



Service Update InkCenter

Revised 04/29/2013 Ver A
Questions?
Contact:
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Objective: Provide information on what is new with the Ink Center

Refill and Test Adapters

Here are some considerations when diagnosing adapters.

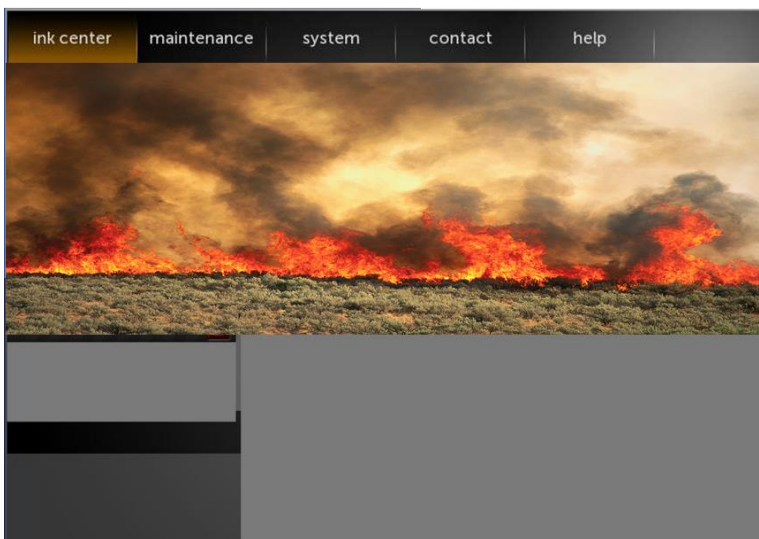
- ❖ Damage is not covered by the service warranty, so it's important to try to determine if the customer dropped the adapter, or damaged it in some other way.
- ❖ To this point, the issue with excessive drill holes in the adapter has been addressed by Costco corporate to the sites in the past, and *is* considered damage that is not covered by the agreement.
- ❖ It is not necessary or desired for the call center or service reps to discuss charges or related costs with the customer. We only ask that the call center agents and service reps get the critical information from the customer so that RIS can decide if the part is chargeable.
- ❖ If a customer has a question about charges, they should be forwarded to RIS or asked to contact RIS directly.
- ❖ It's important, as with any service request or order, to include as much information about the issue as possible.

New Touchscreens

We are now using a new backlight on the touchscreens. They are expected to last longer than the previous versions. There are a few things you need to know about the new touchscreens.

- ✚ The new displays with the LED lighting run hotter than the old systems
- ✚ There is a small band of discoloration on the lower section of the screen
- ✚ The screen should only be replaced if it's too hot to touch and/or the discoloration is extreme and interferes with the operation of the machine.
- ✚ If possible a picture of the screen should be sent so RIS can verify the screen discoloration before replacing it.

The image below depicts a bad touchscreen (Thanks to T-Bone for the funny)



INKJET 411

<http://www.inkjet411.com/>

- ✓ This site has been recently updated.
- ✓ Check it out today for up to date information about Ink Jet cartridges care, refilling tips, and other useful information.