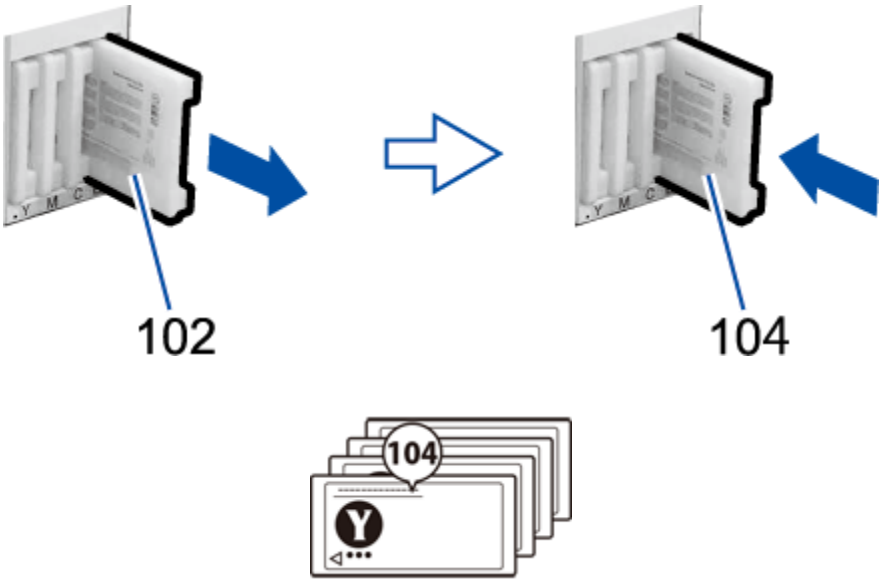
Inkjet Printer-Ink Replacement Instructions



Our manufacturer has discontinued the current line of ink used in our printers. We will begin a transition to using a new ink cartridge/formula gradually over the next 12 to 18 months. The ink type will change from 102 to 104

This means running a simple update and ink swapping procedure to accommodate the new ink formula on all our printers. Noritsu QSS equipment affected by the ink change are models D703, D1005 and QSS-Green, QSS-Green II, QSS-Green III and the QSS-Green IV.

The D502 and D701 will not be compatible with the new ink

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1.0-Important notes before starting the ink replacement operation

The operation is expected to take approximately 1 hour per printer.
Please allocate sufficient time for the replacement work.
Once the operation has been initiated, it is important to ensure that it is not interrupted until completion.

Print a Nozzle check pattern and make sure all is normal.

Verifying the Waste Ink Tank Usage Rate

If you encounter the following attention messages on the screen: "NO.02156: Waste ink is nearly full" or "NO.02157: Waste ink is full," the ink replacement work cannot be performed. You can check the usage rate of the waste ink by going to the Printer Operation Information display.

Remote Desktop Connection

If your system includes a Printer PC, please ensure that the Operation PC can establish a Remote Desktop Connection with the Printer PC in advance.

1.1-Necessary items for the ink replacement operation

New Ink Cartridges 104

H086162-00- Ink Cartridge 104 BK
H086163-00- Ink Cartridge 104 C
H086164-00- Ink Cartridge 104 M
H086165-00- Ink Cartridge 104 Y

Software
You will be able to download the software via a web link that you will receive by email.

Program Name	**System Program Kit**		**Image Processing Module**	**Profile Data**
Model	**Part Number**	**Version**	**Part Number / Version**	**Part Number / Version**
D703	Z040093-01	8.00	Z040227-01 / Ver 3.00	Z040125-01 / Ver N5.00
D1005	Z040101-01	9.00		
QSS Green	Z040117-01	6.00		
QSS Green II	Z040107-01	6.00		
QSS-Green III	Z040112-01	2.00		
QSS-Green IV	Z040122-01	3.00		

1.2-Print the Nozzle check pattern

Print the Nozzle check pattern, confirm there are **no clogged nozzles** or **smudges**. See (fig.1)

If you have multiple printers, please connect to each printer and perform the nozzle check pattern

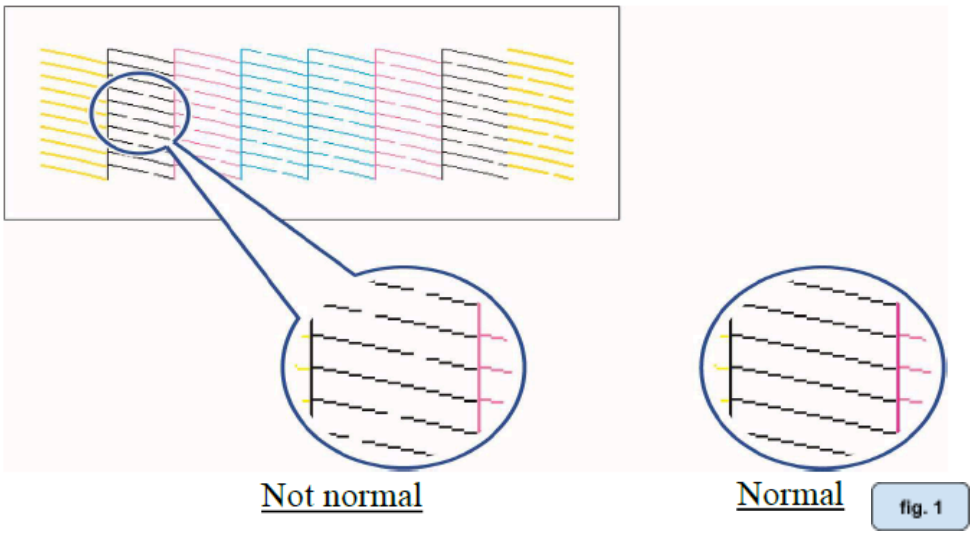


fig. 1

Important
Do not perform the ink replacement procedure if there is a clogged nozzle or smudges, ongoing issues with the printhead
Please call 800-461-9517 for service

1.3-Saving the backup data of the printer

From the Controller Main Display - Click F - Management Tool - System management - Data management - Reading and Writing Data (fig.2)

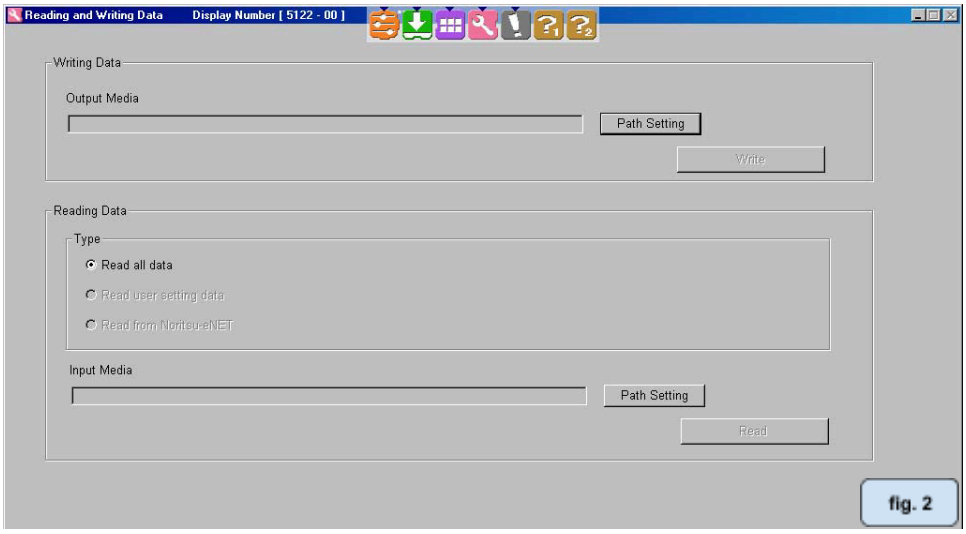


fig. 2

Ideally there should be a folder destination in the Output Media box, the default is C:\Noritsukoki\DailyBKData. If you have changed the folder destination do not change it, leave as is.

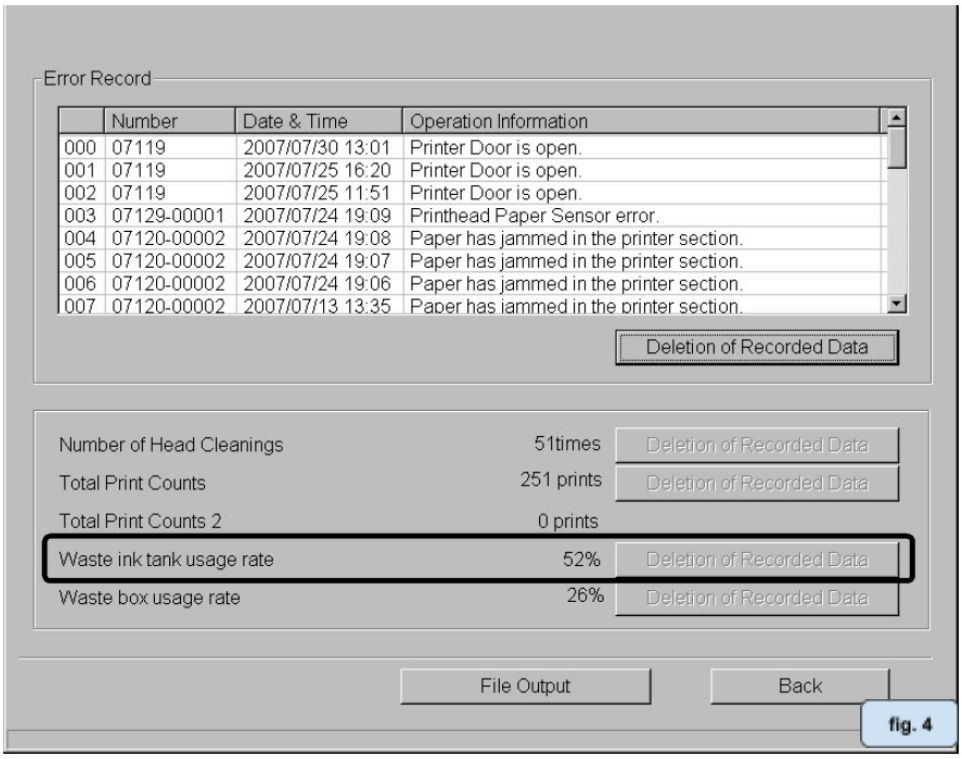
Click "Write" to save the backup data.

Once the Data has been saved, click Back and return the the the Controller Main Display

1.4-Verifying the Waste Ink Tank Usage Rate

From the Controller Main Display - Click F - Management Tool - System management - Printer setting - Select the printer in question - Click Maintenance - from the Printer Information Display click on Maintenance - Extension - Maintenance - Printer Operation Information (fig. 4)

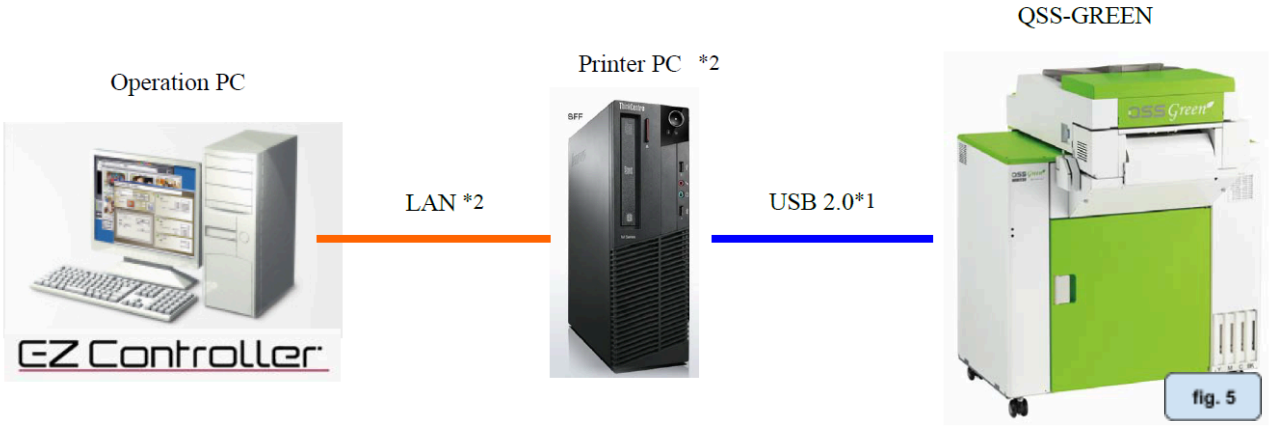
If you have multiple printers, please perform this step for each printer



Important
If the waste tank is at 80%
Please call 800-461-9517 for service

1.5-Remote Desktop Connection to the Printer PC

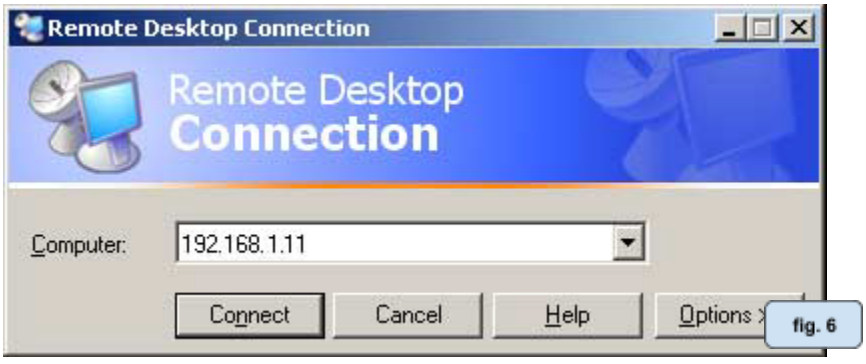
If you have a D703, D1005 or GREEN series printer, you may have a Printer PC.
One method to verify there will be one Operation PC (the Ez-Controller software is installed).
From the Operation PC to the Printer PC, there will be a LAN / network cable.
The Printer PC is connected to the d703, Green or Green IV with a USB cable.
Note the Printer PC will not have a monitor,keyboard or mouse. (fig. 5)



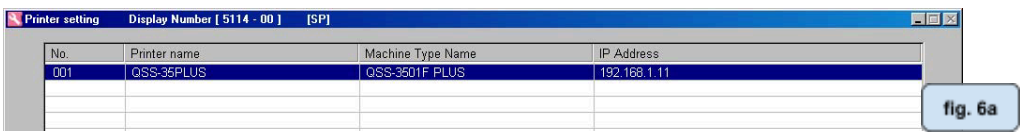
On the Operation PC, you should have Remote Desktop Connection

If you have a Windows 7 PC,
Click on Start - All Programs - Accessories - Remote Desktop Connection (fig.6)

Type in the IP address of the Printer PC.



Note the IP address of the Printer PC can be different from the example above.
You can find the IP address when you go to printer settings of EZ-Controller
F - Management Tool - System Management - Printer Settings (fig.6a)



1.5-Remote Desktop Connection to the Printer PC - continued

When prompted for the username and password enter

Username: Administrator
Password is 999999 or 2260

1.5-Remote Desktop Connection to the Printer PC - continued

If you have a Windows 10 or 11
Click on the Windows Icon - All Apps - Windows Tools (fig. 7)

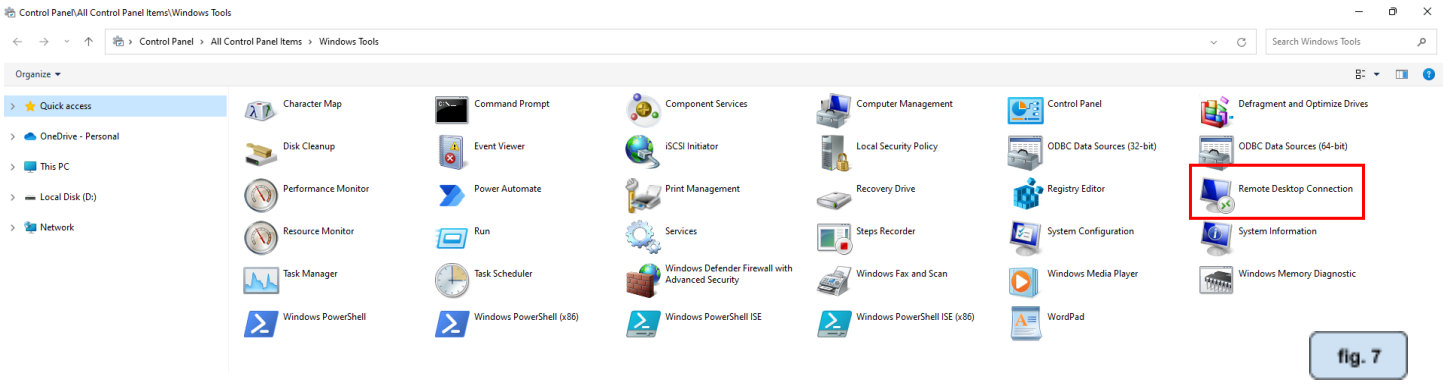
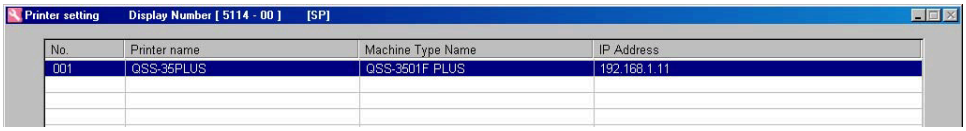


fig. 7

Type in the IP address of the Printer PC (fig. 8)

fig. 8

Note the IP address of the Printer PC can be different from the example above.
You can find the IP address when you go to printer settings of EZ-Controller
F - Management Tool - System Management - Printer Settings



