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DEAD ON ARRIVAL (DOA) PROCEDURE 603708

ISO Level III Document

3400 SERVICE SUPPORT PLAN

607795

REVISION C

June 14, 1999

Ineke Scott, Service Engineer

Reference Documents, Records, and Forms:

DEAD ON ARRIVAL (DOA) PROCEDURE 603708

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SERVICE SUPPORT PLAN GUIDELINES 607370

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A ALL DOCUMENT RELEASE 3/13/96 Steve Eckert

B ALL UPDATE FOR 3400C 3/3/98 Ineke Scott

C ALL UPDATE FOR 3400D 6/14/99 Ineke Scott

And COST REDUCTION

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PURPOSE:

The purpose of the 3400 Service Support Plan (SSP) is to give the Development and Support teams a service philosophy and support plan that will allow them to respond within their departments to support the service goals.

SCOPE:

The 3400 SSP provides the project team members with the support strategy and allows the project team members to work their support issues with the development and service teams during the product development cycle.

Customer Service uses the 3400 SSP to develop the 3400 New Product Service Introduction (NPSI) which is the means of informing the field of the service philosophy and support plan.

SECTION 1: PRODUCT DESCRIPTION

Model 3400, known as Saturn, is a direct thermal/thermal transfer printer designed for applications requiring high quality resolution.

MTBF: 3,791 Hours MTTR, to the Sub-Assy level, 30 minutes

The 3400 offers:

- Ability to print at 203 DPI (dots per inch),
- A print width of 4.1 inches,
- Printing speeds ranging from 2 to 5 inches/sec,
- The 32K NVRAM allows permanent storage of downloaded fonts, graphics and label format standards.

Optional features include:

- Internal batch take-up adapter
- 128K NVRAM memory expansion
- Kanji/Katakana character support
- Parallel, Twinax, and Coax support

To maintain compatibility with the 4100 and 4400 Printers the 3400 supports 200 DPI and 100 DPI formats.

The 3400 printer, with the 100 DPI format, supports emulation mode to maintain compatibility with the 86XX printers.

This printer is a commercial product and features a standard Intermec, 12 month, warranty.

NOTE: Release of the 3400 printer occurred in early 1994. Version “C” release occurred in Q2 1998. Version “D” color changes Q1 1999 and cost reduction Q3 1999.

The 3400 “C” version Introduced:

- Direct compressed graphics command
- An increase of print speed from 5 ips to 6 ips
- Increase in serial communications speed from 19.2 Kbps to 38.4 Kbps.
- SRAM reset button.
- Flashing LED during download and processing
- Screw-in feet
- Globe capability
- Cutter and cutter tray
- Larger SRAM, 512Kb X 8, and flash memory, 2, 6, and 8Mb.
- The serial port hardened to avoid component failure due to ESD bursts.

In addition, the self-strip moved from a standard feature to the peripheral configuration option.

The 3400 “D” Version Introduced:

- Corporate Color Change from blue to light Grey
- Cost Reduction Printhead and clear zinc parts

NOTE: Other changes also occurred, however they had no effect on servicing printers.

SECTION 2: SERVICE PHILOSOPHY

Global repair is to the sub-assembly level with component level repair of repairable sub-assemblies at the Everett Repair Center (ERC).

Appendix A details, when appropriate, the sub-assemblies, method of repair, turn around time and repair fees.

USA:

- The Everett Repair Center supports warranty and component level repair.
- The Charlotte Service Center supports return to depot contract and Time and Material customer. Also put together and support field technician with on site service kits.
- The North American Service Center (NASC) supports Federal Express return to depot contract and Time and Material repair.

Europe:

- The European Distribution Center (EDC), located in Nijmegen, supports European Distributors and Subsidiaries service part orders.
- The European Repair Center (EuRC), located in Nijmegen, repair warranty and non-warranty products to the sub-assembly level.
- The same sub-assemblies required by the NASC are available to the EDC/EuRC with specific country sub-assemblies identified.

