Primacy
FAQs

MARKETING FAQs
V 1.0 – JUNE 2012

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I. PRODUCT POSITIONNING, USE & SPECIFICATIONS

1. What is delivered in the Primacy printer box?
- Primacy printer
- Power supply – SWITCHBOX Type F10723-A
- Power cord
- USB cable
- Reject box
- Installation, documentation and software CD-ROM
- Starter cleaning kit
- Quick Start guide
- Warranty notice
- Box, polystyrene calibrations

2. Is the memory capacity of the CPU sufficient?

The 16MB printer's RAM is sufficient to store 2 designs of dual-sided color card. The data downloading is performed during the card insertion or the card transportation between two card side printing (as a background task).

The storage of the card designs to be printed is performed from the computer (through the spooler); this allows simplifying the software integration job in case of using specific applications. In addition, it is not necessary to consider the printer internal memory dump management and the misprints.

3. What is the print resolution of the printer?

The resolution, i.e. the image details, is of 300 dpi (11.8 dots/mm).

4. What are the differences between Pebble/Dualys & Primacy?

These are the main new features and benefits offered by Primacy
- One unique product to replace both Pebble and Dualys.
- The dual-side feature can be on-site upgraded in a few seconds.
- Faster: less than 19 sec to print a full color card! (improved by more than 20%, and makes it the fastest printer in the market)
- Card printing quality has still been improved with a better image processing and result
- A new 250-card color ribbon, and the quality & convenience offered by the Evolis High Trust range of consumables (ribbon cassette, ribbon recognition & auto-setting, perfect image quality)
- The unique Evolis Premium Suite, for instant information and unmatched user-friendliness
- A reject slot and tray for error cards
- New add-on encoding modules already available with Zenius for easy and quick product upgrade
- Eco-designed, in particular with key improvements in terms of energy consumption. The only range in the market compliant with the stringent ErP directive.

- But still the market-proven quality and the reliability, backed up by the best warranty in the market

5. What are the technical differences between Primacy and the direct competing printers?

| | Printing capability | | Connectivity | | Encoding | | | Feeder | | | |
	Simplex	Duplex	USB	ETH	Magnetic	Contact	Contactless	Input	Output	Manual	Reject box
Primacy	**Yes**	**F/O**	**Yes**	**Yes**	**F/O**	**F/O**	**F/O**	**100c**	**100c**	**No**	**30 c**
Datacard SD260 'Long'	Yes	No	Yes	Yes	F/O	Factory option	Factory option	100c	25c 100c On-site option	Factory option	No
Datacard SD360	Yes	Yes-Factory mounted	Yes	Yes	F/O	F/O	F/O	100c 200c On-site option	25c 100c On-site option	No	No
HID/Fargo DTC4000	Yes	F/O	Yes	Yes	F/O	Factory option	Factory option	100 cards 200 cards (same side in and output)	100 cards 200 cards (same side in and output)	Yes	100c (requires same-side input/output card hopper)
HID/Fargo DTC4500	Yes	F/O	Yes	Yes	F/O	Factory option	Factory option	200 cards = Dual Hoppers - 100c each	100 cards 200 cards (same side in and output)	Yes	100c (requires same-side input/output card hopper)
Zebra ZXP Series 3	Yes	Factory option	Yes	F/O	Factory option	F/O	F/O	100c	50c	Yes (when output hopper is closed)	No
Magicard Rio Pro	Yes	F/O	Yes	Yes	F/O	F/O	F/O	100c	70c	Yes	No

F= factory mounted/factory option
O= on-site option

For detailed technical specifications, please look at the 'Competitive product comparison file' in Competition Data.

6. The new Evolis range benefits from an architecture fully based on plastic. Does this printer offer the proven quality and reliability of printers such as Pebble4?

