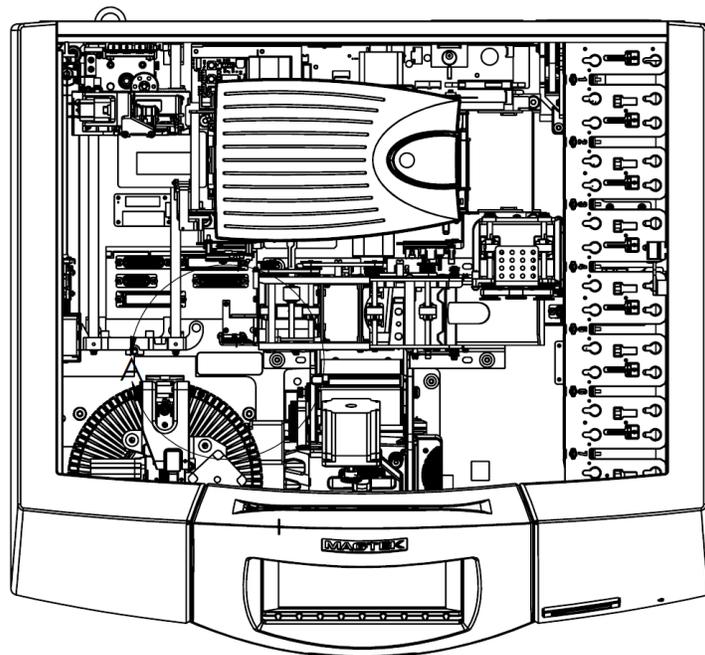# ExpressCard 2000

Instant Issuance Card Personalization System
Image Printer Lid Cover Replacement

September 30, 2016

Manual Part Number:
D998200131-10

REGISTERED TO ISO 9001:2008

Table 0.1 - Revisions

Rev Number	Date	Notes
10	09/30/2016	Initial release

SAFETY

This product has been evaluated by multiple safety certification agencies, including Underwriters Laboratories (UL) and the United States Federal Communications Commission (FCC Class A and Class B), and is designed to protect both the user and the device. This document is written specifically to work in conjunction with these safety and integrity features to protect the user and the device. It is very important to follow all steps in the product documentation carefully, in the order in which they are described, and at the recommended times. Failure to do so could result in personal injury, and / or cause damage to the device, and / or void the product warranty.

The information within this manual has been prepared for use by trained professional service personnel and is not intended for general use. To maintain the safety and integrity of the machine, follow the procedures described in this manual carefully.

For your personal safety and to prevent damage to the device, disconnect power from the device before you connect or disconnect any cable, electronic board, or assembly.

SAFETY REQUIREMENTS

CAUTION
Caution: Never do any of the following:
• DO NOT use a ground adapter plug to connect equipment to a power socket-outlet that lacks a ground connection terminal.
• DO NOT attempt any maintenance function that is not specifically described in this manual or in other ExpressCard 2000 instructional documents published by MagTek.
• DO NOT override or "cheat" electrical or mechanical interlock devices.
• DO NOT use EC2000 supplies or cleaning materials for other than their intended purposes.
• DO NOT operate the equipment if you or anyone else have noticed unusual noises or odors.
Consider the following before operating the ExpressCard 2000:
• Connect the EC2000 to a properly grounded AC power socket-outlet. If in doubt, have the socket-outlet checked by a qualified electrician. Improper connection of the device's grounding conductor creates a risk of electric shock.
• Place the EC2000 on a solid surface that can safely support the device's weight support the weight of the EC2000 PLUS the weight of a person leaning against the device (such as a service technician).
• Be careful when moving or relocating the device. Use proper lifting techniques.
• Use materials and supplies specifically designed for MagTek devices. Using unsuitable materials may result in poor performance, and in some cases may be hazardous.

Table of Contents

1 Required Tools, Materials, and Documents

1.1 Required Tools

Part Number	Quantity	Description
N/A	1 ea.	Device top cover key

1.2 Suggested Tools

Part Number	Quantity	Description
N/A	1 ea.	Flashlight
N/A	1 ea.	Pen or pencil
N/A	1 ea.	Paper and clipboard
N/A	1 ea.	Digital camera or smartphone with camera

1.3 Required Materials

Part Number	Quantity	Description
1000003697	1 ea.	ASSEMBLY, REPLACEMENT KIT, IMAGE PRINTER COVER, EC2000

1.4 Suggested Materials

Part Number	Quantity	Description
33011009	1 ea.	ASM KIT,STARTER,SPARE,FIELD SERVICE,EC2000

1.5 Required Software and Documents

MagTek recommends loading the following required software and documents on a USB thumb drive or service laptop before visiting the customer site.

