Revision History

Rev	ECN Number	Description	Updated Pages	Change Type	Released by
A	330109	First release			Aaron Ward
B	331123	Updated service part numbers for POD and preprinted labels Added screw part numbers to each operation Added details on proper part alignment	28, 29 6 – 51 42	Add	Aaron Ward

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OPERATION:	Cautions & Notes

- Most of the fasteners used in the PC43 are coarse thread Torx installed in plastic bosses. Take care during reassembly of the component parts to ensure none of the plastic bosses are stripped out.

- All of the fasteners removed during service can be reused. Refer to the screw part number details in each operation when you need to replace a lost or damaged fastener.

- Take care to keep all cables, wires, and flexible components routed around potential pinch points during reassembly.

- Ensure PCB's and other (electrostatic discharge sensitive) components are properly protected from ESD.

- There are three versions of the PC43T printer. Icon, LCD, and TV (value configuration).

  The Icon version has no display. All changes in the printer's status are displayed using lit up Icons, and the blue indicator light.

  The LCD version has a display and simple keypad. Changes in the printer's status are displayed on the LCD, and the blue indicator light.

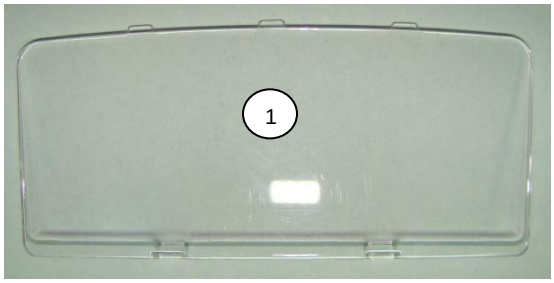
  The TV printers are modeled after the Icon version. They are white in color. They do not support the radio, Ethernet, or RFID accessories. There are two configurations one for China, and one for other countries. The hardware is the same on both PC43TV configurations. The China version has the China fonts installed at the factory. All changes in the printer's status are displayed using lit up Icons, and the blue indicator light.

OPERATION:	Media Window

The media window is located in the top cover. It can be removed and installed by opening the printer's top cover.

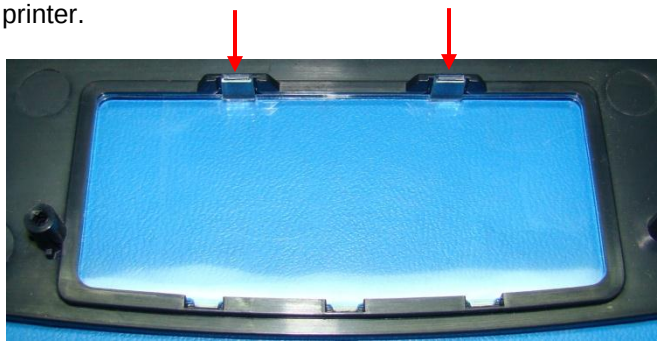
Parts Required

Item	Part Number	Description	Qty
1	910400025220	Window,Media Insp PC43T	1



1. Open the top cover by way of the two release buttons on both sides of the printer.

2. Gently push down on the media window's release tabs, and then push the widow out towards the backside of the printer.



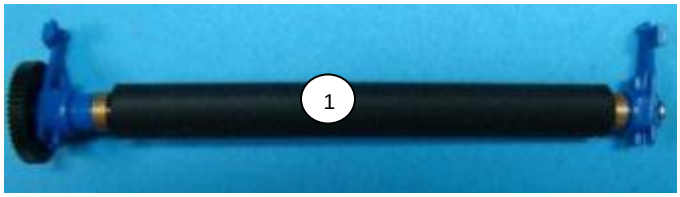
Installation is reverse order of removal. When re-installing the media window take care not to damage the window's release tabs.

OPERATION:	Platen Roller

The platen roller assembly is located at the front of the printer. It can be removed and installed by opening the printer's top cover.

Parts Required

Item	Part Number	Description	Qty
1	910400024880	Roller,Platen Assy PC43T	1



1. Open the top cover by way of the two release buttons on both sides of the printer.

2. Gently push outward on the two blue latches and pull them towards the front side of the printer. Remove the platen roller assembly.

Installation is reverse order of removal. When re-installing the platen roller assembly ensure the drive gear is fully seated, and the blue latches are locked in the down position.

OPERATION:	Media Roller

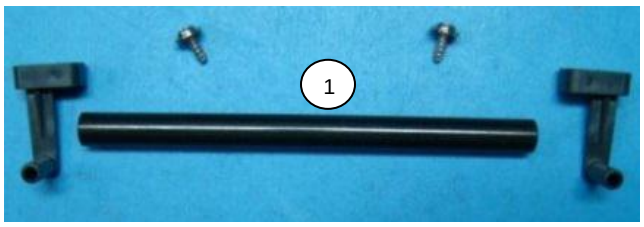
The media roller is mounted to the printer's top frame by two Torx fasteners. It can be removed and installed by opening the printer's top cover. There are two versions of the media roller. One for the standard printers and one for the TV version. Refer to the labeled pictures in this operation for further visual clarification.

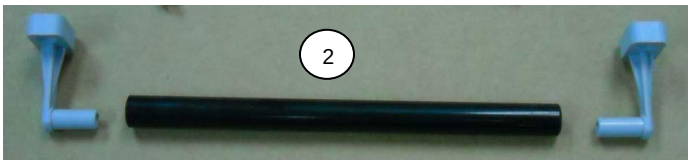
Tools Required

Description
Torx T10 driver

Parts Required

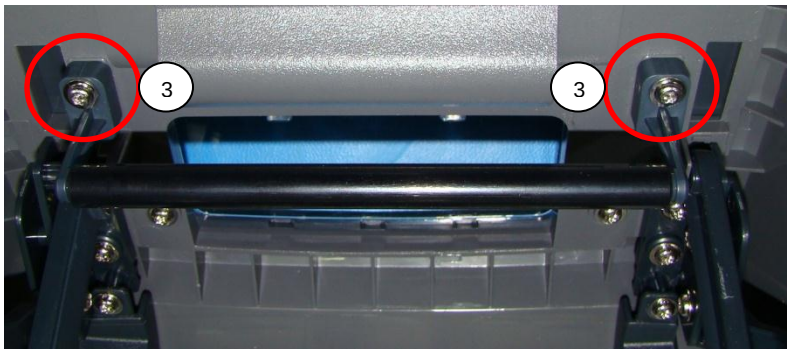
Item	Part Number	Description	Qty
1	910400025260	Bar,Media Roller Brkts Assy PC43T	1
2	910400026090	Bar,Media Roller Brkts Assy PC43TV	1
3	910400030280	Screw_PTP-3+8PF-NI_Cr3	2





1. Open the printer's top cover by way of the two release latches on both sides of the printer.

2. Remove the two Torx fasteners from the roller brackets. The roller and brackets can be removed from the printer.



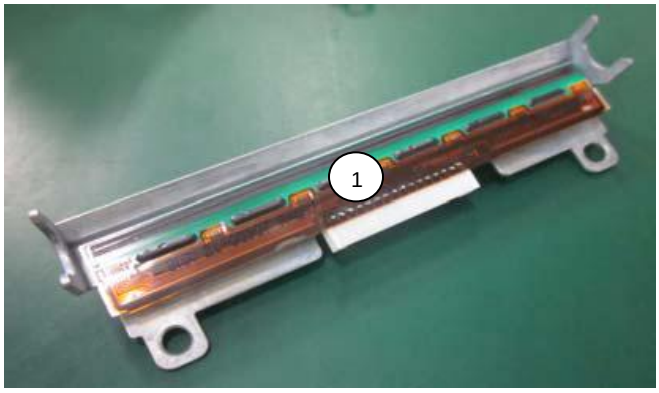
Installation is reverse order of removal. The brackets are keyed to tabs in the top frame. Torque the fasteners to 3.9 +/- 0.4 in-lb or 4.5 +/- 0.5 kgf.cm.

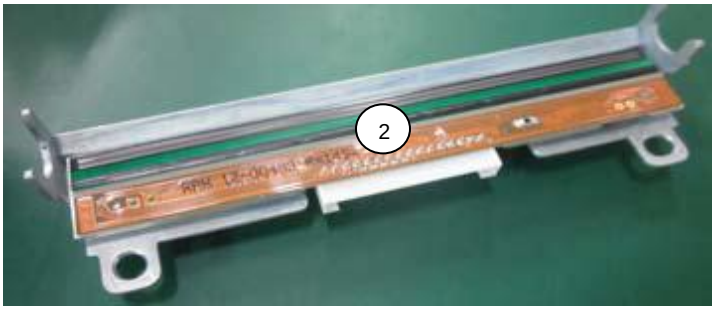
OPERATION:	Printhead

The Printhead assembly is installed in the Thermal Transfer Ribbon Assembly. There are two versions of the Printhead assembly 203 and 300 DPI. The bottom side of the two Printheads is visually different. Refer to the labeled pictures in this operation for further visual clarification.

Parts Required

Item	Part Number	Description	Qty
1	201-031-420	Printhead,203 dpi PC43	1
2	201-031-430	Printhead,300 dpi PC43	1

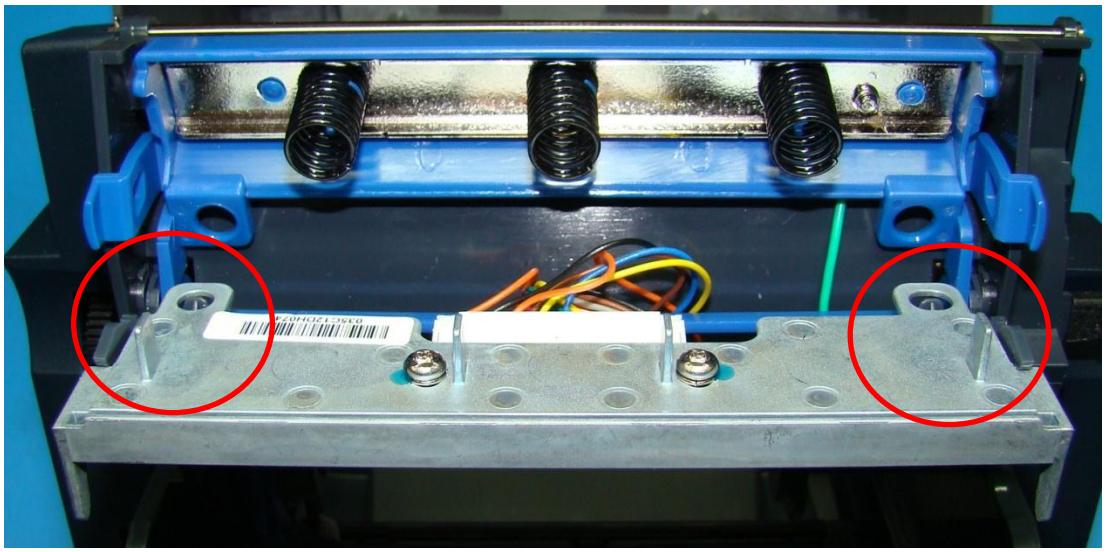




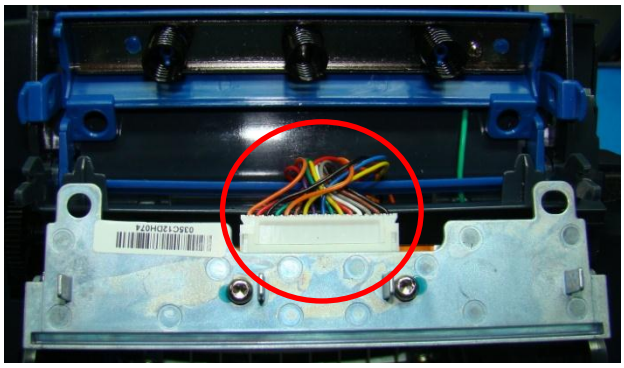
1. Open the printer's top cover by way of the two release latches on both sides of the printer.

2. Gently push outward on the two blue latches located in the TTR assembly on both sides of the Printhead assembly. The Printhead tray will drop down.

3. The Printhead assembly can be removed from the tray by tipping the front part down. The backside of the assembly will move up and away from two alignment pins. Pull the Printhead assembly towards the front of the printer.



4. Disconnect the wire harness from the Printhead assembly.



Installation is reverse order of removal. When re-installing the Printhead assembly in the Printhead tray ensure both sides of the assembly have been fully inserted in the tray, and the back part of the assembly is lined up with the two alignment pins. Refer to the picture in step 3 for an example of proper part alignment. Install blank receipt or label stock and print quality labels as detailed in the PC23 and PC43 Desktop Printer User Manual.

OPERATION:	Printhead Locking Mechanism

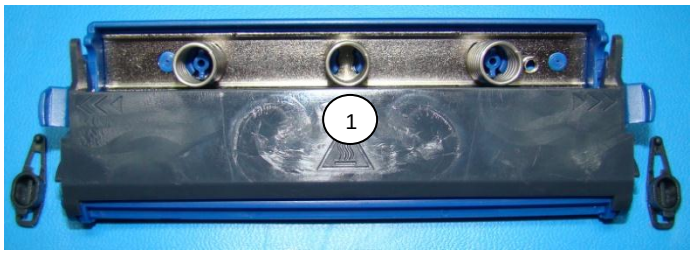
The Printhead locking mechanism is installed in the Thermal Transfer Ribbon Assembly. It is held in by two plastic cam locks. It can be removed by gently pressing down on the back half of the mechanism while pressing the front half towards the back of the printer's top frame. The Printhead locking mechanism has the Printhead wire harness routed through it and a ground wire attached to the spring bracket. There are two versions of the Printhead locking mechanism. One for the standard printers and one for the TV version. Refer to the labeled pictures in this operation for further visual clarification.

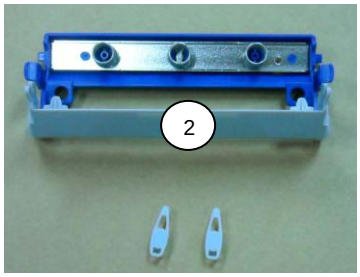
Tools Required

Description
#1 Phillips head screw driver

Parts Required

Item	Part Number	Description	Qty
1	910400025540	Mount,PH Assy PC43D/PC43T	1
2	910400025290	PH,Mounting Assy PC43TV	1
3	910400030300	SCREW M3X0.5+5PS -NI G	1

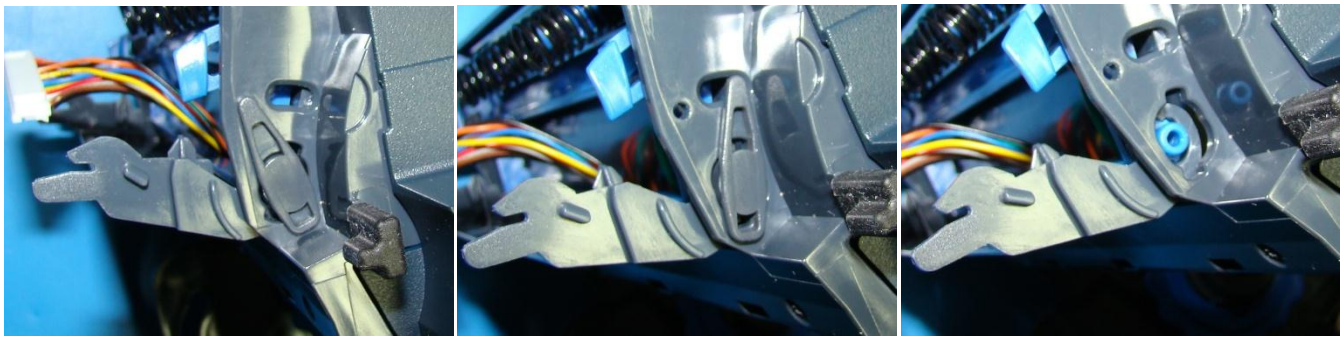




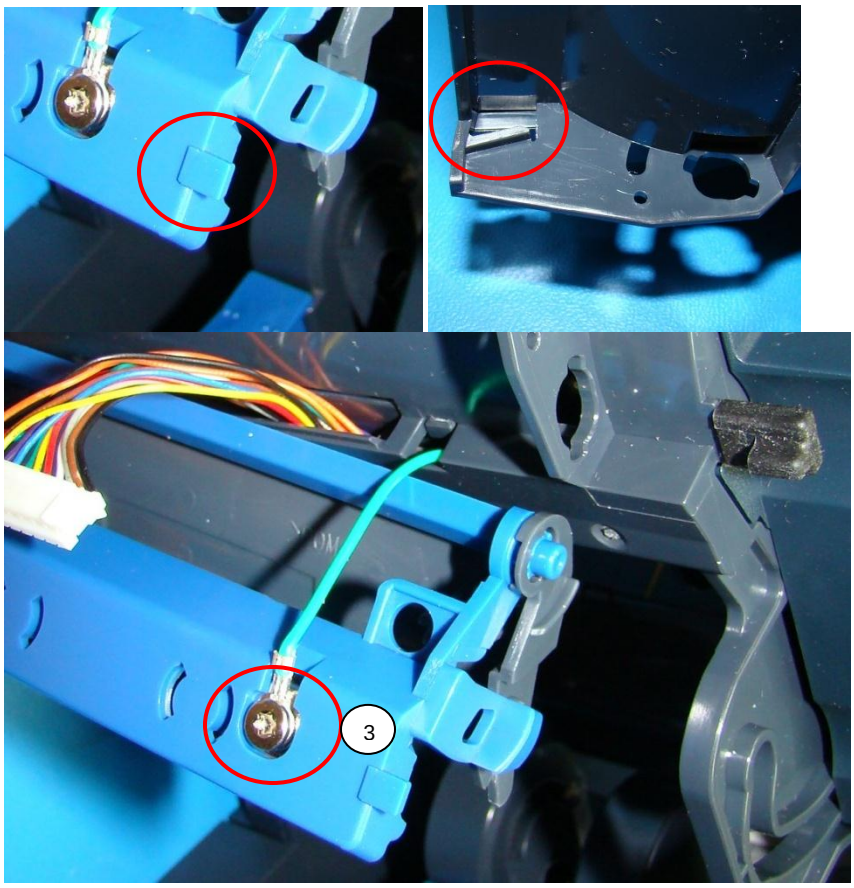
1. Open the printer's top cover by way of the two release latches on both sides of the printer. Remove the print head per the following operation:

OPERATION: Printhead

2. Remove the two Printhead locking mechanism cam locks.



5. Remove the Printhead wire harness from the Printhead mechanism. Secure Printhead tray. Remove the Printhead locking mechanism by gently pressing down on the back half of it while pressing the front half towards the back of the top frame. Remove the ground wire attached to the spring bracket using the #1 Phillips screw driver.



