



Contact Information For service related support, please call RIS @ 1-858-779-9148 Option 3

The location of the “Top Issues” platform has changed. Please bookmark the following URL for easy access – <http://training.retailinkjet.com/top10/>

Objective: This issue will cover the following subjects

- **Multimeter**
- **Injector leaks**
- **New prep filter parts**
- **PRV (Pressure Relief Valve)**

● **Multimeter**

It is very important to have a multimeter with you on every RIS service request. It will be used to check Resistance and Voltages (mostly DC). If you bring it onsite with you it will expedite the service visit. If you do not have a multimeter, we will request you obtain one prior to continuing service on the inkcenter.

● **Injector Leaks**

Operators may report the injectors leaking after the fill is complete (during the cleaning cycle) or injectors leak while filling a different color. Several things could contribute to this issue.

The first one can be done remotely with the operator and may prevent a service visit.

1. The injector may be damaged or not properly seated in the fill chamber. An easy way to test is to **use the green universal injector**, to see if the issue returns. If it does return, then a technician will need to investigate further.
2. Loose or damaged tubing connection at the distribution valve or at the back of the chamber
3. Loose Syringe
4. Defective Distribution Valve
5. Leaky syringe
6. Faulty infusion pump

● **New prep filter parts**

The new prep filters have worked nicely. We have made an improvement to the design. The clear caps are now being replaced with black caps. When removing the clear caps, make sure to transfer the orange O-ring to the new black caps. Failure to transfer the O-ring will cause vacuum and fluid leaks.

● **PRV's (Pressure Relief Valve)**

The purpose of the PRV is to protect the distribution valves from over pressure, a condition that damages the distribution valves. RIS will be sending out the new PRV kits, starting with 52 sites on the west coast. Printed installation instructions will be provided with the parts. If you want to review the process, it is available online.

<http://training.retailinkjet.com/top10/PRVfix.html>