

## Product change notification (PCN)

|                                    |                                                                                                |
|------------------------------------|------------------------------------------------------------------------------------------------|
| <b>Title / short description</b>   | THERMOMARK E.300 (D).../E.600 (D)...: New firmware update 5.43.9 for the purpose of bug fixing |
| <b>Affected article category</b>   | Marking and labeling                                                                           |
| <b>Change category</b>             | Software modification                                                                          |
| <b>Change number</b>               | CBG230026-00                                                                                   |
| <b>Reason for PCN/PDN Revision</b> |                                                                                                |

### Purpose/objective of the change

Firmware update to avoid error messages when switching the material retraction on and off

### Detailed description of the change

With the currently available firmware 5.43.4, a new function has been implemented that enables the material retraction to be switched on and off when using the THERMOMARK E.SLEEVE shrink sleeve applicator. This functionality requires the PROJECT complete Marking software version 2.2.13801 or later (material retraction in the printer settings in the "Material calibration" menu item). This has also been tested successfully. However, the menu navigation for this firmware was adapted during the market launch of the new THERMOMARK E.300 DOUBLE thermal transfer printer. Unfortunately, this results in an error pattern when switching the material retraction on and off: The currently uploaded firmware 5.43.4 generates an error with the error message "Wrong print job type" when the material retraction is switched on and off.

This error has been rectified with the new firmware update 5.43.9. This version is recommended for the THERMOMARK E.300/E.600 and E.300D/E.600D printers and is essential when using the THERMOMARK E.SLEEVE shrink sleeve applicator.

The new THERMOMARK E.300 DOUBLE printer is supplied with the new firmware 5.43.9 by default.

### Identifying characteristics

Firmware "FW\_TL5439\_4117\_phoenix.zip", version 5.43.9

|                                  |            |                                 |   |
|----------------------------------|------------|---------------------------------|---|
| <b>Start of Production (SOP)</b> | -          | <b>Last Time Delivery (LTD)</b> | - |
| <b>Effective date (EOP)</b>      | 2024-02-22 | <b>End of Service (EOSR)</b>    | - |
| <b>End of Sales (EOS)</b>        | -          |                                 |   |

### Short-term change (< 6 months) or discontinuation (< 12 months), due to:

- |                                                                |                                                                     |                                                        |
|----------------------------------------------------------------|---------------------------------------------------------------------|--------------------------------------------------------|
| <input checked="" type="checkbox"/> Software / Firmware Bugfix | <input type="checkbox"/> Short-term delivery stop by supplier       | <input type="checkbox"/> Short-term recall by supplier |
| <input type="checkbox"/> Force majeure                         | <input type="checkbox"/> Product improvement with customer benefits |                                                        |
| <input type="checkbox"/> Others                                |                                                                     |                                                        |

### Attachments

- Material\_list.csv
- PCN-CBG230026-00\_DE

- PCN-CBG230026-00\_EN

## Material list

| Item no. | Item Type              | Hardware / Firmware |    | Item no. | Substitute item Type |
|----------|------------------------|---------------------|----|----------|----------------------|
| old      | new                    |                     |    |          |                      |
| 1285306  | THERMOMARK E.300       | 00                  | 00 |          |                      |
| 1285310  | THERMOMARK E.600       | 00                  | 00 |          |                      |
| 1004303  | THERMOMARK E.300 D     | 00                  | 00 |          |                      |
| 1004304  | THERMOMARK E.600 D     | 00                  | 00 |          |                      |
| 1287026  | THERMOMARK E.300 KIT   | 00                  | 00 |          |                      |
| 1287031  | THERMOMARK E.600 KIT   | 00                  | 00 |          |                      |
| 1287038  | THERMOMARK E.300 D KIT | 00                  | 00 |          |                      |
| 1287042  | THERMOMARK E.600 D KIT | 00                  | 00 |          |                      |
| 1287021  | THERMOMARK E.300 US    | 00                  | 00 |          |                      |
| 1287029  | THERMOMARK E.600 US    | 00                  | 00 |          |                      |
| 1287033  | THERMOMARK E.300 D US  | 00                  | 00 |          |                      |
| 1287040  | THERMOMARK E.600 D US  | 00                  | 00 |          |                      |
| 1287020  | THERMOMARK E.300 CN    | 00                  | 00 |          |                      |
| 1287028  | THERMOMARK E.600 CN    | 00                  | 00 |          |                      |
| 1287032  | THERMOMARK E.300 D CN  | 00                  | 00 |          |                      |
| 1287039  | THERMOMARK E.600 D CN  | 00                  | 00 |          |                      |
| 1287022  | THERMOMARK E.300 AR    | 00                  | 00 |          |                      |
| 1287030  | THERMOMARK E.600 AR    | 00                  | 00 |          |                      |
| 1287034  | THERMOMARK E.300 D AR  | 00                  | 00 |          |                      |
| 1287041  | THERMOMARK E.600 D AR  | 00                  | 00 |          |                      |