Field Repair:

It is important that the C version printer does NOT ship with the cutter installed. Extreme risk of irreparable damage will occur.

USA Technician:

Use the “on-site service kit,” as defined in Section 8 of this document, to support on-site service activities. On-site service kits are a list of recommended service parts to take to an on-site service call. Kits maybe obtained by contacting the Charlotte Service Center.

Return repairable failed sub-assemblies to the ERC.

Distributor & Subsidiary:

On-site service kit information is available to support the sub-assembly replacement for on-site or depot repair.

Identified those sub-assemblies with limited component level repair.

Corporate Product Support:

Product Support provides telephone support, to assist our customers with technical and/or hardware problems. Works with the customer to solve the problem or determine if an on-site service visit is necessary.

SECTION 3: UPGRADES

The A and B version customer desiring to upgrade to a C with Cutter must purchase new product. Repair will not convert the A and B Exchange units to C version with cutter.

Customers may upgrade their A and B versions for the following C version features by replacing the Main PCB and Firmware.

- An increase of print speed from 5 ips to 6 ips
- A new IPL-feature to enhance throughput in Windows environment
- Increase in serial communications speed from 19.2 Kbps to 57.6 Kbps.
- Addition of Double-byte font and bar code support
- Larger DRAM image memory option, SRAM storage memory, and Flash storage memory
- The serial port hardened to avoid component failure due to ESD bursts.

Note: When looking straight across, the 3400A/B chassis obscures the 3400C Main PCB dipswitch view. However looking down, from an angle, there is no problem in seeing the dipswitch and with a small flat-blade screwdriver is easily accessible.

Color Change:

- An upgrade is not offered for external color change printer parts.
- For internal color printer parts, support will phase to new color when old color fails and inventory consumed. No upgrade fee.

Cost Reduction:

- Cost Reduced Printheads

The customer with 3400 "C/D" version printers should be encouraged to migrate to the cost reduced printhead. Our demand as well as the rest of the industry is diminishing rapidly. The new printhead is a lower cost and improved performance. The printhead is the latest technology available for thick film printheads. It has a conductive coating to enhance static dissipation. The performance is as good or better than the old printhead. Developed new thermal management that enhances the performance of the printer.

The cost of the old printhead will escalate from \$55.76 to approximately \$90. The old printhead supports the 3400A/B configurations.

The upgrade consists of printhead and firmware for superior print quality. The new printhead is functional with 3400C/D older firmware versions by performing a POT adjustment.

The Intermec Service, distributor, or subsidiary is authorized to install the upgrade kit. The fee will not exceed the list price of the new printhead and will apply to warranty and MEDALLION customer upgrades. T&M customers' charge is upgrade kit list price and labor.

- Cost Reduced Zinc Coated Parts

The zinc coating will change from black to clear (silver). No upgrade fee involved. When black zinc coated parts are consumed service will support the 3400 with clear zinc parts only. The coordination will be done through the ECN process.

SECTION 4: WARRANTY

Intermec's standard 12-month warranty will be in effect.

The ERC performs warranty repairs to the component level.

SECTION 5: FLAT RATE REPAIR

Consult the Flat Rate Repair schedule for current pricing.

SECTION 6: CONTRACT MAINTENANCE**MEDALLION Philosophy (USA only)**

The preferred MEDALLION service plan is PLATINUM. However, the customer may choose any MEDALLION service plan, except Silver Plus.

Support on-site repairs with recommended "on-site service kit" (see Section 8, Service Parts).

Consult the annual MEDALLION service plan schedule for current pricing.

It is important that the printer does NOT ship with the cutter installed. Extreme risk of irreparable damage will occur.

On-Site MEDALLION Service Plans

On-site service plan support is through the local service office.

Determine the contract type with-in the zone restrictions and customer requirements.

To support on-site service calls they may use "on-site service kits."

