



**Objective:** This week's issue will cover the following subjects.

- <http://training.retailinkjet.com/>
- Parts installation Documents

**Have you checked out the training website lately?**

<http://training.retailinkjet.com/>

- There's more than just training on the website. New information and reference material is constantly being updated and posted to this website
- There are tools to help you perform service on the machine.
- Top 10 List covers some of the frequently asked questions with solutions
- Total Service Call Procedure is there too. We expect a TSC to be performed on every service call and the instructions are all there for easy reference
- Parts Installation documents – make your life easier and review these prior to installing parts. The instructions may cover more than one part, so read it all and use what you need.
- Suggestions for making the site better are always welcome, just let us know.

**Parts Installation Instructions**

- The high usage service parts ship with printed documents describing the replacement procedure
- 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 screenshot shows the top of the RIS InkCenter website. At the top left is the RIS logo. To its right are three buttons: HOME, LEARN, and HELP. Below this is the main content area. On the left, there is a section titled "InkCenter™ Technician Quick Reference Site" with a sub-header "Top Service Issues and How to Deal with Them". Below this is a numbered list of 10 items, including "Total Service Call Procedures", "Syringe leak Test", "Finding and Fixing Vacuum leaks in the Separator", "Finding and Fixing Vacuum leaks in the Fill Chamber", "Using Tech Pane", "Running Manual Vacuum leak Tests", "Troubleshooting Prep Station Components and Overflows", "Proper Usage and Installation of Replacement Fittings", "Parts Replacement Procedures", and "Terms and Concepts of the InkCenter". A blue link below the list says "\* A list of tools you need to have with you at all times". On the right side of the screenshot, there is a sidebar with a section titled "Recent Service Updates" containing links for "Service Manual", "Error Codes", "Part Installation Documents" (which is circled in yellow), and "Webinars". Below this sidebar is a photo of a service technician working on a machine, with a "GO TO UPDATES" link underneath.