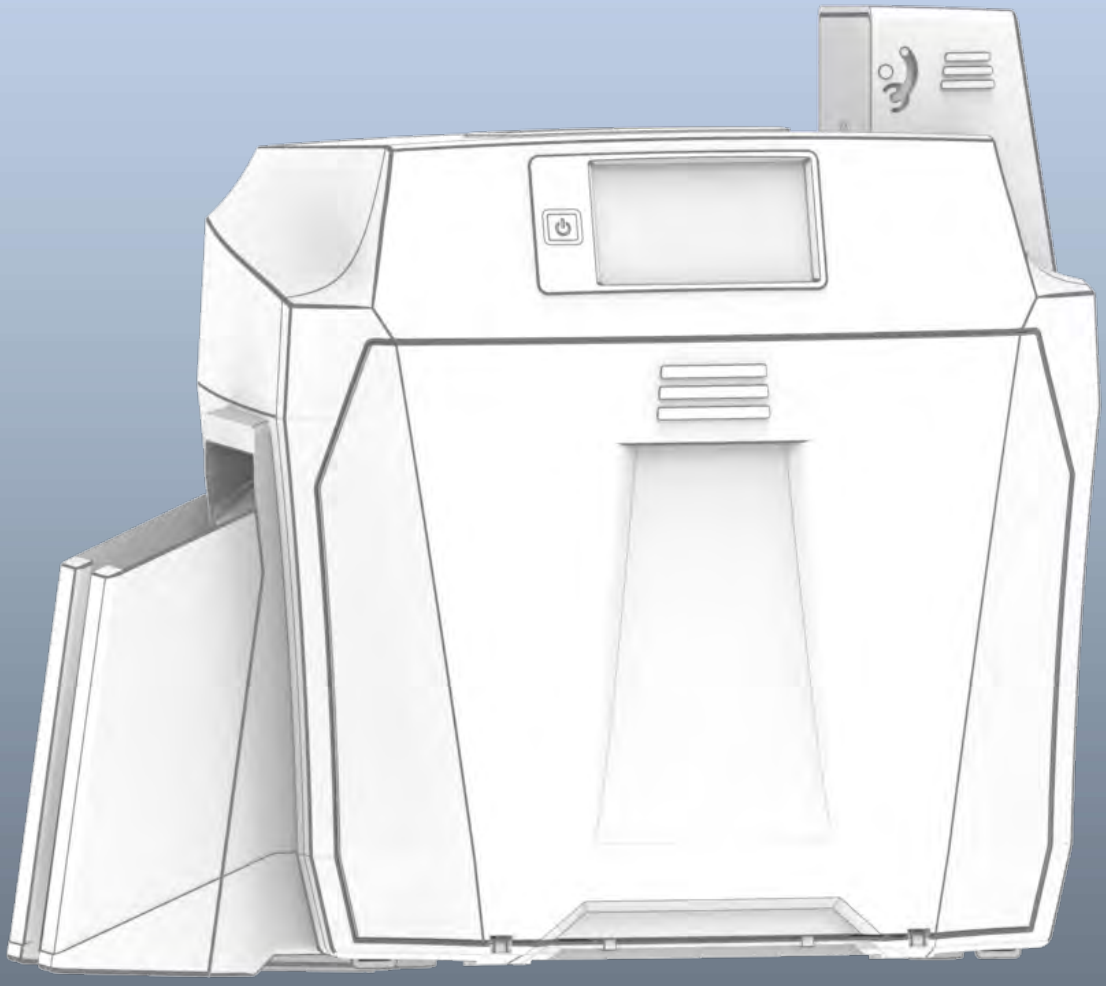
ID Card Printer

User Manual



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SAFETY INSTRUCTIONS:

To prevent electric shock do not remove covers.
Do not attempt to service the printer yourself.
There are no user serviceable parts inside. In the event of malfunction, refer servicing to your printer's supplier.
This product is only to be used with the Power Source supplied at point of purchase.
Take care not to spill any liquid on the printer.
Ensure that the power supply cord is no longer than 2 metres in length and includes a properly grounded connection.

> If using this printer in Germany:
> To provide adequate short-circuit protection and over-current protection for this printer, the building installation must be protected by a 16 Amp circuit breaker.
>
> Bei Anschluß des Druckers an die Stromversorgung muß sichergestellt werden, daß die Gebäudeinstallation mit einem 16 A-Überstromschalter abgesichert ist.

When handling the printer avoid touching the thermal printing edge of the thermal print head. Any grease and contamination will shorten its life.
Before transporting the printer, remove the dye film & card hoppers and pack the printer in its original packaging.

FCC DECLARATION:

Information to the user.

NOTE:
This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

CCC DECLARATION:

CAUTION:

Unapproved changes or modifications could void the Users authority to operate the equipment and affect any related warranty claim.

PRINTER INSTALLATION

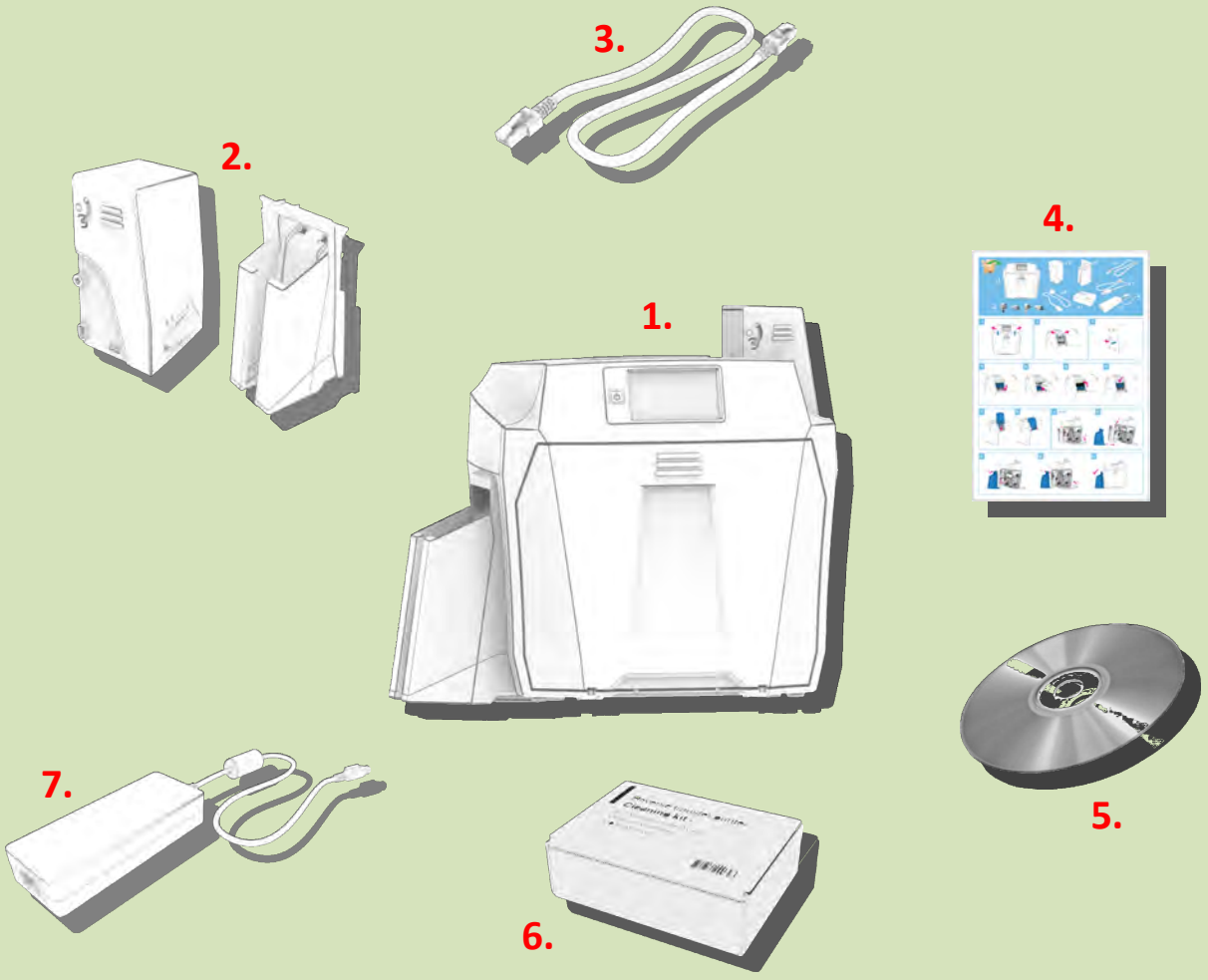
Welcome

Thank you for choosing a Magicard ID Card Printer

Before setting up your printer using the Driver CD–ROM, please follow the simple steps in this guide on installing your Printer. This guide helps you make your printing experience more enjoyable and secure.

Please ensure you have the following items before you begin the installation:

1. ReTransfer ID Card Printer
2. Card Hopper and Stacker
3. Ethernet/USB Cable
4. QuickStart Guide
5. Driver CD ROM
6. Cleaning Cards x2
7. Power Adaptor and Leads



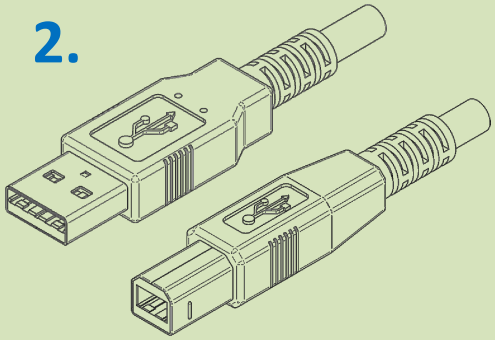
IMPORTANT – Do not connect the USB yet!

IMPORTANT

Install the Driver software BEFORE connecting the USB Cable!

1.

2.



Printer Environmental requirements:

Normal Office environment with:

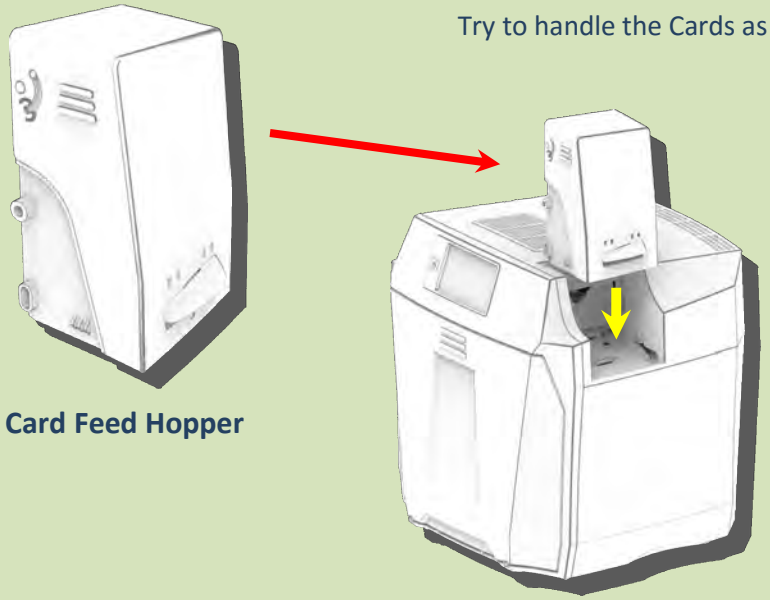
- A correctly Earthed Power Supply
- Ambient temperature +10 to 30°C (50 to 86°F)
- Protection from direct sunlight and chemicals
- Protection from sudden temperature changes
- Relative Humidity 20 - 70%
- Sufficient space for:
  - Opening the Front Cover
  - Cable access at the rear

FITTING THE PRINTER ACCESSORIES

Card Feed Hopper:

Insert the Hopper into the aperture on the right-side of the Printer and click into place.
Always fan the Cards to ensure these do not stick together due to a build-up of static electricity.

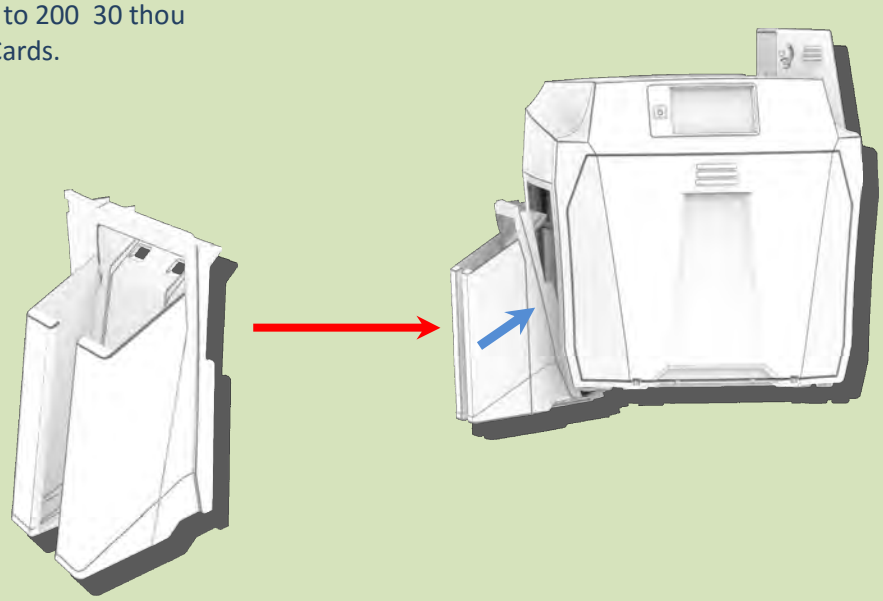
Try to handle the Cards as little as possible before printing.



Card Feed Hopper

Card Stacker:

Insert the Stacker into the aperture on the left-side of the Printer and click into place.
The Stacker can hold up to 200 30 thou (0.76 – 1.02 mm) thick Cards.

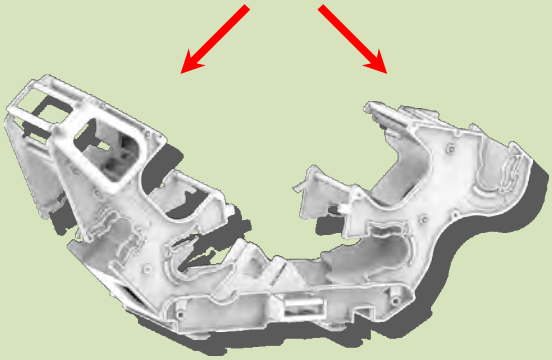


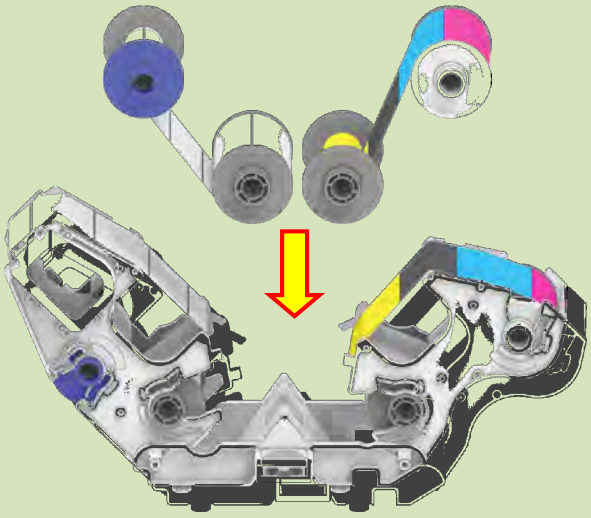
Card Stacker

Installing the Dye Film

1. Open the Printer's Front Cover and remove the Films from their Packaging.

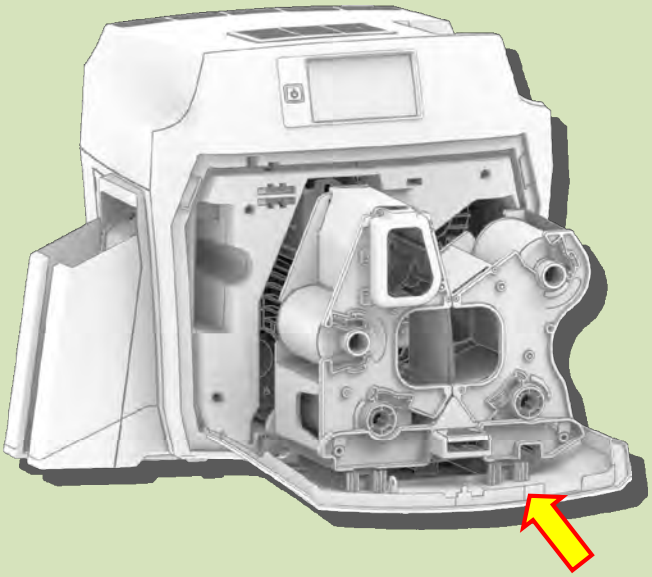
2. Open the Film Cartridge.





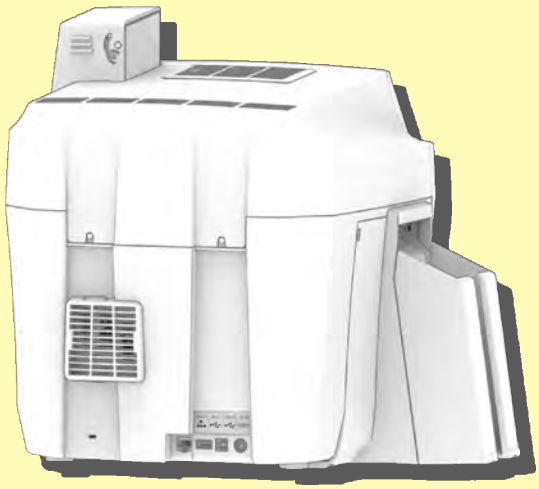
4. Place both the Dye and Retransfer Films into the Printer's Film Cartridge.

3. Close the Film Cartridge then insert the Cartridge into the Printer.

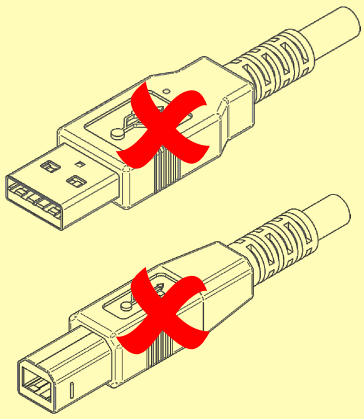


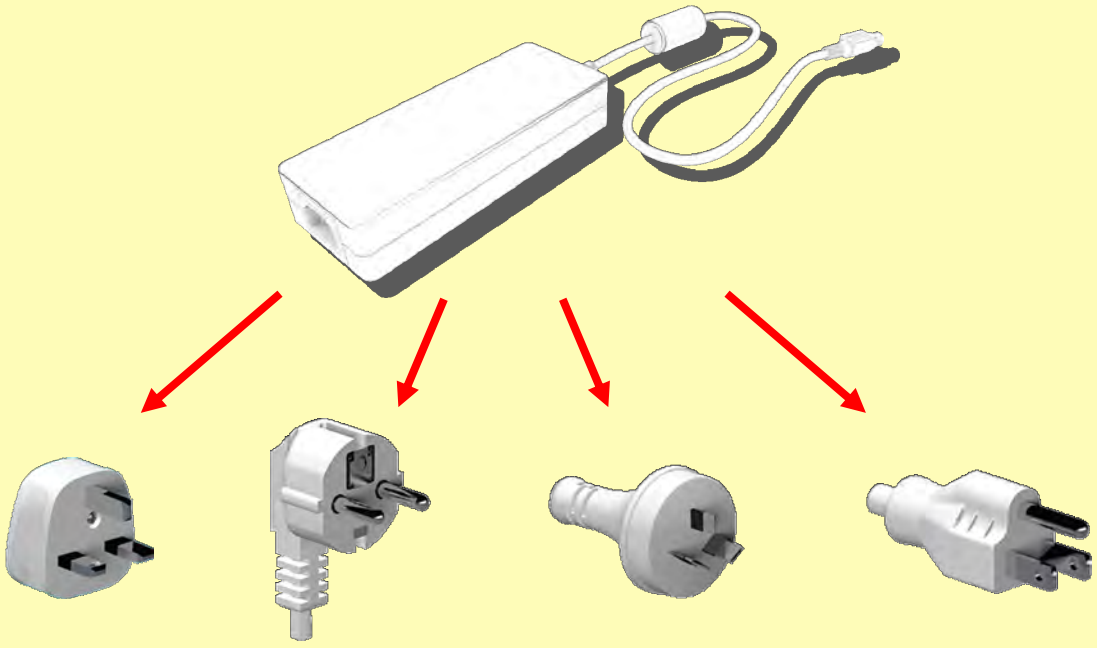
Connect the Power Supply

Select the correct Mains Connector for your Region and connect the Power Supply Unit (PSU) to the rear of the Printer.