Express Depot Contracts

Return repairable failed printer's to Charlotte Service Center, unless specifically directed elsewhere, for repair within the contract terms.

SECTION 7: TRAINING

Service training includes:

- Set up and use
- Installation
- Configuration
- Programming
- Modular fault isolation
- Disassemble and reassemble

Sales training:

- Use
- Configuration

- Demonstration skills
- Marketing

Significant 3400 training has already taken place. Training schedule information may be found on the Intermec Central website, see below, and updated on a rolling 90-day schedule.

- Step 1: Go to [HTTP://www2.intermec.com](http://www2.intermec.com)
- Step 2: Select Intermec University
- Step 3: Select Technical Training

SECTION 8: SERVICE PARTS

Main Deck: Any 3400 returned for repair with the main deck damaged beyond repair:

- If an exchange, salvage and scrap the printer.
- Printers owned by the end-user, call the customer and inform them the printer damage is beyond repair and may purchase a new printer.

Service Parts: See Appendix A for available spare parts, pricing, and recommended stocking quantities.

On-Site Service Kit

We recommend the following components to bring to on-site repairs:

| DESCRIPTION | Part | 3400 Version | | | |
|------------------------------|-------------|--------------|---|---|---|
| | Number | A | B | C | D |
| BAR,STRIP SUPPORT | 059029-006 | X | X | X | X |
| BRACKET,CORE LOCKING | 059125-005 | X | X | X | X |
| BTRY,LITHIUM,3.6V,1.74AH | 586229S-001 | X | X | X | X |
| CBL ASSY,LABEL GAP | 059495-002 | X | X | X | X |
| ** CBL ASSY,LABEL MARK | 059729-003 | X | X | X | |
| CBL ASSY,LABEL MARK | 068435-001 | X | X | X | X |
| CIRCUIT BREAKER,SWITCH,1 AMP | 501273-002 | X | X | | |
| CIRCUIT BREAKER,SWITCH,2 AMP | 501273-001 | X | X | | |
| CORE,RIB,8646,CARDBOARD | 048524 | X | X | X | X |
| O-RING,2.734IDX.139THK | 501462-002 | X | X | X | X |
| PCB ASSY, PRGMD 2M, EXCH. | 060538E-010 | | X | | |
| PCB ASSY,MAIN | 059050S-013 | X | | | |
| PCB ASSY,MAIN | 066070S-005 | | | X | X |
| PCB ASSY,MAIN, EXCH | | X | | | |

| | | | | | |
|----------------------------------|-------------|---|---|---|---|
| | 059050E-013 | | | | |
| PCB ASSY,MAIN, EXCH | 066070E-005 | | | X | X |
| PCB ASSY,MAIN,MEM EXP | 060538S-010 | | X | | |
| PRINthead,4.09IN,5MIL | 059003S-001 | X | X | X | X |
| *** PRINthead,4.09IN,5MIL | 069448S-001 | | | X | X |
| * RING,RTN. .310 DIA , GRIPPING | 501410 | X | X | X | X |
| * RING.RTN. .125 DIA.E-RING,ZINC | 501445 | X | X | X | X |
| ROLLER,DRIVE | 058997-005 | X | X | X | X |
| ROLLER,LINER DRIVE | 059510-001 | X | X | X | X |
| ROLLER,PINCH | 060315-003 | X | X | X | X |
| ROLLER, PLATEN | 058996-009 | X | X | X | X |
| ** THUMBSCREW ASSY | 059781S-002 | X | X | X | |
| THUMBSCREW ASSY | 068190S-001 | X | X | X | X |

* Multiple quantity

** When not available use D-Version Printer part.

*** Requires a POT adjustment when F/W Version is less than 1.4. Includes instructions.

SECTION 9: SPECIAL TOOLS AND FIXTURES REQUIREMENTS

Special tools:

| TOOL PART NUMBER | TOOL DESCRIPTION | PRICE | PRICE |
|---------------------|---|------------|-------------|
| | | (DOMESTIC) | (INTERNAT.) |
| T42374-003 | FIXTURE, ASSY, PRINthead ALIGN | \$528.50 | 317.10 |
| 064807-0001 | FIXTURE, MACH, ROLLER ALIGN (T42389) | \$20.00 | \$20.00 |

Repair Centers: To burn their own firmware they require 2-MEG EPROM burners.