Evolis has progressively introduced new plastic parts into its products over the past years (Pebble[4], Tattoo[2] and QB10 for banking applications), and has sound experience in this area. Printers such as Pebble[4] did keep selected parts in metal (back metal sheet, plates, printing module), but such parts would only build up perceived quality rather than offering true quality and reliability benefits.
To match the level of quality offered by our existing Pebble[4] or Dualys[3] printers, Evolis has carried out a redesign process with different orientations.

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We no longer use the back metal sheet and have replaced it with premium quality plastic, while all parts that are subject to wear and tear are now of improved quality compared to the Pebble[4] Here are a few examples:

- The Primacy **chassis** is now single piece and no longer uses the central chassis with the 2 plates. This new design will help reducing scattering.
- The **printing module** uses a polycarbonate plastic with carbon fiber. This material provides several benefits: reduced weight (density of 1.26), electrical conductivity, sturdiness, increased precision thanks to low shrinkness further to injection, and a consistent geometric shape.
- All **plastic bearings** are proven to be more resilient than the bronze bearings installed in current machines.
- The **gears and friction parts** are made of POM (Polyoxymethylene), similar to Pebble[4]'s one.
- **Rollers** are made of machine-cut steel and injected EPDM (same as for Pebble[4]) for improved precision and durability. The **head roller** now uses a ball bearing, making wear and tear insignificant.
- Parts that support heavy loads (came, head kit) are made of Zamac (ultra sturdy alloy).
- We have kept the **same main motor** and improved its management. The new geared motor has been designed and tested during 2 years, in partnership with Johnson Electric, the worldwide leader in motor manufacturing.

7. **How does the Primacy gain its reliability for volume printing when compared with the Zenius? Stronger motors?**
Zenius has been designed for instant issuance and card personalization in low quantities while Primacy has been designed for medium and large runs. The two printers share a common engine and have many similar parts. Thus all common parts have been designed and tested for batch printing and large quantities while specific parts of Zenius (e.g. card feeder) have been made only based on product positioning and use.
As a reminder, Zenius has a 2-year warranty and Primacy a 3-year warranty. MTBF data for both printers will be released by the end of the year.

8. **Is there any larger feeder available?**
One of the main benefits of Primacy is the full 100-card capacity. Indeed, the printer can store up to 100 cards in both its feeder and output hopper. This is enough to cover most of the uses and needs in the market. For higher needs, Quantum should be a very good product, with a 500-card capacity and many unique features in the market.

9. **What is the printing speed and how do you calculate it?**
The printing speed is 190 cards/hour for a full card printed in YMCKO.
Depending on actual configuration and needs, Primacy can reach up to 210 cards per hour for color printing.
The speed may be impacted by some driver settings, the use or not of Evolis Premium Suite. For more figures and details, a speed matrix is available on demand. Please contact Evolis Services.

10. What type of cards can I use with Primacy?
PVC, composite PVC, PET, ABS1, and special varnished1cards can be used with Primacy.
Primacy supports ISO CR80 norm cards (53.98 mm x 85.60 mm) and cards thicknesses from 0.25mm (10 mil) to 1.25 mm (50 mil).
NB: paper cards cannot be used, and 0.25mm (10 mil) cards can be used only for monochrome printing.

[1] *Under specific conditions*

11. What types of ports are available on Primacy?

Primacy offers a USB 1.1 port (compatible 2.0) type A and type B and Ethernet TCP/IP 10BaseT, 100BaseT (Traffic Led) port in standard.

12. Is the duplex upgrade kit supposed to be removed or always attached to the printer? If there is a firmware upgrade on the printer, is it necessary to re-use the duplex activation kit?
The duplex on-site upgrade can be performed thanks to a "key" with a smart chip. This upgrade/activation has to be performed only once in the product lifespan as the printer will store in several locations the data concerning this activation. The key should be removed after the upgrade as it is impossible to have it in the printer together with a ribbon.

13. For each Primacy printer we are supposed to have its own RFID activation key or there is some kind of master activation key?
The duplex activation kit is valid for a single use.

