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# User's manual

JAVELIN® J210i  
(Colour)

&

JAVELIN® J205  
(Monochrome)



[www.nbstech.com](http://www.nbstech.com)



**J A V E L I N**

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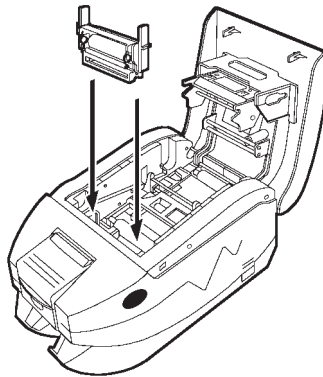
# Quick Start!

**Before starting to work with your new JAVELIN® card printer, please refer to this Quick Start guide.**

**For more complete information regarding all aspects of your printer's operation, please refer to the main chapters in this manual.**

## Setup

### 1. Install card cleaning cartridge



Open lid by pressing the cover release buttons on the sides of your printer. The card cleaning cartridge is packed separately from the printer in a protective plastic bag.

Carefully remove and install cartridge into printer following the rail guides. For correct alignment, ensure arrows line up. Ensure the assembly locks in place.

*For more information, see Chapter 2.*

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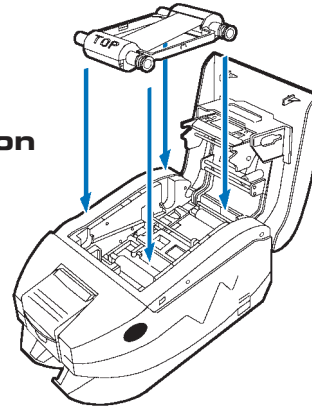
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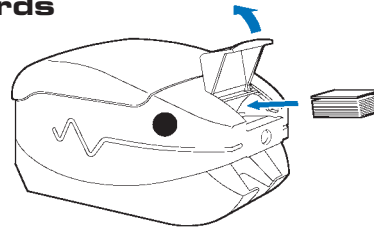
## 2. Loading ribbon



Open lid by pressing the cover release buttons on the sides of your printer. Install ribbon cartridge into the slots and gently press down to engage. Close lid securely.

*For more information, see Chapter 2.*

## 3. Loading cards



First shuffle a stack of new cards to reduce any electrostatic charge. Always handle cards by their edges. Close card cover before printing.

*For more information, see Chapter 2.*

## 4. Indicators

	ON	FLASHING
Green	POWER ON READY	RECEIVING DATA PROCESSING
Orange	OUT OF RIBBON OR CARD	COMMUNICATION ERROR CLEANING
Red	HARDWARE OR FATAL ERROR Refer to troubleshooting	



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## INTRODUCTION

**Thank you for choosing the Javelin J210i (colour) or J205 (monochrome) plastic card printer.**

The Javelin J200 series card printers offer a low cost, high quality solution to those requiring computer-controlled printing and encoding of credit card style plastic cards.

Card applications include customer loyalty, access control, visitor, membership, gift cards, and durable business cards.

This manual guides you through the efficient startup and operation of your new card printer.

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## ICONS

Throughout this manual, different icons highlight important information, as follows:



Important general information.



Mechanical hazard, such as one associated with moving parts, capable of resulting in equipment damage or personal injury.



Electrical hazard, such as an exposed voltage point, capable of causing electrical shock and personal injury.

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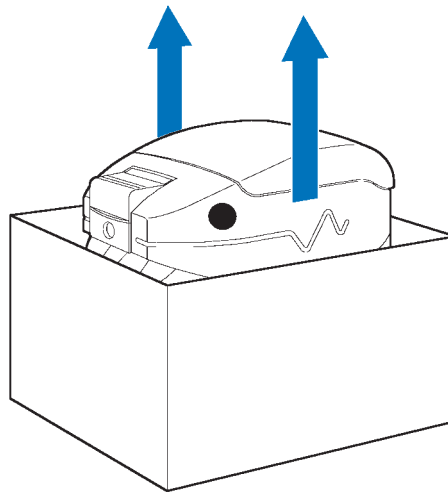
# 1 Getting started

## 1.1 Unpacking your card printer

Your J210i/J205 printer ships in a carton and protective anti-static bag. Keep all packaging material in case you need to move or re-ship the printer.

Pull your printer out of the carton by grabbing it on both sides. While unpacking, inspect the carton to ensure that no damage occurred during shipment.

Please ensure that you have a clean and nearly dust free environment for proper operation and storage of the printer.





