

Objective: Provide information on what is new with the Ink Center

Special Request from Service

Effectively immediately, all parts will come with a packaging slip that has an area for the Service Rep to enter the reason for failure of a part. Please be sure to enter this info on every call.

For example, you are returning a valve.

Reason for return might be: Won't hold prime on a specific port, leaking from back or weep hole.

TSR Errors in the logs

It is normal to see TSR messages in the logs. There is no reason for concern. It is a notification that a TSR test has been run in the cartridge. If you see these messages in the logs it means the Ink Center has tested the TSR (Thermal Sensing Resistor Circuit) and the tester is working. No messages in the logs might indicate the customer is not using the tester.



Flat Black Washers used on Rotary Distribution Valves



The flat black washers that come with a new distribution valve had a sticker on the package indicating you need to use one in every port of the valve. This is a manufacturing suggestion, not that of RIS. **The flat washers only need to be used with the flanged connectors** and only on ports A (Rinse solution in) and C (Dispense to Chamber) on all valves. Black requires one additional washer in the "L" port since that is the dispense port for the 15/45 station. The additional washers are only needed in the other ports if it is leaking or failing to hold ink prime.



Rotary Distribution Valve



**Flanged Connector:
Requires Flat Black
Washer On ports A and
C and for any others
that leak**



**The Flangeless Connector:
DOES NOT need a flat
black washer**