

Service Update
InkCenter
Revised 08/05/2013
Questions?
Contact:
whoeckh@retailinkjet.com

Objective: This week's issue will cover the following subject. Chamber Vacuum test

In the past when a machine would show an error for chamber vacuum leaks, we assumed the leaks were always at max chamber vacuum (26+) and would test at that level. Because the system now only uses the lowest maximum vacuum it needs to fill that particular cartridge, we've found that a leak can occur at some lower levels while not at max vacuum. This can occur because at lower vacuums the chamber door is not pressing as evenly or firmly across the chamber gasket as it does at max vacuum.

What this means: basically if a machine is cancelling some fills, and there are V005's and V006's (small and large leak rates) in the error log, the chamber should be checked for leaks across the entire vacuum spectrum. Right now, the automatic chamber leak test only checks the chamber for leaks at a high vacuum level. The chamber has to be checked manually at the lower levels. This is easy to do by simply bringing the chamber up to max vacuum, testing it at that level for 10-20 seconds, then opening the vent to allow the vacuum to drop to the next level (around 15-20) and testing it again. The vacuum would then be lowered to around 10, then 5, and tested for 10-20 seconds at each level. Except for max, the levels you test at don't have to be exact, just close...

Levels to check: (test for 10-20 seconds each)

- Max: 26+15-20
- 10-12
- 5

While leaks at max vacuum can be caused by various sources, a leak in the chamber vacuum at lower levels is usually caused by the chamber gasket. This is an easy fix too since the customer replaces the gasket themselves.

Please use this guide when troubleshooting vacuum leaks, errors, and cancelled fills. Contact RIS support for any questions or concerns

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/

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