

Card not working? It is usually the magnetic stripe

You wish to pay at the cash desk, but the display indicates “Card not found”. This usually means a damaged magnetic stripe. Please read the list of the usual possible causes for a defective card below and how to try to prevent them.

Possible causes of a defective card:

- **Mobile phone**

The static stray field generated by the speaker magnet of a mobile telephone may demagnetize the stripe (the code is erased) and make the card unfit for use.

- **Speaker, TV**

When you place the card on a loudspeaker or TV-set, the data on the card may be erased (depending on shielding levels).

- **Magnetic handbag clasps**

It has even occurred that magnetic handbag clasps erased the data of a magnetic stripe. This will however happen only if the card actually touches the clasp when taken out or put back. Although this is not a common cause we would nonetheless point it out to you.

- **Magnetic key**

If a magnetic key makes contact with a magnetic stripe, the data of the stripe will be erased by the magnetic field of the key, after which the card can only be exchanged for a new one. So be sure to always separate your cards from your magnetic keys, to play safe.

- **Shop theft prevention systems**

The theft alarm systems that are frequently found around cash desk sections in shops will erase your card data as soon as you put your card on the eraser on the desk. Most of the time the shop will have clear signs and notices indicating this.

- **X-ray and MR-scans**

X-rays and first of all magnetic resonance can erase data from your magnetic stripe. The most frequent cause is X-rays made by dentists, when you are not required to undress. Ensure that you put your card in a safe place in these cases.

- **Paperclips**

If you store your paperclips in a magnetic holder this generates a light magnetic field that may erase your magnetic stripe.

Other hints:

Temperatures over 60 degrees Celsius may distort your card. Such temperatures may occur in summer inside parked vehicles.

Be sure not to carry your card together with coins because they are sharp and may easily damage the magnetic stripe.

Please do not carry your card in your back pocket, to prevent it from cracking.

Tip:

Please handle your card with care and preferably carry it in a protective cover.

Verify whether the station where you use your card is a DKV-acceptance point.