



TECHNICAL SUPPORT BULLETIN

Models Affected: All FP-530 and FP-541 battery operated printers.

Accessories Affected:

34020434	SE battery single
93853	SE battery 5-pack
93854	SE Battery, 10-pack
93104	Battery (3 cell Li-iON, 33WH)
93124	Battery, 5-pack
93106	Battery, 10-pack

Reason for Bulletin:

- The FP-541 and FP-530 printer batteries were sourced from RRC. The battery used in these printers was made obsolete by RRC and is no longer being manufactured.
- RRC designed a new battery replacement that does not function properly in Printek printers.

Solution:

Current sold printers:

- Printek obtained a limited supply of the RRC obsolete batteries to support our current client base. These will remain available for purchase until supplies run out.
- New SE batteries will not fully charge in non-SE printers.
- The slot used to align the battery in the printer has been filled to ensure users do not insert the new battery in a non-SE printer.
- Batteries have different labels.

New SE printers and batteries available for purchase:

- Printek has released the SE version of the FP-541 and FP-530 printers
- New printer part numbers:
FP-541 SE: 93845 - USB, 93846 - Bluetooth, 93847 - WI-FI
FP-530 SE: 93839 - USB, 93840 - Bluetooth, 93841 - WI-FI
FP530L SE: 93482 - USB, 93483 - Bluetooth, 93484 - WI-FI
- Printek has released new SE batteries (listed in accessories effected) designed for the FP-530 SE and FP-541 SE printers.

New Label:

The new printer part numbers will be marked "SE" on the serial and shipping labels.

Sample of new label:

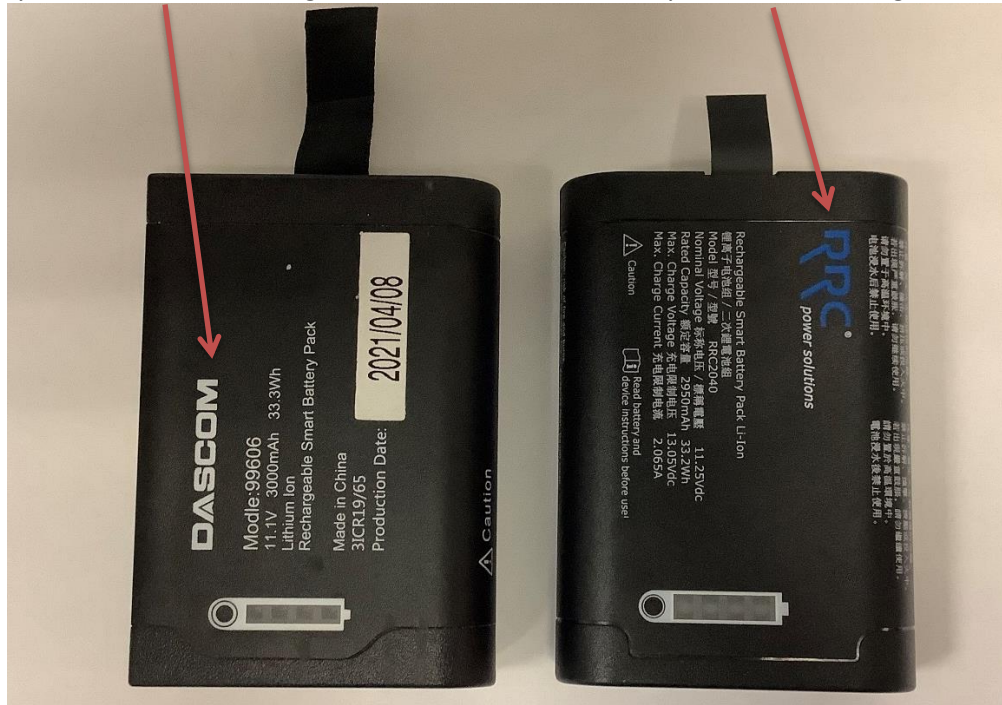


The new SE battery is modified with an insert to prevent the user from installing the new battery into an older printer.

How to identify the old and new batteries:

New SE battery with DASCOM branding

Older battery with RRC branding



New SE battery with insert

Old RRC battery without insert



WARNING:

DO NOT REMOVE THE INSERT AND USE THE DASCOM LABELED BATTERY IN A NON "SE" MODEL. THIS IS A POTENTIAL SAFETY/FIRE HAZARD.