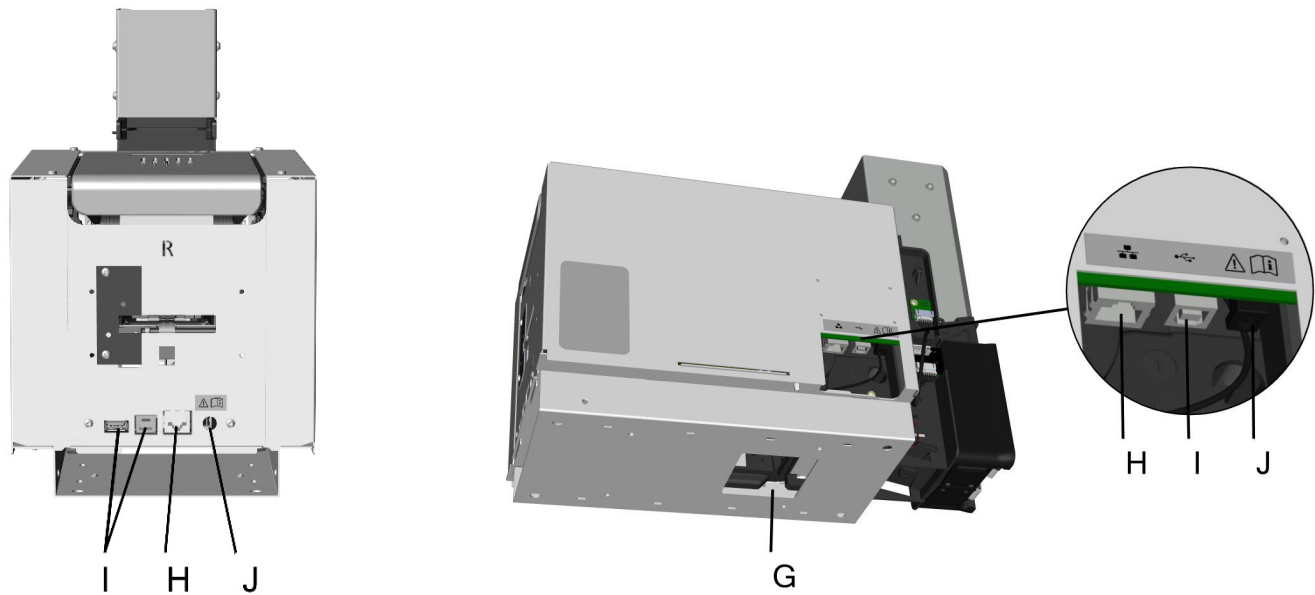


- A – Card feeder
- B - Card thickness adjustment gauge
- C - Output hopper/Reject box
- D - DB9 port to connect an external encoding station (optional)

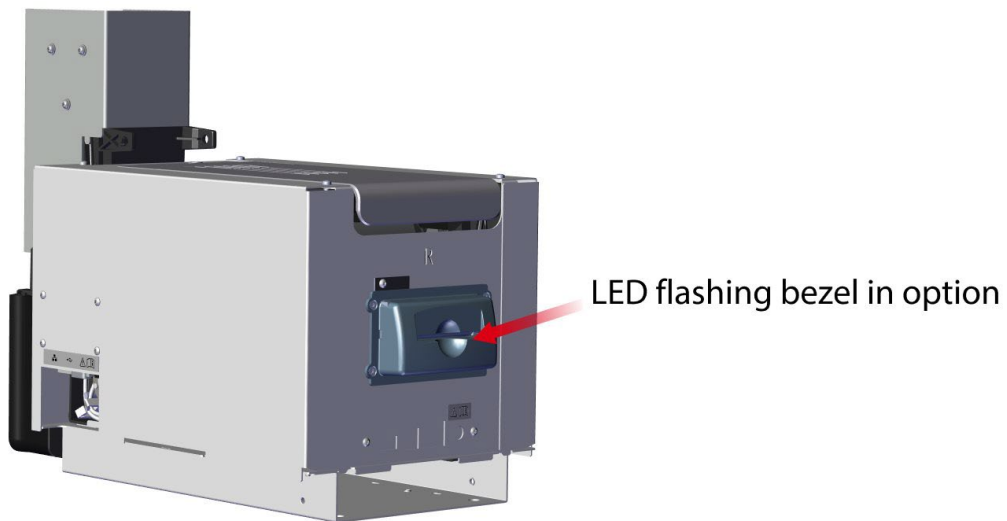


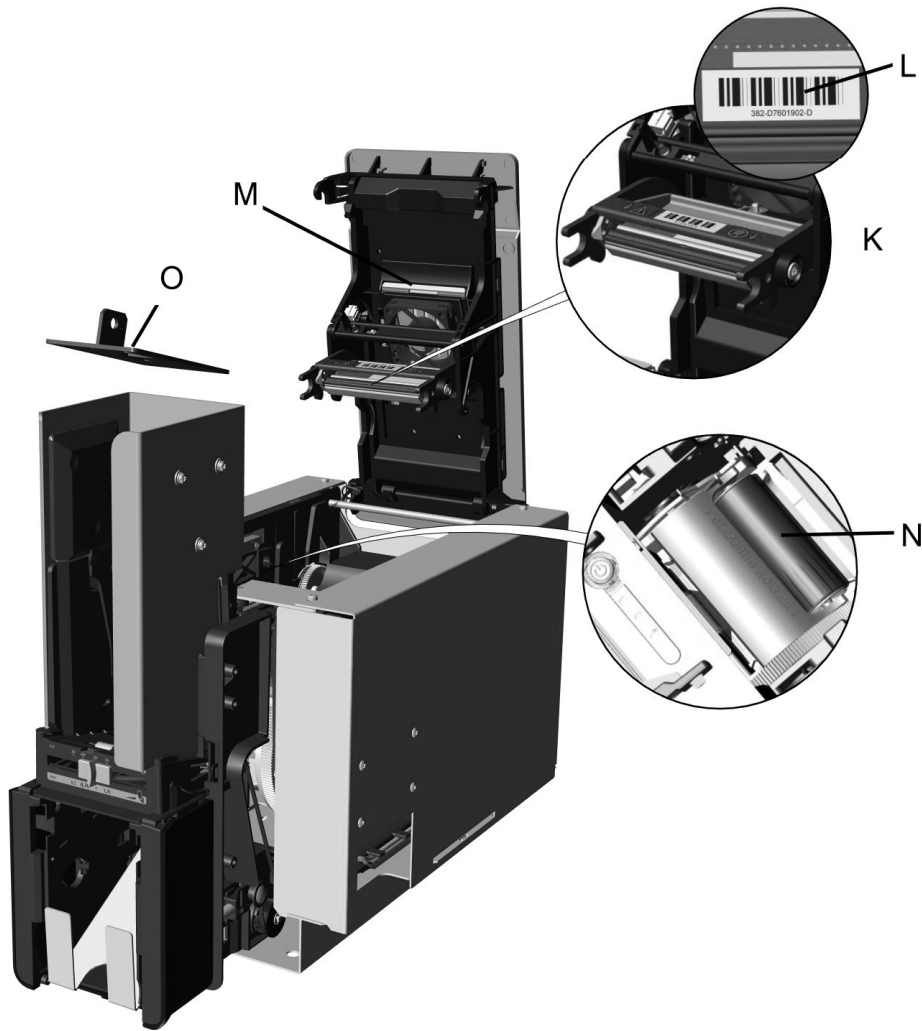
- E - Control panel
- F - Rear input/output slot

Possible ports printer configuration



- G. Lower reject slot
- H. Ethernet port
- I. USB port (s)
- J. Power cable socket

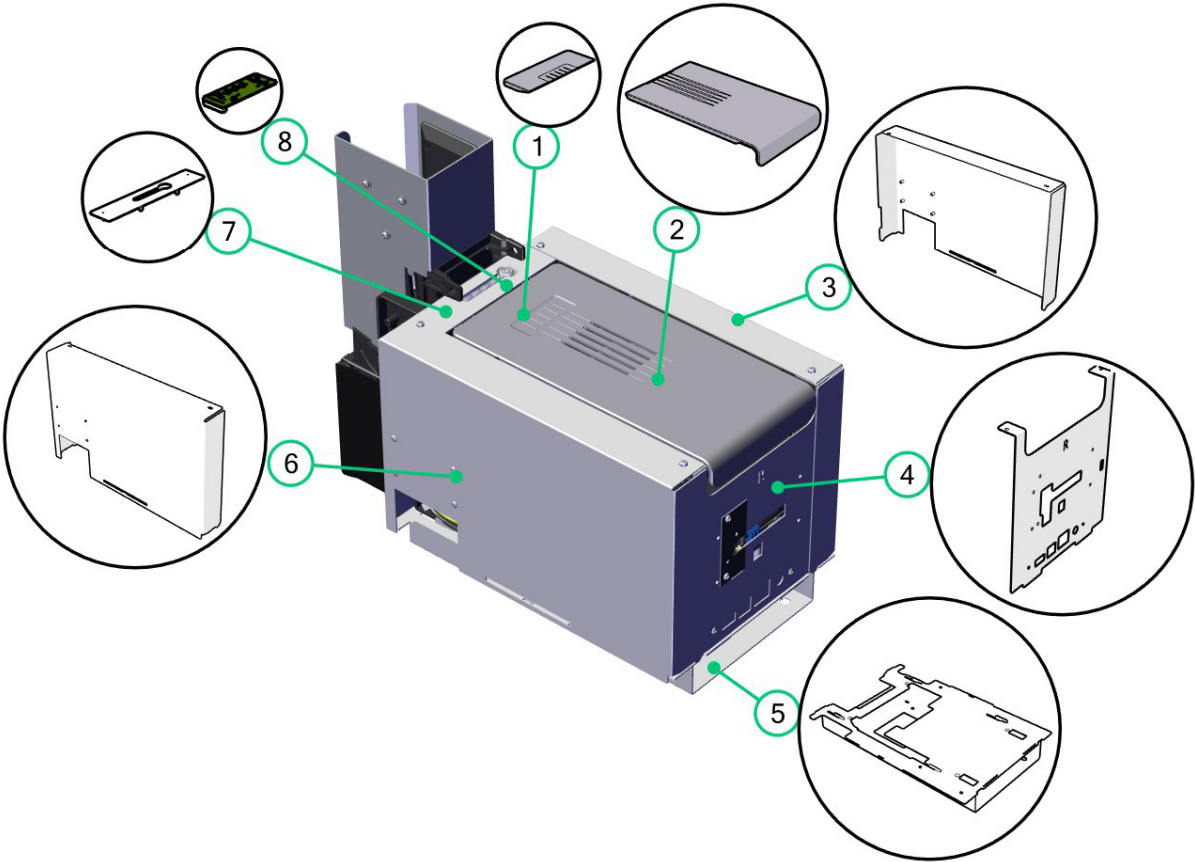




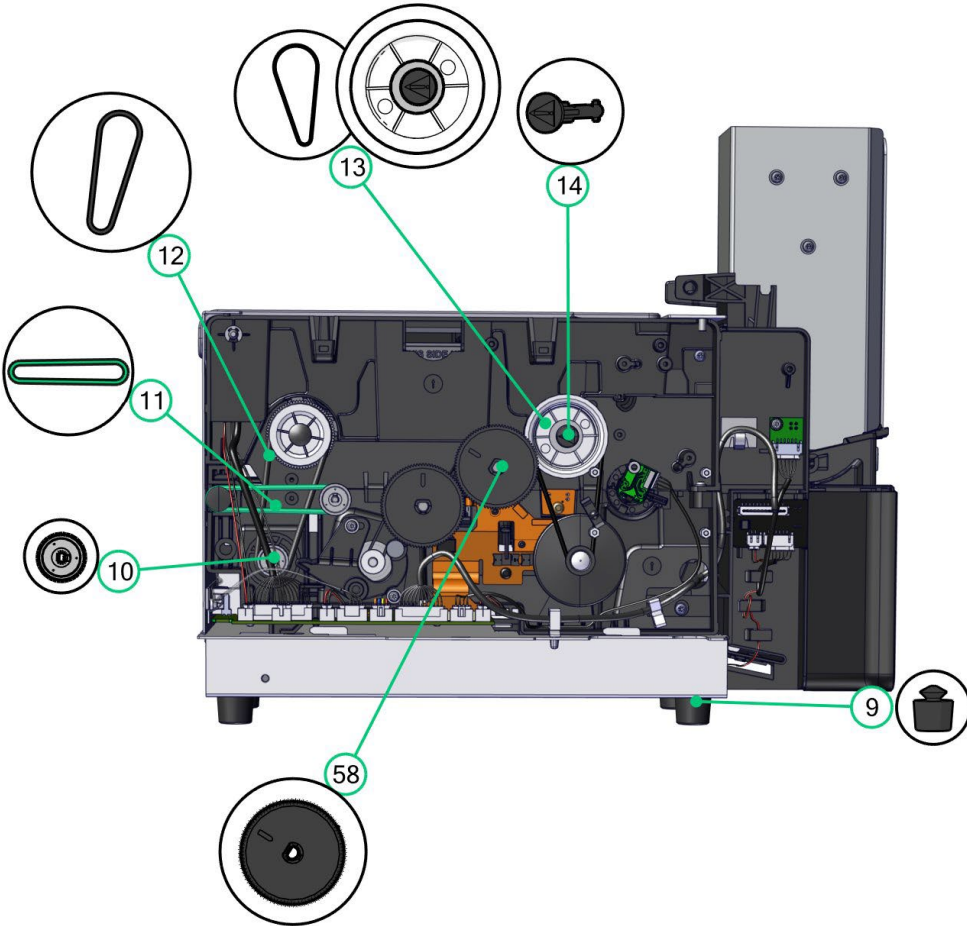
- K - Thermal print head
- L - Print head serial number label
- M - Dust filter
- N - Cleaning roller
- O - Feeder Weight

EXPLODED VIEW

Drawing 1

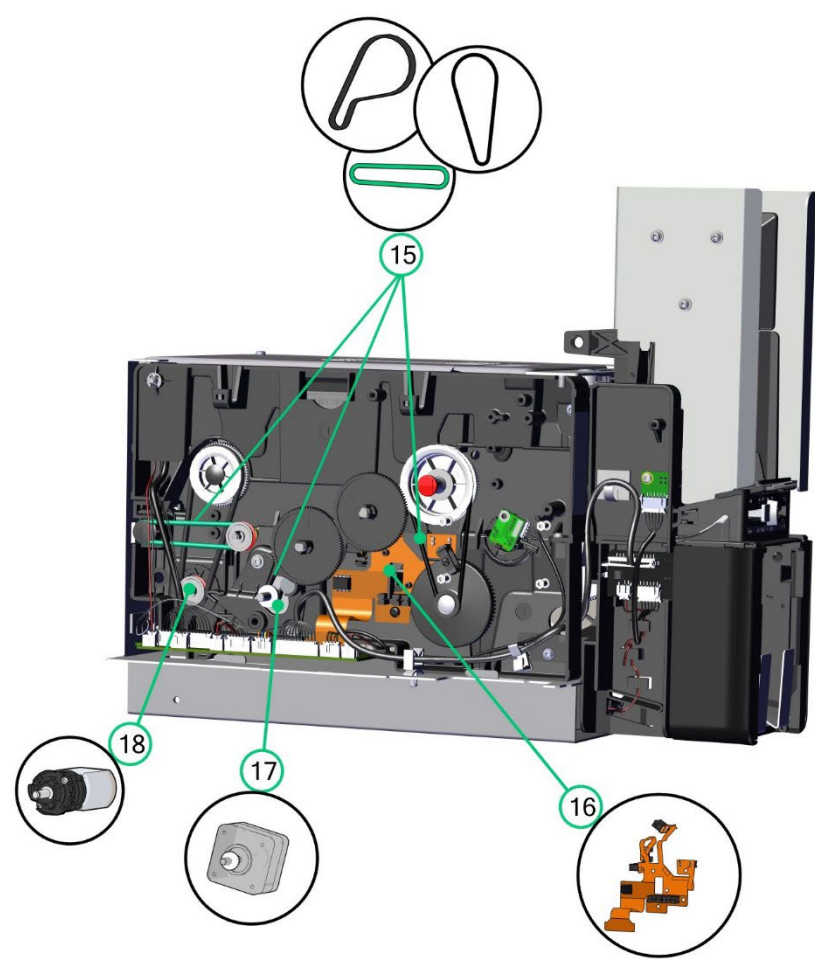


BOM ID	Name	Part Number
1	ENCLOSURE:BUTTON	CI011015
2	ENCLOSURE: COVER	CI011014
3	ENCLOSURE: LEFT SIDE	S10371
4	ENCLOSURE: REAR SIDE	CP013388
5	ENCLOSURE: BOTTOM PLATE	S10370
6	ENCLOSURE: RIGHT SIDE	CP013390
7	TOP PLATE	CP013387
8	KEYBOARD BOARD	CP010051



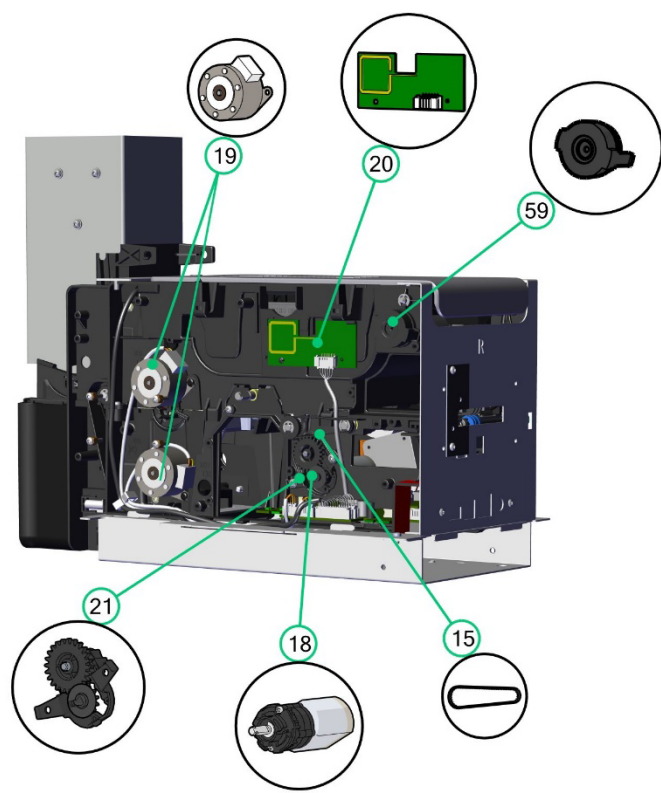
BOM ID	Name	Part Number
9	FOOT WITH CLIP	S10036
10	RIBBON PULLEY	CP010139
11	REJECT BELT: HNBR	CP013202
12	RIBBON BELT	CP013159
13	RIBBON: BRACKING KIT	S10093
14	RIBBON BRAKE LOCKER	CP010157
58	GEAR Z88 M0.5 CLIP D6	CP009014

Drawing 3



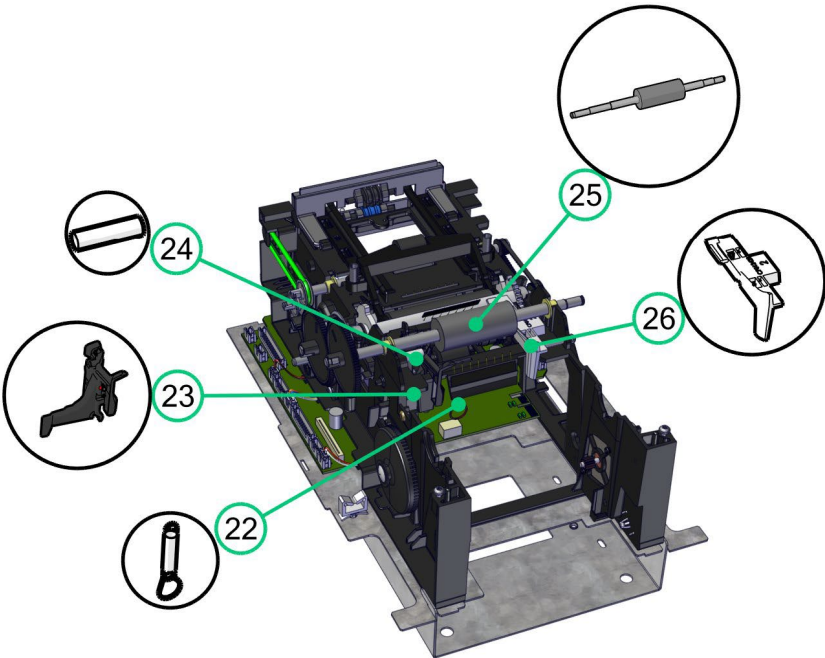
BOM ID	Name	Part Number
15	BELTS: TRANSPORT KIT	S10091
16	SENSOR: FLEX KIT	S10088
17	MOTOR: STEPPER	S10096
18	MOTOR: COMMON	S10097

Drawing 4



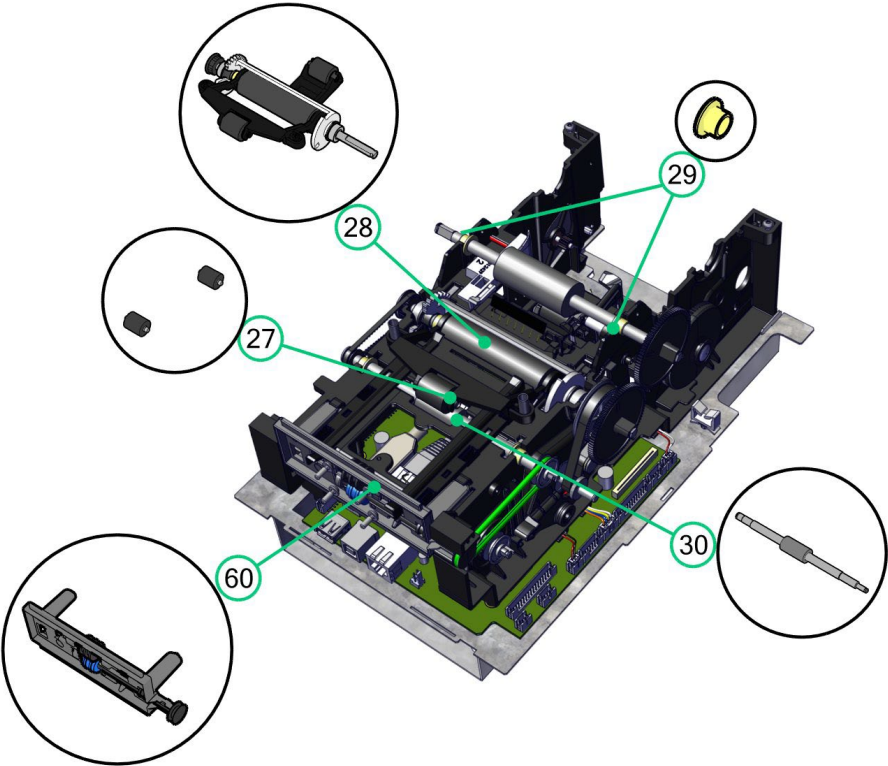
BOM ID	Name	Part Number
15	BELTS: TRANSPORT KIT	S10091
18	MOTOR: COMMON	S10097
19	MOTOR: STEPPER, FEEDER	S10098
20	RIBBON:DETECTION KIT (WITH CABLE)	S10087
21	UP AND DOWN SUPPORT MOTOR	S10206
59	ROTARY RETARDER KIT	S10414

Drawing 5



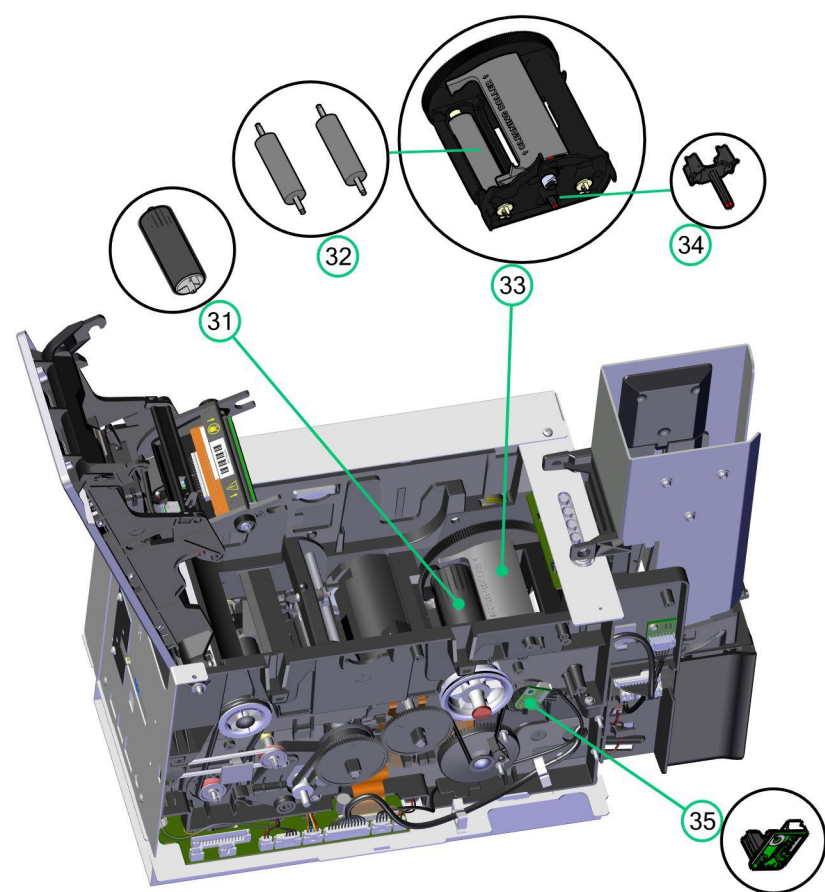
BOM ID	Name	Part Number
22	PRESSURE LEVER SPRING	CP012748
23	PUSHING GUIDE	SE010268
24	PUSHING GUIDE SPRING	CP012747
25	OPTION ROLLER	CP009001
26	REFERENCE GUIDE Y1	CP012429

Drawing 6



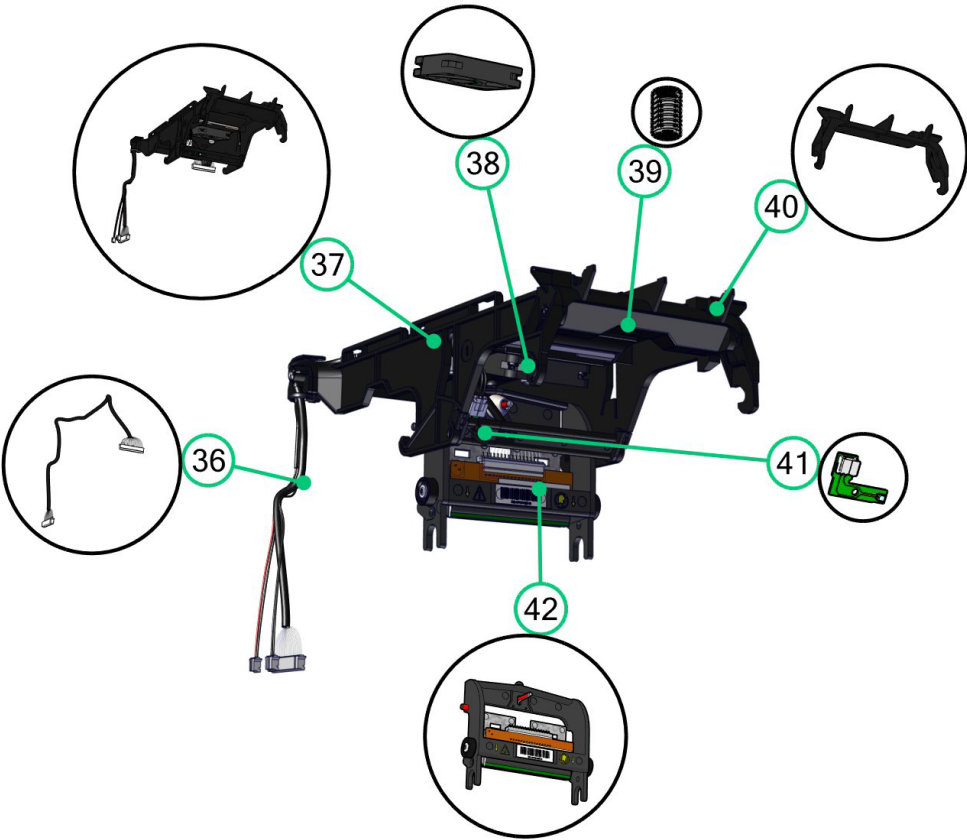
BOM ID	Name	Part Number
27	PRESSURE ROLLER	CP009003
28	ROLLER HEAD KIT	S10099
29	BEARING IGUS JFM-0608-06	CP010267
30	SHORT ROLLER	CP009002
60	EJECTION KIT	S10413

Drawing 7



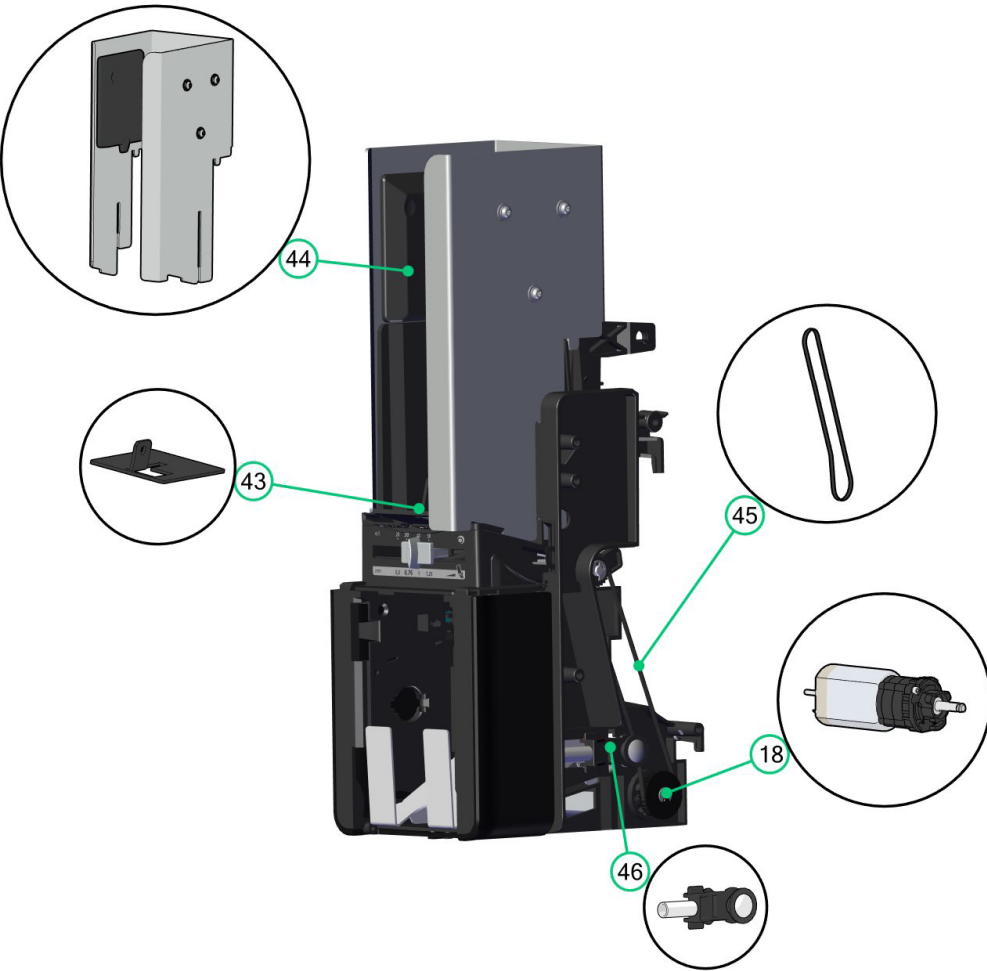
BOM ID	Name	Part Number
31	ROLLER: CLEANING	S10122
32	NBR ROLLER	CP011223
33	FLIP-OVER MODULE	S10128
34	FLIP PUSHER BLADE	CP010175
35	SENSOR: FLIP OVER	S10121

Drawing 8



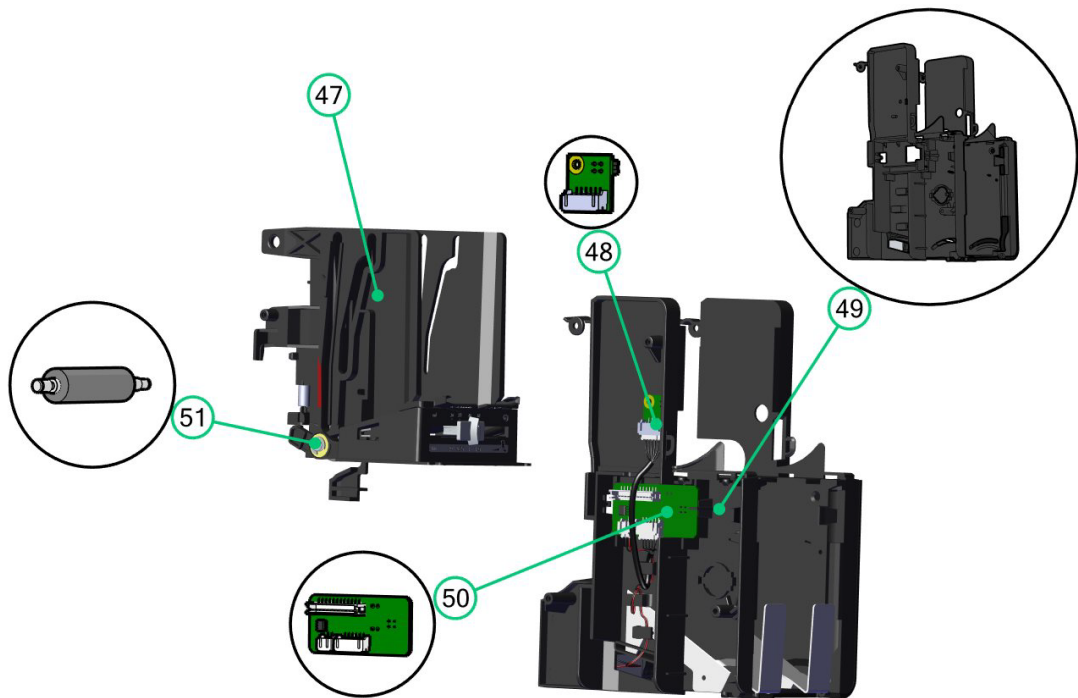
BOM ID	Name	Part Number
36	CABLE: PRINT HEAD	S10085
37	HEAD BRACKET WITH CABLE	S10138
38	FAN: KIT	S10100
39	PRESSURE INF SPRING	CP003046
40	HEAD BRACKET LOCKER	CP010189
41	SENSOR: RIBBON	S10089
42	PRINT HEAD: KPE	S10084

Drawing 9



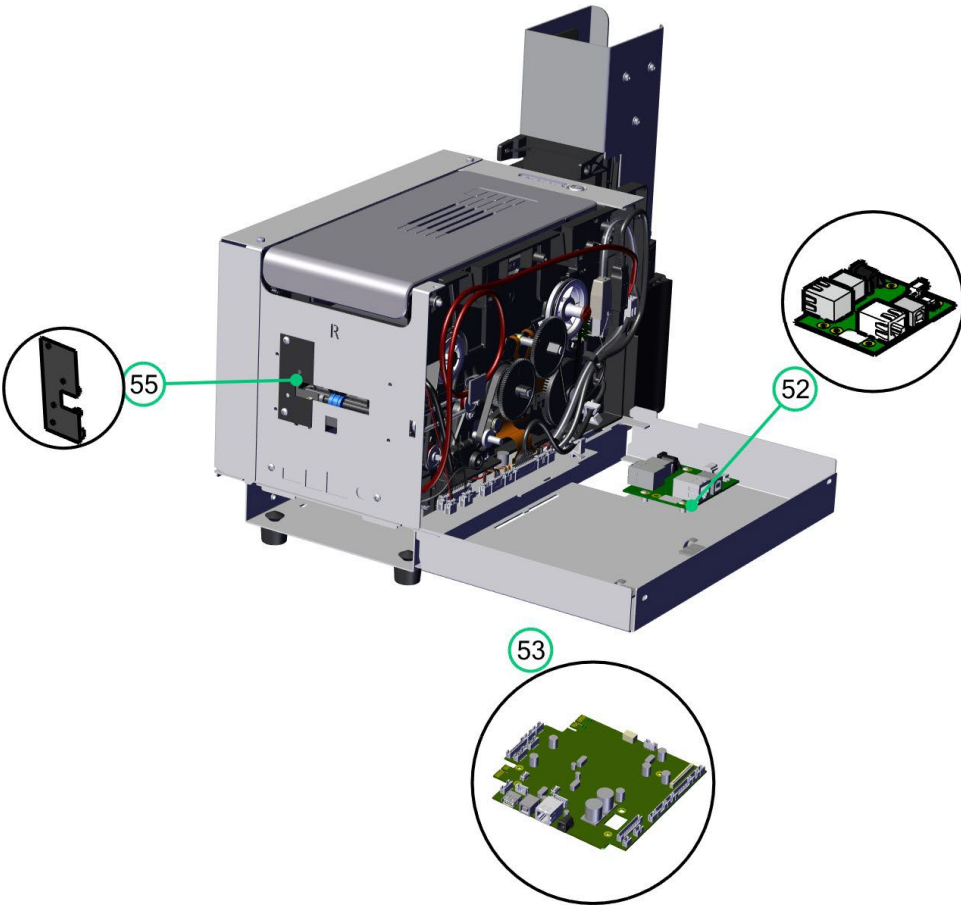
BOM ID	Name	Part Number
18	MOTOR: COMMON	S10097
43	FEEDER WEIGHT	S10226
44	CARD FEEDER: 200 CARDS	S10324
45	BELTS: FEEDER KIT	S10092
46	BELTS: THIGHTING KIT	S10094

Drawing 10



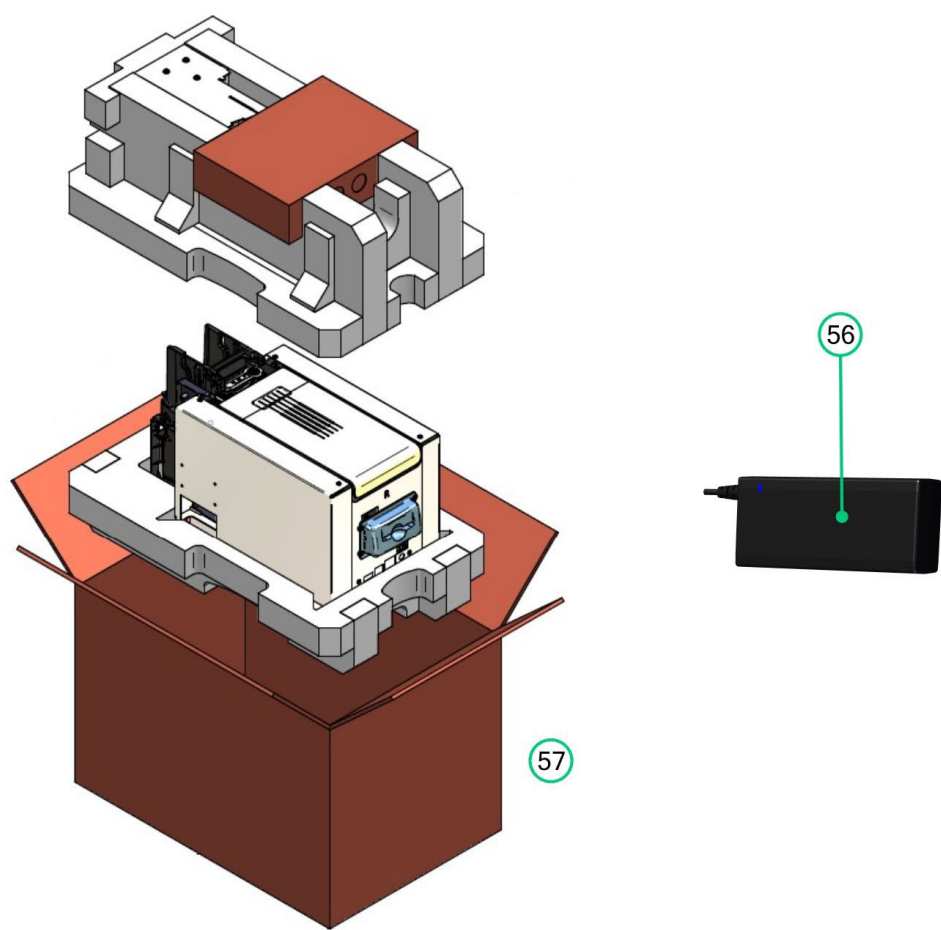
BOM ID	Name	Part Number
47	FEEDER: UPPER	S10228
48	ALMOST EMPTY SENSOR CARD	CP011452
49	FEEDER: EXIT HOPPER	S10229
50	FEEDER CARD	CP010351
51	FEEDER ROLLER	CP009005

Drawing 11



BOM ID	Name	Part Number
52	CONNECTION CARD	CP013094
53	MAIN BOARD	S10373
55	JST 4PTS SENSOR CARD	CP012438

Drawing 12



BOM ID	Name	Part Number
56	POWER SUPPLY (KPL-065M-VI)	A5008
57	PACKAGING: BOX AND FOAM	S10369

SPARE PARTS LIST

Product code	Name	Bom ID	Page
CP011452	ALMOST EMPTY SENSOR CARD	48	131
CP010267	BEARING IGUS JFM-0608-06	29	100
S10092	BELTS : FEEDER KIT	45	129
S10094	BELTS : TIGHTING KIT	46	130
S10091	BELTS : TRANSPORT KIT	15	42
S10085	CABLE : PRINT HEAD	36	94
S10324	CARD FEEDER : 200C BOX	44	128
CP013094	CONNECTION CARD	52	58
S10370	ENCLOSURE BOTTOM PLATE	5	35
CI011015	ENCLOSURE BUTTON	1	37
CI011014	ENCLOSURE COVER	2	38
S10371	ENCLOSURE : LEFT SIDE	3	29
CP013388	ENCLOSURE : REAR SIDE	4	31
CP013390	ENCLOSURE : RIGHT SIDE	6	28
CP013387	ENCLOSURE : TOP PLATE	7	33
S10100	FAN : KIT	38	90
CP010351	FEEDER CARD BOARD	50	132
CP009005	FEEDER ROLLER	51	134
S10226	FEEDER WEIGHT	43	127
S10325	FEEDER : UPPER	47	138
S10229	FEEDER : EXIT HOPPER	49	140
CP010175	FLIP PUSHER BLADE	34	60
S10128	FLIP-OVER MODULE	33	60
S10036	FOOT WITH CLIP	9	118
CP010189	HEAD BRACKET LOCKER	40	98
S10138	HEAD BRACKET WITH CABLE	37	96
CP012438	JST 4PTS SENSOR CARD	55	39
CP010051	KEYBOARD BOARD	8	40
S10373	MAIN BOARD-CONNECTION CARD	53	56
S10097	MOTOR : COMMON	18 ;18.1 ;18.2	64;66;142
S10096	MOTOR : STEPPER	17	50
S10098	MOTOR : STEPPER, FEEDER	19	49
CP011223	NBR ROLLER	32	120
CP009001	OPTION ROLLER	25	100
S10369	PACKAGING : BOX AND FOAM	57	x
A5008	POWER SUPPLY (KPL-065M-VI)	56	x
CP003046	PRESSURE INF SPRING	39	98
CP012748	PRESSURE LEVER SPRING	22	106
CP009003	PRESSURE ROLLER	27	107
S10084	PRINT HEAD : KPE	42	84
SE010268	PUSHING GUIDE	23	112

Product code	Name	Bom ID	Page
CP012747	PUSHING GUIDE SPRING	24	112
CP012429	REFERENCE GUIDE Y1	26	122
CP013202	REJECT BELT : HNBR	11	42
CP013159	RIBBON BELT : HNBR	12	42
CP010157	RIBBON BRAKE LOCKER	14	45
CP010139	RIBBON PULLEY	10	45
S10093	RIBBON : BRAKING KIT	13	45
S10087	RIBBON : DETECTION KIT	20	48
S10122	ROLLER : CLEANING	31	63
S10099	ROLLER : HEAD, KIT	28	69
S10121	SENSOR : FLIP-OVER	35	119
S10088	SENSOR : FLEX KIT	16	77
S10089	SENSOR : RIBBON	41	87
CP009002	SHORT ROLLER	30	109
S10206	UP AND DOWN SUPPORT MOTOR	21	116
CP009014	GEAR Z88 M0.5 CLIP D6	58	150
S10414	ROTARY RETARDER KIT	59	145
S10413	EJECTION KIT	60	147

PARTS REPLACEMENT RECOMMANDATION

Product code	Name	Advice of replacement
S10091	BELTS : TRANSPORT KIT	50 000 cards
CP011223	NBR ROLLER	1 000 000 cards
CP009001	OPTION ROLLER	1 000 000 cards
CP009003	PRESSURE ROLLER	500 000 cards
S10093	RIBBON : BRAKING KIT	500 000 cards
S10122	ROLLER : CLEANING	When the rollers start to work less effectively
S10099	ROLLER : HEAD, KIT	500 000 cards
CP009002	SHORT ROLLER	500 000 cards

REPLACEMENT PROCEDURES

These procedures describe how to replace most spare parts. In general, only dismantling is described. Unless otherwise indicated, reassembling should be carried out by reversing the steps.

The replacement procedures for certain spare parts may not be presented here, due to the simplicity of dismantling.



Before starting any of these procedures, you should unplug the printer power supply and the USB and Ethernet cables.



Please read the chosen procedure completely before you begin. If you do not have the tools or if the procedure seems too complicated, do not attempt the replacement. This could cause additional damage to the printer.



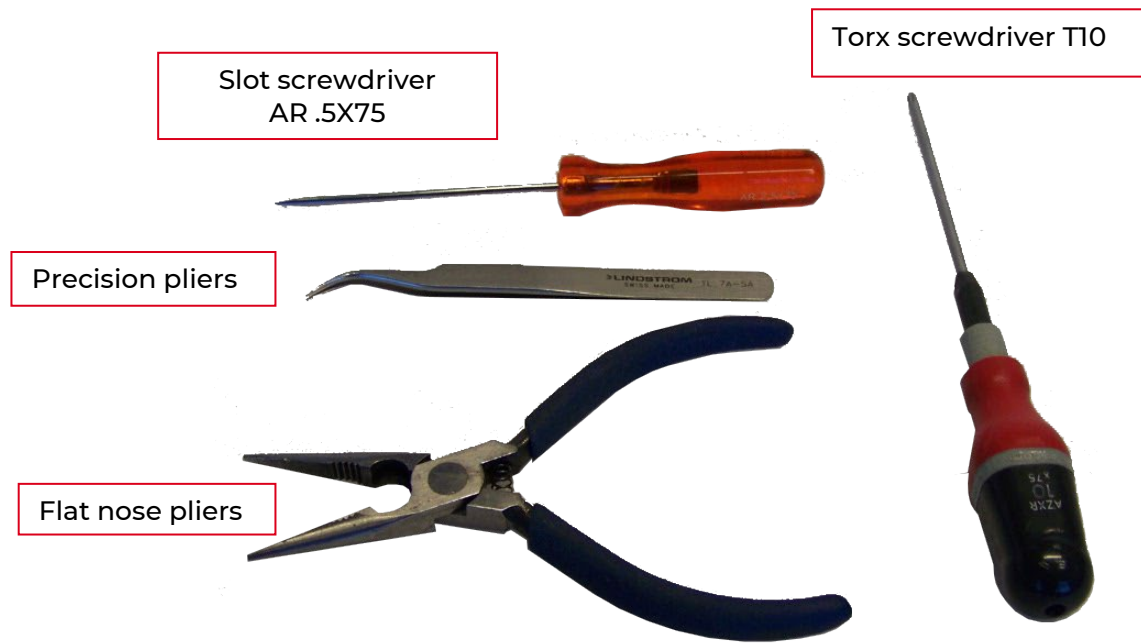
Certain photos of procedures may vary slightly depending on the printer. These differences are not important. The procedures described remain applicable to this printer.



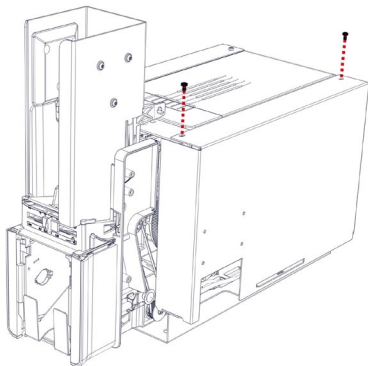
Advanced cleaning is recommended after each maintenance procedure.

A troubleshooting diagram has been edited to help technicians apply an analysis logic for troubleshooting: see chapter [**TROUBLESHOOTING DIAGRAM**](#).

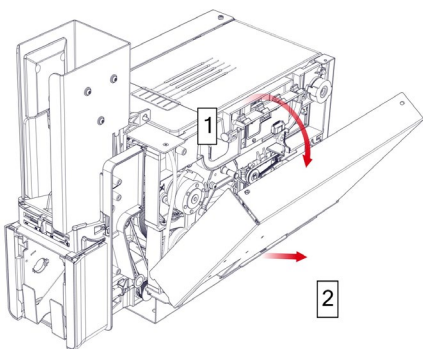
Tools required



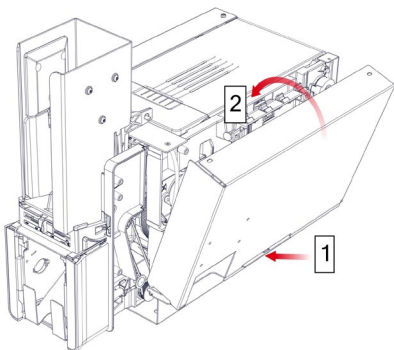
1. Remove the two screws (Torx T10).



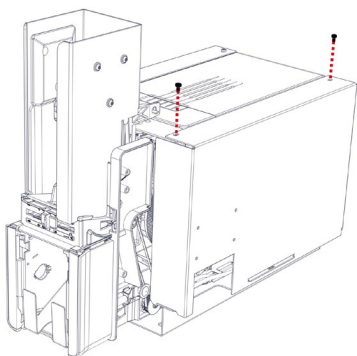
2. Tilt the side panel (1) and disengage the side (2).



3. Slide the new side panel into the bottom plate and tilt it by inserting the rear and the front side.

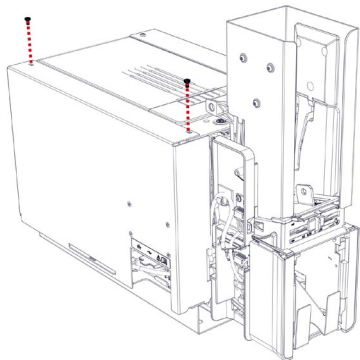


4. Verify it is well positioned and tight the screws.

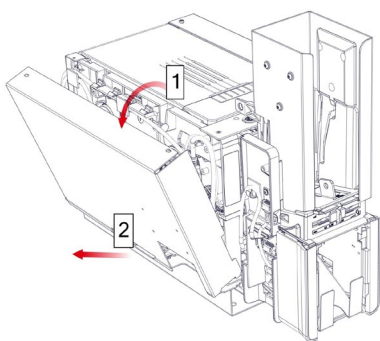


ENCLOSURE: LEFT SIDE - S10371

1. Remove the two screws (Torx T10).

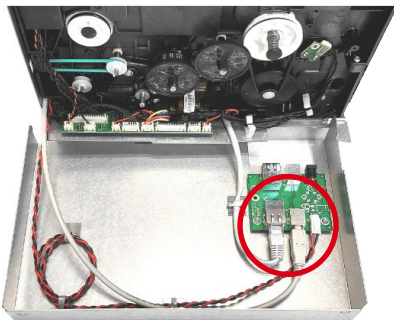


2. Tilt the side panel (1) and disengage the side (2).

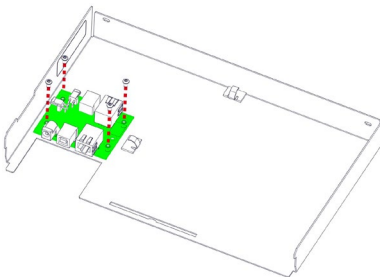


For printer with remote connection card:

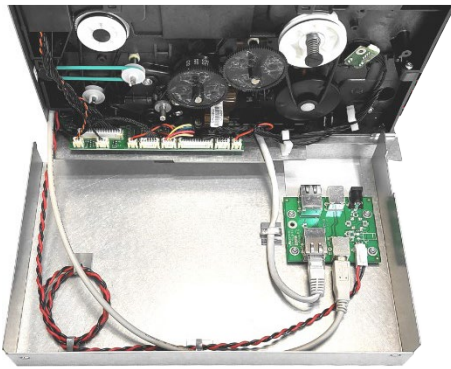
3. Disconnect the cables from the connection card and remove them from their cable holders.



4. Remove the four screws from the connection card and retrieve it.

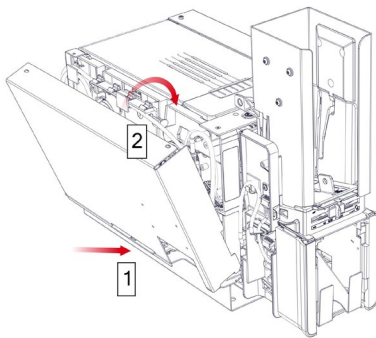


5. Screw the connection card on the new side, connect it and attach the cables.

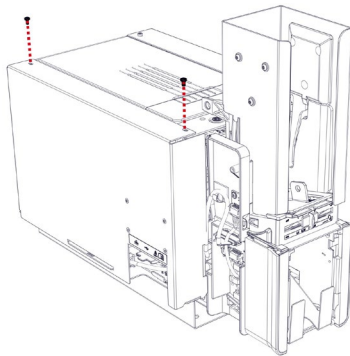


For both port configurations:

6. Slide the new side into the bottom plate and tilt it by inserting the rear and the front side (pay attention to not pinch the cables for printer with remote connection card).

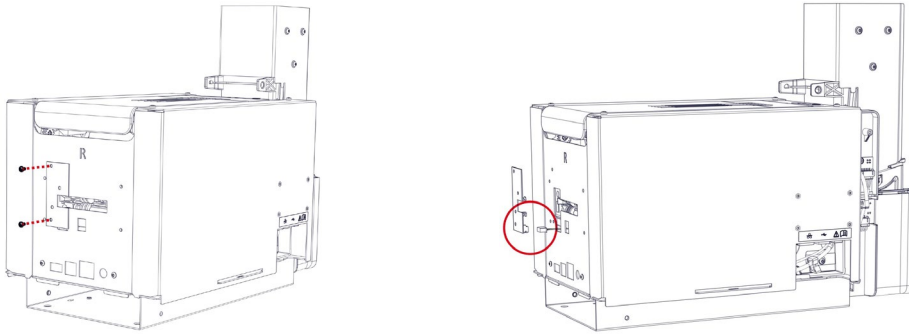


7. Verify it is well positioned and tight the screws.

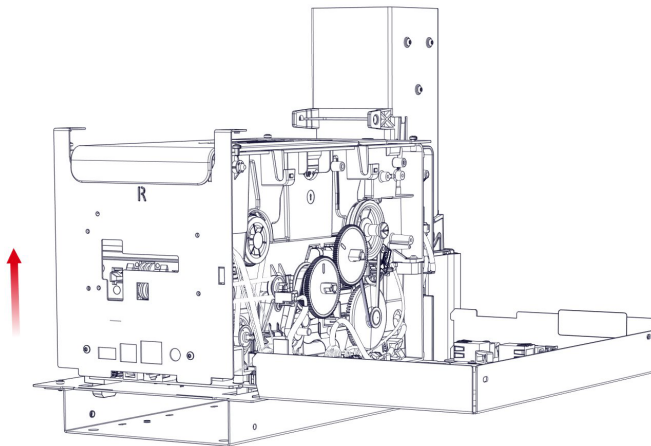


ENCLOSURE: REAR SIDE - CP013388

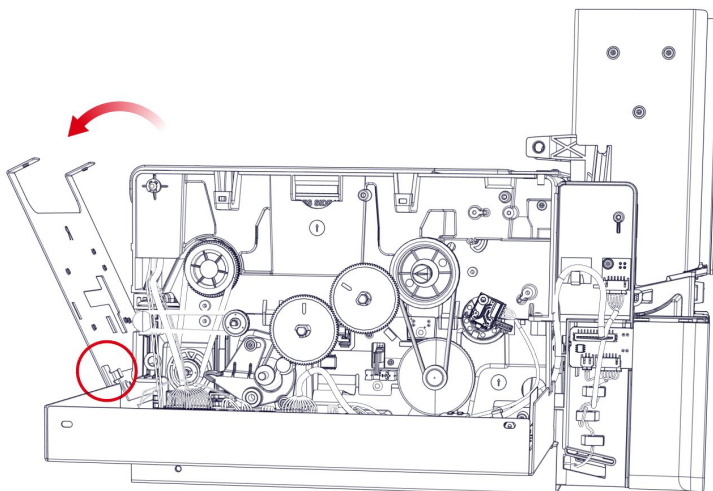
1. Remove the two screws from the sensor card and disconnect it. Keep them.



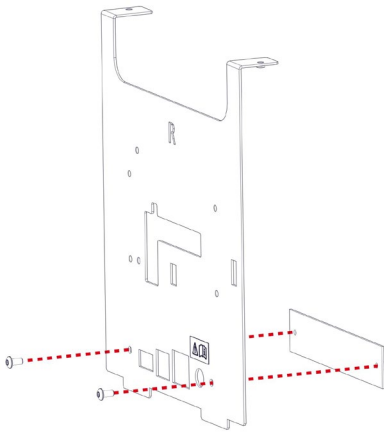
2. Carry out ENCLOSURE: RIGHT SIDE (steps 1 to 2 page 28)
3. Carry out ENCLOSURE: LEFT SIDE (steps 1 to 2 page 29).
4. Gently raise the rear side.



5. Tilt the side and remove the cable from its holder.

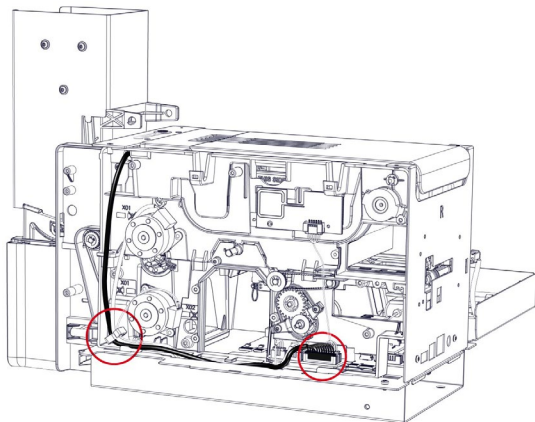


6. Retrieve the I/O SHIELD by removing both screws.

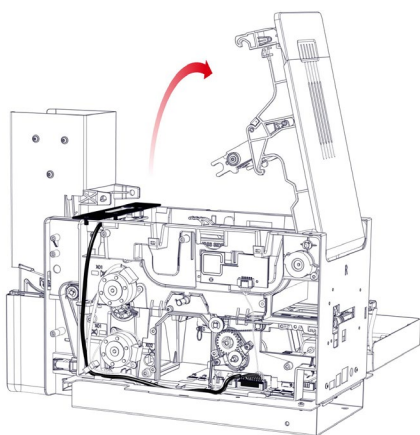


7. Take the new rear side and carry out the steps in reverse order.

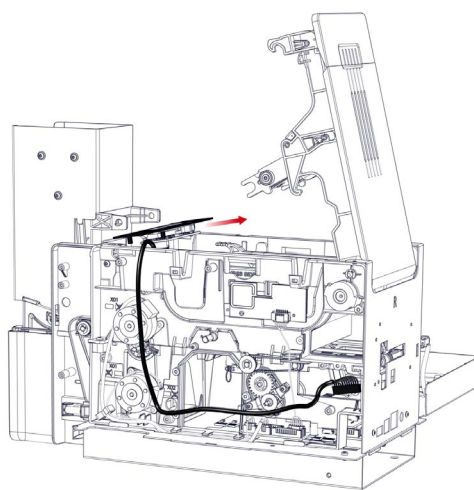
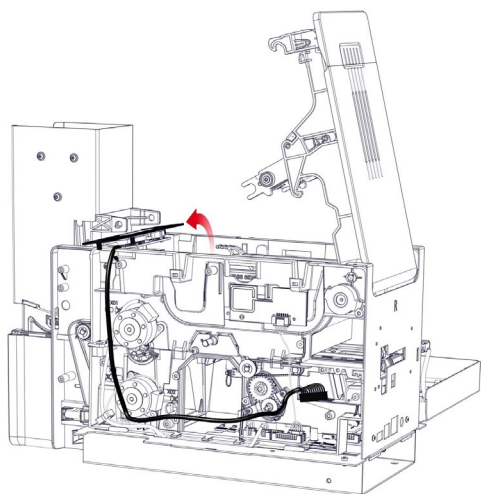
1. Carry out ENCLOSURE: RIGHT SIDE (steps 1 to 2 page 28).
2. Carry out ENCLOSURE: LEFT SIDE (steps 1 to 2 page 29).
3. Disconnect the keyboard cable from the main board and remove the cable from its holder.



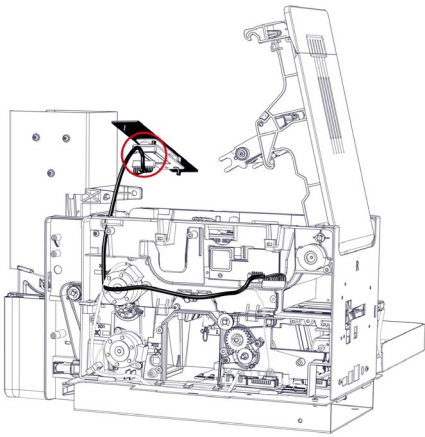
4. Open the head bracket.



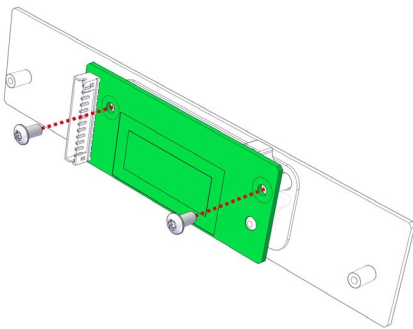
5. Tilt the top plate and remove the assembly from the printer.



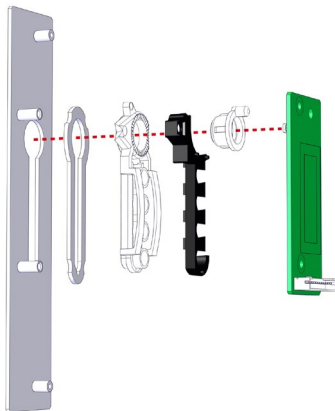
6. Disconnect the keyboard cable.



7. Remove both screws from the keyboard card and retrieve the different parts.



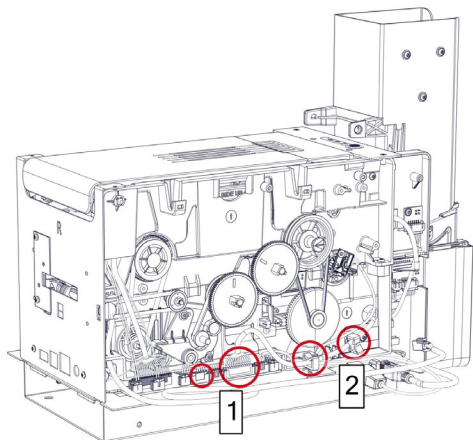
8. Take the new top plate, put in place the different parts as shown below and tight the screws.



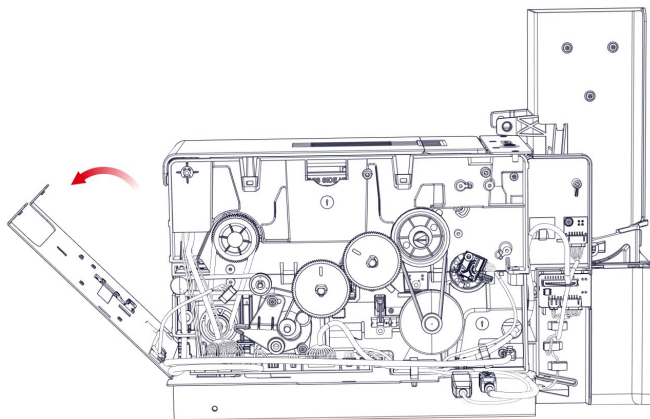
9. Carry out step 6 to step 1 in reverse order.