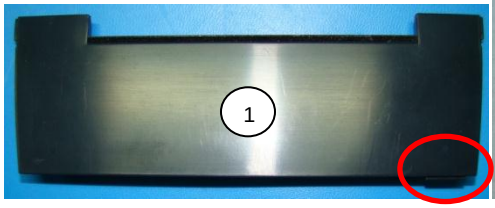
Installation is the reverse order of removal. Ensure the cam locks are fully installed in the locked position, and the Printhead wire harness is routed correctly to avoid damage when the Printhead tray is in the closed position. When installing the Printhead locking mechanism ensure the tabs on both sides of the assembly are positioned in the lands on the printer's TTR assembly. Refer to the pictures in the step 5 for further visual details. Torque the ground wire fastener to 2.2 +/- 0.4 in-lb or 2.5 +/- 0.5 kgf.cm Use the Printhead test procedure detailed in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

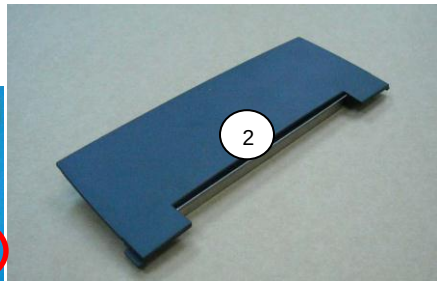
OPERATION:	Front Cover

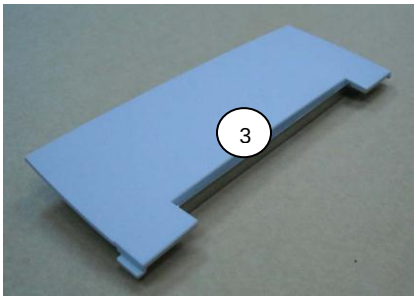
The front cover is removable. It can be replaced by the cutter accessory. There are three different front covers. One for LCD, Icon, and the TV version. Refer to the labeled pictures in this operation for further visual clarification.

Parts Required

Item	Part Number	Description	Qty
1	910400024890	Cover,Front W/Tear Bar PC43T (LCD)	1
2	910400026020	Cover,Front W/Tear Bar ICON PC43T	1
3	910400026030	Cover,Front W/Tear Bar PC43TV	1

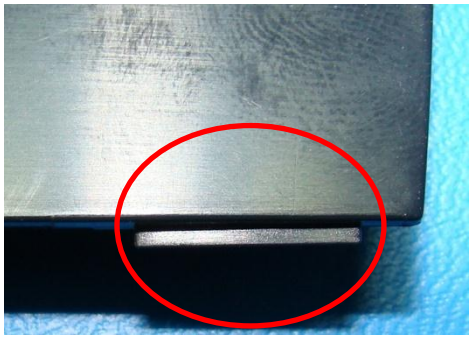






1. Open the printer's top cover by way of the two release latches on both sides of the printer.

2. Gently pull up on the front cover to remove it from the printer's lower housing.



Tab found on the printers with the USB port on the front.

Installation is reverse order of removal. The LCD version of the front cover can be identified by a tab on the bottom side of the cover. Refer to the circled area in the above pictures.

OPERATION:	Top Cover

The top cover can be removed by opening the top side of the printer, removing the six Torx fasteners that secure it to the top frame, and unhooking the front edge from the top frame. There are three versions of the top cover one with a cutout for an LCD, one without, and one for TV printers. Refer to the labeled pictures in this operation for further visual clarification.

Tools Required

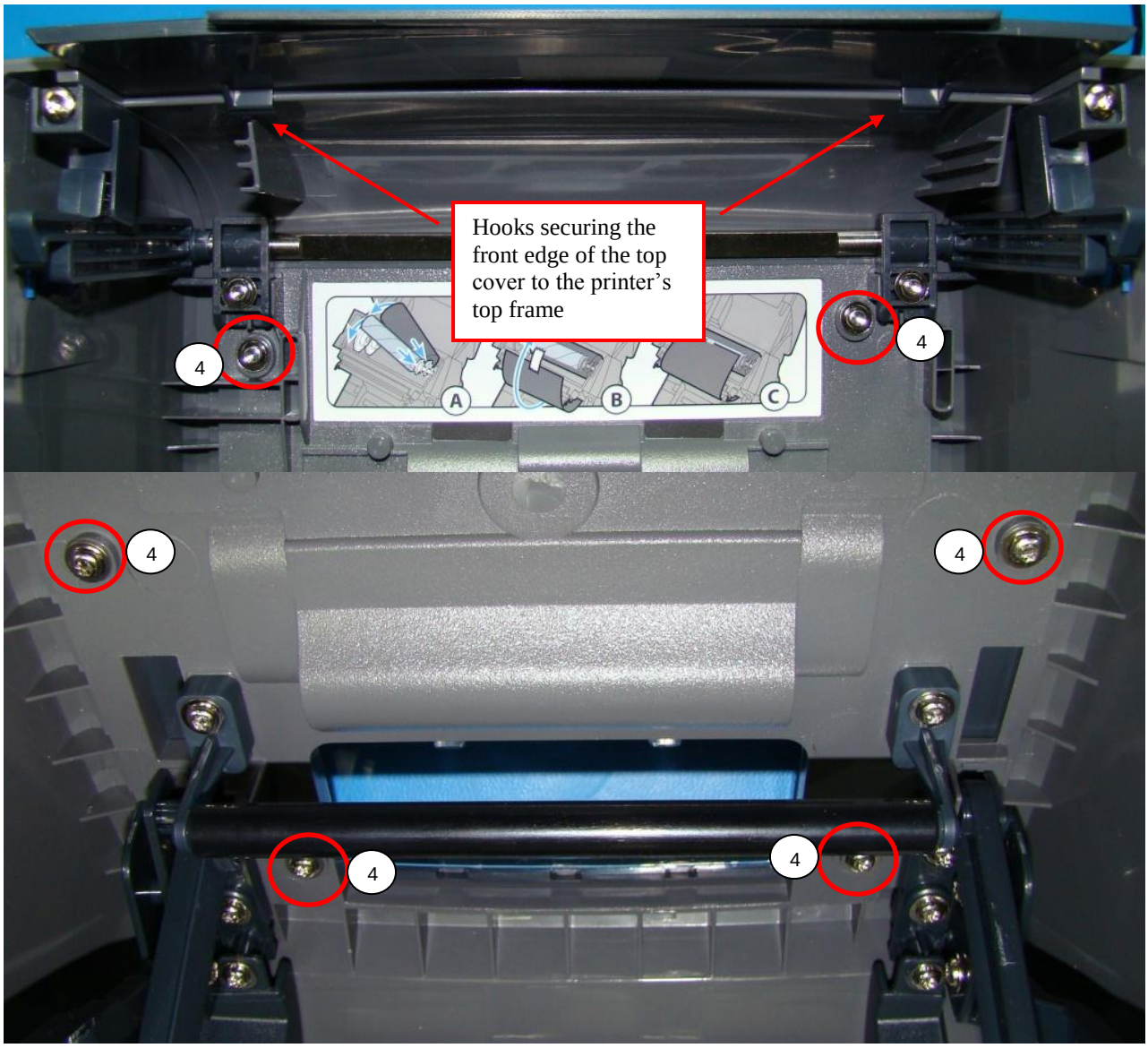
Description
Torx T10 driver

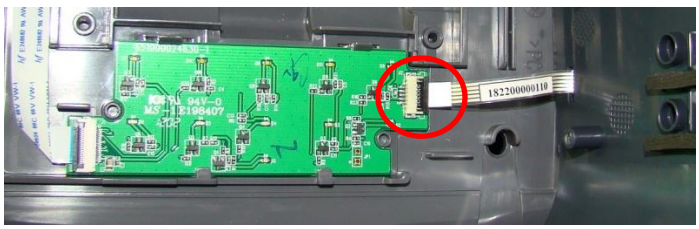
Parts Required

Item	Part Number	Description	Qty
1	910400025210	Cover,Top Front Assy PC43T	1
2	910400026060	Cover,Top Front ICON Assy PC43T	1
3	910400026070	Cover,Top Front Assy PC43TV	1
4	910400030280	Screw_PTP-3+8PF-NI_Cr3	6

1. Open the printer's top cover by way of the two release latches on both sides of the printer.

2. Remove the Torx fasteners located on the inside of the printer's top frame. Refer to the following pictures for details on the fastener locations. After the fasteners have been removed the top cover can be lifted off the printer's top frame. Take care not to damage the printer's control panel flex cable. The front lower edge of the top cover is hooked onto the top frame.





Control panel flex used on Icon, China, and TV printers

Control panel flex used on LCD printers

Installation is the reverse order of removal. Ensure the flex cables and ground wires are routed as shown above. This will keep them from being pinched between the top cover and top frame assembly. Ensure the hooks on the top cover are secured to the top frame. Torque the fasteners to 3.5 +/- 0.4 in-lb or 4.0 +/- 0.5 kgf.cm Test the control panel, icons, and display using the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	LCD Assembly

The LCD assembly is mounted using four Torx fasteners to the top frame assembly. It is connected to the display PCB by a single flex. The LCD has a built in pivot for adjusting the viewing angle.

Tools Required

Description
Torx T10 driver

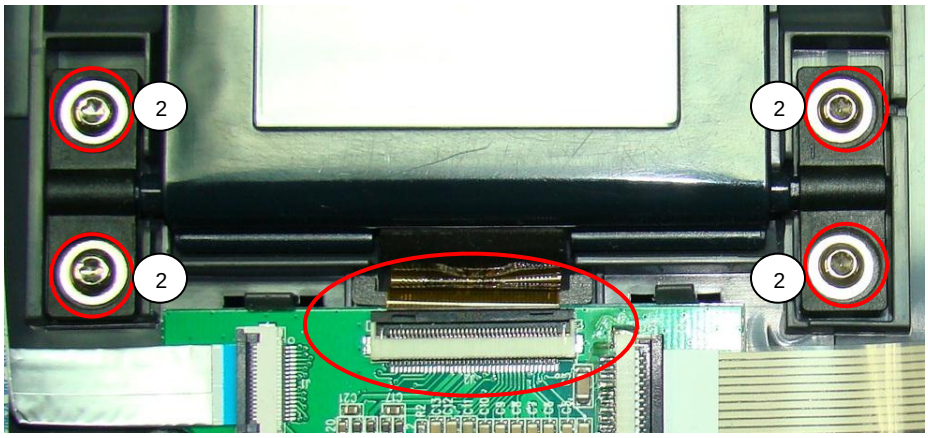
Parts Required

Item	Part Number	Description	Qty
1	910400025270	Display,Assy PC43T	1
2	910400030280	Screw_PTP-3+8PF-NI_Cr3	4

1. Open the printer using the two blue buttons on each side, and remove the top cover assembly per the following operation:

OPERATION: Top Cover

2. Disconnect the LCD flex cable from the Display,PCB Assy. Remove the four Torx fasteners securing the LCD assembly to the top frame.



Installation is the reverse order of removal. Ensure the display flex is properly installed as pictured above. It should not bind or pull free when the display is pivoted to its full up and down positions. Torque the fasteners to 3.4 +/- 0.4 in-lb or 4.0 +/- 0.5 kgf.cm Use the display test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Top Cover Release Mechanism

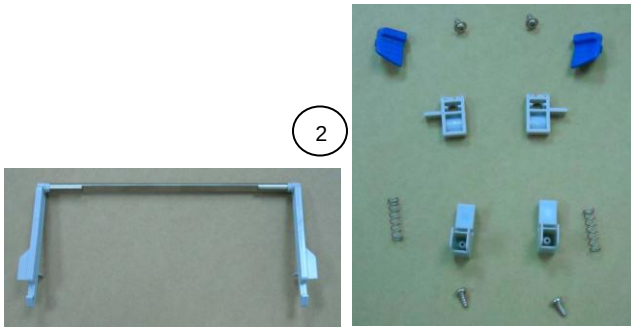
The top cover release mechanism is mounted to the top cover frame by four Torx fasteners. It consists of two latch arms, a rod, two rod clamps, two springs, two spring holders, and two blue buttons. There are two versions one for standard printers and one for TV versions. Refer to the labeled pictures in this operation for further visual clarification.

Tools Required

Description
Torx T10 driver

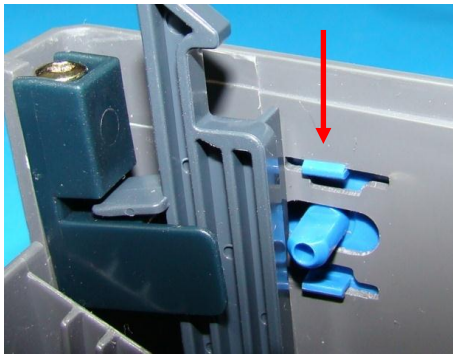
Parts Required

Item	Part Number	Description	Qty
1	910400025230	Mech,Cover Release Tabs. PC43T	1
2	910400026080	Mech,Cover Release Tabs PC43TV	1
3	910400030330	Screw_PTP3-8BNi_Cr3	2
4	910400030400	Screw PTP 3+ 12PF -NI G	2

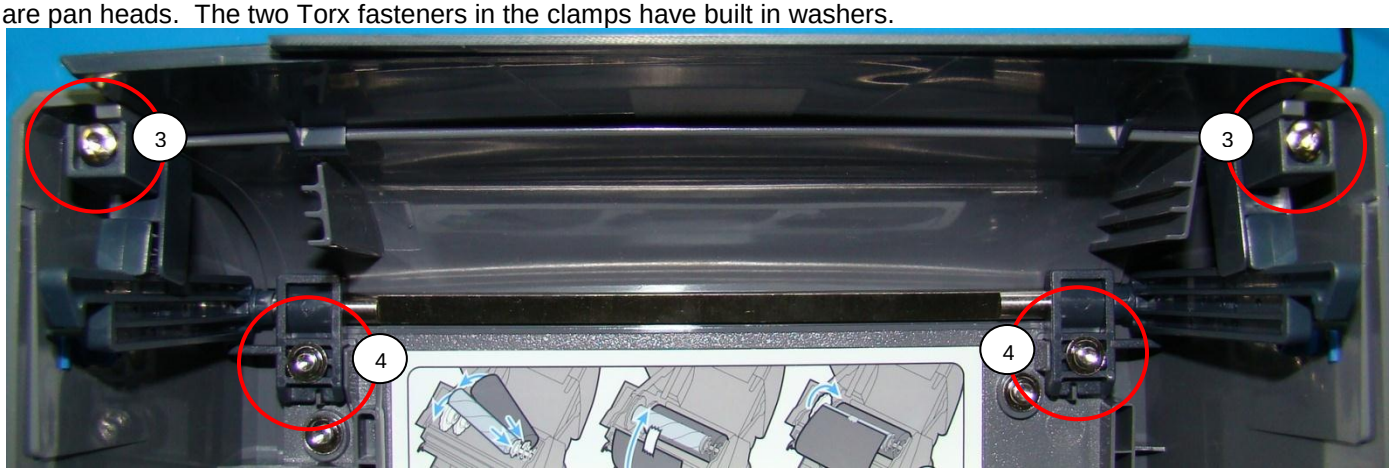


1. Open the printer's top cover by way of the two release buttons on both sides of the printer.

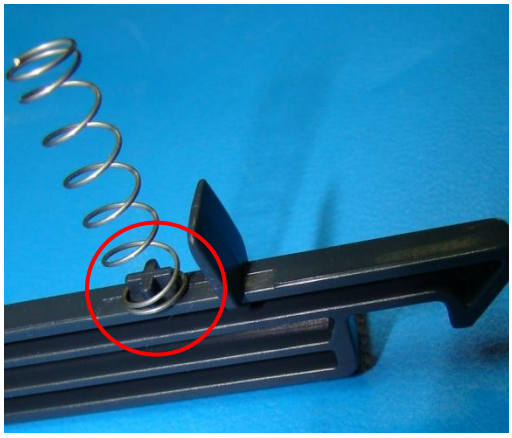
2. Remove the two blue buttons from the top cover frame. Gently press down on the buttons tab on the inside of the top cover to remove them.



3. Remove the four Torx fasteners from the clamps and spring holders. The two Torx fasteners in the spring holders are pan heads. The two Torx fasteners in the clamps have built in washers.



Installation is reverse order of removal. During installation of the latches ensure the spring is fully captured and engaged over the pin on the latch arms. Refer to the below picture for proper spring position. Torque the fasteners to 3.9 +/- 0.4 in-lb or 4.5 +/- 0.5 kgf.cm.



