

Printronix Technical Bulletin	Number TB-0006	Revision A
Subject P5000/IBM™ 6400 Spool Printer End of Support	Product Type P5000	Date 15/06/2016
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Subject: P5000/IBM™ 6400 Spool Printer End of Support – *CRITICAL UPDATE*

This notice reinforces the October 3, 2013 End of Support announcement for the Printronix P5000/IBM 6400 Line Matrix Printer Series.

As informed previously, there is now a severe shortage of P5000/IBM™ 6400 spare parts on the market, resulting in an increased downtime being reported by customers based on the following shortages:

- Shuttle assemblies and related parts
- Ribbon Hubs
- Ribbon Masks
- Tractors
- Controllers
- Power Supplies
- Control panels
- Ribbon Guide Posts
- IBM Specific Keypad
- IBM Specific Top Cover

Based on these market shortages, service contract pricing will increase and the only source for Genuine Printronix Replacement Parts and service will be Printronix and its Authorized Support providers.

The new upgrade to the IBM™ 6400 is the Printronix P8000 series Line Matrix Printers, a seamless and improved offering with the following benefits:

- **Reduced Cost of Ownership**, an estimated 25% cost per page savings over your current models
- **Compatibility** with legacy and new ERP environments including SAP, Oracle and IBM
- **Superior up-time reliability, performance, print quality and lowest cost per page printing**
- **Go to:** www.tallygenicom.com or www.printronix.com to learn more about your upgrade options.
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- **Obtain a Genuine Printronix** on-site maintenance or extended parts warranty contract from Printronix or an authorized Partner or Service Provider. This is the only way to ensure you are receiving factory guaranteed parts and service provided by factory trained and authorized technicians. During the transition period, pay special attention that service providers provide unused genuine Printronix parts. The utilization of used parts can result in poor print quality, bad barcodes, paper jams and increased print failures; all of which negatively impact productivity.
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- To request a print/upgrade analysis and discuss transitional maintenance coverage, purchase and finance options or to find a local Printronix reseller, please contact our knowledgeable solutions experts by calling us at +33 (0)1 46 25 19 07, send us a mail message to emeacontact@printronix.com or visit us at www.printronix.com.

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Critical High Risk Parts – Market Availability Extremely Limited:

Shuttle Assemblies and related parts

- **Concern:** Hammer Bank Calibration/Hammer Spring (Frets) Tip wear over time.
- **Encountered Problem:** Poor print quality and unreadable barcodes due to improper dot formation. Light and dark areas of print, premature and reduced ribbon life.

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, training and calibration equipment. Relying on used, non-factory sources result in problems due to worn carbide tips, improper retract settings, resulting in needless expensive repairs and additional problems.



Ribbon Hubs

- **Concern:** P5000/6400 ribbon hubs will eventually crack, and the tabs that hold the ribbon in place are likely to break over time.
- **Encountered Problem:** Ribbon fails to reverse, and/or ribbon folds resulting in damage to the ribbon and print quality degradation.



Ribbon Masks

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



Ribbon Guide Posts

- **Concern:** Ribbon guide posts wear over time.
- **Encountered Problem:** Ribbon fails to reverse, and/or ribbon folds resulting in damage to the ribbon and print quality degradation.



IBM 6400 Specific Shortages:

6400 Control Panel & Top Cover

- **Concern:** Control panel wear & top cover fatigue.
- **Encountered Problem:** Button jamming, controller fatigue and unusable front panel.

Note: Printronix continues to support printer ribbons for the products mentioned above.