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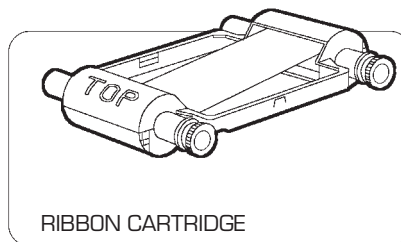
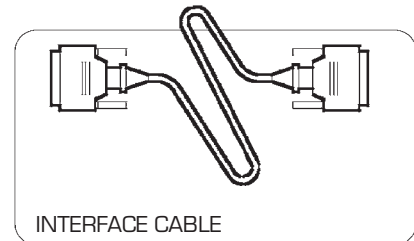
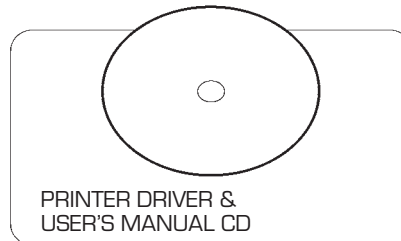
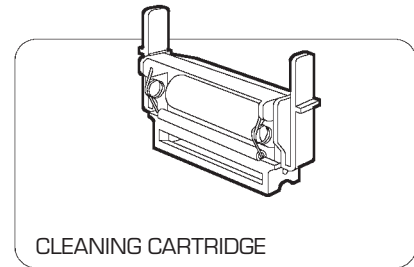
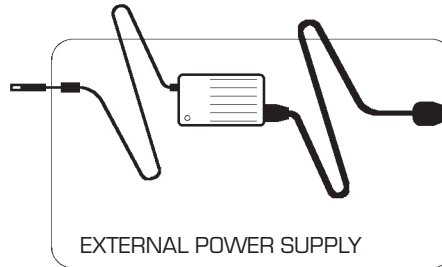
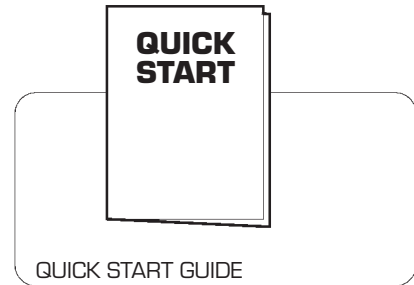
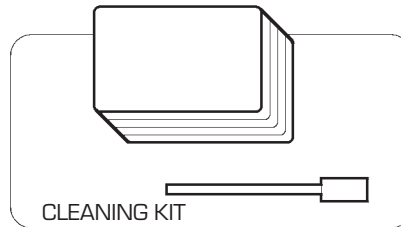
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Make sure the following items are included with your J210i/J205 printer:



If any items are missing, please contact your dealer.  
To reorder, please refer to Appendix B of this manual.

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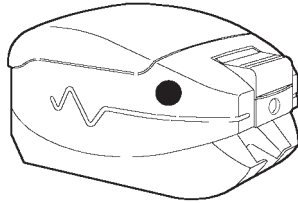
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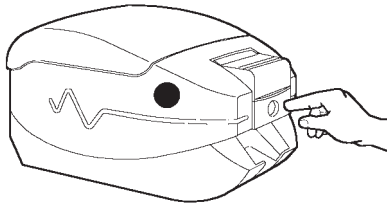
## 1.2 Indicators and controls



Your J210i/J205 printer is equipped with a multi-function panel button with a surrounding light ring that glows in three colours to provide status indication these are:

	ON	FLASHING
 Green	POWER ON READY	RECEIVING DATA PROCESSING
 Orange	OUT OF RIBBON OR CARD	COMMUNICATION ERROR CLEANING
 Red	HARDWARE OR FATAL ERROR Refer to troubleshooting	

Press the multi-function panel button to perform the following operations:



- Error clearing
- Printer cleaning process (see chapter 4)
- Card Testing (see chapter 2)

### Power Switch:

The power switch is located on the right-rear of the printer unit.

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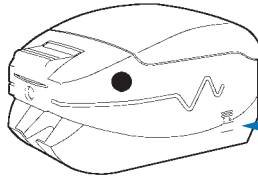
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## 1.3 Printer installation

The following will guide you through the installation of your J210i/J205 printer.

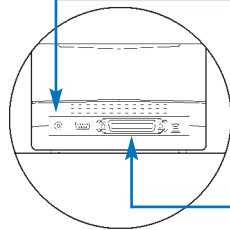


**CAUTION:** Limit AC power supplied to the J210i/J205 Printer to 24 VDC. Limit excess current draw to 16 amps or less, using an associated circuit breaker or other such device. Never operate the printer in a location where operator, computer, or printer can get wet. Personal injury could result. The printer must be connected to an earthed electrical power supply and properly protected against electrical surges and grounding faults. The power supply pack can only be replaced by the same product from the manufacturer.



1. Place the printer in a location that allows easy access to all sides. The printer should never be operated while resting on its side or upside down.

2. Place the printer's power switch in the OFF "O" position.



3. Insert the power supply to the printer power socket and attach to a grounded electrical socket of the proper voltage and type.

4. Attach interface cable to printer and computer and then secure.

5. Switch power on.



**CAUTION:** Intermittent or unpredictable operation may occur from unsecured connectors. If damaged, the power cable must be replaced by an exact equivalent. Use only Parallel Cable under 3 Metres in length. The socket should always be easily accessible to power off the printer.

