



AGILIA

SERVICE MANUAL

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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.

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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:

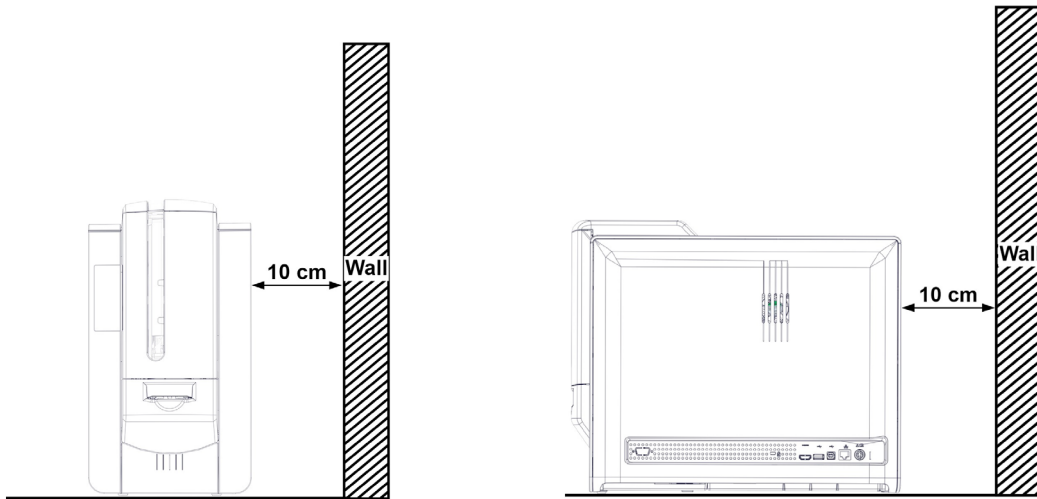
This symbol indicates high temperature associated to some components. Wait the module to cool down completely before removing some component. This symbol may also appear on the machine at the risk area.

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.
- Install the printer where the airflow is not obstructed to ensure the proper function of the fans and cooling of the printer.
- Avoid putting rear and left sides of the printer against a wall or any solid surfaces.
- Leave at least 10cm between a solid surface and the rear and left sides of the printer.



- 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.

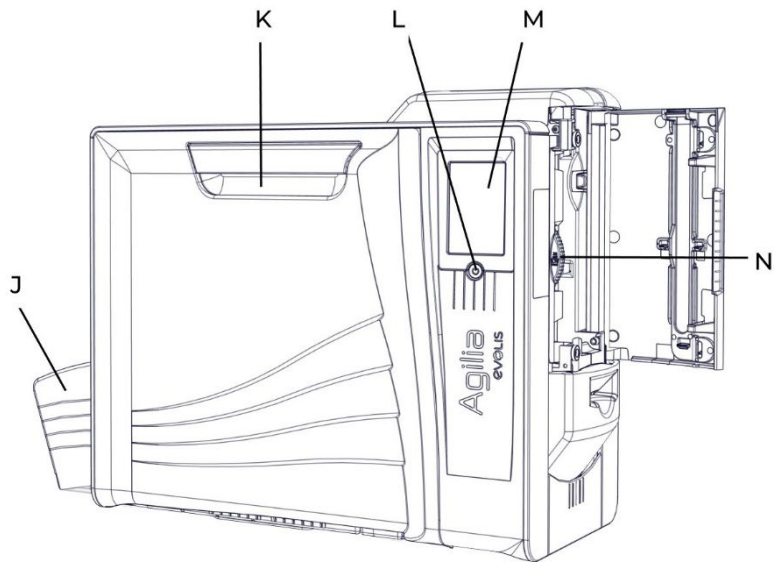
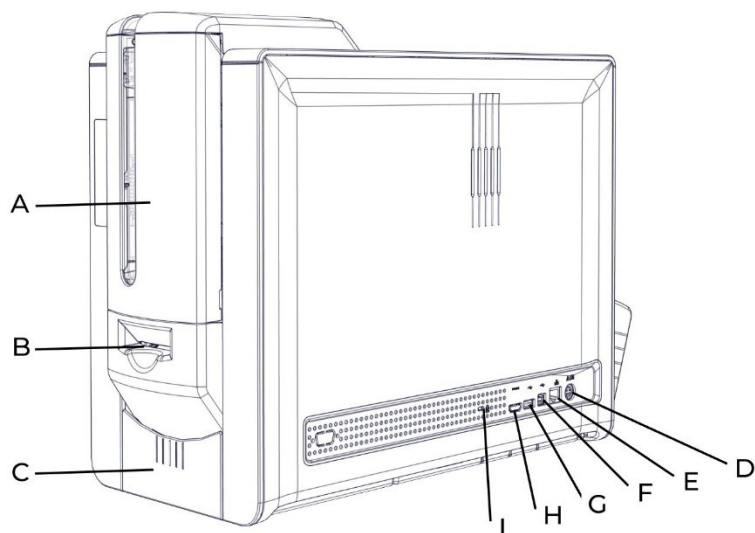
This may occur when the manufacturer's warning and procedures are not followed. Unauthorized and untrained personnel must never do any work on the electrical part. The safety devices must never be removed, and their operation must be periodically checked.



Do not work on the electrical part if you are not trained to do so. Do not remove protection devices. This product is highly sensitive to electrostatic discharge (ESD), and the best way to avoid ESD is to use a wrist strap, grounding mat or table.

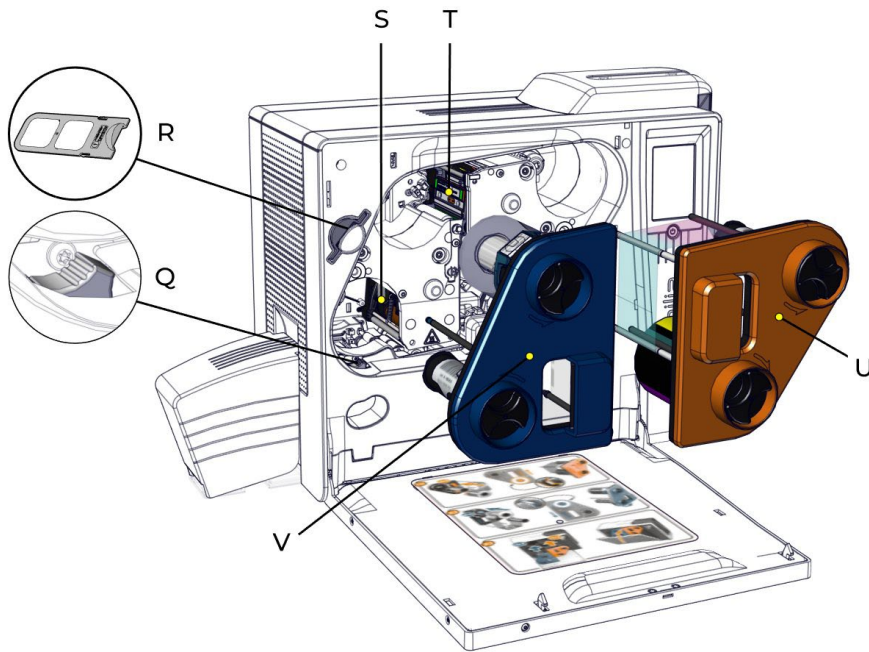
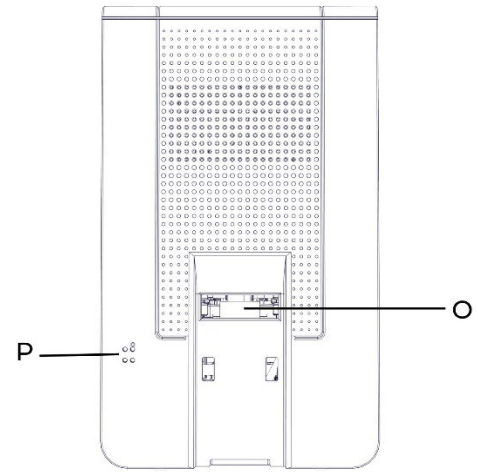
DESCRIPTION OF THE PRINTER

- A. Card feeder
- B. Manual card feeder (insertion / ejection)
- C. Front output tray
- D. Power cable connector
- E. Ethernet connector
- F. USB socket (type A)
- G. USB socket (type B)
- H. HDMI connector
- I. Location for the Kensington locking system



- J. Rear output box
- K. Side panel opening mechanism
- L. Power button
- M. LCD Touchscreen
- N. Card thickness selector

- O. Rear output
- P. Location for the infra-red kit



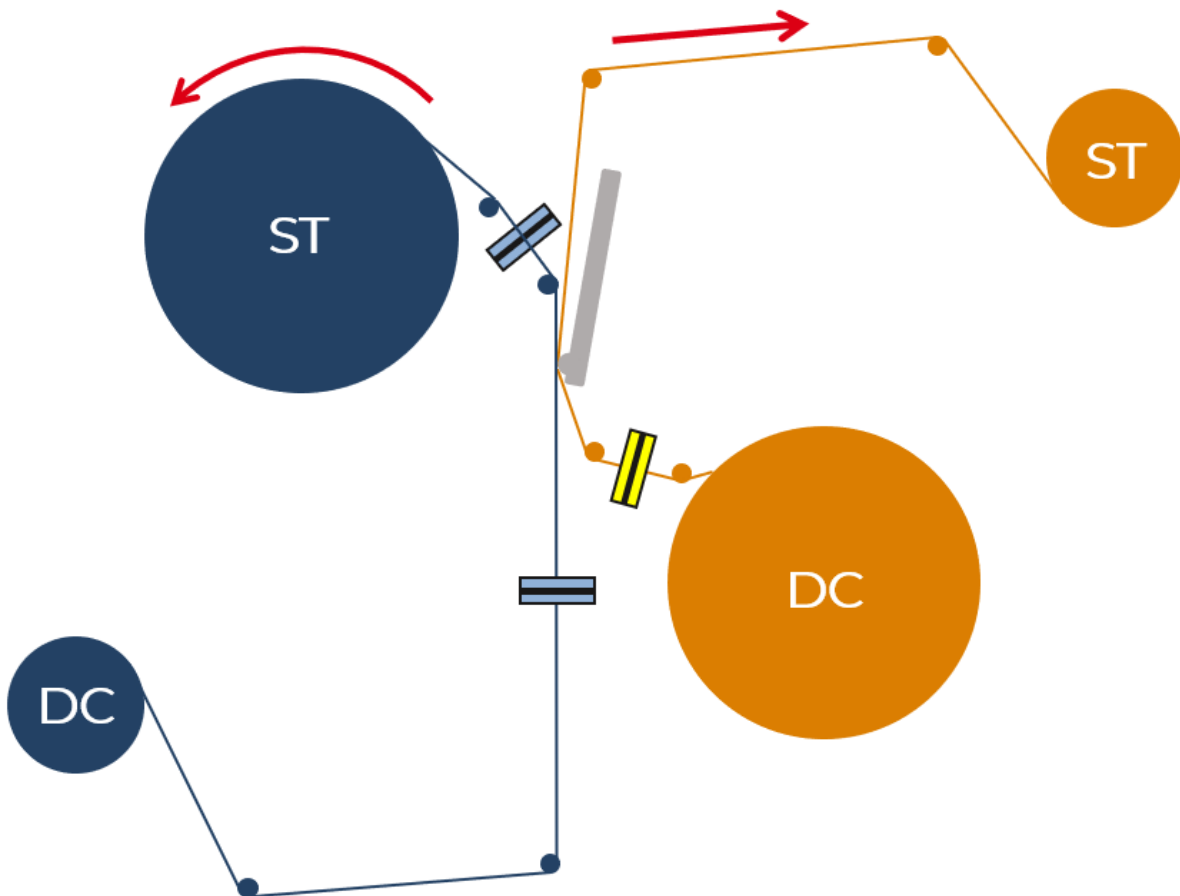
- Q. Jam-clearing wheel
- R. Dust filter
- S. Heating roller
- T. Print head
- U. Cassette for the color ribbon
- V. Cassette for the clear film

IMAGE PRINTING PROCESS

Printing process

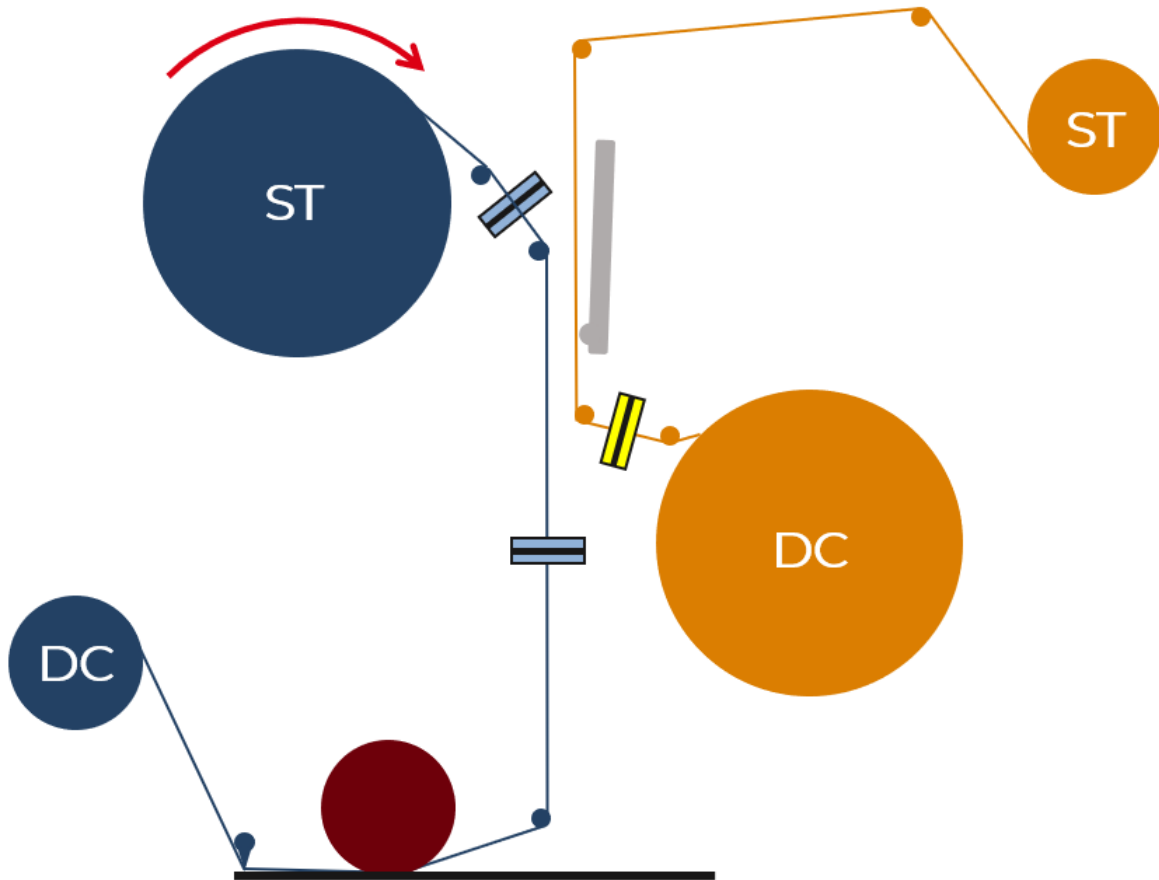
Diameter measurement:

- Step and DC on Clear side
- Step on Color side (DC deducted from Step)
- Clear Backward and Color Forward printing
- Printing speed: 50mm/s *
- Peel-off speed: 100 mm/s *
- Trigger printing on black mark
- Print size adjustable in X and Y directions
- Color panel shifting not currently configurable
- Clear film is master during printing, color ribbon is not under tension.
- On both DC motors, the film is "free" during printing.



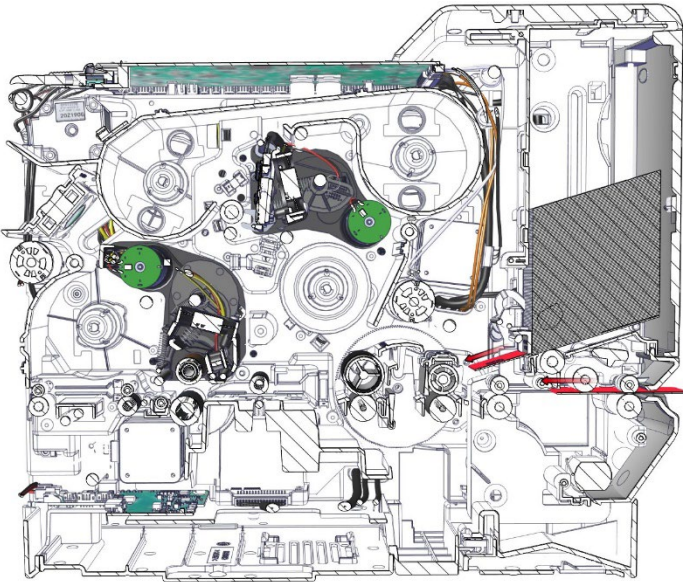
Retransfer process

- Clear Forward lamination
- Laminating speed: 25 mm/s *
- Film position in retransfer position defines X image positioning
- Card retransfer position is fixed
- Profiles according to the card (material / thickness)
- Adjustable temperature and speed parameters
- Adjustable heat retention times
- Movable axis mechanically linked to the KRC and supported by two rollers at the card ends.

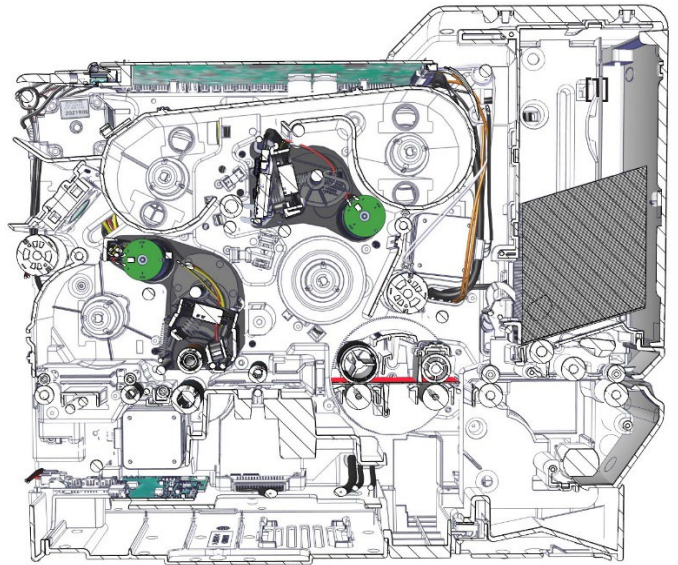


Feeding & Transport process

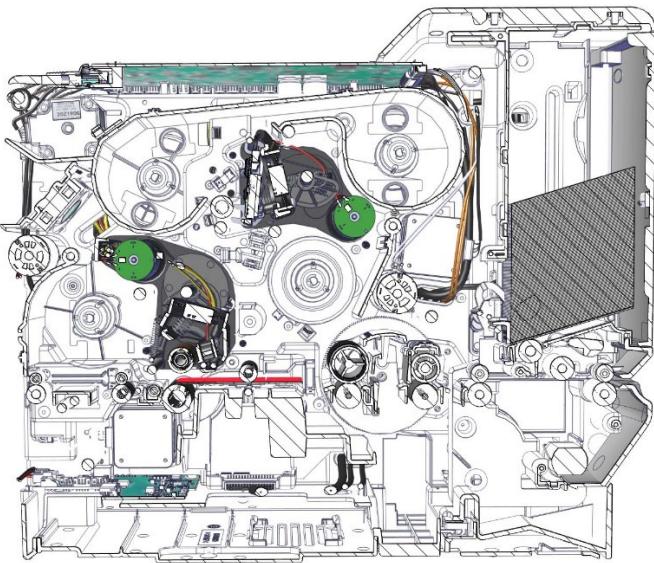
1. Cards are inserted either via the feeder or the manual feeder.



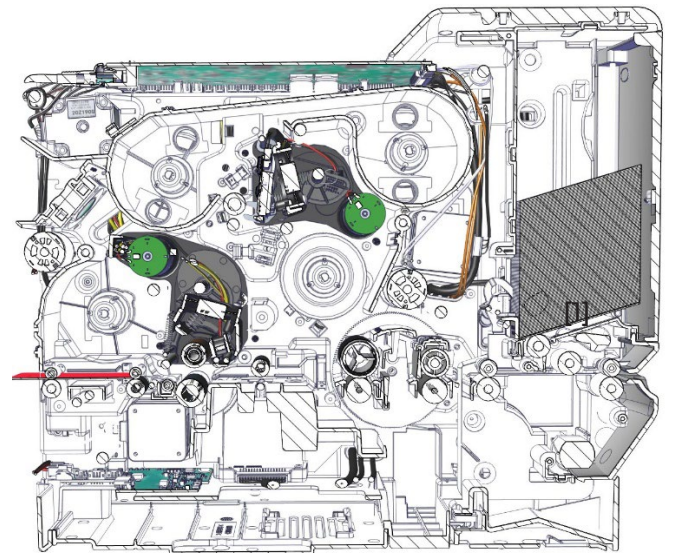
2. The card is transferred to the flip over.



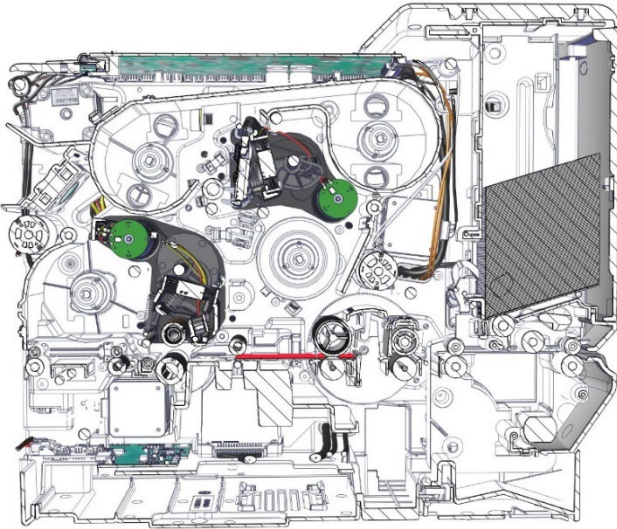
3. The card is positioned under the heating roller to be retransferred.



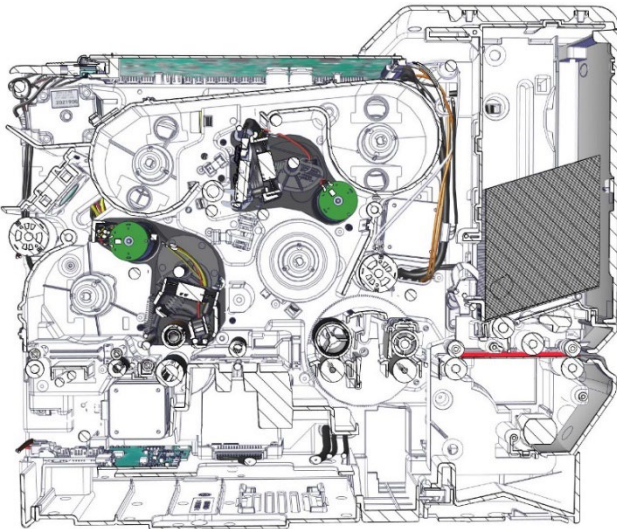
4. The printed card is ejected.



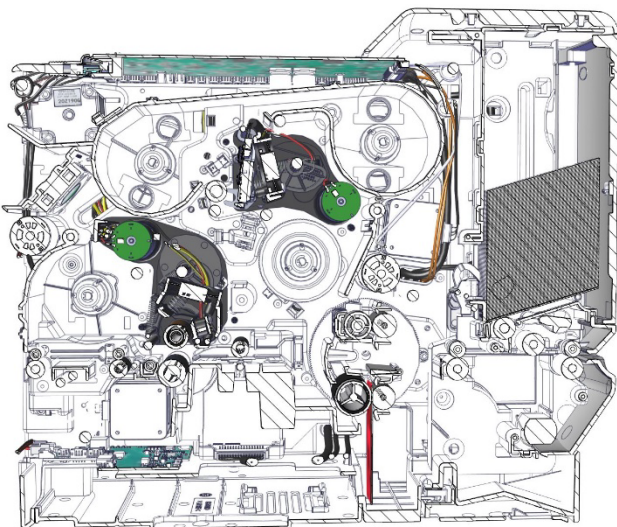
Magnetic position



Smart contact position

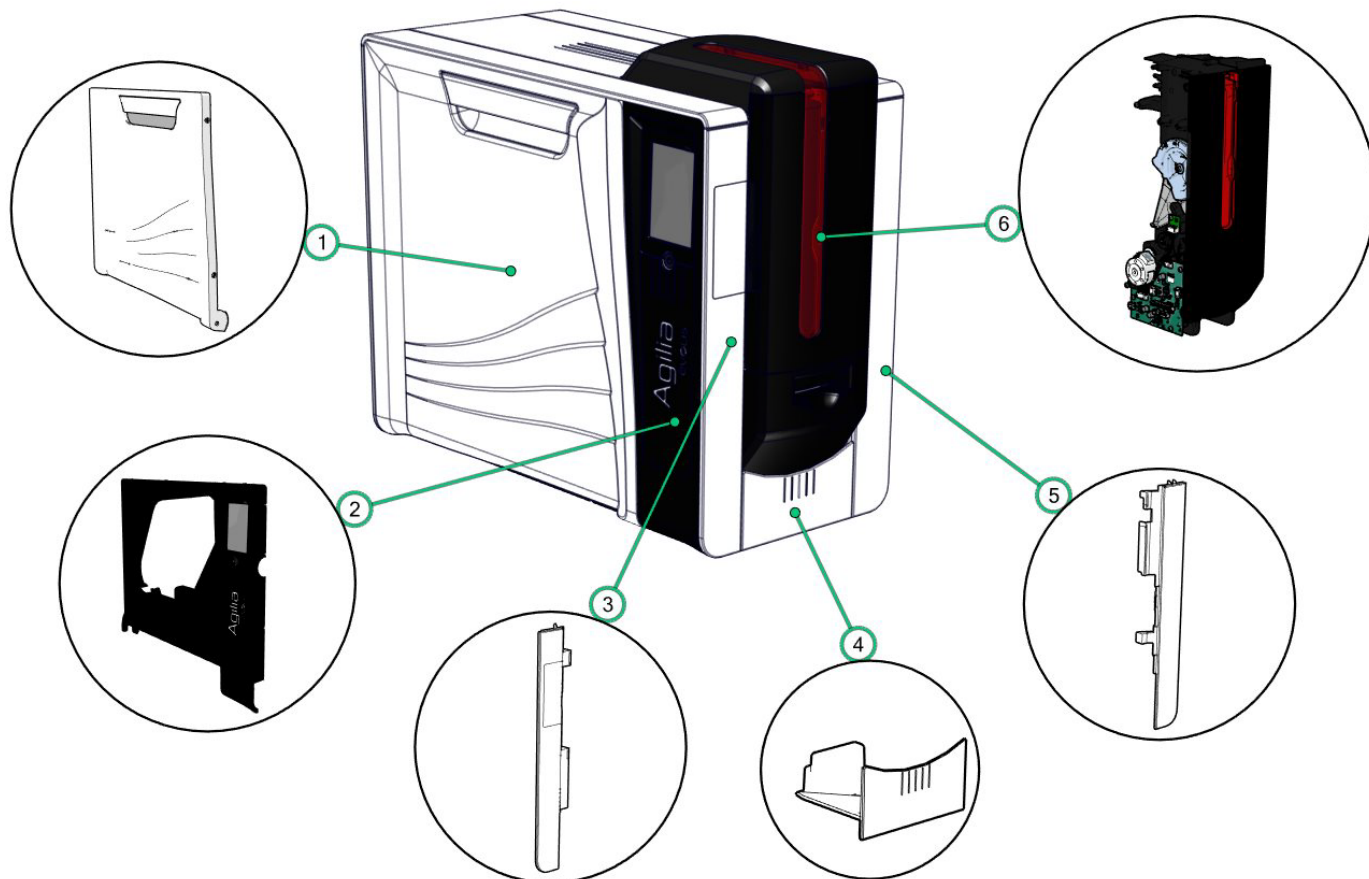


Contactless position

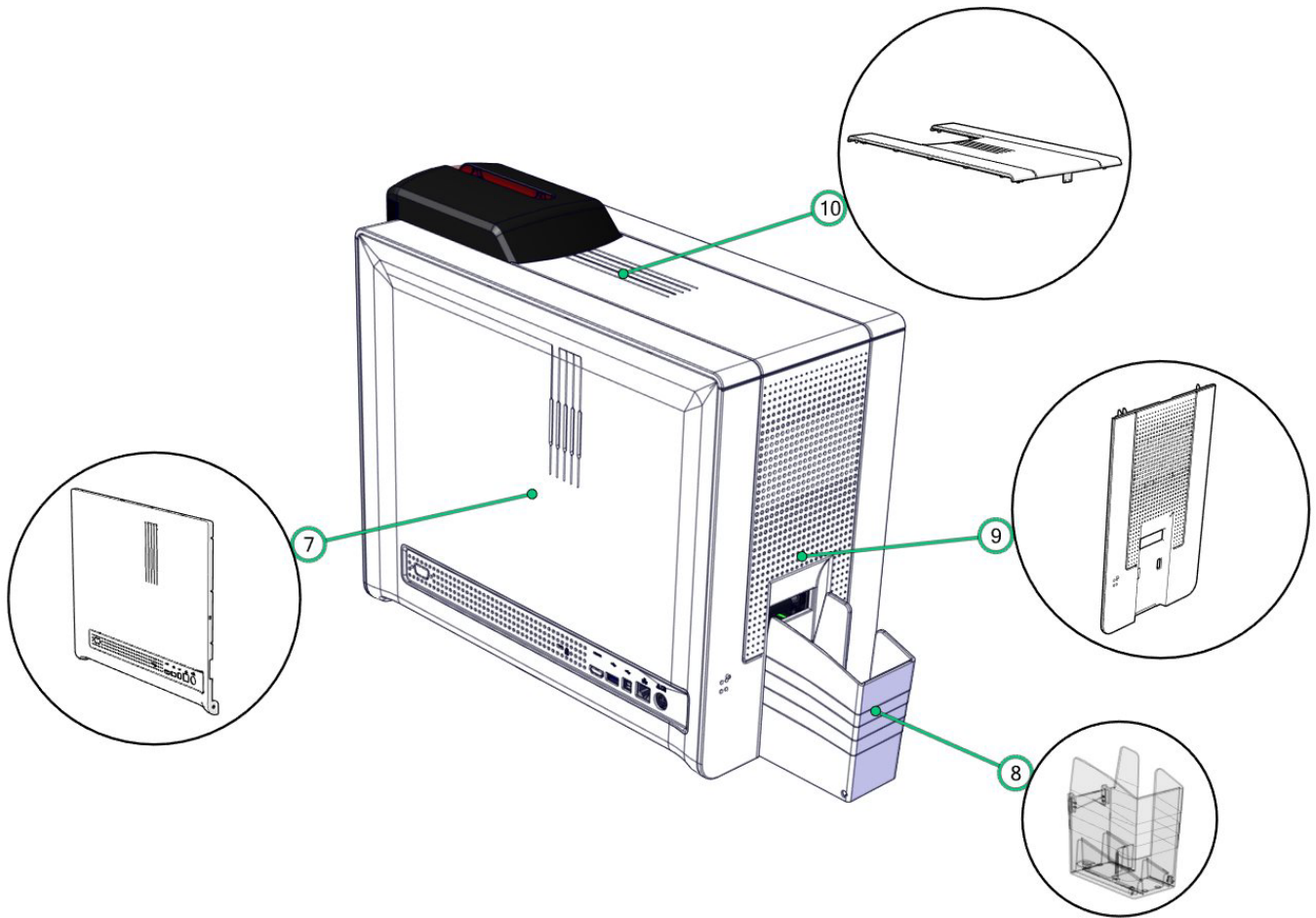


EXPLODED VIEW

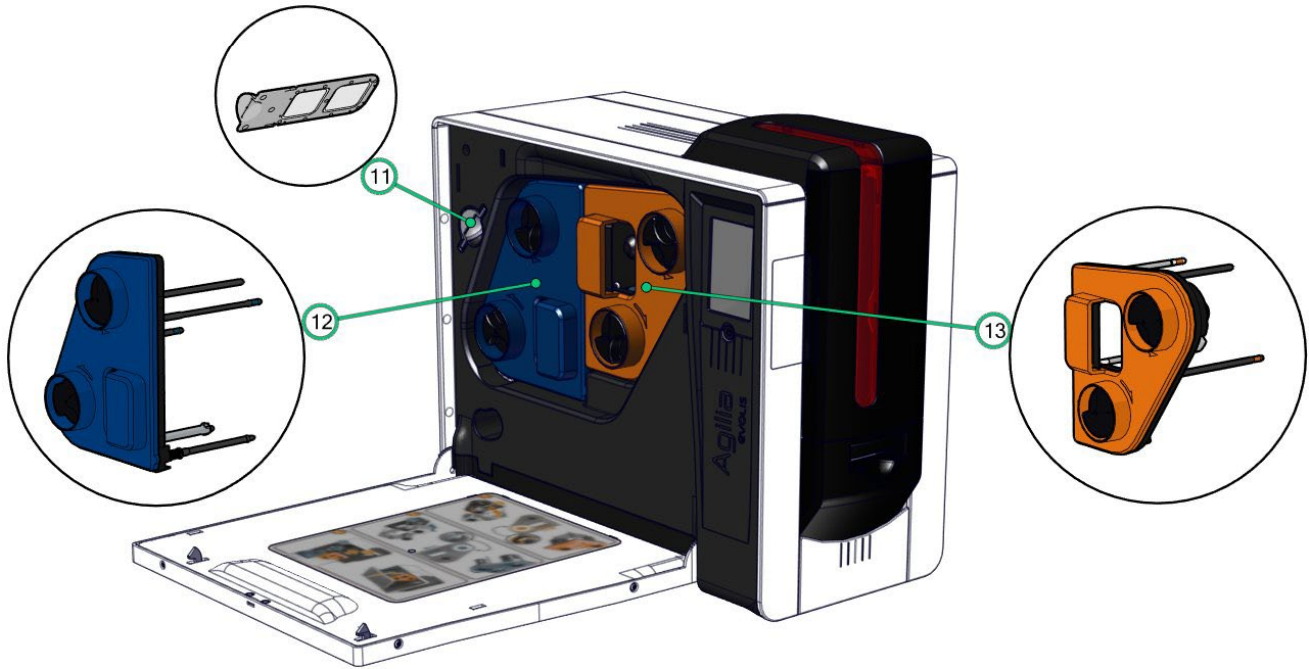
Drawing 1



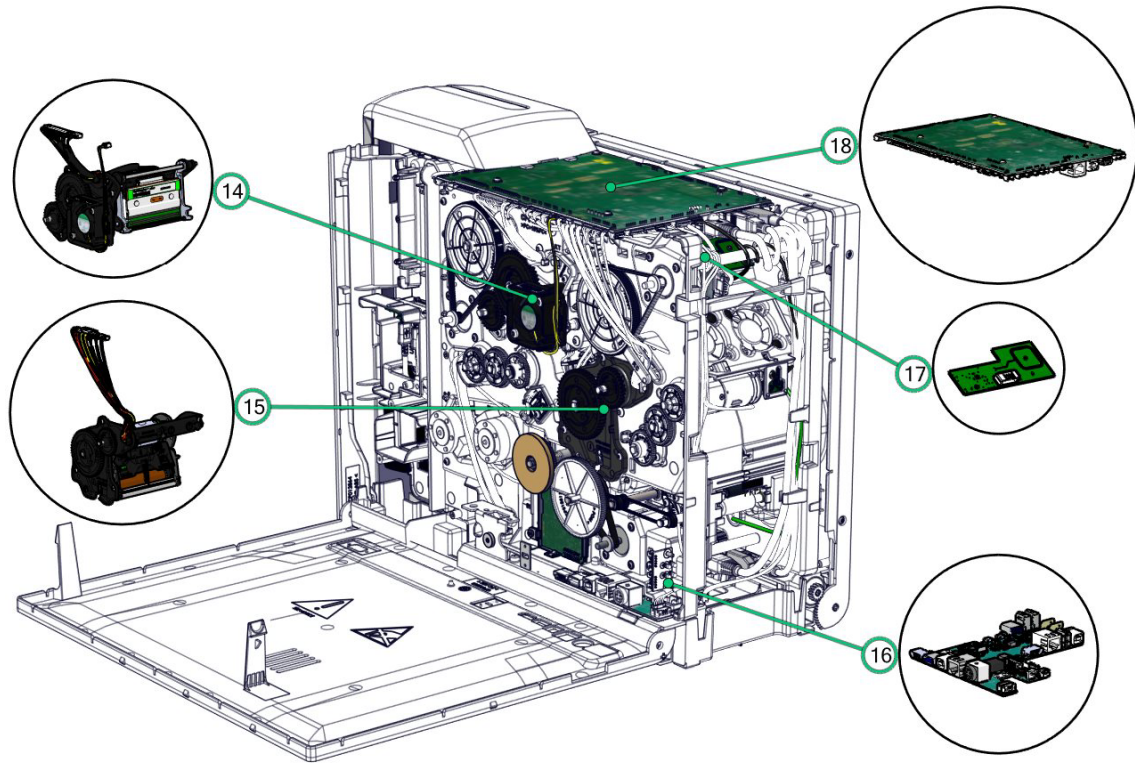
Bom ID	Name	Part number
1	ENCLOSURE:FRONT DOOR	SE011234
2	TOUCH SCREEN LCD DISPLAY KIT	S10446
3	ENCLOSURE: FRONT RIGHT COVER	CI013150
4	FRONT OUTPUT TRAY	S10450
5	ENCLOSURE:REAR RIGHT COVER	CI012690
6	COMPLETE FEEDER (WITHOUT COVER)	S10441



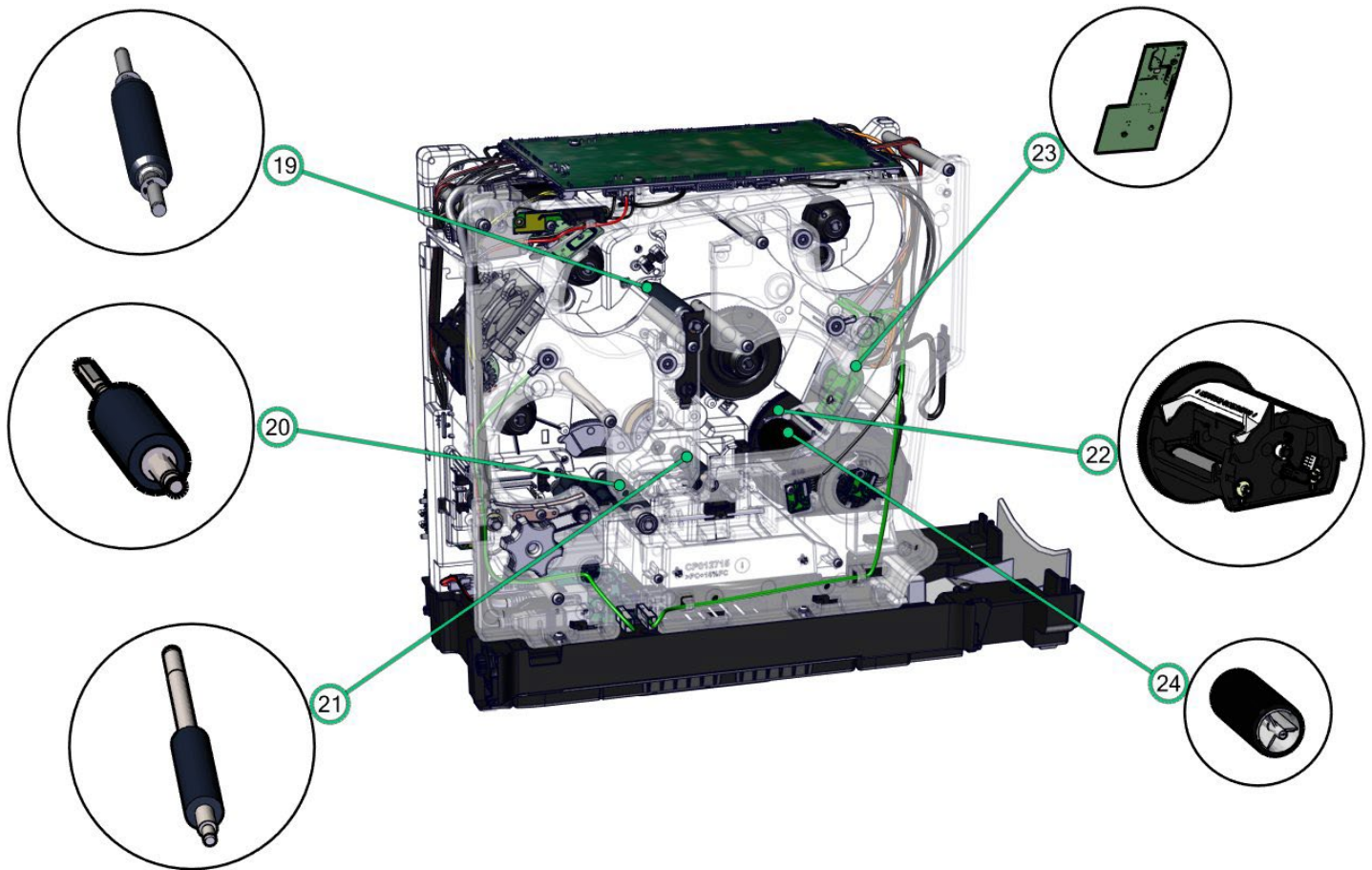
Bom ID	Name	Part number
7	ENCLOSURE: REAR COVER	SE010856
8	REAR OUTPUT BOX	CI012723
9	ENCLOSURE:LEFT COVER	CI012829
10	ENCLOSURE:COVER	CI012725



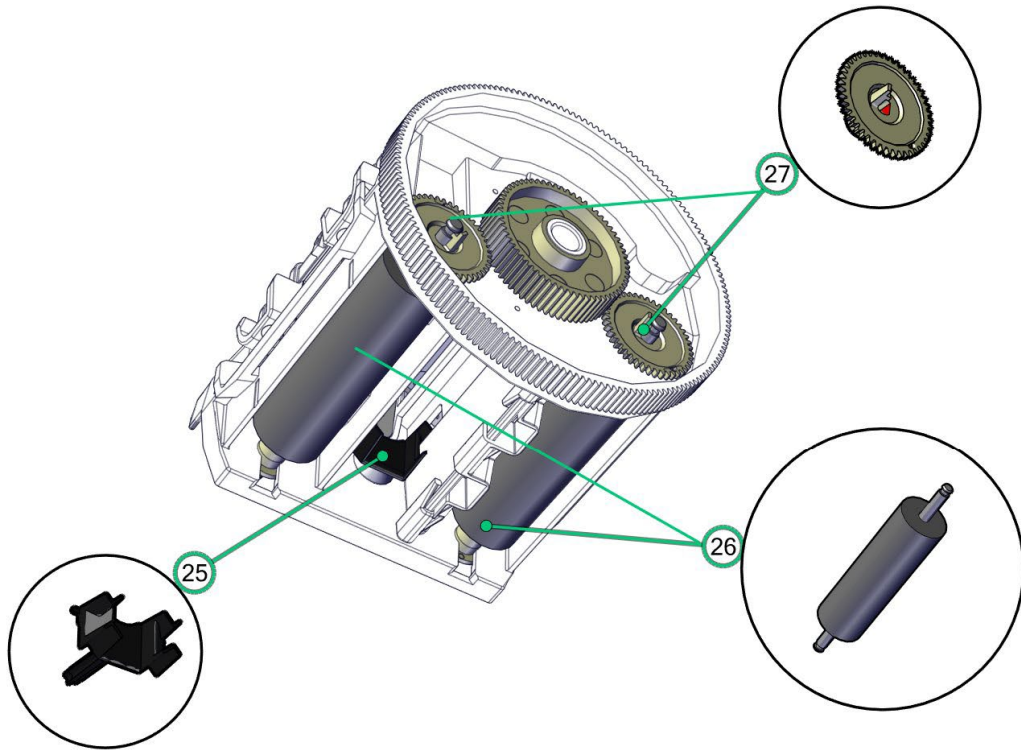
Bom ID	Name	Part number
11	DUST FILTER	CP012725
12	CLEAR FILM CASSETTE	S10439
13	COLOR RIBBON CASSETTE	S10440



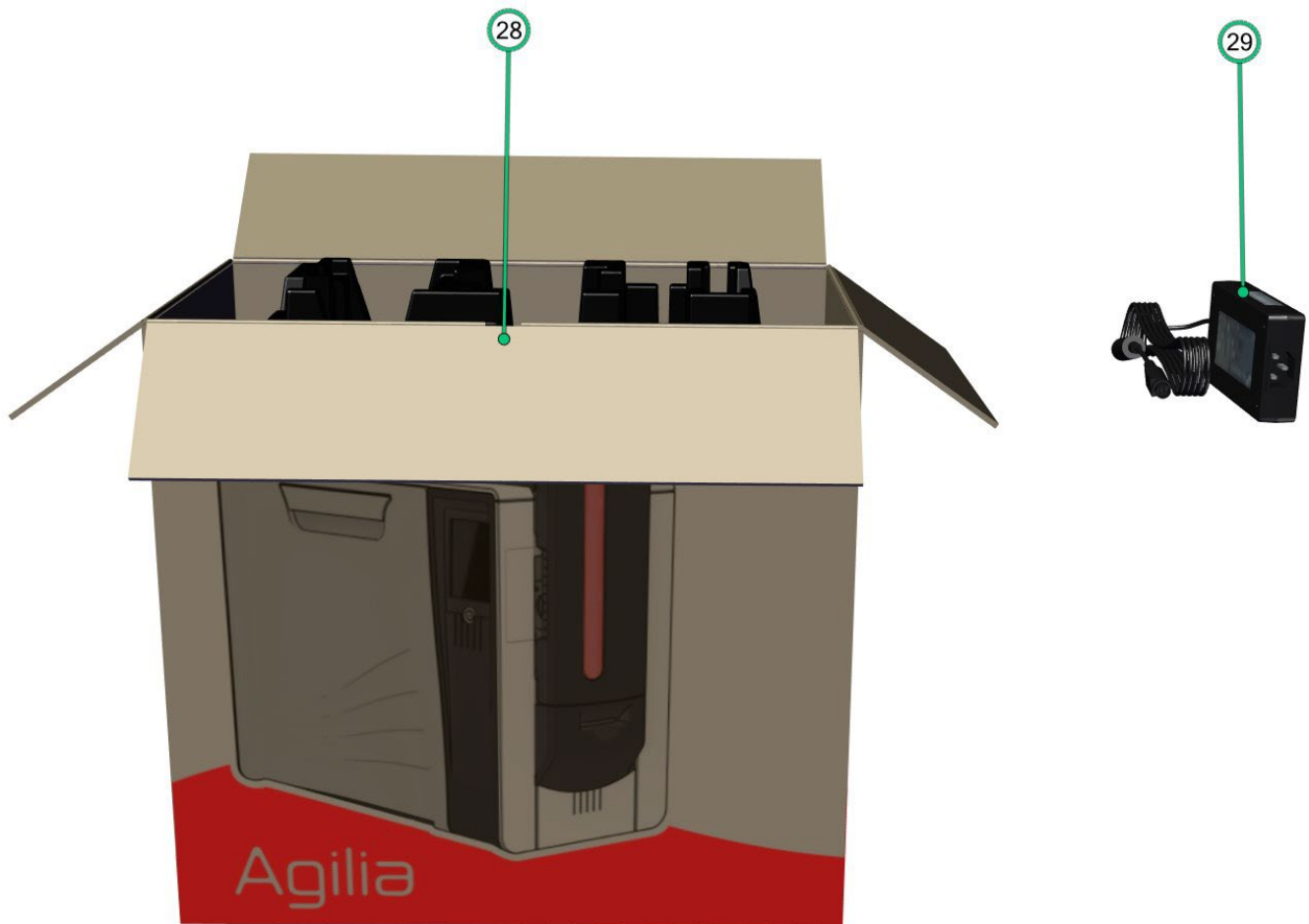
Bom ID	Name	Part number
14	PRINT HEAD	S10445
15	COMPLETE HEATING ROLLER	S10442
16	REMOTE CONNECTIVITY CARD	S10457
17	RFID CARD	S10456
18	MAIN BOARD	S10443



Bom ID	Name	Part number
19	PRINT HEAD ROLLER	S10449
20	INFERIOR HEAT ROLLER	CP012602
21	OPTION ROLLER	CP012603
22	FLIP OVER	S10454
23	RFID CARD	S10456
24	CLEANING ROLLER	S10122

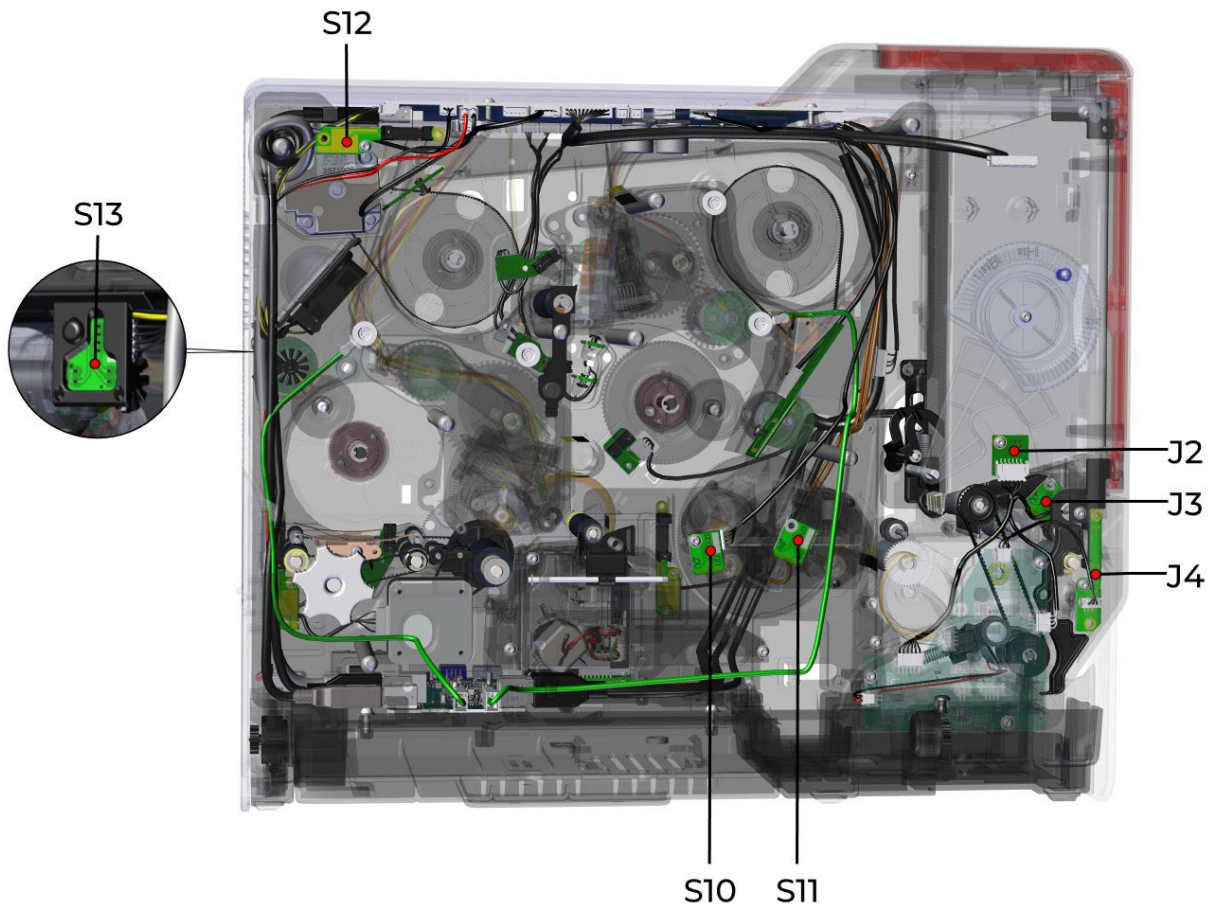


Bom ID	Name	Part number
25	FLIP PUSHER BLADE	CP010175
26	NBR ROLLER	CP011223
27	GEAR CLIP Z44-M0,5-D4	CP009016



Bom ID	Name	Part number
28	PACKAGING:BOX AND FOAM	S10444
29	POWER SUPPLY	S10447

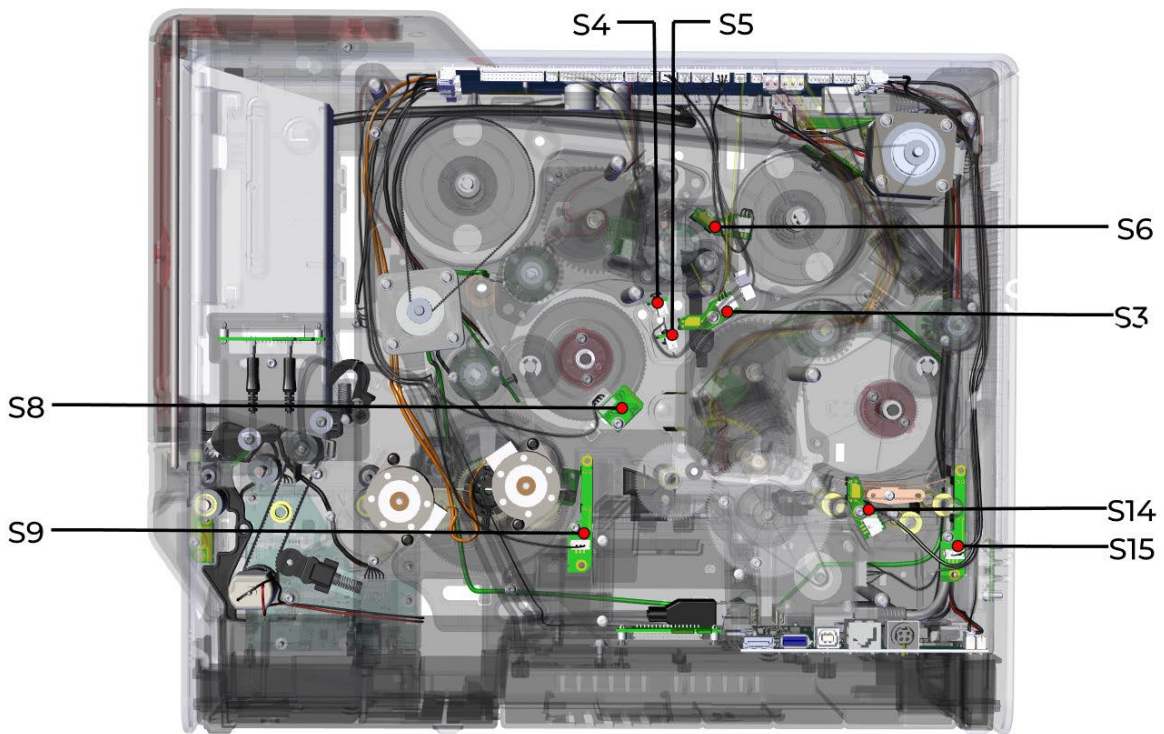
SENSORS - DRAWINGS



Part number	Sensor
CP011382	J4-S12
CP011452	J2
S10455	S10-S11-S13-J3



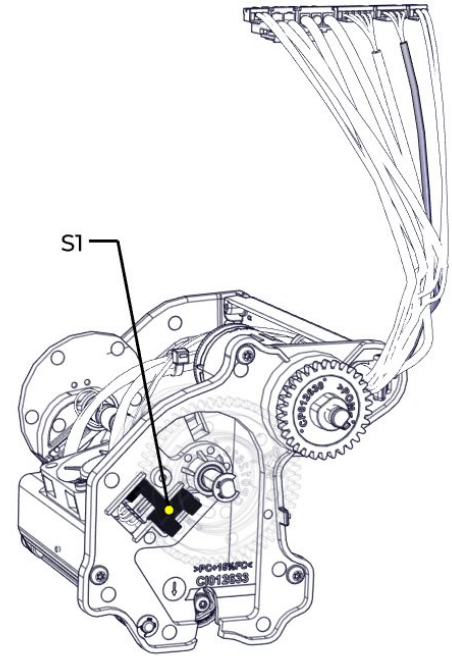
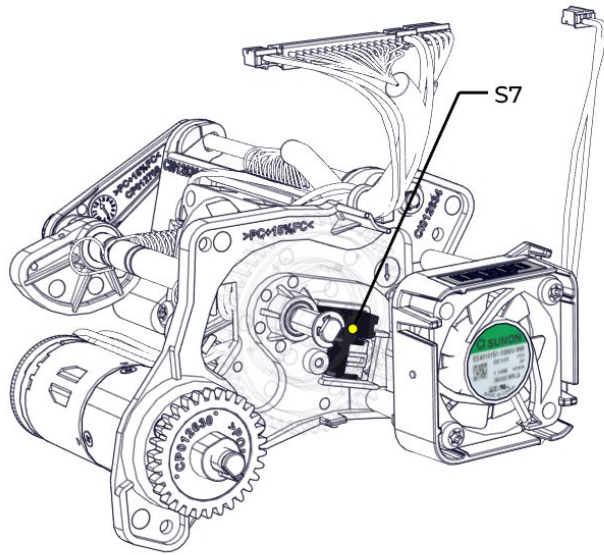
S14 sensor will disappear.



Part number	Sensor
CP011382	S9-S15
CP012210	S3-S6-S14
S10451	S5
S10452	S4
S10455	S8

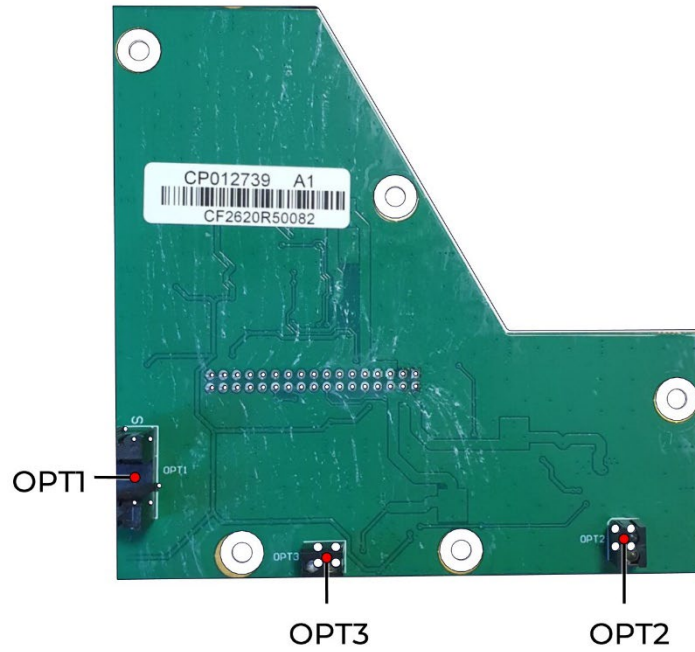
PRINT HEAD

HEAD ROLLER KIT



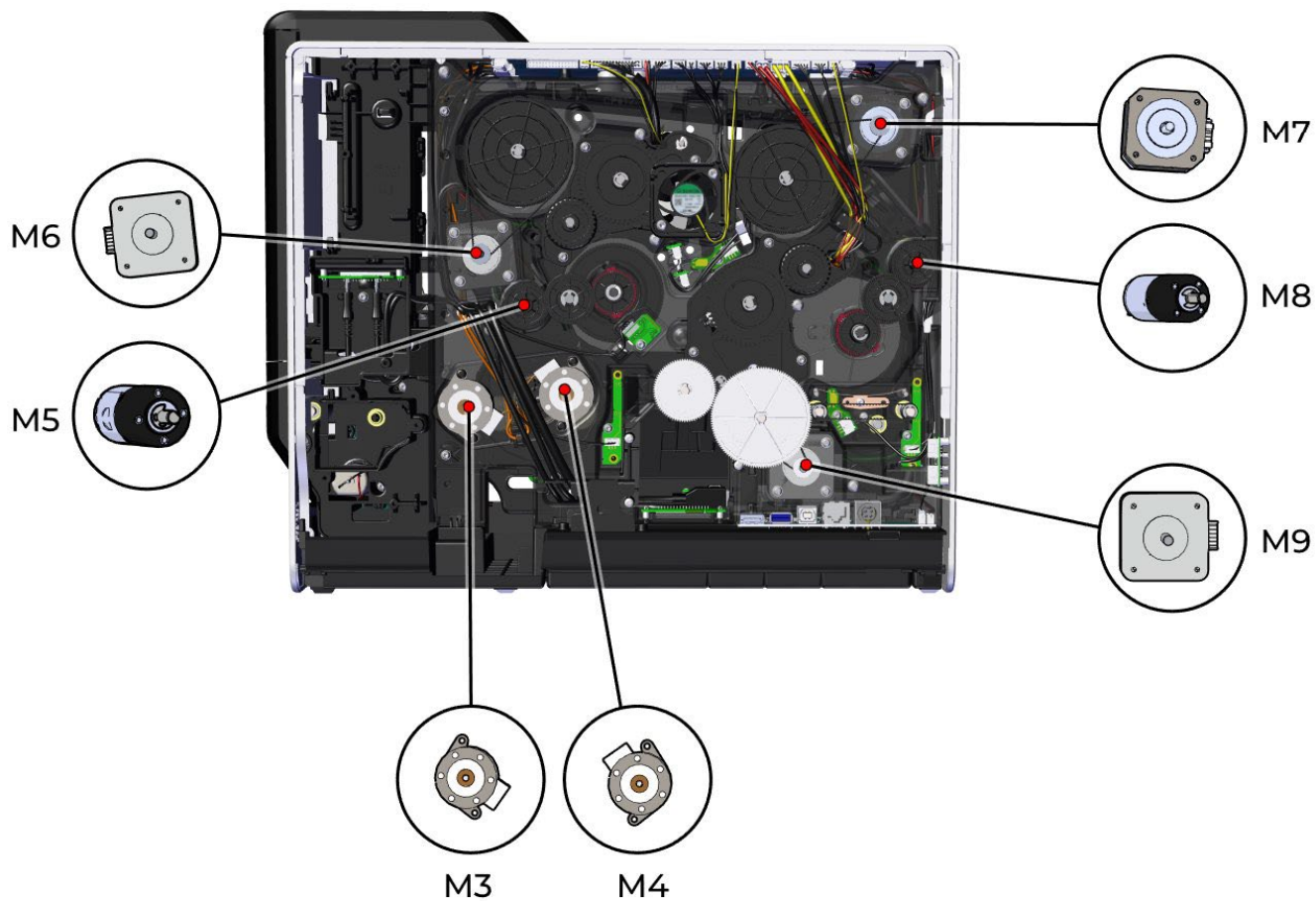
Part number	Sensor
S10455	S1-S7

FEEDER CARD



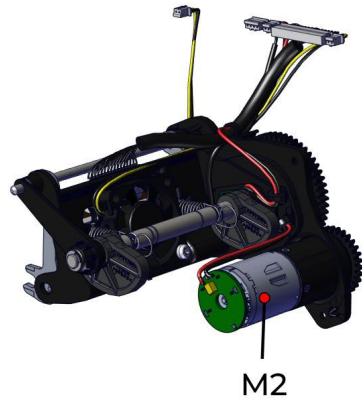
Part number	Sensor
CP012739	OPT1-OPT2-OPT3

MOTORS - DRAWINGS

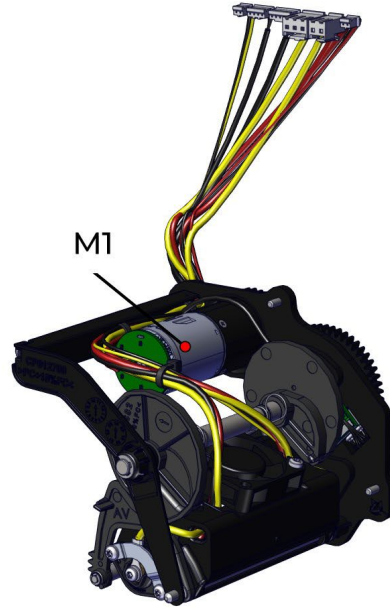


Part number	Motor
Not available	M6-M9
Not available	M7
S10098	M3-M4
S10453	M5-M8

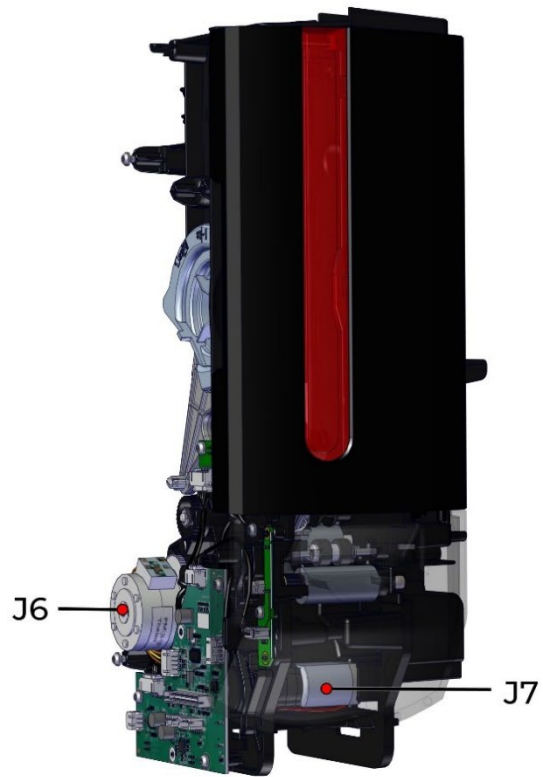
PRINT HEAD



HEAD ROLLER KIT

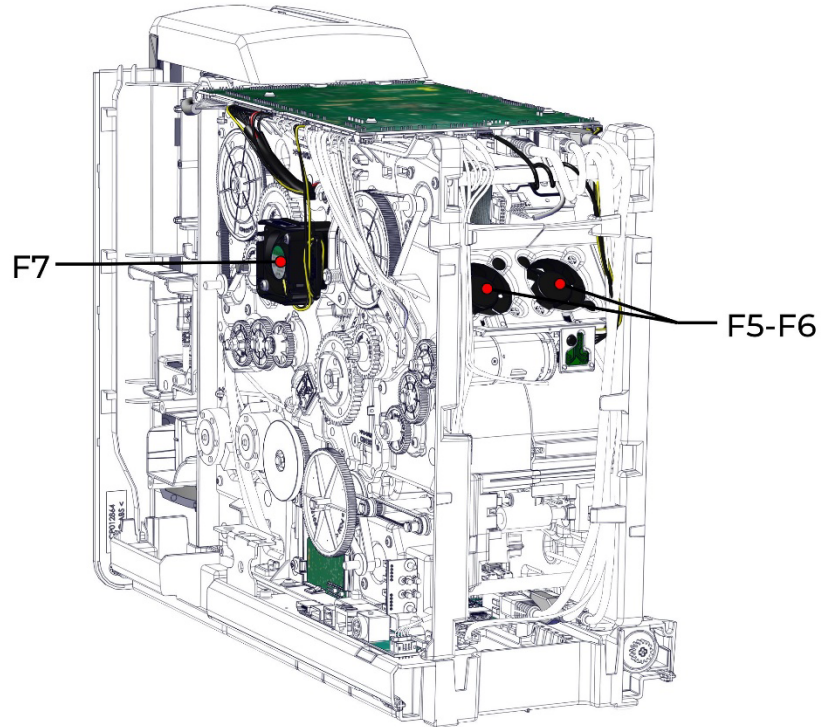


Part number	Motor
S10453	M1-M2



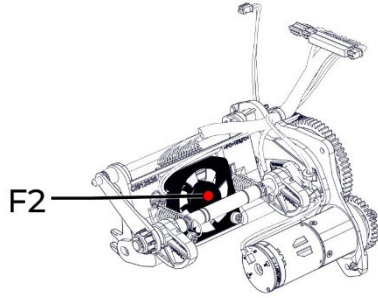
Part number	Motor
CP011427	J6
CP011512	J7

FANS - DRAWINGS

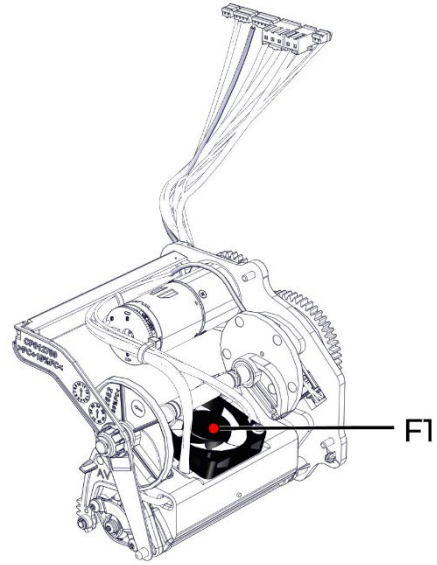


Part number	Fan
S10448	F5-F6-F7

PRINT HEAD



HEAD ROLLER KIT



Part number	Fan
S10448	F1-F2

SPARE PARTS LIST

Part number	Name	Step	Page
S10439	CLEAR FILM CASSETTE	2	64
S10440	COLOR RIBBON CASSETTE	3	66
S10441	COMPLETE FEEDER	12	88
S10442	COMPLETE HEATING ROLLER	14	94
CP012725	DUST FILTER	1	63
CI012830	ENCLOSURE: COVER	9	82
SE011234	ENCLOSURE: FRONT DOOR	5	72
CI013150	ENCLOSURE: FRONT RIGHT COVER	8	79
CI012829	ENCLOSURE: LEFT COVER	10	86
SE010856	ENCLOSURE: REAR COVER	6	73
CI012690	ENCLOSURE: REAR RIGHT COVER	7	76
S10448	F1 (HEAT ROLLER FAN)	47	169
S10448	F2 (PRINT HEAD FAN)	48	174
S10448	F5-F6-DOUBLE FAN	46	165
S10448	F7 (EXTERIOR HEAD FAN)	49	177
S10454	FLIP OVER	38	140
S10450	FRONT OUTPUT TRAY	11	87
CP009016	GEAR CLIP Z44-M0,5-D4	39	145
CP012602	INFERIOR HEAT ROLLER	55	198
CP011452	J2 (FEEDER ALMOST EMPTY SENSOR)	28	124
S10455	J3 (FEEDER EMPTY SENSOR)	29	125
CP011382	J4 (FEEDER MANUAL SENSOR)	30	129
CP011427	J6 (FEEDER MOTOR)	34	134
CP011512	J7 (MANUAL FEEDER MOTOR)	35	135
S10446	LCD (TOUCH SCREEN LCD DISPLAY)	4	68
S10453	M1 (HEAT ROLLER MOTOR)	52	184
S10453	M2 (PRINT HEAD MOTOR)	50	178
S10098	M3 (FLIP: CARD TRANSPORT MOTOR)	36	138
S10098	M4 (FLIP: ROTATION MOTOR)	37	139
S10453	M5 (BRAKE COLOR RIBBON MOTOR)	41	149
S10453	M8 (PULL CLEAR RIBBON MOTOR)	42	151
S10443	MAIN BOARD	13	92
CP011223	NBR ROLLER	39	145
CP012739	OPT1 (FEEDER DOOR SENSOR)	33	133
CP012739	OPT2 (REJECT BOX FULL SENSOR)	32	132
CP012739	OPT3 (REJECT BOX COVER OPEN SENSOR)	31	131
CP012603	OPTION ROLLER	56	201
S10445	PRINT HEAD	15	100
S10449	PRINT HEAD ROLLER	54	192
CP010175	PUSHER BLADE	38	140
S10456	R1 (COLOR RIBBON: RFID CARD)	43	154
S10456	R2 (CLEAR FILM: RFID CARD)	44	155
S10457	REMOTE CONNECTIVITY CARD	45	158

Part number	Name	Step	Page
S10122	ROLLER: CLEANING	40	147
S10455	S1 (HEAT ROLLER CAME SENSOR)	53	187
S10455	S10 (FLIP: ROTATION SENSOR)	17	106
S10455	S11 (FLIP: PRESENCE CARD SENSOR)	18	107
CP011382	S12 (FRONT DOOR SENSOR)	16	105
S10455	S13 (CLEAR FILM PULLING ROTATION SENSOR)	27	122
CP012210	S14 (MAGNETIC SYNCHRONIZATION SENSOR)	24	117
CP011382	S15 (CARD EXIT SENSOR)	26	121
CP012210	S3 (CLEAR FILM SYNCHRONIZATION SENSOR)	22	113
S10452	S4 (RIBBON: TRANSMITTER SENSOR)	20	109
S10451	S5 (RIBBON: RECEIVER SENSOR)	21	112
CP012210	S6 (CLEAR FILM DETECTION SENSOR)	23	114
S10455	S7 (PRINT HEAD: CAME SENSOR)	51	181
S10455	S8 (COLOR RIBBON BRAKE ROTATION SENSOR)	19	108
CP011382	S9 (SYNCHRONIZATION CARD SENSOR)	25	120

PARTS REPLACEMENT RECOMMENDATION

Part number	Name	Advice of replacement
S10442	COMPLETE HEATING ROLLER	80.000 cards
S10122	ROLLER: CLEANING	When the rollers start to work less effectively
CP011223	NBR ROLLER	1 000 000 cards
S10449	PRINT HEAD ROLLER	500.000 cards
CP012602	INFERIOR HEAT ROLLER	500.000 cards
CP012603	OPTION ROLLER	1.000.000 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. Do not work on the electrical part if you are not trained to do so. Do not remove protection devices.

This product is highly sensitive to electrostatic discharge (ESD), and the best way to avoid ESD is to use a wrist strap, grounding mat or table.



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.

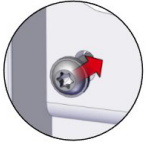


Certain photos of procedures may vary slightly depending on the printer. These differences are not important. The procedures described remain applicable to this printer.

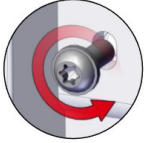


Advanced cleaning is recommended after each maintenance procedure.

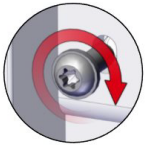
TECHNIQUE TO AVOID DAMAGING TAPS



Approach the screw into the hole.



Unscrew by pressing gently, and when the threads are in the right place, the screw sinks in a little and you can hear a "click".



Gently screw.

CASSETTES HANDLING

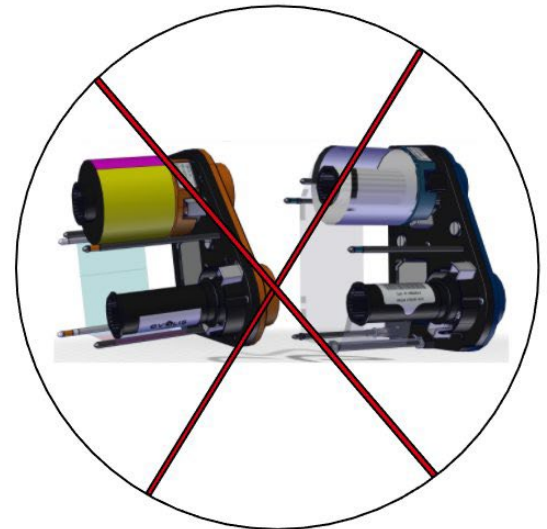
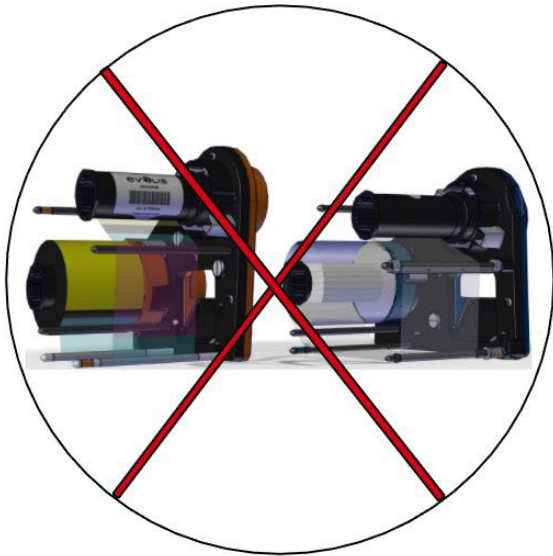


Basically, good practice for cassette handling consists in making sure cassette reference posts remain in original position when storing or manipulating the cassettes.

When manipulating the cassettes:

- Avoid touching the color and retransfer films with your fingers
- Do not put the cassettes in support on their pins. It may result in the bending of the pins and printing quality issues.
- Do not grab the cassettes by the pins. It may result in the bending of the pins and printing quality issues.
- Avoid dropping the cassettes. It may damage the pins and result in insertion difficulties or print quality issues.

Bad position



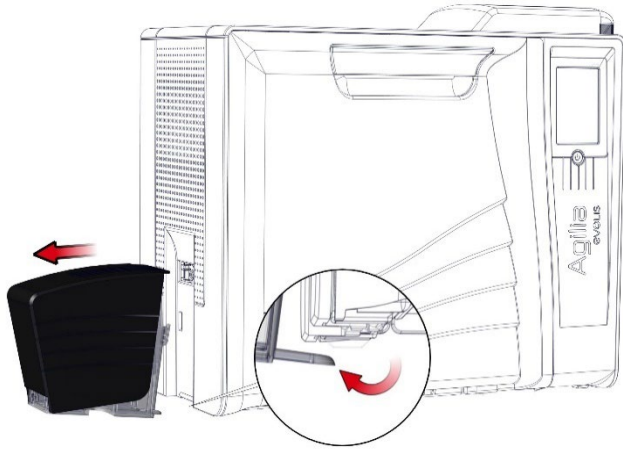
Good position



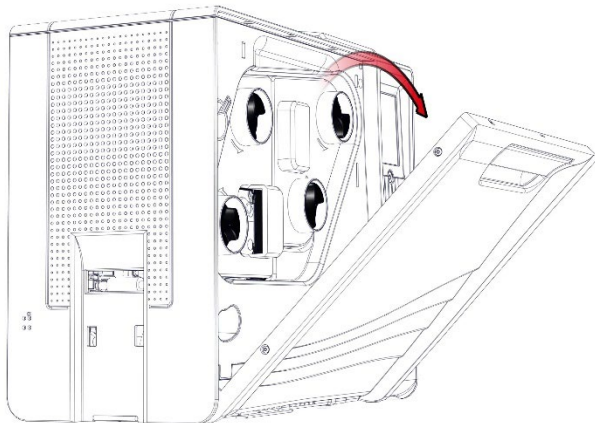
LOCKING SYSTEM

Unlock the printer.

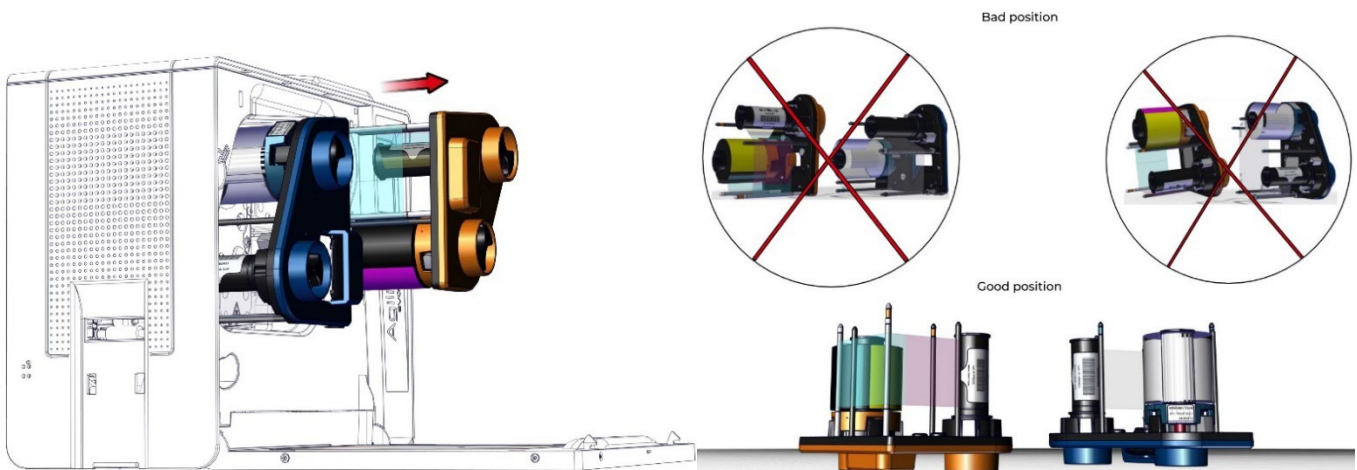
1. Unclip and remove the rear output box.



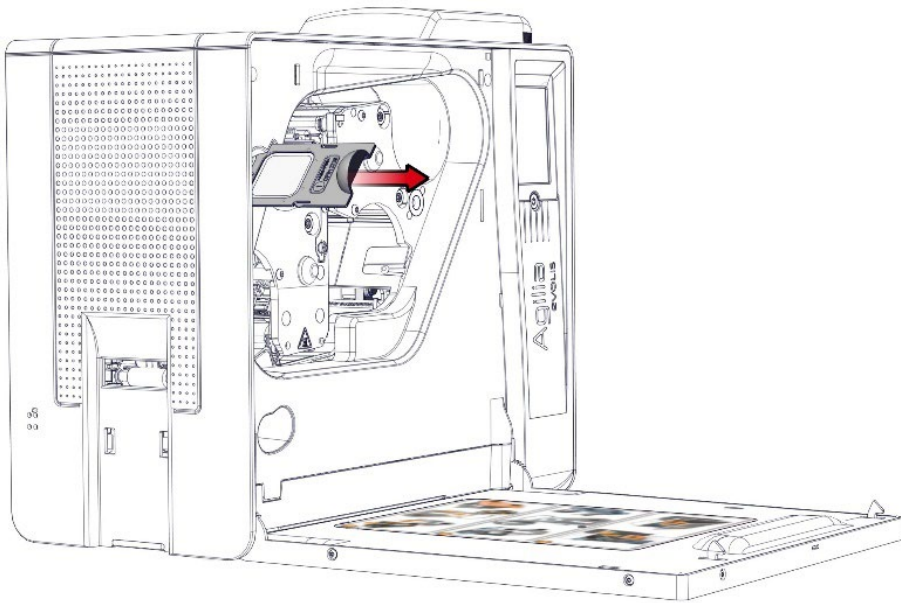
2. Open the door.



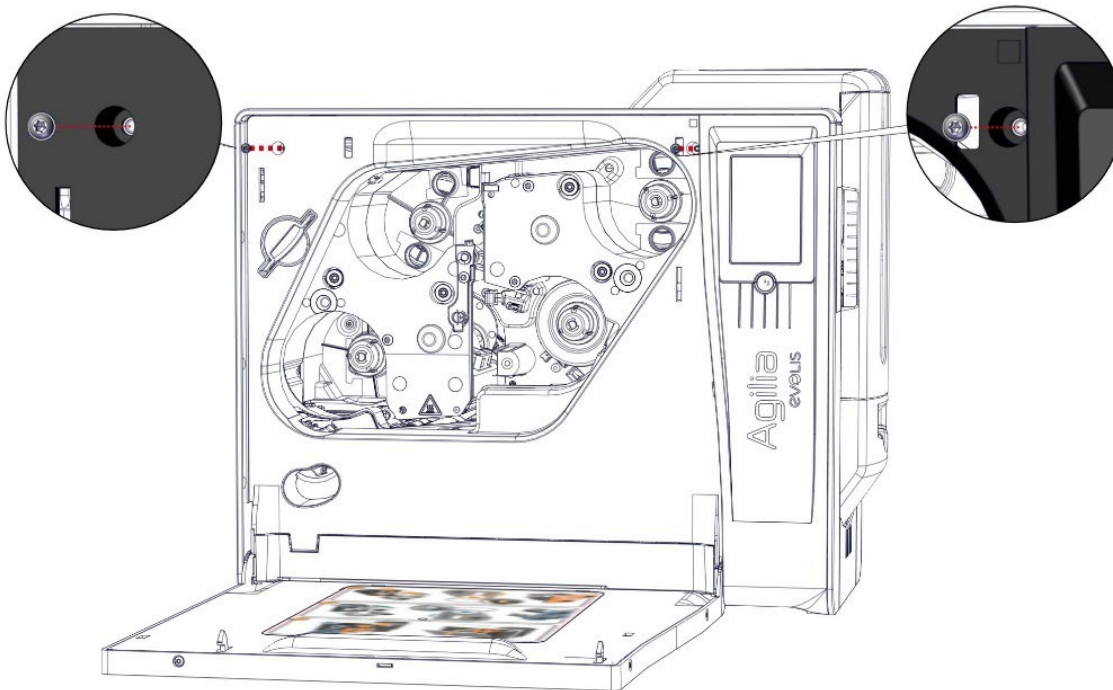
3. Remove both cassettes. Put them on a flat surface with the pins facing up.



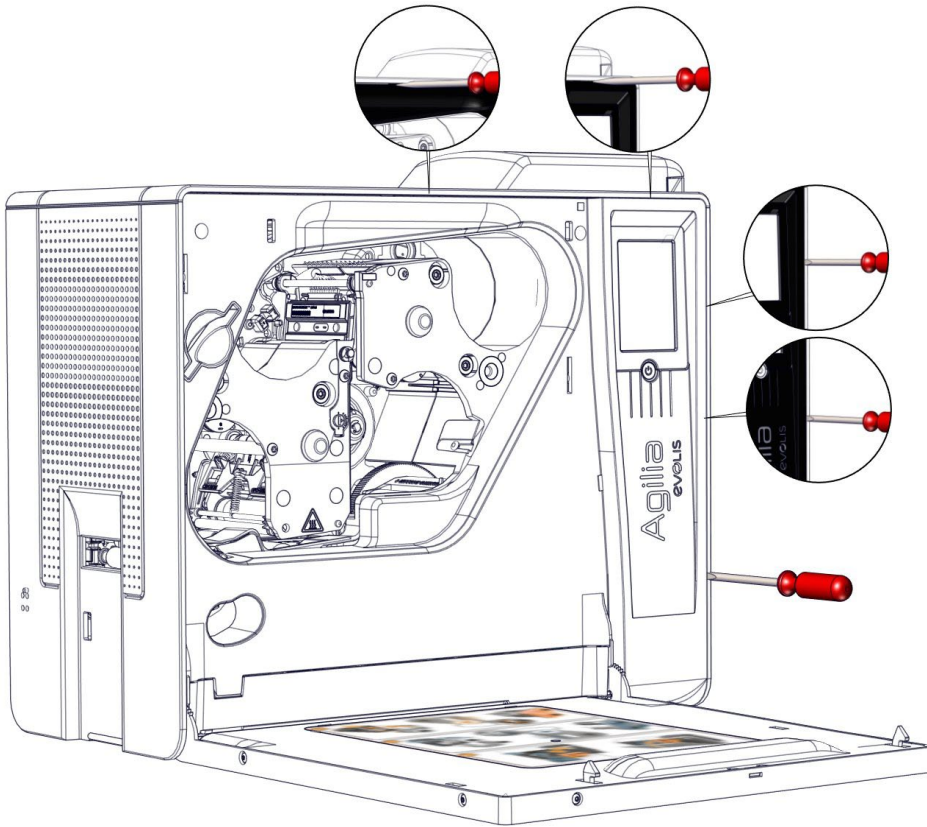
4. Remove the dust filter.



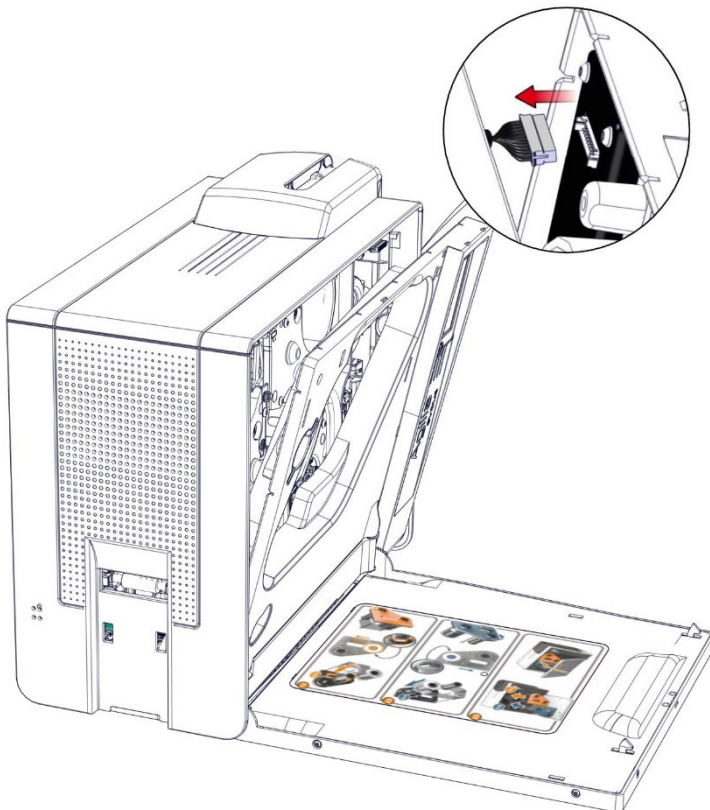
5. Remove both screws from the mask.



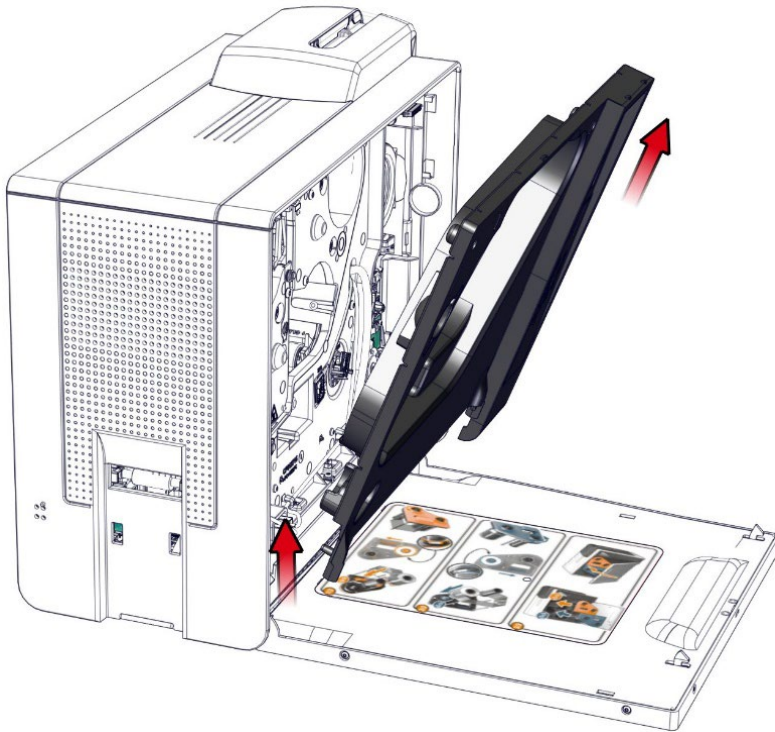
6. With a flat screwdriver gently unclip the mask.



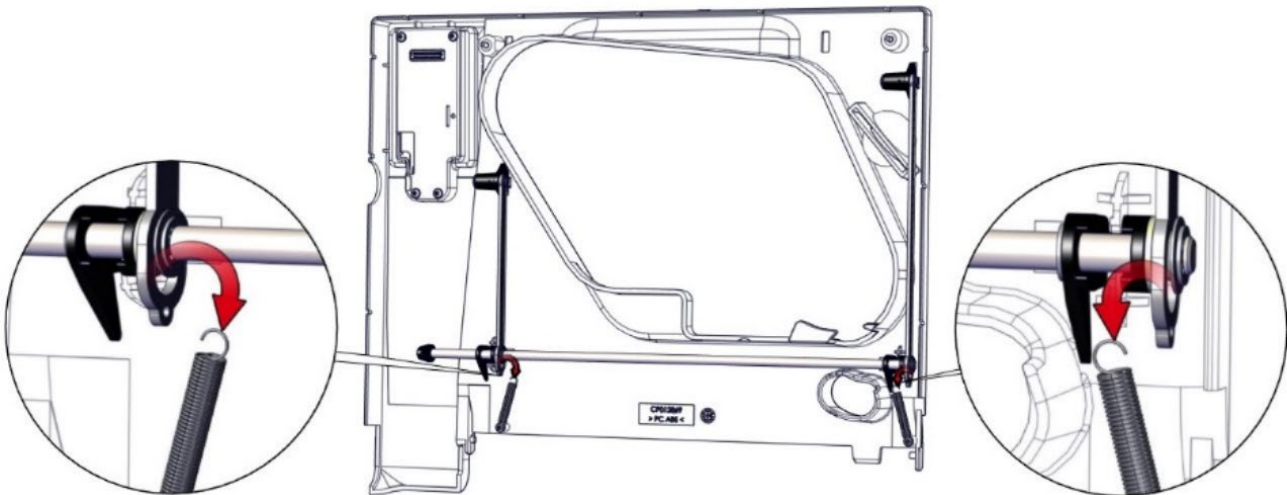
7. Disconnect the LCD cable.



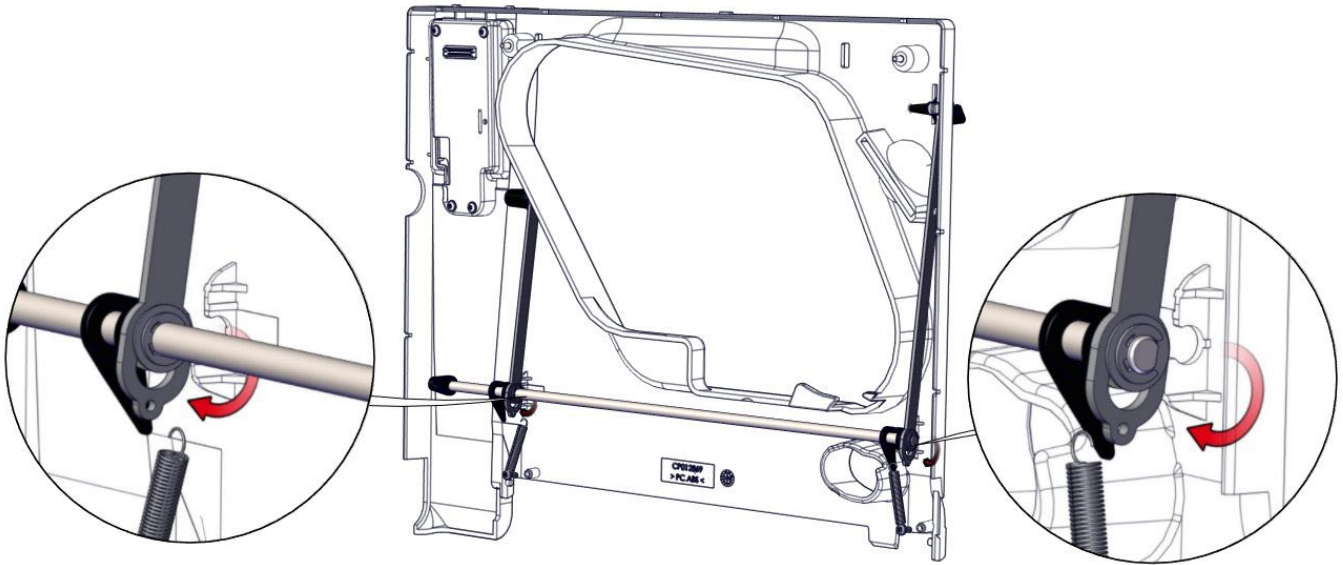
8. Gently disengage the LCD mask.



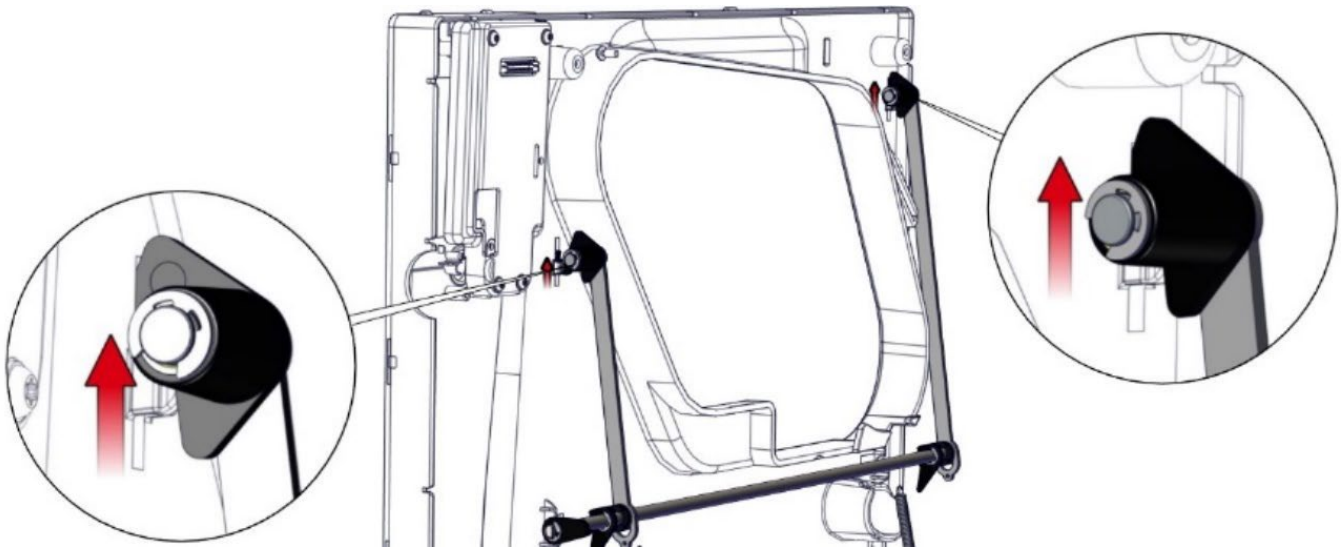
9. To remove the locking system from the mask undo both springs from the connecting rods.



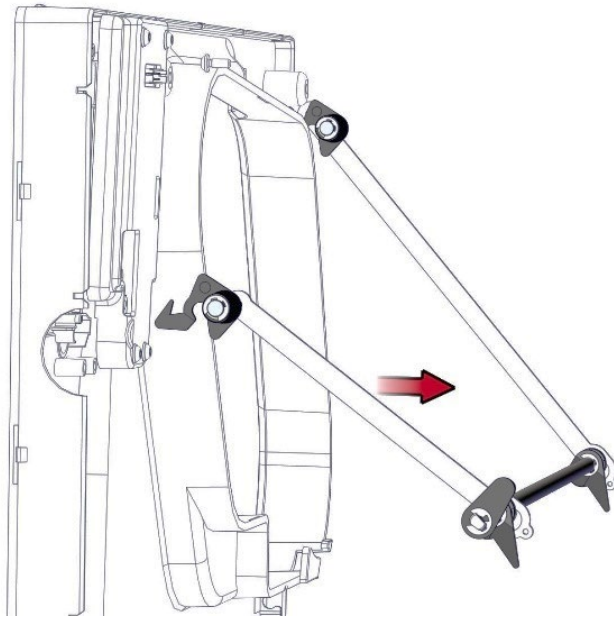
10. Unclip the axle.



11. Unclip the latches from the mask.



12. Gently disengage the locking system from the mask.

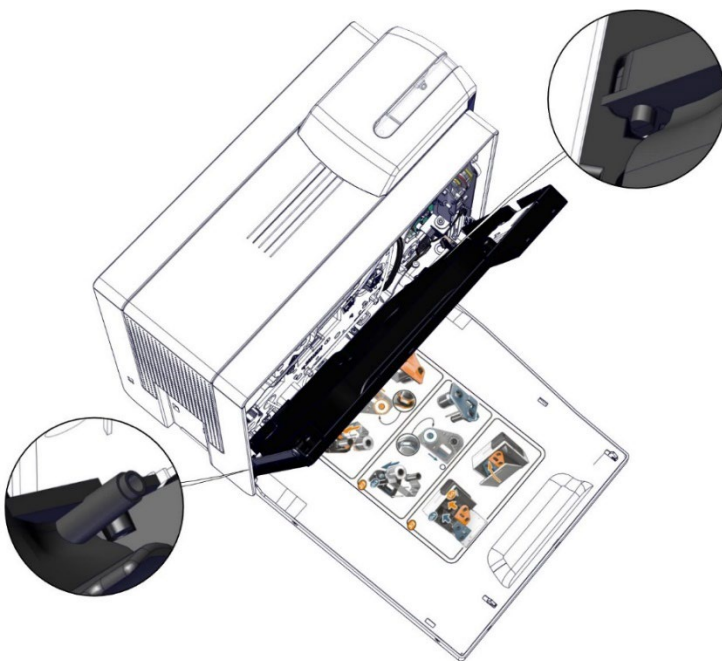


13. Check the latches move fine. Carry out the step in reverse to put back the locking system in place.

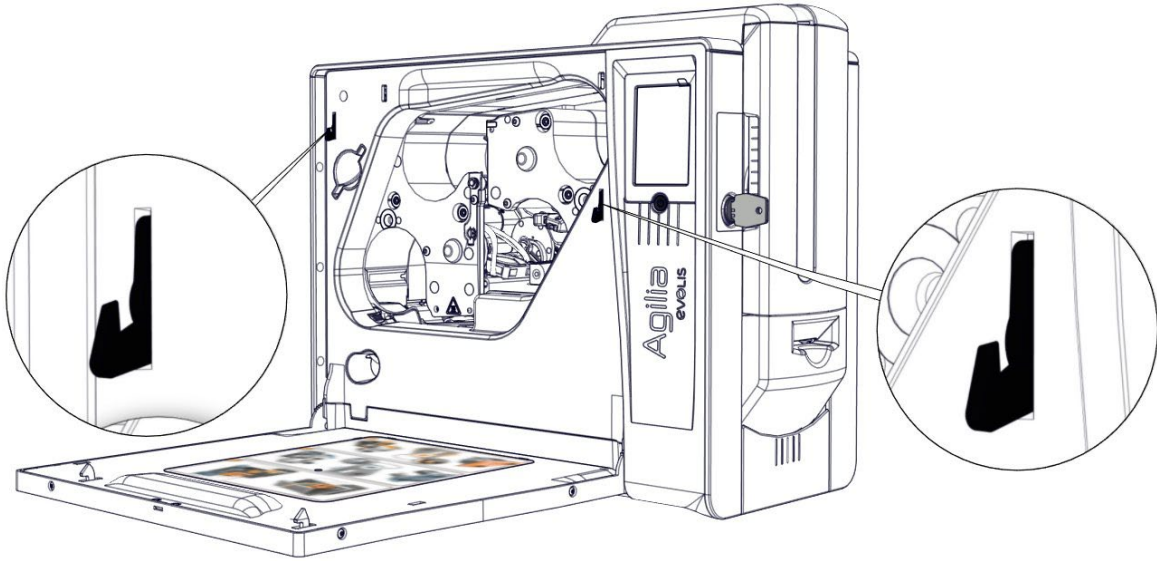


Do not close the door! If the latches are not correctly adjusted, it will no longer be possible to open the door after it has been closed.

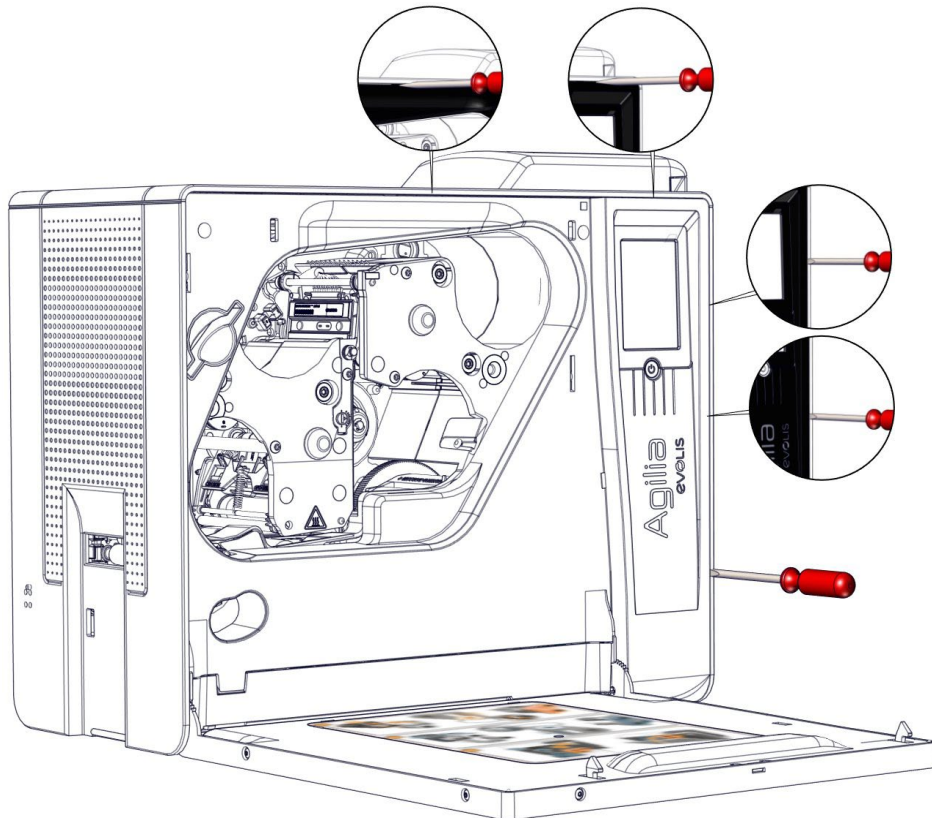
14. Turn the key to lock the locking system. Take the mask, reconnect it and insert it in its locations. Close it.



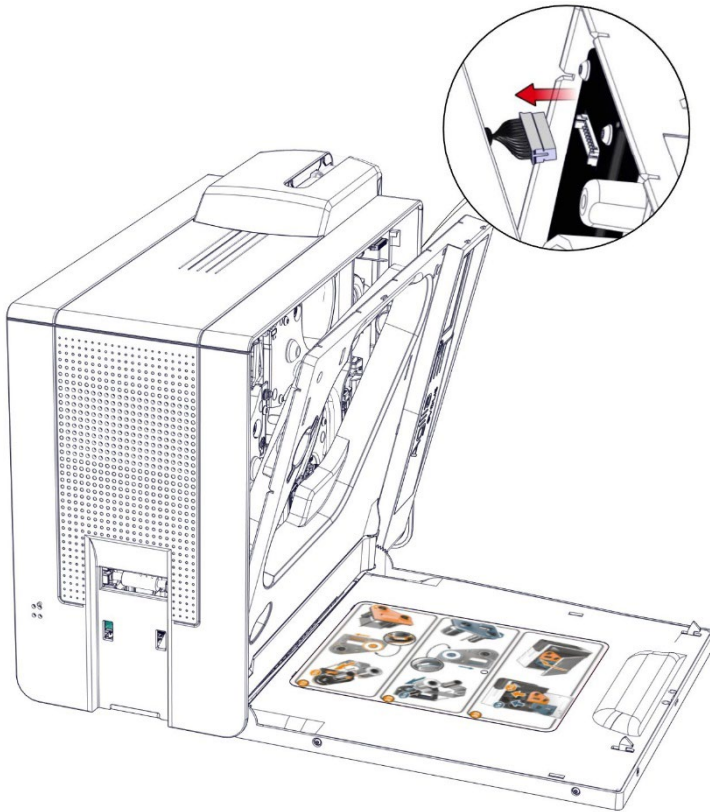
15. Turn the key to unlock the locking system. Check the latches. Must be flush with the mask. If the outcrop is good, the door can be closed. Carry the steps below if it is not good.



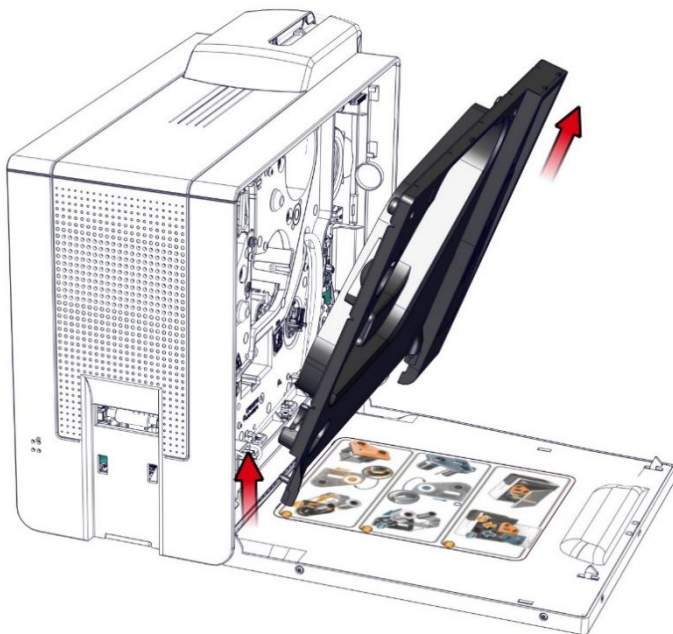
16. With a flat screwdriver gently unclip the mask.



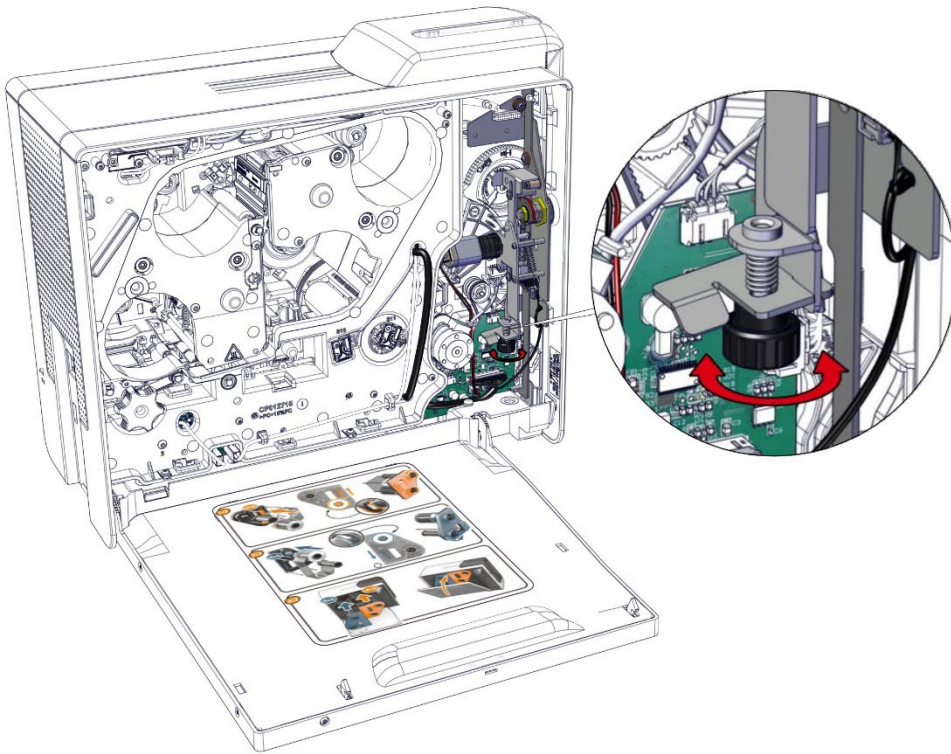
17. Disconnect the LCD cable.



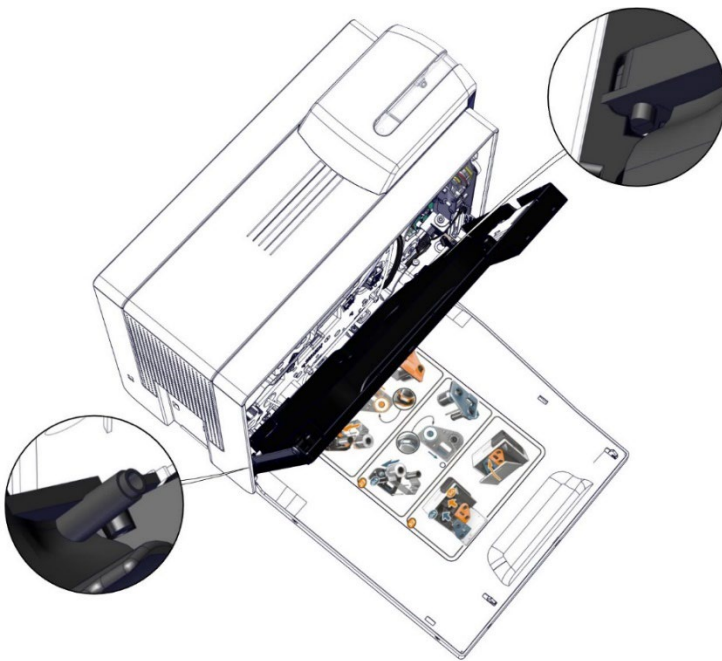
18. Gently disengage the LCD mask.



