



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

**Technicians Reference website** – <http://training.retailinkjet.com/top10/home.html>  
*Please bookmark the URL for easy access*

**Objective:** This issue will cover the following subjects

- Resolve the O004 Error, permanently!
- Injector Holster

**O004 Error**

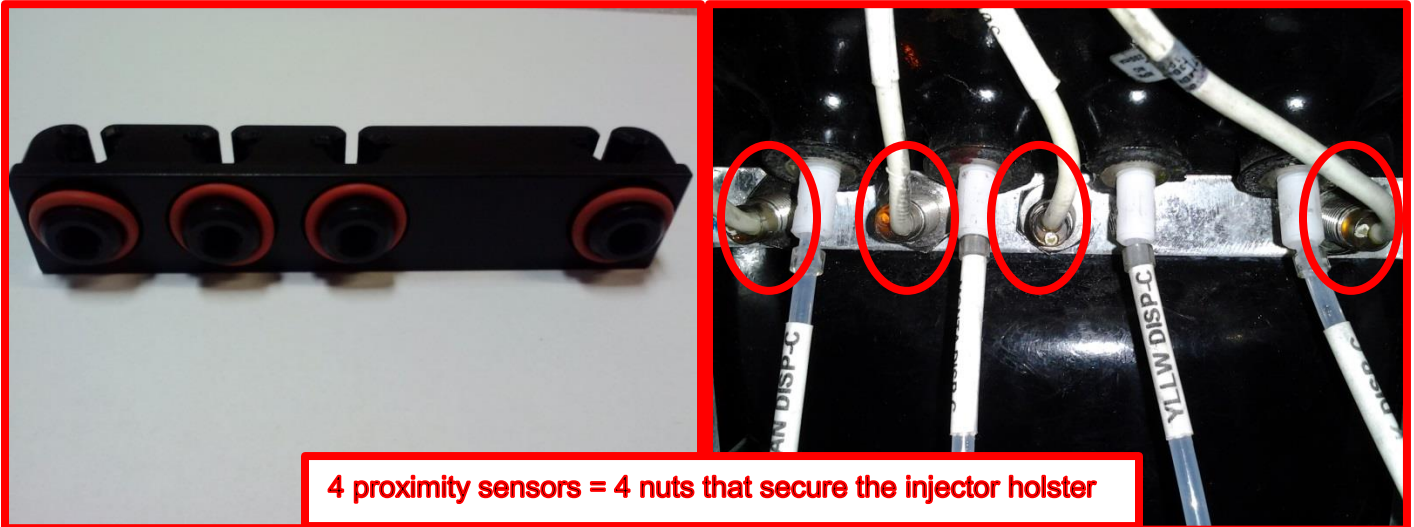
- This Error occurs when the InkCenter tries to write data to the logs and store them on a small **HP jump drive** plugged into one of the 4 USB ports on the back of the touchscreen.
- The jump drive goes bad or gets full and the InkCenter will generate this error and then write the data on the CF card, where we want it.
- During your next Total Service Call, please remove the Jump Drive from the back of the Touchscreen and dispose of it as you see fit.
- There is no need to return them to RIS
- If you decide to smash the jump drive with a hammer, please do not do it anywhere near the customer, and send me a video of it – lol



**Injector Holster**

- The injector holster comes in 3 different styles
- What style you have depends on the serial number of the InkCenter
- Every style is installed in a similar way, just with different hardware to secure it to the chamber and how many proximity sensors are present (1 or 4 depending on the assembly)
- The nuts that secure the injector holster to the chamber may become loose and cause vacuum leaks in the chamber

- If you are chasing a chamber leak, check the following first
  - No cracks in the Chamber Door
  - Chamber Gasket is in good shape, clean and all of the 12 screws are installed correctly
  - All tubing lines and connectors are in good shape and installed properly.
  - Check the **Injector Holster nuts** on the back of the chamber using a wrench
    - DO NOT OVERTIGHTEN the nuts or you may break the assembly or proximity sensor (It's not a lug nut on a car)
    - Using a 13mm open end wrench, make sure they are snug.
    - Start from left to right, making small adjustments
    - Repeat until all are snug



- The chamber may still leak at the injector holster due to buildup of residual fluids in the area where the injector holster mounts to the vacuum chamber.
- An easy test is to apply/spray some soapy water or cleaning solution on the area and run a chamber leak test. If foam/bubbles form in that area, the leak is still present.
- Remove the injector holster and clean up the assembly and orange O-rings. Please note how everything is orientated
- Reassembly in reverse order and repeat Chamber leak test
- If no improvement in chamber leak, an Injector Holster or Chamber Assembly will need to be ordered and installed

