

# Product change notification (PCN)

<b>Title / short description</b>	THERMOMARK CARD 2.0: New firmware update and new material descriptions for large-format US card materials.
<b>Affected article category</b>	Marking and labeling
<b>Change category</b>	Software modification
<b>Change number</b>	CBG230018_1-00
<b>Reason for PCN/PDN Revision</b>	

## Purpose/objective of the change

Firmware update to improve print quality.

## Detailed description of the change

Firmware update 5.43.6 improves the print quality by adapting two key parameters:

1.0) Optimization of the printing heat: The overall printing heat is increased on its basic level. As a result, the higher base printing heat must be compensated for large-format US card materials (excessive printing heat can lead to ink ribbon creasing or even to tearing of the ink ribbon), as the firmware is not material-specific or selective. This is achieved by means of correspondingly adapted material descriptions for large-format US card materials. Using these new material descriptions, which can be found in the PxC eShop under "Downloads" on the THERMOMARK CARD 2.0 [1085267] product detail page, is mandatory in combination with this firmware update.

1.1) Off-set for manual printing heat regulation: A higher maximum printing heat can be set manually, if required. This means that an off-set value that was set manually in the past must be checked and, if necessary, readjusted due to the overall higher base level of the printing heat.

In addition, the ink ribbon retraction was further optimized (there was already an initial optimization for the ink ribbon retraction with the current firmware 5.43).

2.0) Further optimization of the ink ribbon retraction: The ink ribbon is only retracted incrementally as far as the previously printed printing image requires. There is no unnecessary ink ribbon consumption.

Important note on item 1.0 regarding the changed material descriptions for large-format US card materials: In the attachment, you will find a reference table containing the item numbers affected by this.

If you use the old THERMOMARK CARD model [5146464] in combination with the new material descriptions, please take into consideration the attached recommendations for action.

## Identifying characteristics

"FW\_TL5436\_3b14\_phoenix.zip" firmware, version 5.43.6;

"Material\_Description\_THERMOMARK\_CARD.zip" material descriptions from 2023-11-28

<b>Start of Production (SOP)</b>	-	<b>Last Time Delivery (LTD)</b>	-
<b>Effective date (EOP)</b>	2023-11-28	<b>End of Service (EOSR)</b>	-
<b>End of Sales (EOS)</b>	-		

## Short-term change (< 6 months) or discontinuation (< 12 months), due to:

- |  |   |  |
|--|---|--|
| <input checked="" type="checkbox"/> Software / Firmware Bugfix | <input type="checkbox"/> Short-term delivery stop by supplier       | <input type="checkbox"/> Short-term recall by supplier |
| <input type="checkbox"/> Force majeure                         | <input type="checkbox"/> Product improvement with customer benefits |  |
| <input type="checkbox"/> Others                                |   |  |

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#### **Attachments**

- Appendix\_PCN\_FW update\_THERMOMARK CARD 2.0\_11.2023 (1).pdf
- Material\_list.csv
- PCN-CBG230018\_1-00\_DE
- PCN-CBG230018\_1-00\_EN

### Material list

Item no.	Item Type	Hardware old	Firmware new	Item no.	Substitute item Type
1085267	THERMOMARK CARD 2.0	5.43	5.43.6		
1103965	THERMOMARK CARD 2.0 AR	5.43	5.43.6		
1103966	THERMOMARK CARD 2.0 CN	5.43	5.43.6		