



PRIMACY 2

SERVICE MANUAL

INTRODUCTION5

Proprietary Notice.....5

Trademark Acknowledgments.....5

Environmental information – recycling of end-of-life products5

Operator6

Mechanical Maintenance personnel:.....6

Electrical Maintenance personnel:.....6

Symbols.....7

Safety..... 8

Safe Environment..... 8

Safe Human Interface..... 8

General Safety Regulations9

DESCRIPTION OF THE PRINTER.....10

INSTALLING THE 200-CARDS EXTENSION FEEDER.....12

UNINSTALLING THE 200-CARDS EXTENSION FEEDER.....14

EXPLODED VIEW16

SPARE PARTS LIST27

PARTS REPLACEMENT RECOMMENDATION.....29

REPLACEMENT PROCEDURES30

Tools required31

Step 1 – ENCLOSURE/ RIGHT SIDE – SE011142.....32

Step 2 – ENCLOSURE/ LEFT SIDE – SE011141.....33

Step 3 - ENCLOSURE: SUP RIGHT SIDE - CI013506.....34

Step 4 - ENCLOSURE: SUP LEFT SIDE - CI01350736

Step 5 – ENCLOSURE: REAR SIDE – SE011110.....38

Step 6 - I/O SHIELD - CI01032243

Step 7 - ENCLOSURE : RIGHT FRONT SIDES - CI013524 – CI013508 / LEFT FRONT SIDE - CI013509 / CONTROL PANNEL – S10383.....44

Step 8 – ENCLOSURE: BOTTOM PLATE - SE01007948

Step 9 – COMPLETE FEEDER – S1037654

Step 10 - UPPER FEEDER - S1037757

Step 11 - EXIT HOPPER FEEDER – S10378.....60

Step 12 – ALMOST EMPTY SENSOR CARD – CP01145265

Step 13 – FEEDER CARDBOARD – CP010351.....66

Step 14 - BELTS: TIGHTING KIT – S10094.....71

Step 15 - FEEDER ROLLER - CP009005.....72

Step 16 – MOTOR COMMON (EXIT HOPPER FEEDER) – S10097.....74

Step 17 – ENCLOSURE COVER – CI01020579

Step 18 – ENCLOSURE BUTTON – CI010206.....80

Step 19 - RIBBON BRAKING KIT – S10093 / RIBBON BRAKE LOCKER - CP010157 / RIBBON PULLEY - CP010139	81
Step 20 – BELTS TRANSPORT KIT – S10091/ RIBBON BELT - CP013159/ REJECT BELT - CP013202.....	84
Step 21 – RIBBON: DETECTION KIT (WITH CABLE) – S10382	88
Step 22 – STEPPER/FEEDER MOTOR – S10098	90
Step 23 – SENSOR: FLIP OVER – S10121	91
Step 24 – ROLLER CLEANING – S10122	92
Step 25 – FLIP-OVER MODULE – S10128 / PUSHER BLADE - CP010175	93
Step 26 – NBR ROLLER – CP011223 / GEAR CLIP Z44-M0,5-D4 – CP009016	97
Step 27 – MAIN BOARD USB ETH – S10379	99
Step 28 – COMMON MOTOR – S10097 (UP AND DOWN)	101
Step 29 – COMMON MOTOR– S10097 (RIBBON)	102
Step 30 – STEPPER MOTOR – S10096	104
Step 31 – UP AND DOWN SUPPORT MOTOR – S10206.....	107
Step 32 – OPTION ROLLER – CP009001 / BEARING IGUS JFM-0608-06 - CP010267	109
Step 33 – PRESSURE LEVER SPRING – CP012748	112
Step 34 – HEAD ROLLER KIT – S10099	113
Step 35 – FLEX SENSOR KIT – S10088.....	118
Step 36 – SHORT ROLLER – CP009002	123
Step 37 – PUSHING GUIDE – SE010268 / PUSHING GUIDE SPRING – CP012747.....	125
Step 38 - REFERENCE GUIDE Y1 - CP012429.....	128
Step 39 – PRESSURE ROLLER – CP009003.....	131
Step 40 – FAN KIT – S10100.....	132
Step 41 – PRINT HEAD CABLE – S10085.....	135
Step 42 – HEAD BRACKET – S10138	137
Step 43 – HEAD BRACKET LOCKER – CP010189 AND PRESSURE SPRING – CP003046	139
Step 44 – SENSOR: RIBBON – S10089	140
Step 45 – PRINT HEAD (KPE) – S10381.....	143
Step 46 – ROTARY RETARDER KIT	145
Step 47 – S10413 – EJECTION KIT	147
Step 48 - GEAR Z88 M0.5 CLIP D6- CP009014.....	150
CLEANING PROCEDURES.....	152
Routine Printer Cleaning	153
Advanced Cleaning	156
Print Head cleaning	161
Manual Cleaning.....	164
Cleaning the Cleaning Roller	168

COMMUNICATION with the printer.....169

 How to Communicate with the Printer through the Evolis Premium Suite.....170

 How to Communicate with the Printer through a Mac?172

 Commands for Adjusting Sensors.....174

 Adjustment procedure for all sensors at the same time.....174

 Printer Commands.....175

 How to Print a Technical Test Card.....176

 Updating the Firmware for Windows.....177

 Updating the Firmware on a Mac.....179

DESCRIPTION OF THE SENSORS ON THE FLEX BOARD181

DESCRIPTION OF THE PORTS ON THE MAIN BOARD182

REPLACING ELECTRONIC PARTS183

 1 – General183

 2 – Rules for Replacing Electronic Components184

 3 - Critical Situations.....185

 Replacing the Main Board.....187

 Replacing the Print Head188

TESTING THE ENCODING OPTIONS189

 Magnetic Strip Encoding190

 Encoding of Chip/Contact Cards.....193

TROUBLESHOOTING194

 Print head protective cover is broken195

 Problems with Torn Ribbons.....198

 Problems Loading Cards.....199

 Magnetic Encoding Problems200

 Printing Problems.....201

 Adjustment of Offsets.....202

TROUBLESHOOTING DIAGRAM203

 Environment203

 General Information203

 Hardware Test204

 Communication Test.....205

 Software Test206

 Report to support team.....207

 Miscallenous.....207

FIND TECHNICAL INFORMATION ONLINE208

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

Printer 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 printer.
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 maneuver 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 maneuvers 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.

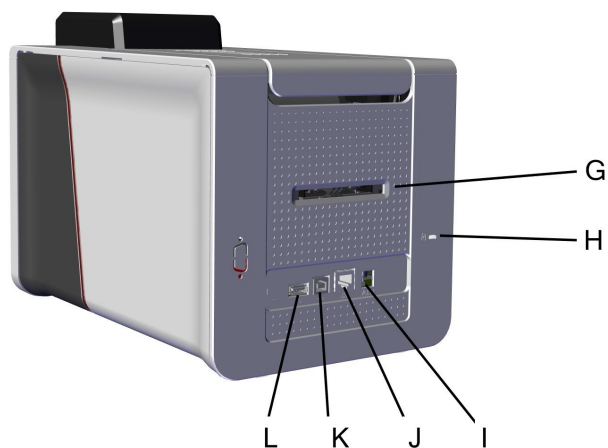
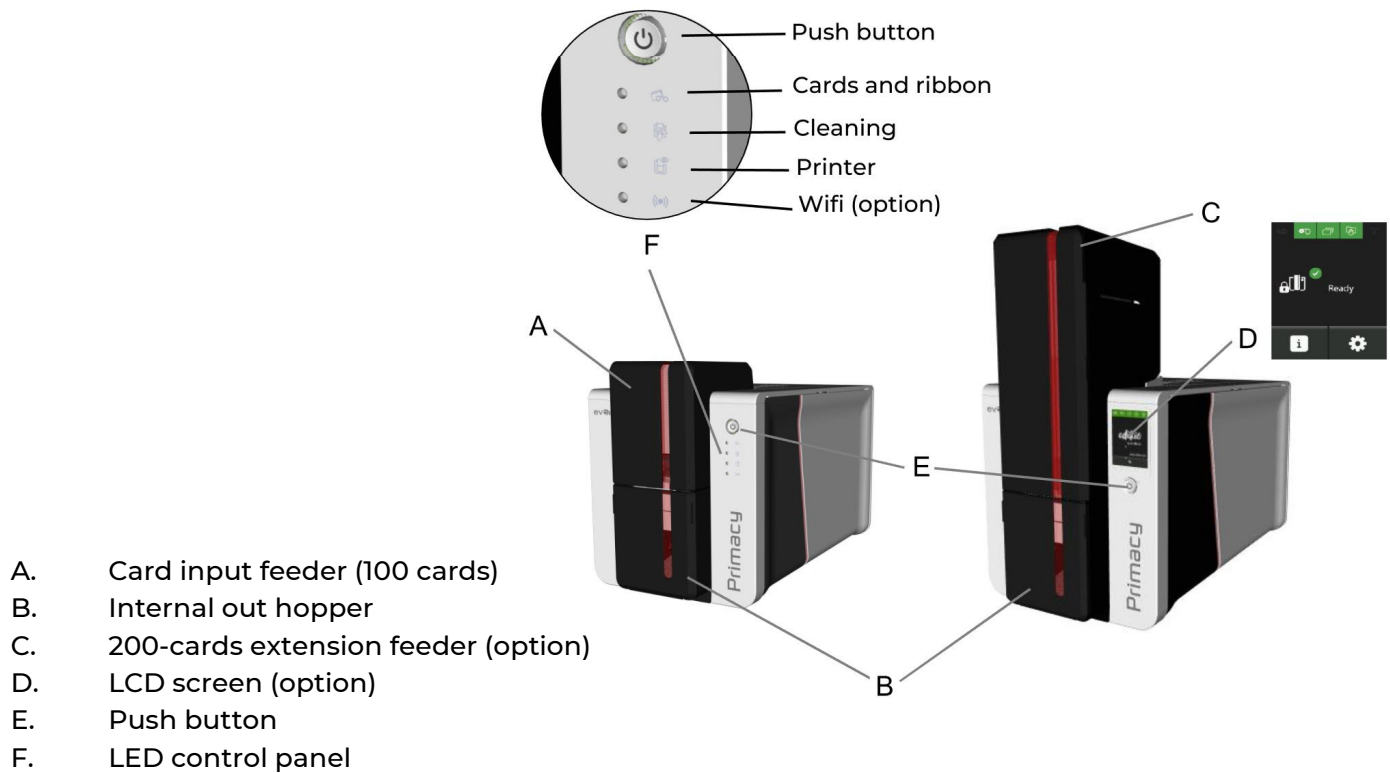
The most serious collateral risk associated, which may be fatal, is electricity.

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.

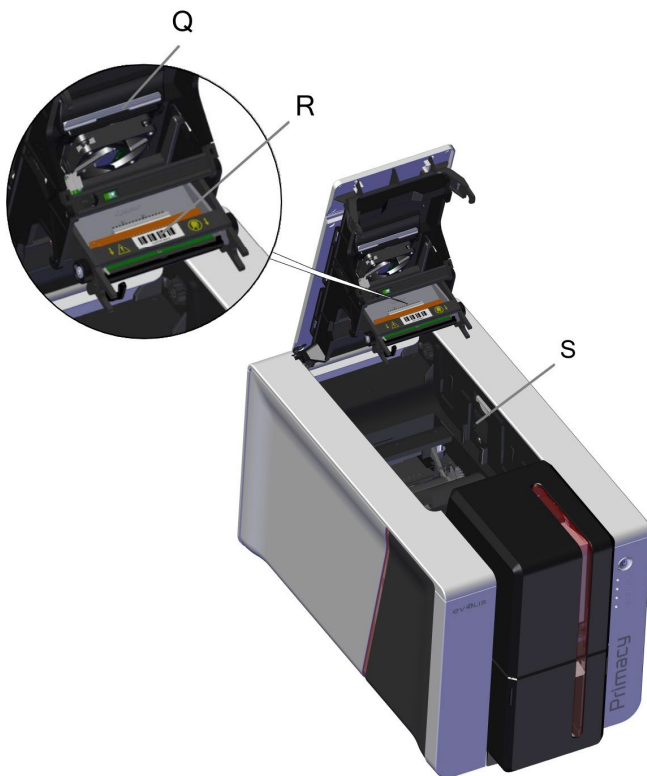
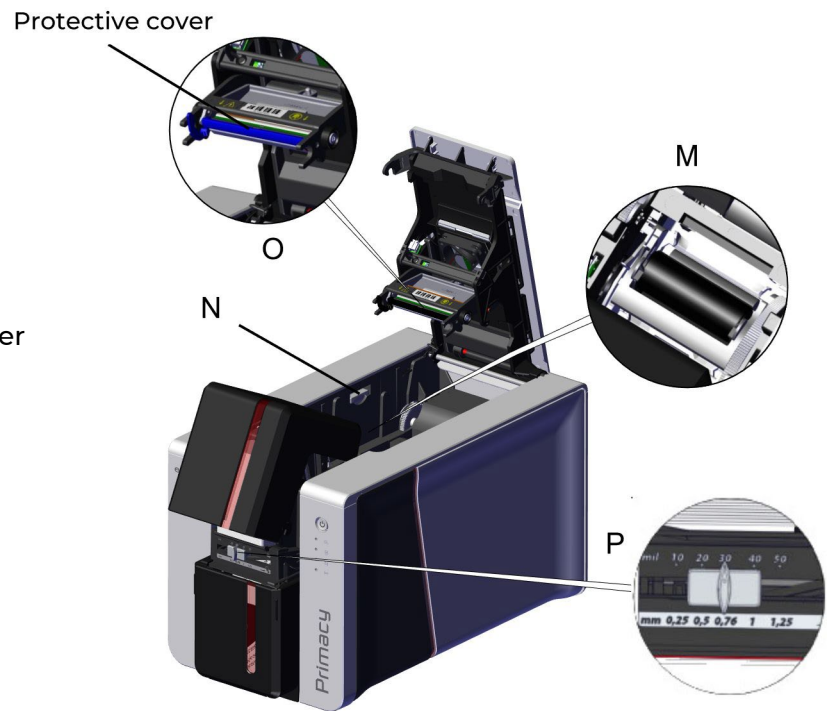


Do not work on the electrical part if you are not trained to do so. Do not remove protection devices.

DESCRIPTION OF THE PRINTER



- M. Cleaning roller
- N. Side panel opening mechanism
- O. Thermal print head with protective cover
- P. Card thickness adjustment gauge



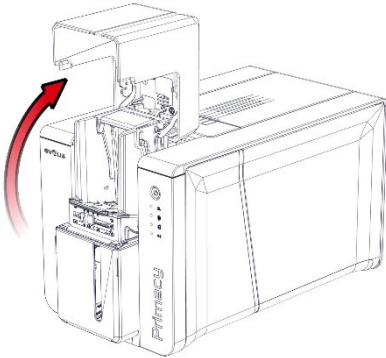
- Q. Dust filter
- R. Printer head serial number
- S. Location for double-sided activation key (option)

INSTALLING THE 200-CARDS EXTENSION FEEDER

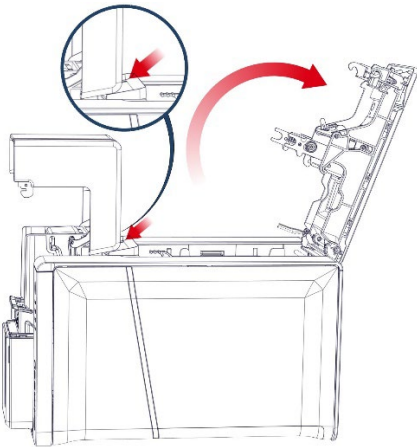


Remove all cards from the feeder before performing the installation.
Unplug the printer before performing the installation.
Keep the original feeder weight. It is needed to go back to the standard version.

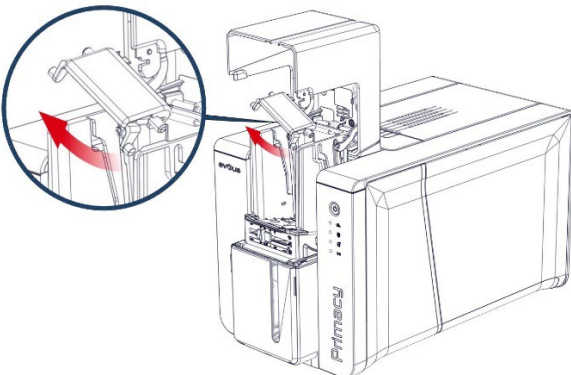
1. Open the upper feeder cover.



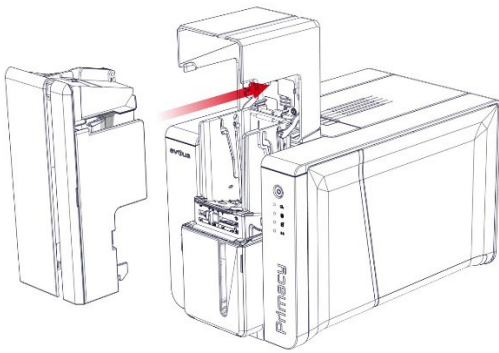
2. Open the cover. Insert the block to hold the upper feeder in place as shown and then close the cover.



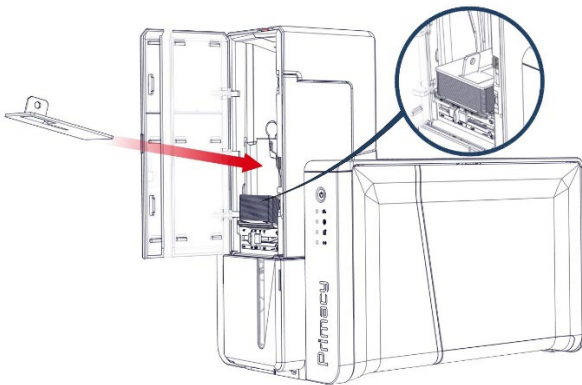
3. Remove the feeder weight as shown.



4. Insert the extension until you hear a click



5. Insert cards in the feeder. Put the weight on top of the cards and close the feeder door.



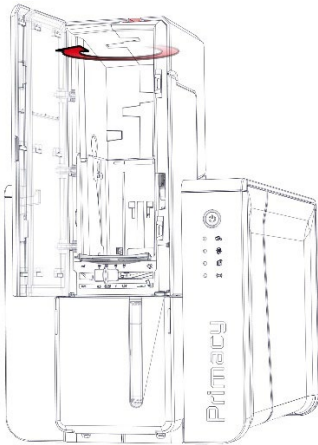
6. Plug the printer. The 200-cards extension is installed and the printer is ready to be used.

UNINSTALLING THE 200-CARDS EXTENSION FEEDER

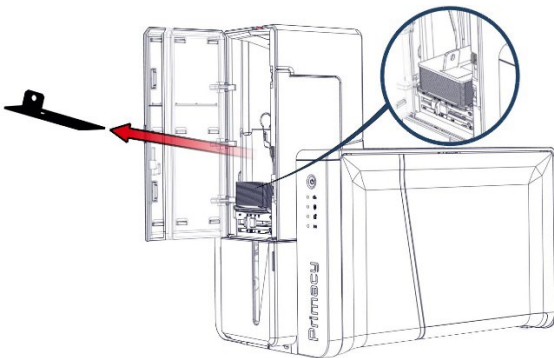


Before send back the printer always remove the card extension feeder.
Remove all cards from the feeder before performing the uninstallation.
Unplug the printer before performing the installation.
Take the original feeder weight. It is needed to go back to the standard version.

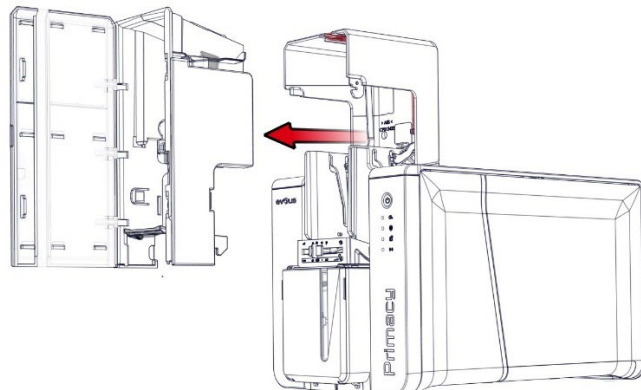
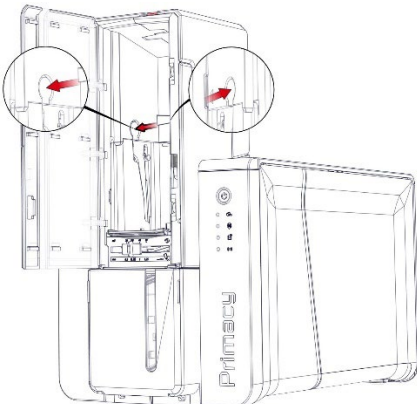
1. Open the extension feeder door.



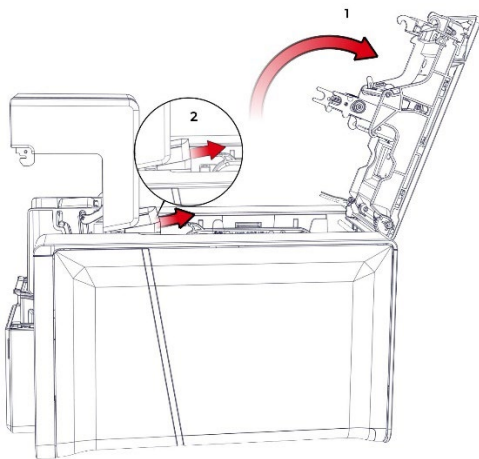
2. Remove the extension feeder weight (keep it for a new installation) and the cards.



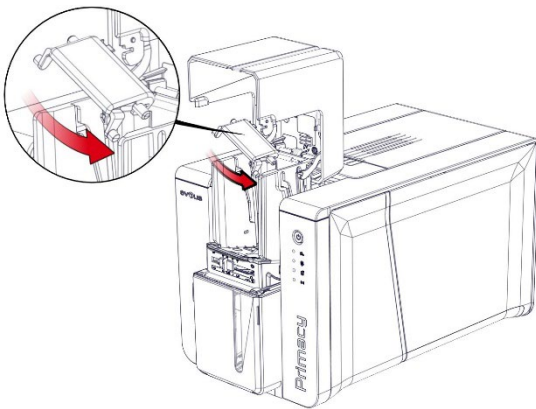
3. Press on both clips to remove it.



4. Open the cover and unclip the block to remove it.

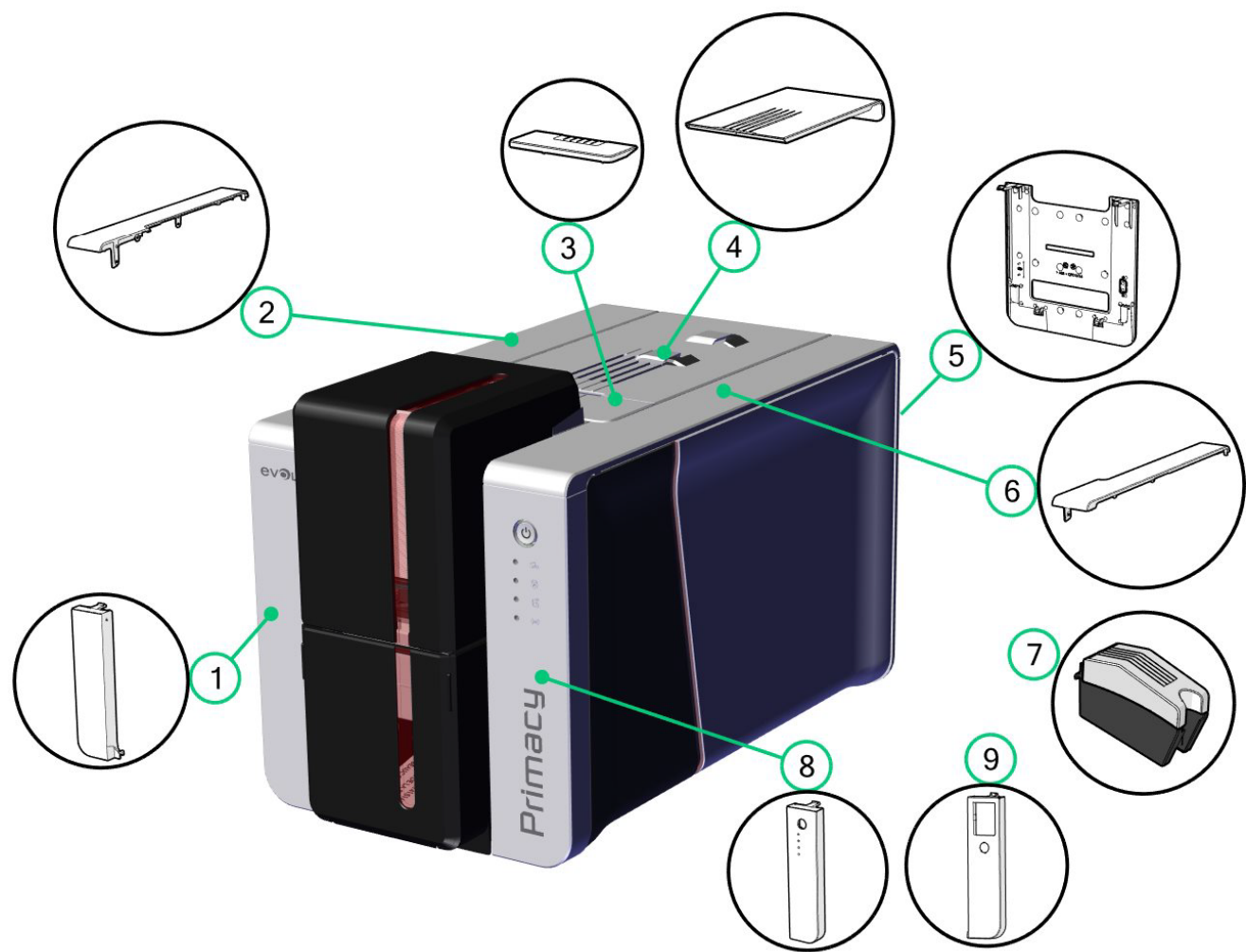


5. Put in place the original feeder weight. Check it correctly moves by closing the upper feeder.

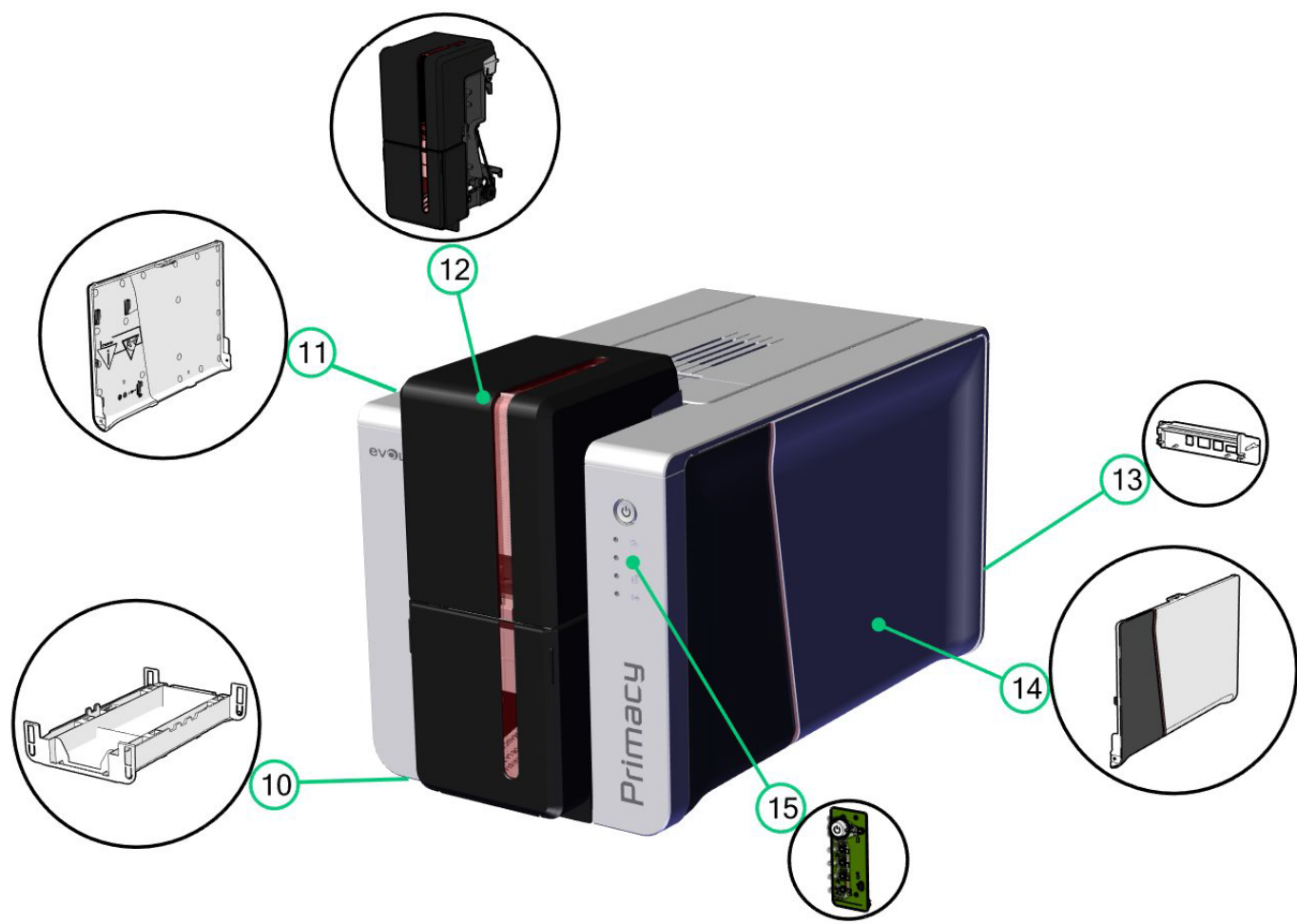


EXPLODED VIEW

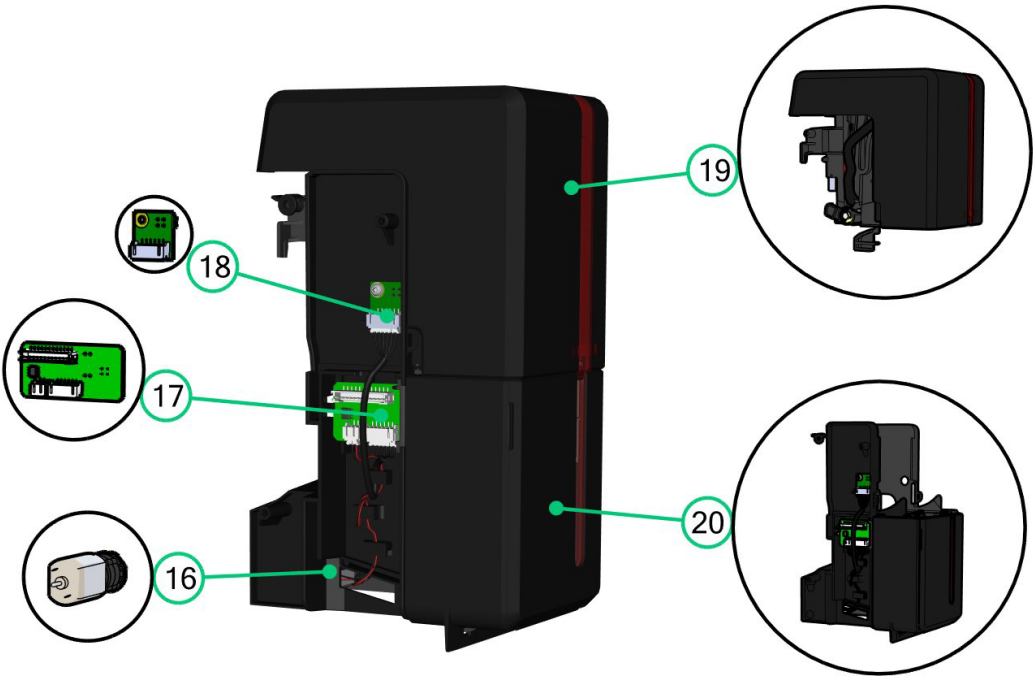
Drawing 1



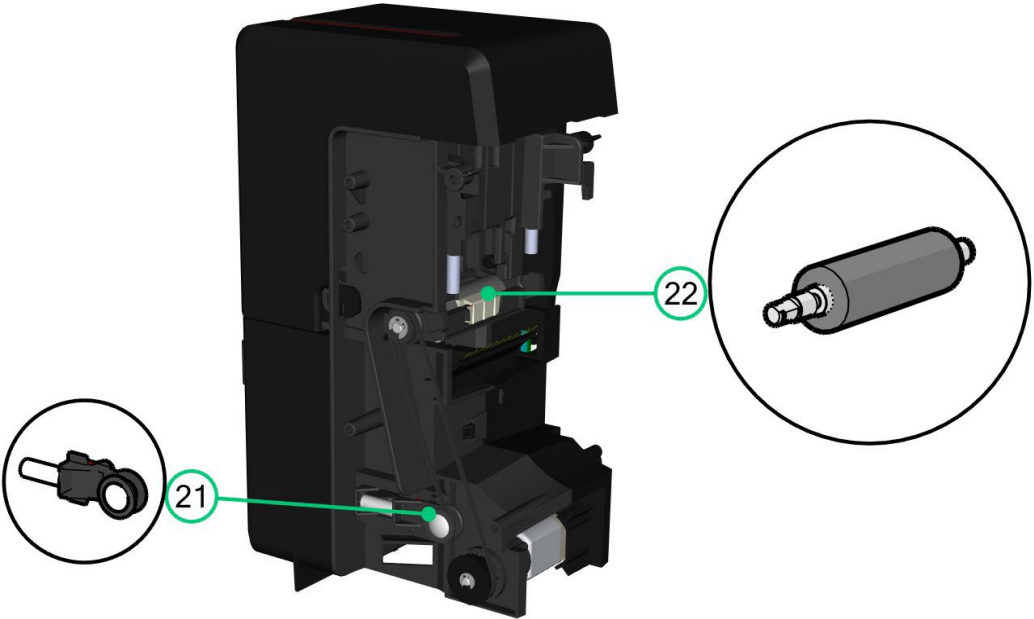
BOM ID	Name	Part number
1	ENCLOSURE: LEFT FRONT SIDE	CI013509
2	ENCLOSURE: SUP LEFT SIDE	CI013507
3	ENCLOSURE:BUTTON	CI010206
4	ENCLOSURE: COVER	CI010205
5	ENCLOSURE: REAR SIDE	SE011110
6	ENCLOSURE: SUP RIGHT SIDE	CI013506
7	REJECT BOX / OUTPUT HOPPER 50 CARDS	SE010537
8	ENCLOSURE:LED RIGHT FRONT SIDE	CI013508
9	ENCLOSURE:LCD RIGHT FRONT SIDE	CI013524



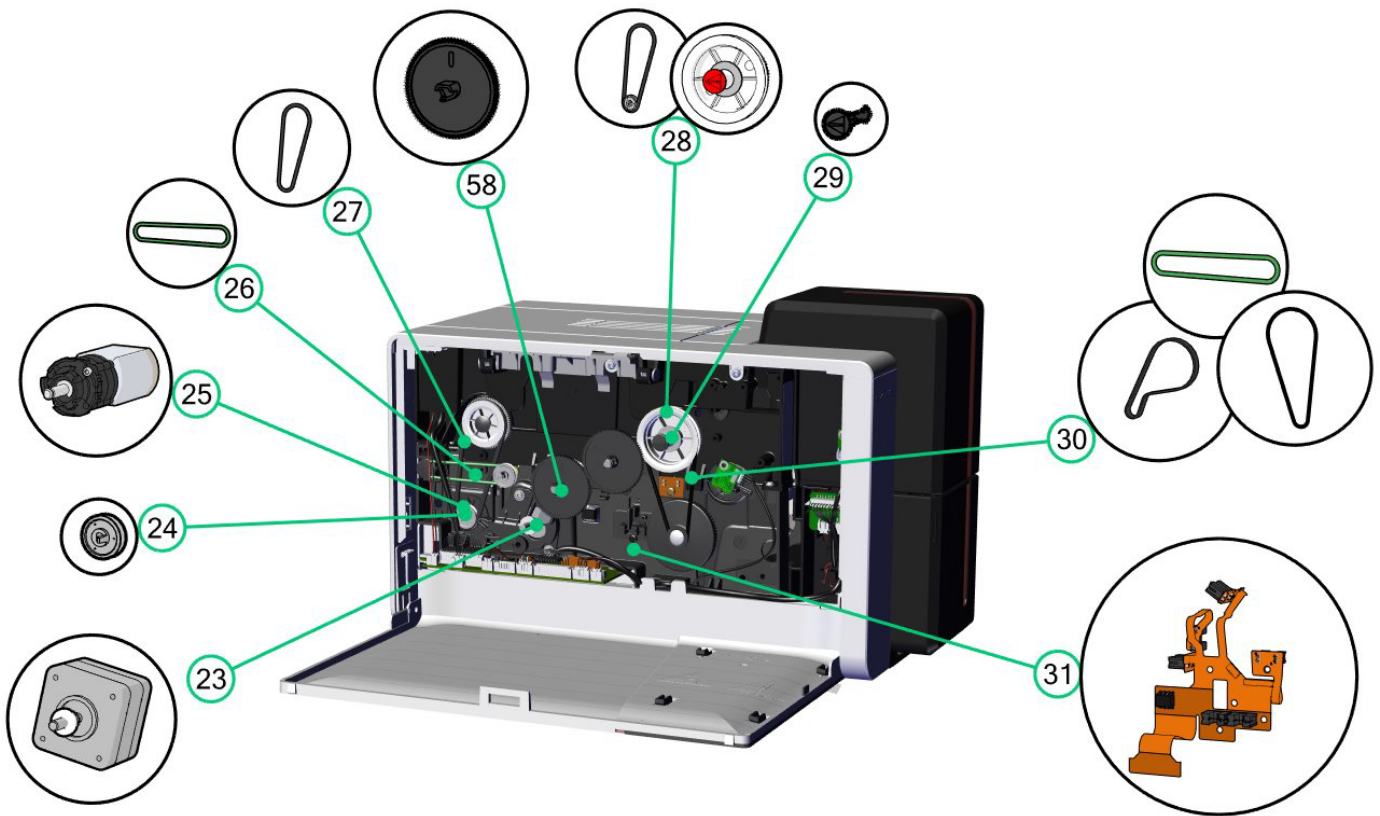
BOM ID	Name	Part number
10	ENCLOSURE: BOTTOM PLATE	SE010079
11	ENCLOSURE; LEFT SIDE	SE011141
12	COMPLETE FEEDER	S10376
13	I/O SHIELD	CI010322
14	ENCLOSURE: RIGHT SIDE	SE011142
15	CONTROL PANNEL	S10383



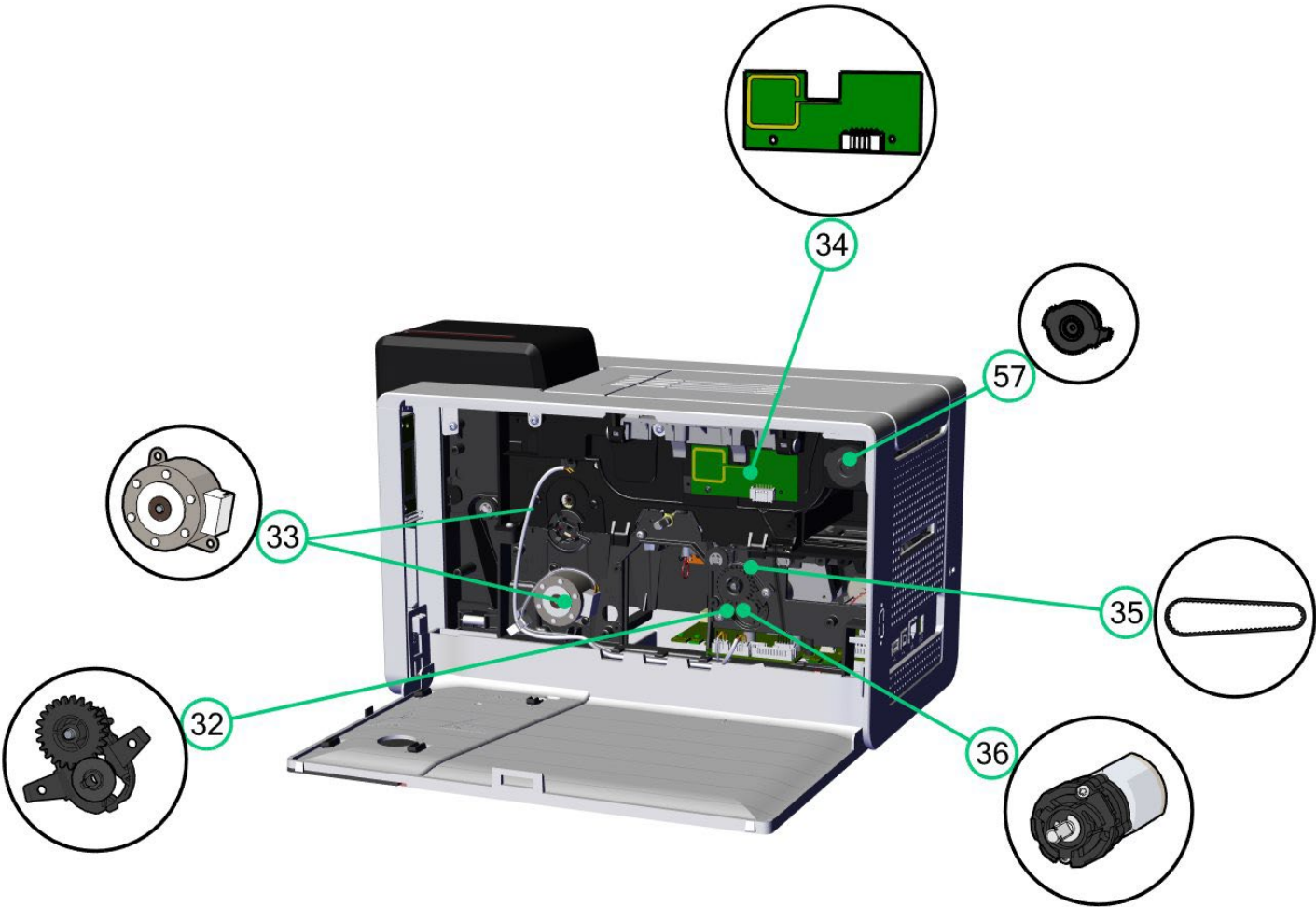
BOM ID	Name	Part number
16	MOTOR:COMMON	S10097
17	FEEDER CARD BOARD	CP010351
18	ALMOST EMPTY SENSOR	CP011452
19	UPPER FEEDER	S10377
20	EXIT HOPPER FEEDER	S10378



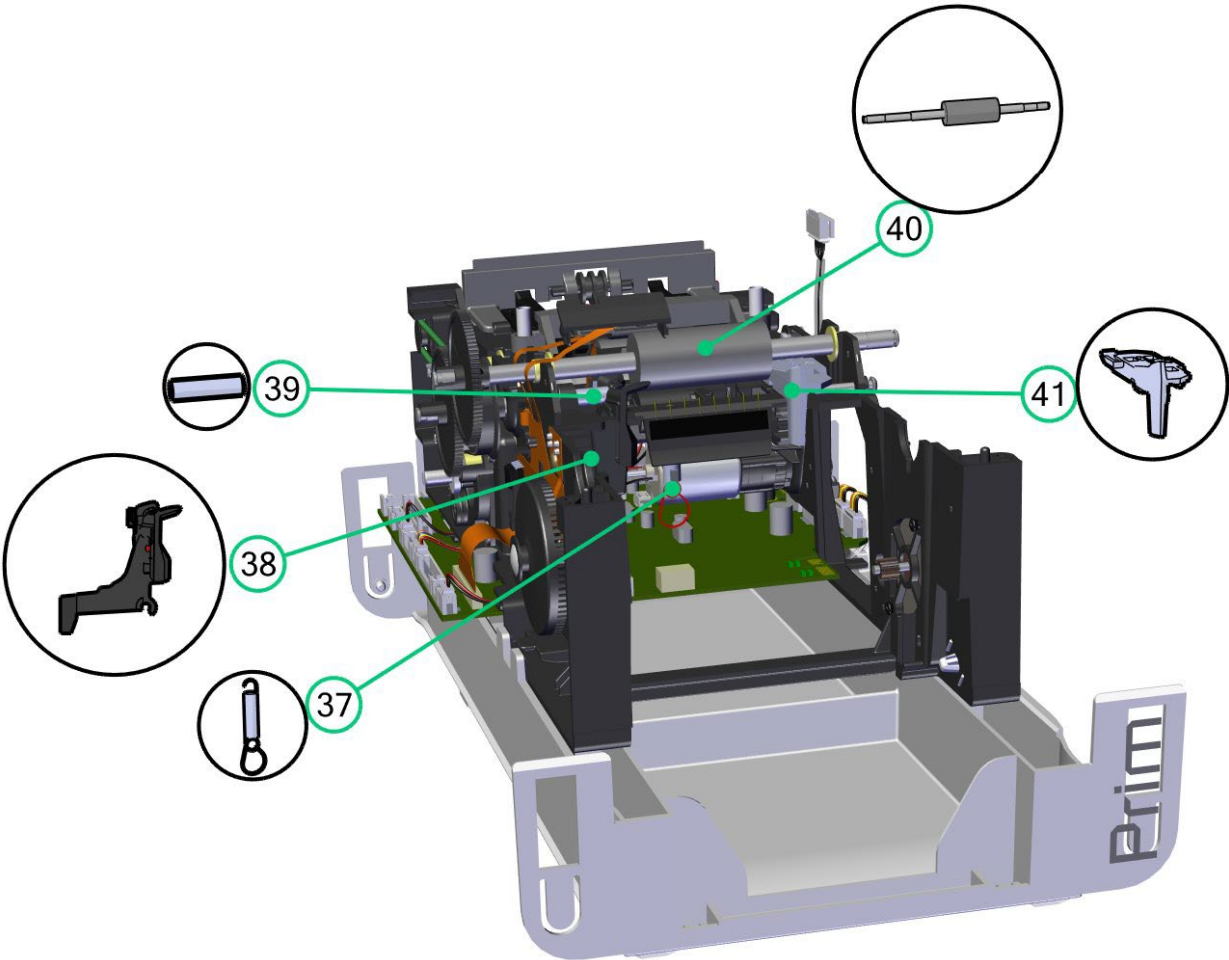
BOM ID	Name	Part number
21	BELTS: TIGHTING KIT	S10094
22	FEEDER ROLLER	CP009005



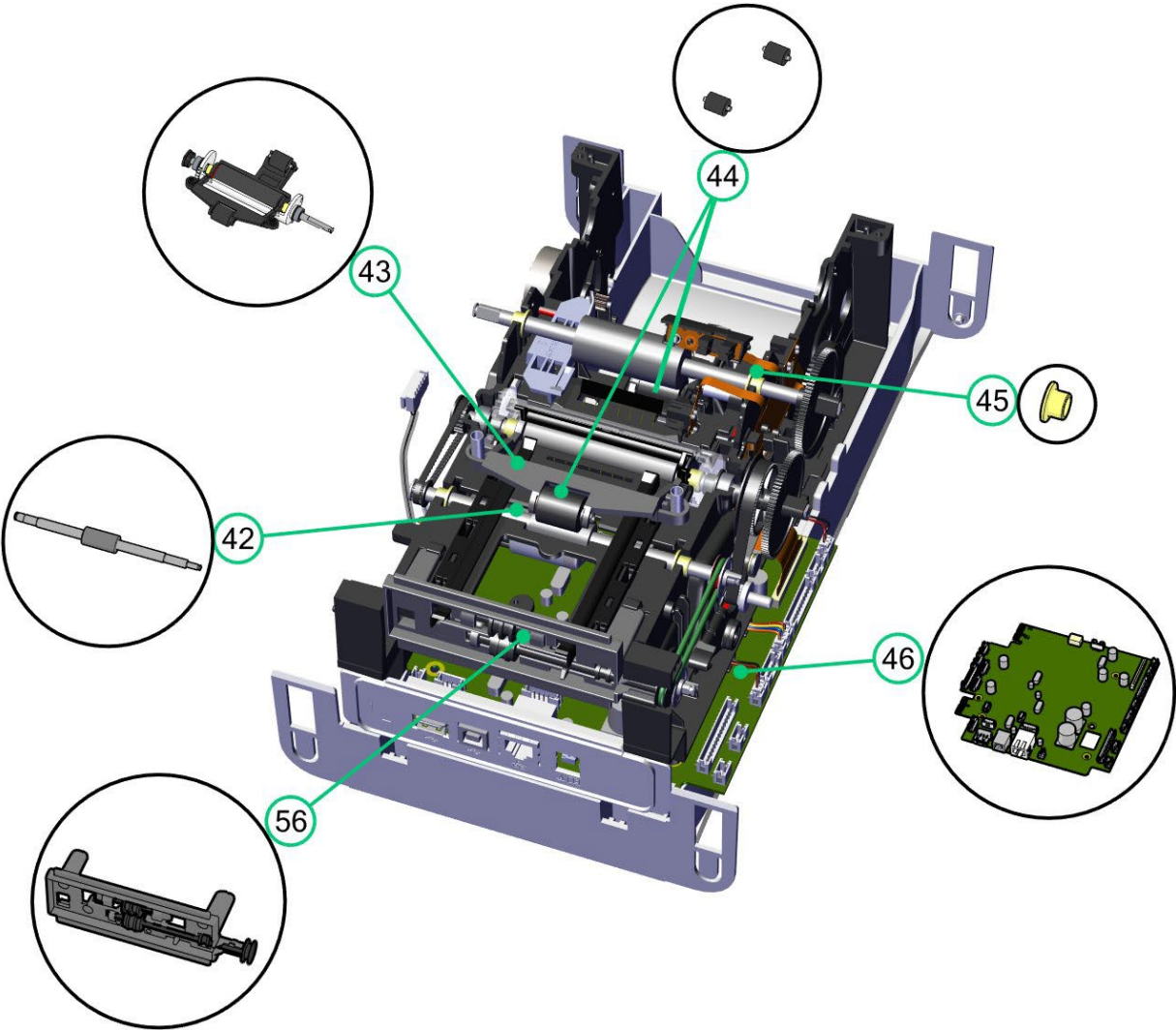
BOM ID	Name	Part number
23	MOTOR:STEPPER	S10096
24	RIBBON PULLEY	CP010139
25	MOTOR: COMMON	S10097
26	REJECT BELT: HNBR	CP013202
27	RIBBON BELT: HNBR	CP013159
28	RIBBON: BRAKING KIT	S10093
29	RIBBON BRAKE LOCKER	CP010157
30	BELTS: TRANSPORT KIT	S10091
31	SENSOR: FLEX KIT	S10088
58	GEAR Z88 M0.5 CLIP D6	CP009014



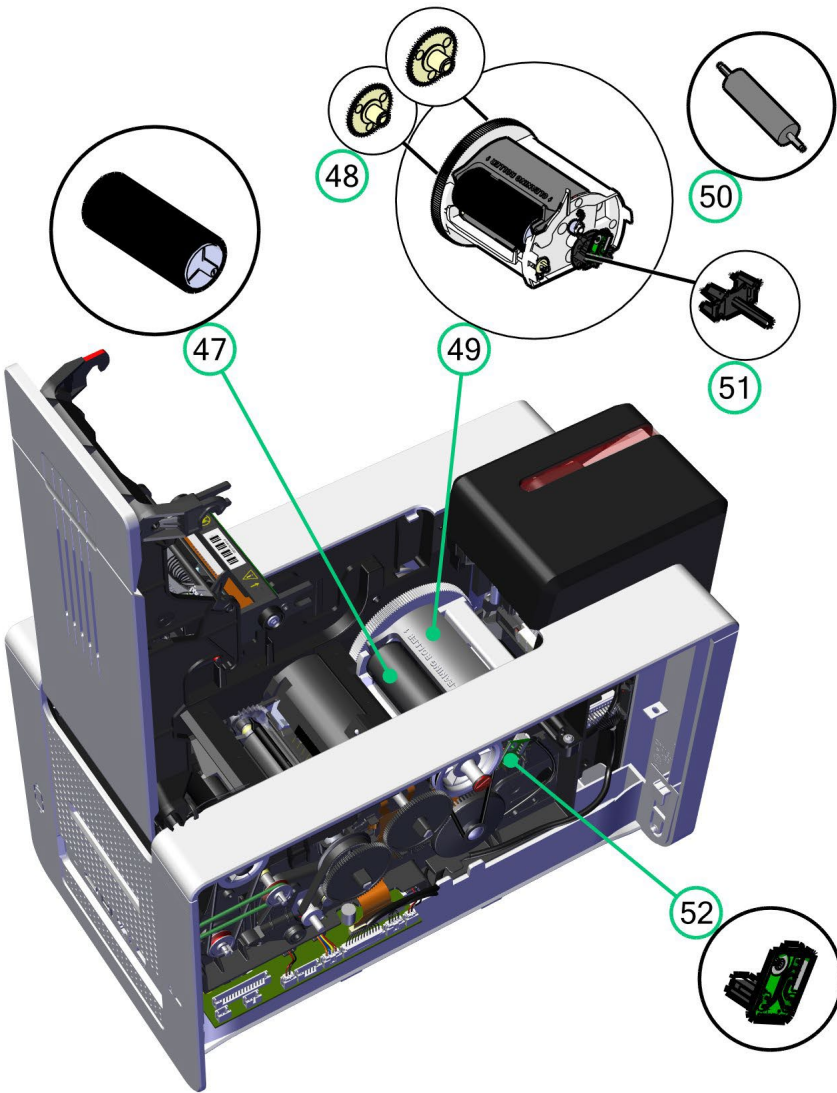
BOM ID	Name	Part number
32	UP AND DOWN MOTOR SUPPORT	S10206
33	MOTOR:STEPPER, FEEDER	S10098
34	RIBBON: DETECTION KIT (WITH CABLE)	S10382
35	BELTS: TRANSPORT KIT	S10091
36	MOTOR:COMMON	S10097
57	ROTARY RETARDER KIT	S10414



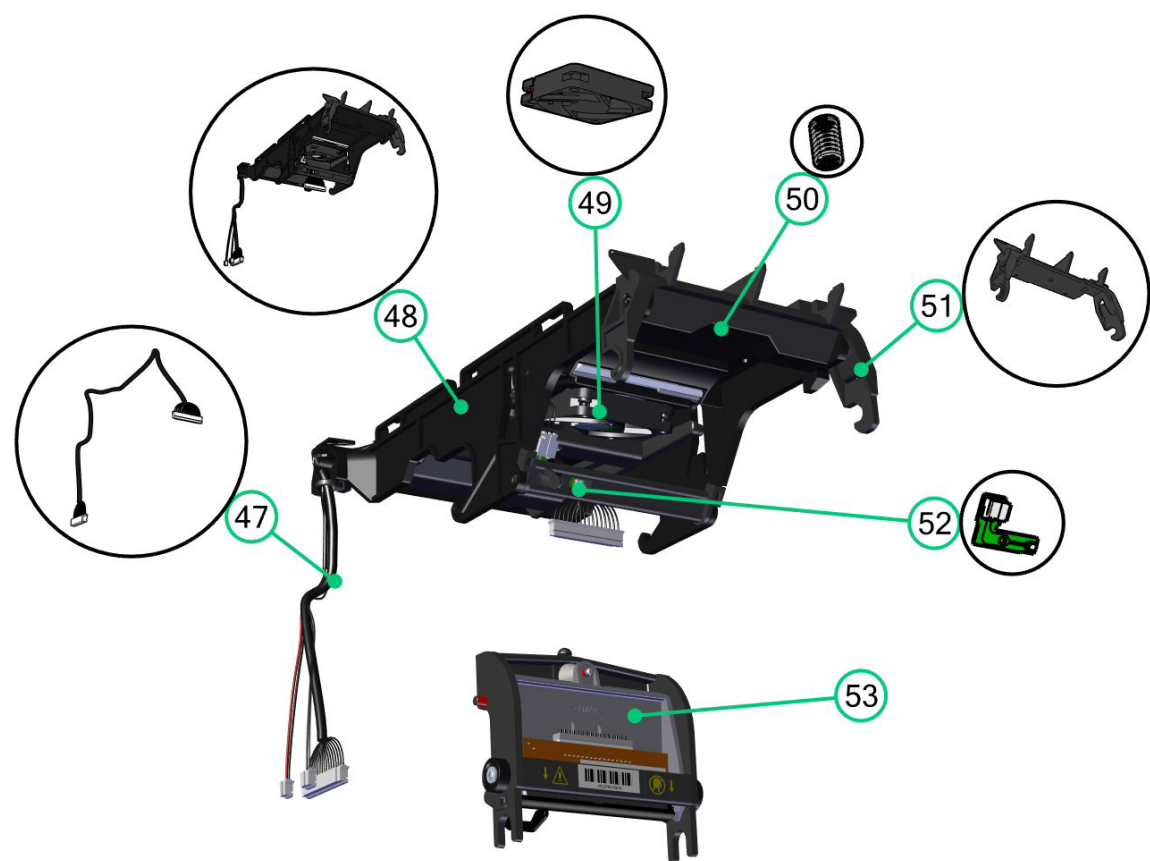
BOM ID	Name	Part number
37	PRESSURE LEVER SPRING	CP012748
38	PUSHING GUIDE	SE010268
39	PUSHING GUIDE SPRING	CP012747
40	OPTION ROLLER	CP009001
41	REFERENCE GUIDE Y1	CP012429



