Zenius
FAQs

MARKETING FAQs
V 1.1 – JULY 2011

Zenius

evolis

I. PRODUCT POSITIONING/OFFER/SPECIFICATIONS

1. What is delivered in the Zenius printer box?
- Zenius printer
- Power supply – SWITCHBOX Type F10723-A
- Power cord
- USB cable
- Installation, documentation and software CD-ROM
- Starter cleaning kit
- Quick Start guide
- Warranty notice
- Box, polystyrene calibrations and 2 wedges for the weight of the feeder

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 & benefits of Zenius versus Tattoo[2]?

Even if Zenius is positioned in the same price range as Tattoo, the product is entirely different in terms of specifications and benefits.

- The design, the ergonomics and aesthetics have been reviewed. The product is front operated for an easier day to day use and maintenance.
- The consumables offer has been reviewed and it is wider. A ribbon cassette has been developed in order to make it very simple to install. It also allows an automatic driver's setting of the ribbon's characteristics and parameter's adjustments, thanks to a chip embedded in the ribbon cassette (refer to the Evolis High Trust range presentation for further details). The ribbon price has also been readjusted, and is now more competitive and very aggressive.
- The software environment and architecture has been also redesigned in order to be more open to various IT environments, more open to upgrades, user-friendly and closer to the industry standards. This new offer is called Evolis Premium Suite, and it is unique in the market thanks to a structure based on the Evolis Print Center and the Evolis Printer Manager. Thanks to Evolis Premium Suite, the user will now get printer's status notifications directly on the PC screen.

- The combination of the hardware, consumables and software developments ensure a high quality printing. Zenius' edge-to-edge printing is as similar as the one offered by Pebble[4]. The printing speed in colour has been improved to reach 120 c/h for a full card, and up to 150 c/h under specific conditions.
- This product is the first 'eco-designed' product in the market. It is a first step in Evolis' environmental approach.
- Zenius can be upgraded with any kind of encoding option (magnetic, smart and contactless), and all of them can be combined together. These options will be upgradable on site thanks to unique add-on independent modules (NB: encoding options are available from the Expertline which is expected from November 2011).
- Like Tattoo[2], Zenius is a space-saving product. It is the most compact and the lightest printer in the market, but also the most silent printer in its category (sound pressure of only 46 dB(A) when it's in operating). It means that between 4 & 6 Zenius are necessary to produce as much noise as direct competing products.

5. What are the technical differences between Zenius and Tattoo[2], Pebble[4] and the direct competing printers?

	Connectivity		Printing		Encoding			Feeder		
	USB	Ethernet	Mode	Quality	Magnetic	Contact	Contactless	Input	Output	Manual
Zenius CLASSIC	Yes		Edge to Edge	HQ				50c	20c	Yes
Zenius EXPERT (Nov. 2011)	**Yes**	**Yes**	**Edge to Edge**	**HQ**	**On-site option**	**On-site option**	**On-site option**	**50c**	**20c**	**Yes**
Tattoo[2]	Yes	Factory option	Near to Edge	NQ	Factory option		Factory option	100c	15c	Yes
Pebble[4]	**Yes**	**Factory option**	**Edge to Edge**	**HQ**	**Factory option**	**Factory option**	**Factory option**	**100c**	**45c**	**On-site option**
Datacard SD260 'Short'	Yes	Yes	Edge to Edge	HQ	On-site option			100c	25c 100c On-site option	Factory option
Datacard SD260 'Long'	**Yes**	**Yes**	**Edge to Edge**	**HQ**	**On-site option**	**Factory option**	**Factory option**	**100c**	**25c 100c On-site option**	**Factory option**
DTC1000 Simplex	Yes	Factory option	Edge to Edge	NQ	On-site option	Factory option	Factory option	100c	30c	
Zebra ZXP3 Single-sided	**Yes**	**On-site option**	**Edge to Edge**	**HQ**	**Factory option**	**On-site option**	**On-site option**	**100c**	**50c**	**Yes** (when output hopper is closed)
Magicard Enduro Simplex	Yes		Edge to Edge	NQ	Factory option	Factory option	Factory option	100c	30c	Yes

HQ: High Quality: Pebble[4] printing quality
NQ: Normal Quality: Pebble[3] printing quality

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

6. Do you expect Pebble4 sales to be jeopardized by Zenius?
Since Evolis always had in mind to differentiate Tattoo[2] and Pebble[4], the entry level market addressed by our product range was limited, especially towards printers such as P110i, Enduro and C30e.

