

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

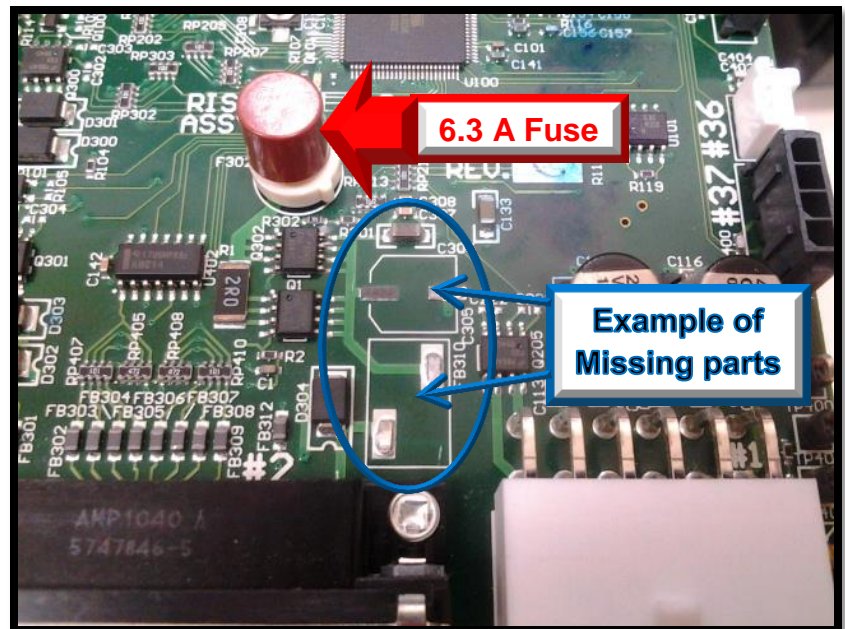
The location of the “Top Issues” platform has changed. Please bookmark the following URL for easy access – <http://training.retailinkjet.com/top10/>

Objective: This issue will cover the following subject.

- Inspection of I/O board
- Firmware of I/O board must match SW version
- Replacement recommendations for the I/O board

● **I/O board inspection**

- When troubleshooting issues related to the I/O board please be aware of the **6.3 Amp fuse**. It may be knocked off the I/O board while working in the area behind the vacuum chamber.
- If the fuse is dislodged or knocked off the I/O board, there will be no DC voltage applied to the infusion pump, most likely preventing the Ink Center from completing the initialization.
- **When replacing the board, please be careful not to break any electronic components off the board.**



● **Firmware of I/O board must match the SW version of InkCenter**

- There are 2 different versions of Firmware for the I/O Board.
- When replacing the Touchscreen or I/O board, please contact technical support to ensure you have the correct firmware on the I/O board
- The newer software (version 3.52.xx and above) will require the newer I/O firmware (version 3.00.04)
- When the new software is rolled out, a stop notice will be added to all I/O board orders so the firmware can be updated
- The I/O firmware and SW versions are not backwards compatible

I/O board replacement recommendations

- Shut down the machine from the Maintenance tab, and then unplug it.
- Disconnect the vacuum tubing from the primary manifold



- The I/O board is secured with **seven T15 screws** and **2 spring loaded post**
- Remove all **seven T15 screws**
- Hold the new board next to the old board still in the machine and transfer the connectors over to the new board one at a time. **Start with the bottom two connectors (infusion pump and power) then continue clockwise from there.**
- Once all the connectors are transferred over, gently pull the original I/O board off of the **2 spring loaded posts** then slowly lift the original I/O board up and out of the machine. Stop if you feel any resistance and retry.
- Place the new board onto the **spring loaded posts**
- **Install the seven T15 screws**
- **Insert Vacuum tube back into Primary Vacuum manifold**
- Using a flat blade screwdriver, make sure the 2 screws on the **infusion pump cable** are tight
- Power up machine and perform your TSC (Total Service Call)