OPERATION:	Cable Covers

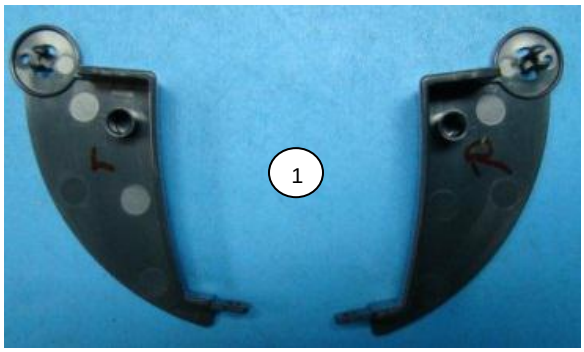
The cable covers are installed in the upper frame. They are held in by tabs in the upper / lower frame hinges and Torx fasteners in the upper frame. To remove the covers you need to first remove the bottom cover, main logic board, lower frame cover, and hinge covers.

Tools Required

Description
Torx T10 driver

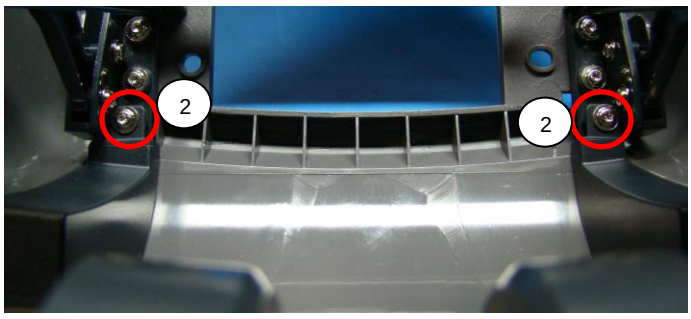
Parts Required

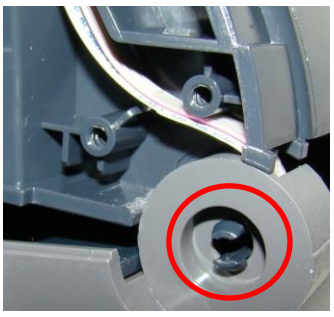
Item	Part Number	Description	Qty
1	910400025240	Cover,Cable Top L&R Assy PC43T	1
2	910400030280	Screw_PTP-3+8PF-NI_Cr3	2

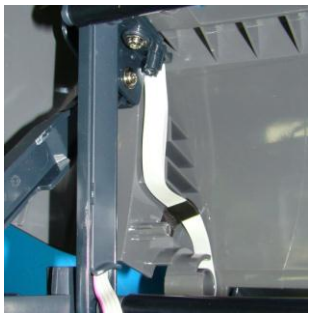


1. Remove the bottom cover, main logic board, lower frame cover, and hinge covers per the following operations:
   - OPERATION: Bottom Cover
   - OPERATION: Main Logic Board
   - OPERATION: Lower Frame Cover
   - OPERATION: Hinge Covers

2. Remove the Torx fastener securing the covers to the printer's upper frame. Press the release tabs in the top / bottom frame hinges to finish removing the covers.







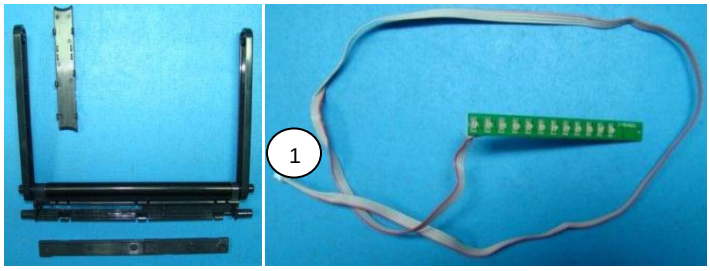
Installation is reverse order of removal. Ensure all wires and cables are routed as pictured above. Torque the fasteners to 3.4 +/- 0.4 in-lb or 4.0 +/- 0.5 kgf.cm Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

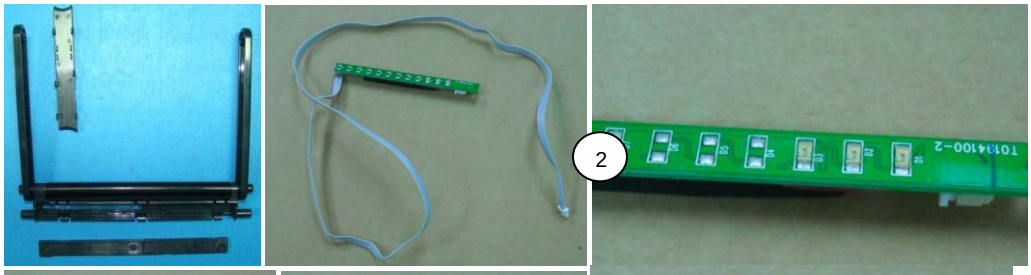
OPERATION:	Bracket and LED Assembly

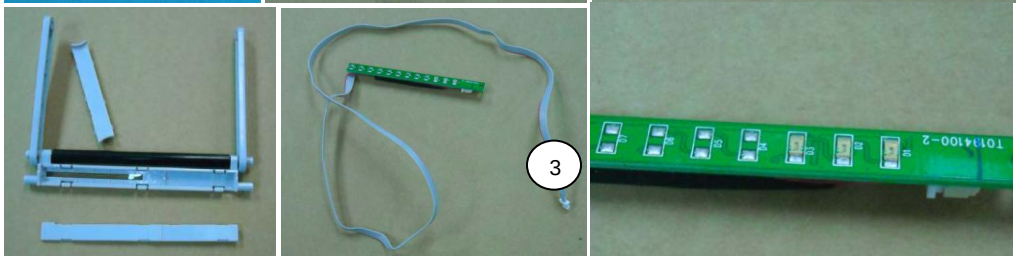
The bracket and LED assembly is pined and hinged in the Thermal Transfer Ribbon Assembly. It rides in a track that swings it up and away from the printer's media path. Remove the top cover, bottom cover, Main Logic Board, lower frame cover, cable cover, hinge cover, and four Torx screws securing the Thermal Transfer Ribbon assembly to the top frame to facilitate removing the bracket and LED assembly. There are three versions of the LED assembly one for Icon, one for LCD, and one for TV printers. Refer to the labeled pictures in this operation for further visual clarification.

Parts Required

Item	Part Number	Description	Qty
1	910400025190	Brackets,Upper Media Led Assy PC43T	1
2	910400025280	Brkt,Up Media Led ICON Assy PC43T	1
3	910400026050	Brkt,Up Media Led Assy PC43TV	1
4	910400030280	Screw_PTP-3+8PF-NI_Cr3	4





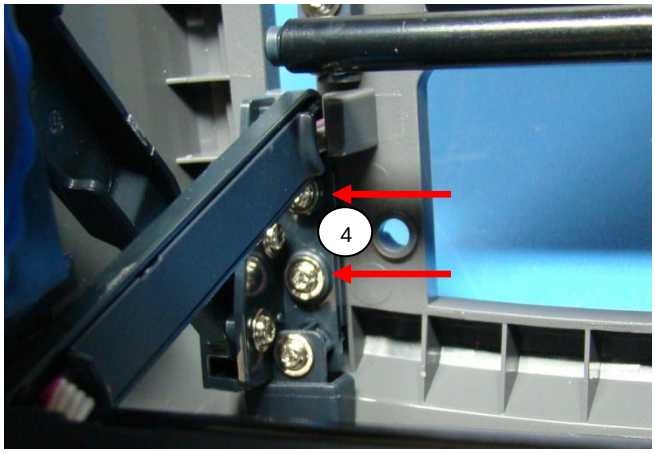


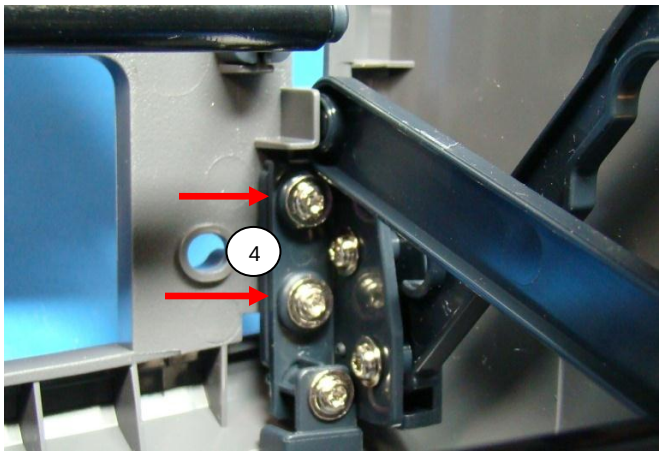
1. Remove the top cover, bottom cover, Main Logic Board, lower frame cover, cable cover, and hinge cover per the following operations:

OPERATION: Top Cover
OPERATION: Bottom Cover
OPERATION: Main Logic Board
OPERATION: Lower Frame Cover
OPERATION: Hinge Covers
OPERATION: Cable Covers

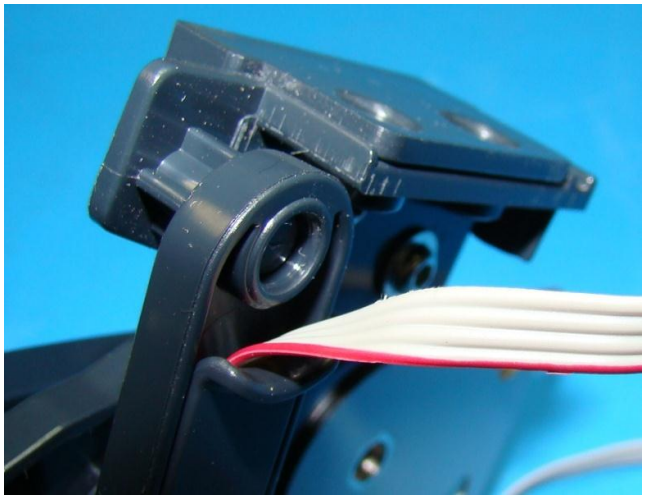
Note you only need to remove the hinge cover and cable cover from the left side of the printer. The hinge cover can be reinstalled once the cable cover has been removed.

2. Remove four Torx screws securing the Thermal Transfer Ribbon assembly to the top frame to facilitate removing the bracket and LED assembly.

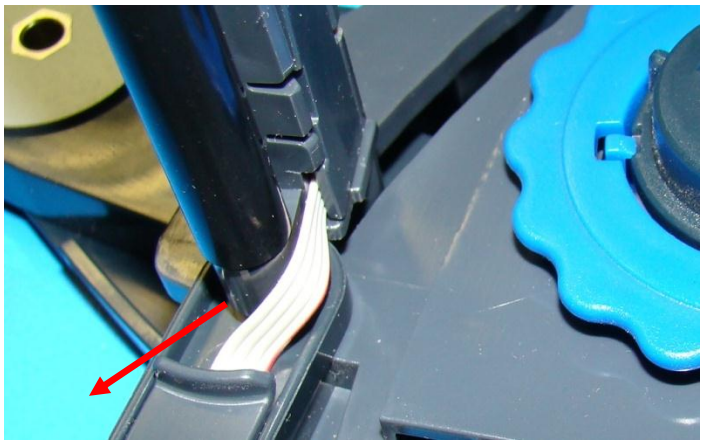


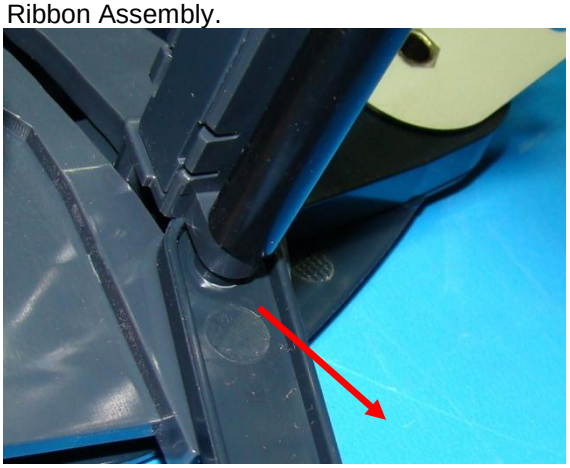


3. Remove bracket and LED assembly from the pins on the Thermal Transfer Ribbon Assembly. The below pictures are of the assemblies removed from a printer's top and bottom frame. They are being used to illustrate how the bracket pins to the TTR assembly. During the removal process take care not to damage the wires for the LED assembly.

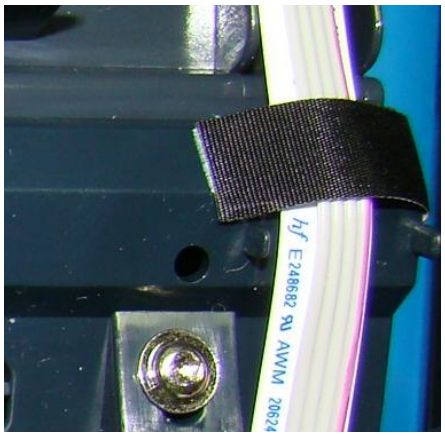


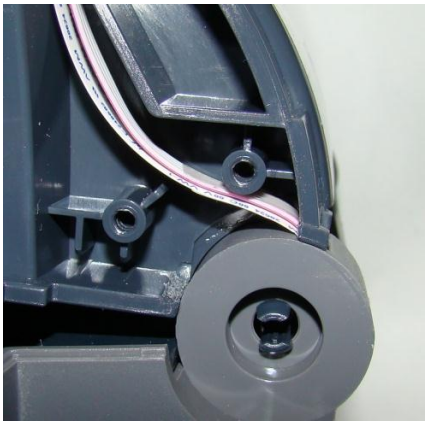
4. Remove the bracket from the tracks in the Thermal Transfer Ribbon Assembly.

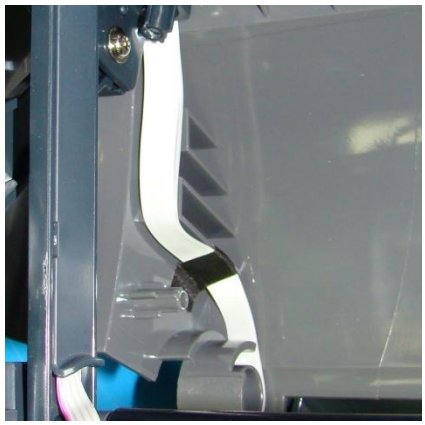


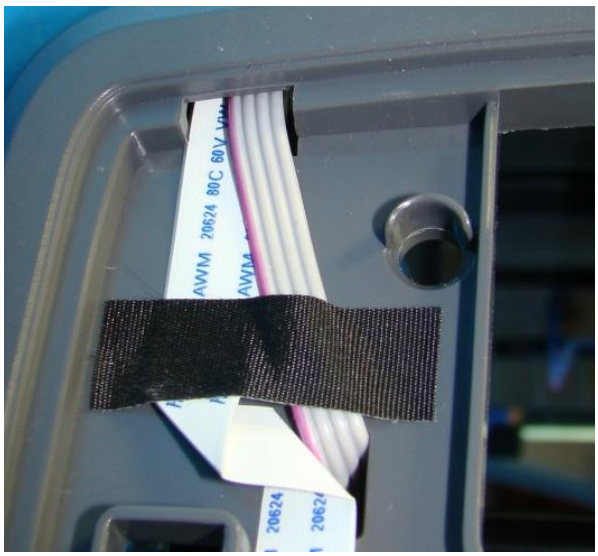


4. Remove the LED assembly wires from the bottom frame, hinge, and top frame.









Installation is reverse order of removal. Ensure the wires are routed as pictured in step 4. Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Thermal Transfer Ribbon Assembly

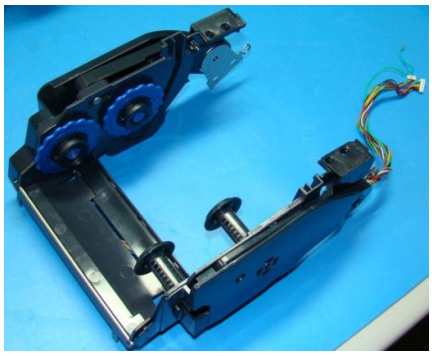
The Thermal Transfer Ribbon Assembly is mounted to the top and bottom frames by six Torx fasteners. The print head wire harness and ground wire run from the print head mounting assembly, through the TTR assembly, and down along the lower frame to the Main Logic Board. Remove the bottom cover, Main Logic Board, lower frame cover, Print Head and Print Head Locking Mechanism, cable covers, and TTR assembly brackets to remove the TTR assembly. There are two versions of this assembly. One version is used on Icon and LCD printers, the other version is used on TV printers. Refer to the labeled pictures in this operation for further visual clarification.

