



Objective: This week's issue will cover the following subjects.

- Return parts – Proper packaging revisited
- New Prep Station Mounting Screws, Part Number: 320589

Return parts – Proper packaging revisited

When returning parts it is extremely important to use all the original packing material to return the parts. Failure to properly pack the parts will result in damaged parts.

A specific example would be the syringes. They come in a clear plastic holder inside a white cardboard sleeve and should be returned that way. We have seen several occurrences where the valve and syringe were not separated and the syringe arrives broken.

This reveals another issue. Troubleshooting may not have been performed properly. RIS will send a valve and syringe in case both parts are needed. The syringe/valve leak test needs to be run to identify which part needs to be replaced. If you are in doubt on how to perform the test, call for technical support.

Below are examples of what **NOT** to do.



PROPER PACKING OF SYRINGE



Place syringe in plastic holder as shown



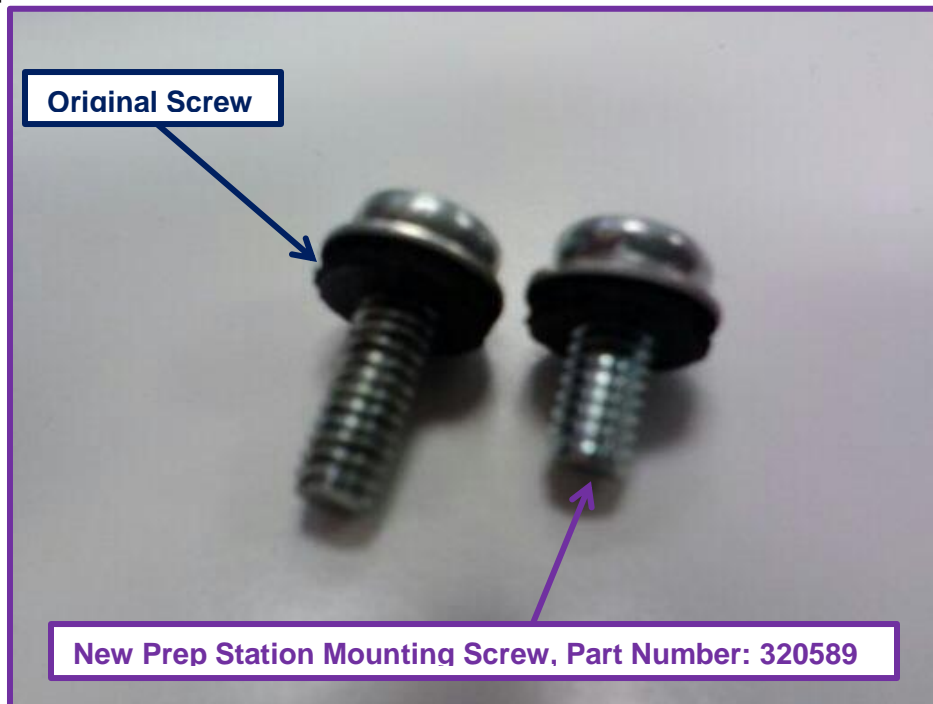
Close lid of plastic holder and slide into cardboard sleeve

Prep Station Mounting Screws

When ordering a replacement prep Station, 3 sealing washers and 3 NEW style screws will be added to the order

We ask that you use the new, shorter screws to secure the prep station and discard the original longer screws.

The longer screws may bottom out in the prep station and cause the screw to break off in the prep station. Whenever installing a prep station, please do not over tighten the screws. They should be snug enough to prevent fluid leaks.



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/>