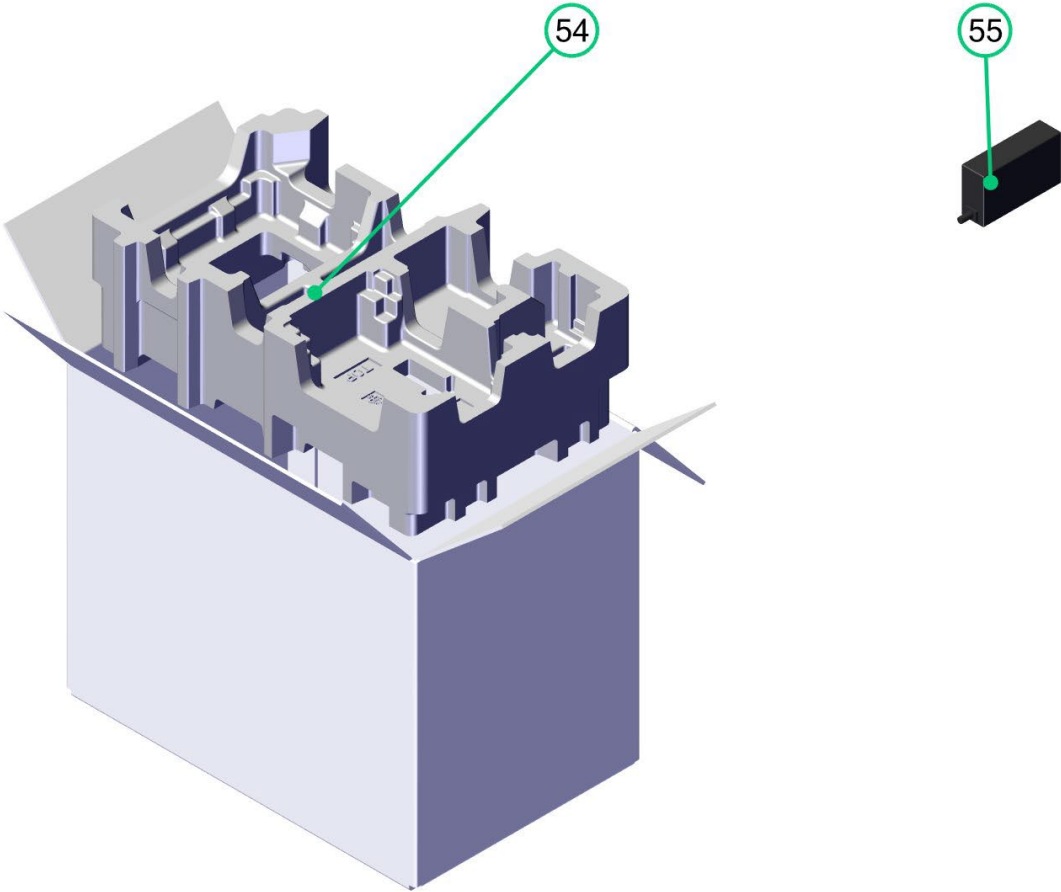
BOM ID	Name	Part number
42	SHORT ROLLER	CP009002
43	ROLLER: HEAD KIT	S10099
44	PRESSURE ROLLER	CP009003
45	BEARING IGUS JFM-0608-06	CP010267
46	MAIN BOARD	S10379
56	EJECTION KIT	S10413



BOM ID	Name	Part number
47	ROLLER: CLEANING	S10122
48	GEAR CLIP Z44-M0,5-D4	CP009016
49	FLIP-OVER MODULE	S10128
50	NBR ROLLER	CP011223
51	FLIP PUSHER BLADE	CP010175
52	SENSOR: FLIP OVER	S10121



BOM ID	Name	Part number
47	CABLE: PRINT HEAD	S10085
48	HEAD BRACKET WITH CABLE	S10138
49	FAN:KIT	S10100
50	PRESSURE INF SPRING	CP003046
51	HEAD BRACKET LOCKER	CP010189
52	SENSOR: RIBBON	S10089
53	PRINT HEAD	S10381



BOM ID	Name	Part number
54	PACKAGING: BOX AND FOAM	S10380
55	POWER SUPPLY: 60W	A5008

SPARE PARTS LIST

Part number	Name	Step	Page
CP011452	ALMOST EMPTY SENSOR CARD	12	65
CP010521	ANTISTATIC BRUSH	X	X
CP010267	BEARING IGUS JFM-0608-06	32	109
S10094	BELTS: TIGHTING KIT	14	71
S10091	BELTS: TRANSPORT KIT	20	84
S10085	CABLE: PRINT HEAD	41	135
S10376	COMPLETE FEEDER	9	54
S10383	CONTROL PANNEL	7	44
CP010047	COPLER LINK BOARD	X	X
S10413	EJECTION KIT	47	147
SE010079	ENCLOSURE: BOTTOM PLATE	8	48
CI010206	ENCLOSURE: BUTTON	18	80
CI010205	ENCLOSURE: COVER	17	79
CI013509	ENCLOSURE: LEFT FRONT SIDE	7	44
SE011110	ENCLOSURE: REAR SIDE	5	38
SE011142	ENCLOSURE: RIGHT SIDE	1	32
CI013506	ENCLOSURE: SUP RIGHT SIDE	3	34
CI013524	ENCLOSURE: LCD RIGHT FRONT SIDE	7	44
CI013508	ENCLOSURE: LED RIGHT FRONT SIDE	7	44
SE011141	ENCLOSURE: LEFT SIDE	2	33
CI013507	ENCLOSURE: SUP LEFT SIDE	4	36
S10378	EXIT HOPPER FEEDER	11	60
S10100	FAN: KIT	40	132
CP010351	FEEDER CARDBOARD	13	66
CP009005	FEEDER ROLLER	15	72
CP010175	FLIP PUSHER BLADE	25	93
S10128	FLIP-OVER MODULE	25	93
CP009016	GEAR CLIP Z44-M0,5-D4	26	97
CP010189	HEAD BRACKET LOCKER	43	139
S10138	HEAD BRACKET WITH CABLE	42	137
CI010322	I/O SHIELD	6	43
S10379	MAIN BOARD	27	95
S10097	MOTOR: COMMON	16-28-29	74-101-102
S10096	MOTOR: STEPPER	30	104
S10098	MOTOR: STEPPER, FEEDER	22	90
CP011223	NBR ROLLER	26	97

Part number	Name	Step	Page
CP009001	OPTION ROLLER	32	109
S10380	PACKAGING: BOX AND FOAM	X	X
CP003343	POWER CORD - CHINA	X	X
CP012336	POWER CORD - JAPAN	X	X
A5008	POWER SUPPLY: 60W	X	X
CP003046	PRESSURE INF SPRING	43	139
CP012748	PRESSURE LEVER SPRING	33	112
CP009003	PRESSURE ROLLER	39	131
S10381	PRINT HEAD	45	143
SE010268	PUSHING GUIDE	37	125
CP012747	PUSHING GUIDE SPRING	37	125
CP012429	REFERENCE GUIDE Y1	38	128
CP013202	REJECT BELT: HNBR	20	84
SE010537	REJECT BOX / OUTPUT HOPPER 50 CARDS	X	X
CP013159	RIBBON BELT: HNBR	20	84
CP010157	RIBBON BRAKE LOCKER	19	81
CP010139	RIBBON PULLEY	19	81
S10093	RIBBON: BRAKING KIT	19	81
S10382	RIBBON: DETECTION KIT (WITH CABLE)	21	88
S10122	ROLLER: CLEANING	24	92
S10099	ROLLER: HEAD, KIT	34	113
S10414	ROTARY RETARDER KIT	46	145
S10272	SCREWS, V-RINGS, WASHERS KIT	X	X
S10121	SENSOR: FLIP-OVER	23	91
S10088	SENSOR: FLEX KIT	35	118
S10089	SENSOR: RIBBON	44	140
CP009002	SHORT ROLLER	36	123
S10136	UNIVERSAL RIVET KIT	X	X
S10206	UP AND DOWN MOTOR SUPPORT	31	107
S10377	UPPER FEEDER	10	57
CP009014	GEAR Z88 M0.5 CLIP D6	48	150

PARTS REPLACEMENT RECOMMENDATION

Part number	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

Flat-blade
screwdriver
AR .5X75



Precision pliers



Flat nose pliers

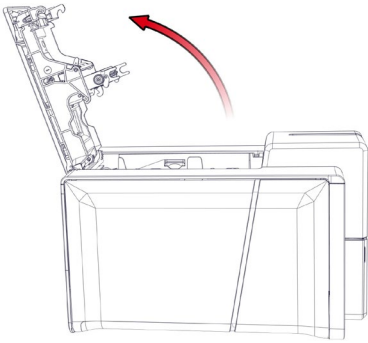


Torx screwdriver T10

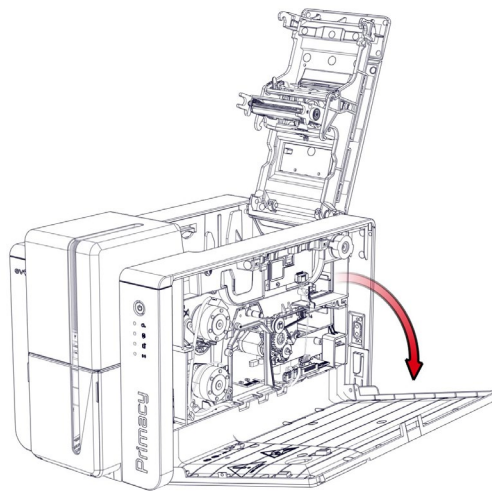
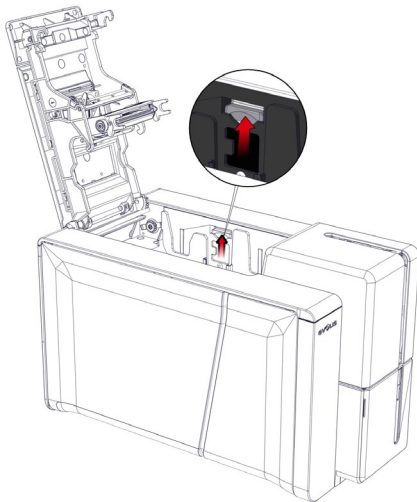


Step 1 – ENCLOSURE/ RIGHT SIDE – SE011142

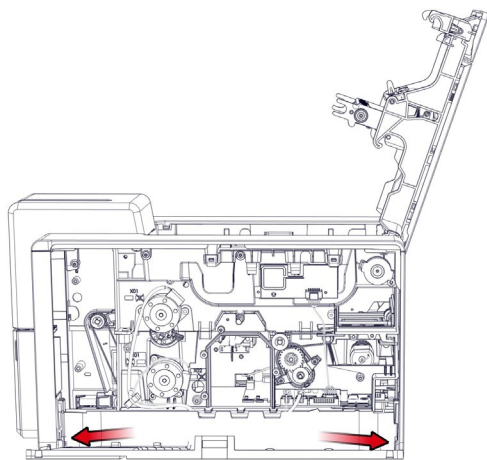
1. Press down and open the cover.



2. Lift the lock to open the side.



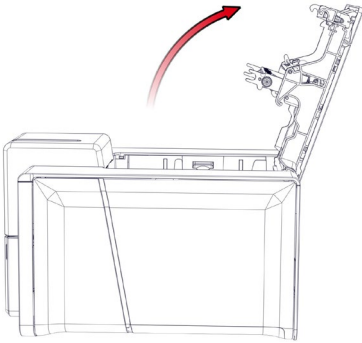
3. Push apart and unclip the sides (one at a time).



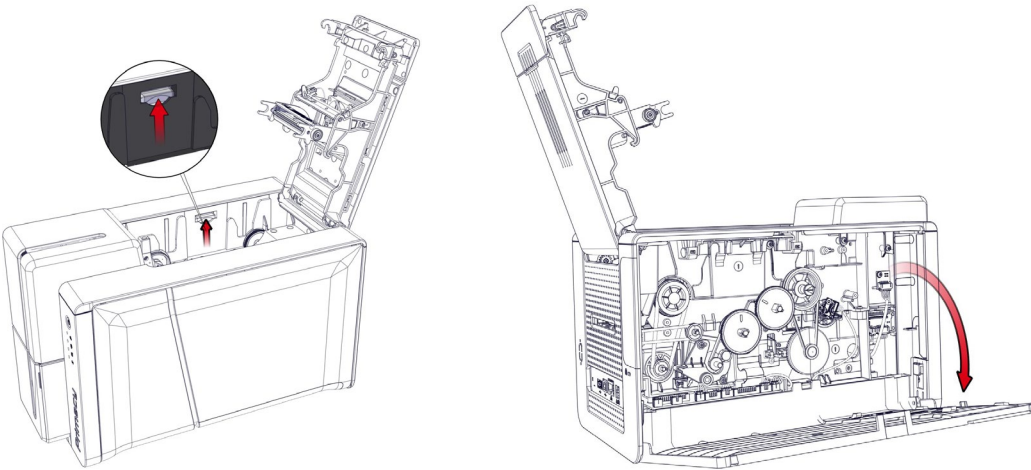
4. Carry out these steps in reverse.

Step 2 – ENCLOSURE/ LEFT SIDE – SE011141

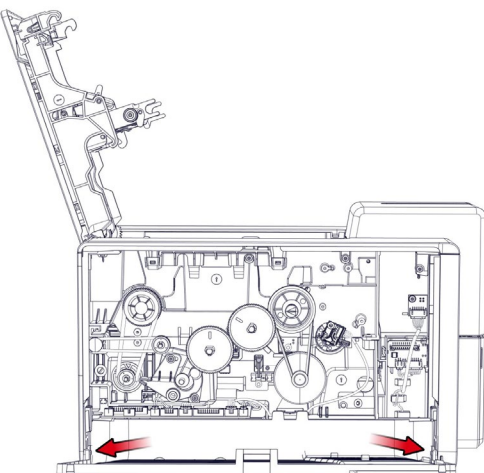
1. Press down and open the cover.



2. Lift the lock to open the side.



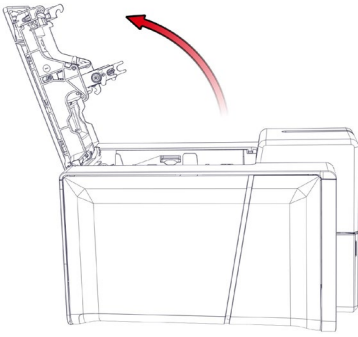
3. Push apart and unclip the sides (one at a time).



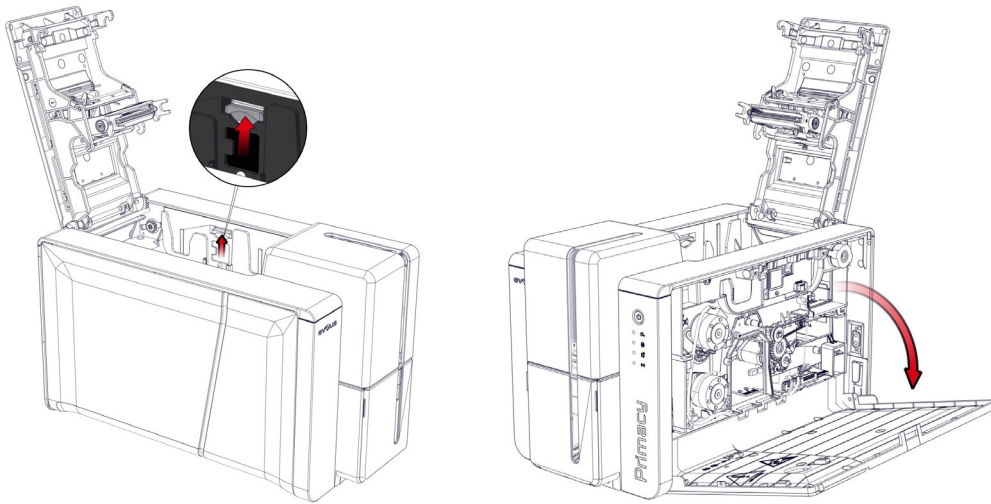
4. Carry out these steps in reverse.

Step 3 - ENCLOSURE: SUP RIGHT SIDE - CI013506

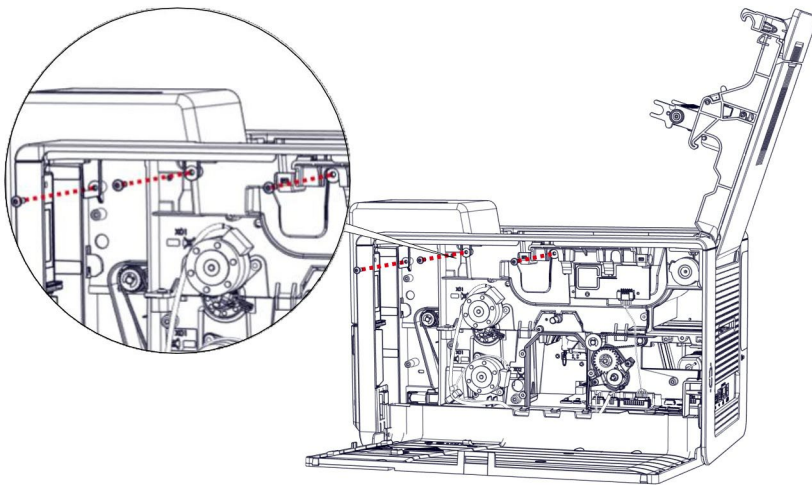
1. Press down and open the cover.



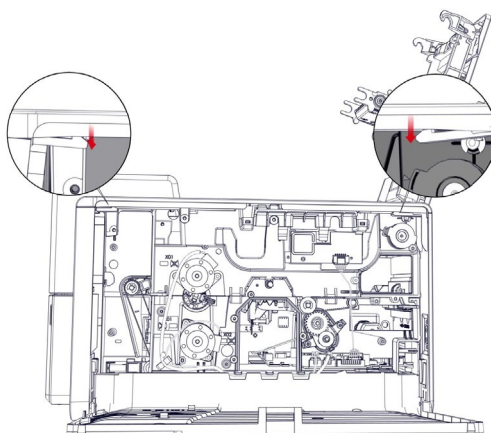
2. Lift the lock to open the side.



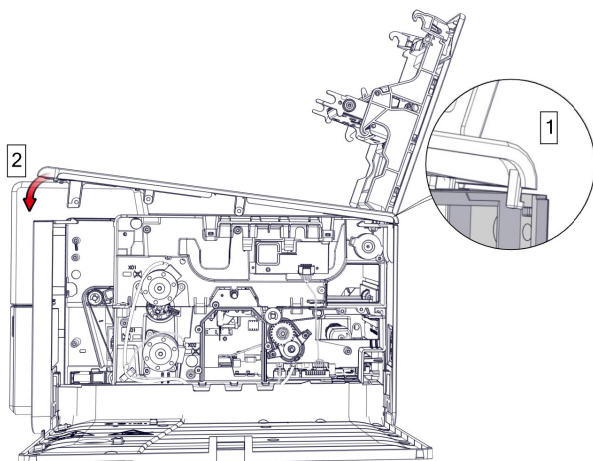
3. Remove the three screws from the sup right side.



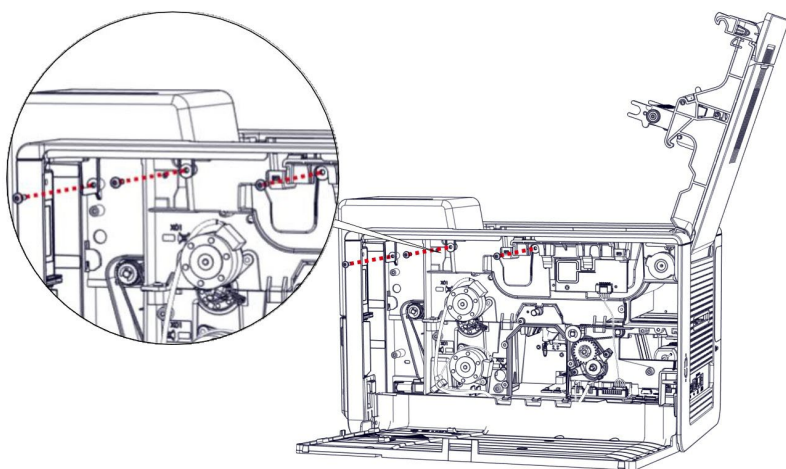
4. Unclip the sup right side to remove it.



5. Take the new part and insert it in the rear side (1). Lowering the sup right side to clip it in (2). Verify its good positioning.



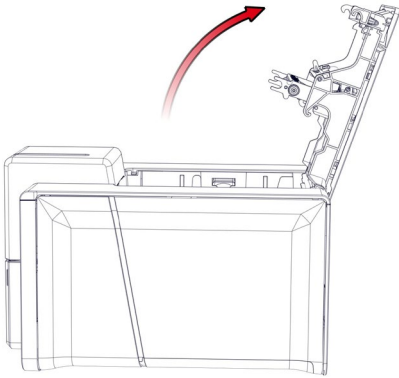
6. Put the screws back.



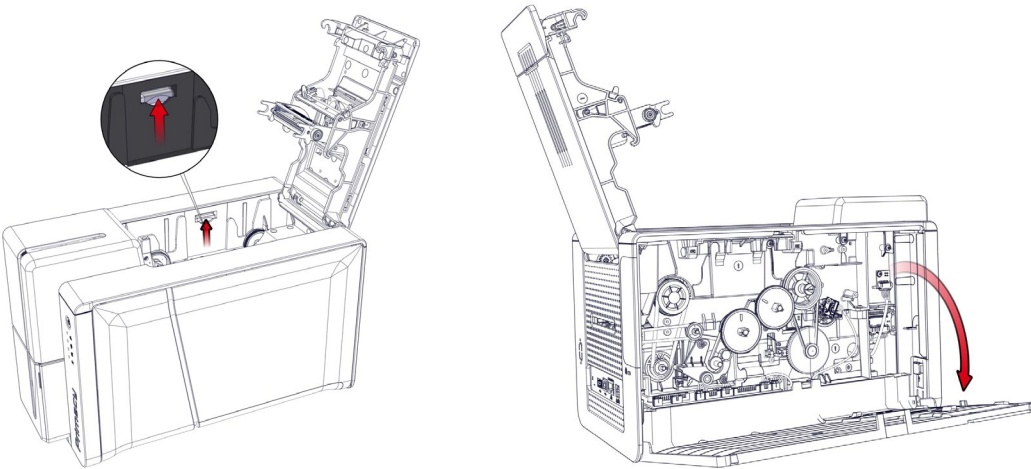
7. Close the right side.

Step 4 - ENCLOSURE: SUP LEFT SIDE - CI013507

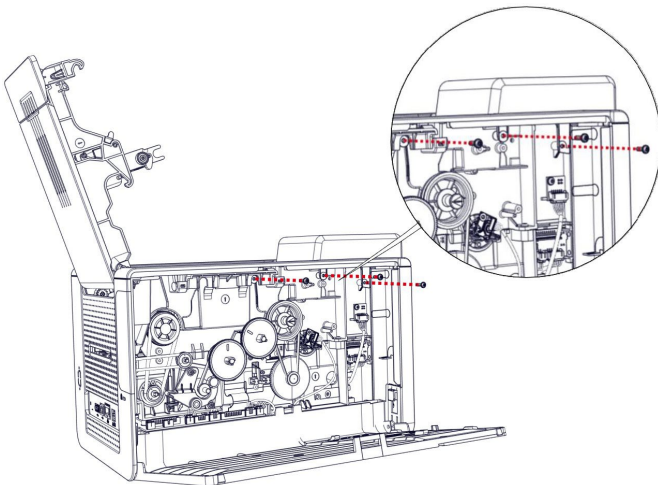
1. Press down and open the cover.



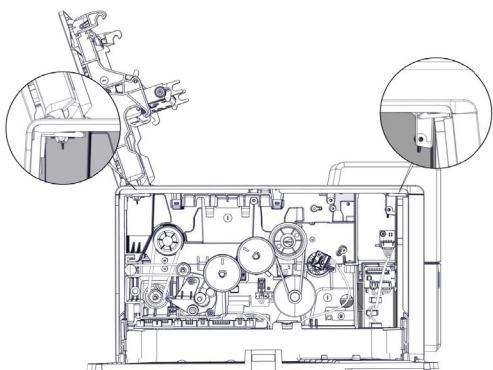
2. Lift the lock to open the side.



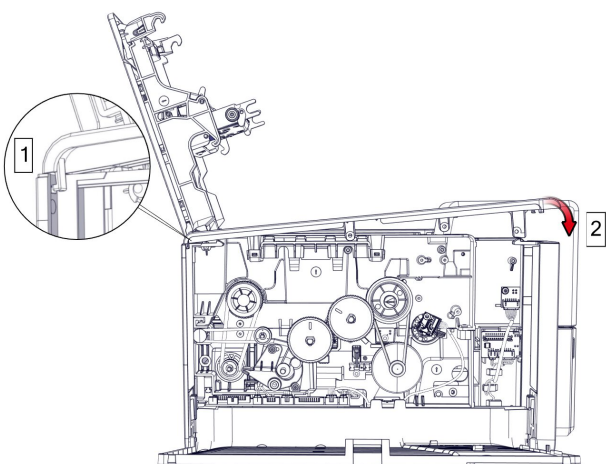
3. Remove the three screws from the sup left side.



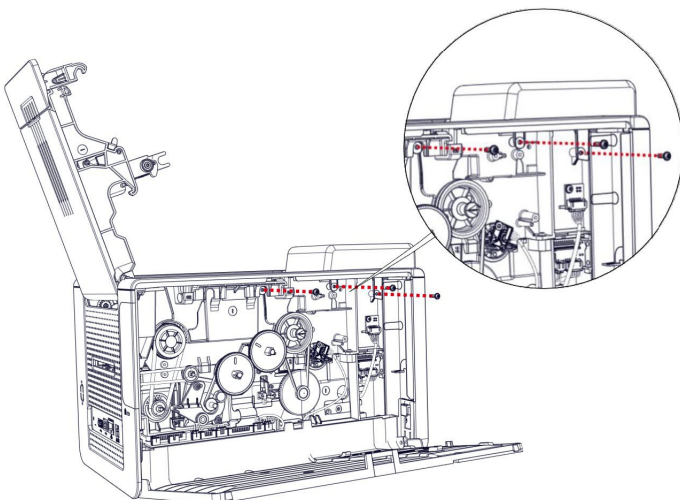
4. Unclip the sup left side to remove it.



5. Take the new part and insert it in the rear side (1). Lowering the sup left side to clip it in (2). Verify its good positioning.



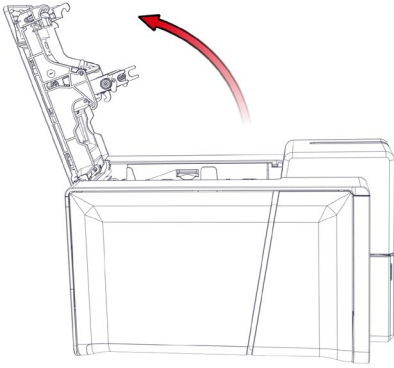
6. Put the screws back.



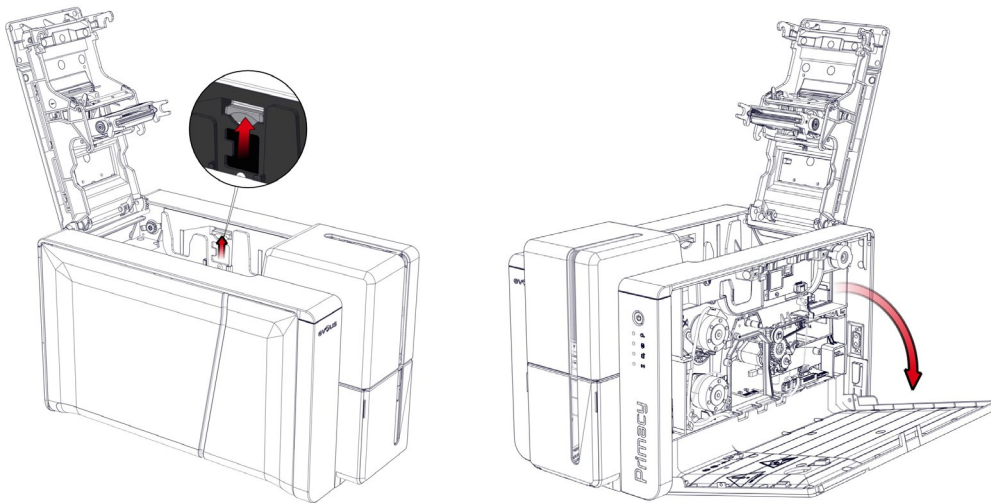
7. Close the left side.

Step 5 – ENCLOSURE: REAR SIDE – SE011110

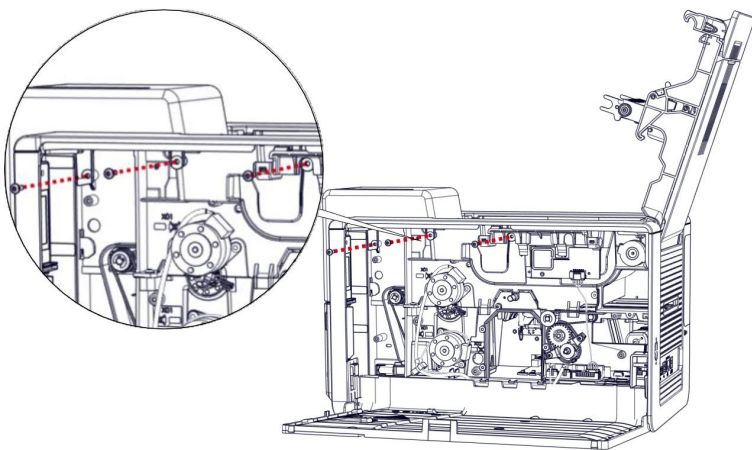
1. Press down and open the cover.



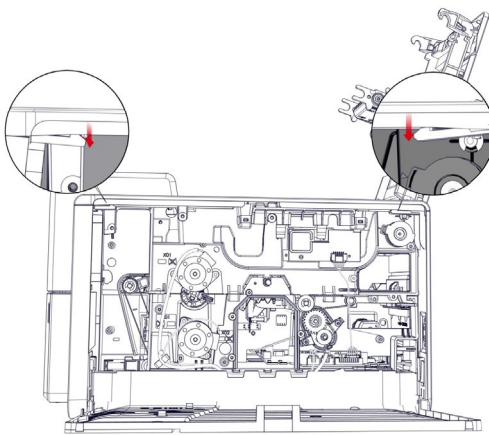
2. Lift the lock to open the side.



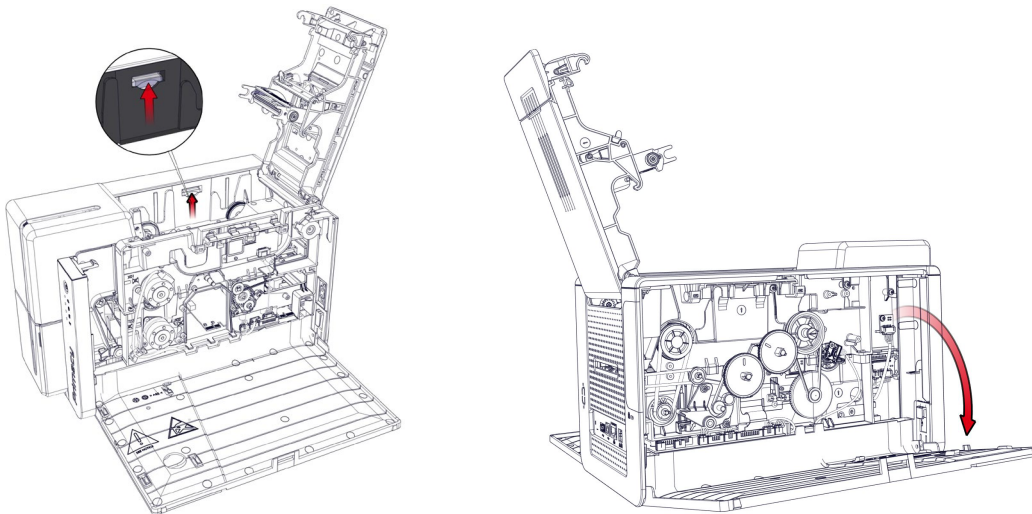
3. Remove the three screws from the sup right side.



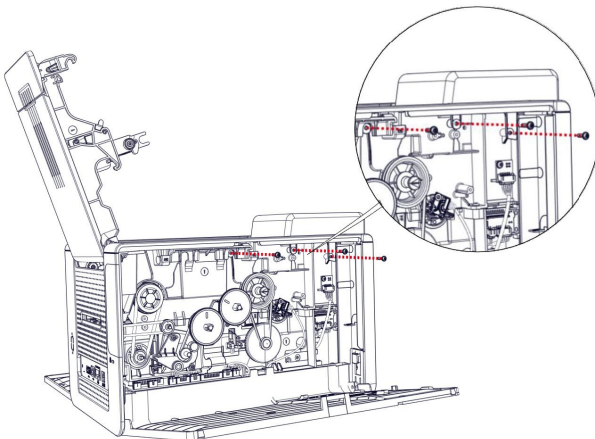
4. Unclip the sup right side to remove it.



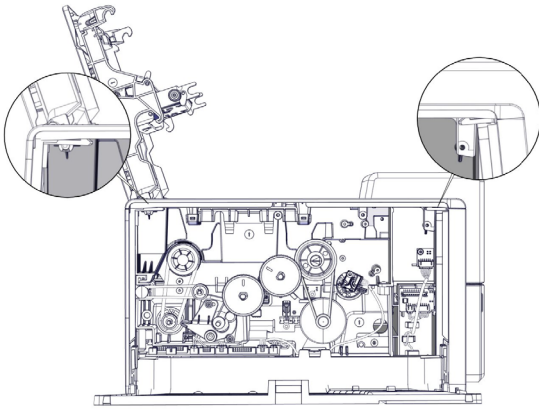
5. Lift the lock to open the side.



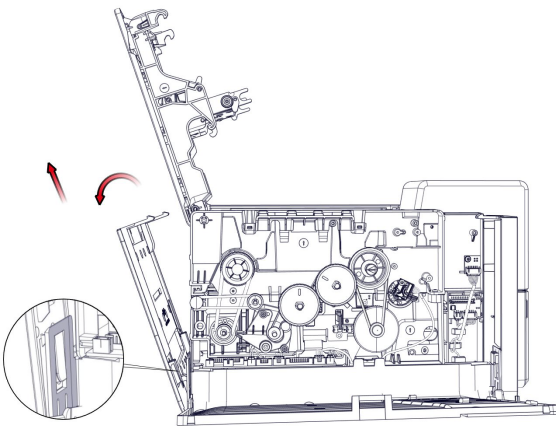
6. Remove the three screws from the sup left side.



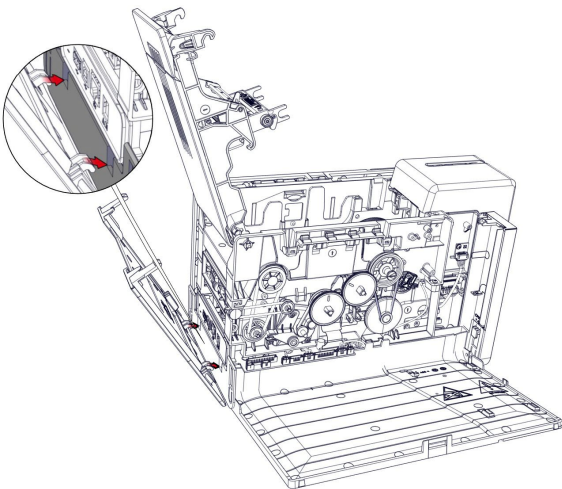
7. Unclip the sup left side to remove it.



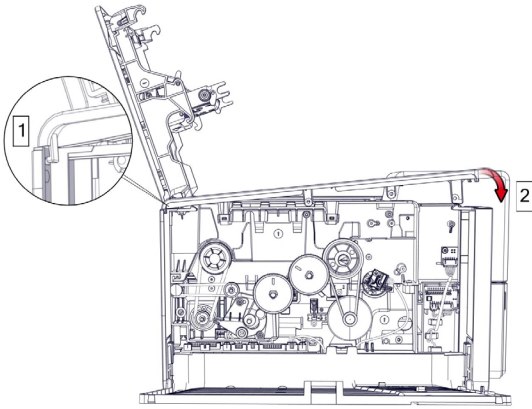
8. Unclip the rear side from the base.



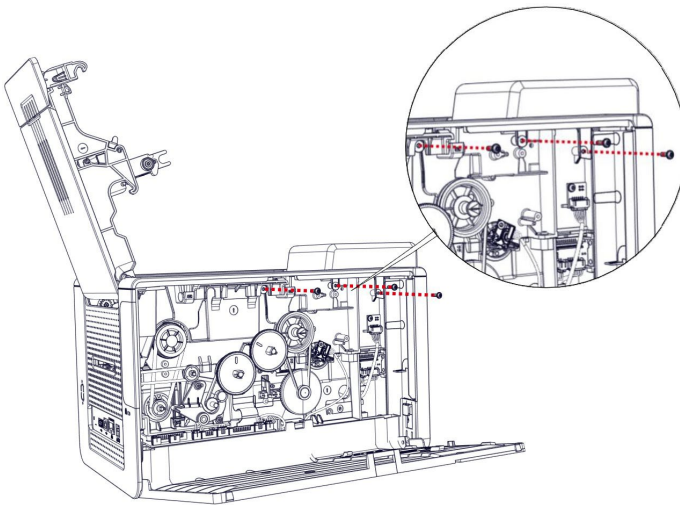
9. Insert the new part into the base and clip it in.



10. Take the sup left side and insert it in the rear side (1). Lowering the sup left side to clip it in (2). Verify its good positioning.

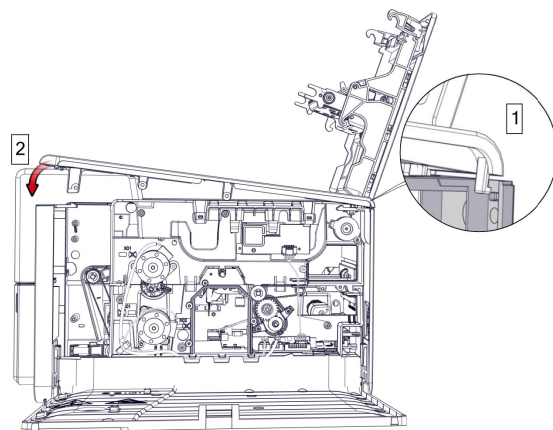


11. Put the screws back.

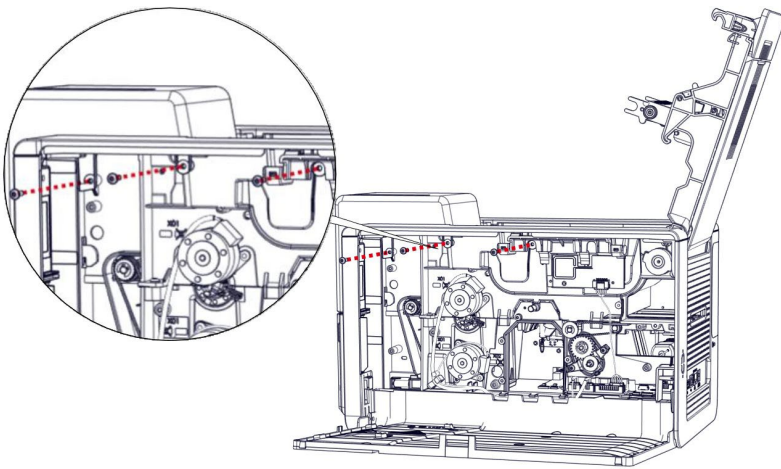


12. Close the left side.

13. Take the sup right side and insert it in the rear side (1). Lowering the sup right side to clip it in (2). Verify its good positioning.



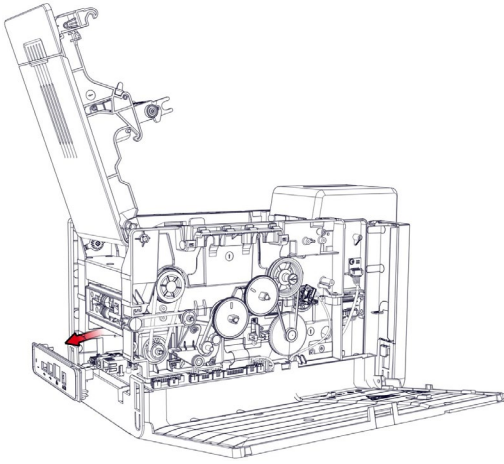
14. Put the screws back.



15. Close the right side.

Step 6 - I/O SHIELD - CI010322

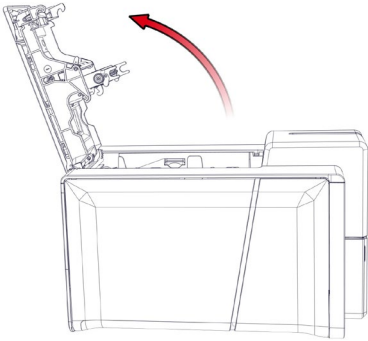
1. Carry out steps 5-1 to 5-8 (page 38).
2. Remove the I/O shield.



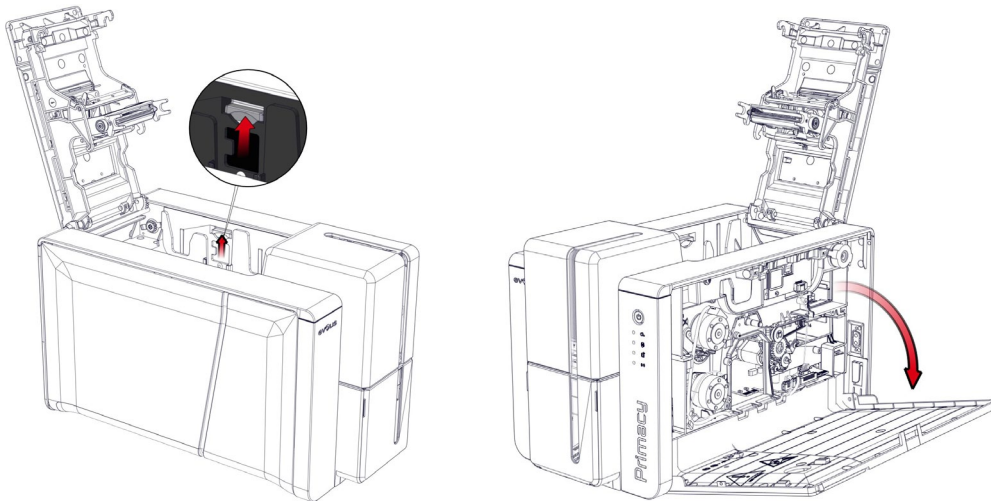
3. Take the new part, put it in place and carry out steps 5-9 to 5-15 (page 38).

Step 7 - ENCLOSURE : RIGHT FRONT SIDES - CI013524 – CI013508 / LEFT FRONT SIDE - CI013509 / CONTROL PANNEL – S10383

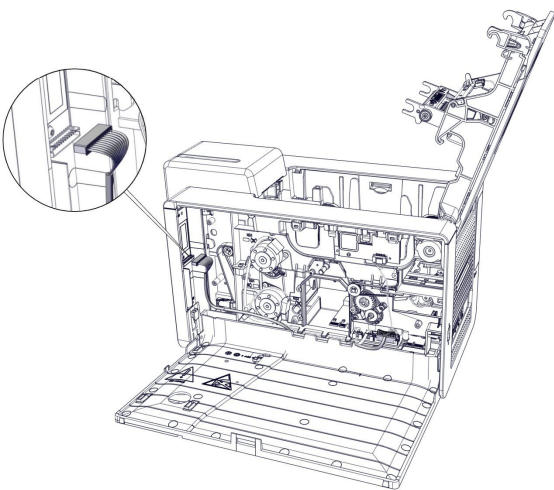
1. Press down and open the cover.



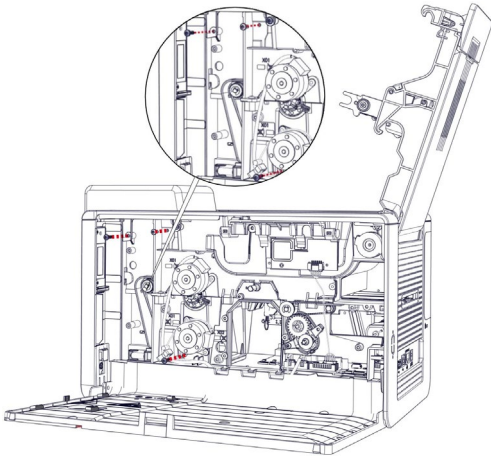
2. Lift the lock to open the side.



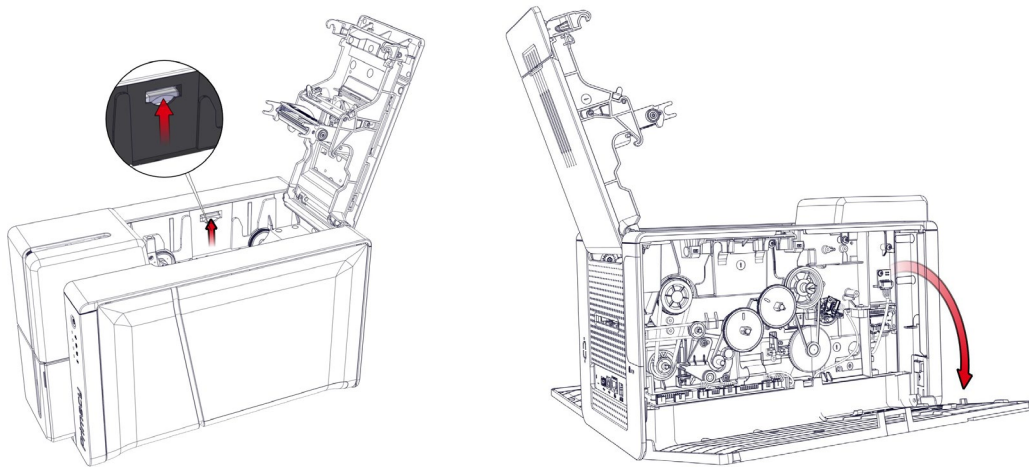
3. Disconnect the control panel / LCD cable.



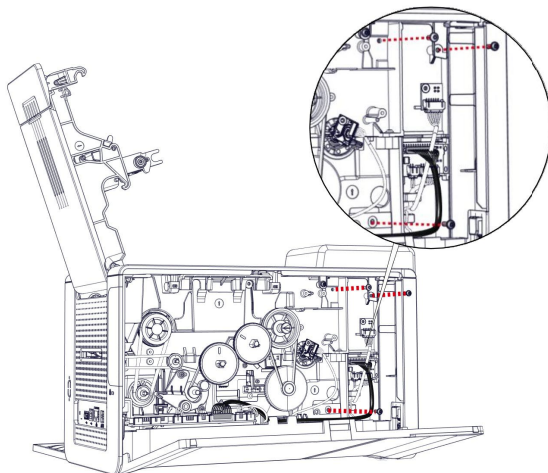
4. Remove the three screws from the feeder.



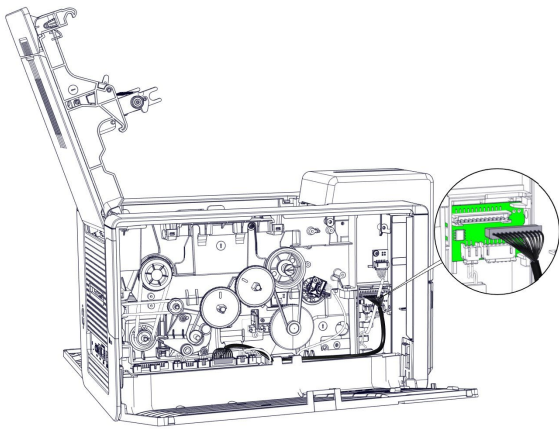
5. Turn the printer and lift the lock to open the side.



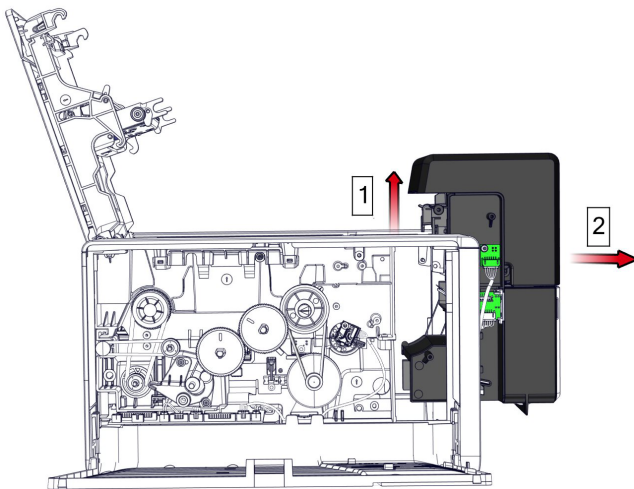
6. Remove the three screws from the feeder.



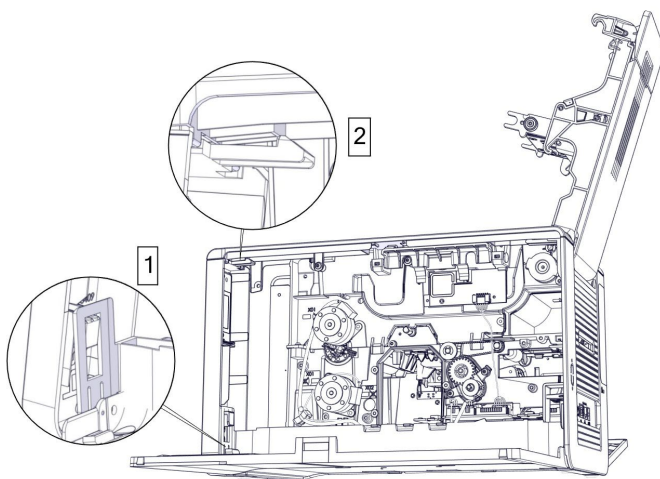
7. Disconnect the feeder cable.



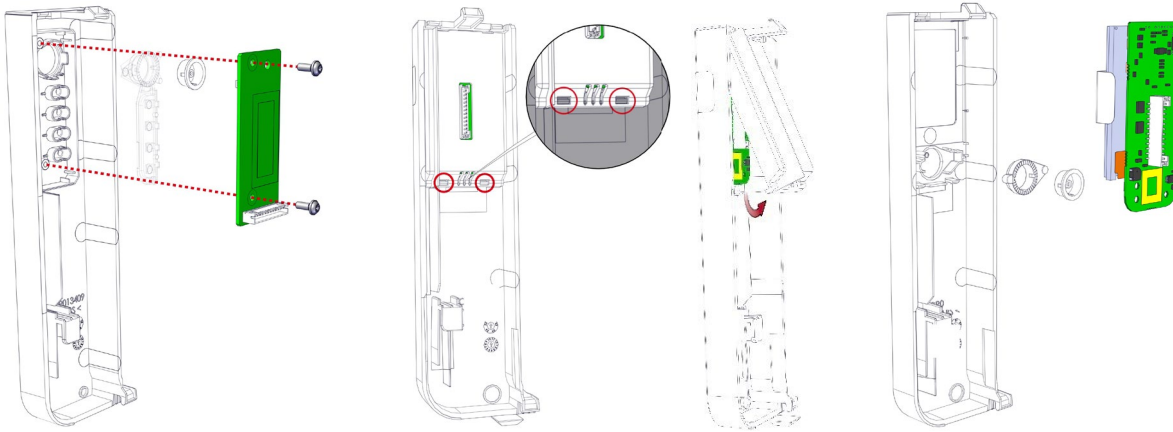
8. Lift the feeder (1) and detach it (2) from the print module.



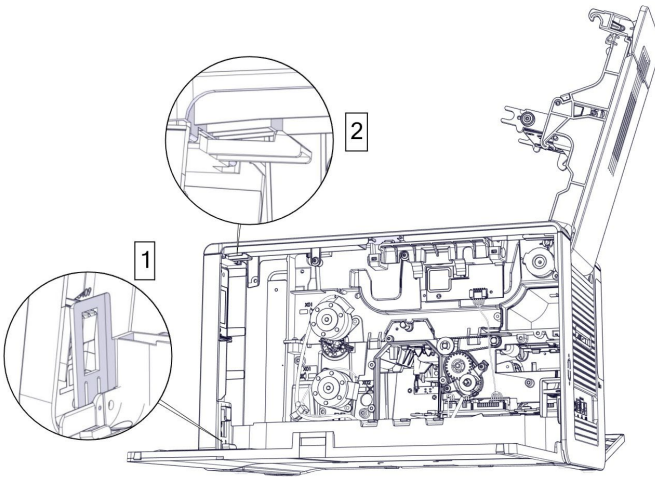
9. Unclip the right or left front side.



10. For the right front side: Retrieve the different parts of the control panel or the LCD panel and put them on the new right front side.



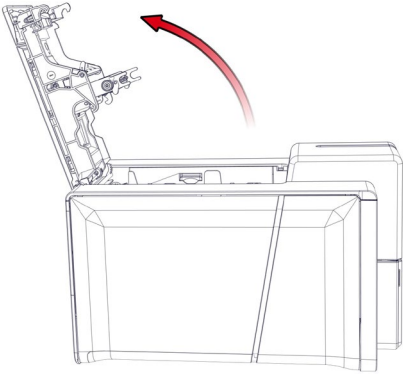
11. Clip the new right or left front side.



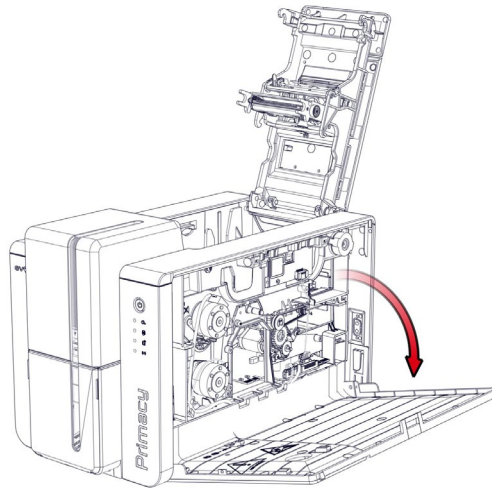
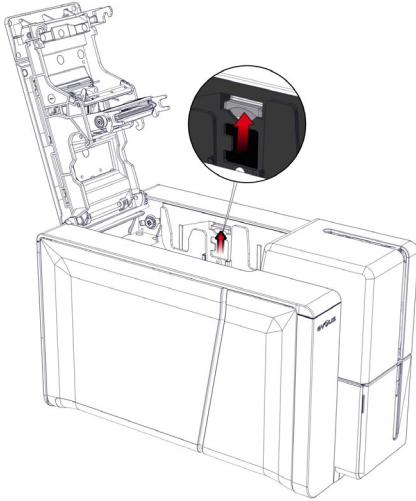
12. Carry out steps 8 to 1 in reverse.

Step 8 – ENCLOSURE: BOTTOM PLATE - SE010079

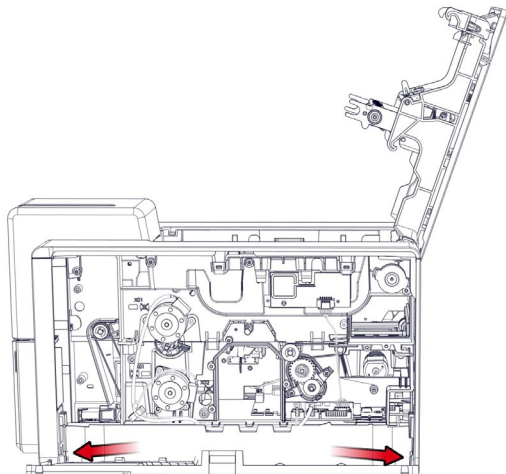
1. Press down and open the cover.



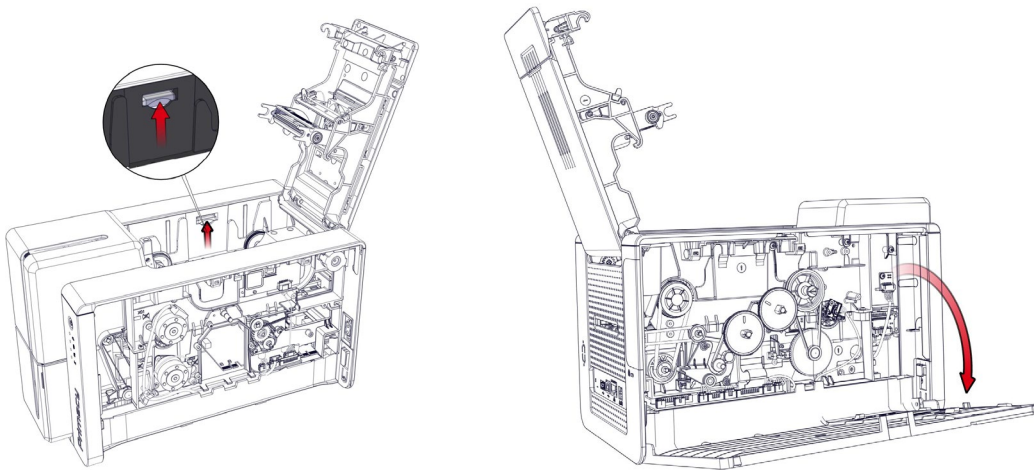
2. Lift the lock to open the side.