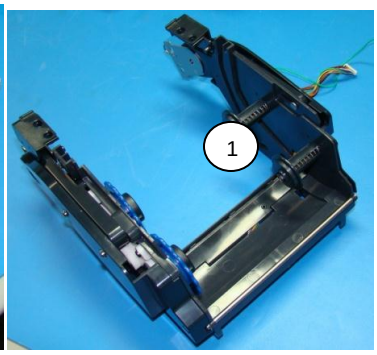
Tools Required

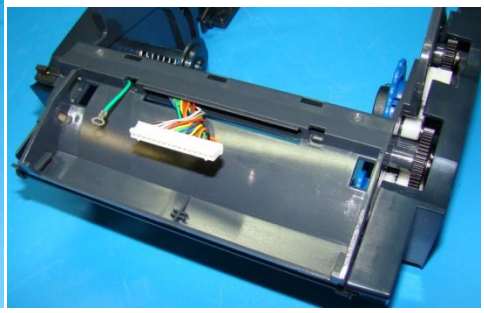
Description
Torx T10 driver

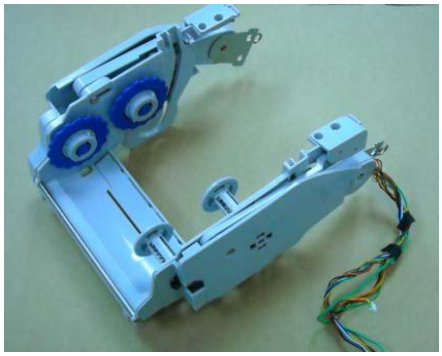
Parts Required

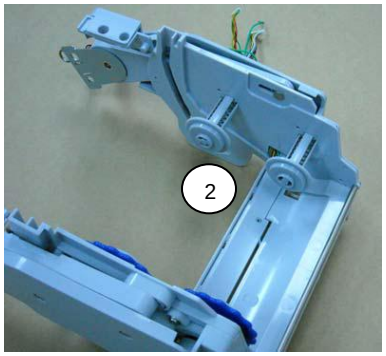
Item	Part Number	Description	Qty
1	910400025300	Frame,Ribbon Mech Assy PC43T	1
2	910400026100	Frame,Ribbon Mech Assy PC43TV	1
3	910400030280	Screw_PTP-3+8PF-NI_Cr3	4
4	910400030390	Screw_PTP-2.5+8PF-NI_Cr3	2

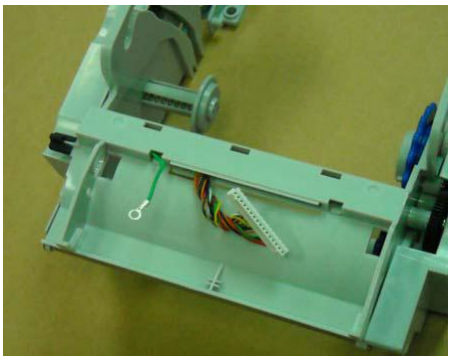












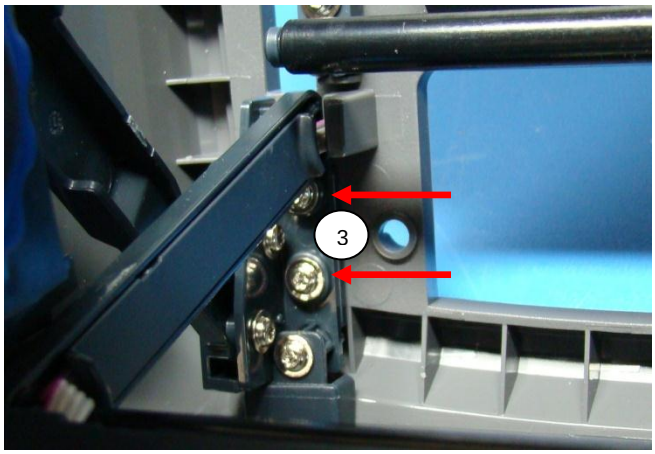
1. Remove the bottom cover, main logic board, lower frame cover, print head and print head locking mechanism, cable covers, and TTR assembly brackets per the following operations.

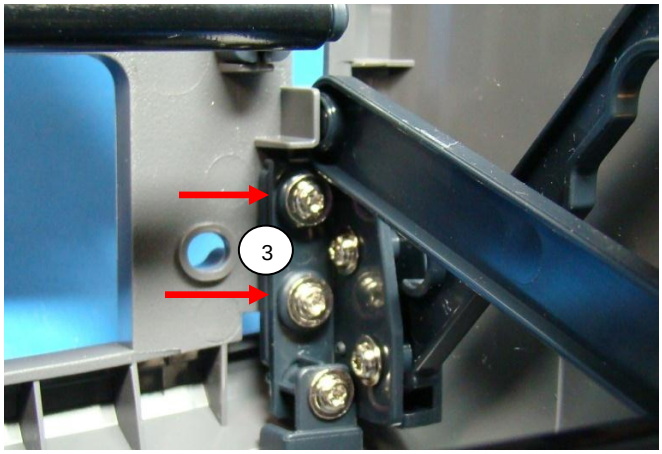
OPERATION: Bottom Cover
OPERATION: Main Logic Board
OPERATION: Lower Frame Cover
OPERATION: Printhead
OPERATION: Printhead Locking Mechanism
OPERATION: Cable Covers

Note only the Torx fasteners need to be removed from the cable covers to facilitate removal of the TTR assembly.

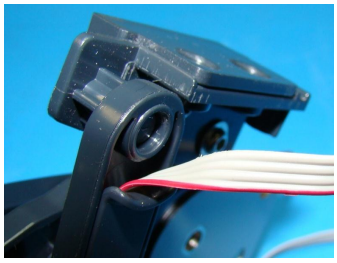
OPERATION: Thermal Transfer Ribbon Assembly Brackets

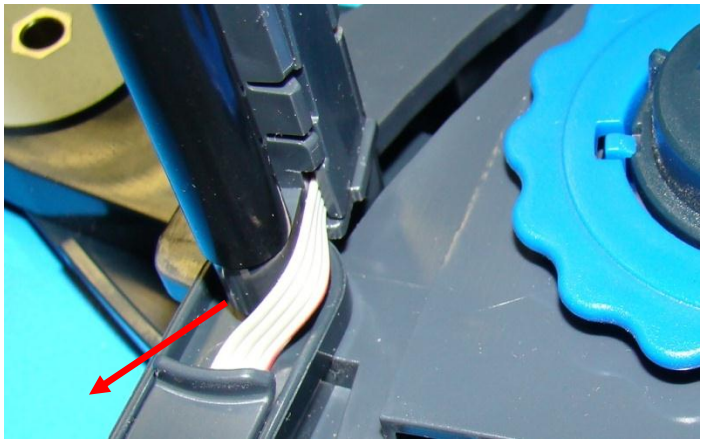
2. Remove the four Torx fasteners securing the TTR assembly to the top frame.

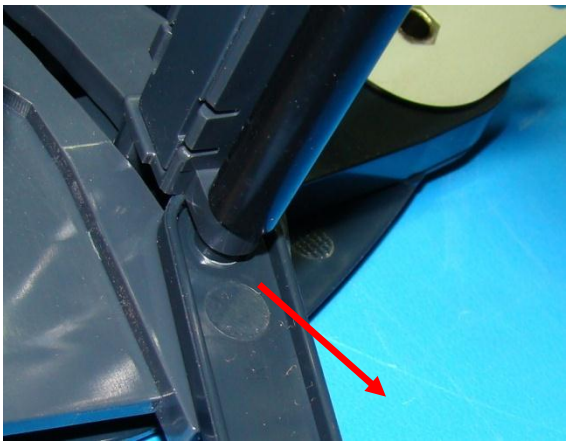




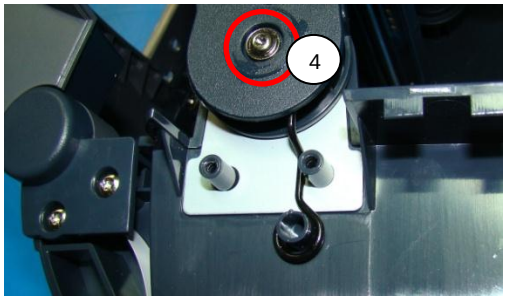
3. Remove the bracket and LED assembly from the pins and tracks on the Thermal Transfer Ribbon Assembly. The below pictures are of the assemblies removed from a printer's top and bottom frame. They are being used to illustrate how the bracket is installed in the TTR assembly. During the removal process take care not to damage the wires for the LED assembly. Once the TTR assembly has been removed the wires for the LED assembly will be all that is keeping the bracket and LED assembly from being completely removed.

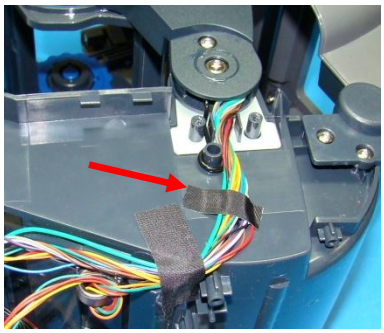


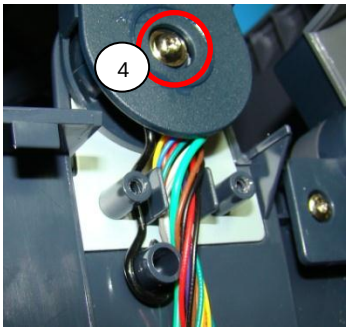




4. Remove the two Torx fasteners securing the Thermal Transfer Ribbon Assembly to the lower frame. Remove the print head wire harness and ground wire from the lower frame. Gently spread the arms of the TTR assembly to remove them from the fastener bosses on the lower frame.







Installation is reverse order of removal. Ensure the TTR arms, springs, print head wire harness, and ground wire are installed as pictured in step 4. Before installing the Thermal Transfer Assembly Brackets move the top half of the printer though its full range and check to see that none of the wires are being pulled or potentially damaged. Torque the fasteners to 3.9 +/- 0.4 in-lb or 4.5 +/- 0.5 kgf.cm Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Top Frame With Display / LED PCB Assembly

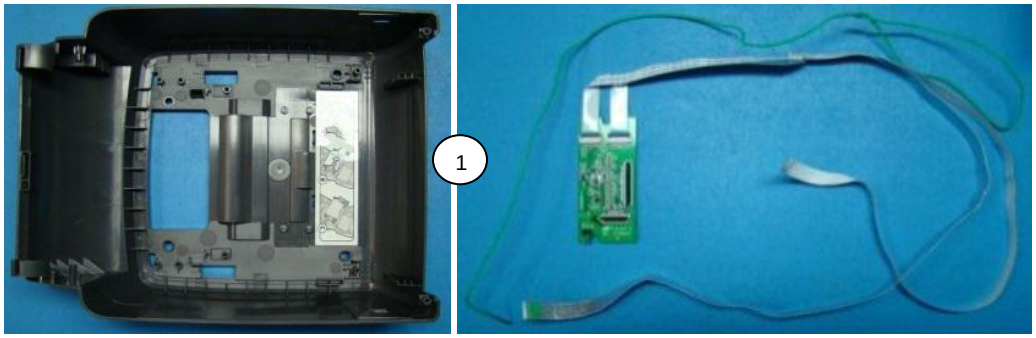
The top frame with display / LED PCB assembly service part come with:
Top frame component
Display / LED PCB
Ribbon cables connecting the PCB to the MLB

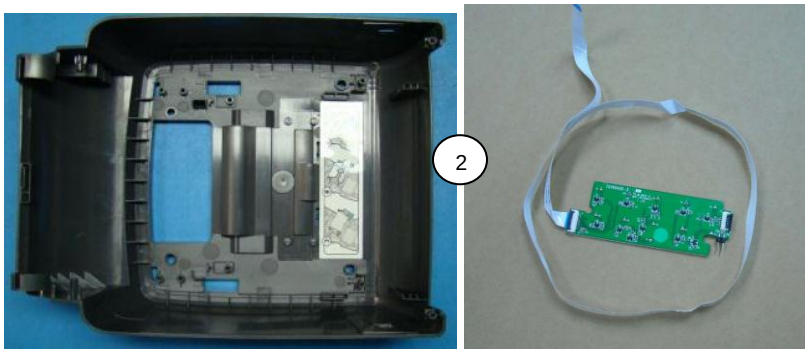
The top cover, media roller, top cover release mechanism, thermal transfer ribbon assembly, hinge covers, cable covers, sensor array, and LCD assembly need to be removed when installing a new top frame assembly.

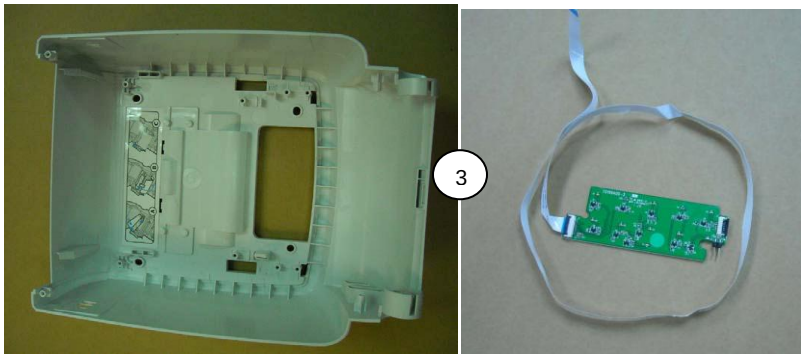
There are three versions of the top frame with display / LED PCB assembly. One for LCD printers, one for Icon printers, and one for TV printers. Refer to the labeled pictures in this operation for further visual clarification.

Parts Required

Item	Part Number	Description	Qty
1	910400025250	Cover,Decal Desp PCB Assy PC43T	1
2	910400025360	Cover, Decal Desp PCB ICON Assy PC43T	1
3	910400025340	Cover,PCB Decal Disp Assy PC43TV	1





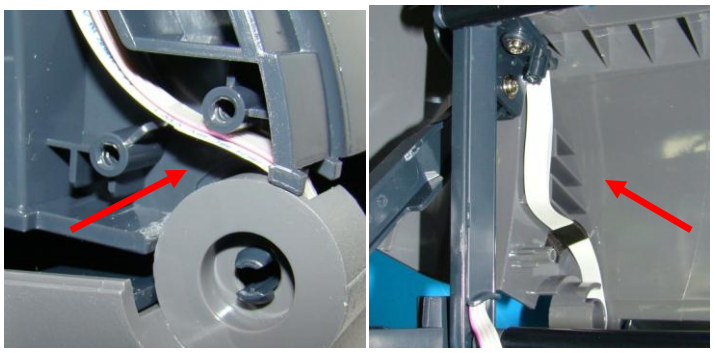


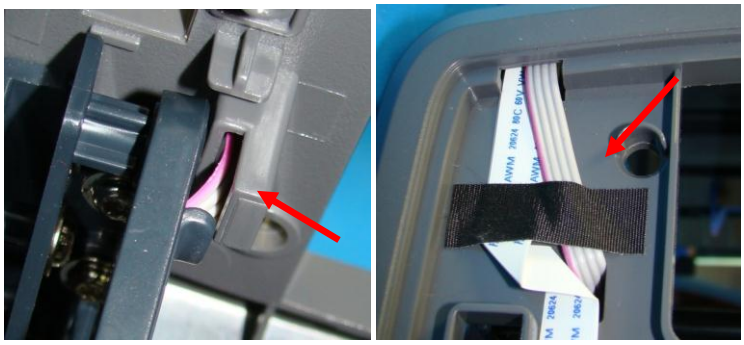
1. Remove the bottom cover, main logic board, lower frame cover, and hinge covers per the following operations:
    OPERATION: Bottom Cover
    OPERATION: Main Logic Board
    OPERATION: Lower Frame Cover
    OPERATION: Hinge Covers

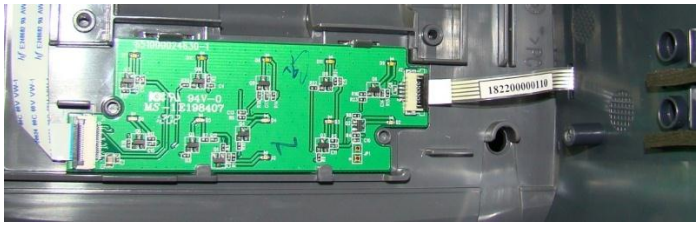
2. Remove the cable covers, media roller, top cover, cover latches, thermal transfer ribbon mechanism, and LCD assembly per the following operations:
    OPERATION: Cable Covers
Note once the cable covers have been removed, the hinge covers can be temporarily installed to keep the top frame stable while removing the other component parts.
    OPERATION: Media Roller
    OPERATION: Top Cover
    OPERATION: Top Cover Release Mechanism
    OPERATION: Thermal Transfer Ribbon Assembly
    OPERATION: LCD Assembly

3. As needed the PCB ribbon cables can be replaced using the cables supplied with the new top frame assembly.

Installation is reverse order of removal. Ensure all cables and wires are installed as pictured below. Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.







Flex used on Icon printers

Flex used on LCD printers

OPERATION:	Accessory Cover

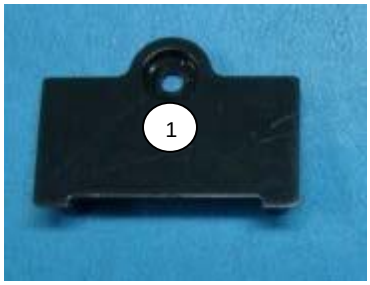
The accessory cover is located on the bottom of the printer. It is held on by one Torx T10 coarse thread fastener. There are two versions. One for the standard printers, and one for TV printers. Refer to the labeled pictures in this operation for further visual clarification.

