



Technical Operations
Policy & Procedures

JANUARY 2019

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BURLINGTON, MA 01803-5063

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Introduction of the Technical Departments

RISO's Technical Department is made up of four different departments; Technical Training, Technical Field Service Support, Warranty & Repair and Professional Services. Each department consists of a team of skilled members to provide service and support to our Authorized Dealers. This booklet will provide a brief summary of each department as well as forms/websites/contact information you may need to answer questions or reference.

Technical Training Department:

Technical Training department consists of two major functions to help service our Authorized Dealers Technicians. Our Skilled team develops and provides Instructor Led/online training courses as well as providing phone support to Certificated Technicians thru our Technical Assistance Call Center.

RISO offers Instructor Led Training on all current products. Each ILT course provides, but is not limited to, theory of operations and comprehensive hands on lab assignments. Students that complete and pass our ILT courses will become a certified technician on that particular product line. Classes are offered monthly to Authorized Dealers. Product release will not be granted to authorized channel partners without proper Certifications.

Each Authorized Dealer will have login access to our Partner Portal Page (<https://portal.us.riso.com/>). To obtain login access to this page please contact your RISO Sales Representative. The following information can be viewed on our Partner Portal Page; course schedules, posted on a quarterly basis. On our page, we provide training course schedules, enrollment forms and travel/lodging guidance. Online RISO university classes, Summary of Courses we offer both online and Instructor Led, Onsite Training Requests, and Train the Trainer Requests. Each online training class requires the student to be certified on a specific product before they are allowed access. To be enrolled or obtain access to any of RISO's Instructor Led or online courses an enrollment form must be completed via Resellers Site(<https://portal.us.riso.com/>) and submitted to Risotrainer at Risotrainer@riso.com. Once the enrollment form is received Risotrainer will either approve or deny enrollment to Instructor Led Training or online courses. RISO offers Authorized Dealers 2 free Instructor led training seats per calendar year. After the two free Instructor led training seats have been used for the calendar year the cost for a 5-day ILT (F Series Baseline, FW Baseline, GD Baseline) will be \$200 per Technician. ILT courses that are 3 or 2 days (Perfect Binder, Envelope Wrapper) will be \$100 per Technician. Please see the administration fee chart on the next page for RISO online university courses.

Online Program Administration Fee:

<u>Access Term Commencement</u> <u>Date</u>	<u>Access Fee Per</u> <u>Technician</u>	<u>Access Term End</u> <u>Date</u>
January 1 – April 30	\$75.00	December 31st
May 1 – August 31	\$62.50	December 31st
September 1 – December 31	\$50.00	December 31st
Block Fee of 25	\$1250.00	\$50.00 per person

In addition to offering Instructor Led and Online training courses, RISO also offers two additional training programs, Onsite Training and Train the Trainer. Both of these programs have specific requirements that must be met before being approved by the Director of Technical Operations.

Onsite Training Program:

Onsite Training is a program that provides training to a Dealers Technicians at their location. In order for this request to be approved the facility must meet the standards of RISO’s Technical department requirements and submit payment. Facility must be a minimum of 20ft X 30ft room that provides adequate seating and proper electrical to support class. There is a minimum enrollment of 2 student’s maximum of 8 students. Machine requirement of 2 students per every one machine. Dealers RISO machines must be on site and in working order. Dealer must provide top three-week choices to hold this onsite training. RISO will then pick the best week that will accommodate both RISO and the Dealers schedule. *Please refer to Onsite Training request document for more details on the requirements, See pages 14-16.*

Train the Trainer Program:

Train the Trainer program is a three-step program that RISO offers to Dealers/Resellers that are in good standing and currently have an appropriate contractual agreement with RISO. All requests and enrollments for Train the Trainer program must be completed and submitted to risotrainer@riso.com. This three-step program will include: to participate as a student and achieve a 95% or higher on a desired product to continue to step 2. Step 2 is to observe and co-teach with a Certificated Instructor on the desired product. Step 3, to teach under supervision and evaluation of RISO Technical Training Manager on the desired product. If the Candidate does not pass each step, then they will not be able to reapply for this program until six months have passed from the end of the current class. Applicable fees will apply for each time this program is requested. The initial Train the Trainer fee is \$2000. There will be a \$500 fee per every additional series requested. Please see pages 17-20 for the requirements of the Train the Trainer program.

Technical Assistance Call Center (TACC) & Field Support:

Our group of Technical Assistance Call Center Agents are available from 8:30am to 5pm EST, Monday thru Friday. This group of skilled Certified Agents will provide phone support to Certified Dealer Technicians on any problems they may be having at a customer’s location. Certified Dealer Technicians will receive phone support on the product they are certified on thru RISO’s Instructor Led Training course they have successfully completed. For any non-certified Technicians that do call our Technical Assistance Call Center there will be a chargeable \$50 fee.

Please see chart below regarding Tech Certification on Product Support.

Tech Certification	Product support																		
	GD	ComColor	FW	HCS/55	EZ	RZ	CZ	ME	MF	MZ	RN	RP	CR	FR	GR	SE	SF	TR	VB
ComColor	No	Yes	No	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No
HCS/55	No	No	No	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No
EZ/SE	No	No	No	No	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No
RZ	No	No	No	No	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No
MZ/ME/MF	No	No	No	No	No	No	No	Yes	Yes	Yes	No	No	No	No	No	No	No	No	No
RN	No	No	No	No	No	No	Yes	No	No	No	Yes	Yes	Yes	Yes	Yes	No	No	Yes	No
RP	No	No	No	No	No	No	Yes	No	No	No	Yes	Yes	Yes	Yes	Yes	No	No	Yes	No
VB	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	Yes
GR	No	No	No	No	No	No	Yes	No	No	No	No	No	Yes	Yes	Yes	No	No	Yes	No
FR	No	No	No	No	No	No	Yes	No	No	No	No	No	Yes	Yes	Yes	No	No	Yes	No
CR/TR	No	No	No	No	No	No	Yes	No	No	No	No	No	Yes	No	No	No	No	Yes	No
FW	No	Yes	Yes	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No
GD	Yes	Yes	No	Yes	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No
SF	No	No	No	No	Yes	Yes	Yes	No	No	No	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No

Certified Technicians that call for phone support and have a complex issue that cannot be resolved by the TACC Agent will be escalated to a Field Service Engineer in their region. TACC Agent will provide the FSE with all the information from the support calls as well as contact information. At this point the Field Service Engineer will assist Certified Technician remotely to resolve problem.

If the problem is still occurring, then the Certified Technician will be advised to fill out and complete a Technical Escalation Form. This form can be located on RISO's Technical Portal page as well as page 22. Once this form is completed please email to risotrainer@riso.com. This form is an official request to schedule a Field Service Engineer visit the Dealers location and accompany them to the customer's location to resolve problem. This request must be approved by the National Technical Manager before the Fields Service Engineer's Emergency visit is scheduled. These steps are all part of RISO's Technical Support Escalation Policy. Please see page 21.

As part of our Technical Support, RISO launched an updated Technical portal page for certified technicians(riso.desk.com). All certified technicians will be able to access this page with a login they create. For instructions on how to register please contact risotrainer@riso.com.

This portal page will be able to assist certified technicians with the information and tools needed to service their customers. The portal page will display Bulletins, Parts list, Technical Manuals, Installation guides, Firmware and a Knowledge Base. If a technician is unable to locate what they are looking for on the portal page, they should contact one of our TACC agents via email or by phone.

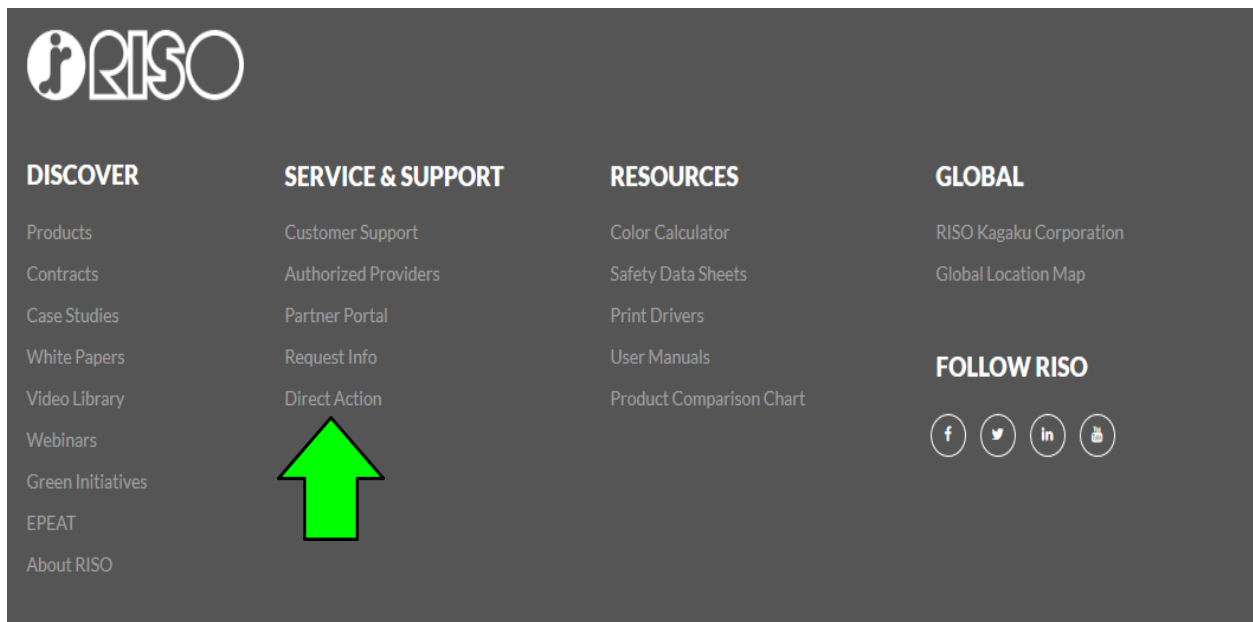
Technical Field Service:

Field Service Engineers are broken out by regions within the United States and one Engineer serving Canada. This group of skilled Engineers are assigned to designated areas to provide technical assistance to our authorized dealers. Most visits to Dealers are scheduled due to routine Maintenance, assisting with installation of products, Emergency Visits, etc.

To request field service support please complete Technical Operation Escalation form and submit completed form to risotrainer@riso.com. Once this form is received, the given information will be forwarded along to the National Technical Manager for approval. Upon approval, the National Technical Manager will be in contact with Dealer to review potential available dates to schedule field service support visit.

