Ink Viscosity Too Low (1710)

Header

Videojet Technologies, Inc. **Knowledge Article**

Related Escalation

Content

Ink Viscosity Too Low (1710)

The 1710 will assert an Ink Viscosity Too Low message when the target pressure is less than 0.1 bar below the temperature compensated target pressure.

Internal Comments

For Future use: Level 2 VRS Dashboard
a.

1. Ink viscosity Low
2. High Voltage Trip
3. Pump RPM

b. Pressures - Graph out Target Pressure, (TCTP), and Actual Pressure

d. 24 hours

Video and Media

Solution/Workaround

Solution

[VRS Dashboard Opportunity] If available, use the VRS Dashboard as follows to confirm proper system settings:

- Check System Parameters for elevation
- Graph Target pressure and actual pressure to confirm if viscosity is out of whack
- Check warnings for empty cartridges
- Check Pump RPM, if too low, could lead us to a core problem

1. Allow the inkjet to run so that the excess make-up fluid evaporates.
2. The following actions will help to recover the viscosity:
    1. Check for flow in the green-striped tube to make sure that make-up is not being unnecessarily added.
    2. Run Gutter Pump at maximum speed.
    3. Use the Quick start and Quick stop options whenever possible.
    4. Avoid nozzle backflushing and improper printhead cleaning (with the vacuum applied).

1. If printer operations are affected by thin ink, flush the system. Perform the following steps:
    1. Direct the printhead into a service tray.
    2. Disable the gutter fault.
    3. Raise the ink stream above the catcher.
    4. Allow the ink stream to flow into the service tray until the core is emptied.
    5. The printer will ask for a full ink cartridge
    6. Perform a quick start
    7. Remove makeup cartridge
    8. Wait for 20 minutes after reaching steady state
    9. Calibrate viscosity

Next Steps

If standard troubleshooting does not resolve the Ink Viscosity Too Low warning, see FSB Core Improvement to Resolve Clog Restriction in 1710 Filter Housing for additional troubleshooting on affected cores.

Root Cause

Triage Next Steps

- Check Printhead Elevation
- Check Pump RPM
- Verify Cartridge level is correct
- Perform Ink Refresh

Triage Recommended Parts

(1710)
Ink core without pump - 395623
Ink core with pump - 395622
1710 ink pump - 239223

Disclaimer

Escalation Case is Closed

Titel Ink Viscosity Too Low (1710)

URL-Name Ink-Viscosity-Too-Low-1710

Eigenschaften

Artikelnummer	000012849
Version	Version 4
Veröffentlichungsstatus	Online
Typ	Knowledge
Datensatztyp	Issue-Problem
Technologie	CIJ
Product Model	1710
Sprache	Englisch
Übersetzungen	Chinesisch (Vereinfacht) Deutsch Französisch Portugiesisch (Brasilien) Spanisch
Kanäle	Interne Anwendung Partner
Validierungsstatus	Approved - Internal FS Use
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Verknüpfte Kundenvorgänge

Keine Übereinstimmungen gefunden.