

# AFTERCARE

## GENUINE ICE PRINTHEADS

ICE

ICE are the sole distributor of the Zodiac coder in the UK and work with a number of carefully selected OEM partners to supply the consumables, spares and service to the market. As the OEM, we are able to offer all of our customers instant telephone technical support which is free of charge and based on our knowledge and experience of the machines using genuine ICE consumables and spares.

All genuine ICE printheads are marked with a label which quickly identifies that they are genuine ICE parts.



### Beware of modified printheads

- There are a number of companies offering modified parts to fit the ICE Zodiac coder, claiming they are genuine ICE parts when they are not.
- These items are modified by drilling additional holes into the heatsink of the device. This creates a substantial risk of damaging the electronic components within the device.
- Genuine ICE printheads have these holes drilled prior to assembly to prevent this risk. Many of the fake parts have different internal electronics and will reduce the performance of the printer.

Genuine ICE printheads are designed to maximise the performance of your Zodiac coder and can avoid:

- Damage to electronic components
- Reduced print quality
- Reduced printhead life
- Invalidating your printer warranty

### How to identify genuine ICE printheads:

ICE part number:

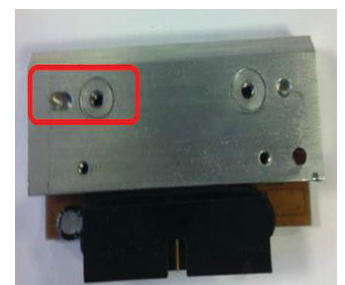
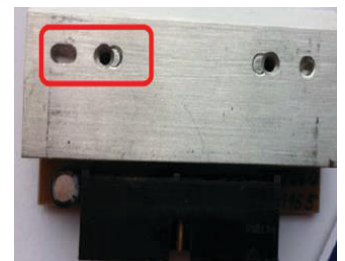
**KCE-53-12PAJ1ZPH**

Here are some key differences to look out for:

#### GENUINE ICE PART

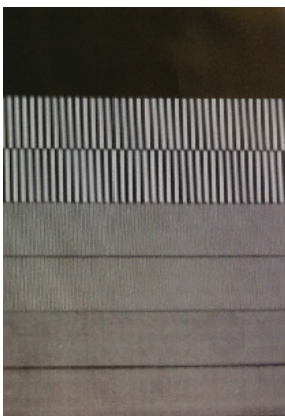


#### MODIFIED PART

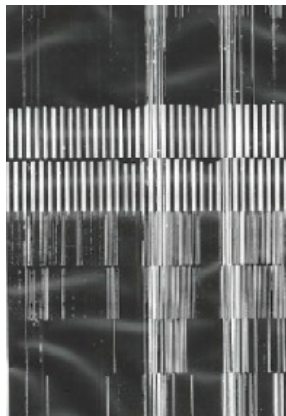


### Print samples run using new parts:

#### GENUINE ICE PART



#### MODIFIED PART



To discuss your requirements or to place an order, please contact the After Care team:

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ICE