When prompted for the username and password enter

Username: Administrator
Password is 999999 or 2260

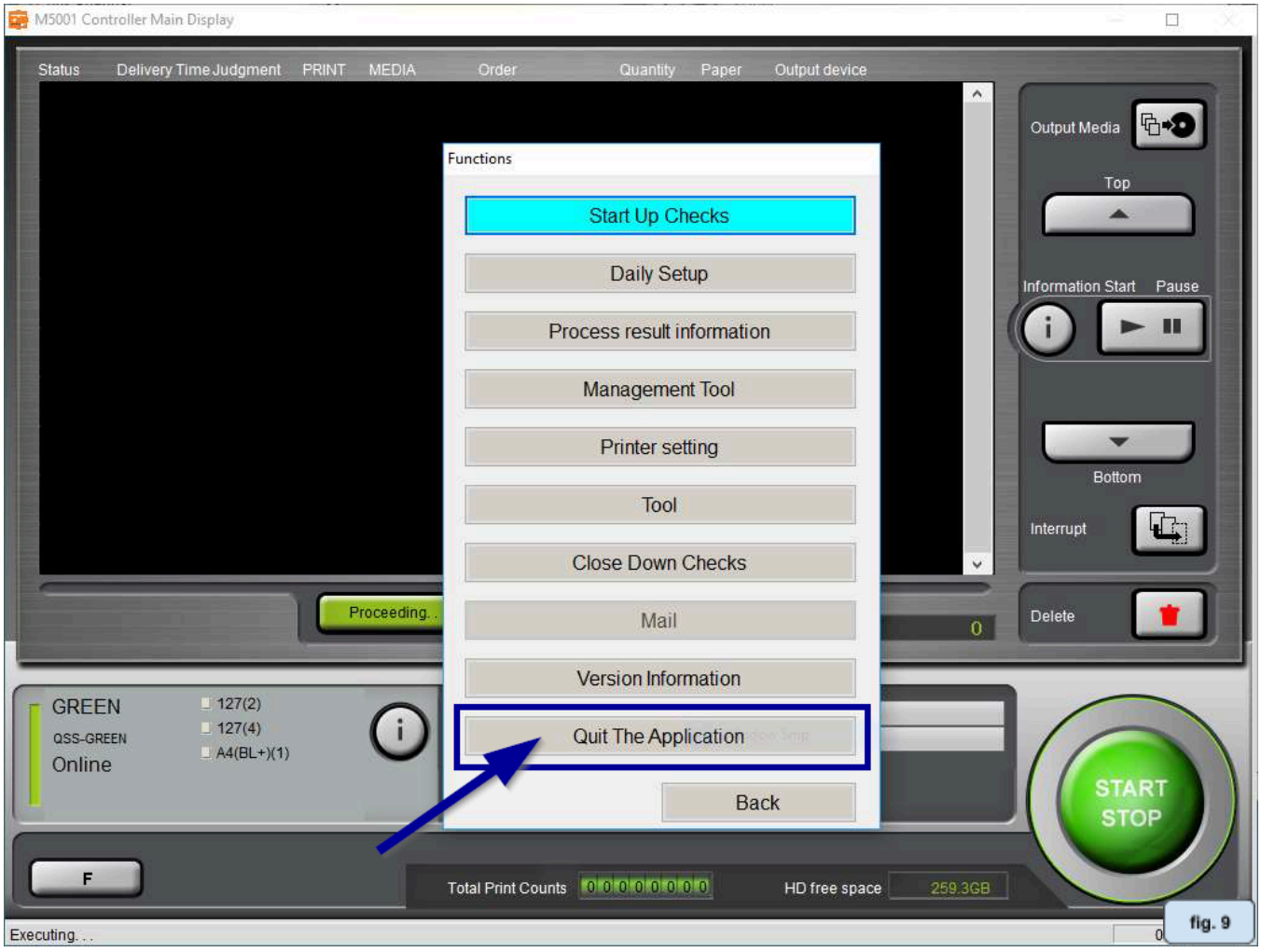
1.6 Alternative Zip Utility

Apparently the default compression software in Windows will not unzip the complete files. We suggest downloading the software below.

WinZip can be downloaded here: https://www.winzip.com/
The file can be downloaded here: https://www.7-zip.org

1.7-Saving the files on the EZ-Controller Computer.

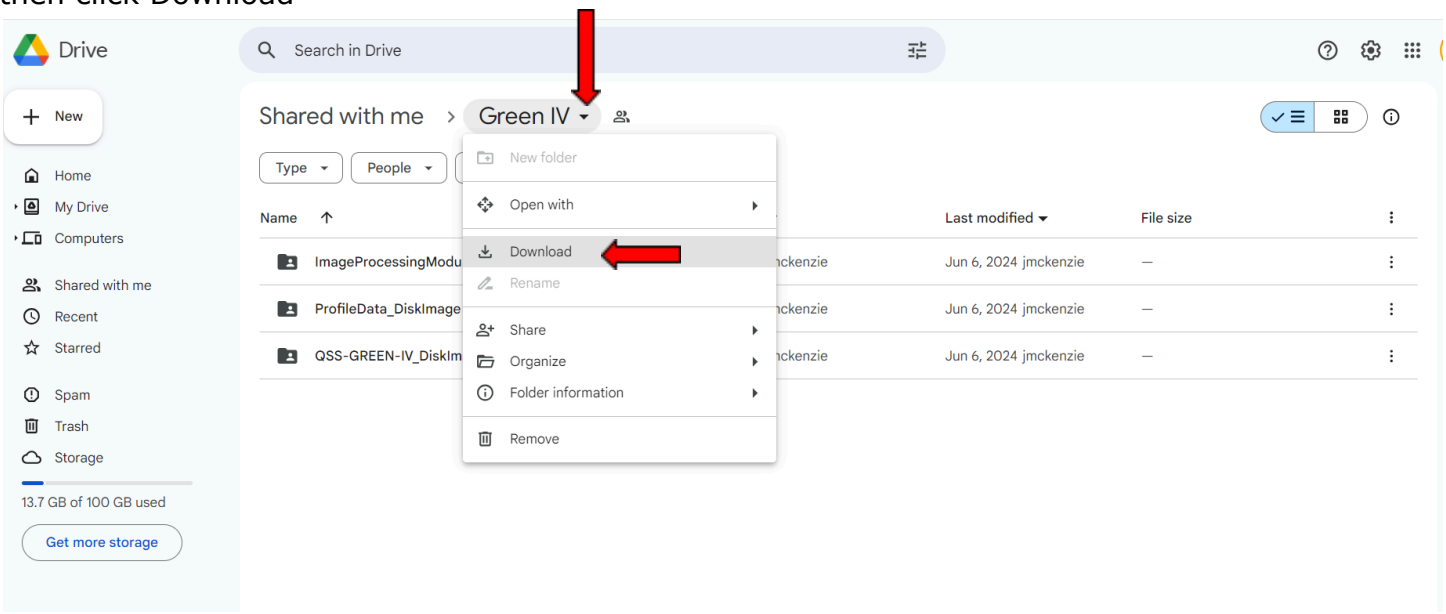
From the Main Display, click on F - Quit the Application (fig.9)



1.7-Saving the files on the EZ-Controller Computer. - Continued

You will receive an email to a direct link to download the software.
If your EZ-Controller computer has internet access, download the folder.
If your EZ Controller computer does not have internet access, follow these instructions

From your link you will get into your model folder. Click on the arrow beside the model name, then click Download



The Google Drive will zip the folder and you will be able to download the file.
Be aware Google Drive will rename the folder with its own naming convention, for example to Green IV-YYYMMDDT203429Z-001.zip

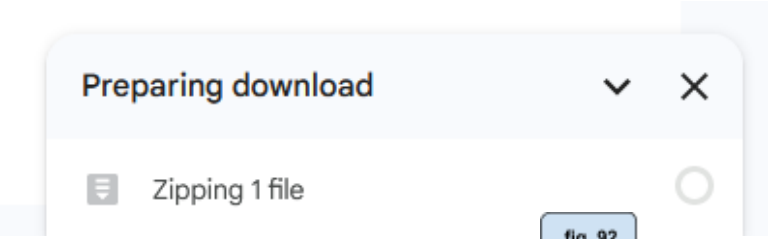


fig. 92

Note this might take a few minutes. (fig.92)

Then a dialog window will appear, prompting you to save the zipped folder. Click on "Save."
It will most likely be saved in the Downloads folder. If you have changed your browser settings for saving files, the file will be saved in the folder you have specified. (fig.93)

1.7-Saving the files on the EZ-Controller Computer. - Continued

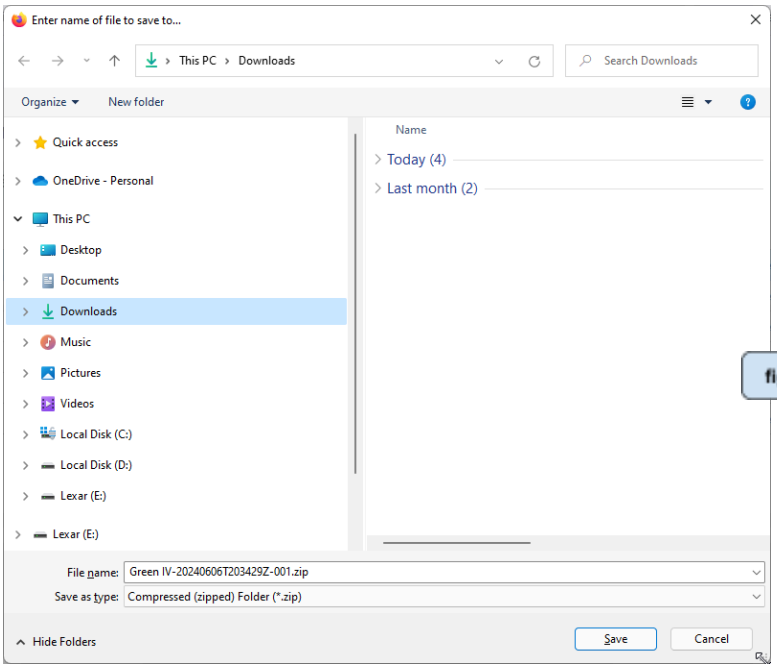


fig. 93

Navigate to the folder where you saved the zipped file.

Right click on the zipped file and select Extract All...(fig.10)

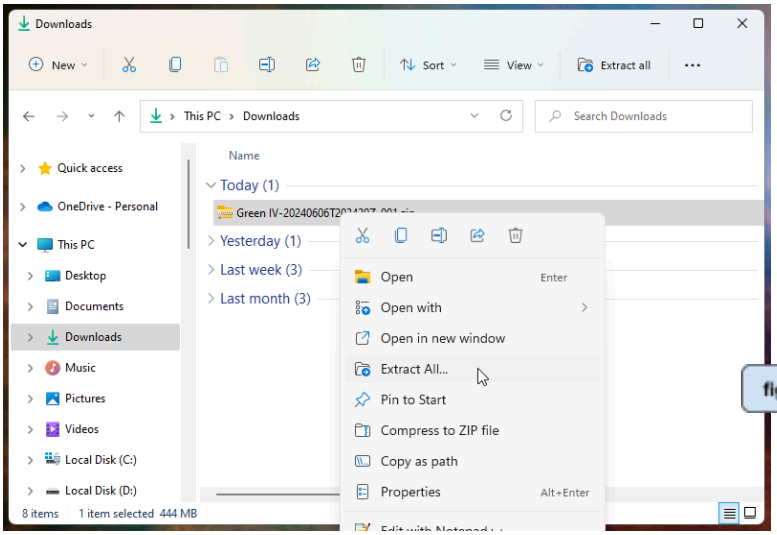
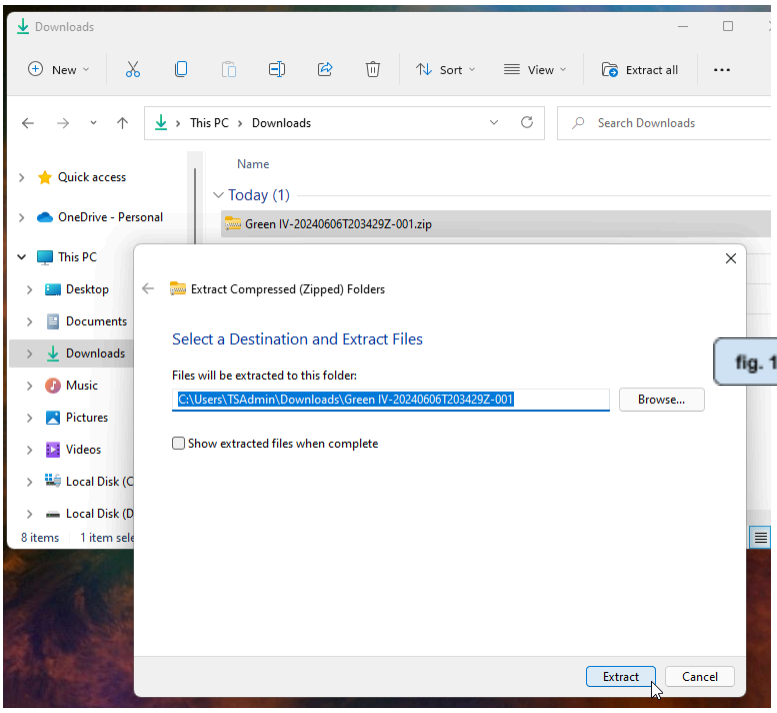


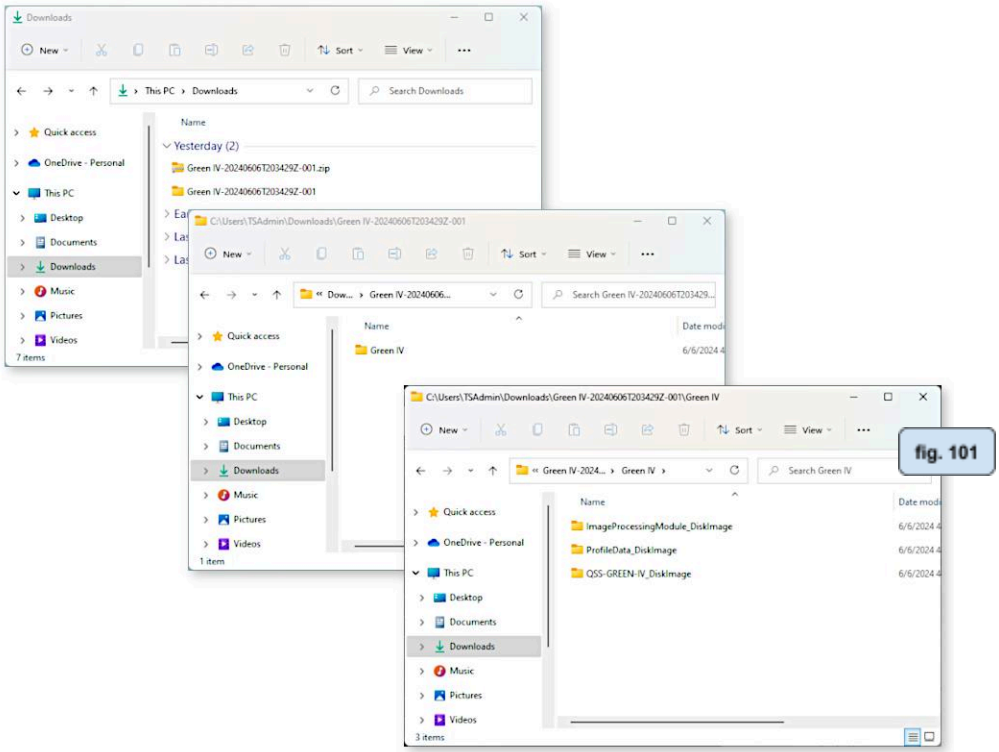
fig. 10

1.7-Saving the files on the EZ-Controller Computer. - Continued

Let the built in Windows compression application extract the files in the same location where you saved the zipped file. (fig.11)

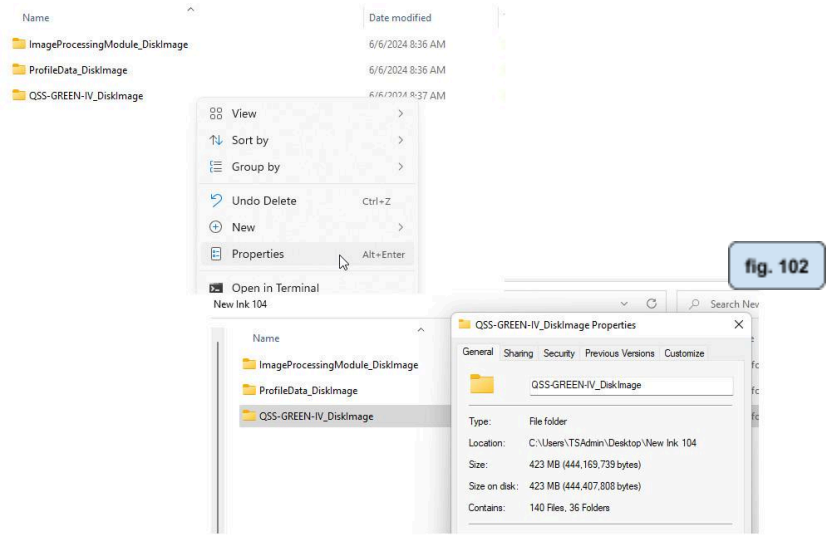


Once the downloaded file is unzipped open the folder, in this example there will be a folder named Green IV, but the folder will be named after your equipment model.
Enter in the Green IV folder and make sure all 3 folders have been unzipped. (fig.101)



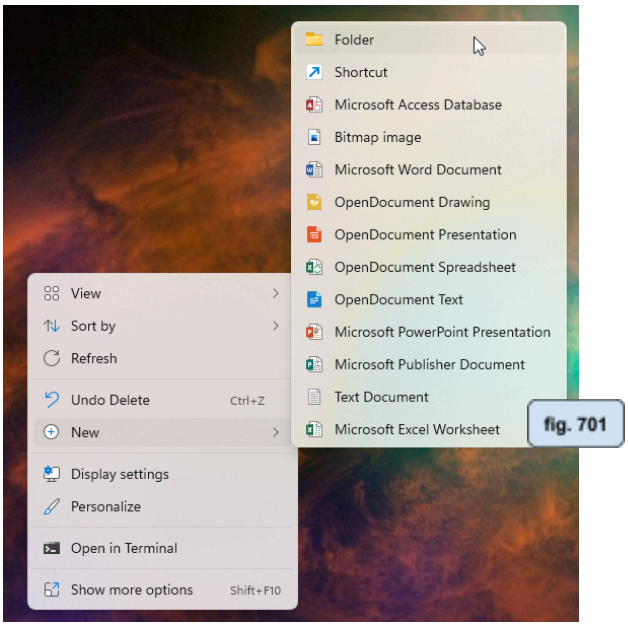
1.7-Saving the files on the EZ-Controller Computer. - Continued

Note: Verify the folder sizes. Right click on the folder and select properties. (fig.102)



[Please see this page for the folder names and sizes.]

