

General Customer Support Information

All HP, Canon, Epson, Lexmark and Dell consumer inkjet printers feature some form of a printer self-test or basic cartridge nozzle test. Most of the HP printer models include a cartridge health electrical test (i.e. 'Tap 41' or 'Tap 43'). These tests can be used to also verify the printer's internal firmware is functioning properly.

The various HP diagnostic tests enclosed in the attachment below can help evaluate general ink cartridge performance* **NOTE:** "Non-Genuine"/"Counterfeit" ink alert messages can be bypassed, however if "Incompatible Print Cartridge" / "Print Cartridge(s) Problem" / "Refer to printer documentation" / "Cartridge Error: Cartridge must be replaced" / "Cartridge in left or right slot is not intended for use in this printer" / "Replace Ink Cartridge" / "Ink Cartridge Failure" is displayed then the cartridge may be electrically damaged (internal micro-electronics). Remove and clean ink cartridge (or printhead) electrical contacts. Re-install and re-test printer using the suggested procedures provided.

HP Photosmart C4600-C4700 Bypass Instructions - Video Tags (HP 60s)

HP 60 Cartridge Error Bypass - HP Photosmart C4600 C4700 D110a Printer Models

HP Photosmart C4600 C4700 D110a Printers – HP 60 Cartridge Error Bypass

Description: As the electronics in the HP 60 ink cartridges and the printer communicate with each other, sometimes the printer will incorrectly identify an ink cartridge as empty or non-functional. These error messages can appear as PC screen messages, printer LCD display messages, or as blinking lights on the printer. Depending on your Photosmart C4600, C4700 and D110a series printer model and type of error condition, please review printer bypass/clear procedures as the button selections vary slightly between printer models. In many cases the ink cartridge may have internal electrical damage and may need to be replaced – refer to printer Tap 41 diagnostic test procedures for advanced cartridge health diagnosis.

A marginally performing HP 60 ink cartridge may produce the following severe cartridge error messages which do not allow printing:

- Incompatible Print Cartridges
- Print Cartridges Missing or Not Detected
- Cartridges Installed Incorrectly

- Print Cartridges Problem
- Cartridge in slot on left/right is not intended for use in this product
- Cartridge not intended for use in this printer
- Power 'On' light blinking

Tags: 60, 60XL, Color, Black, Cartridge, Problem, Error, Message, Failure, HP, Photosmart, C4600, C4610, C4635, C4640, C4650, C4670, C4673, C4680, C4683, C4685, C4688, C4690, C4700, C4740, C4750, C4780, C4783, C4785, C4788, C4793, C4795, C4798, C4799, D110a, Inkjet printer, HP, Incompatible Print Cartridges, Print Cartridges Missing, Not Detected, Installed Incorrectly, Not intended for use, In this product, in wrong slot, not printing, wont print, refill, blinking, light, lights, errors, ink, dead, cartridge, bad, support, help, refilled, Costco, Frys Electronics

***HP Photosmart C-Series Bypass / Clear / Reset Instructions - Inkjet Printer
(HP74 HP75 HP74XL HP75XL)***

Title: HP Photosmart 4200 4300 4400 4500 5200 5300 Printer Bypass / Clear Instructions

Description: As the electronics in the HP 74 & HP 75 ink cartridges and the printer communicate with each other, sometimes the printer will incorrectly identify an ink cartridge as empty or non-functional. These error messages can appear as PC screen messages, printer LCD display messages, or as blinking lights on the printer. Depending on your Photosmart C4xxx/C5xxx series printer model and type of error condition, please review printer bypass/clear procedures as the button selections vary slightly between printer models. In many cases the ink cartridge may have internal electrical damage and may need to be replaced – refer to printer Tap 41 diagnostic test procedures for advanced cartridge health diagnosis.

HP 74/75 ink cartridges which have been newly refilled and installed into the HP printer may produce the following 'printer shutdown' error messages:

- Incompatible Print Cartridges
- Print Cartridges Missing or Not Detected
- Cartridges Installed Incorrectly
- Refer to printer documentation
- Cartridge in slot on left/right is not intended for use in this product
- Cartridge not intended for use in this printer
- Low ink light blinking

Tags: HP, Incompatible Print Cartridges, Print Cartridges Missing, Not Detected, Cartridges, Installed Incorrectly, Cartridge in slot on left right, PhotoSmart, C4200, C4205, C4210, C4225, C4235, C4240, C4250, C4270, C4272,

C4273, C4275, C4280, C4283, C4285, C4288, C4293, C4294, C4345, C4380, C4385, C4440, C4450, C4472, C4473, C4480, C4483, C4485, C5225, C5240, C5250, C5280, D5345, D5360, D5363, D5368, OfficeJet, J5730, J5740, J5750, J5780, J5785, J5788, J6410, J6413, J6415, J6450, J6480

***Clogged IPH Ink Cartridge Recovery Procedure
HP Inkjet Printer***

Title: Clogged Ink Cartridge Recovery (HP, Canon, Lexmark & Dell Integrated Cartridges)

Description: To help recover a severely clogged HP, Canon, Lexmark or Dell integrated ink cartridge that fails to print or is believed to have suffered prolonged cartridge printhead drying, perform the following procedure:

NOTE: This procedure assumes that the integrated ink cartridge has an adequate amount of ink inside and that the internal cartridge foam has not completely hardened due to cartridge age or prolonged exposure to the environment. This procedure is most effective on tri-color integrated ink cartridge recovery (i.e. dye-based inks).

To begin, obtain a flat bottomed container and water. Distilled or de-ionized water is suggested to prevent ink contamination. Heat water until hot and carefully pour into container. Immerse the bottom portion of the ink cartridge into the hot water for approximately 5 minutes. The hot water will help loosen up the dried ink which has formed inside the cartridge nozzle plate holes. Using a towel, gently blot nozzle plate to see if ink appears – this is commonly referred to as “stamping”. For color cartridges, all 3 color bands should be vibrant and solid. If not, repeat the cleaning process again until ink is visible on towel during cartridge blotting. Once recovered, completely dry the outside of ink cartridge with a towel. Re-install cartridge into the printer and re-test.

Tags: Inkjet, cartridge, cartridges, ink, integrated, drops, ink drops, jetting, cleaning, printer, maintenance, service, printhead, image, quality, printing, HP, 15, 17, 21, 22, 23, 41, 45, 54, 56, 57, 58, 60, 61, 60xl, 61xl, 74, 75, 74XL, 75XL HP 92, HP 93, HP 94, HP 95, HP 96, HP 97, 98, 99, Canon, 210, 211, 210xl, 211xl, 240, 241, 30, 31, 40, 41, 50, 51, 3e, Canon, Lexmark 33, 34, 35, Lexmark, Dell, microelectronics, nozzle, jetting, jets, recovery, fix, correct, issue, no printing, how to clean

HP 901 Checksum Code Bypass - Inkjet Printer

Title:

Video #16: HP 901 HP901 HP901XL Cartridge Error Bypass (Checksum code clear) Procedure – Incompatible Print Cartridges

Video #17: HP Officejet J4500 J4600 4500 Cartridge Error Bypass – HP901 HP 901 HP901XL Cartridge Errors

Description: Following a severe cartridge error message which prevents printing operations, to temporarily bypass a HP 901 black or color cartridge (or HP 901XL black cartridge) cartridge error, perform the cartridge error bypass (checksum code clear) procedure at the Officejet J4500, J4600 or 4500 series printer control panel. NOTE: Success will vary depending on cartridge’s electrical health.

Error messages such as Incompatible Print Cartridges, Refer to device documentation to troubleshoot, Print Cartridges Error, Print Cartridges Missing or Not Detected, Cartridge in slot on left (or right) is not intended for use in this product, Refer to Printer Documentation or the exclamation light is blinking are considered more severe errors (i.e. no printing is allowed). It is possible to temporarily bypass a fatal cartridge error which will allow

limited print operations by performing the cartridge error bypass (checksum code clear) procedure. Verify the cartridge(s) are thoroughly clean and firmly reseal cartridges before performing any advanced clears or tests, such as the Tap 41 (or Tap 10) diagnostic test. Verify ink cartridge's warranty expiration date (imprinted on front of ink cartridge) before refilling as the cartridge might be at risk for potential failure due to internal electrical damage. Visit Inkjet411.com for more information.

NOTE: After the HP 901 ink cartridges are refilled a variety of error messages may be observed at the printer and/or host computer. The printer will continue to attempt to communicate low ink warning messages during the life of the refilled ink cartridge – this is normal and nothing to be alarmed over. While the ink level cannot be tracked or reset in the HP Officejet J4500 thru J4600 and 4500 series printers, the majority, if not all, of these warning messages and/or steady indicator lights, may simply be ignored and the printer should continue to print normally. Ink level warnings and indicators provide estimates for planning purposes only.

Tags: Officejet, color, refill, J4524, J4525, J4535, J4680, J4680c, J4540, J4550, J4580, J4585, J4640, J4660, J4680, J4680c, 4500, 4575, G510a, G510g, G510n, DeskJet P2500, HP, HP 901 refill, black, 901, 901XL, Incompatible Print Cartridges, Refer to device documentation, to troubleshoot, Print Cartridges Missing, Not Detected, cartridges problem, Installed Incorrectly, Not intended for use, In this product, Print cartridges in wrong slot, Print cartridge problem, not printing, HP ink refill, troubleshooting, no printing, help, errors, messages, blinking lights, ink, cartridge, reset

**HP21 / HP22 / HP27 & HP54 / HP56 / HP57 / HP58 Ink Refill
& Cartridge Care Tips
Inkjet Printer**

Title:

HP 21 / HP22 / HP27 & HP 54 / HP56 / HP57 / HP58 Ink Refill & Cartridge Care Tips – HP Deskjet / Officejet Printers

Description: When using HP21 / HP22 / HP27 or HP 54 / HP56 / HP57 / HP58 refilled inkjet ink cartridges, it is suggested to adhere to these general guidelines to help minimize accidental cartridge damage. This includes cartridge transportation to and from a refill location, general cartridge and printer care, and print diagnosis and general ink cartridge recovery.

NOTE: After the HP 21/22/27 or HP 54/56/57/58 ink cartridges are refilled a variety of cartridge alerts may be observed at the printer and/or host computer. The printer will continue to attempt to communicate "low ink" warning messages during the life of the refilled ink cartridge -- this is COMPLETELY NORMAL and nothing to be alarmed over. While the ink level cannot be tracked or reset, the majority, if not all, of these warning messages and/or steady indicator lights, can simply be ignored and the printer should continue to print normally. Ink level warnings and indicators provide estimates for planning purposes only. Additional nuisance messages may also be observed following initial refilled cartridge installation including 'non-genuine ink/cartridge', 'depleted cartridge', 'refilled cartridge', 'counterfeit', etc. These alerts messages may be bypassed by selecting 'OK'/'Resume'/'Dismiss'.

Tags: HP, 21, 22, 27, 54, 56, 57, 58, color, black, ink, cartridge, refill, refilled, inkjet, printer, cartridges, error, Non Genuine, Cartridge, Used Print Cartridge, Low Ink, Deskjet, Officejet, warning, alert, message, printer, Incompatible Cartridges, Print Cartridges Missing, Not Detected, error, Printer, Problem, Installed Incorrectly, message, refilled, Depleted Cartridge Detected, Not intended for use, In this product, in wrong slot, not printing, ink out, will not

print, troubleshooting, no printing, printer ink, support, blinking, LED, lights, ink cartridge, bad cartridge, service, support, help, Costco, Frys, Inkjet411

HP 60-60XL (61/61XL) Ink Refill & Cartridge Care Tips
Inkjet Printer

Title:

HP 60 / HP 60XL (HP 61 /HP 61XL) Ink Refill & Cartridge Care Tips – HP Deskjet / Photosmart Printers

Description: When using HP60/HP60XL (HP61 /HP61XL) refilled inkjet ink cartridges, it is suggested to adhere to these general guidelines to help minimize accidental cartridge damage. This includes cartridge transportation to and from a refill location, general cartridge and printer care, and print diagnosis and general ink cartridge recovery.

NOTE: After the 60/60XL (61/61XL) ink cartridges are refilled a variety of cartridge alerts may be observed at the printer and/or host computer. The printer will continue to attempt to communicate "low ink" warning messages during the life of the refilled ink cartridge -- this is COMPLETELY NORMAL and nothing to be alarmed over. While the ink level cannot be tracked or reset, the majority, if not all, of these warning messages and/or steady indicator lights, can simply be ignored and the printer should continue to print normally. Ink level warnings and indicators provide estimates for planning purposes only. Additional nuisance messages may also be observed following initial refilled cartridge installation including 'non-genuine cartridge', 'depleted cartridge', 'refilled cartridge', 'counterfeit', etc. These alert messages may be bypassed by selecting 'OK'/'Resume'/'Dismiss'.

Tags: HP, 60, 60XL, 61, 61XL, color, black, ink, cartridge, refill, refilled, inkjet, printer, cartridges, error, Non-Genuine Cartridge, Used Print Cartridge, Low Ink, Warning, Alert, message, printer, Incompatible Print Cartridges, Print Cartridges Missing, Not Detected, Tri-Color, Print, Cartridge Problem, Installed Incorrectly, Print cartridge, Refilled cartridge, Depleted Cartridge Detected, Not intended for use, In this product, in wrong slot, not printing, wont print, refilling, troubleshooting, no printing, printer ink, support, error, blinking lights, ink cartridge, bad cartridge, cartridge, service, support, help, Photosmart Express, cartridges refilled, Costco, Deskjet, Photosmart, Officejet, Pro, Costco, Frys,

HP 60 / 61 Cartridge Refills
HP Inkjet Printer

Title: HP 60 60XL 61 61XL Ink Cartridge Refills - Solving Errors & Warnings

Description: After the HP 60, 60XL, 61, or 61XL ink cartridges are refilled a variety of error messages may be displayed at the printer and/or host computer. The printer will continue to attempt to communicate low ink warning messages during the life of the refilled ink cartridge – this is normal and nothing to be alarmed over. With the majority of HP 60-61 ink series printer models, the ink level cannot be tracked or reset -- however the majority, if not all, of these warning messages may simply be ignored and the printer should continue to print normally. Ink level warnings and indicators provide estimates for planning purposes only. NOTE: Error messages such as Incompatible Print Cartridges, Print Cartridges Error, Print Cartridges Missing or Not Detected, Cartridge in slot on left (or right) is not intended for use in this product, or Low Ink light is blinking are considered more severe errors (i.e. printer shutdown commands) and usually require the cartridge(s) to be firmly resealed or running of advanced internal diagnostics, such as the Tap 41 or Tap 10 diagnostic test. Verify ink cartridge's warranty expiration date before refilling as the cartridge might be at risk for potential failure due to internal electrical damage, or similar.

Tags: HP 60, HP 60XL, HP 61, HP 61XL, cartridge, refill, refilled, inkjet printer, cartridges error, Non-Genuine Cartridge, Used Print Cartridge, Low Ink Warning, HP printer, Incompatible Print Cartridges, Print Cartridges Missing, Not Detected, Tri-Color, Black Cartridge Problem, Installed Incorrectly, Print cartridge, Refilled cartridge, Depleted Cartridge Detected, Not intended for use, In this product, Print cartridges in wrong slot, Print cartridge problem, not printing, wont print, refilling, troubleshooting, no printing, Costco, Frys, printer ink, technology, refiller, need assistance, error messages, blinking lights, ink, ink cartridges, bad cartridges, cartridge, service, support, help, cartridges refilled, Costco, HP Deskjet, HP Photosmart, HP Officejet, HP Officejet Pro, HP Photosmart Express,

***HP Officejet OJ J5700 J6400 Bypass/Clear Instructions (HP74 HP75)
Inkjet Printer***

Title: HP Officejet J5700 J6400 Printer – HP 74 HP75 Cartridge Error Bypass

Description: As the electronics in the HP 74-75 ink cartridges and the printer communicate with each other, sometimes the printer will incorrectly identify an ink cartridge as empty or non-functional. These error messages can appear as PC screen messages, printer LCD display messages, or blinking lights on the printer. Depending on your Officejet J5700 or OJ J6400 series printer model and type of error condition, please review printer bypass/clear procedures as the button selections vary slightly between printer models. In many cases the ink cartridge may have internal electrical damage and may need to be replaced – refer to printer Tap 41 diagnostic test procedures for advanced cartridge health diagnosis.

HP 74/75 ink cartridges which have been newly refilled and installed into the HP printer may produce the following 'printer shutdown' error messages:

- Incompatible Print Cartridges
- Print Cartridges Problem
- Print Cartridges Missing or Not Detected
- Cartridges Installed Incorrectly
- Refer to printer/device documentation
- Cartridge in slot on left/right is not intended for use in this product
- Cartridge not intended for use in this printer
- Exclamation light blinking

Tags: HP, OfficeJet, ink, bad, cartridge, refill, 74, 75, 74XL, 75XL, cartridges, J5730, J5740, J5750, J5780, J5785, J5788, J6410, J6413, J6415, J6450, J6480, Incompatible Print Cartridges, Refer to, device documentation, to troubleshoot, Print Cartridges Missing, Not Detected, Tri-Color, Black Cartridge Problem, Installed Incorrectly, Not intended for use, In this product, Print cartridges in wrong slot, Print cartridge problem, not printing, HP ink refill, troubleshooting, no printing, printer ink, refiller, help, errors, messages, blinking lights, color, black, refilled, wont print,

***HP 74/75XL Cartridge Refills
Inkjet Printer***

Title: HP 74 / HP75 and HP 74XL / 75XL Ink Cartridge Refills - Solving Errors & Warnings

Description: After the HP 74 / HP75 or HP 74XL / 75XL ink cartridges are refilled a variety of error messages may be observed at the printer and/or host computer. The printer will continue to attempt to communicate low ink warning messages during the life of the refilled ink cartridge – this is normal and nothing to be alarmed over. With the majority of HP74 HP75 ink series printer models, the ink level cannot be tracked or reset -- however the majority, if not all, of these warning messages and/or steady indicator lights, may simply be ignored and the printer should continue to print normally. Ink level warnings and indicators provide estimates for planning purposes only.

NOTE: Error messages such as Incompatible Print Cartridges, Print Cartridges Error, Print Cartridges Missing or Not Detected, Cartridge in slot on left (or right) is not intended for use in this product, Refer to Printer Documentation or Low Ink light is blinking are considered more severe errors (i.e. no printing is allowed) and usually require the cartridge(s) to be firmly resealed or running of advanced internal diagnostics, such as the Tap 41 or Tap 10 diagnostic test. Verify ink cartridge's warranty expiration date before refilling as the cartridge might be at risk for potential failure due to internal electrical damage.

Tags: HP 74, HP 75, HP 74XL, HP 75XL, cartridge, refill, refilled, inkjet printer, cartridges error, Non-Genuine Cartridge, Used Print Cartridge, Low Ink Warning, HP printer, Incompatible Print Cartridges, Print Cartridges Missing, Not Detected, Tri-Color, Black, Cartridge Problem, Installed Incorrectly, Print cartridge, Refilled cartridge, Depleted Cartridge Detected, Not intended for use, In this product, Print cartridges in wrong slot, HP Deskjet, HP Photosmart, HP Officejet, HP Officejet Pro, HP Photosmart Express, troubleshooting, no printing, Costco, Fry's, printer ink, technology, refiller, need assistance, error messages, blinking lights, ink, ink cartridges, bad cartridges, cartridge, service, support, help, cartridges refilled,

**HP 60 HP60XL (HP74 / HP75) Ink Refill
& Cartridge Care Tips
Inkjet Printer**

Title:

HP 74 / HP 75 (HP74XL / HP75XL) Ink Refill & Cartridge Care Tips – HP Photosmart / Officejet Printers

Description: When using HP74 HP75 (74XL / 75XL) refilled inkjet ink cartridges, it is suggested to adhere to these general guidelines to help minimize accidental cartridge damage. This includes cartridge transportation to and from a refill location, general cartridge and printer care, and print diagnosis and general ink cartridge recovery.

NOTE: After the HP 74/75 (74XL/75XL) ink cartridges are refilled a variety of cartridge alerts may be observed at the printer and/or host computer. The printer will continue to attempt to communicate "low ink" warning messages during the life of the refilled ink cartridge -- this is COMPLETELY NORMAL and nothing to be alarmed over. While the ink level cannot be tracked or reset, the majority, if not all, of these warning messages and/or steady indicator lights, can simply be ignored and the printer should continue to print normally. Ink level warnings and indicators provide estimates for planning purposes only. Additional nuisance messages may also be observed following initial refilled cartridge installation including 'non-genuine ink/cartridge', 'depleted cartridge', 'refilled cartridge', 'counterfeit', etc. These alerts messages may be bypassed by selecting 'OK'/'Resume'/'Dismiss'.

Tags: HP, 74, 75, 74XL, 75XL, color, black, ink, cartridge, refill, refilled, inkjet, printer, cartridges, error, Non-Genuine Cartridge, Used Print Cartridge, Low Ink, Photosmart, Officejet, Warning, Alert, message, printer, Incompatible Print Cartridges, Print Cartridges Missing, Not Detected, Tri-Color, Print, Cartridge Problem, Installed Incorrectly, Print cartridge, refilled, Depleted Cartridge Detected, Not intended for use, In this product, in wrong slot, not printing, wont print, refilling, troubleshooting, no printing, printer ink, support, error, blinking lights, ink cartridge, bad cartridge, cartridge, service, support, help, Costco, Pro, Costco, Frys Electronics,

***HP 74 / 75XL Cartridge Refills
HP Inkjet Printer***

Title: HP 74/75 and HP 74XL/75XL Ink Cartridge Refills - Solving Errors & Warnings

Description: After the HP 74/75 or HP 74XL/75XL ink cartridges are refilled a variety of error messages may be observed at the printer and/or host computer. The printer will continue to attempt to communicate low ink warning messages during the life of the refilled ink cartridge – this is normal and nothing to be alarmed over. With the majority of HP 74-75 ink series printer models, the ink level cannot be tracked or reset -- however the majority, if not all, of these warning messages and/or steady indicator lights, may simply be ignored and the printer should continue to print normally. Ink level warnings and indicators provide estimates for planning purposes only.

NOTE: Error messages such as Incompatible Print Cartridges, Print Cartridges Error, Print Cartridges Missing or Not Detected, Cartridge in slot on left (or right) is not intended for use in this product, Refer to Printer Documentation or Low Ink light is blinking are considered more severe errors (i.e. no printing is allowed) and usually require the cartridge(s) to be firmly resealed or running of advanced internal diagnostics, such as the Tap 41 or Tap 10 diagnostic test. Verify ink cartridge's warranty expiration date before refilling as the cartridge might be at risk for potential failure due to internal electrical damage.

Tags: HP 74, HP 75, HP 74XL, HP 75XL, cartridge, refill, refilled, inkjet printer, cartridges error, Non-Genuine Cartridge, Used Print Cartridge, Low Ink Warning, HP printer, Incompatible Print Cartridges, Print Cartridges Missing, Not Detected, Tri-Color, Black, Cartridge Problem, Installed Incorrectly, Print cartridge, Refilled cartridge, Depleted Cartridge Detected, Not intended for use, In this product, Print cartridges in wrong slot, HP Deskjet, HP Photosmart, HP Officejet, HP Officejet Pro, HP Photosmart Express, troubleshooting, no printing, Costco, Frys, printer ink, technology, refiller, need assistance, error messages, blinking lights, ink, ink cartridges, bad cartridges, cartridge, service, support, help, cartridges refilled,

***HP 60-60XL (74/75) Ink Refill & Cartridge Care Tips
Inkjet Printer***

Title:

HP 74/75 (74XL/75XL) Ink Refill & Cartridge Care Tips – HP Photosmart/Officejet Printers

Description: When using HP 74/75 (74XL/75XL) refilled inkjet ink cartridges, it is suggested to adhere to these general guidelines to help minimize accidental cartridge damage. This includes cartridge transportation to and from a refill location, general cartridge and printer care, and print diagnosis and general ink cartridge recovery.

NOTE: After the HP 74/75 (74XL/75XL) ink cartridges are refilled a variety of cartridge alerts may be observed at the printer and/or host computer. The printer will continue to attempt to communicate "low ink" warning messages during the life of the refilled ink cartridge -- this is COMPLETELY NORMAL and nothing to be alarmed over. While

the ink level cannot be tracked or reset, the majority, if not all, of these warning messages and/or steady indicator lights, can simply be ignored and the printer should continue to print normally. Ink level warnings and indicators provide estimates for planning purposes only. Additional nuisance messages may also be observed following initial refilled cartridge installation including 'non-genuine ink/cartridge', 'depleted cartridge', 'refilled cartridge', 'counterfeit', etc. These alerts messages may be bypassed by selecting 'OK'/'Resume'/'Dismiss'.

Tags: HP, 74, 75, 74XL, 75XL, color, black, ink, cartridge, refill, refilled, inkjet, printer, cartridges, error, Non-Genuine Cartridge, Used Print Cartridge, Low Ink, Photosmart, Officejet, Warning, Alert, message, printer, Incompatible Print Cartridges, Print Cartridges Missing, Not Detected, Tri-Color, Print, Cartridge Problem, Installed Incorrectly, Print cartridge, refilled, Depleted Cartridge Detected, Not intended for use, In this product, in wrong slot, not printing, wont print, refilling, troubleshooting, no printing, printer ink, support, error, blinking lights, ink cartridge, bad cartridge, cartridge, service, support, help, Costco, Pro, Costco, Frys Electronics,

HP92, HP93, HP94, HP95, HP96, HP97, HP98, HP99

Ink Cartridge Refills – Solving Errors

Inkjet Printer

Title:

HP92, HP93, HP94, HP95, HP96, HP97, HP98, HP99 Ink Cartridge Refills–Solving Error Messages & Warnings
Low Ink Warnings & Solving Errors – HP 92, 93, 94, 95, 96, 97, 98, 99 Ink Cartridges

Description: After the HP 92, 93, 94, 95, 96, 97, 98 or 99 ink cartridge is refilled a variety of cartridge alerts may be observed at the printer and/or host computer. The printer will continue to attempt to communicate "low ink" warning messages during the life of the refilled ink cartridge -- this is COMPLETELY NORMAL and nothing to be alarmed over. While the ink level cannot be tracked or reset, the majority, if not all, of these warning messages and/or steady indicator lights, can simply be ignored and the printer should continue to print normally. Ink level warnings and indicators provide estimates for planning purposes only. Additional nuisance messages may also be observed following initial refilled cartridge installation including 'non-genuine cartridge', 'depleted cartridge', 'refilled cartridge', 'counterfeit', etc. These alerts messages may also be bypassed by selecting 'OK'/'Resume'/'Dismiss'.

For severe cartridge error messages which prohibit printing it is suggested you run an internal self test print or the cartridge health diagnostic's Tap 41 test print to evaluate whether or not the ink cartridge is electrically damaged (i.e. internal micro-electronics). Please visit Inkjet411.com printer diagnostic support page.

Tags: HP, 92, 93, 94, 95, 96, 97, 98, 99, color, black, ink, cartridge, refill, refilled, cartridges, error, Non-Genuine Cartridge, Low Ink, Warning, incorrect, message, printer, Incompatible, Deskjet, Missing, Not Detected, PSC, Deskjet, Officejet, Photosmart, Cartridge Problem, remove and check cartridge, refused, wrong slot, Refilled, Depleted, Not intended for use, In this product, not printing, wont print, refilling, troubleshooting, no printing, support, error, blinking lights, ink cartridge, bad cartridge, cartridge, service, support, help, cartridges refilled,

HP 92-99 Ink Refill & Cartridge Care Tips

Inkjet Printer

Title:

HP 92-99 Ink Refill & Cartridge Care Tips –HP Deskjet / Officejet / Photosmart

Description: When using HP92, HP93, HP94, HP95, HP96, HP97, HP98 or HP99 refilled inkjet ink cartridges, it is suggested to adhere to these general guidelines to help minimize accidental cartridge damage. This includes cartridge transportation to and from a refill location, general cartridge and printer care, and print diagnosis and general ink cartridge recovery.

NOTE: After the HP 92, 93, 94, 95, 96, 97, 98 or 99 ink cartridge is refilled a variety of cartridge alerts may be observed at the printer and/or host computer. The printer will continue to attempt to communicate "low ink" warning messages during the life of the refilled ink cartridge -- this is COMPLETELY NORMAL and nothing to be alarmed over. While the ink level cannot be tracked or reset, the majority, if not all, of these warning messages and/or steady indicator lights, can simply be ignored and the printer should continue to print normally. Ink level warnings and indicators provide estimates for planning purposes only. Additional nuisance messages may also be observed following initial refilled cartridge installation including 'non-genuine cartridge', 'depleted cartridge', 'refilled cartridge', 'counterfeit', etc. These alert messages may also be bypassed by selecting 'OK'/'Resume'/'Dismiss'.

Tags: HP, 92, 93, 94, 95, 96, 97, 98, 99, color, black, ink, cartridge, refill, refilled, cartridges, error, Non-Genuine Cartridge, Low Ink, Warning, incorrect, message, printer, Incompatible, Deskjet, Missing, Not Detected, Officejet, Photosmart, Cartridge Problem, remove and check cartridge, refused, wrong slot, Refilled, Depleted, Not intended for use, In this product, not printing, won't print, refilling, troubleshooting, no printing, support, error, blinking lights, ink cartridge, bad cartridge, cartridge, service, support, help, cartridges refilled,

HP 564 Ink Cartridge Refilling & Care Tips

Video Tags

Title:

HP 564 Ink Cartridge Refilling & Care Tips – HP Inkjet Printer Series

Description: When refilling and using HP 564 ink cartridges (tanks) in your inkjet printer, it is suggested to adhere to these general guidelines to help maximize print quality output and maintain a healthy printer to avoid problems.

Tags: HP, printer, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, 564, Deskjet, e-AiO, Photosmart, Plus, Touchsmart, refilled, C5300, C5324, C5370, C5373, C5380, C5383, C5388, C5390, C5393, C6300, C6324, C6340, C6350, C6375, C6380, C6383, C6388, B8550, D5400, D5445, D5460, D5463, D5468, D7560, B8550, B8553, B8558, 5510, 5511, 5512, 5514, 5515, 6510, 6512, 6515, 7510, 7515, Premium, C309c, C309a, C309n, C310a, C310b, C310c, C410a, 3520, 3521, 3522, 4620, 5520, 5522, 5524, 5525, 6520, 7520, 7525, C510, eStation, B209a, B210a, B210b, B210c, B210d, B210e, Inkjet411, help, support, how to, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, color balance, issues, problems, missing color, photo black, inkjet, technology, engineering,

PhotoSmart

Premium Fax

Premium Fax All-in-One

TouchSmart Web All-in-One

Premium e-All-in-One

Plus e-All-in-One

eStation All-in-One

Plus All-in-One

All-in-One Printer

100

100 Series

130

130 Series

145

145v

145xi

200 Series

230

230 Series

230v

230xi

245

245v

245xi

320 Series

325

325v

325xi

330 Series

335

335v

335xi

370 Series

375

375B

375v

385

385v

385xi

420

422

425

425v

428

428xi

475

475v

475xi

1000

1100

1100xi

1115

1115cvr

1215

1215vm

1218

1218xi

1315

1315vm

2570

2575

2575v

2575xi

2605

2608

2610

2610v

2610xi

2613

2710

2710xi

3110

3210

3210v

3210xi

3310

3310xi

5510 e-All-in-One

5511 e-All-in-One

5512 e-All-in-One

5514 e-All-in-One

5515 e-All-in-One

5520 e-All-in-One

5522 e-All-in-One

5524 e-All-in-One

5525 e-All-in-One

6510 e-All-in-One

6512 e-All-in-One

6515 e-All-in-One

6520 e-All-in-One

6525 e-All-in-One

7150

7260

7260v

7260w

7350

7350v

7350w

7450

7450v

7450xi

7510 e-All-in-One

7515 e-All-in-One

7520 e-All-in-One

7550

7550v

7550w

7660

7660v

7660w

7755

7760

7760v

7760w

7850

7960

7960w

8049

8050

8150

8150v

8150xi

8250

8400

8450

8450xi

8750

8750gp

8750xi

8753

8758

A310

A311

A314

A316

A320

A430

A432

A433

A434

A436

A440

A441

A442

A444

A445

A446

A447

A448

A510

A512

A516

A520

A522

A522xi

A526

A532

A536

A610

A612

A616

A617

A618

A620

A622

A626

A627

A628

A630

A636

A637

A640

A646

A710

A712

A716

A717

A820

A826

A827

A828

B209a

B210a

B8300

B8330

B8338

B8350

B8353

B8500

B8550

B8553

B8558

B8800

B8850

B9180

C309 Series

C309a

C309g

C310

C510

C510a

C3100

C3110

C3125

C3135

C3140

C3150

C3170

C3173

C3175

C3180

C3183

C3188

C3190

C3193

C3194

C4100

C4110

C4140

C4150

C4180

C4183

C4188

C4200

C4205

C4210

C4225

C4235

C4240

C4250

C4270

C4272

C4273

C4275

C4280

C4283

C4285

C4288

C4293

C4294

C4300

C4340

C4342

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C4344

C4345

C4348

C4380

C4382

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C4384

C4385

C4400

C4410

C4424

C4435

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C4450

C4470

C4472

C4473

C4475

C4480

C4483

C4485

C4488

C4493

C4494

C4500

C4524

C4540

C4550

C4575

C4580

C4583

C4585

C4588

C4599

C4600

C4610

C4635

C4640

C4650

C4680

C4683

C4685

C4690

C4700

C4740

C4750

C4780

C4783

C4795

C4799

C5100

C5140

C5150

C5175

C5180

C5183

C5185

C5188

C5190

C5200

C5225

C5240

C5250

C5270

C5273

C5275

C5280

C5283

C5288

C5290

C5293

C5300

C5324

C5370

C5373

C5380

C5383

C5388

C5390

C5393

C5500

C5540

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C6100

C6150

C6175

C6180

C6183

C6185

C6188

C6200

C6240

C6250

C6270

C6275

C6280

C6283

C6285

C6286

C6288

C6300

C6324

C6340

C6350

C6375

C6380

C6383

C6388

C7150

C7180

C7200

C7250

C7275

C7280

C7283

C7288

C8150

C8180

C8183

D110a

D5060

D5065

D5069

D5100 Series

D5145

D5155

D5160

D5300 Series

D5345

D5360

D5363

D5368

D5400 Series

D5445

D5460

D5463

D5468

D6160

D7145

D7155

D7160

D7168

D7245

D7255

D7260

D7263

D7268

D7345

D7355

D7360

D7460

D7500 Series

D7560

P1000

P1000 Series

P1000xi

P1100

P1100 Series

P1100xi

P2100

P2100xi

Premium Fax e-All-in-One- C410a

PSC 2410v

Deskjet

Plus

(1st Version)

300

310

320

330

340

340cbi

340cm

340cv

350

350c

350c-cbi

400

400L

420

420C

450

450cbi

450ci

450wbt

460

460c

460cb

460wbt

460wf

500

500C

510

520

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540C

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560C

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610CL

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612C

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632C

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642C

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648C

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656C

656CVR

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660C

660Cse

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670C

670TV

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672C

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680C

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820Cse

820Cxi

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825Cvr

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845Cvr

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855Cxi

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880C

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890Cse

890cxi

895

895cse

895Cxi

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920C

920Cvr

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930C

932

932C

935

935C

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940C

940Cvr

950

950C

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952C

960

960Cse

960Cxi

970

970C

970Cse

970Cxi

990C

990cm

990Cse

990cxi

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995C

995ck

1000

1000cse

1000cxi

1050

1051

1055

1056

1100

1100C

1120C

1120cse

1120cxi

1200c

1200c-ps

1220c-ps

1220cse

1220cxi

1600

1600c

1600cm

1600cn

2050

2510

2512

3000

3050

3050A

3052A

3054

3056A

3070a e-All-in-One

3320

3322

3420

3425

3450

3510

3512

3516

3520

3520 e-all-in-one

3520v

3521

3522

3526

3550

3620v

3650

3650v

3651

3740

3740v

3744

3745

3745v

3747

3820

3840

3843

3845

3845xi

3847

3910

3915

3920

3930

3930v

3940

3940v

5150

5150w

5420

5420v

5440

5440v

5440xi

5442

5443

5550

5650

5650w

5740

5740xi

5743

5745

5748

5850

5850w

5940

5940xi

6122

6127

6520

6520xi

6540

6540dt

6540xi

6620

6620xi

6830

6830v

6840

6840dt

6840xi

6940

6940dt

6980

6980dt

6988

6988dt

9300

9650

9670

9680

9800

9800d

3051A e-All-in-One Printer - J611h

D1311

D1320

D1330

D1341

D1360

D1368

D1415

D1420

D1430

D1445

D1455

D1460

D1468

D1470

D1520

D1530

D1558

D1560

D1568

D1660

D1663

D2320

D2330

D2345

D2360

D2430

D2445

D2460

D2530

D2545

D2560

D2563

D2566

D2568

D2645

D2660

D2663

D2680

D4145

D4155

D4160

D4260

D4263

D4268

D4280

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D4363

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F2110

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F2128

F2140

F2180

F2187

F2188

F2210

F2212

F2214

F2235

F2238

F2240

F2250

F2275

F2280

F2288

F2290

F2400

F2420

F2423

F2430

F2480

F2483

F2488

F2492

F2493

F4135

F4140

F4150

F4172

F4180

F4185

F4210

F4213

F4230

F4235

F4240

F4250

F4272

F4273

F4274

F4275

F4280

F4283

F4288

F4292

F4293

F4400

F4435

F4440

F4450

F4480

F4500

OfficeJet

Lx

100

145

150

300

330

350

500

520

570

580

590

600

610

630

635

700

710

720

1170

1170C

4110

4110v

4110xi

4215

4215v

4215xi

4315

4315v

4315xi

4500

4620

4622 Inkjet Multifunction

5110

5110v

5110xi

5505

5510

5510v

5510xi

5600

5605

5610

5610v

5610xi

6000

6100

6105

6110

6110v

6110xi

6200

6210

6210v

6210xi

6213

6215

6310

6310v

6310xi

6500

6500a

6500a Plus

6600

6700

7000

7110

7110 Wide Format ePrinter

7110xi

7130

7130xi

7140

7140xi

7210

7210v

7210xi

7310

7310xi

7410

7410xi

7500a

7610 Wide Format e-All-in-One

9110

9120

9130

5110A2I

7110A2L

All-in-One (1st Version)

D125

D125xi

D135

D135xi

D145

D155

D155xi

G55

G55xi

G85

G85xi

G95

G510a

G510g

G510n

H470

H470b

H470wbt

J3608

J3625

J3635

J3640

J3650

J3680

J4524

J4540

J4550

J4580

J4624

J4660

J4680

J4680c

J5725

J5730

J5735

J5738

J5740

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J5780

J5783

J5785

J5788

J5790

J6405

J6410

J6413

J6415

J6424

J6450

J6480

J6488

K60

K60xi

K80

K80xi

R40

R60

R80

T45

T45xi

T46

T65

T65xi

V40

V40xi

OfficeJet Pro

251dw

276dw MFP

1150

1150C

1150Cse

1150Cxi

1170

1170C

1170Cse

1170Cxi

1175

1175C

1175Cse

1175Cxi

8000

8100

8500

8500 Wireless

8500a

8500a Plus

8500A Premium

8600

8600 Plus

8600 Premium

K550

K550dtn

K550dtwn

K850

K850dn

K5400

K5400dn

K5400dtn

K5400tn

K8600

K8600dn

L7480

L7500

L7550

L7555

L7580

L7590

L7600

L7650

L7680

L7681

L7700

L7750

L7780

X451dn

X451dw

X476dn

X476dw

X551dw

X576dw

ENVY

ENVY 120

ENVY 121

ENVY 4500 e-All-in-One

ENVY 5530 e-All-in-One

ENVY 100 e-All-in-One- D410a

ENVY 100 e-All-in-One- D410b

ENVY 110 e-All-in-One- D411a

ENVY 110 e-All-in-One- D411b

ENVY 111 e-All-in-One- D411d

ENVY 114 e-All-in-OneD411c

PSC

PSC 370

PSC 380

PSC 500

PSC 500xi

PSC 750

PSC 750xi

PSC 950

PSC 950vr

PSC 950xi

PSC 1110

PSC 1209

PSC 1210

PSC 1210L

PSC 1210v

PSC 1210xi

PSC 1310

PSC 1311

PSC 1312

PSC 1315

PSC 1315v

PSC 1315xi

PSC 1317

PSC 1318

PSC 1350

PSC 1350v

PSC 1350xi

PSC 1401

PSC 1402

PSC 1403

PSC 1406

PSC 1408

PSC 1410

PSC 1410v

PSC 1410xi

PSC 1417

PSC 1507

PSC 1510

PSC 1510v

PSC 1510xi

PSC 1600

PSC 1610

PSC 1610v

PSC 1610xi

PSC 2100

PSC 2110

PSC 2110v

PSC 2110xi

PSC 2170

PSC 2175

PSC 2175v

PSC 2175xi

PSC 2200

PSC 2210

PSC 2210v

PSC 2210xi

PSC 2350

PSC 2355

PSC 2355v

PSC 2355xi

PSC 2410

PSC 2410v

PSC 2410xi

PSC 2510

PSC 2510xi

HP 564-920 Refilling Ink Cartridges –Low Ink Warnings & Alerts

Video Tags

Title:

HP 564-920 Refilling Ink Cartridges –Low Ink Warnings & Alerts

Description: "Empty" and "Low Ink" alerts are COMPLETELY NORMAL for all HP 564/920 ink cartridges which have been refilled! While at first this may be considered an unusual workflow, it does allow print operations to proceed. However, losing this feature is not necessarily significant, because the ink level indicator usually has substantial usable ink remaining when it shows "low on ink". Ink level monitoring is primarily for planning purposes only – it is not required to support printing.

If you observe "Unauthorized ink", "Counterfeit Cartridge", "Non-HP ink", "Depleted ink", "Refilled Ink", "Cartridge Warranty will be Void" or similar 'nuisance/annoyance' messages, you may ignore/bypass each message by pressing 'Dismiss', 'Continue' or 'OK' for respective ink cartridge, so that the printer resumes its normal operation. These types of annoyance messages should be expected when using refilled ink cartridges.

NOTE: HP does not allow an automatic reset of the electronic chip on the cartridge after a refill, so the ink level indicator is sending a false message that the ink level is low. Your cartridge is not low on ink, and nothing is wrong with your printer or cartridges. The ink level indicator usually cannot be manually re-set, so the ink level indicator is often not usable. For more information on this, please visit Inkjet411.com

CAUTION: do not allow printhead or cartridges to dry out, this will help maintain satisfactory print quality and long term printer performance.

Tags: HP, printer, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, 564, 564, 920, 920XL, XL, Deskjet, e-AiO, Photosmart, Plus, Touchsmart, refilled, C5300, C5324, C5370, C5373, C5380, C5383, C5388, C5390, C5393, C6300, C6324, C6340, C6350, C6375, C6380, C6383, C6388, B8550, D5400, D5445, D5460, D5463, D5468, D7560, B8550, B8553, B8558, 5510, 5511, 5512, 5514, 5515, 6510, 6512, 6515, 7510, 7515, Premium, C309c, C309a, C309n, C310a, C310b, C310c, C410a, 3520, 3521, 3522, 4620, 5520, 5522, 5524, 5525, 6520, 7520, 7525, C510, eStation, B209a, B210a, B210b, B210c, B210d, B210e, 6500, 6500A, Inkjet411, help, support, how to, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, color balance, issues, problems, missing color, photo black

HP 901 Ink Refill & Cartridge Care Tips
HP Inkjet Printer

Title:

Video #19: HP 901 Ink Refill & Cartridge Care Tips

Description: When using HP 901 refilled inkjet ink cartridges, it is suggested to adhere to these general guidelines to help minimize cartridge damage. This includes cartridge transportation to and from a refill location, general cartridge and printer care, and print diagnosis and recovery.

If your HP 901 ink cartridge experiences any of the following error messages please refer to Cartridge Error bypass and Diagnostic (Tap 41) test procedures on Inkjet411.com. This includes errors such as Incompatible Print Cartridges, Refer to device documentation to troubleshoot, Print Cartridges Error, Print Cartridges Missing or Not Detected, Cartridge in slot on left (or right) is not intended for use in this product, Refer to Printer Documentation or the exclamation light is blinking are considered more severe errors (i.e. no printing is allowed). It is possible to temporarily bypass a fatal cartridge error which will allow limited print operations by performing the cartridge error bypass (checksum code clear) procedure. Verify the cartridge(s) are thoroughly clean and firmly reseal cartridges before performing any advanced clears or tests, such as the Tap 41 (or Tap 10) diagnostic test. Verify ink

cartridge's warranty expiration date (imprinted on front of ink cartridge) before refilling as the cartridge might be at risk for potential failure due to internal electrical damage. Visit Inkjet411.com for more information.

NOTE: After the HP 901 ink cartridges are refilled a variety of error messages may be observed at the printer and/or host computer. The printer will continue to attempt to communicate low ink warning messages during the life of the refilled ink cartridge – this is normal and nothing to be alarmed over. While the ink level cannot be tracked or reset in the HP Officejet J4500 thru J4600 and 4500 series printers, the majority, if not all, of these warning messages and/or steady indicator lights, may simply be ignored and the printer should continue to print normally. Ink level warnings and indicators provide estimates for planning purposes only.

Tags: Officejet, color, refill, J4524, J4525, J4535, J4680, J4680c, J4540, J4550, J4580, J4585, J4640, J4660, J4680, J4680c, 4500, 4575, G510a, G510g, G510n, DeskJet P2500, HP, HP 901 refill, black, 901, 901XL, Incompatible Print Cartridges, Refer to device documentation, to troubleshoot, Print Cartridges Missing, Not Detected, cartridges problem, Installed Incorrectly, Not intended for use, In this product, Print cartridges in wrong slot, Print cartridge problem, not printing, HP ink refill, troubleshooting, no printing, help, errors, messages, blinking lights, ink, cartridge, reset

HP 932-933-950-951 Refilled Cartridge Swap HP Inkjet Printers

Title:

HP 932 933 950 951 Refilled Ink Cartridge Swap – HP Officejet Printers
HP 932/933 & 950/951 Refilled Ink Cartridge Swap – HP Printers

Description: To use refilled HP 932, 933, 950 or 951 (or 932XL, 933XL, 950XL, 951XL) ink cartridges, you will need to have spare cartridges available to activate the refilled ink cartridges. For non-reprogrammed cartridge chips, HP rejects an empty cartridge that is removed from the printer, refilled, and immediately put back in the printer. But if a same color spare cartridge is put in the printer for approximately 30 seconds, before inserting the refill, then the refill works normally. A spare cartridge can be a setup, new, empty or even a refilled ink cartridge of the same type & color. You may continue this two-set rotation pattern indefinitely, for each color.

NOTE: There are two ink refill swap usage options: The first is the 2-Refill Set rotation method (refill both sets of cartridges) or the Permanent Spare Set method. For the latter, the second set of tanks can be temporarily used to re-set the printer, then removed from the printer; the refill set can then be inserted into the printer and used until empty.

Tags: HP, printer, ink, cartridge, tank, Officejet, Officejet Pro, 8100, 6100, 8600, 8700, Premium, 6600, 6700, color, black, cyan, magenta, yellow, refill, XL, 932, 933, 950, 951, 932XL, 933XL, 950XL, 951XL, refilled, Inkjet411, help, support, how to, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, method, swap, non-chipped, Pro, 276dw, MFP, 8600 e-All-In-One, N911g, 8600 Plus, N911n, 8600 Premium, N911a, PRO, 251dw, 8100 ePrinter, N811a, e-All-in-One, H711a, 6600 e-All-in-One, H711g, 6700 Premium, e-AiO, H711n, OfficeJet 6100, ePrinter, H611a, OfficeJet 7110, ePrinter, H812a

Ink Cartridge Refilling & Care Tips (ink tanks) Inkjet Printers

Title:

Ink Cartridge Refilling & Care Tips (ink tanks) – HP, Epson, Canon

Description: When refilling and using ink cartridges (tanks) in your inkjet printer, it is suggested to adhere to these general guidelines to help maximize print quality output, maintain a healthy printer and help avoid printhead damage.

Tags: HP, Epson, Canon, printer, ink, cartridge, tank, Officejet, Officejet Pro, color, black, cyan, magenta, yellow, refill, 88, 564, 02, T124, T126, T078, T069, T098, T099, CLI-8, PGI-5, T098, T125, 920, 932, 933, 940, 950, 951, 220, 221, 225, 226, Pixma, Stylus, Photosmart, Plus, Touchsmart, T068, refilled, Inkjet411, help, support, how to, printhead, problem, issue, error, Costco, Frys, ASDA, refilling,

HP Inkjet Printer

Title: Low Ink Warning and Other Cartridge Error Messages, HP 60-61 Ink Cartridges

Description: After the HP 60 (or 61) cartridges are refilled, the printer may continue to attempt to communicate low ink warning messages. With most HP 60-61 ink series printer models, the ink level cannot be tracked -- however the majority of these warning messages may simply be ignored and the printer should continue to print normally. Ink level warnings and indicators provide estimates for planning purposes only. NOTE: Error messages such as Incompatible Print Cartridges, Print Cartridges Missing or Not Detected, Cartridge in slot on left (or right) is not intended for use in this product, or Low Ink light is blinking are considered more severe errors (i.e. printer shutdown commands) and usually require the cartridge(s) to be firmly resealed or running of advanced internal diagnostics, such as the Tap 41 or Tap 10 diagnostic test.

Tags: Inkjet printer, Non-Genuine Cartridge, Used Print Cartridge, Low Ink Warning, HP printer, Incompatible Print Cartridges, Print Cartridges Missing, Not Detected, Tri-Color, Black Cartridge Problem, Installed Incorrectly, Print cartridge, Refilled cartridge, Depleted Cartridge Detected, Not intended for use, In this product, Print cartridges in wrong slot, Print cartridge problem, not printing, wont print, refill, refilling, troubleshooting, no printing, Costco, Frys, printer ink, technology, refiller, need assistance, error messages, blinking lights, ink, ink cartridges, bad cartridges, cartridge, service, support, help, cartridges refilled at Costco, HP Deskjet, HP Photosmart, HP Officejet, HP Officejet Pro, HP Photosmart Express, Inkjet industry

Title: Low Ink Warning and Other Cartridge Error Messages, HP 74-75 Ink Cartridges

<http://www.youtube.com/watch?v=KEkCP2jCuvc>

Description: After the HP 74 - HP 75 ink cartridges are refilled, the printer may continue to attempt to communicate low ink warning messages. With most HP 74-75 ink series printer models, the ink level cannot be tracked or reset – however the majority of these warning messages may simply be ignored and the printer should continue to printer normally. Ink level warnings and indicators provide estimates for planning purposes only. NOTE: Error messages such as Incompatible Print Cartridges, Print Cartridges Missing or Not Detected, Refer to Printer Documentation, Cartridge in slot on left (or right) is not intended for use in this product, or Low Ink light is blinking are considered more severe errors (i.e. printer shutdown commands) and usually require the cartridge to be firmly reseated or running of advanced internal diagnostics, such as the Tap 41 test.

Reset, Bypass, Remanufactured Ink Cartridges

Tags: Non-Genuine Cartridge, Not Detected, Low Ink Warning, HP printer, Incompatible Print Cartridges, HP Deskjet, D4260, D4263, D4268, D4280, D4360, D4363, D4368, OfficeJet, J5730, J5740, J5750, J5780, J5785, J5788, J6410, J6413, J6415, J6450, J6480, PhotoSmart, C4200, C4205, C4210, C4225, C4235, C4240, C4250, C4270, C4272, C4273, C4275, C4280, C4283, C4285, C4288, C4293, C4294, C4345, C4380, C4385, C4440, C4450, C4472, C4473, C4480, C4483, C4485, C5225, C5240, C5250, C5280, D5345, D5360, D5363, D5368, Print Cartridges Missing, Cartridge Problem, Installed Incorrectly, Print cartridge, Refilled cartridge, Depleted Cartridge Detected, Not intended for use, In this product, Print cartridges in wrong slot

HP 901 Low Ink Warnings: Inkjet Printer

Title:

SHORT:

HP 901 & 901XL Ink Cartridge Alerts – Low Ink Warnings

HP Officejet J4500 J4600 4500 Printers – HP 901 Low Ink Warnings

FULL:

HP 901 901XL Ink Cartridge Errors – Solving Ink Cartridge Alerts and Warnings

HP Officejet J4500 J4600 4500 Printer Error Messages – HP 901 & 901XL Cartridges

Description: After the HP 901/901XL ink cartridges are refilled, the printer will attempt to attempt to communicate low ink warning messages. With HP Officejet J4500, J4600, and 4500 printer models, the ink level cannot be tracked or reset – however the majority of these alert and warning messages may simply be ignored and the printer should continue to printer normally. Ink level warnings and indicators provide estimates for planning purposes only and do not interfere with normal printing operations. Unfortunately, sometimes a marginally performing ink cartridge may prohibit print operations and display up to 7 different cartridge error messages. In most cases, the cartridge has suffered internal micro-electronic damage and will eventually need to be replaced.

Error messages such as Incompatible Print Cartridges, Print Cartridges Error, Print Cartridges Missing or Not Detected, Refer to Device Documentation to Troubleshoot, Cartridge in slot on left (or right) is not intended for use in this product, or blinking exclamation light (or blinking printer power button light) are considered more severe cartridge errors (i.e. fatal cartridge errors) and usually require the cartridge to be firmly reseated or running of advanced internal diagnostics, such as the Tap 41 test, to check cartridge's electrical health. Many of these cartridges errors can be temporarily bypassed by performing the Cartridge Error Bypass (checksum code clear) procedure. Refer to Inkjet411.com for instructions.

Tags: Non-Genuine, Used, Not Detected, Low Ink Warning, HP, Officejet, depleted, counterfeit, color, black, refill, empty, J4524, J4525, J4535, J4680, J4680c, J4540, J4550, J4580, J4585, J4640, J4660, J4680, J4680c, 4500, 4575, G510a, G510g, G510n, DeskJet, P2500, HP, 901, refill, black, 901XL, Incompatible Print Cartridges, Refer to, device documentation, to troubleshoot, problem, Print, Cartridge, Cartridges, Missing, Not Detected, cartridges problem, Not intended for use, In this product, in wrong slot, not printing, ink, alert, refill, no printing, help, error, messages, blinking light, ink, cartridge, reset, bypass, warning, Costco, Fry's

HP 901 Tap 41 Diagnostics Test - Inkjet Printer

Title: HP 901 Ink Cartridge Error (Tap 41 Diagnostics Electrical Check) – Incompatible Print Cartridges

Description: Following a severe cartridge error message which prevents printing operations, to determine if either of the HP 901 black or color cartridges (and/or HP 901XL Black cartridge) has (1) electrically failed, (2) is potentially mating improperly and (3) all nozzles are firing properly, conduct an internal 'Tap 41' diagnostic test on the printer.

Error messages such as Incompatible Print Cartridges, Refer to device documentation to troubleshoot, Print Cartridges Error, Print Cartridges Missing or Not Detected, Cartridge in slot on left (or right) is not intended for use in this product, Refer to Printer Documentation or the exclamation light is blinking are considered more severe errors (i.e. no printing is allowed) and usually require the cartridge(s) to be firmly reseated or running of advanced internal diagnostics, such as the Tap 41 or Tap 10 diagnostic test. Verify ink cartridge's warranty expiration date before refilling as the cartridge might be at risk for potential failure due to internal electrical damage. It is possible to temporarily bypass a fatal cartridge error which will allow limited print operations - refer to Checksum Code Clear video procedure or Inkjet411 for more information.

NOTE: After the HP 901 ink cartridges are refilled a variety of error messages may be observed at the printer and/or host computer. The printer will continue to attempt to communicate low ink warning messages during the life of the refilled ink cartridge – this is normal and nothing to be alarmed over. While the ink level cannot be tracked or reset in the HP Officejet J4500 thru J4600 and 4500 series printers, the majority, if not all, of these warning messages and/or steady indicator lights, may simply be ignored and the printer should continue to print normally. Ink level warnings and indicators provide estimates for planning purposes only.

Tags: Officejet, J4524, J4525, J4535, J4680, J4680c, J4540, J4550, J4580, J4585, J4640, J4660, J4680, J4680c, 4500, 4575, G510a, G510g, G510n, DeskJet P2500, HP, HP 901 refill, color, black, 901, 901XL, Incompatible Print Cartridges, Refer to device documentation, to troubleshoot, Print Cartridges Missing, Not Detected, Tri-Color, Black Cartridge Problem, Installed Incorrectly, Not intended for use, In this product, Print cartridges in wrong slot, Print cartridge problem, not printing, HP ink refill, troubleshooting, no printing, printer ink, technology, refiller, help, errors, messages, blinking lights, ink, ink cartridges, bad cartridges, cartridge, support, All-in-One Printer

HP Inkjet Printer

Title: HP Deskjet 4200 Printer Series Tap 41 Diagnostic Print Report

Description: To check the performance of the HP Deskjet F4200 printer model series, perform the Tap 41 test to help determine if either of the HP 60 ink cartridges has (1) electrically failed, (2) is potentially mating improperly and (3) all nozzles are firing properly.

Tags: Inkjet printer, HP printer, Incompatible Print Cartridges, Print Cartridges Missing, Not Detected, Tri-Color, Black Cartridge Problem, Installed Incorrectly, Print cartridge, Not intended for use, In this product, Print cartridges in wrong slot, Print cartridge problem, not printing, wont print, refill, refilling, troubleshooting, no printing, Costco, Frys, printer ink, technology, refiller, need help, error messages, blinking lights, ink, ink cartridges, bad cartridges, cartridge, service, support, help, cartridges refilled at Costco, HP Deskjet F4200, F4210, F4213, F4224, F4230, F4235, F4240, F4250, F4272, F4273, F4274, F4275, F4280, F4283, F4288, F4292, F4293

HP Photosmart C4600, C4610, C4635, C4640, C4650, C4670, C4673, C4680, C4683, C4685, C4688, C4690, C4700, C4740, C4750, C4780, C4783, C4785, C4788, C4793, C4795, C4798, C4799, D110a, Inkjet printer, HP printer, incompatible error message, not printing, wont print, refill, refilling, troubleshooting, no printing, Costco, Frys, printer ink, technology, refiller, need help, error messages, blinking lights, ink, ink cartridges, bad cartridges, cartridge, service, support, help, cartridges refilled at Costco

Tap 41 – HP 61 - Inkjet Printer

Title:

HP Deskjet 1000-3056 Printer Models – HP 61 Ink Cartridges Tap 41 Diagnostic Test
HP 61-61XL Ink Cartridge Diagnostics - HP Deskjet 1000-3056 Printer Models

Description: To check the performance of the HP Deskjet 1000 through 3056 printer model series, perform the Tap 41 cartridge health diagnostics test to help determine if either of the HP 61/61XL color or black ink cartridges has (1) electrically failed, (2) is potentially mating improperly and (3) all nozzles are firing properly.

Tags: HP, printer, Cartridges, Error, Incompatible Print Cartridges, Missing, Not Detected, Tri-Color, Color, Black, Cartridge, Problem, Refill, 61, 61XL, Installed Incorrectly, Print cartridge, Not intended, left, right, for use, In this product, Unrecognized, wrong slot, blinking, lights, ink light, not printing, wont print, refilled, Deskjet 1000, 1050, 1051, 1055, 2000, 2000c, 2050, 2510, 2511, 2512, 2514, 3000, 3050, 3052, 3054, 3056, 3510, 3511, 3512, troubleshooting, no printing, Costco, Frys, printer, ink, refiller, help, error, warning, messages, blinking lights, ink, bad cartridges, cartridge, service, support, help, Costco,

Tap 41 – Diagnostic Test Report (HP74 HP75) Inkjet Printer Systems

Title: HP Photosmart 4200 and 5200 Printer Series - Tap 41 Diagnostic Test Report
HP Officejet J5700/J6400 Printers – HP 74/75 Tap 41 Diagnostic Test Report

Description: If the “Incompatible Print Cartridges” or similar severe cartridge error message is observed, which prevents printing, perform the Tap 41 diagnostic test to help determine if the either the HP 74 (74XL) or HP 75 (75XL) ink cartridges has (1) electrically failed, (2) is potentially mating improperly and (3) all cartridge nozzles are firing properly.

NOTE: Only the Tri-color ink cartridge (75 or 75XL) is used to print the Tap 41 diagnostic test print so it must be partially functioning (prints as composite gray/black using the CMY colors). The black ink cartridge (74 or 74XL) is NOT used for printing this test, though detailed technical information about the black ink cartridge's electrical performance will be shown in the printout. However, you can remove the color cartridge and re-initiate the Tap 41 test, the pattern will then be printed in black ink from the black cartridge.

TECHNICAL NOTE: If the printer's error message prohibits you from accessing the diagnostics menu, first replace the suspect cartridge with a new/good cartridge, then access the diagnostics menu using the steps included. Just prior to activating the Tap 41 test print, swap the good cartridge out with the suspected faulty cartridge. Select Ok, the diagnostic test pattern should print out.

Tags: Inkjet, HP, OfficeJet, J5730, J5740, J5750, J5780, J5785, J5788, J6410, J6413, J6415, J6450, J6480, printer, HP74, HP75, HP74XL, HP75XL, Incompatible Cartridges, Missing, Not Detected, Cartridge Problem, Installed Incorrectly, Not intended for use, In this product, Print cartridges in wrong slot, ink, refill, refilling, troubleshooting, error messages, blinking lights, cartridges, cartridge, service, support, help, Costco, Frys, refilled, PhotoSmart, C4200, C4205, C4210, C4225, C4235, C4240, C4250, C4270, C4272, C4273, C4275, C4280, C4283, C4285, C4288, C4293, C4294, C4345, C4380, C4385, C4440, C4450, C4472, C4473, C4480, C4483, C4485, C5225, C5240, C5250, C5280, D5345, D5360, D5363, D5368

HP Deskjet Series D4260, D4263, D4268, D4280, D4360, D4363, D4368

Low Ink Warning (HP74 HP75): HP Inkjet Printers

When a set of brand new HP 74-75 ink cartridges are inserted into your printer, the printer begins to track the ink used for each cartridge. When a cartridge has used about 80% of its ink, the printer may begin to communicate “your ink level is low” warning messages; eventually the cartridge empty state will be reached.

After the cartridge is refilled and installed, the printer will continue to attempt to communicate these low ink level warning messages.

With most HP 74-75 ink series printer models, the refilled cartridge ink levels cannot be tracked or reset. The majority of the various printer or Windows pop-up warning messages may simply be ignored and the printer should continue to print normally.

NOTE: Ink level warnings and indicators provide estimates for planning purposes only.

Under certain circumstances, a “Print Cartridge Error” message can be ignored and printing may be allowed until the printer prohibits such operations from continuing – but this is not always the case.

Often, when the refilled cartridge is installed back into the printer, the printer recalls the cartridge was already used and may display:

- Non-genuine cartridge
- Counterfeit or Used Cartridge Detected

- Used Tri-color or Black print cartridge installed
- Original HP ink in black/color cartridge has been depleted

These types of messages/indications are completely normal and are nothing to be alarmed over; simply press proceed, continue, accept, yes, or Ok to dismiss the warning prompt.

This should allow you to resume print operations following a cartridge alignment.

NOTE: After a cartridge is refilled, the printer is unable to track the ink levels. In most cases, the only way to gauge ink levels is by monitoring output print quality (i.e. watch for color loss or dropout during printing).

Many of the HP 74-75 ink series printer models include a 'Self-Test Report' under the printer's Tools menu; the 4-color bar pattern can aid in identifying which color is degraded or completely out.

It is suggested to keep a set of replacement cartridges available at all times to avoid possible printing delays.

Unfortunately, sometimes the printer will incorrectly identify an ink cartridge as either: empty, unrecognized or non-functional. These error messages can appear as PC screen messages, printer LCD display messages, or as blinking lights on the printer.

These 'printer shutdown' error messages include:

- Incompatible Print Cartridges
- Print Cartridges Missing or Not Detected
- Cartridges Installed Incorrectly
- Refer to printer documentation
- Cartridge in slot on left/right is not intended for use in this product
- Cartridge not intended for use in this printer
- Low ink light blinking

First verify you have repeatedly reseated both ink cartridges, and have verified both ink cartridges rear electrical contacts and printer flex cable contacts are thoroughly clean of all ink residues.

If cleaning has already been performed then one (or both) of the ink cartridges is likely electrically damaged and will need to be replaced when these types of error messages persist.

Refer to the suggested Cleaning procedures, Printer Reset or HP Printer Tap Test diagnostic procedures on inkjet411.com for your HP printer model series to help diagnose further.

If the ink cartridge has an expired warranty date (the imprinted date on front of ink cartridge) then the cartridge age is typically over 2 years old and could be at risk for potential failure if refilled.