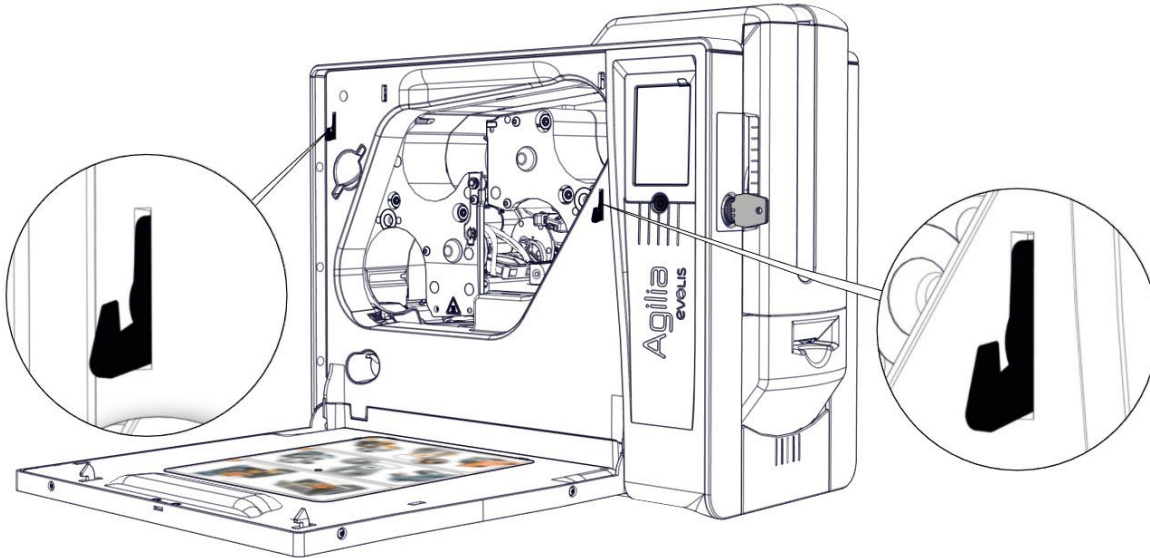
19. Adjust the outcrop by turning the wheel.



20. Turn the key to lock the locking system. Take the mask, reconnect it and insert it in its locations. Close it.



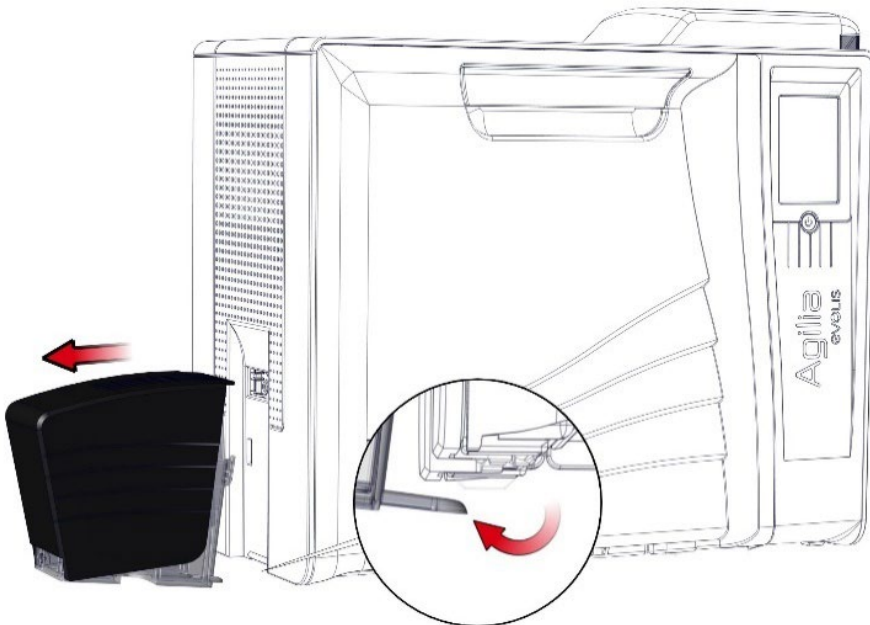
21. Turn the key to unlock the locking system. Check the latches. Must be flush with the mask. If the outcrop is good, the door can be closed. Readjust the outcrop by turning the wheel until it is good.



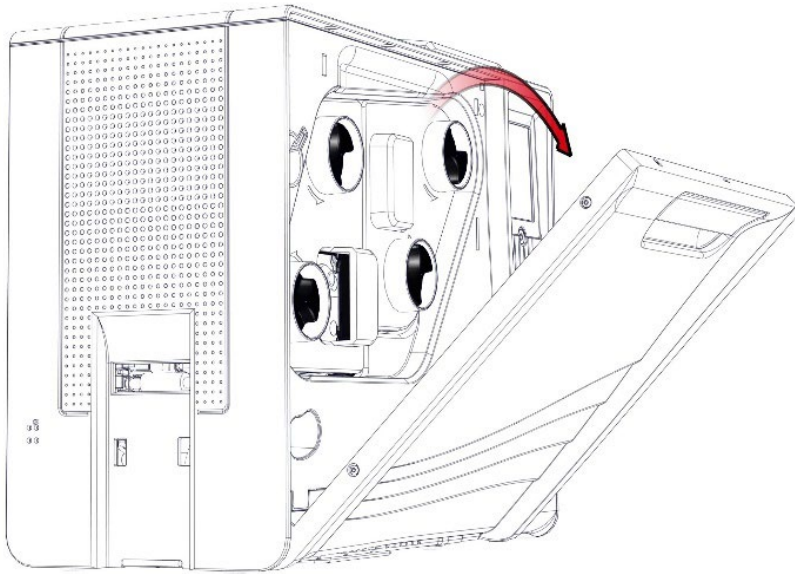
Remove the locking system (with key)

Unlock the printer.

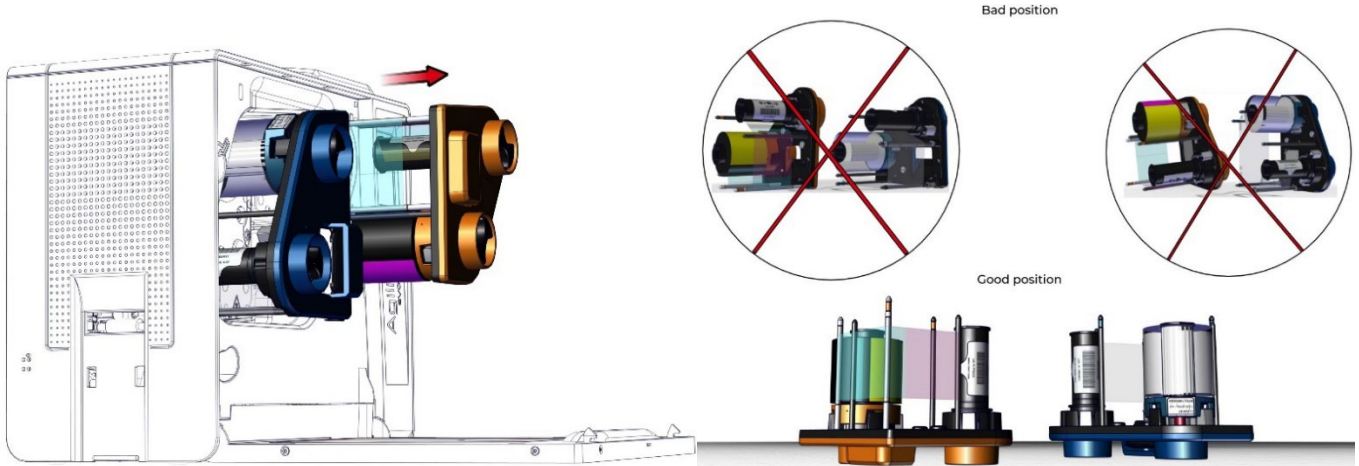
1. Unclip and remove the rear output box.



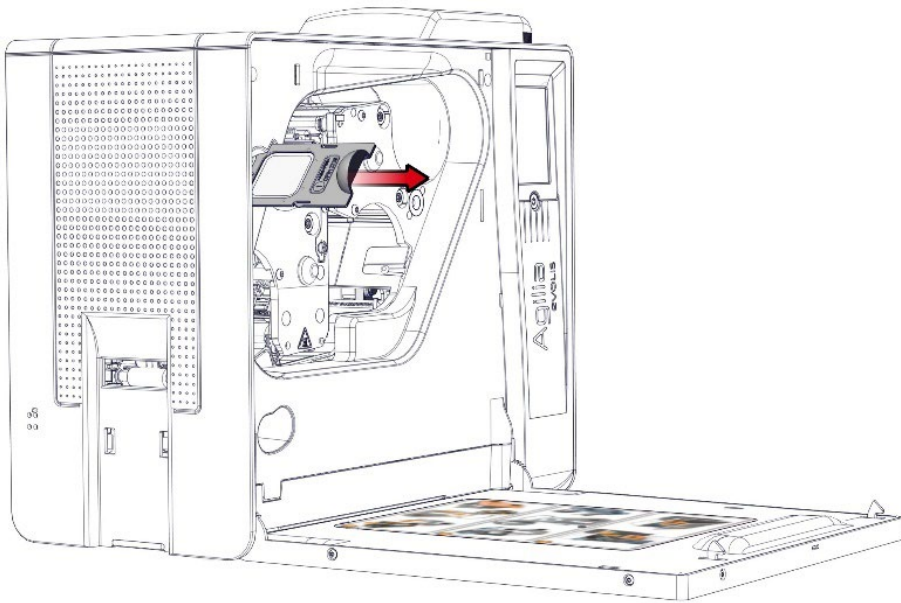
2. Open the door.



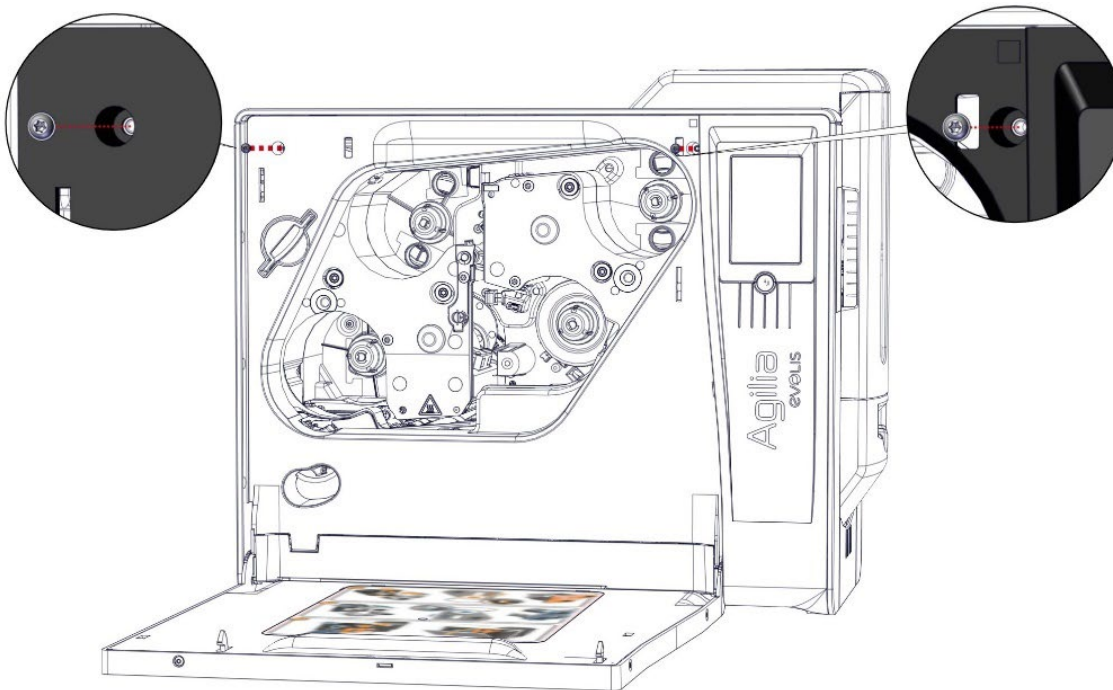
3. Remove both cassettes. Put them on a flat surface with the pins facing up.



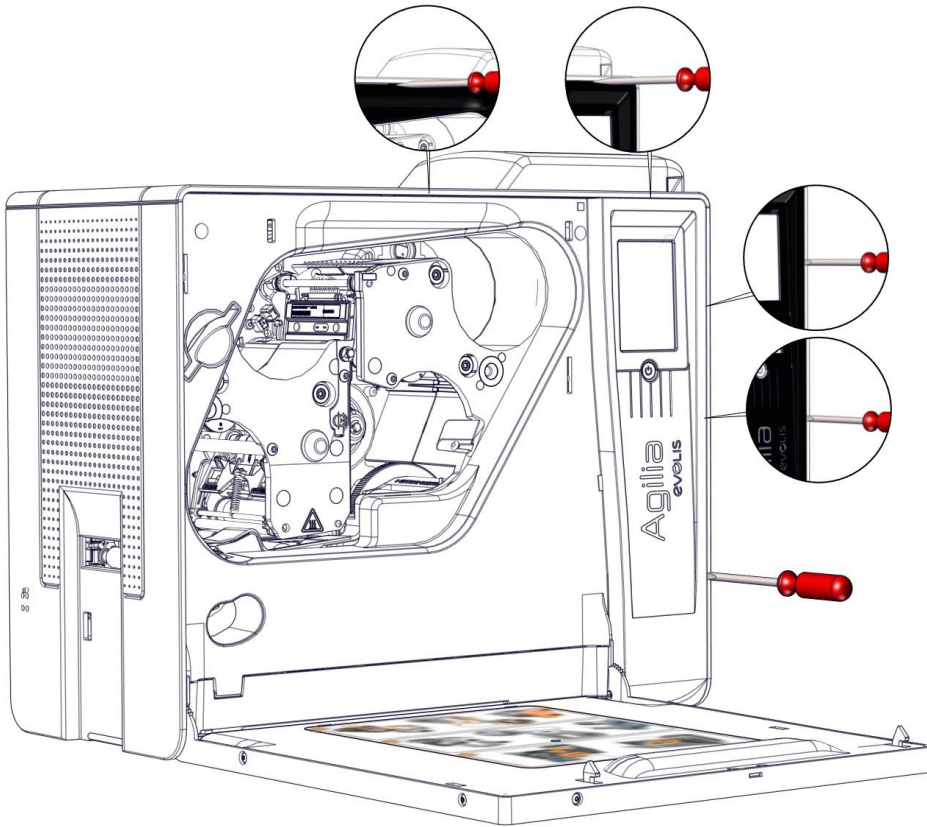
4. Remove the dust filter.



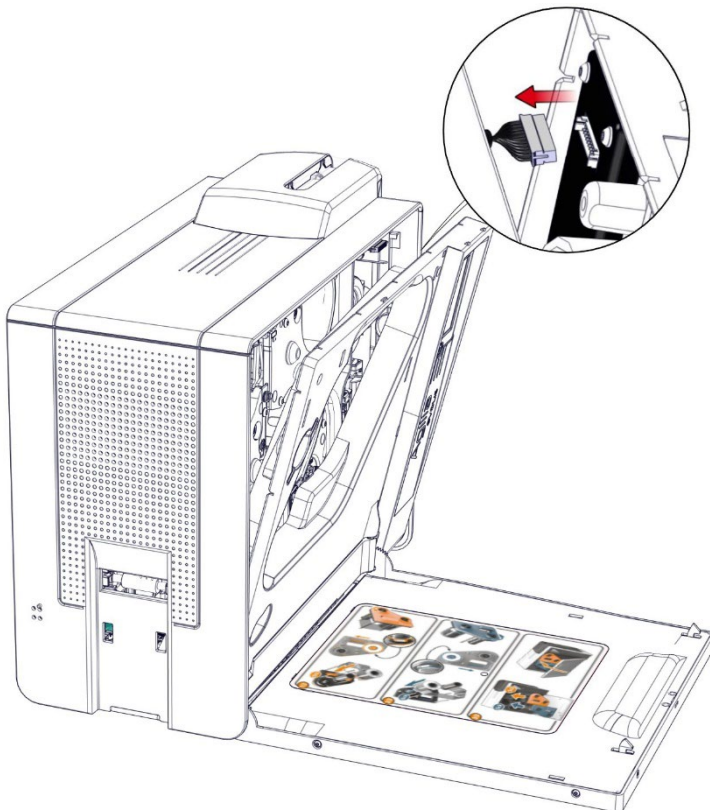
5. Remove both screws from the mask.



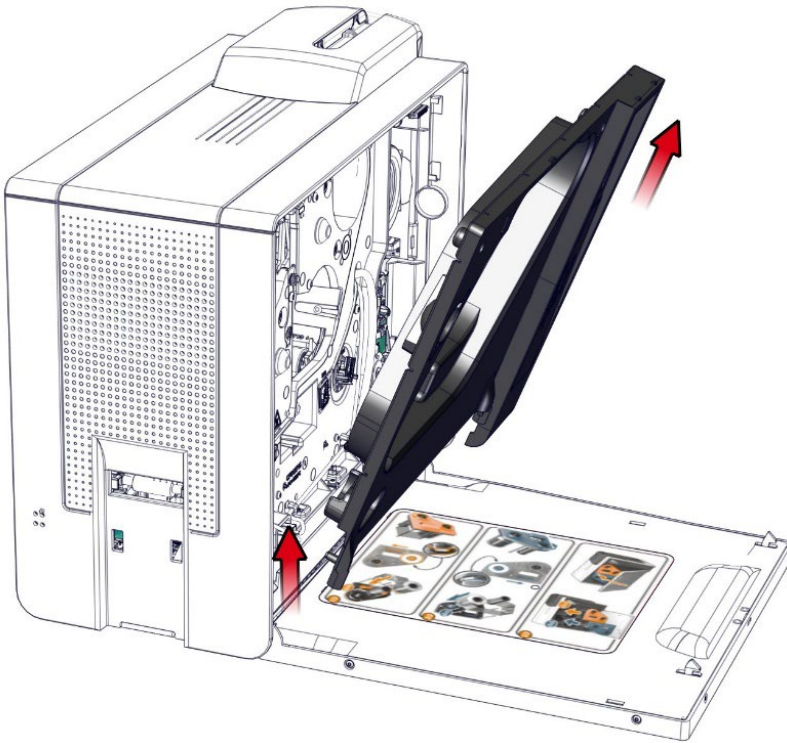
6. With a flat screwdriver gently unclip the mask.



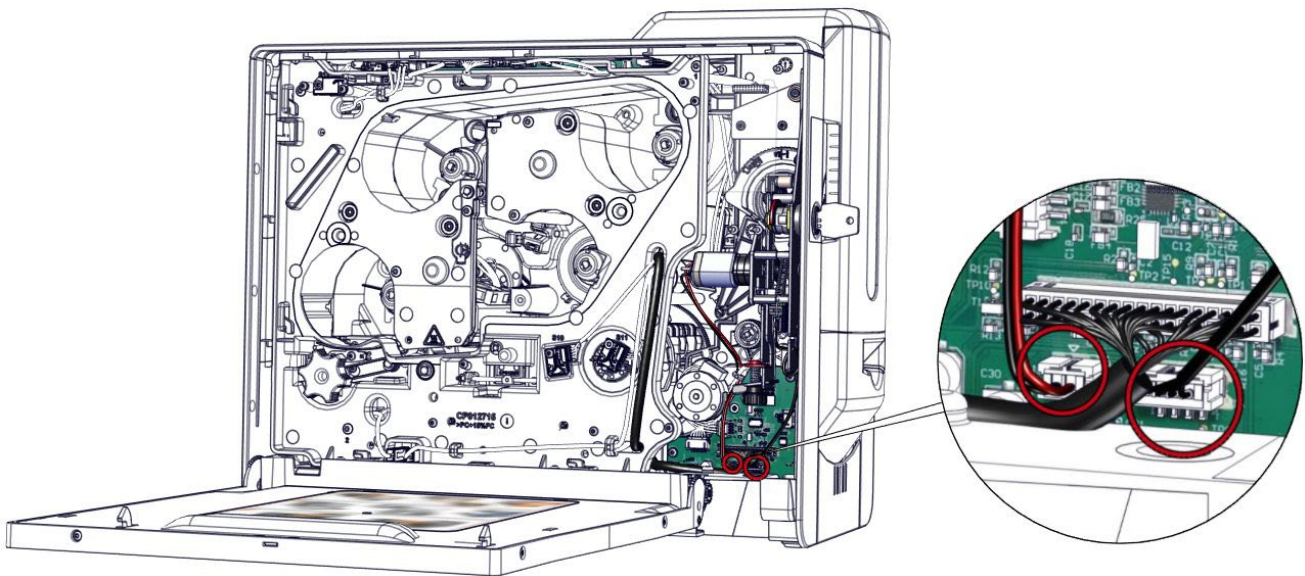
7. Disconnect the LCD cable.



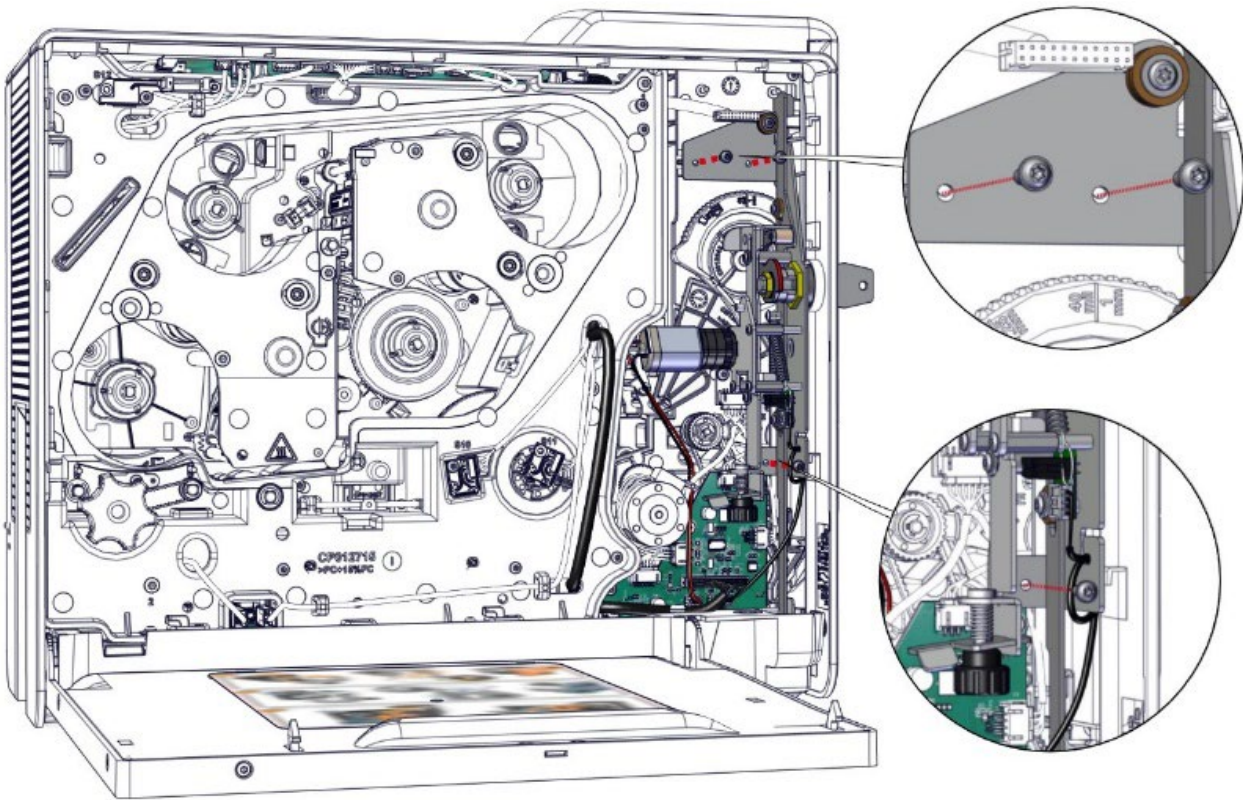
8. Gently disengage the LCD mask.



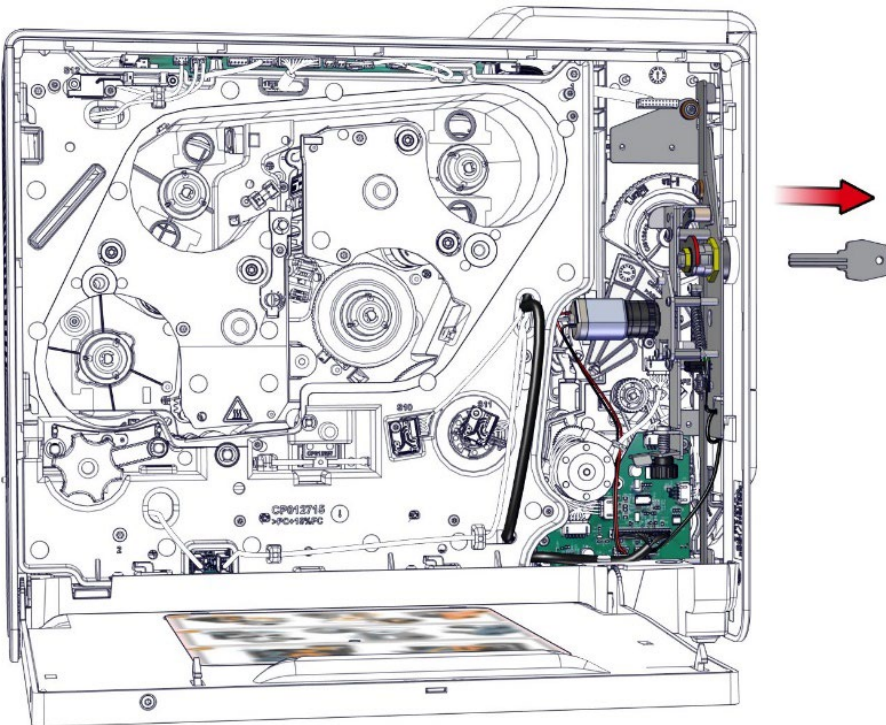
9. Disconnect both cables from the feeder board.



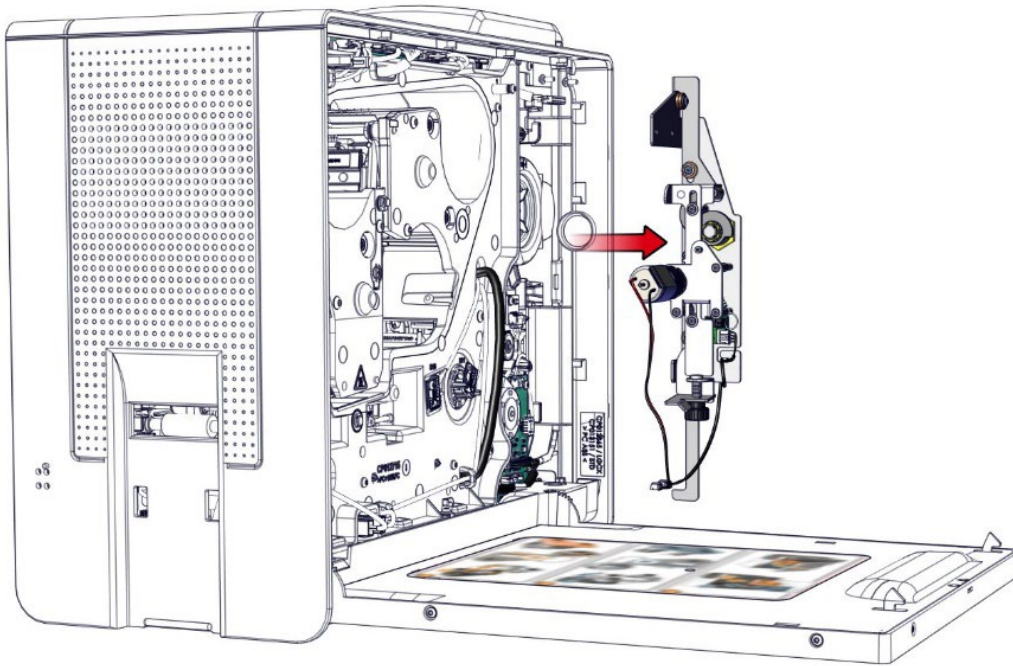
10. Remove the three screws from the locking system support.



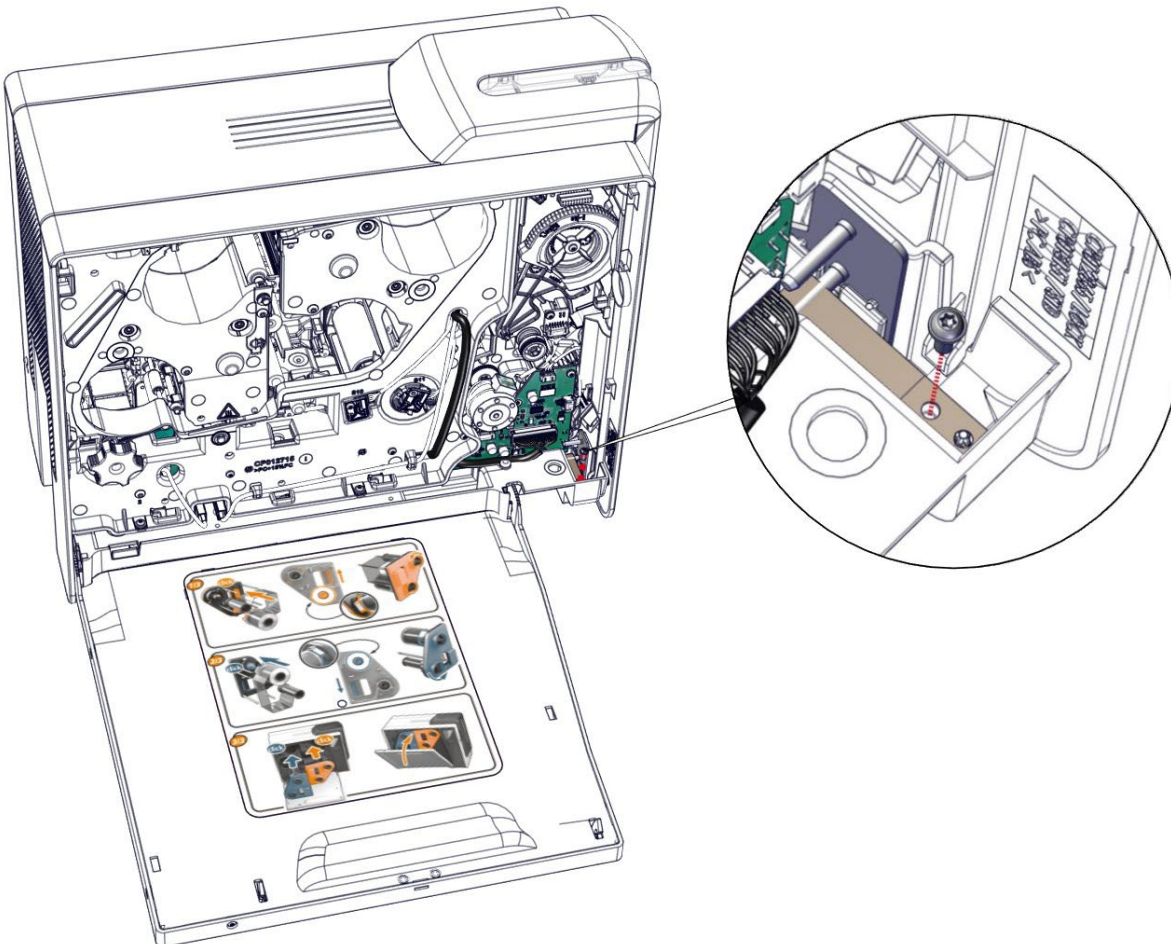
11. Remove the key.



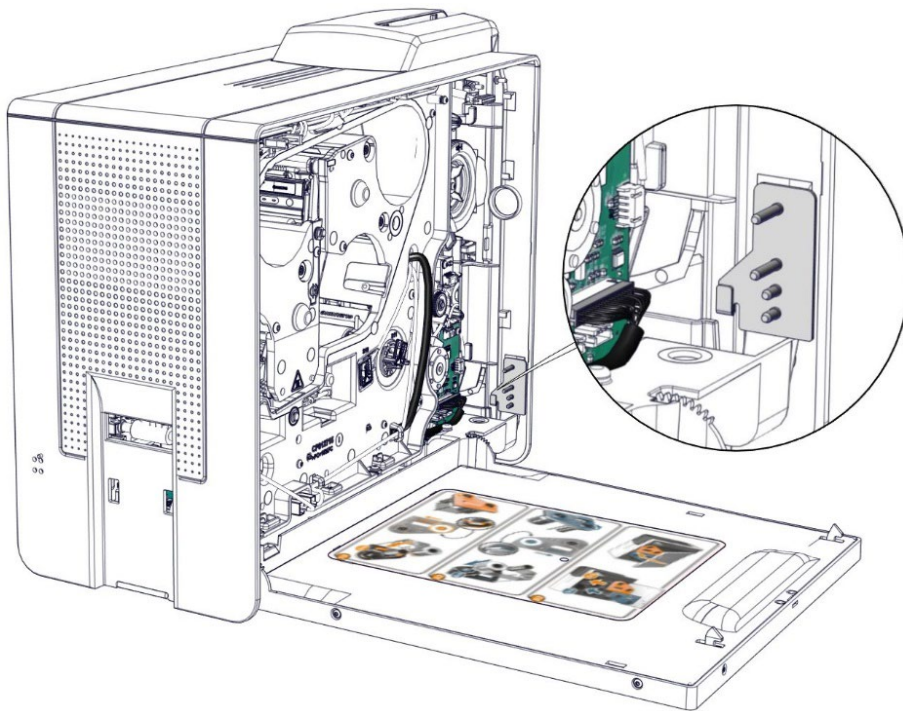
12. Gently remove the upper locking system.



13. Remove the screw from the spring plate of the lower locking system. Retrieve the spring plate.



14. Remove the locking system of the reject box. Carry out the step needed.



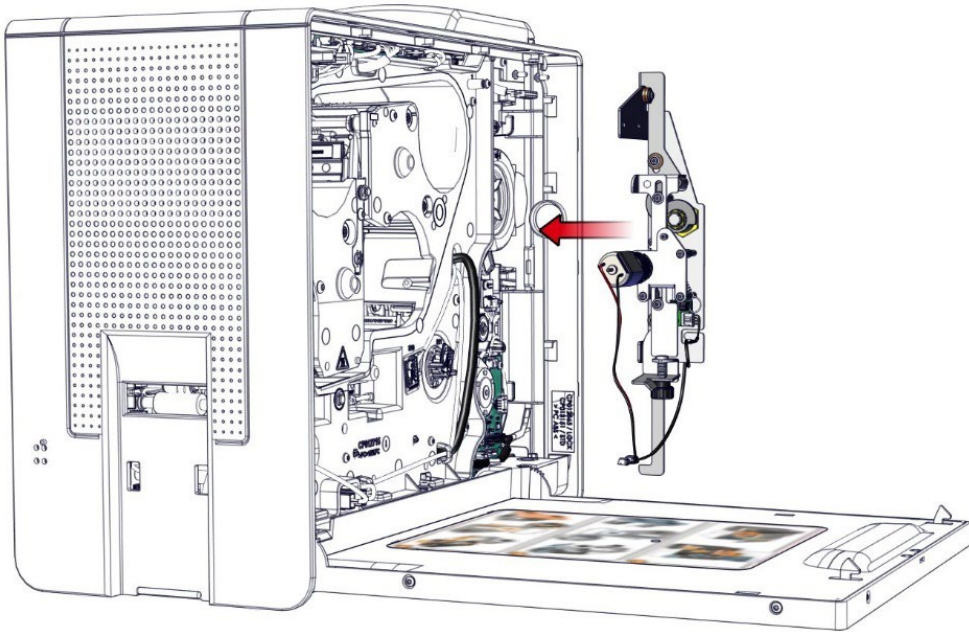
15. Put the locking system of the reject box back.



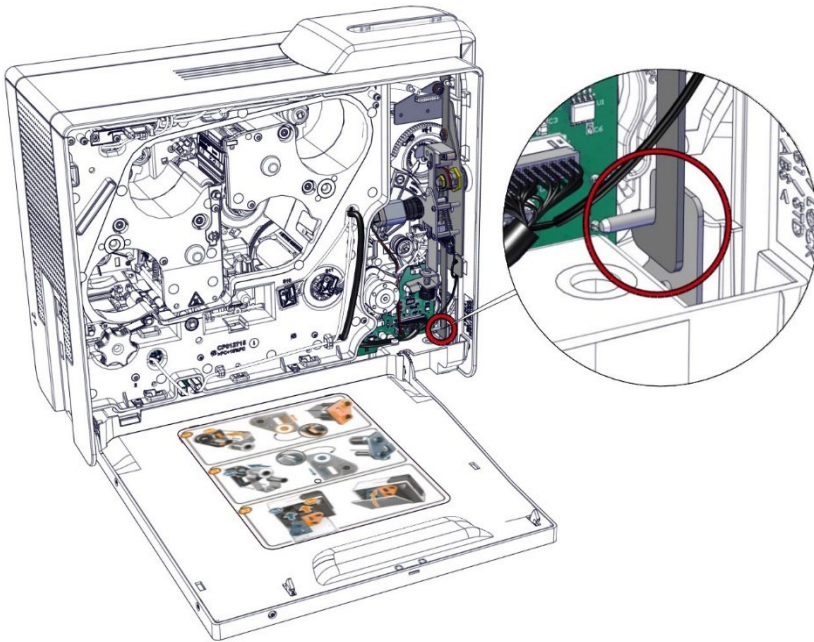
16. Put the spring plate in place. Check it is well inserting in the centering pin and between both axes before tightening the screw. Check the system works fine.



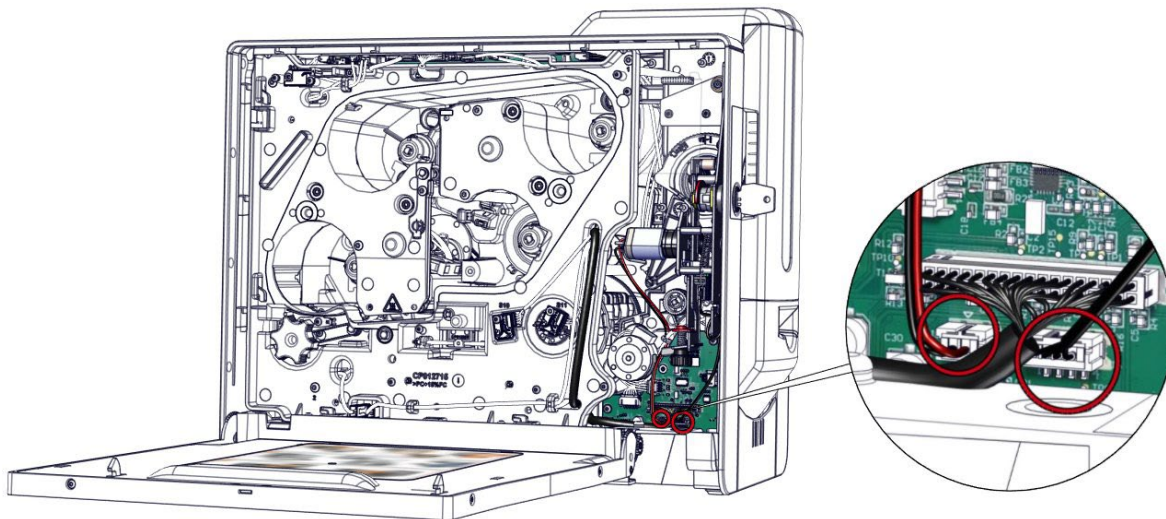
17. Put the upper locking system in place.



18. Check the latch of the feeder door is under the axle of the locking system of the reject box. Put the key and check the mechanism works fine before putting back the three screws. Recheck the locking system.

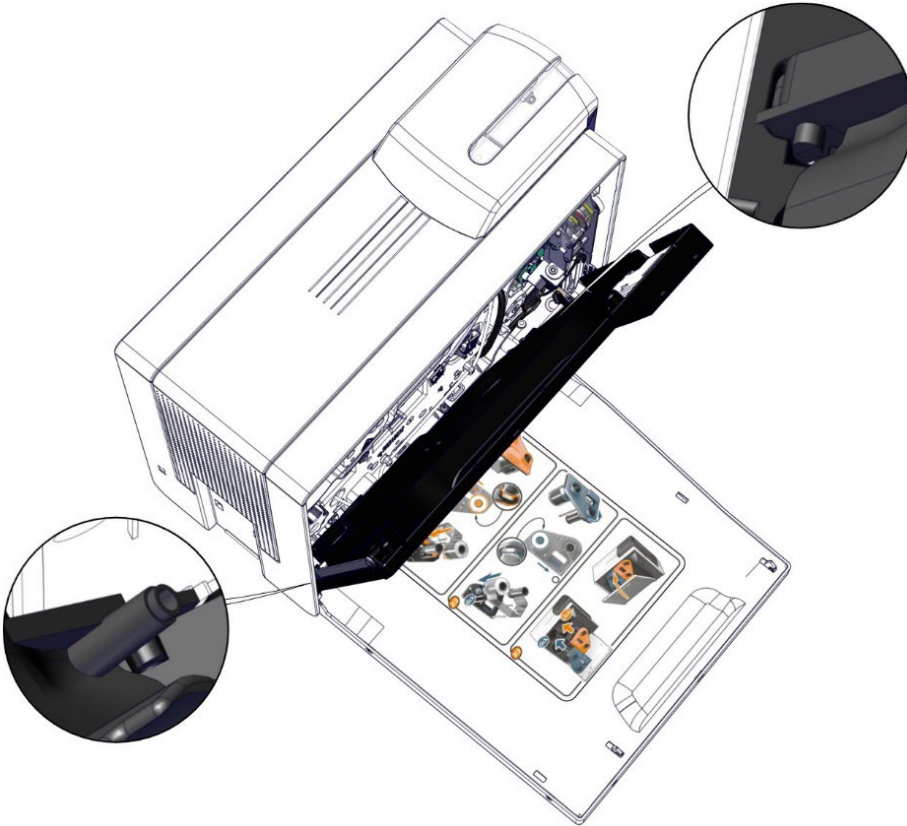


19. Reconnect both cables.

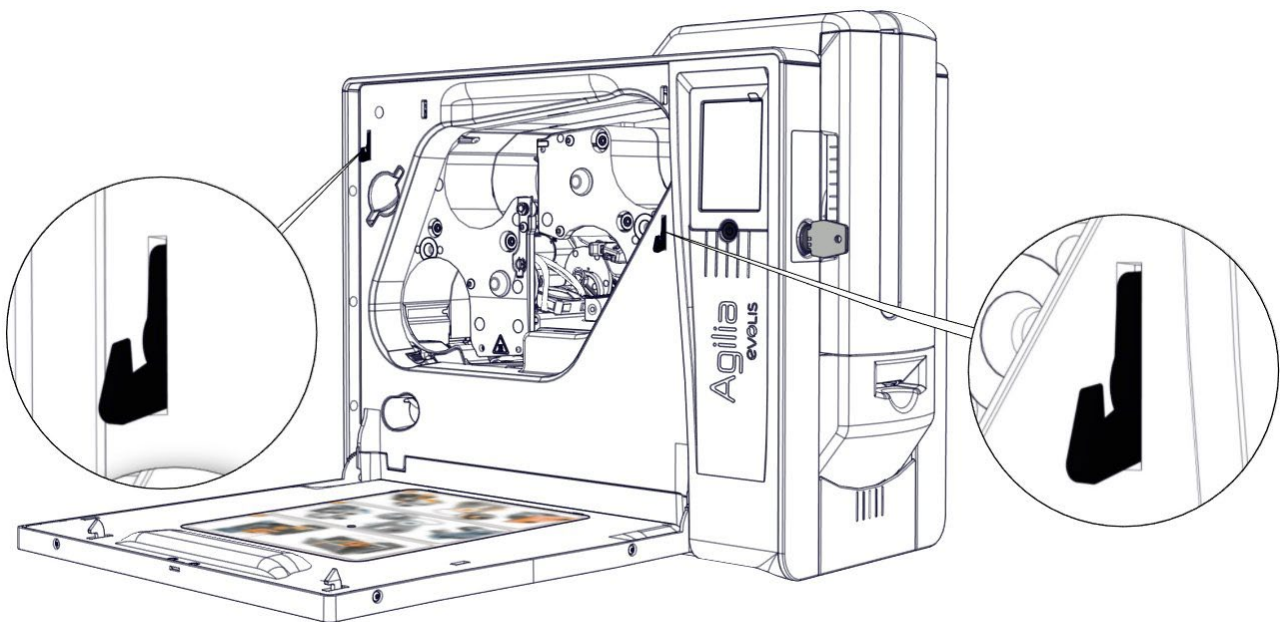


Do not close the door! If the latches are not correctly adjusted, it will no longer be possible to open the door after it has been closed.

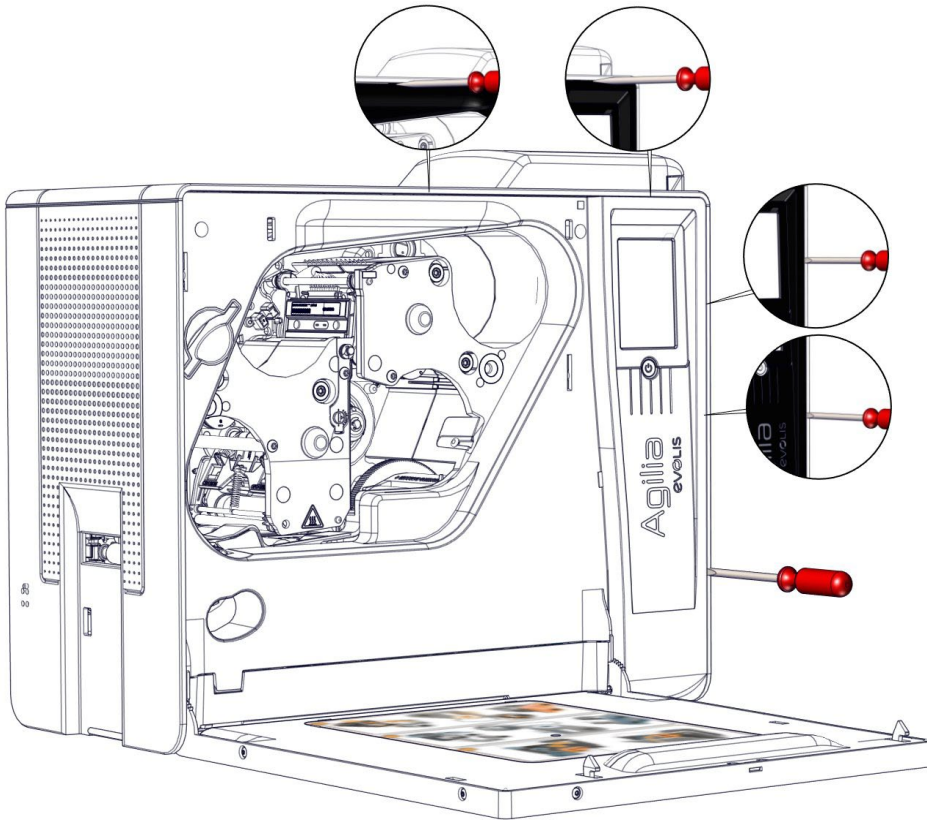
20. Turn the key to lock the locking system. Take the mask, reconnect it and insert it in its locations. Close it.



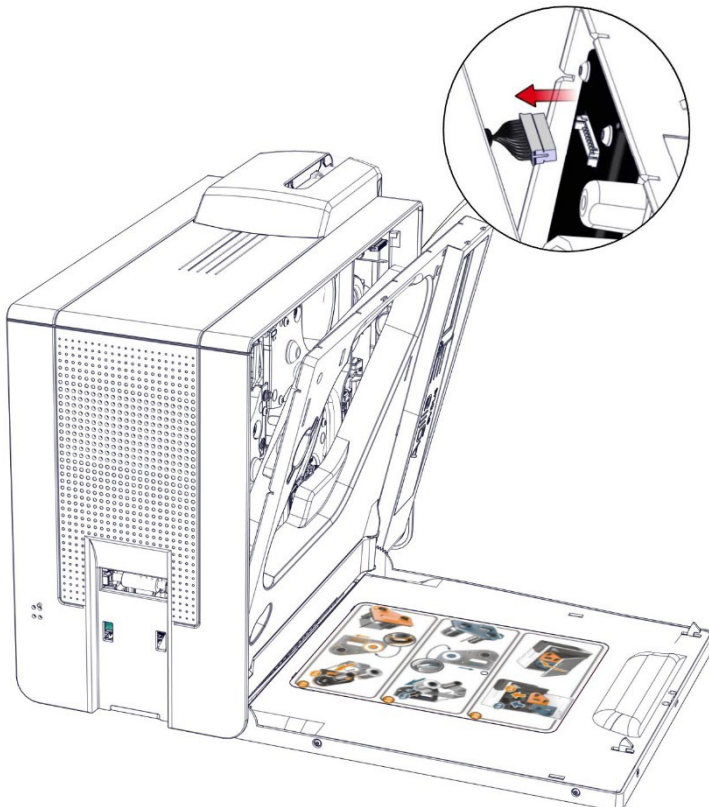
21. Turn the key to unlock the locking system. Check the latches. Must be flush with the mask. If the outcrop is good, the door can be closed. Carry the steps below if it is not good.



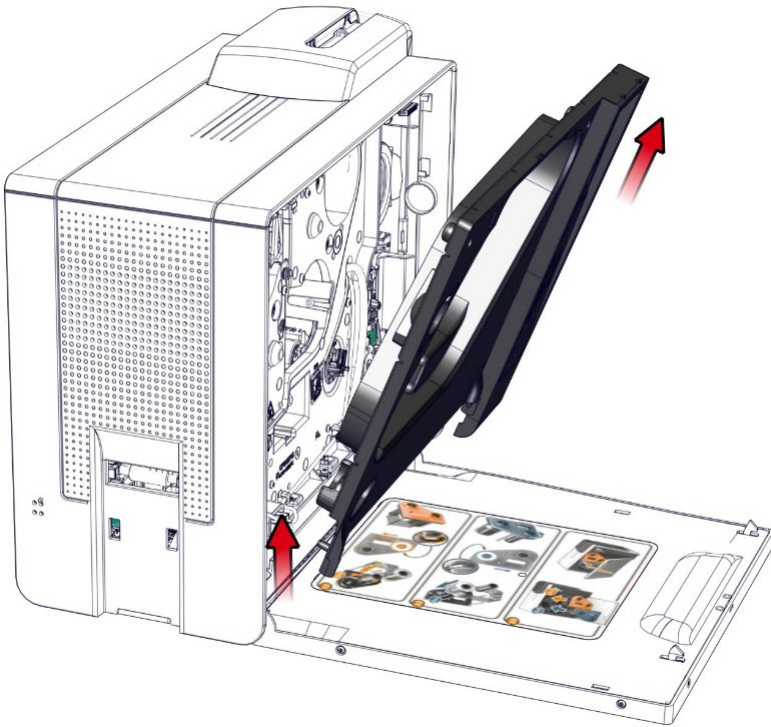
22. With a flat screwdriver gently unclip the mask.



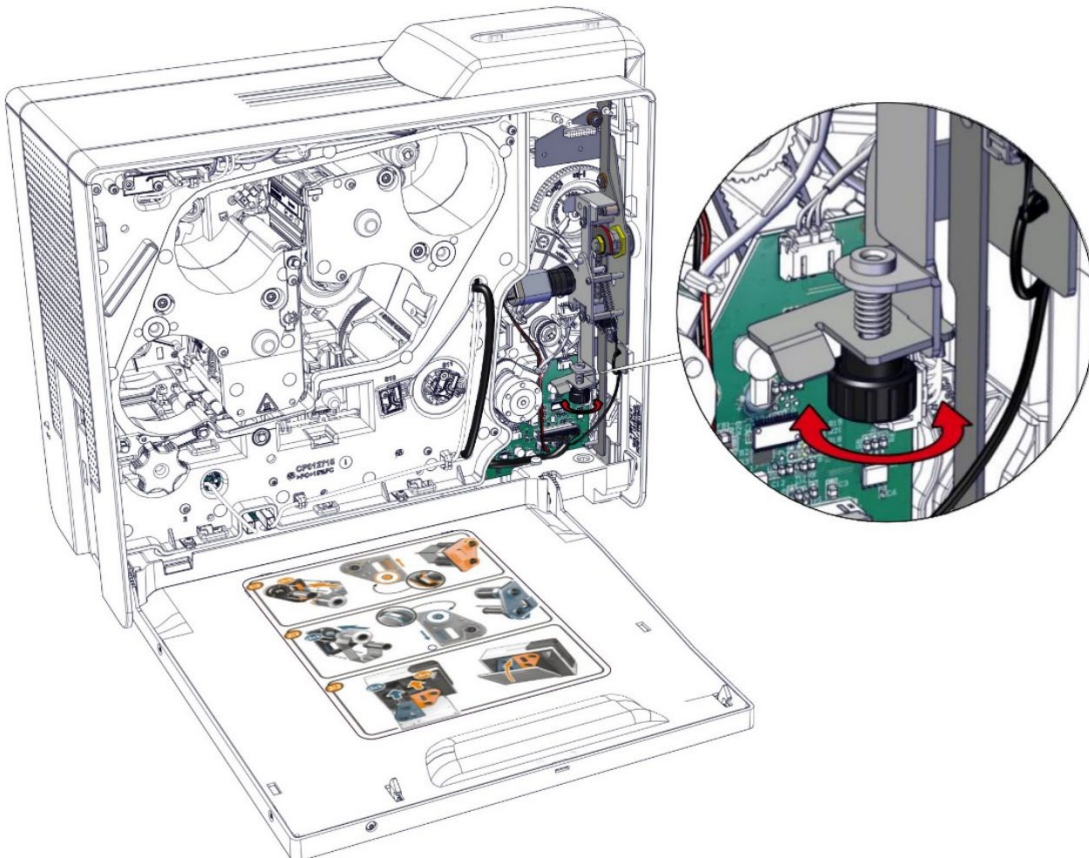
23. Disconnect the LCD cable.



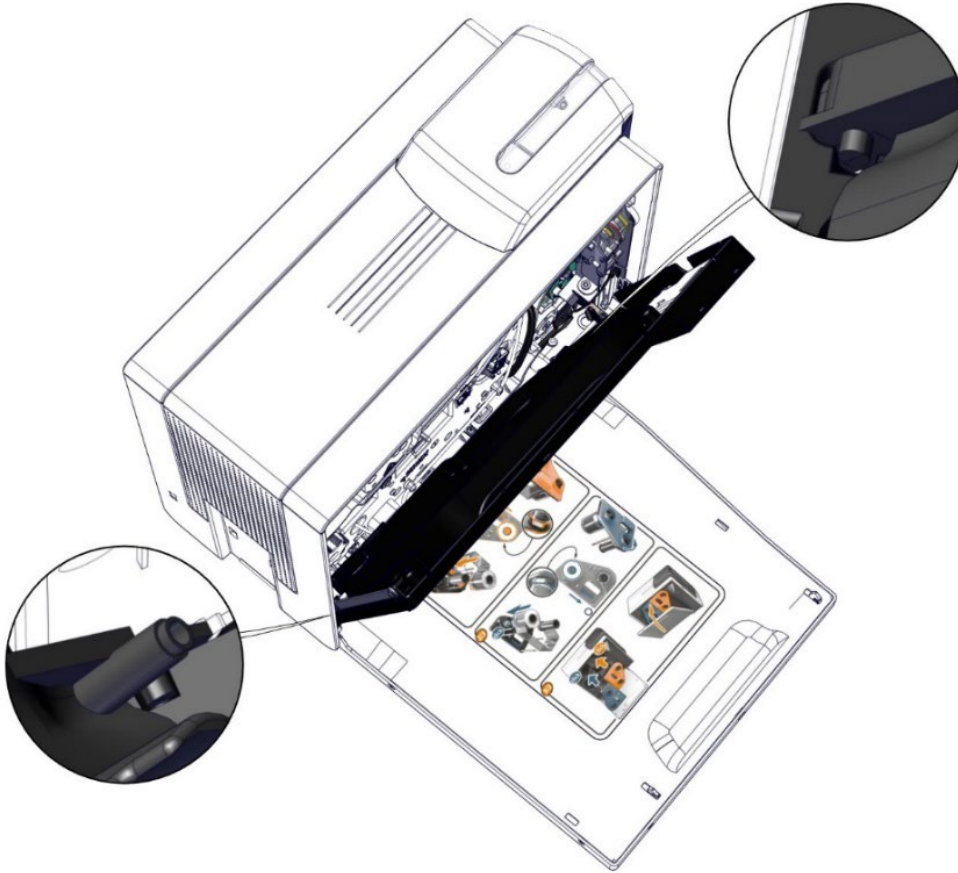
24. Gently disengage the LCD mask.



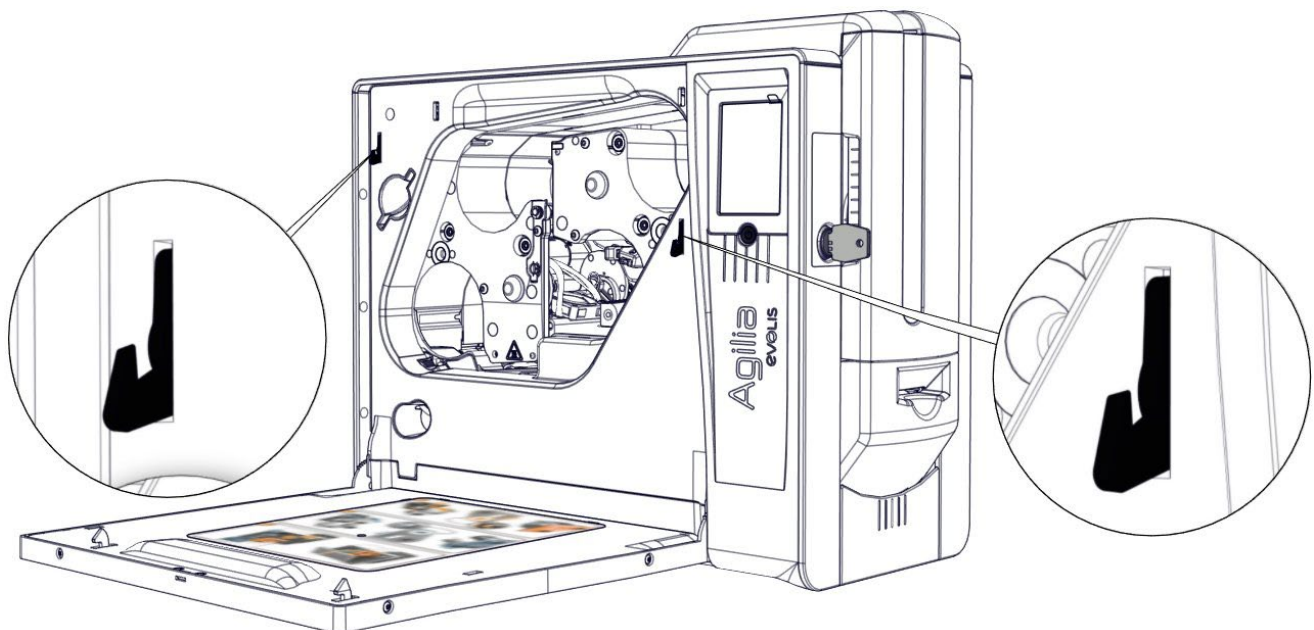
25. Adjust the outcrop by turning the wheel.



26. Turn the key to lock the locking system. Take the mask, reconnect it and insert it in its locations. Close it.



27. Turn the key to unlock the locking system. Check the latches. Must be flush with the mask. If the outcrop is good, the door can be closed. Readjust the outcrop by turning the wheel until it is good.

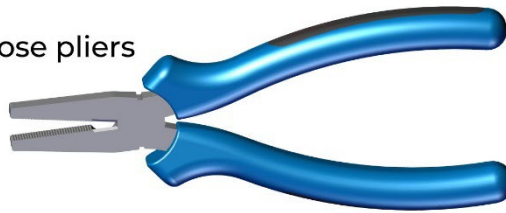


Tools required

Flat blade screwdriver



Flat nose pliers



Precision pliers



Torx screwdriver: T10

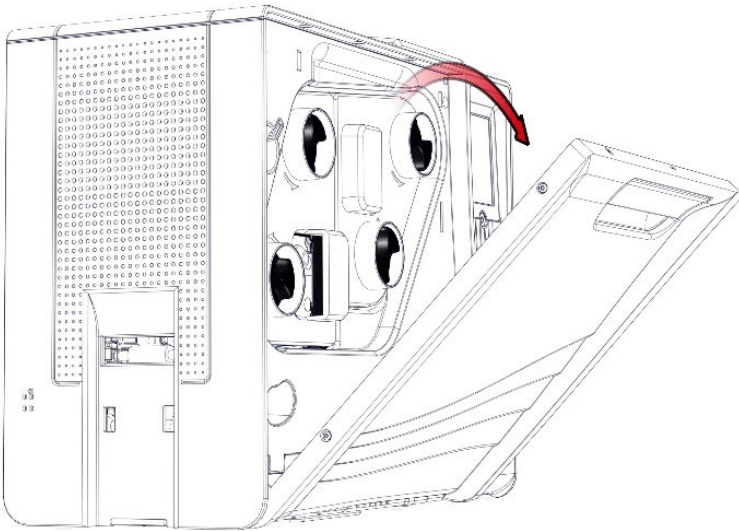


Torx screwdriver: T20

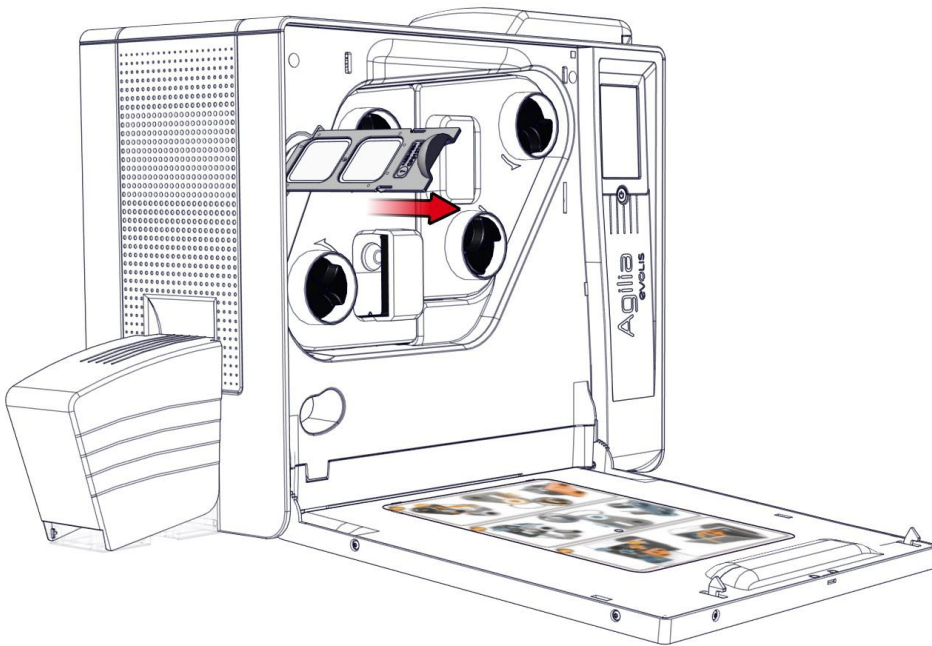


Step 1 – DUST FILTER – CP012725

1. Open the door.



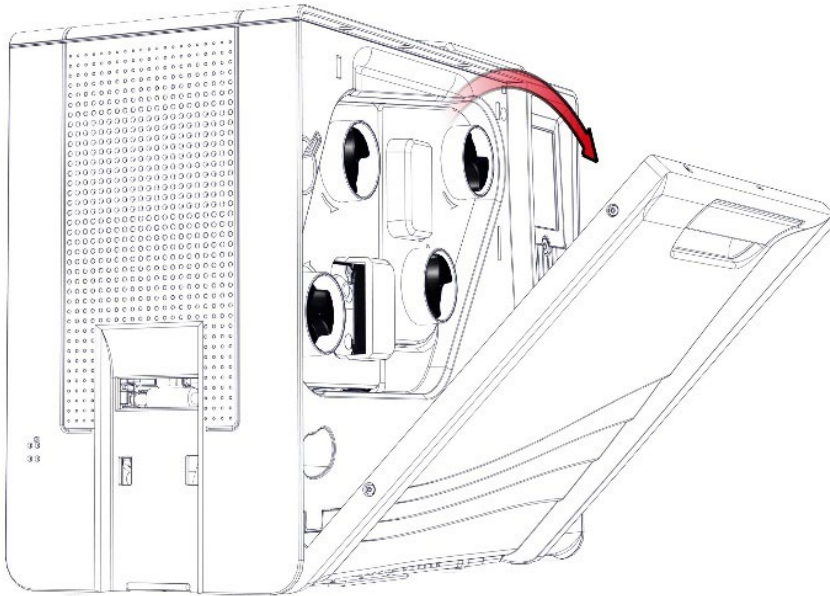
2. Remove the filter.



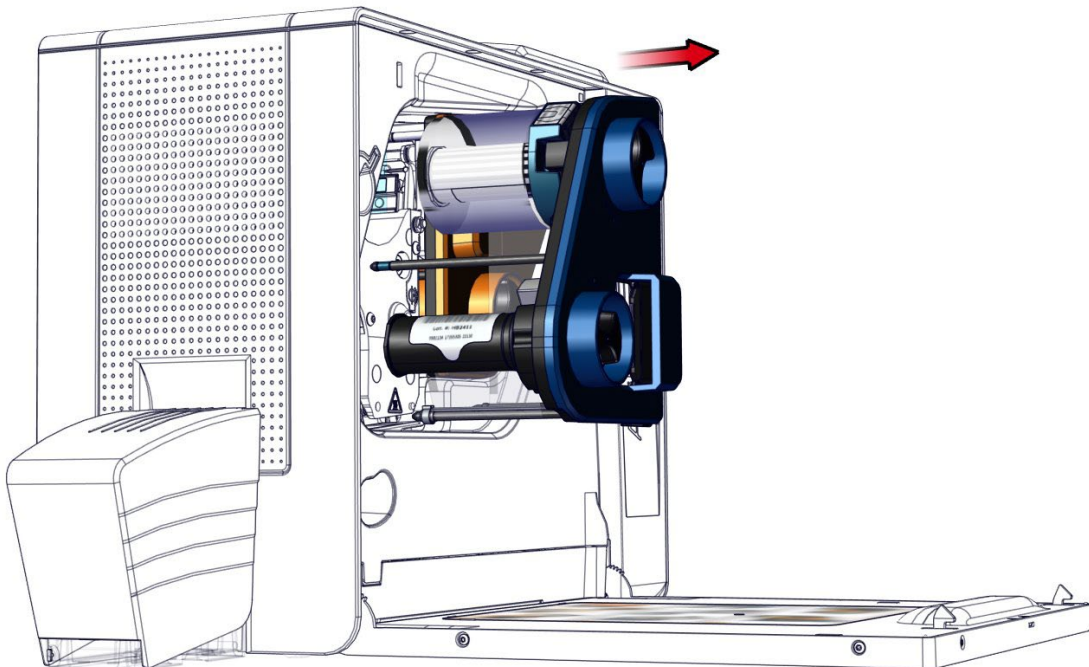
3. Put the new filter in place and close the door.

Step 2 – CLEAR FILM CASSETTE – S10439

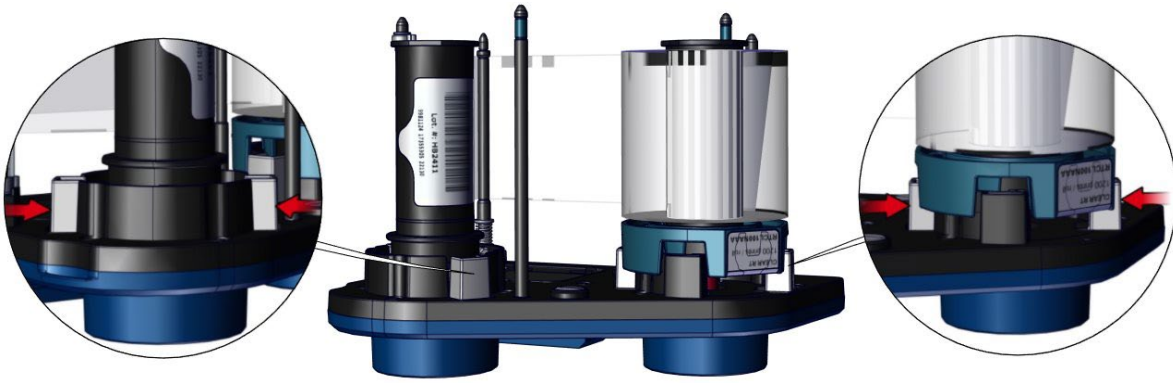
1. Open the door.



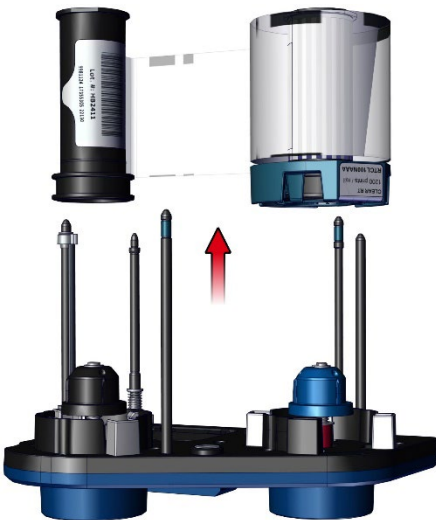
2. Remove the defective clear film cassette.



- Put the cassette on a flat surface with the pins facing up. Press both pressure buttons on the side of the film.

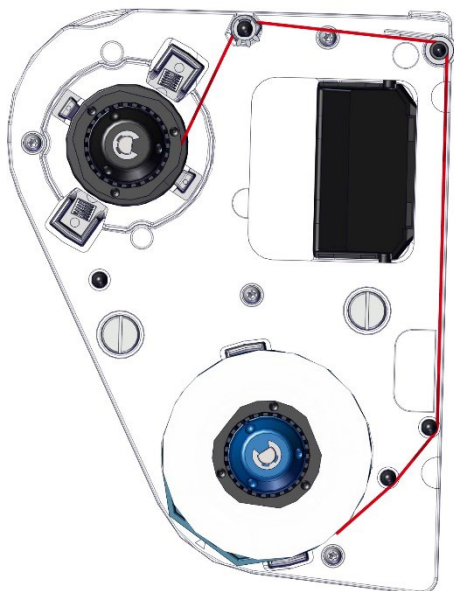


- Remove the film.



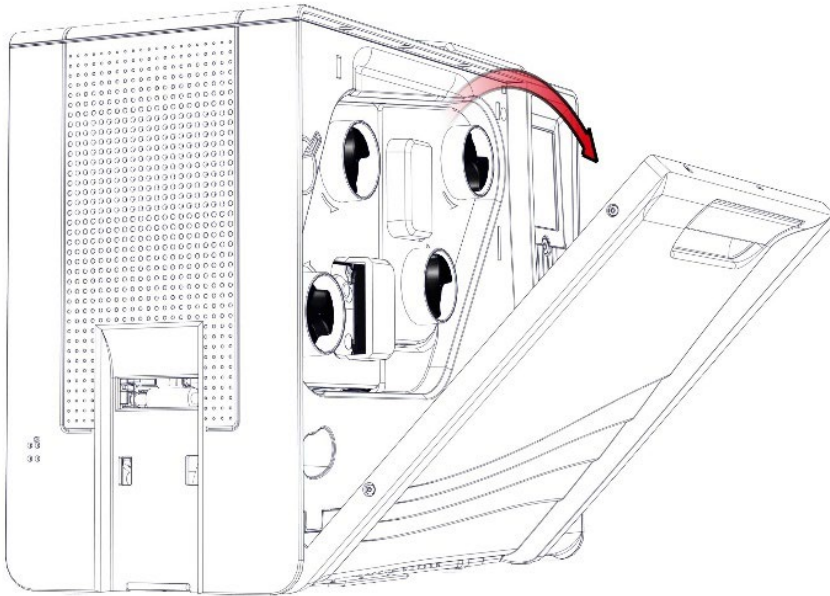
- Take the new cassette, put the film back and carry out the step in reverse.

Reminder:

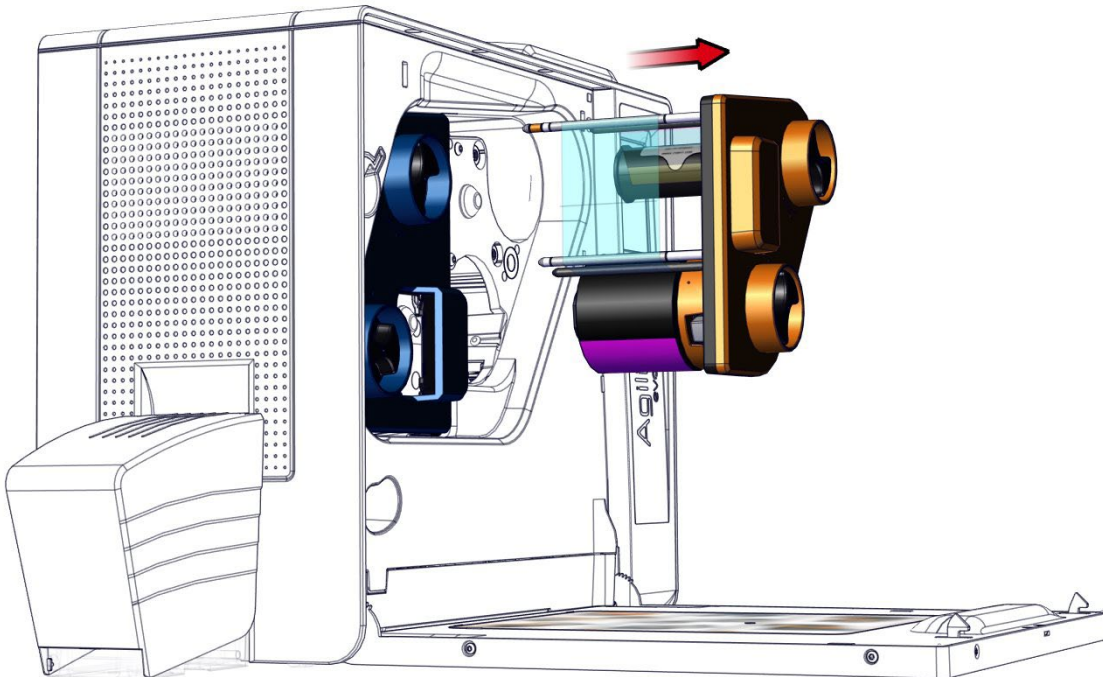


Step 3 – COLOR RIBBON CASSETTE – S10440

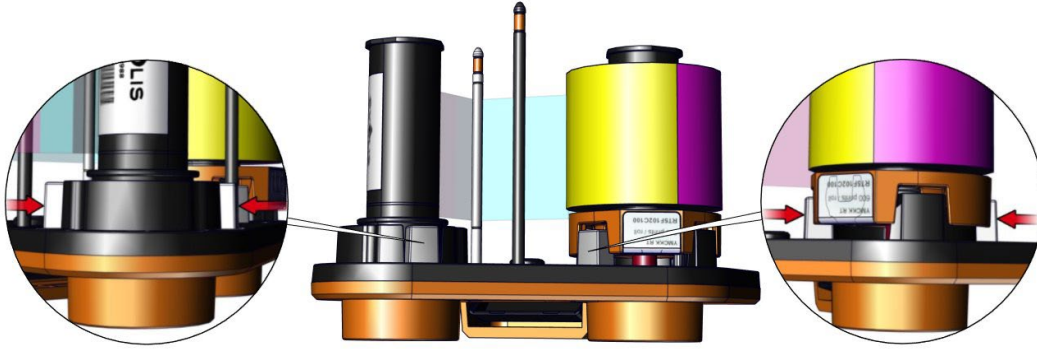
1. Open the door.



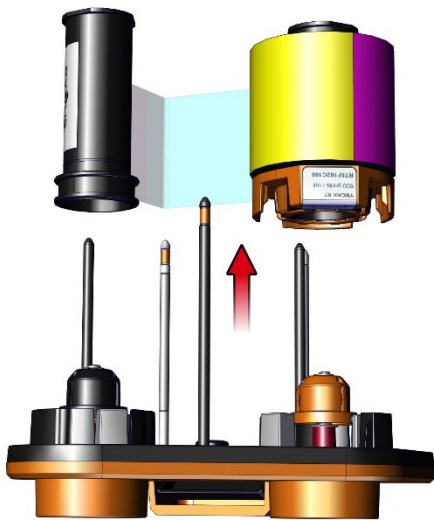
2. Remove the defective color ribbon cassette.



- Put the cassette on a flat surface with the pins facing up. Press both pressure buttons on the side of the color ribbon.

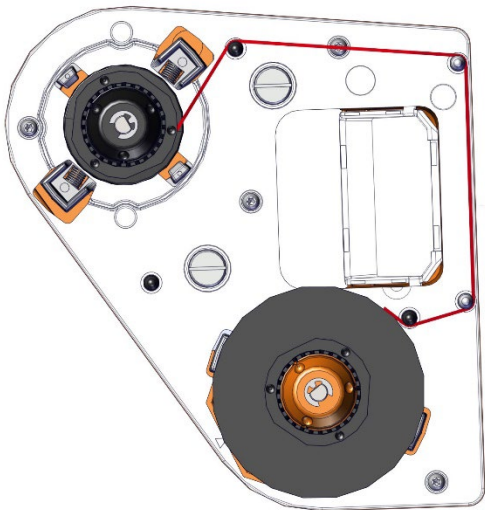


- Remove the ribbon.

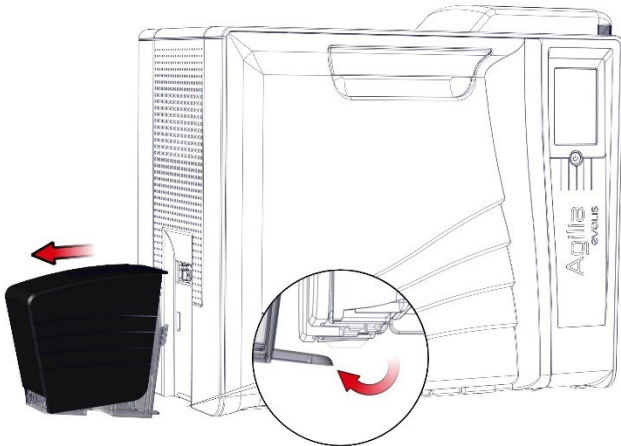


- Take the new cassette, put the color ribbon back and carry out the step in reverse.

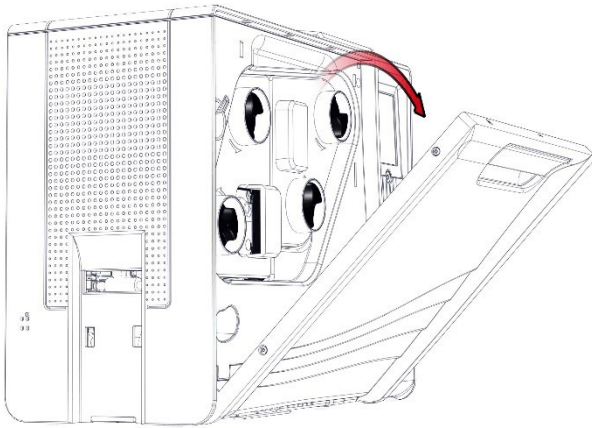
Reminder:



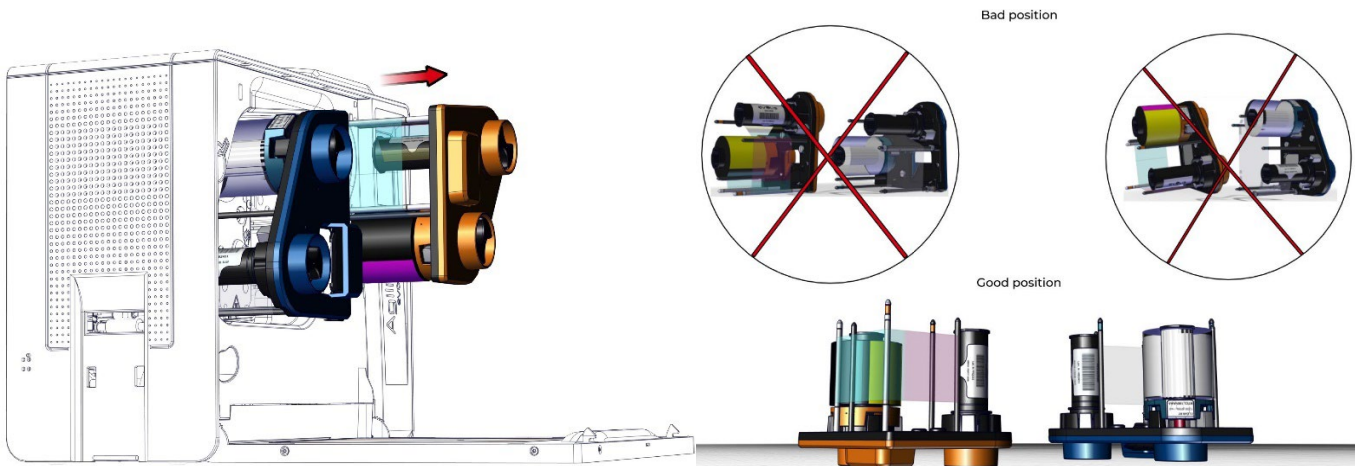
22. Unclip and remove the rear output box.



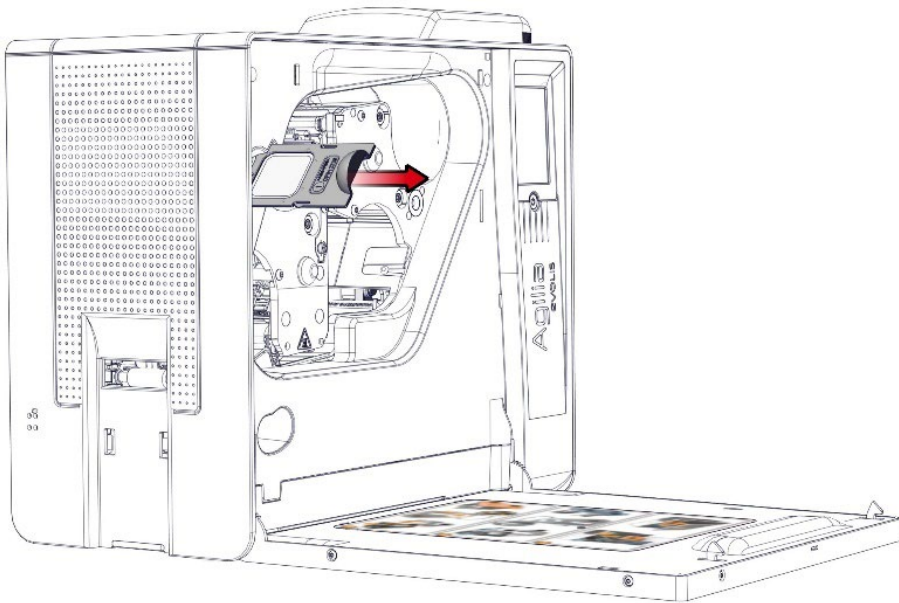
23. Open the door.



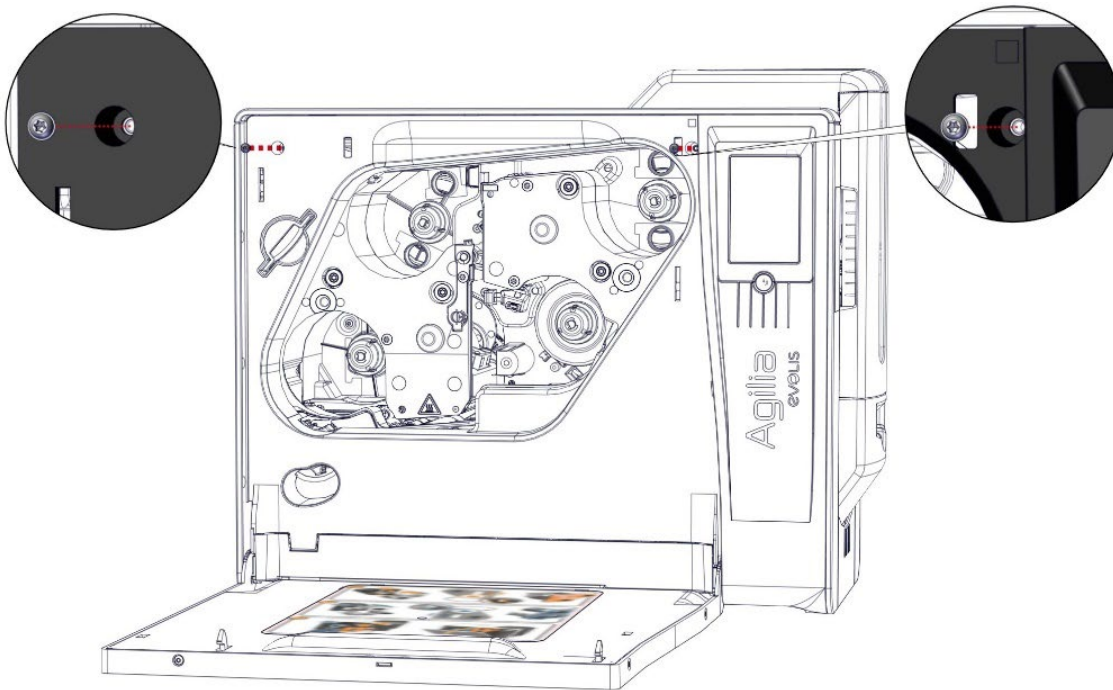
24. Remove both cassettes. Put them on a flat surface with the pins facing up.



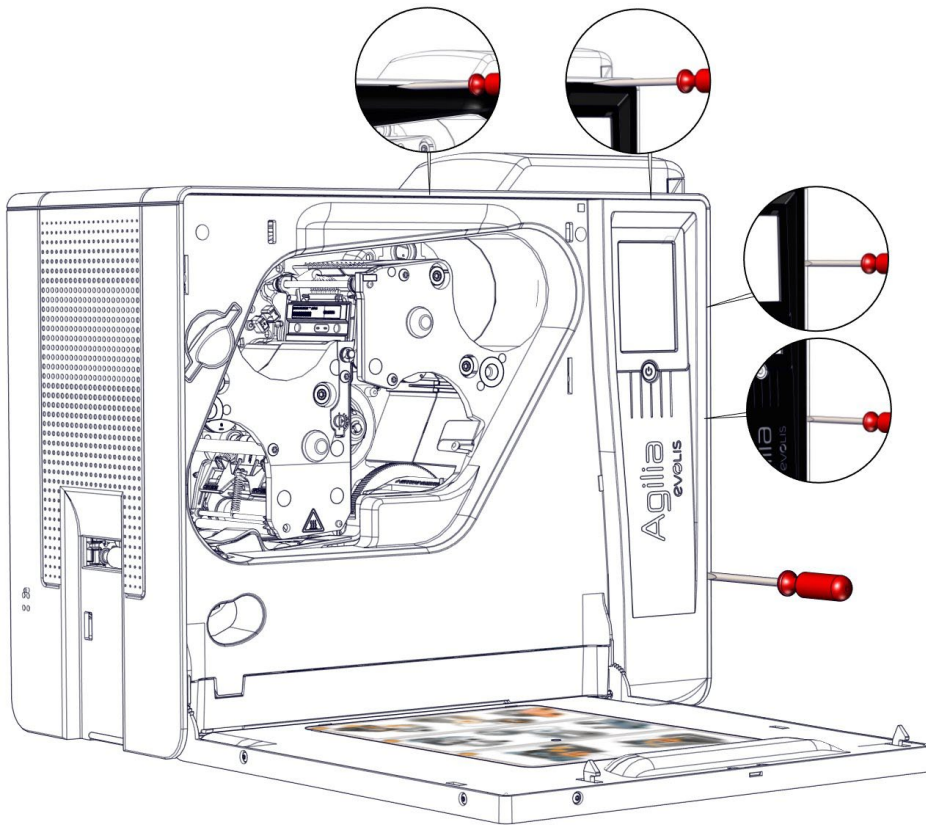
25. Remove the dust filter.



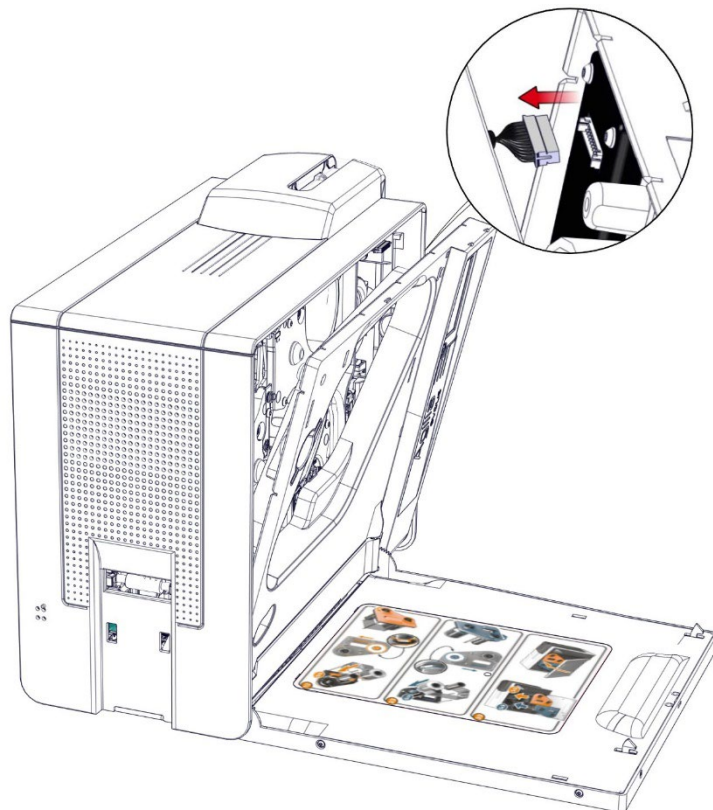
26. Remove both screws from the mask.



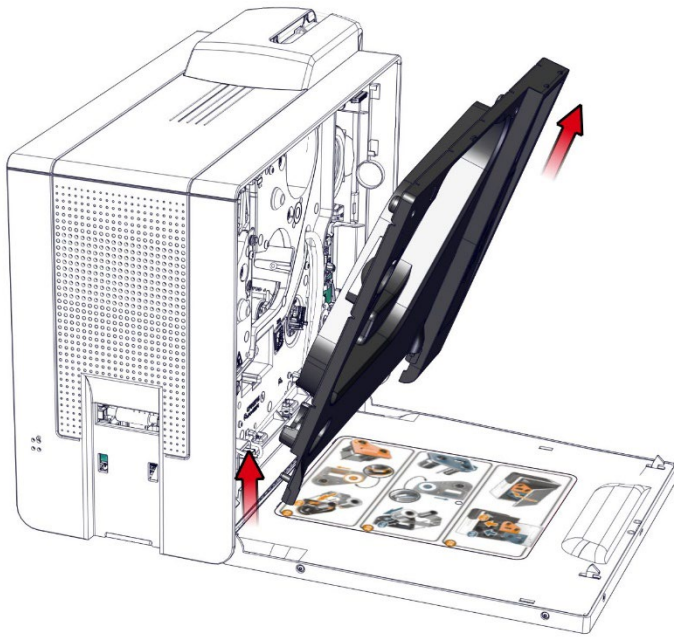
27. With a flat screwdriver gently unclip the mask.



28. Disconnect the LCD cable.



29. Gently disengage the LCD mask.

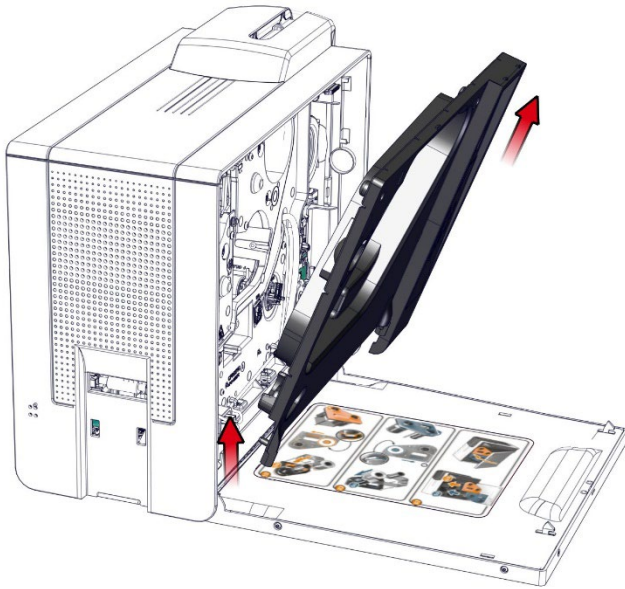


30. Take the new LCD mask and insert it in its locations. Carry out the step in reverse.

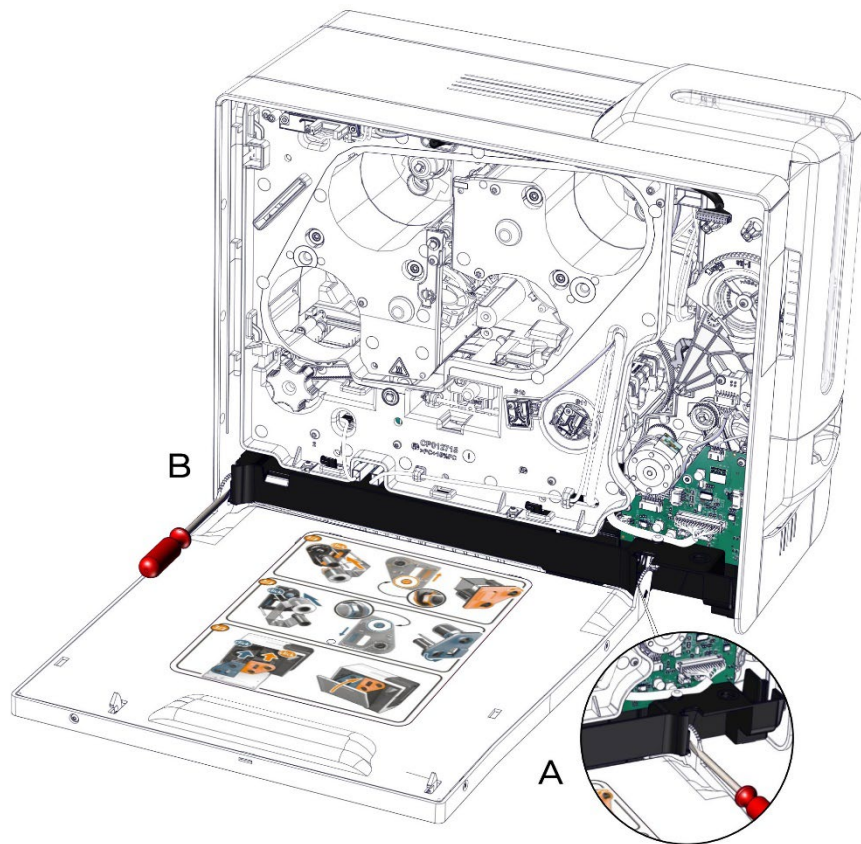


Step 5 – ENCLOSURE: FRONT DOOR - SE011234

1. Carry out step 4-1 to 4-8 (page [68](#)).



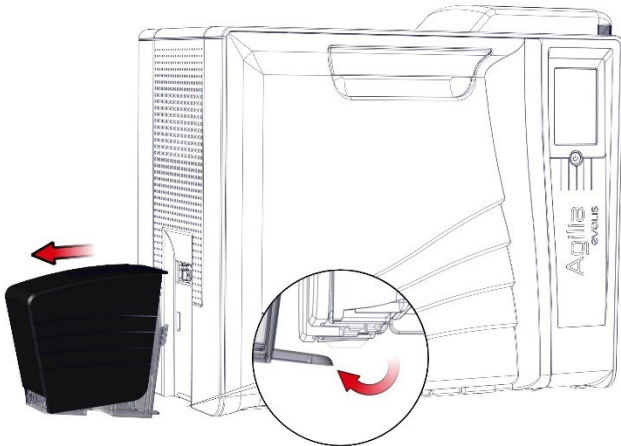
2. With a flat screwdriver gently undo the door. Begin by A in first and then B.



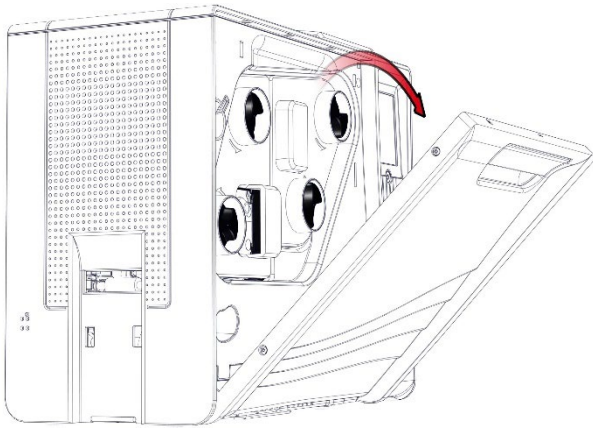
3. Carry out the step in reverse.

Step 6 - ENCLOSURE: REAR COVER - SE010856

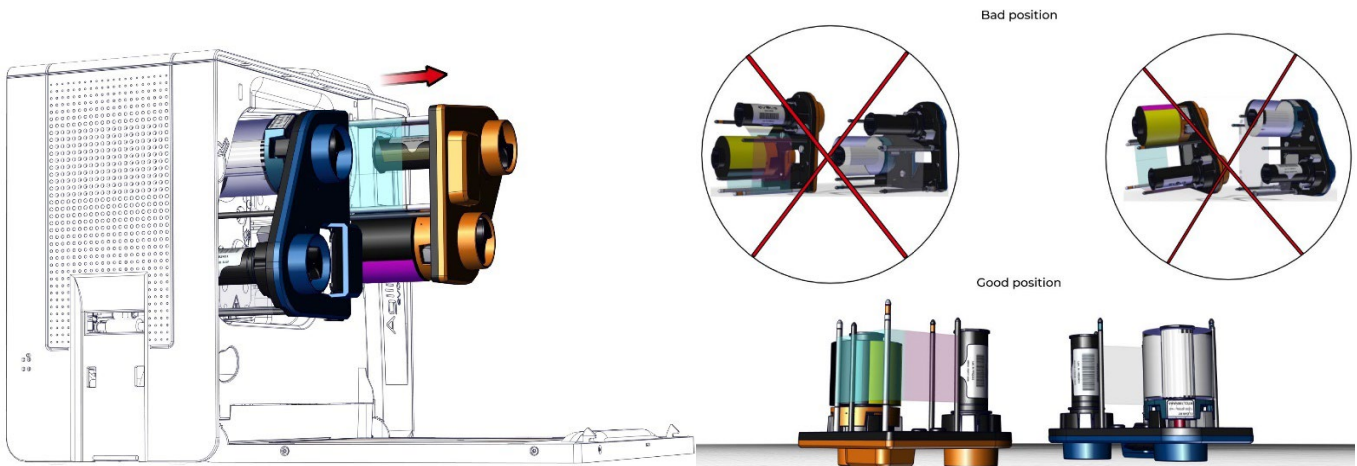
1. Unclip and remove the rear output box.



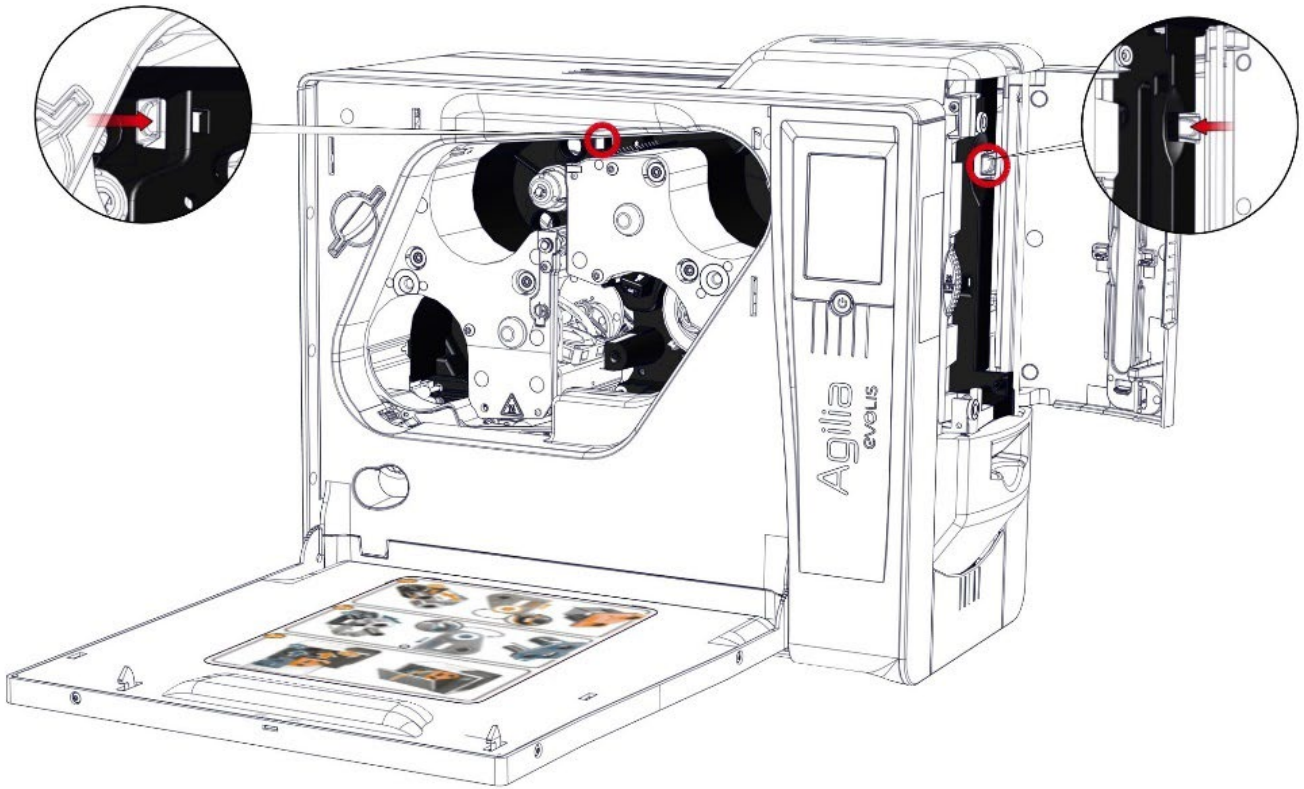
2. Open the door.



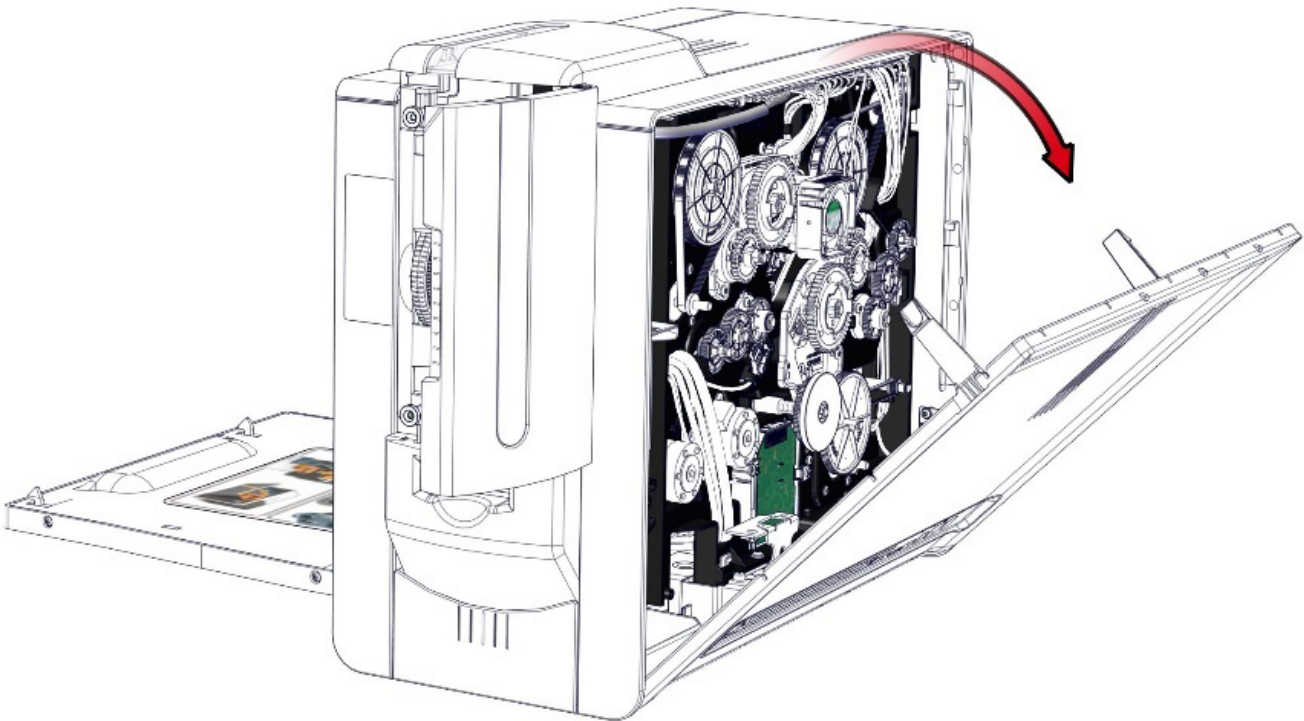
3. Remove both cassettes. Put them on a flat surface with the pins facing up.



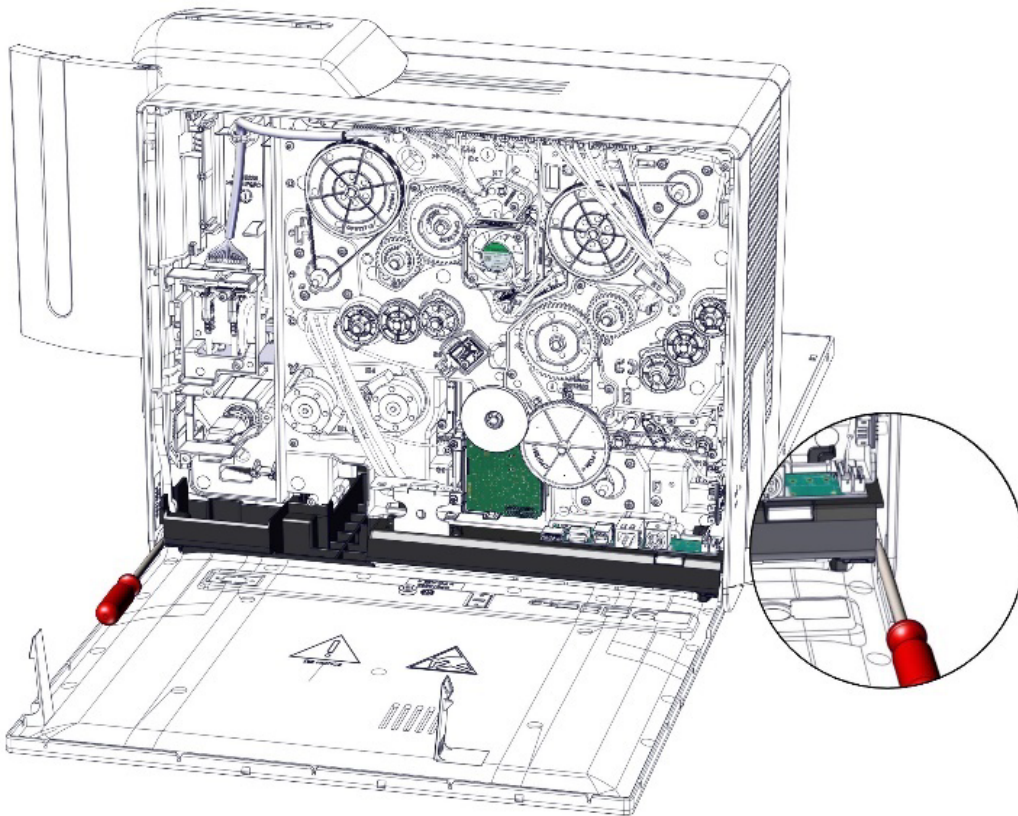
4. Unclip the rear cover.



5. Open the rear cover.



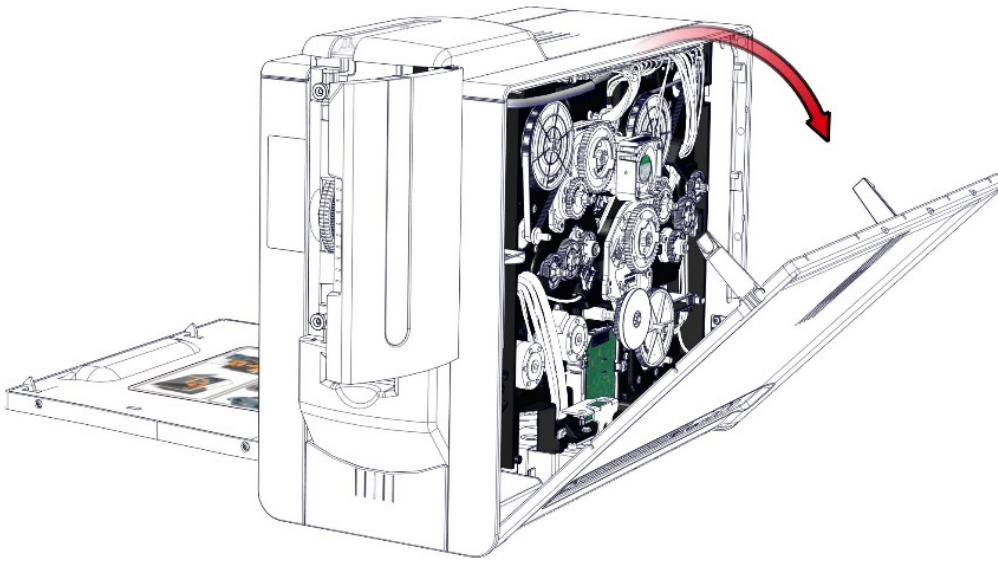
6. With a flat screwdriver gently undo the cover side by side.



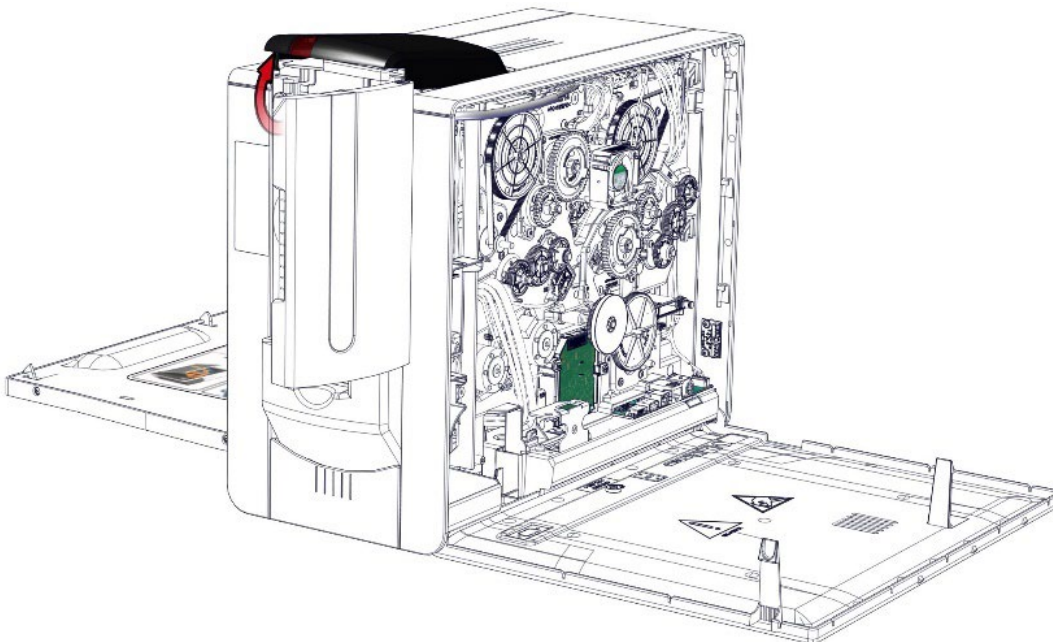
7. Carry out the step in reverse.