Once the files are unzipped, right click on the desktop, go to New and select Folder. Name the folder **New Ink 104**. (fig.701)



1.7-Saving the files on the EZ-Controller Computer. - Continued

In the folder place the unzipped files in the folder (fig.103)

ImageProcessingModule_DiskImage
ProfileData_DiskImage
QSS-GREEN-IV_DiskImage (varies by model)

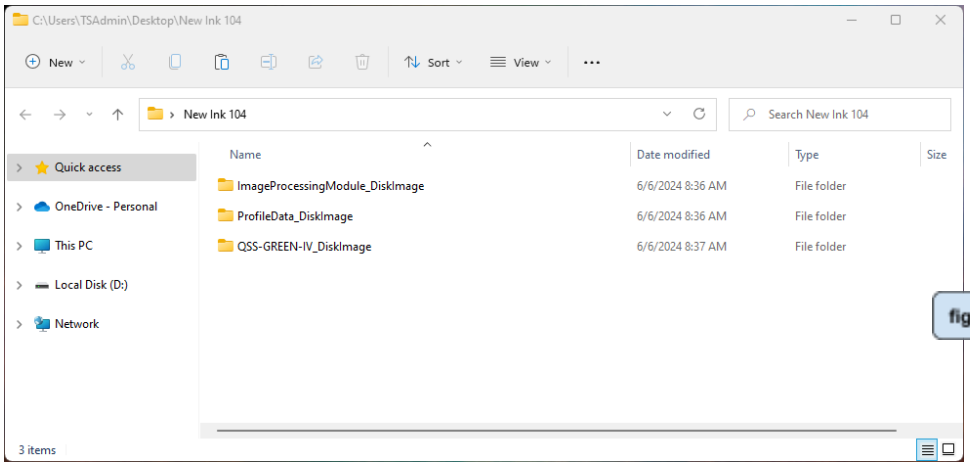


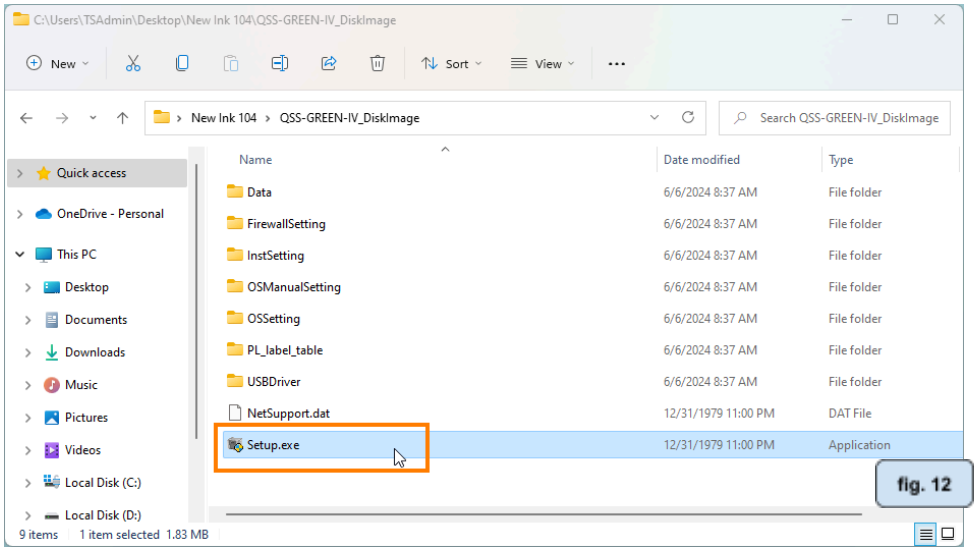
fig. 103

Please note in this example we used the QSS-GREEN-IV_DiskImage

See this page about the default Windows compression software.

1.8-Install the maintenance software of the printer

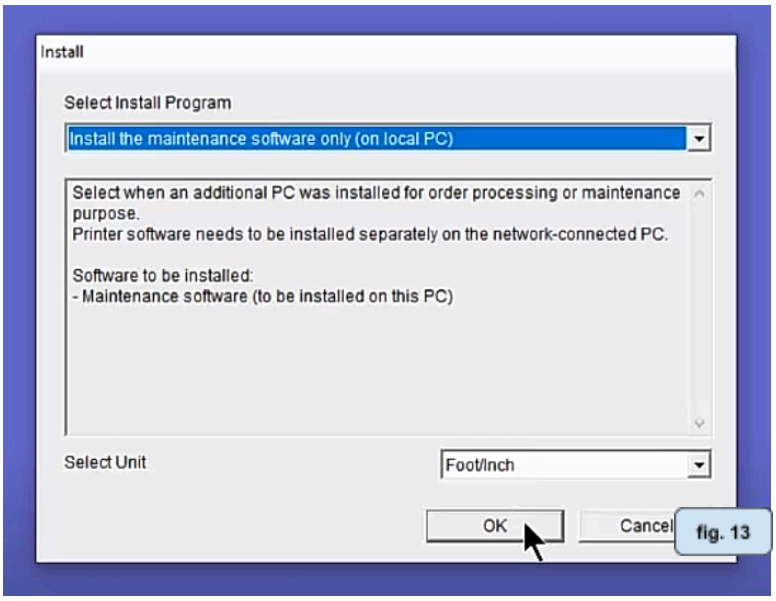
In this example we will install the maintenance software of the QSS Green IV printer
Navigate to the New Ink 104 folder.
Open the QSS Green IV_DiskImage folder.
Your folder will be named according to your model: QSS(your model)_DiskImage
Locate the Setup.exe file and double click on it. (fig.12)



At the screen below make sure you select:
Install the maintenance software only (on the local PC)

Hint: It's the last option in the list.

Select Unit measurement from the drop down option, either Foot/Inch or Meter (fig.13)



1.8-Install the maintenance software of the printer - Continued

Follow the instructions on the screen and proceed with the installation.

Once the installation is complete, select
"Yes, I will restart the PC now." and click "Finish". (fig.14)

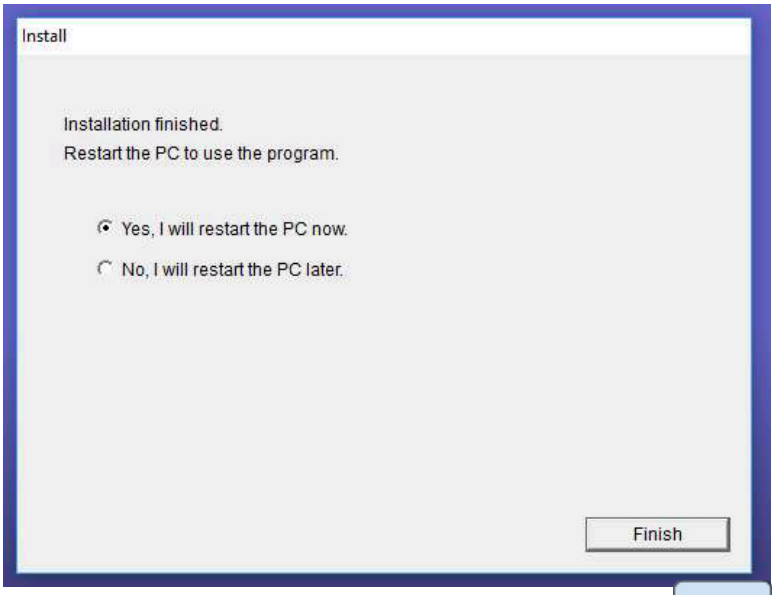


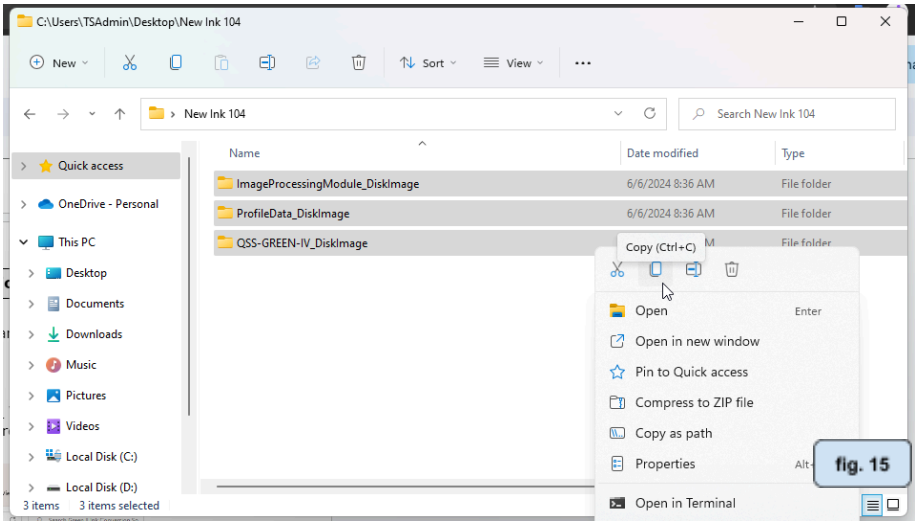
fig. 14

1.9-Copying the files to InkChangeWizard Folder

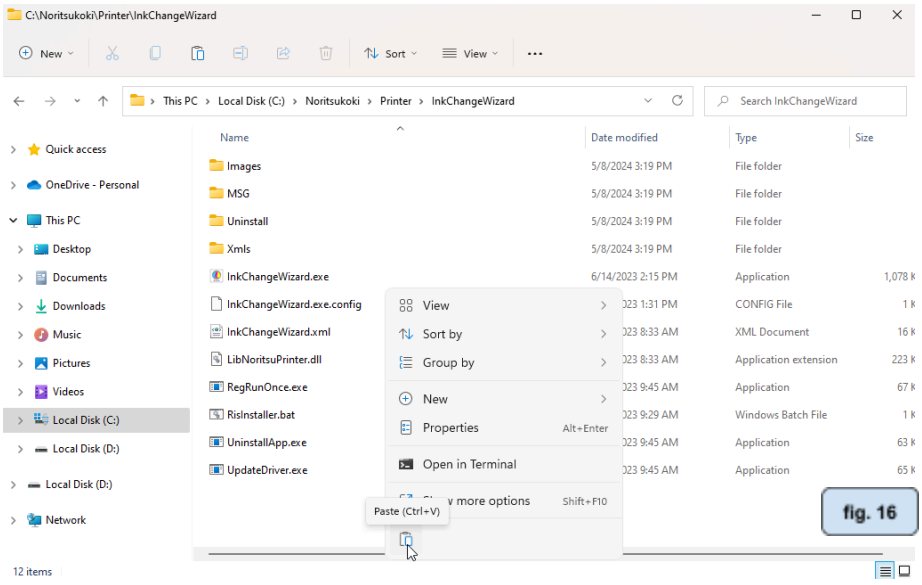
Once the computer restarts, quit the EZ-Controller software again.
From the Main, click on F - Quit the Application

Now navigate to the folder **New Ink 104** and select
ImageProcessingModule_DiskImage
ProfileData_DiskImage
QSS-GREEN-IV_DiskImage, your folder will be named according to your model:QSS-(your model)_DiskImage

Copy all the folders, you can also press Ctrl+C on the keyboard. (fig.15)

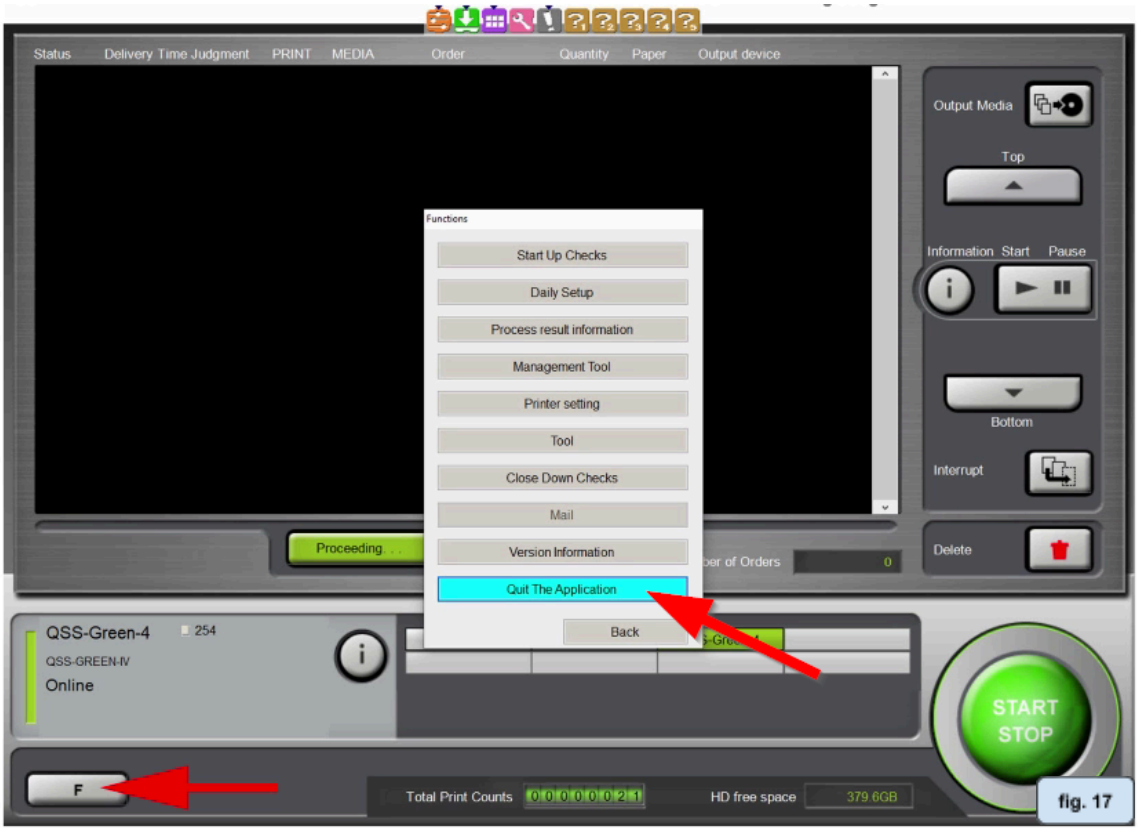


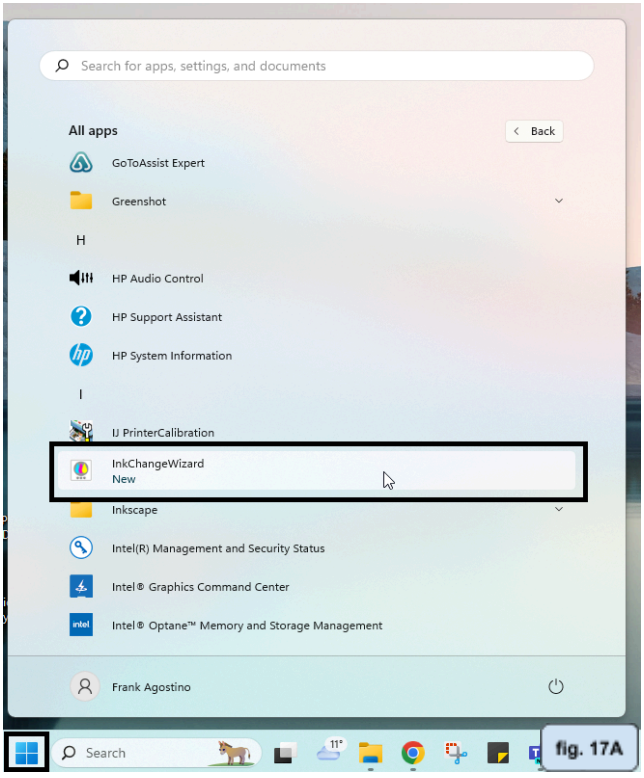
Once copied, navigate to C:\Noritsukoki\Printer\InkChangeWizard
Right click in the window and select Paste, you can also press Ctrl+V on the keyboard. (fig.16)



