

Printronix Technical Bulletin	Number TB-0003	Revision A
Subject IBM/Infoprint™ 6500 Spool Printer End of Support	Product Type 6500 Spool	Date 15/6/2016
	Originator Technical Support	Page 1 of 2

Subject: IBM/Infoprint™ 6500 Spool Printer End of Support

Printronix was the OEM manufacturer for the IBM™ 6500 Spool printer. This notice reinforces the August 28, 2015 Limited Support announcement for the Printronix P7000 Spool Printer and its IBM/Infoprint™ 6500 Spool Printer OEM version, effective **December 23, 2016, the IBM/Infoprint™ 6500 Spool Printer will be 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 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 Authorized Support providers.

High usage parts that are in critical supply include:

- Spool Shuttles (print engine)
- Ribbon Hub Motor Assemblies
- Hammer Bank Cover/Ribbon Mask
- Ribbon Guides
- Ribbon Minder Sensor Assembly
- IBM Control Panel Assemblies

The new upgrade to the IBM/Infoprint™ 6500 Spool Printer is the Printronix P8000 series Line Matrix Printers, a seamless and improved offering with the following benefits:

- **Reduced Cost of Ownership**, cartridge ribbons could provide 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 ease of use (over spools)**
- **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@printronix.com or visit us at www.primtronix.com.

Subject
IBM/Infoprint™ 6500 Spool Printer End of Support

Originator
Technical Support

Page 2 of 2

Critical High Risk Parts:

Spool Shuttle Assembly

- **Concern:** Replacement shuttles and replacement carbide tips of the hammers 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.

Ribbon Hub/Motor Assembly

- **Concern:** 6500 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 does not move at all or folds resulting in damage to the ribbon and print quality degradation.

Hammer Bank Cover/Ribbon Mask Assembly

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

Ribbon Guides

- **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.

Ribbon Minder Sensor Assembly

- **Concern:** Sensor LED prisms collect particulate debris and weakens over time.
- **Encountered Problem:** Misreads and failures to detect barcode on ribbon spool.

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

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



Hammerspring (Fret) Assembly



Ribbon Hub/Motor Assembly



Hammer Bank Cover/Ribbon Mask Assembly



Ribbon Guides



Ribbon Minder Sensor Assembly

