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Videojet Vertrieb

# Ink Viscosity Too Low (1710)

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Videojet Technologies, Inc. Knowledge Article

Related Escalation

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## 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

The contents of this email and any attachments are provided as a convenience to Videojet customers to highlight useful information and troubleshooting tips. When working with a product, always consult the product user manual and follow the product safety precautions and recommendations, including using Personal Protective Equipment when necessary. If you have any questions or are not experienced in using or servicing Videojet equipment, contact Videojet for assistance.

Escalation Case is Closed



Titel

Ink Viscosity Too Low (1710)

URL-Name

Ink-Viscosity-Too-Low-1710

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#### Verknüpfte Kundenvorgänge

Keine Übereinstimmungen gefunden.