Part Number	Quantity	Description
None		

2   Introduction

This procedure describes how to replace the image printer lid's plastic cover and button in an ExpressCard 2000 (EC2000). It is based on content in *D99875607 ExpressCard 2000 Hardware Service Manual* and *D99875600 ExpressCard 2000 User Installation and Operation Manual*, and assumes the reader is familiar with basic user and maintenance functions from those manuals, so some of the steps have been simplified for brevity.

The information in this document is intended for use by trained professional service personnel only. It is not intended for general use. To maintain the safety and integrity of the device, it is important to follow the procedures laid out in this document as-written and in the order provided.

CAUTION
For your personal safety, and to prevent damage to the device, disconnect power from the ExpressCard 2000 before you connect or disconnect any cable, electronic board, or assembly.

CAUTION
Follow standard Electrostatic Discharge (ESD) procedures when replacing electronic components.

3   Image Printer Lid Cover Replacement Procedure

3.1   Prepare the Device

Prepare the device for service by following these steps:

1) Offer the customer the opportunity to remove any proprietary or security-sensitive consumables from the device, including card stock, image printer ribbons, indent cartridges, and tipper foils. Some consumables contain negative imprints of cardholder data and must be handled securely.

2) Make sure the device is powered on and connected to the network.

3) Open the top access door.

4) Inspect the device for any items that do not belong inside the cover, and remove them (examples include loose mechanical parts, cards, insect or animal leavings, or jewelry).

5) Power down the device.

6) Disconnect the device's power and network cables and any security hardware.

3.2   Remove / Re-install the Image Printer Lid Cover

Approximate time to remove: 2 minutes plus any sub-procedures
Approximate time to re-install: 4 minutes plus any sub-procedures

To remove the image printer cover's lid, follow these steps:

1) Prepare the device for replacing parts by following the steps in section **3.1 Prepare the Device**. At the end, the device should be powered down with all external cables safely disconnected.

2) Take a photo of the condition of the image printer to include during Service Request completion.

3) If this is a warranty replacement, evaluate the customer's installation and use of the device to ensure they have not voided the warranty. Contact MagTek Support Services if you have doubts that the conditions of the warranty are not met.

4) Open the EC2000's top access door (see *D99875600 ExpressCard 2000 User Installation and Operation Manual* for details).

5) Press down on the image printer cover release button, and open the lid all the way.
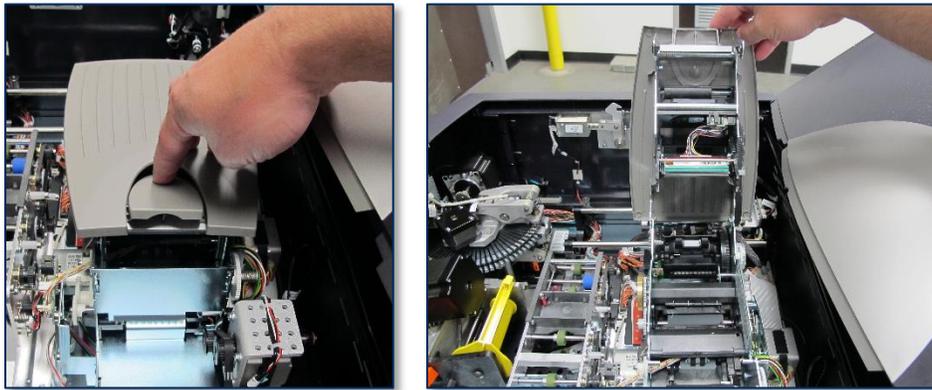
6) Examine the existing plastic lid cover to become familiar with the two hooks that guide the rear of the lid cover into the sheet metal of the lid. This will be important during re-installation.
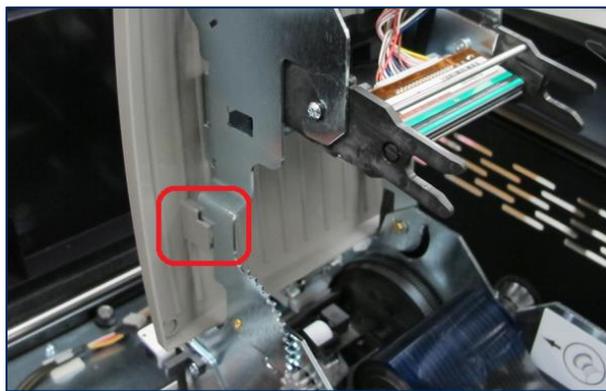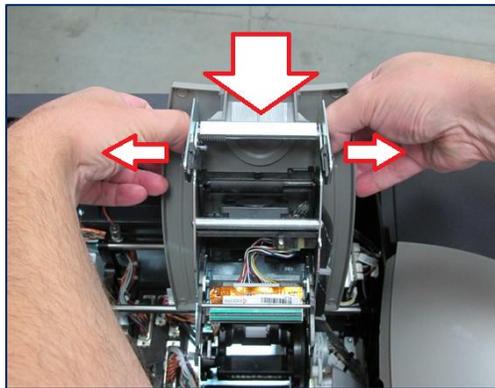

