

Magicard Rio 2e Series Printers Technical Bulletin

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Reference: All Rio/Tango 2e and Avalon/Duo
Models

From: Magicard Technical Support

Dye Film Recognition and Image Problems due to Cloned Film

Cloned dye film ribbons are potentially available for the Magicard Rio, Tango, Avalon and Avalon Duo printers. They could cause the following problems:

1. Failure to initialise
2. Barcode recognition issues
3. Printer thinks it is "Out of Dye Film".
4. Poor print quality
5. Colour variation from roll to roll

These cloned ribbons often come from different original sources; i.e. the provider simply cuts any film they can get hold of, and puts it onto compatible spools. This means that the film has not been formulated or tested on Magicard printers, and may have been designed for another printer type entirely.

Using original dye film ribbons that are designed for use with your Magicard printer is the most important thing you can do to ensure consistent card printing and printer reliability. Magicard printers and ribbons are developed together, by tailoring the ribbon formulation to suit the printer, and defining the optimum printer settings to suit the ribbon.

Our genuine Magicard ribbons will provide the most vibrant and most correct colours, and printed images that are sharp and free from imperfections. We also ensure consistency from batch to batch of ribbons, meaning that your colours stay consistent from month to month, year to year.

The Magicard **UltraCoverPlus Warranty is invalid if these clone ribbons are used.** The Magicard Customer Support team are monitoring support calls from end users, and will not honour the UltraCoverPlus warranty if it is found that clone ribbons are being used.

Genuine Magicard colour ribbons come in a box clearly branded with the colour Magicard logo. Only these genuine Magicard ribbons have been tested to work reliably today, and to ensure your printer works reliably for years to come.