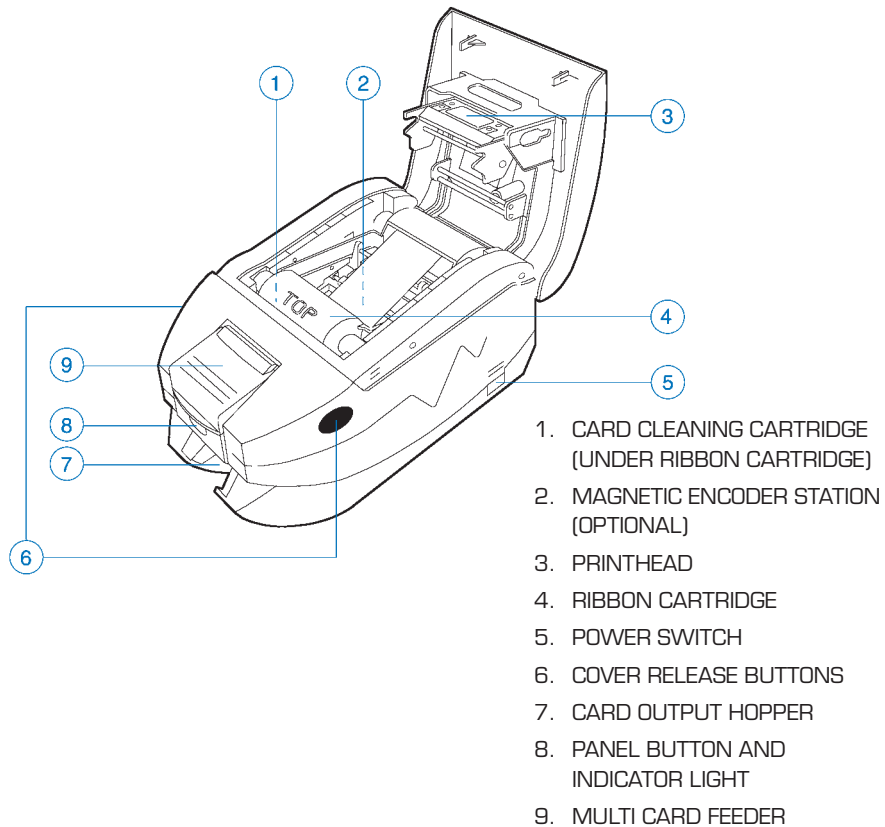


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## 2 Operation

### 2.1 Printer features

The following shows the features found on your J210i/J205 Printer:



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## 2.2 Card cleaning cartridge

This item is used to clean the cards entering the printer. Improper cleaning will reduce printer life and degrade print quality.



Card cleaning cartridge must be installed before using the printer.

1. Open the lid by pressing both cover release buttons located on the sides of your printer.
2. If the ribbon cartridge is installed, remove it to access the cleaning cartridge location.
3. Remove card cleaning cartridge from plastic bag. Peel off protective wrapper from adhesive cleaning roller.
4. Install adhesive cleaning roller supplied with your ribbon cartridge.
5. A slide rail will guide you to insert the cleaning cartridge in the appropriate location. For correct alignment of cartridge, ensure arrows line up.
6. Ensure the assembly locks in place by pressing gently on the top of the cartridge until it engages properly.
7. Close the lid by pressing down firmly on both sides until you hear audible “clicks” as each side becomes latched.

For more information, see Chapter 4.3.

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## 2.3 Loading ribbons



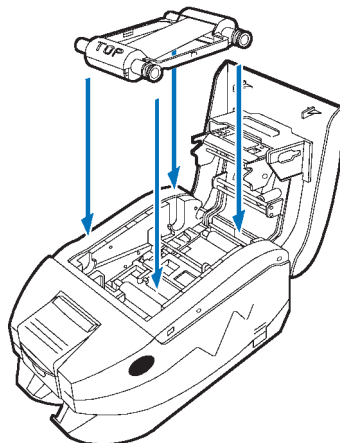
**IMPORTANT NOTE:** Only TrueColours™ colour ribbons can be used in this printer.

The J210i/J205 printer requires approved ribbon cartridges (see Appendix B). The resin thermal transfer and dye sublimation ribbons are specifically designed for your J210i/J205 printer. For optimum performance and printer (printhead) life, always use approved ribbons.

You can print up to 100 cards in YMCKO with the ribbon cartridge. When ribbon is completely used, change the whole cartridge assembly.



**DO NOT TOUCH** the printhead or the electronic components on the printhead carriage. Discharges of electrostatic charge from the human body or other surfaces can damage the printhead or other electronic components used in this device.



1. Open printer cover by pressing both cover release buttons on the sides of your printer.
2. Insert vertically the ribbon cartridge into the slots and press gently until you can feel it engage properly.



Please note that the ribbon automatically synchronizes.

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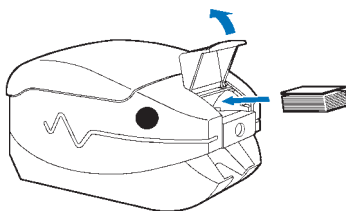
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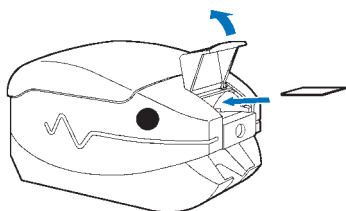
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## 2.4 Loading cards

The printer has a multi card feeder which can hold up to 30 cards (30 mil).



Open cover to load cards.  
Close cover before printing.



To feed one card at a time, open cover, and  
insert card until it engages.  
Close cover before printing.

For loading instructions for magnetic stripe cards, see Appendix A.



DO NOT bend cards or touch print surfaces as this can reduce print quality.  
The surface of the cards must remain clean and dust free. Always store cards in an enclosed container. Ideally, use cards as soon as possible. If cards stick together, carefully shuffle them.

\*For card requirements and capacities, see Chapter 6: Technical Specifications.

