

CHICA THERMAL PRINT HEAD RMA PROCEDURE

This document wants to remind to our customer the items that have to be shipped with the defective thermal print head.

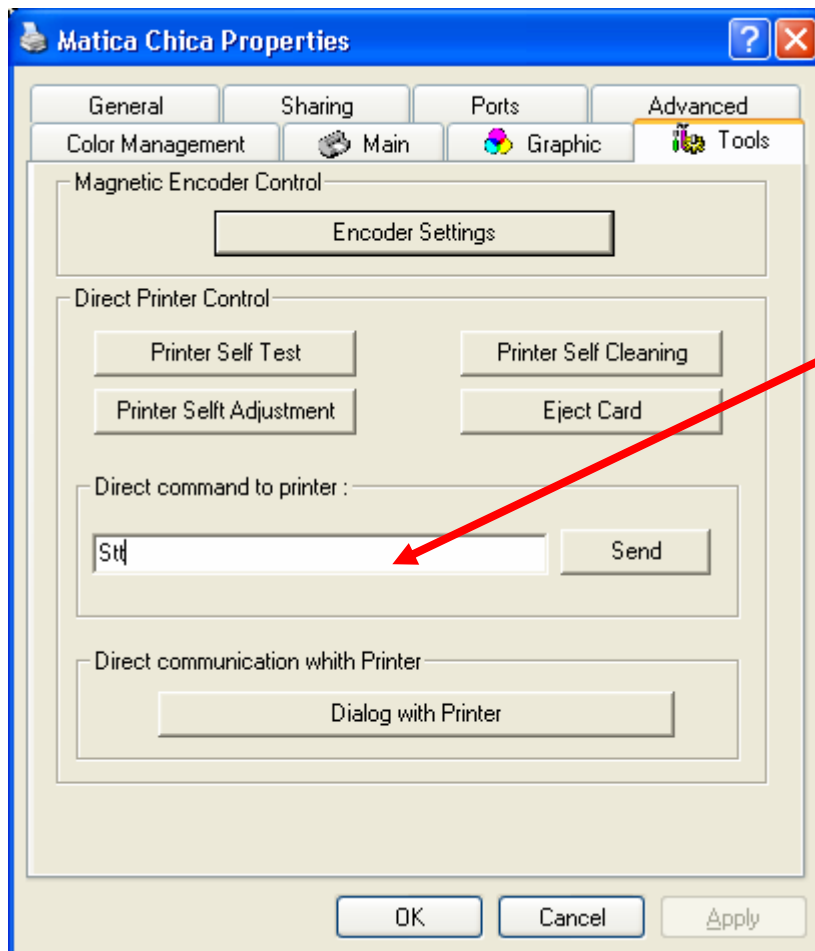
Without them print heads will be considered, in any case, out of warranty.

The items are:

1. Technical test card.
2. Sample cards showing the fault.
3. Short report of the failure.

Printing a Technical Test Card.

- Perform a cleaning cycle.
- Go to the printer's properties.
- Choose the Tools Tab.
- **Direct command to printer** field is used to command directly to the printer.



Direct command field

- Install a ribbon in the printer and load card(s) in the feeder.
- In the direct command to printer field enter the following command sequence: **Stt** and click the Send button.

The Chica will print the Technical Test Card as shown below.

TECHNICAL TEST CARD	
Printer S/N:	031308684
Firmware Version:	0249
Print Head Kit N°:-	325-28-00800-B
X-Y-Smart Offsets:	199 - 10 - 1158
Printed Lines L/W:	994 L / 635 W
Inserted Cards N°:	1109 G: 1117
Cleaning Cycles H:	3 / 360 / 1020
Cleaning Cycles G:	3 / 360 / 1020
Offset Color/Black:	260 / 500
Pf: 89 Pp: 122Po: 49 Pr: 60 Pc: 52 Py: 85	

This card gives information concerning the cleaning procedure and part of the warranty validity is based on this card's data.

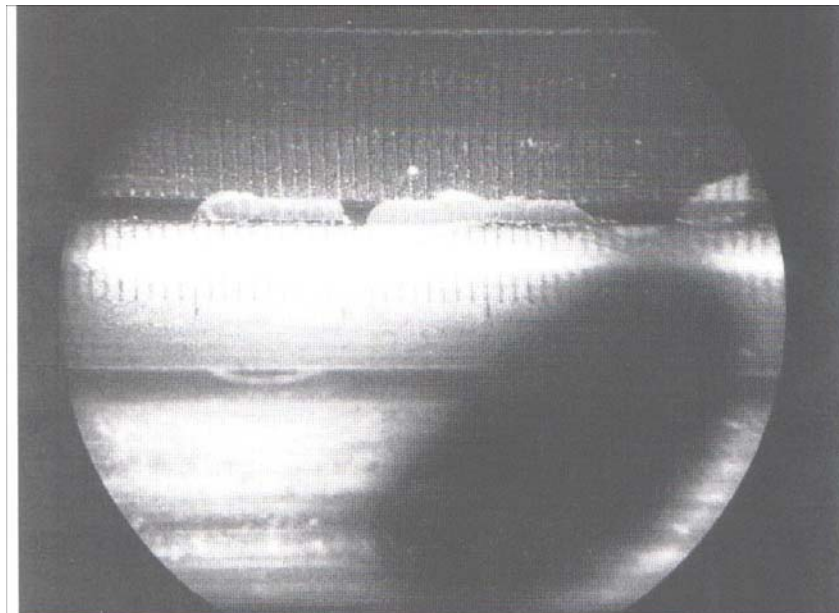
After having evaluated your data, Matica will judge the validity of the warranty.

If your print head is still under warranty you will receive a new one.

If your printer isn't under warranty, please refer to the spare part list and order a new print head.

Reminder of warranty condition

The warranty covers just electrical problem and not impact problem as shown in picture.



- Printer cleaning every 1000 (one thousand) cards inserted.
- No intervention on the print head kit adjustment.
- No impact on the print head ceramics.
- Use only recommended consumables, bought from Matica.
- Return the print head inside Evolis packaging.