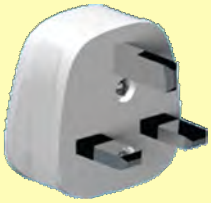
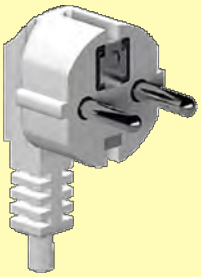
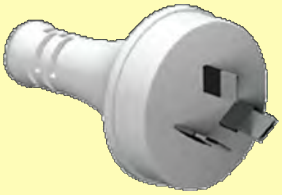


IMPORTANT:
Do not connect the USB until the CD ROM Driver has been installed.



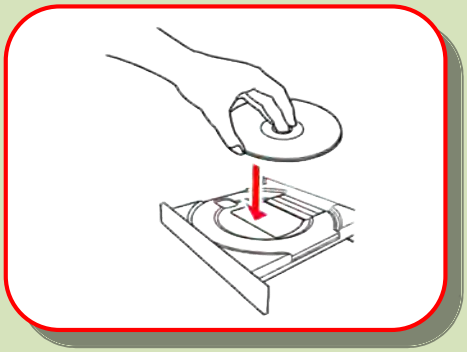


Choosing the Correct Connector for your Region

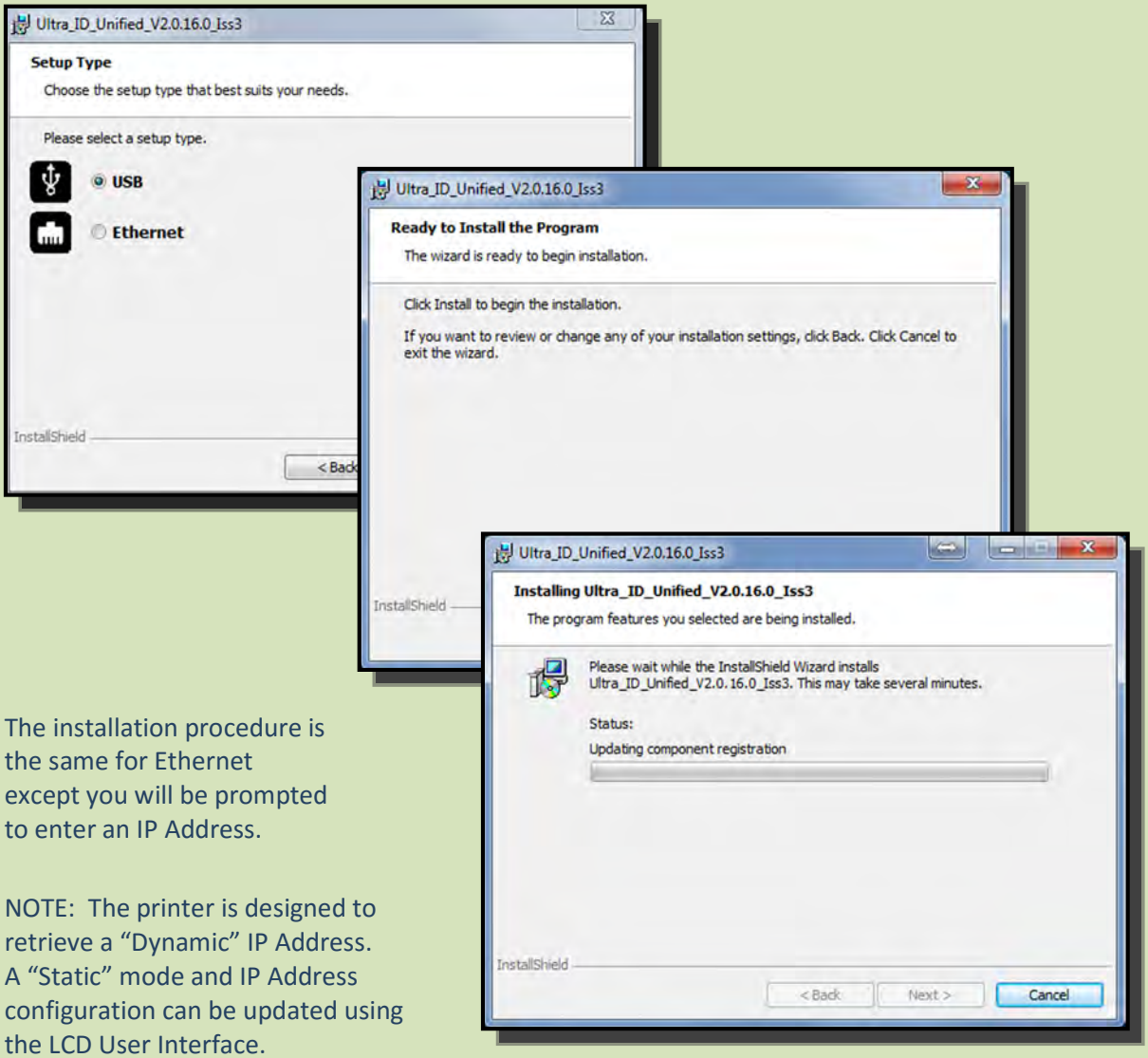
	
	
	

INSTALLING THE DRIVER

1. Load the driver CD ROM into the PC.
Note : If the CD does not run automatically, click the “Start” Button, then click on “Run”. Type “D:\autorun”, where D is the drive letter for your CD Drive, then press the Return Key.



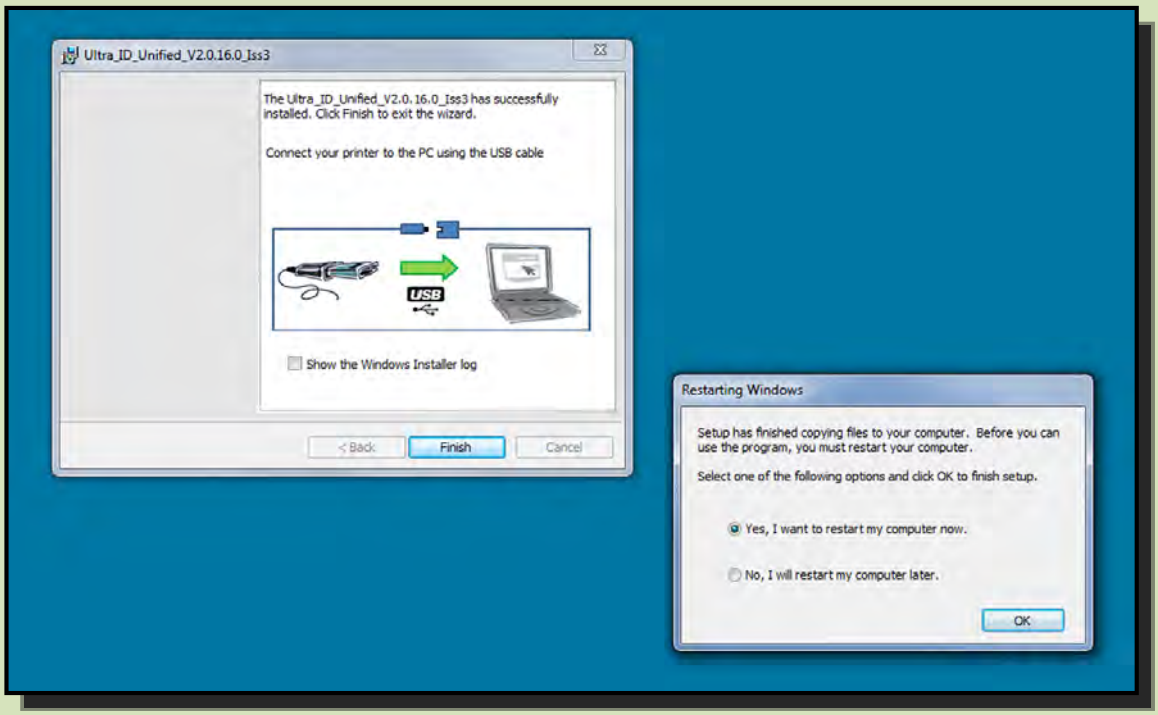
2. Now follow the on screen instructions to install the Printer Driver (please see below):



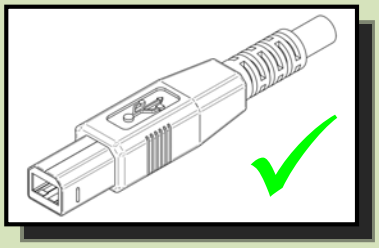
The installation procedure is the same for Ethernet except you will be prompted to enter an IP Address.

NOTE: The printer is designed to retrieve a “Dynamic” IP Address. A “Static” mode and IP Address configuration can be updated using the LCD User Interface.

INSTALLING THE DRIVER (Cont…)



1. When the Driver has completed it's installation, connect the USB cable (shown below). Now restart the Computer.



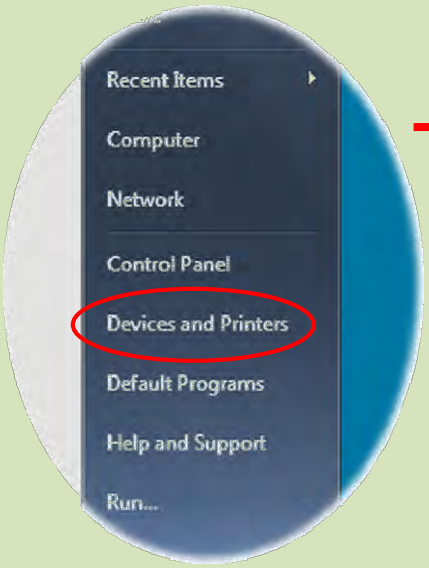
2. When complete you should now see the installed Driver icon on the **Devices and Printers** window on the Computer (this may take several seconds as the Computer needs to configure the USB Port in order to communicate with the Printer).

3. **Installation complete !**

THE PRINTER DRIVER SETTINGS

Accessing the Driver Preferences Settings:

Windows 7



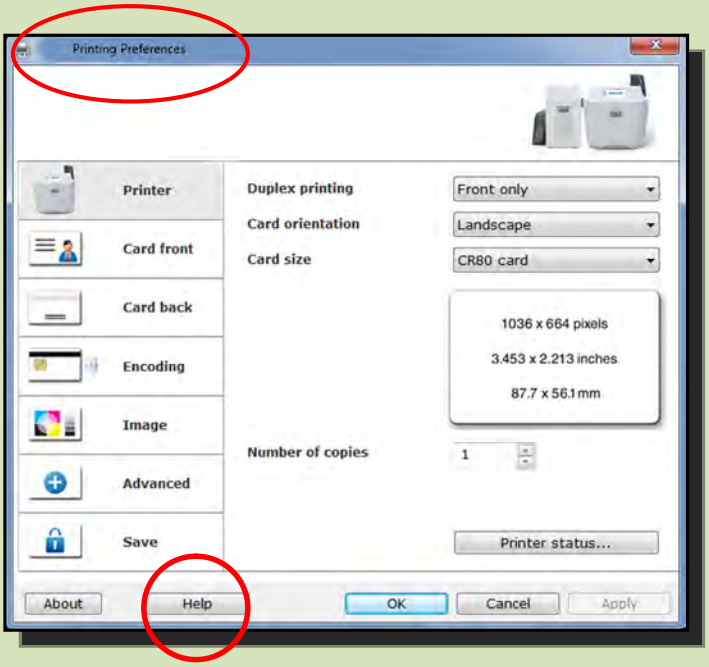
- Open the **Devices and Printers** Window.
- Right-click on the Printer icon.
- Select **Printing Preferences**.

Windows 8/8.1/10

Help with Driver Settings:

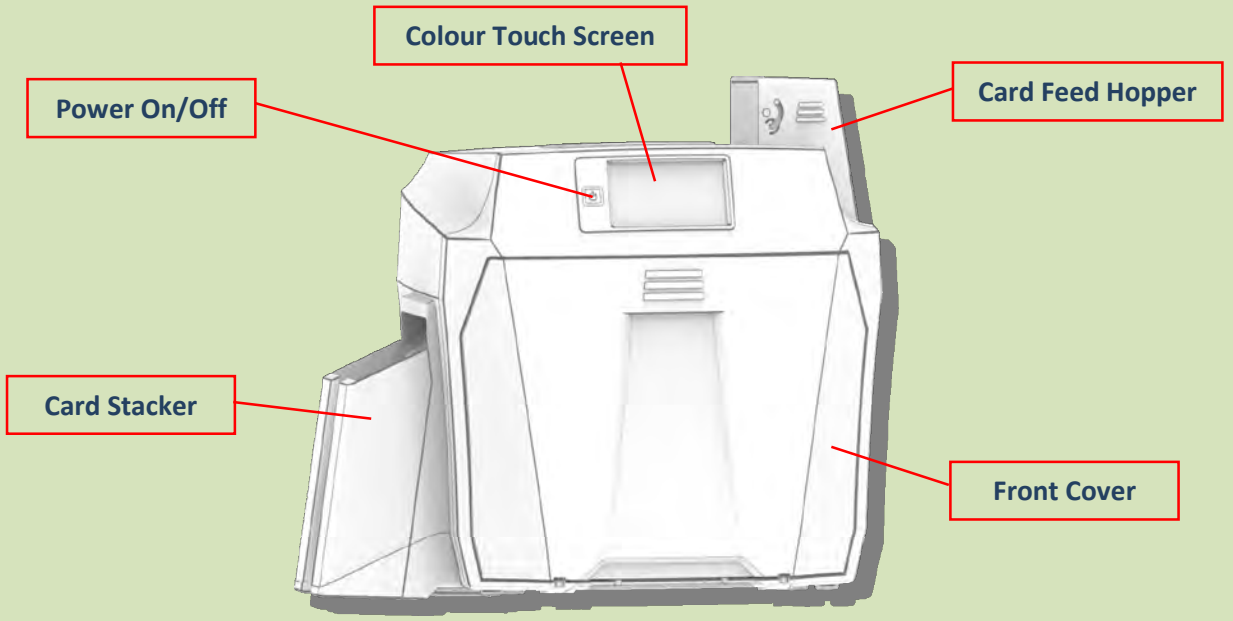
The Printer Driver contains a built-in help file (in HTML format) – this file gives an excellent, clear explanation of each Driver setting.

To view the Driver's help file, go to the **Printing Preferences** (as described above), and click on the "Help" Button.

