

## Technical Update - Videojet 1000 Series Cartridges

We have had reports from a number of customers that their Videojet 1000 Line printers will no longer accept the ink and solvent cartridges they have bought from us. This has been caused by a new version of the firmware being installed to the printers.



Videojet have made a change to the chips used on the ink and solvent cartridges for the 1000 Series printers. The new Version 2 chips look exactly the same as the old ones but have different functionality.

The new firmware allows the printer to detect the version of chip on the cartridge. If a cartridge with the Version 1 chip is put into a printer that has firmware v480 or above, the printer will display an error message saying that the chip is not valid.

When the machine is being serviced or repaired, Videojet engineers are automatically updating the firmware on all 1000 Line printers. If the firmware is updated to v480 or higher the printers will no longer accept the old chips. There is no way you can roll back the upgrade. This means that printer will no longer be able to use the ink and solvent you buy from us and will only be able to use inks and solvents sold by Videojet.

This concerns all "V-Series" inks and solvents, which are supplied in 750ml cartridges. It applies to all 1000 series printer models including 1220, 1310, 1520, 1550, 1550, 1580, 1610, 1660, 1710 & 1860.

We are working with our supplier to develop an updated chip. Until we have a solution, we would advise all customers not to allow any upgrade of the firmware beyond v479 on Videojet 1000 Line printers during servicing or repairs.



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24<sup>th</sup> March 2021