ENCLOSURE: BOTTOM PLATE - S10370

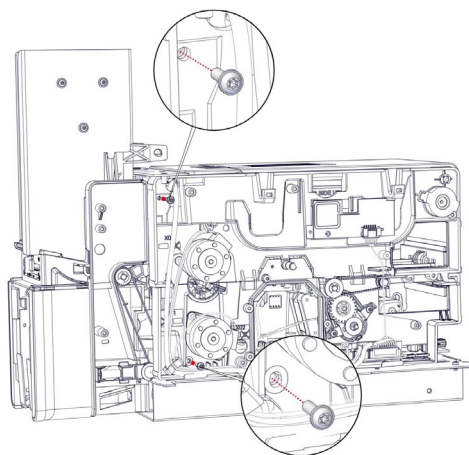
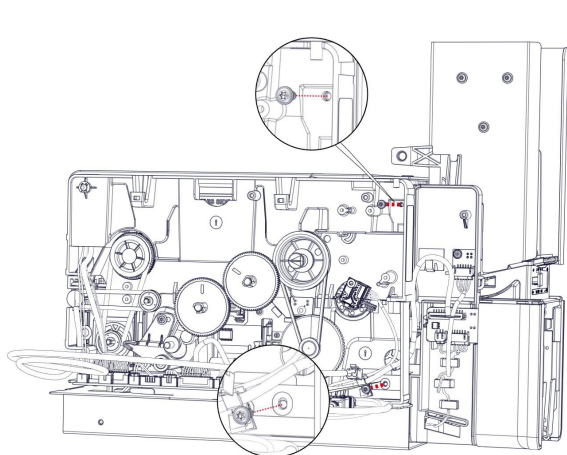
1. Carry out ENCLOSURE: RIGHT SIDE (steps 1 to 2 page 28).
2. Carry out ENCLOSURE: LEFT SIDE (steps 1 to 3 page 29).
3. Disconnect the sensor and the feeder cables (1) from the main board and remove the cables from their holders (2).



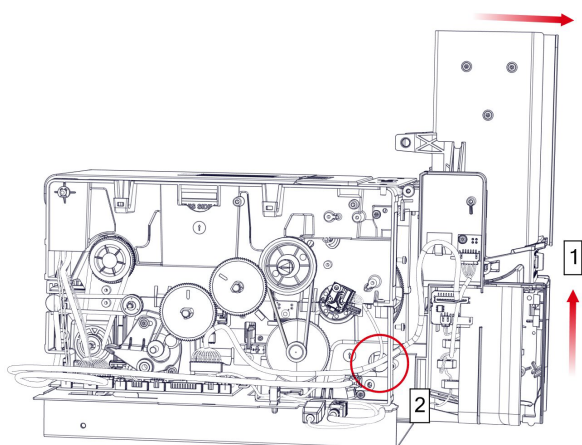
4. Tilt the side and remove it.



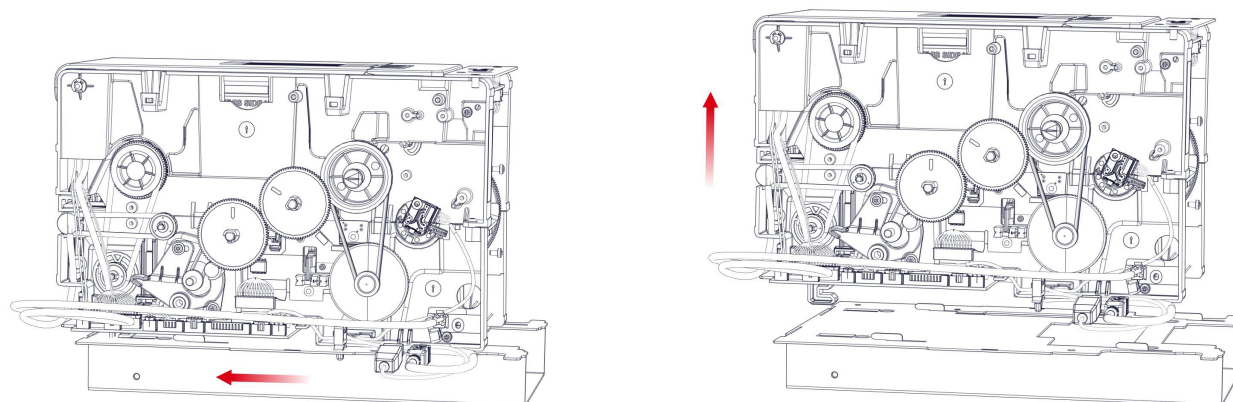
5. Remove the four screws from the feeder



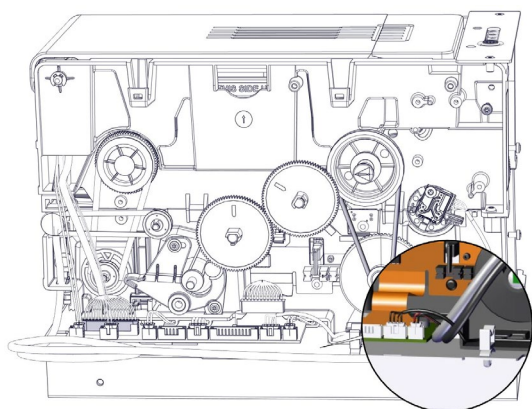
6. Gently lift the feeder (1) from the printing module by passing the cable through the hole (2) to remove it.



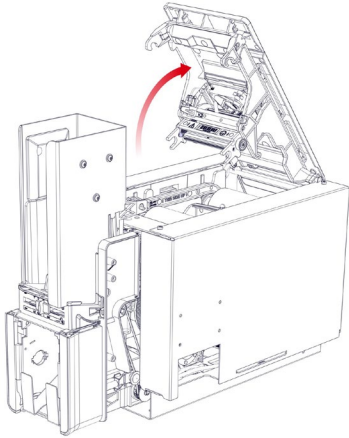
7. Push the module to unbolt it and lift the module.



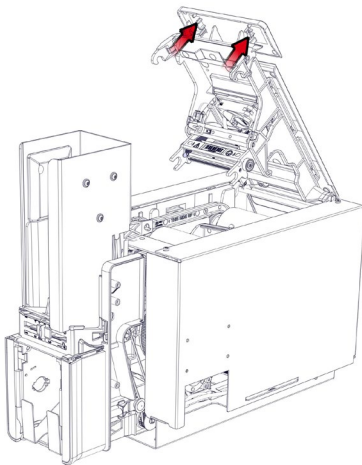
8. Take the new bottom plate and carry out the steps in reverse order (check to not pinch USB & ETH cables for printer with remote connection card).



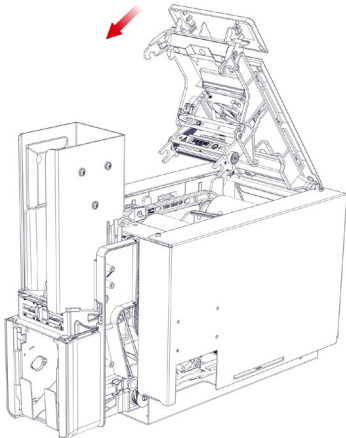
1. Open the head bracket.



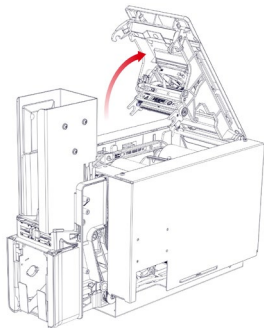
2. Press on the clips to remove the button.



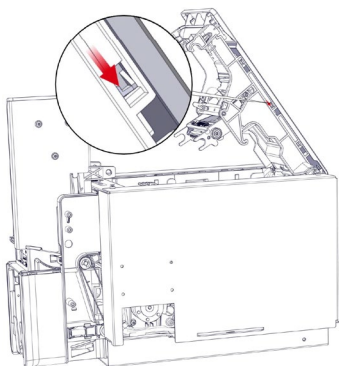
3. Align the clips and press to insert the new button.



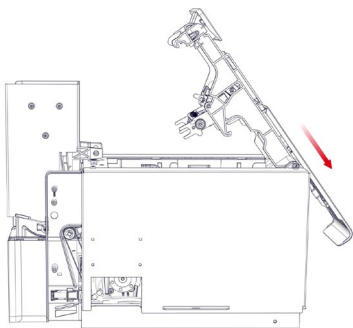
1. Open the head bracket.



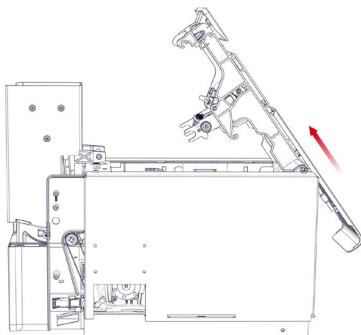
2. Press the clips (Flat-blade screwdriver)) on both sides and slide the cover at the same time.



3. Push the cover backward.

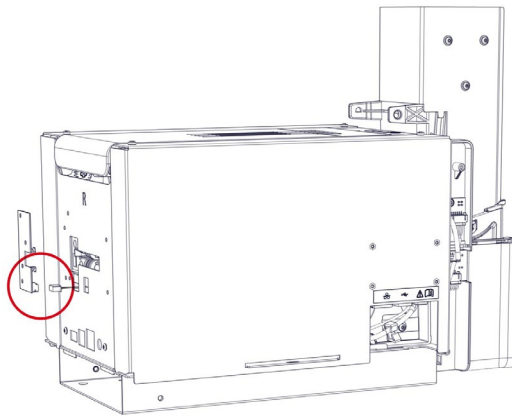
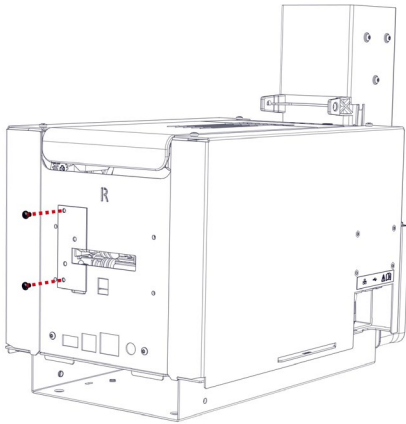


4. To attach the new cover, carry out these steps in reverse order.

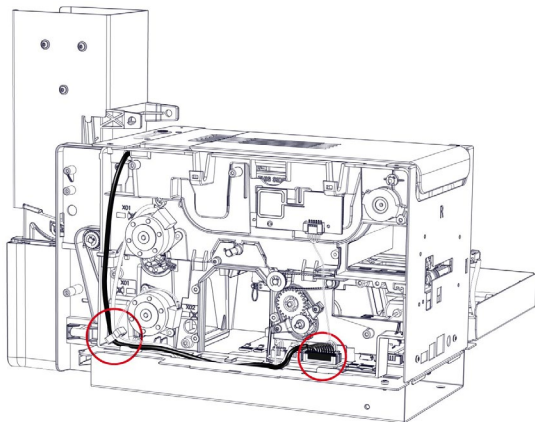


Rear side

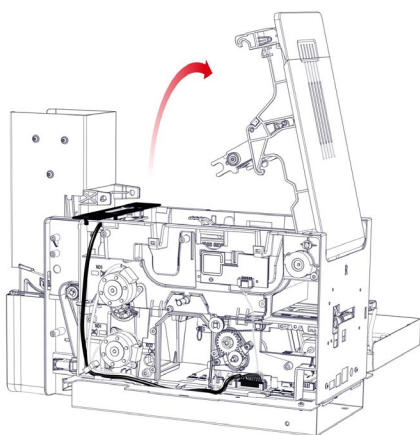
1. Remove the two screws from the sensor card. Disconnect and replace it.



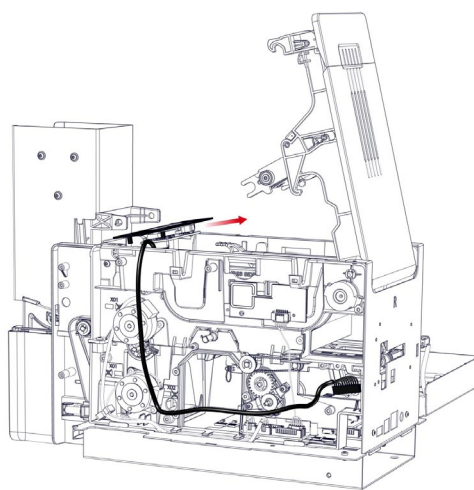
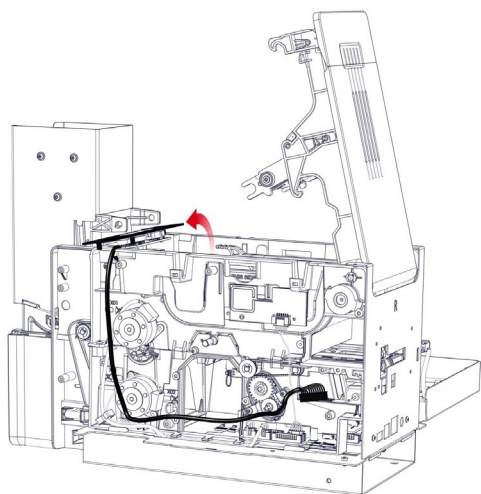
1. Carry out ENCLOSURE: RIGHT SIDE (steps 1 to 2 page 28).
2. Carry out ENCLOSURE: LEFT SIDE (steps 1 to 2 page 29).
3. Disconnect the keyboard cable from the main board and remove the cable from its holder.



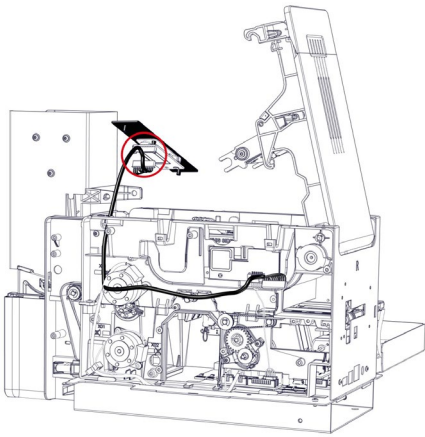
4. Open the head bracket.



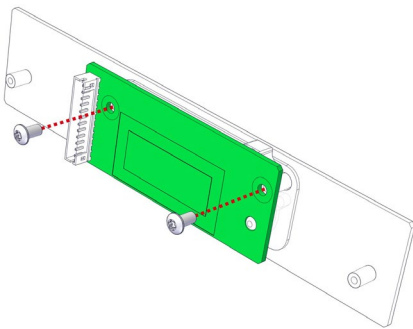
5. Tilt the top plate and remove the assembly from the printer.



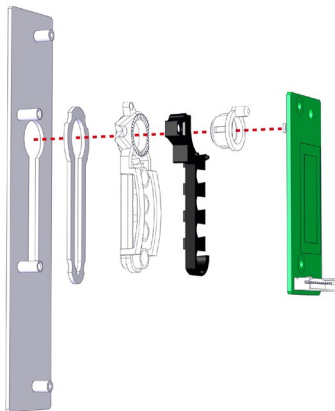
6. Disconnect the keyboard cable.



7. Remove both screws from the keyboard board and retrieve the different parts.

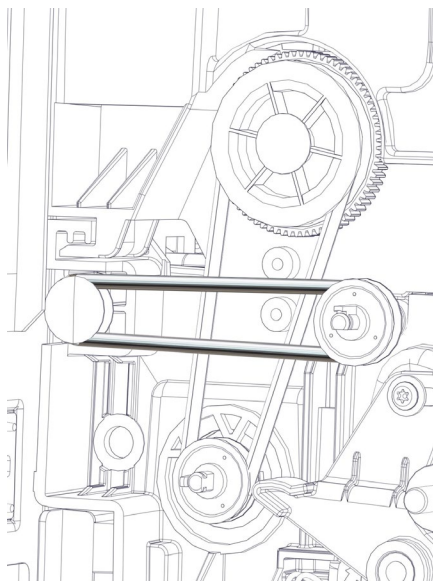


8. Take the new keyboard board, put in place the different parts as shown below and tight the screws.



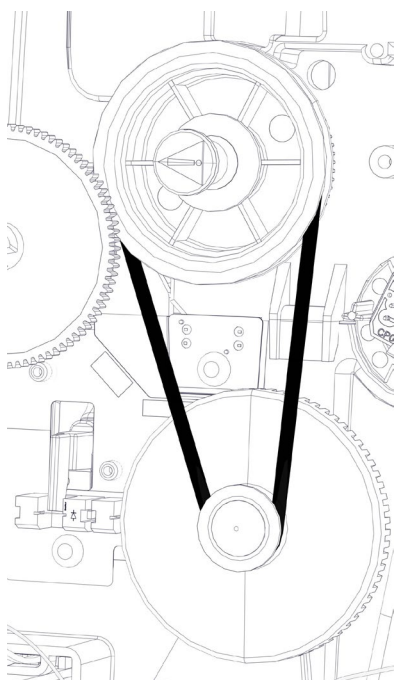
9. Carry out step 6 to step 1 in reverse order.

1. Reject belt.
 - a. Carry out ENCLOSURE: LEFT SIDE (steps 1 to 2 page 29).
 - b. Remove the reject belt.



- c. Carry out ENCLOSURE: LEFT SIDE (steps 6 to 7 page 29).

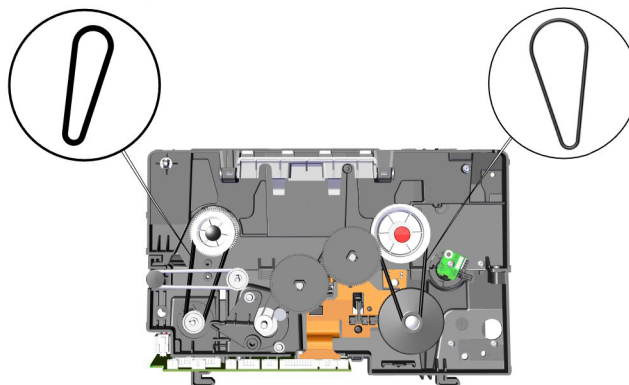
2. Black flag belt.
 - a. Carry out ENCLOSURE: LEFT SIDE (steps 1 to 2 page 29).
 - b. Replace the black ribbon belt.



Pay attention to the both black belts

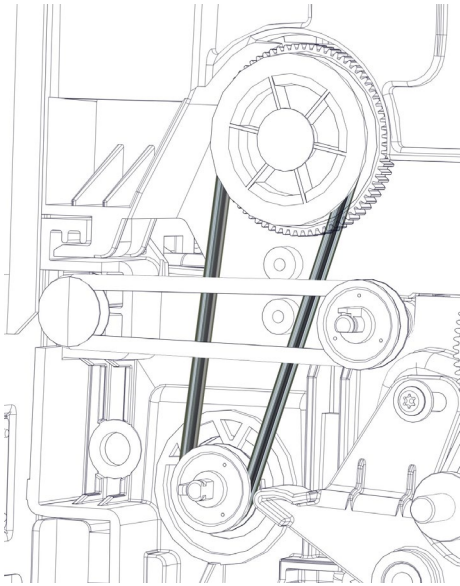
Ribbon belt is totally black
and shorter than flag belt

Flag belt is black with a thin white line
and longer than ribbon belt



- c. Carry out ENCLOSURE: LEFT SIDE (steps 6 to 7 page 29).

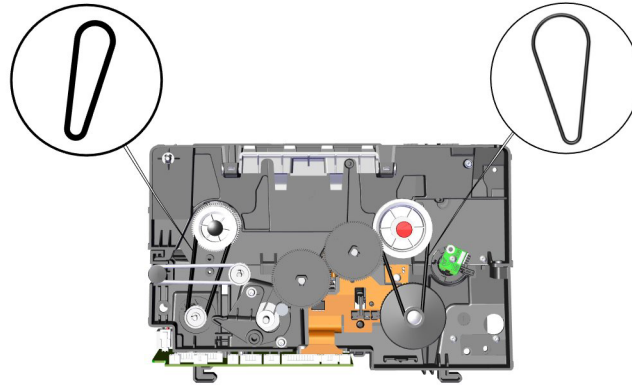
3. Ribbon belt (black from printer serial number 10000842073)
 - a. Carry out ENCLOSURE: LEFT SIDE (steps 1 to 2 **page 29**).
 - b. Remove the ribbon belt.



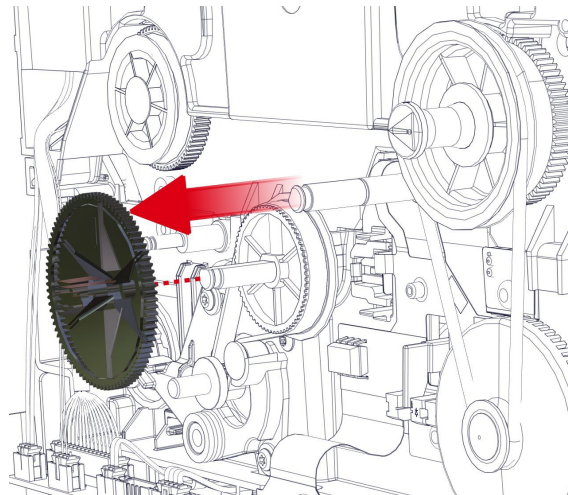
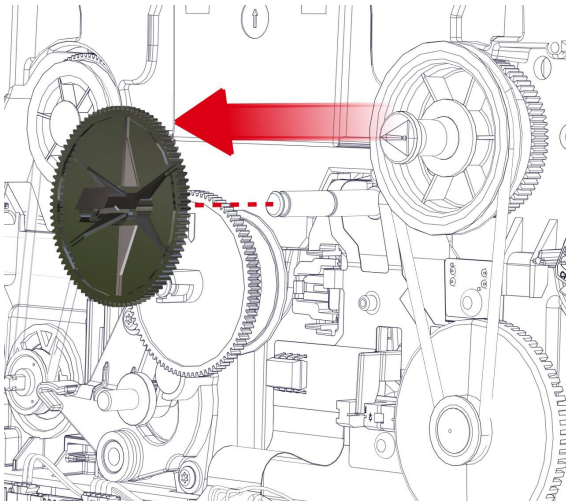
Pay attention to the both black belts

Ribbon belt is totally black
and shorter than flag belt

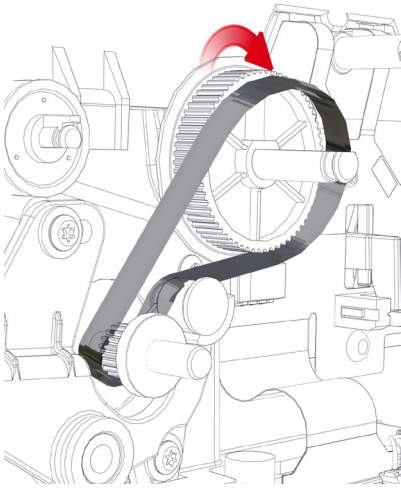
Flag belt is black with a thin white line
and longer than ribbon belt



- c. Carry out ENCLOSURE: LEFT SIDE (steps 6 to 7 **page 29**) in reverse.
4. Motor belt step by step.
 - a. Carry out ENCLOSURE: LEFT SIDE (steps 1 to 2 **page 29**).
 - b. Unclip the option and head roller gears.

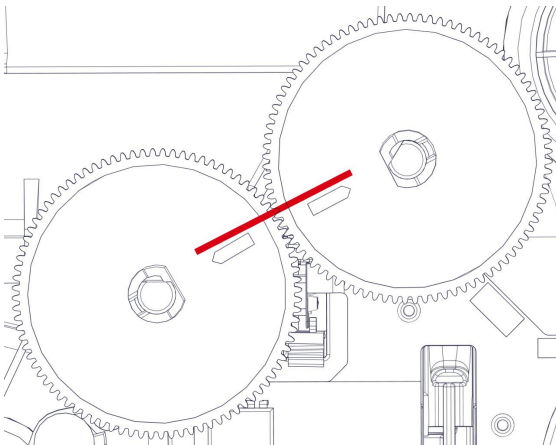


- c. Remove the motor belt step by step. Replace the belt while turning the gear to reposition it.

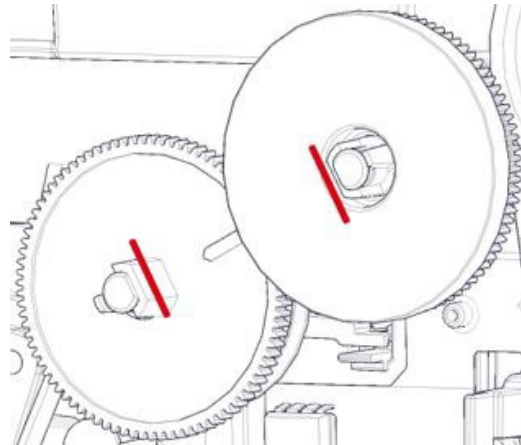


- e. Carry out steps 4-b to 4-a in reverse.
f. Align the positioning guides and clip on the option roller gear (be careful not to crush any of the teeth).

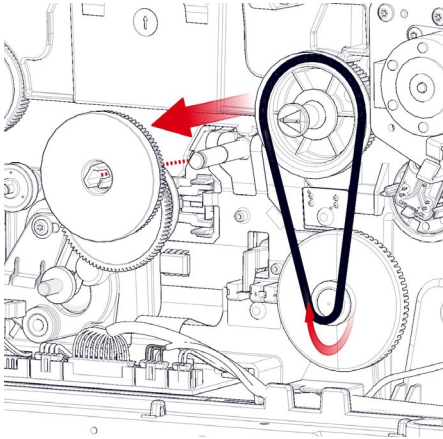
Basic printer



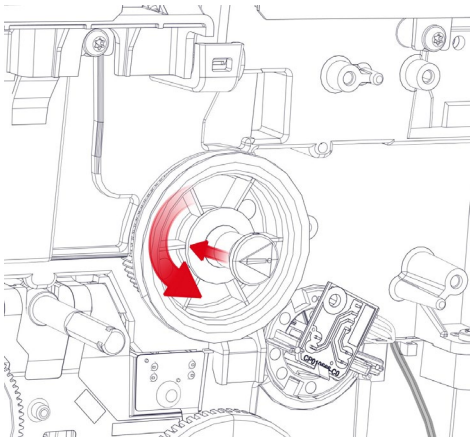
Printer with magnetic option



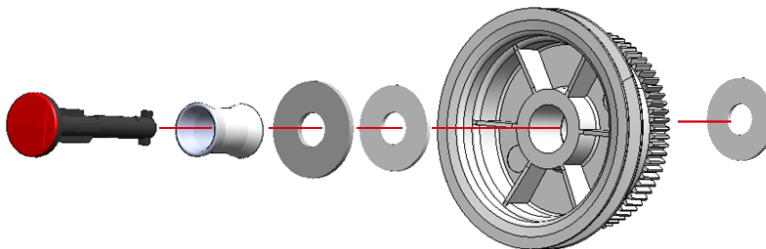
1. Carry out ENCLOSURE: LEFT SIDE (steps 1 to 2 page 29).
2. Unclip and remove the option roller gear.
3. Remove the (black) flag belt.



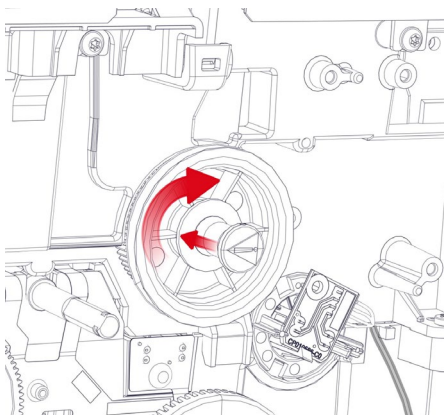
4. Push and turn while applying pressure to remove the lock.



5. Assemble the components as indicated below.



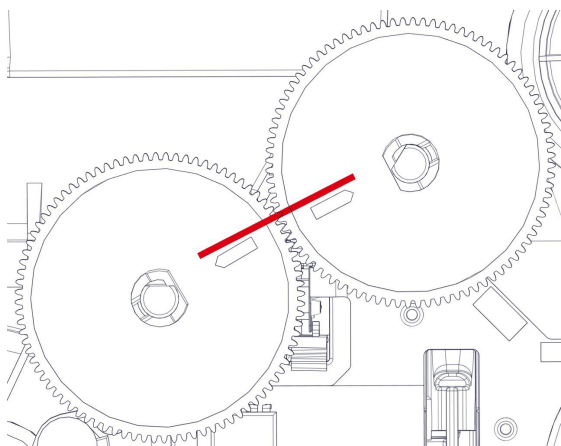
6. Push and turn while applying pressure to put the lock back.



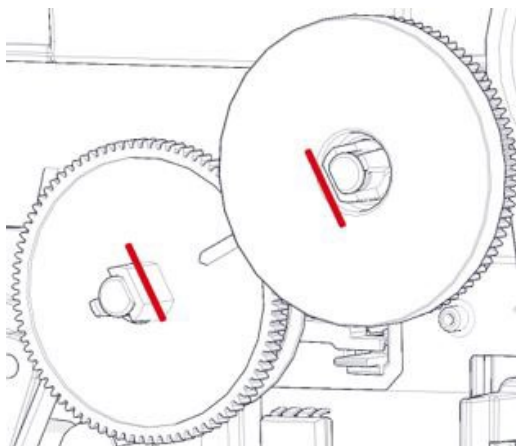
7. Put the (black) flag belt back.

8. Align the positioning guides and clip on the option roller gear (be careful not to crush any of the teeth).

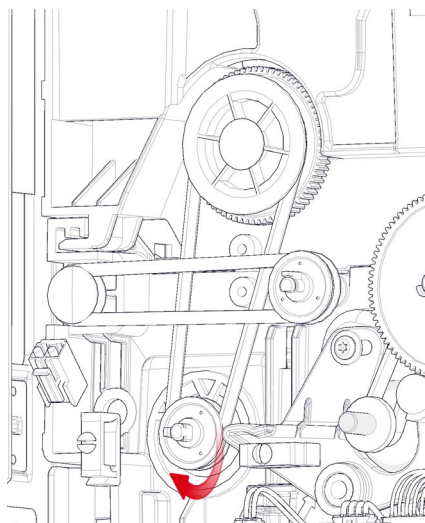
Basic printer



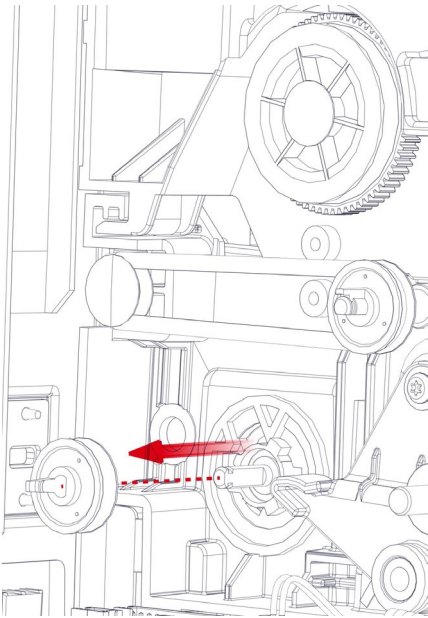
Printer with magnetic option



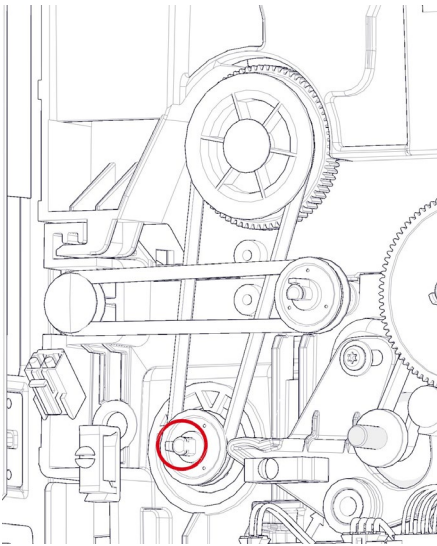
9. Remove the ribbon belt.



10. Unclip and remove the ribbon pulley.

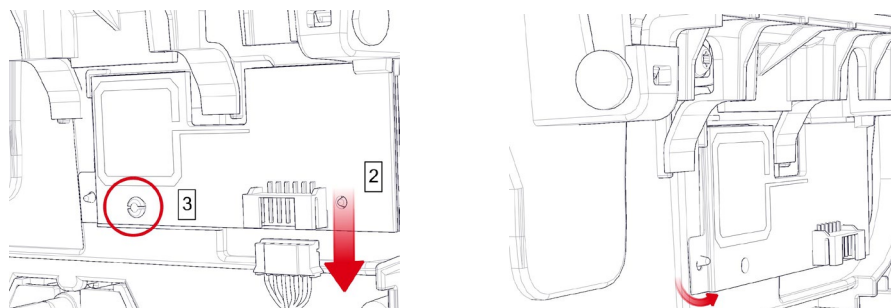


11. Insert the new pulley and clip it in (check the position of the clip). Install the new belt, being careful not to stretch it.

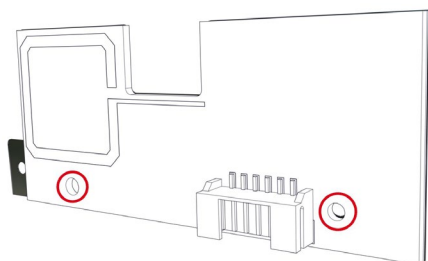


12. Carry out ENCLOSURE: LEFT SIDE (steps 6 to 7 page 29).

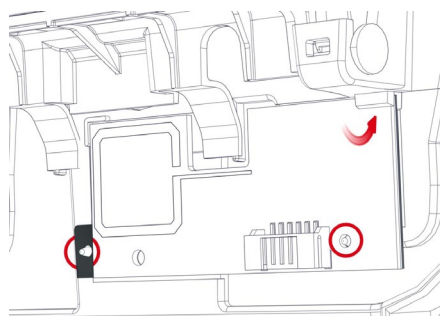
1. Carry out ENCLOSURE: RIGHT SIDE (steps 1 to 2 page 28).
2. Unplug the RFID board cable.
3. Remove the rivet (Flat-blade screwdriver).



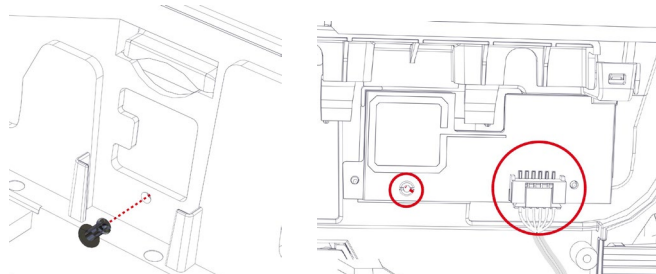
4. Align the holes of the new board with the holes of the insulating film.



5. Insert the new board at the end of the frame and check that the board is correctly positioned in the centering pins.



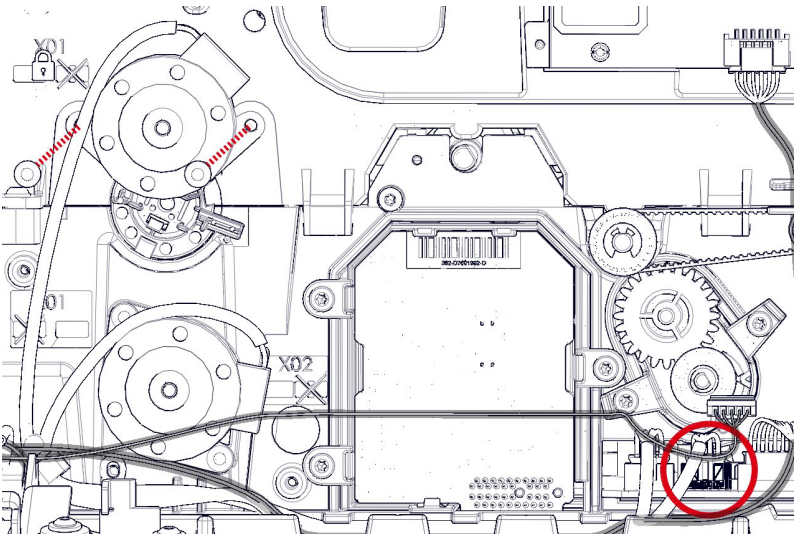
6. Attach the rivet inside the module and reconnect the cable to the board.



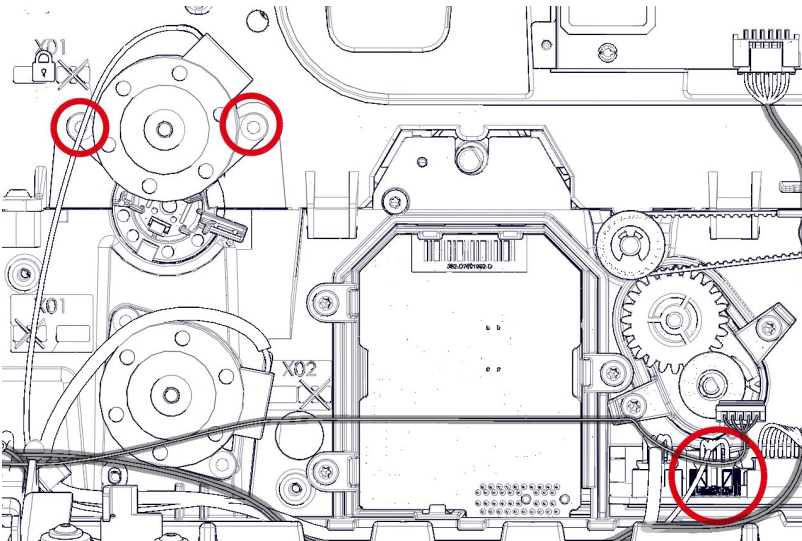
7. Carry out ENCLOSURE: RIGHT SIDE (steps 3 to 4 page 28).

STEPPER/FEEDER MOTOR – S10098

1. Carry out ENCLOSURE: RIGHT SIDE (steps 1 to 2 page 28).
2. Unplug the motor to be replaced. White connector for the roller motor and black connector for the flip rotation motor.
3. Remove the rivets (Flat-blade screwdriver) of the motor to be replaced.

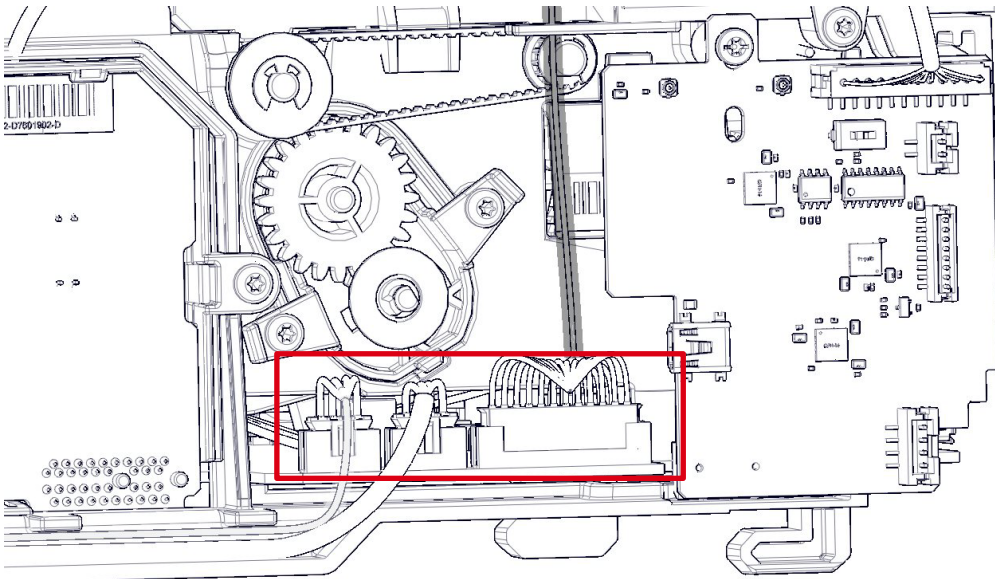
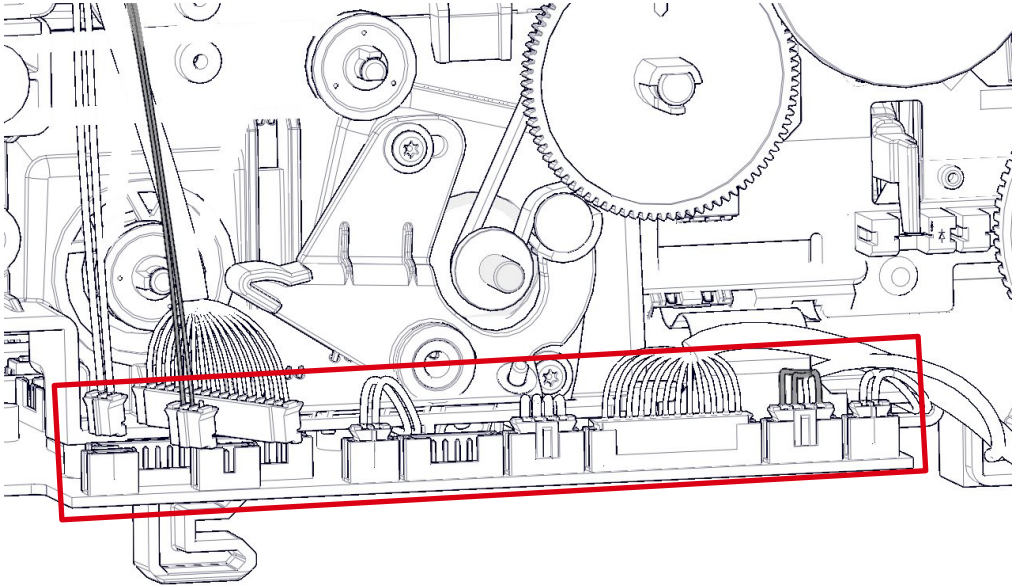


4. Position the new motor, attach the rivets, and reconnect the motor to the main board. Repeat the action for the second one.

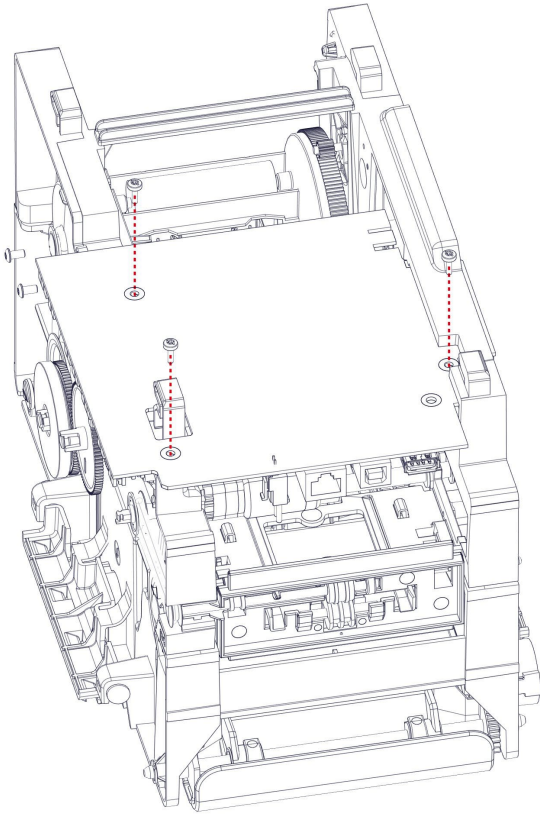


5. Carry out ENCLOSURE: RIGHT SIDE (steps 3 to 4 page 28).

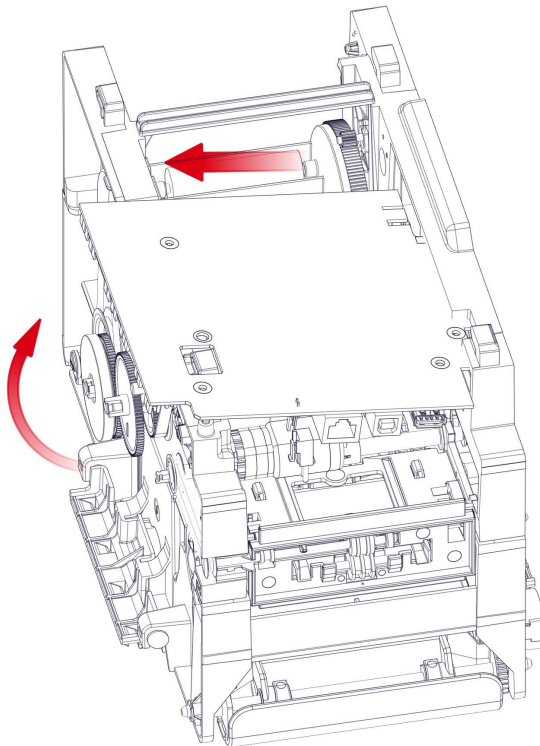
1. Carry out ENCLOSURE: BOTTOM PLATE (steps 1 to 7 **page 35**).
2. Unplug all the cables and the flex board (avoid bending or pinching it).



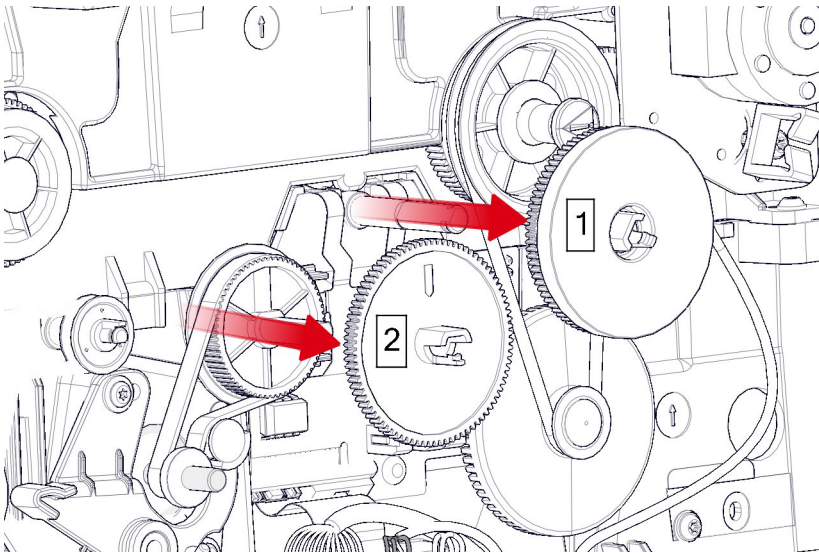
3. Turn the frame round, remove the three screws (Torx 10).



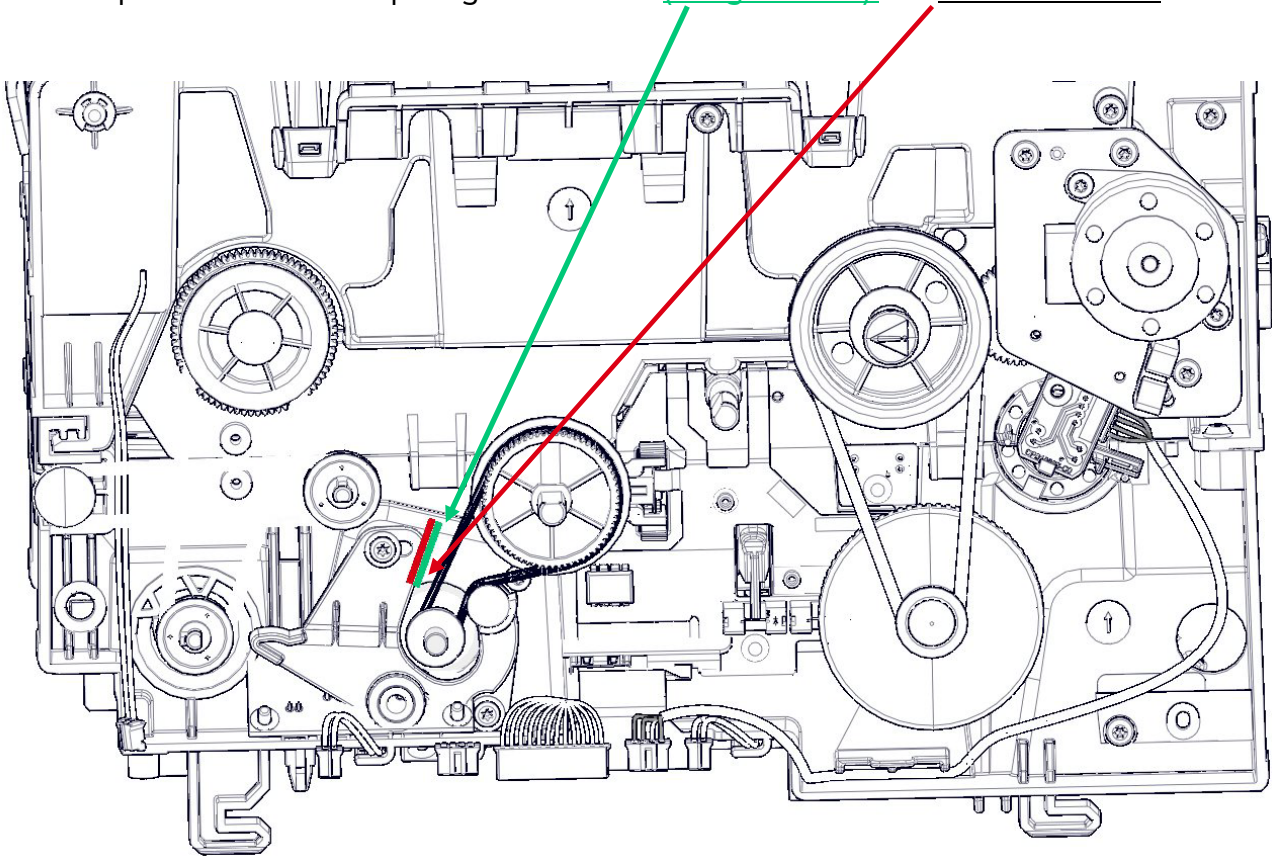
4. Remove the main board (being careful with the components).



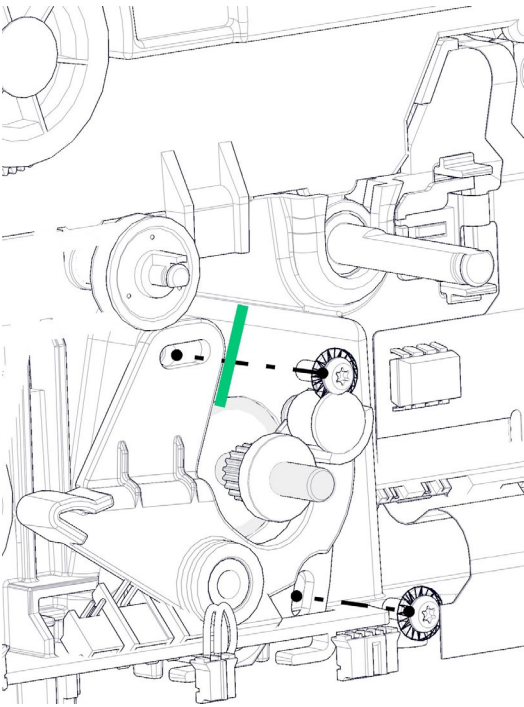
5. Unclip the head roller gear and remove it.



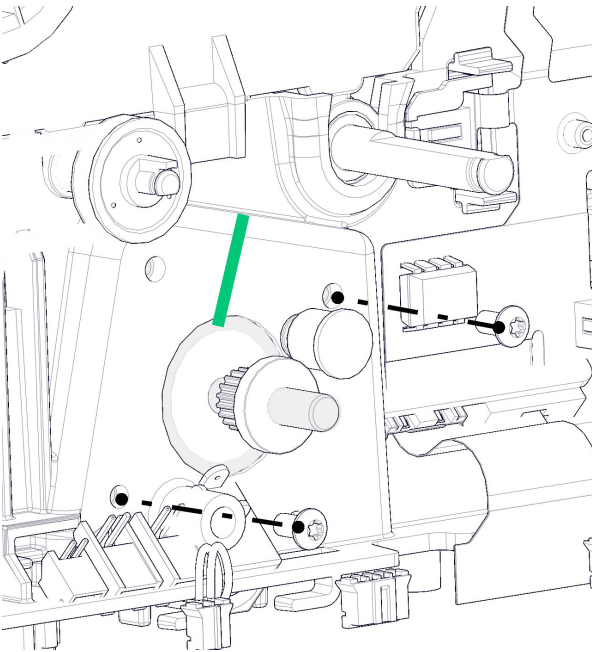
6. Make a position mark to help retighten the belt (see green line) and remove the belt.



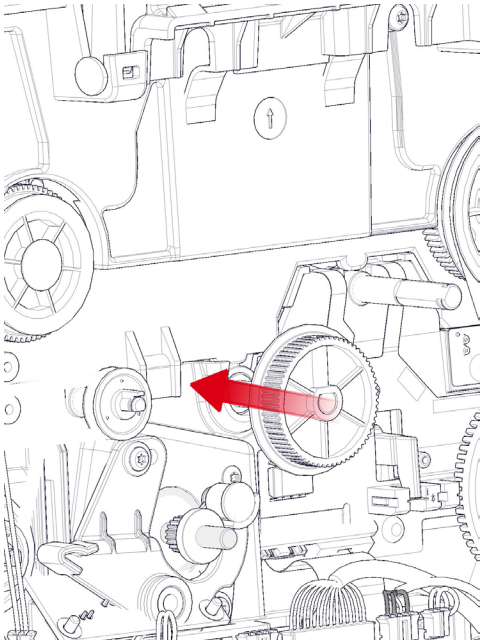
7. Remove the two screws (Torx 10) of the belt tensioner.



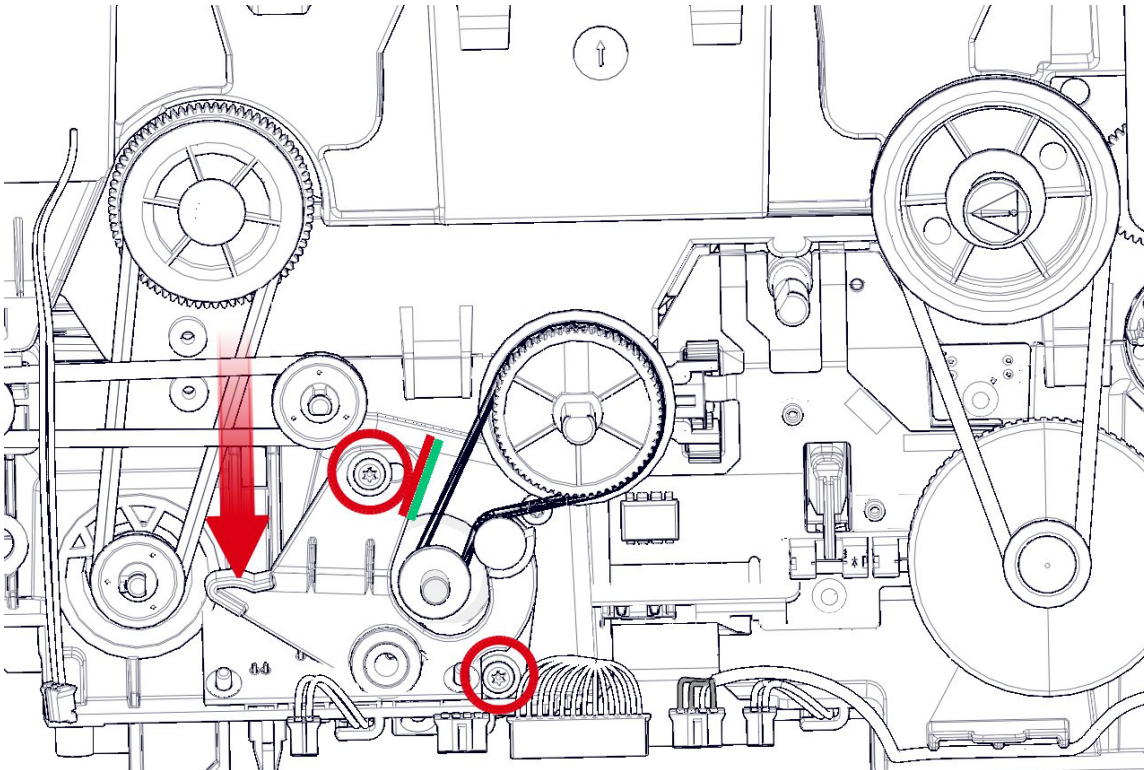
8. Remove the two screws (Torx 10) of the motor.



9. Insert the new motor and its two screws.
10. Put the two screws of the belt tensioner back in, but do not tighten them.
11. Replace the pulley, push it firmly into the groove, and tighten the screw on the flat side of the roller.

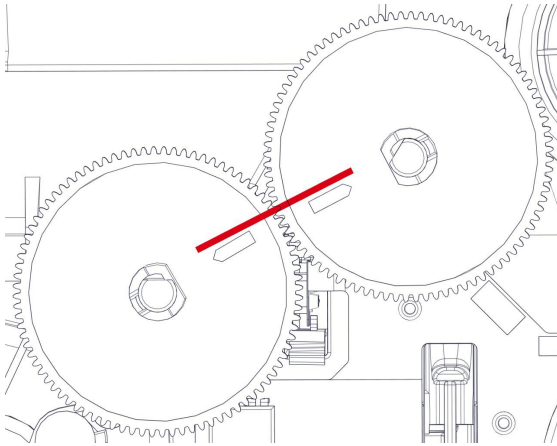


12. Put the belt. Press on the lever of the belt tensioner and adjust its position, using the position marks made in step 6. Hold and tighten the two screws (Torx 10).

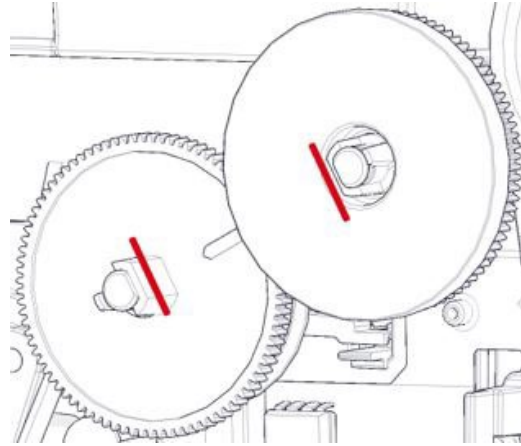


13. Align the positioning guides and clip on the option roller gear (be careful not to crush any of the teeth).

Basic printer



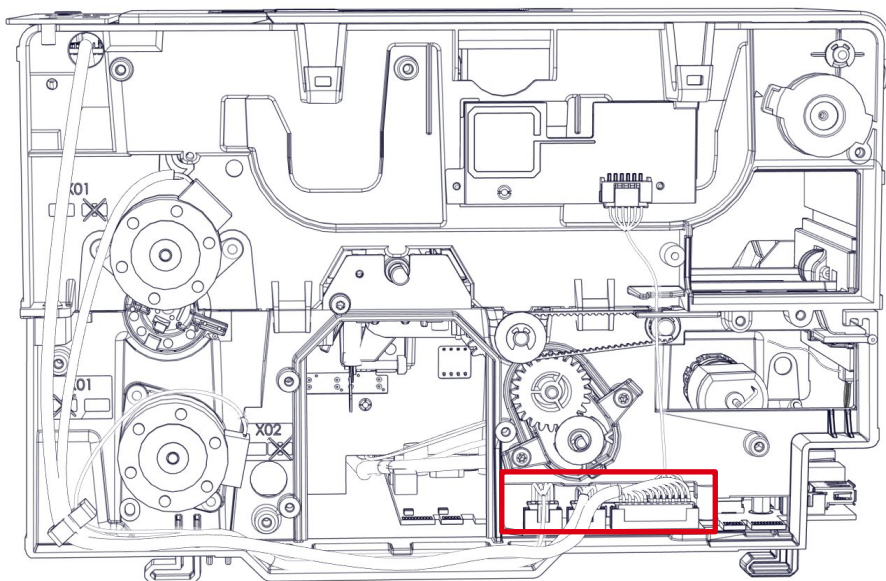
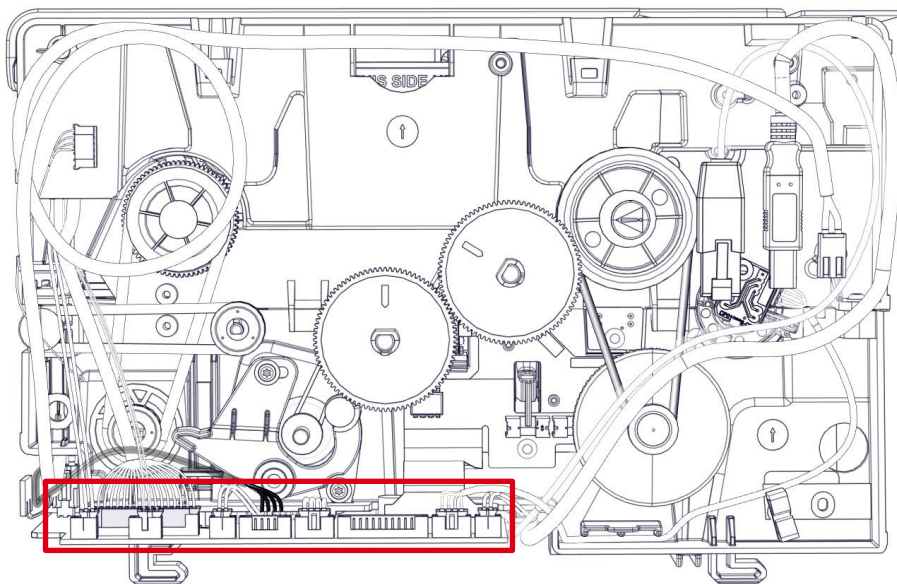
Printer with magnetic option



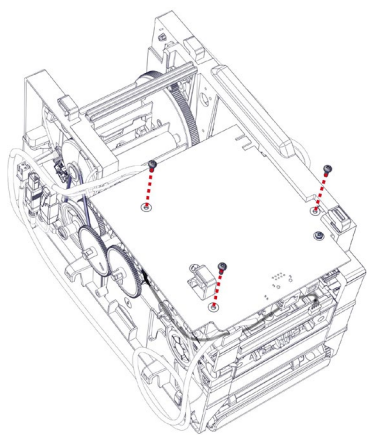
14. Carry out steps 4 to 1 in reverse.

MAIN BOARD- CONNECTION CARD – S10373

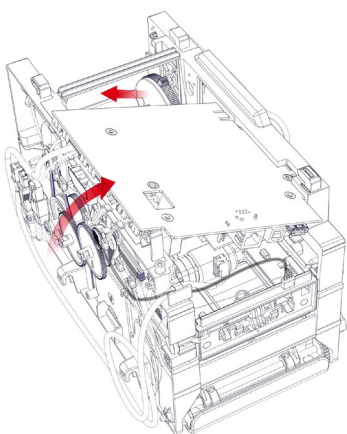
1. Carry out ENCLOSURE: BOTTOM PLATE (steps 1 to 7 **page 35**).
2. Unplug all the cables and the flex board (avoid bending or pinching it).



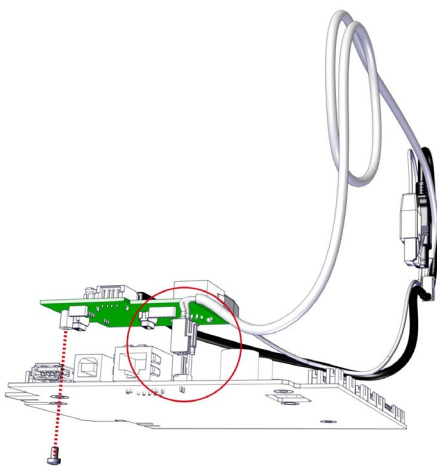
4. Turn the frame round, remove the three screws (Torx 10).



5. Remove the main board (being careful with the components).

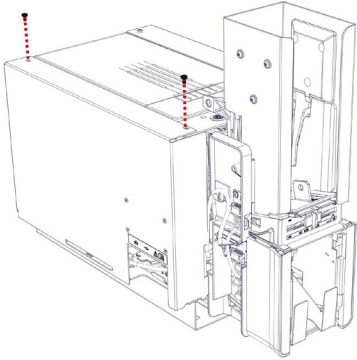


6. Disconnect the power cable. Remove the screw from the USB/ETH interface card and remove it.

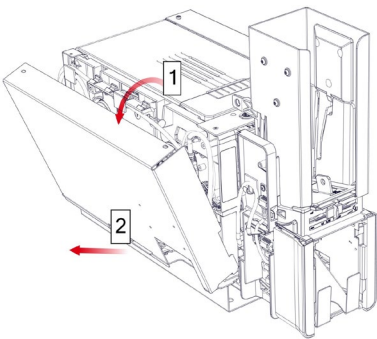


7. Take the new main board and carry out the steps in reverse.
8. Follow the procedure Replacing the Main Board.

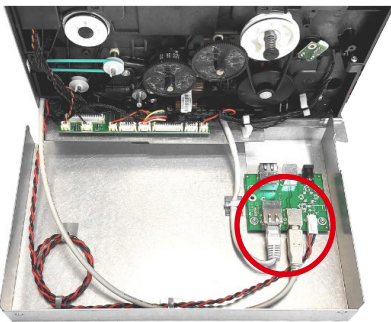
1. Remove the two screws (Torx T10).



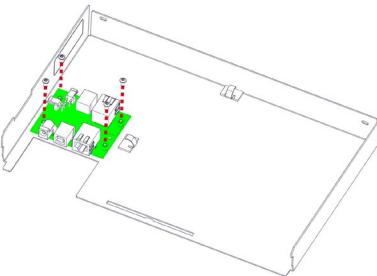
2. Tilt the side panel (1) and disengage the side (2).



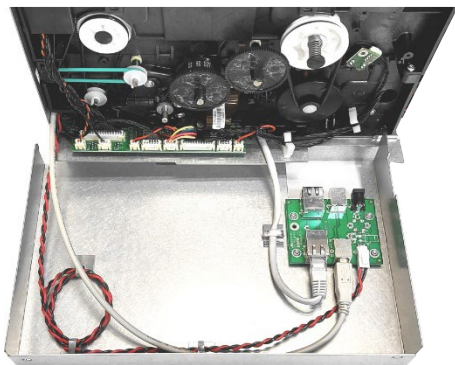
3. Disconnect the cables from the connection card and remove them from their cable holders.



