



## Dye film LED & Sensor Check

Rio Pro & Enduro family printers



Error 11:00 "Can't Find Panel"



Error 25:00 "Calibration Failed"

- 
- Clear any error messages \*unplug the printers power lead
  - Remove dye film at this point in readiness for next steps
  - \*Reconnect the power lead and let the printer initialise
- 

### LED CHECK



RIO PRO

Lid Closed



ENDURO

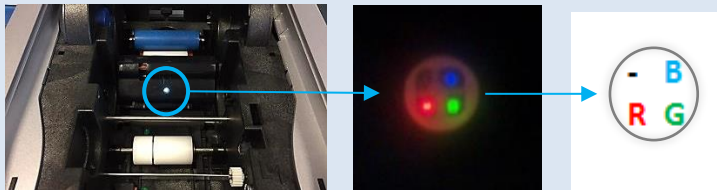
Lid Open

- Press and Hold the Menu Button until the options change (maintenance mode)

Select: **Sensor Test > Dye Sensor**

The Dye Film LED will now be illuminated

You should see 3 LED's **Red Green Blue**



Do you see all 3 LEDs illuminated?

Running **SOAK TEST** may help [depending on the age of printer]

<https://support.magicard.com/solution/soak-test/>



If one of the LED's has failed this will be the cause of the error.

The LED PCB will need to be replaced. (Part# 3633-0505)

... Please inform Technical Support.

All 3 LEDs look OK? Please continue ...

## SENSOR CHECK

With No film fitted & Lid Closed

Select: **Sensor Test > Dye Sensor**



Rio Pro



Display will show you the RGB Values: (255 max)



Enduro



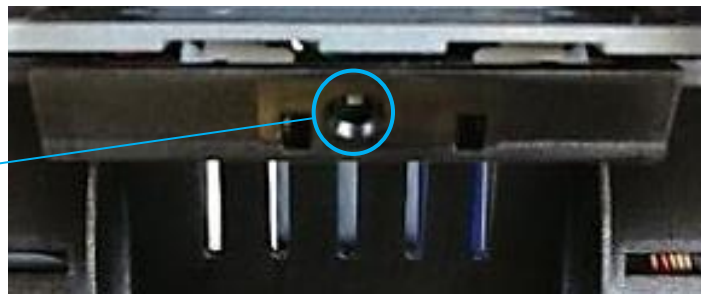
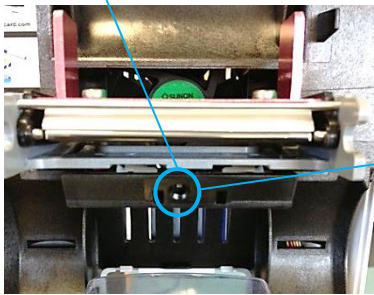
Display Code:

0 = detected 1 = not

Blue failure example:

<b>R</b>	<b>G</b>	<b>B</b>
0	0	0
0	0	1

The Sensor lives just below the printhead, visible with the lid open through the small hole:



(Rio Pro)

Sensor being **covered** =  
LOW VALUES

(some ambient light will be detected)



Sensor being **illuminated**  
HIGH VALUES

(Max: 255)



Do the values react to the increase and decrease in light?

Please contact Technical Support with your results, thank you.



support.magicard.com