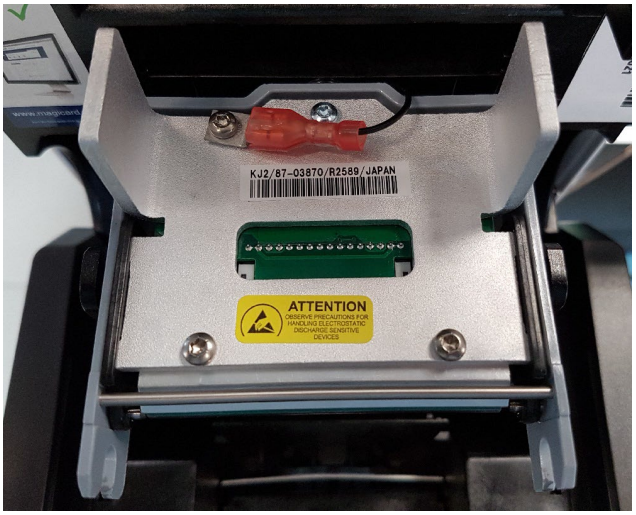
Technical Bulletin 23-10

PART CHANGE – THERMAL PRINT HEAD ASSEMBLY UPDATE

Reason for Bulletin

As part of our ongoing drive for continuous improvement, Magicard is making some essential changes to the Thermal Head Assembly within its most recent direct to card (DTC) printers listed below.



Existing Format



Updated Format

With these changes the user will observe no difference in both function and performance of the printer, there is absolutely no advantage actively swapping out Thermal Head Assemblies.

Moreover, replacements will require no modifications to the existing printer, or the process followed to exchange the part.

What's affected?

Products:	**Pronto 100; Magicard 360, 300, 600, D, K and all white label variants.**
Print Head Spares:	**P/N's FG/3100-0160; FG/3652-0160; FG/3652-3160 and FG/3652-0160-2**
Repairs:	**Any product which requires a new Thermal Head assembly after repair.**

Required Action

No action required; this is a purely cosmetic change.

Containment Action

There is no containment action.

Q & A

Q. When does this change go live?

A. Not all products will transition to the new design at the same time as this will depend on the rate at which existing stocks are depleted which in turn is dependent on sales demand.

- We anticipate the Magicard 360; 300; 600; D and K changing January 2024.

  FG/ spare parts for these products will follow approximately February 2024.

- Pronto 100 will change around May 2024.

  FG/ spare parts for this product will change about one month later.

  (Note: There will be a small mixture of printer variants released before these dates as a confirmation of internal production processes).

Q. As a service centre do I need any additional tools or knowledge.

A. No, the same T-10 Torx screws are used, and the Thermal Heads continue to be shipped optimised and calibrated.

Q. What about the older Magicard Printers (e.g., Magicard Pronto & Enduro).

A. There is no intention to modify these products or update the Thermal Head Assembly used to produce the spare parts fitted into these variants.