RICOH
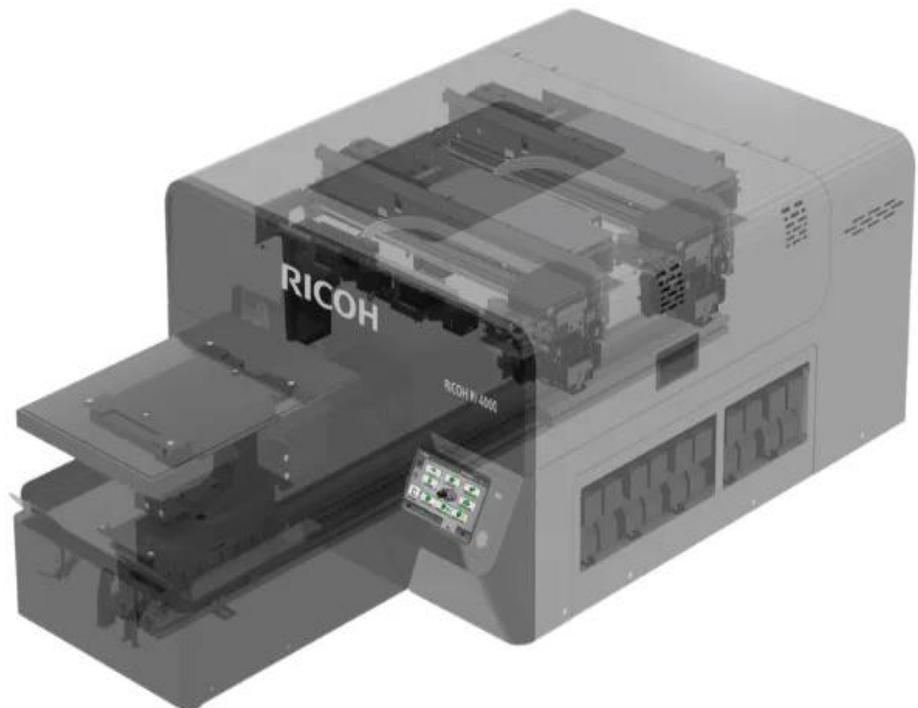# Ri 4000
Strong Nozzle Maintenance.

RICOH
imagine. change.

![RICOH imagine. change.]

Introduction

This document is intended to aid RICOH Ri4000 users in providing maintenance and basic repair diagnostics. The information provided is intended to help with troubleshooting.

When performing maintenance on the machine, be sure to wear commercially available goggles, gloves and a mask, and anti-static strap

Scope

This applies to RICOH Ri4000 printer.

Symptoms
- *Unit is experiencing Missing or Clogged Nozzles.*

Required Supplies
- Ricoh Type 1 Cleaning fluid.
- Cleaner applicator.
- Head capping Jig.

Prior to any repairs on the unit complete and sent over information request by our tech team , please email tech1@ricohdtg.com or call (877) 626 2538.

1. Jig and Cleaner

 - Remove the platen from the base.

 -Please the head Capping jig on table assembly.

 -Add clearing fluid to capping gaskets / couplings.

 -Maker sure to fill gasket / couplings till the point you create small dome of cleaner on edge.
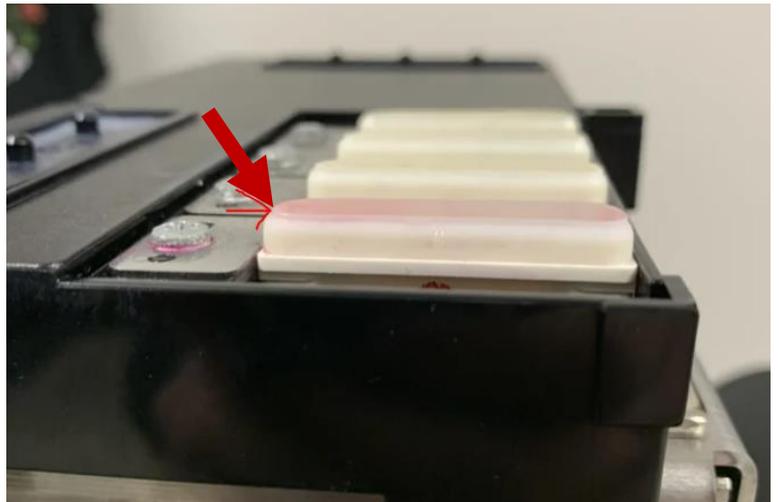
Prior to any repairs on the unit complete and sent over information request by our tech team , please email tech1@ricohdtg.com *or call (877) 626 2538.*