2.0-Procedures for InkChangeWizard

If EZ-Controller is opened make sure to quit the EZ-Controller software. (fig.17)





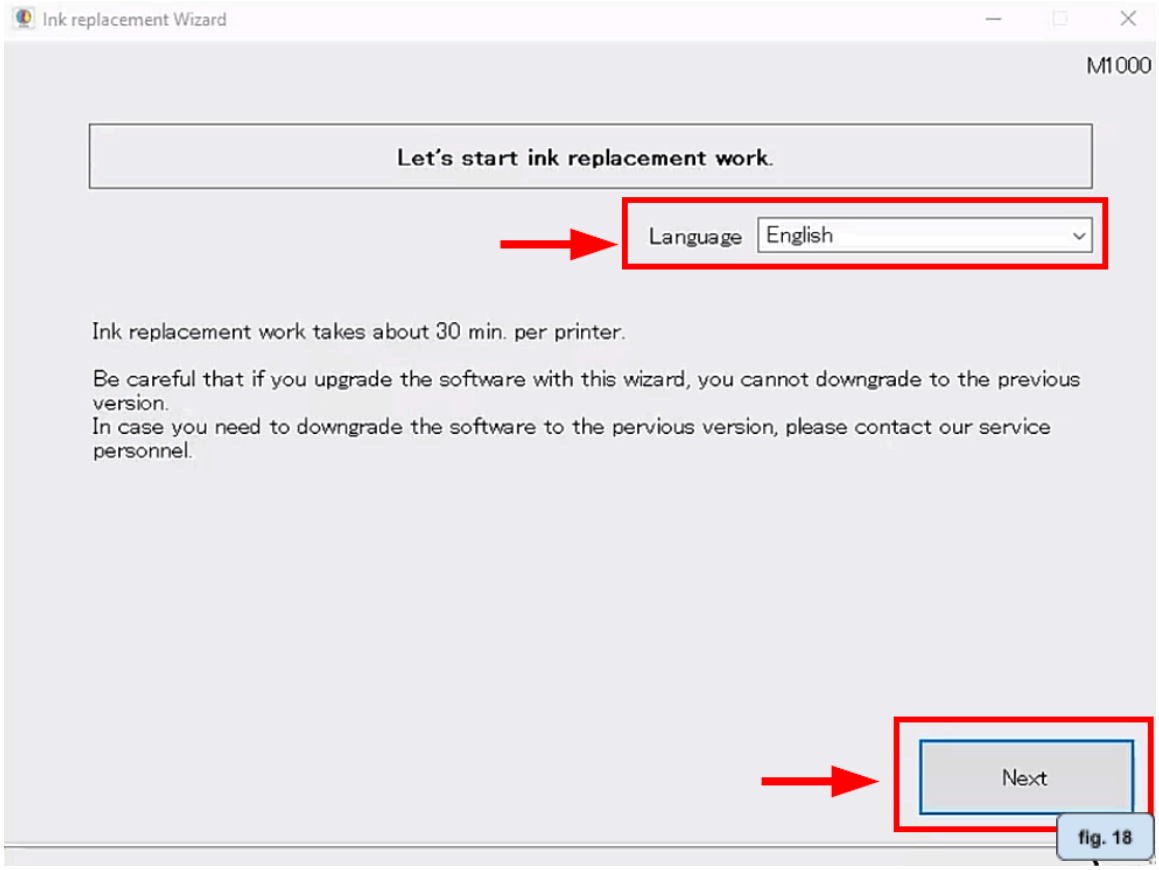
Click the Start or the Windows Icon on the taskbar. Click on All Apps and search for the InkChangeWizard icon. (fig.17A)

Depending on the Operating System you may also find it in Programs or All Programs.

You can also find the InkChangeWizard in the C:\Noritsukoki\Printer\InkChangeWizard folder.

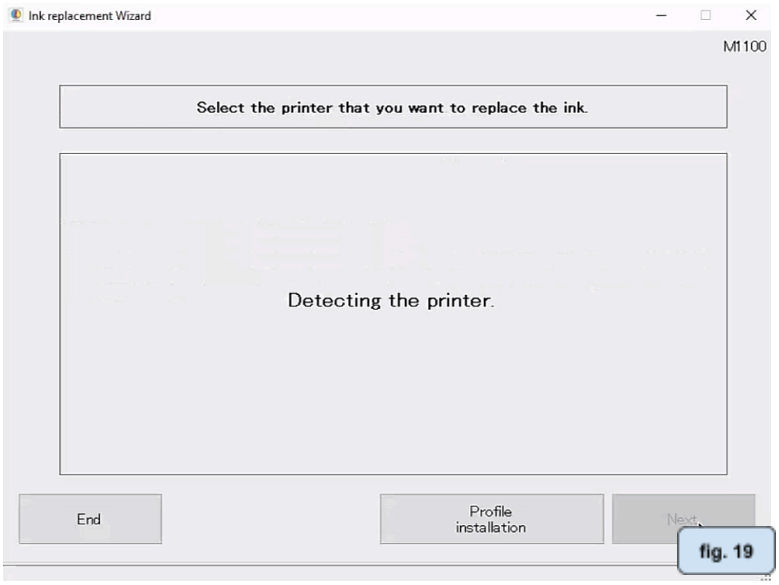
2.0-Procedures for InkChangeWizard - Continued

1 Select the language ‘English’
2 Press Next (fig.18)

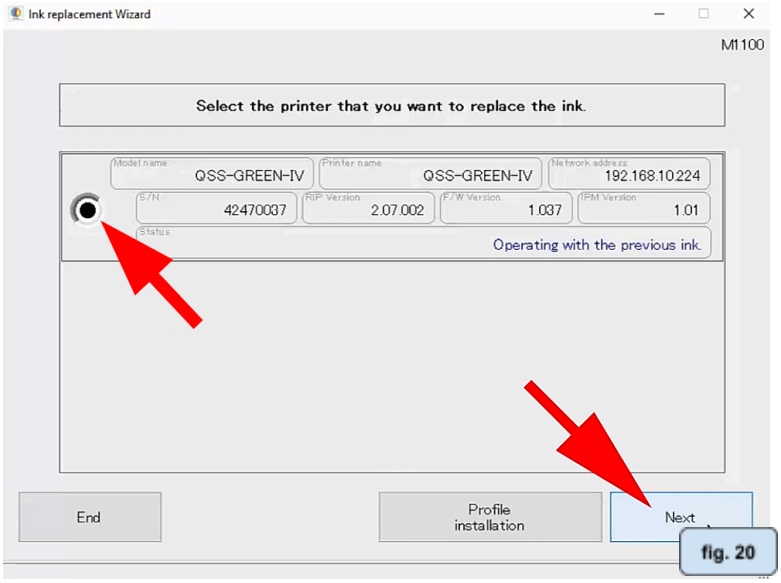


2.0-Procedures for InkChangeWizard - Continued

The InkChangeWizard will detect your printer. (fig.19)



Once the InkChangeWizard detects your printer
Choose the printer for ink replacement and proceed by pressing Next. (fig.20)



2.0-Procedures for InkChangeWizard - Continued

Once this display appears, place a check mark on the items and press next. (fig.21)

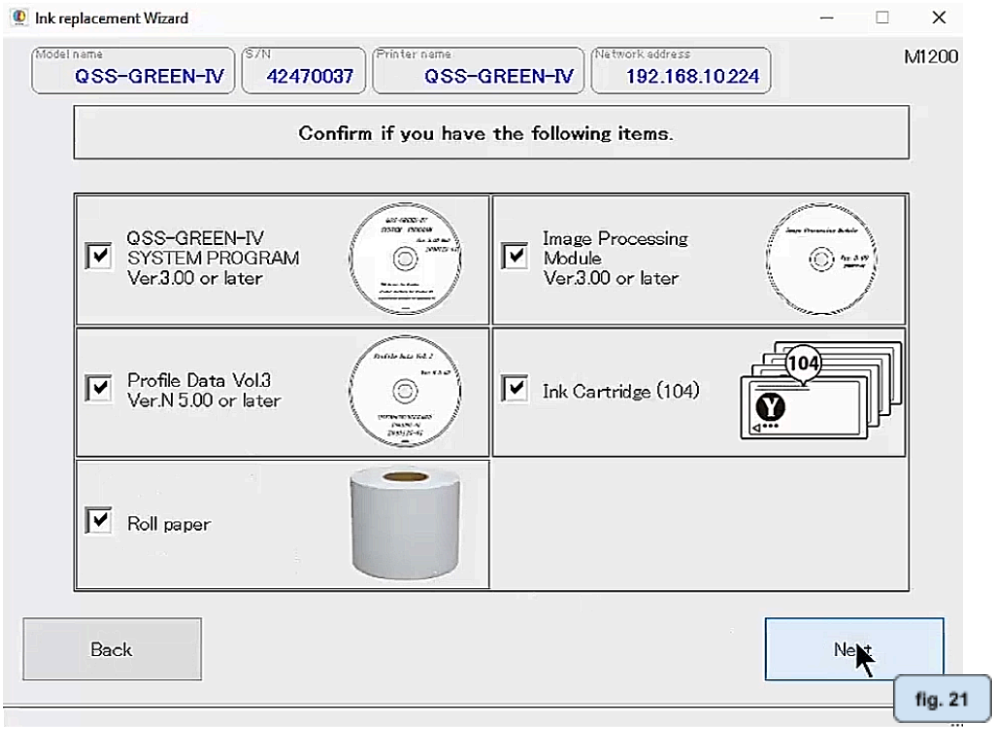


fig. 21

2.1 Install the Profile Data.

Confirm the following screen appears, you should see *Insert Profile Data Vol3 CD later than Ver5.00 to Disk drive and close the tray*.

Note if you copied the files to C:\Noritsukoki\Printer\InkChangeWizard folder, the illustration depicting CD insertion/removal serves as a visual aid only.

Click "Next". (fig.22)

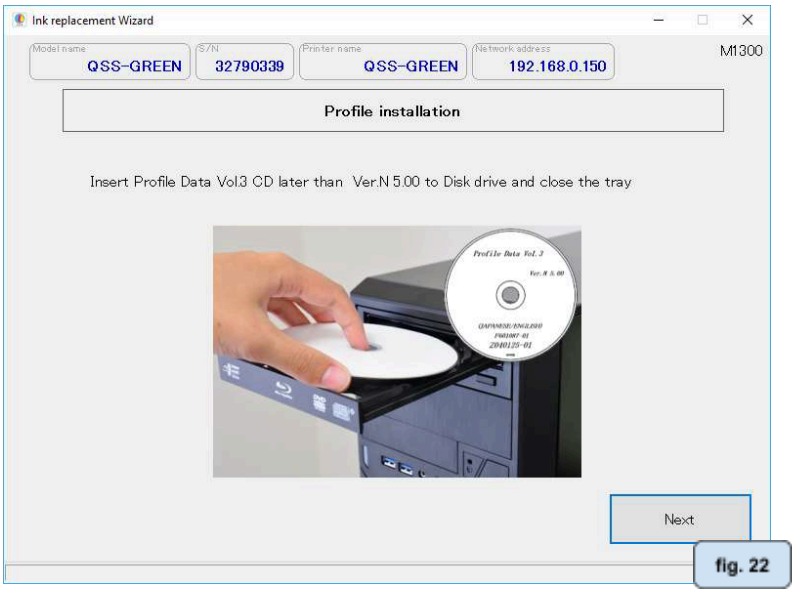


fig. 22

Attention if you have not copied the

- ***ImageProcessingModule_DiskImage***
- ***ProfileData_DiskImage***
- ***QSS-(your model)_DiskImage***

To the C:\Noritsukoki\Printer\InkChangeWizard folder of your operation PC
You will not be able to press the Next button

2.1 Install the Profile Data. - Continued

The Profile installation will occur.

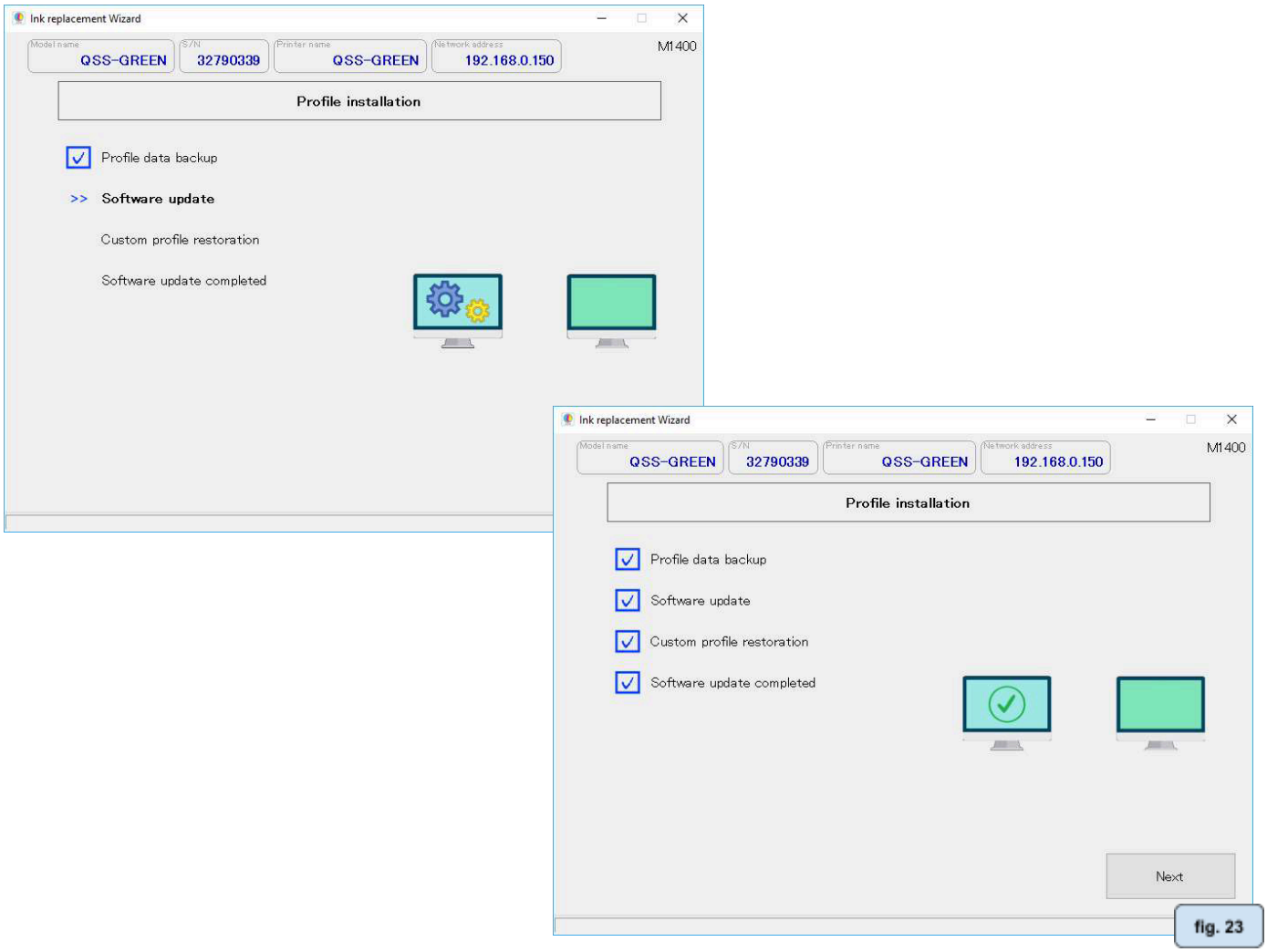


fig. 23

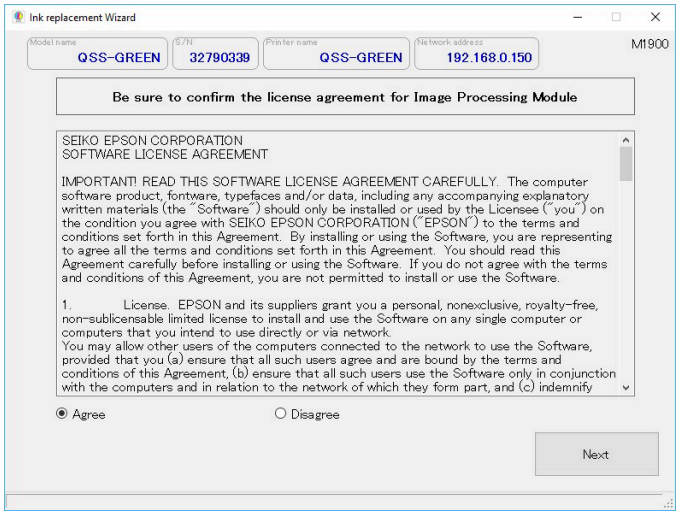
Once the installation is complete press Next (fig.23)

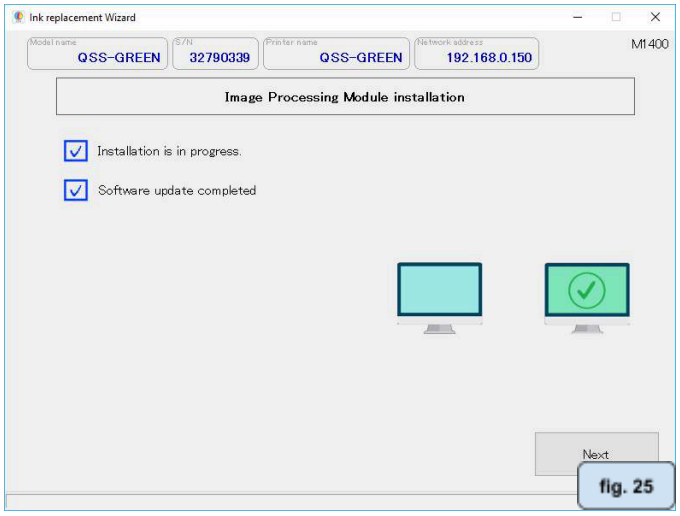
2.2-Install the Image Processing Module

Confirm the following screen appears, it should indicate *Insert CD later than Image Processing Module Ver3.00 to Disk drive and close the tray.*

Note if you copied the files to C:\Noritsukoki\Printer\InkChangeWizard folder, the illustration depicting CD insertion/removal serves as a visual aid only.