This strategy was a winning one: when Zebra and Fargo significantly dropped their P330i and DTC400 sales to the benefit of their 'entry' products, Evolis has grown in quantity in both ranges: entry level with Tattoo[2], and midrange with Pebble[4].

But now, in 2011, time has come to fill the existing gap between Tattoo[2] and Pebble[4], both in terms of printing performance and scalability.

The new Evolis printer design comes with a brand new positioning:

evolis

- The sophistication of the card is no longer a key factor for printer selection (Zenius Classic has the Pebble[4] printing quality and Zenius Expert will support any kind of encoder)
- Encoders and Ethernet connectivity may be selected both for Zenius and Pebble[4]
- Users will take into account the average card production per day or per week (throughput), as well as the production peaks to occur so they can decide between Zenius and Pebble[4].

Therefore, we expect part of the Pebble[4] sales to be transferred to Zenius, for the benefit of the end-user that will have on hand a very high quality product at an affordable price. This is today's market trend and Evolis Zenius will for sure be a great success.

7. **What are the direct competing products of Zenius?**
Zenius directly competes with entry level products from competition (such as Datacard SD260, Zebra ZXP Series3, Fargo DTC1000 or Magicard Enduro), but it is positioned at a very aggressive price and offers unique features.

Zenius will be part of a new Evolis range, and it doesn't correspond to an 'entry level' product as usually understood. This product is the new offer from Evolis for people looking for affordability and value for money, but also for a space-saving product and high quality cards produced one at a time or in small runs. Zenius is very affordable, but offering a full set of performances.

The new key differentiating factors between printers in the Evolis range will be the way they are used: how many cards are produced in a day or in a week, and where they are produced (at a counter, in an office, or in a production room), and no longer printing quality or encoding features.

8. **Zenius 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, we carried out a redesign process with different orientations.

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]:
- The Zenius 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,

EVOLIS

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.
- 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).
- Rollers are made of machine-cut steel and injected EPDM (same as for Pebble[4]) for improved precision and durability.
- We have kept the same main motor and improved its management. The new geared motor has been designed in partnership with Johnson Electric, the worldwide leader in motor manufacturing (tests were carried out for two years on this motor in partnership with Johnson, the motor is made in Germany).

II. PRODUCT USE

1. What type of cards can I use with Zenius?

All PVC, composite PVC, PET, ABS[1], and special varnished[1]cards can be used with Zenius. Zenius supports ISO CR80 norm cards (53.98 mm x 85.60 mm) and cards thicknesses from 0.25mm (10 mil) to 0.76 mm (30 mil). The paper cards cannot be used with Zenius.

[1] *Under specific conditions*

2. What types of ports are available on Zenius?

Zenius offers a USB 1.1 port (compatible 2.0) in standard, type A USB port in option and Ethernet TCP/IP port in option.

Ethernet port will be available in November, for the 'Expert line' and above.

3. What is the difference between the Evolis Reference and the Part Number?

Since Evolis replaced its ERP system last year, we had to use two types of product codes:
- One type is purely Evolis internal: Evolis reference
- The other one is mentioned in our Sales Catalogue: Part Number, which is the one valid for our sales partners.

4. Does the serial number of the printer contain the area code?

No, the serial number and the area code are independent.

eVOLIS

5. What is the estimated Zenius lifespan?

At this stage, Zenius has been designed to suit needs for 10,000 to 20,000 cards issuance. Of course, depending on operating environment, cleaning cycles and card material, those values may vary. But this is the positioning and target.

6. Ethernet and networks

The Zenius EXPERT line will be launched in November 2011. It will be equipped with an Ethernet + USB + USB-Hub mother board.

All the configuration and administration software tools for TCP/IP networking will be delivered through the Evolis Print Center.

Magnetic ISO encoding module will be available from November 2011, and may be driven over IP.

Chip card encoding over IP will only be possible in Q1-2012 with the 'high end' printer. Zenius won't support it.

From now, and whatever your projects may be, Evolis already proposes on a case-by-case basis add-ons solution for IP encoding.

