



## FAQ - Legacy Excel High Voltage Power Supply Exchange Program Part Number SP355026

**Q: Which models are affected?**

A: All Excel, PC70, PC80, and 2100 printers.

**Q: Does this affect Videojet lasers, thermal transfer printers, or 1000 series ink jet printers?**

A: No.

**Q: What should I do that will help avoid issues related an affected power supply?**

A: Simply refer to your printer model's Operator Manual and Service Manual for all standard operating procedures and safety recommendations. We would like to emphasize two aspects of these that are important to follow.

Steps to Follow During Printing:

- **Make sure the Positive Air Adjustment setting to the printhead is maintained at 1.5 SCFH. This procedure requires an airflow gauge. Videojet airflow meter part number 356230 is used in the procedure.**

Steps to Follow During Cleaning:

- **Before starting the procedure, the AC power must be turned off.**
- **After cleaning, make sure to reattach the printhead cover and ensure positive air is adjusted per the procedure.**

**Q: Can you provide the procedures for adjusting printhead positive air and printhead cleaning?**

A: Yes. These procedures are available in several languages via the following download links at box.com.

- <https://danaher.box.com/PositiveAirAdjust>
- <https://danaher.box.com/XL2000PrintheadCleaning>

**Q: Can I order the Videojet airflow meter part number 356230?**

A: Yes. We are ready to assist you with an order for part number 356230 right now.

**Q: Do you know which power supplies are affected?**

A: Yes, as part of Videojet's commitment to quality and safety, Videojet will replace free of charge any Power Supply produced in 2011 or Power Supplies with specific identifiers. Power supplies manufactured in 2011 can be present in printers produced from January 2011 to February 2015. Likewise, any spare power supply having a serial number indicating manufacturing year 2011 or having the specified identifiers may be affected. See identification procedure on the last two pages of this FAQ.

**Q: Can I exchange my affected high voltage power supplies now?**

A: Yes. For customers who are experienced self-maintainers and who are able to change a Power Supply without assistance from a Videojet Service Technician we can setup an RMA order for the power supply exchange. For customers who would like assistance replacing a Power Supply we can make arrangements to assist with the replacement process.

**Q: Can I continue operating my printer?**

A: Yes. Simply follow the printer's standard operating procedures emphasizing two aspects of these that are important to follow.

Steps to Follow During Printing:

- **Make sure the Positive Air Adjustment setting to the printhead is maintained at 1.5 SCFH. This procedure requires an airflow gauge. Videojet airflow meter part number 356230 is used in the procedure.**

Steps to Follow During Cleaning:

- **Before starting the procedure, the AC power must be turned off.**
- **After cleaning, make sure to reattach the printhead cover and ensure positive air is adjusted per the procedure.**

**Q: After the new power supplies are installed, do I still need to follow the procedures you provided?**

A: Yes absolutely. The printhead cleaning and positive air adjustment procedures are standard operating procedures for the printer. Continue to follow these recommendations.

**Q: What should I do if I want a new power supply?**

A: New power supplies may be purchased outside the exchange program. We can assist you with an order for a new power supply right now.

**Q: What should I do if I purchased my printer, spare parts, and supplies from an authorized Videojet Distributor?**

A: Please work with your authorized Videojet Distributor to exchange affected high voltage power supplies.

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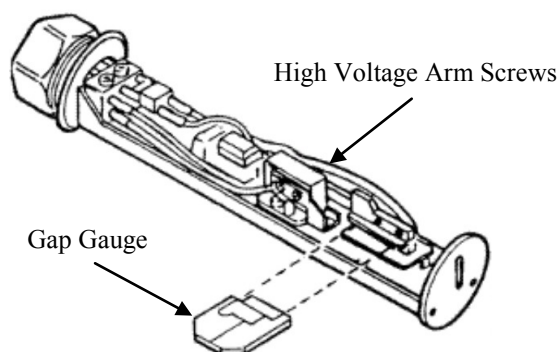
**Q: If I request onsite service, do I need to process the RMA order for power supply exchange?**  
**A:** No. The Videojet Service Engineer will process the order and replace the power supply if onsite service is requested.

**Q: We are self-maintainers; if we replace the power supply, should we also check the printhead high voltage plate gap?**  
**A:** Periodic inspection of the high voltage plate gap is recommended. Replacement of the high voltage power supply is a good opportunity for this inspection. Videojet offers High Voltage Gap Gauges as a service tool for this inspection. Depending on your model printer, a specific gap gauge will be required. The following table provides the High Voltage Gap Gauge part numbers by printer model.

