Technical Bulletin 25-11

END OF LIFE PRODUCT ANNOUNCEMENT

RIO PRO AND PRIMA 4

Reason for Bulletin

Magicard Ltd by Brady supports products in terms of spares and repairs for five years after last date of sale

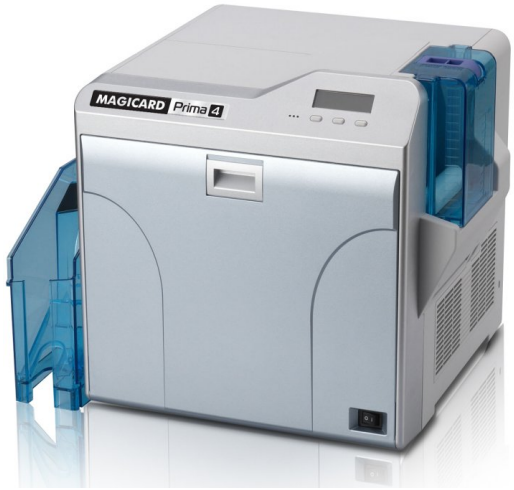
The first-generation Rio Pro and Prima 4 products have past that time period.

With that in mind, we're unable to offer any paid repair services for these products due to spare part obsolescence

What's affected?

Rio Pro (and associated white-label equivalents)	P/N 3652-0xxx
Prima 4 Uno and Duo products	P/N PRIMA4xx





Required Action

There is no required action other than recommending an upgrade route should a product fall into this situation.

- For Rio Pro the natural successor is Magicard 600 (P/N 3652-5xxx/x)
- For Prima 4 the natural successor is Prima 8 (P/N PRIMA8xx)

Note 1: The ribbons used in the Rio Pro and Prima 4 will not function in their respective successors.

Note 2: The Prima Laminating Module is compatible with both Prima 4 and Prima 8 products

Containment Action

There is no containment action.