

ProSeries 384e/768e Sales Release

Frequently Asked Questions

To: FoxJet Distribution Network
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We know you have questions about the exciting launch of the ProSeries 384e and 768e enhanced printheads. If you don't find the answers here, contact the FoxJet sales and product management team.

Will the new print head fit onto my existing production line that already has old style print heads?

The dimensions between the old style print head and new style print head are almost identical. The new 384e and 768e print systems no longer utilize a "pigtail" cable on the rear of the print head; some cable adjustments may be required. This is a perfect opportunity to upgrade established customers with the improved ProSeries Enhanced Printheads!

What are the dimensions of the new print head vs. the old print head?

Take a look at the accompanying Technical Bulletin for some dimensional drawings. Trust us that the heads are nearly identical in dimensions and we expect that any customer will be able to use existing bracketry.

Can I use my current ink?

Yes, your current ScanTrue® II or ScanTrue® II PLUS ink will work with the new ProSeries 384e and ProSeries 768e printheads. Use of ScanTrue® II PLUS ink provides longer shelf life and storage life.

Will the new print system plug in and print?

Yes, the new style print heads will be able to be plugged in and print right away to either a Marksman Elite or Matrix controller, although you may need to adjust the print head to photocell distance on your controller.

I understand there is a waterproof connector on the printhead now, does that mean it is waterproof?

Unfortunately, no. We added the cable connector to the back of the head and eliminated the pigtail, which was often a cause for connector corrosion in humid environments. We made it waterproof to make sure that the connectors are safe from any potential corrosion.

What's with the big red light on the reservoir?

That bright red indicator light will allow operators to quickly identify which printhead on the conveyor belt is experiencing low ink levels and full waste bottles.

Can I still purchase ProSeries 384 and 768 printheads?

Absolutely. We know that some customers will want to purchase the same printheads they already have even though they don't have the new benefits. Keep in mind the special pricing only applies to the Enhanced printhead formats. Stay tuned for an upcoming product bulletin for the standard ProSeries 384/768 printheads.