

JPress750S Service Overview



J Press 750S Challenges/Considerations

None of J Press 750S installation was successfully done without problem. FNAC would like to request improvement of following service issues.

1. Specific Issues
2. Shipping Condition
3. Integration
4. Kitting Reference
5. Schematics for Wiring
6. Error Code Clarity
7. Escalation Resource

J Press 750S Challenges/Considerations

Issues	Details
Specific Issues	<ul style="list-style-type: none">- Conveyer belt meandering- Head strikes (software)- Kitting versions- Missing dryer harness.- Hall in ink cap- Machining of bolt holes Ryobi press too shallow.- No start up the press (bent of relay leg)
Shipping Condition	<p>Delivery condition of press has indicated mishandling or damage from sudden movement.</p> <ul style="list-style-type: none">- Covers are dented, crushed or damaged. #12- Ink tower construction is weak. #9- Mounting brackets are broken or sheered off. #17- Welds are failing (power supply) #6 #12 #14 #17

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Integration	<p>During the manufacturing of a press, the “whole” integration of the press needs to be verified that it initialized before it ships.</p> <ul style="list-style-type: none">- <u>Recommend QC measure before press ships whether prototype machine or production machine</u>
Kitting Reference	<p>There has been some confusion as to what kitting should be applied.</p> <ul style="list-style-type: none">- Kitting specific to serial number of press should be verified.- A defined progression for kitting each press should be included and up to date.

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Schematics for Wiring	<p>Wiring diagrams are difficult to follow</p> <ul style="list-style-type: none">- Recommend using the international standard for conventions and labeling – not block diagrams. (for example: IEC, ANSI, and/or IEEE standard)- Recommend an international review of diagrams before or after release.
Error Code Clarity	<p>Field Tech's are having difficulty understanding or finding answers based on the error code reference.</p> <ul style="list-style-type: none">- Recommend a international review of error codes.- Error code needs to reference a part or provide a detailed description of location.- Recommend deploying a shared knowledge base of error code look-up that allows tech to “ad-hock” annotations.

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Escalation Resource	<p>When an issue cannot be resolved, it is escalated to the J Press Specialist. If an issue is not resolved internally, FNAC request support from FTYO.</p> <ul style="list-style-type: none">- FNAC desires 24hr availability of FTYO resource or engineer to be in US several months until manufactured product to be stable.- Recommend multiple contacts. (Gomi San is an excellent resource, but is only one person)- Define a clear process / response / expectation for urgent parts ordering and assistance request.- Communicated countermeasure response is repetitive. There may be a misunderstanding in translation.

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Field R&D	<p>Product development in the field is difficult and requires resources and time that have not been accounted for.</p> <ul style="list-style-type: none">- Service Primary Focus: Install / Train / break-fix.- Customer frustration not meeting install deadline.- Limited resources and skills in the field. The tech's are not R&D engineers and don't have those resources available.
Printing United Trade Show	<p>On October 23-25th the JPress 750 will be represented at the Printing United Trade show at Dallas, TX. FNAC has concern about installation failure.</p> <p>There are some considerations to discuss:</p> <ul style="list-style-type: none">- Is it possible to have the press staged and tested, prior to going to the show floor? (kitting/patches and initialization)- Would it be beneficial to have an engineer from Tokyo R&D available during pre-staging?