

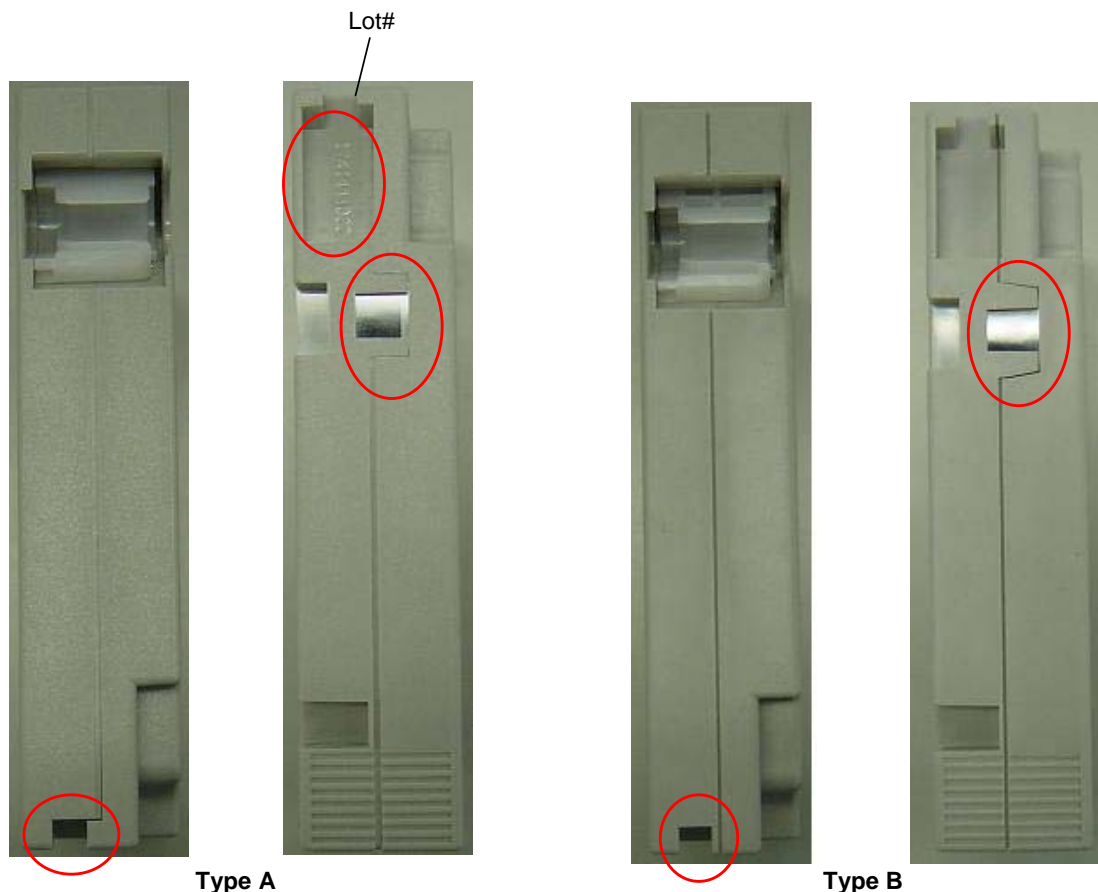
This notice applies only to RLS-5244 and RLS-5116 libraries with SAIT drives, not to TLS-5000 libraries, nor any other Qualstar libraries.

**Notice:** SAIT cartridges being sold by Sony in Europe use a different shell design and may slip out of the RLS-5000 library magazine, causing a handler jam. The library will not be damaged and no data will be lost.

**Prevention:** Use only Type A cartridges as described below in RLS libraries. The differences in the physical cartridges are shown in the pictures. There is no difference in the tape within the cartridge, only differences in the cartridge shell. Cleaning cartridges are unaffected. Qualstar TLS libraries are unaffected.

**Actions:**

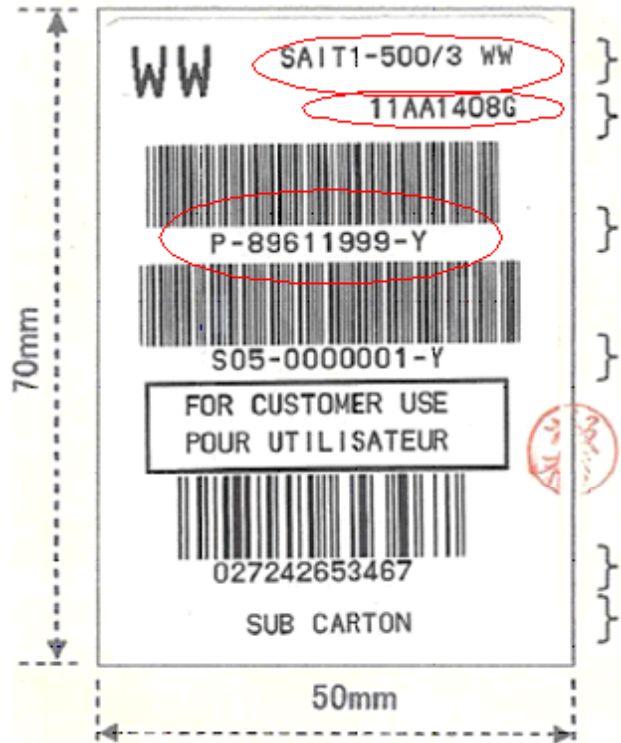
1. Inspect all SAIT media before unwrapping or inserting into the library. All cartridges currently in RLS-5000 libraries should also be inspected.
2. Type A cartridges have the lot number in the hollow area on the side opposite the tape leader chuck. Type B cartridges do not have anything printed in that spot. There are also subtle differences in the sides of the cartridge, as shown in the pictures. This information can be viewed without unwrapping the cartridge.
3. If the cartridges are still in their original carton, please use the label pictures to distinguish Type A or Type B cartridges.
4. Contact your media distributor or Qualstar for instructions on how to replace Type B cartridges. Inquiries to Qualstar should be sent to: [support@qualstar.com](mailto:support@qualstar.com). Please include the serial number of the library, and the number of wrapped cartridges and the number of unwrapped cartridges that you have.



**Figure 1 Samples of Type A and B Cartridges**



Type A Label



Type B Label

Figure 2 Samples of Type A and B Cartridge Labels