Direct Action:

Direct Action is a program that Customers and End Users can contact us about any questions or concerns they are having regarding their RISO products, Parts, locating an Authorized Dealer in their area, etc. To contact Direct Action please submit your inquiry through our website at www.us.riso.com. Scroll to the bottom of the page under Service & Support to click on Direct Action link. Please be sure to fill out the form in its entirety. Once the form is completed and submitted a RISO representative will contact you via email/phone in regards to your inquire.



Warranty & Repair:

Our Warranty and Repair Department is open from 8:30am - 5pm EST Monday thru Friday. This team is dedicated to providing service for all RISO machines, parts that are under warranty and any repairs that are needed outside of the warranty dead line. To request a service/repair to be done, RISO Warranty and Repair Traveler form (Item # 328_001, please order form thru Customer Service, sample on page 23) must be completed and submitted via mail to the address indicated below as well as the unit/part(s) that are requesting to be serviced/repaired.

*RISO Warranty & Repair Department
80 Commerce Way
Woburn, MA 01801*

All Warranty and Repair Travelers forms must be submitted within the warranty period (30 days from the date of occurrence) along with parts, supportive evidence and sample copies. Warranty claims on parts falling outside of the warranty period or that have failed more than 30 days prior to submission of the claim will not be honored. Shipping must be prepaid and part(s) must be suitably packaged to ensure no shipping damage is incurred.

All new product warranty details are listed in the SCHEUDLE E Standard Dealer Warranty statement which is given to the participating dealer principle.

For used product warranty; RISO warrants to each of its authorized dealers that the USED RISO Products designated below and as defined below, when shipped in secure packaging, properly installed/set up by Dealer in accordance with RISO technical guidelines, and subject to normal use and maintenance conditions, will be free from defects in workmanship and materials for the following time frames from the date of invoice from RISO to Dealer:

USED RISO DIGITAL DUPLICATOR PRODUCTS:

- Rebuilt, Refurbished, inspected digital duplicators: the earlier of thirty (30) days or thirty thousand (30,000) copies/prints;
- Repaired spare parts: thirty (30) days.

USED RISO INKJET PRODUCTS:

- Rebuilt, Refurbished, Inspected Machines: the earlier of thirty (30) days or thirty thousand (30,000) unit images (i.e. maintenance meter clicks);
- Repaired Touch screen, Scanner, Controllers, and other accessories: thirty (30) days;
- Repaired Spare parts: thirty (30) days.

“USED” with respect to a RISO Product means a RISO Product that (i) is not in new condition as “Rebuilt,” “Refurbished,” “Inspected,” or “Repaired.” RISO provides NO WARRANTY and any such used Products purchased from RISO are acquired by dealer AS IS, WITH ALL FAULTS and without warranty of any kind from RISO. RISO reserves the right to request such additional information as is necessary or desirable for RISO to verify any warranty claim.

** For more detailed information, you can contact Warranty and Repair. Please refer to page 21 for the Warranty and Repair Travelers form.

*Rejection Policy

A Warranty Claim or Repair Request will be rejected if data is missing, incorrect, and/or entered fraudulently; or if the item subject to claim is improperly packaged, not repairable, if no problem is found, or sent without a Warranty or Repair Traveler Form, and/or other reasons listed throughout the Warranty and Repair Section. RISO, Inc. will either return the item to the dealer immediately and/or notify the dealer by fax of the rejected Traveler, whichever is deemed more appropriate. In the latter case, the dealer then has 30 days to fax its copy of the Traveler Form with the necessary corrections to the RISO, Inc. Warranty & Repair Department at: (978) 774-8494. Rejected claims held for dealer's corrections will be returned to the dealer at the dealer's sole expense if not received within 30 days. A sample copy of the Rejection Fax sheet is located in the form section.

*Non-Warranted Repairs

At times the RISO Warranty and Repair Department will repair or have available used parts at a discount to our dealers. Please contact Warranty and Repair either by phone (978-739-3403) or by fax (978-774-8494) for availability. Items to be returned for repair must have approval from Warranty and Repair. RISO, Inc. reserves the right to amend all of its Non-Warranty Policies at its sole discretion. RISO, Inc. is not responsible for a repair request sent to any address or department other than:

Warranty & Repair Department
80 Commerce Way
Woburn, MA 01801-1008

The sections below explain the Warranty & Repair Department additional programs that are offered in greater detail.

*Standard Repair Service

Rebuild Program-Special package discounts on machine refurbishing. Please contact RISO, Inc. Warranty & Repair for details on the Rebuild Program-978-739-3403 (voice), 978-774-8494 (fax). Some repair programs may be cost prohibitive for International dealers due to import duties, tax, etc.

*Standard Repair Service - Accessories, Other

This is RISO, Inc.'s commitment to provide timely, reliable repair services to authorized RISO Inc. dealers. We cannot guarantee turnaround in any specific number of days and Warranty & Repair must be notified prior to sending items in so repairs can be scheduled. Simply submit a completed Warranty or Repair Traveler Form for each repairable item sent in for repair. Once received we will process and ship that repaired item as soon as possible. In the event the item submitted is deemed non-repairable, please refer to Section 5.3 Rejection Policy. May be cost prohibitive to International Division due to import duties, tax, etc. RISO, Inc. is not responsible for a repair request sent to any address or department of RISO, Inc. other than the:

Warranty & Repair Department
80 Commerce Way Woburn, MA 01801-1008

*RISO Rebuild Program

As your installed base of RISO Ink Jet printers and duplicators age, and units are upgraded to new more capable models, there will be a need to refurbish or rebuild replaced RISO equipment. Therefore, in those situations where there is a need to either extend the life of an existing unit or restore an upgraded unit to factory standards, the RISO Rebuild Program may be the answer.

By allowing RISO Warranty & Repair Department. to refurbish and/or rebuild those units you won't:

1. Tie up your RISO certified technicians with extensive shop work
2. Have to identify, order and wait for required parts
3. Have to tie up limited and costly floor space
4. Have to pay full price for parts used in the refurbishment

And you will retain the aftermarket revenues and profits of RISO Ink Jet Printers and Duplicators either taken out of service or lost to competition. A RISO machine running at peak efficiency will maximize your revenues and profits. Identify those installations requiring refurbishing. Using the RISO Rebuild Program for those machines will extend the life of the RISO product and the aftermarket revenue stream.

*Machine Rebuild Program

The RISO Rebuild Program is suggested for older Series RISO Ink Jet and Duplicators that have reached either the 3,6 or 10 million copy mark based on product life expectancy. It is also recommended as a cost effective alternative to reconditioning aging/used demos, trade-ins and inactive inventory.

There are Rebuild Schedules available from the RISO Warranty & Repair Department for the older RISO models. The schedules offer discounts on current pricing. RISO offers a full 30-Day Warranty from the date of invoice on parts and workmanship used in rebuilding machines. All work must be completed at RISO, Inc. Warranty & Repair Department by RISO trained staff.

1. RISO, Inc. is not responsible for damage due to freight.
2. Warranty & Repair will provide an estimate prior to any work if requested by dealer.
3. RISO, Inc. reserves the right to exchange an item returned for repair with a like repaired item.
4. A repair request may be rejected if the assembly returned for repair is incomplete or if the item is determined to be beyond reasonable repair.
5. All repairs receive a 60-Day Warranty, please refer to Section 5.4 Warranty Claim Policy.
6. Returned parts orders, not under warranty are subject to a 20% restocking fee.

*Dealer Processing

To obtain prior approval and a REPAIR AND RETURN AUTHORIZATION and corresponding authorization number, the requesting dealer must call RISO, Inc. WARRANTY & REPAIR DEPARTMENT (978) 739-3403.

Upon receipt of a REPAIR AND RETURN AUTHORIZATION the dealer must

1. Prepare and ship the machine and indicate the assigned authorization number on the outside of the shipping carton.

2. Include a completed Warranty or Repair Traveler Form and a copy of the Repair and Return Authorization Form to the following address:

RISO, INC.
WARRANTY & REPAIR DEPARTMENT
80 Commerce Way
Woburn, MA 01801-1008
ATTN: RA # (assigned authorization number)

Machines returned with damages or without RISO, Inc. Warranty & Repair Department authorization will be returned to the dealer at the dealer's expense. All freight charges are the responsibility of the dealer.

*RISO, Inc–Rebuild Processing

All Rebuild requests will be processed by the RISO, Inc., Warranty & Repair Department. The processing and documentation will be handled as follows:

1. Upon receipt, RISO, Inc. will review the Warranty or Repair Traveler Form/Rebuild Request. If questions arise the dealer will be notified.
2. RISO, Inc. will fax the dealer a copy of the Rebuild Schedule for approval.
3. When RISO, Inc. receives the signed Rebuild Schedule, RISO, Inc. will issue a Return Authorization for the rebuild.
4. Upon receipt of the machine, RISO, Inc. will evaluate. If additional repairs require items not listed on the rebuild schedule, RISO, Inc. will complete a detailed estimate.
5. RISO, Inc. will then fax the dealer the additional repair estimate for approval and signature.
6. Upon completion of repairs, the unit will be shipped back to the dealer. Dealer must allow appropriate time for shipping and delivery.
7. The dealer will be invoiced by RISO, Inc. in accordance with the current terms and conditions.
8. RISO, Inc. warranties only the parts and workmanship used in the Rebuild repairs which are listed on the rebuild schedule 60 days or 30,000 copies from the date of invoice.
9. Part pricing is subject to change without notice. RISO, Inc. will make every attempt to update dealers on current pricing.

QUESTIONS PERTAINING TO THE REBUILD AND/OR REPAIR PROGRAMS CURRENTLY OFFERED BY RISO, INC. SHOULD BE ADDRESSED TO:

RISO, INC.
WARRANTY & REPAIR DEPARTMENT
80 Commerce Way
Woburn, MA 01801-1008

TEL. # (978) 739-3403 OR FAX # (978) 774-8494

*Return Authorization (RA) Program

The purpose of this program is to familiarize new and existing dealers in the utilization of the Return Authorization(RA) program while providing an understanding of our policies and procedures.

Procedure:

1. Warranty and Repair receives item/s with RA form from RISO Inc. Receiving Department.
2. The information on the RA is verified by a Warranty and Repair technician.
3. Technician will verify if the item is new in the original packaging or used.
4. Item/s pass inspection and a copy of the RA will be forwarded to distribution to be closed and the dealer's account will be credited.
5. Item/s that did not pass inspection will be rejected and submitted back to Customer Service so that they can notify the Dealer that these parts will be sent back to them.

*Follow-up Program

The objective of this program is to provide new and existing dealers another avenue to assist with a backordered part. We do everything within our power to locate the backordered component to lessen your valuable customers down time.

1. Down machine part is on backorder.
2. RISO Customer Service will forward a Follow-up Form to RISO Warranty & Repair Department requesting a back ordered part to fill an order for a down machine.
3. RISO Warranty & Repair Department will attempt to locate the part and fill the pending backorder.
4. RISO Warranty & Repair Department will notify RISO Customer Service if the part is available or not.
5. RISO Customer Service will then notify the Sales Channel.