14. Is it possible to upgrade a Zenius Classic with a Mag encoding kit?
The Zenius Classic is the Evolis offer for "basic" use: printing applications on one printer only (no network, no encoding). It is at the moment technically feasible to upgrade this printer with the magnetic encoding kit, however Evolis recommends not to do it .
It is not supported, not committed and therefore, this feature may disappear in the future.
This configuration is not part of the Evolis standard offer and Zenius Classic upgrade to Mag is performed at the own responsibility of the distributor or reseller.

15. Is the Primacy cleaning cycle different from the Pebble/Dualys one?

Yes, for Primacy (as well as for Zenius) there are now two different types of cleaning cycles:

- A regular cleaning (mandatory) for typically maintaining the cleaning roller
- An advanced cleaning (optional) for typically maintaining the transport rollers.

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We recommend running a regular cleaning every time you change the ribbon and/or every time the cleaning alert is notified (every 1,000 inserted cards).

For a deeper cleaning, we recommend to make an advanced cleaning every five cycles of periodic cleaning (every 5,000 inserted cards).

Printer	Cleaning required after: *(warning light flashing)*	Number of cards remaining before warranty voided *(warning light steady)*	Warranty invalid after: *(warning light steady)*
Zenius	1000 cards	200 cards	1200 cards
Primacy	1000 cards	200 cards	1200 cards

There are two specific cleaning kits to perform these cleaning cycles:

- The Regular Cleaning Kit which includes 5 adhesive cards and 5 swabs
- The Advanced Cleaning Kit which includes 2 pre-saturated T-cards, 2 adhesive cards, 1 cleaning pen and 1 box of 60 wipes

The adhesive cards, the pre-saturated T-cards, the pens and the swabs can be also ordered separately.

16. Can we use the re-writable card on primacy or only works with ribbon?

Primacy has been designed for color-dye sublimation and monochrome thermal transfer. The Evolis offer for rewritable cards is TattooRW, a dedicated product for Direct thermal printing and erasing on rewritable material. This product is based on the Evolis strong experience on the "RW" market.

Most of our competitors do offer a dual printer: Color and Rewrite. Evolis, on purpose, decided not to go this way since the erasing quality on rewrite is very poor, less efficient and gives a poor image of the rewritable technology.

II. CONSUMABLES

1. **What are the new ribbons for Primacy printer? What is their capacity?**
   There are two color ribbons dedicated to Primacy: one YMCKO with 250 prints and one YMCKOK with 200 prints and a black monochrome ribbon KO with 600 prints.
   All the other ribbons can be used with both printers.

2. **What do you call region code ribbons/products?**
   Evolis Zenius and Primacy printers have a special code which specifies in which regions in the world the associated ribbons can be used. Evolis divided the planet earth into 3 major zones (AMERICAS-APAC-EMEA) which correspond to its distribution system, and 2 sub-zones in the APAC region, which are China and India.

3. **Ribbon protection: which ones are protected in standard? Which ones are not?**
   All the Evolis High Trust® ribbons are recognized as standard and therefore benefit from the automatic setting from the Evolis Premium Suite® software.
   In addition, these ribbons integrate a special region code in order to prepare future changes related to the Evolis logistic organization.

4. **Will you still carry the consumables for the old printer lines?**
   Evolis will of course continue providing consumables (ribbons and cleaning kits) for the old printer range and this up to 10 years starting from the date of the printer withdrawal.

5. **Are the Primacy & Zenius ribbons the same?**
   The ribbons for Primacy are the same as the ones for Zenius, except a YMCKO available in 250 prints, a YMCKOK in 200 prints and a KO in 600 prints.

