



Hi-Res Print Engine Cleaning and Repair

Squid Ink offers cleaning and service for the Trident® hi-res print engine. Many manufacturers and distributors are currently listing their hi-res printhead service as a Level One or Level Two service. Squid Ink repairs and cleans hi-res print engines until they perform at an optimum level. When looking at different vendors for hi-res cleaning, be sure to compare the service that is offered.

- Squid Ink hi-res print engine cleaning involves the following services:
- Disassembly of printhead
- Removal and ultrasonic cleaning of print engine face plate and restricter plate
- Removal of filter and filter housing and replacement of filter
- Flushing of ink line and main block assembly with cleaning solution
- Cleaning of all individual orifices in the face plate
- Testing of each orifice for proper performance
- Re-assembly of restricter plate and face plate to main block assembly
- Cleaning of remaining components (cover, housings, etc.) of hi-res printhead
- Charge print engine with hi-res ink, bleeding engine to remove all air bubbles
- Re-assembly of printhead
- Connection of printhead to hi-res controller and test printing to ensure optimum print quality
- Charge print engine with clear liquid to prevent air from entering the system and an ink mess if printhead leaks during shipping
- Service includes a print sample to verify proper operation of your hi-res print engine

Squid Ink will inspect the hi-res print engine for faceplate damage and proper operation of the print engine heating circuit. Squid Ink will provide notification if additional parts or service are required.

Service Pricing

Contact your Squid Ink sales representative or Squid Ink customer service at 1-800-877-5658 for hi-res print engine cleaning and service pricing information.

Lead Times

Standard lead time for hi-res print engine service is 48 hours from the day the printhead is received. If additional parts are required to repair the print engine, the lead time may be extended. Squid Ink will provide notification if the lead time is extended. Standard shipping service is UPS Ground. Overnight service is available at the customer's request and expense.

Service Procedures

To receive cleaning and service for your hi-res print engines, contact Squid Ink at 1-800-877-5658 and specify the shipping method you wish the printheads to be returned. Equipment should be packaged properly (preferably in its original shipping container) and shipped to the following address:

Squid Ink Manufacturing, Inc.
7041 Boone Avenue
Brooklyn Park, MN 55428



Questions

Any questions regarding hi-res print engine service should be directed to the Squid Ink hi-res print engine service department at 1-800-877-5658, ext. 1715.

SQUID INK MANUFACTURING, INC.

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