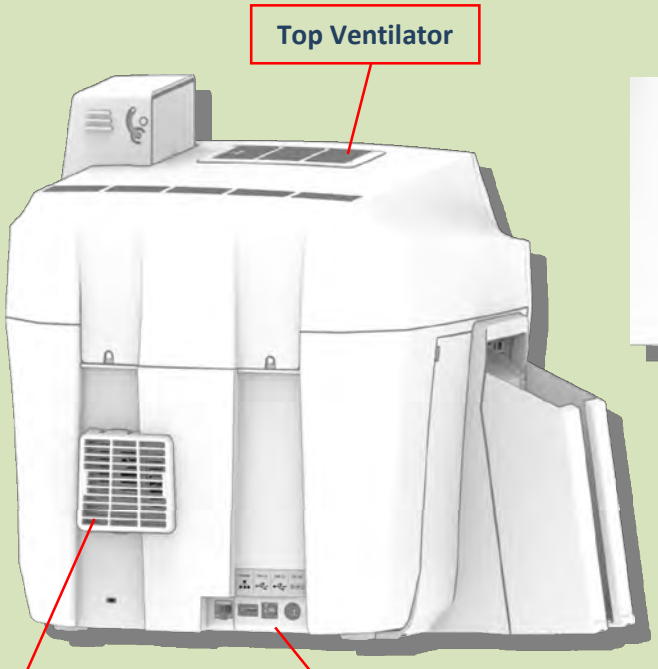


Using your ID Card Printer

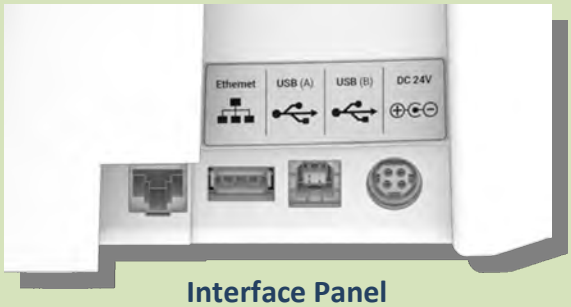
Printer Main Components



Printer Front View



Printer Rear View

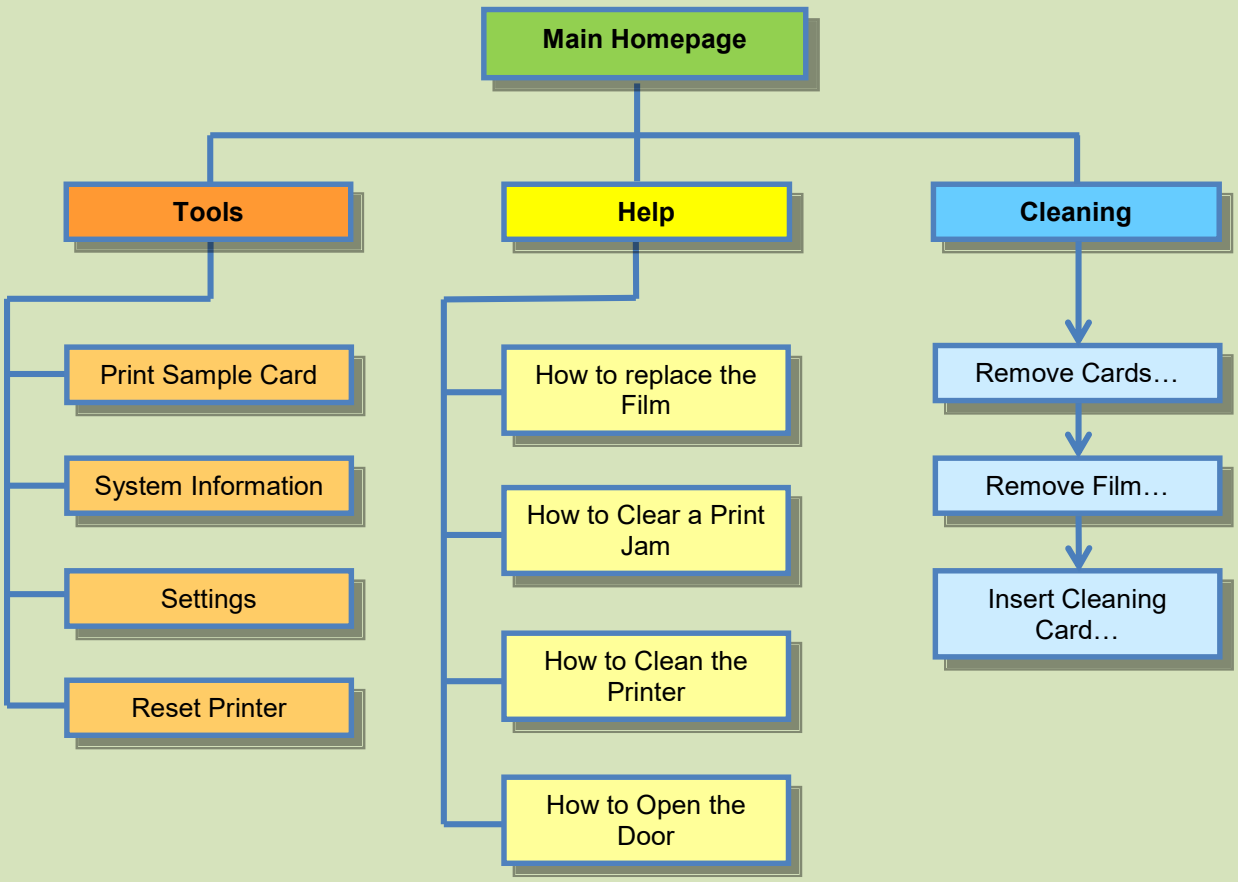


Interface Panel

Front Display Panel

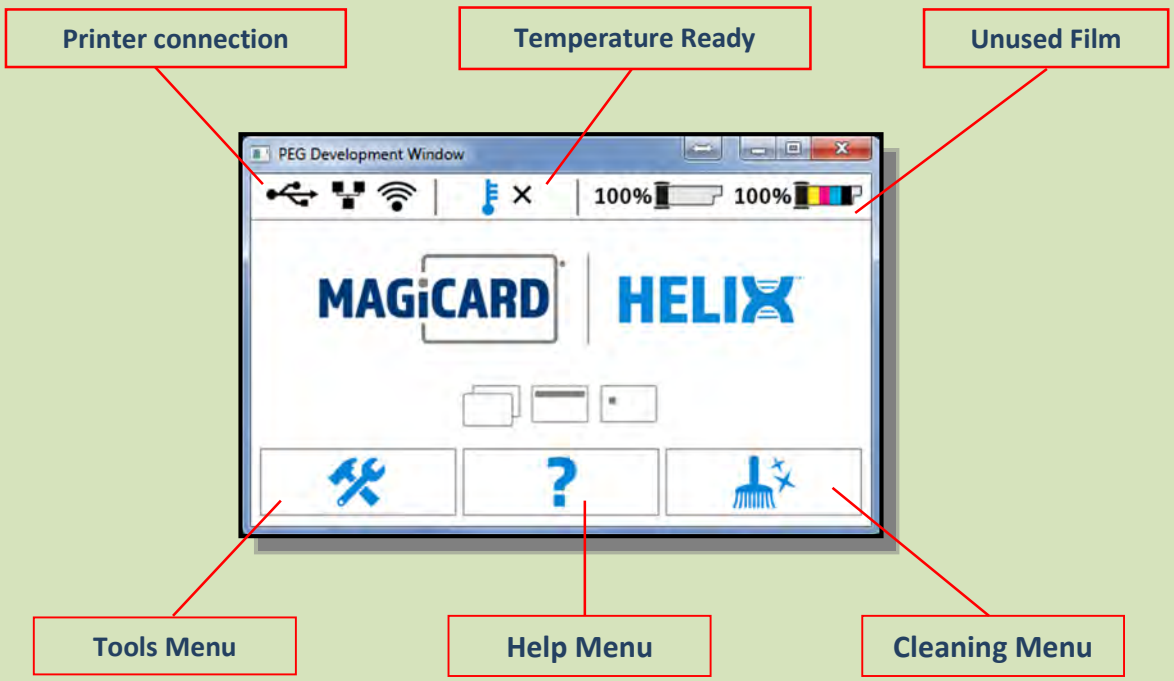
The front Display panel comprises a full colour touch-sensitive Liquid Crystal Display (LCD) capable of displaying 16.7 million colours at a resolution of 480 x 272 pixels (w x h).

Printer Menu Layout



Printer Menus

Main Homepage

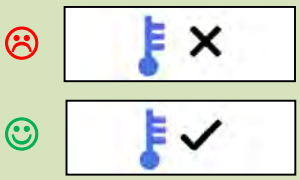


Printer Connection

Indicates the currently selected connection method to the Printer.

Temperature Ready

Indicates whether the Heated Roller temperature has reached the required temperature.
The operating temperature can be displayed by touching this icon.

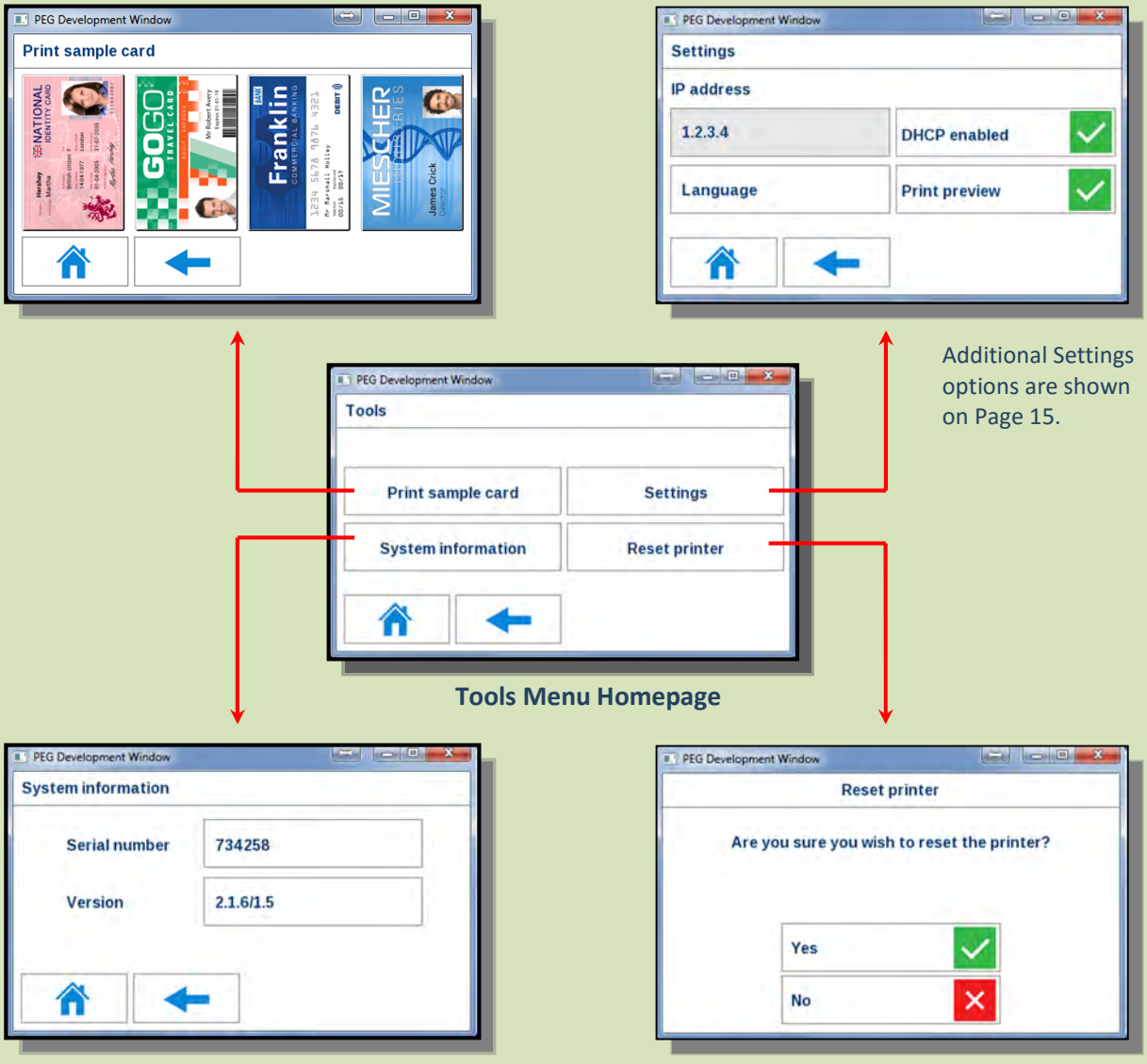


Unused Film

Indicates the unused Film left on the Spool.

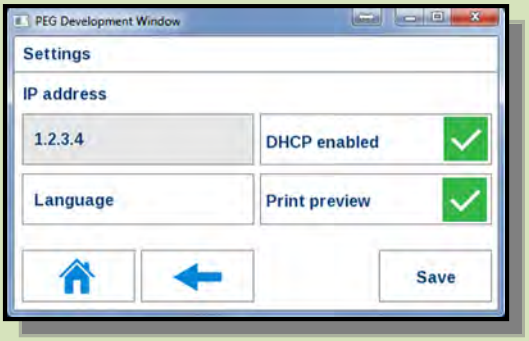
Main Homepage (cont…)

Tools Menu



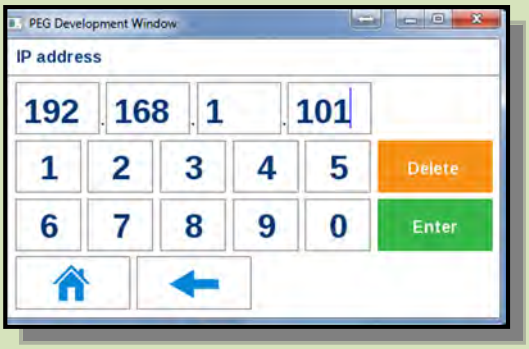
Additional Settings Options

Additional settings are possible from the Settings Menu Homepage.



All settings in this window can be saved.

The Printer's IP Address can be set manually if required.



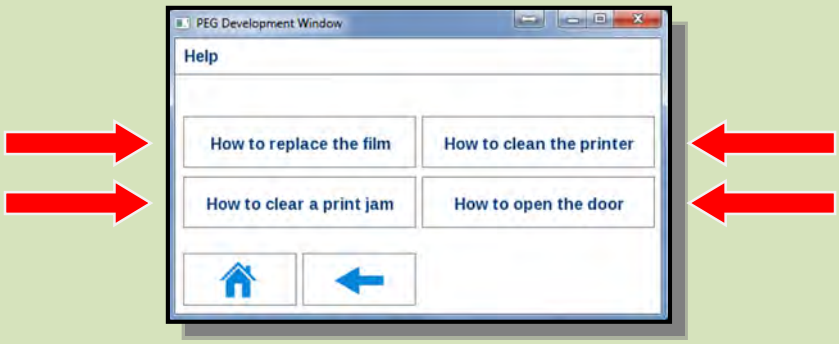
Manually enter the IP Address you wish to set and click "Enter".
If you make a mistake or wish to change the address, click "Delete".

Additional Language options are also possible.

Any changes made will take effect after the printer is restarted.

Help Menu

Clicking any of the Help Menu Buttons will display a short animation showing the process selected.

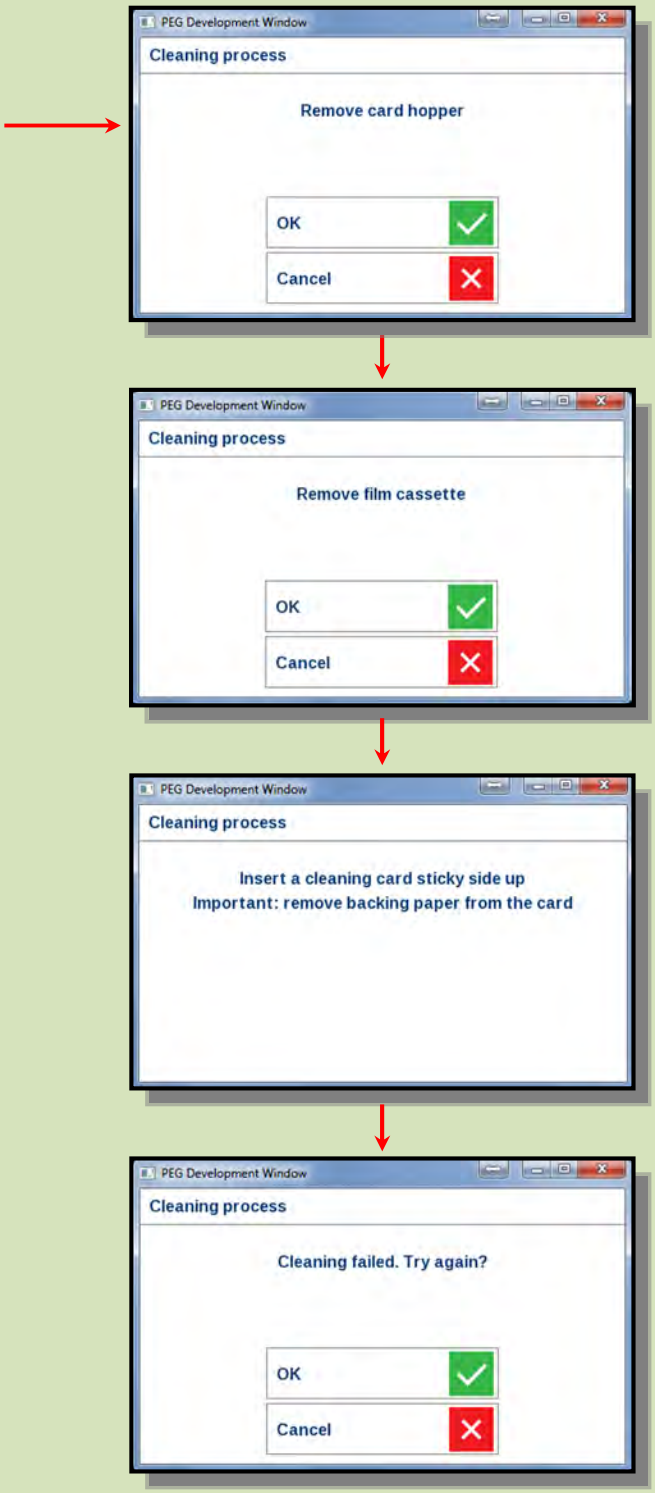


Help Menu Homepage

Cleaning Menu

Cleaning the Printer is easy…

Simply select the Cleaning option from the Main Homepage and follow the On-Screen instructions.



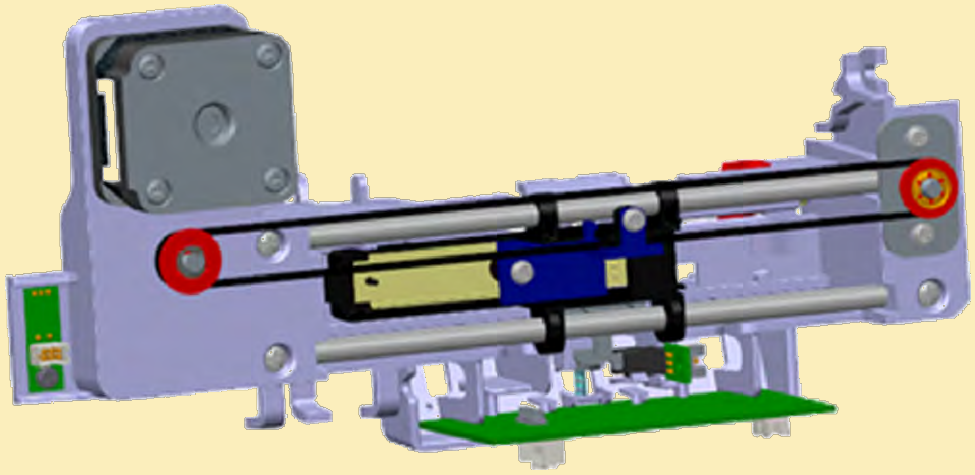
The Internal Test Card

The internal Test Cards are essentially the same images that are accessible via the Tools Menu (clicking the “Print Sample Card” Button).

Each of the above images is stored and generated entirely within the Printer (making these independent of the Host PC).

Magnetic Encoding

Magnetic encoding is enabled by default if a Magnetic Encoder Module is fitted within the Printer. The Printer's Firmware is able to detect the Encoder and will make the necessary configuration changes accordingly.



The Magnetic Encoder Module

CHOOSING THE RIGHT DYE FILM

NOTE:

- The HX1000YMCK is generally the appropriate choice for colour printing with both single-sided (UNO) and double-sided (DUO) Printers.
- A HX750YMCKK Film is also more economical when printing a colour of the front of the Card and Black only (such as Barcodes etc.) on the rear of the Card.

Below is a general guide to selecting the most suitable Film for any typical application.

Dye Film	Typical Use
HX1000	Helix YMCK Dye Film & RT Film Set – 1000 Prints
HX3000S	Helix Holokote Film Set – 3000 Prints (4 YMCKK & 3 RT Films)
HX3000K	Helix Holokote Film Set – 3000 Prints (4 YMCKS & 3 RT Films)
HX750YMCKK	Helix YMCKK Dye Film - 750 Prints
HX750YMCKS	Helix YMCKS Dye Film - 750 Prints
HX1000YMCK	Helix YMCK Dye Film - 1000 Prints
HX1000RT	Helix Re-transfer Film - 1000 Prints
HX3000K-BLACK	Helix K Dye-Film BLACK – 3000 Prints

CHOOSING THE RIGHT CARDS

Not all white PVC Cards are the same. For best image quality always use high grade PVC Cards.

Pure PVC Card stock or laminated PVC/Polyester Cards are available. The latter are more durable and better suited to heavy use and heat lamination when required. For access control and Smart Card applications, your Dealer should provide the appropriate type for Retransfer printing.
For good consistent results, stick to a single variety of good quality Cards, such as those available from your ID Card Printer Supplier.

Card size

CR80 (Standard) = 3.375" x 2.125" (86.5 mm x 53.98 mm). (w x h)

Card thickness

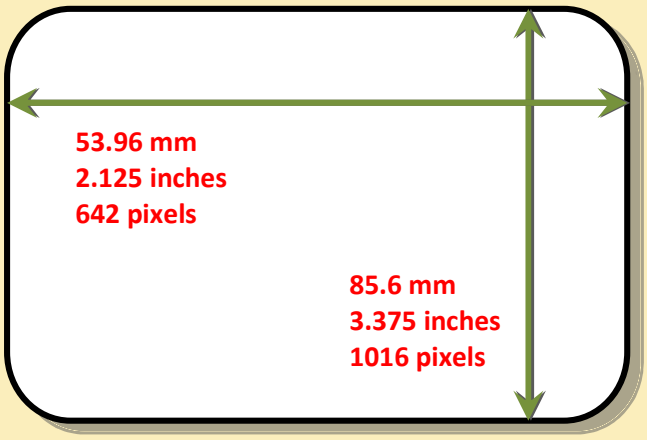
Standard – 0.030" (0.76 mm).
Maximum – 0.063" (1.25 mm).