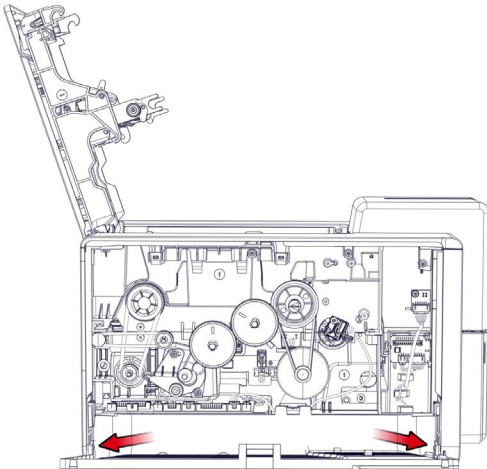
3. Push apart and unclip the sides (one at a time).



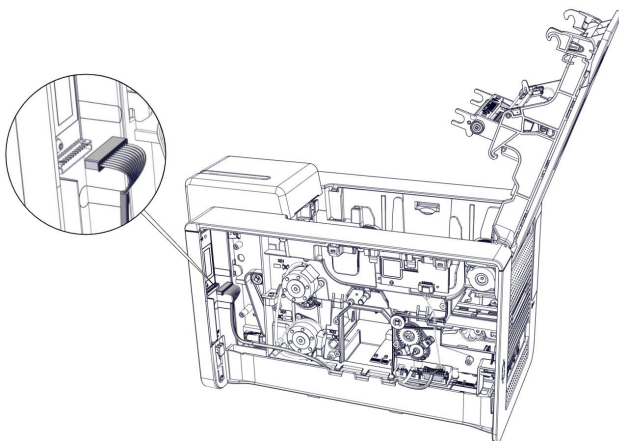
4. Lift the lock to open the side.



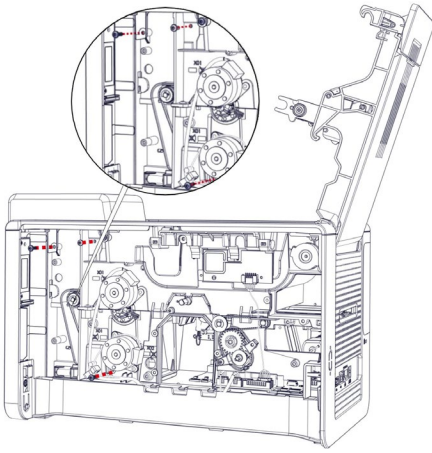
5. Push apart and unclip the sides (one at a time).



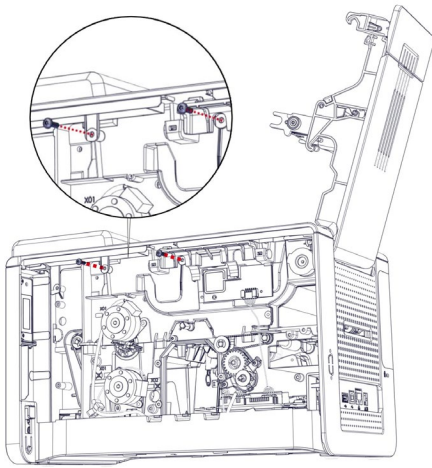
6. Disconnect the control panel / LCD cable.



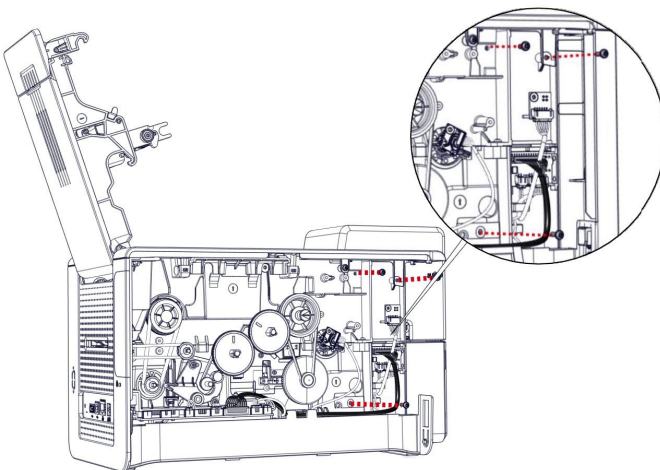
7. Remove the three screws from the feeder.



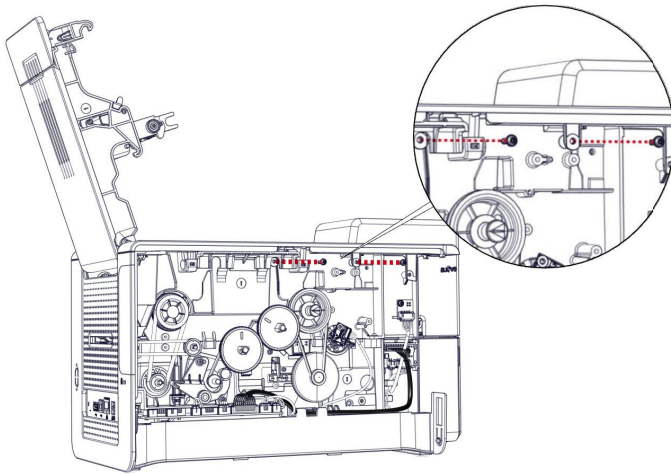
8. Remove both screws from the sup right side.



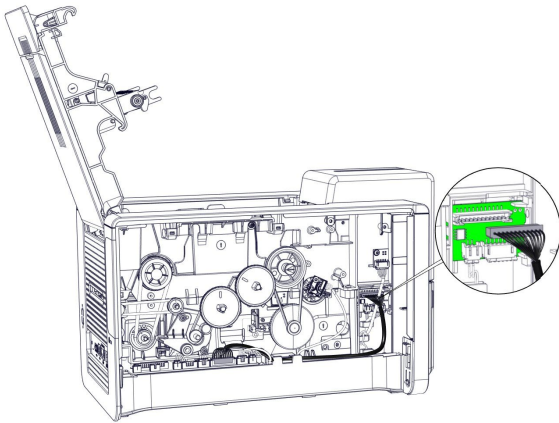
9. Remove the three screws from the feeder.



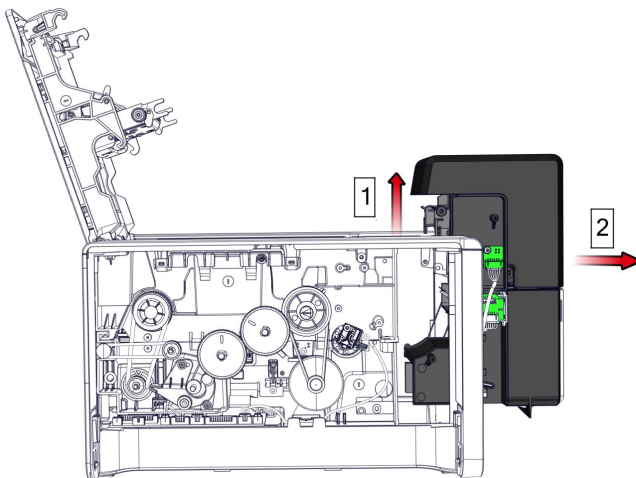
10. Remove both screws from the sup left side.



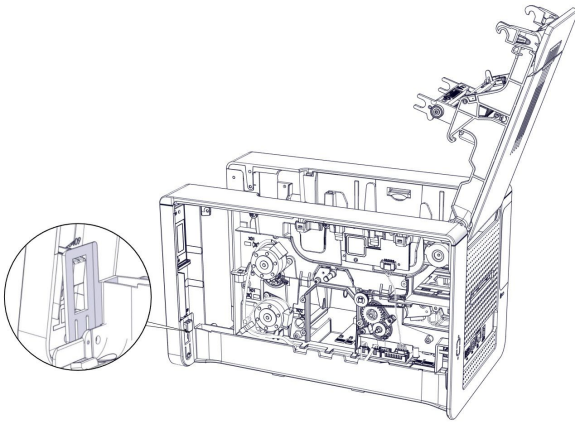
11. Disconnect the feeder cable.



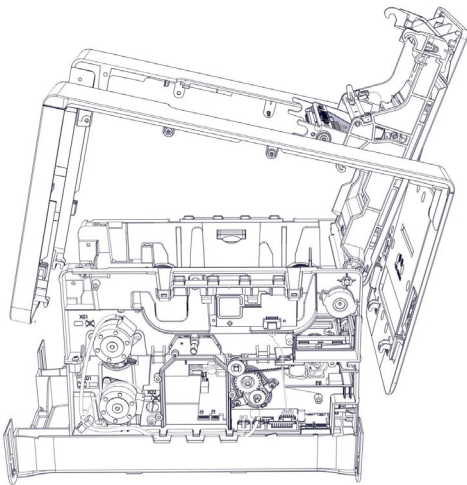
12. Lift the feeder (1) and detach it (2) from the printing module.



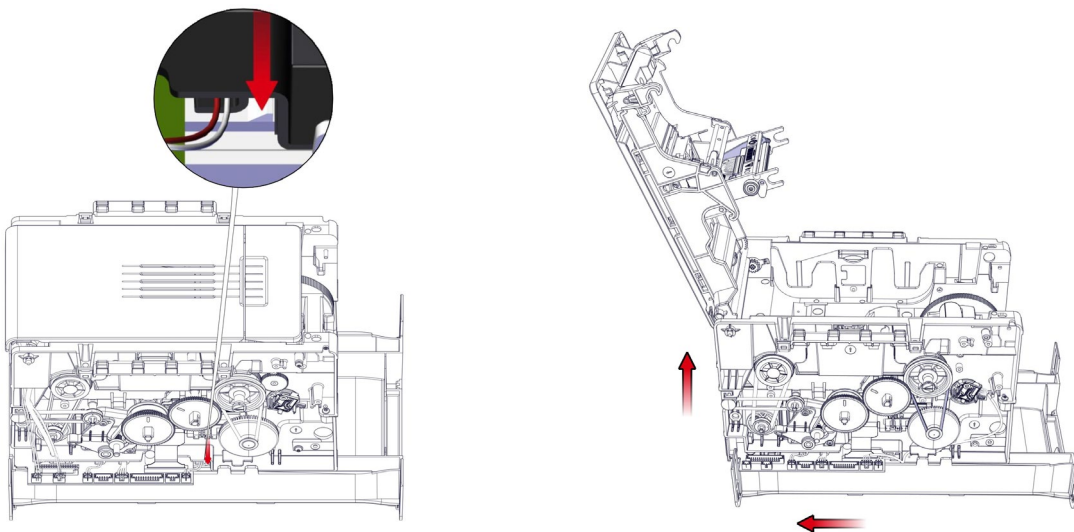
13. Unclip the bottom plate from the side, repeat this step for the other side.



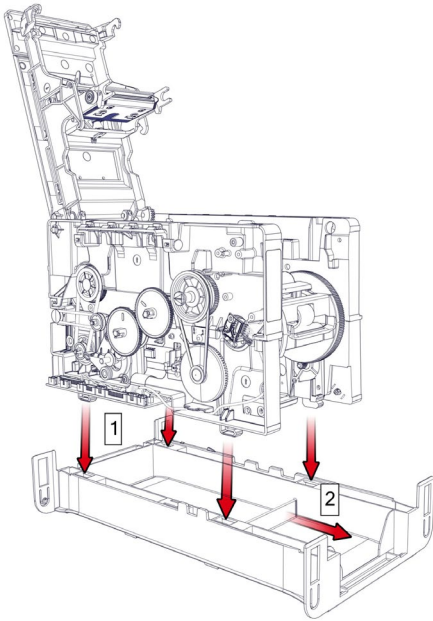
14. Gently remove the complete enclosure.



15. Press on the clip of the bottom plate and slide the module backward. Lift the module.



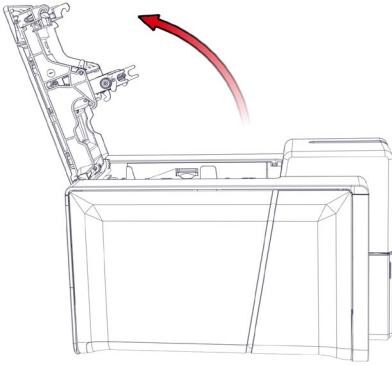
16. Align the module and the new bottom plate, and slide to clip it in. Check that the module is locked in place.



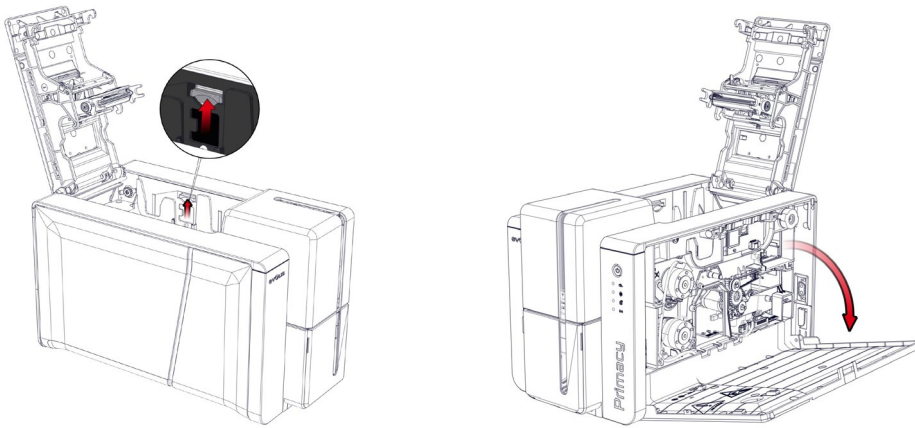
17. Carry out these steps in reverse.

Step 9 – COMPLETE FEEDER – S10376

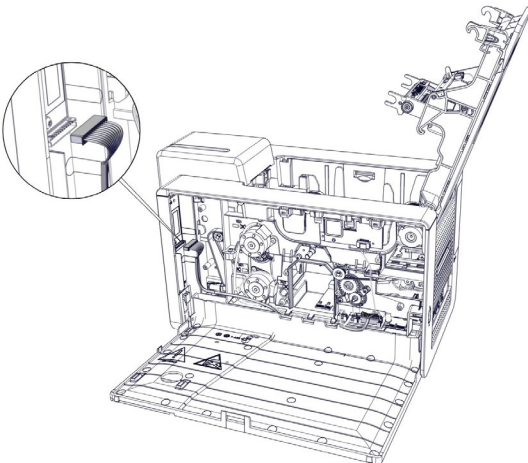
1. Press down and open the cover.



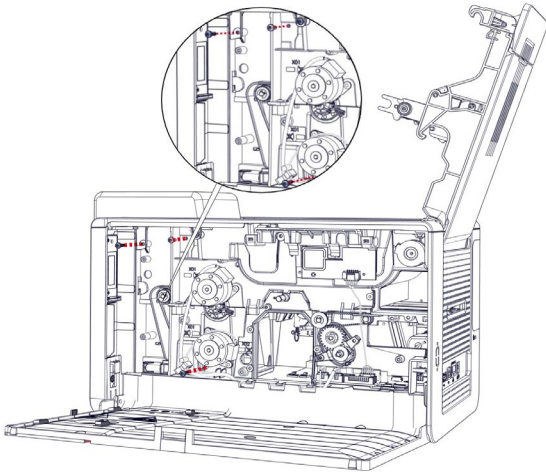
2. Lift the lock to open the side.



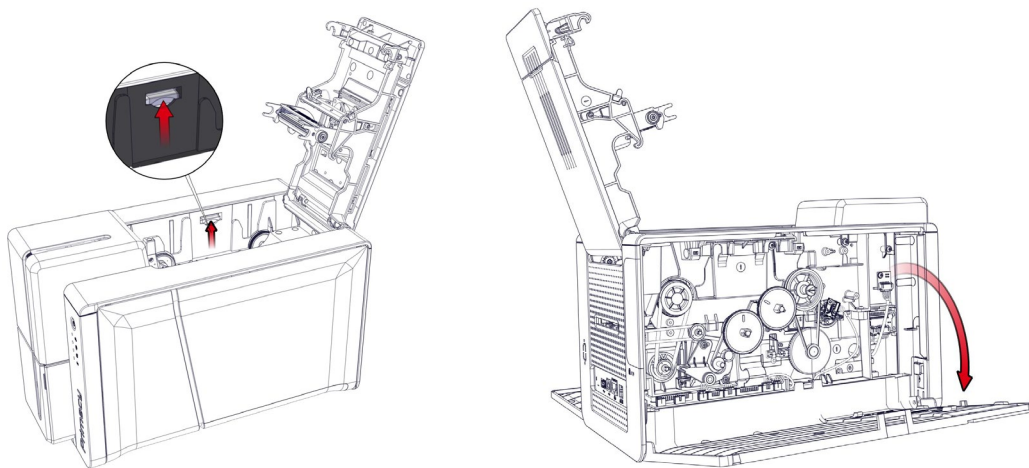
3. Disconnect the control panel / LCD cable.



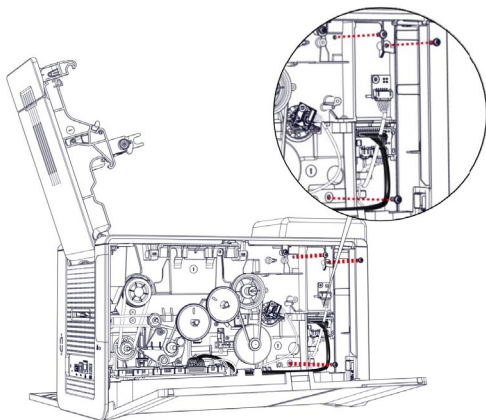
4. Remove the three screws from the feeder.



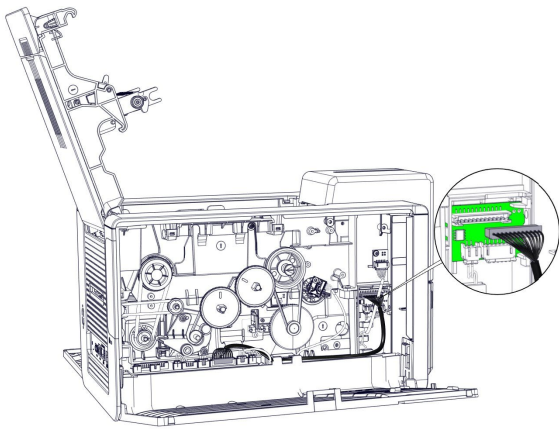
5. Turn the printer and lift the lock to open the side.



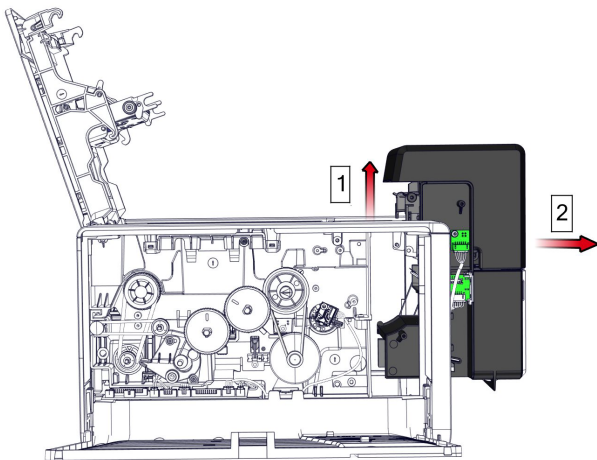
6. Remove the three screws from the feeder.



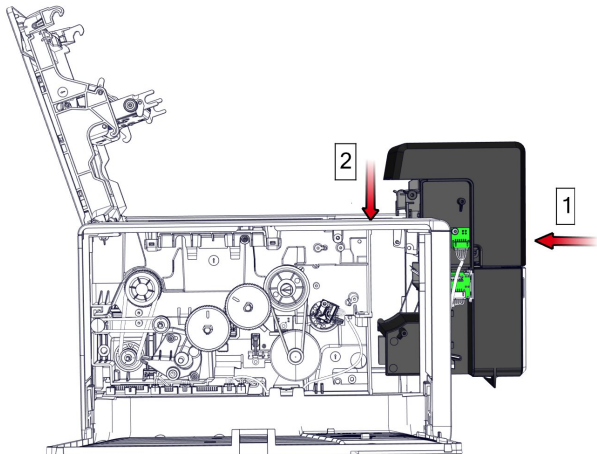
7. Disconnect the feeder cable.



8. Lift the feeder (1) and detach it (2) from the print module.



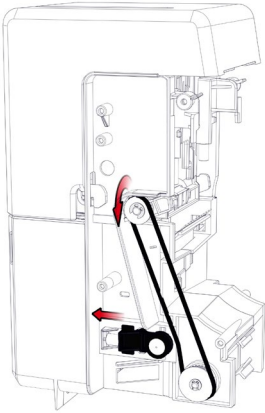
9. Put the new feeder in.



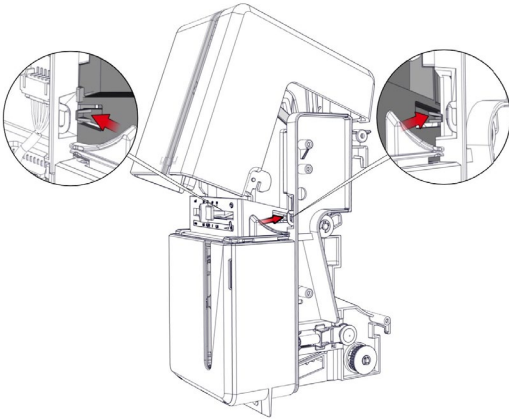
10. Carry out the steps in reverse.

Step 10 - UPPER FEEDER - S10377

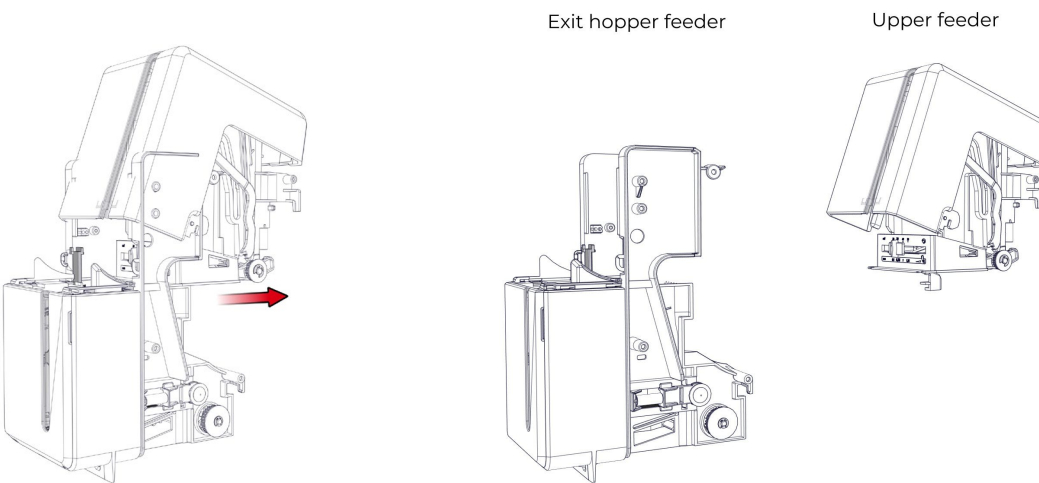
1. Carry out steps 9-1 to 9-8 (page 54).
2. Press the belt tensioner and remove the belt



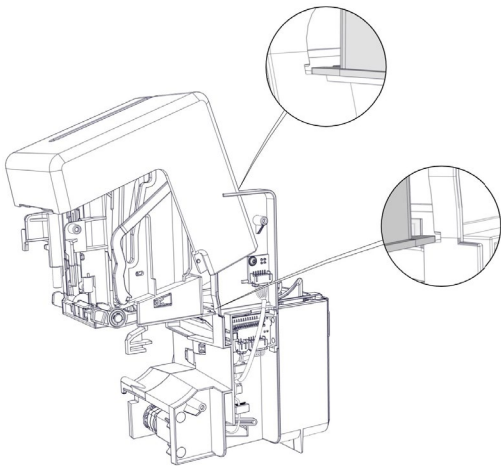
3. Unclip and gently push the top of the feeder to the back. Repeat this action on the other side of the feeder.



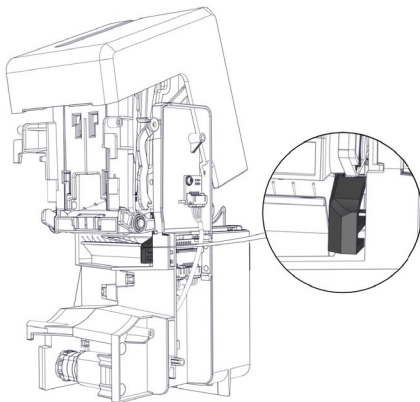
4. Slide the top of the feeder backward to separate the two parts.



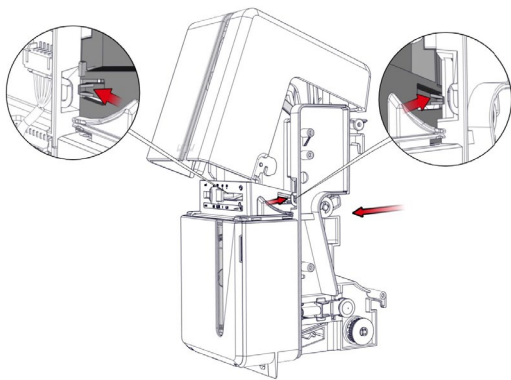
5. Insert the top of the new upper feeder into the two guide slots.



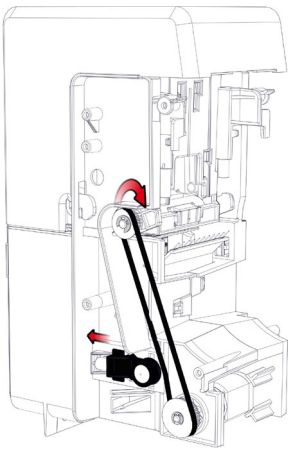
6. Be careful as it passes the flag.



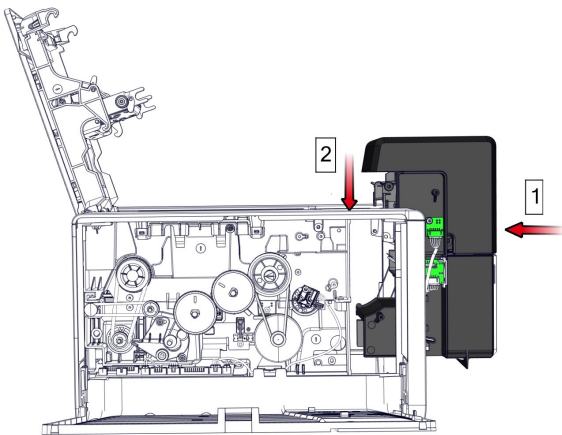
7. Slide the feeder until you hear a click, then check that it is clipped in correctly on both sides.



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



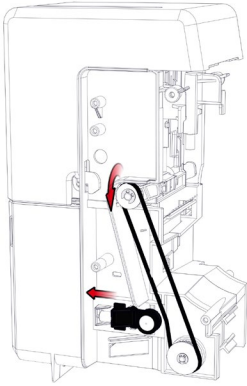
9. Put the feeder in.



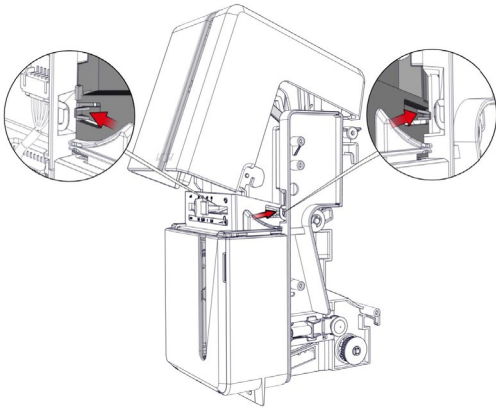
10. Carry out steps 9-7 to 9-1 ([page 50](#)) in reverse.

Step 11 - EXIT HOPPER FEEDER – S10378

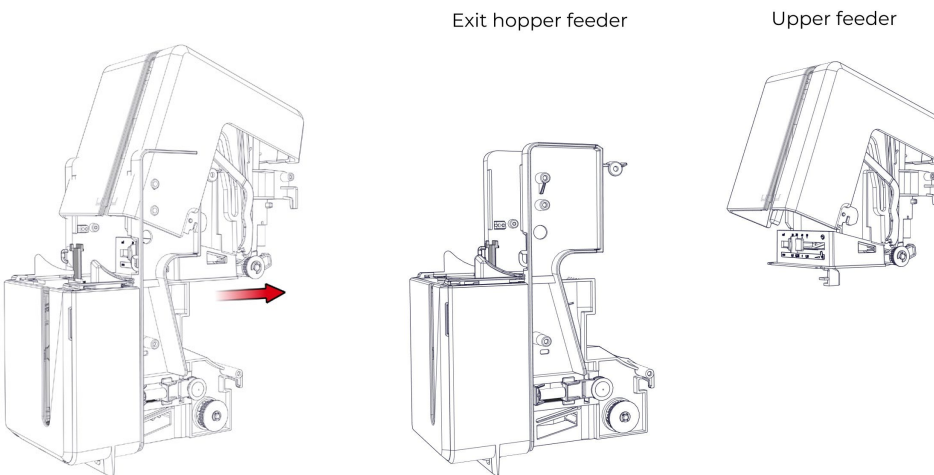
1. Carry out steps 9-1 to 9-8 (page 54).
2. Press the belt tensioner and remove the belt



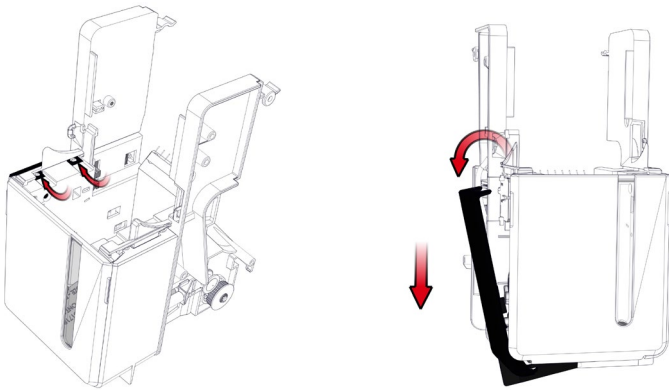
3. Unclip and gently push the top of the feeder to the back. Repeat this action on the other side of the feeder.



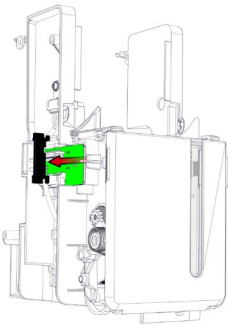
4. Slide the top of the feeder backward to separate the two parts.



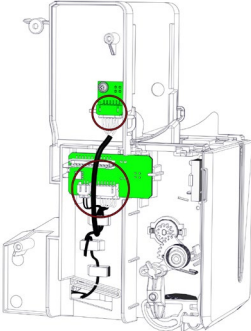
5. Unclip the side of the bottom of the feeder and remove it.



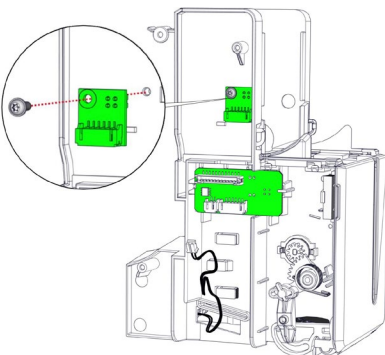
6. Remove the fastening block.



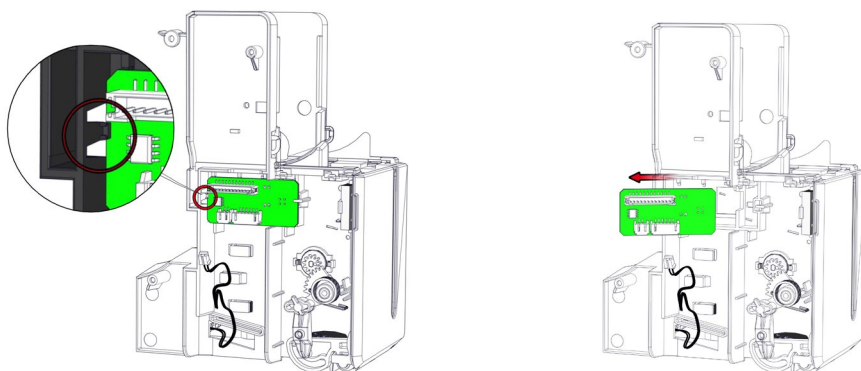
7. Disconnect the cables from the feeder.



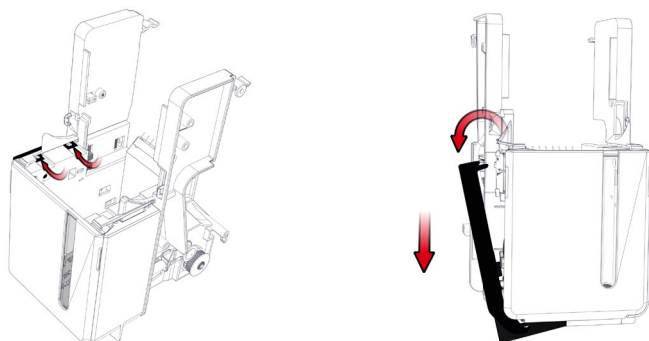
8. Remove the screw from the almost empty sensor and retrieve it.



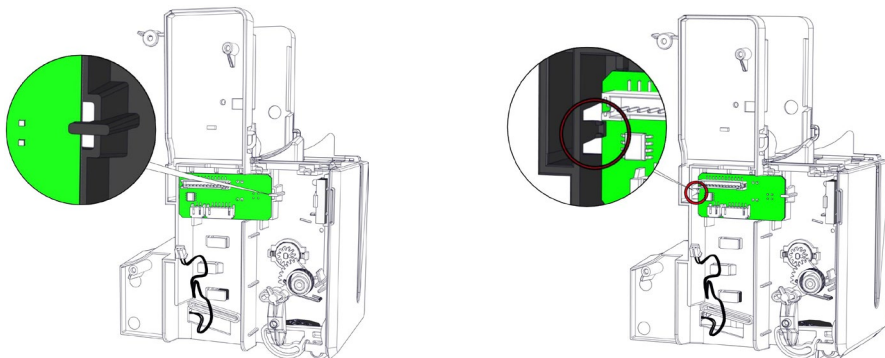
9. Unclip the feeder cardboard, remove it and retrieve it.



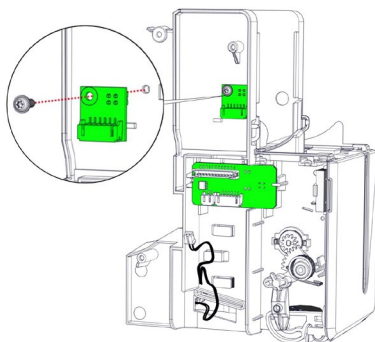
10. Take the new exit hopper and unclip the side of the bottom of the feeder and remove it.



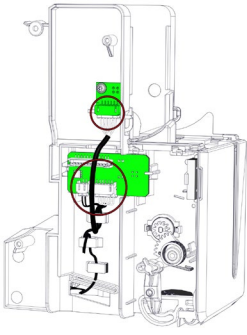
11. Insert the feeder cardboard, push it to the end and press to clip it in place.



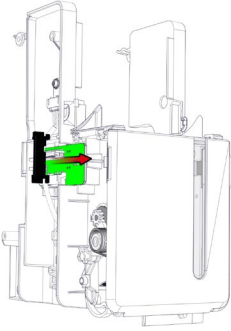
12. Put the almost empty sensor back.



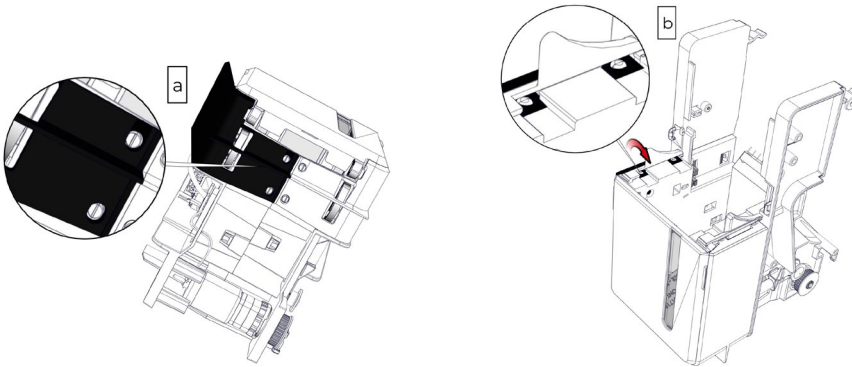
13. Reconnect the cables.



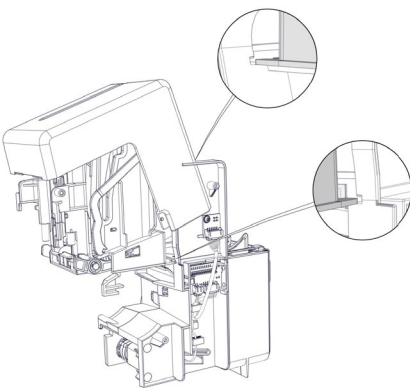
14. Put the fastening block in place.



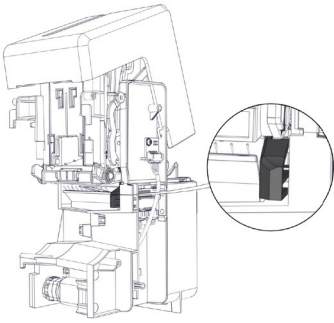
15. Put the feeder frame lugs into the holes on the side (a) and clip it in place (b).



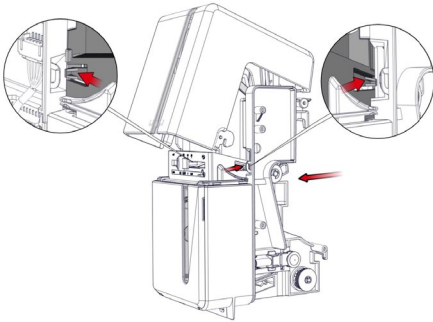
16. Insert the top of the feeder into the two guide slots.



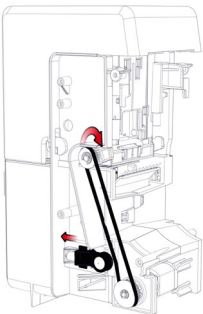
17. Be careful as it passes the flag.



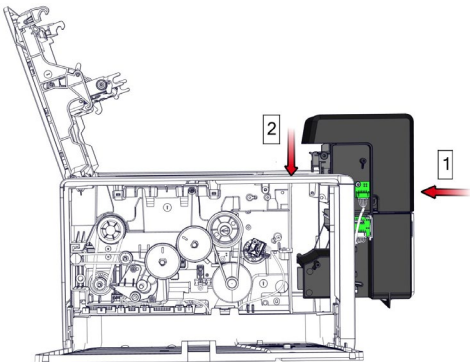
18. Slide the feeder until you hear a click, then check that it is clipped in correctly on both sides.



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



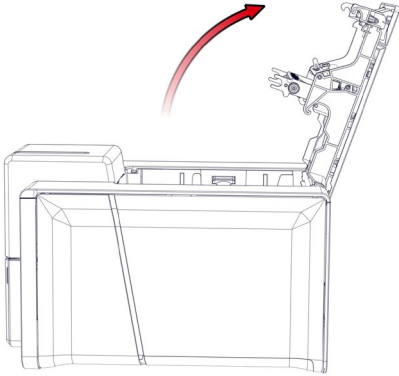
20. Put the feeder in.



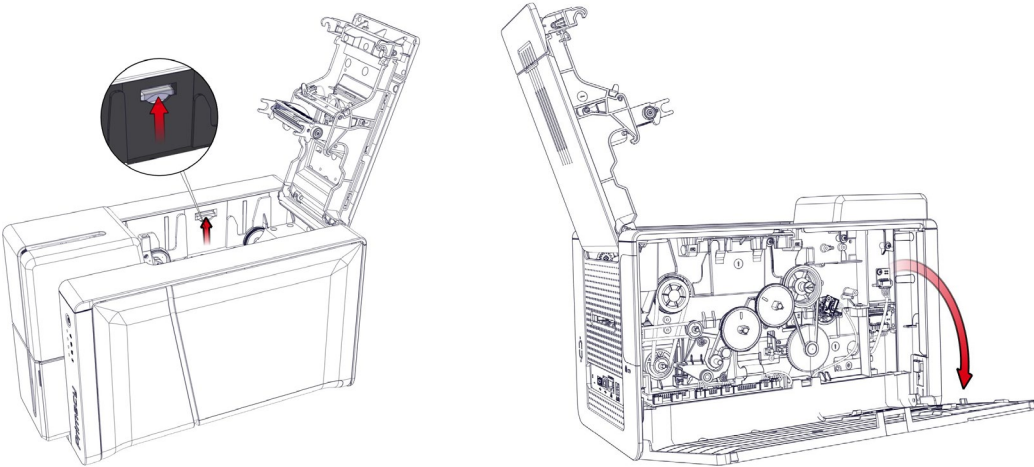
21. Carry out steps 9-7 to 9-1 (page 54) in reverse.

Step 12 – ALMOST EMPTY SENSOR CARD – CP011452

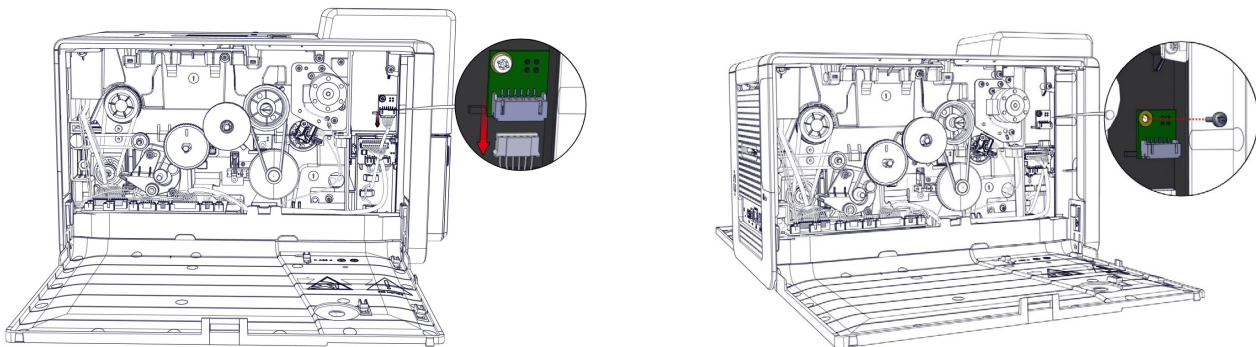
1. Press down and open the cover.



2. Lift the lock to open the side.



3. Disconnect the almost sensor card cable. Remove the screw from the almost sensor card.

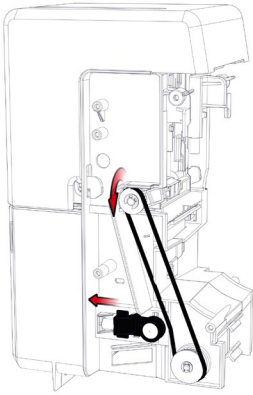


4. Take the new almost sensor card and carry out the steps in reverse.

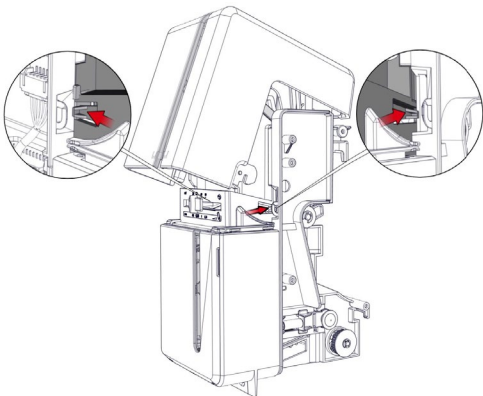
Step 13 – FEEDER CARDBOARD – CP010351

Before you begin, please read the chapter Replacing Electronic Components (page 183).

1. Carry out steps 9-1 to 9-8 (page 54).
2. Press the belt tensioner and remove the belt.



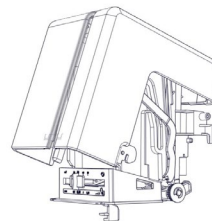
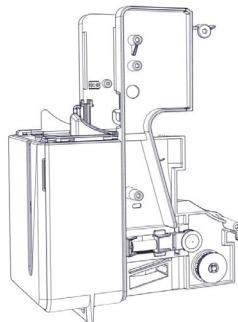
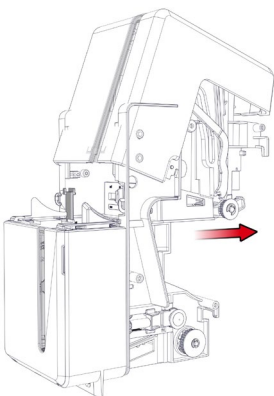
3. Unclip and gently push the top of the feeder to the back. Repeat this action on the other side of the feeder.



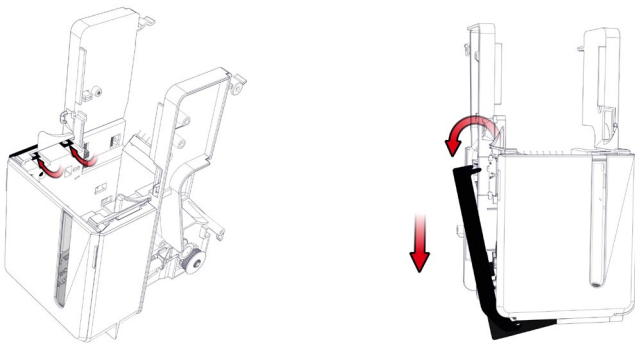
4. Slide the top of the feeder backward to separate the two parts.

Exit hopper feeder

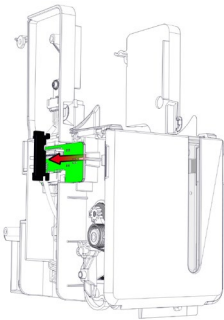
Upper feeder



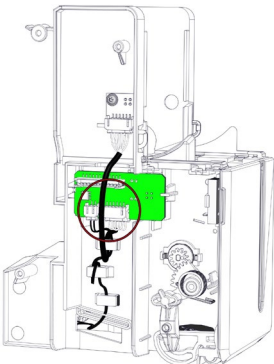
5. Unclip the side of the bottom of the feeder and remove it.



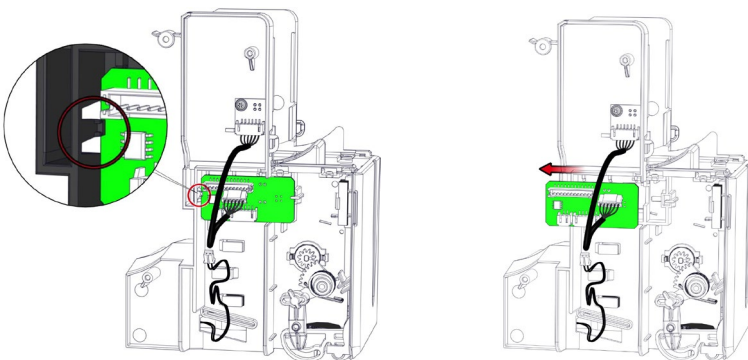
6. Remove the fastening block.



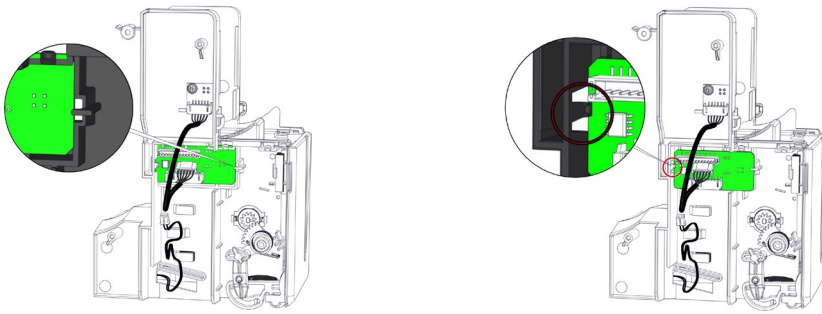
7. Disconnect the cables from the feeder.



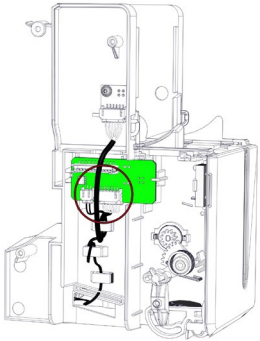
8. Unclip the feeder cardboard, remove it.



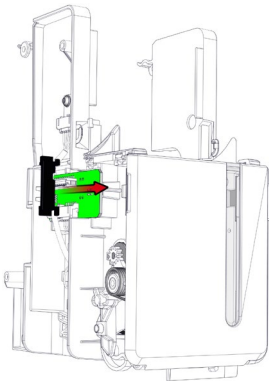
9. Insert the new feeder cardboard, push it to the end and press to clip it in place.



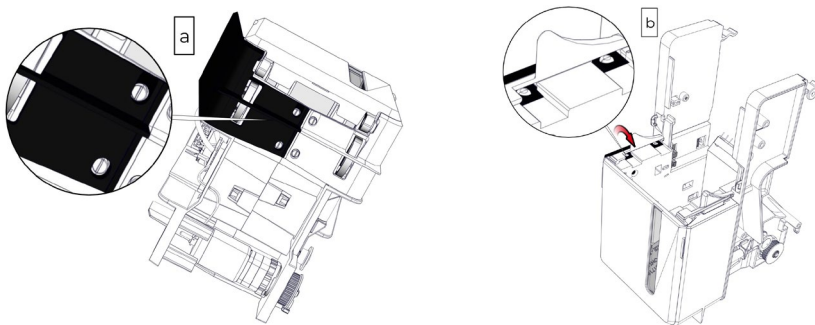
10. Reconnect the cables.



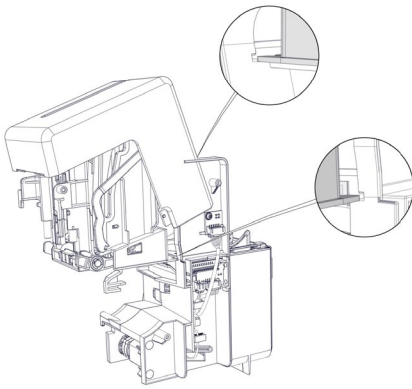
11. Put the fastening block in place.



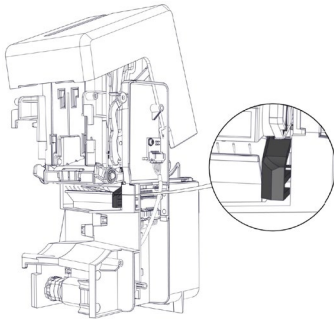
12. Put the feeder frame lugs into the holes on the side (a) and reclip it in place (b).



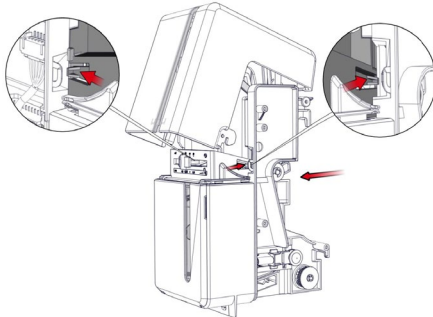
13. Insert the top of the feeder into the two guide slots.



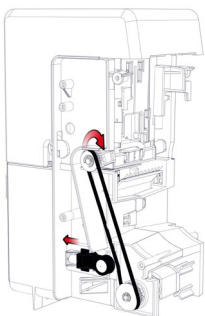
14. Be careful as it passes the flag.



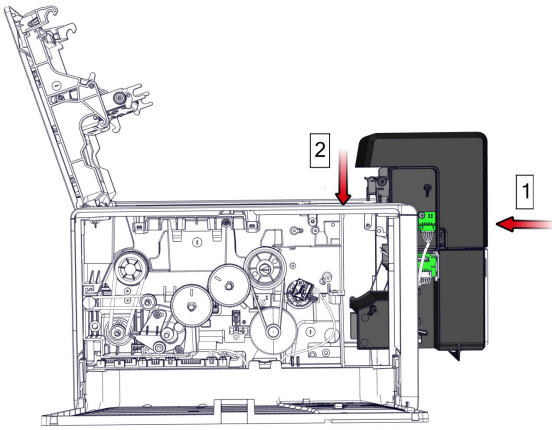
15. Slide the feeder until you hear a click, then check that it is correctly clipped in on both sides.



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



17. Put the feeder in.



18. Carry out steps 9-7 to 9-1 (page 54) in reverse.

19. 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 Primacy feeder

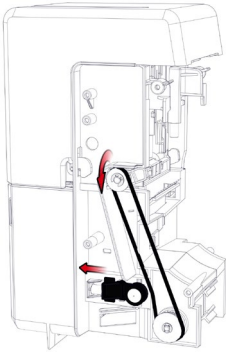
5 – Primacy feeder with hopper door open

6 – Primacy feeder with locking system

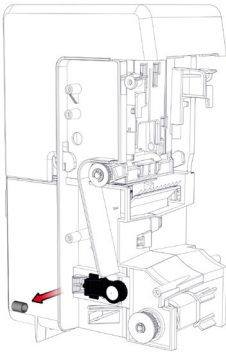
7 – Primacy feeder with locking system and manual insertion slot

Step 14 - BELTS: TIGHTING KIT – S10094

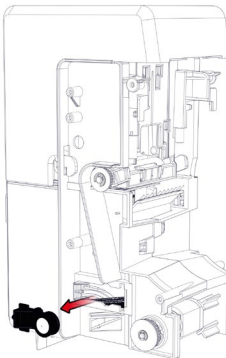
1. Carry out steps 9-1 to 9-8 (page 54).
2. Press the belt tensioner and remove the belt.



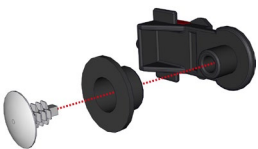
3. Remove the spring.



4. Slide and remove the belt tensioner.



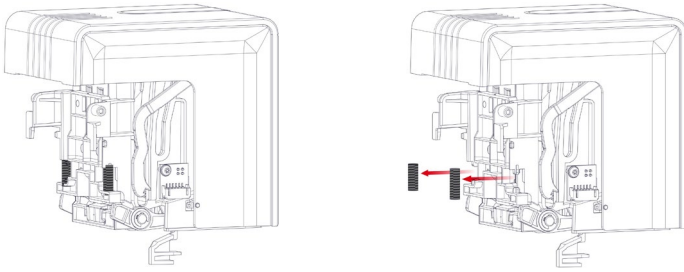
5. Assemble the components as indicated below.



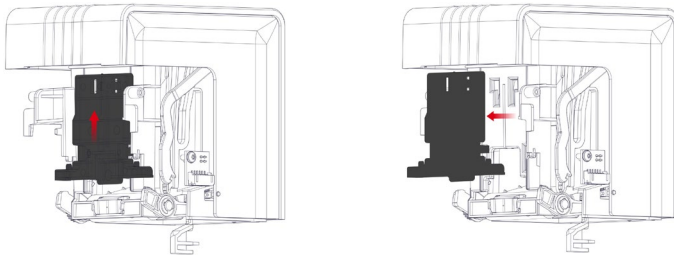
6. Insert the new tensioner and follow the steps in reverse order.

Step 15 - FEEDER ROLLER - CP009005

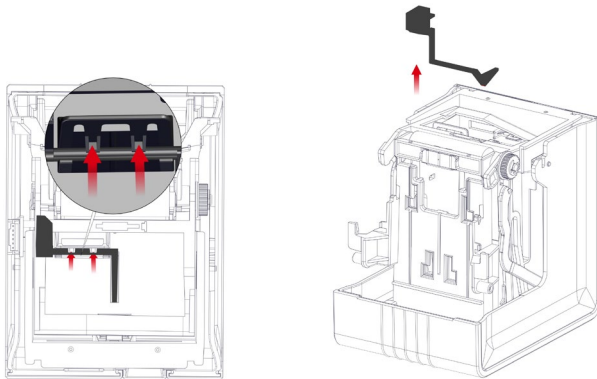
1. Carry out steps 10-1 to 10-4 (page 57).
2. Remove both springs.