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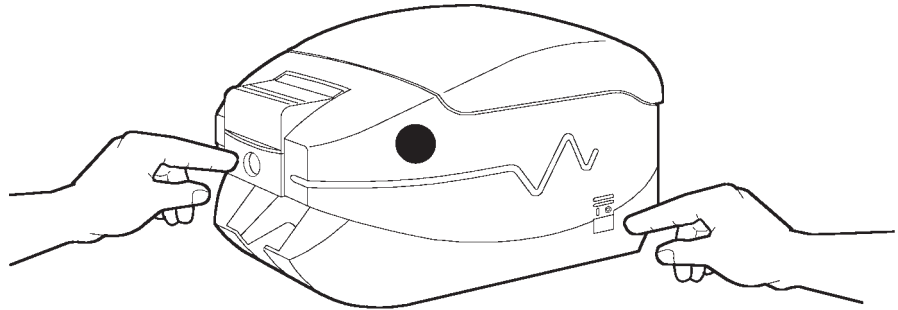
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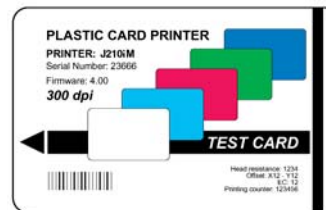
## 2.5 Printing a test card

With ribbon cartridge and cards loaded, your J210i/J205 printer is ready to print. To check the operation of the printer, you should print a test card.



1. Place the printer's power switch in the OFF "0" position.
2. While holding down the multi-function panel button, switch printer ON. The status indicator will glow green.
3. Keep pressing the multi-function button until the green indicator starts flashing.
4. Release the multi-function button and a test card will start to print after a few seconds.

This is an example of the test card.





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## 3 Printing a sample card

Printing with the J210i/J205 printer requires the Windows printer driver, your card design/issuing software or printer command level programming through the printer interface.

The J210i/J205 card printer can be used with Windows 98, ME, 2000, XP or NT4.0 operating system, using the drivers provided with the printer. Updated drivers can be downloaded from the NBS web site: [www.nbstech.com](http://www.nbstech.com)

This section contains information on the printing of a sample card in colour (using the 5-panel colour ribbon YMCKO) and the Windows printer driver.



**BEFORE** installing updated printer driver versions, always delete the existing printer driver version from your computer.

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## **3.1** To install the J210i printer driver automatically, use the Javelin Install Wizard

The Wizard will:

- Automatically launch when the driver CD is inserted.
- Check to see which operating system you are using.
- Delete previous versions of the driver and clean up any necessary Registry entries.
- You must select "Remove" from the install options to remove any previous driver versions.
- Shut down of PC if necessary.
- Install the new driver files and Registry entries to their correct locations.
- Shutdown of PC is not required, but it is advised.

The install Wizard will walk you through the appropriate steps.



Do not power the printer with USB attached.  
The driver will prompt you for USB installation.

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## 3.2 Set Printer Driver Options:

The J210i printer screen appears. Change the options as follows:

1. On the Device Settings tab the magnetic encoder feature is automatically enabled. If you need to change settings for a Magnetic Encoder, select Magnetic Encoder settings button.
2. On the Advanced tab select card orientation: Landscape or portrait - Select "Landscape". (in NT, this is located under Document Defaults. In Windows 2000, it is located under Print preferences.)
3. In the Ribbon section, the ribbon type is automatically detected and enabled for you.
4. In the same tab, go to Black Panel area and select Text Only. This option allows the text printing using the Black Resin Panel from the Colour Ribbon.
5. Close the Javelin J210i Printer screen.

Now that you have loaded media and set up the printer driver, the J210i printer is ready to print.

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### 3.3 Printing a sample card:

Follow the steps below to print your first card.

1. Go to the Microsoft Word software.
2. If the printer was not selected as the default printer, go to the file menu and select printer and choose Javelin J210i/J205 card printer in the printer names list. Then close the print dialog box.
3. Come back to file menu and choose page setup.
4. Select size tab and in paper size choose card. Then select the orientation: "landscape".
5. Go to margins tab, set the top, bottom, left and right margins to 0 (zero) values (for J210i only).
6. Press OK to close page setup window.
7. The card appears on the screen.
8. Design a card with both black and colored text and with colored pictures (for J210i printer only) as follows:



9. Once you are ready to print, go to file and select print
10. The printer will feed in a card and start printing (the data download time will vary depending on the complexity of the card design and the processing speed of the computer).
11. Once the printing job is achieved, the card is ejected from the printer.



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## 4 Cleaning



### **PROTECT YOUR FACTORY WARRANTY!**

The recommended maintenance procedures must be performed to maintain your factory warranty. Other than the recommended cleaning procedures described in this manual, allow only NBS authorised technicians to service the J210i/J205 printer.

**NEVER** loosen, tighten, adjust, or bend, etc. a part or cable inside the printer.

**NEVER** use a high pressure air compressor to remove particles in the printer.

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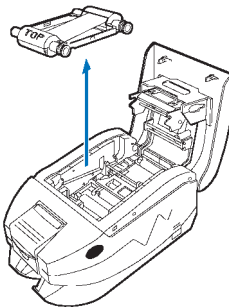
## 4.1 Cleaning system

Your J210i/J205 printer includes a simple cleaning system using the pre-saturated cleaning cards provided. The regular use of these cards will clean and maintain important parts of your printer that cannot be reached: including the printhead, the transport rollers, and magnetic encoder station (optional feature).

