

## **End of Support for Printronix Products P300, P600, P6000, P3040, MVP**

**July 12, 2005**

At Printronix, we know our customers count on our products for years of dependable service. To reinforce this reputation we have done everything we can to provide a reliable source of spare parts, supplies, and services for every product we have ever sold. Unfortunately the costs associated with supplying and maintaining the infrastructure to support our oldest products are just too expensive to justify continuance. Therefore, we must engage in a program that ultimately phases out all support for the following products:

### **P300, P600, P6000, P3040, MVP**

#### **Adjustment Period**

To allow our customers time to understand and react to this notice, no actions at all will be taken for 90 days. During this period, we will continue to supply spares and repairs per our traditional operating guidelines. Effective October 10<sup>th</sup>, after this 90-day period, we will begin our end of life actions.

#### **Spare Parts and Repairs**

We will make our best effort to supply spare parts and repair services through to October 10, 2006. This will allow providers of service contracts to support their customers through this end of life period. However, since many of the required parts are no longer in production, a steady source of supply cannot always be guaranteed and there can be some delays sourcing some parts. As always we will make every effort to keep these to a minimum.

At this point, it is our belief that only Printronix has the technical capabilities to produce the various hammer springs required by these products. Once we shutter this production, given the consumable nature of these parts, it is likely that the reparability of these products will rapidly deteriorate after the October 10, 2006 date and we recommend upgrade plans are made safely in advance.

#### **CSC Technical Support**

After October 10, 2006 we will also no longer offer CSC support for these products.

#### **Printer Upgrades**

Printronix has a wide range of new P7000 and remanufactured P5000 products that will drop straight into your application providing a plug-and-play upgrade solution. Contact your local Printronix representative for details.

For more information, please contact:

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