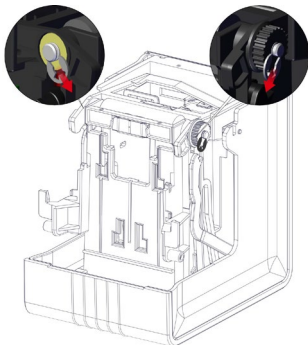
3. Remove the gauge.



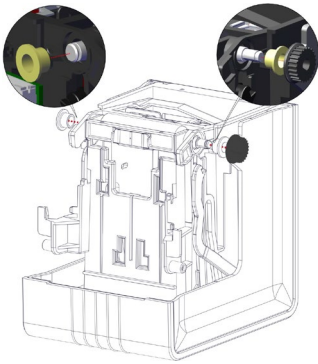
4. Unclip the flag and remove it.



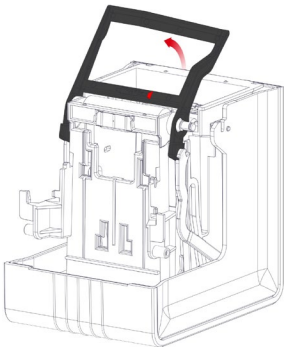
5. Remove both V-rings.



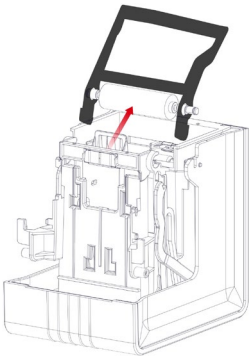
6. Remove the pulley and both bearings.



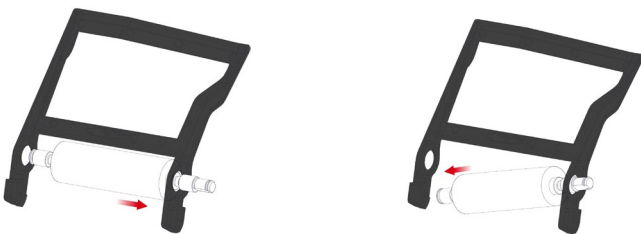
7. Lift the gauge lever.



8. Disengage the gauge lever and the roller.



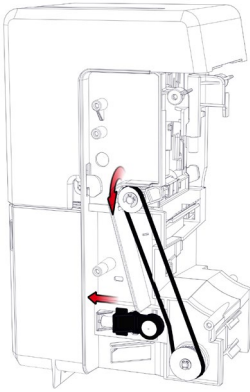
9. Slide the roller against the lever. Remove the roller.



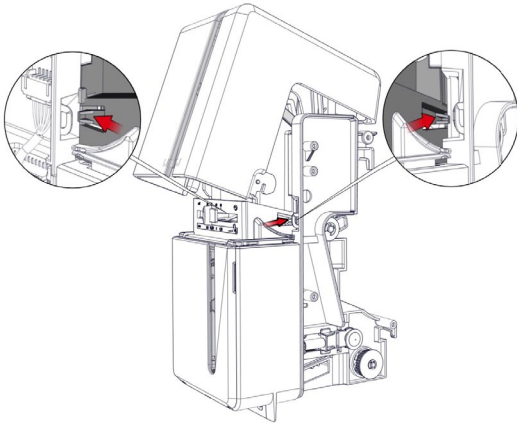
10. Take the new roller and carry out the steps in reverse.

Step 16 – MOTOR COMMON (EXIT HOPPER FEEDER) – S10097

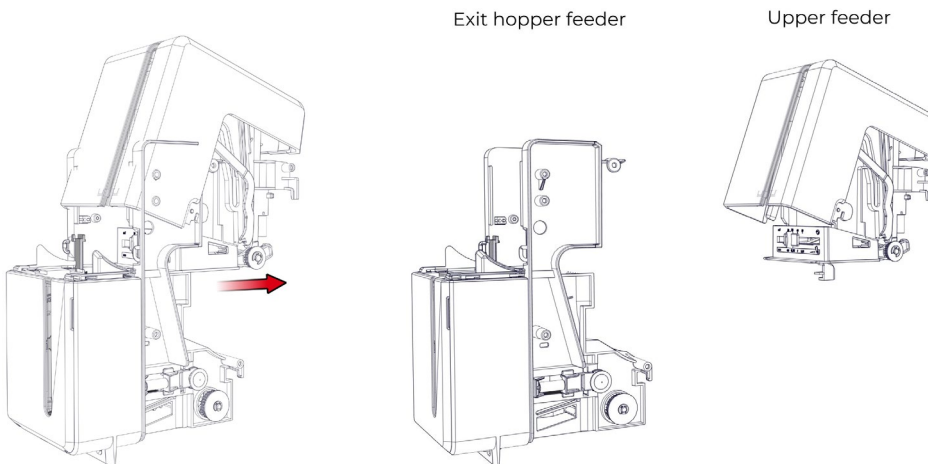
1. Carry out steps 9-1 to 9-8 (page 54).
2. Press the belt tensioner and remove the belt.



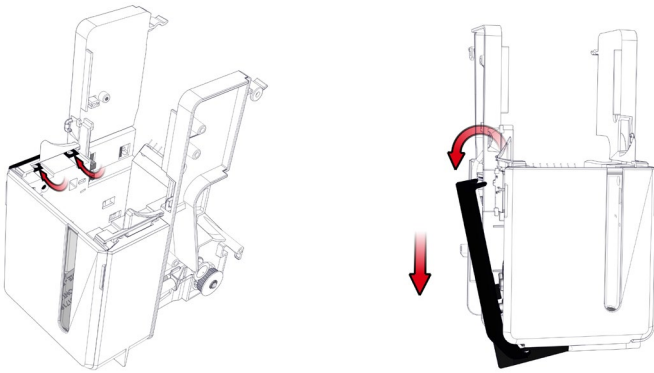
3. Unclip and gently push the top of the feeder to the back. Repeat this action on the other side of the feeder.



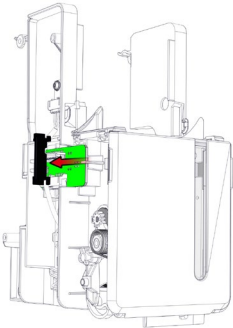
4. Slide the top of the feeder backward to separate the two parts.



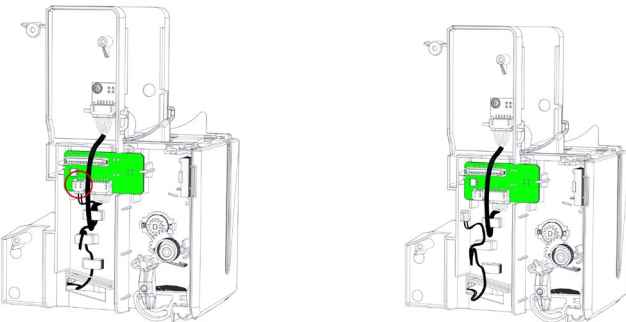
5. Unclip the side of the bottom of the feeder and remove it. Apply the same step for the other side.



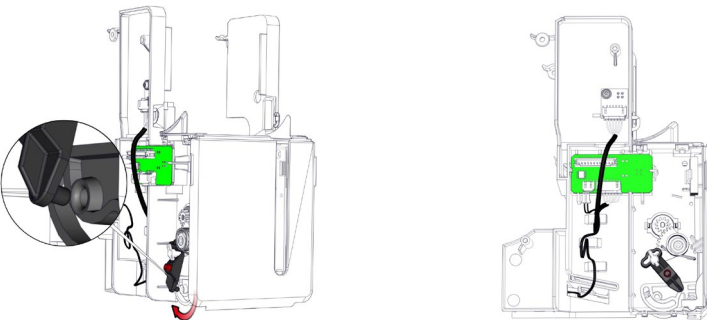
6. Remove the fastening block.



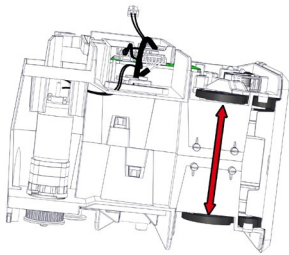
7. Disconnect the motor cable and undo it from its lugs.



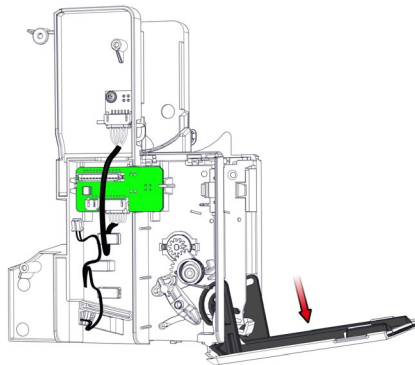
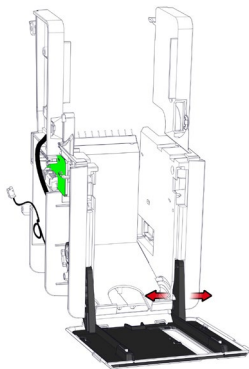
8. Lift the tie rod to release the feeder door.



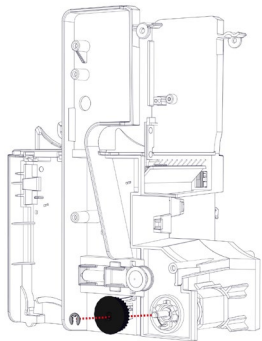
9. Lift the two feeder door tabs at the same time.



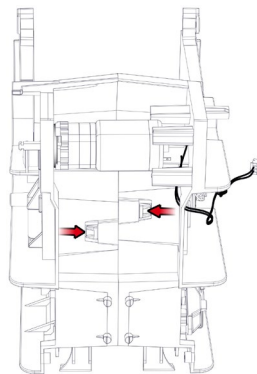
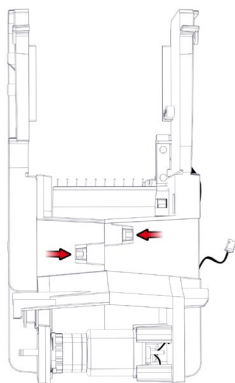
10. Push apart and separate the feeder door from the frame on each side.



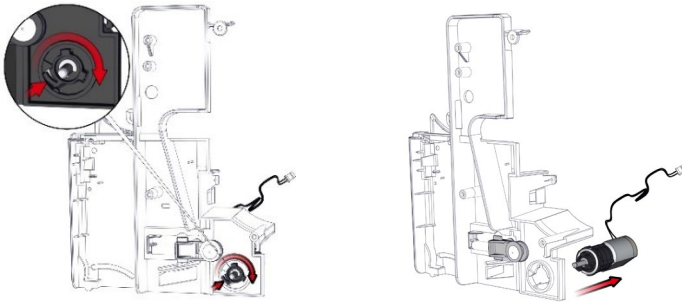
11. Remove the V-ring, then the pulley.



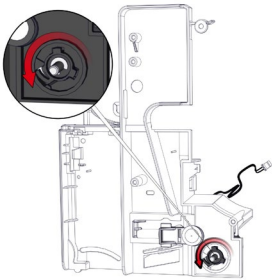
12. Press on both clips at the same time (1) while sliding them (2), side by side, to open the feeder.



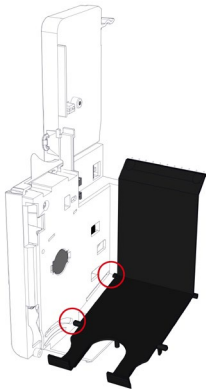
13. Press the clips and turn the motor at the same time.



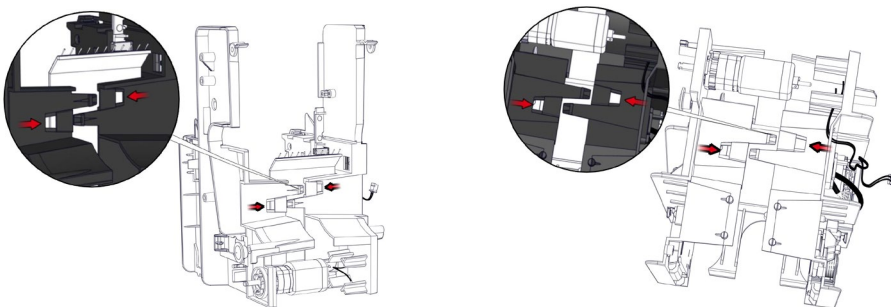
14. Insert the new motor by carrying out the previous steps in reverse (make sure it is correctly clipped in).



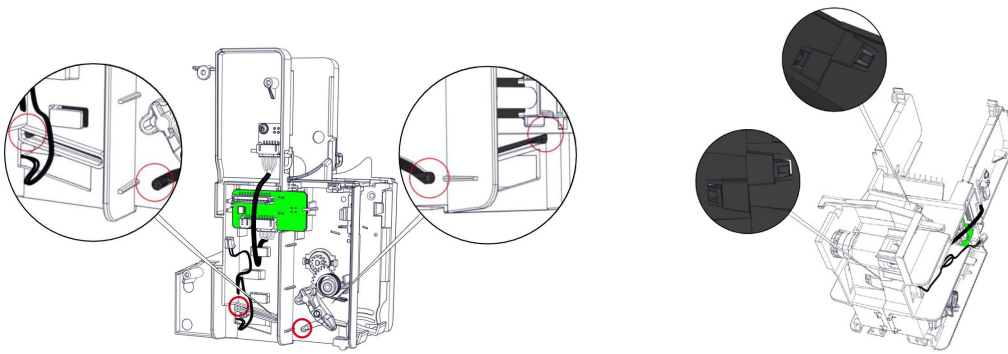
15. Place the feeder rocker pins into the slots of the left frame.



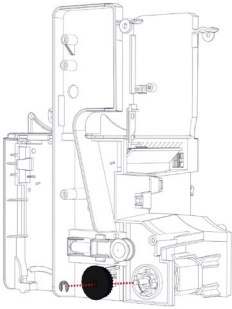
16. Position the right frame and check the position of the four clips, the position of the rocker pins, and press to assemble both parts of the frame.



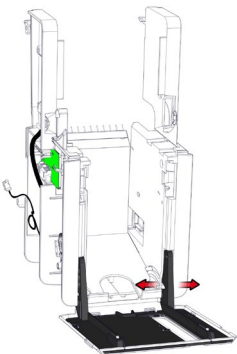
17. Check the position of the pins and make sure the frame is clipped in place.



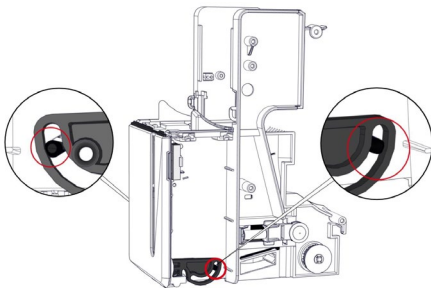
18. Put the pulley back followed by the V-ring.



19. Attach the door to the frame. Lift up and attach the other side of the door.



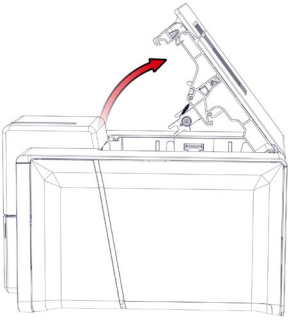
20. Lift both tabs at the same time to attach the lugs.



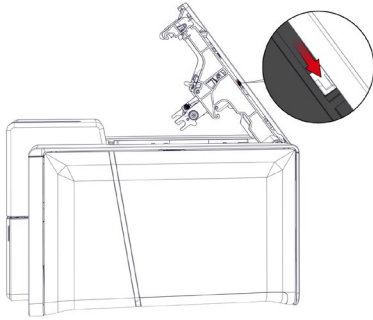
21. Carry out steps 16-8 to 16-1 (page 32) in reverse.

Step 17 – ENCLOSURE COVER – CI010205

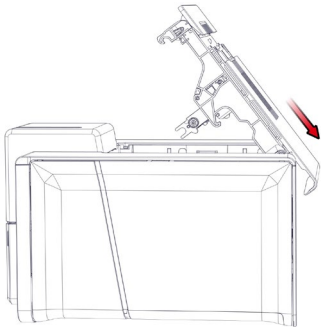
1. Open the head bracket.



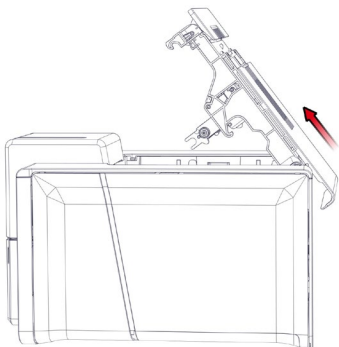
2. Press the clips on both sides and slide the cover at the same time.



3. Push the cover backward.

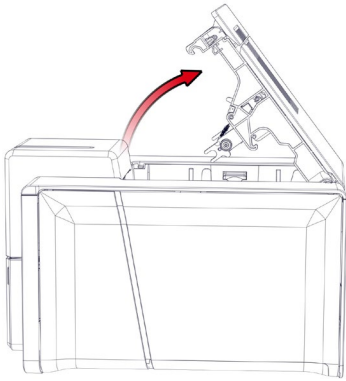


4. To attach the new cover, carry out these steps in reverse.

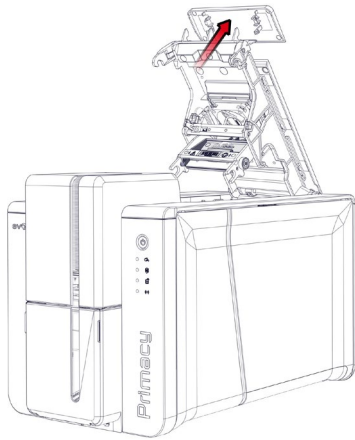


Step 18 – ENCLOSURE BUTTON – CI010206

1. Open the head bracket.



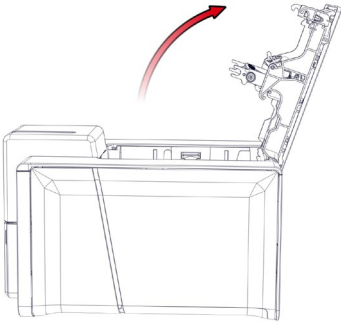
2. Press the clips to remove the button.



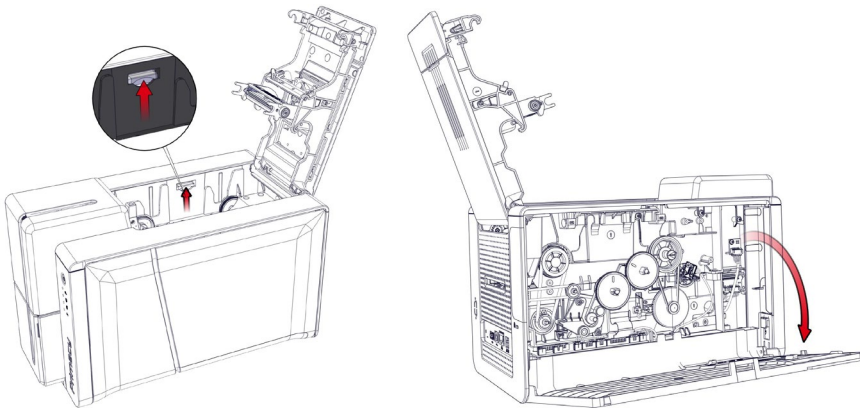
3. Carry out these steps in reverse.

Step 19 - RIBBON BRAKING KIT – S10093 / RIBBON BRAKE LOCKER - CP010157 / RIBBON PULLEY - CP010139

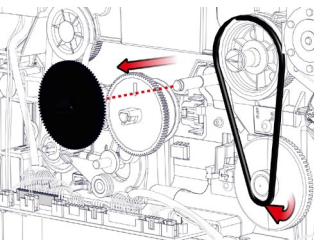
1. Press down and open the cover.



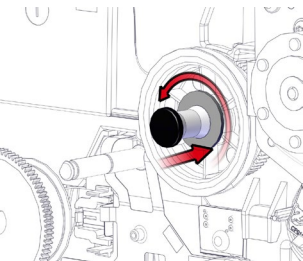
2. Lift the lock to open the side.



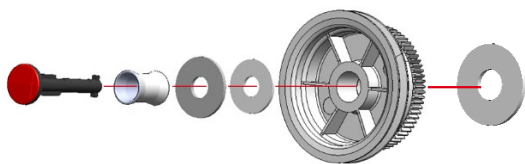
3. Unclip and remove the option roller gear and then remove the (black) flag belt.



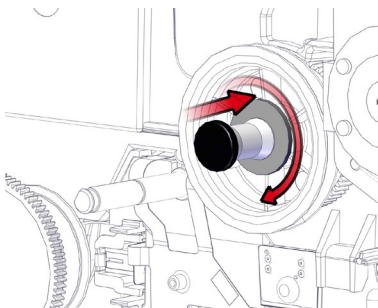
4. Push and turn while applying pressure to remove the lock.



5. Assemble the components as indicated below.



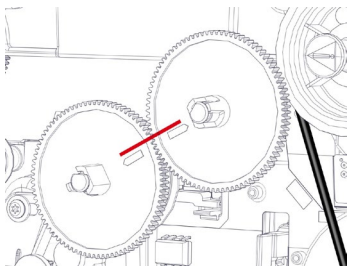
6. Push and turn while applying pressure to put the lock back.



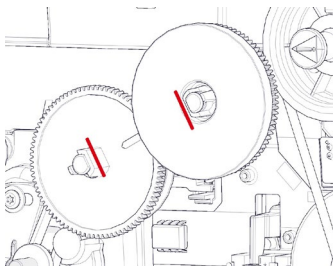
7. Put the (black) flag belt back.

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

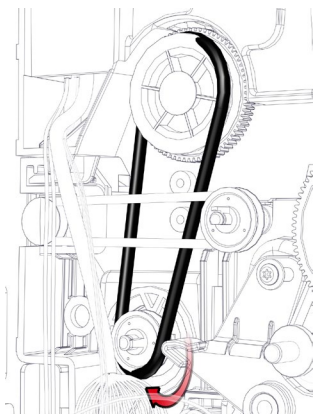
Basic printer



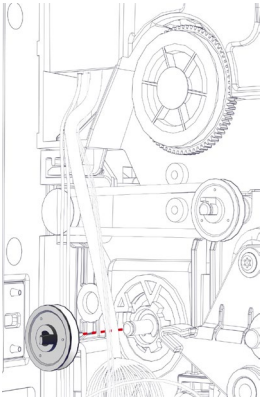
Magnetic printer



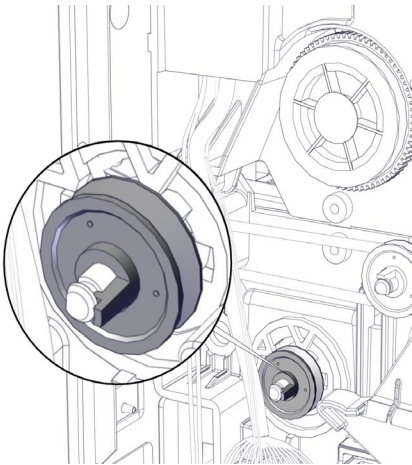
9. Remove the ribbon belt.



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; be careful not to stretch it.

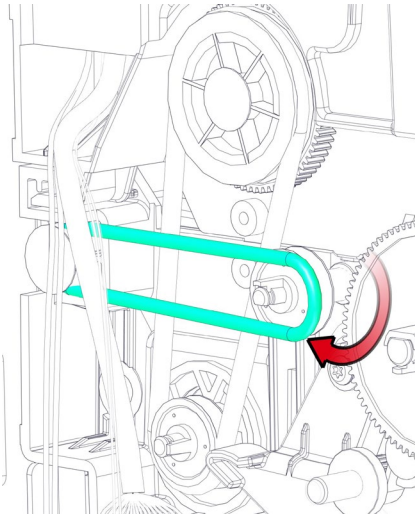


12. Close the enclosure side.

Step 20 – BELTS TRANSPORT KIT – S10091/ RIBBON BELT - CP013159/ REJECT BELT - CP013202

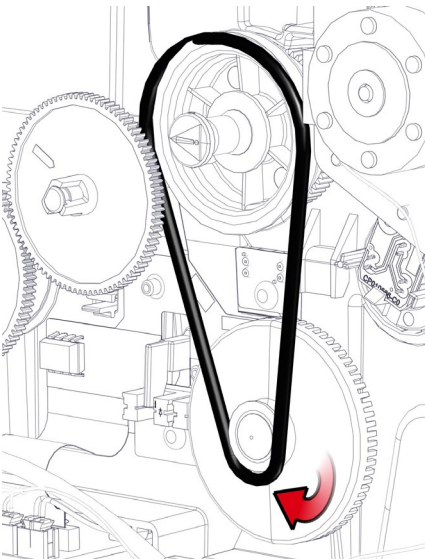
Reject belt

1. Carry out steps 2-1 to 2-2 (page 33).
2. Remove the reject belt.



Black flag belt

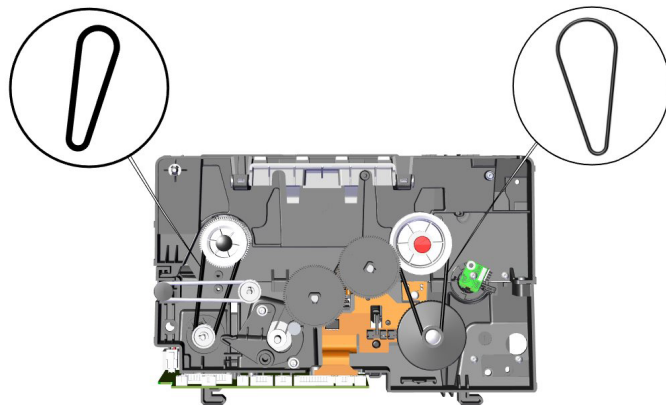
1. Carry out steps 2-1 to 2-2 (page 33).
2. Remove the (black) flag belt.



Pay attention to the both black belts

Ribbon belt is totally black and shorter than flag belt

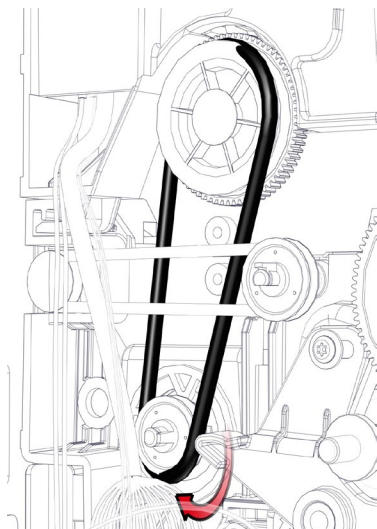
Flag belt is black with a thin white line and longer than ribbon belt



Ribbon belt

1. Carry out steps 2-1 to 2-2 (page 33).
2. Remove the ribbon belt.

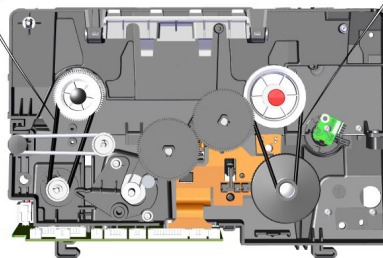
Pay attention to the both black belts



Ribbon belt is totally black and shorter than flag belt

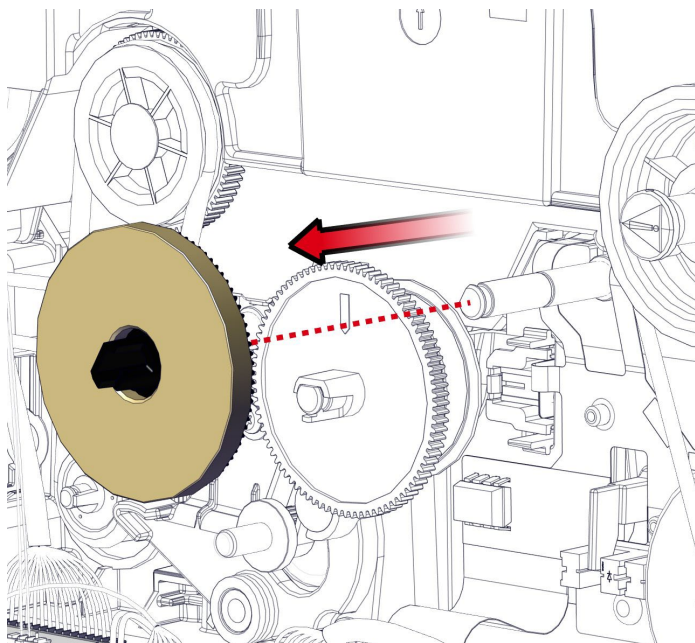


Flag belt is black with a thin white line and longer than ribbon belt

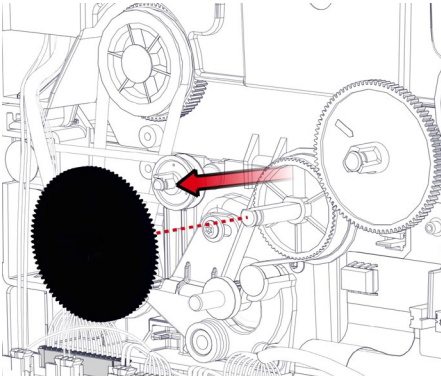


Stepper belt

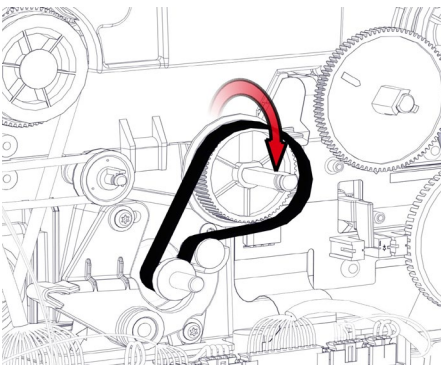
1. Carry out steps 2-1 to 2-2 (page 33).
2. Unclip the option roller gear (for mag printer).



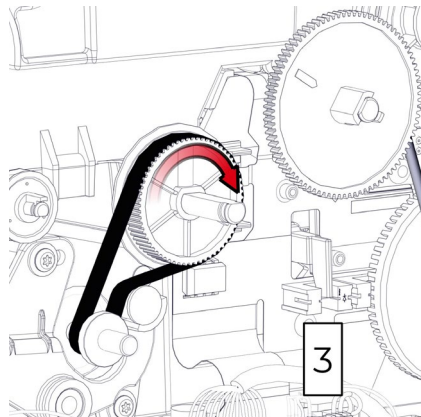
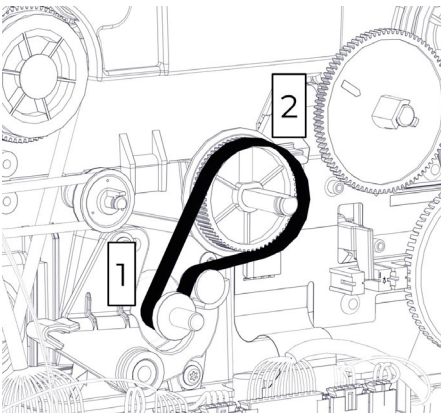
3. Unclip the head roller gear.



4. Remove the belt from the pulley.



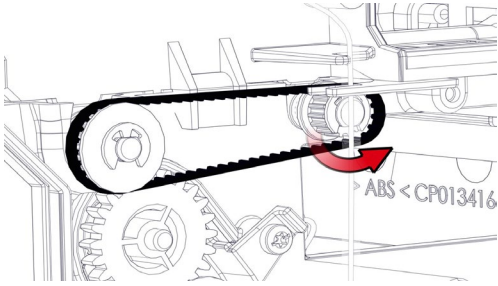
5. Put the new belt around the motor pulley (1), wrap the other part of the belt around the head roller pulley (2), and then turn it (3) to install the belt.



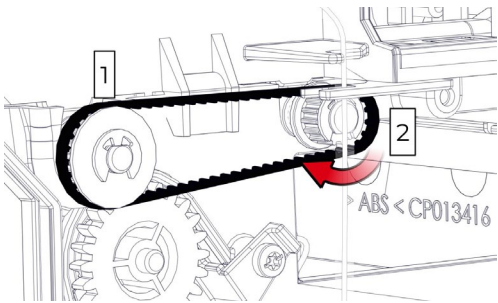
6. Carry out steps 3 to 1 in reverse.

MXL transport belt

1. Carry out steps 1-1 to 1-2 (page 32).
2. Remove the MXL transport belt.

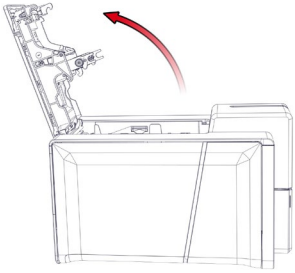


3. Place the new belt around the short roller pulley (1), then around the head roller pulley (2). Turn the pulley to install the belt.

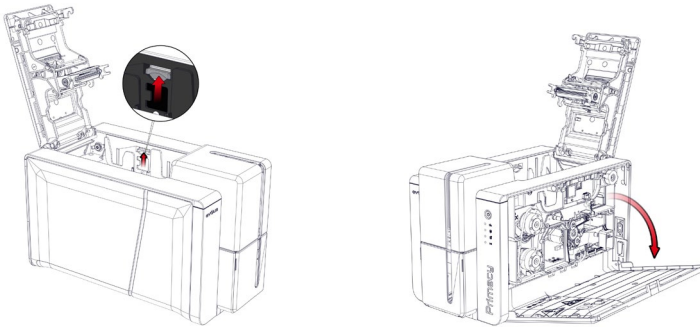


Step 21 – RIBBON: DETECTION KIT (WITH CABLE) – S10382

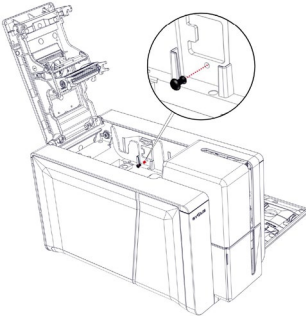
1. Press down and open the cover.



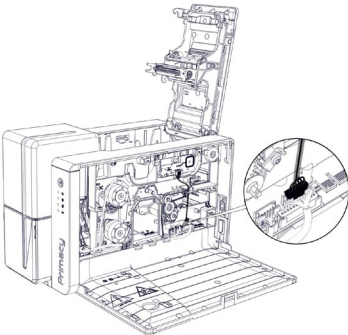
2. Lift the lock to open the side.



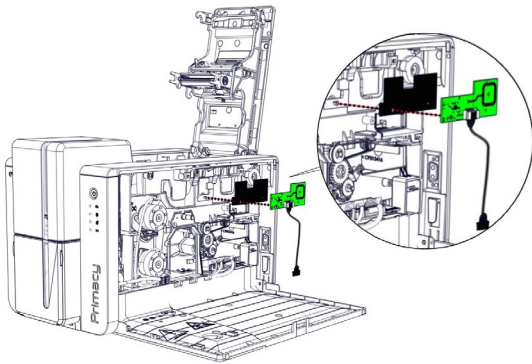
3. Remove the rivet from the chassis.



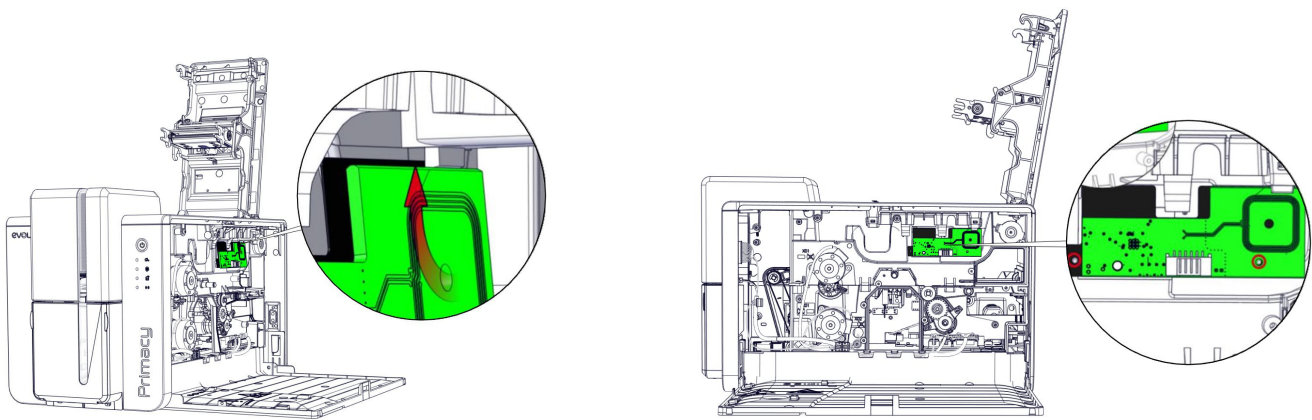
4. Disconnect the sensor cable.



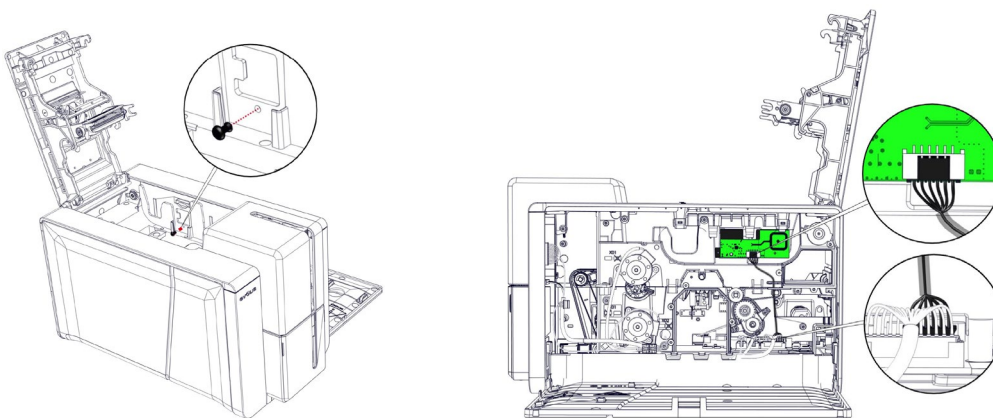
5. Remove the board and the insulating film.



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

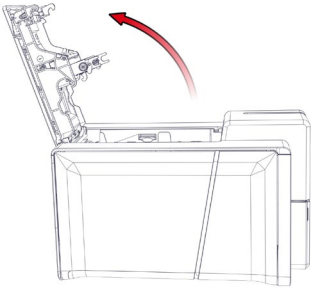


7. Attach the rivet inside the module and reconnect the cable to the boards.

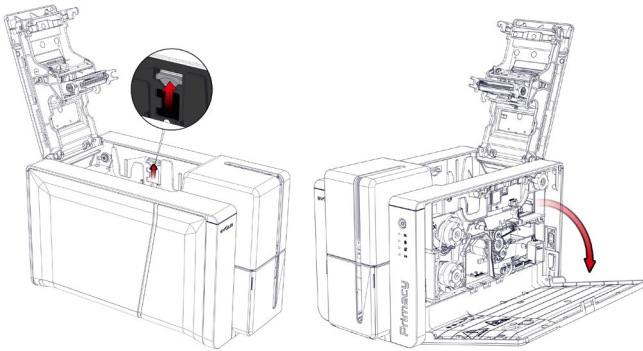


Step 22 – STEPPER/FEEDER MOTOR – S10098

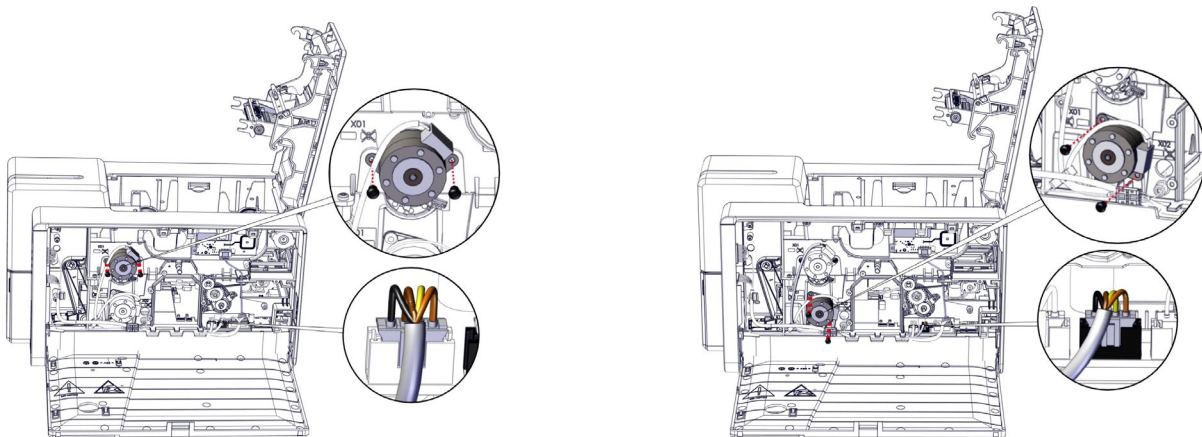
1. Press down and open the cover.



2. Lift the lock to open the side.



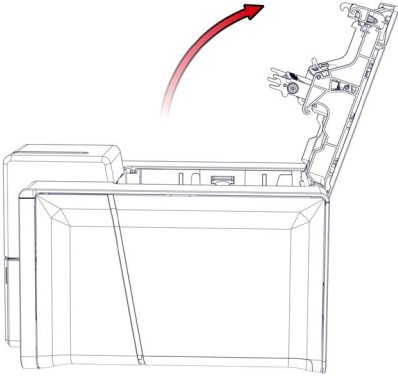
3. Disconnect the motor and remove the rivets of the motor that needs to be replaced. The white connector is for the roller motor and the black connector is for the flip rotation motor.



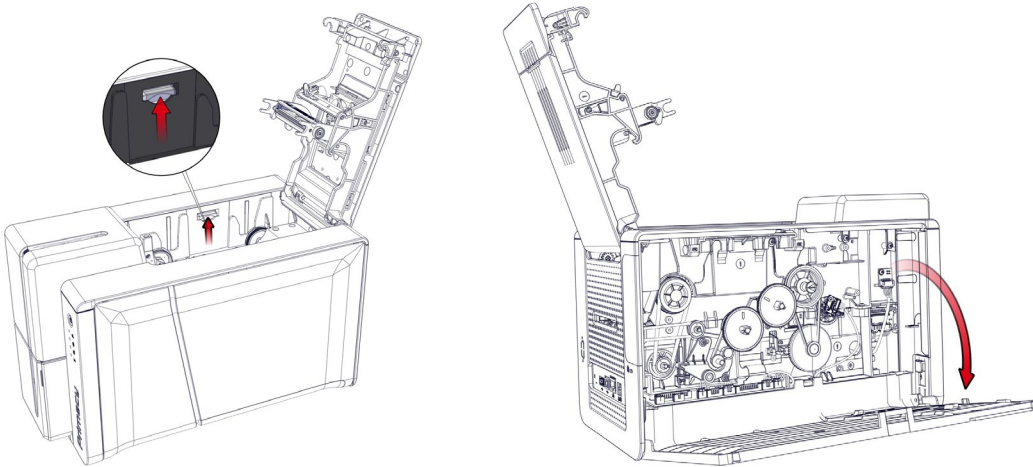
4. Position the new motor, attach the rivets, and reconnect the motor to the main board.

Step 23 – SENSOR: FLIP OVER – S10121

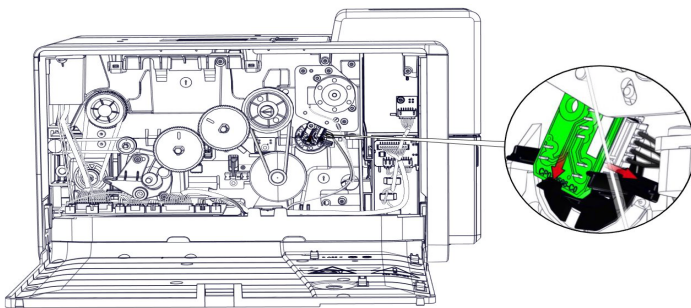
1. Press down and open the cover.



2. Lift the lock to open the side.



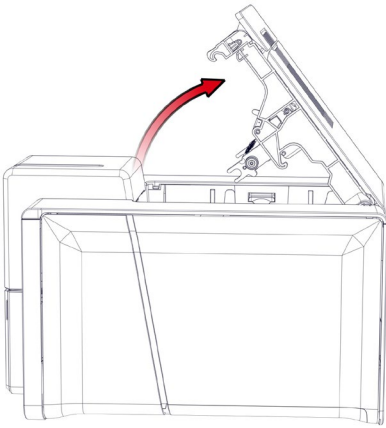
3. Unplug the sensor cable and unclip the sensor.



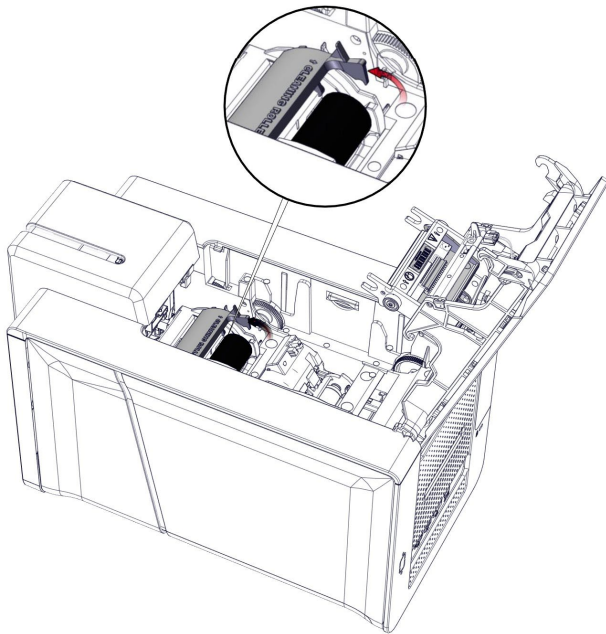
4. To attach the new sensor, carry out these steps in reverse.

Step 24 – ROLLER CLEANING – S10122

1. Open the head bracket.



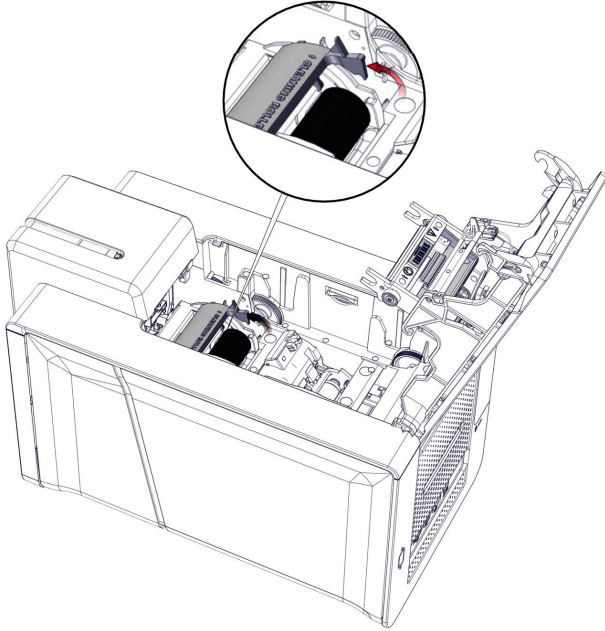
2. Press the flip lock to release the cleaning roller.



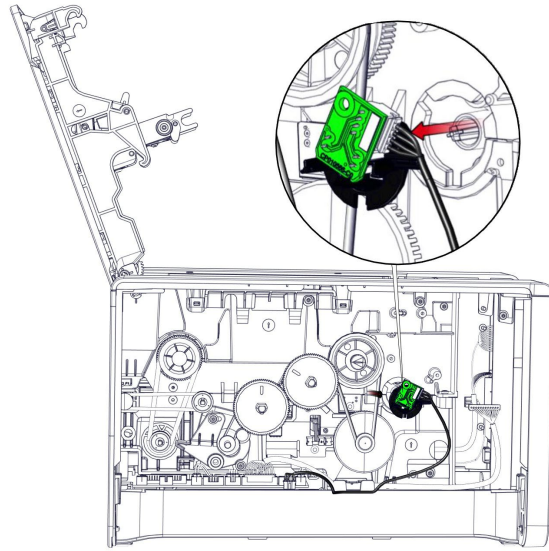
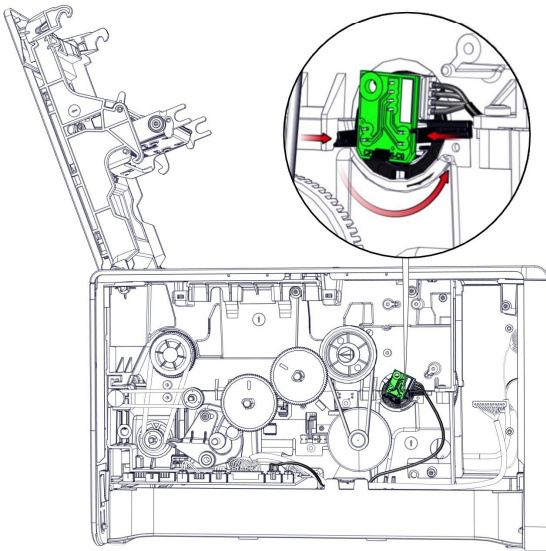
3. Carry out these steps in reverse to install the new cleaning roller.

Step 25 – FLIP-OVER MODULE – S10128 / PUSHER BLADE - CP010175

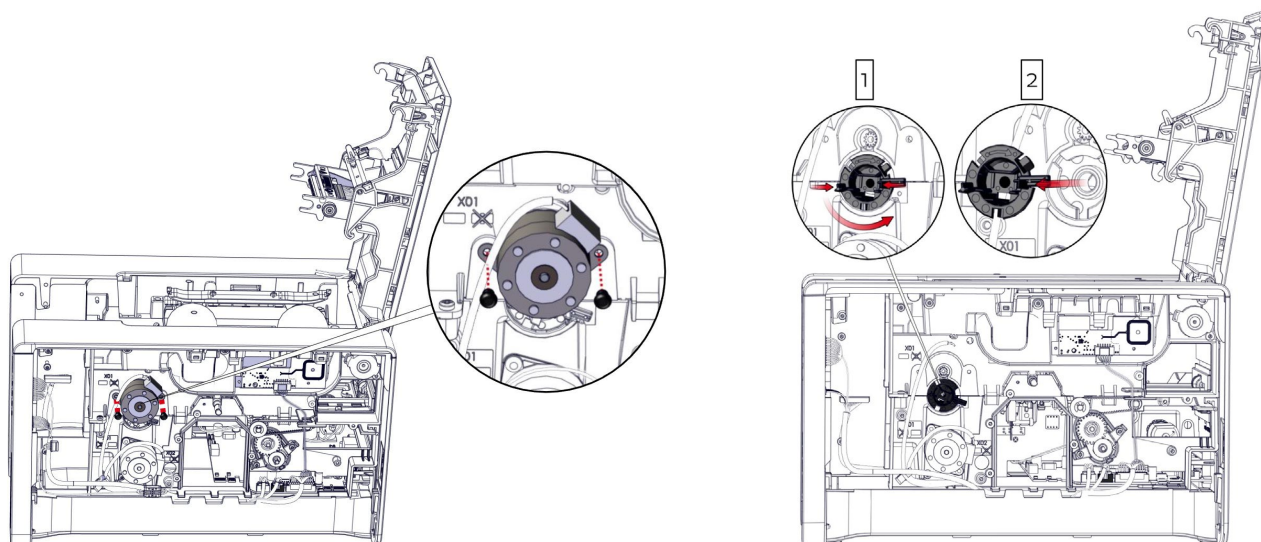
1. Carry out steps 9-1 to 9-8 (page 54).
2. Press the flip lock to release the cleaning roller.



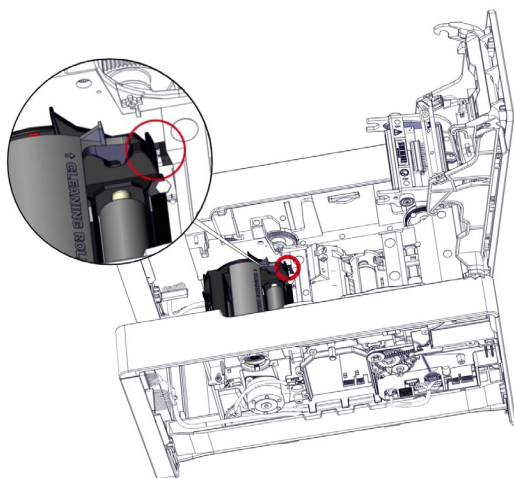
3. Press on both sides of the flip sensor support and turn it 90 degrees to align the windows. Remove the support.



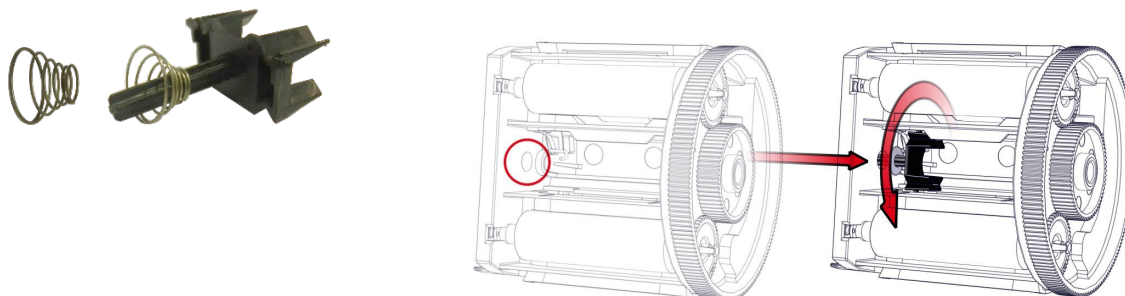
4. On the other side remove the upper motor. Press on both sides of the support and turn it 90 degrees to align the windows. Hold the flip and remove the support.



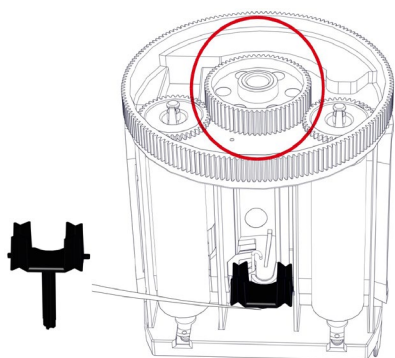
5. Remove the flip; be careful not to damage the sensor.



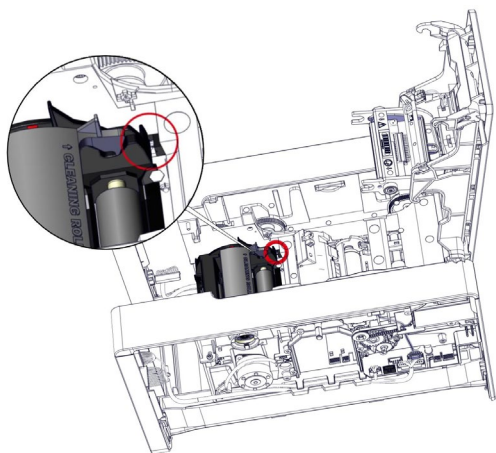
6. Place the spring on the pusher blade as indicated. Insert it into the frame and tilt it to insert it into the axle.



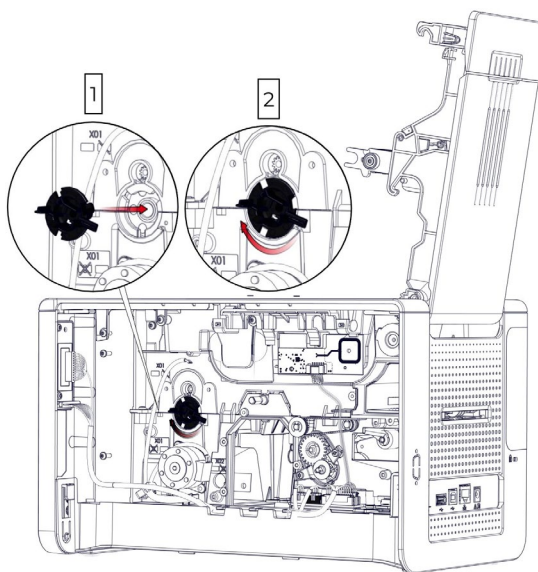
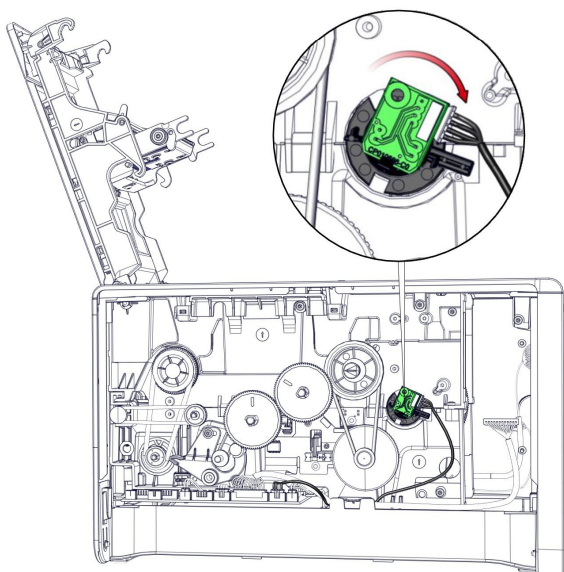
7. Check the position of the pusher blade and insert the white gear.