Gap Gauge Part Number	Printer Model Supported
186611	Excel 20, Jet Stream II (OLD)
186932	Excel 100, Jet Stream II (NEW)
186976	Excel 170i, Excel 170i AF, Excel 270i, Excel 270G, Excel 273se, Excel 273se AF, Excel P, Excel 178i 1-3 line
186961	Excel 178i 4 Line
186984	Excel UHS
363244	Excel UHS using 16-8530 ink
355893	Excel High Resolution
186915	Excel PC-70, Excel PC-80
186995	2100, 2130, 2140, 2150

**Q: We are self-maintainers; we want to check the high voltage plate gap on the printhead, what is the procedure?**

**A:** The high voltage plate must be positioned at a specific distance from the ground plate. This is accomplished by using the proper High Voltage Gap Gauge specified for the printer model. This gauge has a small step molded into the plastic, the gap gauge should slide easily under the high voltage plate past the first step but some resistance should be felt as the second step passes under the plate. To adjust the plate, loosen the screws on the arm holding the plate, readjust the plate and tighten the screws.



**Q: Is there a place on the World Wide Web I can check for updates regarding this concern?**

**A:** Yes. We post updates at:

Country	Country Web Landing Page URL
India	<a href="http://www.videojet.in/in/homepage/general/excel-power-supply.html">http://www.videojet.in/in/homepage/general/excel-power-supply.html</a>

**Q: Is there additional online support for the High Voltage Power Supply Exchange Program?**

**A:** Yes an online form request system was developed for the power supply exchange program. The following table contains a country specific URL link to the online form. Follow the appropriate URL to submit a request for a power supply exchange or direct support by onsite service. A customer service agent will contact you to verify and complete the request.

Country	Country Online Form URL
India	<a href="http://www.videojet.in/in/homepage/excel-power.html">www.videojet.in/in/homepage/excel-power.html</a>

**Q: We are NOT self-maintainers, how can we get assistance with scheduling onsite service for the power supplies?**

**A:** You have two options:

- Follow the online form URL and fill-in the online form requesting on-site service. A customer service agent will contact you to verify and complete the request.
- Contact your local Videojet Customer Service department at 65 6444 4218.

# Videojet Excel High Voltage Power Supply Identifiers – Exchange Offered

## Part Number SP355026

### Power supplies with the following identifiers REQUIRE Exchange

#### 2011 Globtek Power Supplies

- 2011 Globtek power supplies. No green label or green and yellow labels. (Exchange Required)



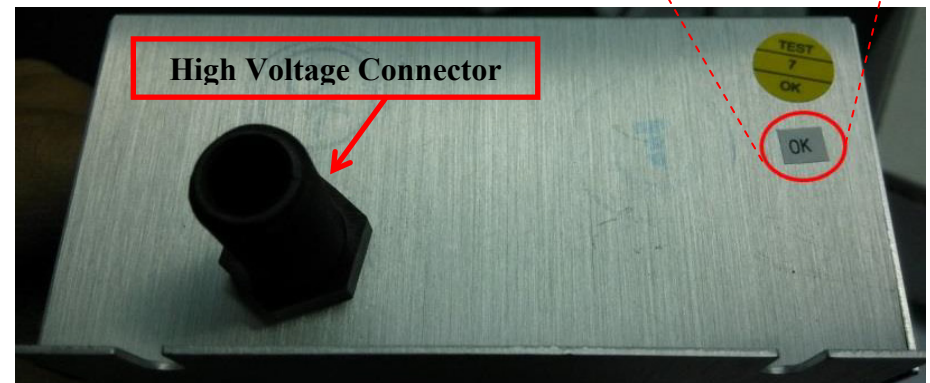
Number "11" at the end of the barcode human readable indicates the power supply was manufactured in 2011.



#### Globtek Power Supplies with Square "OK" Label

- Globtek power supplies with a square label showing the letters "OK". No green label or green and yellow labels. (Exchange Required)

The square label with the letters "OK" is located on the side of the power supply with the high voltage connector.



# Videojet Excel High Voltage Power Supply Identifiers – **No Exchange Offered**

## Part Number SP355026

### Power supplies with the following identifiers DO NOT REQUIRE Exchange

#### Qualified 2011 Globtek Power Supplies

- Qualified 2011 Globtek supplies are marked with a green label or green and yellow labels. (No Exchange Required)
- Examples shown below.



#### Other Power Supply Manufacturers

- Power supplies manufactured by **Tower Electronics** or **Keltron Corporation**. (No Exchange Required)
- Examples shown below.