Click Next (fig.24)





Select "Agree" and click "Next". Follow the instructions on the screen. (fig.25)

2.2-Install the Image Processing Module - Continued

Once the Image Processing Module is installed, this screen should appear.
Remove the CD from Disk drive.

Note if you copied the files to C:\Noritsukoki\Printer\InkChangeWizard folder, the illustration depicting CD insertion/removal serves as a visual aid only.

Click the Next button(fig.26)

2.3-Install the Printer Software

The following screen should appear, *Insert Your Printer SYSTEM PROGRAM CD Ver. 6.00 or later to the Disk drive and close the tray.*

Note if you copied the files to C:\Noritsukoki\Printer\InkChangeWizard folder, the illustration depicting CD insertion/removal serves as a visual aid only.

Click "Next" (fig.27)

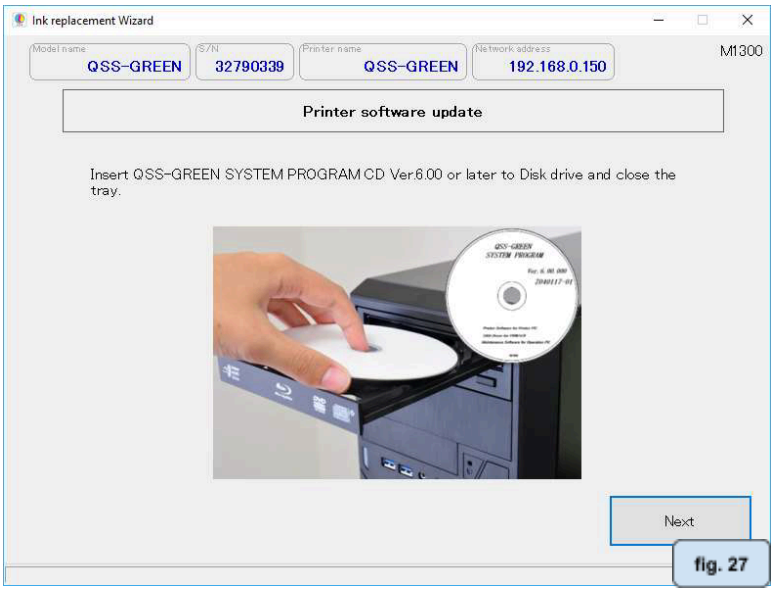
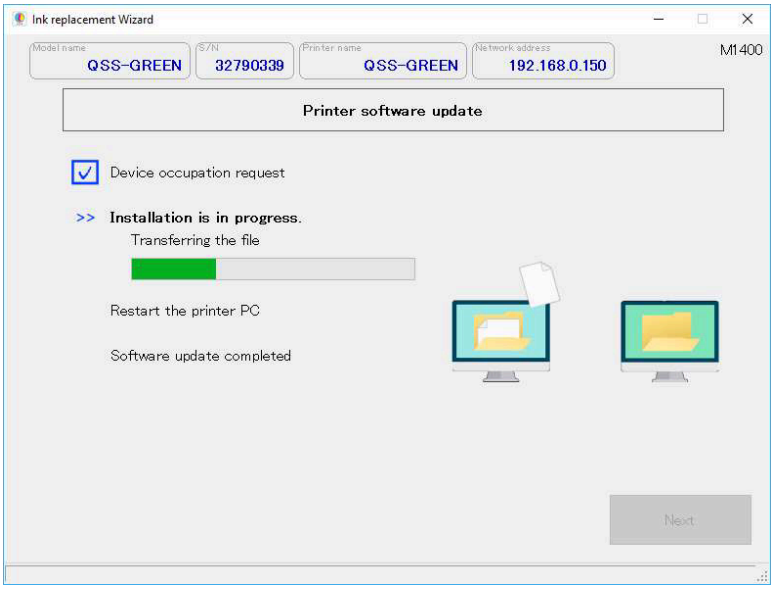


fig. 27



2.3-Install the Printer Software - Continued

Once the Printer software update has completed press the Next button. (fig.28)

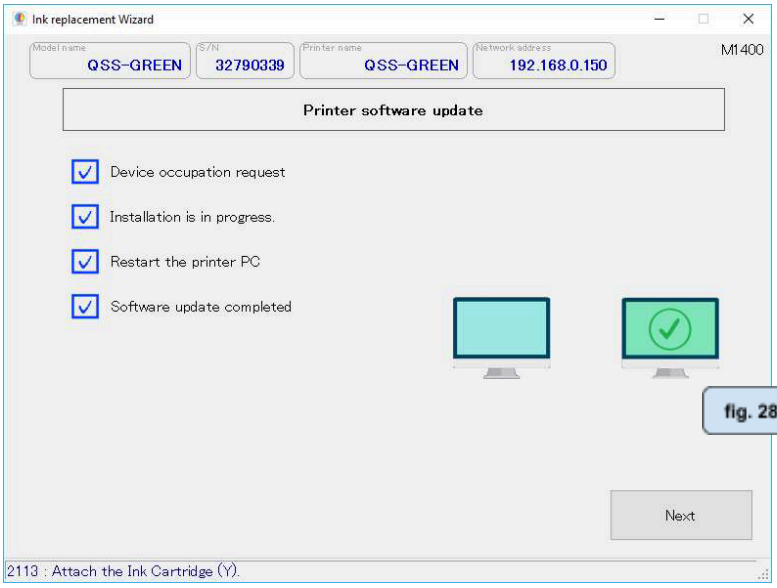


fig. 28

Depending on the setup of your equipment you might encounter one of the two options.

You might be prompted with the screen indicating:

You’re about to be signed out (fig.29) if you have this screen go to page 30

or

Start remote desktop connection (fig.32) go to page 31

2.4-You're about to be signed out

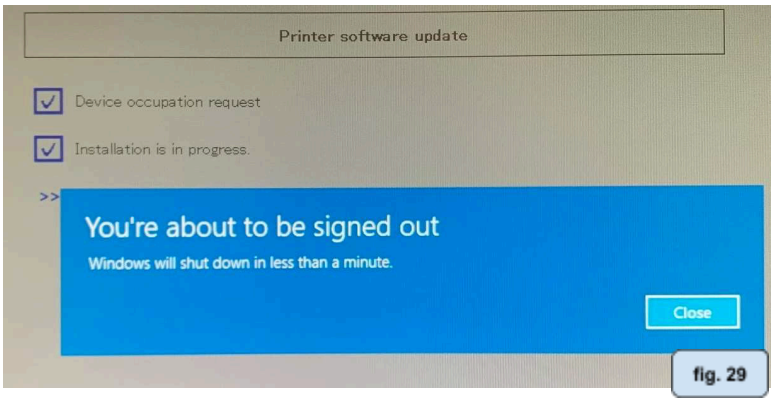


fig. 29

Once this screen appears, the PC will shutdown and automatically restart.

This might occur if you have your printer connected directly with a USB cable to the EZ-Controller PC

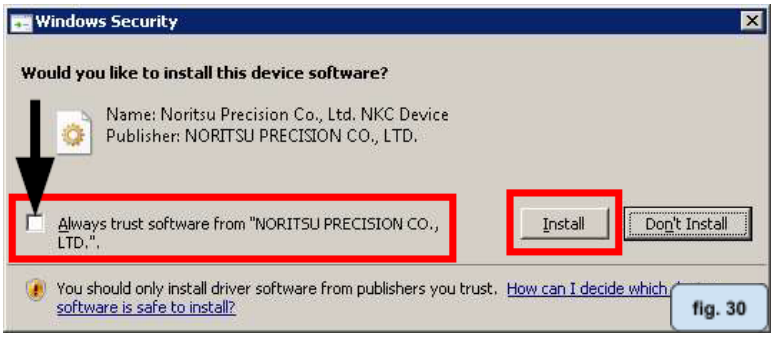


fig. 30

After restarting the Operation PC, if the following "Windows Security" screen appears make sure you put a checkmark on **Always trust software from NORITSU PRECISION CO LTD.**, and click Install (fig.30)

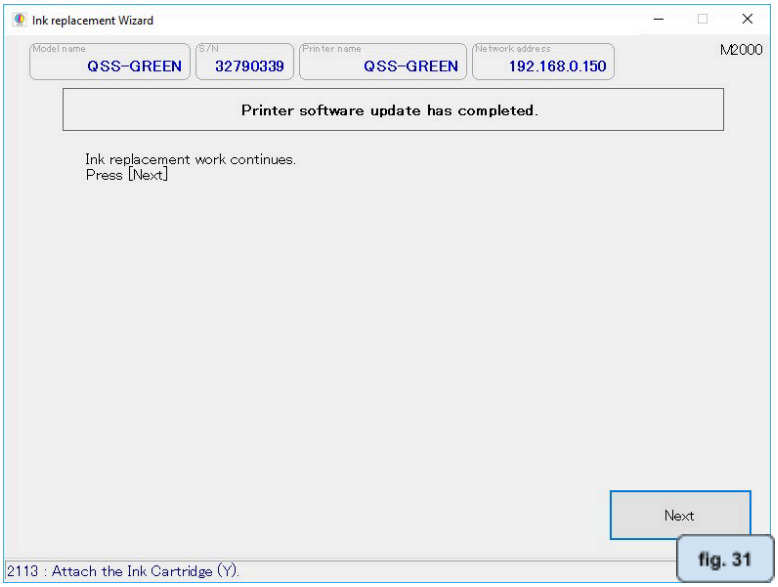


fig. 31

Once the Operation PC restarts the procedure to replace the inks will commence, click Next. (fig.31)

Once you click next it should forward you to Section 3.0-Ink Cartridge Replacement

2.5-Start remote desktop connection

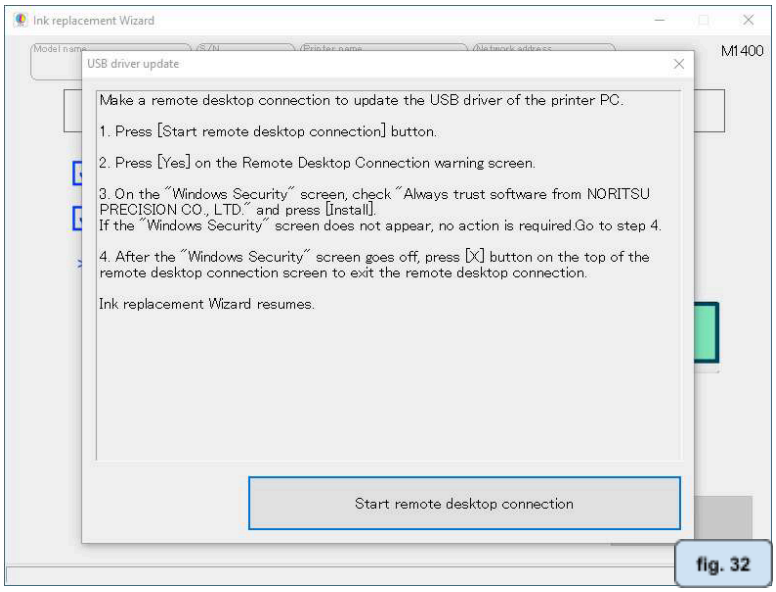


fig. 32

If the screen (fig.32) appears click on **Start remote desktop connection**.

Please note this may only happen with you have a Printer PC

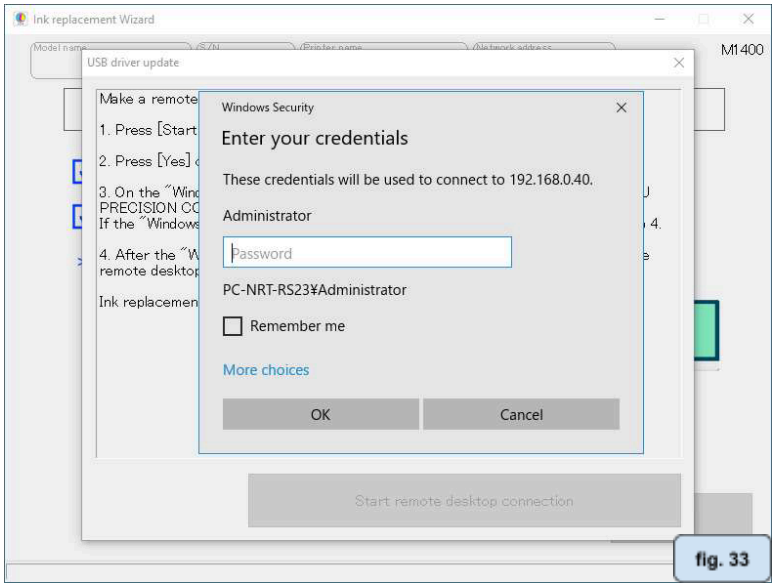


fig. 33

Enter the Username and Password and press OK (fig.33)

The username is Administrator

The password is 999999
If that does not work try 2260

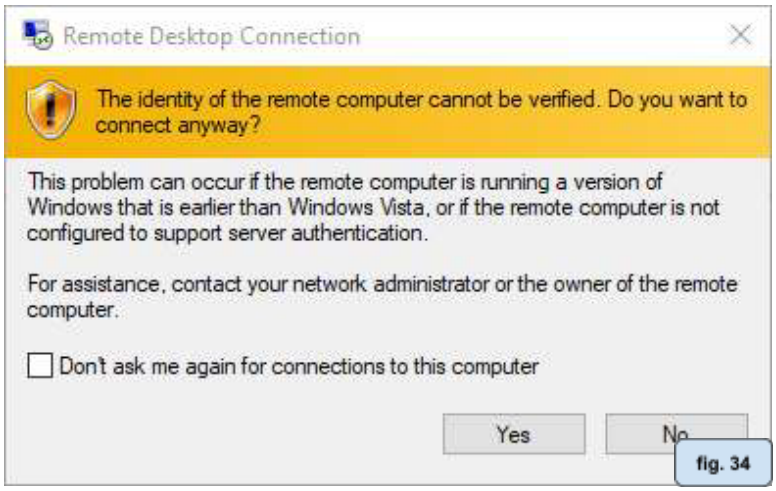
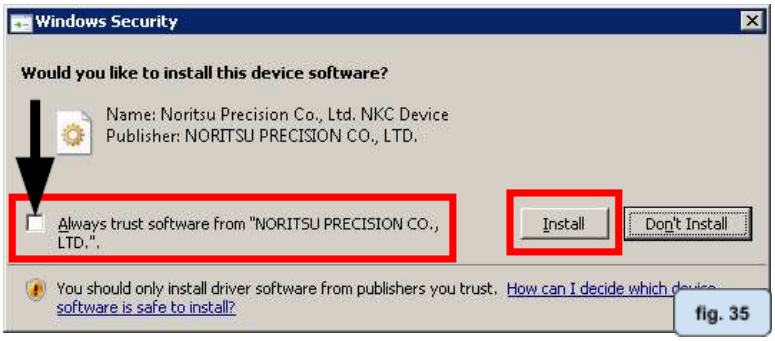


fig. 34

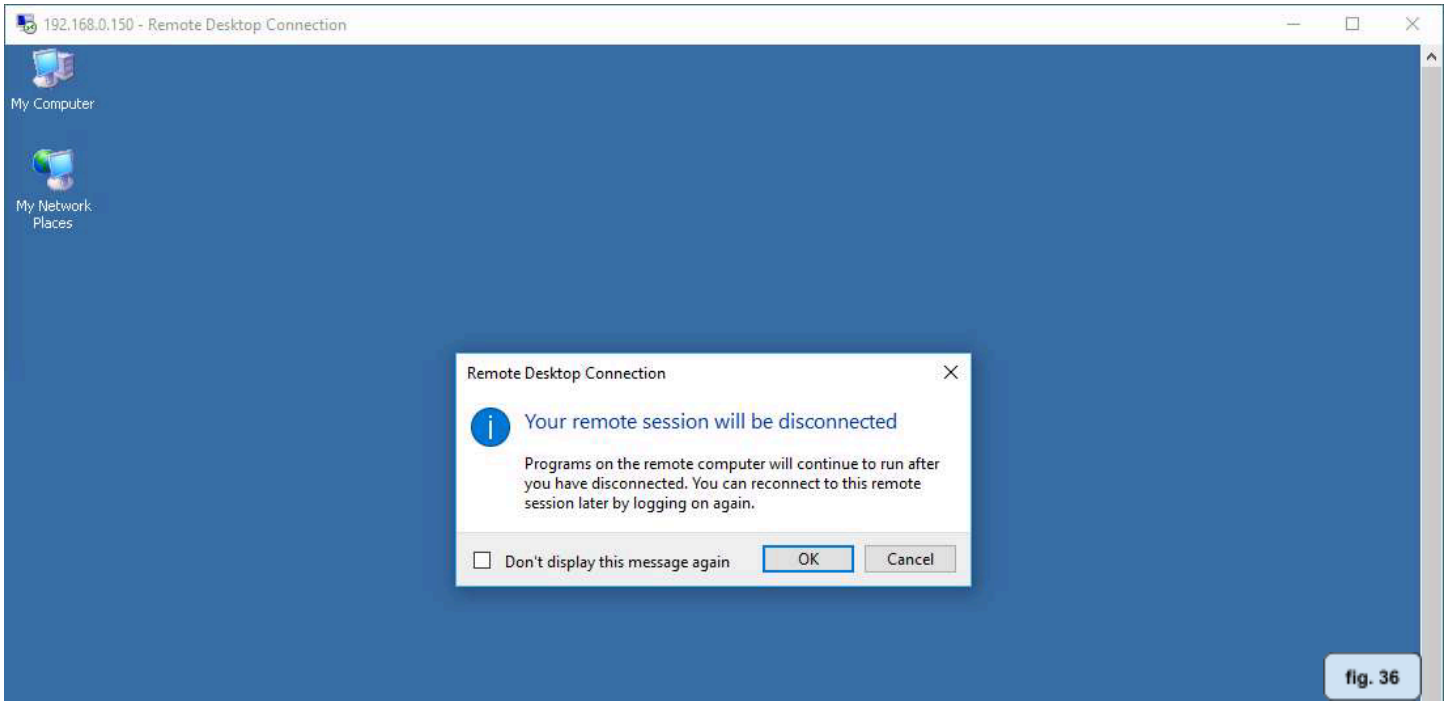
Upon entering the username and password, should the confirmation screen for the remote desktop connection appear, proceed by clicking on "Yes". (fig.34)