To obtain good quality prints the Cards must be…

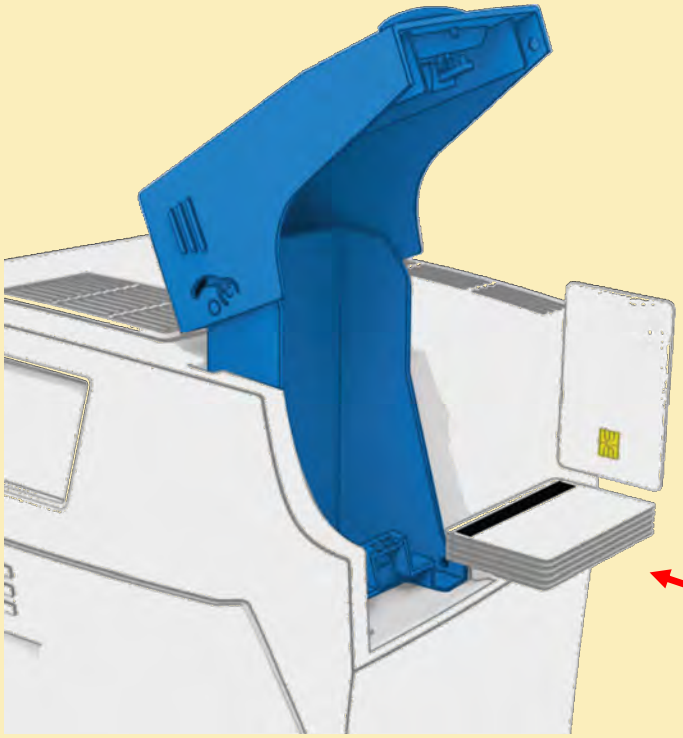
- Glossy white.
- Free from contamination.
- Free from surface irregularities.
- Free from burrs at Card edges.

Printable area of the Card

The printable area of a standard CR80 Card is size of 1036 x 664 pixels.



Using Magnetic Stripe Cards



If you have a Printer fitted with the optional Magnetic Encoding module, you can print and encode the magnetic stripe on the rear of a magnetic stripe Card in one operation.

Magnetic stripe formats:

- ISO 7811 (HiCo/LoCo)
- JIS2
- Custom formats

When loading Magnetic Stripe Cards, make sure the stripe is uppermost with the stripe closest to the body of the Printer.

In the event of a Card jamming in the printer

- Remove the card feed hopper.
- Open the door and remove the film cassette. It may be necessary to turn the upper transfer film spool clockwise in order to free the film from the card if adhesion has occurred.
- Close the door. The printer will perform an initialisation routine and then attempt to eject the card.
- If this fails and another card jam error is reported, select the retry option on the LCD and the printer will perform an alternative card eject routine.
- If the card fails to eject and a card jam error is still displayed open the door and inspect the printer to locate the card position.
- If accessible from the card feed area, attempt to retrieve the card by hand.
- If this is not possible then use the ‘Move card’ feature which will turn the drive rollers in the required direction in order to free the card. **Important:** Using this method the card should be ejected from the **right hand side** of the printer (feed hopper location).
- If the card still cannot be retrieved then please contact Technical Support for further assistance.

CARING FOR YOUR PRINTER

MAINTAINING YOUR PRINTER IS IMPORTANT !!!

- Maintenance is an important factor of your Printer's good operation and longevity.
- Maintaining a regular cleaning routine will give you optimum print quality and prevent down time. We recommend that you clean the Printer's rollers and Print Head each time you change Dye Films.
- A clean Printer will produce superior quality printed Cards and is less likely to require Factory maintenance and/or repair.
- In normal environments, regular maintenance should improve the longevity of the Print Head itself. (Remember… foreign particles can lodge under the Head and cause permanent damage!)
- Increased reliability when magnetic encoding.

Cleaning Supplies

To prevent Cards slipping during printing, we recommend that you clean your Printer using a Cleaning Card each time you replace either Film.

Cleaning the Printer Rollers using the Cleaning Kit

What's in the Cleaning Kit ?

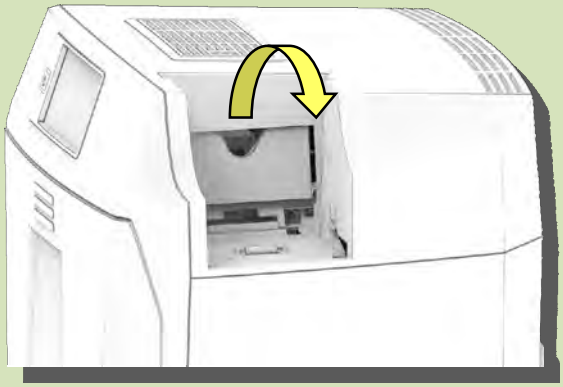
Swabs
Alcohol soaked Swabs – used for cleaning the face of the Print Head and hard-to-reach transport areas.

Adhesive Cleaning Cards
Self adhesive Cards with a paper peel-off backing – used for removing contamination From Feed Rollers.

Roller Wipes
Alcohol soaked wipes – used for cleaning Feed Rollers.

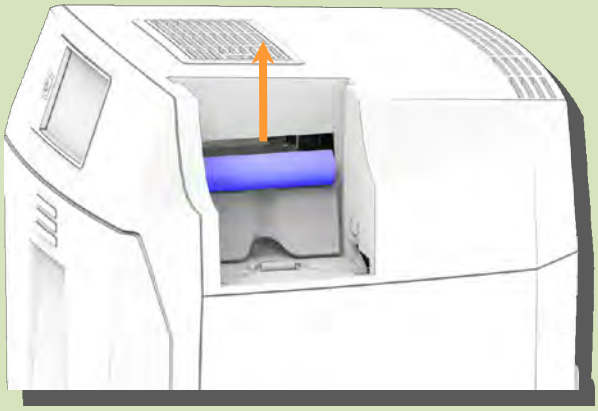
Replacing the Cleaning Roller

To replace the Cleaning Roller:



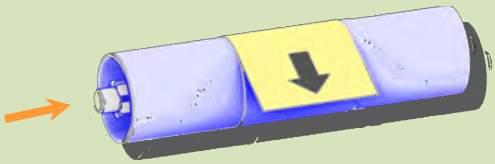
Hinge Roller Cover forward

- Hinge the Roller Cover forward.
- Unclip the used Cleaning Roller and slide out the Steel Bar.
  Do Not Discard this Bar.
- Discard the used Cleaning Roller.

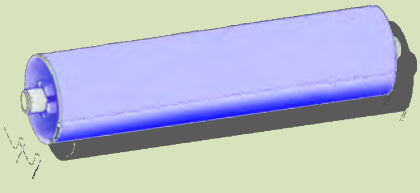


Unclip Cleaning Roller

- Slide the Steel Bar into the new Cleaning Roller.



- Remove the paper wrapper protecting the sticky layer on this Roller.



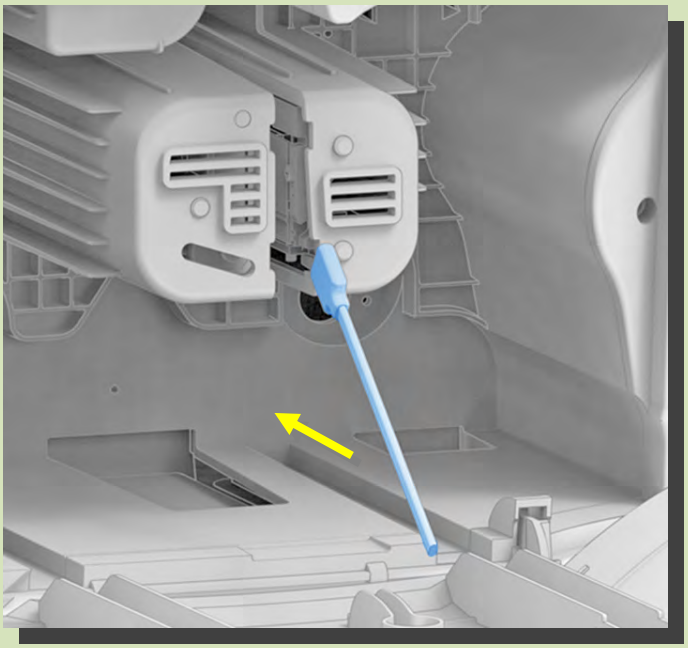
- Clip the new Cleaning Roller (complete with Steel Bar) into the Printer.
- Close the Cleaning Roller Cover.
- **This completes the replacement process for the Cleaning Roller.**

Cleaning the Print Head using the Cleaning Swab

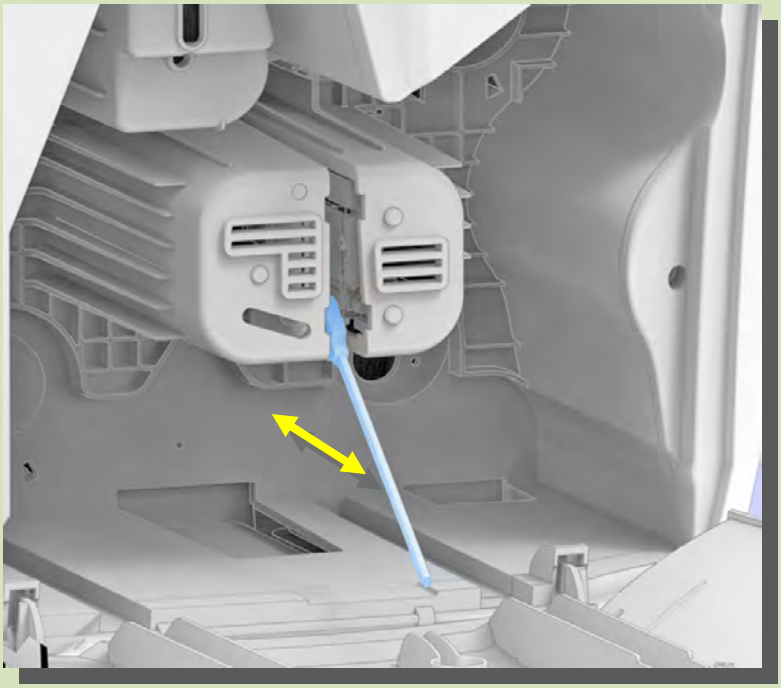
Using the Cleaning Swab:

1.

Remove the Cleaning Swab from it's packaging.



2. Remove the Film Cartridge from the Printer.



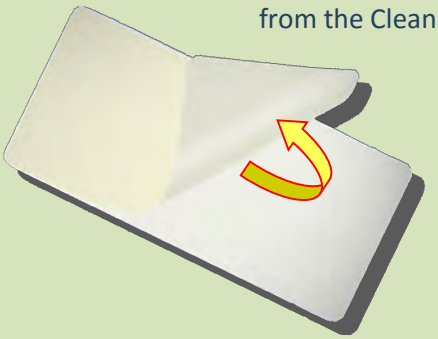
3. Run the Swab repeatedly along the front Face of the Print Head.

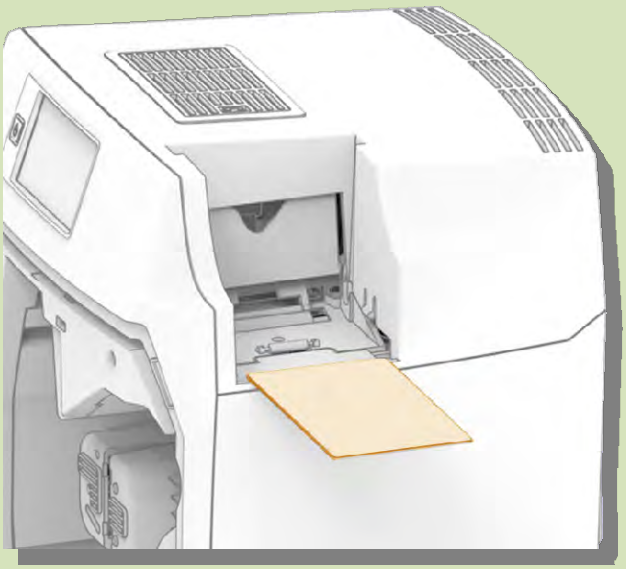
Cleaning the Print Head using the Cleaning Card

Using the Cleaning Card:

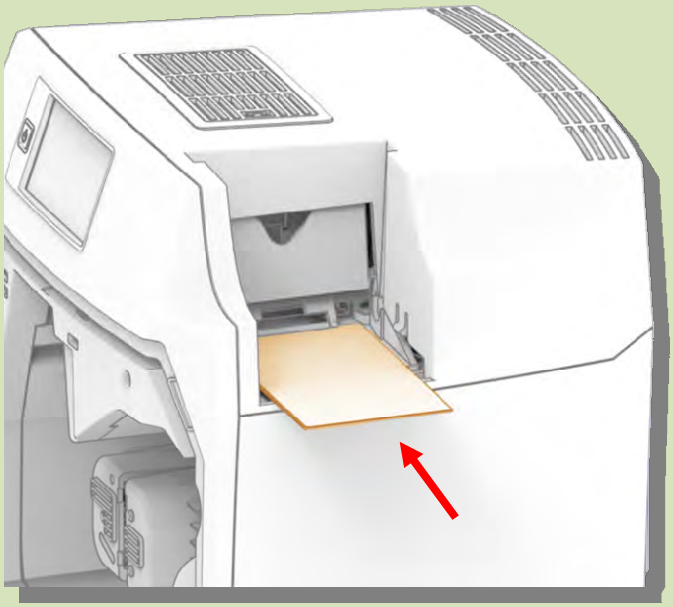
1. Remove the Cleaning Card from the packaging.

2. Peel off the backing paper from the Cleaning Card.





3. Select the cleaning option on the Printer.



4. Follow the instruction on the Printer display.

5. Feed the Cleaning Card into the Printer.

UPGRADING TO DUO OPERATION

The Helix can be supplied in two variants: UNO (single-sided) or DUO (double-sided).

All Helix Printers are fitted as standard with a Card Rotation Unit (however in the UNO, the Rotation Unit is only used to rotate a Card in order to facilitate magnetic encoding. It is not possible to print two sides of a Card in one operation. However, the Helix UNO can be upgraded to a DUO variant as a retro-fit if required).

The upgrade will be available electronically via the Customer Support Portal and is downloaded to the Printer via the Driver.

AVAILABLE CONSUMABLES

Product Code	Description
Dye Film	
HX1000	Helix YMCK Dye Film & Re-transfer Film Set – 1000 Prints
HX3000S	Helix Holokote Film Set – 3000 Prints (4 YMCKK & 3 Re-transfer Films)
HX3000K	Helix Holokote Film Set – 3000 Prints (4 YMCKS & 3 Re-transfer Films)
HX750YMCKK	Helix YMCKK Dye Film - 750 Prints
HX750YMCKS	Helix YMCKS Dye Film - 750 Prints
HX1000YMCK	Helix YMCK Dye Film - 1000 Prints
HX1000RT	Helix Re-transfer Film - 1000 Prints
HX1000RTD	Helix Durable Re-transfer Film – 1000 Prints
HX3000K-BLACK	Helix K Dye-Film BLACK – 3000 Prints
Cleaning Kit	
E9887	Reverse Transfer Printer Cleaning Kit
Cards	
M9006-793	PVC CR80 Cards – Plain
M9006-794	PVC CR80 Cards – Magnetic Stripe Hi-Co
M9006-796	PVC CR80 Cards - Holopatch

PET or composite cards should be the recommended format.

PRINTER ERROR CODES

PP_1.48 ERROR CODES				
	CODE	REASON		SOLUTION
104: ERR_FPGA_PROGRAMMING_ERROR	Error code 104.0	**Reason:** While preparing to update the FPGA, the incoming bit stream file size was wrong for the fitted FPGA part (LFXP2-8E). This is probably due to a corrupted FPGA bit stream file.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.1	**Reason:** While preparing to update the FPGA, the incoming bit stream file size was wrong for the fitted FPGA part (LFXP2-5E). This is probably due to a corrupted FPGA bit stream file.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.2	**Reason:** While preparing to update the FPGA, the device ID read from the fitted FPGA was not a recognised one. This is probably either due to a SPI comms failure between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.3	**Reason:** While preparing to update the FPGA, the printer was unable to initialise SPI comms with the FPGA. This is probably either due to a SPI bus problem between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.5	**Reason:** While attempting to erase the FPGA prior to reprogramming, the printer was informed by the FPGA that its erase cycle failed. This is probably either due to faulty SPI comms between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.7	**Reason:** While writing a new bit stream file into the FPGA, the processor didn't receive confirmation from FPGA that it had finished writing one of the rows of data. This is probably either due to faulty SPI comms between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.8	**Reason:** While attempting to verify a new bit stream file just written to the FPGA, the processor found that one of the lines of data read back from the FPGA's internal flash did not match the corresponding line of data in the new bit stream file. This is probably either due to faulty SPI comms between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.10	**Reason:** While attempting to finalise the reprogramming of the FPGA, the processor failed to receive confirmation from the FPGA that finalisation was successful. This is probably either due to faulty SPI comms between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.11	**Reason:** While attempting to refresh the FPGA after reprogramming, the processor failed to receive confirmation from the FPGA that the refresh process completed successfully. This is probably either due to faulty SPI comms between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.

	Error code 104.12	**Reason:** While preparing to program the FPGA with a new bit stream, the printer was unable to put the FPGA into its programming mode. This is probably either due to faulty SPI comms between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.13	**Reason:** While preparing to program the FPGA with a new bit stream, the printer was unable to disable the FPGA DONE fuse. This is probably either due to faulty SPI comms between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.14	**Reason:** While preparing to program the FPGA with a new bit stream, the printer failed to erase the FPGA. This is probably either due to faulty SPI comms between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.15	**Reason:** While preparing to start writing a new bit stream file into the FPGA, the printer failed to start the FPGA programming cycle. This is probably either due to faulty SPI comms between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.16	**Reason:** While writing a new bit stream file into the FPGA, the processor failed to write one of the lines of data into the FPGA's internal flash. This is probably either due to faulty SPI comms between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.17	**Reason:** While attempting to verify a new bit stream file just written to the FPGA, the processor failed to start the FPGA's verification cycle. This is probably either due to faulty SPI comms between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.18	**Reason:** While attempting to verify a new bit stream file just written to the FPGA, the processor failed to read one of the lines of data from the FPGA's internal flash. This is probably either due to faulty SPI comms between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.19	**Reason:** While attempting to finalise the reprogramming of the FPGA, the processor failed to receive confirmation from the FPGA that finalisation has completed. This is probably either due to faulty SPI comms between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.20	**Reason:** While attempting to finalise the reprogramming of the FPGA, the processor failed to take the FPGA out of programming mode. This is probably either due to faulty SPI comms between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 104.21	**Reason:** While attempting to refresh the FPGA after reprogramming, the processor failed to send the refresh command to the FPGA. This is probably either due to faulty SPI comms between the processor and FPGA, or a faulty FPGA.		Press "Cancel" and try again. Contact your printer supplier if problem persists.

