



## Evolis Dualys 3

### 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](http://BadgePros.com) to request an RMA

Please note that performing any and all suggested steps does not guarantee resolution of the problem.

There will be a \$75.00 evaluation fee if not work can be performed under warranty.

Printer must be shipped in its original packaging. If the printer is not shipped in its original packaging, damage to the printer may occur and any such damages will be the responsibility of the customer.