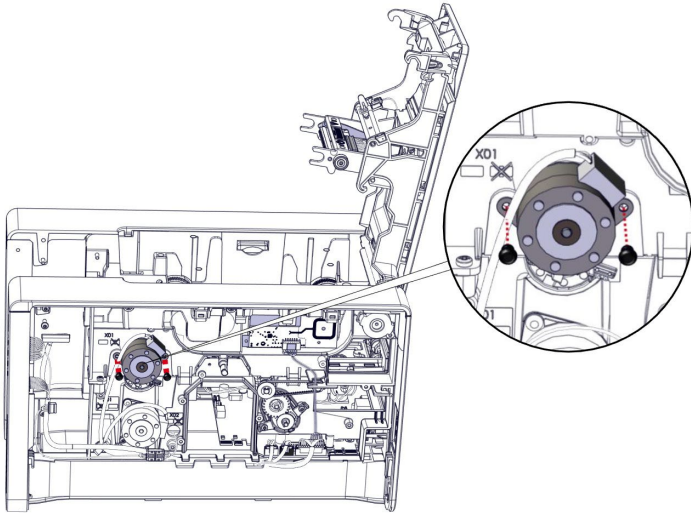
8. Insert the flip. Be careful not to damage the sensor.



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



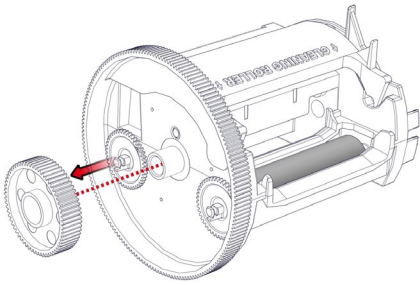
10. Position the motor and insert the rivets.



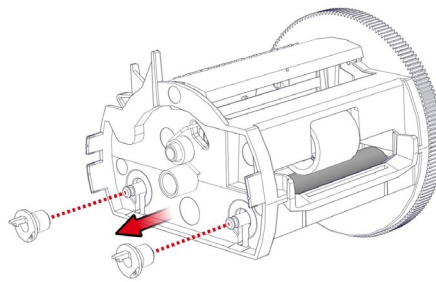
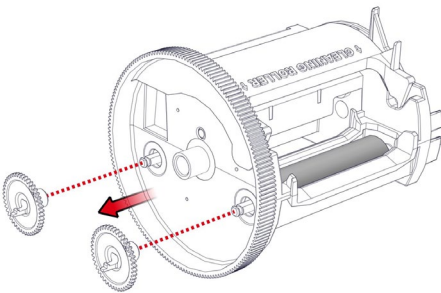
11. Carry out steps 9-8 to 9-1 (page 54) in reverse.

Step 26 – NBR ROLLER – CP011223 / GEAR CLIP Z44-M0,5-D4 – CP009016

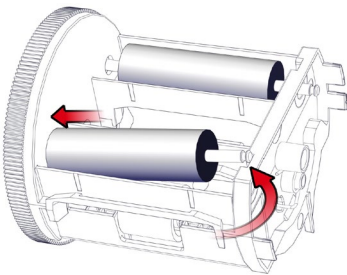
1. Carry out steps 25-1 to 25-5 (page 93).
2. Remove the gear.



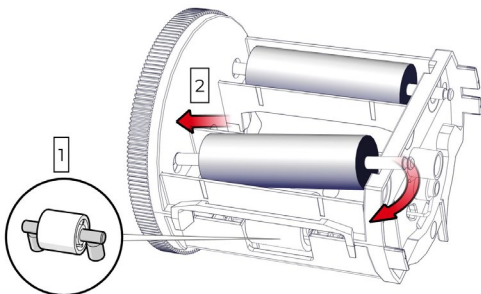
3. Unclip the gears and the bearings.



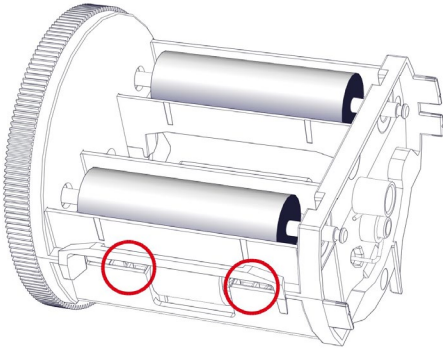
4. Slide the rollers to the back and remove them.



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). Clip in the gear and the bearing.



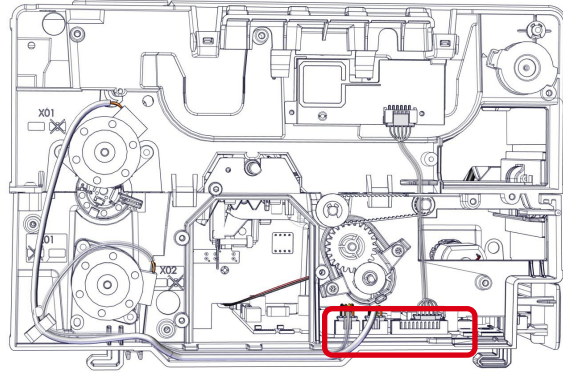
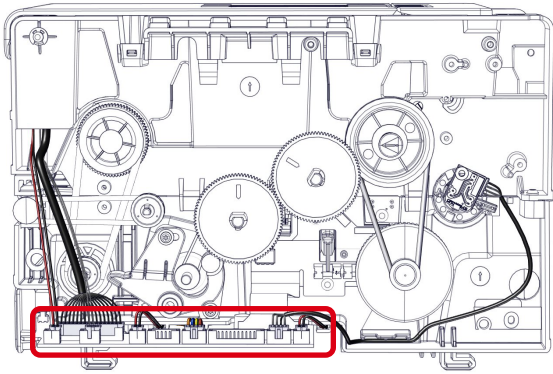
6. Check that it is positioned correctly.



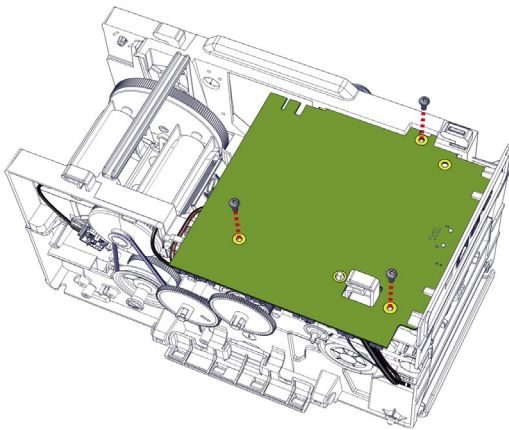
7. Repeat the steps for the other NBR roller and carry out the steps 26-3 to 26-1 (page 97) in reverse.

Step 27 – MAIN BOARD USB ETH – S10379

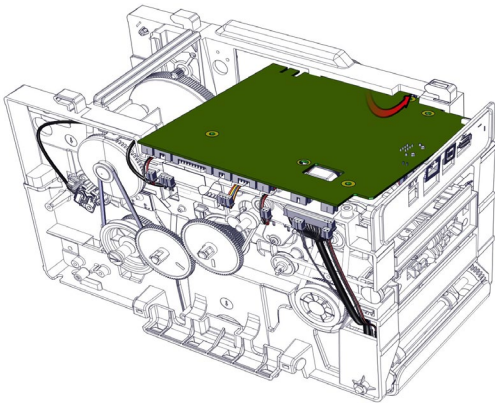
1. Before you begin, please read the chapter on Replacing Electronic Components (page 183).
2. Carry out steps 8-1 to 8-18 (page 48).
3. Unplug all the cables and the flex board (avoid bending or pinching it).



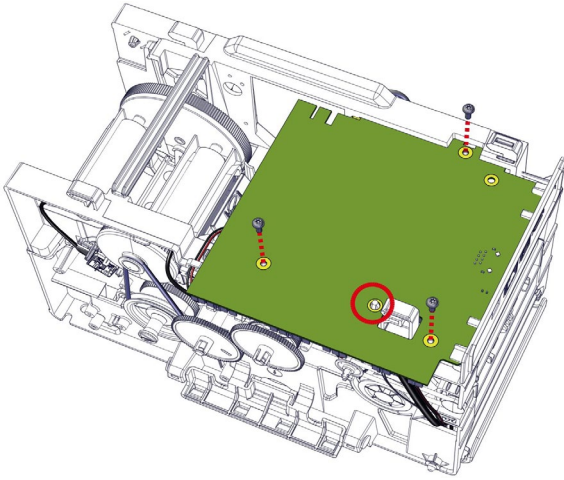
4. Turn the frame around and remove the three screws (Torx screwdriver T10) and the faulty main board.



5. Insert the new main board by sliding it through the frame.



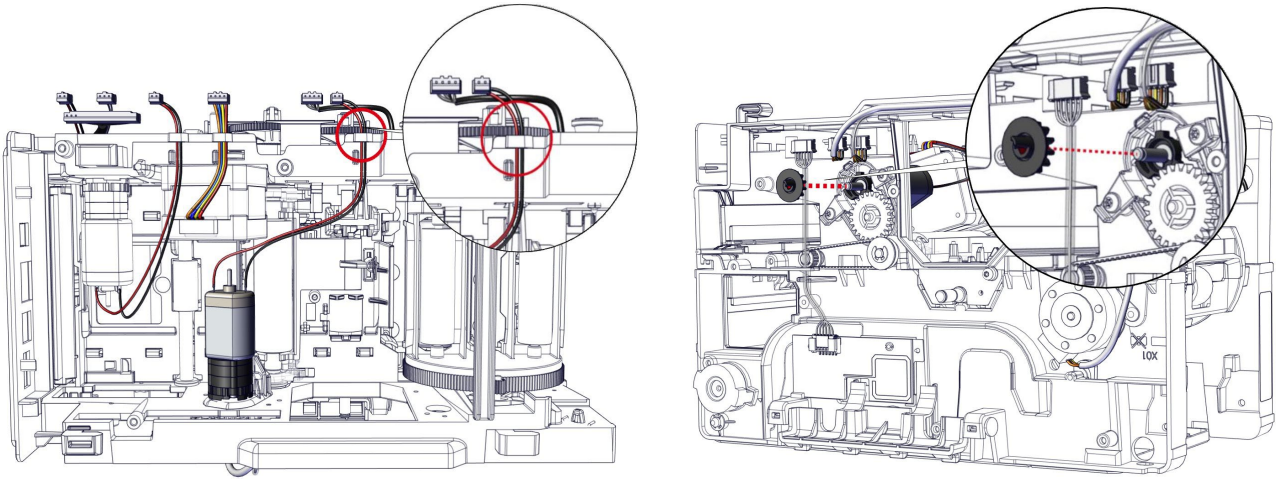
6. Check that it is centered and put the screws back in.



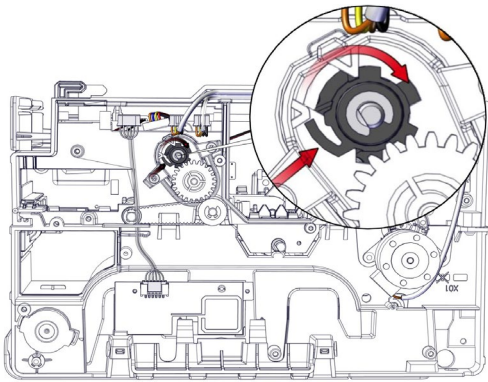
7. Connect the cables. Be careful with the flex board (do not bend or pinch it).
8. Carry out steps 8-18 to 8-1 (page 48) in reverse.
9. Follow the procedure for “Replacing the Main Board” (page 182).

Step 28 – COMMON MOTOR – S10097 (UP AND DOWN)

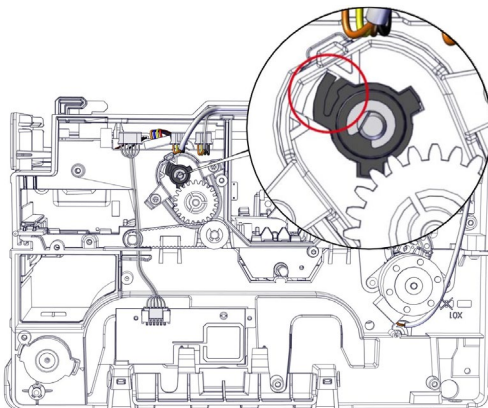
1. Carry out steps 27-1 to 27-4 (page 99).
2. Disconnect the cable and remove the motor pulley.



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



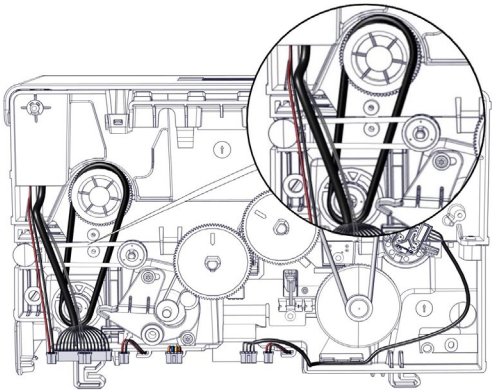
4. Turn to the window and remove the motor through the interior of the module.



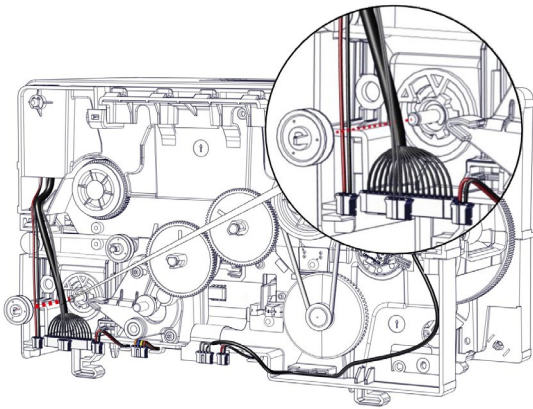
5. Carry out these steps in reverse.

Step 29 – COMMON MOTOR– S10097 (RIBBON)

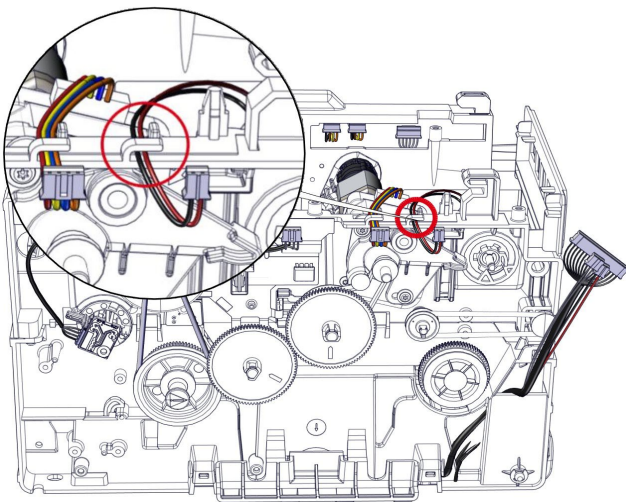
1. Carry out steps 27-1 to 27-4 (page 99).
2. Remove the ribbon belt.



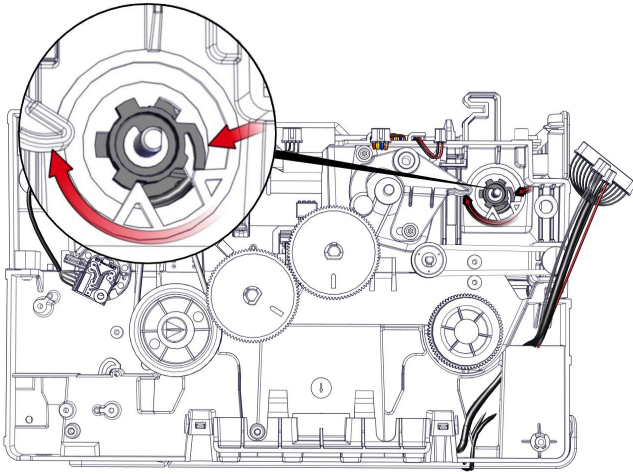
3. Unclip and remove the ribbon pulley.



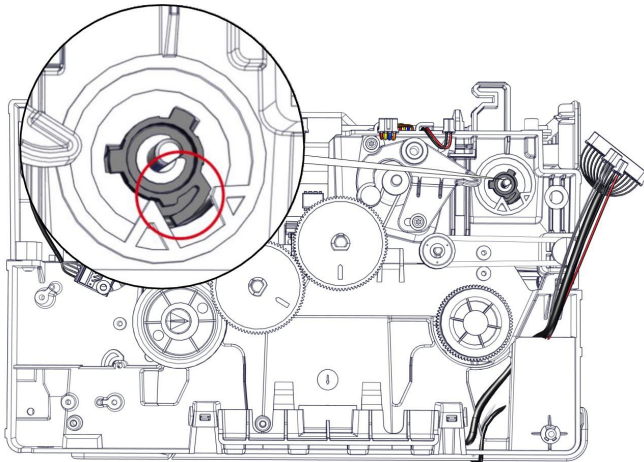
4. Undo the motor cable.



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



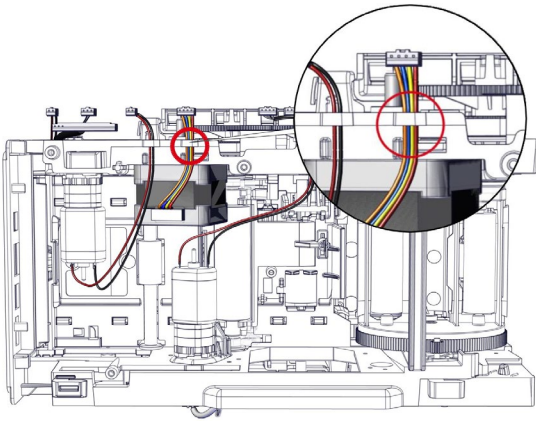
6. Turn to the window and remove the faulty motor.



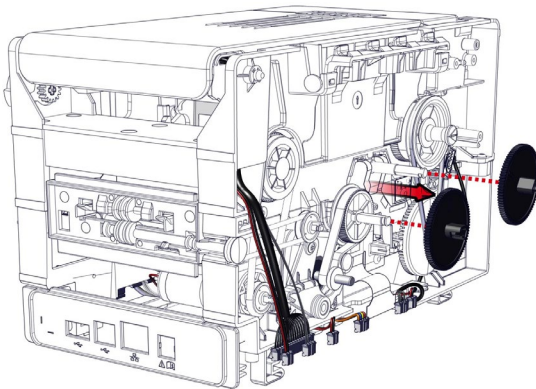
7. Carry out these steps in reverse order.

Step 30 – STEPPER MOTOR – S10096

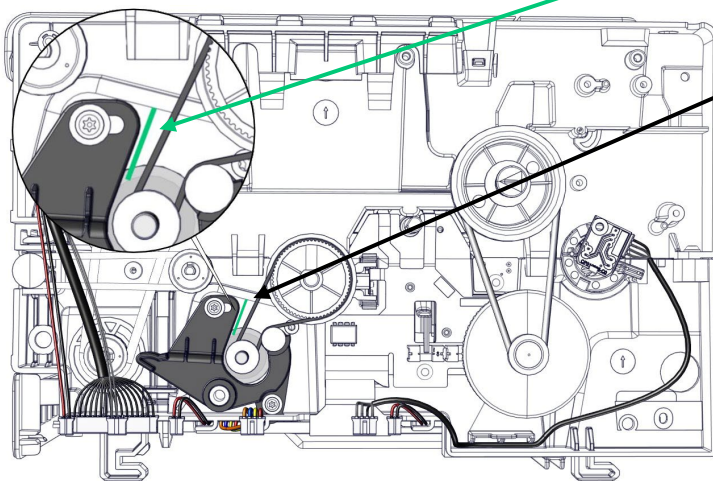
1. Carry out steps 27-1 to 27-4 (page 99). Disconnect the motor cable.



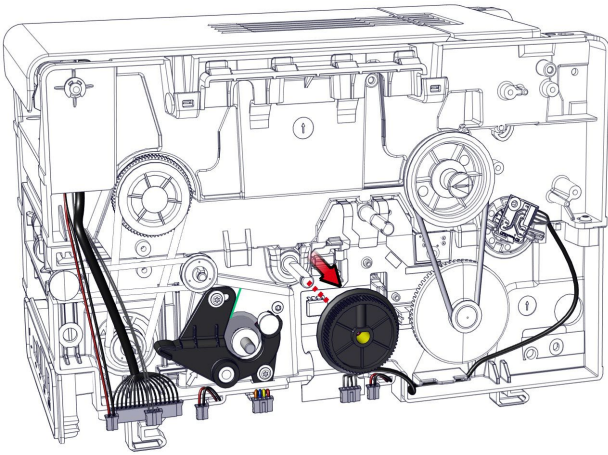
2. Unclip the head and option roller gears and remove them.



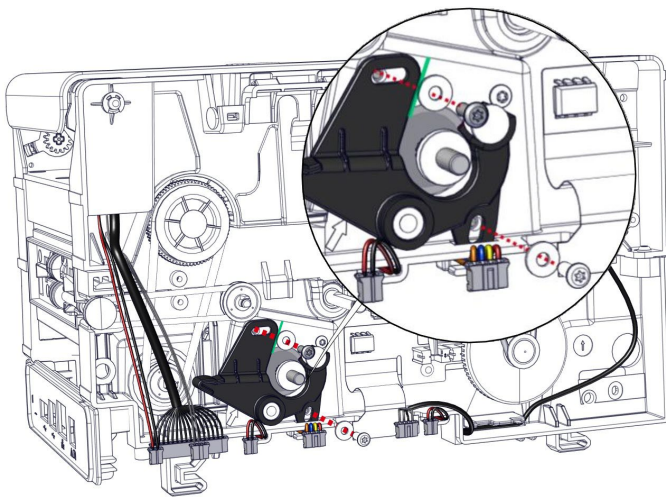
3. Make a position mark to help retighten the belt (b)([see green line](#)) and remove the stepper motor belt.



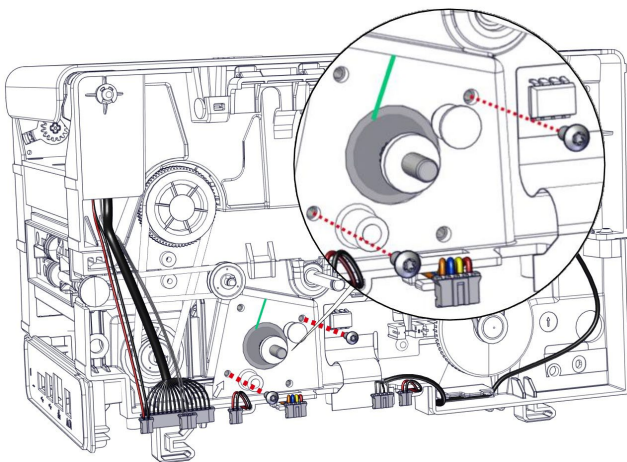
4. Remove the head roller pulley.



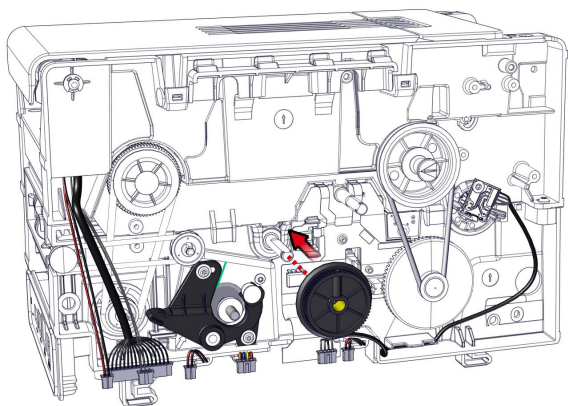
5. Remove the two screws (Torx screwdriver T10) of the belt tensioner.



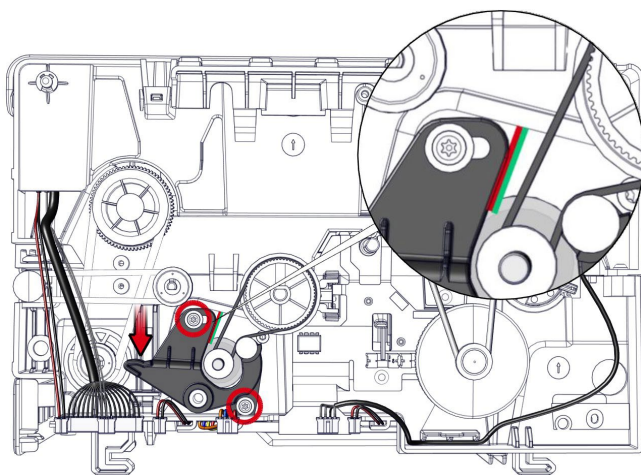
6. Remove the two screws (Torx screwdriver T10) of the motor one by one.



7. Insert the new motor and its two screws (Torx screwdriver T10).
8. Put the two screws of the belt tensioner back in, but do not tighten them.
9. Replace the pulley, push it firmly into the groove.



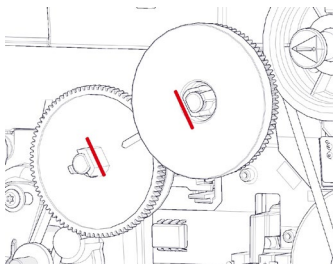
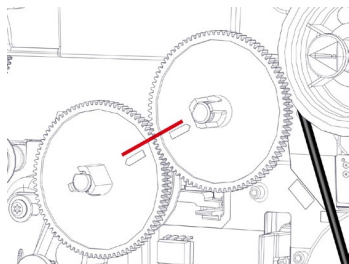
10. Put the belt in. Press on the lever of the belt tensioner and adjust its position, using the position marks made in step 30-3. Hold and tighten the two screws (Torx screwdriver T10).



11. Align the positioning guides and clip in the head roller gear.

Basic printer

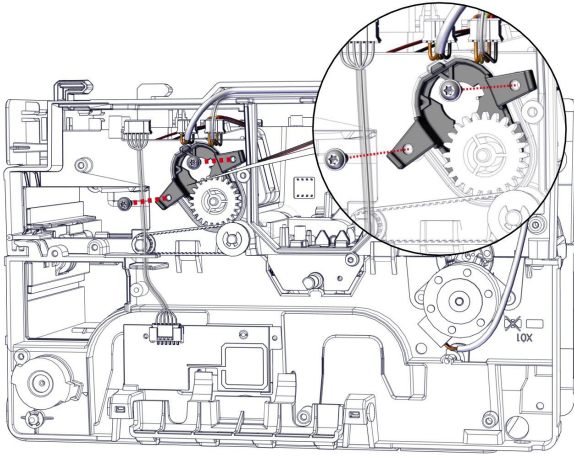
Magnetic printer



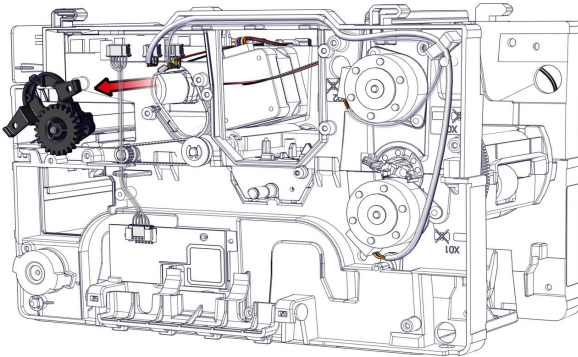
12. Carry out steps 30-2 to 30-1 (page 104) in reverse order.

Step 31 – UP AND DOWN SUPPORT MOTOR – S10206

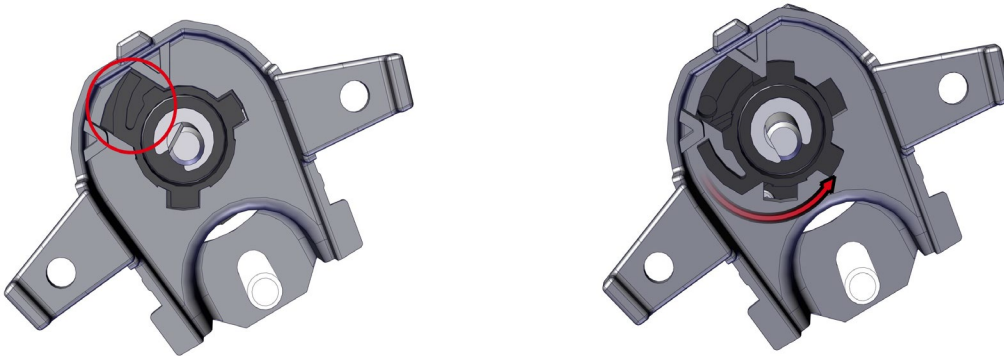
1. Carry out steps 28-1 to 28-4 (page 101).
2. Remove the gear and then the two screws.



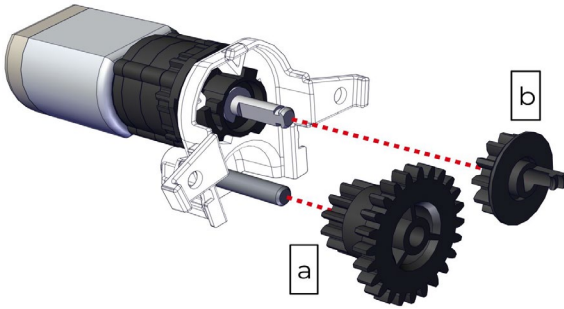
3. Remove the motor support.



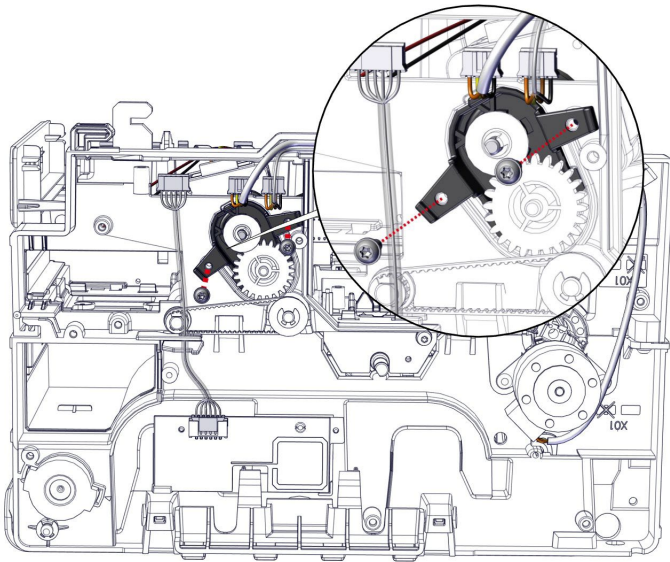
4. Attach the motor to the new support.



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

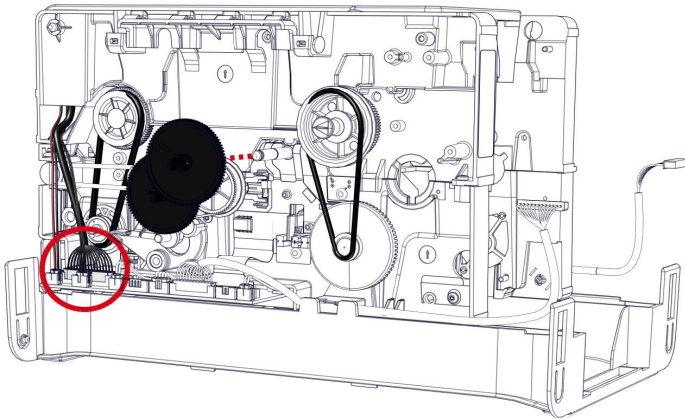


6. Insert the motor through the frame and attach the two screws.

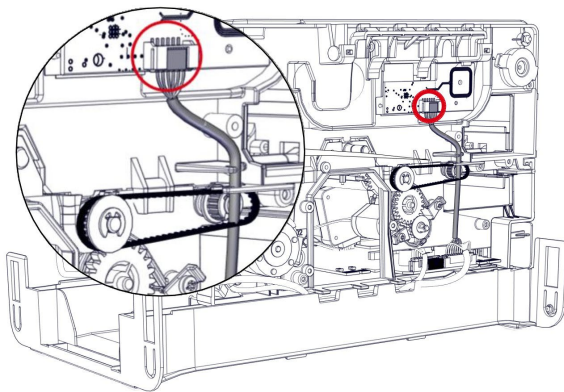


7. Carry out steps 28-2 to 28-1 (page 101) in reverse.

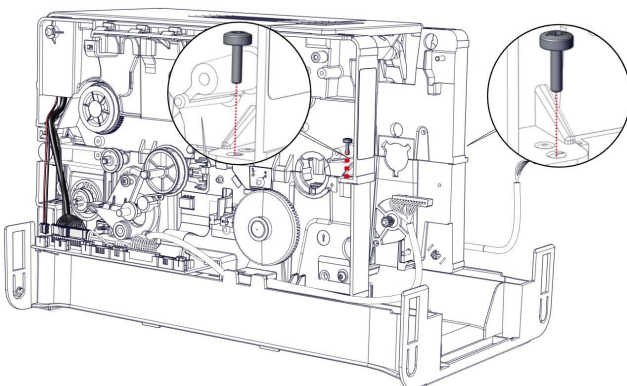
1. Carry out steps 8-1 to 8-17 (page 48).
2. Carry out steps 25-2 to 25-5 (page 93).
3. Remove the components indicated below (head bracket cables, ribbon belt, head & option roller gears, and flag belt).



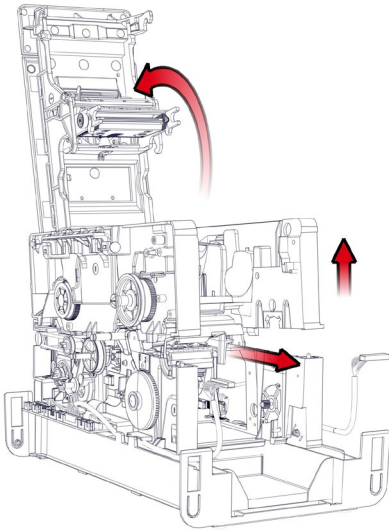
4. Remove the transport belt and unplug the RFID board cable.



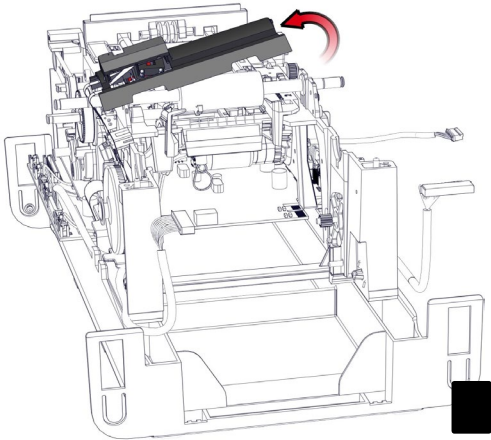
5. Remove the screws from each side of the module.



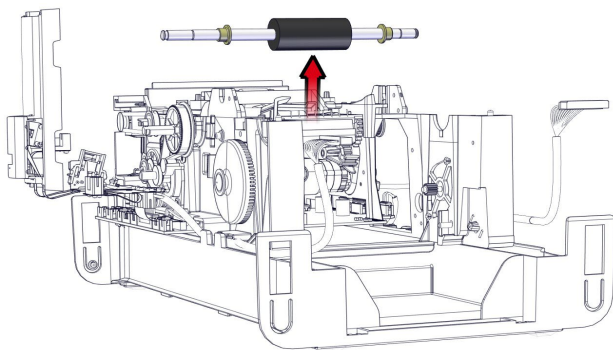
6. Open the head bracket, gently lift the upper frame, and pull it forward to remove it.



7. Remove the ribbon sync sensor.



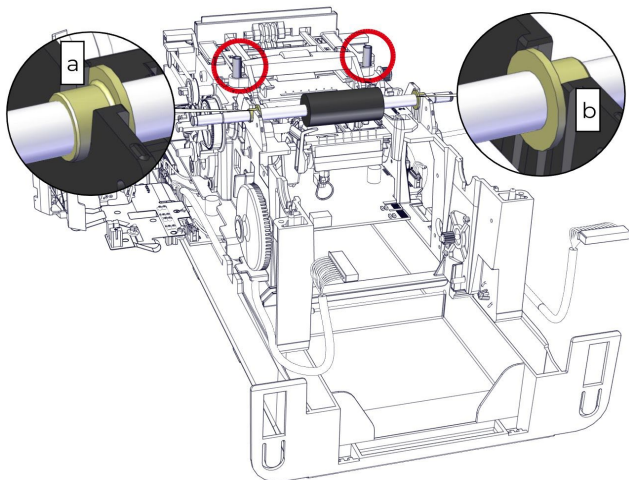
8. Remove the option roller and keep the two bearings.



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

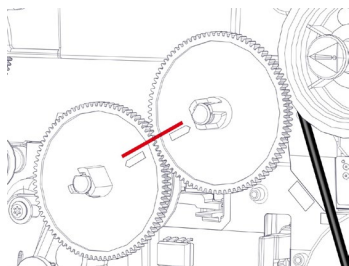


10. Install the roller by inserting the bearings in their housing. Check the springs presence.

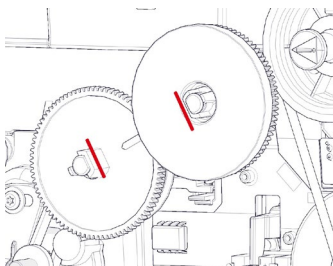


11. Carry out steps 32-7 to 32-1 (page 109) in reverse order.
12. Align the positioning guides and clip in the head roller gear.

Basic printer

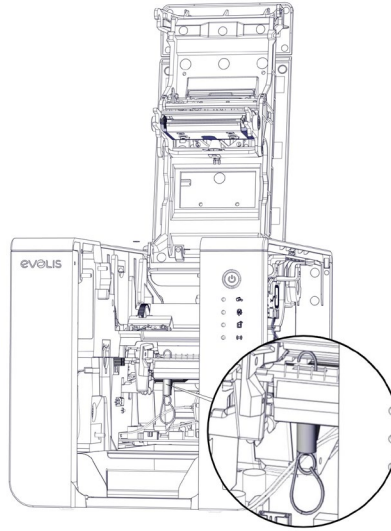
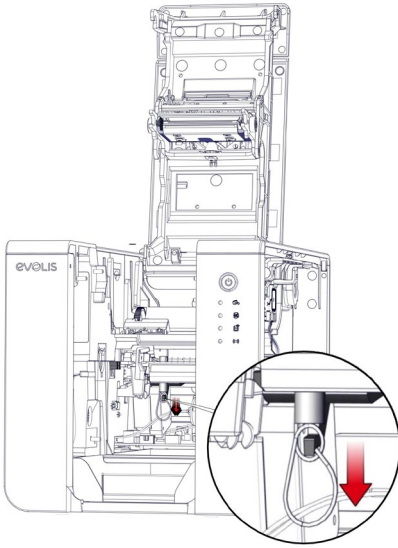


Magnetic printer

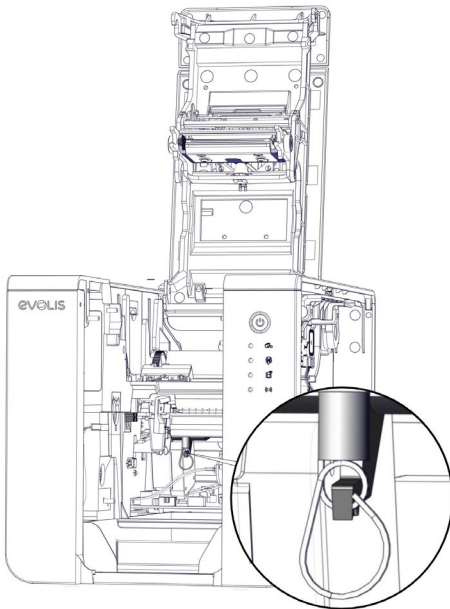


Step 33 – PRESSURE LEVER SPRING – CP012748

1. Carry out steps 25-1 to 25-5 (page 93).
2. Undo the pressure roller spring and remove it.



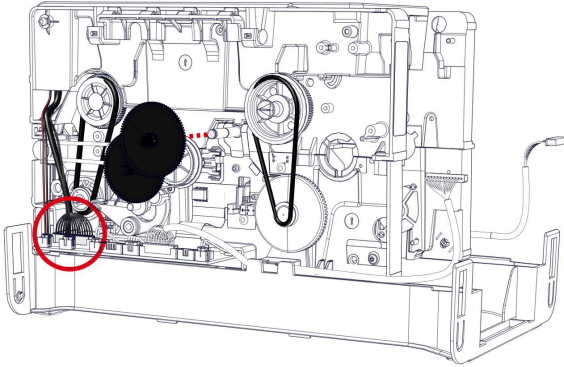
3. Insert the new spring and check its position (in the middle of the lever slot).



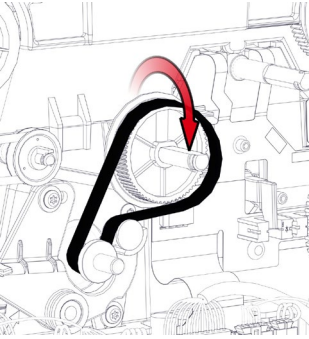
4. Carry out steps 25-5 to 25-1 (page 93) in reverse.

Step 34 – HEAD ROLLER KIT – S10099

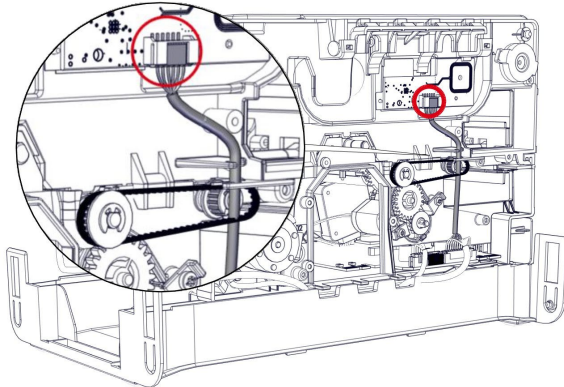
1. Carry out steps 8-1 to 8-17 (page 48).
2. Carry out steps 25-2 to 25-5 (page 93).
3. Detach and remove the components indicated below (cables, black ribbon belt, head and option roller gears, and flag belt).



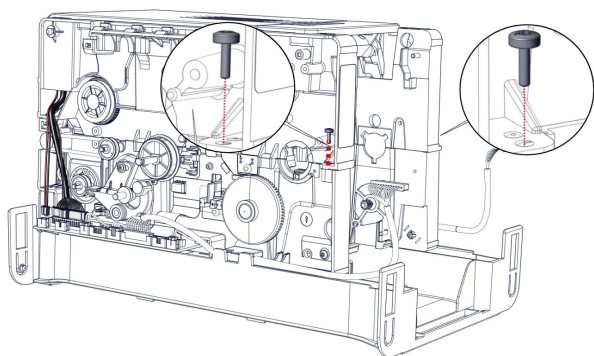
4. Remove the motor belt.



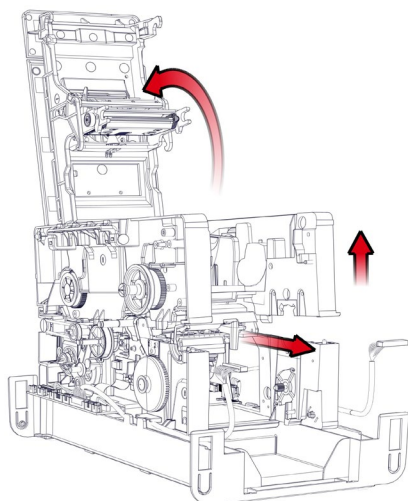
5. Remove the transport belt and unplug the RFID board cable.



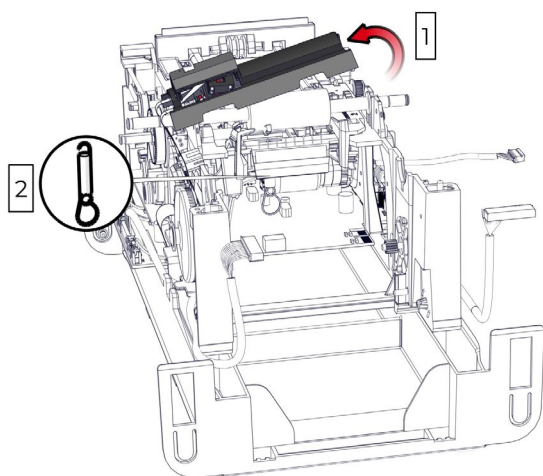
6. Remove the screws from each side of the module.



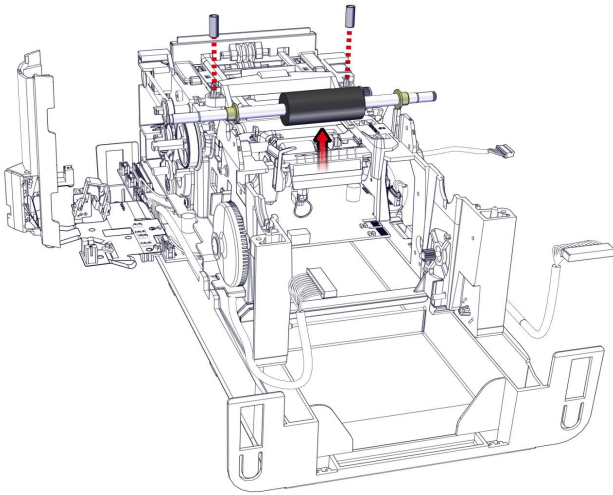
7. Open the head bracket, gently lift the upper frame, and pull it forward to remove it.



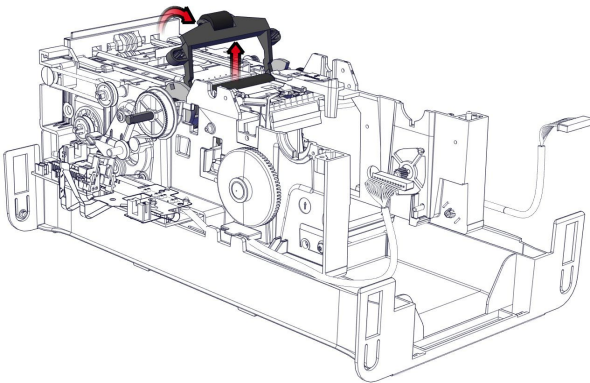
8. Remove the ribbon sync sensor (1) and the pressure roller spring (2).



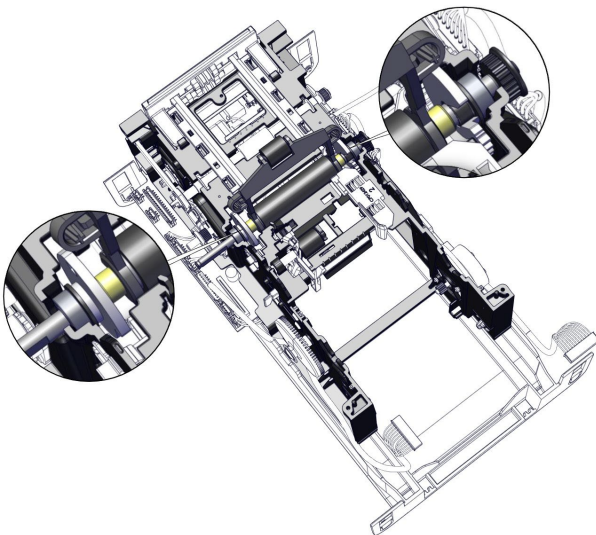
9. Remove the option roller and the two springs.



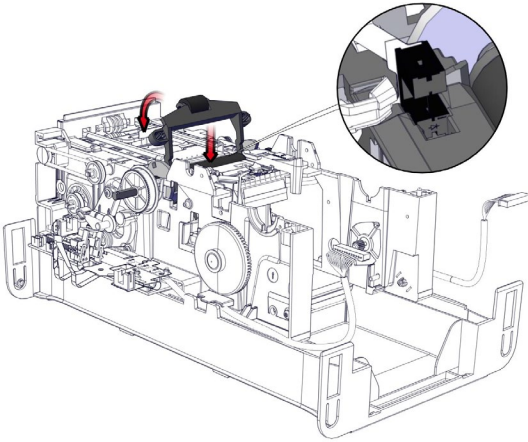
10. Push the head roller kit forward, lift it, and remove it from the frame.



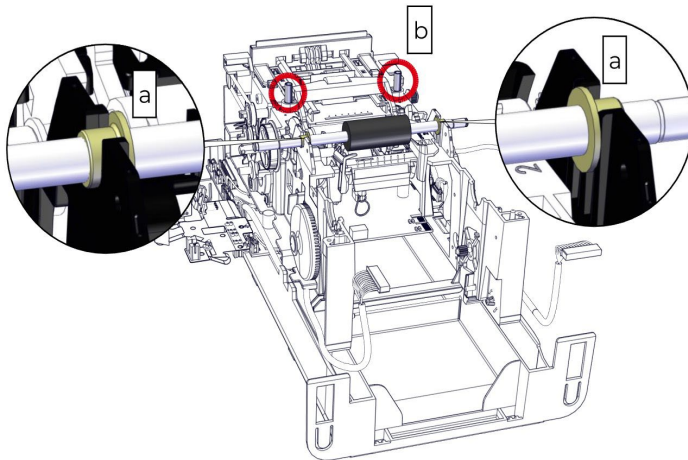
11. Make sure that the rings, washers, and bearings are correctly positioned. Insert the new kit. Check the position of the rings and bearings.



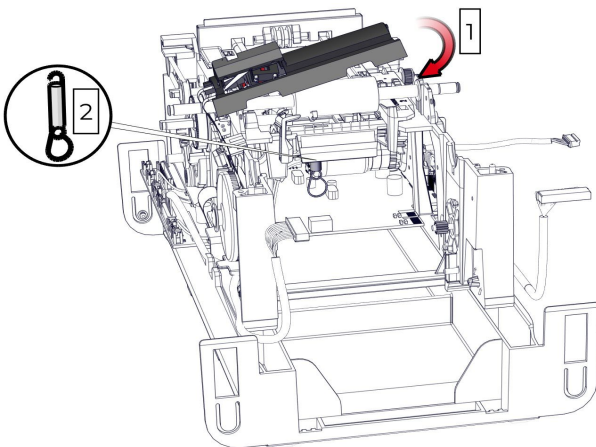
12. Tilt the head roller kit to engage it correctly and lower the pressure roller. Check that the card sensor has not moved.



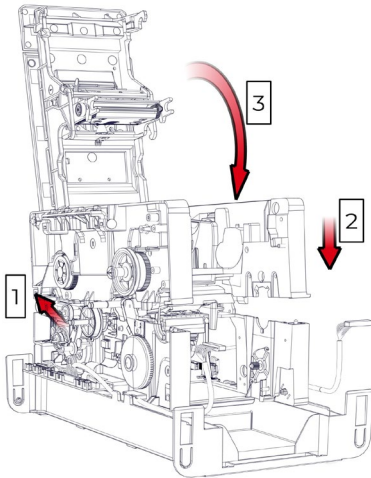
13. Put the option roller back, check the position of the IGUS bearings (a), and the springs (b).



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

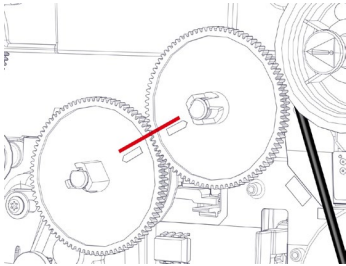


15. Open the head bracket, insert the upper frame into the lower frame (1) and bring it down (2).
16. Check that the ribbon sync sensor has not moved. Close the head bracket (3).

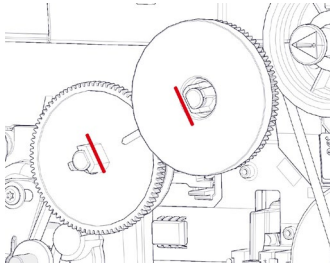


17. Carry out steps 34-7 to 34-1 (page 113) in reverse.
18. Align the positioning guides and clip on the head roller gear.

Basic printer



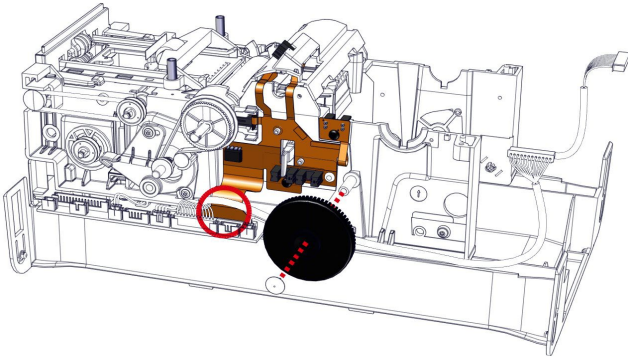
Magnetic printer



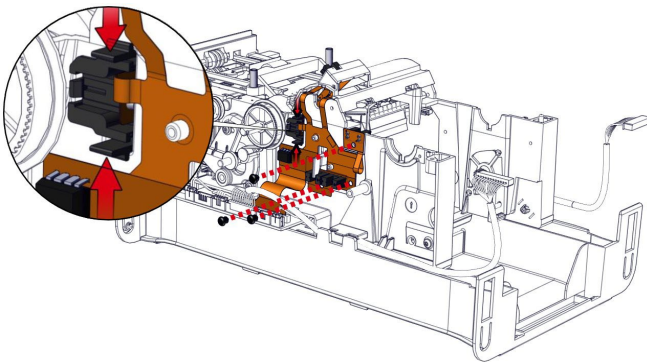
Step 35 – FLEX SENSOR KIT – S10088

Before you begin, please read the chapter on Replacing Electronic Components (page 183).

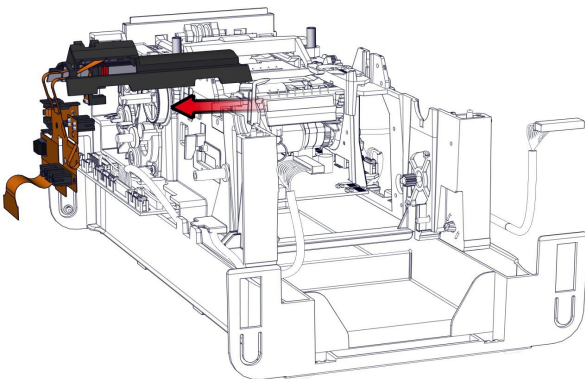
1. Carry out steps 32-1 to 32-8 (page 109).
2. Remove the flag and disconnect the flex board.



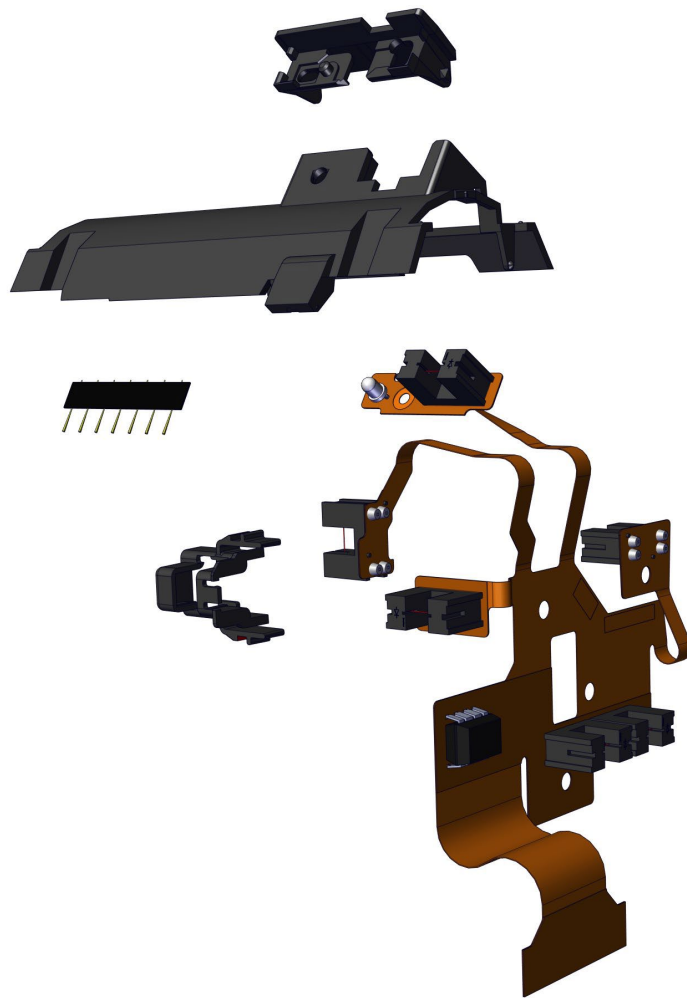
3. Press both sides of the sensor support, lift it up and down, and then remove it. Remove the three rivets.



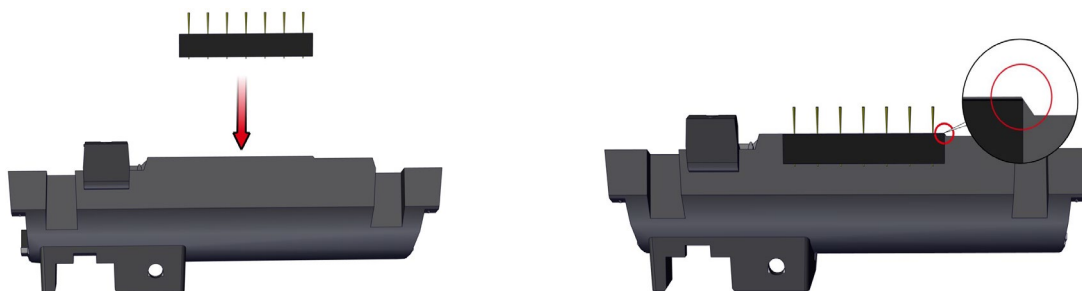
4. Remove the flex board.