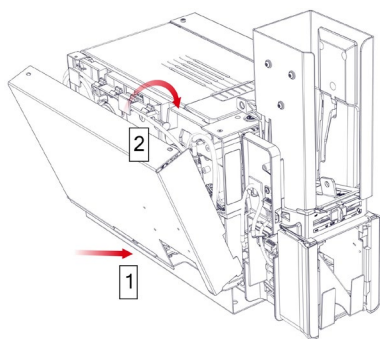
4. Remove the four screws from the connection card and retrieve it.



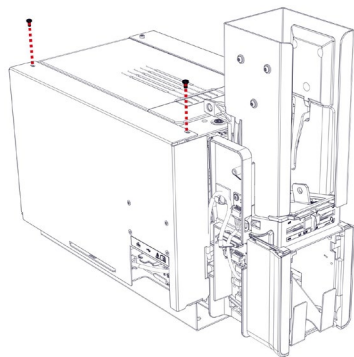
5. Screw the new connection card on the side, connect it and attach the cables.



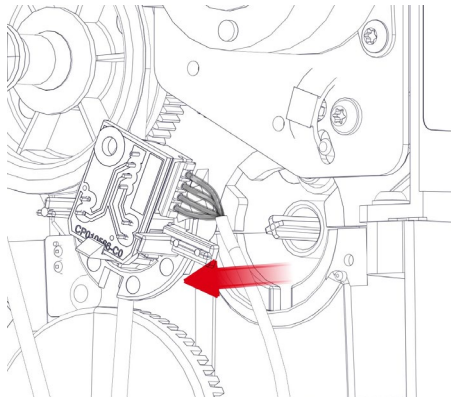
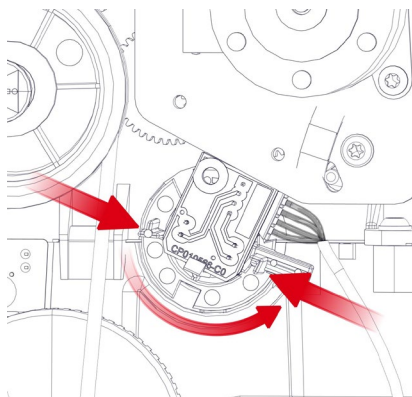
6. Slide the side panel into the bottom plate and tilt it by inserting the rear and the front side (pay attention to not pinch the cables).



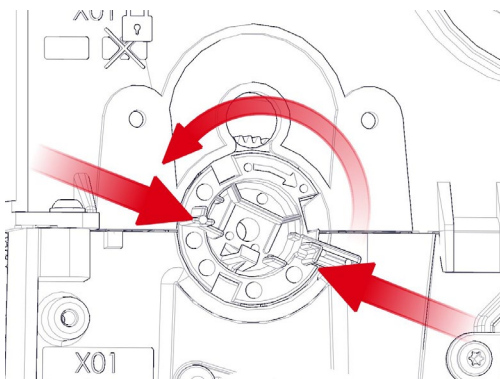
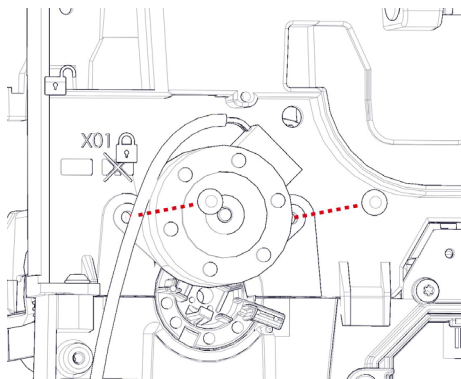
7. Verify it is well positioned and tight the screws.



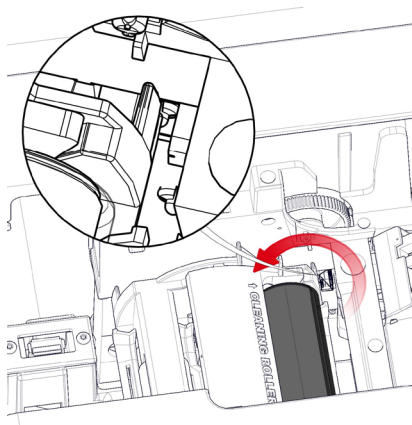
1. Carry out ENCLOSURE: BOTTOM PLATE (steps 1 to 6 page 35).
2. Press on both sides of the flip sensor support and turn it 90 degrees to align the windows. Remove the support.



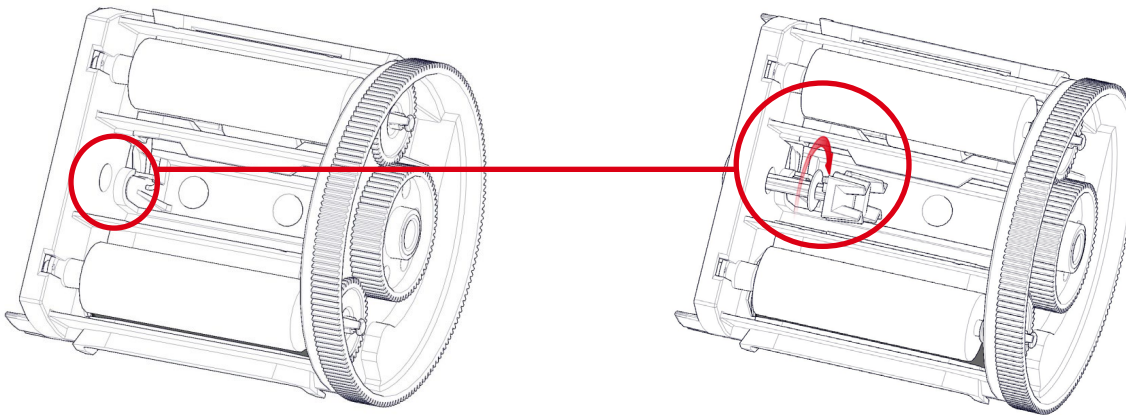
3. On the other side remove the upper motor.
4. Press on both sides of the support and turn it 90 degrees to align the windows. Hold the flip and remove the support.



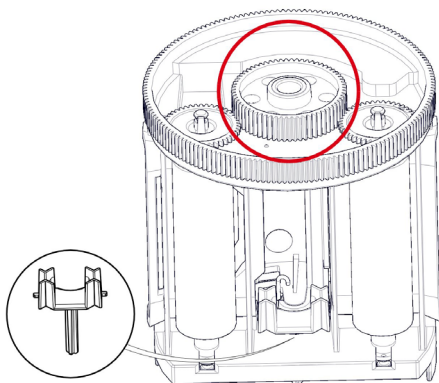
5. Remove the flip, being careful not to damage the sensor.



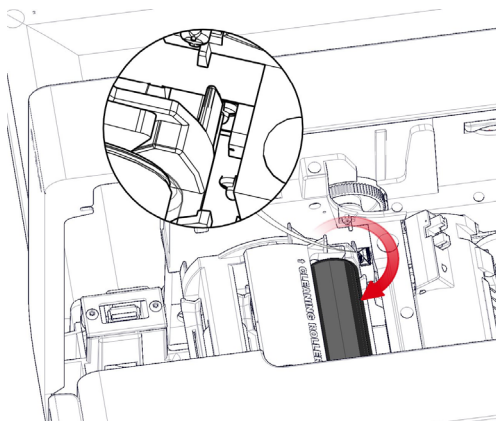
6. Place the spring as indicated on the pusher blade. Insert this into the frame and tilt it to insert it into the axis.



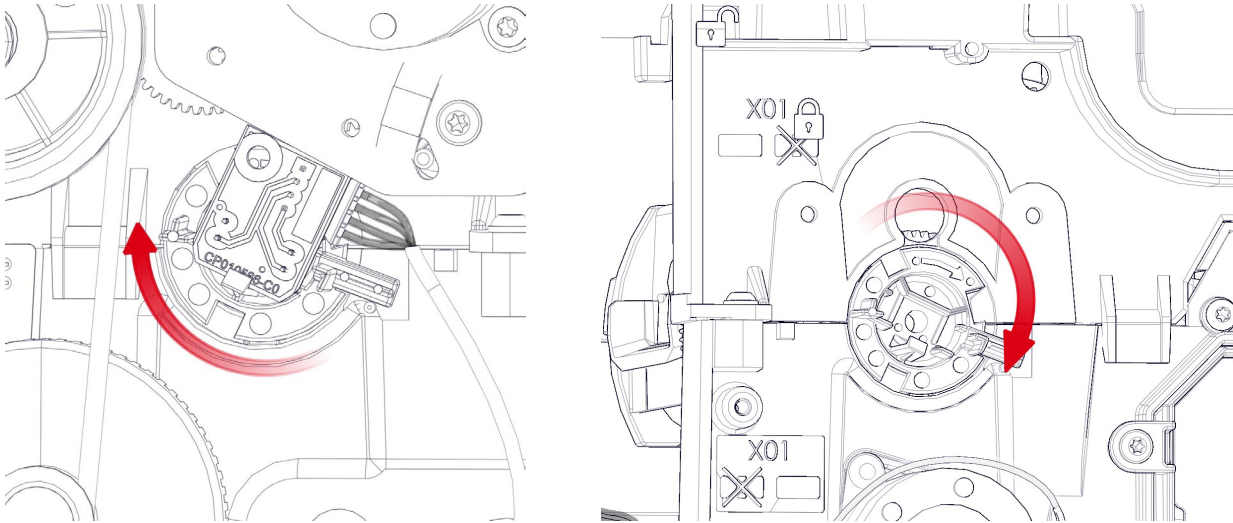
7. Check the position of the pusher blade and insert the white gear.



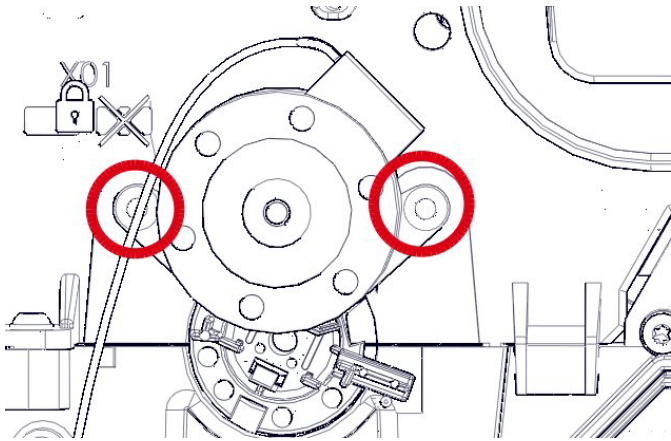
8. Place the flip, being careful not to damage the sensor.



9. Insert the support, attaching it to the flip, and turning to the right to lock it.
10. Repeat the action for the second one.

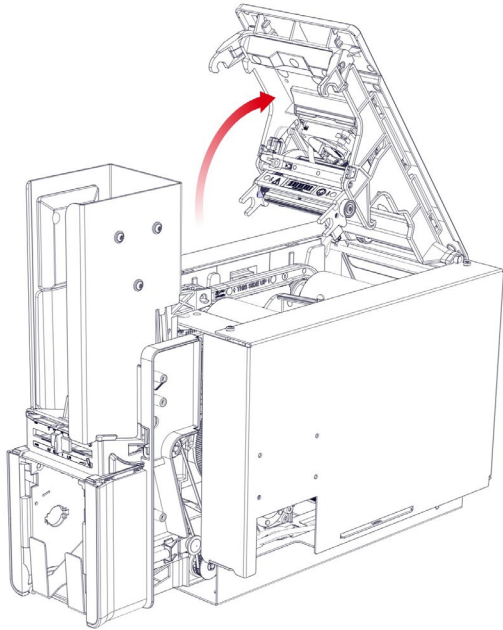


11. Position the motor and insert the rivets.

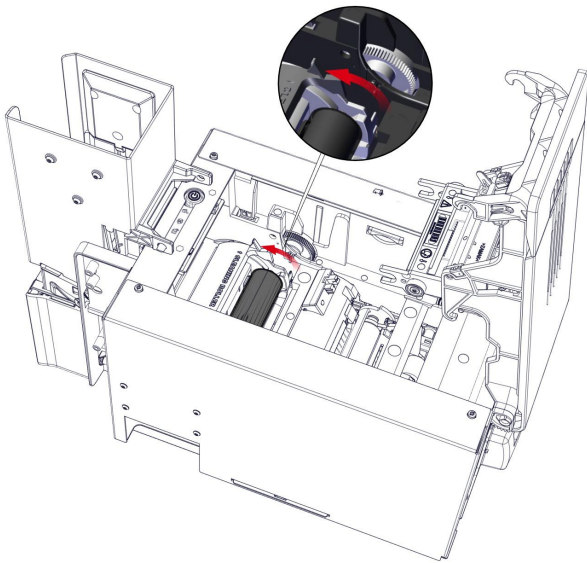


12. Carry out ENCLOSURE: BOTTOM PLATE (steps 6 to 1 page 35) in reverse.

1. Open the head bracket.



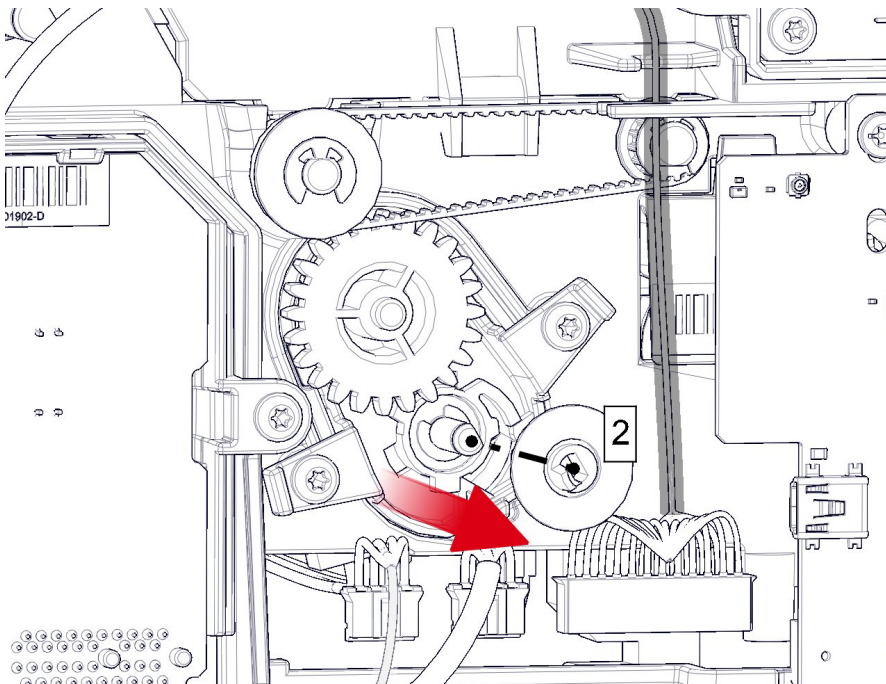
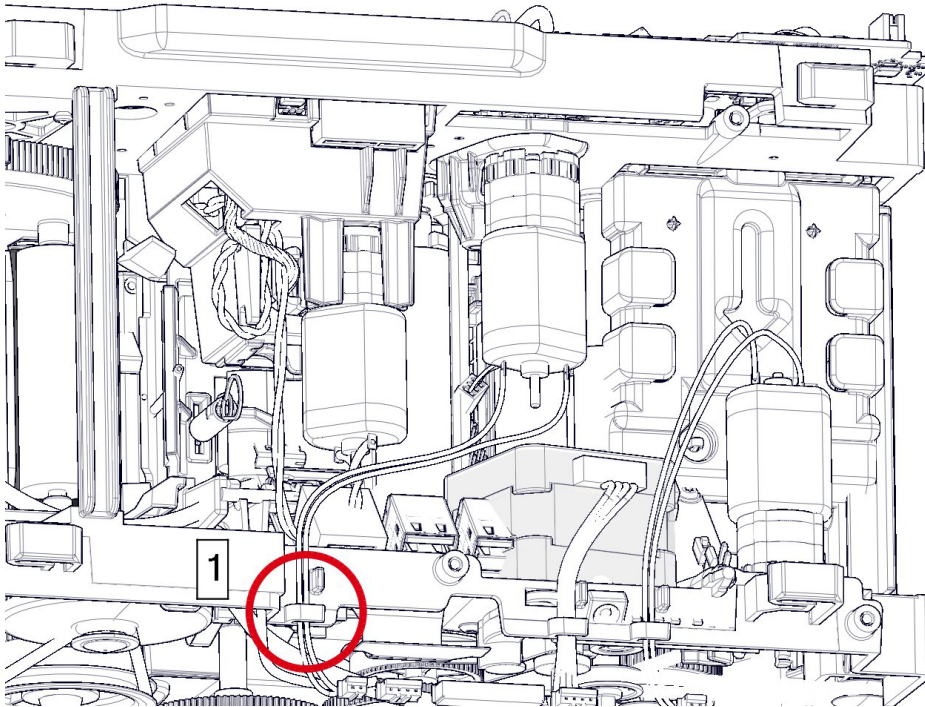
2. Press the flip lock to release the cleaning roller.



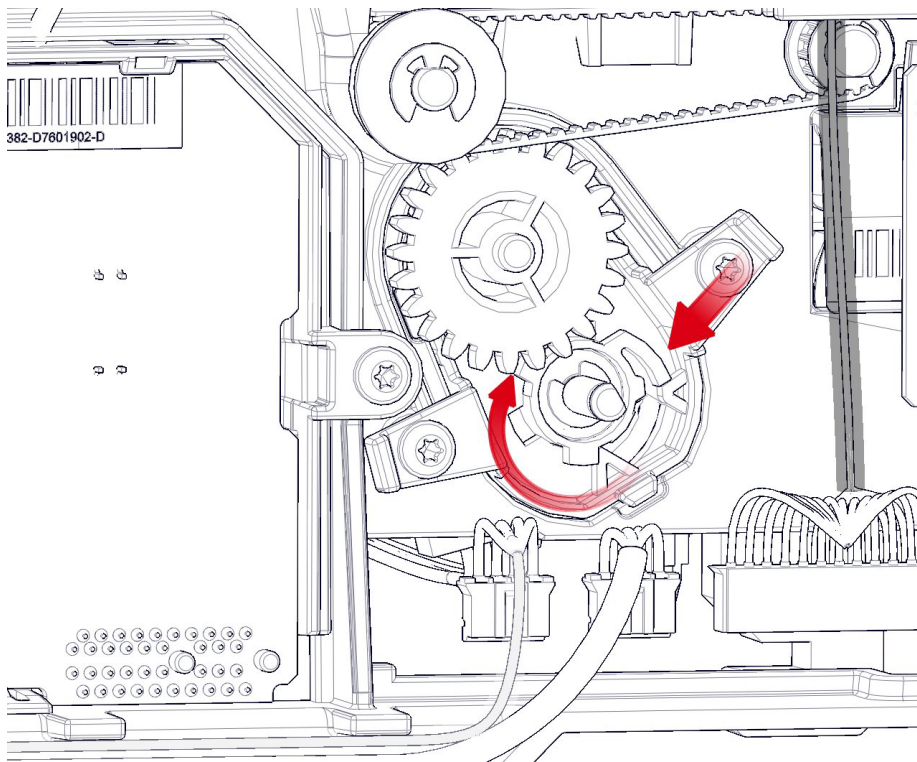
3. Carry out the steps in reverse order to install the new cleaning roller.

MOTOR: COMMON – S10097 (UP AND DOWN)

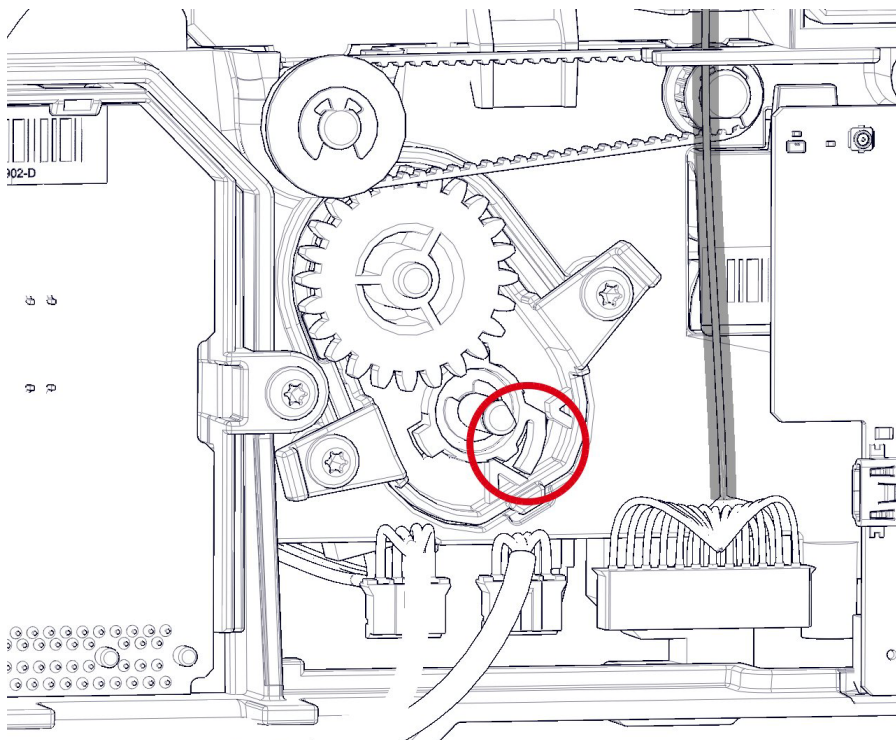
1. Carry out MOTOR: STEPPER (steps 1 to 4 page 50).
2. Undo the cable (1) and remove the motor pulley (2).



3. Press the motor clip and turn at the same time.



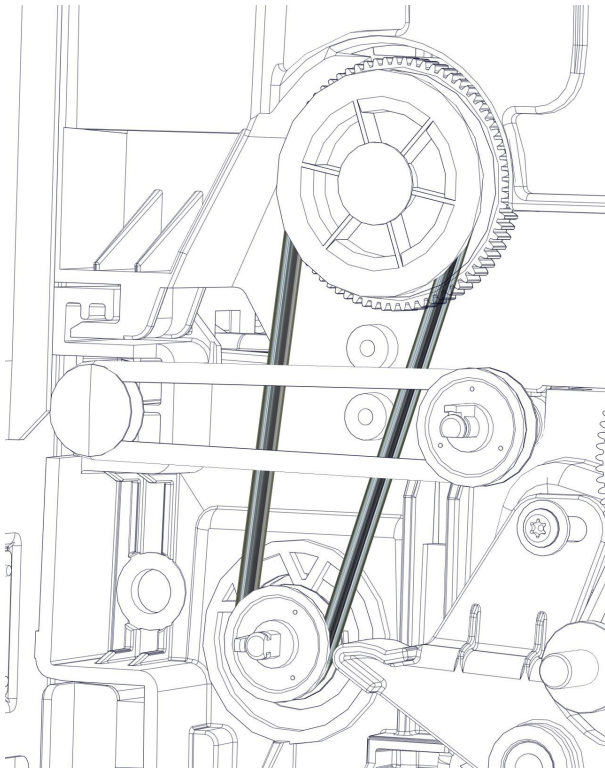
4. Turn to the window and remove the motor through the interior of the module.



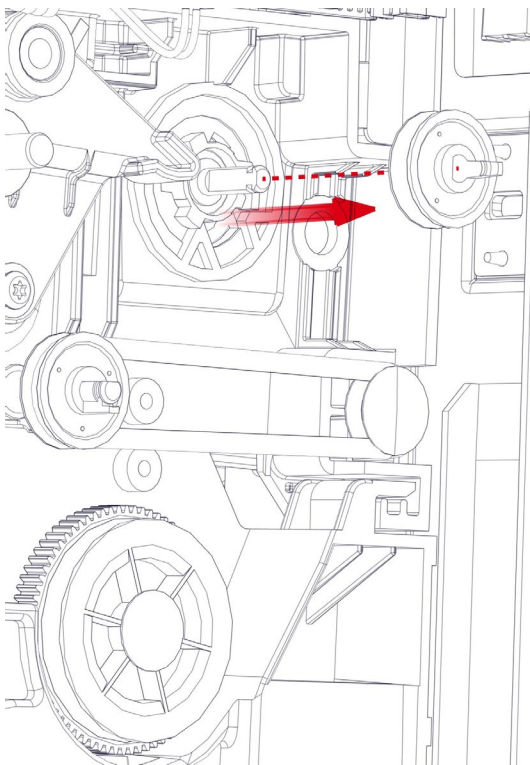
5. Carry out the steps in reverse.

MOTOR: COMMON- S10097 (RIBBON)

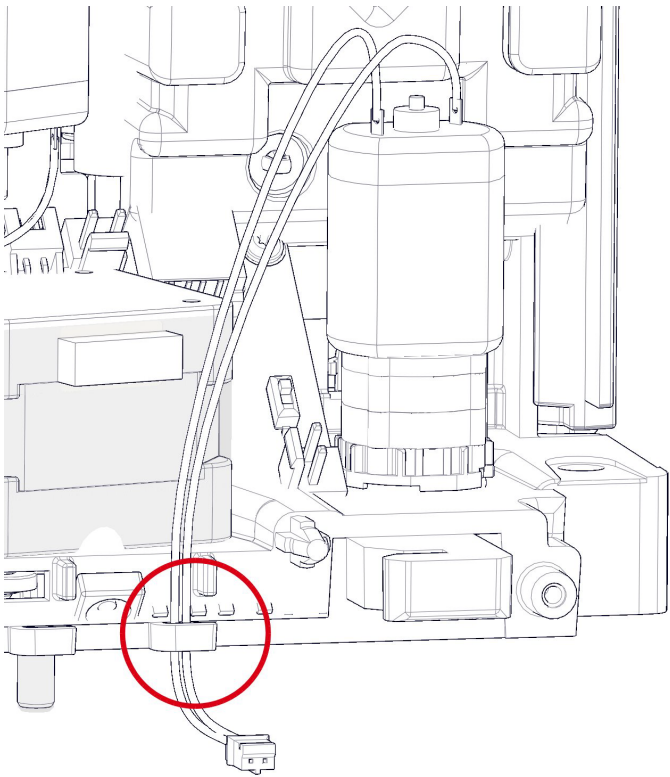
1. Carry out MOTOR: STEPPER (steps 1 to 4 page 50).
2. Remove the ribbon belt.



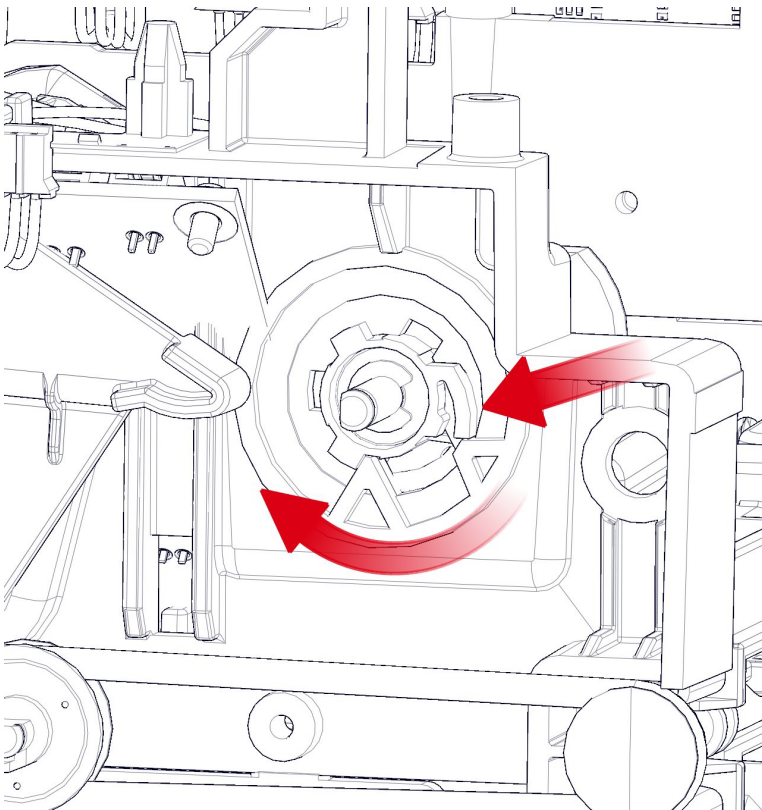
3. Unclip and remove the ribbon pulley.



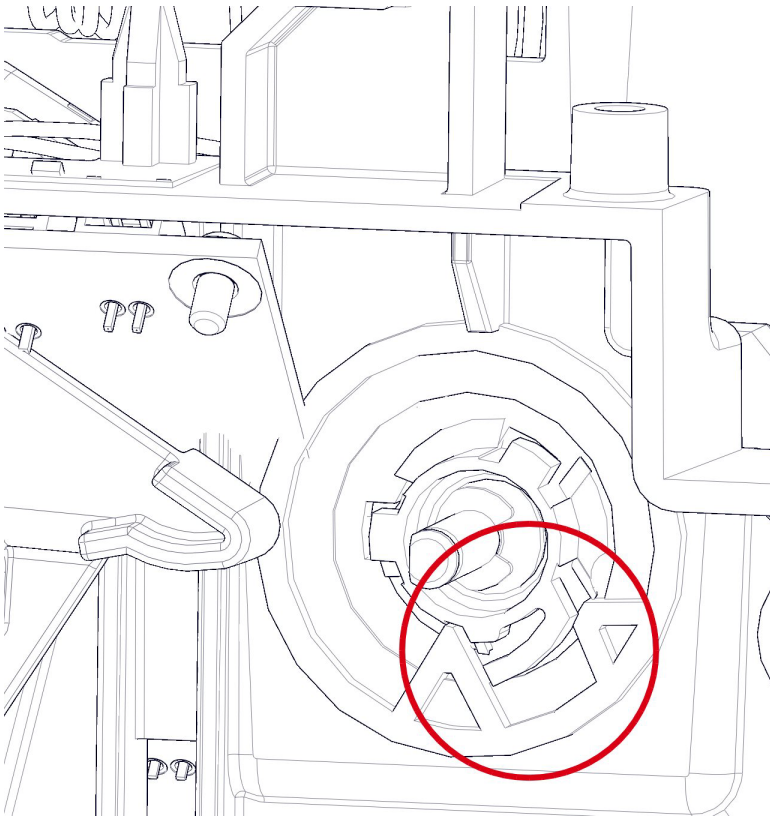
4. Undo the motor cable.



5. Press the motor clip and turn at the same time.

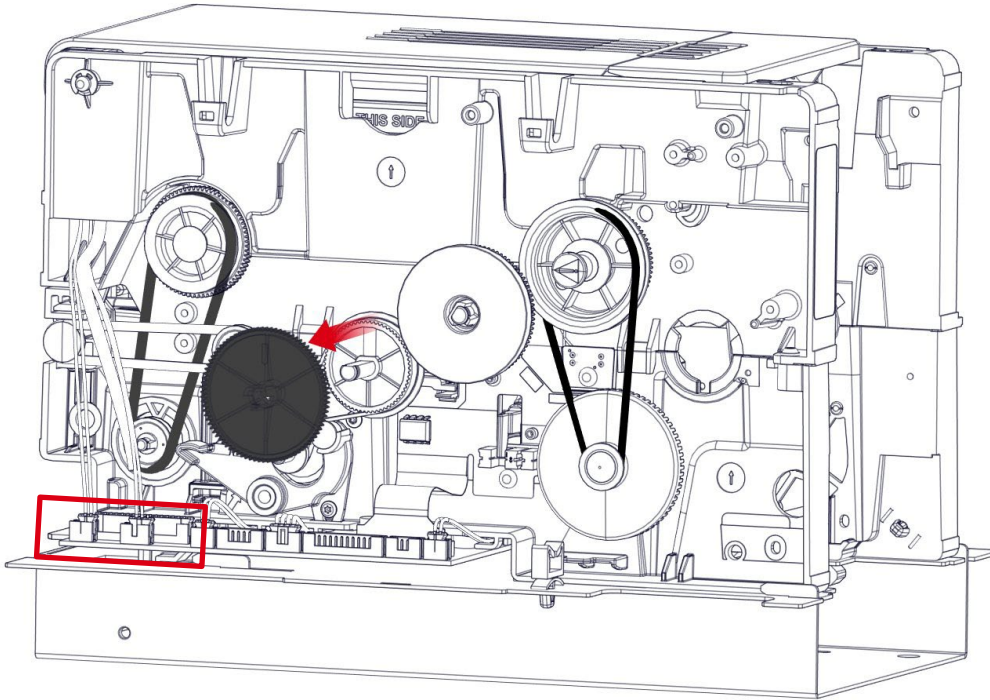


6. Turn to the window and remove the faulty motor.

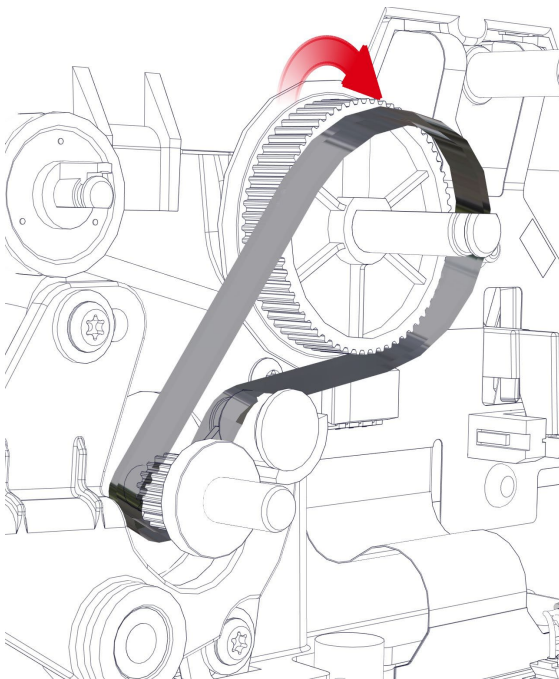


7. Carry out the step in reverse.

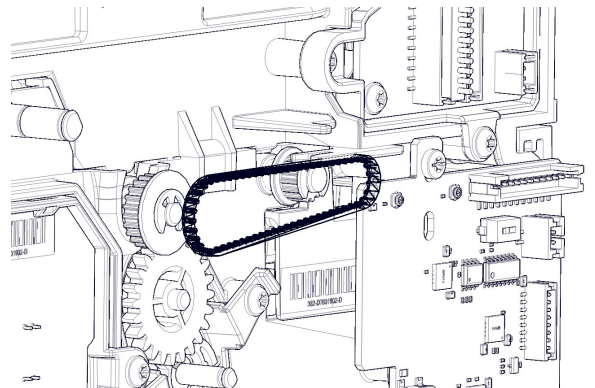
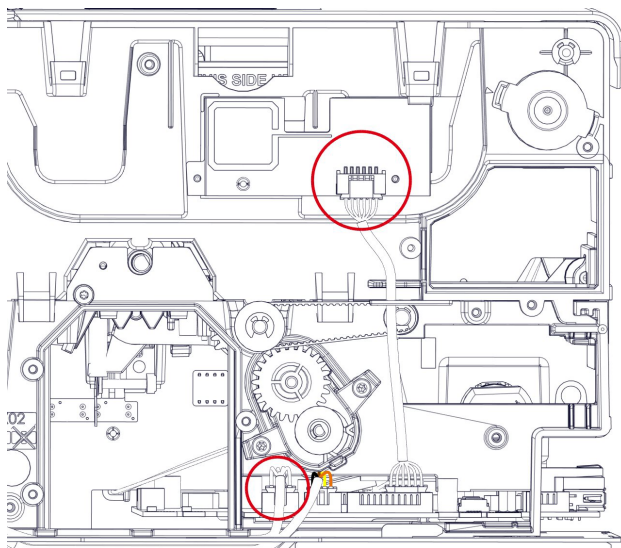
1. Carry out ENCLOSURE: BOTTOM PLATE (steps 1 to 6 page 35).
2. Carry out FLIP OVER MODULE (steps 2 to 5 page 60).
3. Remove and detach the components indicated below (cables, black ribbon belt, head roller gear, and flag belt). Disconnect print head cables.



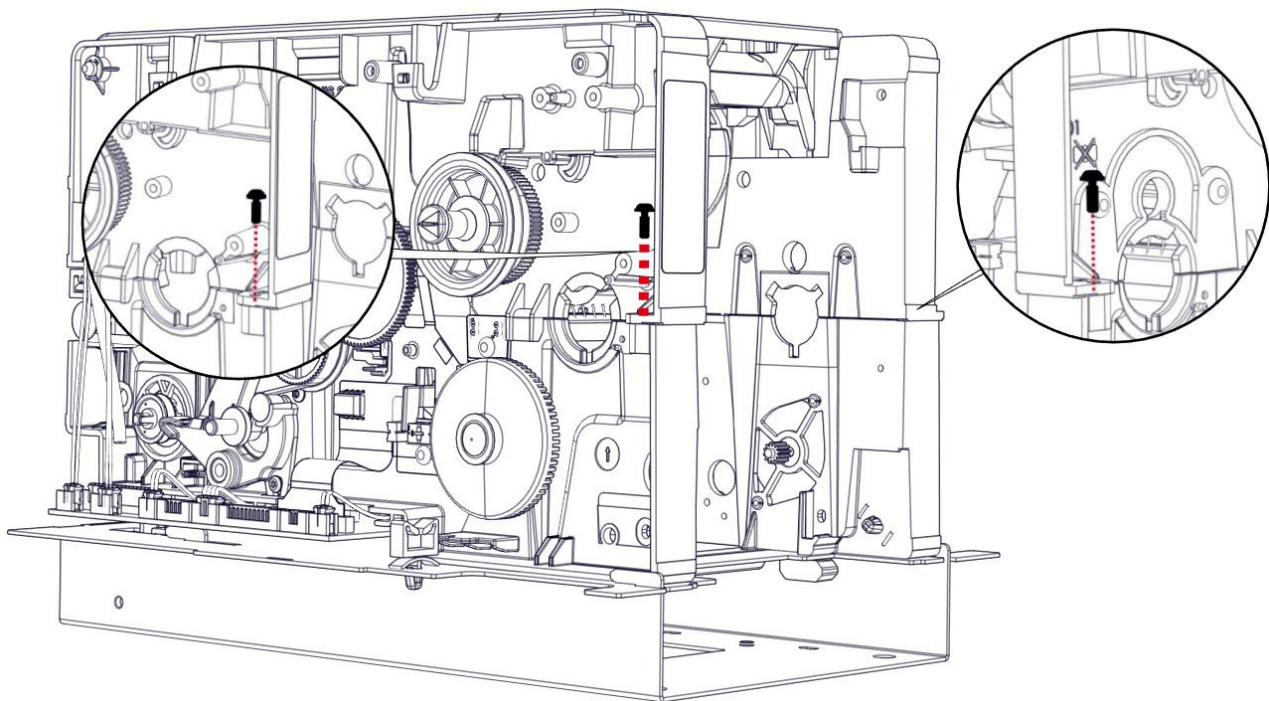
4. Remove the motor belt.



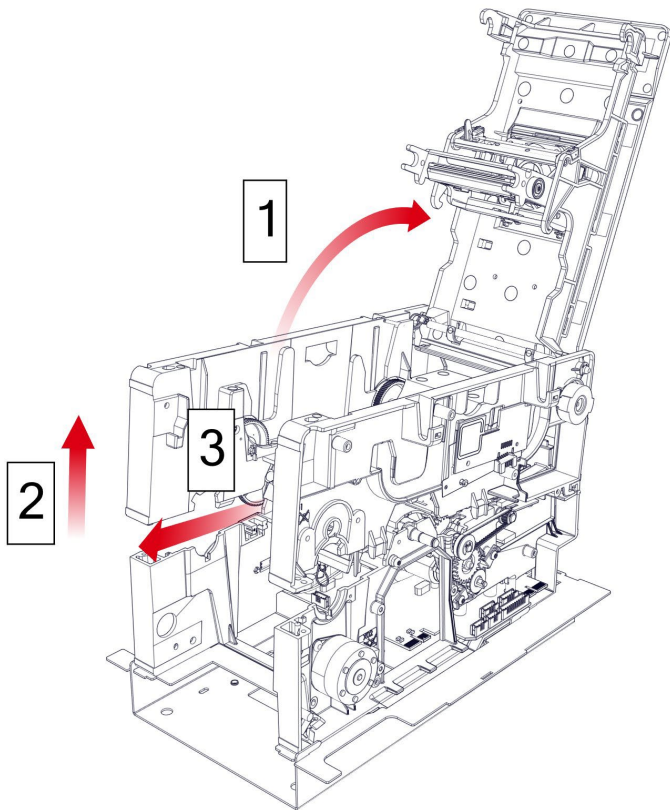
5. Disconnect the flip motor and the RFID board cables. Remove the transport belt.



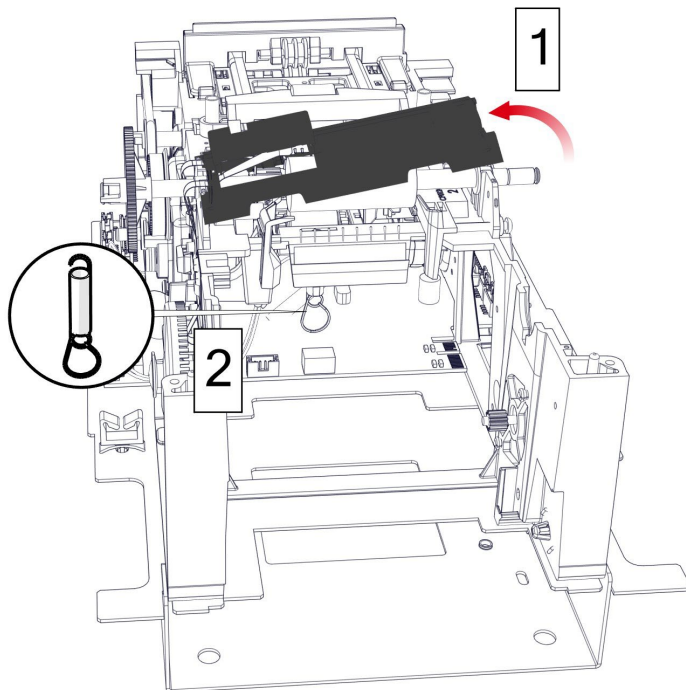
6. Remove the screws (Torx 10) from each side of the module.



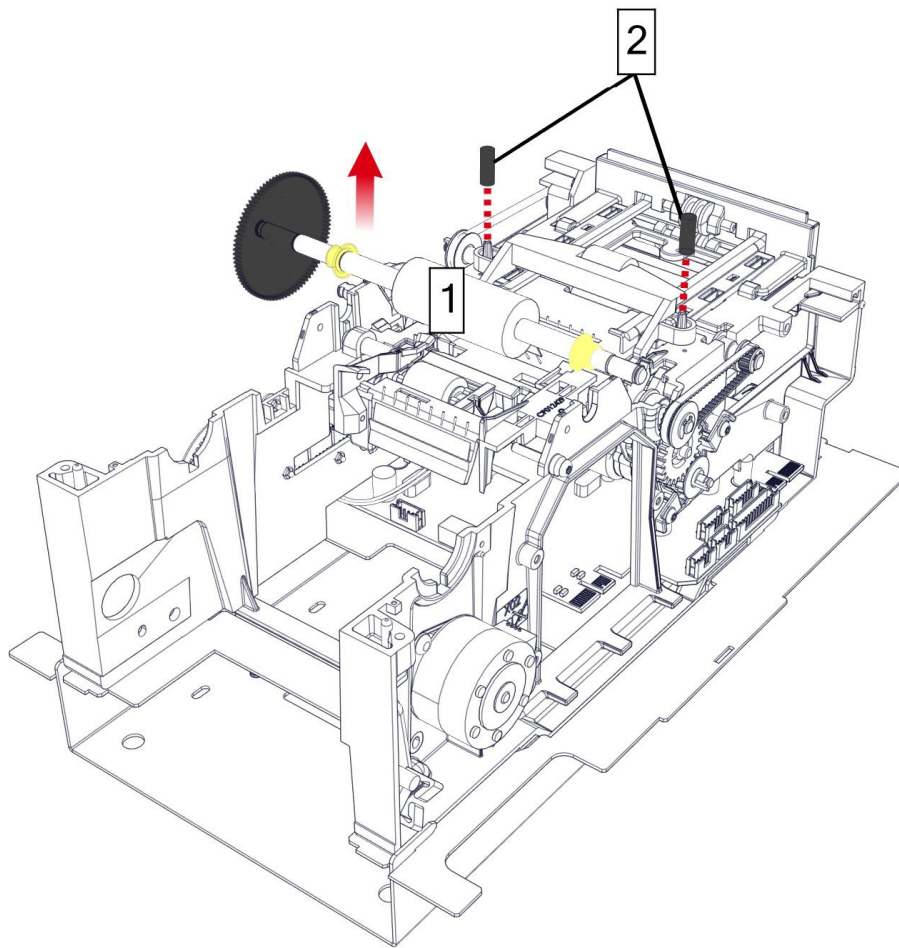
7. Open the head bracket (1), gently lift the upper frame (2), and pull it forward (3) to remove it.



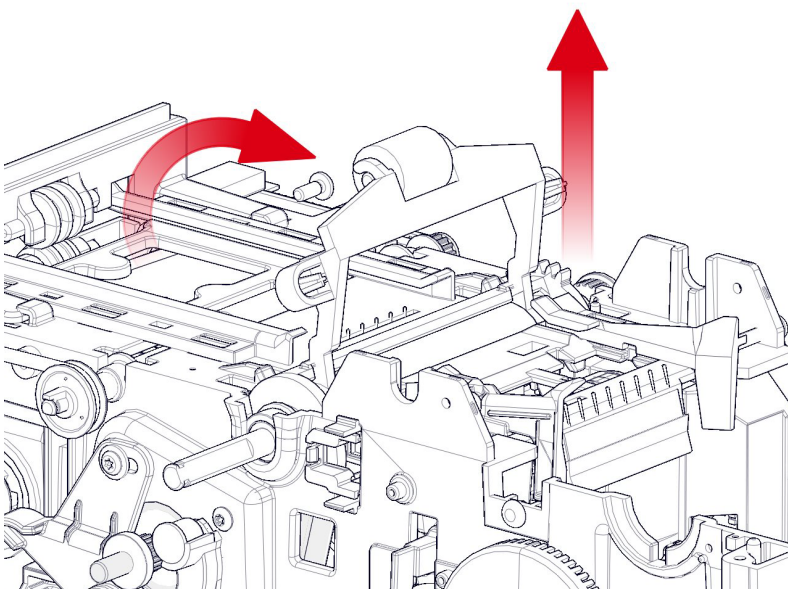
8. Remove the ribbon sync sensor (1) and the pressure roller spring (2).



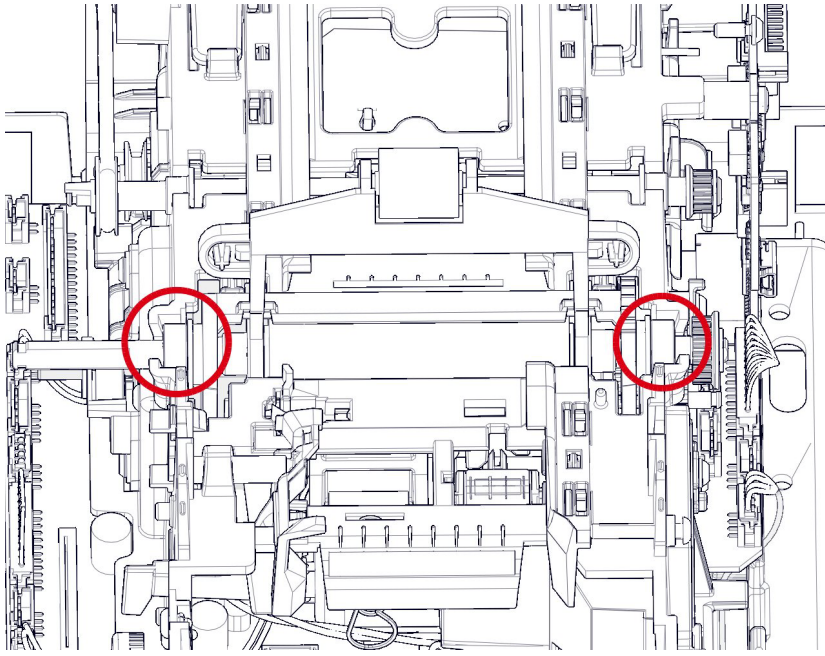
9. Remove the option roller (1) and the two springs (2).



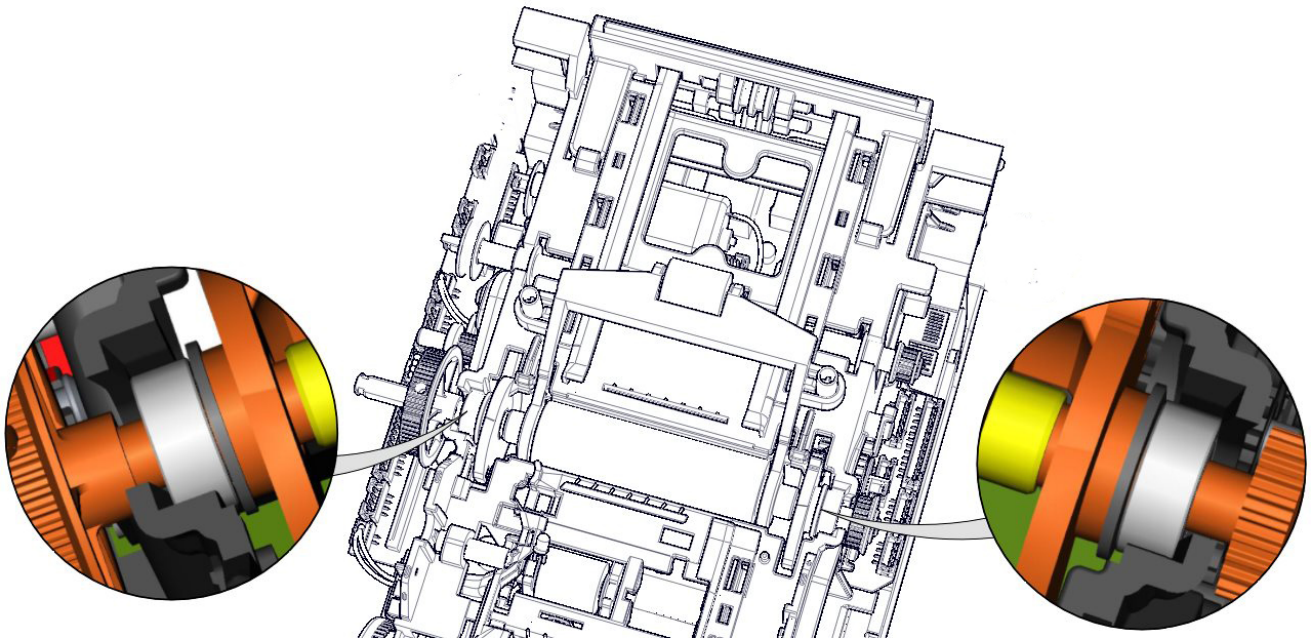
10. Push the head roller kit forward, lift it, and remove it from the frame.



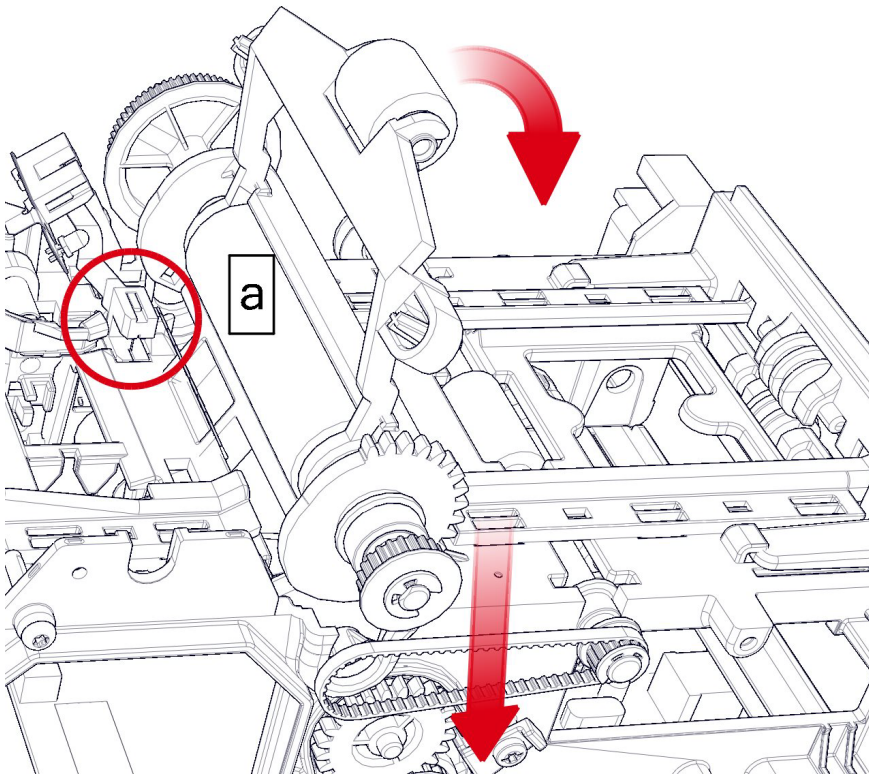
11. Make sure that the rings, washers, and bearings are correctly positioned. Insert the new kit.



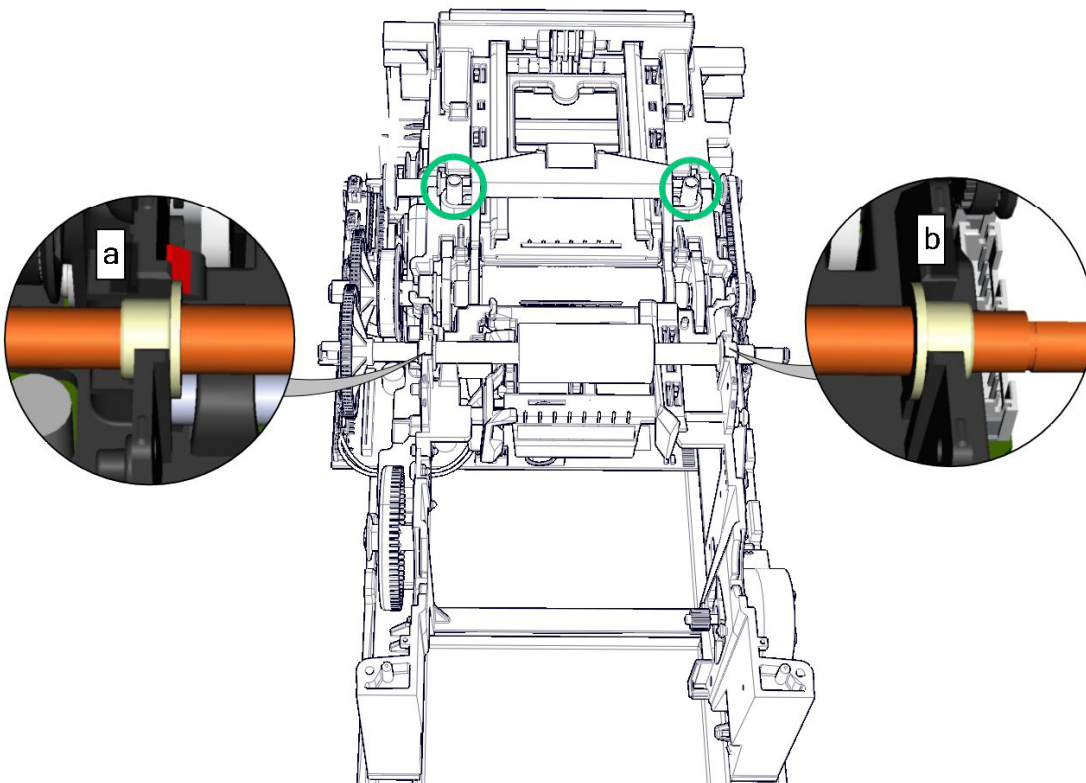
12. Check the position of the rings and bearings.



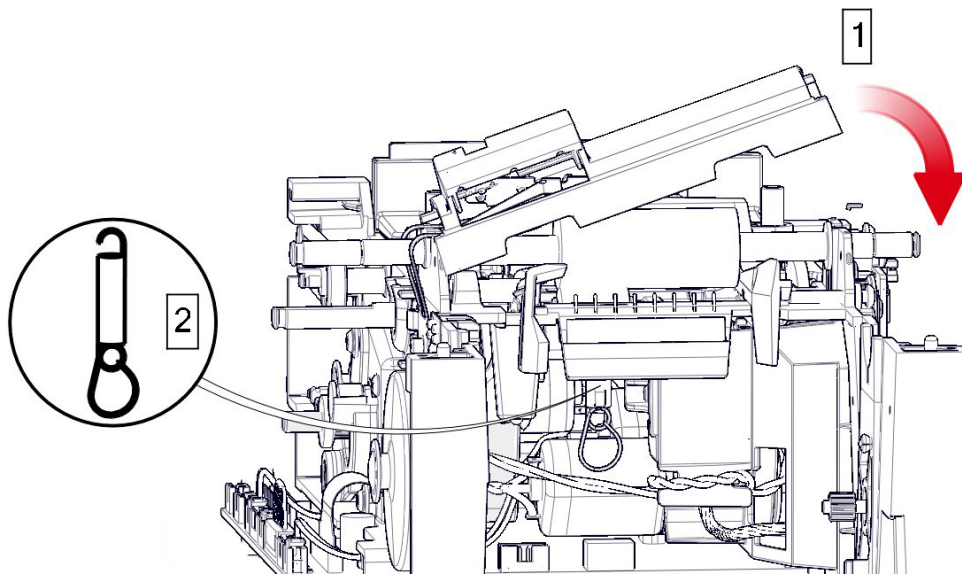
13. Tilt the head roller kit to engage it correctly and lower the pressure roller. Check that the card sensor has not moved (a).



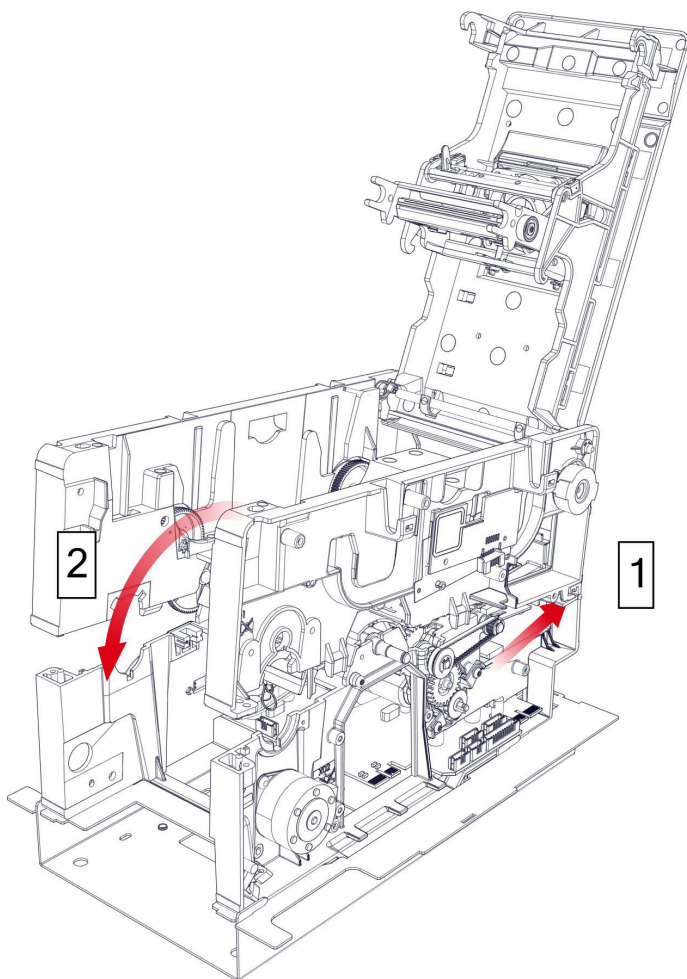
14. Put the option roller back, check the position of the IGUS supports (a), position the springs (b).



15. Replace the ribbon sync sensor (1) and the pressure roller spring (2).

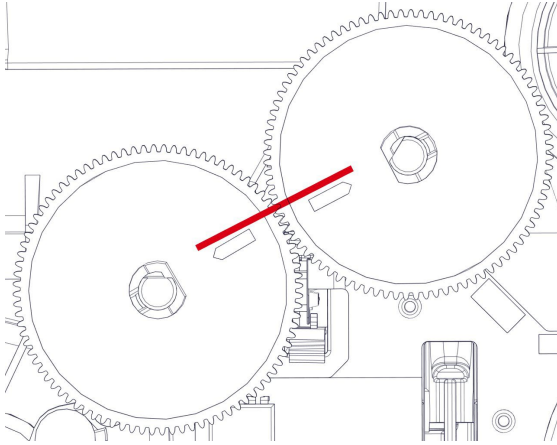


16. Open the head bracket; insert the upper frame into the lower frame (1) and lower it (2).
Check that the ribbon sync sensor hasn't moved. Replace the two screws (Torx 10), see step 6.

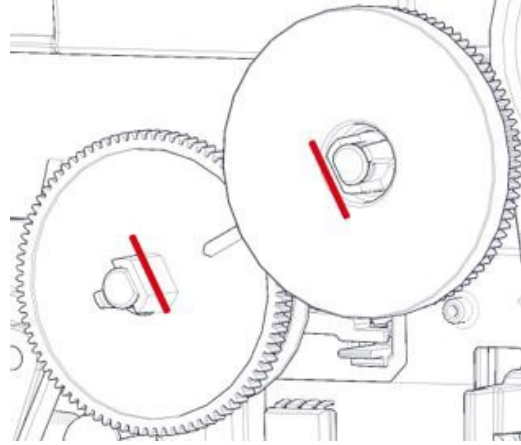


17. Carry out steps.5 to 1 in reverse.
18. Align the two positioning guides and clip in the head roller gear.

Basic printer

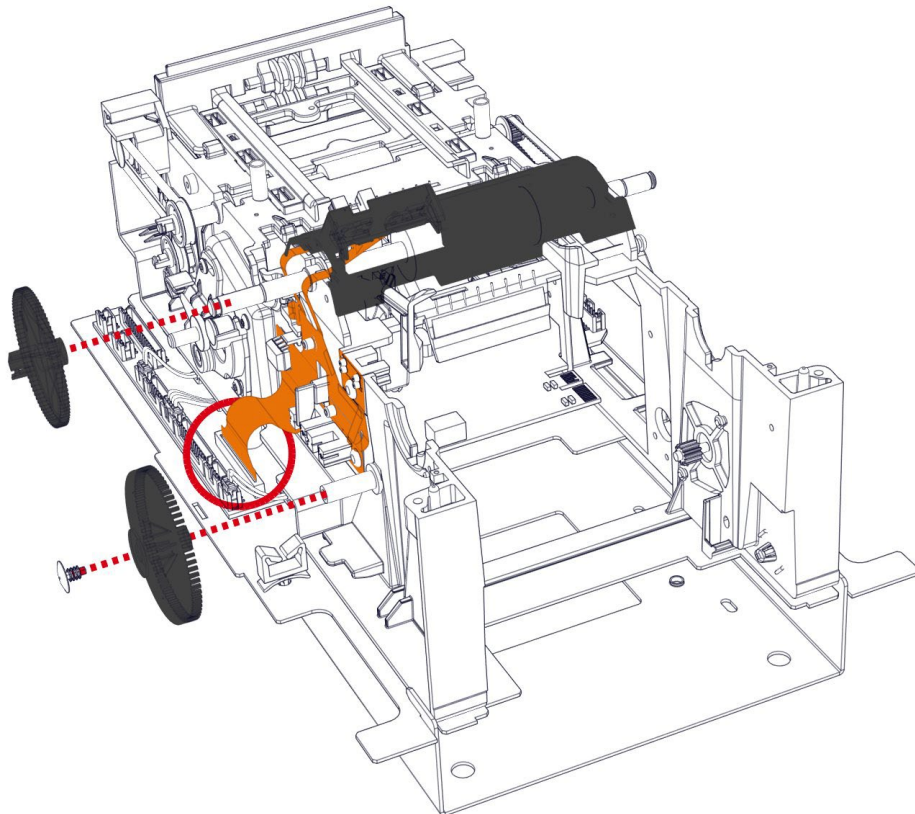


Printer with magnetic option

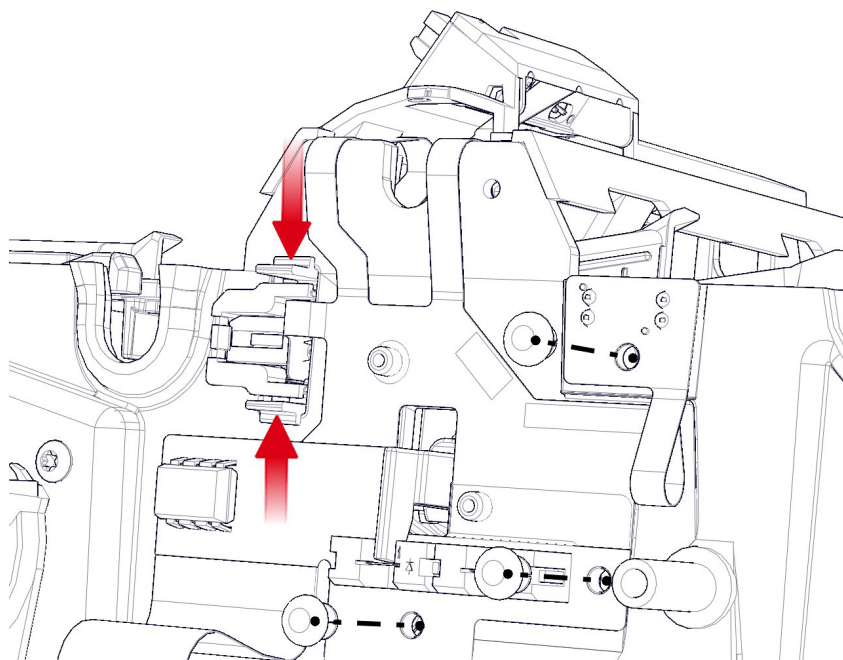


Before you begin, please read the chapter [Replacing Electronic Components](#).

