



Objective: This week's issue will cover the following subject.
New Ink Installation procedure.

The Ink Centers are having their inks and software updated to allow it to fill more cartridge types. The ink swap is done by the operator. They use the "Ink Installation" icon from the Maintenance tab.

The ink procedure prompts the operator to perform several steps.

1. Drain waste,
2. Remove ink bottles 23, 27, 33, 37, 43 and 47.
3. It drains the 23, 33 and 43 nest, then the 27, 37 and 47 nest
4. Drain waste
5. Insert new bottles of ink
6. Wait for those nest to fill up
7. Prime the ink lines
8. Recycle power to enable new cartridges.

Here are some issues that may arise:

- If the inkcenter does not detect one of the nest going empty (step 3) it will ask the operator to confirm the bottles of ink are removed and allow them to attempt to drain the nest again. If the float sensor in the nest is stuck it will not indicate an empty nest (LED next to ink nest will be lit to indicate empty). Possible Solution: Tapping the nest may release the stuck float sensor. If not, a new ink nest, ink nest board, cat 5 cable or I/O board may be required. Usually the nest is the first suspect and then the other parts are replaced as needed.
- If the separator doesn't detect the waste being empty, it will stop the process (step 1 or 4). A stuck or defective separator float sensor is in question. Possible Solution Use the vacuum wand to suck up warm water and drain waste again. Remove Separator sump and clean out the sump and also clean the float and shaft inside the separator. If that does not resolve the issue a new separator assembly will need to be installed.
- If the new bottles do not flow ink into the nest and it does not detect the nest to be full, it will prompt the operator to verify the bottles are installed and ask them to tap the bottles if

Contact Information For service related support, please call RIS @ 1-858-779-9148 Option 3

HELP tab has a new link. Please make a note of it.

The following link will take you to the help tab. <http://training.retailinkjet.com/>

The location of the "Top 10 Issues" platform has changed. Please bookmark the following URL for easy access – <http://training.retailinkjet.com/top10/>