Service Update
InkCenter
Revised 02/07/2014
Questions?
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Retail Inkjet Solutions

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

- **Ink Nest – is it leaking?**

- **Why the Stop Notice for Every Valve and Syringe?**

- **Parts Installation Instructions are now readily available online!**

Ink Nest

- Normally a leak around the nest is caused by either of these situations
    - The ink cap lost its seal and ink leaks out the slot in the nest. Replace the cap with one from an unused new bottle, and then order replacements from RIS. Customer can replace the ones that were borrowed.

Leaking bottle cap causes Ink to leak out the slot in nest

Bad Bottle Cap
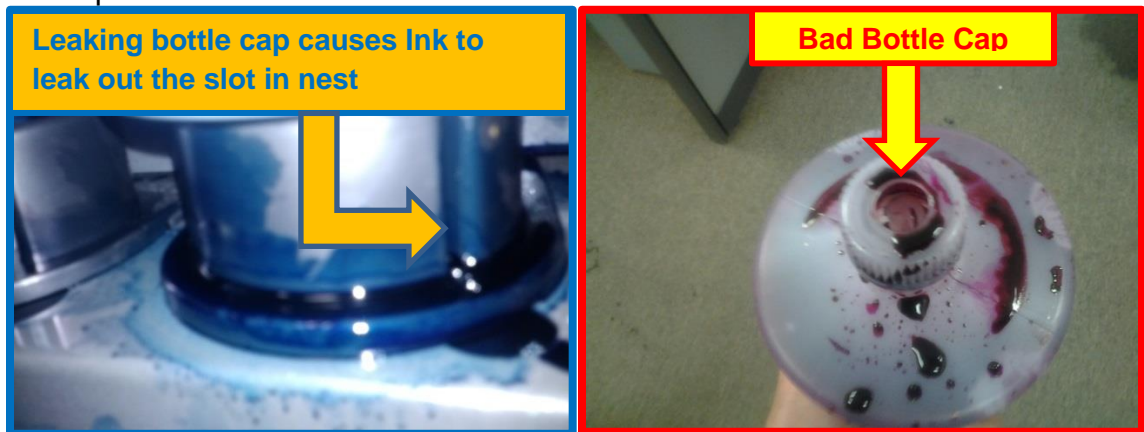
    - The distribution valve may be bad or out of phase causing ink or cleaning fluid to be dispensed into the nest. Work with RIS tech support to diagnose this problem.

- During the initial production of the ink nests, there were some instances where the top of the nest would separate or crack from the bottom half, causing it to leak. The nests have been redesigned and now made much better. This is a VERY RARE issue and should only be found on machines with a serial number lower than 200100.


Bad Nest leaking from under lip of nest

No ink out of slot means there's a good bottle cap

- ☺ The nest will need replacement for the following reasons
  - o The float sensor does not detect ink in the nest properly. It will indicate the nest is always full or empty.
  - o The needle in the center of the nest has broken off or come out with the ink bottle

Stop Notice for Every Valve and Syringe

- ☺ RIS will send parts to address the particular issue at a site. ***Parts are sent in case they are needed***
- ☺ The Stop Notice allows RIS to work with the technician and trouble shoot the root cause
- ☺ Please call in before any Valves or Syringes are replaced so only the required part gets replaced

Parts Installation Instructions

- ☺ The high usage service parts ship with printed documents describing the replacement procedure
- ☺ If the document is lost or misplaced, you may review the material from the **Ink Center Help Tab \ Service Technician login.** Access code is 741963. They are also available for viewing or downloading from any PC or handheld device.
- ☺ http://training.retailinkjet.com/top10/partinstalldocs.html
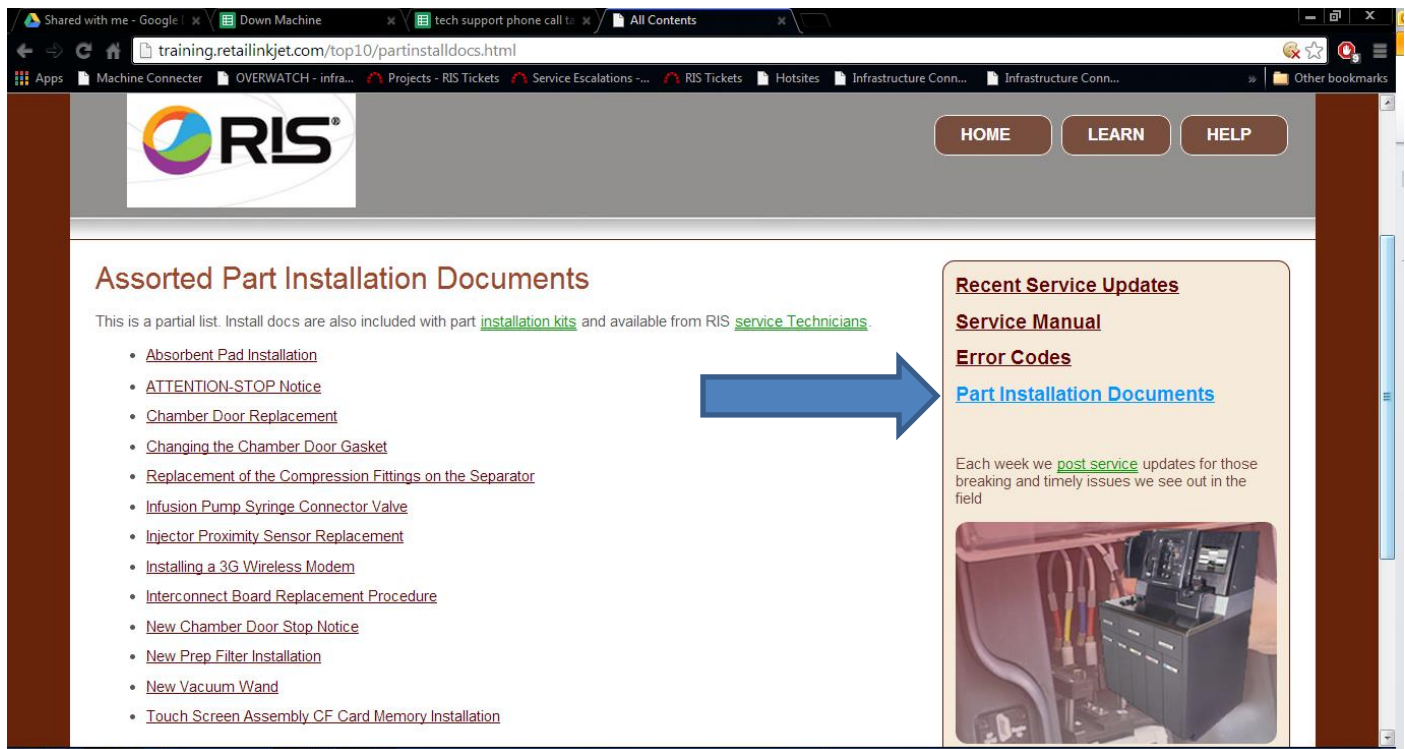
Contact Information For service related support, please call RIS @ 1-858-779-9148 Option 3

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