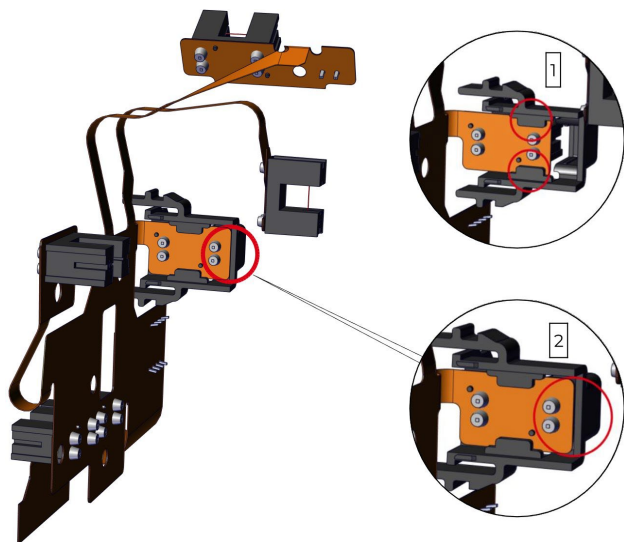
Assemble the various parts of the new kit.



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



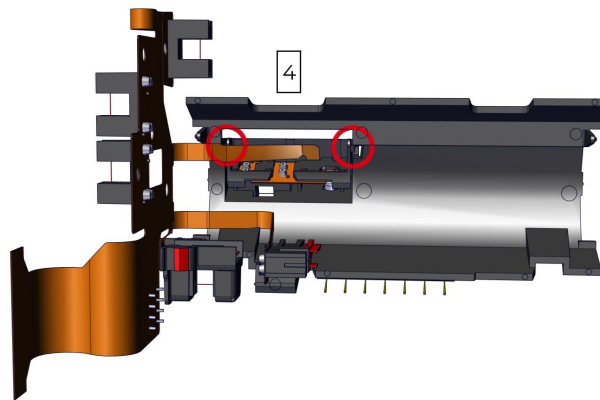
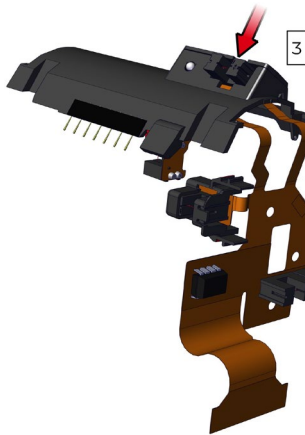
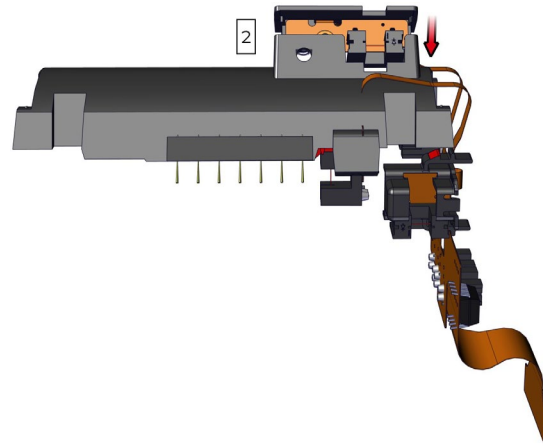
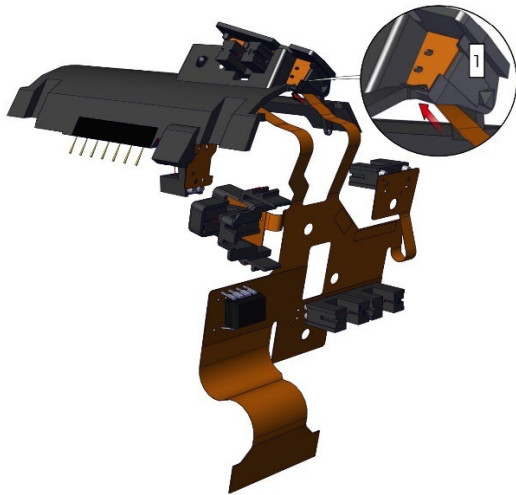
6. Insert the sensor into the slots and slide it to the end of the support.



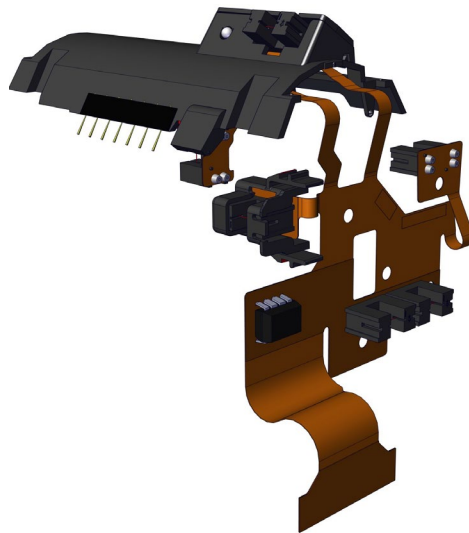
7. Pass the flat cable through the support slot. Press the cable to lock it to the pin.



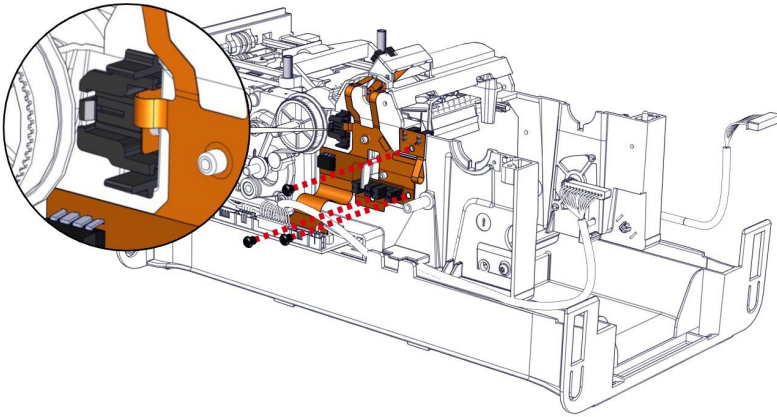
8. Pass the assembled part through the support (1) and position the sensor in line with the window (2). Press to lock it (3). Check that it is clipped in properly (4).



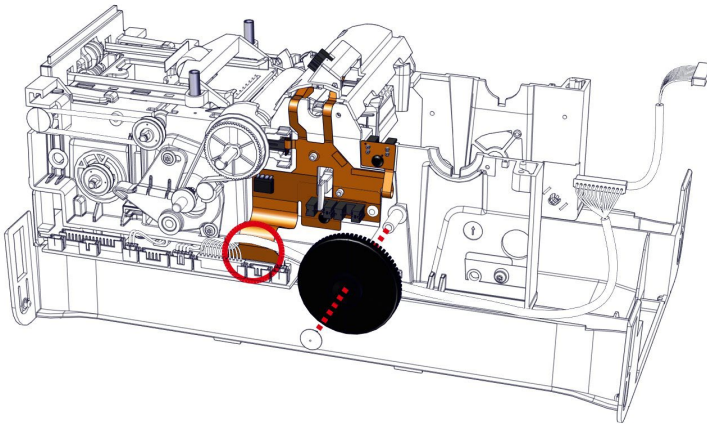
The kit is assembled.



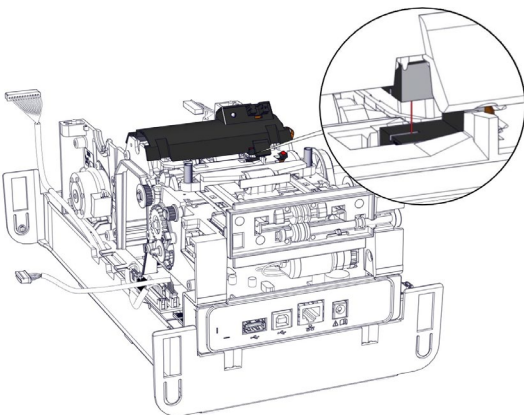
9. Insert the flex into the centering pins. Replace the three rivets. Clip in the “up and down” sensor by lifting it.



10. Reconnect the flex board and put in place the flag.



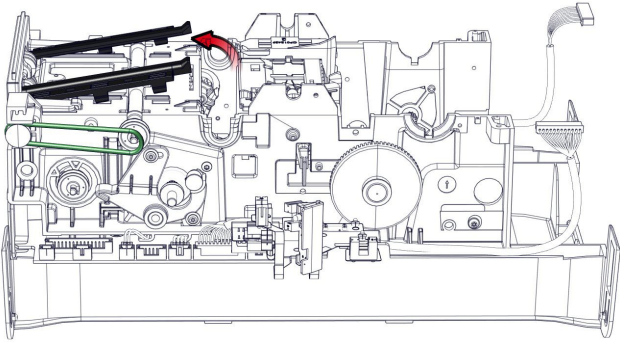
11. Insert the card sensor into the frame.



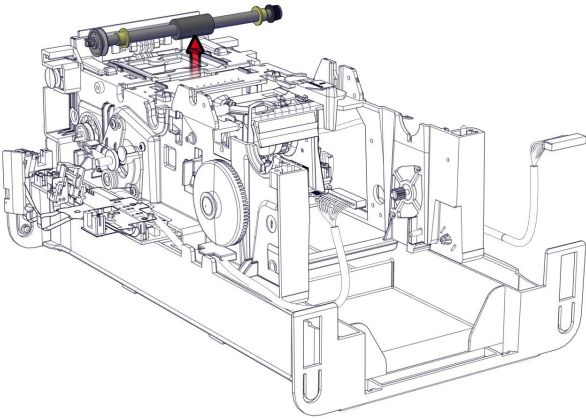
12. Carry out steps 32-10 to 32-1 (page 109) in reverse.
13. Carry out the adjustment procedure for all the sensors.

Step 36 – SHORT ROLLER – CP009002

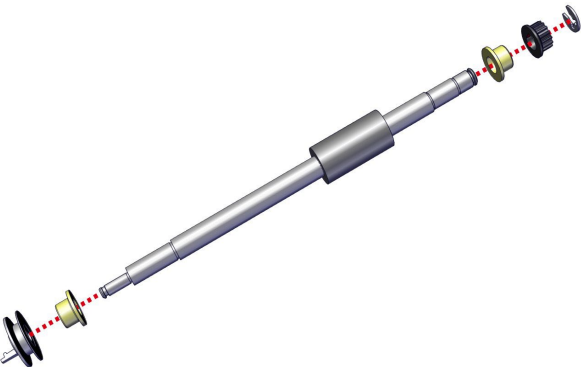
1. Carry out steps 34-1 to 34-10 (page 113).
2. Unclip the two card guides and remove the reject belt.



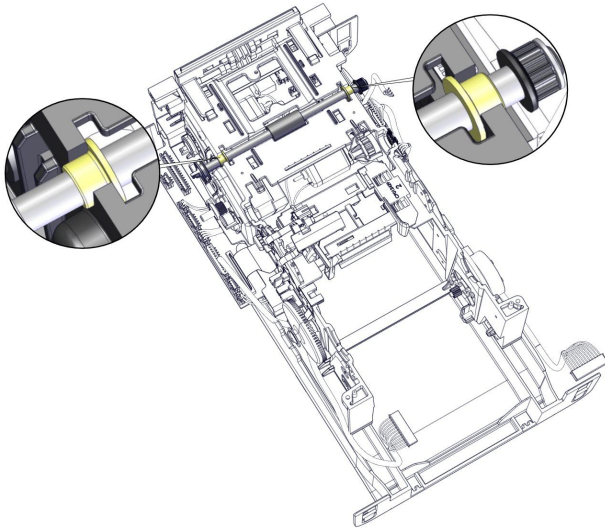
3. Remove the roller with the pulley, bearings, V-ring, and gear.



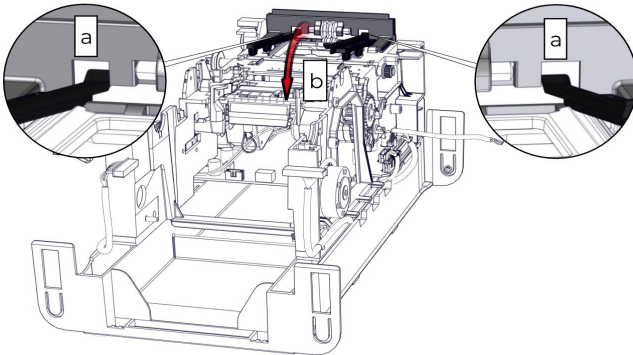
4. Position the components on the new roller as indicated below.



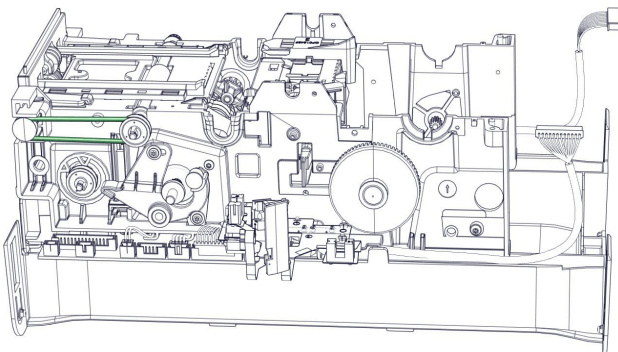
5. Insert the roller and check the bearings position.



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

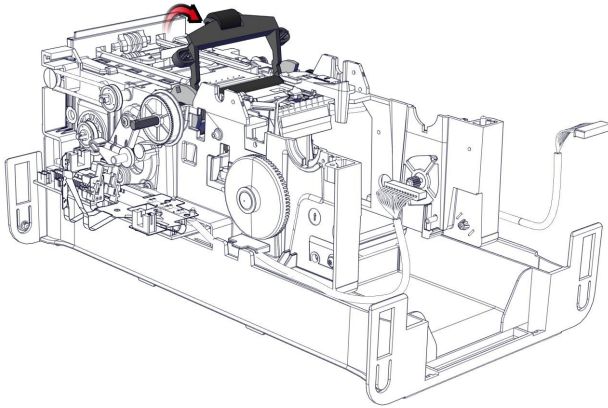


7. Put the reject belt in place.

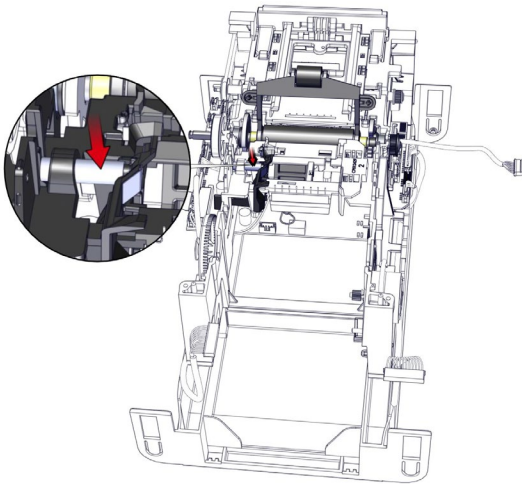


8. Carry out steps 34-12 to 34-18 (page 113).

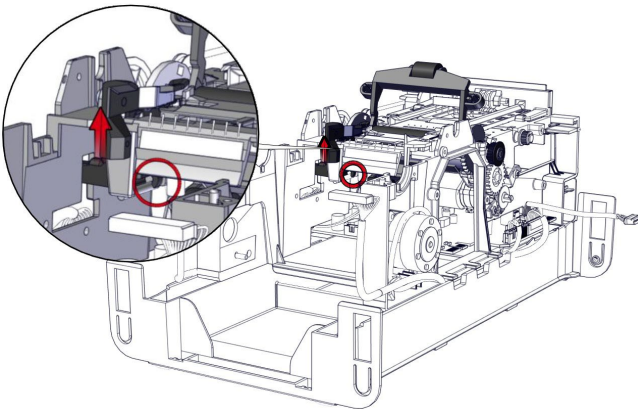
1. Carry out steps 34-1 to 34-10 (page 113) without remove the head roller from the frame.



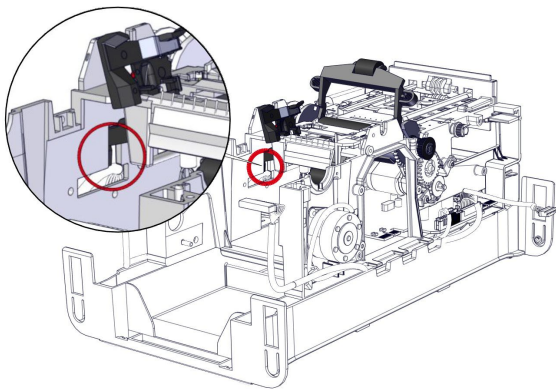
2. Remove the pushing guide spring.



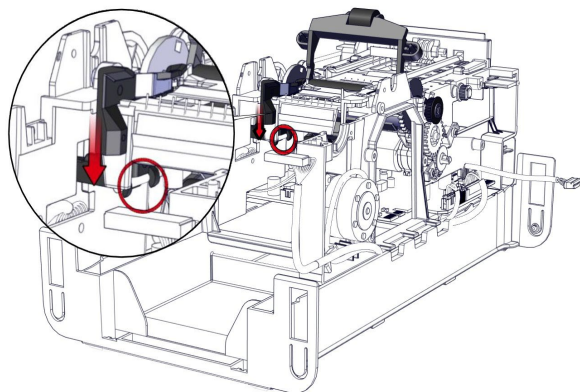
3. Unclip the pushing guide, move it, and lift it to remove it from the frame.



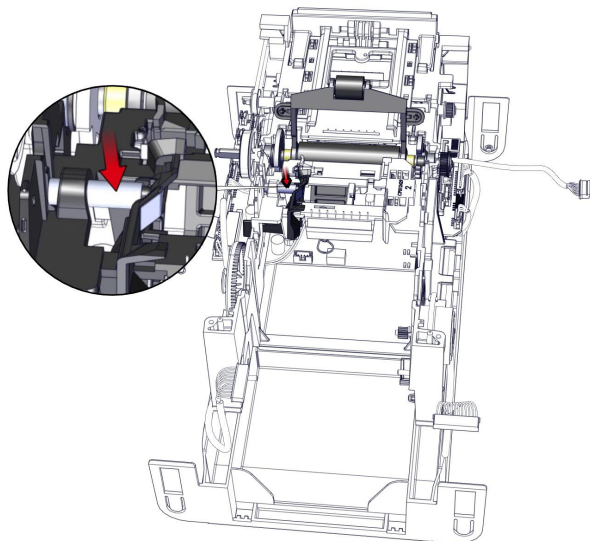
4. Insert the flag of the pushing guide into the frame window.



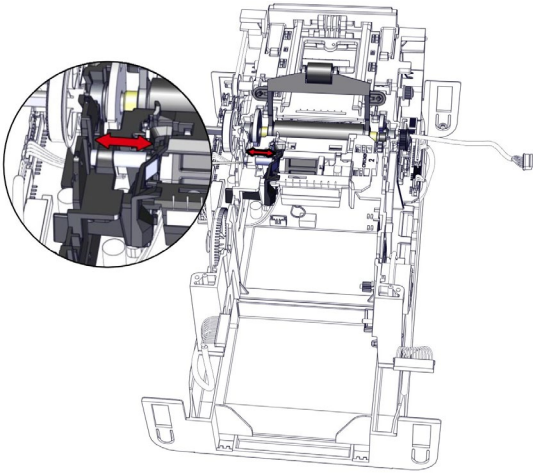
5. Clip in the pushing guide.



6. Put the spring in place.



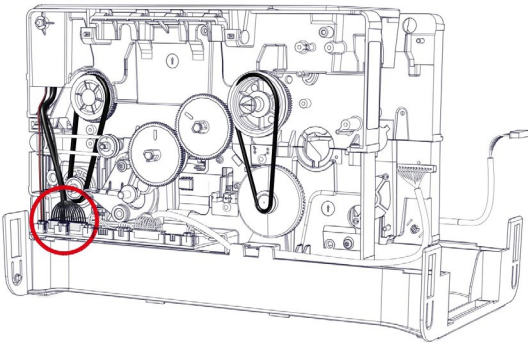
7. Check that the pushing guide is moving correctly.



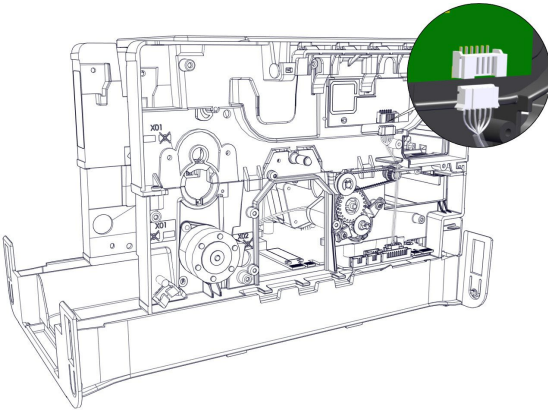
8. Carry out steps 34-12 to 34-18 (page 113).

Step 38 - REFERENCE GUIDE Y1 - CP012429

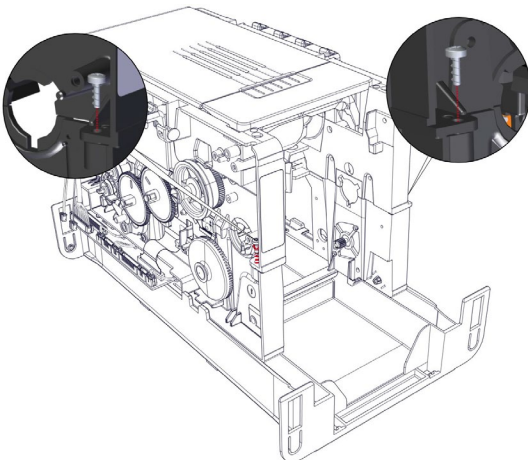
1. Carry out steps 8-1 to 8-17 (page 48).
2. Carry out steps 25-2 to 25-5 (page 93).
3. Disconnect the head bracket cables. Remove both black belts (ribbon and flag).



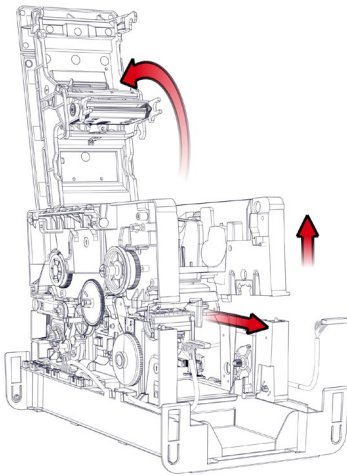
4. Disconnect the RFID board cable.



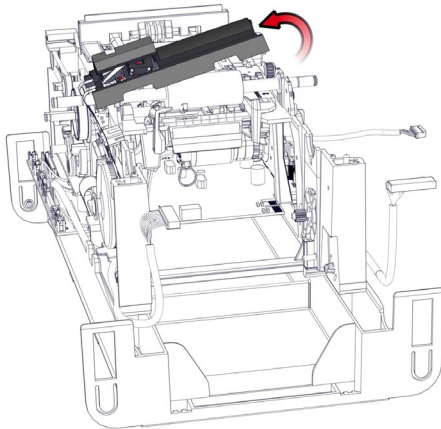
5. Remove the screws from each side of the module.



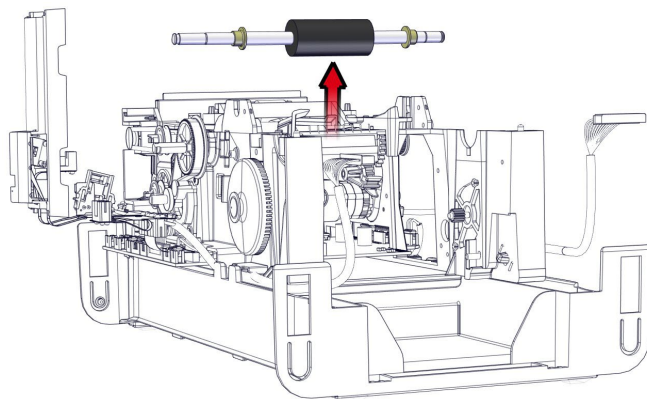
6. Open the head bracket, gently lift the upper frame, and pull it forward to remove it.



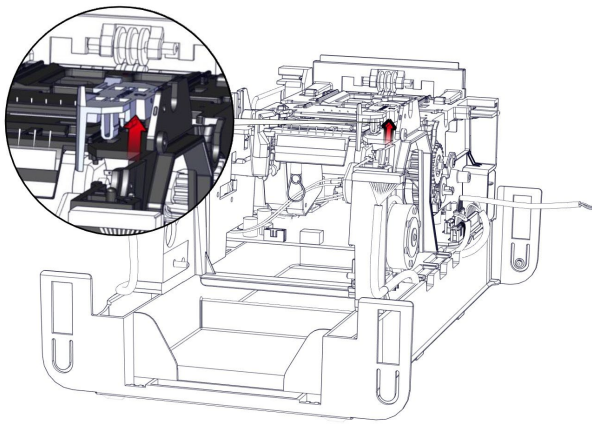
7. Lift the flex.



8. Remove the option roller.



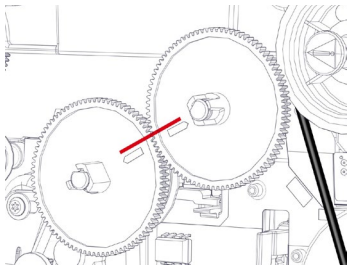
9. Unclip the reference guide and replace it by a new one.



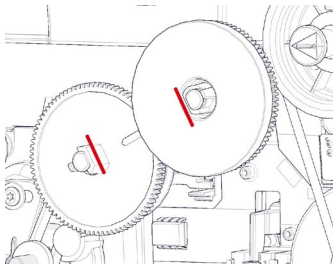
10. Carry out the steps in reverse.

11. Align the positioning guides and clip on the head roller gear.

Basic printer

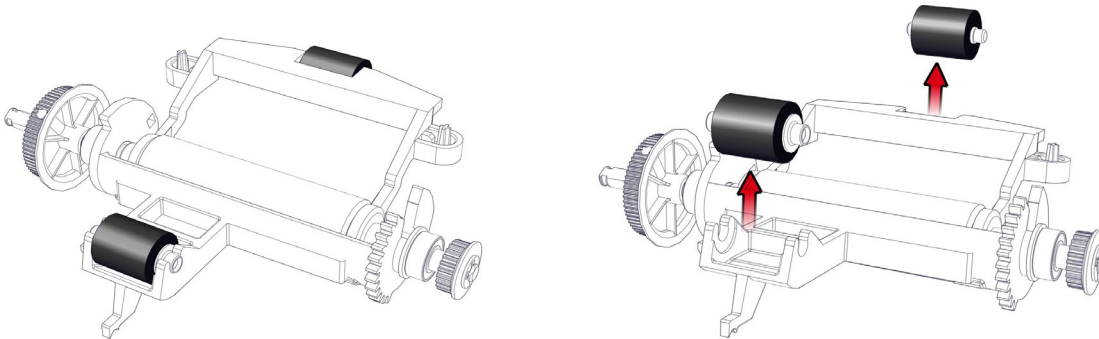


Magnetic printer

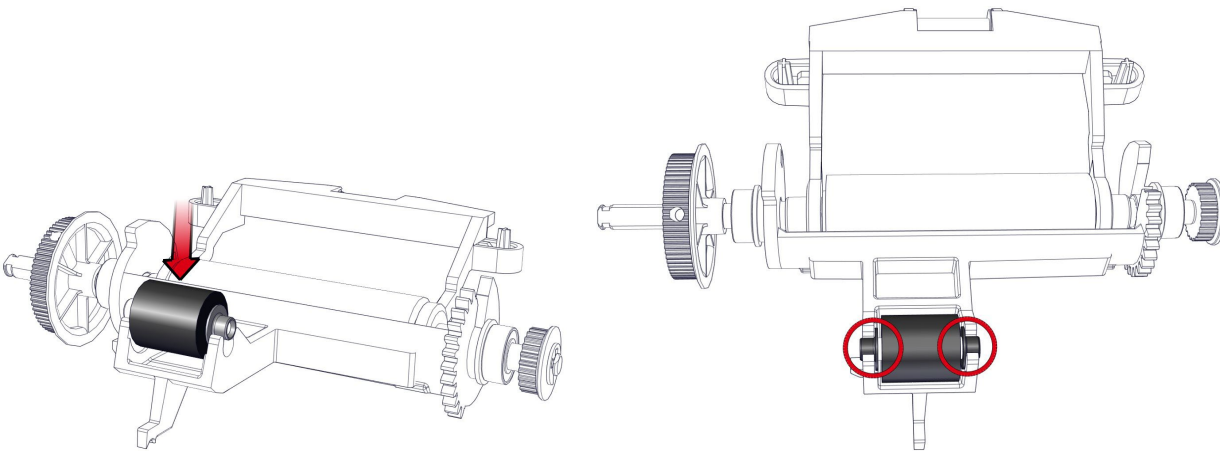


Step 39 – PRESSURE ROLLER – CP009003

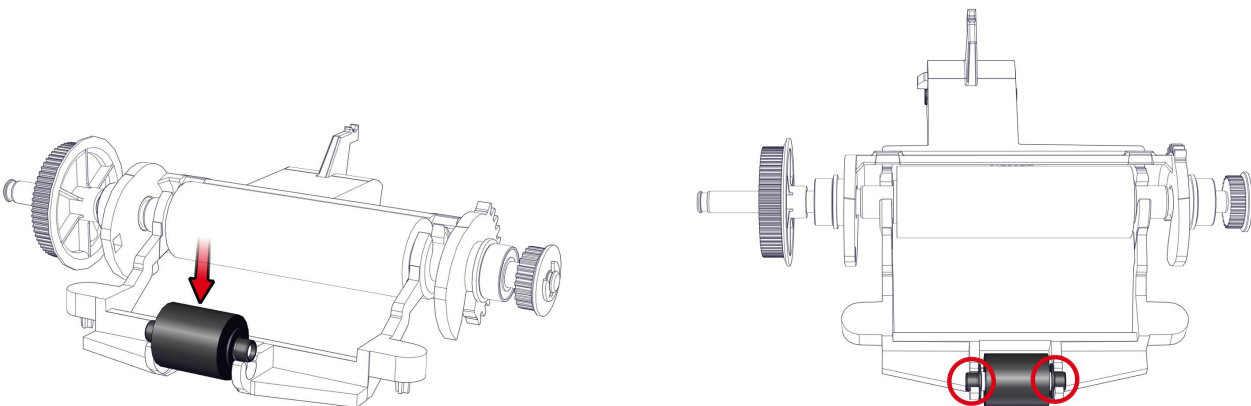
1. Carry out steps 34-1 to 34-10 (page 113).
2. Remove one or both pressure rollers.



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



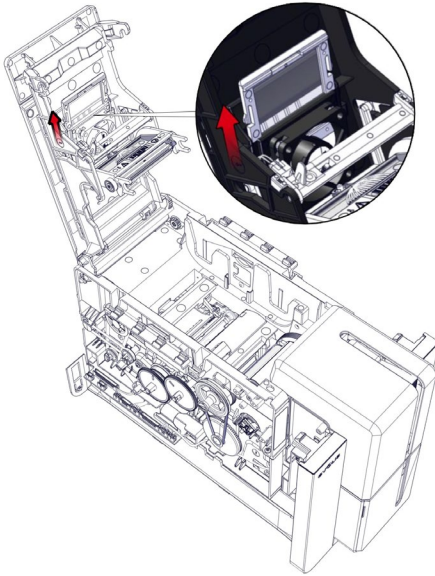
4. Repeat the same action for the other roller.



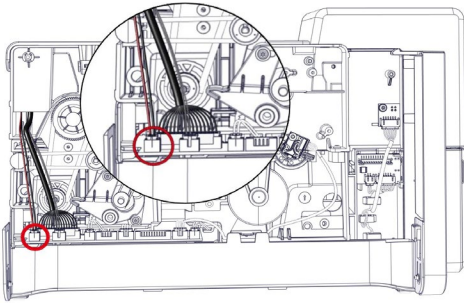
5. Carry out steps 34-11 to 34-18 (page 113).

Step 40 – FAN KIT – S10100

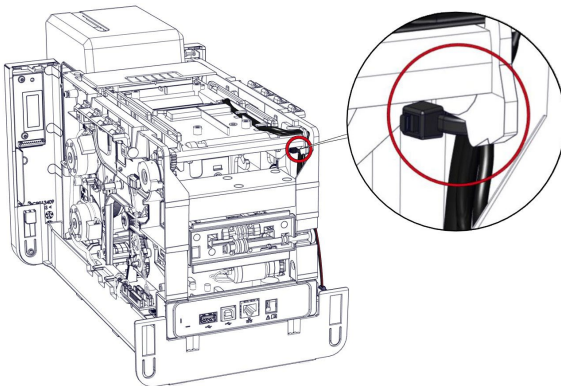
1. Carry out steps 5-1 to 5-8 (page 38) and steps 17-1 to 17-3 (page 79).
2. Remove the fan filter.



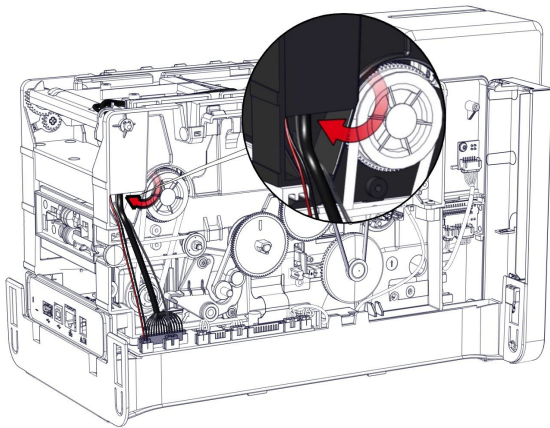
3. Disconnect the fan cable.



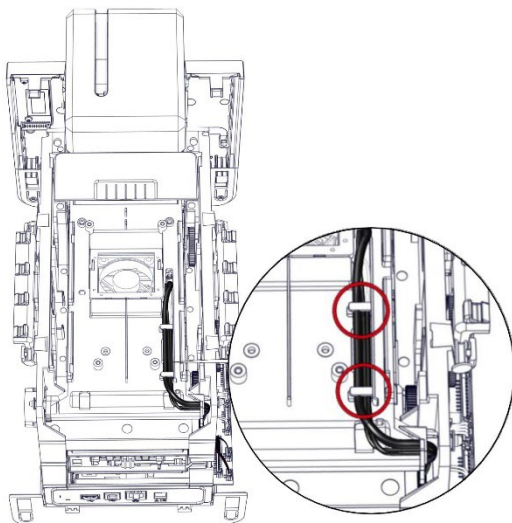
4. Cut the cable clamp.



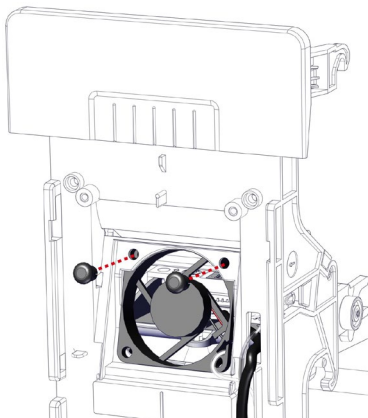
5. Pass the fan cable through the upper frame and retrieve it on the other side.



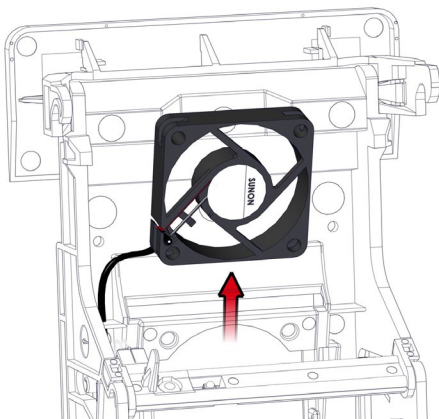
6. Undo the cable from the cable holders.



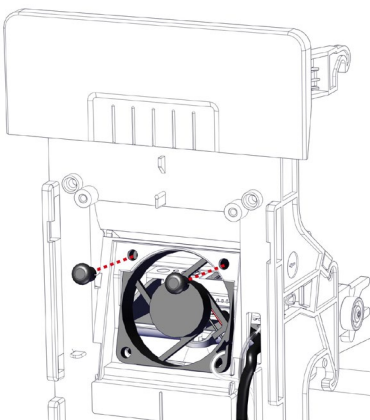
7. Remove the two fan rivets.



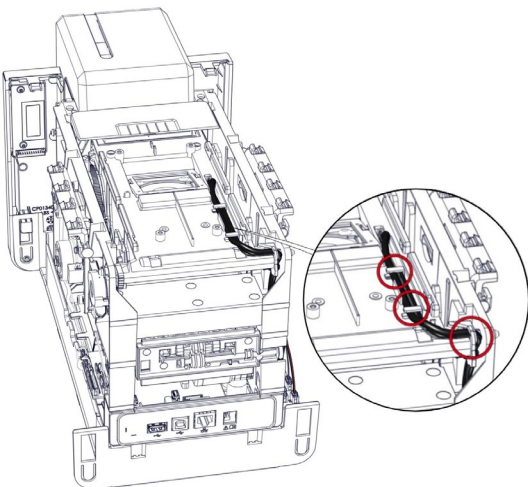
8. Slide the fan toward the upper part of the head bracket to remove it.



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



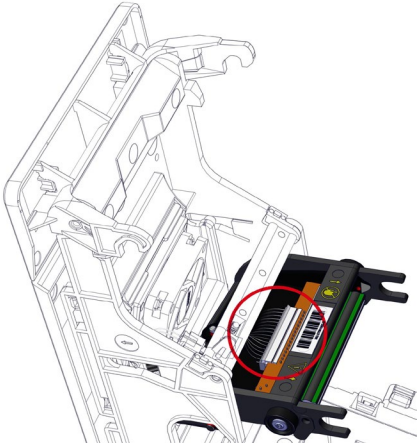
10. Pass the cable through the cable holders.



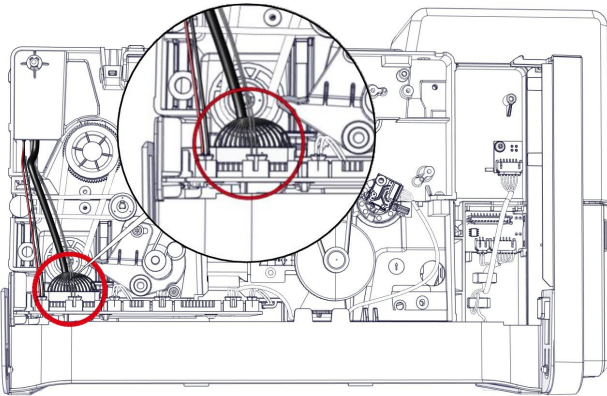
11. Carry out steps 40-5 to 40-1 (page 132) in reverse.

Step 41 – PRINT HEAD CABLE – S10085

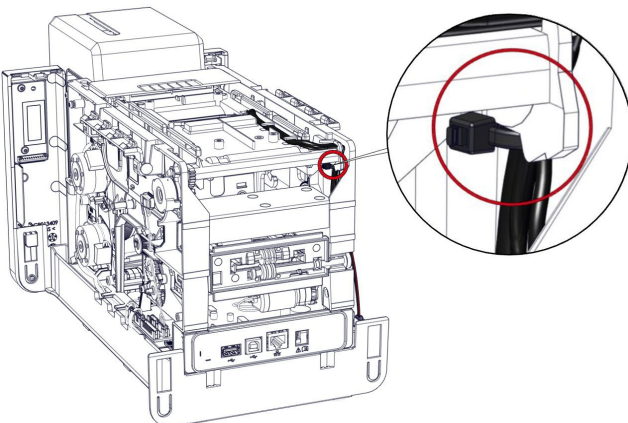
1. Carry out steps 5-1 to 5-8 (page 38) and steps 17-1 to 17-3 (page 79). Unplug the print head cable.



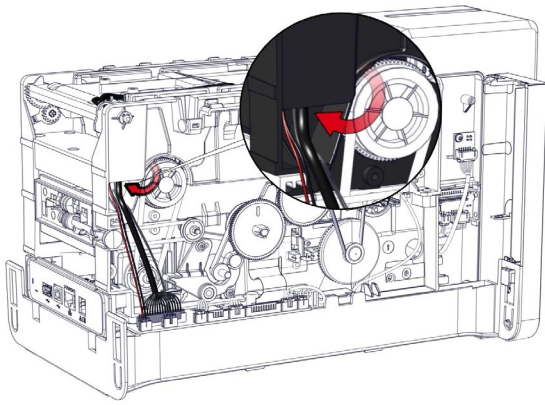
2. Disconnect the other side of the cable.



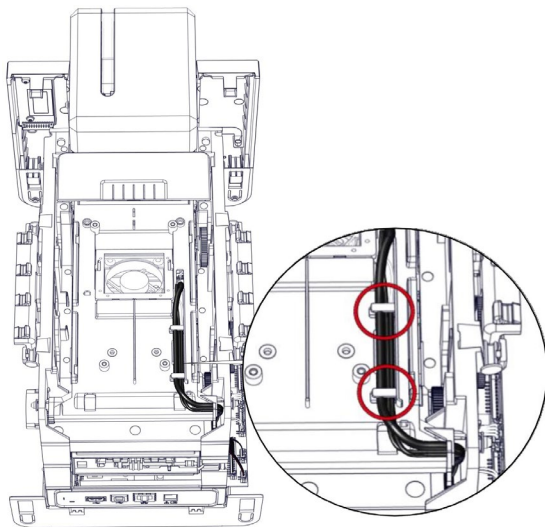
3. Cut the cable clamp.



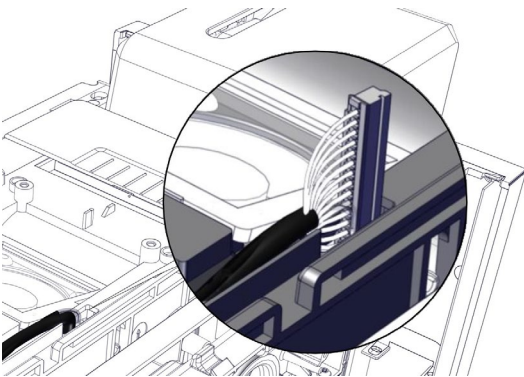
4. Pass the cable head through the upper frame and retrieve it on the other side.



5. Undo the cable from the cable holders.



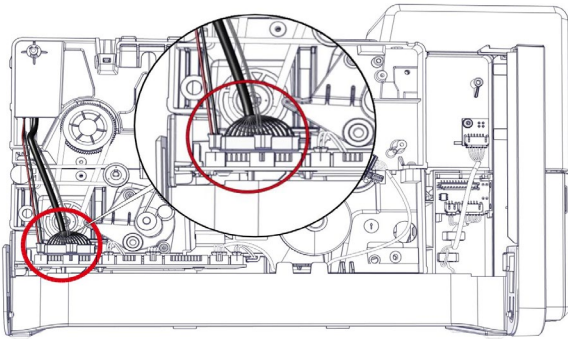
6. Pass the cable head through the head bracket.



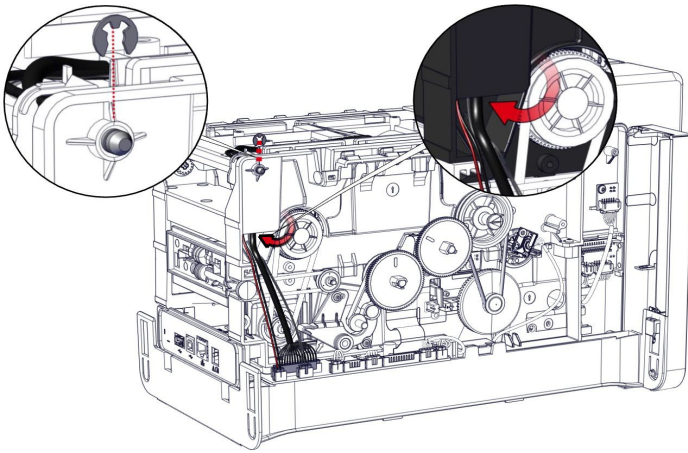
7. Take the new cable and carry out these steps in reverse order.

Step 42 – HEAD BRACKET – S10138

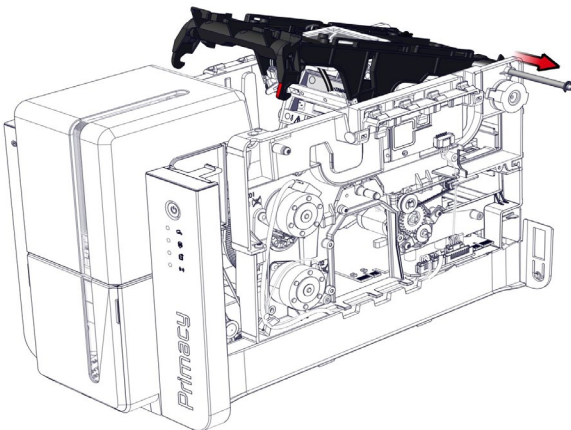
1. Carry out steps 5-1 to 5-8 (page 38), steps 17-1 to 17-3 (page 79), and step 18-2 (page 80). Disconnect all three cables.



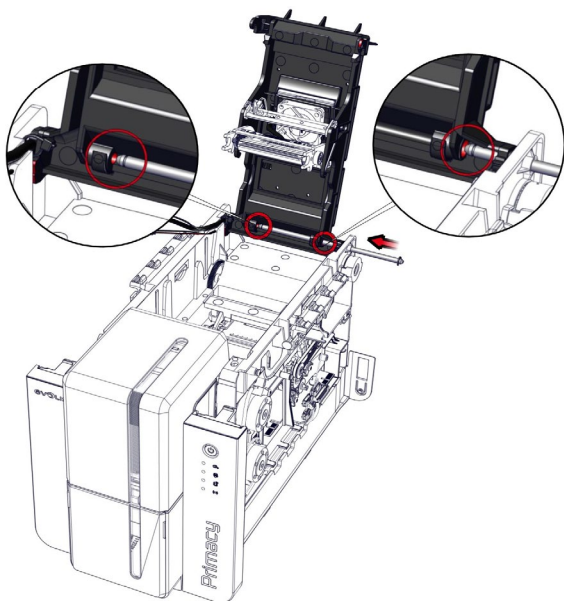
2. Remove the V-ring. Pass the three cables through the frame.



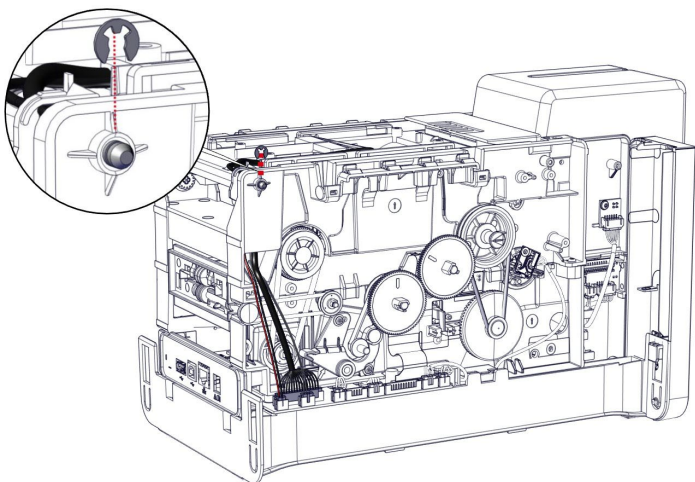
3. Slide the axis of the head bracket and remove it.



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



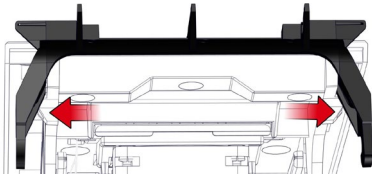
5. Attach the V-ring.



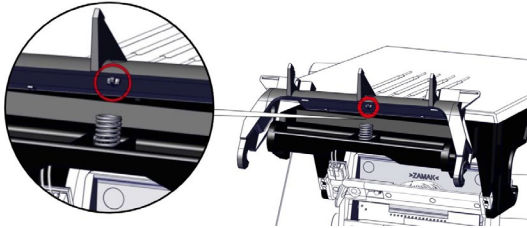
6. Carry out step 42-1 (page 137) in reverse.

Step 43 – HEAD BRACKET LOCKER – CP010189 AND PRESSURE SPRING – CP003046

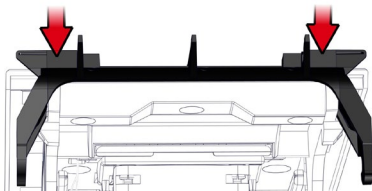
1. Carry out step 18-1 to 18-2 (page 80).
2. Unclip the head bracket locker by moving it gently.



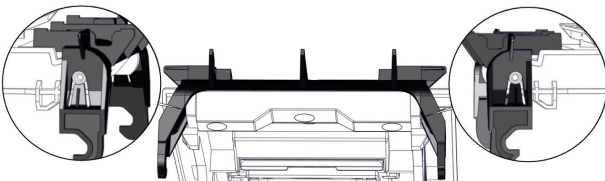
3. Place the spring on the centering pins (one on the head bracket and the other on the locker).



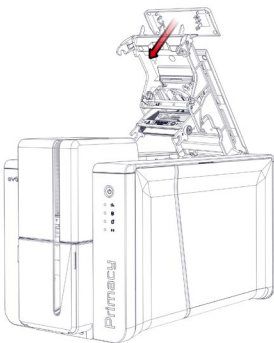
4. Press on each side and clip the locker onto the head bracket.



5. Check that the locker is clipped in correctly.

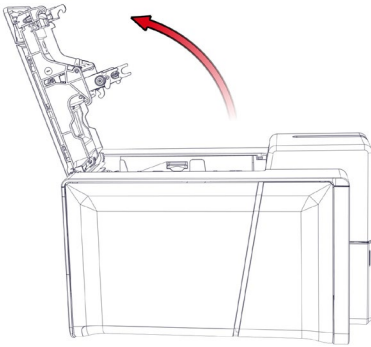


6. Press and clip in the button.

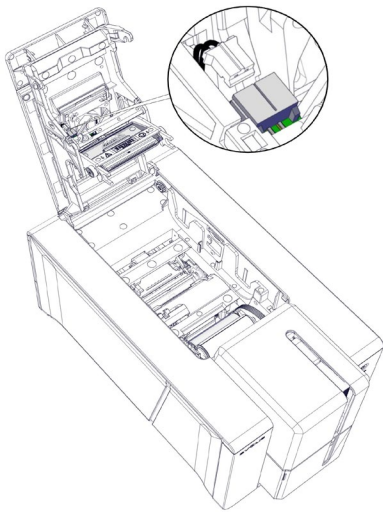


Step 44 – SENSOR: RIBBON – S10089

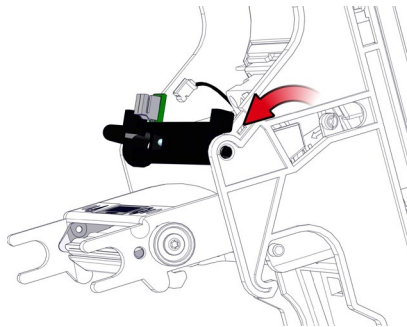
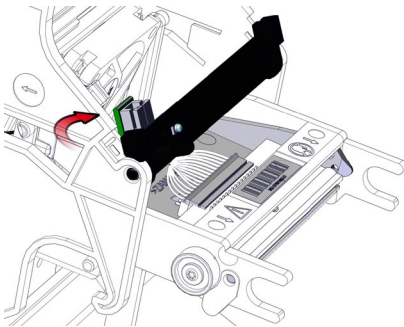
1. Open the head bracket.



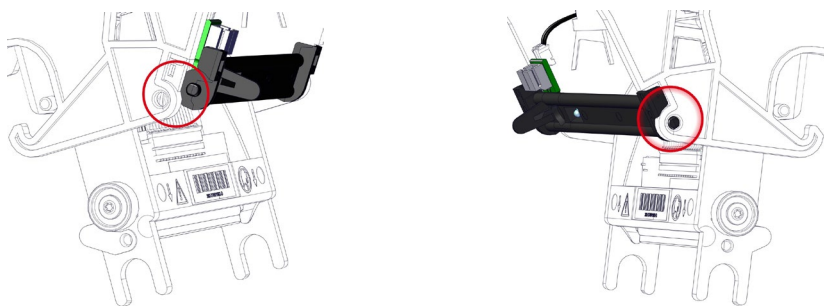
2. Disconnect the sensor cable.



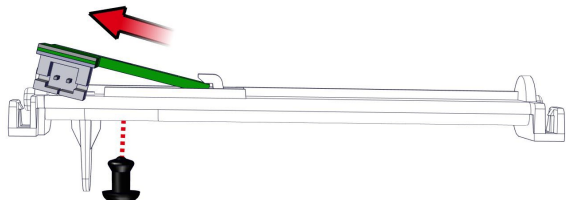
3. Unclip the sensor support and tilt it.



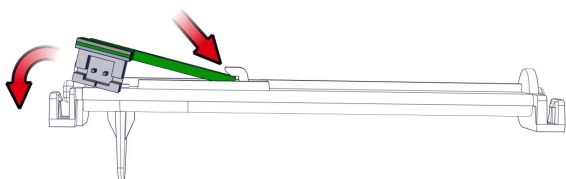
4. Push it away from the head bracket sensor and remove it.



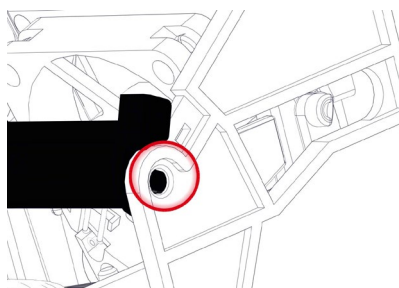
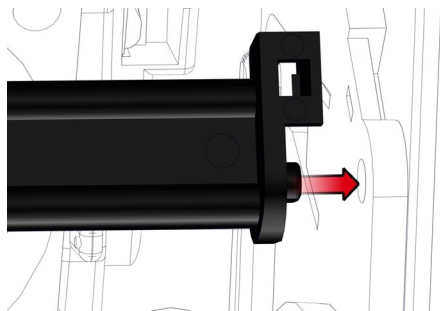
5. Remove the rivet and the sensor.



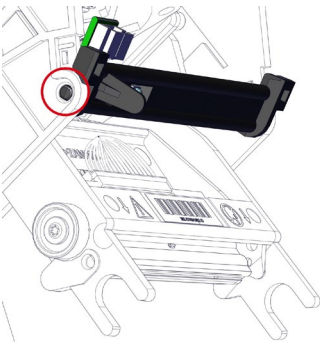
6. Insert the new sensor on the end and attach the rivet.



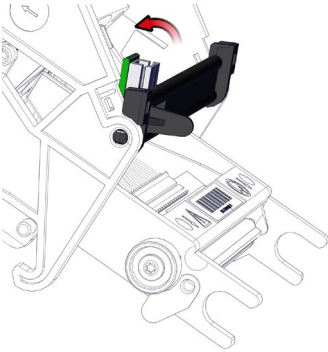
7. Insert the support pin in the hole of the head bracket.



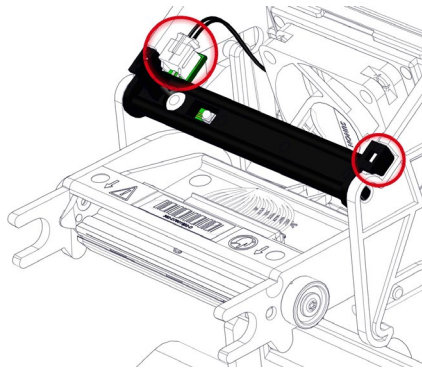
8. Insert the second pin of the support into the second hole by moving the head bracket slightly.



9. Tilt the support backward and clip it in.



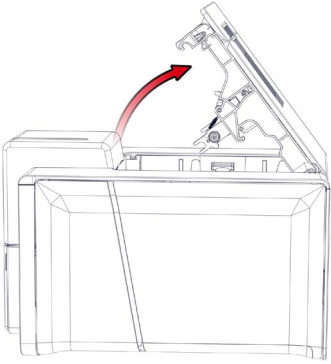
10. Check that the support is clipped in and reconnect the sensor.



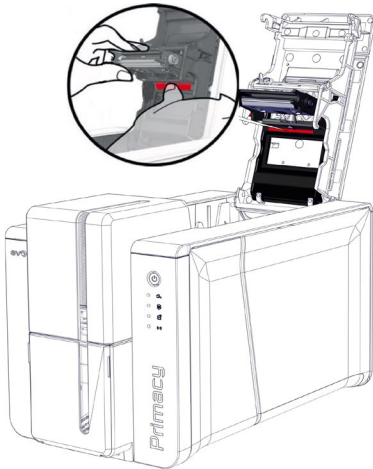
11. Carry out the adjustment procedure for all the sensor (page 174).

