



Service Update InkCenter

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Questions?
Contact:
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Objective: Provide information on what is new with the Ink Center

Contact Information

For service related support, please call 1-888-231-9379 Option 3

If you do not get an immediate response, please leave a message. You should get a callback in 15 minutes or less. If the phone lines are busy, we will send you a text to let you know we have received your call and will get to you shortly. There is an escalation process in place to ensure you get a timely response.

Prep Cleanout Process

The new software (Version 3.47.04) handles the prep processes differently. If you are starting a fill, the prep will pause to allow the chamber to reach the required vacuum.

- It may occur when you start a prep while starting a fill. A message is displayed in the prep Queue notifying you of the delay
- It will happen when you remove an adapter from the prep station while a fill is starting. You will notice the prep bowl does not clear away the liquid.

Helpful Hints

- A new video is available to address some of the messages your printer will get when using refilled cartridges. Click on the image below to learn more.