Professional Services:

Professional Services is a sales assistance department offered by RISO to aid in the sale and integration of equipment into environments with complex workflow requirements. The services include file performance testing, pre-installation sale support, customer specific workflow integration support, color profile creation and assistance with printer controller integration to 3rd party software products.

Custom software creation, scripting and programming is available to integrate customer specific workflow with RISO equipment.

Below is a brief description for each service that our workflow team provides:

Conference Call to Outline Support Requirements: Professional Services will attend scheduled calls. The call basis is to understand the potential customer's requirements. Once the requirements and expectations are set during the call, the Pro-service engineer will determine if support is needed. If the support is needed, the engineer will inform your dedicated RISO sales representative, and then draft a Statement of Work listing the requirements and a quote for any estimated charges.

Performance Testing: Performance testing is intended to verify equipment functionality, feeding reliability and speed performance of specific files and stock. Once the testing is concluded the results will be documented and distributed to applicable personnel.

Onsite Presale Support: Professional Services can provide onsite presale support to the dealer/reseller or RISO major accounts to integrate RISO equipment into customer environment. During this process we recommend that an Inkjet Installation Site Survey (see page 24-26) be completed and submitted. If the sale is not achieved, the dealer/ RISO direct customer will not be billed for the support provided. If the sale is achieved, service billing will automatically be added to the invoice at the closing of the sale. This support is outlined in the Statement of Work.

Remote Integration Support: Some integration support can be accomplishable remotely. This can include development efforts in the RISO office, or Secure Internet connection to the customer environment, etc. Remote support requirements will be defined in the Statement of Work that has been completed by a RISO Pro-Services member.

Onsite Integration Support: Professional Services will provide onsite integration support when required based on defined Statement of Work. A workflow engineer will work with the client and sales staff to integrate the RISO IJ equipment into the workplace based on defined deliverables, such as controller configuration, software integration, color management, etc. A signed Statement of Work listing the requirements and a quote for any estimated charges must be completed before the commencement of post-sale support.

Additional Support: Professional Services offers color profile creation where specific colors are required and cannot be achieved through the standard color manipulation options. If a color profile is needed the specific stock to be printed must be supplied and a hard copy of desired color is required if applicable. Professional Services offers custom program creation when applicable to integrate RISO equipment into customer specific workflow environments this cost is associated with color profiling.

The RISO Statement of Work is our formal document that captures and defines the work activities, deliverables, and timeline that must be executed in performance specified by the client. Once the SOW is created and a timeline defined by the Professional Services Engineer and approved by management, the SOW will be given for client and sales approval for support as a binding contractual agreement. Support requirements are determined based on the Statement of work. After the Statement of Work has been signed off by all parties, a completed Workflow Integration Pre-visit checklist (see page 27 for sample) needs to be submitted by the selling entity and client prior to the onsite visit. This checklist is to ensure that the equipment is installed and tested, networked and that the key personnel are readily available during the onsite support visit.

No additional work will be addressed outside of the original contractual agreement until work has been completed. If additional work is required a new statement of work will be completed and addressed at this time. Statement of Work will be created by your Regional Professional Services Engineer. Provided an official workflow case has been created and submitted thru Salesforce.

Professional Services Print Services:

Proof of concept printing is performed by our Professional Services Group. It is intended to provide the customer prospect with the most realistic representation of print quality or capability they can expect after purchase. The prints are of customer files on customer provided paper stock.

To provide this service, a statement of work is required to be completed. The customer will provide files, paper, and example hard copy output from their current printer. These three items are necessary to render colors produced by a different device, or previously printed documents. Refer to the Proof of Concept document for additional information.

Proof of Concept Printing comes at no charge for up to 3 different file settings or files per prospect. Color Profile creation is chargeable. If a profile must be created to achieve customer quality requirements for a specific paper stock, then, a quote for this work and specific requirement must be in a signed statement of work. If the prospect purchases the equipment, and requires the profile as part of the purchase, then it will be provided to the customer when the purchase from RISO is finalized.

Marketing Print Services:

RISO's Print shop can print generic demonstration samples that showcase document types that idea to print on RISO High Speed Inkjet printers.

The print shop can also print customer files on the print shop's house paper stock. This service may assist in helping the customer visualize how their work could be reproduced on RISO equipment.

On Site Training Request

Thank you for your inquiry about hosting a RISO Onsite Training Class at your location. The following are requirements for hosting a class. Please review carefully and initial each. Failure to meet requirements may result in class cancellation:

- 1) Student Prerequisite: computer literate, mechanical aptitude, understanding of magnetic & photo- sensor operation, troubleshooting electro-mechanical equipment, ability to read electrical wiring diagrams, use of meter and associated test equipment. If the course is an update course, student must have prior RISO baseline certification on the product.
- 2) Class Size will be a minimum of 4 students, maximum 8 students; and a machine requirement of one unit per every 2 students, not to exceed four units.
- 3) Class begins promptly at 8:30am and ends at 5:00pm daily, to and including the last day. Students should not expect to be dismissed before 5:00. Travel plans should be made accordingly. With the exception of scheduled breaks, students must remain in class at all times. If a student leaves a class they are subject to loss of certification and must retake the class at a later date.
- 4) All students will be registered 15 working days in advance of the class start date.
- 5) A \$3,600 fee for onsite training will be due once approved and billed automatically to your account. Any cancellations after that date are not refundable.
- 6) Dealer requests for a Field Support Training Class must be received a minimum of 45 days in advance of requested dates.

Dealer Name: _____ I.D. #: _____

Address: _____

City _____ State _____ Zip code _____

Phone _____ Fax _____ Technical Fax _____

Contact: _____

E-Mail: _____

Class Requested: _____

Requesting Dealer agrees to provide the following: *Please initial each line*

Equipment:

- One RISO for every two students. _____
- Additional supplies (masters/ink) for each unit. _____
- 1 Case 8.5 x 11 inch paper for every 2 students. _____
- 2 Reams Case 11 x 17 inch paper per every two students _____

Facility Requirements:

- A minimum of a 20ft. x 30ft. room with adequate seating and proper electrical to support class. _____
- A Whiteboard, and light box. _____

Please provide dates you would like to host a class:

1st Choice _____ 2nd Choice _____ 3rd Choice _____

Please provide hotel/location information:

Hotel Name: _____

Address: _____

City, St., Zip: _____

Phone / Fax #: _____

Contact: _____

Note: The host is responsible for technical set-up and support before, during and after the class. Machines / controllers etc. must be running properly upon the instructor's arrival and during the course. Dealer fees for an approved onsite training classes include all travel and lodging expenses for the technical trainer. The host is also responsible for any expenses incurred in having a class held at a hotel. All requests must be approved by the Director of Technical Operations. Once a class has been approved the appropriate RPO Technical Trainer will be scheduled and the host will be notified.

* Student Name: _____ Tech #: _____
Student Email Address: _____

*Student Name: _____ Tech #: _____
Student Email Address: _____

*Student Name: _____ Tech #: _____
Student Email Address: _____

*Student Name: _____ Tech #: _____
Student Email Address: _____

*Student Name: _____ Tech #: _____
Student Email Address: _____

*Student Name: _____ Tech #: _____
Student Email Address: _____

*Student Name: _____ Tech #: _____
Student Email Address: _____

*Student Name: _____ Tech #: _____
Student Email Address: _____

This form is a request only. Confirmation will be sent to the contact named upon approval.

_____ agrees to all of the above requirements.
Host Name _____

If _____ cannot meet all of the above requirements,
Host Name _____
RISO reserves the right to cancel the course.

By signing, _____ has read the requirements and agrees
Host Name _____
to abide by all the requirements set by RISO Technical Training.

Dealer Principal/Manager's Signature _____

Title _____ Date _____

Completed forms can be emailed to risotrainer@riso.com or faxed to 978-560-1154.

RISO TECHNICAL TRAINING USE ONLY	
Request:	<input type="checkbox"/> Accepted <input type="checkbox"/> Denied Reason _____
If you feel this decision has been reached in error or you require special circumstances, please contact RISO Technical Training Administration at 978-739-3507.	

Received _____ Processed _____ Finance _____

Sample

RISO Authorized Dealers, in good standing, may apply for the RISO Train the Trainer Certification Program. RISO defines *in good standing* as having a current, executed RISO Domestic Dealer Agreement (or other appropriate contractual document, as applicable), and current up-to-date financial status. RISO Certified Train the Trainers may train and certify technical staff members on RISO products under the following guidelines:

Location must be authorized by RISO, Inc. and in good standing. Each location authorized to sell and service RISO products must have a certified technician for each approved product.

- ✚ The designated trainer must possess good speaking and writing ability; be experienced in related equipment (copier or fax); have a strong electro-mechanical background and be competent and proficient with computers, popular software programs and the internet. Please enclose any previous manufacturer Train the Trainer Certifications along with your request.
- ✚ To qualify for RISO Train the Trainer program each candidate must participate in the three phases of the certification process.
The three phases to the certification process are:
 1. **Student phase:** As a student the candidate must attend a baseline class in the product they are seeking certification and pass the course with a 95% or higher to qualify for phase 2 and 3.
 2. **Observer phase:** As an observer the candidate will return and help the RISO Technical Trainer with a class. The RISO Trainer may assign a section or sections that the candidate will present to the class.
 3. **Instructor phase:** As an instructor the candidate will conduct an entire class solo adhering to RISO curriculums, tests and practical exams. The RISO Technical Trainer will observe, evaluate, and grade the candidate. The evaluation includes but is not limited to- Subject knowledge, preparedness, communication skills, class interaction and class empathy. The candidate must pass this phase with an 80% or higher.

In the event that the candidate trainer fails to meet a 95% in the student phase or the 80% on their final evaluation, the candidate does not qualify for the Train the Trainer certification. The candidate may re-register for the program after six months have passed from the end of the current class. There are no tuition refunds for non-passing grades. Each new Train the Trainer registration requires a payment of the current fee.

- ✚ Training classes must adhere to RISO curriculums, tests and practical exams, as outlined in the course curriculums.
- ✚ Training classes must conform to RISO class room requirements as follows:
 1. One RISO product of the appropriate series in operating condition for every 2 students.
 2. A level of appropriate supplies, masters, inks, paper and accessories for all RISO equipment.
 3. Adequate training space in addition to AV equipment, white board or flip chart and tools for every technician.
 4. Dealers are responsible for maintaining all training equipment.
- ✚ Train the Trainers are required to maintain up-to-date training records, and to report all training classes, participant names, all test material, scores and certification information to RISO Technical Training Administration within 5 working days of the completion of training. RISO will add the information to the Training Data Base, ensuring that the authorized location receives

training credit for classes conducted. ID Cards will not be provided for technicians because they are supported directly by the Train the Trainer Certified Instructor.

