Card transport issue

This is a card jam error. Make sure that:
1 - The card has been ejected from the printer. Unplug the power supply from the printer and plug it back in to launch an automatic ejection of the card.
2 - The thickness selector is correctly set.
3 - The ribbon is not cut. If the ribbon is cut, fix it with transparent adhesive tape or replace the ribbon.

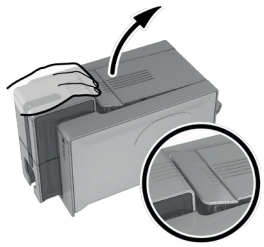


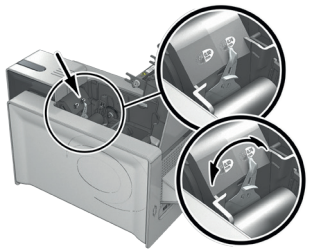
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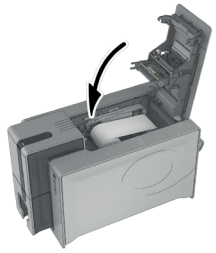




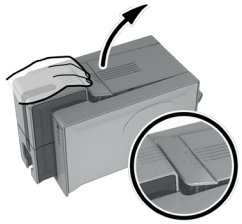
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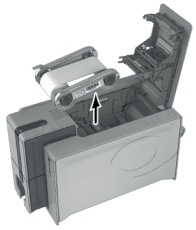


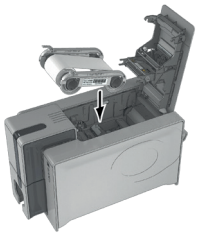


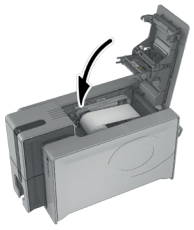


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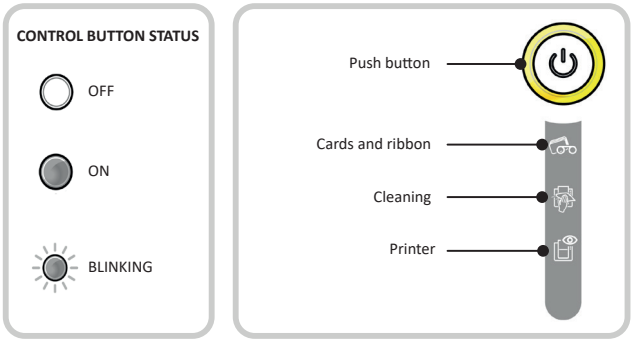






First level maintenance - users
Edikio Flex

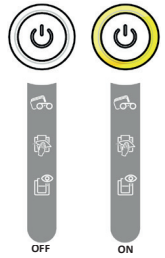
Panel description



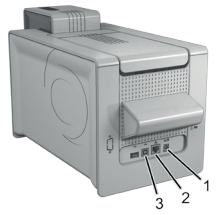
Printer connection

The LED power button is OFF:
- Make sure that the power supply cable (1) is correctly connected to the printer.

The LED power button is ON:
- Make sure that the USB (3) or Ethernet (2) cable is correctly connected to the printer.
- Make sure that your are using the power supply supplied with the printer.

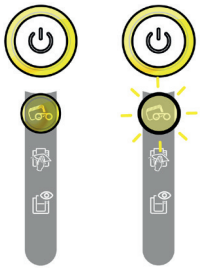


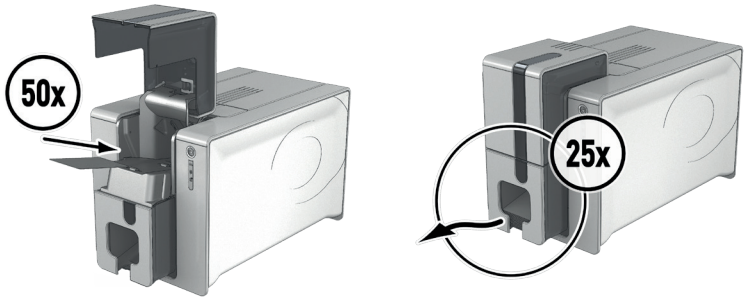




Cards

Make sure that:
- There are cards in the card feeder
- The card output is not full.
- The card feeder is not almost empty.
- The thickness selector is correctly set.

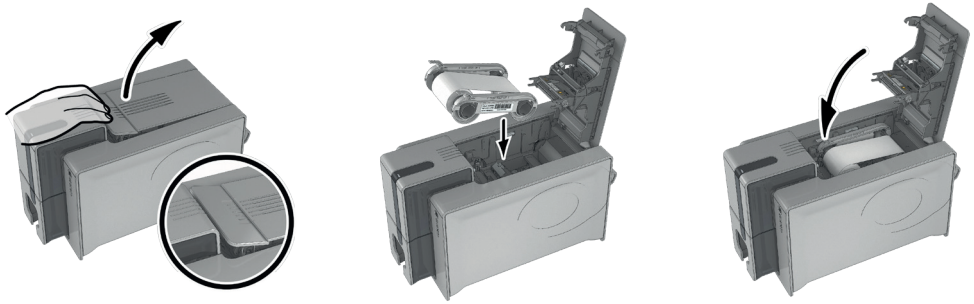




Ribbon

Make sure that:
- There is a ribbon in the printer.
- The ribbon is correctly installed.
- The ribbon is not almost finished or finished.
- The ribbon is not cut. If the ribbon is cut, fix it with transparent adhesive tape.

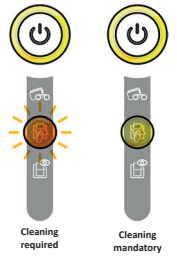




Cleaning

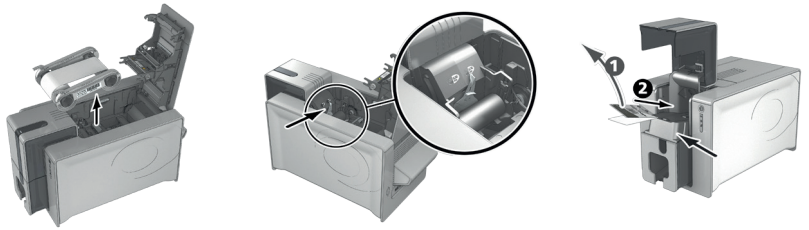
- A regular cleaning cycle needs to be performed.
- A regular cleaning cycle must be performed or the warranty is voided.

1- Remove cards and ribbon from the printer.
2- Set the thickness selector on the MAX position.
3- Press twice on the power button.
4- Remove the protective cover of the adhesive cleaning card and insert it in the card feeder.
5- Use the swab to clean the print head.
6- Put the cards and ribbon back in place.



Scan the QR code to access How To videos.

Make sure to respect the cleaning cycles.



Printer cover

Make sure that the printer cover is correctly closed.