7) Examine the replacement lid cover to become familiar with the two hooks that hold the front of the lid cover onto the sheet metal of the lid.
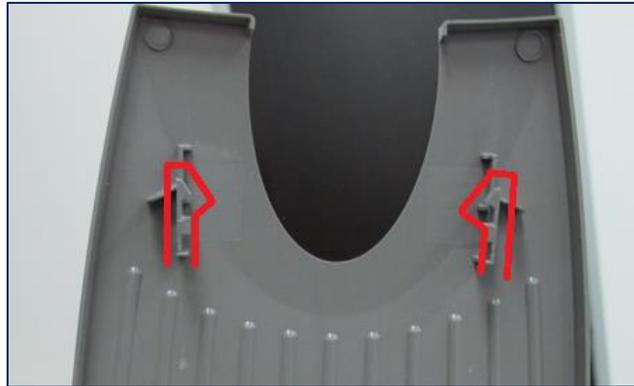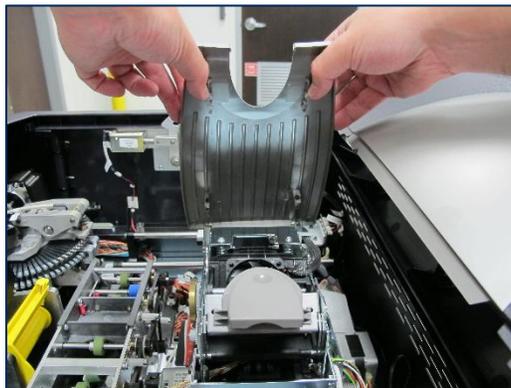
8) Use your thumbs to gently spread the hooks on the original lid cover to release them, and push the lid cover toward the floor to remove it.
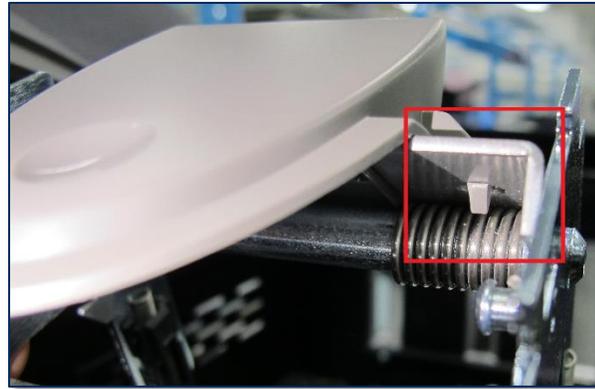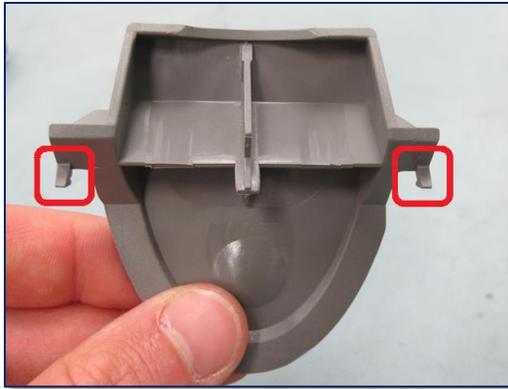