- ✚ Train the Trainers are required to attend RISO Update Instructor Seminars and are responsible for maintaining an up-to-date library of training and technical materials in every service location.
- ✚ RISO Train the Trainers and in-house training programs may be audited and evaluated on a regular basis as part of an on-going quality control process. If minimum requirements and standards are not being met, RISO retains the right to cancel certification without prior notice. Action steps and a timeline for implementation will be established for re-certification.
- ✚ RISO reserves the right to evaluate at any given time all certified Train the Trainers for the purpose of recertification.
- ✚ All RISO authorized locations employing and using a certified Train the Trainer for RISO Product Technical Training are considered self supporting and are responsible for their own technical support. Self supporting dealer support call information will be directed back to the Train the Trainer Instructor for evaluation and resolution. However, the Trainer candidate may call the hotline should they ever need support.
- ✚ Self-supporting dealers are required to maintain a fully trained and certified technician at each authorized location and sub-location selling and servicing RISO equipment. An abuse of this requirement can be deemed terms for loss of certification and any authorized location abusing this requirement will be put on 30-day notice.
- ✚ In the event the certified instructor should terminate employment with the dealer, the instructor's training status will also terminate. If a dealer elects to remain self supporting, the dealer has 90 days to name another candidate for certification following the original training policies.
- ✚ When field support is requested, the In-house trainer is responsible for ensuring that the RISO product is set to specifications and that all proper procedures have been followed before the field visit.
- ✚ Certified trainers are responsible for conducting a minimum of 1 technical class per quarter, and only RISO In-house Certified Technical Trainers may conduct classes and certify technicians. Abuse can and will lead to cancellation of in-house certification for the location.
- ✚ Certification applies only to the authorized participating dealer and is not transferable. Certified In-house Trainers are restricted to their participating dealership.

Application and Certification Policies and Fees

RISO Authorized locations requesting RISO Train the Trainer Certification must complete a RISO Train the Trainer Certification Program Request Form. This form can be requested from Technical Training Administration. All requests will be reviewed and must be approved by RISO Technical Operations. An on-site visit to inspect the proposed training facilities is part of the approval process. When approved, the Dealer will be notified by email and a \$2000.00 Train the Trainer application/certification fee will be automatically billed to the requesting location's account. For those that are already part of Train the Trainer program, there will be a \$500 fee for every additional series. These fees are non-refundable.

Once approved, the requesting location has 30 days to designate a Train the Trainer candidate who meets the above guidelines. The designated trainer must enroll in a RISO Technical Trainer course.

The candidate has nine months from the date of the first class to complete the certification process. If determined necessary, a RISO Certified Instructor or Technical Field Support Representative may audit the newly Certified Train the Trainer, at a dealer located class, within 90 days of certification.

RISO Train the Trainer Application entitles the participating dealer to:

- ✚ One tuition free Technical Trainer Course per year.
- ✚ Tuition free attendance at all RISO Update Seminars for each product certification.
- ✚ The RISO technical course curriculum and related materials for each applicable product certification.

RISO Train the Trainer Certification Disclaimers

RISO retains the right to:

- ✚ Evaluate the trainer and all RISO product technical training programs performed by RISO certified trainers.
- ✚ Conduct training evaluations at either the dealer location or at a RISO, Inc. designated location.
- ✚ If deemed necessary, revoke, suspend, or cancel training certification and provide dealership written notice.
- ✚ Charge participating dealer for field support visits if in RISO's judgment the technical problems should have been resolved by the Train the Trainer technical staff. Charges will be based at \$1200.00 for the first day and \$600.00 per every half day following.
- ✚ Repair RISO equipment at the onsite location or a location designated by RISO to ensure proper training and RISO product representation.



RISO Train the Trainer Certification Request Form

Dealer Name: _____ I.D.#: _____ Website: _____

Address: _____ City: _____ State _____ Zip/Post: _____

Phone: _____ Fax: _____ Email: _____

Primary Contact: _____

Thank you for your interest in the RISO In-House Technical Trainer Certification program. Please provide the required information below. Certification fee will be due when approved and billed automatically to your account.

\$2000.00 Initial Application Fee \$500.00 Additional Series

Product(s) Applying For: _____

Applicant's Name: _____
PLEASE PRINT

Applicant Currently Certified By: _____
(List OEMs & Years Certification Held)

Include Copies of Training certificates _____

Do you currently have a training facility in operation at your location? Yes No

How many students and systems can you accommodate at this training facility?

Students _____

Systems _____

Training facility floor plan: width (ft) _____ length (ft) _____

Is there a Technical Support Center currently in operation at your facility? Yes No

Authorized Signature _____

Date _____

Print Name _____

SUBJECT TO APPROVAL BY: *Please Initial*

DIRECTOR, TECHNICAL OPERATIONS _____
MANAGER TECHNICAL TRAINING _____
FINANCE _____
DEALER SALES _____

Submit via email to risotrainer@riso.com or fax to 978-560-1154
NOTE: This form requires Adobe Acrobat Reader 6.0 or higher.

RISO TECHNICAL SUPPORT ESCALATION POLICY

Level I

Dealer Technician receives support call from customer.

Dealer responds to customer request by phone or Technical visit.

Dealer (**Certified Technician**) contacts RISO TACC Support Desk @ **1-800-578-7476**

If problem not resolved after 1st visit, dealer/ TACC Agent can request Level II support (FSE).

Level II should not be requested until dealer (**Certified Technician**) visits customer and is unable to resolve issue.

Level II

RISO Technical Support will request information, issue instructions to perform tests and / or replace parts.

Dealer (**Certified Technician**) will reply to RISO information request and respond on success or failure of tests.

If problem not resolved, dealer/ Tier 2 Agent (FSE) can request escalation to Level III support.

Level III should not be requested until dealer (**Certified Technician**) has made a 2nd visit and replied to all information requests and tests suggested by **RISO FSE – Tier 2 Support**.

Level III

Dealer (**Technical Manager**) can request technical Emergency Visit from **RISO Technical Support** to help resolve issue. Per **Technical Escalation Form rev3**

RISO National Technical Manager will review **Technical Escalation Form rev3** prior to approving Emergency Visit.

RISO National Technical Manager will notify **RISO District Sales Manager** of Emergency Visit and Action Plan.

If **RISO Technical Support** determines that Level II recommendations where not followed or dealer (**Certified Technician**) did not follow correct procedures, then dealer will be billed for travel expenses related to Emergency Visitation.



Technical Operations

Date: _____

Dealer/Reseller

Company Name _____ Contact Name _____

Technician Name _____ Tech _____ Certified Training: Yes No

Customer Visit Yes No

Address _____ Suite _____ City _____ State _____

Zip code _____ Phone _____ Email _____

Customer Information

Company Name _____ Contact Name _____

Address _____ Suite _____ City _____ State _____ Zip Code _____

Zip code _____ Phone _____ Email _____

Hours of Operation _____

Issue- Please describe in detail the presenting issue or issues including all error codes and attach additional information as needed.

Was RISO TACC Support Desk Contacted? Yes No Case #: _____

RISO Model _____ Serial Number _____ Firmware Version _____

RISO Controller _____ Firmware Version _____

Accessories _____

Network Environment:

Applications used _____

Operating System _____ File Format Post Script Ascii PDF Other _____

File Transfer Method FTP Print Driver LPR Http _____ Hot Folder _____

Workflow Description/Issue	Provide Statement of Work	Provide Sample Output

History- Please provide a copy of the service history & machine error history report print (CC 403) (X1 641) (FW/GD 01-5-011) select X & S for machine issue, U & W for accessories issues. IMPORTANT: ** Make sure Z is deselected for all reports.

The following charges will be incurred if the above escalation policy is not followed and if at the time of the support there is no RISO certified Technician available. Labor Charge: \$1200 for the first day and \$600 per day thereafter, plus travel costs assessed at time of invoice. Charges will be billed to dealer's account.

Internal Use only

Approved: _____

Total Labor Charges: _____

RISO will provide proof of charges when charges exceed estimate

[Submit to risotrainer@riso.com](mailto:risotrainer@riso.com)



RISO, INC. U.S.A.

SHIP TO:

RISO WARRANTY & REPAIR DEPT.
80A COMMERCE WAY
WOBURN, MA 01801-1008
Tel: (978) 739-4303 Fax: (978) 774-8494

WARRANTY OR REPAIR TRAVELER FORM

TRAVELER NO. WR

1. DEALER/DISTRIBUTER NAME, 2. CONTACT PERSON, 3. TODAY'S DATE, 4. ADDRESS, 5. PHONE, 6. E-MAIL, 7. PART NUMBER, 8. PART NAME, 9. SYMPTOM, 10. SHIP (CIRCLE ONE) REPAIRED PARTS ONLY

REPAIR REQUEST, REPAIR ESTIMATE, AUTHORIZATION STATEMENT, DEALER/DISTRIBUTER SIGNATURE, DATE

WARRANTY CLAIM, CHECK ONE AND COMPLETE THE APPROPRIATE SECTION, A, B, C, DATE OF PURCHASE, PURCHASE ORDER NUMBER, RISO, INC. INVOICE NUMBER, MODEL NUMBER, SERIAL NUMBER, DATE OF INSTALLATION, COPY COUNTER INDICATION, MASTER COUNTER INDICATION, DATE OF MALFUNCTION

RESERVED FOR RISO, INC. USE ONLY, COMMENTS, STAMP, DISPOSITION, REPAIRED, UNREPAIRABLE, CREDITED, NO TROUBLE FOUND, REJECTED, DATE FAXED/NOTIFIED, FINANCE DEPT....CREDIT, DIST. DEPT....SHIP & CHARGE, TECH NAME, DATE, DEPT. SIGNATURE, DATE

Inkjet Installation Site Survey

Customer Information

Account Name _____ Phone _____

Street Address _____ City _____ State _____ Zip _____

Contact Information

Customer Network Administrator	Phone _____	Fax _____	E-mail _____
Customer Purchasing Contact	Phone _____	Fax _____	E-mail _____
RISO Technical Contact	Phone _____	Fax _____	E-mail _____
RISO Sales Representative	Phone _____	Fax _____	E-mail _____

Existing Environment

Hardware

RISO Printer:

- 9150
 - 7150
 - 7110
 - 3150
 - 3110
 - Competitor Equipment (Please Specify)
- 9050
 - 7050
 - 7010
 - 3050
 - 3010

RIP

- IS1000C
- IS950C
- IS900C

Desktop Operating Systems

- Windows 10 64bit
 - Windows 10 32bit
 - Windows 8.1 64bit
 - Windows 8.1 32bit
 - Older Windows (Please Specify)
 - Linux (Please Specify)
- OSX 10.14
 - OSX 10.13
 - OSX 10.12
 - OSX 10.11
 - Older Macintosh (Please Specify)
 - Other (Please Specify)

Server Operating Systems

If a printer driver will be loaded on server, please provide the server Operating System.