INKJET411 Youtube Video List:

HP 15-58

HP 21/22/27 & 54/56/57/58 Ink Refilling & Cartridge Care Tips – Everything you need to know:

*Same audio track as HP 901 refill video

<http://www.youtube.com/watch?v=aCRtrSxWks>

HP 60s

HP 60 & 60XL Ink Refill & Cartridge Care Tips – Everything you need to know:

*Same audio track as HP 901 refill video

<http://www.youtube.com/watch?v=zV9hE3rrPg>

HP 60/60XL (61/61XL) Ink Cartridges - Solving Errors & Warnings:

<http://www.youtube.com/watch?v=BskAfa6NJSg>

Low Ink Warning and Other (i.e Incompatible Cartridge) Errors, HP 60 & HP 61 Ink Cartridges:

http://www.youtube.com/watch?v=5_suW3U6e08

Ink Refilling & Cartridge Care Tips – Everything you need to know:

<http://www.youtube.com/watch?v=FnXoDIblpdU>

HP Photosmart C4600 & C4700 Printers – Tap 41 Diagnostic Test:

<http://www.youtube.com/watch?v=ghxjLCn07Jo>

HP Photosmart C4600 C4700 D110a Printers – HP 60 Cartridge Error Bypass (primary):

<http://www.youtube.com/watch?v=rNVJmKPIlsg>

HP 60 Cartridge Error Bypass - HP Photosmart C4600 C4700 D110a Printers (secondary):

<http://www.youtube.com/watch?v=u97jflNi9to>

HP Deskjet F2400 F4400 and F4500 Printers – Tap 41 Diagnostics Test:

<http://www.youtube.com/watch?v=m-OM09NvNgg>

HP Deskjet F4200 Printers – Tap 41 Diagnostics Test:

<http://www.youtube.com/watch?v=16uXSBwTan8>

HP Deskjet D2500 & D2600 Printer (HP 60 cartridges) -Tap 10 Diagnostic Test:

<http://www.youtube.com/watch?v=RTFOBtdthAc>

HP 61s**HP Deskjet 1000-3056 Printer Models -- HP 61 Ink Cartridges Tap 41 Diagnostic Test**

<http://www.youtube.com/watch?v=tMZkqE36ifk>

HP 61-61XL Ink Cartridge Diagnostics -- HP Deskjet 1000-3056 Printer Models

<http://www.youtube.com/watch?v=Dbmf5af1Ass>

HP 74-75s**HP 74/75 (74XL/75XL) Ink Refill & Cartridge Care Tips – Everything You Need To Know**

*Same audio track as HP 901 refill video

<http://www.youtube.com/watch?v=UxSQ3rErcUc>

HP 74/75 (74XL/75XL) Cartridges - Solving Errors & Warnings: <http://www.youtube.com/watch?v=C5ISTGyScWU>

Low Ink Warning and Other Alerts -HP 74 & 75 Cartridges: <http://www.youtube.com/watch?v=KEkCP2jCUVc>

HP Photosmart 4200-4500 5200-5500 Printer Bypass / Clear Instructions:

<http://www.youtube.com/watch?v=UDxRkAG0JaI>

HP Photosmart C4200-C4500 and C5200-C5500 Printers - Diagnostic Tap 41 Test:

<http://www.youtube.com/watch?v=8fE-IM4AVMc>

Ink Refilling & Cartridge Care Tips – Everything you need to know:

<http://www.youtube.com/watch?v=FnXoDIblpdU>

HP Officejet J5700/J6400 Cartridge Error Bypass - HP 74-75 Cartridges:

http://www.youtube.com/watch?v=3X3_D90SSq4

HP Officejet J5700/J6400 Printers -Tap 41 Diagnostics (HP 74-75):

<http://www.youtube.com/watch?v=Z42IzVR2tp0>

HP 92-98**HP 93-97 Ink Cartridge Errors & Diagnostics - HP Deskjet 6800-6900 Printers**

<http://www.youtube.com/watch?v=P2Fzit2nZyA>

HP 92-99 Ink Refilling & Cartridge Care Tips – Everything you need to know:

*Same audio track as HP 901 refill video

<http://www.youtube.com/watch?v=TrPSf9P8L1o>

HP 92-99 Ink Cartridge Refills-- Solving Error Messages & Warnings: (Primary)

http://www.youtube.com/watch?v=OdjQxAQek_4

Low Ink Warnings & Solving Errors - HP 92-99 Ink Cartridges:

<http://www.youtube.com/watch?v=8rII8cIS958>

HP 564s**HP 564 Ink Cartridge Refilling & Care Tips -- HP Inkjet Printer Series: (Primary)**

*Same audio track as Primary IIT refill video (partial)

http://www.youtube.com/watch?v=eyWRow75_M4

HP 564/920 Refilled Ink Cartridges – Low Ink Warnings & Alerts: (Primary)

*Same audio track as Primary IIT refill video (partial)

<http://www.youtube.com/watch?v=QY8tWYQ0tA4>

HP 901s**HP Officejet J4500 J4600 4500 Cartridge Error Bypass - HP 901 Cartridge Errors:**

http://www.youtube.com/watch?v=l4-m_RLdRE4

HP Officejet J4500 J4600 4500 Printers Tap 41 Diagnostics - HP 901 Incompatible Print Cartridges: <http://www.youtube.com/watch?v=S6uATgXxQIE>

HP 901 Ink Cartridge Error (Tap 41 Diagnostics Electrical Check) --Incompatible Print Cartridges: <http://www.youtube.com/watch?v=KUytBUXd4Y4>

HP 901 Ink Refilling & Cartridge Care Tips – Everything you need to know: (Primary)

<http://www.youtube.com/watch?v=jTtNj6rN4g4>

HP 901 & 901XL Ink Cartridge Alerts – Low Ink Warnings: (secondary)

<http://www.youtube.com/watch?v=hzLM5mlkTt4>

HP Officejet J4500 J4600 4500 Printers – HP 901 Low Ink Warnings:

<http://www.youtube.com/watch?v=EgFbsJv2ybY>

FULL:**HP 901 & 901XL Ink Cartridge Errors – Solving Ink Cartridge Alerts and Warnings**

<http://www.youtube.com/watch?v=KMRhmTJAcNg>

HP Officejet J4500 J4600 4500 Printer Error Messages –HP 901 & 901XL Cartridges (primary)

<http://www.youtube.com/watch?v=RivHgvWCkI8>

HP 901 – Extended Self-Test (Tap 10): (Primary)

<http://www.youtube.com/watch?v=Jx6Dhf1QNzs>

HP 932/933 & HP 950/951

HP 932 933 950 951 Refilled Ink Cartridge Swap Procedure - HP Officejet Printers: *(Secondary – 2 links)*

<http://www.youtube.com/watch?v=oH9iglvrptc>

HP 932-933 & 950-951 Refilled Ink Cartridge Swap Procedure - HP Printers: *(NEW Primary – 2 links)*

<http://www.youtube.com/watch?v=uKfGFn1-yxI>

Canon

Canon 30-211 Ink Cartridge Error Reset Procedure - Canon IP-MP-MX Series Printers *(primary)*

<http://www.youtube.com/watch?v=V5lOzCAcbL0>

Canon 30-211 Cartridge Ink Level Reset Procedure (MG / iP / MX Printers)

http://www.youtube.com/watch?v=4MmB__plaUY

Canon 240-241 Cartridge Ink Level Reset Procedure (MG / MX Printers)

<http://www.youtube.com/watch?v=e3szkBuBW0Q>

General Info & Tips

Ink Refilling & Cartridge Care Tips (IPH) – Everything you need to know: *(Primary)*

<http://www.youtube.com/watch?v=FnXoDlbpdU>

Low Ink Warnings (HP Integrated Printhead Cartridges) ----*[cannot locate source video]*

<http://www.youtube.com/watch?v=OA-DsIDuq6k>

How an Integrated Ink Cartridge Works: *(Primary)*

<http://www.youtube.com/watch?v=RgXA8nA-Cko>

Ink Refilling & Cartridge Care Tips - Integrated Printheads and Individual Ink Tanks:

<http://www.youtube.com/watch?v=XFM3ux-WJUg>

Ink Cartridge Refilling and Care Tips - All Types (IPH & Tanks)

<http://www.youtube.com/watch?v=z6qjBN2IHag>

Clogged Ink Cartridge Recovery (Integrated Cartridges): *(Primary)*

<http://www.youtube.com/watch?v=KKwKzNJRPUw>

HP Nuisance Alert Messages - HP 21-99 & 901 Ink Cartridges <http://www.youtube.com/watch?v=pCp3aSTk3nw>

Ink Cartridge Refilling & Care Tips (INK TANKS) -- HP, Epson, Canon (Primary)

<http://www.youtube.com/watch?v=l1KI3QEQbs8>

How an Inkjet Printhead Works -- 4, 5 & 6 Ink Cartridge Printers: (Primary)

<http://www.youtube.com/watch?v=XgcjgkNBLB0>

Stylus CX5000, Stylus CX6000, Stylus CXEPSON T068 & T069

Stylus 1500, Stylus C20, Stylus C20ux, Stylus C40, Stylus C40s, Stylus C40ux, Stylus C42, Stylus C42ux, Stylus C44, Stylus C44ux, Stylus C60, Stylus C62, Stylus C62ux, Stylus C64, Stylus C66, Stylus C68, Stylus C70, Stylus C80, Stylus C80n, Stylus C80wn, Stylus C82, Stylus C82n, Stylus C82wn, Stylus C84, Stylus C84n, Stylus C84wn, Stylus C86, Stylus C88, Stylus C88Plus, Stylus C120, Stylus CX1500, Stylus CX1500v, Stylus CX3200, Stylus CX3800, Stylus CX3810, Stylus CX4200, Stylus CX4400, Stylus CX4450, Stylus CX4600, Stylus CX4800, Stylus CX5000, Stylus CX5200, Stylus CX5400, Stylus CX5800f, Stylus CX6000, Stylus CX6400, Stylus CX6600, Stylus CX7000F, Stylus CX7400, Stylus CX7450, Stylus CX7800, Stylus CX8400, Stylus CX9400Fax, Stylus CX9475Fax, Stylus N11, Stylus NX11, Stylus NX100, Stylus NX105, Stylus NX110, Stylus NX115, Stylus NX125, Stylus NX127, Stylus NX130, Stylus NX200, Stylus NX215, Stylus NX230 Small-in-One, Stylus NX300, Stylus NX305, Stylus NX330, Stylus NX400, Stylus NX410, Stylus NX415, Stylus NX420, Stylus NX430, Stylus NX510, Stylus NX515, Stylus NX530, Stylus NX625

Stylus CX7400, Stylus CX7450, Stylus CX8400, Stylus

EPSON T069 only

CX9400F, Stylus CX9475F, Stylus NX100, Stylus NX105, Stylus NX110 Series, Stylus NX115, Stylus NX200, Stylus NX215, Stylus NX300, Stylus NX305, Stylus NX400, Stylus NX410, Stylus NX415, Stylus NX510, Stylus NX515, WorkForce 310, WorkForce 315, WorkForce 500, WorkForce 600, WorkForce 610, WorkForce 615, Epson Inkjet Printers, Stylus N11, WorkForce 30, WorkForce 40, Epson Wide Format Printers : WorkForce 1100

Epson 69 Ink Cartridges are engineered with the latest fade-resistant technology to last longer than bargain brand cartridges. Epson ink cartridges dry instantly for smudge resistant prints every time.

Epson 68	T068X20
Epson 69	T069X20
Epson 88	T088X20
Epson 97	T097120
Epson 79	T079X20
Epson 78	T078X20
Epson 77	T077X20
Epson 98	T098X20
Epson 99	T099X20

Epson 124	T124X20
Epson 125	T125X20
Epson 126	T126X20
Epson 127	T127X20
Durabrite Ultra	High capacity 69
Durabrite Ultra	Standard capacity
Durabrite Ultra	lowest capacity 69/68
Durabrite Ultra	extra-high capacity black- wider body
Claria Hi-Def	Stylus Photo 1400
Claria Hi-Def	Artisan 50
Claria Hi-Def	high capacity 78
Claria Hi-Def	high capacity 99
Claria Hi-Def	No 99 black
Durabrite Ultra	"Moderate" capacity version of 125
Durabrite Ultra	Standard capacity
Durabrite Ultra	High capacity version of 125
Durabrite Ultra	EXTRA High capacity 125, blk double width

EPSON T124

Epson All-in-One Machines, Stylus NX125, Stylus NX127, Stylus NX230, Stylus NX330, Stylus NX420, Stylus NX430, WorkForce 320, WorkForce 323, WorkForce 325, Workforce 435

Epson 124 Yellow Ink Cartridge (T124420), Moderate Yield fast-drying, long-lasting ink delivers vivid, true-to-life photos and laser-sharp text. Only original Epson 124 Ink Cartridges are engineered with the latest fade-resistant technology to last longer than bargain brand cartridges. Epson ink cartridges dry instantly for smudge resistant prints every time. Epson 124 Ink Cartridges are specially formulated to deliver photographic-quality prints with true-to-life color. DURABrite Ultra Inks offer superior image quality with smudge, water and fade resistance for durable prints. Ideal for Double-Sided printing, DURABrite Ultra inks do not bleed through Quick-drying for worry-free handling of photos. Incredible print quality for everyday text documents, plain paper and photo printing on glossy papers. Patented Ink Level Sensors for reliable printing.

EPSON T125

Epson All-in-One Machines, Stylus NX125, Stylus NX127, Stylus NX230, Stylus NX420, Stylus NX625, WorkForce 320, WorkForce 323, WorkForce 325, WorkForce 520,

EPSON T126 T127

Epson All-in-One Machines, WorkForce 545, WorkForce 630, WorkForce 633, WorkForce 635, WorkForce 645, WorkForce 840, WorkForce 845, Workforce WF-3520, Workforce WF-3540, Workforce WF-7010, Workforce WF-7510, Workforce WF-7520, Epson Inkjet Printers. WorkForce 60, Epson Wide Format Printers Workforce WF-7010, Workforce WF-7510, Workforce WF-7520, WorkForce

WorkForce 30, WorkForce 40, WorkForce 60, WorkForce 310, WorkForce 315, WorkForce 320, WorkForce 323, WorkForce 325, WorkForce 435, WorkForce 500, WorkForce 520, WorkForce 545, WorkForce 600, WorkForce 610, WorkForce 615, WorkForce 630, WorkForce 633, WorkForce 635, WorkForce 645, WorkForce 840, WorkForce 845, WorkForce 1100, WorkForce 1300, WorkForce WF-2520, WorkForce WF-2530, WorkForce WF-2540, WorkForce WF-3520, WorkForce WF-3540

Artisan, Artisan 50, Artisan 700, Artisan 710, Artisan 725, Artisan 730, Artisan 800, Artisan 810, Artisan 835, Artisan 837, Artisan 1430

Ink Refilling is Easy (Tanks) Video Tags

Title:

HP 02 & 02XL Ink Cartridges -Ink Refilling is Easy, but be careful !
 HP 88 & 88XL Ink Cartridges – Ink Refilling is Easy, but be careful !
 HP 564 & 564XL Ink Cartridges – Ink Refilling is Easy, but be careful !
 HP 920 & 920XL Ink Cartridges – Ink Refilling is Easy, but be careful !
 HP 940 & 940XL Ink Cartridges – Ink Refilling is Easy, but be careful !
 HP 932, 933, 932XL & 933XL Ink Cartridges -Ink Refilling is Easy, but be careful !
 HP 950, 951, 950XL & 951XL Ink Cartridges -Ink Refilling is Easy, but be careful !
 Epson T068 Ink Cartridges -Ink Refilling is Easy, but be careful !
 Epson T069 Ink Cartridges -Ink Refilling is Easy, but be careful !

Epson T077 Ink Cartridges -Ink Refilling is Easy, but be careful !

Epson T078 Ink Cartridges -Ink Refilling is Easy, but be careful !

Epson T088 Ink Cartridges -Ink Refilling is Easy, but be careful !

Epson T098 & T099 Ink Cartridges -Ink Refilling is Easy, but be careful !

Epson T098 & T097 Ink Cartridges -Ink Refilling is Easy, but be careful !

Epson T099 & T098 Ink Cartridges -Ink Refilling is Easy, but be careful !

Epson T124 Ink Cartridges -Ink Refilling is Easy, but be careful !

Epson T126 Ink Cartridges -Ink Refilling is Easy, but be careful !

Canon CL-8 & PGI-5 Ink Cartridges -Ink Refilling is Easy, but be careful !

Canon BCI-6 Ink Cartridges - Ink Refilling is Easy, but be careful !

Canon CL-221 & PGI-220 Ink Cartridges -Ink Refilling is Easy, but be careful !

Canon CL-226 & PGI-225 Ink Cartridges -Ink Refilling is Easy, but be careful !

Description: <http://www.inkjet411.com> <http://www.ca.inkjet411.com> -- Refilling your inkjet ink cartridges is easier than ever...just let someone else do the work while you're shopping at your favorite retailer. Contact us at <http://www.inkjet411.com> to find your nearest North American refill center location and you'll save around 50% on ink costs, on average, vs. buying a new ink cartridge.

If you have never refilled your cartridges before, the process is simple and usually takes less an hour. In addition to the money savings and it is good for the environment since you get to reuse your ink cartridge over and over.

As America's #1 alternative ink refill source give us a try and we're sure you'll be pleased as our ink quality rivals that of the original manufacturer. The highly trained in-store refill operators use commercial grade ink refilling equipment that preps, evacuates, cleans and then fills your cartridge automatically. Typically, cartridges are refilled with up to 20% more ink versus what the printer manufacturer puts inside.

CAUTION: for those of you who have ever thought about, or are currently refilling your ink cartridges via one of those Do-It-Yourself refill kits, please desist and stop the pain! Similar to the days of changing your own oil, it's just not worth it, plus you don't get the retailers money-back guarantee if it doesn't work. The best solution is to visit any of the North American ink refill centers and let a trained operator do the work while you shop.

With printer manufacturers making ink cartridges more and more sophisticated these days, should you try and do-it-yourself, you will need to ensure that a proper ink fill occurs to avoid issues like cross-contamination between colors, cartridge bleed, and the inevitable streaking or white lines in printed output. The hassle associated with manual ink refilling and potential permanent micro-electric damage to your printer's PRINTHEAD just don't add up for the marginal cost savings that you may think you're getting.

This is also true for most compatible cartridges which come from China – ink compatibility and subsequent printer reliability of such cartridges is considered somewhat questionable. Print quality and longevity are generally substandard due to the unknown chemical compounds...why put your printer at unnecessary risk?

All of our inks are made in America and have been tested for 100% compatibility with your printer model. They do NOT contain any dangerous volatile organic compounds (...that's the bad stuff that can be harmful to the environment and your health).

It is recommended to only refill manufacturer's genuine ink cartridges (versus compatibles or remanufactured cartridges) – look for references to GENUINE or ORIGINAL on ink packaging along with manufacturer's trademark logo.

For more information on North American ink refill services at a major retailer located near you (and should you wish to save around 50% on ink costs and support the environment) or if you are seeking advanced printer problem resolutions, please visit <http://www.inkjet411.com>

Tags HP 564: HP, printer, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, 564, 564XL, Deskjet, e-AiO, Photosmart, Plus, Touchsmart, refilled, C5300, C5324, C5370, C5373, C5380, C5383, C5388, C5390, C5393, C6300, C6324, C6340, C6350, C6375, C6380, C6383, C6388, B8550, D5400, D5445, D5460, D5463, D5468, D7560, B8550, B8553, B8558, 5510, 5511, 5512, 5514, 5515, 6510, 6512, 6515, 7510, 7515, Premium, C309c, C309a, C309n, C310a, C310b, C310c, C410a, 3520, 3521, 3522, 4620, 5520, 5522, 5524, 5525, 6520, 7520, 7525, C510, eStation, B209a, B210a, B210b, B210c, B210d, B210e, printhead, problem, issue, error, compatible, refilling, color balance, issues, problems, missing color, photo black

Tags HP 920: HP, printer, ink, cartridge, color, black, cyan, magenta, yellow, refill, 920, 920XL, All in One, Plus, refilled, Officejet, 6000, 6500, 6500A, 7000, 7500A, Inkjet411, blank page, quality, no colors, poor, missing, failed, replace, printhead, problem, issue, error, color balance, problems, missing colors, no printing, Inkjet411.com, Inkjet411, troubleshooting, failed, failure, bad, image, quality, compatible, remanufactured, refilling,

Tags HP 88: HP, printer, ink, cartridge, color, black, cyan, magenta, yellow, refill, 88, 88XL, Officejet, Pro, L7480, L7000, L7400, L7500, L7550, L7555, L7580, L7590, L7600, L7650, L7680, L7700 Series, L7750, L7780, K5400, K5400 dn, K5400 dtn, K5400 tn, K550, K550 dtn, K550 Dtn, K8600, K8600 dn, K8600 dtn, K8600, Inkjet411, blank page, quality, no colors, poor, missing, failed, replace, printhead, problem, issue, error, color balance, problems, missing colors, no printing, Inkjet411, troubleshooting, failed, failure, bad, image, quality, compatible, remanufactured, refilling,

Tags HP 940: HP, printer, ink, cartridge, color, black, cyan, magenta, yellow, refill, 940, 940XL, Officejet, Pro, 8500, 8500 Plus e, A910g, 8500 Premier, A909n, 8500 Premium, A910n, 8500, Wireless, A909g, 8500A e, A910, HP Inkjet Printers, OfficeJet 8000 Enterprise, A811a, 8000, 8000 Wireless, Inkjet411, blank page, quality, no colors, poor, missing, failed, replace, printhead, problem, issue, error, color balance, problems, missing colors, no printing, Inkjet411, troubleshooting, failed, failure, bad, image, quality, compatible, remanufactured, refilling,

Tags HP 932/933/950/951: HP, printer, ink, cartridge, tank, Officejet, Officejet Pro, 8100, 6100, 8600, 8700, Premium, 6600, 6700, color, black, cyan, magenta, yellow, refill, XL, 932, 933, 950, 951, 932XL, 933XL, 950XL, 951XL, refilled, Inkjet411, help, support, how to, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, method, swap, non-chipped, Pro, 276dw, MFP, 8600 e-All-In-One, N911g, 8600 Plus, N911n, 8600 Premium, N911a, PRO, 251dw, 8100 ePrinter, N811a, e-All-in-One, H711a, 6600 e-All-in-One, H711g, 6700 Premium, e-AiO, H711n, OfficeJet 6100, ePrinter, H611a, OfficeJet 7110, ePrinter, H812a

Tags Epson T068: Epson, printer, T068, T068120, T068220, T068320, T068420, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, Stylus, NX400, WorkForce, 500, 600, C120, CX5000, CX6000, CX7000, CX7000F,

CX8400, CX9400, CX9400Fax, CX9475Fax, NX510, NX515, 1100, 30, 310, 315, 40, 610, 615, Inkjet411, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured

Tags Epson T069: Epson, printer, T069120, T069220, T069320, T069420, T069520, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, Stylus, CX5000, CX6000, CX7000F, CX7400, CX7450, CX8400, CX9400F, CX9475F, NX100, NX105, NX110, NX115, NX200, NX215, NX300, NX305, NX400, NX410, NX415, NX510, NX515, WorkForce, 310, 315, 500, 600, 610, 615, N11, 30, 40, Wide Format, 1100, Inkjet411, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset,

Tags Epson T077: Epson, T077, printer, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, T077120, T077220, T077320, T077420, Inkjet411, Artisan 50, Stylus, Photo, R260, R280, R380, RX580, RX595, RX680, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured

Tags Epson T078: Epson, T078, printer, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, T078120, T078220, T0782, T078320, T0783, T078420, T0784, Inkjet411, Stylus, Photo, RX580, RX595, RX680, Artisan, 50, R260, R280, R380, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured

Tags Epson T097/T098: Epson, T097, T098 printer, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, WorkForce, 600, Stylus, NX510, NX515, WorkForce 40, 610, 615, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured

Tags Epson T098/T099: Epson, T098, T099 printer, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, T098120, T0981, T099220, T0992, T099320, T0993, T099420, T0994, Inkjet411, Artisan, 700, 710, 725, 730, 800, 810, 835, 837 help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured

Tags Epson T124s: Epson, T124, ink, printer, T124120, T124220, T124320, T124420, T124520, inks, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, Epson All-in-One, Stylus, NX125, NX127, NX230, NX330, NX420, NX430, WorkForce, 320, 323, 325, 435, Inkjet411, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured

Tags Epson T126s: Epson, T126, ink, printer, T126120, T126220, T126320, T126420, T126520, inks, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, Epson All-in-One, Stylus, NX330, NX430, WorkForce 435, WorkForce 520, WorkForce 545, WorkForce 630, WorkForce 633, WorkForce 635, WorkForce 645, WorkForce 840, WorkForce 845, Workforce WF-3520, Workforce WF-3540,

WorkForce 60, Wide Format, Workforce WF-7010, Workforce WF-7510, Workforce WF-7520, Inkjet411, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured,

Tags HP02s: HP, Photosmart, HP02, 02, 02XL, cartridge, HP363, refill, color, black, poor, quality, nozzles, 3110, 3210, 3210xi, 3310, 3310xi, C5140, C5150, C5180, C6100, C6150, C6180, C6240, C6250, C6280, C6283, C6288, C7150, C7180, C7250, C7275, C7280, C7283, C7288, C8150, C8180, C8183, PSC 7280, D6160, D7145, D7155, D7160, D7260, D7345, D7355, D7360, D7460, inkjet, printer, compatible, blinking, light, lamp, indicator, blinking, lights, Problem, unrecognized, no printing, not printing, ink refill, refill, troubleshooting, no printing, printer ink, refiller, help, errors, messages, ink, cartridges, error, failure, poor color, bad, cartridge, Costco, Frys, Inkjet411, printhead

Tags Canon CLI-8 & PGI-5: Canon, CLI-8, 8, PGI-5, 5, ink, ink cartridge, cyan, magenta, black, yellow, photo black, CLI-8 Black, Color Ink Cartridges, 0620B015, reset, problem, refill, color balance, Costco, Frys, CLI-8BK, 0620B002, PGI-5, 0628B002, CLI-8C, 0621B002, CLI-8M, 0622B002, CLI-8Y, 0623B002, MP500, MP510, MP520, MP530, MP600, MP610, MP800, MP800R, MP810, MP830, MP950, MP960, MP970, MX700, MX850, ix4000, ix5000, Pro9000, Pixus, MP500, MP510, MP600, MP770, MP790, MP800, MP810, MP830, MP900, MP950, MP960, iP3300, iP3500, iP4200, iP4300, iP4500, iP5200, iP5200R, iP5300, MP81,

Tags Canon BCI-6: Canon, BJC, BCI, 6, 6BK, ink, ink cartridge, cyan, magenta, black, yellow, 8200, Bubble Jet, Printer, i900D, InkJet, i950, i960, i9900, PIXMA, iP8500, S800, S820, S820D, S830D, S900, S9000, 4706A003, 4705A003, 4707A003, 4708A003, reset, problem, error, refill, issue, color balance, Costco, Frys, compatible, remanufactured, refill, refill problem, inkjet411,

Tags Canon CLI-221 & PGI-220: Canon, CLI-221, 8, PGI-220, 220BK, 220, 221, color, cartridge, cartucho, ink, ink cartridge, cyan, magenta, black, yellow, photo black, CLI-8 Black, Color Ink Cartridges, PIXMA, MP560, MP620, MP640, MP980, MP990, MX860, MX870, Photo Printer, iP3600, iP4600, iP4700, MP620, MP980, MP990, reset, problem, refill, color balance, Costco, Frys, compatible, remanufactured

Tags Canon CLI-226 & PGI-225: Canon, CLI-226, 8, PGI-225, 226, color, 225BK, 225, cartridge, cartucho, ink, ink cartridge, cyan, magenta, black, yellow, photo black, CLI-8 Black, Color Ink Cartridges, PIXMA, MG5120, MG5220, MG5320, MG6120, MG6220, MG8120, MG8220, MX712, MX882, MX892, Photo Printers, iP4820, ix6520, MG5120, MG5220, MG5320, MG6120, MG6220, MG8120, MG8220, MX882, Wide Format, ix6520, reset, problem, refill, color balance, Costco, Frys, compatible, remanufactured

Common Responses to ink refill & general ink cartridge performance issues:

[3RD PARTY REQUEST TO LINK INJET411 PAGES](#)

[ISSUE UNRELATED TO REFILL](#)

[MORE INFO NEEDED](#)

[REPLY DELAY](#)

[COMPATIBLE / RE-BRANDED INDIVIDUAL INK TANKS \(ALL\) –NOT SUPPORTED](#)

[NEW OR NON-CARTRIDGE SUPPORT](#)

[STORE LOCATION / SERVICES](#)

[LASER TONER / REMAN / COMPATIBLE / REBRANDED CARTRIDGES SUPPORTED?](#)

[SEVERE CARTRIDGE ERROR ALERTS / PRINTER LIGHTS BLINKING \(GENERAL BLANKET RESPONSE\)](#)

[ERROR MESSAGES - REFUND](#)

[PRINTER REPLACEMENT \(FAILED PRINTHEAD\)](#)

[POOR PRINT QUALITY & LOW INK MESSAGES \(IPH\)](#)

[PRINT QUALITY \(DEGRADED IPH IQ / PQ / COLOR PERFORMANCE\)](#)

[PRINTER WORKING - NO INK APPEARS ON PAPER \[IPH CARTRIDGE RECOVERY \]](#)

[HP DESKJET ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE \(15, 17, 23, 78\)](#)

[HP PS C4200-C4500 & C5200-C5500 ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE \(74-75\)](#)

[HP OJ J5700-J6400 ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE \(74/75\)](#)

[HP Deskjet D4200-D4300 SERIES ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE \(74-75\)](#)

[ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE \(901\); OJ J4500, J4600 & 4500 Series\)](#)

[PHOTOSMART C4600/4700/D110a ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE \(HP 60s\)](#)

[DESKJET F2400/F4400/F4500 & F4200 ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE \(60\)](#)

[DESKJET D2500/D2600 ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE \(HP 60s\)](#)

[DESKJET 1050-2050-3050-3510 & Officejet 4630/4635 ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE \(61\)](#)

[HP Officejet K60/K80xi ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE \(15, 23, 45, 78\)](#)

[HP Deskjet 5000-5100-5500-5600-5800 \(HP 56 / 57/ 58 \)](#)

[HP Deskjet 5440/5700/5940/6000, PSC 2335/2355 - NOT RECOGNIZING CARTRIDGE \(92-98\)](#)

[HP PHOTOSMART 2600/2610xi/2710 - NOT RECOGNIZING CARTRIDGE \(95-98\)](#)

[HP Photosmart 2575 - NOT RECOGNIZING CARTRIDGE \(95-98\)](#)

[HP PSC 1610 - NOT RECOGNIZING CARTRIDGE \(92-98\)](#)

[SEVERE ERROR MESSAGES – HP 92-98 Rejection \(> No Tap 41\)](#)

[HP OFFICEJET 6210/6310/7210/7310/7410 ERRORS - NOT RECOGNIZING CARTRIDGE \(95/98\)](#)

[HP PS 8049, 8050, 8100, 8150, 8400, 8450 \(7800 & 7850?\) - NOT RECOGNIZING CARTRIDGE \(94-97\)](#)

[HP DESKJET D4100 SERIES - NOT RECOGNIZING CARTRIDGE \(92-93\)](#)

[HP PS C3110-C3194 --- NOT RECOGNIZING CARTRIDGE \(92/93\)](#)

[HP PS C4100 PRINTER SERIES --- NOT RECOGNIZING CARTRIDGE \(92/93/95\)](#)

[HP PSC 1503-1514 --- NOT RECOGNIZING CARTRIDGE \(92/93\)](#)

[HP PSC1200-1300, D1300-D2300, PS 7960, Deskjet 3000 & F2200 Series –CARTRIDGE ERRORS \(21/22/27/28/56-58\)](#)

[HP PSC 2175xi, 2210, 2400, 2410, 2500 - \(HP 56/57 CARTRIDGE ERRORS\)](#)

[HP OFFICEJET J3680/4215/4315/5510/5610/6100/6110 - ERROR MESSAGES \(HP 21/22/27/28/56-58 CARTRIDGES\)](#)

[CARTRIDGE SELF-DIAGNOSIS PERFORMED](#)

[LEXMARK – DELL PRINTING FAILURE](#)

[LOW INK MESSAGE \(GENERAL\)](#)

[LOW INK MESSAGE \(Dell - Lexmark\)](#)

[LOW INK MESSAGE \(PRINTING NOT ALLOWED\)](#)

[GENERAL ‘LOW INK’ OR ‘NUISANCE MESSAGES’ \(CUSTOMER IS ALREADY AWARE\)](#)

[CARTRIDGE ALIGNMENT](#)

[SLOW PRINTING / CAN’T COPY OR SCAN \(IPH CARTRIDGES\)](#)

[CARTRIDGE EXPIRATION](#)

[CARTRIDGE REFILL 90 DAY "EXPIRATION"](#)

[CARTRIDGE LEAKING \(ERROR MESSAGES & NO PRINTING\)](#)

[EPSON, HP 02/88 -- RESETTABLE CARTRIDGE ERROR MESSAGES](#)

[EPSON UNRECOGNIZED CARTRIDGE ERROR](#)

[EPSON CARTRIDGE FAILURE – 2ND RESPONSE FOLLOW UP](#)

[“COMPATIBLE \(RE-MAN\)” IIT CARTRIDGE - CARTRIDGE ERROR MESSAGE](#)

[EPSON OR CANON IIT: “NON-GENUINE” & “UNRECOGNIZED CARTRIDGE” ALERT MESSAGES](#)

[HP 564 “Alignment Failed” ERROR MESSAGE](#)

[HP 564 “Incompatible Older Generation Cartridge Installed” ERROR MESSAGE](#)

[HP 564/920/940 "Incompatible Printhead" \(“Cartridge”, “Printhead” “Ink System Failure” errors\)](#)

[HP 564/920 - UNAUTHORIZED / FRAUD INK MESSAGE / LOW INK](#)

[HP 564 - PRINT QUALITY / POOR PRINTING / FADED TEXT / MISSING COLORS PRINTHEAD FLUSHING](#)

[HP 564 – POOR PRINT QUALITY \(SEVERE\) – PRINTHEAD CLEANING/REPLACEMENT](#)

[HP 920 - PRINT QUALITY / POOR PRINTING / FADED TEXT / MISSING COLORS](#)

[HP 920 – POOR PRINT QUALITY \(SEVERE\) / ONGOING COLOR SHIFT – PRINTHEAD CLEANING](#)

[HP 920 – POOR PRINT QUALITY \(SEVERE\) – PRINTHEAD CLEANING/FLUSHING REPLACEMENT](#)

[HP 564/920 – POSSIBLE PRINTHEAD FAILURE](#)

[HP 564 PRINTHEAD FAILURE \(“INCOMPATIBLE PRINTHEAD”\)](#)

[HP 920 PRINTHEAD FAILURE \(“INCOMPATIBLE PRINTHEAD” / “MISSING”\)](#)

[SUCCESSFULLY RECOVERED INK SYSTEM, BUT NOW QUESTIONS USE OF REFILLED CARTRIDGES](#)

[HP 02 – CARTRIDGE PROBLEM – MULTIPLE CARTRIDGES](#)

[HP 02 - PRINT QUALITY / POOR PRINTING / FADED TEXT / MISSING COLORS](#)

[HP 02 – EXPIRED INK / THE CARTRIDGE IS NOT INTENDED FOR THIS PRINTER...ERROR MESSAGES](#)

[HP-CANON-EPSON IIT SYSTEMS - IDENTIFYING WHICH COLOR HAS RUN OUT](#)

[HP 02 OVERALL PERFORMANCE CONCERNS – INK MONITORING / POTENTIAL PRINTER DAMAGE](#)

[HP-CANON-EPSON IIT SYSTEMS - IDENTIFYING WHICH COLOR HAS RUN OUT](#)

[EPSON ARTISAN \(6-COLOR\) PRINTERS - IDENTIFYING WHICH COLOR HAS RUN OUT](#)

[CANON / EPSON - MISSING COLORS OR POOR/INCONSISTENT PRINT QUALITY](#)

[EPSON - MISSING COLORS FOLLOWING REPEATED “HEAD CLEANING”](#)

[EPSON - SEVERE PRINT QUALITY PROBLEM \(MISSING COLOR/COLORS\)](#)

[QUESTIONING OF COLOR/INK PERFORMANCE \(REFILL SERVICES - QUALITY ASSURANCE\)](#)

[GREYSCALE PRINTING & COLOR USAGE](#)

[REFILL FRIENDLY PRINTER MODELS](#)

[CANON 30-241 ERROR MESSAGE \(GENERAL\)](#)

[CANON 210/211 240/241 -- ERROR MESSAGE & NO PRINTING](#)

[CANON 30-241 ERROR MESSAGE \(ADVANCED – NO PRINTING ALLOWED\)](#)

[CANON ‘TANK’ UNRECOGNIZED CARTRIDGE ERROR \(3,5,6,8, 220,221, 225,226\)](#)

[HARD RESET](#)

[IIT Ink Shelf Life \(NON FOAM\) - HP88/940/932/933/950/951/02](#)

[HP 940/88 - PRINT QUALITY / POOR PRINTING / FADED TEXT / MISSING COLORS](#)

[HP OFFICEJET PRO K5xxx/Lxxx \(HP 88s\) – CARTRIDGE ERROR](#)

[HP OFFICEJET PRO Kxxx/Lxxx \(HP 88s\) – POOR PRINT QUALITY / IMPROPER OR MISSING COLORS](#)

[HP 940 - UNAUTHORIZED / FRAUD INK MESSAGE / LOW INK](#)

[HP OFFICEJET PRO 8500 \(HP 940s\) – POOR PRINT QUALITY / IMPROPER OR MISSING COLORS](#)

[HP OFFICEJET PRO 8000/8500/8500A \(HP 940s\) – “DEPLETED INK” ERROR MESSAGE/INTERMITTENT OPS](#)

[HP OFFICEJET PRO 8500A \(HP 940s\) – POWER OFF/CARTRIDGE ACCESS DOOR TRICK](#)

[HP OFFICEJET PRO 8500A \(HP 940s\) – “NO INK” / “MISSING OR DAMAGED” PRINTER ERROR](#)

[HP OFFICEJET PRO 8500/8500A \(HP 940s\) – CONFUSION OVER INK LOW AND CHIP REPLACEMENT](#)

[HP OFFICEJET PRO 8500/8500A \(HP 940s\) – PRINthead FAILURE MESSAGE](#)

[HP 932/933 CARTRIDGE SWAP / ACTIVATION & LOW INK WARNINGS](#)

[HP 950/951 CARTRIDGE SWAP / ACTIVATION & LOW INK WARNINGS](#)

[HP 932/933 & 950/951: WHY 2ND SET OF CARTRIDGES MUST BE PURCHASED/OBTAINED](#)

[HP 932/933 & 950/951: “LOW INK” / “INK CARTRIDGES DEPLETED” MESSAGES](#)

[HP 932/933 & 950/951: "Black Cartridge Damaged" / "Ink Cartridge Failure"](#)

[HP 950/951 – POOR PRINT QUALITY \(SEVERE\) – PRINthead CLEANING/FLUSHING/REPLACEMENT](#)

3RD PARTY REQUEST TO LINK INJET411 PAGES

As several other vendors/companies are already providing links to our support site today, this is fine with us. Please note we have two sites at the moment, but will soon be expanding another into Mexico:

USA: www.inkjet411.com

Canada: www.ca.inkjet411.com (currently being developed for French-Canadian support...should be complete by X-mas 2013)

NOTE: the Inkjet411 support site is intended to primarily support customers for Costco USA/Canada/Mexico, Frys Electronics (all stores), Microelectronics USA (select stores), Best Buy Canada (select stores) and many major Universities (USA/Canada). We also have refilling services in a few other smaller retail locations.

If you have any specific questions, please e-mail us at inkjet411help@gmail.com

-Thank you

ISSUE UNRELATED TO REFILL

Regarding your recent inquiry, this particular issue is not related to cartridge refilling/printer usage. We suggest you consult your printer's User Manual, printer manufacturer help site, or Fixya printer user help forum: <http://www.fixya.com/>

For any additional questions please contact us directly: inkjet411help@gmail.com

-Thank you

MORE INFO NEEDED

Regarding your recent inquiry about refilling, we need more information from you before we can recommend a solution. Please describe your issue in more detail. Please let us know if the problem falls into one of these categories:

- 1) Low Ink Alert Message (low ink lights on/pop-up messages)....these are normal.
- 2) Nuisance Alert Messages (i.e. "counterfeit" / "fraud cartridge")....these are normal.
- 3) Severe Error Messages (i.e. Unrecognized cartridge" / Missing or Not Detected").....these are NOT normal.
- 4) Missing color or colors during printing
- 5) Poor print/color performance

In the interim, we suggest that you go to the "Solve My Problem" section of the Inkjet411 website:

<http://www.inkjet411.com/> and select the appropriate ink series family and your printer model.

Follow the suggestions shown, including cartridge/printer cleaning procedures and running applicable diagnostic printer tests.

For any additional questions please contact us directly: inkjet411help@gmail.com

REPLY DELAY

We apologize for the delay in responding, but we experienced temporary system connectivity issues which have since been resolved.

For any additional questions please contact us directly: Inkjet411help@gmail.com

COMPATIBLE / RE-BRANDED INDIVIDUAL INK TANKS (ALL) –NOT SUPPORTED

Regarding your recent inquiry about a cartridge error message associated with your **Epson/HP/Canon** series "compatible" ink cartridge, **Costco/Frys** do not support re-branded individual ink tank/cartridge refilling or smart chip programming.

NOTE: A compatible, remanufactured or re-branded ink cartridge can be problematic when installed into the printer following refilling. Compatible cartridges are typically purchased on-line or at select retailers (i.e. sold under a different label than the regular HP, Canon, Epson, Lexmark or Dell cartridge packaging) and is essentially a "remanufactured tank" of the original HP/Canon/Epson/Lexmark/Dell genuine ink cartridge. For the best refilling experience, only use genuine ink tanks.

The reason is that the compatible cartridge smart chip (which is attached to cartridge's base) comes from an unknown source and the **Costco/Frys/Microelectronics** reprogramming tools do not have the ability to properly program the smart chip (i.e. was never tested/certified for re-branded ink tanks).

We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future (USING GENUINE/ORIGINAL OEM INK CARTRIDGES).

For any additional questions please contact us directly: Inkjet411help@gmail.com

NEW OR NON-CARTRIDGE SUPPORT

Regarding your recent inquiry about Brother ink cartridge refill services, unfortunately Costco, Fry's nor Microelectronic's stores do not support the Brother ink series. However, we are continually evaluating and introducing support on different cartridge types so you may want to check back later.

NOTE: The Costco/Fry's/ Microelectronic's in-store representatives (at either Photo/Electronics support center) are trained to refill over 260 different ink cartridge types from most of the major printer manufacturers (i.e. HP, Epson, Canon, Lexmark and Dell) and can answer any additional questions you may have. It typically takes about an hour to complete the refill from the time you drop the cartridges off.

Costco's ink refill service website which includes supported cartridges and refill pricing information:
<http://www.costcoinkjetrefill.com/pricing>

Fry's Electronics ink refill service information website: <http://www.frys.com/ads/page51>

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

Regarding your recent inquiry about refilling the **Canon 240/241** ink cartridges, currently these are not supported....however Costco USA, Costco Canada and Frys Electronics will begin supporting these cartridge sometime in the next 3 weeks.

We suggest you check either of the retailers listed above in the coming months to learn if the list has been expanded to include your cartridges. Costco's Site: <http://www.costcoinkjetrefill.com/pricing>

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

Regarding your recent inquiry about refilling the Canon 240/241 ink cartridges, these are currently supported in 70+ Costco stores in South California, along with select beta sites in Illinois, New York and Florida.

However, the rest of Costco USA & Costco Canada stores will begin supporting them beginning in ~3 weeks - most should be on-line by mid September. Fry's Electronics (all 34 locations) will also be supporting the new cartridges; estimated launch date is approximately 3 months from now.

To find the nearest refill Costco store location and/or Costco pricing information, you can find this information at <http://www.costcoinkjetrefill.com>

Depending on the cartridge size (240, 240XL, 240XXL), prices will range between \$7 and \$13 at the stores listed above.

For any additional questions please contact us directly: Inkjet411help@gmail.com

We suggest you check with your local Costco Photo Center personnel - they should be able to tell you approx. when the new Canon 240/241 (and 240XL, 240XXL and 241XL) cartridge support will be up and on-line. Costco's Site will soon be updated to reflect the corresponding pricing:

<http://www.costcoinkjetrefill.com/pricing>

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

STORE LOCATION / SERVICES

Regarding your recent inquiry about HP 950/951XL ink refill services, yes both Costco USA and Fry's Electronics USA support the HP950/951 cartridge series. The closest location, to Magnolia, is Costco in Newark, DE (see link below). Now, sometime during Q1 2014 all Microcenter stores will be adding ink refill support services too.

Regarding your recent inquiry about refill services, just bring your ink cartridges into any of our authorized refill center locations [Costco USA (all locations), Fry's Electronics (all stores), Costco Mexico (38 stores) and Canada (most stores), & Best Buy Canada (select stores)]. Also, sometime during Q1 2014 all Microcenter stores will be adding our ink refilling support services.

To find the nearest refill Costco store location along with ink refill pricing information, you can find this information at: <http://www.costcoinkjetrefill.com>

Fry's Electronics ink refill service information website: <http://www.frys.com/ads/page51>

The in-store representatives (at either Photo/Electronics support center) are trained to refill over 260 different ink cartridge types from all the major manufacturers (i.e. HP, Epson, Canon, Lexmark and Dell) and can answer any additional questions you may have. It typically takes about an hour to complete the refill from the time you drop the cartridges off. Our inks are made in North America and 'closely' match OEM ink quality - we are sure you'll be satisfied with both color 'pop' and image longevity performance.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

LASER TONER / REMAN / COMPATIBLE / REBRANDED CARTRIDGES SUPPORTED?

Our service is limited to ink refilling of consumer desktop inkjet ink cartridges only and we do not include sales of remanufactured or compatible ink cartridges. To date, we provide ink cartridge refilling services for over 240 different ink cartridge types (HP, Canon, Epson, Dell, Lexmark).

Unfortunately, Costco and Fry's Electronics currently only provide ink cartridge refilling services (i.e. for consumer/desktop inkjet printer models)...however, there are numerous 'toner' refilling services (i.e. for

laser printers) available in just about every major city in North America. We suggest you conduct an internet search for such services for your zip code.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

SEVERE CARTRIDGE ERROR ALERTS /PRINTER LIGHTS BLINKING (GENERAL BLANKET RESPONSE)

Regarding your recent inquiry about the cartridge error message, this is apparently an electrical connection issue between the printer and the cartridge. To ensure you have performed a full diagnosis, please go to the "Solve My Problem" page at <http://www.inkjet411.com/> and follow the error resolutions provided, even if your exact error message or cartridge is not listed.

Please note that many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

ERROR MESSAGES – REFUND [FOLLOW-UP MESSAGE/DIAGNOSIS ALREADY PERFORMED]

HP IPH Errors:

Yes, we completely understand - any type of failure is unfortunate and a major inconvenience.

Regarding your recent inquiry about the **HPXX** cartridge error message along with the diagnostic steps you've already taken (thank you), it sounds like your cartridge's internal micro-electronics have electrically failed and will need to be replaced. The fact that the printer's internal self test prints ok verifies that the printer is operational, but this also means that the ink cartridge is perhaps beyond it's normal usable state (at least according to HP).

In some cases the ink cartridges just need to be FIRMLY re-seated into the carriage assembly (also check the cartridge restraining mechanism/arms if present –sometimes these mechanical restraints/arms become loose over time...please double-check these if applicable). Based on your feedback it sounds like you already reseated the cartridges several times though. We also suggest that you ensure BOTH carriage/flex cables (where the cartridge interfaces to the carriage inside the printer) and BOTH ink cartridge rear electrical contacts are thoroughly clean to rule out connectivity as root cause:

http://inkjet411.com/?page_id=1519

Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process (these same problems also occur

with brand new ink cartridges from time to time). The “**Cartridge Problem**” error message is typically indicative of failed micro-electronics internal to the ink cartridge.

Unfortunately the newer micro-electronics in many of the newer integrated ink cartridge lines are quite fragile (due to low-cost materials used in the manufacturing processes), so results of repeated cartridge usage/longevity will vary from one extreme to the other. As a suggestion, if you print more than 15 pages per week, then you may want to consider moving over to an 'individual ink tank' printer system....these are very "refill friendly" and you will not encounter cartridge failures.....let us know if you would like more information on this.

NOTE: It is also common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a faulty cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors. This type of failure is quite rare with an ink cartridge that has only been refilled once or twice. Typically the ink cartridge's nozzle plate suffers a break at one of the flexible circuit lines within the base of the cartridge nozzle plate...refer to photo at bottom of this page: http://inkjet411.com/?page_id=509

The more severe printer error messages which result in non-permitted print operations, represent a very small percentage of the mass experience (~1-2% range for this particular cartridge family). Please consider the problem you encountered as being relatively rare with an 'integrated' ink cartridge that has only been filled once or twice.

The integrated ink cartridge electrical wire runs, at rear and lower sides of the ink cartridge, are somewhat delicate and are susceptible to ink attack and subsequent internal electrical damage, which can lead to premature failures. In addition, the older the cartridge the higher the chance of an internal micro-electronic failure. It is discouraged to use old ink cartridges which have been left in a drawer as internal corrosion of the electrical wire runs can occur in a period of time.

If the ink cartridge has an expired warranty date (imprinted date on front of ink cartridge) then the cartridge age is typically over 2 years old and could be at significantly higher risk for potential failure when refilled.

However, if your printer works routinely after inserting a brand new ink cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase - just tell them you validated the cartridge failure with the Inkjet411 tech representative). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

NOTE: We do not support or suggest the use of Chinese made compatible cartridges or 3rd party remanufactured cartridges with your printer -- we primarily recommend refilling of HP original cartridges only using Costco or Fry's in-store refill service since we know the original electronics are relatively stable.

We trust this detailed technical information provides you some additional insight into the issue you have endured. If, at any point in the future, you would like information on more 'refill friendly' printer models just let us know. Here is a sample of such models we support today:

http://inkjet411.com/?page_id=1991

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

Canon IPH Errors:

This is unfortunate and no doubt a major inconvenience.

Regarding your recent inquiry about the PGI-210XL black ink cartridge error message along with the diagnostic steps you've already taken (thank you), it sounds like your cartridge's internal micro-electronics have electrically failed and will need to be replaced*. Normally, the cartridge reset process is quick (press Stop/Resume button for 5-8 seconds and the ink lights go out - you're done).

However, if after performing the suggested 'reset' procedures above, you still have an error condition which prohibits computer/host based printing (or permit copy/scan functions), then the ink cartridge probably has internal electrical damage (micro-electronics failure); such a failure is unrelated to the ink cartridge refilling process. Typically, when the cartridge fails the problem is 'masked' by the ink out/empty condition so it can be difficult to distinguish between the two. Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process (i.e. typically ~2 years from original manufacturing date). Refer to picture at bottom of this page: http://inkjet411.com/?page_id=1533

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process (these same problems also occur with brand new ink cartridges from time to time). The "Cartridge Problem" error message is typically indicative of failed micro-electronics internal to the ink cartridge.

The more severe printer error messages which result in non-permitted print operations, represent a very small percentage of the mass experience (less than 1% for this particular Canon cartridge family). Please consider the problem you encountered as being relatively rare with an 'integrated' ink cartridge that has only been filled once or twice.

The integrated ink cartridge electrical wire runs, at rear and lower sides of the ink cartridge, are considered somewhat delicate and are susceptible to ink attack and subsequent internal electrical damage, which can lead to premature failures. In addition, the older the cartridge the higher the chance

of an internal micro-electronic failure. It is discouraged to use old ink cartridges which have been left in a drawer as internal corrosion of the electrical wire runs can occur in a period of time.

However, if your printer works routinely after inserting a brand new Canon ink cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase - just tell them you validated the cartridge failure with the Inkjet411 tech representative). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

We trust this detailed technical information provides you some additional insight into the issue you have endured. If, at any point in the future, you would like information on the most 'refill friendly' printer models just let us know. Here is a sample of such models we support today:

http://inkjet411.com/?page_id=1991

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

The fact that you have experienced 2 cartridge failures in a row is either a coincidence, the ink cartridges are past their useful usage date (see NOTE below) or your printer is suffering intermittent connectivity issues.

As the cartridge's ink nozzle plate (i.e. bottom of ink cartridge) contains all of the micro-electronics, no damage can occur to the printer as a result of a cartridge 'short'. Assuming the printer's flexible printed circuit cables (inside the printer - where the ink cartridge mates to the printer) are thoroughly clean and not damaged, then the failures are limited to the ink cartridges themselves.....this is the case most (i.e. 99.9%) of the time based on our observation of reported cartridge failure and or detection issues.

For reference, the following page provides a complete review of the majority of cartridge error messages and causes of failure that you may observe on your printer at one point or another:

http://inkjet411.com/?page_id=1216 (HP 92-99)

NOTE: The more severe printer error messages which result in non-permitted print operations, represent a very small percentage of the mass experience (HP 93/95/97/99 cartridge family specific), so please consider the problem you encountered as being relatively rare (1-3% range). The HP 93/95/97/99 ink cartridge electrical wire runs, at rear and lower sides of the ink cartridge, are very delicate and are considered somewhat susceptible to ink attack and subsequent damage, which can lead to premature failures. In addition, the older the cartridge the higher the chance of an internal electrical failure. It is discouraged to use old ink cartridges which have been left in a drawer - internal corrosion of the electrical wire runs will occur. In some limited cases the ink cartridge(s) just needs to be FIRMLY re -

seated into the carriage assembly. If the ink cartridge has an expired warranty date (imprinted date on front of ink cartridge) then the cartridge age is typically over 2 years old and could be at significantly higher risk for potential failure when refilled.

We trust this detailed technical information provides you some additional insight into the issue you have endured. If, at any point in the future, you would like information on more 'refill friendly' printer models just let us know.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

PRINTER REPLACEMENT (FAILED PRINTHEAD/IPH DAMAGE CLAIM)

This is quite unfortunate but also coincidental in our view.

While policies do vary between different Costco stores (state to state), you could discuss with the lead store manager and request to fill out Costco's standard 'liability form'.

NOTE: You will need to supply images of the error images, along with images of your printer, when you fill out the Costco 'liability form' at Costco's Photo Dept. You will also need to bring in all the refilled ink cartridges that are involved in the claim. An approval is not our decision as you will first need to fill out the 'liability form' and then be approved by the local store manager along with the regional account manager.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

POOR PRINT QUALITY & LOW INK MESSAGES (IPH)

Regarding your recent inquiry about the low ink message and the light text/partial fading during printing, our answers are provided below in two sections:

DEGRADED IMAGE QUALITY

A. For the poor print quality problem (degraded image quality) you are observing, we suggest you first visit the "Print Quality" page of the "General Information" section of the Inkjet 411 website and follow the suggestions provided: http://inkjet411.com/?page_id=1432

A. 1. Cartridge & Printer maintenance should also be evaluated - ensure both ink cartridges and flexible driver contact cables (where the cartridge interfaces to the carriage inside the printer) are thoroughly clean: http://inkjet411.com/?page_id=1519

A.2. Perform a hot-water flush on the suspect ink cartridge, refer to video procedure here:

http://inkjet411.com/?page_id=1519

A.3. Run a quick test print to evaluate cartridge performance (i.e. 4-color test print):

http://inkjet411.com/?page_id=146

LOW INK MESSAGES

B. "Empty" and "Low Ink" alerts are COMPLETELY NORMAL for all integrated ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed.

As you just returned from the refill store, your ink cartridge(s) is full of ink - you may ignore low ink warnings (along with any other nuisance message) and print normally until you observe one of the colors to begin to fade.

B.1. The "low ink" or "no status" message typically occurs soon after a refill. It is a false signal, because the printer cannot recognize that the cartridge has been refilled. Your cartridge is not low on ink, and nothing is wrong with your refilled cartridge or printer. Unfortunately, you may also observe multiple 'nuisance alert' messages, these can be ignored as well. For more information on 'low ink' and 'nuisance messages' and what you should expect, please watch the video at the following link (HP 60 series): http://inkjet411.com/?page_id=396 (HP 60/61 Low Ink)

B. 2. The ink level indicator cannot be manually re-set in the newer HP cartridges, thus making it not usable. However, losing this feature is not necessarily significant, because the ink level indicator usually has 20%-30% ink remaining when it shows "low on ink". Therefore, the warning has limited value, because customers who prematurely replace their cartridges when they see the "low ink" message are wasting a lot of residual ink. In order to use as much available ink as possible, many customers (not only those who refill their cartridges, but many who have not yet tried refilling) always ignore the ink level indicator "low" warning, and wait to replace/refill their cartridge until immediately after seeing ink begin to fade on their printouts. Many customers who disregard the low ink indicator keep a spare set of cartridges so that their printing productivity is not disrupted when the cartridge runs out of ink.

B. 3. If the cartridge completely runs out of ink and continues to be used when it is dry, this could damage the cartridge, so customers should promptly refill/replace their cartridge when the ink begins to fade. This fading process is gradual, so that you will have sufficient time to refill/replace the cartridge before the risk of empty cartridge printing. In summary, most refill customers agree that the huge savings of refilling is much greater than the potential loss of the low ink indicator feature.

C. Before you refill your next ink cartridge, please refer to this video which provides some helpful transportation tips to avoid any potential issues:

http://inkjet411.com/?page_id=1437

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

PRINT QUALITY (DEGRADED IQ / PQ / COLOR PERFORMANCE)

Regarding your recent inquiry about the poor print quality problem (degraded image quality) you are experiencing, we suggest you first visit the "Print Quality" page of the "General Information" section of the Inkjet 411 website and follow the suggestions provided: http://inkjet411.com/?page_id=1432

Run a quick printer 'self test' or Inkjet411 test print to evaluate cartridge performance (i.e. 4-color test print): http://inkjet411.com/?page_id=146

Cartridge & Printer maintenance should also be evaluated - ensure both ink cartridges and flex cable contact surfaces (where the cartridge interfaces to the carriage inside the printer) are thoroughly clean: http://inkjet411.com/?page_id=1519

- 1) Gently blot the cartridge Nozzle Plate with a damp lint-free towel/wipe – a small amount of ink should be dispensed, and be visible, on the towel (all 3 colors should be present for a Tri-color cartridge).
- 2) If no ink is dispersed from nozzle plate (i.e. visible on towel) or ink cartridge completely fails to print on paper after installed in printer, then more drastic cartridge and printer cleaning steps will likely need to be performed to recover ink cartridge (NOTE: foam inside cartridge can dry out and become very hard – the foam must be moist with ink to function correctly (i.e. ink flows and wets the nozzle plate). Refer to 'clogged ink cartridge recovery' video here: http://inkjet411.com/?page_id=1519

Providing the ink cartridges are clean, the problem may be caused by a dirty wiper blade or poor seal in the service station (capping station where the ink cartridges park when not in use) and this is causing the poor jetting / print performance issue you are observing. Remove the ink cartridges and thoroughly clean the wipers and seals: http://inkjet411.com/?page_id=151

If the issue continues then please refer to 'Troubleshooting' section on our website - the printer manufacturer websites are also provided here: http://inkjet411.com/?page_id=106

[If the poor print quality problem persists please return the cartridge to Costco and request the operator to 'stamp test' the ink cartridge.](#)

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

PRINTER WORKING - NO INK APPEARS ON PAPER [IPH CARTRIDGE RECOVERY]

Based on your response it sounds like the ink cartridge is clogged and will need to be recovered; please follow these steps: http://inkjet411.com/?page_id=1519

- 1) Gently blot the cartridge Nozzle Plate with a damp lint-free towel/wipe – a small amount of ink should be dispensed, and be visible, on the towel (all 3 colors should be present for a Tri-color cartridge).
- 2) If no ink is dispersed from nozzle plate (i.e. visible on towel) or ink cartridge completely fails to print on paper after installed in printer, then more drastic cartridge and printer cleaning steps will likely need to be performed to recover ink cartridge (NOTE: foam inside cartridge can dry out and become very hard – it must be moist to function correctly).
- 3) Immerse cartridge base (lower ¼ inch) in very hot, near boiling, distilled or de-ionized water for ~3-4 minutes (CAUTION!). Remove and blot cartridge nozzle plate to see if any ink is drawn out. If not repeat this step until some ink is dispensed and visible. Thoroughly dry ink cartridge surface with towel before reinstalling into printer. Refer to video here: http://inkjet411.com/?page_id=1519
- 4) Ensure flexible cable contacts are thoroughly clean inside the printer. Clean printer carriage flexible cable contacts using isopropyl alcohol (99%) on damp cloth (or cotton swab). Remove all ink residue. IMPORTANT: Ensure NO fibers remain on contact surfaces.

Ensure cartridge and flexible cable contacts are thoroughly dry before re-installing ink cartridges into printer (suggested to wait up to 10 minutes).

To help rule out any other variables, please select “Solve My Problem” at the Inkjet411 website: <http://www.inkjet411.com/>

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP DESKJET ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE (15, 17, 23, 78)

Regarding your recent inquiry about the HP15 cartridge error message (.....'flashing "ink low" light and the printer will not print'), it sounds like your cartridge's internal micro-electronics have electrically failed and will need to be replaced. These ink cartridges are extremely robust (compared to many of the newer versions found in market today) and can typically be refilled 5+ times, on average, before suffering a hard internal electronic failure. To verify the electrical health of the ink cartridge, please perform the diagnostic checks below or refer to our HP printer diagnostics document:

http://inkjet411.com/?page_id=1813

In some cases the ink cartridges just need to be FIRMLY re-seated into the carriage assembly (also check the cartridge restraining mechanism/arms if present – sometimes these mechanical restraints/arms become loose over time...please double-check these if applicable). We also suggest that you ensure the

printer carriage/flex cables (where the cartridge interfaces to the carriage inside the printer) and ink cartridge rear electrical contacts are thoroughly clean to rule out poor connectivity as root cause:

http://inkjet411.com/?page_id=1519

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information (if diagnostic procedure is available for your printer model).

DIAGNOSTIC TESTS FOR HP DESKJET 940C PRINTER:

Running a sample page:

1. Turn the printer on.
2. Press and hold the RESUME button until the printer starts printing.
3. Release the RESUME button.

Running a self-test:

1. Turn the printer on.
2. Press and hold the POWER button.
3. Press the RESUME button four times.
4. Release the POWER button.

Running a diagnostic test:

1. Turn the printer on.
2. Press and hold the POWER button.
3. Press the X (Cancel) button eight times.
4. Press the RESUME button four times.
5. Release the POWER button.

DIAGNOSTIC TESTS FOR HP Officejet and LX, Officejet 300 series, 700 series, T series, D series, K series, G series, V series, 4100 series, 5100 series, 6100 series, 7100 series PRINTER (HP 45/78 ink cartridges):

Perform Self Test Print:

<http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&lc=en&dlc=en&docname=bpu00734>

1. On the front panel of the product, press Menu (or Setup).
2. Press the Right Arrow until Print Reports displays, and then press Enter, Start, or OK.
3. Press the Right Arrow until Self-Test Report displays, and then press Enter, Start, or OK.

Perform Printer Error Reset:

1. Open the printer/cover as if replacing the cartridge and allow the carriage assembly to move to the cartridges access/loading position.
2. Unplug the power cable from the rear of printer and close the printer's cover.

3. While depressing the power button, plug in the power cable. Keep the power button pressed for about 10-15 seconds, allowing the error flag to reset.

4. After printer powers on, cycle printer power once again and allow printer to fully initialize (may take ~5 minutes for the message/error condition to disappear).

NOTE: If ink cartridge error persists then replace ink cartridge.

If procedure above does not work, then refer to HP.com to print a HP Self-Test Report (older HP printer models) – click here for instructions & sample prints:

<http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&lc=en&dlc=en&docname=bpu00734>

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. Typically the ink cartridge's nozzle plate suffers a break at one of the flexible circuit lines within the base of the cartridge nozzle plate....refer to photo at bottom of this page: http://inkjet411.com/?page_id=509

However, if your printer works routinely after inserting a brand new HP15 black ink cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

We trust this detailed technical information provides you some additional insight into the issue you have endured.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP PS C4200-C4500 & C5200-C5500 ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE (74-75)

NOTE: For purposes of our communication please note that the HP 350/351 UK cartridges are the same as the HP 74/75 USA versions; all the features and functions discussed below will work on your printer as the printer platforms are identical.

Regarding your recent inquiry about the HP 75XL Tri-color cartridge error message ("cartridge in slot on left is not intended for use in this printer. Remove and replace") and inability to print with your HP PS C5550 printer, this type of error is normally associated to an electrical connection issue between the printer and the cartridge, or more likely, an internal micro-electronic failure inside the cartridge itself. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can (and frequently do!) occur with brand new ink cartridges and normally occur over time due to natural degradation of the internal micro-electronics. *To help identify the root cause, and to confirm which of the two ink cartridges is causing the failure condition, please run the 'Tap 41' cartridge's electrical diagnostic test below (refer to PROCEDURE C.)

NOTE 1: Your Photosmart printer model must have two (2) good ink cartridges installed to operate/print (unlike all HP Deskjet printer models which may operate using only one (1) ink cartridge).