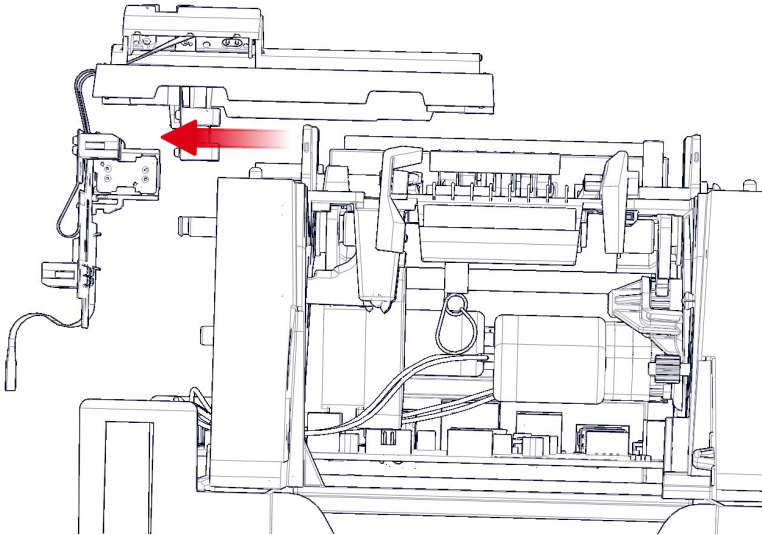
1. Carry out HEAD ROLLER KIT (steps 1 to 8 page 69).
2. Remove the flag and disconnect the flex board.



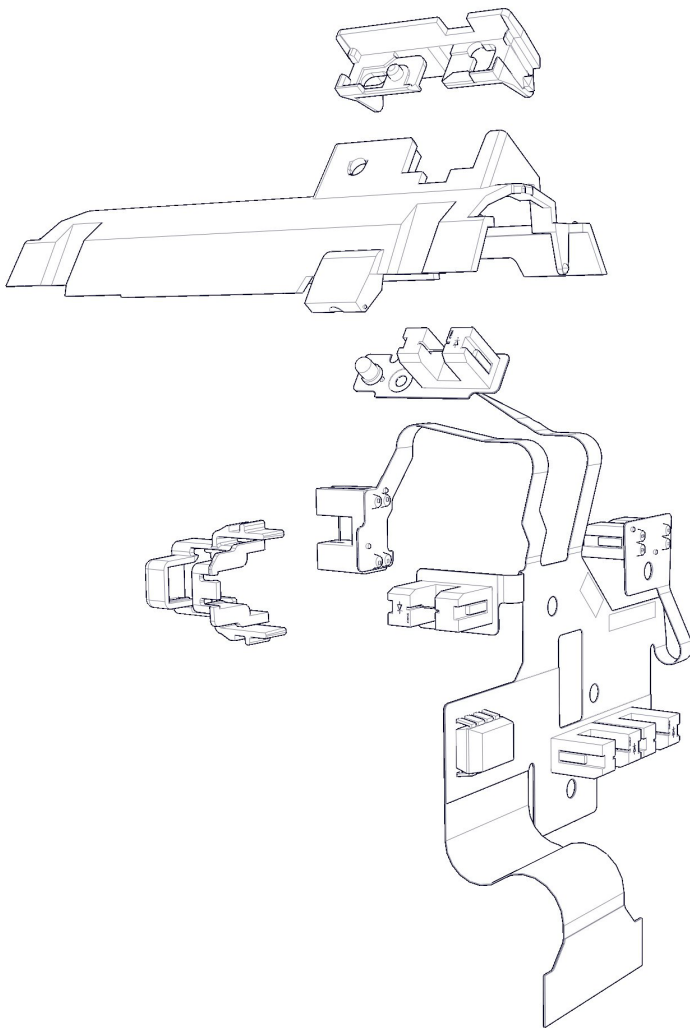
3. Press both sides of the sensor support, lift it up and down, and then remove it.
4. Remove the three rivets.



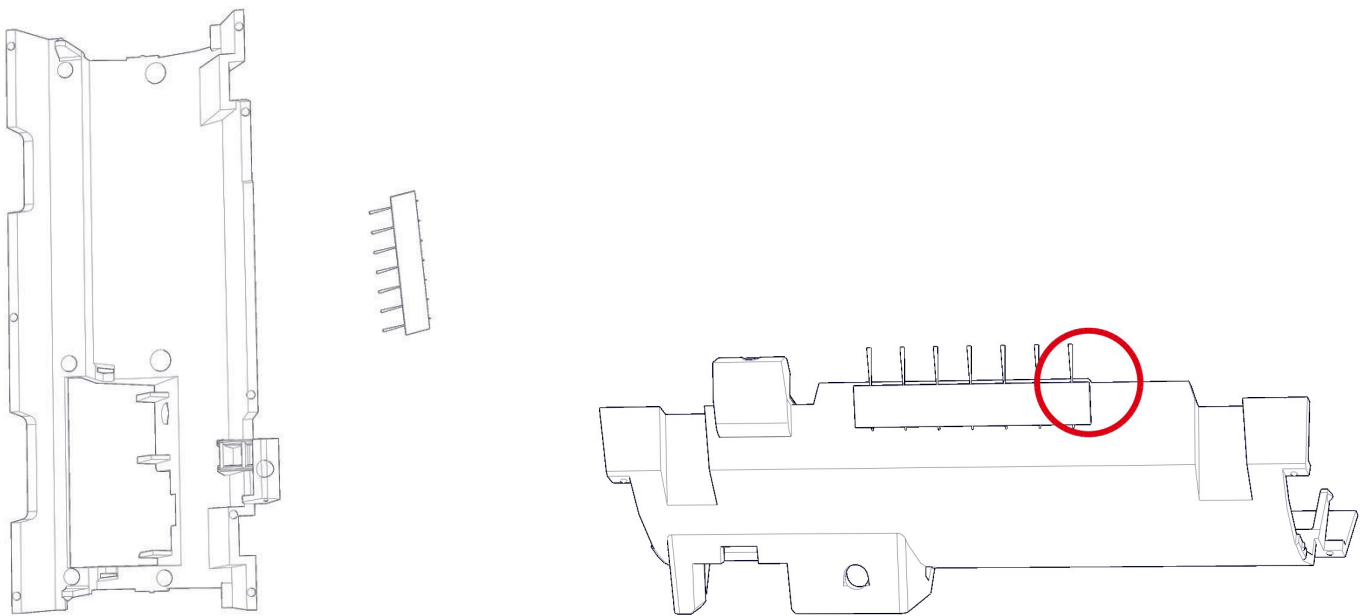
5. Remove the flex board.



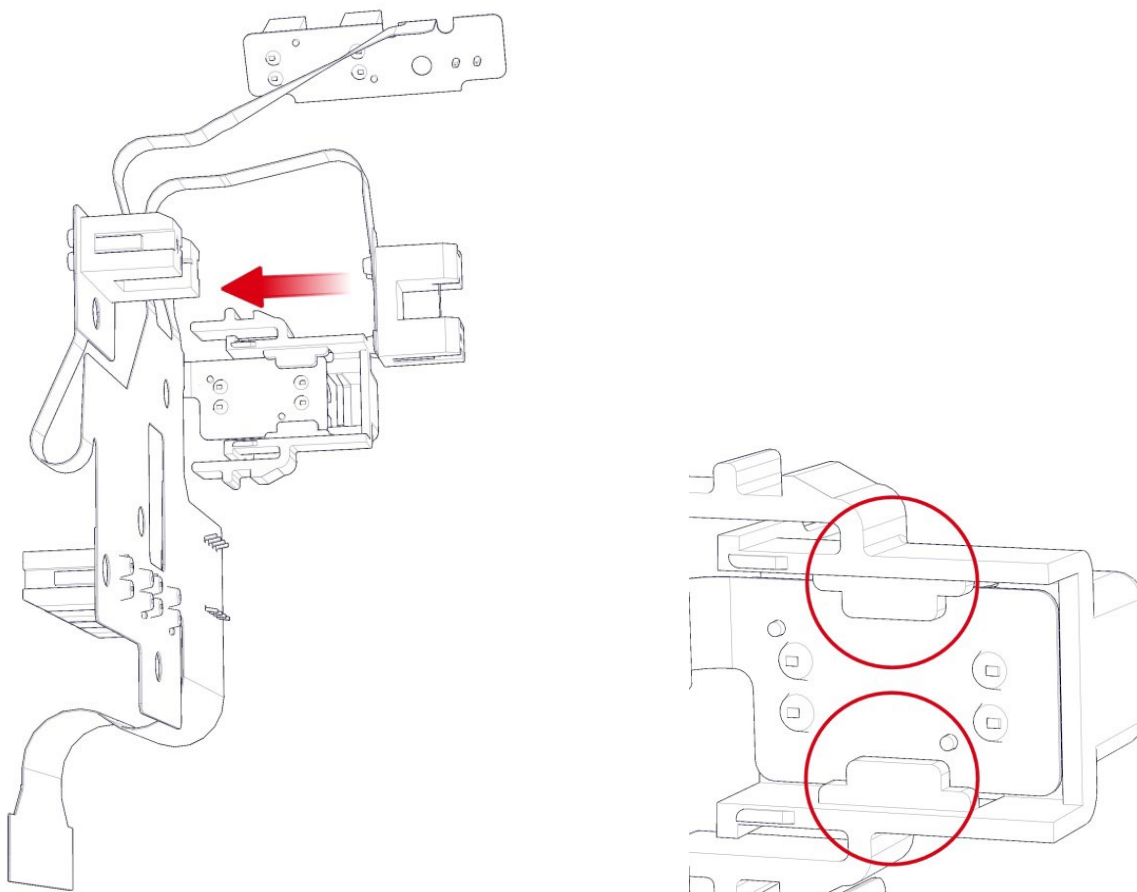
6. Assemble the different parts of the new kit.



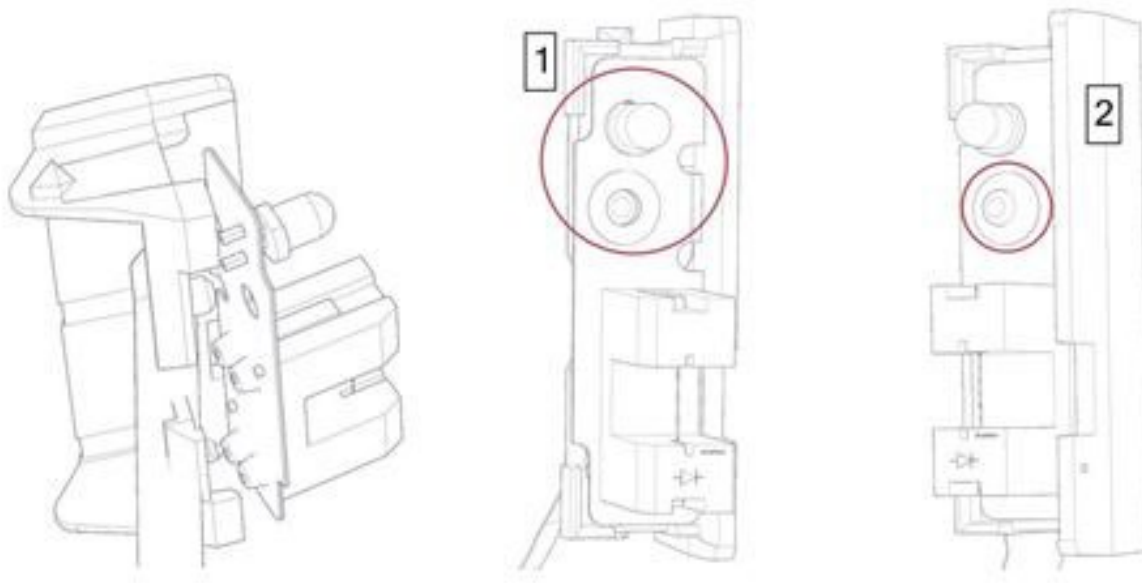
a. Attach the anti-static brush as indicated on the image below.



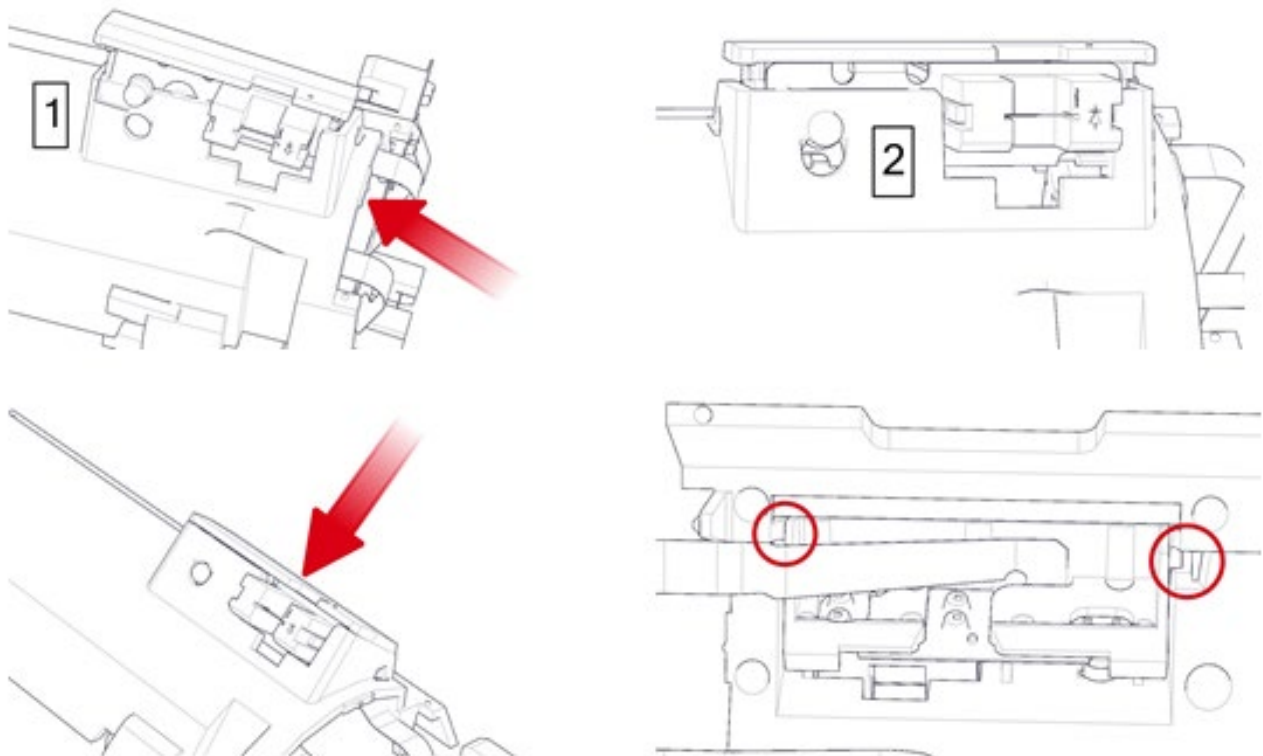
b. Insert the sensor into the slots and slide it to the end of the support.



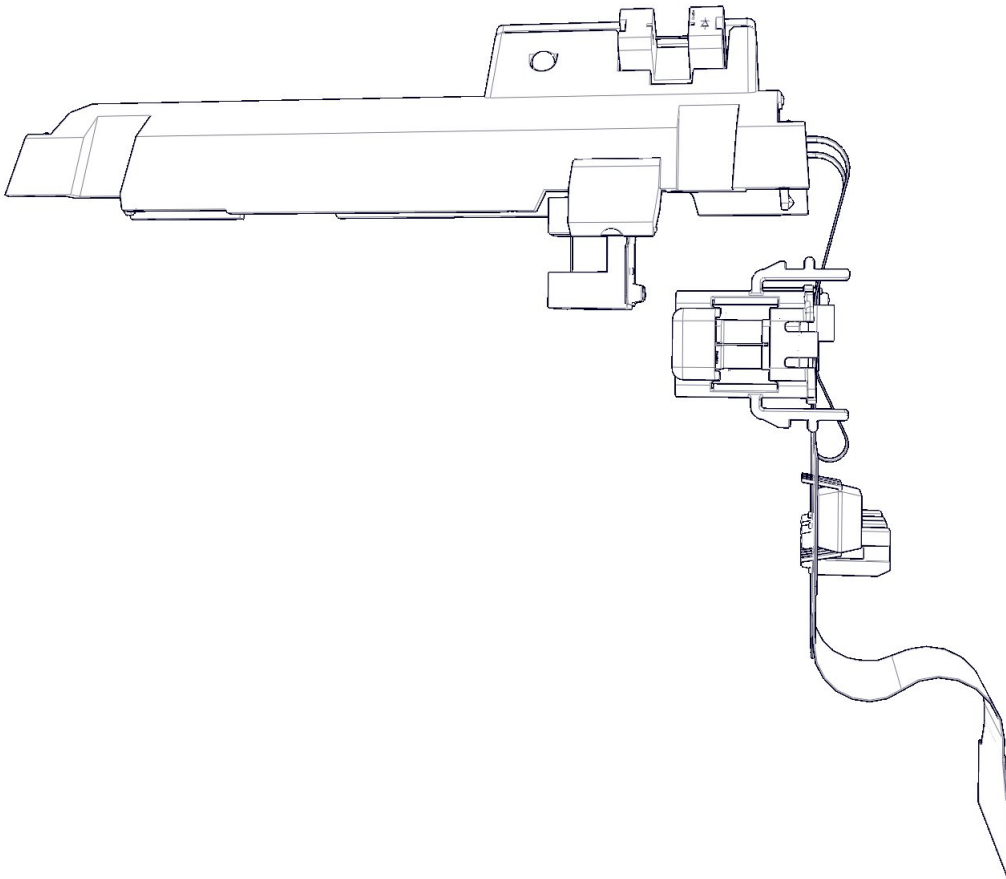
- c. Pass the flat cable through the support slot (1), press the cable to lock it to the pin (2).



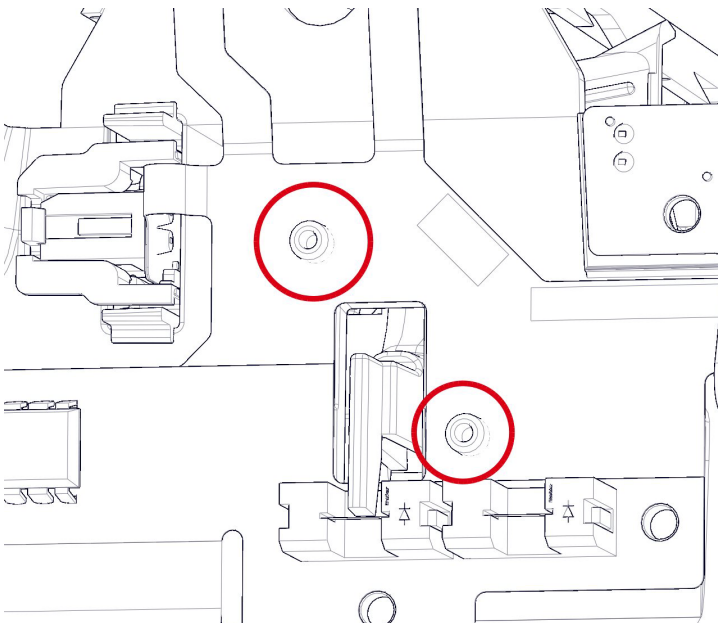
- d. Pass the assembled part through the support (1) and position the sensor in line with the window (2). Press to lock it (3). Check that it is properly clipped in.



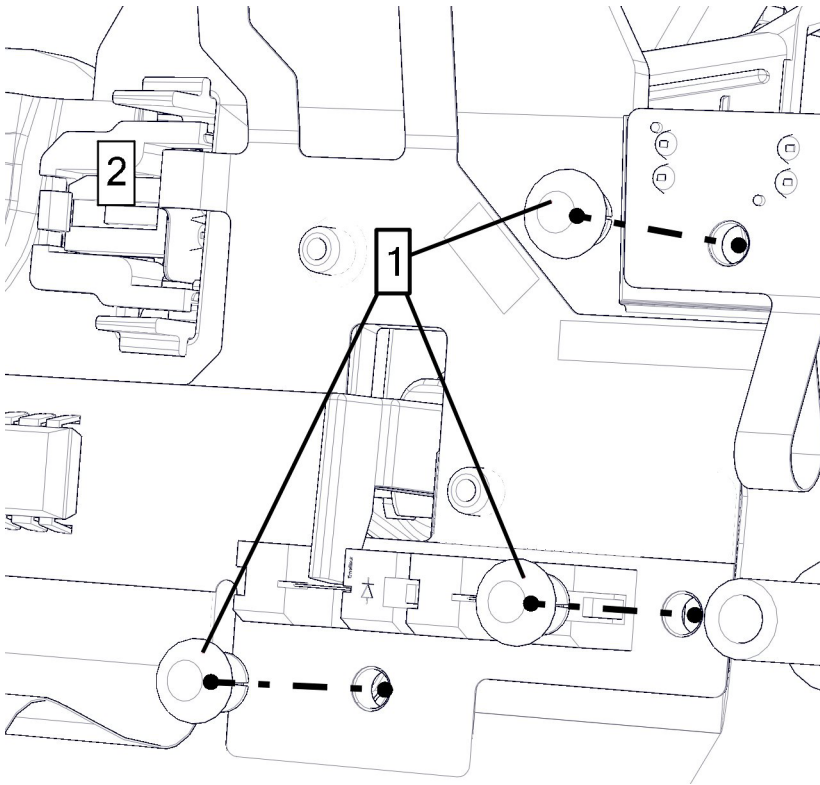
The kit is assembled.



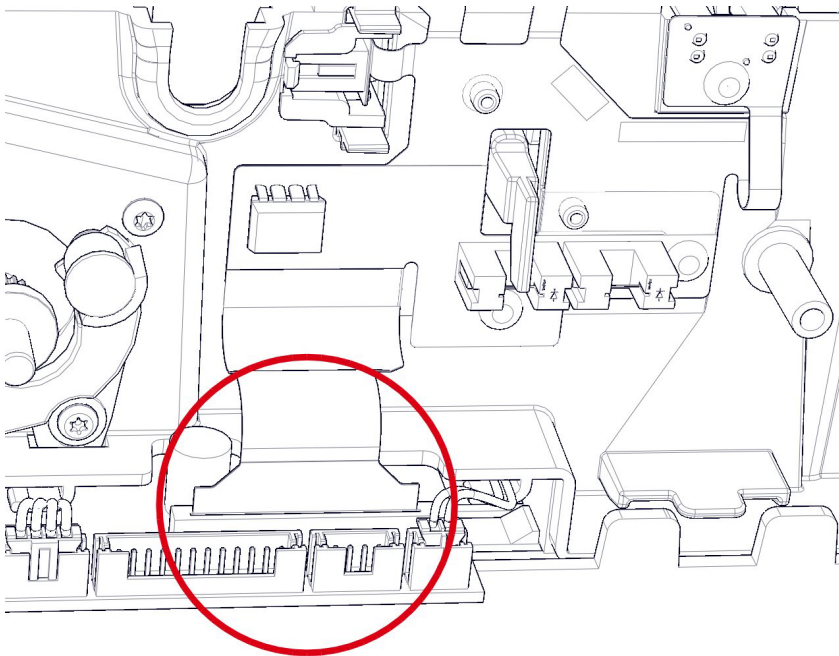
7. Press on the flex board to insert the centering pins.



8. Replace the three rivets (1) then clip the up and down sensor in by lifting it (2).



9. Reconnect the flex board.



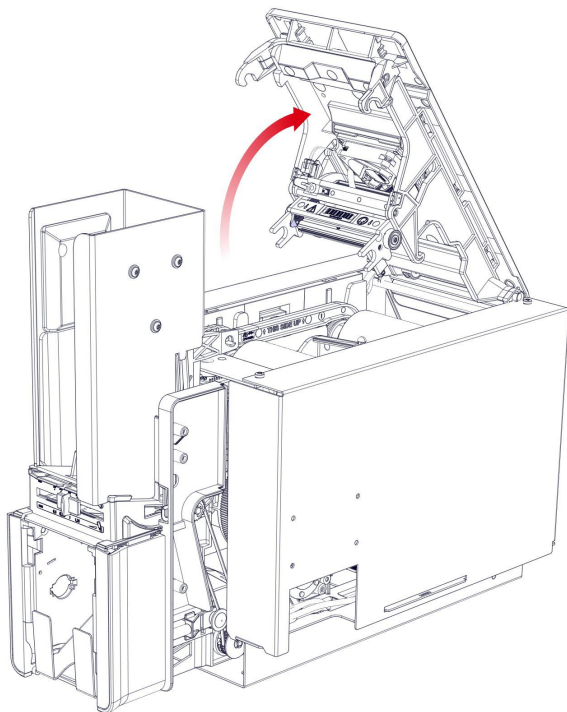
10. Insert the card sensor into the frame.



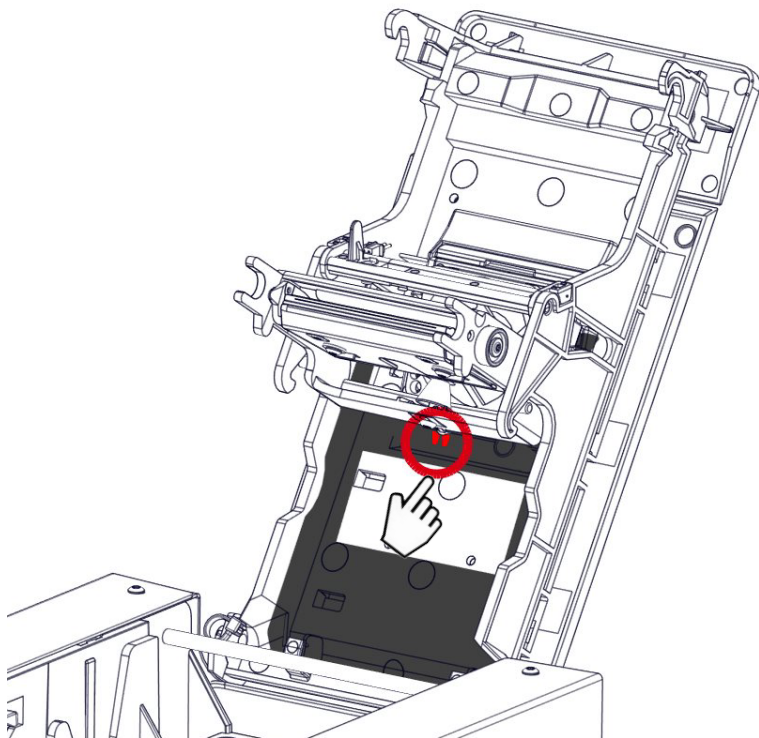
11. Carry out HEAD ROLLER KIT (steps 8 to 1 **page 69**) in reverse.

12. Carry out the adjustment procedure for all the sensors

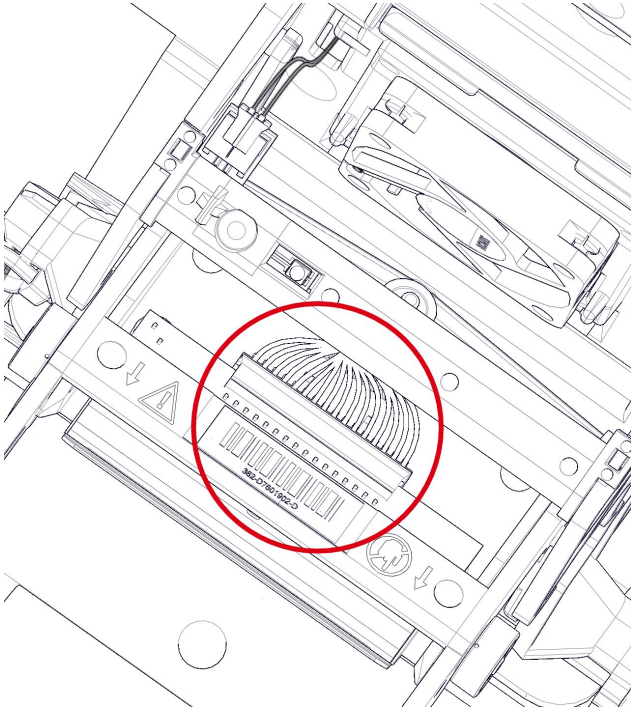
1. Open the head bracket.



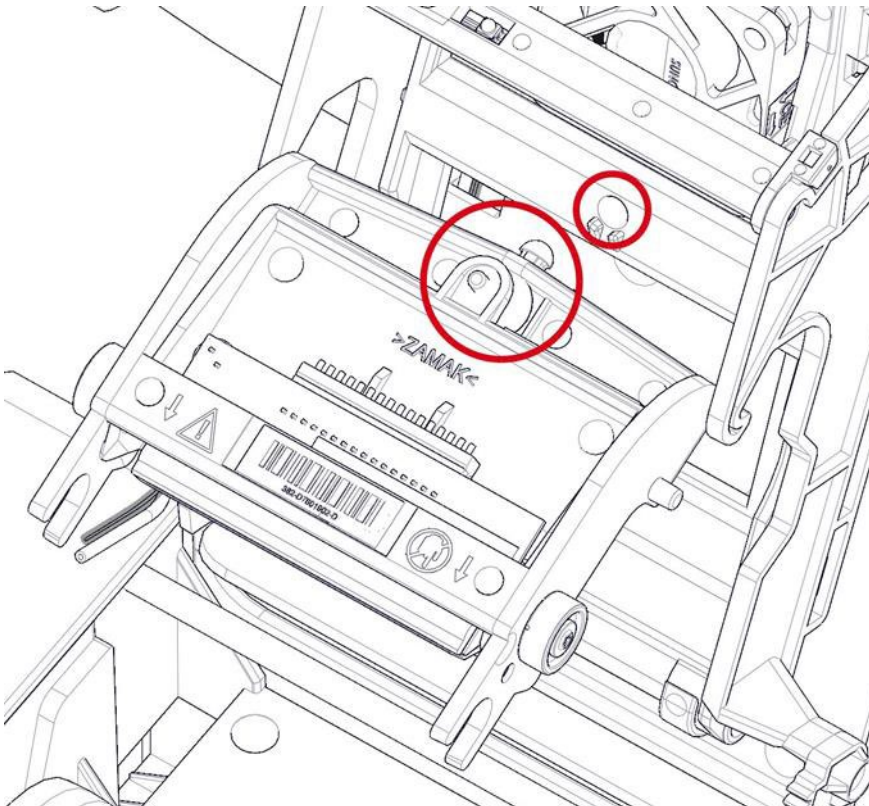
2. Press on the plastic part behind the head (pressure plate) and pull on the head with the other hand in order to free the lugs from the holding fork, then remove the lugs from their slots.



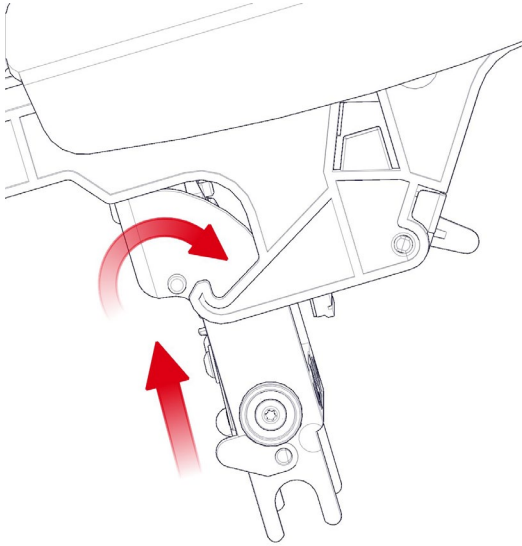
3. Tilt the head carefully downwards and unplug the connector linked to the cable without using force on the mechanism.



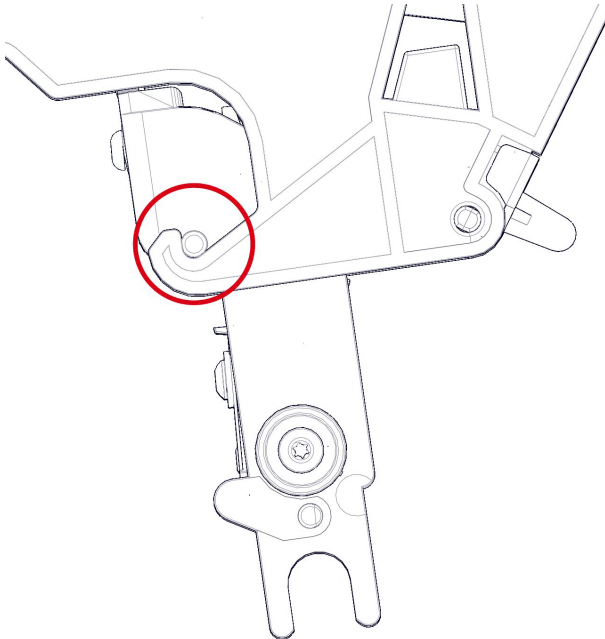
4. Reconnect the new print head, put the centering pin in its place.



5. Insert it vertically (white connector upwards) raising it in the two slots so as to trap the lugs of the fork in their holders.



6. Check the position of the lugs.

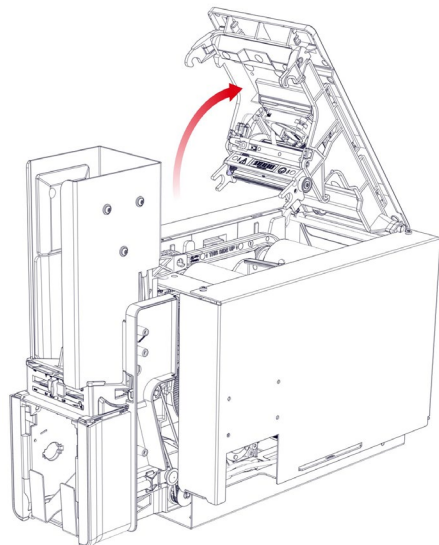


7. Configuring the new print head:
 - a) Power up the printer and check that it is properly connected to a computer on which the printer's Evolis Print Center is installed.
 - b) Under the Maintenance heading of the Evolis Print Center, click on the Change Print Head tab.
 - c) Enter the PKN number of the print head kit under Enter PKN no. Then click Confirm.

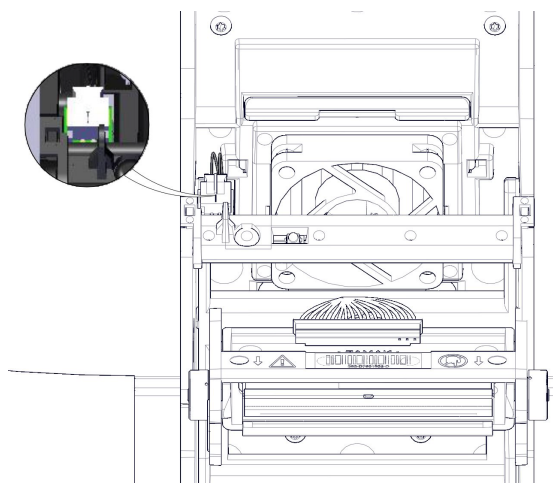


If the print head kit number is not entered correctly, printer malfunctions may occur and the warranty may be voided.

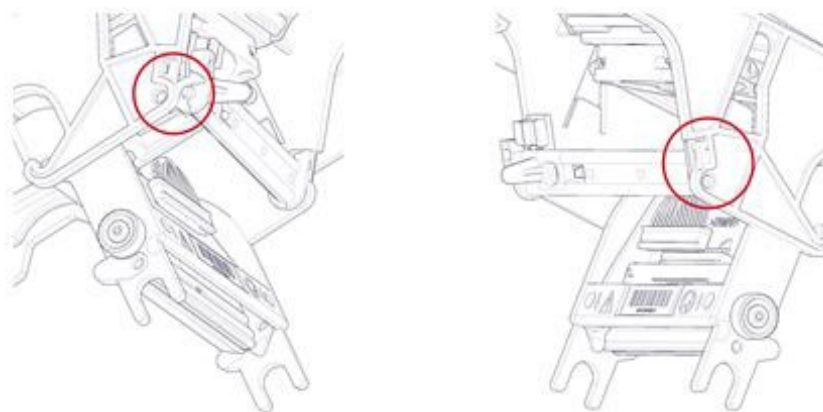
1. Open the head bracket.



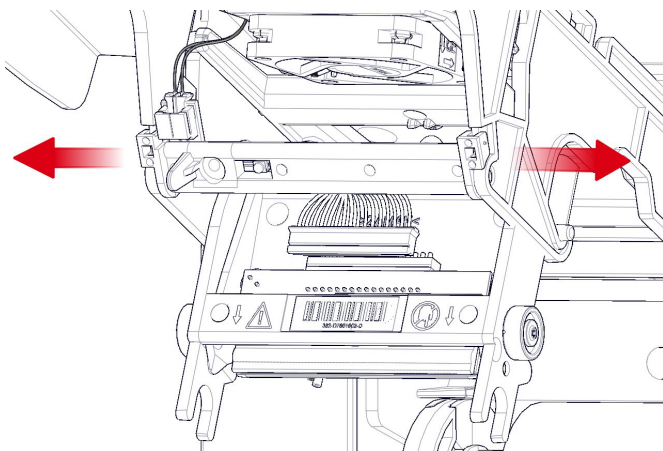
2. Disconnect the sensor cable.



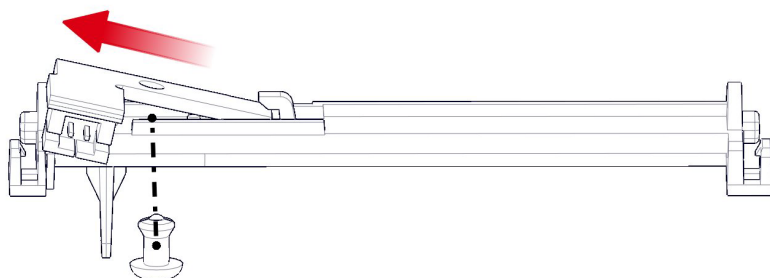
3. Unclip the sensor support (Flat-blade screwdriver) and tilt it.



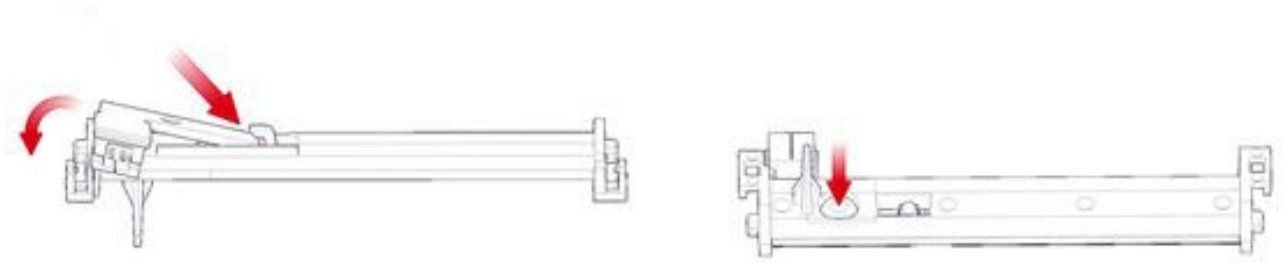
4. Push it away from the head bracket sensor and remove it.



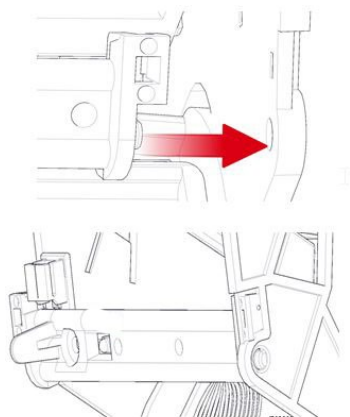
5. Remove the rivet and remove the sensor.



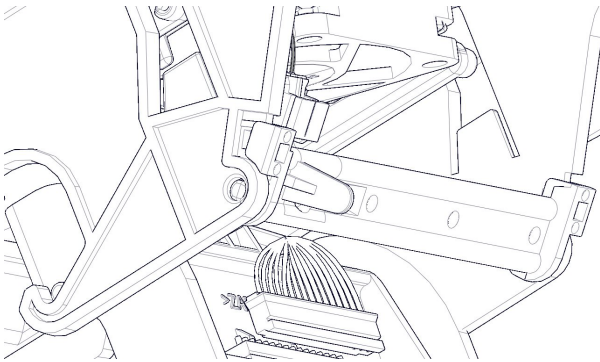
6. Insert the new sensor at the end and attach the rivet.



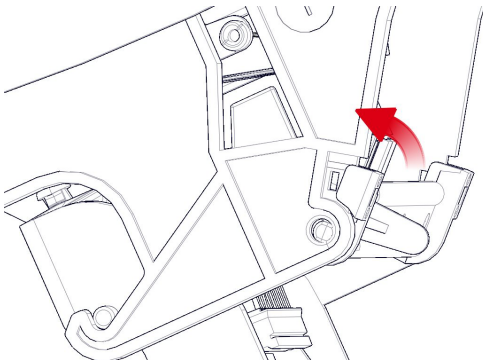
7. Insert the support pin in the hole of the head bracket.



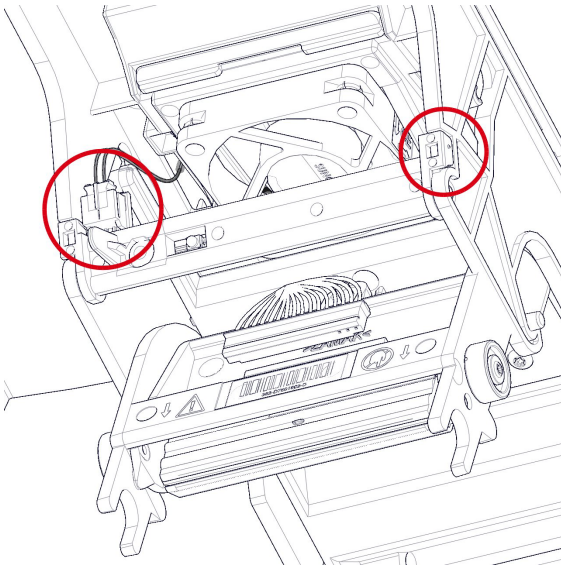
8. Insert the second pin of the support in the second hole by slightly moving the head bracket.



9. Tilt the support backward and clip it in.

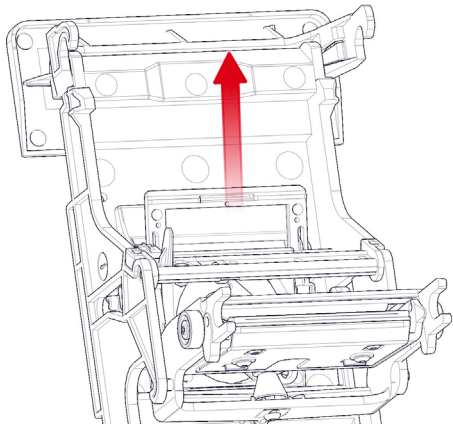


10. Check that the support is clipped in and reconnect the sensor.

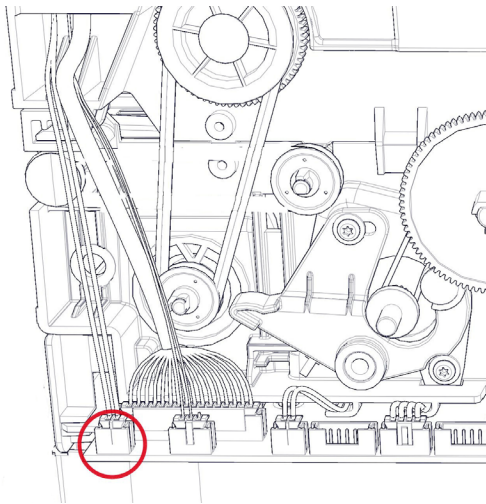


11. Carry out the adjustment procedure for all the sensors.

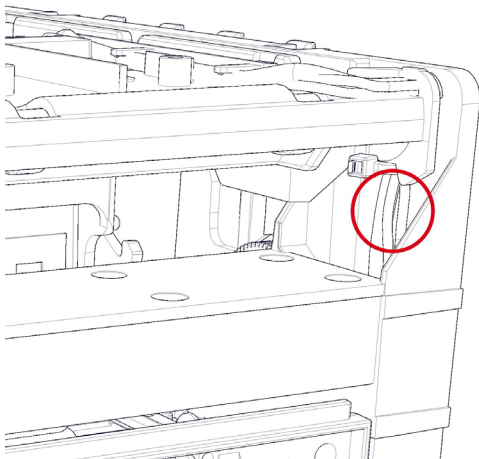
1. Carry out ENCLOSURE: RIGHT SIDE (steps 1 to 2 page 28).
2. Carry out ENCLOSURE: LEFT SIDE (steps 1 to 2 page 29).
3. Carry out ENCLOSURE: COVER (steps 1 to 3 page 38).
4. Remove the fan filter.



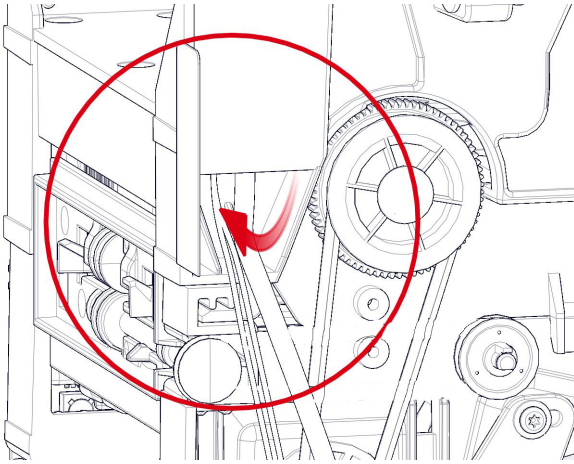
5. Disconnect the fan cable.



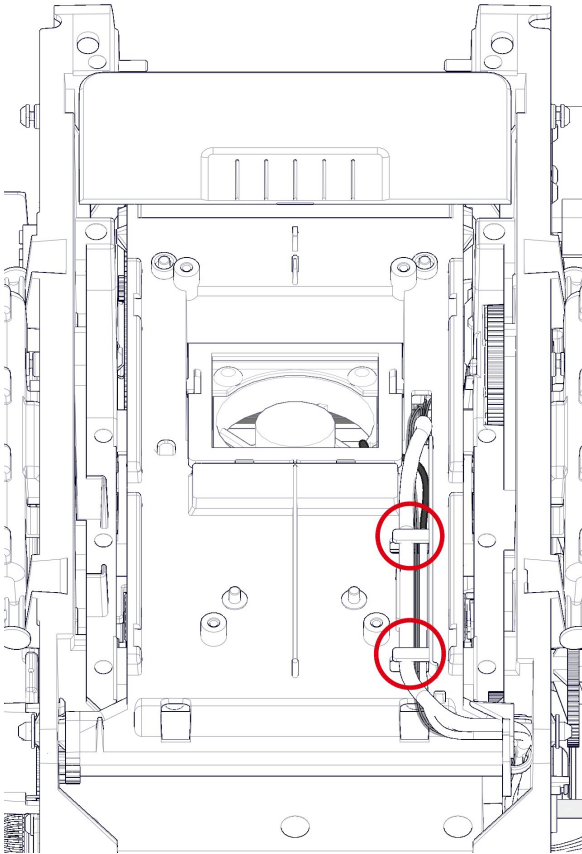
6. Cut the cable clamp.



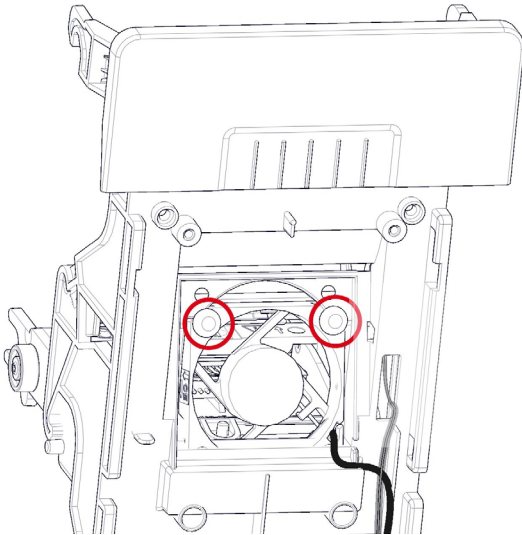
7. Pass the fan cable through the upper frame and catch it on the other side.



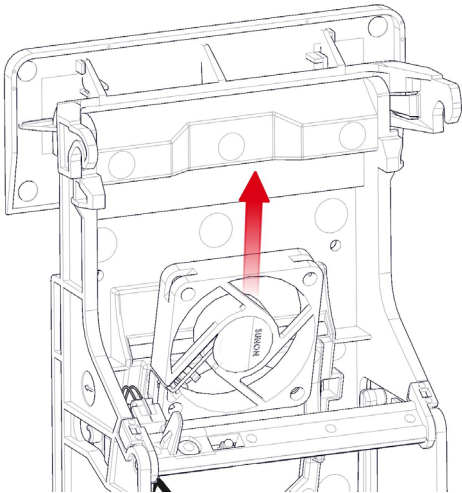
8. Undo the cable from the cable holders.



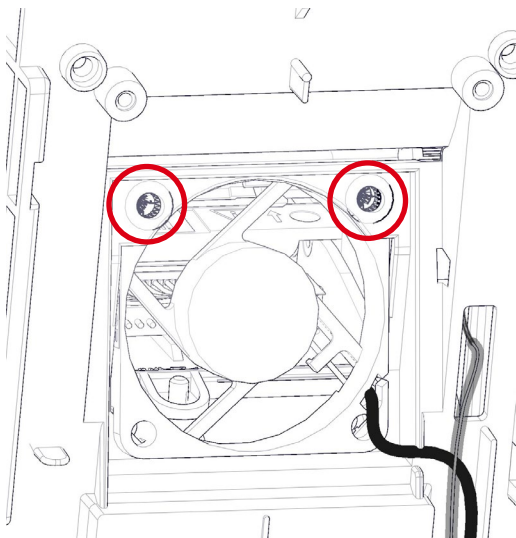
9. Remove the two fan rivets.



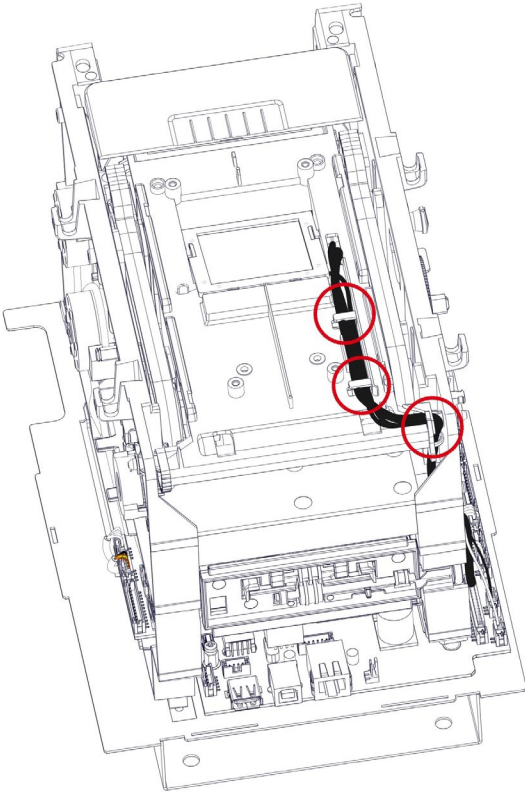
10. Slide the fan toward the upper part of the head bracket to remove it.



11. Insert the new fan (careful with the cable) and attach the two rivets.



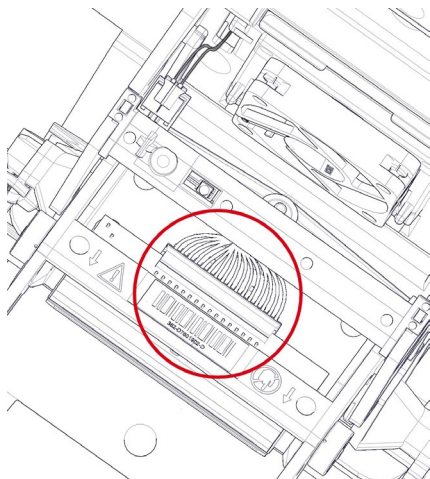
12. Pass the cable through the cable holders.



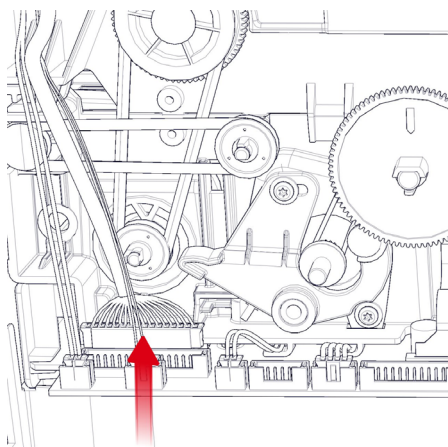
13. Carry out steps 6 to 1 in reverse.

PRINT HEAD CABLE – S10085

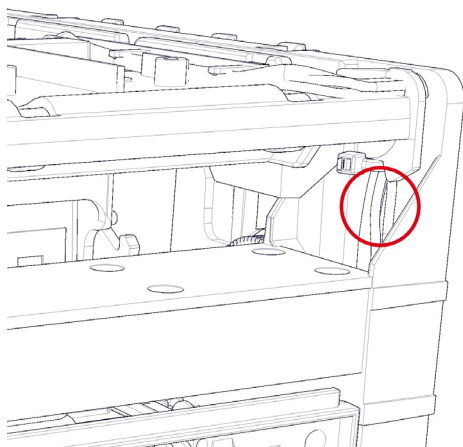
1. Carry out ENCLOSURE: RIGHT SIDE (steps 1 to 2 page 28).
2. Carry out ENCLOSURE: LEFT SIDE (steps 1 to 2 page 29).
3. Carry out ENCLOSURE: COVER (steps 1 to 3 page 38).
4. Unplug the print head cable.



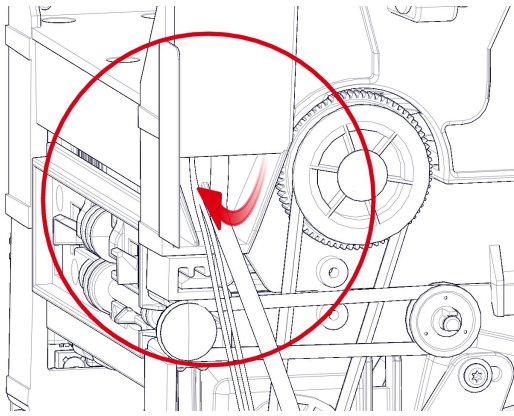
5. Disconnect the other side of the cable.



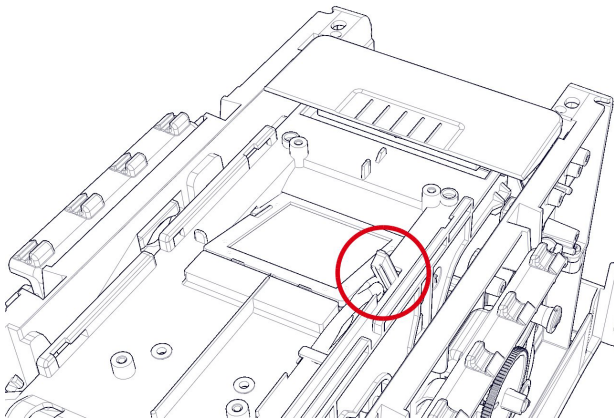
6. Cut the cable clamp.



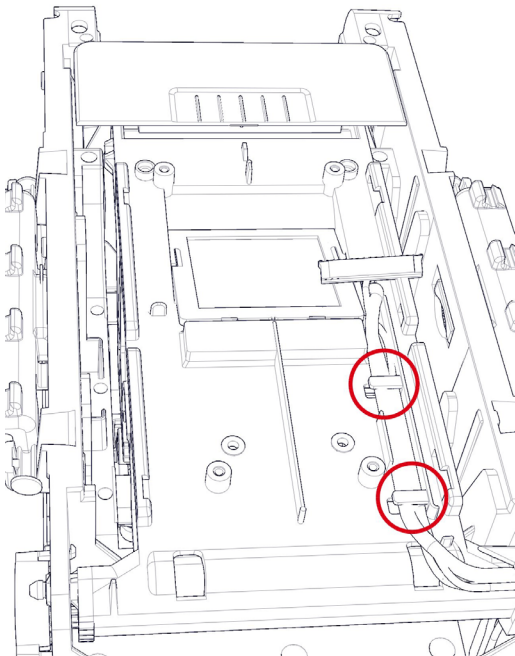
7. Pass the cable head through the upper frame and retrieve it on the other side.



8. Pass the cable head through the head bracket.

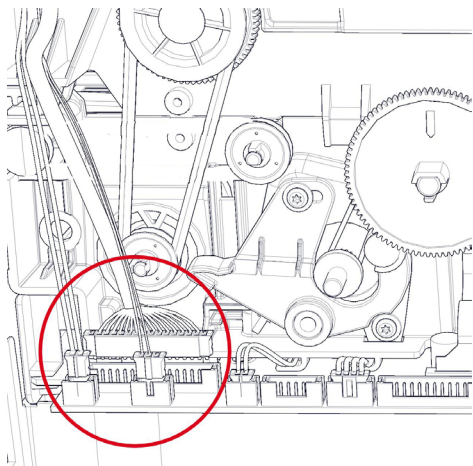


9. Undo the cable from the cable holders.

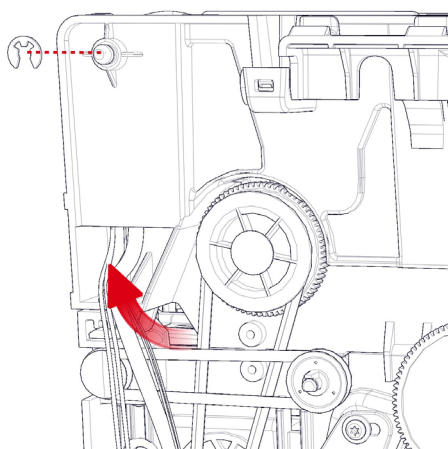


10. Take the new cable and carry out the steps in reverse.

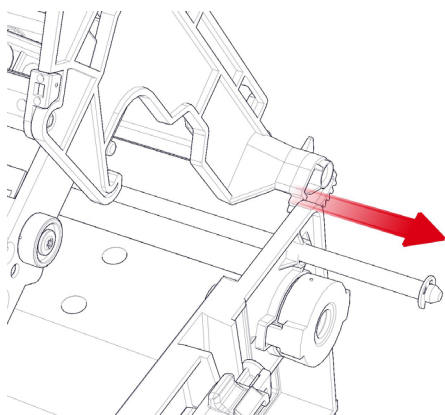
1. Carry out ENCLOSURE: RIGHT SIDE (steps 1 to 2 page 28).
2. Carry out ENCLOSURE: LEFT SIDE (steps 1 to 2 page 29).
3. Carry out ENCLOSURE: BUTTON (steps 1 to 2 page 37).
4. Carry out ENCLOSURE: COVER (steps 1 to 3 page 38).
5. Disconnect all three cables.



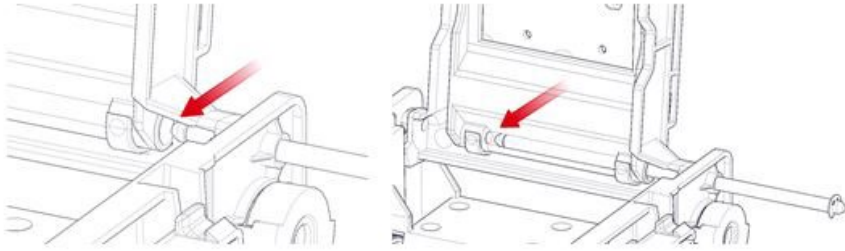
6. Pass the three cables through the frame and remove the V-ring.



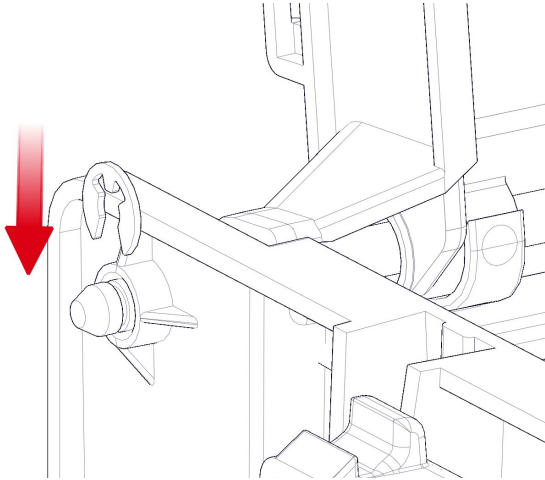
7. Slide the axis of the head bracket and remove it.



8. Align the holes of the head bracket with the holes in the frame and replace the axis of the arm head.

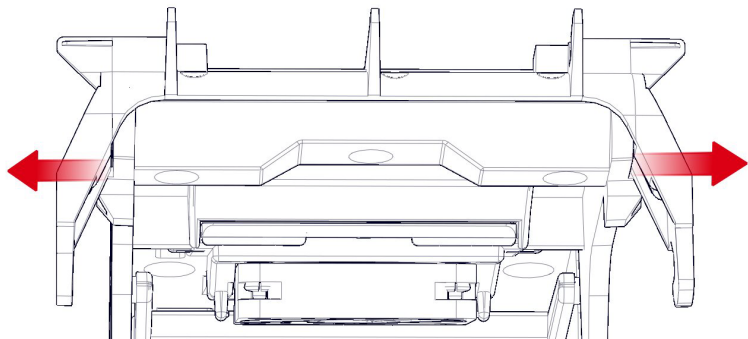


9. Attach the V-ring (Flat nose).

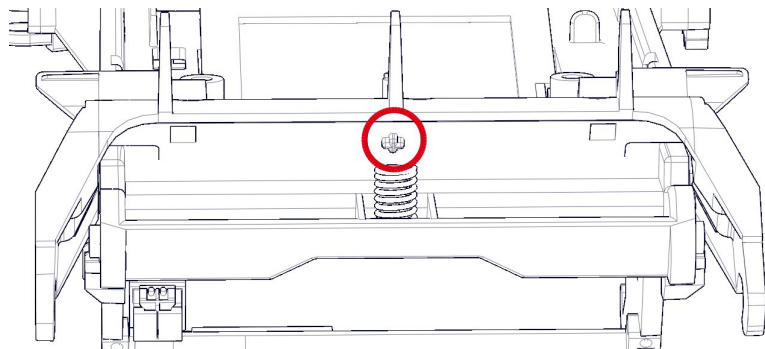


10. Carry out steps 5 to 1 in reverse.

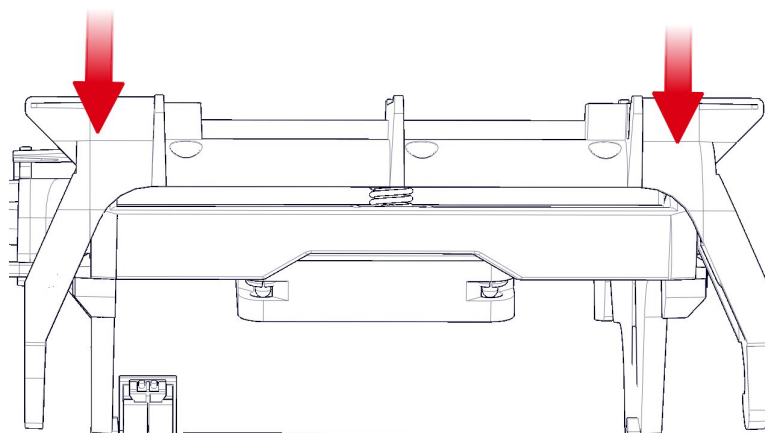
1. Carry out ENCLOSURE: BUTTON (steps 1 to 2 **page 37**).
2. Unclip the head bracket latch by moving it gently.



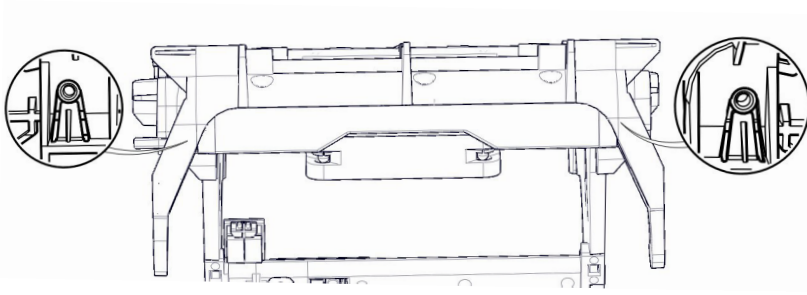
3. Place the spring in the centering pins (one on the head bracket and the other on the latch).



