

## Field Service Bulletin

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### Affected Model Categories

2351 2361

## 2351 and 2361 Air Regulator Change in Supplier

The air regulator that currently ships with the 2351 and 2361 (Manufacturer: Norgren) will be replaced with a new model (Manufacturer: AirTac). This replacement is driven by the AirTac regulator's better performance in filtering water from the customer's air supply line and to ensure consistency with the recently launched 2380.

Use of the AirTac regulator was previously announced as a temporary deviation for printers and spares on January 2nd, 2024, starting with serial number 24002004DWD. The switch to the AirTac regulator is now permanent as of April 2nd, 2024, starting with serial number 24093xxxDWD.

The AirTac regulator uses the same inlet and outlet connections (6mm tubing) as the Norgren model, but is visually distinct from the other and is slightly larger in overall size. See [2300 Series Air Regulator \(403401\) Specs](#) for details.

The AirTac regulator will ship with new printers and spare replacement regulators (P/N: 403401).

### Filter Differences

The AirTac regulator **does not use the same replacement filters** (P/N: 402515) or **Maintenance Filter Kit** (P/N: 404428) as the Norgren model. Use the spare part numbers as described in Table 1, depending on which regulator is installed to the printer.

#### Disclaimer

The contents of this bulletin and any linked documents are provided as a convenience to highlight useful information and troubleshooting tips. When working with a product, always consult the product user manual and follow the product safety precautions and recommendations, including using Personal Protective Equipment when necessary. If you have any questions or are not experienced in using or servicing the Videojet equipment this document references, contact Videojet for assistance.



Figure 1: Original Model (Norgren).



Figure 2: New Model (AirTac).

Table 1: Air filter part numbers

P/N	Description	Contents
402515	FILTERS, AIR REGULATOR, SPARE, 17/50/70	Norgren filter set
404428	MAINTENANCE KIT INK JET 50/70	Norgren filter set + other items changed at 6 month interval
383752	SPARE, FILTERS, AIR REGULATOR, 2380	AirTac filter set
383791	SPARE, AIR FILTER, 2300 SERIES	Norgren and AirTac filter set
383765	SPARE, MAINTENANCE ASSY, 2300 SERIES	Norgren and AirTac filter set + other items changed at 6 month interval

## Corrective Action

- Order the same part number for Air Regulator spares (P/N: 403401)
- Order replacement filters for the Air Regulator in use as listed in **Table 1**.

# Related Knowledge Articles

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### Applies to Models

2310/2340 2320/2350 2330/2360 2351 2361

## 2300 Series Air Regulators

	Original Version	Version 2
Image		
Air Consumption Rate (for printer)	0.5 CFM @ 65PSI (4.5 bar)	
Replacement P/N	403401	
Replacement Filter P/N	402515	383752
Manufacturer	Norgren	AirTac
Manufacturer P/N	B07-101-A1KG	BFR3000
Max Inlet Pressure	150 PSI / 10 Bar	
Max Outlet Pressure	100 PSI / 6.9 Bar (Max pressure to be used with 2300 Series is 4.5 bar)	130 PSI / 9 Bar (Max pressure to be used with 2300 Series is 4.5 bar)
Max Temp	125 deg F/ 50 deg C	140 deg F/ 60 deg C
Inlet/Outlet fittings	6mm Push Connect	
Thread for Inlet/Outlet fittings	G 1/8 (uses 1/8-28 BSPP fittings)	Inlet:3/8" Outlet: 1/8"
Overall dimensions (mm) (DxWxH)	80x125x160	95x155x205