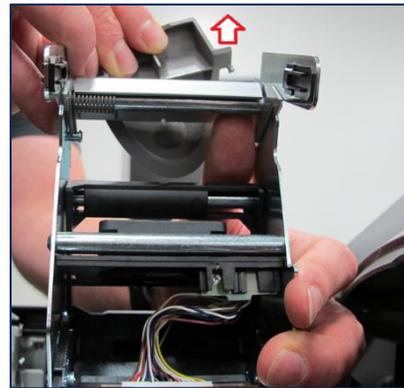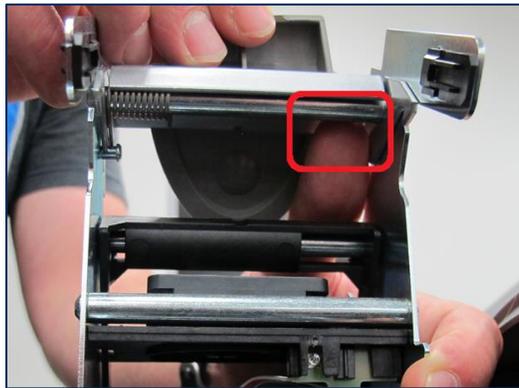9) Remove the cover. The image printer lid may lower itself when the cover releases.

10) Examine the replacement release button to become familiar with the two hooks that hold it onto the sheet metal of the image printer case.
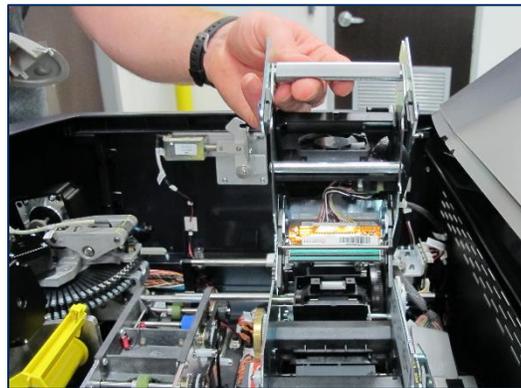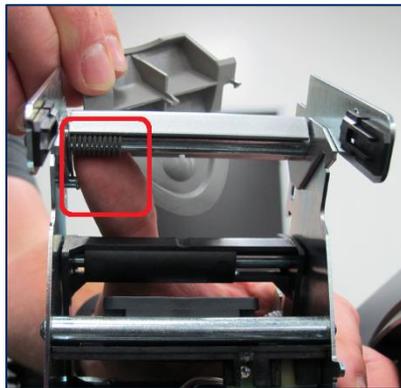
11) Go to the other side of the image printer and hold the lid open with one hand.

12) Use your thumb to push one of the button's hooks forward and release it from the sheet metal, and very gently lift that side of the release button just until the hook is clear of the hole.
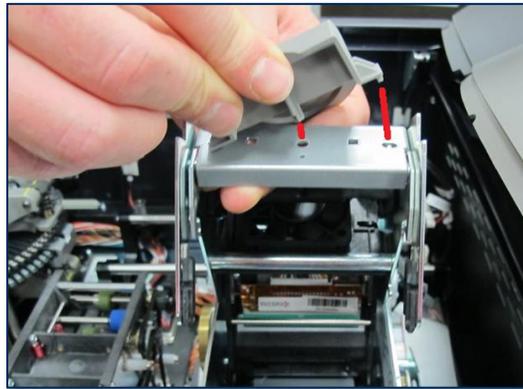

13) Repeat the same process for the other hook and remove the button. Gently lower the lid.

To re-install the image printer lid cover, follow these steps:

1) Line up the two hooks and the center post on the replacement release button with the holes in the sheet metal. Carefully insert one hook into its hole.