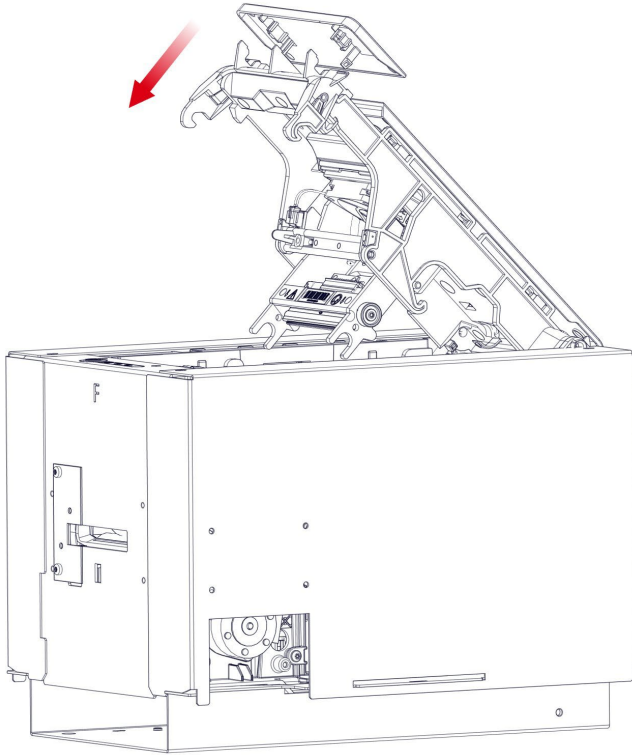
4. Press on each side and clip the latch on to the head bracket.



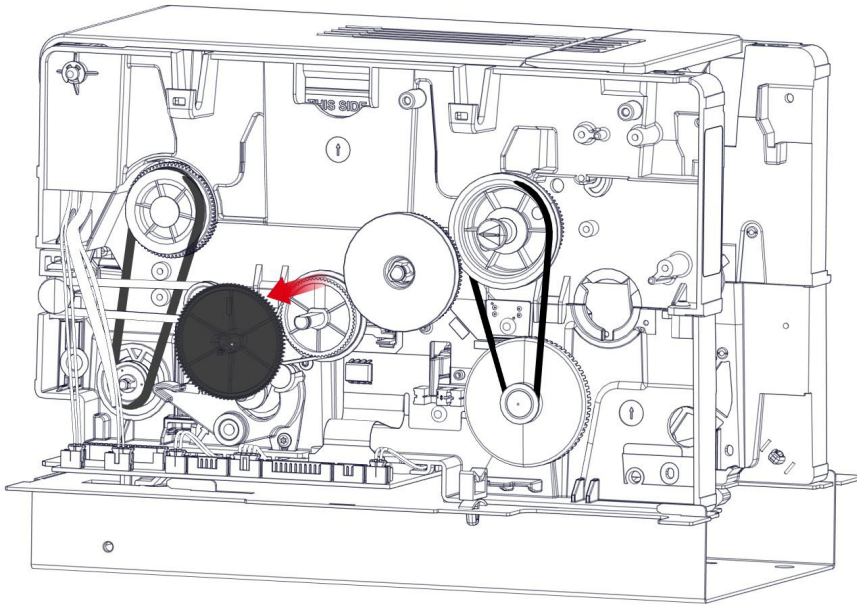
5. Check that the component is correctly clipped in.



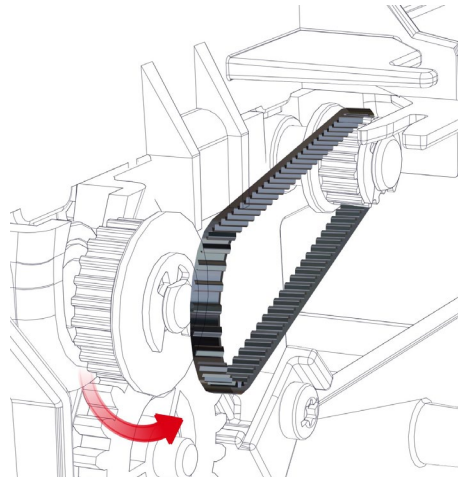
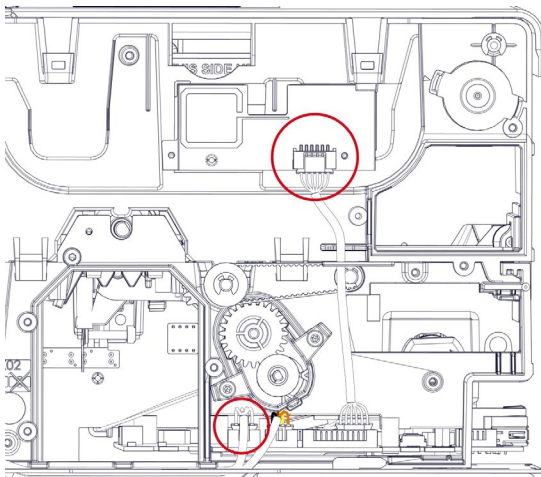
6. Press and clip in the button.



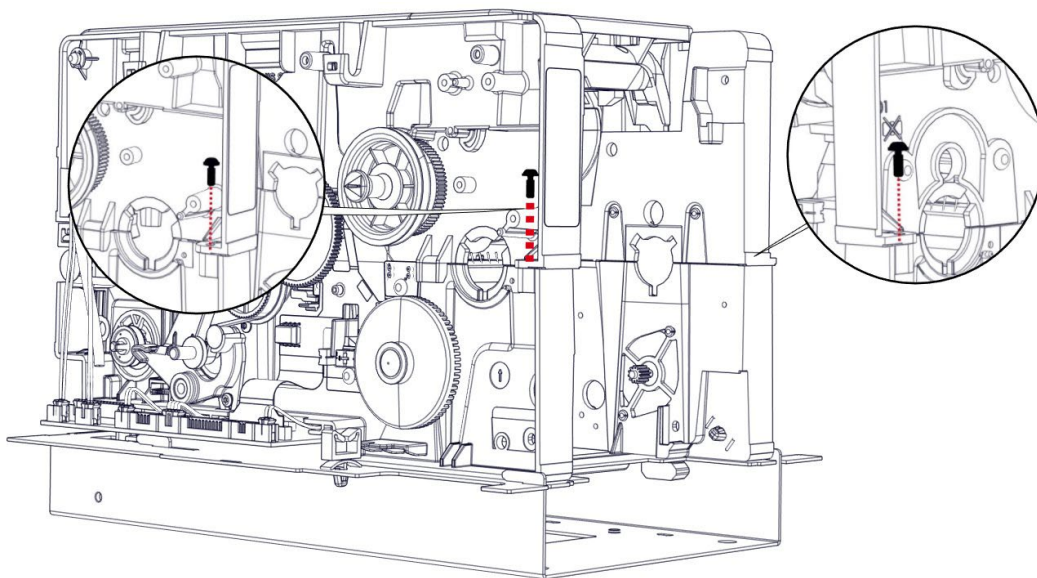
1. Carry out FLIP OVER MODULE (steps 1 to 5 page 60).
2. Remove and detach the components indicated below (cables, ribbon belt, option roller gear, and flag belt).



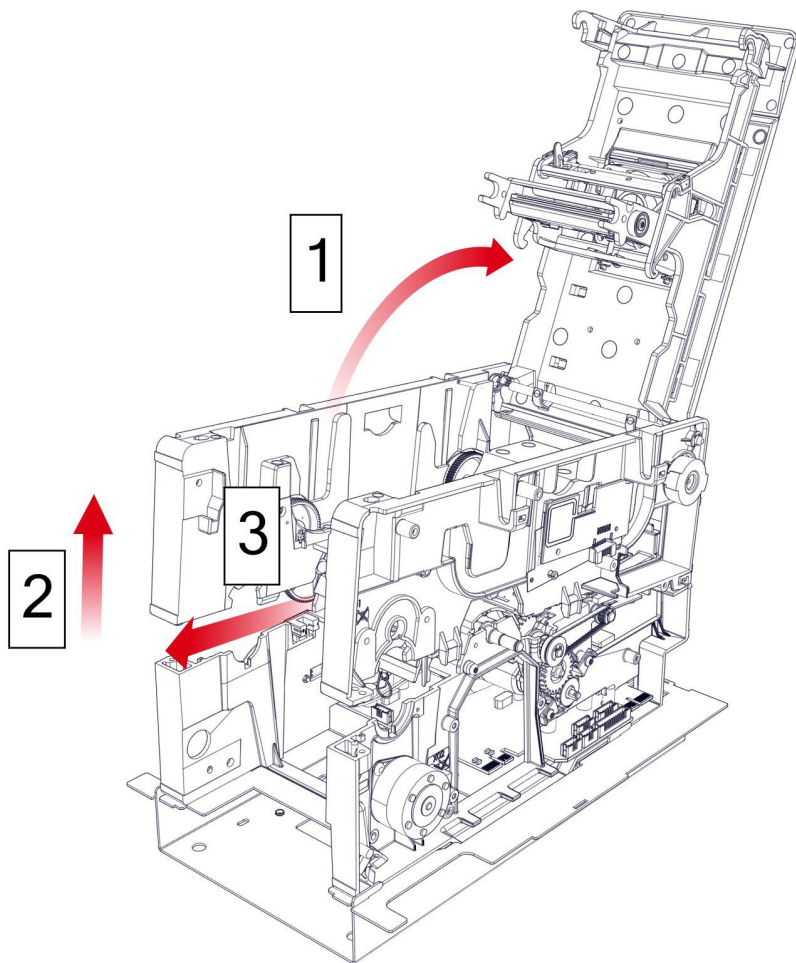
3. Disconnect the flip motor and the RFID board cables. Remove the transport belt.



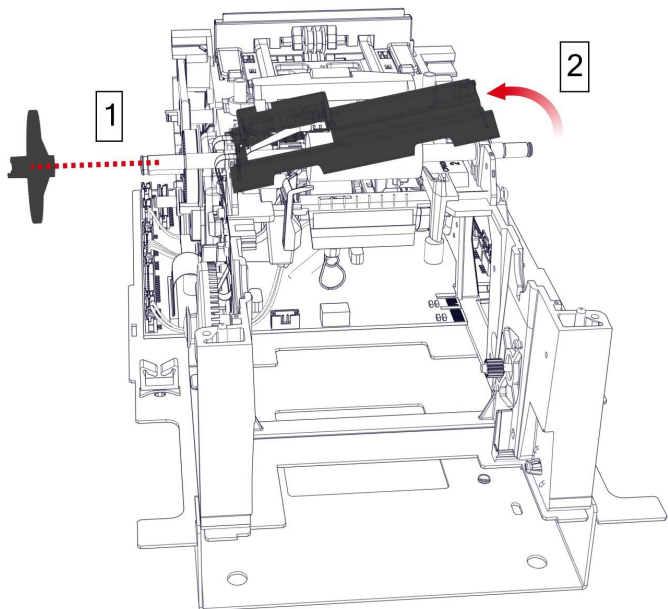
4. Remove the screws (Torx 10) from each side of the module.



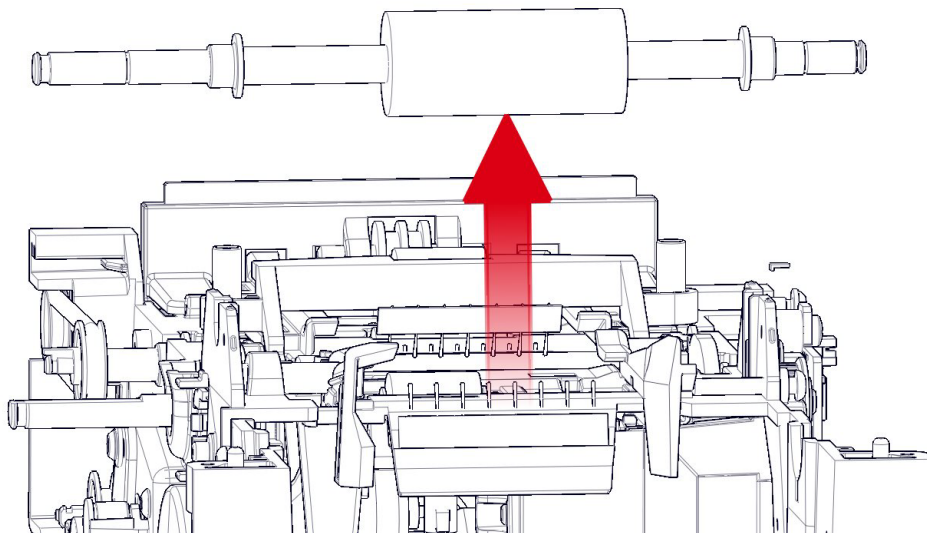
5. Open the head bracket (1), gently lift the upper frame (2), and pull it forward (3) to remove it.



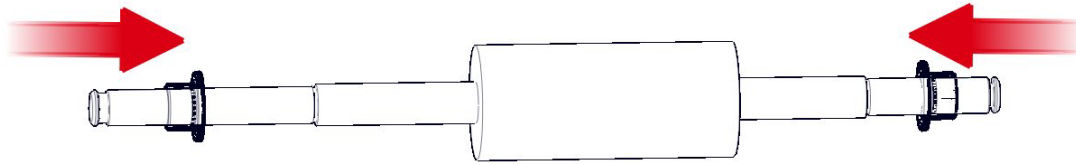
6. Remove the gear and the ribbon sync sensor.



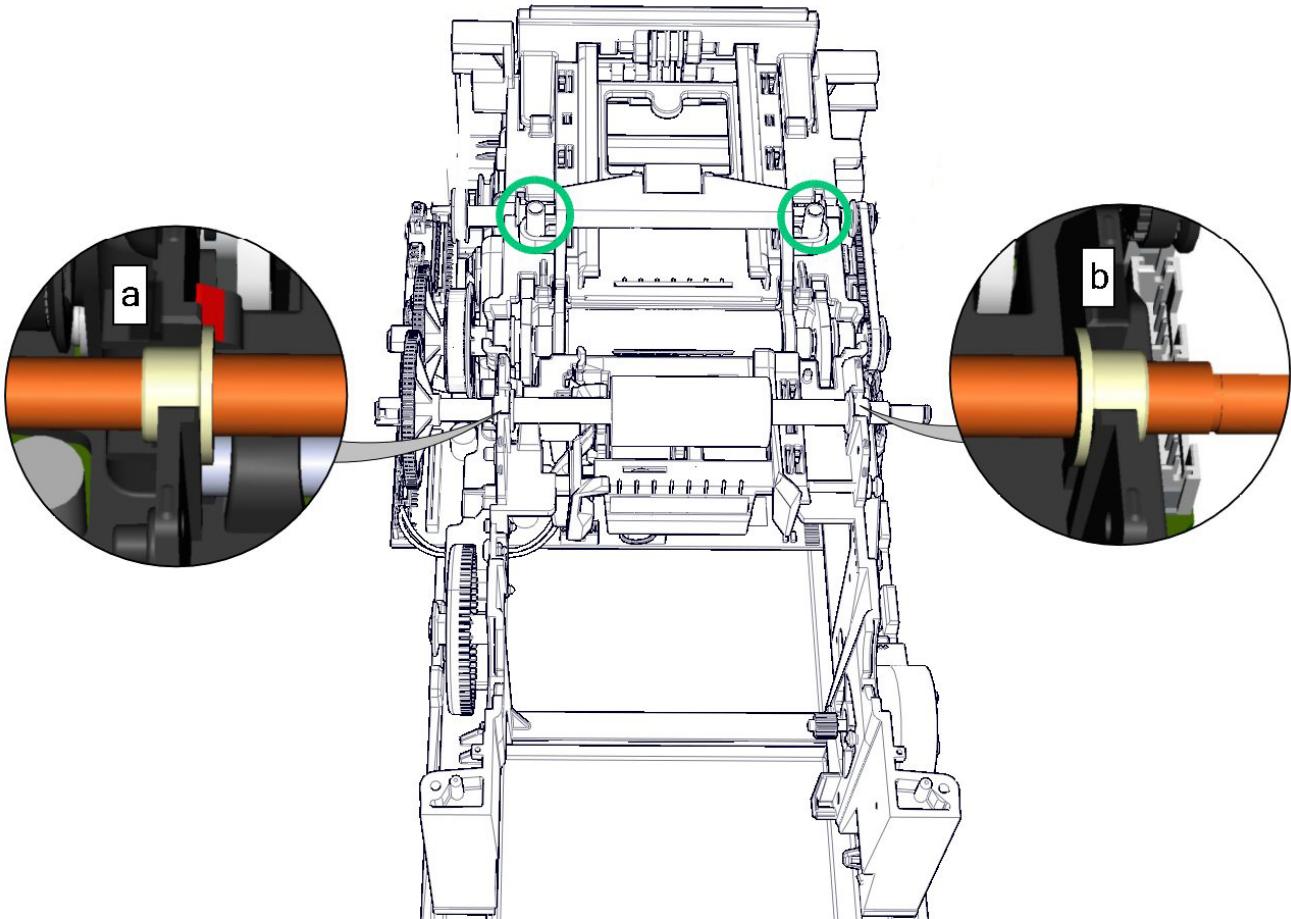
7. Remove the option roller and keep the two bearings.



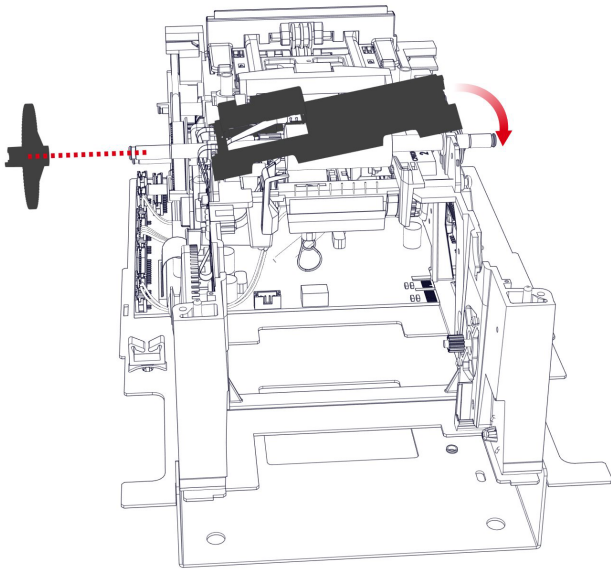
8. Put the bearings on the new option roller (flat part of the bearings toward the coating).



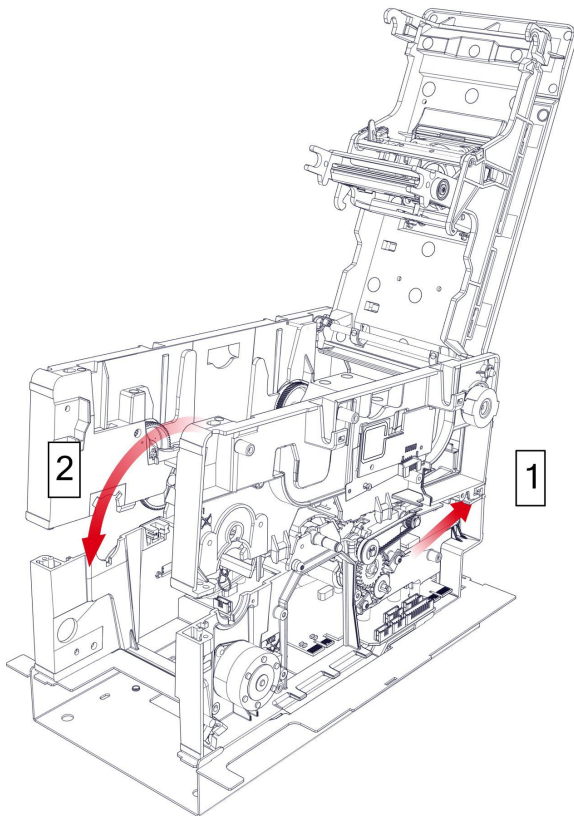
9. Put the option roller back, check the position of the IGUS bearings (a, b), and of the springs).



10. Put the ribbon sync sensor back.

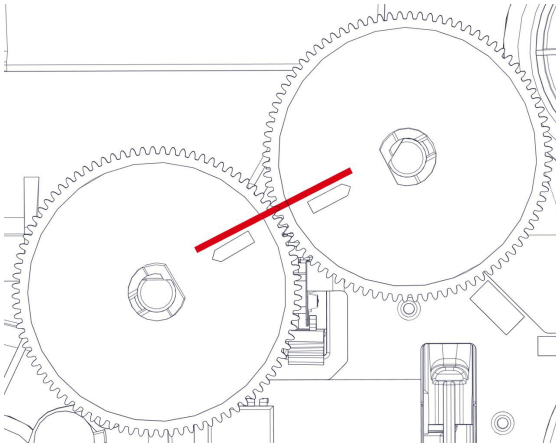


11. Open the head bracket; insert the upper frame into the lower frame (1) and lower it (2).

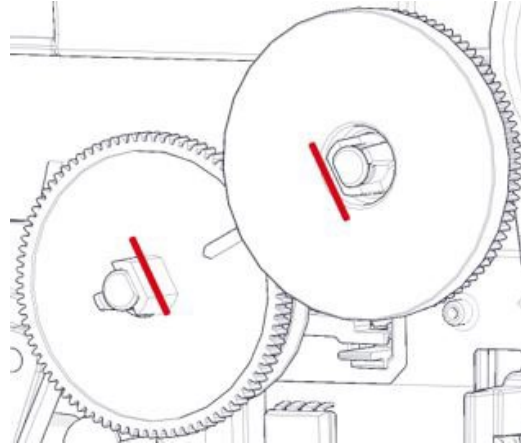


12. Check that the ribbon sync sensor hasn't moved. Carry out HEAD ROLLER KIT (steps 5 to 1 page 69) in reverse.
13. Align the two positioning guides and clip in the head roller gear.

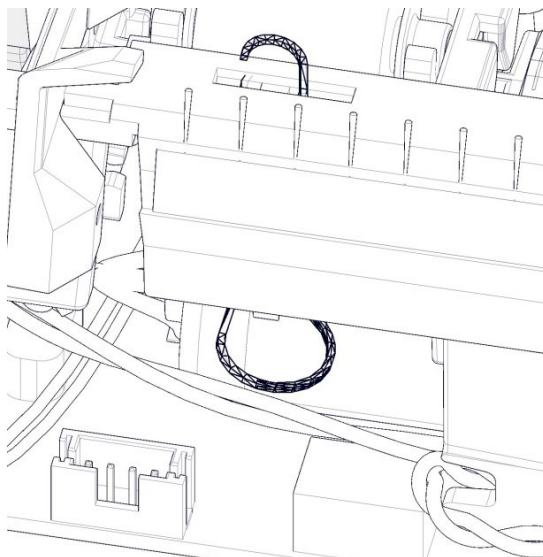
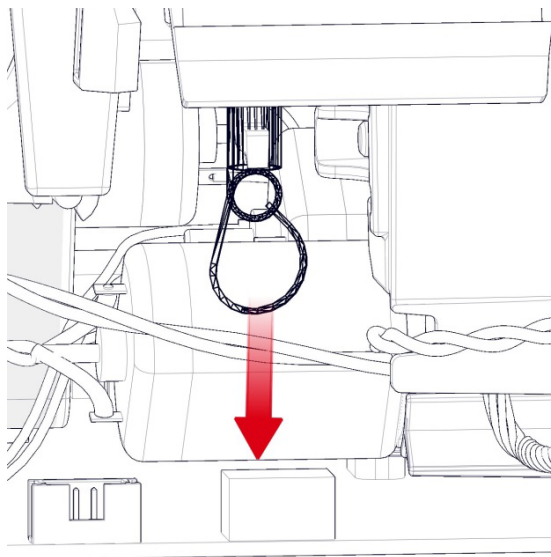
Basic printer



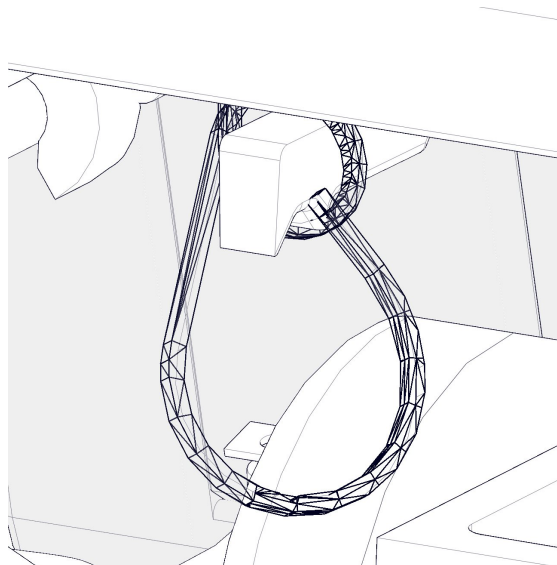
Printer with magnetic option



1. Carry out FLIP OVER MODULE (steps 1 to 5 **page 60**).
2. Undo the pressure roller spring and remove it.

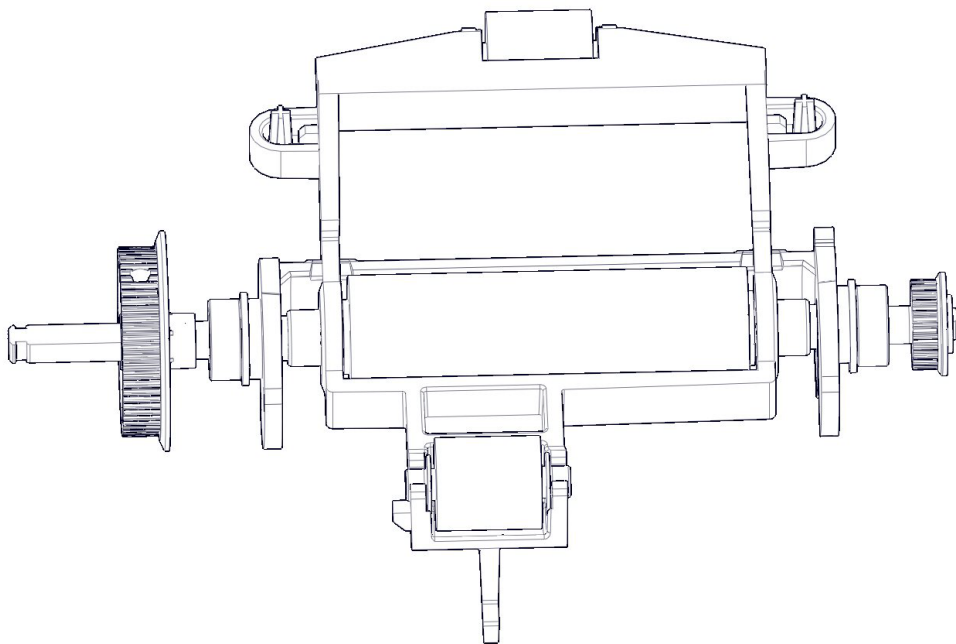


3. Insert the new spring and check its position (in the middle of the lever slot).

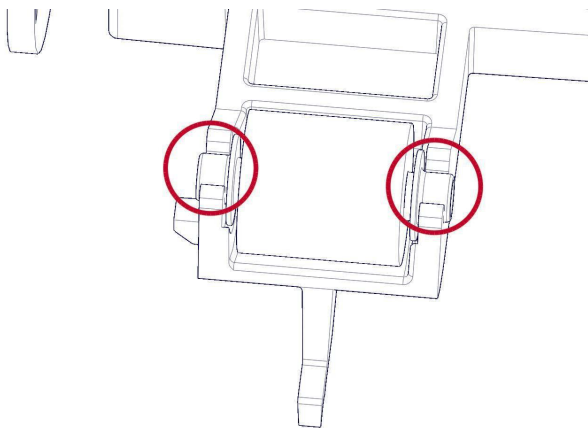
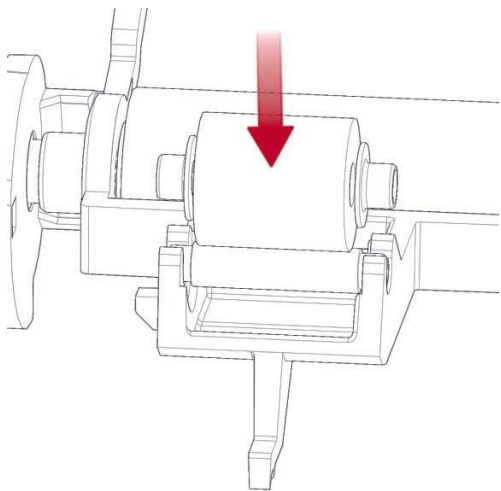


4. Carry out FLIP OVER MODULE (steps 5 to 1 **page 60**).

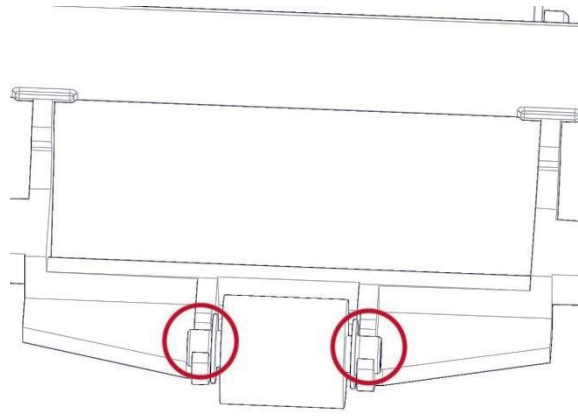
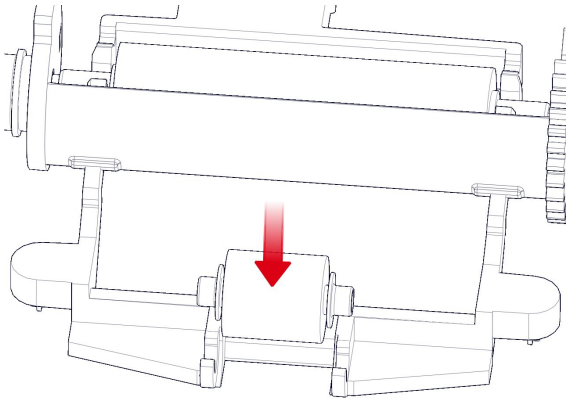
1. Carry out HEAD ROLLER KIT (steps 1 to 9 **page 69**).
2. Remove one or both of the pressure rollers (Flat-blade screwdriver).



3. Put the supports in place (flat part toward the coating).
4. Insert the roller by putting the supports in position and clipping them in. Check that they are correctly in place.

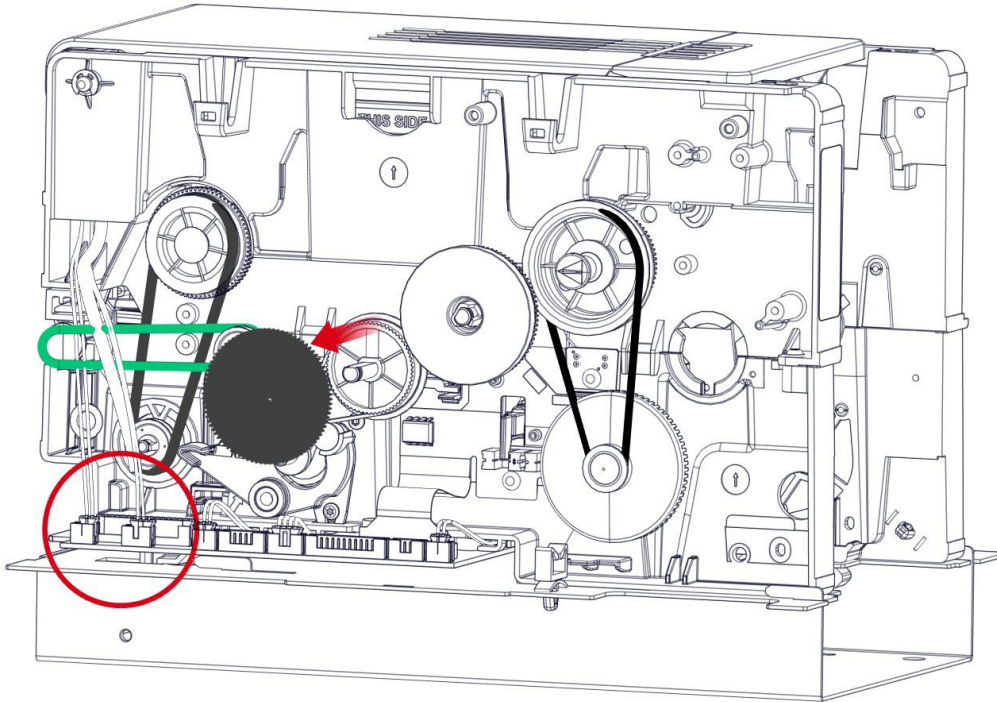


5. Repeat the same action for the other roller.

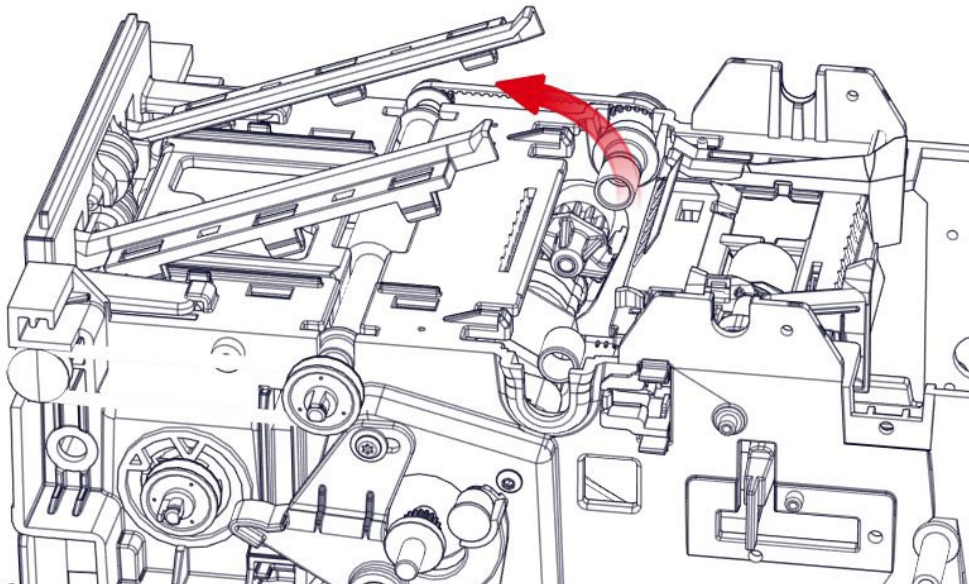


6. Carry out HEAD ROLLER KIT (steps 10 to 18 page 69).

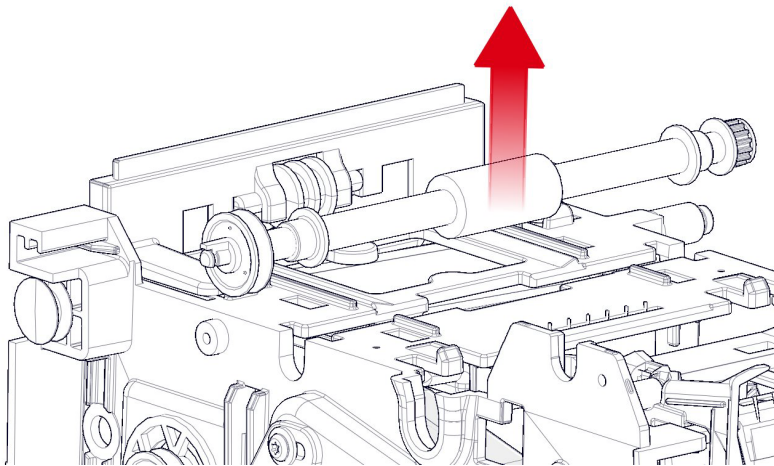
1. Carry out FLIP OVER MODULE (steps 1 to 5 **page 60**).
2. Remove the components indicated below (cables, ribbon belt, head roller gear, reject belt and flag belt).



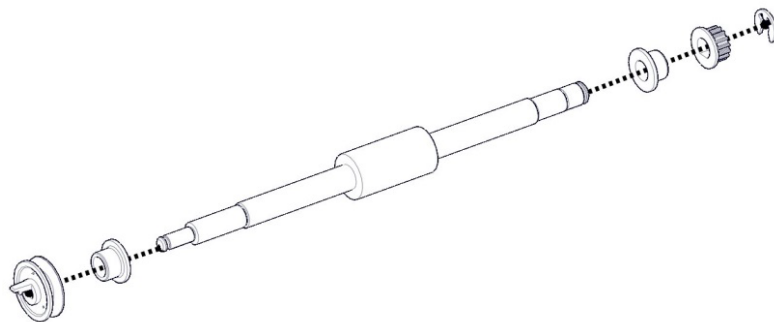
3. Carry out HEAD ROLLER KIT (steps 3 to 9 **page 69**).
4. Unclip the two card guides.



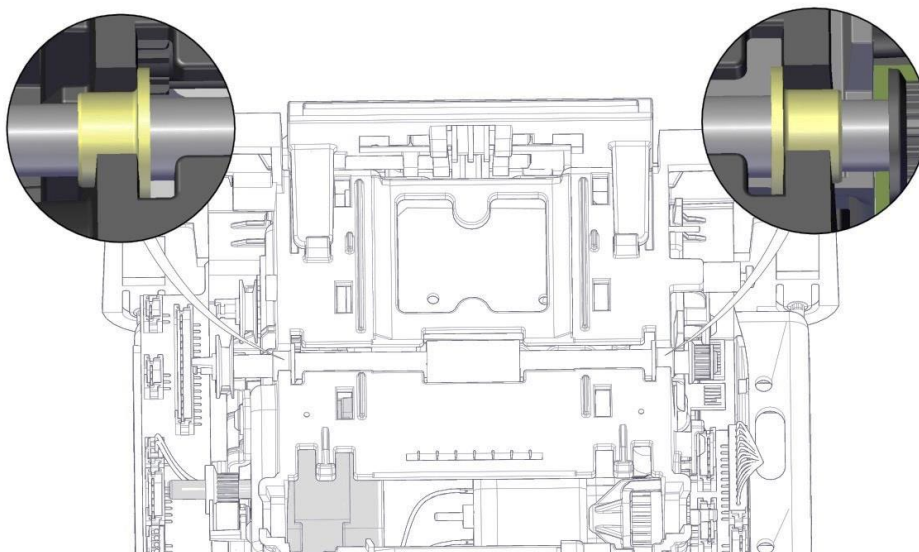
5. Remove the pulley, bearings, V-ring, and gear.



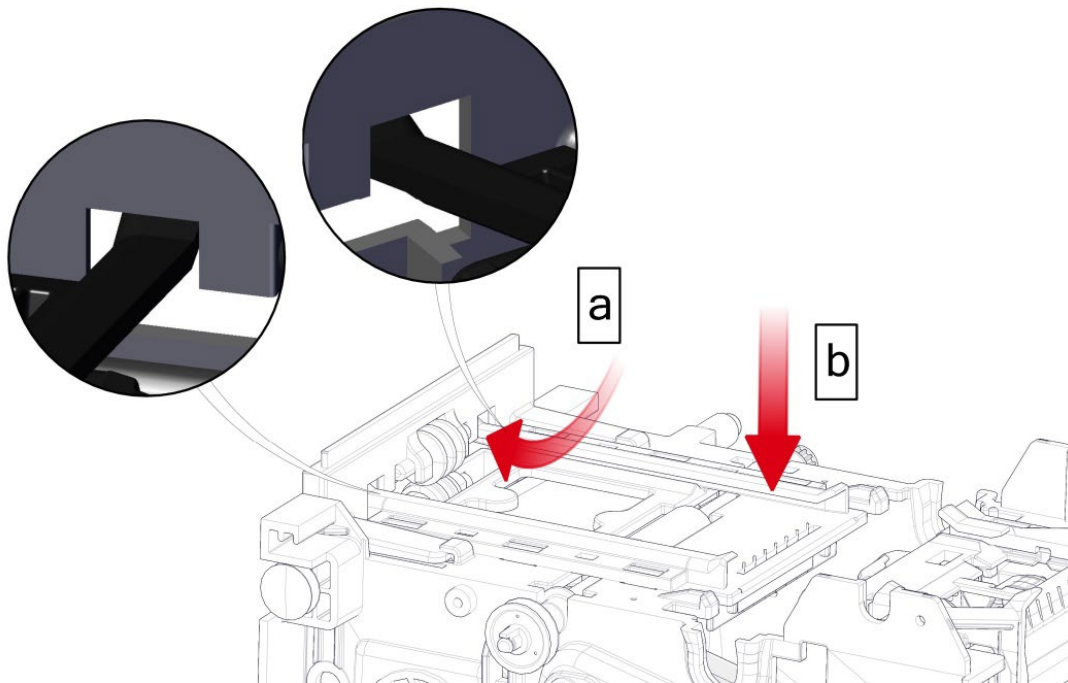
6. Position the components as indicated below.



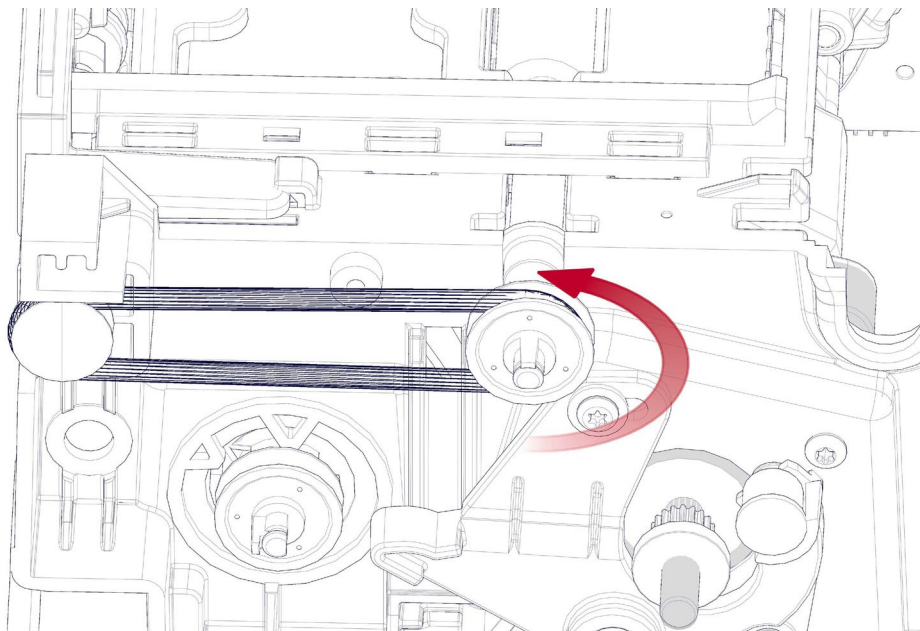
7. Insert the roller; put the bearings in position.



8. Slide the card guides through the frame (a) and clip them onto the frame (b).

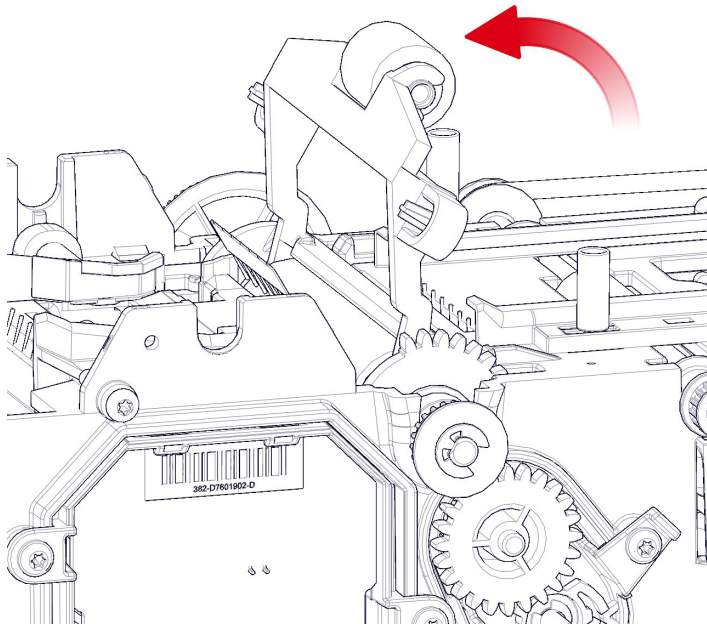


9. Put the reject belt in place.

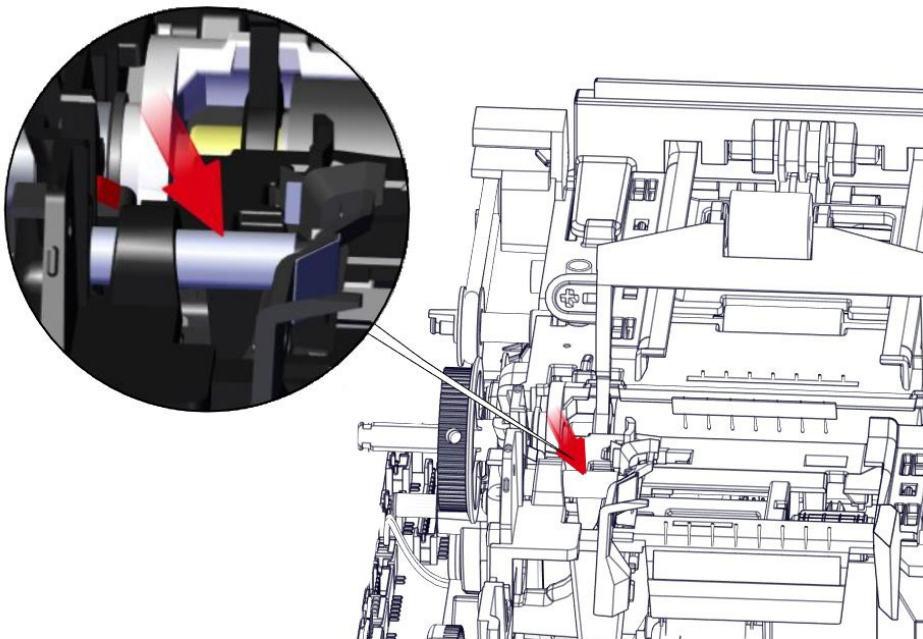


10. Carry out HEAD ROLLER KIT (steps 10 to 18 **page 69**).

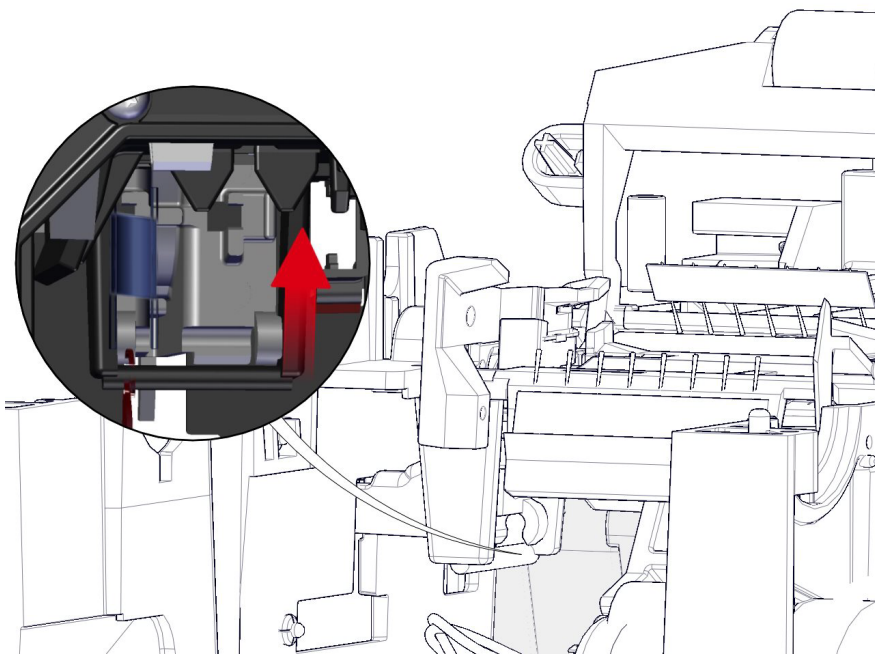
1. Carry out HEAD ROLLER KIT (steps 1 to 8 page 69).
2. Push the head roller kit forward, lift it.



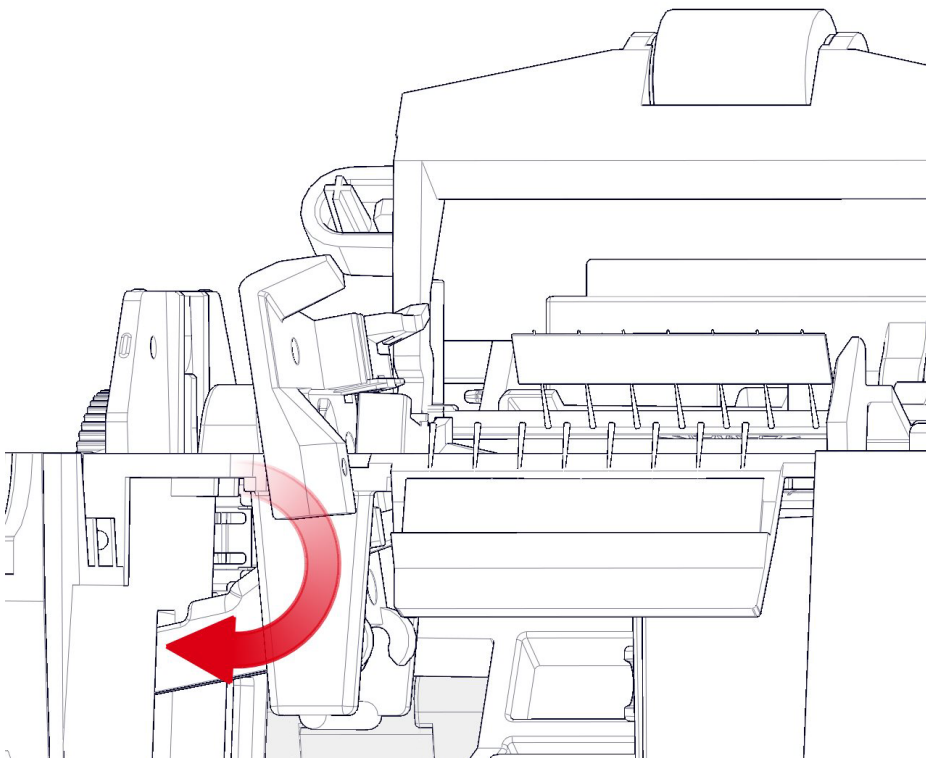
3. Remove the pushing guide spring.



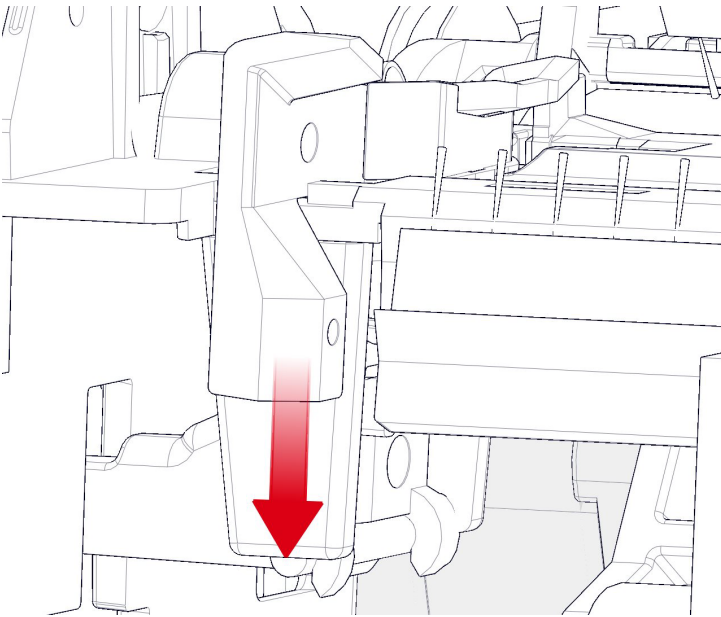
4. Unclip the pushing guide, move it, and lift it to remove it from the frame.



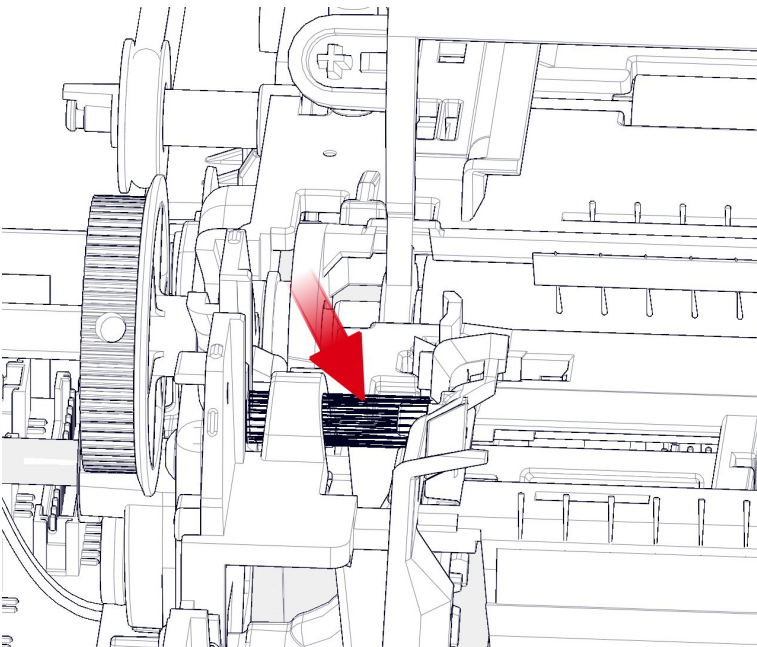
5. Insert the flag of the pushing guide into the frame window.



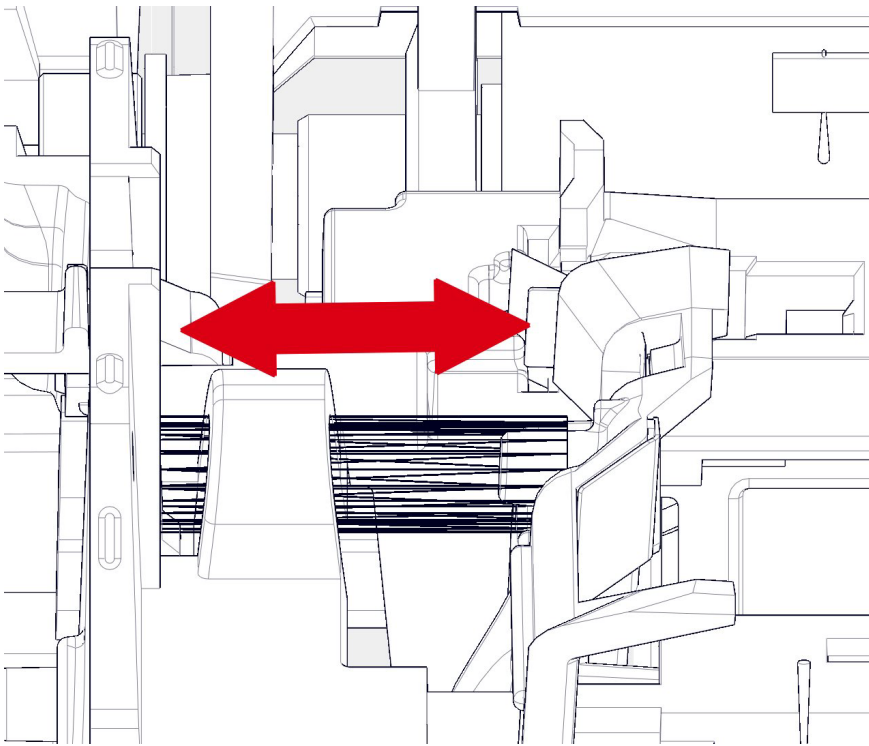
6. Clip in the pushing guide.



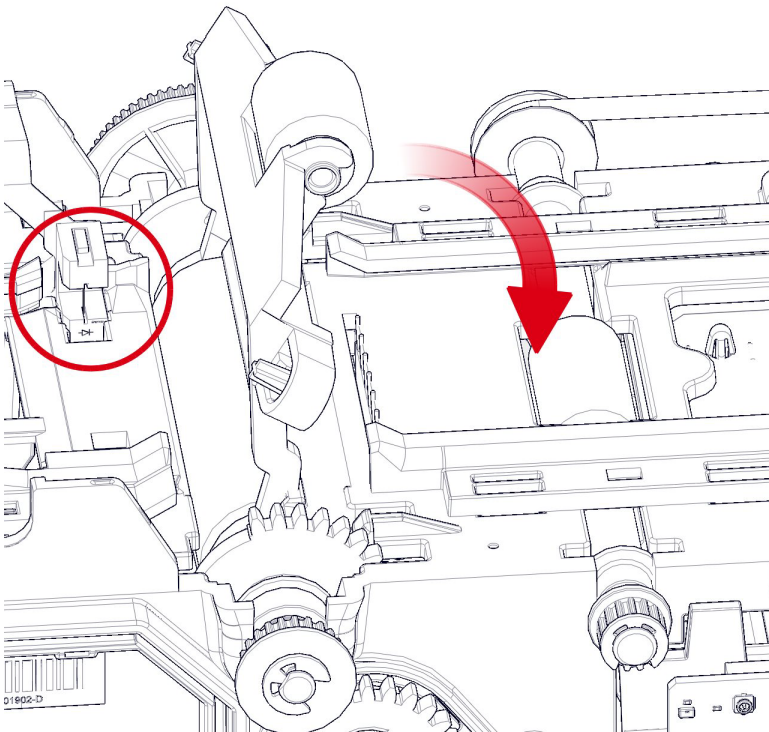
7. Put the spring in place.



8. Check that the pushing guide is moving correctly.



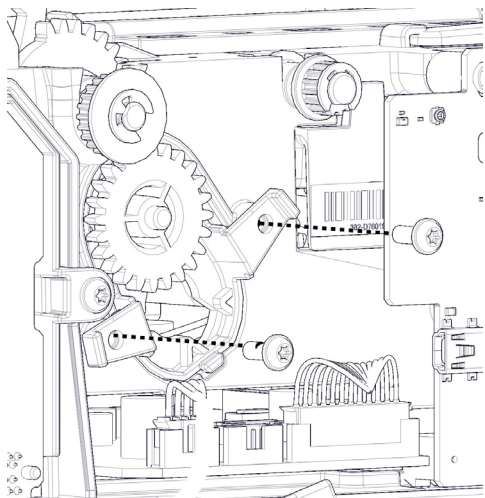
9. Lower the pressure roller. Check that the card sensor has not moved (a).



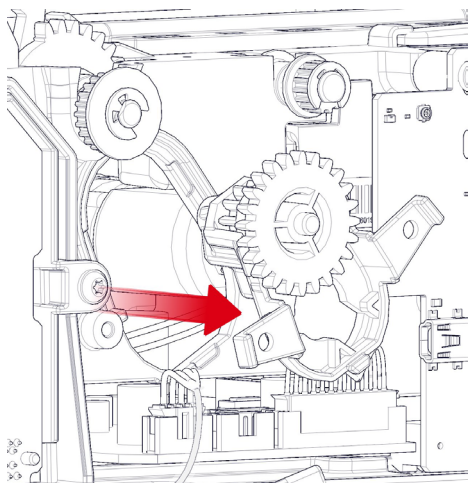
10. Carry out HEAD ROLLER KIT (steps 12 to 18 page 69).

UP AND DOWN SUPPORT MOTOR - S10206

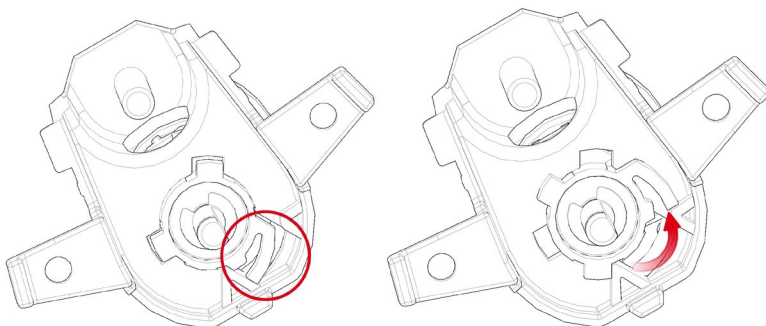
1. Carry out COMMON MOTOR (UP AND DOWN) (steps 1 to 4 page 64).
2. Remove the gear then the two screws (Torx 10).



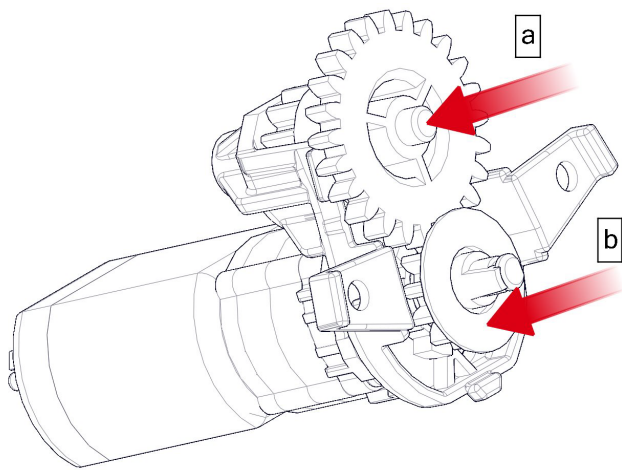
3. Remove the motor support.



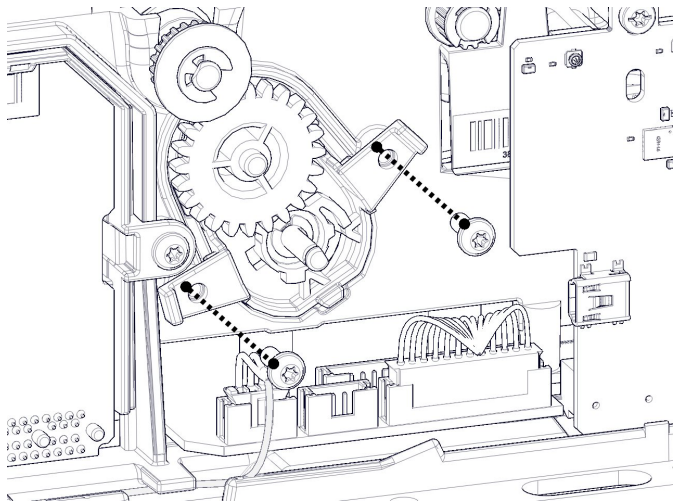
4. Attach the motor to the new support.



5. Fit the gear (a) and clip it into the motor gear (b).

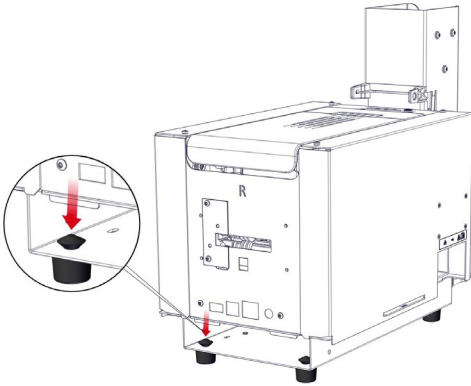


6. Insert the motor through the frame and attach the two screws (Torx 10).

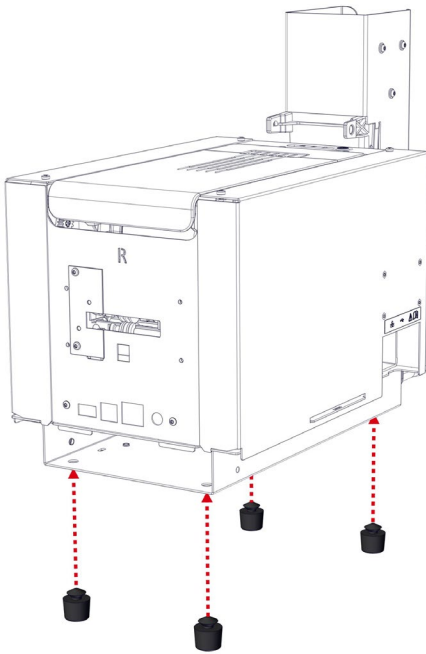


7. Carry out COMMON MOTOR (UP AND DOWN) (steps 2 to 1 page 64).

1. Push on the center of the foot to remove it by using the flat of the screwdriver. Do the same step for the other feet.

