

Genicom/TallyGenicom Technical Bulletin	Number TB-0004	Revision A
Subject Genicom 34XX, 35XX, 39XX, 3860 and 3880 Serial Printer End of Support	Product Type Genicom Serial	Date 15/06/2016
Note, Printronix, LLC Purchased TallyGenicom in 2009	Originator Technical Support	Page 1 of 2

Subject: Genicom 34XX, 35XX, 39XX, 3860 and 3880 Serial Printer End of Support – *CRITICAL UPDATE*

This notice reinforces End of Support for the Genicom 34XX, 35XX, 39XX, 3860 and 3880 Serial Printer models 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 1988 and 2005 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 short supply include:

- Print Head Assembly
- Main Wiring Harness
- Paper Feed Tractors
- PHPMC/Backplane Logic Board 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 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

Genicom 34XX, 35XX, 39XX, 3860 and 3880 Serial Printer End of Support

Originator

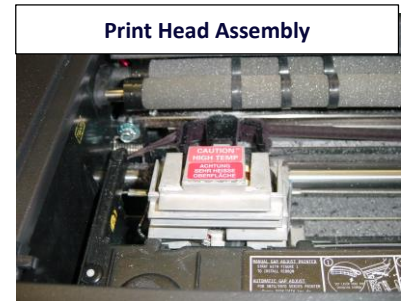
Technical Support

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Critical High Risk Parts:

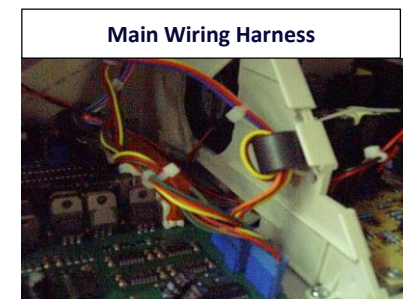
Print Head Assembly

- **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 only used new OEM replacement parts and special factory equipment to assure proper print head manufacture and repair.



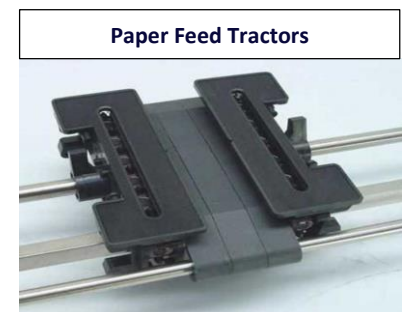
Main Wiring Harness

- **Concern:** Shorted wires due to abrasion and wire insulator breakdown.
- **Encountered Problem:** Poor print quality/erratic subsystem behavior/erroneous error codes resulting in print stoppage. This is a common condition due to the age of these printers.



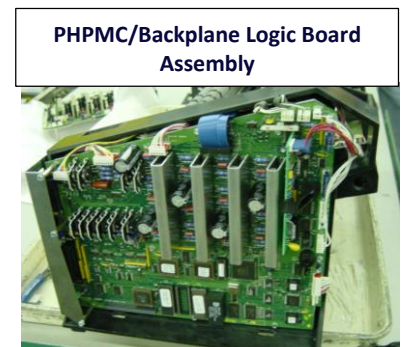
Paper Feed Tractors

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



PHPMC/Backplane Logic Board Assembly

- **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 head resulting in poor print quality, abnormal paper/ribbon movement and intermittent error messages. The EPROMS used on these boards are no longer available.



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