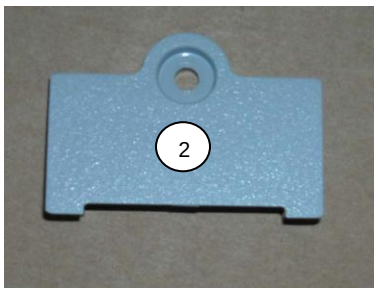
Tools Required

Description
Torx T10 driver

Parts Required

Item	Part Number	Description	Qty
1	910400025400	COVER, ACCESSORY PC43D/PC43T	1
2	910400026370	Cover,Access Version PC43TV	1
3	910400030360	SCREW PTP-3+ T6P -NI	1





1. Place the printer topside down.

2. Remove the Torx and the radio cover.

Installation is reverse order of removal. When re-installing the accessory cover avoid over torqueing the fastener. It will strip out the threads cut into the bottom cover. Torque the fastener to 1.3 +/- 0.4 in-lb or 1.5 +/- 0.5 kgf.cm

OPERATION:	Ethernet Cover / Module

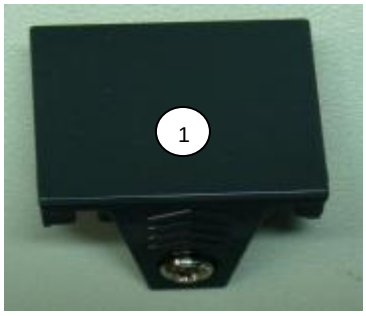
The Ethernet cover or if installed module is located on the backside of the printer in the bottom cover. It is held on by a Phillips head fastener. This fastener is a captive screw that remains in the Ethernet cover / module after its removal.

Tools Required

Description
#1 Phillips screwdriver

Parts Required

Item	Part Number	Description	Qty
1	910400025420	Cover,Ethernet PC43D/PC43T	1
2	203-183-410	Ethernet (IEEE 802.3) Module, PC43	



1. Place the printer topside down.

2. Loosen the fastener and then remove the Ethernet cover / module.

Installation is reverse order of removal. Torque the fastener to 1.3 +/- 0.4 in-lb or 1.5 +/- 0.5 kgf.cm Use the Ethernet test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Radio PCB & Antenna

The radio PCB and antenna are located in the bottom of the printer. They can be installed and removed by way of the radio cover. The radio cover is held closed by a single captive Phillips head screw. For detailed removal and installation instructions refer to the:

PC23d, PC43d and PC43t Wi-Fi/Bluetooth Module Installation Instructions Document P/N 931-091-001
If needed the part number for the pre-printed radio certification label is 355-797-001 (GRPH,PRE-PT,CERT,WLAN,PC23D/PC43D/PC43T)

Tools Required

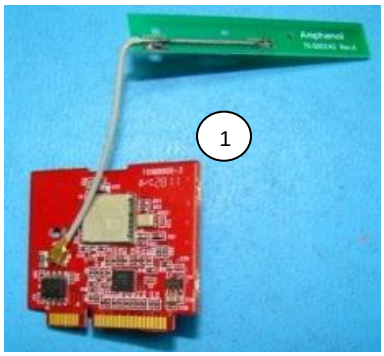
Description
#00 Philips Screw Driver

Parts Required

Item	Part Number	Description	Qty
1	203-183-420	WLAN (802.11 b,g,n) / BT Module	1

1. Place the printer top side down.

2. Open the radio cover. The radio PCB and antenna can be lifted out of the printer.



Installation is the reverse order of removal. Ensure the radio PCB is fully engaged in the slot on the MLB. The antenna should be fully installed in the slot along the lower printer frame. Torque the fastener to 0.87 +/- 0.26 in-lb or 1.0 +/- 0.3 kgf.cm Use the radio test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Bottom Cover

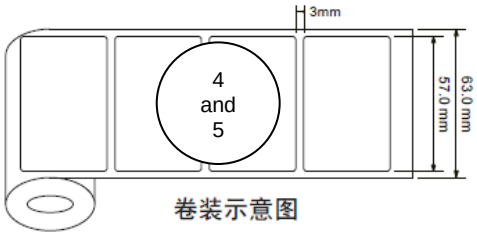
The bottom cover is attached using five Torx fasteners. It is also held in place by the Ethernet cover / module. There are three versions of the bottom cover. Refer to the labeled pictures in this operation for further visual clarification.

Tools Required

Description
Torx T10 driver

Parts Required

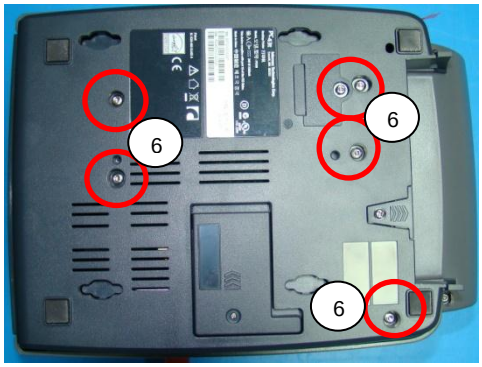
Item	Part Number	Description	Qty
1	910400024840	Cover,Bottom ICON Assy PC43T	1
2	910400024870	Cover,Assy PC43T (LCD)	1
3	910400024980	Cover,Bottom Assy PC43TV	1
4	304008515090	LABEL,PC43, CERT, Blank	1
5	304008515110	LABEL, CERT, BLANK, PC43TV	1
	13084106	RIBBON,TTR SUPER PREMIUM 8646	1
6	910400030330	Screw_PTP3-8BNi_Cr3	5



1. Place the printer topside down.

2. Remove the Ethernet cover and if installed the WLAN (802.11 b,g,n) / BT Module per the following operations:
   OPERATION: Ethernet Cover / Module
   OPERATION: Radio PCB & Antenna

3. Remove the five Torx fasteners. The bottom cover can now be removed from the printer.



USB port found on LCD versions.

Installation is the reverse order of removal. Torque the fasteners to 3.0 +/- 0.4 in-lb or 3.5 +/- 0.5 kgf.cm As needed use the Ethernet and radio test procedures noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST. On new bottom covers follow the OTPPOD-000 Print On Demand Software procedure to create and apply the correct product labels.

OPERATION:	Main Logic Board

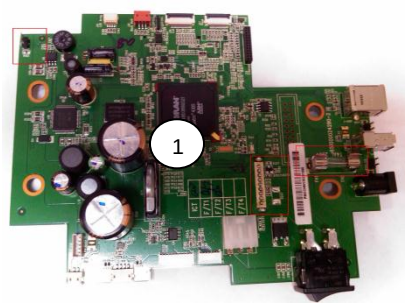
The main logic board is located in the bottom of the printer. It is accessed by removing the bottom cover. There are several electrical connections that need to be removed when replacing the board. There are three versions of the MLB. One for LCD printers, one for Icon printers, and one for TV printers. Refer to the labeled pictures in this operation for further visual clarification.

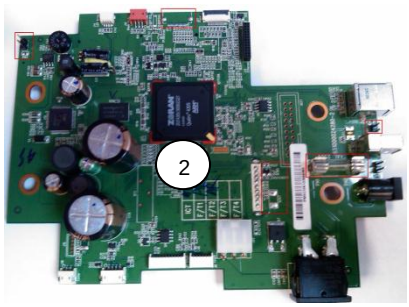
Tools Required

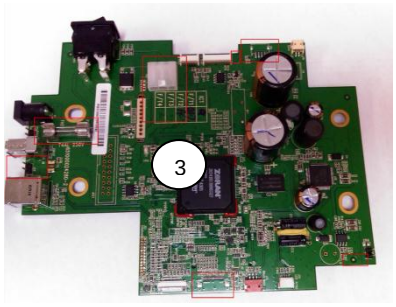
Description
Torx T10 driver

Parts Required

Item	Part Number	Description	Qty
1	910400025430	MLB, Assy PC43D/PC43T	1
2	910400025620	MLB, ICON Assy PC43D/PC43T	1
3	910400025330	MLB, Assy PC43TV	1



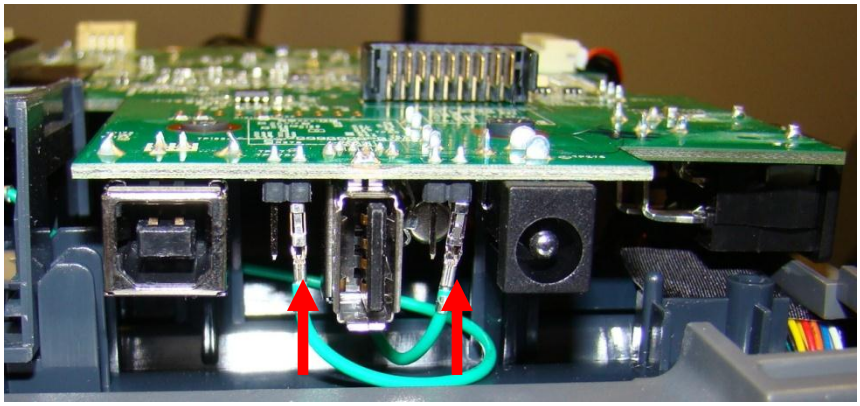


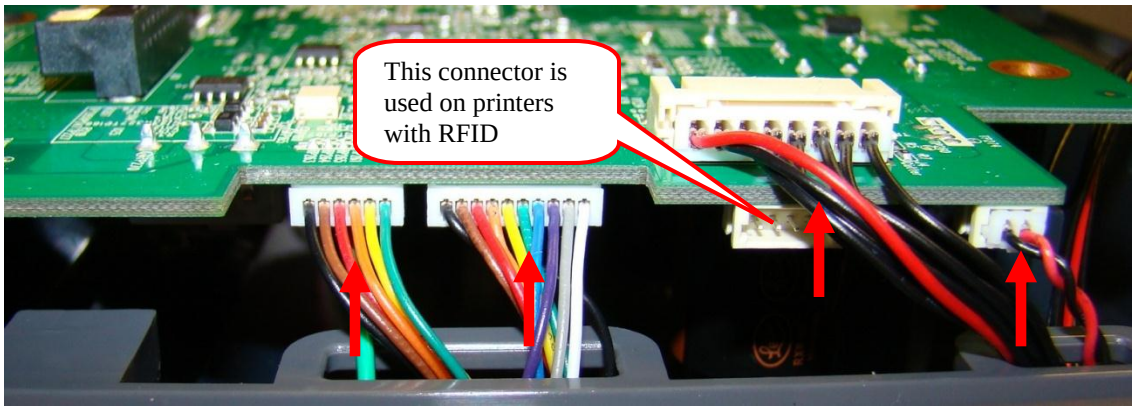


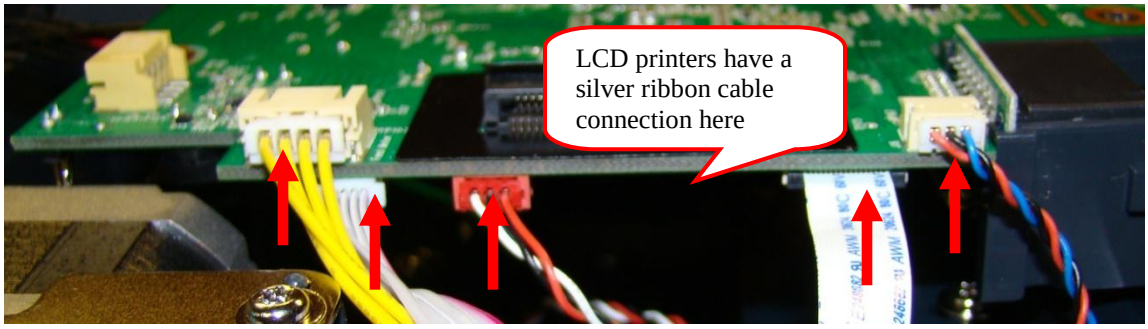
1. Place the printer topside down.

2. Remove the Ethernet cover and bottom cover. Refer to the following:
   OPERATION: Ethernet Cover / Module
   OPERATION: Bottom Cover

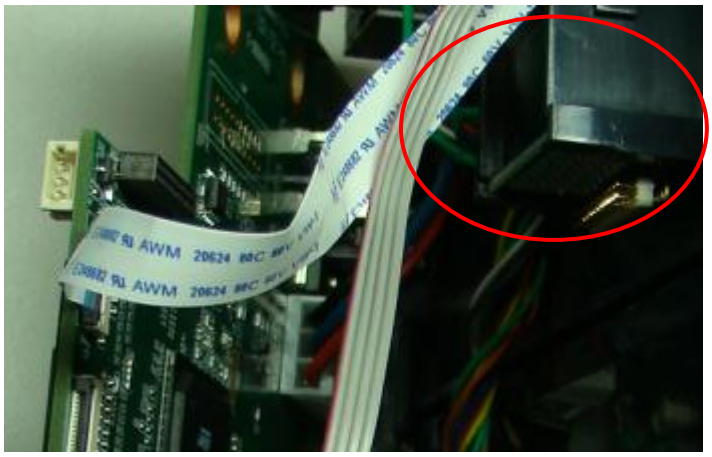
4. Disconnect the cable and ground wire connections as pictured below:

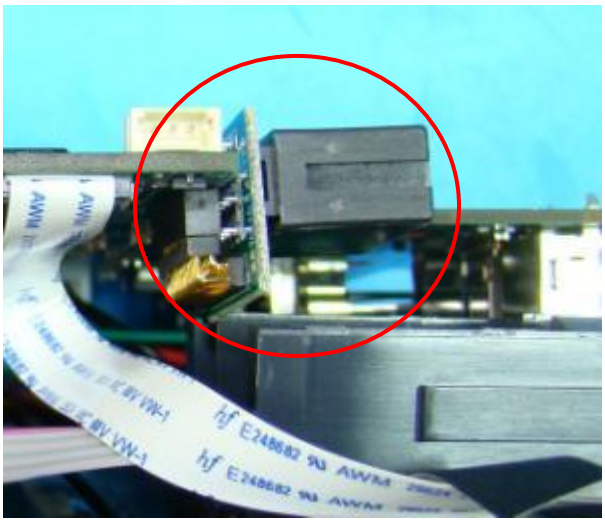




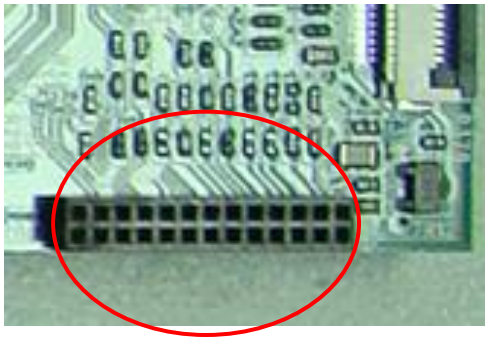


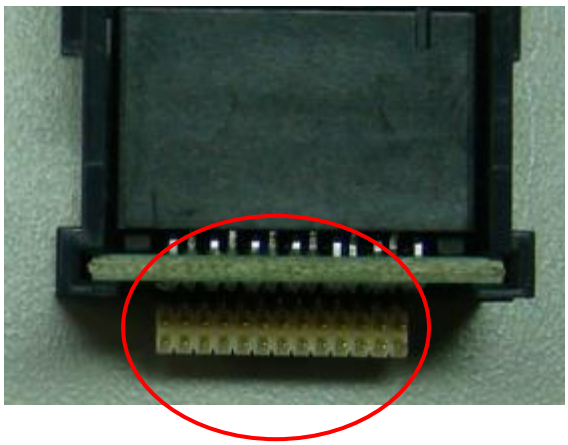
5. As you lift the MLB up the Ethernet I/O Assy PCB may or may not stay connected.

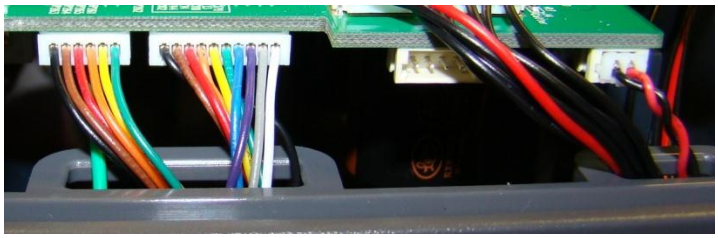




Installation is reverse order of removal. Ensure all wires are routed through the lower frame cover as pictured below. Take care to line up the main board's J13 Ethernet with the pins on the PC43D- Ethernet I/O Assy. If this assembly lifted out of the Ethernet modules bracket during MLB removal, ensure it is fully engaged as pictured below. Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST. Ensure the Asian fonts are reloaded on printers that call out this font option in their configuration string.





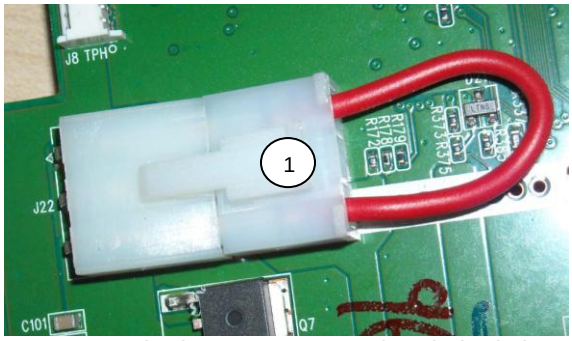


OPERATION:	Power Jumper

The power jumper is installed in J22 on the main logic board. Remove the bottom cover and main logic board to gain access to it.

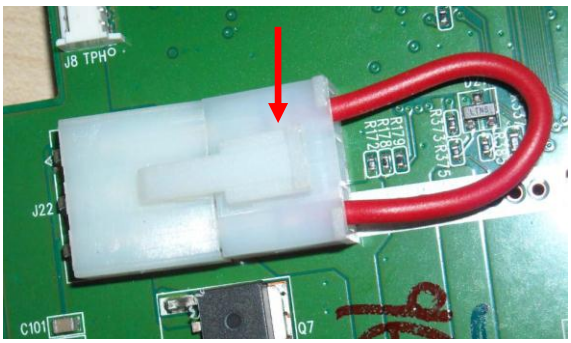
Parts Required

Item	Part Number	Description	Qty
1	910400026110	Jumper,Pwr MLB Assy PC43T	1



1. Remove the bottom cover and main logic board per the following operations:
   OPERATION: Bottom Cover
   OPERATION: Main Logic Board

2. Press down on the release tab to remove the jumper.



Installation is reverse order of removal. Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Front USB PCB

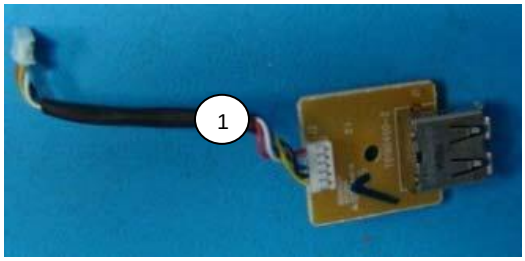
The front USB PCB is installed on the lower frame cover by a Torx fastener. This USB port is found on LCD printers. It is accessed by removing the bottom cover.