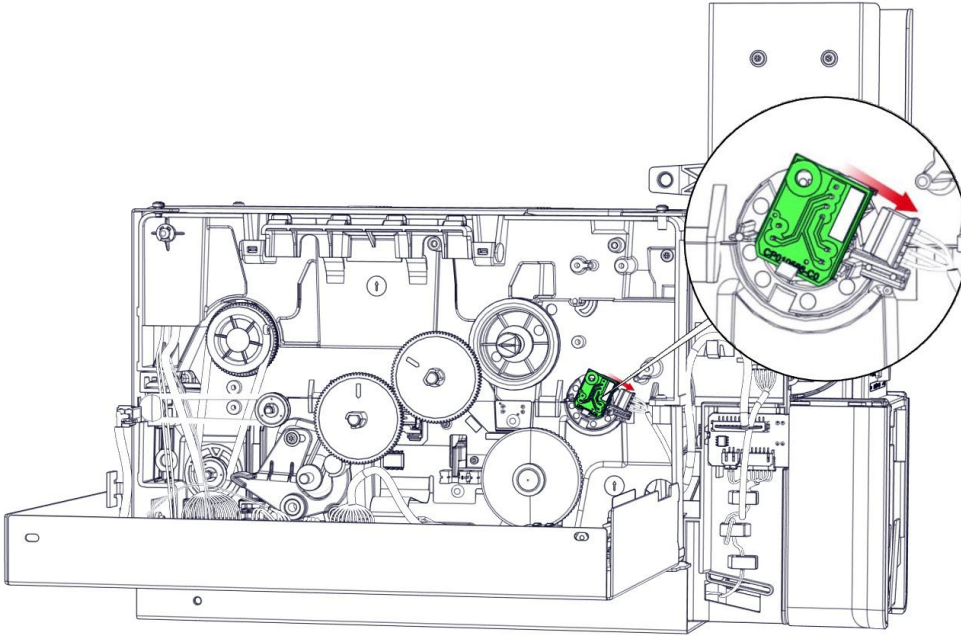


2. Put back the feet in place.



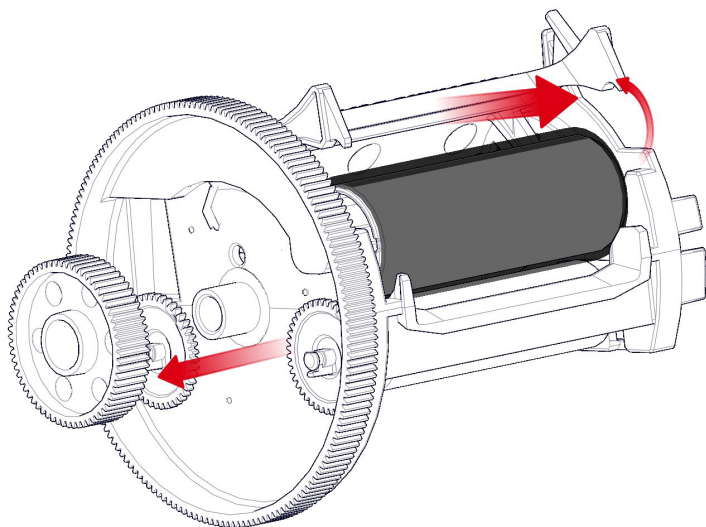
SENSOR FLIP OVER – S10121

1. Carry out ENCLOSURE: LEFT SIDE (steps 1 to 2 **page 29**).
2. Unplug the sensor cable and unclip the sensor.

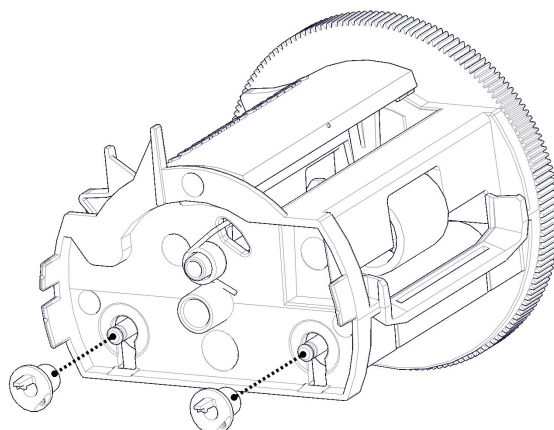
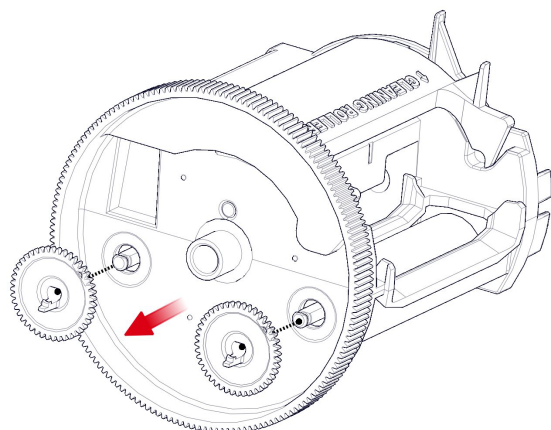


3. Carry out the step in reverse.

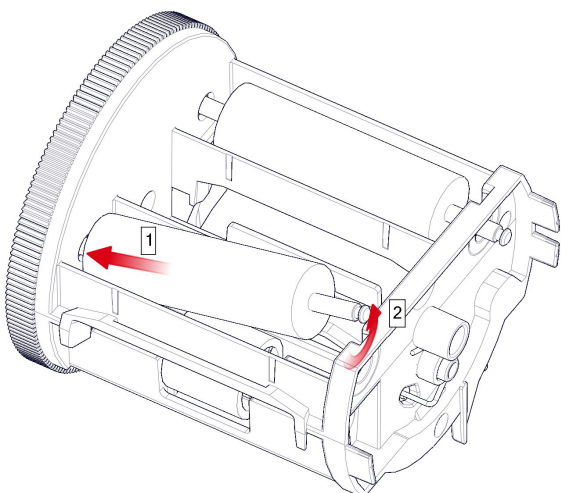
1. Carry out FLIP OVER MODULE (steps 1 to 5 page 60).
2. Remove the cleaning roller and the gear.



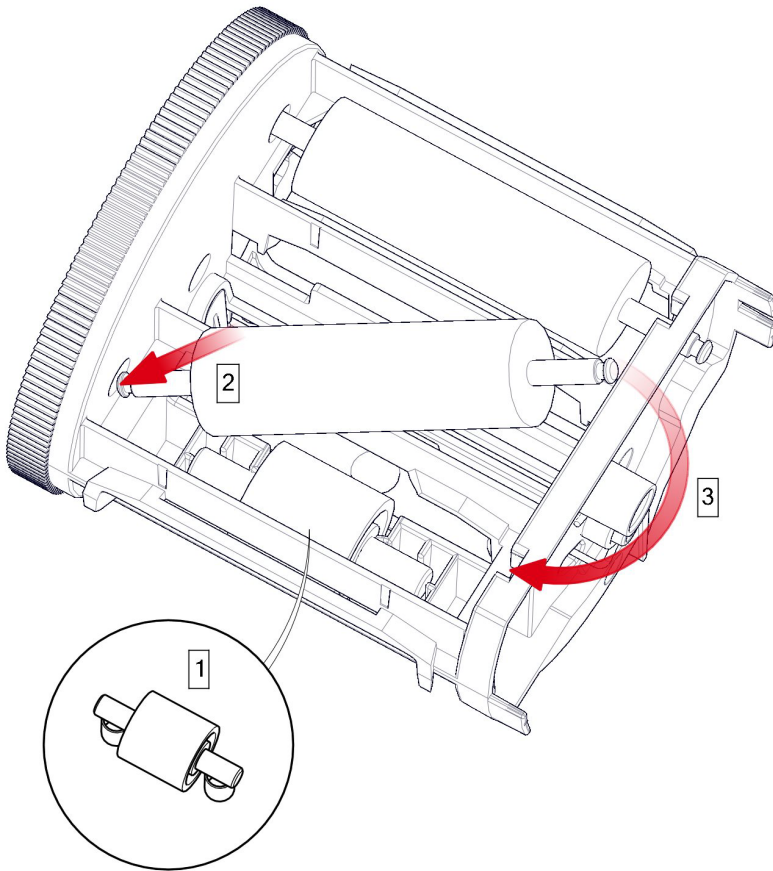
3. Unclip the gears and the bearings.



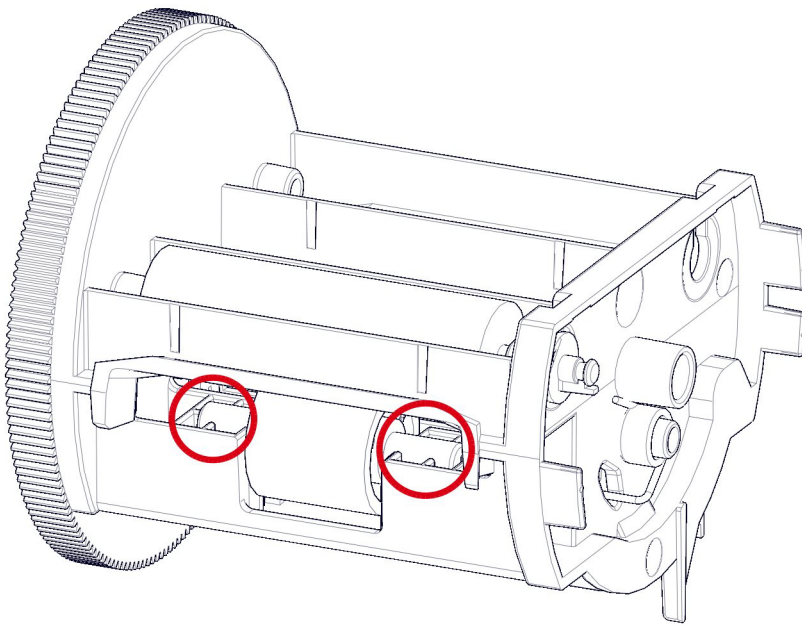
4. Slide the rollers to the back and remove them.



5. Check the presence of the springs, the axis, and the roller (1). Place them in the correct position before inserting the NBR roller (2 and 3). Clip in the gear and the bearing.

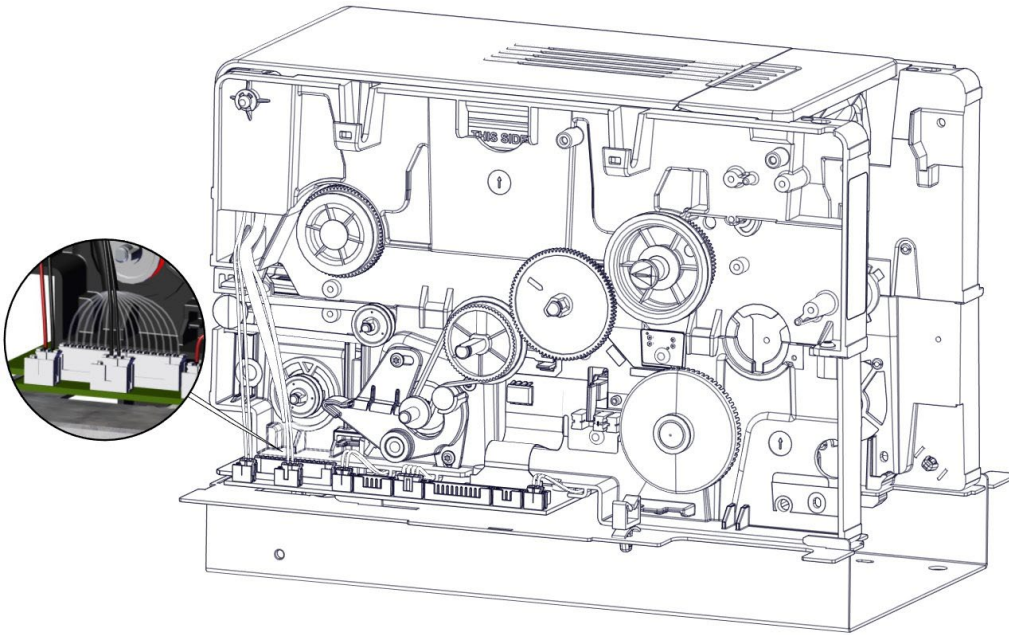


6. Check that it is positioned correctly.

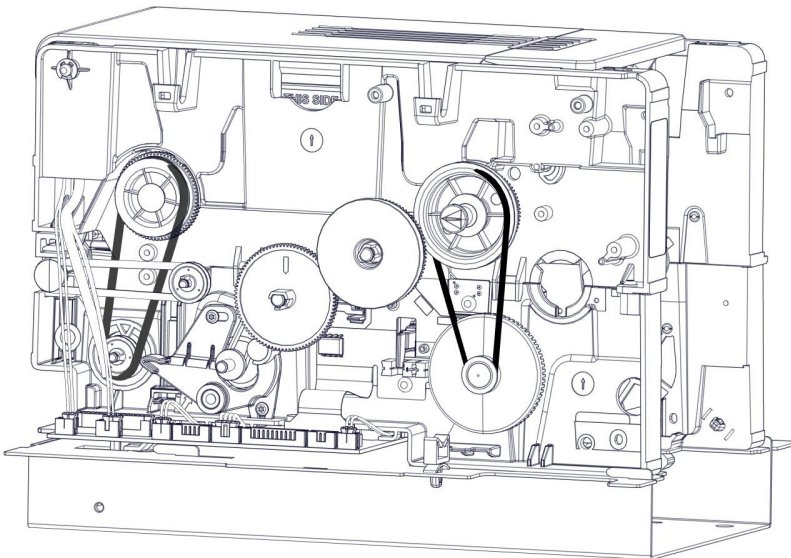


7. Put the other NBR roller in place and carry out the steps in reverse.
8. Carry out FLIP OVER MODULE (steps 6 to 12 **page 60**).

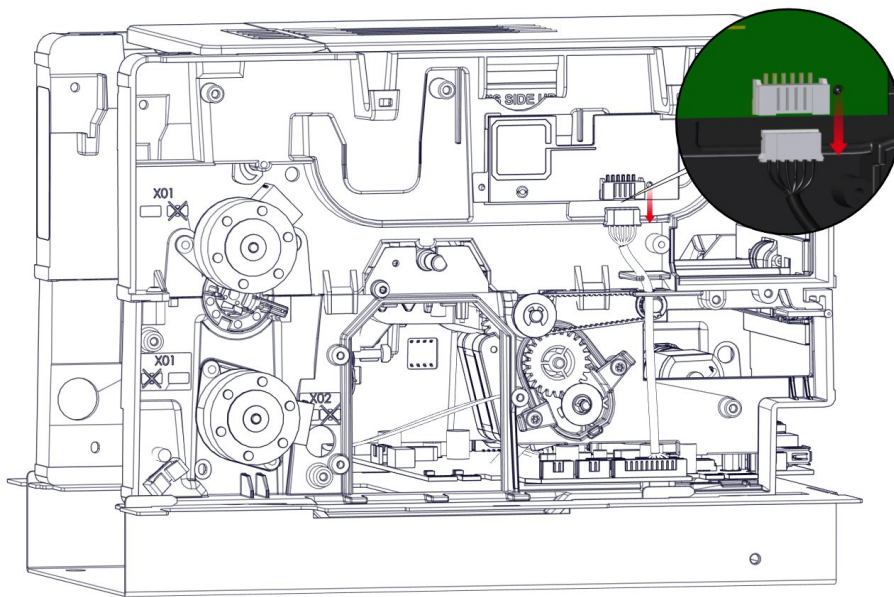
1. Carry out ENCLOSURE: BOTTOM PLATE (steps 1 to 6 page 35).
2. Carry out FLIP OVER MODULE (steps 3 to 5 page 60).
3. Disconnect the head bracket cables.



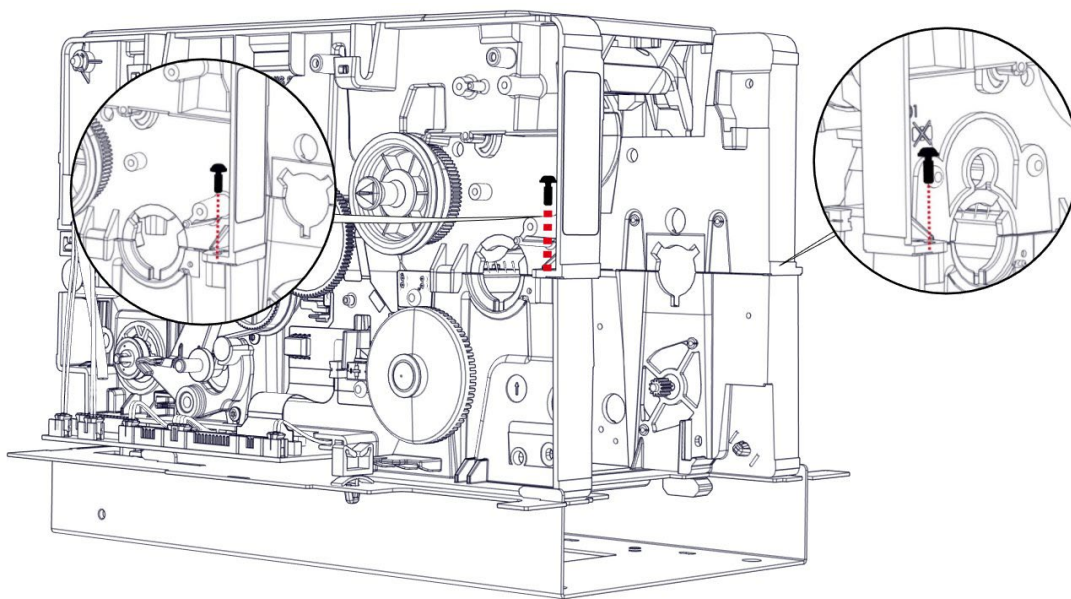
4. Remove both black belts (ribbon and flag).



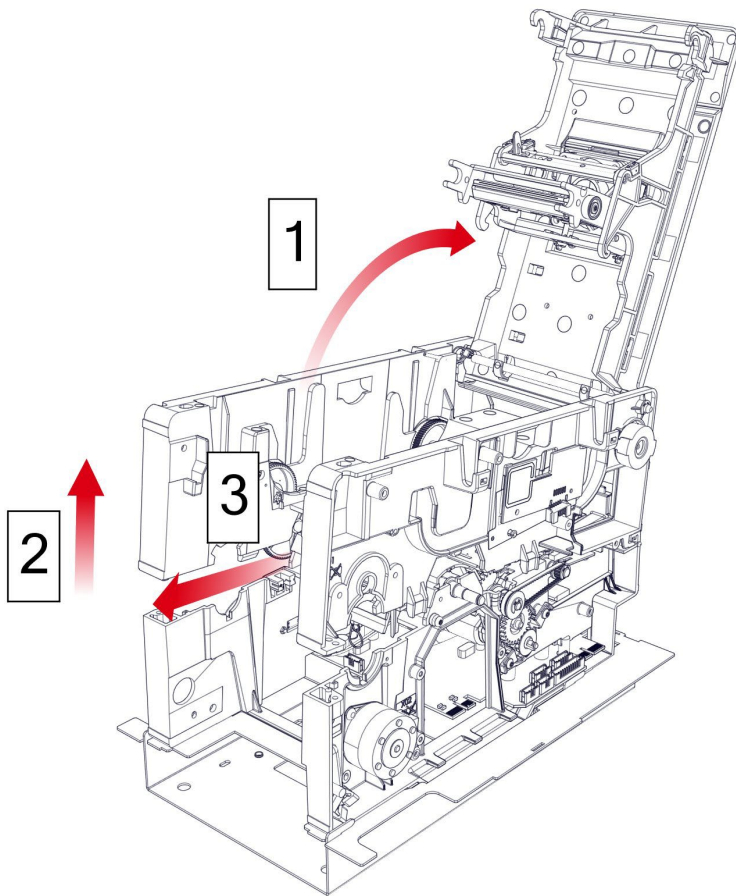
5. Disconnect the RFID board cable.



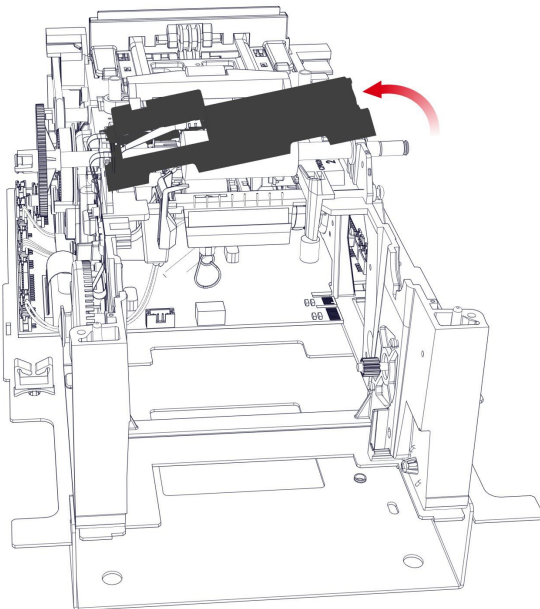
6. Remove the screws from each side of the module.



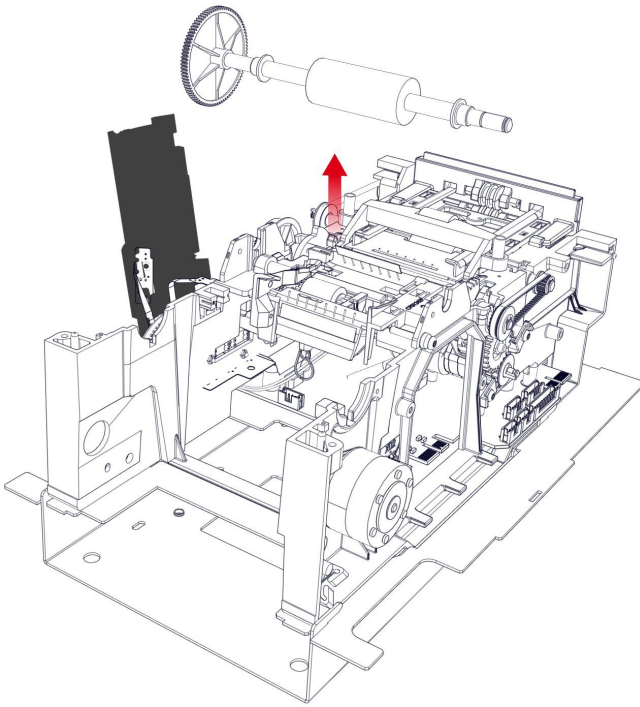
7. Open the head bracket (1), gently lift the upper frame (2), and pull it forward (3) to remove it.



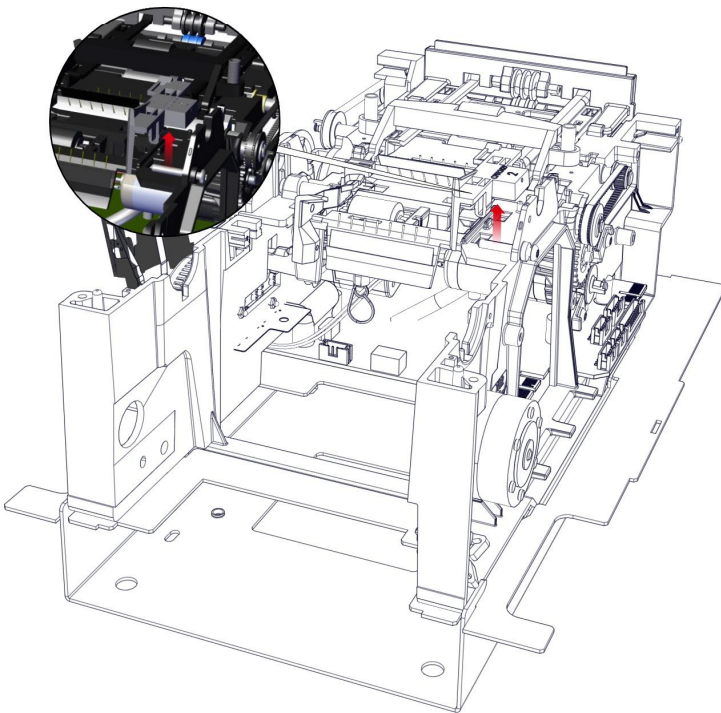
8. Lift the flex.



9. Remove the option roller.

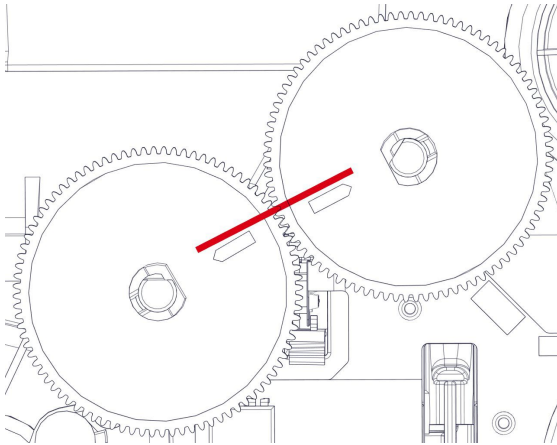


10. Unclip the reference guide and replace it by a new one.

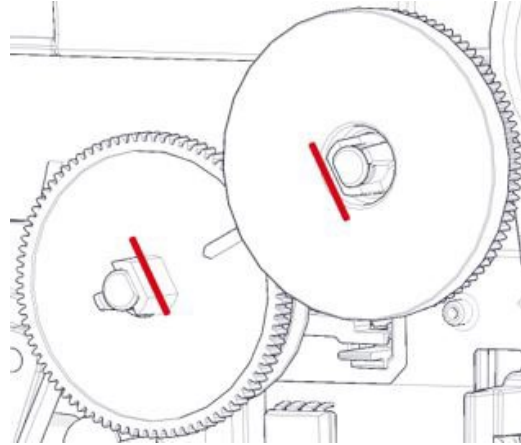


11. Carry out the steps in reverse.
12. Align the two positioning guides and clip in the head roller gear.

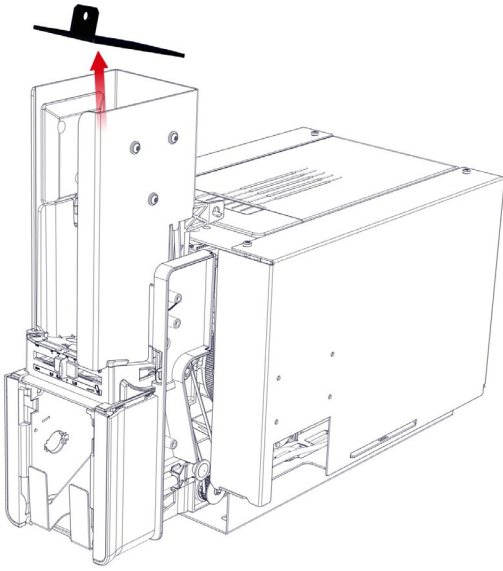
Basic printer



Printer with magnetic option

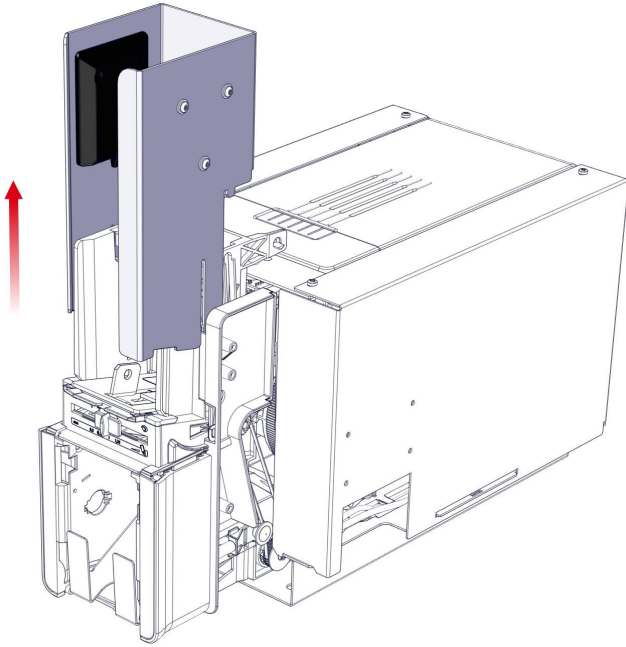


1. Remove the feeder weight by sliding it through the card feeder box.

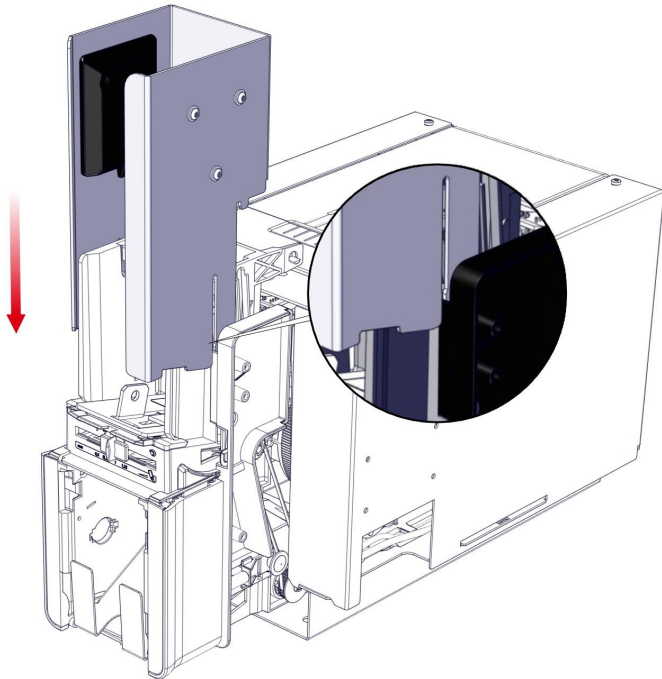


2. Be careful not to put the weight upside down.

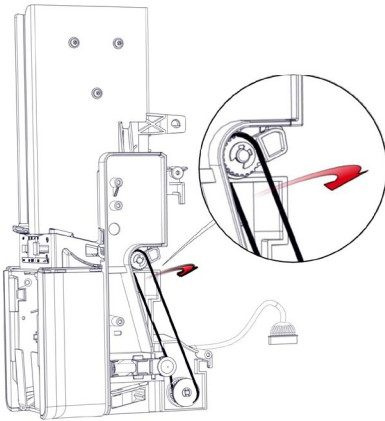
1. Lift the feeder mount to remove it.



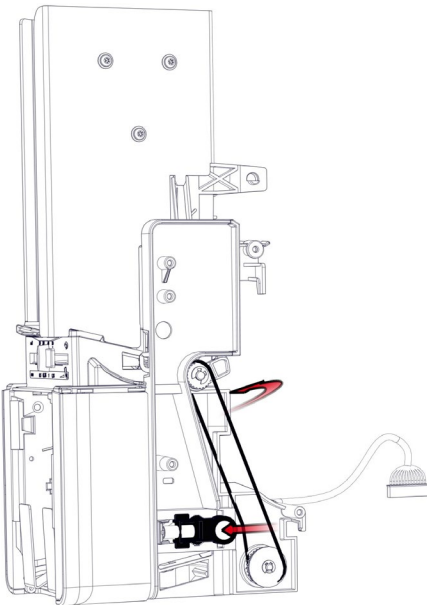
2. To replace the mount, fit the slots into the feeder guides.



1. Carry out ENCLOSURE: BOTTOM PLATE (steps 1 to 6 **page 35**) by disconnecting only the feeder cable.
2. Remove the feeder belt.



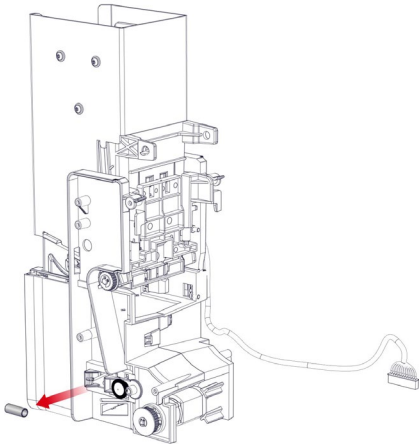
3. Compress the spring of the belt tensioner (1) to replace the belt (2)



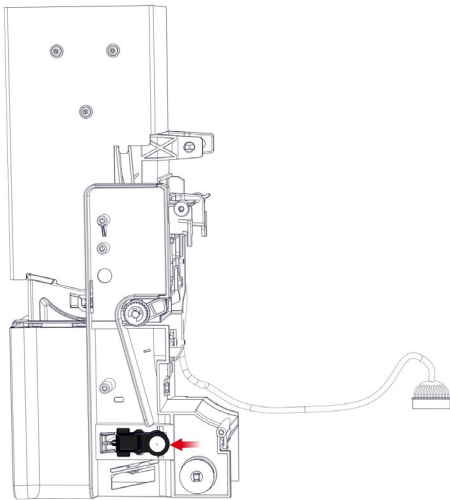
4. Carry out ENCLOSURE: BOTTOM PLATE (steps 6 to 1 **page 35**).

TIGHTING BELTS KIT – S10094

1. Carry out FEEDER BELTS KIT (steps 1 to 2 page 129).
2. Remove the spring.



3. Slide and remove the belt tensioner.

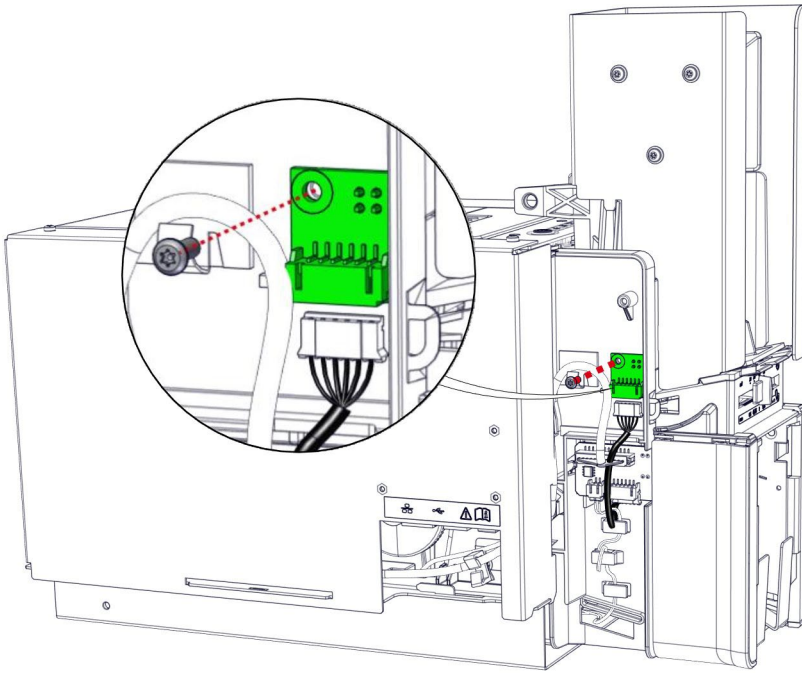


4. Assemble the components as indicated below.



5. Insert the new belt tensioner and follow the steps in reverse order.

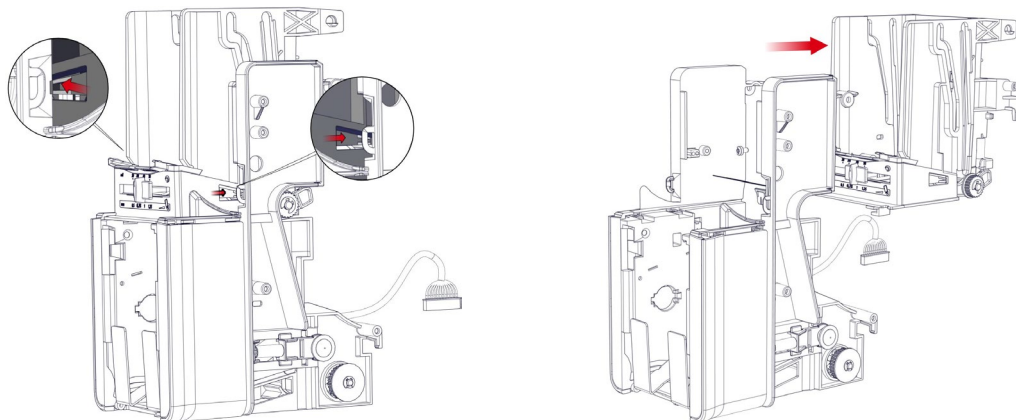
1. Disconnect the sensor cable and remove the screw.



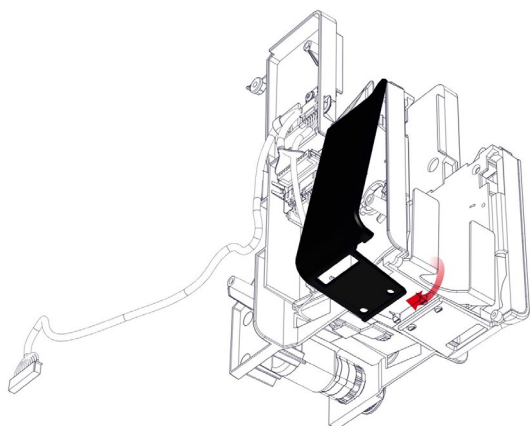
2. Carry out the step in reverse for putting in place the new sensor.

Before you begin, please read the chapter Replacing Electronic Components.

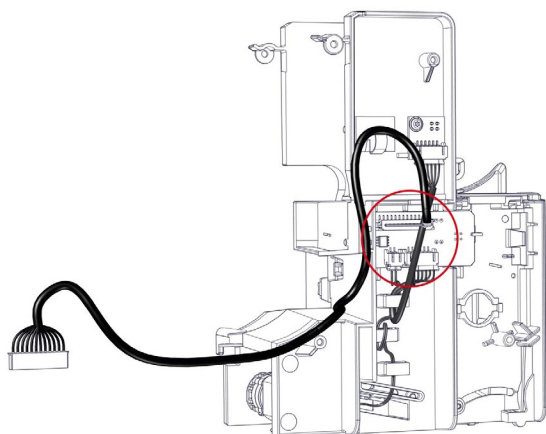
1. Carry out CARD FEEDER: 200C BOX (step 1 page 128)
2. Carry out FEEDER BELT KIT (steps 1 to 2 page 129).
3. Press both clips at the same time and push the upper feeder to remove it.



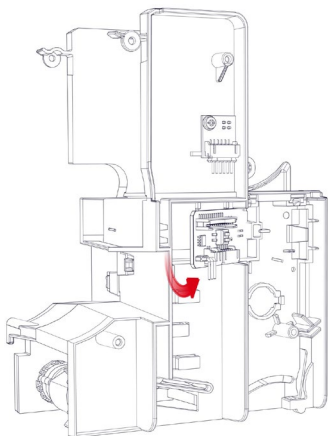
4. Unclip the side of the bottom of the feeder and remove it.



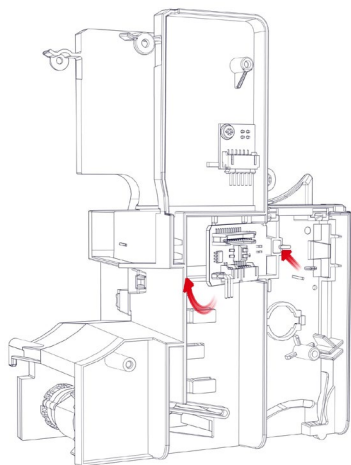
5. Disconnect the cables from the feeder card board.



6. Unclip the feeder cardboard.



7. Insert the cardboard in the end and clip back in.



8. Carry out the steps 4 to 1 in reverse.
9. Set the feeder type configuration (if you don't send the command the printer will be seen as a Zenius printer).

Send the command Pftype;(1 or 5,6,7):

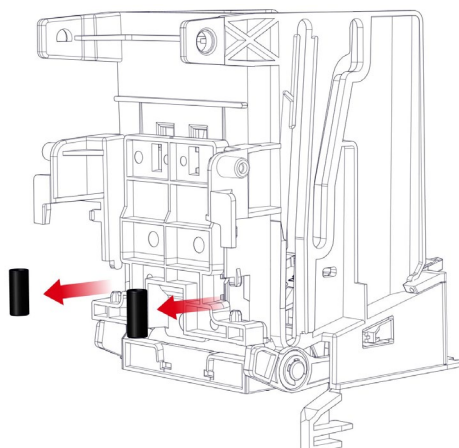
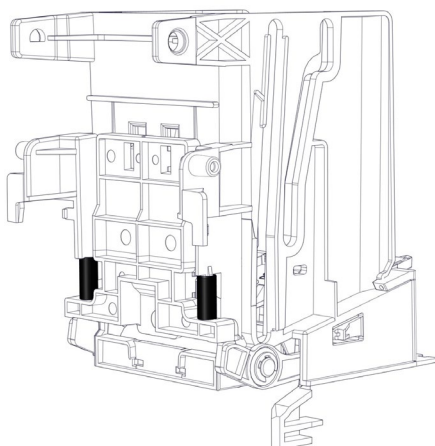
1 – Std feeder

5 –feeder with hopper door open

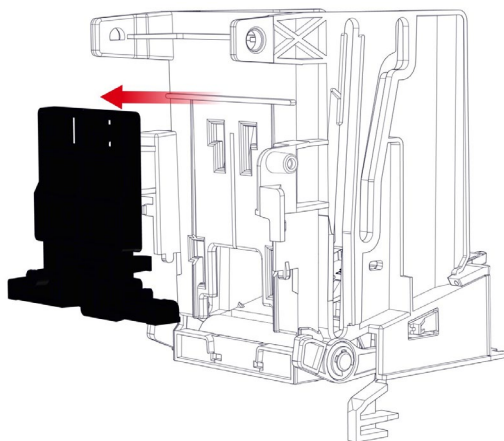
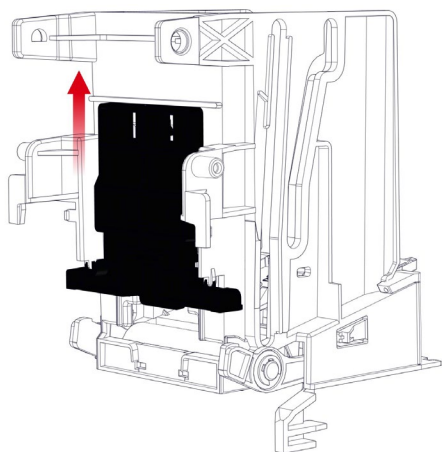
6 –feeder with locking system

7 – feeder with locking system and manual insertion slot

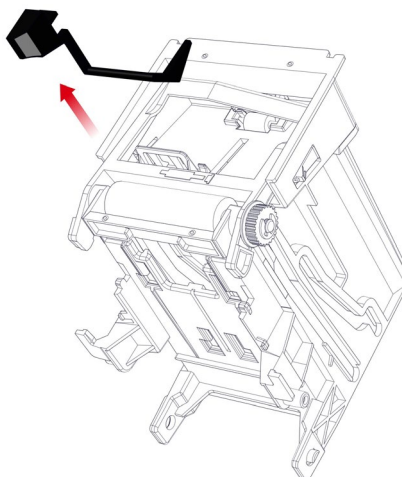
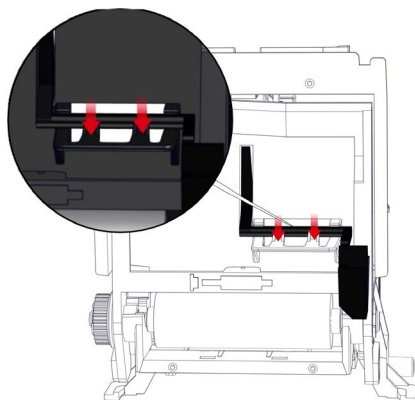
1. Carry out FEEDER CARD BOARD (steps 1 to 3 page 132).
2. Remove both springs.



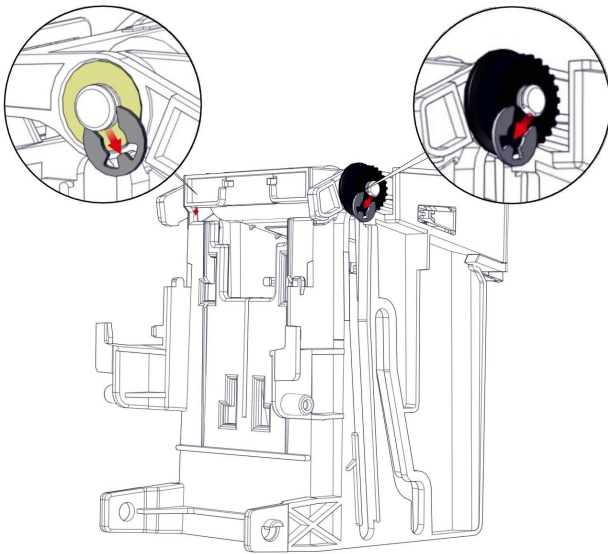
3. Remove the gauge.



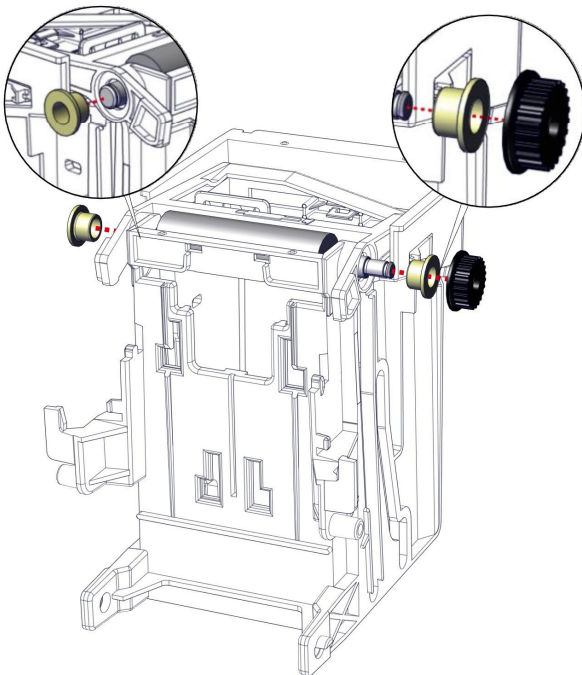
4. Unclip the flag and remove it.



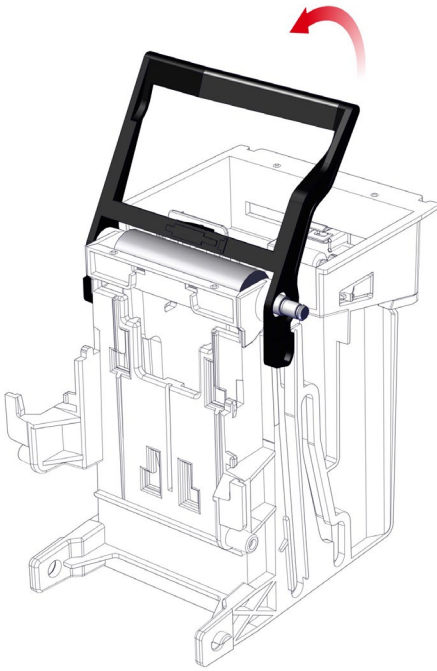
5. Remove both V-rings.



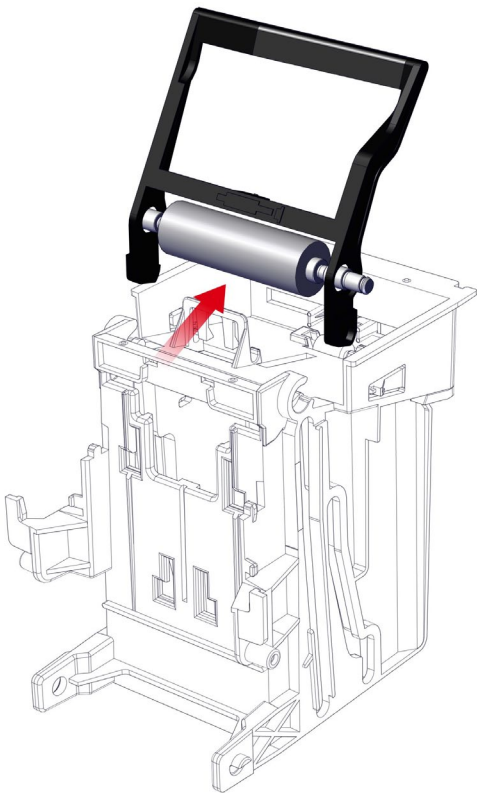
6. Remove the pulley and both bearings.



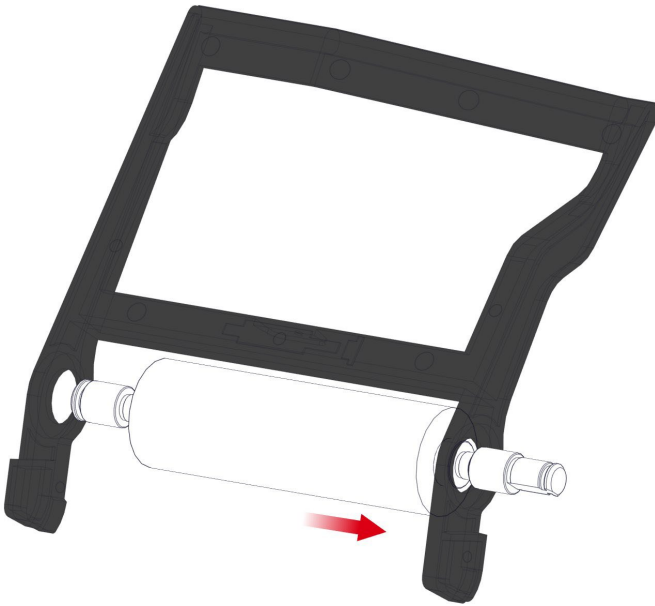
7. Lift the gauge lever.



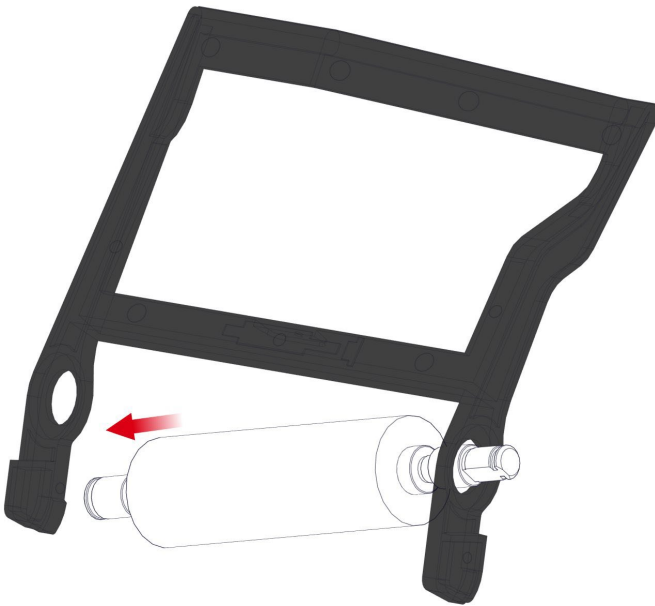
8. Disengage the gauge lever and the roller.



9. Slide the roller against the lever.

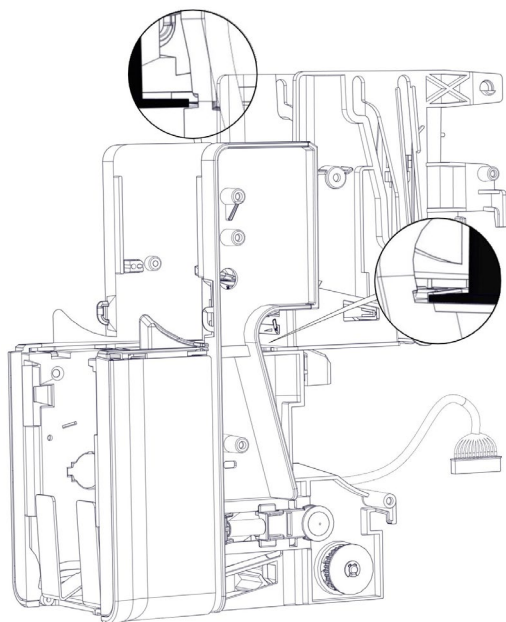


10. Remove the roller.

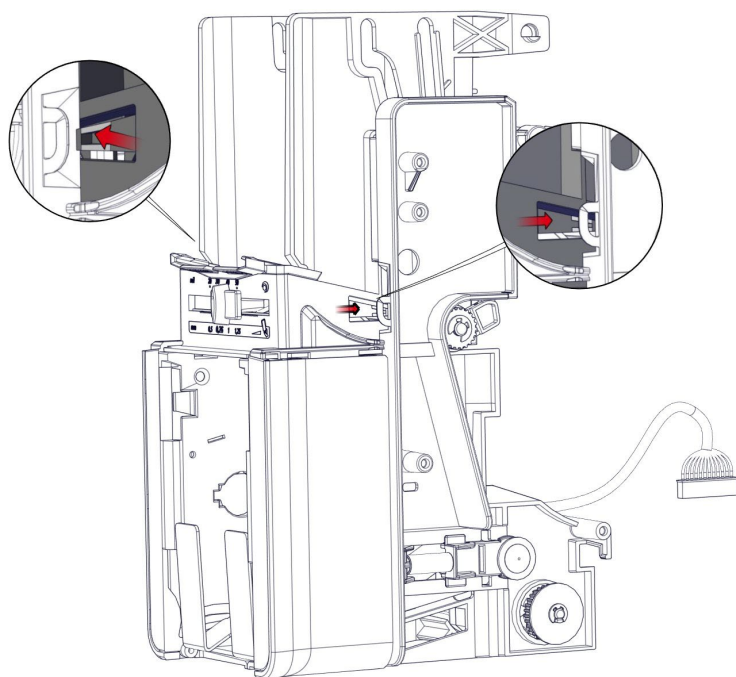


11. Take the new roller and carry out the steps in reverse.

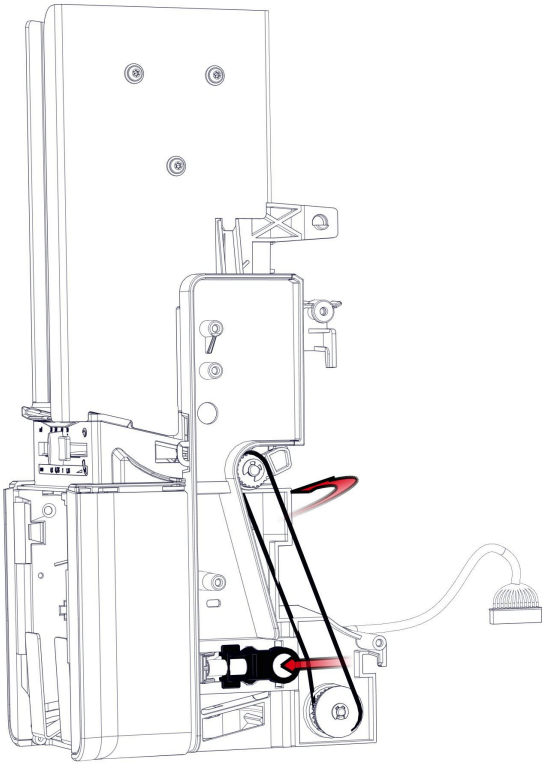
1. Carry out FEEDER CARD BOARD (steps 1 to 3 page 132).
2. Insert the top of the new feeder into the two guide slots.



3. Slide the feeder until you hear a click, then check that it is clipped in correctly on both sides.

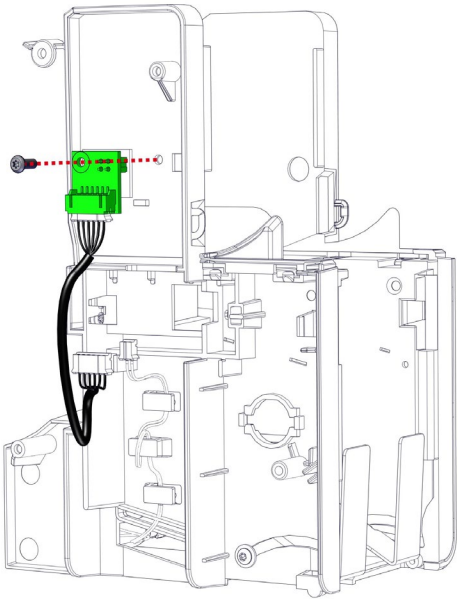


4. Press the belt tensioner and put the belt back in the feeder.

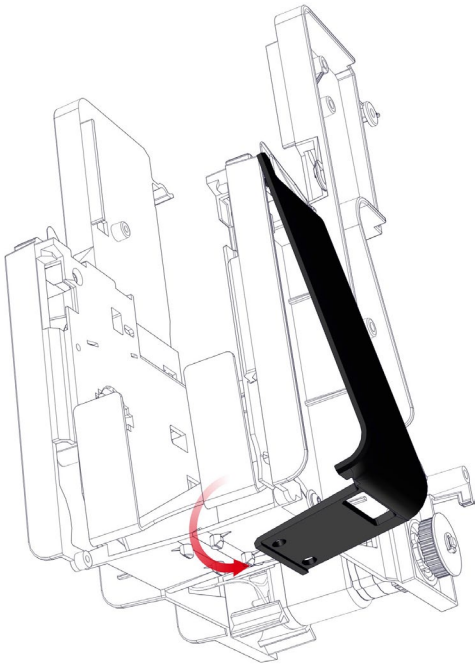


5. Carry out FEEDER CARD BOARD (steps 1 to 3 page 132).

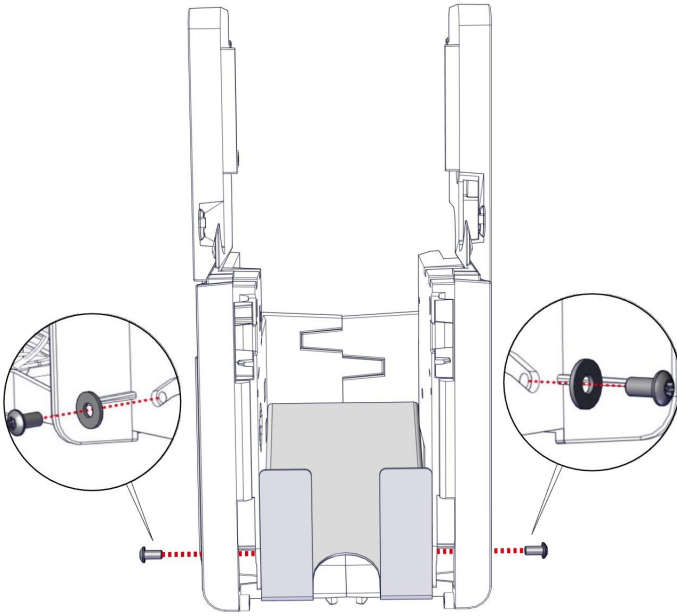
1. Carry out FEEDER CARD BOARD (steps 1 to 5 **page 132**).
2. Remove the screw and retrieve the sensor and its cable.



3. Unclip the side of the bottom of the feeder and remove it.



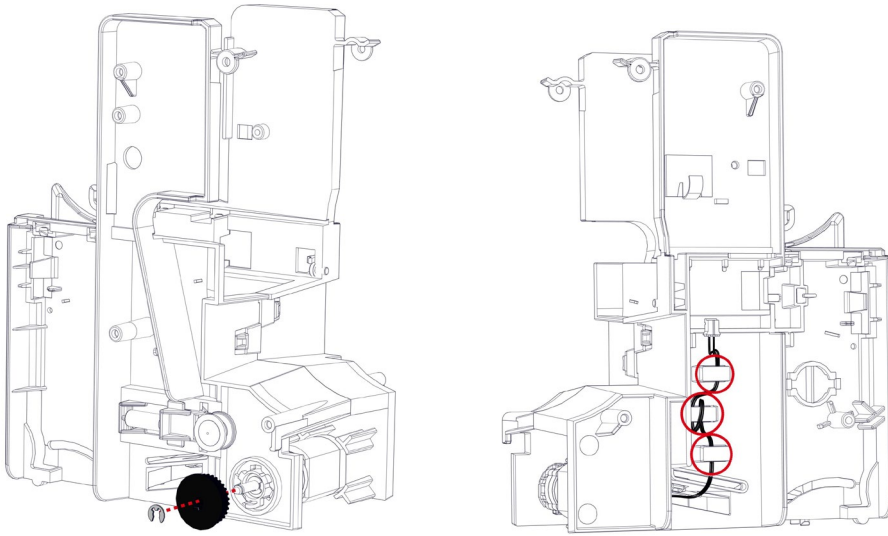
4. Remove both screws to retrieve the reject box.



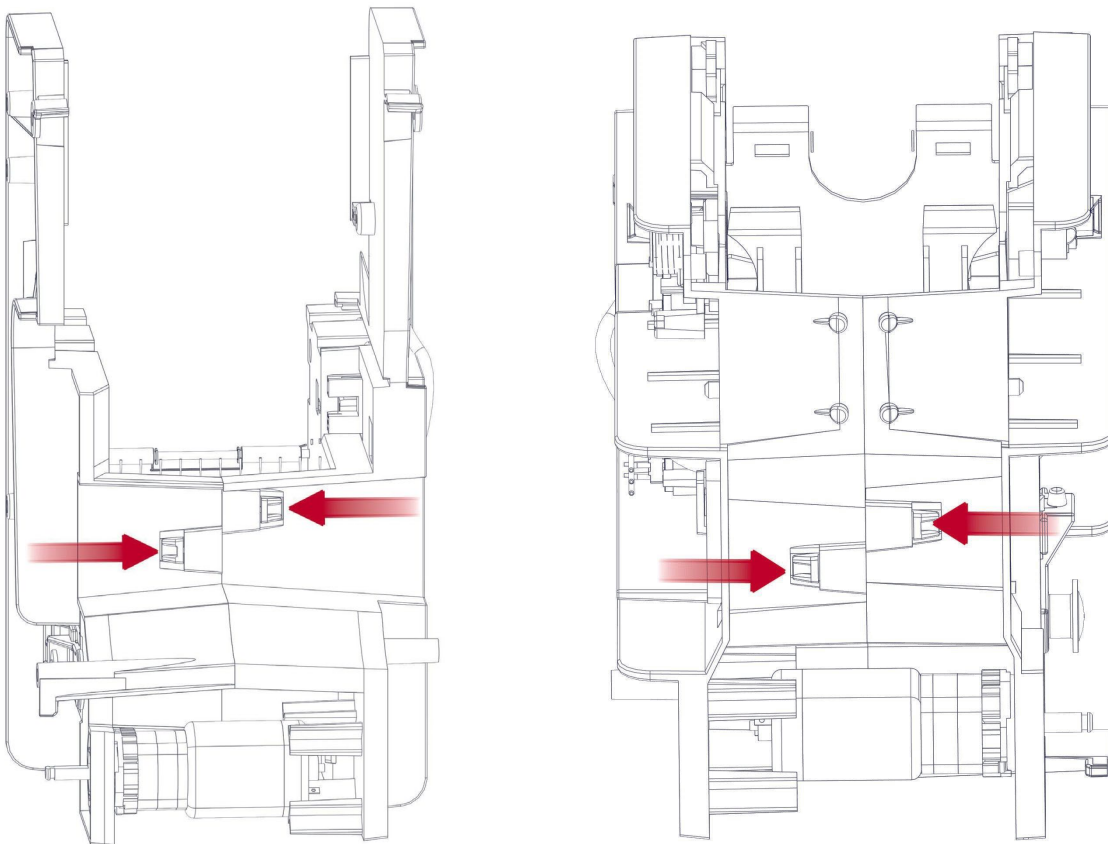
5. Take the new exit hopper and carry out the steps in reverse.

MOTOR: COMMON – S10097 (FEEDER)

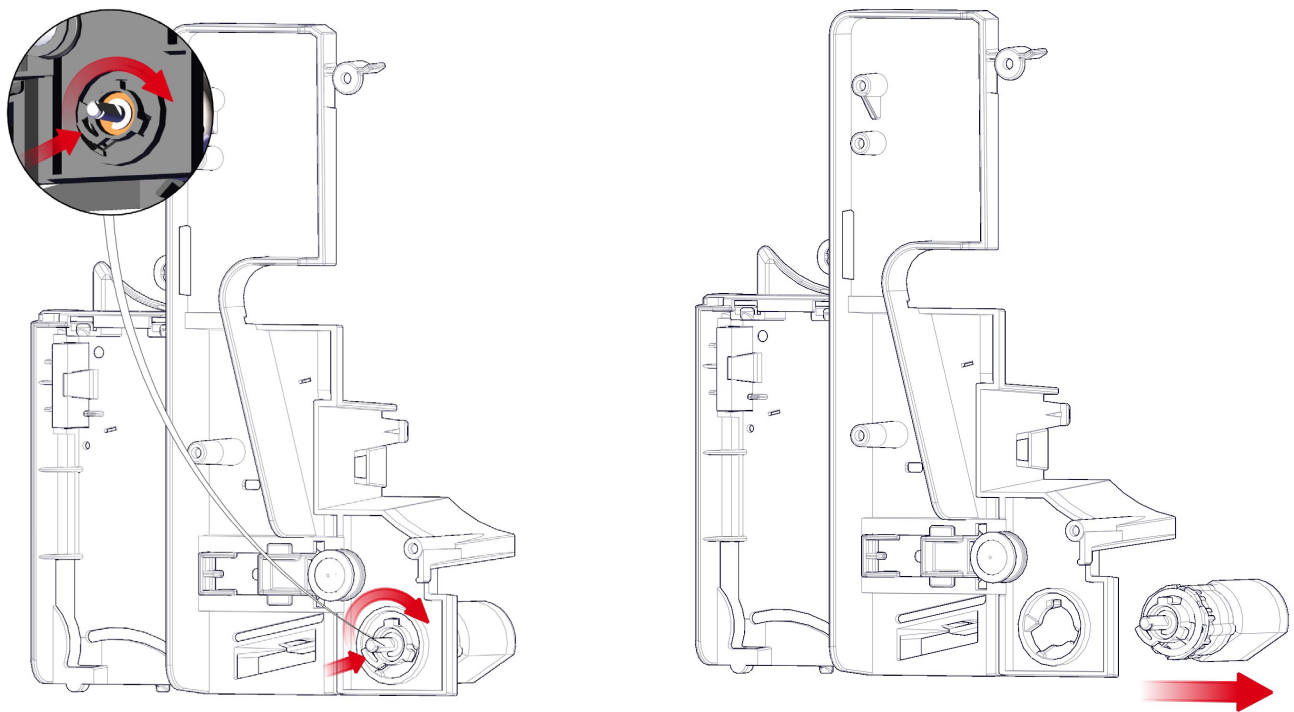
1. Carry out FEEDER: EXIT HOPPER (steps 1 to 4 [page 140](#)).
2. Remove the V ring, then the pulley. Remove the cable from its holders.