IMPORTANT: First verify the age of the ink cartridge(s)....look at imprinted date on front of ink cartridge. If this 'warranty expiration date' has expired, then potential internal electrical cartridge failures can (and frequently do) occur due to prolonged internal corrosion of cartridge micro-circuits, etc.

NOTE 2: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

An internal electrical failure of a cartridge can be confirmed by performing the following steps which will help rule out other variables which could also be causing the issue.

A. Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

B. Print Self Test Page:

1. Press and hold the CANCEL button.
2. Press the COLOR COPY button. Release both buttons.
3. The self test page should print. The printed pattern will verify printer is generally functional

--- The self test page is a 'forced' test print whether the ink cartridges are good or bad. Inspect color bars to verify proper nozzle/jetting health. If normal/regular printing is still not permitted then the problem is with either one, or both, of the ink cartridges. Activate Tap 41 test to confirm which cartridge is causing the issue.

C. Validate the cartridge's electrical health by running the 'Tap 41' diagnostics test. Refer to video procedure or .pdf document at the following links on how to activate and read the service test report: http://inkjet411.com/?page_id=536

1. Load Letter/A4-size paper into paper feed tray.
2. If any lights are blinking, first press Cancel to attempt to clear.
3. Press and HOLD the Cancel button, press Ok button once.
4. At 'Mfg Commands' menu, click Right Arrow once until 'uiaux service' menu is displayed.
5. At 'uiaux service' menu, click the Right Arrow until Special Reports menu is displayed.
6. Select Ok, then click Right Arrow until the 'print-mech button tap' menu is displayed.
7. Select Ok (Code = 0 will be displayed); click and hold Right Arrow until 'code = 41' is displayed. Use the Left Arrow if you need to decrease numerical count.
8. Select Ok. Within one minute the Tap 41 diagnostic test report should be initiated and print (whether ink cartridges are good or not, i.e. this is a forced print test). See following 4 paragraphs (or video) on how to interpret diagnostic report.....

NOTE: You may also refer to this document for specific printer model 'Tap 41' diagnostic & 'Cartridge Error Bypass' step-by-step instructions: http://inkjet411.retailinkjet.com/wp-content/uploads/2013/04/HP-74-75-Problem-Resolution_v10.pdf

--- Providing the color cartridge is partially functioning the Tap 41 diagnostic test print will be printed (this is a forced service print test which is mainly used for the evaluation of ink cartridge electrical health). A good HP 75/75XL color cartridge should display 600 good nozzles, while a good HP 74/74XL black ink cartridge should show 672 good nozzles. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced. Refer to video on how to read the printout.

---- If the printer attempts to print the diagnostic test pattern (1 page) then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the pattern, then the tri-color ink cartridge is either empty, clogged or severely electrically damaged (black ink cartridge is not used). You can remove the tri-color cartridge, reactivate the tap 41 test and the printer will print the diagnostic test print in black ink.

You can also test general printer performance by running the 'Tap 10' diagnostic test, use same procedure above and enter "code = 10". Both the 'Tap 41' and 'Tap 10' tests are 'forced print tests' – the printer will make every attempt to print the pattern whether the ink cartridges are good or bad...the patterns should be utilized to diagnose cartridge health. If 'regular' printing is still not possible then one or both of the ink cartridges is damaged.

NOTE: It is possible to 'temporarily' bypass the cartridge error message (for emergency printing purposes only), please refer to link above/below for video/documentation instructions: http://inkjet411.retailinkjet.com/wp-content/uploads/2013/04/HP-74-75-Problem-Resolution_v10.pdf

However, if the cartridge is determined to be electrically damaged, largely dependent on the 'Tap 41' diagnostic test results, the cartridge will eventually need to be replaced with a new one. With a marginally performing ink cartridge, this typically results in allowing 1 entire print job to be printed at a time. If this does not permit any print operations then the cartridge has severe internal electrical damage and will need to be replaced.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The "Incompatible Print Cartridge(s)" / "Print Cartridge(s) Problem" / "Refer to printer documentation" / "Cartridge Error: Cartridge must be replaced" / "Cartridge in left/right slot is not intended for use in this printer" / "Now printing alignment page" error messages are typically indicative of failed micro-electronics internal to the ink cartridge(s). Also note that it is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors. Running the 'Tap 41' cartridge health diagnostics test will confirm the active electrical state of both cartridges.

Please note these types of failures are quite rare with an ink cartridge that that has only been refilled once or twice. For reference, the following page provides a complete review of the majority of cartridge error messages you may observe on your printer at one point or another: http://inkjet411.com/?page_id=509

However, if your printer works routinely after inserting a brand new HP74/74XL and/or HP75/75XL ink cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

For additional printer diagnostics information please visit: http://inkjet411.com/?page_id=1813

Please let us know if you have any additional questions regarding procedures outlined above and/or questions relating to the provided technical information. Before refilling your next each cartridge please refer to the following video and proper handling and care of integrated ink cartridges:

http://inkjet411.com/?page_id=1437

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP OJ J5700-J6400 ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE (74-75)

NOTE: For purposes of our communication please note that the HP 350/351 UK cartridges are the same as the HP 74/75 USA versions; all the features and functions discussed below will work on your printer as the printer platforms are identical.

Regarding your recent inquiry about the **HP 75XL** cartridge error message ("xxx") and inability to print with your **HP OJ J5700 printer**, this type of error is normally associated to an electrical connection issue between the printer and the cartridge, or more likely, an internal micro-electronic failure inside the cartridge itself. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can (and frequently do) occur with brand new ink cartridges. * To help identify the root cause, and to confirm/determine which of the two ink cartridges is causing the failure condition, please run the 'Tap 41' cartridge's electrical diagnostic test below (refer to C.)

Please first verify the age of the ink cartridge(s)....look at imprinted date on front of ink cartridge. If this 'warranty expiration date' has expired, then potential internal electrical cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

An internal electrical failure of a cartridge can be confirmed by performing the following steps which will help rule out other variables which could also be causing the issue.

- A. Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

B. Print Extended Self Test:

1. Press CANCEL + OK buttons at the same time.
2. The extended self test page should print.

--- Verify all colors and all stair-step nozzles are firing (i.e. no missing horizontal lines should be visible in the stair-step grid patterns). (NOTE: the self test page is a 'forced' test print whether the ink cartridges are good or bad). Inspect color bars to verify proper nozzle/jetting health. If normal/regular printing is still not permitted then the problem is with either one, or both, of the ink cartridges. Activate Tap 41 test to confirm which cartridge is causing the issue.

C. Validate the cartridge's electrical health by running the 'Tap 41' diagnostics test. Refer to video procedure (or .pdf document) at the following links on how to activate and read the service test:
http://inkjet411.com/?page_id=544

1. Press the * and # keys simultaneously.
2. Enter 124 (or 123) at keypad.
3. Use the arrow keys to navigate to the System Menu. Select Ok.
4. Use the arrow keys to navigate to the 'print-mech tap test'. Select Ok. Should display 'code = 0'.
5. Use the arrow keys to enter 'code = 41' (or just enter 41 on keypad). Select Ok. The Tap 41 diagnostic test pattern should begin to print.

NOTE 1: The 'Tap 10' (extended self test) can also be activated by pressing CANCEL + OK buttons at the same time. Whether ink cartridges are good or not, i.e. this is a forced print test). Refer to following 4 paragraphs (or video) on how to interpret diagnostic report.....

NOTE 2: You may also refer to this document for specific printer model 'Tap 41' diagnostic & 'Cartridge Error Bypass' step-by-step instructions: http://inkjet411.retailinkjet.com/wp-content/uploads/2013/04/HP-74-75-Problem-Resolution_v10.pdf

--- Providing the color cartridge is partially functioning the Tap 41 diagnostic test print will be printed (this is a forced service print test which is mainly used for the evaluation of ink cartridge electrical health). A good HP 75/75XL color cartridge should display 600 good nozzles, while a good HP 74/74XL black ink cartridge should show 672 good nozzles. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced. Refer to video on how to read the printout.

---- If the printer attempts to print the diagnostic test pattern (1 page) then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the pattern, then the tri-color ink cartridge is either empty, clogged or severely electrically damaged (black

ink cartridge is not used). You can remove the tri-color cartridge, reactivate the tap 41 test and the printer will print the diagnostic test print in black ink.

You can also test general printer performance by running the 'Tap 10' diagnostic test, use same procedure above and enter "code = 10". Both the 'Tap 41' and 'Tap 10' tests are 'forced print tests' – the printer will make every attempt to print the pattern whether the ink cartridges are good or bad...the patterns should be utilized to diagnose cartridge health. If 'regular' printing is still not possible then one or both of the ink cartridges is damaged.

NOTE 3: It is possible to 'temporarily' bypass the cartridge error message (for emergency printing purposes only), please refer to link above/below for video/documentation instructions. However, if the cartridge is determined to be electrically damaged, largely dependent on the 'Tap 41' diagnostic test results, the cartridge will eventually need to be replaced with a new one. With a marginally performing ink cartridge, this typically results in allowing 1 entire print job to be printed at a time. If this does not permit any print operations then the cartridge has severe internal electrical damage and will need to be replaced:

http://inkjet411.retailinkjet.com/wp-content/uploads/2013/04/HP-74-75-Problem-Resolution_v10.pdf

D. Cartridge Error Bypass (Emergency Printing Only - http://inkjet411.com/?page_id=544):

1. Press the * and # keys simultaneously.
2. Enter 123 (or 124) at keypad. The 'Underware' menu should be displayed.
3. Use the arrow keys to navigate to the Information Menu. Select Ok.
4. Use the arrow keys to navigate to the 'checksum for relock data input'. Select Ok. LCD should display a 5-digit number after a few seconds.
5. Attempt to send a print job to printer

NOTE: with a marginally performing ink cartridge, this typically results in allowing 1 entire print job to be printed at a time. If this does not permit any print operations then the cartridge has severe internal electrical damage and will need to be replaced.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The **"Incompatible Print Cartridge(s)" / "Print Cartridge(s) Problem" / "Refer to printer documentation" / "Cartridge Error: Cartridge must be replaced" / "Cartridge in left/right slot is not intended for use in this printer" / "Now printing alignment page"** error messages are typically indicative of failed micro-electronics internal to the ink cartridge(s). Also note that it is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors. Running the 'Tap 41' cartridge health diagnostics test will confirm the active state of both cartridges.

Please note these types of failures are quite rare with an ink cartridge that has only been refilled once or twice. For reference, the following page provides a complete review of the majority of cartridge error messages you may observe on your printer at one point or another:

http://inkjet411.com/?page_id=509

However, if your printer works routinely after inserting a brand new HP 74 and/or HP 75 ink cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

For additional printer diagnostics information please visit: http://inkjet411.com/?page_id=1813

Please let us know if you have any additional questions regarding procedures outlined above and/or questions relating to the provided technical information. Before refilling your next each cartridge please refer to the following video and proper handling and care of integrated ink cartridges:

http://inkjet411.com/?page_id=1437

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

PHOTOSMART C4600/4700/D110a ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE (HP 60s)

Regarding your recent inquiry about the HP 60XL cartridge error message ("Incompatible Print Cartridges") and inability to print with your HP PHOTOSMART C4600 printer, this type of error is either an electrical connection issue between the printer and the cartridge, or more likely, an internal micro-electronic failure inside one of the ink cartridges (please note that it is very rare for both ink cartridges to electrically fail at the same time). Does the printer provide an indication/message as to which ink cartridge is causing the current error condition?

An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can (and frequently do) occur with brand new ink cartridges.* To help identify the root cause please run the 'Tap 41' cartridge's electrical / diagnostic tests below (refer to B. and C), this will also identify which ink cartridge is causing the issue:

NOTE: "Empty" and "Low Ink" alerts are COMPLETELY NORMAL for all newer HP integrated ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed. The ink level monitoring feature cannot be reset (i.e. in the newer line of integrated ink cartridges, HP blows the ink monitoring resistors inside the cartridge the first time it is used - thus it is impossible to reset them). Printer nuisance messages may also be ignored:

http://inkjet411.com/?page_id=420

Please first verify the age of the ink cartridge(s)....look at imprinted date on front of ink cartridge. If this 'warranty expiration date' has expired, then potential internal electrical cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

A. Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

B. Validate the cartridge's electrical health by running the 'Tap 41' diagnostics test. Refer to DIAGNOSTIC TAP 41 video procedure at the following link (see 3rd video) on how to activate and read the service test: http://inkjet411.com/?page_id=434

1. Using two fingers, gently tap the 'Return' and 'Home' keys on touchscreen until the 'Support' Menu is displayed (for example, press the button 3-4 times each in rapid & alternating succession).
2. At 'Support' menu, select the upper right button until the 'Reports Menu' is visible. Select OK.
3. Press upper right button until 'print mech button tap' menu is displayed.
4. Press OK, the 'code = 0' menu should be displayed.
5. Use arrows keys to change value to 'code = 41' (i.e. press and hold right arrow key). When 'code = 41', select 'OK'.
6. The diagnostic 'tap 41' test pattern should print.

NOTE: Procedure above varies slightly for the D110a printer model. For advanced HP D110a printer diagnostics information please see our Diagnostics.pdf document at:
http://inkjet411.com/?page_id=1813

--- Providing the color cartridge is partially functioning the Tap 41 diagnostic test print will be printed (this is a forced service print test which is mainly used for the evaluation of ink cartridge electrical health). A good HP 60/60XL color cartridge should display 1248 good nozzles, while a good HP 60/60XL black ink cartridge should show 336 good nozzles. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced. Refer to video on how to read the printout.
http://inkjet411.com/?page_id=434

---- If the printer attempts to print the diagnostic test pattern (1 page) then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the pattern, then the tri-color ink cartridge is either empty, clogged or severely electrically damaged (black ink cartridge is not used). You can remove the tri-color cartridge, reactivate the tap 41 test and the printer will print the diagnostic test print in black ink.

C. Print the Self Test Page:

1. Load plain white paper in the input tray.
2. Touch the lower-left corner of the control panel 4 times until Support Menu displays on the control panel, and then touch OK.
NOTE: The OK button becomes visible when you access the Support Menu
3. Touch the Menu button next to Support in the upper-right corner of the control panel until Reports Menu displays, and then touch OK.

4. Touch the button in the upper-right corner of the control panel until 'Printer Status Report' is displayed, and then select OK. The self-test report should print.

--- If the self test page prints (illustrates that printer is functional) but normal/regular printing from the computer/host workstation is not permissible, then one of the ink cartridges likely has a problem and may need to be replaced. Evaluate test page to ensure all ink nozzles are firing from both ink cartridges; use to check color printing performance.

NOTE: It is possible to 'temporarily' bypass the cartridge error message (for emergency printing purposes only), please refer to link above for video/documentation instructions. However, if the cartridge is determined to be electrically damaged, largely dependent on the 'Tap 41' diagnostic test results, the cartridge will eventually need to be replaced with a new one.

You can also test general printer performance by running the 'Tap 10' diagnostic test, use same procedure above and enter "code = 10". Both the 'Tap 41' and 'Tap 10' tests are 'forced print tests' – the printer will make every attempt to print the pattern whether the ink cartridges are good or bad...the patterns should be utilized to diagnose cartridge health. If 'regular' printing is still not possible then one or both of the ink cartridges is damaged.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The "Incompatible Cartridge(s)" / "Print Cartridge(s) Problem" / "Refer to printer documentation" / "Cartridge Error: Cartridge must be replaced" / "Cartridge in left/right slot is not intended for use in this printer" or even "Now printing alignment page" error messages are typically indicative of failed micro-electronics internal to the ink cartridge(s). Also note that it is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors. Running the 'Tap 41' cartridge health diagnostics test will confirm the active state of both cartridges.

Please note these types of failures are quite rare with an ink cartridge that has only been refilled once or twice. For reference, the following page provides a complete review of the majority of cartridge error messages you may observe on your printer at one point or another:

http://inkjet411.com/?page_id=415

However, if your printer works routinely after inserting a brand new HP 60 (or 60XL) cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

If you do decide to run the 'Tap 41' cartridge health diagnostics test mentioned above and require assistance in interpreting the diagnostic test information, please relay the results to our team for failure confirmation. For advanced/complete HP printer diagnostics information please visit:

http://inkjet411.com/?page_id=1813

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

DESKJET F2400/F4400/F4500 & F4200 ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE (HP 60s)

NOTE: For purposes of our communication please note that the HP300 UK cartridges are the same as the HP60 USA versions; all the features and functions discussed below will work on your printer as the printer platforms are identical.

Regarding your recent inquiry about the **HP 60** cartridge error message (“Incompatible Print Cartridges”) and inability to print with your **HP Deskjet Fxxx printer**, this type of error is normally associated to an electrical connection issue between the printer and the cartridge, or more likely, an internal micro-electronic failure inside the cartridge itself. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can (and frequently do) occur with brand new ink cartridges. * To help identify the root cause, please run the 'Tap 41' cartridge's electrical / diagnostic tests below (refer to B. and C), this will identify which ink cartridge is causing the issue:

NOTE: “Empty” and “Low Ink” alerts are COMPLETELY NORMAL for all newer HP integrated ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed. The ink level monitoring feature cannot be reset (i.e. in the newer line of integrated ink cartridges, HP blows the ink monitoring resistors inside the cartridge the first time it is used - thus it is impossible to reset them). Printer nuisance messages may also be ignored:

http://inkjet411.com/?page_id=420

Please first verify the age of the ink cartridge(s)....look at imprinted date on front of ink cartridge. If this ‘warranty expiration date’ has expired, then potential internal electrical cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the ‘Tap 41/43’ diagnostic test report can yield this information.

As a temporary workaround, or if you are unable to determine which cartridge is causing the issue, remove one of the ink cartridges from the printer....this might place the printer into the 'single cartridge printer mode'....print jobs may then be executed from the computer (only):

An internal electrical failure of a cartridge can be confirmed by performing the following corrective/diagnostic steps:

- A. Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

- B. Validate the cartridge's electrical health by running the 'Tap 41' diagnostics test. Refer to DIAGNOSTIC TAP 41 video procedure at the following link on how to activate and read the service test:

http://inkjet411.com/?page_id=440 (HP 60 – Deskjet F2400/F4400/F4500 models)

1. While holding the Power button, press Cancel (X) button 4 times, then press the Color Copy button once.
2. Release the Power button.
3. The 'Tap 41' diagnostic test print should print.

http://inkjet411.com/?page_id=444 (HP 60 – Deskjet F4200 model)

1. While holding the Power button, press Cancel (X) button 4 times, then press the 'Resume' button once.
2. Release the Power button.
3. The 'Tap 41' diagnostic test print should print.

--- Providing the color cartridge is partially functioning the Tap 41 diagnostic test print will be printed (this is a forced service print test which is mainly used for the evaluation of ink cartridge electrical health). A good HP 60/60XL color cartridge should display 1248 good nozzles, while a good HP 60/60XL black ink cartridge should show 336 good nozzles. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced. Refer to 2nd video on how to read the printout.

http://inkjet411.com/?page_id=440 (HP 60 – Deskjet F2400/F4400/F4500 models)

http://inkjet411.com/?page_id=444 (HP 60 – Deskjet F4200 model)

---- If the printer attempts to print the diagnostic test pattern (1 page) then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the pattern, then the tri-color ink cartridge is either empty, clogged or severely electrically damaged (black ink cartridge is not used). You can remove the tri-color cartridge, reactivate the tap 41 test and the printer will print the diagnostic test print in black ink.

- C. Print the Self Test Page: http://inkjet411.com/?page_id=579 (Deskjet D2500/D2600 series)

1. Press and HOLD the Power button, press the Cancel button. Release both buttons.
.....Or.....
2. Press and HOLD the CANCEL button, press the COPY button once.
3. The self test page should print.

--- If the self test page prints (illustrates that printer is functional) but normal/regular printing from the computer/host workstation is not permissible, then one of the ink cartridges likely has a problem and may need to be replaced. Evaluate test page to ensure all ink nozzles are firing from both ink cartridges; use to check color printing performance.

NOTE: To our team's knowledge there is no 'cartridge error bypass' method available for the **HP Deskjet** printer model.

You can also test general printer performance by running the 'Tap 10' diagnostic test, use same procedure above except only press the CANCEL + COPY/RESUME buttons once each together. Both the 'Tap 41' and 'Tap 10' tests are 'forced print tests' – the printer will make every attempt to print the pattern whether the ink cartridges are good or bad...the patterns should be utilized to diagnose cartridge health. If 'regular' printing is still not possible then one or both of the ink cartridges is damaged.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The **“Incompatible Cartridge(s)” / “Print Cartridge(s) Problem” / “Refer to printer documentation” / “Cartridge Error: Cartridge must be replaced” / “Cartridge in left/right slot is not intended for use in this printer”** or even **“Now printing alignment page”** error messages are typically indicative of failed micro-electronics internal to the ink cartridge(s). Also note that it is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors. Running the 'Tap 41' cartridge health diagnostics test will confirm the active state of both cartridges.

Please note these types of failures are quite rare with an ink cartridge that that has only been refilled once or twice. For reference, the following page provides a complete review of the majority of cartridge error messages you may observe on your printer at one point or another:

http://inkjet411.com/?page_id=415

However, if your printer works routinely after inserting a brand new HP 60 (or 60XL) cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

If you do decide to run the 'Tap 41' cartridge health diagnostics test mentioned above and require assistance in interpreting the diagnostic test information, please relay the results to our team for failure confirmation. For advanced/complete HP printer diagnostics information please visit:

http://inkjet411.com/?page_id=1813

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

DESKJET D2500/D2600 ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE (HP 60s)

Regarding your recent inquiry about the HP 60 (or 60XL) ink cartridge error message (“Incompatible Print Cartridges”, or similar) and inability to print with your HP Deskjet D2545 printer, this type of error is normally associated to an electrical connection issue between the printer and the cartridge, or more

likely, an internal micro-electronic failure inside one of the ink cartridges. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can (and frequently do) occur with brand new ink cartridges. * To help identify the root cause, and to determine which cartridge is causing the error condition, please activate the self-test below (please refer to B.).

NOTE: "Empty" and "Low Ink" alerts are COMPLETELY NORMAL for all newer HP integrated ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed. The ink level monitoring feature cannot be reset (i.e. in the newer line of integrated ink cartridges, HP blows the ink monitoring resistors inside the cartridge the first time it is used - thus it is impossible to reset them). Printer nuisance messages may also be ignored:

http://inkjet411.com/?page_id=420

Please first verify the age of the ink cartridge(s)....look at imprinted date on front of ink cartridge. If this 'warranty expiration date' has expired, then potential internal electrical cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

As a temporary workaround, or if you are unable to determine which cartridge is causing the issue, remove one of the ink cartridges from the printer....this might place the printer into the 'single cartridge printer mode'....print jobs may then be executed from the computer (only): To confirm if this feature is supported on your particular printer model, please refer to your printer's User Guide.

An internal electrical failure of a cartridge can be confirmed by performing the following corrective/diagnostic steps:

A. Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

B. Print the Self Test Page: http://inkjet411.com/?page_id=579

1. Press and HOLD the Power button, press the Cancel button. Release both buttons.
2. The self test page should print.

--- If the self test page prints (illustrates that printer is functional) but normal/regular printing from the computer/host workstation is not permissible, then one of the ink cartridges likely has a problem and may need to be replaced. Evaluate test page to ensure all ink nozzles are firing from both ink cartridges; use to check color printing performance. A good HP 60/60XL color cartridge normally has 1248 good nozzles, while a good HP 60/60XL black ink cartridge has 336 functioning nozzles.

---- If the printer attempts to print the diagnostic test pattern (1 page) then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the pattern, then the tri-color ink cartridge is either empty, clogged or severely electrically damaged (black ink cartridge is not used). You can remove the tri-color cartridge, reactivate the self test and the printer should print the self test print in black ink.

To help determine which cartridge is causing the problem:

1. Open the cartridge access door.
2. Remove either cartridge (not both).
3. Close the cartridge access door/cover.

-- If the computer message is Print Cartridge Error, then the print cartridge that is still in the printer is the problem cartridge. If the computer message is NOT Print Cartridge Error (instead, it says that the cartridge you have removed is ...Either missing, not detected, or incorrectly installed), then the cartridge you have removed is the problem cartridge. On some printer models, if you notice the blinking error lights stops blinking following a cartridge removal, then this is the defective cartridge.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The "Incompatible Cartridge(s)" / "Print Cartridge(s) Problem" / "Refer to printer documentation" / "Cartridge Error: Cartridge must be replaced" / "Cartridge in left/right slot is not intended for use in this printer" or even "Now printing alignment page" error messages are typically indicative of failed micro-electronics internal to the ink cartridge(s). Also note that it is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

Please note these types of failures are quite rare with an ink cartridge that that has only been refilled once or twice. For reference, the following page provides a complete review of the majority of cartridge error messages you may observe on your printer at one point or another:

http://inkjet411.com/?page_id=415

However, if your printer works routinely after inserting a brand new HP 60 (or 60XL) cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

For advanced HP printer diagnostics information please see our Diagnostics.pdf document at:

http://inkjet411.com/?page_id=1813

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP Deskjet D4200-D4300 SERIES ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE (74-75)

Regarding your recent inquiry about the HP 74XL black ink cartridge error message (“unrecognized cartridge”, or similar ink lamp error indicators) and inability to print with your HP Deskjet D4360 printer, this type of error is normally associated to an electrical connection issue between the printer and the cartridge, or more likely, an internal micro-electronic failure inside the cartridge itself. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can (and frequently do) occur with brand new ink cartridges. * To help identify the root cause and to confirm/validate the electrical health of both ink cartridges, please run the 'Tap 41' cartridge's electrical / diagnostic test below.

Please first verify the age of BOTH ink cartridges....look at imprinted date on front of ink cartridge. If this 'warranty expiration date' has expired, then potential internal electrical cartridge failures can occur due to internal corrosion, etc.

NOTE 1: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

NOTE 2: As a temporary workaround (which is supported on most HP Deskjet printer models) remove one of the ink cartridges from the printer....this will place the printer into the 'single cartridge printer mode'....print jobs may then be executed from the computer (only): For more information, refer to your printer user guide.

An internal electrical failure of a cartridge can be confirmed by performing the following steps which will help rule out other variables which could also be causing the issue.

1) Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

2) Validate the cartridge's electrical health by running the 'Tap 41' diagnostics test. Refer to video procedure at the following link on how to activate and read the service test: http://inkjet411.com/?page_id=792 (HP 74/75 – Deskjet D4200/D4300 models)

- a. If any lights are blinking, first press Cancel to attempt to clear.
- b. Press and HOLD the Power button, press 'Cancel' button 4 times, then 'Resume' button (down arrow) once.
- c. Release the Power button. The Tap 41 diagnostic test should print.

- Providing the color cartridge is partially functioning the Tap 41 diagnostic test print will be printed (this is a forced service print test which is mainly used for the evaluation of ink cartridge electrical health). A good HP 75/75XL color cartridge should display 600 good nozzles, while a good HP 74/74XL black ink cartridge should show 672 good nozzles. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced. Refer to Photosmart C4200-C5200 'Tap 41' diagnostic test video at link above on how to read the printout.

If the printer attempts to print the diagnostic test pattern (1 page) then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the

pattern, then the tri-color ink cartridge is either empty, clogged or severely electrically damaged (black ink cartridge is not used). You can remove the tri-color cartridge, reactivate the tap 41 test and the printer will print the diagnostic test print in black ink.

NOTE: To our team's knowledge there is no 'cartridge error bypass' method available for the HP Deskjet D4200/D4300 printer model series.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. Blinking ink lamp indicators (or Window's ink error messages) are typically indicative of failed micro-electronics internal to the ink cartridge(s). Also note that it is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors. Running the 'Tap 41' cartridge health diagnostics test will confirm the active state of both cartridges.

Please note these types of failures are quite rare with an ink cartridge that has only been refilled once or twice. For reference, the following page provides a complete review of the majority of cartridge error messages you may observe on your printer at one point or another:

http://inkjet411.com/?page_id=509

However, if your printer works routinely after inserting a brand new HP 74XL cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

If you do decide to run the 'Tap 41' cartridge health diagnostics test mentioned above and have any questions about the printed test report, please relay the results to our team for failure confirmation (you should observe exactly 600 & 672 nozzles in the test report). For additional printer diagnostics information please visit: http://inkjet411.com/?page_id=1813

Please let us know if you have any additional questions regarding procedures outlined above and/or questions relating to the provided technical information. Before refilling your next each cartridge please refer to the following video and proper handling and care of integrated ink cartridges:

http://inkjet411.com/?page_id=1437

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE (901)

Regarding your recent inquiry about the **HP 901 black** ink cartridge error condition ("Black Cartridge Error", or similar printer alert error language*) and inability to print with your **HP OJ J4580** printer, this type of error condition is likely an internal micro-electronic failure inside the HP 901 black ink cartridge. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can (and frequently do) occur with brand new ink cartridges.**

To confirm root cause and check the internal electrical condition of both black and color ink cartridges, please execute the 'Tap 41' cartridge's electrical diagnostic test below (refer to procedure B).

First verify the age of the ink cartridge(s)...look at imprinted date on front of ink cartridge(s). If the 'warranty expiration date' has expired, then potential internal electrical cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

An internal electrical failure of a cartridge can be confirmed by performing the following steps which will help rule out other variables which could also be causing the issue.

A. Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

B. Validate the cartridge's electrical health by running the 'Tap 41' diagnostics test. Refer to 2nd video procedure at the following link on how to activate and read the service test: http://inkjet411.com/?page_id=620

- a. Load Letter/A4-size paper into paper feed tray.
- b. If any lights are blinking, first press Cancel to attempt to clear.
- c. Press the * and # keys simultaneously.
- d. Enter 124 at keypad. The 'Underware' menu should be displayed.
- e. Use the arrow keys to navigate to the System Menu. Select Ok.
- f. Use the arrow keys to navigate to the 'print-mech tap test'. Select Ok. Printer screen should display "code = 0".
- g. Use the arrow keys to enter "code = 41" (or just enter 41 on keypad). Select Ok. The Tap 41 diagnostic test pattern prints.

--- Providing the HP 901 (or 901XL) color cartridge is partially functioning the Tap 41 diagnostic test print will be printed (this is a forced service print test which is mainly used for the evaluation of ink cartridge electrical health—the printer will attempt to print the diagnostic test print). A good HP 901 color cartridge should display 1248 good nozzles, while a good HP 901/901XL black ink cartridge should show 336 good nozzles. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced. Refer to 2nd video on how to read the diagnostic test print: http://inkjet411.com/?page_id=620

---- If the printer attempts to print the diagnostic test pattern (1 page) then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the pattern, then the tri-color ink cartridge is either empty, clogged or severely electrically damaged (black ink cartridge is not used). You can remove the tri-color cartridge, reactivate the tap 41 test and the printer will print the diagnostic test print in black ink.

NOTE: It is possible to 'temporarily' bypass the cartridge error message (for emergency printing purposes only), please refer to link below (see 3rd video): http://inkjet411.com/?page_id=620

However, if the cartridge is determined to be electrically damaged, largely dependent on the 'Tap 41' diagnostic test results, the cartridge will eventually need to be replaced with a new one.

You can also test general printer performance by running the 'Tap 10' diagnostic test, use same procedure above and enter "code = 10". Both the 'Tap 41' and 'Tap 10' tests are 'forced print tests' – the printer will make every attempt to print the pattern whether the ink cartridges are good or bad...the patterns should be utilized to diagnose cartridge health. If 'regular' printing is still not possible then one or both of the ink cartridges is damaged.

*The "Incompatible Cartridge(s)" / "Print Cartridge(s) Problem" / "Refer to printer documentation" / "Cartridge Error: Cartridge must be replaced" / "Cartridge in left/right slot is not intended for use in this printer" error messages along with the 'Blinking Exclamation Light' are typically indicative of failed micro-electronics internal to the HP 901 ink cartridge(s). Also note that it is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors. Running the 'Tap 41' cartridge health diagnostics test will confirm the active state of both cartridges.

**Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. Unfortunately the newer micro-electronics in many of the newer HP integrated ink cartridge lines are quite fragile (due to low-cost materials used in the Chinese/Malaysia manufacturing processes), so results of repeated cartridge usage/longevity will vary from one extreme to the other. As a suggestion, if you print more than 15 pages per week, then you may want to consider moving over to an 'individual ink tank' printer system....these are very "refill friendly" and you will not encounter cartridge failures.....let us know if you would like more information on this.

Please note these types of failures are quite rare (less than 2%) with an ink cartridge that has only been refilled once or twice. For reference, the following page provides a complete review of the majority of cartridge error messages you may observe on your printer at one point or another: http://inkjet411.com/?page_id=596

However, if your printer works routinely after inserting a brand new HP 901 black ink cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

If you do decide to run the 'Tap 41' cartridge health diagnostics test mentioned above, please relay the results to our team for failure confirmation should you have any questions about interpreting the test report. For additional printer diagnostics information please visit: http://inkjet411.com/?page_id=1813

Please let us know if you have any further questions on this or any of the technical information provided above.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP Photosmart 2575 - NOT RECOGNIZING CARTRIDGE (95-98)

Regarding your recent inquiry about the HP95 color ink cartridge error message ("incorrect cartridge tricolor print cartridge inserted now is not intended for use in this printer") and inability to print with your HP Photosmart 2575 printer, this type of error is normally associated to an electrical connection issue between the cartridge and carriage flex cables, or even more likely, an internal micro-electronic failure inside the cartridge itself. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; this same type of failure can also (and frequently do!) occur with brand new ink cartridge*. Let's run a few checks to check the electrical state of both ink cartridges and validate an internal micro-electronic failure of the ink cartridge or cartridges....

Please first verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

Please perform the following corrective/diagnostic printer checks:

A. Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

B. Print the Self Test Page (this is a 'forced service' test):

1. Make sure the printer is on and loaded with unused, plain, white paper.
2. Press Setup. The Setup Menu appears.
3. Press the Down-arrow button to select the Print Report Menu, and then press OK. The Self-Test Report option displays.
4. Press OK to print the self-test report.
5. Evaluate test pattern. The color stair-step patterns at top-left are printed by the color cartridge. The black stair-step pattern at top-right is printed by the black cartridge.

NOTE: Assuming electrical contacts are clean, if the self test page prints but regular/normal printing is not possible, then one of the ink cartridges is likely electrically damaged and may need to be replaced.

C. Perform the Cartridge Health Diagnostics Test Report (two procedures provided depending on printer model):

Procedure C.1.:

1. Depress BOTH arrow keys simultaneously (< >).
2. Press the Left arrow key.
3. Select the OK key.

4. Press the Right arrow key. The "Underware" menu should be displayed.
5. Press the right arrow key until the 'print-mech button tap' menu is displayed.
6. Select Ok (Code = 0 will be displayed); click and hold Right Arrow until code = 41' is displayed. Use the Left Arrow if you need to decrease numerical count.
7. Select Ok. Within one minute the Tap 41 diagnostic test pattern should be initiated and print (whether ink cartridges are good or not, i.e. this is a forced print test). Refer to 2nd video at following link on how to interpret the diagnostic test report: http://inkjet411.com/?page_id=1741

NOTE: If access code '41' does not yield a test print, then try and enter "code = 43").

--- A good HP 93/95/97/99 color cartridge should display 600 good nozzles, while a good HP 92/94/96/98 black ink cartridge should show 672 good nozzles. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced. Refer to 2nd video on how to read the printout: http://inkjet411.com/?page_id=1741

Procedure C.2.:

1. Load Letter/A4-size paper into paper feed tray.
2. Press and HOLD the Cancel button, press Ok button once.
3. At 'Mfg Commands' menu, click Right Arrow until 'uiauxservice' menu is displayed.
4. At 'uiaux service' menu, click the Right Arrow until Special Reports menu is displayed.
5. Select Ok, then click Right Arrow until the 'print-mech button tap' menu is displayed.
6. Select Ok (Code = 0 will be displayed); click and hold Right Arrow until code = 41' is displayed. Use the Left Arrow if you need to decrease numerical count.
7. Select Ok. Within one minute the Tap 41 diagnostic test pattern should be initiated and print (whether ink cartridges are good or not, i.e. this is a forced print test). Refer to 2nd video at following link on how to interpret the diagnostic test report: http://inkjet411.com/?page_id=1741

NOTE: If access code '41' does not yield a test print, then enter "code = 43").

--- A good HP 93/95/97/99 color cartridge should display 600 good nozzles, while a good HP 92/94/96/98 black ink cartridge should show 672 good nozzles. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced. Refer to 2nd video on how to read the printout: http://inkjet411.com/?page_id=1741

---- If the printer attempts to print the diagnostic test pattern (1 page) then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the pattern, then the tri-color ink cartridge is either empty, clogged or severely electrically damaged (black ink cartridge is not used). You can remove the tri-color cartridge, reactivate the tap 41 test and the printer will print the diagnostic test print in black ink (special "ink back-up mode").

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The "Incompatible Print Cartridge" / "Print Cartridge(s) Problem" / "Check Print Cartridge" / "Remove and check cartridge on right" / "Refer to printer documentation" / "Incorrect Cartridge: Black print cartridge inserted now is not intended for use in this printer" / "Cartridge Not Intended For Use In This Printer" / "Print cartridge in right stall not supported" error message is typically indicative of failed micro-electronics internal to the ink cartridge(s). In addition, It is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice. Severe cartridge errors are primarily caused by an electrical breakdown at the cartridge's nozzle plate. Ink penetration or corrosion into the nozzle plate will cause a failure of the tiny micro-electronics resulting in a variety of different error messages being displayed – see picture at bottom of this page: http://inkjet411.com/?page_id=1216

However, if your printer works routinely after inserting a brand new HP95 color ink cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know the age of the cartridge and if the diagnostic procedures were able to confirm the cartridge(s) electrical condition.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP Deskjet 5440/5700/5940/6000, PSC 2335/2355- NOT RECOGNIZING CARTRIDGE (92-98)

Regarding your recent inquiry about the **HP 96** cartridge error message and inability to print with your **HP Deskjet 6988** printer, this type of error is normally associated to an electrical connection issue between the cartridge and carriage flex cables, or even more likely, an internal micro-electronic failure inside the cartridge itself. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; this same type of failure can also (and frequently do!) occur with brand new ink cartridge*. Let's run a few checks to check the electrical state of both ink cartridges and validate an internal micro-electronic failure of the ink cartridge or cartridges....

Please first verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

As a temporary workaround, or if you are unable to determine which cartridge is causing the issue, remove one of the ink cartridges from the printer....this may place the printer into the 'single cartridge printer mode'....print jobs may then be executed from the computer (only): For more information, refer to your printer's User Guide to see if this feature is supported for your printer model.

Please perform the following corrective/diagnostic printer checks:

A. Ensure BOTH carriage/flexcables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

B. Perform either of the 3 service diagnostic tests (one of these procedures should provide you direct service menu access into your printer model):

B.1. Perform Tap 41 Cartridge Health Diagnostics Test: *[HP Deskjet 5440, 5940]*

http://inkjet411.com/?page_id=1741 (refer to 2nd video to understand how to read the printed pattern)

1. Turn the printer on.
2. Press and hold the POWER button.
3. Press the RESUME button four times.
4. Release the POWER button.

B. Perform Tap 41 Cartridge Health Diagnostics Test: *[HP Deskjet 6800/6900/9800]*

http://inkjet411.com/?page_id=1741 (refer to 2nd video to understand how to read the printed pattern)

1. With printer power on, press and hold the POWER button.
2. Press the Cancel (X) button four (4) times.
3. Press the RESUME button (Down Arrow) once.
4. Release the POWER button.
5. The Diagnostic Test Report should print.

B.1. Perform Tap 41 Cartridge Health Diagnostics Test: *[Possibly HP PS C2600.??]*

1. Load Letter/A4-size paper into paper feed tray.
2. Press and HOLD the Cancel button, press Ok button once.
3. At 'Mfg Commands' menu, click Right Arrow until 'uiauxservice' menu is displayed.
4. At 'uiaux service' menu, click the Right Arrow until Special Reports menu is displayed.
5. Select Ok, then click Right Arrow until the 'print-mech button tap' menu is displayed.
6. Select Ok (Code = 0 will be displayed); click and hold Right Arrow until code = 41' is displayed. Use the Left Arrow if you need to decrease numerical count.

7. Select Ok. Within one minute the Tap 41 diagnostic test pattern should be initiated and print (whether ink cartridges are good or not, i.e. this is a forced print test). Refer to 2nd video at following link on how to interpret the diagnostic test report:

http://inkjet411.com/?page_id=1741

NOTE: If access code '41' does not yield a test print, then enter "code = 43").

B.2. Perform Tap 41 Cartridge Health Diagnostics Test: *[PSC 2335/2350/2355xi/ (94-97)]*

1. Press * and # keys at same time (you may observe "Enter special key combo")
2. Enter '123' (or 124) using number keys.
3. Using left/right arrow keys, navigate to Special Reports. Select Enter.
4. Using left/right arrow keys, navigate to Extended Self Test.
 - a. Select Enter to print test print - evaluate test print.
5. Access 'Special Reports' menu again, using left/right arrow keys, navigate to 'print-mech button tap' menu.
6. Select Ok ('code = 0' will be displayed); click and hold Right Arrow until 'code = 41' is displayed.
7. Select Ok. Within one minute the Tap 41 diagnostic test pattern should be initiated and print.

Refer to 2nd video at following link on how to interpret the diagnostic test report:

http://inkjet411.com/?page_id=1741

NOTE: If access code '41' does not yield a test print, then enter "code = 43").

B. Perform Tap 41 Cartridge Health Diagnostics Test *(select printer models only):*

Press and HOLD the CANCEL (X) button.

1. Depress the COLOR COPY button four (4) times, *then...*
2. Depress the SCAN (START SCAN) button three (3) times.
3. Release the CANCEL (X) button. The test prints.

--- A good HP 93/95/97/99 color cartridge should display 600 good nozzles, while a good HP 92/94/96/98 black ink cartridge should show 672 good nozzles. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced. Refer to 2nd video on how to read the printout: http://inkjet411.com/?page_id=1741

---- If the printer attempts to print the diagnostic test pattern (1 page) then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the pattern, then the tri-color ink cartridge is either empty, clogged or severely electrically damaged (black ink cartridge is not used). You can remove the tri-color cartridge, reactivate the tap 41 test and the printer will print the diagnostic test print in black ink (special "ink back-up mode").

A. Print Self-Test Page (varies by printer model – attempt Procedures A thru C below):

Deskjet 5440 Self-Test Page:

1. Turn the printer on.
2. Press and hold the RESUME button until the printer starts printing.
3. Release the RESUME button.

Procedure A:

1. Press and hold the CANCEL button.
2. Press the COLOR COPY button. Release both buttons.
3. The self test prints. The printed pattern will verify printer is generally functional. Inspect color bars to verify proper nozzle/jetting health.

Procedure B:

1. Press the Setup button, select Print Report and select Self-Test Report

Procedure C:

1. Make sure the printer is on and loaded with unused, plain, white paper.
2. Press Setup. The Setup Menu appears.
3. Press the Down-arrow button to select the Print Report Menu, and then press OK. The Self-Test Report option displays.
4. Press OK to print the self-test report.
5. Evaluate test pattern. The color stair-step patterns at top-left are printed by the color cartridge. The black stair-step pattern at top-right is printed by the black cartridge.

-- If the Self Test Page prints ok then the printer is functioning correctly and the problem is with the ink cartridges - replace the suspect ink cartridge and retest. Refer to 2nd video procedure at the following link on how to read the Tap 10 test (NOTE: the HP 74/75 cartridges are electrically identical to the HP 92 thru 98 cartridges): http://inkjet411.com/?page_id=579

[Keypad equipped printer models]

NOTE: It is possible to 'temporarily' bypass the cartridge error message (for emergency printing purposes only), please refer to link below (see 3rd video): http://inkjet411.com/?page_id=620
However, if the cartridge is determined to be electrically damaged, largely dependent on the 'Tap 41' diagnostic test results, the cartridge will eventually need to be replaced with a new one.

Cartridge Error Bypass (procedure has not been validated): [PSC 2335 thru 2710]

1. Press * and # keys at same time.
2. You will see the following message "Enter special key combo", then
3. Enter "123" (or 124)
4. Using left/right arrow keys, navigate to Special Reports. Select OK/Enter.
5. Press the right arrow until you find "Print Cartridges", click OK

If there is a print job in the queue, it may begin printing. Results will vary depending on severity of cartridge's electrical state.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The "Incompatible Print Cartridge" / "Print Cartridge(s) Problem" / "Check Print Cartridge" / "Remove and check cartridge on right" / "Refer to printer documentation" / "Incorrect Cartridge: Black print cartridge inserted now is not intended for use in this printer" / "Cartridge Not Intended For Use In This Printer" / "Print cartridge in right stall not supported" error message is typically indicative of failed micro-electronics internal to the ink cartridge(s). In addition, It is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice. Severe cartridge errors are primarily caused by an electrical breakdown at the cartridge's nozzle plate. Ink penetration or corrosion into the nozzle plate will cause a failure of the tiny micro-electronics resulting in a variety of different error messages being displayed – see picture at bottom of this page: http://inkjet411.com/?page_id=1216

However, if your printer works routinely after inserting a brand new HP cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know the age of the cartridge and if the diagnostic procedures were able to confirm the cartridge(s) electrical condition.

For any additional questions please contact us directly: inkjet411help@gmail.com

-Thank you

HP PHOTOSMART 2600/2610xi/2710 - NOT RECOGNIZING CARTRIDGE (95-98)

Regarding your recent inquiry about the HP 97 color ink cartridge error message ("Remove and check cartridge on left") and inability to print with your HP P.S. 2610 printer, this type of error is normally associated to an electrical connection issue between the cartridge and carriage flex cables, or even more likely, an internal micro-electronic failure inside the HP97 color cartridge itself. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; this same type of failure can also (and frequently do!) occur with brand new ink cartridge*. Let's run a few checks to check the electrical state of both ink cartridges and validate an internal micro-electronic failure of the ink cartridge or cartridges....

Please first verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

Please perform the following corrective/diagnostic printer checks:

A. Ensure BOTH carriage/flexcables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

B. Perform either of the 2 service diagnostic tests below (one of these procedures should provide you direct service menu access into your printer model):

B.1. Perform Tap 41 Cartridge Health Diagnostics Test:

1. Load Letter/A4-size paper into paper feed tray.
2. Press and HOLD the Cancel button, press Ok button once.
3. At 'Mfg Commands' menu, click Right Arrow until 'uiauxservice' menu is displayed.
4. At 'uiauxservice' menu, click the Right Arrow until Special Reports menu is displayed.
5. Select Ok, then click Right Arrow until the 'print-mech button tap' menu is displayed.
6. Select Ok (Code = 0 will be displayed); click and hold Right Arrow until code = 41' is displayed. Use the Left Arrow if you need to decrease numerical count.
7. Select Ok. Within one minute the Tap 41 diagnostic test pattern should be initiated and print (whether ink cartridges are good or not, i.e. this is a forced print test). Refer to 2nd video at following link on how to interpret the diagnostic test report: http://inkjet411.com/?page_id=1741

NOTE: If access code '41' does not yield a test print, then enter "code = 43").

.....OR.....

B.2. Perform Tap 41 Cartridge Health Diagnostics Test:

1. Press * and # keys at same time (you may observe "Enter special key combo")
2. Enter '123' (or 124) using number keys.
3. Using left/right arrow keys, navigate to Special Reports. Select Enter.
4. Using left/right arrow keys, navigate to Extended Self Test.
- a. Select Enter to print test print - evaluate test print.
5. Access 'Special Reports' menu again, using left/right arrow keys, navigate to 'print-mech button tap' menu.
6. Select Ok ('code = 0' will be displayed); click and hold Right Arrow until 'code = 41' is displayed.
7. Select Ok. Within one minute the Tap 41 diagnostic test pattern should be initiated and print. Refer to 2nd video at following link on how to interpret the diagnostic test report: http://inkjet411.com/?page_id=1741

NOTE: If access code '41' does not yield a test print, then enter "code = 43").

--- A good HP 93/95/97/99 color cartridge should display 600 good nozzles, while a good HP 92/94/96/98 black ink cartridge should show 672 good nozzles. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced. Refer to 2nd video on how to read the printout: http://inkjet411.com/?page_id=1741

---- If the printer attempts to print the diagnostic test pattern (1 page) then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the pattern, then the tri-color ink cartridge is either empty, clogged or severely electrically damaged (black ink cartridge is not used). You can remove the tri-color cartridge, reactivate the tap 41 test and the printer will print the diagnostic test print in black ink (special "ink back-up mode").

C. Print Self-Test Page (varies by printer model – attempt Procedures A thru C below):

Procedure A:

1. Press and hold the CANCEL button.
2. Press the COLOR COPY button. Release both buttons.
3. The self test prints. The printed pattern will verify printer is generally functional. Inspect color bars to verify proper nozzle/jetting health.

Procedure B:

1. Press the Setup button, select Print Report and select Self-Test Report

Procedure C:

1. Make sure the printer is on and loaded with unused, plain, white paper.
2. Press Setup. The Setup Menu appears.
3. Press the Down-arrow button to select the Print Report Menu, and then press OK. The Self-Test Report option displays.
4. Press OK to print the self-test report.
5. Evaluate test pattern. The color stair-step patterns at top-left are printed by the color cartridge. The black stair-step pattern at top-right is printed by the black cartridge.

-- If the Self Test Page prints ok then the printer is functioning correctly and the problem is with the ink cartridges - replace the suspect ink cartridge and retest. Refer to 2nd video procedure at the following link on how to read the Tap 10 test (NOTE: the HP 74/75 cartridges are electrically identical to the HP 92 thru 98 cartridges): http://inkjet411.com/?page_id=579

Cartridge Error Bypass (procedure has not been validated): [PSC 2335 thru 2710]

1. Press * and # keys at same time.
2. You will see the following message "Enter special key combo", then
3. Enter "123" (or 124)
4. Using left/right arrow keys, navigate to Special Reports. Select OK/Enter.
5. Press the right arrow until you find "Print Cartridges", click OK

If there is a print job in the queue, it may begin printing. Results will vary depending on severity of cartridge's electrical state.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The "Incompatible Print Cartridge" / "Print Cartridge(s) Problem" / "Check Print Cartridge" / "Remove and check cartridge on right" / "Refer to printer documentation" / "Incorrect Cartridge: Black print cartridge inserted now is not intended for use in this printer" / "Cartridge Not Intended For Use In This Printer" / "Print cartridge in right stall not supported" error message is typically indicative of failed micro-electronics internal to the ink cartridge(s). In addition, It is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice. Severe cartridge errors are primarily caused by an electrical breakdown at the cartridge's nozzle plate. Ink penetration or corrosion into the nozzle plate will cause a failure of the tiny micro-electronics resulting in a variety of different error messages being displayed – see picture at bottom of this page: http://inkjet411.com/?page_id=1216

However, if your printer works routinely after inserting a brand new HP97 color ink cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know the age of the cartridge and if the diagnostic procedures were able to confirm the cartridge(s) electrical condition.

For any additional questions please contact us directly: inkjet411help@gmail.com

-Thank you

HP PSC 1610 - NOT RECOGNIZING CARTRIDGE (92-98)

Regarding your recent inquiry about the **HP 94** cartridge error message ("??") and inability to print with your **HP PSC 1610** printer, this type of error is normally associated to an electrical connection issue between the cartridge and carriage flex cables, or even more likely, an internal micro-electronic failure inside the cartridge itself. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; this same type of failure can also (and frequently do!) occur with brand new ink cartridge*. Let's run a few checks to check the electrical state of both ink cartridges and validate an internal micro-electronic failure of the ink cartridge or cartridges.... please refer to A thru E below:

Please first verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

A. Ensure BOTH carriage/flexcables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

B. Print the 'Tap 41/43' Cartridge Health Diagnostics Test Report:

1. Depress BOTH arrow keys simultaneously.
2. Press the Left arrow key.
3. Select the OK key.
4. Press the Right arrow key. The "Underware" menu should be displayed.
5. Press the right arrow key until the 'print-mech button tap' menu is displayed.
6. Select Ok (Code = 0 will be displayed); click and hold Right Arrow until code = 41' is displayed. Use the Left Arrow if you need to decrease numerical count.
7. Select Ok. Within one minute the Tap 41 diagnostic test pattern should be initiated and print (whether ink cartridges are good or not, i.e. this is a forced print test). Refer to 2nd video at following link on how to interpret the diagnostic test report:
http://inkjet411.com/?page_id=1741

NOTE: If access code '41' does not yield a test print, then try and enter "code = 43").

--- A good HP 93/95/97/99 color cartridge should display 600 good nozzles, while a good HP 92/94/96/98 black ink cartridge should show 672 good nozzles. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced. Refer to 2nd video on how to read the printout: http://inkjet411.com/?page_id=1741

---- If the printer attempts to print the diagnostic test pattern (1 page) then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the pattern, then the tri-color ink cartridge is either empty, clogged or severely electrically damaged (black ink cartridge is not used). You can remove the tri-color cartridge, reactivate the tap 41 test and the printer will print the diagnostic test print in black ink (special "ink back-up mode").

B. Print Self-Test Page:

1. Ensure letter size paper is loaded.
2. Press Setup until Print Report appears on the display.
3. Select OK.
4. Press OK again. The self-test page should attempt to print.

-- If the Self Test Page prints ok then the printer is functioning correctly and the problem is with the ink cartridges - replace the suspect ink cartridge and retest. Refer to 2nd video procedure at the following

link on how to read the Tap 10 test (NOTE: the HP 74/75 cartridges are electrically identical to the HP 92 thru 98 cartridges): http://inkjet411.com/?page_id=579

It may be possible to 'temporarily' bypass the cartridge error messages for emergency printing purposes only or you can also try and reset the printer to see if the error condition clears. Refer to procedures below.

C. Cartridge Error Bypass Procedure (*this procedure has not yet been validated for the 1610 printer model - please advise if it 'temporarily works for you':*

1. Depress BOTH arrow keys simultaneously.
2. Press the Left arrow key.
3. Select the OK key.
4. Press the Left arrow key. The "Service" menu should be displayed (or Press Right arrow key and enter the 'Underware' menu)
5. Navigate until you locate the 'Checksum' menu. Select OK.
6. Press Cancel 2-3 times to exit menu from service menus.
7. Attempt to send a print job to the printer. If successful, please note this action typically only allows 1 single print job to come thru at a time with each 'Checksum' clearing action.

D. Printer Reset:

1. Unplug the power cord.
2. Press and hold the OK and CANCEL buttons on the front panel keypad.
3. While still holding the buttons, plug the power cord back in. Continue to hold the buttons for two seconds, and then release both buttons.
4. After a few seconds, the screen will display the message "Deriv Clear" confirming that the reset is done.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The "Incompatible Print Cartridge" / "Print Cartridge(s) Problem" / "Check Print Cartridge" / "Remove and check cartridge on left (right)" / "Refer to printer documentation" / "Incorrect Cartridge: Black print cartridge inserted now is not intended for use in this printer" / "Cartridge Not Intended For Use In This Printer" / "Print cartridge in right stall not supported" error message is typically indicative of failed micro-electronics internal to the ink cartridge(s). In addition, It is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice. Severe cartridge errors are primarily caused by an electrical breakdown at the cartridge's nozzle

plate. Ink penetration or corrosion into the nozzle plate will cause a failure of the tiny micro-electronics resulting in a variety of different error messages being displayed – see picture at bottom of this page:

http://inkjet411.com/?page_id=1216

However, if your printer works routinely after inserting a brand new HP95 Tri-color cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know the age of the cartridge and if the diagnostic procedures were able to confirm the cartridge(s) electrical condition.

For any additional questions please contact us directly: inkjet411help@gmail.com

-Thank you

DESKJET 1050-2050-3050 & Officejet 4630/4635 ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE (61)

NOTE: For purposes of our communication please note that the HP 301 UK cartridges are the same as the HP 61 USA versions; all the features and functions discussed below will work on your printer as the printer platforms are identical.

HP Instant Ink Program Printers:

Deskjet 1010, 2540

Envy 4500, 5530

Officejet 4630

Regarding your recent inquiry about the HP 61 cartridge error message and inability to print to your HP Deskjet 3050 printer, this type of problem is normally an electrical connection issue between the printer and the cartridge, or more likely, an internal micro-electronic failure inside one of the HP61 ink cartridges. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can occur with brand new ink cartridges*. To determine which cartridge is causing the error condition and to check the electrical health of both ink cartridges, please run the 'Tap 41' diagnostic test below (PROCEDURE B.).....

Please first verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

An internal electrical failure of a cartridge can be confirmed by performing the following steps which will help rule out other variables which could also be causing the issue.

- A. Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519
- B. Validate the cartridge's electrical health by running the 'Tap 41' diagnostics test (refer to 2nd video at the following link so you understand how to analyze the test print):
http://inkjet411.com/?page_id=1476
 1. Turn printer Power ON; wait 15 seconds for printer to fully energize.
 2. PRESS AND HOLD the Power Button
 3. Press the Cancel (X) button 4 times
 4. Press the Scan button once
 5. Release the Power button. The 'Tap 41' test report should print within 30 seconds.

B. Validate the cartridge's electrical health by running the 'Tap 41' diagnostics test (refer to 2nd video at the following link so you understand how to analyze the test print - though you will use steps 1 thru 6 below to activate the test report): http://inkjet411.com/?page_id=1476

NOTE: HP Deskjet 3510/3520 & Officejet 4630/4635 Printer Series - need to validate service menu access...



1. Using two fingers, gently tap the 'Return' and 'Home' keys on touchscreen until the 'Support' Menu is displayed (for example, press the button 3-4 times each in alternating succession).
2. At 'Support' menu, select the upper right button until the 'Reports Menu' is visible. Select OK.
3. Press upper right button until 'print mech button tap' menu is displayed.
4. Press OK, the 'code = 0' menu should be displayed.
5. Use arrows keys to change value to 'code = 41' (i.e. press and hold right arrow key). When 'code = 41', select 'OK'.

NOTE 1: The Tap 10 self-test print may also be initiated via 'code = 10'

6. The diagnostic 'tap 41' test pattern will print.

[HP Deskjet 1000 Series Only:]

B. Validate the cartridge's electrical health by running the 'Tap 41' diagnostics test (refer to video so you understand how to analyze the test print): http://inkjet411.com/?page_id=1476

1. PRESS AND HOLD the Power Button
2. Open and close the 'Cartridge Access' door four (4) times.
3. Release the Power button. The 'Tap 41' test report should print within 30 seconds.

C. Perform 'Tap 10' Internal Self Test: [HP Deskjet 2000-3050]

1. Press and hold the Power button, and then press the Cancel button once.
2. Release the buttons. The 10-tap test prints.
3. Review test pattern; ensure all colors are firing. A missing block or blocks within the nozzle stair step pattern indicates a misfiring ink nozzle. Perform cartridge cleaning to correct.

-- Providing the color cartridge is partially functioning the Tap 41 diagnostic test print will be printed (this is a forced service print test which is mainly used for the evaluation of ink cartridge electrical health. A good HP 61/61XL color cartridge should display 612 good nozzles, while a good HP 61/61XL black ink cartridge should show 336 good nozzles. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced.

--- If the printer attempts to print the diagnostic test pattern (1 page) then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the pattern, then the tri-color ink cartridge is either empty, clogged or severely electrically damaged (black ink cartridge is not used). You can remove the tri-color cartridge, reactivate the tap 41 test and the printer will print the diagnostic test print in black ink. Both the 'Tap 41' and 'Tap 10' tests are 'forced print tests' – the printer will make every attempt to print the pattern whether the ink cartridges are good or bad...the patterns should be utilized to diagnose cartridge health. If 'regular' printing is still not possible then one (or both) of the ink cartridges is damaged.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The **"Incompatible Cartridge(s)" / "Print Cartridge(s) Problem - Refer to printer documentation."** error message is typically indicative of failed micro-electronics internal to the ink cartridge(s). Also, it is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors. Running the 'Tap 41' cartridge health diagnostics test will confirm the active state of both cartridges.

Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice. For reference, the following page provides a complete review of the majority of cartridge error messages you may observe on your printer at one point or another:

http://inkjet411.com/?page_id=415

As a temporary workaround, or if you are unable to determine which cartridge is causing the issue, remove one of the ink cartridges from the printer....this will place the printer into the 'single cartridge printer mode'....print jobs may then be executed from the computer (only).

If your printer works routinely after inserting a brand new cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP Officejet K60/K80xi ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE (15, 23, 45, 78)

Regarding your recent inquiry about the HP 45/78 cartridge error messages ("Remove and check black cartridge" and "Remove and check color cartridge") and inability to print with your HP Officejet K80xi printer, this type of problem is either an electrical connection issue between the printer and the cartridge, or more likely based on the reported cartridges errors, very likely internal micro-electronic failures inside the cartridges themselves. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; in fact these same types of failures can occur with brand new ink cartridges.*

Please verify the age of the ink cartridge(s)...look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

As a possible temporary workaround, or if you are unable to determine which cartridge is causing the issue, remove one of the ink cartridges from the printer....this will place the printer into the 'single cartridge printer mode'....print jobs may then be executed from the computer (only): To see if this feature is supported on your printer please refer to your printer's User Guide.

To confirm a cartridge electrical failure, please eliminate all other variables which may be causing the issue:

1) Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

Officejet and LX, Officejet 300 series, 700 series, T series, D series, K series, G series, V series, 4100 series, 5100 series, 6100 series, 7100 series (HP 45/78 ink cartridges)

2) Perform Self Test Print:

<http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&lc=en&dlc=en&docname=bpu00734>

1. On the front panel of the product, press Menu (or Setup).
2. Press the Right Arrow until Print Reports displays, and then press Enter, Start, or OK.
3. Press the Right Arrow until Self-Test Report displays, and then press Enter, Start, or OK.

3) Perform Printer Error Reset:

1. Open the printer/cover as if replacing the cartridge and allow the carriage assembly to move to the cartridges access/loading position.
2. Unplug the power cable from the rear of printer and close the printer's cover.
3. While depressing the power button, plug in the power cable. Keep the power button pressed for about 10-15 seconds, allowing the error flag to reset.
4. After printer powers on, cycle printer power once again and allow printer to fully initialize (may take ~5 minutes for the message/error condition to disappear).

NOTE: If ink cartridge error persists then replace ink cartridge.

3) Verify HP 15 ink cartridge's electrical health. To check ink cartridge's electrical health, please activate the Printer Diagnostic test (*HP Deskjet 842c*):

1. Turn the printer on.
2. Press and hold the POWER button.
3. Press the RESUME button four times.
4. Release the POWER button.

3) Print a HP Self-Test Report (older HP printer models) – click here for instructions/sample prints:

<http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&lc=en&dlc=en&docname=bpu00734>

4) Verify the cartridge's warranty expiration date (imprinted on front of ink cartridge) to see if it still covered under warranty. If out of warranty, then the cartridge has a significantly higher chance of failure due to age and internal microelectronic corrosion.

http://h10025.www1.hp.com/ewfrf/wc/document?docname=c00206040&tmp_task=prodinfoCategory&lc=en&dlc=en&cc=us&lang=en

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The "Incompatible Cartridge(s)", "Print Cartridge(s) Problem", "Incorrect Print Cartridge at least one of the print cartridges currently installed is not intended for use in this printer", "Check and Remove Cartridge", error message is typically indicative of failed micro-electronics internal to the ink cartridge(s). As well, it is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

For reference, the following page provides a complete review of the majority of cartridge error messages you may observe on your printer at one point or another:

http://inkjet411.com/?page_id=1802

Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice.

Now, if your printer works routinely after inserting a brand new HP45 and/or HP78 cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

For advanced printer diagnosis please refer to .pdf file at the following link:

http://inkjet411.com/?page_id=1813

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 56 / 57/ 58 Ink Cartridge Errors -- Deskjet 5000-5100-5500-5600-5800:

Regarding your recent inquiry about the HP 57 (or 58) color cartridge error message ("Print Cartridge Not intended for use in this printer") and inability to print with your HP Deskjet 5160 printer, this type of problem is either an electrical connection issue between the printer and the cartridge, or more likely, an internal micro-electronic failure inside the cartridge itself. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can (and frequently do!) occur with brand new ink cartridges*.

NOTE: To help confirm which ink cartridge is causing the issue, typically you would first remove the right ink cartridge first to see if the ink error indicator extinguishes, if the light stops blinking then you have identified the damaged cartridge. If not, then the left cartridge is causing the issue.

Please verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

As a temporary workaround, or if you are unable to determine which cartridge is causing the issue, remove one of the ink cartridges from the printer....this will place the printer into the 'single cartridge printer mode'....print jobs may then be executed from the computer (only): For more information, refer to your printer user guide.

To confirm a cartridge electrical failure, please eliminate all other variables which may be causing the issue:

1) Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

2) Perform the following printer 'service' tests....in particular, please perform the 'Tap 43' diagnostic test in C. below: http://inkjet411.com/?page_id=2358

A. Running a sample page:

1. Turn the printer on.
2. Press and hold the RESUME button until the printer starts printing.
3. Release the RESUME button.

B. Running a self-test:

1. Turn the printer on.
2. Press and hold the POWER button.
3. Press the RESUME button four times (4X).
4. Release the POWER button.

