

TECHNICAL

BULLETIN

TECHNICAL BULLETIN: 12-06

DATE: July 27, 2012

SUBJECT: Printer Controller/Cutter/Cable Replacement

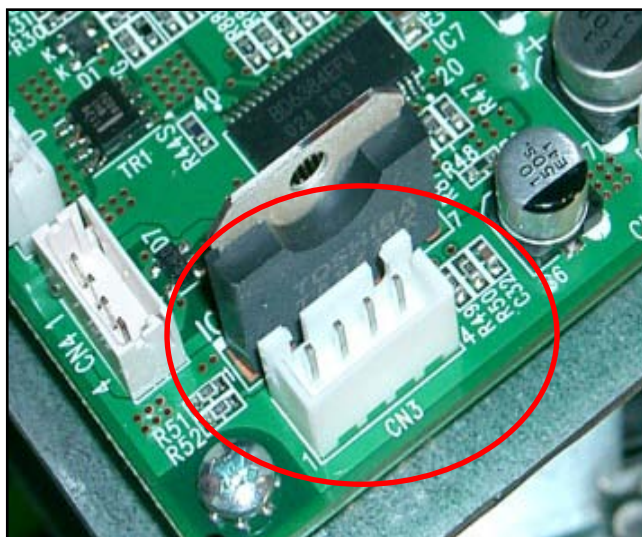
AVAILABILITY: All Authorized Triton Distributors and Third Party Service Providers

This bulletin addresses:	Recommended Implementation is:
Documentation Changes	X Now for all affected units
X Hardware Service Issues	All affected units during next service visit
Software Announcements	Optional
Technical Tips	No implementation required

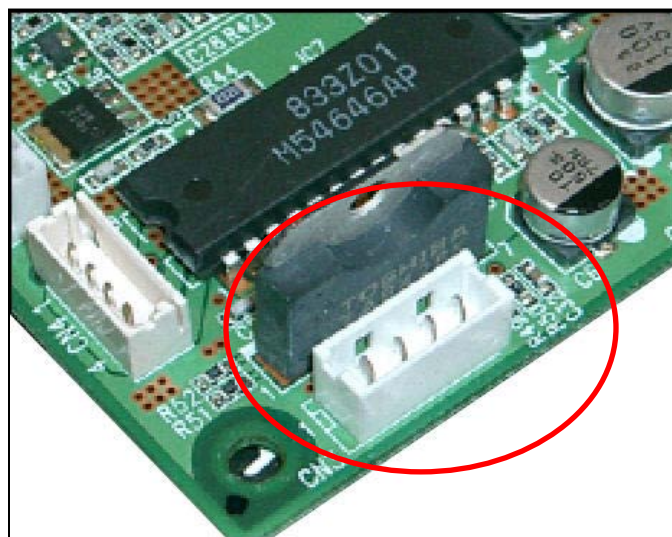
DESCRIPTION:

Our supplier of printer assemblies has replaced a connector on their printer controller and cutter due to a connector going end of life. This issue affects both the 60mm and 80mm cutters. The change is not backwards compatible and parts are not available to connect older controller boards with new cutters, or new controller boards with old cutters. Correcting cutter or controller board issues will require replacement of the board, cutter, and cabling together as a kit. Necessary parts are supplied in kits for 60mm or 80mm cutters. The changes affect the following models:

X2, X-Scale, XP, Z180



New JST Connector



Old Connector

New JST printer controller board connector, (left, circled), shows a different connector configuration than older boards. New boards require different connectors and are included in kits.

Before ordering, determine whether your unit, (units) requires a 60mm or 80mm replacement kit. The simplest way to determine printer cutter size is to fold a dollar bill in half. The paper in an 80mm unit

will be slightly wider than the folded bill, or 3.15 inches. A 60mm unit will closely match the width of a dollar bill, or 2.36 inches.



60mm cutter sizing



80mm cutter sizing

When ordering, determine unit model and ask for part number:

PN: 06200-00230 - Printer Controller (USB) and 60mm Cutter replacement kit
RL1600 RL2000 (X2)

PN: 06200-00231 - Printer Controller (USB) and 80mm Cutter replacement kit
RT2000, RL5000, FT5000, RL2000 (X2)

PN: 06200-18182 - 60mm Field Replacement Kit, Serial Printer Controller w/Configuration Dip Switches, 60mm cutter with JST connector, and Power Cable – **91, 97, Mako**

PN: 06200-28182 - 80mm Field Replacement Kit, Serial Printer Controller w/Configuration Dip Switches, 80mm cutter with JST connector, and Power Cable --
RL/FT/RT XScale, RLXP/FTXP

Each kit contains printer controller board with pre-loaded firmware, cutter, and cables to replace existing units with discontinued connectors. Parts mount in the same locations and in the same manner as original parts. Links to locate complete installation instructions will be included in kits.

If you have any questions, please contact Technical Support or our Parts Department at 1-228-575-3100 from outside North America or toll free in the U.S./Canada 1-800-259-6672.