Step 45 – PRINT HEAD (KPE) – S10381

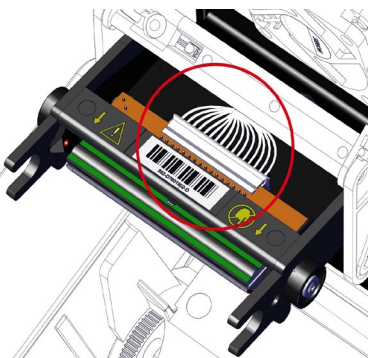
1. Open the head bracket.



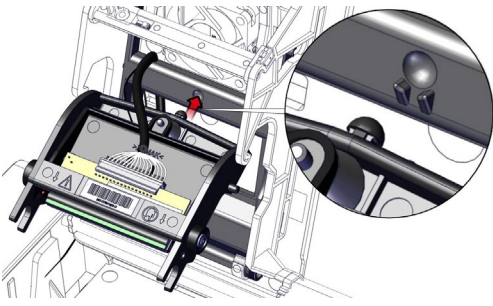
2. Press on the plastic part behind the head (pressure plate) and pull on the head with the other hand in to free the lugs from the holding fork, then remove the lugs from their slots.



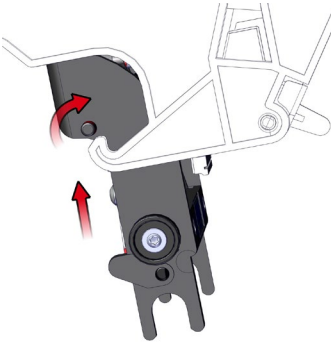
3. Carefully tilt the head downwards and unplug the connector linked to the cable without forcing the mechanism.



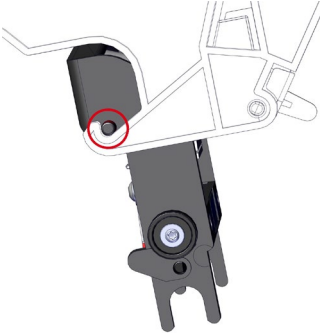
4. Reconnect the new print head, and put the centering pin in its place.



5. Insert it vertically (white connector upward), raising it into 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:

Power up the printer and check that it is properly connected to a computer on which the Evolis Premium Suite is installed.

Under the Maintenance heading of the Evolis Premium Suite , click on Print head replacement.

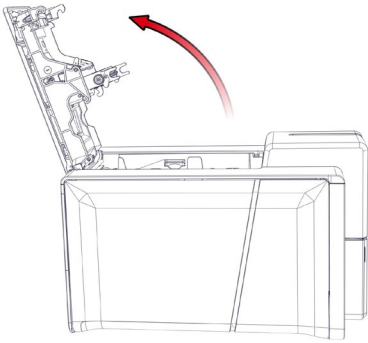
Enter the PKN number of the print head kit under Enter PKN no., then click Confirm.



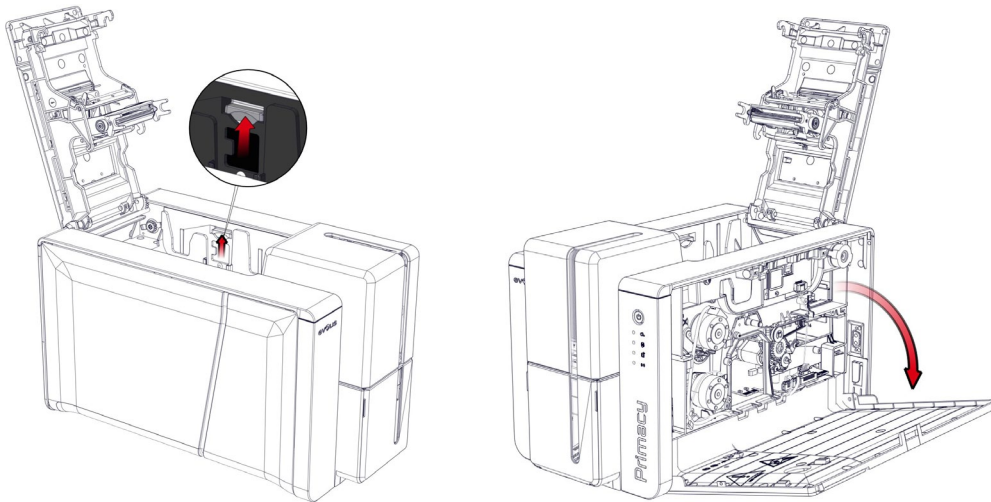
If the print head kit number is not entered correctly, printer malfunctions may occur and the warranty may be voided.

Step 46 – ROTARY RETARDER KIT-S10414

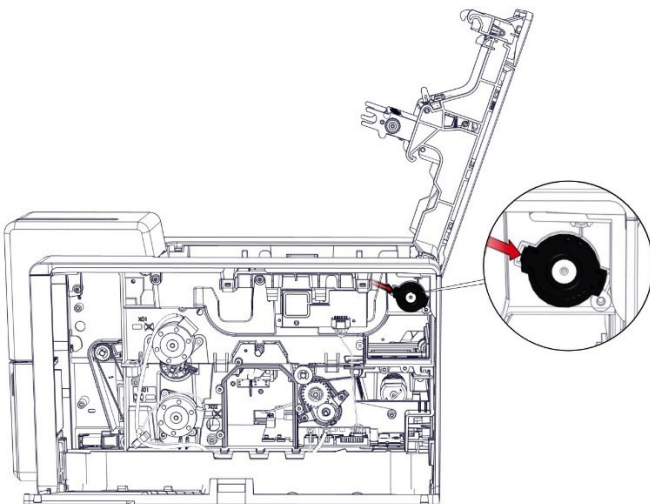
1. Press down and open the cover.



2. Lift the lock to open the side.



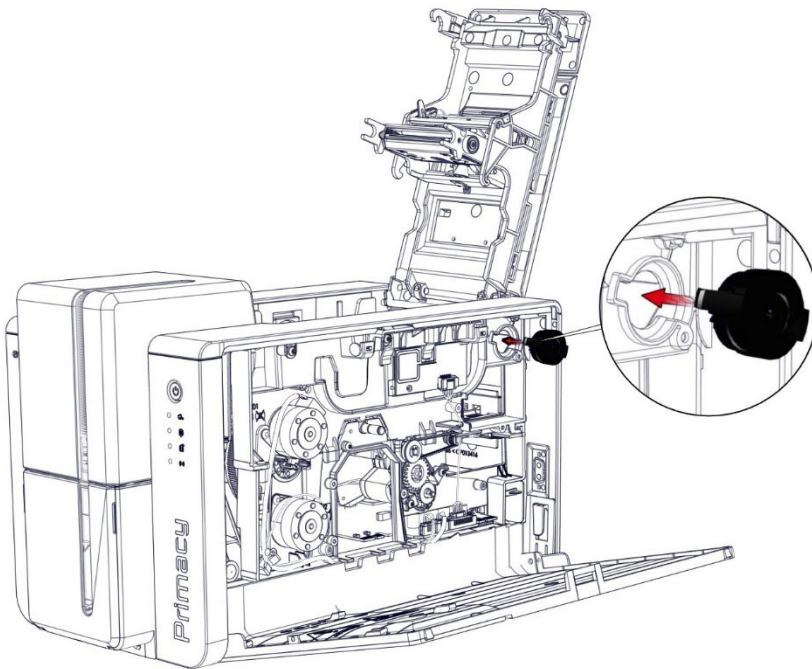
3. unclip the rotary retarder assembly by using a flat screwdriver.



4. Insert the rotary damper in its support.

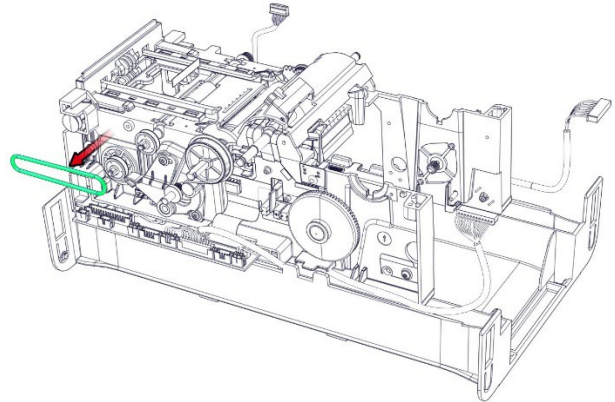
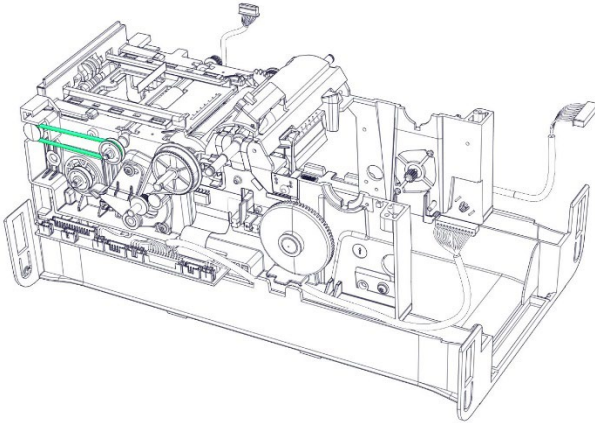


5. Clip it in place.

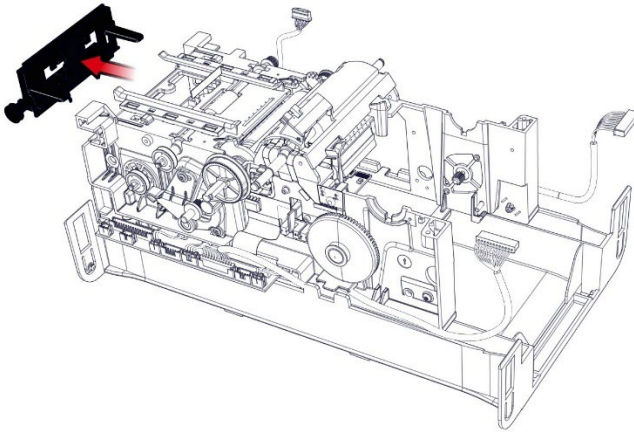


Step 47 – EJECTION KIT – S10413

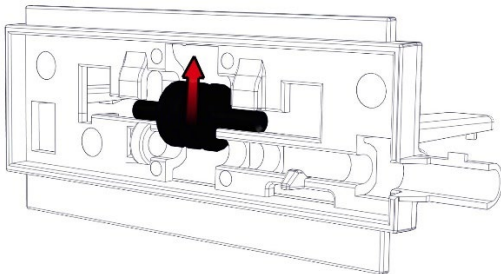
1. Carry out step 34-1 to 34-7 (page 113).
2. Remove the reject belt.



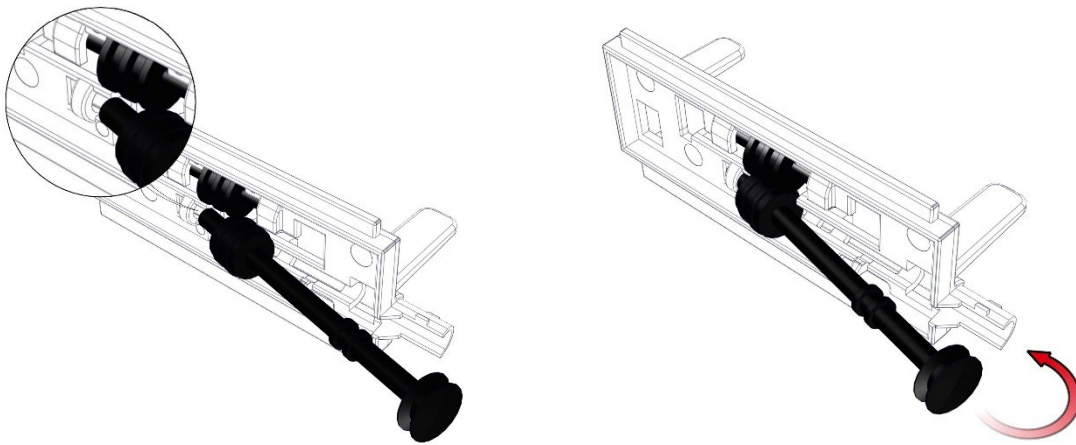
3. Unclip the defective ejection kit.



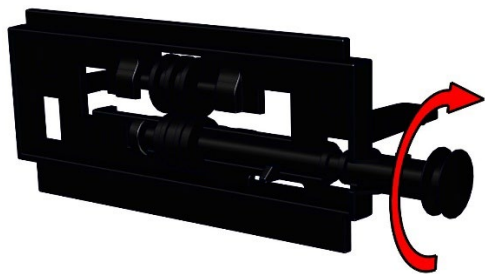
4. Take the new kit and insert the short roller in the support as shown below.



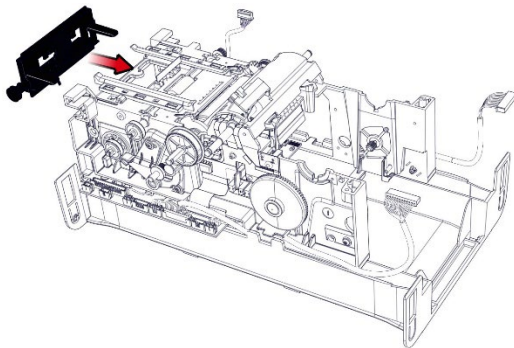
5. Insert the second roller and clip it in place.



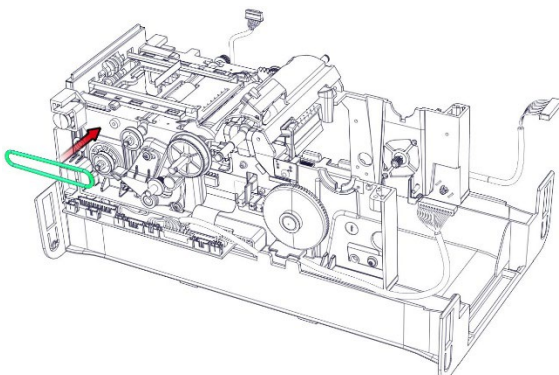
6. Check the correct rotation of the rollers.



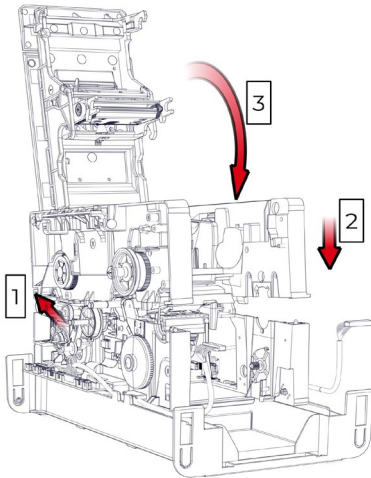
7. Insert the new ejection kit.



8. Put the reject belt.

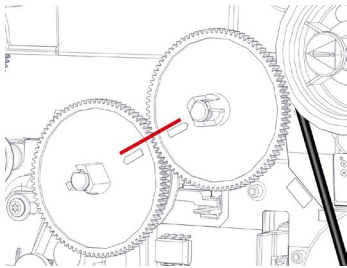


9. Open the head bracket, insert the upper frame into the lower frame (1) and bring it down (2).
10. Check that the ribbon sync sensor has not moved. Close the head bracket (3).

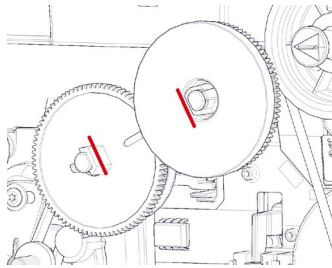


11. Carry out steps 34-7 to 34-1 (page 113) in reverse.
12. Align the positioning guides and clip on the head roller gear.

Basic printer

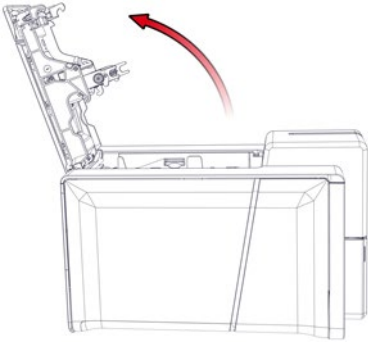


Magnetic printer

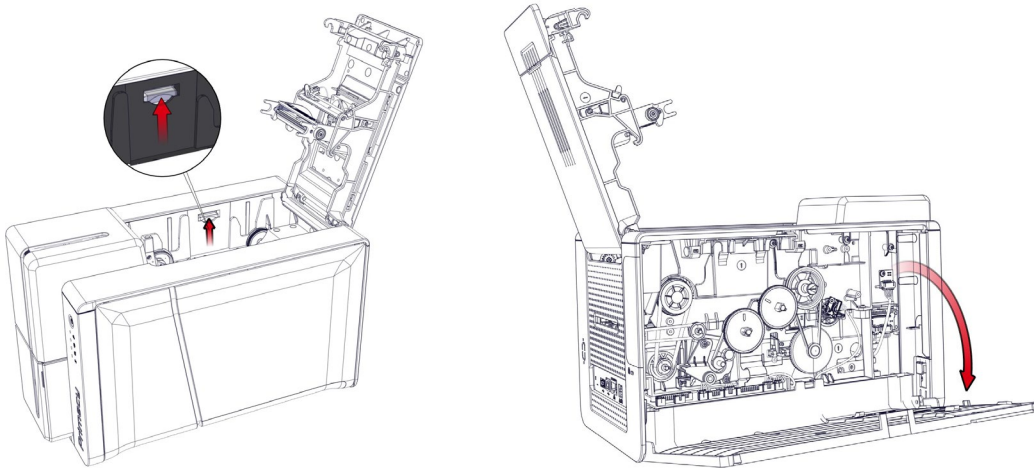


Step 48 - GEAR Z88 M0.5 CLIP D6- CP009014

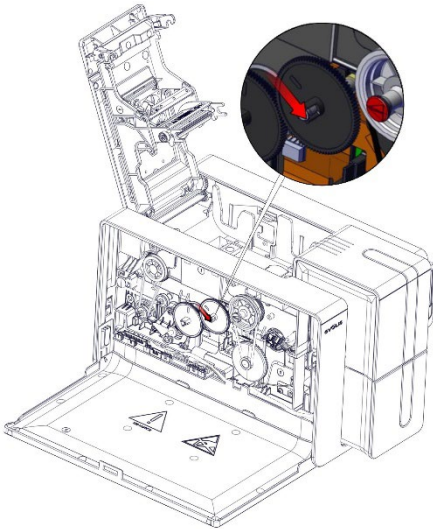
1. Press down and open the cover.



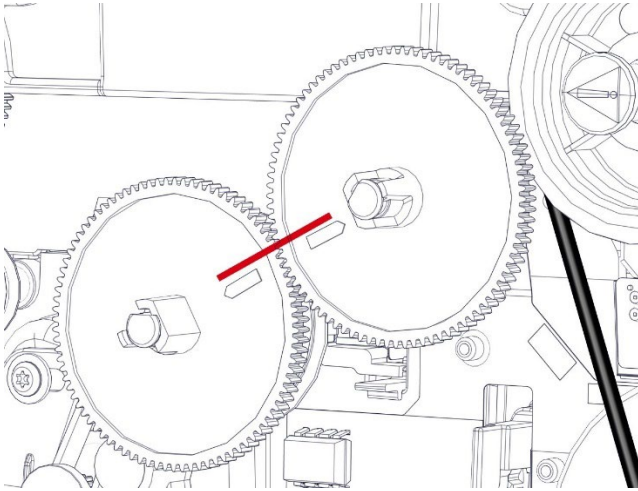
2. Lift the lock to open the side.



3. Unclip the gear to remove it.



4. Align the two positioning guides and clip in the head roller gear.



CLEANING PROCEDURES



The print head warranty is directly linked to routine 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.



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 routine 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.

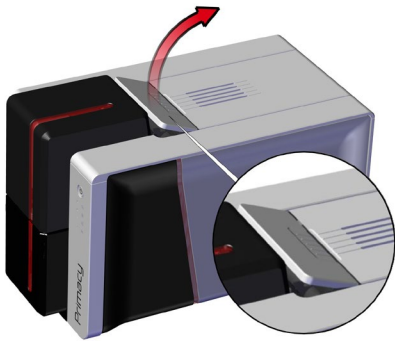


Routine cleaning may also be launched from the Evolis Premium Suite by clicking on "Start cleaning."

Printer	Cleaning required after: (warning light flashing)	Number of cards remaining before warranty voided (warning light steady)	Warranty invalid after: (warning light steady)
Primacy2	1000 cards	200 cards	1200 cards

Routine Printer Cleaning

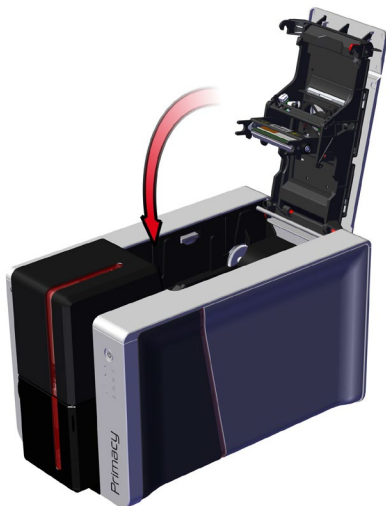
1. Open the printer cover.



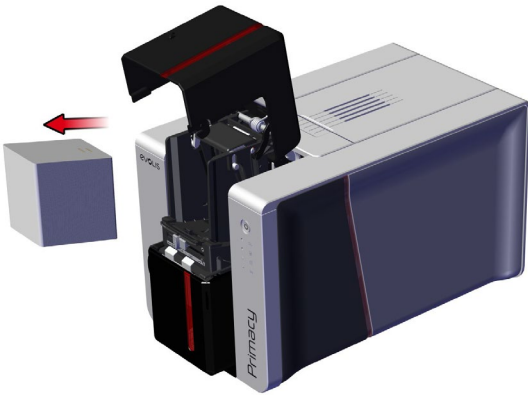
2. Remove the ribbon as shown in the diagram.



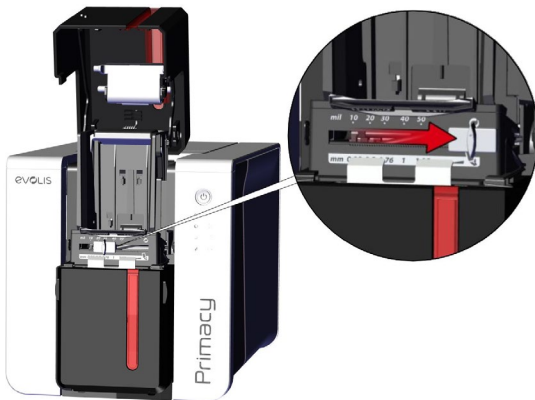
3. Close the cover and check it has clicked shut.



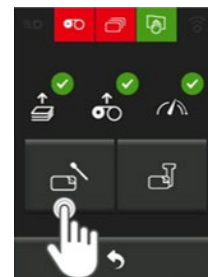
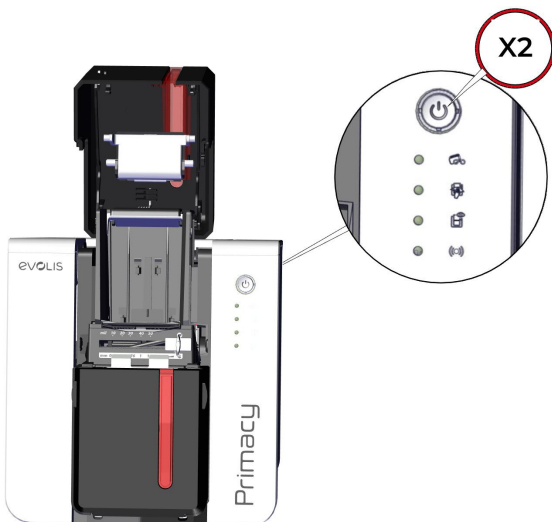
4. Remove all cards from the feeder.



5. Using the gage, set the card thickness to the MAX position.



6. Double-click the cleaning button on the control panel before inserting the cleaning card or select the cleaning type; see Color Touchscreen User guide at www.evolis.com, SUPPORT, PRINTER, Primacy 2, DOCUMENTATION AND MANUALS, Color touchscreen User guide.



7. Remove the film from the adhesive card (1) and insert the cleaning card into the feeder as shown (2), adhesive side up. Cleaning will begin.



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



9. Clean the print head, see the procedure.



Before using the printer, reset the gage to the desired card thickness.

Advanced Cleaning

For a more in-depth clean, we recommend carrying out an advanced clean every five routine cleaning cycles, or after any maintenance.

For this purpose, Evolis provides an Evolis High Trust® maintenance kit consisting of two adhesive cards, two 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 advanced cleaning is carried out properly.



Recommended cleaning cycle: every five routine cleaning cycles.
Servicing accessory: impregnated "T" shaped card and adhesive card.

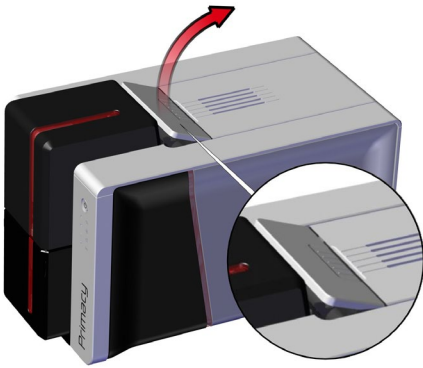


Advanced cleaning can also be launched from the Evolis Premium Suite by clicking on "Start cleaning."



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

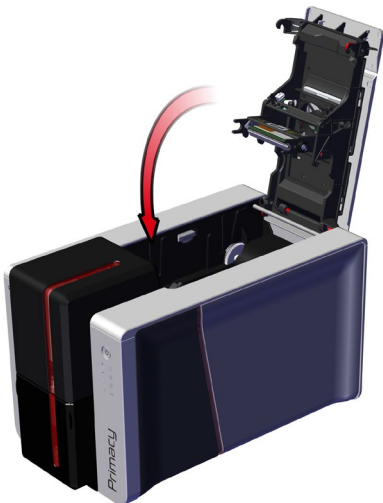
1. Open the printer cover.



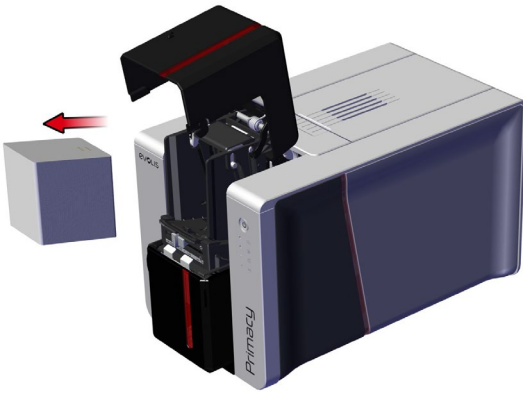
2. Remove the ribbon as shown in the diagram.



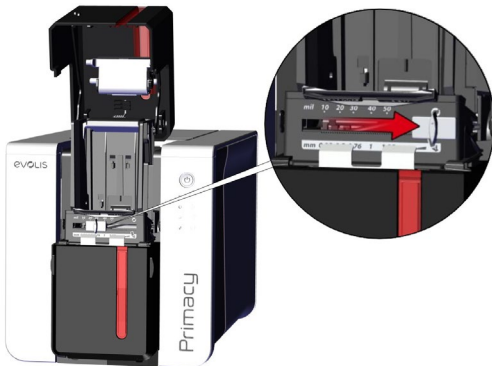
3. Close the cover and check that it has clicked shut.



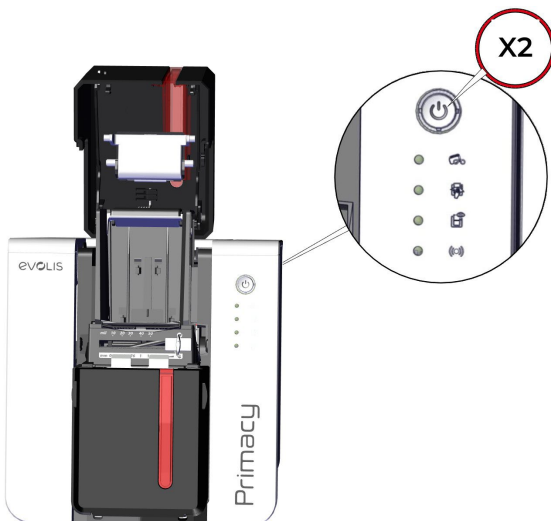
4. Remove all cards from the feeder.



5. Using the gage, set the card thickness to the MAX position.



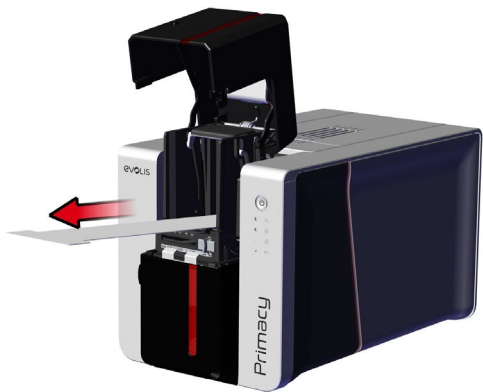
6. Double-click the cleaning button on the control panel before inserting the cleaning card or select the cleaning type; see Color Touchscreen User guide at www.evolis.com, Drivers & Support, Primacy 2, manual and documents, LCD User guide.



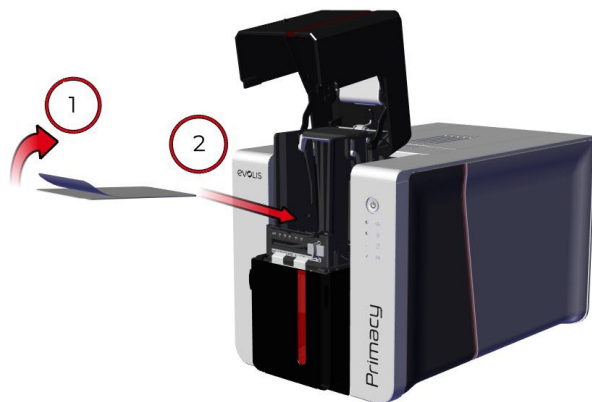
7. Take the "T" shaped cleaning card and insert it in the feeder as shown (you may need to guide it in). Cleaning will begin.



8. Remove the "T" shaped card.



9. Remove the film from the adhesive card and insert it into the feeder as shown, adhesive side up. Cleaning will begin.



10. The used adhesive card is automatically ejected into the output hopper.



11. Clean the print head, see the procedure below.



Before using the printer, reset the gage to the desired card thickness.

Print Head cleaning

To maintain the original print quality and absorb any surplus ink on the print head, we recommend regularly cleaning the print head (whenever the ribbon is changed and during routine cleaning) using the cotton swabs or cleaning pens provided 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.

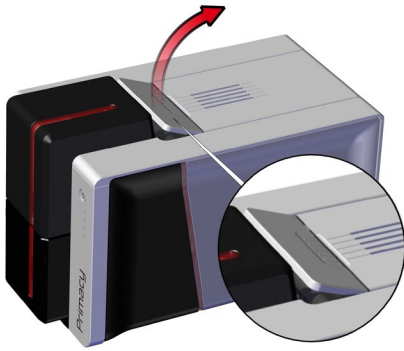


Unplug the printer from its power supply before cleaning the print head. Follow the cleaning cycles carefully.

Avoid any contact between the print head and any sharp or metal objects.

Avoid touching the print head 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: Pivot the print head protective cover.

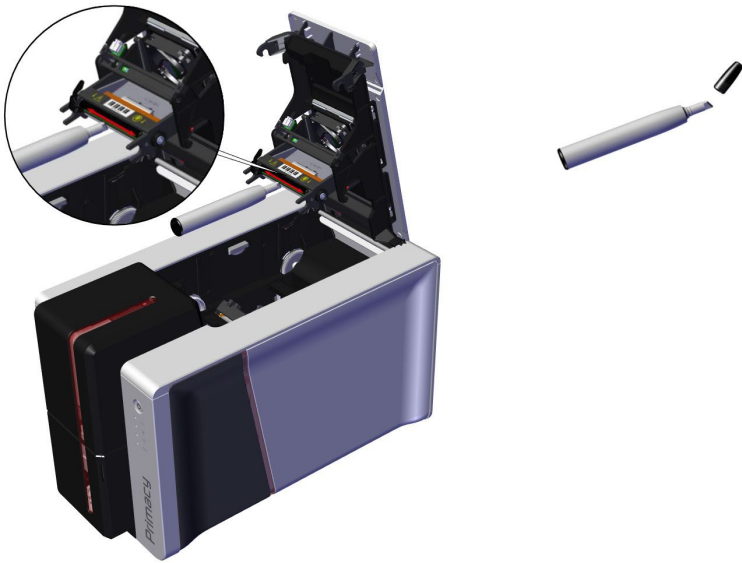


3. Choose between the cotton swab and the cleaning pen.
Take a cotton swab and squeeze it so that it is fully soaked in alcohol. Gently rub along the print head from left to right for a few seconds. Leave it to dry.

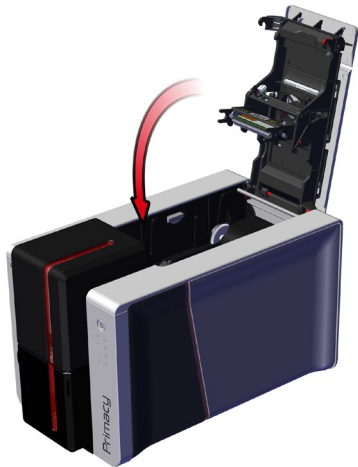


or

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



4. Close the cover. Reconnect the printer.



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 advanced cleaning

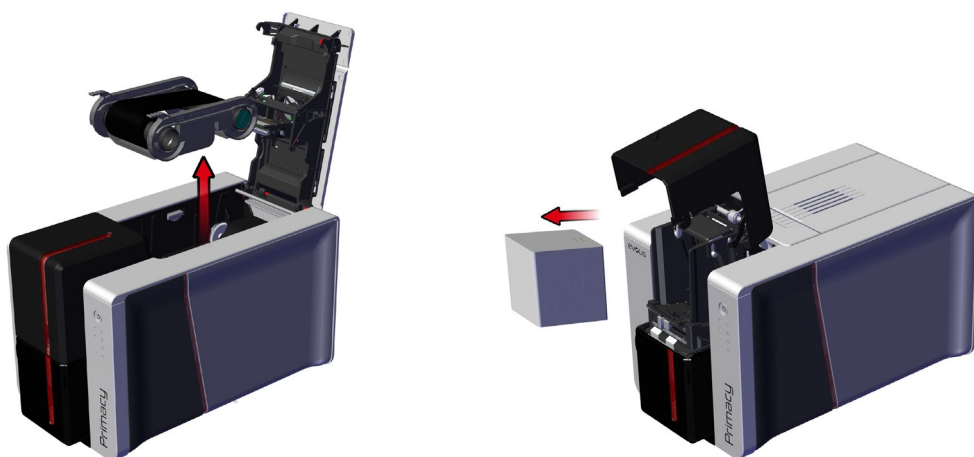


Use several cards if required. After the procedure, all the rollers should be perfectly clean.

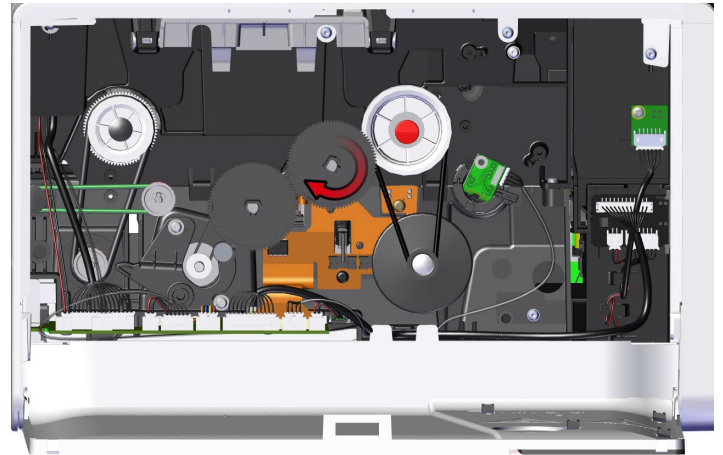
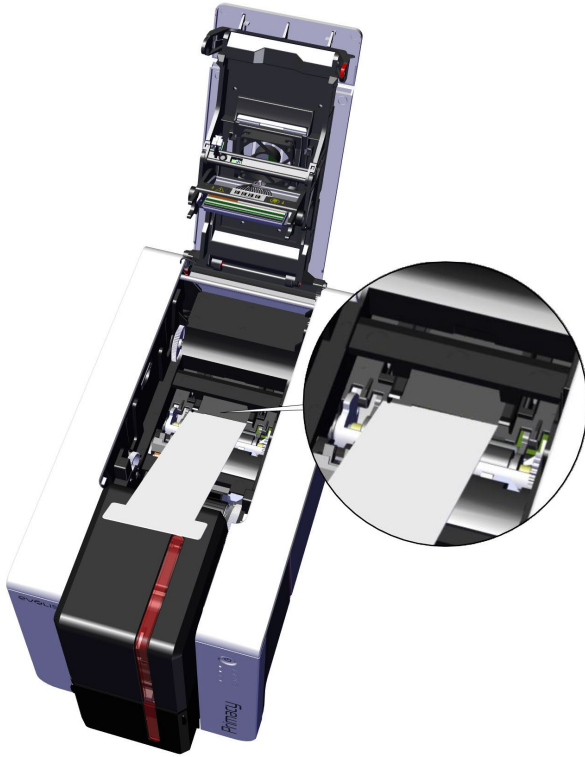


How to carry out manual cleaning?

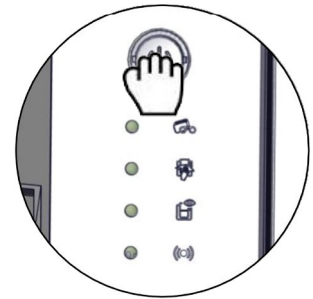
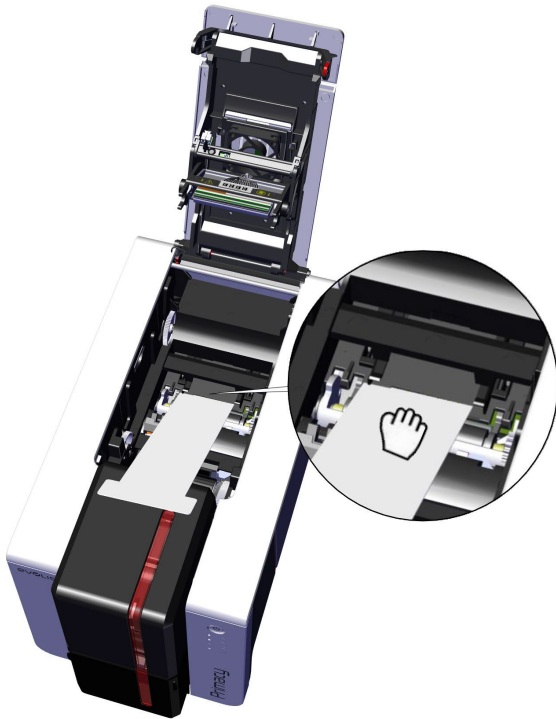
1. Switch on the printer.
2. Open the cover, leave it open, and remove the ribbon and the cards.



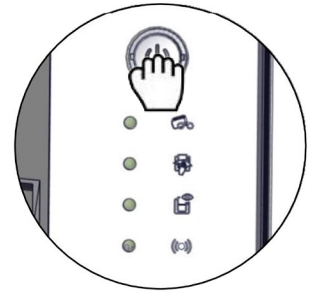
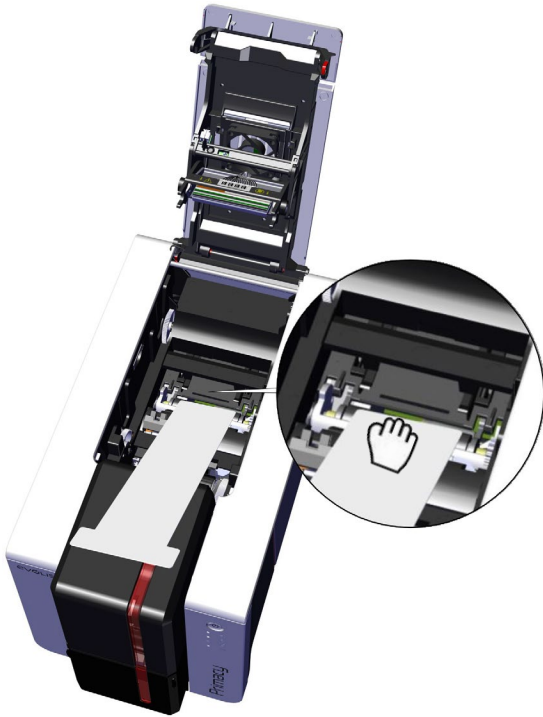
3. Take a T card and slide it into the card guides. It may be possible to turn the option roller gear manually to help insert the cleaning card into the module.



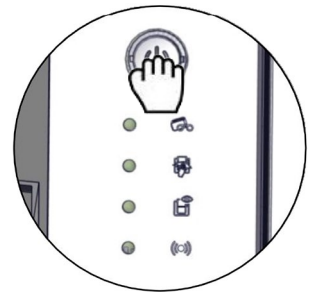
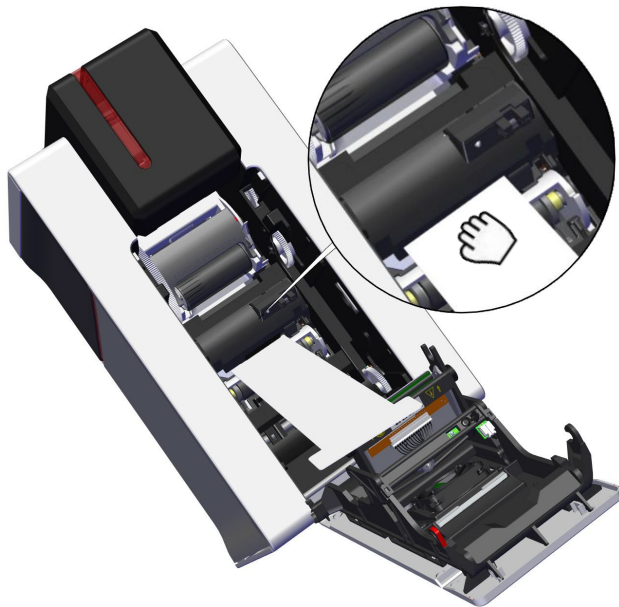
4. Hold the T card firmly and turn the rollers, pressing on the control button.



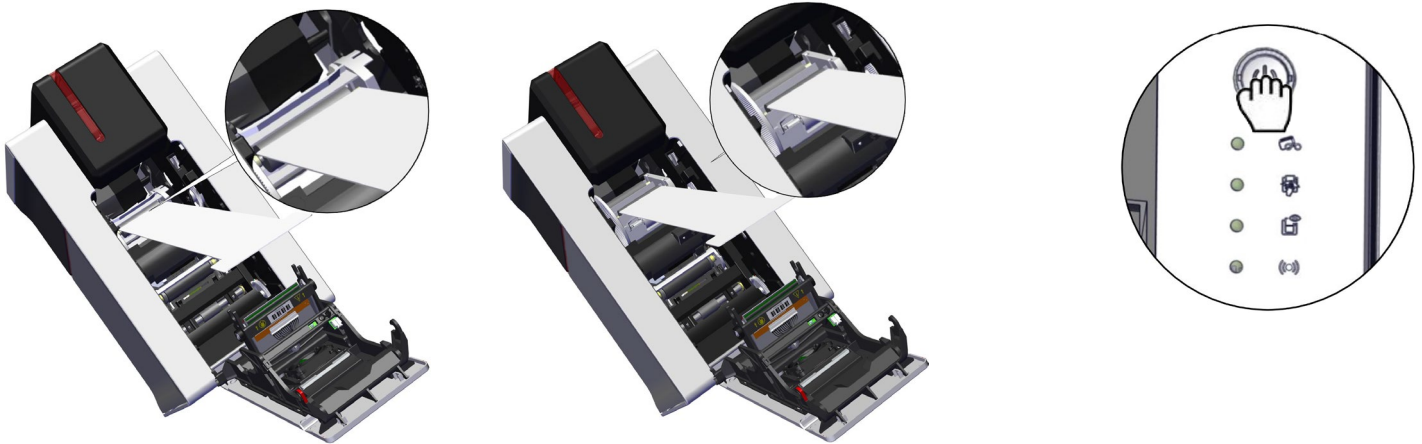
5. Put the T card on the head roller, press gently and turn the rollers, pressing the control button.



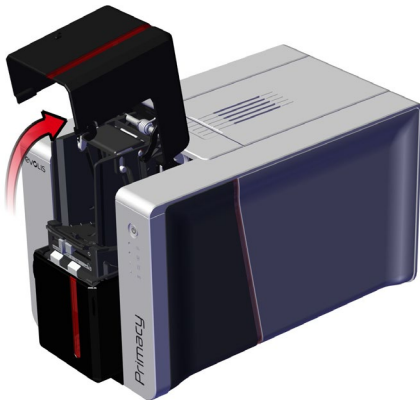
6. Slide the T card under the option roller. Hold the T card firmly and turn the rollers, pressing the control button.



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



8. Open the feeder.

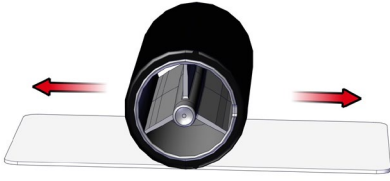


9. Put the T card on the roller head, press gently and turn the rollers, pressing the control button.



Cleaning the Cleaning Roller

1. Carry out steps 24-1 to 24-2 (page 92).
2. Clean the cleaning rollers 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 Quick installation guide with QR code to access the driver for Windows and Macintosh platforms.

To install the print driver:

1. Scan the QR code that is printed on the Quick Start Guide delivered with your printer.
2. Download and launch the driver: Evolis Premium Suite® for Windows (.exe file) and Mac OS (.pkg file) platforms.
3. A program will guide you through the entire installation process.
You will have the possibility to select Standard or Minimal installation: standard installation is recommended as it includes notification and supervision features.
4. At the end of the installation process, you need to restart the computer.
5. Connect your printer to the power supply and to the computer. Please see Connecting the printer section.

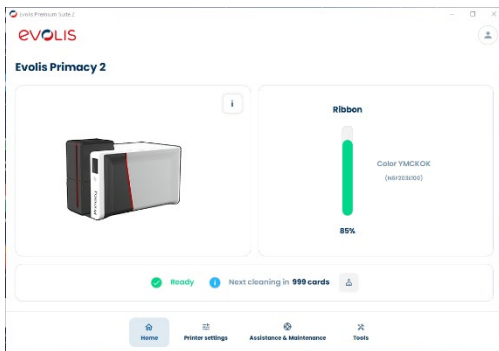


Do not connect your USB cable to your computer until prompted to do so by the installation program.

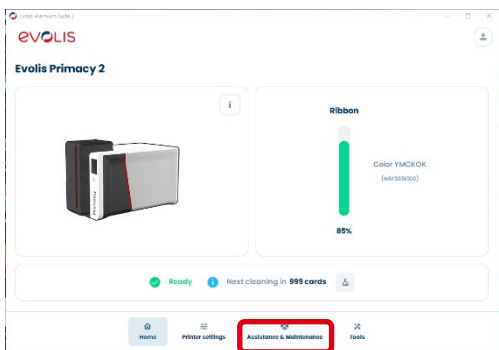
You can also install or update it by going to the Evolis website www.evolis.com, SUPPORT, PRINTERS, Primacy 2, SOFTWARES AND FIRMWARE.

How to Communicate with the Printer through the Evolis Premium Suite

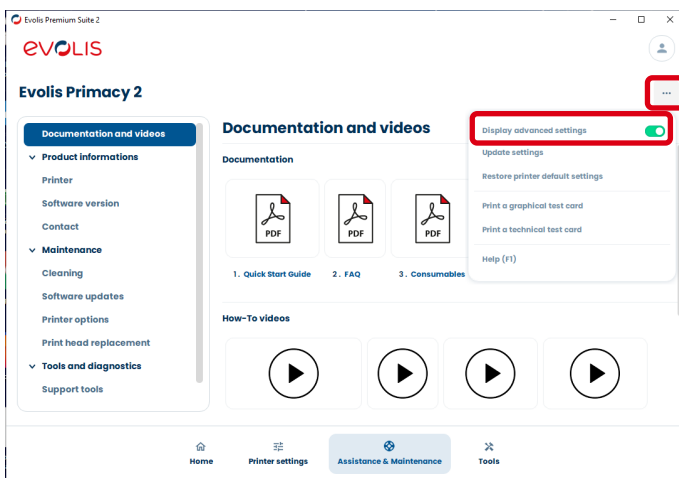
1. Open the Evolis Premium Suite.



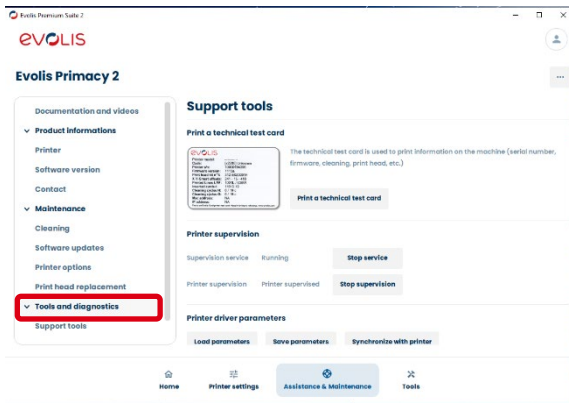
2. Click on "Assistance & maintenance".



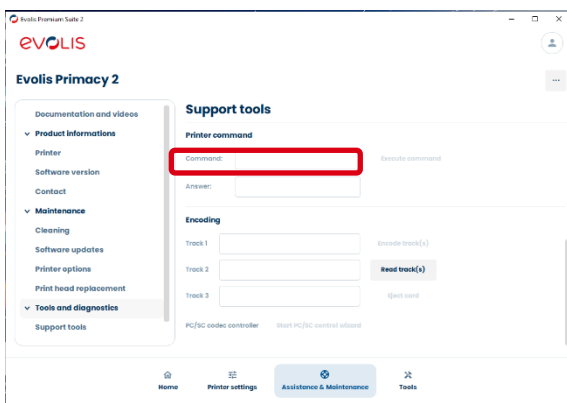
3. Activate "Display advanced settings".



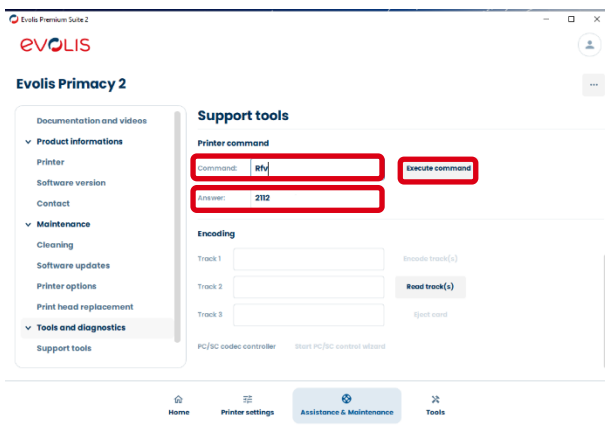
4. Click on “Tools and diagnostics “.



5. Scroll down until find “Printer command “.

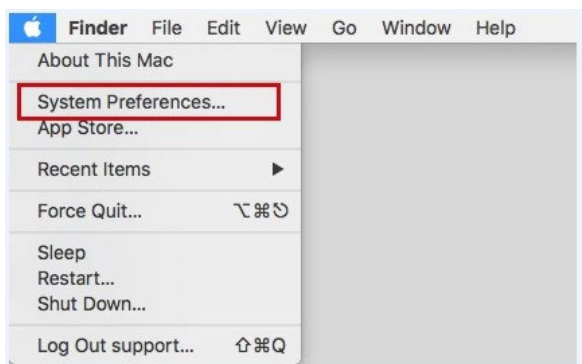


6. In the “Command“ field (see Printer Commands section, page 175) enter the desired command, for example: Rfv.
Click on “Execute command”.
The “Answer “field returns the response to the command entered, for example:2112.



How to Communicate with the Printer through a Mac?

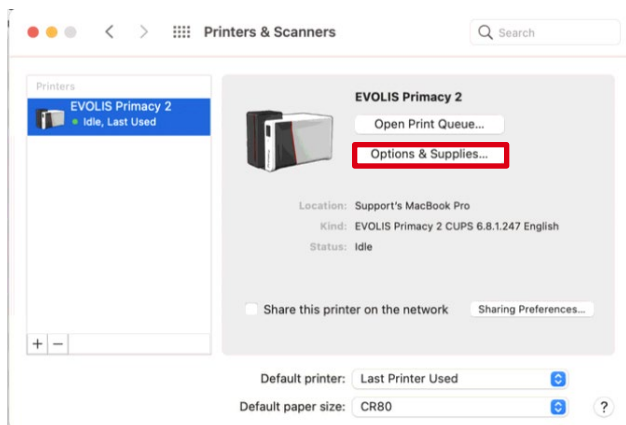
1. Select "System Preferences" from the Apple menu.



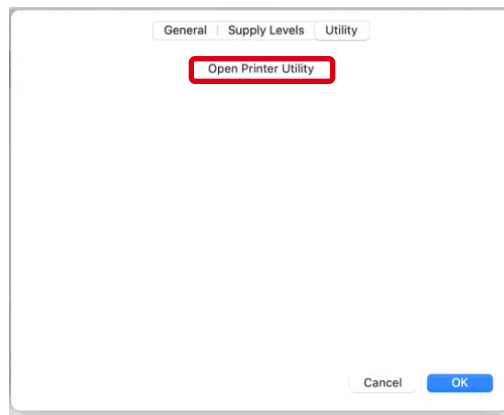
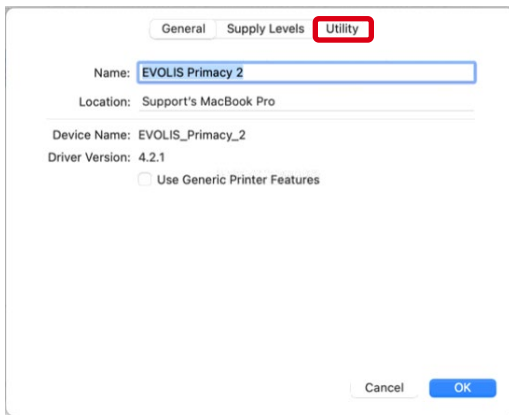
2. Click on "Printers & Scanners".



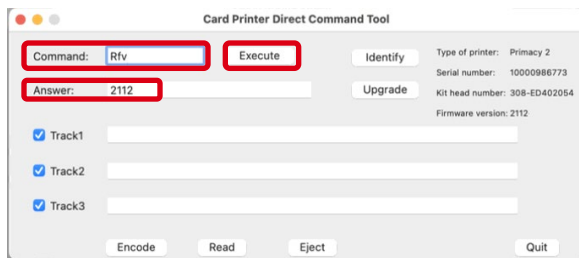
3. Click on "Options & Supplies".



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



5. 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.



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
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 ;

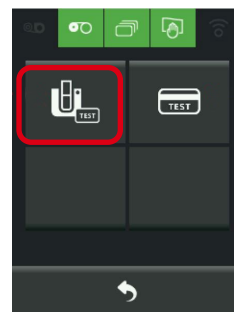
List of the most common commands used for support

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 188)	Pkn ;285-E160348
Rx	Px;=;...	Configuration of X offset (see page 202)	Px;=;235
Ry	Py;=;...	Configuration of Y offset (see page 202)	Py;=;11
Rnl	Pnl;=;...	Configuration of vertical line number (see page 202)	Pnl;=;998
Rnw	Pnw ;...	Configuration of horizontal line number (see page 202)	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 174)	
Rfttype	Pftype;	1 – Std Primacy feeder 5 – Primacy feeder with hopper door open 6 – Primacy feeder with locking system 7 – Primacy feeder with locking system and manual insertion slot	

How to Print a Technical Test Card

For printer with LCD:

Wait for all the print jobs to be completed.
Make sure that the printer has a ribbon and a card.
Find the Printer test card screen and launch the printing.



The test card will print (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.

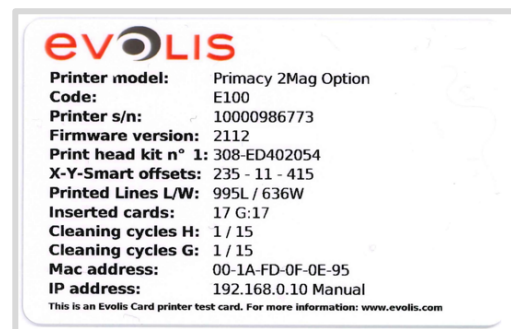
For printer with control panel:

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.

