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Limited
warranty

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Ultra-
CoverPlus



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 AC adaptor 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.

Legal information

The information contained in this document is subject to change without notice. Magicard Ltd. (referred to herein as 'Magicard') shall not be liable for errors contained herein or for incidental or consequential damaged in connection with the furnishing, performance or use of this material.

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

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

Warranty details by product type



Territory	Pronto	Enduro3E	Rio Pro	Prima 4
UK, EU, North America, Australia, Russia, South Africa	2 years	3 years	3 years UltraCoverPlus	3 years UltraCoverPlus
China, Singapore, Malaysia, Thailand, Laos, Cambodia, Myanmar, Philippines, Indonesia, Vietnam, Oceania (excluding Australia), Central America, South America, the Caribbean, UAE, Oman, Qatar, Saudi Arabia, Kuwait, Bahrain	2 years	3 years	3 years	3 years
Lebanon, Jordan, Egypt, Israel, Turkey	2 years	2 years	3 years	3 years
All other territories	1 year	1 year	1 year	1 year

Printhead warranty cover period



Territory	Pronto	Enduro3E	Rio Pro	Prima 4
UK, EU, North America, Australia, Russia, South Africa	2 years	3 years	3 years	3 years
Singapore, Malaysia, Thailand, Laos, Cambodia, Myanmar, Philippines, Indonesia, Vietnam, Oceania (excluding Australia), Central America, South America, the Caribbean, UAE, Oman, Qatar, Saudi Arabia, Kuwait, Bahrain	2 years	3 years	3 years	3 years
China	2 years ¹	2 years ¹	2 years ¹	2 years ¹
Lebanon, Jordan, Egypt, Israel, Turkey	2 years	2 years	3 years	3 years
All other territories	1 year	1 year	1 year	1 year

¹Limited to one printhead change in the 2 years period only.



Magicard warrants to the customer that its printer products will conform to the manufacturer’s specifications and be free from defects in materials or workmanship for a period as defined in the schedule entitled “**Warranty details by product type**” above (the “**Printer warranty period**”) from the date of purchase.

In order to benefit from the limited warranty offered, the product must have been purchased from a Magicard “**Certified Distributor**” or “**Certified Retailer**” and the Customer will be required to provide the invoice (on which, in particular, are noted the purchase date and the printer model).



If the printer proves defective during the warranty period and before returning the product, make your claim to a Magicard “**Certified Support Hub**” in the country of original purchase (listed at magicard.com/partners).

The Magicard Certified Support Hub is not bound to repair, replace or make reimbursement for the Product if the Customer does not return the Product under the terms and procedures set forth herein.

Printhead warranty

Magicard warrants that, under normal use and service, thermal printheads will be free from defects in material and workmanship for a period as defined in the schedule entitled “**Printhead warranty period**” below from the date of purchase.

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

Warranty exclusions and limits

The warranty for Magicard printers covers only normal office-environment use in the country of original purchase.

Warranty provisions are non-transferable by an end-user customer.

The warranty is void, and Magicard is not responsible for warranty service, should the Magicard label or logo or the rating label or serial number be removed.

Magicard will not meet any warranty claim where the Product has not been properly maintained or ceases to function due to:

- Non-compliance with installation instructions provided with the initial printer purchase.
- Physical or electrical mishandling.
- 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.
- Use of non-Magicard original consumables (dye film and cleaning materials).
- Use of non-ISO/IEC 7810 compliant, poor quality card media.
- Repairs carried out by a third party that has not been authorised by Magicard
- Carrying out a Product cleaning cycle and/or for the print head that is not in compliance with the instructions detailed in the printer manual and the Support pages at support.magicard.com; or not receiving cleaning at the minimum frequency using Magicard approved/original cleaning materials as defined in the schedule entitled “**Minimum cleaning frequency**” shown below:



	Pronto	Enduro3E	Rio Pro	Prima 4
Minimum cleaning frequency ¹	Every 700 cards	Every 700 cards	Every 700 cards	Every 1,000 cards

¹The printer’s internal counter is used as reference.

