

<b>Genicom/TallyGenicom Technical Bulletin</b>	Number TB-0002	Revision A
<b>Subject</b> Genicom 44XX, 45XX, 48XX, 49XX, 5050, 5100, 5180, LG05*, LG10* and LG15* End of Support	<b>Product Type</b> Genicom Models	<b>Date</b> 15/06/2016
Note: Printronix, LLC Purchased TallyGenicom in 2009	<b>Originator</b> Technical Support	Page 1 of 2

**Subject: Genicom 44XX, 45XX, 48XX, 49XX, 5050, 5100, 5180, LG05\*, LG10\* & LG15\* End of Support**

**CRITICAL UPDATE**

\*LG models denote Legacy OEM version of the Genicom printer

This notice reinforces the End of Support for Genicom 44XX, 45XX, 48XX, 49XX, 5050, 5100 and 5180 Line Matrix Printers manufactured by Genicom which eventually became TallyGenicom. In 2009, Printronix, acquired TallyGenicom and continued to support them in all aspects until it became necessary to announce their end of support status.

These printers were manufactured between 1987 and 2001, 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. Service contract pricing will increase and the only source for Genuine Replacement Parts and service will be Printronix and its Authorized Support providers.

High usage parts that are in critical shortage include:

- Print Head Assembly
- Ribbon Smudge Shield
- Paper Feed Tractors
- LPCU/SMAD/TTMI Board Assemblies

**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](http://www.tallygenicom.com) or [www.primtronix.com](http://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@printronix.com](mailto:emeacontact@printronix.com) or visit us at [www.primtronix.com](http://www.primtronix.com).

## Subject

Genicom 44XX, 45XX, 48XX, 49XX, 5050, 5100, 5180, LG05\*, LG10\* and LG15\* End of Support

## Originator

Technical Support

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## Critical High Risk Parts:

### Print Head Assembly

- **Concern:** Print head pins wear, bend or break. Coils short-out.
- **Encountered Problem:** Poor print quality and unreadable barcodes due to improper dot formation. Light and dark areas of print due to uneven pins. Note, the OEM factory used only new parts and special factory equipment to assure proper print head manufacture and repair.

Print Head Assembly



### Ribbon Smudge Shield

- **Concern:** Smudge shield will wear and bend over time.
- **Encountered Problem:** Forms jamming, poor print quality and excessive ribbon wear.

Ribbon Smudge Shield



### Paper Feed Tractors

- **Concern:** Tractor wear/tractor belt breaking.
- **Encountered Problem:** Persistent paper and forms jamming with alignment issues. Failure due to breakage resulting in downtime or inability to repair.

Paper Feed Tractors



### LPCU/SMAD/TTMI Board Assemblies

- **Concern:** Poor data processing/poor print quality/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 print module resulting in poor print quality, abnormal paper/ribbon movement and intermittent error messages.

LPCU/SMAD/TTMI Board Assemblies



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