

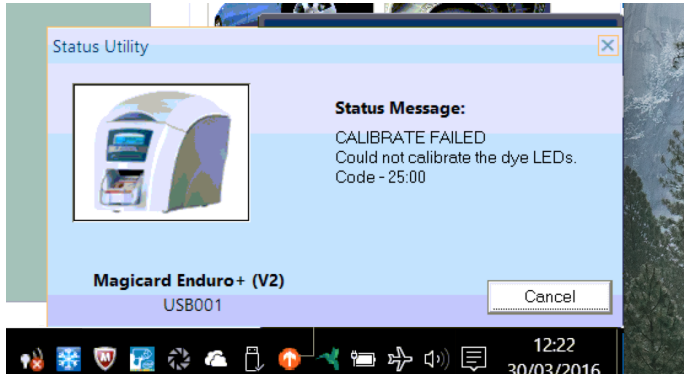
Reward-it

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**Magicard: Error code 25:00 Magicard Tri LED
Calibrate Failed – test and solution**

Reward-It Ltd

A common fault code that is solved by restarting the printer, cleaning and running a calibration test. If the fault remains then the Tri LED sensor component will need replacing.



To test for the sensor fault:

Download and run the Magicard printer utility. This can be downloaded from the Magicard Website:

http://e1f551071ce9b64994db-cbd2ec09170a89d4a02d39c4ff175361.r61.cf3.rackcdn.com/id_card_printer_support_utilityv3.70.exe

Rio Pro - run SOAK Test - Type SOAK into the command box and click run.

Enduro/Pronto - Type FCL into the command box and click run (SCR Command).

If OK is displayed then the sensor has passed.

If printer doesn't calibrate:

Unplug/replug the printer

When the printer is in its ready state send a print job.

After the printer receives the job and when ribbon starts to wind on, open the lid.

By hand, wind the film on to the black panel of the YMCKO film.

Look through the black panel at the lit LED underneath.

There should be a Red, Green and Blue light showing. The fourth will not be lit.

If the LED is not showing all three colours it is faulty and will need to be replaced.

A replacement part should be obtainable from Magicard free of charge.

With a flat headed screwdriver, push the smooth black sloping plastic cover around the LED gently inwards to unclip and then unplug the sensor.

Plug in the new sensor, clip into place and then re-clip the smooth black plastic housing home.