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Service Bulletin
Date: September 21, 2006

Now Available: New Roland Inkjet Pump Assembly

An improved-reliability Roland DG designed ink pump assembly is now available for ECO-SOL MAX printers. Effective immediately, this new pump is to be used for all pump-replacement repairs on the Affected Models listed below, including printers not under Roland warranty.

In general, the new Pumps and Pump Adapter Kits will be provided at no charge for the initial installation on the Affected Models during the printer's next service call *under the strict conditions detailed on page 2.*

To improve Customer Satisfaction, Roland's directive is that the new-style pump be installed when a Customer requests repair service, and the dealer's technician goes on-site for the repair call. To facilitate this conversion, Roland DGA will provide, on a one-time-per-machine basis only, an Adaptor Kit and Pump(s) to the end-user customer at no charge. (Please note: for out-of-warranty repairs, Roland DGA is not responsible for the labor to install the new pumps and adaptor, nor the travel charges.)

Affected Models:

SP-300(V)	SJ-740(EX)
SP-540 V	SJ-745
SC-540(EX)	SJ-645
SC-545	SJ-1000
SJ-540(EX)	SJ-1045
SJ-640(EX)	

(Exception: It is OK to continue to use the existing pump in any of the above printers using water-based inks)

NOTE: The XC-540 and AJ-1000 already use the new pumps.

Legacy Models (no changes in pump)

- The **SC-500(EX)** and **SJ-500/600(EX)** will continue to use the current sol pump P/N: 7576340000. No modification is available due to hardware limitations.
- The **CJ-540, FJ-540, CJ-400/500** and **FJ-40/42/50/52** water based legacy units will continue to use pump P/N: 12809269
- The **FJ-400/500/600** Pro Series models will continue to use the existing pump/cap assembly bundle, P/N: 12809371AS.

Upgrade Program

Affected Models should be upgraded with the improved pump assembly only when making a Warranty or Billable Repair visit to a Customer. Refer to article 3 of Warranty Repair Compensation.

1.) If the printer is under Warranty, handle as a normal Warranty call and submit a Warranty Claim form.
2.) If the printer is not under Warranty, use the Warranty PO format to pre-order the pump & kit at no charge. If using parts from on-hand inventory, submit a Warranty Claim form to receive a replacement kit and pump(s) at no charge.
3.) All pumps and kits will ship FedEx 2 day Service, freight paid by Roland DGA.
4.) New replacement pumps will be issued for all pending warranty claims in process with the Roland Service Department. Example: 2 pumps (P/N: 7576340000) used on warranty repair, 2 new pumps (P/N: 6700319010) will ship to your dealership. Note: These are just the individual pump(s) as replacements, no installation kit.

-- One Time Only--Dealers may order 1 or 2 sets of Kit and Pumps for VersaCAMM's and Pro II's at No Charge to have on hand for initial repair calls.

Dealers may return excess inventory of the current pump (7576340000) to Roland for exchange with the new pumps. An RMA number is required through the Service Dept. (Please keep in mind the current pump will still be used for some units.) Exchange offer deadline is 12/1/06. *Please contact Francisco Alvarado at* falvarado@rolanddga.com *for RMA requests or any other questions regarding the new pump release.*

Warranty Repair Compensation

All of the following conditions must be met in order to receive reimbursement for the pump assembly warranty repair/upgrade.

1.) The printer is currently under Roland warranty or Roland extended warranty.
2.) This upgrade has not previously been performed on the printer.
3.) The upgrade/repair is in conjunction with an otherwise-necessary repair call.

The warranty labor reimbursement for this repair and/or upgrade is: One hour for Pro-II and 30 minutes for VersaCAMM.

Purchasing Pumps and Kits

To receive pumps and kits at no charge, submit one PO (warranty or non-warranty) for each machine (serial number).

All Pump/Kit no charge orders must include:
1. Purchase order number and your company ship to address (no drop ship orders).
2. Roland model and serial number
3. Customer name and address
4. Correct pump and kit numbers, and correct quantity
5. Note **"Upgrade Order"** on the PO

Pump and Pump Kit Order Information

| For Models | = | Order 3 pumps | + One Kit (1ˢᵗ time installation kit) |

For Models	=	**Order 3 pumps**	**+ One Kit** (1st time installation kit)
SC-540(EX), SC-545, SJ-645, SJ-745, SJ-740/640/540 & SJ-1000/1045 :		**P/N: 6700319010 ASSY,PUMP SV XC-540 List Price: $74.70 ea**	**P/N: 1000002089 Kit, PUMP PRO-II**

For VersaCAMM Models =	**Order 1 pump**	**+ One Kit** (1st time installation kit)
SP-300(V) & SP-540V	**P/N: 6700319010 ASSY,PUMP SV XC-540 List Price: $74.70 ea**	**P/N: 1000002090 Kit, PUMP VERSACAMM**

Recommended Tools

1. Number 2 Phillips screwdriver
2. 3mm Allen Head (socket) driver, for older SP-300's only, to remove pump cover panel.
3. Diagonal cutters
4. Sol cleaning fluid to lubricate the dry barbed fittings and ease installation of the new black tubing.
5. The Peck 4 Utility posted on R-Net.

Installation Overview

Pump replacement instructions are posted on R-Net under the service documents section for each model type. Two instruction documents are available; one set of instructions for the VersaCAMM models (one pump), and one set of instructions for Pro-II (V) and SJ-1040/1045 models (three pumps).

The overall replacement consists of:
1.) Removal of all existing pump(s) and pump stepper motor(s).
2.) Pre-assembly of the new pump(s) and stepper motor(s) to the new mounting bracket.
3.) Seal off the unused pump ports and attach new tubing to the appropriate fittings.
4.) Install the entire assembly on the printer.
5.) Upgrade the F/W to version:
   - VersaCAMM: 6.3 or higher
   - Pro-II (V): 6.8 or higher
   - SJ-1000/1045: 1.90 or higher
6.) Enter the Service Mode and change the System Switch on page 12, bit 1 (the first digit on the right) from a 0 to a 1.
   Important- The stepper motor cycles are completely different for this pump. Do not run the new pump with the old system switch setting.

Printers Using Water Based Inks with New Style Pumps (rare occurrence)

To configure a printer with new-style pumps for use with water-based inks, a firmware setting must be changed as follows:
1.) Enter the Service Mode
2.) Arrow-up to the System Switch
3.) Scroll with the right arrow to page 12
4.) Change bit 2 (the second from the right) from a 0 to a 1.

Do not swap-out the new pumps with the older style pumps.