

Customer Alert

Revised shipping details for returning SG1024 Printheads

We have become aware of **potential damage** to Printheads that can occur during packaging and shipping. This is a result of a characteristic of the original packaging and **leaving the Printhead mounting screws in during shipping**.

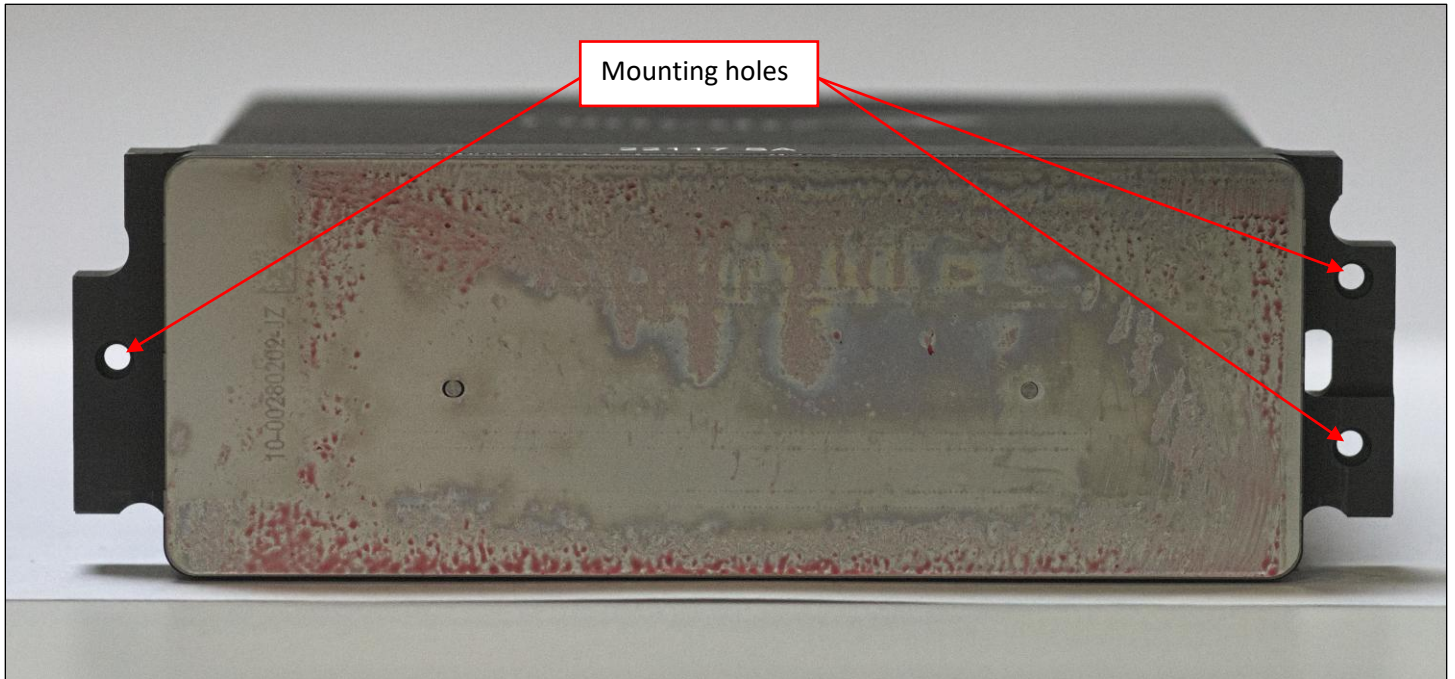


Figure 1

Bottom view of a new Printhead



Figure 2

Bottom view of damaged Printhead

Shipping Package Peculiarity



Figure 3

Bottom of Printhead shipping package

The package bottom in which the Printhead is shipped has clearance cutouts for the mounting surface that are not symmetrical. The cutout is larger on the right-hand side. This peculiarity in the package can result in Printhead damage as seen in Figure 2 above. The cause of this damage is due to leaving the mounting screws in the Printhead when placing it in the package bottom. If the side of the Printhead with the 2 mounting screws is placed in the package with the 2 screws on the left-hand side, **it can result in fracturing the mounting surface in an irreparable way**. The wrong orientation is shown below.



Figure 4

Figure 4 shows the wrong orientation of the Printhead in the package. The lack of clearance on the left-hand side of the packaging **combined with leaving the mounting screws in the Printhead** can cause the mounting screw to break out the mounting hole in the Printhead as shown below.



Figure 5

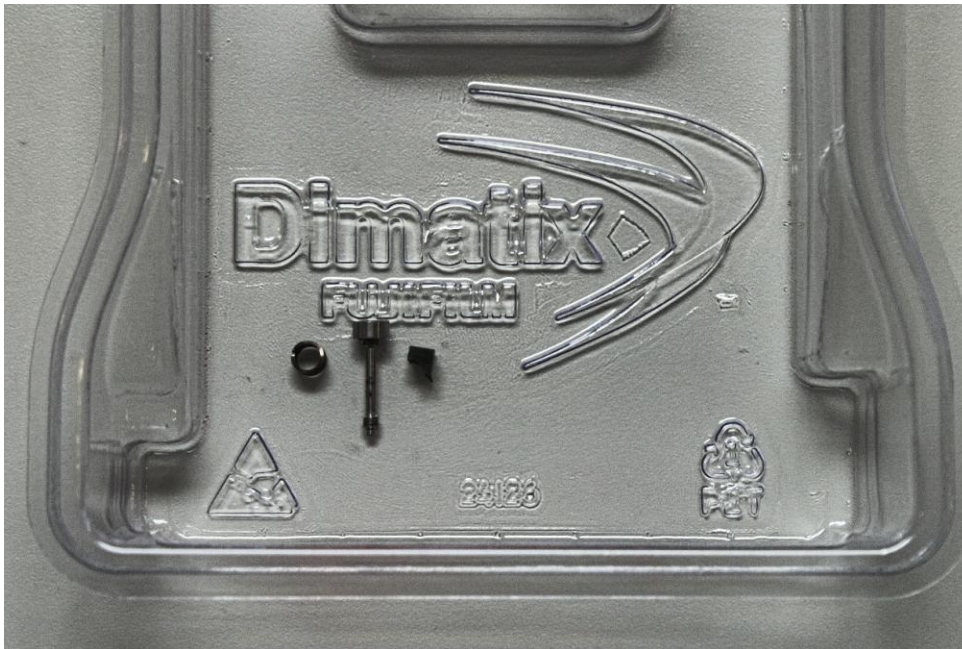


Figure 6

Loose mounting screw and spring with the broken piece of Printhead found when a Printhead was returned for service.

Solution for safe shipping

The simplest solution to avoid this damage is to remove the mounting screws and springs before placing the Printhead in the original packaging. The unsymmetrical clearances in the packaging will have no effect on the Printhead if the mounting screws and springs are not left in the Printhead. Whenever shipping a Printhead for any reason, remove the mounting screws before placing it in the package.