111: ERR_FIRMWARE_UPDATE_FAILURE	Error code 111.0	**Reason:** While processing an incoming firmware upgrade file, the printer failed to allocate memory for decompressing the file's payload. This may be because there are a large number of pending jobs in the printer's memory.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 111.1	**Reason:** While processing an incoming firmware upgrade file, the printer found that the incoming file data was not of the correct format. This may be because the file has become corrupted, or there was an error in the software which produced the file.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 111.2	**Reason:** While processing an incoming firmware upgrade file, the printer found that the incoming firmware version was too old to allow it to replace the current firmware version. This may be because the wrong file was sent.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 111.3	**Reason:** While processing an incoming firmware upgrade file, the printer found that the incoming firmware file was too large. This may be because the wrong file was sent, or there was an error in the software which produced the file.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 111.4	**Reason:** While processing an incoming firmware upgrade file, the printer failed to save the new firmware file into flash storage. This may be due to an SPI comms error between the processor and the flash device, or a faulty flash device.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 111.5	**Reason:** While attempting to verify a new firmware upgrade file was successfully saved to flash memory, the printer failed to allocate enough memory for the verification process. This may be because there are a large number of pending jobs in the printer's memory.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 111.6	**Reason:** While attempting to verify a new firmware upgrade file was successfully saved to flash memory, the printer failed to read the programmed file back from the flash device. This may be due to faulty SPI comms between the processor and the flash device, or a faulty flash device.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 111.7	**Reason:** While attempting to verify a new firmware upgrade file was successfully saved to flash memory, the printer found that the data read back from flash didn't match the data written. This may be due to faulty SPI comms between the processor and the flash device, or a faulty flash device.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 111.8	**Reason:** While attempting to update the printer's identity information following a firmware upgrade, the printer was unable to save the new identity information onto the SD card. This may be due to faulty SPI comms between the processor and the flash device, or a faulty flash device.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 111.9	**Reason:** While attempting to update the printer firmware using the package manager, the printer was unable to open the zip archive. This may be due to a corrupt zip archive.		Press "Cancel" and try again. Contact your printer supplier if problem persists.

	Error code 111.10	**Reason:** While attempting to update the printer firmware using the package manager, the printer was unable to find the package manifest. This may be due to a corrupt or invalid zip archive.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 111.11	**Reason:** While attempting to update the printer firmware using the package manager, the printer failed to parse the package manifest. This may be due to a corrupt or invalid zip archive.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 111.12	**Reason:** While attempting to update the printer firmware using the package manager, the printer failed to extract the firmware file. This may be due to a corrupt or invalid zip archive.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 111.13	**Reason:** While attempting to update the FPGA using the package manager, the printer failed to extract the FPGA file. This may be due to a corrupt or invalid zip archive.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
	Error code 111.14	**Reason:** While attempting to update the GUI Resources using the package manager, the printer failed to extract the resource file. This may be due to a corrupt or invalid zip archive.		Press "Cancel" and try again. Contact your printer supplier if problem persists.
112: ERR_HOLOKOTE_UPDATE_FAILURE	Error code 112.0	**Reason:** While processing an incoming HoloKote upgrade file, the printer failed to save the new HoloKote file onto the card. This may be due to a faulty SD card.		Press "Cancel" and try again.
	Error code 112.1	**Reason:** While attempting to verify a new HoloKote upgrade file was successfully saved to the SD card, the printer failed to allocate enough memory for the verification process. This may be because there are a large number of pending jobs in the printer's memory.		Press "Cancel" and try again.
	Error code 112.2	**Reason:** While attempting to verify a new HoloKote upgrade file was successfully saved to the SD card, the printer failed to read the programmed file back from the SD card. This may be due to a faulty SD card.		Press "Cancel" and try again.
	Error code 112.3	**Reason:** While attempting to verify a new HoloKote upgrade file was successfully saved to the SD card, the printer found that the data read back from the SD card didn't match the data written. This may be due to a faulty SD card.		Press "Cancel" and try again.
	Error code 112.4	**Reason:** The printer failed to delete a HoloKote file from the SD card. This may be due to a faulty SD card.		Press "Cancel" and try again.
113: ERR_CAPABILITY_UPDATE_FAILURE	Error code 113.0	**Reason:** While updating the printer's capabilities during boot-up, the printer failed to save the printer's identity information to the SD card. This may be because the SD card is not plugged in correctly, or the SD card has developed a fault.		Printer upgrade failed. Press "Cancel" and try again.
	Error code 113.1	**Reason:** While processing an incoming capability upgrade file, the printer failed to update the printer's identity information on the SD card. This may be because the SD card is not plugged in correctly, or the SD card has developed a fault.		Printer upgrade failed. Press "Cancel" and try again.

	Error code 113.2	**Reason:** While processing an incoming capability upgrade file, the printer was unable to write the new file to the SD card. This may be because the SD card is not plugged in correctly, or the SD card has developed a fault.		Printer upgrade failed. Press "Cancel" and try again.
	Error code 113.3	**Reason:** While processing an incoming capability upgrade file, the printer was unable to close the new file on the SD card after writing its contents. This may be due to a firmware bug, or a problem with the SD card.		Printer upgrade failed. Press "Cancel" and try again.
	Error code 113.4	**Reason:** While processing an incoming capability upgrade file, the printer failed to clear an upgrade slot on the SD card as requested by the incoming file. This may be because the SD card is not plugged in correctly, or the SD card has developed a fault.		Printer upgrade failed. Press "Cancel" and try again.
	Error code 113.5	**Reason:** While updating the printer's capabilities during boot-up, the printer was unable to read an installed upgrade file from the SD card. This may be because the file was not installed correctly, or the data on the SD card has become corrupted. Reinstalling the upgrade may help.		Printer upgrade failed. Press "Cancel" and try again.
	Error code 113.6	**Reason:** While updating the printer's capabilities during boot-up, the printer was unable to allocate a buffer for reading an installed upgrade file from the SD card. This may be because there are too many active jobs in the printer at the moment.		Printer upgrade failed. Press "Cancel" and try again.
	Error code 113.7	**Reason:** While updating the printer's capabilities during boot-up, the printer found that an installed upgrade file had an invalid size. This may be because the file was not installed correctly, or the data on the SD card has become corrupted. Reinstalling the upgrade may help.		Printer upgrade failed. Press "Cancel" and try again.
	Error code 113.8	**Reason:** While updating the printer's capabilities during boot-up, the printer failed to close an upgrade file on the SD card after using it. This may be because the SD card is not plugged in correctly, or the SD card has developed a fault.		Printer upgrade failed. Press "Cancel" and try again.
	Error code 113.9	**Reason:** While processing an incoming capability upgrade file, the printer found that the incoming file data was not of the correct format. This may be because the wrong file was sent, the file has become corrupted, or there was an error in the software which produced the file.		Printer upgrade failed. Press "Cancel" and try again.
	Error code 113.10	**Reason:** While processing an incoming capability upgrade file, the printer failed to allocate memory for decompressing the file's payload. This may be because there are a large number of pending jobs in the printer's memory.		Printer upgrade failed. Press "Cancel" and try again.

	Error code 113.11	**Reason:** While processing an incoming capability upgrade file, the printer found that the incoming file was not licensed for this printer. This is probably due to the wrong file being sent, but could also indicate an error in the process which produced the file.		Printer upgrade failed. Press "Cancel" and try again.
	Error code 113.12	**Reason:** While processing an incoming capability upgrade file, the printer found that the incoming file data was not of the correct format. This may be because there was an error in the software which produced the file.		Printer upgrade failed. Press "Cancel" and try again.
	Error code 113.13	**Reason:** While processing an incoming capability upgrade file, the printer found that the incoming file contained unrecognised commands. This may be because the file was produced for printers having a different firmware version, but could also indicate that there was an error in the software which produced the file.		Printer upgrade failed. Press "Cancel" and try again.
	Error code 113.14	**Reason:** While processing an incoming capability upgrade file, the printer found that the incoming file was attempting to activate an unrecognised capability. This may be because the file was produced for printers having a different firmware version, but could also indicate that there was an error in the software which produced the file.		Printer upgrade failed. Press "Cancel" and try again.
	Error code 113.15	**Reason:** While processing an incoming capability upgrade file, the printer encountered an unexpected error. An invalid operation code was generated which should never arise.		Printer upgrade failed. Press "Cancel" and try again.
114: ERR_HOLOKOTE_VERIFICATION_FAILURE	Error code 114.0	**Reason:** While processing a HoloKote file, the printer found that the file data was not of the correct format. This may be because the wrong file was sent, the file has become corrupted, or there was an error in the software which produced the file.		Check the Holokote file format. Also check for possible corruption and/or errors.
	Error code 114.1	**Reason:** While processing a HoloKote file, the printer failed to allocate memory for decompressing the file. This may be because there are a large number of pending jobs in the printer's memory.		Check the Holokote file format. Also check for possible corruption and/or errors.
	Error code 114.2	**Reason:** While processing a HoloKote file, the printer found that the file was not licensed for this printer. This is probably due to the wrong file being sent, but could also indicate an error in the process which produced the file.		Check Holokote file is not licenced for another printer.
	Error code 114.3	**Reason:** While processing a HoloKote file, the printer found that the unique key did not match the value cached during original installation. This may be because of a failed installation, in which case reinstalling the HoloKote should resolve the problem.		Re-install Holokote file.
115: ERR_HOLOKOTE_SLOT_EMPTY	Error code 115.0	**Reason:** While attempting to retrieve a HoloKote file from the SD card, the printer was unable to read the SD card data. This is probably because the slot specified has no HoloKote bitmap installed, but could also be due to a fault with the SD card hardware.		

116: ERR_NO_ERROR_DUPLEX_UPGRADE	Error code 116.0	**Reason:** The printer has been upgraded to Duplex.		*** Not an error – disregard. ***
1024: ERR_FEATURE_UNAVAILABLE	Error code 1024.0	**Reason:** The printer received a mag read job, but the printer has no detectable mag encoder module fitted. Either the job was sent to the wrong printer, or the printer has a mag module fitted which cannot be detected due to a hardware fault, or the printer has been set up as the wrong model.		
	Error code 1024.1	**Reason:** While validating the print options at the start of a print job, the printer determined that the job required double-sided printing, yet the printer was a single-sided model. This might be because the wrong options were selected in the driver, or the job was sent to the wrong printer.		
	Error code 1024.2	**Reason:** While validating the print options at the start of a print job, the printer determined that the job required 600 dpi printing, yet the printer was a 300 dpi model. This might be because the job was sent to the wrong printer.		
	Error code 1024.3	**Reason:** The printer was requested to carry out an encoder soak test, but could not detect an encoder module. This is possibly because either the encoder module is not fitted correctly, or is faulty, or the connecting cables are faulty.		Check encoder module and/or cabling.
	Error code 1024.4	**Reason:** While attempting to install a new custom logo file, the printer failed to perform the operation. This operation is only supported in factory mode.		Factory Only option.
	Error code 1024.5	**Reason:** While attempting to create a partner code dongle, the printer failed to perform the operation. This operation is only supported in factory mode.		Factory Only option.
	Error code 1024.6	**Reason:** While attempting to install a new custom splash screen, the printer failed to perform the operation. This operation is only supported in factory mode.		Factory Only option.
	Error code 1024.7	**Reason:** While attempting to program RO_NETWORK data, the printer failed to perform the operation. This operation is only supported in factory mode.		Factory Only option.
	Error code 1024.8	**Reason:** While attempting to program RO_IDENTITY data, the printer failed to perform the operation. This operation is only supported in factory or dealer mode.		Factory Only option.
	Error code 1024.9	**Reason:** The printer was requested to carry out a chip soak test, but could not detect a chip encoder module. This is possibly because either the encoder module is not fitted correctly, or is faulty, or the connecting cables are faulty.		Check encoder module and/or cabling.

	Error code 1024.10	**Reason:** While attempting to install a new custom string file, the printer failed to perform the operation. This operation is only supported in dealer or factory mode.		Dealer or Factory Only option.
	Error code 1024.11	**Reason:** While attempting to program DAT_RO_AUTH data, the printer failed to perform the operation. This operation is only supported in factory or dealer mode.		Dealer or Factory Only option.
	Error code 1024.12	**Reason:** While attempting to reset the printer to factory default settings, the printer detected that it was not in factory mode and refused to carry out the request.		Factory Only option.
	Error code 1024.13	**Reason:** While attempting to install a new PRN file for the internal confidence card image, the printer failed to perform the operation. This operation is only supported in factory mode.		Factory Only option.
1025: ERR_HOPPER_EMPTY	Error code 1025.0	**Reason:** While trying to feed a new card from the input hopper to the point where it blocks the feed sensor, it took too many attempts to extract a card. This could be because the hopper was empty, or the card feed motor was not functioning correctly, or the feed opto sensor was faulty.		Refill card Hopper and press "Retry" to continue.
1026: ERR_CARD_JAM	Error code 1026.2	**Reason:** While feeding a new card from the hopper, and having already extracted the card far enough for it to block the feed sensor, the printer tried to feed the card further forwards to block the print position sensor. However, it took too long for the print position sensor to become blocked. This could be because the card was physically obstructed, or the card drive stepper motor was not functioning correctly, or the print position sensor was faulty.		
	Error code 1026.3	**Reason:** While trying to feed a card from the heated roller to the transfer standby position (where the card is over the print position sensor), it took too long for the card to block the print position opto sensor. This is probably because either there was a physical obstruction, or the card drive motor was not functioning correctly, or the print position sensor was faulty.		
	Error code 1026.4	**Reason:** While trying to feed a card from the flip standby position (where the leading edge of the card is near the eject sensor) to the transfer standby position (where the card is over the print position sensor), it took too long for the card to block the print position opto sensor. This is probably either because there was a physical obstruction, or the card drive motor was not functioning correctly, or the print position sensor was faulty.		
	Error code 1026.5	**Reason:** While trying to move the card from the transfer standby position (where the card is over the print position sensor) to the heated roller, it took too long for the print position opto sensor to become unblocked. This is probably because either there was a physical obstruction, or the card driver motor was not functioning correctly, or the print position sensor was faulty.		

	Error code 1026.6	**Reason:** While trying to feed a card from the flipper to the encoder, it took too long for the card to block the encoder unit's card opto sensor. This may be because of a physical obstruction, the flipper's card drive motor not functioning correctly, or a faulty card opto sensor in the encoder unit.		
	Error code 1026.7	**Reason:** While trying to feed a card from the transfer standby position (where the card is over the print position sensor) to the flip standby position (where the leading edge of the card is by the eject sensor), it took too long for the eject opto sensor to become blocked. The printer attempted to recover by moving the card back to the feed opto sensor, but it then took too long for the feed sensor to become blocked. This is possibly because there is a physical obstruction, or the card is slipping on the rollers, or the card drive motor is not functioning correctly, or there is a problem with one or both of the feed and eject sensors.		
	Error code 1026.8	**Reason:** While trying to move the card from the encoder unit to the flip standby position (where the card edge is by the eject sensor), and having pulled the card into the flipper from the encoder and rotated the flipper by 90 degrees, the printer attempted to feed the card from the flipper to the flip standby position. However, it took too long for the eject sensor to become blocked. This is possibly because there was a physical obstruction blocking either the card movement or flipper rotation, or because the eject opto sensor was faulty.		
	Error code 1026.9	**Reason:** While trying to move the card from the encoder unit to the flip standby position (where the card edge is by the eject sensor), and having pulled the card into the flipper from the encoder and rotated the flipper by 90 degrees, and also having fed the card to the point where the eject sensor was blocked, the printer attempted to continue feeding the card until the eject sensor became unblocked. However, it took too long for the eject sensor to become unblocked. This is possibly because either there was a physical obstruction, or the eject opto sensor was faulty, or the main card drive motor was not functioning correctly.		
	Error code 1026.10	**Reason:** While about to move the card from the flip standby position (where the card's leading edge is by the eject sensor) to the flipper, the printer detected that the eject sensor was blocked. To ensure the flipper could be rotated safely, the printer tried to drive the card backwards to clear the eject sensor. However, it took too long for the eject sensor to become unblocked. This could be because either the card was physically obstructed, the card drive motor was not functioning correctly, or the eject sensor was faulty.		
	Error code 1026.11	**Reason:** While trying to move the card from the flip standby position (where the card's leading edge is by the eject sensor) to the flipper, the printer tried to drive the card forwards to the point where it just blocked the eject sensor. However, it took too long for the eject sensor to become blocked. This could be because either the card was physically obstructed, the card drive motor was not functioning correctly, or the eject sensor was faulty.		

	Error code 1026.12	**Reason:** While trying to move the card from the flip standby position (where the card's leading edge is by the eject sensor) to the flipper, and having already moved the card forwards to the point where it blocked the eject sensor, the printer tried to keep driving the card into the flipper until the eject sensor became unblocked. However, it took too long for the eject sensor to become unblocked. This could be because either the card was physically obstructed, the card drive motor was not functioning correctly, or the eject sensor was faulty.		
	Error code 1026.13	**Reason:** While trying to move the card from the flipper to the flip standby position (where the front edge of the card is by the eject sensor), the printer attempted to drive the card out of the flipper until the eject sensor became blocked. However, it took too long for the eject sensor to become blocked. This could be because the card was obstructed, or the flipper was misaligned, or the flipper card drive motor was not functioning correctly, or the eject sensor was faulty.		
	Error code 1026.14	**Reason:** While trying to move the card from the flipper to the flip standby position (where the front edge of the card is by the eject sensor), and having driven the card out of the flipper to the point where the eject sensor became blocked, the printer tried to drive the card to the point where the eject sensor became unblocked again. However, it took too long for the eject sensor to become unblocked. This may be because the card was physically obstructed, or the main card drive motor was not functioning correctly, or the eject sensor was faulty.		
	Error code 1026.16	**Reason:** While trying to move the card from the post transfer position (where the card is over the eject sensor but also partly in the flipper) to the flip standby position (where the front edge of the card is by the eject sensor), the printer tried to drive the card out of the flipper until the eject sensor became unblocked. However, it took too long for the eject sensor to become unblocked. This could be because the card was physically obstructed, or the card drive motor was not functioning correctly, or the eject sensor is faulty.		
	Error code 1026.17	**Reason:** While trying to move the card from the post transfer position (where the card is over the eject sensor but also partly in the flipper) to the flip standby position (where the front edge of the card is by the eject sensor) with the flip mechanism in the upside-down orientation (e.g. from just having rotated a card), the printer tried to drive the card out of the flipper until the eject sensor became unblocked. However, it took too long for the eject sensor to become unblocked. This could be because the card was physically obstructed, or the card drive motor was not functioning correctly, or the eject sensor is faulty.		
	Error code 1026.18	**Reason:** While trying to move the card from the post transfer position (where the card is over the eject sensor but also partly in the flipper) to the flip mechanism, the printer first tried to move the card forwards until it blocked the eject sensor. However, it took too long for the eject sensor to become blocked. This could be because the card was obstructed, or the card drive motor was not functioning correctly, or the eject sensor was faulty.		