Tools Required

Description
Torx T10 driver

Parts Required

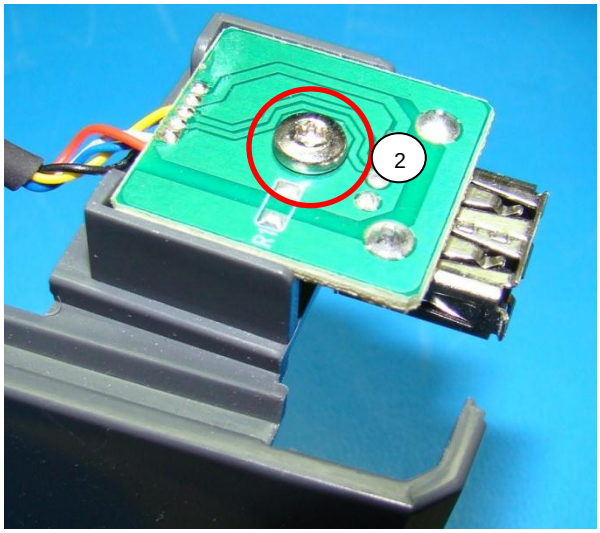
Item	Part Number	Description	Qty
1	910400026210	Cable,Front USB/IO G PC43T	1
2	910400030330	Screw_PTP3-8BNi_Cr3	1

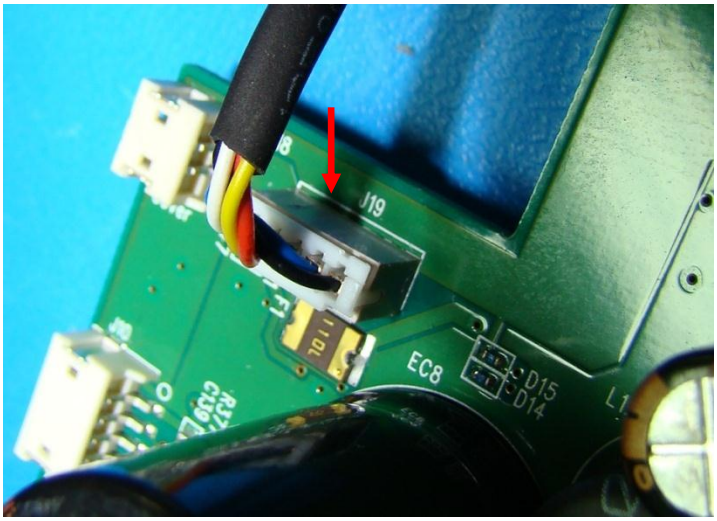


1. Place the printer topside down.

2. Remove the Ethernet cover and bottom cover per the following operations:
   OPERATION: Ethernet Cover / Module
   OPERATION: Bottom Cover

3. Remove the Torx fastener. Disconnect the wires from the J19 connector on the Main Logic Board.





Installation is reverse order of removal. Torque the fasteners to 3.9 +/- 0.4 in-lb or 4.5 +/- 0.5 kgf.cm Use the I/O tests noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Ethernet Adapter Assembly

The Ethernet adapter assembly is located in the bottom of the printer. It is accessed by removing the bottom cover and MLB assemblies. It is held in by one Torx fastener.

Tools Required

Description
Torx T10 driver

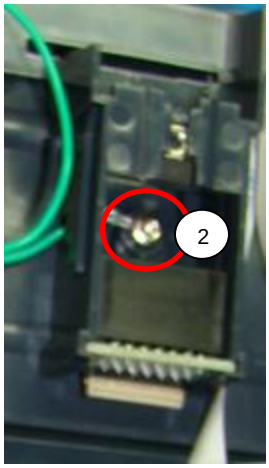
Parts Required

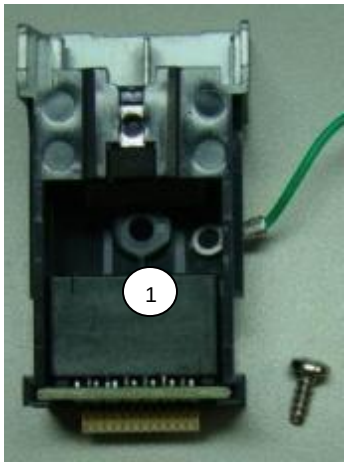
Item	Part Number	Description	Qty
1	910400025480	Ethernet I/O Assy PC43D/PC43T	1
2	910400030330	Screw_PTP3-8BNi_Cr3	1

1. Place the printer topside down.

2. Remove the bottom cover and main logic board per the following operations:
   OPERATION: Bottom Cover
   OPERATION: Main Logic Board

3. Remove the fastener. Remove the Ethernet adapter assembly.





Installation is reverse order of removal. Ensure the ground wire is installed under the head of the Torx fastener. Torque the fastener to 3.4 +/- 0.4 in-lb or 4.0 +/- 0.5 kgf.cm Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Cutter I/O PCB

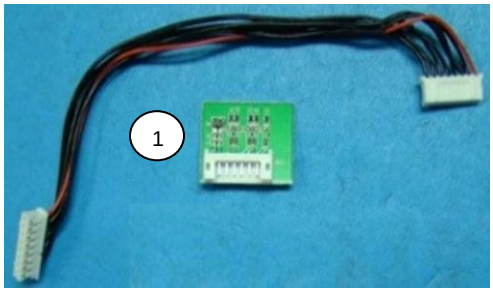
The cutter / IO PCB is located in the bottom half of the printer. Remove the bottom cover to gain access to it. The PCB is held in by a Torx fastener with built-in washer.

Tools Required

Description
Torx T10 driver

Parts Required

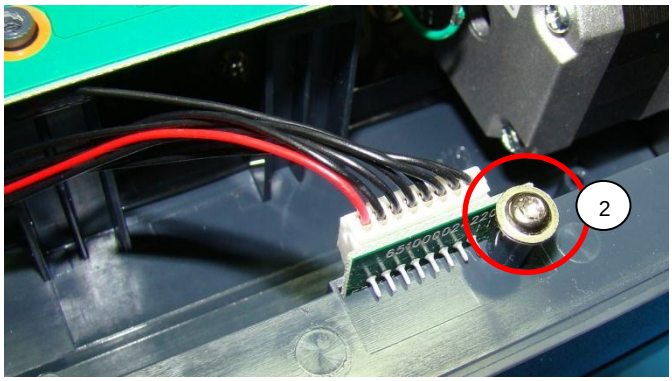
Item	Part Number	Description	Qty
1	910400024910	Cutter,I/O Assy PC43T	1
2	910400030280	Screw_PTP-3+8PF-NI_Cr3	1



1. Place the printer topside down.

2. Remove the Ethernet cover and bottom cover per the following operations:
   OPERATION: Ethernet Cover / Module
   OPERATION: Bottom Cover

3. Loosen the fastener. Remove the cutter / IO board.



Installation is the reverse order of removal. Ensure the PCB is installed in the printer frame as pictured above. Torque the fastener to 3.5 +/- 0.4 in-lb or 4.0 +/- 0.5 kgf.cm Use the cutter I/O test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Lower Frame Cover

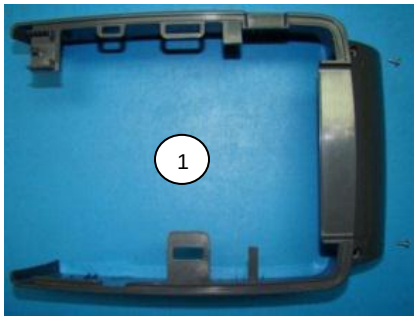
The lower frame cover is located in the bottom half of the printer, and runs along both the back and side areas of the printer. To remove it you need to first remove the bottom cover and main logic board. It is held in by two Torx fasteners. There are two versions of the lower frame cover. One for the standard printers and one for the TV printers. Refer to the labeled pictures in this operation for further visual clarification.

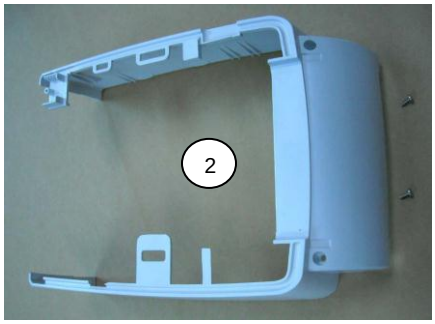
Tools Required

Description
Torx T10 driver

Parts Required

Item	Part Number	Description	Qty
1	910400025120	Cover,Base Rim PC43T	1
2	910400025110	Cover, Base Rim PC43TV	1
3	910400030330	Screw_PTP3-8BNi_Cr3	2





1. Place the printer topside down.

2. Remove the Ethernet cover, bottom cover, and main logic board per the following operations:
   OPERATION: Ethernet Cover / Module
   OPERATION: Bottom Cover
   OPERATION: Main Logic Board

3. Remove the two fasteners. Remove the lower frame cover.

Installation is reverse order of removal. Ensure all cables and wires are routed correctly, and none of them are pinched or stressed by the lower frame cover. Torque the fasteners to 3.4 +/- 0.4 in-lb or 4.0 +/- 0.5 kgf.cm Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Hinge covers

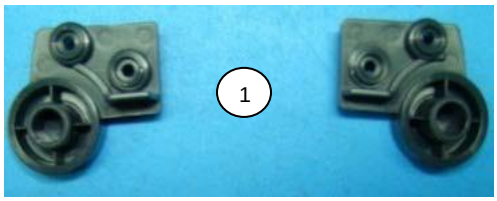
The hinge covers are secured to the lower frame by two Torx fasteners per cover. The covers hold the top and bottom frames together and provide the pivot points for opening the top half of the printer. To remove the covers you need to first remove the bottom cover, main logic board, and lower frame cover.

Tools Required

Description
Torx T10 driver

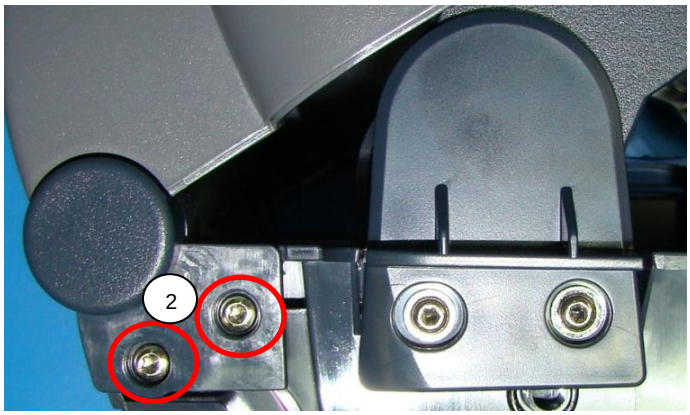
Parts Required

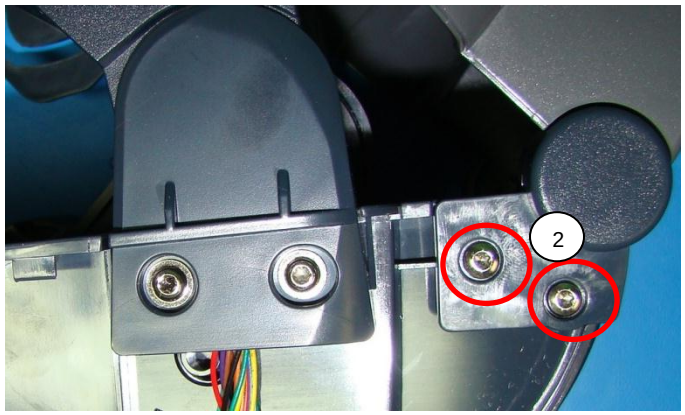
Item	Part Number	Description	Qty
1	910400025180	Hinge,Cover Top L&R Set PC43T	1
2	910400030330	Screw_PTP3-8BNi_Cr3	4



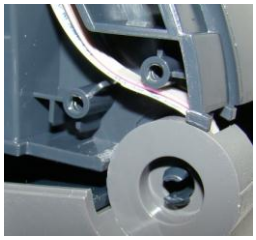
1. Remove the bottom cover, main logic board, and lower frame cover per the following operations:
   - OPERATION: Bottom Cover
   - OPERATION: Main Logic Board
   - OPERATION: Lower Frame Cover

2. Remove the Torx fastener securing the covers to the printer's lower frame.





Installation is reverse order of removal. Ensure all wires and cables are routed as pictured below. Torque the fasteners to 3.9 +/- 0.4 in-lb or 4.5 +/- 0.5 kgf.cm Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.



OPERATION:	Thermal Transfer Ribbon Assembly Brackets

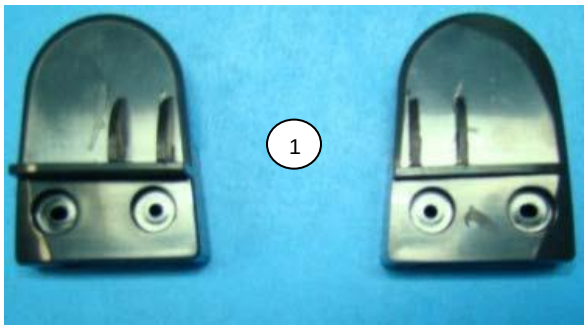
The TTR assembly brackets are mounted to the lower frame. There is a left and right side bracket each one secured using two Torx fasteners. The brackets secure the TTR assembly to the lower frame. To remove the brackets you need to first remove the bottom cover, main logic board, and lower frame cover.

Tools Required

Description
Torx T10 driver

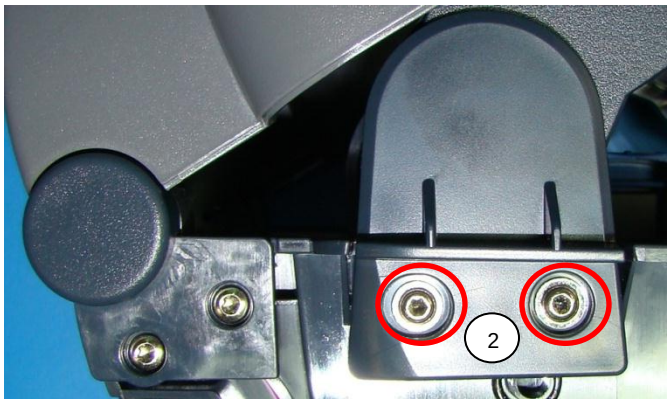
Parts Required

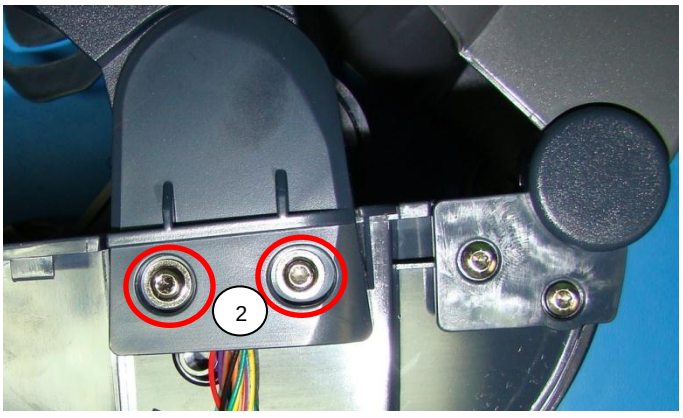
Item	Part Number	Description	Qty
1	910400025170	Brackets,Upper TTR/PH L&R Set PM43T	1
2	910400030390	Screw_PTP-2.5+8PF-NI_Cr3	4



1. Remove the bottom cover, main logic board, and lower frame cover per the following operations:
   - OPERATION: Bottom Cover
   - OPERATION: Main Logic Board
   - OPERATION: Lower Frame Cover

2. Remove the Torx fastener securing the brackets to the printer's lower frame.





Installation is reverse order of removal. Torque the fasteners to 3.9 +/- 0.4 in-lb or 4.5 +/- 0.5 kgf.cm Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Printhead Up Cover Switch

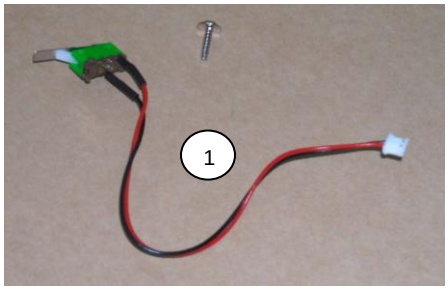
The cover switch is installed in the lower frame by one T6 Torx fastener. The bottom cover, main logic board, and lower frame cover need to be removed to gain access to it.