2.5-Start remote desktop connection - Continued



After you remotely connected to the Printer PC, if the Windows Security screens appears make sure you put a checkmark on **Always trust software from NORITSU PRECISION CO LTD.**, and click Install (fig.35)

Once the installation is done you can close the Remote Desktop Connection screen by pressing the "X" on the upper right corner.
Press OK to the pop up message. (fig.36)



3.0-Ink Cartridge Replacement

At this stage, there will be a display to remove the 102 inks and install the 104 ink cartridges. (fig.37)

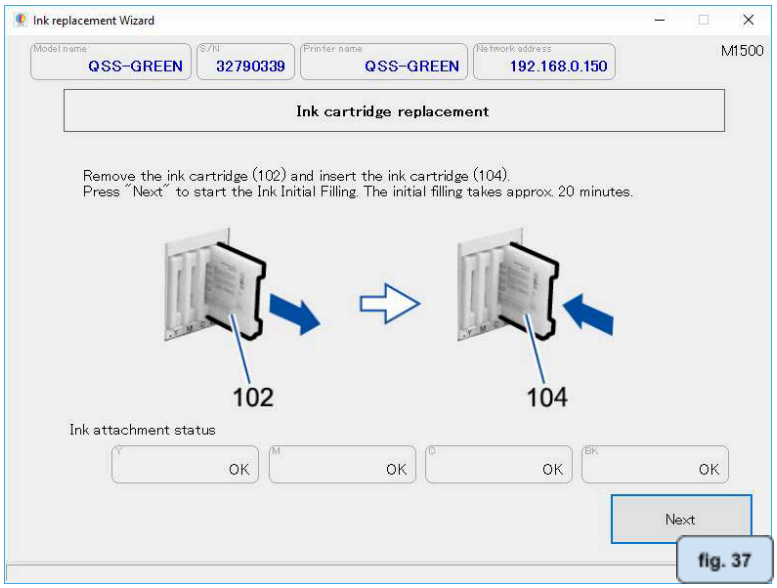


fig. 37

Note the Ink attachment status for each colour should indicate OK

If the printer does not recognize the ink cartridge, remove the cartridge and insert it into the printer again.

Once all the inks are properly recognized you should be able to press the Next button.

The procedure will take 15 minutes or more for the ink initial filling to complete. (fig.38)

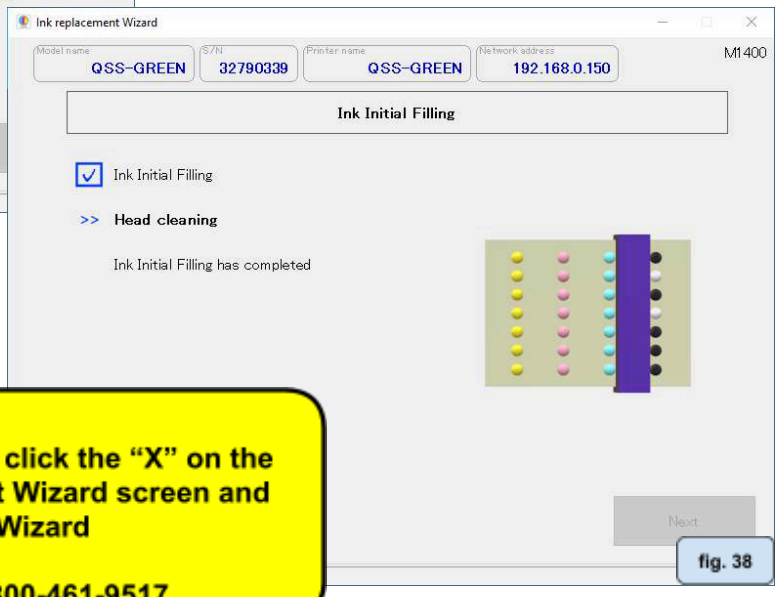


fig. 38

Important
If an error occurs during Ink Initial Filling, click the "X" on the upper right corner of the Ink Replacement Wizard screen and restart the Ink Replacement Wizard

If the error repeats, contact us at 800-461-9517

Do not open/ close the printer door or maintenance doors during this replacement work.
The following error may occur.

3.0-Ink Cartridge Replacement - Continued

Once the Ink Initial Filing is complete there will be check marks on

- ☐ Ink Initial Filling
- ☐ Head Cleaning
- ☐ Ink Initial Filling has completed

You should be able to press Next (fig.39)

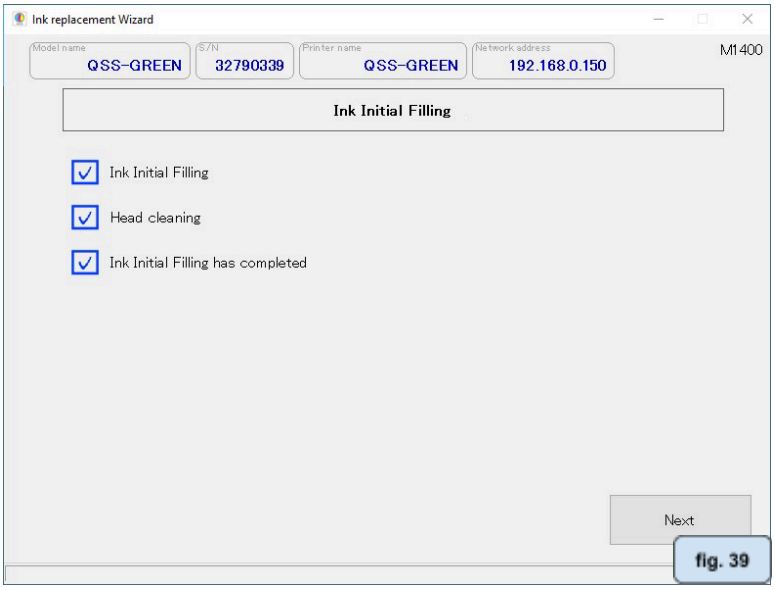


fig. 39

3.1-Print the Nozzle check pattern

Once the printer recognizes the paper loaded in the printer click Next.
The nozzle check pattern will print. (fig.40)

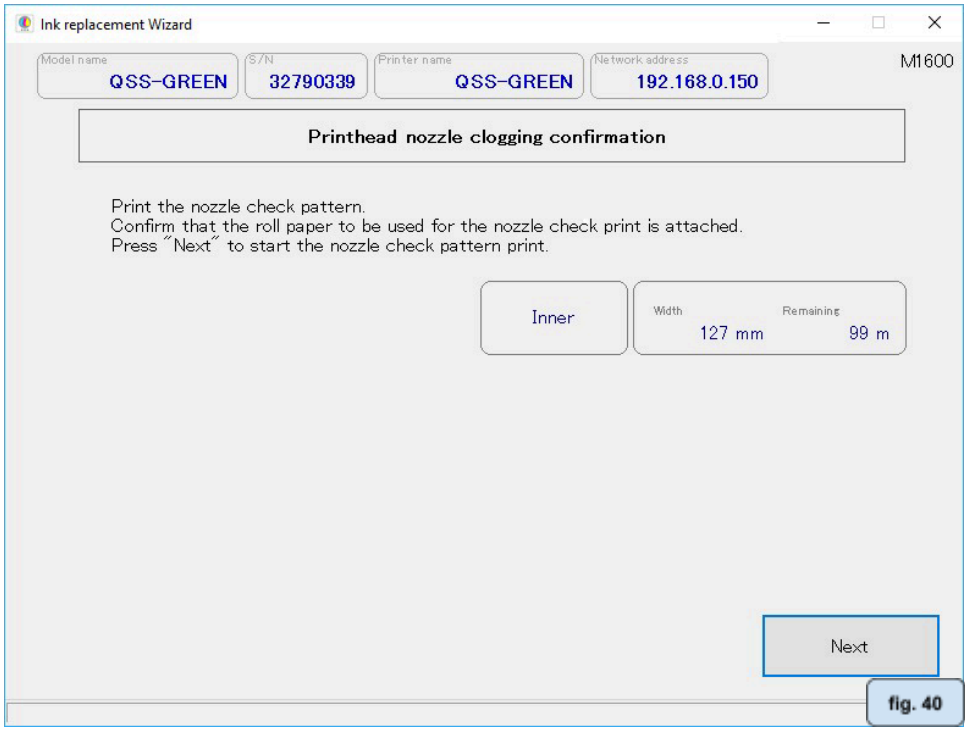
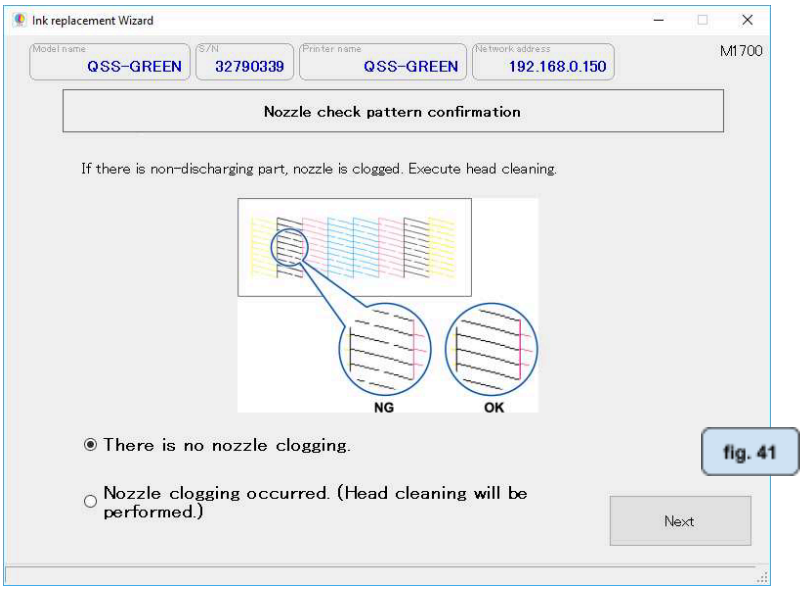


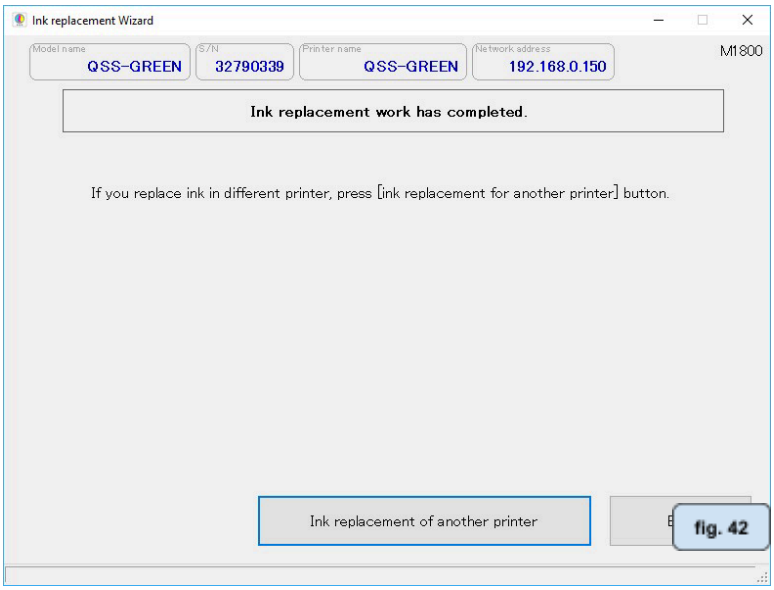
fig. 40

3.2-Nozzle check is not missing lines

If the nozzle check has no clogged nozzles, choose 'There is no nozzle clogging' and click Next (fig.41)
If the nozzle check has missing lines go to section 3.3-Missing lines on Nozzle Check



Once you click Next, the screen with the statement *Ink replacement work has completed will appear*, if there are no other printers at your location press End. (fig.42)



If you have another printer, see Ink Replacement of Another Printer

3.3-Missing lines on Nozzle Check

Select: ***Nozzle clogging occurred (Head cleaning will be performed)*** and click Next
Perform a head cleaning again and print the nozzle check pattern to confirm if all the lines have printed. (fig.43)

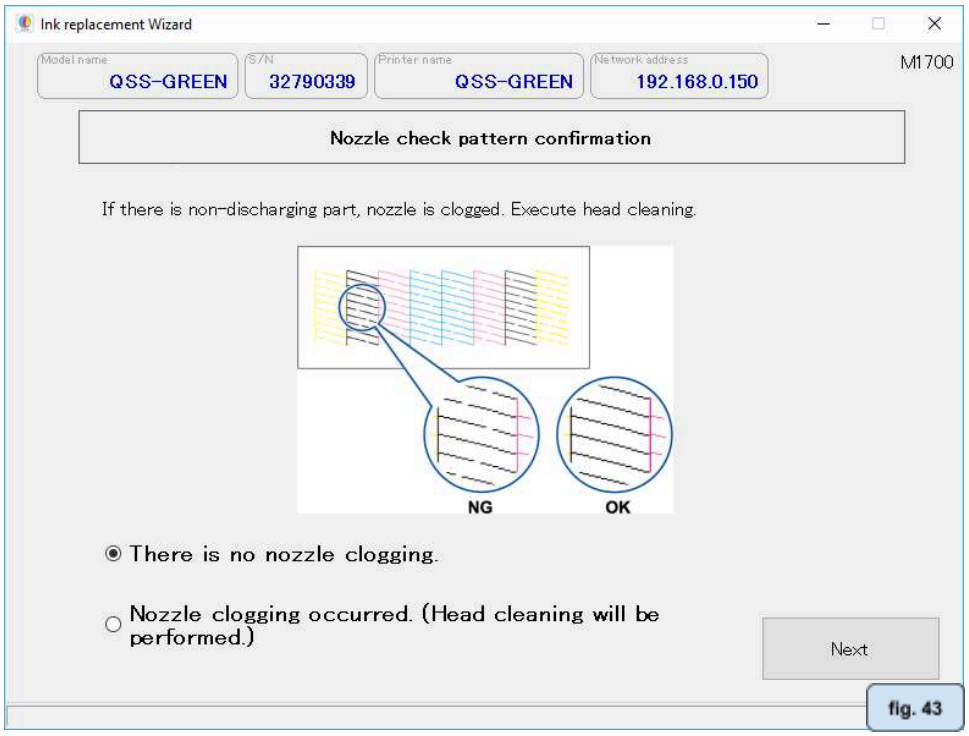


fig. 43

4.0 Ink Replacement of another Printer.

If you have other printers that requires ink replacement work,
Click *Ink replacement of another printer* to display *Select the printer that you want to replace the ink* screen. (fig.44)