	Error code 1026.19	**Reason:** While trying to move the card from the post transfer position (where the card is over the eject sensor but also partly in the flipper) to the flip mechanism, and having reached the point where the card had moved forwards to block the eject sensor, the printer tried to drive the card further forwards into the flipper. However, it took too long for the eject sensor to become unblocked. This may be because the card was obstructed, or the main card drive motor was not functioning correctly, or the flipper card drive motor was not functioning correctly, or the flipper was misaligned, or the eject sensor was faulty.		
	Error code 1026.20	**Reason:** The printer was attempting to clear the card feed sensor by driving the card towards the input hopper end of the printer (this is in order to recover from a failed or aborted feed attempt). However, it took too long for the card feed sensor to become unblocked. This could be because either the card was physically obstructed, or the card feed motor was not functioning correctly, or the card feed sensor was faulty.		
	Error code 1026.21	**Reason:** The printer was attempting to eject a card out of the input hopper end of the printer, to clear a card jam after a failed attempt at feeding in a card. However, it took too long for the card feed sensor to become unblocked. This could be because either the cleaning was physically obstructed, or the card feed motor was not functioning correctly, or the card feed sensor was faulty.		
	Error code 1026.22	**Reason:** While trying to feed a card from the transfer standby position (where the card is over the print position sensor) to the flip standby position (where the leading edge of the card is by the eject sensor), it took too long for the eject opto sensor to become blocked. The printer attempted to recover by moving the card back to the feed sensor and having a second go at moving forwards to the eject sensor. However, on the second attempt it again took too long for the eject opto sensor to become blocked. This is possibly because there is a physical obstruction, or the card is slipping on the rollers, or the card drive motor is not functioning correctly, or the eject sensor is faulty.		
1027: ERR_FLIPPER_JAM	Error code 1027.0	**Reason:** While initialising the flipper, the printer attempted to rotate the flipper clockwise until the flipper opto sensor unblocked, and it took too long for that sensor to unblock. This is probably due to either a faulty flipper opto sensor, the flip rotation motor not functioning correctly, or an obstruction preventing free rotation of the flipper.		
	Error code 1027.1	**Reason:** While initialising the flipper, having already unblocked the flipper opto sensor, the printer tried to rotate the flipper clockwise until the flipper opto sensor was blocked. However, it too long for that sensor to become blocked. This is probably due to either a faulty flipper opto sensor, the flip rotation motor not functioning correctly, or an obstruction preventing free rotation of the flipper.		

1028: ERR_INVALID_JOB_OPTION	Error code 1028.0	**Reason:** The printer was sent a request to move a card, but the selected card destination was invalid. This may be because the job data was corrupted in transit, or because the job data was sent by a faulty application, or because the printer firmware needs to be updated to a version recognising the given destination.		
	Error code 1028.1	**Reason:** While validating the mag encoding options at the start of a print job, the printer found that the requested mag coercivity was of an unrecognised type. This is possibly because either the job has been corrupted, or the printer firmware needs to be updated to handle the requested coercivity.		
	Error code 1028.2	**Reason:** While validating the mag encoding options at the start of a print job, the printer found that the requested mag encoding direction was of an unrecognised type. This is possibly because either the job has been corrupted, or the printer firmware needs to be updated to handle the requested encoding direction.		
	Error code 1028.3	**Reason:** While attempting to install a new HoloKote file, the printer determined that the requested HoloKote slot number was invalid. This could be due to a corrupted job, or could indicate that the firmware needs to be updated to support additional slots.		
	Error code 1028.4	**Reason:** While attempting to retrieve an installed HoloKote file, the printer determined that the requested Holokote slot number was invalid. This could be due to a corrupted job, or could indicate that the firmware needs to be updated to support additional slots.		
	Error code 1028.5	**Reason:** While attempting to set the RW_PRINT configuration, the printer detected invalid data. This could be due to a corrupted job, or could be due to a problem with the tool being used to configure the printer.		
	Error code 1028.6	**Reason:** While attempting to set the RW_TRANSFER configuration, the printer detected invalid data. This could be due to a corrupted job, or could be due to a problem with the tool being used to configure the printer.		
	Error code 1028.7	**Reason:** While attempting to set the RO_IDENTITY configuration, the printer detected invalid data. This could be due to a corrupted job, or could be due to a problem with the tool being used to configure the printer.		
	Error code 1028.8	**Reason:** While attempting to set the RW_NETWORK configuration, the printer detected invalid data. This could be due to a corrupted job, or could be due to a problem with the tool being used to configure the printer.		
	Error code 1028.9	**Reason:** While attempting to set the RO_NETWORK configuration, the printer detected invalid data. This could be due to a corrupted job, or could be due to a problem with the tool being used to configure the printer.		

1029: ERR_HEATED_ROLLER_TIMEOUT	Error code 1029.0	**Reason:** During a print job, while waiting for the heated roller to reach its target temperature, it took too long to reach that target.		Contact your printer supplier and press "Cancel" to power printer off.
1030: ERR_HEATED_ROLLER_CAM	Error code 1030.0	**Reason:** While carrying out a printer soak test, the printer was unable to lower the heated roller. This is possibly either because the heated roller cam opto sensor is faulty, or the cam motor is not functioning correctly, or the cam was physically obstructed.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 1030.2	**Reason:** During a print job the printer was preparing to retransfer onto the card, but could not raise the heated roller. This is possibly because either the heated roller cam motor is faulty, or the heated roller cam sensor is faulty, or something is obstructing the movement of the heated roller cam.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 1030.3	**Reason:** During a print job the printer was just finishing retransferring onto the card, but could not lower the heated roller. This is possibly because either the heated roller cam motor is faulty, or the heated roller Cam sensor is faulty, or something is obstructing the movement of the heated roller Cam.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 1030.4	**Reason:** While initialising the print engine, the printer was unable to reset the heated roller Cam to the open position. This is possibly due to a physical obstruction, the Cam motor not functioning correctly, or a faulty Cam opto sensor.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 1030.5	**Reason:** Towards the end of a single-sided print job the printer was preparing to flatten the card, but could not raise the heated roller. This is possibly because either the heated roller Cam motor is faulty, or the heated roller Cam sensor is faulty, or something is obstructing the movement of the heated roller Cam.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 1030.6	**Reason:** Towards the end of a single-sided print job the printer was just finishing flattening the card, but could not lower the heated roller. This is possibly because either the heated roller Cam motor is faulty, or the heated roller cam sensor is faulty, or something is obstructing the movement of the heated roller Cam.		Contact your printer supplier and press "Cancel" to power printer off.
1031: ERR_PRINT_ROLLER_CAM	Error code 1031.1	**Reason:** During a print job, while just about to print one of the colour planes onto the transfer film, the printer was unable to move the print roller to the closed position. This may be because the print roller cam mechanism has been obstructed, or the Cam opto sensor is faulty, or the Cam motor is not functioning correctly.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 1031.2	**Reason:** During a print job, having just printed one of the colour planes onto the transfer film, the printer was unable to move the print roller to the open position. This may be because the print roller Cam mechanism has been obstructed, or the Cam opto sensor is faulty, or the Cam motor is not functioning correctly.		Contact your printer supplier and press "Cancel" to power printer off.

	Error code 1031.3	**Reason:** While initialising the print engine, the printer was unable to reset the print roller Cam to the open position. This is possibly due to a physical obstruction, the Cam motor not functioning correctly, or a faulty Cam opto sensor.		Contact your printer supplier and press "Cancel" to power printer off.
1032: ERR_DYE_FILM_PANEL_TIMEOUT	Error code 1032.0	**Reason:** While attempting to move the dye film to a particular panel, the printer was unable to find the requested panel. This could be because the film movement is being obstructed, or there is a problem with one or both of the film motors, or the dye panel sensor/LED is faulty.		Try Soak Testing printer.
	Error code 1032.1	**Reason:** While attempting to move the dye film on to the next panel in the panel sequence, it took too long for the required panel to be detected by the dye panel sensor. This is possibly because either the dye film movement was physically obstructed, the dye film had run out and gone beyond the end-of-film marker tape, one or both of the dye motors was not functioning correctly, or the dye panel sensor/LED was faulty.		
	Error code 1032.2	**Reason:** While attempting to move the dye film on to the next panel in the panel sequence, the printer found the leading edge of the required panel and then tried to move the film further on for a small distance. However, it took too long for the required number of tacho sensor transitions to be detected from the dye film take-up motor. This is possibly because either the dye film movement was physically obstructed, the dye film had run out and gone beyond the end-of-film marker tape, one or both of the dye motors was not functioning correctly, or the dye film take-up motor's tacho sensor was faulty.		
	Error code 1032.3	**Reason:** While attempting to move the dye film on to the previous panel in the panel sequence, it took too long for the required panel to be detected by the dye panel sensor. This is possibly because either the dye film movement was physically obstructed, the dye film had run out and gone beyond the end-of-film marker tape, one or both of the dye motors was not functioning correctly, or the dye panel sensor/LED was faulty.		
	Error code 1032.4	**Reason:** While attempting to move the dye film on to the previous panel in the panel sequence, the printer found the leading edge of the required panel and then tried to move the film further on for a small distance. However, it took too long for the required number of tacho sensor transitions to be detected from the dye film take-up motor. This is possibly because either the dye film movement was physically obstructed, the dye film had run out and gone beyond the end-of-film marker tape, one or both of the dye motors was not functioning correctly, or the dye film take-up motor's tacho sensor was faulty.		
1033: ERR_DYE_FILM_PANEL_UNAVAILABLE	Error code 1033.0	**Reason:** While validating the print options at the start of a print job, the printer determined that the print job required a colour or security feature that was not available with the currently fitted dye film. This is probably because either the wrong type of film is fitted, or the wrong driver options were selected.		

	Error code 1033.1	**Reason:** While attempting to move the dye film to a particular panel, the printer determined that the currently fitted film does not have the required panel type. This could be because the wrong film was fitted, or the wrong options were selected for the current job.		
1034: ERR_TRANSFER_FILM_PANEL_TIMEOUT	Error code 1034.0	**Reason:** During a print job, while printing onto the transfer film, the printer was unable to detect the index mark on the transfer film. This may be because the transfer film is beyond the end-of-film marker tape (i.e. has run out), or the index sensor needs to be recalibrated, or the index sensor is faulty, or the film cannot move due to an obstruction or motor fault.		
	Error code 1034.1	**Reason:** While waiting for the transfer index mark before stopping the transfer film, it took too longer for the printer to detect the leading edge of the index mark. This is possibly because either the transfer film was physically obstructed, one or both of the transfer film motors was not functioning correctly, the transfer film had run out and gone beyond the end-of-film marker tape, or the transfer index sensor/LED was faulty.		
	Error code 1034.2	**Reason:** While waiting for the transfer index mark before stopping the transfer film, it took too longer for the printer to detect the trailing edge of the index mark. This is possibly because either the transfer film was physically obstructed, one or both of the transfer film motors was not functioning correctly, or the transfer index sensor/LED was faulty.		
1035: ERR_MAG_HEAD_HOME_TIMEOUT	Error code 1035.0	**Reason:** While attempting to return the mag head to the home position, the printer first had to clear the head home opto sensor by moving the mag head a short distance towards the front of the printer. However, the head took too long to clear the head home opto sensor. This may be because there was a physical obstruction preventing the head from moving, or the head stepper motor is not working properly, or the head opto sensor is faulty.		
	Error code 1035.1	**Reason:** While attempting to return the mag head to the home position by moving the mag head towards the rear of the printer, it took too long for the mag head to trigger the head home opto sensor. This may be because there was a physical obstruction preventing the head from moving, or the head stepper motor is not working properly, or the head opto sensor is faulty.		
	Error code 1035.2	**Reason:** While attempting to return the mag head to the standby position near the front end of print engine, the printer first had to clear the head home opto sensor by moving the mag head towards the front of the printer. However, the head took too long to clear the head home opto sensor. This may be because there was a physical obstruction preventing the head from moving, or the head stepper motor is not working properly, or the head opto sensor is faulty.		

1036: ERR_MAG_HEAD_MOVE_TIMEOUT	Error code 1036.0	**Reason:** While attempting to encode a mag card in the forwards direction, the printer had to wait for the mag head to unblock the head home opto sensor. However, the head took too long to do so. This may be because there was a physical obstruction preventing the head from moving, or the head stepper motor is not working properly, or the head opto sensor is faulty.		
1037: ERR_MAG_VERIFY	Error code 1037.0	**Reason:** The printer attempted to read data from a mag card in order to verify an encode operation, but no data was found, not even leading zeroes. This could mean that the card was loaded in the wrong orientation, the wrong type of card was used, the mag PCB was faulty, the head stepper motor was not functioning properly, or the head was physically obstructed.		
	Error code 1037.1	**Reason:** The printer attempted to read data from a mag card in order to verify an encode operation, but no data was found beyond the leading zeroes. This could mean that the mag PCB was faulty, the head stepper motor was not functioning properly, or the head was physically obstructed.		
	Error code 1037.2	**Reason:** The printer attempted to read data from a mag card in order to verify an encode operation, but less data was read back than was encoded. This could mean that the mag PCB was faulty, the head stepper motor was not functioning properly, or the head was physically obstructed.		
	Error code 1037.3	**Reason:** The printer attempted to read data from a mag card in order to verify an encode operation, but the data read back did not match the data which was supposed to be encoded. This could mean that the mag PCB was faulty, the head stepper motor was not functioning properly, the head movement was disrupted, or the card was not properly inserted into the encoder.		
	Error code 1037.4	**Reason:** The printer attempted to read data from a mag card in order to verify an encode operation, but more data was read back than was encoded. This could mean that the mag PCB was faulty, the head stepper motor was not functioning properly, or the head was physically obstructed.		
1038: ERR_COVER_OPENED	Error code 1038.0	**Reason:** The printer was about to start a print job, and detected that the cover was open. If the cover is not in fact open, it may be that the cover opto sensor is faulty.		
	Error code 1038.1	**Reason:** While carrying out a printer soak test, the printer detected that the cover had been opened. If the cover is not in fact open, the cover opto sensor may be faulty.		
	Error code 1038.2	**Reason:** Just after encoding a mag card, the printer detected that the cover was open. If the cover was not in fact open, this could mean that the cover sensor was faulty.		

	Error code 1038.3	**Reason:** Just after verifying a mag card, the printer detected that the cover was open. If the cover was not in fact open, this could mean that the cover sensor was faulty.		
	Error code 1038.4	**Reason:** During a print job, while just about to print one of the colour planes onto the transfer film, the printer detected that the cover had been opened and had to stop. If the cover was not in fact opened, it may be that the cover opto sensor was faulty.		
	Error code 1038.5	**Reason:** During a print job, while in the process of printing one of the colour planes onto the transfer film, the printer detected that the cover had been opened and had to stop. If the cover was not in fact opened, it may be that the cover opto sensor was faulty.		
	Error code 1038.6	**Reason:** During a print job the printer was just finishing retransferring onto the card, but detected that the cover had been opened. If the cover is not in fact open, it may be that the cover opto sensor is faulty.		
	Error code 1038.7	**Reason:** During a print job, while waiting for the heated roller to reach its target temperature, the printer detected that the cover was opened.		
	Error code 1038.8	**Reason:** While attempting to move the dye film on to the next panel in the panel sequence, the printer detected that the cover had been opened. If the cover was not in fact open, it may be that the cover opto sensor was faulty.		
	Error code 1038.9	**Reason:** While attempting to move the dye film on to the previous panel in the panel sequence, the printer detected that the cover had been opened. If the cover was not in fact open, it may be that the cover opto sensor was faulty.		
	Error code 1038.10	**Reason:** While waiting for the transfer index mark before stopping the transfer film, the printer detected that the cover was opened. If the cover was not in fact opened, it may be that the cover opto sensor was faulty.		
	Error code 1038.11	**Reason:** Just after positioning the transfer film using an index mark, the printer detected that the cover was opened. If the cover was not in fact opened, it may be that the cover opto sensor was faulty.		
	Error code 1038.12	**Reason:** During a print job, while waiting for the print head to reach its target temperature, the printer detected that the cover was opened.		
	Error code 1038.13	**Reason:** While about to begin a soak routine, the printer detected that the cover was open. If the cover is not in fact open, it could be that the cover opto sensor is faulty.		
	Error code 1038.14	**Reason:** While carrying out a soak routine, the printer detected that the cover was open. If the cover is not in fact open, it could be that the cover opto sensor is faulty.		

	Error code 1038.15	**Reason:** Towards the end of a single-sided print job the printer was just finishing flattening the card, but detected that the cover had been opened. If the cover is not in fact open, it may be that the cover opto sensor is faulty.		
1041: ERR_TRANSFER_FILM_EXPIRED	Error code 1041.2	**Reason:** At the start of a print job, the printer determined that the transfer film currently fitted had run out of prints. A new roll of transfer film should be fitted before retrying the print job.		The Transfer film has expired - please replace this.
	Error code 1041.3	**Reason:** While initialising the print engine, the printer detected that the transfer film RFID tag had run out of prints. This is probably because the roll of transfer film has run out and needs replacing.		The Transfer film has expired - please replace this.
	Error code 1041.4	**Reason:** While waiting for the transfer index mark before stopping the transfer film, the printer detected the end-of-film marker tape. If the printer is mistaken and there is more film left, it may be that the transfer film was physically obstructed, one or both of the transfer film motors was not functioning correctly, or the transfer index sensor/LED was faulty.		The Transfer film has expired - please replace this.
1042: ERR_DYE_FILM_EXPIRED	Error code 1042.2	**Reason:** At the start of a print job, the printer determined that the dye film currently fitted had run out of prints. A new roll of dye film should be fitted before retrying the print job.		The Dye film has expired - please replace this.
	Error code 1042.3	**Reason:** While initialising the print engine, the printer detected that the dye film RFID tag had run out of prints. This is probably because the roll of dye film has run out and needs replacing.		The Dye film has expired - please replace this.
1043: ERR_BOTH_FILMS_EXPIRED	Error code 1043.0	**Reason:** At the start of a print job, the printer determined that the dye film and transfer film currently fitted had both run out of prints. New rolls of film should be fitted before retrying the print job.		Both Transfer and Dye films have expired. Please replace both films.
1044: ERR_INDEX_LED_CALIBRATION_FAILED	Error code 1044.0	**Reason:** While attempting to calibrate the transfer index LED, the printer found that the required LED brightness setting was either too low or too high to be considered trustworthy. This could either be due to a faulty or incorrectly fitted transfer index sensor or LED PCB. It could also be due to something physically obscuring the transfer index sensor/LED during calibration.		
1045: ERR_DYE_LED_CALIBRATION_FAILED	Error code 1045.0	**Reason:** While attempting to calibrate the dye film LED, the printer found that one of the required LED brightness settings was either too low or too high to be considered trustworthy. This could either be due to a faulty or incorrectly fitted dye sensor or LED PCB. It could also be due to something physically obscuring the dye sensor/LED during calibration.		

