



Evolis Primacy

Warranty Trouble Shooting Guide

Minimal trouble shooting is required to obtain a Warranty Repair RMA

[Evolis Warranty Conditions](#)

Card Feed Issues

1. Run a self test
2. Update the [printer firmware](#) and driver
3. Run a [cleaning cycle](#)
4. Check for [static build](#) up on cards
5. Ensure you are using the correct power supply

Ribbon Breaking

1. Run a self test
2. Update the [printer firmware](#) and driver
3. Run a [cleaning cycle](#)
4. Run a [self adjustment](#)
5. [Make offset adjustments by using commands](#)
6. Ensure the correct ribbon type is set in the driver
7. Try different card stock

Card Jams

1. Run a self test
2. Update the [printer firmware](#) and driver
3. Run a [cleaning cycle](#)
4. Run a [self adjustment](#)
5. Try different card stock

Won't Communicate

1. Ensure that your printer is turned on and plugged into your computer
2. Check to make sure the USB port on the printer is not loose or broken
3. Try a different USB cable
4. Try a different USB port
5. Make sure that there is not a print job stuck in the print queue
6. Try a different computer

7. Verify that you are using the [correct power supply](#)

Mag Encoding

1. Ensure the cards are in the correct orientation
2. Update the [printer firmware](#) and driver
3. Ensure the correct coercivity is selected in the driver
4. [Test the mag encoder](#) thru the driver