See below the Ribbons-Printers Compatibility Table:

Product Code	Description	Prints / Roll	PRINTERS	
			Zenius	Primacy
COLOR RIBBONS				
R5F001xxx	YMCKO	100	●	●
R5F005xxx	YMCKO	250	☐	●
R5H004xxx	1/2 YMCKO	400	●	●
R6F003xxx	YMCKO-K	200		●
MONOCHROME RIBBONS				
R2F009xxx	KO	300	●	☐
R2F010xxx	KO	600	☐	●
RCT011xxx	BLACK	1000	●	●
RCT012xxx	BLUE	1000	●	●
RCT013xxx	RED	1000	●	●
RCT014xxx	GREEN	1000	●	●
RCT015xxx	WHITE	1000	●	●
RCT016xxx	METALLIC GOLD	1000	●	●
RCT017xxx	METALLIC SILVER	1000	●	●
RCT018xxx	SCRATCH OFF	1000	●	●
RCT019xxx	BLACKFLEX	1000	●	●
RCT021xxx	WHITE SIGNATURE	1000	●	●

xxx: the product reference number may vary depending on your region.

6. **Will custom holograms be available for Zenius / Primacy?**
   Custom holograms are now available for the new Zenius and Primacy printers. Please ask your Evolis Sales Representative for more information.

7. **Any UV ribbon for the new printers?**
   Evolis already provides UV ribbons for project purposes, in different ribbon configurations such as YMCKUv, YMCKUvK. Please ask your Evolis Sales Representative for more information.

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8. **Will there be larger YMCKO ribbon yields be available for Primacy e.g. 500 prints?**
   No, today the maximum capacity for YMCKO ribbon is 250 prints. However, Evolis is currently investigating new axis in order to increase this capacity but there is no commitment at this stage.

9. **Can I use the previous pre-saturated cleaning cards with Primacy?**
   Actually, it is not possible. We completely reviewed the cleaning approach for Zenius & Primacy in order to improve printer's quality and reliability:
   - An adhesive card replaces the existing pre-saturated cleaning card. It is used for regular cleaning in order to maintain the cleaning roller dust free. This cleaning cycle is mandatory and the print head warranty is directly linked to it.
   - A T-card will be used to manage an advanced cleaning of the transport rollers on-site. This cleaning cycle is optional and is very useful in case of heavy-duty card production.
   - A pen is now offered for print head's advanced cleaning.

   Note
   These adhesive cards and T-cards have been specifically designed for Zenius and Primacy; therefore they cannot be used on the other Evolis printers.
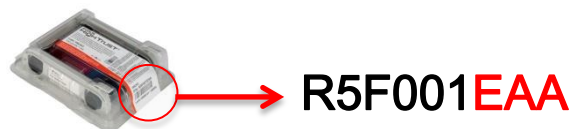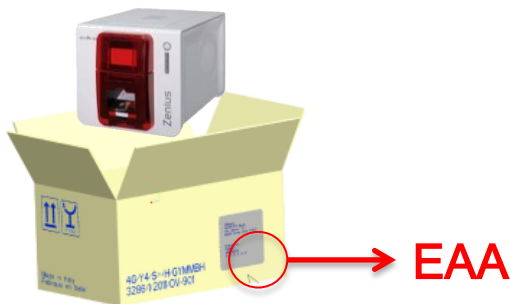
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10. How to know the use of the proper region code?

There are two ways to check the use of the right region code.

<u>Before getting started with the printer</u>

The printer region code is indicated on the ID printer label from the external box. The ribbon region code is indicated in the ribbon part number, on the last three digits. This part number is printed on the ribbon box label as well as on the drop-in cassette label.

The two codes have to be similar as indicated below:

 → **EAA**

 → **R5F001EAA**

PRINTER

REGION	CODE
EMEA	EAA
AMERICAS	AAA
APAC	SAA

= = =

RIBBON

REGION	CODE
EMEA	EAA
AMERICAS	AAA
APAC	SAA
China	S11
India	S22
Worldwide	NAA

Note:

- The ribbons with a NAA code can be used on all the printer region codes.
- The ribbons with SAA, S11 and S22 codes can be used only with the SAA printer region code.