C. Activate 'Tap 43' Cartridge Health Diagnostics: http://inkjet411.com/?page_id=2358

NOTE: You must first stop the blinking ink error light by pressing the Cancel button. You may need to remove one of the ink cartridges first in order to do this before you can proceed, then re-install cartridge just prior to commencing the diagnostic test.

1. To begin, Press and HOLD the Power Button.
2. Press the Cancel (X) button 4 times, then...
3. Press the Resume/Down Arrow button 3 times.
4. Release the Power button; the Tap 43 report will print. See video:

http://inkjet411.com/?page_id=2358

NOTE 1: The Tap 43 test report will be printed using the black ink cartridge by default; if a blank page appears then remove the black ink cartridge from the printer and repeat steps; report will be printed using the Color cartridge. This can also help you isolate the problem to one of the ink cartridges. The 'Current' error message should state 'None', however if you any other message then either the ink cartridge is incorrectly seated in the carriage assembly or a severe cartridge error condition is present and the ink cartridge may need to be replaced.

5. The Left and Right 'Status' columns should state 'Okay'. If not, then the respective ink cartridge may be electrically damaged and may need to be replaced.
6. If 'TSR Shorted' states anything other than 'No', then the respective ink cartridge is electrically damaged and will need to be replaced.
7. If diagnostic test data information is satisfactory, then confirm all 4 colors are firing properly by inspecting the printed stair-step patterns.

NOTE 2: Ideally, a good Color cartridge will display 300 nozzles (for example, check the printed 10x 10 stair step patterns for each of the 3 colors), while a good Black cartridge will display 416 nozzles (for example, check the printed 26x 16 stair-step pattern).

NOTE 3: Ensure the top cover is closed and that the interlock switch at top-right side is properly closing the circuit – you may need to depress with a small pencil to ensure this is not causing a false error condition.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The “Print Cartridge Not intended for use in this printer” / “Cartridge Error - Cartridge not right for this printer” error message is typically indicative of failed micro-electronics internal to the ink cartridge(s). As well, it is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice.

Now, if your printer works routinely after inserting a brand new cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

SEVERE ERROR MESSAGES – HP 92-98 Rejection (> No Tap 41)

Regarding your recent inquiry about the HP 92 cartridge error message ("**cartridge is not intended for use in this printer**") and inability to print to your **HP PS C4180 printer**, this type of problem is either an electrical connection issue between the printer and the cartridge, or more likely, an internal micro-electronic failure inside the cartridge. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can occur with brand new ink cartridges*.

Please verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this ‘warranty expiration date’ has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the ‘Tap 41/43’ diagnostic test report can yield this information.

As a temporary workaround, or if you are unable to determine which cartridge is causing the issue, remove one of the ink cartridges from the printer....this will place the printer into the 'single cartridge printer mode'....print jobs may then be executed from the computer (only): For more information, refer to your printer user guide.

An internal electrical failure of a cartridge can be confirmed by performing the following steps which can help rule out other variables which could also be causing the issue.

- A. Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519
- B. Depending on the cartridge's electrical state - you might be able to run a cartridge health diagnostics test—refer to the Inkjet411 HP printer diagnostic's support document for your printer model: http://inkjet411.com/?page_id=1813

For reference, the following page provides a complete review of the majority of cartridge error messages you may observe on your printer at one point or another:
http://inkjet411.com/?page_id=1216

NOTE: Unfortunately, we do not have a cartridge error bypass procedure or cartridge health diagnostics print instructions for your printer model.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. Severe cartridge error messages which prevent printing are typically indicative of failed micro-electronics internal to the ink cartridge(s). In addition, it is equally common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

Please note this type of failure is quite rare with an ink cartridge that has only been refilled once or twice.

However, if your printer works routinely after inserting a new cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP OFFICEJET 6210/6310/7210/7310/7410 ERRORS - NOT RECOGNIZING CARTRIDGE (95/98) HP PSC 2610xi?

Yes, we completely agree....that HP ink cartridge error message is very misleading!!

Regarding your recent inquiry about the HP 98 cartridge error message and inability to print to your HP OJ 7210 printer, this type of problem is normally associated to an electrical connection issue between the printer and the cartridge, or more likely, an internal micro-electronic failure inside the cartridge itself. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; this same failure can occur with a brand new ink cartridge *. While there are workarounds available, they are considered temporary in nature (and do not always work). Please execute the 'Tap 41' Diagnostics Test Report below to confirm which cartridge is actually causing the issue and to check the cartridge's overall electrical health (refer to Procedure C. below):

Please first verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

PRINTER CLEANING / DIAGNOSTIC PRINTER TESTS:

- A. Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519
- B. Verify the carriage clip (metal restraining band) for the black cartridge stall is installed/present (if applicable for your printer model)....remove the color cartridge and look at the color clip/stall position for a direct comparison. If the carriage restraining clip is missing then you have a mechanical failure of the printer. Check your user manual.
- C.1. You can confirm the black and color ink cartridge's electrical health by running the 'Tap 41' diagnostics test (most Officejet models – see C.2. below for alternative procedure):
 - a. Load Letter/A4-size paper into paper feed tray.
 - b. Press the * and # keys simultaneously.
 - c. Enter 124 (or 123 on some models) at keypad. The 'Underware xxxx' menu should be displayed (or 'Support xxxx' menu).
 - d. Use the arrow keys to navigate to the System Menu (on certain Officejet models you may need to go to 'Reports Menu'). Select Ok.

- e. Use the arrow keys to navigate to the “print-mech button tap” menu. Select Ok. LCD screen should display “code = 0”.
- f. Use the arrow keys to enter “code = 41” (or just enter 41 on keypad). Select Ok. The Tap 41 diagnostic test pattern should begin to print. Refer to 2nd video at link below on how to analyze the printed diagnostic pattern.

Officejet 6210/6310 Alternative Menu Access:

- a. Press the * and # keys simultaneously.
- b. Enter 124 (or 123) at keypad.
- c. Use the arrow keys to navigate to the System Menu. Select Ok.
- d. Use the arrow keys to navigate to the ‘print-mech tap test’. Select Ok. Should display ‘code = 0’.
- e. Use the arrow keys to enter ‘code = 41’ (or just enter 41 on keypad). Select Ok. The Tap 41 diagnostic test pattern should begin to print.

NOTE: If nothing prints, then try entering ‘code=43’ (select OJ printer models leverage different test codes).

REFERENCE: Tap 41 Diagnostics [HP Deskjet 6900 -use HP 93 thru 97 cartridges]: http://inkjet411.com/?page_id=1741

---- If the printer attempts to print the diagnostic test pattern (1 page) then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the pattern, then the tri-color ink cartridge is either empty, clogged or severely electrically damaged (black ink cartridge is not used). A good HP 93/95/97 color cartridge should display 600 good nozzles, while a good HP 92/94/96/98 black ink cartridge should show 672 good nozzles. You can remove the tri-color cartridge, reactivate the tap 41 test and the printer will print the diagnostic test print in black ink. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced. Refer to video above on how to read the printout.

You can also test general printer performance by running the 'Tap 10' diagnostic test, use same procedure above and enter "code = 10". Both the 'Tap 41' and 'Tap 10' tests are 'forced print tests' – the printer will make every attempt to print the pattern whether the ink cartridges are good or bad...the patterns should be utilized to diagnose cartridge health. If 'regular' printing is still not possible then one or both of the ink cartridges is damaged.

CARTRIDGE ERROR BYPASS PROCEDURE:

It is possible to 'temporarily' bypass the cartridge error message (for emergency printing purposes only - REFER TO 3RD VIDEO). However, if the cartridge is determined to be electrically damaged it will eventually need to be replaced with a new one. http://inkjet411.com/?page_id=544

NOTE: There are 2 main branches under the service menu, so finding the ‘CHECKSUM’ menu for your particular printer model may involve some exploring thru the various menus....

1. Press the * and # keys simultaneously.

2. Enter 123 (or 124, or 1234) at keypad. The 'Underware' menu should be displayed.
3. Use the arrow keys to navigate to the Information Menu. Select Ok.
4. Use the arrow keys to navigate to the 'checksum for relock data input' (or simply 'checksum'). Select Ok. LCD should display a 5-digit number after a few seconds.
5. Press Cancel several times to completely exit out of service menu.
6. Attempt to send a print job to printer.

NOTE: with a marginally performing ink cartridge, this typically results in allowing 1 entire print job to be printed at a time. If this does not permit any print operations then the cartridge has internal micro-electronic damage and will need to be replaced.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The **"Incompatible Cartridge(s)" / "Print Cartridge(s) Problem", "Refer to printer documentation", "Cartridge is not intended for use in this printer" / "Remove and check color/black cartridge"** error messages are typically indicative of failed micro-electronics internal to the ink cartridge(s). Also, it is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors. Running the 'Tap 41' cartridge health diagnostics test will confirm the active state of both cartridges.

Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice. Severe cartridge errors are primarily caused by an electrical breakdown at the cartridge's nozzle plate. Ink penetration or corrosion into the nozzle plate will cause a failure of the tiny micro-electronics resulting in a variety of different error messages being displayed –see picture at bottom of this page: http://inkjet411.com/?page_id=1216

However, if your printer works routinely after inserting a brand new cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know if the above test procedure was successful and able to provide any clarity on the HP 95/98 cartridge issue.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP PS C3110-C3194 --- NOT RECOGNIZING CARTRIDGE (92/93)

Regarding your recent inquiry about the HP 92/93 ink cartridge error message ("Check print cartridge") and inability to print to your HP Photosmart C3150 printer, this type of problem is normally associated

to an electrical connection issue between the printer and the cartridge, or more likely, an internal micro-electronic failure inside the cartridge itself. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can (and frequently do!!) occur with brand new ink cartridges*. We suggest you perform the procedures outlined below to either determine which cartridge is causing the issue or to confirm an internal micro-electronic failure of the suspect ink cartridge.

NOTE 1: As a temporary workaround remove one of the ink cartridges from the printer....this will place the printer into the 'single cartridge printer mode'....print jobs may then be executed from the computer (only).

NOTE 2: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad.

Please first verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

DIAGNOSTIC EVALUATIONS

To help determine/confirm which cartridge is causing the problem:

1. Open the cartridge access door.
2. Remove either cartridge (not both).
3. Close the cartridge access door.

-- If the computer message is Print Cartridge Error, then the print cartridge that is still in the printer is the problem cartridge. If the computer message is NOT Print Cartridge Error (instead, it says that the cartridge you have removed is ...Either missing, not detected, or incorrectly installed), then the cartridge you have removed is the problem cartridge. On some printer models, if you notice the blinking error lights stops blinking following a cartridge removal, then this is the defective cartridge.

This type of problem (i.e. "E" / 'Blinking Error Lights') is typically an internal micro-electronic failure inside the cartridge itself. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can occur with brand new ink cartridges*. At the moment, we suggest you attempt to clean all electrical contacts and then run the internal self-test to confirm the type of electrical failure:

A. Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

B. Internal Self Test Print:

1. Press and HOLD the CANCEL (X) button
2. Depress the COLOR COPY button

The diagnostic test page should print.

--- Understand that the 'self-test print' is a "forced print"...the printer will attempt to print it whether the cartridges are good or bad.....if the diagnostic test page prints, but normal printing is still not permitted, then the suspect ink cartridge is likely electrically degraded or damaged internally since the self-test print is the only print the printer will yield.

C. Print the Demo Print:

1. Press and HOLD the CANCEL (X) button
2. Depress the COPIES button once.

Print should attempt to print the demo print (photo of dog and boy).

If the printer attempts to print the Self Test Page or Demo Print then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the pattern, then the tri-color ink cartridge is either empty, clogged or severely electrically damaged (black ink cartridge is not used). A good HP 93/95/97 color cartridge should display 600 good nozzles (3 stair-step color grid patterns), while a good HP 92/94/96/98 black ink cartridge should show 672 good nozzles (large stair-step black grid pattern). If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced.

NOTE: Unfortunately, there is no cartridge error bypass available for this model series (HP Photosmart C3110, C3125, C3135, C3140, C3150, C3170, C3173, C3175, C3180, C3183, C3188, C3190, C3193, C3194 All-in-One). This printer line is 'extremely sensitive to electrical performance of the ink cartridges... both ink cartridges have to be in perfect electrical working order to allow any printing.

For reference, the following link contains a video about HP low ink, nuisance and severe cartridge error messages. http://inkjet411.com/?page_id=1261

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The "Check print cartridge" error message is typically indicative of failed micro-electronics internal to the ink cartridge(s). It is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice. Severe cartridge errors are primarily caused by an electrical breakdown at the cartridge's nozzle plate. Ink penetration or corrosion into the nozzle plate will cause a failure of the tiny micro-electronics resulting in a variety of different error messages being displayed – see picture at bottom of this page: http://inkjet411.com/?page_id=1216

Now, if your printer works routinely after inserting a brand new HP 92/93 cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret

your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know if the above test procedure was successful and able to provide any clarity on the HP 92/93 cartridge issue. We apologize for the inconvenience.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

Successful printing of the test page illustrates that the printer itself is fully operational. If you printed the Tap 41 print, does the test show exactly 600 good nozzles? If not, then the HP93 cartridge is bad. See video for reference: http://inkjet411.com/?page_id=1741

A good HP 93/95/97 color cartridge should display 600 good nozzles, while a good HP 92/94/96/98 black ink cartridge should show 672 good nozzles.

Unfortunately it sounds like the HP93 ink cartridge is electrically damaged (an internal micro-electronic failure)...not sure what else we can tell you at this point.

You can return to Costco and they will refund your money. Just let them know you troubleshot the problem via the Inkjet411 rep and we confirmed root cause of failure.

In the meantime, you can print using just one (black) cartridge in the printer (called the 'single cartridge print mode')...it will allow print jobs to be processed via the computer only however.

We sincerely apologize for the inconvenience.

-Thank you

HP PS C4100 PRINTER SERIES --- NOT RECOGNIZING CARTRIDGE (92/93/95)

Regarding your recent inquiry about the HP 95 Tri-color ink cartridge error message ("?? -- PRINTER ERROR LANGUAGE WAS NOT PROVIDED WITH INQUIRY -- ??") and inability to print with your HP PS C4150 printer, this type of error could either be a connectivity issue between the ink cartridge and the printer's carriage flex cable surface or could be an internal micro-electronic failure inside the color ink cartridge itself. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; this same type of failure can also occur with brand new ink cartridge*. Let's run a few checks to check the electrical state of both ink cartridges and validate an internal micro-electronic failure of the ink cartridgePLEASE REFER TO PROCEDURE B.

Please first verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

Please perform the following corrective/diagnostic printer checks:

A. Ensure BOTH carriage/flexcables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519 (it sounds like you already did this, so you may disregard).

B. Perform Tap 41 Cartridge Health Diagnostics Test:

1. Press and HOLD the 'LEFT ARROW' button.
2. Press the 'Setup' button. Release both buttons. The 'Mfg Commands' menu should be displayed.
3. At 'Mfg Commands' menu, click Right Arrow once until 'uiaux service' menu is displayed.
4. At 'uiaux service' menu, click the Right Arrow until 'Special Reports' menu is displayed.
5. Select Ok. Click Right Arrow until the 'print-mech button tap' menu is displayed.
6. Select Ok. ('code = 0' will be displayed); click and hold Right Arrow until 'code = 41' is displayed.
7. Select Ok. The test page prints. Refer to 2nd video at following link on how to interpret the diagnostic test report: http://inkjet411.com/?page_id=1741

NOTE 1: If access code '41' does not yield a test print, then enter "code = 43").

--- A good HP 93/95/97/99 color cartridge should display 600 good nozzles, while a good HP 92/94/96/98 black ink cartridge should show 672 good nozzles. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced. Refer to 2nd video on how to read the printout: http://inkjet411.com/?page_id=1741

---- If the printer attempts to print the diagnostic test pattern (1 page) then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the pattern, then the tri-color ink cartridge is either empty, clogged or severely electrically damaged (black ink cartridge is not used). You can remove the tri-color cartridge, reactivate the tap 41 test and the printer will print the diagnostic test print in black ink (special "ink back-up mode").

C. Perform Self Test Page

1. Press and hold the CANCEL button.
2. Press the COLOR COPY button. Release both buttons.
3. The self test prints. The printed pattern will verify printer is generally functional. Inspect color bars to verify proper nozzle/jetting health.

-- Inspect printed nozzle stair step patterns - verify all ink nozzles are properly firing. Generally, if the Self Test Page prints ok then the printer is functioning correctly and the problem is with the ink cartridges - replace the suspect ink cartridge and retest. Refer to 2nd video procedure at the following link on how to read the Self Test page test (NOTE: HP74/75 cartridges are electrically identical to the HP92 thru 98 cartridges).

http://inkjet411.com/?page_id=579

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. A blinking 'Check Print Cartridge' error light or "Incompatible Print Cartridge" / "Print Cartridge(s) Problem" / "Check Print Cartridge" / "Remove and check cartridge on right" / "Refer to printer documentation" / "Incorrect Cartridge: Black(Tri-color) print cartridge inserted now is not intended for use in this printer" / "Cartridge Not Intended For Use In This Printer" / "Print cartridge in right stall not supported" error messages are typically indicative of failed micro-electronics internal to the ink cartridge(s). In addition, It is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice. Severe cartridge errors are primarily caused by an electrical breakdown at the cartridge's nozzle plate. Ink penetration or corrosion into the nozzle plate will cause a failure of the tiny micro-electronics resulting in a variety of different error messages being displayed –see picture at bottom of this page: http://inkjet411.com/?page_id=1216

However, if your printer works routinely after inserting a brand new HP 95 color ink cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know the age of the cartridge and if the diagnostic procedures were able to confirm the cartridge(s) electrical condition.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP PSC 1503-1514 --- NOT RECOGNIZING CARTRIDGE (92/93)

Regarding your recent inquiry about the HP 92 cartridge error message ("Check print cartridge", blinking error lights, etc.) and inability to print to your HP PSC 1510 printer, it sounds like either....

- 1) The new HP92 cartridge is bad....or
- 2) The color ink cartridge (HP93?) could be causing the problem.

To help determine which cartridge is causing the problem:

1. Open the cartridge access door.
2. Remove either cartridge (not both).
3. Close the cartridge access door.

-- If the computer message is Print Cartridge Error, then the print cartridge that is still in the printer is the problem cartridge. If the computer message is NOT Print Cartridge Error (instead, it says that the cartridge you have removed is ...Either missing, not detected, or incorrectly installed), then the cartridge

you have removed is the problem cartridge. On some printer models, if you notice the blinking error lights stops blinking following a cartridge removal, then this is the defective cartridge.

This type of problem is an internal micro-electronic failure inside the cartridge itself. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can occur with brand new ink cartridges*. At the moment, we suggest you attempt to clean all electrical contacts and then run the internal self-test to confirm the type of electrical failure:

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

A. Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

B. Print the Internal Self Test Page:

1. Press and HOLD the CANCEL (X) button
2. Depress the COLOR COPY button.
3. The diagnostic test page should print.

--- Understand that the 'self-test print' is a "forced print"...the printer will attempt to print it whether the cartridges are good or bad....if the diagnostic test page prints, but normal printing is still not permitted, then the suspect ink cartridge is electrically degraded/damaged since the self-test print is the only print the printer will yield.

---- If the printer attempts to print the diagnostic test pattern (1 page) then the printer is generally considered operational and functional, if nothing is printed, but the printer attempts to print the pattern, then the ink cartridges are either empty, clogged or severely electrically damaged. A good HP 93/95/97 color cartridge has 600 ink nozzles, while a good HP 92/94/96/98 black ink cartridge has 672 ink nozzles.

NOTE: Unfortunately, there is no cartridge error bypass available for this printer model series.

As a temporary workaround (or if you are unable to determine which cartridge is causing the issue) remove one of the ink cartridges from the printer....this might place the printer into the 'single cartridge printer mode'....print jobs may then be executed from the computer (only): For more information, refer to your printer's User Guide to see if this mode is supported.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The "Check print cartridge", blinking error lights, etc. are typically indicative of failed micro-electronics internal to the ink

cartridge(s). It is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice. Severe cartridge errors are primarily caused by an electrical breakdown at the cartridge's nozzle plate. Ink penetration or corrosion into the nozzle plate will cause a failure of the tiny micro-electronics resulting in a variety of different error messages being displayed –see picture at bottom of this page: http://inkjet411.com/?page_id=1216

Now, if your printer works routinely after inserting a brand new HP 92 and/or HP93 cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know if the above test procedure was successful and able to provide any clarity on the HP 92/93 (?) cartridge issue. We apologize for the inconvenience.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP PS 8049, 8050, 8100, 8150, 8400, 8450 (7800 & 7850?)- NOT RECOGNIZING CARTRIDGE (94-97)

Regarding your recent inquiry about the HP94 or HP95 cartridge error message ("???") and inability to print to your HP PS 7850 printer, this type of problem could be an electrical connection issue between the printer and one of the ink cartridges, or more likely, there is an internal micro-electronic failure inside one of the ink cartridges. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can occur with brand new ink cartridges.* To determine which cartridge is causing the issue and/or to confirm an electrical problem with one of the ink cartridges (or possibly both which is 'very' rare), please perform both the Internal Self-Test page along with the Pen Electrical tests (diagnostics) to evaluate the electrical condition of both ink cartridges....

Please first verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

- A. Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding:
http://inkjet411.com/?page_id=1519

- B. Perform Printer Self-Test Page:

7000 Printer Series:

1. Press and hold the OK button, and then press the Left Arrow button once.
2. Release the buttons. The internal test page prints.

8000 Printer Series:

1. Press CANCEL and SAVE simultaneously (SAVE is the left-most button before POWER on/off.)
2. Using left/right arrow keys, navigate to 'pen electrical test'.
3. Select Enter to print test - evaluate nozzle test pattern.

-- If the printer prints the self test page then this demonstrates the printer is generally functional and that the problem is likely with one of the ink cartridges. Please note this is a 'forced' service test...the printer will attempt to print the test page whether the cartridges are good or bad. If the Self-Test page can be successfully printed but regular/normal printing cannot, then one of the ink cartridges is likely internally damaged. Remove and replace suspect cartridge to confirm.

- C. Perform Cartridge Diagnostics tests using either C.1 or C.2 procedure below (varies by printer model):

C.1. Tap 41/43 Diagnostics Test:

1. To enter the Manufacturing Tests menu, press the 3 small, round buttons on the front panel simultaneously for >5secs: 'OK', 'CANCEL', & 'SELECT PHOTOS' (or 'Print Photos')
2. Using left/right arrow keys, navigate to Special Reports (or System Menu). Select Enter.
3. Navigate to 'print-mech button tap' menu.
4. Select Ok ('code = 0' will be displayed); click and hold Right Arrow until 'code = 41' (or attempt 'code = 43' if nothing prints using '41') is displayed.
5. Select Ok. Within one minute the Tap 41 (or 43) diagnostic test pattern should be initiated and print. Refer to video to help evaluate test pattern. Refer to 2nd video for guidance on how to read the diagnostic test pattern: http://inkjet411.com/?page_id=1741

NOTE 1: A good HP 93/95/97/99 color cartridge should display 600 good nozzles, while a good HP 92/94/96/98 black ink cartridge should show 672 good nozzles. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced. For reference only, refer to the following HP Deskjet video which shows how to read the HP 93-97 ink cartridge diagnostic test print: http://inkjet411.com/?page_id=1741 (refer to 2nd video)

C.2. Pen Electrical / Error Bypass Procedure:

1. To enter the Manufacturing Tests menu, press the 3 small, round buttons on the front panel simultaneously for >5secs: 'OK', 'CANCEL', & 'SELECT PHOTOS' (or 'Print Photos')
2. Using left/right arrow keys, navigate to Reports Menu (or System Menu). Select 'pen electrical test'.
3. Select Level 1, 2, or 3. Enter to print test - evaluate nozzle electrical test print.

NOTE 2: Pen recovery level 1, 2 or 3 clears cartridge errors, unblocking the printer to permit you to print the TEST PAGE with the normal MENU / TOOLS / PRINT TEST PAGE choice to aid in printer evaluation.

NOTE 3: Cartridge Error Bypass Message (Emergency Printing only): The Pen Recovery Level 1 clears cartridge errors and permits you to print the TEST PAGE with the normal MENU / TOOLS / PRINT TEST PAGE choice.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The **"Incompatible Print Cartridges" / "Check print cartridge" / "Color cartridge is not compatible. Use appropriate HP cartridge"** error messages are typically indicative of failed micro-electronics internal to the ink cartridge(s). It is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice. Severe cartridge errors are primarily caused by an electrical breakdown at the cartridge's nozzle plate. Ink penetration or corrosion into the nozzle plate will cause a failure of the tiny micro-electronics resulting in a variety of different error messages being displayed – see bottom image at this page:

http://inkjet411.com/?page_id=1216

Now, if your printer works routinely after inserting a brand new cartridge in it, you should discuss the possibility of a refund with your local Costco (for the ink refill purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know if you have any questions on the technical information provided above.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP DESKJET D4100 SERIES - NOT RECOGNIZING CARTRIDGE (92-93)

Regarding your recent inquiry about the HP92/93 cartridge error message ("???") and inability to print to your HP DESKJET 4160 printer, this type of problem could be an electrical connection issue between the printer and one of the ink cartridges, or more likely, there is an internal micro-electronic failure inside one of the ink cartridges. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can occur with brand new ink cartridges.* To determine which cartridge is causing the issue and/or to confirm an electrical problem with one of the ink cartridges (or both cartridges which is 'very' rare), please perform both the Internal Self-Test page along with the Cartridge Health diagnostics 'Tap 41' test to evaluate the electrical condition of both ink cartridges....

Please first verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

As a temporary workaround, or if you are unable to determine which cartridge is causing the issue, remove one of the ink cartridges from the printer....this should place the printer into the 'single cartridge printer mode'....print jobs may then be executed from the computer (only). If you do not have a replacement cartridge, you can still print in ink backup mode. Simply remove the problem cartridge, and print with the remaining cartridge.

1. If you remove the tri-color cartridge, printouts will be in grayscale.
2. If you remove the black or photo cartridge, the product prints slowly and the colors in the printouts might differ.

Resolutions/Diagnostic Tests:

- A. Ensure BOTH carriage/flex cables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

- B. Perform Extended Self-Test (see 2nd video for REFERENCE ONLY:
http://inkjet411.com/?page_id=792):

1. Make sure plain white paper is loaded in the product.
2. Press and hold the Power button.
3. Press the Photosmart Essential button, and then release both buttons.

NOTE: The self-test prints. Review test pattern; ensure all colors are firing. A missing horizontal line within the nozzle stair step pattern indicates a misfiring ink nozzle. Perform cartridge cleaning to correct.

- C. Perform Cartridge Health Diagnostics Test ('Tap 41') – refer to 2nd video:
http://inkjet411.com/?page_id=1741

1. Turn the printer on.
2. Press and hold the 'POWER' button.
3. Press the 'Cancel' (X) button four (4) times.
4. Press the 'RESUME' button (Down Arrow) once.
5. Release the POWER button.
6. The Tap 41 diagnostics page prints.

NOTE: A good HP 93/95/97 color cartridge should display 600 good nozzles, while a good HP 92/94/96/98 black ink cartridge should show 672 good nozzles. On some models you may remove the tri-color cartridge, reactivate the tap 41 test and the printer will print the diagnostic test print in black ink.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. It is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a

marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice. Severe cartridge errors are primarily caused by an electrical breakdown at the cartridge's nozzle plate. Ink penetration or corrosion into the nozzle plate will cause a failure of the tiny micro-electronics resulting in a variety of different error messages being displayed –see bottom image at this page:

http://inkjet411.com/?page_id=1216

Now, if your printer works routinely after inserting a brand new HP93 cartridge in it, you should discuss the possibility of a refund with your local Costco (for the ink refill purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know if you have any questions on the technical information provided above.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP PSC 1300-1400, D1300-D2300, Deskjet 3000 and F2200 Series – CARTRIDGE ERRORS (21/22/27/28/56-58)

Regarding your recent inquiry about the HP 27 cartridge error message and inability to print with your HP PSC 1400 printer, this type of problem is typically an electrical connection issue between the printer and the cartridge, or more likely, an internal micro-electronic failure inside the cartridge itself. To be clear, the error message language that HP chose for this kind of error is confusing...the cartridge is correct for you model. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can (and frequently do!) occur with brand new ink cartridges*. Let's first run a few checks to see which ink cartridge is causing the issue and to validate if an electrical failure of the ink cartridge has occurred....please refer to Procedure B. below....

Please first verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

As a temporary workaround, or if you are unable to determine which cartridge is causing the issue, remove one of the ink cartridges from the printer....this may place the printer into the 'single cartridge

printer mode'....print jobs may then be executed from the computer (only): To confirm if your printer supports this feature, please refer to your printer user guide. This may also help you determine which cartridge is causing the issue.

PRINTER TESTS / DIAGNOSTICS:

- A. Clean cartridge/printer electrical contacts. Also inspect printer's internal carriage flex cables for surface damage (i.e. burn marks) or an uneven contact surface (by which the cartridge's rear electrical contacts mates with).

http://inkjet411.com/?page_id=1519

- B. Perform either of the 'B' procedures below as steps vary by printer model:

B.1. Diagnostic Self-Test Page: *[SELECT PRINTER MODELS]*

1. Press the Setup Button located on the bottom center of the control panel, beneath the LED readout.
2. Press 2 to select "Print Reports"
3. Press 6 to select "Self-Test Report" on the number keypad
4. Examine the resulting self-test page that prints. There should be lines extending all the way across the page in black, yellow, cyan and magenta. A missing black line indicates a problem with the black or photo cartridge. Faded, streaked or missing lines in the other colors indicates a problem with the color ink cartridge. Refer to video at link below to help evaluate test pattern.

--- Providing the color cartridge is partially functioning, the diagnostic test print will be printed (this is a forced service print test which is mainly used for the evaluation of ink cartridge electrical health). A good HP 56 black cartridge should display 416 good nozzles (26x16 grid), while a good HP 57/58 color ink cartridge should show 300 good nozzles (10x10 color grid). For reference, please refer to video at link below to help evaluate test pattern : http://inkjet411.com/?page_id=2358

B.2. Deskjet D1300, D1400, D2300, F300 series printers (*HP 21/22 Cartridges*)

Printer self-test:

1. Turn the printer on.
2. Press and hold down the Power button.
3. While holding down the Power button, open and shut the lid of the printer four times.
4. Release the Power button. The self-test prints.
5. Review test pattern; ensure all colors are firing. A missing horizontal line within the nozzle stair step pattern indicates a misfiring ink nozzle. Perform cartridge cleaning to correct.

NOTE: When running the test on an HP Deskjet D2300/D2400 series printer it may be helpful to use a pen or pencil to hold down the Power button.

B.3. PSC 1200, 1310, 1315, 1340, 1350 Printer series (HP 27, 28, 56, 57 ink cartridges)

Self Test Report:

1. Load plain, white paper into the paper tray.
2. Press and hold the Cancel button, and then press the Start Copy Color button.
3. The product prints a self-test report.

--- Examine the resulting self-test page that prints. There should be lines extending all the way across the page in black, yellow, cyan and magenta. A missing black line indicates a problem with the black or photo cartridge. Faded, streaked or missing lines in the other colors indicates a problem with the color ink cartridge. Refer to video at link below to help evaluate test pattern.

NOTE: A good HP 56 black cartridge should display 416 good nozzles, while a good HP 57/58 color ink cartridge should show 300 good nozzles.

REFERENCE: [HP Deskjet 5650 -use HP 56/57/58 cartridges]: http://inkjet411.com/?page_id=2358

B.4. PSC 1400 series printers (*HP 21/22 Cartridges*)

Self Test Report:

1. Load plain, white paper into the paper tray.
2. Press and hold the Cancel button, and then press the Start Copy Color button.
3. The self-test report should print.

If the self test page prints then this illustrates that the printer is functional and the problem is likely limited to either one of the ink cartridges. There should be lines extending across the page in black, yellow, cyan and magenta. A missing black line indicates a problem with the black or photo cartridge. Faded, streaked or missing lines in the other colors indicates a problem with the color ink cartridge.

To determine which cartridge is causing the problem:

1. Open the cartridge access door.
2. Remove either cartridge (not both).
3. Close the cartridge access door.

-- If the computer message is Print Cartridge Error , then the print cartridge that is still in the printer is the problem cartridge. If the computer message is NOT Print Cartridge Error (instead, it says that the cartridge you have removed is ...Either missing, not detected, or incorrectly installed), then the cartridge you have removed is the problem cartridge.

B.5. Deskjet F2200 Printer series (*HP 21/22 ink cartridges*)

Print Self-Test Page:

1. Press the Setup or Menu button until Print Report appears in the display then press Enter.
2. Press the Setup or Menu button until Self-Test appears in the display, and then press Enter.
3. Review test pattern; ensure all 4 colors are firing. A missing horizontal line within the nozzle stair step pattern indicates a misfiring ink nozzle. If the test page prints (or attempts to print a blank page) but normal printing is still not possible then the printer is functionally ok; the ink cartridge is damaged and will need to be replaced.

NOTE 1: A good HP 21 black cartridge should have 416 good nozzles (*26 x 16 stair-step pattern*), while a good HP 22 color ink cartridge should have 300 good nozzles (*100 for each color, 10x10 stair-step pattern*).

NOTE 2: Reference Video: http://inkjet411.com/?page_id=2358

B.6. Photosmart 7960 (HP 56/57/58 ink cartridges)

Internal Test Print:

1. Ensure that the memory card has been removed from the memory card slot.
2. Make sure plain paper is loaded in the In Tray.
3. Press the Menu button.
4. Press the Up/Down arrow button to display the Tools menu. Then press the OK button.
5. Press the Down arrow button to highlight Print a Test Page. Then press the OK button.

--- If the self test page prints then this illustrates that the printer is functional and the problem is likely limited to either one of the ink cartridges. There should be lines extending across the page in black, yellow, cyan and magenta. A missing black line indicates a problem with the black or photo cartridge. Faded, streaked or missing lines in the other colors indicates a problem with the color ink cartridge.

NOTE: Ideally, a good Color cartridge will have/display 300 nozzles (for example, check the printed 10 x 10 stair step patterns for each of the 3 colors), while a good Black cartridge will have/display 416 nozzles (for example, check the printed 26 x 16 stair-step pattern).

Cartridge Health Diagnostics Test (Pen Tests).....(SERVICE MENU ACCESS VALIDATION STILL REQUIRED!)

1. To enter the Manufacturing Tests menu, press the 3 small, round buttons on the front panel simultaneously for >5secs: 'OK', 'CANCEL', & 'PRINTS' (???)
2. Using left/right arrow keys, navigate to Special Reports (or System Menu). Select Enter.
3. Navigate to 'print-mech button tap' menu.
4. Select Ok ('code = 0' will be displayed); click and hold Right Arrow until 'code = 41' (or attempt 'code = 43' if nothing prints using '41') is displayed.
5. Select Ok. Within one minute the Tap 41 (or 43) diagnostic test pattern should be initiated and print.
Refer to video to help evaluate test pattern: http://inkjet411.com/?page_id=2358

NOTE: The Tap 41/43 test report will be printed using the black ink cartridge by default; if a blank page appears then remove the black ink cartridge from the printer and repeat steps; report will be printed using the Color cartridge. This can also help you isolate the problem to one of the ink cartridges. The 'Current' error message should state 'None', however if you any other message then either the ink cartridge is incorrectly seated in the carriage assembly or a severe cartridge error condition is present and the ink cartridge may need to be replaced.

B.7. Deskjet 3000 series (HP 27/28 ink cartridges)

Print Self-Test Page:

1. Turn the printer on.
2. Press and hold down the POWER button.
3. Open and close the top cover four times.
4. Release the POWER button.

NOTE: When running the test on the HP Deskjet 3600-3800 series printers it may be helpful to use a pen or pencil to hold down the Power button.

--- A good HP 27 black cartridge should have 416 good nozzles (26 x 16 stair-step pattern), while a good HP 28 color ink cartridge should have 300 good nozzles (100 for each color, 10x10 stair-step pattern).

---- If the self test page prints then this illustrates that the printer is functional and the problem is likely limited to either one of the ink cartridges. There should be lines extending across the page in black, yellow, cyan and magenta. A missing black line

indicates a problem with the black or photo cartridge. Faded, streaked or missing lines in the other colors indicates a problem with the color ink cartridge.

To determine which cartridge is causing the problem:

1. Open the cartridge access door.
2. Remove either cartridge (not both).
3. Close the cartridge access door.

-- If the computer message is Print Cartridge Error , then the print cartridge that is still in the printer is the problem cartridge. If the computer message is NOT Print Cartridge Error (instead, it says that the cartridge you have removed is ...Either missing, not detected, or incorrectly installed), then the cartridge you have removed is the problem cartridge.

--- Providing the color cartridge is partially functioning, the diagnostic test print will be printed (this is a forced service print test which is mainly used for the evaluation of ink cartridge electrical health). A good HP 21/27/56 black cartridge should display 416 good nozzles (26x16 grid), while a good HP 22/28/57/58 color ink cartridge should show 300 good nozzles (10x10 color grid). For reference, please refer to video at link below to help evaluate test pattern. [NOTE: HP 56/57/58 and HP21/22 cartridges are electrically similar]: http://inkjet411.com/?page_id=2358

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The **“Wrong Cartridge Type/Installed” / “Print cartridge is not compatible with this device” / “Cartridge Error” / “Print Cartridge Error” / ‘blinking lights’** alert/error message is typically indicative of failed micro-electronics internal to the ink cartridge(s). Also note that it is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice. Severe cartridge errors are primarily caused by an electrical breakdown at the cartridge’s nozzle plate. Ink penetration or corrosion into the nozzle plate will cause a failure of the tiny micro-electronics resulting in a variety of different error messages being displayed –see bottom image at this page: http://inkjet411.com/?page_id=1216

However, if your printer works routinely after inserting a brand new cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refill purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know if you have any questions on the technical information provided above.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP PSC 2175xi, 2210, 2400, 2410, 2500 - (HP 56/57 CARTRIDGE ERRORS)

Regarding your recent inquiry about the HP56 black.....OR.....HP57 color cartridge error message ("remove and check cartridge") and inability to print with your HP PSC 2175v printer, this type of problem is typically an electrical connection issue between the printer and one of the ink cartridges (please note it is very rare for both ink cartridges to electrically fail at the same time), or more likely, an internal micro-electronic failure inside the cartridge itself. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can occur with brand new ink cartridges*. Let's first run a few checks to validate an electrical failure of the ink cartridge....

Please first verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

As a temporary workaround, or if you are unable to determine which cartridge is causing the issue, remove one of the ink cartridges from the printer....this may place the printer into the 'single cartridge printer mode'....print jobs may then be executed from the computer (only): To confirm if your printer supports this feature, please refer to your printer's User Guide. This may also help you determine which cartridge is causing the issue.

To help determine/confirm which cartridge is causing the problem:

1. Open the cartridge access door.
2. Remove either cartridge (not both).
3. Close the cartridge access door.

-- If the computer message is Print Cartridge Error, then the print cartridge that is still in the printer is the problem cartridge. If the computer message is NOT Print Cartridge Error (instead, it says that the cartridge you have removed is ...Either missing, not detected, or incorrectly installed), then the cartridge you have removed is the problem cartridge.

To completely rule out connectivity issues, we suggest you follow perform the following...depending on your printer model, please attempt either procedure B.1 and/or B.2 - please advise if either do not work for your printer model:

A. Clean cartridge/printer electrical contacts. Also inspect printer's internal carriage flex cables for surface damage (i.e. burn marks) or an uneven contact surface (by which the cartridge's rear electrical contacts mates with). http://inkjet411.com/?page_id=1519

B. Perform either of the 'B' procedures below - please note that steps may vary by printer model:

B.1. Self Test Print:

1. From the front panel, press Setup, press 1, and then press 4.
2. Refer to test print sample at HP's website to evaluate your test print. Inspect nozzle test pattern; missing bars or lines in the stair-step pattern represent an ink clog, a mis-firing nozzle or a damaged ink nozzle.

NOTE: A good HP 56 black cartridge should have 432 good nozzles, while a good HP 57/58 color ink cartridge should have 300 good nozzles.

<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=c00048607>

B.2. Tap 41/43 Cartridge Diagnostics (validation required):

1. Press * and # keys at same time
2. Enter 124 (or 1234)
3. Using left/right arrow keys, navigate to either System Menu or Special Reports menu. Select Enter.
4. Select Ok, then click Right Arrow until the 'print-mech button tap' menu is displayed.
5. Select Ok ('code = 0' will be displayed); click and hold Right Arrow until 'code = 43' is displayed. Use the Left Arrow if you need to decrease numerical count.
6. Select Ok. The test page prints. NOTE: If the test page does not print, then try and enter 'code = 41'.
7. Select Enter to print test print. REFERENCE VIDEO: http://inkjet411.com/?page_id=2358

--- Providing the color cartridge is partially functioning, the diagnostic test print will be printed (this is a forced service print test which is mainly used for the evaluation of ink cartridge electrical health). A good HP 56 black cartridge should display 416 good nozzles (26x16 grid), while a good HP 57/58 color ink cartridge should show 300 good nozzles (10x10 color grid). For reference, please refer to video at link below to help evaluate test pattern. [NOTE: HP 56/57/58 cartridges function similarly across many different printer models]: http://inkjet411.com/?page_id=2358

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The "Wrong Cartridge Type/Installed" / "Print cartridge is not compatible with this device" / "Cartridge Error" / "Print Cartridge Error" / "blinking lights" alert/error message is typically indicative of failed micro-electronics internal to the ink cartridge(s). Also note that it is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice. Severe cartridge errors are primarily caused by an electrical breakdown at the cartridge's nozzle plate. Ink penetration or corrosion into the nozzle plate will cause a failure of the tiny micro-electronics resulting in a variety of different error messages being displayed – see bottom image at this page:

http://inkjet411.com/?page_id=1216

However, if your printer works routinely after inserting a brand new HP56 cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refill purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP OFFICEJET J3680/4215/4315/5510/5610/6100/6110 - ERROR MESSAGES (HP 21/22/27/28/56-58 CARTRIDGES)

Regarding your recent inquiry about the HP56 black.....OR.....HP57 color ink cartridge error message ("remove and check cartridges") and inability to print with your HP OJ 6110xi printer, this type of problem is typically an internal micro-electronic failure inside ONE OF THE INK CARTRIDGES (it is very rare for both ink cartridges to suffer electrical failures at the same time!) - likely due to natural micro-electronics degradation from internal ink corrosion. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can (and frequently do!) occur with brand new ink cartridges*. Please perform the following diagnostic steps....

Please verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

DIAGNOSTIC CHECKS:

A. Clean cartridge/printer electrical contacts. Also inspect printer's internal carriage flex cables for surface damage (i.e. burn marks) or an uneven contact surface (by which the cartridge's rear electrical contacts mates with).

http://inkjet411.com/?page_id=1519

B. Perform either of the 'B' procedures below as steps vary by printer model:

B.1. Perform Tap 43 test: [most Officejet printer models with keypads - MIGHT NOT APPLY TO J3680 MODEL...SEE B.2. BELOW]

1. Press * and # keys at same time
2. Enter 1234 (or 124). The 'Underware' menu should be displayed.

3. Using left/right arrow keys, navigate to Special Reports/Reports Menu (.....or 'System Menu' / 'Information Menu' if Reports Menu is not available). Select Enter.
4. Using left/right arrow keys, navigate to 'Extended Self Test'.
5. Select Enter to print test print - evaluate test print. If excessive nozzles are missing from the stair step pattern, then perform cartridge cleaning to correct.
6. Using left/right arrow keys, navigate to 'print-mech button tap' menu.
7. Select Ok ('code = 0' will be displayed); click and hold Right Arrow until 'code = 43' is displayed. NOTE: enter 'code = 41' if 'code = 43' does not activate the diagnostic print report.
8. Select Ok. Within one minute the Tap 43/41 diagnostic test pattern should be initiated and print. The test page prints.

B.2. Print Diagnostic Self-Test Page (only available on select HP printer models):

1. Press the Setup Button located on the bottom center of the control panel, beneath the LED readout.
2. Press 2 to select "Print Reports"
3. Press 6 to select "Self-Test Report" on the number keypad
4. Examine the resulting self-test page that prints. There should be lines extending all the way across the page in black, yellow, cyan and magenta. A missing black line indicates a problem with the black or photo cartridge. Faded, streaked or missing lines in the other colors indicates a problem with the color ink cartridge. Refer to video at link below to help evaluate test pattern.

[Officejet 6100 Series, 6110xi - HP 56/57/58 ink cartridges]

B.3. Print Diagnostic Self-Test Page (i.e. Officejet 6100/6110 printers):

<http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&lc=en&dlc=en&docname=bpu00734>

1. On the front panel of the product, press Menu (or Setup).
2. Press the Right Arrow until Print Reports displays, and then press Enter, Start, or OK.
3. Press the Right Arrow until Self-Test Report displays, and then press Enter, Start, or OK.

--- Providing the color cartridge is partially functioning, the diagnostic test print will be printed (this is a forced service print test which is mainly used for the evaluation of ink cartridge electrical health). A good HP 21/27/56 black cartridge should display 416 good nozzles (26x16 grid), while a good HP 22/28/57/58 color ink cartridge should show 300 good nozzles (10x10 color grid). For reference, please refer to video at link below to help evaluate test pattern. [NOTE: HP 56/57/58 and HP21/22 cartridges are electrically similar]: http://inkjet411.com/?page_id=2358

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The "Wrong Cartridge Type/Installed" / "Print cartridge is not compatible with this device" / "Cartridge Error" / "Print Cartridge Error" / 'blinking lights' alert/error message is typically indicative of failed micro-electronics internal to the ink cartridge(s). Also note that it is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

Please note this type of failure is quite rare with an ink cartridge that has only been refilled once or twice. Severe cartridge errors are primarily caused by an electrical breakdown at the cartridge's nozzle

plate. Ink penetration or corrosion into the nozzle plate will cause a failure of the tiny micro-electronics resulting in a variety of different error messages being displayed – see bottom image at this page: http://inkjet411.com/?page_id=1216

However, if your printer works routinely after inserting a brand new HP 21 cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refill purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

For advanced printer diagnostics specific to your printer model, please refer to 'HP Diagnostics Tests' .pdf file at the following link: http://inkjet411.com/?page_id=1813

Please let us know if you have any questions regarding the technical information provided.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

CARTRIDGE SELF-DIAGNOSIS PERFORMED

Regarding your recent self-diagnosis of the HP XXX cartridge using the cartridge clear/bypass procedure, it appears the ink cartridge is internally damaged. Based on the steps you followed it appears you performed everything correctly. An electronic failure of the cartridge would be unrelated to the ink cartridge refill process; these same failures can occur with brand new ink cartridges*

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

Once you reach the checksum menu (with 5-digit number displayed), you should be able to send one (1) print job thru successfully at that point in time. If the same printer/cartridge error returns, or a new blocking error message is then displayed, then the ink cartridge is likely internally damaged (micro-electronics) and will need to be replaced with a new one.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. The **"Incompatible Cartridge(s)" / "Print Cartridge(s) Problem - Refer to printer documentation."** error message is typically indicative of failed micro-electronics internal to the ink cartridge(s). It is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors. Running the 'Tap 41' cartridge health diagnostics test will confirm the

active state of both cartridges. Please note this type of failure is quite rare with an ink cartridge that that has only been refilled once or twice.

For reference, the following page provides a complete review of the majority of cartridge error messages you may observe on your printer at one point or another:

http://inkjet411.com/?page_id=415 (60/61s)

However, if your printer works routinely after inserting a brand new cartridge in it, you should discuss the possibility of a refund with your local Costco. We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know if you have any further questions on this...we apologize for the inconvenience this has caused you.

- Thank you

++CARTRIDGE SELF-DIAGNOSIS PERFORMED (74/75 System)

Regarding your recent self-diagnosis of the HP 74/75 cartridge using the cartridge clear/bypass procedure, it appears the ink cartridge is internally damaged, particularly since you are seeing the "Incompatible Print Cartridge" error message ----- this is typically indicative of failed micro-electronics internal to the ink cartridge(s). It is common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a marginally performing cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

As a temporary workaround, or if you are unable to determine which cartridge is causing the issue, remove one of the ink cartridges from the printer....this will place the printer into the 'single cartridge printer mode'....print jobs may then be executed from the computer (only): For more information, refer to your printer user guide.

Running the 'Tap 41' cartridge health diagnostics test will confirm the active state of both cartridges - see video here: http://inkjet411.com/?page_id=792

>> Providing the color cartridge is partially functioning the Tap 41 diagnostic test print will be printed (this is a forced service print test which is mainly used for the evaluation of ink cartridge electrical health. A good HP 75/75XL color cartridge should display 600 good nozzles, while a good HP 74/74XL black ink cartridge should show 672 good nozzles. If the results yield anything different then the ink cartridge is likely damaged and will need to be replaced. Refer to video on how to read the printout.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. Please note this type of failure is quite rare with an ink cartridge that has only been refilled once or twice. These same failures can occur with brand new ink cartridges.

For additional reference, the following page provides a complete review of the majority of cartridge error messages you may observe on your printer at one point or another: http://inkjet411.com/?page_id=509

However, if your printer works routinely after inserting a brand new 74/75 cartridge in it, you should discuss the possibility of a refund with your local Costco. We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know if you have any further questions on this...we apologize for the inconvenience this has caused you.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

LEXMARK – DELL PRINTING FAILURE

Regarding your recent inquiry about the **Dell** ink cartridge error message ("Alignment problem, remove tape from cartridges or check troubleshooting") and inability to print to your **Dell V305 printer**. Based on your reported problem description, this type of problem is normally associated to an electrical connection issue between the printer and the cartridge, or more likely, an internal micro-electronic failure inside the cartridge itself. The failure is unrelated to the ink cartridge refill process*. An internal electrical failure of a cartridge can be confirmed by performing the following steps which can help rule out other variables which may be causing the issue:

Perform Printer Hardware Test (website link):

NOTE: Unfortunately, often alignment pages or internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad.

SUGGESTED CORRECTIVE/ DIAGNOSTIC STEPS:

A. Ensure BOTH carriage/flexcables and BOTH ink cartridge contacts are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

NOTE: “Empty” and “Low Ink” alerts are COMPLETELY NORMAL for all integrated ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed. Your printer/computer may display an ink alert message, such as “non-genuine cartridge”. Press proceed/continue/accept/yes/OK to dismiss this prompt. After refills, the printer cannot track the ink level. The ink level indicator will falsely signal empty. In many cases, additional nuisance messages may also appear – this is normal. Bypass all low ink warnings and nuisance alert messages.

To help determine/confirm which cartridge is causing the problem:

1. Open the cartridge access door.
2. Remove either cartridge (not both).
3. Close the cartridge access door.

-- If the computer message is Print Cartridge Error (or similar), then the print cartridge that is still in the printer is the problem cartridge. If the computer message is NOT Print Cartridge Error (instead, it says that the cartridge you have removed is ...Either missing, not detected, or incorrectly installed), then the cartridge you have removed is probably the problem cartridge.

B. If you are able to successfully print and internal test print, but regular printing is not permitted, this is also an indicator that one of the ink cartridges suffered an internal electrical failure. Please note that all integrated ink cartridges will fail at some point in time*

Now, if printing is still prohibited, then is it likely an internal micro-electronic failure inside the cartridge. These types of failures are relatively rare (i.e. 1-2 out of every hundred cartridges which get refilled).

*Many cartridges eventually do encounter problems or internal electrical failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. If both ink cartridges are older than 2 years old then they are beyond their usable life (ink corrosion on contacts, or nozzle plate contact points, ultimately leads to internal micro-electronic failure of the cartridge).

However, if your printer works routinely after inserting a brand new cartridge in it, you should discuss the possibility of a refund with your local Costco (for refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know if you have any additional questions regarding procedures outlined above and/or questions relating to the provided technical information. Before refilling your next each cartridge please refer to the following video and proper handling and care of integrated ink cartridges:

http://inkjet411.com/?page_id=1437

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

LOW INK MESSAGE (GENERAL)

Regarding your recent inquiry about the low ink message, please note that “Empty” and “Low Ink” alerts are COMPLETELY NORMAL for all newer **HP** integrated ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed. The ink level monitoring feature cannot be reset (i.e. in the newer line of integrated ink cartridges, HP blows the ink monitoring resistors inside the cartridge the first time it is used - thus it is impossible to reset them).

As you just returned from the refill store, your ink cartridge (s) is full of ink - you may ignore low ink warnings (along with any other nuisance message) and print normally until you observe one of the colors to begin to fade.

As soon as you observe one of the 4 colors "drop out" [i.e. Black cartridge or Tri-color (cyan/magenta/yellow) cartridge], then it's time to refill the respective ink cartridge. To help determine if all 4 colors are firing properly we suggest you run our 4-color CMYK test print....open and print our standard 4-color test file: http://inkjet411.retailinkjet.com/wp-content/uploads/2013/02/4-Color-Test-Print_CMYK_sm.pdf

NOTE: It is possible to reset the HP 15, 17, 23, 41, 45, 78 ink cartridges – click here for more information: http://inkjet411.com/?page_id=1419

It is possible to reset the HP 21/22/27/28/56/57/58 ink cartridges – click here for more information: http://inkjet411.com/?page_id=1915

In many cases nuisance alert messages may also be displayed, including ‘counterfeit cartridge’ or ‘non-genuine ink cartridge’...these are normal nuisance alerts that can just be ignored by pressing continue/dismiss/Ok. We suggest you select 'OK' (or similar) at the printer's control panel up to 6 times to ensure all nuisance errors are cleared. You should then be able to continue with print operations until the print quality begins to fade.

The "low ink" or "no status" message typically occurs soon after a refill. It is a false signal, because the printer cannot recognize that the cartridge has been refilled. Your cartridge is not low on ink, and nothing is wrong with your refilled cartridge or printer. Unfortunately, you may also observe multiple ‘nuisance alert’ messages, these can be ignored as well. For more information on ‘low ink’ and ‘nuisance messages’ and what you should expect, please visit:

http://inkjet411.com/?page_id=396 (HP 60/61 Low Ink)

http://inkjet411.com/?page_id=420 (HP 60/61 Nuisance Messages)

http://inkjet411.com/?page_id=517 (HP 74/75 Low Ink)

http://inkjet411.com/?page_id=523 (HP 74/75 Nuisance Messages)

http://inkjet411.com/?page_id=598 (HP 901 Low Ink)

http://inkjet411.com/?page_id=613 (HP 901 Nuisance Messages)

http://inkjet411.com/?page_id=1216 (HP 92-99 Cartridge Errors)

http://inkjet411.com/?page_id=1261 (HP 92-99 Nuisance Messages)

http://inkjet411.com/?page_id=1802 (HP 15-58, 78 Cartridge Errors)

ADDITIONAL NOTES:

The ink level indicator cannot be manually re-set in the newer HP cartridges, thus making it not usable. HP leverages 'fusible links' in the nozzle plate (base of ink cartridge) which physically blows the resistors as the original ink is consumed...thus resetting the ink cartridge's ink level monitoring capability is simply not possible. The ink tracking feature is only available with a brand new ink cartridge.

However, losing this feature is not necessarily significant, because the ink level indicator usually has 20%-30% ink remaining when it shows "low on ink". Therefore, the warning has limited value, because customers who prematurely replace their cartridges when they see the "low ink" message are wasting a lot of residual ink. In order to use as much available ink as possible, many customers (not only those who refill their cartridges, but many who have not yet tried refilling) always ignore the ink level indicator "low" warning, and wait to replace/refill their cartridge until immediately after seeing ink begin to fade on their printouts. Many customers who disregard the low ink indicator keep a spare set of cartridges so that their printing productivity is not disrupted when the cartridge runs out of ink.

If the cartridge completely runs out of ink and continues to be used when it is dry, this could damage the cartridge**, so customers should promptly refill/replace their cartridge when the ink begins to fade. This fading process is gradual, so that you will have sufficient time to refill/replace the cartridge before the risk of empty cartridge printing. In summary, most refill customers agree that the huge savings of refilling is much greater than the potential loss of the low ink indicator feature.

Before you refill your next ink cartridge, please refer to this video which provides some helpful transportation tips to avoid any potential issues:

http://inkjet411.com/?page_id=1437

We hope this provides you with a thorough explanation as to why ink level monitoring is not available when using refilled ink cartridges.

**If, after bypassing 'ink low alerts' messages, the printer will still not print, then this might be an electrical issue with the cartridge or printer itself. Please refer to "Troubleshooting" if this is the case.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

LOW INK MESSAGE (Dell - Lexmark)

Regarding your recent inquiry about the Dell/Lexmark cartridge(s) low ink message, please note that "Empty" and "Low Ink" alerts are COMPLETELY NORMAL for all newer integrated ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to

proceed. The ink level monitoring feature cannot be reset (i.e. in the newer line of integrated ink cartridges, Lexmark physically blows the ink monitoring resistors inside the cartridge the first time it is used - thus it is impossible to reset them). Only brand new ink cartridges provide ink level monitoring.

As you just returned from the refill store, your ink cartridge (s) is full of ink - you may ignore low ink warnings (along with any other nuisance message) and print normally until you observe one of the colors to begin to fade.

The "low ink" or "no status" message typically occurs soon after a refill. It is a false signal, because the printer cannot recognize that the cartridge has been refilled. Your cartridge is not low on ink, and nothing is wrong with your refilled cartridge or printer. Unfortunately, you may also observe multiple 'nuisance alert' messages, these can be ignored as well. For more information on 'low ink' and 'nuisance messages' and what you should expect, please visit:

http://inkjet411.com/?page_id=396 (HP 60/61 Low Ink Messages)

Alternative Procedure - Low Ink Warning Bypass:

It may be possible to disable all printer warning messages by disabling ALL communication from the printer back to your PC. To disable ALL communication from your printer to your PC, do the following:

From the WINDOWS™ START Menu, Click on "Settings → Printers"

RIGHT CLICK on your Printer Model, and Select "Properties"

From the Properties Menu, Click on the "Ports" Tab

Un-Select the Box that reads: "Enable Bi-Directional Support"

Click "APPLY" then click "OK" to exit

NOTE: This operation will disable ALL COMMUNICATION being sent from your printer to your PC, including paper out, paper jams, low on ink, etc. For All-in-One printers, this will ALSO DISABLE CERTAIN OTHER FUNCTIONALITY SUCH AS SCANNING. This operation can be reversed by repeating these steps and checking the "Enable Bi-Directional Support" Box.

ADDITIONAL LOW INK WARNING INFORMATION:

The ink level indicator cannot be manually re-set in the newer cartridges, thus making it not usable. The ink tracking feature is only available with a brand new ink cartridge.

However, losing this feature is not necessarily significant, because the ink level indicator usually has 20%-30% ink remaining when it shows "low on ink". Therefore, the warning has limited value, because customers who prematurely replace their cartridges when they see the "low ink" message are wasting a lot of residual ink. In order to use as much available ink as possible, many customers (not only those who refill their cartridges, but many who have not yet tried refilling) always ignore the ink level indicator "low" warning, and wait to replace/refill their cartridge until immediately after seeing ink begin to fade on their printouts. Many customers who disregard the low ink indicator keep a spare set of cartridges so that their printing productivity is not disrupted when the cartridge runs out of ink.

If the cartridge completely runs out of ink and continues to be used when it is dry, this could damage the cartridge, so customers should promptly refill/replace their cartridge when the ink begins to fade. This fading process is gradual, so that you will have sufficient time to refill/replace the cartridge before the risk of empty cartridge printing. In summary, most refill customers agree that the huge savings of refilling is much greater than the potential loss of the low ink indicator feature.

Before you refill your next ink cartridge, please refer to this video which provides some helpful transportation tips to avoid any potential issues:

http://inkjet411.com/?page_id=1437

We hope this provides you with a thorough explanation as to why ink level monitoring is not available when using refilled ink cartridges.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

LOW INK MESSAGE (PRINTING NOT ALLOWED)

Regarding your recent inquiry about the 'counterfeit cartridge' alert. Please note that "Ink Low", 'Non-genuine ink cartridge' & 'Counterfeit' messages alerts are COMPLETELY NORMAL for all newer HP integrated ink cartridges which have been refilled! While at first this may be considered an unusual workflow, it does allow print operations to proceed.

These are normal nuisance alerts that can just be ignored by pressing continue/dismiss/Ok. You should be able to continue with print operations until the print quality begins to fade.

The "low ink" or "no status" message typically occurs soon after a refill. It is a false signal, because the printer cannot recognize that the cartridge has been refilled. Your cartridge is not low on ink, and nothing is wrong with your refilled cartridge or printer. Unfortunately, you may also observe multiple 'nuisance alert' messages, these can be ignored as well. For more information on 'low ink' and 'nuisance messages' and what you should expect, please visit:

http://inkjet411.com/?page_id=396 (HP 60/61 Low Ink)

http://inkjet411.com/?page_id=420 (HP 60/61 Nuisance Messages)

http://inkjet411.com/?page_id=517 (HP 74/75 Low Ink)

http://inkjet411.com/?page_id=523 (HP 74/75 Nuisance Messages)

However, if the 'low ink' / 'nuisance messages' cannot be bypassed, there could be another issue. It is suggested that you select 'OK' at the printer's control panel, up to six times to see if the impending errors (hang) is cleared. Other potential issues can be verified by going to the "Solve My Problem" section of the Inkjet411 website: <http://www.inkjet411.com/> and select the HP **60/61** ink series family and your printer model - follow the suggestions shown, including cartridge/printer cleaning procedures and by running the diagnostic tests.

Before you refill your next ink cartridge, please refer to this video which provides some helpful transportation tips to avoid any potential issues:

http://inkjet411.com/?page_id=1437

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

CARTRIDGE ALIGNMENT

Regarding your recent inquiry about cartridge alignment following a refill, after inserting the cartridge into the printer, the printer/cartridge system should follow the same alignment procedure as for an original cartridge. It is suggested you perform the alignment at the printer's control panel and that you may have to depress the 'OK' (or Copy/Resume) button up to 6 times in order to initiate the alignment. For more information, please visit the "Nuisance Messages" page of your particular ink series section of the Inkjet411 website: <http://www.inkjet411.com/>

If you continue to encounter alignment issues, then this is probably an electrical connection issue between the printer and the cartridge (or an internal micro-electronic failure of the integrated ink cartridge or built-in printhead). To help rule out other variables, please select "Solve My Problem" at the Inkjet411 website: <http://www.inkjet411.com/>

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

Follow the error message instructions shown, even if your exact error message is not listed. Please note that many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. Replacement of the cartridge or printhead may be required.

SLOW PRINTING / CAN'T COPY OR SCAN (IPH CARTRIDGES)

Regarding your recent inquiry about 'slow printing'/'failure to copy' following the cartridge refill, after inserting the cartridge into the printer, the printer/cartridge system should follow the same start-up and alignment procedure as for an original cartridge. From your description it sounds like a connectivity issue between the ink cartridge and the printer control board, we suggest you perform a thorough cleaning:

http://inkjet411.com/?page_id=1296

Please verify the age of the ink cartridge(s)....look at imprinted date on front (or rear) of ink cartridge. If the 'warranty expiration date' has expired, then potential internal electrical cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

If you continue to encounter slow printing or other functional printer issues, we suggest you perform a printer reset, refer to your printer's user manual, Fixya.com support site or our suggestions on the following Inkjet411 support page:

http://inkjet411.com/?page_id=1008 (HP 92-98)

http://inkjet411.com/?page_id=644 (HP 15-58)

If the slow printing/failure to copy problem persists, then this is probably an electrical connection issue between the printer and the cartridge (or more likely an internal micro-electronic failure of the integrated ink cartridge). Replacing the ink cartridge(s) will provide a definitive determination if this is the case. To help rule out additional variables, please select "Solve My Problem" at the Inkjet411 website: <http://www.inkjet411.com/>

Please note that many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. Replacement of the cartridge may be required.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

GENERAL 'LOW INK' OR 'NUISANCE MESSAGES' (CUSTOMER IS ALREADY AWARE)

With respect to the 'ink low' and/or 'nuisance error' messages, this is normal with refilled ink cartridges. Please visit the following pages on general HP "Nuisance Messages"; please watch the education video on 'Low Ink Warnings' provided:

http://inkjet411.com/?page_id=420 (60/61 Nuisance)

http://inkjet411.com/?page_id=396 (60/61 Low Ink Alerts)

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

CARTRIDGE EXPIRATION

Regarding your recent inquiry about cartridge expiration dates, consult your printer manual or www.fixya.com for suggested instructions on how to reset the cartridges. Then you should proceed using the cartridge, because it should work routinely.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

CARTRIDGE REFILL 90 DAY "EXPIRATION"

Regarding your recent inquiry about the 90-day cartridge refill expiration dates, these dates are the official instructions for integrated ink cartridges (i.e. those typically found in 2-cartridge printer models and that feature an electronic nozzle plate attached to base of ink cartridge). If you can comply with using the cartridge within the 90 day window, you will be assured of standard quality. If you have recently discovered you are beyond the 90 day period, you should proceed with using the cartridge, because it may work routinely.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

CARTRIDGE LEAKING (ERROR MESSAGES & NO PRINTING)

Regarding your recent inquiry about the HP 56 cartridge error message and inability to print with your HP Deskjet 5510, it sounds like the cartridge's nozzle plate has suffered 'delamination' and this is why you are observing ink leaking at base of cartridge. The cartridge will likely be non-functional in this condition and will need to be replaced with a new one*. Furthermore, the leaking has probably already lead to an internal micro-electronic failure inside the cartridge. Inspect base of ink cartridge for cracks or breaks – refer to last photo at the following link: http://inkjet411.com/?page_id=415

Please verify the age of the ink cartridge(s)....look at imprinted date on front (or back) of ink cartridge. If this 'warranty expiration date' has expired, then potential cartridge failures can occur due to internal corrosion, etc.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the cartridge is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information.