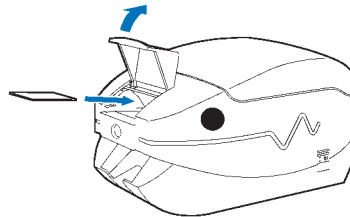
### WHEN TO CLEAN

After every 1000 cards approximately using 5-panel colour ribbon cassette.

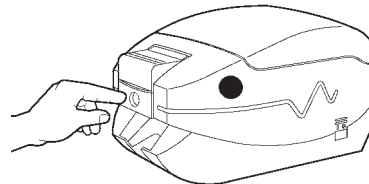
### HOW TO CLEAN



1. Leave power on.  
Press on both sides of the cover release buttons to open cover and remove ribbon cartridge. Close cover. Remove cards from card feeder.



2. Insert one pre-saturated cleaning card into the feeder.



3. Press the multi-function control button for a few seconds. The card will feed into the printer and carry out the cleaning process. Repeat the process with a new cleaning card if necessary.

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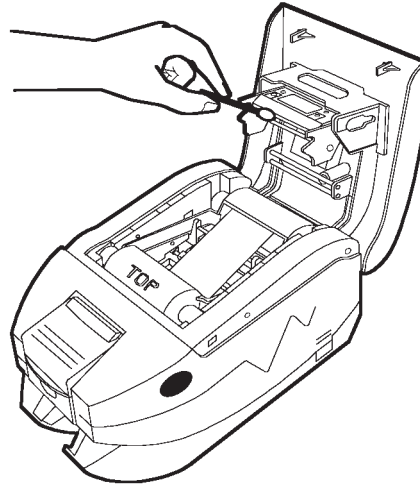
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## 4.2 Cleaning the printhead

A cleaning using the cleaning system with cards usually suffices. However, a separate printhead cleaning using swabs can remove more stubborn deposits when print anomalies persist. To avoid deposits, only use foam-tipped swabs.



1. Switch power Off, then open cover by pressing both cover release buttons and remove the ribbon cartridge.
2. Clean printhead by moving alcohol-moistened swab tip side to side across print head elements. Only use moderate force. Make sure the elements are dry before switching on. (To reorder swabs, see Appendix B).



Never use a sharp object to scrape deposits from the print head. Permanent damage will result.

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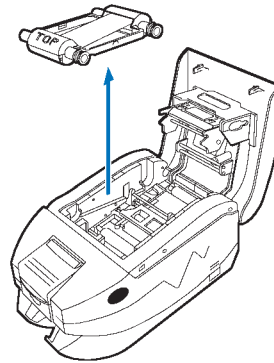
## 4.3 Card cleaning cartridge

Your J210i/J205 printer also has a card cleaning cartridge. This item cleans the cards entering the printer. To ensure print quality, the cleaning roller should be replaced with every ribbon cartridge replacement.

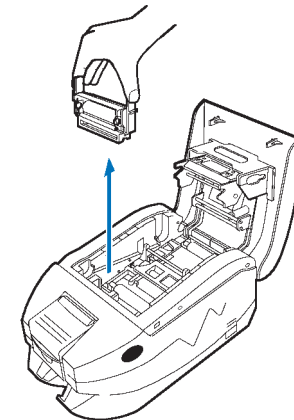
### WHEN TO MAINTAIN

Each time the ribbon cartridge is replaced. If you plan to run a printer cleaning, do so before replacing the cleaning roller. (For further instructions, see Chapter 4.1: Cleaning system).

### HOW TO MAINTAIN



1. Turn power off.  
Open cover by pressing on both sides of the cover release buttons. Remove ribbon cartridge.



2. Gently remove cleaning cartridge by pressing the cartridge's arms on both sides and pulling up.



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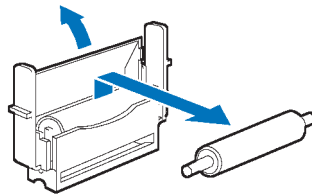
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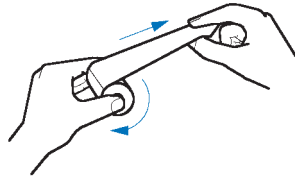
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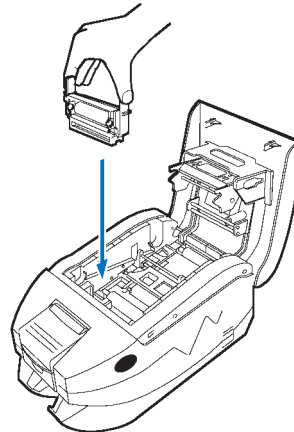
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3. Lift the cartridge lid up and remove the adhesive cleaning roller from the cartridge and discard.



4. Carefully peel off wrapper from new cleaning roller



5. Install new cleaning roller into the cartridge\*. To avoid contamination, always hold the cleaning roller assembly by the ends.
6. Replace cleaning cartridge into printer following the rail guides. For correct alignment, ensure arrows line up. Ensure the assembly locks in place.

**DO NOT** touch the roller surface that contacts the cards.

7. Re-insert the ribbon cartridge.
8. Close cover by pushing firmly down on both sides.

\* For information on replacing cleaning rollers, see Appendix B



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# 5 Troubleshooting

This section offers solutions to potential problems you may experience with your J210i/J205 printer.

