



Order online or **FREEPHONE:**
0 800 01 55 777

Most remanufactured cartridges have a printhead on the cartridge. If there is a problem with print quality then it can be fixed immediately by installing a new cartridge.

If you are experiencing difficulties with your remanufactured cartridge we will be happy to exchange it for you. However it will save you, and us, time and money if you try the hints below before assuming that your cartridge is faulty.

Storage

- Always store your cartridge upright ie with the printhead at the bottom.
- During shipping the cartridge gets jolted and shaken around and the air which is normally at the top may have moved to the bottom.
- By storing the cartridge upright the ink is free to settle, the air will rise to the top and the ink will flow freely without any air locks.

- If you install the cartridge as soon as you receive it and you have a problem with the print quality then leave it overnight before attempting to print again. This will allow the ink to settle.

Installing the cartridge

- When installing a new printer cartridge always make sure that you remove the protective clip (if there is one on the printhead) and any printhead tape.
- Run the printhead cleaning cycle on your machine 2-3 times in a row to get a good flow of ink.

Problems with print quality

If there are white lines in the print, faint colours or missing colours after running the printhead cleaning cycle several times, then:

- Remove the cartridge from the printer and place it upright in half an inch of warm water so that just the small copper bottom of the printhead sits in the water.
- Let it soak for several minutes then remove the cartridge and carefully dry with a soft paper towel. Do not rub the printhead or you may damage it.
- Re-install the cartridge into the printer and perform the cleaning cycle before using it again.
- If the problem persists then try soaking the printhead overnight.

If the colours are not full enough or the ink is not flowing freely and you have tried the tips outlined above:

- Use a paint programme to draw 3 large boxes. Colour one box Magenta (red), one Cyan (blue) and the other yellow .
- By printing the boxes at the highest resolution (DPI) available, the cartridge will push the ink out at a high volume. Once this has been printed you should have no problems with your cartridge again!

Another great tip:

- Take a paper towel and fold it several times to make it thick and soft. Then moisten it with warm water and place it on a hard surface.
- Remove the cartridge from the printer and place it on the

damp paper towel, with the printhead down.

- Whilst applying even pressure by pushing down on the cartridge, at the same time rock it from front to back. Remember not to be too rough or you will damage the printhead.
- This should remove dried particles of ink from the printhead and allow the ink to flow freely. If successful you should see several small drops of ink on the paper towel.

Some useful advice:

- The biggest enemy of an inkjet printer is AIR! It not only causes the ink to dry on the paper, but it can also cause it to dry in the print head nozzles, causing light print, streaking print, white lines or no print at all. The above tips & the following tip will help with this problem as mentioned above.
- Elimination of Air Pockets Using Centrifugal Force :-
- Some cartridges can develop air pockets at the bottom of the cartridge that can block the flow of ink. The solution is centrifugal force:
- Wrap the cartridge in a towel or cloth, place the cloth wrapped cartridge in a plastic bag. Hold it in your hand with the head or exit ports of the cartridge pointing down. Extend your arm and swing the cartridge down towards the floor rapidly, as if you were going to throw it. Repeat a couple of times. Then remove the cloth wrapping, there should be a visible spot of ink from each of the chambers, if not do it again.

Other Useful Hints

If a light keeps blinking on your printer and it will not recognise the cartridge.

- First make sure that you have removed any printhead tape or protective clip from the cartridge.
- Ensure the electronic contacts of the cartridge are free from any particles by wiping the chip or copper contacts gently with a

damp paper towel.

- Try unplugging your printer and removing all the cartridges. After a couple of minutes turn the printer back on and try the installation again.
- As a last resort, uninstall and reinstall your printer drivers to completely reset the software.

Unlike most HP and Lexmark printers, Epson printers have a printhead on the printer instead of on the cartridge. Sometimes the printhead dries out if the printer is only used infrequently. If this happens then try the following:

- First check each cartridge and make sure that you have removed the tape which covers the vent hole and the plastic support clip.
- Do a printhead clean by following these steps:
 - I. Go to PRINT.
 - II. Click on PROPERTIES.
 - III. Click on MAINTENANCE.
 - IV. Click on HEAD CLEAN.
 - V. Click on NOZZLE CHECK.
 - VI. If the printout is not satisfactory then go to HEAD CLEAN again followed by NOZZLE CHECK.
 - VII. If the printout is still unsatisfactory after several head cleans, then turn the printer off, unplug it and leave it for a few minutes. When you turn it back on it should automatically do a deep head clean and this should solve the problem.
- If the problem persists you could remove the cartridges and spray a tiny amount of head cleaning fluid onto the spikes which pierce the ink cartridges.
- You could also purchase a cleaning cartridge and install it following the enclosed instructions.