As a temporary workaround, remove the suspect ink cartridge from the printer, and apply printer power. This should place the printer into the 'single cartridge printer mode'....print jobs may then be executed from the computer (only): For more information, refer to your printer user guide.

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process. Refilled 'compatible' ink cartridges are typically on their 3rd life of usage, or more....reliability of a compatible ink cartridge is therefore an unknown variable.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

EPSON, HP 02/88 -- RESETTABLE CARTRIDGE ERROR MESSAGES

Regarding your recent inquiry about the **Epson/HP** cartridge error message associated with your **Epson/HP** printer, the cartridge probably has a defective chip which was mis-programmed during the refill process. We suggest you take the suspect ink cartridge back to Costco and request they either re-program the chip (or replace it) since it is not being recognized....however, let's run just a few simple checks first to screen out all variables.

Remove the ink cartridge from the printer and carefully inspect the small chip on the bottom/rear side of ink cartridge - ensure there is no ink residue on gold contact surfaces. Clean contact surface with an isopropyl alcohol dampened lint-free towel or cloth. Refer to picture at following Inkjet411 site link:

http://inkjet411.com/?page_id=35 (HP 02)

http://inkjet411.com/?page_id=973 (HP 88)

http://inkjet411.com/?page_id=1939 (Epson)

Please confirm if this is just a nuisance/annoyance alert (i.e. "non-genuine" cartridge) vs. an actual 'unrecognized cartridge' alert (i.e. Red X's on printer display / Windows pop-up message). Please visit the following Inkjet411 support page which will help you delineate the difference:

http://inkjet411.com/?page_id=73 (Epson)

http://inkjet411.com/?page_id=1372 (HP 02)

http://inkjet411.com/?page_id=973 (HP 88)

On some Epson printer models you may need to scroll thru the menu options (i.e. right arrow key) to help determine which specific ink cartridge is actually causing the 'Unrecognized Cartridge' error condition. You only need to replace the actual cartridge which is causing the issue.

Otherwise, we suggest you bring the cartridge, or cartridges, back to the Costco Photo Department and have it re-programmed (or replaced as applicable). Also, request to have the cartridges weighed to ensure that it was properly filled.

If this does not remedy the problem, then we suggest you remove the ink cartridge and thoroughly inspect the PRINTHEAD's electrical contact points for ink residue, etc. Reinstall cartridge(s) and test.

http://inkjet411.com/?page_id=35 (HP02 main page)

http://inkjet411.com/?page_id=973 (HP88 main page)

Worst case scenario, the PRINTHEAD may be defective, or at end of life, but typically you will receive and 'Ink System Failure' or 'Replace Printhead' message (or similar) when this type of electronic assembly failure occurs. Refer to video at following link which illustrates how the PRINTHEAD (or PRINTHEADS) function in the printer: http://inkjet411.com/?page_id=2054

We apologize for the inconvenience in advance. Please let us know if chip re-programming/replacement does not correct the printer/cartridge issue.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

*While the HP 02 permanent printhead is rated for ~20,000 pages, the average life is typically less than 10,000 pages due to infrequent use and age of electrical components. This is just part of the natural degradation of this printer writing system over time & with usage (i.e. image content/print density). The printhead is the core electronic engine behind firing the drops onto the paper...not the ink cartridges (these are just plastic ink holding tanks).

You can verify PRINthead electrical performance by running the Tap 41 diagnostic test from the Service Menu – depending on your printer model, two procedures are provided here (see Advanced HP Printer Diagnostics): http://inkjet411.com/?page_id=1372

CANON 'TANK' UNRECOGNIZED CARTRIDGE ERROR (3,5,6,8, 220,221, 225,226)

Regarding your recent inquiry about the Canon 225 cartridge error condition associated with your Canon MX892 printer, the cartridge probably has a defective chip which was mis-programmed during the refill process. We suggest you take the suspect ink cartridge back to Costco and request they either re-program the chip since it is not being recognized....however, let's run just a few simple checks first to screen out all variables....

1) Remove the ink cartridge from the printer and carefully inspect the small chip on the bottom/rear side of ink cartridge - ensure there is no ink residue on gold contact surfaces. Clean contact surface with an isopropyl alcohol dampened lint-free towel or cloth.

http://inkjet411.com/?page_id=62

2) Otherwise, we suggest you bring the cartridge, or cartridges, back to the Costco Photo Department and have the cartridge chip re-programmed. Also, request to have it weighed to ensure that it was properly filled.

3) If this does not remedy the problem, then we suggest you remove the ink cartridge and thoroughly inspect the PRINthead's electrical contact points for ink residue, etc. Reinstall cartridge(s) and test. Refer to User Manual for instructions on PRINthead removal/replacement subsequent contact cleaning.

NOTE: Canon 'ink tank' based printer systems are the most reliable of all inkjet printer systems when it comes to refilling and ease of use. Unfortunately in this case, something went wrong. Please

understand you have made the right choice w/respect to ink refilling your Canon printer - most other manufacturer printer systems are nearly not so easy and have additional usage caveats.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

EPSON UNRECOGNIZED CARTRIDGE ERROR

Regarding your recent inquiry about the Epson T126 cartridge error message ("Cartridge Not Recognized", "Replace Cartridge", "Installed ink cartridge is expended." or similar cartridge/printer alert message) associated with your Epson NX430 printer, the cartridge probably has a mis-programmed smart chip during the refill process. Refill operators utilize smart chip re-programming equipment; in rare cases during the re-programming which typically yields a green light to show success, it does not always result in correct smart chip reprogramming. In this case, they may have forgot to re-program the entire set of tanks. Unfortunately there is nothing you can do from home....the chip(s) need to be re-programmed at the store. We suggest you return to the store and request the operators to re-program and check the weight of all cartridges.

OTHER POSSIBLE CAUSES OF FAILURE:

- 1) Either the external chip or internal ink sensor is electrically bad (the internal ink sensor detects if cartridge is really out of ink). If you return the cartridge to your retail refiller and they re-program the cartridge(s) a 2nd time but the "replace cartridge" message, or similar blocking message persists, then this is the likely cause and the cartridge will need to be replaced with a new one.
- 2) Ink cartridge may not be filled properly – your refiller would need to weigh cartridge to verify. If the ink sensor does not see ink in the printer it does not matter how many times you reset the tank.
- 3) The chip resetter (at refill store) has an issue – if we suspect this is an issue we would contact the store directly. Please disregard for now.

Now, you indicated that you attempted some troubleshooting steps.

Please quickly double-check a few additional items from the checklist below before returning to store:

- 1) Confirm if this is just a nuisance/annoyance alert (i.e. "non-genuine" cartridge) vs. an actual 'unrecognized cartridge' alert (i.e. Red X's on printer display / Windows pop-up message). Please visit the following Inkjet411 support page which will help you delineate the difference:

http://inkjet411.com/?page_id=73

- 2) On some Epson printer models you may need to scroll thru the menu options AT THE PRINTER'S CONTROL MENU (i.e. right arrow key) to help determine which specific ink cartridge is actually causing the 'Unrecognized Cartridge' error condition. On the other hand, for general 'non-genuine' cartridge

alerts, typically you can bypass these errors by clicking thru the acknowledgement prompts or via the arrow keys: http://inkjet411.com/?page_id=1939

3) We suggest you remove all the ink cartridges, inspect the smart-chips condition (on rear side) and ensure there are no cuts/gashes or ink residue present on the micro-chip surfaces. To be sure we suggest you clean the micro-chip surfaces; click here to see 2 different pictures of this along with cleaning instructions: http://inkjet411.com/?page_id=1939

4) If an 'unrecognized' cartridge alert message, or similar, continues to be observed and cannot be bypassed, we suggest you bring the cartridge, or cartridges, back to the Costco Photo Department and have it re-programmed. Also, have them check it to ensure that it was properly filled.

5) If the error continues (following ink tank re-programming a 2nd time), then we suggest you install a new genuine Epson ink cartridge into the printer to verify the permanent PRINthead is functioning ok. Here is how the PRINthead works: http://inkjet411.com/?page_id=2054

NOTE: Following refilled cartridge installation, your printer/computer may display an ink alert message such as "non-genuine cartridge" or "you have not installed genuine Epson ink cartridges" –these are COMPLETELY NORMAL alerts when using refilled ink cartridges. Press proceed/continue/accept/yes/OK to dismiss the prompt. In some cases you may have to scroll over using the arrow keys to dismiss the alerts. Additional alerts may be displayed the first time you go to print or copy – dismiss the alerts accordingly to resume normal print operations. For more information on Epson ink cartridge alert messages please visit: http://inkjet411.com/?page_id=1939

Please let us know if the 2nd chip re-programming does not solve the issue - we apologize for the inconvenience in advance.

-Thank you

We sincerely apologize for the major inconvenience here; we are currently checking with the store to see if their Epson re-programming tool is functioning correctly. We will advise as soon as we hear back.

For any additional questions please contact us directly: inkjet411help@gmail.com

-Thank you

NOTE 2: If, after replacing the cartridge, or cartridges, with brand new Epson Original ink cartridges, correct the problem, then you may have a defective cartridge (internal ink level monitoring circuit), unrelated to the refilled cartridges. If, after replacing the cartridge, or cartridges, with brand new Epson Original ink cartridges, does NOT correct the problem, then you may have a defective PRINthead (i.e. permanent electrical sub-assembly which the cartridges plug into).

Regarding your recent inquiry about the **Epson T125** cartridge error message associated with your Epson NX625 printer, based on the observed 'Red X' on the display, it sounds like the cartridge probably has a defective chip which was mis-programmed during the refill process.

OTHER POSSIBLE CAUSES OF FAILURE:

- 1) Either the external chip or internal ink sensor is electrically bad (the internal ink sensor detects if cartridge is really out of ink)
- 2) Ink cartridge may not be filled properly – refiller would need to weigh cartridge to verify. If the ink sensor does not see ink in the printer it does not matter how many times you reset the tank.
- 3) The chip resetter (at refill store) has an issue – if we suspect this is an issue we contact the store directly.

On some Epson AiO printer models you may need to scroll thru the menu options (i.e. right arrow key) to help determine which specific ink cartridge is actually causing the 'Unrecognized Cartridge' error condition and/or to bypass the nuisance messages/prompts. On the other hand, for general 'non-genuine' cartridge alerts, typically you can bypass these errors by clicking thru the acknowledgement prompts or via the arrow keys.

If an 'unrecognized' cartridge alert message (i.e. Red X), or similar, is observed and cannot be bypassed, we suggest you bring the YELLOW cartridge back to the Costco Photo Department and have it re-programmed.

Please visit the following Inkjet411 support page which will help you understand the various caveats and messages you will see at the printer when using refilled Epson cartridges:

http://inkjet411.com/?page_id=73

We sincerely apologize for the inconvenience in advance. For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

EPSON CARTRIDGE FAILURE – 2ND RESPONSE FOLLOW UP

First of all, our team extends an apology over the ongoing ink cartridge issue.

We suggest you remove the suspect ink cartridge(s), inspect the smart-chips condition (on rear side) and ensure there are no cuts/gashes or ink residue present on the micro-chip surfaces. Clean dirty micro-

chip surfaces if present; click here to see 2 different pictures of this along with cleaning instructions:
http://inkjet411.com/?page_id=1939

If you have already returned from Costco a 2nd time (2nd attempt at chip reprogramming) and the cartridge is still not recognized, then the cartridge's internal ink low/empty detection circuit is likely defective and the cartridge will need to be replaced with a new one. Unfortunately there is no way for the operator to screen the cartridge for this unusual type of failure condition (it is quite rare).

There is an outside chance that the Epson chip resetter could be defective, but then we would have observed many customers from the same refill store reporting the same issue - if you had other cartridges refilled successfully, then this will rule out the chip resetter as the cause of failure.

We suggest you install a new original/genuine Epson ink cartridge to eliminate the suspect refilled ink cartridge as the failure variable.....this will also rule-out the printer's built-in PRINTHEAD as being the cause of failure. We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

NOTE: If the problem occurs with a new original/genuine cartridge, then you may have a defective PRINTHEAD in the printer (worst case scenario), unrelated to the refilled cartridges. Unfortunately this electronic assembly is 'not easily' customer replaceable....here's just a glance of what's involved (3rd party video): <http://www.youtube.com/watch?v=9D2uYopOrlI>

Epson WF 610 Usage/Cleaning Tips from Epson:

http://www.epson.com/cgi-bin/Store/support/supDetail.jsp?BV_UseBVCookie=yes&infoType=Videos&oid=130786&prodoid=63084540

Epson WF 520 Cleaning Tips from Epson:

http://link.brightcove.com/services/player/bcpid744308446001?bckey=AQ~~,AAAAFlvhCZk~,7xyzl_9_m5HJqr6zOExbqAEPub91B_5&bctid=929694625001

We apologize for the inconvenience this has caused you. For any additional questions please contact us directly: inkjet411help@gmail.com

-Thank you

EPSON - SEVERE PRINT QUALITY PROBLEM (MISSING COLOR/COLORS)

Regarding your recent inquiry about the Epson T125 black ink cartridge and severe print performance issue you are currently observing with your Epson Workforce 325 printer, we suggest you 1st attempt a 'HEAD CLEANING' via you printer's control menu (this will pull some ink thru the cartridge and into the PRINTHEAD....effectively wetting the ink ports and priming the PRINTHEAD). If the print quality still does not improve then we suggest you perform a manual PRINTHEAD wetting - refer to instructions below.

1. Perform a 'HEAD CLEANING' via you printer's control menu 2 times in a row (NOTE: this will consume upwards of 10% of your total remaining ink): http://inkjet411.com/?page_id=1939
2. If, after activating the 'Head Cleaning' routine 2 times in a row in accordance with Inkjet411 suggestions: http://inkjet411.com/?page_id=73 along with manufacturer's suggested printer cleaning procedures, blank pages are observed or output print quality is extremely poor (for example, you observe several missing colors in the Self Test page where otherwise all colors should normally be present with no visible streaking), then the printhead may have partially dried out and a water flush may be necessary to help recover the ink system.* For reference, here is how this is done on 100+ popular HP printer models since it commonly occurs and ink system recovery is usually successful (see video): http://inkjet411.com/?page_id=2412

Unfortunately, since the Epson PRINthead is not customer removable, we need to take a different approach here:

2.A. PRINthead Water Drip/Soak:

1. Remove suspect color cartridge – if unknown, then remove all cartridges.
2. Gently slide a paper towel under the PRINthead/CARRIAGE assembly.
3. You'll see a round mesh ink port where ink flows into the PRINthead.
4. Thoroughly dampen the ink port with 1-2 teaspoons of distilled water (eye-dropper or syringe works best; pour or drip water directly into ink port). NOTE: Use of a syringe works best by forcing water into port.
5. Reinstall ink cartridge(s).
6. Remove paper towel from beneath PRINthead/CARRIAGE assembly
7. Activate the 'Clean Printhead' routine once to see if the respective color(s) begins to flow.
8. If not, repeat steps 4-7 again.



NOTE 1: It is fairly common for Epson printheads to dry out and suffer degraded/missing colors in printed output but an ink system recovery is possible using the suggested procedure above.

*All printheads eventually suffer an internal micro-electronics failure and will cease to print correctly at some point in time (typically after 3-4 years of operation). Typically the printhead should not reach it's end-of-life until after a minimum of 8 or more complete sets of cartridge changes; Epson Workforce/WF PRO models usually have a higher print page throughput average over entry-level printer models, but this is not always the case. While some printheads may last 15,000+ pages others may only last 3000 pages, actual results will vary.

The printhead will eventually fail in time due to an internal micro-electronics failure, due to the following leading factors: general customer print usage and printer care, printer duty cycle (i.e. # pages printed per month), printing frequency (i.e. time between each print job), print mode (i.e. draft vs. normal) and content printed (i.e. photos vs

plain pages) and color mode (black and white only vs. color/greyscale printing). Paper types used (i.e. plain paper, photo papers & matte/heavy bond papers) and paper edge curl (due to age in printer or low relative humidity) can also quickly lead to premature printhead failures due to physical 'head strikes' of the paper edges making repeated contact with the printhead nozzle plate. As our ink formulations closely match Epson's formulations this is not root cause for failure.

NOTE 2: In the event of a failed printhead (flagged by a printer error such as "Replace Printhead", etc., unfortunately the electronic PRINTHEAD assembly is 'not easily' customer replaceable....here's just a glance of what's involved (3rd party video): <http://www.youtube.com/watch?v=9D2uYopOrlI>

We apologize for the inconvenience this has caused you. Please let us know if you still cannot recover or have any further questions on the current issue.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

"COMPATIBLE" IIT CARTRIDGE - CARTRIDGE ERROR MESSAGE

Regarding your recent inquiry about a cartridge error message associated with your **Epson T098** cartridge, you stated that the ink cartridge was 'compatible' - just so you are aware, **Costco** only provides refilling services for genuine **Epson** ink tanks for reprogramming (there is far too much variability with compatible/remanufactured or rebranded ink tanks - see NOTE below for more information on this). Now, if this is truly a compatible ink cartridge, there is no guarantee of cartridge smart chip reprogramming success. If you only have original/genuine ink tanks (i.e. with manufacturer's logo/artwork), then please disregard.

NOTE: A compatible, remanufactured or re-branded ink cartridge can be problematic when installed into the printer following refilling. Compatible cartridges are typically purchased on-line or at select retailers (i.e. sold under a different label than the regular HP, Canon, Epson, Lexmark or Dell cartridge packaging) and is essentially a "remanufactured tank (aka...." It's a remanufactured tank") of the original HP/Canon/Epson/Lexmark/Dell genuine ink cartridge. For the best refilling experience, only use original/genuine ink tanks.

Based on your reported error/problem description, the cartridge probably has a defective chip which was mis-programmed during the refill process. Let's first confirm if one (1) or all cartridges are registering as empty (i.e. Red X's on printer display / Windows pop-up message). Please visit the following Inkjet411 support page which will help you further determine this: http://inkjet411.com/?page_id=73 (Epson)

NOTE 2: On some Epson printer models you may need to scroll thru the menu options (i.e. right arrow key) to help determine which specific ink cartridge is actually causing the 'Unrecognized Cartridge' error condition. You only need to replace the actual cartridge which is causing the issue.

Once you have determined the suspect cartridge(s), we suggest you bring the cartridge, or cartridges, back to the Costco Photo Department and have it re-programmed. Also, have it weighed at the Costco Photo Department to ensure that it was properly filled.

If this does not remedy the problem, then you may have a defective print head in the printer (worst case scenario), unrelated to the refilled cartridges.

We apologize for the inconvenience in advance. For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

EPSON OR CANON IIT: "NON-GENUINE" & "UNRECOGNIZED CARTRIDGE" ALERT MESSAGES

Regarding your recent inquiry about the printer alert messages, please note that "non-genuine ink" messages are completely normal. You can dismiss this message by pressing 'OK', 'Proceed', 'Continue', etc. on your computer or printer display. However, if you receive other messages (i.e. "Unrecognized Cartridge", Red X's, etc.) and printing is not permitted, then that particular ink cartridge probably has a mis-programmed chip during the refill process.

If this is the first time you have refilled an ink cartridge, please be aware that 'multiple' non-genuine ink alert messages will be displayed...often you will need to navigate thru the menu (i.e. click right arrow button) etc. to move thru the prompts. Select 'OK', 'Dismiss' or 'Continue' to bypass these alerts. As well, additional alert messages may be displayed the first time you go to print or copy a document. Once again, dismiss the 'non-genuine' prompts. For more information on this, please click here:

http://inkjet411.com/?page_id=73 (Epson tanks)

http://inkjet411.com/?page_id=1537 (Canon tanks)

For "Unrecognized Cartridge" and similar alert messages where printing is not permitted please identify the respective cartridge and return it to the photo center for reprogramming. Also, have them check the cartridge to ensure it has been properly filled.

NOTE: On some printer models you may need to scroll thru the menu options (i.e. right arrow key, etc.) to help determine which specific ink cartridge is actually causing the 'Unrecognized Cartridge' error condition. You only need to replace the actual cartridge which is causing the issue.

http://inkjet411.com/?page_id=1689 (Epson Advanced)

If this does not remedy the problem, then you may have a defective print head in the printer (worst case scenario!), unrelated to the refilled cartridges.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 940/88 - PRINT QUALITY / POOR PRINTING / FADED TEXT / MISSING COLORS

Regarding your recent inquiry about the HP 940/88 cartridge print quality problems, let's first make sure that the printer is firing all 4 tanks correctly. Based on your problem description, it sounds like there is an air bubble in one of the printer ink lines, so you should perform a "Clean PrintHead" procedure from your printer control panel.

NOTE: If one or more the colors were previously dry fired during printing (i.e. if you continued printing using only a few colors to one, air may have been accidentally ingested into the ink lines between the cartridge(s) and PRINTHEAD. To recover from this problem, you may have to run the "Clean Printhead" procedure 2-3 times.

Then to verify the lines are clear and working correctly, print the "INK RECOVERY TEST PRINT" from our Test Prints page: http://inkjet411.com/?page_id=146

Then we suggest you run the self-test print (under maintenance/tools menu), this will verify nozzle performance and that each color is firing a solid band of color.

We also suggest that you thoroughly review the steps outlined on our support page, including printhead removal/printer cleaning and service station cleaning. It is suggested you refer to printer manufacturer instructions first as the Inkjet411 procedures are provided for general guidance purposes only. A dirty service station can cause poor image quality and/or ink cross-contamination between different colors.

http://inkjet411.com/?page_id=1457 (940 main page)

http://inkjet411.com/?page_id=973 (88 main page)

If this still does not address the problem, we suggest you return the cartridges to the Costco Photo Department to get them weighed to ensure that were properly filled.

If this does not remedy the problem, then you may have a defective print head in the printer (worst case scenario), unrelated to the refilled cartridges. This electronic assembly (either the Yellow/Black printhead or Cyan/Magenta printhead, depending on which color is providing the issue) is available from HP.com.

NOTE: The HP 88 printer models have two (2) electronic printheads (responsible for pulling ink from the ink cartridges and then firing the ink droplets onto the paper). One for Yellow/Black colors, the other for Cyan/Magenta colors. Either will eventually fail depending on print usage type and printer duty cycle (i.e. rated for ~41,500 printed pages). Here is a video on how the PRINTHEAD(S) function in the printer: http://inkjet411.com/?page_id=2054

NOTE: The HP 940 printer models have two (2) electronic printheads (responsible for pulling ink from the ink cartridges and then firing the ink droplets onto the paper). One for Yellow/Black colors, the other

for Cyan/Magenta colors. Either will eventually fail depending on print usage type and printer duty cycle (i.e. rated for ~30,000 printed pages). Here is a video on how the PRINTHEAD(S) function in the printer: http://inkjet411.com/?page_id=2054

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 564 - PRINT QUALITY / POOR PRINTING / FADED TEXT / MISSING COLORS__PRINTHEAD FLUSHING

Regarding your recent inquiry about the HP 564XL cartridge print quality problems (fade - no ink hitting the paper) with your **HP Photosmart 7515** printer, unfortunately unlike most printers found in the market, this particular HP printer model series allows cartridges to run beyond the cartridge empty state and subsequently causes a deprime and/or 'drying out' of the built-in printhead. Also, infrequent printing can also lead to PRINTHEAD drying and many of the older printer models have a common tendency to suffer PRINTHEAD ink clogging, particularly with the black ink.

The good news is that this type of condition is completely recoverable (in most cases) – please perform the recovery steps outlined below, in order. In most poor print quality cases, Step 1 usually provides a resolution, however you may need to jump straight to Step 5. (PRINTHEAD FLUSHING, SEE VIDEO HERE - http://inkjet411.com/?page_id=2412).

NOTE: 'LOW INK' or 'EMPTY INK' messages, "Empty" and "Low Ink" alerts are COMPLETELY NORMAL for all HP 564 (or 564XL) ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed. Only brand new ink cartridges support ink level monitoring. Please watch video at the following link which explains normal operation when using refilled ink cartridges: http://inkjet411.com/?page_id=2317

- 1) In most cases, there is likely trapped air and/or numerous air bubbles in the printer ink port(s), so you should perform a "Clean PrintHead" procedure from your printer control panel 'TOOLS MENU', 1 to 3 times (repeat back-to-back). To avoid wasting too much ink right out the gate, we suggest you FIRST REVIEW all procedures below, along with the video at the following link, and then perform the tasks described below to recover the ink system: http://inkjet411.com/?page_id=1983
- 2) A complete lack of printing is typically not a single cartridge problem, but is either the fluids interface into the PRINTHEAD* (foam connections are dry), electrical connectivity or an electrical failure of the PRINTHEAD itself. Please follow the steps at the following link to eliminate all variables: http://inkjet411.com/?page_id=1451

NOTE 1: If one or more the colors were previously dry fired during printing (i.e. if you continued printing using only a few colors, then down to one, air may have been accidentally ingested into the ink lines between the cartridge(s) and PRINTHEAD. To recover from this problem, you may have to run the "Clean

Printhead" procedure 2 or 3 times. Please watch the video on the HP 564 support page which describes some of the issues you could encounter: http://inkjet411.com/?page_id=1983

To verify the lines are clear and working correctly, print the "INK RECOVERY TEST PRINT" from our Test Prints page (or the Print Quality Report from your printer's Tools menu): http://inkjet411.com/?page_id=146

- 3) If the problem persists, then you'll need to review the steps outlined on our support page, including printhead removal/printer cleaning and service station cleaning. It is suggested you refer to printer manufacturer instructions first as the Inkjet411 procedures are provided for general guidance purposes only.
- 4) If this does not remedy the problem, then you may have an unseated PRINthead or dirty PRINthead electrical contacts (connects to the carriage assembly); it is suggested to thoroughly clean Printhead electrical contacts and carriage contacts (inside printer): http://inkjet411.com/?page_id=1925
 - a. Remove all 4 (or 5) ink cartridges, then remove the internal PRINthead and thoroughly clean rear electrical contacts and carriage electrical contacts.
 - b. Inspect ink foam ports to see if they are 'wet with ink' ...this will confirm whether ink is being pulled into the PRINthead or not.
 - c. If the ink foam ports are completely dry (no significant amount of ink present when blotted with a paper towel, etc.), then the PRINthead is likely considered too dry to support proper ink flow and subsequent printing operations. Refer to PRINthead removal process at HP.com (link down below) or at the following Inkjet411 link to provide general guidance: http://inkjet411.com/?page_id=1451
 - d. [Re-install PRINthead* and Retest.](#)
- 5) If the missing colors/poor image quality problem still cannot be corrected, then the PRINthead may be completely/partially dry and may need to be flushed with warm water (if removable!) – see video here: http://inkjet411.com/?page_id=2412

Removable PRINthead Flushing Steps: http://inkjet411.com/?page_id=2412

- a. Remove all ink cartridges from the printer.
- b. Remove the printhead – in most cases you will need to pull up on the lever at right side of carriage assembly to unlock the printhead. Lift printhead straight up to remove.
- c. Over a sink, run warm tap water directly into the 4 (or 5) ink ports for approximately 2 minutes – this will effectively saturate the foam ports and blow ink out/thru the nozzle plate bottom.
- d. Using a lint-free towel, remove water from rear/bottom electrical contacts. Ensure printhead electrical contacts and exposed surfaces are fully dry.
- e. Install the printhead into the printer. You may observe a "Replace Printhead message" so you will need to cycle printer power by turning printer off and then on to clear the error.

- f. Install ink cartridges and retest printer. You should observe a New PRINthead alert message followed by an approx. 4-minute preparation countdown prompt.
- g. If permissible, activate the 'Clean Printhead'. This can be done from the printer's control panel or software printer driver (for example, by selecting 'Tools' – 'Clean Printhead', or similar).
- h. If you have reached this point of the troubleshooting and all the previous troubleshooting steps did not work, then the printhead could be electrically damaged or at end of life* and may need to be replaced. To check the electrical state of the HP564 printhead, perform the PRINthead Health Diagnostics Test procedure (*refer to Diagnostic's pdf file at link below, refer to your printer model for specific testing instructions:* http://inkjet411.com/?page_id=1813)

---- If you do perform the printhead flush we suggest you return to Costco and request a free refill (of all cartridges) since a large quantity (i.e. >20%) of ink will be consumed whenever the printhead is removed and reinstalled into the printer as the ink system needs to full reprime/recharge. We apologize for the inconvenience here.

Non-removable PRINthead Flushing Steps:

- a. Remove suspect ink cartridge(s).
 - b. Take a damp towel and repeatedly blot/saturate the respective color ink port with water (distilled water is recommended). Ink should be visible (fully saturated) on towel.
 - c. Place a paper towel under the PRINthead assembly.
 - d. You'll see a round mesh ink port where ink flows into the PRINthead.
 - e. Thoroughly dampen the ink port with 0.5 to 1 teaspoon of distilled water (use an eye-dropper, small spoon, or similar – pour or drip water directly into the ink port).
 - f. Remove towel from below PRINthead.
 - g. Reinstall ink cartridge(s).
 - h. Activate the 'Clean Printhead' routine once or twice (2X) to see if the respective color(s) has recovered.
- 6) Worst case scenario the PRINthead may simply be damaged or at end-of-life and may require replacement, but usually you will see error messages like "Incompatible Printhead" or "Ink Delivery System Failure" when this occurs. Please note that a failure of the PRINthead is unrelated to the refilled cartridges as the PRINthead will eventually fail in time*. For more information on the how the PRINthead works, watch the video here: http://inkjet411.com/?page_id=1983

NOTE 2: A dirty service station can cause poor image quality and/or ink cross-contamination between different colors. http://inkjet411.com/?page_id=1451 (564 service station cleaning)

* The HP 564 printer models have an electronic PRINthead (most of which are customer replaceable) within the base of the carriage assembly (responsible for pulling ink from the 4 (or 5) ink cartridges and then firing the ink droplets onto the paper) – these will eventually fail depending on print usage type and printer duty cycle (i.e. rated for max. of ~12,000 printed pages over life, but the average PRINthead life under typical consumer printing conditions is more in the neighborhood of ~6000+ pages, or

approximately 7-8 sets of ink cartridges). The Print Quality Report reveals total number of pages printed.
http://inkjet411.com/?page_id=2054

For information on HP 564 refilling tips please watch the video here:
http://inkjet411.com/?page_id=1983

Please review all steps and let us know if you have any further questions. For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 920 - PRINT QUALITY / POOR PRINTING / FADED TEXT / MISSING COLORS

Regarding your recent inquiry about the HP 920 cartridge print quality/missing color issue in your Officejet 6500 printer, please note this type of problem is common (since it is possible to run each color completely dry in this printer model) and is completely recoverable. Based on your problem description, it sounds like there is an air bubble in one of the printer ink lines or a portion of the PRINTHEAD* is dry, so you should perform a "Clean PrintHead" procedure from your printer control panel (i.e. select 'Tools' - 'Clean Printhead', or similar), you will likely need to perform it two to three times (2X-3X) in a row to recover the ink system. If this doesn't work you may wish to jump straight to procedure E below. Please read thru all the checks below prior to beginning:

NOTE: If one or more the colors were previously dry fired during printing (i.e. if you continued printing using only a few colors to one, air may have been accidentally ingested into the ink lines between the cartridge(s) and PRINTHEAD*. To recover from this problem, you may have to run the "Clean Printhead" procedure 2-3 times: http://inkjet411.com/?page_id=1589

- A. Watch the video on the HP 920 support page which describes some of the common issues you may encounter with refilled ink cartridges: http://inkjet411.com/?page_id=1983
 - Please note that poor print problems are somewhat common and is completely recoverable in most cases.
- B. Then to verify the lines are clear and working correctly, print the "INK RECOVERY TEST PRINT" from our Test Prints page: http://inkjet411.com/?page_id=146
- C. Then we suggest you run the self-test print (under maintenance/tools menu), this will verify nozzle performance and that each color is firing a solid band of color (i.e. you should not see any bands or missing lines in the pattern). This is also a good test to help isolate which color (or portion of the electronic PRINTHEAD*) may be causing the issue.
- D. If a problem persists (poor print quality/missing colors, etc.), then we suggest that you thoroughly review the steps outlined on our HP 920 support pages, including PRINTHEAD* removal/printer cleaning and service station cleaning. It is suggested you refer to printer

manufacturer instructions first as the Inkjet411 procedures are provided for general guidance purposes only. Please note that a dirty service station can also cause poor image quality and/or ink cross-contamination or bleed between different colors:

http://inkjet411.com/?page_id=1495

- E. If the poor/degraded print quality problem still cannot be corrected, then the PRINTHEAD may be dry and may need to be hot-water flushed. Refer to PRINTHEAD flushing video procedure at the following link or refer to steps below: http://inkjet411.com/?page_id=2412

1. Remove all ink cartridges from the printer.
2. Remove the printhead – in most cases you will need to pull up on the lever at right side of carriage assembly to unlock the printhead. Lift printhead straight up to remove.
3. Over a sink, run warm tap water directly into the 4 ink ports for approximately 2 minutes – this will effectively saturate the foam ports and blow ink out/thru the nozzle plate bottom.
4. Using a lint-free towel, remove water from rear/bottom electrical contacts. Ensure printhead electrical contacts and exposed surfaces are fully dry.
5. Install the printhead into the printer. You may observe a “Replace Printhead message” so you will need to cycle printer power by turning printer off and then on to clear the error.
6. Install ink cartridges and retest printer. You should observe a New PRINTHEAD alert message followed by an approx. 4-minute preparation countdown prompt.
7. If permissible, activate the ‘Clean Printhead’. This can be done from the printer’s control panel or software printer driver (for example, by selecting ‘Tools’ – ‘Clean Printhead’, or similar).

- F. To perform advanced PRINTHEAD diagnosis please visit our 'HP Printer Diagnostic Test' page: http://inkjet411.com/?page_id=1813

*The HP 920 printer models have an electronic PRINTHEAD (customer replaceable) within the base of the carriage assembly (responsible for pulling ink from the 4 ink cartridges and then firing the ink droplets onto the paper) – the PRINTHEAD will eventually fail over time depending on printed content, frequency of printing and printer duty cycle (i.e. rated for max. of ~15,000 printed pages over life, but the average throughput is more in the neighborhood of ~6000 to 9000 pages). Video of how the PRINTHEAD functions: http://inkjet411.com/?page_id=2054

NOTE 2: “Empty” and “Low Ink” alerts are COMPLETELY NORMAL for HP 920 ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed. Only brand new ink cartridges support ink level monitoring. For “Low Ink”, “Unauthorized ink”, “Non-HP ink”, “Fraud”, “Counterfeit ink” or similar messages, you may ignore/dismiss this message by pressing 'OK' once for each cartridge, so that the printer resumes its normal operation. We suggest you do this at the printer's control panel immediately following ink cartridge(s) installation.

For information on HP 920 refilling tips please watch the video here:

http://inkjet411.com/?page_id=1983

We trust this helps remedy and/or explain the issue your Officejet printer is currently experiencing. Please let us know if you have any questions regarding the technical information provided above.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 920 – POOR PRINT QUALITY (SEVERE) / ONGOING COLOR SHIFT – PRINTHEAD TESTING/CLEANING

Thank you for adhering to the suggestions our team provided. Based on your latest feedback, are you saying that the color black is not printing black, but instead a 'grey' color tone, or similar? Since you just performed a flush on the PRINTHEAD, a diluted black color should be initially expected. We suggest you perform a 'Clean Printhead' from the printer's control panel menu to see if the color density improves.

Refer to video: http://inkjet411.com/?page_id=1983

If this is the case, there could be several causes for the composite greyscale print color you are observing. Let's run a few additional checks to make sure everything is in working order:

A. Initiate the 'Print Quality Report' and evaluate:

1. Load Letter or A4, unused, plain white paper into the input tray.
2. On the product control panel, touch the Right Arrow to display the second navigation screen.
3. Touch the Setup icon. The Setup Menu displays.
4. Touch the Down Arrow, and then touch Reports.
5. Touch Print Quality Report. The print quality diagnostic report prints.
6. Verify each color is solid and dense with no visible streaking.
7. Perform a 'Clean Printhead' from the printer's control panel menu if print quality issues persist or if you observe a color shift as there could be an air bubble between the cartridge and PRINTHEAD. Refer to video: http://inkjet411.com/?page_id=1983

B. Conduct 'Tap 41' PRINTHEAD Health Diagnostics Test:

1. Load Letter/A4-size paper into paper feed tray.
2. Press the * and # keys simultaneously.
3. Enter 124 at keypad. The 'Underware' menu should be displayed.
4. Use the arrow keys to navigate to the System Menu. Select Ok.
5. The 'print-mech button tap' menu should be displayed.
6. Select Ok. Screen should display "code = 0".
7. Use the arrow keys to enter "code = 41" (or just enter 41 on keypad). Select Ok. The Tap 41 diagnostic test pattern prints.

NOTE: The Tap 10 self-test print may also be initiated via 'code = 10' (use to verify ink nozzle performance)

8. Check the 4th line at the top of the printed report; an electrically good/stable PRINTHEAD will state "Pen Status: Pen OK"if any other message is displayed then the PRINTHEAD may have failed and may need to be replaced.

C. Clean printer's service station - see link for cleaning instructions.

NOTE: A dirty service station can cause cross-contamination between the colors:

http://inkjet411.com/?page_id=1495

D. If the color shift / color intensity issue only occurs with printed content from your computer, etc...then the printer driver settings may be set to either 'draft mode' or 'greyscale', etc.. Click here for more information: http://inkjet411.com/?page_id=1432

E. Perform a 'Clean Printhead' from the printer's control panel menu if print quality issues persist or if you observe a color shift as there could still be an air bubble in the ink cartridge(s), or between the cartridge(s) and PRINTHEAD. Refer to video: http://inkjet411.com/?page_id=1983

F. Return HP920/920XL black ink cartridge to your refiller store and ask them to refill it since the ink cartridge color continues to produce a color shift in printed output.

G. Worst case scenario the PRINTHEAD* may simply be damaged or at end-of-life and may require replacement, but usually you will see error messages like "Incompatible Printhead" or "Ink Delivery System Failure" when this occurs. Please note that failure of the printhead is unrelated to the refilled cartridges as the PRINTHEAD will eventually fail in time*.

NOTE: To perform additional HP920 PRINTHEAD* diagnosis, please visit our 'HP Printer Diagnostic Test' page: http://inkjet411.com/?page_id=1813

*The HP 920 ink-series printer models have an electronic PRINTHEAD (customer replaceable) within the base of the carriage assembly (responsible for pulling ink from the 4 ink cartridges and then firing the ink droplets onto the paper) – the PRINTHEAD will eventually fail over time depending on printed content, frequency of printing and printer duty cycle (i.e. rated for max. of ~15,000 printed pages over life, but the average throughput is more in the neighborhood of ~9000 pages).

http://inkjet411.com/?page_id=2054

Please advise following the above round of additional tests. For any additional questions please contact us directly: inkjet411help@gmail.com

-Thank you

SUCCESSFULLY RECOVERED INK SYSTEM, BUT NOW QUESTIONS USE OF REFILLED CARTRIDGES

We are glad to hear that our procedure assisted you and you were able to successfully recover your HP Officejet printer system. I want to point out that the 'ink starvation' (i.e. missing colors/degraded print

quality) that you observed was more than likely caused by running one (or more) of your colors dry and not because of the use of refilled cartridges - this is a very common customer complaint regardless of which ink type is being used. Costco's ink formulations, which are made in America, 'closely' match that of HPs and we actually install 10-20% more ink inside the cartridge.

When a color runs dry (i.e. you keep on printing after a color is noticed to be missing/out - unfortunately most of the HP printers allow you to do this) but in doing so, this action introduces air bubbles into the PRINTHEAD which leads to substandard image quality/missing colors. Typically, running a 'Clean Printhead' routine 2-3 times will resolve this issue.

Costco inks provide above satisfactory color performance from in-house testing performed. While not an exact color formulation match to the HP920 CMYK inks, they have been tested for general color appeal and comparison performance - passing all quality performance expectations.

We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 564 – POOR PRINT QUALITY (SEVERE) – PRINTHEAD CLEANING/REPLACEMENT

Providing you have already adhered to the general guidance outlined on the 'HP 564 Cartridge Errors' page, it sounds like ink is not being properly delivered into and/or fired thru the PRINTHEAD assembly, or a portion of the PRINTHEAD ink port has dried out, which is leading to the poor image quality, or lack thereof, you are observing*. http://inkjet411.com/?page_id=1925

To verify the PRINTHEAD is electrically ok, please activate the 'Tap 41' PRINTHEAD Health Diagnostics:

1. Access the Service Menu (several different methods depending on printer model); the 'Support/Manufacturing' menu (or similar) will be displayed if entry is successful
 - a. Press 'Return' and 'Home' buttons in an alternating sequence (i.e. 4-5 times)
This is a bit tricky. See 3rd video here for guidance: http://inkjet411.com/?page_id=434

.....Or.....
 - b. Press 'Down' arrow, press 'Cancel', then press the 'Return' button:
2. At the 'Support' menu, use arrow key to navigate to the 'Service Menu', press Ok.
3. Use arrow keys to advance to the 'Special Reports' Menu. Select OK.
4. Use arrow keys to advance to the 'print mech button tap' menu. Select Ok.
5. 'Code = 0' will be displayed. Use arrows keys to change value to '41' (i.e. press and hold right arrow key).

6. When 'code = 41', select 'OK'. The 'Tap 41' diagnostic test pattern will print.
7. Check the 4th line at the top of the printed report; an electrically good/stable PRINTHEAD will state "Pen Status: Pen OK"if any other message is displayed then the PRINTHEAD has likely failed, or has marginal electrical performance issues, and may need to be replaced. Re-seat PRINTHEAD and repeat 'Tap 41' test to verify connectivity is not the issue.

Question: Do you happen to know if you have exceeded 4000 printed pages to date? The HP PS 6525 is a relatively new printer model, so we suspect this is probably not the case.....(At the 'Maintenance' menu you can print the Print Quality Diagnostic Report; in the lower-center portion of the report refer to #7: Total Pages Printed: XXXX)

Is the printer still under the 1 year warranty?....you may have a defective PRINTHEAD, so 'the printer' should be covered.

Now, we are not completely convinced the current printer issue can be fully resolved by just installing new/fully loaded ink tanks (following numerous cleaning actions with no resolve). Assuming you are not observing any PRINTHEAD error messages (see NOTE below, i.e. "Incompatible Printhead"), then the PRINTHEAD is either severely clogged with ink residue or the ink port(s) are completely dry (i.e. the foam pads that you can see in the bottom when you remove one of the ink cartridges from the carriage assembly). The ink ports can easily dry out if the printer is rarely used, a color has been depleted for awhile or if cartridges are not installed for long periods of time.

Suggested next steps - refer to both videos at links below:

1) Remove all 4/5 ink cartridges, then remove the internal PRINTHEAD and thoroughly clean rear electrical contacts and carriage electrical contacts. Inspect ink foam ports to see if they are 'wet with ink' ...this will confirm whether ink is being pulled into the PRINTHEAD or not. If the ink foam ports are completely dry (no significant amount of ink present when blotted with a paper towel, etc.), then the PRINTHEAD is likely considered too dry to support proper ink flow and subsequent printing operations. Refer to PRINTHEAD removal process at HP.com (link down below) or at the following Inkjet411 link to provide general guidance: http://inkjet411.com/?page_id=1451

2) If after thorough electrical contact cleaning the problem persists, you may need to replace the PRINTHEAD ASSEMBLY (i.e. get from HP or Amazon), however, as a last ditch effort, you might want to perform a hot water flush on the PRINTHEAD: http://inkjet411.com/?page_id=2412

- a. Remove all ink cartridges from the printer.
- b. Remove the printhead – in most cases you will need to pull up on the lever at right side of carriage assembly to unlock the printhead. Lift printhead straight up to remove.
- c. Over a sink, run warm tap water directly into the 4 (or 5) ink ports for approximately 2 minutes – this will effectively saturate the foam ports and blow ink out/thru the nozzle plate bottom.

- d. Using a lint-free towel, remove water from rear/bottom electrical contacts. Ensure printhead electrical contacts and exposed surfaces are fully dry.
- e. Install the printhead into the printer. You may observe a "Replace Printhead message" so you will need to cycle printer power by turning printer off and then on to clear the error.
- f. Install ink cartridges and retest printer. You should observe a New PRINthead alert message followed by an approx. 4-minute preparation countdown prompt.
- g. If permissible, activate the 'Clean Printhead'. This can be done from the printer's control panel or software printer driver (for example, by selecting 'Tools' – 'Clean Printhead', or similar).
- h. If you have reached this point of the troubleshooting and all the previous troubleshooting steps did not work, then the printhead is likely damaged or at end of life* and may need to be replaced.

3) Replace the PRINthead (it is suggested to refer to HP's Procedure)

<http://h10025.www1.hp.com/ewfrf/wc/document?docname=c01643079&lc=en&cc=us&dlc=en>

4) As an outside chance, the internal suction pump might be faulty = new printer unfortunately. Best to troubleshoot this with HP personnel if that is the case. Run a 'Tap 21' test (using same/1st procedure provided above to test).

*Ink cartridges are merely plastic holding tanks for the ink....other than connecting and being recognized by the printhead, there isn't really anything that can go wrong here (Costco ink formulations and HP ink formulations are 'very' similar, both are based on a dye ink based formulation, so this is not a significant contributor toward this type of condition based on our internal testing).

*Typically the printhead should not reach its end-of-life until after a minimum of 8 or more complete sets of cartridge changes; officejet models typically have a higher print page throughput average, but this is not always the case. While some printheads may last 12,000+ pages others may only last 2000 pages, actual results will vary. The printhead will eventually fail in time due to an internal micro-electronics failure, due to the following leading factors: adverse customer printer usage/ care, printer duty cycle (i.e. # pages printed per month), printing frequency (i.e. time between each print job), print mode (i.e. draft vs. normal) and content printed (i.e. photos vs plain pages) and color mode (black and white only vs. color/greyscale printing). Paper types used (i.e. plain paper, photo papers & matte/heavy bond papers) and paper edge curl (i.e. duration in printer and/or exposure to low relative humidity) can also quickly lead to premature printhead failures due to physical 'head strikes' of the paper edges making repeated contact with the printhead nozzle plate surfaces.

NOTE: For more severe PRINTER error messages which prevent printing altogether [i.e. "Incompatible Printhead" or "Ink System Failure"] this is typical of failed micro-electronics within the PRINthead assembly (nothing to do with the HP 564 refilled ink cartridges). The PRINthead assembly is a separate electronic unit in which the cartridges plug into and feed ink to and is essentially the heart of the printing system. For reference, here is how the PRINthead works: http://inkjet411.com/?page_id=2054

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 920 – POOR PRINT QUALITY (SEVERE) – PRINTHEAD CLEANING/FLUSHING REPLACEMENT

Regarding your HP920 cartridge usage inquiry and observed missing colors/degraded print quality in your HP OJ 6500A printer output, given the steps that you have taken up to this point, we are not completely convinced the current printer issue can be resolved by just installing new/f ully loaded ink cartridges [i.e. and/or by following numerous 'Clean Printhead' actions with no resolve - thank you for first attempting these procedures as the 'Clean Printhead' action (2-3 times) typically recovers the ink system]*.

Providing you have already adhered to the general guidance outlined on the 'HP 920 Cartridge Errors' page, it sounds like ink is not being properly delivered into and/or fired thru the PRINTHEAD** assembly, which is leading to the poor image quality, or lack thereof, you are observing. Review the suggested steps up to this point to ensure we have not overlooked anything:
http://inkjet411.com/?page_id=1925

Assuming you are not observing any PRINTHEAD** error messages (see NOTE below, i.e. "Incompatible Printhead"), then the PRINTHEAD is either severely clogged with ink residue or the ink port(s) are completely/partially dried out (i.e. the foam pads that you can see in the bottom of the PRINTHEAD when you remove one of the ink cartridges from the carriage). The ink ports can easily dry out if the printer is rarely used, a color has been depleted for a while or if cartridges are not installed for long periods of time.

Please review steps 1 thru 4 below prior to beginning so you fully understand the suggested 'next steps' from our team:

1) Remove all 4 ink cartridges, then remove the internal PRINTHEAD** and thoroughly clean rear electrical contacts and carriage electrical contacts. Inspect ink foam ports to see if they are 'wet with ink'...this will confirm whether ink is being pulled into the PRINTHEAD or not. If the ink foam ports are completely dry (no significant amount of ink present when blotted with a paper towel, etc.), then the PRINTHEAD is likely considered too dry to support proper ink flow and subsequent printing operations. Refer to PRINTHEAD removal process at HP.com (link down below) or at the following Inkjet411 link to provide general guidance: http://inkjet411.com/?page_id=1495

2) While the PRINTHEAD is removed, perform a hot water flush on the PRINTHEAD assembly (this is not approved by HP....they will just tell you to replace the PRINTHEAD (~\$75):

Flushing Procedure: http://inkjet411.com/?page_id=2412

- a. Remove all ink cartridges from the printer.

- b. Remove the printhead –in most cases you will need to pull up on the lever at right side of carriage assembly to unlock the printhead. Lift printhead straight up to remove.
- c. Over a sink, run warm tap water directly into the 4 ink ports for approximately 2 minutes –this will effectively saturate the foam ports and blow ink out/thru the nozzle plate bottom.
- d. Using a lint-free towel, remove water from rear/bottom electrical contacts. Ensure printhead electrical contacts and exposed surfaces are fully dry.
- e. Install the printhead into the printer. You may observe a “Replace Printhead message” so you will need to cycle printer power by turning printer off and then on to clear the error.
- f. Install ink cartridges and retest printer. You should observe a New PRINthead alert message followed by an approx. 4-minute preparation countdown prompt.
- g. If permissible, activate the ‘Clean Printhead’. This can be done from the printer’s control panel or software printer driver (for example, by selecting ‘Tools’ – ‘Clean Printhead’, or similar).
- h. If you have reached this point of the troubleshooting and all the previous troubleshooting steps did not work, then the printhead is likely damaged or at end of life* and may need to be replaced. To check the electrical state of the HP920 printhead, perform the following PRINthead Health Diagnostics Test procedure.

3) You can verify the HP920 PRINthead's electrical performance by activating the PRINthead Health Diagnostics Test Report (NOTE: only applicable to printer models with keypad, i.e. 1-9):

- a. Load Letter/A4-size paper into paper feed tray.
- b. Press the * and # keys simultaneously.
- c. Enter 123 (or 124) at keypad. The ‘Support xxxxxx’ menu should be displayed.
- d. Use the arrow keys to navigate to the Reports Menu. Select Ok.
- e. Use the arrow keys to navigate to the 'print-mech button tap' menu.
- f. Select Ok. Screen should display “code = 0”.
- g. Use the arrow keys to enter “code = 43” (or just enter 43 on keypad). Select Ok. The Tap 41 diagnostic test pattern prints.

NOTE 1: On newer printer models you may need to input ‘code = 41’.

NOTE 2: The Tap 10 self-test print (or extended self-test) also be initiated via ‘code = 10’ (use to verify color output and general ink nozzle performance)

- h. Check the 4th line at the top of the printed report; an electrically good/stable PRINthead will state “Pen Status: Pen OK”if any other message is displayed then the PRINthead may have failed and may need to be replaced.
- i. Re-seat the PRINthead and repeat ‘Tap 43’ test to verify connectivity is not the issue. Refer to HP.com for PRINthead removal procedures or general instructions here:

http://inkjet411.com/?page_id=1495

4) As an outside chance, the internal suction pump might be faulty = new printer unfortunately. Best to troubleshoot this with HP personnel if that is the case. You could run a 'Tap 21' test (*using procedure similar to 'Tap 41' test, except enter 'code = 21'*).

*Ink cartridges are merely plastic holding tanks for the ink....other than connecting and being recognized by the printhead, there isn't really anything that can go wrong here (Costco ink formulations and HP ink formulations are 'very' similar, both are based on a dye ink based formulation, so this is not a significant contributor toward this type of condition based on our internal longevity testing). Printing frequently, perhaps once or twice a week, is one of the best ways to maintain your printer's overall PRINTHEAD health. Here is a video of how the PRINTHEAD functions in the printer:

http://inkjet411.com/?page_id=2054

**The HP 920 ink-series printer models have an electronic PRINTHEAD within the base of the carriage assembly (responsible for pulling ink from the 4 ink cartridges and then firing the ink droplets onto the paper) – these will eventually fail depending on printed content, frequency of printing and printer duty cycle (i.e. HP rates them with a duty cycle of "up to 1000 pages a month", which translated is ~15,000 printed pages maximum over life, but the typical/average life is closer to ~8,000 pages).

http://inkjet411.com/?page_id=2054

NOTE: For more severe PRINTER error messages which prevent printing altogether [i.e. "Incompatible Printhead", "Replace PRINTHEAD" or "Ink System Failure"] this is typical of failed micro-electronics within the PRINTHEAD assembly (nothing to do with the HP 920 refilled ink cartridges). The PRINTHEAD assembly is a separate electronic unit in which the cartridges plug into and feed ink to and is essentially the heart of the printing system. For reference, here is how the PRINTHEAD works:

http://inkjet411.com/?page_id=2054

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 564/920 – POSSIBLE PRINTHEAD FAILURE

Regarding your recent inquiry about the HP 564/920 cartridge print quality problems and the repeated attempts to 'recover' the ink system, it sounds like the PRINTHEAD assembly (in base of printer) may be causing the issue. If determined to be a failure, it is unrelated to the refilled ink cartridges as all printheads will eventually fail over time*.

NOTE: Unfortunately, alignment pages and internal self test prints will usually print Ok even if the PRINTHEAD is internally electrically damaged. Do not use these test pages as a proxy for determining whether a cartridge is good or bad, only the 'Tap 41/43' diagnostic test report can yield this information. The issue is normally recoverable by performing the following 'aggressive' ink system recovery steps:

1. Remove all 4 ink cartridges and PRINTHEAD from printer. Clean PRINTHEAD's rear electrical copper contacts and interfacing carriage electrical copper contacts:
http://inkjet411.com/?page_id=1451
2. Perform hot water flush on printhead (distilled water is recommended, though tap water may be used since this is more of a 'last ditch effort': http://inkjet411.com/?page_id=2412

3. Perform 'Clean Printhead' 3X (3 times) from the printer's control panel (all tanks will need to be at least 40% full of ink for success) – see video instruction: http://inkjet411.com/?page_id=1925
4. Print the 'Ink Recovery Test Print' 2X (twice) to blow ink thru all ink nozzles and ensure print quality is satisfactory: http://inkjet411.retailinkjet.com/wp-content/uploads/2013/02/Test-Print_CMYK.pdf
5. Printer should now be good -to-go. If printing partially recovers, perform Step 3 again (once or twice).
6. If not, then replace PRINthead (covered under HP warranty for 1-year), otherwise get a new assembly on Amazon.com for ~\$55)

At this point we can only suggest that you thoroughly review the steps outlined, including printhead removal and cleaning and thorough service station cleaning. It is suggested you refer to printer manufacturer instructions first as the Inkjet411 procedures are provided for general informational purposes only.

NOTE: A dirty service station can cause poor image quality and/or ink cross-contamination between different colors: http://inkjet411.retailinkjet.com/?page_id=1495

If, after following the steps above, this does not remedy the problem, then you may have an electrically defective print head in the printer and it may need to be replaced with a new one.

You can verify the HP564 PRINthead's electrical performance by running the Tap 41 Cartridge Health Diagnostics test: [PhotoSmart Premium C309c, C309a, C309n, C310a, C310b, C310c, C410a, Touchsmart Web, PhotoSmart Premium Web C309n]

NOTE: If this service menu access procedure does not work then refer to 'Photosmart Plus B series' printers – refer to Diagnostics document here: http://inkjet411.com/?page_id=1813

Tap 41 **PRINthead** Health Diagnostics:

1. Using two fingers, gently tap the 'Return' and 'Home' keys on touchscreen until the Engineering Menu is displayed (for example, press the button 3-4 times each in alternating succession).
Using arrow keys navigate to Service Menu.
2.or if a keypad is available: Press * and # keys simultaneously. Service Menu should be displayed.
3. Use arrow keys to advance to the Special Reports Menu. Select OK.
4. Use arrow keys to advance to the 'print mech button tap' menu. Select Ok.
5. 'Code = 0' will be displayed. Use arrows keys to change value to '41' (i.e. press and hold right arrow key).
6. When '**code = 41**', select 'OK'. The diagnostic test pattern will print.
 - i. **NOTE:** The Tap 10 self-test print may also be initiated via 'code = 10' (use to verify all nozzles are firing)
7. Check the 4th line at the top of the printed report; an electrically good/stable PRINthead will state "**Pen OK**".....if any other message is displayed then the PRINthead has likely failed and may need to be replaced. Re-seat PRINthead and repeat 'Tap 41' test to verify connectivity is not the issue.



You can verify the HP920 PRINthead's electrical performance by running the Tap 43 Cartridge Health Diagnostics test (NOTE: only applicable to printer models with keypad, i.e. 1-9):

1. Load Letter/A4-size paper into paper feed tray.

2. Press the * and # keys simultaneously.
3. Enter 123 (or 124) at keypad. The 'Support xxxxxxxx' menu should be displayed.
4. Use the arrow keys to navigate to the Reports Menu. Select Ok.
5. Use the arrow keys to navigate to the 'print-mech button tap' menu.
7. Select Ok. Screen should display "code = 0".
8. Use the arrow keys to enter "code = 43" (or just enter 43 on keypad). Select Ok. The Tap 43 diagnostic test pattern prints.

NOTE 1: On newer printer models you may need to input 'code = 41'.

NOTE 2: The Tap 10 self-test print (or extended self-test) also be initiated via 'code = 10' (use to verify color output and general ink nozzle performance)

9. Check the 4th line at the top of the printed report; an electrically good/stable PRINTHEAD will state "**Pen Status: Pen OK**"if any other message is displayed then the PRINTHEAD may have failed and may need to be replaced.

9. Re-seat the PRINTHEAD and repeat 'Tap 43' test to verify connectivity is not the issue. Refer to HP.com for PRINTHEAD removal procedures or general instructions here:

http://inkjet411.com/?page_id=1495

*The HP 564 ink-series printer models have an electronic PRINTHEAD within the base of the carriage assembly [responsible for pulling ink from the 4 (or 5) ink cartridges and then firing the ink droplets onto the paper] – this assembly will eventually fail depending on printed content, frequency of printing and printer duty cycle (i.e. HP rates them with a duty cycle of "up to 1000 pages a month", which translated is ~12,000 printed pages maximum over life, but the typical/average life is closer to ~5000 pages).

http://inkjet411.com/?page_id=2054

*The HP 920 ink-series printer models have an electronic PRINTHEAD within the base of the carriage assembly (responsible for pulling ink from the 4 ink cartridges and then firing the ink droplets onto the paper) – these will eventually fail depending on printed content, frequency of printing and printer duty cycle (i.e. HP rates them with a duty cycle of "up to 1000 pages a month", which translated is ~15,000 printed pages maximum over life, but the typical/average life is closer to ~8,000 pages).

http://inkjet411.com/?page_id=2054

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 564 PRINTHEAD FAILURE ("INCOMPATIBLE PRINTHEAD")

Regarding your recent inquiry about the HP 564 ink-series printer system error message ("Incompatible Printhead") associated with your HP Photosmart Premium C309a printer, this is either an electrical connectivity issue (between Printhead and Carriage Assembly) or an internal electrical failure of the PRINTHEAD assembly*. The issue may be recoverable by performing the following steps:

1. Remove all 4 ink cartridges and PRINthead from printer. Using a water-dampened (distilled water recommended) lint free towel, thoroughly clean PRINthead's rear electrical copper contacts and interfacing carriage electrical copper contacts. Ensure no ink residue or towel fibers remain following cleaning. Re-install PRINthead and all ink cartridges, retest: http://inkjet411.com/?page_id=1451

2. If the 'Incompatible Printhead' error condition remains, attempt to perform the 'Tap 41' diagnostic test below to check the printhead's electrical health:

NOTE: If the service menu access procedure below does not work then see 'Photosmart Plus B series' printers – refer to Diagnostics document (pdf file) here: http://inkjet411.com/?page_id=1813

Tap 41 PRINthead Health Diagnostics:

- a. Using two fingers, gently tap the 'Return' and 'Home' keys on touchscreen until the Engineering Menu is displayed (for example, press the button 3-4 times each in alternating succession). Using arrow keys navigate to Service Menu.
- b.or if a keypad is available: Press * and # keys simultaneously. Service Menu should be displayed.
- c. Use arrow keys to advance to the Special Reports Menu. Select OK.
- d. Use arrow keys to advance to the 'print mech button tap' menu. Select Ok.
- e. 'Code = 0' will be displayed. Use arrows keys to change value to '41' (i.e. press and hold right arrow key).
- f. When 'code = 41', select 'OK'. The diagnostic test pattern will print.
NOTE: The Tap 10 self-test print may also be initiated via 'code = 10' (use to verify all nozzles are firing)
- g. Check the 4th line at the top of the printed report; an electrically good/stable PRINthead will state "Pen OK"if any other message is displayed then the PRINthead has likely failed and may need to be replaced.
- h. Re-seat PRINthead and repeat 'Tap 41' test to check electrical performance.

3) If, after following the steps above, this does not remedy the problem, then you may have an electrically defective PRINthead* in the printer and it may need to be replaced with a new one. The PRINthead is normally covered under HP warranty for 1-year, otherwise you can obtain a new PRINthead assembly (note that printhead prices will range between \$50 and \$90 - it suggested to only purchase a new OEM/HP printhead assembly).

*The HP 564 ink-series printer models have an electronic PRINthead within the base of the carriage assembly [responsible for pulling ink from the 4 (or 5) ink cartridges and then firing the ink droplets onto the paper] – this assembly will eventually fail. Rate of failure largely depends on printed content, frequency of printing and printer duty cycle (i.e. HP rates them to a duty cycle of "up to 1000 pages a month", which translated is ~12,000 printed pages maximum over printer life, but the typical/average printhead life is closer to ~5000 pages). A failure of the PRINthead is unrelated to the ink refill process or use of refilled ink cartridges and normally occurs in time with all semi-permanent printhead-based

printer models. For information on how the printhead functions, watch this video:

http://inkjet411.com/?page_id=2054

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 920 PRINTHEAD FAILURE ("INCOMPATIBLE PRINTHEAD" / "MISSING")

Regarding your recent inquiry about the HP 6500 Wireless printer error ("The printhead is missing or damaged and printing cannot occur refer to printer documentation") which is preventing print operations, this is either a connectivity issue or the PRINTHEAD is at End-Of-Life. Please note this type of problem is usually severe in nature and is typically caused by failed micro-electronics within the PRINTHEAD assembly. Failure of the PRINTHEAD has nothing to do with refilled ink cartridges; the PRINTHEAD assembly is a separate electronic unit in which the cartridges plug into and feed ink into - the PRINTHEAD will eventually fail in all HP920 ink-series printer systems at some point during printer life*. Please perform the following steps in an effort to recover the printer system:

1) Remove ink cartridge and inspect for smart chip surface – check for scratches or ink residue. See pictures of cartridge chips at following link for reference (see 'Abnormal Cartridge Errors'):

http://inkjet411.com/?page_id=1925

2) To rule out printer/cartridge connectivity (assembly interface/connection) issues please ensure you have followed all steps on the Inkjet411 support page - this includes PRINTHEAD removal and thorough cleaning of the electrical surfaces on the PRINTHEAD and on the CARRIAGE ASSEMBLY:

http://inkjet411.com/?page_id=1495

Steps:

- a) Remove all 4 ink cartridges
- b) Remove the internal PRINTHEAD.
- c) Thoroughly clean rear electrical contacts and carriage electrical contacts (which the PRINTHEAD connects to inside the printer).
- d) Inspect ink foam ports to see if they are 'wet with ink' ...this will confirm whether ink is being pulled into the PRINTHEAD or not. If the ink foam ports are completely dry (no significant amount of ink present when blotted with a paper towel, etc.), then the PRINTHEAD is likely considered too dry to support proper ink flow and subsequent printing operations.
- e) Refer to PRINTHEAD removal process at HP.com (link down below) or at the following Inkjet411 link to provide general guidance: http://inkjet411.com/?page_id=1495

3) Perform a Printer Reset (as you have the 6500 Wireless printer model you may need to follow the HP 7000 or 7500A procedure below). It is also suggested you check HP's website for the latest reset procedure for your printer model.

HP OJ 6500 Printer Reset:

- a. Ensure printer is powered ON.
- b. While the printer is Turned ON, unplug the power cord from the back of the printer. This should turn OFF your Officejet 6500.

