

## LEGAL INFORMATION

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

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

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

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

## SAFETY INSTRUCTIONS

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

### *If using the printer in Germany*

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

Bereitstellung angemessener Kurzschluss-Schutz und Überstrom-Schutz für den Drucker Magicard, die Gebäude-Installation durch eine 16 Ampere Schutzschalter geschützt werden muss

## LIMITED WARRANTY - PRONTO

1. **Coverage:** Ultra warrants that the Magicard printer 'Pronto' shipped with this warranty statement will conform to the manufacturer's specifications and be free from defects in materials or workmanship for a period of 2 years from the date of purchase by the user (1 year in selected countries).
2. **Limited Printhead Warranty:** Ultra warrants that, under normal use and service, thermal printheads will be free from defects in material and workmanship for a period of 2 years from the date of purchase, provided the warranty limitations are met.

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

3. **Warranty Claims:** If the Magicard printer proves defective during the warranty period, contact the Ultra Service Centre for assistance. The Ultra Service Centre personnel may first ask you to carry out certain simple checks to confirm the nature of the problem and if a return is appropriate they will provide you with an RMA (Returns Authorisation Number) and instructions regarding how and where to return the printer or defective part.

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

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

### **LIMITED WARRANTY – ENDURO 3E**

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

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

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

3. **Warranty Claims:** If the Magicard printer proves defective during the warranty period, contact the Ultra Service Centre.

The Ultra Service Centre personnel may first ask you to carry out certain simple checks to confirm the nature of the problem and if a return is appropriate they will provide you with an RMA (Returns Authorisation Number) and instructions regarding how and where to return the printer or defective part.

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

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

### **3 Year UltraCoverPlus® EXTENDED WARRANTY – RIO PRO, Prima 4 and HELIX**

If you are located in North America, the EU or selected other territories, you should be covered by the free 3 year UltraCoverPlus® extended warranty and loan printer service. Outside these territories a 3 year limited warranty applies which has no loan printer provision.

UltraCoverPlus, where applicable, is serviced by an approved Magicard dealer in the original country of purchase.

Ultra undertakes to:

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

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

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

***Lifetime Printhead Warranty – Helix only.***

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

**WARRANTY LIMITATIONS (Limited Warranty and UltraCoverPlus®)**

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

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

**Cleaning Frequency:** Pronto, Enduro3E and Rio Pro must be cleaned at least every 700 cards. Helix and Prima 4 must be cleaned at least every 1000 cards. It is recommended that the printer is cleaned at every dye film change. Correct cleaning technique can be found at: <http://support.ultramagicard.com>

The warranty is non-transferable.

## **PRINTERS NO LONGER COVERED BY WARRANTY**

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

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

## **SUPPORT AND SPARES AVAILABILITY**

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

## **PATENTS & TRADEMARKS**

Ultra Electronics, Ultra Electronics ID, Magicard, HoloKote, Custom HoloKote, Pronto, Enduro+, Rio Pro, Helix and Prima 4 are trademarks or registered trademarks of Ultra Electronics Limited.

All other trademarks, brand names, or product names belong to their respective holders.

## **REGULATORY COMPLIANCE**

### **Federal Communications Commission (FCC) Statement**

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and if not installed and used in accordance with the instruction manual, may cause harmful interference in which case the user will be required to correct the interference at their own expense.

### **Canadian Department of Communications Statement**

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus set out in the Radio Interference Regulations of the Canadian Department of Communications. Cet appareil numérique n'excède pas les limites pour les émissions de bruit radio par des appareils numériques prévues dans les réglementations du ministère canadien des Communications

### **EU Declaration of Conformity**

#### **Standards to which conformity is declared:**

<b>DIRECTIVE</b>	<b>APPLICABLE STANDARDS</b>
PRODUCT SAFETY & 2006/95/EC LV Directive	<b>EN60950-1:2006 +A11:2009 +A1:2010 +A12:2011</b>
1999/5/EC-R&TTE Directive	<b>EN300-330-1 V1.5.1 (2010-02) EN301489-3:V1.4.1</b>

2004/108/EC EMC Directive

**EN 61000-3-2:2006 A2** Harmonics

**EN 61000-3-3:2013** Flicker

**EN55024:2010** IT Equipment – Immunity  
Characteristics

**EN550022:2010** IT Equipment - Radio Disturbance



2011/65/EU

**“RoHS2”** – fully compliant

2012/19/EU WEEE Directive

**EA Producer Ref.: WEE/AA0070TY**

**Company Reg Number: 02830644**