## 5.1 Print quality issues

This section will help you resolve print quality problems. The print quality is dependent on several factors. The two most important factors that will increase your print quality are cleanliness and card stock. To diagnose and fix print quality problems, follow the troubleshooting procedure below:



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**Starting to Print Cards**



**Cleaning**



**Trouble Shooting**



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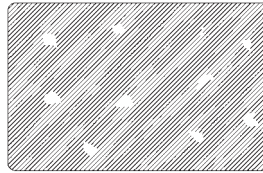
## Starting to Print Cards

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- **Small spots appear on the printed card with a non-printed area or a different color.**



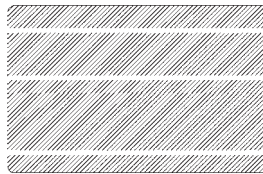
### Possible Cause

- A.** Contamination on the card surface.
- B.** Dust inside the printer and/or dirty cleaning roller.

### >> Solution

- A1.** Check that cards are stored in a dust free environment
- A2.** Use a different supply of cards.
- B1.** Perform a cleaning of the printer (see cleaning section 4.1 cleaning system & 4.3 card cleaning cartridge).
- B2.** Replace cleaning roller (see cleaning section 4.3 card cleaning cartridge)

- **There are non-printing horizontal lines (white) on the card surfaces.**



### Possible Cause

- Ribbon cartridge is not correctly positioned.
- Printhead may be dirty.
- Printhead elements may have been damaged (e.g. scratched or burnt).

### >> Solution

- A1.** Open cover and replace ribbon cassette. Make sure it locks in place.
- A2.** Check that the ribbon is properly rolled onto the ribbon cores of the cartridge and that there are no wrinkles in the ribbon.
- A3.** Push down firmly on both sides of the cover until the lid engages properly.
- A4.** Ribbon will automatically synchronize.
- A5.** Print again.
- B1.** Perform a cleaning of the printhead (see 4.2 cleaning the printhead).
- C1.** Call service for printhead replacement information.

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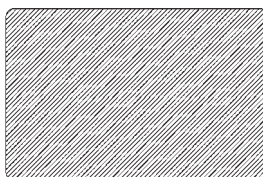
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### • Printing shows very pale or inconsistent results.



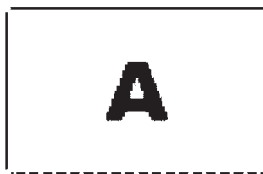
#### Possible Cause

- A.** Ribbon cartridge has been stored improperly or is damaged.
- B.** Cards may not meet specifications.
- C.** Contrast and/or intensity may be set to values which are too high.
- D.** Dust or embedded contamination on elements of the printhead.

#### >> Solution

- A1.** Change ribbon cartridge and print again.
- B1.** Use a different supply of cards.
- C1.** Adjust contrast and/or Intensity values in software.
- D1.** Perform a cleaning of the printhead (see 4.2 Cleaning the printhead)

### • Printing shows blurry printed image.



#### Possible Cause

- A.** Ribbon cartridge may not be correctly positioned.
- B.** Ribbon may not be synchronized on the correct color panel position.
- C.** Cards may not meet specifications.
- D.** Dust inside the printer and/or dirty cleaning roller.

#### >> Solution

- A1.** Open cover and replace ribbon cartridge. Make sure it locks in place.
- A2.** Check that the ribbon is properly rolled onto the ribbon cores of the cartridge.
- A3.** Push down on the cover until the lid engages properly.
- A4.** Ribbon will automatically synchronize.
- A5.** Print again.

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- B1.** Open cover and replace ribbon cartridge. Make sure it locks in place.
- B2.** Push down on the cover until until the lid engages properly.
- B3.** Ribbon will automatically synchronize.
- B4.** Print again.
  
- C1.** Use a different supply of cards.
  
- D1.** Perform a cleaning of the printhead (See 4.2 cleaning the printhead).
- D2.** Replace cleaning roller (See 4.3 card cleaning cartridge).

### • No printing on the card.



#### Possible Cause

- A •** Ribbon cartridge may not be installed in the printer.
- B •** Cards may not meet specifications.
- C •** Cable on printhead may be disconnected.
- D •** Printhead elements may be scratched or burnt.

#### >> Solution

- A1.** Check for ribbon cartridge in the printer.
- B1.** Use a different supply of cards.
- C1.** Power off the printer and check the printhead cable connections.
- D1.** Call Service for printhead replacement information.



For optimum print quality, always keep cover of the printer closed.



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## 6 Technical specifications

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### General

- High speed printing. 30 seconds per card in YMCKO  
4 seconds per card in monochrome
- Small footprint
- Windows Drivers for 98/2000/ME/XP and NT 4.0

### Colour Printing

- Colour dye sublimation or monochrome thermal transfer printing
- 300 dpi (11.8 dots/mm) print resolution
- Edge to edge printing standard (J210 only)
- 30 seconds per card edge to edge in full colour (YMCKO)

### Bar Codes

- Code 39
- Code 128 B & C with & without check digit
- 2 of 5 & 2 of 5 interleave
- UPCA
- EAN8 & EAN13

### Fonts

- Resident: Arial Normal 100, Arial Bold 100
- Flash memory supports download of different fonts.
- True Type fonts available via Windows driver