- Windows Server Ver _____
- OSX Server Ver _____
- Linux Server Ver _____
- Unix Server Ver _____

Network and Settings

Printer Name: _____
 Domain Name: _____
 IP Address: _____
 Subnet Mask: _____
 DNS Address: _____

RIP Name: _____
 RIP IP Address: _____

A DNS Address is required if using scan to email or scan to network functions.

Mail Settings

OPTIONAL (with scanner for scan to email only)

Send Mail Server (SMTP) _____ Port _____
 Send Mail Address _____ SMTP Authentication: Plain Login CRAM MD5
 Account Login ID: _____ SSL _____
 Account Password _____

Network Cabling and Power

Please confirm that the following physical connections are available prior to equipment installation.

- Network connections. TCP/IP
- 110/120 AC Outlet

If the customer requires scanning to email or network, and an External RIP, then two network connections are required.

Software Applications

Please list the application that will be used for printing and specify what method of file submission from the application.

Application: _____
 Submit Method: Printer Driver LPR Hot Folder 9100 IPDS Stream Import to Console

Application: _____
 Submit Method: Printer Driver LPR Hot Folder 9100 IPDS Stream Import to Console

Application: _____
 Submit Method: Printer Driver LPR Hot Folder 9100 IPDS Stream Import to Console

Print Stream Format

Printer Driver

Direct output of preconstructed print stream

PDF Postscript Native AFP Output IPDS PCL PJI JDF

ComColor Options

- | | | |
|--|---|---|
| <input type="checkbox"/> Scanner | <input type="checkbox"/> High Capacity Stacker | <input type="checkbox"/> Special Paper Feed Kit |
| <input type="checkbox"/> Face Down Tray * | <input type="checkbox"/> Wide Stacking Tray | <input type="checkbox"/> IC Card Authentication |
| <input type="checkbox"/> Face-Down Offset Tray * | <input type="checkbox"/> Auto Control Stacking Tray | <input type="checkbox"/> Envelope Wrapper |
| <input type="checkbox"/> Face Down Finisher | <input type="checkbox"/> Multi-function Finisher | <input type="checkbox"/> |
| <input type="checkbox"/> High Capacity Feeder | <input type="checkbox"/> Perfect Binder | <input type="checkbox"/> |

**User must select either Face-Down Tray or Face-Down Offset Tray*

Controller Option

- | | | |
|--|--|---|
| <input type="checkbox"/> GDI Driver | <input type="checkbox"/> FS2000C (Fiery) | <input type="checkbox"/> AlphaStream Pro - IPDS |
| <input type="checkbox"/> PS-Kit Driver | <input type="checkbox"/> AlphaStream Starter | <input type="checkbox"/> AlphaStream Pro - AFP |
| <input type="checkbox"/> RS1100C | | <input type="checkbox"/> AlphaStream Pro - Postscript |
| | | <input type="checkbox"/> AlphaStream Pro - PDF |

Space Requirements

Please verify that there is sufficient floor space available. Refer to product specification guides for space requirements.

Additional Information

Sample

Workflow Integration Checklist.

- Hardware (Printer, RIP, accessories) has been installed and tested by certified RISO technician.
- Network drops are in place, IP numbers assigned and network access has been tested and confirmed.
- Identify key personnel below.

Position	Name	Phone number
Operations Manager		
IT manager		
Key Operator (1)		
Key Operator (2)		
Dealer Workflow Rep		
Other		

Note: Client agrees to give Administrative rights to workstation PC's, required server and network access or will make available an IT technician that has such access for the duration of RISO's workflow consultation. Excessive time waiting for availability of operators to be trained or access to PC's and IT services may be subject to a charge.

Scheduled dates of visit.

Signed by Customer Management

Date

Signed by Dealer or Reseller Representative

Date

Signed by RISO Sales Associate

Date

COMCOLOR GD SUGGESTED PARTS LIST FOR DEALERS

No.	Part No.	Part Name	Dealer Cost (UOM each)	Q'ty (For 10 units)	Q'ty (For 50 units)	Model	Category
2	019-11834-002	STRIPPER PAD:U	US\$15.90	1	2	GD	A
3	021-14301-208	PICK-UP ROLLER	US\$29.60	1	2	GD	A
4	023-12511-307	GUIDE ROLLER	US\$20.60	1	2	GD	A
5	050-64328-206	SUPPORT PLATE; DRIVEN ROLLER	US\$0.60	6	12	GD	A
6	050-65358-001	ROLLER PICKUP	US\$20.20	2	4	GD	A
7	050-65407-100	STRIPPER PAD	US\$19.40	1	2	GD	A
8	052-55016-107	SOCKET; DRIVEN ROLLER 2	US\$1.30	2	4	GD	A
9	052-64018-007	SOCKET; DRIVEN ROLLER SB	US\$3.30	1	2	GD	A
10	060-17107-001	DRIVEN ROLLER; HEAD HOLDER	US\$21.70	1	2	GD	A
11	060-50043-108	IP PCB; MH	US\$759.00	1	2	GD	B
12	060-65007-000	VERTICAL P-FEED DRIVE ROLLER	US\$56.70	1	2	GD	A
13	060-65012-004	DRIVEN ROLLER; L50	US\$3.70	3	6	GD	A
14	060-65062-001	FEED ROLLER; INTERNAL	US\$46.00	1	2	GD	A
15	060-65064-004	ROLLER; INTERNAL P-TRAN; DIAL	US\$50.00	1	2	GD	A
16	060-75359-002	ENGINE CONTROL PCB; SU	US\$917.80	1	2	GD	B
17	061-17035-008	KG ROLLER: A3	US\$57.90	1	2	GD	A
18	061-55001-001	UPPER TRANSFER DRIVE ROLLER 1	US\$92.30	1	2	GD	A
19	061-55018-001	UPPER TRANSFER ROLLER 5	US\$99.00	1	2	GD	A
20	061-55020-006	UPPER TRANSFER ROLLER 3	US\$99.00	1	2	GD	A
21	061-55025-008	DRIVE ROLLER 7	US\$142.60	14	28	GD	A
22	061-62006-000	DRIVE ROLLER D; EJECTION	US\$103.60	1	2	GD	A
23	061-62017-002	EJECTION DRIVEN M-ROLLER D	US\$63.10	1	2	GD	A
24	061-62018-009	EJECTION DRIVEN WING-ROLLER D	US\$63.10	2	4	GD	A
25	061-64005-001	UPPER TRANSFER DRIVE ROLLER 6	US\$57.50	1	2	GD	A
26	061-64100-004	SB DRIVE ROLLER	US\$53.40	1	2	GD	A
27	061-64103-003	RE-FEED DRIVE ROLLER	US\$58.80	1	2	GD	A
28	061-65009-000	ROLLER ; INTERNAL P-TRAN; MERGE	US\$55.90	1	2	GD	A
29	061-75104-001	HDD-GD: SU	US\$800.00	1	2	GD	B
30	061-75113-000	BELT PLATEN UNIT-GD: SU	US\$1,489.50	1	1	GD	A
31	061-75116-000	WST TANK ASSY-GD: SU	US\$94.80	1	2	GD	A
32	061-75117-006	REGIST ROLLER ASSY-GD: SU	US\$124.70	1	2	GD	A
33	451-50005-004	SUB-POWER SUPPLY: SWF240P-24	US\$144.10	1	2	GD	B
34	600-50057-006	BEARING;2F-FLAW678AZZ1/1K	US\$10.60	4	8	GD	A
35	601-10195-004	BEARING;DDL E-1910ZZR	US\$12.20	2	4	GD	A
36	651-00097-006	WASHER; 6.2X9.5X0.5	US\$0.25	2	4	GD	A
37	651-00098-002	BEARING; 685ZZA	US\$6.30	2	4	GD	A
38	035-14303-001	RUBBER ROLLER; PICKUP	US\$21.95	1	2	HCF	D
39	052-12138-004	Stripper Pad:70 :33.5x18	US\$2.40	1	2	HCF	D
40	050-55252-108	DRIVEN ROLLER 3	US\$25.70	4	8	HCS	D
41	050-64328-206	SOCKET ; DRIVEN ROLLER	US\$0.60	6	12	HCS	D
42	052-55143-001	ROLLER ; EJECT DRIVE	US\$61.10	1	2	HCS	D
43	052-55157-002	ROLLER ; EJECT DRIVEN	US\$124.20	1	2	HCS	D
44	052-55173-008	ROLLER ; EJECT SB	US\$85.40	1	2	HCS	D
45	052-55205-007	ROLLER ; EJECT TRANSFER 2	US\$83.60	1	2	HCS	D
46	052-55220-006	ROLLER ; EJECT TRANSFER	US\$108.90	1	2	HCS	D
47	052-55230-001	DRIVEN ROLLER ; NBR	US\$61.00	1	2	HCS	D
48	052-55247-001	ROLLER ; EJECT ELEVATION	US\$131.30	1	2	HCS	D
49	052-55268-009	DE-ELECTRIC BRASH ; 105	US\$10.60	1	2	HCS	D
50	052-55272-006	ROLLER ; EJECT ENTERING	US\$94.40	1	2	HCS	D
51	052-55274-009	ROLLER ; EJECT SB 2	US\$113.40	1	2	HCS	D
52	052-55280-009	DRIVEN ROLLER 5	US\$64.40	1	2	HCS	D
53	050-55124-100	UPPER TRANSFER ROLLER	US\$42.80	1	2	PB	D
54	050-55252-108	DRIVEN ROLLER 3	US\$25.70	1	2	PB	D
55	050-64328-206	SOCKET ; DRIVEN ROLLER	US\$0.60	1	2	PB	D
56	052-75297-005	GLUE UNIT 100V	US\$2,957.50	1	2	PB	D

COMCOLOR GD SUGGESTED PARTS LIST FOR DEALERS (Continued)