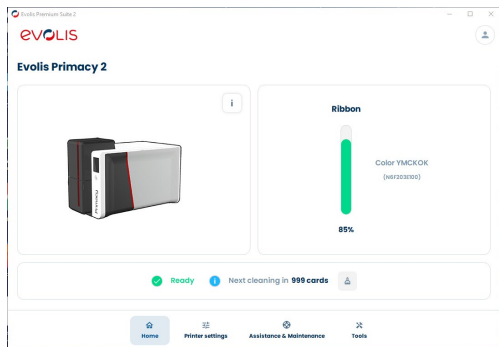
Printer model	Model of printer
Code:	Printer zone
Printer S/N	Serial number
Firmware Version	Firmware version
Print Head Kit n°	Print head kit number (n° = number of replacement(s))
X-Y-Smart Offsets	X offset value - Y offset value - Smart offset value
Printed Lines L/W	Vertical printed lines/Horizontal 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 (Universal counter)
Mac address	Printer Mac address
IP address	Printer IP address



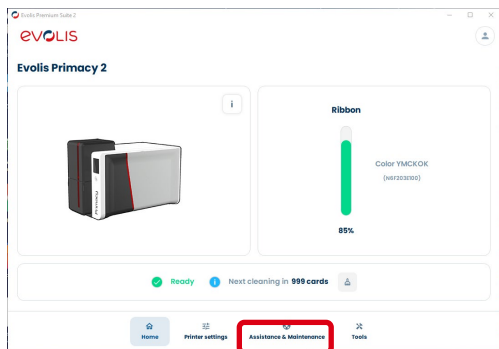
Updating the Firmware for Windows

Download the firmware from the site www.evolis.com, SUPPORT, PRINTERS, Primacy 2, SOFTWARES AND FIRMWARE.

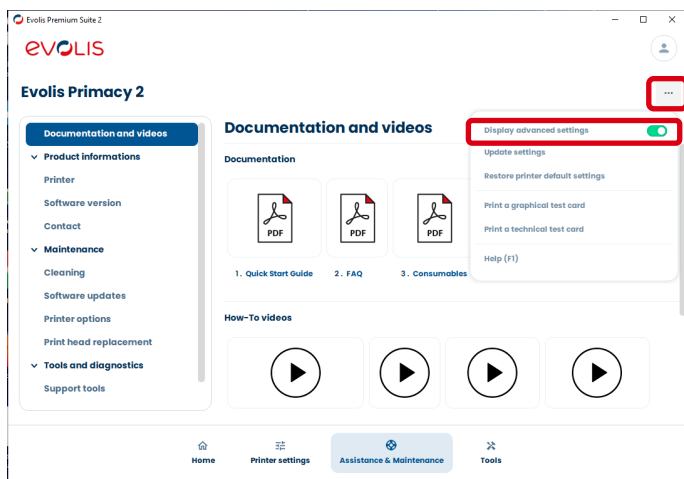
1. Open the Evolis Premium Suite.



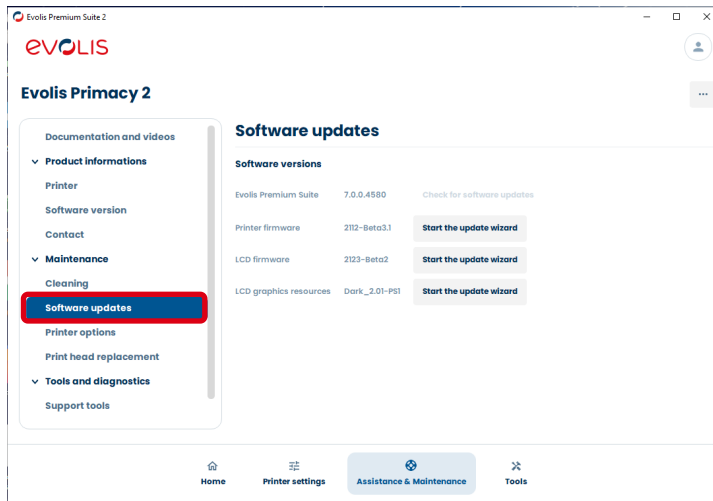
2. Click on "Assistance & maintenance".



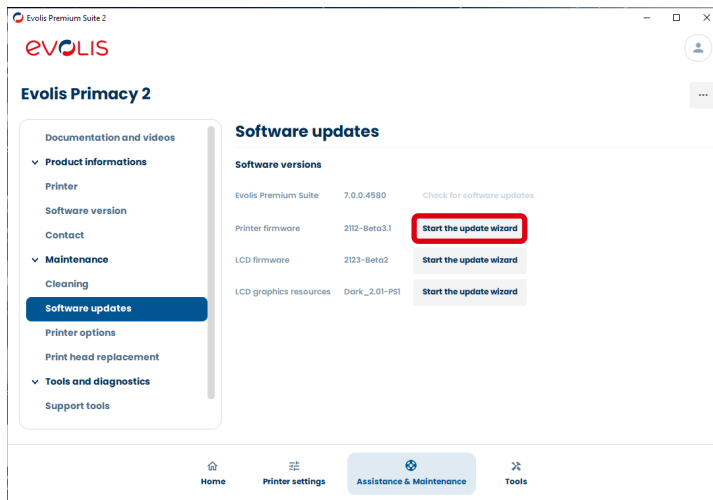
3. Activate "Display advanced settings".



4. Click on "Software updates".



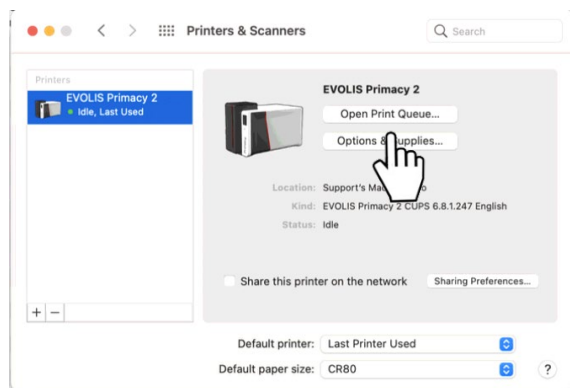
5. On Printer firmware line click on "Start the Update Wizard".



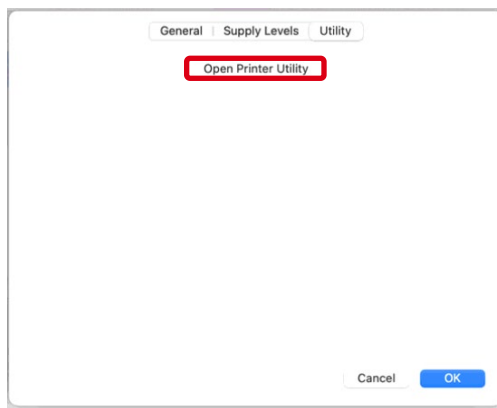
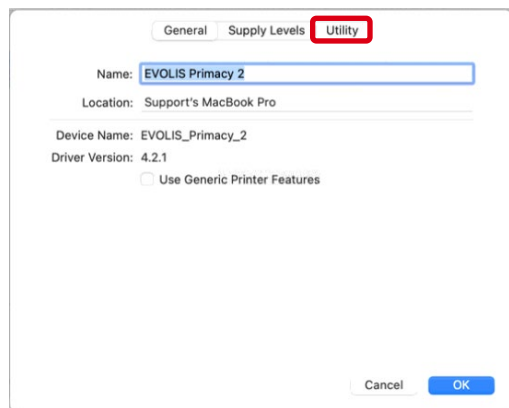
6. Follow the instructions of the update wizard.

Updating the Firmware on a Mac

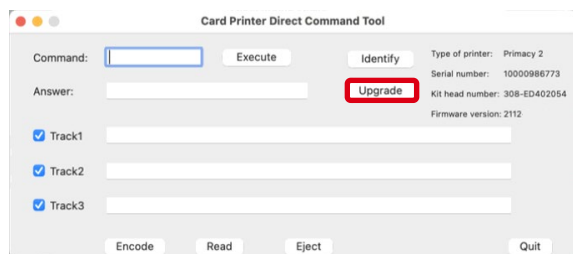
1. Download the firmware from the site www.evolis.com, SUPPORT, PRINTERS, Primacy 2, SOFTWARES AND FIRMWARE.
2. Click on "Printers and scanners" under "System Preferences" in the Apple menu.
3. Go to "Printers and scanners" and click on "Open & Supplies".



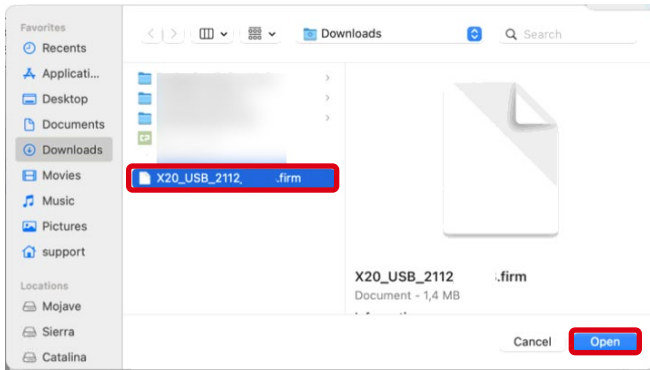
4. Click on "Utility" then on "Open printer utility".



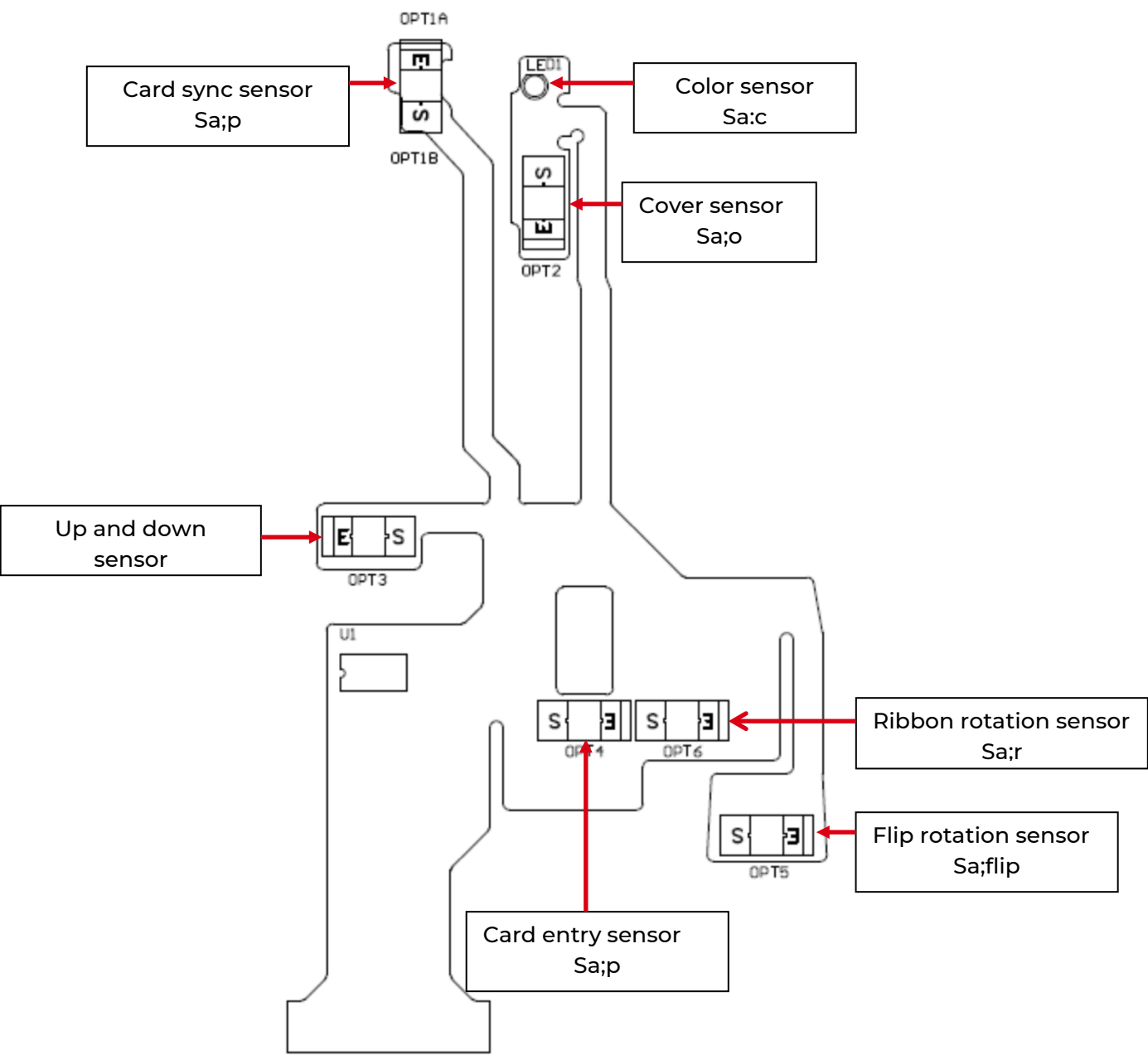
5. Click on "Upgrade".



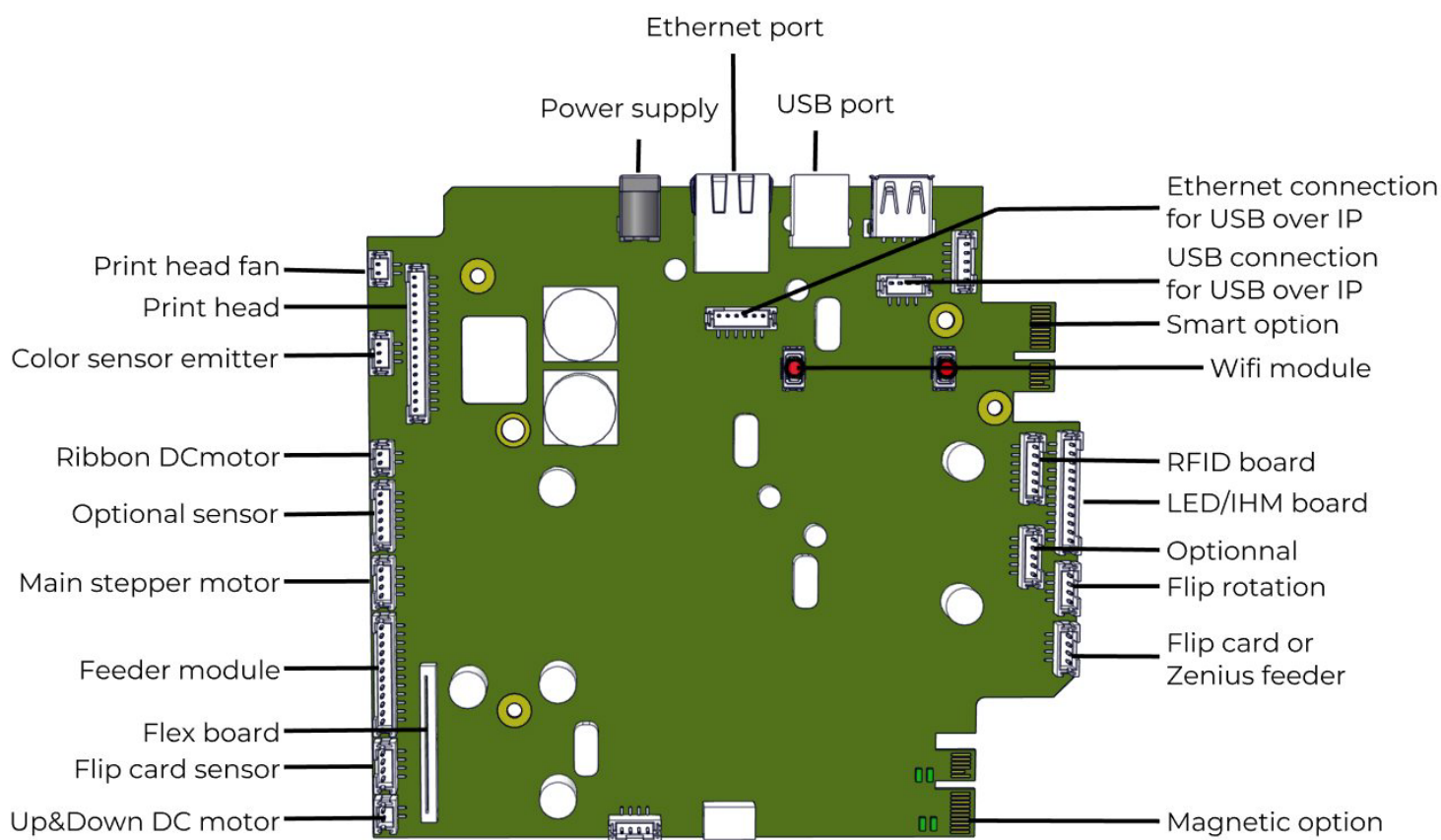
6. Select the firmware then click Open.



DESCRIPTION OF THE SENSORS ON THE FLEX BOARD



DESCRIPTION OF THE PORTS ON THE MAIN BOARD



REPLACING ELECTRONIC PARTS

1 – General

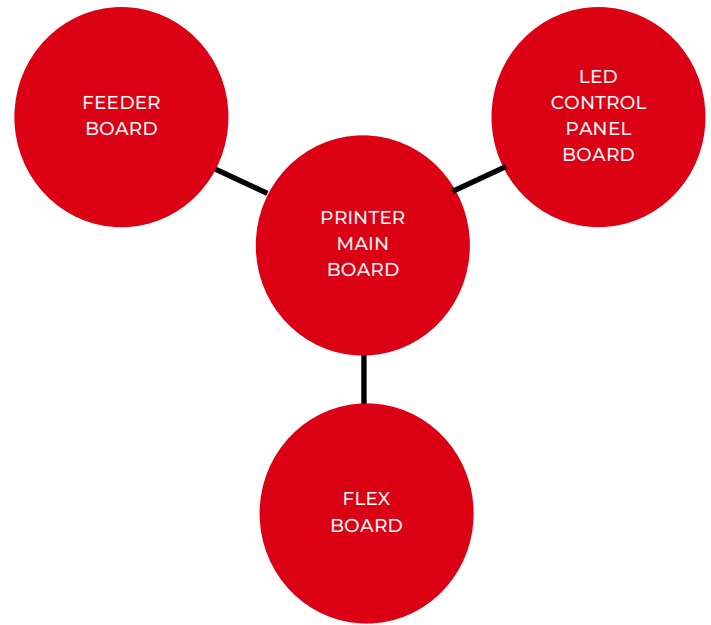
On Primacy, certain "electronic components" are used to record information about the printer. Some of this information is saved by duplication between these "electronic components".

The "electronic components" concerned are:

- Printer main board
- Flex board
- Control panel board
- Feeder 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.

2 – 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.

3 - Critical Situations

1. Replacement with an electronic component from another printer.

Electronic components concerned:

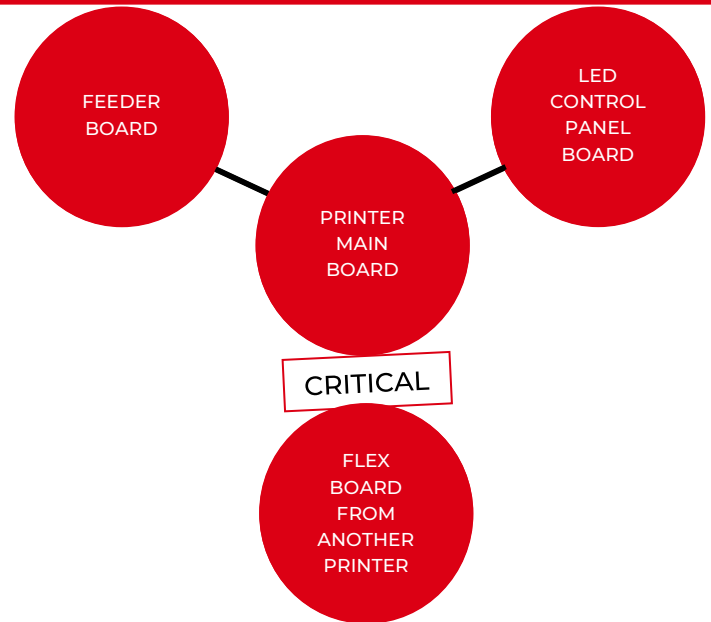
- Printer main board
- Flex board

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

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



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

Electronic components concerned:

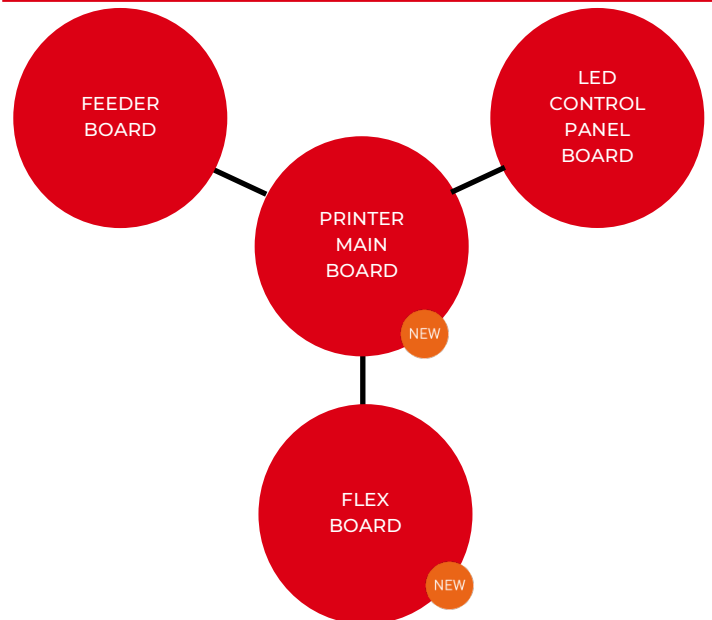
- Control panel board
- Printer main board
- Flex board

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

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



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.

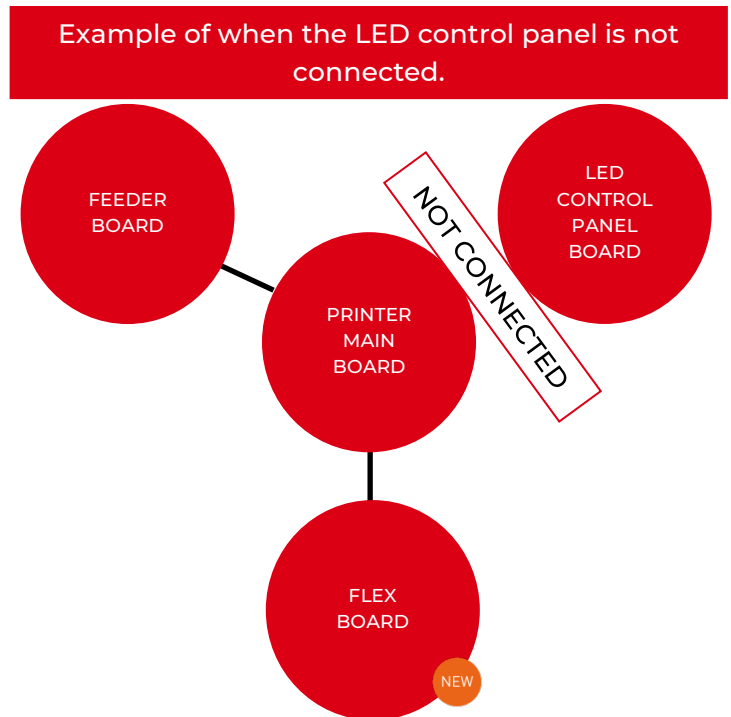
Electronic components concerned:

- 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:

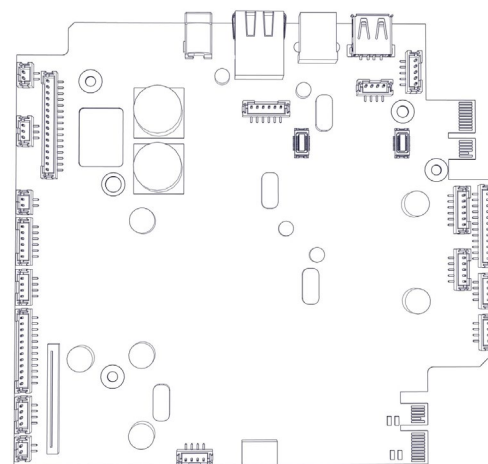
- Regional code
- Flip activation



Replacing the Main Board

Follow the procedure Replacing the Main Board (page 99).

- Carry out the firmware update (page 177)
- Carry out an advanced cleaning cycle (page 156)
- Adjust the sensors with the "Sa" command (page 174)



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).

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



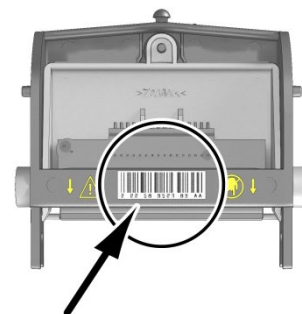
Remember to print the technical test card before replacing it. This card must be sent to Evolis with the faulty print head to check its guarantee.

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;285-E160348`
2. Adjust offsets if needed
3. Clean the printer manually

or

Use "Print head replacement" in Evolis Premium suite



After changing the print head, the printer needs to be cleaned.

TESTING THE ENCODING OPTIONS

Primacy may have one or more encoding options:

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

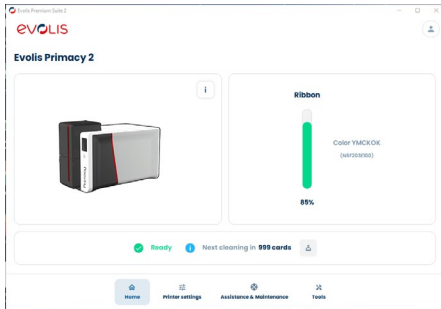
For more information, visit the Evolis website www.evolis.com.

Magnetic Strip Encoding

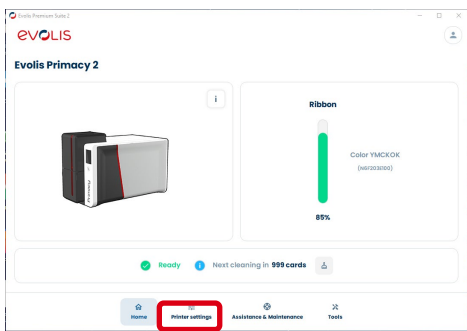


Only use cards with magnetic tracks compliant with ISO standards 7810 and 7811.
To function correctly, the magnetic track must be molded into the card.
Never use cards with a glued-on magnetic track.

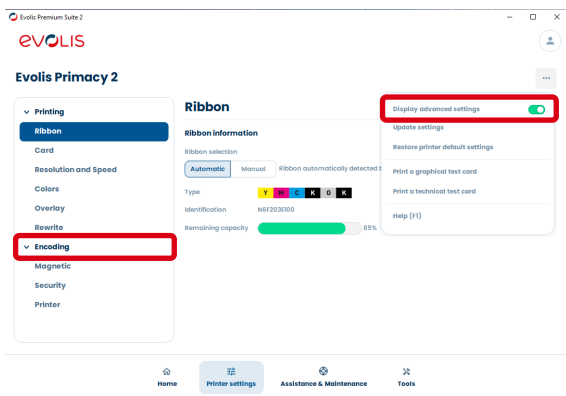
1. Open the Evolis Premium Suite and select the printer concerned.



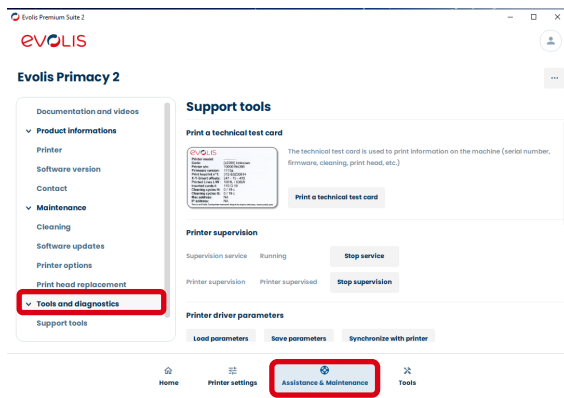
2. Click on "Printer settings".



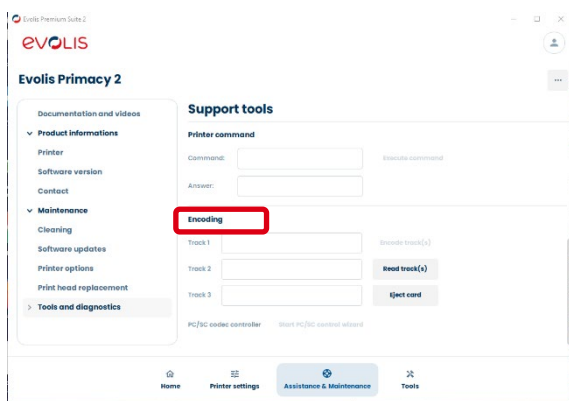
3. Activate "Display advanced settings" and then on "Encoding ". Select the card coercivity. Coercivity sets the magnetic encoder to have high coercivity (HICO) or low coercivity (LOCO). Check the coercivity of the cards used. Encoding through an application allows cards with magnetic tracks to be encoded from Windows applications.



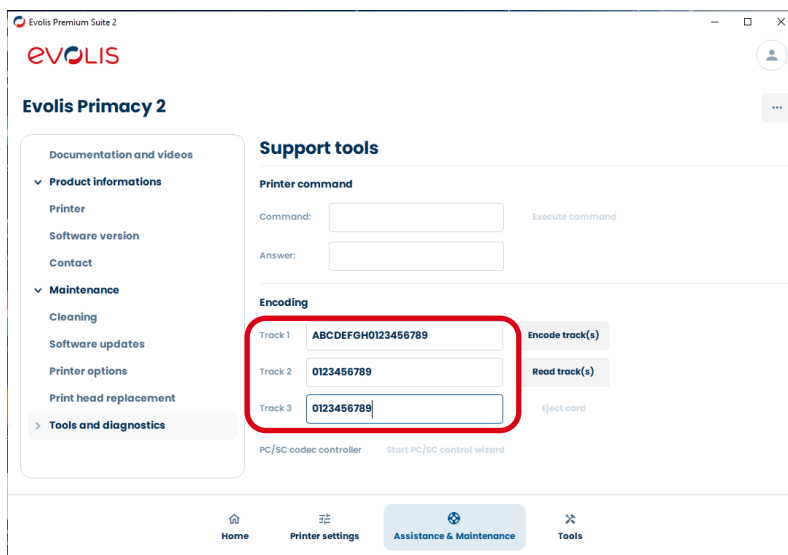
4. Click on “Assistance & Maintenance” and then click on “Tools and diagnostics”.



5. Scroll down until find “Encoding”.



6. Encoding allows you to select the desired format for each track. See Table for information related to ISO standard 7811 below.



Magnetic encoding standard – ISO 7811 standard

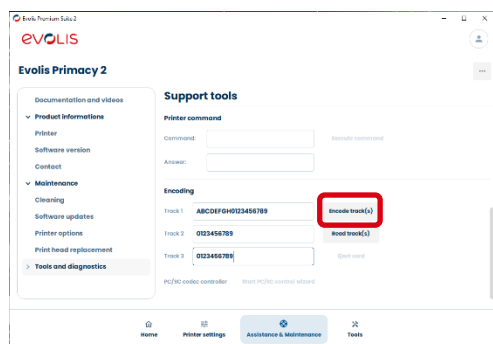
Track number	Strip density	Type of characters	Maximum number of characters
Track 1 – ISO1	210 dpi ¹	Alphanumeric (ASCII 32-95) ²	79 ³
Track 2 – ISO2	75 dpi ¹	Numeric (ASCII 48-62) ²	40 ³
Track 3 – ISO3	210 dpi ¹	Numeric (ASCII 48-62) ²	107 ³

¹Dot(s) per inch

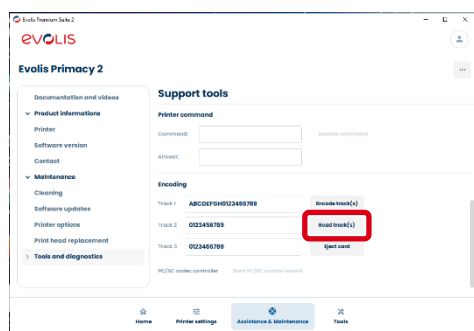
²Except the character "?"

³Includes the characters Start, Stop, and LRC. These characters are generated automatically by the magnetic encoder

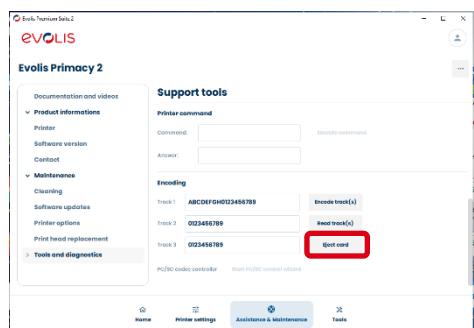
7. Click on “Encoding track (s)” for direct encoding.



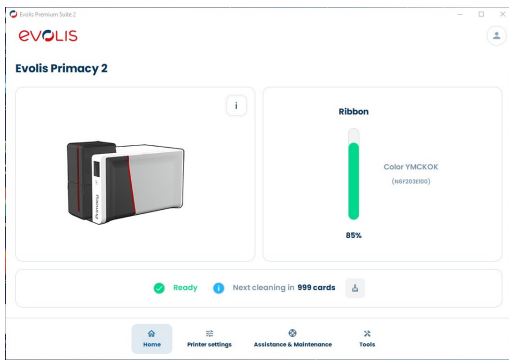
8. Click on “Read track (s)” to check the result”.



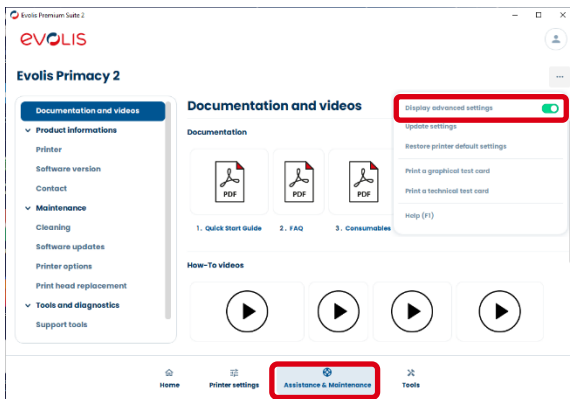
9. Eject the card.



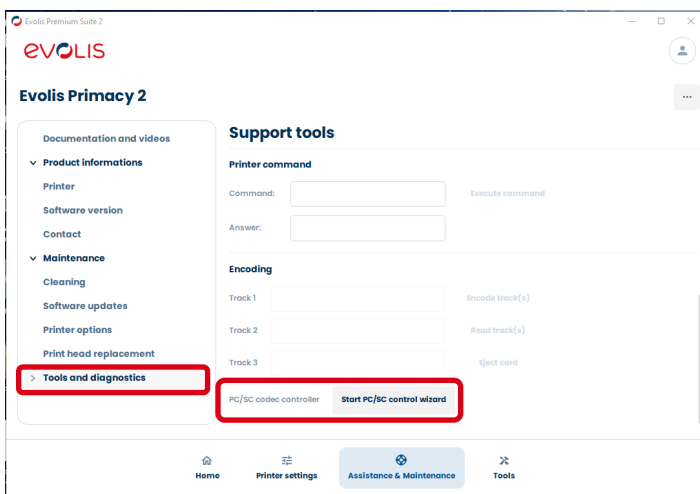
1. Open the Evolis Premium Suite.



2. Click on “Assistance & Maintenance “. Activate “Display advanced settings”.



3. Click on “Tools and diagnostics”. Follow the instructions from the PC/SC control 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.

Print head protective cover is broken

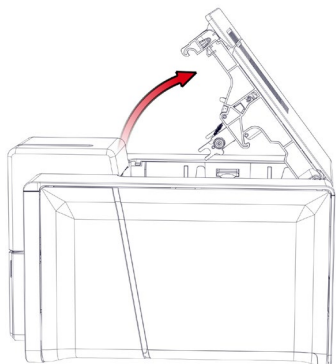


In case of the print head protective cover is broken the print head warranty will not applied. It is possible to print without it by removing it.

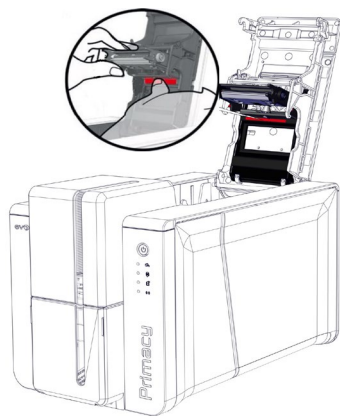


Avoid touching the print head directly with your fingers, as this could affect print quality or permanently damage the print head.

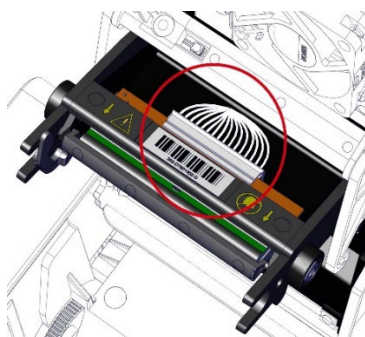
1. Open the head bracket.



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



3. Carefully tilt the head downwards and unplug the connector linked to the cable without forcing the mechanism.

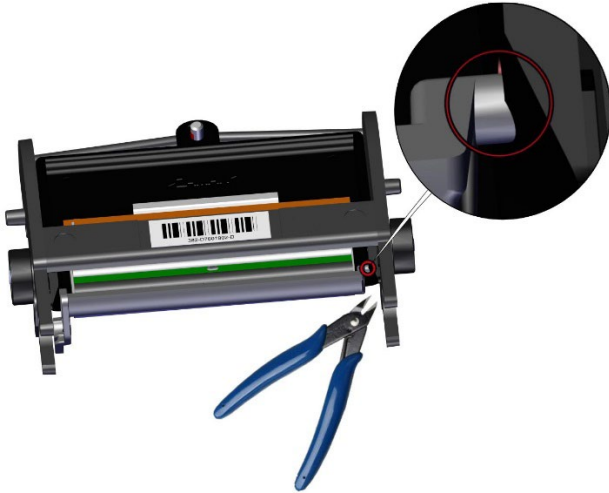




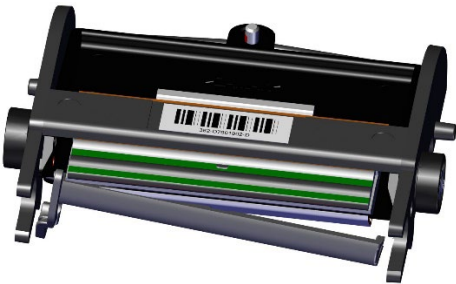
Avoid any contact between the print head and any metal or sharp objects. This could permanently damage the print head.

Avoid touching the print head directly with your fingers, as this could affect print quality or permanently damage the print head.

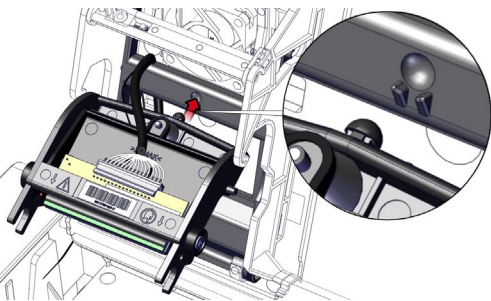
4. With a pair of cutting pliers, cut the end of the protective cover.



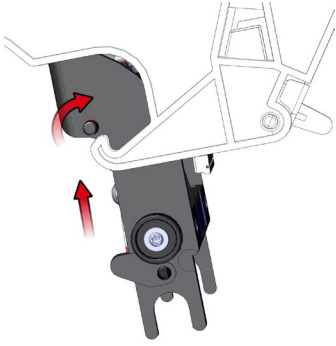
5. Gently disengage the protective cover.



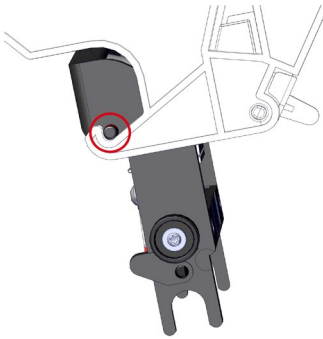
6. Reconnect the new print head, and put the centering pin in its place.



7. Insert it vertically (white connector upward), raising it into the two slots so as to trap the lugs of the fork in their holders.



8. Check the position of the lugs.



The print head is now fitted.

1. Update the firmware and the driver (page 177)

To update the firmware and the driver and benefit from the latest improvements, go to www.evolis.com, SUPPORT, PRINTERS, Primacy 2, SOFTWARES AND FIRMWARE.

2. Clean the printer

Complete cleaning [routine (page 153), advanced (page 156), manual (page 164), etc.] of the printer may resolve loading problems due to excessive amounts of dirt in various parts of the internal items.

3. 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.

4. 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.

5. Adjust the sensors

Refer to the section Commands for Adjusting Sensors (page 174).

6. Replace the ribbon

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.

7. Replace the following mechanical components:

- Ribbon belt (page 84)
- Print head (page 143)
- Sensor flex board (page 118)
- Head cable (page 135)
- Braking kit (page 81)

1. Check the card thickness gage setting

Incorrect setting of the card thickness gage can lead to loading problems. We advise checking the card thickness to set the gage correctly.

2. Clean the printer

Complete cleaning (routine, advanced, manual, etc.) of the printer may resolve loading problems due to excessive amounts of dirt in various parts of the internal items.

3. Check card compatibility

Check that the dimensions and their composition is compatible with the printer.

4. Check the sensors

To readjust the printer sensors, refer to section Commands for Adjusting Sensors.

5. Check the feeder

A damaged feeder can lead to loading 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, SUPPORT, PRINTERS, Primacy 2, SOFTWARES AND FIRMWARE.



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 (routine, advanced, 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 in the feeder.

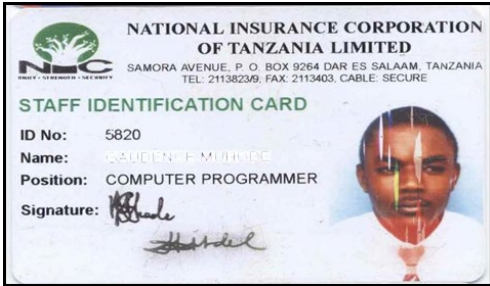
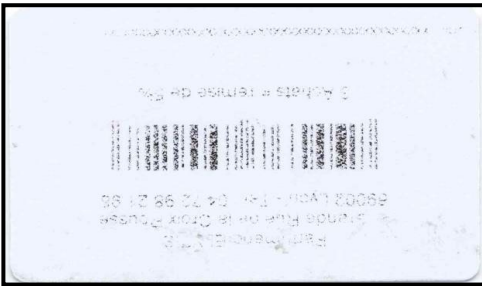
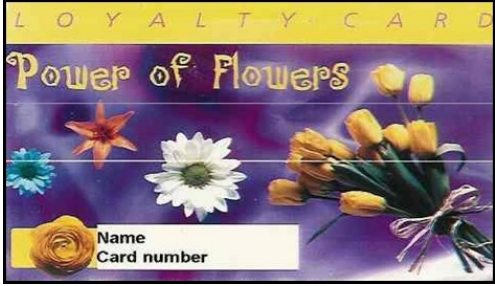
Information on the required alignment of the magnetic cards is available in the feeder.

5. Check the track and coercivity parameters.

See the section "Encoding Magnetic Strips" for more information.

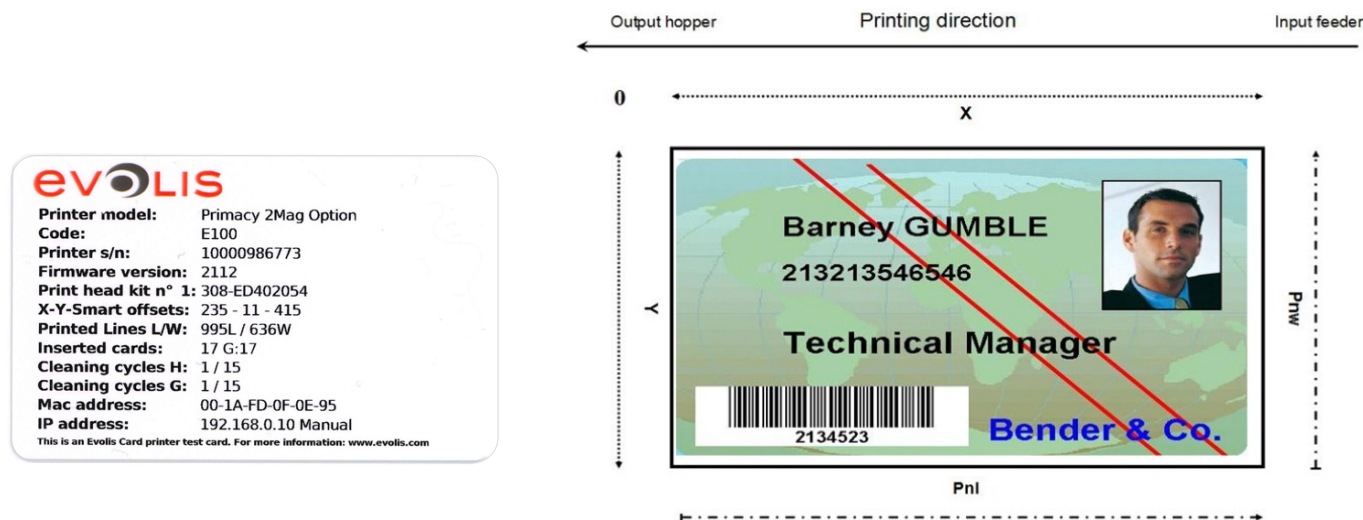
6. Replace the magnetic option.

Printing Problems

	Marks on the surface/Dust under the varnish . Complete cleaning (routine, advanced, 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 cable . 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 cable . 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

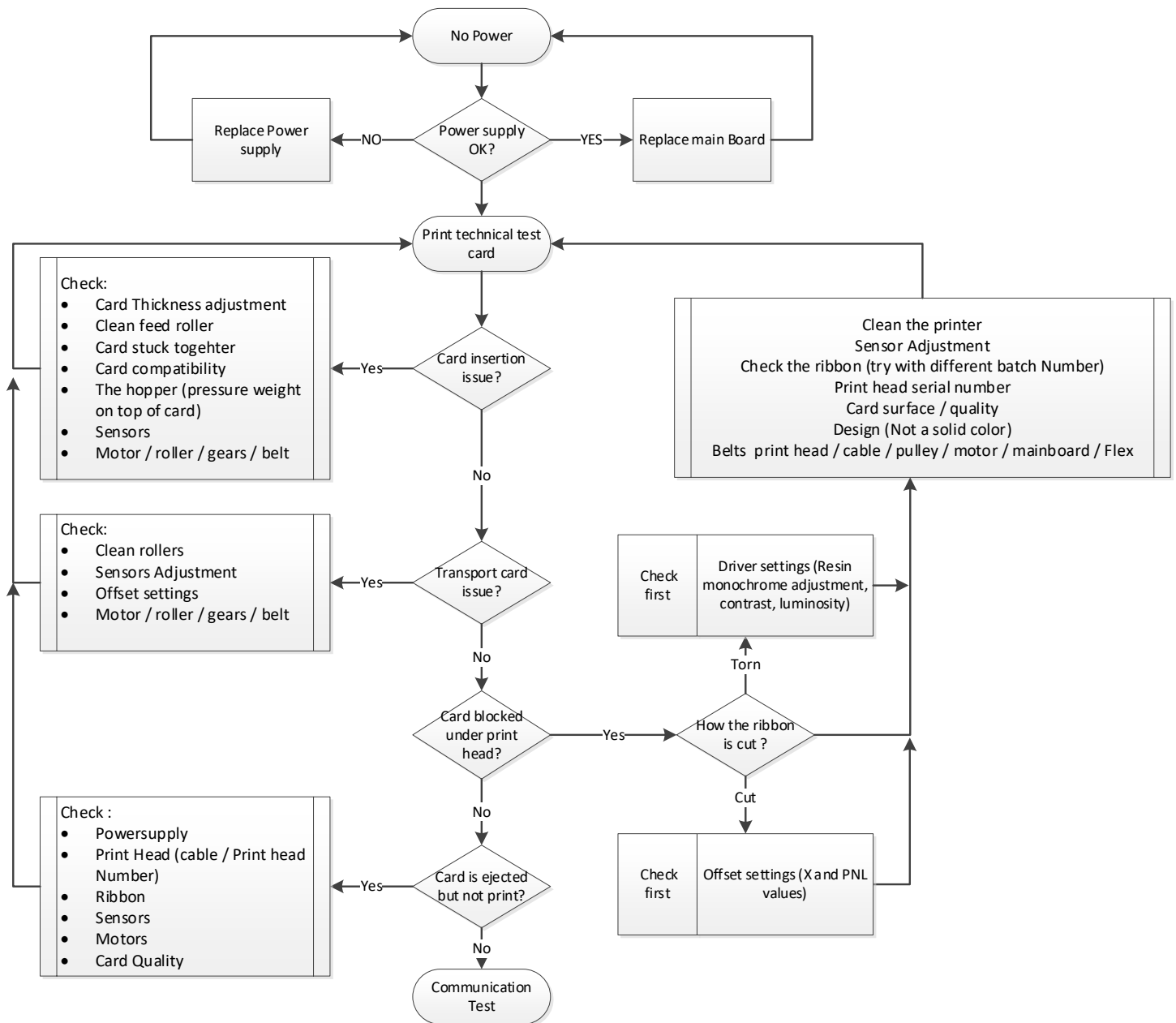
Environment

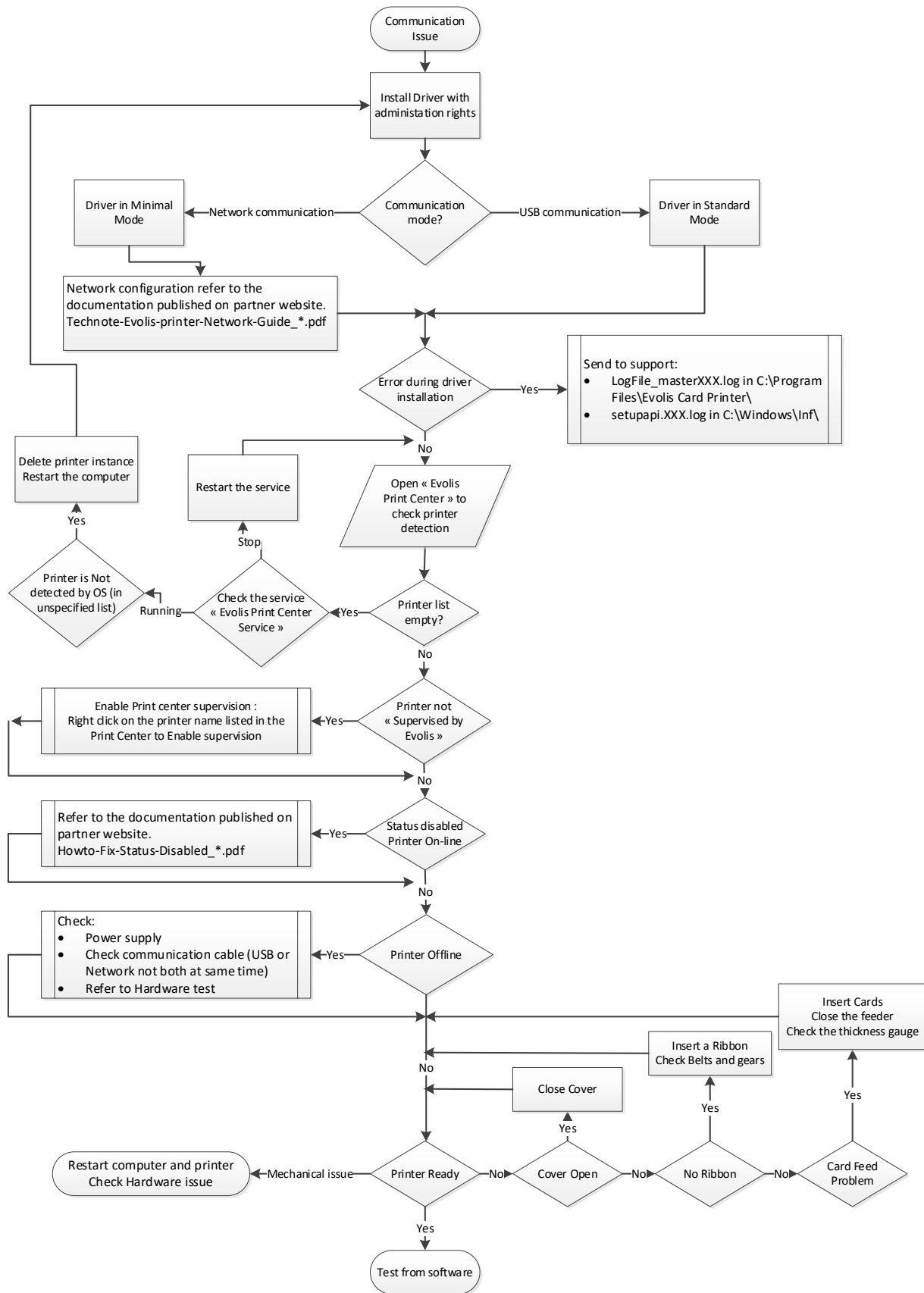
- Microsoft® Windows® Operating System
- USB and network connected printer

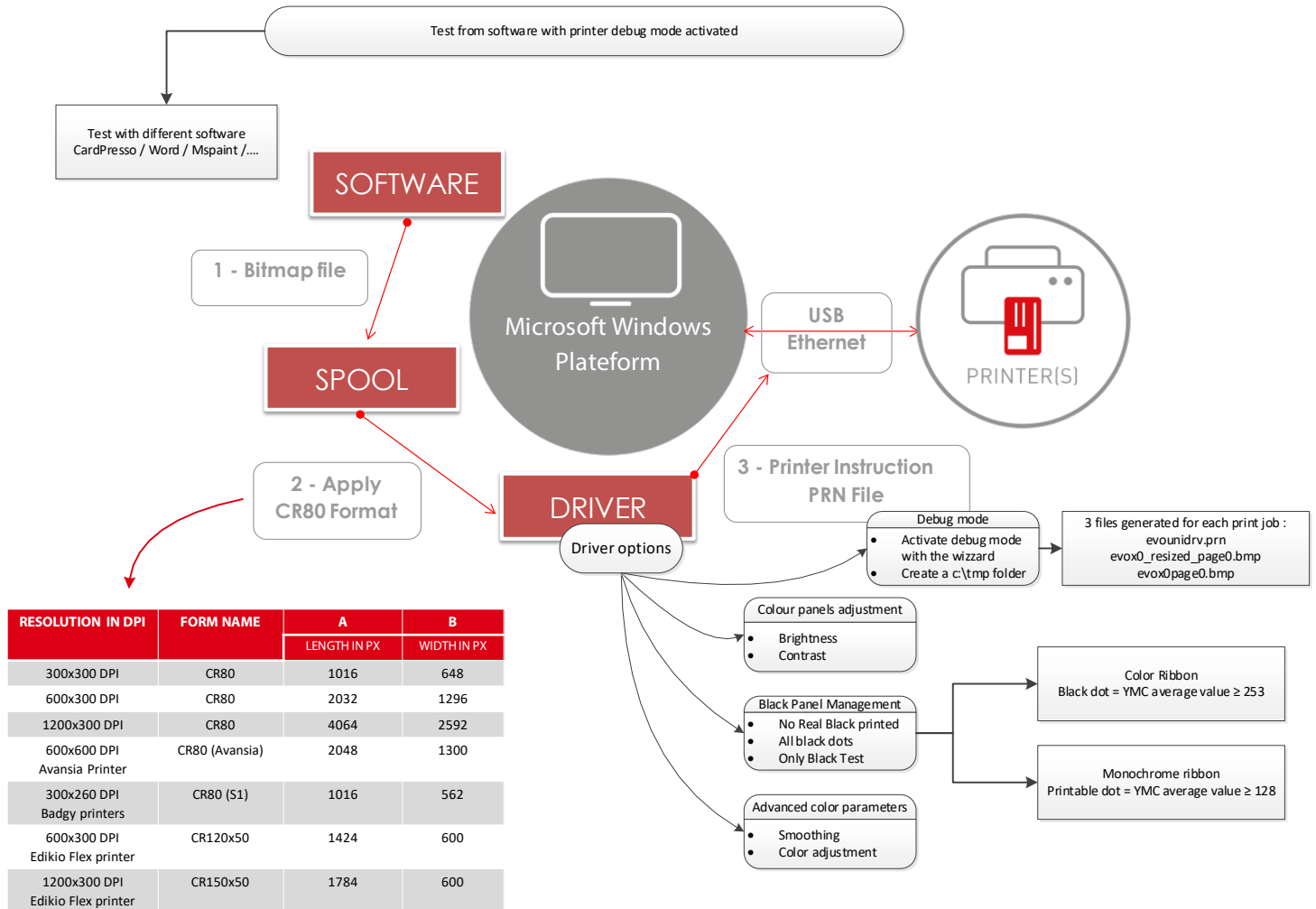
General Information

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 Premium Suite)
- 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 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.