SECTION 10: OEM TECHNICAL SUPPORT REQUIREMENTS

The Cutter is the significant OEM assembly associated with the C version printer.

The Sarabi project addresses the cutter support requirements.

SECTION 11: END OF SERVICE SUPPORT

The 3400 Printer product-line support is a minimum of 3-years from the end of build date.

Service will review the A and B version for a last time seeding of exchange pool when product versions near end of build.

Future support of the A and B version Main PCB will continue using the C version Main PCB and firmware.

APPENDIX A: SERVICE PARTS

| DESCRIPTION | Part | On | 3400 Version | | | | Domestic | APLA | EMEA |
|----------------------------------|--------------------|------|--------------|---|---|---|----------------|--------------|------------|
| | Number | Site | A | B | C | D | List Price | Dist. Cost | List Price |
| BAR,STRIP SUPPORT | 059029-006 | X | X | X | X | X | \$12.66 | \$8 | \$ |
| BAR,TEAR,5.3 IN. | 057606 | | X | X | X | X | \$9.36 | \$6 | \$ |
| BEARING,BLIND FLANGED | 059042-005 | | X | X | X | X | \$3.52 | 2.11 | |
| BEZEL,FRONT COVER | 059010S-009 | | X | X | X | | \$66.00 | 40.00 | \$ |
| BEZEL,FRONT COVER | 067936S-001 | | | | | X | \$68.80 | 41.00 | \$ |
| BEZEL,TOP COVER | 059100-008 | | X | X | X | | \$12.42 | 7.45 | \$ |
| BEZEL,TOP COVER | 067937-001 | | | | | X | \$13.28 | 8.00 | \$ |
| BLOCK,PIVOT (Note 1) | 059037-005 | | X | X | X | | \$28.54 | 17.12 | \$ |
| BLOCK,PIVOT | 069638-001 | | | | | X | \$18.80 | 11.00 | \$ |
| BRACKET,CORE LOCKING | 059125-005 | X | X | X | X | X | \$2.53 | \$2 | |
| BRACKET,HINGE | 059387-003 | | X | X | X | X | \$3.60 | 2.16 | |
| BRACKET,MEDIA PATH,UPPER | 059022-006 | | X | X | X | X | \$18.90 | \$11 | \$ |
| BRACKET,MOTOR MOUNT | 059102-002 | | X | X | X | X | \$8.48 | 5.08 | \$ |
| BRACKET,PRINthead PIVOT (Note 1) | 059032-002 | | X | X | X | | \$19.08 | \$11 | \$ |
| BRACKET,PRINthead PIVOT | 069342-001 | | | | | X | \$18.80 | \$11 | \$ |
| BTRY,LITHIUM,3.6V,1.74AH | 586229S-001 | X | X | X | X | X | \$19.86 | \$12 | \$ |
| BUMPER,RUBBER-W/WASH | 523308 | | | | X | X | \$1.36 | 1.00 | \$1. |
| BUTTON,CAP (Note 1) | 059103-002 | | X | X | X | | \$5.28 | 3.17 | |
| BUTTON,CAP | 067966-001 | | | | | X | \$7.11 | 4.00 | |
| CAM ASSY,PRESSURE | 062614S-001 | | X | X | X | X | \$17.90 | 11.00 | \$ |
| CAP,MEDIA POST | 059120-002 | | X | X | X | X | \$5.20 | 3.12 | |
| CBL ASSY,BEZEL | 059727-001 | | X | X | X | X | \$24.54 | 14.72 | \$ |
| CBL ASSY,LABEL GAP | 059495-002 | X | X | X | X | X | \$27.50 | 16.50 | \$ |
| CBL ASSY,LABEL MARK (Note 1) | 059729-003 | X | X | X | X | | \$37.00 | 22.20 | \$ |
| CBL ASSY,LABEL MARK | 068435-001 | X | | | | X | \$31.00 | 19.00 | \$ |
| CBL ASSY,LABEL TAKEN | 059496-004 | | X | X | X | X | \$40.00 | \$24 | \$ |
| CBL ASSY,MN MOTOR STEPPER | 059021-002 | | X | X | X | X | \$99.30 | 60.00 | \$1 |