## 2. Execute series of steps of nozzle capping with jig.

1. -Select MAINTENANCE tab.
2. -Select JIG HEAD MAINTENANCE.
3. -Select INK.
4. -Select NOZZLE CAPPING.
5. -Select START in the message window which indicates to set cleaning jig on the platen base.
6. -Select **YES** in the message window which indicates to power off.   ***Butt Don't turn power off the unit .**
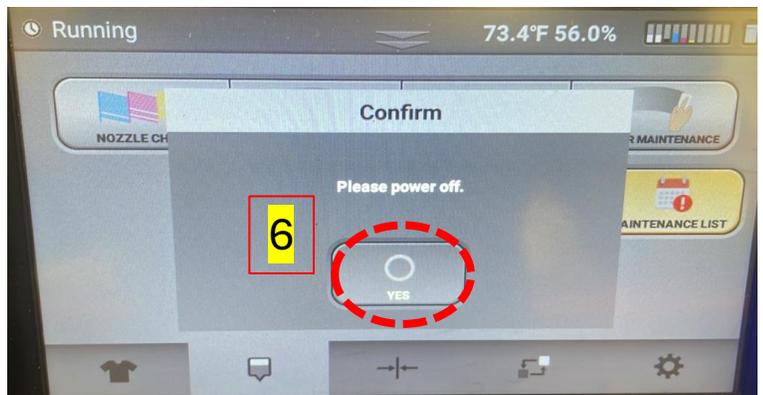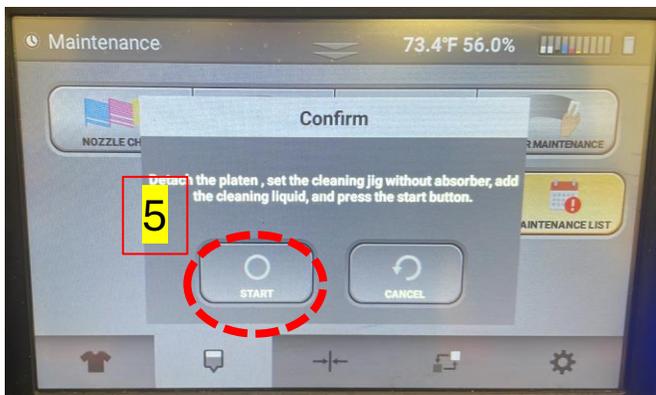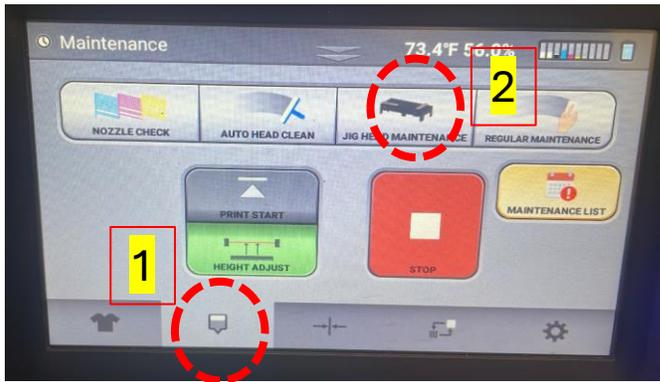
Prior to any repairs on the unit complete and sent over information request by our tech team , please email tech1@ricohdtg.com or call (877) 626 2538.

