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ALERT!

Important News for the Future - April 1998

SCC Imaging Division

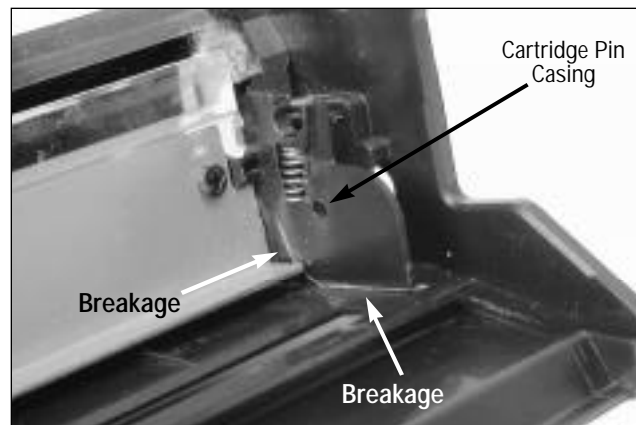
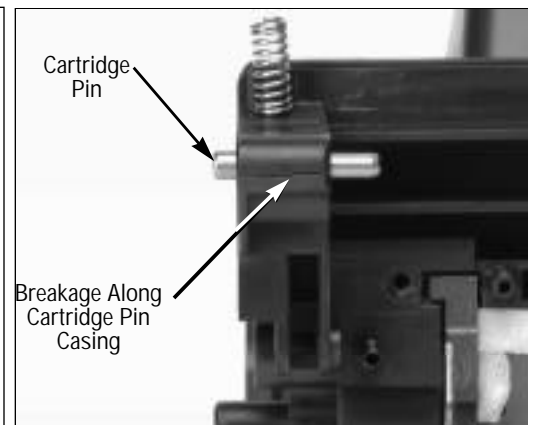
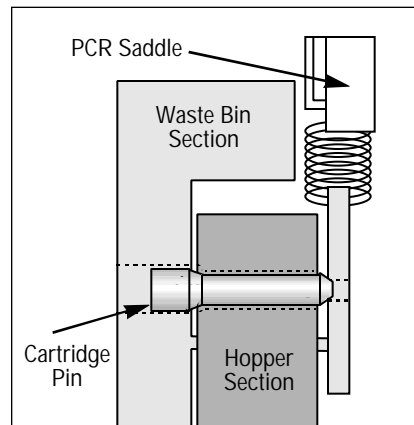
HP4000 OEM Cartridge Pin Removal May Cause Cracks in Cartridge

Problem Summary

The HP4000 OEM cartridge pin is installed completely in the casing, making it impossible to remove the pin from the casing with side cutters or needlenose pliers. The pin casing in the pivot arm of the hopper is a smaller diameter than that of the waste bin pivot arm, creating a step between the two sections. Attempting to tap the pins through the casing can crack the pin casing in the hopper section and crack the PCR saddle support bracket in the waste bin section.

Solution

The pins are best removed by driving the pin from the inside of the cartridge outward. The drum and PCR must be removed to gain access to the tip of the pin inside the cartridge. The mag roller, however, is still installed in the cartridge and susceptible to impact damage from tools you may use to tap out the pin. To protect the mag roller, place a soft, clean, lint-free cloth over the roller. Even with the drum and PCR removed, there is only a small space in the cartridge to maneuver your tools or hands.



SCC has developed a Pin Removal Kit to safely remove the OEM pins and Replacement Pins that can be conventionally removed from the exterior of the cartridge. Contact SCC's Sales Team or the SCC Technical Support Group for additional information regarding all HP4000 cartridge support requirements. In North America, contact Tech Support at 800.948.1072 or e-mail them at techservices@scc-inc.com.



Static Control Components, Inc. - 3010 Lee Avenue - P.O. Box 152 - Sanford, NC 27331 - US 800.488.2426 - Int'l 919.774.3808 - Fax 919.774.1287

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