| | | | | | | | | | |
|-------------------------------|--------------------|---|---|---|---|---|-----------------|---------------|---------------|
| CBL ASSY,RIBBON PRINthead | 061548-001 | | X | X | X | X | \$25.50 | 15.30 | \$ |
| CIRCUIT BREAKER,SWITCH,1 AMP | 501273-002 | X | X | X | | | \$67.90 | 40.74 | \$ |
| CIRCUIT BREAKER,SWITCH,2 AMP | 501273-001 | X | X | X | | | \$31.10 | 18.66 | \$ |
| CLAMP,LINER HUB | 059124-003 | | X | X | X | X | \$12.18 | 7.31 | \$ |
| CORE,RIB,8646,CARDBOARD | 048524 | X | X | X | X | X | \$2.40 | 1.44 | |
| COV ASSY, CUTTER | 065591-001 | | | | X | | | | |
| COV, ASSY, CUTTER | 067993-001 | | | | | X | \$94.95 | 57.00 | \$1 |
| COV, REAR | 069630S-001 | | | | | X | \$50.45 | 30.00 | \$ |
| COV,ELECTRONICS | 059101-009 | | X | X | X | | \$40.85 | 24.51 | \$ |
| COV,ELECTRONICS | 067972-001 | | | | | X | \$46.85 | 28.00 | \$ |
| COV,MEDIA ACCESS | 059009S-007 | | X | X | X | | \$100.00 | 60.00 | \$130. |
| COV,MEDIA ACCESS | 068157S-001 | | | | | X | \$125.85 | 76.00 | \$163. |
| COV, REAR | 059011S-008 | | X | X | X | | \$136.10 | 81.66 | \$1 |
| CUTTER ASSY | 066833S-001 | | | | X | | | | |
| CUTTER ASSY | 068611S-001 | | | | | X | \$898.35 | 539.00 | \$1,1 |
| DOOR ASSY,ACCESS | 060259-001 | | X | X | X | | \$12.78 | 7.67 | \$ |
| DOOR ASSY,ACCESS | 067938-001 | | | | | X | \$34.80 | 21.00 | \$ |
| ENCODER,TTR CLUTCH | 059114S-007 | | X | X | X | X | \$19.55 | 11.73 | \$ |
| EXCH. 3400A000 | X3400A000 | | X | | | | \$1,166.75 | | |
| EXCH. 3400B0010000 | X3400B0010000 | | | X | | | \$1,166.75 | | |
| EXTRUSION,PRINTED SPAN | 059025-003 | | X | X | X | X | \$13.52 | \$8 | \$ |
| FASTENER,COTTER PIN,.25 SHAFT | 507717 | | X | X | X | X | \$1.91 | 1.15 | |
| FEET,RUBBER,ADHESIVE BACKED | 501272-001 | | X | X | | | \$1.47 | \$0.90 | |
| FILTER ASSY,LINE AC | 060246-002 | | X | X | X | X | \$30.00 | \$18 | \$ |
| FIRMWARE,3400,5MIL P/H | 059877S-010 | | X | | | | \$175.00 | 150.00 | \$2 |
| FIRMWARE,3400B STANDARD | 060688S-007 | | | X | | | \$175.00 | 100.00 | \$2 |
| FIRMWARE,V1.4,STANDARD | 066211S-003 | | | | X | X | \$175.00 | 100.00 | \$2 |
| GASKET,ESD,RS232 CONNECTOR | 060544-001 | | X | X | X | X | \$5.04 | 3.02 | |
| GEAR,PLATEN,D SHAFT,96-TOOTH | 059028-007 | | X | X | X | X | \$16.20 | 10.00 | \$ |
| GEAR/PULLEY CLUSTER,R/H LOCK | 059511-005 | | X | X | X | X | \$24.84 | 14.90 | \$ |
| GEAR/PULLEY,CLUSTER,L/H LOCK | 059044-007 | | X | X | X | X | \$24.72 | 14.83 | \$ |
| GUARD,O-RING | 060363-003 | | X | X | X | X | \$5.50 | 3.25 | |