7. Does Zenius have a card counter?

Each Evolis printer integrates a card counter.

At the moment, you can get this information from the Printer command through the Evolis Print Center.

In the future, a 'statistics' module will be launched as a Print Center add-on, so you will better tune the overall printer's activities.

8. Is the Zenius cleaning cycle different from the Tattoo[2] one?

Yes, 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.

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

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.

evolis

9. **May I upgrade Zenius on my own?**
   Zenius is delivered with different finishing levels:
   - The Classic version is USB only and will never support any kind of encoder. So this line is aimed at printing only and cannot be upgraded.
   - The Expert level is the one supporting the encoder upgrades, on site.

   The way we develop the encoders makes the installation easy, even by an 'advanced' end user.

   We strongly recommend to End-Users and System Integrators willing to support encoding in their future applications to select Zenius Expert from the early project phase. This will allow easy on-site upgrades.

III. CONSUMABLES

1. **What are the new ribbons for this printer? What is their capacity?**
   Specific ribbons have been designed for the new Zenius printer, and these ribbons which carry the Evolis High Trust® signature need to be used in order to reap every benefit demanded from this new printer.

   Usability was made a priority when designing these consumables. First, we introduced a cassette system for the ribbon which is a novelty.

   This cassette meets the following requirements:
   - Simple to install, thanks to its design and holding brackets.
   - Installation in one single move, which is a true time saver.
   - Intuitive manipulation, thanks to a keyway.
   - Ribbon identification at a glance, thanks to a sticker with ribbon description and product reference number.

   To make things simple for the user, the Evolis High Trust® ribbon comes with a recognition system that allows for an easy and efficient way to familiarize oneself with the printer and to use it effortlessly.
   When installing the ribbon, the Zenius printer instantly identifies the Evolis High Trust® ribbon and automatically initiates a calibration process that allows printouts with optimal quality.
   The type of ribbon is identified without user intervention. The process is automated from end to end.

evoLIS

Ribbon part list

Part Number	Description
Monochrome	
RCT011XXX	**Black Monochrome Ribbon** *1000 prints / roll*
RCT012XXX	**Blue Monochrome Ribbon** *1000 prints / roll*
RCT013XXX	**Red Monochrome Ribbon** *1000 prints / roll*
RCT014XXX	**Green Monochrome Ribbon** *1000 prints / roll*
RCT015XXX	**White Monochrome Ribbon** *1000 prints / roll*
RCT016XXX	**Metallic Gold Monochrome Ribbon** *1000 prints / roll*
RCT017XXX	**Metallic Silver Monochrome Ribbon** *1000 prints / roll*
RCT018XXX	**Scratch Off Monochrome Ribbon** *1000 prints / roll*
RCT021XXX	**White Signature Monochrome Ribbon** *1000 prints / roll*
R2F009XXX	**2 Panel Monochrome Ribbon - Black TT + Overlay – KO** *300 prints / roll*
Color	
R5F001XXX	**5 Panel Color Ribbon – YMCKO** *100 prints / roll*
R5H004XXX	**Half-Panel Color Ribbon - 1/2 YMCKO** *400 prints / roll*
Hologram	
RVA022XXX	**Genuine Globes Hologram Varnish Ribbon** *400 prints / roll*

The part number may vary depending on your region. Please, check it from your Evolis distributor.

Note :
Some ribbons will be available from November 2011, please check with your Evolis Sales Contact

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

3. **What are the Evolis ribbons ranges?**
   The ribbon range for Zenius is composed by several color, monochrome and hologram ribbons (see the ribbon table above).

EVOLIS

4. When are new types of ribbons available?

Part of the Zenius and X01 plan is to add a set of new ribbons in our portfolio. This should happen in 2012 once the product launches are complete.

5. Are the Zenius ribbons the same as the X01 ones?

Most of the ribbons will be used on both printers. Some other ribbons are designed to work with Zenius or X01 because of their capacities and applications.