2) Gently push the other hook into its hole, being careful not to break it. Press down on both sides of the replacement release button to snap it into place.
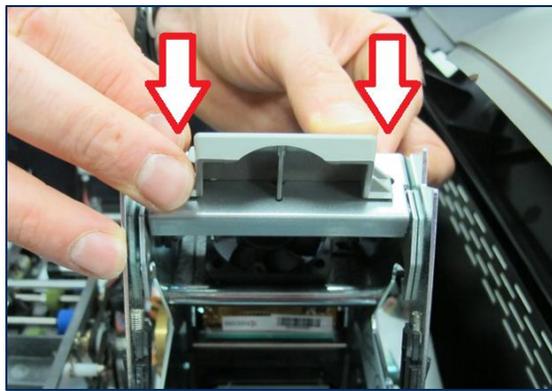

3) Examine the replacement cover and the sheet metal of the lid. Find the two sliding guides on the cover and the slots they slide into on either side of the lid. Make sure the sheet metal is not bent.
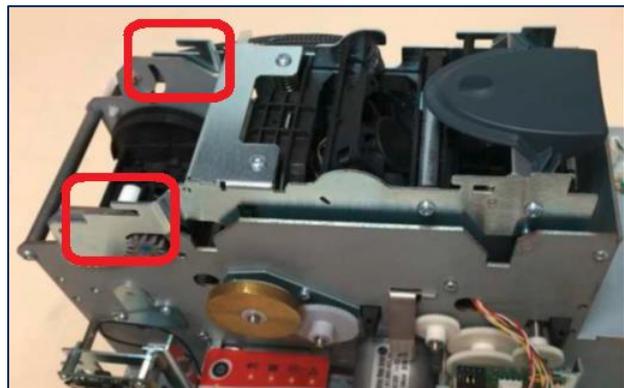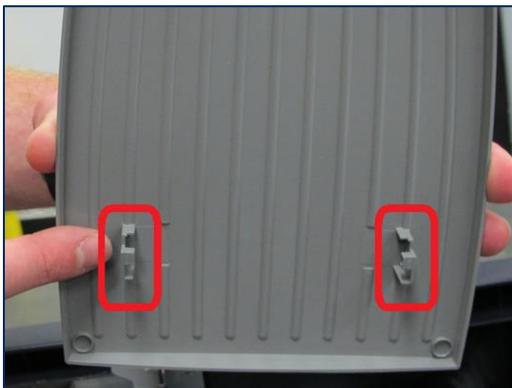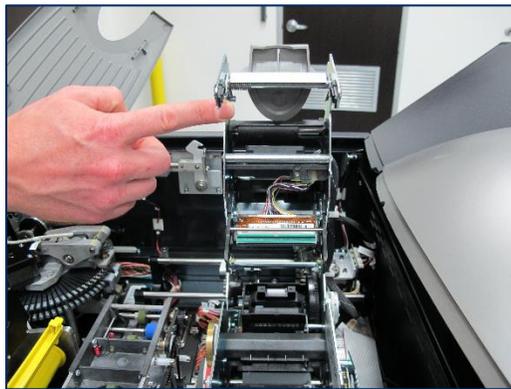

4) The guides and the sheet metal may be difficult to see when installing the lid cover, and you may have to change your viewing angle several times to line them up. The large square piece on each guide will slide into a slot, and the thinner parts of the guides will serve as stoppers.
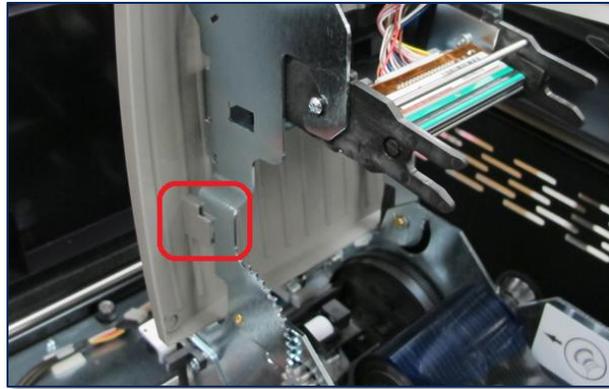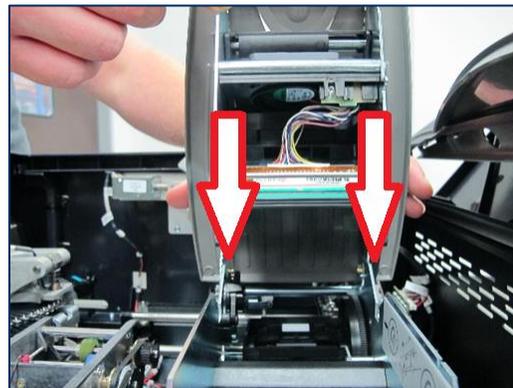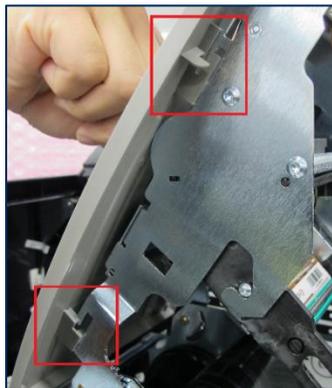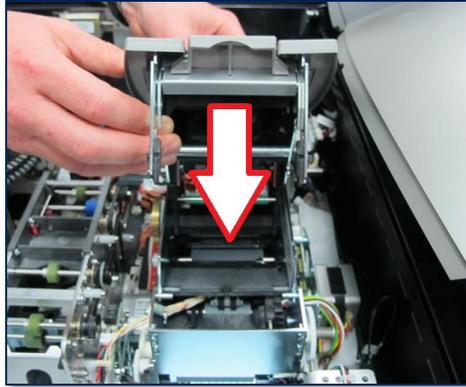
5) Raise the image printer lid.

