

All 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'). 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

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

e 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=8rII8clS958>

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=eyWR0w75_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=RivHgvWckJ8>

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

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

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

just let us know. Here is a sample of such models we support today:

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

-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.

-Thank you

PRINTER REPLACEMENT (FAILED PRINTHEAD/IPH DAMAGE CLAIM)

This is quite unfortunate but also coincidental in our view.

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: 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): To see if your printer model supports this particular feature please refer to your printer's 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.

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.....

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.
.....OF.....
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.

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

-Thank you

ERROR MESSAGES - NOT RECOGNIZING CARTRIDGE (901)

Regarding your recent inquiry about the **HP 901** cartridge error message ("Incompatible Print Cartridge") and inability to print with your **HP OJ J4550** printer, this type of error condition is either an electrical connection issue between the printer and the cartridge, or more likely, an internal micro-electronic failure inside the HP 901 ink 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 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).

Please 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.

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. 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.

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 'uiaux service' 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").

C. 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 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.

-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.

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 '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").

D. 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.

E. Cartridge Error Bypass Procedure (*this procedure has not yet been validated*):

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.

F. Printer Reset:

the error condition and to check the electrical health of both ink cartridges, please run the 'Tap 41' diagnostic test 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.

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.

[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

- 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.

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.

-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.

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. 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. You can confirm the black and color ink cartridge's electrical health by running the 'Tap 41' diagnostics test: NOTE: SERVICE MENU ACCESS IS SLIGHTLY DIFFERENT FOR OJ 6310 MODEL, YOU WILL NEED TO EXPLORE THRU MENUS TO FIND THE 'print mech button tap' MENU.
 - 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.

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.

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.

-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 ("Incompatible Print Cartridge", or similar) and inability to print with your HP PS C4180 printer, this type of error appears to an internal micro-electronic failure inside the cartridge itself - unfortunately the Costco electrical cartridge tester does not screen cartridges for everything, your printer is much more sensitive in this respect. 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 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.

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/flex cables 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").

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.

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). Please refer to your printer's User Guide to see if this feature is supported on your printer model.

<http://h10032.www1.hp.com/ctg/Manual/c00458612.pdf> (7000 series)

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

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.

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.

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 as steps vary by printer model:

B.1. Perform Tap 43 test: [most Officejet printer models with keypads]

1. Press * and # keys at same time
2. Enter 1234 (or 124)
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. Diagnostic Self-Test Page: [HP OJ 5600, OJ J3600?]

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.

B.3. 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.4. 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.5. 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.6. 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.7. 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.8. 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.

We apologize for the inconvenience in advance. Please let us know if chip re-programming/replacement does not correct the printer/cartridge issue.

-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

Emergency Canon MX700 Ink Tank Level Reset Procedure (CLI-8 & PG-5):

Return printer to "factory mode". There are some interesting settings in here, but I'm not sure of what everything does, so be careful with them. This works temporarily (as it seems to reset after a few days), and does not permanently disable ink level detection (as it correctly showed full ink after replacing it):

1. Unplug the printer.
2. Press and hold the Power button while plugging the printer back in.
3. Continue to hold the Power button and press the Reset button twice.
4. Let go of the Power button and wait 10 seconds. It will eventually show the number 1 on the LCD.
5. Once the printer also shows "Idle" on the screen, cycle through the settings with the left and right arrow buttons until you see "USER MODE POWER OFF". Press the OK button.
6. You should now be able to print or scan.

EPSON UNRECOGNIZED CARTRIDGE ERROR

Regarding your recent inquiry about the Epson T126 cartridge error message ("Cartridge Not Recognized", "Replace Cartridge" or similar) 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:

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.

-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.

Epson WF 520 Cleaning Tips from Epson:

http://link.brightcove.com/services/player/bcpid744308446001?bckey=AQ~~,AAAAFivhCZk~,7xyzJ_9_m5HJqr6zOExbqAEPUB91B_5&bctid=929694625001

We apologize for the inconvenience this has caused you. Please let us know if you have any further questions on this issue.