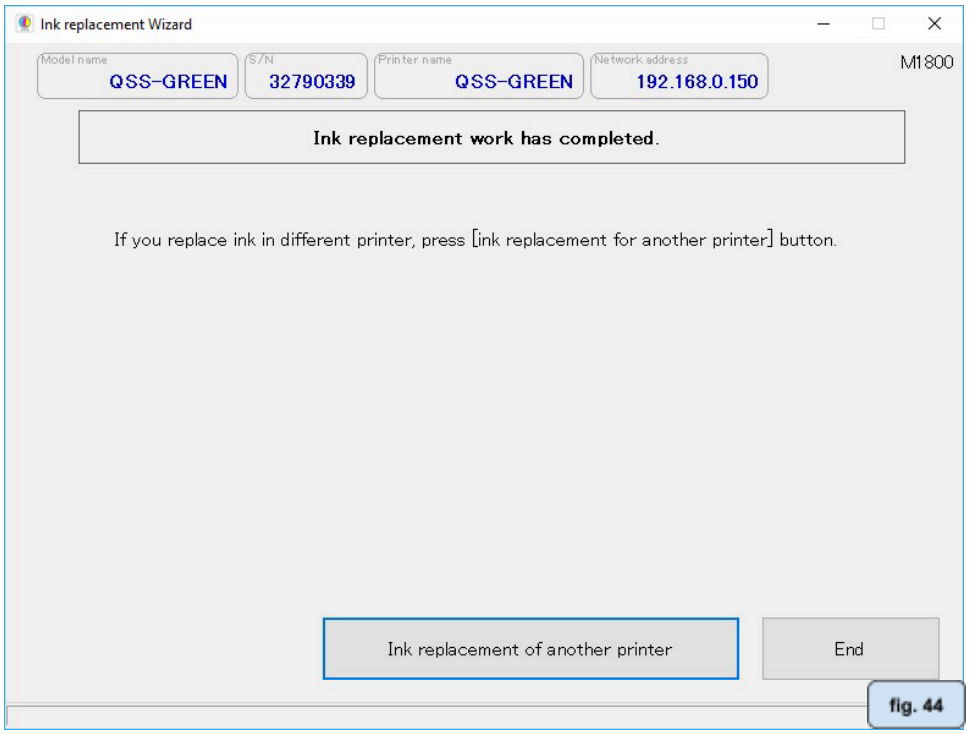


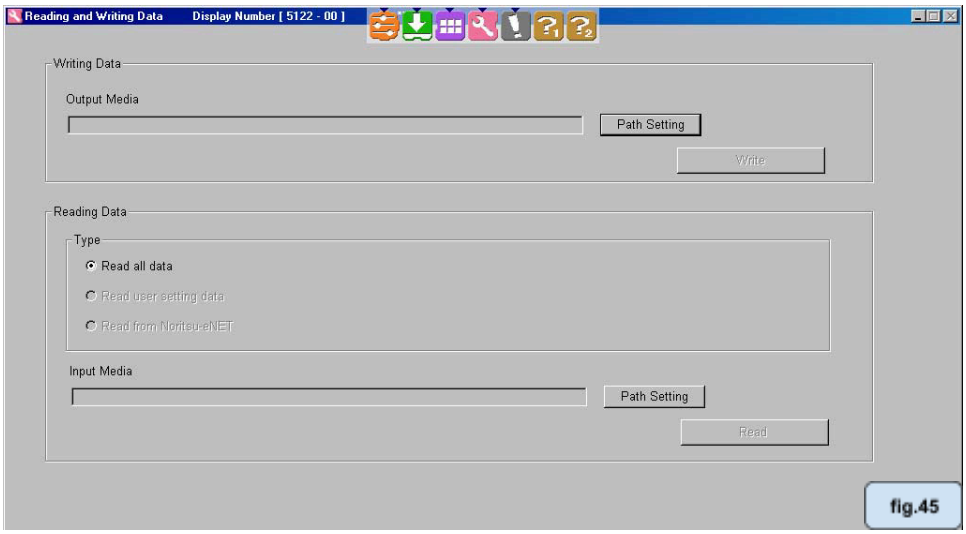
fig. 44

If you have not checked steps below before starting this procedure on all your printers, please press END. Restart the PC and run steps 1.2 to 1.5
1.2-Print the Nozzle check pattern
1.3-Saving the backup data of the printer
1.4-Verifying the Waste Ink Tank Usage Rate
1.5-Remote Desktop Connection to the Printer PC

If steps 1.2 to 1.5 have been completed, click on Ink Replacement of another printer
The screen will not ask you to install "Profile Data".
Run steps 2.2 to 3.3

5.0 Writing a backup

Once the ink replacement procedure is completed, it is highly recommended to write a backup. Start up the EZ-Controller software. Then from the Controller Main Display - Click F - Management Tool - System management - Data management - Reading and Writing Data (fig.45)



Ideally there should be a folder destination in the Output Media box, the default is C:\Noritsukoki\DailyBKData.
If you have changed the folder destination do not change it, leave as is.

Click "Writing Data" to save the backup data.

Once the Data has been saved, click Back and return the the the Controller Main Display

Note about backups, EZ-Controller saves 10 backups. Once you have performed the Ink Change Wizard be careful when reading backups.
The backup files are named BkData_20240531 [year-month-date].
If you have performed the Ink Change Wizard on May 31, 2024 and you have to read a backup on June 4, 2024 do not choose a backup before May 31, 2024.

6.0 Troubleshooting

Printer to perform the ink replacement cannot be selected.

When the printer is not in ready-to-print status, you cannot select the printer.

- Make sure all the printer doors are closed
- Confirm if the maintenance mode is opened

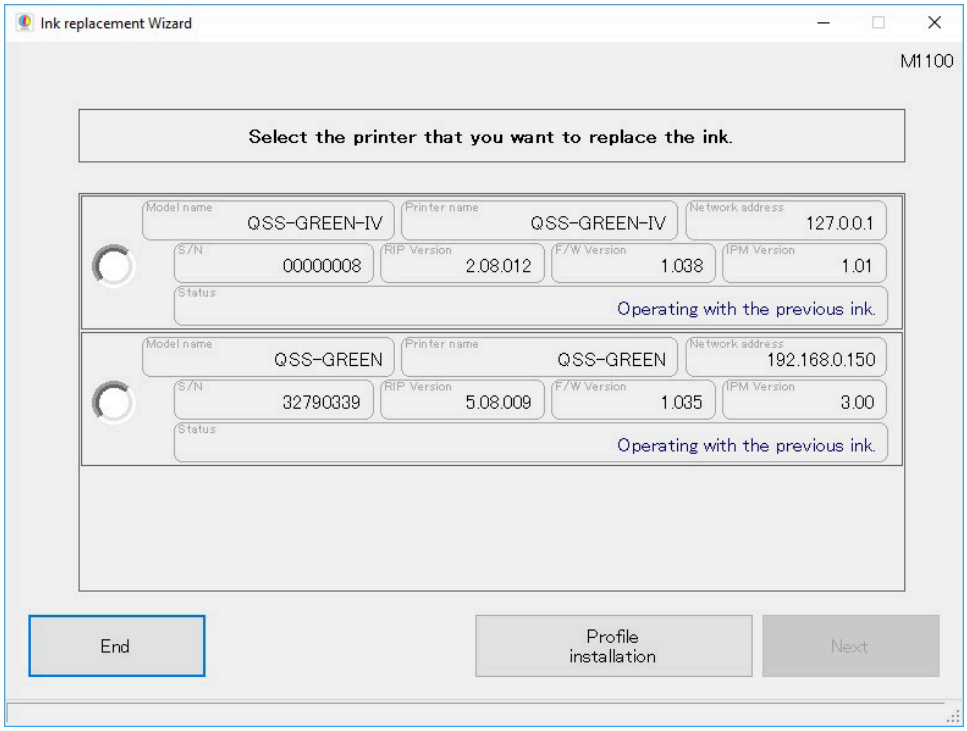
.

Next button is grayed out.

If the Next button is grayed out, it is an indication that the files have not been copied to the correct folder on the hard drive of the Operation/EZ-Controller PC.
See section 1.8-Copying the files to InkChangeWizard Folder

Printer that requires ink replacement is not displayed

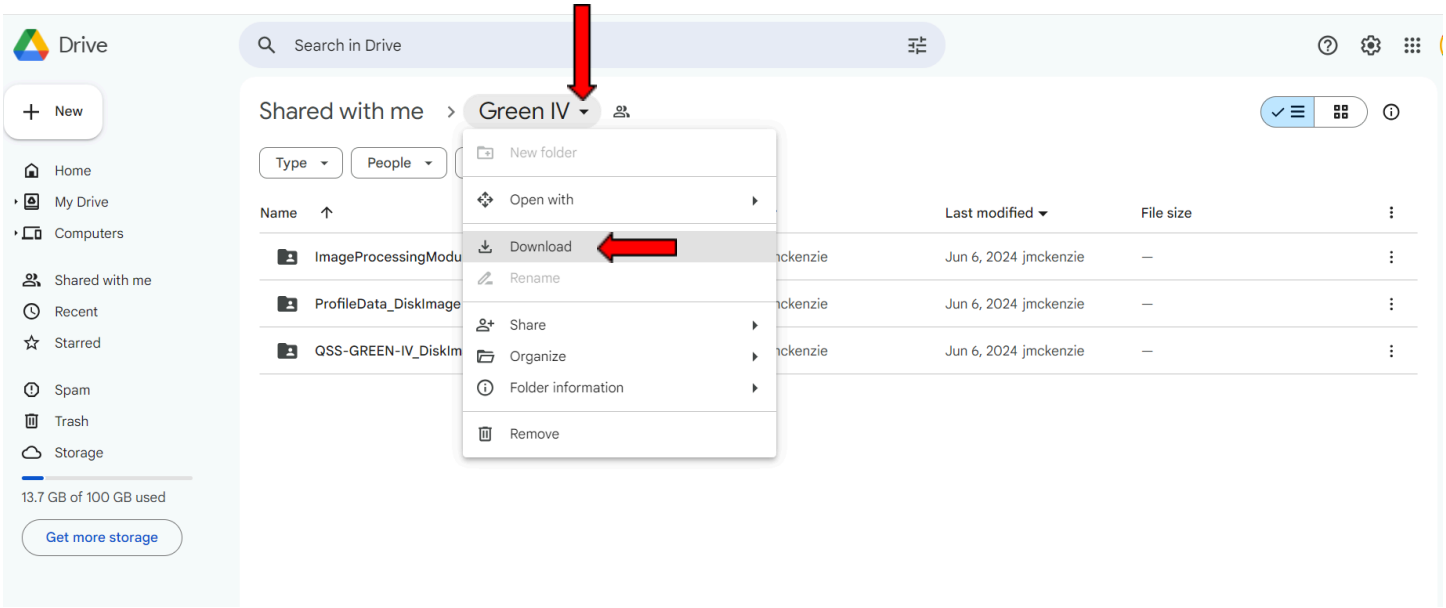
Make sure the printer is on, check if the Printer PC is powered on.



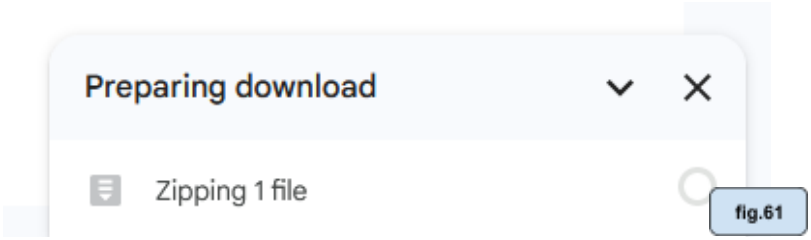
7.0 Downloading the file on another Computer with Internet Access.

You will receive an email to a direct link to download the software.

From your link you will get into your model folder. Click on the arrow beside the model name, then click Download



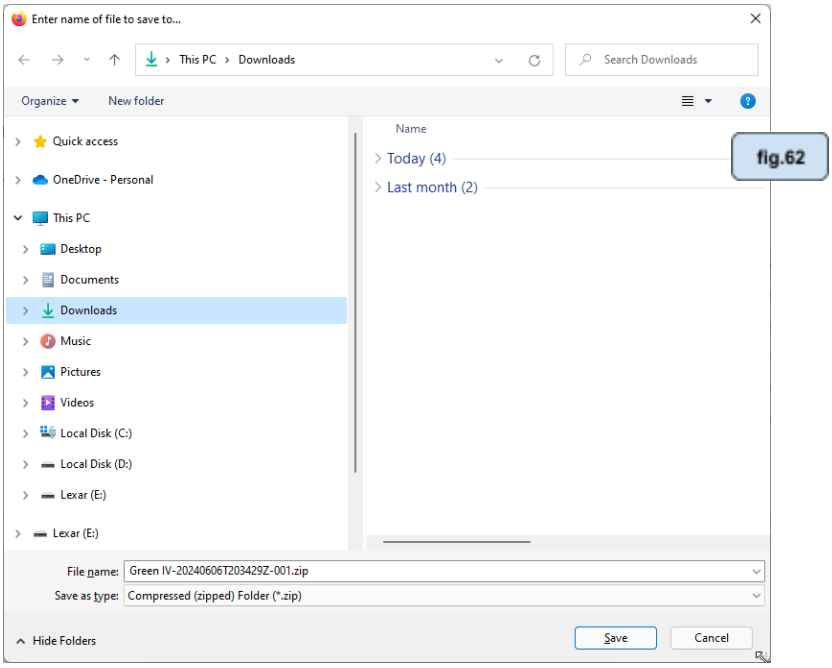
The Google Drive will zip the folder and you will be able to download the file.
Be aware Google Drive will rename the folder with its own naming convention, for example to Green IV-YYYMMDDT203429Z-001.zip



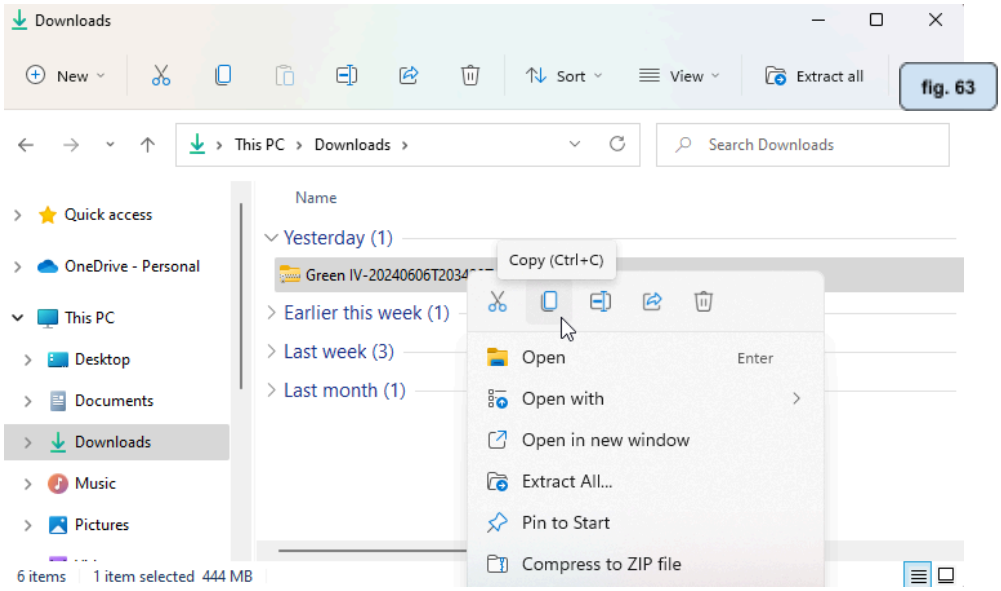
Please note this might take a few minutes. (fig.61)

7.0 Downloading the file on another Computer with Internet Access - Continued

Then you might get a window dialogue to save the zipped folder, click on save. Most likely it will save it in the Download folder. If you have changed your browser settings for saving files, the file will be saved in the folder you have specified.. (fig.62)



Navigate to the location of the downloaded zipped file.
Highlight the zip file, right click and select copy.
You can also select the zip file and press Ctrl+C (fig.63)



7.0 Downloading the file on another Computer with Internet Access. - Continued

Go to your USB drive, select an empty spot and select paste. (fig.64)

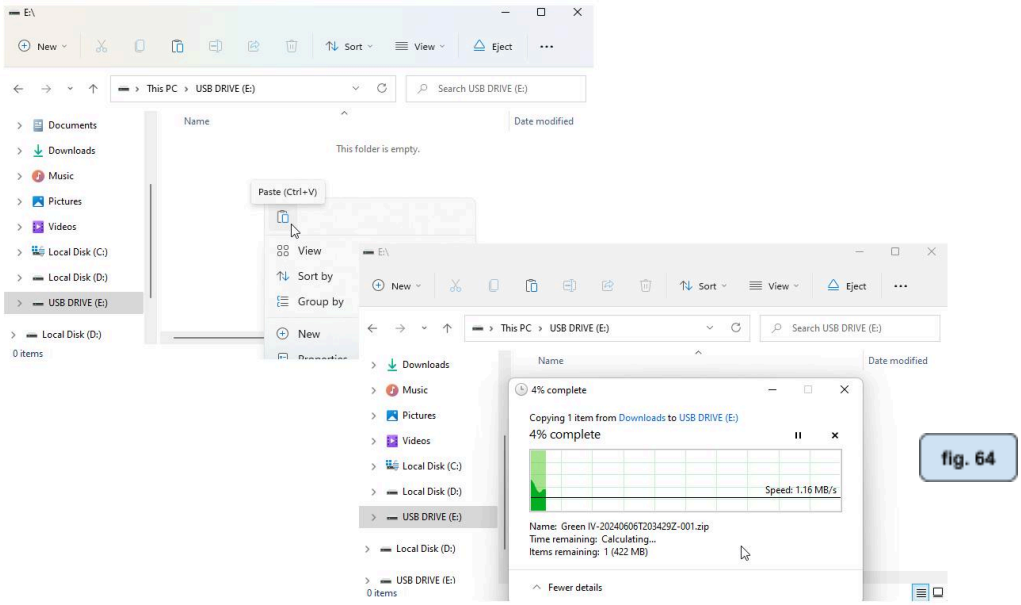
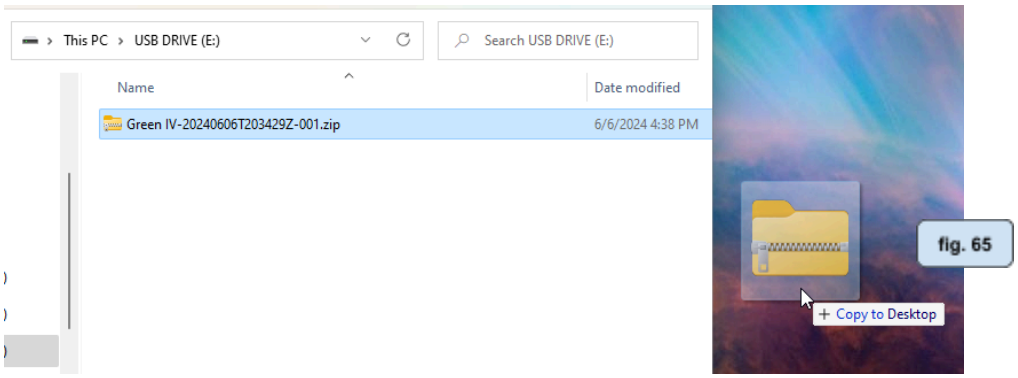


fig. 64

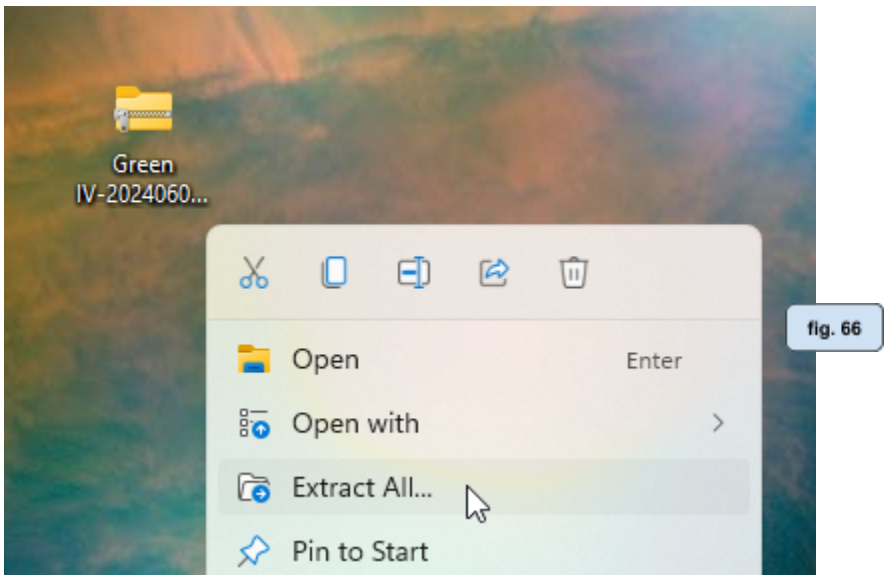
Remove the USB drive from the PC and insert it on the EZ-Controller PC