Step 7 - ENCLOSURE: REAR RIGHT COVER - CI012690

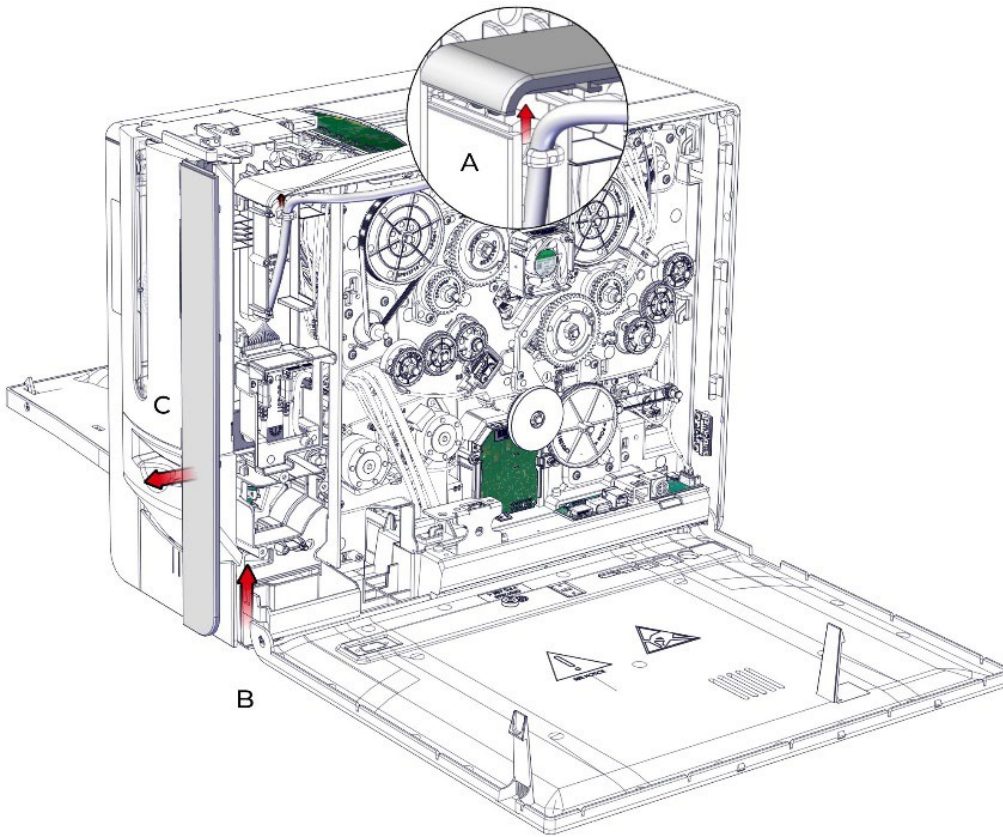
1. Carry out step 6-1 to 6-5 (page [73](#)).



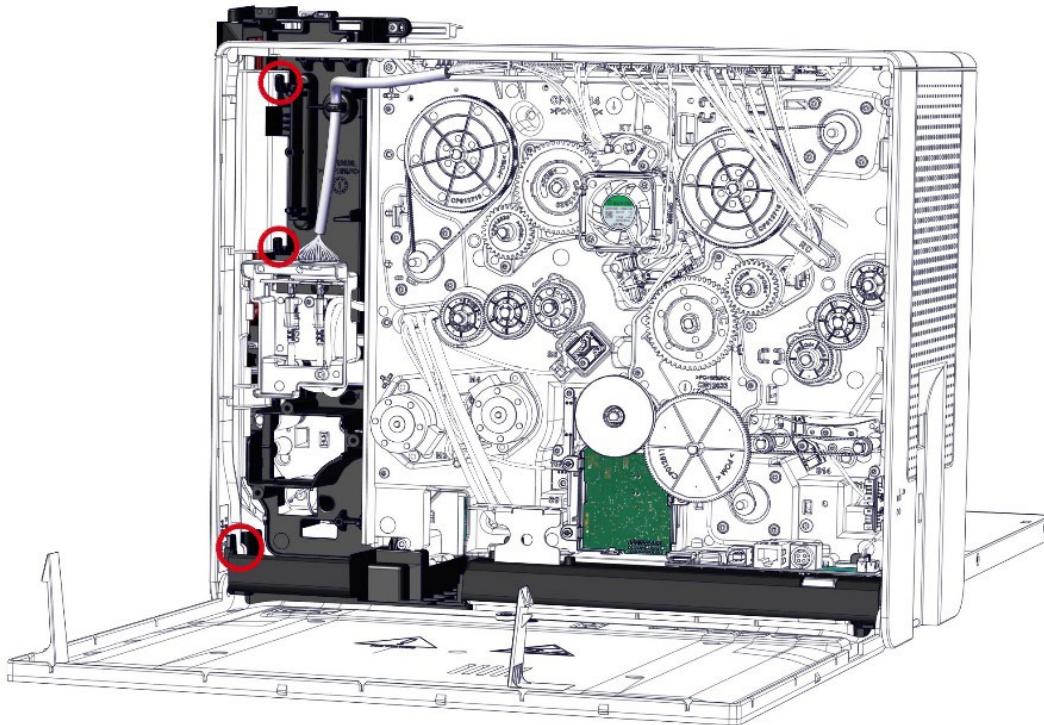
2. Unclip the feeder cover and remove it.



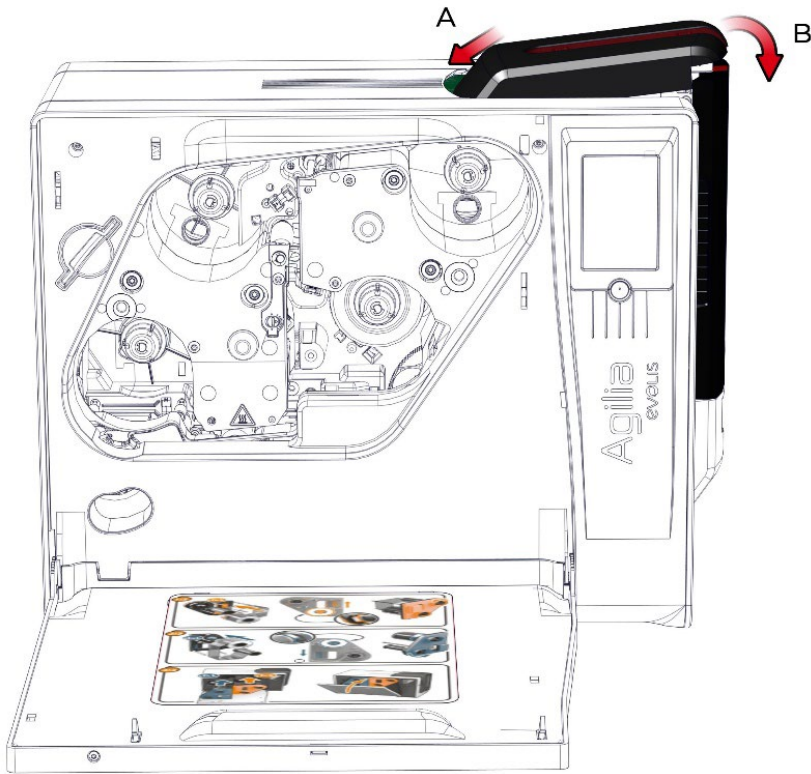
3. Gently lift the cover to undo the side (A), lift the rear right cover (B) and detach it from the feeder (C).



4. Put the new rear side cover and check it is correctly in place.



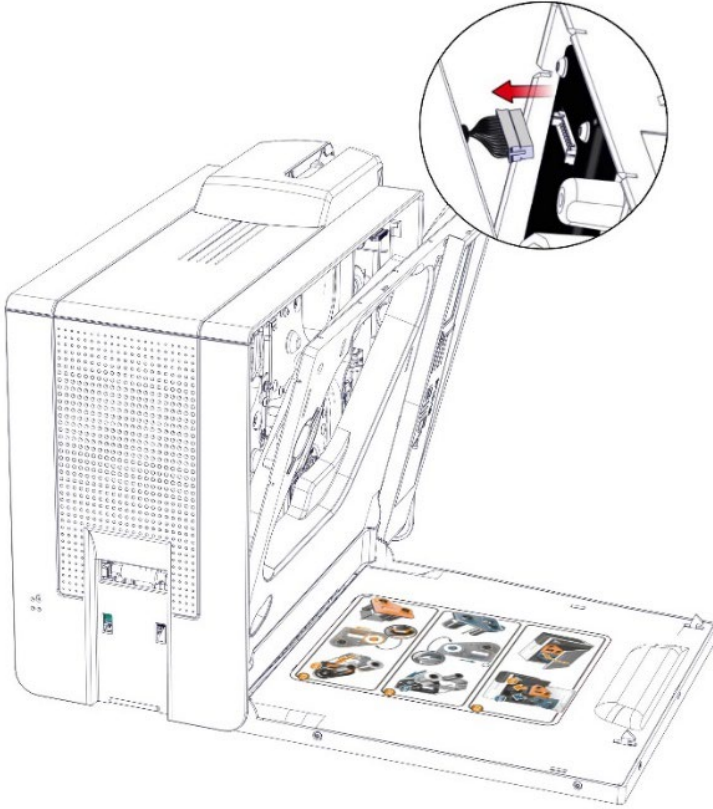
5. Clip the feeder cover.



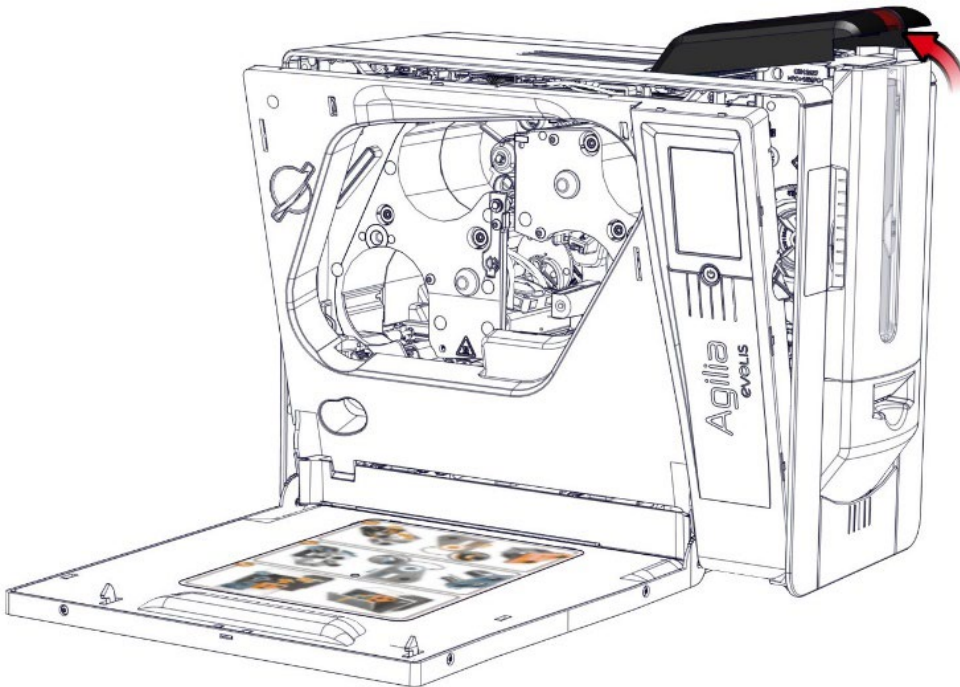
6. Carry out step 6-5 to 6-1 (page [73](#)).in reverse.

Step 8 - ENCLOSURE: FRONT RIGHT COVER - CI013150

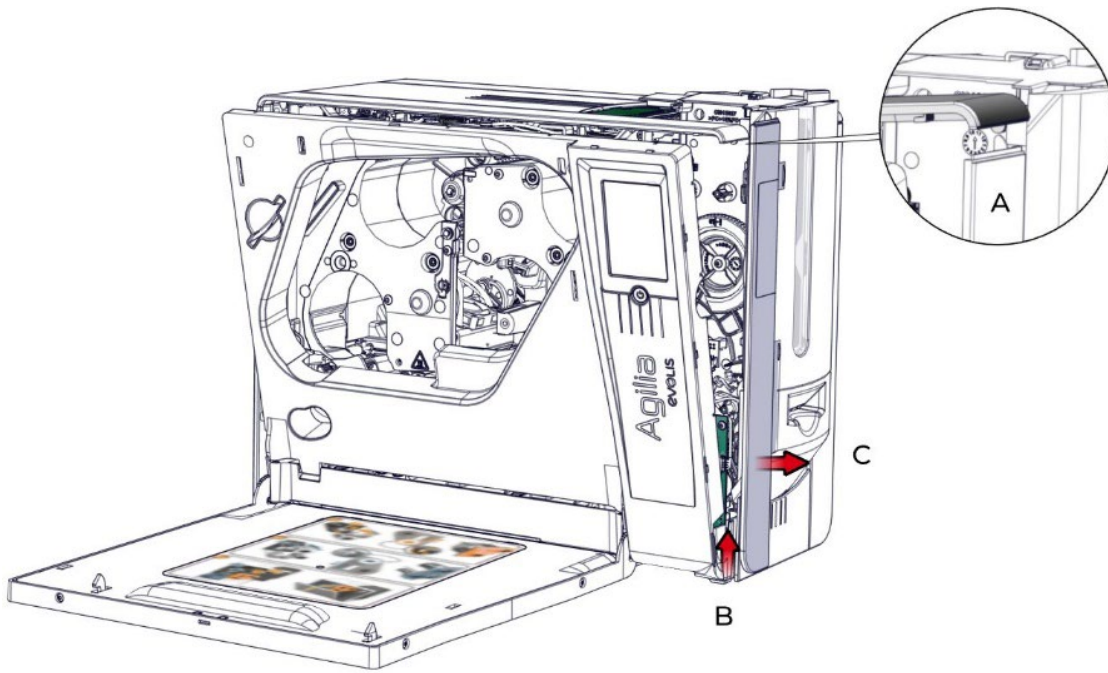
1. Carry out step 4-1 to 4-7 (page [68](#)).



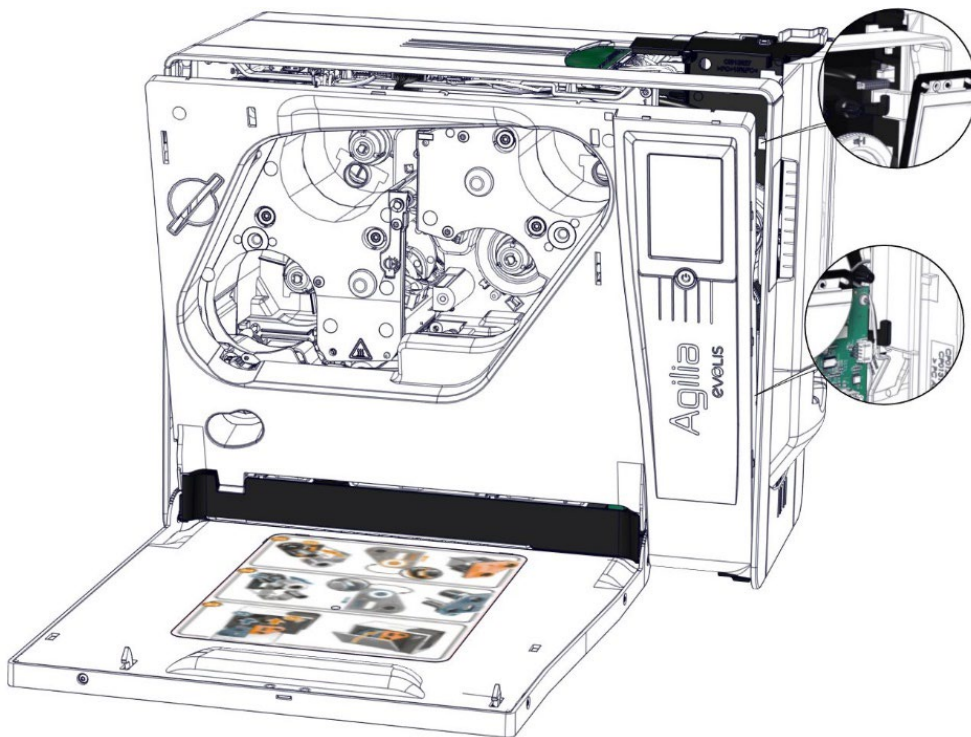
2. Remove the feeder cover.



3. Gently lift the cover to undo the side (A), lift the front right cover (B) and detach it from the feeder (C).



4. Put the new front side cover and check it is correctly in place.



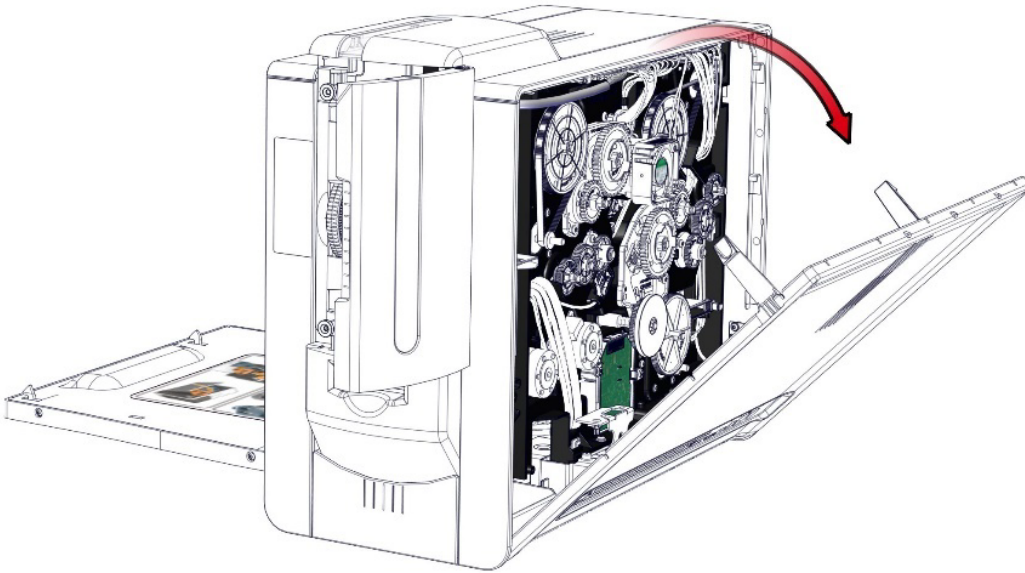
5. Clip the feeder cover.



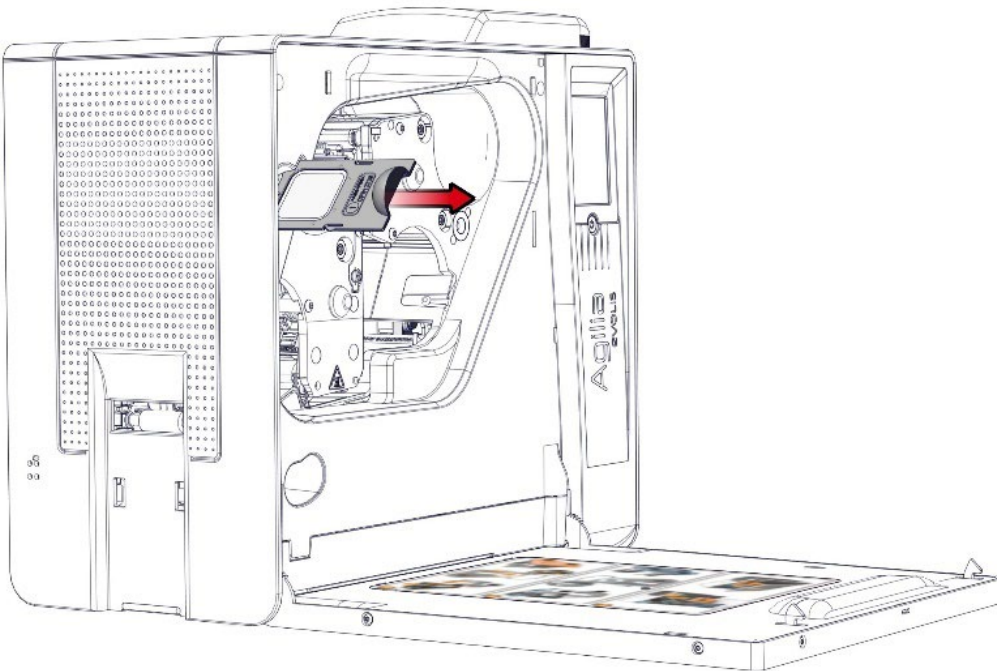
6. Carry out step 4-7 to 4-1 (page [68](#)) in reverse.

Step 9 - ENCLOSURE: COVER - CI012830

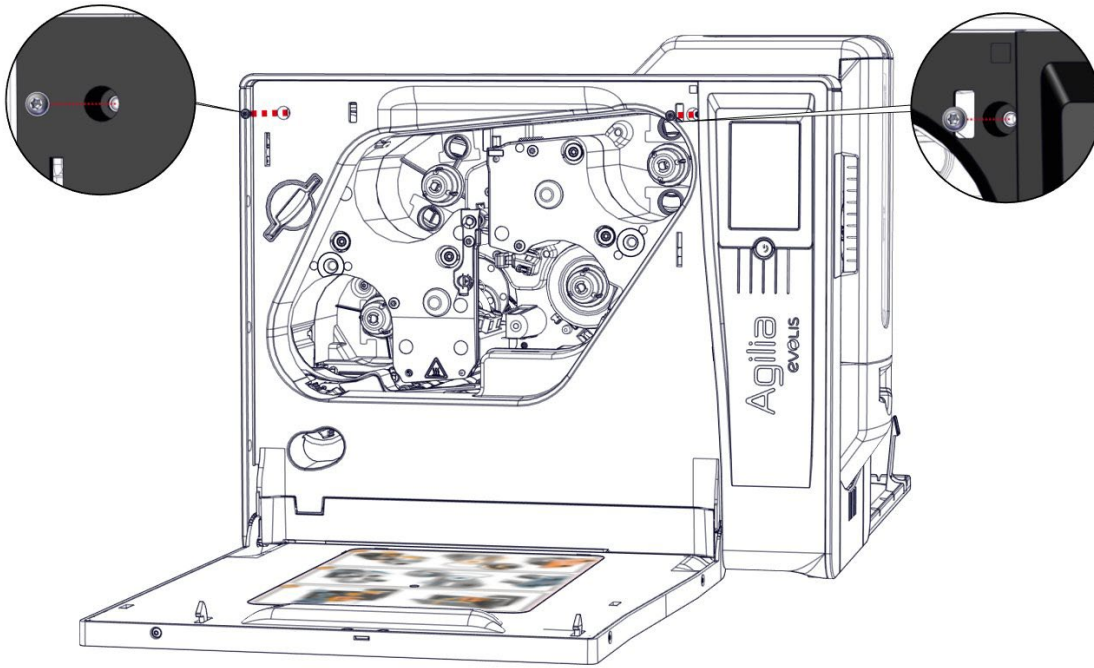
1. Carry out step 6-1 to 6-5 (page [73](#)).



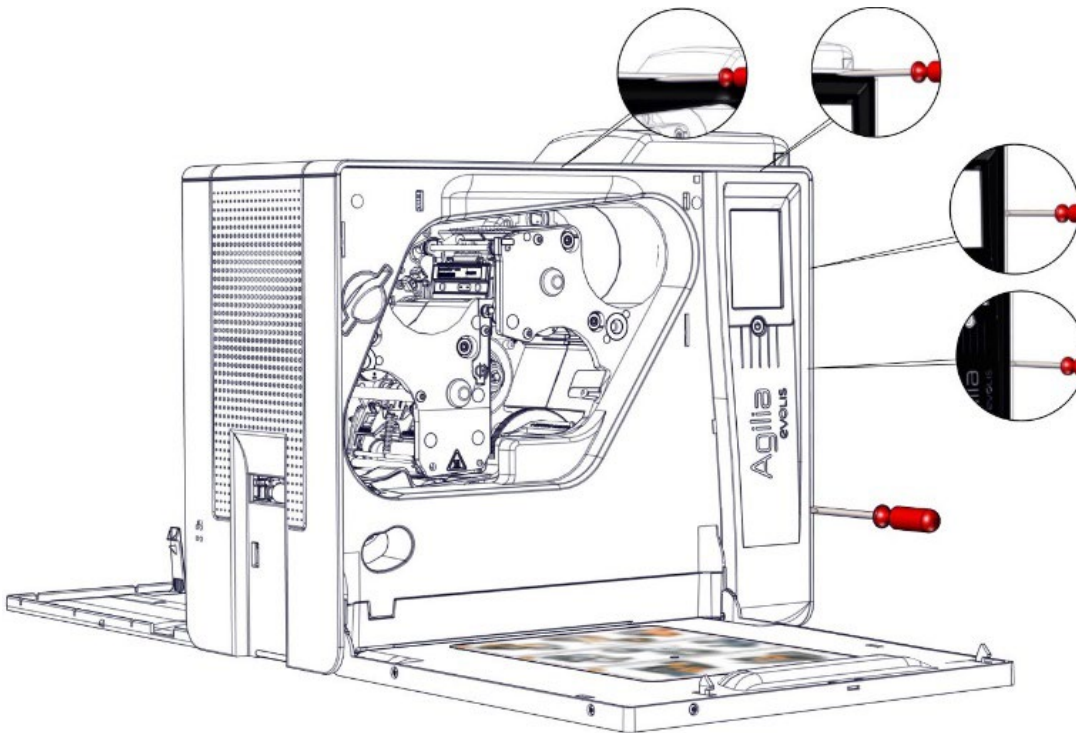
2. Remove the dust filter.



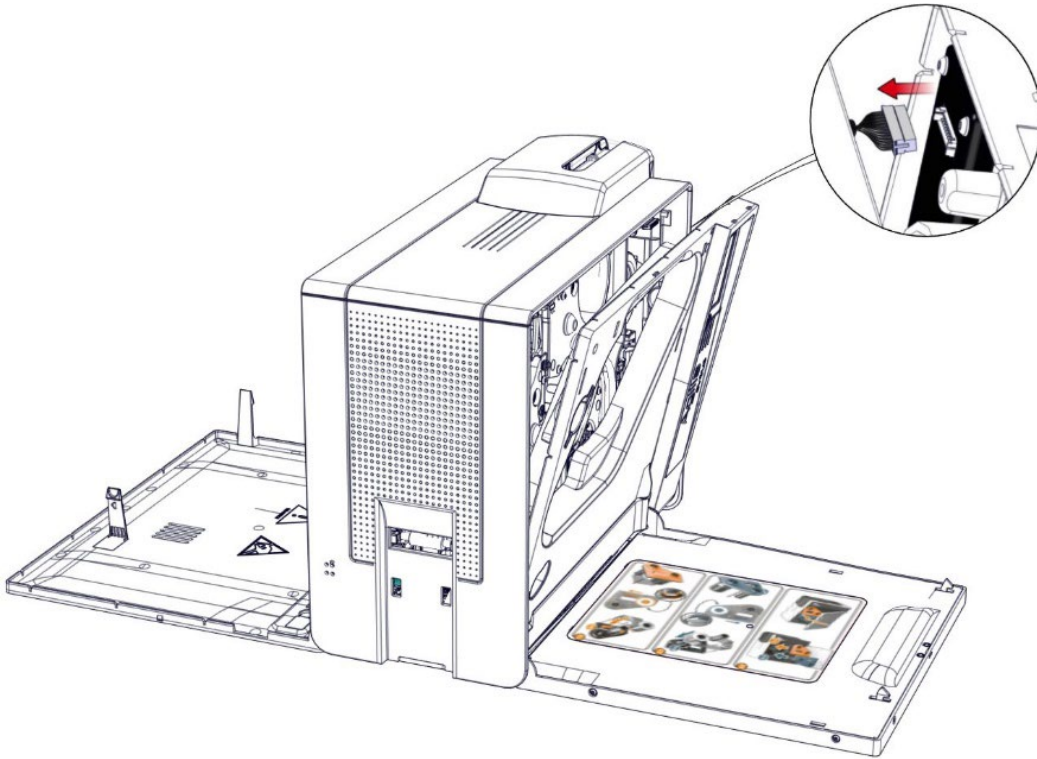
3. Remove both screws from the mask.



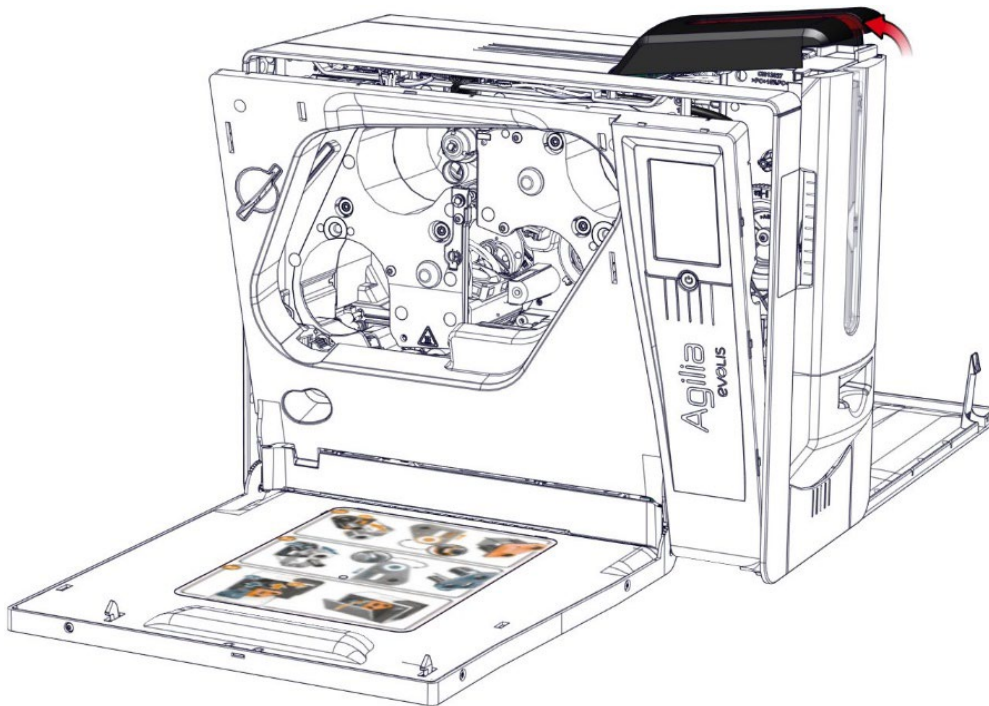
4. With a flat screwdriver gently unclip the mask.



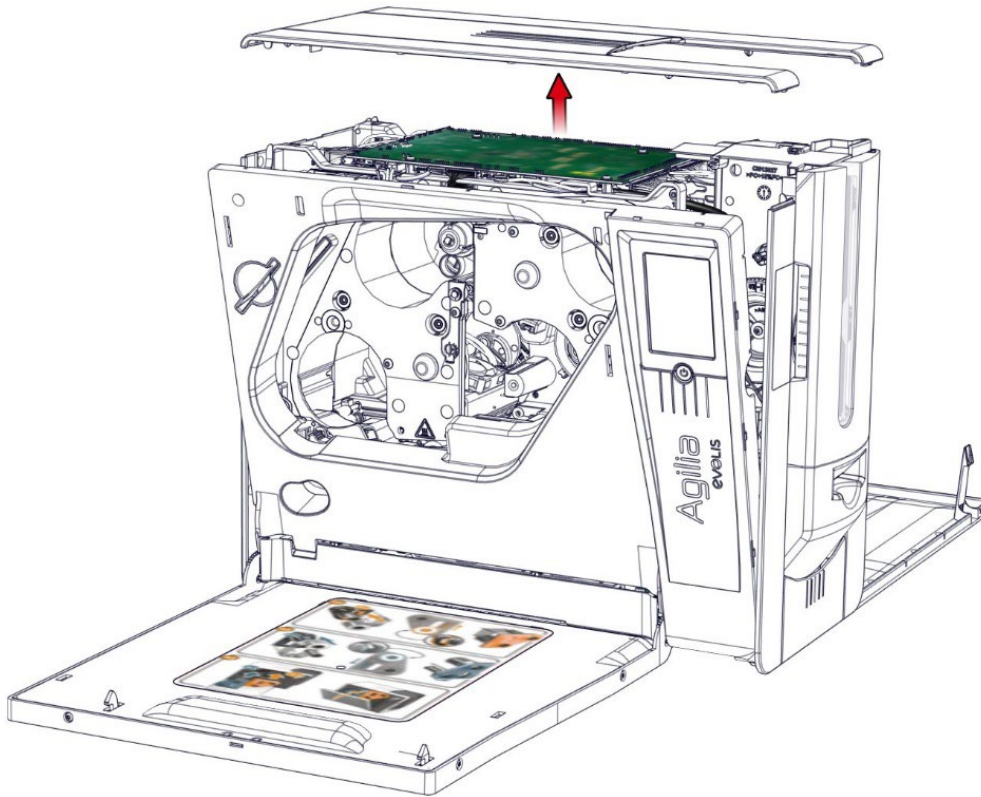
5. Disconnect the LCD cable.



6. Unclip the feeder.



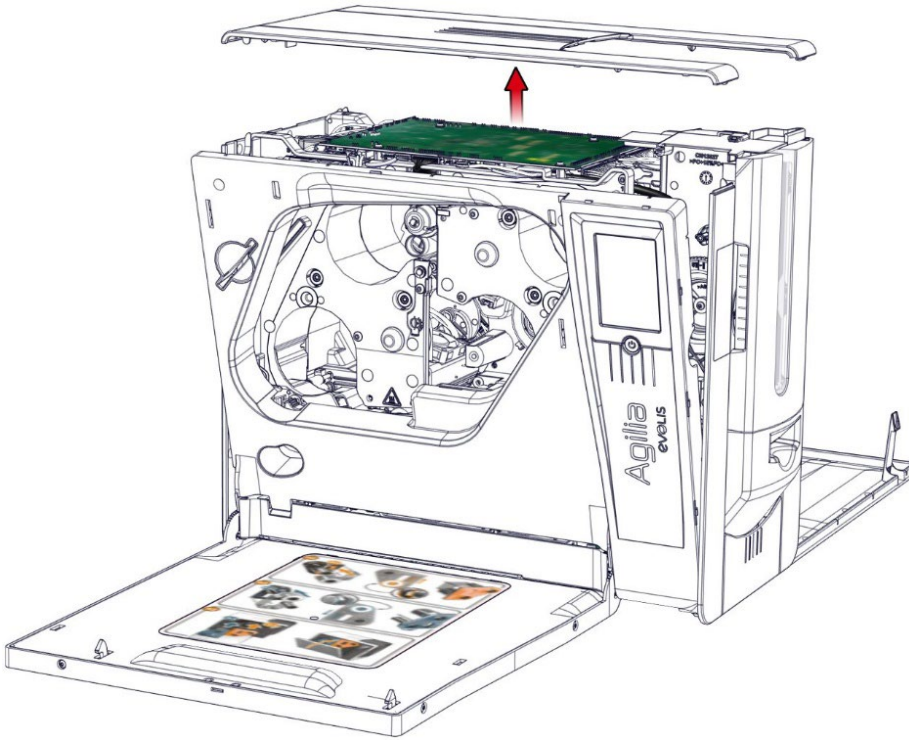
7. Remove the cover.



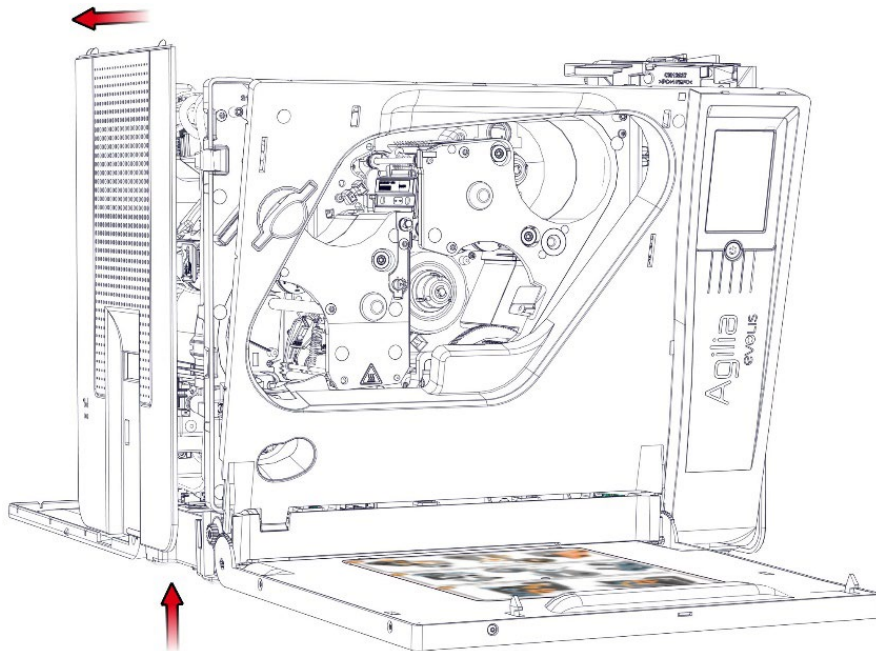
8. Take the new cover and carry out the step in reverse.

Step 10 - ENCLOSURE: LEFT COVER - CI012829

1. Carry out step 9-1 to 9-7 (page [82](#)).



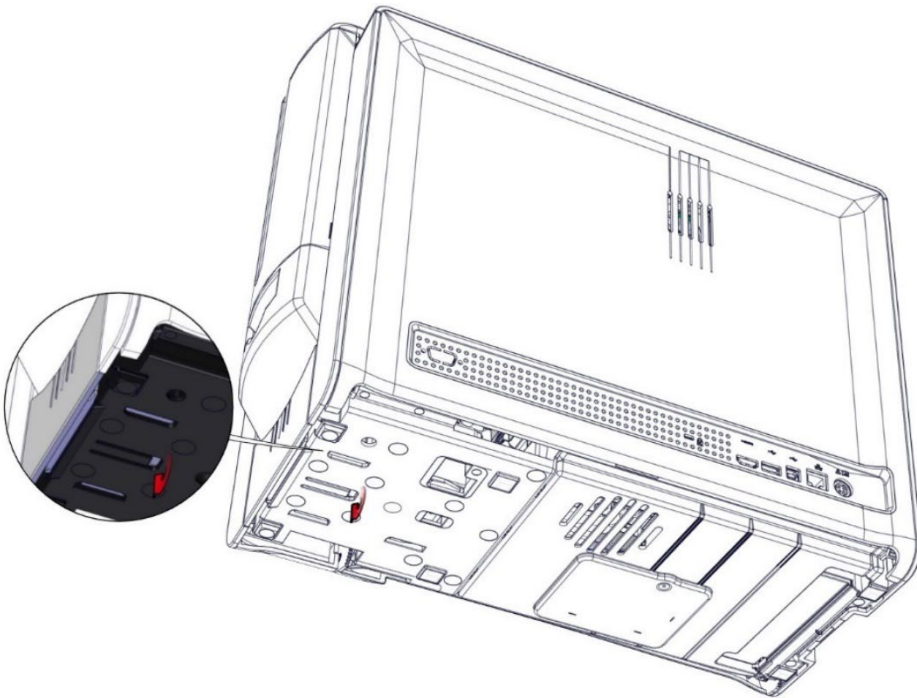
2. Gently lift the left cover.



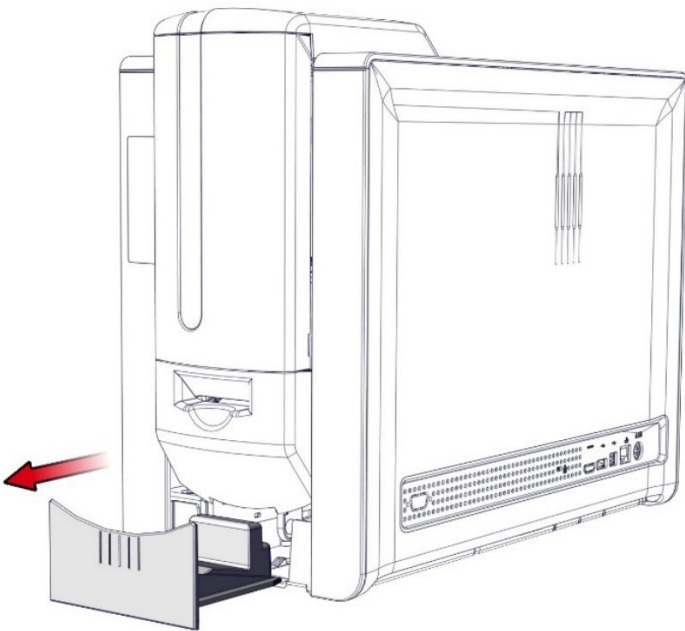
3. Take the new left cover and carry out the step in reverse. Pay attention to not pinch the cables.

Step 11 - FRONT OUTPUT TRAY - S10450

1. Unclip the front output tray.



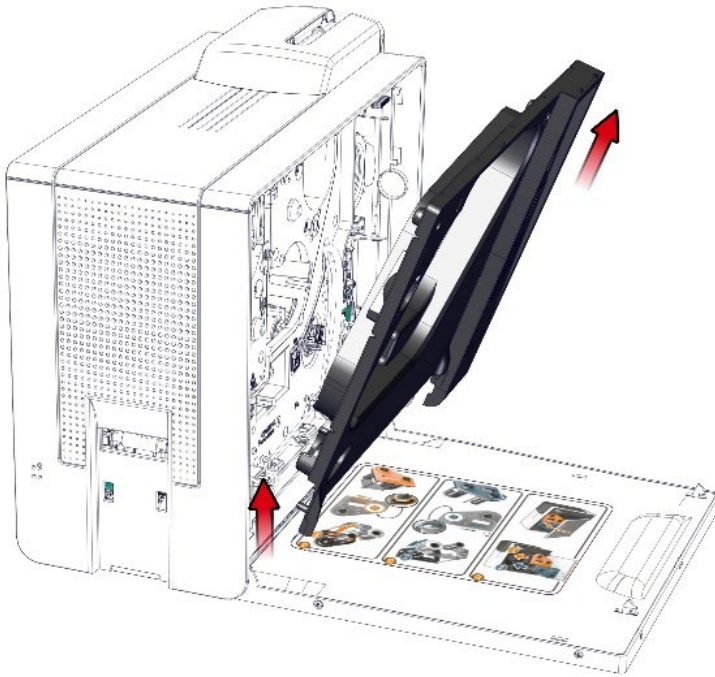
2. Remove the front output tray.



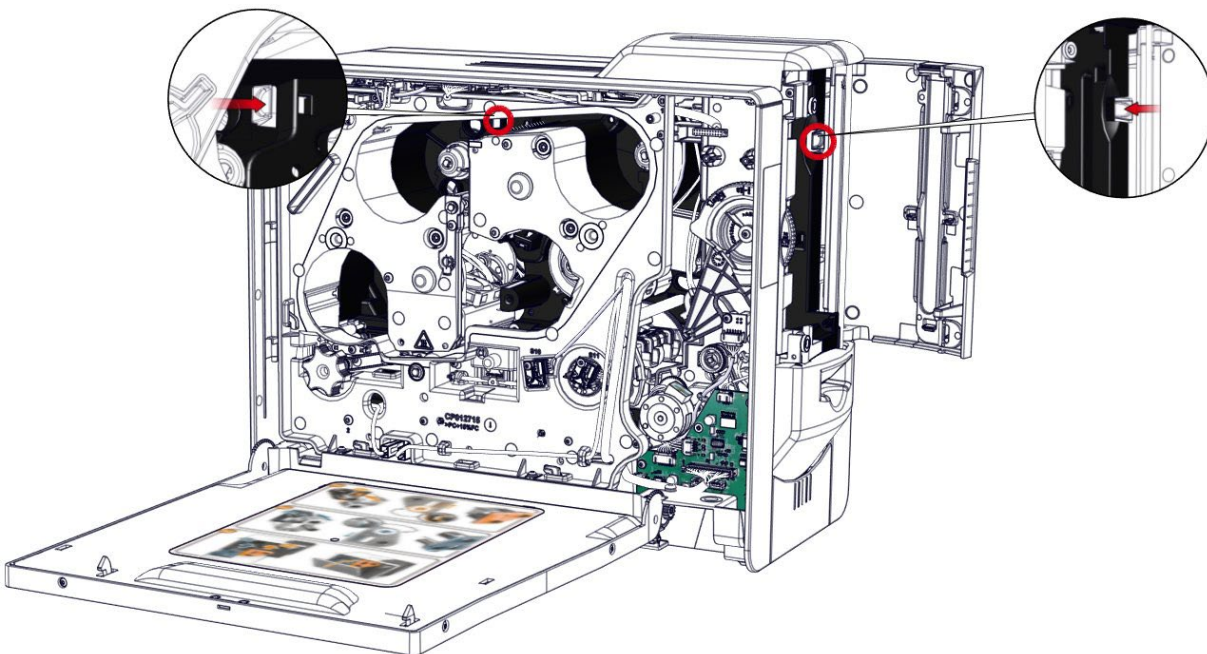
3. Remove the serial number label and stick it back on the new part. Insert and clip in place the new output tray.

Step 12 – COMPLETE FEEDER – S10441

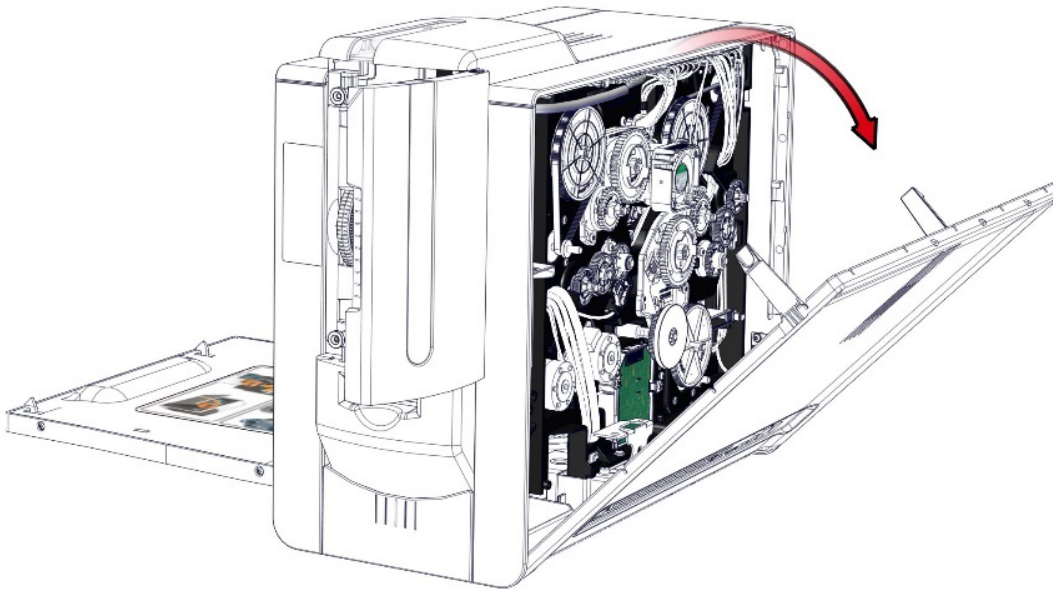
1. Remove the cards from the feeder. Carry out step 4-1 to 4-8 (page [68](#)).



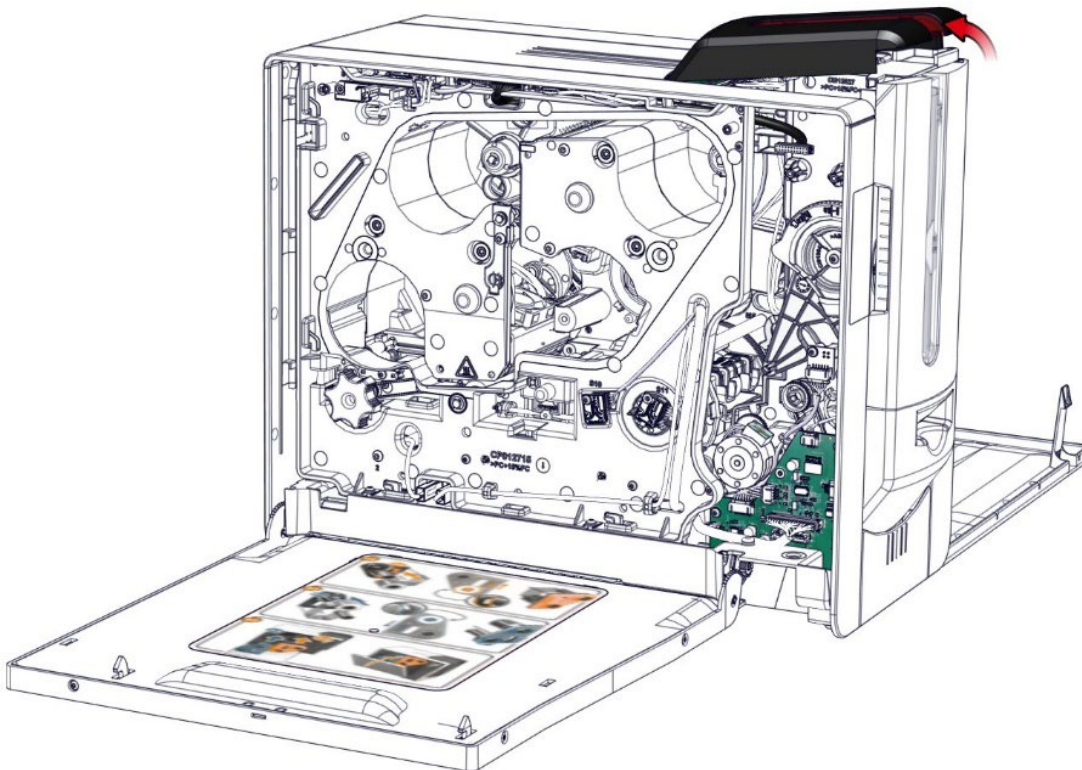
2. Unclip the rear cover.



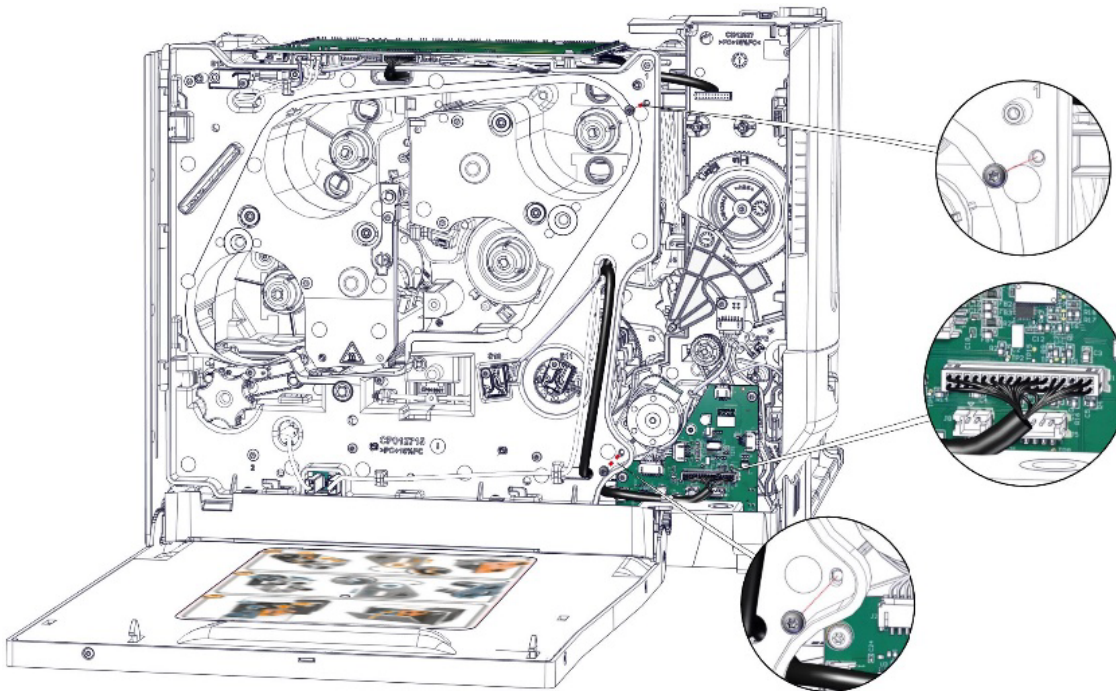
3. Open the rear cover.



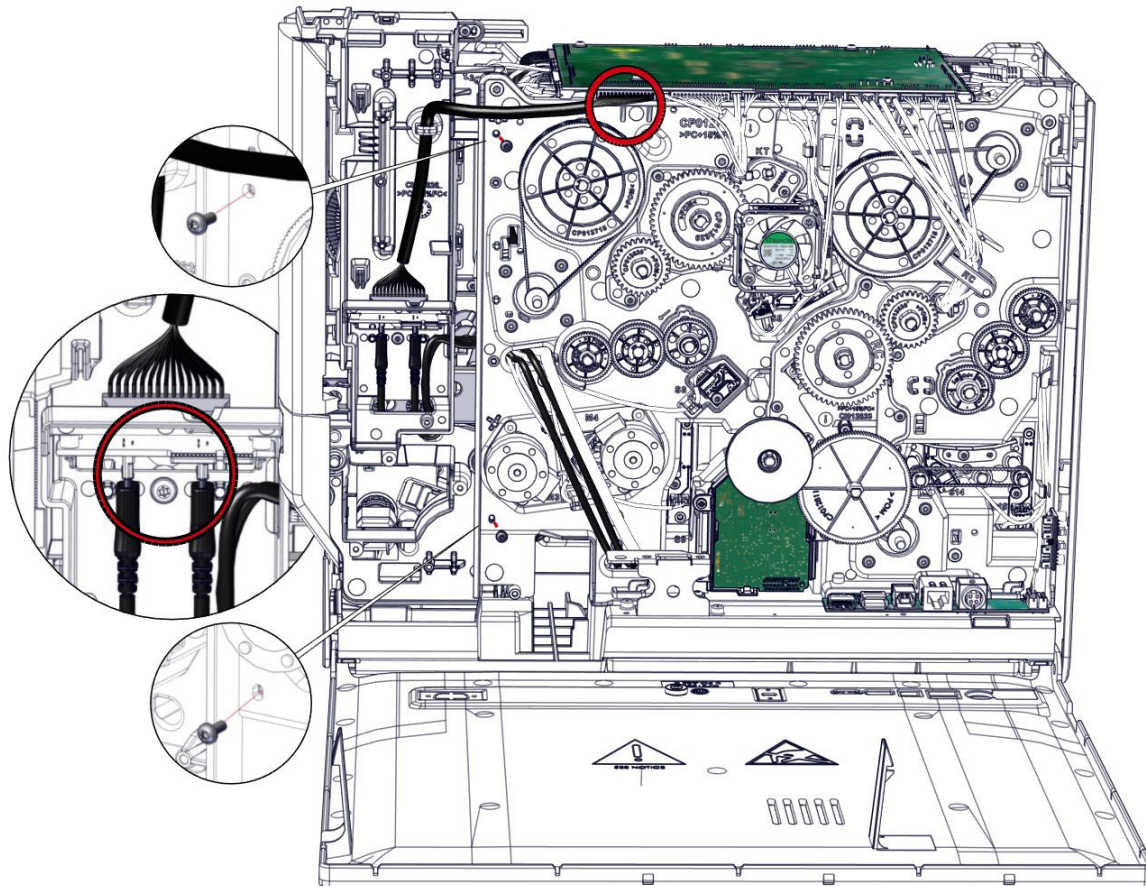
4. Remove the feeder cover then the cover and both right covers.



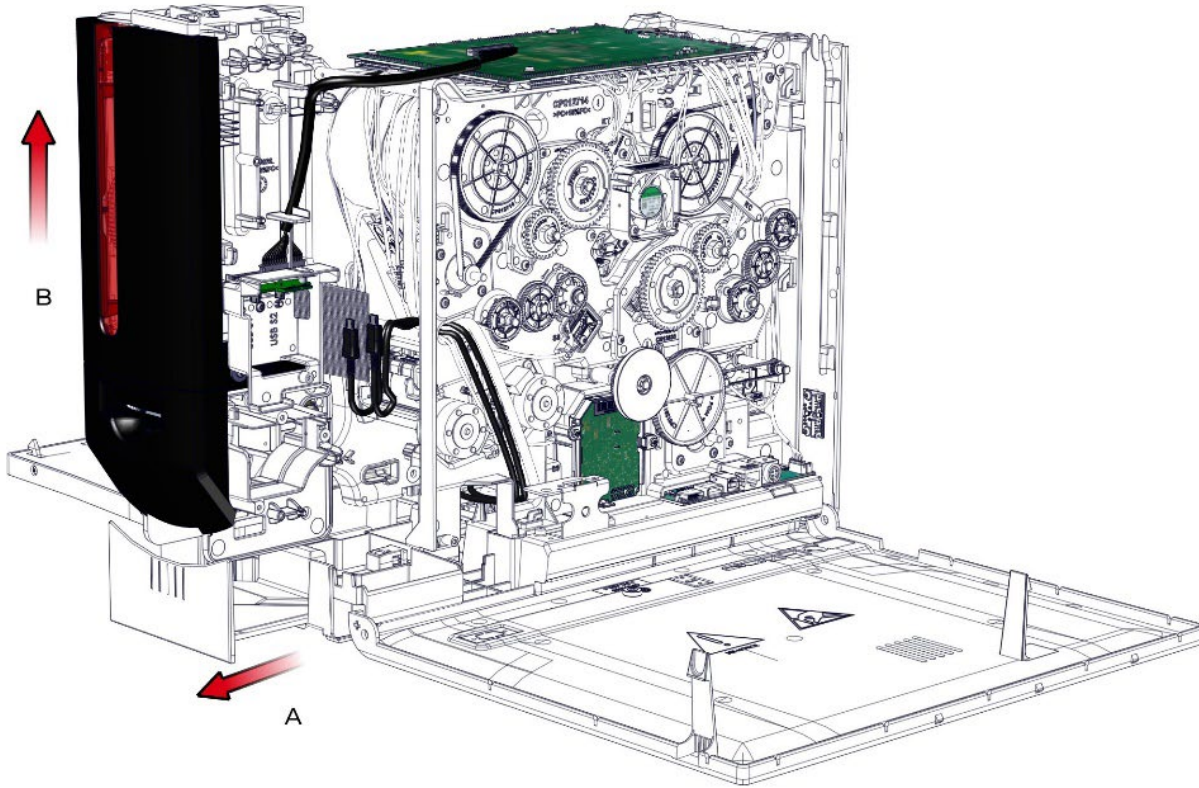
5. Remove both screws and disconnect the feeder cable.



6. Remove both screws, disconnect the feeder cable from the main board and both cables from the smart interface card.



7. Open the front output tray (A) and gently detach the feeder from the module (B). Pay attention to the cables.



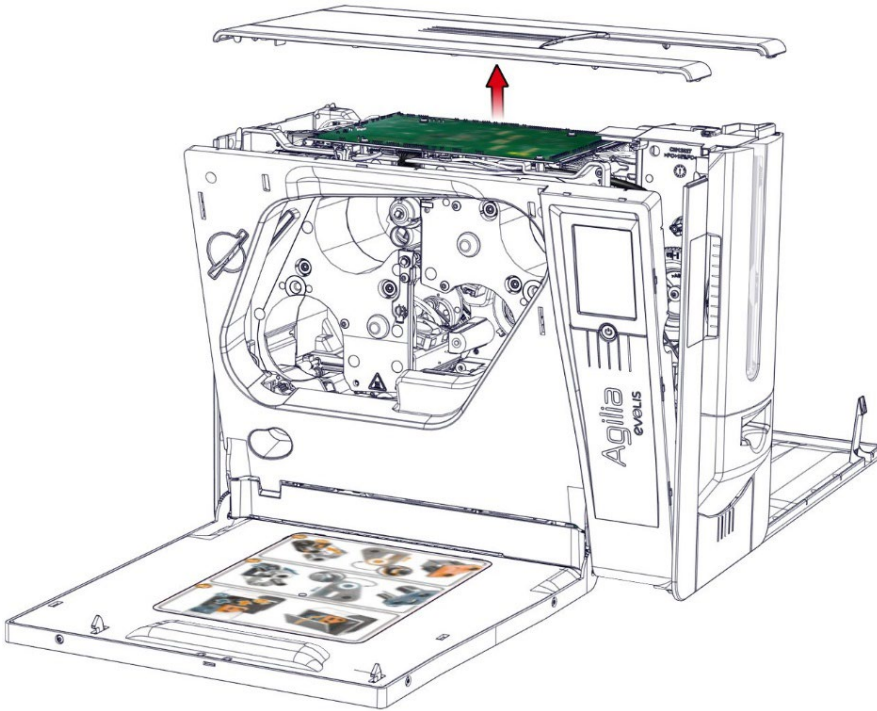
8. Take the new feeder and carry out the step in reverse. Pay attention to not pinch the cables.

Step 13 – MAIN BOARD – S10443

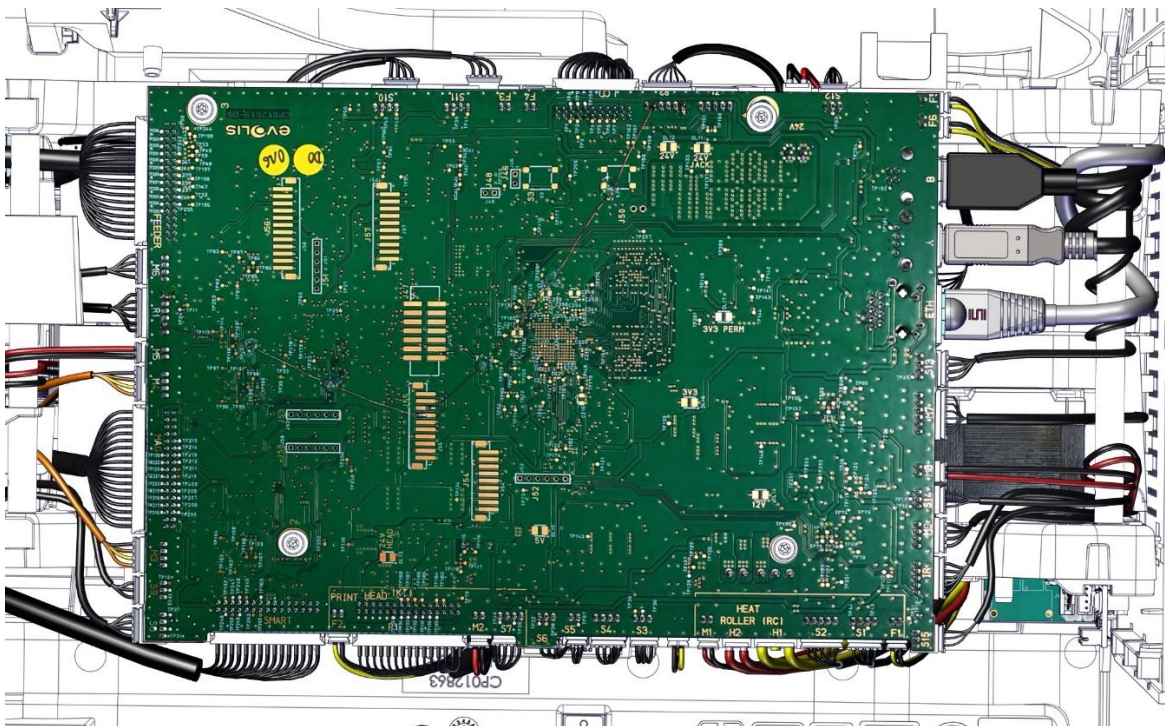


This product is highly sensitive to electrostatic discharge (ESD), and the best way to avoid ESD discharge is to use a wrist strap, grounding mat or table.

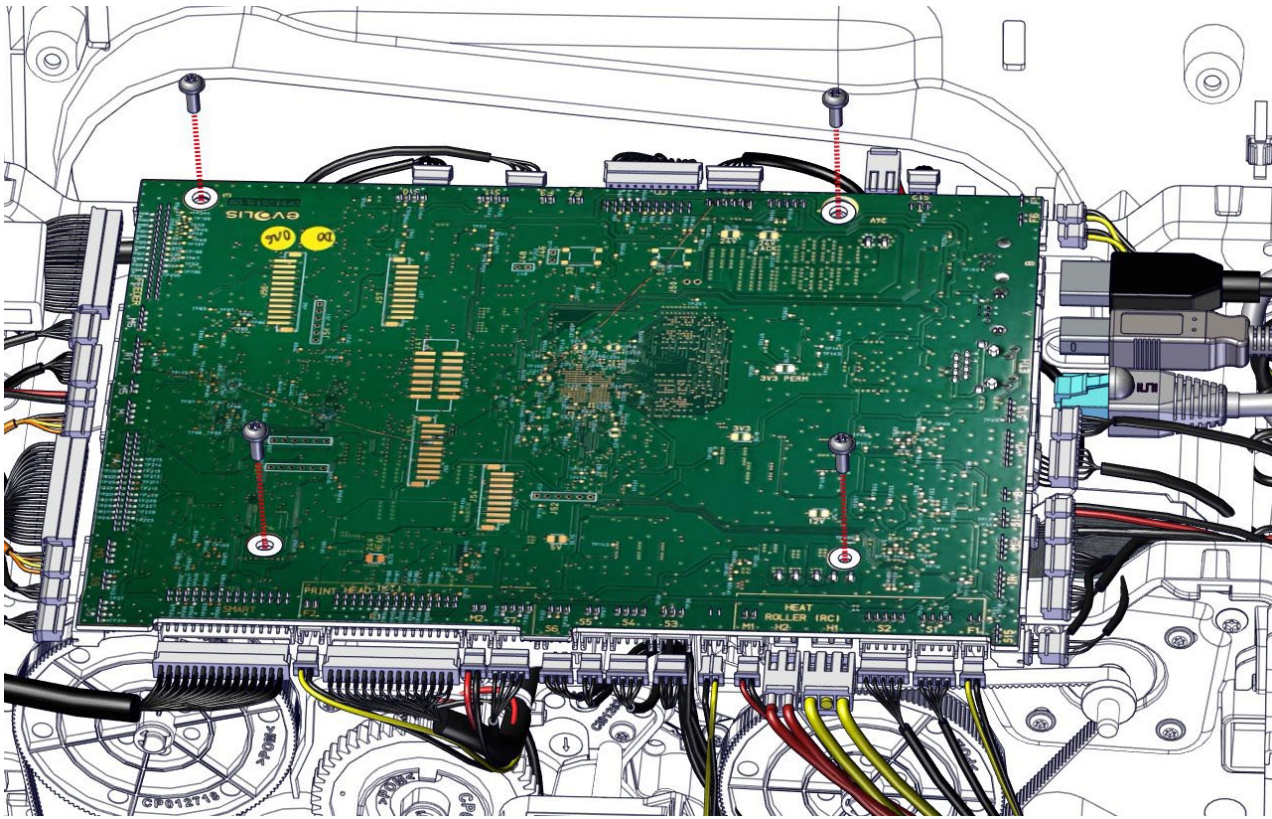
1. Carry out step 9-1 to 9-7 (page [82](#)).



2. Gently disconnect all the cables from the main board.



3. Remove the four screws from the main board.



4. Take the new main board and carry out the step in reverse. Pay attention to not pinch the cables.

MANDATORY

Send the four commands below:

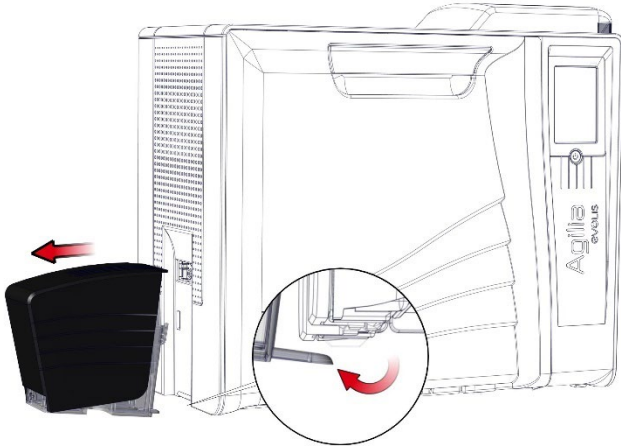
- Psn;XXXXXX
- Pkn;XXXXXX
- Sa;c
- Sa;cl

Step 14 - COMPLETE HEATING ROLLER - S10442

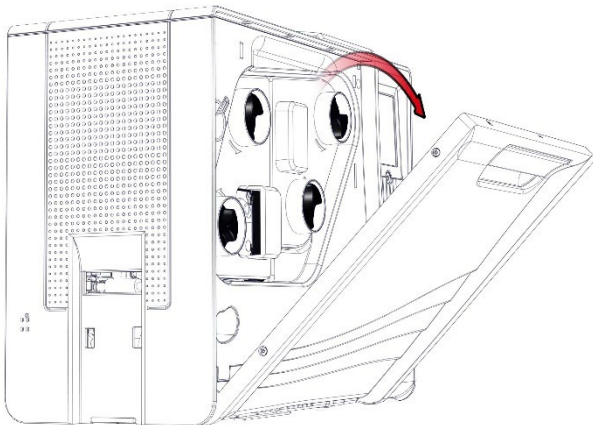


Wait the module to cool down completely before removing it.

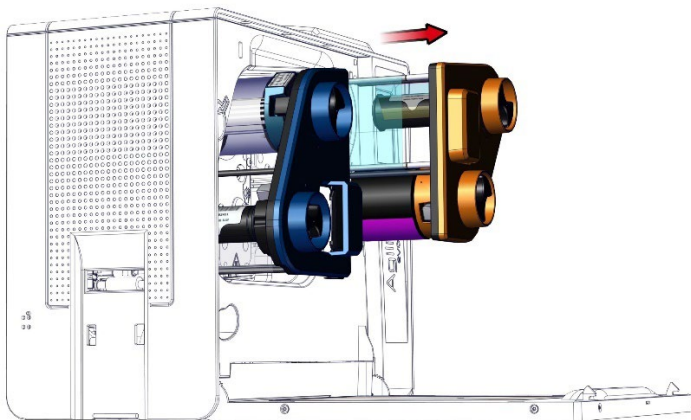
1. Unclip and remove the rear output box.



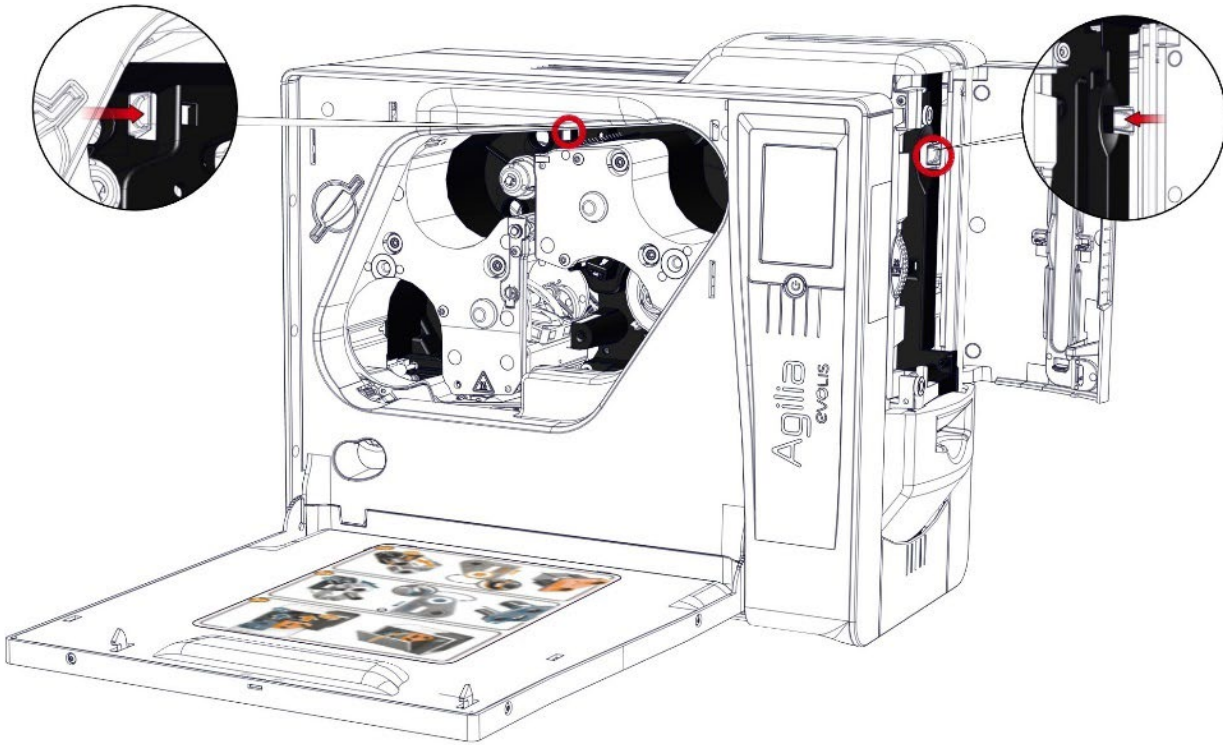
2. Open the door.



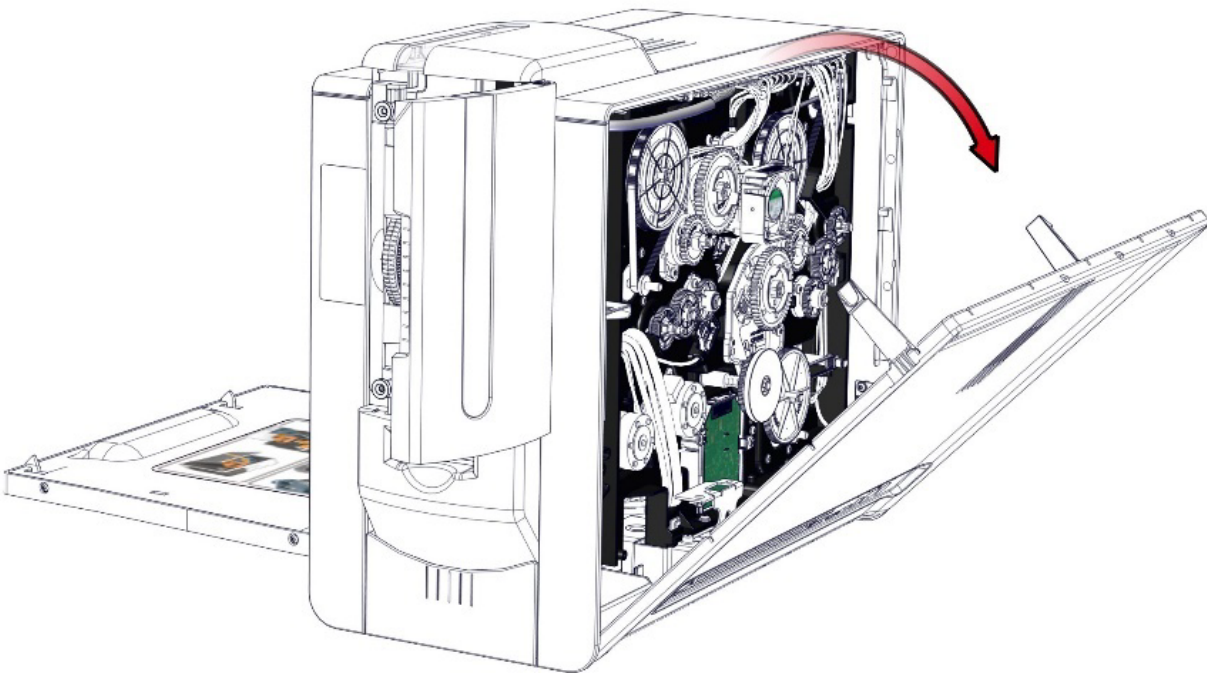
3. Remove both cassettes. Put them on a flat surface with the pins facing up.



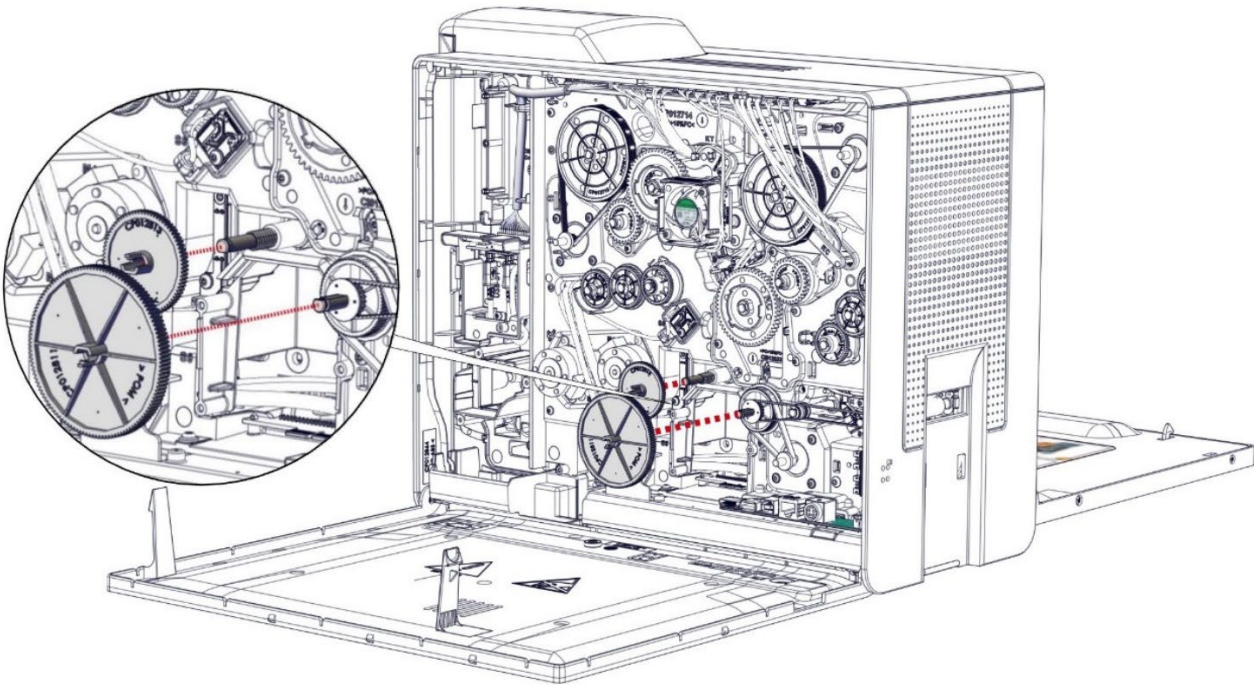
4. Unclip the rear cover.



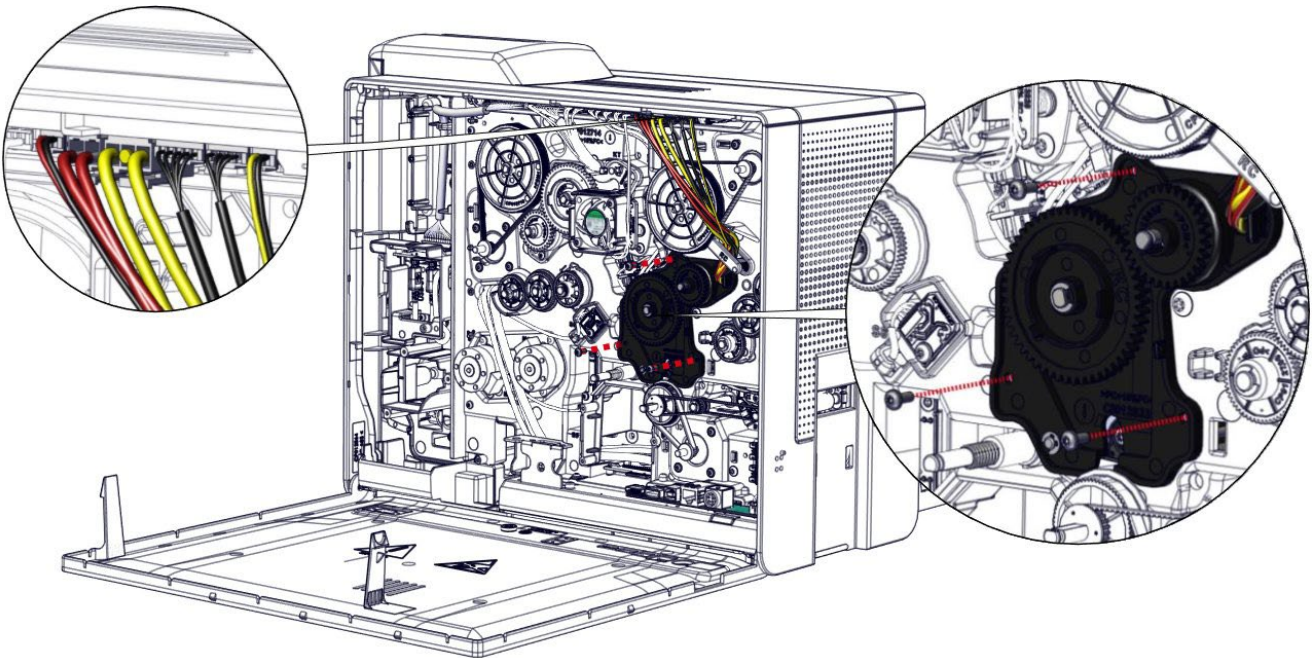
5. Open the rear cover.



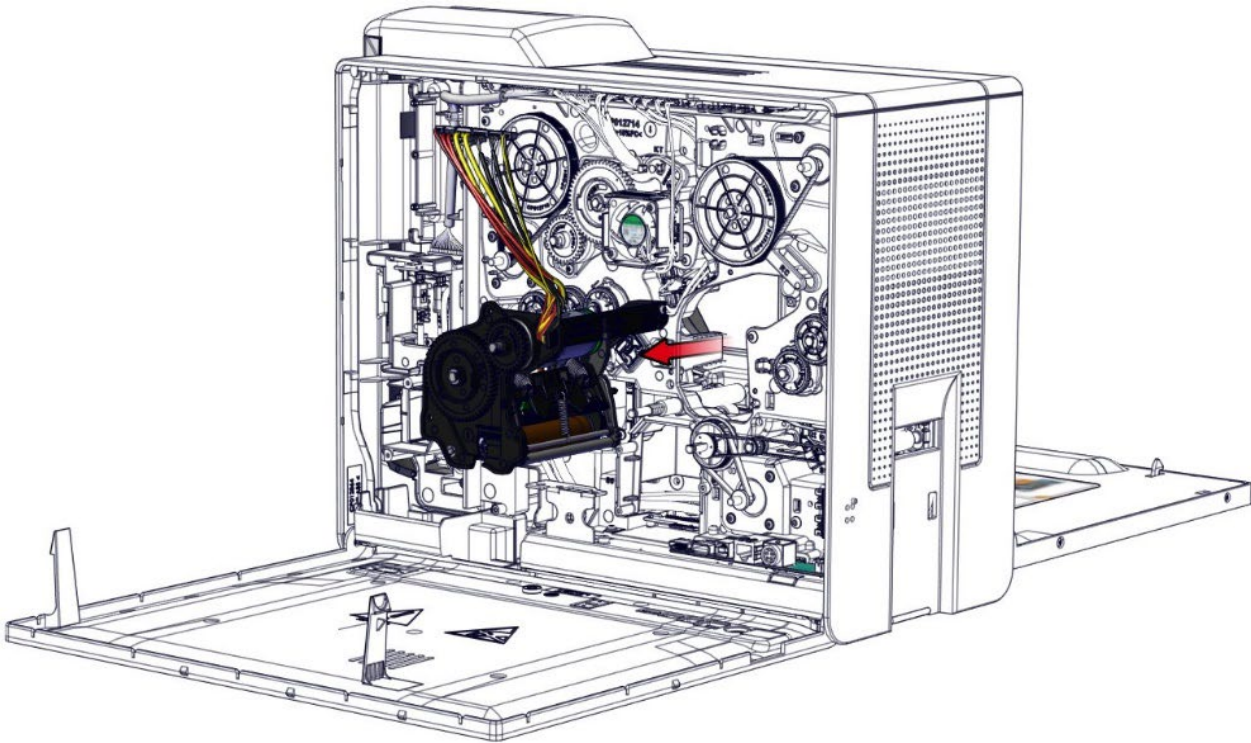
6. Remove both gears. Pay attention to not lose the spring and the washer.



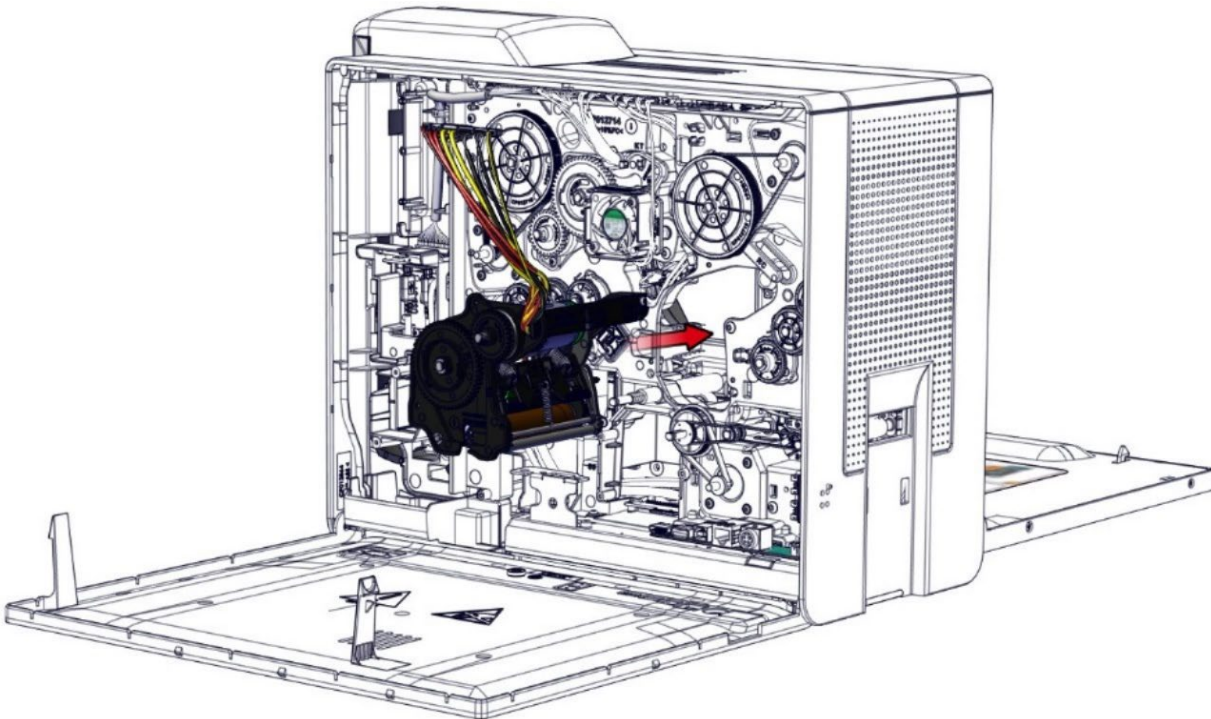
7. Gently disconnect the six heating roller cables from the main board. Remove the three screws from the heating roller.



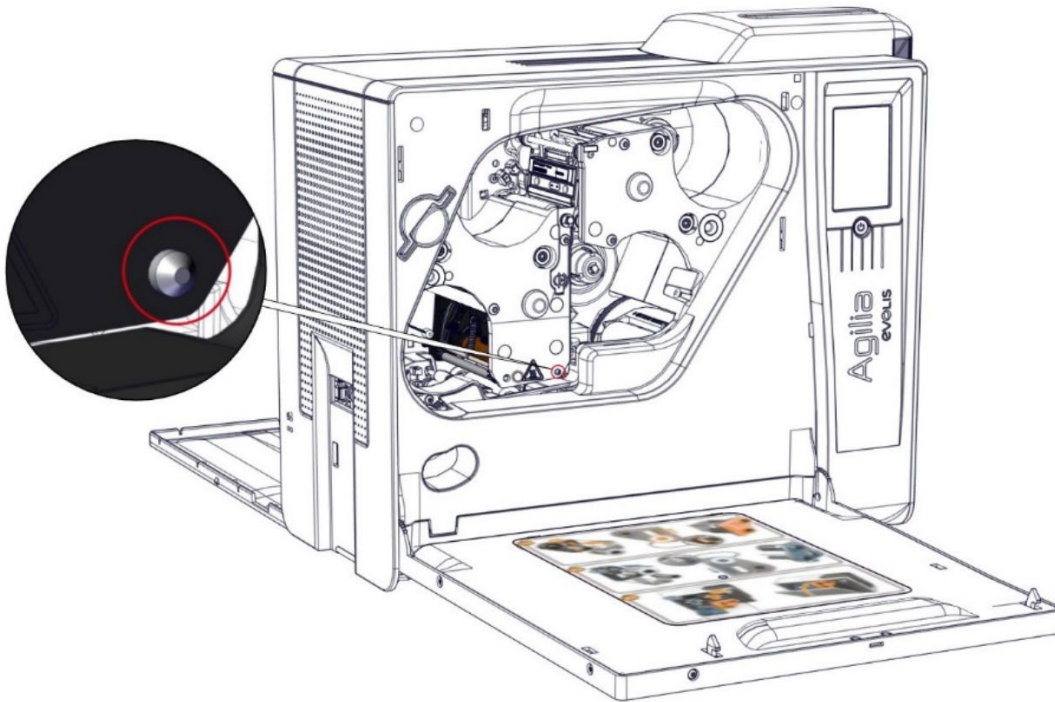
8. Pay attention. The heating roller must be in the retracted position before gently disengage it from the chassis.



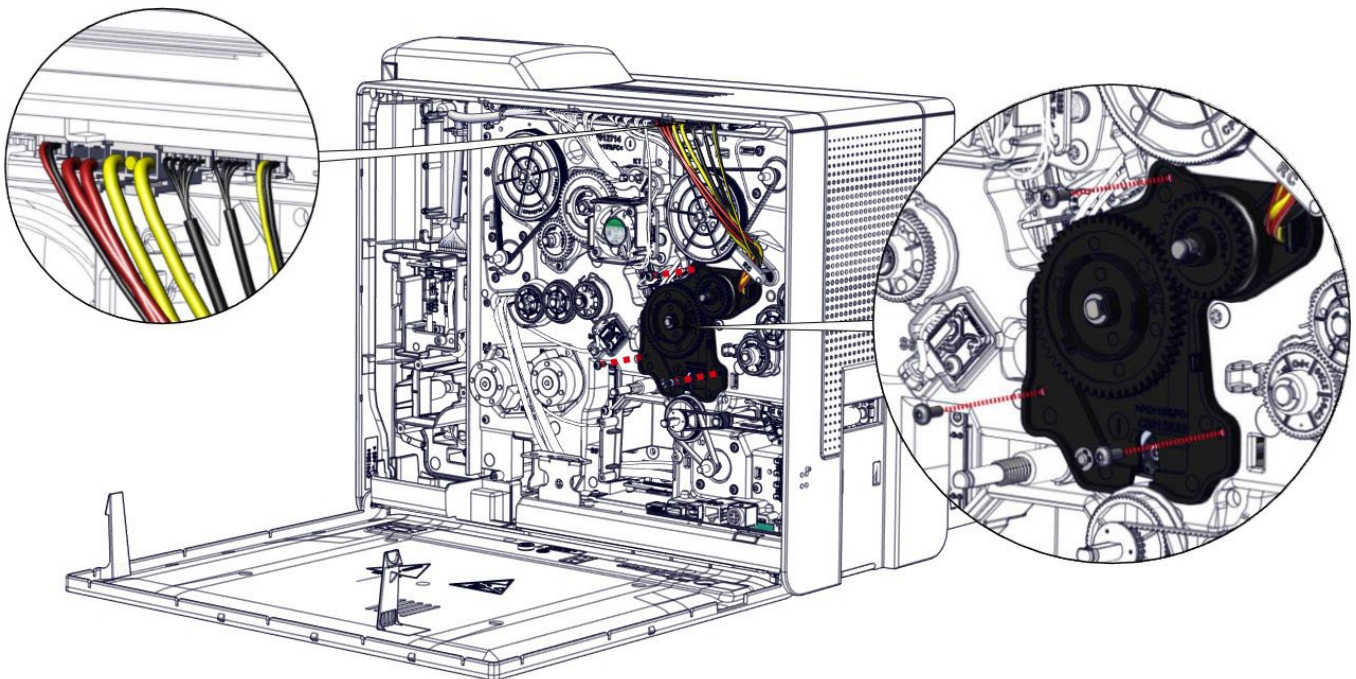
9. The new heating roller must be in the retracted position before gently put it back. Pay attention to not pinch the cables.



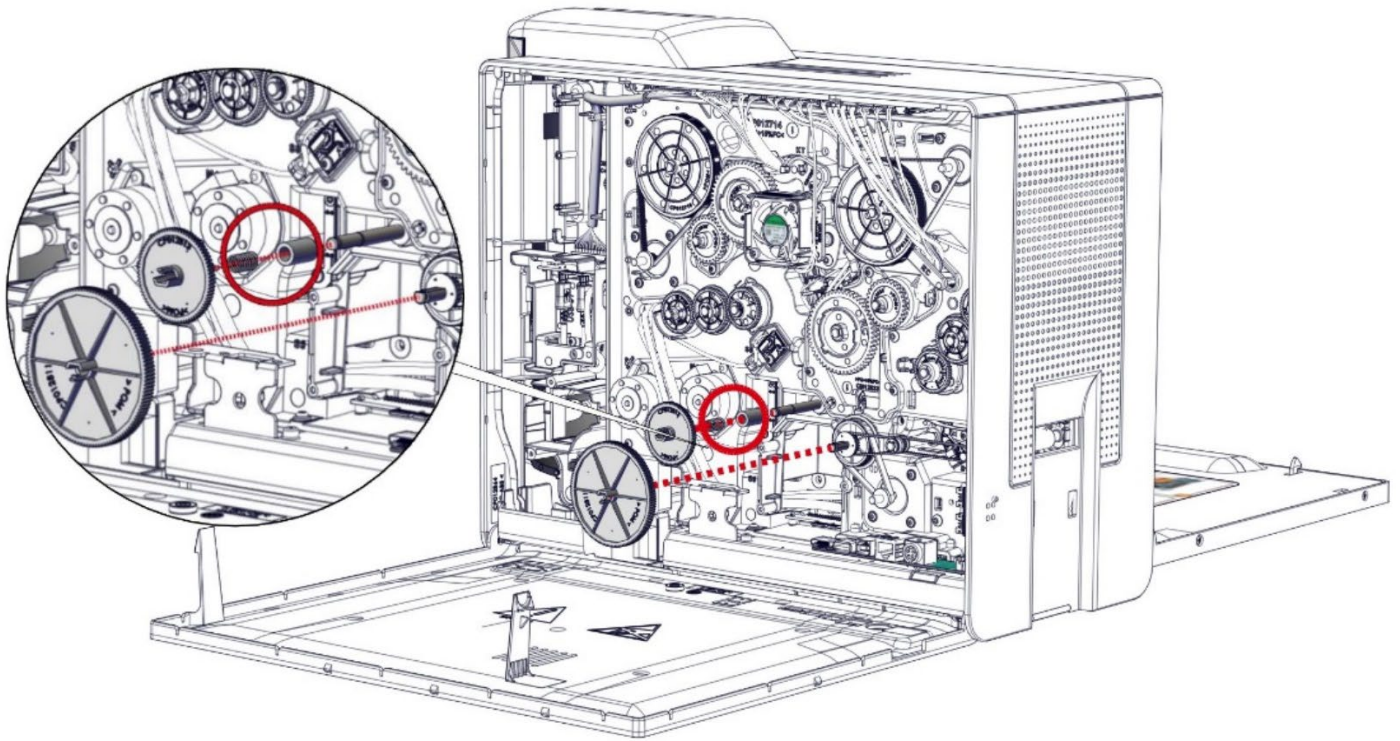
10. Check the axis is correctly inserted in the chassis.



11. Put the screws back and reconnect the heating roller cables to the main board.



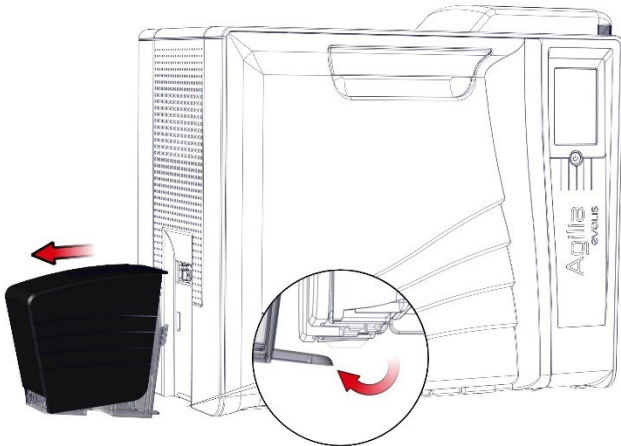
12. Check the presence of the spring and the washer (respect the order) before putting the gears back.



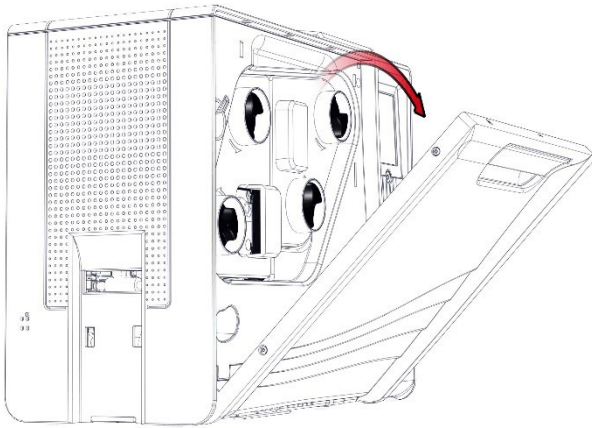
13. Close the rear cover. Put the cassettes back.

Step 15 - PRINT HEAD – S10445

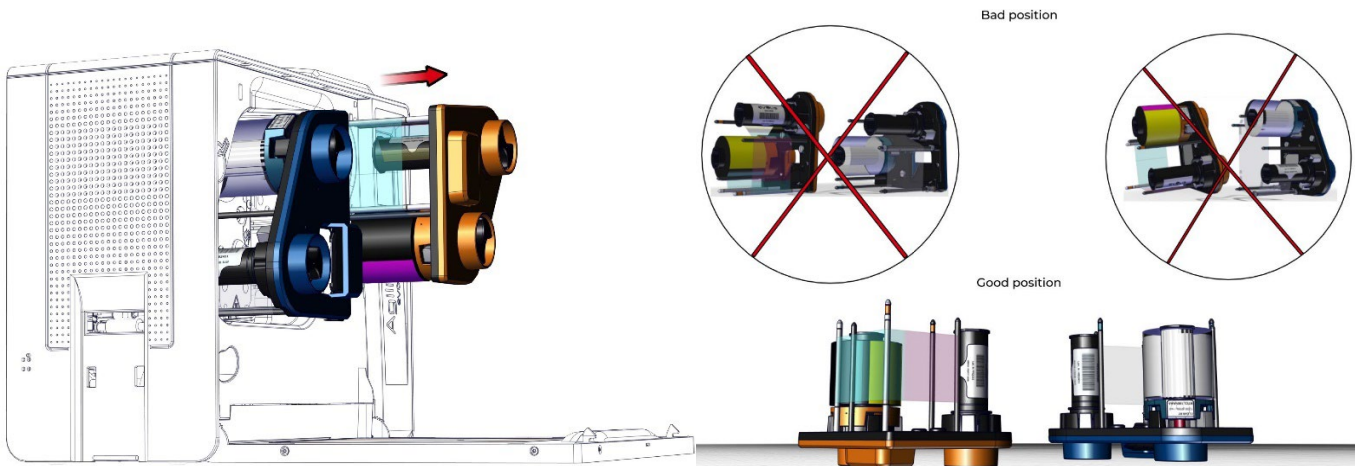
1. Unclip and remove the rear output box.



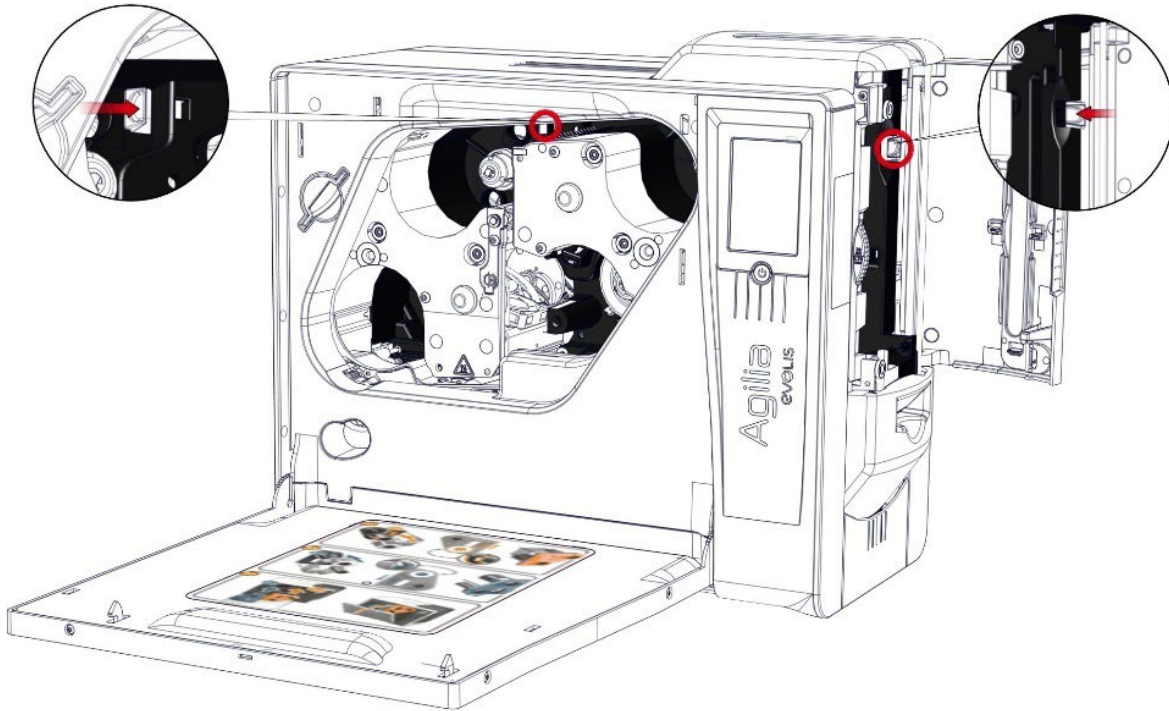
2. Open the door.



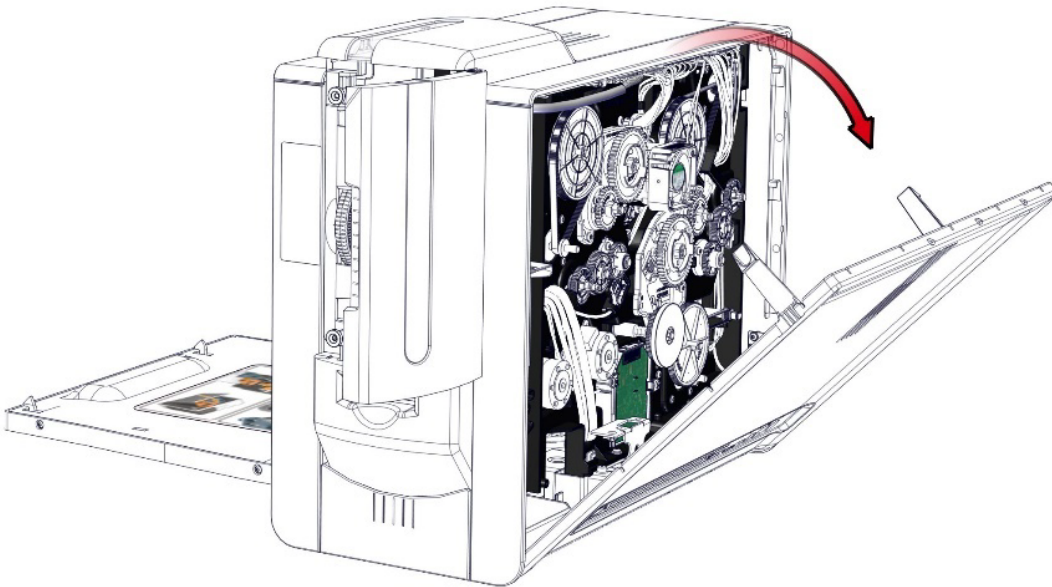
3. Remove both cassettes. Put them on a flat surface with the pins facing up.



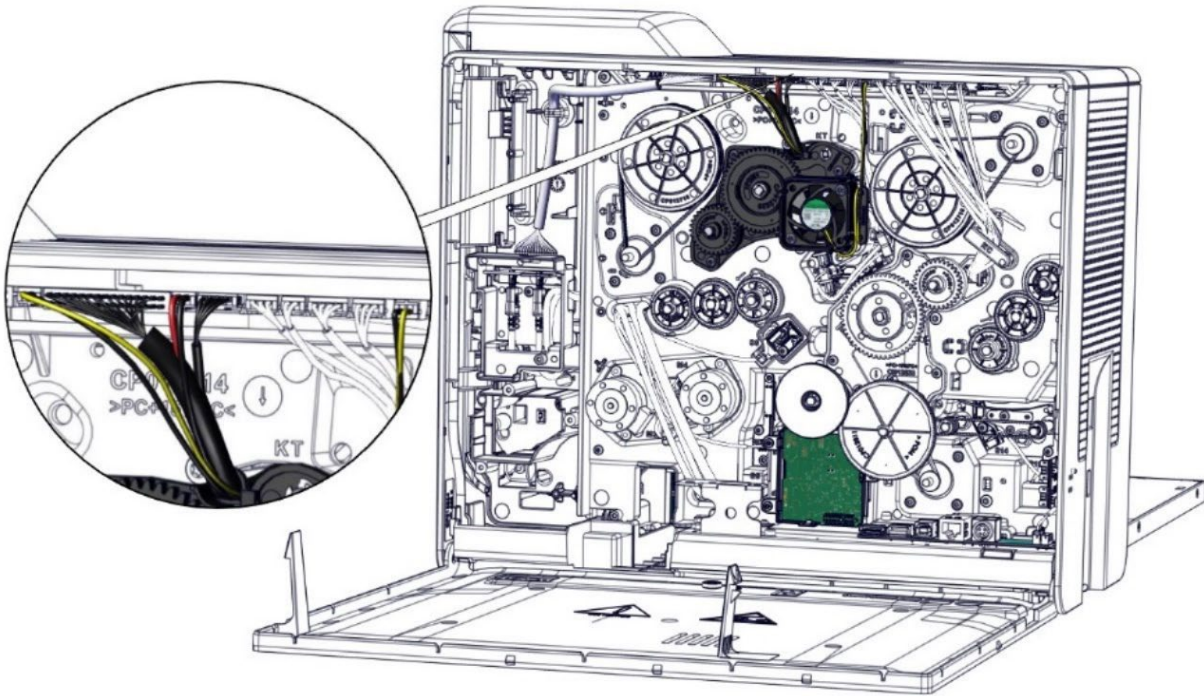
4. Unclip the rear cover.



5. Open the rear cover.



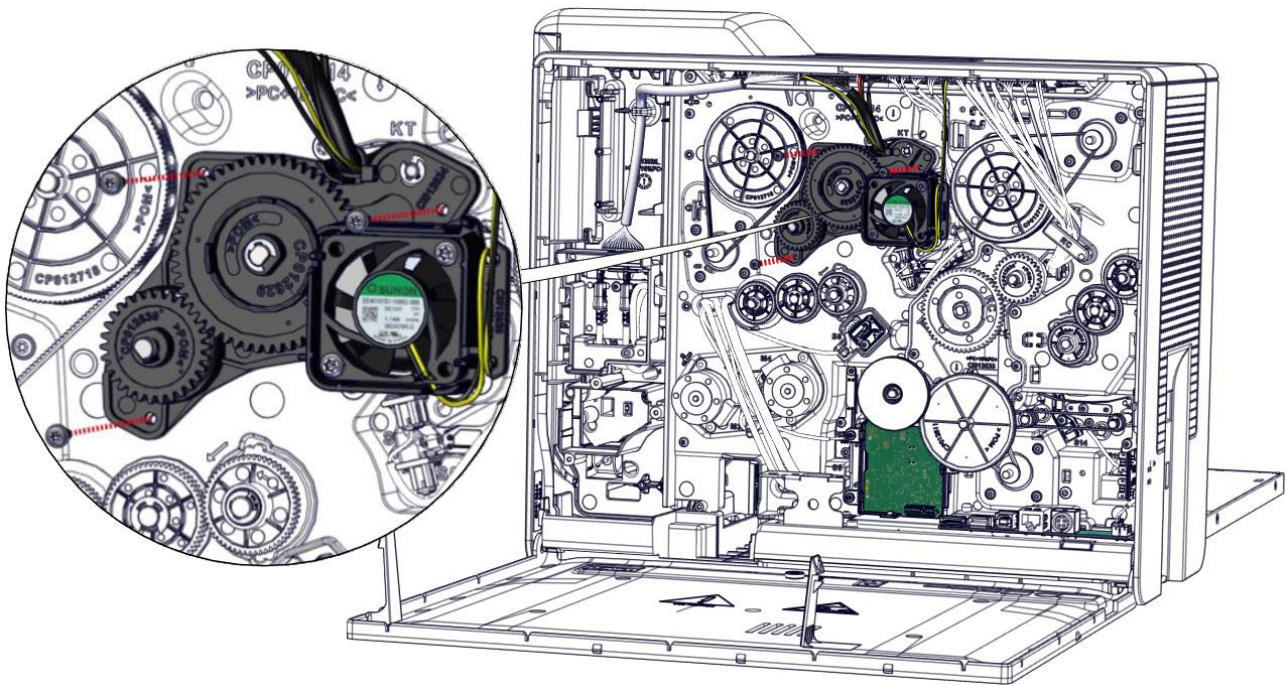
6. Gently disconnect the five print head cables from the main board.



