

Printronic Technical Bulletin	Number T-0022	Revision A
	Product Type T5000	Date 7/00
Subject Low Holding Torque on Stepper Motor and Platen Moving After Changing The Stepper Motor or The Controller.	Originator Ted Brinkmeyer	Page 1 of 2

Subject

When replacing the controller, platen stepper motor or software in early T5X06/T5X08 printers it's important to have components that work together. Some of the part changes, effective 6/5/00, may not work optimally when intermixed with some of the earlier components. This only affects early T5X06 and T5X08 printers.

Information

Printronic recently changed some of the components in the media drive area of the printer. Changed were the platen stepper motor, rubber grommets were added to the motor mount plate, the controller PCBA was modified and software changes were made. These part changes are in units manufactured after 6/5/00. Parts can be intermixed per the chart below.

When installing replacement parts into a printer manufactured prior to this change, the printer will still work correctly with the various combinations of parts but some combinations of parts could cause problems. With some combinations the holding torque to the platen is reduced and the platen can move when removing a label or pulling the media when manually rotating the re-winder. With other combinations a noticeable loud hum or squeal (electronic in origin) is noticed when not printing or moving paper. The correct configuration of hardware and software is listed below.

Noise reduction components: (in all units manufactured after 6/5/00)

Stepper Motor Assy, T5 172133-901 (identified by the rubber grommets on the mounting plate, includes stepper motor, mounting plate and grommets)

Controller PCBA 171662-901 (requires Rev 'D' and above, part number by the part barcode)

Minimum Software Revisions (or later point and manufacturing releases)

Program file	IGP	1.02J	355871
Program file	CT/IGP	1.02J	355872
Program file	CT/IPDS/LP+	1.02H	355873
Program file	CT/IPDS/IGP	1.02H	355874
Program file	TCP/IPDS/LP+	1.02H	355875
Program file	TCP/IPDS/IGP	1.02H	355876

Early printer components: (units manufactured before 6/5/00)

Stepper Motor Assy, T5 171402-001 (identified by the mounting plate not having rubber grommets)

Controller PCBA 170178-001 or 171662-901 (Rev 'A', 'B', or 'C')

Software All versions prior to those noted above except for some point releases in use at some customer locations..

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Combinations of components that you may see and their effect:

Controller PCBAs	Stepper Motors	Software Versions	What you will see
170178-001 (all revs) or 171662-901 (Rev 'A', 'B', or 'C')	171402-001 Motor Assy No Grommets on mounting plate	Early software (see page 1)	Full compatibility
170178-001 (all revs) or 171662-901 (Rev 'A', 'B', or 'C')	171402-001 Motor Assy No Grommets on mounting plate	New software (see page 1)	Full compatibility
170178-001 (all revs) or 171662-901 (Rev 'A', 'B', or 'C')	172133-901 Motor Assy Grommets on mounting plate	Early software (see page 1)	Low holding torque on platen stepper motor while in stationary position. Pulling media when removing a label or pulling on the media when rotating the rewinder can cause the platen to move.
170178-001 (all revs) or 171662-901 (Rev 'A', 'B', or 'C')	172133-901 Motor Assy Grommets on mounting plate	New software (see page 1)	Low holding torque on platen stepper motor while in stationary position. Pulling media when removing a label or pulling on the media when rotating the rewinder can cause the platen to move
171662-901 (Rev 'D' and above)	171402-001 Motor Assy No Grommets on mounting plate	Early software (see page 1)	Full compatibility
171662-901 (Rev 'D' and above)	171402-001 Motor Assy No Grommets on mounting plate	New software (see page 1)	Full compatibility
171662-901 (Rev 'D' and above)	172133-901 Motor Assy Grommets on mounting plate	Early software (see page 1)	Low holding torque on platen stepper motor while in stationary position. Pulling media when removing a label or pulling on the media when rotating the rewinder can cause the platen to move.
171662-901 (Rev 'D' and above)	172133-901 Motor Assy	New software (see page 1)	Full compatibility

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	Grommets on mounting plate		
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