Tools Required

Description
Torx T6 driver

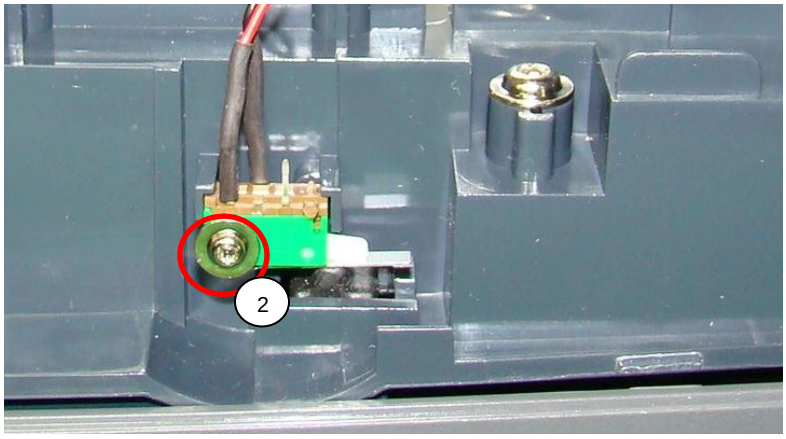
Parts Required

Item	Part Number	Description	Qty
1	910400025160	Switch, Open Cover Assy PC43T	1
2	910400030350	Screw_PTP-2+8PF-NI_Cr3	1



1. Remove the bottom cover, main logic board, and lower frame cover per the following operations:
   - OPERATION: Bottom Cover
   - OPERATION: Main Logic Board
   - OPERATION: Lower Frame Cover

2. Remove the Torx fastener securing the switch to the printer's lower frame.



Installation is reverse order of removal. Torque the fasteners to 1.7 +/- 0.4 in-lb or 2.0 +/- 0.5 kgf.cm Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Ribbon Out Sensor

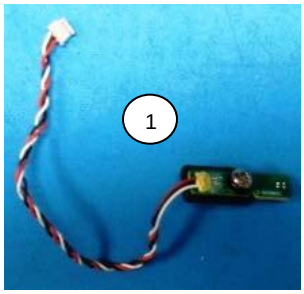
The ribbon out sensor is mounted to the lower frame by one Torx fastener. The bottom cover, main logic board, and lower frame cover need to be removed to gain access to it.

Tools Required

Description
Torx T10 driver

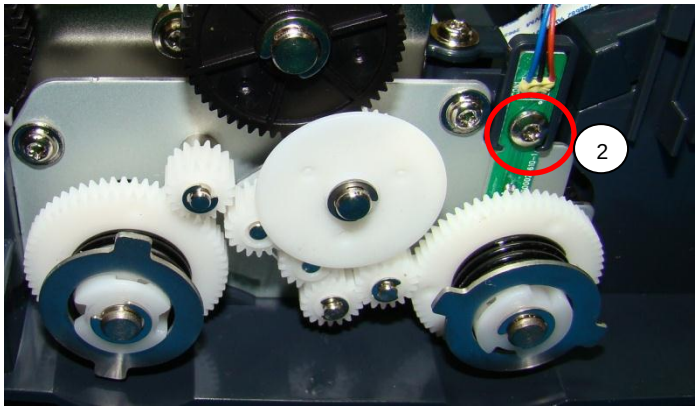
Parts Required

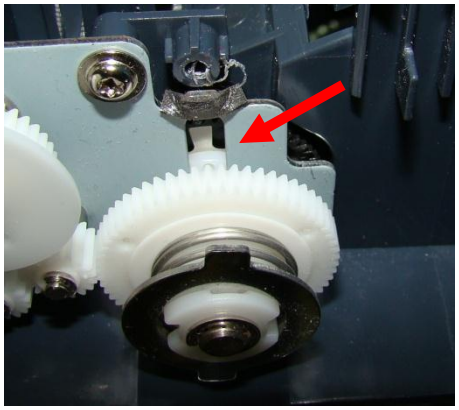
Item	Part Number	Description	Qty
1	910400025130	Ribbon Out Sensor Assy PC43T	1
2	910400030330	Screw_PTP3-8BNi_Cr3	1



1. Remove the bottom cover, main logic board, and lower frame cover per the following operations:
   - OPERATION: Bottom Cover
   - OPERATION: Main Logic Board
   - OPERATION: Lower Frame Cover

2. Remove the Torx fastener securing the sensor to the printer's lower frame.





Installation is reverse order of removal. Ensure the sensor is properly aligned in the slot of the drive gear bracket indicated by the arrow in the above picture. Torque the fasteners to 1.7 +/- 0.4 in-lb or 2.0 +/- 0.5 kgf.cm Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Upper Media Drive Gears

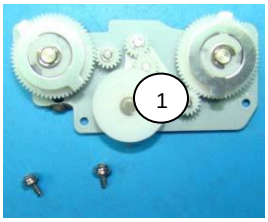
The upper media drive gears are installed in the lower frame using two Torx fasteners. The bottom cover, main logic board, lower frame cover, and ribbon sensor need to be removed to gain access to it.

Tools Required

Description
Torx T10 driver

Parts Required

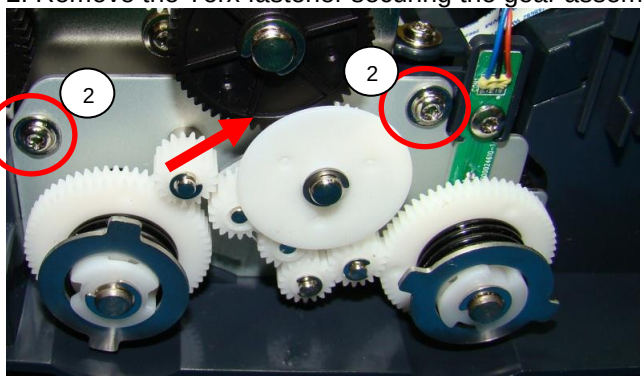
Item	Part Number	Description	Qty
1	910400025140	Gear,Upper Media Assy PC43T	1
2	910400030280	Screw_PTP-3+8PF-NI_Cr3	2

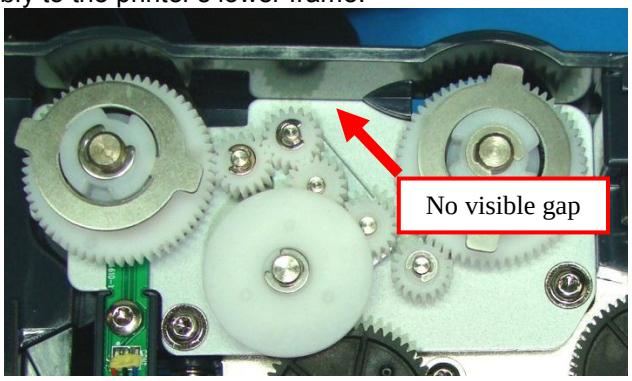


1. Remove the bottom cover, main logic board, lower frame cover, and ribbon out sensor per the following operations:

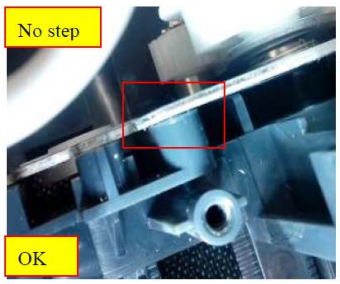
OPERATION: Bottom Cover
OPERATION: Main Logic Board
OPERATION: Lower Frame Cover
OPERATION: Ribbon Out Sensor

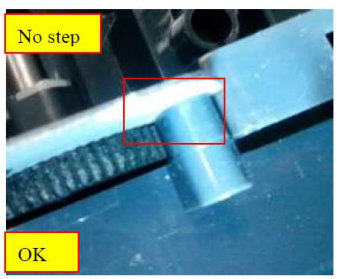
2. Remove the Torx fastener securing the gear assembly to the printer's lower frame.

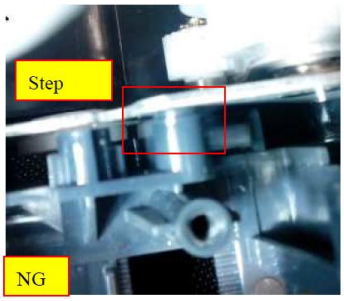


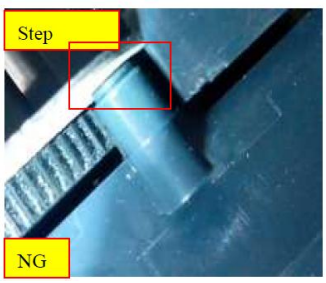


Installation is reverse order of removal. Ensure the drive gear is properly engaging the gear assembly as indicated by the arrow in the above picture. Verify there is no gap between the gear assembly and printer frame as pictured above. The screw bosses need to be fully seated as pictured below. Torque the fasteners to 3.9 +/- 0.4 in-lb or 4.5 +/- 0.5 kgf.cm Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.









OPERATION:	Motor & Gears Assembly

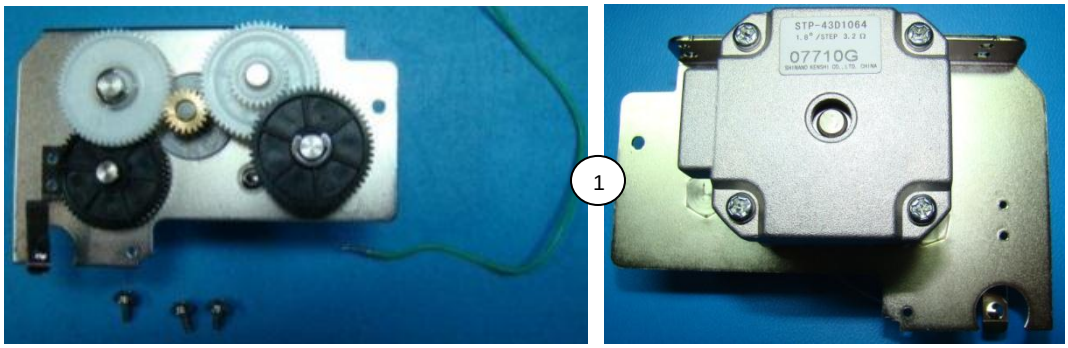
The motor and gears assembly is located in the bottom half of the printer. To replace it you need to remove the bottom cover, main logic board and lower frame cover. It is held in by three Torx fasteners. One of the fasteners holds a ground wire.

Tools Required

Description
Torx T10 driver

Parts Required

Item	Part Number	Description	Qty
1	910400024900	Motor,W2/Drive Gear Assy PC43T	1
2	910400030280	Screw_PTP-3+8PF-NI_Cr3	3

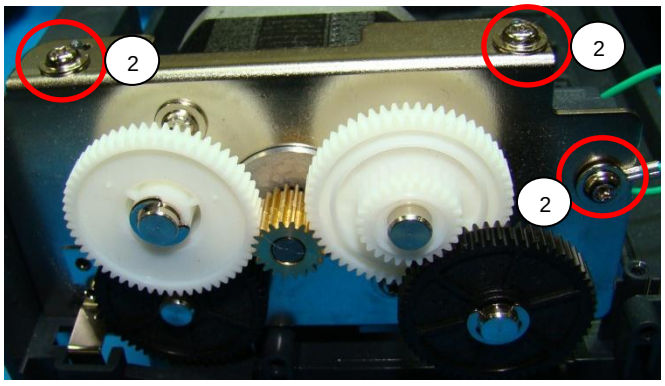


1. Place the printer topside down.

2. Remove the Ethernet cover, bottom cover, main logic board, lower frame cover, and platen roller per the following operations:

OPERATION: Ethernet Cover / Module
OPERATION: Bottom Cover
OPERATION: Main Logic Board
OPERATION: Lower Frame Cover
OPERATION: Platen Roller

3. Remove the three Torx fasteners. Remove the motor and gears.



Installation is reverse order of removal. Ensure the planetary gears mesh with the platen roller drive gear. The ground wire needs to be installed as pictured above. Torque the fasteners to 3.5 +/- 0.4 in-lb or 4.0 +/- 0.5 kgf.cm Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Adjustable Sensor Assembly

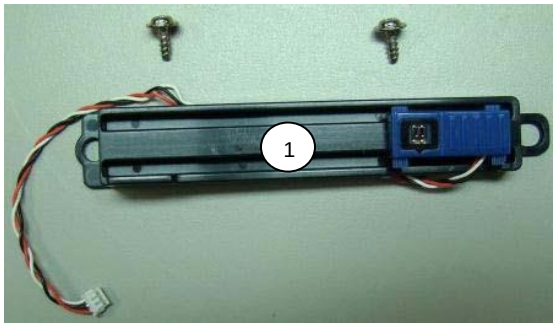
The adjustable sensor assembly is located in the lower half of the printer. It is held in by two Torx fasteners. The Ethernet cover / accessory, bottom cover, MLB, and lower frame cover need to be removed to gain access to it.

Tools Required

Description
Torx T10 driver

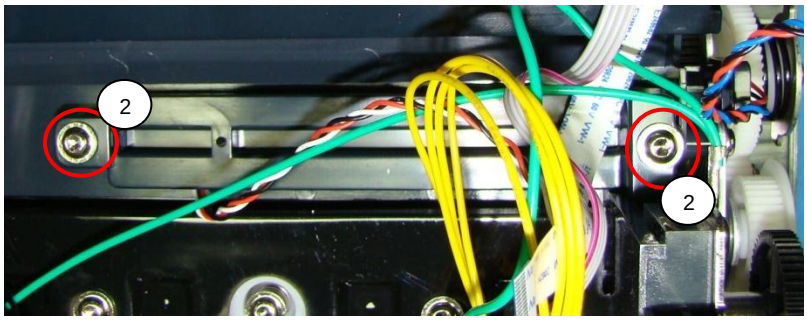
Parts Required

Item	Part Number	Description	Qty
1	910400025520	Sensor,LSS W/Bracket Assy PC43D/PC43T	1
2	910400030280	Screw_PTP-3+8PF-NI_Cr3	2



1. Place the printer topside down and remove the Ethernet cover / accessory, bottom cover, MLB, and lower frame cover per the following operations:
   - OPERATION: Ethernet Cover / Module
   - OPERATION: Bottom Cover
   - OPERATION: Main Logic Board
   - OPERATION: Lower Frame Cover

2. Remove the two Torx fasteners securing the sensor assembly to the printer's lower frame.



Installation is the reverse order of removal. Ensure the sensor is properly aligned in the bracket. Ensure the sensor wires are free to move along the length of the sensor bracket. Torque the fasteners to 2.6 +/- 0.4 in-lb or 3.0 +/- 0.5 kgf.cm Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	RFID Component Parts

The RFID antenna and PCB are installed on in the printer's lower frame. The PCB is mounted by two #8 Torx fasteners to a bracket. The bracket is mounted to the lower frame by two #10 Torx fasteners. The antenna is mounted to the lower frame by two #10 Torx fasteners with white spacers. The bottom cover, MLB, lower frame cover, and motor assembly with drive gear bracket need to be removed to gain access to the RFID components.

Tools Required

Description
Torx T10 driver
Torx T8 driver

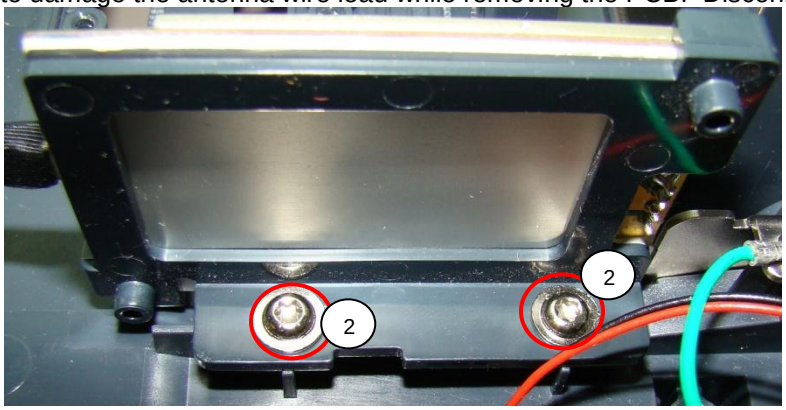
Parts Required

Item	Part Number	Description	Qty
1	910400025090	PCB, RFID/Antenna PC43D/PC43T	1
2	910400030280	Screw_PTP-3+8PF-NI_Cr3	4

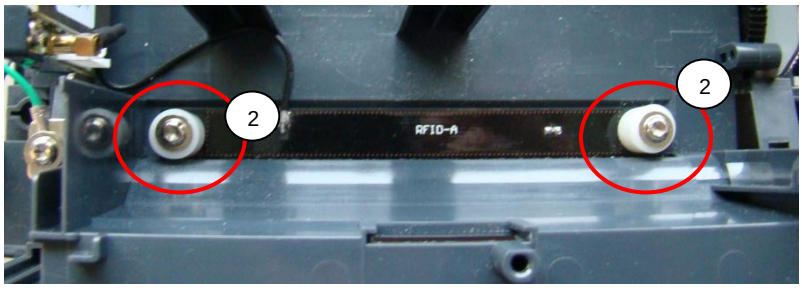
1. Place the printer topside down and remove the bottom cover, MLB, lower frame cover, and motor assembly with drive gear bracket per the following operations:

OPERATION: Bottom Cover
OPERATION: Main Logic Board
OPERATION: Lower Frame Cover
OPERATION: Motor & Gears Assembly

2. Remove the two #10 Torx fasteners securing the RFID PCB assembly bracket to the lower frame. Take care not to damage the antenna wire lead while removing the PCB. Disconnect the antenna from the PCB.



