Evolis Tattoo 2

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 to check functionality of the printer
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
6. Check card feeder for damage

Ribbon Breaking

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

Card Jams

1. Run a cleaning cycle
2. Run a self test to check functionality of the printer
3. Update the printer firmware and driver
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 Issues

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

Evolis Network Administrator Manual

Please go to BadgePros.com to request an RMA

There will be a $75.00 evaluation fee if no work can be performed under warranty

Printer must be shipped in its original packaging