

4632 COPY DISTORTION PROBLEM
(continued)

Please move the timing card to the forward slot when performing service on a 4632.

Issue 15-10

4692: POWER SUPPLY DAMAGE HAZARD

REF: Serv. Man. 070-4815-00

A recently returned Drive Module was severely damaged, apparently because a loosened Interconnect Board was allowed to short against the metal top of the ink cartridge chassis, with power cord connected.

Be aware that the +28V unregulated power supply is always "hot" when the power cord is connected, and +28V is routed to 3 solenoids and the wash pump, even with power OFF. Disassembly/assembly should always be performed with power disconnected.

Issue 15-14

4695: JETS CLOGGED/ERRATIC DOTS CAUSED BY THICK INK AND LOW COPIER USAGE

Recent reports of clogged jets or erratic dot position may be caused by the natural thickening of ink as water evaporates from the ink reservoirs. This will occur when a copier is used very little, or when it has been stored for several months. It can also occur when a particular color is used infrequently.

To identify a thick ink problem, wash the head using the washing tool and maintenance liquid. Make a few lines of test pattern and note if erratic dot position or "the clog" was fixed. If it was, activate the PURGE twice and repeat the test pattern. If the problem returns, it is necessary to dilute the ink.

Remove the cartridge(s) for whichever color(s) exhibit(s) the problem and add 1 cc. (25 drops) of maintenance liquid to the ink reservoir. Cycle power three times to "shake up" the ink, mixing the dilutant. Perform 3 electronic purges to flush the thick ink out of the head passages and draw in the dilute ink. Run a test pattern to check the result. NOTE: the simple addition of fresh ink has proven ineffective!

Issue 15-14

4907 FIRMWARE 1.4 OPERATING CHARACTERISTICS

When updating the 4907 firmware to level 1.4, you will notice on power-up that the heads on all drives cycle in and out. This is a change from other firmware levels, but it is a normal operation for level 1.4.

Issue 15-13