6) Use one hand to hold the lid open, and use the other hand to line up the cover. Make sure the guides are lined up, then push the lid toward the floor to lock it in place.
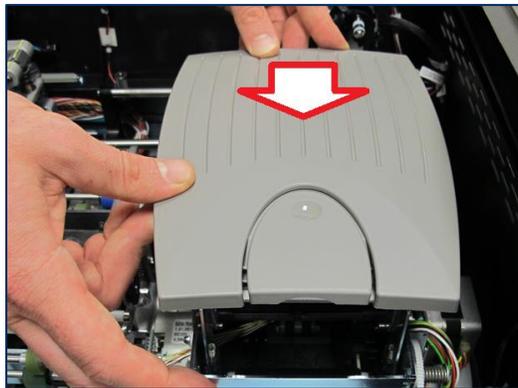

7) Hold the lid cover in place while you gently lower the lid.

8) Push the lid cover toward the button to make sure the two hooks at the end near the button are locked into place.

9) Close the image printer.
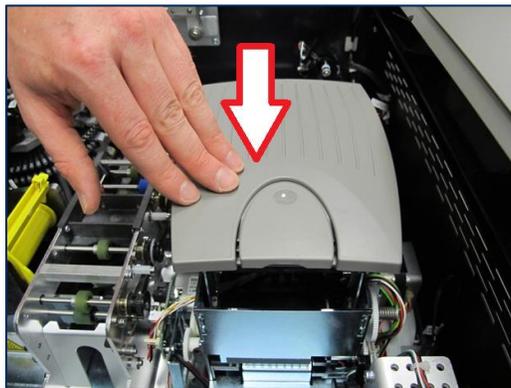
10) Perform any other service that requires the device to be powered down and open.

11) Re-connect the power cable, network cable, and any security hardware.

12) Thoroughly clean the EC2000 (see ***D99875600 ExpressCard 2000 User Installation and Operation Manual*** for details).

13) Close the EC2000's top access door.

3.3 Perform Tests

Test that the device is working properly by following these steps:

1) Make sure the device is returned to its original installation location and physical configuration, including installed consumables such as ribbons and card stock, security hardware, and so on.

2) Power up the device.

3) From the touchscreen, navigate to **Menu** > **Samples**, create a sample card, and make sure the device functions properly and the sample looks correct. If the sample does not look correct (e.g., images do not print correctly), contact MagTek Support Services for assistance.

4) If the customer is using QwickCards.com, perform the following additional tests:

   a) Press the **Status** button to open the **Status** page. If the **Status** page shows **QwickCards.com Offline**, contact MagTek Support Services for assistance.

   b) After the device is connected to **QwickCards.com**, request that the customer create a card using **QwickCards.com** to make sure the connection and configuration are working properly.

3.4 Complete the Service Request

Please send e-mail to **Support@MagTek.com** to confirm the Service Request (SR) has been completed. Make sure the e-mail includes:

- The SR number
- The serial number of the device

Please return the following to MagTek using the original packaging and the included return label:

- The original replacement kit packaging
- The device's original image printer cover
- Any other tools or materials provided by MagTek not consumed in the procedure
- Any parts permanently removed from the device during the procedure