1046: ERR_DYE_FILM_NOT_FOUND	Error code 1046.0	**Reason:** While validating the print options at the start of a print job, the printer determined that film was required, yet no dye film was fitted. If dye film is in fact fitted, it may be that the tag reader hardware is faulty, or that the tag on the dye film is faulty.		
	Error code 1046.1	**Reason:** Having printed a copy of a card, the printer was attempting to update the counter on the dye film RFID tag but could not detect the dye film RFID tag. This could be because the RFID tag or tag reader hardware is faulty.		
	Error code 1046.2	**Reason:** While initialising the print engine, the printer was unable to determine what type of dye film is fitted (although it was able to detect an RFID tag with the appropriate application family ID code). This is possibly due to a misprogrammed dye film RFID tag.		
	Error code 1046.3	**Reason:** At the start of a print job, the printer was unable to detect the RFID tag for the dye film. This is probably because no film is fitted, but could also be due to damaged or incorrectly programmed RFID tags, or a fault in the RFID reading hardware.		
	Error code 1046.4	**Reason:** While initialising the print engine, the printer was unable to detect the dye film RFID tag. This is possibly because the dye film is not fitted, or there is a problem with the RFID reader hardware.		
1047: ERR_TRANSFER_FILM_NOT_FOUND	Error code 1047.0	**Reason:** While validating the print options at the start of a print job, the printer determined that film was required, yet no transfer film was fitted. If transfer film is in fact fitted, it may be that the tag reader hardware is faulty, or that the tags on the transfer film is faulty.		
	Error code 1047.1	**Reason:** Having printed a copy of a card, the printer was attempting to update the counter on the transfer film RFID tag but could not detect the transfer film RFID tag. This could be because the RFID tag or tag reader hardware is faulty.		
	Error code 1047.2	**Reason:** While initialising the print engine, the printer was unable to determine what type of transfer film is fitted (although it was able to detect an RFID tag with the appropriate application family ID code). This is possibly due to a misprogrammed transfer film RFID tag.		
	Error code 1047.3	**Reason:** At the start of a print job, the printer was unable to detect the RFID tag for the transfer film. This is probably because no film is fitted, but could also be due to damaged or incorrectly programmed RFID tags, or a fault in the RFID reading hardware.		
	Error code 1047.4	**Reason:** While initialising the print engine, the printer was unable to detect the transfer film RFID tag. This is possibly because the transfer film is not fitted, or there is a problem with the RFID reader hardware.		

1048: ERR_FILM_FITTED	Error code 1048.0	**Reason:** The printer was requested to carry out a printer soak test, but detected that film was fitted. All film should be removed before retrying the soak test.		
	Error code 1048.1	**Reason:** While about to start a cleaning cycle of the main card path, the printer found that film was still fitted. All film should be removed before the printer is cleaned.		
	Error code 1048.2	**Reason:** While about to start a cleaning cycle of the mag encoder, the printer found that film was still fitted. All film should be removed before the printer is cleaned.		
1049: ERR_NO_FILM_FITTED	Error code 1049.0	**Reason:** While initialising the print engine, the printer was unable to detect either of the film RFID tags. This is possibly because neither roll of film is fitted, or there is a problem with the RFID reader hardware.		Invert Film spool. RFID may be unrecognised or damaged. Try a different Film spool.
	Error code 1049.1	**Reason:** While validating the print options at the start of a print job, the printer determined that film was required, yet neither dye nor transfer film was fitted. If film is in fact fitted, it may be that the tag reader hardware is faulty, or that the tags on the film are faulty.		Invert Film spool. RFID may be unrecognised or damaged. Try a different Film spool.
	Error code 1049.2	**Reason:** At the start of a print job, the printer was unable to detect the RFID tags for the transfer and dye films. This is probably because no film is fitted, but could also be due to damaged or incorrectly programmed RFID tags, or a fault in the RFID reading hardware.		Invert Film spool. RFID may be unrecognised or damaged. Try a different Film spool.
1050: ERR_PRINTHEAD_TIMEOUT	Error code 1050.0	**Reason:** During a print job, while waiting for the print head to reach its target temperature, it took too long to reach that target.		
1051: ERR_SD_READ_ERROR	Error code 1051.0	**Reason:** While preparing to print a demo card, the printer was unable to load the image data from the selected card's PRN file on the SD card. This is possibly because the SD card is either not programmed properly, or faulty.		Is the PRN loaded ? Try reloading the PRN.
	Error code 1051.1	**Reason:** While preparing to print a demo card, the printer was unable to load the header data from the selected card's PRN file on the SD card. This is possibly because the SD card is either not programmed properly, or faulty.		Is the PRN loaded ? Try reloading the PRN.
	Error code 1051.2	**Reason:** While attempting to read an animation from the SD card, the printer was unable to locate the required position in the animation file. This is possibly because the SD card has not been programmed correctly.		Try re-programming the animation via the Support Tool.
	Error code 1051.3	**Reason:** While attempting to read an animation from the SD card, the printer was unable to open the animation file. This is possibly because the SD card has not been programmed correctly.		Try re-programming the animation via the Support Tool.

ool	Error code 1051.4	**Reason:** While attempting to read a compressed animation frame from the SD card, the printer was unable to read from the required point in the animation data. This is probably because either the SD card has not been correctly programmed, or the animation data on the SD card has become corrupted.		N/A.
	Error code 1051.5	**Reason:** While attempting to read a compressed animation frame from the SD card, the printer was unable to open the animation data file. This is probably because either the SD card has not been correctly programmed, or the animation data on the SD card has become corrupted.		N/A.
	Error code 1051.6	**Reason:** While attempting to read a compressed animation frame from the SD card, the printer found that the length of the retrieved file was either zero or too large. This is probably because either the SD card has not been correctly programmed, or the animation data on the SD card has become corrupted.		N/A.
	Error code 1051.7	**Reason:** While processing a newly-inserted soak test dongle, the printer failed to open the dongle. This may be because the dongle was programmed incorrectly, was the wrong dongle, was corrupted, or was faulty. It may also be because the firmware needs to be updated to support the data format.		N/A. (Production only).
	Error code 1051.8	**Reason:** While copying animation frames from the soak test dongle to the internal SD card, the printer was unable to read the animation data from the soak test dongle. This may be because the soak test dongle was not programmed correctly, or was removed during the read process.		N/A. (Production only).
	Error code 1051.9	**Reason:** While processing a newly-inserted SD card, the printer found that the SD card data format version was incompatible with the current printer firmware. This may be because the SD card was programmed incorrectly, was the wrong SD card, was corrupted, or was faulty. It may also be because the firmware needs to be updated to support the data format on the card.		Try restarting printer. Contact Technical Support.
	Error code 1051.12	**Reason:** The printer was attempting to render printer information onto a card, but the printing configuration could not be read from the SD card. This may be because the SD card was not fitted correctly, or was not programmed correctly, or was faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.13	**Reason:** In the control loop which maintains the heated roller temperature, the printer was unable to read the target heated roller temperature from the SD card. This may be because the SD card was not programmed correctly, was not fitted correctly, or was faulty. The printer will select a safe default temperature of 25 degrees Celsius.		Try restarting printer. Contact Technical Support.
	Error code 1051.14	**Reason:** While attempting to read a PRN file from the SD card, the printer was unable to open the file. This is possibly because the SD card has not been programmed correctly.		Try reprogramming PRN.

	Error code 1051.15	**Reason:** In the power-saving module of the firmware, the printer was attempting to reactivate the dye and transfer LEDs, but was unable to read the dye and transfer LED calibration settings from the SD card. This is probably because the SD card was either not correctly fitted, not correctly programmed, or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.16	**Reason:** During a print job the printer was preparing to retransfer onto the card, but could not read the transfer start position from the SD card. This is probably because the SD card is either not programmed, not fitted correctly, or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.17	**Reason:** During a print job the printer was attempting to retransfer onto the card, but could not read the transfer card speed and transfer length from the SD card. This is probably because the SD card is either not programmed, not fitted correctly, or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.18	**Reason:** At the start of a print job, the printer was unable to read the heated roller target temperature from the SD card. This may be because the SD card is either not programmed, not fitted or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.19	**Reason:** During a print job, while preparing to print onto the transfer film, the printer was unable to read the printing configuration from the SD card. This is possibly because the SD card was either unprogrammed, not fitted correctly or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.20	**Reason:** Having printed a copy of a card, the printer was attempting to update the printer usage statistics but was unable to read the current values of the statistics from the SD card. This may be because the SD card is either not fitted correctly, not programmed correctly or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.21	**Reason:** Having printed a copy of a card, the printer was attempting to update the printer cleaning statistics but was unable to read the current values of the statistics from the SD card. This may be because the SD card is either not fitted correctly, not programmed correctly or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.22	**Reason:** While validating the print options at the start of a print job, the printer was unable to read the printer identity information from the SD card in order to check the job options against the printer's capabilities. This could be because the SD card is either not fitted correctly, not programmed correctly or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.23	**Reason:** Towards the end of a single-sided print job the printer was preparing to flatten the card, but could not read the transfer start position from the SD card. This is probably because the SD card is either not programmed, not fitted correctly, or faulty.		Try restarting printer. Contact Technical Support.

	Error code 1051.24	**Reason:** Towards the end of a single-sided print job the printer was attempting to flatten the card, but could not read the transfer card speed and transfer length from the SD card. This is probably because the SD card is either not programmed, not fitted correctly, or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.25	**Reason:** The printer was attempting to render an internal test image which displays the printing configuration, but the printing configuration could not be read from the SD card. This may be because the SD card was not fitted correctly, or was not programmed correctly, or was faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.26	**Reason:** While attempting to calibrate the dye film LED, the printer was unable to read the current printing configuration from the SD card. This could be because either the SD card was not fitted correctly, was not programmed correctly, or was faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.27	**Reason:** While attempting to initialise the dye film, the printer was unable to read the dye LED calibration settings from the SD card. This could be because the SD card was not fitted correctly, not programmed correctly or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.28	**Reason:** While attempting to calibrate the transfer index LED, the printer was unable to read the current printing configuration from the SD card. This could be because either the SD card was not fitted correctly, was not programmed correctly, or was faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.29	**Reason:** While attempting to initialise the transfer film, the printer was unable to read the transfer index LED calibration settings from the SD card. This could be because the SD card was not fitted correctly, not programmed correctly or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.30	**Reason:** During printer boot-up initialisation, while attempting to check whether the printer needed to be cleaned, the printer was unable to read the cleaning statistics from the SD card. This is possibly because the SD card is either not fitted correctly, not programmed correctly, or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.31	**Reason:** During printer boot-up initialisation, while attempting to check whether the printer needed to be cleaned, the printer was unable to read the cleaning configuration from the SD card. This is possibly because the SD card is either not fitted correctly, not programmed correctly, or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.33	**Reason:** Having just completed a roller cleaning cycle, the printer attempted to update the cleaning statistics. However, it was unable to read the current statistics from the SD card. This is possibly because the SD card is either not fitted correctly, not programmed correctly, or faulty.		Try restarting printer. Contact Technical Support.

	Error code 1051.34	**Reason:** In the power-saving module of the firmware, the printer was unable to read the power-saving settings from the SD card. This is probably because the SD card was either not correctly fitted, not correctly programmed, or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1051.35	**Reason:** While processing a newly-inserted SD card, the printer found a bootable SD card. This needs to be replaced with a SD card of the correct type.		Try restarting printer. Contact Technical Support.
	Error code 1051.37	**Reason:** While processing a newly-inserted upgrade dongle, the printer failed to open the dongle. This may be because the dongle was programmed incorrectly, was the wrong dongle, was corrupted, or was faulty. It may also be because the firmware needs to be updated to support the data format.		Try restarting printer. Contact Technical Support.
1052: ERR_SD_WRITE_ERROR	Error code 1052.0	**Reason:** While attempting to update the printer's partner code, the printer was unable to save the updated identity information onto the SD card. This is probably because the SD card is either not fitted correctly, not programmed correctly, or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.1	**Reason:** While copying animation frames from the soak test dongle to the internal SD card, the printer was unable to save the animation data to the internal SD card. This may be because the SD card was not formatted correctly, was removed during the save process, or was faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.2	**Reason:** While copying animation frames from the soak test dongle to the internal SD card, the printer was unable to open the animation file on the SD card. This may be because the SD card was not formatted correctly, was removed during the save process, or was faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.3	**Reason:** While attempting to install a new PRN file for an internal demo image, the printer failed to save the new PRN file to the SD card. This is probably either due to the SD card not being formatted correctly, or the SD card not being inserted properly, or the SD card being faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.4	**Reason:** While attempting to install a new PRN file for an internal demo image, the printer failed to open the file on the SD card for writing. This is probably either due to the SD card not being formatted correctly, or the SD card not being inserted properly, or the SD card being faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.5	**Reason:** While attempting to install a new PRN file for an internal demo image, the printer failed to save the new PRN button image to the SD card. This is probably either due to the SD card not being formatted correctly, or the SD card not being inserted properly, or the SD card being faulty.		Try restarting printer. Contact Technical Support.

	Error code 1052.6	**Reason:** While attempting to install a new PRN button image for an internal demo image, the printer failed to open the file on the SD card for writing. This is probably either due to the SD card not being formatted correctly, or the SD card not being inserted properly, or the SD card being faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.7	**Reason:** At the end of a printer soak test, the printer attempted to update the flag in the printer identity settings indicating that calibration and soak had been completed successfully, but was unable to save the updated printer identity settings to the SD card. This is probably because either the SD card was not fitted correctly, was not programmed correctly, or was faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.8	**Reason:** While attempting to calibrate the dye film LED, the printer was unable to save the new dye LED settings to the SD card. This could be because either the SD card was not fitted correctly, was not programmed correctly, or was faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.9	**Reason:** While attempting to calibrate the transfer index LED, the printer was unable to save the new transfer index LED settings to the SD card. This could be because either the SD card was not fitted correctly, was not programmed correctly, or was faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.10	**Reason:** During printer boot-up initialisation, while attempting to check whether the printer needed to be cleaned, the printer determined that cleaning was required but was unable to save the updated cleaning information to the SD card. This is possibly because the SD card is either not fitted correctly, not programmed correctly, or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.11	**Reason:** During printer boot-up initialisation, while attempting to check whether the printer needed to be cleaned, the printer determined that cleaning was not required but was unable to save the updated cleaning information to the SD card. This is possibly because the SD card is either not fitted correctly, not programmed correctly, or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.12	**Reason:** Having just completed a roller cleaning cycle, the printer attempted to update the cleaning statistics. However, it was unable to save the updated statistics to the SD card. This is possibly because the SD card is either not fitted correctly, not programmed correctly, or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.13	**Reason:** Having printed a copy of a card, the printer was attempting to update the printer usage statistics but was unable to write the updated values of the statistics to the SD card. This may be because the SD card is either not fitted correctly, not programmed correctly or faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.14	**Reason:** Having printed a copy of a card, the printer was attempting to update the printer cleaning statistics but was unable to write the updated values of the statistics to the SD card. This may be because the SD card is either not fitted correctly, not programmed		Try restarting printer. Contact Technical Support.

		correctly or faulty.		
	Error code 1052.15	**Reason:** While copying animation frames from the soak test dongle to the internal SD card, the printer was unable to close the animation file on the internal SD card. This may be because the SD card was not formatted correctly, was removed during the save process, or was faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.16	**Reason:** While attempting to install a new PRN file for an internal demo image, the printer failed to close the new PRN button file. This is probably either due to the SD card not being formatted correctly, or the SD card not being inserted properly, or the SD card being faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.17	**Reason:** While attempting to install a new PRN file for an internal demo image, the printer failed to close the new PRN file on the SD card. This is probably either due to the SD card not being formatted correctly, or the SD card not being inserted properly, or the SD card being faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.18	**Reason:** While attempting to install a new custom logo file, the printer failed to save the new file to the SD card. This is probably either due to the SD card not being formatted correctly, or the SD card not being inserted properly, or the SD card being faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.19	**Reason:** While attempting to install a new custom logo file, the printer failed to close the file on the SD card. This is probably either due to the SD card not being formatted correctly, or the SD card not being inserted properly, or the SD card being faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.20	**Reason:** While attempting to install a new custom logo file, the printer failed to open the file on the SD card for writing. This is probably either due to the SD card not being formatted correctly, or the SD card not being inserted properly, or the SD card being faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.21	**Reason:** While attempting to install a new custom splash screen, the printer failed to save the new file to the SD card. This is probably either due to the SD card not being formatted correctly, or the SD card not being inserted properly, or the SD card being faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.22	**Reason:** While attempting to install a new custom splash screen, the printer failed to close the file on the SD card. This is probably either due to the SD card not being formatted correctly, or the SD card not being inserted properly, or the SD card being faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.23	**Reason:** While attempting to install a new custom splash screen, the printer failed to open the file on the SD card for writing. This is probably either due to the SD card not being formatted correctly, or the SD card not being inserted properly, or the SD card being faulty.		Try restarting printer. Contact Technical Support.

	Error code 1052.24	**Reason:** While attempting to install a new custom strings file, the printer failed to save the new file to the SD card. This is probably either due to the SD card not being formatted correctly, or the SD card not being inserted properly, or the SD card being faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.25	**Reason:** While attempting to install a new custom strings file, the printer failed to close the file on the SD card. This is probably either due to the SD card not being formatted correctly, or the SD card not being inserted properly, or the SD card being faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.26	**Reason:** While attempting to install a new custom string file, the printer failed to open the file on the SD card for writing. This is probably either due to the SD card not being formatted correctly, or the SD card not being inserted properly, or the SD card being faulty.		Try restarting printer. Contact Technical Support.
	Error code 1052.27	**Reason:** While trying to update the printer's SD card authentication data, the printer was unable to save the new authentication data onto the SD card. This may be due to a faulty SD card.		Try restarting printer. Contact Technical Support.
1053: ERR_INTERNAL_SD_ABSENT	Error code 1053.0	**Reason:** During boot-up initialisation, the printer's internal SD card failed the authentication check. This may be because the SD card was not programmed correctly, or was faulty.		
	Error code 1053.1	**Reason:** During boot-up initialisation, the printer's internal SD card was not detected. This may be because the SD card was not fitted correctly, was not programmed correctly, or was faulty.		
	Error code 1053.2	**Reason:** While processing an inserted SD card, the printer was unable to read the SD card identity information. This may be because the SD card is faulty.		
	Error code 1053.3	**Reason:** While processing an inserted SD card, the printer was unable to initialise the processor's SD card controller. This may be because the controller is faulty.		
	Error code 1053.4	**Reason:** While processing an inserted SD card, the printer found that the SD card was write protected. Either the card's write protect tab is in the locked position, or there is a fault with the SD card, or there is a fault with the SD card reading hardware.		
	Error code 1053.5	**Reason:** While attempting to process an inserted SD card, the printer found that no SD card was actually present. Either the SD card is missing or not inserted correctly, or there is a fault with the SD card reading hardware.		
1055: ERR_PARTNER_CODE_MISMATCH	Error code 1055.0	**Reason:** While processing a request to reset the printer's partner code to 0 using a partner code dongle, the printer found that the dongle's partner code did not match that of the printer. Therefore, the request was denied.		

