TECHNICAL BULLETIN 20-04

IMPORTANT - NEW ELECTRONICS UPDATE

Rio Pro 360, Magicard 300, Magicard 600 and Magicard D & K Series

Reason for Bulletin

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

The main change is to the Main Controller PCBA which is being replaced by a similar looking and improved design. This in turn necessitates changes to other components including the Printhead Assembly, RFID PCBA, Mag PCBA and some associated cabling.

This updated Main Control PCBA design will become the common platform across the products listed with only minor component population differences for certain printer models – i.e. they all share a common base.

With these changes the customer/printer end-user will observe no difference in function or performance of the printer, therefore there is absolutely no advantage in actively swapping out printers with `MkI electronics' for the new `MkII'.

The only aspect that is externally visible is a change to a double USB Type A socket to the rear of the printer. This provides no immediate function other than to provide an element of future proofing for the product. For the Magicard 600 either of those sockets can be used with the supplied WiFi Dongle.



Rear Printer View Showing `MkII' Twin USB Type A Sockets

While to the end user this change is broadly `internal', this change does have substantial implications for product support and spares holding.

Which Printers are Affected?

This is the full list including some printer models which may not be available for your region:

This change also affects customer white label product variants.

Rio Pro 360:	P/N's 3652-3xxx
Rio Pro 360 NEO:	P/N's 3652-6xxx/x
Magicard 300:	P/N's 3300-xxxx
Magicard 600:	P/N's 3652-5xxx
Magicard D:	P/N's 4500-xxxx
Magicard K:	P/N's 4500-xxxxk

(Note: Pronto, Enduro 3e, Enduro NEO and Ultima are not included in this update).

Required Action

No immediate action is required however, you should familiarise yourself with this bulletin and prepare for the change and update any spare parts stock accordingly.

Part Number Comparisons

This table details the MkI and MkII part numbers by product group. These part numbers identify if the part is updated, common and will give you the information to order the correct spare part.

		Rio Pro 360	Magicard 600	Magicard 300	Magicard D & K
MkI	Main Control PCBA	FG/3652-3900		FG/3300-0500	FG/4500-0500
	Printhead Assembly	FG/3652-3160		FG/3652-3160	FG/3652-3160
	Printhead Cable	3652-3430		3652-3430	3652-3430
	RFID PCBA	3652-3510		3652-3510	3652-3510
	Rear Connector Panel	3652-0100-009	3652-0511-008	3652-0100-009	3652-0100-009
	Mag PCBA	3652-3550		3652-3550	3652-3550
MkII	Main Control PCBA	FG/3652-0700		FG/3300-0700	FG/4500-0700
	Printhead Assembly	FG/3652-0160-2		FG/3652-0160-2	FG/3652-0160-2
	Printhead Cable	3652-4410		3652-4410	3652-4410
	RFID PCBA	5000-0530		5000-0530	5000-0530
	Rear Connector Panel	5000-0100-005		5000-0100-005	5000-0100-005
	Mag PCBA	4000-0591		4000-0591	4000-0591

Q & A

Q. When does this change go live?

A. Not all products will transition to the new electronics 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 first products switching over towards mid/end of October 2020.

Q. How can I identify if the Printer has MkI or MkII electronics?

A. A printer with the newer `MkII Electronics' has a stacked pair of USB `Type A' sockets at the rear.

In addition, if you have the printer serial number, we are providing the means to determine the build standard through the Partner Portal Web Interface.

Q. If the Magicard 300 now has rear USB Type A sockets, does this mean that it will accept a USB WiFi Dongle (like the Magicard 600)?

A. No. The Magicard 300 is not configured to take advantage of a WiFi dongle at this time.

Q. Am I able to charge a mobile phone or similar device using one of the rear USB sockets?

A. No. As before with the Magicard 600, the USB sockets are provided as a communications interface only and are not intended to provide power over USB.

Q. Are any of these `new' components interchangeable with the old?

A. No. The MkII components should be regarded as a set including the rear connector panel.

E.g. if a printhead fails on a `MkI electronics' printer, the printhead can be replaced with a MkI spare printhead. Conversely a new `MkII' printhead assembly cannot be fitted in to a printer with MkI electronics.

Q. How long will Magicard support Mk1 replacement parts?

A. Magicard is planning to retain a reasonable quantity of MkI spare parts in order to support those products however, it is impossible to be exact in terms of how long these components will be available as this will depend on demand.