- c. Connect the power cord back into the printer while pressing the “#” and “6” keys on the keypads of your printer.
- d. Wait until the screen turns black before release the keys. Your printer should turn ON by itself. If not, press the power button to turn ON the printer.
- e. The printer should now start to do the a Semi-Full Reset on your printer. Wait until it finishes the whole process and settles down.

HP OJ6500A/7500A Printer Reset:

- a. At Touchscreen, using two fingers, quickly press the 'OK' & 'Return' buttons in a quick alternating method (refer to video link below which ‘generally’ illustrates how to perform this):
- b. After a few seconds the Support Menu should be displayed.
- c. Navigate to Semi-Full (or Full Reset) and reset the printer.
- d. Send Test Page to test.

REFERENCE ONLY [HP PS C4600 - Tap 41 Diagnostic Procedure –REFER TO 3rd video]:

http://inkjet411.com/?page_id=434

HP Officejet 7000 Printer Reset:

<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&taskId=110&prodSeriesId=3882903&prodTypeId=18972&objectID=c01759607>

- a. Press the Power button to turn the product off.
- b. Disconnect the power cord from the back of the product.
- c. Wait 30 seconds.
- d. Reconnect the power cord to the back of the product.
- e. Press the Power button to turn the product on.

4) For more severe HP 920 cartridge error messages which prevent printing [i.e. "Incompatible Printhead", "The printhead is missing or damaged and printing cannot occur refer to printer documentation" or "Ink System Failure"] is typical of failed micro-electronics within the PRINTHEAD assembly*. To verify PRINTHEAD electrical function, conduct the ‘Tap 41’ diagnostic test (NOTE: procedure may vary slightly by printer model - you may need to navigate around for each command if not initially displayed)

- a. Load Letter/A4-size paper into paper feed tray.
- b. Press the * and # keys simultaneously.
- c. Enter 124 (or 123) at keypad. The ‘Underware’ menu should be displayed.
- d. Use the arrow keys to navigate to the System Menu. Select Ok.
- e. The 'print-mech button tap' menu should be displayed.
- f. Select Ok. Screen should display “code = 0”.
- g. Use the arrow keys to enter “code = 41” (or just enter 41 on keypad). Select Ok. The Tap 41 diagnostic test pattern prints.

NOTE: The Tap 10 self-test print may also be initiated via ‘code = 10’ (use to verify ink nozzle performance)

---- Check the 4th line at the top of the printed report; an electrically good/stable PRINTHEAD will state “Pen Status: Pen OK”if any other message is displayed then the PRINTHEAD may have failed and may need to be replaced.

5) As a last ditch effort, you may want to consider performing a hot water flush on the PRINTHEAD assembly - while this procedure is normally used in the recovery of 'missing colors' or correcting substandard/poor print performance, a thorough cleaning may revive the PRINTHEAD functionality (this procedure is not approved by HP, they will just tell you to replace the PRINTHEAD).

Flushing Procedure: http://inkjet411.com/?page_id=2412

- a. Remove all ink cartridges from the printer.
- b. Remove the printhead – in most cases you will need to pull up on the lever at right side of carriage assembly to unlock the printhead. Lift printhead straight up to remove.
- c. Over a sink, run warm tap water directly into the 4 ink ports for approximately 2 minutes – this will effectively saturate the foam ports and blow ink out/thru the nozzle plate bottom.
- d. Using a lint-free towel, remove water from rear/bottom electrical contacts. Ensure printhead electrical contacts and exposed surfaces are fully dry.
- e. Install the printhead into the printer. You may observe a “Replace Printhead message” so you will need to cycle printer power by turning printer off and then on to clear the error.
- f. Install ink cartridges and retest printer. You should observe a New PRINTHEAD alert message followed by an approx. 4-minute preparation countdown prompt.

6) If, after following the steps above, this does not remedy the printer error condition, then you may have an electrically defective PRINTHEAD* in the printer and it may need to be replaced with a new one. The PRINTHEAD is normally covered under HP warranty for 1-year, otherwise you can obtain a new PRINTHEAD assembly (note that printhead prices will range between \$50 and \$90 - it is suggested to only purchase a new OEM/HP printhead assembly vs. an aftermarket printhead assembly).

The Inkjet411 test labs have never observed a correlation between a refilled HP920 cartridge(s) and the failure of the HP920 PRINTHEAD assembly. We trust you clearly understand our position with respect to this type of micro-electronics failure of a PRINTHEAD (gradual micro-electronic degradation of the PRINTHEAD is normal and should be expected with all individual ink tank printer models). We suggest you discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase only).

NOTE: The HP 920 / 920XL ink-series printer models have an electronic PRINTHEAD within the base of the carriage assembly (responsible for pulling ink from the 4 ink cartridges and then firing the ink droplets onto the paper) – this electronic assembly will eventually fail depending on print usage type and printer duty cycle (i.e. rated for ~12,000 printed pages over life, but the average customer throughput is closer to 6,000 to 7,500 pages). The PRINTHEAD is replaceable and can be ordered directly from HP.com. For information on how the PRINTHEAD functions, please watch the following video: http://inkjet411.com/?page_id=2054

*Typically the PRINTHEAD should not reach its end-of-life until after a minimum of 8 or more complete sets of cartridge changes; officejet models typically have a higher print page throughput average, but this is not always the case. While some printheads may last 15,000+ pages others may only last 1000 pages, actual results will vary. The printhead will eventually fail in time due to an internal micro-electronics failure, due to the following leading factors: general customer print usage and printer care, printer duty cycle (i.e. # pages printed per month), printing frequency (i.e. time between each print job), print mode (i.e. draft vs. normal) and content printed (i.e. photos vs plain pages) and color mode (black and white only vs. color/grayscale printing).

Papertypes used (i.e. plain paper, photo papers & matte/heavy bond papers) and paper edge curl (i.e. duration in printer and/or exposure to low relative humidity) can also quickly lead to premature printhead failures due to physical 'head strikes' of the paper edges making repeated contact with the printhead nozzle plate surfaces.

Please let us know if you have any questions regarding the technical information provided. For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 02 – CARTRIDGE PROBLEM ERROR – MULTIPLE CARTRIDGES

Regarding your recent inquiry about the HP02 cartridge error messages ("Cartridge Problem; The following cartridge appears to be missing or damaged") associated with your HP PS C7100 printer, it sounds like either the refill operator forgot to replace all the smart chips (attached to bottom of each ink cartridge) or the permanent built-in printhead has suffered an electrical failure. We first suggest you take your cartridges back to Costco and request they either re-program the chip (or replace them) since none are being recognized....however, let's run just a few simple checks first to screen out all variables, including PRINTHEAD electrical performance (if possible to perform)....

A. Remove the ink cartridge from the printer and carefully inspect the small chip on the bottom/rear side of ink cartridge - ensure there is no ink residue on gold contact surfaces. Clean with an isopropyl dampened lint free clean, as necessary. Refer to picture at following Inkjet411 site link:

http://inkjet411.com/?page_id=35

....or....

refer to instructions at HP.com:

<http://h10025.www1.hp.com/ewfrf/wc/document?docname=c01135910&cc=no&dlc=no&lang=no&lc=en&printable=no&product=3315742&rule=4205>

B. Verify you are NOT using HP02 ink cartridges with the following serial numbers (these are 'one time use only cartridges' that are intended to be used once during the initial printer setup –you will need to dispose them as they can no longer be used): C9338, C9339, C9340, C9341, C9357, C9358

For more information from HP on this:

<http://h10025.www1.hp.com/ewfrf/wc/document?docname=c01135910&cc=no&dlc=no&lang=no&lc=en&printable=no&product=3315742&rule=4205>

C. To verify overall printer performance and to check the electrical health of the built-in PRINTHEAD (i.e. run the 'Tap 43' diagnostic test) please refer to the applicable video procedure*

http://inkjet411.com/?page_id=2377 (Printers without 1-9 keypad)

http://inkjet411.com/?page_id=2391 (Printers with 1-9 keypad)

D. If the cartridge chip has been replaced/reprogrammed (i.e. a 2nd time), then this ink cartridge alert may be a printer defect and not a cartridge issue. It is suggested to reset the printer by:

- 1) Printers with 1-9 keypad
 - a. Unplug the power cable from the back of printer.
 - b. Hold down number 9 & # keys, plug in the power and turn the printer on.
 - c. The printer will reset itself.
- 2) Printers without 1-9 keypad:
 - a. Turn off the HP All-in-One by pressing the On button.
 - b. Unplug the power cord from the back of the HP All-in-One.
 - c. Plug the power cord back into the HP All-in-One.
 - d. Turn on the HP All-in-One by pressing the On button.
 - e. Check the printer for the error message. If the error message still displays, go to the next step.

E. If an error condition persists then we suggest that you thoroughly review the steps outlined on our HP 02 support page: http://inkjet411.com/?page_id=35

F. Refer to the HP Printer Diagnostic's document (PDF file) at the following link for more advanced diagnostic tests for your specific printer model: http://inkjet411.com/?page_id=1813

G. If the PRINTHEAD is ok (pending the results of the 'Tap 43' test performed above) and this still does not provide clarity to the issue or remedy the problem, then you may need to replace the suspect ink cartridge(s) with a brand new HP ink cartridge to rule out the cartridge/chip as a contributing variable.

*The HP 02 ink-series printer models have an electronic PRINTHEAD within the base of the carriage assembly (responsible for pulling ink from the 4 ink cartridges and then firing the ink droplets onto the paper) – the HP 02 PRINTHEAD typically has a maximum life of approximately 30,000 pages (~15,000 page average). Unfortunately, the permanent PRINTHEAD is not replaceable - here is how it functions: http://inkjet411.com/?page_id=2054

If, after performing the suggested procedures above, you still have not reached resolution please let us know.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

The "Ink System Failure" failure message is common with either a failing permanent (built-in) printhead or can randomly occur due to instable printer firmware. Typically this message can normally be cleared by performing the following steps:

Photosmart C7100 Printer Reset Procedure (for "Ink System Failure" message):

1. Turn ON the printer.
2. Press and Hold the "Print Photos" & "Red Eye Removal" buttons.
3. Release both buttons.
4. You will see a new screen that says, "Enter Special Key Combo"... The Key combo is: press and release in sequence the "Red Eye Removal", "Print Photos", and then "Red Eye Removal"
5. Scroll through the menu by pressing the right arrow button until the display says "System Configuration Menu". Select Ok.
6. Using arrow keys scroll to "Hardware failure status". Press OK to clear.
7. Press CANCEL
8. Press CANCEL
9. Press CANCEL
10. Turn printer off, unplug power cord for 2 minutes, plug cord back in then turn printer back on.
11. Test printer by sending a print job.

HP 02 - PRINT QUALITY / POOR PRINTING / FADED TEXT / MISSING COLORS

Regarding your recent inquiry about the HP 02 cartridge print quality/missing color issue in your HP Photosmart C6180 printer, let's first make sure that the printer is firing all 6 cartridges correctly. Based on your problem description, it sounds like there either an air bubble in one of the printer ink lines or a portion of the PRINthead* could be dry, so you should first perform a "Clean PrintHead" procedure from your printer's 'TOOLS' button on the control panel.

NOTE: If one or more the colors were previously dry fired during printing (i.e. if you continued printing using only a few colors to one, air may have been accidentally ingested into the ink lines between the cartridge(s) and PRINthead. To recover from this problem, you may have to run the "Clean Printhead" procedure 2-3 times. Depending on your printer model, refer to the applicable video procedure:

http://inkjet411.com/?page_id=2377 (Printers without 1-9 keypad)

http://inkjet411.com/?page_id=2391 (Printers with 1-9 keypad)

However, if you have already attempted to clean the printhead and one or more colors are missing, then it is suggested to run the 'Tap 43' printer diagnostic test to ensure the built-in PRINthead (inside the printer) is functioning properly*

<http://www.youtube.com/watch?v=X8Hr5YgSqT4> (Printers without 1-9 keypad)

<http://www.youtube.com/watch?v=kEfCWJMpfZ8> (Printers with 1-9 keypad)

Refer to the HP Printer Diagnostic's document (PDF file) at the following link for advanced diagnostic tests for your printer model: http://inkjet411.com/?page_id=1813

To completely verify the ink lines are clear and working correctly, print the "INK RECOVERY TEST PRINT" from our Test Prints page (intense color drop pattern): http://inkjet411.com/?page_id=146

As an option (to help conserve ink), you could just run the Self-Test Report (under 'PRINT REPORT' menu), this will verify nozzle performance and that each color is firing a solid band of color (i.e. you should not see any bands or missing lines in the pattern). This is also a good test to help isolate which color (or portion of the electronic PRINTHEAD*) may be causing the issue.

If a problem persists (poor print quality/nozzle misfiring/missing colors, etc.), then we suggest that you thoroughly review the steps outlined on our HP 02 support pages, including printer cleaning and service station cleaning. It is suggested you refer to printer manufacturer instructions first as the Inkjet411 procedures are provided for informational purposes only. A dirty service station can cause poor image quality and/or ink cross-contamination between different colors.

http://inkjet411.com/?page_id=35 (HP 02 main page)

If this does not remedy the problem, then you may have a defective PRINTHEAD* in the printer (worst case scenario), unrelated to the refilled cartridges.

*The HP 02 ink series printer models have an electronic PRINTHEAD within the base of the carriage assembly (responsible for pulling ink from the 4 ink cartridges and then firing the ink droplets onto the paper) – the HP 02 PRINTHEAD typically has a maximum life of approximately 25,000 pages (~15,000 page average). Unfortunately, the permanent PRINTHEAD is not replaceable.

http://inkjet411.com/?page_id=2054

We trust this helps explain the issue your printer is currently experiencing. For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 02 – EXPIRED INK / THE CARTRIDGE IS NOT INTENDED FOR THIS PRINTER...ERROR MESSAGES

Regarding your recent inquiry about the HP 02 cartridge error message ("EXPIRED INK" / "THE CARTRIDGE IS NOT INTENDED FOR THIS PRINTER") in your HP Photosmart C6180 printer, based on your problem description, this could be either cartridge's smart chip is improperly programmed, the chip has expired (25 month life!), startup cartridges are installed in the printer or there is poor connectivity between the ink cartridge and the printer.

Verify none of the ink cartridges have "expired ink":

- 1) Check your printer software's 'Device Information' (...the full driver package needs to be installed to view this). The installation and expiration dates for each cartridge should be displayed.
- 2) Return the ink cartridge to your refill center for reprogramming (or chip replacement).

NOTE: An 'Expired Ink' message cannot be bypassed nor can you switch into a different print mode (i.e. black/greyscale, etc.). Light Cyan and Light Magenta colors are typically not used for plain paper printing and will last much longer (i.e. 4-5X) than the 4 primary colors (CMYK).

If you receive the 'CARTRIDGE NOT INTENDED FOR USE IN THIS PRINTER' / 'INCORRECT INK CARTRIDGES INSTALLED' error messages, please verify you are not using HP02 ink cartridges with the following serial numbers (these are 'one time use only cartridges' that are intended to be used once during the initial printer setup – you will need to dispose them as they can no longer be used): C9338, C9339, C9340, C9341, C9357, C9358

For more information from HP on this:

<http://h10025.www1.hp.com/ewfrf/wc/document?docname=c01135910&cc=no&dlc=no&lang=no&lc=en&printable=no&product=3315742&rule=4205>

If the cartridge chip has been replaced/reprogrammed (i.e. a 2nd time), then this ink level alert may be a printer defect and not a cartridge issue. It is suggested to reset the printer by:

- 1) Printers with 1-9 keypad
 - a. Unplug the power cable from the back of printer.
 - b. Hold down number **9** & **#** keys, plug in the power and turn the printer on.
 - c. The printer will reset itself.
- 2) Printers without 1-9 keypad:
 - a. Turn off the HP All-in-One by pressing the On button.
 - b. Unplug the power cord from the back of the HP All-in-One.
 - c. Plug the power cord back into the HP All-in-One.
 - d. Turn on the HP All-in-One by pressing the On button.
 - e. Check the printer for the error message. If the error message still displays, go to the next step.

If the problem still cannot be corrected, then remove and thoroughly clean the smart chip surfaces on the rear side of each ink cartridge. Instructions can be found here:

<http://h10025.www1.hp.com/ewfrf/wc/document?docname=c01135910&cc=no&dlc=no&lang=no&lc=en&printable=no&product=3315742&rule=4205>

If an error condition persists then we suggest that you thoroughly review the steps outlined on our HP 02 support page: http://inkjet411.com/?page_id=35

To verify overall printer performance and to check the electrical health of the built-in PRINTHEAD (i.e. run the 'Tap 43' diagnostic test) please refer to the applicable video procedure*

http://inkjet411.com/?page_id=2377 (Printers without 1-9 keypad)

http://inkjet411.com/?page_id=2391 (Printers with 1-9 keypad)

Refer to the HP Printer Diagnostic's document (PDF file) at the following link for more advanced diagnostic tests for your specific printer model: http://inkjet411.com/?page_id=1813

If the PRINTHEAD is ok (pending the results of the 'Tap 43' test performed above) and this still does not provide clarity to the issue or remedy the problem, then you may need to replace the suspect ink cartridge(s) with a brand new HP ink cartridge to rule out the cartridge/chip as a contributing variable.

*The HP O2 ink series printer models have an electronic PRINTHEAD within the base of the carriage assembly (responsible for pulling ink from the 4 ink cartridges and then firing the ink droplets onto the paper) – the HP O2 PRINTHEAD typically has a maximum life of approximately 30,000 pages (~6,000 page average). Unfortunately, the permanent PRINTHEAD is not replaceable.

http://inkjet411.com/?page_id=2054

If, after performing the suggested procedures above, you still have not reached resolution please let us know. For any additional questions please contact us directly: inkjet411help@gmail.com

-Thank you

HP-CANON-EPSON IIT SYSTEMS - IDENTIFYING WHICH COLOR HAS RUN OUT

Regarding your recent inquiry about how to identify which color has run out, use the following suggestions in sequence until you are able to identify the empty color:

- 1) Generate a Print Quality Test Page from your printer control panel; a faded color band indicates empty.
- 2) To distinguish between a black and photo black cartridge, print a text document and/or a photo. Faded black in a text document indicates the black cartridge is empty; faded black in a photo indicates the photo black cartridge is empty.
- 3) To distinguish between cyan, yellow, and magenta, click on the "Test Print" menu button at the left of the home page of www.inkjet411.com Select and download the appropriate file(s):

http://inkjet411.com/?page_id=146

Print the test page(s). A faded color band indicates empty.

For any additional questions please contact us directly: inkjet411help@gmail.com

-Thank you

EPSON ARTISAN (6-COLOR) PRINTERS - IDENTIFYING WHICH COLOR HAS RUN OUT / POOR QUALITY

Regarding your recent inquiry about 1) the change of magenta to purple color and 2) the ink empty out message (which color?), we should first determine which color is presently causing the no printing messages to appear. As the Artisan is a 6-color printer system, be advised you have 2 Magentas and 2 Cyans, one regular and one "light" on each. You should be able to go into the printer's maintenance/tools menu to identify which color is giving the current problem. You may need to replace that particular color (please note that Costco does not refill Light Cyan nor Light Magenta cartridges).

If they were a recent purchase, accompanied by an "Unrecognized Cartridge" message, return the cartridge to the refill store to have the cartridge re-programmed.

If this does not remedy the problem, then you may have a defective print head in the printer (worst case scenario), unrelated to the refilled cartridges. The printhead is a separate electronic assembly (which the cartridges are installed into) and is responsible for firing the ink drops onto the paper. Over time and based on usage this assembly will eventually fail.

I would also check your user's manual to see if there are any procedures on cleaning the service station/capping station assembly (this is where the carriage/cartridges 'park' when not in use). A dirty service station can cause all kinds of improper color output problems (assuming the printhead is working correctly of course). See video on how the PRINthead works: http://inkjet411.com/?page_id=2054

NOTES: To determine which color has run out, use the following suggestions in sequence until you are able to identify the empty color: 1) Generate a Print Quality Test Page from your printer control panel; a faded color band indicates empty. 2) To distinguish between a black and photo black cartridge, print a text document and/or a photo. Faded black in a text document indicates the black cartridge is empty; faded black in a photo indicates the photo black cartridge is empty. 3) To distinguish between cyan, yellow, and magenta, or Light Cyan/Light Magenta click here: http://inkjet411.com/?page_id=146

Print the "6-color" test print. A faded/missing color band indicates empty.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

CANON / EPSON - MISSING COLORS OR POOR/INCONSISTENT PRINT QUALITY

Regarding your recent inquiry about the poor print quality/lack of printing performance, please perform the following steps (if you have already performed a step, please continue to the next step in the order shown):

1. Go into the printer's maintenance/tools menu and print a print quality test (i.e. heading cleaning, nozzle test or similar) to help identify which color (of number of colors) is impacted.

NOTES: To determine which color has run out, use the following suggestions in sequence until you are able to identify the empty color: 1) Generate a Print Quality Test Page from your printer control panel; a faded color band indicates empty. 2) To distinguish between a black and photo black cartridge, print a text document and/or a photo. Faded black in a text document indicates the black cartridge is empty; faded black in a photo indicates the photo black cartridge is empty. 3) To distinguish between cyan, yellow, and magenta click here: http://inkjet411.com/?page_id=146 A faded or missing color band indicates empty.

2. At the printer's control panel under the 'Maintenance' or 'Tools' menu, activate a 'CLEANING' or 'HEAD CLEANING' to prime the ink system. Then Run the Inkjet411 'Ink Recovery Test Print' from our Test Prints page to verify all colors are firing properly (all printers also provide some form of a Self Test page): http://inkjet411.com/?page_id=146
3. Check your user's manual to see if there are any procedures on cleaning the service station/capping station assembly (this is where the carriage/cartridges 'park' when not in use). A dirty service station can cause all kinds of improper color output problems (assuming the printhead is working correctly of course). NOTE: May not be applicable for your model depending on the printer design.
4. The Ink Absorber, if applicable depending on print model, may also be full which could also cause printing related issues (typically an error code will be displayed when the ink absorber is full)...here is a customer/yahoo response on this particular issue:
<http://answers.yahoo.com/question/index?qid=20130523085451AAE1TqW>
5. Refer to our print quality support page to ensure other variables are not causing the issue such as printer driver settings or operating system device conflict, etc:
http://inkjet411.com/?page_id=1432
6. If this does not remedy the problem, then one or more of the ink ports may be dry within the PRINTHEAD assembly (the ink cartridges physically connect to this electronic assembly). We suggest you either remove the printhead and perform a hot water flush for 2 minutes (in a sink) or using an eye-dropper, or similar, drip 5-10 milliliters (i.e. 1-2 teaspoons) of distilled water into the respective color ink port to help saturate the foam. http://inkjet411.com/?page_id=2804
7. Reinstall ink cartridges and retest.

Inkjet411 Suggested PRINTHEAD Cleaning Procedures:

Canon Printhead Warm-Water Flush Procedure: http://inkjet411.com/?page_id=2804

Epson Printhead Cleaning (Flush) Procedure: http://inkjet411.com/?page_id=2836

3rd party PRINTHEAD CLEANING solutions (for additional reference only):

<http://www.youtube.com/watch?v=FL8QaFVwsEs> (Canon)

<http://www.youtube.com/watch?v=ZheZf-vdho8> (Canon Printhead removal / water flush)

<http://www.youtube.com/watch?v=3kKULRjqaLg> (Epson #1)

<http://www.youtube.com/watch?v=i78Tu3RVO3s> (Epson #2)

8. If the problem persists, then you may have a damaged PRINTHEAD (worst case scenario), unrelated to the refilled cartridges. The printhead is a separate electronic assembly (which the cartridges are installed into) and is responsible for firing the ink drops onto the paper. Over time and based on usage this assembly will eventually fail (typically lasts ~4,000 to 5000 printed pages on avg). Refer to video on how the PRINTHEAD functions:

http://inkjet411.com/?page_id=2054

PRINHEAD TECHNICAL NOTES:

IIT (individual ink tank-based) printer models have an electronic PRINTHEAD within the base of the carriage assembly (responsible for pulling ink from the 4, 5 or 6 ink cartridges and then firing the ink droplets onto the paper) – these will eventually fail depending on print usage type and printer duty cycle (i.e. rated for approximately 10,000 printed pages over life, but the consumer average is typically closer ~4,000-5,000 thruput pages). The printhead is replaceable and can be ordered directly from the manufacturer or www.Amazon.com. For information on how the PRINTHEAD functions, please watch the following video: http://inkjet411.com/?page_id=2054

Typically the printhead should not reach it's end-of-life until after a minimum of 8 or more complete sets of cartridge changes. While some printheads may last 10,000+ pages others may only last 2000 pages, actual results will vary. The printhead will eventually fail in time due to an internal micro-electronics failure, due to the following leading factors: general customer print usage and printer care, printer duty cycle (i.e. #pages printed per month), printing frequency (i.e. time between each print job), print mode (i.e. draft vs. normal) and content printed (i.e. photos vs plain pages) and color mode (black and white only vs. color/greyscale printing).

Paper types used (i.e. plain paper, photo papers & matte/heavy bond papers) and paper edge curl (i.e. duration in printer and/or exposure to low relative humidity) can also quickly lead to premature printhead failures due to physical 'head strikes' of the paper edges making repeated contact with the printhead nozzle plate surfaces.

Please advise if the above suggestions do not help remedy the current issue. For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

EPSON - MISSING COLORS FOLLOWING REPEATED "HEAD CLEANING"

Regarding your recent inquiry about the T127 cartridges poor print quality (lack of yellow printing), be advised that Epson printer systems are notorious for getting dried ink nozzles and/or dried PRINTHEAD ink ports. Often the ink cartridge only has to be uninstalled for less than 8 hours and dried ink (ink starvation) issues can easily occur. You indicated that you already recovered the black ink by performing the 'head cleaning' twice, this is a sure sign that the PRINTHEAD has suffered prolonged drying and is the likely culprit which is still causing the yellow ink starvation.

Please perform the following steps - A. thru C:

A. At the printer's control panel under the 'Maintenance' or 'Tools' menu, activate the 'HEAD CLEANING' 2-3 times to fully re-prime the ink system until the Yellow recovers. Retest by printing a self-test page to verify all colors are firing properly. We also provide a more intense 'Ink Recovery Test Print' on our Inkjet411 Test Prints page: http://inkjet411.com/?page_id=146
> If all colors do not recover then proceed to Step B.

B. If this does not remedy the yellow starvation issue, then the yellow ink port may be partially dry within the PRINTHEAD assembly (the ink cartridges physically connect to this electronic assembly). We suggest you 'wet' the PRINTHEAD INK PORT. Using an eye-dropper, or similar, drip ~5-6 milliliters (or approx. 1 teaspoon) of distilled water into the respective YELLOW ink port. Re-install ink cartridge and perform a 'Head Cleaning' to flush the water out & re-prime yellow ink line. Refer to video on how the PRINTHEAD functions: http://inkjet411.com/?page_id=2054

Additional 3rd party PRINTHEAD recovery solutions for reference:

<http://www.youtube.com/watch?v=3kKULRjqaLg> (Epson #1)

<http://www.youtube.com/watch?v=i78Tu3RVO3s> (Epson #2)

C. If the PRINTHEAD cleaning is successful, but ink levels are severely low, you have the option of returning to Costco and request to get all your ink tanks (CMYK) refilled, at no charge. Following the PRINTHEAD cleaning you will lose a significant amount of ink (typically ~8% per cleaning action or when the PRINTHEAD is removed in reinstalled). Just tell them an Inkjet411 representative sent you with this support request. If you have any troubles with such a request, we will contact the regional account manager whom will contact the store directly for free-refill authorization.

NOTE: Cartridges will be rejected for refilling if each cartridge ink level is not below 25%.

PRINTHEAD TECHNICAL NOTES:

The Epson IIT (individual ink tank-based) printer models have an electronic PRINTHEAD within the base of the carriage assembly (responsible for pulling ink from the 4-6 ink cartridges and then firing the ink

droplets onto the paper) – these will eventually fail depending on print usage type and printer duty cycle (i.e. rated for approximately 12,000 printed pages over life, but the consumer average is typically closer ~6,000 thruput pages). The printhead may be replaceable and can be ordered directly from Epson.com or Amazon.com (though not easily customer replacable!). For information on how the PRINthead functions, please watch the following video: http://inkjet411.com/?page_id=2054

Typically the printhead should not reach it's end-of-life until after a minimum of 8 or more complete sets of cartridge changes. While some printheads may last 10,000+ pages others may only last 2000 pages, actual results will vary. The printhead will eventually fail in time due to an internal micro-electronics failure, due to the following leading factors: general customer print usage and printer care, printer duty cycle (i.e. # pages printed per month), printing frequency (i.e. time between each print job), print mode (i.e. draft vs. normal) and content printed (i.e. photos vs plain pages) and color mode (black and white only vs. color/greyscale printing).

Paper types used (i.e. plain paper, photo papers & matte/heavy bond papers) and paper edge curl (i.e. duration in printer and/or exposure to low relative humidity) can also quickly lead to premature printhead failures due to physical 'head strikes' of the paper edges making repeated contact with the printhead nozzle plate surfaces.

Please advise if the above suggestions do not help remedy the current issue. We apologize for the major inconvenience this has caused you.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

QUESTIONING OF COLOR/INK PERFORMANCE (REFILL SERVICES - QUALITY ASSURANCE)

Regarding your recent inquiry about the **HP 920** cartridge color print quality problems, specifically color matching, customer feedback has been extremely favorable to date. The inks (within the ink refill system) are closely matched across several manufacturers and provide satisfactory color performance from in-house testing performed. While not an exact color match to the HP 920 CMY inks, they have been tested for general color appeal and comparison performance; passing all quality performance expectations. Many customers (i.e. in the tens of thousands) are quite pleased with Costco's HP 920 ink refill service since inception.

As far a general color print performance, there are other things which could be causing the Cyan issue you are seeing.

1) Run a self test print (under tools/maintenance menu) to ensure all magenta (and cyan & yellow) ink nozzles are firing. We would be very interested in receiving a .pdf of the self-test print (or one of our Test Prints) to evaluate your Cyan ink color performance...is it possible to mail an electronic file to us via the 'Contact Us' form?

2) There could be an air bubble in the printer ink lines, so you should perform a "Clean PrintHead" procedure (I suggest Level 2 'Deep Clean' if available in your printer's control panel); you may also print one of our 'heavier' 4-color test prints from our Test Prints page, there is a link from our main page:

<http://www.inkjet411.com/>

3) Clean service station wipers/pad.

3) If this does not remedy the problem, then you may have a defective print head in the printer, unrelated to the refilled cartridges (the printhead is the electronic assembly which actually fires the ink onto the paper - the part will eventually fail under moderate printing workflow conditions in time - I believe it is rated for ~12,000 pages maximum). http://inkjet411.com/?page_id=2054

HP 920 support page:

http://inkjet411.com/?page_id=856

If that does not fix the problem, you should return the cartridges to the Costco Photo Department to get them refilled (they will perform a full ink evacuation and refill, so the cyan ink will be 'effectively' new).

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

Regarding your inquiry of the Canon CLI-8 ink cartridges and the observed color shift in your Canon 9000 Pro Mark II printer, the Costco refill inks are closely matched to the Canon OEM inks and provide satisfactory color performance from in-house testing performed (at least in all A4 printers evaluated). While not an exact color formulation match to the Canon CLI-8 CMYK inks, they have been tested for general color appeal and comparison performance - passing all quality performance expectations in A4 printers.

However, since you are using a B-Size printer, and effectively merging 4 refill ink colors (CMYK) with the 4 OEM inks (LcLmRG), color stability can shift slightly. The only way to overcome this is to re-profile for the new color set (i.e. using a grey color balance target and each type of photo media).

REFERENCE: Canon 9000 Pro Mark II printer Ink Spec Page:

http://www.usa.canon.com/cusa/consumer/products/printers_multifunction/professional_photo_inkjet_printers/pixma_pro9000_mark_ii#SuppliesAndAccessories

Now, as far a general color print performance, there are other things which could be causing the color shift issue you are seeing.....several items to verify:

- 1) Run a self test print (under tools/maintenance menu) to ensure all ink nozzles are firing.
- 2) If self-test has poor print quality (streaking/missing colors, etc.), there could be an air bubble between one of the ink cartridges and printhead, so you should perform a "Head Cleaning" / "Cleaning" procedure in your printer's control panel.

- 3) To validate proper output print performance, run a printer self test or select the 6-color test print from our 'Test Prints' page:
- 4) Clean service station wipers/pad (only if printer is >2+ years of age).

If this does not remedy the problem, then the refill vs. OEMink formulation differences, albeit ever so slight, could be causing the color shift issue you are currently observing....and hence, the refill is unfortunately incompatible.

As necessary, please advise with respect to color output performance following the suggested testing/corrective actions as prescribed above. For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

Regarding your inquiry over Epson smart chip reprogramming, this is nothing to be concerned over. Epson smart chip tanks are reprogrammed immediately following the refill by Costco photo center personnel. The refill cartridge will behave just like an Epson genuine ink tank once installed.

Assuming that you may have not utilized ink refill services before, you should be aware that the Inkjet411.com sitelet is for post-sales issues only, so we cover the gamut of any and all issues that could possibly arise. Nothing to be initially alarmed over. Problems with post-fill Epson issues is quite rare; when customers run into an issue it is typically just a smart chip mis-programming issue by the respective store. If it ever occurs, you just need to return that particular ink cartridge to Costco and they will reprogram it for you. In addition, refill ink formulations and color output are quite comparable to Epson quality - side by side comparison studies have yielded quite favorable reviews to date.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

CANON / EPSON CLOGGING ISSUES

Regarding your recent inquiry about the Canon CLI-8 and PGI-5 cartridge color print quality problems in your MP600 printer and the type of ink used...the colorants are all dye-based formulas (i.e. water based dye to be specific). We never see issues with dye-based formulas (Canon OEM or remanufactured tanks made in the USA/Europe, unless you are using compatible cartridges from China which are known to have select 'chemicals' which can be harmful to the removable PRINTHEAD assembly).

With respect to color matching and general print performance, customer feedback has been extremely favorable to date. The inks (within the ink refill system) are closely matched across several manufacturers and provide satisfactory color performance from in-house testing performed. While not an exact color match to the Canon OEM inks, they have been tested for general color appeal, compatibility and comparison performance -- passing all quality performance expectations. Many

customers (i.e. in the tens of thousands) are quite pleased with Costco's Canon ink refill service since inception.

As far as general printer performance, there are other things which could be causing the current/ongoing clogging issue:

- 1) As this printer writing system is ~5-6 years old, we suspect your PRINTHEAD (which can be removed and flushed with water or 3rd party cleaning fluid) is likely nearing its end of life (usually around 6-8,000 pages). It may need to be replaced.
- 2) There could be trapped particulates inside the printhead, so you should perform a 'flush' on the head either using our procedure or a 3rd party procedure. Here is how we advise customers to do it on the HP564/920 systems today: http://inkjet411.com/?page_id=2412
- 3) A dirty service station/wiper assembly can interfere with printed output; clean service station wipers/pad - refer to your User's Manual.
- 4) If this does not remedy the problem, then you may have a defective print head in the printer, unrelated to the refilled cartridges (the printhead is the electronic assembly which actually fires the ink onto the paper - the part will eventually fail under moderate printing workflow conditions in time - I believe it is rated for ~12,000 pages maximum, but most customers only see half of that, on average). http://inkjet411.com/?page_id=2054

Please let us know if you have any questions regarding the technical information provided. For any additional questions please contact us directly: inkjet411help@gmail.com

-Thank you

HP 02 OVERALL PERFORMANCE CONCERNS – INK MONITORING / POTENTIAL PRINTER DAMAGE

Regarding your recent inquiry about the HP 02 cartridge ink expiration (ink level monitoring) and ink formulation/potential printer damage concerns, allow me to answer your questions in two parts:

- A. With respect to ink level monitoring, Costco physically replaced the smart chips on each HP 02 cartridge/tank that you took in for refill...so the ink counting should be fairly accurate. However, depending on the HP printer model, the firmware can sometimes begin flagging 'ink low/warning' messages as soon as 1/3rd of the ink has been used - most manufacturer inkjet printer models wait until the tank is 70-80% empty. Also, with HP 02 ink refills, you have up to 1 year to install and use.
- B. With respect to ink formulation and potential damage to your built-in printhead. As far as ink color matching, customer feedback to date has been extremely favorable. The Costco HP inks are closely matched across several manufacturers/platform lines and provide satisfactory color performance from in-house testing performed. While not an 'exact' chemistry/color match to the HP 02 colorants, they

have been tested for printer reliability, color appeal and print comparison performance; passing all quality performance expectations. Many customers (i.e. in the tens of thousands) are quite pleased with Costco's HP 02 ink refill service since inception 3-4 years ago. We have not observed any PRINTHEAD failures* which were caused by the subtle formulation introduction.

* The electronic PRINTHEAD, which the ink cartridges plug into within carriage, is responsible for pulling ink from the 6 ink cartridges and firing ink drops onto the page, will eventually fail over time. This is primarily based on a combination of total printed pages (rated duty cycle) vs. image content and printing frequency. Dry firing, where one particular color is not printing, can significantly increase the chances of a permanent PRINTHEAD failure. The HP 02 PRINTHEAD typically has a maximum life of approximately 15,000 pages (~7,500 page average). Unfortunately, we do not believe the PRINTHEAD can be purchased separately anymore since this printer platform was initially sold into market between 2005 and 2008.

http://inkjet411.com/?page_id=2054

Please let us know if this answers your questions and/or if you have any additional concerns. For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

GREYSCALE PRINTING & COLOR USAGE

Regarding your recent inquiry about the color usage during greyscale printing. Unfortunately, with many of the newer printer models & printer drivers, printing in greyscale actually consumes more color ink than normal draft printing. If you wish to save on color ink, it is suggested to do one of the following as available in your specific printer driver/software:

- Print in Normal – Draft mode (or super draft if available), plain paper.
- Print in Black & White mode only*, plain paper.
- For internet page printing, print using CleanPrint (3rd party software for printing most internet-based content from all major internet browsers. NOTE: not affiliated with Inkjet411):

<http://www.formatdynamics.com/cleanprint-4-0/>

* Most printer models will still consume a small percentage of color ink due to normal ink/printer maintenance, such as between job 'spitting'. The purpose is to ensure the printhead is maintained to avoid clogging.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

REFILL FRIENDLY PRINTER MODELS

Regarding your question over refill friendly printer models, it really depends on how much you print.

If you print less than 2 pages per week, or so, you are way better off sticking with an integrated printer system (i.e. 2-cartridge printers from HP or Canon) as the printer will only use a little bit of ink at a time (mainly for printing). These types of printer systems do not invoke between job spitting, meaning your cartridges can last 6 months to a year with limited printing (per above).

However, if you print 5-10 pages every week, or more on average, then it is suggested to migrate to an individual ink tank printer model (i.e. 4, 5 or 6 cartridges are installed into the printer). * These types of printer systems do invoke between job 'spitting' and many have time based cleaning routines to protect the health of the electronic printhead (which the cartridges are installed into/connected to) – this can add up to a lot of ink over time if you are not printing a lot to offset the delta. The exception is select HP Officejet Pro printer models (i.e. 8500/8500A/8600/8700s, etc.) – these have an electronic eye built-in to the printer which helps maximize ink efficiency by only performing spit routines when it notices misfiring ink jets. It is recommended to keep printer power on at all times with many of the newer Canon and HP IIT* printer models to avoid losing ink (due to ink system cleaning/maintenance routines) during power on & off cycling. How the Printhead Works: http://inkjet411.com/?page_id=2054

NOTE: Most new printer models will still consume a small percentage of color ink due to normal ink/printer maintenance, such as between job 'spitting'. The purpose is to ensure the printhead is maintained to avoid clogging. Keeping printer power on at all times will help minimize ink loss, particularly with most new HP and Canon printer models.

All of the Canon individual ink tank printer models (i.e. Canon 5/6, 220/221, 225/226, & 250/251 ink cartridges) seem to have one of the best refill friendly track records...except for the 250/251s, ink level monitoring is restored since the ink chips are reset and customer satisfaction has been extremely high to date.

Any of the HP printer models which use HP 564, 920, 932/933, 940, or 950/951 cartridges also have a very high reliability rating, though you will lose ink level monitoring when using refilled ink cartridges (so you'll receive ink low messages here and there - you just ignore them until print quality begins to fade).

NOTE: For all HP564 ink-series printer models it is suggested you leave the printer on as much as possible since turning the printer off and on will 'suck' a small percentage of ink (i.e. this 'ink maintenance' action protects/wets the replaceable PRINTHEAD). Most of the new HP's printers, i.e. those sold at Costco or Best Buy, use either HP564, HP932/933 or HP950/951 ink cartridges.

Epson printers which use T124-T127 ink cartridges are also considered quite friendly as the chips are reset and ink level monitoring is restored, just like the Canons. However, since many use pigmented inks which have a tendency to clog if not used, you will need to be printing on a frequent basis (like every 2 days or so).

Kodak ink cartridges (i.e. #10s or #30s) are not refilled to our knowledge by any of the refillers in the marketplace.

*IIT cartridges (individual ink tank cartridges) which are found in all 4, 5 and 6 cartridge-based printer models) do not readily fail and can be used/refilled over and over indefinitely. The majority (~90%) of printers sold into the USA now are multi-cartridge (4,5,6) printer models. This includes the following/most popular ink cartridge SKUs:

HP02s
 HP88s
 HP564s
 HP920s
 HP932/933s
 HP940s
 HP950/951s
 Canon CLI-8*
 Canon 225/226s*
 Canon 221/225s*
 Canon 250/251s*
 Epson T069
 Epson T124
 Epson T125
 Epson T126

**Canon IIT printer model customers have the highest refill satisfaction rate.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

We regret your inconvenience with the attempted use of refilled ink cartridges, unfortunately at some point all "integrated" ink cartridges (i.e. those with the nozzle plate attached to bottom of ink cartridge – found in all 2-cartridge printer models) eventually do encounter problems or failures, especially after their original ink is gone and they are re-used. This is often unrelated to the refill process.

However, we hope that you will continue to consider the compelling value of inkjet refilling in the future....perhaps you may want to consider moving over to a "REFILL FRIENDLY" printer model in the future, if so....see below....

With respect to "REFILL FRIENDLY" printer models, it is suggested to migrate to an individual ink tank printer model (i.e. 4, 5 or 6 cartridges are installed into the printer). Any of the HP printer models which use HP 564, 920, 932/933, 940, or 950/951 cartridges have a very high reliability and customer satisfaction rating, though you will lose ink level monitoring when using refilled ink cartridges (so you'll receive ink low messages here and there - you just ignore them until print quality begins to fade). Most

of the new HP's printers, i.e. several printer models currently sold at Costco, use either HP564, HP932/933 or HP950/951 ink cartridges.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

IPH PRINTER PROBLEMS – MOVE OVER TO REFILL FRIENDLY PRINTER MODELS

Regarding your inquiry, our bottom line suggestion is to move over to a more refill friendly printer model (SEE REFILL FRIENDLY PRINTER MODEL SUGGESTIONS DOWN BELOW). Allow me to explain why.....

Most IPH ink cartridges (i.e. all 2-cartridge printer models) eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process (these same problems also occur with brand new ink cartridges from time to time). You indicated you have an HP Photosmart C4680, you should be aware that this particular AiO printer is 'extremely sensitive' to any minor electrical fluctuations within the ink cartridge(s)...based on our Q1 2013 internal testing with HP60 ink cartridges which were returned for failures (i.e. "Cartridge Problem" / "Incompatible Cartridge" ink alert errors, etc), these same cartridges performed satisfactory in several other printer models which use HP60 cartridges.

Now, generally the more severe printer error messages which result in non-permitted print operations, represent a very small percentage of the mass experience (for this cartridge family), so please consider the problem you previously encountered as being relatively rare with an ink cartridge that has only been filled once or twice (~1-2% failure range).

The integrated ink cartridge electrical wire runs, at rear and lower sides of the ink cartridge, are somewhat delicate and are susceptible to ink attack and subsequent internal electrical damage, which can lead to premature failures. In addition, the older the cartridge the higher the chance of an internal micro-electronic failure. It is discouraged to use old ink cartridges which have been left in a drawer as internal corrosion of the electrical wire runs can occur in a period of time. If the ink cartridge has an expired warranty date (imprinted date on front of ink cartridge) then the cartridge age is typically over 2 years old and could be at significantly higher risk for potential failure when refilled.

NOTE: It is also common to have a marginally performing ink cartridge (which was performing ok before) in the adjacent slot (i.e. color), then when a faulty cartridge is installed into the other slot (i.e. black), both of the ink cartridge(s) then get flagged with electrical errors. This type of failure is quite rare with an ink cartridge that has only been refilled once or twice. Typically the ink cartridge's nozzle plate suffers a break at one of the flexible circuit lines within the base of the cartridge nozzle plate...refer to photo at bottom of this page: http://inkjet411.com/?page_id=509

REFILL FRIENDLY PRINTER MODELS:

With respect to refill friendly printer models, it really depends on how much you print.

If you print less than 2 pages per week, or so, you are way better off sticking with an integrated printer system (i.e. 2-cartridge printers from HP or Canon) as the printer will only use a little bit of ink at a time (mainly for printing). These types of printer systems do not invoke between job spitting, meaning your cartridges can last 6 months to a year with limited printing (per above). Withstanding the HP Photosmart C4600 and C4700 All-In-One (AiO) printer series have been found to be a bit finicky if a cartridge has marginal electrical performance.

However, if you print 5-10 pages every week, or more on average, then it is suggested to migrate to an individual ink tank printer model (i.e. 4, 5 or 6 cartridges are installed into the printer). These types of printer systems do invoke between job 'spitting' and many have time based cleaning routines to protect the health of the electronic printhead (which the cartridges are installed into/connected to) – this can add up to a lot of ink over time if you are not printing a lot to offset the delta. The exception is the HP Officejet Pro printer models (i.e. 8500/8500A/8600/8700s, etc.) – these have an electronic eye built-in to the printer which helps maximize ink efficiency by only performing spit routines when it notices misfiring ink jets. How the Printhead Works: http://inkjet411.com/?page_id=2054

Most of the older Canon individual ink tank printer models (i.e. for example those that use Canon 220/221 or 225/226 ink cartridges) seem to have one of the best refill friendly track records...ink level monitoring is restored since the ink chips are reset and customer satisfaction has been quite high to date.

Any of the HP printer models which use HP 564, 920, 932/933, 940, or 950/951 cartridges also have a very high reliability rating, though you will lose ink level monitoring when using refilled ink cartridges (so you'll receive ink low messages here and there - you just ignore them until print quality begins to fade). NOTE: For all HP564 ink-series printer models it is suggested you leave the printer on as much as possible since turning the printer off and on will 'suck' a small percentage of ink (i.e. this 'ink maintenance' action protects/wets the replaceable PRINTHEAD). Most of the new HP's printers, i.e. those sold at Costco or Best Buy, use either HP564, HP932/933 or HP950/951 ink cartridges.

Epson printers which use T124-T127 ink cartridges are also considered quite friendly as the chips are reset and ink level monitoring is restored, just like the Canons. However, since many use pigmented inks which have a tendency to clog if not used, you will need to be printing on a frequent basis (like every 2 days or so).

We trust the provided information above has thoroughly answered your question.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 564 "Alignment Failed" ERROR MESSAGE

Regarding your recent inquiry about the HP 564 cartridge error ("Alignment Failed") which is preventing printing....let's run thru a quick checklist to ensure we cover all variables which could be causing the issue:

1) If you received an "Unauthorized ink", "non-HP ink", "counterfeit ink" or similar message, you can simply ignore/dismiss these messages by pressing 'OK' once for each cartridge, so that the printer resumes its normal operation. NOTE: Receiving these kinds of ongoing alert messages is COMPLETELY NORMAL when using refilled ink cartridges. Refer to NOTE 2 below for more information. Refilling the ink cartridges does not include reprogramming of the ink cartridges, so this will not be a factor.

http://inkjet411.com/?page_id=1407

2) Remove ink cartridge and inspect for smart chip surface – check for scratches or ink residue. See pictures of cartridge chips at following link for reference (see 'Abnormal Cartridge Errors'):

http://inkjet411.com/?page_id=1925

- Replace cartridge if suspected damaged.

3) Perform Tap 41 PRINthead Health Diagnostics Test (menu access varies by printer model, refer to HP printer diagnostics document, page 45, to view normal display messages,

http://inkjet411.com/?page_id=1813)

1. Turn ON the printer.
2. Press and Hold the "Print Photos" & "Red Eye Removal" buttons.
3. Release both buttons - screen should display "Enter Special Key Combo"
4. Press and release in sequence the "Red Eye Removal", "Print Photos", and then "Red Eye Removal"
5. Scroll through the menu by pressing the right arrow button until the display says 'Special Reports'.
6. Select Ok, then press the arrow button until the 'print-mech button tap' menu is displayed.
7. Select Ok (Code = 0 will be displayed); click and hold Right Arrow until 'code = 41' is displayed.
8. Select Ok. The test page prints. If not, repeat steps 2-7 and enter 'code = 43', select Ok.
9. Check the 4th line at the top of the printed report; an electrically good/stable PRINthead 'Pen Status' will state "Pen Status: Pen OK"if any other message is displayed then the PRINthead may have failed and may need to be replaced (as available). It is suggested to perform the 'Printer Reset' procedure below to rule out printer firmware related problem.
 - a. If Step 2. does not allow service menu access, then press the 'Return' and 'Home' keys simultaneously so the Engineering Menu is displayed [or depress the 'Return' button four (4) times]
 - b. Select Service Menu. Use arrow keys to advance to the Special Reports Menu. Select OK. Perform steps 6-9.

NOTE: The Tap 10 extended self-test print may also be initiated via 'code = 10' (use to verify ink nozzle/jetting performance for each color).

* Failure of the PRINthead has nothing to do with refilled ink cartridges; the PRINthead assembly is a separate electronic unit in which the cartridges plug into and feed ink into. Refer to NOTE below.

4) To rule out printer/cartridge connectivity (assembly interface/connection) issues please ensure you have followed all steps on the Inkjet411 support page - this includes PRINthead removal and thorough cleaning of the electrical surfaces on the PRINthead and on the CARRIAGE ASSEMBLY:

http://inkjet411.com/?page_id=1451

a. Remove all 4/5 ink cartridges, then remove the internal PRINthead and thoroughly clean rear electrical contacts and carriage electrical contacts. Inspect ink foam ports to see if they are 'wet with ink'...this will confirm whether ink is being pulled into the PRINthead or not. If the ink foam ports are completely dry (no significant amount of ink present when blotted with a paper towel, etc.), then the PRINthead is likely considered too dry to support proper ink flow and subsequent printing operations. Refer to PRINthead removal process at HP.com (link down below) or at the following Inkjet411 link to provide general guidance: http://inkjet411.com/?page_id=1451

5) If after thorough electrical contact cleaning the problem persists, you may need to replace the PRINthead ASSEMBLY (i.e. get from HP or Amazon), however, as a last ditch effort, you might want to perform a hot water flush on the PRINthead: http://inkjet411.com/?page_id=2412

- a. Remove all ink cartridges from the printer.
- b. Remove the printhead – in most cases you will need to pull up on the lever at right side of carriage assembly to unlock the printhead. Lift printhead straight up to remove.
- c. Over a sink, run warm tap water directly into the 4 (or 5) ink ports for approximately 2 minutes – this will effectively saturate the foam ports and blow ink out/thru the nozzle plate bottom.
- d. Using a lint-free towel, remove water from rear/bottom electrical contacts. Ensure printhead electrical contacts and exposed surfaces are fully dry.
- e. Install the printhead into the printer. You may observe a "Replace Printhead message" so you will need to cycle printer power by turning printer off and then on to clear the error.
- f. Install ink cartridges and retest printer. You should observe a New PRINthead alert message followed by an approx. 4-minute preparation countdown prompt.
- g. If permissible, activate the 'Clean Printhead'. This can be done from the printer's control panel or software printer driver (for example, by selecting 'Tools' – 'Clean Printhead', or similar).
- h. If you have reached this point of the troubleshooting and all the previous troubleshooting steps did not work, then the printhead is likely damaged or at end of life* and may need to be replaced.

6) If this does not remedy the problem, then you may have a defective PRINthead in the printer (worst case scenario), unrelated to the refilled cartridges.**

ADDITIONAL NOTES:

However, if you observe missing colors or poor image quality then air may have been accidentally ingested into the ink lines between the cartridge(s) and PRINTHEAD. To recover from this problem, you will have to run the "Clean Printhead" procedure 1-2 times to recover the ink system. Watch the video on the HP support page which describes some of the common issues you may encounter with refilled ink cartridges. This type of problem is common and completely recoverable.

http://inkjet411.com/?page_id=1407

There is no 'lock-out' feature on the HP 564 ink series printer models to our knowledge...you should be able to resume normal printer operations. If not, please let us know the 'exact language' of the error message you are observing and for which ink cartridge (Cyan, Magenta, Yellow, Black, or Photo Black if applicable).

NOTE 1: The HP 564 printer models have an electronic PRINTHEAD within the base of the carriage assembly (responsible for pulling ink from the 4 (or 5) ink cartridges and then firing the ink droplets onto the paper) – these will eventually fail depending on print usage type and printer duty cycle (i.e. rated for ~8,000 printed pages over life, but the consumer average is typically closer ~6,000 pages). The printhead is replaceable and can be ordered directly from HP.com. For information on how the PRINTHEAD functions, please watch the following video: http://inkjet411.com/?page_id=2054

NOTE 2: HP does not allow an automatic reset of the HP 564 / 564XL electronic chip on the cartridge after a refill, so the ink level indicator is sending a false message that the ink level is low. Your cartridge is not low on ink, and nothing is wrong with your printer or cartridges. The ink level indicator usually cannot be manually re-set, so the ink level indicator is often not usable. However, losing this feature is not necessarily significant, because the ink level indicator usually has substantial usable ink remaining when it shows "low on ink". If you observe "Unauthorized ink", "non-HP ink", "counterfeit ink" or similar messages, you may ignore/dismiss this message by pressing 'OK' once for each cartridge, so that the printer resumes its normal operation.

****Typically the printhead should not reach it's end-of-life until after a minimum of 8 or more complete sets of cartridge changes; officejet models typically have a higher print page throughput average, but this is not always the case. While some printheads may last 15,000+ pages others may only last 3000 pages, actual results will vary. The printhead will eventually fail in time due to an internal micro-electronics failure, due to the following leading factors: general customer print usage and printer care, printer duty cycle (i.e. # pages printed per month), printing frequency (i.e. time between each print job), print mode (i.e. draft vs. normal) and content printed (i.e. photos vs plain pages) and color mode (black and white only vs. color/greyscale printing). Paper types used (i.e. plain paper, photo papers & matte/heavy bond papers) and paper edge curl (i.e. duration in printer and/or exposure to low relative humidity) can also quickly lead to premature printhead failures due to physical 'head strikes' of the paper edges making repeated contact with the printhead nozzle plate surfaces.**

Please let us know if the error condition persists. For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 564 "Incompatible Older Generation Cartridge Installed" ERROR MESSAGE

Regarding your recent inquiry about the HP 564 cartridge error ("Incompatible Older Generation Cartridge Installed") which is preventing printing, unfortunately your ink cartridge was likely manufactured before Sept 2010 and is incompatible with the newer line of HP Photosmart and Deskjet printer models. You will need to obtain a new ink cartridge manufactured after September 2010 (all cartridges at retail should now be >July 2012).

Refer to HP's website for more information on this change (implemented by HP):

<http://h10025.www1.hp.com/ewfrf/wc/document?docname=c02435884&lc=en&cc=us&dlc=en>

You should discuss the possibility of a refill refund with your local Costco stating that an Inkjet411 representative verified the HP564 ink tank version/date was not compatible with your printer model. We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please watch video at the following link which explains typical printer operations when using refilled HP564 ink cartridges: http://inkjet411.com/?page_id=2317

Please let us know if you have any further questions on this. For any additional questions please contact us directly: inkjet411help@gmail.com

-Thank you

HP 564/920/940 "Incompatible Printhead" (or "Cartridge Error", "Printhead installed is not intended for use in this printer", or "is damaged", or "Ink System Failure" message)

Regarding your recent inquiry about the HP 920 cartridge error which is preventing printing....let's run thru a quick checklist to ensure we cover all variables which could be causing the issue:

1) If you received an "Unauthorized ink", "non-HP ink", "counterfeit ink" or similar message, you can simply ignore/dismiss these messages by pressing 'OK' once for each cartridge, so that the printer resumes its normal operation. NOTE: Receiving these kinds of ongoing alert messages is COMPLETELY NORMAL when using refilled ink cartridges. Refer to NOTE 2 below for more information. Refilling the ink cartridges does not include reprogramming of the ink cartridges, so this will not be a factor.

http://inkjet411.com/?page_id=1407 (564s)

http://inkjet411.com/?page_id=1589 (920s)

2) Remove ink cartridge and inspect for smart chip surface – check for scratches or ink residue. See pictures of cartridge chips at following link for reference (see 'Abnormal Cartridge Errors'):

http://inkjet411.com/?page_id=1925

3) Perform a Printer Reset:

HP OJ 6500 Printer Reset:

- a. Ensure printer is powered ON.
- b. While the printer is Turned ON, unplug the power cord from the back of the printer. This should turn OFF your Officejet 6500.
- c. Connect the power cord back into the printer while pressing the “#” and “6” keys on the keypads of your printer.
- d. Wait until the screen turns black before release the keys. Your printer should turn ON by itself. If not, press the power button to turn ON the printer.
- e. The printer should now start to do the a Semi-Full Reset on your printer. Wait until it finishes the whole process and settles down.

HP OJ6500A/7500A Printer Reset:

- a. At Touchscreen, using two fingers, quickly press the 'OK' & 'Return' buttons in a quick alternating method (*refer to video link below which 'generally' illustrates how to perform this*):
- b. After a few seconds the Support Menu should be displayed.
- c. Navigate to Semi-Full (or Full Reset) and reset the printer.
- d. Send Test Page to test.

REFERENCE ONLY [HP PS C4600 - Tap 41 Diagnostic Procedure –REFER TO 3rd video]:

http://inkjet411.com/?page_id=434

HP Officejet 7000 Printer Reset:

<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&taskId=110&prodSeriesId=3882903&prodTypeId=18972&objectID=c01759607>

- a. Press the Power button to turn the product off.
- b. Disconnect the power cord from the back of the product.
- c. Wait 30 seconds.
- d. Reconnect the power cord to the back of the product.
- e. Press the Power button to turn the product on.

3) For more severe HP 920 cartridge error messages which prevent printing [i.e. Incompatible Printhead" or Ink System Failure] is typical of failed micro-electronics within the PRINTHEAD assembly*. To verify PRINTHEAD electrical function, conduct the 'Tap 41' diagnostic test:

- a. Load Letter/A4-size paper into paper feed tray.
- b. Press the * and # keys simultaneously.
- c. Enter 124 at keypad. The 'Underware' menu should be displayed.
- d. Use the arrow keys to navigate to the System Menu. Select Ok.
- e. The 'print-mech button tap' menu should be displayed.

- f. Select Ok. Screen should display "code = 0".
- g. Use the arrow keys to enter "**code = 41**" (or just enter 41 on keypad). Select Ok. The Tap 41 diagnostic test pattern prints.

NOTE: The Tap 10 self-test print may also be initiated via 'code = 10' (use to verify ink nozzle performance) Check the 4th line at the top of the printed report; an electrically good/stable PRINthead will state "**Pen Status: Pen OK**".....if any other message is displayed then the PRINthead may have failed and may need to be replaced.

* Failure of the PRINthead has nothing to do with refilled ink cartridges; the PRINthead assembly is a separate electronic unit in which the cartridges plug into and feed ink into. Refer to NOTE below.

4) To rule out printer/cartridge connectivity (assembly interface/connection) issues please ensure you have followed all steps on the Inkjet411 support page - this includes PRINthead removal and thorough cleaning of the electrical surfaces on the PRINthead and on the CARRIAGE ASSEMBLY:

http://inkjet411.com/?page_id=1451 (564 PH Removal-Cleaning)

http://inkjet411.com/?page_id=1495 (920 PH Removal-Cleaning)

5) If this does not remedy the problem, then you may have a defective PRINthead in the printer (worst case scenario), unrelated to the refilled cartridges.**

NOTE 1: The HP 564 printer models have an electronic PRINthead within the base of the carriage assembly (responsible for pulling ink from the 4 (or 5) ink cartridges and then firing the ink droplets onto the paper) – these will eventually fail depending on print usage type and printer duty cycle (i.e. rated for ~8,000 printed pages over life, but the consumer average is typically closer ~6,000 pages). The printhead is replaceable and can be ordered directly from HP.com. For information on how the PRINthead functions, please watch the following video: http://inkjet411.com/?page_id=2054

NOTE 1: The HP 920 / 920XL ink-series printer models have an electronic PRINthead within the base of the carriage assembly (responsible for pulling ink from the 4 ink cartridges and then firing the ink droplets onto the paper) – this electronic assembly will eventually fail depending on print usage type and printer duty cycle (i.e. rated for ~12,000 printed pages over life, but the average throughput is closer to 6,000 to 7,500 pages). The printhead is replaceable and can be ordered directly from HP.com. For information on how the PRINthead functions, please watch the following video: http://inkjet411.com/?page_id=2054

NOTE 1: The HP 940 printer models have two (2) electronic PRINtheads (responsible for pulling ink from the ink cartridges and then firing the ink droplets onto the paper). One for Yellow/Black, the other for Cyan/Magenta colors. Either PRINthead will eventually fail depending on print usage type and printer duty cycle (i.e. rated for ~20,000 maximum printed pages). http://inkjet411.retailinkjet.com/?page_id=2054

NOTE 2: HP does not allow an automatic reset of the HP 564 / 564XL / HP 920 / 920XL electronic chip on the cartridge after a refill, so the ink level indicator is sending a false message that the ink level is low. Your cartridge is not low on ink, and nothing is wrong with your printer or cartridges. The ink level indicator usually cannot be manually re-set, so the ink level indicator is often not usable. However, losing this feature is not necessarily significant, because the ink level indicator usually has substantial usable ink remaining when it shows "low on ink". If you observe "Unauthorized ink", "non-HP ink", "counterfeit ink" or similar messages, you may ignore/dismiss this message by pressing 'OK' once for each cartridge, so that the printer resumes its normal operation.

****Typically the printhead should not reach its end-of-life until after a minimum of 8 or more complete sets of cartridge changes; officejet models typically have a higher print page throughput average, but this is not always the case. While some printheads may last 15,000+ pages others may only last 1000 pages, actual results will vary. The printhead will eventually fail in time due to an internal micro-electronics failure, due to the following leading factors: general customer print usage and printer care, printer duty cycle (i.e. # pages printed per month), printing frequency (i.e. time between each print job), print mode (i.e. draft vs. normal) and content printed (i.e. photos vs plain pages) and color mode (black and white only vs. color/greyscale printing). Paper types used (i.e. plain paper, photo papers & matte/heavy bond papers) and paper edge curl (i.e. duration in printer and/or exposure to low relative humidity) can also quickly lead to premature printhead failures due to physical 'head strikes' of the paper edges making repeated contact with the printhead nozzle plate surfaces.**

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 564/920 - UNAUTHORIZED / FRAUD INK MESSAGE / LOW INK

Regarding your recent inquiry about the HP **564/920** cartridge's 'LOW INK' or 'EMPTY INK' messages, "Empty" and "Low Ink" alerts are COMPLETELY NORMAL for all HP **564/920** ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed. The ink level monitoring feature CANNOT be reset since only brand new HP ink cartridges support ink level monitoring.

As you just returned from the refill store, your ink cartridge (s) is full of ink - you may ignore low ink warnings (along with any other nuisance message) and print normally until you observe one of the colors to begin to fade.

Please watch video at the following link which explains normal operation when using refilled ink cartridges:

http://inkjet411.com/?page_id=2317

NOTE 1: In addition to "Low Ink" alerts, for "Unauthorized ink", "Non-HP ink", "Fraud", "Counterfeit ink" or similar messages, you may ignore/dismiss this message by pressing 'OK' once for each cartridge, so that the printer resumes its normal operation. We suggest you do this at the printer's control panel immediately following ink cartridge(s) installation. For more information on this, please visit:

http://inkjet411.com/?page_id=1925 (564/920 cartridge errors page)

http://inkjet411.com/?page_id=856 (564/920 main page)

However, if you observe missing colors or poor image quality then air may have been accidentally ingested into the ink lines between the cartridge(s) and PRINTHEAD. To recover from this problem, you will have to run the "Clean Printhead" procedure 1-2 times to recover the ink system. Watch the video on the HP support page which describes some of the common issues you may encounter with refilled ink cartridges. This type of problem is common and completely recoverable.

http://inkjet411.com/?page_id=1407 (564 Tips page)

http://inkjet411.com/?page_id=1589 (920 Tips page)

There is no 'lock-out' feature on the **HP 564/920** ink series printer models to our knowledge...you should be able to resume normal printer operations. If not, please let us know the 'exact language' of the error message you are observing and for which ink cartridge (Cyan, Magenta, Yellow, Black, or Photo Black if applicable).