### Cards

- Types PVC, Composite
- Card width/length: ISO CR-80 - ISO 7810,  
2.125" (54mm) by 3.375" (86mm)
- Option: magnetic stripe - ISO 7811
- Card thickness: 30mil (0.75mm)
- Card feeder capacity: up to 30 cards
- Card output hopper capacity: 10 cards



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### Ribbons Cartridges

- Black monochrome: 500 cards/cartridge
- YMCKO : 100 cards/cartridge

### Interfaces

- USB port and parallel
- USB port and serial

### Mechanical

- Length: 320mm (12.6")
- Width: 179mm (7")
- Height: 183mm (7.2")
- Weight: 3.2 kg (7 lbs)

### Electrical

- 110 ~ 230 Volts AC, 60 ~ 50 Hz
- FCC Class A, CE, UL, and CUL approved

### Environmental

- Operating temperature: 60 to 86°F (15 to 30°C)
- Operating humidity: 20 to 65% non condensing
- Storage temperature: -23 to 158°F (-5 to 70°C)
- Storage humidity: 20 to 70% non condensing
- Ventilation: free air

### Options

- Magnetic encoder - tracks 1 and 2

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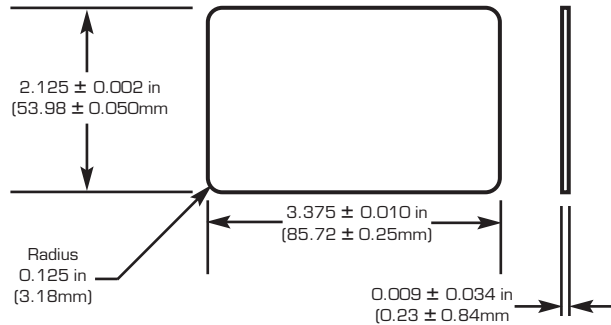
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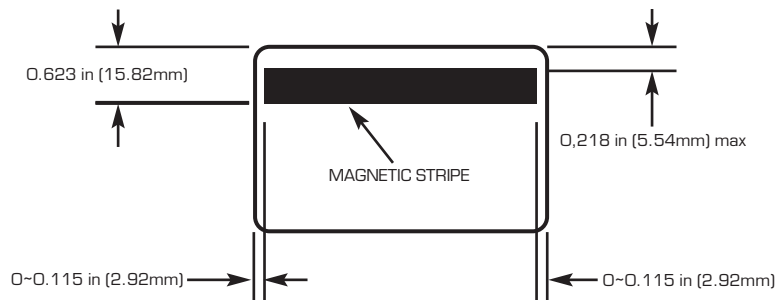
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**CARD DIMENSIONS**

ISO STANDARD DIMENSIONS FOR PLAIN CARD



ISO STANDARD DIMENSIONS FOR MAGNETIC STRIPE CARD







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# Appendix A

## Magnetic Card Stripe Encoder

This section contains information on the additional operations of the J210i/J205 printers with magnetic card stripe encoder.  
(See Chapter 2 for location.)

### INTRODUCTION

Operation and maintenance requirements for the J210i/J205 printer with the optional magnetic card stripe encoder.  
(See Chapter 2 for location.)

The magnetic encoder can be set for either high or low coercivity.

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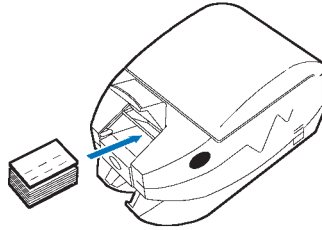
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### A. MEDIA LOADING ORIENTATION

The magnetic encoder is a factory installed item with the read/write head positioned below the card path, available with HICO encoding or LOCO encoding.



When loading cards into the card feeder, please ensure that the magnetic stripe is facing down and closest to the right.

#### Note:

Approved HICO & LOCO PVC cards are available. (See Appendix B).



ONLY USE cards that comply with ISO 7810 & 7811 standards for magnetic stripe cards. The magnetic stripe must be flush to the surface of the card to work properly. Never use cards which have taped-on magnetic stripes.

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### B. MAGNETIC ENCODER CLEANING

Use the standard cleaning card process.

This cleans the most important parts of the printer, including the printhead, transport roller and magnetic stripe encoder (For further information, see Chapter 4: Cleaning.)

1. Leave power on.
2. Remove cards from the card feeder.
3. Insert one presaturated card (provided) through slot on the side of the card cartridge.
4. Press the multi-function button.

### ISO STANDARD ENCODING

Track #	Field Separator	Track density	Valid Characters	# of characters
1	^	210BPI*	Alphanumeric (ASCII 20 - 95**)	79***
2	=	75BPI*	Numeric (ASCII 48 - 62)	40***

\* Bit per inch

\*\* Except the "?" character

\*\*\* Including start, stop and LRC characters. Also note that these 3 characters are automatically managed by the magnetic encoder according to the ISO standard norms.

NOTE: Refer to the card printer programmer's manual for complete programming information.

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# Appendix B

## Accessories & Supplies

Please contact your authorised Javelin dealer to place an order for accessories and supplies.



**IMPORTANT NOTE:** Only Javelin - branded TrueColours™ colour ribbons supplied by Javelin dealers can be used in this printer

### RIBBONS:

The J210i/J205 printer requires approved ribbons for optimum performance and printhead life. The following ribbons may be used in the J210i/J205 printer:

Part Number	Description	Cards/Cartridge
6 11 33 101	Black Monochrome (J210i only)	500
6 11 33 102	Black Monochrome (J205 only)	500
6 11 33 501	5 panel YMCKO (J210i only)	100

### Note:

Y = Yellow, M = Magenta, C = Cyan, B = Black. O = Overlay

Monochrome resin ribbons are suitable for printing text, graphics and bar codes, but not images.