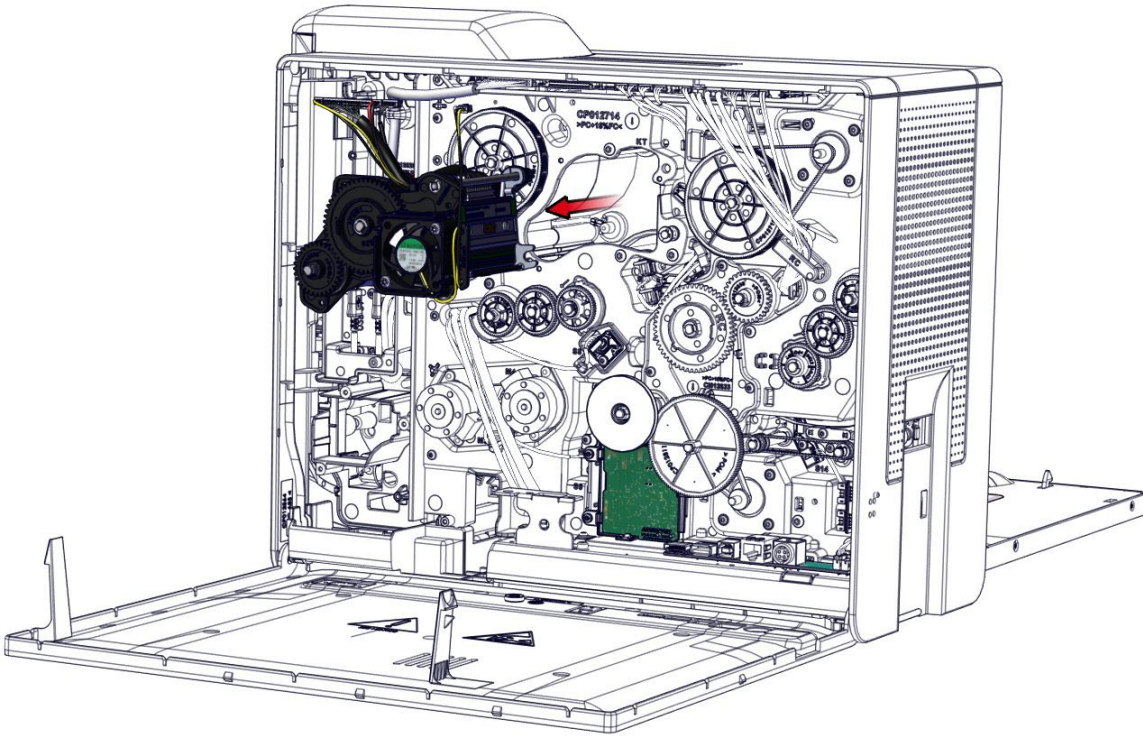
NOTE

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

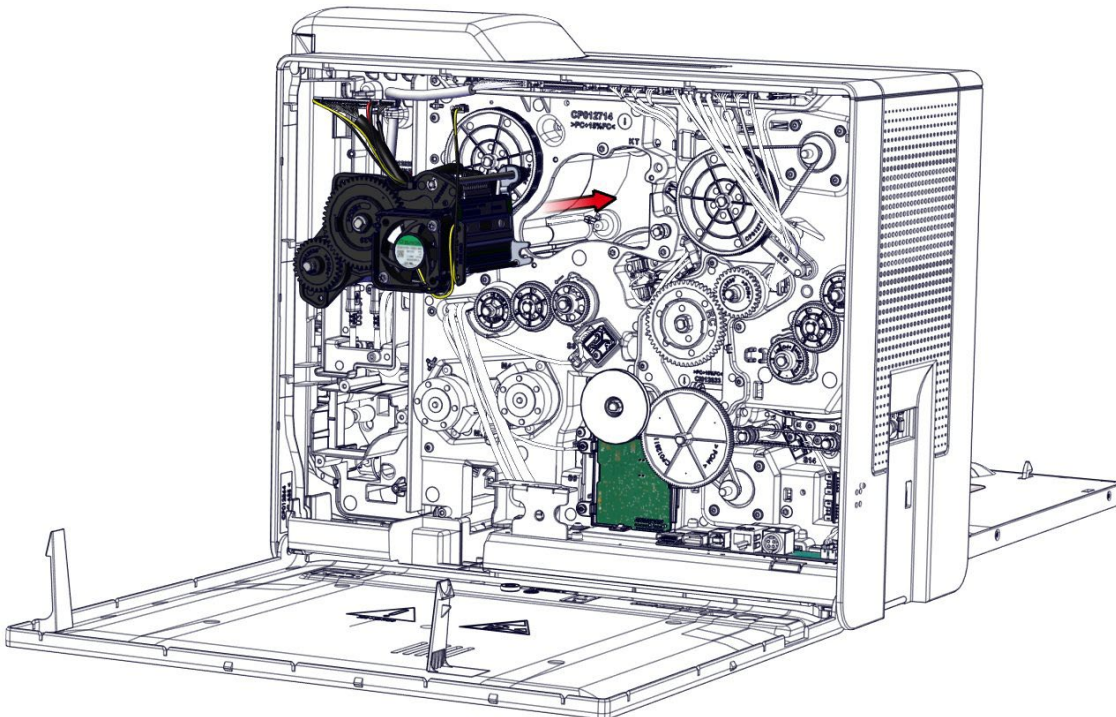
7. Remove the three screws from the print head.



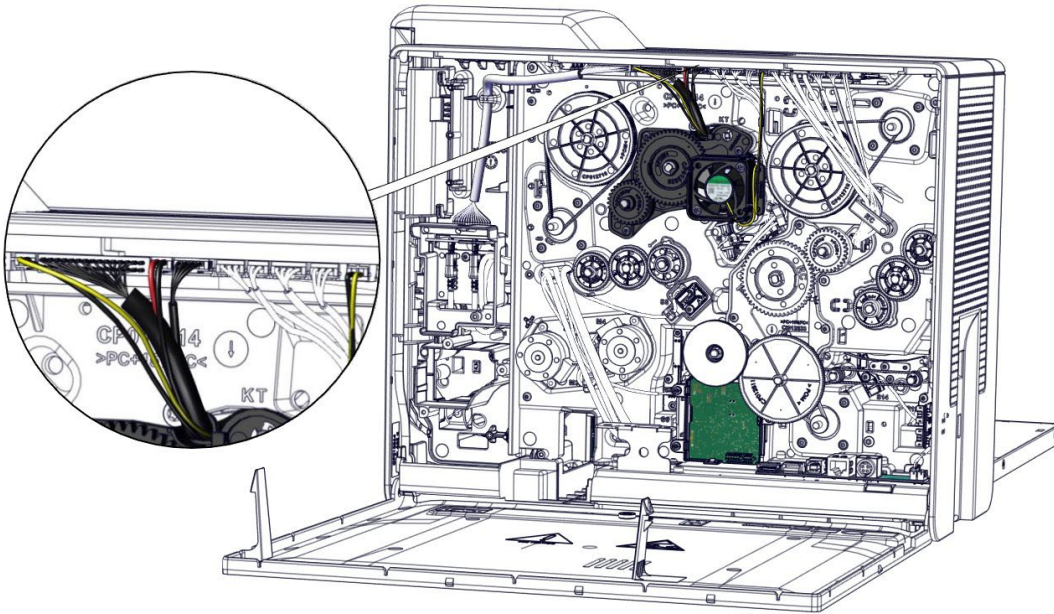
8. Pay attention. The print head must be in the retracted position before gently disengage it from the chassis.



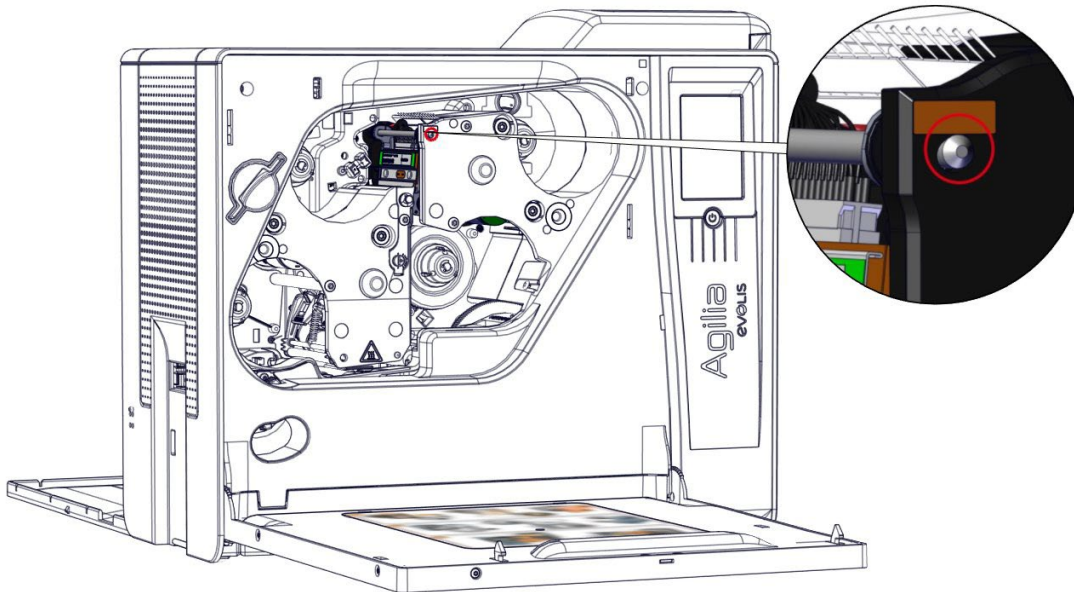
9. The new print head must be in the retracted position before gently put it back.



10. Reconnect the cables.



11. Check the axis is correctly inserted in the chasis.



12. 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.

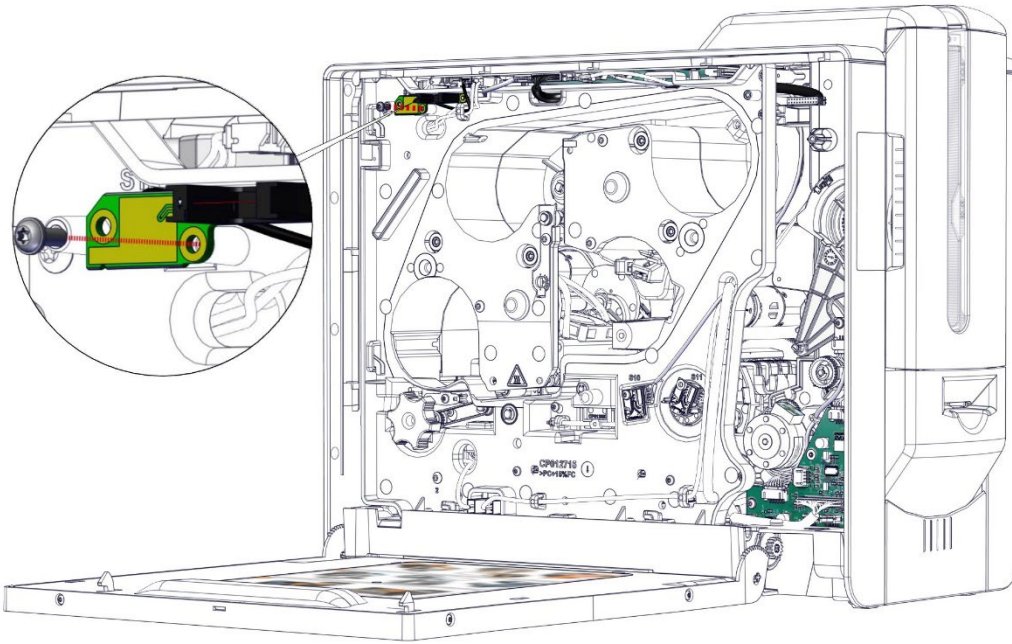
Enter the PKN number of the print head kit under Enter PKN no., then click Confirm.



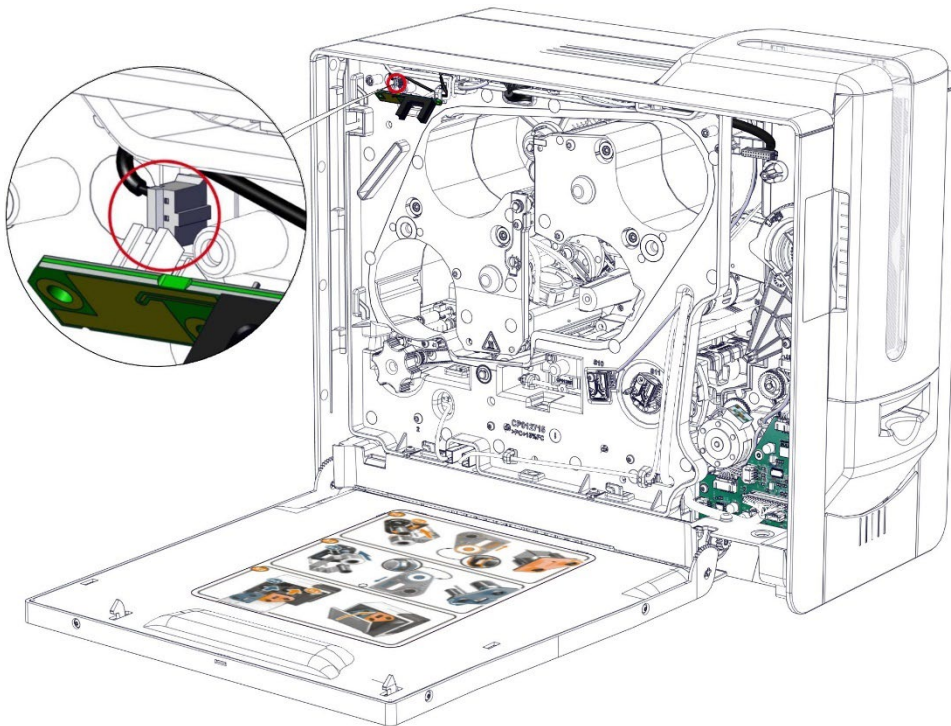
If the print head kit number is not entered correctly, printer malfunctions may occur and the warranty may be voided.

Step 16 – S12 (FRONT DOOR SENSOR) - CP011382

1. Carry out step 4-1 to 4-8 (page 68).
2. Remove the screw from the sensor (S12).



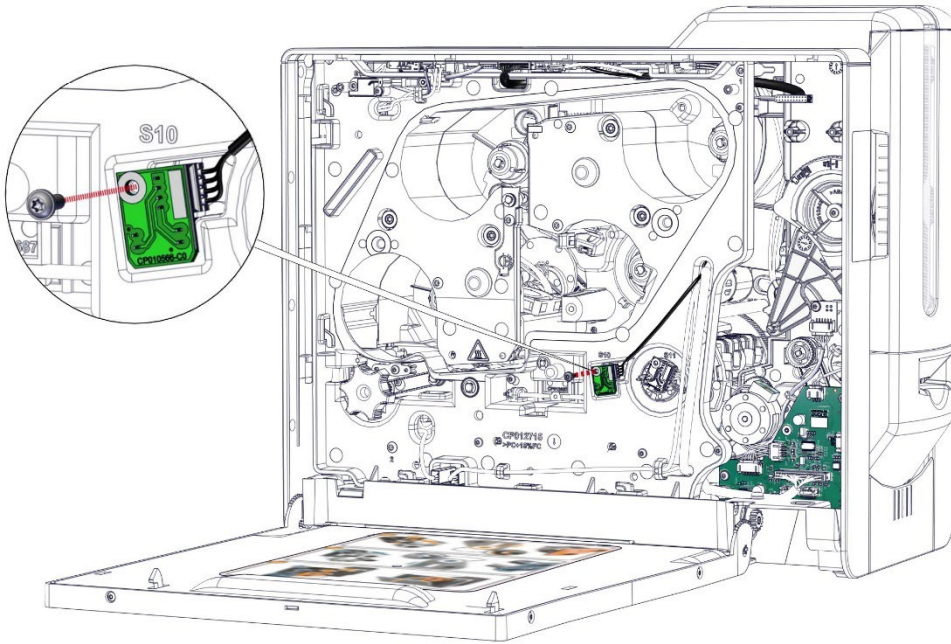
3. Disconnect the sensor cable.



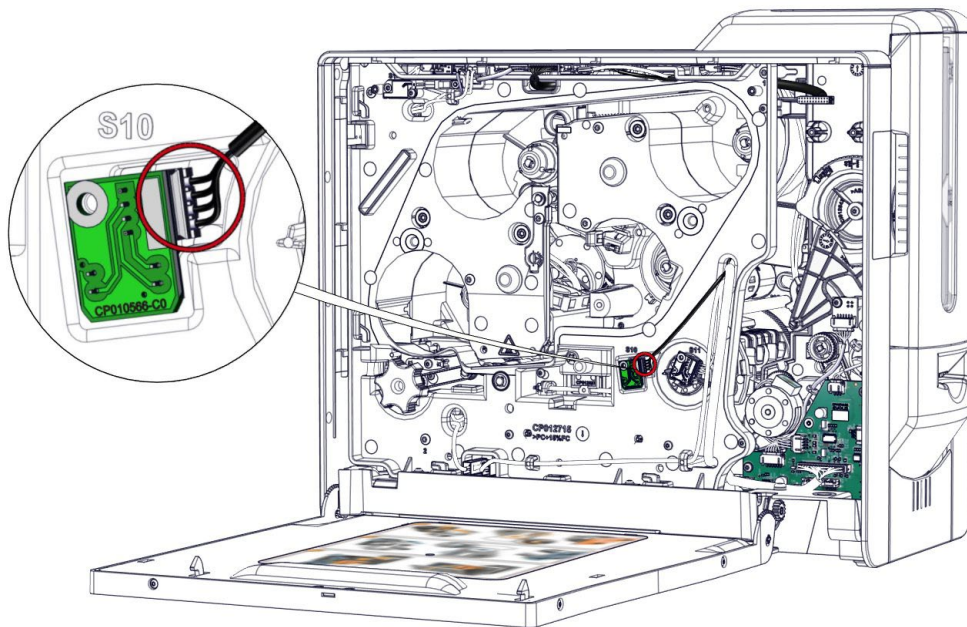
4. Take the new sensor and carry out the step in reverse.

Step 17 – S10 (FLIP: ROTATION SENSOR) – S10455

1. Carry out step 4-1 to 4-8 (page 68).
2. Remove the screw from the sensor S10.



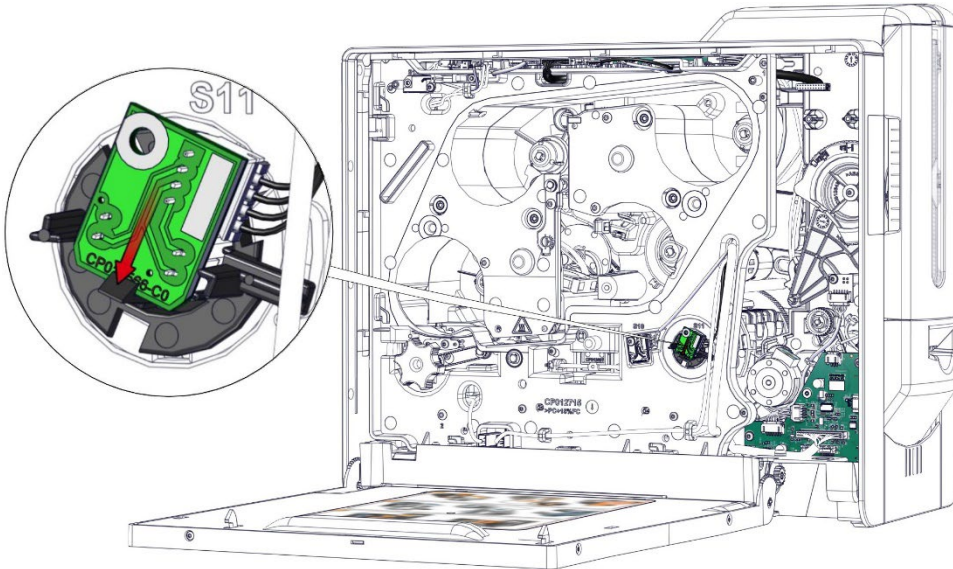
3. Disconnect the sensor cable.



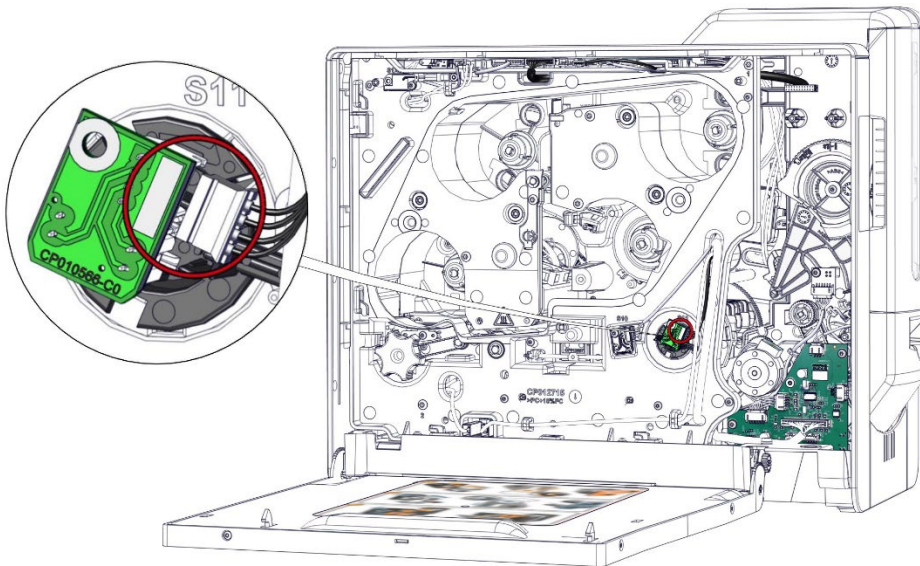
4. Take the new sensor and carry out the step in reverse.

Step 18 – S11 (FLIP: PRESENCE CARD SENSOR) – S10455

1. Carry out step 4-1 to 4-8 (page [68](#)).
2. Press on the clip to remove the sensor S11.



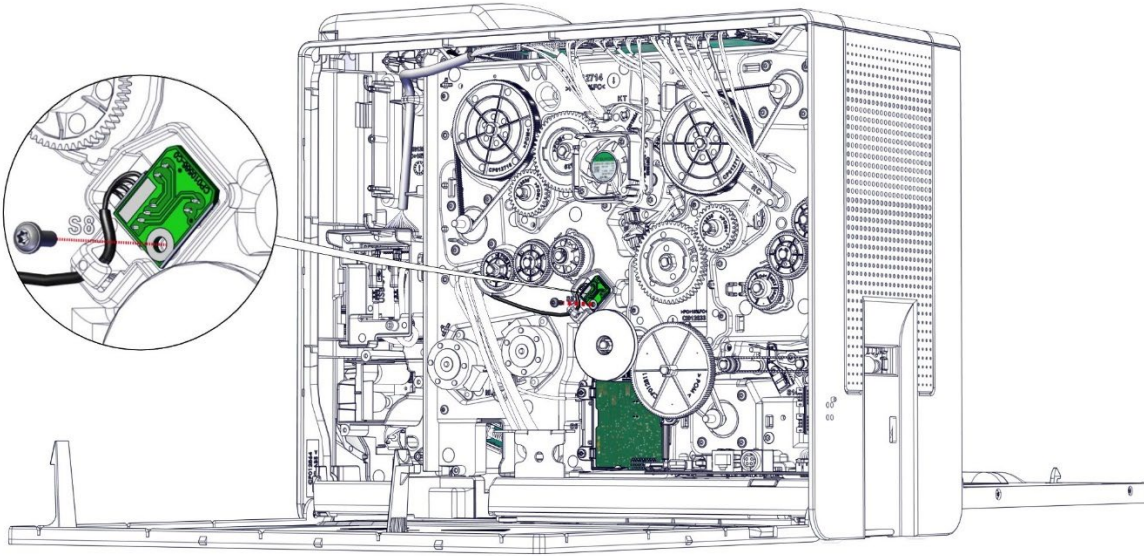
3. Disconnect the sensor cable.



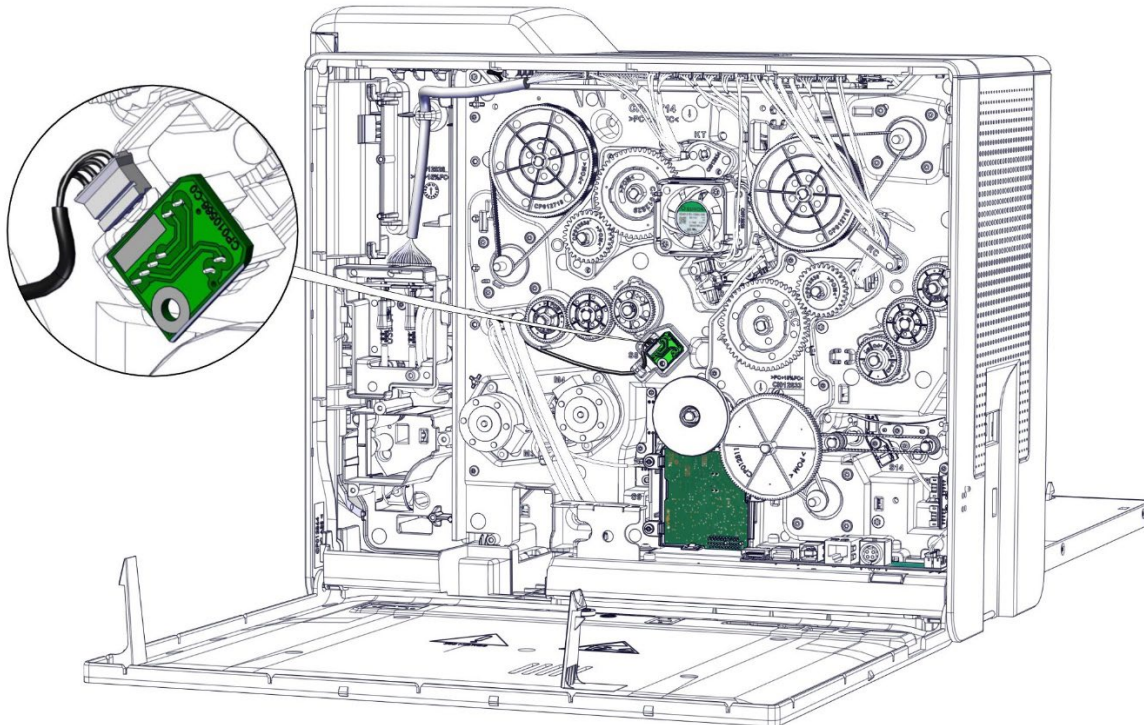
4. Take the new sensor and carry out the step in reverse.

Step 19- S8 (COLOR RIBBON BRAKE ROTATION SENSOR) – S10455

1. Carry out step 6-1 to 6-5 (page [73](#)).
2. Remove the screw from the sensor S8.



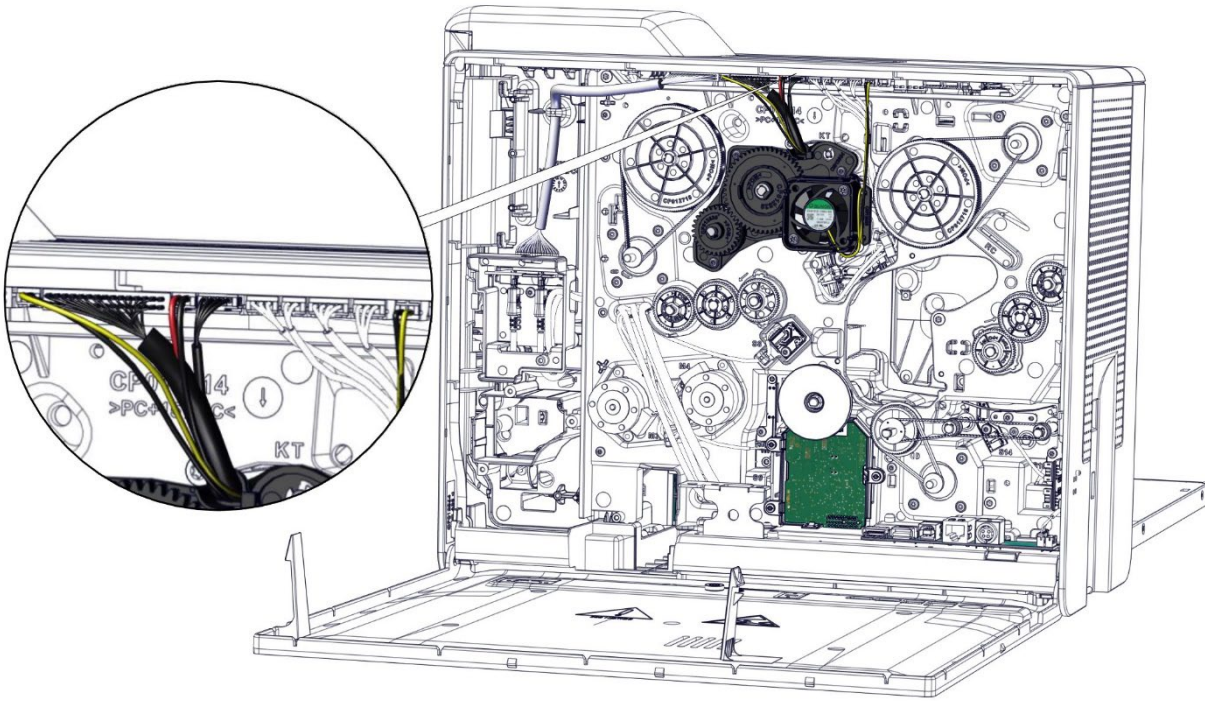
3. Disconnect the sensor cable.



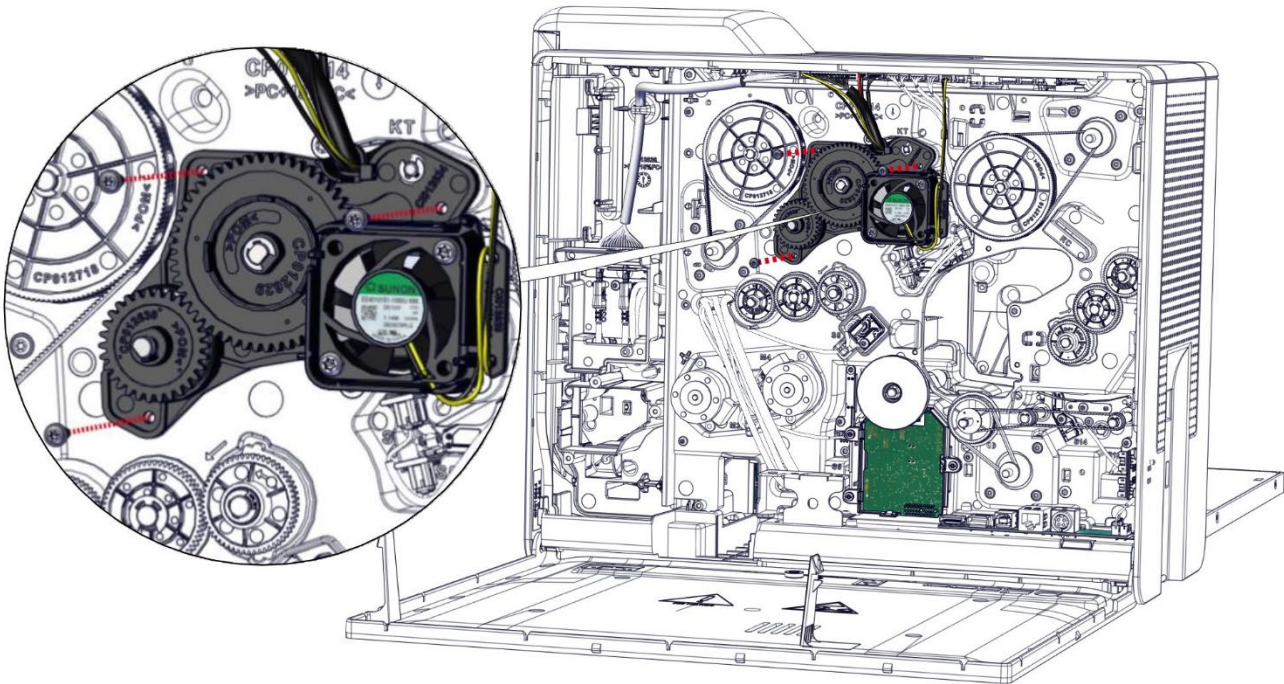
4. Take the new sensor and carry out the step in reverse.

Step 20 – S4 (RIBBON: TRANSMITTER SENSOR) – S10452

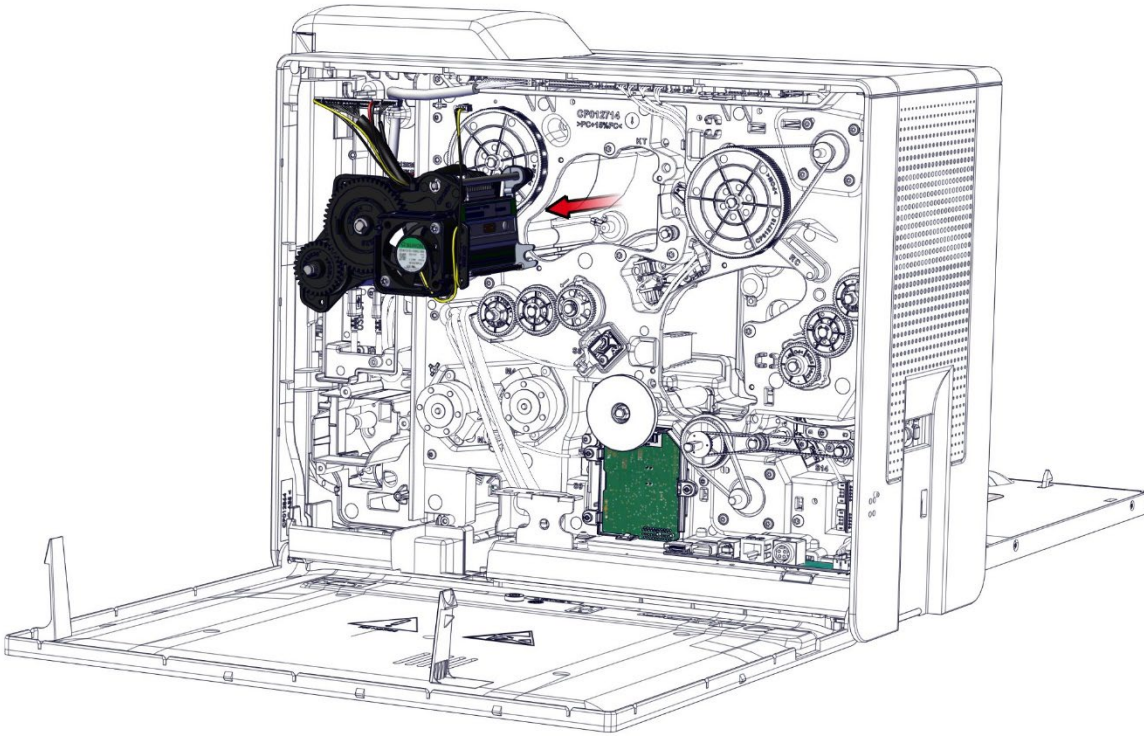
1. Carry out step 14-1 to 14-8 (page 94).
2. Gently disconnect the five print head cables from the main board.



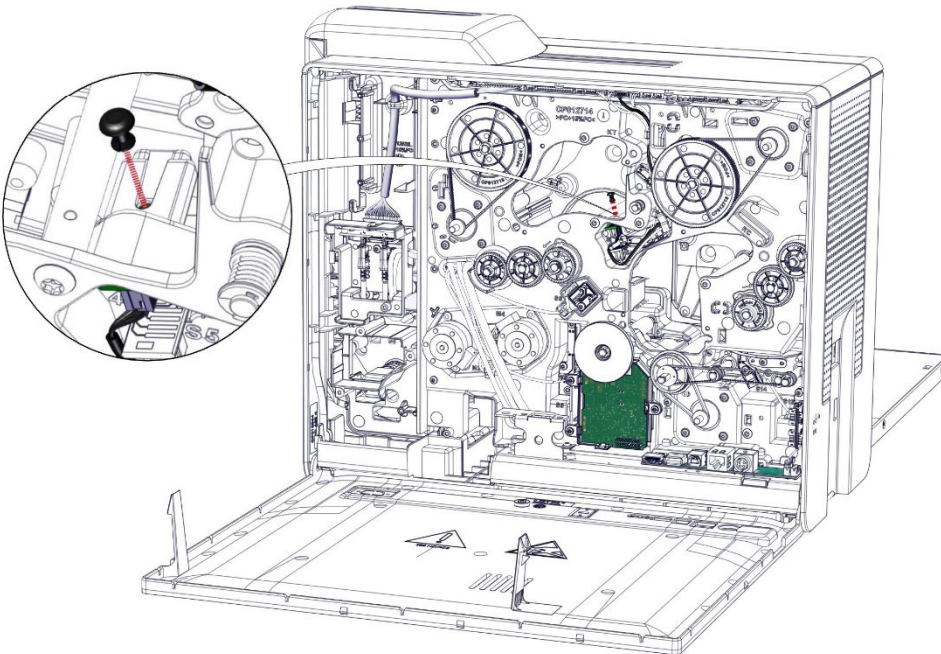
3. Remove the three screws from the print head.



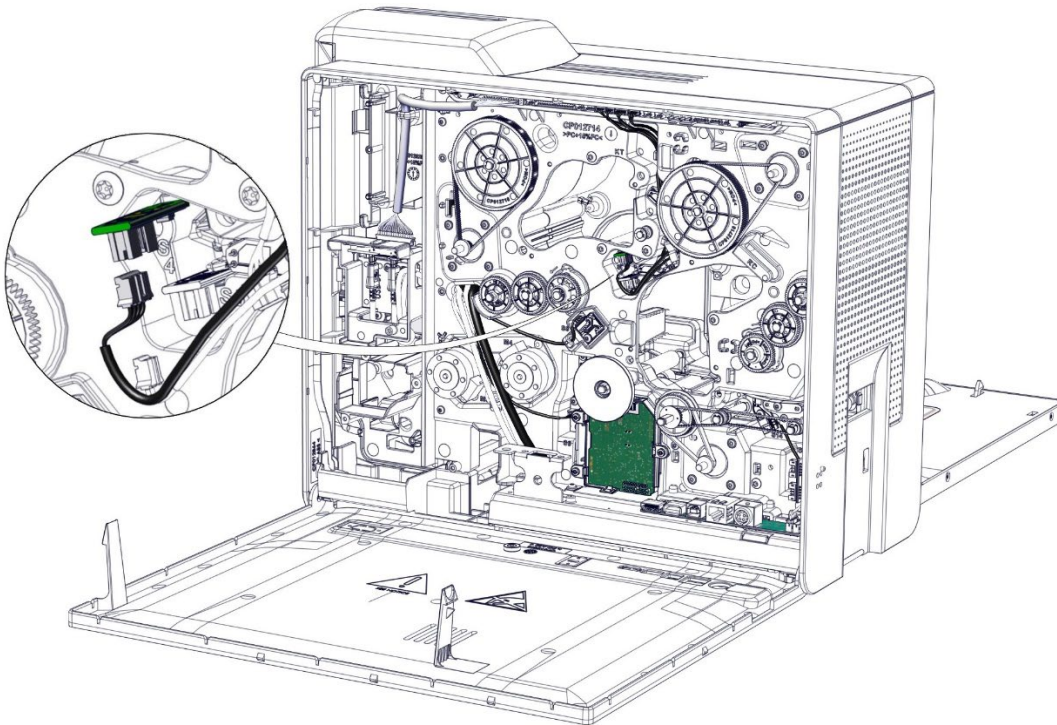
4. Pay attention. The print head must be in the retracted position before gently disengage it from the chassis



5. Remove the rivet (keep it or replace it).



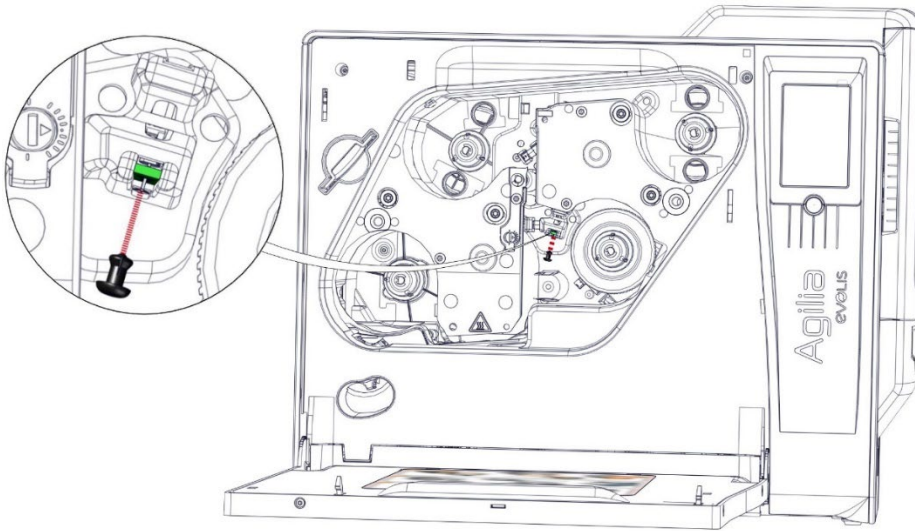
6. Gently disengage the sensor and disconnect its cable.



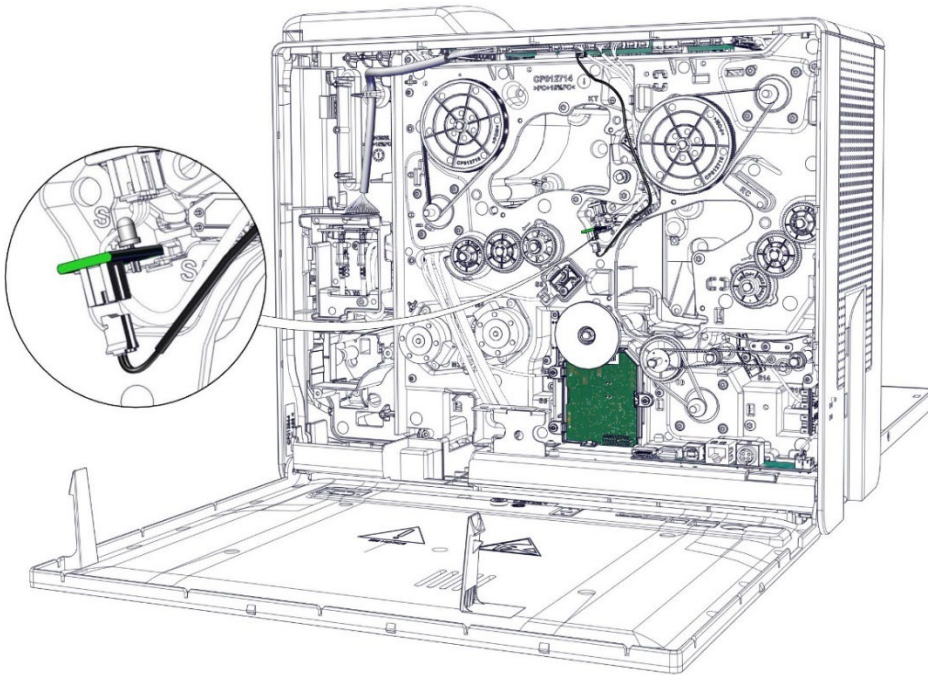
7. Take the new sensor and carry out the step in reverse. Pay attention to not pinch the cables.

Step 21 – S5 (RIBBON: RECEIVER SENSOR) – S10451

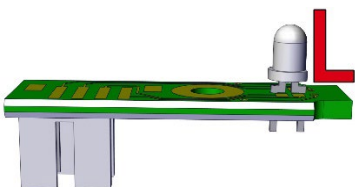
1. Carry out step 21-1 to 21-4 (page [112](#)).
2. Remove the rivet (keep it or replace it).



3. Gently disengage the sensor and disconnect its cable.

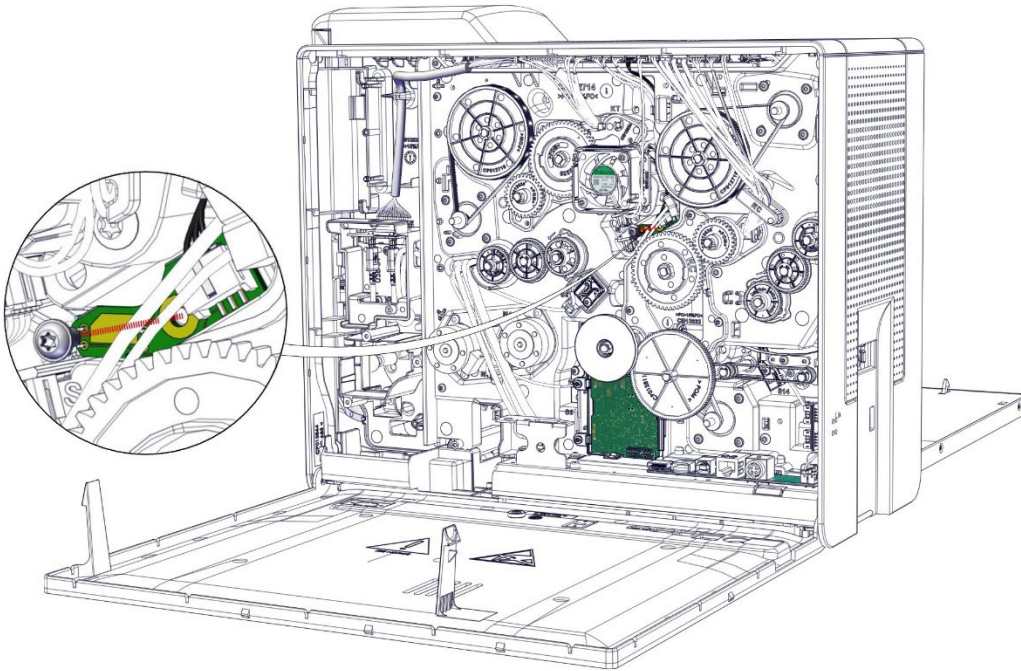


4. Take the new sensor, check the led is perpendicular to the card and carry out the step in reverse. Pay attention to not pinch the cables.

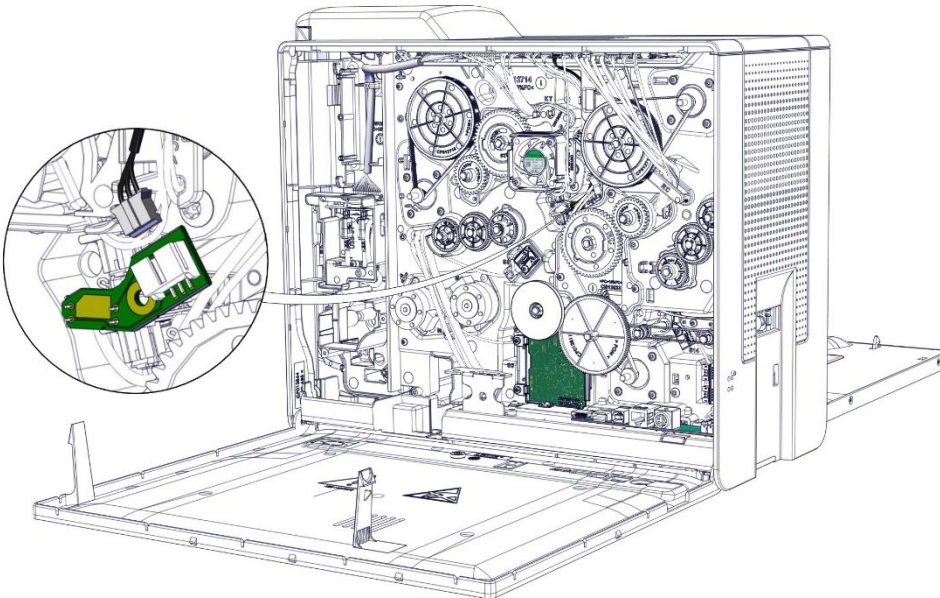


Step 22 – S3 (CLEAR FILM SYNCHRONIZATION SENSOR) - CP012210

1. Carry out step 6-1 to 6-5 (page [73](#)).
2. Remove the screw from the sensor.



3. Gently disengage the sensor and disconnect its cable.

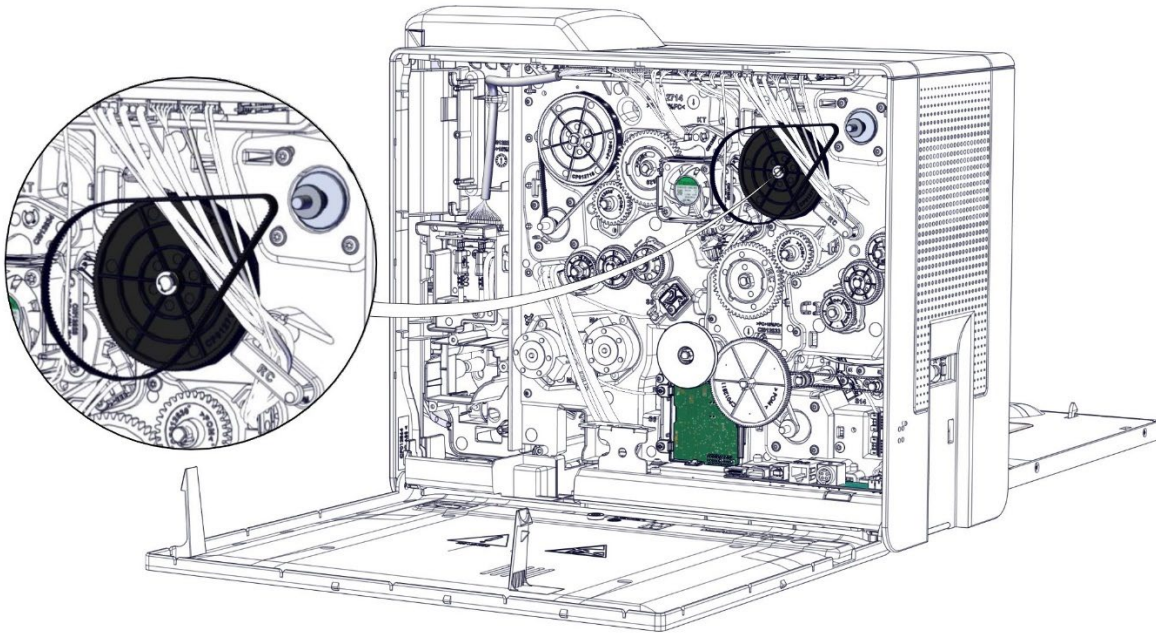


4. Take the new sensor and carry out the step in reverse.

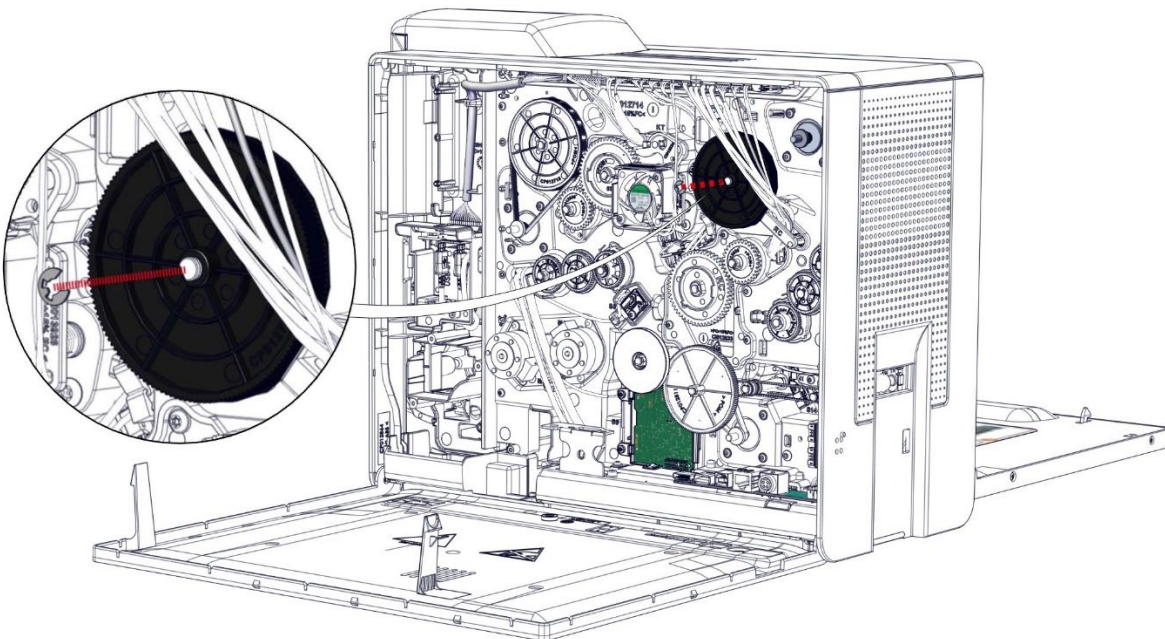
Sensor adjustment required: send the command Sa;cI

Step 23 – S6 (CLEAR FILM DETECTION SENSOR) – CP012210

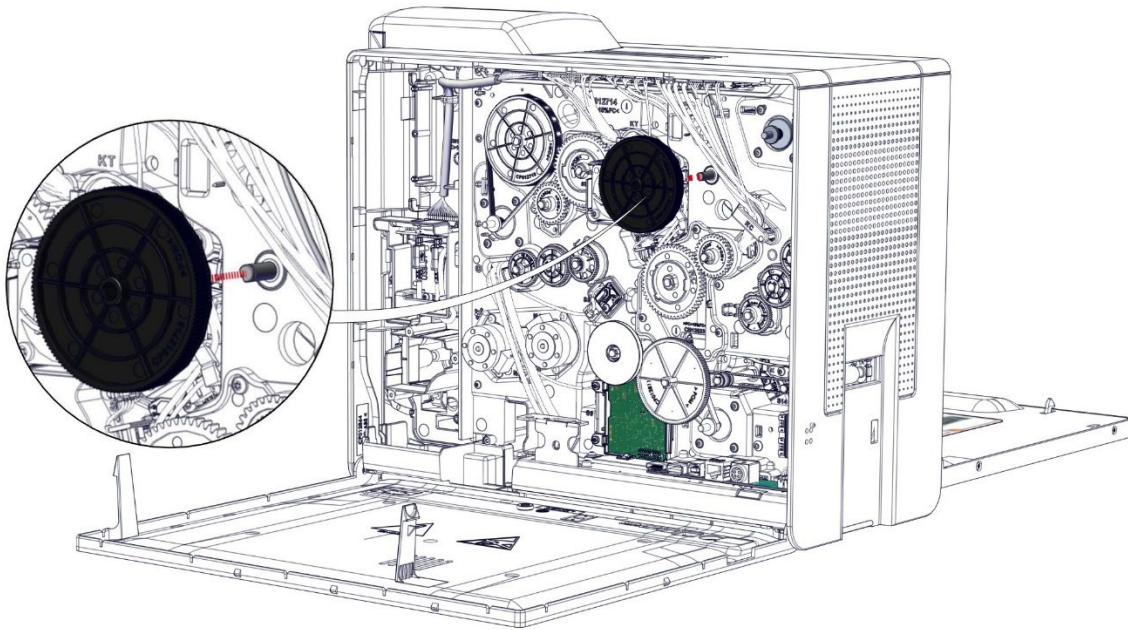
1. Carry out step 6-1 to 6-5 (page [73](#)).
2. Remove the belt from the gear.



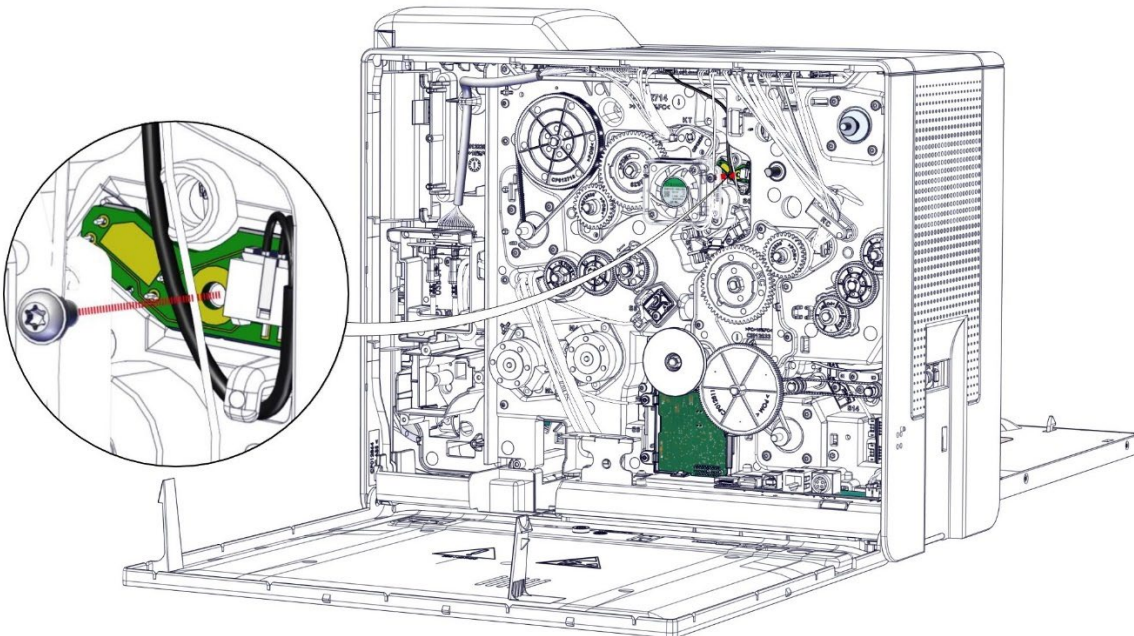
3. Remove the E-ring.



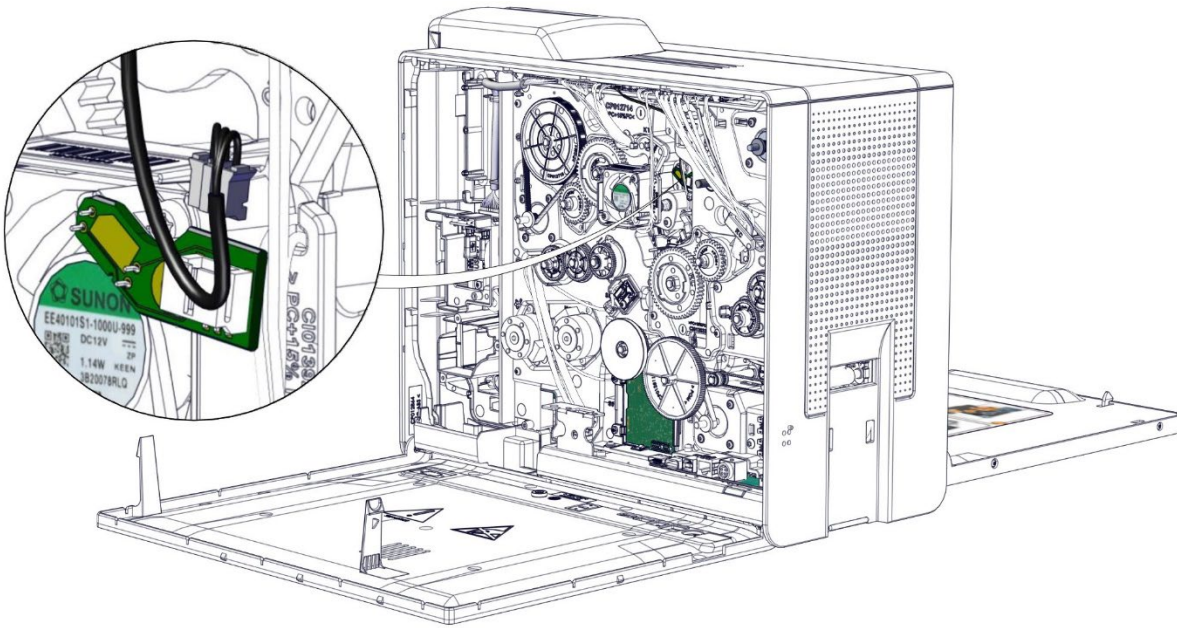
4. Remove the gear.



5. Remove the screw from the sensor.



6. Gently disengage the sensor and disconnect its cable.



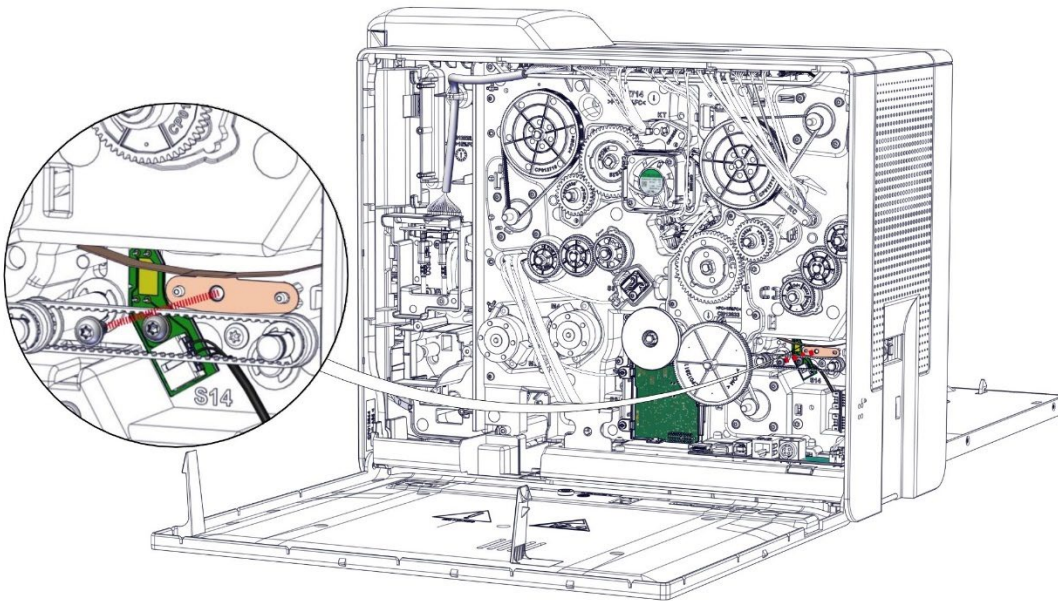
7. Take the new sensor and carry out the step in reverse.

Sensor adjustment required: send the command Sa;cI

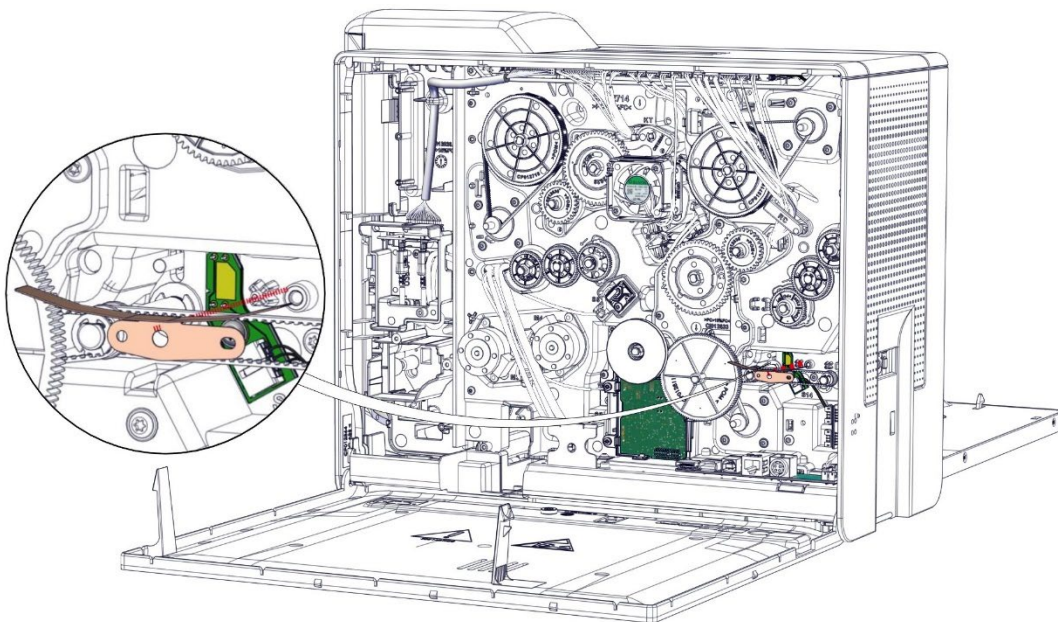
Step 24 – S14 (MAGNETIC SYNCHRONIZATION SENSOR) – CP012210

NOTE S14 sensor will disappear.

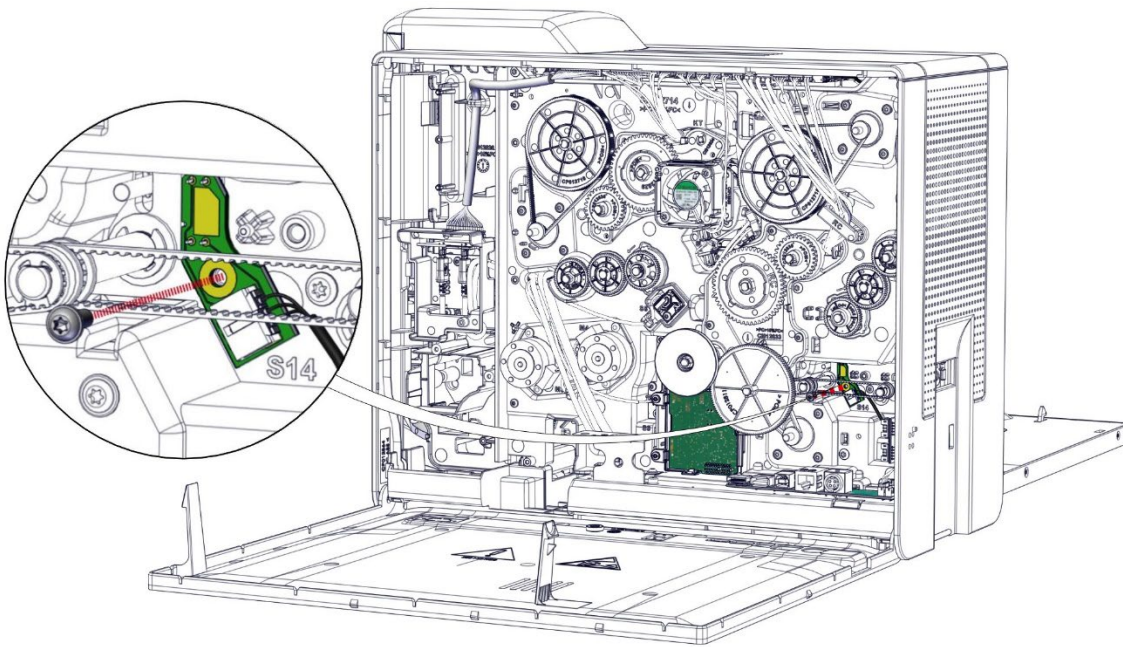
1. Carry out step 6-1 to 6-5 (page [73](#)).
2. Remove the screw from the spring blade.



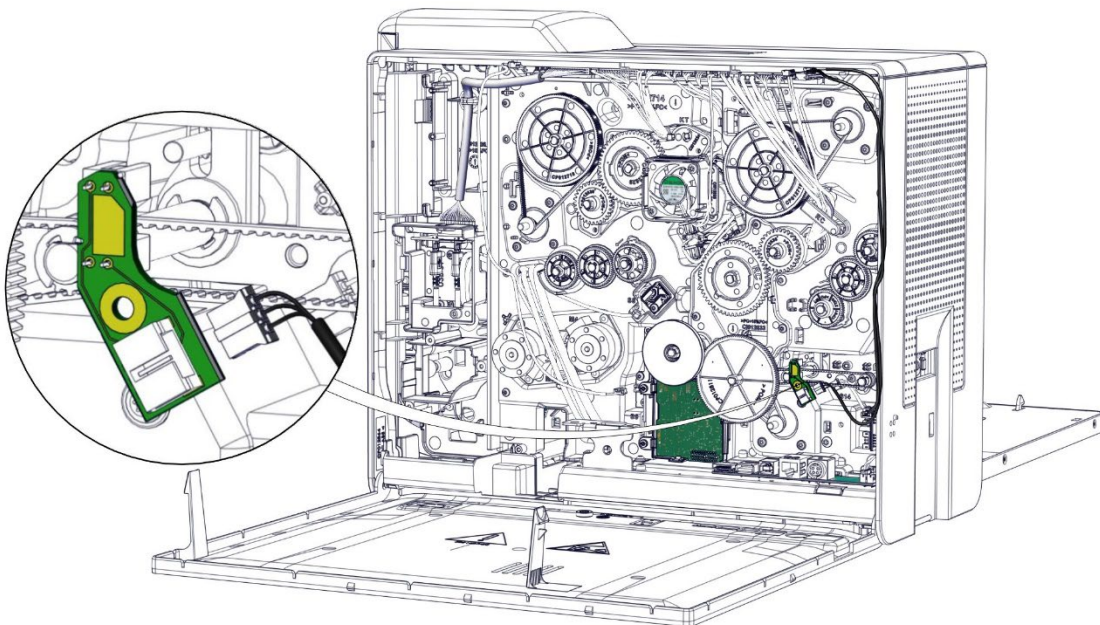
3. Remove the spring blade.



4. Remove the screw from the sensor.

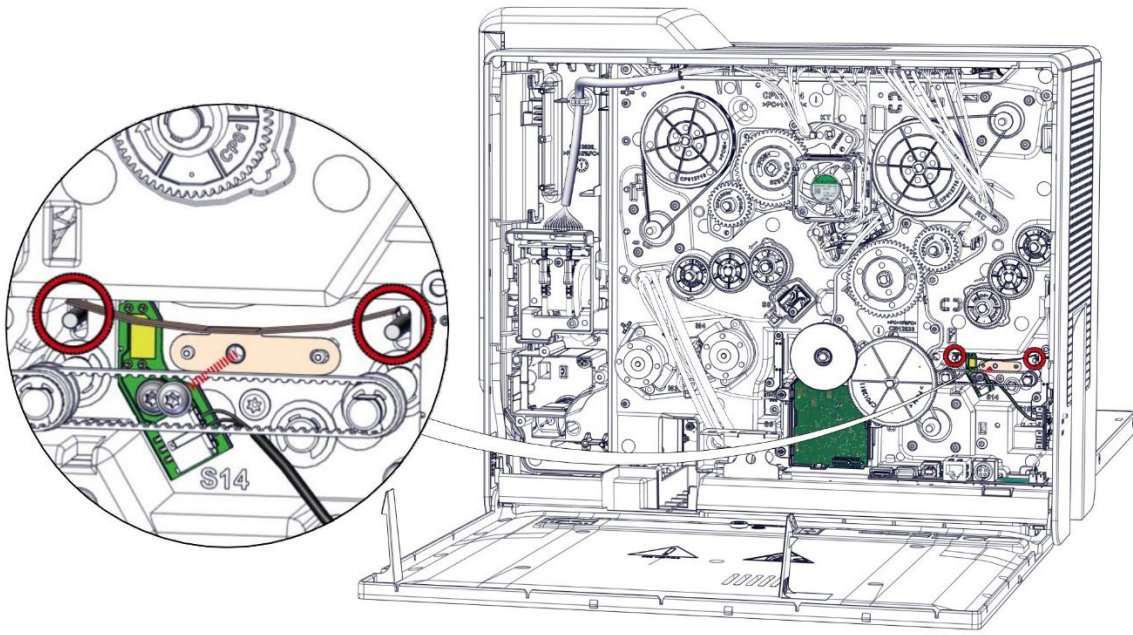


5. Gently disengage the sensor and disconnect its cable.



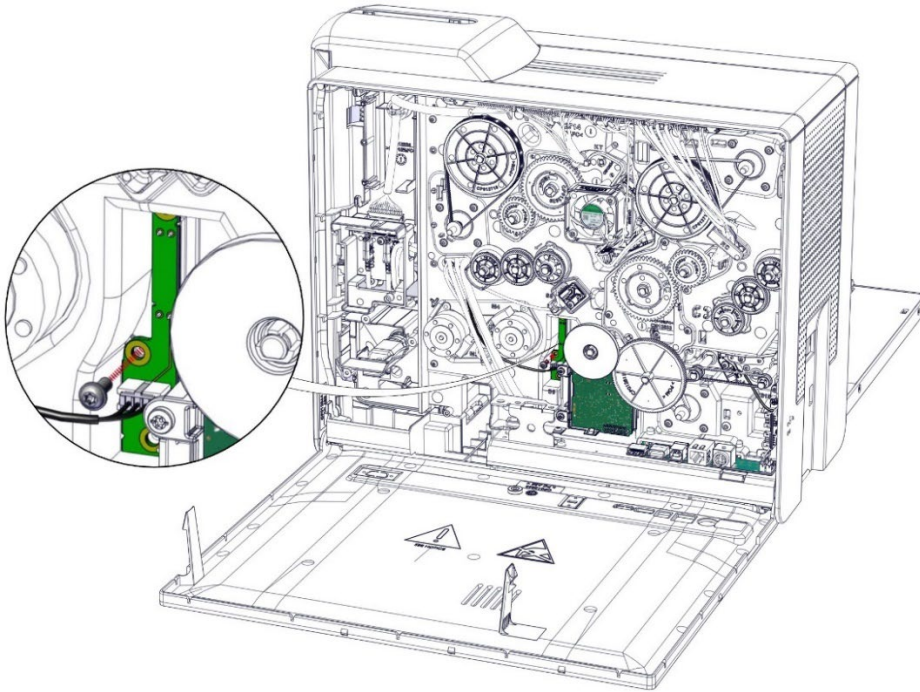
6. Take the new sensor and carry out the step in reverse.

7. Check that the spring blade is above the axes.

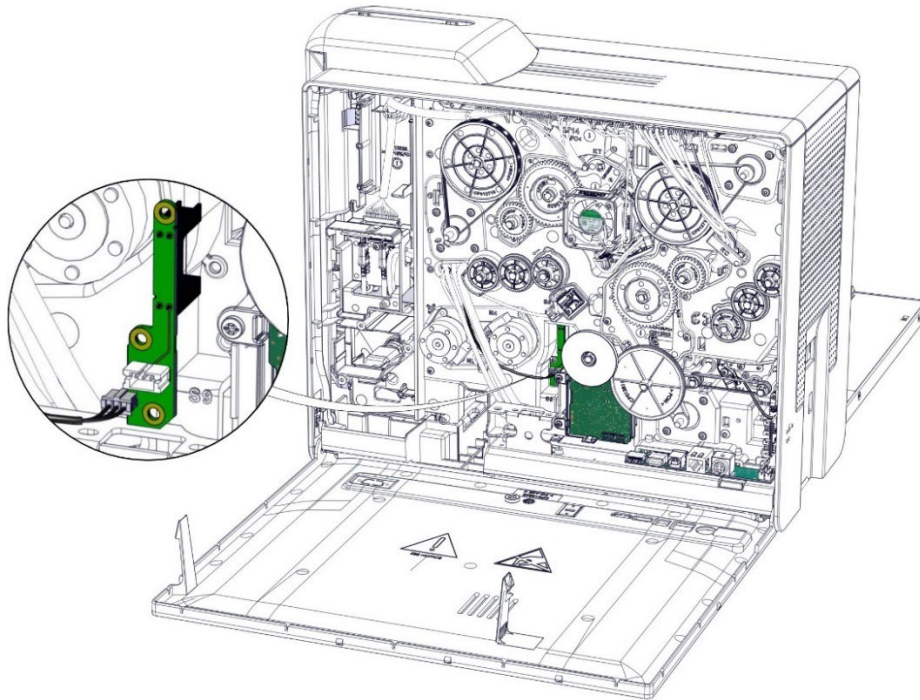


Step 25 – S9 (SYNCHRONIZATION CARD SENSOR) – CP011382

1. Carry out step 6-1 to 6-5 (page [73](#)).
2. Remove the screw from the sensor.



3. Gently disengage the sensor and disconnect its cable.

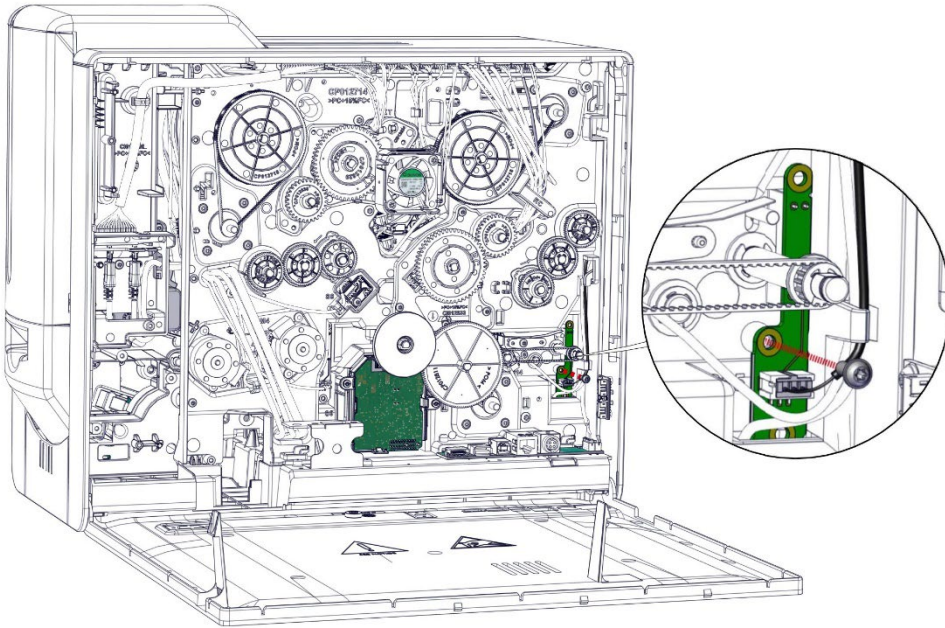


4. Take the new sensor and carry out the step in reverse.

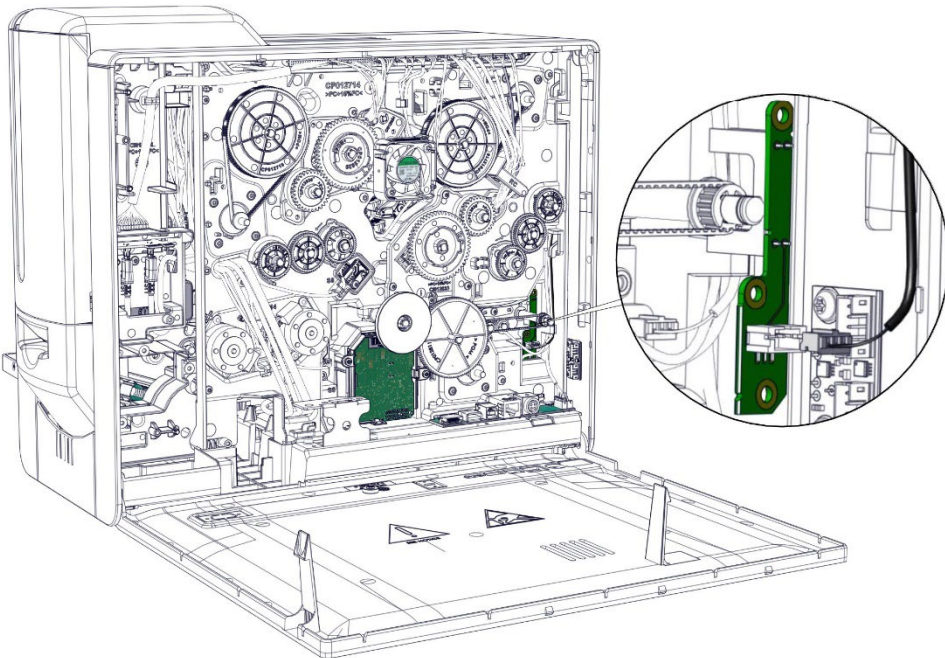
Sensor adjustment required: send the command Sa;p

Step 26 – S15 (CARD EXIT SENSOR) – CP011382

1. Carry out step 6-1 to 6-5 (page [73](#)).
2. Remove the screw from the sensor.



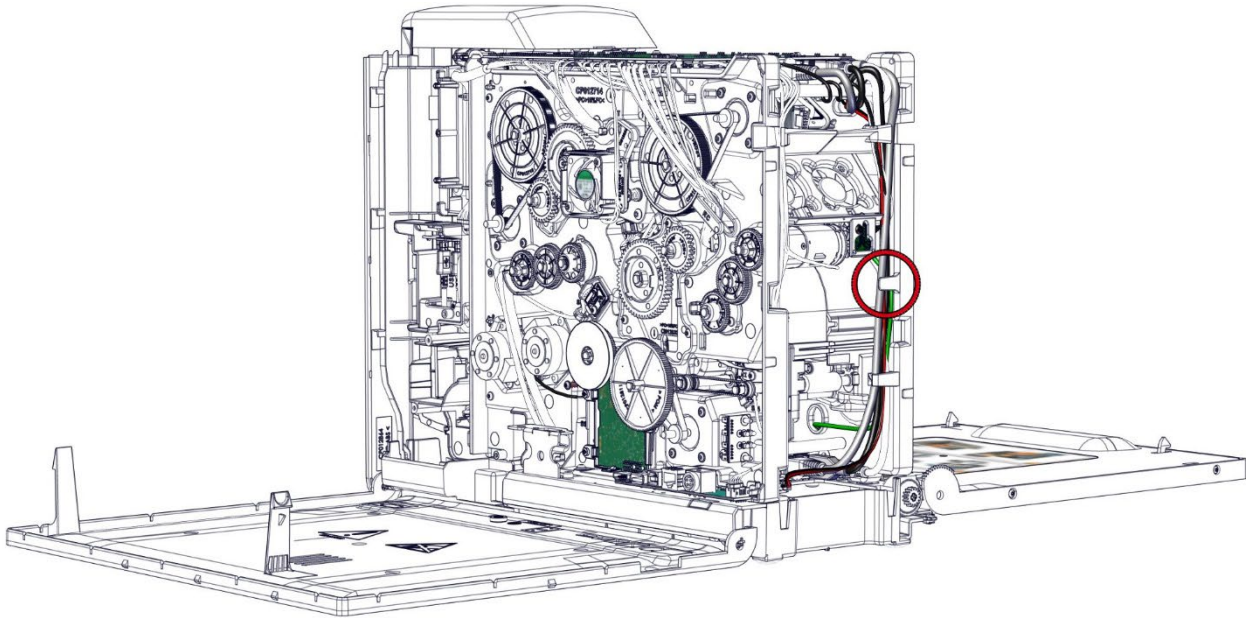
3. Gently disengage the sensor and disconnect its cable.



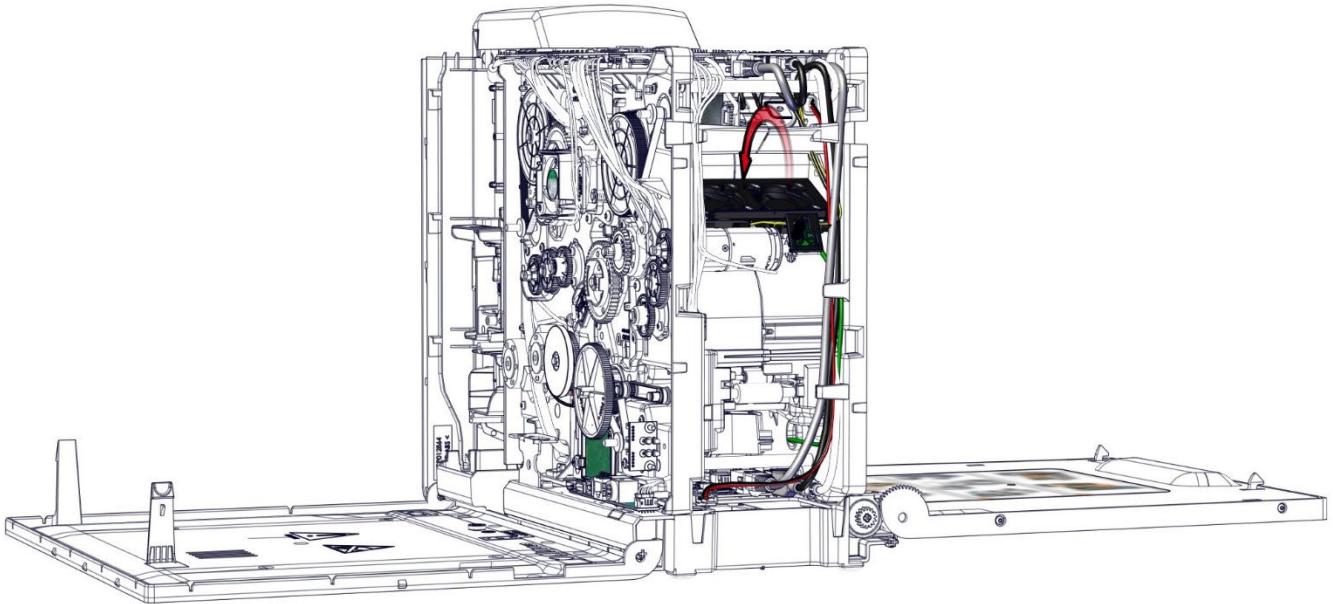
4. Take the new sensor and carry out the step in reverse.

Step 27 – S13 (CLEAR FILM PULLING ROTATION SENSOR) – S10455

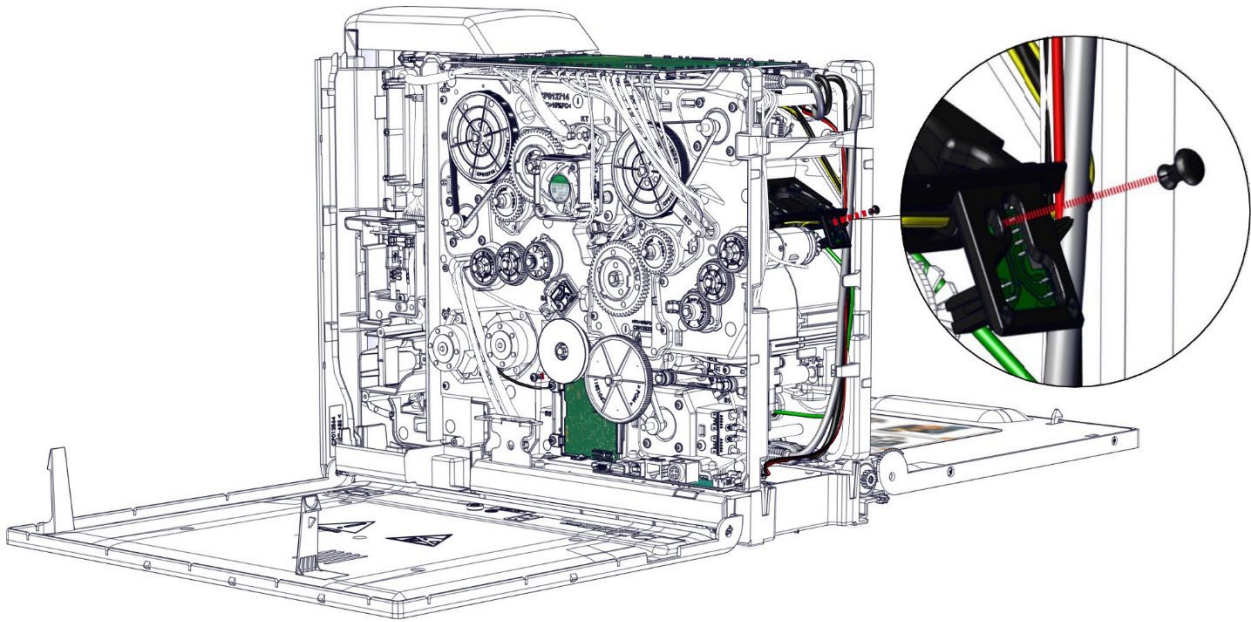
1. Carry out step 10-1 to 10-2 (page 86).
2. Undo the cables from the cable holder.



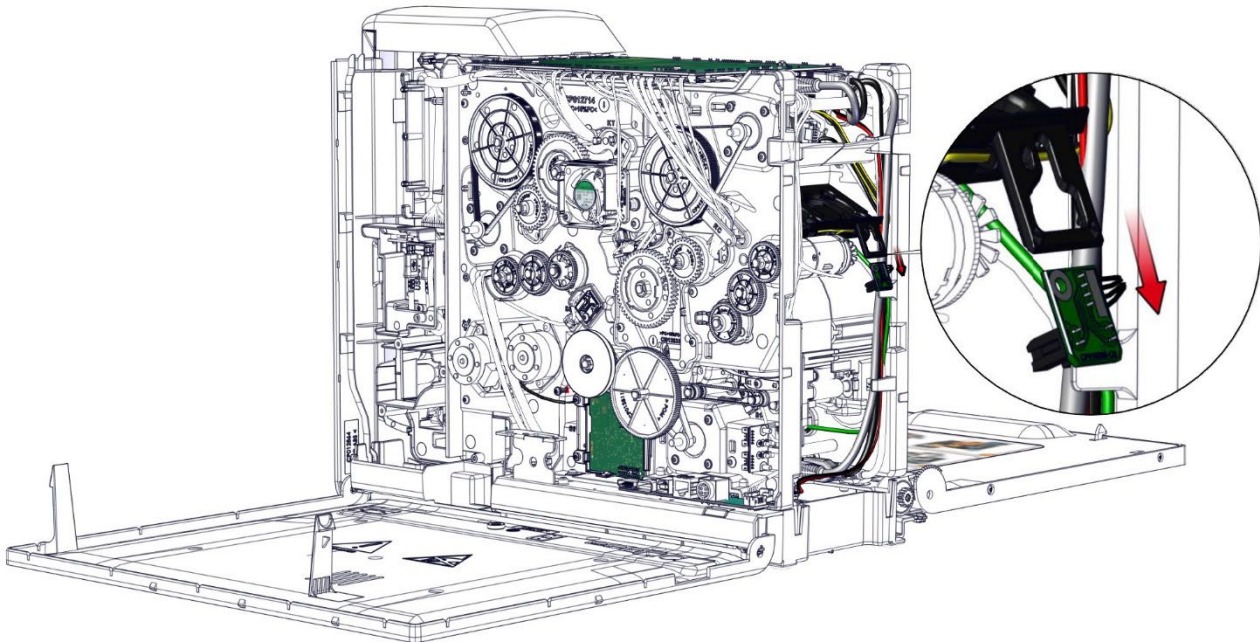
3. Unclip the fans support. Tilt it towards the inside of the printer.



4. Remove the rivet from the sensor. Retrieve both parts of the rivet.



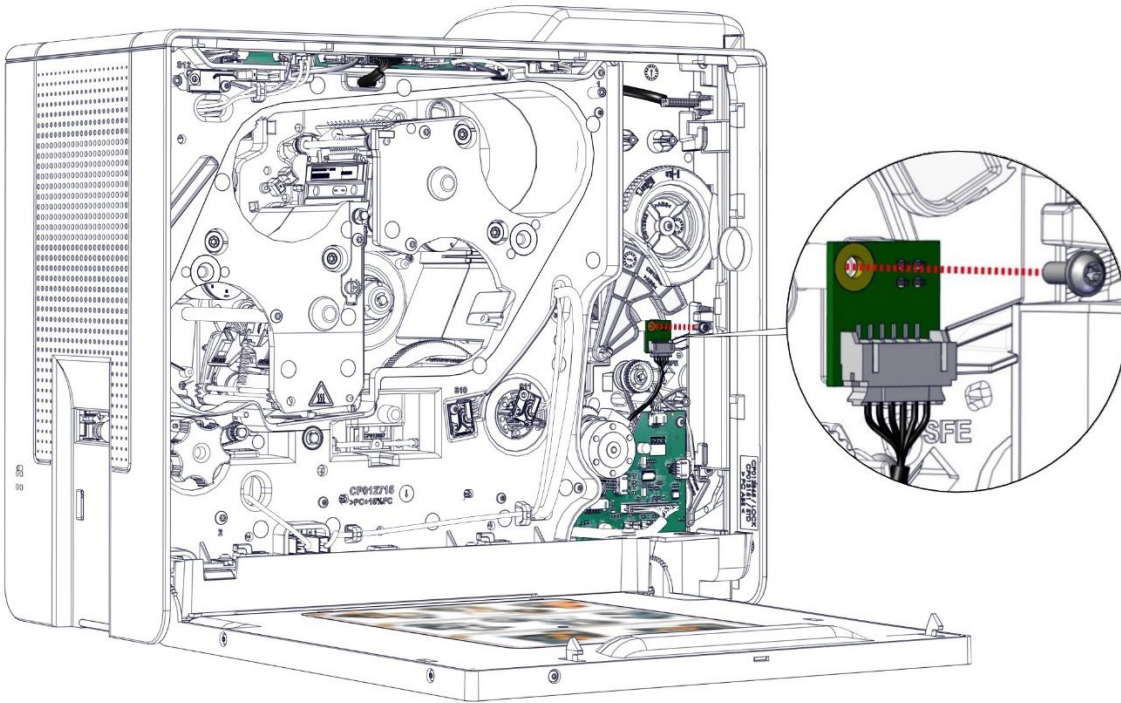
5. Gently disengage the sensor and disconnect its cable. Pay attention to not damage the motor's flag.



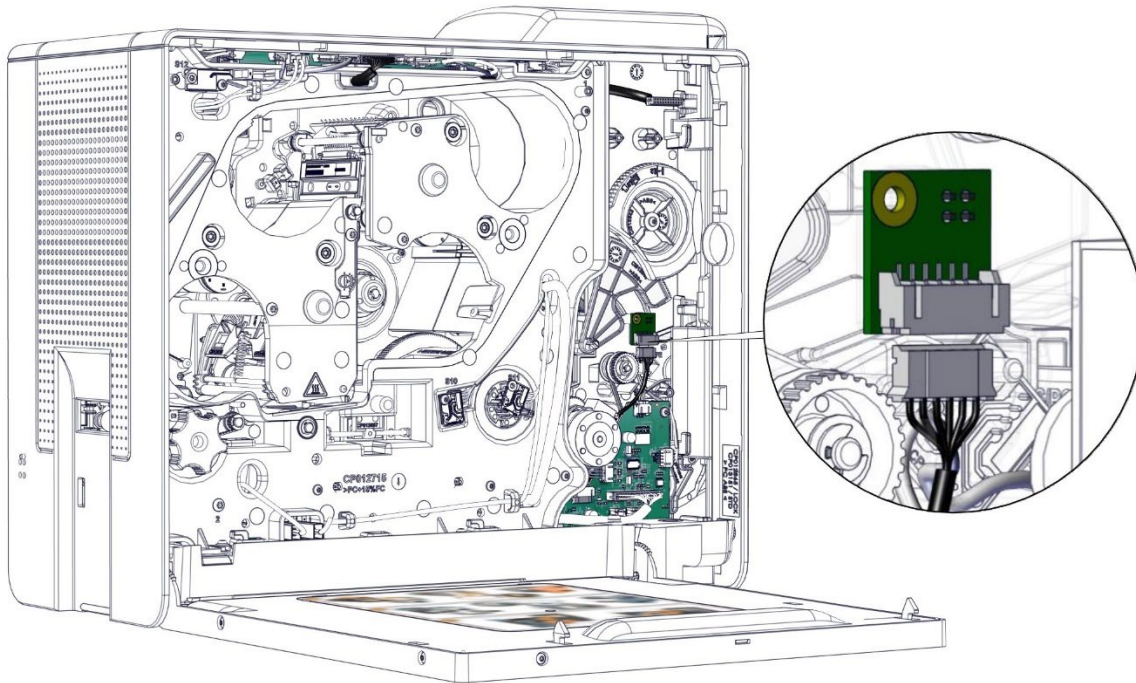
6. Take the new sensor and carry out the step in reverse. Pay attention to not pinch the cables.

Step 28 – J2 (FEEDER ALMOST EMPTY SENSOR) - CP011452

1. Carry out step 4-1 to 4-8 (page [68](#)).
2. Remove the screw from the sensor.



3. Disconnect the sensor cable.

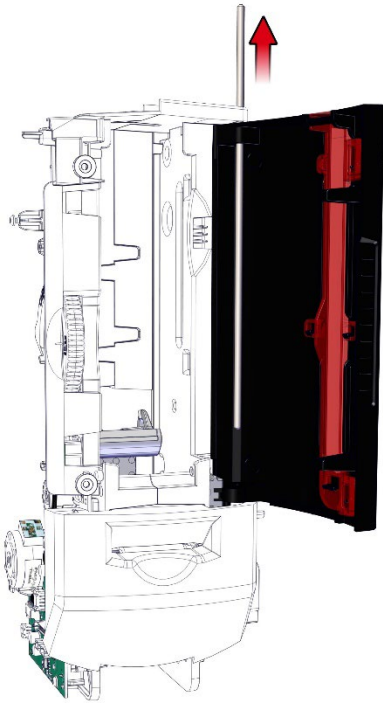


4. Take the new sensor and carry out the step in reverse.

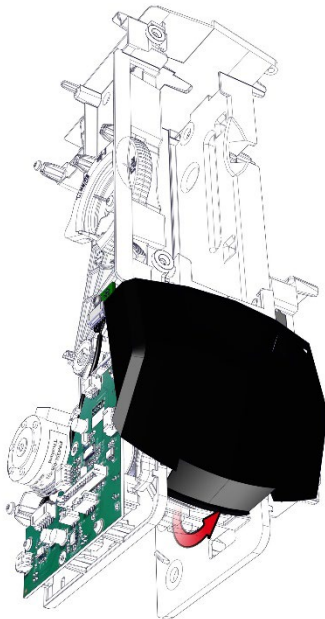
Sensor adjustment required: send the command Sa;f

Step 29 – J3 (FEEDER EMPTY SENSOR) – S10455

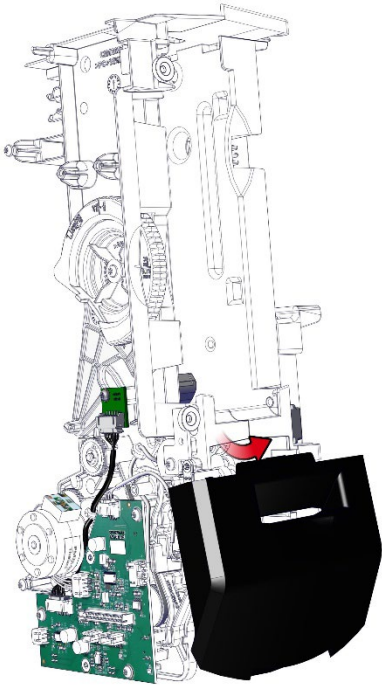
1. Carry out step 12-1 to 12-7 (page [88](#)).
2. Open the door and slide the axis to remove it.



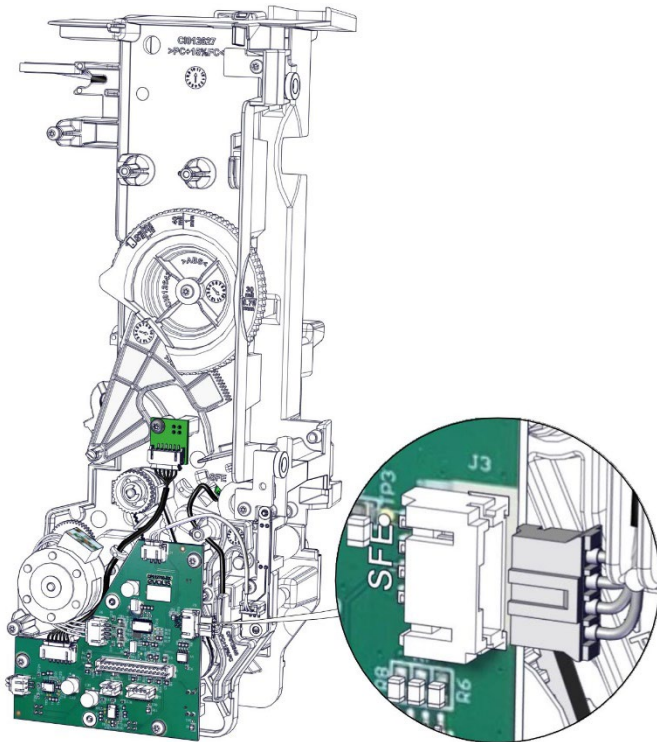
3. Unclip the manual card feeder from the chassis.



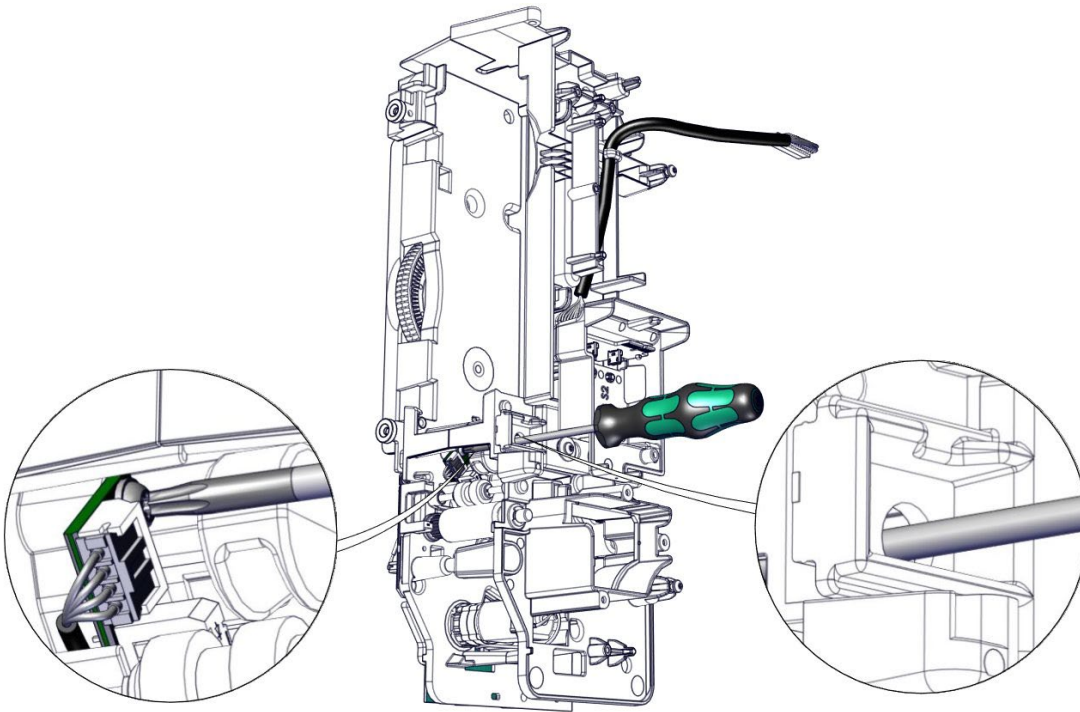
4. Gently disengage the manual card feeder from the chassis.



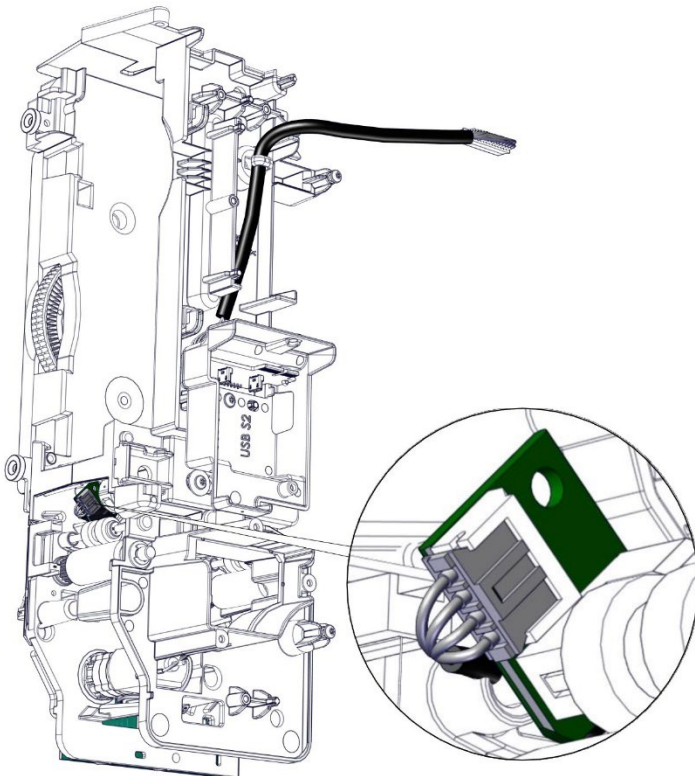
5. Disconnect the sensor cable from the feeder board. Easier to remove the sensor.



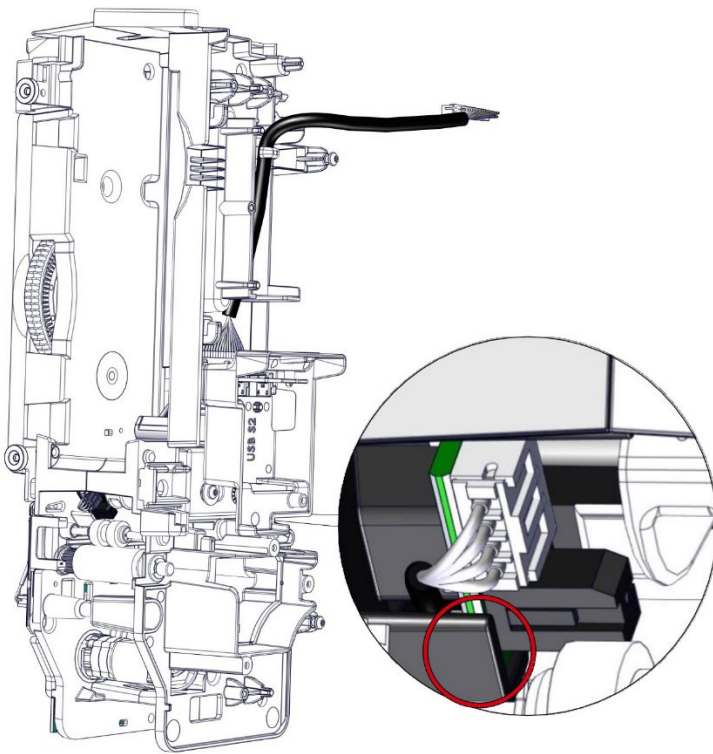
6. Insert the screwdriver through the hole in the frame and remove the screw from the sensor.



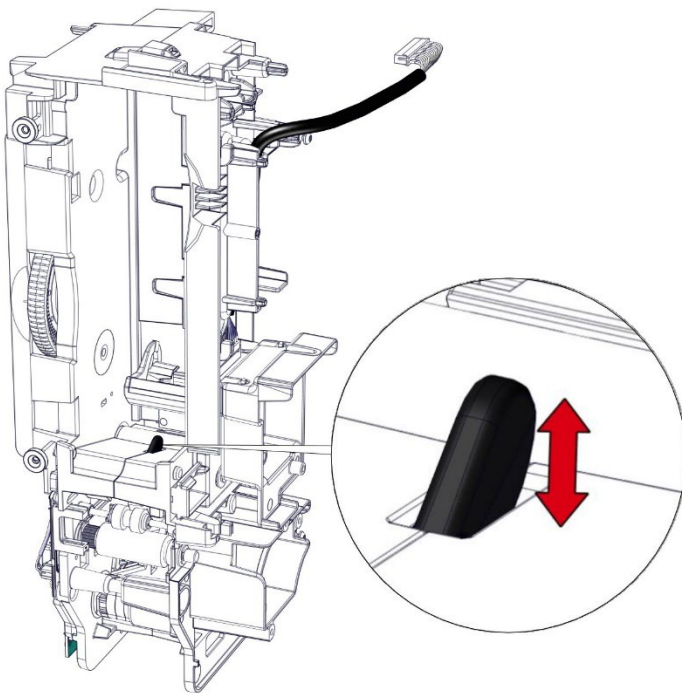
7. Gently disengage the sensor and disconnect it.



8. Take the new sensor and carry out the step in reverse. Verify the sensor is correctly put in its support.



9. Check that the flag correctly moves by pressing it.

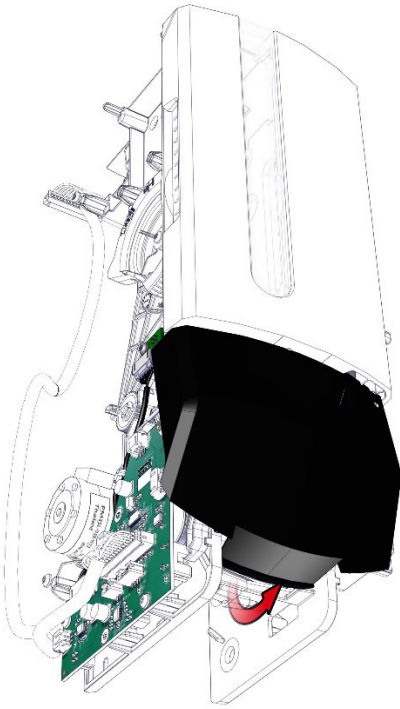


10. Pay attention to not pinch the cables.

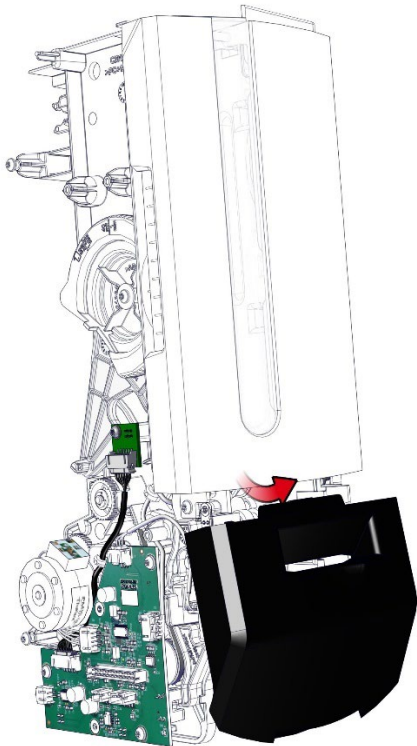
Sensor adjustment required: send the command Sa;f

Step 30 – J4 (FEEDER MANUAL SENSOR) – CP011382

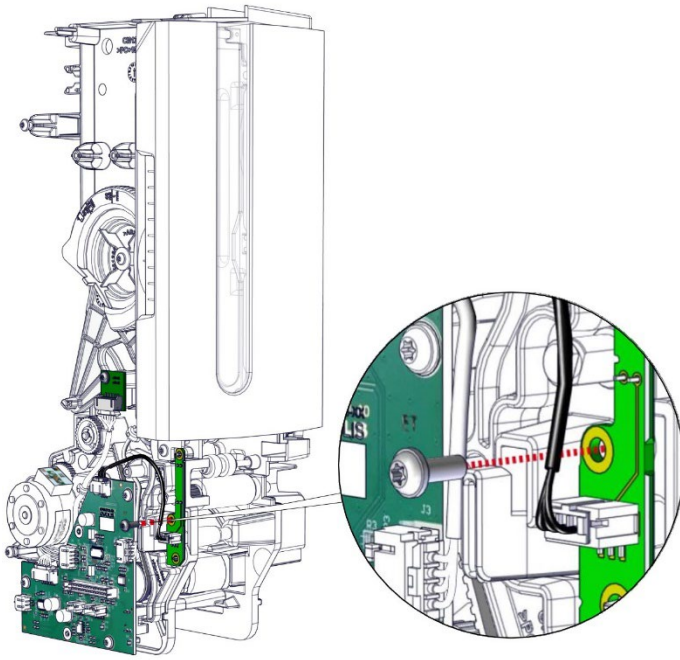
1. Carry out step 12-1 to 12-7 (page [88](#)).
2. Unclip the manual card feeder from the chassis.



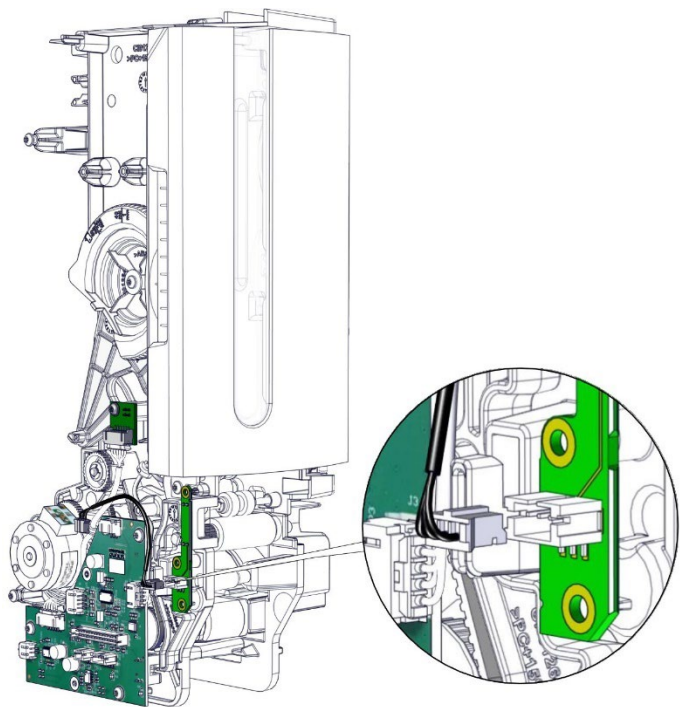
3. Gently disengage the manual card feeder from the chassis.