4

3. Enter the service menu by taking this steps.
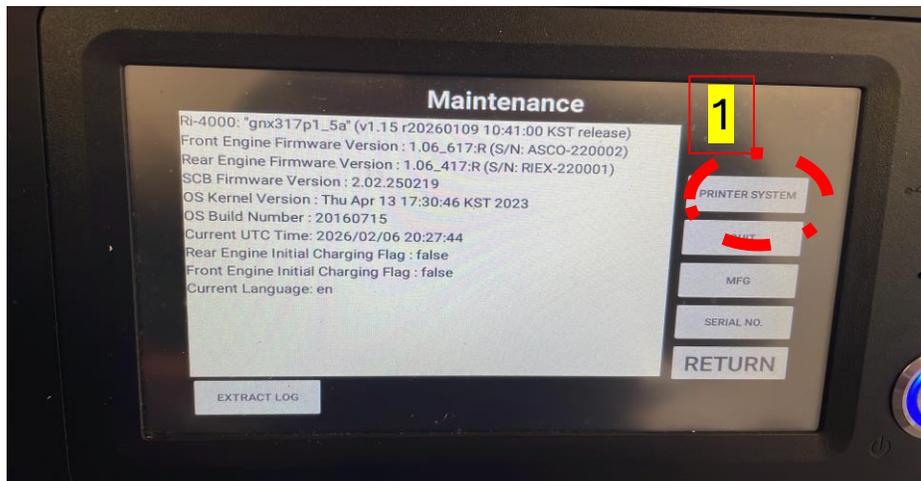
    1. - Tap setting icon.
    2. - Tap 1time in area A.
    3. - Tap 2 times on area B.
    4. - Tap 1 time on Area C.
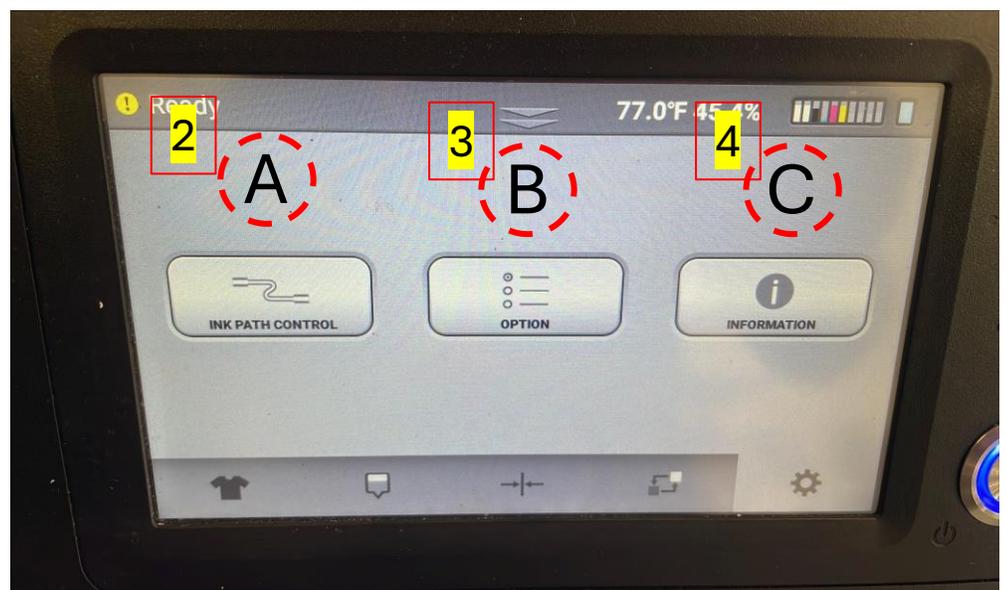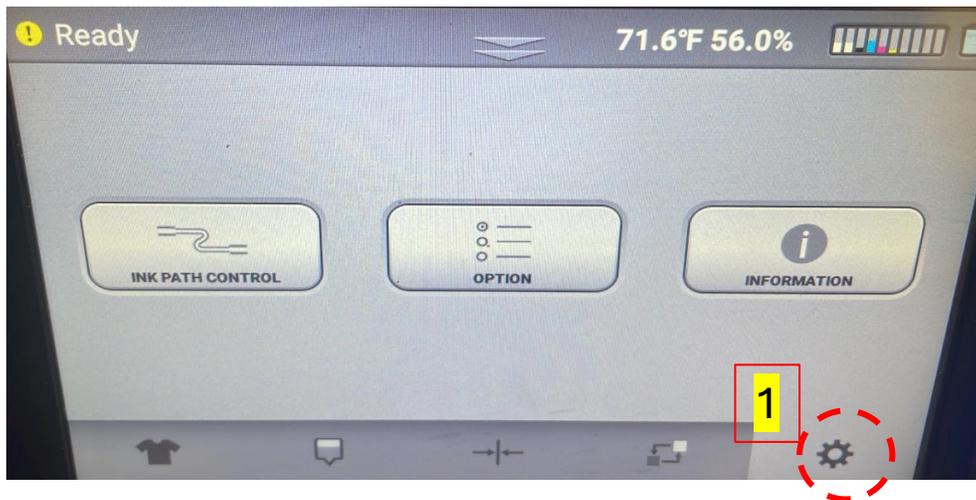
Prior to any repairs on the unit complete and sent over information request by our tech team , please email tech1@ricohdtg.com or call (877) 626 2538.

