

Product change notification (PCN)

Title / short description	THERMOMARK E.300 (D)... / E.600 (D)...: New firmware update and new material descriptions for shrink sleeve in continuous format (WMS..., WMS-2 HF... and E-WMS...)
Affected article category	Marking and labeling
Change category	Software modification
Change number	CBG230020_1-00
Reason for PCN/PDN Revision	

Purpose/objective of the change

Firmware update to optimize the printing and application process when using the THERMOMARK E.SLEEVE in combination with one of the E SERIES printers

Detailed description of the change

Firmware update 5.43.4 is used to implement a new function that enables the material withdrawal to be switched on and off when using the THERMOMARK E.SLEEVE.

In the "PROJECT complete Marking" marking software, material retraction can be set in the printer settings in the "Material calibration" menu item; two options are available here:

- 1) Optimized: No material is retracted.
- 2) Non-optimized (default): Material retraction takes place.

As of version 2.2.13801, these functions are available in PROJECT complete Marking.

If using the THERMOMARK E.SLEEVE in combination with the "non-optimized" mode (with material retraction) results in printing failures as a result of ink ribbon wrinkles, then you must switch to "optimized" mode (without material retraction). In addition, it is recommended that you use the "optimized" mode when the shrink sleeve marker is printed completely with alphanumeric characters (regardless of its length).

For further explanations, please refer to the attached overview.

In addition, a new package of material descriptions will be provided. All material descriptions for shrink sleeve in continuous format have been optimized. A length correction factor has been added to this, which compensates for the slip behavior. Depending on the type of shrink sleeve and slip behavior, the target length set in the software deviates from the actual physical length. For this reason, standard values are now stored to compensate for the slip behavior so that the actual physical length of the shrink sleeve marker is achieved as precisely as possible.

Identifying characteristics

Firmware "FW_TL5434_3928_phoenix.zip", Version 5.43.4; material descriptions "Material_Description_THERMOMARK_E300-E600.zip", Version 2023-11-17

Start of Production (SOP)	-	Last Time Delivery (LTD)	-
Effective date (EOP)	2023-12-16	End of Service (EOSR)	-
End of Sales (EOS)	-		

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

- Software / Firmware Bugfix Short-term delivery stop by supplier Short-term recall by supplier
- Force majeure Product improvement with customer benefits
- Others

Attachments

- Appendix_PCN_FW update_THERMOMARK E SERIES printer_12.2023.pdf
- Material_list.csv
- PCN-CBG230020_1-00_DE
- PCN-CBG230020_1-00_EN

Material list

Item no.	Item Type	Hardware / Firmware old	Hardware / Firmware new	Item no.	Substitute item Type
1285306	THERMOMARK E.300	5.42.4	5.43.4		
1285310	THERMOMARK E.600	5.42.4	5.43.4		
1004303	THERMOMARK E.300 D	5.42.4	5.43.4		
1004304	THERMOMARK E.600 D	5.42.4	5.43.4		
1287026	THERMOMARK E.300 KIT	5.42.4	5.43.4		
1287031	THERMOMARK E.600 KIT	5.42.4	5.43.4		
1287038	THERMOMARK E.300 D KIT	5.42.4	5.43.4		
1287042	THERMOMARK E.600 D KIT	5.42.4	5.43.4		
1287021	THERMOMARK E.300 US	5.42.4	5.43.4		
1287029	THERMOMARK E.600 US	5.42.4	5.43.4		
1287033	THERMOMARK E.300 D US	5.42.4	5.43.4		
1287040	THERMOMARK E.600 D US	5.42.4	5.43.4		
1287020	THERMOMARK E.300 CN	5.42.4	5.43.4		
1287028	THERMOMARK E.600 CN	5.42.4	5.43.4		
1287032	THERMOMARK E.300 D CN	5.42.4	5.43.4		
1287039	THERMOMARK E.600 D CN	5.42.4	5.43.4		
1287022	THERMOMARK E.300 AR	5.42.4	5.43.4		
1287030	THERMOMARK E.600 AR	5.42.4	5.43.4		
1287034	THERMOMARK E.300 D AR	5.42.4	5.43.4		
1287041	THERMOMARK E.600 D AR	5.42.4	5.43.4		