4. Remove the screw from the sensor.



5. Disconnect the sensor cable.

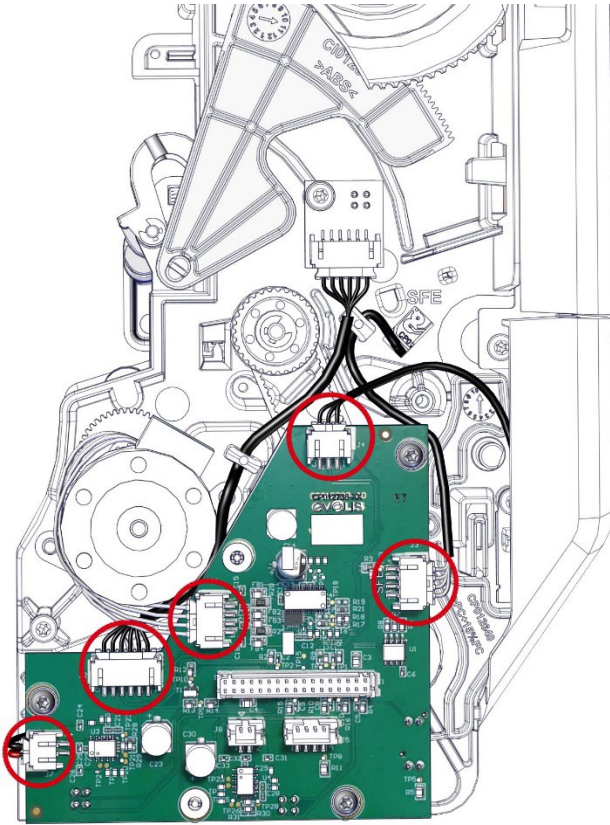


6. Take the new sensor and carry out the step in reverse.

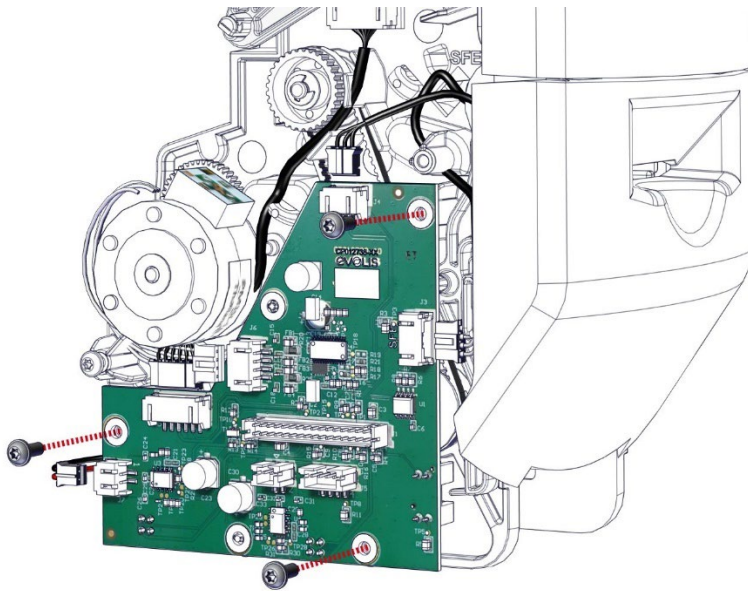
Sensor adjustment required: send the command Sa;f

Step 31 – OPT3 (REJECT BOX COVER OPEN SENSOR) – CP012739

1. Carry out step 12-1 to 12-7 (page [88](#)).
2. Gently disconnect all the cables.



3. Remove the three screws from the feeder card.



Reject box cover
open sensor

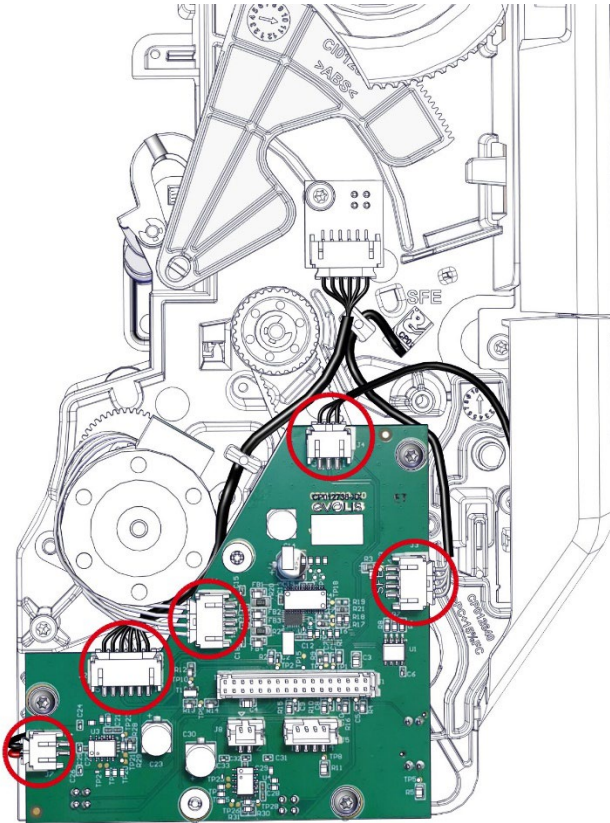


4. Take the new feeder card and carry out the step in reverse. Pay attention to not pinch the cables.

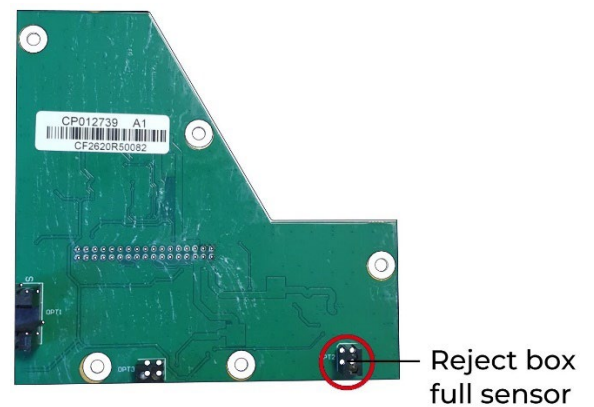
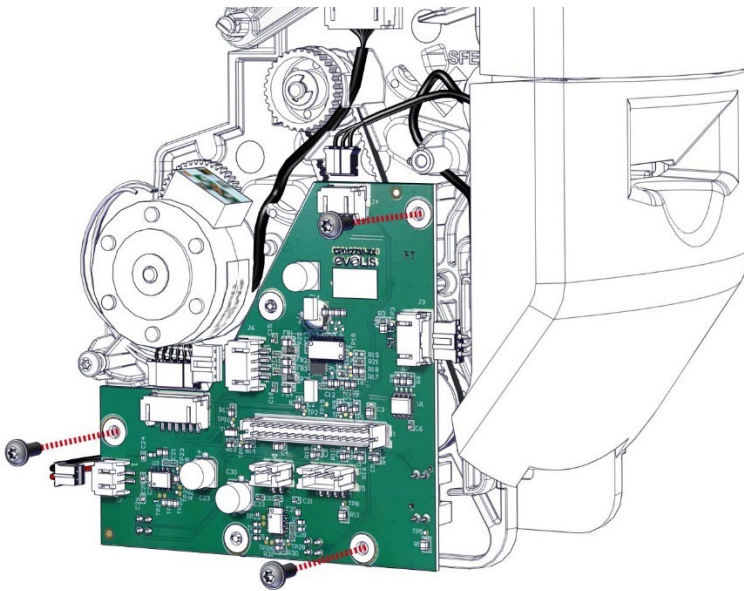
Sensor adjustment required: send the command Sa;rb

Step 32 – OPT2 (REJECT BOX FULL SENSOR) – CP012739

1. Carry out step 12-1 to 12-7 (page [88](#)).
2. Gently disconnect all the cables.



3. Remove the three screws from the feeder card.

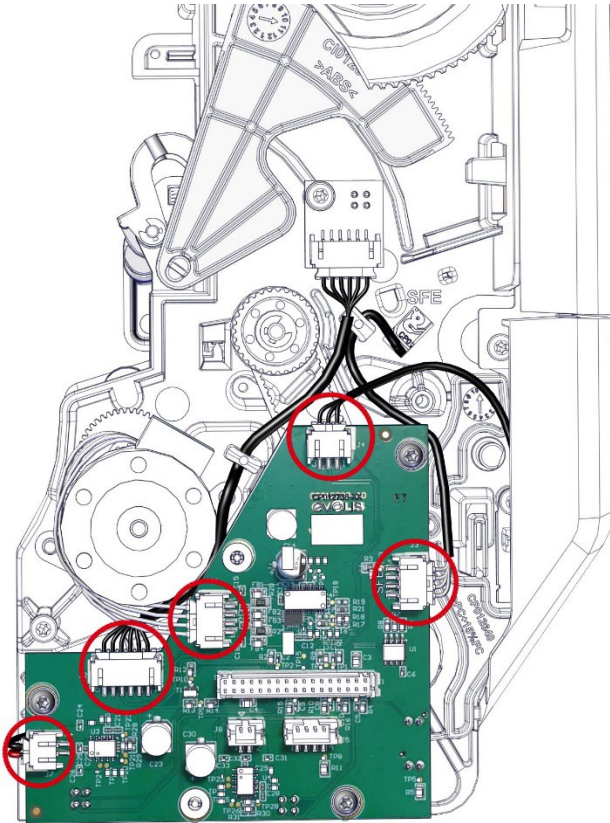


4. Take the new feeder card and carry out the step in reverse. Pay attention to not pinch the cables.

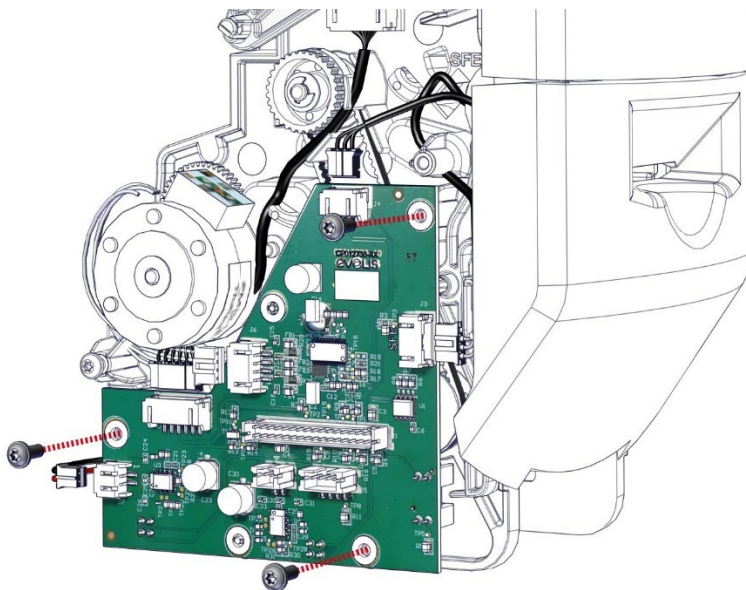
Sensor adjustment required: send the command Sa;rb

Step 33 – OPTI (FEEDER DOOR SENSOR) – CP012739

1. Carry out step 12-1 to 12-7 (page [88](#)).
2. Gently disconnect all the cables.



3. Remove the three screws from the feeder card.

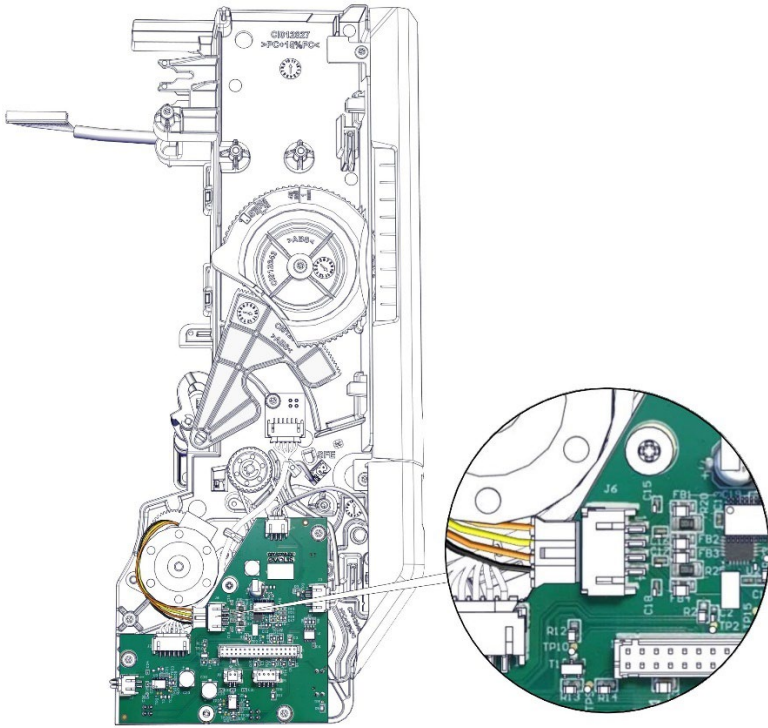


4. Take the new feeder card and carry out the step in reverse. Pay attention to not pinch the cables.

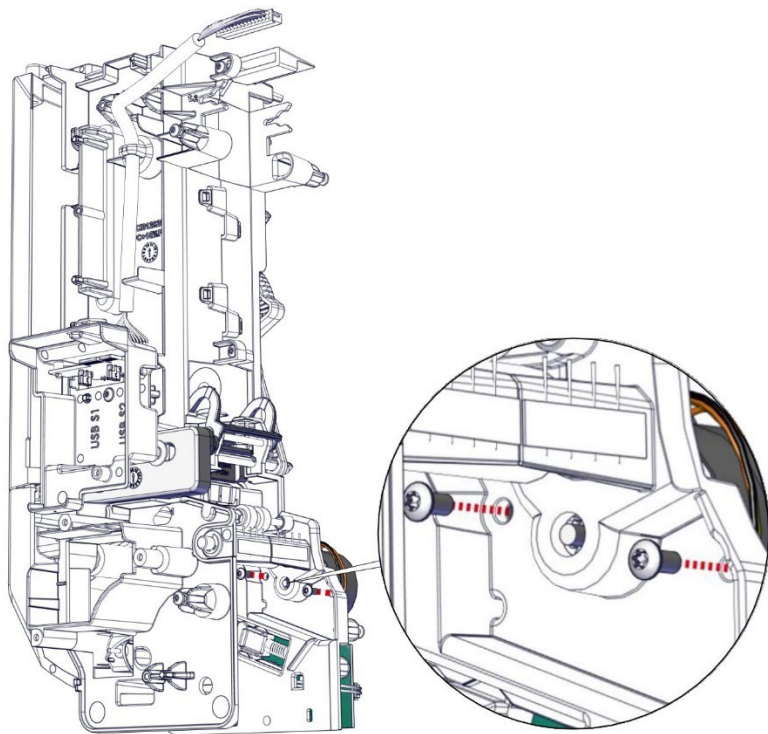
Sensor adjustment required: send the command Sa;rb

Step 34 – J6 (FEEDER MOTOR) – CP011427

1. Carry out step 12-1 to 12-7 (page [88](#)).
2. Gently disconnect the feeder motor.



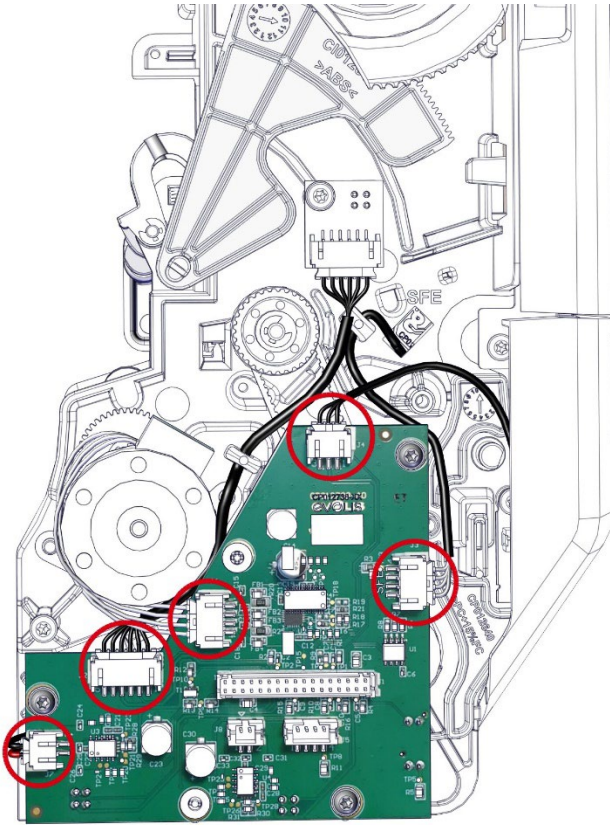
3. Remove both screws from the motor.



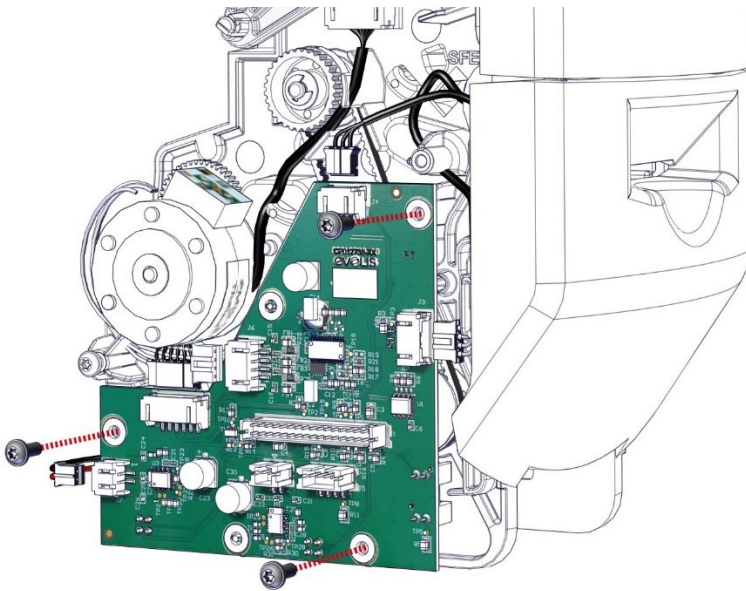
4. Take the new motor and carry out the step in reverse.

Step 35 – J7 (MANUAL FEEDER MOTOR) – CP011512

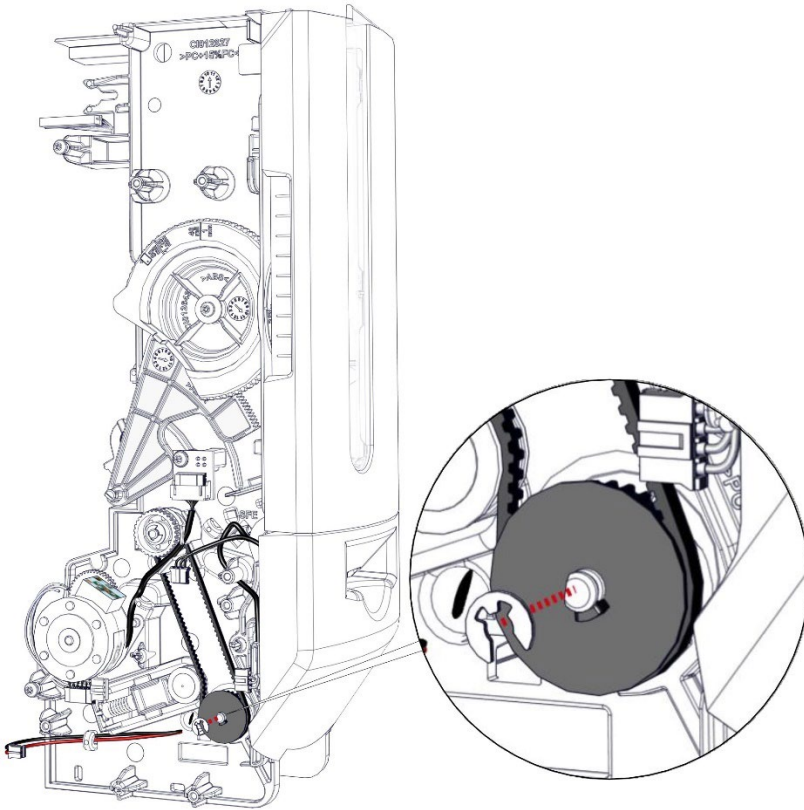
1. Carry out step 12-1 to 12-7 (page [88](#)).
2. Gently disconnect all the cables.



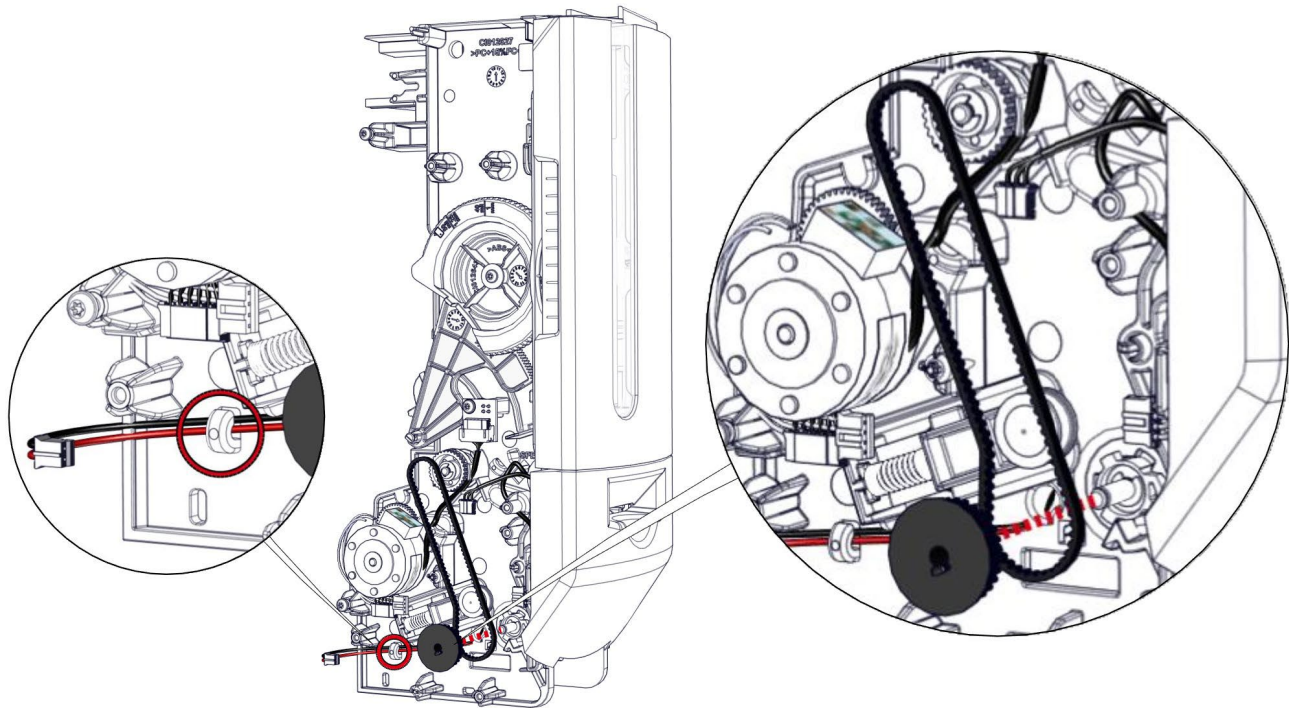
3. Remove the three screws from the feeder card.



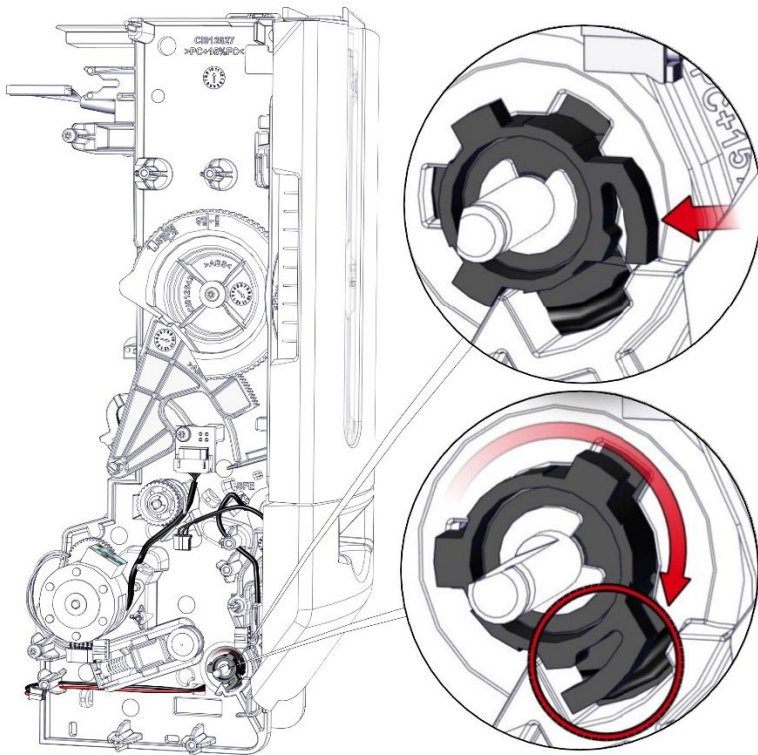
4. Remove the E-ring from the pulley.



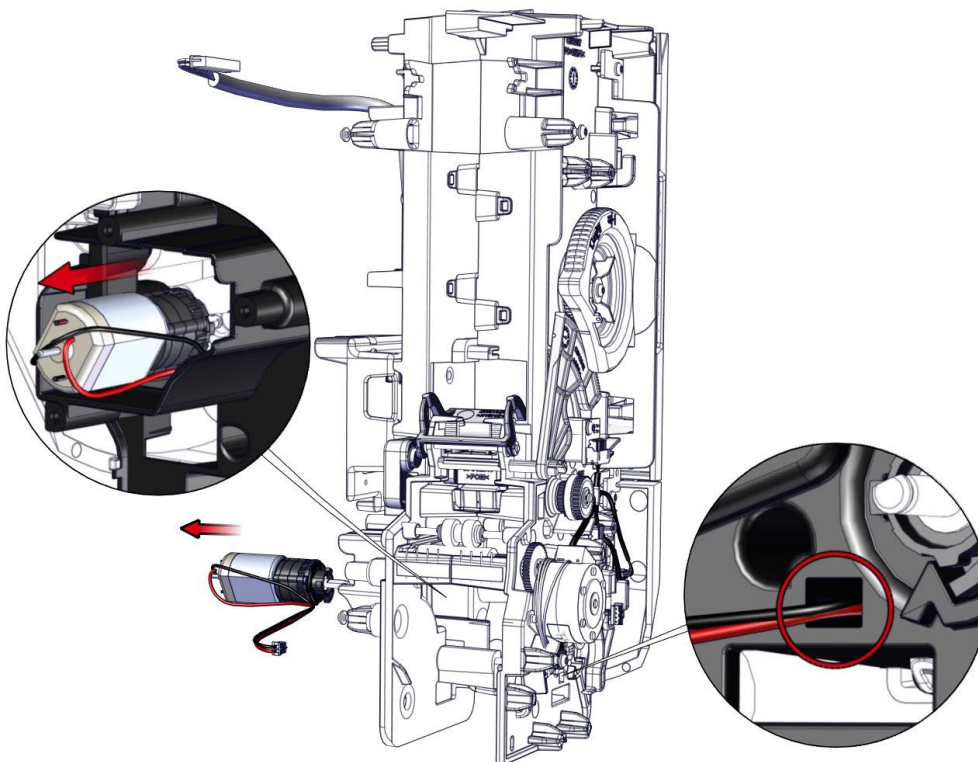
5. Remove the pulley. Retrieve the belt. Undo the motor cable from cable holder.



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



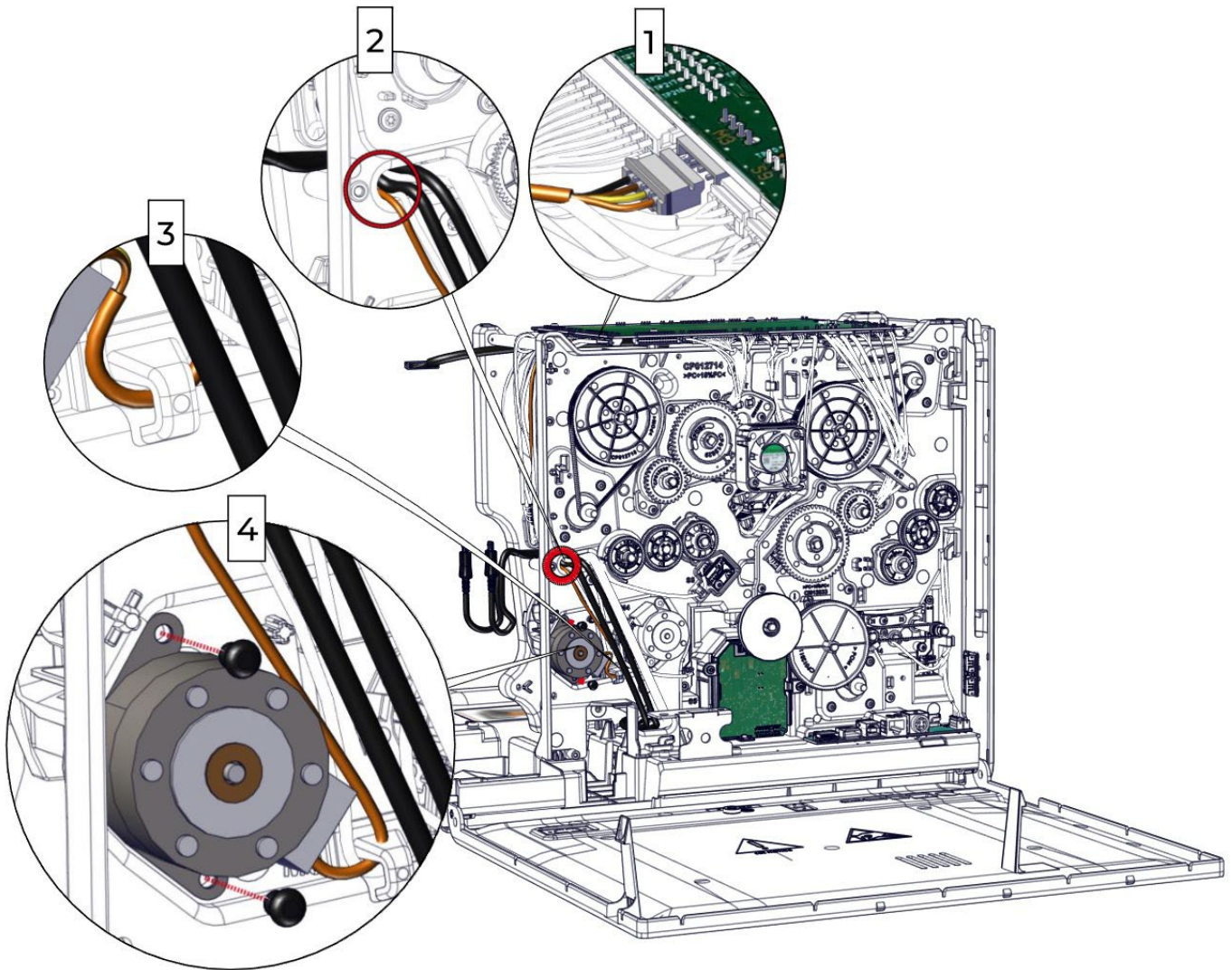
7. Gently remove the motor. Remove the cable by passing it by the hole.



8. Take the new motor and carry out the step in reverse. Do not forget to put the belt back. Pay attention to not pinch the cables.

Step 36 - M3 (FLIP: CARD TRANSPORT MOTOR) – S10098

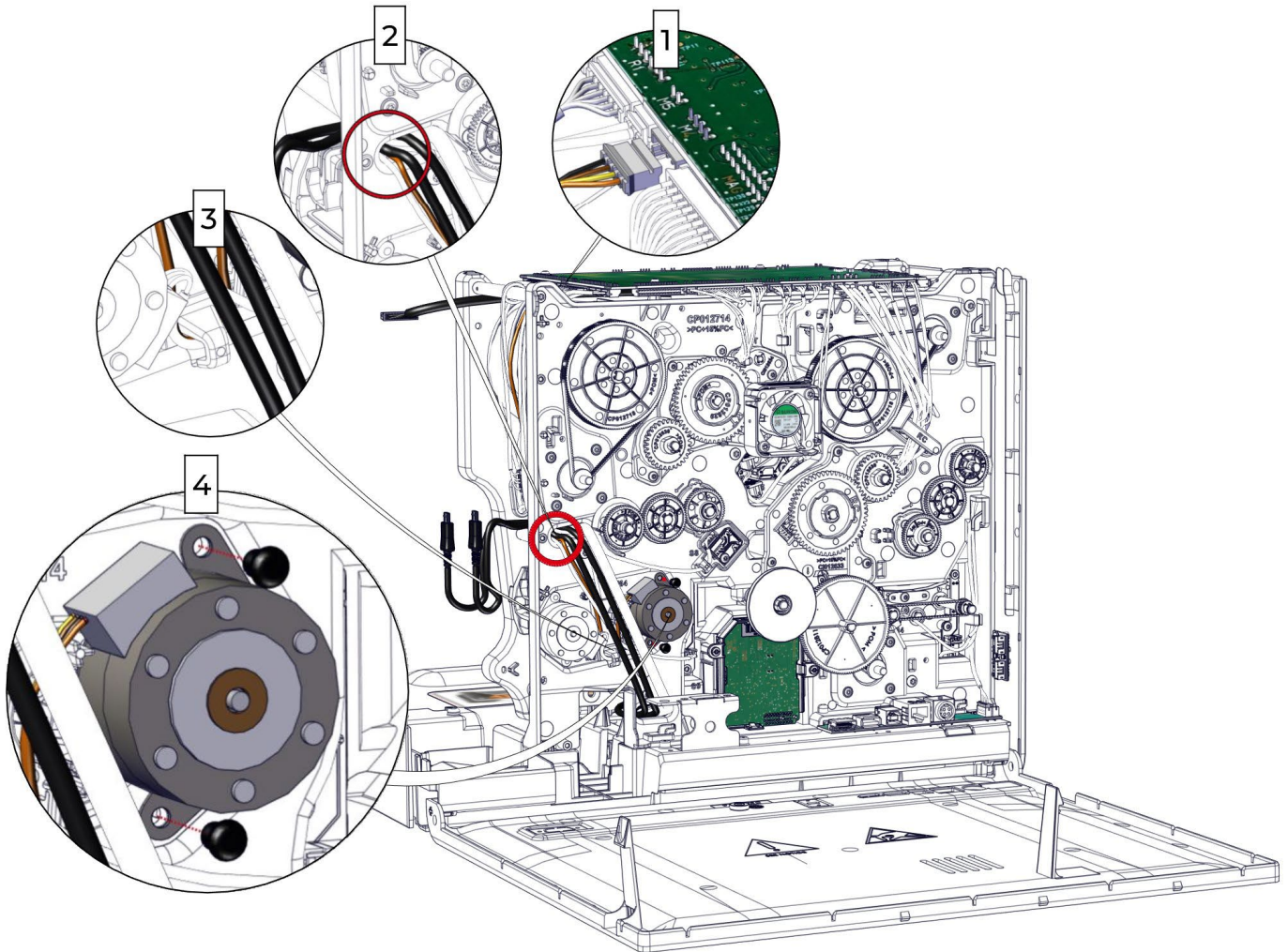
1. Carry out step 12-1 to 12-7 (page [88](#)).
2. Gently disconnect the motor from the main board (1), pass the cable through the window (2), undo it from the cable holder (3) and remove both rivets (2).



3. Carry out the step in reverse. Pay attention to not pinch the cables.

Step 37 – M4 (FLIP: ROTATION MOTOR) – S10098

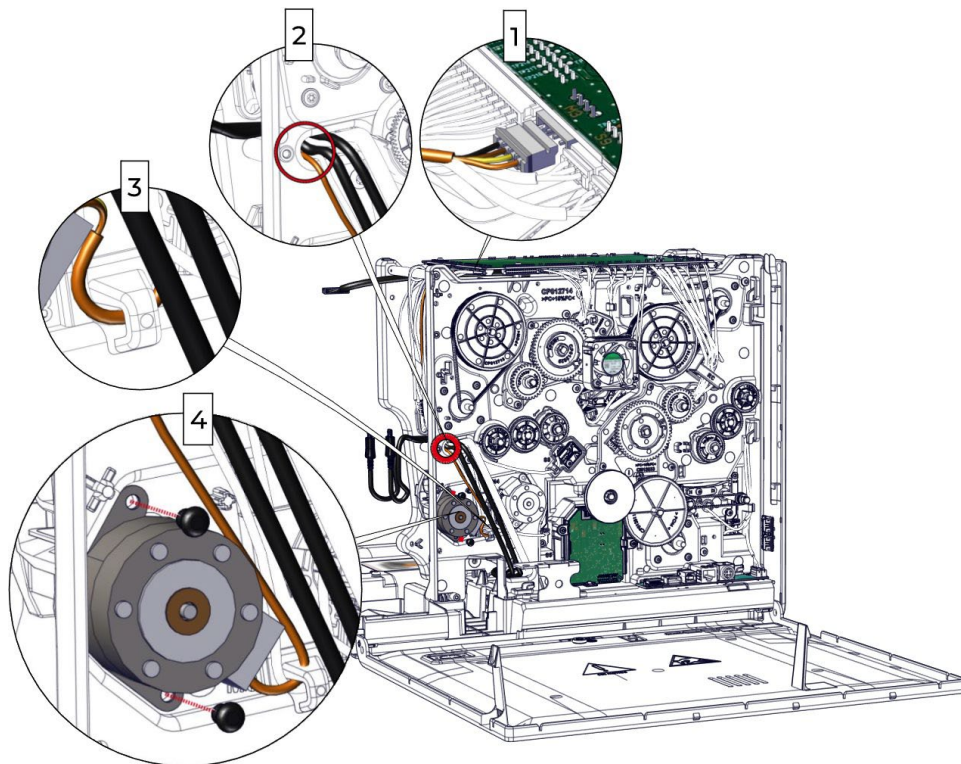
1. Carry out step 12-1 to 12-7 (page [88](#)).
2. Gently disconnect the motor from the main board (1), pass the cable through the window (2), undo it from the cable holder (3) and remove both rivets (2).



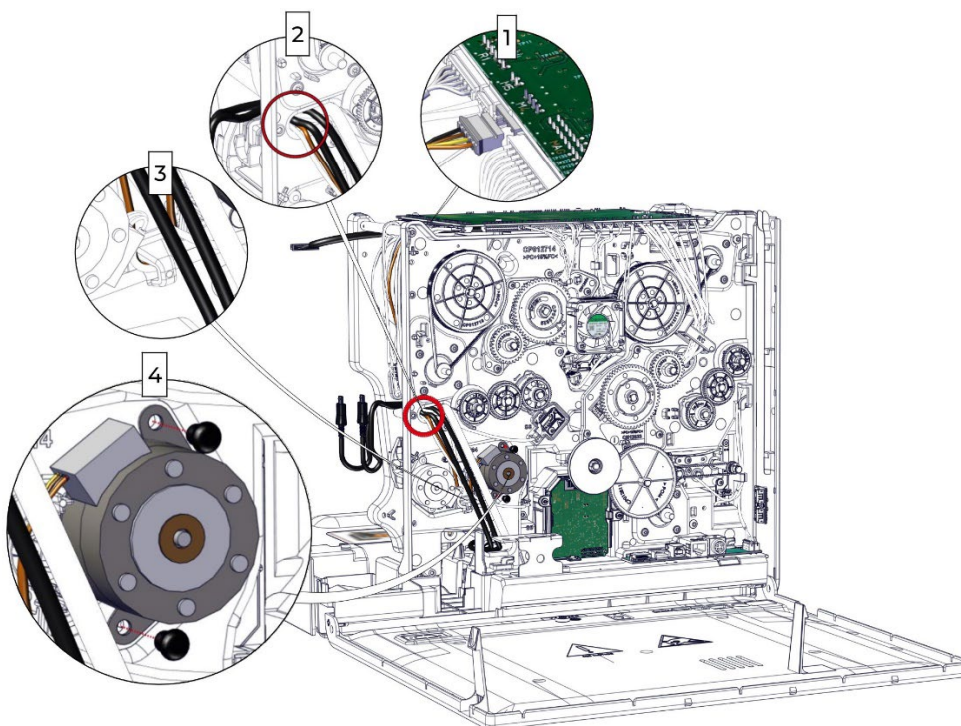
3. Carry out the step in reverse. Pay attention to not pinch the cables.

Step 38 – FLIP OVER – S10454 / PUSHER BLADE - CP010175

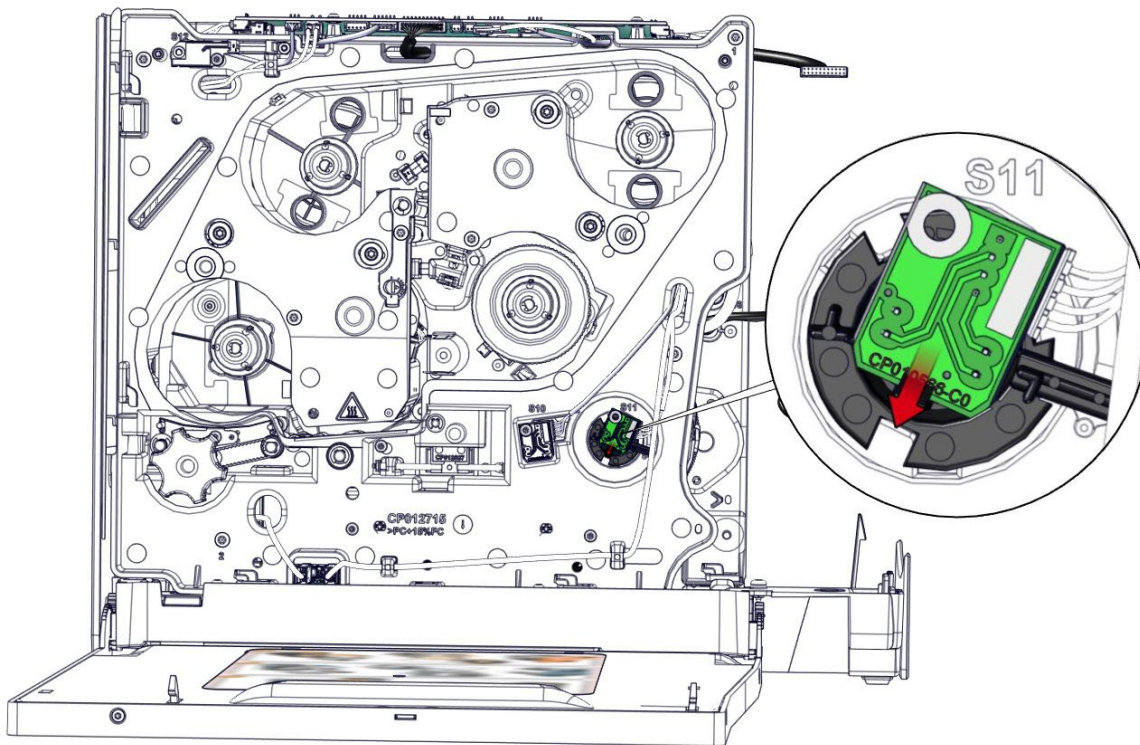
1. Carry out step 12-1 to 12-7 (page [88](#)).
2. Gently disconnect the motor from the main board (1), pass the cable through the window (2), undo it from the cable holder (3) and remove both rivets (2).



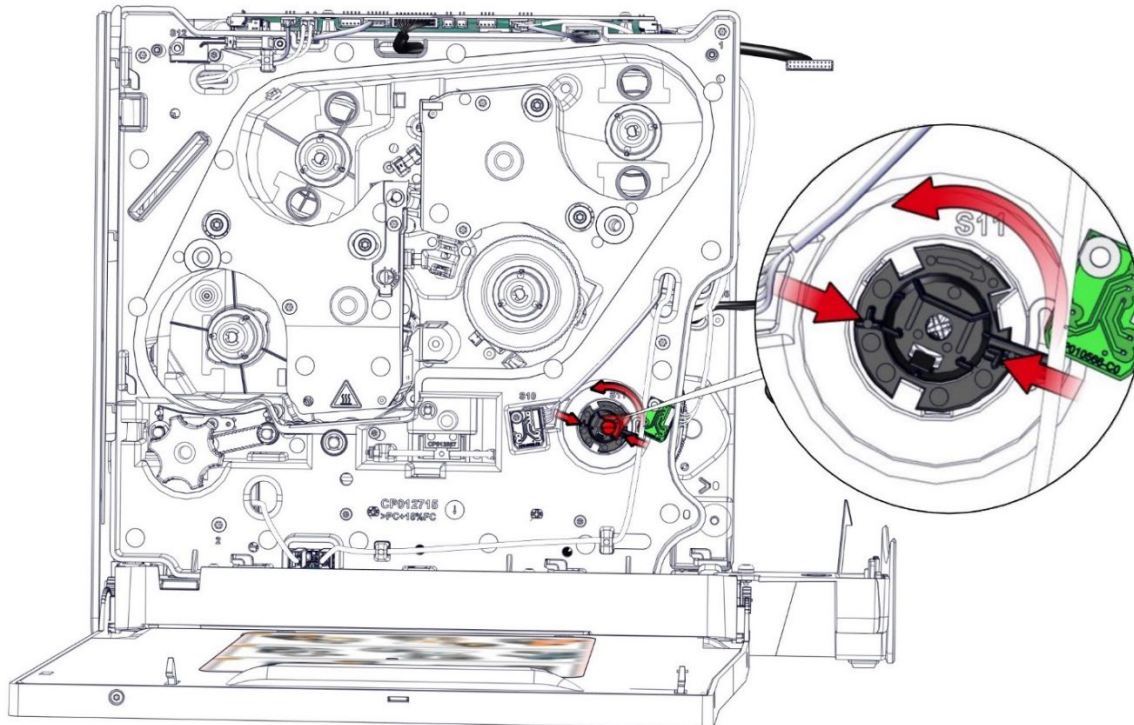
3. Disconnect the motor from the main board (1), pass the cable through the window (2), undo it from the cable holder (3) and remove both rivets (2).



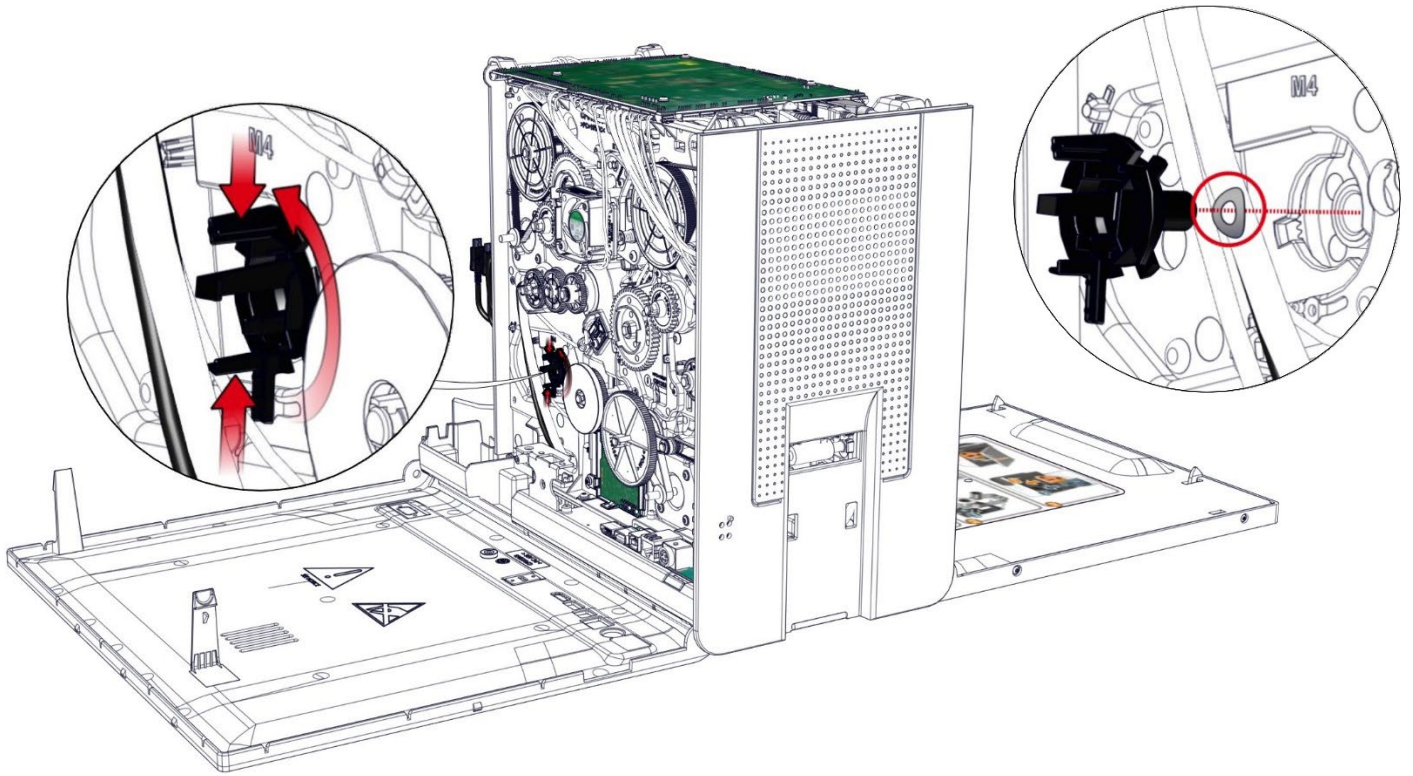
4. Press on the clip to remove the sensor S11.



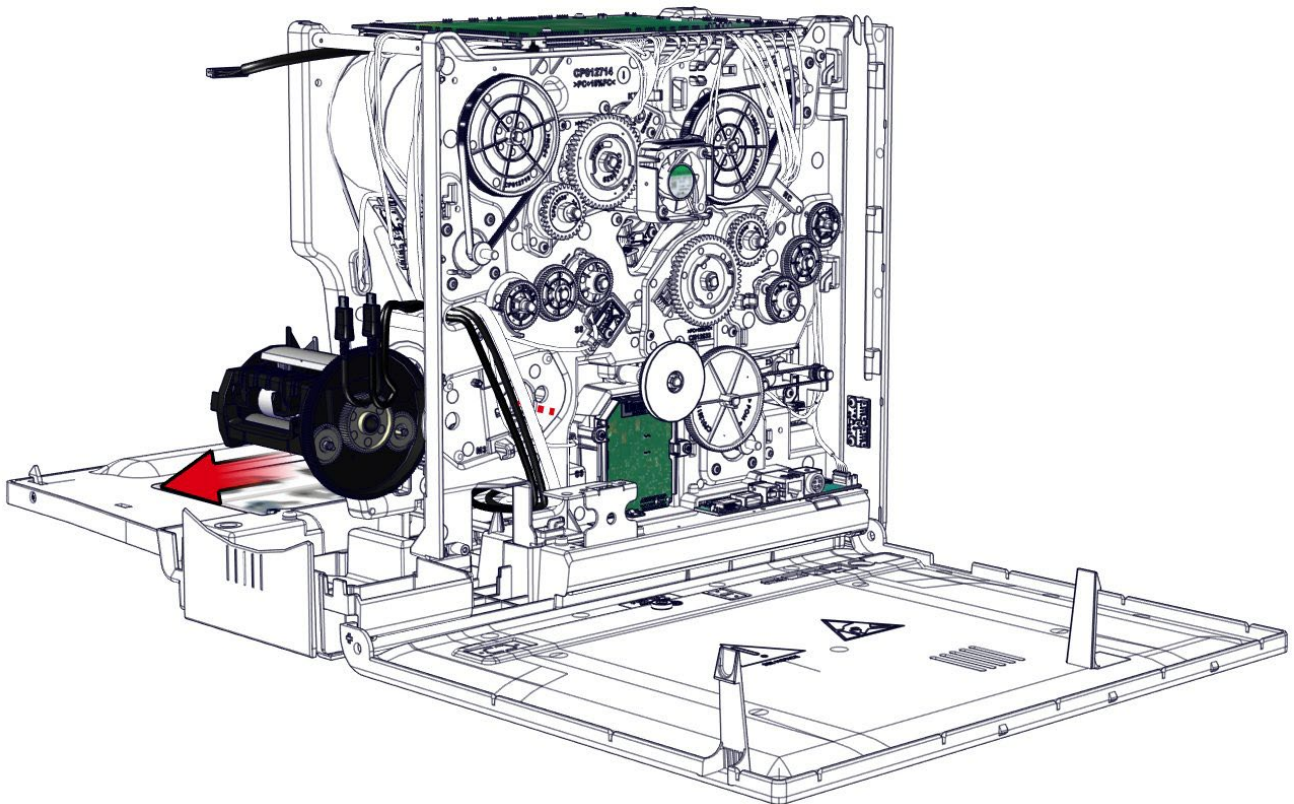
5. Press on both sides of the flip sensor support and turn it 90 degrees to align the windows. Remove the support.



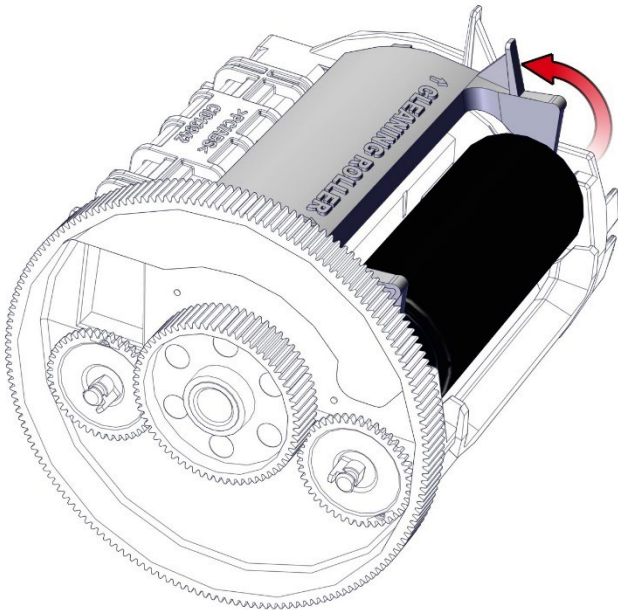
6. On the other side press on both sides of the support and turn it 90 degrees to align the windows. Hold the flip and remove the support (retrieve the Onduflex washer).



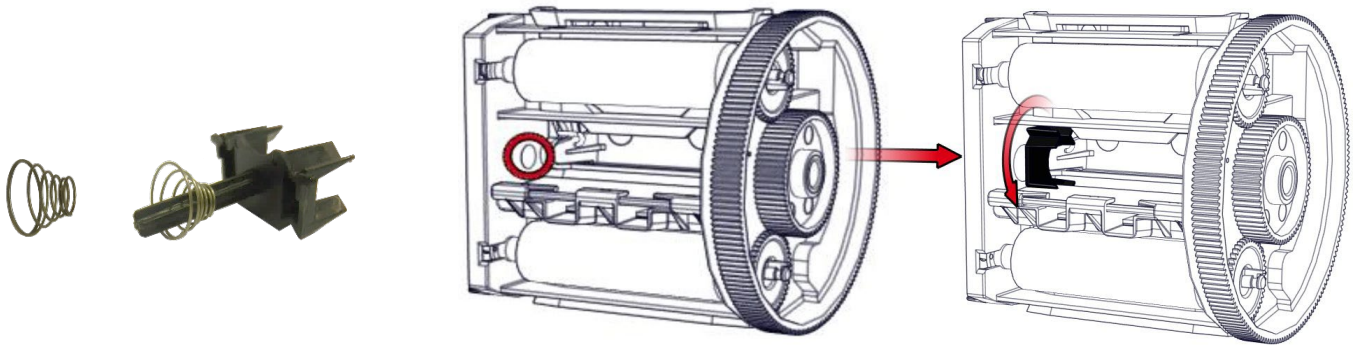
7. Gently disengage the flip over from the chassis.



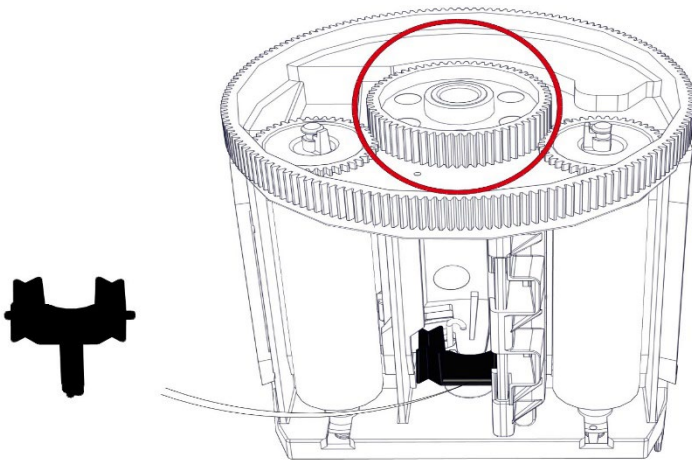
8. Remove the cleaning roller.



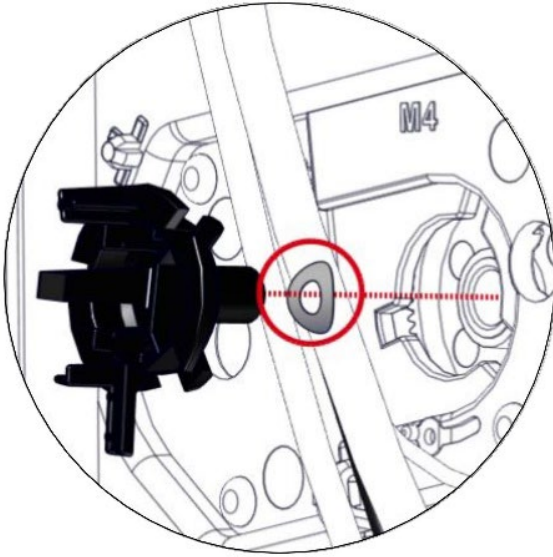
9. Place the spring on the pusher blade as indicated. Insert it into the frame and tilt it to insert it into the axle.



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

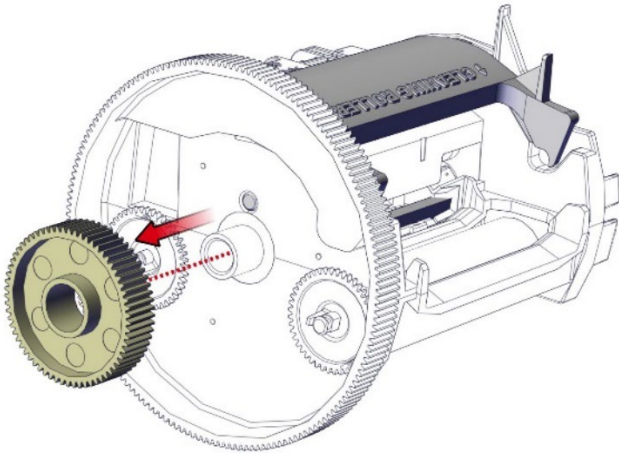


11. Carry out the step in reverse. Pay attention to put the Onduflex washer in the sense shown in the picture below and to not pinch the cables.

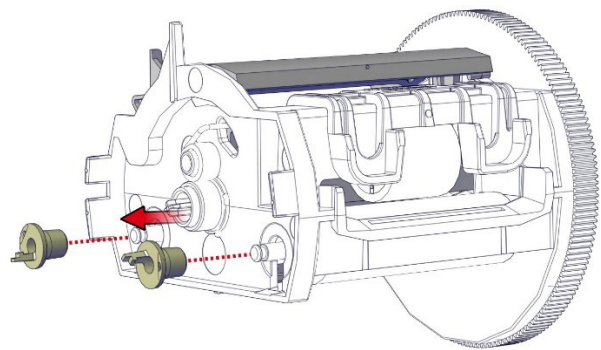
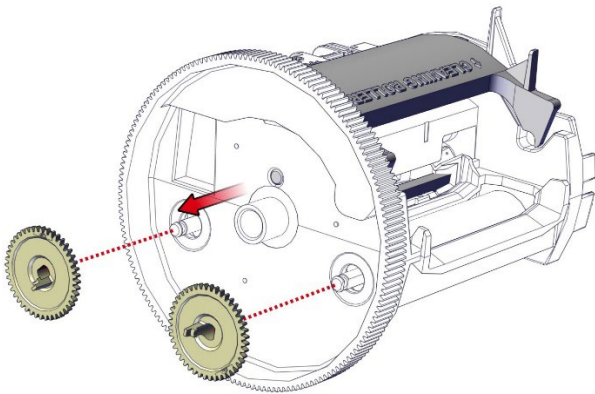


Step 39 – NBR ROLLER – CP011223 / GEAR CLIP Z44-M0,5-D4 – CP009016

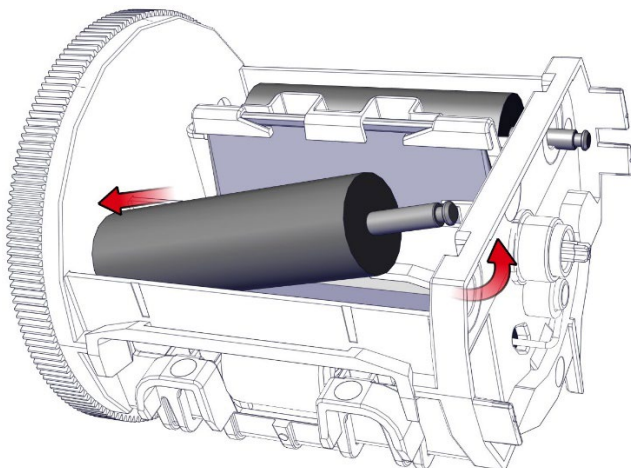
1. Carry out steps 38-1 to 38-7 (page [140](#)).
2. Remove the gear.



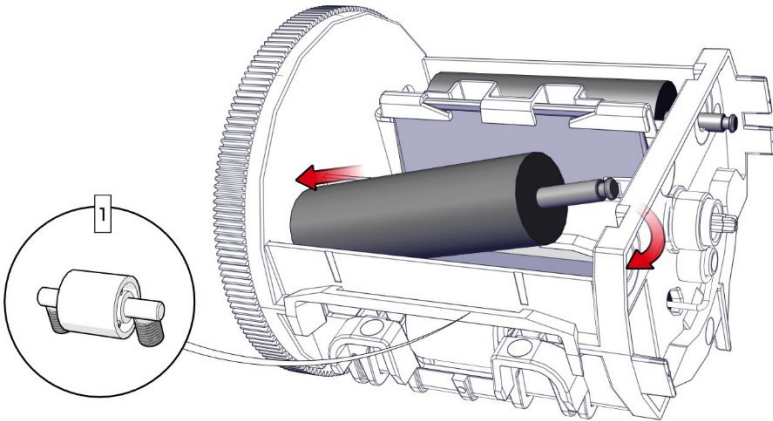
3. Unclip the gears and the bearings.



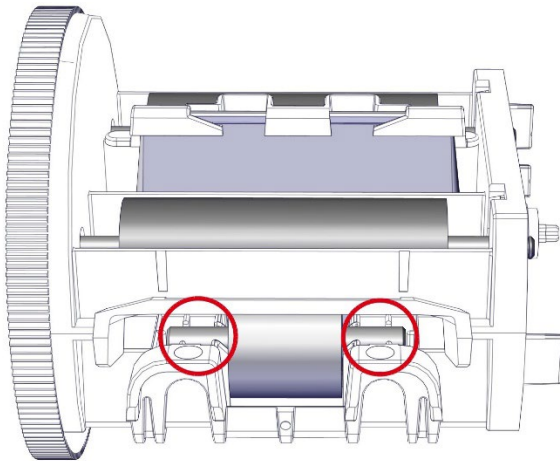
4. Slide the rollers to the back and remove them.



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.



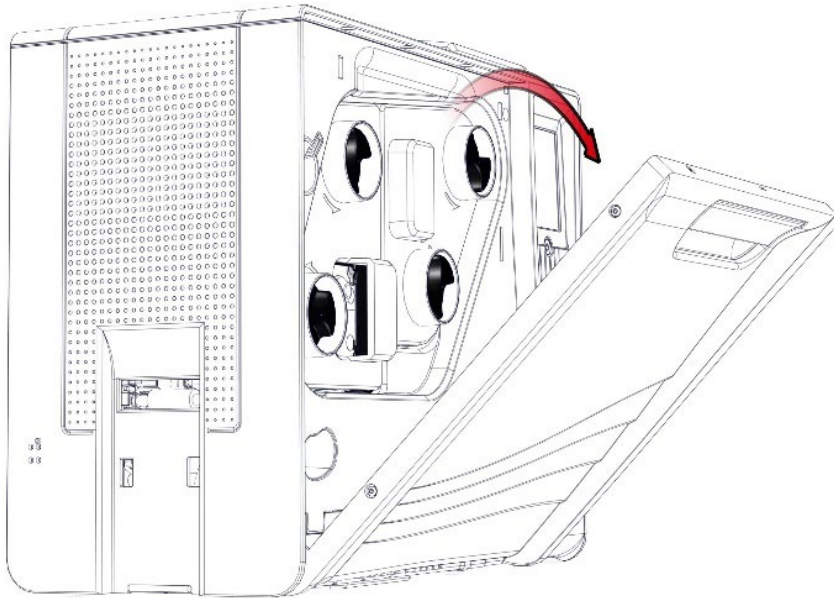
6. Check that it is correctly positioned.



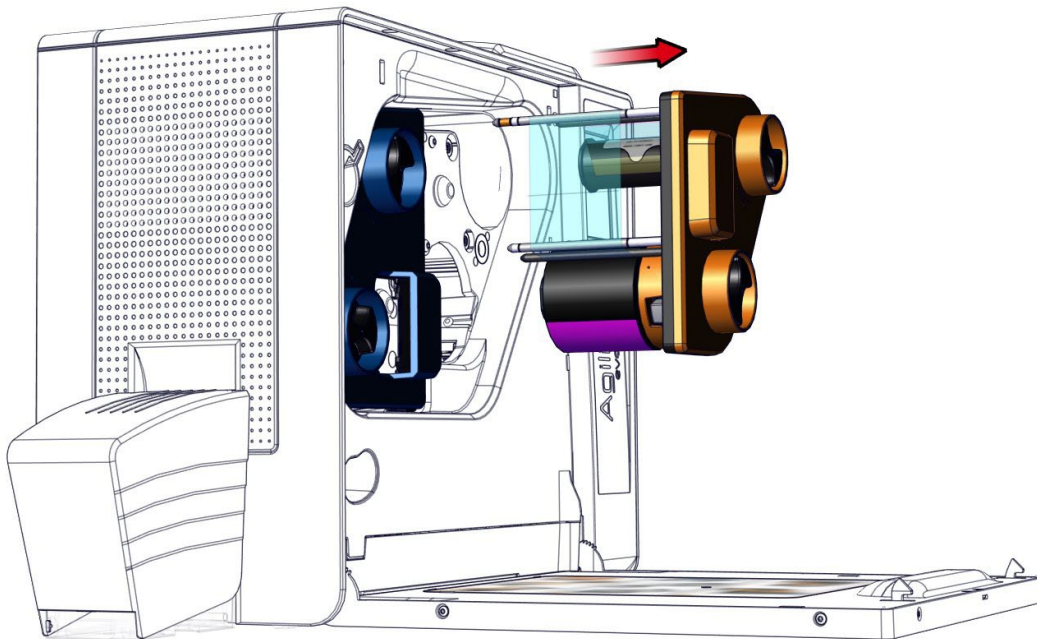
7. Repeat the steps for the other NBR roller and carry out the steps 38-7 to 38-1 (page [140](#)) in reverse. Pay attention to not pinch the cables.

Step 40 – ROLLER: CLEANING – S10122

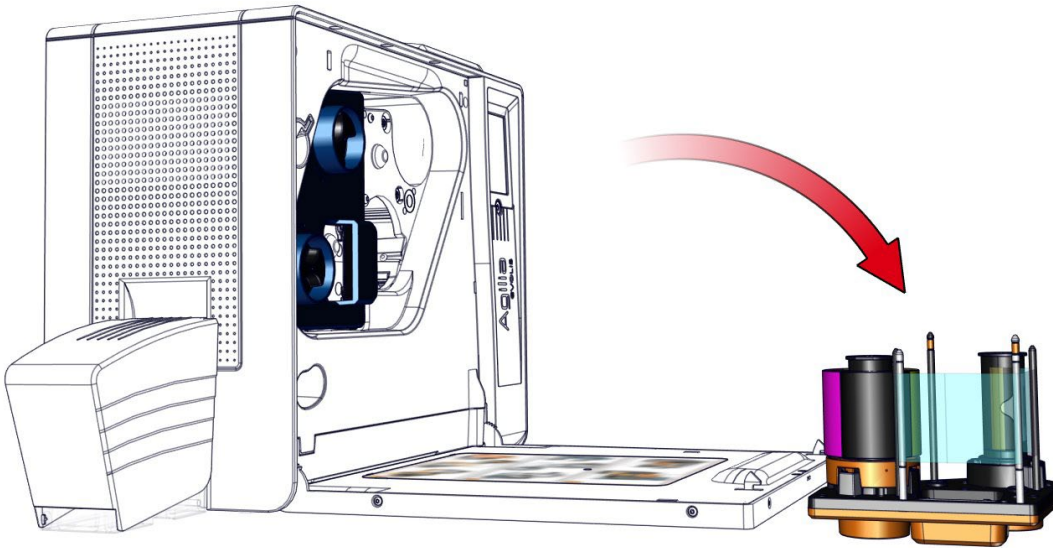
1. Open the door.



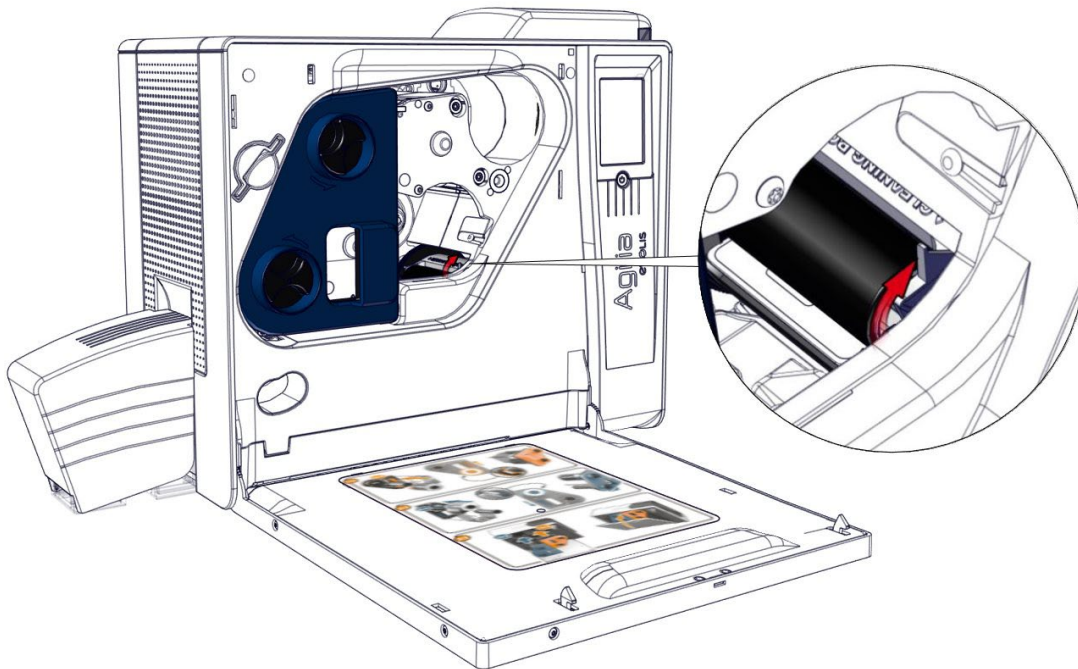
2. Remove the defective color ribbon cassette.



3. Put the cassette on a flat surface with the pins facing up



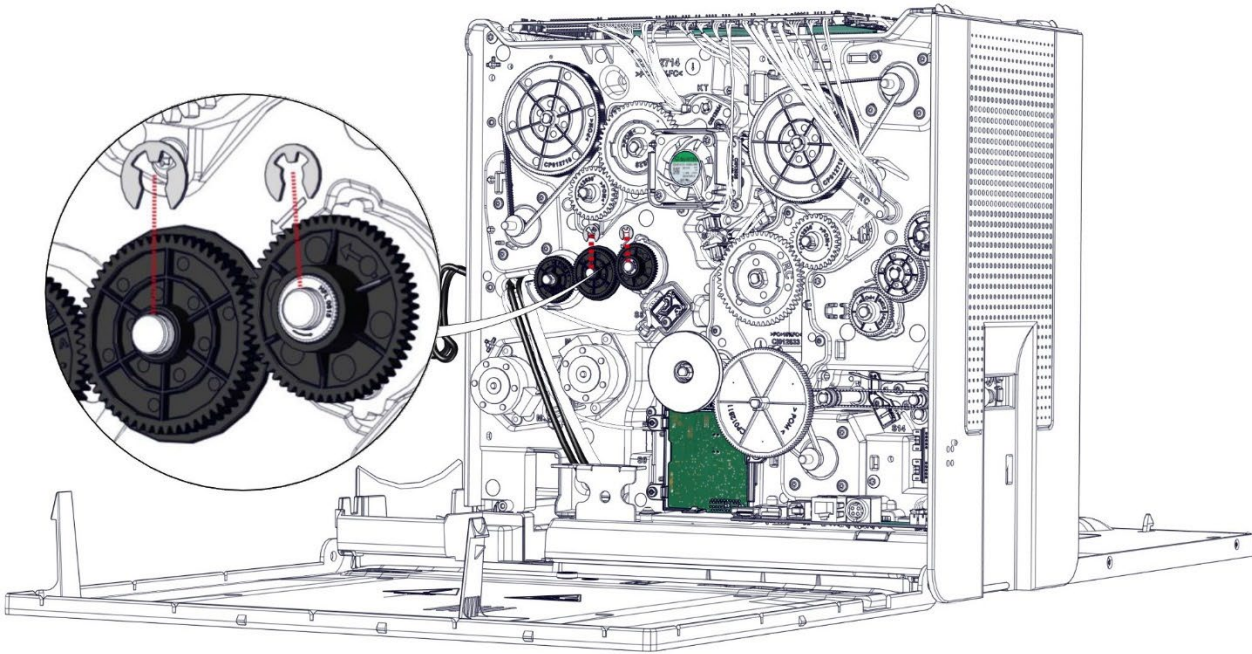
4. Press the flip lock to release the cleaning roller.



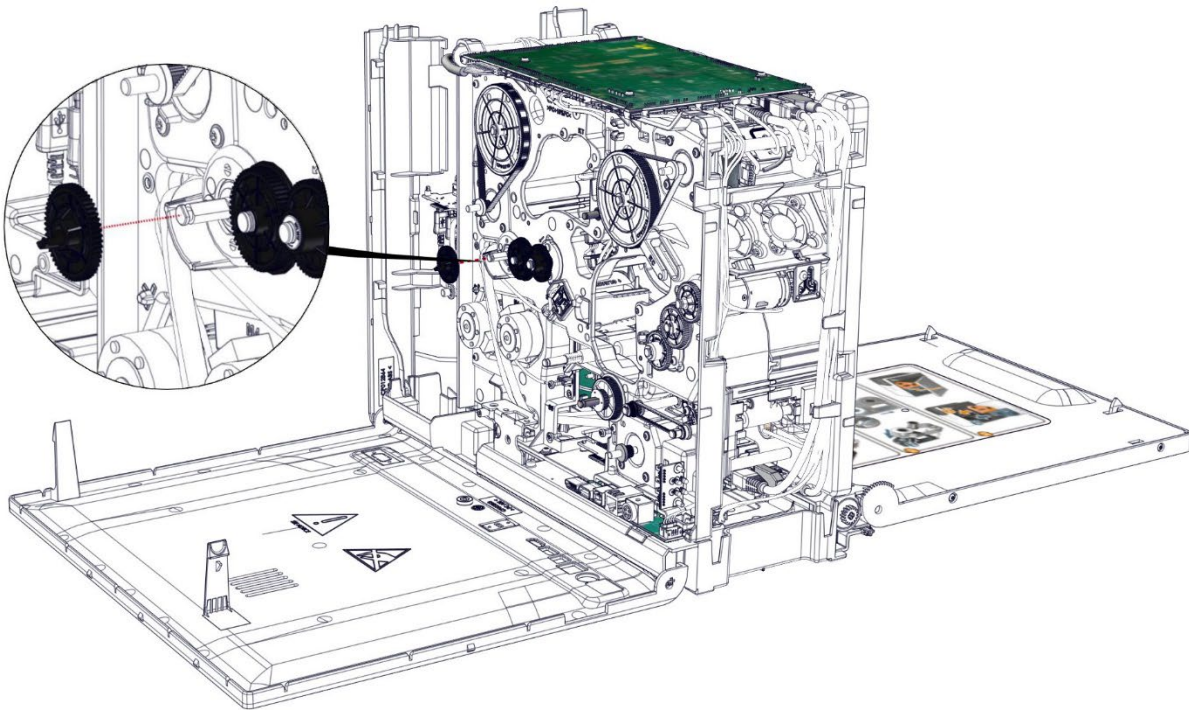
5. Carry out these steps in reverse to install the new cleaning roller.

Step 41 – M5 (BRAKE COLOR RIBBON MOTOR) - S10453

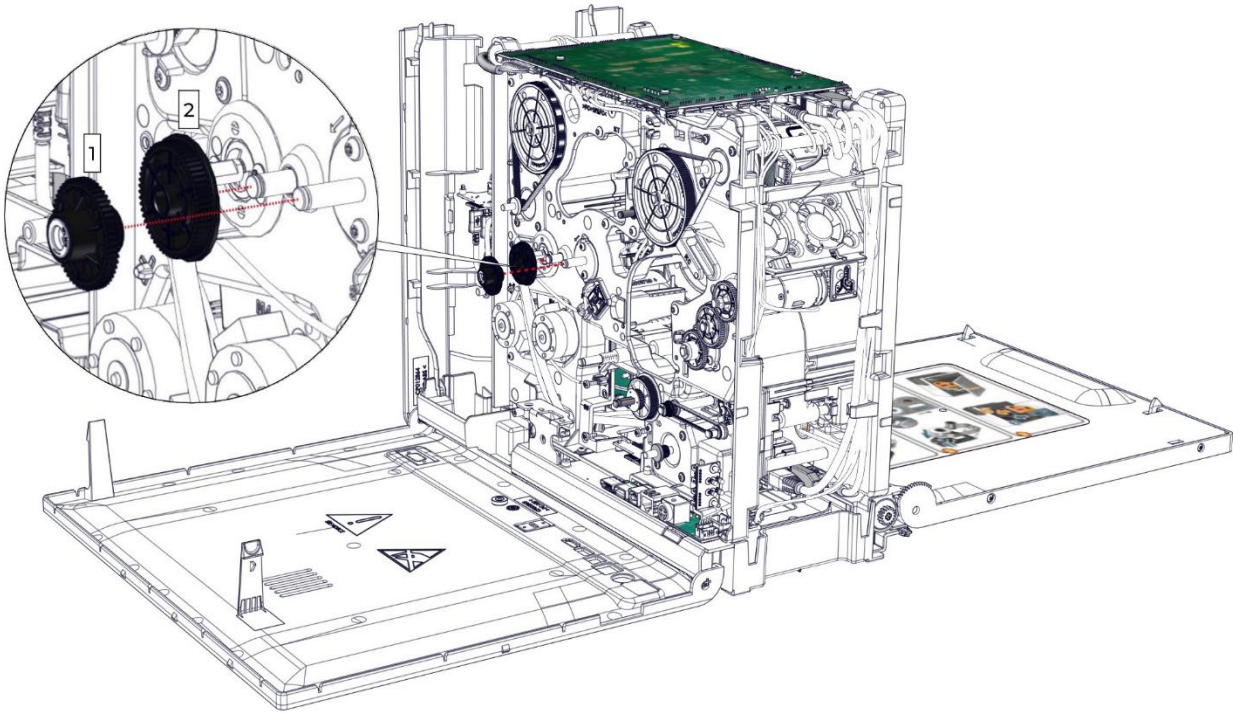
1. Carry out step 12-1 to 12-7 (page [88](#)).
2. Remove both E-ring shown on the picture below.



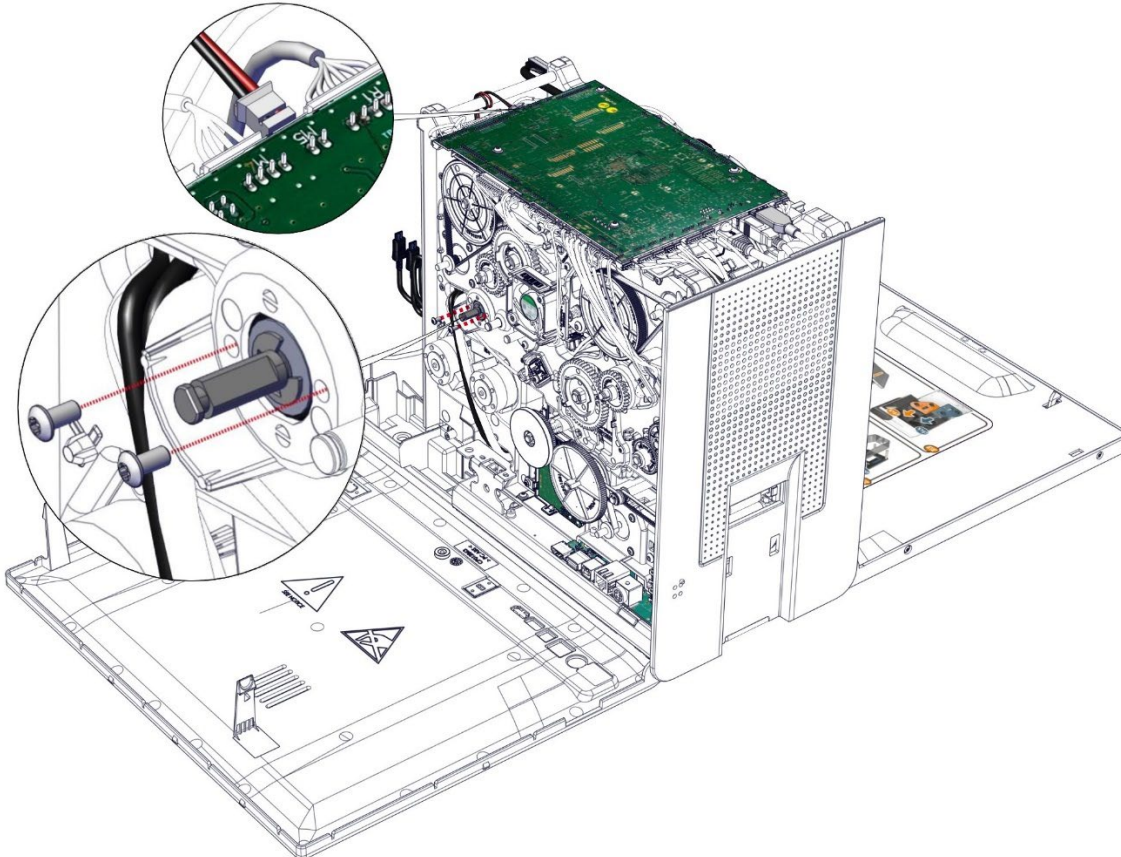
3. Unclip the gear.



4. Remove the gear with the ball bearing (1) and then the other gear (2).

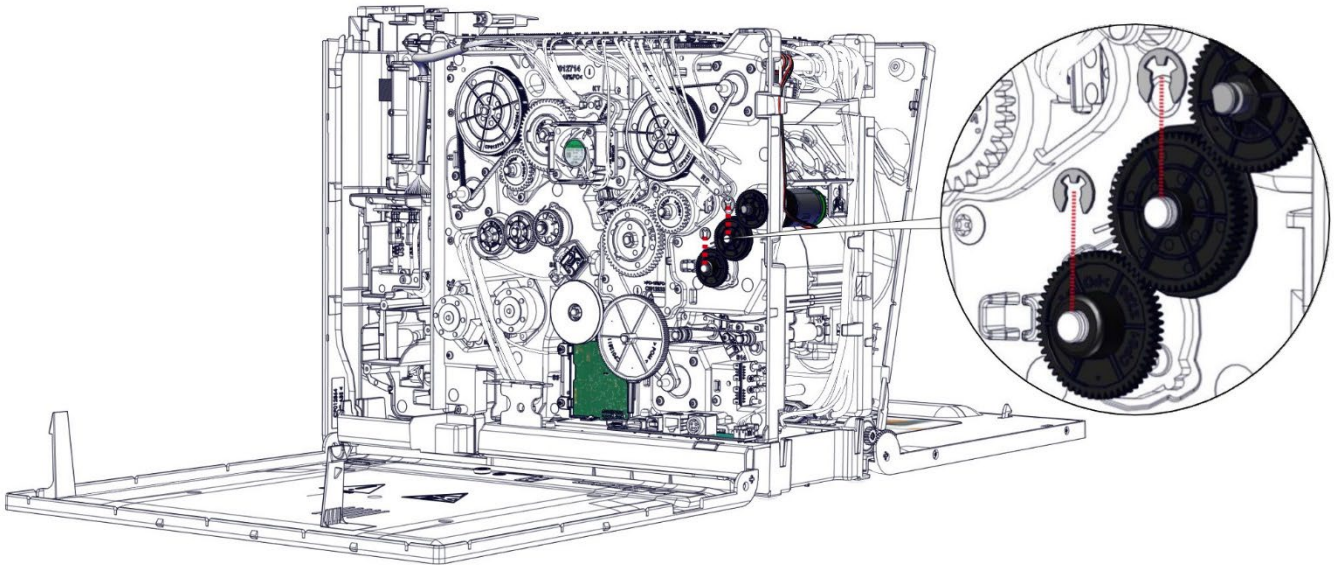


5. Disconnect the cable. Remove both screws and carry out the step in reverse to put the new motor in place. Pay attention to not pinch the cable.

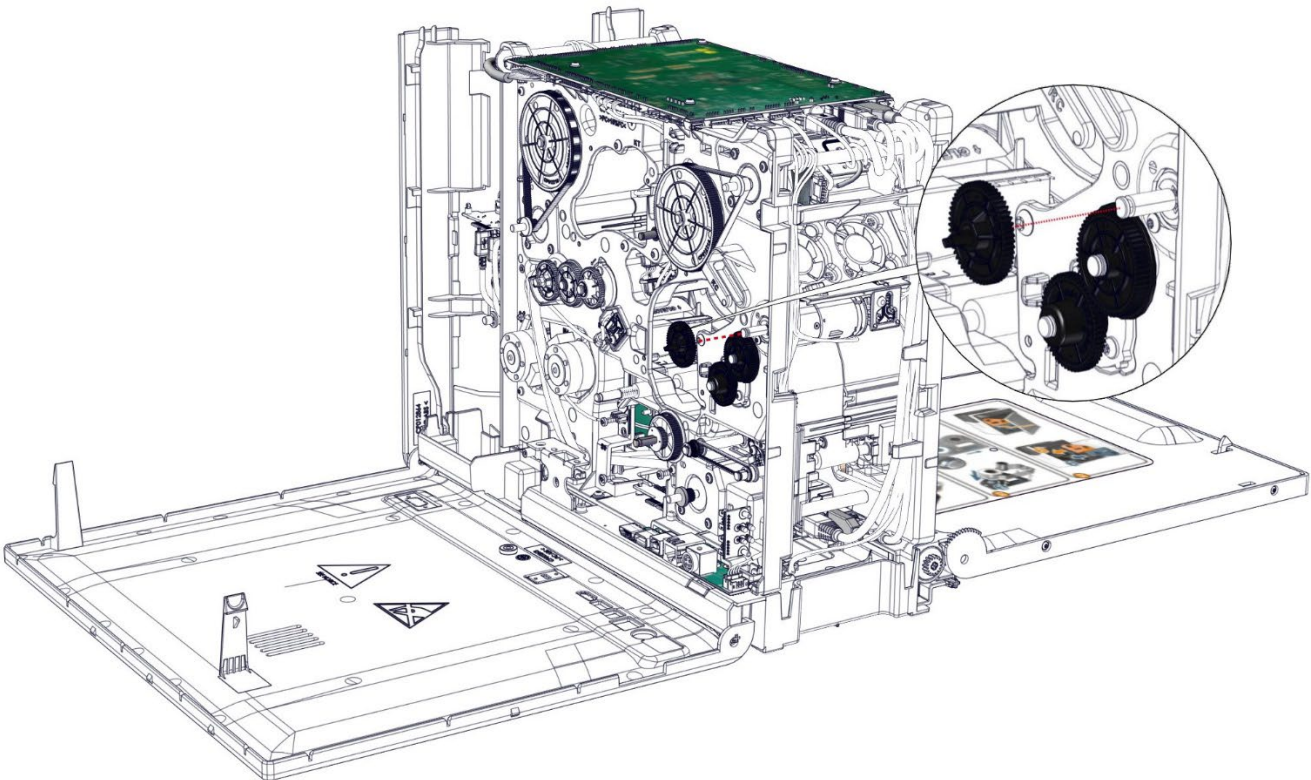


Step 42 – M8 (PULL CLEAR RIBBON MOTOR) – S10453

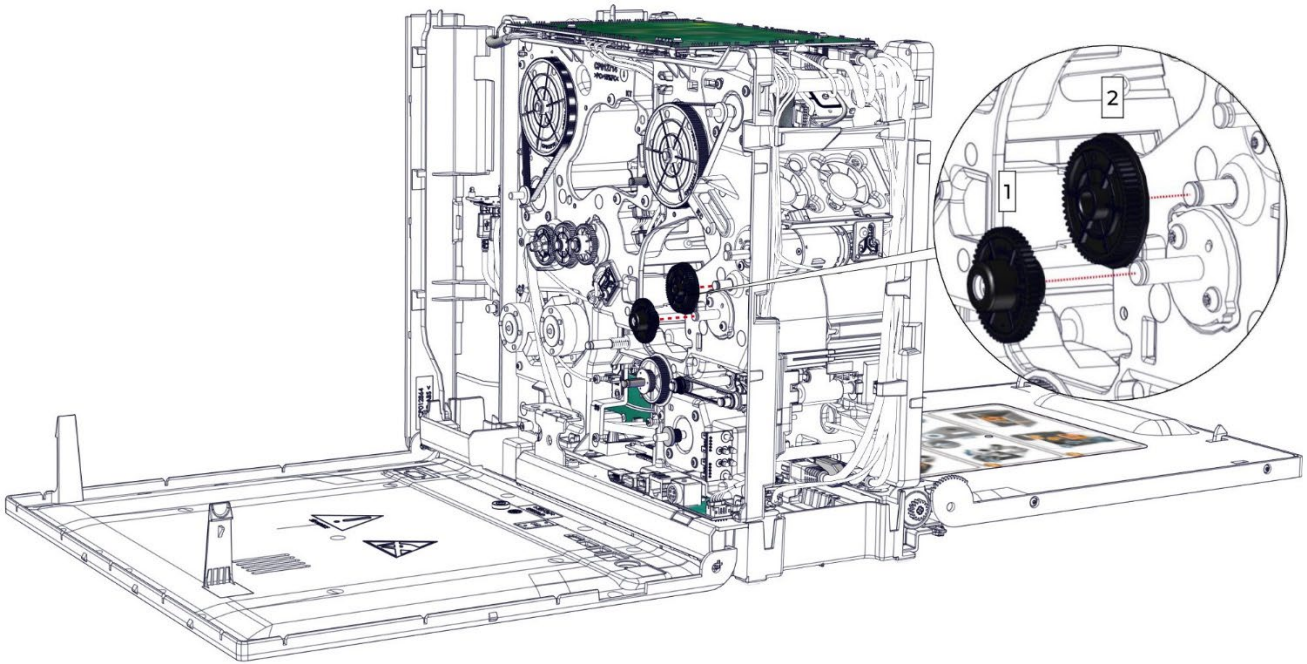
1. Carry out step 10-1 to 10-2 (page [86](#)).
2. Remove both E-ring shown on the picture below.



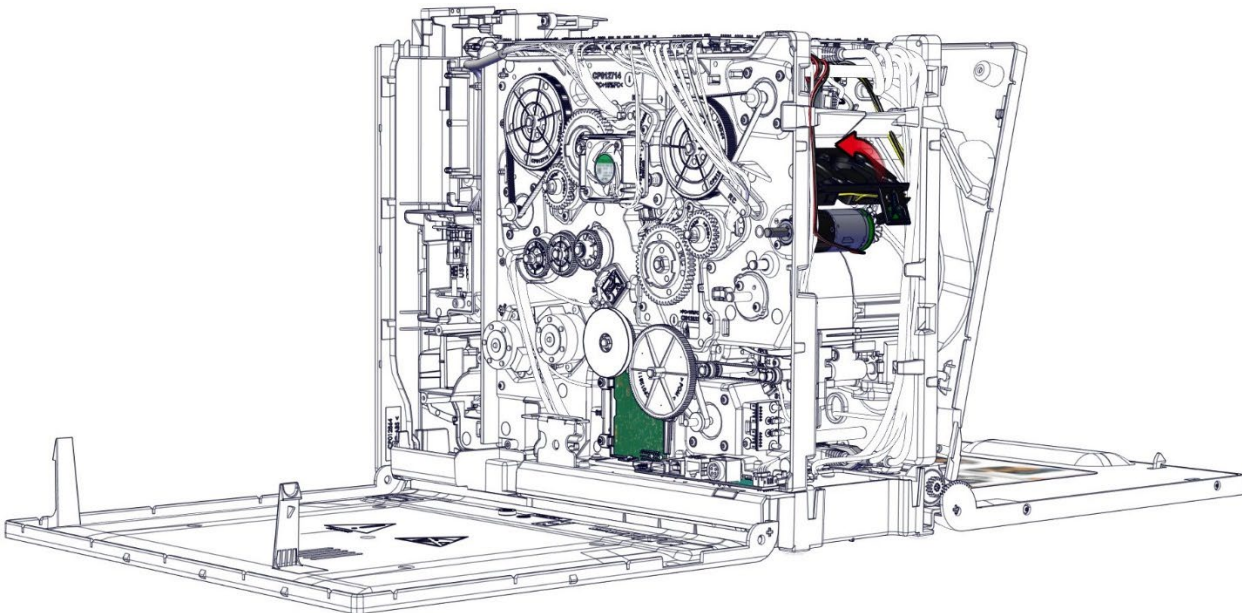
3. Unclip the gear.



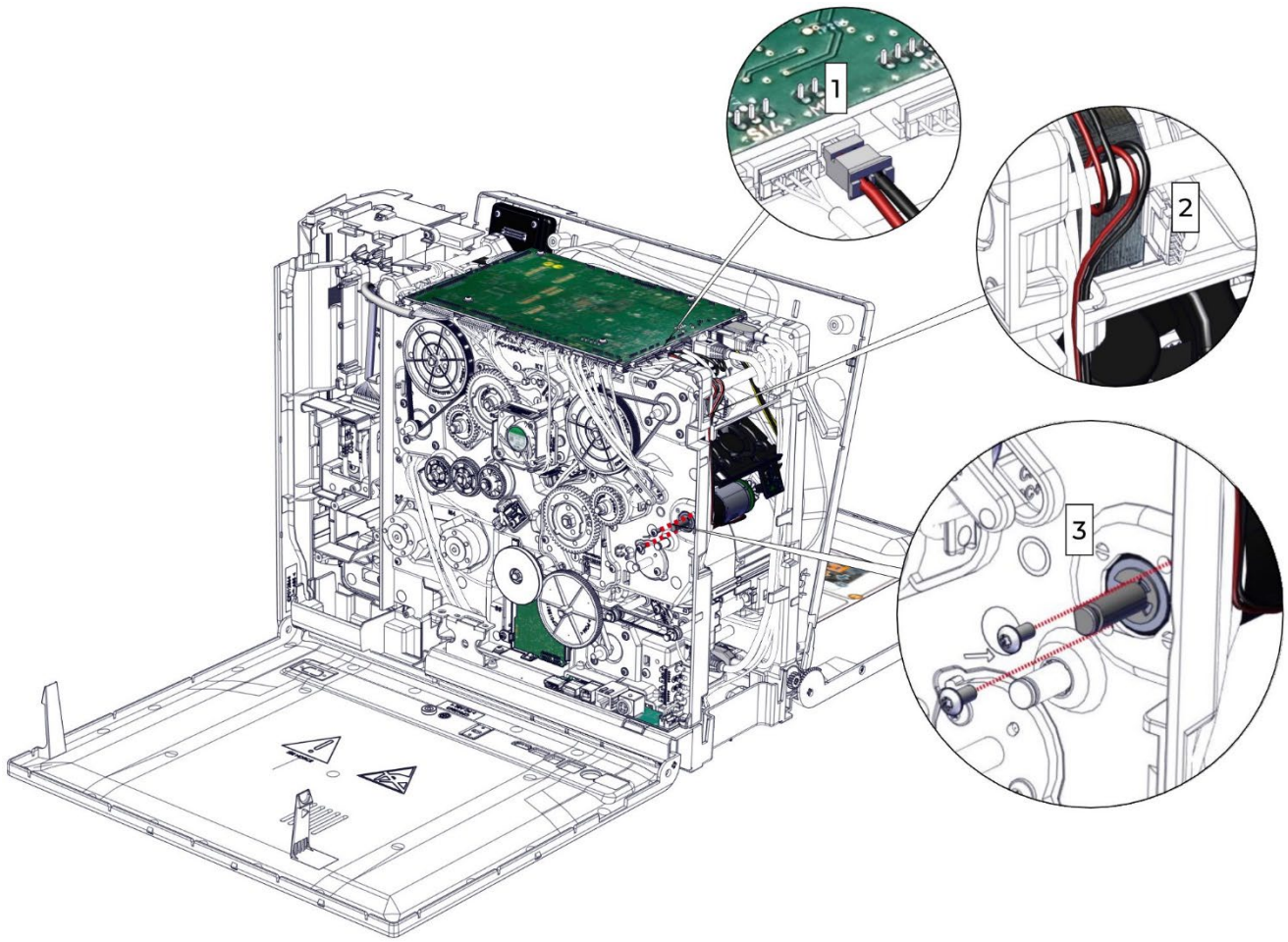
4. Remove the gear with the ball bearing (1) and then the other gear (2).



5. Unclip the fans support. Tilt it towards the inside of the printer.

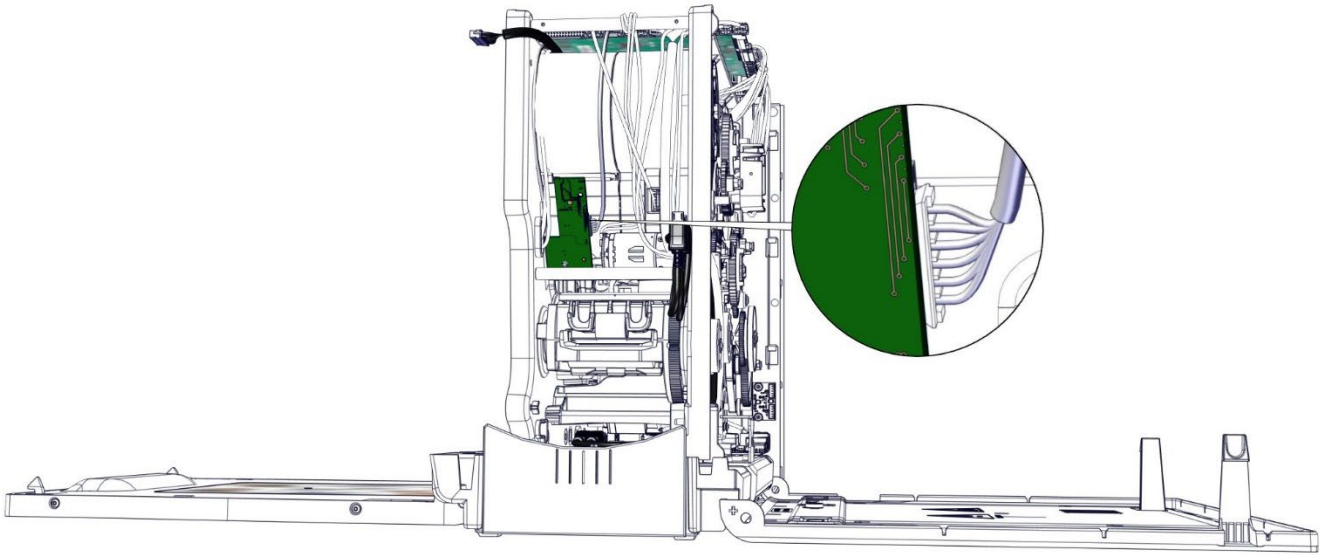


6. Gently disconnect the cable (1). Undo it from its cable holder (2). Remove both screws and carry out the step in reverse to put the new motor in place. Pay attention to not damage the motor flag and pinch the cable.

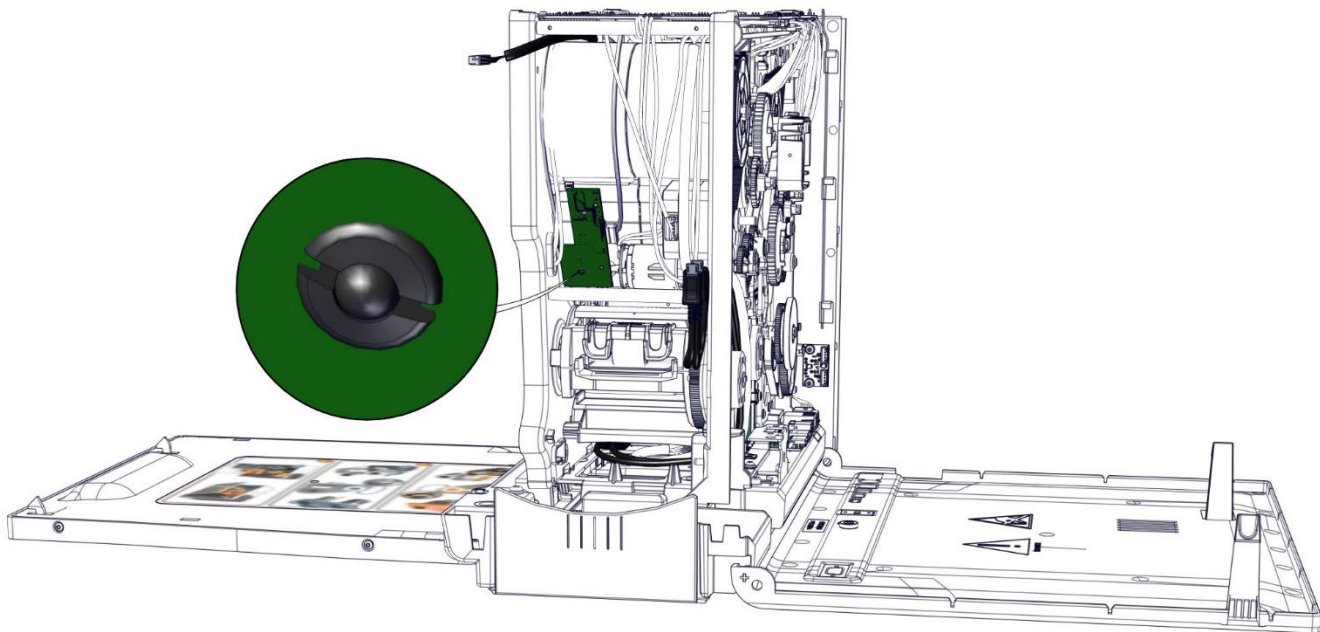


Step 43 – R1 (COLOR RIBBON: RFID CARD) – S10456

1. Carry out step 12-1 to 12-7 (page [88](#)).
2. Disconnect the RFID card cable.



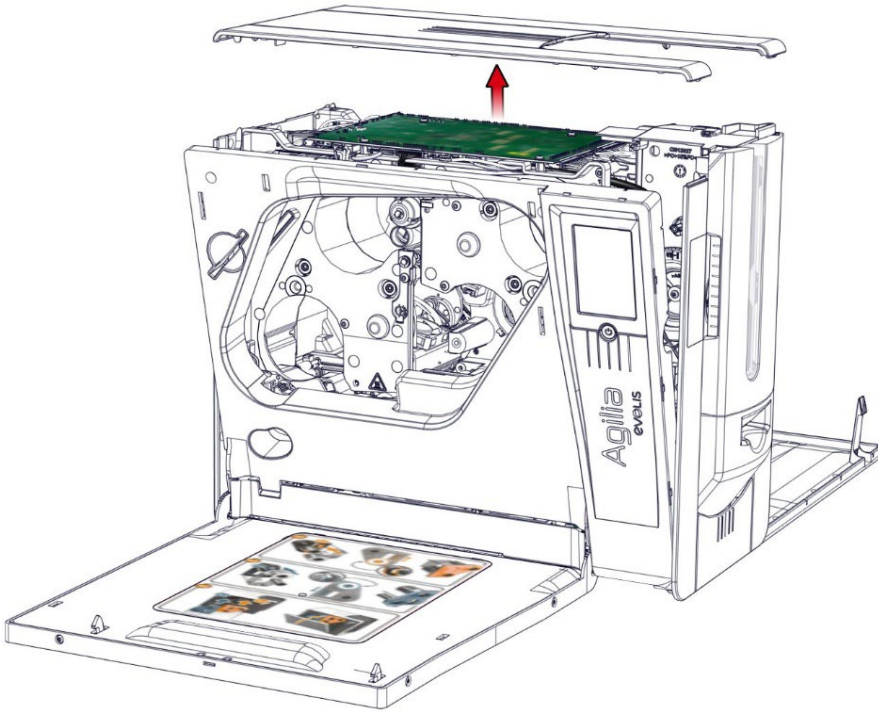
3. Remove the rivet and the defective RFID card.



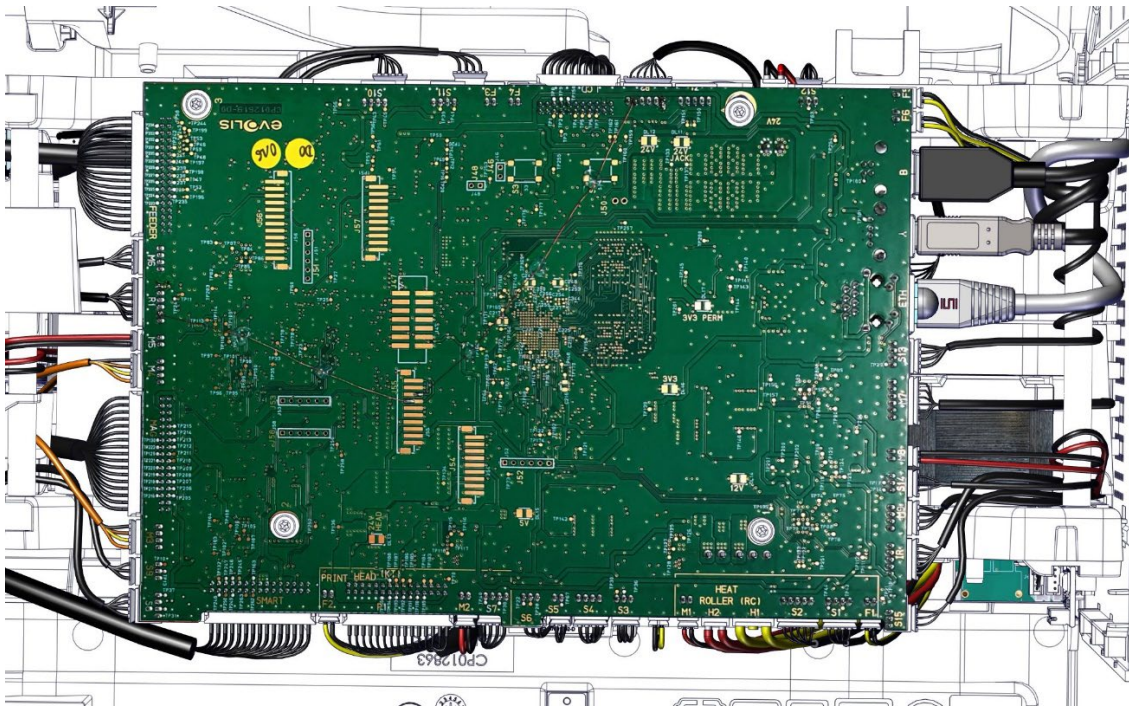
4. Take the new RFID card and the longest rivet and carry out the step in reverse. Pay attention to not pinch the cables.

Step 44 – R2 (CLEAR FILM: RFID CARD) – S10456

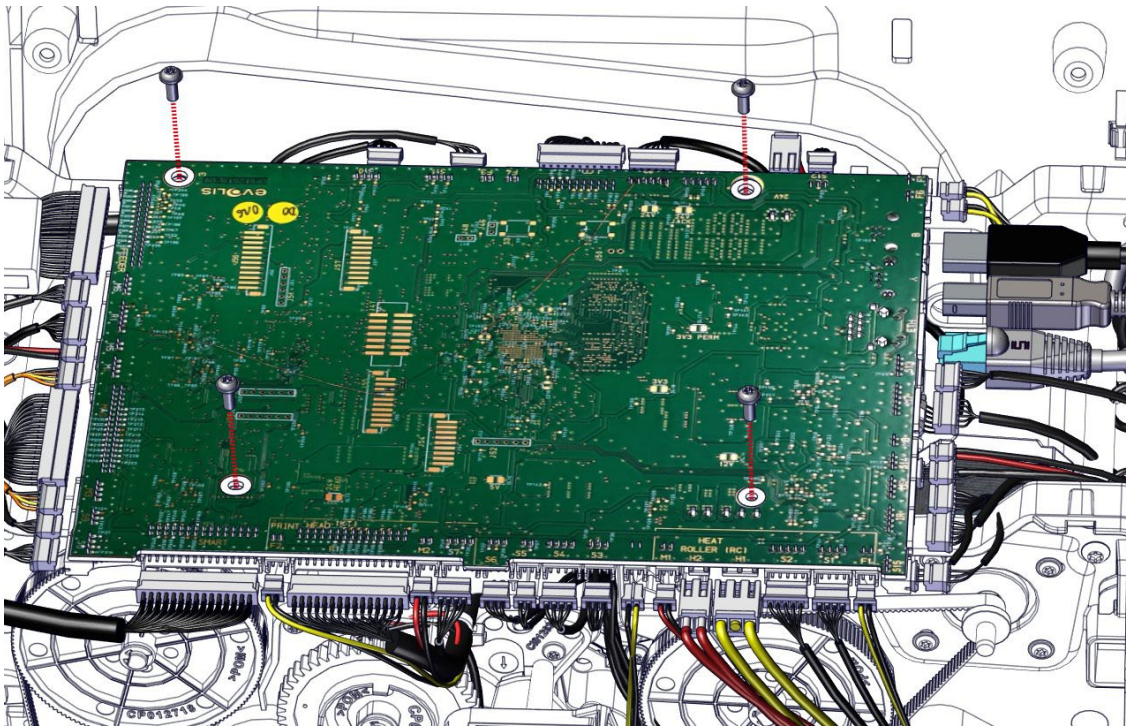
1. Carry out step 9-1 to 9-7 (page [82](#)).



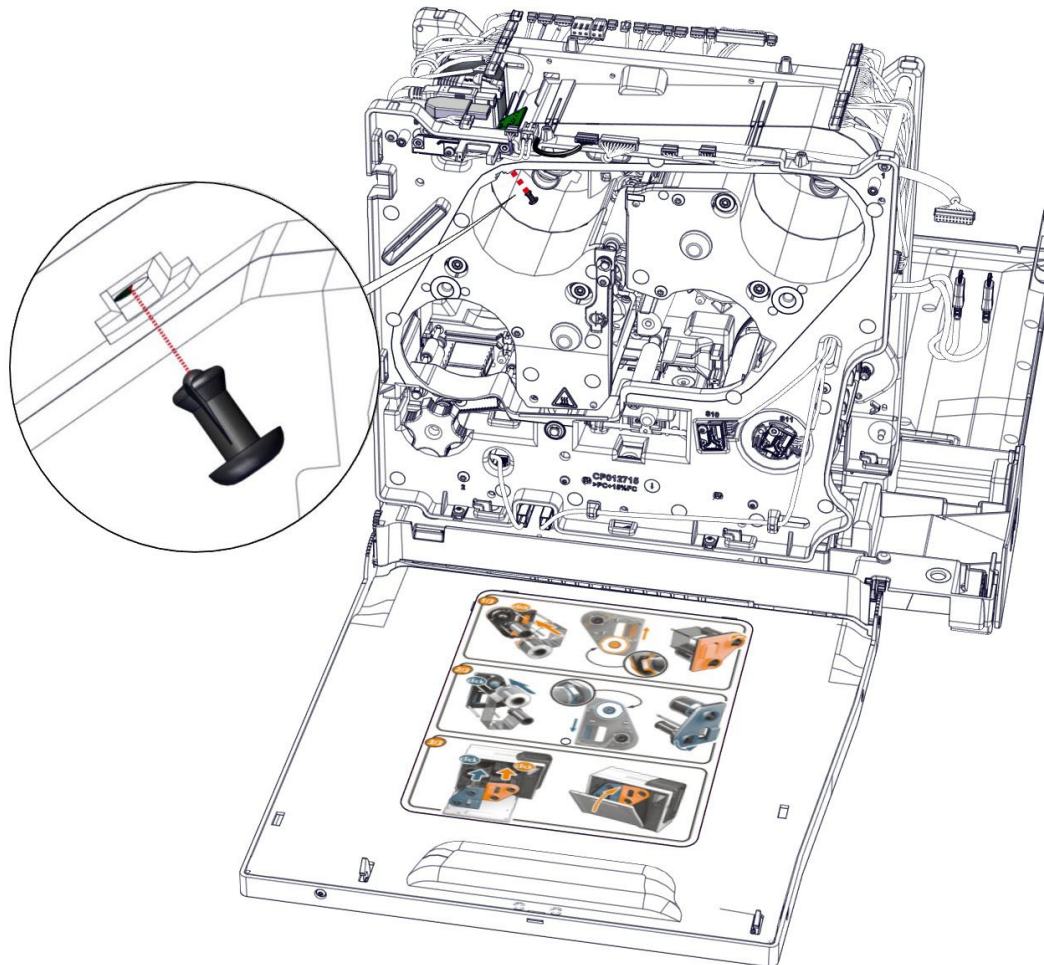
2. Disconnect all the cables from the main board.