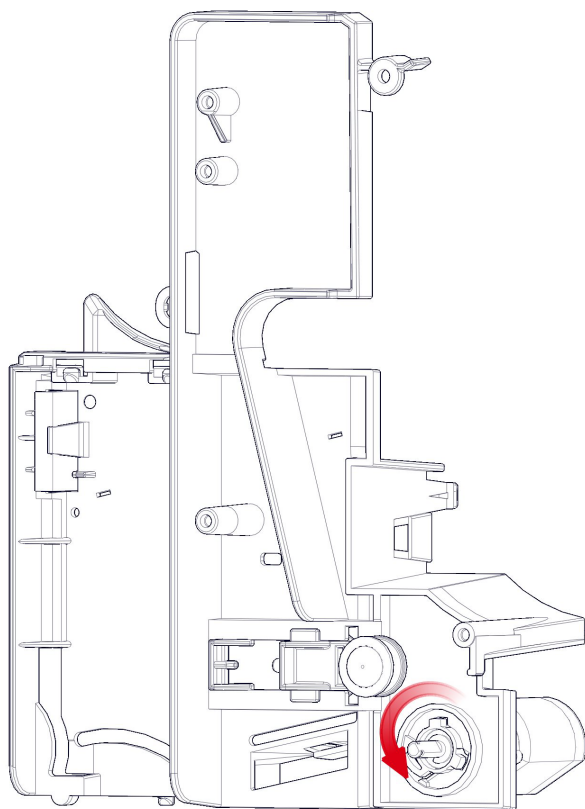
3. Press on both clips at the same time (1) while sliding them (2), side by side, to open the feeder.



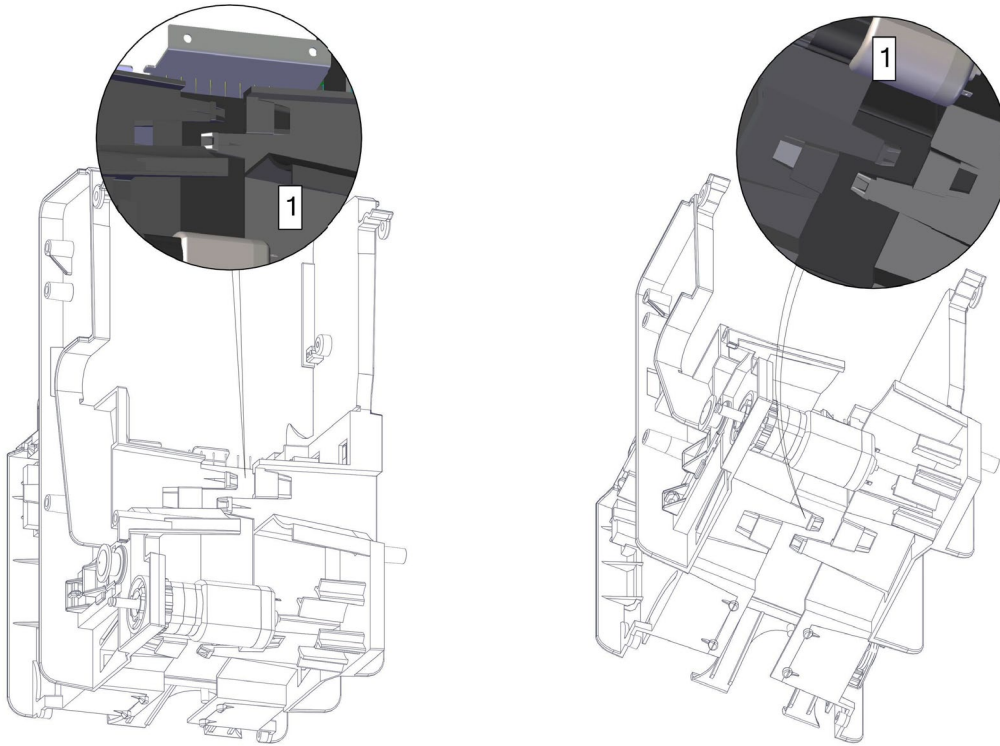
4. Press the clips and turn the motor at the same time.



5. Insert the new motor by carrying out the previous steps in reverse (make sure it is clipped in correctly).

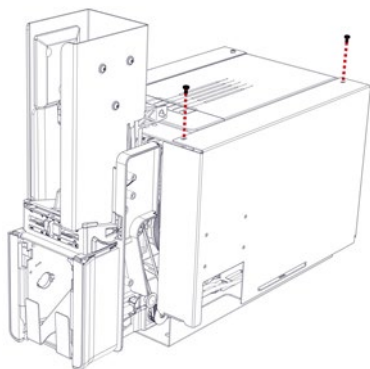


6. Position the right frame and check the position of the four clips (1) and press to assemble both parts of the frame.

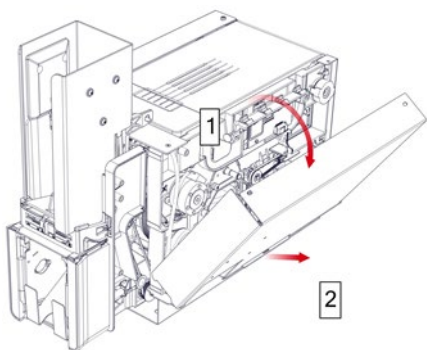


7. Carry out steps 2 to 1 in reverse.

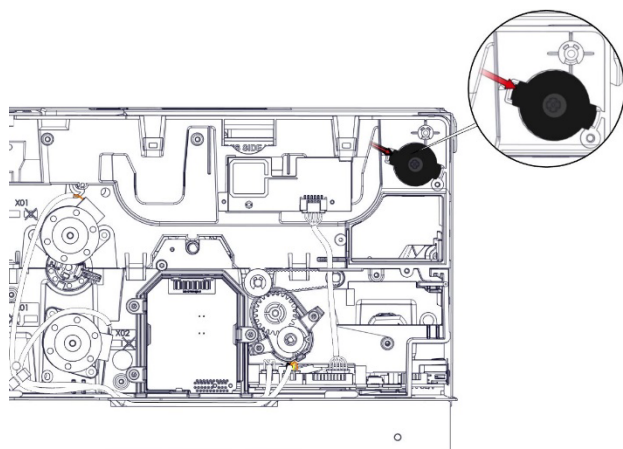
1. Remove the two screws (Torx T10).



2. Tilt the side panel (1) and disengage the side (2).



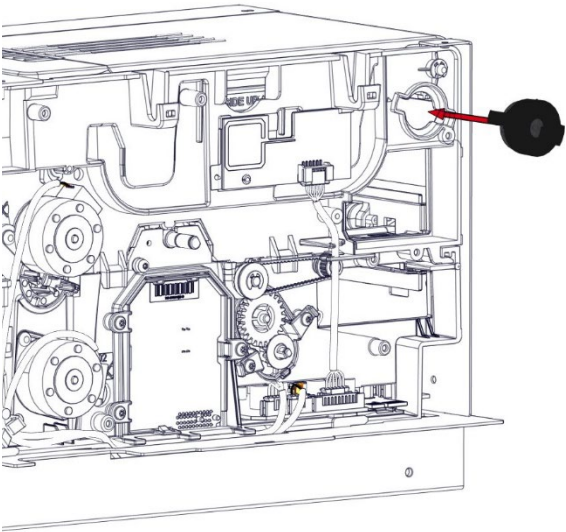
3. unclip the rotary retarder assembly by using a flat screwdriver.



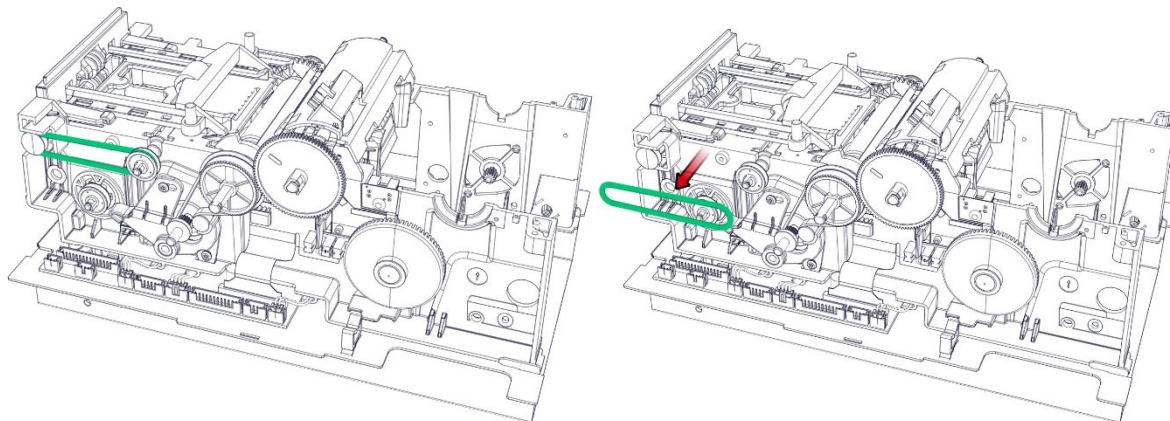
4. Insert the rotary damper in its support.



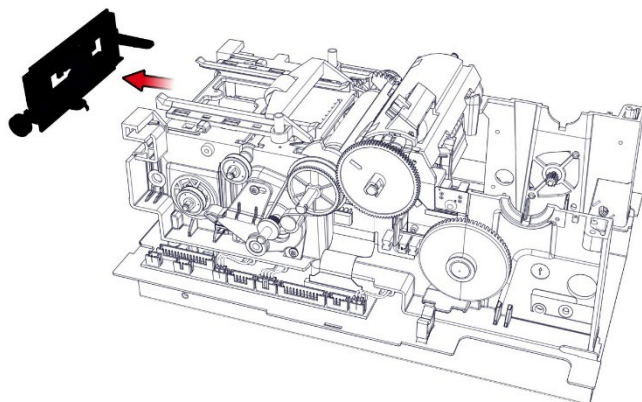
5. Clip it in place.



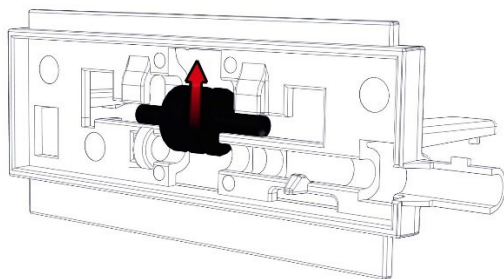
1. Carry out HEAD ROLLER KIT (steps 1 to 7 page 69).
2. Remove the reject belt.



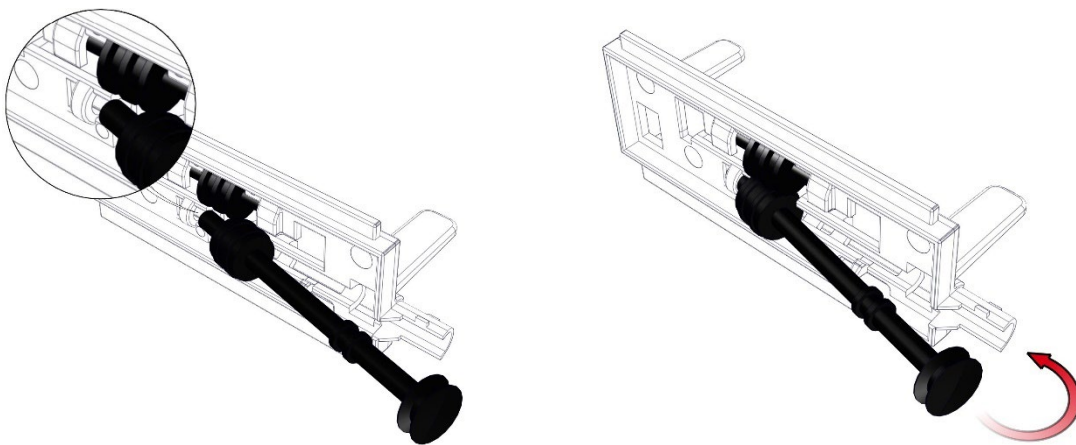
3. Unclip the defective ejection kit.



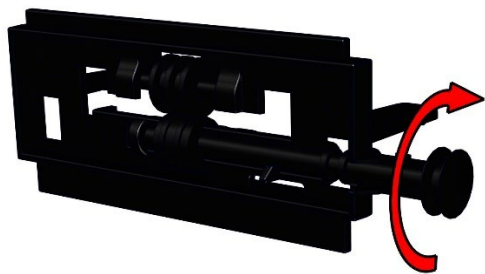
4. Take the new kit and insert the short roller in the support as shown below.



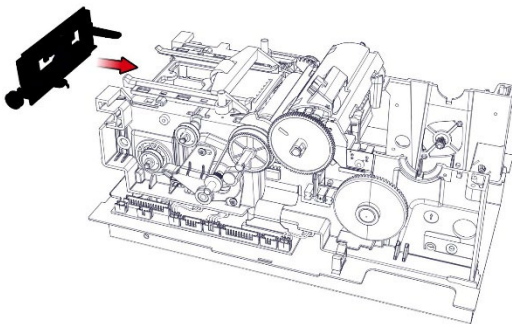
5. Insert the second roller and clip it in place.



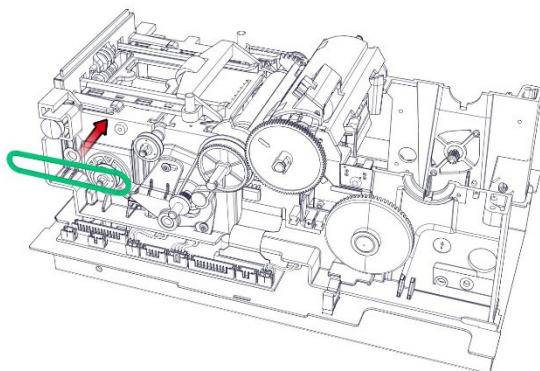
6. Check the correct rotation of the rollers.



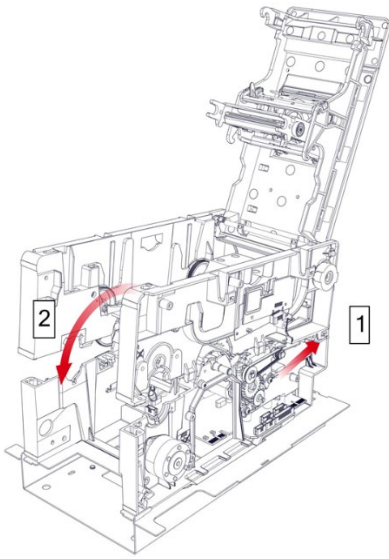
7. Insert the new ejection kit.



8. Put the reject belt.

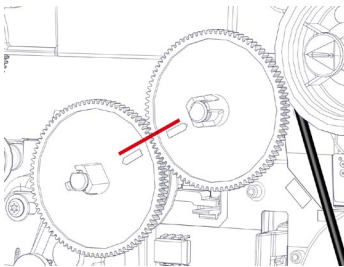


9. Open the head bracket, insert the upper frame into the lower frame (1) and bring it down (2).
10. Check that the ribbon sync sensor has not moved. Close the head bracket (3).

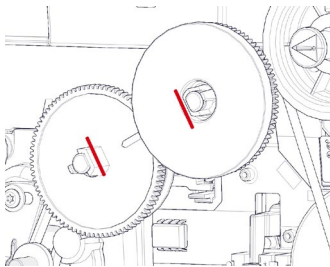


11. Carry out HEAD ROLLER KIT (steps 7 to 1 page 69).in reverse.
12. Align the positioning guides and clip on the head roller gear.

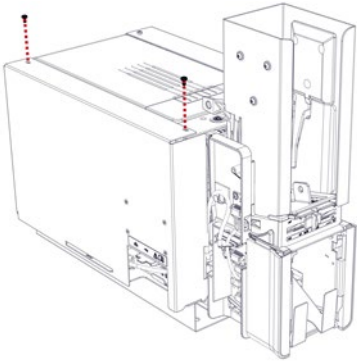
Basic printer



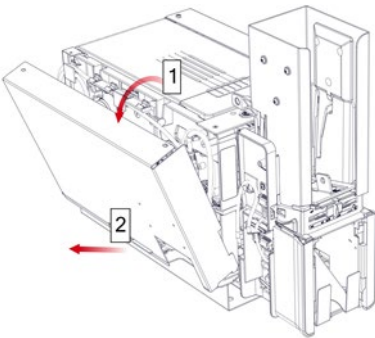
Magnetic printer



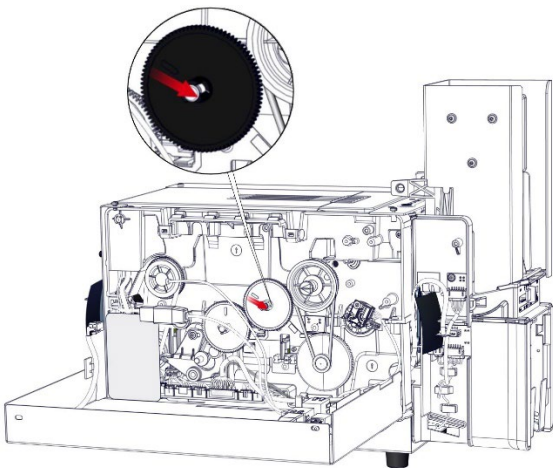
1. Remove the two screws (Torx T10).



2. Tilt the side panel (1) and disengage the side (2).



3. Unclip the gear to remove it.



CLEANING PROCEDURES



The print head warranty is directly linked to the cleaning of your printer. If this cleaning is not carried out at the required times, the print head warranty will cease to be valid.



Recommended cleaning cycle: whenever the ribbon is changed.
Mandatory cleaning cycle: when the cleaning warning is triggered
Servicing accessory: Evolis adhesive cleaning card and impregnated "T" shaped card.



The printer is fitted with a cleaning warning system which is triggered after a certain number of cards have been inserted.
Please proceed with the cleaning of your printer as soon as the warning is triggered.
If the printer continues to operate despite this warning and the warning light remains lit, the print head warranty will be automatically voided owing to a failure to comply with your contractual maintenance obligations.



Repeatedly running the adhesive card through the printer cleans the cleaning rollers in order to maintain print quality and extend the service life of the print head.



The PCP command may be used to configure the stoppage of the printer and thus comply with cleaning cycles.

Printer	Cleaning required after: (warning light flashing)	Number of cards remaining before warranty voided (warning light steady)	Warranty invalid after: (warning light steady)
KC PRIME	1000 cards	200 cards	1200 cards

In dusty environments, we strongly recommend performing the cleaning after 500 cards.



Manual cleaning is also recommended every 5000 inserted cards and in case of card jamming.

Printer Cleaning

For a more in-depth clean, we recommend cleaning the printer after any maintenance.

For this purpose, Evolis provides an Evolis High Trust® maintenance kit consisting of 2 adhesive cards, 2 impregnated "T" shaped cards, a cleaning pen, and a box of 60 wipes. The "T" shaped card is used to clean the transport rollers and the head of the magnetic encoder. Follow the steps below to ensure cleaning is carried out properly.

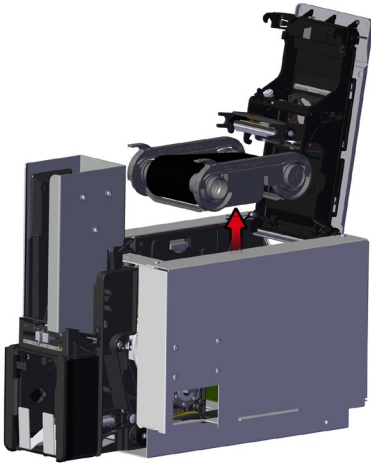


Servicing accessory: impregnated "T" shaped card and adhesive card.

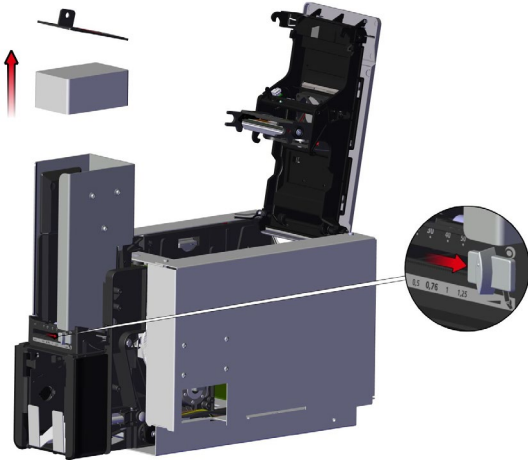


Please note the "T" shaped card must be used immediately after the bag is opened.

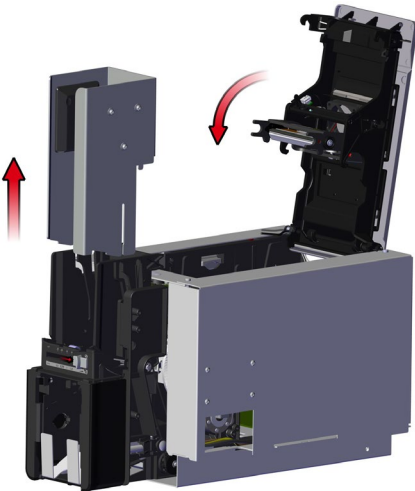
1. Open the printer cover. Remove the ribbon.



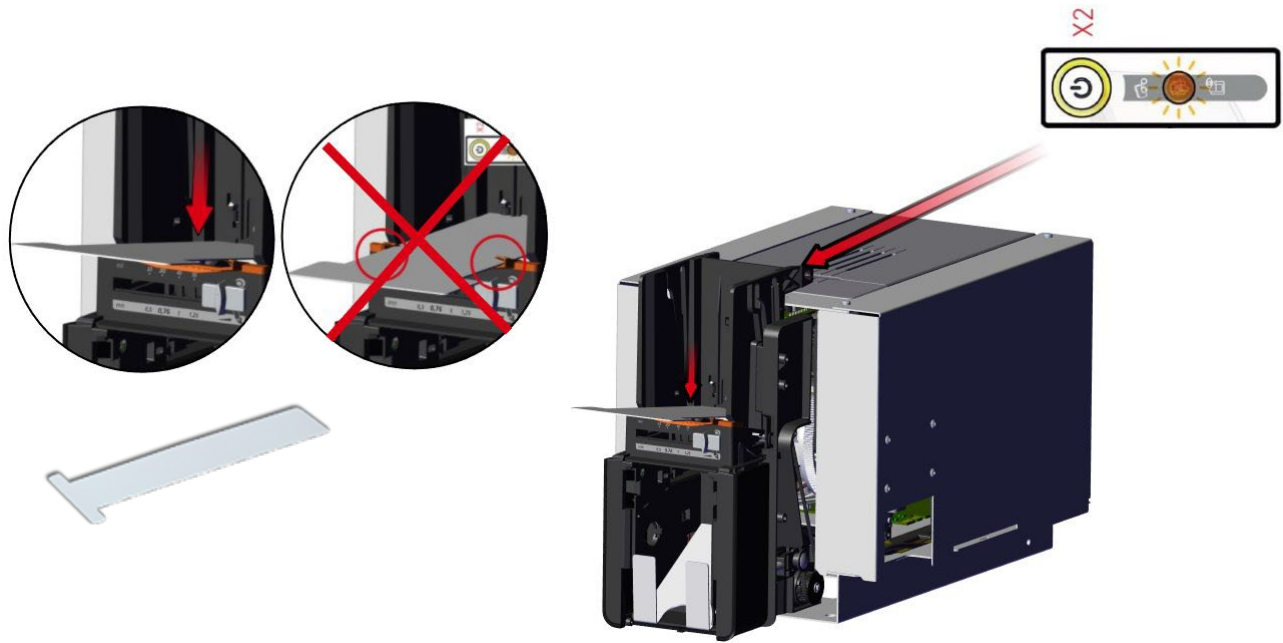
2. Remove the feeder weight and all cards from the feeder. Adjust the gauge to max position.



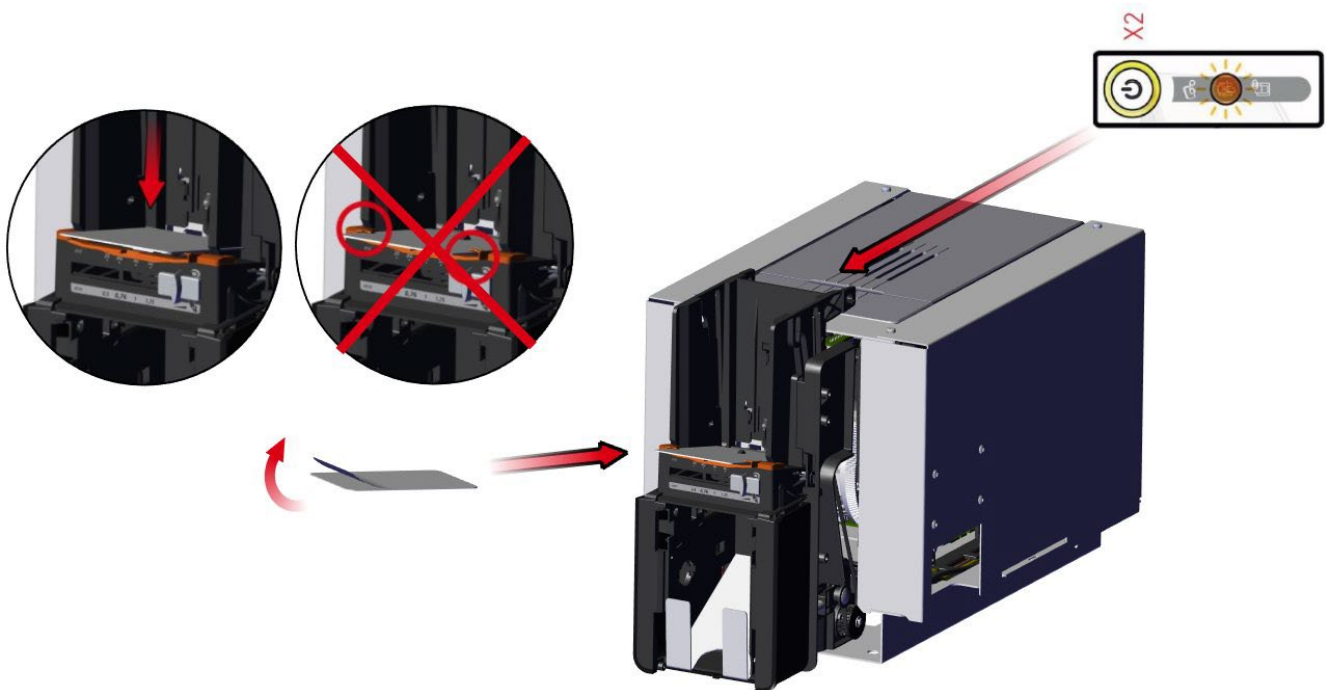
3. Close the printer cover and remove the 200 cards feeder.



4. Take the "T" shaped cleaning card, double click on the button on the control panel and insert it in the feeder as shown (you may need to guide it in). The cleaning begins.



5. Remove the "T" card.
6. Remove the film from the adhesive card (1), Double-click the button on the control panel before inserting the cleaning card and insert the cleaning card into the feeder as shown (2), adhesive side up. Cleaning will begin.



7. The used cleaning card will be automatically ejected into the output hopper.



8. Cleaning the print head, see the procedure below.
9. Before using the printer, reset the gage to the desired card thickness.

Print Head cleaning

To maintain the original print quality and to absorb surplus ink on the print head, we recommend that you regularly clean the print head (whenever the ribbon is changed and during routine cleaning) using the cotton swabs or cleaning pens supplied by Evolis.

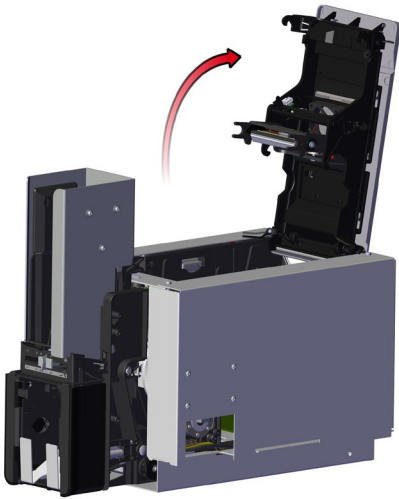


The print head and its components must also be protected from any discharge of static electricity. Recommended cleaning cycle: whenever the ribbon is changed.
Servicing accessory: Special cotton swab or cleaning pen.

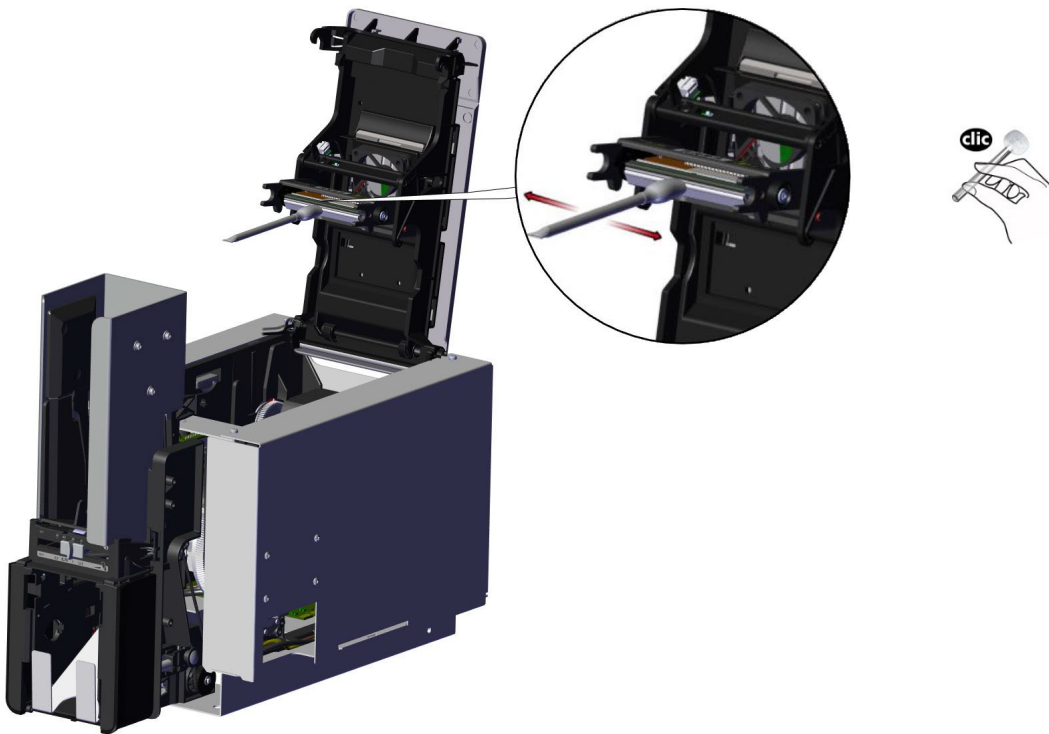


Unplug the printer from its power supply before cleaning the print head. Follow the cleaning cycles scrupulously.
Avoid any contact between the print head and any metal or sharp objects.
Avoid touching the print head directly with your fingers, as this could affect print quality or permanently damage the print head.

1. Unplug the power supply and open the cover.

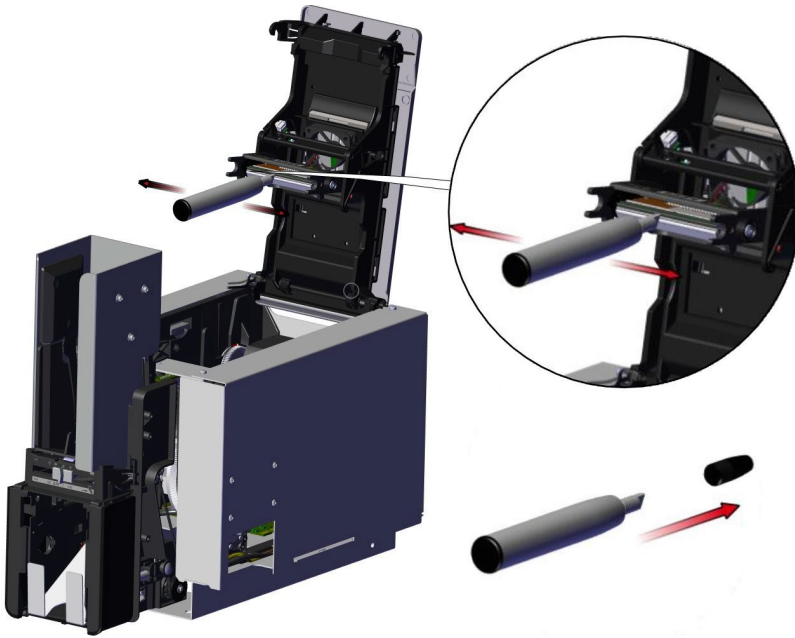


2. Locate the print head: select either the cotton swab or the cleaning pen.
 - a) Take a cotton swab and squeeze it so that it is fully soaked in alcohol. Gently rub the cotton swab along the print head from left to right for a few seconds. Leave it to dry.

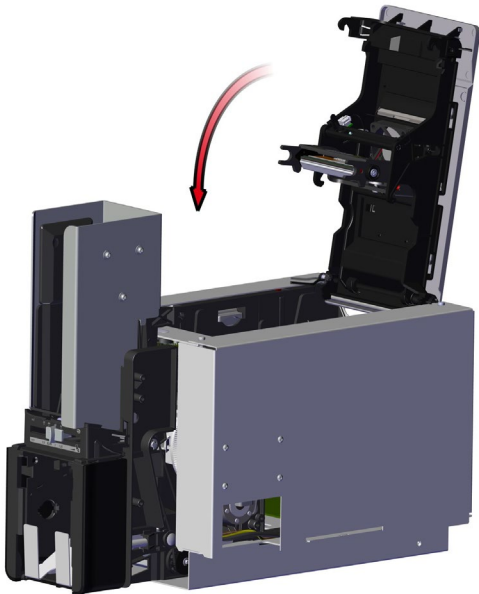


or

- b) Take a cleaning pen and remove the cover. Gently rub the pen from left to right along the print head as indicated for a few seconds.



3. Close the cover. Reconnect the printer.



Manual Cleaning

This procedure will allow you to:

- Avoid problems with loading/printing/magnetic encoding that may be caused by a dirty printer
- Clean a printer after the replacement of spare parts or maintenance
- Manual cleaning is advised in addition to cleaning

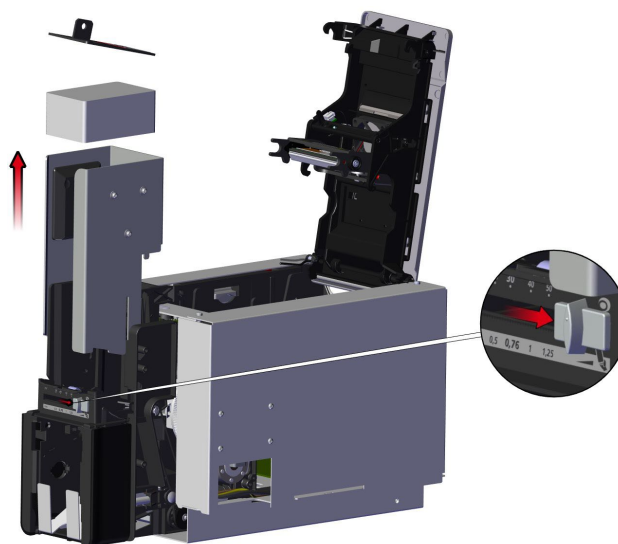
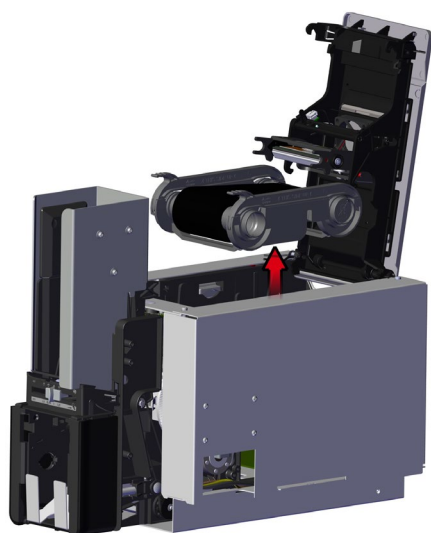


Use several cards if required. After the procedure, all the rollers should be perfectly clean.

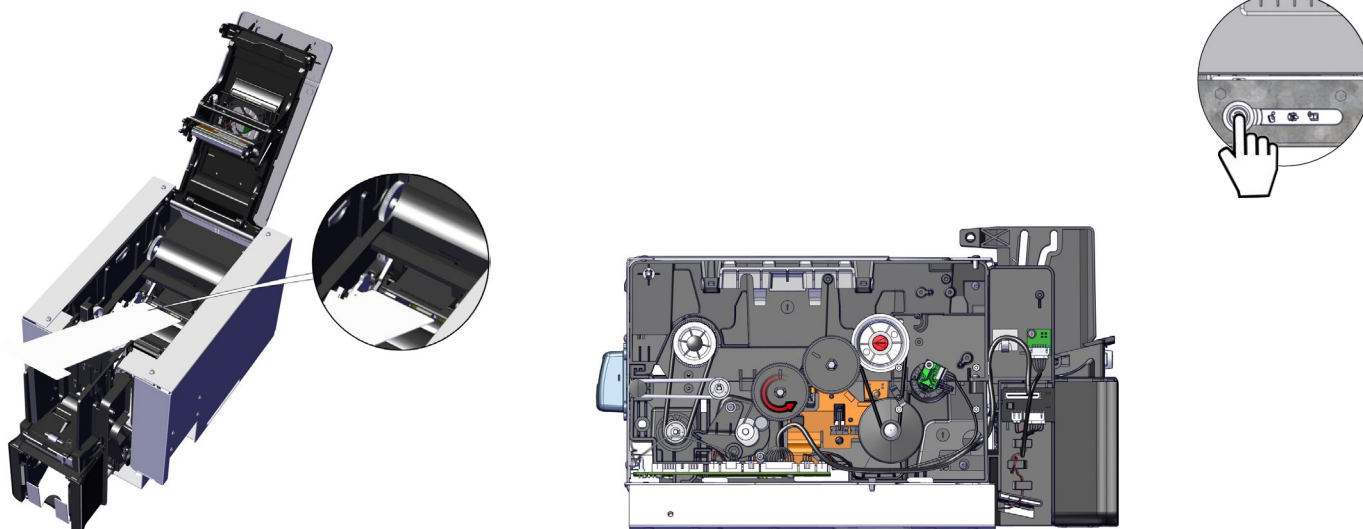


How to carry out manual cleaning?

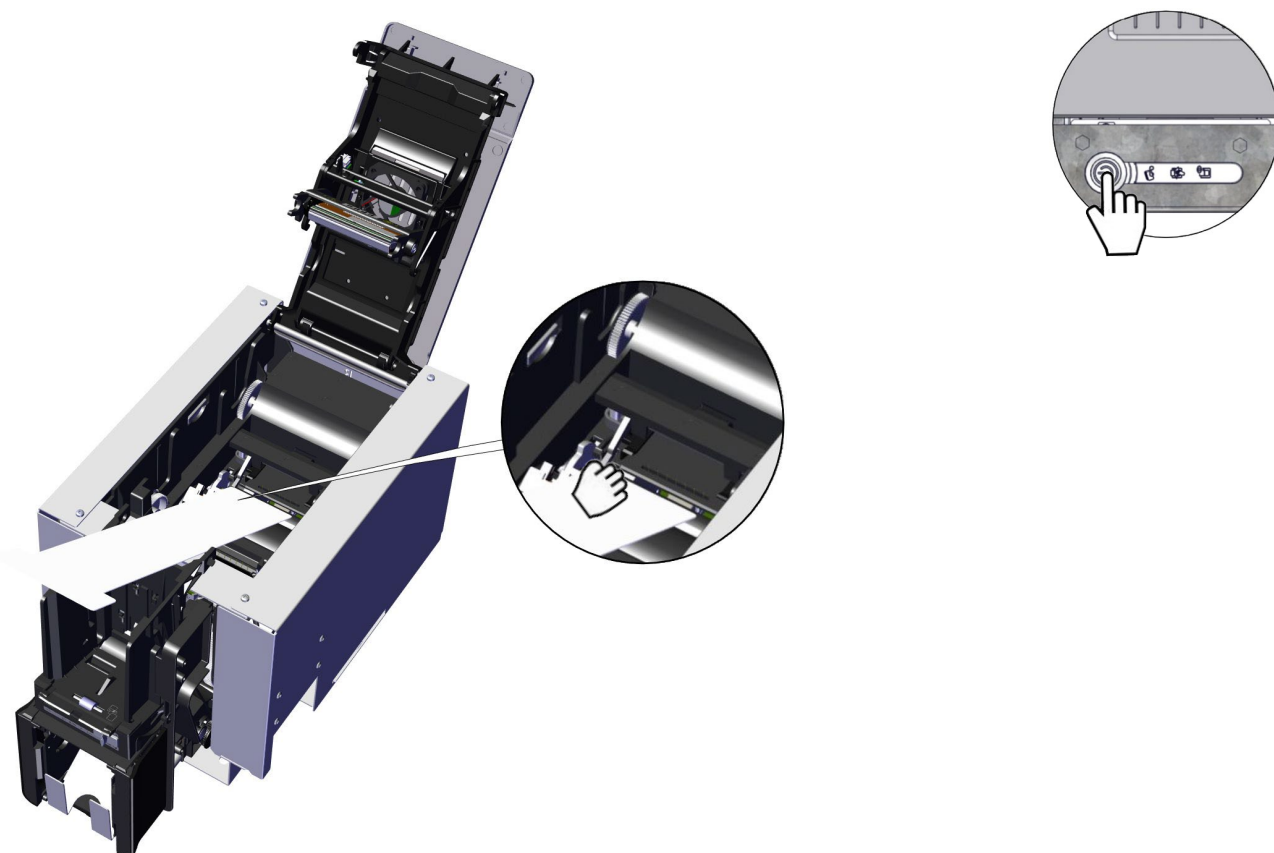
- Switch the printer on
- Open the cover, leave it open, remove the ribbon, the cards and the 200 cards feeder.



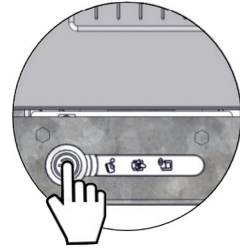
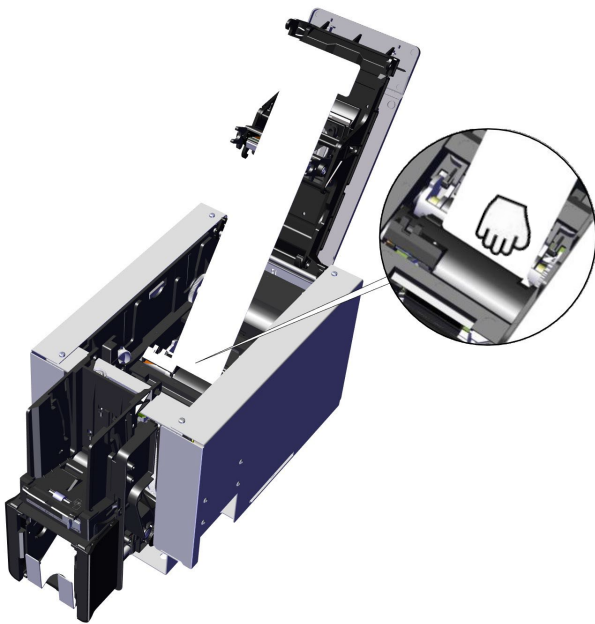
- Take a T card and slide it into the card guides. It may be possible to turn the option roller gear manually to help insert the cleaning card into the module. Hold the T card firmly and turn the rollers, pressing on the control button.



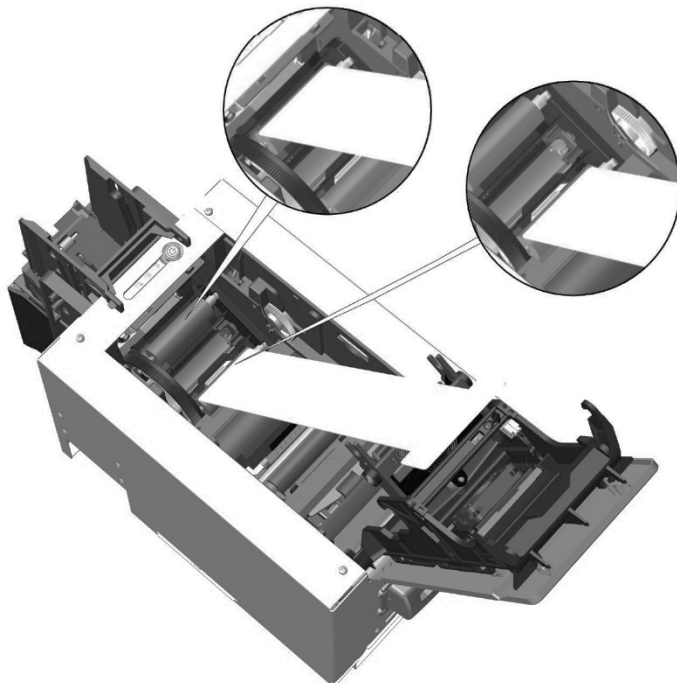
- Put the T card on the head roller, press gently and turn the rollers, pressing on the control button.



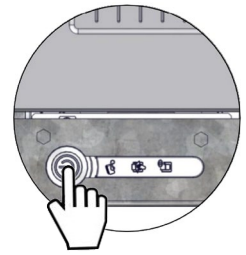
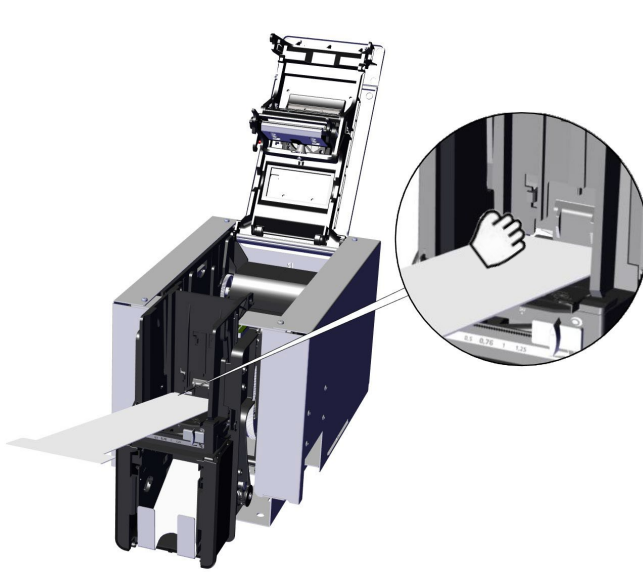
- Slide the T card under the option roller. Hold the T card firmly and turn the rollers, pressing on the control button.



- Tilt the flip over manually to get access to the first roller. Put the T card on the roller head, press gently, and turn the rollers, pressing on the control button.
- Repeat the action for the second one.

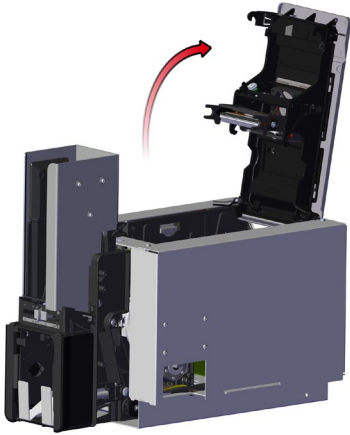


- Put the T card on the feeder roller, press gently and turn the roller, pressing on the control button.

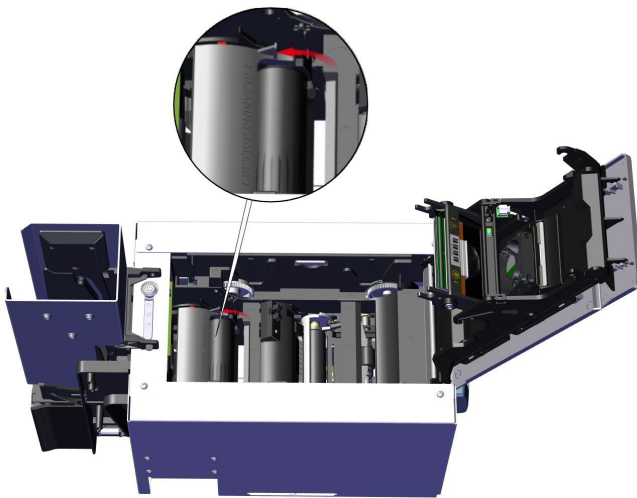


Cleaning the Cleaning Roller

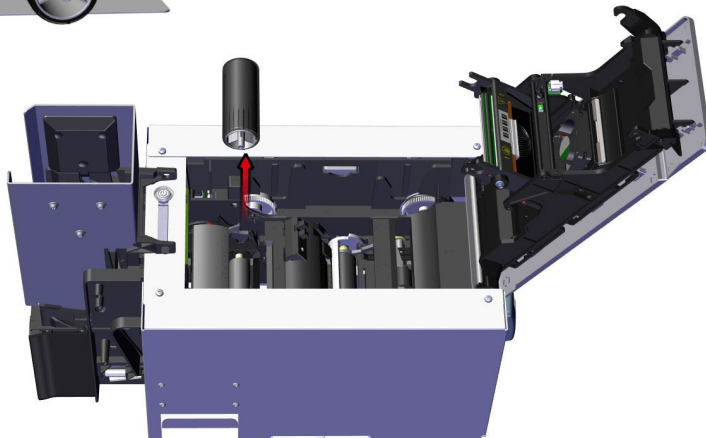
1. Open the cover.



2. Press on the locker to remove the cleaning roller.



3. Clean the cleaning roller with an adhesive card.



COMMUNICATION WITH THE PRINTER

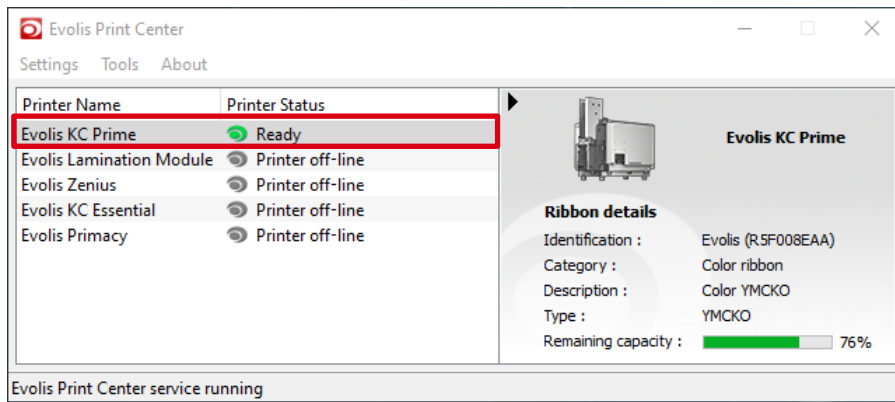
New advanced functions automate printer configuration after the print driver has been installed. Your printer is delivered with a CD containing the print drivers for Windows and Macintosh platforms.

To install the print driver, insert the CD into your computer and select the print driver menu. A program will guide you through the entire installation process.

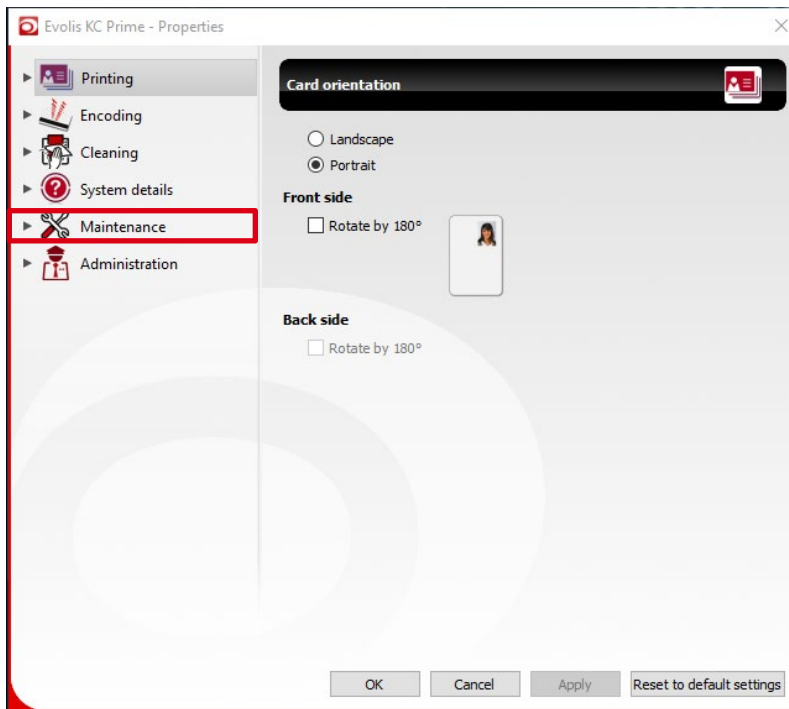
You can also install or update it by going to the Evolis website www.evolis.com, Drivers & Support, KC PRIME, Drivers & Firmware.

How to Communicate with the Printer through the Evolis Print Center

1. Open the Evolis Print Center and double click on the printer concerned.

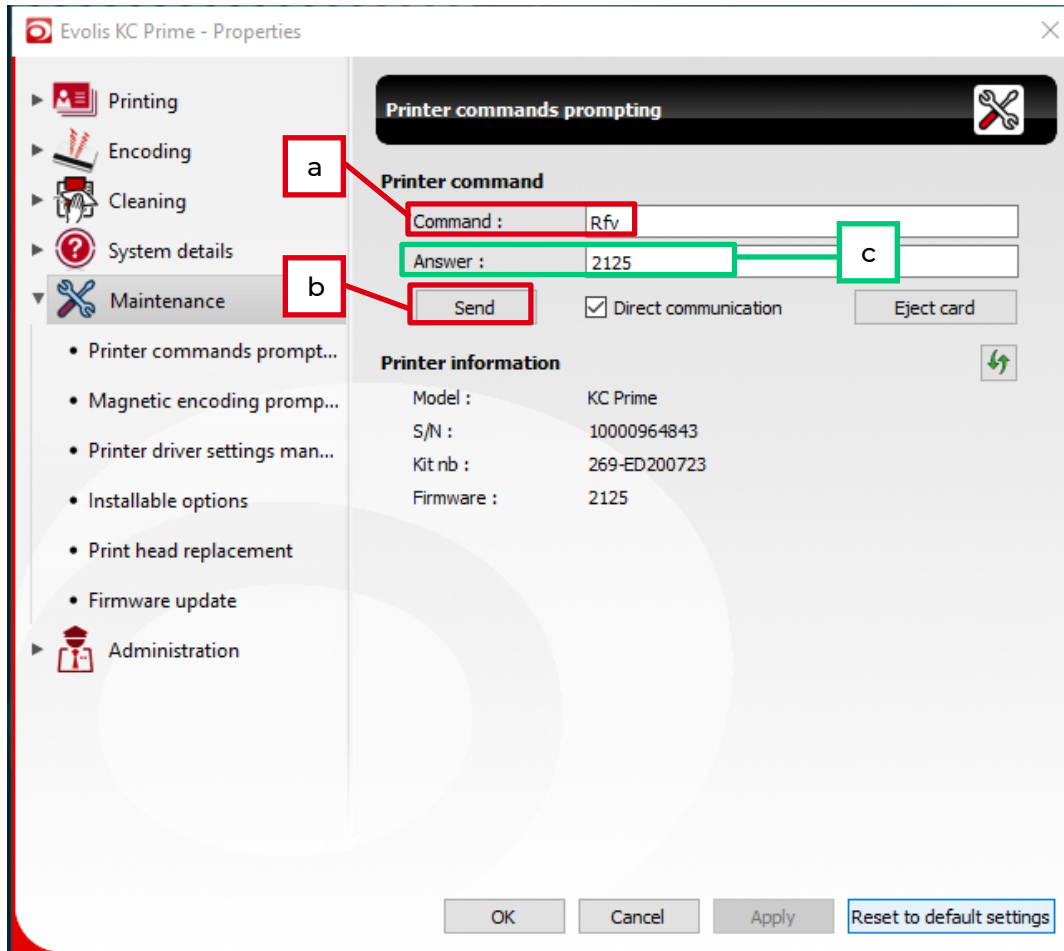


2. Click on "Maintenance".



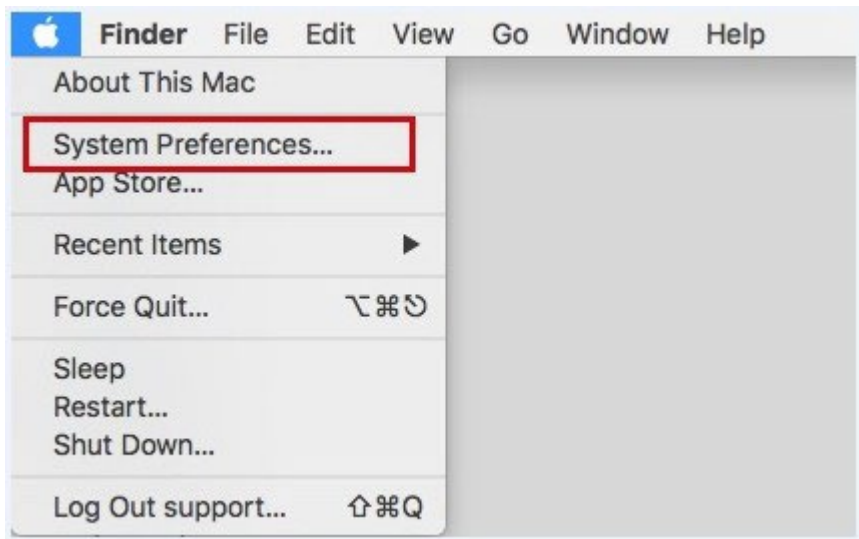
3. The dialog box opens:

- a) In the Command field (see Printer Commands section, page) enter the desired command, for example: Rfv.
- b) Click Send.
- c) The Answer field returns the response to the command entered, for example: 2125.



How to Communicate with the Printer through a Mac?

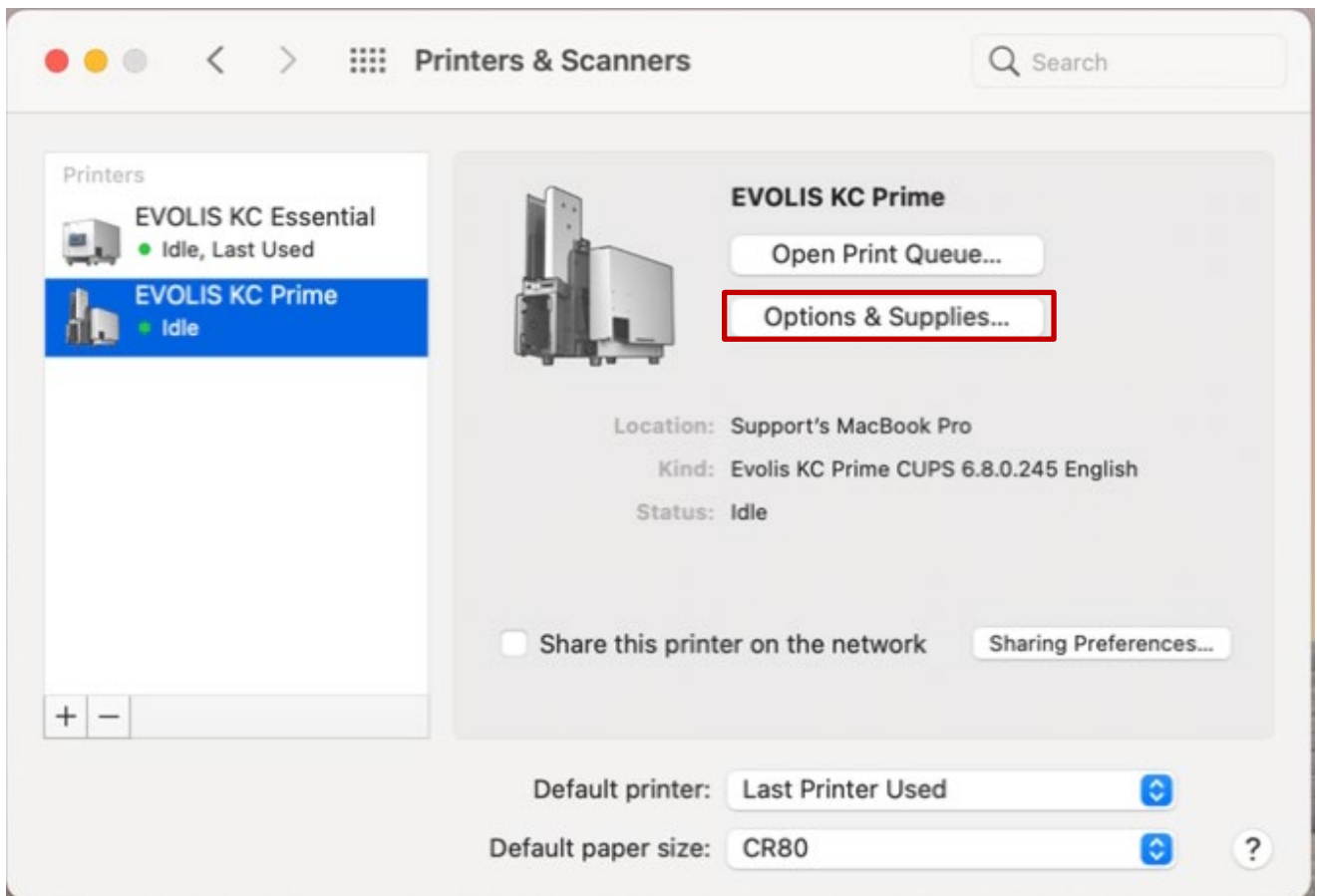
1. Select "System Preferences" from the Apple menu.



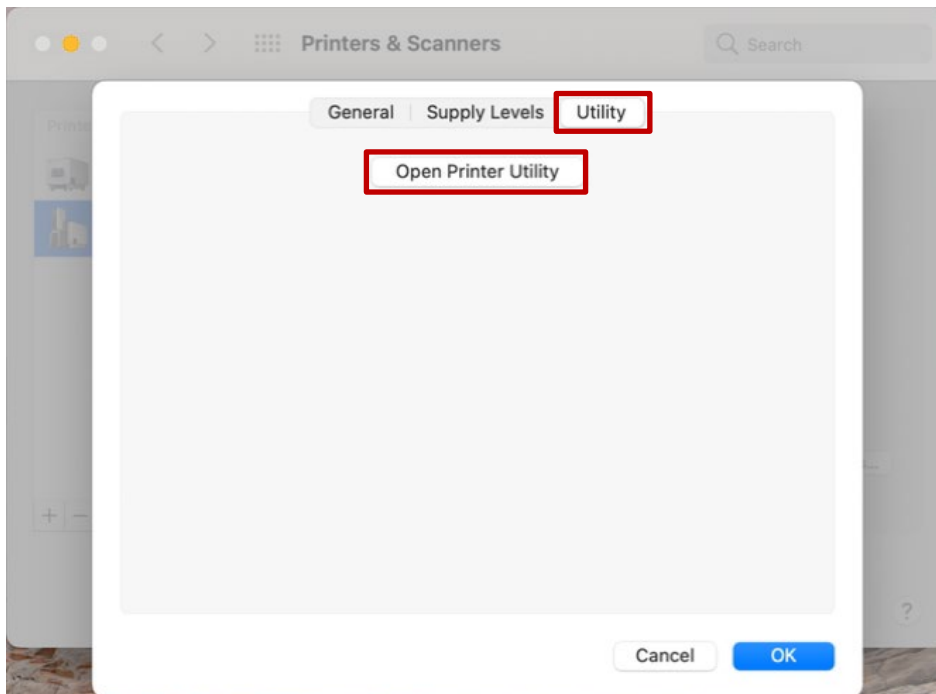
2. Click on "Printers & Scanners".



3. Click on "Options & Supplies".



4. Click on "Utility" then "Open Printer Utility".



- Click on "Identify." Enter the command to be sent in the "Command" field then click "Execute."
The printer response is displayed in the "Answer" field.

The screenshot shows a macOS-style window titled "Card Printer Direct Command Tool". The interface includes the following elements:

- Command:** A text field containing "Rfv" with a red box around it.
- Execute:** A button with a red box around it.
- Identify:** A button.
- Answer:** A text field containing "2125" with a red box around it.
- Upgrade:** A button.
- Printer Information:**
 - Type of printer: KC Prime
 - Serial number: 10000964843
 - Kit head number: 269-ED200723
 - Firmware version: 2125
- Tracks:** Three checkboxes labeled "Track1", "Track2", and "Track3", all of which are checked.
- Buttons:** "Encode", "Read", "Eject", and "Quit" are located at the bottom of the window.

Commands for Adjusting Sensors

The Evolis escape commands allow the settings to be read and adjusted.

R: Read

P: Configure

S: Sequence

- The first letter of all commands should be UPPER CASE
- The separation character is the semi-colon ;

Name	Adjustment command	Requires
Rotation	Sa;r	Using a ribbon
Color	Sa;c	Using a color ribbon
Cover	Sa;o	Keeping the cover open before entering the command
Card sync	Sa;p	Putting cards in the feeder before entering the command
Feeder	Sa;f	X
Lifting/Lowering	Sa;d	X
Flip-over	Sa;flip	X
Contact station position	Sa;H	Having a contact station
Magnetic head position	Sa;h	Having a Mag option
Feeder almost empty	Sa;n	Removing the cards from the feeder before entering the command
Rear sensor	Sa;b	X
All	Sa	Cf. procedure

Adjustment procedure for all sensors at the same time

Use the Sa command to adjust all sensors at the same time:

- Check there is a color ribbon in the printer and remove the cards
- Enter the Sa command
- Open and close the cover
- When the "LED card/ribbon" flashes, insert a card into the feeder
- This will be inserted then rejected If the response is OK, the sensors have been adjusted
The "timeout" message may appear if this procedure takes too long to be executed

Printer Commands

The Evolis escape commands allow the settings to be read and adjusted.