8.0-Unzipping the File on the EZ-Controller Computer

Once copied to the USB drive, insert the USB Drive to the Ez-Controller computer.
Select the zipped file and drag the file to the desktop of the Ez-Controller computer, this action will copy the file. (fig.65)



Right click on the zipped file and select Extract All... (fig.66)



8.0 Unzipping the File on the EZ-Controller Computer - Continued

Once this window opens, click Extract.
This will extract the files on your desktop. (fig.67)

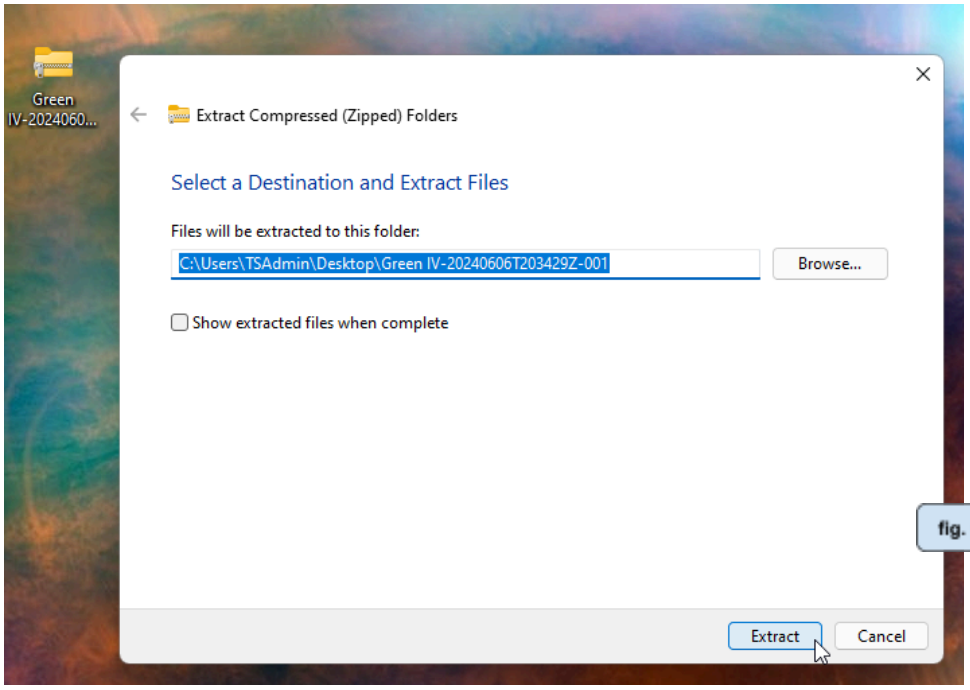


fig. 67

For example if you saved the zipped file on the desktop, the compression software will create a folder on the desktop with files extracted. (fig.68)

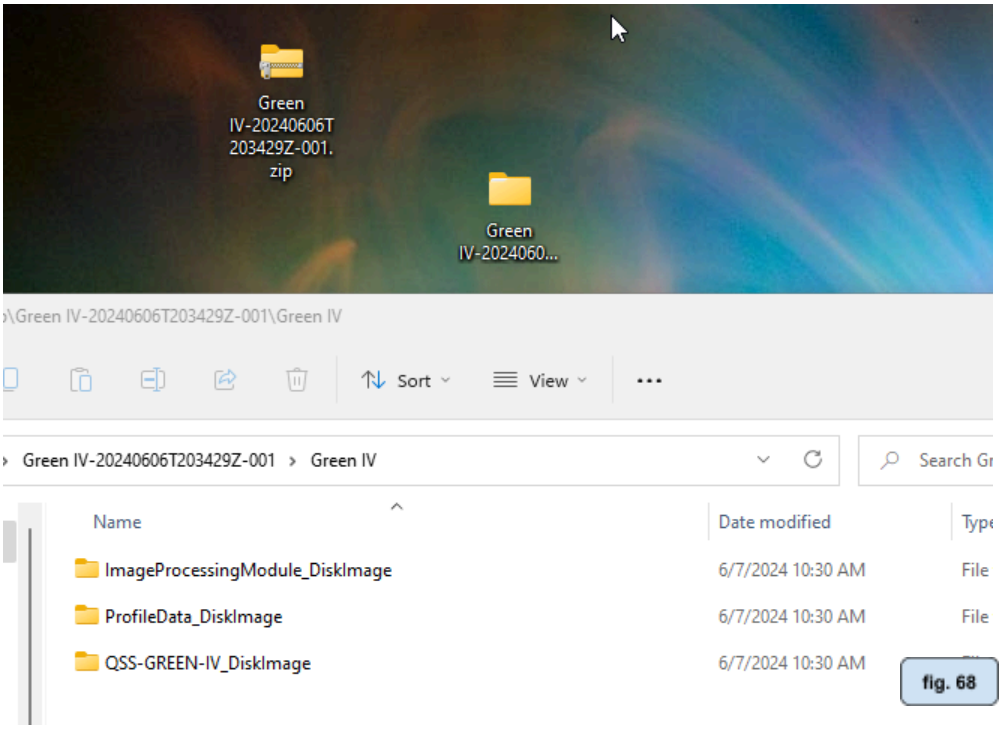
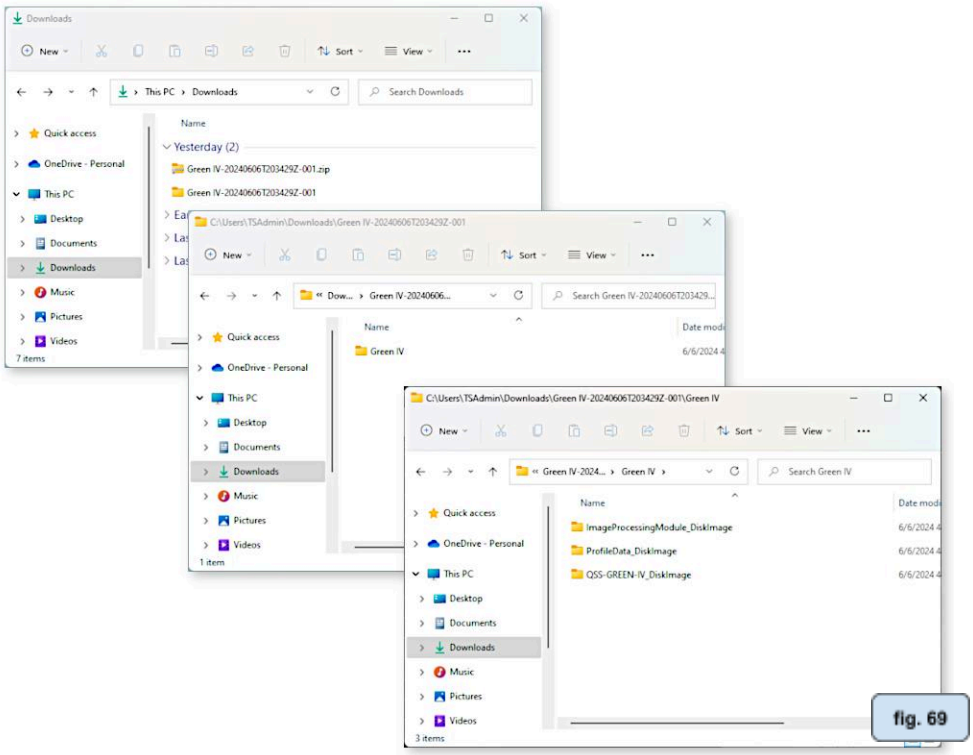


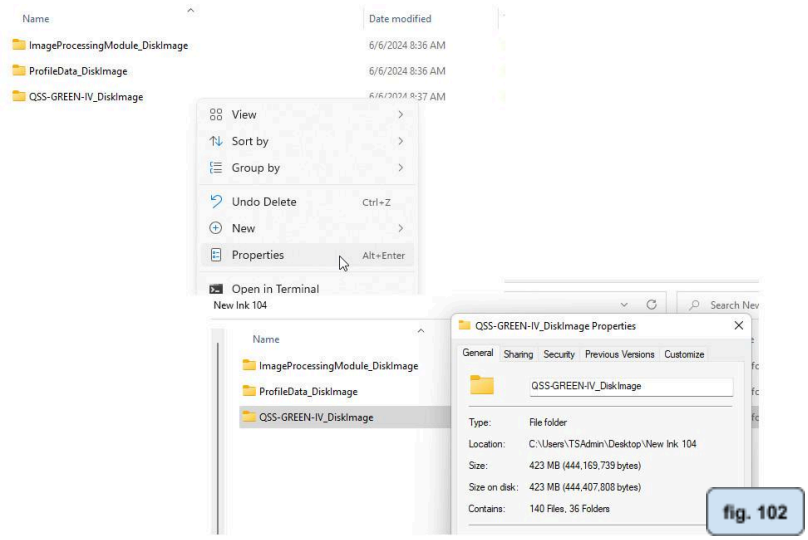
fig. 68

8.0 Unzipping the File on the EZ-Controller Computer - Continued

Once the downloaded file is unzipped open the folder, there will be a folder named Green IV. (according to your model)
Enter in the Green IV folder and make sure all 3 folders have been unzipped. (fig.69)



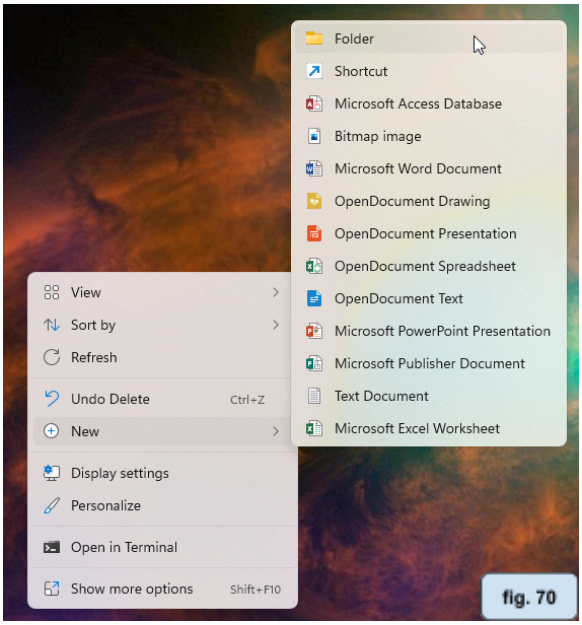
Note: Verify the folder sizes. Right click on the folder and select properties. (fig.102)



[Please see this page for the folder names and sizes.]

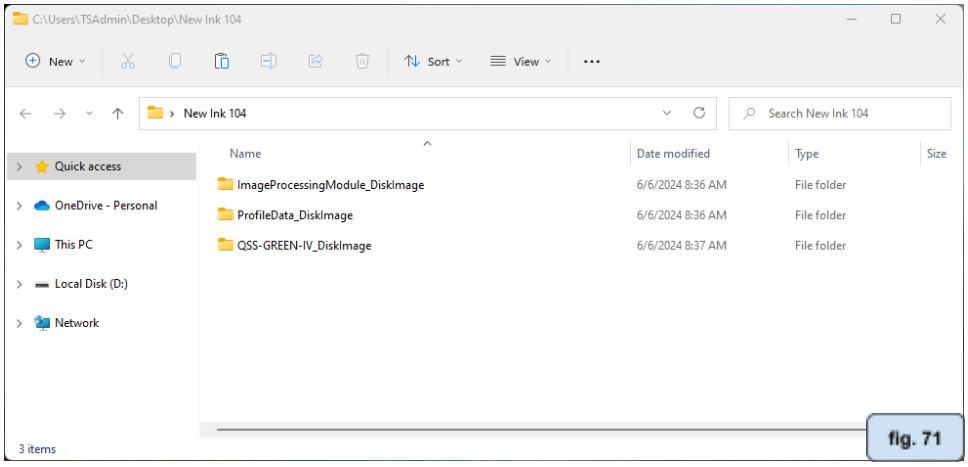
8.0 Unzipping the File on the EZ-Controller Computer - Continued

Once the files are unzipped, right click on the desktop, go to New and select Folder. Name the folder **New Ink 104**. (fig.70)



In the folder place the unzipped files in the folder New Ink 104 (fig.71)

ImageProcessingModule_DiskImage
ProfileData_DiskImage
QSS-GREEN-IV_DiskImage (varies by model)



Please note in this example we used the QSS-GREEN-IV_DiskImage

Now you are ready to 1.8 Install the Maintenance Software
See this page about the default Windows compression software.

9.0 Files and Folder Sizes for Each of Printers

D703

Name	Size
ImageProcessingModule_DiskImage	11.6 MB (12,178,829 bytes) 162 Files, 21 Folders
ProfileData_DiskImage	148 MB (155,485,366 bytes) 227 Files, 30 Folders
D703_DiskImage	343 MB (359,686,871 bytes) 142 Files, 35 Folders

D1005

Name	Size
ImageProcessingModule_DiskImage	11.6 MB (12,178,829 bytes) 162 Files, 21 Folders
ProfileData_DiskImage	148 MB (155,485,366 bytes) 227 Files, 30 Folders
D1005_DiskImage	445 MB (467,175,503 bytes) 139 Files, 35 Folders

QSS Green

Name	Size
ImageProcessingModule_DiskImage	11.6 MB (12,178,829 bytes) 162 Files, 21 Folders
ProfileData_DiskImage	148 MB (155,485,366 bytes) 227 Files, 30 Folders
QSS-GREEN_DiskImage	425 MB (445,812,117 bytes) 140 Files, 36 Folders

QSS Green II

Name	Size
ImageProcessingModule_DiskImage	11.6 MB (12,178,829 bytes) 162 Files, 21 Folders
ProfileData_DiskImage	148 MB (155,485,366 bytes) 227 Files, 30 Folders
QSS-GREEN-II_DiskImage	445 MB (467,131,711 bytes) 139 Files, 35 Folders

QSS Green III

Name	Size
ImageProcessingModule_DiskImage	11.6 MB (12,178,829 bytes) 162 Files, 21 Folders
ProfileData_DiskImage	148 MB (155,485,366 bytes) 227 Files, 30 Folders
QSS-GREEN-III_DiskImage	453 MB (475,870,768 bytes) 140 Files, 36 Folders

QSS GREEN IV

Name	Size
ImageProcessingModule_DiskImage	11.6 MB (12,178,829 bytes) 162 Files, 21 Folders
ProfileData_DiskImage	148 MB (155,485,366 bytes) 227 Files, 30 Folders
QSS-GREEN-IV_DiskImage	423 MB (444,169,739 bytes) 140 Files, 36 Folders

10.0 Glossary

Operation PC: The computer where EZ-Controller software is installed.

Printer PC: A stand alone computer that is connected to the printer, normally with a USB cable, also known as a RIP PC

Zip File: A computer file whose contents of one or more files are compressed for storage or transmission, often carrying the extension .ZIP

Nozzle Check Pattern: A grid pattern for confirming whether the printhead nozzles clog. If the grid pattern is not
printed normally, the nozzles may clog. Then Head Cleaning is necessary.

Remote Desktop Connection: Remote Desktop Protocol is a proprietary protocol developed by Microsoft Corporation which provides a user with a graphical interface to connect to another computer over a network connection.