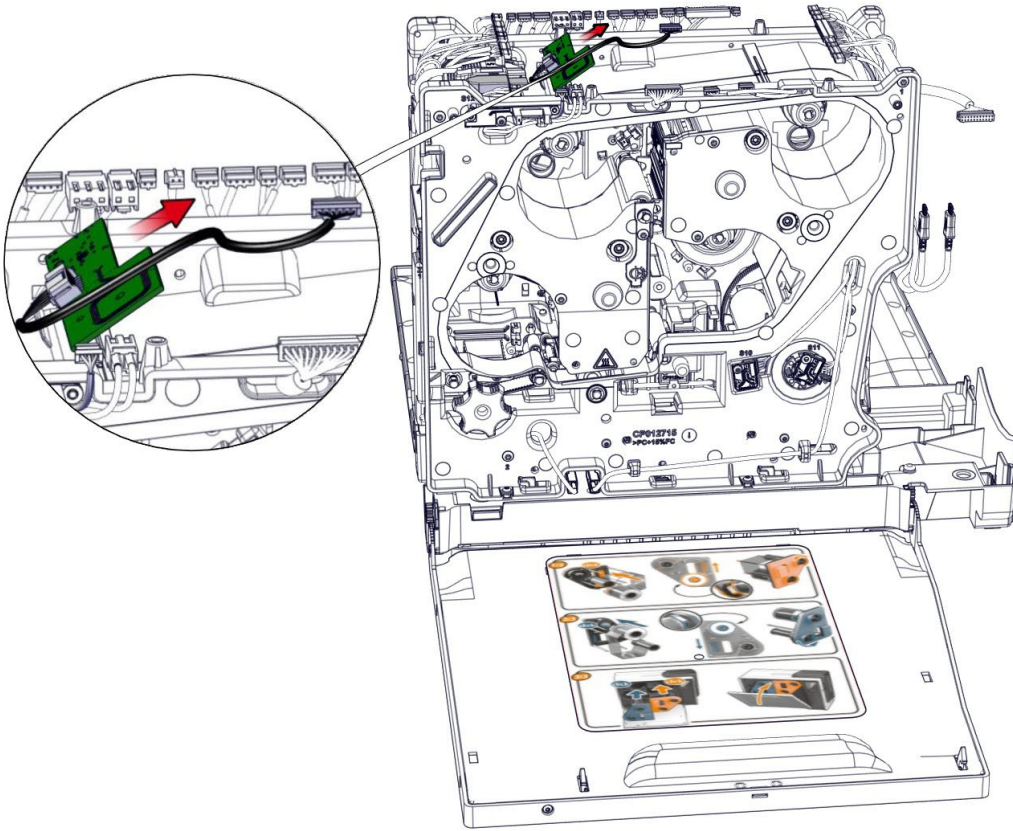
3. Remove the four screws from the main board.



4. Remove the rivet.



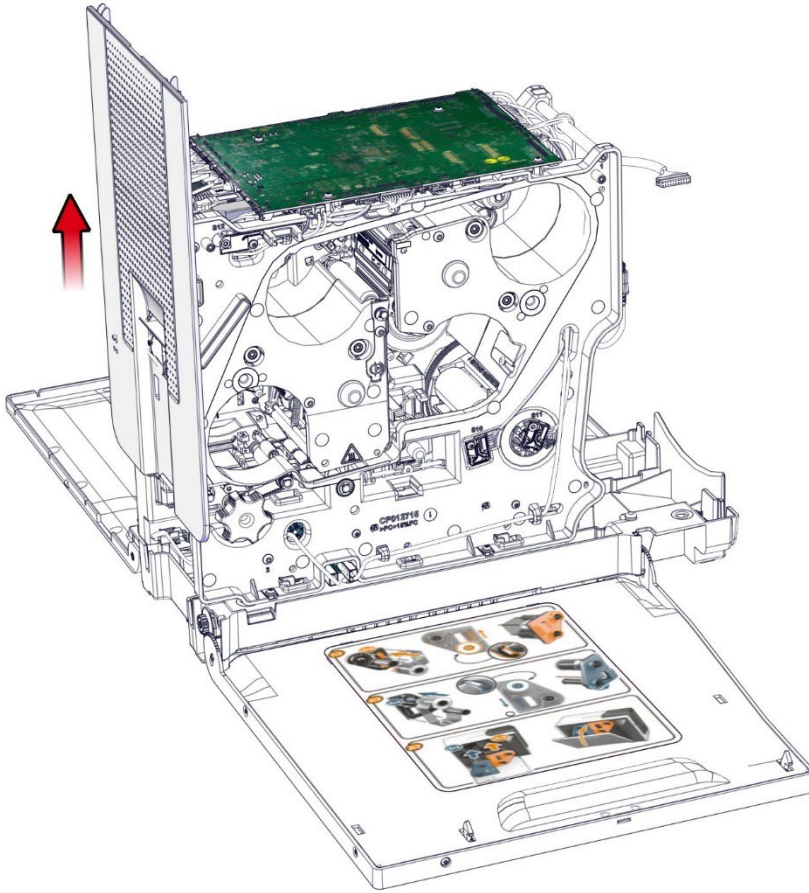
5. Gently disengage the RFID card. Retrieve the cable.



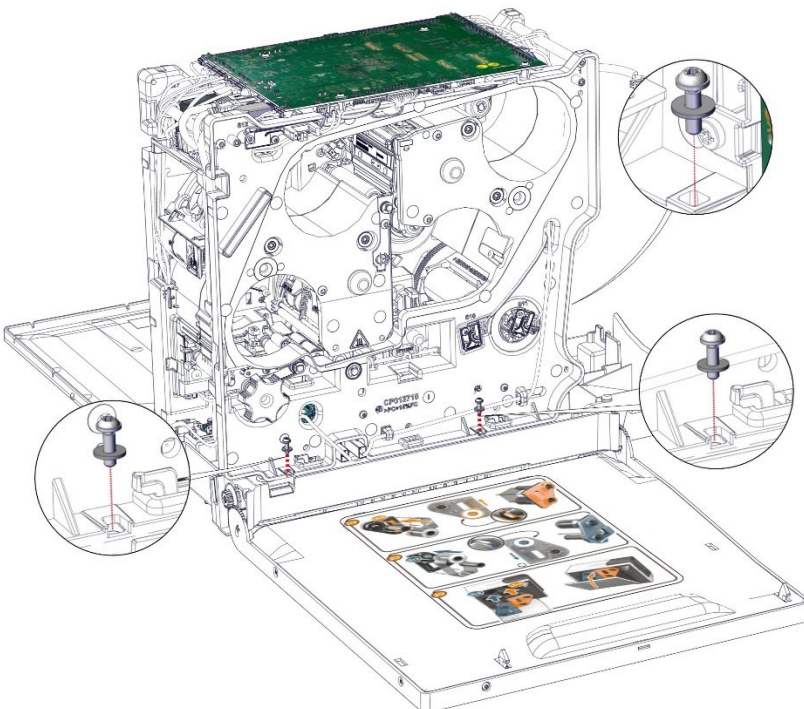
6. Connect the cable on the new RFID card and attach it with the shortest rivet. Carry out the step in reverse. Pay attention to not pinch the cables.

Step 45 - REMOTE CONNECTIVITY CARD – S10457

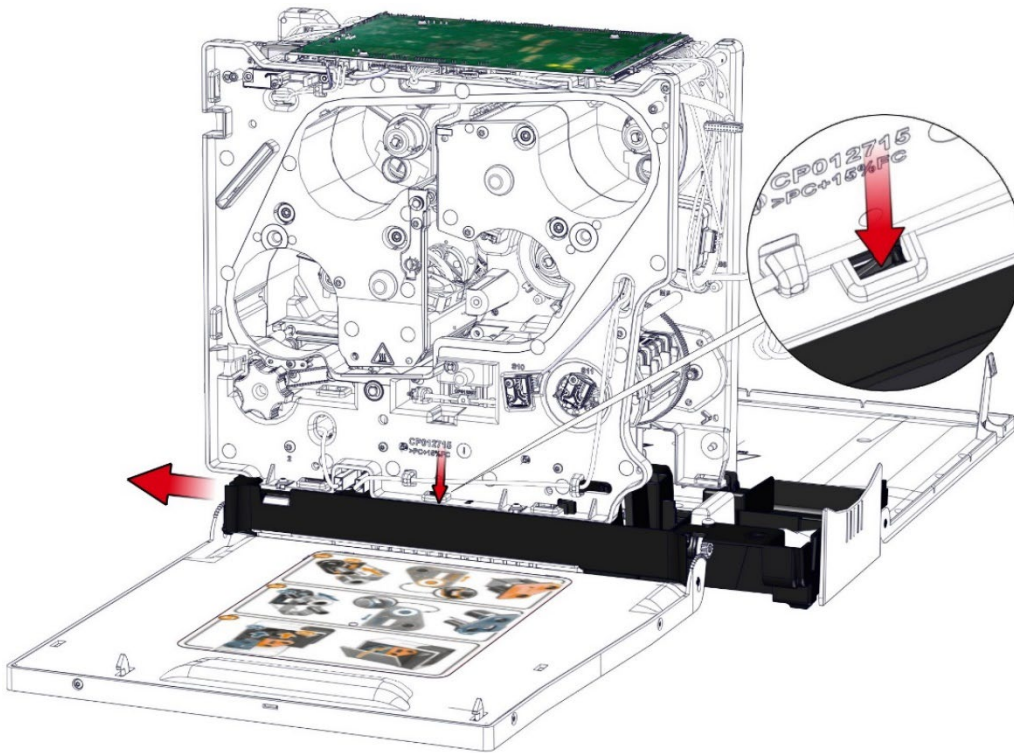
1. Carry out step 12-1 to 12-7 (page [88](#)).
2. Gently lift the left cover.



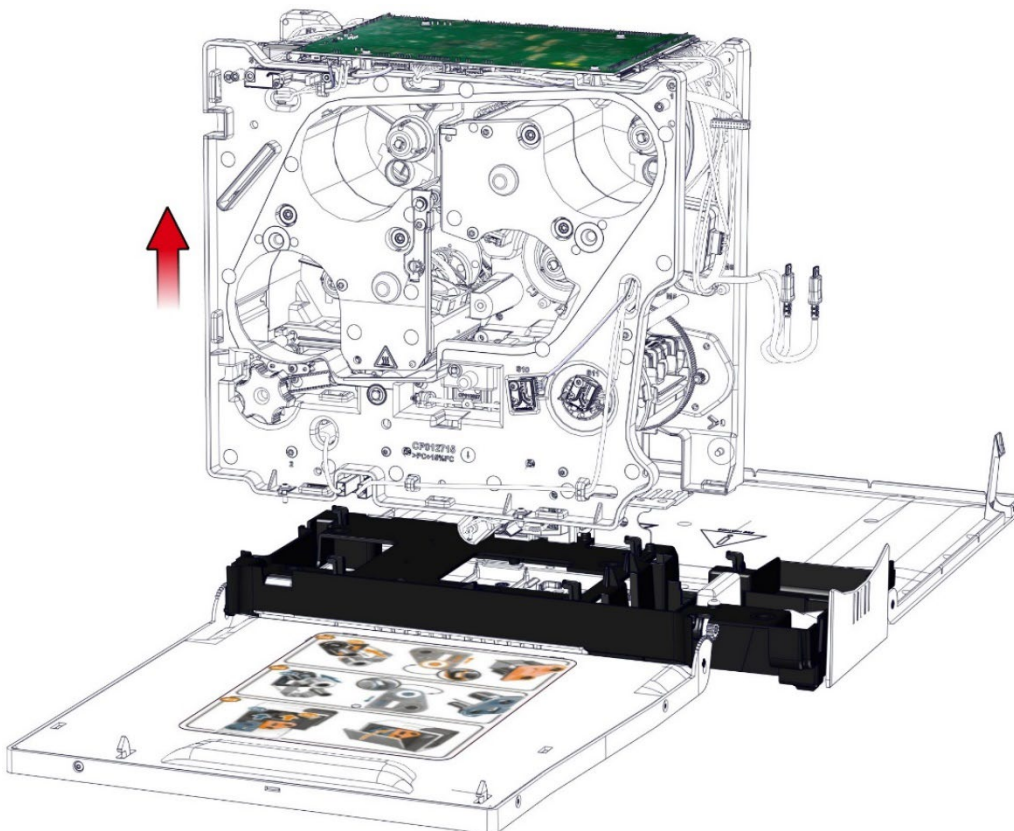
3. Remove the screws from the bottom plate.



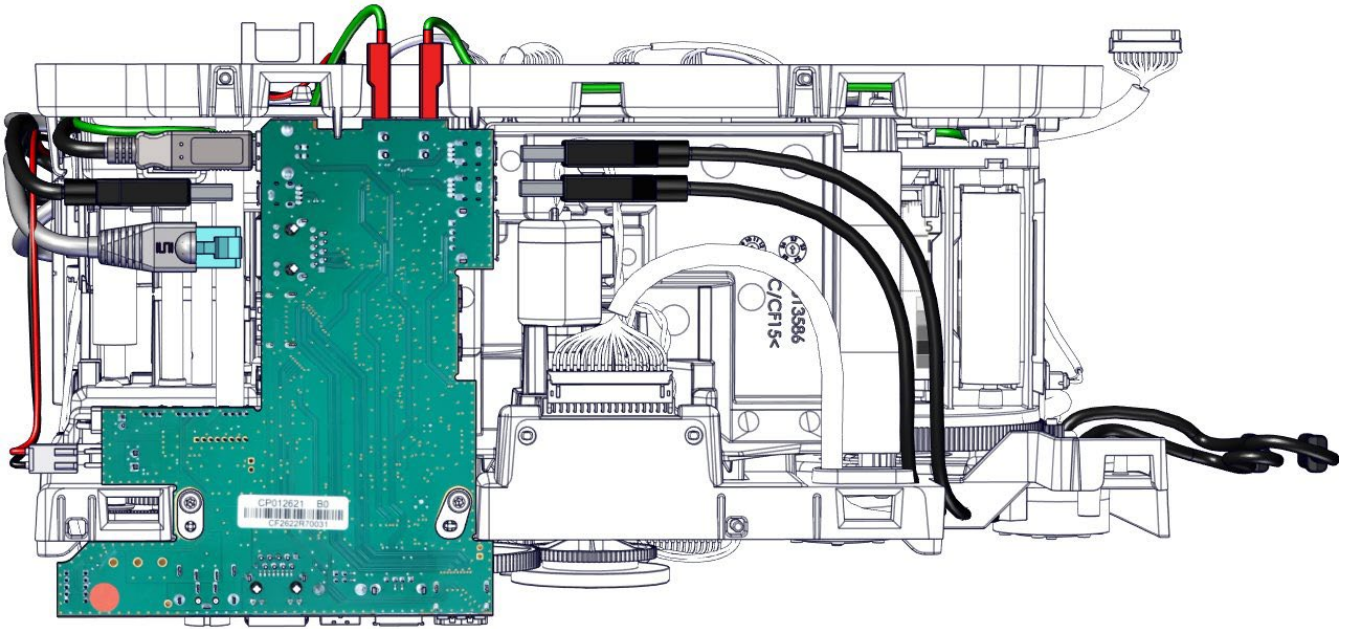
4. Press on the clip and slide the module to the left.



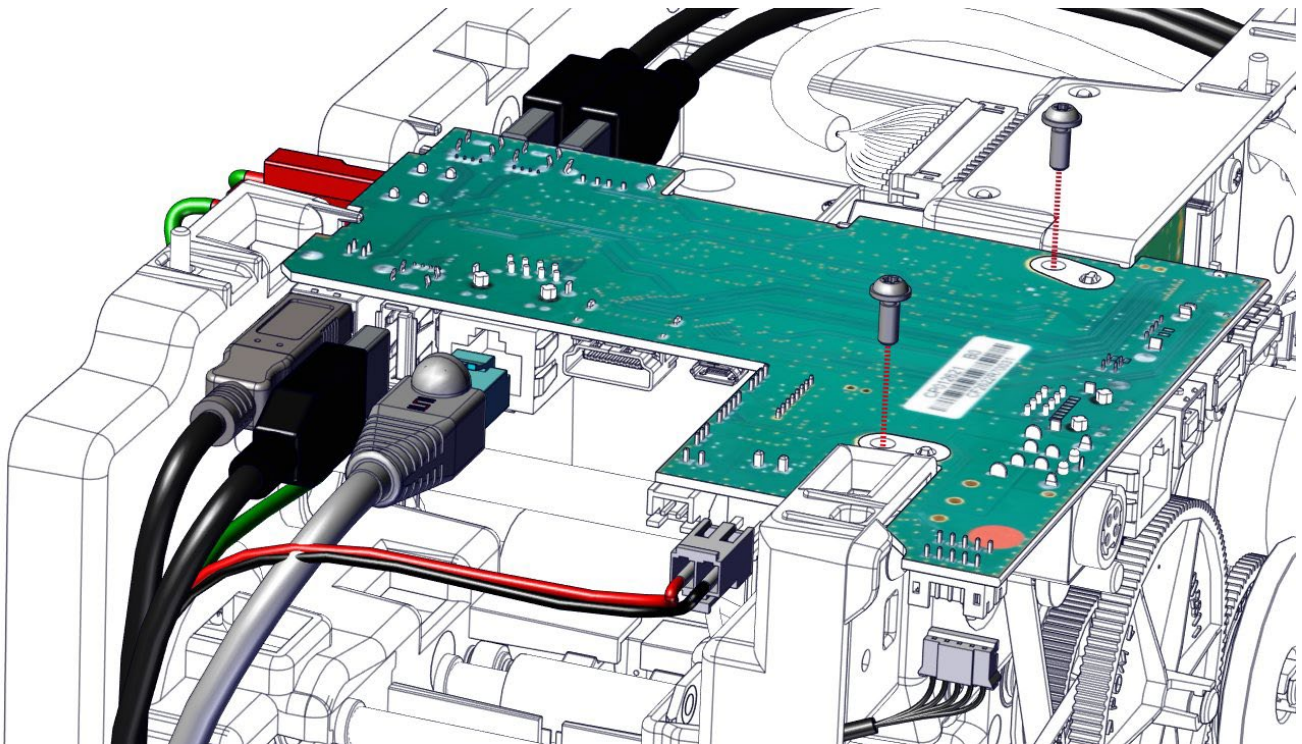
5. Disengage the module from the bottom plate.



6. Disconnect all the cables from the remote connectivity card.

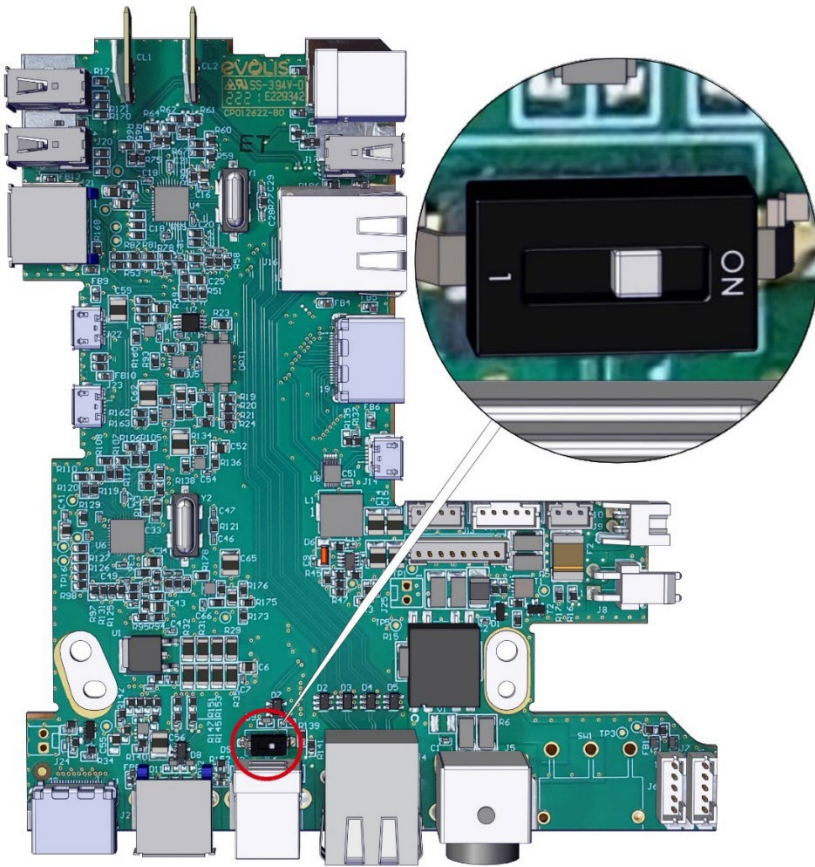


7. Remove both screws from the remote connectivity card and disengage it from the chassis.

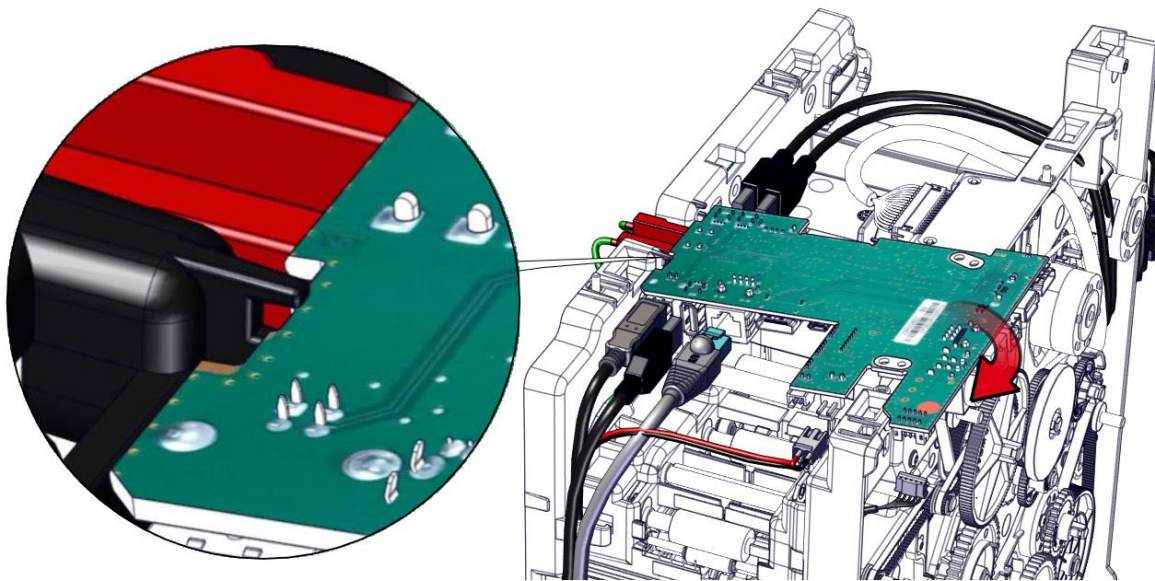


8. Check the switch is at its good position:

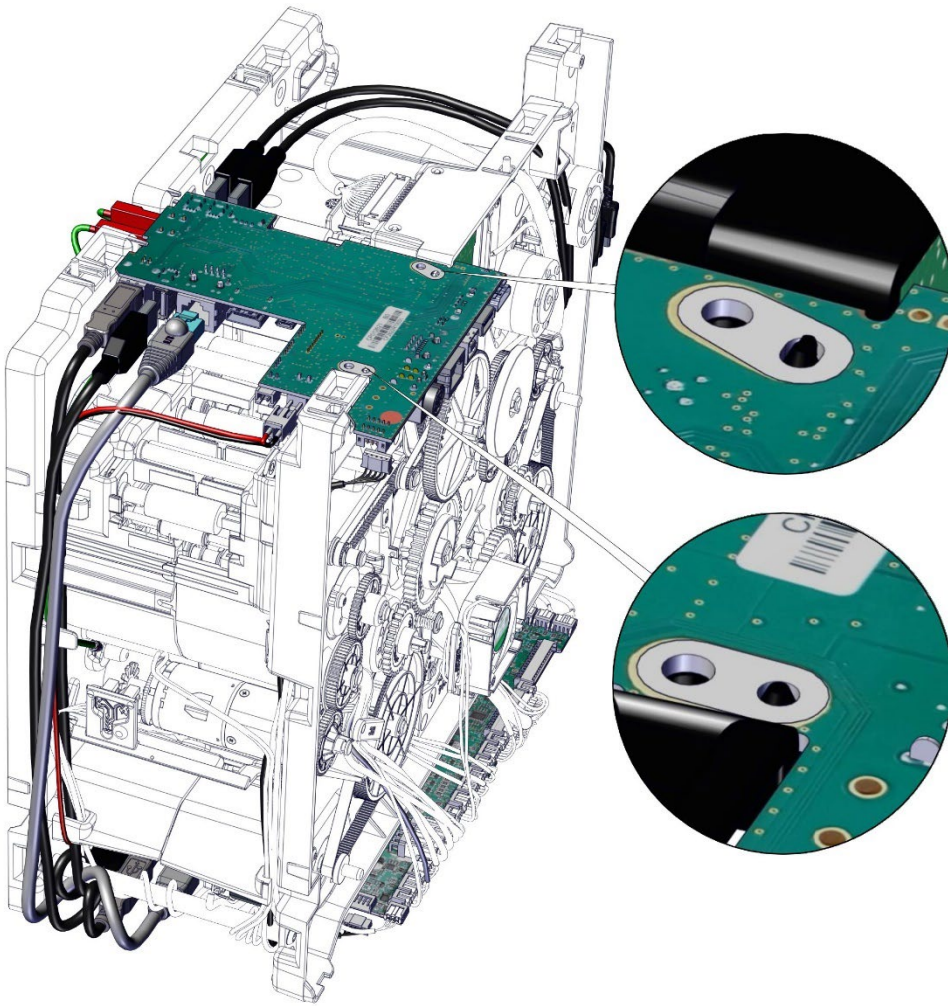
- ON= DIRECT USB
- 1 = COMM VIA EMBEDDED COMPUTER



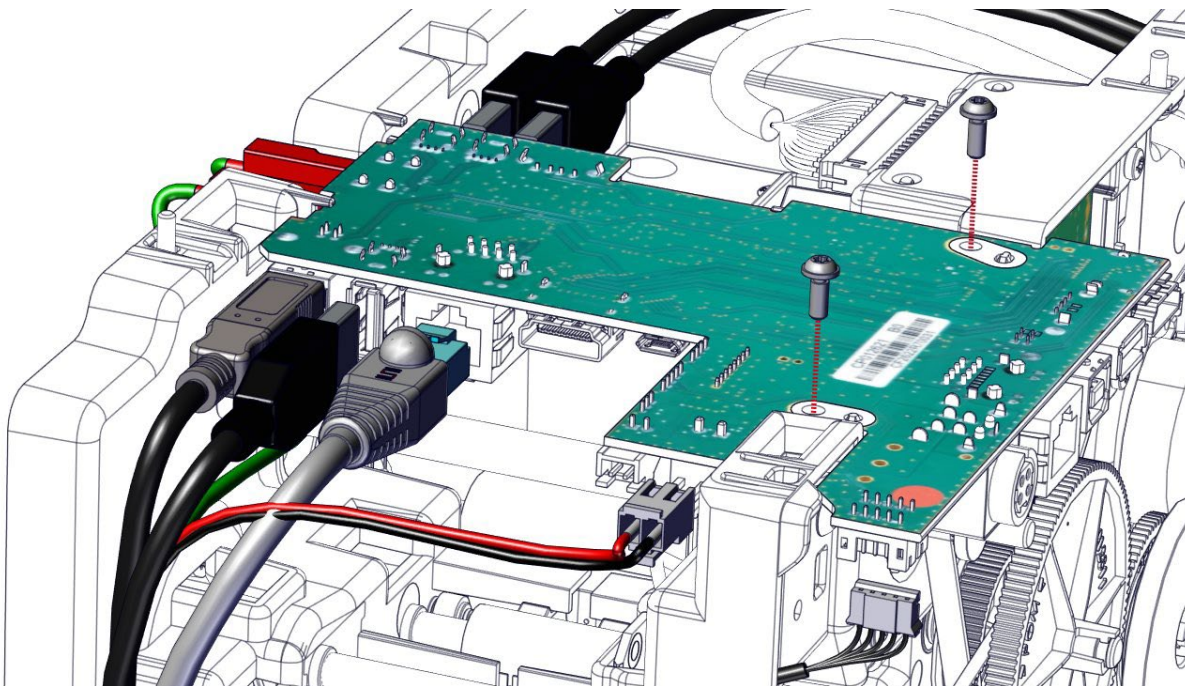
9. In first insert the new remote connectivity card in the chassis.



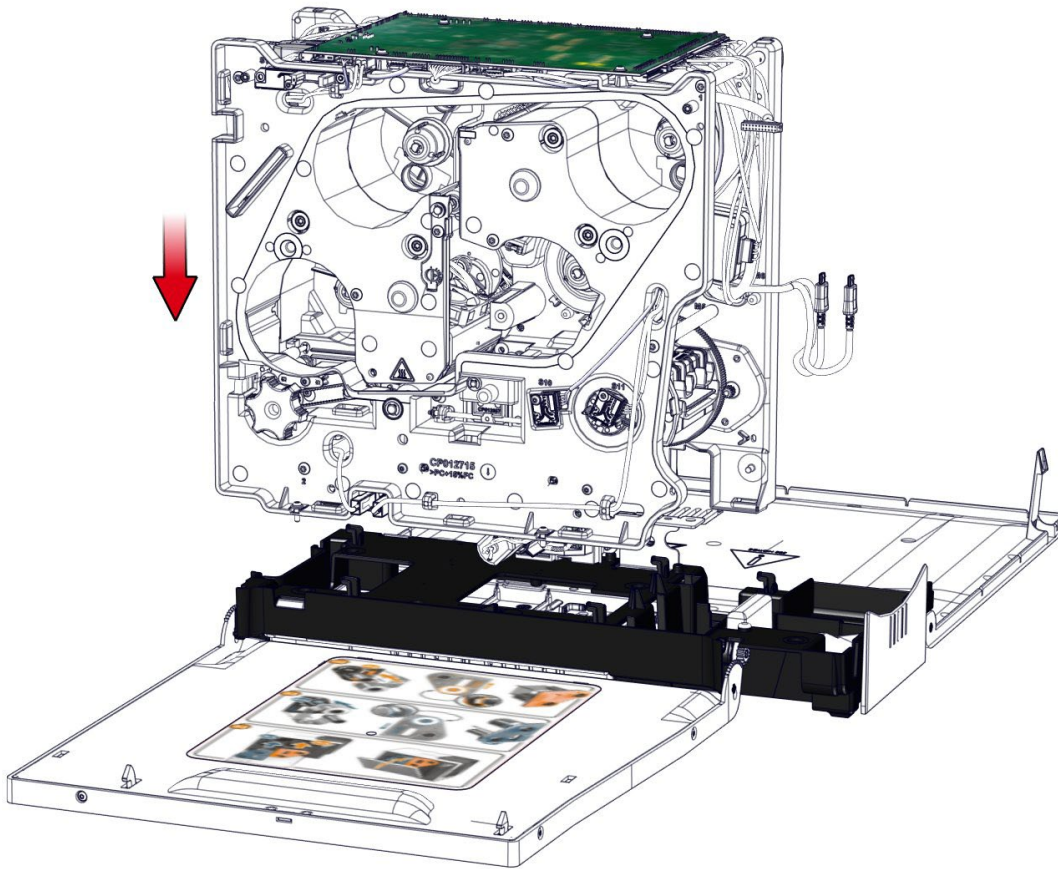
10. Insert the card in the centering pins and carry out the steps in reverse.



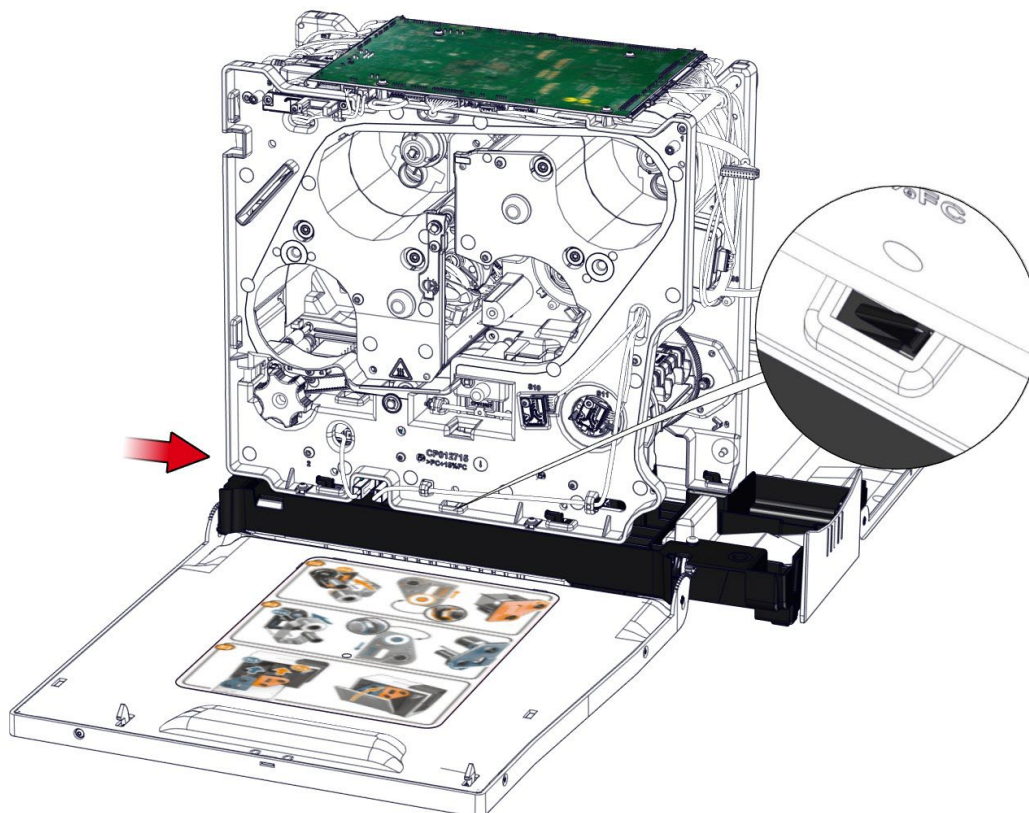
11. Put the screws back and reconnect the cables. Apply **TECHNIQUE TO AVOID DAMAGING TAPS**.



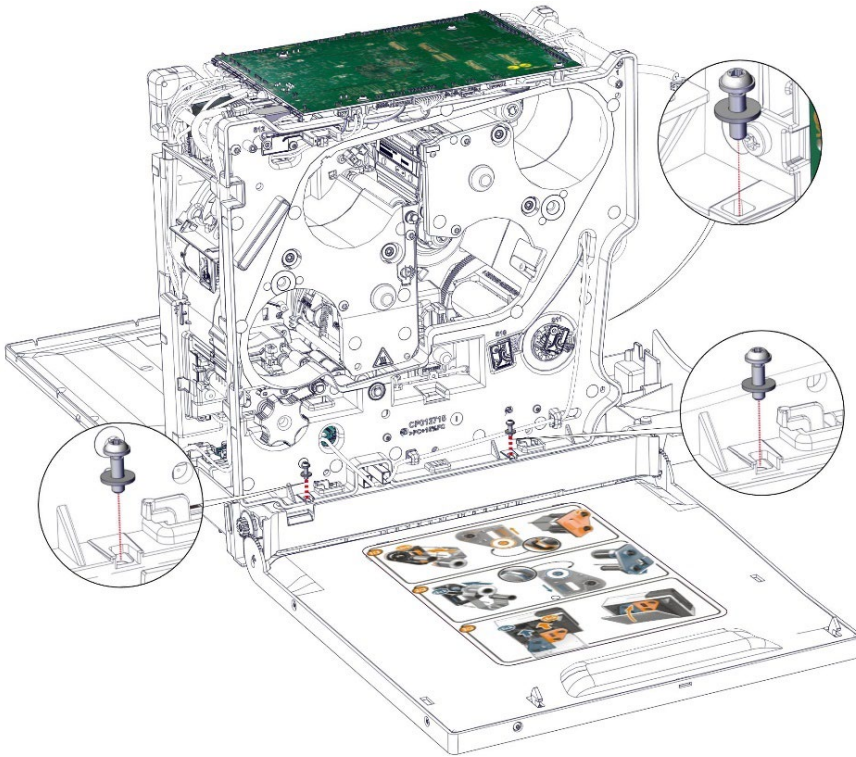
12. Put the chassis in place.



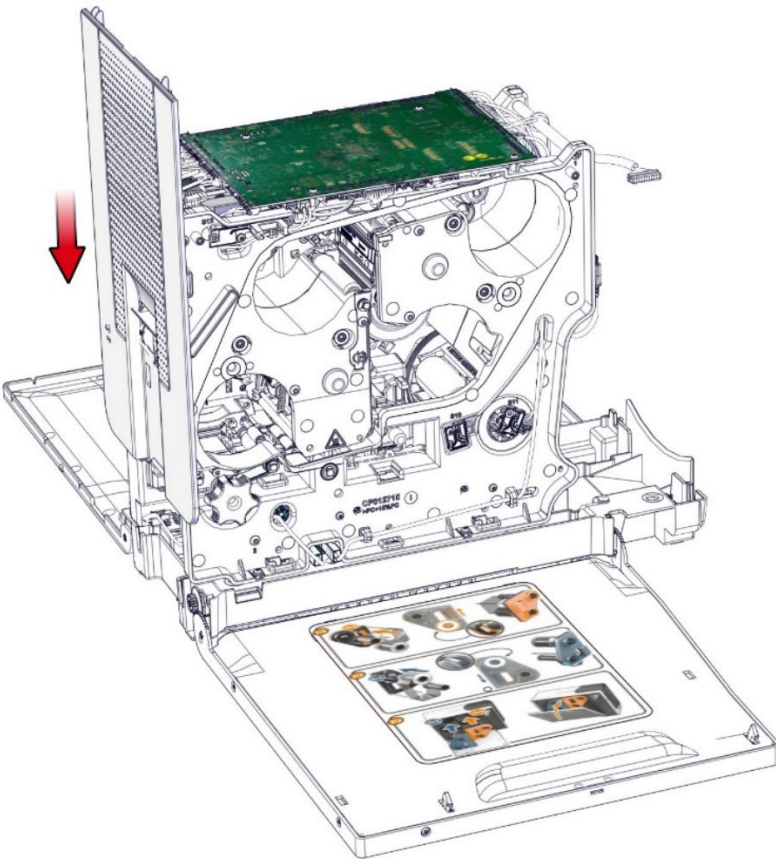
13. Slide the module until it clicks on the bottom plate.



14. Put the screws back. Apply TECHNIQUE TO AVOID DAMAGING TAPS.



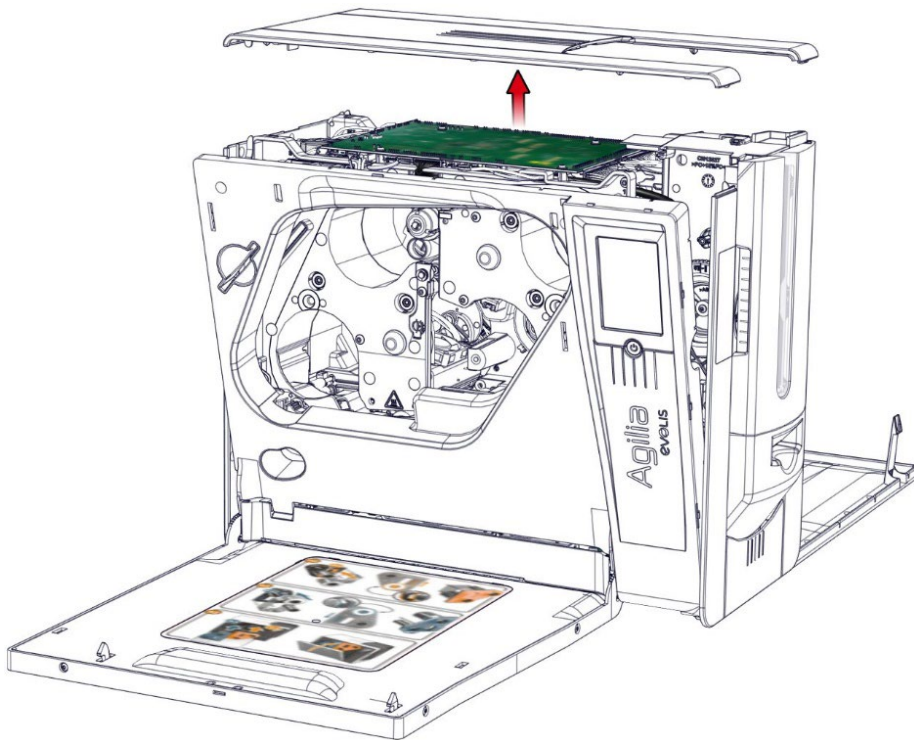
15. Put the left cover back. Pay attention to not pinch the cables.



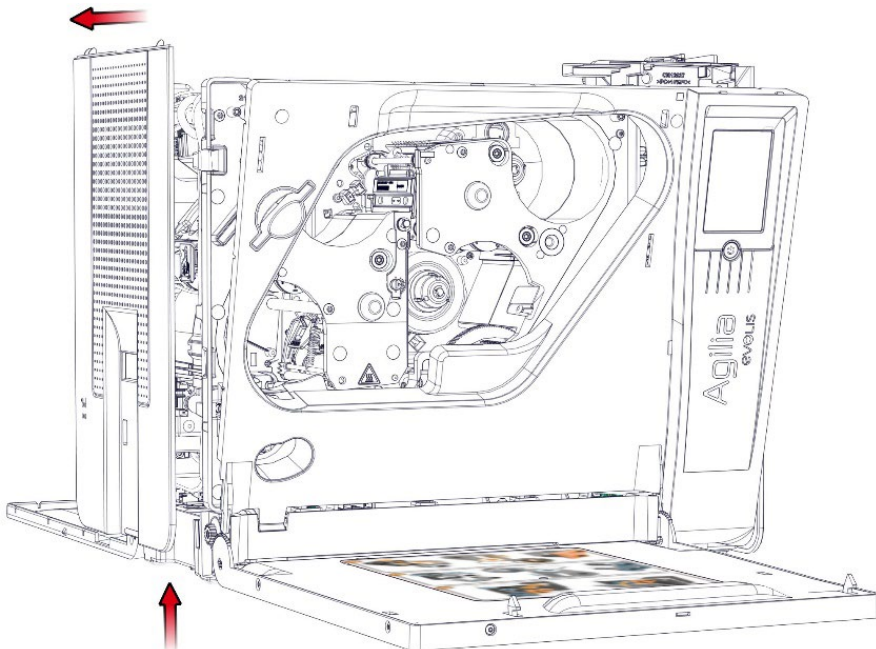
16. Carry out step 12-7 to 12-1 (page [88](#)) in reverse.

Step 46 – F5-F6-DOUBLE FAN – S10448

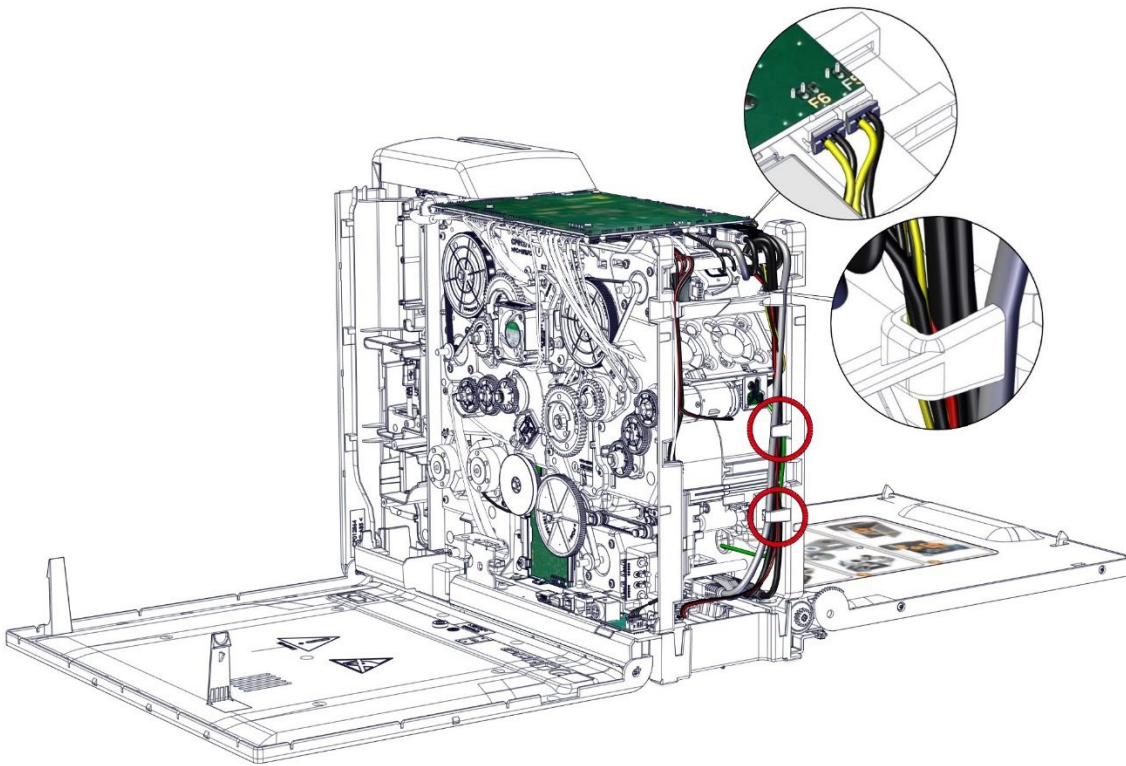
1. Carry out step 9-1 to 9-7 (page [82](#)).



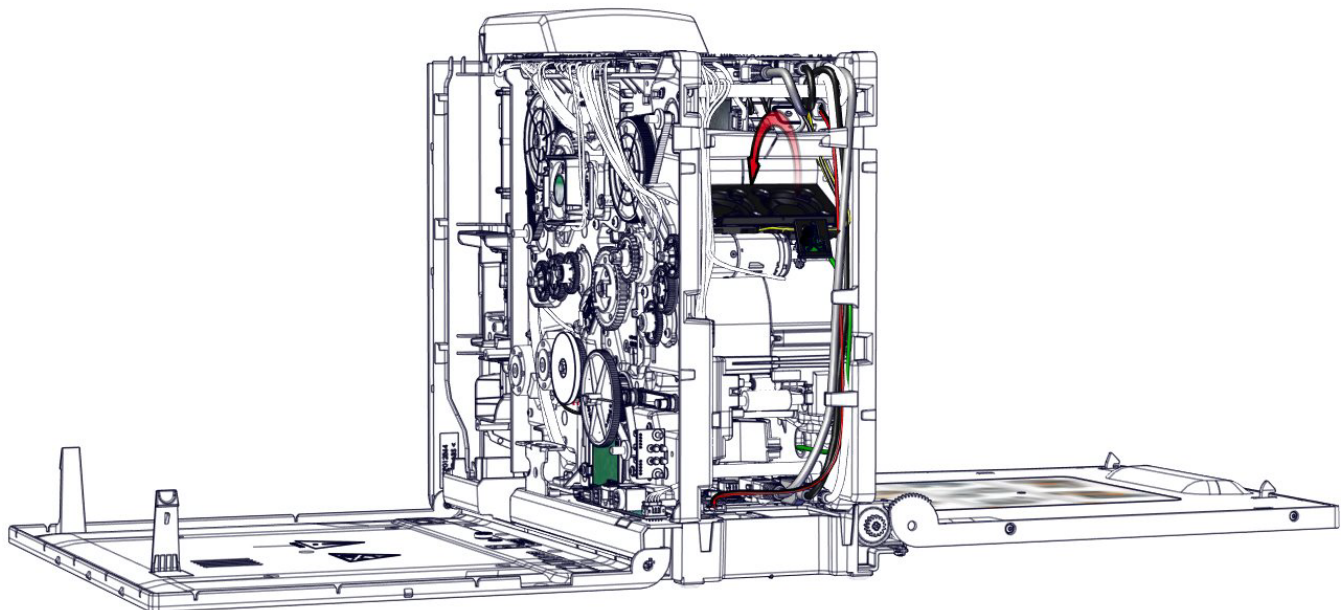
2. Gently lift the left cover.



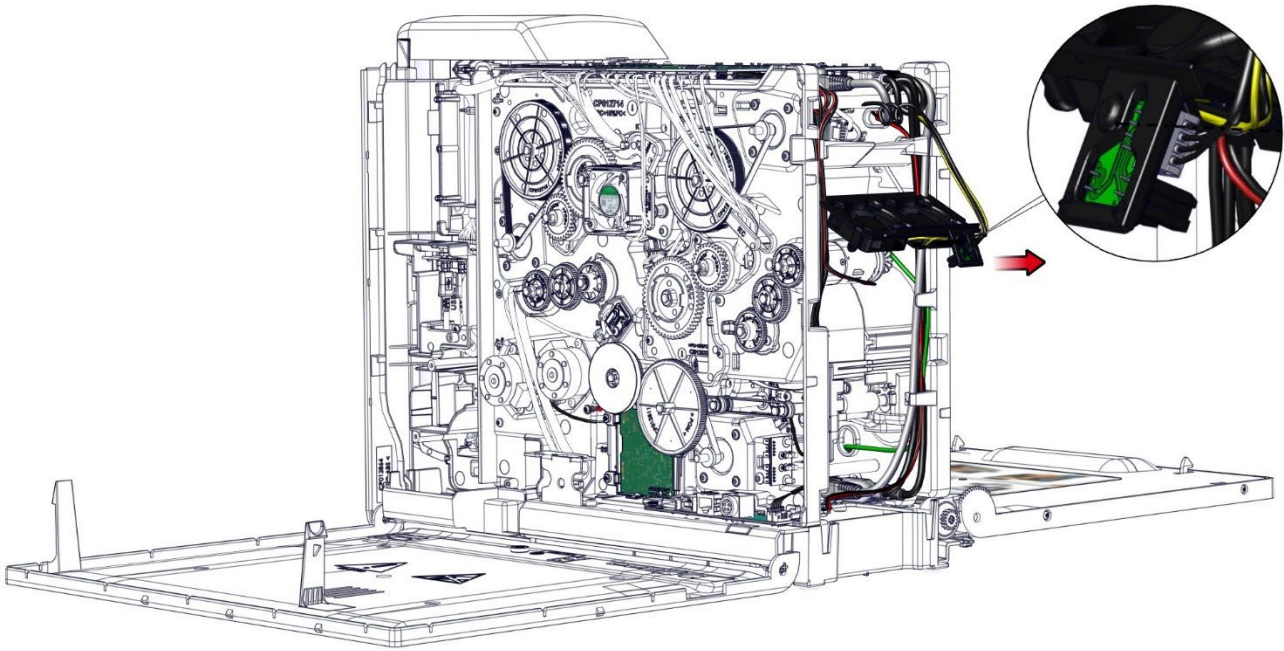
3. Disconnect both fan cables. Undo the cables from the cable holder.



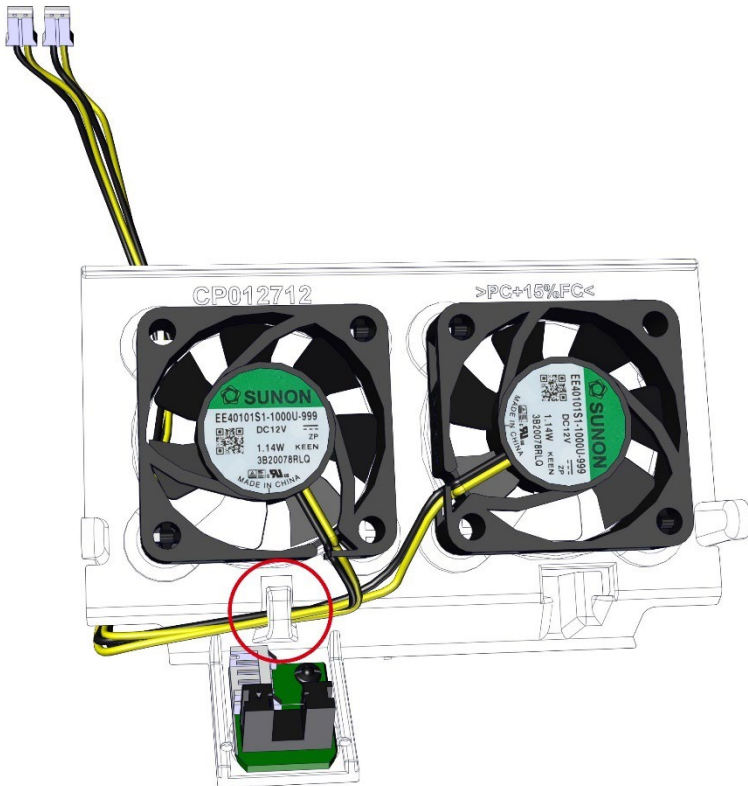
4. Unclip the fans support. Tilt it towards the inside of the printer.



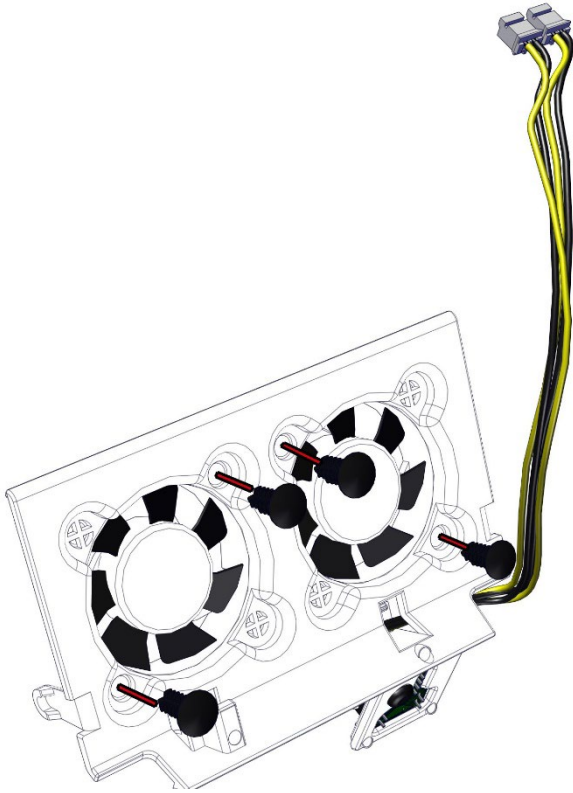
5. Gently disengage the fans support. Disconnect the sensor cable.



6. Undo the fans cables from the cable holder.



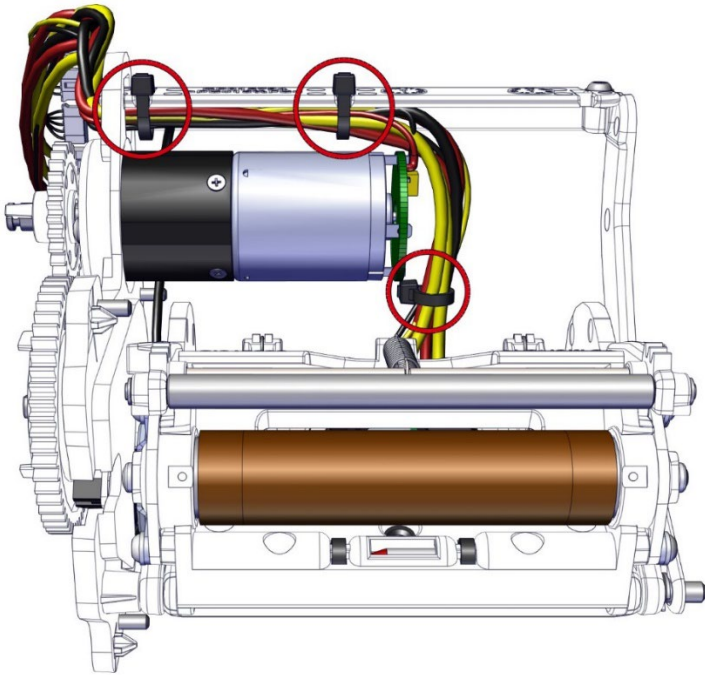
7. Remove the rivets from the fans.



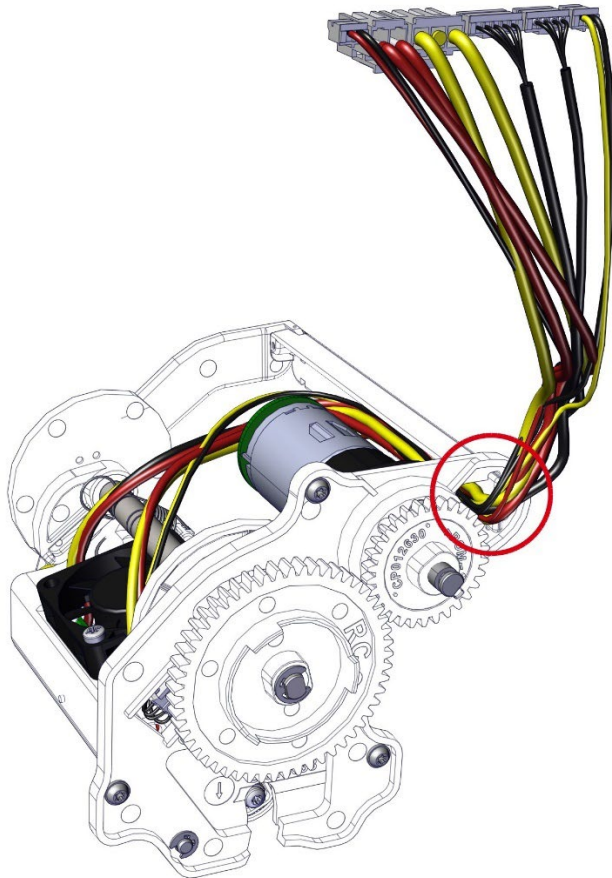
8. Take the new fan and carry out the step in reverse. Pay attention to put the fans in the good position and to not pinch the cables when putting the support back.

Step 47 – F1 (HEAT ROLLER FAN) - S10448

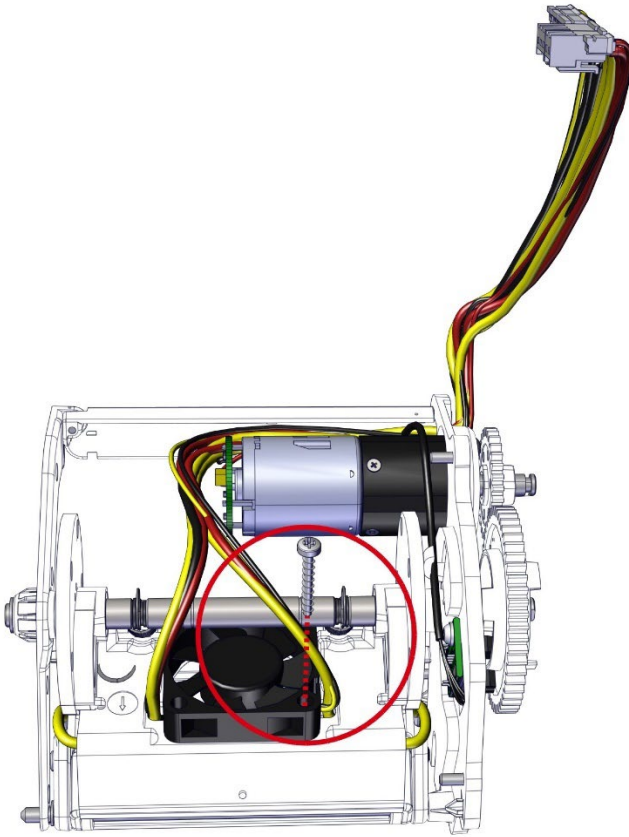
1. Carry out Step 14-1 to 14-8 (page [94](#)).
2. Cut the three cable ties.



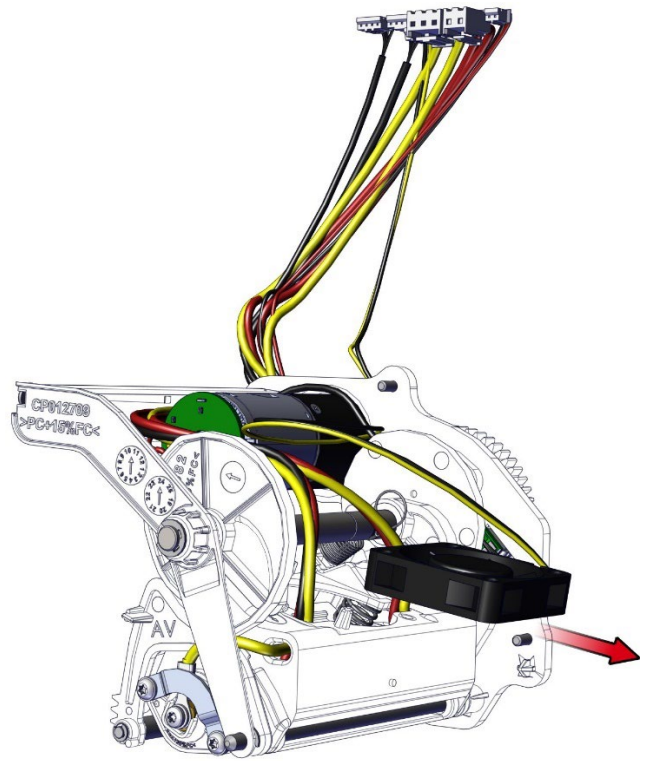
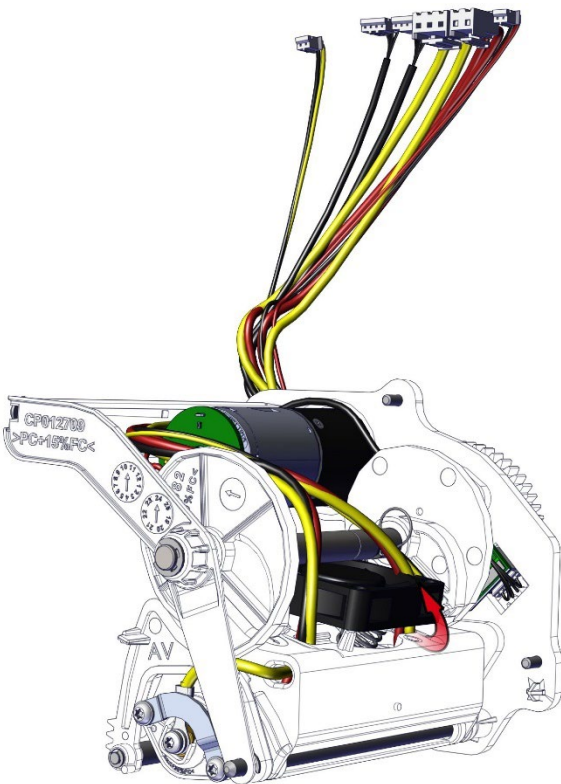
3. Pass the fan cable through the hole.



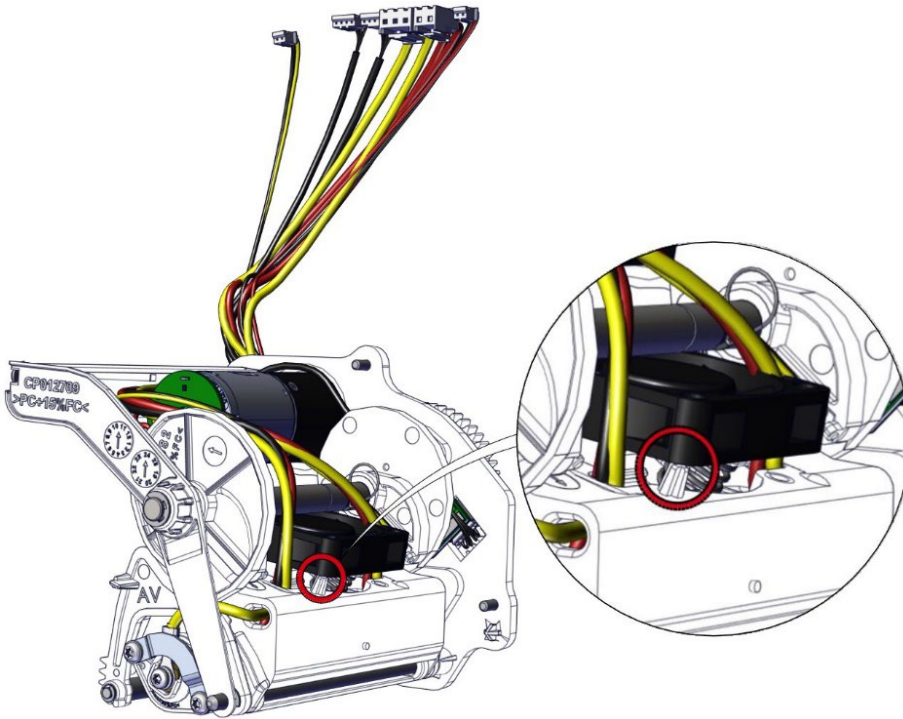
4. Remove the screw.



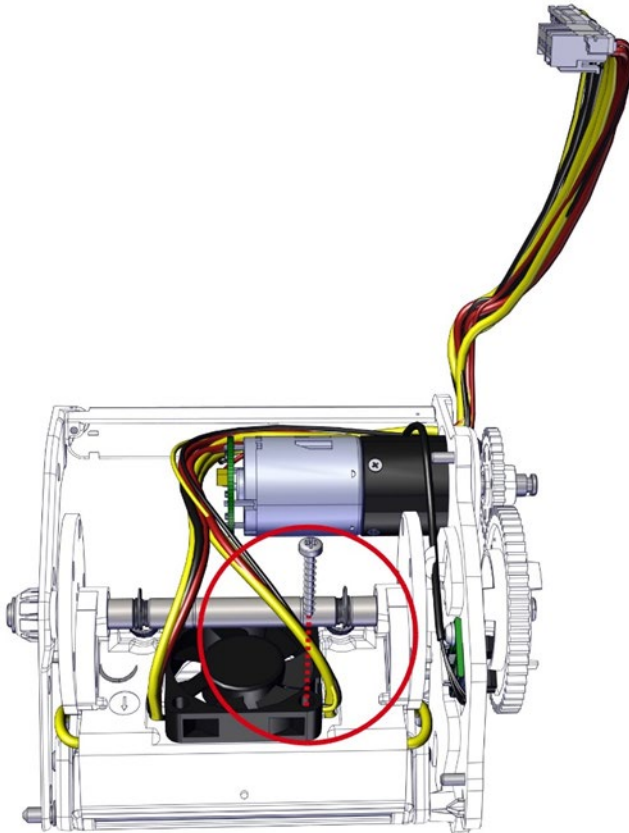
5. Lift the fan to disengage it.



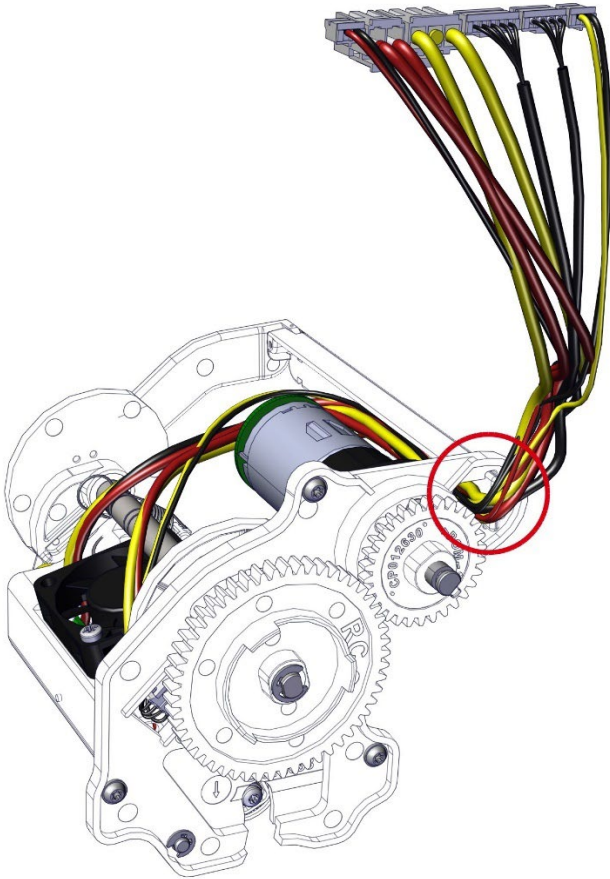
6. Put the new fan in place.



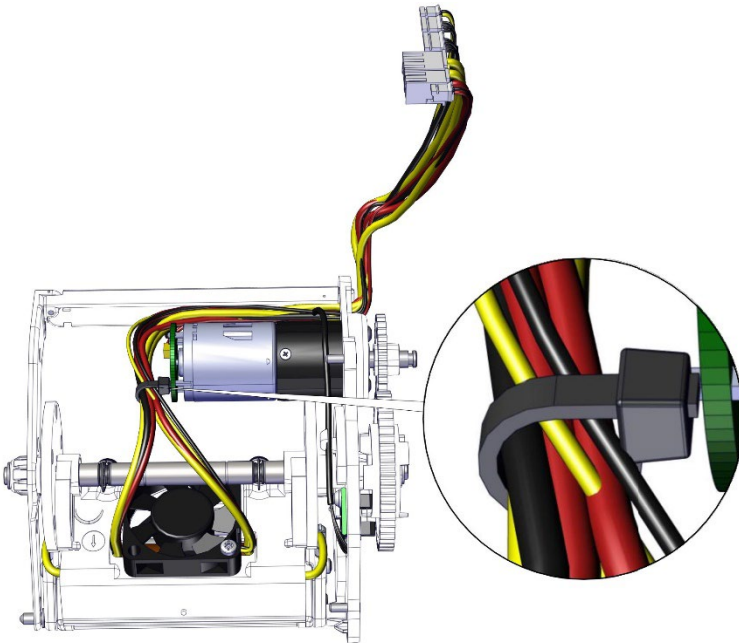
7. Put the screw back.



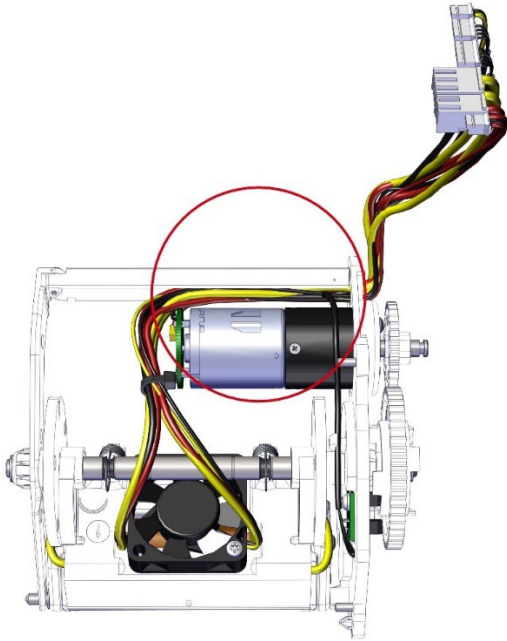
8. Pass the fan cable through the hole.



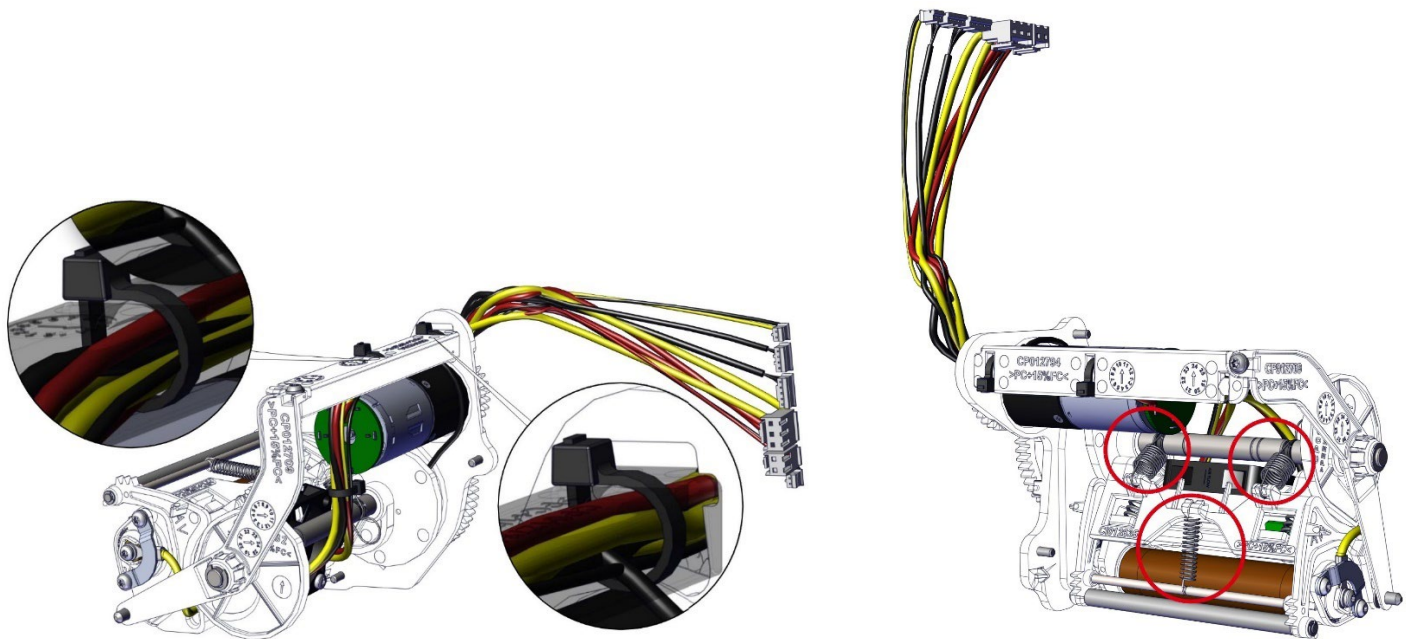
9. Put the first cable tie.



10. Put the cables in the cable's holder.



11. Put both cable ties. Pay attention to put the ties in the good position to avoid problems when reassembling the complete heating roller. Check that the springs are in their locations.



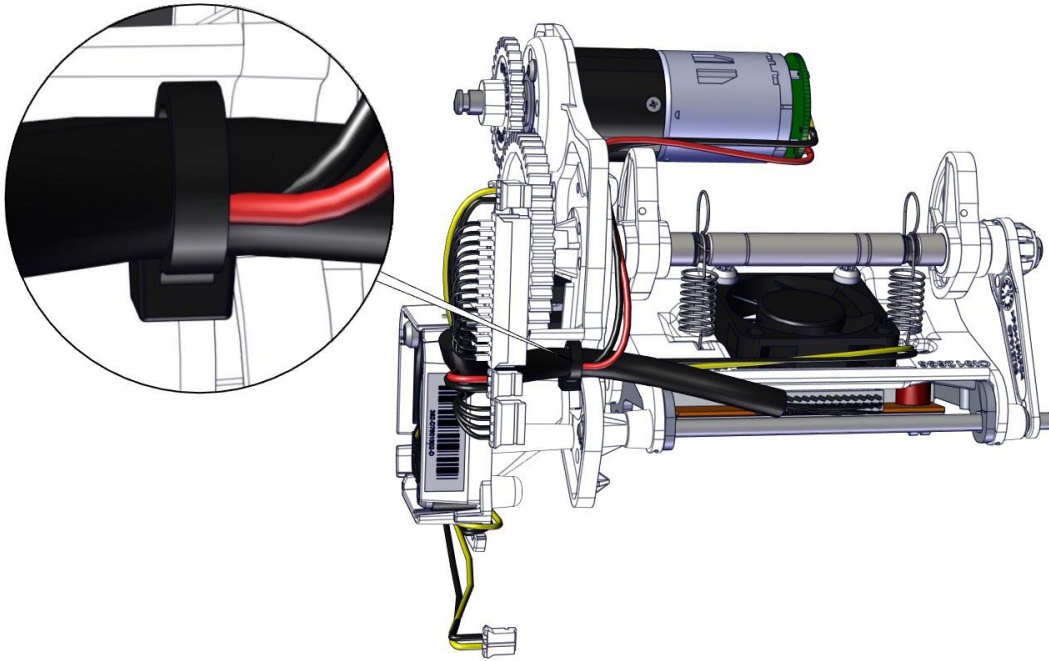
12. Follow step 14 (page [94](#)) to put the heating roller back.

Step 48 – F2 (PRINT HEAD FAN) - S10448

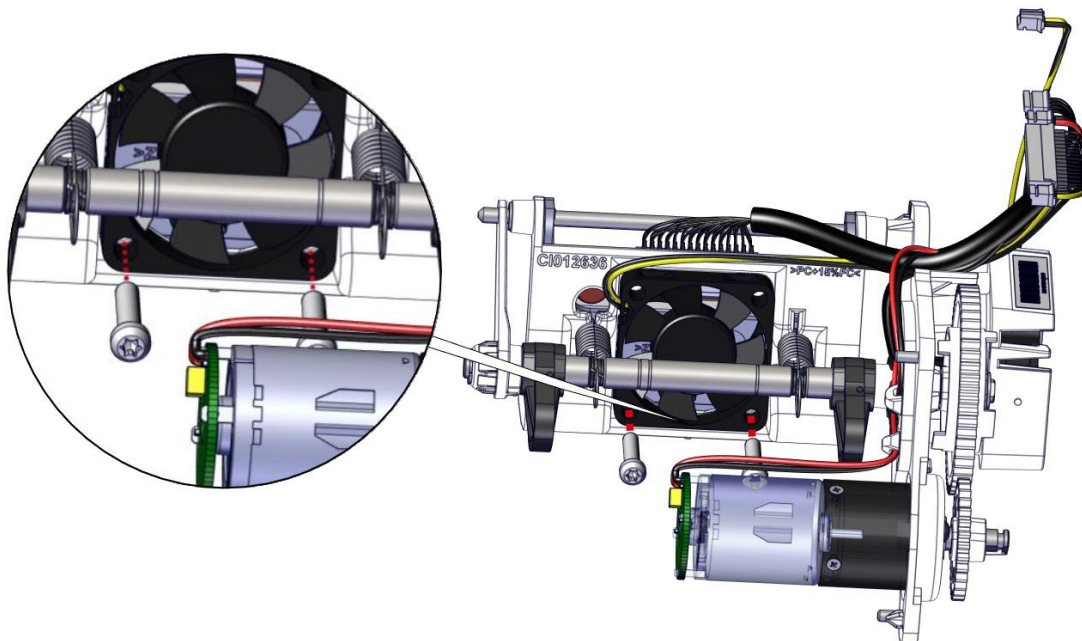
NOTE

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

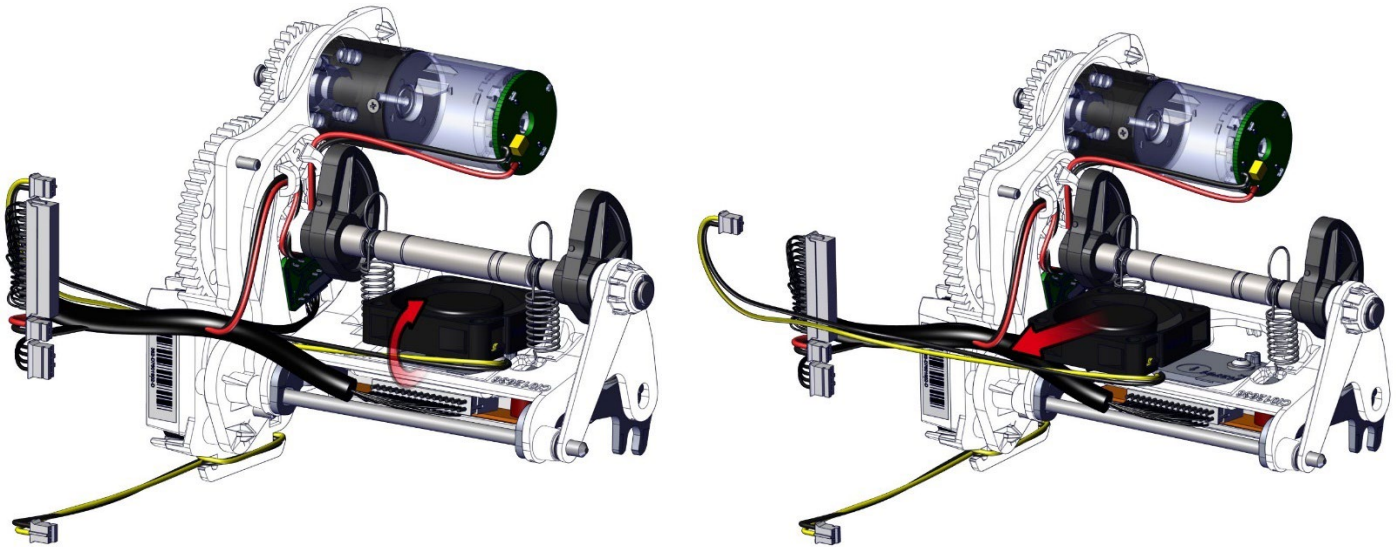
1. Carry out step 15-1 to 15-8 (page [100](#)).
2. Cut the cable tie.



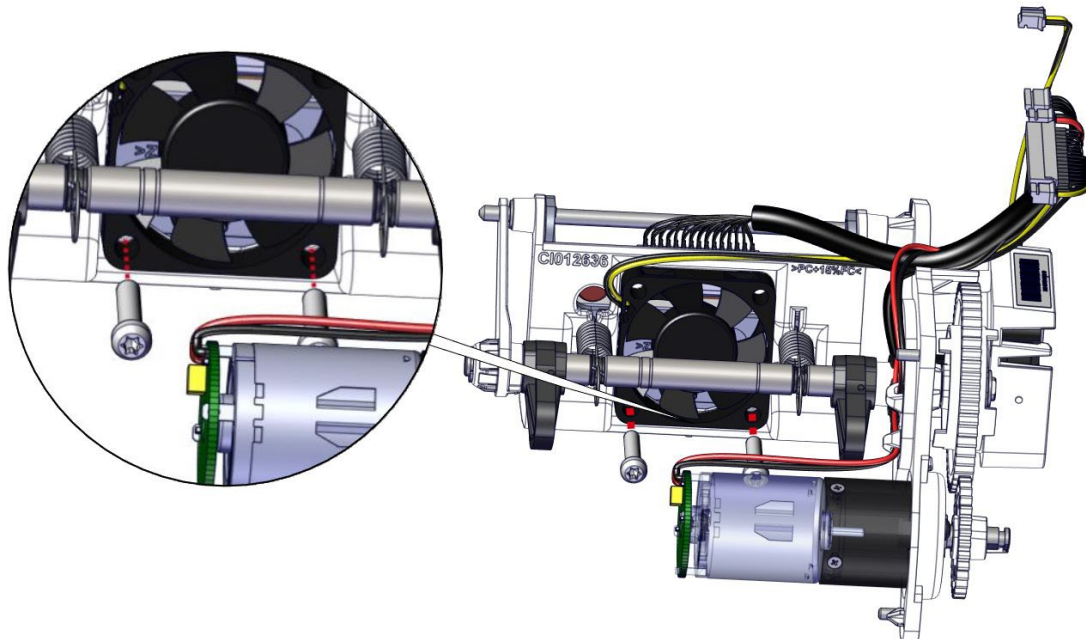
3. Remove both screws.



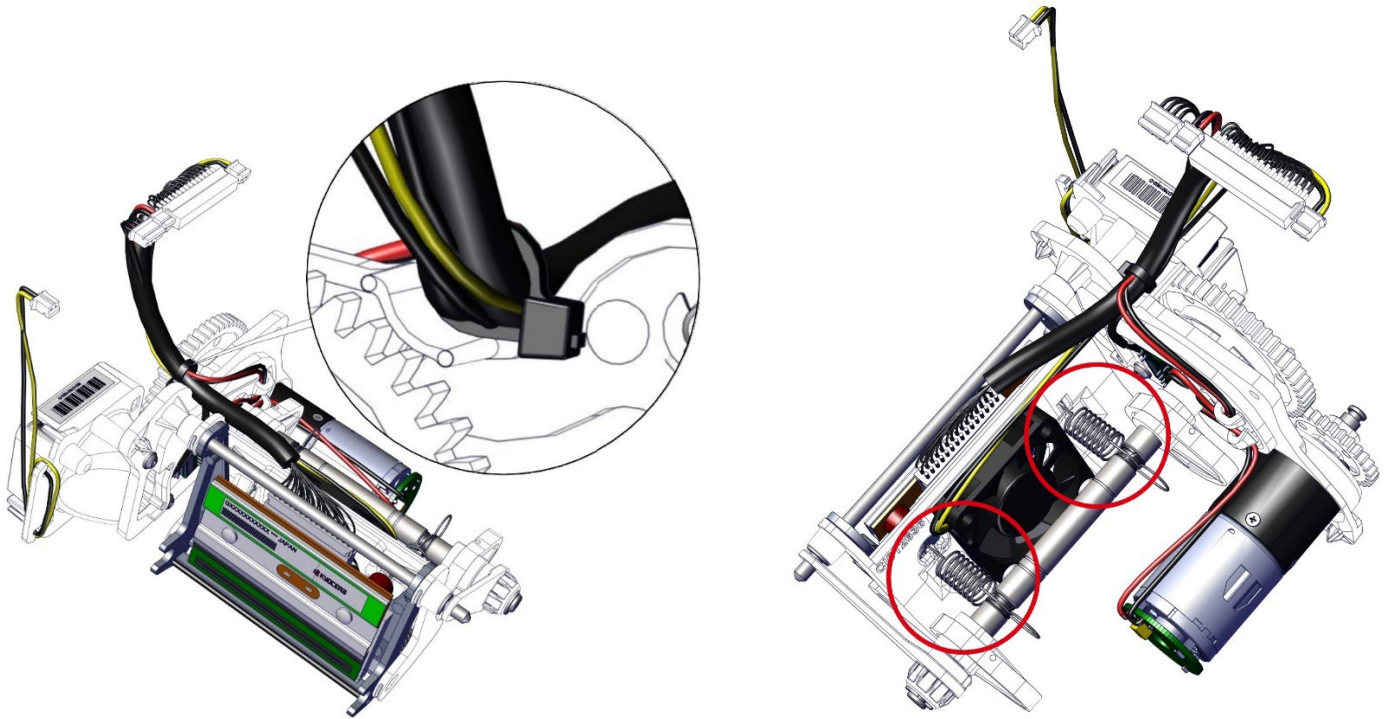
4. Lift the fan to disengage it.



5. Put in place the new fan and both screws.



6. Put the cable tie. Pay attention to put the ties in the good position to avoid problems when reassembling the complete heat roller. Check that the springs are in their locations.



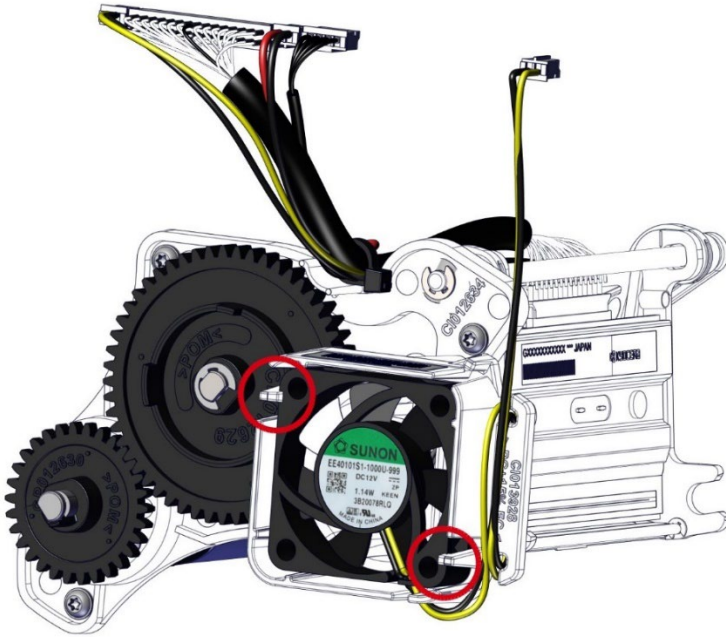
7. Carry out step 15-8 to 15-1 (page 100) in reverse.

Step 49 - F7 (EXTERIOR HEAD FAN) - S10448

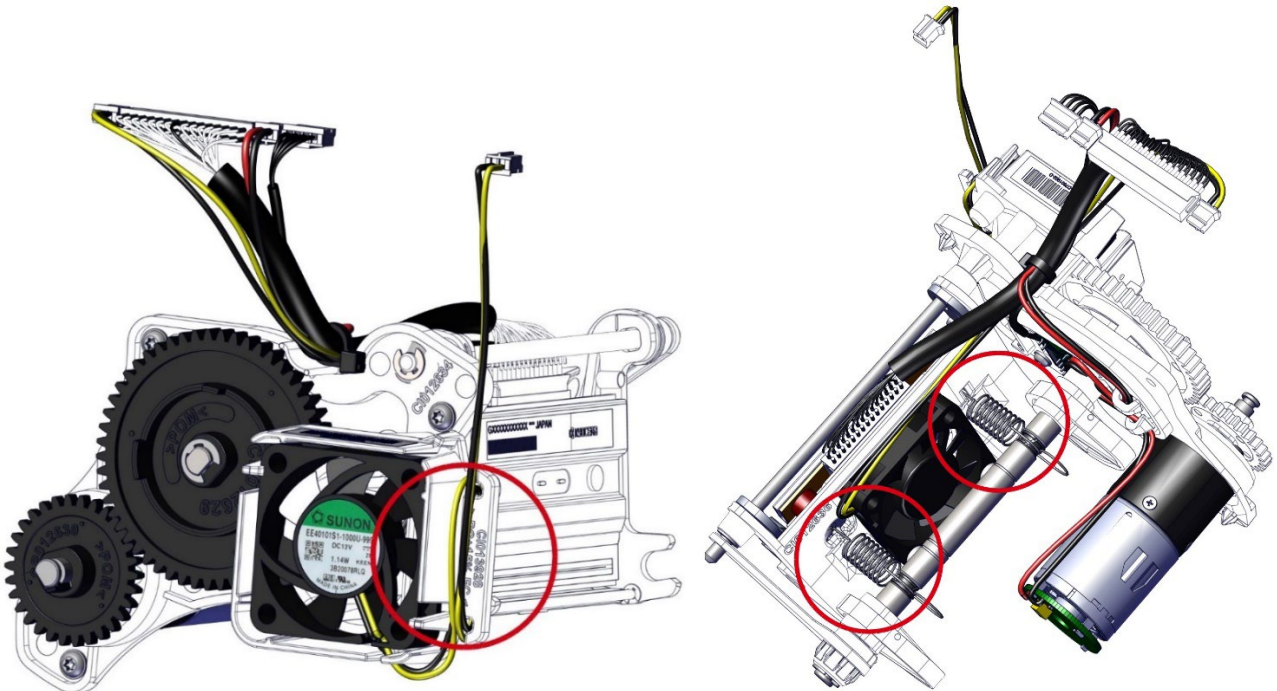


Avoid touching the print head directly with the fingers, as this could affect print quality or permanently damage the print head.

1. Carry out step 15-1 to 15-8 (page [100](#)).
2. Unwrap the fan cable. Unclip the fan from its support.



3. Put the new one in place. Check the cable is well wrap around the support. Check that the springs are in their locations.



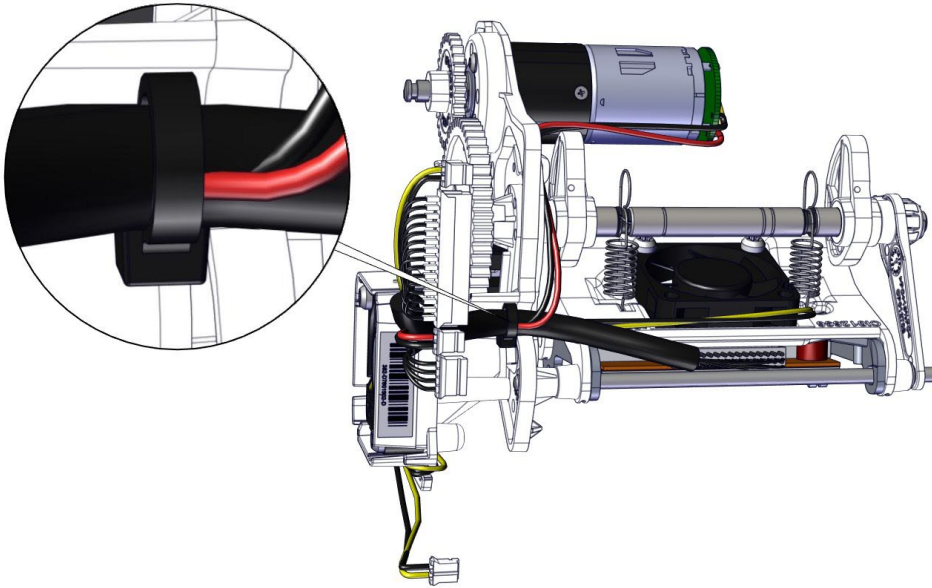
4. Carry out step 15-8 to 15-1 (page [100](#)) in reverse.

Step 50 - M2 (PRINT HEAD MOTOR) - S10453

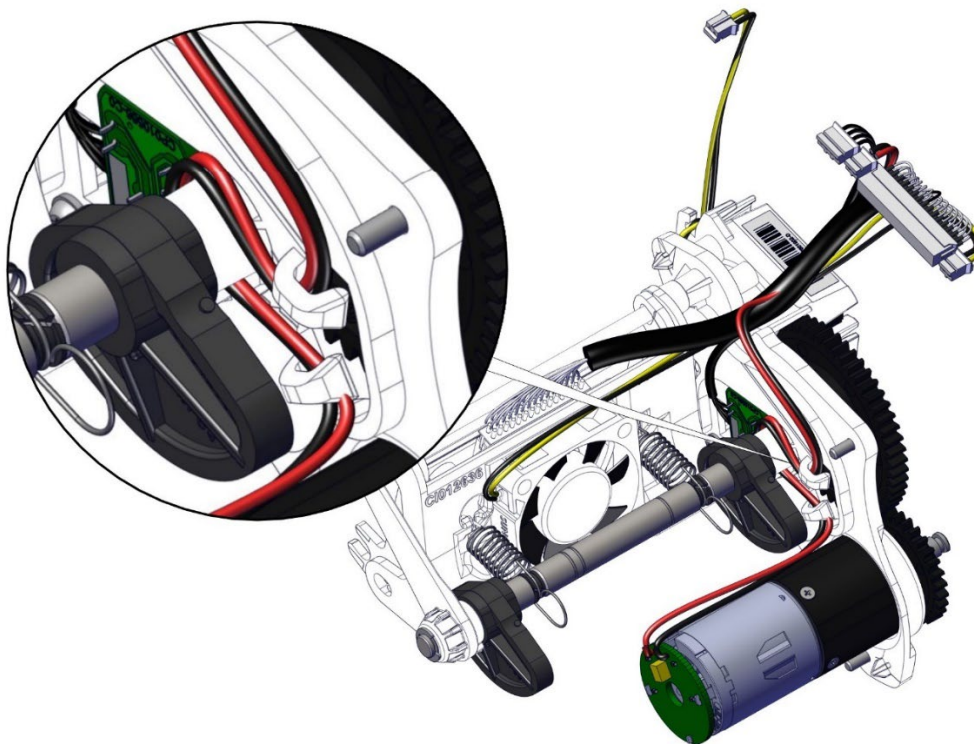


Avoid touching the print head directly with the fingers, as this could affect print quality or permanently damage the print head.

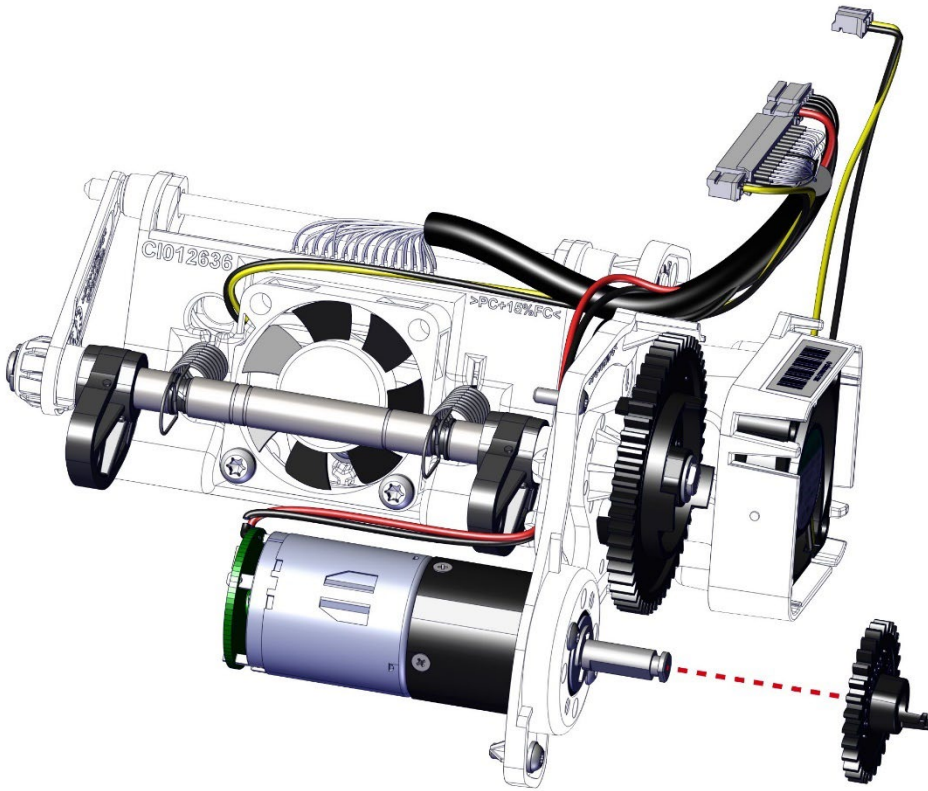
1. Carry out step 15-1 to 15-8 (page [100](#)).
2. Cut the cable tie.



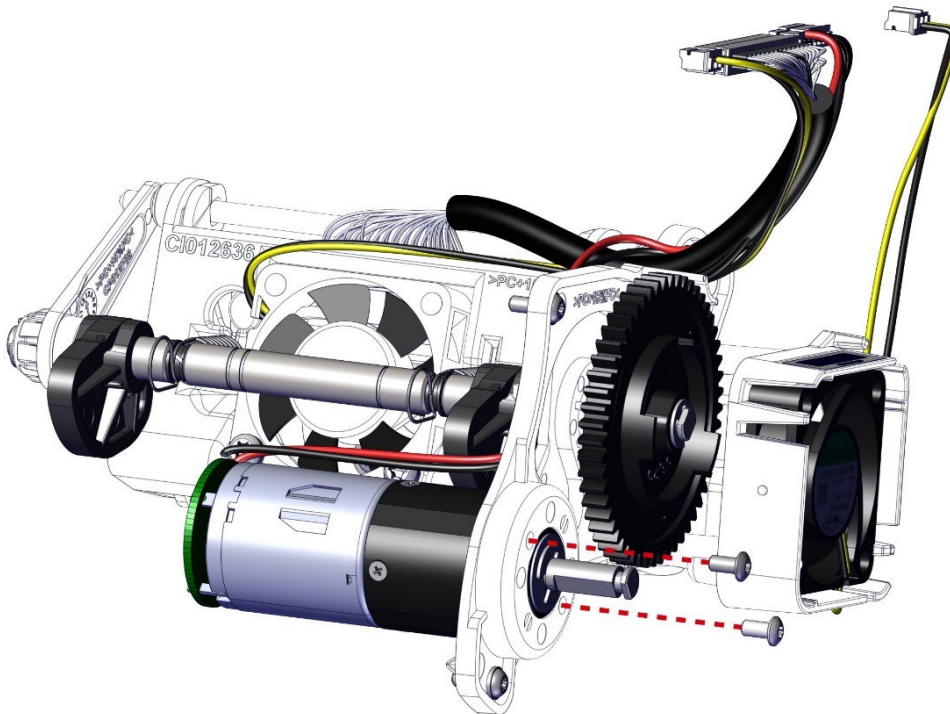
3. Undo the motor cable from its cable holders.



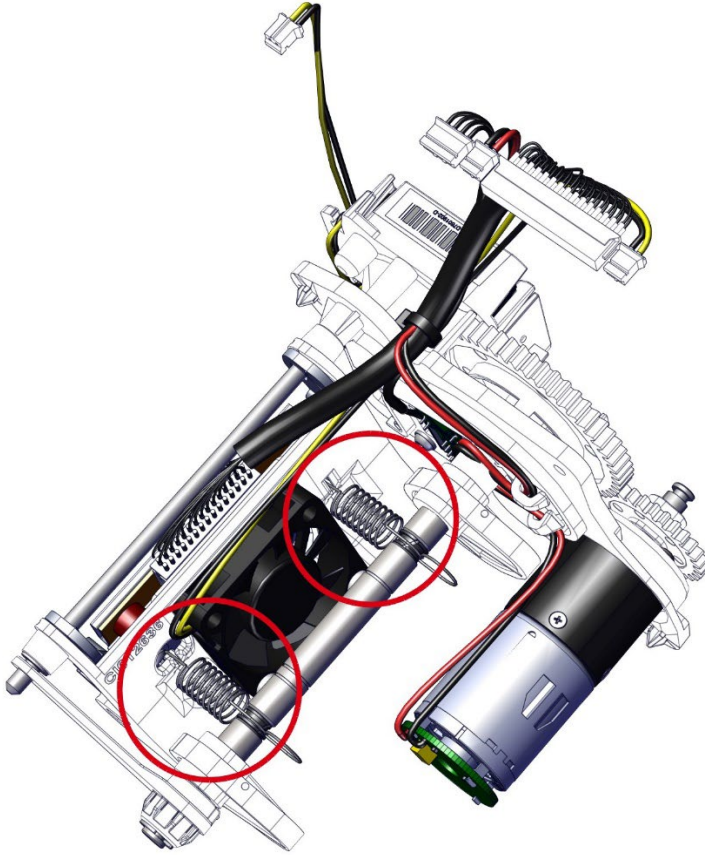
4. Unclip the gear from the motor.



5. Remove both screws from the motor.



6. Take the new motor and carry out the step in reverse. Pay attention when putting in place the cable in the cable holders and the cable tie. Check that the springs are in their locations.



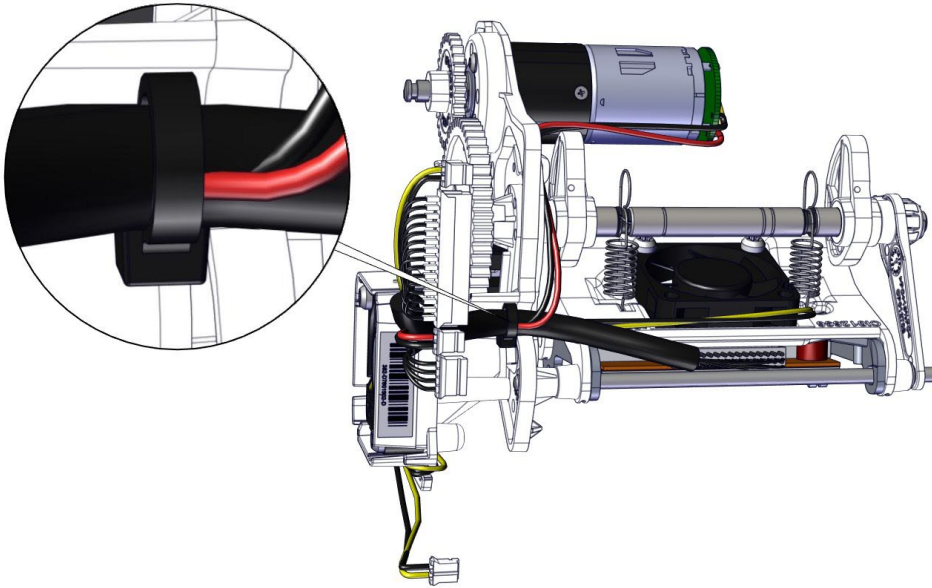
7. Carry out step 15-8 to 15-1 (page [100](#)) in reverse.

Step 51 – S7 (PRINT HEAD: CAME SENSOR) – S10455

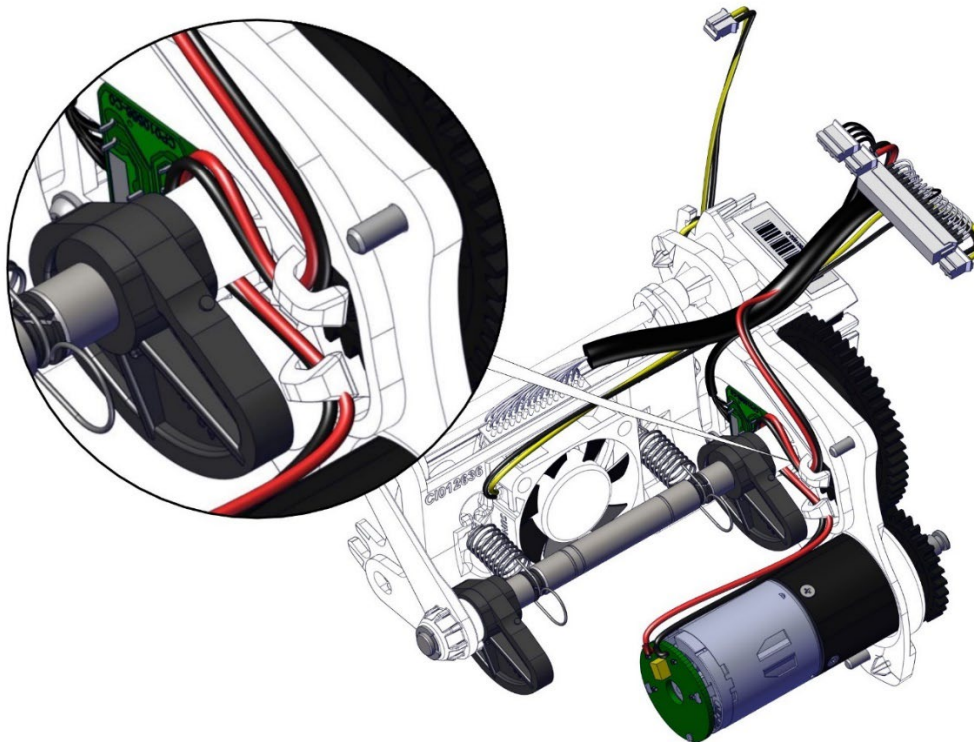


Avoid touching the print head directly with the fingers, as this could affect print quality or permanently damage the print head.

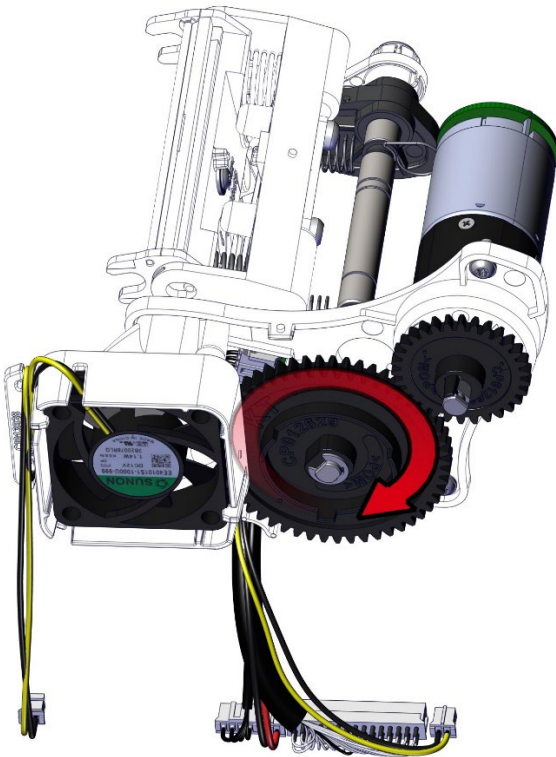
1. Carry out step 15-1 to 15-8 (page [100](#)).
2. Cut the cable tie.



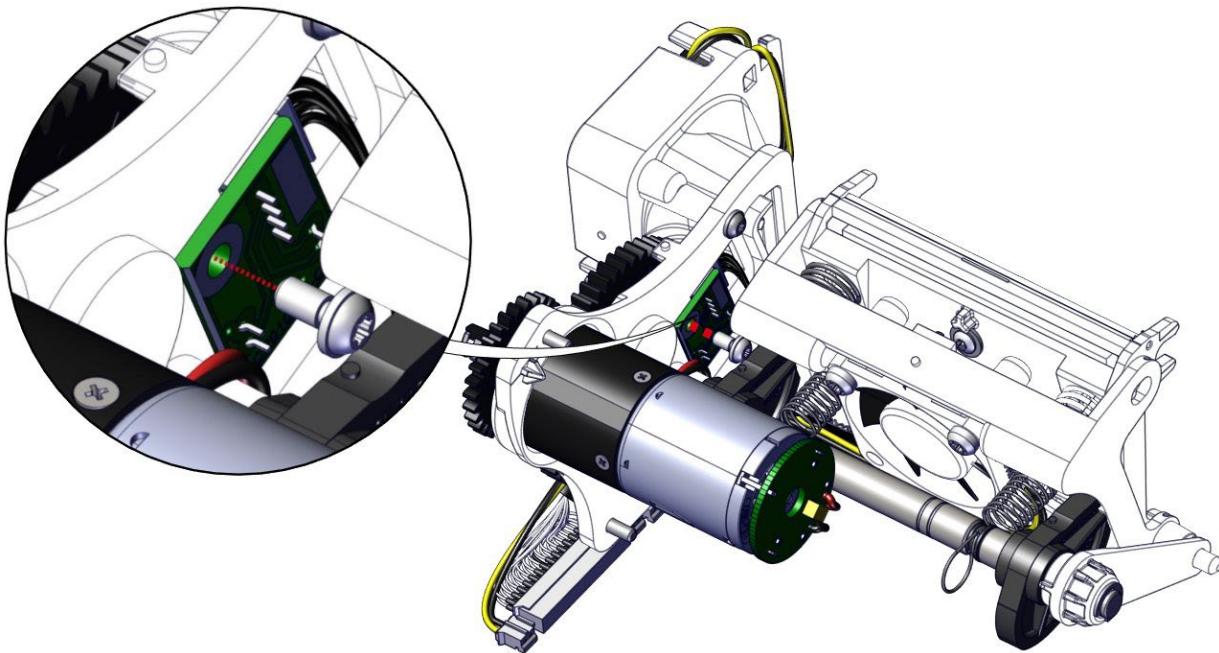
3. Undo the motor cable from its cable holders.



