

## Replacement Procedure Image Print Head

### Replacing the Print Head

The print head is a sensitive component of your equipment. It determines the print quality, and regular servicing along with an immediate environment free from dust or other particles ensure a lengthy useful life. Nonetheless, the print head may sometimes need to be replaced. The EC500ps unique design enables users to undertake such replacement with no tools needed, simply by following the instructions very carefully.

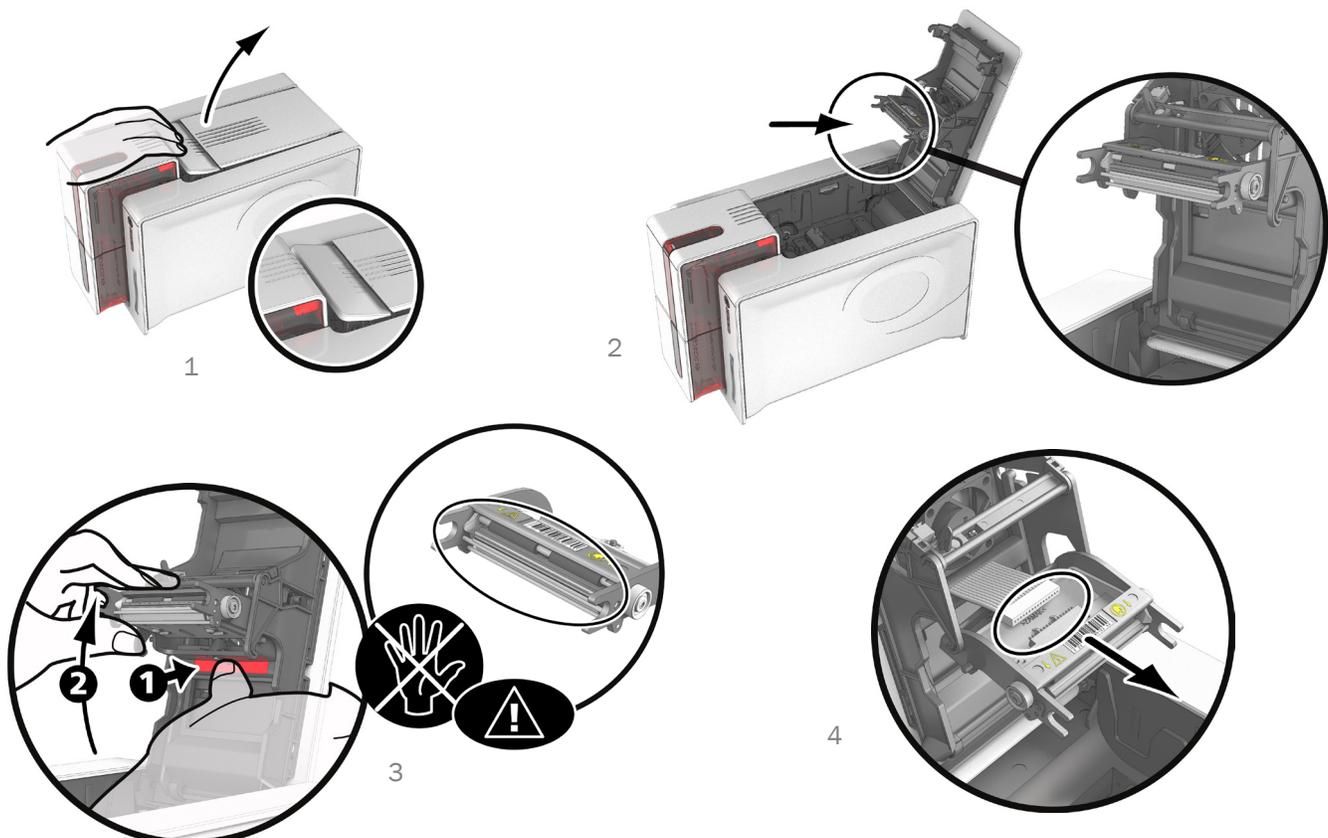
Before doing anything else, please contact MagTek Support Services in order to check the advisability of replacing the print head. MagTek will supply a new print head if need be.

To exchange the print head, please proceed as follows:

**!** Before changing the print head, please unplug the power cable.

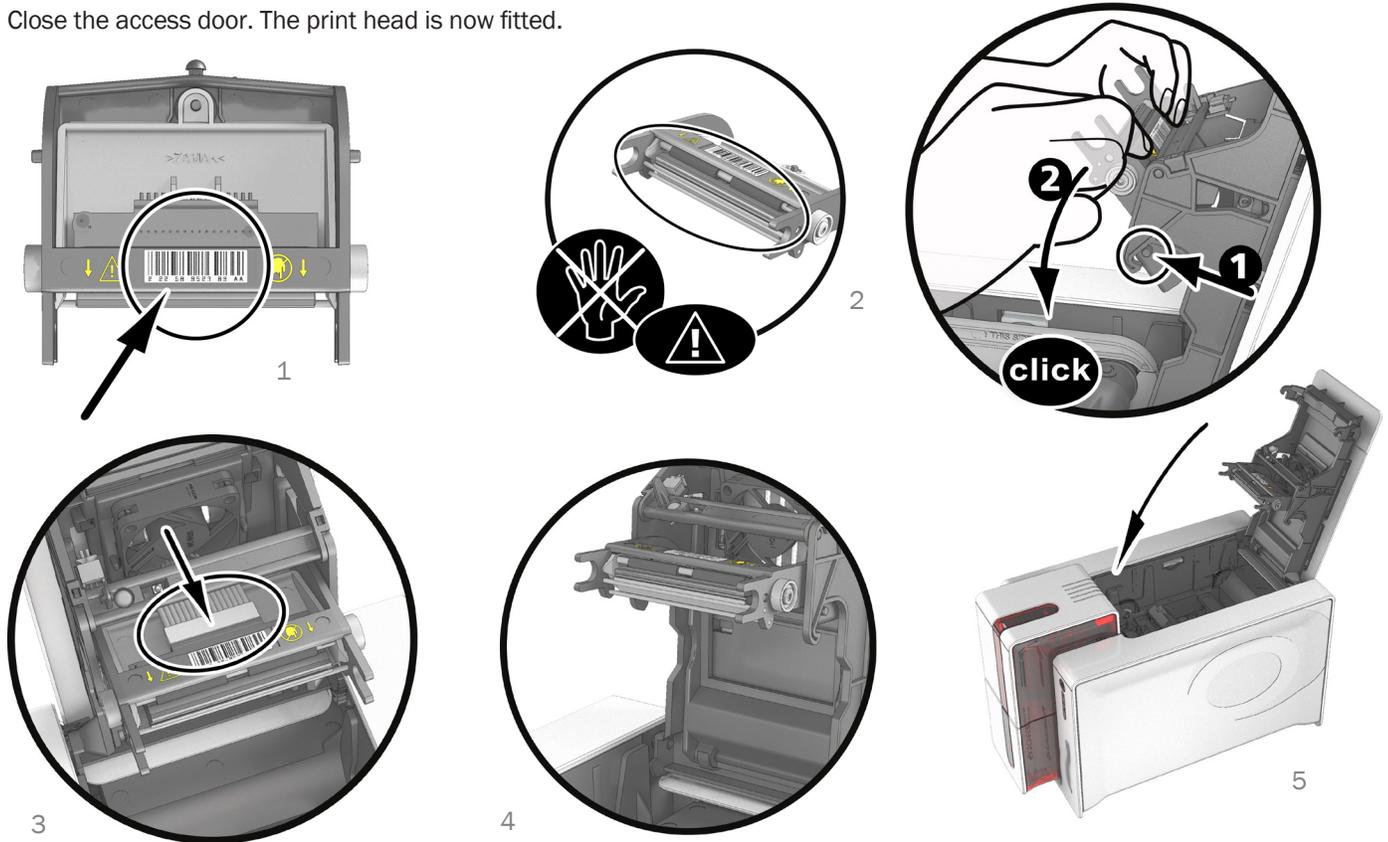
#### Step 1 - Removing the defective print head

1. Open the device access door.
2. Locate the print head.
3. Press on the plastic part behind the head (pressure plate) and pull on the head with the other hand as shown in the diagram in order to free the lugs from the holding fork, then remove the lugs from their slots.
4. Tilt the head carefully downwards and disconnect the connector linked to the cable without using force on the mechanism.



## Step 2 - Installing the new print head

1. Note the code shown on the white label stuck on the print head. You will be asked for this code in Step 3.
2. Take the new head and insert it vertically (white connector upwards) raising it in the two guides so as to trap the lugs of the fork in their slots. Then lower it by pressing on the two forks, a click will be heard.
3. Connect the cable into its socket, making sure it is the right way round. Do not use any force, as this part is relatively fragile. Press down on each side of the connector to ensure a good connection is made.
4. The head is back in position.
5. Close the access door. The print head is now fitted.



## Step 3 - Configuring the new print head

1. Power up the device and check that it is properly connected to a computer on which the device's MagTek Print Driver is installed.
2. In Maintenance of MagTek Print Driver, click on the Change print head tab.
3. Enter the PKN number of the print head kit in Enter PKN no., the number you noted down in step 2. Then click Confirm.

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

## Step 4 - Cleaning the device

On your device's control panel, the "CLEANING" light is lit:



**!** Cleaning is absolutely necessary after changing the print head. No print jobs can be run until the cleaning operation has finished. Refer to section 3 of document D998200035 – Maintenance to carry out cleaning.

After cleaning has been carried out, your device is ready to customize your cards.

**!** Wait for 2 minutes after cleaning before using your device.