No.	Part No.	Part Name	Dealer Cost (UOM each)	Q'ty (For 10 units)	Q'ty (For 50 units)	Model	Category
57	052-75344-100	FEED ROLLER	US\$96.20	1	2	PB	D
58	052-75345-000	SEPARATION ROLLER	US\$78.40	1	2	PB	D
59	061-75068-005	DRIVE ROLLER	US\$256.60	1	2	PB	D
60	052-21019-000	EJECT ENTRANCE ROLLER	US\$171.30	1	2	WEF	D
61	052-21021-004	EJECT ENTRANCE DRIVEN ROLLER	US\$250.10	1	2	WEF	D
62	052-55106-009	FORM RESIST DRIVE ROLLER	US\$145.00	1	2	WEF	D
63	052-62053-000	BODY ALIGNMENT FENCE SLIDE SHAFT	US\$77.30	1	2	WEF	D
64	052-62056-009	FENCE SLIDER F	US\$60.60	1	2	WEF	D
65	052-62060-006	FENCE SLIDER R	US\$60.60	1	2	WEF	D
66	052-63003-006	FOLDING DRIVEN ROLLER	US\$422.60	1	2	WEF	D
67	052-64020-001	WRAPPING FOLDING DRIVEN ROLLER	US\$343.00	2	4	WEF	D
68	052-64022-004	FORM FOLDING DRIVE ROLLER	US\$351.70	2	4	WEF	D
69	052-64033-006	WRAPPING FEED DRIVEN ROLLER	US\$136.30	4	8	WEF	D
70	052-64037-001	WRAPPING FEED DRIVE ROLLER	US\$117.40	4	8	WEF	D
71	052-66005-000	P-BONDING ENTRANCE ROLLER; DRIVE	US\$263.10	1	2	WEF	D
72	052-66010-003	P-BONDING ENTRANCE DRIVEN ROLLER	US\$167.20	1	2	WEF	D
73	052-66088-002	WATER APPLY PAD	US\$139.80	1	2	WEF	D
74	052-75567-002	FORM RESIST DRIVEN ROLLER; SU	US\$166.50	1	2	WEF	D
75	061-63003-005	FOLDING DRIVEN ROLLER 2	US\$695.30	1	2	WEF	D
76	061-63013-000	FOLDING DRIVE ROLLER 2	US\$132.80	1	2	WEF	D
77	651-00112-005	UPPER TRANSFER BELT	US\$124.00	1	2	WEF	D
78	052-75005-004	ASSEMBLY, FEED ROLLER, ENTER, SP	US\$130.10	1	2	FDf	D
79	052-75006-000	ASSEMBLY, FEED ROLLER, SP	US\$130.10	1	2	FDf	D
80	052-75007-007	CAULKING,NIP ROLLER CRIMP,SP	US\$37.90	1	2	FDf	D
81	052-75008-003	CAULKING,FEED ROLLER,NIP,SP	US\$27.80	1	2	FDf	D
82	052-75009-000	CAULKING, NIP ROLLER FIRST, RELAY,SP	US\$38.50	1	2	FDf	D
83	052-75010-008	CAULKING, NIP ROLLER SECOND RELAY	US\$41.40	1	2	FDf	D
84	052-75136-001	CABLE, STAPLER	US\$113.30	1	2	FDf	D
85	052-75137-008	ROLLER, FEED, CENTER	US\$86.40	1	2	FDf	D
86	052-75138-004	ROLLER, ALIGN, ADJUST	US\$86.40	1	2	FDf	D
87	052-75139-000	ROLLER, TRAY	US\$86.40	1	2	FDf	D
88	052-75140-009	ROLLER, EXIT,NIP	US\$92.10	1	2	FDf	D
89	052-75142-001	ROLLER, EXIT, SPONGE	US\$86.50	1	2	FDf	D
90	052-75143-008	BRSH-PICK-1	US\$12.00	1	2	FDf	D
91	052-75144-004	BRSH-PICK-2	US\$6.50	1	2	FDf	D
92	052-75145-000	BRSH-PICK-3	US\$8.10	1	2	FDf	D
93	061-75010-007	ASSEMBLY,STAPLER,SP	US\$1,138.30	1	2	FDf	D

- A Consumable parts which are required to be replaced within 200 K pages.
- Category:** B Main Electrical Components: (Relatively high frequency replaced parts or Critical parts for maintenance service.
- C Relatively high frequency replaced parts on present model.
- D Consumable parts for GD Options.

Q'ty:
 For 10 Suggested stock Q'ty for MIF within 10 units.
 For 50 Suggested stock Q'ty for MIF 10 to 50 units.

Note:

RISO, Inc. highly encourages customers to have consumable parts necessary for preventive maintenance of printers and attached options available. For detailed information on these parts, please consult GDT-007 ComColor GD Preventive Maintenance Schedule at:

https://riso.desk.com/customer/en/portal/articles/2757126-gdt-007-comcolor-gd-options-preventive-maintenance-schedule?b_id=13718

SUGGESTED COMCOLOR FW PARTS LIST FOR DEALERS

Suggested Parts List ; ComColor FW Series for Dealers

No.	Part No.	Part Name	Dealer Cost (UOM each)	Q'ty (for 10 units)	Q'ty (for 50 units)	Model	Category
1	060-17067-000	KG ROLLER; A3W	\$68.80	1	2	FW	C
2	060-50051-208	POWER SUPPLY; PS29-NWW	\$626.70	1	2	FW	B
3	060-50042-004	IP PCB; L	\$503.50	1	2	FW	B
4	060-50040-001	HDR PCB; A3	\$755.60	1	2	FW	B
5	060-55008-009	PAPER ELEVATION ROLLER 1	\$49.70	1	2	FW	A
6	060-55010-003	PAPER ELEVATION ROLLER 2	\$43.90	1	2	FW	A
7	060-55034-000	DRIVEN ROLLER 6	\$24.60	4	8	FW	A
8	060-62006-003	EJECTION ROLLER	\$35.70	1	2	FW	A
9	060-75373-005	WST TANK SET	\$90.40	1	2	FW	C
10	060-75103-008	HEAD; SU	\$999.00	1	2	FW	B
11	060-75001-108	ENGINE PCB; L	\$683.20	1	2	FW	B
12	060-75362-003	HDD; FW	\$799.80	1	2	FW	B
13	451-50004-008	CIS; U8R216-6028	\$138.50	1	2	FW	B
14	060-75107-003	ASSIST ROLLER; P.F.	\$27.30	1	2	HS	A
15	060-75108-000	FEED ROLLER; P.F.	\$65.70	1	2	HS	A
16	060-75109-006	SEPARATE ROLLER	\$75.70	1	2	HS	A

Category:

- A Consumable Part which are required to replace within 100 K copies.
- B Main Electrical Component: (Relatively high frequency replaced parts or Critical parts for maintenance service)
- C Relatively high frequency replaced parts on present model

Q'ty:

- For 10 Suggested stock Q'ty for MIF within 10 units.
- For 50 Suggested stock Q'ty for MIF 10 to 50 units.

Note:

RISO, Inc. highly encourages customers to have consumable parts necessary for preventive maintenance of printers and attached options available. For detailed information on these parts, please consult FWT-020 ComColor FW Preventive Maintenance Schedule at:

https://riso.desk.com/customer/en/portal/articles/2757105-fwt-020-comcolor-fw-preventive-maintenance-schedule?b_id=13718

COMCOLOR X1 SUGGESTED PARTS LIST FOR DEALERS

Suggested Parts List ; ComColor X1 Series for Dealers

No	PART #	PART DESCRIPTION	DEALER COST (UOM each)	Q'ty (for 10 units)	Q'ty (for 50 units)
1	035-14303	RUBBER PICK_UP ROLLER	\$21.95	2	4
2	019-11833	STRIPPER PAD; 70	\$3.50	1	2
3	050-65358	ROLLER; PICK-UP; INTERNAL	\$20.20	3	6
4	050-65407	STRIPPER PAD	\$19.40	3	6
5	050-12510	TIMING ROLLER	\$70.70	1	2
6	050-12520	SS ROLLER	\$27.21	1	2
7	050-12907	WIRE HARNESS ; PF TRAY	\$23.21	1	2
8	050-55121	UPPER TRANSFER DRIVE ROLLER 1	\$44.41	1	2
9	050-55252	DRIVEN ROLLER 3	\$24.46	2	4
10	050-64328	SOCKET ; DRIVEN ROLLER	\$0.59	4	8
11	050-65311	SPRING ; 750G	\$2.76	1	2
12	050-79002	Head_CF1_SET	\$991.00	2	4
13	050-79583	WST_TANK_SET	\$204.83	3	6
14	050-79602	BELLOWS_ASSY_SET	\$437.65	1	2
15	050-79608	IL_FAN	\$67.08	1	2
16	050-79612	PRESS_FILTER SET	\$64.83	2	4
17	050-79653	WIPE_ASSY	\$119.30	1	2
18	050-79655	HEAD_ADJUST_ASSY	\$105.35	2	4
19	050-79665	PLASTIC FORCEPS (set of 10)	\$218.34	1	2
20	050-79699	WIRE_ASSY_L	\$86.89	1	2
21	050-79700	WIRE_ASSY_R	\$85.09	1	2
22	050-79701	INK_BUS_SET_B	\$494.97	1	2
23	050-79702	INK_BUS_SET_C	\$492.30	1	2
24	050-79703	INK_BUS_SET_M	\$503.41	1	2
25	050-79704	INK_BUS_SET_Y	\$498.52	1	2
26	050-79706	HEAD_TUBE	\$76.08	2	4
27	050-79791	FFC_40CK	\$134.38	1	2
28	050-79792	FFC_50CK	\$69.33	1	2
29	050-79793	FFC_40MY	\$122.70	1	2
30	050-79794	FFC_50MY	\$62.58	1	2
31	444-32006	SENSOR ; OF-11T-N23(SEND)	\$13.36	1	2
32	444-32007	SENSOR ; OF-11R1-N23(RESIVE)	\$14.44	1	2
33	490-41014	FAN ; E1033H24BYAZ	\$67.19	1	2
34	052-53007	WIRE HARNESS ; IPCONN3	\$160.27	1	2
35	052-55014	DRIVEN ROLLER 4	\$110.09	6	12
36	052-55016	SOCKET ; DRIVEN ROLLER 2	\$1.26	4	8
37	052-55017	SOCKET STOPPER 2	\$0.76	2	4
38	052-55021	SPRING ; 910G	\$1.17	2	4
39	052-55022	UPPER TRANSFER DIAL ROLLER 2	\$78.40	1	2
40	052-55023	UPPER TRANSFER ROLLER 2	\$76.05	2	4
41	052-62003	EJECTION DRIVEN WING ROLLER	\$10.44	1	2
42	052-62004	EJECTION DRIVEN ROLLER	\$26.30	1	2
43	052-64001	SWITCHBACK DRIVE ROLLER	\$51.09	1	2
44	052-65053	ROLLER 5 ; VERTICAL TRANSFER	\$67.36	1	2
45	052-68013	KG ROLLER ; 8	\$79.46	7	14
46	052-68040	KG BEARING	\$0.76	7	14
47	052-68041	KG SPRING	\$0.34	7	14
48	052-75001	ENGINE CONTROL PCB ; SU	\$716.01	1	2
49	052-75230	NEGA-PRESS TANK 2 ; SU	\$452.03	1	2
50	052-75237	GAP ADJUST SET	\$14.36	4	8
51	052-75251	PRESS TANK ASSY SET ; SU	\$248.18	1	2
52	052-75254	IP PCB ASSY ; SU	\$469.04	1	2
53	052-75522	HDD CC 2 ; SU	\$673.01	1	2

