

# Trouble Shooting Page

## Printers:

Question: My printer will not recognize the cartridges.

Answer: Remove all cartridges and re-install, pressing firmly until you hear them click. Keep printer on while doing this. Do this a few times, if necessary.

Question: The CIS in my printer has air in the ink lines (excluding HP's, which is normal).

Answer: Run a head clean and nozzle check.

Question: My printer is printing blank or broken lines.

Answer: Make sure that the air vents are installed on the outer ink tanks of the CIS. Run a head clean and a nozzle check. If still not printing, wait an hour and run another head clean. Running multiple head cleans in a row is counter-productive and will actually make the print worse. After head clean, leave printer on overnight for best results.

Question: The ink in my tanks is disappearing and I do not know where it is going.

Answer: Printer and ink tanks must be on the same level surface, i.e. bottom = bottom. If ink tanks are raised above bottom of printer, i.e. on a shelf, book, etc., remove and place on same surface as printer.

## CIS System:

Question: How do I reset cartridge(s) when ink level shows low?

Answer: Simply remove all cartridges and then re-install, pressing firmly until they click. Keep printer on while doing this. This will reset the ink level on your printer.

Question: I have air in the lines of my CIS.

Answer: Make sure outer ink tank air vents are installed. Run a nozzle check, head clean and another nozzle check. If still not printing properly, wait an hour and run another head clean. Multiple head cleans one after another are counter-productive and will cause printing to be worse.

Question: I have run multiple head cleans and the system is still not printing properly.

Answer: Let printer sit over night with the power on and run another head clean the next day.

Question: I waited overnight to run another head clean and still not printing properly.

Answer: Remove cartridge(s) that are not printing. Turn upside down. Insert tip of syringe firmly into hole at the bottom. While holding syringe, pull back on plunger to about 8 ml and hold tightly until you get 2 ml of ink out. Dispense ink back into tank, if desired.

## Refillable Cartridges:

Question: My refillable cartridges are not being recognized by my printer.

Answer: Make sure that all of our cartridges are installed as a set. These cannot be mixed with store bought/original cartridges. Remove rubber oval shaped plugs (this excludes HP's). Remove and re-install, pressing firmly until they all click into place. Keep printer on while doing this.

Question: My refillable cartridges are not printing.

Answer: Make sure that the rubber oval shaped plugs (excluding HP's) have been removed.