| | | | | | | | | | |
|------------------------------------|-------------------|----------|---|---|---|----------|---------------|-------------|-------|
| HANDLE,PRINTHEAD PRESSURE (Note 1) | 059039-012 | | X | X | X | | \$7.44 | 5.00 | \$ |
| HANDLE,PRINTHEAD PRESSURE | 067939-001 | | | | | X | \$3.84 | 2.00 | |
| HEATSINK ASSY,LEAFSPR & PTHD | 059654-003 | | X | X | X | X | \$40.10 | 24.06 | \$ |
| HEATSINK,PCB DRIVERS | 059019-011 | | X | X | | | \$13.62 | \$8 | \$ |
| HEATSINK,PCB DRIVERS | 065527-003 | | | | X | X | \$13.68 | 8.00 | \$17. |
| HUB,RIBBON DRIVE | 061513-003 | | X | X | X | X | \$20.00 | 12.00 | \$ |
| INS.SHIM | 586142 | | X | X | X | X | \$0.44 | 0.25 | |
| JUMPER AY,.25 TERM.LUGS,4-IN. | 041776 | | X | X | X | X | \$2.63 | 1.57 | |
| LBL,INTL LOADING INSTRUCTIONS | 060622-001 | | X | X | X | X | \$2.96 | 1.77 | |
| LENS,MEDIA INSPECTION | 059013-003 | | X | X | X | X | \$7.76 | 5.00 | \$ |
| LEVER,PRINTHEAD ADJUSTMENT | 059122-001 | | X | X | X | X | \$3.84 | 2.30 | |
| LIGHT PIPE,DOCK/CHARGER | 058776-004 | | X | X | X | X | \$1.91 | \$1 | |
| MAGNET,DOOR LATCH | 059710S-001 | | X | X | X | X | \$5.84 | 3.50 | |
| MEMORY EXPANSION,512K | 062756S-001 | | | | X | X | \$175.00 | 100.00 | \$2 |
| MOUNT,LBL GAP SENSOR | 062396-002 | | X | X | X | X | \$5.60 | 4.00 | |
| MOUNT,MARK SENSOR (Note 1) | 059423-002 | | X | X | X | | \$4.32 | 2.59 | |
| MOUNT,MARK SENSOR | 068437-001 | | | | | X | \$3.44 | 2.00 | |
| MOUNT,WIRE ROUTING,ADH BACK | 501394-001 | | X | X | X | X | \$1.20 | 0.72 | |
| O-RING,2.734IDX.139THK | 501462-002 | X | X | X | X | X | \$4.40 | 2.64 | |
| PAD,SOUND DAMPENING | 060317-001 | | X | X | | | \$1.92 | \$1 | |
| PCB ASSY, PRGMD 2M, EXCH. | 060538E-010 | X | | X | | | \$480.00 | | |
| PCB ASSY,BEZEL | 059052S-002 | | X | X | X | X | \$38.10 | 22.86 | \$ |
| PCB ASSY,MAIN | 059050S-013 | X | X | | | | \$944.32 | 567.00 | \$1,2 |
| PCB ASSY,MAIN | 066070S-005 | X | | | X | X | \$1,105 | 663.00 | \$1,4 |
| PCB ASSY,MAIN, EXCH | 059050E-013 | X | X | | | | \$396.00 | | |
| PCB ASSY,MAIN, EXCH | 066070E-005 | X | | | X | X | \$545.76 | | |
| PCB ASSY,MAIN,MEM EXP | 060538S-010 | X | | X | | | \$1,155.75 | \$693 | \$1,5 |
| PCB ASSY,PGRMD,8M | 067396S-001 | | | | X | X | \$473.95 | 284.00 | \$6 |
| PCB ASSY,PRGMD 2M KANJI FL | 061486S-001 | | | X | X | X | \$546.60 | \$588 | \$7 |
| PCB ASSY,PRGMD 2M KANJI FL, EXCH | 061486E-001 | | | X | X | X | \$252.74 | | |
| PCB ASSY,PRGMD 6M KANJI FL | 061485S-001 | | | X | X | X | \$756.60 | \$454 | \$9 |
| PCB ASSY,PRGMD 6M KANJI FL, EXCH | 061485E-001 | | | X | X | X | \$532.46 | | |
| PLATE,FRONT COVER | | | X | X | X | X | \$21.24 | 13.00 | \$ |