Note:

RISO, Inc. highly encourages customers to have consumable parts necessary for preventive maintenance of printers and attached options available. For detailed information, please consult 22997R5 ComColor X1 Preventive Maintenance Schedule at:

https://riso.desk.com/customer/en/portal/articles/2503048-22997r5-x1-comcolor-options-preventive-maintenance-schedule?b_id=13718



Data Category	<input type="checkbox"/> Field Modification <input type="checkbox"/> Q & A <input checked="" type="checkbox"/> General Information <input type="checkbox"/> Safety Advice <input type="checkbox"/> Software Information <input type="checkbox"/> Parts Information
Proceeding Grade	<input type="checkbox"/> Action ASAP <input type="checkbox"/> Action as given <input type="checkbox"/> Action if required <input checked="" type="checkbox"/> Refer in need
Parts Compatibility	<input type="checkbox"/> Compatible <input type="checkbox"/> Conditionally Compatible <input type="checkbox"/> Not Compatible <input type="checkbox"/> Old Obsolete
Handling of Modified Parts	<input type="checkbox"/> Free of Charge <input type="checkbox"/> Conditionally Chargeable <input type="checkbox"/> Chargeable
Model: MF	Date: 12/24/2018

Subject: RST-053 MF SUGGESTED PARTS LIST FOR DEALERS

No	PART #	PART DESCRIPTION	DEALER COST (UOM each)	Q'ty (for 10 units)	Q'ty (for 50 units)
1	035-14303-001	RUBBER; PICK-UP ROLLER	\$21.95	2	4
2	021-14302-204	CORE; PICK-UP ROLLER	\$21.40	2	4
3	019-11834-002	STRIPPER PAD;U	\$15.90	1	2
4	490-52000-105	OPB10N/CLUTCH/OPB10N-11	\$291.60	1	2
5	023-75159-205	ELEVATOR SHAFT ASSY	\$16.80	1	2
6	019-11832-107	COVER F; STRIPPER PAD	\$2.90	1	2
7	024-75104-105	PRESSURE ROLLER; A3 (20)	\$45.50	1	2
8	024-12506-203	TIMING ROLLER	\$76.79	1	2
9	024-12531-402	GUIDE ROLLER (MZ)	\$32.50	1	2
10	640-67340-009	O-RING: 34-3.6	\$3.50	1	2
11	444-33013-007	SENSOR; PS124TD1	\$22.30	1	2
12	444-32007-100	SENSOR (RCV); OF-11R-N23;	\$14.50	1	2
13	444-32006-104	SENSOR (SEND); OF-11T-N23	\$13.40	1	2
14	444-42021-209	SENSOR; KH0686-10	\$25.30	1	2
15	444-42022-205	SENSOR; KH0686-11	\$37.20	1	2
16	024-75061-104	DRUM BODY A3	\$69.90	2	4
17	024-17424-000	TAPE; DRUM BODY JOINT 345X30	\$2.60	2	4
18	024-17115-105	SCREEN ASS'Y (S)	\$176.90	2	4
19	023-17004-306	LIGHT ABSORBER STRIP (328X18)	\$8.51	2	4
20	023-17344-204	LIGHT ABSORBER STRIP (65X18)	\$1.42	2	4
21	047-17028-002	LIGHT ABSORBER STRIP (80X18)	\$1.89	2	4
22	023-17145-805	INK PUMP ASSY	\$78.40	2	4
23	058-75003-005	RFID-PCB UNIT	\$118.58	2	4
24	023-17227-003	INK BLOCKING PLATE; FRONT	\$2.50	1	2
25	023-17226-007	INK BLOCKING PLATE; REAR	\$2.50	1	2
26	023-17116-007	FLANGE SUPPORT ROLLER DRUM	\$10.68	1	2
27	023-21002-105	SEPARATOR	\$3.30	2	4
28	443-32005-100	SENSOR GP2A25S	\$24.30	1	2
29	046-75016-009	WRITE ROLLER ASSY II; A3	\$41.30	1	2
30	612-10010-008	GEAR;M1X20X6	\$0.83	2	4
31	640-60001-004	O RING; S42-2.0	\$3.00	20	40
31	612-10040-004	GEAR; M1X71X14	\$3.17	2	4

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Recommended parts List ; SF Series for Dealers

№	PART #	PART DESCRIPTION	DEALER COST (UOM each)	Q'ty (for 10 units)	Q'ty (for 50 units)
1	035-14303-001	RUBBER; PICK-UP ROLLER	\$21.95	2	4
2	021-14302-204	CORE; PICK-UP ROLLER	\$21.40	2	4
3	019-11833-006	STRIPPER PAD: 70	\$3.50	1	2
4	451-20018-004	PF, CLUTCH; MC10-36	\$68.19	1	2
5	023-75159-205	ELEVATOR SHAFT ASSY	\$21.50	1	2
6	019-11832-107	COVER F; STRIPPER PAD	\$2.90	1	2
7	023-75172-154	PRESSURE ROLLER ; A4 (SF5130)	\$93.65	1	2
8	023-75169-102	PRESSURE ROLLER; A3 (SF5450, 9450)	\$136.50	1	2
9	023-75093-157	TIMING ROLLER; ASSY	\$152.00	1	2
10	055-12112-104	LOAD SPRING	\$4.17	2	4
11	023-12511-200	GUIDE ROLLER	\$20.60	1	2
12	640-67340-009	O-RING: 34-3.6	\$3.50	1	2
13	444-33013-007	SENSOR; PS124TD1	\$22.30	1	2
14	444-32007-003	SENSOR; OF-11R-N23; (UPPER)	\$14.44	1	2
15	444-32006-007	SENSOR; OF-11T-N23 (LOWER)	\$13.35	1	2
16	023-75063-258	DRUM BODY L; LEDGER; SU	\$94.31	1	2
17	023-75062-200	DRUM BODY ; LEGAL	\$75.10	1	2
18	059-17024-008	SCREEN ASS'Y L	\$136.80	1	2
19	023-17004-306	LIGHT ABSORBER STRIP (328X18)	\$8.51	1	2
20	023-17145-309	INK PUMP ASSY	\$78.40	1	2
21	050-75140-004	RFID PCB UNIT	\$113.20	1	2
22	023-17227-003	INK BLOCKING PLATE; FRONT	\$2.50	1	2
23	023-17226-007	INK BLOCKING PLATE; REAR	\$2.50	1	2
24	023-17116-007	FLANGE SUPPORT ROLLER DRUM	\$10.68	1	2
25	024-21038-107	SEPARATOR	\$2.92	1	2
26	046-75016-076	WRITE ROLLER ASSY II; A3 (39x,59x)	\$41.30	1	2
27	046-75017-005	WRITE ROLLER ASSY II; B4 (22x)	\$41.40	1	2
28	046-75002-059	TPH ASSY II; TA3 (5450,9450)	\$650.70	1	2
29	046-75003-004	TPH ASSY II; KB4 (5130)	\$355.40	1	2
30	612-10010-008	GEAR;M1X20X6	\$0.83	2	4
31	640-60001-004	O RING; S42-2.0	\$12.00	10	20
32	612-10040-004	GEAR; M1X71X14	\$3.15	2	4

Recommended parts List ; ME Series for Dealers

№	PART #	PART DESCRIPTION	DEALER COST (UOM each)	Q'ty (for 10 units)	Q'ty (for 50 units)
1	035-14303-001	RUBBER; PICK-UP ROLLER	\$21.40	2	4
2	021-14302-204	CORE; PICK-UP ROLLER	\$3.50	2	4
3	019-11833-006	STRIPPER PAD: 70	\$124.00	1	2
4	490-51018-108	PF; CLUTCH MC-10-25	\$21.50	1	2
5	023-75159-205	ELEVATOR SHAFT ASSY	\$2.90	1	2
6	019-11832-107	COVER F; STRIPPER PAD	\$117.85	1	2
7	024-75104-156	PRESSURE ROLLER; A3 (20)	\$76.79	1	2
8	024-12506-203	TIMING ROLLER	\$32.50	1	2
9	024--12531-402	GUIDE ROLLER (MZ)	\$3.50	1	2
10	640-67340-009	O-RING: 34-3.6	\$22.30	1	2
11	444-33013-007	SENSOR; PS124TD1	\$14.44	1	2
12	444-32007-003	SENSOR (RCV); OF-11R-N23;	\$13.35	1	2
13	444-32006-007	SENSOR (SEND); OF-11T-N23	\$25.30	1	2
14	444-42021-101	SENSOR; KH0686-10	\$37.20	1	2
15	444-42022-205	SENSOR; KH0686-11	\$157.00	1	2
16	024-75063-158	DRUM BODY LD	\$2.60	2	4
17	024-17424-000	TAPE; DRUM BODY JOINT 345X30	\$210.00	2	4
18	024-17115-008	SCREEN ASS'Y (S)	\$8.51	2	4
19	023-17004-306	LIGHT ABSORBER STRIP (328X18)	\$1.42	2	4
20	023-17344-204	LIGHT ABSORBER STRIP (65X18)	\$78.40	2	4
21	023-17145-309	INK PUMP ASSY	\$162.30	2	4
22	050-74031-180	RFID-PCB UNIT	\$2.50	2	4
23	023-17227-003	INK BLOCKING PLATE; FRONT	\$2.50	1	2
24	023-17226-007	INK BLOCKING PLATE; REAR	\$10.68	1	2
25	023-17116-007	FLANGE SUPPORT ROLLER DRUM	\$2.92	1	2
26	024-21038-000	SEPARATOR (MZ)	\$24.30	2	4
27	443-32005-100	SENSOR GP2A25S	\$69.40	1	2
28	046-28011-007	WRITE ROLLER ASSY II; D23-A3	\$0.83	1	2
29	612-10010-008	GEAR;M1X20X6	\$12.00	2	4
30	640-60001-004	O RING; S42-2.0	\$3.15	20	40
31	612-10040-004	GEAR; M1X71X14		2	4