4. Once In the service menu take the following steps.

1. - Select Printer System.

3. Service menu.

1. - Select (1-9) Nozzle Strong Maintenance.
2. - Press Select

Prior to any repairs on the unit complete and sent over information request by our tech team , please email tech1@ricohdtg.com *or call (877) 626 2538.*
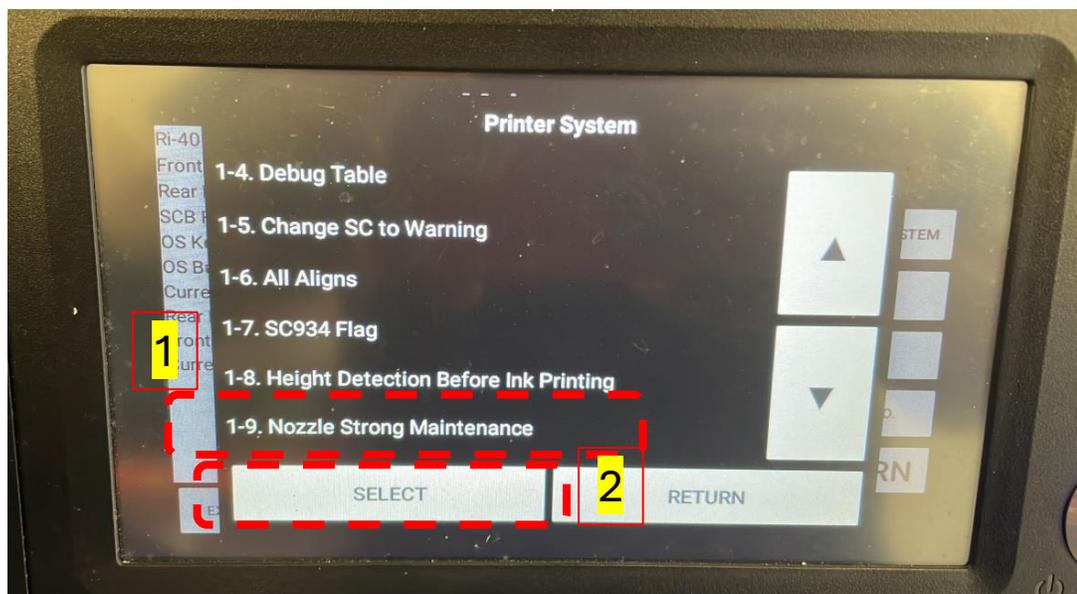
1. - Select from All Heads, Head1, Head2, Head3, Head4.
* Or only one item can be selected.

2. - Select Start then leave it for about 5 minutes.
*Progress bar which shows 0% to 100% will be displayed.

3. - Select RETURN after progress bar shows 100%.
- Exit service mode by pressing return till you are back in the main screen.
- Turn power OFF and ON, then platen base will be ejected.
- Remove jig from platen base.
- Reset the platen back on the base.
- Repeat Auto Head Cleaning(STRONG) and do a nozzle check.
  * If nozzles are still missing repeat the process.

Prior to any repairs on the unit complete and sent over information request by our tech team , please email tech1@ricohdtg.com or call (877) 626 2538.