

Content

Makeup Not Adding 1000 Series

Makeup cartridge is written down to zero when there is a considerable volume of makeup left in it.



Does Not Apply to 1710

For help with this same issue on a 1710 machine, see [Ink Not Adding, Cartridge Write Down to Zero - 1710](#)

Symptoms

- Makeup cartridge has fluid left behind in the cartridge
- Smart chip is indicating 0% left in the make up cartridge

VRS Data

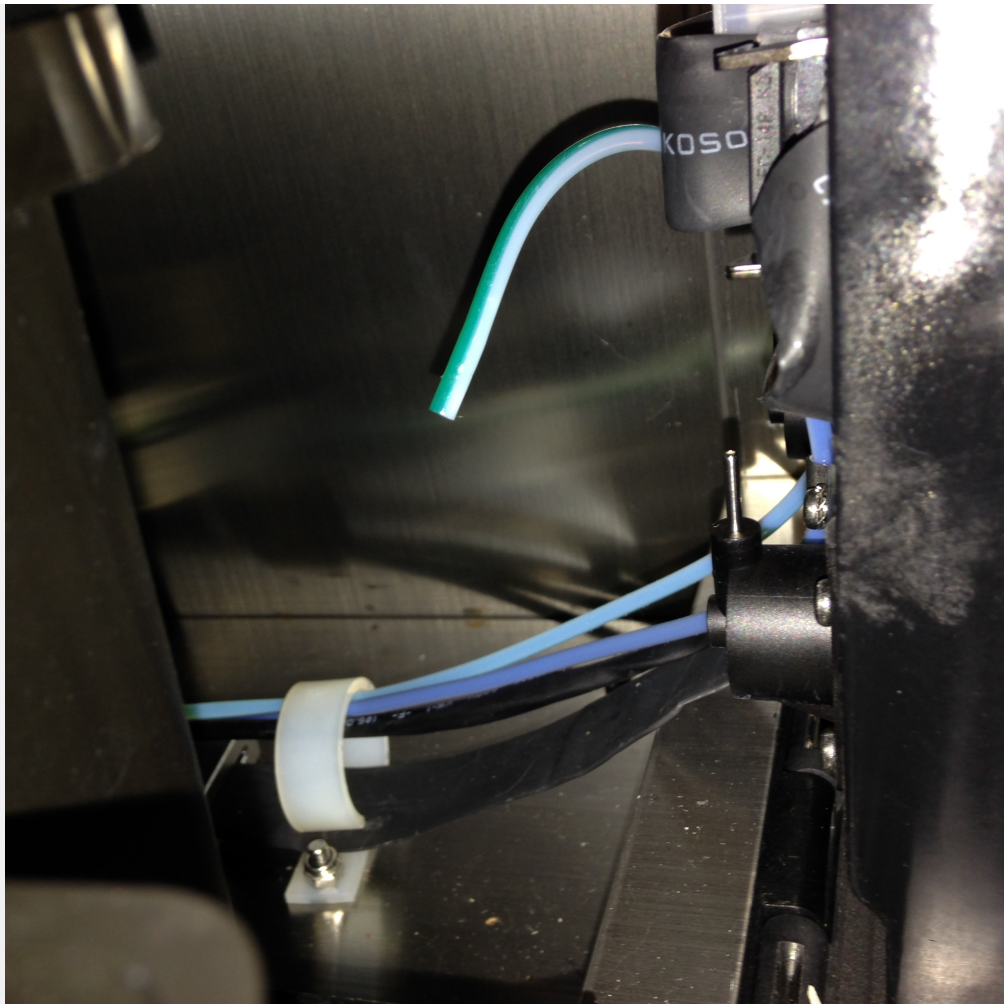
- Check Make Up Data and look at level. Anything greater than 75 should read 0% on the screen.
- The type should also match what is on the label. If it's not then the smart chip could be reading incorrectly.

Solution/Workaround

Solution

It is important to determine if root cause is a smart chip issue or a fluid addition issue. A fluid addition problem is when the printer is not adding the proper amount of fluid volume during a normal makeup addition cycle. If the wrong volume of make up fluid is added this will cause a make up tracking issue.

1. With the jet OFF, disconnect the green stripe tube form the makeup septum.



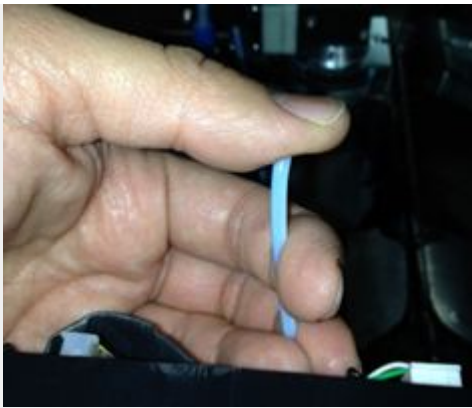
2. Check for any cracks on the tube. At the tip, inside, and side wall.



3. Run the scratchpad sequence:

G1,E0,M0,VA0,DP300,VM1,VT1,VJ1,WM60000,VA0,AR0,G0

4. While the sequence is running, cover the tube opening with your finger.



5. Wait 60 seconds for the sequence to terminate on its own.
6. Check Diagnostic Screen 2 to see if Makeup Vacuum is greater than 600. This should take less than 30 seconds. The core will become loud when the vacuum is high.

Diagnostic Screen 2	
Ink Temp	25
Cabinet Temp	29
Pump RPM	1275
Makeup Vacuum	656
Heater Power	13.200
Gut.Detect Status	1
Core Level	Middle
High Voltage	0
More	

7. Uncover the tube and see if the Makeup Vacuum drops to less than 50. This should occur very quickly.

Diagnostic Screen 2	
Ink Temp	25
Cabinet Temp	29
Pump RPM	1125
Makeup Vacuum	25
Heater Power	13.700
Gut.Detect Status	1
Core Level	Middle
High Voltage	0
More	

8. Repeat covering the tube and watch for vacuum to rise greater than 600, then uncover and see vacuum drop less than 50.
9. If the vacuum values are as expected, check the path between the metal barb from the septum to the septum needle.
10. When testing is done, cut a small portion from the end of the tube, about 1/16" from the tip of the tube, to ensure the tube makes a tight fit into the metal barb.



Next Actions

If Vacuum is Present (Makeup is Pulled)

- 1. If vacuum is present at the tube, but not the septum:
 - 1. Try running the scratchpad while applying some cleaner to the septum needle to try and clear out any restrictions.
 - 2. If cleaning doesn't resolve the issue, install a new septum (PN 399073, PN 399391 if FG).
- 2. If vacuum is present at the septum but the makeup still isn't adding then the cartridge is likely bad, try a new one.
- 3. If issues persists, measure fluid flow to determine if the makeup addition circuit is operating at spec. (See [Measure Makeup Addition \(1000 Series\)](#))
- 4. Verify there is not a programming problem with the Smartchip. (See [Check for Makeup Cartridge Smart Chip Programming Errors](#))

If No vacuum is present (no makeup is being pulled)

- 1. Make sure ink pump is seated correctly and the o-rings are in good condition. Do this with power to the printer off.
- 2. Open/close test on VM, VT, and VJ, if any of those valves are bad, replace the ink core.
- 3. If the pump is seated properly and the valves work, replacing the core is recommended.

Root Cause

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