



May 28, 2020

VIDEOJET SAFETY ALERT & ADDITIONAL SOFTWARE IMPROVEMENTS

**Videojet CIJ Models 1210, 1220, 1510, 1520, 1530, 1550, 1560, 1610, 1620, 1630, 1650, 1660, 1610 Dual Head, 1620 HR, 1620 UHS, 1650 HR, 1650 UHS**

**Please route immediately to appropriate Production or Maintenance Personnel who work with Videojet Continuous Ink Jet Printers.**

**READ THIS NOTICE CAREFULLY**

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Dear Customer:

Our records indicate you purchased a Videojet Continuous Ink Jet (CIJ) printer requiring a software upgrade to implement a safety enhancement. In addition to the safety enhancement, the software upgrade also includes other features that further increase the reliability and up-time of the printer.

**Safety feature to address risk of Expanding Fluid Cartridges**

While your CIJ printer is expected to be functioning properly, this upgrade will perform an ongoing self-check of the fluids system to help mitigate a potential safety issue. In rare cases, back pressure from the Ink Module may result in swelling of the make-up fluid cartridge, which in turn may result in fluid leakage from the makeup cartridge or septum needle around the filling cartridge makeup slot.

The software upgrade implements a safety feature that will allow the printer to detect if the pressure is building inside the fluid cartridges. Should this happen, the printer will fault-out and automatically shut down to help avoid any further risks. The Ink Module will need to be replaced after this fault has occurred.

## Reliability and Up-time improvement feature

In addition to the improved safety feature, the software upgrade also improves the communication between the printer and fluid cartridges. Videojet performs extensive testing and validation of our printers based on OEM fluids to help ensure the best possible performance and reliability of the printer. This improved communication minimizes printer availability risk coming from mismatched make-up and ink. If the printer detects a communication variance or a risk for fluid mismatch, it prevents the potential printer failure by identifying the cartridge to be invalid and stops further usage of incorrect make-up or ink.

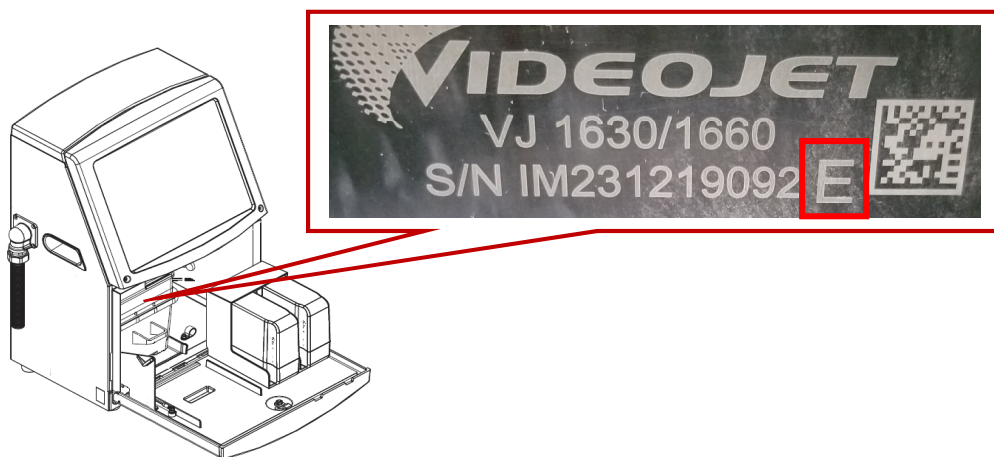
This software upgrade has been thoroughly tested and vetted for all applicable Videojet OEM Ink and Make-up cartridges. With this software upgrade, Videojet anticipates a potential compatibility risk with non-OEM supplies as they may not support the performance and reliability improvements and standards the software enables.

To the extent you would like the safety feature upgrade without this additional feature upgrade, the safety upgrade is available independently. However, any subsequent software improvements made available will not be compatible on earlier software versions and will require this full upgrade to be installed.

## Installation of the software upgrade

To determine if your currently installed or any spare Ink Module is subject to this notice, inspect the Ink Module serial number located on the face of the Ink Module above the handle inside the printer cabinet of each printer. When inspecting an installed Ink Module, follow all safety guidelines listed in Chapter 2 – Safety of the Videojet Service Manual for your equipment model. If the Ink Module is revision D or higher, no further action is required.

The Ink Module revision level can be found laser etched on the face of the Ink Module above the handle as shown here:



Depending on the ink being used, your system(s) may also require the installation of an offset cable. See **Table 1: Requirements by Ink Type** to determine if software and an offset cable are required. See **Table 2: Software by Model** for required software versions by printer model.

Table 1 Requirements by Ink Types				Table 2 Software by Model	
Requirements	Ink # (1000 Series)	Ink # (UHS)	Ink # (HR)	Printer Model	Software Version
Offset Cable and Software Update	V438-D	V523-D	V523-D	1610	V492
	V461-D			1620	
	V469-D			1630	
Software Update	V401-D	V507-D	V507-D	1620 UHS	
	V402-D	V524-D	V524-D	1620 HR	
	V403-D	V525-D	V525-D	1210	V491
	V404-D	V528-D		1220	
	V416-D	V531-D		1510	
	V420-D	V532-D		1520	
	V435-D	V536-D		1530	
	V436-D	V538-D		1550	r09SP02/v493
	V459-D			1560	
	V460-D			1650	
	V462-D			1660	
No Action Required	All Other Ink Types			1610 DH	V489

If your Ink Module is subject to this notice and you would like to perform the update(s) yourself:

- Determine what is required using tables 1 and 2 above
- If the Offset Cable is required per Table 1, contact your local Videojet office to arrange a no-charge shipment of part number 393917 - OFFSET CABLE ASSEMBLY.
- Go to ([link here](#)) for software and, if needed, hardware instructions. Note: If your printer has a special version of software, starting with "SAR" or "TS", contact your local Videojet office for assistance.

If you would like Videojet to perform the upgrade:

- If equipment is under service contract with Videojet, the upgrade(s) will be performed on your next scheduled visit
- If equipment is not under service contract, contact your local service or support team directly to schedule a service call to implement the recommended software and hardware changes free of charge

If you have any questions regarding this notification, please contact your local Sales Engineer or Videojet Technical Support team. Contact information is available at [www.videojet.com](http://www.videojet.com).