



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

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

Objective: This issue will cover the following subject.

Proper Packing of Touchscreens

- The parts replacement documentation for the touchscreen will now include these instructions as well. .
- If the document is lost or misplaced, you may review the material from the **Ink Center Help Tab \ Service Technician login**. Access code is 741963. They are also available for viewing or downloading from any PC or handheld device.
<http://training.retailinkjet.com/top10/partinstalldocs.html>
- The touchscreen parts replacement document covers the following. Please use only the section that you need.
 1. Replacing a touchscreen
 2. Replacing the CF card
 3. Replacing the RAM
 4. Packaging the touchscreen
- We have had some touchscreen come back damaged beyond repair. Taking the picture will inform of us the condition of the touchscreen prior to it being shipped. If they are damaged in shipping we can take appropriate action to get reimbursed for the part.

Proper Packaging and Return Instructions

- Please make every effort to repackage the touchscreen the same way you received the replacement.
 1. Take picture of front and back of touchscreen being returned and email photo to technicianfeedback@go2ris.com



2. Place Touchscreen in the pink plastic bag, then into the box, screen side down



3. Packing material placed on top of that (it is formed to fit the back of the touchscreen)



4. Close Box, seal and place return label on box and follow your normal procedures for part returns.