

SERVICE LETTER

DATE:

NUMBER: DK3039

SUBJECT: NASHUA COST REDUCED CARTRIDGES

Nashua has designed a cost reduced version of it's top load, 5440 type cartridge, designated Model 1. Some early models have caused problems, but were quickly remedied by Nashua. They feel that less than 100 cartridges have potential for use in Pertec drives. The problem shows up as interference between the draw plate rim and the interior of the hub, and causes an audible noise. If allowed to persist, it can lead to particulate contamination and possible data problems. This problem has been remedied in newer versions, but some older ones may still be around.

Another problem is the lower cover falling off when the cartridge is lifted by the handle. This allows for possible damage and contamination to the cover.

Another problem exists when the cover is separated, the disk is not arrested within the top cover, and centering is lost. This may lead to problems related to the cone centering and also positioning errors. Disk damage may result from sliding around in the cover. When Pertec's customers inquire with regard to Pertec's approval of the Nashua Model 1 cartridge, the statement listed below should be issued:

The Nashua Model 1 cartridge has certain cost reduction features which relate to end-user handling practice. Therefore, it is conditionally acceptable. The condition being that Pertec's customers considering the use of the Nashua Model 1 cartridge should perform their own evaluation to determine the suitability with respect to their particular operating situation. Attempts to carry the cartridge by the handle may cause the bottom cover to become unintentionally separated and to fall.

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