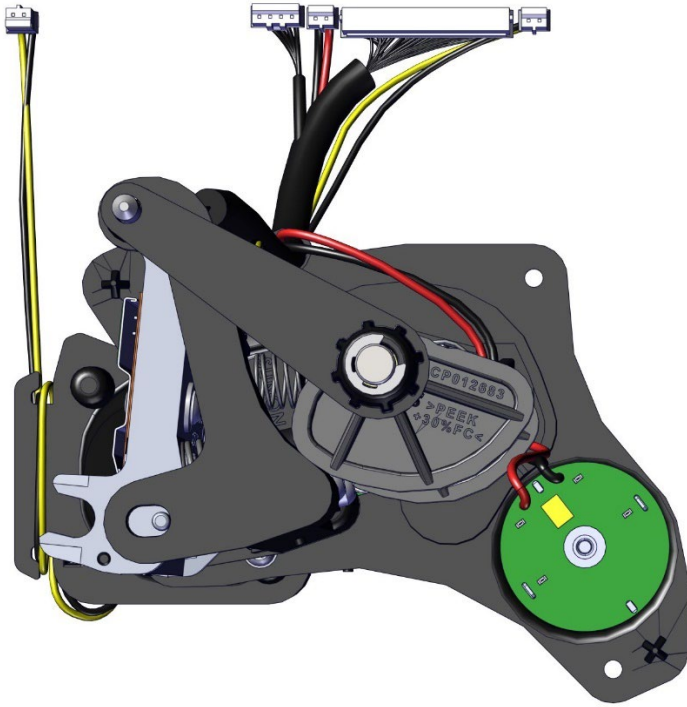
4. Turn the cam gear until the sensor is accessible.



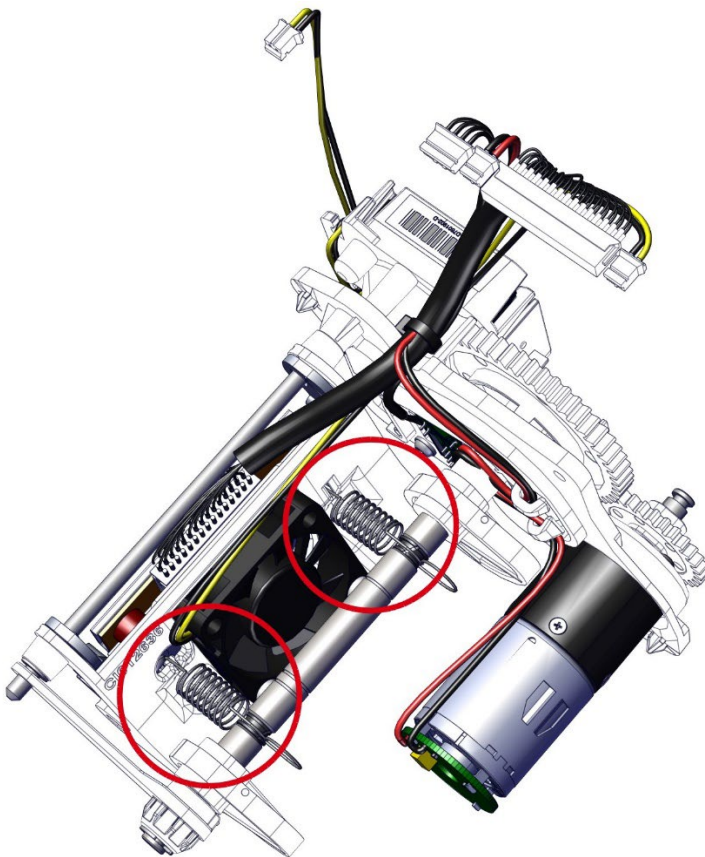
5. Remove the sensor screw. Gently disengage the sensor from its support. Retrieve the cable to put it on the new sensor.



6. Carry out the step in reverse to put in place the new sensor. Pay attention to put the comes in the good position before insert the print head kit in the printer.



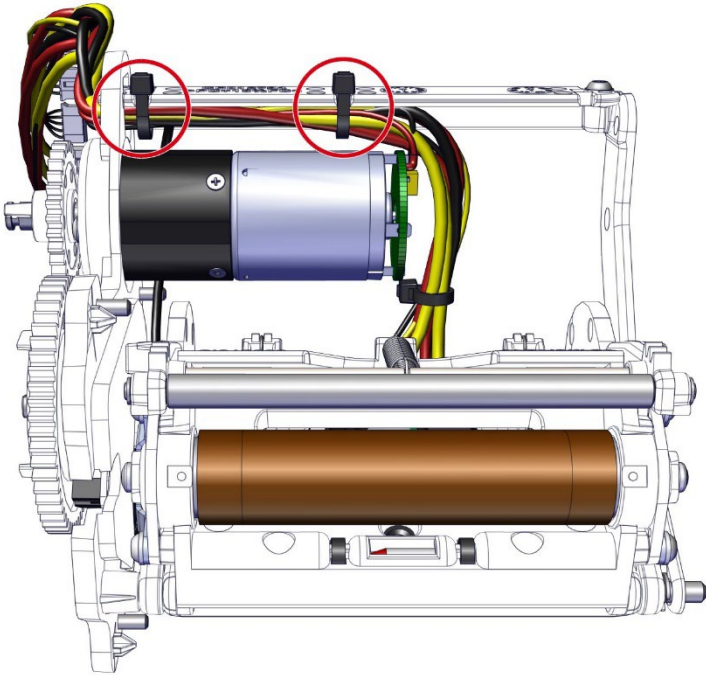
7. Check that the springs are in their locations.



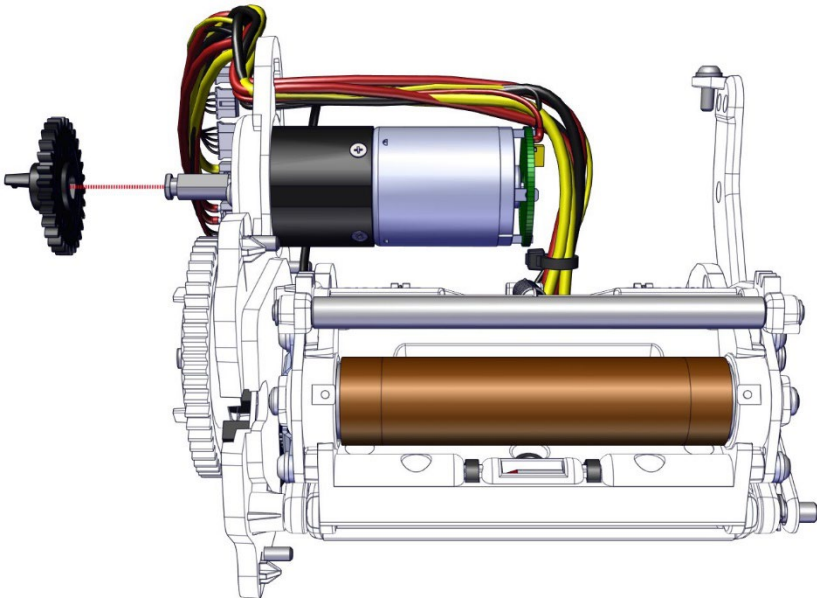
8. Carry out step 15-8 to 15-1 (page [100](#)) in reverse.

Step 52 - M1 (HEAT ROLLER MOTOR) - S10453

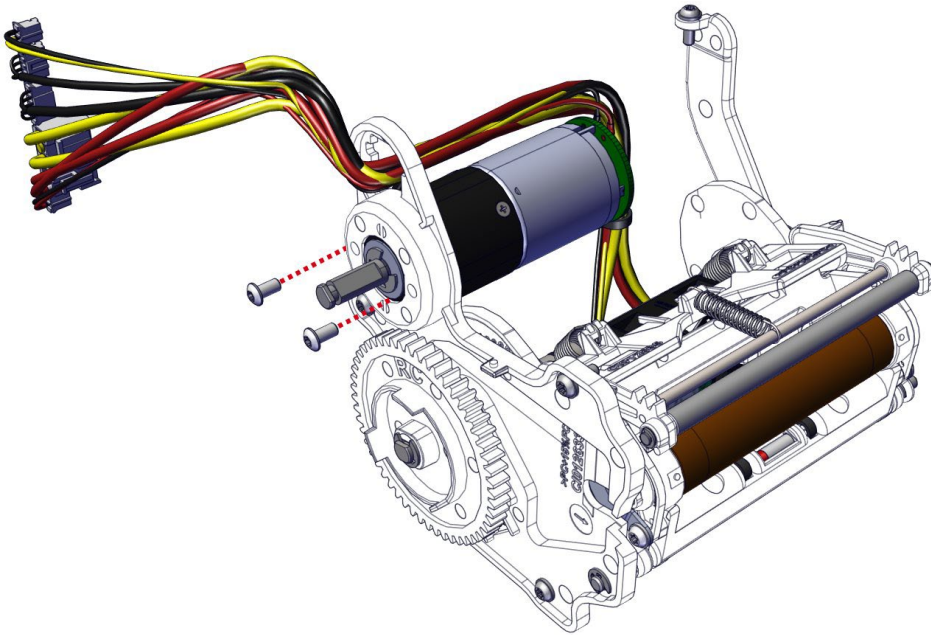
1. Carry out Step 14-1 to 14-8 (page [94](#)).
2. Cut both cable ties.



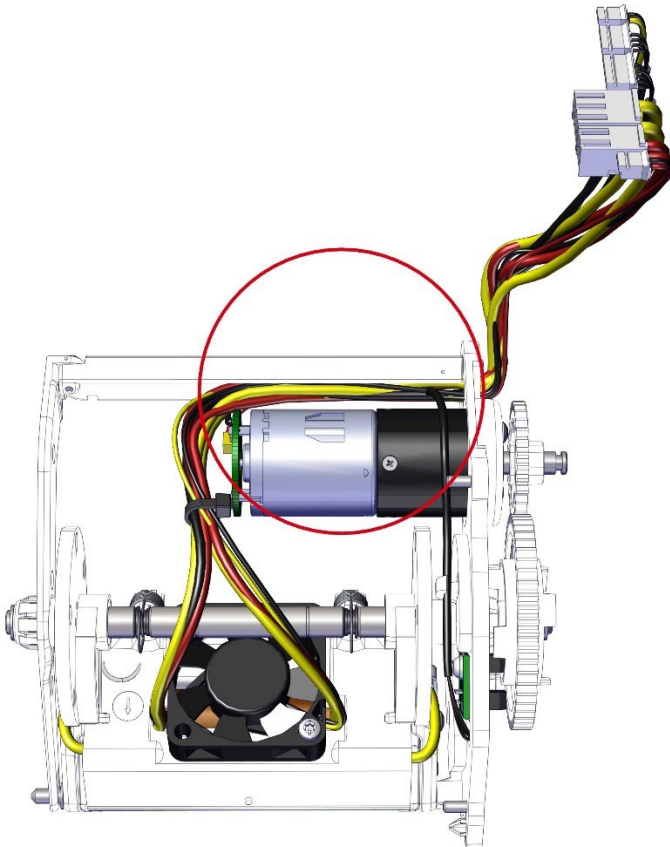
3. Remove the motor gear.



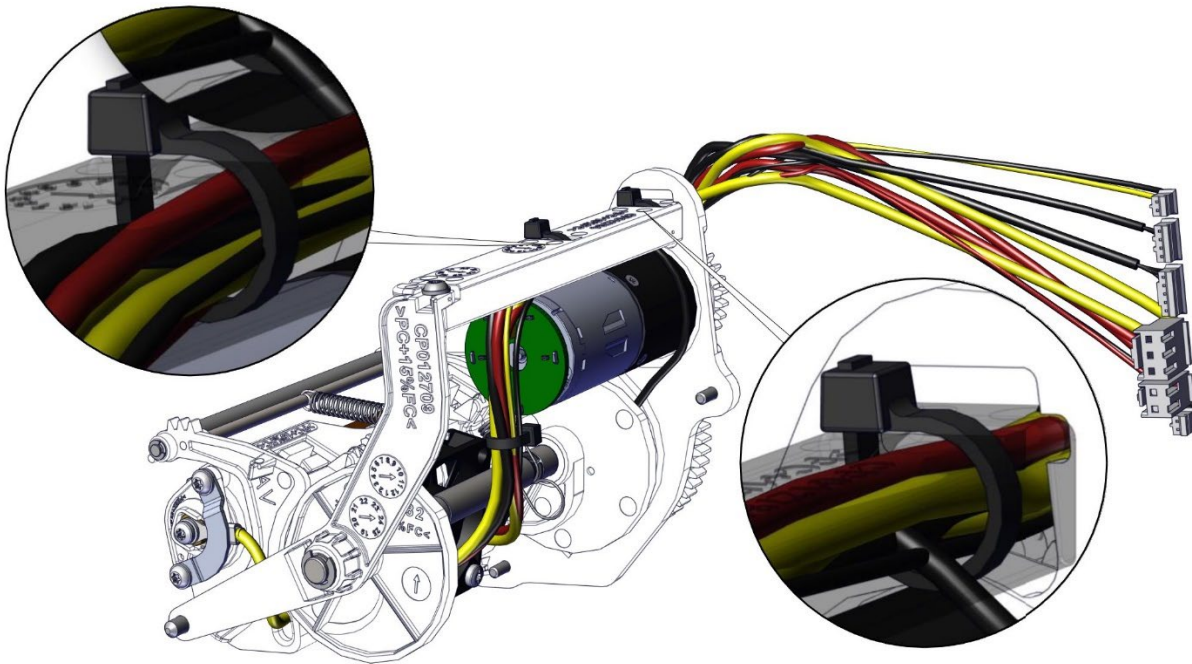
4. Remove both screws from the motor and put the new one in place.



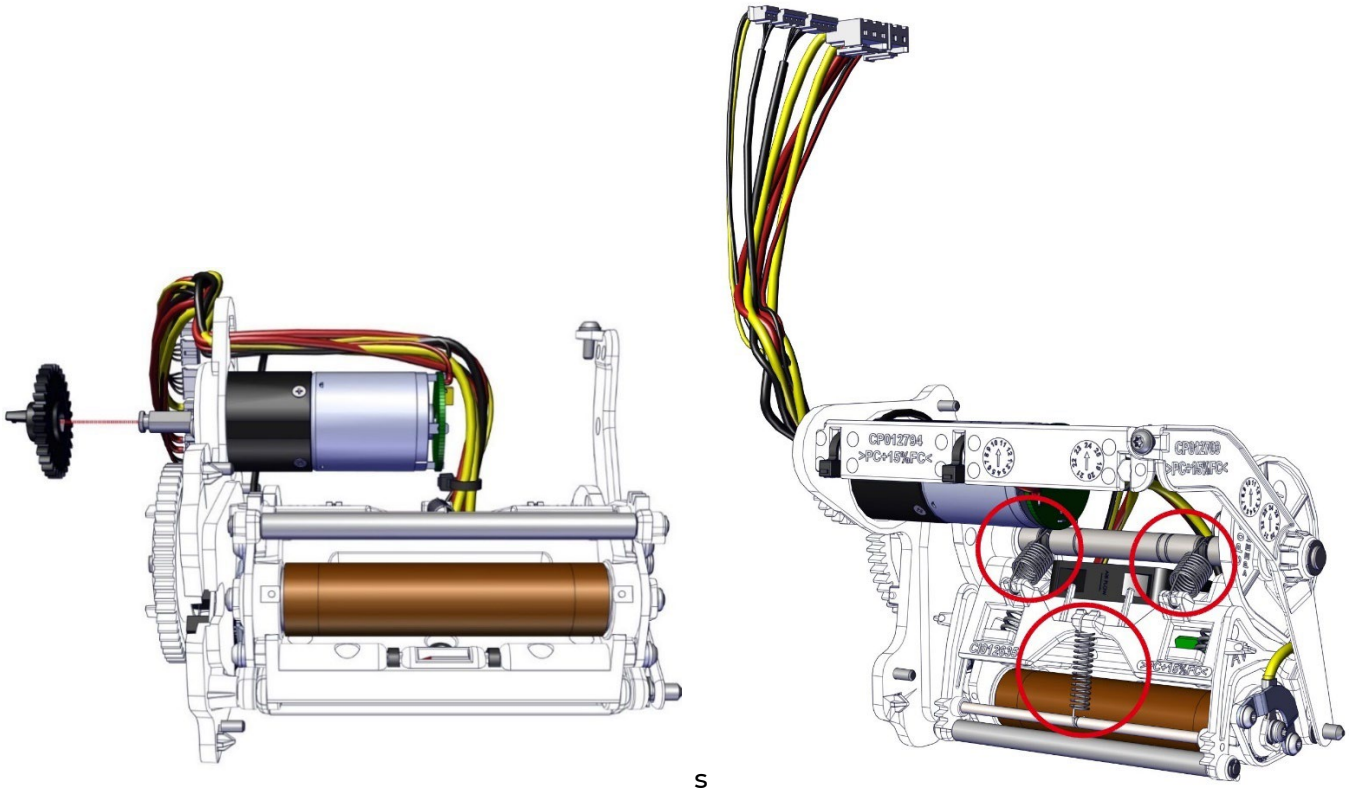
5. Put the cables in the cable's holder.



- Put both cable ties. Pay attention to put the ties in the good position to avoid problems when reassembling the complete heat roller.



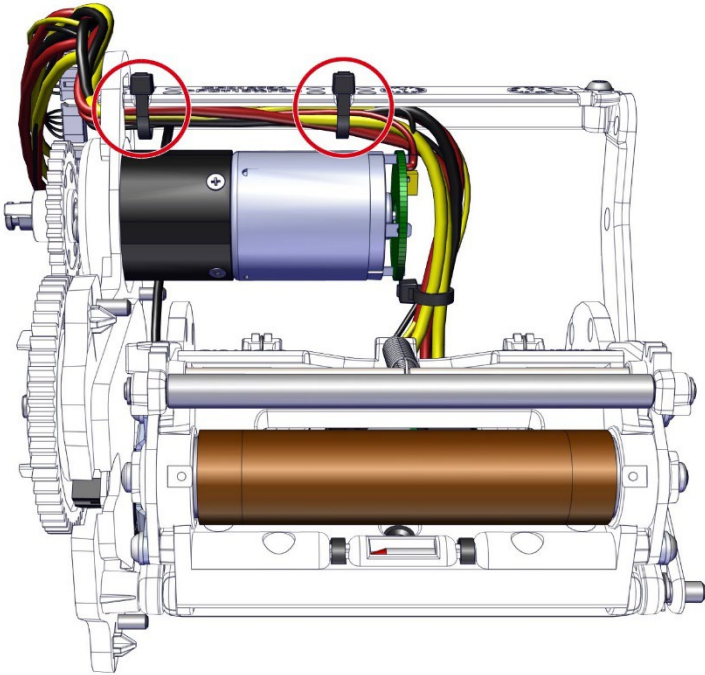
- Put the motor gear back. Check that the springs are in their locations.



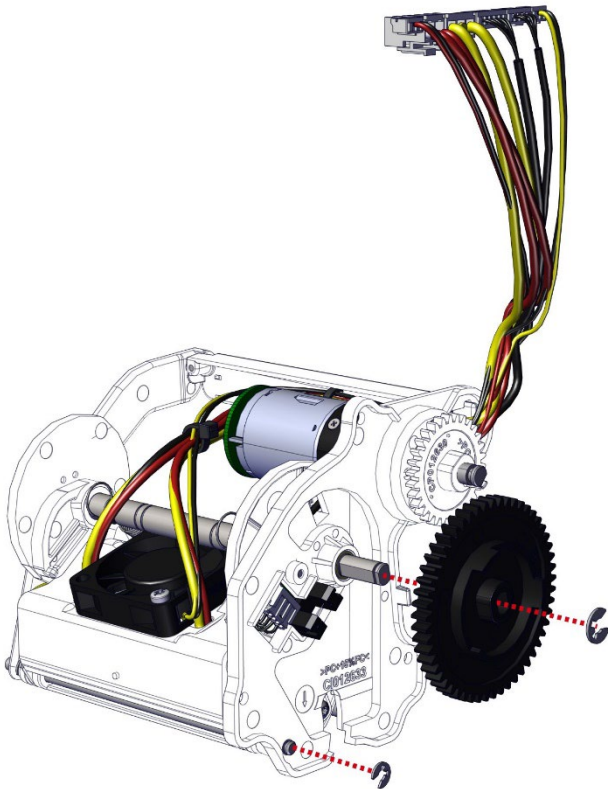
- Carry out step 14-9 to 14-13 (page [94](#)).

Step 53 – S1 (HEAT ROLLER CAME SENSOR) – S10455

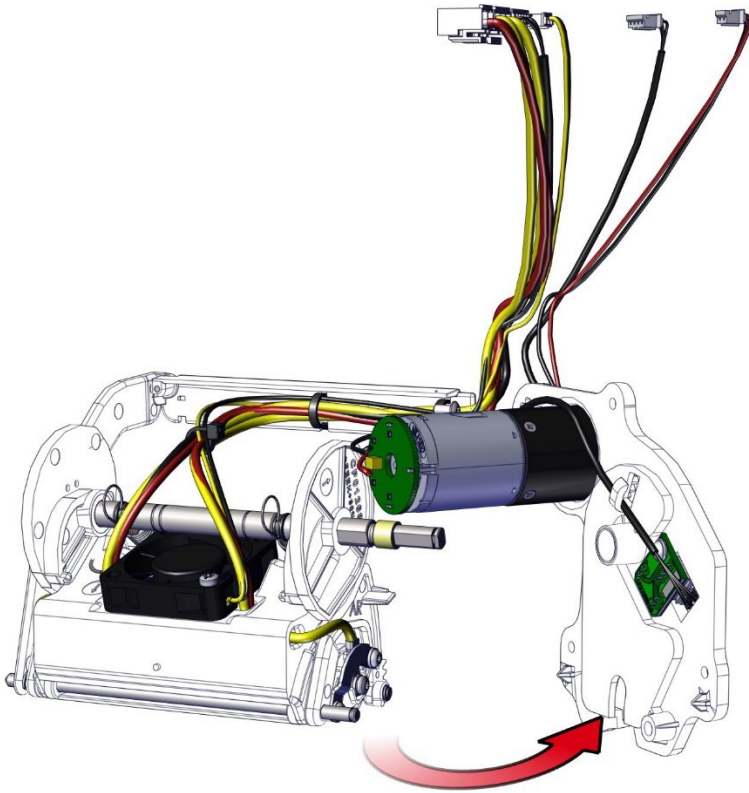
1. Carry out Step 14-1 to 14-8 (page [94](#)).
2. Cut both cable ties.



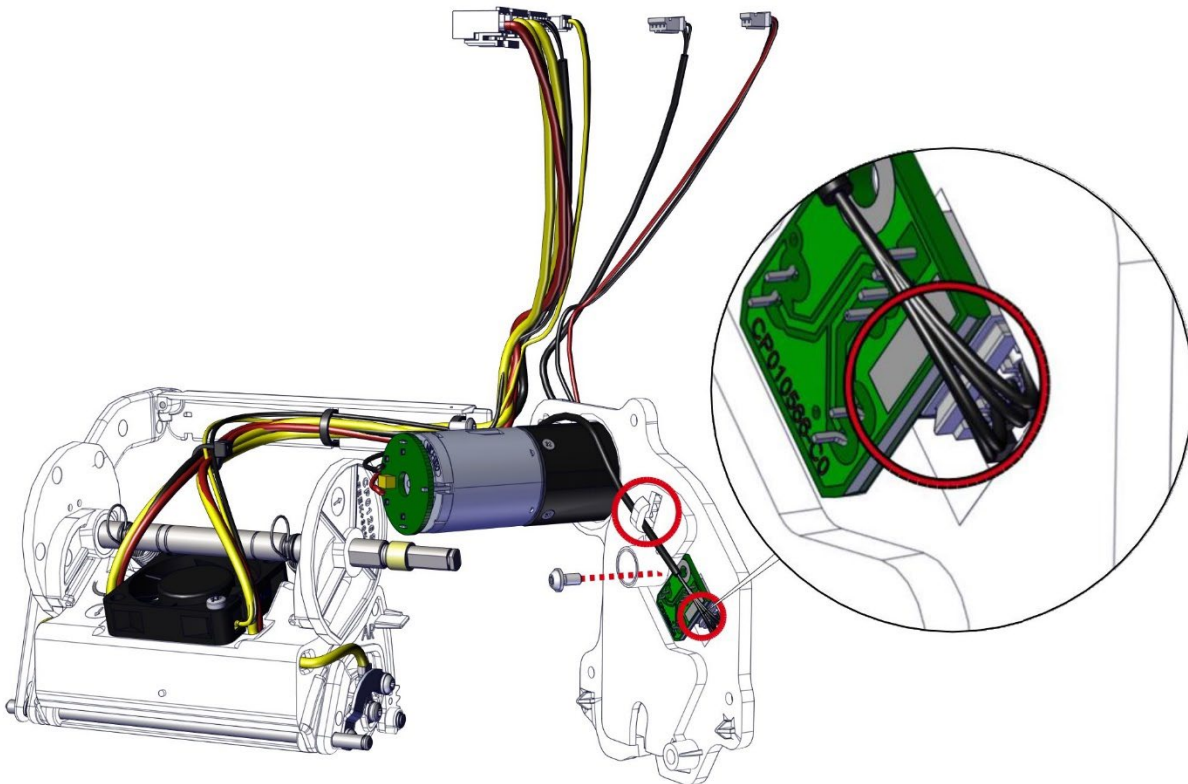
3. Remove both E-rings and then the cams gear.



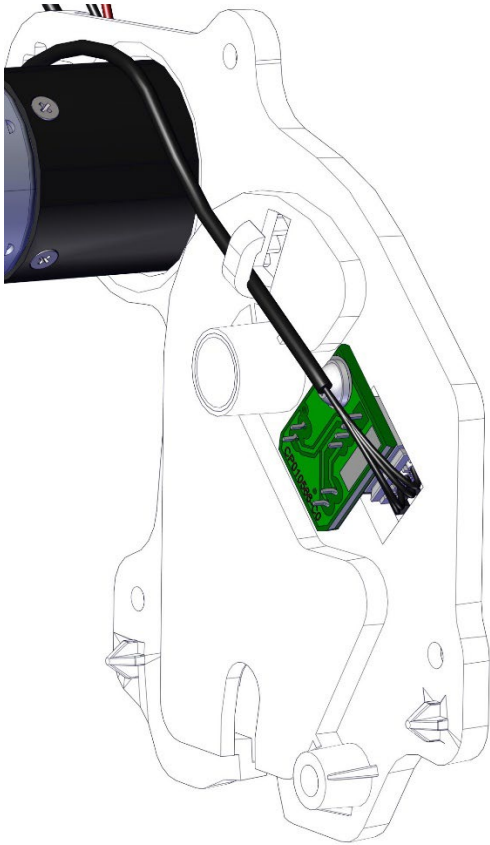
4. Gently disengage the rear chassis until access the sensor.



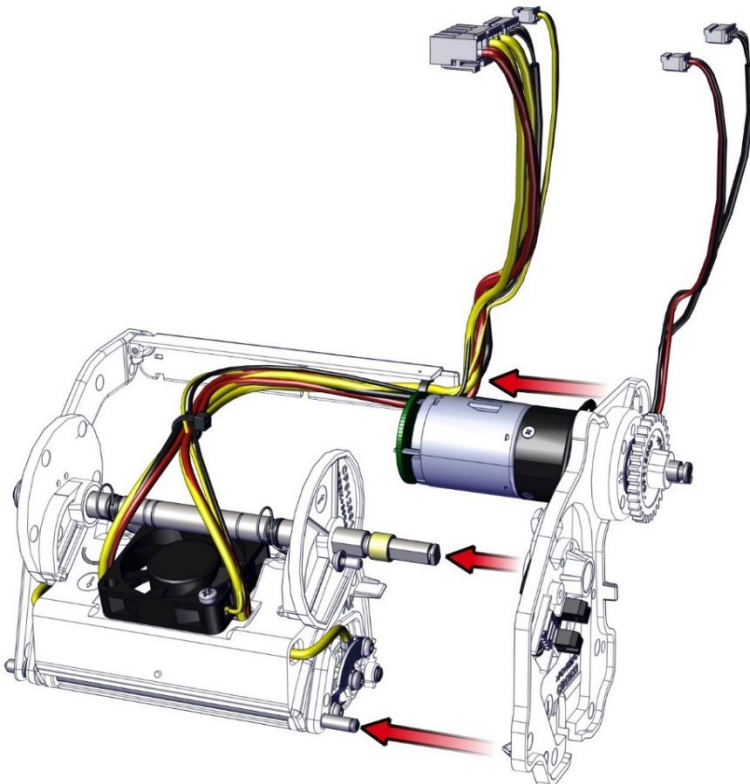
5. Remove the screw, undo the sensor cable from its cable holder and disconnect it from the sensor.



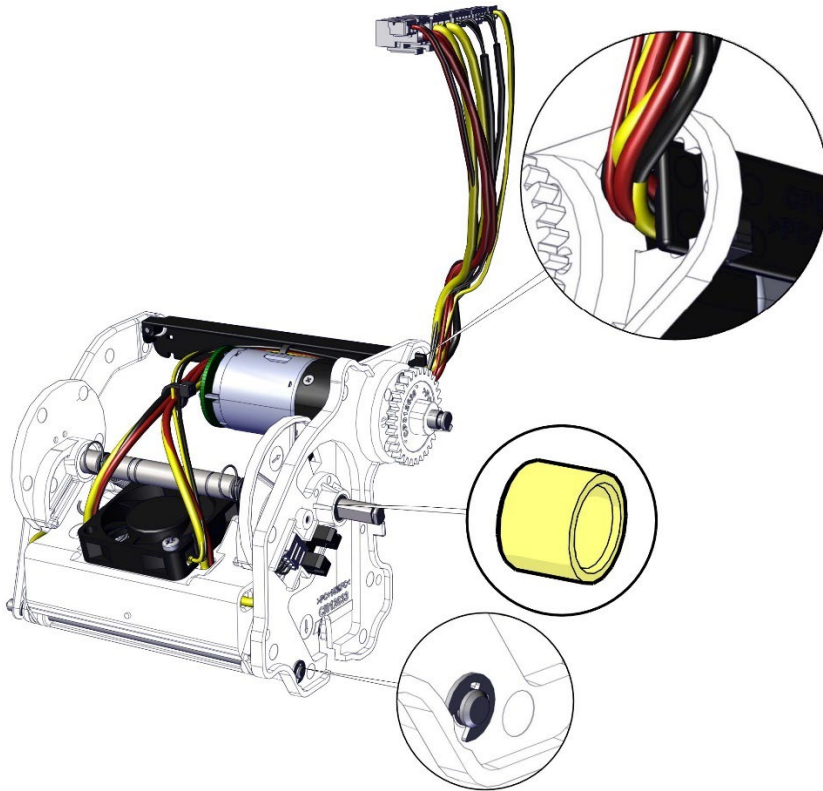
6. Take the new sensor, connect the sensor cable and put it in place. Pass the sensor cable in its cable holder.



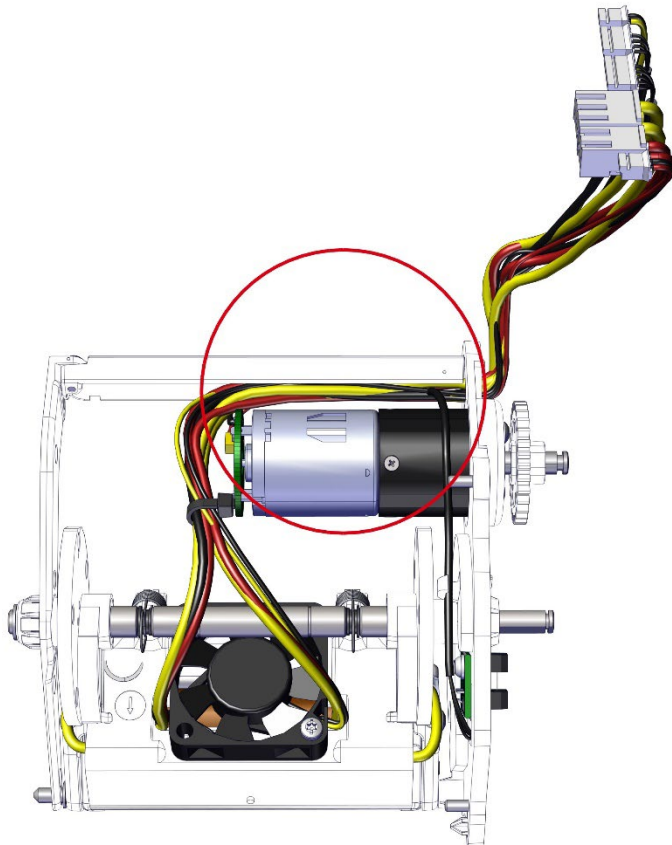
7. Align the rear chassis with both axles and the cable holder.



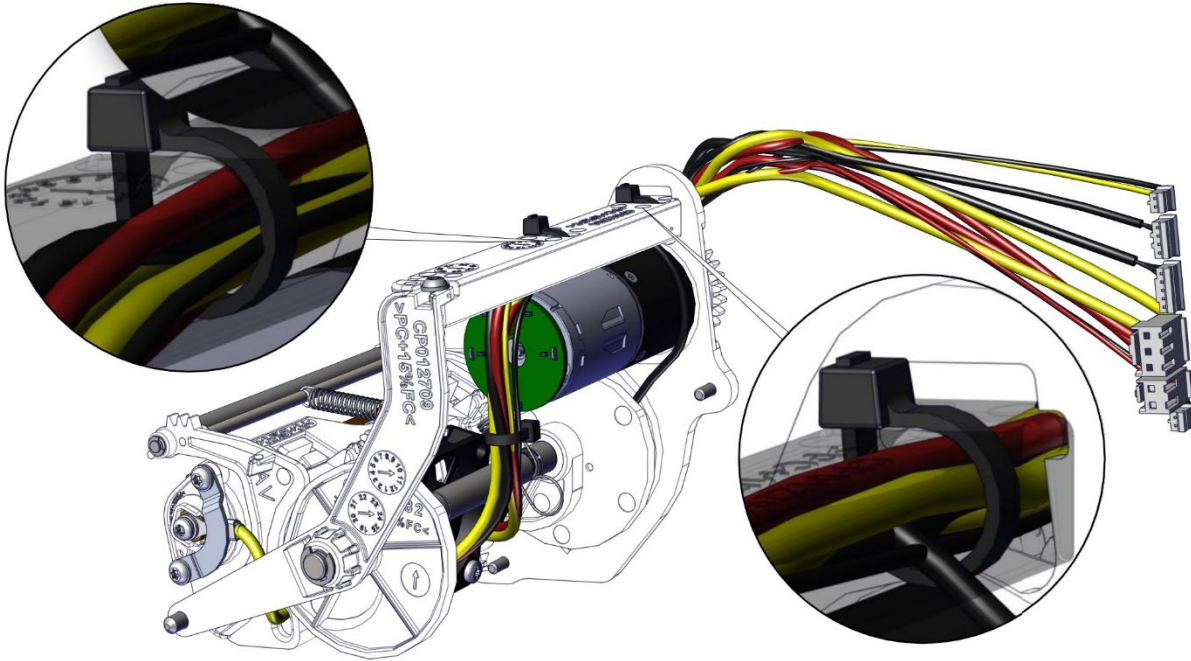
8. Put the E-ring back. Check the presence of the bearing and the good position of the cable holder.



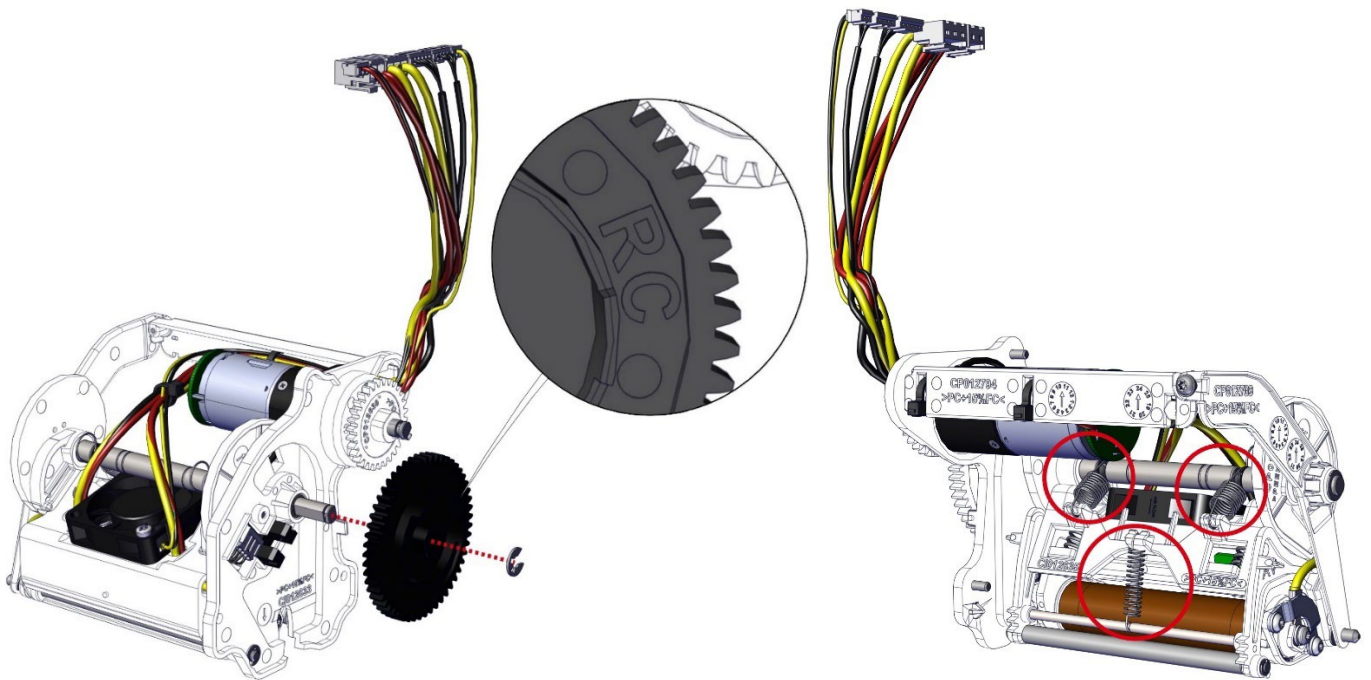
9. Put the cables in the cable's holder.



10. Put both cable ties. Pay attention to put the ties in the good position to avoid problems when installing the complete heating roller in the printer.



11. Put in place the cams gear. Pay attention to put it with RC side at the exterior of the heating roller kit. Put the E-ring back.



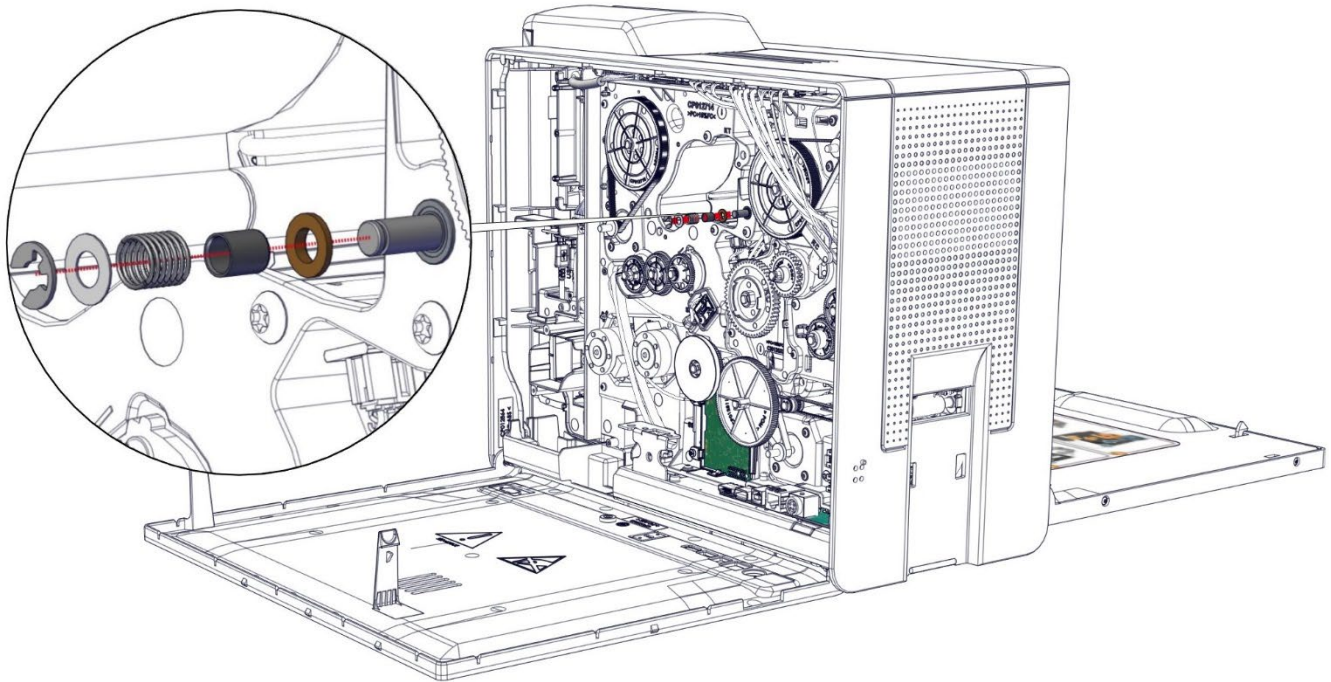
12. Carry out step 14-9 to 14-13 (page [94](#)).

Step 54 - PRINT HEAD ROLLER – S10449

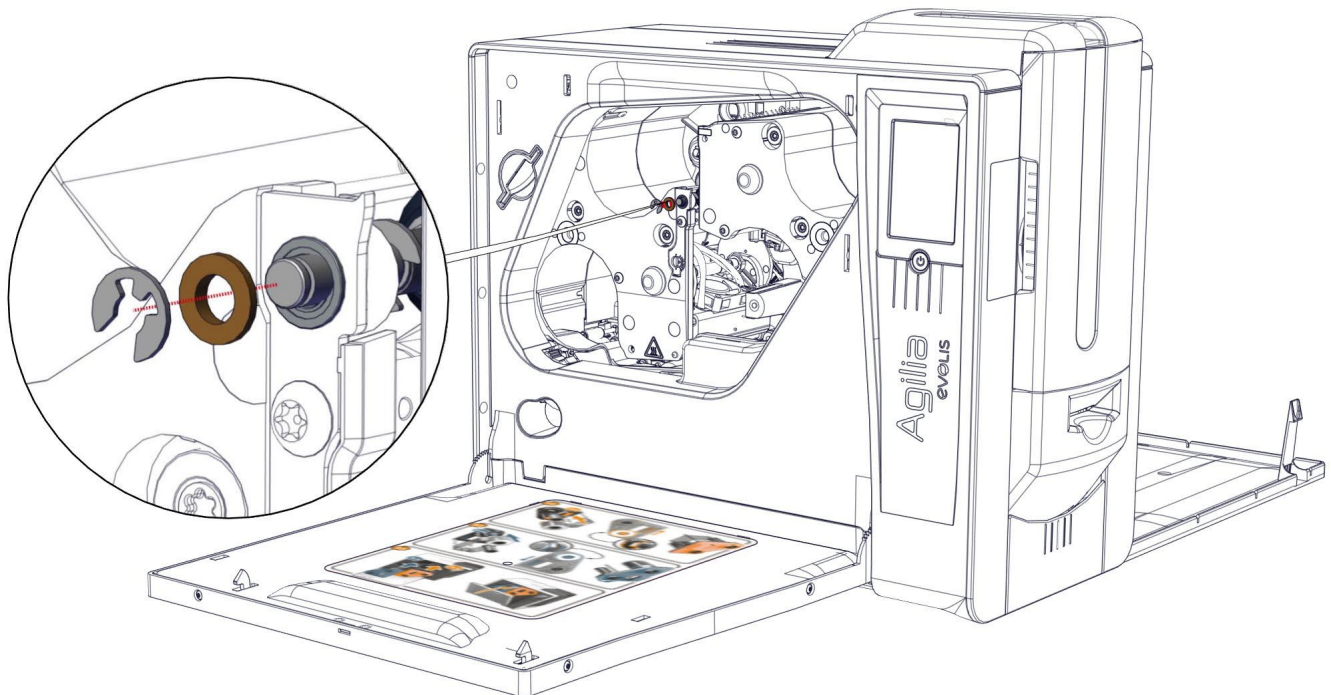


Avoid touching the head roller directly with the fingers, marking it or shocking it. This could affect print quality or permanently damage the head roller.

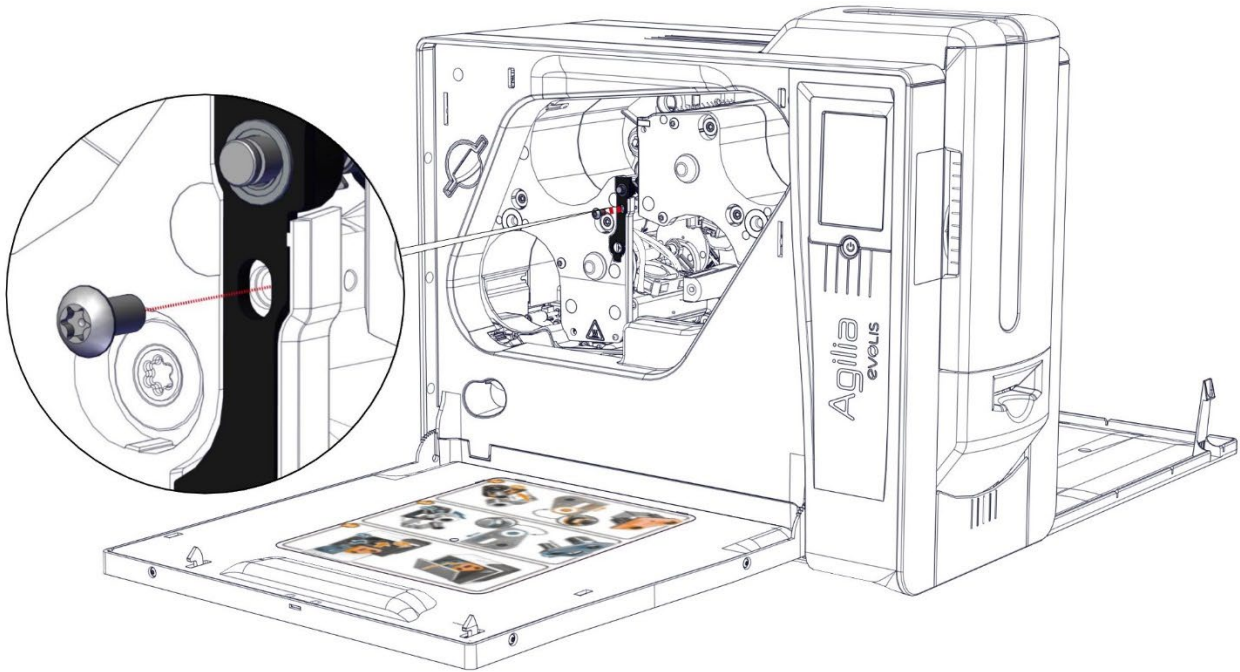
1. Carry out step 15-1 to 15-8 (page [100](#)).
2. Remove the parts shown below.



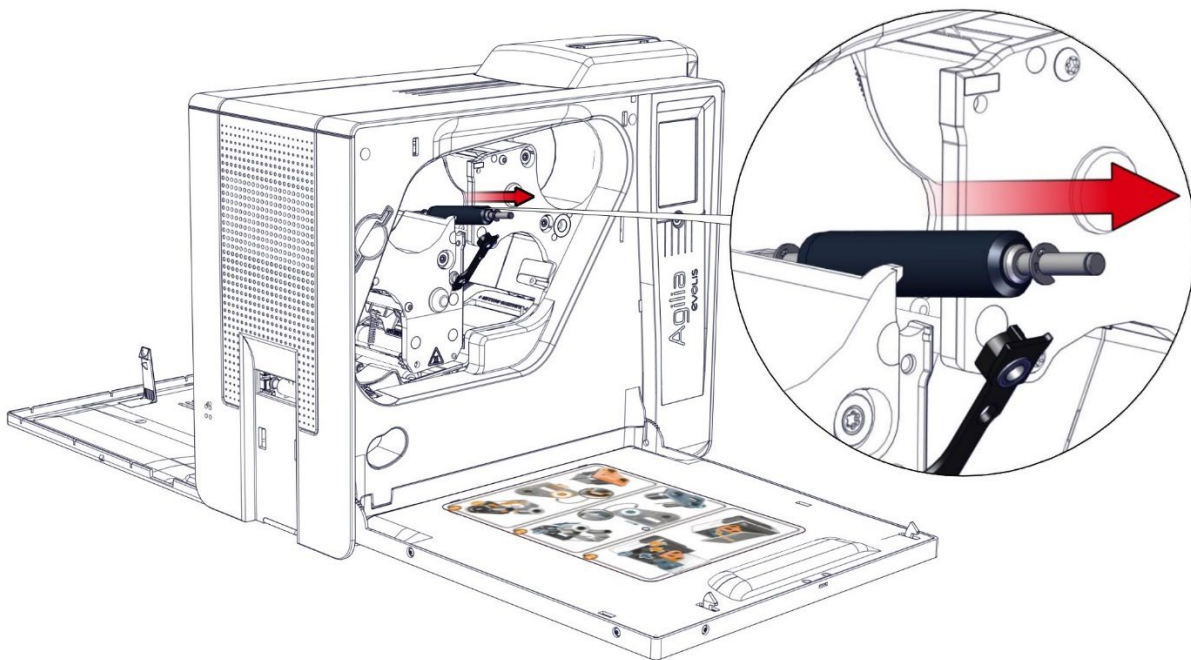
3. On the other side remove the parts shown below.



4. Remove the screw from the print head adjustment part.



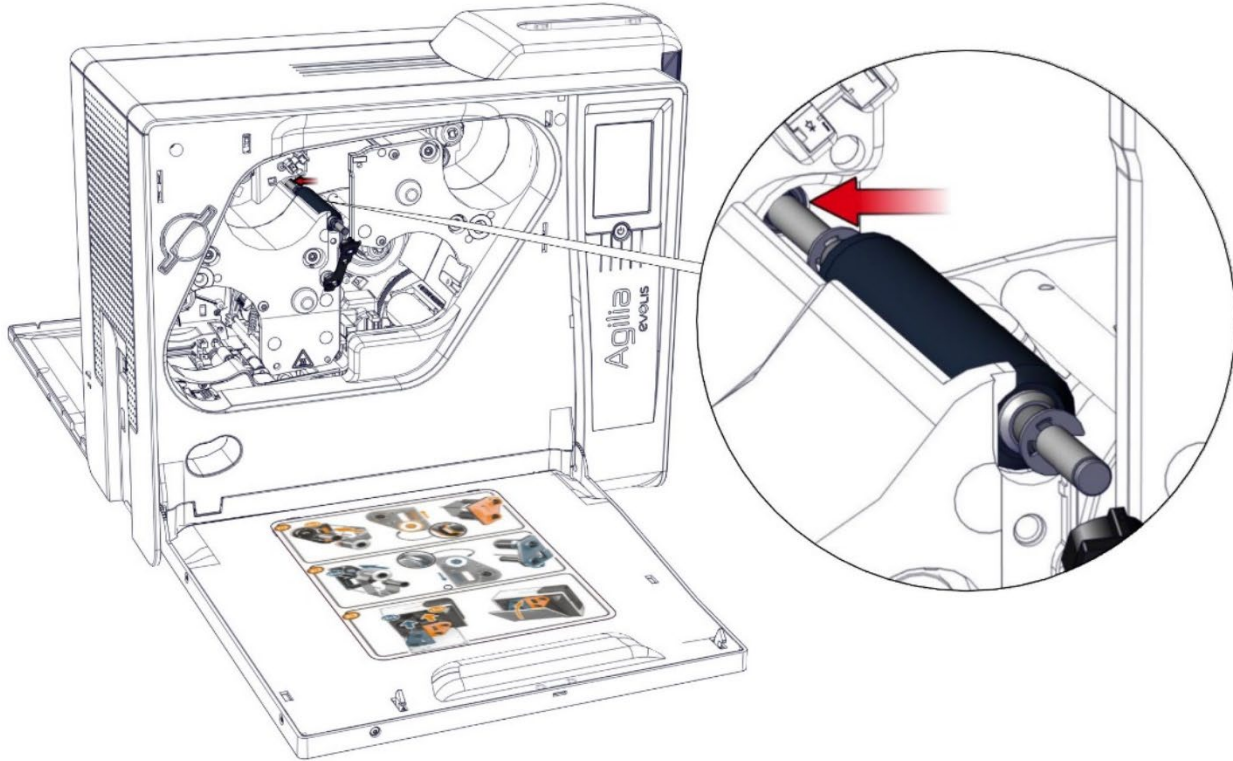
5. Gently disengage the roller.



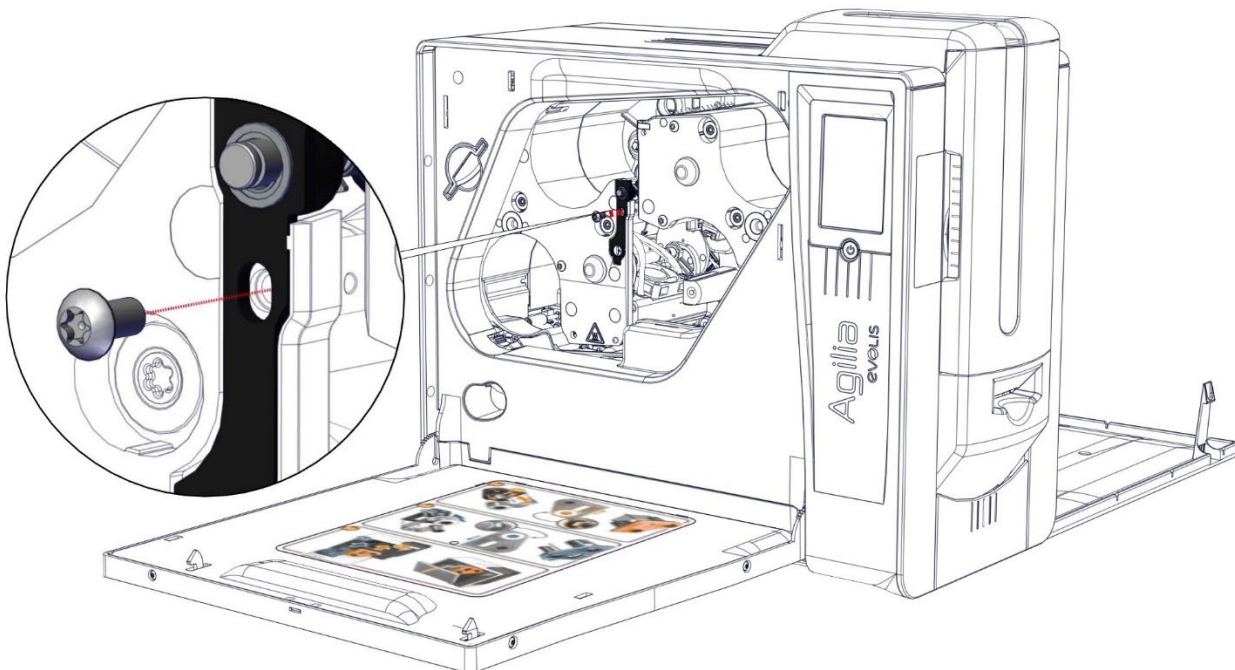
6. Take the new roller.



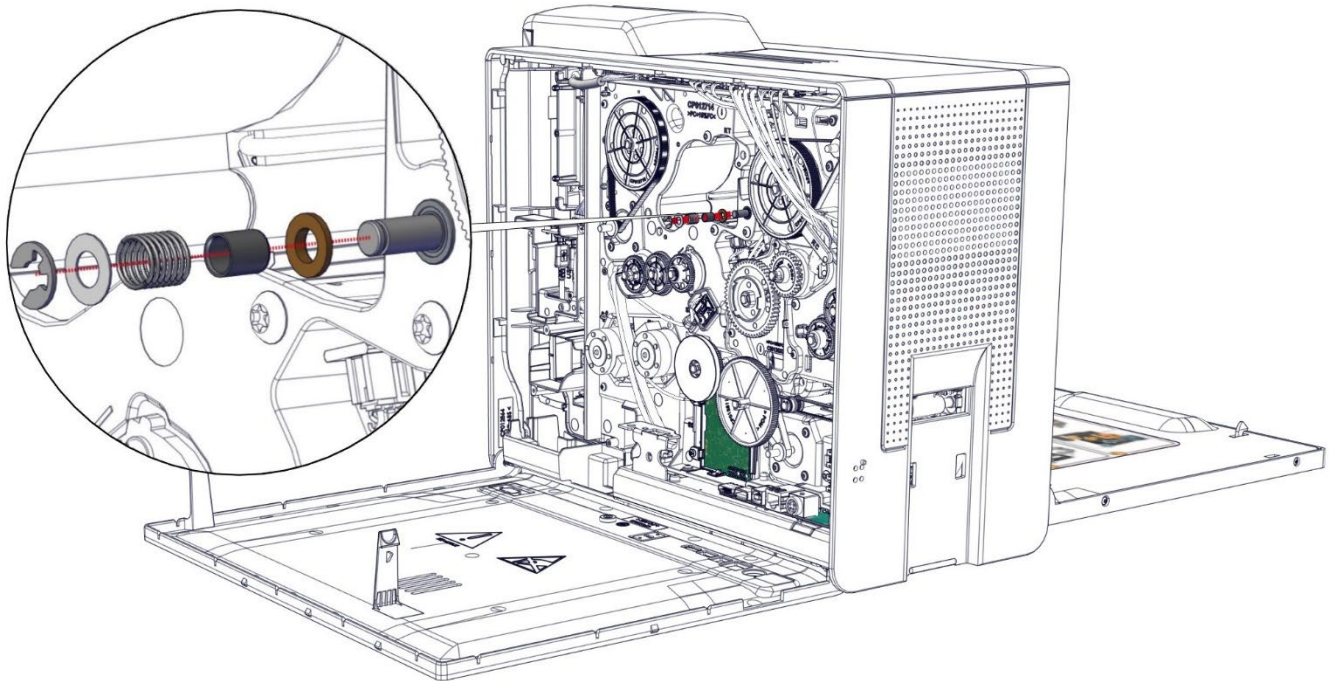
7. Insert the roller in the ball bearing.



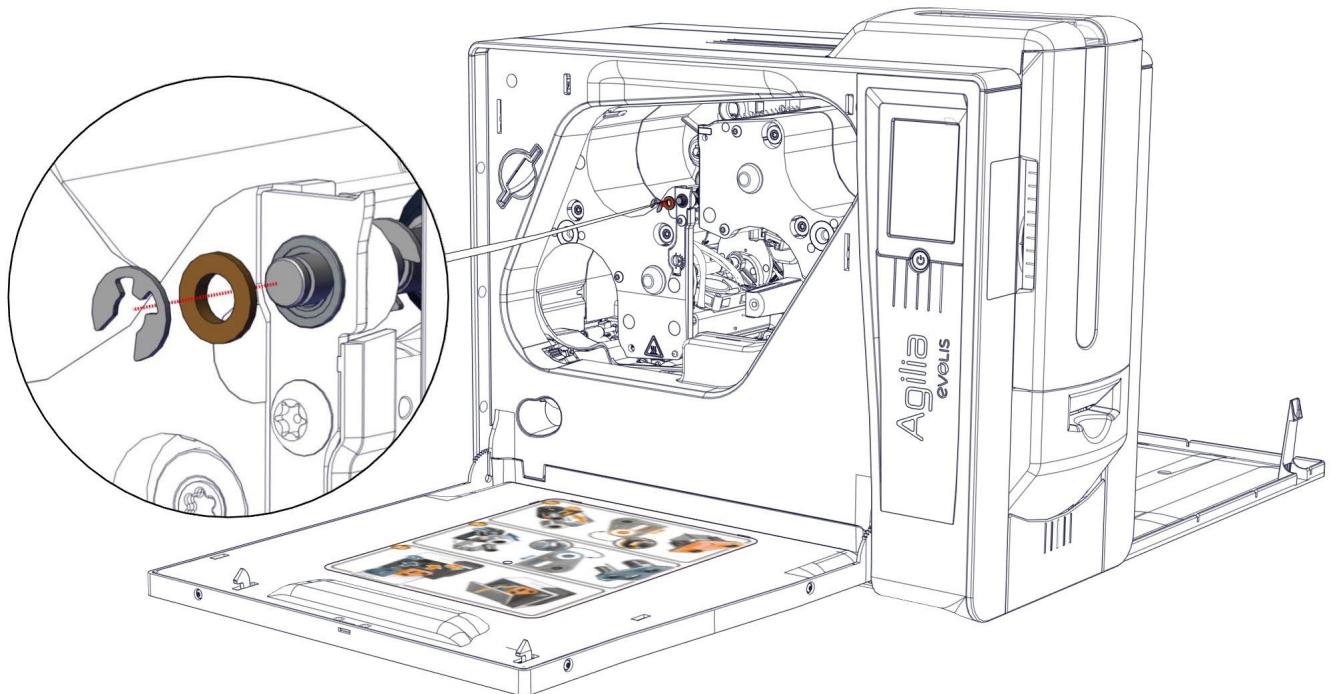
8. Put the screw of the print head adjustment part back.



9. Put the parts shown below back.



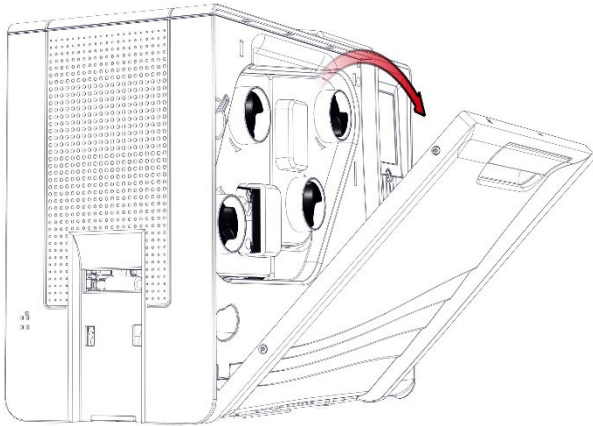
10. On the other side put the parts shown below back.



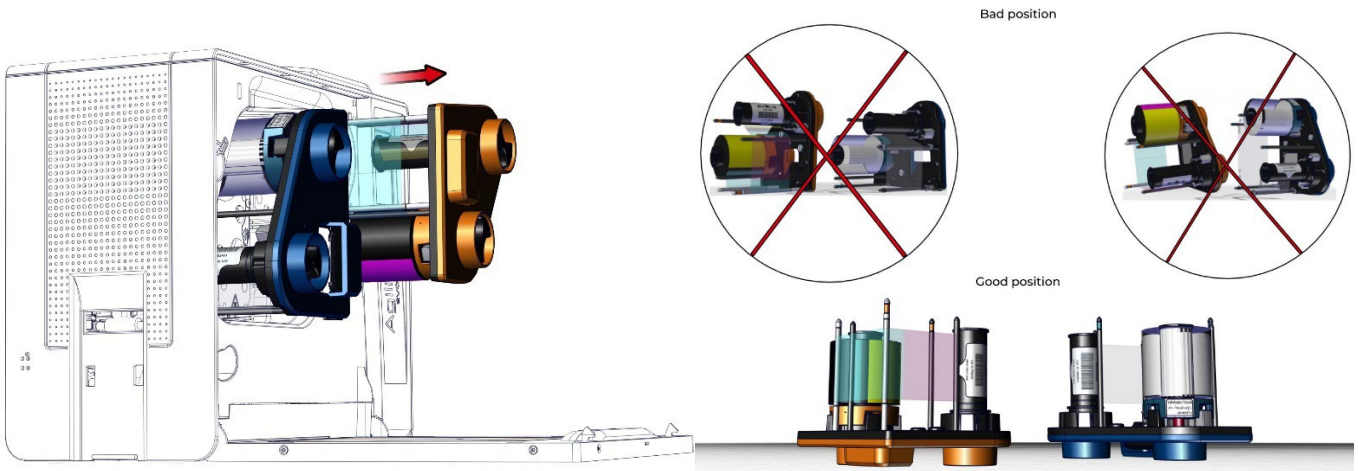
11. Carry out step 15-9 to 15-11 (page [100](#)).

12. Open the Evolis print center and launch a graphical test card to verify the quality of the printing. If printing is tilted, a roller adjustment is necessary.

1. Open the door.



2. Remove both cassettes. Put them on a flat surface with the pins facing up.



Print head roller Adjustment

Loosen the head roller screw



Switch by two notches

Default



Tighten: 2 notches: lowers the roller



Release: 2 notches: raises the roller



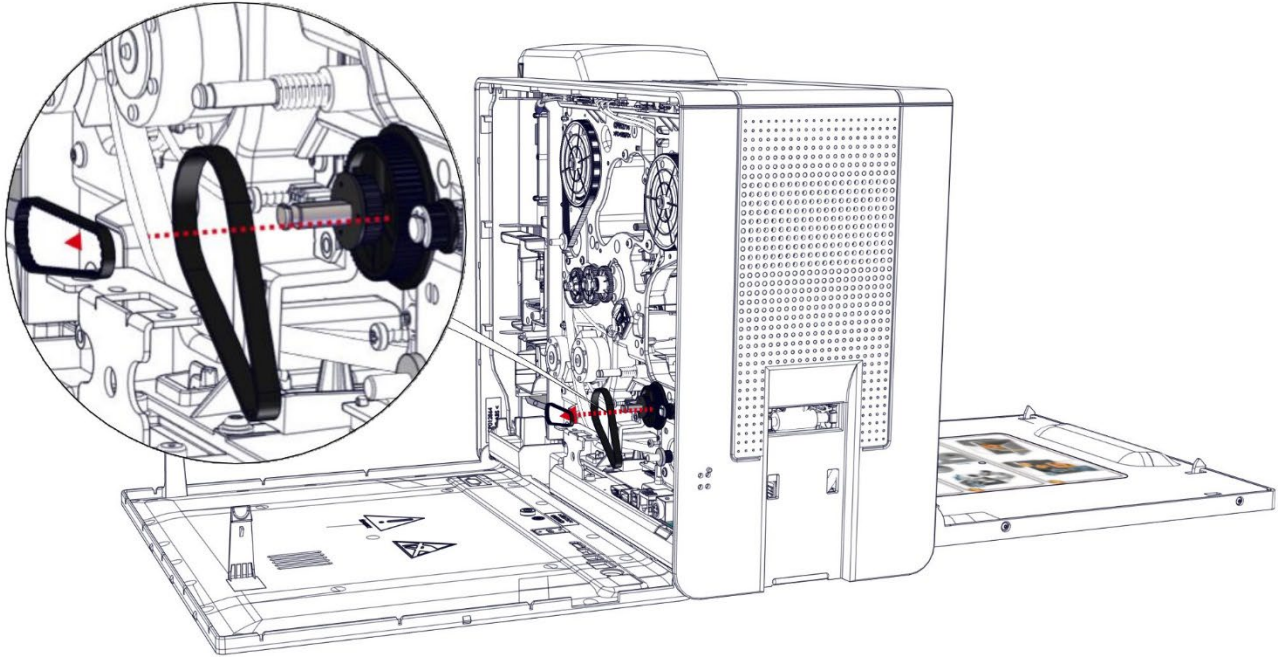
Launch a graphical test card to verify the quality of the printing. Repeat until the problem is solved.

Step 55 – INFERIOR HEAT ROLLER – CP012602

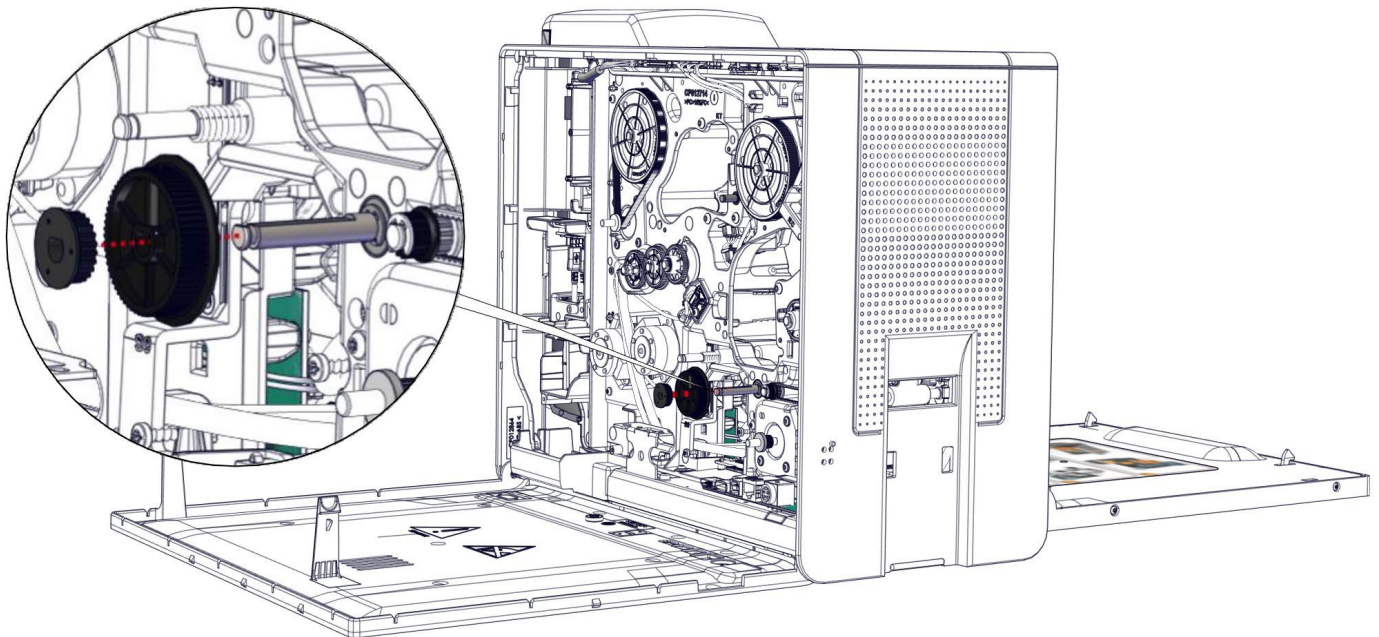


Wait the module to cool down completely before removing the component.

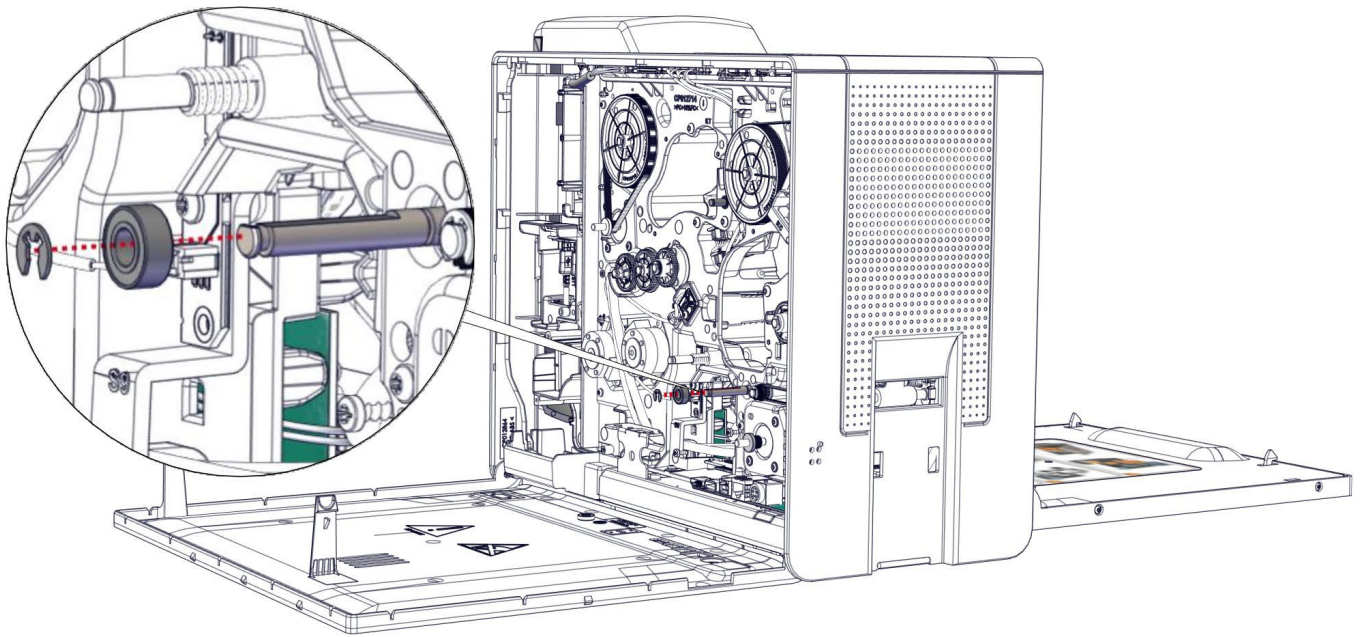
1. Carry out step 14-1 to 14-8 (page 94).
2. Remove both belts.



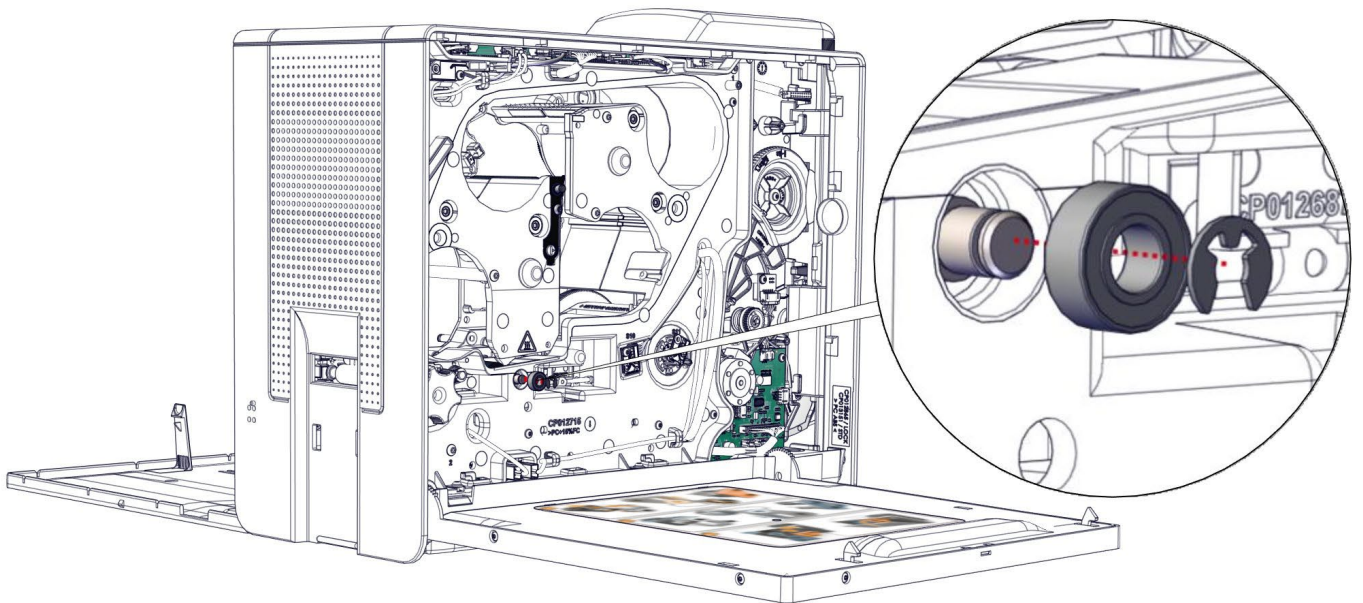
3. Remove both gears. The biggest black gear can be very hard to remove, so be careful not to bend it.



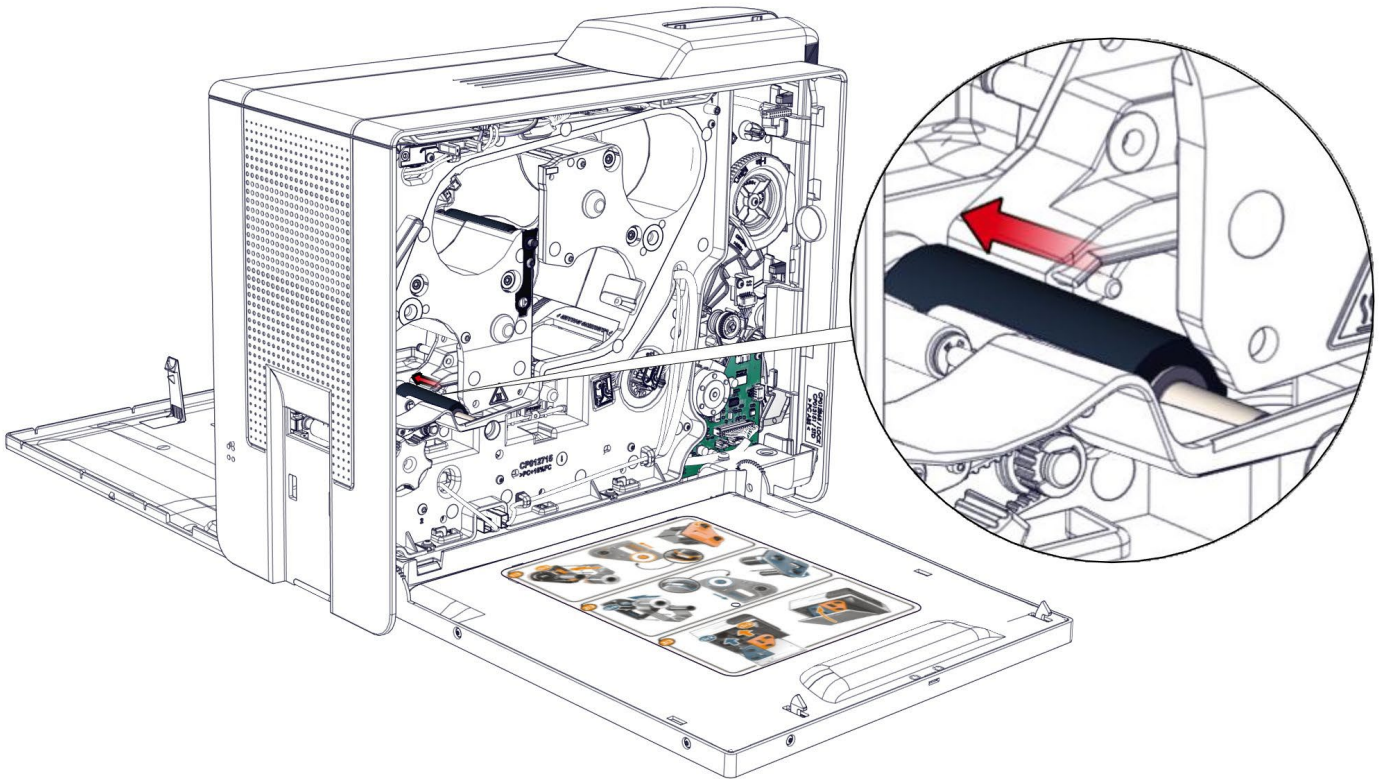
4. Remove the E-ring and then the ball bearing.



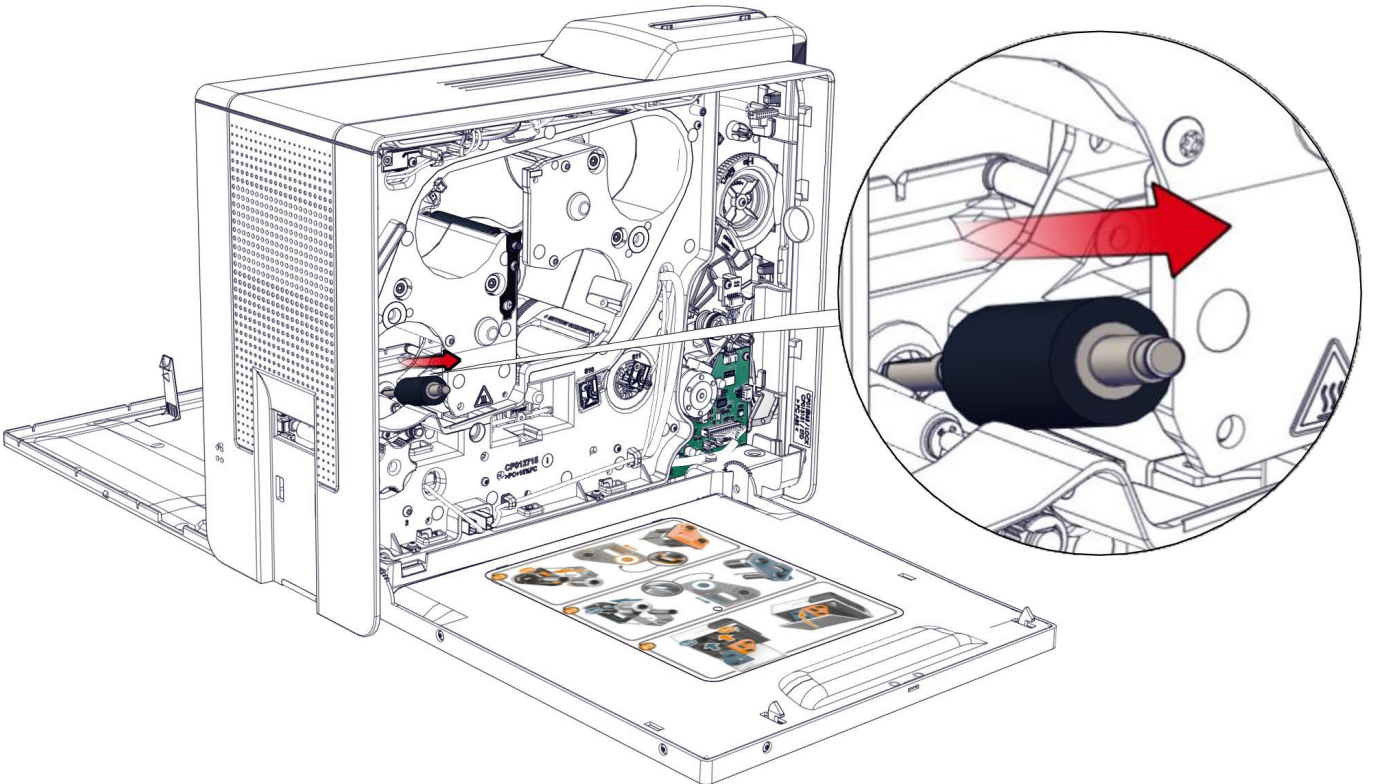
5. On the other side remove the E-ring and then the ball bearing.



6. Slide the roller to the back.



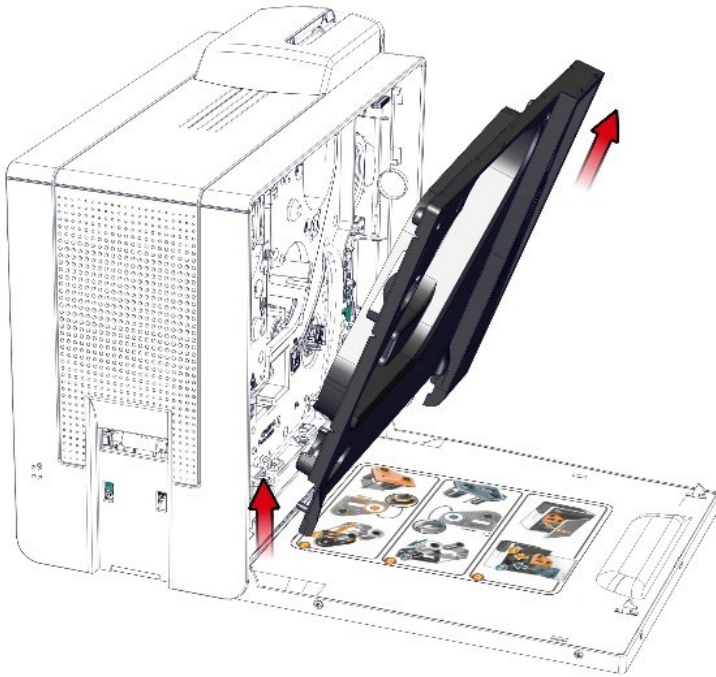
7. Gently disengage the roller from the chassis.



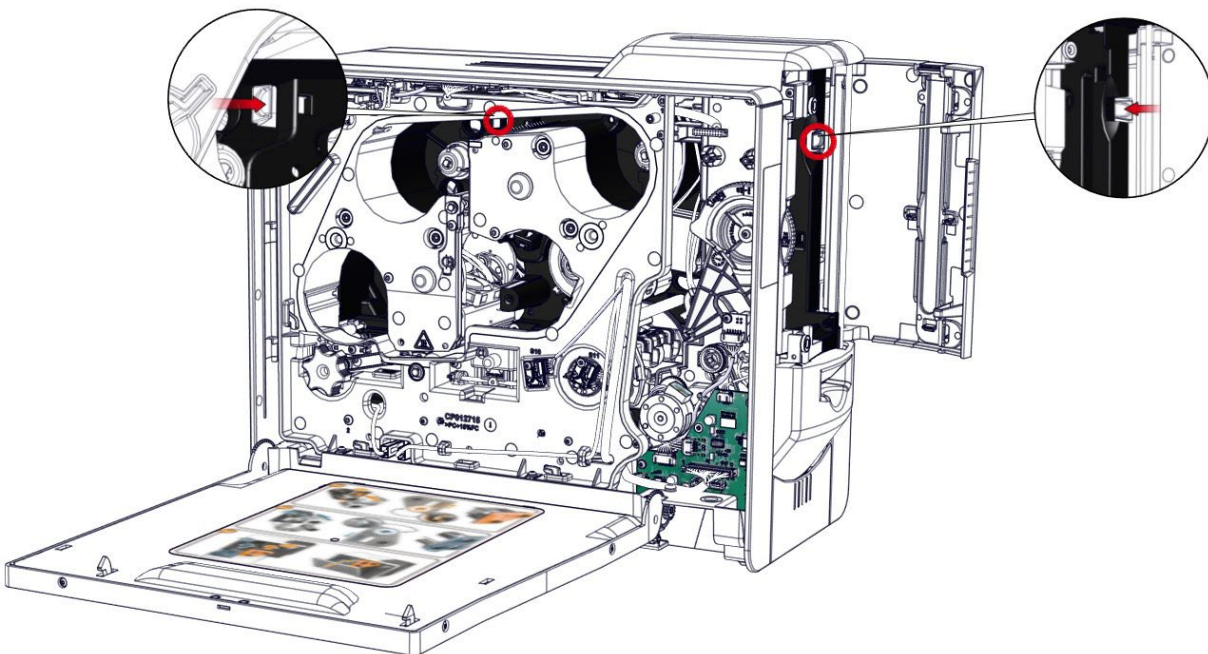
8. Take the new roller and carry out the step 14-9 to 14-13 (page [94](#)).

Step 56 – OPTION ROLLER – CP012603

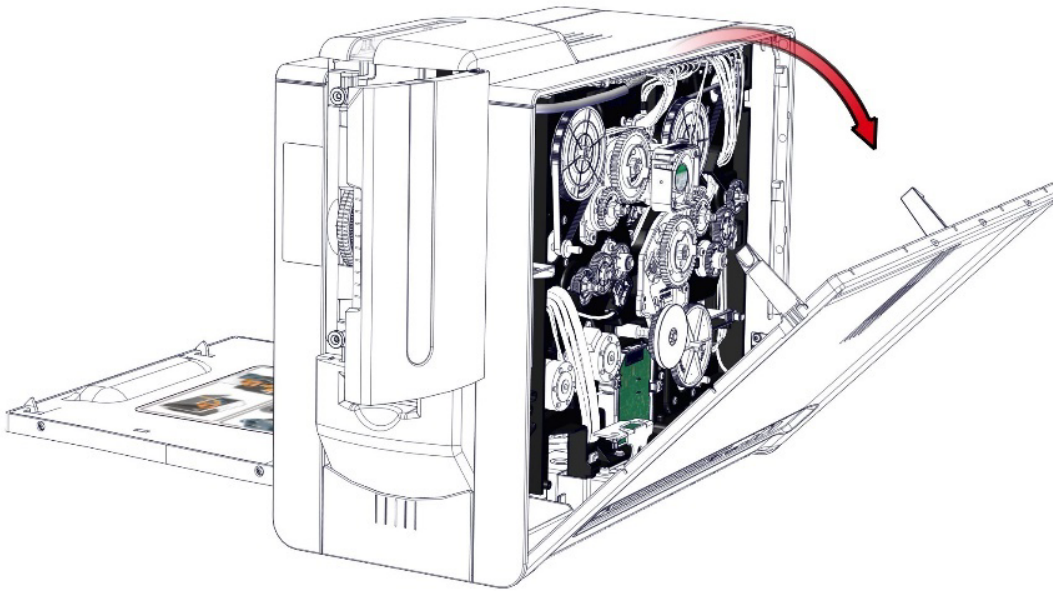
1. Carry out step 4-1 to 4-8 (page 68). Remove the cards from the feeder.



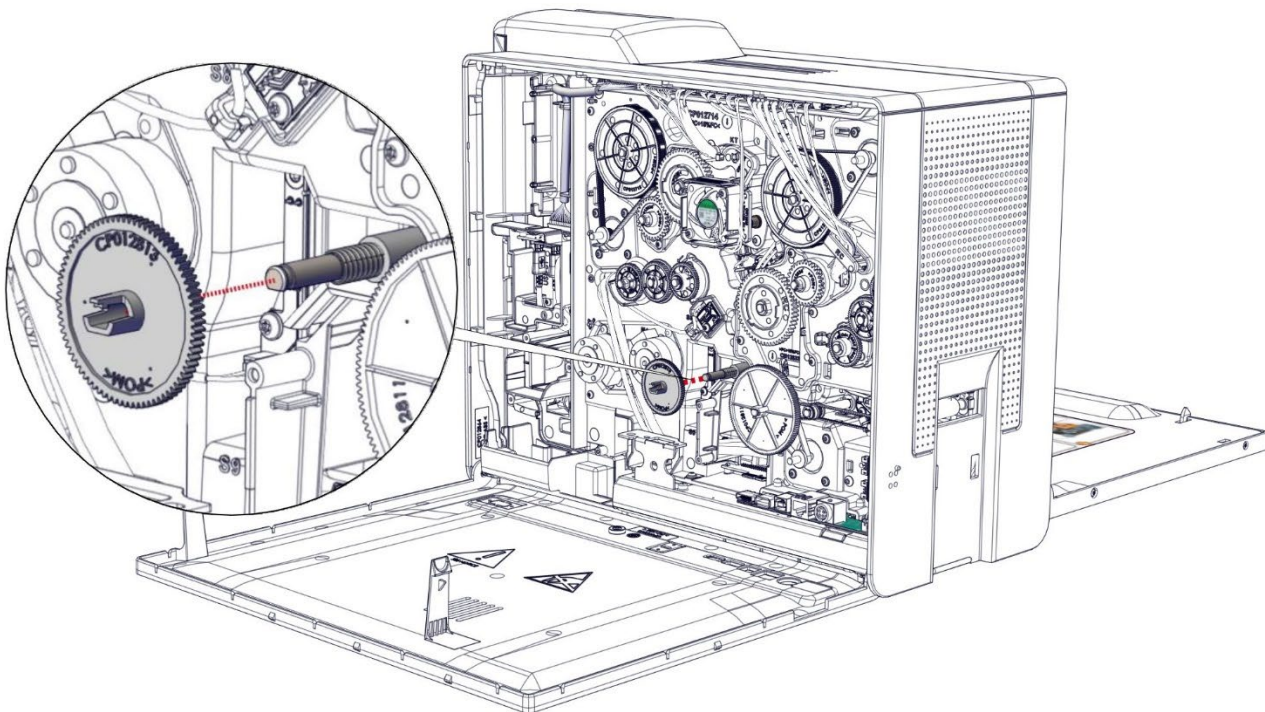
2. Unclip the rear cover.



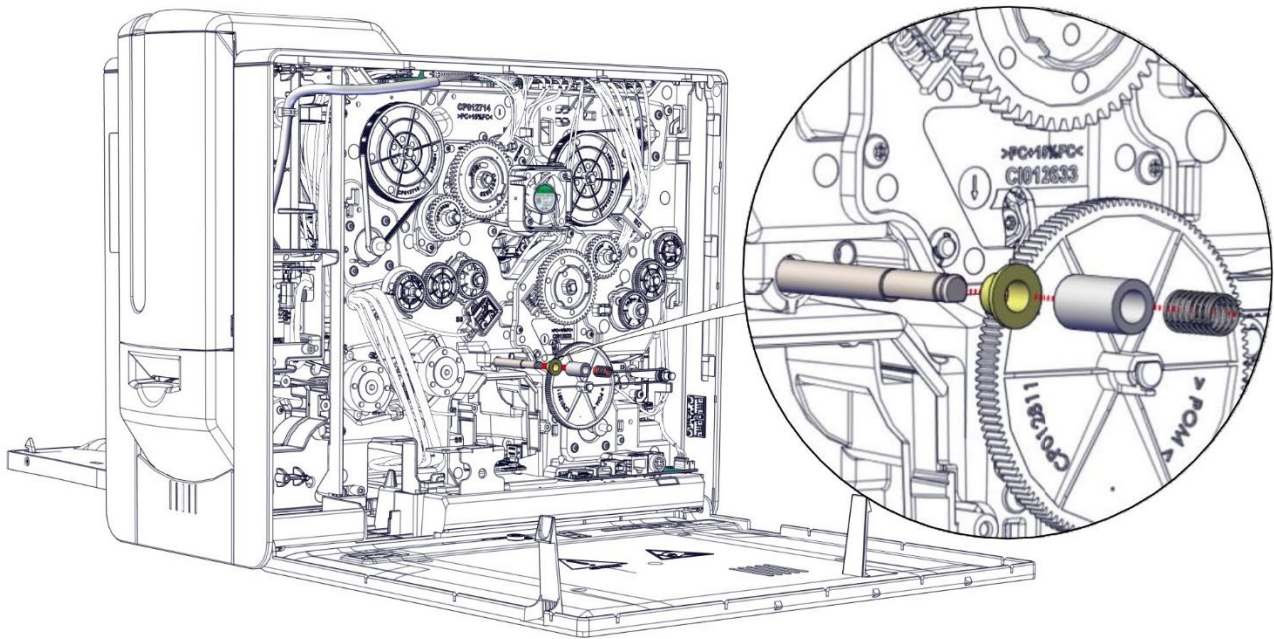
3. Open the rear cover.



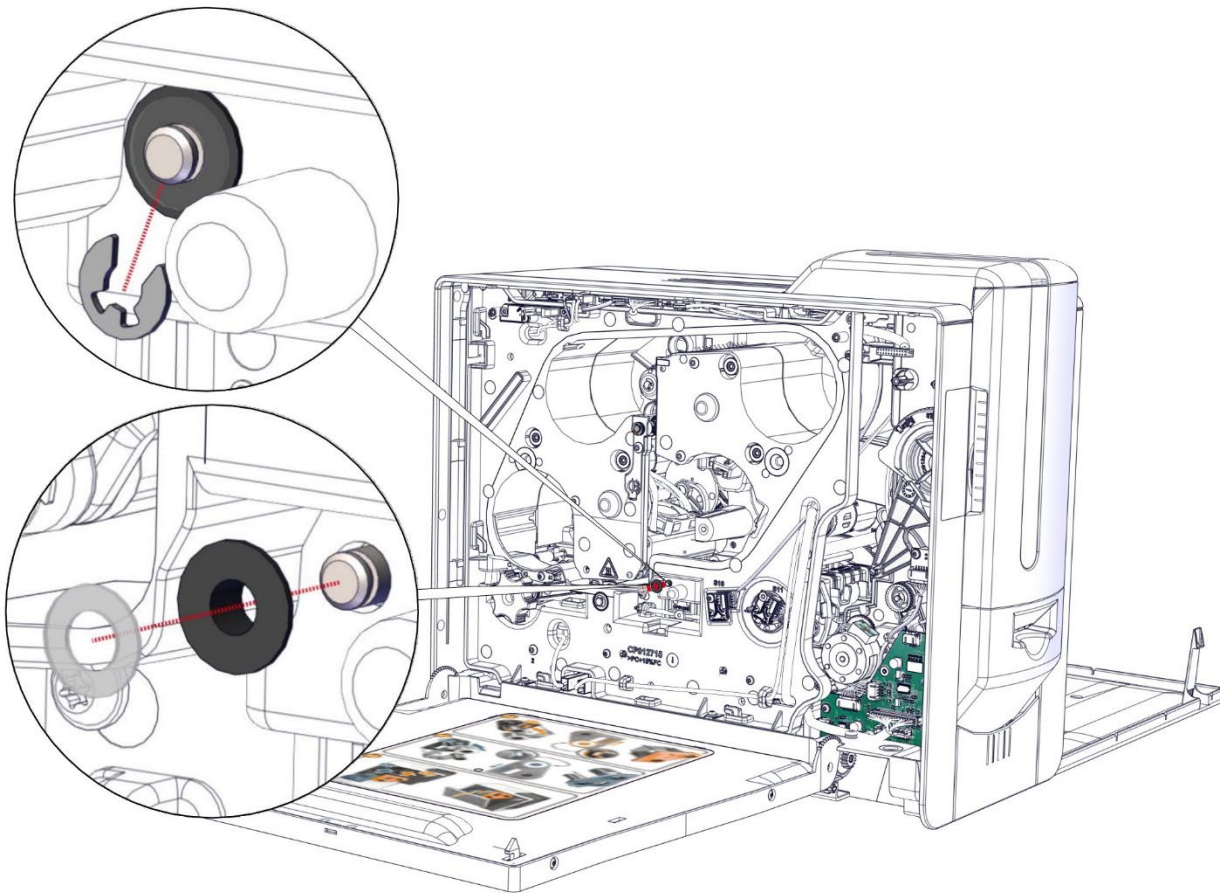
4. Remove the option gear.



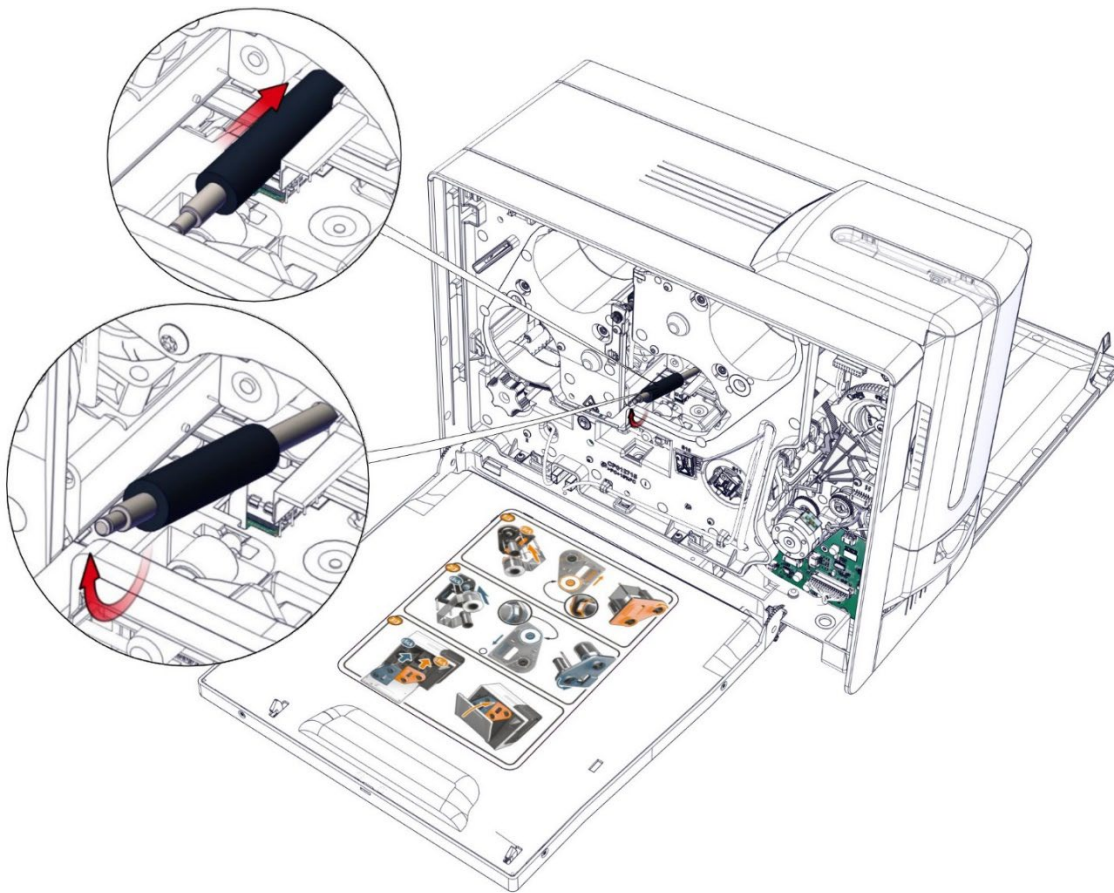
5. Retrieve first the spring, the spacer and the bearing.



6. On the other side remove first the E-ring then retrieve the washer and the bearing.



7. Move the roller to the back to disengage it from the chassis.



8. Take the new roller and carry out the step in reverse. Pay attention to the order of the spring, the spacer, the washer and the bearings.

CLEANING PROCEDURES

- Comply with the instructions given below to ensure a good functioning of the printer.
- The manufacturer's warranty is subject to a strict compliance with the routine servicing and maintenance instructions, and in particular the printer cleaning cycles.
- Any failure to follow the maintenance and servicing procedures described in this section voids the print head warranty.

Evolis declines any liability where there has been a failure to carry out required maintenance on the printer.


The print head is a wearing part and a sensitive printer component. Its useful life can be reduced by the presence of dust, liquids or solids in the printer's immediate environment, on the print head or on the cards. Users must take all necessary precautions to insert only clean cards, free of dust deposits or foreign bodies, into the machine.

The frequency and quality of cleaning are decisive factors enabling users to extend the print head's useful life and to ensure excellent print quality.

In addition, the use of Evolis High Trust® consumables ensures that the printer operates properly. Use of non-Evolis High Trust® consumables may affect the quality and reliability of print jobs, and even affect the printer's operation. The manufacturer's warranty does not cover physical damage or quality problems caused by the use of non-Evolis High Trust® ribbons.

Evolis provides replacement parts and consumables that you can refer to on www.evolis.com

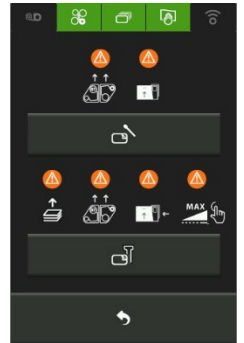
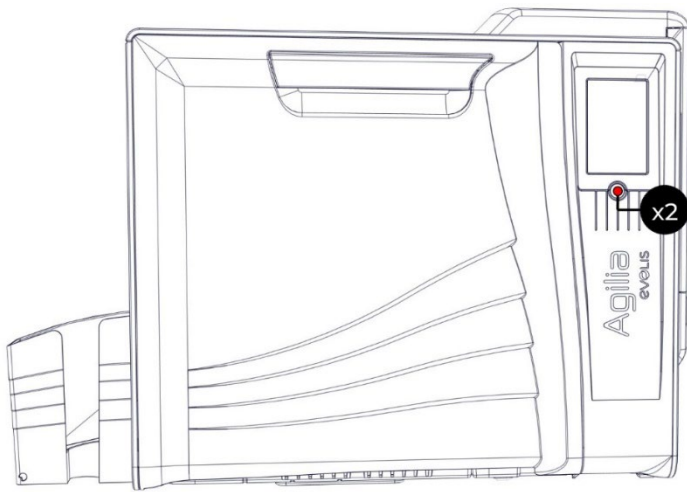
Regular Cleaning

- The print head warranty is directly linked to the regular cleaning of the printer.
 - Failure to perform this cleaning at the required times leads to the invalidity of the print head warranty.
 - The printer is fitted with a cleaning warning system, which is triggered after a certain number of cards have been inserted. Proceed with the regular cleaning of the printer as soon as the warning is triggered. If you continue to run the printer despite the warning and if the warning light remains lit, the print head warranty is void because of failure to comply with contractual maintenance obligations.
 - When cleaning the print head:
 - 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.
 - Recommended cleaning cycle: Every time the retransfer film is changed. For more information, refer to the [Cleaning kit safety datasheet](#).
 - Mandatory cleaning cycle: When the cleaning warning is triggered.
 - Servicing accessories: Adhesive cleaning card with 2 adhesive-free zones and cleaning swab impregnated with isopropyl alcohol.
 - When the cleaning cycle is over, wait 2 minutes before using the printer to let the alcohol evaporate.
 - Cleaning cycles can also be launched from the Home page of Evolis Premium Suite 2 by clicking on the Cleaning icon  .
- ▶ Video(s) of the procedure(s) available on myplace.evolis.com

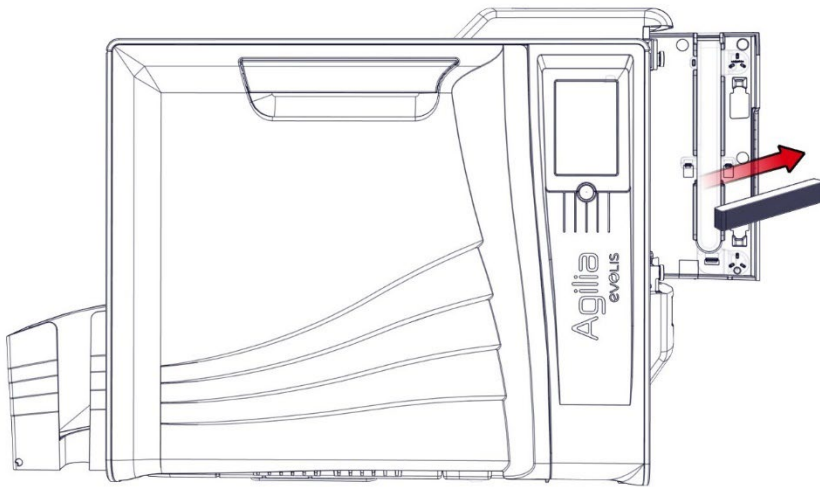
Printer	Cleaning required after:	Number of cards remaining before warranty voided	Warranty invalid after:
Agilia	 1000 cards	 200 cards	 1200 cards

Cleaning the cassettes

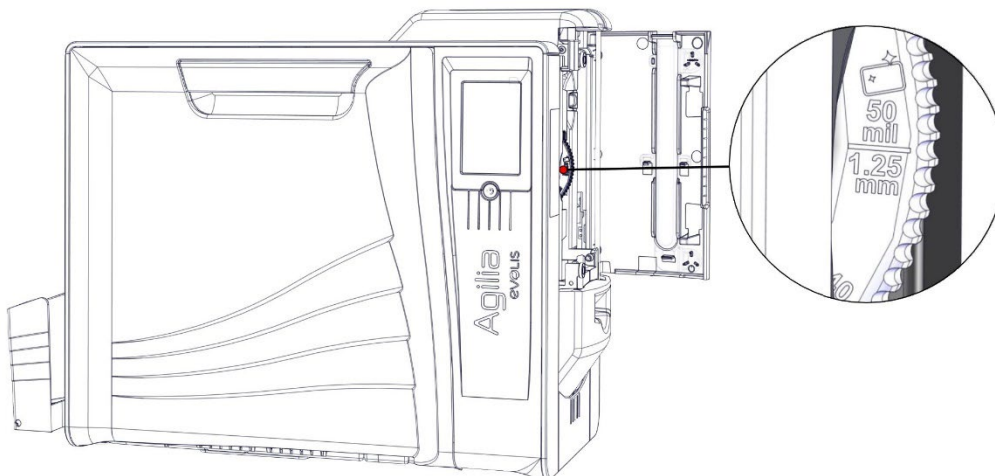
1. Press the push button twice. The cleaning wizard is displayed on the LCD touchscreen.



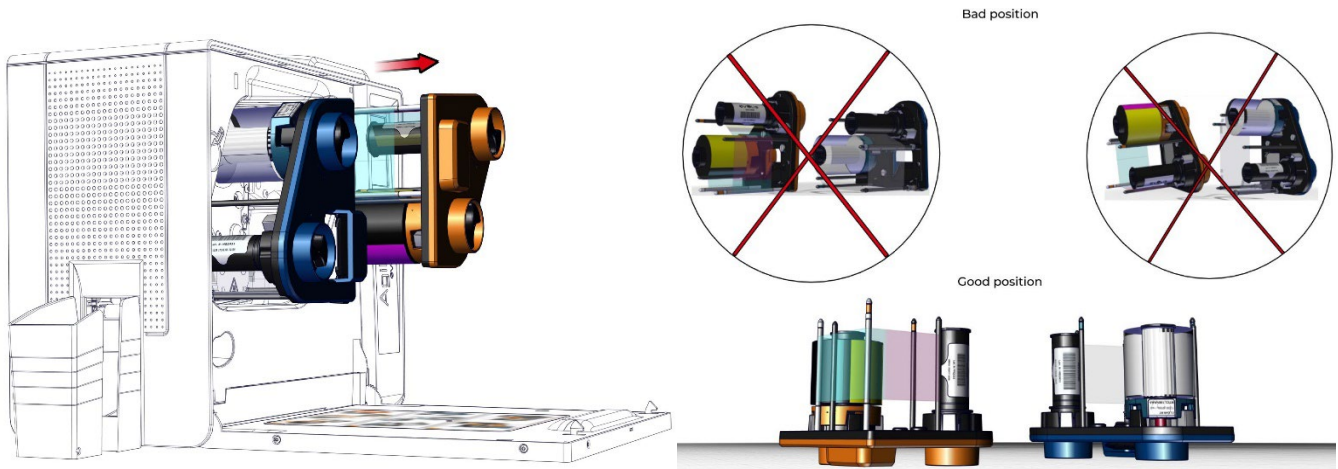
2. Open the feeder and remove all cards present in it.



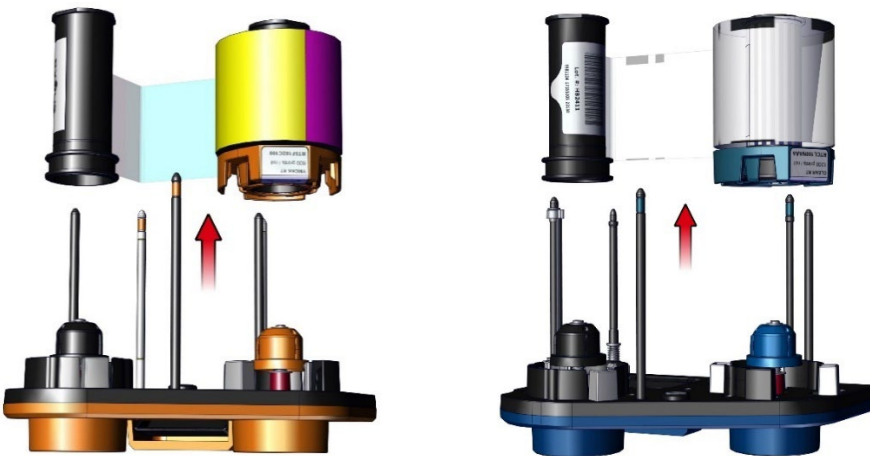
3. Set the card thickness' gauge on 50 mil – 1.25 mm. Close the feeder.



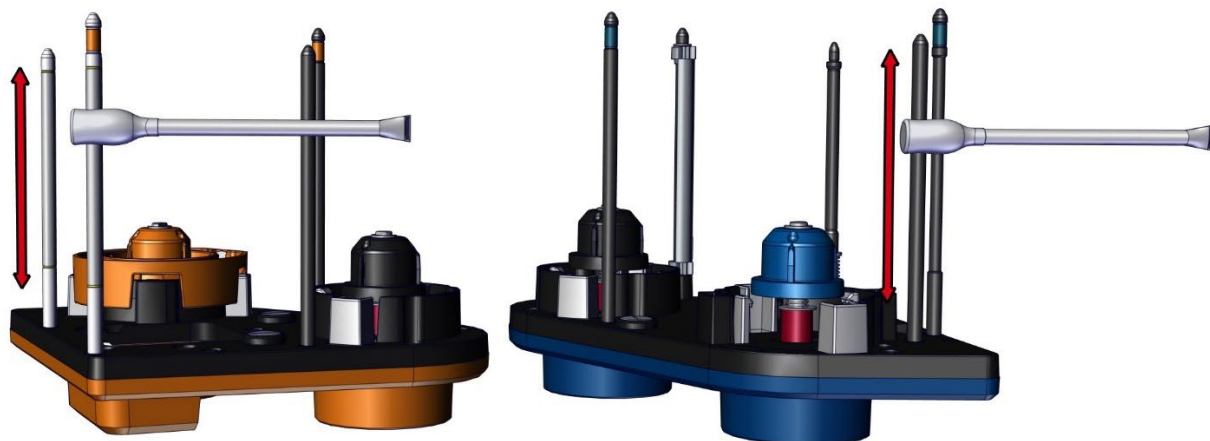
4. Open the door, remove the cassettes and put them on a flat surface with their pins facing up.