Part Number	Description	Printers	
Monochrome		**Zenius**	**X01**
RCT011XXX	**Black Monochrome Ribbon** *1000 prints / roll*	X	X
RCT012XXX	**Blue Monochrome Ribbon** *1000 prints / roll*	X	X
RCT013XXX	**Red Monochrome Ribbon** *1000 prints / roll*	X	X
RCT014XXX	**Green Monochrome Ribbon** *1000 prints / roll*	X	X
RCT015XXX	**White Monochrome Ribbon** *1000 prints / roll*	X	X
RCT016XXX	**Metallic Gold Monochrome Ribbon** *1000 prints / roll*	X	X
RCT017XXX	**Metallic Silver Monochrome Ribbon** *1000 prints / roll*	X	X
RCT018XXX	**Scratch Off Monochrome Ribbon** *1000 prints / roll*	X	X
RCT021XXX	**White Signature Monochrome Ribbon** *1000 prints / roll*	X	X
R2F009XXX	**2 Panel Monochrome Ribbon - Black TT + Overlay - KO** *300 prints / roll*	X	X
R2F010XXX	**2 Panel Monochrome Ribbon - Black TT + Overlay - KO** *600 prints / roll*		X
Color		**Zenius**	**X01**
R5F001XXX	**5 Panel Color Ribbon - YMCKO** *100 prints / roll*	X	X
R5F002XXX	**5 Panel Color Ribbon - YMCKO** *200 prints / roll*		X
R5H004XXX	**Half-Panel Color Ribbon - 1/2 YMCKO** *400 prints / roll*	X	X
R6F003XXX	**6 Panel Color Ribbon - YMCKO-K** *200 prints / roll*		X
Hologram		**Zenius**	**X01**
RVA022XXX	**Genuine Globes Hologram Varnish Ribbon** *400 prints / roll*	X	X

The part number may vary depending on your region. Please, check it from your Evolis distributor.

evOLIS

6. **What are the differences between Zenius ribbons and the Evolis legacy ones? What about competition consumables?**

Compared to the existing Evolis consumables range, the new ribbons are specially designed to work with the new printers. It will not be possible to use an existing ribbon in a Zenius printer and vice-versa. This is due to printer's features. In fact, Zenius printers and the former ones use different technologies and frames. This is why the ribbons are not interchangeable.

The key features are the following ones:

- The new Evolis High Trust® ribbons are very easy to install in your Zenius printer thanks to a cassette system.
- An embedded chip allows the identification of each ribbon, its type, capacity and lot number that is used in connection with the software for automatic settings.
- Optimized graphic performance are offered thanks to the Evolis High Trust® recognition
- An 'area-dependent' consumables range has been launched to better suit local needs and further portfolio evolution: AMERICAS, EMEA, ASIA-PAC.

Compared to competition ribbons, the combination of the cassette and the RFID tag of the Evolis consumables enable a very good printing quality, in an easy and efficient way. The auto-recognition simplifies the ribbon use: you just have to install the ribbon and all the settings are automatically performed.

7. **Can I use the current pre-saturated cleaning cards with Zenius?**

Actually, it is not possible. We completely reviewed the cleaning approach for Zenius 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 the next Evolis printer generation, therefore they cannot be used on the other Evolis printers.

8. What is the new cleaning kit offer for Zenius?

To answer your expectations, Evolis designed new cleaning accessories, which will improve the overall printer quality, but also will generate less waste and improve the recycling process.

Part Number Cleaning Accessories	Description	Printers Zenius	X01
ACL001	**Regular Cleaning Kit (for cleaning roller and print head)** *5 adhesive cards, 5 swabs*	**X**	**X**
ACL002	**Advanced Cleaning Kit (for a complete cleaning of the printer)** *2 pre-saturated 'T' cards, 2 adhesive cards, 1 pen, 1 dispenser of 60 pre-saturated lint-free wipes*	**X**	**X**
ACL003	**Adhesive Card Cleaning Kit (for cleaning roller)** *50 adhesive cards*	**X**	**X**
ACL004	**T' Card Cleaning Kit (for transport rollers)** *10 pre-saturated 'T' cards*	**X**	**X**
A5003	**Swab Cleaning Kit (for printhead)** *Case of 25 swabs with spatula foam tip and plastic reservoir handling Isopropanol (IPA) alcohol*	**X**	**X**
ACL005	**Pen Cleaning Kit (for printhead)** *3 cleaning pens - Up to 8 uses*	**X**	**X**

evoLIS

IV. SOFTWARE

1. Is there any software delivered with the printer?

Zenius is delivered with a CD-Rom including the Evolis Premium Suite® components:
- Printer driver for XP, Vista and Win 7
- Evolis Print Center
- Evolis Printer Manager

In addition, a trial version of eMedia (30 days) is available that helps discovering the new eMedia CS Card Designer® software through an Internet link to the Mediasoft server.