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<u>At any time when using the printer</u>

In the Evolis Premium Suite® Print Center, in the 'Ribbon' tab, the part number and the type of ribbon is indicated. 'Ribbon not valid' message means that the region code is not appropriate between the printer and the ribbon.

11. What happens if the printer and the ribbon region codes are not appropriate?

Check the table with countries below and you will see that there are 3 major regions and 2 sub-zones. Region AMERICAS ribbons won't work in Region EMEA, Region EMEA ribbons won't work in Region APAC. In short, the region where the ribbon has been purchased can 'only' be used on printer from that particular region. Please contact an Evolis Reseller from your region to get appropriate ribbons or contact us at info@evolis.com in order we communicate to you an Evolis Reseller locally.

Region	Code	Countries
AMERICAS	AAA	Bermuda, Caribbean, Canada, Central America, Federated States of Micronesia, Guam, Mexico, Palau, South America, United States, U.S. territories
EMEA	EAA	Africa, Andorra, Albania, Armenia, Bosnia and Herzegovina, Belarus, Croatia, Europe, Georgia, French Overseas departments and territories, Holy See, Iceland, Kosovo, Liechtenstein, Macedonia, Mauritius, Middle East, Monaco, Montenegro, New Caledonia, Norway, Republic of Moldova, Russian Federation, San Marino, Serbia, Switzerland, Tajikistan, Turkey, Ukraine
APAC	SAA	Afghanistan, Australia, Azerbaijan, Bangladesh, Bhutan, Japan, Kyrgyzstan, Kazakhstan, Mainland Southeast Asia, Maldives, Maritime Southeast Asia, Mongolia, Myanmar, New Caledonia, Pakistan, Sri Lanka, Taiwan, Turkmenistan, Uzbekistan, North Korea, South Korea, much of Oceania
	S11	China, Hong Kong, Macau
	S22	India, Nepal
Worldwide	NAA	Informal term meaning "worldwide".

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III. ENCODING OPTIONS/ENCODERS

1. **What are the available options on Primacy?**
   At this stage, Primacy and Zenius do share exactly the same encoding options:

   - Magnetic ISO or JIS2 encoder
   - Smart contact station with encoder or with DB9 connection
   - Contactless encoder incl. remote RFID antenna
   - Metal plate to mount the encoders in the printer (not to forget to order this one)

   Some configurations do exist as 'factory mounted' options delivered installed in the printer. Check the price list for more details.

   All of them can be installed by the distributor or the reseller on-demand. All encoder combinations are possible.
   An End-User may perform the upgrade by himself later on, if required.

   Encoders available are:
   - Magnetic ISO 3-track and magnetic JIS2 (Japan only)
   - Gemalto GEMPC USB-TR (aka Gemtwin – contact reader)
   - Evolis-SCM dual contact & contactless
   - Springcard Crazy Writer
   - HID Omnikey Cardman 5121

   !!! Please note that the Omnikey Cardman 5121 is only available as 'factory mounted' until further notice.

2. **Is there a 125kHz encoder module for proximity cards available for Zenius / Primacy?**

   The 125kHz encoder available for Pebble will not be transferred to Zenius/ Primacy. There is no other offer planned since the demand is very low. Would there be a need for a significant quantity, Evolis remains open to integrate, on demand such encoder.
   Note: *125kHz antennas require a large space and may probably not fit in the contactless Primacy slot.*

3. **Can I use Zenius upgrade kits in Primacy printer?**
   The encoding options, upgradeable on site, are the same references for Zenius and Primacy printers. No difference.
   The installation of the different options is exactly the same for both printers.