Limitation of liability

THIS WARRANTY DOES NOT COVER ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO ECONOMIC LOSS, LOST PROFITS, OR LOST EARNINGS. SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THIS LIMITATION OR EXCLUSION MAY NOT APPLY.

THIS WARRANTY PROVIDES SPECIFIC LEGAL RIGHTS, AND THE CUSTOMER MAY ALSO HAVE OTHER RIGHTS, WHICH RIGHTS VARY FROM JURISDICTION-TO-JURISDICTION.

Warranty claims

If the printer proves defective during the warranty period and before returning the product, make your claim to a Magicard Certified Support Hub in your territory (listed at magicard.com/partners).

The Magicard Certified Support Hub 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 number (Return Material Authorisation) and instructions regarding how and where to return the printer or defective part

The Magicard Certified Support Hub will repair or replace the defective parts at no charge to the customer. The customer must pay to return the printer to the Magicard Certified Support Hub and Magicard's Magicard Certified Support Hub will in turn pay to return the repaired printer to the customer.

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 authorised Magicard Magicard Certified Support Hub.

Support and spares availability

Magicard endeavours to provide technical support, repairs and spares for printers for a period of 5 years from last date of manufacture.



UltraCoverPlus warranty applies only to Rio Pro and Prima 4 sales from a Magicard “**Certified Distributor**” or “**Certified Retailer**” in the regions as defined in the schedule entitled “**Warranty details by product type**” above (the “**Printer warranty period**”) from the date of purchase.

In order to benefit from the UltraCoverPlus warranty offered, the Customer will be required to register their printer serial number at reg.magicard.com and provide details of purchase date and which Magicard “**Certified Distributor**” or “**Certified Retailer**” the printer was purchased from.



If the printer proves defective during the warranty period and before returning the product, make your claim to a Magicard “**Certified Support Hub**” in your territory (listed at magicard.com/partners).

The “**Magicard Certified Support Hub**” is not bound to repair, replace or make reimbursement for the Product if the Customer does not return the Product under the terms and procedures set forth herein.

Printhead warranty

Magicard warrants that, under normal use and service, thermal printheads will be free from defects in material and workmanship for a period as defined in the schedule entitled “**Printhead warranty period**” below from the date of purchase.

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

Warranty exclusions and limits

The warranty for Magicard printers covers only normal office-environment use in the country of original purchase.

Warranty provisions are non-transferable by an end-user customer.

The warranty is void, and Magicard is not responsible for warranty service, should the Magicard label or logo or the rating label or serial number be removed.

Magicard will not meet any warranty claim where the Product has not been properly maintained or ceases to function due to:

- Non-compliance with installation instructions provided with the initial printer purchase.
- Physical or electrical mishandling.
- 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.
- Use of non-Magicard original consumables (dye film and cleaning materials).
- Use of non-ISO/IEC 7810 compliant, poor quality card media.
- Repairs carried out by a third party that has not been authorised by Magicard
- Carrying out a Product cleaning cycle and/or for the print head that is not in compliance with the instructions detailed in the printer manual and the Support pages at support.magicard.com; or not receiving cleaning at the minimum frequency using Magicard approved/original cleaning materials as defined in the schedule entitled “**Minimum cleaning frequency**” shown below:



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The Magicard Certified Support Hub will repair or replace the defective parts at no charge to the customer. The customer must pay to return the printer to the Magicard Certified Support Hub and Magicard's Magicard Certified Support Hub will in turn pay to return the repaired printer to the customer.

Loaner printer

Subject to availability, the Magicard Certified Support Hub can provide a loan printer on request as temporary replacement for a printer returned for repair.

The Magicard Certified Support Hub will pay for the shipment of the loaner printer to the customer. The customer must pay to return the printer to the Magicard Certified Support Hub.

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.

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