<u>Note</u>
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® as well as the User's Guide are available in 11 languages:

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

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. What is the Software compatibility?

The existing application software (i.e. Card Management Systems) remains compatible with the new software architecture Evolis Premium Suite® as long as the iomem dll is used by this application.
To benefit from the 'high level' APIs, it is necessary to review the software. Those APIs are not downward compatible.

6. How is the card level supervision in the feeder done?

When the card feeder is empty, the user is notified with an alert (feeder empty).
If the user generates a print job, without filling in the card feeder, the system will notify an error (card feeder problem, please check the card position in the feeder).

7. What is the Zenius supported Operating Systems?

At this stage, Zenius operates with Windows XP, Vista and 7.
In the future, there will be a Mac OS X release as well as Linux ones.

8. New Programming Guide

At the moment, the programming should be done through the existing SDK, following the programming guidelines.

A new SDK will be released early 2012. It will integrate a 'high level' set of features aimed at making the software integration easy.
It will also include a set of routines allowing the programmers to use the latest Print Center and Printer Manager features for their own software.

9. Are there some Software version constraints to operate Zenius and Evolis Premium Suite®?

- In general, it is required to operate the latest version of the Operating Systems.
- Windows XP should be updated to SP2 at least (currently SP3 is available).
- The Client Profile Microsoft .net 4.0 should be installed on the system.

V. PLANNING/LAUNCH

1. When is the Web kit available for the Evolis partners for the update of their own Web sites?

The Zenius Web kit will be the same as what we propose for the current printers. It will be available from the 22nd of June 2011:

- Pictures
- Brochures
- Texts (presentation, benefits and specifications of the printer in French, English, Spanish and German)
- Code for the insertion of the video on the partners Web site.

ev⊙lis

2. When are the options available?

- Ethernet incl. USB Hub: November 2011
- Magnetic ISO: November 2011
- Smart :   December 2011

As a reminder, they're available for the Expert version only.

3. When will the ERC trainings occur?

The ERC training will take place end of 2011, when all the encoding options are available.

4. When does a Trade-up program take place for Zenius?

The Zenius Trade-up offer will start in September 2011.

VI.   SUPPORT/SPARES PART

1. When is the Spare Parts list available?

Spare Parts will be available from Zenius launch date.
The list will be updated when the options and the EXPERT version will be available.

2. What are the warranty conditions?

Zenius is covered by a two-year warranty, including printer and printing head. This warranty is valid as long as the cleaning process is performed, on-time when requested by the system, and certified consumables 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 supposed to last the entire printer lifecycle. A break of such a part is not normal, so it is covered by the 2-year warranty of the printer.

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

VII. ENCODING OPTIONS/ENCODERS

1. **What are the available options on Zenius?**
   There is no option for Zenius CLASSIC. For the EXPERT line and above, you get:

   - USB + USB Hub + Ethernet mother board delivered as standard
   - Magnetic ISO encoder
   - Smart Contact station + smart contact (or Dual) encoder
   - Contactless encoder including antenna

   For smart and Contactless cards, a daughter board is required.

   For those who want to integrate their own encoders, the daughter board and the smart contact station will be made available separately.
   Smart and Contactless card encoding over IP is not supported by Zenius.

2. **Which encoding options are factory integrated?**
   Some of the encoding options will be factory integrated. The list is not yet finalized.
   The remaining encoders will be on-site upgrade only.
   However, for project purpose or for quantity orders, Evolis will propose a Service of encoder mounting in the factory. The cost will be defined later this year.

VIII. Miscellaneous

1. **Is Tattoo² still available for delivery?**
   We will replace the existing offer step-by-step. The Tattoo² will be available until the end of December 2011 for our sales channel.
   However, we consider that the demand on Tattoo² will decrease drastically due to the positioning of Zenius.

2. **How long are the Spare Parts of Tattoo^2 available?**
   The Tattoo^2 Spare Parts will be available 5 years after the last commercialization date (end of December 2011), i.e. end of December 2016.
   This 5-year period applies for any Evolis printer once it is entering the phase out milestone.