Recommended parts List ; SE Series for Dealers

№	PART #	PART DESCRIPTION	DEALER COST (UOM each)	Q'ty (for 10 units)	Q'ty (for 50 units)
1	035-14303-001	RUBBER; PICK-UP ROLLER	\$21.95	2	4
2	021-14302-204	CORE; PICK-UP ROLLER	\$21.40	2	4
3	019-11833-006	STRIPPER PAD: 70	\$3.50	1	2
4	490-51018-108	MC-10-25 (PF; CLUTCH)	\$124.00	1	2
5	023-75159-205	ELEVATOR SHAFT ASSY	\$21.50	1	2
6	019-11832-107	COVER F; STRIPPER PAD	\$2.90	1	2
7	045-75295-156	PRESSURE ROLLER ASSY; A3	\$135.20	1	2
8	045-12501-104	TIMING ROLLER	\$100.39	1	2
9	030-14476-201	LOAD SPRING	\$1.32	2	4
10	024-12531-402	GUIDE ROLLER	\$32.50	1	2
11	640-67340-009	O-RING; P50A-5.7	\$3.50	1	2
13	444-42022-205	SENSOR; KH0686-11	\$37.20	1	2
14	024-75063-158	DRUM BODY LD	\$157.00	1	2
15	024-17256-000	SEAL TAPE; A3W	\$10.85	1	2
16	024-17115-008	SCREEN ASS'Y	\$210.00	1	2
17	023-17004-306	LIGHT ABSORBER STRIP (328X20)	\$8.51	1	2
18	023-17145-309	INK PUMP ASSY	\$78.40	1	2
19	023-17116-007	FLANGE SUPPORT ROLLER; DRUM	\$10.68	1	2
20	050-75140-055	RFID-PCB-UNIT (SE9450)	\$113.20	1	2
22	023-17227-003	INK BLOCKING PLATE; FRONT	\$2.50	1	2
23	023-17226-007	INK BLOCKING PLATE; REAR	\$2.50	1	2
24	023-17116-007	FLANGE SUPPORT ROLLER DRUM	\$10.68	1	2
25	045-21024-009	SEPARATOR; RZ9	\$5.00	1	2
26	046-75016-076	WRITE ROLLER ASSY II; A3	\$41.30	1	2
28	612-10010-008	GEAR;M1X20X6	\$0.83	2	4
29	640-60001-004	O RING; S42-2.0	\$12.00	10	20
30	612-10040-004	GEAR; M1X71X14	\$3.15	1	2

Recommended parts List ; EZ Series for Dealers

№	PART #	PARTS DESCRIPTION	Dealer Cost (UOM each)	Q'ty (for 10 units)	Q'ty (for 50 units)
1	035-14303-001	RUBBER; PICK-UP ROLLER	\$21.95	2	4
2	021-14302-204	CORE; PICK-UP ROLLER	\$21.40	2	4
3	019-11833-006	STRIPPER PAD: 70	\$3.50	1	2
4	020-65009-504	PF; CLUTCH	\$46.50	1	2
5	023-75159-205	ELEVATOR SHAFT ASSY	\$21.50	1	2
6	019-11832-107	COVER F; STRIPPER PAD	\$2.90	1	2
7	023-75172-154	PRESSURE ROLLER ; A4 (RZ220)	\$93.65	1	2
8	023-75169-170	PRESSURE ROLLER; A3 (RZ39x, 59x)	\$136.46	1	2
9	023-75093-157	TIMING ROLLER; ASSY	\$152.00	1	2
10	030-14476-201	LOAD SPRING	\$1.32	2	4
11	023-12511-200	GUIDE ROLLER	\$20.60	1	2
12	640-67340-009	O-RING: 34-3.6	\$3.50	1	2
13	444-33013-007	SENSOR; PS124TD1	\$22.30	1	2
14	444-32007-003	SENSOR; OF-11R-N23; (UPPER)	\$14.44	1	2
15	444-32006-007	SENSOR; OF-11T-N23 (LOWER)	\$13.35	1	2
16	023-75063-258	DRUM BODY L; LEDGER; SU	\$94.31	1	2
17	023-75066-257	DRUM BODY ; LEGAL	\$74.60	1	2
18	023-75192-074	SCREEN ASS'Y L	\$123.80	1	2
19	023-17004-306	LIGHT ABSORBER STRIP (328X18)	\$8.51	1	2
20	023-17145-309	INK PUMP ASSY	\$78.40	1	2
21	444-59008-303	RF MODULE; B5J-07171	\$80.90	1	2
22	023-17227-003	INK BLOCKING PLATE; FRONT	\$2.50	1	2
23	023-17226-007	INK BLOCKING PLATE; REAR	\$2.50	1	2
24	023-17116-007	FLANGE SUPPORT ROLLER DRUM	\$10.68	1	2
25	023-21002-008	SEPARATOR	\$3.26	1	2
26	046-75016-076	WRITE ROLLER ASSY II; A3 (39x,59x)	\$107.10	1	2
27	046-75036-077	WRITE ROLLER ASSY II; B4 (22x)	\$68.20	1	2
28	046-75002-059	TPH ASSY II; TA3 (39x,59x)	\$650.70	1	2
29	046-75020-057	TPH ASSY II; KB4 (22x)	\$248.80	1	2
30	612-10010-008	GEAR;M1X20X6	\$0.83	2	4
31	640-60001-004	O RING; S42-2.0	\$12.00	10	20
32	612-10040-004	GEAR; M1X71X14	\$3.15	2	4

Recommended parts List ; MZ Series for Dealers

№	PART #	PART DESCRIPTION	DEALER COST (UOM each)	Q'ty (for 10 units)	Q'ty (for 50 units)
1	035-14303-001	RUBBER; PICK-UP ROLLER	\$21.95	2	4
2	021-14302-204	CORE; PICK-UP ROLLER	\$21.40	2	4
3	019-11833-006	STRIPPER PAD: 70	\$3.50	1	2
4	490-51018-108	PF; CLUTCH	\$124.00	1	2
5	023-75159-205	ELEVATOR SHAFT ASSY	\$21.50	1	2
6	019-11832-107	COVER F; STRIPPER PAD	\$2.90	1	2
7	024-75104-156	PRESSURE ROLLER; A3 (MZ79x, 99x)	\$117.85	1	2
8	024-12506-203	TIMING ROLLER	\$76.79	1	2
9	024--12531-402	GUIDE ROLLER (MZ)	\$32.50	1	2
10	640-67340-009	O-RING: 34-3.6	\$3.50	1	2
11	444-33013-007	SENSOR; PS124TD1	\$22.30	1	2
12	444-32007-003	SENSOR (RCV); OF-11R-N23;	\$14.44	1	2
13	444-32006-007	SENSOR (SEND); OF-11T-N23	\$13.35	1	2
14	444-42021-101	SENSOR; KH0686-10	\$25.30	1	2
15	444-42022-205	SENSOR; KH0686-11	\$37.20	1	2
16	024-75063-158	DRUM BODY LD	\$157.00	2	4
17	024-17424-000	TAPE; DRUM BODY JOINT 345X30	\$2.60	2	4
18	024-17115-008	SCREEN ASS'Y (S)	\$210.00	2	4
19	023-17004-306	LIGHT ABSORBER STRIP (328X18; MZ7/9XX)	\$8.51	2	4
20	023-17344-204	LIGHT ABSORBER STRIP (65X18; MZ10XX)	\$1.42	2	4
21	023-17145-309	INK PUMP ASSY	\$78.40	2	4
22	050-74031-180	RFID-PCB UNIT	\$162.30	2	4
23	023-17227-003	INK BLOCKING PLATE; FRONT	\$2.50	1	2
24	023-17226-007	INK BLOCKING PLATE; REAR	\$2.50	1	2
25	023-17116-007	FLANGE SUPPORT ROLLER DRUM	\$10.68	1	2
26	024-21038-000	SEPARATOR (MZ)	\$2.92	2	4
27	443-32005-100	SENSOR GP2A25S	\$24.30	1	2
28	046-28011-007	WRITE ROLLER ASSY II; D23-A3	\$69.40	1	2
29	612-10010-008	GEAR;M1X20X6	\$0.83	2	4
30	640-60001-004	O RING; S42-2.0	\$12.00	20	40
31	612-10040-004	GEAR; M1X71X14	\$3.15	2	4

Recommended parts List ; RZ 9/10 Series for Dealers

№	PART #	PART DESCRIPTION	DEALER COST (UOM each)	Q'ty (for 10 units)	Q'ty (for 50 units)
1	035-14303-001	RUBBER; PICK-UP ROLLER	\$21.95	2	4
2	021-14302-204	CORE; PICK-UP ROLLER	\$21.40	2	4
3	019-11833-006	STRIPPER PAD: 70	\$3.50	1	2
4	490-51018-108	MC-10-25 (PF; CLUTCH)	\$124.00	1	2
5	023-75159-205	ELEVATOR SHAFT ASSY	\$21.50	1	2
6	019-11832-107	COVER F; STRIPPER PAD	\$2.90	1	2
7	045-75295-156	PRESSURE ROLLER ASSY; A3	\$135.20	1	2
8	045-12501-104	TIMING ROLLER	\$100.39	1	2
9	030-14476-201	LOAD SPRING	\$1.32	2	4
10	024-12531-402	GUIDE ROLLER	\$32.50	1	2
11	640-67340-009	O-RING; P50A-5.7	\$3.50	1	2
12	444-33006-000	SENSOR; PS 117ED1	\$37.80	1	2
13	444-42022-205	SENSOR; KH0686-11	\$37.20	1	2
14	024-75063-158	DRUM BODY LD	\$157.00	1	2
15	024-17256-000	SEAL TAPE; A3W	\$10.85	1	2
16	024-17115-008	SCREEN ASS'Y	\$210.00	1	2
17	023-17004-306	LIGHT ABSORBER STRIP (328X20)	\$8.51	1	2
18	023-17145-309	INK PUMP ASSY	\$78.40	1	2
19	023-17116-007	FLANGE SUPPORT ROLLER; DRUM	\$10.68	1	2
20	444-59002-305	RF-TAG READER; DRUM (RZ99x)	\$7.00	1	2
21	050-75140-055	RFID-PCB-UNIT (RZ109x)	\$113.20	1	2
22	023-17227-003	INK BLOCKING PLATE; FRONT	\$2.50	1	2
23	023-17226-007	INK BLOCKING PLATE; REAR	\$2.50	1	2
24	023-17116-007	FLANGE SUPPORT ROLLER DRUM	\$10.68	1	2
25	024--21038-000	SEPARATOR; MZ	\$2.92	1	2
26	023-75114-170	WRITE ROLLER ASSY; A3 (RZ9xx)	\$154.40	1	2
27	046-75016-076	WRITE ROLLER ASSY II; A3 (RZ10xx)	\$107.10	1	2
28	612-10010-008	GEAR;M1X20X6	\$0.83	2	4
29	640-60001-004	O RING; S42-2.0	\$12.00	10	20
30	612-10040-004	GEAR; M1X71X14	\$3.15	1	2

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