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## CARDS

The following plain white plastic cards are available for use in J210i/J205 printers:

<b>NBS Part Number</b>	<b>Description</b>
9 19 00 009	Cards with no magnetic stripe
9 19 00 011	Cards with low coercivity magnetic stripe
9 19 00 007	Cards with high coercivity magnetic stripe

Many other card types are also available; ask your dealer for more information.

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## ACCESSORIES

Accessories available for J210i/J205 printers appear below. Always refer to the part number when placing an order.

Printer supplies	
Part Number	Description
2 42 62 420	2.0m Centronics cable
2 42 62 421	3.0m Centronics cable
2 39 12 212	USB cable
6 11 00 903	Replacement printhead (J210i)
6 11 00 904	Replacement printhead (J205)

Cleaning supplies	
Part Number	Description
6 11 00 914	Premier cleaning Kit (25 swabs, 50 cards)
6 11 00 951	Adhesive cleaning roller Kit (set of 5)
6 11 00 952	Cleaning cartridge, complete
6 11 00 915	Cleaning cards (box of 100 cards)



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# Appendix C

## Warranty Information

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### PRINTERS

NBS JAVELIN® printers (excluding printhead) are warranted against defects in material or workmanship. Proof of purchase or shipment date is required to validate the warranty. The warranty becomes void if the equipment is modified, improperly installed or used, damaged by accident or neglect, or if any parts are improperly installed or replaced by the user.

### PRINTHEADS

The original printhead is covered by an unlimited number of passes warranty. The warranty period begins on the purchase date. To qualify for this warranty, the printhead must be returned to NBS or to an authorised dealer. Customers are not required to purchase NBS supplies (media and/or ribbons) for warranty qualification. However, if it is determined that the use of other manufacturers' supplies has caused any defect in the printhead for which a warranty claim is made, the user is responsible for all charges required to repair the defect. The warranty becomes void if the printhead is physically worn or damaged; also if it is determined that failure to follow the preventive maintenance schedule listed in the user's manual has caused defects in the thermal printhead for which a warranty claim is made.

### SUPPLIES

These are warranted to be free from defect in material and workmanship provided the user has complied with storage, handling and usage guidelines established for supplies used with NBS Javelin printers.



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## SPARE PARTS

All parts, maintenance kits, options kits, and accessories are warranted to be free of defects in material and workmanship. This warranty becomes void if the item is modified, improperly installed or used, or damaged by accident or neglect.

### Notes

Failure to exercise caution to protect the equipment from electrostatic discharge damage, adverse temperature and humidity conditions or physical abuse, including, but not limited to, improper packaging, shipping, service or repairs performed by personnel not authorised by NBS or an authorised dealer may void the warranty. NBS or its authorised dealer will, at its option, repair or replace the equipment or any parts which are determined to be defective within this warranty period, and which are returned to NBS or its authorised dealer.

NBS specifically disclaims the implied warranties of merchantability and fitness for a particular purpose.

For full warranty terms, please contact the Javelin dealer from whom you purchased your printer.



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# Appendix D

## Technical Support

If for any reason you require product technical support, please contact the distributor where you purchased your equipment. If they cannot help you, or at their direction, contact NBS.

**For Support in Europe, Middle East,  
Africa and Asia Pacific**

**NBS Technologies  
7 Byfleet Technical Centre  
Canada Road  
West Byfleet  
Surrey KT14 7NB  
United Kingdom**

**Tel: +44 1932 351531  
Fax: +44 1932 351382**

**For Support in North and  
South America**

**NBS Technologies  
10925 Bren Road East  
Minneapolis MN 55343  
United States of America**

**Tel: 1 800 524 0419 or  
+1 416 840 8620  
Fax: +1 952 912 9439**

**Email:**

**Email: [technical.support@nbstech.com](mailto:technical.support@nbstech.com). [techsupport.cp.am@nbstech.com](mailto:techsupport.cp.am@nbstech.com)**

**Web: [www.nbstech.com](http://www.nbstech.com)**

### HOW TO RETURN YOUR PRINTER

If you have purchased your printer from an NBS distributor, please first contact them on their return procedures.

Alternatively, contact the appropriate NBS Technical Support Department (details above) for instructions before shipping your printer.



Only complete goods in their original packaging with a valid **Returned Materials Advice (RMA)** number clearly marked on the outside can be accepted for return to NBS.

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## Declarations of conformity



European Council Directive		Compliance to Standards	
89/336/EEC modified by 92/31/EEC and 93/63/EEC	EMC Directive	EN 55022-B	RF Emissions control
	EMC Directive	EN 500082-1, 1992	Immunity to Electromagnetic Disturbances
73/23/EEC modified by 93/68/EEC	Low voltage Directive	EN 60950	Product Safety



**Model: J200** Series conforms to the following specification:  
**FCC Part 15, Subpart A, Section 15.107(a) and Section 15.109(a) Class A digital device**

### Supplemental Information:

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

### 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.

### INDUSTRY CANADA NOTICE

This device complies with Industry Canada ICS-003 class A requirements.



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