
Printer Repair

2 messages

Stephen Oliver <Steve.Oliver@redshank-group.com>
To: "Tisburypc@Gmail.com" <Tisburypc@gmail.com>

Thu, Nov 5, 2020 at 9:52 AM

Hi Sandra

Hope this finds you well,

Not great news on the printer I'm afraid Sandra, please see report below:

"Status of Printer on arrival:- fatal error of 0x9A.
Diagnosis:- Printhead has leaked causing fuse to blow on main pcb.

ACTION:-
Removed covers.
Checked printhead, found ink leak.
Checked The troubleshooting for the fatal error 0x9A_WF-8xxx series.pdf.
PSU looks ok.
Main board fuse blown
Printhead leaking.

Status of Printer on Departure:- Not working.Â

Further Action:- 2 to 3 hours.
1 x printhead
4 x printhead ink seals
1 x main pcb

Lucie"

Due to the cost of the device, they have deemed it beyond economical repair I'm afraid.

Please let me know if you would like to look at a replacement.

Best regards

Steve

Steve Oliver

Corporate Account Manager

Redshank Group Ltd

