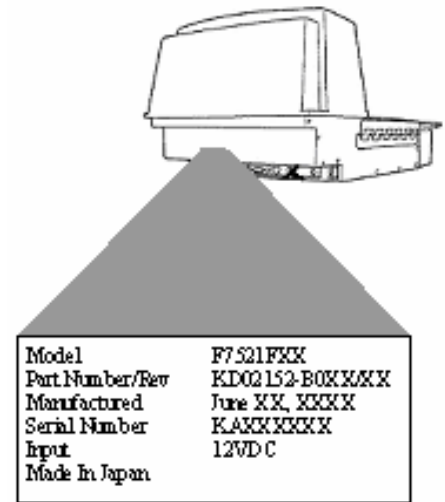
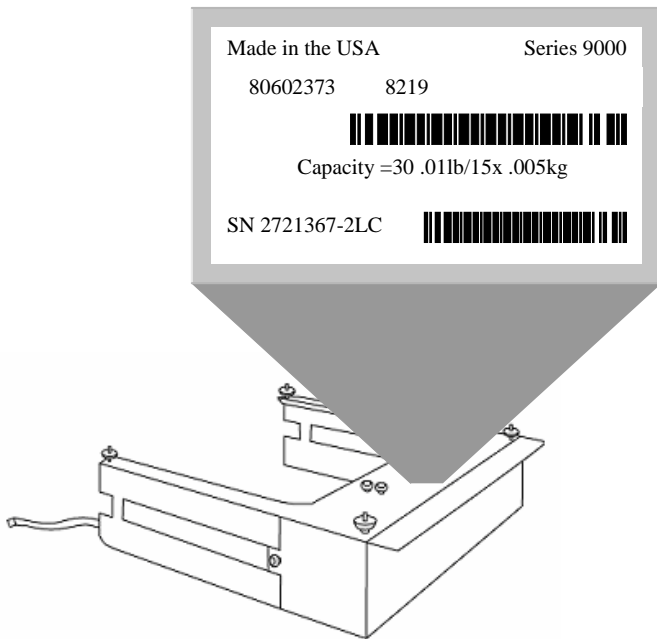


Subject: 9900/9950 Scanner Scale Defective Returns

When a failure occurs on a 9900 or 9950 scanner scale do not return the complete assembly to the Fujitsu logistics facility. It is the responsibility of the dealer/VAR/service organization to identify the failed assembly, scanner or scale. Separate the two assemblies, and return only the failed unit. If both the scanner and scale are defective return them in separate shipping containers. The procedure for separating the scanner and scale is on pages 2 and 3 of this bulletin.

When placing a call to Fujitsu for a Return Authorization Number identify the failed unit to the attendant. There is a serial number on the scanner and scale. The scale serial number is on the ID label located on the front of the scale. The scanner serial number is on the ID label located on the back of the scanner under the vertical housing.



INQUIRIES TO:

Fujitsu Transaction Solutions Inc.
MS Exchange: Sustaining Engineering
Mail: Fujitsu USA04, Sustaining Engineering
FAX: 731-458-4781 (7888-4781)
Internet: sustainingengineering@ftxs.fujitsu.com
FTP: <ftp://ftp.ftxs.fujitsu.com/pos/possustaining/>

MGR Sustaining Engineering

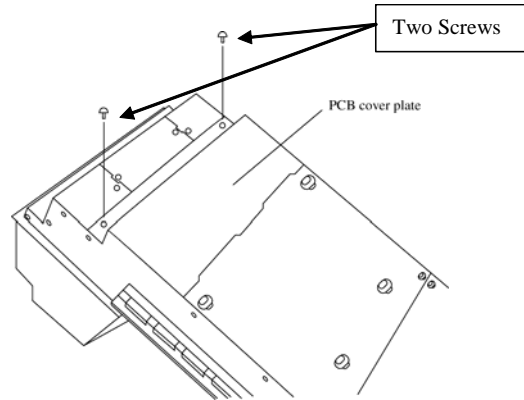
DATE:

Solutions Manager

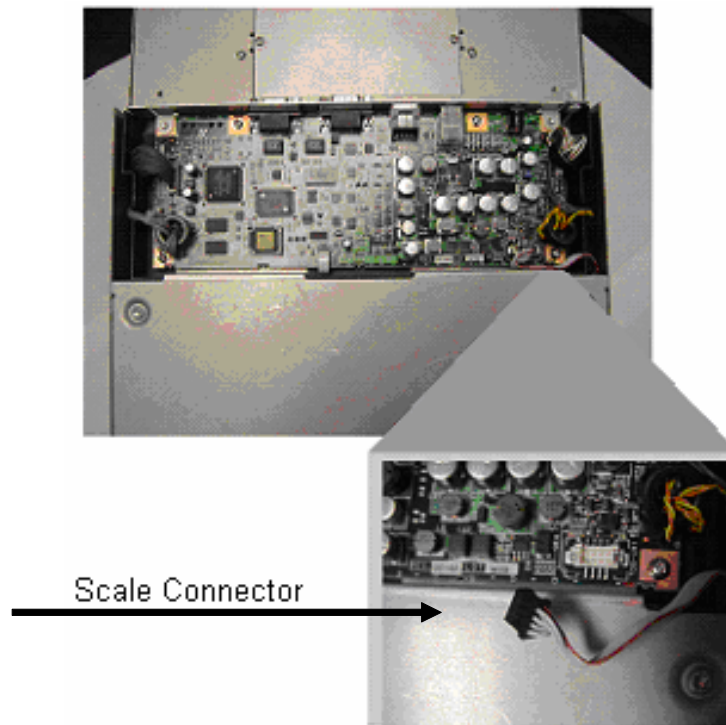
Original signature copies maintained by
Sustaining Engineering San Diego

SCANNER SCALE DISASSEMBLY

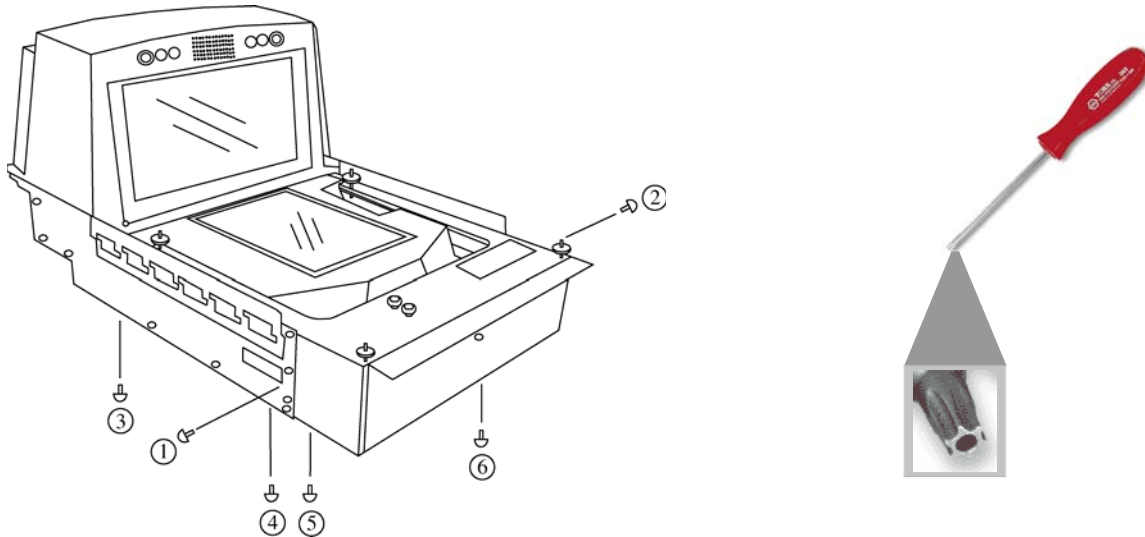
1. Place scanner upside down. Remove the two (2) screws and cover plate covering the scanner PCB.



2. After removing the PCB cover remove the scale cable connector from the scanner white PCB connector. Place the cable between the black scanner optic housing and the metal outer housing.



3. Remove the screws that mount the scale. There are a total of six (6) screws, four on the bottom of the scanner metal housing and two (2) on the sides. A T20 TORX Driver tool is required to remove the screws.



4. Slide the scale out of the front of the scanner metal chassis. To avoid damage to the cable, ensure caution is taken when removing the scale.
5. Install the six (6) screws onto the scale.