5. Remove the ribbon and the clear film from the cassettes.

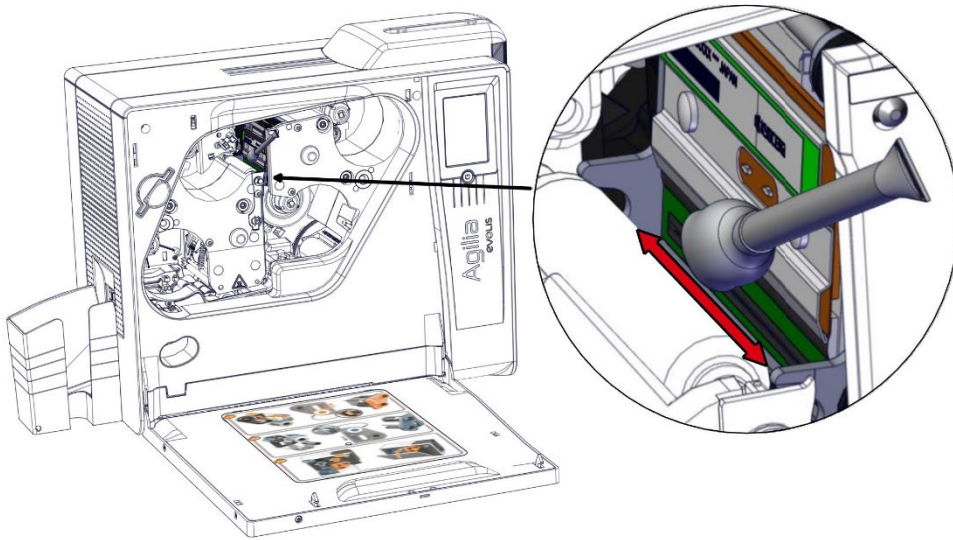


6. Take a swab, press the middle so that the cotton is impregnated with alcohol. Rub all the pins of each cassette.



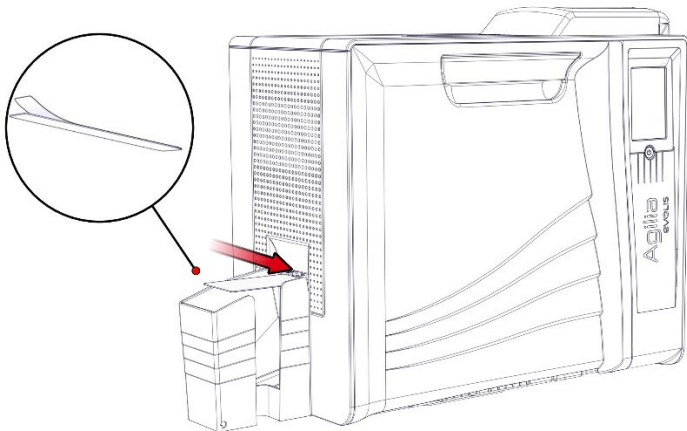
Cleaning the print head

1. Locate the print head. Take a new swab, press the middle so that the cotton is impregnated with alcohol. Rub the black dotted line of the print head.



Cleaning the printer

1. Remove the film from the adhesive card and insert the adhesive card into the rear output slot (adhesive side up). The cleaning starts. When the cleaning is over, the used adhesive card is ejected into the output box.



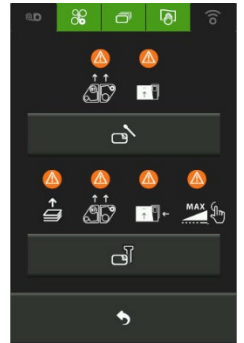
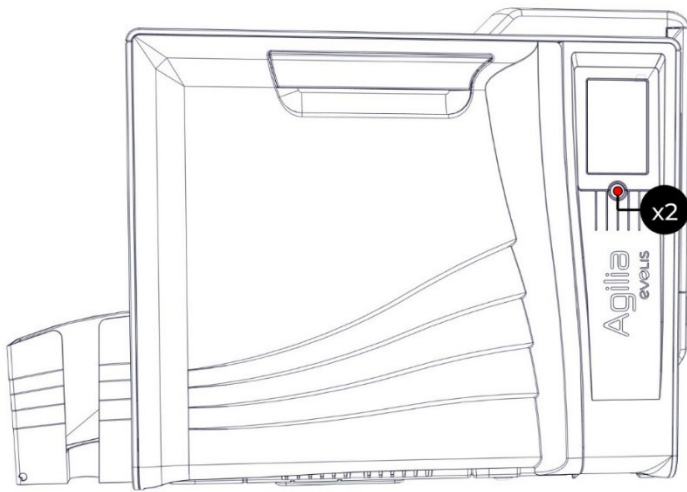
2. Put the ribbon and film back on the cassettes and put the cassettes back in place.
3. Put the cards back in the card feeder, reset the card thickness selector and close the card feeder.

Advanced cleaning

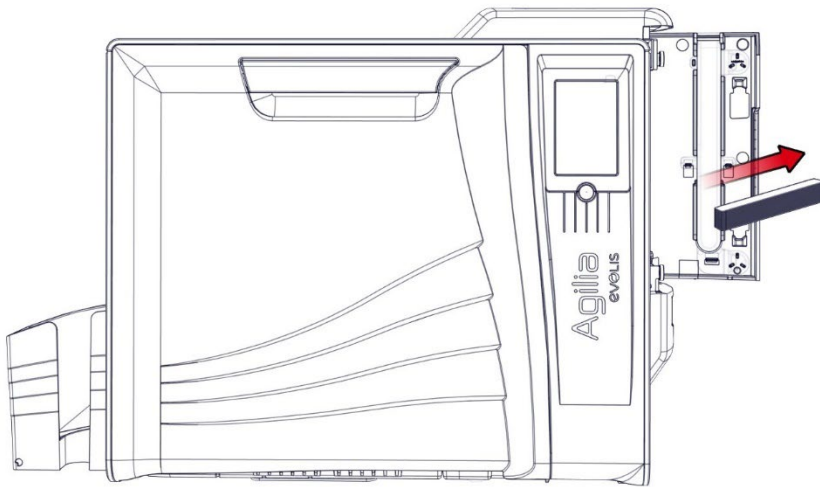
- When cleaning the print head:
 - Avoid any contact between the print head and any metal or sharp objects. This could permanently damage the print head.
 - Avoid touching the print head directly with your fingers, as this could affect print quality or permanently damage the print head.
- Recommended cleaning cycle: Every 4800 cards.
- Servicing accessories: Adhesive cleaning card with 2 adhesive-free zones, impregnated T-card (use just after the bag is opened), and cleaning swab impregnated with isopropyl alcohol.
- When the cleaning cycle is over, wait 2 minutes before using the printer to let the alcohol evaporate.
- Cleaning cycles can also be launched from the Evolis Premium Suite 2 by clicking on the Cleaning icon on the Home page.
- ▶ Video(s) of the procedure(s) available on myplace.evolis.com.

Cleaning the cassettes

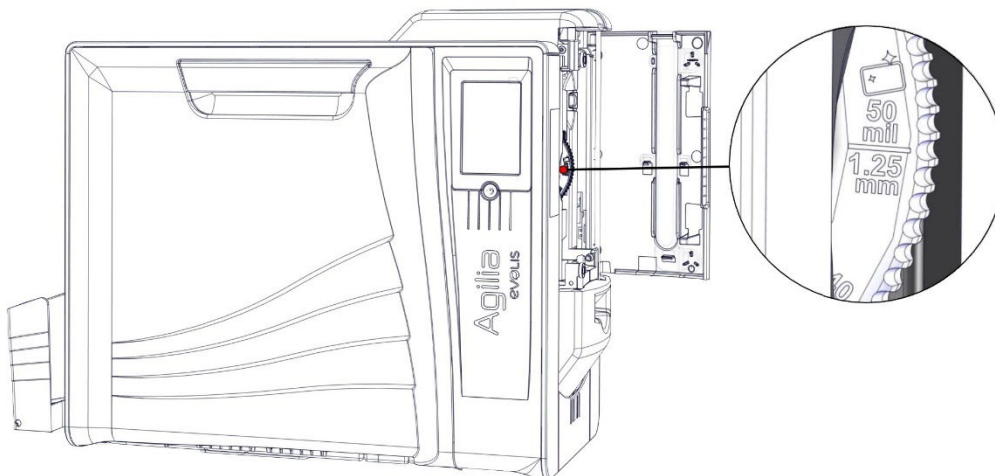
1. Press the push button twice. The cleaning wizard is displayed on the LCD touchscreen.



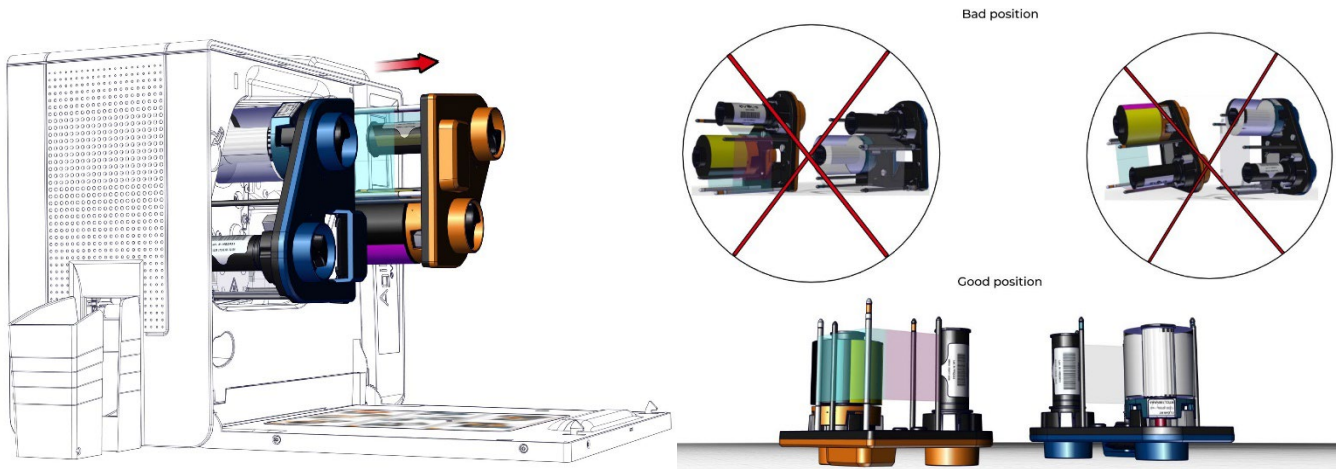
2. Open the feeder and remove all cards present in it.



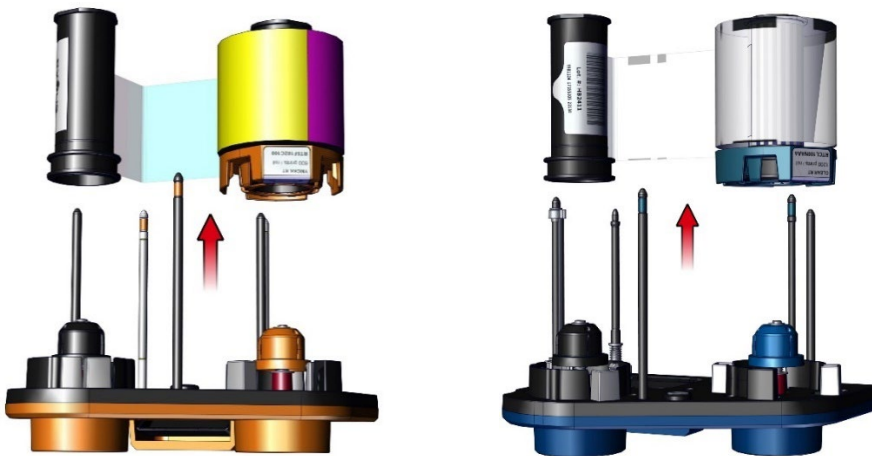
3. Set the card thickness' gauge on 50 mil – 1.25 mm. Close the feeder.



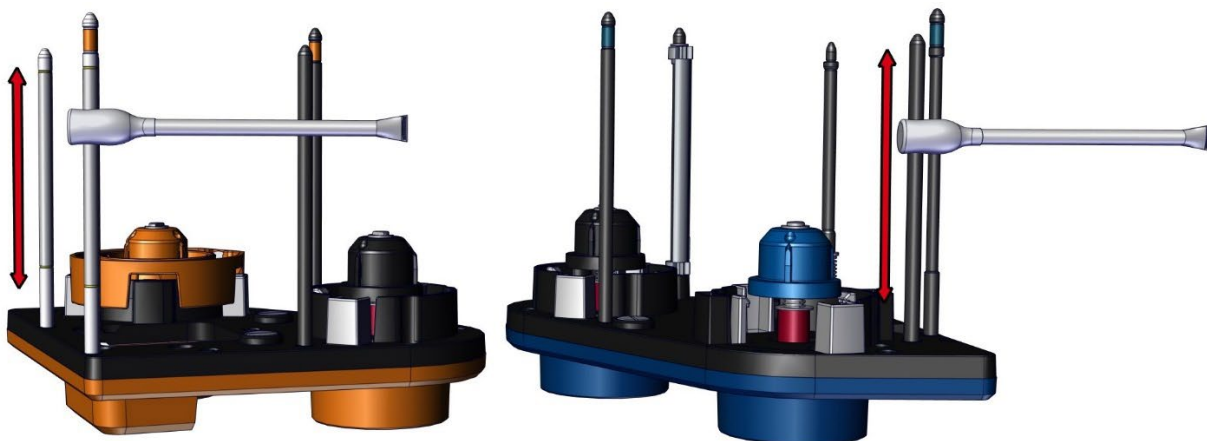
4. Open the door, remove the cassettes and put them on a flat surface with their pins facing up.



5. Remove the ribbon and the clear film from the cassettes.

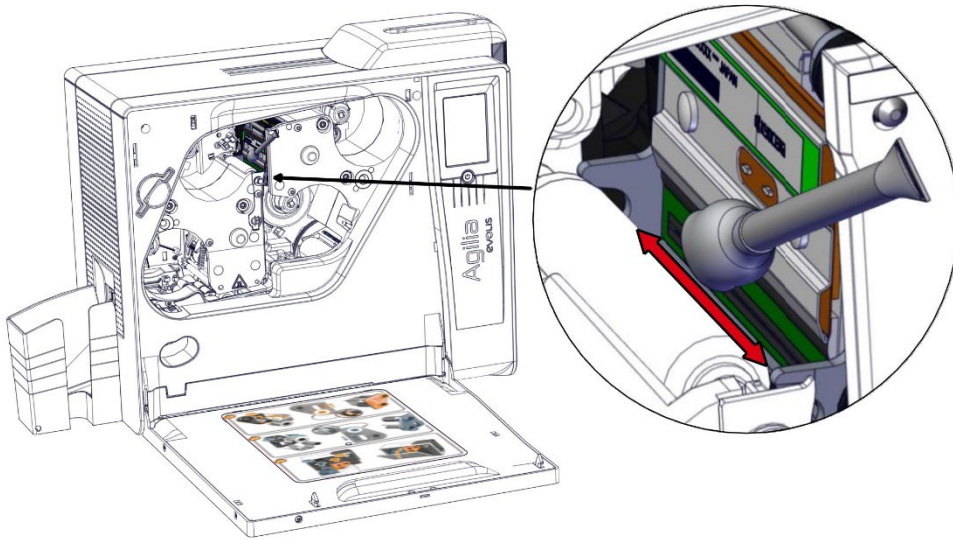


6. Take a swab, press the middle so that the cotton is impregnated with alcohol. Rub all the pins of each cassette.



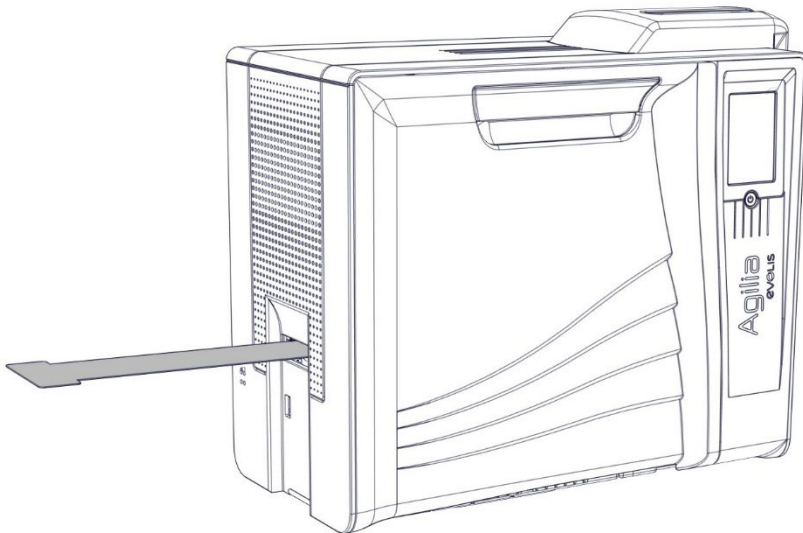
Cleaning the print head

1. Locate the print head. Take a new swab, press the middle so that the cotton is impregnated with alcohol. Rub the black dotted line of the print head.



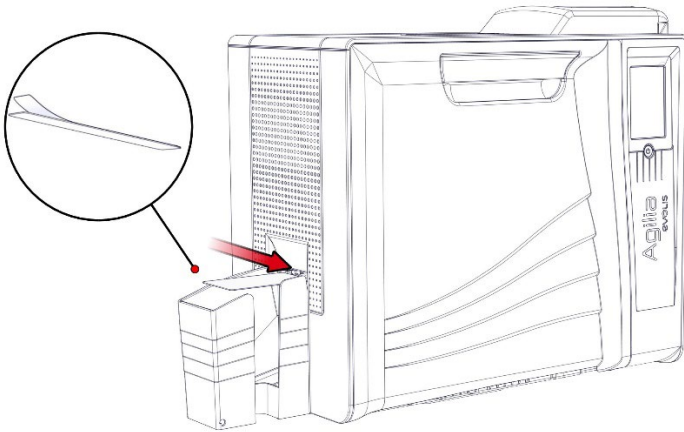
Cleaning the printer

1. Insert the T-card into the rear output slot. Cleaning starts.



2. When the printer ejects the T-card, remove it.

3. Remove the film from the adhesive card and insert the adhesive card into the rear output slot (adhesive side up). The cleaning starts. When the cleaning is over, the used adhesive card is ejected into the output box.



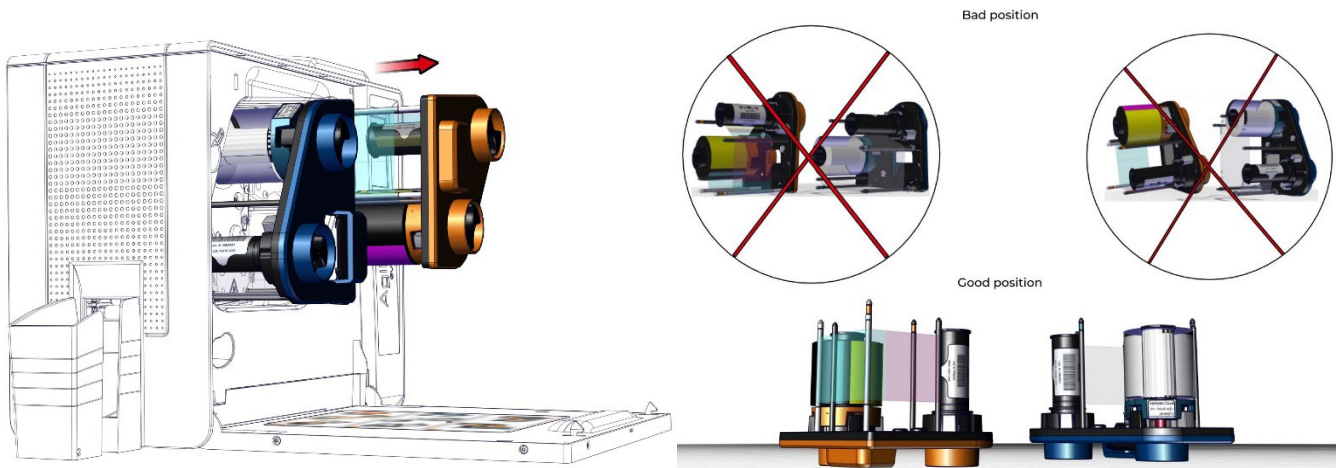
4. Put the ribbon and film back on the cassettes and put the cassettes back in place.
5. Put the cards back in the card feeder, reset the card thickness selector and close the card feeder.

Specific cleaning

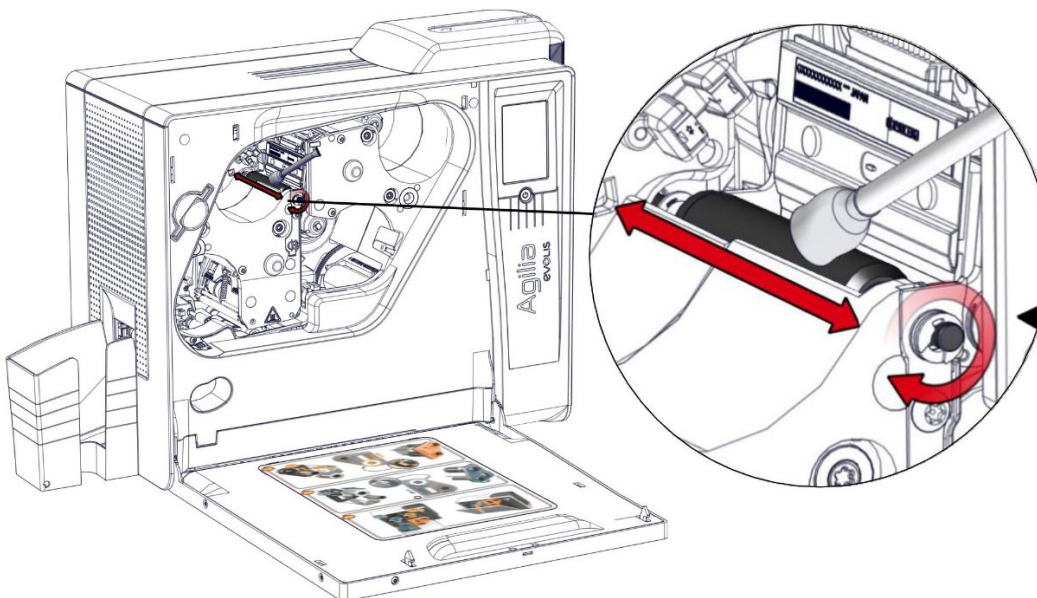
- Recommended cleaning cycle: Every advanced cleaning cycle.
- Servicing accessories: cleaning swab impregnated with isopropyl alcohol.

Cleaning the print head roller

1. Open the door, remove the cassettes and put them on a flat surface with their pins facing up.



2. Take a swab, press the middle so that the cotton is impregnated with alcohol. With one hand, rotate the print head roller using the roll bearing (in red here). While rotating the roll bearing, rub the swab on the print head roller (in black here).

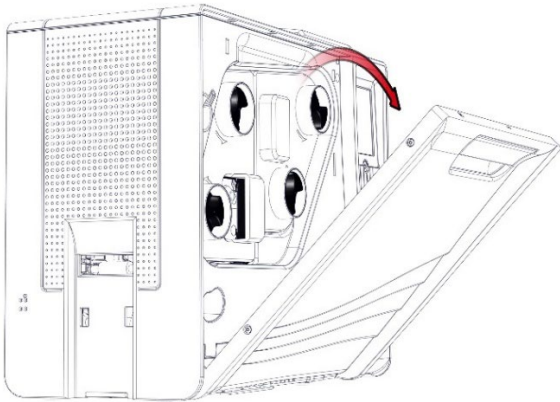


3. Put the cassettes back in place and close the door of the printer.

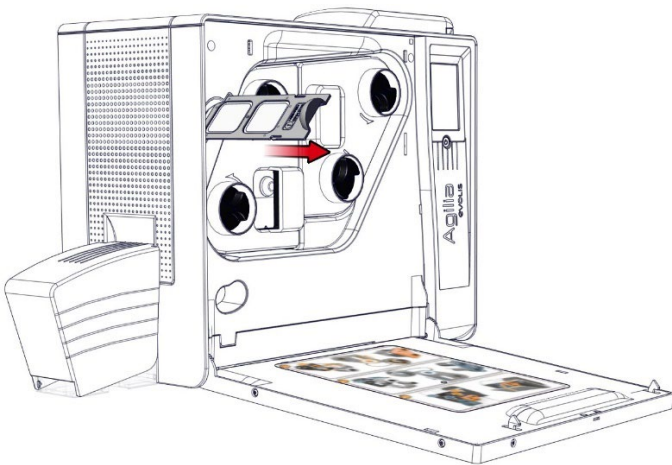
Cleaning the dust filter

- Recommended cleaning cycle: Once a year.
- Servicing accessories: A gas duster.
- The dust filter is located on the left of the retransfer cassette (blue).

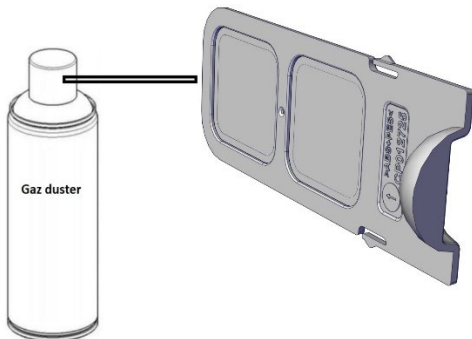
1. Open the door of the printer.



2. Remove the dust filter.



3. Clear any dust from the filter with a gas duster.



4. Put the dust filter back in place and close the door of the printer.

Manual Cleaning

This procedure will allow you to:

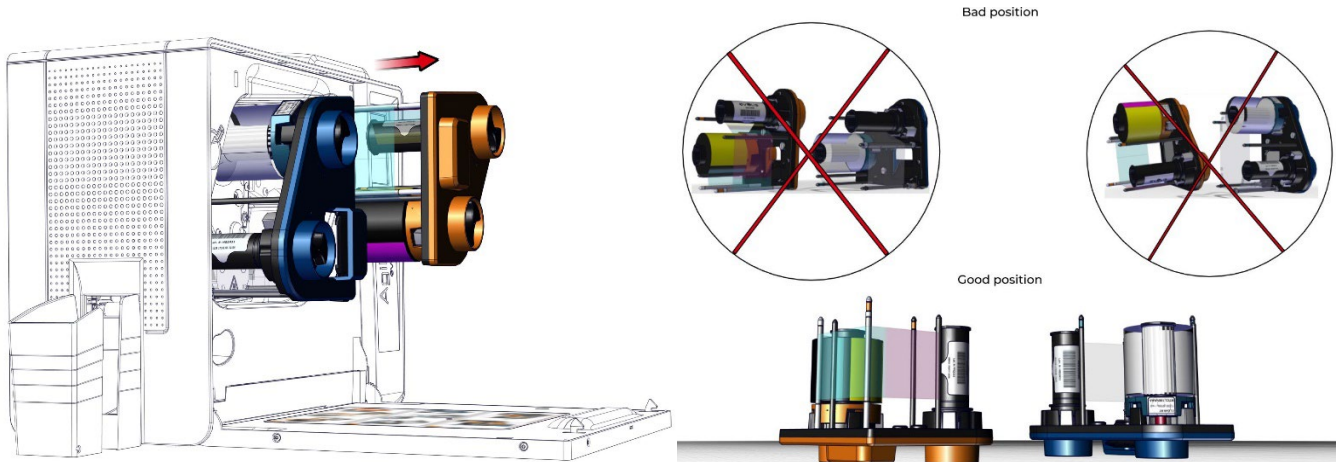
- Avoid problems with loading/printing/magnetic encoding that may be caused by a dirty printer
- Clean a printer after the replacement of spare parts or maintenance
- Manual cleaning is advised in addition to advanced cleaning



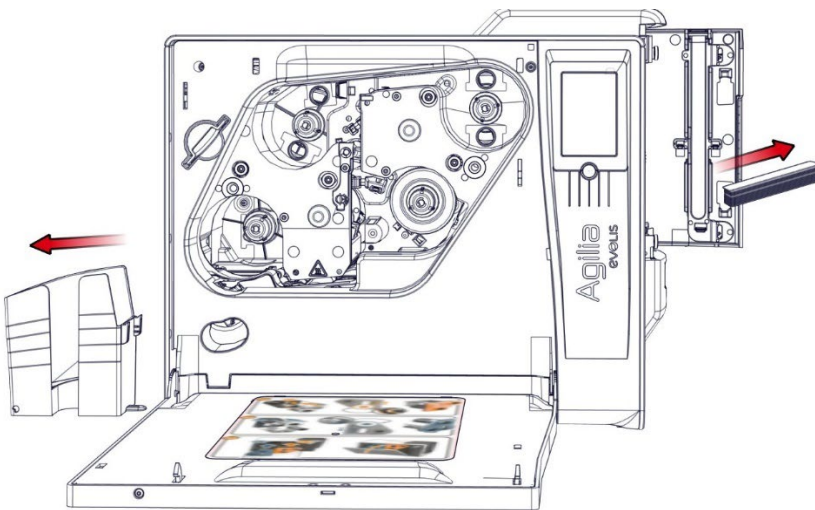
Use several cards if required. After the procedure, all the rollers should be perfectly clean.

Cleaning the feeder

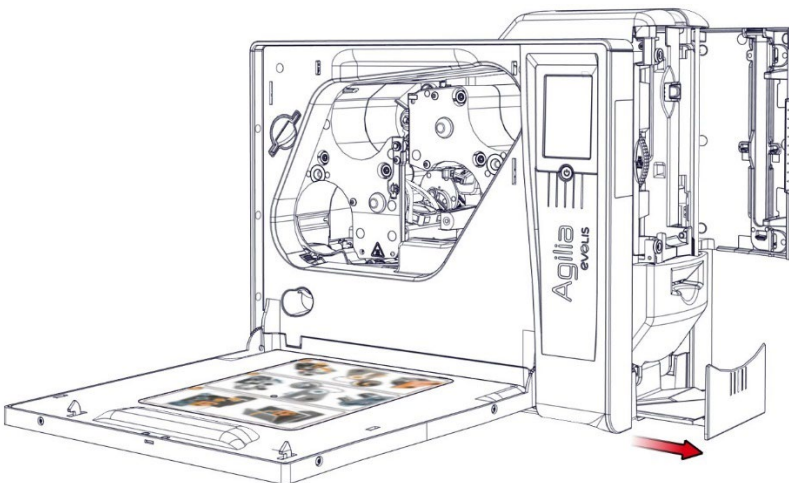
1. Switch on the printer.
2. Open the door, remove the cassettes and put them on a flat surface with their pins facing up.



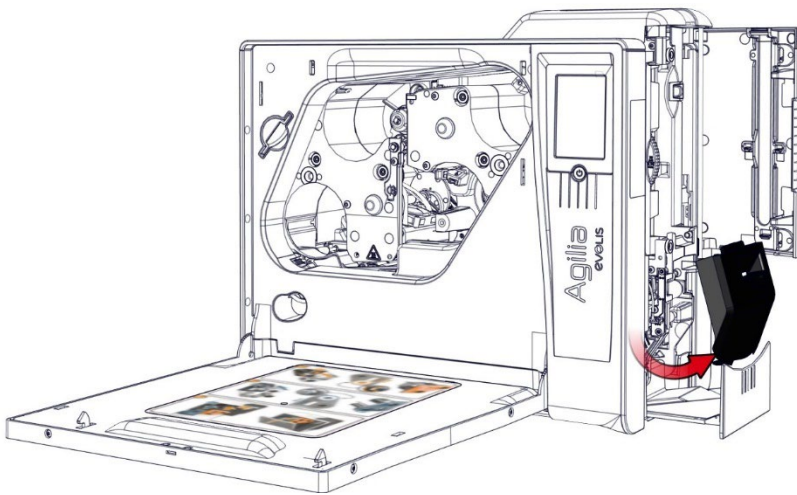
3. Remove the cards from the feeder and remove the rear out box.



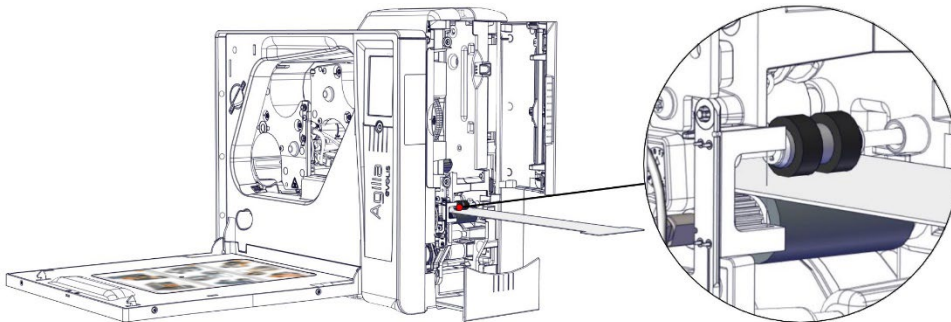
4. Open the reject box.



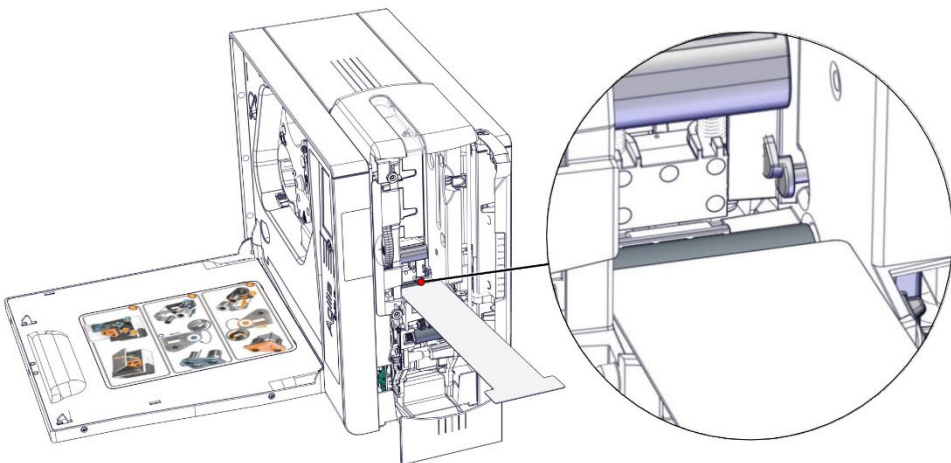
5. Unclip the manual feeder.



6. Take a T card and slide it into the manual feeder. Hold the T card firmly and turn the rollers, pressing on the control button until the roller is clean.

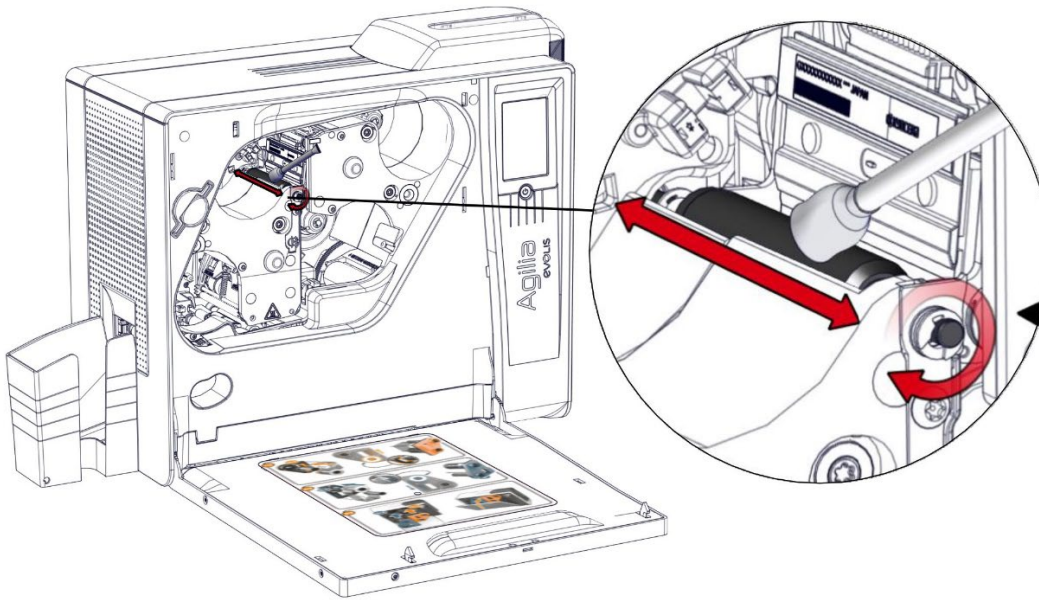


7. Let the feeder open, via Evolis Premium Suite send the command Mf;+ to run the feeder roller. Take a T card and press it on the feeder roller until the roller is clean. Send the command Mf;! to stop the roller.



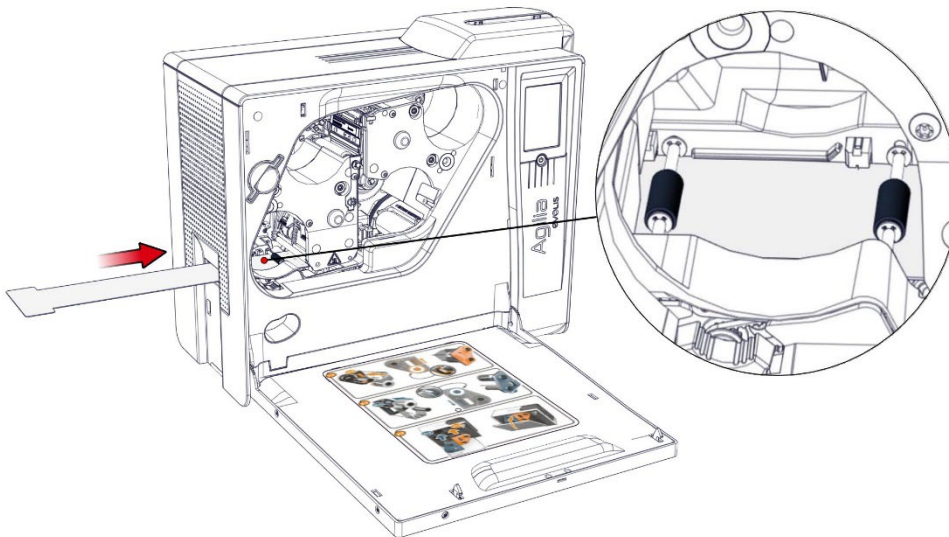
Cleaning the print head roller

1. Take a swab, press the middle so that the cotton is impregnated with alcohol. With one hand, rotate the print head roller using the I bearing (in red here). While rotating the bearing, rub the swab on the print head roller (in black here).



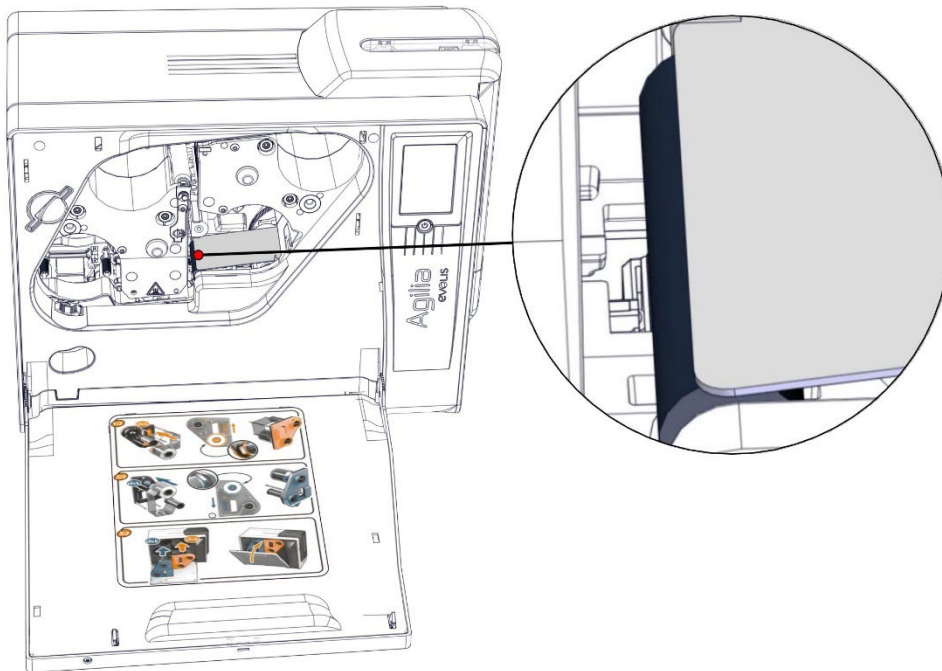
Cleaning the transport roller

1. Take a T card and insert it by the rear output until it is between both transport rollers. Press gently, and turn the rollers, pressing the control button. Each time the button is pressed, the map moves forwards and backwards. Repeat the action for the second one.



Cleaning the option roller

1. Take a T card and cut it to be easier to manipulate. Press it on the option roller and simultaneously press the control button until the roller is clean.

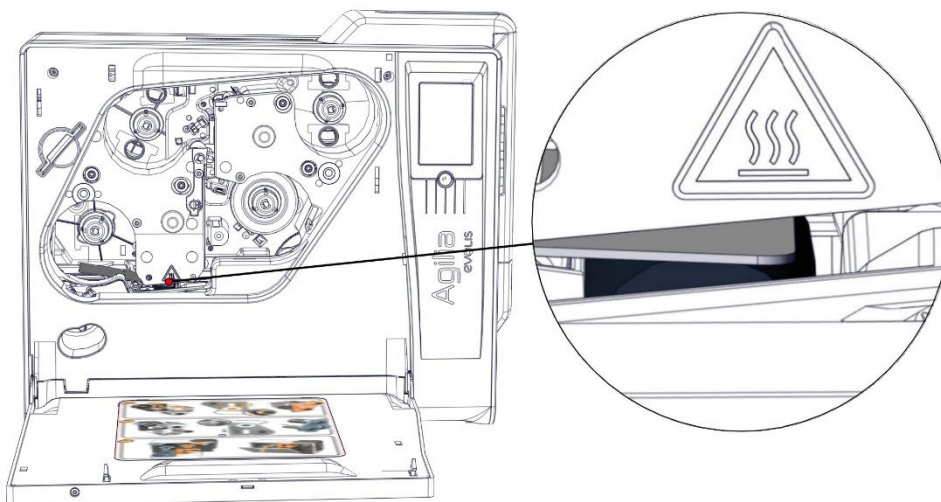


Cleaning the inferior heat roller



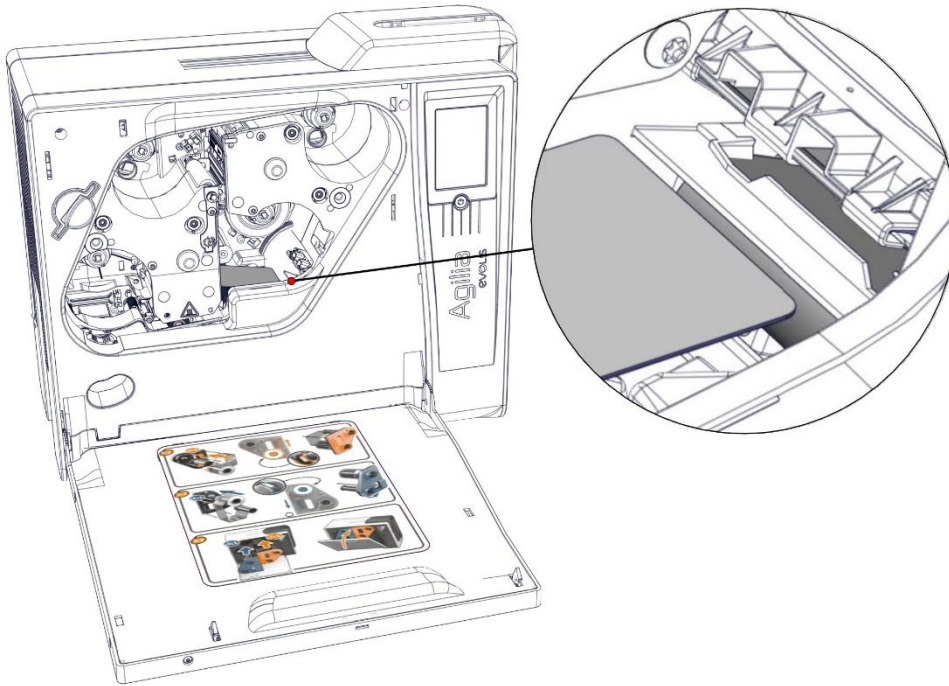
Caution: the heating module may be hot.

1. Take a T card and cut it to be easier to manipulate. Insert it under the heating roller module. Press it on the inferior heat roller and simultaneously press the control button until the roller is clean.



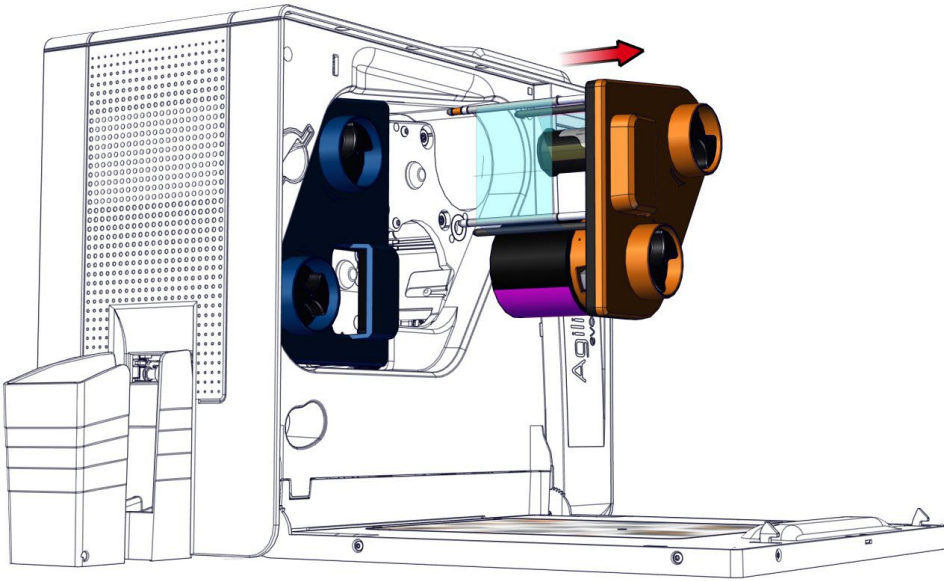
Clean the flip over rollers

1. Tilt the flip over manually to get access to the first roller. Put a cut T card on the first roller, press gently, and simultaneously press the control button. Repeat the action for the second one.

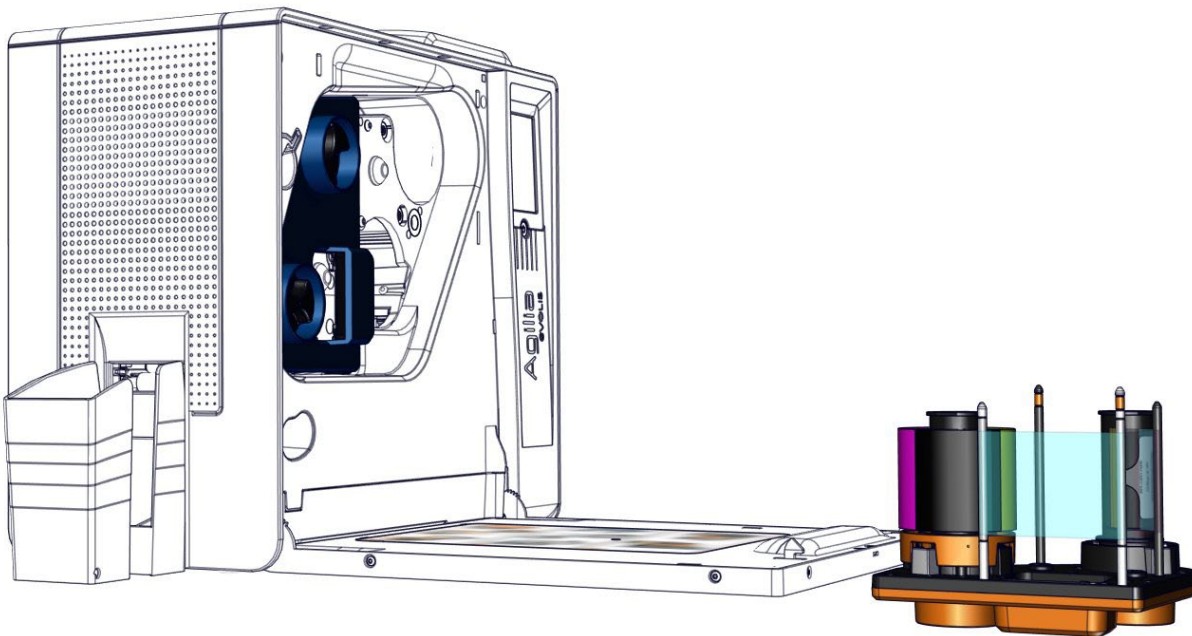


Cleaning the Cleaning Roller

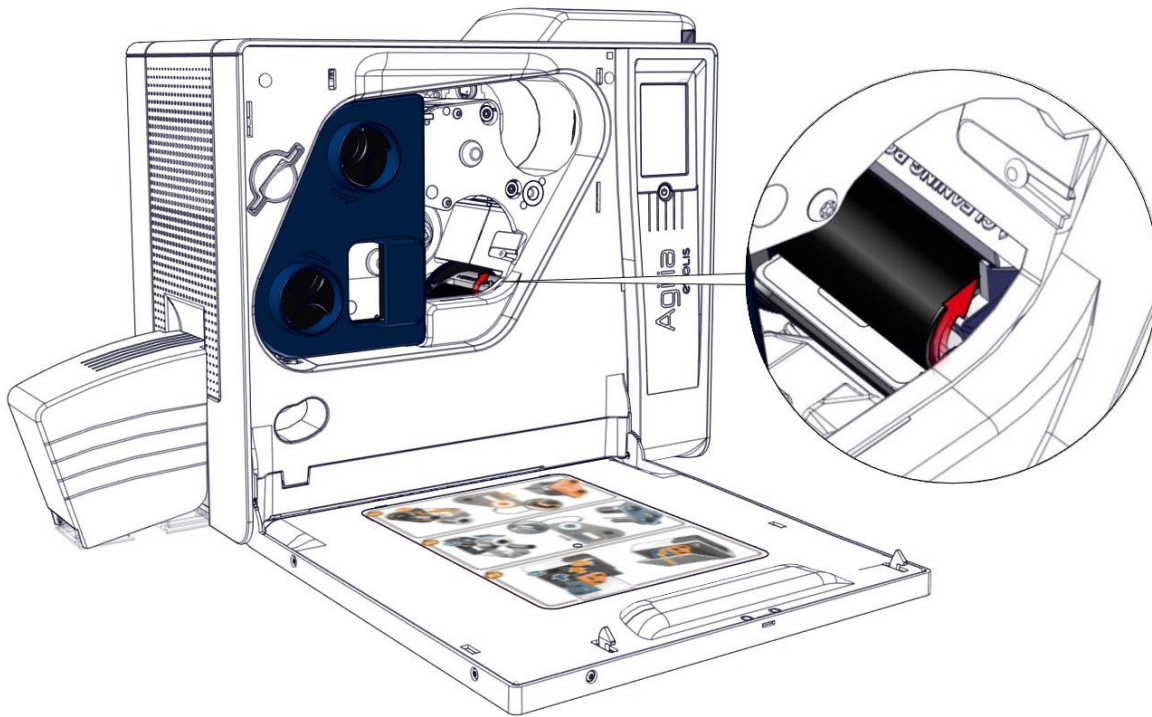
1. Open the door and remove the defective color ribbon cassette.



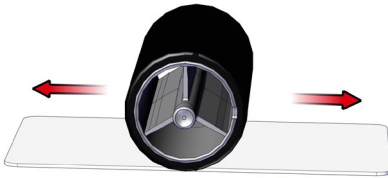
2. Put the cassette on a flat surface with the pins facing up



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



4. 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.

Installing Evolis Premium Suite 2

Evolis Premium Suite 2 is an all-in-one driver software solution that makes interactions between printer and computer more intuitive. Its advanced features automate printer configuration.

It includes

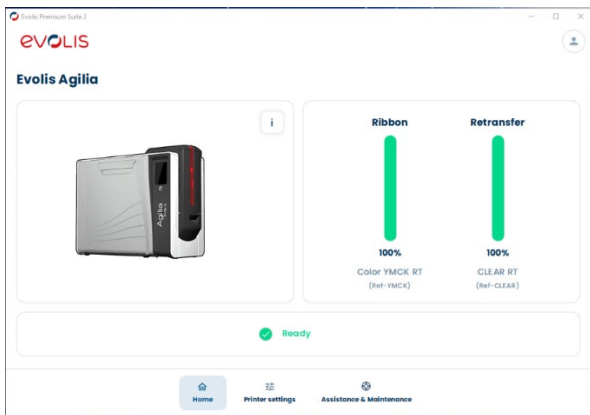
- A supervision of printers: printer status information, remaining ribbon capacity, etc.
- A powerful tool for printer settings
- A notification center to alert users when their intervention is required
- A printer management and maintenance station
- A series of wizards to guide you through cleaning and encoding operations, etc.
- An encoding station (magnetic encoding, etc.)
- A diagnostic tool

Installation procedure

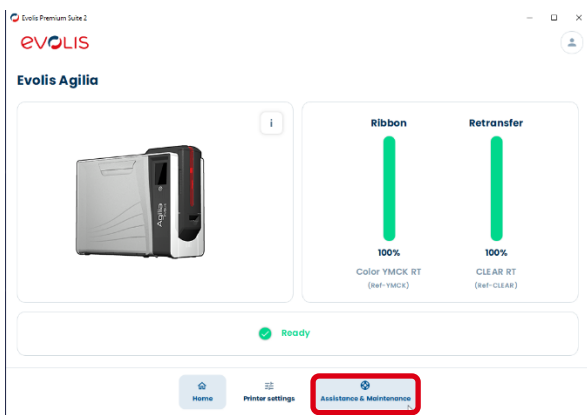
- Make sure the printer is disconnected from the computer before installing Evolis Premium Suite 2.
 - It is possible to select Standard or Minimal installation: Standard installation is recommended as it includes notification and supervision features.
 - In case of a network installation, the printer driver must be installed in Minimal installation.
1. Go to myplace.evolis.com > Printers > Printer model > Driver and Firmware.
 2. Download the setup file for Evolis Premium Suite 2 .exe for Windows.
 3. Launch the installation program and follow the instructions.
 4. At the end of the installation, restart the computer, if requested.
 5. Connect the printer to the computer with the USB cable.

How to Communicate with the Printer through the Evolis Premium Suite

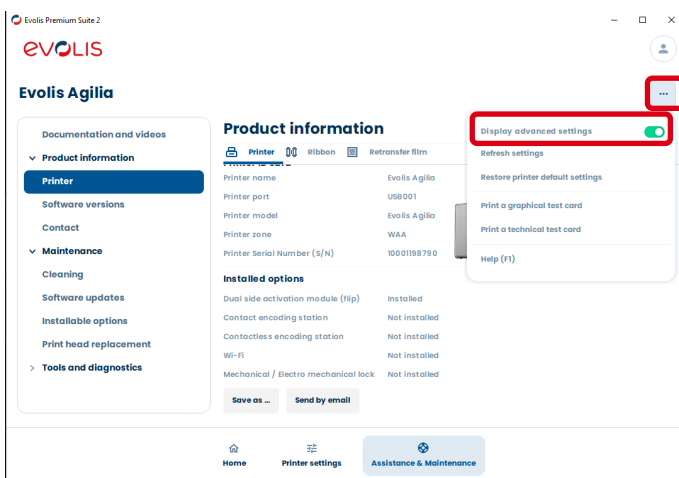
1. Open the Evolis Premium Suite.



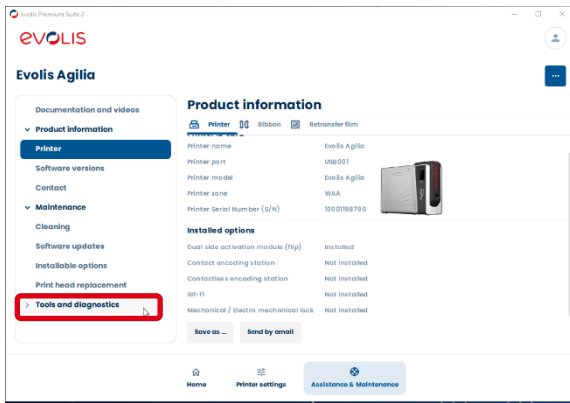
2. Click on "Assistance & maintenance".



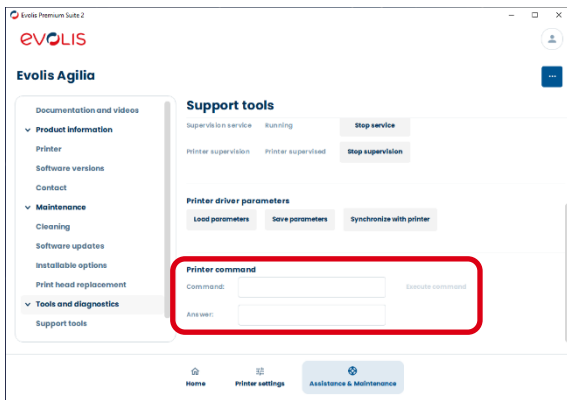
3. Activate "Display advanced settings".



4. Click on “Tools and diagnostics “.



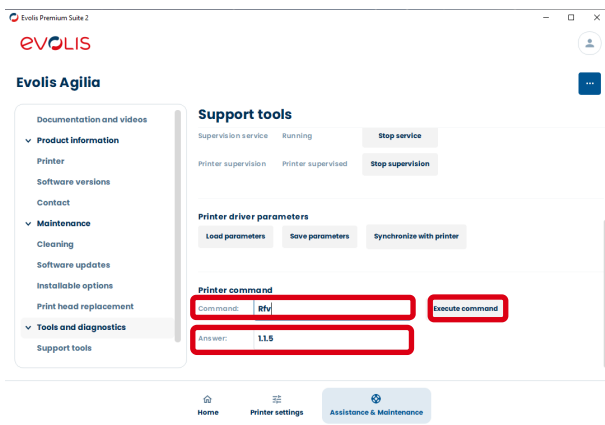
5. Scroll down until find “Printer command “.



6. In the “Command“ field (see Printer Commands section, page) enter the desired command, for example: Rfv.

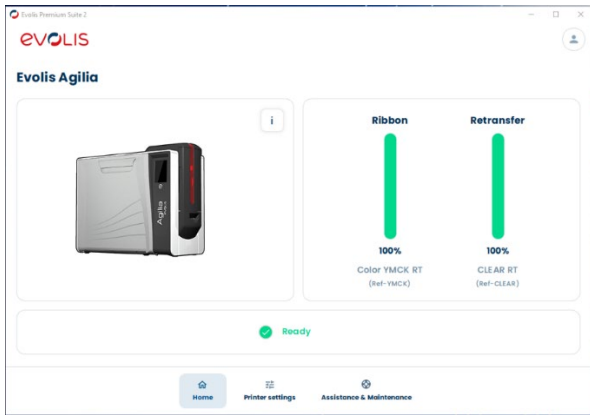
Click on “Execute command”.

The “Answer “field returns the response to the command entered, for example:1.1.15.

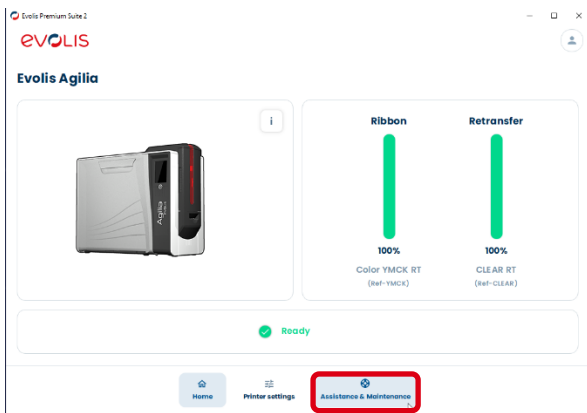


Updating the Firmware for Windows

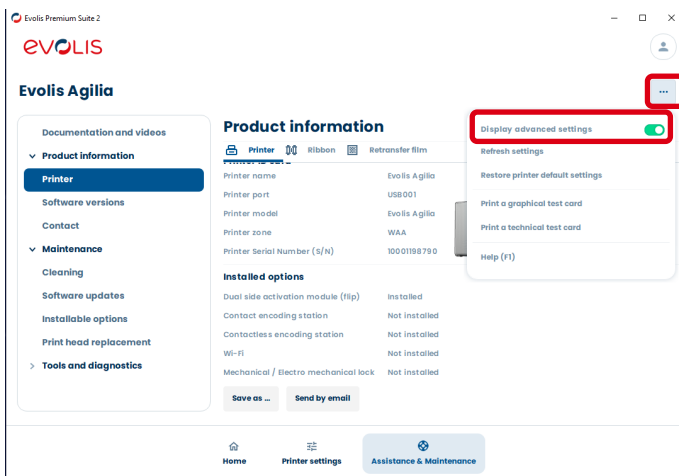
1. Open the Evolis Premium Suite.



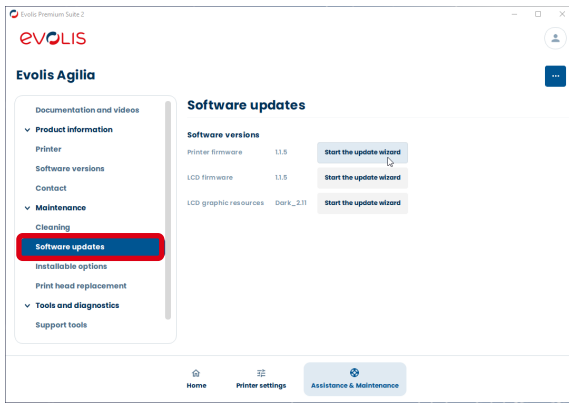
2. Click on "Assistance & maintenance".



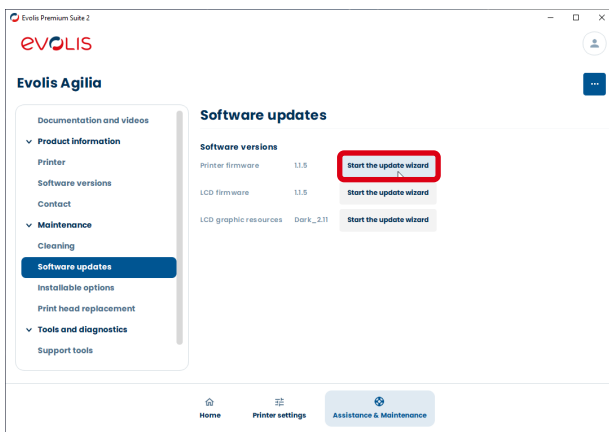
3. Activate "Display advanced settings".

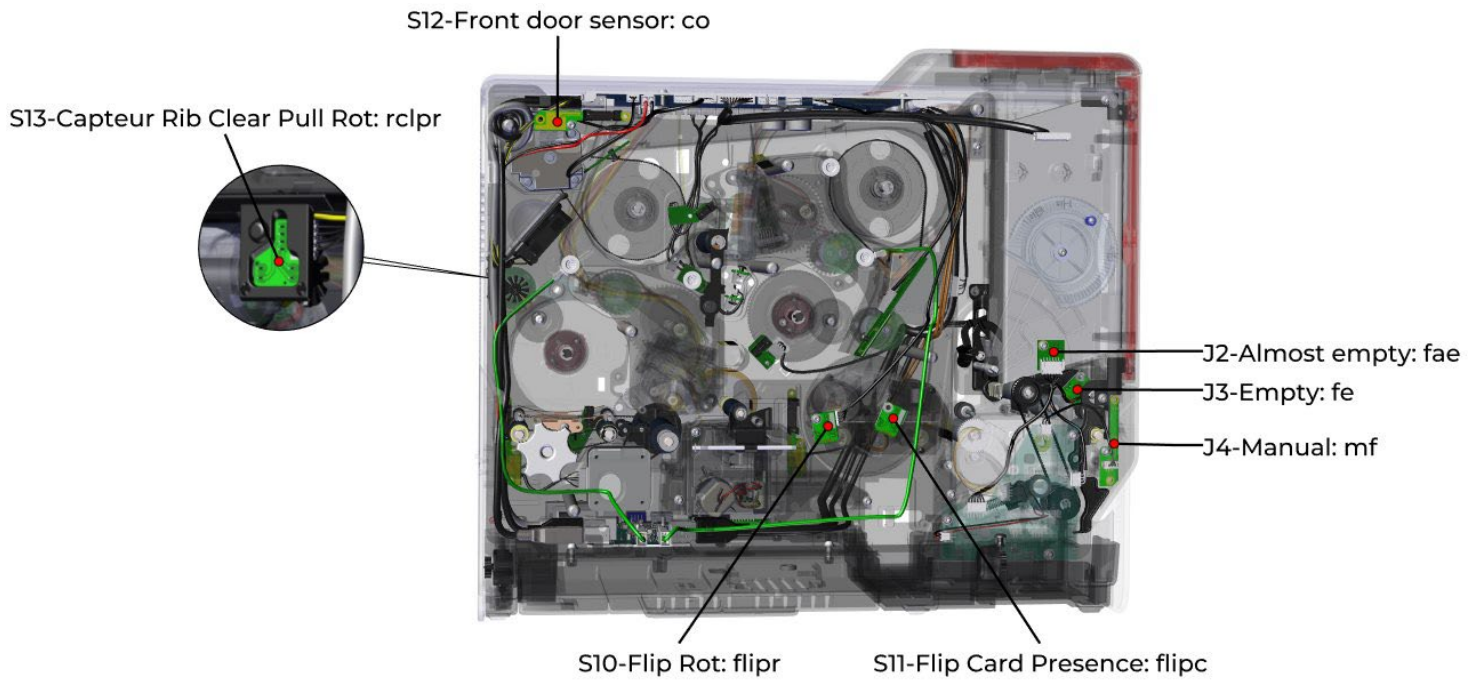


4. Click on “Software updates “.

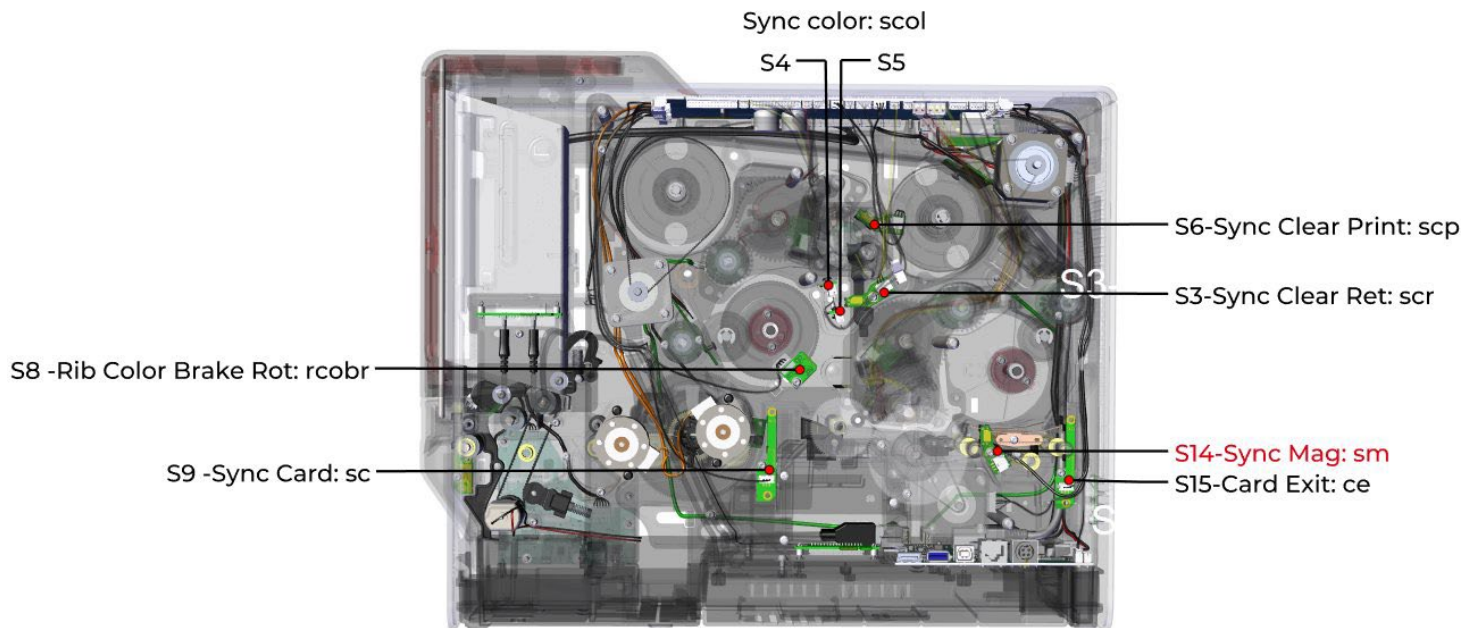


5. Launch the wizard and follow the steps until the firmware is updated.

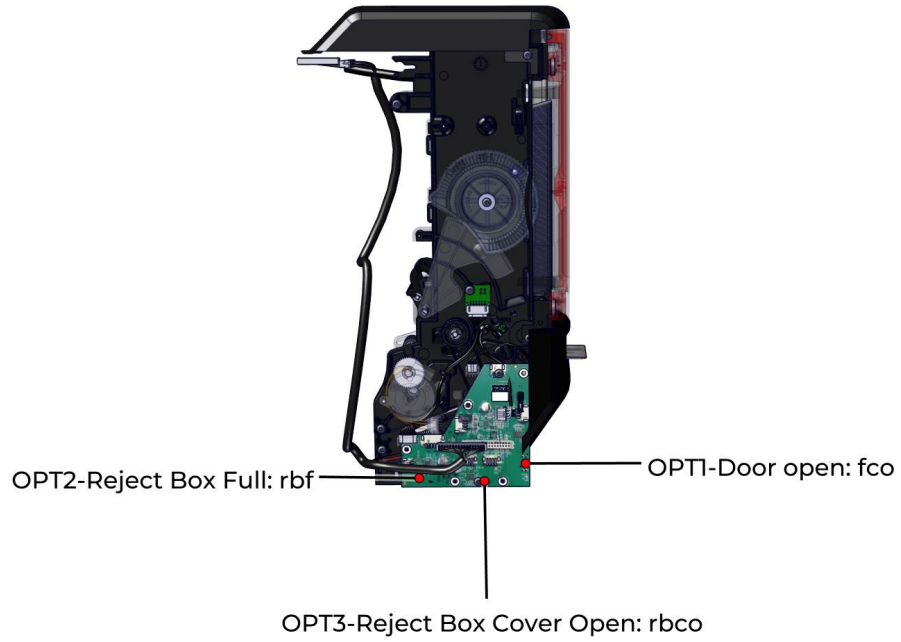




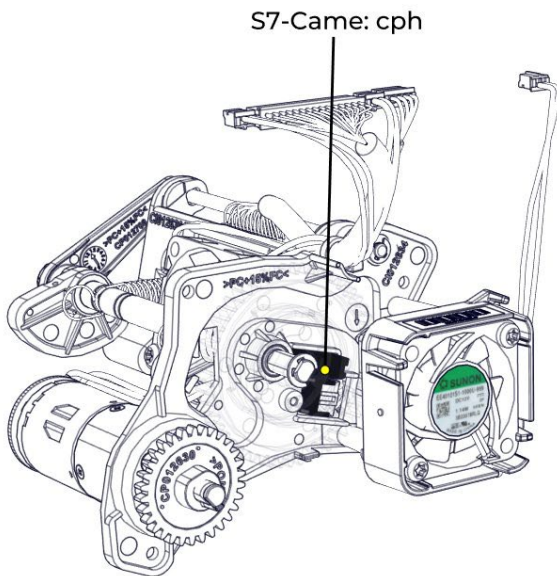
S14 sensor will disappear.



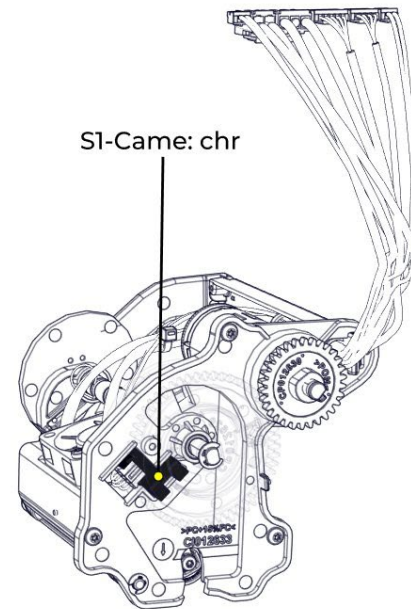
FEEDER



PRINT HEAD



HEAD ROLLER KIT



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 ; ➔ Sa;<sensor>

Adjustment command	Sensor adjusted	Need
Sa;p	Adjust card presence sensors	Cards in the feeder
Sa;cl	Adjust clear ribbon sensors	Clear film
Sa;f	Adjust feeder sensors	30 cards min in the feeder
Sa;rb	Adjust reject box sensors	15 cards in the reject box
Sa;mf	Adjust Sensor_Manual_Feed	
Sa;fae	Adjust Sensor_Feeder_Almost_Empty	
Sa;rbf	Adjust Sensor_Reject_Box_Full	
Sa;rbco	Adjust Sensor_Reject_Box_Cover	
Sa;sc	Adjust Sensor_Synch_Card	
Sa;sm	Adjust Sensor_Synch_Mag (will disappear)	
Sa;ce	Adjust Sensor_Card_Exit	
Sa;scp	Adjust Sensor_Synch_Clear_Print	
Sa;scr	Adjust Sensor_Synch_Clear_Ret	
Sa;rcobr	Adjust Sensor_Rib_Color_Brake_Rot	
Sa;rclpr	Adjust Sensor_Rib_Clear_Pull_Rot	
Sa;cm	Adjust Sensor_Came_Mag	
Sa;scol	Adjust sensor_synch_color	

Commands to read the value of the sensors

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

R: Read

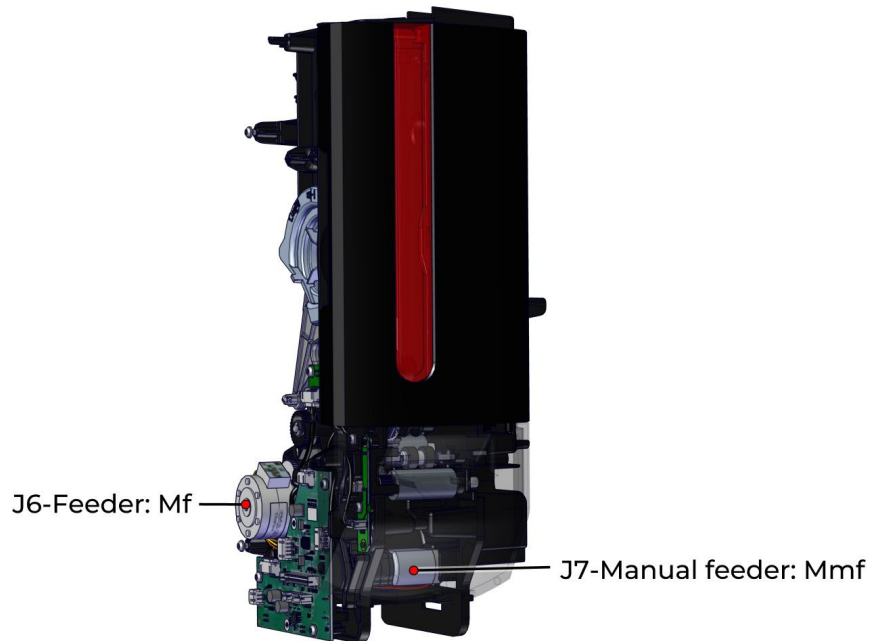
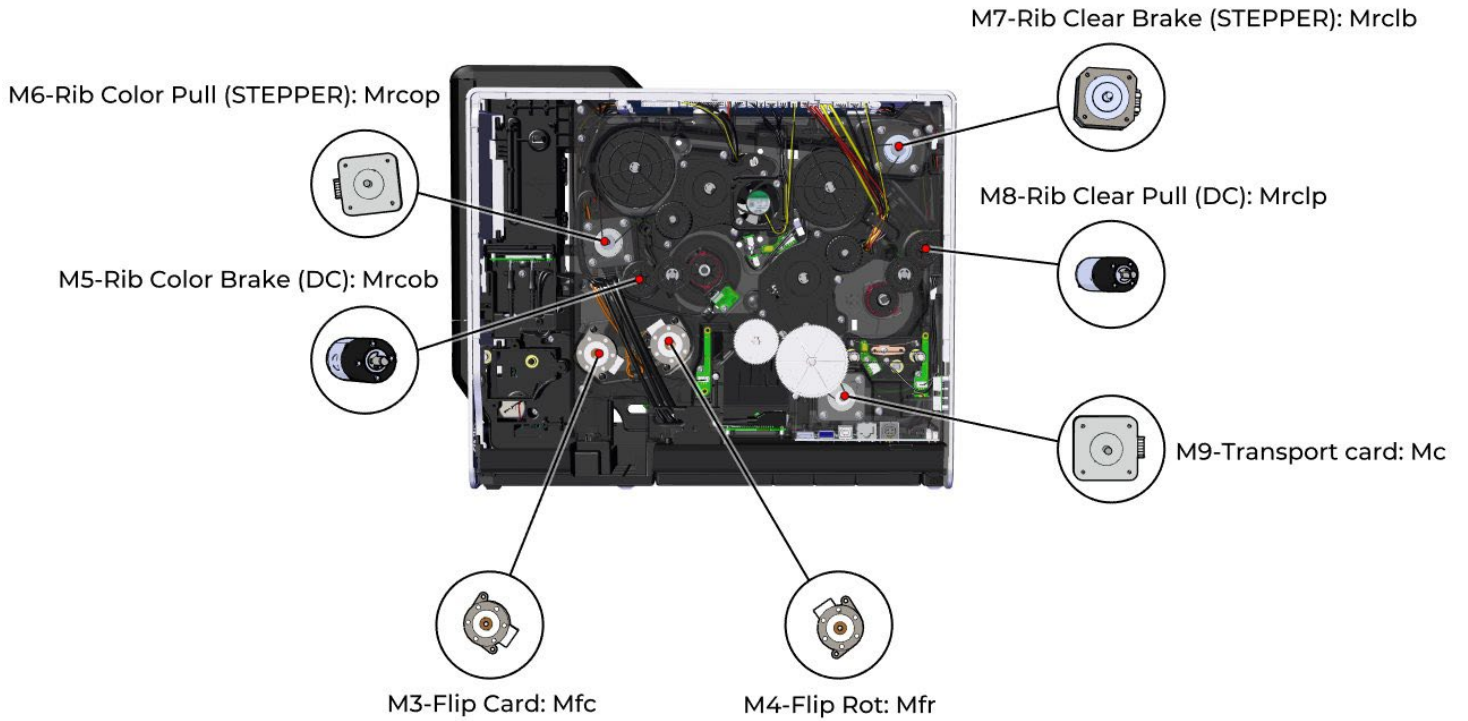
P: Configure

S: Sequence

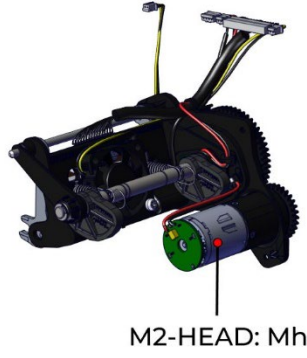
The first letter of all commands should be UPPER CASE

The separation character is the semi-colon ; → Rse;<sensor>

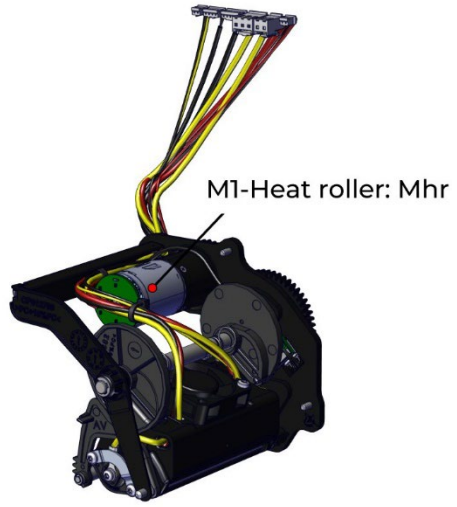
Command	Sensor
Rse;mf	Sensor_Manual_Feed
Rse;fae	Sensor_Feeder_Almost_Empty
Rse;rbf	Sensor_Reject_Box_Full
Rse;rbco	Sensor_Reject_Box_Cover
Rse;sc	Sensor_Synch_Card
Rse;sm	Sensor_Synch_Mag
Rse;ce	Sensor_Card_Exit
Rse;scp	Sensor_Synch_Clear_Print
Rse;scr	Sensor_Synch_Clear_Ret
Rse;rcobr	Sensor_Rib_Color_Brake_Rot
Rse;rclpr	Sensor_Rib_Clear_Pull_Rot
Rse;cm	Sensor_Came_Mag
Rse;chr	Sensor_Came_Heat_Roller
Rse;cph	Sensor_Came_Print_Head
Rse;flipc	Sensor_Flip_Card
Rse;flipr	Sensor_Flip_Rot
Rse;fe	Sensor_Feeder_Empty
Rse;fco	Sensor_Feeder_Cover
Rse;lo	Sensor_Lock
Rse;co	Sensor_Cover
Rse;rclpc	sensor_rib_clear_pull_current
Rse;rcobc	sensor_rib_color_brake_current
Rse;scol	sensor_synch_color
Rse;tph	sensor_temp_printhead
Rse;tbo	sensor_temp_board
Rse;vph	sensor_supply_printhead



PRINT HEAD

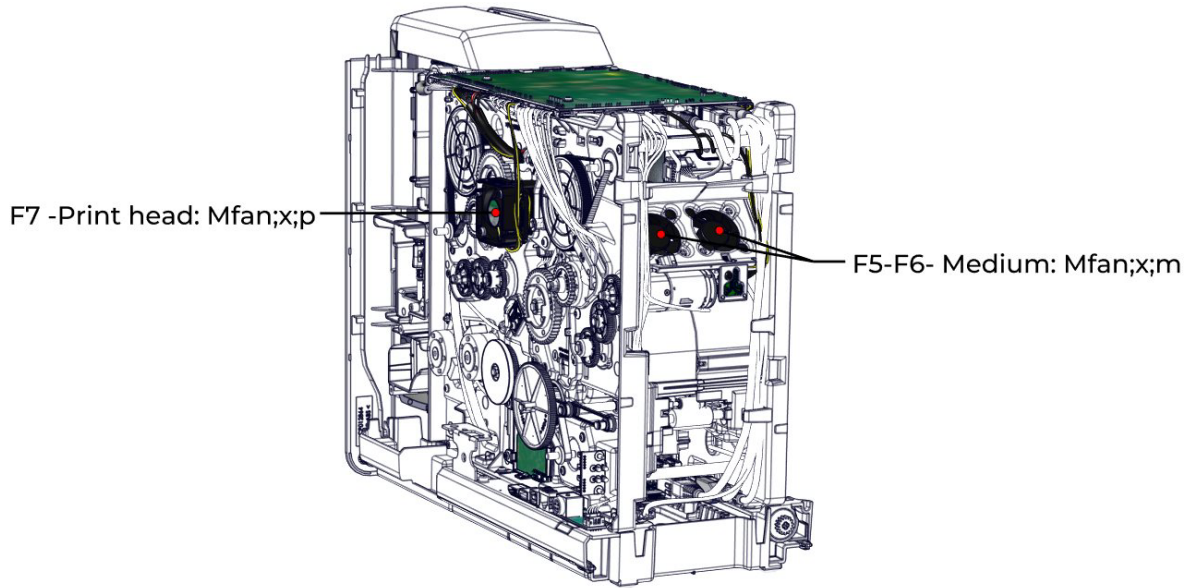


HEAD ROLLER KIT



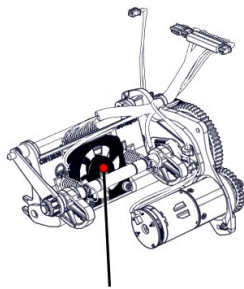
Commands to move motors

Soon available	Command		Motor
	Mf; Mfc;+ Mfc;-	Run motor direction Move forward Move backward	Flip card
	Mfr; Mfr;l Mfr;f Mfr;b Mfr;p	Run motor position Init position Forward position Backward position Printing position	Flip rotation
	Mc; Mc;+ Mc;-	Run stepper motor Forward Backward	Card
	Mf; Mf;+ Mf;- Mf;!	Run motor direction Forward Backward Stop motor	Feeder
	Mmf Mmf;+; Mmf;-;	Run motor direction Move forward (distance is defined by nb_step) Move backward (distance is defined by nb_step)	Manual feeder
	Mh; Mh;+ Mh;s Mh;-	Run the motor to this position Print Head in High Position Print Head in Synchronization Position Print Head in Low Position	Head
	Mhr; Mhr;+ Mhr;s Mhr;-	Run the motor to this position Heat roller in High Position Heat roller in Synchronization Position Heat roller in Low Position	Heat roller
x	Mrcop;		Rib Color Pull (STEPPER)
x	Mrcob;		Rib Color Brake (DC)
x	Mrclp;		Rib Clear Pull (DC)
x	Mrclb;		Rib Clear Brake (STEPPER)

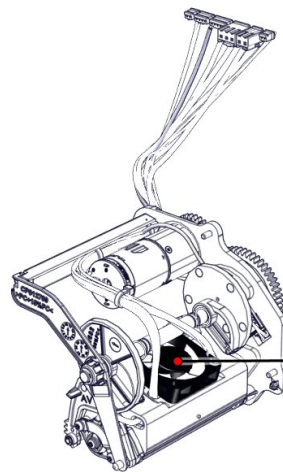


PRINT HEAD

HEAD ROLLER KIT



F2 Print head: Mfan;x;p



F1-No command

Commands to launch fans

Command	Fan
Mfan;x;p	Print head
Mfan;+;p	Start fan
Mfan;!;p	Stop fan
Mfan;x;m	Double fans (medium)
Mfan;+;m	Start fan
Mfan;!;m	Stop fan

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;10001198790
Rkn	Pkn;...	Configuration of the print head serial number (page)	Pkn;300-G0500110
Rx	Px;=;...	Configuration of X offset	Px;=;280
Ry	Py;=;...	Configuration of Y offset	Py;=;26
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	
Ros	Pos;=;...	Configuration of smart card offset	
Rst	Pst;...	Configuration of standby mode	Pst;180
Rr	Pr;...	Type of ribbon	YMCK_RT
RsdC	PsdC;D	Deactivation of prolonged standby mode	
	PsdC;E	Configuration of prolonged standby mode (in seconds)	PsdC;E;600
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

Printing a technical test card

- When receiving the printer, print a technical test card to make sure that the printer operates properly.
- When printing a technical test card:
 - Make sure there are at least one card, a printing ribbon and retransfer film in the printer.
 - Make sure the printer is ON.
 - Wait for all print jobs to be finished.

The following information is available on the technical test card:

- Printer model
- Serial numbers (Printer and print head),
- Firmware version,
- Cleaning operations,
- etc.

These information may be required by a reseller or technical support for assistance.

Print a technical test card from Evolis Premium Suite 2

1. Select the printer.
2. Go to Printer settings.
3. Click the three-dot button (top right corner of the interface) and select Print a technical test card.
4. Printing of the technical test card starts.

Print a technical test card from the LCD Touchscreen

1. Click the Settings icon , then Printer test icon  and finally the Technical test card icon .
2. Printing of the technical test card starts.

Printing a graphical test card

The graphical test card is used to confirm the print quality, the absence of any potential offsets, and whether the ribbon is synchronized correctly.

- The graphical test card can be printed from the Evolis Premium Suite 2 or the LCD Touchscreen.
- When printing a graphical test card:
 - Make sure there are at least one card, a color ribbon and retransfer film in the printer.
 - Make sure the printer is ON.
 - Wait for all print jobs to be finished.

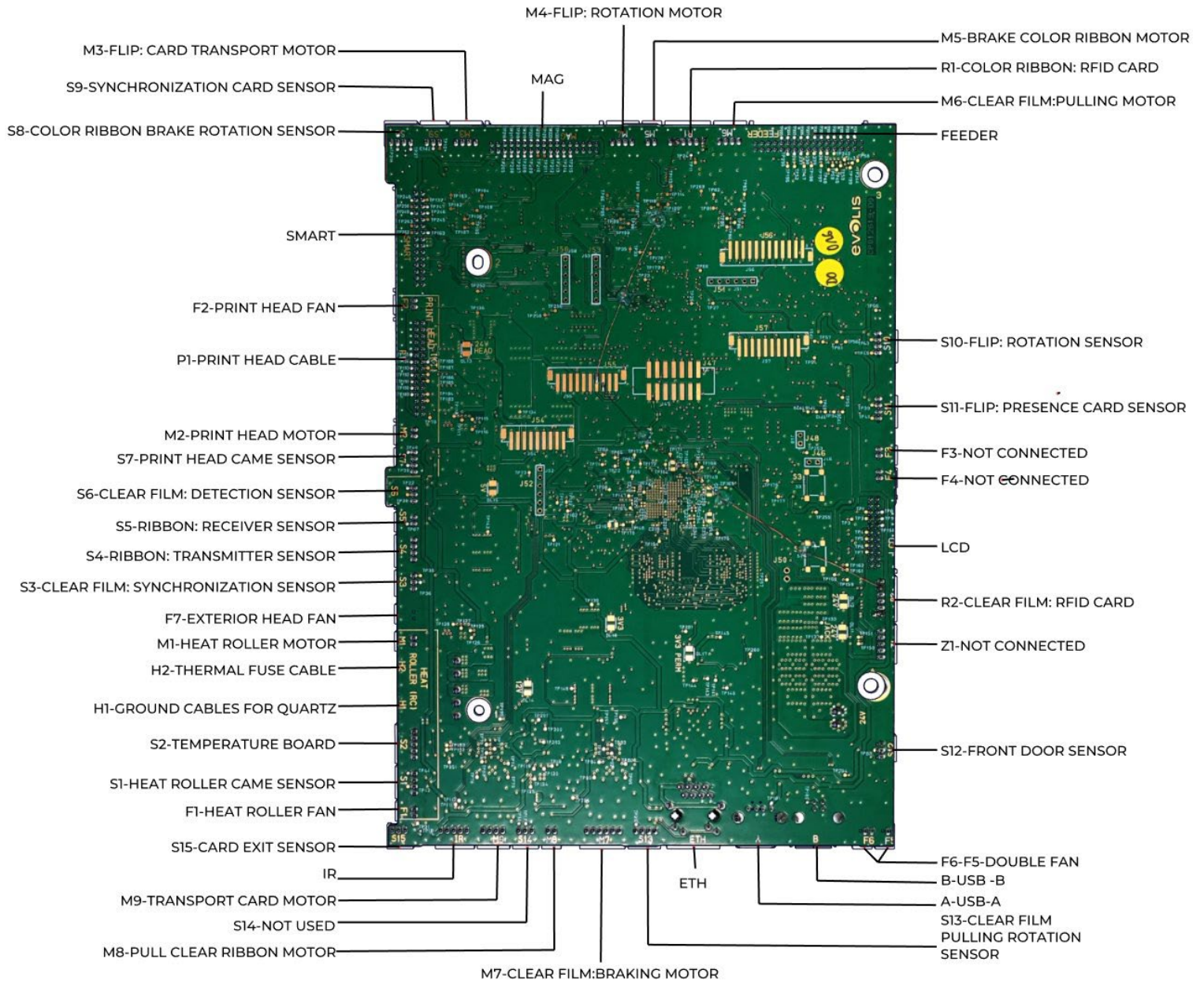
Print a graphical test card from Evolis Premium Suite 2

1. Select the printer.
2. Go to Printer settings.
3. Click on the 3 dots menu (top right corner of the interface) and select Print a graphical test card.

Print a graphical test card from the LCD Touchscreen

1. Click the Settings icon , then Printer test icon  and finally the Graphical test card icon .
2. Printing of the graphical test card starts.

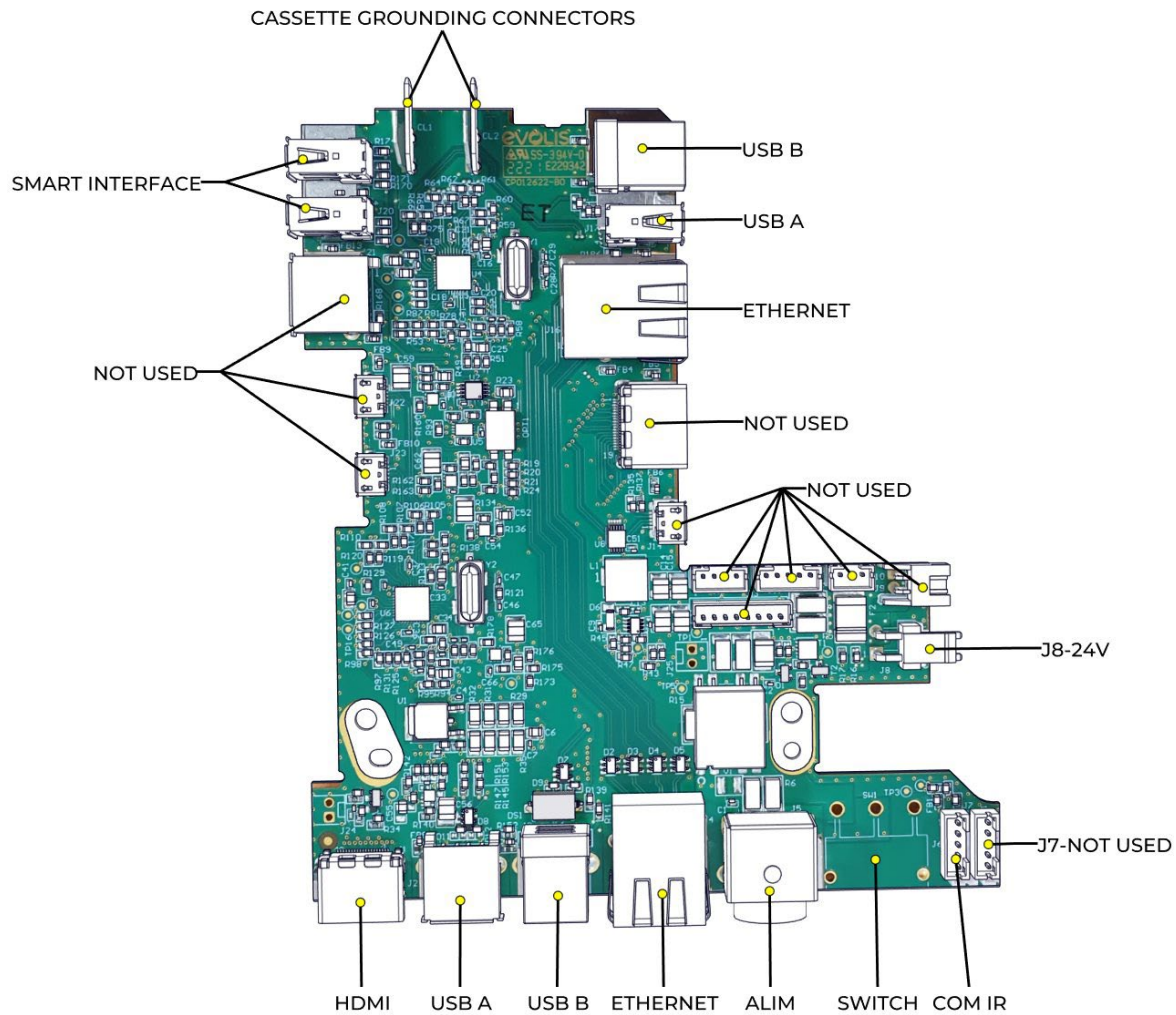
DESCRIPTION OF THE PORTS ON THE MAIN BOARD



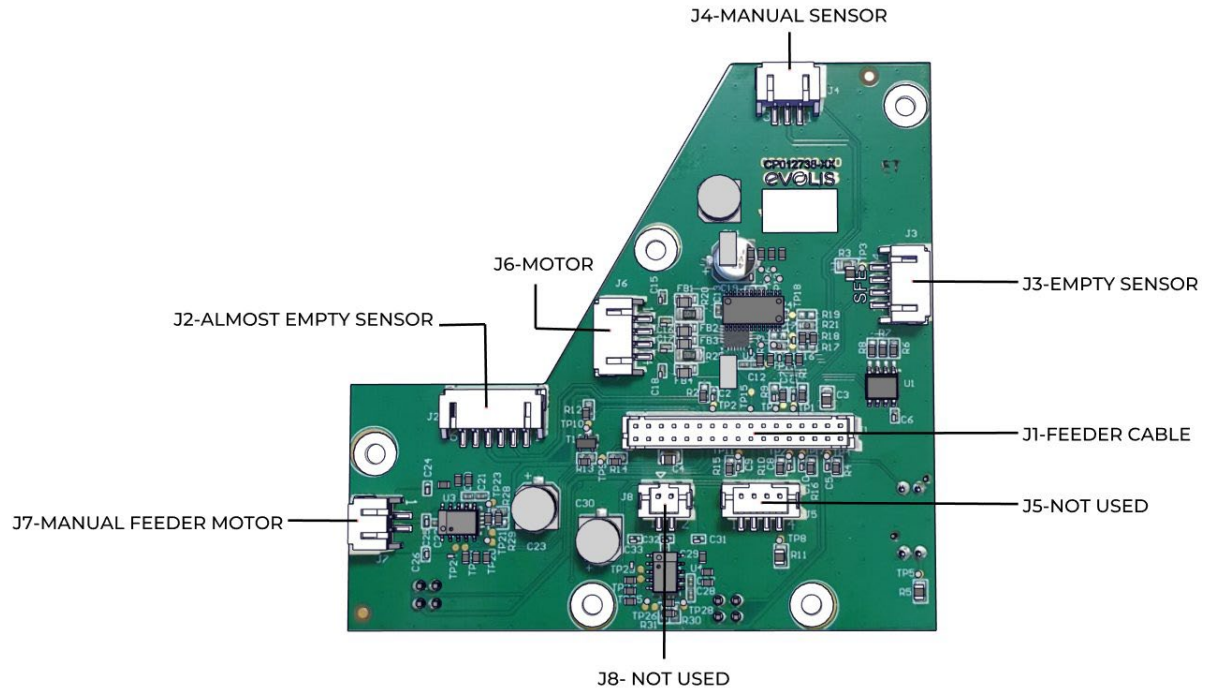
DESCRIPTION OF THE PORTS ON THE REMOTE CONNECTIVITY CARD

Check the switch is at its good position:

- ON= DIRECT USB
- 1 = COMM VIA EMBEDDED COMPUTER



DESCRIPTION OF THE PORTS ON THE FEEDER BOARD

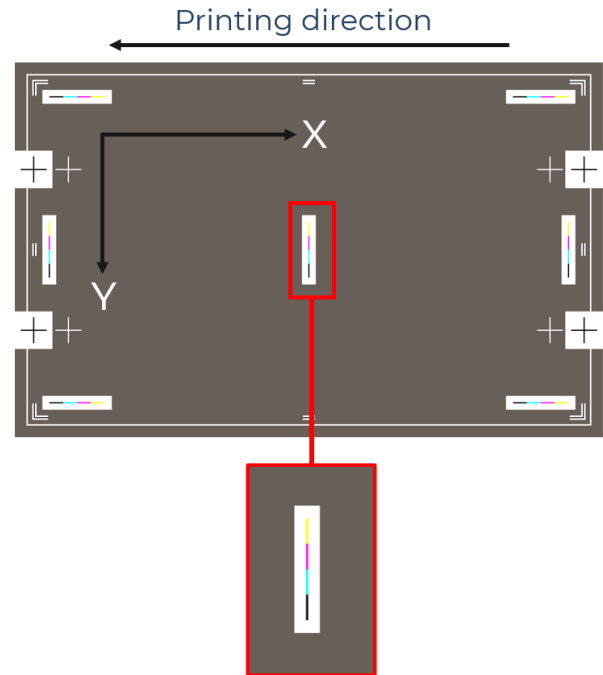


PRINTING ADJUSTMENT

Corresponds to film position at retransfer

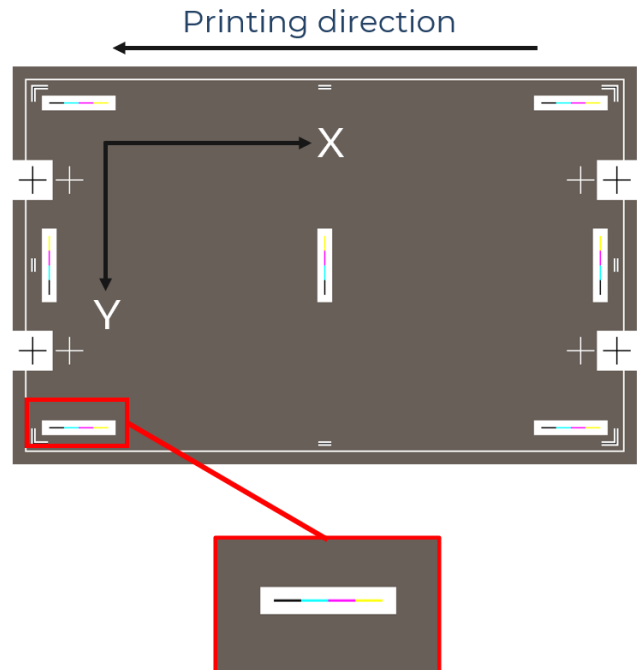
X: Print Position Adjustment

Offset X in 100thmm
Commands used : Px / Rx



Y: Print Position Adjustment

Offset Y in dot600
Commands used: Py / Ry



Retransfer adjustment

Temperature and speed parameters:

Via LCD

Via commands: Pepss, Repss

Predefined profiles

Custom profile



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.

Most printing problems or printing quality problems are solved with an update of the printer driver and/or printer firmware.

No Printing

1. Check the printer driver
 - Make sure that there is a printer driver for the printer in the Windows configuration.
 - Make sure the printer driver is up to date.
 - Make sure that the printer is selected as the default printer.
2. Check the printer's power supply
 - Make sure that the power cable is correctly connected to the printer and to a working electrical socket.
 - Make sure that the printer is ON and that the push button is lit.
 - Make sure the power supply unit supplied with the printer is being used.
3. Check the USB cable
 - Make sure that the USB cable connects the printer to the computer.
4. Check the ribbon and retransfer film
 - Make sure that the ribbon and retransfer film are correctly fitted on the cassettes and that the door is closed.
5. Check the cards
 - Make sure that there are cards in the card feeder.
 - Make sure that no cards are jammed in the printer.
6. Check printing ribbon or retransfer film
 - The printing ribbon or retransfer film may be finished. Replace the finished consumable.
 - The printing ribbon or retransfer film may be damaged. Repair the damaged consumable with transparent adhesive tape.
 - The printing ribbon or retransfer film may be incorrectly fitted. Install the incorrectly fitted consumable again.
7. The print head may be damaged
 - Check the print head cables connection
 - Replace the print head

Poor quality

Small Blemishes on the Card

1. The surface of the card may be dirty.
2. Make sure that the cards are clean.
3. Use new cards.
4. The cleaning rollers or the print head may be clogged.
5. Launch a regular cleaning cycle.

Horizontal Lines on the Card

1. Ribbon and retransfer film.
2. The ribbon and/or the retransfer film are not correctly fitted.
3. Make sure there are no wrinkles on the surface of the ribbon.
4. The print head may be dirty or damage.
5. Clean or replace the print head.

Retransfer film not correctly applied

1. Retransfer settings are not optimum.
2. Go to Evolis Premium Suite 2 > Printer settings > Retransfer to adjust the temperature and speed settings.
3. Make sure the temperature and speed settings correspond to the requirement of the selected card type.

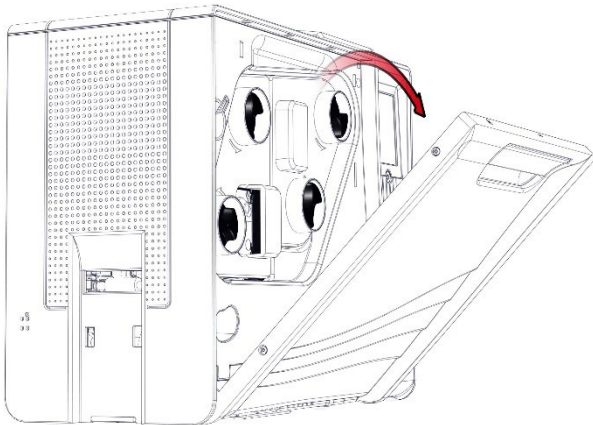
Poor quality printing/output too pale



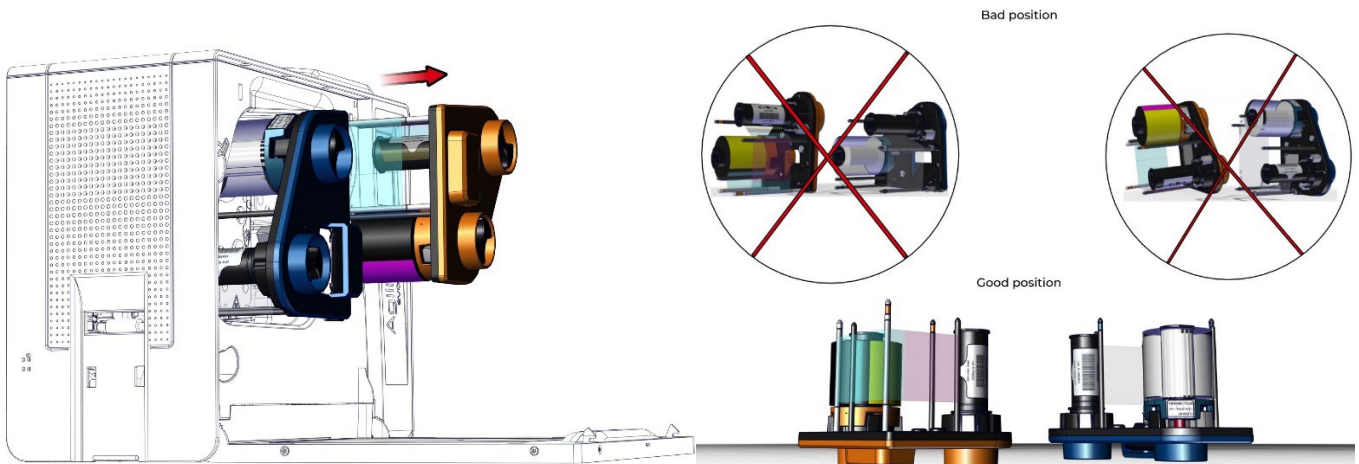
1. Make sure that "Head resistance data" has been correctly set.
2. Make sure that cards of suitable quality and compatibility are used.
3. Only use Evolis High Trust ribbons.
4. Clean the print head.
5. Only use an Evolis power cable.
6. Check that the power supply is not faulty.
7. Replace the print head.

Tilted printing

1. Open the door.

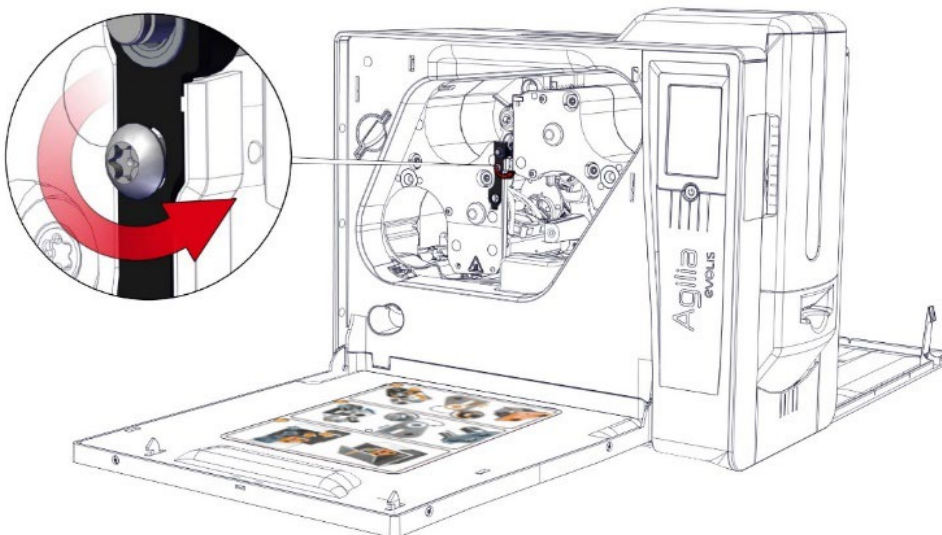


2. Remove both cassettes. Put them on a flat surface with the pins facing up.



Print head roller Adjustment

Loosen the head roller screw

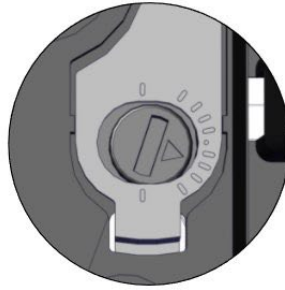


Switch by two notches

Default



Tighten: 2 notches: lowers the roller



Release: 2 notches: raises the roller



Launch a graphical test card to verify the quality of the printing. Repeat until the problem is solved.

3. If the problem is not resolved replace the print head.

Problems Loading Cards

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.

Jammed card

1. The mechanical error signal is ON and printing is interrupted.
2. Open the door of the printer and remove the cassettes.
3. Press and hold the power button to activate the card feed rollers.
4. If the card is still stuck inside the printer, slide it manually towards the printer output. If there is more than one card, always push the top one first.
5. Put the cassettes back in place and close the door of the printer.

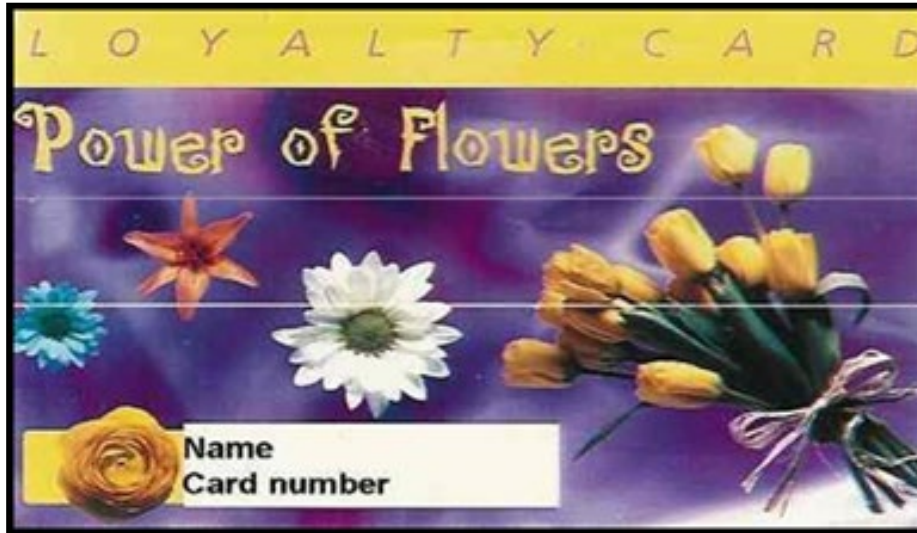
Color shift: Cleaning

To prevent color shifting, complete printer cleaning cycle is advised.

Recommended cleaning cycle: Every 1000 cards or after each technical hardware maintenance.

The frequency and quality of cleaning are determining factors to prolong the life of the print head, printer, prevent printing, transport and feeding issue.

Missing printing: White line(s) on the prints



1. Clean the print head (page).
2. Replace the print head.

COLORED WRINKLES

To prevent color wrinkles, complete printer cleaning cycle is advised.

Recommended cleaning cycle: Every 1000 cards or after each technical hardware maintenance.

The frequency and quality of cleaning are determining factors to prolong the life of the print head, printer, prevent printing, transport and feeding issue.

CLEAR WRINKLES

1. Replace the clear film by a new one.
2. Test with a new cassette.

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.

