

Printronix Product Bulletin	Number PB-0003	Revision A
Subject P7000 / N7000 / TG6600 Cartridge Printers End of Support	Product Type P7000 / N7000 / TG6600	Date 10/3/2022
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Subject: P7000 / N7000 / TG6600 Cartridge Printers End of Support

Printronix is providing this bulletin to notify customers that effective January 2, 2023, Printronix will End of Support the Printronix P7000, the TallyGenicom TG6600 and the Printronix N7000 cartridge printers. (Please reference PB-0002 08/21/2021 for prior notification).

End of Support means Printronix will no longer produce, sell, or provide technical support for the affected printers, and will no longer provide any options, related accessories, spares, and factory repairs. Maintenance service provided by Printronix and/or Authorized Printronix Service Providers may continue uninterrupted only while spare parts inventory is available.

Based on these market shortages, service contract pricing will increase and note that the only source for Genuine Printronix and TallyGenicom Replacement Parts and Service will be Printronix or its Authorized Service Providers.

End of Support will apply to:

- P7000: Printronix Line Matrix Printer
- TG6600: Printronix TallyGenicom Line Matrix Printer
- N7000: Printronix Line Matrix Printer sold only in China

The P8000/P8000 Plus and the TG6800/TG6800 Plus Line Matrix series are the newest Printronix models and provide the best upgrade path for P7000/N7000 and TG6600

The P8000/P8000 Plus and TG6800/6800 Plus Line Matrix Series offer the following new features:

- Extended cartridge life up to 3 years
- Improved print quality that allows for better bar code printing
- Enhanced performance and support for PDF & PostScript printing
- Improved driver support for SAP and Manhattan software
- ROHS and greener components
- Remote cloud access via Ethernet

Consumables for the P7000/N7000 and TG6600 Line Matrix Printers will remain available after the End of Support date or until further notice due to supply chain shortages for such consumables.

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.

See reverse side for Critical Spares Availability and Impact

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Critical Spares Availability and Impact (While Available)

As informed previously, there is a severe shortage of P7000/TG6600 Spare Parts resulting in an increased downtime being reported by customers based on the following key part shortages.

Only Printronix and TallyGenicom Genuine Factory or Refurbished spares can meet the exact standards you expect from a Printronix printer. With limited or no supply, of such parts, we encourage you to replace your printer before all parts are depleted.

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 specialist 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 downtime and repairs. Only trust Printronix Genuine Factory Refurbished Shuttles!

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.

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

Controllers

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

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



Hammerspring (fret) Assembly



Ribbon Mask/Cover Assembly



Power Supply



Controller