R: Read

P: Configure

S: Sequence

- The first letter of all commands should be UPPER CASE
- The separation character is the semi-colon ;

List of the most common commands used for support

Read	Adjustment	Function	Example/default value
Rsn	Psn;...	Configuration of the printer serial number.	Psn;1000012345
Rkn	Pkn;...	Configuration of the print head serial number page 185	Pkn ;285-E160348
Rx	Px;=;...	Configuration of X offset page 196	Px;=;235
Ry	Py;=;...	Configuration of Y offset page 196	Py;=;11
Rnl	Pnl;=;...	Configuration of vertical line number page 196	Pnl;=;998
Rnw	Pnw ;...	Configuration of horizontal line number page 196	Pnw ;636
Rcp	Pcp;D	Deactivation of forced stoppage for cleaning	Pcp;D
	Pcp;E;...	Configuration of number of cards to activate forced stoppage for cleaning (value= no. of cards before stoppage))	Pcp;E;1000
Roc	Poc;=;...	Configuration of contactless offset	Poc;=;475
Ros	Pos;=;...	Configuration of smart card offset	Pos;=;415
Rst	Pst;...	Configuration of standby mode	Pst;600
Rmc	Pmc;h	Configuration of coercivity in HICO	Pmc;h
	Pmc;l	Configuration of coercivity in LOCO	Pmc;l
Rr	Pr;...	Type of ribbon	Pr;ymcko
Rsd	Psd;D	Deactivation of prolonged standby mode	Psd;D
	Psd;E	Configuration of prolonged standby mode (in seconds)	Psd;E;1800
Rsk	Ps;k;...	Monochrome speed (affects the print speed)	Ps;k;0
X	St	Launch test card printing	St
X	Stt	Launch technical test card printing	Stt
X	Sie	Card insertion/ejection sequence	Sie
X	Scp	Launch cleaning sequence	Scp
X	Sc	Copying sequence: Allows images to be printed from the printer memory	Sc
	Sc;...	Launch the number of copies configured	Sc;10
X	Sa	Sensor adjustment (s).	Sa
	Sa;...	See Sensor Adjustment Commands section page 170	

List of the most common commands used for support

Read	Adjustment	Function	Example/default value
Rrba	Prba;	Configuration of the reject box angle	247
Rel	Pel;	Configuration of the ejection length	10
Rea	Pea;	Configuration of the ejection angle	340
Rleb	Pleb;	Configuration of the lenght eject bezel	54
Rbc;D	Pbc;D;	Configuration of the waiting time before withdrawal action	20
Rbc;A	Pbc;A;	Return the behavior of the printer when the delay is expired D: no action (default configuration) R: Rejection of the card N: Card insertion in the printer module	D
Rcim	Pcim;B	Insertion possible from FEEDER or REAR side	
	Pcim;F	insertion from the FEEDER only	
	Pcim;l	insertion from the REAR side only	
Rcem	Pcem;l	Ejection from the REAR side of the printer	
	Pcem;D	Ejection from the FRONT receptacle	
	Pcem;K	Ejection from the reject slot	
Rcrm	Pcrm;D	Rejection from front receptacle	
	Pcrm;l	Rejection from the REAR side of the printer	
	Pcrm;K	Rejection from the reject slot	

Commands used for option Led flashing bezel

Read	Adjustment	Function	Example/default value
Pbzl ;freq	Pbzl;freq;value	Adjust the flashing frequency (value: percentage between 0 and 100)	
Pbzl;int	Pbzl;int;value	Adjust the light intensity (value: percentage between 0 and 100)	

How to Print a Technical Test Card

Wait for all the print jobs to be completed.

Make sure that the printer has a ribbon and a card.

Press the control button for four to five seconds until it goes out.

Press the control button again and hold.

Release the control button once the light flashes.

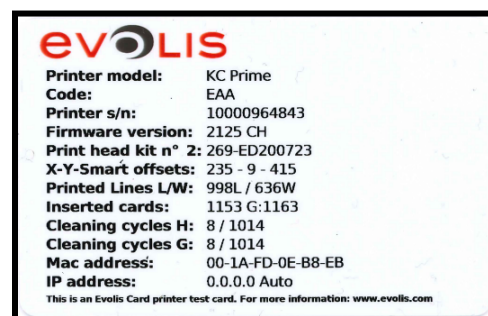
The test card is printed (in color if a color ribbon is fitted in the printer, or monochrome if the ribbon is monochrome, and on both sides if the double-sided printing function has been enabled).

The printed card is ejected into the hopper.



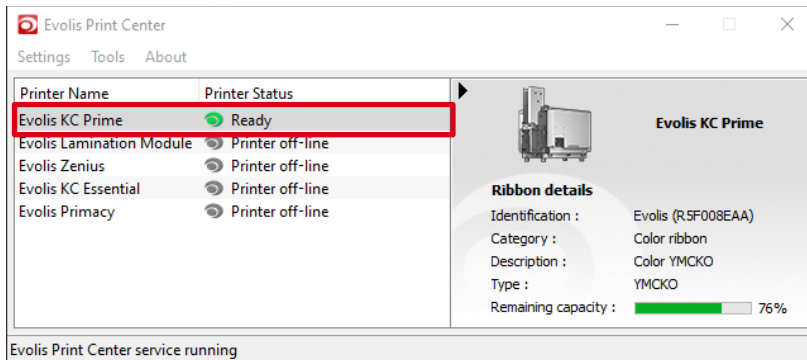
You can also print the technical test card with the command St.

Printer model	Model of printer
Code:	Printer zone
Printer S/N	Serial number
Firmware Version	Firmware version
Print Head Kit n°	Print head kit number (n° = number of replacement(s))
X-Y-Smart Offsets	X offset value - Y offset value - Smart offset value
Printed Lines L/W	Vertical printed lines/Horizontal printed lines
Inserted Cards	Number of inserted cards with the current print head G: Global number of inserted cards
Cleaning Cycles H	Number of cleaning cycles / Maximum number of inserted cards between 2 cleaning cycles <i>including the current head</i>
Cleaning Cycles G	Number of cleaning cycles / Maximum number of inserted cards between 2 cleaning cycles <i>(Universal counter)</i>
Mac address	Printer Mac address
IP address	Printer IP address

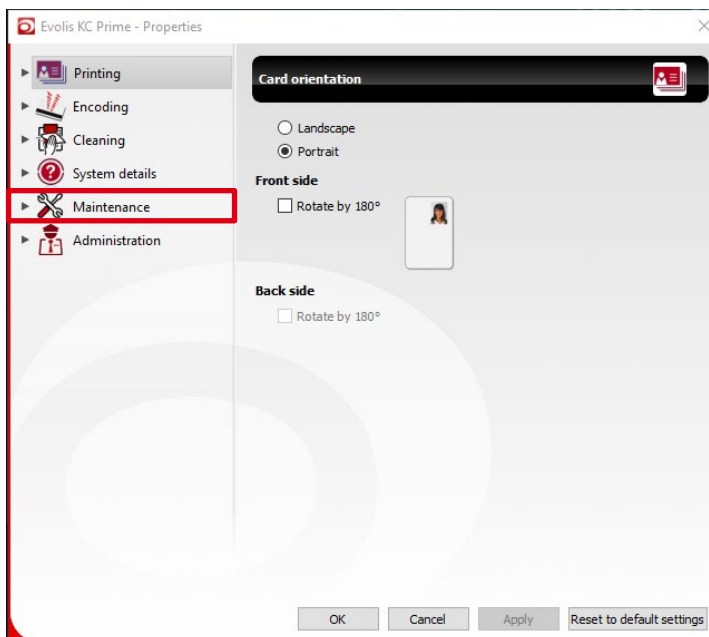


Updating the Firmware for Windows

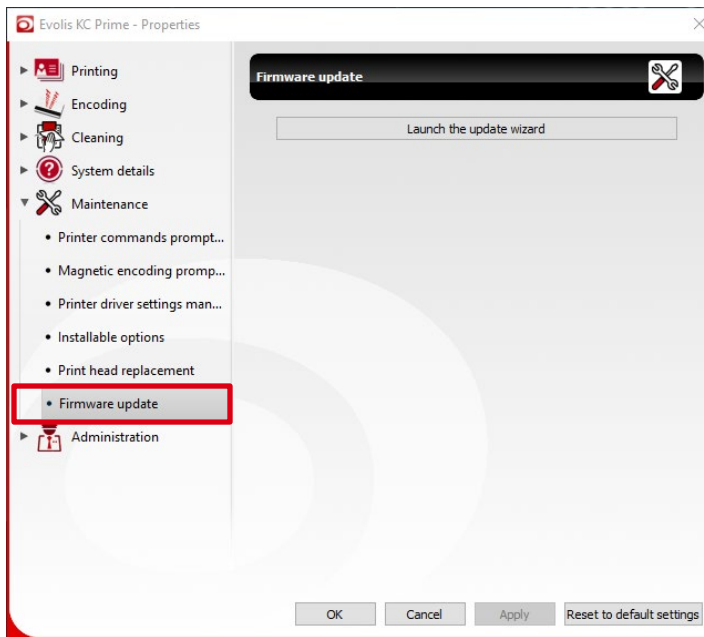
1. Download the firmware from the site www.evolis.com, Drivers & Support, KC PRIME, Drivers & Firmware.
2. Open the Evolis Print Center and select the printer concerned.



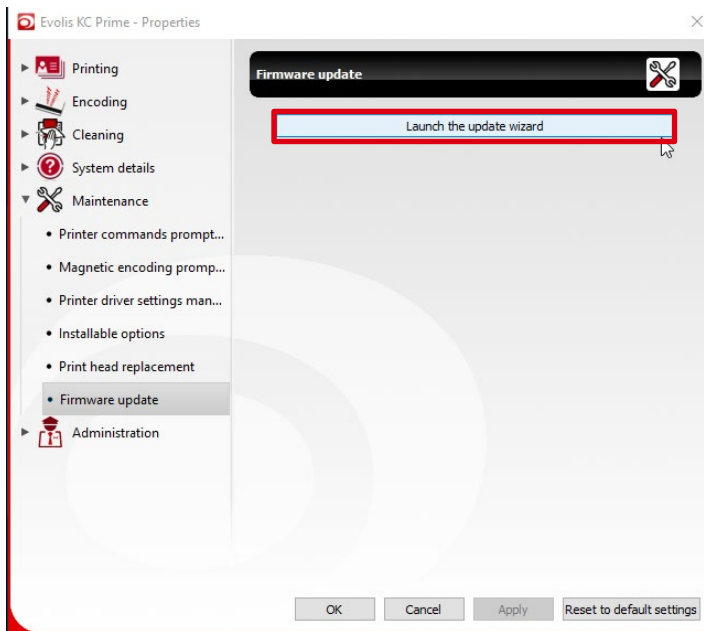
3. Click on “Maintenance”.



4. Click on "Update Firmware".



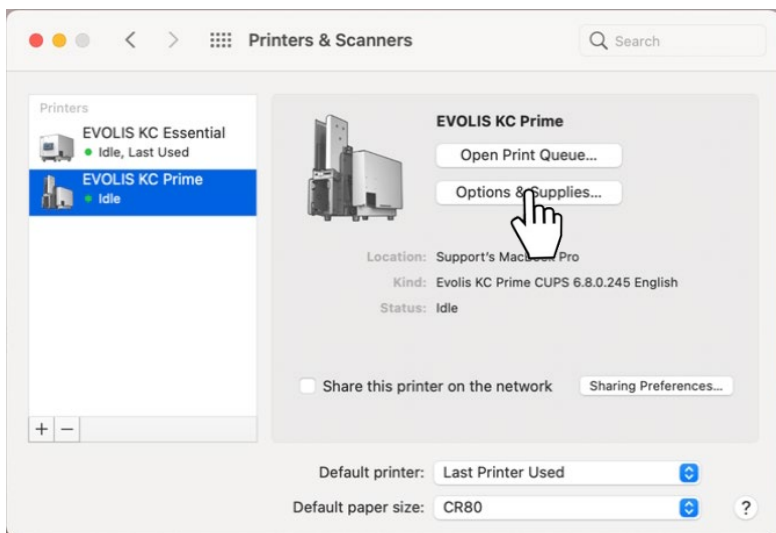
5. Click on "Launch the Update Wizard".



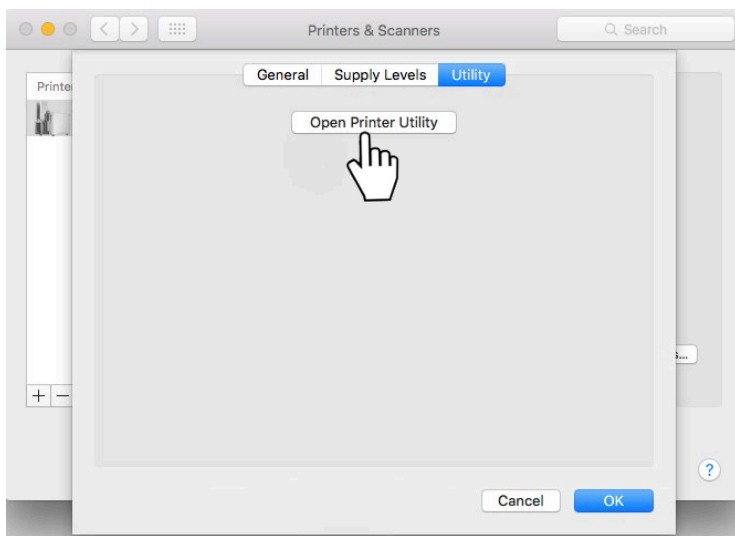
6. Follow the instructions of the update wizard.

Updating the Firmware on a Mac

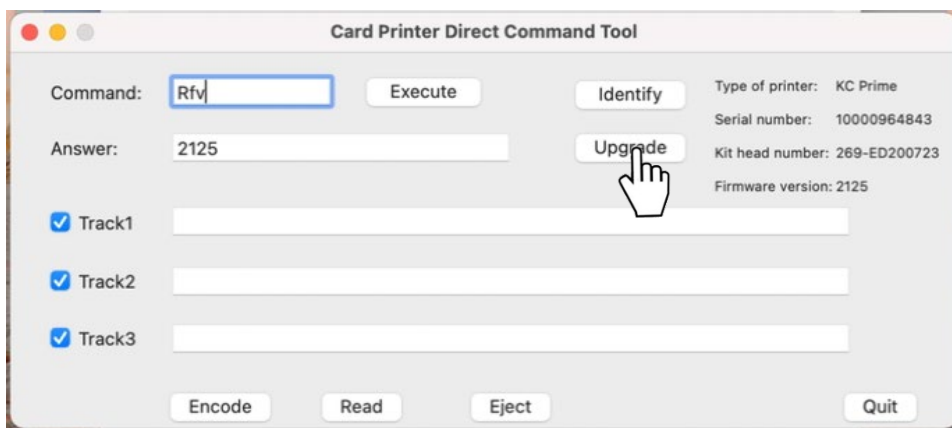
1. Download the firmware from the site www.evolis.com, Drivers & Support, KC PRIME, Drivers & Firmware.
2. Click on "Printers and scanners" under "System Preferences" in the Apple menu.
3. Go to Printers and scanners and click on "Open & Supplies".



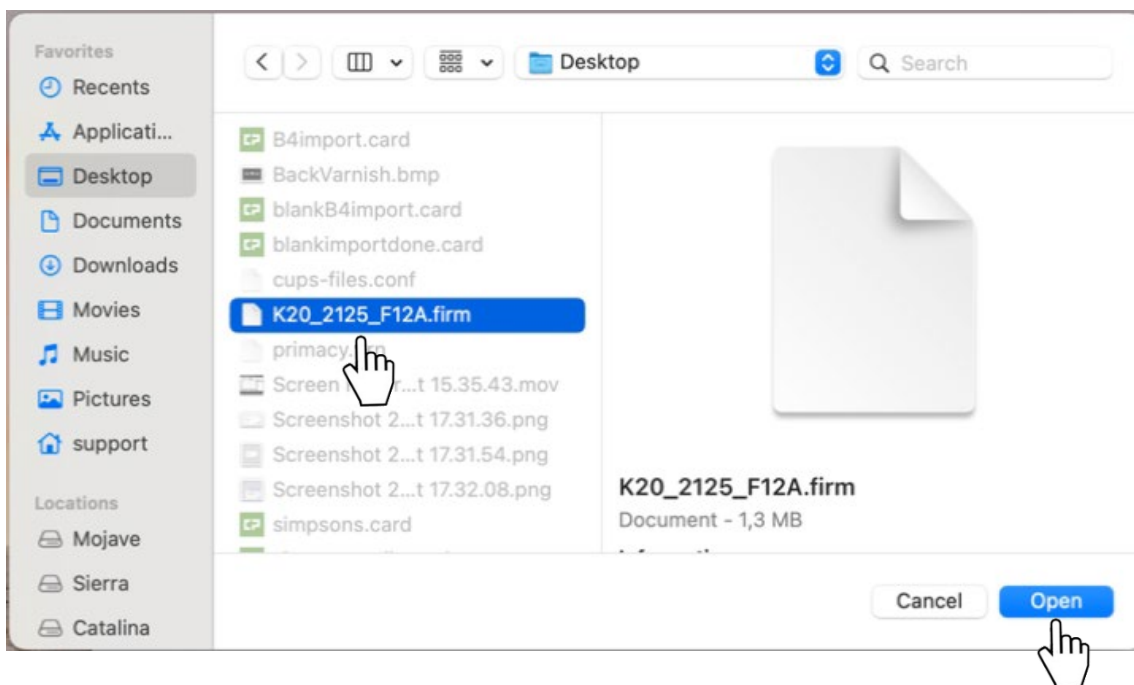
4. Click on "Open printer utility".



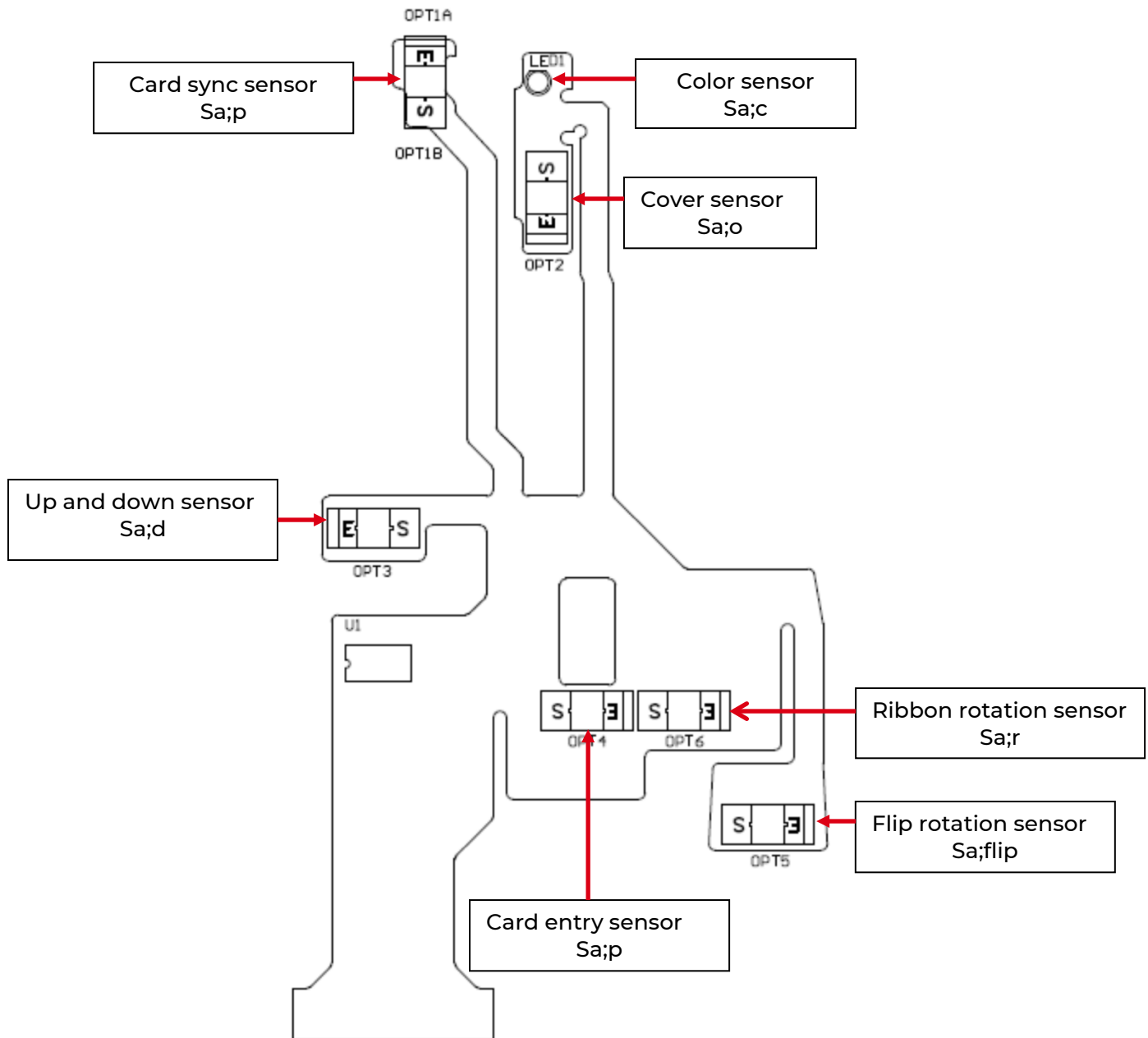
5. Click on Update.



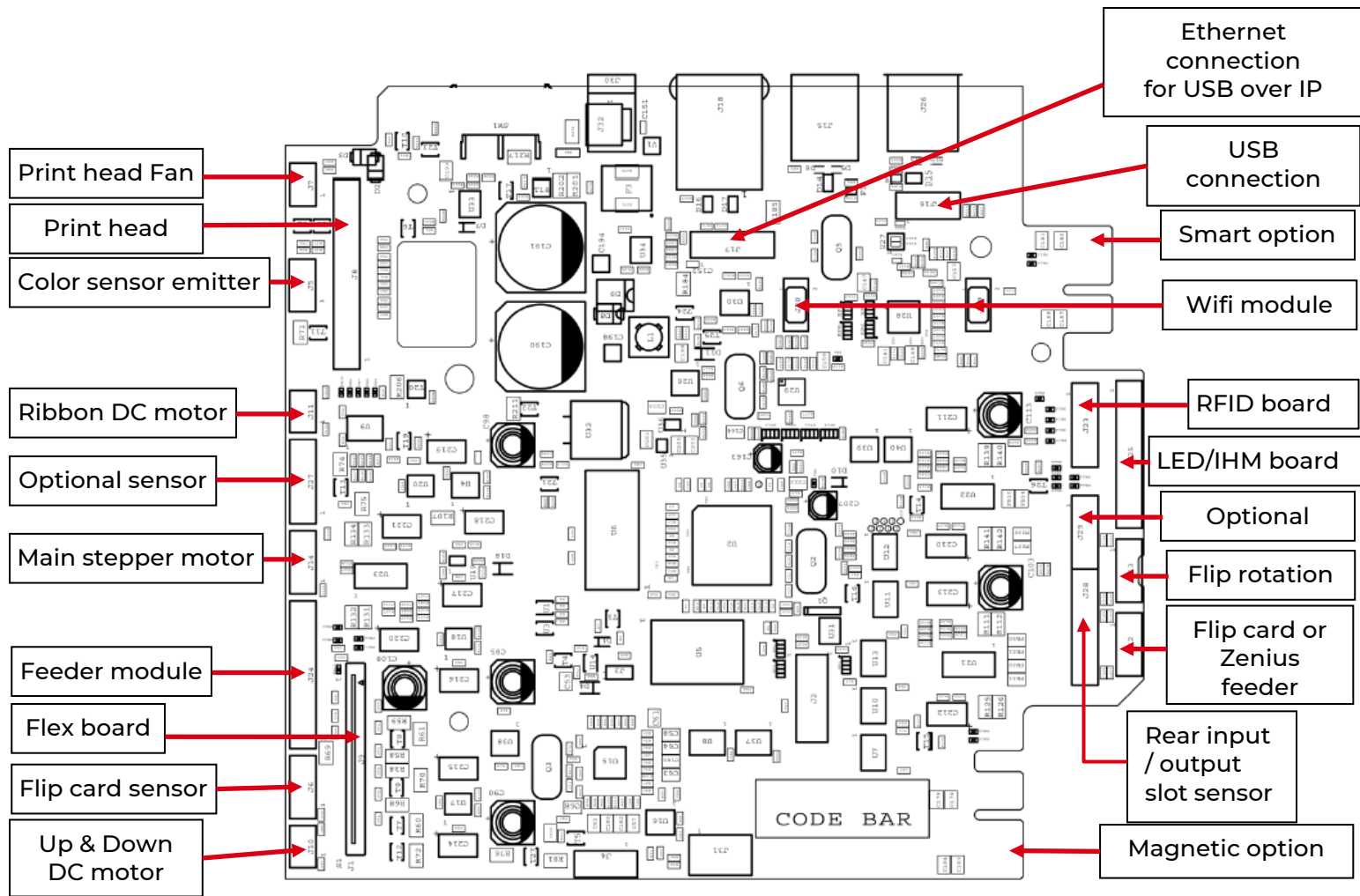
6. Select the firmware then click Open.



DESCRIPTION OF THE SENSORS ON THE FLEX BOARD



DESCRIPTION OF THE PORTS ON THE MAIN BOARD



REPLACING ELECTRONIC PARTS

General

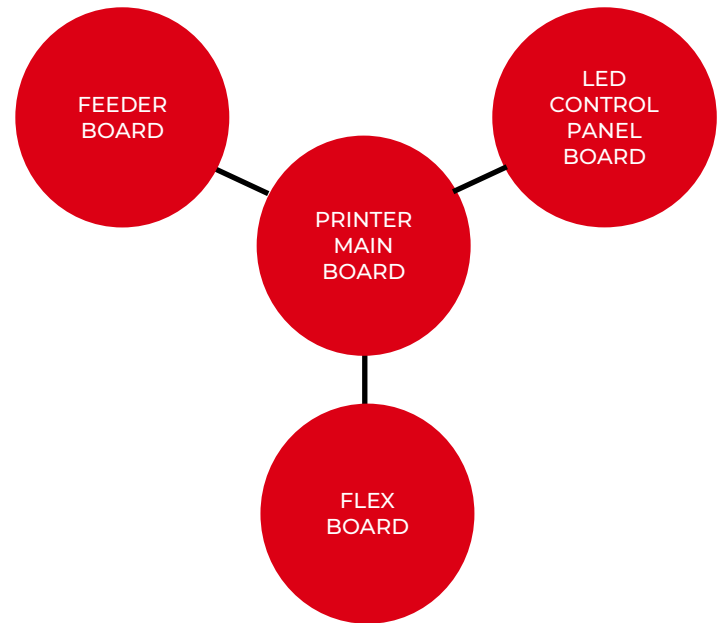
On KC PRIME, certain "electronic components" are used to record information about the printer. Some of this information is saved by duplication between these "electronic components."

The "electronic components" concerned are:

- Printer main board
- Flex board
- Control panel board

Saved printer information:

- Serial number
- Print head number
- Sensor adjustment
- Printer reference no.
- Firmware version
- Option activation (flip-over activation)
- Regional code



IMPORTANT:



To avoid losing printer information, these rules must be known and followed when electronic components are replaced.

Rules for Replacing Electronic Components

After installing the electronic components concerned, the individual printer information is exported and saved to the new component when the machine is switched on.

The export of this information is only possible with new components. If data from another printer is already present in the component, there will be conflicts when exporting and saving the data and malfunctions will occur.

When a new electronic part is installed, the individual printer information is exported and saved to it. If this component comes from a different printer, there will be conflicts when exporting and saving the data and malfunctions will occur.

The replacement of two new components (at the same time) must be carried out in two stages.

The electronic components must always be correctly connected before switching on the machine.

Critical Situations

1. Replacement with an electronic component from another printer.

Electronic components concerned:

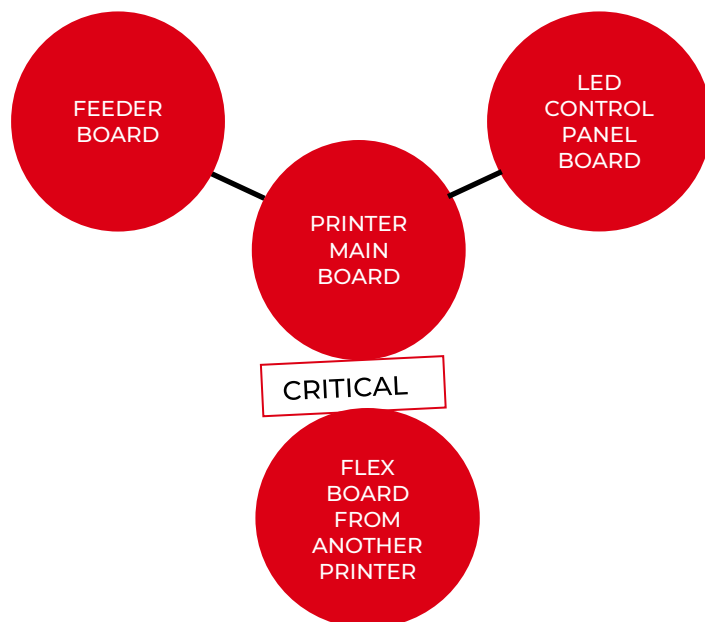
- Printer main board
- Flex board

Example of when the flex board is imported from another printer.

By installing an electronic component from another printer, the export of individual printer information is corrupted.

The following printer information will be lost:

- Serial number
- Print head number
- Sensor adjustment
- Offsets
- Option activation (flip-over activation)
- Regional code



2. Replacement of two new components (at the same time) before switching on.

Electronic components concerned:

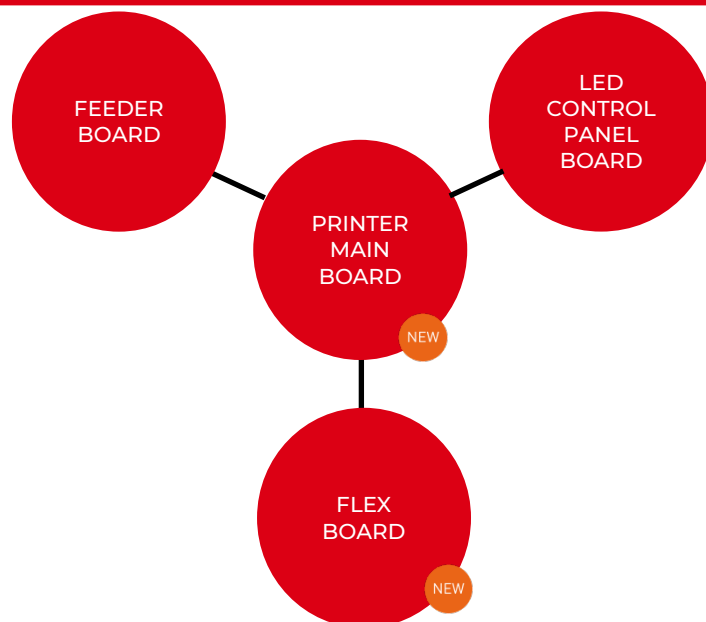
- Control panel board
- Printer main board
- Flex board

Example of when the main board and flex board are replaced at the same time.

On installation of two new electronic components, the individual printer information cannot be exported.

The following printer information will be lost:

- Serial number
- Print head number
- Sensor adjustment
- Offsets
- Option activation (flip-over activation)
- Regional code



Replace the components in two separate steps.

3. Installation of a new main board + failure to connect another electronic component before switching on the printer.

Electronic components concerned:

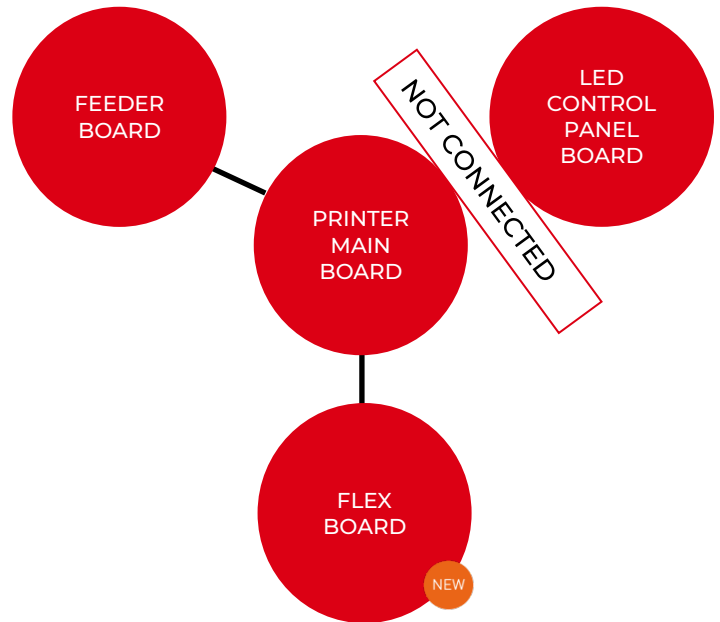
- Control panel board
- Printer main board
- Flex board

If you forget to reconnect an electronic component after installing a new main board, the individual printer information cannot be exported.

The following printer information will be lost:

- Regional code
- Flip activation

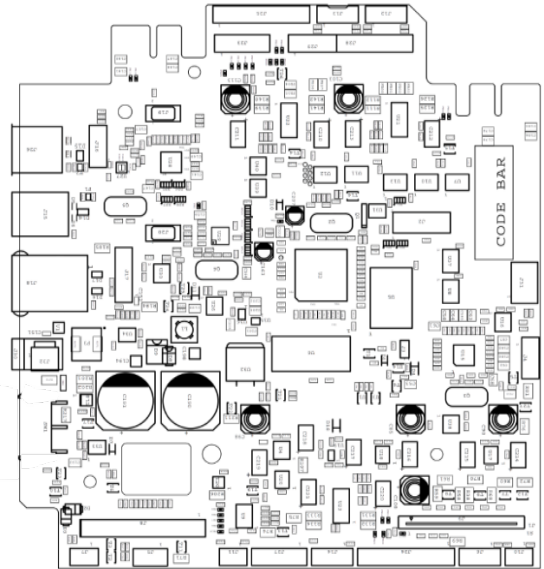
Example of when the LED control panel is not connected.



Replacing the Main Board

Follow the procedure Replacing the Main Board.

- Carry out the firmware update
- Carry out an advanced cleaning cycle
- Adjust the sensors with the "Sa" command
- Send insertion,ejection, rejection parameters.



Before switching the printer on for the first time, check that all the electronic boards (Flex board, RFID board, LED control panel board, feeder board) are correctly connected to the main board. Never install a main board from another printer.



All the printer information is stored on the various electronic boards. Failure to comply with these rules may cause the printer to lose information such as its serial number, region, or double-sided activation (see Replacing Electronic Components page 180).

All the printer information is stored on the various electronic boards.
Failure to comply with these rules may cause the printer to lose information such as
its serial number, region, or double-sided activation.

Replacing the Print Head



Remember to print the technical test card [page 173](#) before replacing it. This card must be sent to Evolis with the faulty print head to check its guarantee.

Procedure after replacing the print head:

1. Note the serial number of the print head kit (on the print head label)

Enter the following command:

Pkn;"Print head serial number"

For example: Pkn; 269-ED200723

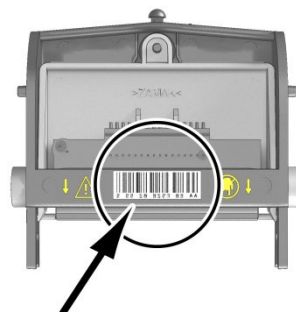
Proceed to the printer cleaning

2. **Adjust offsets (page 196)** if needed
3. Clean the printer manually

or



Use the head changing wizard (Print Center tool)



TESTING THE ENCODING OPTIONS

KC PRIME may have one or more encoding options:

- Magnetic strip encoder
- Chip contact station
- Contact smartcard encoder
- Contactless smart card encoder

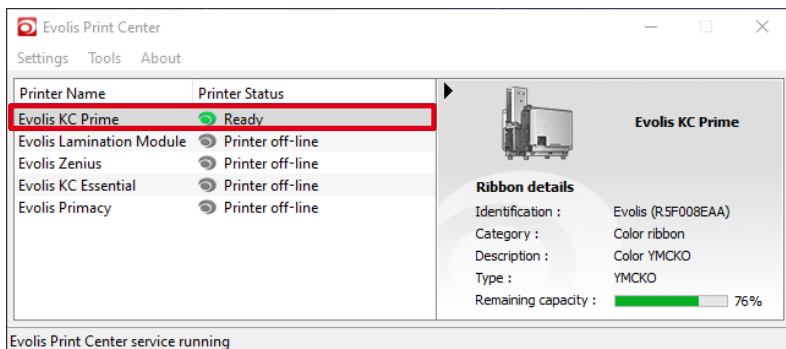
For more information, visit the Evolis website www.evolis.com

Magnetic Strip Encoding

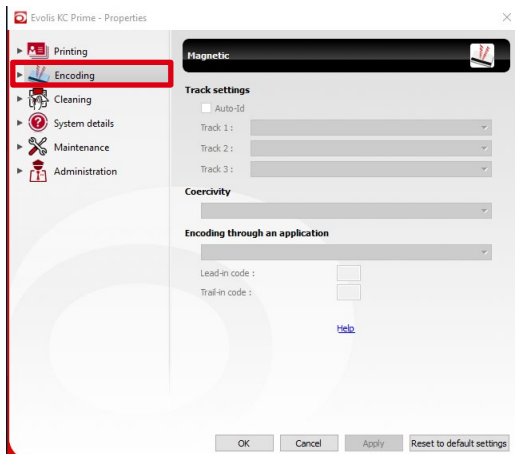


Only use cards with magnetic tracks compliant with ISO standards 7810 and 7811.
To function correctly, the magnetic track must be molded into the card.
Never use cards with a glued-on magnetic track.

1. Open the Evolis Print Center and select the printer concerned. Double click.

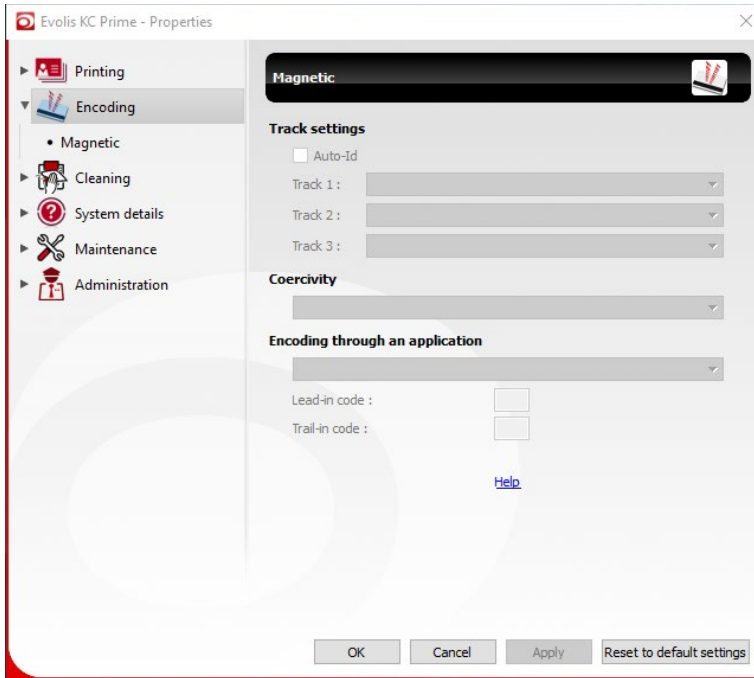


2. Click on “Encoding”.



3. The Magnetic encoder dialog box opens.

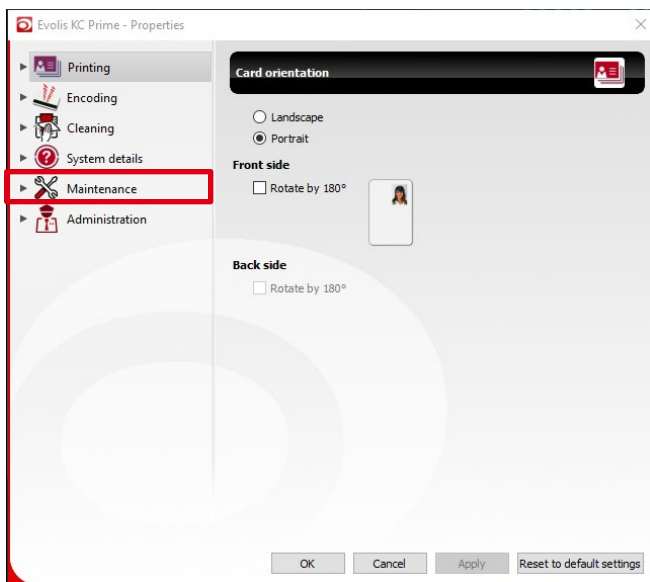
Configure tracks allows you to select the desired format for each track. See Table 8 for information related to ISO standard 7811.



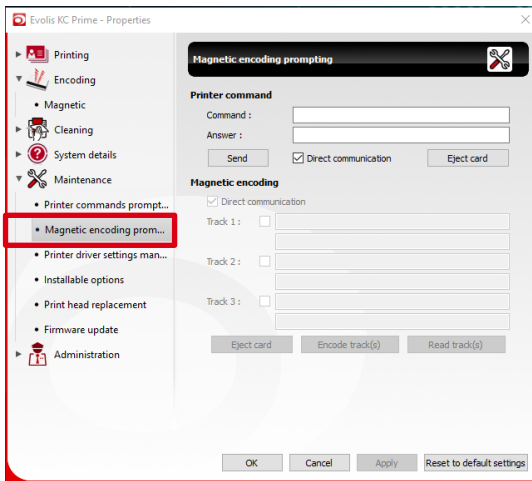
Coercivity sets the magnetic encoder to have high coercivity (HICO) or low coercivity (LOCO). Check the coercivity of the cards used.

Encoding via an application allows cards with magnetic tracks to be encoded from Windows applications.

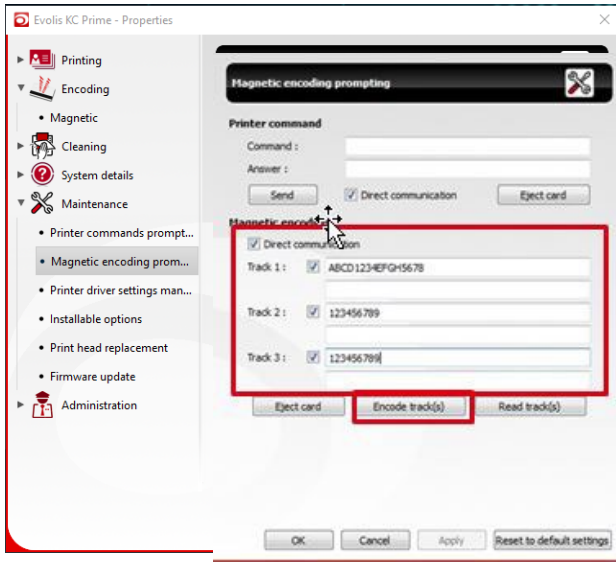
4. Click on “Maintenance” for direct encoding.



5. Click on “Magnetic encoding prompting”.



6. Select the magnetic tracks and enter the data to be encoded.



Click on the Encode track(s) button to run the encoding cycle.

8. Magnetic encoding standard – ISO 7811 standard:

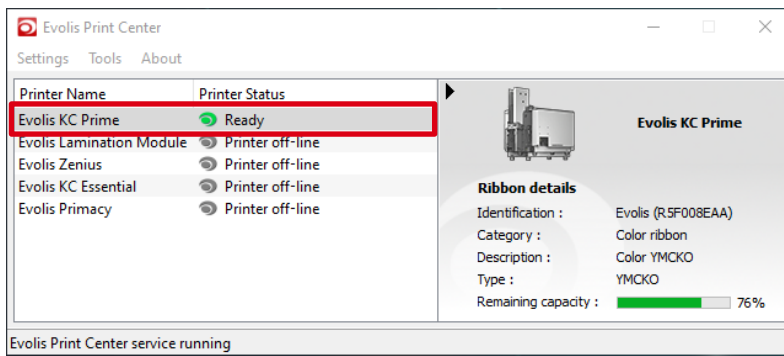
Track number	Strip density	Type of characters	Maximum number of characters
Track 1 – ISO1	210 dpi ¹	Alphanumeric (ASCII 32-95)	79 ₂
Track 2 – ISO2	75 dpi ¹	Numeric (ASCII 48-62)	40 ₂
Track 3 – ISO3	210 dpi ¹	Numeric (ASCII 48-62)	107 ₂

¹ Dot(s) per inch

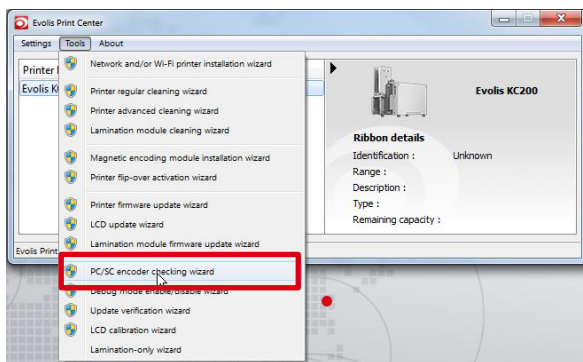
² Includes the characters Start, Stop, and LRC. These characters are generated automatically by the magnetic encoder

Encoding of Chip/Contact Cards

1. Open the Evolis Print Center and select the printer concerned.



2. Click on the "PC/SC encoder checking wizard".



3. Follow the instructions for the PC/SC encoder checking wizard.

TROUBLESHOOTING

The goal of this section is to list current failures and the associated corrective actions.

In each case a non-exhaustive list of possible causes and actions is provided.

These points should be verified, and corrective measures taken in the order given. They are classified by order of probability and complexity.

These procedures require knowledge of Evolis techniques. Please read the explanations fully before beginning any task. If the procedure seems too complicated, please contact your Evolis retailer/distributor.

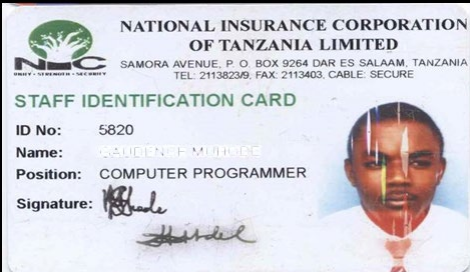
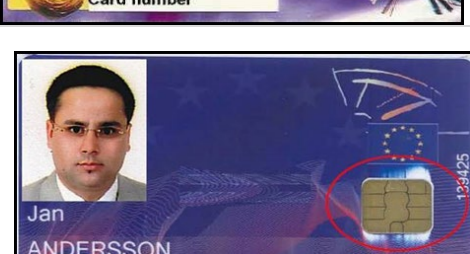
1. Update the firmware and the driver
To update the firmware and the driver and benefit from the latest improvements, go to www.evolis.com, "Drivers & support" section.
1. Clean the printer
Complete cleaning (manual, etc.) of the printer may resolve loading problems due to excessive amounts of dirt in various parts of the internal items.
2. Check offsets
A value too short for position X may lead to the ribbon tearing at the start of the card.
A value too high for the Vertical Line Number (PNL) may lead to the ribbon tearing at the end of the card.
3. Check the temperature values of the print driver
Poor regulation of the temperature values (contrast, brightness, monochrome, varnish, etc.) may lead to the ribbon being torn during printing. We advise resetting the default print driver parameters.
4. Adjust the sensors
Refer to the section [Commands for Adjusting Sensors](#).
5. Replace the ribbon
In order to check again whether the ribbon is faulty, it may be advisable to test it with a ribbon from a different batch. The batch no. is written directly on the packaging (see batch no.) or in the System information/Ribbon information section under Printer properties.
6. Replace the following mechanical components:
 - Ribbon belt
 - Print head
 - Sensor flex board
 - Head cable
 - Braking kit

1. Clean the printer.
Complete cleaning (manual...) of the printer may resolve loading problems due to excessive amounts of dirt in various parts of the internal items.
2. Check card compatibility.
Check that the dimensions and their composition is compatible with the printer.
3. Check the sensors.
To readjust the printer sensors, refer to section Commands for Adjusting Sensors.
4. Check insertion parameters.

Magnetic Encoding Problems

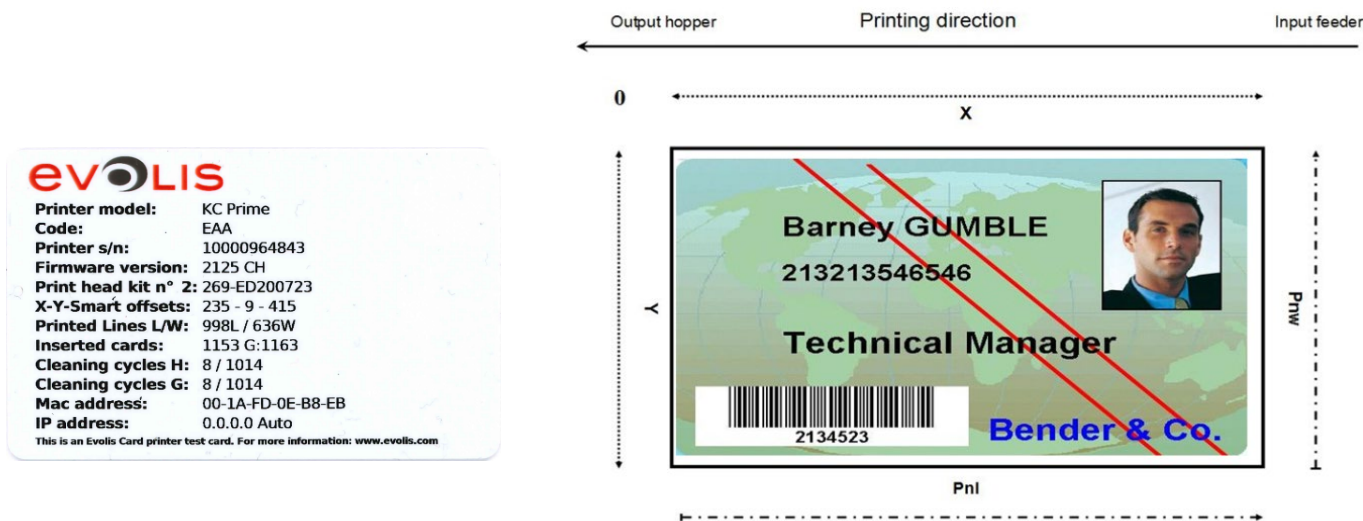
1. Update firmware and the driver.
To update the firmware and the driver and benefit from the latest improvements, go to www.evolis.com, "Drivers & support" section.
2. Check the position of the encoding module and the cards.
Magnetic encoding requires a suitable optional module which is correctly installed. We advise careful reading of the instructions provided with this option.
3. Carry out a manual cleaning cycle.
Complete cleaning (heads, manual, etc.) of the printer may resolve problems of interrupted encoding due to excessive amounts of dirt in the various internal parts.
4. Check the position of the cards.
Information on the required alignment of the magnetic cards is available in the feeder.
5. Check the track and coercivity parameters.
See the section "Encoding Magnetic Strips" for more information.
6. Replace the magnetic option.



	Marks on the surface/Dust under the varnish . Complete cleaning (manual etc.) of the printer may resolve loading problems due to excessive amounts of dirt in various parts of the internal items.
	Poor quality printing/output too pale . Make sure that cards of suitable quality and compatibility are used . Only use Evolis High Trust ribbons . Clean the print head . Only use an Evolis power supply . Check that the power cable is not faulty . Check in the printer driver that the varnish has been applied . Check that the print head serial number is correctly configured . Replace the print head
	Poor quality printing Make sure that cards of suitable quality and compatibility are used . Only use Evolis High Trust ribbons . Clean the print head . Try another type of monochrome ribbon . Check the adjustment parameters of the monochrome resin in the print driver . Only use an Evolis power supply . Check that the power cable is not faulty . Replace the print head
	White line(s) on the prints . Clean the print head . Replace the print head.
	No printing in certain areas . Make sure that cards of suitable quality and compatibility are used

Adjustment of Offsets

Print a technical test card then an image side by side before starting to adjust offsets



Recommendations:

- Adjust the X offset before the PNL value.
- A value too low for the X offset may lead to the ribbon tearing or blank cards being ejected.
- Do not set the value of the PNL offset to maximum (1016)
- Striped lines may be cause if the image is positioned too high or too low.
- The values are in dots (12 dots = ~ 1 mm).

Detail	Read command	Configure command
Horizontal position of the image	Rx	Px;=;...
Vertical position of the image	Ry	Py;=;...
Vertical line number	Rnl	Pnl;=;...
Horizontal line number	Rnw	Pnw;=;...
Copy sequence Allows images to be printed from the printer memory	X	Sc;=;...

TROUBLESHOOTING DIAGRAM

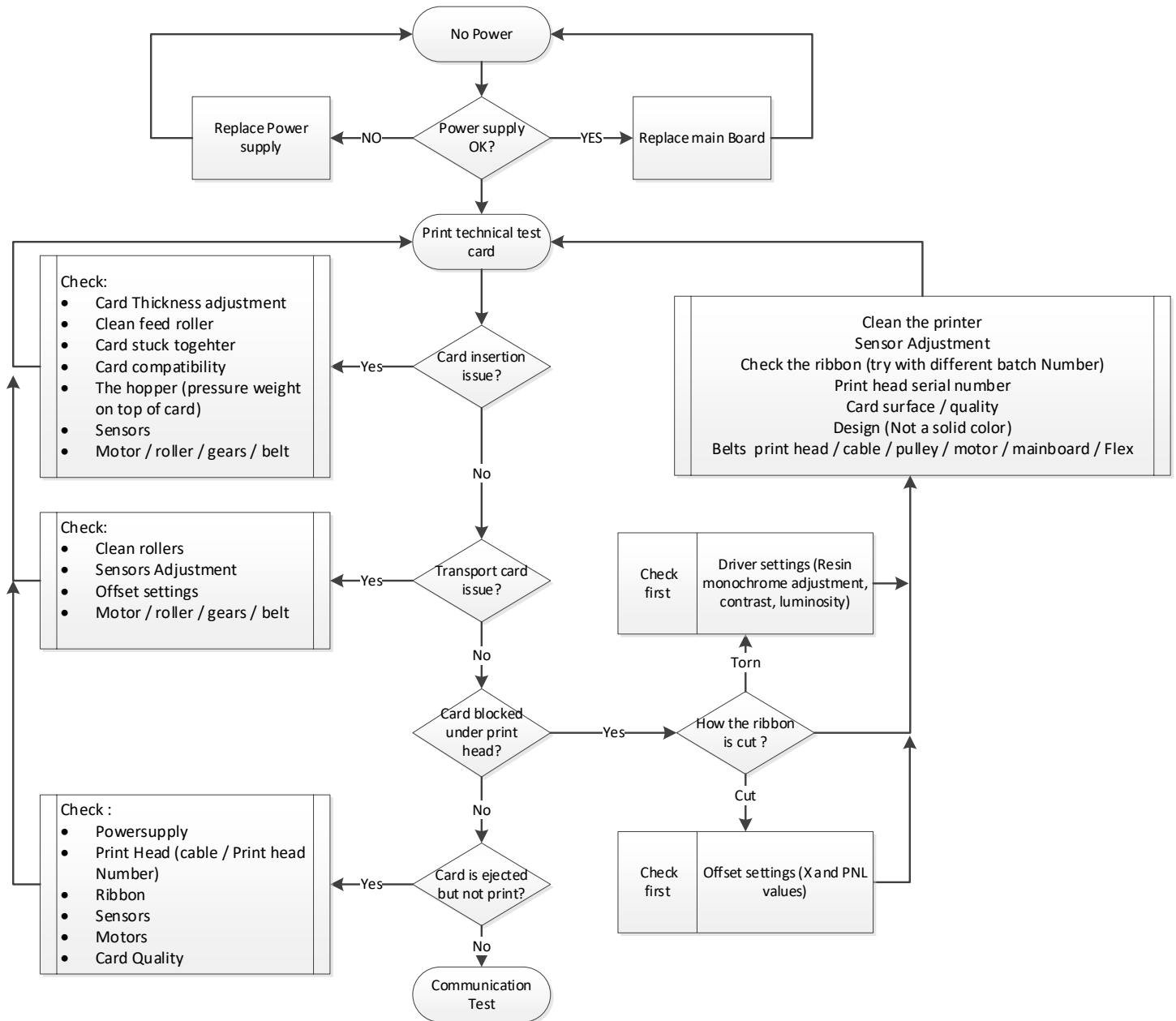
Environment

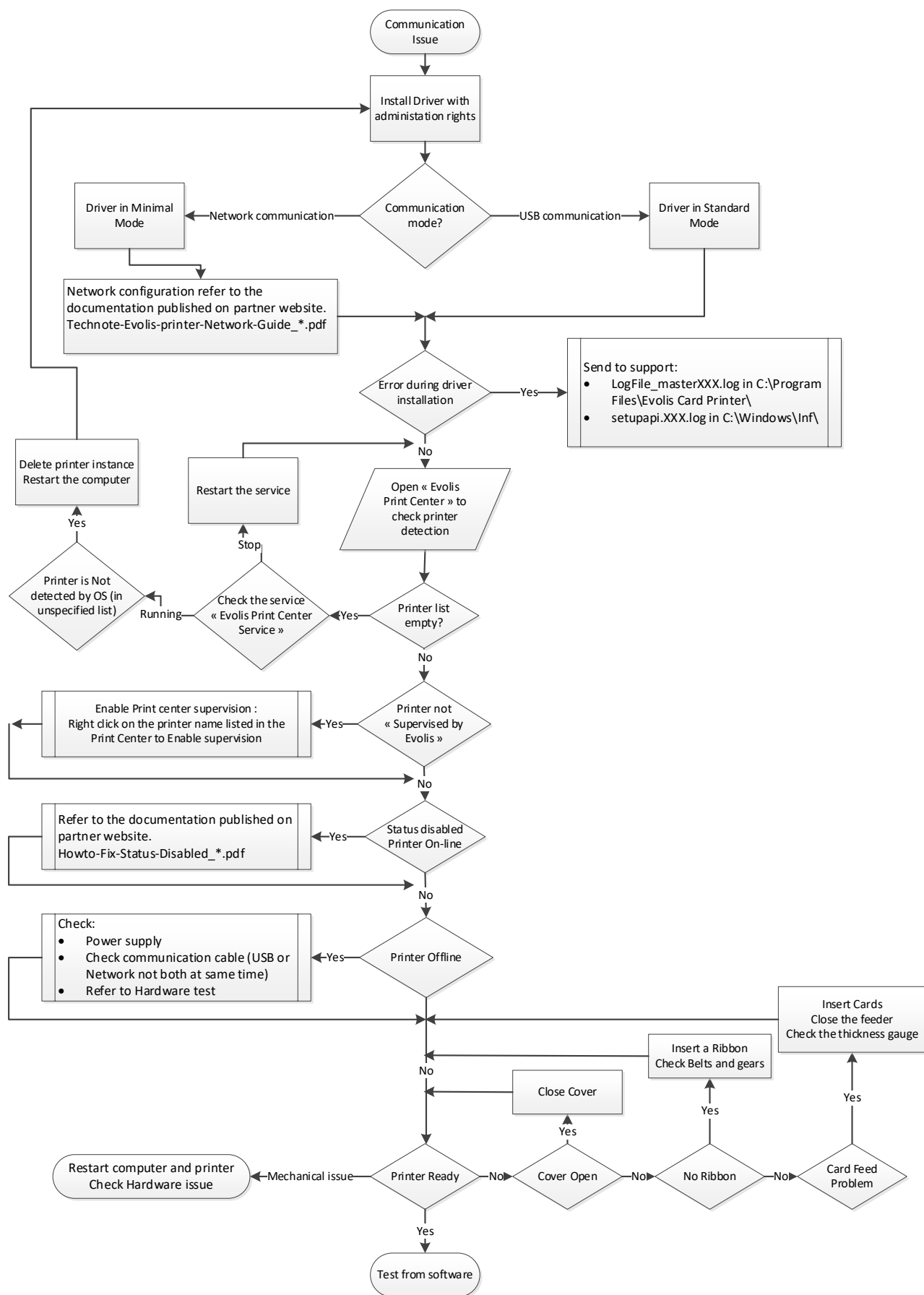
1. Microsoft® Windows® Operating System
2. USB and network connected printer

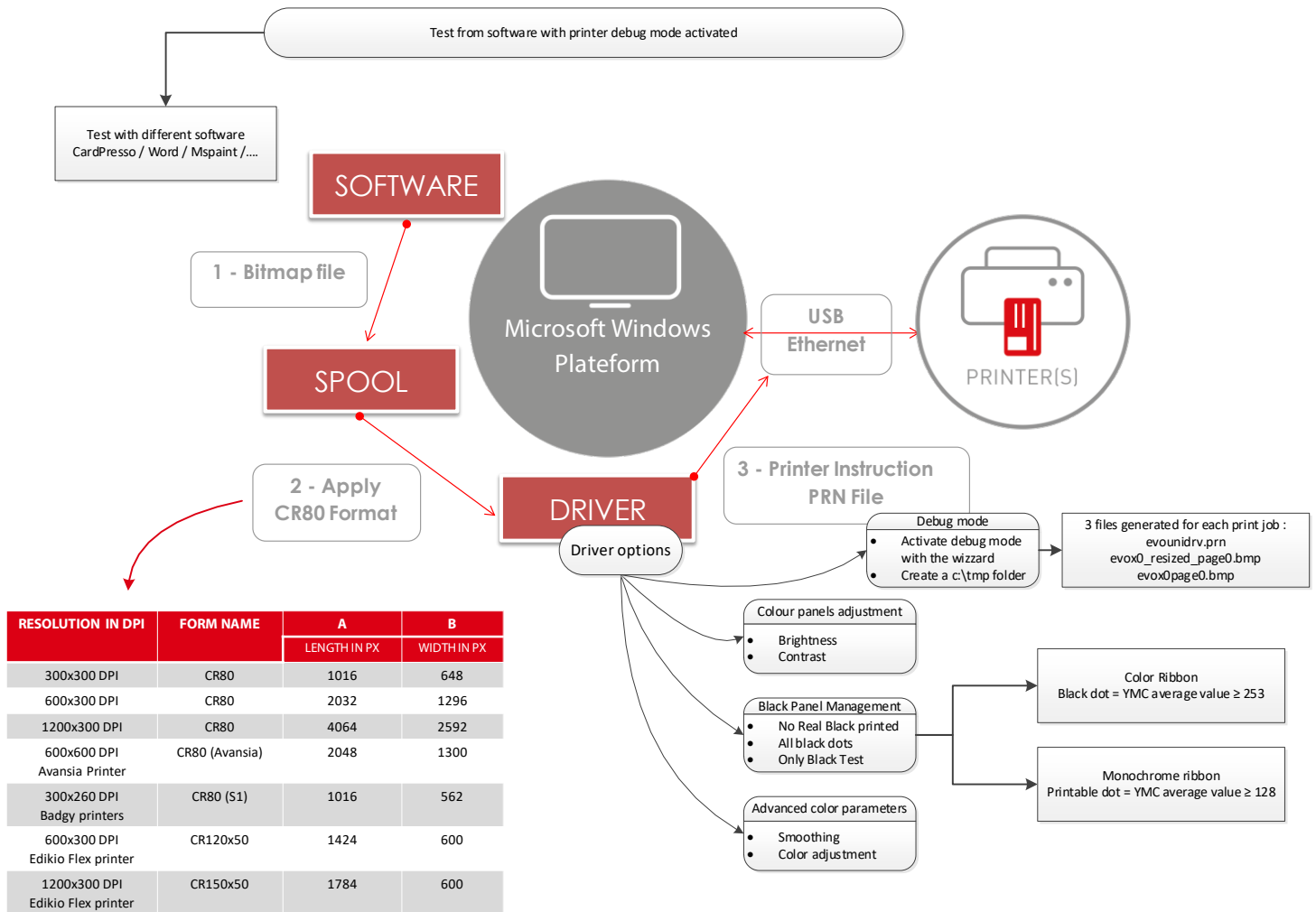
General Information

Be sure to always use:

- a. Latest driver and firmware available on Evolis web site
- b. Evolis power supply
- c. Evolis ribbon
- d. Classical CR80 blank card (C4001 cards)







Report to support team

Provide to support team:

- Details of the issue
- System details of the printer (generated by Evolis Print Center)
- Result of each diagnose step
- Scan of cards
- Type of cards use and environment where the printer is located.

Miscellaneous

Evolis technical support team “Evolis Services” remains at your disposal if you need any additional information at support@evolis.com.

FIND TECHNICAL INFORMATION ONLINE

If you need additional technical help, you will find a great deal of information on using and troubleshooting Evolis printers under the Drivers & Support section on the Evolis website at www.evolis.com. This section offers downloads of the latest versions of firmware, print drivers, and user manuals, videos about using and maintaining Evolis printers, and an FAQ* section giving answers to the most frequently asked questions.

