



FUJI PHOTO FILM U.S.A., INC.
200 SUMMIT LAKE DRIVE
VALHALLA, NEW YORK 10595-1356
DIRECT LINE: 1-(914) 789-8100
TOLL FREE: 1-(800) 755-3854
FAX: 1-(914) 789-8295
www.fujifilm.com

Dear Valued Frontier Customers:

IMPORTANT NOTIFICATION ON FRONTIER UNAUTHORIZED PARTS

We have recently learned that unauthorized parts for Fujifilm Frontier Digital Lab Systems are available in the US market. According to our investigation, the use of these unauthorized parts may cause significant operational problems and may potentially damage your Frontier, as summarized in the attached APPENDIX.

We recommend that all Frontier customers use Fujifilm genuine/authorized parts exclusively. Please note that Fuji Photo Film Co., Ltd. and Fuji Photo Film U.S.A. Inc. shall not be responsible for any difficulty or damages arising from the use of parts other than Fujifilm genuine/authorized parts.

Sincerely,

Photo Imaging Technical Service Div.
Photo Imaging Products Div.
Fuji Photo Film Co., Ltd. (JAPAN)

Photofinishing & Web Services Division
Fuji Photo Film U.S.A., Inc.

INVESTIGATION RESULT SUMMARY**1. Paper Magazine (similar to Fuji P/No MAG MG180Y, MAG MG180AC)****1) Handle;**

No Loc-Tite is used to fix the handle screws, therefore there is a strong possibility that the handle will work loose under normal use. If the handle comes loose when an operator is lifting the magazine, it may cause injury to the operator or damage to the machine. In addition, the screw fixing torque is less than Fuji specifies for our products, which may produce light leaks and paper fog.

2) Light-Shielding;

Overall, the magazine shell is constructed with less light-shielding capability than Fuji products. This design may cause paper fog under normal magazine storage conditions within stores.

3) Paper Feed Stability;

Due to less resistance from the paper nip rollers, the use of the unauthorized magazine caused paper jamming when paper was loaded or rewound.

4) Paper-End Detect;

The paper end detection plate on the unauthorized magazine is made of plastic, and may have a high risk of failure.

5) Leg;

No Loc-Tite is used to fix the leg screws, which may work loose and cause magazine alignment problems.

2. Processing Rack Roller Tube (similar to Fuji P/No 334F0254, 334F0258)**1) Size;**

When new, the size of roller tube meets Fuji's specifications.

2) Print Quality;

The tube is manufactured of an unknown material; therefore, prolonged immersion in chemical solutions may cause swelling or stretching of the roller tube. This deformation may result in chemical staining or streaking on the finished prints. Furthermore, no data is available on the long-term durability of the unauthorized roller tube.

3) Durability:

The unauthorized part exhibited multiple cracks at the rim of the roller tube. These cracks will likely increase and reduce the lifespan of the unauthorized part, requiring more frequent replacement than the comparable Fuji product.

3. Auto Cleaning Nozzle Tube (similar to Fuji P/No 372F1704)

1) Strength:

The unauthorized nozzle tube lacks a Fluorine coating for additional durability. Furthermore, the rubber material itself is significantly weaker, and can't maintain the original shape under operational conditions.

2) Capability:

The weakness of the unauthorized part caused deformation when subject to normal water pressure under operational conditions. This created an overspray that could potentially result in an electrical short, should the overspray come in contact with a circuit board. Because of the high risk of equipment damage, Fuji feels that this part in particular has a high risk of use.

4. Paper Feed Belt (similar to Fuji P/No 323D889964, 323D890010, 323D890009)

1) 145mm Width:

The thickness is 0.22mm greater and the length is 21mm shorter than Fuji's specifications.

The smaller size does not properly fit the specified rollers, causing stress and the potential of premature roller and bracket failure.

In addition, the frictional resistance of the belt surface is 2 times greater than Fuji's specifications and the electric resistance of the material is considerably higher than Fuji's specifications of "less than 100MO".

These factors may cause paper feed variation on belts, and may also produce electrostatic fog of print paper.

2) 35mm Width and 20mm Width:

Both the 35mm and 20mm width belts are within Fuji's thickness and length specifications.

However, both belts have the same issues of frictional resistance and electrical resistance, as they are manufactured of the same material as the 145mm width belt.

###