

## General information

### Legal information

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The information contained in this document is subject to change without notice.

Magicard Ltd. (referred to herein as `Magicard`) shall not be liable for errors contained herein or for incidental or consequential damaged in connection with the furnishing, performance or use of this material.

This document contains proprietary information belonging to Magicard and may not be wholly or in part copied, stored in a data retrieval system, disclosed to third parties or used for any purpose other than that for which it was supplied, without express written authority of Magicard. All rights are reserved.

Standard warranty conditions are as set out in this document, however on occasion other arrangements may be agreed for specific regions or projects. Those may supersede the standard warranty conditions and will be documented accordingly with those immediately affected parties.

### Safety instructions

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- To prevent electric shock, do not remove covers.
- Do not attempt to service the printer yourself.
- There are no user serviceable parts inside.
- Only use a suitable mains power source within the limits marked on the printer.
- Avoid touching the thermal printhead heating elements as grease and contamination will shorten the printhead's useful life.
- Only use the supplied power cords and use in conjunction with a properly grounded supply.
- Before transporting the printer, remove the dye film and card hoppers and pack the printer in its original packaging.

### If using the printer in Germany

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To provide adequate short-circuit protection and over-current protection for the Magicard printer, the building installation must be protected by a 16 Amp circuit breaker.

### Printers no longer covered by warranty

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Printers outside the warranty period may still be repaired at a cost to the customer. In the event that a non-warranty chargeable repair is required and agreed a quotation will be submitted to the customer for approval and payment prior to commencement of any work.

Alternatively a sales partner may offer a preferential trade-in opportunity for a newer model. Enquiries should be made with the appropriate regional Magicard dealer.

### Support and spares availability

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Magicard endeavours to provide technical support, repairs and spares for printers for a period not longer than 5 years from last date of manufacture.



## Limited warranty - Pronto



### 1. Coverage:

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Magicard warrants that the printer 'Pronto' shipped with this warranty statement will conform to the manufacturer's specifications and be free from defects in materials or workmanship for a period of 2 years from the date of purchase by the user (1 year in India and selected other territories).

### 2. Limited printhead warranty:

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Magicard warrants that, under normal use and service, thermal printheads will be free from defects in material and workmanship for a period of 2 years from the date of purchase, provided the warranty limitations are met. (1 year in India and selected other territories).

If a warranty claim is submitted for a defective printhead, Magicard has the right to inspect the printhead and samples of the printed and blank card media in use, for the purpose of verifying that the defect has not been caused by foreign particles or substances which have caused chemical or physical damage or non-compliance with any of the warranty exceptions specified. Magicard's decision in any such claim shall be final.

### 3. Warranty claims:

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If the printer proves defective during the warranty period, contact the Magicard service centre for assistance. The Magicard service centre personnel may first ask you to carry out certain simple checks to confirm the nature of the problem and if a return is appropriate they will provide you with a returns authorisation and instructions regarding how and where to return the printer or defective part.

Magicard will repair or replace the defective parts at no charge to the customer.

The customer must pay to return the printer to Magicard and Magicard will in turn pay to return the repaired printer to the customer.

### Cleaning frequency

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The Pronto must be cleaned at least every 700 cards.

It is recommended that the printer is cleaned at every dye film change. Correct cleaning technique can be found at:

<http://support.magicard.com>

The warranty is non-transferable.



## Limited warranty - Enduro3E



### 1. Coverage:

Magicard warrants that the printer Enduro3E shipped with this warranty statement will conform to the manufacturer's specifications and be free from defects in materials or workmanship for a period of 3 years from the date of purchase by the user (1 year in India and selected countries).

### 2. Limited printhead warranty:

Magicard warrants that, under normal use and service, thermal printheads will be free from defects in material and workmanship for a period of 3 years (1 year in India and selected countries) from the date of purchase, provided the warranty limitations are met.

If a warranty claim is submitted for a defective printhead, Magicard has the right to inspect the printhead and samples of the printed and blank card media in use for the purpose of verifying that the defect has not been caused by foreign particles or substances which have caused chemical or physical damage or non-compliance with any of the warranty exceptions specified. Magicard's decision in any such claim shall be final.

### 3. Warranty claims:

If the printer proves defective during the warranty period, contact the Magicard service centre.

The Magicard service centre personnel may first ask you to carry out certain simple checks to confirm the nature of the problem and if a return is appropriate they will provide you with a returns authorisation and instructions regarding how and where to return the printer or defective part.

Magicard will repair or replace the defective parts at no charge to the customer.

The customer must pay to return the printer to Magicard and Magicard will in turn pay to return the repaired printer to the customer.

### Cleaning frequency

The Enduro3E must be cleaned at least every 700 cards.

It is recommended that the printer is cleaned at every dye film change. Correct cleaning technique can be found at:

<http://support.magicard.com>

The warranty is non-transferable.



## 3 year UltraCoverPlus® extended warranty – Rio Pro, Prima 4 and Helix



If you are located in North America, the EU, Australia or selected other territories, you should be covered by the free 3 year UltraCoverPlus® extended warranty and loan printer service. Outside these territories a minimum of a 1 year limited warranty applies which has no loan printer provision. UltraCoverPlus, where applicable, is serviced by an approved Magicard dealer in the original country of purchase.

### Magicard undertakes to:

- Replace a failed printhead without charge, provided warranty limitations are met.
- Repair a defective printer free of charge within this period.
- Provide a loan printer on request as temporary replacement for a printer returned for repair.
- Pay for all shipments to the customer.

### In order to take advantage of this warranty scheme the customer must:

- Promptly return the printer for repair or printhead for replacement and the loan printer as soon as the repair printer has been received back.
- Return any component in suitable protective packaging or printer in its original box and protection.
- Pay for all shipments to Magicard.

### Magicard undertakes to:

- Replace a failed printhead without charge, provided warranty limitations are met.
- Repair a defective printer free of charge within this period.
- Provide a loan printer on request as temporary replacement for a printer returned for repair.
- Pay for all shipments to the customer.

### Lifetime printhead warranty – Helix only.

During the operational lifetime of the printer, Magicard will replace the Helix printhead without charge, during the 3-year UltraCoverPlus period (warranty limitation apply). If failure occurs outside that period Magicard will replace the printhead free of charge but will require the defective printhead returned for examination prior to its replacement (warranty limitations apply).

### Warranty limitations (limited warranty and UltraCoverPlus®)

The warranty does not apply to any Magicard printer that has been:

- a. Damaged through physical or electrical mishandling.
- b. Damaged through operation in environments which are outside normal office conditions in terms of corrosive atmosphere, temperature (15-30°C/59°-86°F operating temperature, 20-65% humidity without condensation), shock or vibration.
- c. Used with non-Magicard original consumables (dye film and cleaning materials).
- d. Used with non-ISO/IEC 7810 compliant, poor quality card media.
- e. Poorly maintained by not receiving cleaning at the minimum frequency using Magicard approved/original cleaning materials.

### Cleaning frequency

The Rio Pro must be cleaned at least every 700 cards.

The Helix and Prima 4 must be cleaned at least every 1000 cards. It is recommended that the printer is cleaned at every dye film change. Correct cleaning technique can be found at:

<http://support.magicard.com>

The warranty is non-transferable.