IV. SOFTWARE

1. Is there any software delivered with the printer?

Primacy is delivered with a CD-Rom including the Evolis Premium Suite® components:
- Printer driver for Windows XP, Vista and 7
- Printer driver for Mac OS X (from 10.5 onwards)
- Evolis Print Center
- Evolis Printer Manager

In addition, an unlimited version of eMedia CS Card Designer® software, Standard Edition is available on the CD-Rom.
Note: *Evolis strongly recommends the use of the older eMedia 6 version for the Windows XP users.*

2. Which languages are available?

The Evolis Premium Suite® is available in 11 languages.

- English
- German
- Italian
- Portuguese
- French
- Spanish
- Traditional Chinese
- Simplified Chinese
- Korean
- Japanese
- Russian

The User's guide is also available in the same languages, and also in Arabic.
The Evolis Premium Suite will be available in Arabic and Farsi in Q4 2012.

3. Number of printers on one single PC station

There will be one driver instance per printer physically connected to a PC.
Assuming the station is powerful enough to support such a device quantity, the suggested maximum number of printer is 10.
However, since there is a new software architecture, the Print Center itself is not limited and will allow a user to monitor as many printers as required, regardless they are connected or not to his own PC.

4. Is there an online help available from the software?

When an alert or an error is notified through the splash screen of the Printer Manager, there is always a question mark button linked to the Evolis web support.
The user should have an access to Internet.
The system will select the help page language according to the printer manager selected language.

5. **Which version of eMedia is delivered with Primacy?**

   Primacy is delivered with eMedia-CS Standard Edition. This version offers a wide range of features to help you design superior graphics. When personalizing a badge, you can add images, logos and even ID pictures from an existing database, or from a device that instantly captures a picture of the holder.

   By leveraging MS-Excel, eMedia CS Standard Edition offers a database environment that is familiar to users, and guarantees easy and worry-free management of data.

6. **Is Primacy compatible with "old" versions of eMedia?**

   Primacy can be used with former version of eMedia. The use of the older eMedia 6 versions is recommended for the Windows XP users but is not supported by Evolis.

7. **Where can we get escape commands to make tests on Primacy and Zenius?**

   The escape commands are available from Evolis Services. Please contact them.

8. **Is it possible to encode cards over IP?**

   This is a regular request. However, there is at the moment no offer in the market for Ethernet-based encoding units. Evolis is currently working on some solution to enable smart encoding over IP. We expect to offer this option on Primacy by the end of 2012.

   This will enable single station to access to the printer through IP. No way to manage multiple accesses to the printer without a customized Card Management Solution.

9. **Is there any Wi-Fi option?**

   We expect to offer this option on Primacy by the end of 2012. It will be a dedicated product for Wi-Fi applications/needs.

10. **What is the Software compatibility?**

    Primacy and Zenius offer a full compatibility with applications developed for Tattoo, Pebble and Dualys as long as those ones have been based on IOMEM.dll programing hints. In that case, only the printer name should be amended to make it running with our new printer range.

    Would the application have been developed in a 'rougher' way, using Printer's commands (equivalent to ESC sequences), then it is mandatory to review the application since a lot of commands have been modified to operate the printers properly.

    Come to your Evolis Service contact for more details.

11. **Is there any SDK for Primacy? Is it free of charge?**

    Primacy SDK is the same than Zenius and Pebble/ Dualys. It is available today from the Evolis Service team FOC.

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A new release, dedicated to Zenius and Primacy additional features is under development and should be available by the end of 2012. This new release won't support the legacy printers such as Tattoo, Pebble and Dualys.

12. Is Primacy's SDK manual same as Pebble4's SDK ?

Yes, as long as developments have been based on IOMEM guidelines, applications developed for Pebble should run with Zenius and Primacy. However, it is mandatory to perform a full range of tests to re-assess the software integrity and card issuance process execution.

13. Will the Mac driver automatically detect the ribbon type?

No, at this stage, the MAC drivers, as well as the Linux ones have to be set manually, like you do with Tattoo, Pebble and Dualys.