1056: ERR_PC_DONGLE_CORRUPT	Error code 1056.0	**Reason:** While processing a partner code dongle, the printer found that the dongle's partner code was 0, which is not allowed. This may be because the dongle is corrupt.		
2048: ERR_CLEANING_OVERDUE	Error code 2048.0	**Reason:** During printer boot-up initialisation, while attempting to check whether the printer needed to be cleaned, the printer determined that cleaning was overdue. This error message is a prompt to the user to carry out the cleaning routine.		Clean printer (follow printer animation for guidance).
2049: ERR_CALIBRATION_REQUIRED	Error code 2049.0	**Reason:** During printer boot-up initialisation, while attempting to check whether printer calibration was required, the printer determined that calibration had not yet been performed. This error message is a prompt to the user to carry out the automatic calibration and soak test.		Try running Soak Test.
2050: ERR_TOO_HOT_TO_CLEAN	Error code 2050.0	**Reason:** While starting the printer cleaning dialog, the printer determined that the heated roller was too hot for cleaning to be permitted. The printer should be switched off and given time to cool, and then restarted with no film fitted before retrying.		Power off printer and remove Film. Allow printer to cool.
2051: ERR_TOO_HOT_TO_SOAK	Error code 2051.0	**Reason:** The printer was requested to carry out a printer soak test, but detected that the heated roller was too hot (above 60 degrees Celsius). The printer should be switched off and allowed to cool, and then switched on without film fitted before retrying the soak test.		Power off printer and remove Film. Allow printer to cool.
2052: ERR_NO_CLEANING_CARD	Error code 2052.0	**Reason:** At the start of a roller cleaning routine, the printer was waiting for the cleaning card to be inserted into the print engine. However, it took too long for the cleaning card's leading edge to be detected at the print position opto sensor. This is probably because the cleaning card was not inserted, but if not then it could be that either the feed motor or card drive motor was not functioning correctly, or the print position opto sensor was faulty.		Insert Cleaning Card when prompted.
2053: ERR_NOT_A_ROLLER_CLEANING_CARD	Error code 2053.0	**Reason:** At the start of a roller cleaning routine, and having already detected what should have been a cleaning card being inserted, the printer determined that the inserted card was shorted than expected and therefore probably not actually a proper roller cleaning card. This is probably because the wrong sort of card was inserted, or the card input hopper was not removed before initiating the cleaning cycle.		Press "Cancel" to eject the incorrect card.
2054: ERR_CLEANING_CARD_JAM	Error code 2054.0	**Reason:** At the start of a roller cleaning routine, and having already detected that a cleaning card had been inserted, the printer was waiting for the cleaning card's leading edge to reach the eject opto sensor. However, it took too long for the eject sensor to become blocked. This is possibly because either the cleaning card was obstructed, or the eject sensor is faulty.		Press "Cancel" to eject the card from the rear of the printer.

	Error code 2054.1	**Reason:** While performing a roller cleaning cycle, and having already fed in a roller cleaning card as far as the flipper rollers, the printer determined tried to feed the cleaning card back out of the print engine. The first part of this process was to wait for the eject opto sensor to unblock, but this took longer than expected. This probably means that the cleaning card has become jammed in the print engine, perhaps due to a physical obstruction or because the card is slipping on the rollers.		Press "Cancel" to eject the card from the rear of the printer.
	Error code 2054.2	**Reason:** While performing a roller cleaning cycle, and having already fed in a roller cleaning card as far as the flipper rollers, the printer tried to feed the cleaning card backwards out of the print engine. The cleaning card had already successfully moved out from under the eject opto sensor by this point, and the next stage was to wait for the print position opto sensor to unblock. However, this took longer than expected. This probably means that the cleaning card has become jammed in the print engine, perhaps due to a physical obstruction or because the card is slipping on the rollers.		Press "Cancel" to eject the card from the rear of the printer.
	Error code 2054.3	**Reason:** After performing a roller cleaning cycle, the printer tried to feed the cleaning card backwards out of the print engine. However, it took longer than expected for the cleaning card to reach the feed sensor. This probably means that the cleaning card has become jammed in the print engine, perhaps due to a physical obstruction or because the card is slipping on the rollers.		Press "Cancel" to eject the card from the rear of the printer.
2055: ERR_CLEANING_CARD_NOT_EJECTED	Error code 2055.0	**Reason:** While performing a roller cleaning cycle, and having already fed in a roller cleaning card as far as the flipper rollers and fed it back again to the point where the print position opto sensor was unblocked, it took too long for the feed opto sensor to become unblocked. This probably means that the cleaning card has become jammed, perhaps due to a physical obstruction or because the card is slipping on the rollers.		Press "Cancel" to eject the card from the rear of the printer.
8191: ERR_MISCELLANEOUS	Error code 8191.0	**Reason:** While attempting to retrieve a HoloKote file from the SD card, the printer found that an invalid parameter was supplied for selecting how the bitmap should be rotated. This indicates a bug in the firmware.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.1	**Reason:** While attempting to return the mag head to the home position by moving the mag head towards the rear of the printer, it took too long for the head stepper motor to report coming to a stop after triggering the head home opto sensor. This is either due to a bug in the firmware, or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.2	**Reason:** While attempting to encode a mag card, the printer had to wait for the mag head to reach the start of the data region on the mag stripe. However, the stepper motor took too long to report that it had travelled the required distance. This is either due to a bug in the firmware, or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.

	Error code 8191.3	**Reason:** Having just written data to a mag card, the printer had to wait for the mag head to reach the end of the data region on the mag stripe. However, the stepper motor took too long to report that it had travelled the required distance. This is either due to a bug in the firmware, or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.4	**Reason:** While initialising the flipper, having already seen the flipper opto sensor unblock and then block again, the printer waited for the flip rotation motor to come to a stop. However, it took too long for the flip rotation motor to report that it had stopped. This is either due to a bug in the firmware, or an FPGA fault.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.5	**Reason:** The printer attempted to rotate the flipper to a new orientation, but the flip rotation motor took too long to report that it had reached the required position. This is either due to a bug in the firmware, or an FPGA fault.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.6	**Reason:** While attempting to initialise the print engine, none of the card sensors were initially blocked and so the printer moved the flipper card drive motor by a small amount to see if this triggered any card sensors. No sensor transition was seen, and the printer then had to restore the flipper card drive motor to its original state by reversing it by a small amount. However, the motor took too long to report that it had moved by the required amount. This is either due to a bug in the firmware, or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.7	**Reason:** While processing a non-printing job arriving via Ethernet, the printer failed to allocate enough memory to store the job's payload. This may be because there is a large number of jobs pending in the printer's memory.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.8	**Reason:** While processing a print job arriving via Ethernet, the printer failed to allocate enough memory to store the job's payload. This may be because there is a large number of jobs pending in the printer's memory.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.9	**Reason:** During a print job, while in the process of printing one of the colour planes onto the transfer film, the printer detected that it had missed its cue for printing one of the lines of the image. This is a bug in the firmware, possibly caused by a high priority thread using too much processor time during printing.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.10	**Reason:** While processing a request to move the card to the transfer standby position, the printer found that the current card position code was invalid. This is due to a bug at a very fundamental layer in the firmware, so rather than attempt to recover the printer opted to reject the request.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.11	**Reason:** While processing a request to move the card to the flip standby position, the printer found that the current card position code was invalid. This is due to a bug at a very fundamental layer in the firmware, so rather than attempt to recover the printer opted to		Contact your printer supplier and press "Cancel" to power printer off.

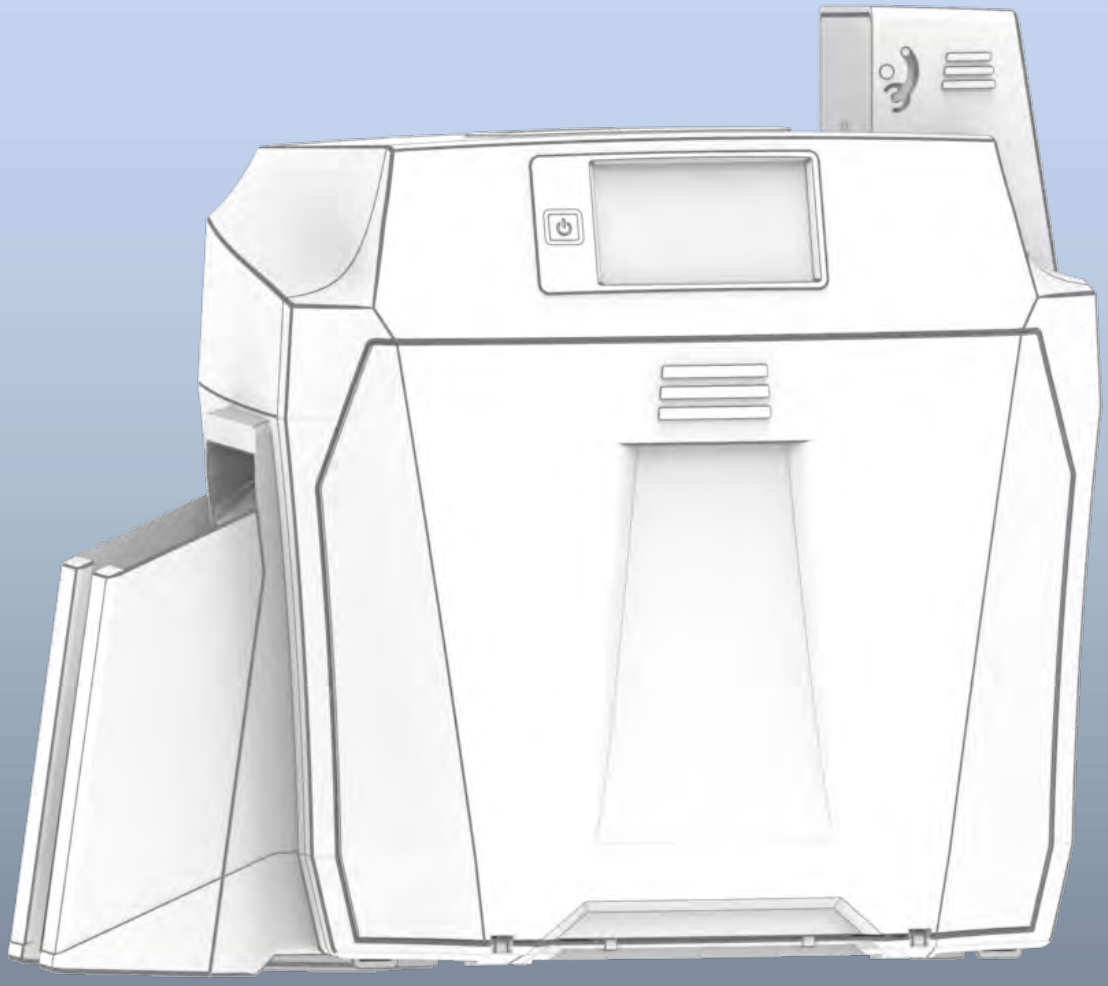
		reject the request.		
	Error code 8191.12	**Reason:** While attempting to feed a card from the flipper to the encoder, and having reached the point where the leading edge of the card triggered the encoder unit's card opto sensor, the printer tried to move the card beyond the opto sensor by a small amount. However, it took too long for the stepper motor to indicate that it had moved the required distance. This is either due to a bug in the firmware, or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.13	**Reason:** While attempting to eject a card, and having already placed the card in the flipper and rotated the flipper to the required angle for ejection, the printer tried to run the flipper card drive motor for a particular distance in order to place the card into the stacker. However, the flipper card drive motor took too long to report that it had moved by the required amount. This is either due to a bug in the firmware, or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.14	**Reason:** While attempting to reject a card, and having already placed the card in the flipper and rotated the flipper to the required angle for rejection, the printer tried to run the flipper card drive motor for a particular distance in order to place the card into the reject area. However, the flipper card drive motor took too long to report that it had moved by the required amount. This is either due to a bug in the firmware, or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.15	**Reason:** While performing a roller cleaning cycle, and having already fed in a roller cleaning card, the printer tried to feed the cleaning card forward to clean the flipper rollers. However, it took too long for the flipper card drive motor to report that it had moved by the required amount. This is either due to a bug in the firmware, or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.16	**Reason:** While performing a roller cleaning cycle, and having already fed in a roller cleaning card as far as the flipper rollers and fed it back again to the point where all the card opto sensors were unblocked, the printer needed to continue driving the card for a short distance. However, it took too long for the card drive stepper motor to report that it had moved by the required amount. This is either due to a bug in the firmware or a problem in the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.17	**Reason:** While feeding a new card from the hopper, and having already extracted the card far enough for it to block the feed sensor followed by the print position sensor, the printer needed to move the card forwards by a small additional distance. However, it took too long for the card drive stepper motor to report that it had moved by the required amount. This is either due to a bug in the firmware, or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.

	Error code 8191.18	**Reason:** While trying to feed a card from the heated roller to the transfer standby position (where the card is over the print position sensor), and having reached the point where the print position opto sensor had become blocked, the printer needed to move the card for an additional short distance. However, it took too long for the card drive stepper motor to report that it had moved by the required amount. This is due to either a bug in the firmware, or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.19	**Reason:** While trying to feed a card from the flip standby position (where the leading edge of the card is near the eject sensor) to the transfer standby position (where the card is over the print position sensor), and having reached the point where the print position opto sensor had become blocked, the printer needed to move the card for an additional short distance. However, it took too long for the card drive stepper motor to report that it had moved by the required amount. This is due to either a bug in the firmware, or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.20	**Reason:** During the boot-up process, the printer firmware detected that the FPGA was either unprogrammed or unresponsive to SPI commands. This can probably be remedied by reprogramming the FPGA via the support utility, or failing that via JTAG. If neither of those options work, it could indicate a hardware fault requiring a PCB replacement.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.21	**Reason:** While trying to move the card from the transfer standby position (where the card is over the print position sensor) to the heated roller, and having already reached the point where the print position opto sensor was unblocked, the printer had to move the card an additional short distance. However, it took too long for the card driver stepper motor to report that it had moved by the required amount. This is either due to a bug in the firmware, or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.22	**Reason:** While trying to move the card from the encoder unit to the flip standby position (where the card edge is by the eject sensor), the printer first had to pull the card into the flipper from the encoder. However, it took too long for the flipper card drive motor to report that it had moved by the required amount. This is due to either a bug in the firmware, or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.23	**Reason:** While trying to move the card from the flip standby position (where the card's leading edge is by the eject sensor) to the flipper, and having already moved the card forwards and just past the point where the eject sensor unblocked, the printer tried to continue driving the card for a small additional distance using the flipper's card drive motor. However, it took too long for the flipper's card drive motor to report that it had moved by the required amount. This is due to either a bug in the firmware or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.24	**Reason:** While processing a job arriving via USB, the printer failed to allocate enough memory to store the job's payload. This may be because there is a large number of jobs		Contact your printer supplier and press "Cancel" to power printer off.

		pending in the printer's memory.		
	Error code 8191.25	**Reason:** While processing a job arriving via Wi-Fi, the printer failed to allocate enough memory to store the job's payload. This may be because there is a large number of jobs pending in the printer's memory.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.26	**Reason:** While trying to move the card from the post transfer position (where the card is over the eject sensor but also partly in the flipper) to the flip mechanism, and having just cleared the eject sensor, the printer needed to move the card for a small additional distance into the flipper. However, it took too long for the flipper card drive motor to report that it had moved by the required amount. This is due to either a bug in the firmware, or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.27	**Reason:** While trying to move the transfer film downwards by a specified distance, the transfer take-up stepper motor took too long to report that it had moved the required amount. This is either due to a bug in the firmware or a problem in the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.28	**Reason:** While trying to move the transfer film upwards by a specified distance, the transfer take-up stepper motor took too long to report that it had moved the required amount. This is either due to a bug in the firmware or a problem in the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.29	**Reason:** While the printer was attempting to position the transfer film a particular distance beyond the index mark it had just detected, the transfer take-up stepper motor took too long to report that it had moved the required amount. This is either due to a bug in the firmware or a problem in the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.30	**Reason:** While initialising the print engine, an unexpected error occurred while the printer was trying to communicate with the RFID reader hardware. This is possibly because the RFID reader hardware is faulty.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.31	**Reason:** While attempting to return the mag head to the standby position near the front end of print engine, the head stepper motor took too long to report that it had stopped after clearing the head home opto sensor and moving the required distance towards the front of the print engine. This is either due to a bug in the firmware, or a problem with the FPGA.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.32	**Reason:** During the boot-up process, the printer firmware detected that the installed FPGA bit stream version was too old to be used safely. Can probably be remedied by reprogramming the FPGA via the support utility, or failing that via JTAG. If neither of those options work, it could indicate a hardware fault requiring a PCB replacement.		Contact your printer supplier and press "Cancel" to power printer off.

	Error code 8191.33	**Reason:** While attempting to install a new custom string file, the printer failed to validate the supplied XML data. This is due to the data being malformed or corrupt.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.34	**Reason:** Having printed a copy of a card, the printer was attempting to compute the amount of dye film used but could not do so. This is almost certainly due to a bug in the software.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.35	**Reason:** In the firmware module which controls the heated roller temperature, the temperature sensor alarm was triggered even though the measured temperature was at acceptable levels. This could indicate a fault in the temperature sensing circuitry.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.36	**Reason:** While trying to update the printer's SD card authentication data, the printer failed to allocate memory for verifying the data signature. This may be because there are a large number of pending jobs in the printer's memory.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.39	**Reason:** While initialising the print engine, the printer was unable to communicate with the RFID reader hardware. This is possibly because the RFID reader hardware is faulty.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.40	**Reason:** In the firmware module which controls the heated roller temperature, the printer detected that the heated roller was taking significantly longer than usual to warm up to the expected temperature. This is usually due to the temperature sensor not properly contacting the heated roller, but may also indicate a bug in the firmware.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.41	**Reason:** In the firmware module which controls the heated roller temperature, the printer detected that the heated roller was taking significantly longer than usual to cool down to the expected temperature. This may be due to a firmware bug.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.42	**Reason:** In the firmware module which controls the print head temperature, the printer detected that the print head was taking significantly longer than usual to warm up to the expected temperature. This may be due to a firmware bug.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.43	**Reason:** In the firmware module which controls the print head temperature, the printer detected that the print head was taking significantly longer than usual to cool down to the expected temperature. This may be due to a firmware bug.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.44	**Reason:** While processing a job arriving via USB, a zero length payload was received. There may be a problem with the application software or a USB outage has occurred.		Contact your printer supplier and press "Cancel" to power printer off.
	Error code 8191.45	**Reason:** While attempting to return the mag head to the home position, the printer first had to clear the head home opto sensor by moving the mag head a short distance towards the front of the printer. However, after the head home opto sensor was unblocked, the head stepper motor took too long to report that it had stopped. This is either due to a bug in		Contact your printer supplier and press "Cancel" to power printer off.

		the firmware, or a problem with the FPGA.		
9000: ERR_HEATER_OVERTEMPERATURE	Error code 9000.0	**Reason:** In the firmware module which controls the heated roller temperature, the printer detected that the heated roller temperature was above the maximum permitted level. This is either due to a fault in the control software, or a problem with the temperature measurement hardware.		Contact your printer supplier and press "Cancel" to power printer off.
9001: ERR_PRINTHEAD_OVERTEMPERATURE	Error code 9001.0	**Reason:** In the firmware module which controls the print head temperature, the printer detected that the print head temperature was above the maximum permitted level. This is either due to a fault in the control software, or a problem with the temperature measurement hardware.		Contact your printer supplier and press "Cancel" to power printer off.
9002: ERR_HEATER_SENSOR_DISCONNECTED	Error code 9002.0	**Reason:** In the firmware module which controls the heated roller temperature, the temperature sensor alarm was triggered and the temperatures sensor was reporting an unusually low temperature. This is almost always because the temperature sensor is not connected properly.		Contact your printer supplier and press "Cancel" to power printer off.
9003: ERR_PRINTHEAD_DISCONNECTED	Error code 9003.0	**Reason:** In the firmware module which controls the print head temperature, the temperature sensor was reporting an unusually low temperature. This is almost always because the print head is not connected properly.		Contact your printer supplier and press "Cancel" to power printer off.



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