

Mannesmann Tally Technical Bulletin		Number TB-0001	Revision A
Subject Mannesmann Tally MT645, MT660, MT661, MT690, MT691 End of Support		Product Type MT Models	Date 15/06/2016
Note: Printronix, LLC Purchased TallyGenicom in 2009		Originator Technical Support	Page 1 of 2

Subject: Mannesmann Tally MT645, MT660, MT661, MT690 & MT691 End of Support – *CRITICAL UPDATE*

The End of Support notice on June 30, 2011 for the Mannesmann Tally MT645, MT660, MT661, MT690 and MT691 Line Matrix Printer models signaled critical high-usage spare parts from the manufacturer were severely impacted. The ability to supply parts and perform repairs would be extremely limited/discontinued and that Printronix Technical Support will no longer be provided.

These printers were manufactured between 1992 and 1998 with planned new spare parts available for 5 years past the last manufacture date. Today, the inability to source components on the market and manufacture parts that meet our specifications has resulted in high failure rates as reported by our customers. This is a critical warning and reminder of the End of Support status.

High usage parts that are in critical short include:

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

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 model
- **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 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.

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@primtronix.com or visit us at www.primtronix.com.

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Critical High Risk Parts:

Hammer Bank/HammerSpring (Fret) Issues

- **Concern:** Hammer Bank Calibration/Hammer Spring (Fret) 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 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 48 volt blower equivalents are manufactured any longer.

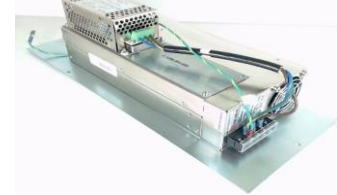
Logic Board & Power Distribution Board Assemblies

- **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.

Hammer Bank



Power Supply



Blower Assembly



Logic Board & Power Distribution Board Assemblies



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