



# MAGICARD® ID card printer

# 2 year Limited Warranty



\*Available in the EU, North America and other selected countries. Elsewhere 12 months limited warranty.

Includes the following printer models:

## Pronto, Pronto Smart, and Pronto Mag card printers.



- 1) **Coverage:** Ultra Electronics Ltd warrants that the Magicard printer will conform to the manufacturer's specifications and be free from defects in materials or workmanship for a period of two years\* from the date of original purchase by the user, but there are additional conditions on the printhead warranty (see paragraph 2).
- 2) **Limited printhead warranty:** Ultra warrants that, under normal use and service, thermal printheads will be free from defects in material and workmanship for a period of two years\* from the date of original purchase provided that Ultra-approved card media is utilized. If a warranty claim is submitted for a defective printhead, Ultra will have the right to inspect the printhead and samples of the printed and blank ID cards used with it for the purpose of verifying that the claimed defect has not been caused by non-Ultra approved media, or by foreign particles or substances which have caused chemical or physical damage. Ultra's decision in any such claims shall be final.
- 3) **Warranty claims:** If the Magicard printer proves defective during this period, please contact the Ultra service center, at the address and telephone/fax number given below. The Ultra service center personnel may first ask you to carry out certain simple checks to confirm the nature of the problem, and if a return is appropriate they will give you a Return Merchandise Authorization (RMA) and consignment instructions to the appropriate repair center. Ultra will, at its option, repair or replace the defective parts at no charge to the customer.
- 4) **Warranty limitations:** The warranty does not apply to Magicard printers that have been:
  - Damaged through physical or electrical mishandling.
  - Damaged through operation in environments which are outside normal office conditions in terms of corrosive atmosphere, temperature, humidity, shock or vibration.
  - Improperly installed or interfaced to other products which may exhibit software problems or expose the Magicard to improper voltages or control signals.
  - Used with consumables from any source other than Ultra.
  - Serviced or interfered with by anyone other than an Ultra authorized service provider.
- 5) **Shipping:** Insurance and shipping costs incurred in sending the Magicard printer for warranty service are the responsibility of the customer. Whenever possible Ultra service centers will use the same class of shipping service selected and paid for by the customer to return the printer. Return shipping costs from Ultra to the customer will be at Ultra's expense. After obtaining the RMA as described above, the printer should be securely packed in its original packaging with proof of date of purchase and a note describing the problem and quoting the RMA. The printer must be sent to the service center address supplied with the RMA by the main service center. This address may be different to the address listed below, but will generally be closer to you. Please also mark the RMA on the outside of the shipping carton. All customs duties and taxes, if applicable, are the responsibility of the customer.



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