| | | | | | | | | | |
|--|--------------------|---|---|---|---|---|----------|--------|------|
| | 059012-009 | | | | | | | | |
| PLATE,LOWER MODULE,OUTBOARD | 059026-007 | | X | X | X | X | \$13.86 | \$8 | \$ |
| PLATE,MOTOR | 059024-009 | | X | X | X | X | \$13.00 | \$8 | \$ |
| POST,MEDIA | 059117-005 | | X | X | X | X | \$16.56 | \$10 | \$ |
| PRINthead & F/W UPGRADE KIT | 069881-001 | | | | X | X | TBD | | |
| PRINthead,4.09IN,5MIL (Note 2) | 059003S-001 | X | X | X | X | | \$359.00 | \$2 | \$4 |
| PRINthead,4.09IN,5MIL (Note 3) | 069448S-001 | X | | | | X | TBD | | |
| PULLEY,TAKE-UP CLUTCH | 059689S-008 | | X | X | X | X | \$35.00 | \$21 | \$ |
| RING,LBL SUPPLY (Note 1) | 059718-002 | | X | X | X | | \$7.20 | \$4 | |
| RING,LBL SUPPLY | 067940-001 | | | | | X | TBD | | |
| RING,RTN. .310 DIA , GRIPPING | 501410 | X | X | X | X | X | \$0.50 | \$0.30 | \$0. |
| RING,RTN. .250 DIA. BASIC | 501409 | | X | X | X | X | \$0.60 | 0.36 | \$0. |
| RING,RTNG,EXTERNAL,.395 ID | 501461-001 | | X | X | X | X | \$0.72 | 0.43 | |
| RING,RTN. .125 DIA.E-RING,ZINC | 501445 | X | X | X | X | X | \$0.50 | 0.30 | \$0. |
| ROLLER,DRIVE | 058997-005 | X | X | X | X | X | \$26.95 | \$17 | \$ |
| ROLLER,LINER DRIVE | 059510-001 | X | X | X | X | X | \$43.85 | 26.31 | \$ |
| ROLLER,O-RING GUARD | 060286-001 | | X | X | X | X | \$4.31 | \$3 | |
| ROLLER,PINCH | 060315-003 | X | X | X | X | X | \$10.80 | 6.48 | \$ |
| ROLLER,PLATEN | 058996-009 | X | X | X | X | X | \$40.35 | \$24 | \$ |
| RTN RING .250 DIA 8610/20 | 501401 | | X | X | X | X | \$0.50 | 0.30 | \$0. |
| SCREW,JACK,4-40X.312 | 507659-001 | | X | X | X | X | \$1.39 | 0.83 | |
| SCREW,PHM, 8-32X .375 | 505767 | | X | X | X | X | \$0.57 | \$0.18 | \$0. |
| SCREW,PHM,PHIL 4-40X.25 LK STP | 505312 | | X | X | X | X | \$2.00 | 1.25 | |
| SCREW,PHP,W/INT.STAR,6-32X.375 | 526036 | | X | X | X | X | \$0.50 | \$0.30 | \$0. |
| SCREW,PHP.W/INT.STAR 8-32X.500 | 507639 | | X | X | X | X | \$0.53 | \$0.31 | \$0. |
| SCREW,SOC.HD.CAP 8-32X .375 | 505613 | | X | X | X | X | \$0.50 | \$0.30 | \$0. |
| SCREW,THD ROLL W/CONE,8-32X.38 | 522690 | | X | X | X | X | \$0.60 | 0.36 | \$0. |
| SCREW,W/CONE WASH.,8-32X.375L | 505321 | | | | X | X | \$0.50 | 0.50 | \$0. |
| SHAFT,PAPER PATH | 059509-002 | | X | X | X | X | \$2.00 | 1.25 | |
| SHAFT,PINCH ROLLER | 060316-001 | | X | X | X | X | \$5.60 | 3.36 | |
| SHAFT,TTR RIBBON | 059038-003 | | X | X | X | X | \$8.00 | 5.00 | \$ |
| SPRING,COMP.360 OD .44F/L .040 | 506827-001 | | X | X | X | X | \$0.72 | \$0.43 | |
| SPRING,PAPER PATH RETURN | 059484-003 | | X | X | X | X | \$4.00 | 2.50 | |
| SPRING,TORSION,PRINthead RTN | 059040-006 | | X | X | X | X | \$6.50 | 4.00 | |
| THUMBScrew ASSY (Note 1) | 059781S-002 | X | X | X | X | | \$9.44 | \$6 | \$ |
| THUMBScrew ASSY | 068190S-001 | X | | | | X | \$43.60 | \$26 | \$ |
| TRANSFORMER ASSY,115V | 059016-001 | | X | X | | | \$72.25 | 43.35 | \$ |