3. Remove the two #10 fasteners securing the antenna.



Installation is the reverse order of removal. Ensure the antenna lead is routed to avoid damage during installation of the RFID PCB. Torque the #10 fasteners to 3.9 +/- 0.4 in-lb or 4.5 +/- 0.5 kgf.cm Torque the #8 fasteners to 1.7 +/- 0.4 in-lb or 2.0 +/- 0.5 kgf.cm Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Label Guides

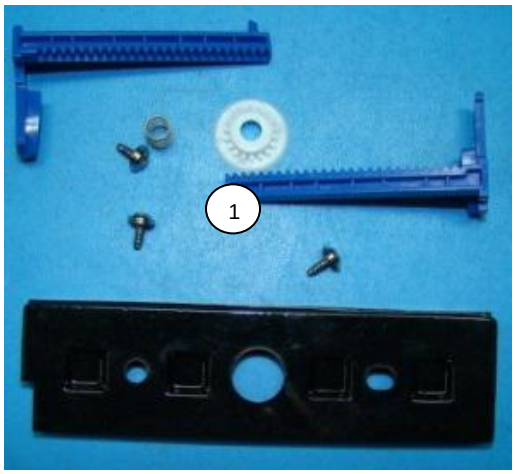
The label guides are installed in the printer's lower frame. They are held in by molded tracks in the lower frame and a spring loaded synchronization gear. They are covered by a tray. The gear and tray are mounted to the lower frame by three Torx fasteners. The bottom cover, main logic board, lower frame cover, and the motor & gear assembly need to be removed to gain access to the label guides.

Tools Required

Description
Torx T10 driver
Grease P/N TBD

Parts Required

Item	Part Number	Description	Qty
1	910400025100	Guide,Label LWR Assy PC43T	1
2	910400030280	Screw_PTP-3+8PF-NI_Cr3	3

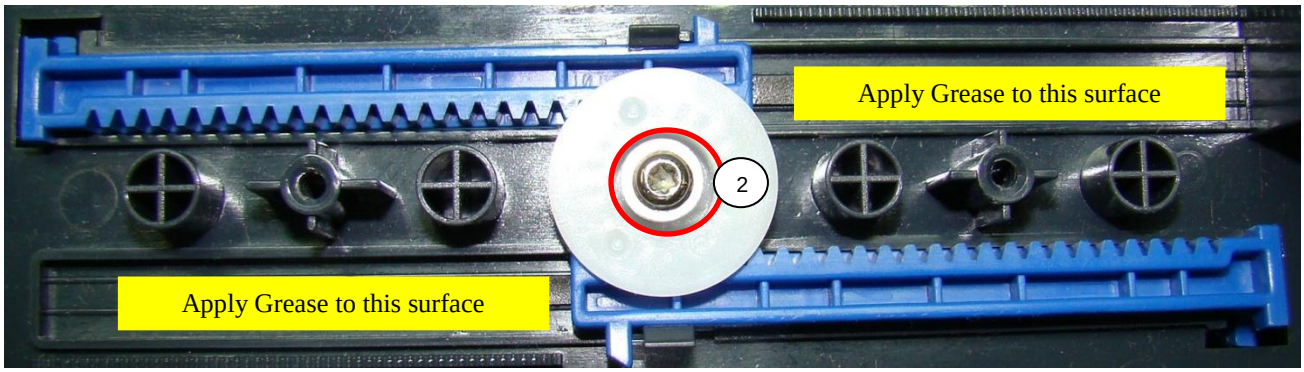


1. Remove the bottom cover, main logic board, lower frame cover, and the motor & gear assembly, per the following operations:

OPERATION: Bottom Cover
OPERATION: Main Logic Board
OPERATION: Lower Frame Cover
OPERATION: Motor & Gears Assembly

2.Remove the two Torx fasteners securing the tray to the printer's lower frame.

3. Remove the Torx fastener securing the synchronization gear to the printer's lower frame. Remove the label guides.



Installation is the reverse order of removal. Ensure the spring is properly installed in the synchronization gear as pictured below. Apply grease to the areas indicated in the above picture. Check that the label guides move smoothly in sync. Torque the #10 fasteners to 3.9 +/- 0.4 in-lb or 4.5 +/- 0.5 kgf.cm Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Latch Assembly

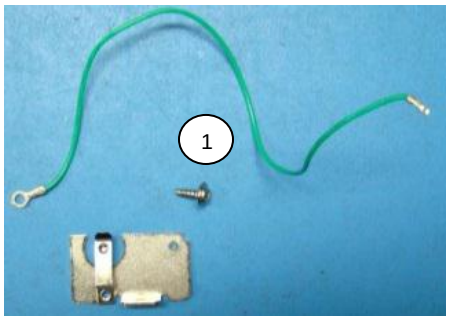
The latch assembly is located in the lower half of the printer. It is mounted to the printer's lower frame by a Torx fastener. One side of the platen roller assembly locks onto the top part of the latch. The platen roller, bottom cover, MLB, and lower frame cover need to be removed to gain access to it.

Tools Required

Description
Torx T10 driver

Parts Required

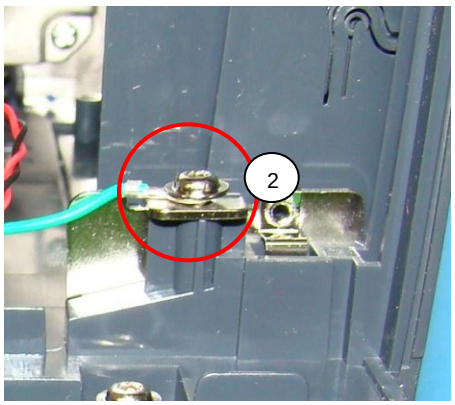
Item	Part Number	Description	Qty
1	910400026850	Latch,Mid Frame Metal GND Wire G PC43T	1
2	910400030280	Screw_PTP-3+8PF-NI_Cr3	1



1. Remove the platen roller assembly per the following operation:
   OPERATION: Platen Roller

2. Place the printer topside down and remove the Ethernet cover / accessory, bottom cover, MLB, and lower frame cover per the following operations:
   OPERATION: Ethernet Cover / Module
   OPERATION: Bottom Cover
   OPERATION: Main Logic Board
   OPERATION: Ethernet Adapter Assembly
   OPERATION: Lower Frame Cover

3. Remove the Torx fastener securing the latch to the printer's lower frame.



Installation is the reverse order of removal. Ensure the ground wire terminal is installed under the Torx fastener as pictured above. Torque the fastener to 3.5 +/- 0.4 in-lb or 4.0 +/- 0.5 kgf.cm Use the final test procedure noted in the

OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

OPERATION:	Media Holder Mechanical Assemblies

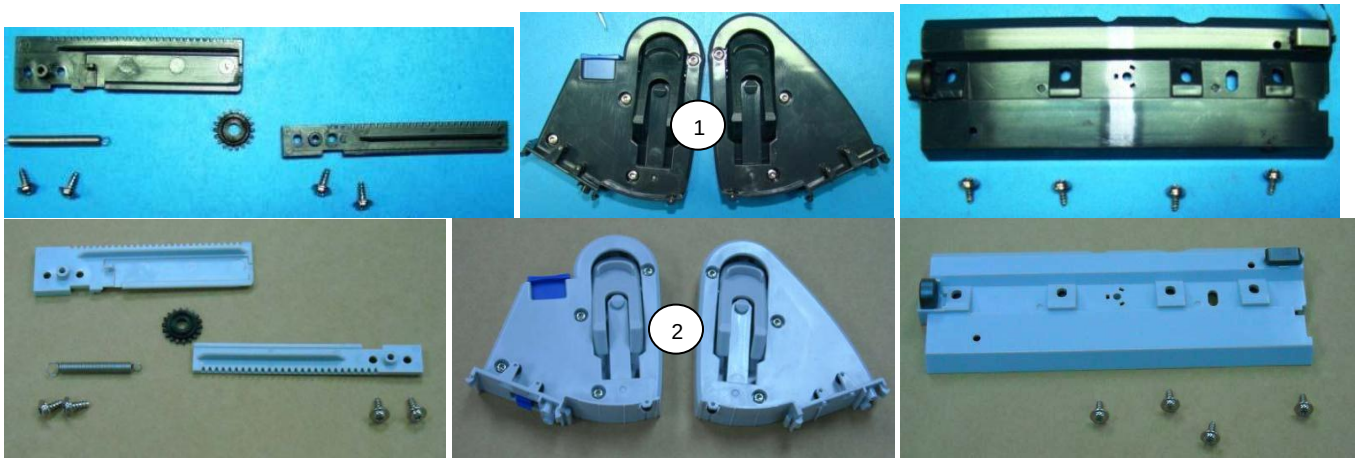
The media holder mechanical assemblies are located in the lower half of the printer. There is a panel component part that holds a centralized gear. It is held on by four T10 Torx fasteners. A ferrite is glued to the panel. There are two track assemblies and a spring. The tracks are mounted to the media holders using four T8 Torx fasteners. The bottom cover, MLB, Ethernet accessory, and lower frame cover need to be removed to gain access to these component parts. There are two versions of this assembly one for standard printers and one for TV printers. Refer to the labeled pictures in this operation for further visual clarification.

Tools / Materials Required

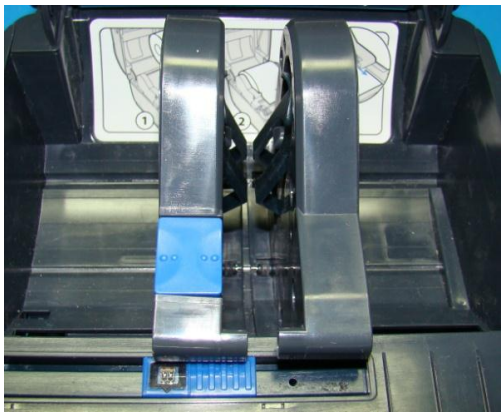
Description
Torx T10 driver
Torx T8 driver
Grease P/N TBD

Parts Required

Item	Part Number	Description	Qty
1	910400025150	Holders, Gear Media Lower L&R PC43T	1
2	910400026040	Holders,Gear Media Lower L&R PC43TV	1
3	910400030280	Screw_PTP-3+8PF-NI_Cr3	8



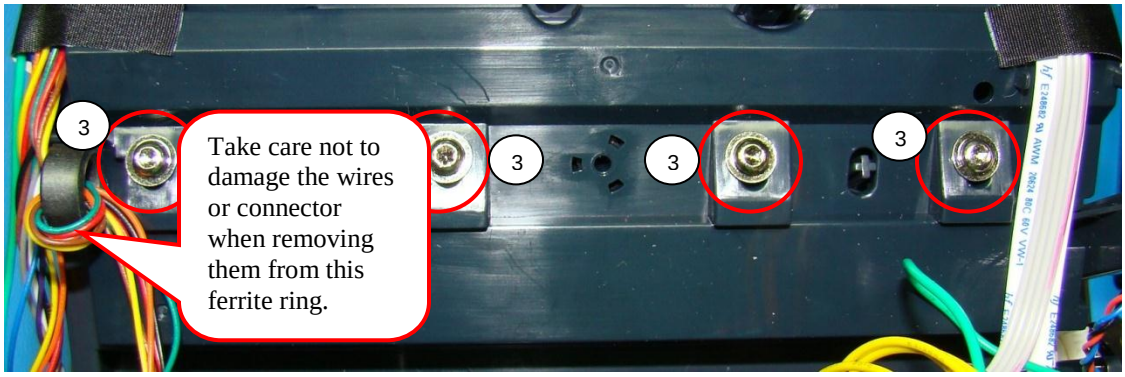
1. Open the printer using the two blue buttons on each side, and adjust the media holders to their center most position as pictured below.



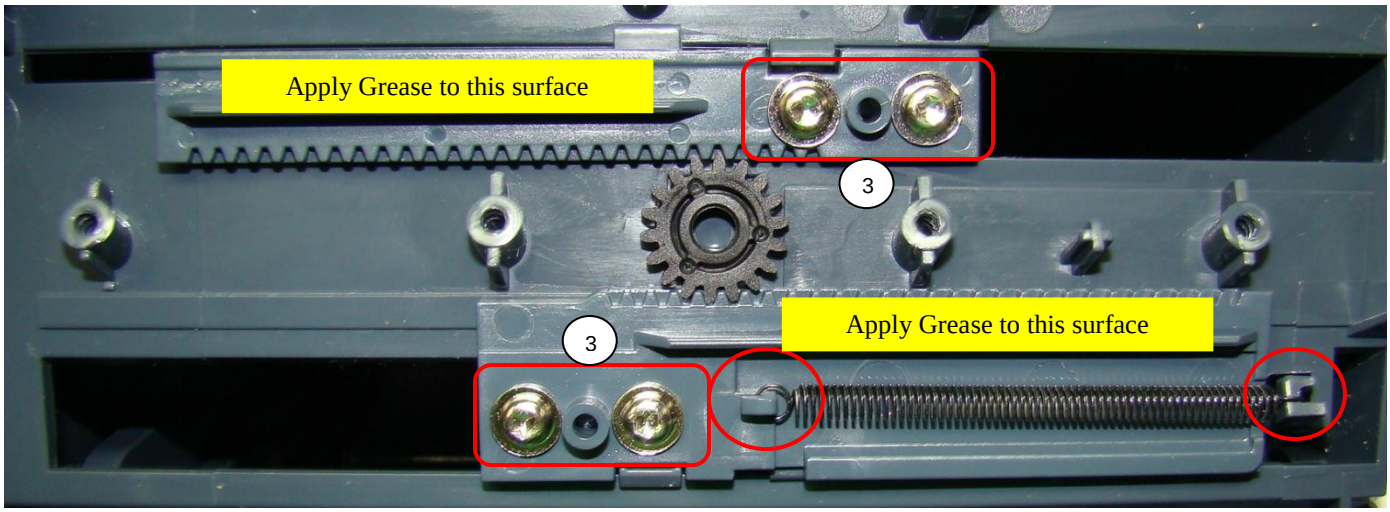
2. Place the printer topside down and remove the Ethernet cover / accessory, bottom cover assembly, MLB, Ethernet accessory, and lower frame cover per the following operations:

OPERATION: Ethernet Cover / Module
OPERATION: Bottom Cover
OPERATION: Main Logic Board
OPERATION: Ethernet Adapter Assembly
OPERATION: Lower Frame Cover

3. Remove the four T10 Torx fasteners from the panel. Remove the wires from the ferrite ring. On LCD printers take care not to damage the ribbon cable that is held onto the panel by a ferrite as pictured below.



4. Disconnect the spring from the lower track assembly and remove the four T8 Torx fasteners. The media holders will be loose. Open the printer's top cover to remove them.



Installation is the reverse order of removal. Ensure the media holders are installed in the correct location. The black center gear needs to be installed as seen in the step 4 picture. Apply grease to the yellow highlighted areas in step 4. The grease needs to be applied between the gear assemblies and the panel component. When properly assembled the media holders should be spring loaded to the center most position. While moving one holder the other should move at the same time in the opposite direction. Torque the fasteners to 2.6 +/- 0.4 in-lb or 3.0 +/- 0.5 kgf.cm Use the final test procedure noted in the OTPPCX3-000 PC23 AND PC43 PRINTERS FINAL TEST.

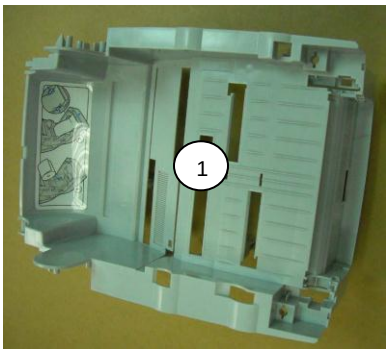
OPERATION:	Lower Frame

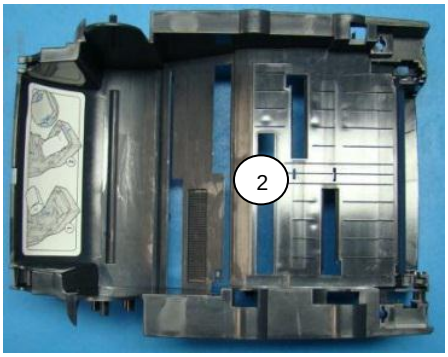
The lower frame service part consists of a frame with the media loading decal. There are two versions of the lower frame one for standard printers and one for TV printers. Refer to the labeled pictures in this operation for further visual clarification. The following parts are installed on the lower frame:

Platen Roller
Thermal Transfer Ribbon Assembly
Bottom Cover
Main Logic Board
Front USB PCB
Ethernet Adapter Assembly
Cutter I/O PCB
Lower Frame Cover
Hinge covers
Thermal Transfer Ribbon Assembly Brackets
Printhead Up Cover Switch
Ribbon Out Sensor
Upper Media Drive Gears
Motor & Gears Assembly
Adjustable Sensor Assembly
RFID Component Parts
Label Guides
Latch Assembly
Media Holder Mechanical Assemblies

Parts Required

Item	Part Number	Description	Qty
1	910400025350	Frame,Mid W/Decal PC43TV	1
2	910400025320	Frame, Mid W/Decal PC43T	1





1. To use these service parts the following operations need to be followed to move or replace the printer's component parts and subassemblies.

OPERATION: Platen Roller
OPERATION: Thermal Transfer Ribbon Assembly
OPERATION: Bottom Cover
OPERATION: Main Logic Board
OPERATION: Front USB PCB
OPERATION: Ethernet Adapter Assembly
OPERATION: Cutter I/O PCB
OPERATION: Lower Frame Cover
OPERATION: Hinge covers
OPERATION: Thermal Transfer Ribbon Assembly Brackets
OPERATION: Printhead Up Cover Switch
OPERATION: Ribbon Out Sensor
OPERATION: Upper Media Drive Gears
OPERATION: Motor & Gears Assembly
OPERATION: Adjustable Sensor Assembly
OPERATION: RFID Component Parts
OPERATION: Label Guides
OPERATION: Latch Assembly
OPERATION: Media Holder Mechanical Assemblies

Installation is reverse order of removal. Ensure all cables are properly routed as detailed in the above procedures.