NOTE 2: HP does not allow an automatic reset of the electronic chip on the cartridge after a refill, so the ink level indicator is sending a false message that the ink level is low. Your cartridge is not low on ink, and nothing is wrong with your printer or cartridges. The ink level indicator usually cannot be manually re-set, so the ink level indicator is often not usable. For more information on this, click here:

http://inkjet411.com/?page_id=1925 (564 cartridge errors page)

http://inkjet411.com/?page_id=856 (564/920 main page)

Losing the ink monitoring feature is not necessarily significant because the ink level indicator usually has substantial usable ink remaining when it shows "low on ink". Therefore, the warning has limited value, because customers who prematurely replace their cartridges when they see the "low ink" message are wasting a lot of residual ink. In order to use as much available ink as possible, many customers (not only those who refill their cartridges, but many who have not yet tried refilling) always ignore the ink level indicator "low" warning, and wait to replace or refill the cartridge until immediately after seeing ink begin to fade on their printouts.

Many customers who disregard the low ink indicator keep a spare set of cartridges so that their printing productivity is not disrupted when the cartridge runs out of ink. If the cartridge completely runs out of ink and continues to be used when it is dry, this could damage the cartridge, so customers should promptly refill their cartridge when the ink begins to fade. This fading process is gradual, so that you will have sufficient time to refill the cartridge before the risk of empty cartridge printing. In summary, most refill customers agree that the huge savings of refilling is much greater than the potential loss of the low ink indicator feature.

On the other hand, if you observe Red X's (i.e. "unrecognized cartridge"/"incompatible printhead"/"ink system has failed") on your printer display panel or Window's popup, then this is a different type of error (i.e. possible cartridge connection issue or failure of permanent printhead assembly). For advanced printer diagnostics, please refer to .pdf file at the following link:

http://inkjet411.com/?page_id=1813

To provide additional insight on how the semi-permanent PRINTHEAD works in your printer, please refer to video at the following support page: http://inkjet411.com/?page_id=2054

Otherwise, please advise if a no-printing error condition persists. For any additional questions please contact us directly: inkjet411help@gmail.com

-Thank you

HP 940 - UNAUTHORIZED / FRAUD INK MESSAGE / LOW INK

Regarding your recent inquiry about the HP 940XL cartridge's 'LOW INK' or 'EMPTY INK' messages, "Empty" and "Low Ink" alerts are COMPLETELY NORMAL for all HP 940 / 940XL ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed. The ink level monitoring feature cannot be reset since only brand new HP ink cartridges support ink level monitoring.

As you just returned from the refill store, your ink cartridge(s) is full of ink - you may ignore low ink warnings (along with any other nuisance message) and print normally until you observe one of the colors to begin to fade. When you do observe print fade, run a quick 'test print' (from printer's TOOLS/MAINTENANCE menu), to see which color is out and then bring that cartridge, or cartridges, in for refilling.

Please watch video at the following link which explains normal operation when using refilled ink cartridges: http://inkjet411.com/?page_id=2317

NOTE 1: In addition to "Low Ink" alerts, for "Unauthorized ink", "Non-HP ink", "Fraud", "Counterfeit ink" or similar messages, you may ignore/dismiss this message by pressing 'OK' once for each cartridge, so that the printer resumes its normal operation. We suggest you do this at the printer's control panel immediately following ink cartridge(s) installation. For more information on this, please visit:

http://inkjet411.com/?page_id=1423

Now, if you observe missing colors or poor image quality then air may have been accidentally ingested into the ink lines between the cartridge(s) and PRINTHEAD. To recover from this problem, you will have to run the "Clean Printhead" procedure 1-2 times to recover the ink system. Watch the video on the HP support page which describes some of the common issues you may encounter with refilled ink cartridges. This type of problem is common and completely recoverable.

http://inkjet411.com/?page_id=1457

There is no 'lock-out' feature on the HP 940 ink series printer models to our knowledge...you should be able to resume normal printer operations. If not, please let us know the 'exact language' of the error message you are observing and for which ink cartridge (Cyan, Magenta, Yellow, Black).

NOTE 2: HP does not allow an automatic reset of the electronic chip on the cartridge after a refill, so the ink level indicator is sending a false message that the ink level is low. Your cartridge is not low on ink, and nothing is wrong with your printer or cartridges. The ink level indicator usually cannot be manually re-set, so the ink level indicator is often not usable. For more information on this, click here:

http://inkjet411.com/?page_id=1423

However, losing this feature is not necessarily significant, because the ink level indicator usually has substantial usable ink remaining when it shows "low on ink". Therefore, the warning has limited value, because customers who prematurely replace their cartridges when they see the "low ink" message are wasting a lot of residual ink. In order to use as much available ink as possible, many customers (not only those who refill their cartridges, but many who have not yet tried refilling) always ignore the ink level indicator "low" warning, and wait to replace or refill the cartridge until immediately after seeing ink begin to fade on their printouts.

Many customers who disregard the low ink indicator keep a spare set of cartridges so that their printing productivity is not disrupted when the cartridge runs out of ink. If the cartridge completely runs out of ink and continues to be used when it is dry, this could damage the cartridge, so customers should promptly refill their cartridge when the ink begins to fade. This fading process is gradual, so that you will have sufficient time to refill the cartridge before the risk of empty cartridge printing. In summary, most refill customers agree that the huge savings of refilling is much greater than the potential loss of the low ink indicator feature.

On the other hand, if you observe Red X's (i.e. "unrecognized cartridge"/ "incompatible printhead"/ "ink system has failed") on your printer display panel or Window's popup, then this is a different type of error (i.e. possible cartridge connection issue or failure of permanent printhead assembly). For advanced printer diagnostics, please refer to .pdf file at the following link:

http://inkjet411.com/?page_id=1813

To provide additional insight on how the semi-permanent PRINthead works in your printer, please refer to video at the following support page: http://inkjet411.com/?page_id=2054

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

CANON 30-241 ERROR MESSAGE (GENERAL)

Canon PIXMA MP240, MP250, MP260, MP270, MP280, MP480, MP490, MP495

Regarding your recent inquiry about the refilled Canon **PGI-40** black ink cartridge ink alert/error condition, you will need to reset the cartridge low ink level monitoring in order to clear the ink level alarm condition*.

NOTE: Providing you can still print, you will need to wait until the "ink has run out" message appears on your computer, before activating the 'Stop/Resume' button for 5-8 seconds. However, if printing is not permissible, then please keep reading....

Essentially, in most cases, all you need to do is press the 'Stop/Reset' button (triangle symbol inside of a circle) for 5-8 seconds and the ink error ("ink has run out", etc.) indicators should extinguish; two common reset procedures are provided below (please refer to both videos):

http://inkjet411.com/?page_id=1765

We suggest you first attempt the basic/universal ink level reset procedures before attempting any of the more advanced procedures provided on the Inkjet411 site:

A. Standard Ink Level Reset Procedure (printers without LCD display):

[Refer to the 1st support video: http://inkjet411.com/?page_id=62]

1) At computer screen message, select 'Stop'/'Reset', 'OK', or 'Resume'.

....Or....

2) Select 'Stop'/'Reset', 'OK' or the 'Resume' button (triangle symbol inside of a circle) on your printer for 5-8 seconds:

- Printing may continue under the 'ink out' condition.

B. Standard Ink Level Reset Procedure (printers with LCD display):

[Refer to the 2nd support video: http://inkjet411.com/?page_id=62]

1) Install cartridge and start print job.

2) After first message appears, click 'OK' to continue. Printer should start printing.

3) If second message appears and printer's LCD screen displays error code "E", then DO NOT click 'CANCEL PRINTING'.

4) Press and hold down 'Stop'/'Reset' button (triangle-circle icon) on your printer for 5-8 seconds. Printer should start printing.

C. Pixma 'iP' Ink Counter Reset Procedure (select iP printer models):

- a. Press and Hold the Resume (triangle-circle) button
- b. Press and Hold the Power Button; hold both buttons for 5 seconds
- c. Release the Resume (triangle-circle) button.
- d. Press the Resume button 5 times.
- e. Release the Power button. The blinking ink level/power light should go steady after a few seconds.

Canon 30/31/40/41 - Refilled Cartridge Activation Instructions: http://inkjet411.com/?page_id=2709

Canon 50/51 - Refilled Cartridge Activation Instructions: http://inkjet411.com/?page_id=2719

Canon 210/210XL/211/211XL - Refilled Cartridge Activation Instructions:

http://inkjet411.com/?page_id=2728

Canon 240/240XL/240XXL/241/241XL - Refilled Cartridge Activation Instructions:

http://inkjet411.com/?page_id=2733

Canon 245/245XL/246/246XL - Refilled Cartridge Activation Instructions:

http://inkjet411.com/?page_id=2740

If you are able to produce a self test print, this is good since it illustrates that the cartridges are electrically stable...if you observe any 'E' or 'V' error states (i.e. E13 or V162 for example), this may indicate there is possibly an internal electrical problem with one of the ink cartridges. Refer to your user guide if E/V error messages are displayed.

*If, after following the suggested ink monitoring/level reset procedures, you still have an error condition which prohibits regular printing, then the ink cartridge probably has internal electrical damage (micro-electronics failure); such a failure is unrelated to the ink cartridge refilling process. Typically, when the cartridge fails the problem is 'masked' by the ink out/empty condition so it can be difficult to distinguish between the two. Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process (i.e. typically ~2 years from original manufacturing date). Refer to picture at bottom of this page:

http://inkjet411.com/?page_id=1533

If, following a reset of the printer via the 'Stop/Resume' button, printing is permitted but the 'Ink Low' indicator continues to be lit then one of the inks cartridges may be suffering from marginal internal electrical performance – a potential failure of the cartridge may eventually occur which will prevent printing.

NOTE: Additional 'printer reset' procedures are provided on Inkjet411 (*see SUPPORT DOCUMENTATION - CANON RESET METHODS pdf document*): http://inkjet411.com/?page_id=62

However, if your printer works routinely after inserting a brand new PGI-40 ink cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). If this turns out to be the case, then we regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know if you have any questions regarding the technical information provided herein. For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

ALREADY ATTEMPTED THE BASIC CANON RESET

Regarding your recent inquiry about the refilled Canon PGI-40 (or CLI-41?) ink cartridge ink alert/error condition with your MP470 printer, if after following the suggested ink monitoring/level reset

procedures (below), you still have an error condition which prohibits regular printing, then one of the ink cartridges probably has internal electrical damage (micro-electronics failure)*; such a failure is unrelated to the ink cartridge refilling process. Typically, when the cartridge fails the problem is 'masked' by the ink out/empty condition so it can be difficult to distinguish between the two. Question: can you identify which ink cartridge is causing the issue?

Normally you would reset the cartridge low ink level monitoring in order to clear the ink level alarm condition using the procedures below (sounds like you already tried this). However, if you can still print at the moment, then you may need to wait until the "Ink Has Run Out" message, or similar, appears....then you can go ahead and perform the printer reset as described below.

We suggest you first attempt the basic/universal ink level reset procedures before attempting any of the more advanced procedures provided on the Inkjet411 site:

A. Standard Ink Level Reset Procedure (printers without LCD display):

[Refer to the 1st support video: http://inkjet411.com/?page_id=62]

1) At computer screen message, select 'Stop'/'Reset', 'OK', or 'Resume'.

....Or....

2) Select 'Stop'/'Reset', 'OK' or the 'Resume' button (triangle symbol inside of a circle) on your printer for 5-8 seconds:

- Printing may continue under the 'ink out' condition.

B. Standard Ink Level Reset Procedure (printers with LCD display):

[Refer to the 2nd support video: http://inkjet411.com/?page_id=62]

1) Install cartridge and start print job.

2) After first message appears, click 'OK' to continue. Printer should start printing.

3) If second message appears and printer's LCD screen displays error code "E", then DO NOT click 'CANCEL PRINTING'.

4) Press and hold down 'Stop'/'Reset' button (triangle-circle icon) on your printer for 5-8 seconds. Printer should start printing.

If you are able to produce a self test print, this is good since it illustrates that the cartridges are electrically stable...if you observe any 'E' or 'V' error states (i.e. E13 or V162 for example), this may indicate there is possibly an internal electrical problem with one of the ink cartridges. Refer to your user guide if E/V error messages are displayed.

If, following a reset of the printer via the 'Stop/Resume' button, printing is permitted but the 'Ink Low' indicator continues to be lit then one of the inks cartridges may be suffering from marginal internal electrical performance – a potential failure of the cartridge may eventually occur which will prevent printing.

NOTE: There are additional 'reset' procedures provided on Inkjet411 (see SUPPORT DOCUMENTATION - CANON RESET METHODS pdf document): http://inkjet411.com/?page_id=62

*Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process (i.e. typically ~2 years from original manufacturing date). Refer to picture at bottom of this page: http://inkjet411.com/?page_id=1533

However, if your printer works routinely after inserting a brand new PGI-40 or CLI-41 ink cartridge in it, you should discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). If this turns out to be the case, then we regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know if you have any questions regarding the technical information provided herein. For any additional questions please contact us directly: inkjet411help@gmail.com

-Thank you

B. Canon Ink Level Reset Procedure #2:

NOTE: Canon "iP" Printer Model Series Only, PIXMA ip2700, PIXMA iP2702

1. Press and Hold the Resume (triangle-circle) button
 2. Press and Hold the Power Button; hold both buttons for 5 seconds
 3. Release the Resume (triangle-circle) button.
 4. Press the Resume button 5 times.
 5. Release the Power button. The blinking ink level/power light should go steady after a few seconds.
- Printing may continue under the 'ink out' condition.

Canon PIXMA MX320, MX330, MX340, MX350, MX360, MX410, MX420 Printer Models

A. Printers connected to Win Vista/XP Computer:

1. Install refilled cartridges into printer ("Ink Has Run Out" message is displayed)
2. Open Properties in "Printers" from "Start Bar" - "Settings" on left lower corner.
3. Open "Advance".
4. Uncheck "Enable advanced printing features".
5. Apply and close.
6. Hold "Stop" button on MX330 printer for 10-20 seconds. The "Ink Has Run Out" message will disappear.
7. Open "Properties" in "Printers" again as in Step 2.
8. Check "Enable advance printing features" to reset counter.
9. Printer should work again with refilled ink cartridge.

B. Canon Pixma MP/MX/MG Series - Printer & Ink Counter Reset Procedure:

1. Press the power button to turn off the printer.
2. Hold the "Stop/Reset" button while pushing the power button. While still holding down the power button, release the "Stop/Reset" button and then push it twice in a row.

3. Wait approximately 20 to 30 seconds until the LED shows 0.
4. Push the "Stop/Reset" button four times in a row.
5. Push the power button twice.
6. Turn off the printer by pushing the power button one more time. The printer is now reset.

Canon MP Models

A. Canon Ink Level Reset Procedure.

NOTE: Most MP200 thru MP400 Series Printer Models

1. Turn off the Canon MP printer and unplug it from the outlet.
2. Press the "On/Off" button while you plug the cable back in.
3. Hit the "Stop/Reset" button two times while holding down the "On/Off" button, then let go of the "On/Off" button. This puts the printer into factory mode.
4. Hit the right arrow button until you see "Shipping Mode 3" on the LCD display. Hit "OK" to select it.
5. Hit the "Stop/Reset" button when you see a message that says "Without Cleaning." This tells the Canon printer to print out a test page.
6. Lift up the Canon MP 470 printer cover and wait for the cartridges to move to the left. Then unplug the printer from the outlet.
7. Lift out both ink cartridges and close the cover.
8. Plug the power cable back in and hit the "On/Off" button.
9. Place the ink cartridges back inside once you see a message that says "Replace Cartridges." Wait a few minutes for the printer to recognize the cartridges before trying to print.

B. Canon MP Printers - Universal MP Printer Reset Procedure:

NOTE: Canon MP140 thru MP830 Printer Models with 'Tools' button

1. Turn ON the printer.
2. Press and Hold the "Reset button" on the printer.
3. While pressing the "Reset button", press and hold the "Color Start" button.
4. Wait for 5 seconds.
5. Release the "Color Start" button, and then release the "Reset Button".
6. Wait until the printer starts to configure itself. This should take approximately around 20 seconds.
7. The no. "1" should be on the display, press and hold the "Tool" button and the letter "A" should now be on the display.
8. While pressing on the "Tool" button, press and hold the "Reset button".
9. Wait until there are no more blinking lights on the printer.
10. Release the "Tool" button, and then release the "Reset Button".

C. Canon MP Ink Level Reset Procedure - Safe Factory Reset Method:

NOTE: Canon MP Series Printer Models that feature a screen display

1. Disconnect power from printer (unplug cable).

2. Press and hold the power button while connecting the power outlet back.
3. While still holding down the power button, press the reset button twice (red circle with a triangle)
4. Release the power button
5. The printer takes about 10 seconds to show the number 0.
6. Press + to change the value from 0 to 1.
7. When this value is 1, press color button; this will light up two leds.
8. One is for plain paper and the other for photo paper. At this point is feed the printer with paper.
9. Press the power button twice and the printer will print a test page (if it doesn't print by its elf, then press the "color" button once and the test sheet will print).
10. When the test page is printed the value in the display returns to zero.
11. Open the printer/cartridge access cover (not the scanner cover) and remove the refilled ink cartridges. With the printer still open, disconnect power from printer (unplug cable).
12. Close the lid and turn on the printer.
13. Following printer power up, open cover/cartridge access cover and reinstall the refilled ink cartridges.

A. Canon MX310 Ink Level Reset Procedure #1 *(Canon 40/41 ink cartridges)*

1. Power off printer
2. Hold RESUME button then press and hold POWER, the beeper will sound once.
3. Hold POWER and release RESUME
4. Press RESUME twice
5. Release POWER button
6. When the indicator lights steady, press RESUME three (3) times. The indicator should be orange.
7. Press POWER (to lock data)

B. Canon MX310 Ink Level Reset Procedure #2 *(Canon 40/41 ink cartridges)*

1. Power off the printer.
2. Holding the stop/reset button, press and hold power button also. Hold both buttons together for 5 secs.
3. Still holding the power button, release the stop/reset button, then press the stop/reset button twice.
4. Release power button (the screen should now say 'Service Mode').
5. Wait until the power button lights steady green, then press the stop/reset button three times with a 3 sec space between each press. On the 3rd press the indicator should turn steady orange.
6. Press the power button once, (the orange light should go off).
7. Open the printer and remove both cartridges. Wait for 20 seconds. Replace the cartridges and close printer. Wait for 30 seconds.
8. Press the power button, and wait until printer has shut down.
9. Press power button to power up. The printer will feed one piece of paper, then ask you to set the language.
10. The ink counter should now be reset.

I. Canon MX310 Ink Level Reset Procedure #3 (Canon 40/41 ink cartridges)

1. Power off the printer
2. Hold the stop/reset button then press and hold power (for 5 secs)
3. Hold Power and release the stop/reset button
4. Press the stop/reset button twice
5. Release power button
6. Wait until the power button lights a steady/still green, press the stop/reset button three times with a 3 sec space between each press.
7. On the 3rd press the indicator should be orange.
8. Press the power button to set data
9. To set data remove cartridges then replace; allow printer to sit idle for 20 or 30 secs
10. Press the power button again to shut down
11. Then press power button to power up.
12. The printer will feed one piece of paper through
13. Then set language and country.
14. Then ink should be reset.

NOTE: Here is a 3rd party site which provides reset solutions by printer model:

<http://resetprinters.com/how-to-reset-canon-mp-series-printers-and-fix-common-errors/>

If you still have an error condition which prohibits printing, then the ink cartridge probably has internal electrical damage (micro-electronics failure); such a failure is unrelated to the ink cartridge refilling process. Typically, when the cartridge fails the problem is 'masked' by the ink out/empty condition so it can be difficult to distinguish between the two. Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process (i.e. typically ~2 years from original manufacturing date). Refer to picture at bottom of this page: http://inkjet411.com/?page_id=1533

Please advise if the error condition persists. For any additional questions please contact us directly:

Inkjet411help@gmail.com

-Thank you

***210/211 Systems = Canon PIXMA MP240, MP250, MP260, MP270, MP280, MP480, MP490, MP495, MX320, MX330, MX340, MX350, MX360, MX410, MX420, iP2700, iP2702**

CANON 210/211/240/241 ERROR MESSAGE & NO PRINTING

Basic Resets (A & B): Canon PIXMA MP240, MP250, MP260, MP270, MP280, MP480, MP490, MP495

Basic Reset Procedure (B): Canon "iP" Printer Model Series, PIXMA iP2700, PIXMA iP2702

Advanced Resets (C & D): Canon PIXMA MX320, MX330, MX340, MX350, MX360, MX410, MX420 Printer Models

Regarding your recent inquiry about the Canon 210 (black)/211 (color) ink cartridge ink alert/error condition and the inability to print to your Canon MX340 printer, to reset the cartridge ink low/empty alert message condition, depending on your printer model, we suggest you follow the documented procedures below and/or provided on Inkjet411 at the following link.

http://inkjet411.com/?page_id=1765

NOTE 1: Providing you can still print, you will need to wait until the "ink has run out" message appears on your computer, before activating the 'Stop/Resume' button for 5-8 seconds. However, if printing is not permissible, then please keep reading....

Essentially, in most cases, all you need to do is press the 'Stop/Reset' button (triangle symbol inside of a circle) for 5-8 seconds and the ink error ("ink has run out", etc.) indicators should extinguish; two common reset procedures are provided below (please refer to both videos):

http://inkjet411.com/?page_id=1765

Canon 30/31/40/41 - Refilled Cartridge Activation Instructions: http://inkjet411.com/?page_id=2709

Canon 50/51 - Refilled Cartridge Activation Instructions: http://inkjet411.com/?page_id=2719

Canon 210/210XL/211/211XL - Refilled Cartridge Activation Instructions:

http://inkjet411.com/?page_id=2728

Canon 240/240XL/240XXL/241/241XL - Refilled Cartridge Activation Instructions:

http://inkjet411.com/?page_id=2733

Canon 245/245XL/246/246XL - Refilled Cartridge Activation Instructions:

http://inkjet411.com/?page_id=2740

NOTE 2: If you are able to print the internal self test print, this will demonstrate that the ink cartridge is 'at least' partially functioning. If this is the case, then we suggest you continue printing until the software prompts you to press the 'Stop/Reset' button for >5 seconds. For poor print quality performance issues (as you indicated in your inquiry), we suggest you run a nozzle/cartridge clean test from your Canon software, followed by printing our 'Ink Recovery Test' print: http://inkjet411.com/wp-content/uploads/2013/02/Test-Print_CMYK.pdf

To help reset the ink level monitoring feature, please attempt the following to rule out all variables:

1. To rule out connectivity issues, please ensure BOTH carriage/flex cables (point where the cartridge connects to carriage inside the printer) and BOTH ink cartridge rear electrical contact surfaces are thoroughly clean before proceeding: http://inkjet411.com/?page_id=1519

2. We suggest you first attempt the basic (universal) ink level reset procedures (A. and B. below) before attempting the more advanced procedures:

A. Canon BASIC Ink Level Reset Procedure: *[refer to both videos here: http://inkjet411.com/?page_id=1765]*

1. Install cartridge and start print job.
2. After first message appears, click 'OK' to continue. Printer should start printing.

3. If second message appears and printer's LCD screen displays error code "E", then DO NOT click 'CANCEL PRINTING'.
4. Press and hold down 'Stop'/'Reset' button (triangle-circle icon) on your printer for 5-8 seconds. Printer should start printing.

B. Canon Ink Level Reset Procedure #2 [primarily intended for Canon iP printer models]:

Press and Hold the Resume (triangle-circle) button

Press and Hold the Power Button; hold both buttons for 5 seconds

Release the Resume (triangle-circle) button.

Press the Resume button 5 times.

Release the Power button. The blinking ink level/power light should go steady after a few seconds.

- Printing may continue under the 'ink out' condition.

Providing none of the above procedures were successful, then you could attempt the various printer reset procedures at the following link (refer to .pdf SUPPORT DOCUMENTATION):

http://inkjet411.com/?page_id=62

WORST CASE SCENARIO – INTERNAL ELECTRICAL FAILURE OF INK CARTRIDGE:

If, after performing the suggested 'reset' procedures above, you still have an error condition which prohibits computer/host based printing (or permit copy/scan functions), then the ink cartridge probably has internal electrical damage (micro-electronics failure); such a failure is unrelated to the ink cartridge refilling process. Typically, when the cartridge fails the problem is 'masked' by the ink out/empty condition so it can be difficult to distinguish between the two. Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process (i.e. typically ~2 years from original manufacturing date). Refer to picture at bottom of this page: http://inkjet411.com/?page_id=1533

If, following a reset of the printer via the 'Stop/Resume' button, printing is permitted but the 'Ink Low' indicator continues to be lit then one of the inks cartridges may be suffering from marginal internal electrical performance – a potential failure of the cartridge may eventually occur which will prevent printing.

However, if your printer works routinely after inserting a new Canon 240 black (or 240XL/240XXL) or 241 (or 241 XL) color ink cartridge in it, you should discuss the possibility of a refund with your local Costco (for refilled cartridge purchase). We regret your inconvenience, and we hope that you will continue to consider the compelling value of inkjet refilling in the future.

Please let us know if you have any questions regarding the technical information provided above.

Inkjet411help@gmail.com

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

CANON 30-241 ERROR MESSAGE (ADVANCED – NO PRINTING ALLOWED)need to validate

Regarding your recent inquiry about the Canon 210XL ink cartridge ink alert/error condition, to reset the Canon 210/211 cartridge low ink alert message(s), depending on your printer model, we suggest you follow the documented procedures provided at the following link (see SUPPORT DOCUMENTATION - CANON RESET METHODS pdf document):

http://inkjet411.com/?page_id=1533

NOTE: Providing you can still print, you will need to wait until the "ink has run out" message appears on your computer, before activating the 'Stop/Resume' button for 5-8 seconds. However, if printing is not permissible, then please keep reading....

Canon 30/31/40/41 - Refilled Cartridge Activation Instructions: http://inkjet411.com/?page_id=2709

Canon 50/51 - Refilled Cartridge Activation Instructions: http://inkjet411.com/?page_id=2719

Canon 210/210XL/211/211XL - Refilled Cartridge Activation Instructions:

http://inkjet411.com/?page_id=2728

Canon 240/240XL/240XXL/241/241XL - Refilled Cartridge Activation Instructions:

http://inkjet411.com/?page_id=2733

Canon 245/245XL/246/246XL - Refilled Cartridge Activation Instructions:

http://inkjet411.com/?page_id=2740

If you still have an error condition which prohibits printing, then the ink cartridge probably has internal electrical damage (micro-electronics failure); such a failure is unrelated to the ink cartridge refilling process. Typically, when the cartridge fails the problem is 'masked' by the ink out/empty condition so it can be difficult to distinguish between the two. Many cartridges eventually do encounter problems or failures, especially after their original ink is gone and they are re-used, and this is often unrelated to the refill process (i.e. typically ~2 years from original manufacturing date). Refer to picture at bottom of this page: http://inkjet411.com/?page_id=1533

Service Menu Printer/Waste Reservoir Reset Procedure:

A. Pixma MP/MX/MG Series: Printer & Ink Counter Reset

a. Press the power button to turn off the printer.

- b. Hold the "Stop/Reset" button while pushing the power button. While still holding down the power button, release the "Stop/Reset" button and then push it twice in a row.
- c. Wait approximately 20 to 30 seconds until the LED shows 0.
- d. Push the "Stop/Reset" button four (4) times in a row.
- e. Push the power button twice.
- f. Turn off the printer by pushing the power button one more time. The printer is now reset.

Next, reset the cartridge ink counter:

- a. Unplug the power and the USB cables from the printer.
 - b. Open the cartridge door and hold down the power button.
 - c. Reconnect the power cables while still holding down the power button.
 - d. Close the cartridge door and release the power button. The ink cartridge is now reset.
- Your printer should respond as normal.

B. For Printer Model: Canon S9000, S300, S400, i550, i560, i850, i860, i865, i9100, i9950, PIXMA iP3000:

1. Turn off printer
 2. Hold down Resume button and press Power button.
 3. Keep holding down Power button and let Resume button go.
 4. Press Resume button 2 times then let BOTH buttons go.
 5. Green lights will flash and then stop blinking.
 6. When green lights are solid, press the Resume button 4 times.
 7. Press the Power button and the printer should turn off, if not, press the Power button once more.
- Your printer should respond as normal.

2. Pixma iP/MP/MX/MG Series: Waste Ink Counter Reset

- a. With the printer powered off but still connected to a power source, press the Power button while pressing and holding the Stop/Reset button.
 - b. When the Power LED is lit, press the Stop/Reset button two (2) times while pressing and holding the Power button.
 - c. When releasing the Power button and the Stop/Reset button (regardless of order), the printer will move into a service mode (...waits for a menu selection)
 - d. When the LED lights green, press the Stop/Reset button the specified number of time(s) according to the function listed in the table below (each time the Stop/Reset button is pressed, the LED alternatively lights in orange and green, starting with orange)
- Your printer should respond as normal.

LED Function:

- 0 time Green - Power off
- 1 time Orange - Service pattern print
- 2 times Green - EEPROM print
- 3 times Orange - EEPROM reset
- 4 times Green - Waste ink counter reset
- 5 times Orange - Destination setting

6 times Green - Print head deep cleaning
 11 times Orange - Button / LCD checking
 12 or more times - Returns to a menu selection

CANON BLACK 225 VS. 226 (not yet linked)

Regarding your question of Canon cartridges, 225 black vs. Canon 226, our answers are provided below:

> The Black 225 cartridge uses a pigment-based ink...this cartridge is primarily intended for document/text printing. Pigment based inks provide strong longevity / archivability and increase the black dot gain; this is especially important when printing small black text characters on the page - they must be rich so they are easily legible to the eye.

>> The Black 226 cartridge uses a dye-based ink formulation specific to photo printing (this is a Photo Black cartridge). Dye inks provide a greater amount of light to refract through the paper surface/inkjet medium and effectively increase the amount of reflected color to bounce back to the eye (commonly referred to as color 'pop', with respect to color appeal to the eyes. This ink formula is very effective for enhanced photo printing on photo inkjet papers.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HARD RESET

Regarding your recent inquiry about the cartridge error message, you should try a hard reset: turn off the printer, unplug the power cable from the wall/strip power outlet, wait 30 seconds, then reconnect your power cable and turn the printer back on.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

IIT Ink Shelf Life (NON FOAM) - HP88/940/932/933/950/951/02

Regarding your inquiry over shelf life (i.e. 3-months of in-operation), the HP940 ink cartridges will be ok as these tanks do not have foam inside (ink is contained within a heavy duty foil bag)....typically these can be stored for at least a year without any problems (just keep them out of sunlight). Now, with respect to the PRINthead (which there are 2 inside your HP OJPRO 8500 printer), they should automatically 'seal' when the printer is powered down. If you encounter a start-up issue after such a long period of time, such as missing colors/streaking, then you may need to run a 'PRIME' or 'PRINthead CLEAN' to recover the system.

Please refer to our video on how the INK CARTRIDGES vs. PRINTHEADS interact:

http://inkjet411.com/?page_id=2054

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP OFFICEJET PRO 8500A (HP 940s) – POWER OFF/CARTRIDGE ACCESS DOOR TRICK

With respect to the HP OJ PRO 8500A Plus workflow of having to power off the printer to get the printing/copying to function following the printer dropping into standby mode, this is indeed quite unusual. I suspect this might be a driver issue, and you may just need to reinstall your printer driver software.

However, before you do that, instead of powering off the printer on the next print job attempt, try opening and closing the cartridge access door....see if a print job comes thru. If it does, then this will confirm there is a probable printer driver 'hand-shaking' issue.

We also suggested you press and hold the reset button on the printer for five seconds...this will reset the cartridge's smart chip, and may correct the current 'interface' issue.

If the error continues, then we suggest you remove the refilled ink cartridge and inspect the smart chip contact surface (located in bottom/rear portion of cartridge). If there is any ink on the surface of the chip please clean thoroughly using isopropyl alcohol dampened lint-free towel, or similar.

ADDITIONAL NOTES:

1) Printer nuisance messages, such as "counterfeit" / "non-genuine ink", are COMPLETELY NORMAL and should be expected when using HP 940 refilled ink cartridges.

A. If you observe an ink cartridge "expired ink" message then there is a trick to bypass this alert message, please click here for instructions: http://inkjet411.com/?page_id=1457

B.

Please let us know if the problem persists. For any additional questions please contact us directly:

Inkjet411help@gmail.com

-Thank you

HP OFFICEJET PRO LXXX (HP 88s) – CARTRIDGE ERROR

Regarding your recent inquiry about the HP88XL cartridge error message ("REPLACE CARTRIDGE", MISSING OR DAMAGED", or similar printer alert language) associated with your HP Lxxxx series printer. The cartridge probably has a defective chip which was mis-programmed during the refill process. You

should bring the cartridge back to the Costco Photo Department and have it re-programmed (or replaced). Also, request to have it weighed to ensure that it was properly filled.

In the interim, please verify the first two items below are not causing the issue:

ADDITIONAL CARTRIDGE RECOGNITION FAILURES/CAUSES:

NOTE: assumes smart chip has already been reprogrammed or replaced

We suggest you verify that there is no ink residue on the surface of the smart chip (at rear/lower side of ink cartridge) – refer to 4th picture at the following link: http://inkjet411.com/?page_id=973

The failure to recognize an ink cartridge(s) could either be a possible Cartridge connectivity, PRINthead* connectivity or an end-of-life PRINthead issue. We suggest you remove all the ink cartridges and thoroughly clean BOTH PRINtheadS manually along with cartridge chip contact surfaces (located on bottom-rear side of each ink cartridge). Clean all electrical contacts, including those inside the printer which mate to the PRINtheadS. Reinstall both PRINtheadS and cartridges and retest. http://inkjet411.com/?page_id=973

HP.com instructions can be found here.

<http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&lc=en&dlc=en&docname=c01289505>

You may also refer to HP's 'manual' cleaning procedures here:

<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?lang=en&cc=us&taskId=125&prodSeriesId=2511747&prodTypeId=18972&objectID=c00844045>

Ensure an "expired ink cartridge" alert state is not causing the issue, refer to this page on how to check & bypass: http://inkjet411.com/?page_id=1384

---- If you observe an "Expired xxxx ink cartridge" alert or message, this error may be bypassed by performing the following:

- a. Press and HOLD the Power button.
- b. Press Resume button 3 times.
- c. Release the Power button

If, following HP 88 cartridge re-programming and complete cartridge/printhead/printer manual electrical contact cleaning, the cartridge alert message(s) continue, then you may have a damaged PRINthead* (there are two printheads inside the printer) which may require re-priming or replacement depending on problem symptoms. PRINtheadS can be ordered on-line from either an authorized HP reseller or you can purchase knock-off PRINtheadS from Chinese vendors (i.e. Alibaba.com or similar).

* The HP 88 ink-series printer models have two electronic PRINtheadS (each of these electronic devices are responsible for pulling ink from the ink cartridges and then firing the ink droplets onto the paper) –

both PRINTHEADS will eventually fail depending on printed content, printer duty cycle (i.e. typically rated for ~41, 500 printed pages depending on image content & frequency of printing). The average inkjet printer can typically be refilled with ~20+ complete sets of ink cartridges over the life of the printhead, after which, either the Yellow/Black and/or Cyan/Magenta printhead may need to be replaced (available at HP.com). Refer to video on how the HP PRINTHEAD functions:

http://inkjet411.com/?page_id=2054

When the PRINTHEAD electronically fails typically the printer will provide an alert message when this happens, but if a printhead has suffered a deprime (i.e. loss of ink/pressure which results in no printing of color), it is possible to recover the system using a 3rd party PRINTHEAD priming tool, such as this one:

<http://www.inkowl.com/?p=product&product=5035>

We apologize for the confusion and inconvenience this may have caused you; please let us know if the 2nd smart chip reprogramming (replacement) does not provide a resolution.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

Regarding your recent inquiry about an HP 88 black ink cartridge error message ("MISSING OR DAMAGED") associated with your HP 88 refilled ink cartridge, this is not the typical error message we normally see when a refilled ink cartridge that has a correctly installed and properly programmed smart chip. We suggest you verify that there is no ink residue on the surface of the smart chip (at rear/lower side of ink cartridge) – refer to 4th picture at the following link: http://inkjet411.com/?page_id=973

It is also possible that either of the PRINTHEADS may have poor connectivity with the rear electrical pad/interface. It is suggested that you attempt to re-seat (i.e. remove and re-install) the Yellow/Black printhead assembly. HP.com instructions can be found here.

<http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&lc=en&dlc=en&docname=c01289505>

The inclusion of the statement "intended for single use only" is standard manufacturer language since HP does not refill or allow customers to reuse their tanks. The ink cartridge/tank is just a plastic body with an internal foil bag and ink port...nothing can really go bad. As long as the chip is re-programmed (or replaced) following each use you can use it over and over again. In addition, with the HP 88s, you can use the ink within a year following refill so there is no rush.

If you continue to see Magenta problems/errors following the chip re-programming, then this could be a Cyan/Magenta PRINTHEAD issue (this is an electronic assembly which performs the actual 'firing' of

drops onto the page). However, in most of these cases you would get either a PRINthead failed/error type message or you would observe unrecoverable poor print quality. How the Printhead Works:

http://inkjet411.com/?page_id=2054

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP OFFICEJET PRO Kxxx/Lxxx (HP 88s) – POOR PRINT QUALITY / IMPROPER OR MISSING COLORS

Regarding your recent inquiry about the HP88 poor print quality problems ("pink color output"), it sounds like the Cyan/Magenta OR Yellow/Black PRINthead is causing the problem or there are air bubbles in the ink lines/PRINthead assembly. We suggest you perform the following:

1. Activate a 'Clean Printhead' routine, 2 times, from your TOOLS/MAINTENANCE menu, to see if this corrects the problem. This action will perform a printhead prime and try to re-establish proper internal pressures.
2. To verify the lines are clear and working correctly, print the "INK RECOVERY TEST PRINT" from our Test Prints page: http://inkjet411.com/?page_id=146
3. Run the self-test print (under maintenance/tools menu), this will verify nozzle performance and that each color is firing a solid band of color (i.e. you should not see any bands or missing lines in the pattern). This is also a good test to help isolate which color (or portion of the electronic PRINthead*) may be causing the issue.
4. It is also possible that either of the PRINtheadS may have poor connectivity with the rear electrical pad/interface. It is suggested that you attempt to re-seat (i.e. remove and re-install) either the Cyan/Magenta or Yellow/Black PRINthead assembly. HP.com instructions can be found here. <http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&lc=en&dlc=en&docname=c01289505>
5. This could be a PRINthead 'firing' or electronic failure issue (...electronic assembly which performs the actual 'firing' of drops onto the page)*. However, in most of these cases you would get either a 'Printhead failed', 'Printhead missing, or 'Replace Printhead' alert message or you would observe unrecoverable poor/severe print quality. Refer to video to see how the Printhead works: http://inkjet411.com/?page_id=2054
6. Check the 'WARRANTY ENDS' date on the PRINtheadS*. If either PRINthead is expired then it may need to be replaced: For more information on this please visit: <http://h30434.www3.hp.com/t5/Ink-Toner-Cartridge-Printhead-Issues/Significance-of-quot-Warranty-ends-quot-date-on-Officejet/t5-p/1081607>

* The HP 88 ink-series printer models have two electronic PRINtheadS (each of these electronic devices are responsible for pulling ink from the ink cartridges and then firing the ink droplets onto the paper) –

both PRINTHEADS will eventually fail depending on printed content, printer duty cycle (i.e. typically rated for ~41, 500 printed pages depending on image content & frequency of printing). The average inkjet printer can typically be refilled with ~20+ complete sets of ink cartridges over the life of the printhead, after which, either the Yellow/Black and/or Cyan/Magenta printhead may need to be replaced (available at HP.com). Refer to video on how the HP PRINTHEAD functions:

http://inkjet411.com/?page_id=2054

When the PRINTHEAD electronically fails typically the printer will provide an alert message when this happens, but if a printhead has suffered a deprime (i.e. loss of ink/pressure which results in no printing of color), it is possible to recover the system using a 3rd party PRINTHEAD priming tool, such as this one:

<http://www.inkowl.com/?p=product&product=5035>

A PRINTHEAD "missing" / "damaged" / "problem" error has nothing to do with the HP88 refilled ink cartridges since these are just plastic tanks which hold ink - all ink formulations have been fully tested for compatibility with all HP printer systems. The timing of a printer/printhead failure is merely coincidental with respect to the use of refilled ink cartridges. Each PRINTHEAD is a complex electronic ink-firing assembly which sits directly behind the ink cartridges during the printer idle state; the cartridges plug into and feed ink to both the Yellow/Black PRINTHEAD and Cyan/Magenta PRINTHEAD.

7. If the above resolutions do not correct the issue, then replacement of the suspect PRINTHEAD may likely be required. As the refilled ink cartridge has nothing to do with the failure of the electronic PRINTHEAD assembly, printhead replacement cost is not covered. All printheads will eventually fail depending on printed content, usage and time via natural electronics degradation. The Inkjet411 test labs have never observed a correlation between a refilled HP88 cartridge and the failure of the HP88 PRINTHEAD assembly. We trust you clearly understand our position with respect to this type of micro-electronics failure of a PRINTHEAD, should this turn out to be the root cause of failure.

8. If problem persists after following all suggestions above, then we suggest you discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We apologize for the inconvenience this may have caused you.

Please let us know if you have any further questions on the technical information provided. For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP OFFICEJET PRO 8500 (HP 940s) – POOR PRINT QUALITY / IMPROPER OR MISSING COLORS

Regarding your recent inquiry about the HP940 poor print quality problems ("pink color output"), it sounds like the Cyan/Magenta OR Yellow/Black PRINTHEAD is causing the problem or there are air bubbles in the ink lines/PRINTHEAD assembly. This problem is normally caused by an ink deprime within the ink system and is normally recoverable. Refer to the following suggested actions:

1. Activate a 'Clean Printhead' routine, 2 to 3 times in a row, from your TOOLS/MAINTENANCE menu, to see if this corrects the problem. This action will perform a printhead prime and try to re-establish proper internal pressures – this action will consume approximately 10% of total ink from each ink cartridge.

Refer to our support instructions: http://inkjet411.com/?page_id=1457

2. To verify the lines are clear and working correctly, print the “INK RECOVERY TEST PRINT” from our Test Prints page: http://inkjet411.com/?page_id=146

3. Run the self-test print (under maintenance/tools menu), this will verify nozzle performance and that each color is firing a solid band of color (i.e. you should not see any bands or missing lines in the pattern). This is also a good test to help isolate which color (or portion of the electronic PRINTHEAD*) may be causing the issue.

4. It is also possible that either of the PRINTHEADs may have poor connectivity with the rear electrical pad/interface. It is suggested that you attempt to re-seat (i.e. remove and re-install) the Cyan/Magenta and/or Yellow/Black PRINTHEAD assembly. Click here for instructions:

http://inkjet411.com/?page_id=1457

- Also check warranty 'end date' on PRINTHEAD assembly while it is removed from printer (refer to #7 below).

NOTE: HP's PRINTHEAD removal/replacement instructions can be found here:

<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?prodSeriesId=3752454&objectID=c01623635>

5. Return the refilled cartridge to your refiller and have them check ink levels and weigh the ink cartridge.

6. It is possible a PRINTHEAD 'firing' or electronic failure issue is present (...electronic assembly which performs the actual 'firing' of drops onto the page)*. However, in most of these cases you would normally get either a 'Printhead failed', 'Printhead missing, or 'Replace Printhead' alert message or you would observe unrecoverable poor/severe print quality. Refer to video to see how the Printhead works:

http://inkjet411.com/?page_id=2054

7. Check the 'WARRANTY ENDS' date on the PRINTHEADS as it may be expired*. See 7th photo at the following link: http://inkjet411.com/?page_id=1457

8. If either PRINTHEAD is expired then it may need to be replaced.*

For more information on this please visit: <http://h30434.www3.hp.com/t5/Ink-Toner-Cartridge-Printhead-Issues/Significance-of-quot-Warranty-ends-quot-date-on-Officejet/td-p/1081607>

9. If the above resolutions do not correct the issue, then re-priming or replacement of the suspect PRINTHEAD may be required to fully recover the ink delivery system.

NOTE: If you DO NOT observe a PRINTHEAD alert or error message, but instead observe substandard print quality (or completely missing colors) and suspect the PRINTHEAD may be clogged, then you may want to consider flushing the PRINTHEAD using an advanced 3rd party procedure:

http://www.youtube.com/watch?v=y6YjL7mff5c&list=TLzK8FY3Lh_iA

10. If problem persists after following all suggestions outlined above, then we suggest you discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase). We apologize for the inconvenience this may have caused you.

* The HP 940 ink-series printer models have two electronic PRINTHEADS (each of these electronic devices are responsible for pulling ink from the ink cartridges and then firing the ink droplets onto the paper) – both PRINTHEADS will eventually fail depending on printed content, printer duty cycle (i.e. typically rated for ~15,000 printed pages depending on image content & frequency of printing, although some printheads have reportedly reached end-of-life around 2,000 pages. Actual results will vary.). The average inkjet printer can typically be refilled with ~8+ complete sets of ink cartridges over the life of the printhead, after which, either the Yellow/Black and/or Cyan/Magenta printhead may need to be replaced (available at HP.com). Refer to video on how the HP PRINTHEAD functions:

http://inkjet411.com/?page_id=2054

Please let us know if the problem persists and/or if you have any further questions on the technical information provided.

ADDITIONAL PRINTHEAD TECHNICAL NOTES:

When the PRINTHEAD electronically fails typically the printer will provide an alert message when this happens, but if a printhead has suffered a deprime (i.e. loss of ink/pressure which results in no printing of color), it is possible to recover the ink system using a 3rd party PRINTHEAD priming tool, such as this one: <http://www.inkowl.com/?p=product&product=5035>

A PRINTHEAD "missing" / "damaged" / "problem" error has nothing to do with the HP940 refilled ink cartridges since these are just plastic tanks which hold ink - all ink formulations have been fully tested for compatibility with all HP printer systems. The timing of a printer/printhead failure is merely coincidental with respect to the use of refilled ink cartridges. Each PRINTHEAD is a complex electronic ink-firing assembly which sits directly behind the ink cartridges during the printer idle state; the cartridges plug into and feed ink to both the Yellow/Black PRINTHEAD and Cyan/Magenta PRINTHEAD.

As the refilled ink cartridge has nothing to do with the failure of the electronic PRINTHEAD assembly, printhead replacement cost is not covered. All printheads will eventually fail depending on printed content, usage and time via natural electronics degradation. The Inkjet411 test labs have never observed a correlation between a refilled HP940 cartridge and the failure of the HP940 printer PRINTHEAD assembly. We trust you clearly understand our position with respect to this type of micro-electronics failure of a PRINTHEAD, should this turn out to be the root cause of failure.

Please let us know if you have any further questions on the technical information provided. For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP OFFICEJET PRO 8000/8500/8500A (HP 940s) –“DEPLETED INK” ERROR MESSAGE/INTERMITTENT OPS

Regarding your recent inquiry about the HP 940 ink cartridge error ("DEPLETED INK", or similar error message language) which is preventing printing....let's run thru a quick checklist to ensure we cover everything, per below. For additional error conditions and solutions please refer to our support page at the following link: http://inkjet411.com/?page_id=1457

- 1) For intermittent printer operations (i.e. you uninstall and reinstall ink cartridges to get printer to work) there could be air bubbles/gaps in the ink lines –refer to NOTE 1.
- 2) If you observe "Unauthorized ink", "non-HP ink", "counterfeit ink" or similar messages, you may ignore/dismiss this message by pressing 'OK' once for each cartridge (LCD equipped printer models), so that the printer resumes its normal operation. HP does not allow an automatic reset of the HP 940 electronic chip on the cartridge after a refill, so the ink level indicator is sending a false message that the ink level is low. If you recently refilled your cartridge(s), then your cartridge(s) is not low on ink. The ink level indicator cannot be manually re-set, so the ink level indicator is often not usable. However, losing this feature is not necessarily significant, because the ink level indicator usually has substantial usable ink remaining when it shows "low on ink".
- 3) If the error continues, then we suggest you remove the refilled ink cartridge and inspect the smart chip contact surface (located in bottom/rear portion of cartridge). If there is any ink on the surface of the chip please clean thoroughly using isopropyl alcohol dampened lint-free towel, or similar: http://inkjet411.com/?page_id=1457
- 4) Open and close the 'cartridges access' door - in the past we have observed firmware/communication issues which were caused by the interlocked cartridges access door.
- 5) Reset the printer (FULL-RESET PROCEDURE):
 - a. Turn the printer off with the front panel button
 - b. Disconnect the power cord from the product, and then wait 20 seconds.
 - c. Press and hold # and 9 keys while reconnecting the power cord.
 - d. Wait 10 seconds, and then release both buttons. The product resets and prints an alignment page.

Printer Models with NO LCD screen:

- i. For "Depleted Ink" error messages, where RESUME button is flashing, simply push the RESUME button (typically located directly to the left of the power button). The printer will no longer be able to warn you when the cartridge is running out of ink or otherwise keep track of ink/pages remaining, but it will work. If the ink cartridge light continues to blink, remove and reinstall the cartridge in an attempt to correct the error condition.

- ii. If you observe an ink cartridge “EXPIRED” error (error lights/blinking pattern), hold the power button and push resume 3 times. Release power button and the printer should reset.

If none of the suggestions above remedy the issue, then it is possible that the smart chip(s) on the refilled ink cartridge(s) got somehow electrically damaged, thus rendering them useless (i.e. what we generally refer to as physical damage). It is suggested to replace suspect ink cartridges with brand new HP Genuine 940/940XL ink cartridges (i.e. original) and retest.

NOTE 1: Each cartridge also has an internal ink monitoring sensor at base of cartridge that detects whether ink is present at the cartridge, this in turn feeds ink via the ink port and into either of the 2 PRINTHEADS. If a cartridge truly is out of ink or near empty, you will receive an “INK DEPLETED” message, or similar. When this occurs the printer will refuse to print in any color or print mode. You may also observe the following message: "The Device Needs attention". The ink lines/channels between the 4 cartridges and the 2 PRINTHEADS must always be properly primed with ink or air gaps could form and deprime either one of the PRINTHEADS. When a PRINTHEAD has difficulty maintaining adequate internal pressure, ink depletion errors can be encountered and the PRINTHEAD may need to be replaced (available from HP.com). Refer to NOTE 2.

NOTE 2: All HP 940 ink-series printer models have two electronic PRINTHEADS (each of these electronic devices are responsible for pulling ink from the ink cartridges and then firing the ink droplets onto the paper) – both PRINTHEADS will eventually fail depending on printed content, printer duty cycle (i.e. typically rated for ~20,000 printed pages depending on image content & frequency of printing, though HP has reported PRINTHEAD failures with as few as 3000 pages). The average inkjet printer can typically be refilled with ~8+ complete sets of ink cartridges over the life of the printhead, after which, either the Yellow/Black and/or Cyan/Magenta printhead may need to be replaced (available at HP.com). Refer to video on how the HP PRINTHEAD functions: http://inkjet411.com/?page_id=2054

NOTE 3: When the PRINTHEAD electronically fails typically the printer will provide an alert message when this happens, but if a printhead has suffered a deprime (i.e. loss of ink/pressure which results in no printing of color). If the ‘CLEAN PRINTHEAD’ function (under Maintenance Menu) does not correct the issue then a new PRINTHEAD may be required. It may be possible to recover the ink system using a 3rd party PRINTHEAD priming tool, such as this one (...thought this tool has NOT been endorsed or tested by the Inkjet411 labs): <http://www.inkowl.com/?p=product&product=5035>

Please let us know if you still cannot resolve the current issue or require further assistance. For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP OFFICEJET PRO 8500A (HP 940s) – “NO INK” / “MISSING OR DAMAGED” / “Expired” PRINTER ERROR

Regarding your recent inquiry about the HP 940 ink cartridge error ("MISSING OR DAMAGED") which is preventing printing....let's run thru a quick checklist to ensure we cover everything:

http://inkjet411.com/?page_id=1457

CLEARING AN INK ALERT/ERROR CONDITION:

1) Press and HOLD the printer's 'Reset/Resume' button for five (5) seconds...this will reset the HP 940 cartridge's smart chip, and may correct the current issue (NOTE: procedure only applies to Non-LCD printer models).

2) If you received an "Unauthorized ink", "non-HP ink", "counterfeit ink" or similar message, you can simply ignore/dismiss these messages by pressing 'OK' once for each cartridge, so that the printer resumes its normal operation. Receiving these alert messages are COMPLETELY NORMAL when using refilled ink cartridges. Refilling the ink cartridges does not include reprogramming of the ink cartridges, so this is not a factor - see video: http://inkjet411.com/?page_id=2008

3) If the error continues, then we suggest you remove the refilled ink cartridge and inspect the smart chip contact surface (located in bottom/rear portion of cartridge). If there is any ink on the surface of the chip please clean thoroughly using isopropyl alcohol dampened lint-free towel, or similar: http://inkjet411.com/?page_id=1457

4) Open and close the cartridge access door - in the past we have observed firmware/communication issues which were caused by the interlocked cartridge access door.

5) Reset the printer (FULL-RESET PROCEDURE):

- a. Turn the printer off with the front panel button
- b. Disconnect the power cord from the product, and then wait 20 seconds.
- c. Press and hold # and 9 while reconnecting the power cord.
- d. Wait 10 seconds, and then release both buttons. The product resets and prints an alignment page.

6) Ensure an "expired ink cartridge" alert state is not causing the issue, refer to this page on how to check & bypass: http://inkjet411.com/?page_id=1457

---- If you observe an "Expired xxxx ink cartridge" alert or message, this error may be bypassed by performing the following:

- a. Press and HOLD the Power button.
- b. Press Resume button 3 times.
- c. Release the Power button

7) It is also possible that either of the PRINTHEADs may have poor connectivity with the rear electrical pad/interface. It is suggested that you attempt to re-seat (i.e. remove and re-install) either the

Cyan/Magenta or Yellow/Black PRINTHEAD assembly. You may need to re-seat both PRINTHEAD(S) - click here for instructions: http://inkjet411.com/?page_id=1457

NOTE: HP's PRINTHEAD removal/replacement instructions can be found here:

<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?prodSeriesId=3752454&objectID=c01623635>

8) Ensure the cartridge actually has enough ink inside (there is an ink empty sensor in the base of the ink cartridge). While ink tracking is not available when using refilled ink cartridges, when the cartridge gets down to less than ~5% ink remaining, an 'out of ink' error condition will be communicated. If necessary, return to your refiller and have them weigh it to ensure it was properly refilled.

9) If none of the suggestions above remedy the issue, then it is possible that the smart chip(s) on the refilled ink cartridge(s) got somehow electrically damaged, thus rendering them useless (i.e. what we generally refer to as physical damage). It is suggested to replace suspect ink cartridges with brand new HP Genuine 940/940XL ink cartridges (i.e. original) and retest.

10) For more severe cartridge error messages which prevent printing [i.e. "The Following Printhead Appears to be Missing or Damaged" or "The Following Printhead has a Problem"] are usually caused by failed micro-electronics within either of the PRINTHEAD assemblies (...which has nothing to do with the HP 940 refilled ink cartridges since these are just plastic tanks that hold ink). The printhead assembly is a separate electronic unit in which the cartridges plug into and feed ink to. Review HP.com PRINTHEAD removal/replacement procedures to see if this is causing the issue or refer to the bottom half of this page - you may need to re-seat both PRINTHEAD(S) - click here for instructions:

http://inkjet411.com/?page_id=1457

How the Printhead Works: http://inkjet411.com/?page_id=2054

11) Check the 'WARRANTY ENDS' date on the PRINTHEADS*. If either are expired then they may need to be replaced: For more information on this please visit:

<http://h30434.www3.hp.com/t5/Ink-Toner-Cartridge-Printhead-Issues/Significance-of-quot-Warranty-ends-quot-date-on-Officejet/td-p/1081607>

12) If this does not remedy the problem, then you may have a defective PRINTHEAD in the printer (worst case scenario), unrelated to the refilled cartridges. Refer to HP.com for troubleshooting support. It is first suggested you remove either the Cyan/Magenta or Yellow/Black PRINTHEAD (depending on which one may be causing the error condition) and thoroughly clean the electrical contacts. Reinstall and test. In rare cases, re-priming or replacement of the PRINTHEAD will eventually be required.

NOTE 1: HP does not allow an automatic reset of the HP 940 electronic chip on the cartridge after a refill, so the ink level indicator is sending a false message that the ink level is low. Your cartridge is not low on ink, and nothing is wrong with your printer or cartridges. The ink level indicator usually cannot be manually re-set, so the ink level indicator is often not usable. However, losing this feature is not necessarily significant, because the ink level indicator usually has substantial usable ink remaining when it shows "low on ink". If you observe "Unauthorized ink", "non-HP ink", "counterfeit ink" or similar messages, you may ignore/dismiss this message by pressing 'OK' once for each cartridge, so that the printer resumes its normal operation.

NOTE 2: The HP 940 printer models have two electronic PRINTHEADS (each of these electronic devices are responsible for pulling ink from the ink cartridges and then firing the ink droplets onto the paper) – both PRINTHEADS will eventually fail depending on printed content, printer duty cycle (i.e. typically rated for ~30,000 printed pages depending on image content & frequency of printing). The average inkjet printer can typically be refilled with ~8+ complete sets of ink cartridges over the life of the printhead, after which, either the Yellow/Black and/or Cyan/Magenta printhead may need to be replaced (available at HP.com). Refer to video on how the HP PRINTHEAD functions:
http://inkjet411.com/?page_id=2054

NOTE 3: When the PRINTHEAD electronically fails typically the printer will provide an alert message when this happens, but if a printhead has suffered a deprime (i.e. loss of ink/pressure which results in no printing of color), it is possible to recover the system using a 3rd party PRINTHEAD priming tool, such as this one: <http://www.inkowl.com/?p=product&product=5035>

Please let us know if the problem persists. For any additional questions please contact us directly:
Inkjet411help@gmail.com

-Thank you

HP OFFICEJET PRO 8500/8500A (HP 940s) – CONFUSION OVER INK LOW AND CHIP REPLACEMENT

Regarding your recent inquiry about the HP 940 cartridge low ink message, HP does not allow an automatic reset of the electronic chip on the cartridge after a refill, so the ink level indicator is sending a false message that the ink level is low. Your cartridge is not low on ink, and nothing is wrong with your printer or cartridges.

Your printer/computer will display “ink alert” message(s). Press ‘OK’ to dismiss this prompt. Additional alert messages, such as “non-genuine cartridge” or “fraud” may also be displayed. Press ‘OK’ or ‘Dismiss’ to bypass these prompts.

However, if you observe strange printer behavior or encounter ‘unrecognized cartridge’ or ‘expired ink’ alert messages, perform the following steps:

1) Press and HOLD the printer's 'Reset' button for five (5) seconds...this will reset the HP 940 cartridge's smart chip, and may correct the current issue.

2) For expired ink/cartridge error messages, please refer to the following information on how to bypass:
http://inkjet411.com/?page_id=1457

---- If you observe an "Expired xxxx ink cartridge" alert or message, this error may be bypassed by performing the following:

- a. Press and HOLD the Power button.
- b. Press Resume button 3 times.
- c. Release the Power button

NOTE: The only way to fully reset the ink level monitoring is to replace the chip, but Costco photo center personnel do not do this as it is not vital/required to support HP OJ PRO 8500 (or 8500A) printer operations. Since it is not essential to supporting printing operations, chip replacement is not included.

Now, since the ink level indicator is not re-set, it is not 'feature usable', meaning that you just need to ignore incoming 'ink low' alert messages as they appear. Continue to print until you notice a missing color, then replace that color (please see attached warning as a reminder).

However, losing this feature is not necessarily significant, because the ink level indicator usually has substantial usable ink remaining when it shows "low on ink". Therefore, the warning has limited value, because users who prematurely replace their cartridges when they see the "low ink" message are wasting a lot of residual ink. In order to use as much available ink as possible, many users (not only those who refill their cartridges, but many who have not yet tried refilling) always ignore the ink level indicator "low" warning, and wait to replace/refill their cartridge until immediately after seeing ink begin to fade on their printouts.

Many customers who disregard the low ink indicator keep a spare set of cartridges so that their printing productivity is not disrupted when the cartridge runs out of ink. If the cartridge completely runs out of ink and continues to be used when it is dry, this could damage the cartridge, so users should promptly refill/replace their cartridge when the ink begins to fade. This fading process is gradual, so that you will have sufficient time to refill/replace the cartridge before the risk of empty cartridge printing. In summary, most refill customers agree that the huge savings of refilling is much greater than the potential loss of the low ink indicator feature.

For more information on HP 940 cartridge 'Quick/Usage Tips', please refer to the following information on Inkjet411: http://inkjet411.com/?page_id=1423

NOTE 1: The HP 940 printer models have two electronic PRINTHEADS (each of these electronic devices are responsible for pulling ink from the ink cartridges and then firing the ink droplets onto the paper) – both PRINTHEADS will eventually fail depending on printed content, printer duty cycle (i.e. typically

rated for 30, 000+ printed pages depending on image content & frequency of printing). The average inkjet printer can typically be refilled with ~20+ complete sets of ink cartridges over the life of the printhead (warranted for only 650ml of ink however, or approximately 9 cartridge refills), after which, either the Yellow/Black and/or Cyan/Magenta printhead may need to be replaced (available at HP.com). Refer to video on how the HP PRINTHEAD functions: http://inkjet411.com/?page_id=2054

When the PRINTHEAD electronically fails typically the printer will provide an alert message when this happens, but if a printhead has suffered a deprime (i.e. loss of ink/pressure which results in no printing of color), it is possible to recover the system using a 3rd party PRINTHEAD priming tool, such as this one: <http://www.inkowl.com/?p=product&product=5035>

We apologize if this HP 8500/8500A 'workflow caveat' caused you any confusion.

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP OFFICEJET PRO 8500/8500A (HP 940s) – PRINTHEAD FAILURE MESSAGE

Regarding your inquiry over HP940 refilled ink cartridges and the reported printer error message on your HP OJPRO 8500 printer ("The Following Printhead Appears to be Missing or Damaged" / "The Following Printhead has a Problem"), please note this type of problem is usually severe in nature and is typically caused by failed micro-electronics within either of the two (2) PRINTHEAD assemblies.

A PRINTHEAD "missing" / "damaged" / "problem" error has nothing to do with the HP 940 refilled ink cartridges since these are just plastic tanks which hold ink - all ink formulations have been fully tested for compatibility with all HP printer systems. It has been our observation that HP OJPRO 8500/8500A printhead life does vary widely from printer to printer (anywhere from 1000 pages to 20,000+ pages!!). The timing of a printer/printhead failure is merely coincidental with respect to the use of refilled ink cartridges. Each PRINTHEAD is a complex electronic ink-firing assembly which sits directly behind the ink cartridges during the printer idle state; the cartridges plug into and feed ink to both the Yellow/Black PRINTHEAD and Cyan/Magenta PRINTHEAD.*

- A. To help resolve the current printer alert state, we suggest you refer to the lower half of the following Inkjet411 support page. Remove all four (4) ink cartridges and both PRINTHEADs from the printer. Thoroughly clean the electrical contacts on one (or both) PRINTHEAD assemblies. Reinstall PRINTHEAD(s) and ink cartridges, and retest. http://inkjet411.com/?page_id=1457

NOTE: Here are HP's steps for resolving, removing/replacing and cleaning the PRINTHEADs:
<http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&lc=en&docname=c01817398>

- B. Check the 'WARRANTY ENDS' date on the PRINTHEADS*. If either are expired then they may need to be replaced: For more information on this please visit:
<http://h30434.www3.hp.com/t5/Ink-Toner-Cartridge-Printhead-Issues/Significance-of-quot-Warranty-ends-quot-date-on-Officejet/td-p/1081607>
- C. If the above resolutions do not correct the issue, then replacement of the PRINTHEAD will likely be required. As the refilled ink cartridge has nothing to do with the failure of the electronic PRINTHEAD assembly, printhead replacement is not covered. All printheads will eventually fail depending on printed content, usage and time via natural electronics degradation. The Inkjet411 test labs have never observed a correlation between a refilled HP940 cartridge and the failure of the HP940 PRINTHEAD assembly. We trust you clearly understand our position with respect to this type of micro-electronics failure of a PRINTHEAD.*
- D. We suggest you discuss the possibility of a refund with your local Costco (for the refilled cartridge purchase).

NOTE: If you DO NOT observe a PRINTHEAD alert or error message, but instead observe substandard print quality (or completely missing colors) and suspect the PRINTHEAD may be clogged, then you may want to consider flushing the PRINTHEAD using an advanced 3rd party procedure:

http://www.youtube.com/watch?v=y6YjL7mff5c&list=TLzK8FY3Lh_iA

*The HP940 ink-series printer models have two removable/replaceable electronic PRINTHEADS (each of these electronic devices are responsible for pulling ink from the ink cartridges and then firing the ink droplets onto the paper) – both PRINTHEADS will eventually fail in time depending on printed content, printer duty cycle (i.e. typically rated for ~20,000+ printed pages depending on image content & frequency of printing). While some printheads may last 15,000+ pages others may only last 1000 pages, actual results will vary.

