

Printronix Product Bulletin		Number PB-0002	Revision A
Subject P7000 / N7000 / TG6600 Cartridge Printer Limited Support	Product Type P7000 / N7000 / TG6600 Cartridge	Date 7/30/2021	
	Originator Product Management	Page 1 of 2	

Subject: P7000 / N7000 / TG6600 Cartridge Printer Limited Support

Printronix commits to support all line matrix printers for a period between 5-7 years after end of sales. The Printronix P7000/N7000 and TallyGenicom 6600 Cartridge Printer Series were introduced in 2010 and declared end of sales May of 2013.

Limited Support indicates that the ability to supply parts and perform repairs is limited and that Printronix Technical Support is no longer provided. This Limited Support Bulletin is to serve as an alert to P7000 / N7000 / TG6600 Cartridge Printer users that effective immediately, the Printronix P7000/N7000 and TallyGenicom 6600 Cartridge Printer Series are under Limited Support, and Printronix is planning to declare End of Support effective January of 2023.

Under Limited Support, Printronix Technical Support will no longer be available, however, Printronix and Authorized Printronix Service Providers will continue to deliver maintenance services based on parts availability. In addition, spare parts will be offered on an as-available basis while supplies last.

P7000 / N7000 / TG6600 Cartridge high usage parts of limited availability include the following:

- Cartridge Shuttle Assemblies (print engine)
- Ribbon Mask/Cover Assemblies
- Power Supplies (P7720/P7CH8 Power Supply is presently unavailable)
- Controllers

The replacement for the P7000 / N7000 / TG6600 Cartridge Printers is the Printronix P8000 / P8000 Plus Line Matrix Series, a fully backwards compatible and improved offering with the following benefits:

- **Updated componentry**
- **Current and ongoing Driver and SAP support**
- **Webpage enhancements that allow for full remote diagnostics and configuration**
- **Standard USB connectivity and a new icon based intuitive operator interface**
- **Improved print quality (P8000 Plus)**
- **Enhanced performance and support for PDF & PostScript printing (Optional on P8000 Plus Models)**
- **Optional support for 802.1X and IPv6 (P8000 Plus)**

Go to www.primtronix.com to learn more about your upgrade options.

In the event that you are unable to upgrade your P7000s / N7000s / TG6600s now, you can obtain a Genuine Printronix Service plan from Printronix, or our Authorized Partners, that can be specifically designed to cover you while you evaluate your upgrade options. This is the only way to ensure you are receiving the best parts available and your printers are serviced by factory trained and authorized technicians.

- Don't trust third party service providers who may utilize poor quality, used and non-genuine parts which can quickly lead to repeat failures, poor print quality, bad barcodes, and paper jams; all of which will negatively impact productivity.
- To ensure you are purchasing a Printronix Genuine Service contract from Printronix or a Printronix Certified Service Provider, look for the badge to the right.



To request your free print/upgrade analysis and discuss transitional maintenance coverage, purchase and finance options, or to find a local Printronix reseller or Certified Service Provider, please visit www.primtronix.com and select **Service**.

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Limited Availability Parts:

Cartridge Shuttle Assemblies

- **Concern:** Hammerspring carbide tips wear over time.
- **Encountered Problem:** Poor print quality and unreadable barcodes due to light print and/or misplaced dots.
- **Concern:** Factory calibration retract settings deteriorate over time causing inconsistent hammer movement.
- **Encountered Problem:** Poor print quality including black streaks, light print, or missing print columns.

Note: Calibrating the retract setting of each hammerspring is a highly precise process. Only the Printronix factory can warrant this process which requires special tools, jigs, calibration equipment, and precision training. Relying on used, non-factory sources will result in the use of hammerbanks with worn carbide tips and improper retract settings, thereby yielding poor print quality and leading to additional down-time and repairs. *Only trust Printronix Genuine Factory Refurbished Shuttles!*

Cartridge Shuttle with HB Cover Assembly removed to show Hammerspring (Frets) assemblies.



Hammerspring (fret) Assembly



Ribbon Mask/Cover Assemblies

- **Concern:** Ribbon masks will eventually wear and bend over time.
- **Encountered Problem:** Forms jams, poor print quality, and excessive ribbon wear.

Ribbon Mask/Cover Assembly



Power Supplies

- **Concern:** Power supplies may fail due to voltage spikes or the failure of other electronic components.
- **Encountered Problem:** Printer will not power on.

Power Supply



Controllers

- **Concern:** Controllers may fail due to age, or voltage spikes.
- **Encountered Problem:** Printer will not function.

Controller



Note: During Limited Support Printronix will continue to support printer ribbons for the aforementioned printers.