| | | | | | | | | | |
|---|------------|--|---|---|---|---|---------|--------|------|
| TRANSFORMER ASSY,230V | 059816-001 | | X | X | X | X | \$78.45 | 47.67 | \$1 |
| WASH.LOCK,SPLIT,NO. 4 | 506111 | | X | X | X | X | \$0.50 | \$0.30 | \$0. |
| WASHER,FLAT,SST,,327X.500X.030 | 506040-005 | | X | X | X | X | \$1.08 | 0.65 | |
| WASHER,FLAT,SST,,327X.500X.080 | 506040-006 | | X | X | X | X | \$1.56 | 0.94 | |
| WASHER,FLAT,SST,,446X.563X.024 | 506040-007 | | X | X | X | X | \$0.41 | 0.25 | \$0. |
| WASHER,FLAT,SST,,817X1.00X.030 | 506040-004 | | X | X | X | X | \$1.20 | 0.72 | |
| WASHER,LOCK,EXT.STAR,NO.8 | 506103 | | X | X | X | X | \$0.50 | 0.25 | \$0. |
| WASHER,SPR,CONL,,175X.500X.07H | 521118-001 | | X | X | | | \$1.44 | 0.86 | |
| WASHER,SST,,255IDX.407ODX.030T | 506013 | | X | X | X | X | \$1.08 | 0.43 | |
| WASHER,TTR CLUTCH | 059115-005 | | X | X | X | X | \$3.41 | | |
| | | | | | | | | | |
| Notes: | | | | | | | | | |
| * Recommended stocking quantity to support 100 units. | | | | | | | | | |
| AR = Stock as required. | | | | | | | | | |
| 1. When not available use "D" version part. | | | | | | | | | |
| 2. Is functional in 3400D with POT adjustment. | | | | | | | | | |
| 3. Is functional in 3400C with POT adjustment. | | | | | | | | | |

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