

Printronix/TallyGenicom Technical Bulletin		Number TB-0007	Revision A
Subject TallyGenicom 62XX, 63XX, LG and LJ End of Support		Product Type TG 6200/6300	Date 3/31/2016
Note: Printronix, LLC Purchased TallyGenicom in 2009		Originator Technical Support	Page 1 of 2

Subject: TallyGenicom T6212, T6215, T6218, TG6306, TG6312, LG* and LJ* Series Printer End of Support
CRITICAL UPDATE

*LG models denote LG OEM version of the Genicom printer

This notice reinforces the December 23, 2015 End of Support announcement for the T62XX, T63XX, LG* and LJ* Line Matrix Printer models manufactured and sold by TallyGenicom. In 2009, Printronix, a global leader in printing solutions acquired all rights to the TallyGenicom products and continued to support them in all aspects until it became necessary to announce their end of support status.

End of support indicates that the ability to supply parts and perform repairs will be extremely limited/discontinued and that Printronix Technical Support for Tally Genicom products will no longer be provided. Service contract pricing will increase and the only source for Genuine Printronix Replacement Parts and service will be Printronix and its P.A.R.T's providers.

High usage parts that are in critical shortage include:

- Hammer Bank (print engine) & Hammersprings (Frets)
- Logic Board & Power Distribution Board
- Power Supply
- Blower Assembly

We recommend an upgrade to the TG6800 Printer, a seamless and improved offering with the following benefits:

- **Reduced Cost of Ownership**, an estimated 25% cost per page savings over your current models
- **Superior up-time reliability, performance, print quality and lowest cost per page printing**
- **Go to: www.tallygenicom.com or www.primtronix.com to learn more** about your upgrade options.
- **Obtain a Genuine Printronix** on-site maintenance plan from an authorized P.A.R.T Service Provider that can be specifically designed to **cover you temporarily** while you evaluate your upgrade options. This is the only way to ensure you are receiving factory guaranteed parts and service provided by highly trained and authorized technicians.
 - Don't trust third party service providers who often utilize used parts, resulting in poor print quality, bad barcodes, paper jams and increased print failures; all of which negatively impact productivity.
 - To ensure you are purchasing your Printronix service contract from a P.A.R.T. 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, and P.A.R.T provider, please contact our knowledgeable solutions experts by calling us at 1-800-665-6210 ext. 2 or visit us at www.primtronix.com.

Subject

TallyGenicom 62XX, 63XX, LG and LJ End of Support

Originator

Technical Support

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Critical High Risk Parts:

Hammer Bank/HammerSpring (Frets) Issues

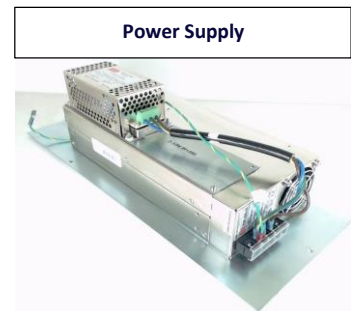
- **Concern:** Hammer Bank Calibration/Hammer Spring (Frets) Tip wear over time.
- **Encountered Problem:** Poor print quality and unreadable barcodes due to improper dot formation. Light and dark areas of print, premature and reduced ribbon life.

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.



Power Supply

- **Concern:** Power supply failure exhibits erratic printing/additional component damage.
- **Encountered Problem:** Power supply failure can exhibit poor print quality, sub-system damage and is a potential safety hazard. The Shendingan TM power supplies are no longer manufactured.



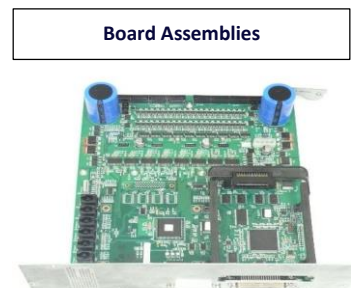
Blower Assembly

- **Concern:** Decreased print thru-put/diminished print quality/additional component failure.
- **Encountered Problem:** Print thru-put diminished due to thermal throttling of the hammer bank. Hammer bank coil overheating requiring hammer bank replacement and the associated problems. No form/fit equivalents are manufactured any longer in the necessary 48 volt blower.



Logic Board & Power Distribution Board Assemblies

- **Concern:** Poor print quality/increased LCD Errors/erratic sub-system behavior.
- **Encountered Problem:** Data not being processed properly resulting in poor print quality and incorrect print. Sub-system monitoring and control failure for the paper, ribbon and hammer bank thermal monitoring resulting in poor print quality, abnormal paper/ribbon movement and intermittent error messages resulting in print stoppage and downtime.



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