14. What are the supported Operating Systems?

At this stage, Primacy and Zenius support:

- Windows XP SP3, Windows Vista, Win 7
- MAC OS X from 10.5 onwards
- Linux distributions, available in September 2012:
    - Ubuntu 12.04 (Debian family)
    - Fedora 16 (Red Hat family)
    - OpenSuse 12.1 (Slackware family)
    - other distributions upon request

!!! For Windows XP configuration, Evolis Premium Suite requires Microsoft .net 4.0 which is not part of the standard XP installation package (FoC).

There are investigations in progress to support new coming version: Win 8 and MAC OS X 10.8 (also called Mountain Lion) as soon as possible after the availability.

In addition, the Evolis Premium Suite Release 4 will be available in Q4-2012, aimed at supporting Windows printer sharing mechanism, including Windows Server versions. More details to come after summer 2012.

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V. SUPPORT/SPARES PART

1. When is the Spare Parts list available?
A new issue of the spare parts list is available, it includes the Primacy key parts. Additional Spare Parts will be added along the product lifecycle, when required.

2. What are the warranty conditions?
Primacy is covered by a three-year warranty, including printer and printing head (unlimited print). This warranty is valid as long as the cleaning process is performed, on-time when requested by the system, and certified consumables (Evolis High Trust) are used.

3. What are the Spare Part warranty conditions?
The Spare part warranty depends on the regions and commercial agreements. Please come to your Evolis Services contact to get a copy of your warranty conditions.

4. What is a Wear and Tear part and what is its warranty period?
A wear and Tear part is a part which is affected by the quantity of cards issued during the printer lifecycle. Its warranty may be managed differently than a Spare Part.

As an example:
- A printer cleaning roller may have to be replaced after some tenth of thousands prints. It is a normal behavior so this one is classified as a wear and tear part.
- The LED panel is designed to last the entire printer lifecycle. A break of such a part is not expected, so it is covered by the printer's warranty.

The same applies in car industry with mechanical parts and wear and tear parts such as braking components.

5. Does Primacy support print head from other model?
Printing head Spare Part is the same module for both Primacy and Zenius. It cannot be used on any other printer.

6. How long are the Spare Parts of Pebble & Dualys available?
The Spare Parts will be available 5 years after the last commercialization date (end of December 2012), i.e. end of December 2017.
This 5-year period applies for any Evolis printer once it is entering the phase out milestone.

VI. Miscellaneous

1. **Are Pebble & Dualys still available for delivery?**
Primacy will gradually replace the current Evolis product range (Pebble & Dualys).
In order for our sales network to make this new range their own, a 6-month transition plan has been scheduled. By the end of 2012 Evolis will stop manufacturing Pebble & Dualys.

2. **Can the rear hopper be used for output for standard cards, or only for rejected cards?**
The slot located at the back of the printer can be used for any kind of cards. The main purpose is to isolate "error cards", but there is a field in the Evolis Print Center to determine the output location for all printed cards.

3. **Primacy prints darker facial colors than Pebble and Dualys. What causes this change?**
Zenius and Primacy benefit from brand new system software:
   - New driver based on Microsoft Univ driver framework
   - New image raster with new image processing
   - 8-Bits color management instead of 7-Bits previously
   - New algorithms to enhanced picture contrast

   In most of case, those changes are perceived as improvements, but there are probably some pictures and designs that may be disappointing.

   Overall, Primacy has the best printing quality of the DyeSub market.

4. **Is it possible to get CDs without the eMedia Software?**
eMedia-CS Software is always on the CD delivered with the Primacy.
There is no plan to change it.
For those, who are willing to remove it, we may propose a CD image without eMedia, so you can burn and print your own CDs. But this won't be implemented in the Evolis factory.

5. **When will the ERC trainings occur?**
The ERC training will take place until end of September 2012. The trainings are renewal or full training for the new printer Primacy.

6. **When does a Trade-up program take place for Primacy?**
The Primacy Trade-up offer will start in September 2012.

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