



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.

High prep deltas

The delta is the difference between max separator vacuum reading and the separator vacuum reading with one prep vacuum valve open.

- Normal: around 5 in/Hg
- Low: < 3 in/Hg
- High: > 10 in/Hg
 - High Deltas are usually caused by either an old/damaged vacuum pump, or the vacuum regulator
 - This should not be the sole reason for replacing the vacuum pump or vacuum regulator

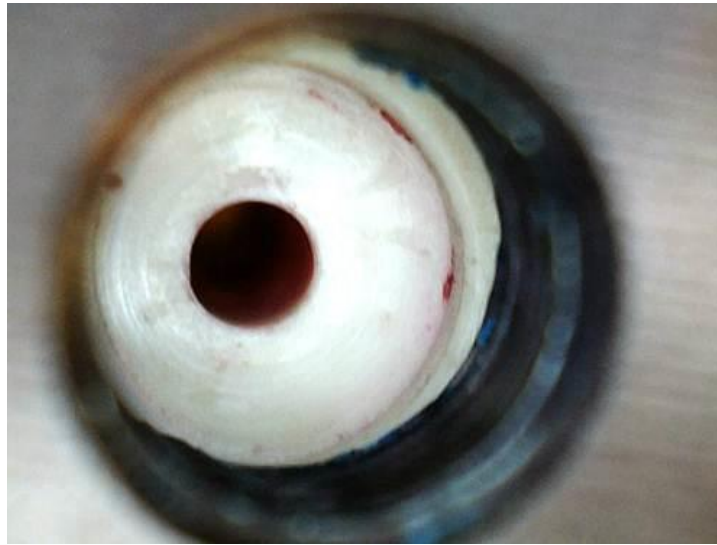
PLEASE NOTE

Prep delta readings are just one piece of the picture when looking at the machine data; the customer should be reporting an issue with the machine that is corroborated with the high prep deltas before requesting parts

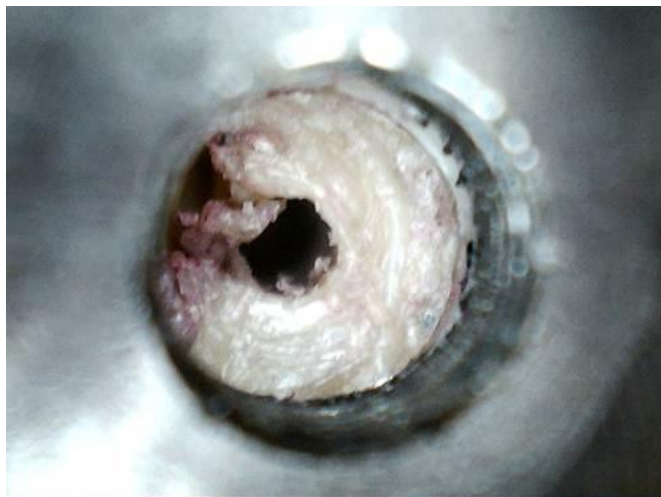
- Triage theory: customer has a complaint (overflows, errors, etc...) and during tests, high prep vacuum deltas are found accompanied by long max chamber vacuum times or low max chamber vacuum values (further indicating a bad vacuum pump); otherwise replace the vacuum regulator first
- First response: replace the vacuum pump
- Subsequent response: (assuming that replacing the vacuum pump did not resolve or the high prep deltas are the only issue) replace the vacuum regulator
- Obviously each case will require some subjective reasoning, so as always, make your best guess and go with it – but be able to prove why.

Distribution Valve damage possible when replacing syringe or valve

- Damage to the valve body (internal part of the distribution valve) during tech repair.
 - This refers to any of the ports on the distribution valve, but specifically to the syringe port which also has a white, Teflon washer in place.
 - During a syringe replacement, it appears that some techs are either incorrectly trying to remove a missing white washer, or are being too aggressive when removing the white washer in place. Because of the lighter color of the valve body, it's possible to mistake the portion of the valve body that is visible in the valve port for the white Teflon washer. Please reference the photos below and notice the damage to the valve port.
 - In general the white washer should only be replaced if damaged or compressed to the point where it occludes the opening in the port. Only one washer is needed.
 - We are also working on instructions on how to correctly remove and replace the washer, and possible identifying the best tool to do so without damaging the valve body material.



GOOD WHITE WASHER IN PLACE



DAMAGED VALVE