

whoeckh@retailinkjet.com to suggest improvements or ask follow up questions

Service Update

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.

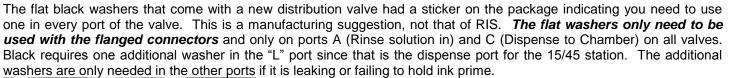
Reason for return might be: Won't hold prime on a specific port, leaking from back or weep hole.

## 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





**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