The printhead will eventually fail in time due to an internal micro-electronics failure, due to the following leading factors: natural electronic components degradation from liquids corrosion over time, printer duty cycle (i.e. # pages printed per month), printing frequency (i.e. time between each print job), print mode (i.e. draft vs. normal) and content printed (i.e. photos vs plain pages) and color mode (black and white only vs. color/greyscale printing). Paper types used (i.e. plain paper, photo papers & matte/heavy bond papers) and paper edge curl (due to age in printer or low relative humidity) can also quickly lead to premature printhead failures due to physical 'head strikes' of the paper edges making repeated contact with the printhead nozzle plate.

The average inkjet printer can typically be refilled with ~8 to 20 complete sets of ink cartridges over the life of the printhead, after which, either the Yellow/Black and/or Cyan/Magenta printhead will eventually need to be replaced (available at HP.com). Based on HP.com's customer support forum, some

HP940 PRINTHEADS have reportedly only functioned for 1100-2000 printed pages (with HP OEM inks), so reliability results do appear to vary widely.

Please refer to video on how the HP PRINthead functions: http://inkjet411.com/?page_id=2054

We suggest you contact HP for additional troubleshooting help. Replacement PRINthead assemblies may be ordered from www.HP.com

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

*Typically the printhead should not reach its end-of-life until after a minimum of 8 or more complete sets of cartridge changes; officejet models typically have a higher print page throughput average, but this is not always the case. While some printheads may last 15,000+ pages others may only last 1000 pages, actual results will vary. The printhead will eventually fail in time due to an internal micro-electronics failure, due to the following leading factors: general customer print usage and printer care, printer duty cycle (i.e. # pages printed per month), printing frequency (i.e. time between each print job), print mode (i.e. draft vs. normal) and content printed (i.e. photos vs plain pages) and color mode (black and white only vs. color/greyscale printing). Paper types used (i.e. plain paper, photo papers & matte/heavy bond papers) and paper edge curl (due to age in printer or low relative humidity) can also quickly lead to premature printhead failures due to physical 'head strikes' of the paper edges making repeated contact with the printhead nozzleplate.

HP 932/933 CARTRIDGE SWAP / ACTIVATION & LOW INK WARNINGS

Regarding your HP933 ink cartridge refill inquiry and cartridge error "Depleted cartridges must be replaced"you should have been advised that each color must be activated by inserting a 'spare cartridge' into the printer for ~25 seconds (i.e. you MUST have a complete set of spare cartridges to activate a full set of refilled ink cartridges - these can be empties, starters, or another set of HP932/933 ink tanks)...

Regarding your HP932/933 ink cartridge inquiry over 'low ink' messages, please note that "Depleted", "Refilled", and similar "Ink out" alerts are COMPLETELY NORMAL for HP 932/933 ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed. Unfortunately you cannot bypass or correct these alert conditions as the embedded smart chips (at bottom of each ink cartridge) were not replaced during the refill process; there would be additional costs associated with chip replacement)...

Please watch this video which explains this further: http://inkjet411.com/?page_id=1995

NOTE 1: You may use either the HP 932/933 Setup Cartridges or the regular HP 932/933 [HP 932XL/HP 933XL] cartridges for activating the refilled 932/933 cartridges - you may cycle between each set or use one set thereafter. See our FAQs document here for complete ink cartridge usage information:

http://inkjet411.com/?page_id=913

NOTE 2: You may NOT use a 'STARTER cartridge' from someone else's printer nor can you use 'compatible' cartridges which were purchased off the internet.

Four (4) important usage caveats to be aware of:

1) Ensure that the refilled cartridges are not the ones you just took out of the printer - as long as you install one of the previously used (non-refilled ink cartridges, full or empty, doesn't matter) into the printer first, it immediately recognize this as a different cartridge. After ~25 seconds you can then remove the spare and install the refilled cartridge, it should then be activated & permitted for use.

2) Ensure you bypass the anticipated printer 'alerts' (i.e. "Counterfeit" and "Non-Genuine Ink") in the prescribed manner when the refilled cartridge(s) are first installed. Click here for more information on this: http://inkjet411.com/?page_id=913

>> IMPORTANT - Press 'No' when prompted with the following question: "Was this cartridge sold to you as a new genuine HP-branded cartridge that has not been previously used?"

3) "Depleted", "Refilled", and similar "Ink out" alerts are COMPLETELY NORMAL for HP 932/933 ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed. Spare cartridge refills have no expiration date.

4) The "Ink Cartridge Depleted" message will be observed, and the printer will cease print operations, when an ink cartridge 'really is' out of ink. HP has small sensors which look into the bottom of the ink tank to ensure ink is present. Typically you will receive 'Low Ink Warning' messages just before this occurs. Please refer to page 6 in our FAQ support document: http://inkjet411.retailinkjet.com/wp-content/uploads/2013/05/HP-932-933-950-951-Spare-Cartridge-Swap_FAQs_v4.pdf

If not already performed, we suggest you watch both of the following support videos:

http://inkjet411.com/?page_id=1991

NOTE 3: Attempting to refill ink cartridges before the 'ink out/empty' alert condition hits will actually work one time. Since the printer monitors ink usage/drop counts, it will display the 'Ink Sensor Warning' messages when it 'predicts' the cartridge should be out of ink, but these messages may be ignored and you can continue printing. Eventually the 'Cartridge(s) Depleted' alert message will be displayed when

the cartridge truly is out of ink. After this the printer will not know what the level of the ink is. Watch this video which shows both of these alert messages: http://inkjet411.com/?page_id=1999

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 950/951 CARTRIDGE SWAP / ACTIVATION & LOW INK WARNINGS

Regarding your HP950/951 ink cartridge refill inquiry and cartridge error "Depleted cartridges must be replaced"you should have been advised that each color must be activated by inserting a 'spare cartridge' into the printer for ~25 seconds (i.e. you MUST have a complete set of spare cartridges to activate a full set of refilled ink cartridges - these can be empties, starters, or another set of HP950/951 ink tanks)...

Regarding your HP950/951 ink cartridge inquiry over 'low ink' messages, please note that "Depleted", "Refilled", and similar "Ink out" alerts are COMPLETELY NORMAL for HP950/951 ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed. Unfortunately you cannot bypass or correct these alert conditions as the embedded smart chips (at bottom of each ink cartridge) were not replaced during the refill process; there would be additional costs associated with chip replacement)...

Please watch this video which explains this further: http://inkjet411.com/?page_id=913

NOTE 1: You can use either the HP 950/951 Setup Cartridges or the regular HP 950/951 [950XL/951XL] cartridges for activating the refilled 950/951 cartridges - you may cycle between each set or use one set thereafter. See our FAQs document here for complete usage information:
http://inkjet411.com/?page_id=1999

NOTE 2: You may NOT use a 'STARTER cartridge' from someone else's printer nor can you use 'compatible' cartridges which were purchased off the internet.

Four (4) important usage caveats to be aware of:

1) Ensure that the refilled cartridges are not the ones you just took out of the printer - as long as you install one of the previously used (non-refilled ink cartridges, full or empty, doesn't matter) into the printer first, it immediately recognize this as a different cartridge. After ~30 seconds you can then remove the spare and install the refilled cartridge, it should then be activated & permitted for use.

2) Ensure you bypass the anticipated printer 'alerts' (i.e. "Counterfeit" and "Non-Genuine Ink") in the prescribed manner when the refilled cartridge(s) are first installed. Click here for more information on this: http://inkjet411.com/?page_id=913

>> IMPORTANT - Press 'No' when prompted with the following question: "Was this cartridge sold to you as a new genuine HP-branded cartridge that has not been previously used?"

3) "Depleted", "Refilled", and similar "Ink out" alerts are COMPLETELY NORMAL for HP 950/951 ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed. Spare cartridge refills have no expiration date.

4) The "Ink Cartridge Depleted" message will be observed, and the printer will cease print operations, when an ink cartridge 'really is' out of ink. HP has small sensors which look into the bottom of the ink tank to ensure ink is present. Typically you will receive 'Low Ink Warning' messages just before this occurs, then an "Ink Cartridges Depleted Message" will finally be displayed, or similar. The color which is truly empty will be communicated on both the printer and within a Windows prompt message. Please refer to page 6 in our FAQ support document: http://inkjet411.retailinkjet.com/wp-content/uploads/2013/05/HP-932-933-950-951-Spare-Cartridge-Swap_FAQs_v4.pdf

We suggest you watch the following videos:

http://inkjet411.com/?page_id=1991

NOTE: Attempting to refill ink cartridges before the 'ink out/empty' alert condition hits will actually work one time. Since the printer monitors ink usage/drop counts, it will display the 'Ink Sensor Warning' messages when it 'predicts' the cartridge should be out of ink, but these messages may be ignored and you can continue printing. Eventually the 'Cartridge(s) Depleted' alert message will be displayed when the cartridge truly is out of ink. After this the printer will not know what the level of the ink is. Watch this video which shows both of these alert messages: http://inkjet411.com/?page_id=1999

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 932/933 & 950/951: WHY 2ND SET OF CARTRIDGES MUST BE PURCHASED/OBTAINED

Regarding your recent inquiry about the need to obtain a 2nd set of tanks to enable HP 950/951 refilled cartridges to work in your HP OJPRO 8600 printer, unfortunately, HP rejects ("locks-out") an empty cartridge that is removed from the printer (newer HP model series), refilled, and immediately put back in the printer. Since Costco does not replace the smart chip (at base of cartridge), the printer will recognize the previously installed cartridge as such and block it from working in the printer. But if a same color spare cartridge is put in the printer before inserting the refill (for ~30 seconds), then the refill works normally*.

Besides, you would normally be purchasing new cartridges repeatedly if you did not decide to refill them. But with refilling you only buy once more to get the second set. Then these rotated cartridge sets

can be inexpensively refilled indefinitely, never buying a full price new cartridge again. Please refer to the refill tips video(s) to familiarize yourself with the installation and usage when using refilled HP ink tanks: http://inkjet411.com/?page_id=1991

*A spare cartridge can be a setup, new, empty or refilled ink cartridge of the same type/color. Spare cartridge refills have no expiration date.

Each color must be activated by inserting the spare into the printer for ~25 seconds (i.e. you MUST have a complete set of spare cartridges to activate a full set of refilled ink cartridges - these can be empties, starters, or another set of tanks)...

Please watch this video which explains this further: http://inkjet411.com/?page_id=913

NOTE 1: You can use either the HP 950/951 Setup Cartridges or the regular HP 950/951 [950XL/951XL] cartridges for activating the refilled 950/951 cartridges - you may cycle between each set or use one set thereafter. See our FAQs document here for complete usage information: http://inkjet411.com/?page_id=1999

NOTE 2: You may NOT use a 'STARTER cartridge' from someone else's printer nor can you use 'compatible' cartridges which were purchased off the internet.

3 important refill cartridge usage tips:

1) Ensure that the refilled cartridges are not the ones you just took out of the printer - as long as you install one of the previously used (non-refilled ink cartridges, full or empty, doesn't matter) into the printer first, it immediately recognize this as a different cartridge. After ~25 seconds you can then remove the spare and install the refilled cartridge, it should then be activated & permitted for use.

2) Ensure you bypass the anticipated printer 'alerts' (i.e. "Counterfeit" and "Non-Genuine Ink") in the prescribed manner when the refilled cartridge(s) are first installed. Click here for more information on this: http://inkjet411.com/?page_id=913

3) "Depleted", "Refilled", and similar "Ink out" alerts are COMPLETELY NORMAL for refilled ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed. Spare cartridge refills have no expiration date.

Cartridge Swap Requirement Information Disclosures:

1. The ink refilling center attaches a 'yellow sticker' to each cartridge advising the need for a spare cartridge to enable refilled ink cartridge (i.e. "To Activate Refill, Spare Cartridges Needed").
2. The HP932/933/950/951 ink refill information card should have been included with your purchase.

NOTE 1: Accessing the printer's hidden 'support' menu and then going into the 'system configuration' menu to the 'ink initialization' menu and clearing it, it is possible to bypass the cartridge swap requirement. WARNING: When the ink status is cleared it treats the cartridges like brand new first time set up cartridges which goes through a lengthy printhead/cartridge priming sequence where the printer pulls ~3 grams of ink per cartridge, which is roughly 50% of total ink volume (i.e. standard size refilled cartridge). If you wish to proceed, you may refer to the HP Diagnostics file for complete service menu access instructions for your printer model: http://inkjet411.com/?page_id=1813

NOTE 2: Attempting to refill ink cartridges before the 'ink out/empty' alert condition hits will actually work one time. Since the printer monitors ink usage/drop counts, it will display the 'Ink Sensor Warning' messages when it 'predicts' the cartridge should be out of ink, but these messages may be ignored and you can continue printing. Eventually the 'Cartridge(s) Depleted' alert message will be displayed when the cartridge truly is out of ink. After this the printer will not know what the level of the ink is. Watch this video which shows both of these alert messages: http://inkjet411.com/?page_id=1999

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

Ink Initialization Bypass (Touchscreen printer models only):

1) Press the 'Return' button at lower left of touchscreen a total of 4 times (please note the Return button will NOT be lit).



2) At 'support' menu, navigate to the 'system configuration' menu.

3) Navigate to the 'ink initialization' menu.

4) At Ink Initialization menu, select Set, Clear or Reset (varies by printer model)

WARNING: This will bypass the cartridge swap requirement. When the ink status is cleared it treats the cartridges like brand new first time set up cartridges which goes through a lengthy printhead/cartridge priming sequence where the printer pulls ~3 grams of ink per cartridge, which is roughly 50% of total ink volume (i.e. standard size refilled cartridge).

See HP Diagnostics file for complete service menu access instructions for your printer model:
http://inkjet411.com/?page_id=1813

HP 932/933 & 950/951: “LOW INK” / “INK CARTRIDGES DEPLETED” MESSAGES

Regarding your recent inquiry about low ink/depleted HP932/950 black ink cartridge error message(s), let's ensure that all steps have been completed properly when using refilled tanks. First and foremost, please understand that in order to use a refilled ink cartridge you need to first install another HP932 black ink cartridge in the printer for approx. 25 seconds (i.e. i.e. spare set must be available when using refilled ink cartridges), then you can install the newly refilled cartridge and it will be recognized by the printer. You can then bypass the various 'non-HP', 'counterfeit' alert messages - eventually you should be permitted to print using the black ink cartridge.

Please refer to our FAQ document which covers everything: http://inkjet411.retailinkjet.com/wp-content/uploads/2013/05/HP-932-933-950-951-Spare-Cartridge-Swap_FAQs_v4.pdf

NOTE: “Depleted”, “Refilled”, and similar “Ink Low” alerts should be expected and are COMPLETELY NORMAL for ink cartridges which have been refilled! In addition, the ink level tracking feature will NOT be available - your ink cartridges are indeed full providing you just returned from the refill store. While at first this may be an unusual workflow, it does allow print operations to proceed. We suggest you watch the following videos so you completely understand what to expect when using refilled ink cartridges: http://inkjet411.com/?page_id=913

KEY REMINDERS:

1) Ensure that the refilled cartridges are not the ones you just took out of the printer - as long as you install one of the previously used (non-refilled ink cartridges, full or empty, doesn't matter) into the printer first for approx. 25 seconds, it immediately recognize this as a different cartridge. After ~25 seconds you should remove the spare and install the refilled cartridge, it should then be activated & permitted for use. If the ink cartridges are not rotated in this manner then the “Ink Cartridge Depleted” alert message will be encountered. Refer to page 3 in our FAQ document:

http://inkjet411.retailinkjet.com/wp-content/uploads/2013/05/HP-932-933-950-951-Spare-Cartridge-Swap_FAQs_v4.pdf

2) The “Ink Cartridge Depleted” message will be observed, and the printer will cease print operations, when an ink cartridge ‘really is’ out of ink. HP has small sensors which look into the bottom of the ink tank to ensure ink is present. Typically you will receive ‘Low Ink Warning’ messages just before this occurs. Please refer to page 6 in our FAQ support document: http://inkjet411.retailinkjet.com/wp-content/uploads/2013/05/HP-932-933-950-951-Spare-Cartridge-Swap_FAQs_v4.pdf

3) Ensure you bypass the anticipated printer 'alerts' (i.e. “Counterfeit” and “Non-Genuine Ink”) in the prescribed manner when the refilled cartridge(s) are first installed. Click here for more information on this: http://inkjet411.com/?page_id=913

>> IMPORTANT - Press 'No' when prompted with the following question: "Was this cartridge sold to you as a new genuine HP-branded cartridge that has not been previously used? If you accidentally select yes, then you will need to bypass a few additional alert message screen...not a big deal.

4) You may use either the HP 950/951 Setup Cartridges or the regular HP 950/951 [950XL/951XL] cartridges for activating the refilled 950/951 cartridges - you may cycle between each set or use one set thereafter. Spare cartridge refills have no expiration date.

See our FAQs document here for complete usage information: http://inkjet411.com/?page_id=1999

4) You may use either the HP 932/933 Setup Cartridges or the regular HP 932/933 [932XL/933XL] cartridges for activating the refilled 932/933 cartridges - you may cycle between each set or use one set thereafter. Spare cartridge refills have no expiration date.

See our FAQs document here for complete usage information: http://inkjet411.com/?page_id=1999

5) If you bring in an ink cartridge for 'topping off', in most cases, the refill store operator will weigh the ink cartridge to ensure it is not 'over' the acceptable weight limit - it is possible they will deny the refill request if considered too full (i.e. >25%-40% ink remaining). As the refill process typically involves a complete 'ink evacuation', cartridges with too much ink can be problematic for a satisfactory refill.

If the "Ink Cartridges Depleted" message persists then the ink cartridge may 'really' be out of ink - return to Costco and have them weigh and check as necessary.

NOTE: Attempting to refill ink cartridges before the 'ink out/empty' alert condition hits will actually work one time. Since the printer monitors ink usage/drop counts, it will display the 'Ink Sensor Warning' messages when it 'predicts' the cartridge should be out of ink, but these messages may be ignored and you can continue printing. Eventually the 'Cartridge(s) Depleted' alert message will be displayed when the cartridge truly is out of ink. After this the printer will not know what the level of the ink is. Watch this video which shows both of these alert messages: http://inkjet411.com/?page_id=1999

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 932/933 & 950/951: "Black Cartridge Damaged" / "Ink Cartridge Failure" / "Use Color Ink Only"
Regarding your recent inquiry about the HP950 "Black Cartridge Damaged" / "Ink Cartridge Failure" / "Use Color Ink Only" alert message, this condition is most likely being caused by poor contact (i.e. electrical connectivity) between the ink cartridge's 'smart chip' and the carriage assembly (which the ink cartridge plugs into). Typically a 'Red X' will also be displayed on printer control panel LCD or Window's pop-up screen when this condition is present.

It is suggested you remove the respective ink cartridge from the printer and thoroughly clean the cartridge's smart chip electrical surface using an isopropyl dampened lint-free towel. Ensure no ink

residue is present on surface of the chip. Refer to page 7 of the FAQs (Frequently Asked Questions) document at either of the links provided below:

http://inkjet411.com/?page_id=1991

http://inkjet411.retailinkjet.com/wp-content/uploads/2013/05/HP-932-933-950-951-Spare-Cartridge-Swap_FAQs_v4.pdf

Following cartridge 'smart chip' cleaning, please reinstall the ink cartridge and retest.

NOTE: Attempting to refill ink cartridges before the 'ink out/empty' alert condition hits will actually work one time. Since the printer monitors ink usage/drop counts, it will display the 'Ink Sensor Warning' messages when it 'predicts' the cartridge should be out of ink, but these messages may be ignored and you can continue printing. Eventually the 'Cartridge(s) Depleted' alert message will be displayed when the cartridge truly is out of ink. After this the printer will not know what the level of the ink is. Watch this video which shows both of these alert messages: http://inkjet411.com/?page_id=1999

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP 932/933 & 950/951: "Use Color Ink Only" (not linked yet)

Regarding your recent inquiry about the HP950XL black ink cartridge "Use Color Ink Only" printer alert message, it sounds like the printer is not recognizing the installation of the recently refilled 950XL black ink cartridge or you refilled the ink cartridge before it was actually out of ink and now the printer is ignoring the refilled ink cartridge since it now 'predicts' that the cartridge should be out of ink (when this occurs you will typically observe an "Ink Low Sensor Warning").

Let's ensure that all steps have been completed properly when using refilled ink tanks. First and foremost, please understand that in order to use a refilled ink cartridge you need to first install another HP950 (or 950XL) black ink cartridge in the printer for approx. 25 seconds (i.e. i.e. spare set must be available when using refilled ink cartridges), then you can install the newly refilled cartridge and it will be recognized by the printer. You can then bypass the various 'non-HP', 'counterfeit' alert messages - eventually you should be permitted to print using the black ink cartridge.

It is suggested you remove the respective ink cartridge from the printer and thoroughly clean the cartridge's smart chip electrical surface using an isopropyl dampened lint-free towel. Ensure no ink residue is present on surface of the chip. Refer to page 7 of the FAQs (Frequently Asked Questions) document at either of the links provided below:

http://inkjet411.com/?page_id=1991

http://inkjet411.retailinkjet.com/wp-content/uploads/2013/05/HP-932-933-950-951-Spare-Cartridge-Swap_FAQs_v4.pdf

Following cartridge 'smart chip' cleaning, please re-install the ink cartridge and retest.

NOTE 1: “Depleted”, “Refilled”, and similar “Ink Low” alerts should be expected and are COMPLETELY NORMAL for ink cartridges which have been refilled! In addition, the ink level tracking feature will NOT be available - your ink cartridges are indeed full providing you just returned from the refill store. While at first this may be an unusual workflow, it does allow print operations to proceed. We suggest you watch the following videos so you completely understand what to expect when using refilled ink cartridges: http://inkjet411.com/?page_id=913

NOTE 2: Attempting to refill ink cartridges before the 'ink out/empty' alert condition hits 'might' work one time – but this has not been tested in our labs. Since the printer monitors ink usage/drop counts, it will display the 'Ink Sensor Warning' messages when it 'predicts' the cartridge should be out of ink, but these messages may be ignored and you can continue printing. Eventually the 'Cartridge(s) Depleted' alert message will be displayed when the cartridge truly is out of ink. After this the printer will not know what the level of the ink is. Watch this video which shows both of these alert messages: http://inkjet411.com/?page_id=1999

KEY REMINDERS:

1) Ensure that the refilled cartridges are not the ones you just took out of the printer - as long as you install one of the previously used (non-refilled ink cartridges, full or empty, doesn't matter) into the printer first for approx. 25 seconds, it immediately recognize this as a different cartridge. After ~25 seconds you should remove the spare and install the refilled cartridge, it should then be activated & permitted for use. If the ink cartridges are not rotated in this manner then the “Ink Cartridge Depleted” alert message will be encountered. Refer to page 3 in our FAQ document:

http://inkjet411.retailinkjet.com/wp-content/uploads/2013/05/HP-932-933-950-951-Spare-Cartridge-Swap_FAQs_v4.pdf

2) The “Ink Cartridge Depleted” message will be observed, and the printer will cease print operations, when an ink cartridge ‘really is’ out of ink. HP has small sensors which look into the bottom of the ink tank to ensure ink is present. Typically you will receive ‘Low Ink Warning’ messages just before this occurs. Please refer to page 6 in our FAQ support document: http://inkjet411.retailinkjet.com/wp-content/uploads/2013/05/HP-932-933-950-951-Spare-Cartridge-Swap_FAQs_v4.pdf

3) Ensure you bypass the anticipated printer 'alerts' (i.e. “Counterfeit” and “Non-Genuine Ink”) in the prescribed manner when the refilled cartridge(s) are first installed. Click here for more information on this: http://inkjet411.com/?page_id=913

Please let us know if the error condition persists.

-Thank you

"CARTRIDGE DAMAGED" and "INK CARTRIDGE FAILURE" ALERT MESSAGES:

Either of these conditions are typically caused by poor cartridge contact (i.e. electrical connectivity) between the ink cartridge's 'smart chip' and the carriage assembly (which the ink cartridge plugs into), but normally you would observe a "Black Cartridge Damaged" or "Ink Cartridge Failure" alert message if this was the case. In addition, a 'Red X' would also be displayed on printer control panel LCD or Window's pop-up screen when this condition is present.

It is suggested you remove the respective ink cartridge from the printer and thoroughly clean the cartridge's smart chip electrical surface using an isopropyl dampened lint-free towel. Ensure no ink residue is present on surface of the chip. Refer to page 7 of the FAQs (Frequently Asked Questions) document at either of the links provided below:

http://inkjet411.com/?page_id=1991

http://inkjet411.retailinkjet.com/wp-content/uploads/2013/05/HP-932-933-950-951-Spare-Cartridge-Swap_FAQs_v4.pdf

Following cartridge 'smart chip' cleaning, please re-install the ink cartridge and retest.

Please let us know if this does not remedy the current error condition. For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

HP932/933/950/951 "HP Protected Cartridge Installed. Replace Cartridge K" ALERT MESSAGE

Regarding your recent inquiry about the HP950 "HP Protected Cartridge Installed. Replace Cartridge K" alert message, unfortunately this particular lock-out may have been initiated on your printer during initial printer/software installation. If you enabled 'HP Cartridge Protection' (within your printer software driver on your computer) this will lock your cartridges to your printer and may not allow a refilled cartridge to function....meaning the cartridge(s) cannot be used in any other printer (i.e. another similar printer model within your home/office or an identical replacement printer). It is therefore suggested you ensure this 'PROTECTION' feature disabled.

To ensure the 'Protection' feature is disabled in your printer driver, please refer to page 8 in our FAQ pdf file, the link is provided below.

http://inkjet411.com/?page_id=1991

http://inkjet411.retailinkjet.com/wp-content/uploads/2013/05/HP-932-933-950-951-Spare-Cartridge-Swap_FAQs_v4.pdf

If the problem continues, then we need to verify a few things...

-- Is the HP950 cartridge yours (i.e. did you purchase it?) or did you obtain from elsewhere? They may have enabled the lockout feature for their entire set of ink cartridges on their printer, in which case, these cartridges will not work in your printer.

If the error condition cannot be reversed, since the lock-out data is written to the smart chip at base of the HP950 black ink cartridge, then you may need to discuss the possibility of a refund with Costco for the ink refill purchase.

Please let us know if this does not remedy the current problem. For any additional questions please contact us directly: inkjet411help@gmail.com

-Thank you

HP 950/951 – POOR PRINT QUALITY (SEVERE) – PRINthead CLEANING/FLUSHING/REPLACEMENT

Regarding your recent inquiry about the HP950/951 ink refill issue/question ("Ink head won't clean. What to do?"), what is the exact nature of the current problem you are experiencing?...perhaps poor image quality or missing color(s)?

If the current printer issue cannot be resolved by either activating the 'Clean Printhead' routine 2-3 times or by installing new/fully loaded ink tanks (following numerous cleaning actions with no resolve), and assuming you are NOT observing any PRINthead error messages (see NOTE below, i.e. "Replace Printhead"), then the PRINthead* is either severely clogged with ink residue or the ink port(s) are completely dry (i.e. the foam pads that you can see in the bottom when you remove one of the ink cartridges from the carriage assembly). The ink ports can easily dry out if the printer is rarely used, a color has been depleted for awhile or if cartridges are not installed for long periods of time. Suggested next steps to recover the ink system:

1) PERFORM PRINthead DIAGNOSTIC TEST:

To verify the PRINthead is ok, please activate the 'Tap 41' PRINthead Health Diagnostics:

(NOTE: applies to touchscreen printer models only):

1. Press 'Return' button (*lower left side*) four (4) times until 'Support' menu is displayed.
2. At 'Support' Menu, using the arrow key, navigate to the 'Service Menu', press Ok.
3. Use arrow keys to advance to the 'Special Reports' Menu. Select OK.
4. Use arrow keys to advance to the 'print mech button tap' menu. Select Ok.
5. 'code = 0' will be displayed. Use arrows keys to change value to '41' (i.e. press and hold right arrow key).
6. When '**Code = 41**', select 'OK'. The diagnostic test pattern will print.



Check the 4th line at the top of the printed report; an electrically good/stable PRINTHEAD will state **“Pen Status: Pen OK”**if any other message is displayed then the PRINTHEAD may have failed and may need to be replaced. Re-seat PRINTHEAD and/or clean rear electrical contacts and repeat ‘Tap 41’ test to verify connectivity is not the issue.

NOTE: Refer to our support document which includes more detailed diagnostic procedures:

http://inkjet411.com/?page_id=1813

2) If Pen is NOT ok.....Is your printer still under the 1 year warranty?....you may have a defective PRINTHEAD* and it may need to be replaced....'the printer' should be covered in this case. You will need to discuss with HP.

3) MANUALLY CLEAN PRINTHEAD:

NOTE: you will need at least 30% of remaining ink, within each cartridge, to successfully perform this procedure

<http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&lc=en&dlc=en&docname=c02871867>

- 7) Remove all 4 ink cartridges.
- 8) Remove the internal PRINTHEAD and thoroughly clean rear electrical contacts and carriage electrical contacts.
- 9) Inspect ink foam ports to see if they are ‘wet with ink’ ...this will confirm whether ink is being pulled into the PRINTHEAD or not. If the ink foam ports are completely dry (no significant amount of ink present when blotted with a paper towel, etc.), then the PRINTHEAD is likely considered too dry to support proper ink flow and subsequent printing operations.
- 4) Print the ‘Print Quality Diagnostic Page’ (also use to determine if print cartridge to printhead alignment is correct):
 - a. Press return arrow 4 times
 - b. Press support menu
 - c. Press right hand arrow 7 times to reports menu and press ok
 - d. Press right hand arrow 2 times to Print Quality diagnostic report and press ok



4) FLUSH PRINTHEAD:

REFERENCE: HP 564/920 printhead water flushing procedure: http://inkjet411.com/?page_id=2412

NOTE: you will need at least 30% of remaining ink, within each cartridge, to successfully perform this procedure

If after thorough electrical contact cleaning the problem persists, you may need to replace the PRINTHEAD ASSEMBLY (i.e. get from HP or Amazon), however, as a last ditch effort, you might want to perform a hot water flush on the PRINTHEAD.

- a. Remove all ink cartridges from the printer.

- b. Remove the printhead – refer to instructions here:
<http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&lc=en&dlc=en&docname=c02871867>
- c. Over a sink, run warm tap water directly into the 4 ink ports for approximately 2 minutes – this will effectively saturate the foam ports and blow ink out/thru the nozzle plate bottom.
- d. Using a lint-free towel, remove water from rear/bottom electrical contacts. Ensure printhead electrical contacts and exposed surfaces are fully dry.
- e. Install the printhead into the printer. You may observe a “Replace Printhead message” so you will need to cycle printer power by turning printer off and then on to clear the error.
- f. Install ink cartridges and retest printer. You should observe a New PRINTHEAD alert message followed by an approx. 4-minute preparation countdown prompt.
- g. Test printer output by activating an internal test print or print a test page from our ‘Test Prints’ page: http://inkjet411.com/?page_id=146
- h. If you have reached this point of the troubleshooting and all the previous troubleshooting steps did not work, then the printhead is likely damaged or at end of life* and may need to be replaced.

5) REPLACE PRINTHEAD*:

Replace the PRINTHEAD (it is suggested to refer to HP’s Procedure)

<http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&lc=en&dlc=en&docname=c02871867>

6) OTHER PRINTER MALFUNCTION:

As an outside chance, the internal ink/suction pump could be faulty. Best to troubleshoot this type of problem directly with HP personnel if that is the case.

*Ink cartridges are merely plastic holding tanks for the ink....other than connecting and being recognized by the printhead, there isn't really anything that can go wrong here (our ink formulations and HP ink formulations are 'very' similar so this is not a significant contributor toward this type of condition based on our extensive internal benchmark testing).

Typically the printhead should not reach its end-of-life until after a minimum of 8 or more complete sets of cartridge changes; officejet models typically have a higher print page throughput average, but this is not always the case. While some printheads may last 12,000+ pages others may only last 2000 pages, your printer results will vary. The printhead will eventually fail in time due to an internal micro-electronics failure, due to the following leading factors: natural electronics degradation over time, printer duty cycle (i.e. # pages printed per month), printing frequency (i.e. time between each print job), print mode (i.e. draft vs. normal), image content printed (i.e. photos vs plain pages) and color mode (black and white only vs. color/greyscale printing).

Paper types used (i.e. plain paper, photo papers & matte/heavy bond papers) and paper edge curl (i.e. duration in printer and/or exposure to low relative humidity) can also quickly lead to premature printhead failures due to physical ‘head strikes’ of the paper edges making repeated contact with the printhead nozzle plate surfaces.

NOTE: For more severe PRINTER error messages which prevent printing altogether [i.e. "Replace Printhead", "Missing Printhead" or "Incompatible Printhead"] this is typical of failed micro-electronics within the PRINthead assembly (nothing to do with the HP 950/951 refilled ink cartridges). The PRINthead assembly is a separate electronic unit in which the cartridges plug into and feed ink to and is essentially the heart of the printing system. For reference, please refer to our video on how the PRINthead works: http://inkjet411.com/?page_id=2054

For any additional questions please contact us directly: Inkjet411help@gmail.com

-Thank you

Why Ink Refilling is the right thing to do?

How to Refill Ink Cartridges—HP, Canon, Epson, Lexmark & Dell

How to Refill HP 932XL & 933XL Ink Cartridges – HP Officejet 6100, 6600, 6700

How to Refill HP 932 & 933 Ink Cartridges – HP Officejet 6100, 6600, 6700

How to Refill HP 950 & 951 Ink Cartridges – HP Officejet PRO 8100, 8600, 271dw & 276dw

How to Refill HP 950XL & 951XL Ink Cartridges – HP Officejet PRO 8100, 8600, 8700, 271dw & 276dw

How to Refill HP 564 Ink Cartridges – HP Photosmart & Deskjet Printers

How to Refill HP 564XL Ink Cartridges – HP Photosmart & Deskjet Printers

How to Refill HP 920 Ink Cartridges – HP Officejet 6000, 6500, 6500A, 7000, 7500A Printers

How to Refill HP 920XL Ink Cartridges – HP Officejet 6000, 6500, 6500A, 7000, 7500A Printers

How to Refill HP 940 Ink Cartridges – HP Officejet 8000, 8500, & 8500A Printers

How to Refill HP 940XL Ink Cartridges – HP Officejet 8000, 8500, & 8500A Printers

How to Refill HP 88 Ink Cartridges – HP Officejet Pro L7000, K5400, K550, & K8600 Printers

How to Refill HP 88XL Ink Cartridges – HP Officejet Pro L7000, K5400, K550, & K8600 Printers

How to Refill Canon 250XL, 251XL & 255XXL Ink Cartridges – Canon MG5400, MG6300, MX722, MX922, & iP7200 Series Printers

How to Refill Canon 250, 251, 250XL, 251XL & 255XXL Ink Cartridges – Canon MG, MX, iP Series Printers

How to Refill Canon 225 & 226 Ink Cartridges – Canon MG, MX, & iP Series Printers

How to Refill Canon 220 & 221 Ink Cartridges – Canon MP, MX, & iP Series Printers

How to Refill Canon CLI-8 & PGI-5 Ink Cartridges – Canon MP, ix, PRO, Pixus MX, & iP Printers

How to Refill Canon BCI-6 Ink Cartridges – Canon i, iP & S Series Printers

How to Refill Canon BCI-3e Ink Cartridges – Canon Bubblejet, Multipass, i, & S Printers

How to Refill HP02 & 02XL Ink Cartridges – HP PS 3000, C5100, C6100, C7000, C8100, D6000, D7000 Printers

How to Refill Epson T068 Ink Cartridges – Epson Stylus and Workforce Printers

How to Refill Epson T069 Ink Cartridges – Epson Stylus, Workforce & Wide-Format Printers

How to Refill Epson T077 Ink Cartridges – Epson Stylus Photos and Artisan Printers

How to Refill Epson T078 Ink Cartridges – Epson Stylus Photos and Artisan Printers

How to Refill Epson T088 Ink Cartridges – Epson Stylus Photos and Artisan Printers

How to Refill Epson T098 & T099 Ink Cartridges – Epson Stylus, Workforce & Artisan Printers

How to Refill Epson T098 & T097 Ink Cartridges – Epson Stylus, Workforce & Artisan Printers

How to Refill Epson T099 & T098 Ink Cartridges – Epson Artisan Printers

How to Refill Epson T124 Ink Cartridges – Epson Stylus, Workforce & AIO Printers

How to Refill Epson T125 Ink Cartridges – Epson Stylus, Workforce & AIO Printers

How to Refill Epson T126 Ink Cartridges – Epson Stylus, Workforce & Wide-Format Printers

Description: <http://www.inkjet411.com> <http://ca.inkjet411.com> -- Refilling your inkjet ink cartridges is easier than ever...just let someone else do the work while you're shopping at your favorite retailer. Contact us at <http://www.inkjet411.com> to find your nearest North American refill center location and you'll save around 50% on ink costs, on average, vs. buying a new ink cartridge.

If you have never refilled your cartridges before, the process is simple and usually takes less an hour. In addition to the money savings and it is good for the environment since you get to reuse your ink cartridge over and over.

As America's #1 alternative ink refill source, give us a try and we're sure you'll be pleased as our ink quality and color rivals that of the original manufacturer. The highly trained in-store refill operators use commercial grade ink refilling equipment that preps, evacuates, cleans and then fills your cartridge automatically. Typically, cartridges are refilled with 10-20% more ink versus what the printer manufacturer puts inside.

CAUTION: for those of you who have ever thought about, or are currently refilling your ink cartridges via one of those Do-It-Yourself refill kits, please desist and stop the pain! Similar to the days of changing your own oil, it's just not worth it, plus you don't get the retailers money-back guarantee if it doesn't work. The best solution is to visit any of the North American ink refill centers and let a trained operator do the work while you shop.

With printer manufacturers making ink cartridges more and more sophisticated these days, should you try and do-it-yourself, you will need to ensure that a proper ink fill occurs to avoid issues like cross-contamination between colors, cartridge bleed, and the inevitable streaking or white lines in printed output. The hassle associated with manual ink refilling and potential permanent micro-electric damage to your printer's PRINthead just don't add up for the marginal cost savings that you may think you're getting.

This is also true for most compatible cartridges which come from China—ink compatibility and subsequent printer reliability of such cartridges is considered somewhat questionable. Print quality and longevity are generally substandard due to the unknown chemical compounds...why put your printer at unnecessary risk?

All of our inks are made in America and have been tested for 100% compatibility with your printer model. They do NOT contain any dangerous volatile organic compounds (...that's the bad stuff that can be harmful to the environment and your health).

It is recommended to only refill manufacturer's genuine ink cartridges (versus compatibles or remanufactured cartridges) –look for references to GENUINE or ORIGINAL on ink packaging along with manufacturer's trademark logo.

For more information on North American ink refill services at a major retailer located near you (and should you wish to save around 50% on ink costs and support the environment) or if you are seeking advanced printer problem resolutions, please visit <http://www.inkjet411.com> (English) or <http://ca.inkjet411.com> (French)

Tags HP 564: HP, printer, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, 564, 564, 564XL, Deskjet, e-AiO, Photosmart, Plus, Touchsmart, refilled, C5300, C5324, C5370, C5373, C5380, C5383, C5388, C5390, C5393, C6300, C6324, C6340, C6350, C6375, C6380, C6383, C6388, B8550, D5400, D5445, D5460, D5463, D5468, D7560, B8550, B8553, B8558, 5510, 5511, 5512, 5514, 5515, 6510, 6512, 6515, 7510, 7515, Premium, C309c, C309a, C309n, C310a, C310b, C310c, C410a, 3520, 3521, 3522, 4620, 5520, 5522, 5524, 5525, 6520, 7520, 7525, C510, eStation, B209a, B210a, B210b, B210c, B210d, B210e, printhead, problem, issue, error, compatible, refilling, color balance, issues, problems, missing color, photo black

Tags HP 920: HP, printer, ink, cartridge, color, black, cyan, magenta, yellow, refill, 920, 920XL, All in One, Plus, refilled, Officejet, 6000, 6500, 6500A, 7000, 7500A, Inkjet411, blank page, quality, no colors, poor, missing, failed, replace, printhead, problem, issue, error, color balance, problems, missing colors, no printing, Inkjet411.com, Inkjet411, troubleshooting, failed, failure, bad, image, quality, compatible, remanufactured, refilling,

Tags HP 88: HP, printer, ink, cartridge, color, black, cyan, magenta, yellow, refill, 88, 88XL, Officejet, Pro, L7480, L7000, L7400, L7500, L7550, L7555, L7580, L7590, L7600, L7650, L7680, L7700 Series, L7750, L7780, K5400, K5400 dn, K5400 dtn, K5400 tn, K550, K550 dtn, K550 Dtn, K8600, K8600 dn, K8600 dtn, K8600, Inkjet411, blank page, quality, no colors, poor, missing, failed, replace, printhead, problem, issue, error, color balance, problems, missing colors, no printing, Inkjet411, troubleshooting, failed, failure, bad, image, quality, compatible, remanufactured, refilling,

Tags HP 940: HP, printer, ink, cartridge, color, black, cyan, magenta, yellow, refill, 940, 940XL, Officejet, Pro, 8500, 8500 Plus e, A910g, 8500 Premier, A909n, 8500 Premium, A910n, 8500, Wireless, A909g, 8500A e, A910, HP Inkjet Printers, OfficeJet 8000 Enterprise, A811a, 8000, 8000 Wireless, Inkjet411, blank page, quality, no colors, poor, missing, failed, replace, printhead, problem, issue, error, color balance, problems, missing colors, no printing, Inkjet411, troubleshooting, failed, failure, bad, image, quality, compatible, remanufactured, refilling,

Tags HP 932/933/950/951: HP, printer, ink, cartridge, tank, Officejet, Officejet Pro, 8100, 6100, 8600, 8700, Premium, 6600, 6700, color, black, cyan, magenta, yellow, refill, XL, 932, 933, 950, 951, 932XL,

933XL, 950XL, 951XL, refilled, Inkjet411, help, support, how to, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, method, swap, non-chipped, Pro, 276dw, MFP, 8600 e-All-In-One, N911g, 8600 Plus, N911n, 8600 Premium, N911a, PRO, 251dw, 8100 ePrinter, N811a, e-All-in-One, H711a, 6600 e-All-in-One, H711g, 6700 Premium, e-AiO, H711n, OfficeJet 6100, ePrinter, H611a, OfficeJet 7110, ePrinter, H812a

Tags Epson T068: Epson, printer, T068, T068120, T068220, T068320, T068420, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, Stylus, NX400, WorkForce, 500, 600, C120, CX5000, CX6000, CX7000, CX7000F, CX8400, CX9400, CX9400Fax, CX9475Fax, NX510, NX515, 1100, 30, 310, 315, 40, 610, 615, Inkjet411, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured

Tags Epson T069: Epson, printer, T069120, T069220, T069320, T069420, T069520, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, Stylus, CX5000, CX6000, CX7000F, CX7400, CX7450, CX8400, CX9400F, CX9475F, NX100, NX105, NX110, NX115, NX200, NX215, NX300, NX305, NX400, NX410, NX415, NX510, NX515, WorkForce, 310, 315, 500, 600, 610, 615, N11, 30, 40, Wide Format, 1100, Inkjet411, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset,

Tags Epson T077: Epson, T077, printer, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, T077120, T077220, T077320, T077420, Inkjet411, Artisan 50, Stylus, Photo, R260, R280, R380, RX580, RX595, RX680, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured

Tags Epson T078: Epson, T078, printer, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, T078120, T078220, T0782, T078320, T0783, T078420, T0784, Inkjet411, Stylus, Photo, RX580, RX595, RX680, Artisan, 50, R260, R280, R380, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured

Tags Epson T088: Epson, T088, printer, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, T088120, T088220, T0882, T088320, T0883, T088420, T0884, Inkjet411, Stylus, Photo, Epson Stylus, CX7400, NX100, NX110, NX400, CX4400, CX4450, CX7450, N11, NX105, NX115, NX200, NX210, NX215, NX300, NX305, NX415, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured

Tags Epson T097/T098: Epson, T097, T098 printer, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, WorkForce, 600, Stylus, NX510, NX515, WorkForce 40, 610, 615, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured

Tags Epson T098/T099: Epson, T098, T099 printer, ink, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, T098120, T0981, T099220, T0992, T099320, T0993, T099420, T0994, Inkjet411,

Artisan, 700, 710, 725, 730, 800, 810, 835, 837 help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured

Tags Epson T124s: Epson, T124, ink, printer, T124120, T124220, T124320, T124420, T124520, inks, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, Epson All-in-One, Stylus, NX125, NX127, NX230, NX330, NX420, NX430, WorkForce, 320, 323, 325, 435, Inkjet411, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured, Microcenter,

Tags Epson T125s: Epson, T125, ink, printer, T125120, T125220, T125320, T125420, T125520, inks, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, Epson All-in-One, Stylus, NX125, NX127, NX230, NX330, NX420, NX430, WorkForce, 320, 323, 325, 435, Inkjet411, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured, Microcenter,

Tags Epson T126s: Epson, T126, ink, printer, T126120, T126220, T126320, T126420, T126520, inks, cartridge, tank, color, black, cyan, magenta, yellow, refill, refilled, Epson All-in-One, Stylus, NX330, NX430, WorkForce 435, WorkForce 520, WorkForce 545, WorkForce 630, WorkForce 633, WorkForce 635, WorkForce 645, WorkForce 840, WorkForce 845, Workforce WF-3520, Workforce WF-3540, WorkForce 60, Wide Format, Workforce WF-7010, Workforce WF-7510, Workforce WF-7520, Inkjet411, help, support, printhead, problem, issue, error, Costco, Frys, ASDA, refilling, reset, compatible, compatibles, remanufactured, Microcenter,

Tags HP02s: HP, Photosmart, HP02, 02, 02XL, cartridge, HP363, refill, color, black, poor, quality, nozzles, 3110, 3210, 3210 xi, 3310, 3310 xi, C5140, C5150, C5180, C6100, C6150, C6180, C6240, C6250, C6280, C6283, C6288, C7150, C7180, C7250, C7275, C7280, C7283, C7288, C8150, C8180, C8183, PSC 7280, D6160, D7145, D7155, D7160, D7260, D7345, D7355, D7360, D7460, inkjet, printer, compatible, blinking, light, lamp, indicator, blinking, lights, Problem, unrecognized, no printing, not printing, ink refill, refill, troubleshooting, no printing, printer ink, refiller, help, errors, messages, ink, cartridges, error, failure, poor color, bad, cartridge, Costco, Frys, Inkjet411, printhead

Tags Canon CLI-8 & PGI-5: Canon, CLI-8, 8, PGI-5, 5, ink, ink cartridge, cyan, magenta, black, yellow, photo black, CLI-8 Black, Color Ink Cartridges, 0620B015, reset, problem, refill, color balance, Costco, Frys, CLI-8BK, 0620B002, PGI-5, 0628B002, CLI-8C, 0621B002, CLI-8M, 0622B002, CLI-8Y, 0623B002, MP500, MP510, MP520, MP530, MP600, MP610, MP800, MP800R, MP810, MP830, MP950, MP960, MP970, MX700, MX850, ix4000, ix5000, Pro9000, Pixus, MP500, MP510, MP600, MP770, MP790, MP800, MP810, MP830, MP900, MP950, MP960, iP3300, iP3500, iP4200, iP4300, iP4500, iP5200, iP5200R, iP5300, MP81,

Tags Canon BCI-6: Canon, BJC, BCI, 6, 6BK, ink, ink cartridge, cyan, magenta, black, yellow, 8200, Bubble Jet, Printer, i900D, InkJet, i950, i960, i9900, PIXMA, iP8500, S800, S820, S820D, S830D, S900, S9000, 4706A003, 4705A003, 4707A003, 4708A003, reset, problem, error, refill, issue, color balance, Costco, Frys, compatible, remanufactured, refill, refill problem, inkjet411,

Tags Canon BCI-3e: Canon, 3e, 3e black, 3e colors, ink, ink cartridge, cyan, magenta, black, yellow, Genuine, BCI-3eBK, 4479A003, HY, Black, BCI-3eC, 4480A003, Cyan, BCI-3eM, 4481A003, Magenta, BCI-3eY, 4482A003, Yellow, reset, BJC, Printer, BJC-3000, BJC-6000, Fax, FAX C855, i Series, i550, i850, Multipass, C755, F30, F50, F60, F80, MP700, MP730, S Series, S400, S450, S500, S520, S530D, S600, S630, S630, S750, problem, error, refill, issue, color balance, Costco, Frys, compatible, remanufactured, refill, refill problem, inkjet411,

Tags Canon CLI-221 & PGI-220: Canon, CLI-221, 8, PGI-220, 220BK, 220, 221, color, cartridge, cartucho, ink, ink cartridge, cyan, magenta, black, yellow, photo black, CLI-8 Black, Color Ink Cartridges, PIXMA, MP560, MP620, MP640, MP980, MP990, MX860, MX870, Photo Printer, iP3600, iP4600, iP4700, MP620, MP980, MP990, reset, problem, refill, color balance, Costco, Frys, compatible, remanufactured

Tags Canon CLI-226 & PGI-225: Canon, CLI-226, PGI-225, 226, color, 225BK, 225, cartridge, cartucho, ink, ink cartridge, cyan, magenta, black, yellow, photo black, CLI-8 Black, Color Ink Cartridges, PIXMA, MG5120, MG5220, MG5320, MG6120, MG6220, MG8120, MG8220, MX712, MX882, MX892, Photo Printers, iP4820, ix6520, ix6520, Wide Format, , reset, problem, refill, color balance, Costco, Frys, compatible, remanufactured

Tags Canon 250, 251, 250XL, 251XL & 255XXL: Canon, 250, 251, 250XL, 251XL, 255XXL, color, cartridge, cartucho, ink, ink cartridge, cyan, magenta, black, yellow, photo black, Color Ink Cartridges, PIXMA, MG5420, MG5450, MG6320, MG6350, MX722, MX922, Photo, Printers, iP7220, iP7250, reset, problem, refill, color balance, Costco, Frys, compatible, remanufactured

Why refilling IPH ink cartridges is the right thing to do?

HP 60 & HP 60XL Ink Cartridges— Ink Refilling is Easy, but be careful !

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HP 74 & HP 75 (74XL/75XL) Ink Cartridges— Ink Refilling is Easy, but be careful !

HP 74XL & 75XL Ink Cartridges— Ink Refilling is Easy, but be careful !

HP 901 & 901 XL Ink Cartridges— Ink Refilling is Easy, but be careful !

HP 21 & 22 Ink Cartridges— Ink Refilling is Easy, but be careful !

HP 56 & 57 Ink Cartridges— Ink Refilling is Easy, but be careful !

HP 96 & 97 Ink Cartridges— Ink Refilling is Easy, but be careful !

HP 92 & 93 Ink Cartridges— Ink Refilling is Easy, but be careful !

HP 92 & 93 Ink Cartridges – Ink Refilling is Easy, but be careful !
 HP 94, 95, 96, 97, 98 & 99 Ink Cartridges – Ink Refilling is Easy, but be careful !
 HP 27 & 28 Ink Cartridges – Ink Refilling is Easy, but be careful !
 HP 15, 23, 45, & 78 Ink Cartridges – Ink Refilling is Easy, but be careful !
 Canon 30 & 31 Ink Cartridges – Ink Refilling is Easy, but be careful !
 Canon 40 & 41 Ink Cartridges – Ink Refilling is Easy, but be careful !
 Canon 50 & 51 Ink Cartridges – Ink Refilling is Easy, but be careful !
 Canon 210, 210XL & 211 Ink Cartridges – Ink Refilling is Easy, but be careful !
 Canon 240, 240XL, 240XXL, 241 & 241XL Ink Cartridges – Ink Refilling is Easy, but be careful !
 Canon 240XL, 240XXL, & 241XL Ink Cartridges – Ink Refilling is Easy, but be careful !
 Canon 245, 246, 245XL, & 246XL Ink Cartridges – Ink Refilling is Easy, but be careful !
 Lexmark 32 & 33 Ink Cartridges – Ink Refilling is Easy, but be careful !
 Lexmark 26 Ink Cartridges – Ink Refilling is Easy, but be careful !
 Lexmark 88 Ink Cartridges – Ink Refilling is Easy, but be careful !
 Dell 1, 2, 5, 6 & 9 Ink Series Cartridges – Ink Refilling is Easy, but be careful !
 Lexmark 1, 2, 3, 16, 17, 19, & 20 Ink Cartridges – Ink Refilling is Easy, but be careful !
 Lexmark 1, 2 & 3 Ink Cartridges – Ink Refilling is Easy, but be careful !
 Lexmark 34 & 35 Ink Cartridges – Ink Refilling is Easy, but be careful !
 Lexmark 82 & 83 Ink Cartridges – Ink Refilling is Easy, but be careful !
 HP 56, 57, & 58 Ink Cartridges – Ink Refilling is Easy, but be careful !
 HP 98 & 99 Ink Cartridges – Ink Refilling is Easy, but be careful !
 HP 15 & 23 Ink Cartridges – Ink Refilling is Easy, but be careful !
 HP 15 & 17 Ink Cartridges – Ink Refilling is Easy, but be careful !
 HP 15 & 78 Ink Cartridges – Ink Refilling is Easy, but be careful !
 HP 23 & 45 Ink Cartridges – Ink Refilling is Easy, but be careful !
 HP 45 & 78 Ink Cartridges – Ink Refilling is Easy, but be careful !

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If you have never refilled your cartridges before, the process is simple and usually takes less an hour. In addition to the money savings and it is good for the environment since you get to reuse your ink cartridge over and over.

As America's #1 alternative ink source give us a try and we're sure you'll be pleased as our ink quality rivals that of the original manufacturer. The highly trained in-store refill operators use commercial grade ink refilling equipment that preps, evacuates, cleans and then fills your cartridge automatically. Typically, cartridges are refilled with up to 20% more ink versus what the printer manufacturer puts inside.

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All of our inks are made in America and have been tested for 100% compatibility with your printer model. They do NOT contain any dangerous volatile organic compounds (...that's the bad stuff that can be harmful to the environment and your health).

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For more information on North American ink refill services at a major retailer located near you (and should you wish to save around 50% on ink costs and support the environment) or if you are seeking advanced printer problem resolutions, please visit <http://www.inkjet411.com>

Tags 60: HP, 60, 60XL, color, black, ink, cartridge, refill, refilled, inkjet, printer, cartridges, error, Non-Genuine Cartridge, Used Print Cartridge, Low Ink, Warning, Alert, message, printer, Incompatible Print Cartridges, Print Cartridges Missing, Not Detected, Tri-Color, Print, Cartridge Problem, Installed Incorrectly, Print cartridge, Refilled cartridge, Depleted Cartridge Detected, Not intended for use, In this

product, in wrong slot, not printing, wont print, refilling, troubleshooting, no printing, printer ink, support, error, blinking lights, ink cartridge, bad cartridge, cartridge, service, support, help, Photosmart Express, cartridges refilled, Costco, Deskjet, Photosmart, Officejet,

Tags 61: HP, printer, Cartridges, Error, Incompatible Print Cartridges, Missing, Not Detected, Tri-Color, Color, Black, Cartridge, Problem, Refill, 61, 61XL, Installed Incorrectly, Print cartridge, Not intended, left, right, for use, In this product, Unrecognized, wrong slot, blinking, lights, ink light, not printing, wont print, refilled, Deskjet 1000, 1050, 1051, 1055, 2000, 2000c, 2050, 2510, 2511, 2512, 2514, 3000, 3050, 3052, 3051, 3051a, 3054, 3056, 3510, 3511, 3512, troubleshooting

Tags 74/75: HP, 74, 75, 74XL, 75XL, Low Ink, HP printer, Incompatible Print Cartridges, HP Deskjet, D4260, D4263, D4268, D4280, D4360, D4363, D4368, OfficeJet, J5730, J5740, J5750, J5780, J5785, J5788, J6410, J6413, J6415, J6450, J6480, PhotoSmart, C4200, C4205, C4210, C4225, C4235, C4240, C4250, C4270, C4272, C4273, C4275, C4280, C4283, C4285, C4288, C4293, C4294, C4345, C4380, C4385, C4440, C4450, C4472, C4473, C4480, C4483, C4485, C5225, C5240, C5250, C5280, D5345, D5360, D5363, D5368, Print Cartridges Missing, Cartridge Problem, Installed Incorrectly, Print cartridge, Refilled cartridge, Depleted Cartridge Detected, Not intended for use, In this product, Print cartridges in wrong slot

Tags 901: Officejet, color, refill, J4524, J4525, J4535, J4680, J4680c J4540, J4550, J4580, J4585, J4640, J4660, J4680, J4680c, 4500, 4575, G510a, G510g, G510n, DeskJet P2500, HP, HP 901 refill, black, 901, 901XL, Incompatible Print Cartridges, Refer to device documentation, to troubleshoot, Print Cartridges Missing, Not Detected, cartridges problem, Installed Incorrectly, Not intended for use, In this product, Print cartridges in wrong slot, Print cartridge problem, not printing, HP ink refill, troubleshooting, no printing, help, errors, messages, blinking lights, ink, cartridge, reset

Tags 21/22: 21 refill, 22 refill, 21, 22, Incompatible Print Cartridges, Refer to device documentation, to troubleshoot, Print Cartridges Missing, Not Detected, cartridges problem, Installed Incorrectly, Not intended for use, In this product, Deskjet, D1300, D1400, D2300, F300, F2200, PSC, 1400, 1401, 1402, 1403, 1408, 1410, 1410v, 1410xi, 1417, not printing, HP ink refill, troubleshooting, no printing, help, errors, messages, blinking lights, ink, cartridge, reset

Tags 56/57/58: HP, 56, 57, 58, Deskjet, 5000, 5100, 5500, 5600, 5650, 5800, J3680, 4215, 4315, 5610, PSC, 1200, 1310, 1315, 1340, 1350, color, black, ink, cartridge, refill, refilled, inkjet, printer, cartridges, error, Non Genuine, Cartridge, Used Print Cartridge, Low Ink, Deskjet, Officejet, warning, alert, message, printer, Cartridges Missing, Not Detected, error, Printer, Problem, Installed Incorrectly, message, refilled, wrong slot, not printing, ink out, will not print, troubleshooting, no printing, printer ink, support, blinking, LED, lights, ink cartridge, bad cartridge,

Tags 96-97: HP, 96, 97, 94, 95, 98, 99, ink, cartridge, Deskjet, 6800, 6830, 6830v, 6840, 6840v, 6840dt, 6840xi, 6900, 6940, 6940dt, 6980, 6980dt, 6988, 6988dt, OFFICEJET, 6210, 6310, 7210, 7310, 7410, Photosmart, 8049, 8050, 8100, 8150, 8400, 8450, wrong slot, Print cartridge problem, not printing, wont print, refilling, troubleshooting, no printing, printer, ink, refiller, help, errors, messages, blinking lights, ink, cartridge, cartridges, bad cartridges

Tags 92-93: HP, 92, 93, ink cartridge, DESKJET, D4100, Photosmart, C3100, C3110, C3125, C3135, C3140, C3150, C3170, C3173, C3175, C3180, C3183, C3188, C3190, C3193, C3194, C4100, C4180, PSC, 1503, 1504, 1507, 1508, 1510, 1510v, 1510xi, 1513, 1514, wrong slot, Print cartridge problem, not printing, wont print, refilling, troubleshooting, no printing, printer, ink, refiller, help, errors, messages, blinking lights, ink, cartridge, cartridges, bad cartridges,

Tags 27/28: HP, 27 refill, 28 refill, 27, 28, PSC, 1200, 1310, 1315, 1340, 1350, Deskjet, 3740, 3745 Incompatible Print Cartridges, Bad, blinking, light, error, missing, Not Detected, cartridges problem, Installed Incorrectly, Not intended for use, In this product, not printing, HP ink refill, troubleshooting, no printing, help, errors, messages, blinking lights, ink, cartridge, reset

Tags 15/17/23/45/78: HP, 15, 17, 23, 45, 78, Deskjet 700, 710c, 720c, 800, 820c, 825c, 810c, 840c, 841, 842, 843, 845, 845c, 830c, 880, 880c, 895c, 850, 850c, 855, 855c, 870c, 890c, 895, 900c, 916c, 920c, 940, 940c, 930c, 950c, 952, 960c, 970c, 980c, 990c, cartridge, Bad, blinking, light, error, missing, Not Detected, cartridges problem, Installed Incorrectly, errors, messages, blinking lights, ink, reset

Tags Canon 30-211: Canon, Ink, Printer, 30, 31, 40, 41, 50, 51, 210, 211, 210XL, 240, 240XL, 240XXL, 241, 241XL, Ink low, ink has run out, flashing lights, error, PIXMA, MP190, MP470, MX300, MX310, iP1600, iP1800, iP2600, MP150, MP160, MP170, MP180, MP190, MP210, MP450, MP460, MP470, MX300, MX310, MP240, MP250, MP260, MP270, MP280, MP480, MP490, MP495, MX320, MX330, MX340, MX350, MX360, MX410, MX420, iP2700, iP2702, wont print, message, reset, procedure, bypass, help, refill, refilled, cartridge, inkjet, compatible, remanufactured,

Tags Lexmark 32/33: Lexmark, Ink, Printer, 32, 33, Ink low, ink has run out, Color, Jetprinter, Z815, Z816, P4330, AIO, P4350, MFP, P6250, P6350, X2500, X3330, X3350, X5250, X5270, X5450, X7170, X7300, X7350, X8350, flashing lights, error, wont print, message, reset, procedure, bypass, help, refill, refilled, cartridge, inkjet, compatible, remanufactured,

Tags Lexmark 26: Lexmark, Ink, Printer, 26, ink low, Color, Jetprinter, i3, Color Jetprinter, Z13, Z23, Z23e, Z24, Z25, Z25L, Z33, Z34, Z35, Z515, Z600, Z601, Z603, Z605, Z615, Z517, Z611, Z617, Z645, All-in-One, X1130, PrinTrio, X1150, MFP, X74, X75, X1110, X1140, X1155, X1160, X1170, X1180, X118, X1190, X1195, X1240, X1270, X2230, X2250, flashing lights, error, wont print, message, reset, procedure, bypass, help, refill, refilled, cartridge, inkjet, compatible, remanufactured,

Tags Lexmark 82, 83, 88: Lexmark, Ink, Printer, 82, 83, 88, ink low, Color, Z55, Z55se, Z65, Z65n, Jetprinter, Z65p, Photo, X5130, X5150, X5190, X6150, X6170, X6190, flashing lights, error, wont print, message, reset, procedure, bypass, help, refill, refilled, cartridge, inkjet, Inkjet411, compatible, remanufactured,

Tags Dell 1,2,5,6,9: Dell, Ink, Printer, 1, 2, 5, 6, 9, ink low, color, series, flashing lights, error, wont print, message, reset, procedure, bypass, help, refill, 7Y743, 7Y745, J5566, J5567, JF333, KF868, KF869, M4640, M4646, MK990, MK991, MK992, MK993, N5878, N5882, T0529, T0530, cartridge, inkjet, Inkjet411, compatible, remanufactured, refilled cartridge, refill, cartridges

Tags Lexmark 1, 2, 3, 16 thru 20: Lexmark, Ink, Printer, 1, 2, 3, 16, 17, 18, 19, 20, ink low, Color, flashing lights, error, wont print, Z13, Z23, Z25, Z33, Z35, Z513, Z515, Z601, Z615, Z605, X75, X2250, X1130, X1150, X1180, X1185, message, reset, procedure, bypass, help, refill, refilled, cartridge, inkjet, Inkjet411, compatible, remanufactured,

Tags Lexmark 1, 2, 3: Lexmark, Ink, Printer, 1, 2, 3, 32, 33, 34, 35, 82, 83, 88, ink low, Color, flashing lights, error, wont print, Z730, Color, Jetprinter Z735, X2300, AIO, X2310,, X2330, X2350, X2450, X2470, X3370, X3450, X3470, Photo Printer, Color Jetprinter, Z735, X3470, Z1480, X2480, X2580, X3480, X3580, X4580, message, reset, procedure, bypass, help, refill, refilled, cartridge, inkjet, Inkjet411, compatible, remanufactured,

Tags Lexmark 34, 35: Lexmark, Ink, Printer, 32, 33, 34, 35, 82, 83, 88, ink low, Color, flashing lights, error, wont print, Color, Jetprinter Z815, Z816, Z1300, Z1310, Z1320, Z1410, Z1420, Z845, Copier, P4330, AIO, P4350, MFP, P6250, P6350, X2500, X2530, X2550, X3330, X3350, X3530, X3550, X4530, X4550, X5070, X5075, X5250, X5270, X5320, X5340, X5370, X5410, X5450, X5470, X5495, X7170, X7300, X7350, X8350, Photo Printer, P915, X3350, Z845, message, reset, procedure, bypass, help, refill, refilled, cartridge, inkjet, Inkjet411, compatible, remanufactured,