-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 perform a PRINTHEAD wetting, please refer to instructions below.

If, after activating the 'Printhead 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:

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 (use an 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.



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.

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 4/5 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.

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:

- 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 perform the printhead flush we suggest you return to Costco and request a free refill (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 and 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.

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 (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...
-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 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 may need to perform it twice (2X) to recover the ink system. If this doesn't work you may wish to jump straight to procedure E. 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 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 ~9000 pages). Video of how the PRINTHEAD functions: http://inkjet411.com/?page_id=2054

NOTE: “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.
-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:

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:

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.

- i. Remove all ink cartridges from the printer.
- j. 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.
- k. 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.
- l. Using a lint-free towel, remove water from rear/bottom electrical contacts. Ensure printhead electrical contacts and exposed surfaces are fully dry.
- m. 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.
- n. Install ink cartridges and retest printer. You should observe a New PRINTHEAD alert message followed by an approx. 4-minute preparation countdown prompt.
- o. 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).
- p. 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

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

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.

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>

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: 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.
-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.

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.
-Thank you

B. Canon Ink Level Reset Procedure #2:

NOTE: Canon "iP" Printer Model Series Only, PIXMA iP2700, PIXMA iP2702

6. Press and Hold the Resume (triangle-circle) button
7. Press and Hold the Power Button; hold both buttons for 5 seconds
8. Release the Resume (triangle-circle) button.
9. Press the Resume button 5 times.
10. 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

10. Turn off the Canon MP printer and unplug it from the outlet.
11. Press the "On/Off" button while you plug the cable back in.
12. 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.
13. Hit the right arrow button until you see "Shipping Mode 3" on the LCD display. Hit "OK" to select it.
14. 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.
15. 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.
16. Lift out both ink cartridges and close the cover.
17. Plug the power cable back in and hit the "On/Off" button.
18. 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

11. Turn ON the printer.
12. Press and Hold the "Reset button" on the printer.
13. While pressing the "Reset button", press and hold the "Color Start" button.
14. Wait for 5 seconds.
15. Release the "Color Start" button, and then release the "Reset Button".
16. Wait until the printer starts to configure itself. This should take approximately around 20 seconds.
17. The no. "1" should be on the display, press and hold the "Tool" button and the letter "A" should now be on the display.
18. While pressing on the "Tool" button, press and hold the "Reset button".

19. Wait until there are no more blinking lights on the printer.
20. 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

14. Disconnect power from printer (unplug cable).
15. Press and hold the power button while connecting the power outlet back.
16. While still holding down the power button, press the reset button twice (red circle with a triangle)
17. Release the power button
18. The printer takes about 10 seconds to show the number 0.
19. Press + to change the value from 0 to 1.
20. When this value is 1, press color button; this will light up two leds.
21. One is for plain paper and the other for photo paper. At this point is feed the printer with paper.
22. Press the power button twice and the printer will print a test page (if it doesn't print by itself, then press the "color" button once and the test sheet will print).
23. When the test page is printed the value in the display returns to zero.
24. 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).
25. Close the lid and turn on the printer.
26. 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)

8. Power off printer
9. Hold RESUME button then press and hold POWER, the beeper will sound once.
10. Hold POWER and release RESUME
11. Press RESUME twice
12. Release POWER button
13. When the indicator lights steady, press RESUME three (3) times. The indicator should be orange.
14. 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)

15. Power off the printer
16. Hold the stop/reset button then press and hold power (for 5 secs)
17. Hold Power and release the stop/reset button
18. Press the stop/reset button twice
19. Release power button
20. 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.
21. On the 3rd press the indicator should be orange.
22. Press the power button to set data
23. To set data remove cartridges then replace; allow printer to sit idle for 20 or 30 secs
24. Press the power button again to shut down
25. Then press power button to power up.
26. The printer will feed one piece of paper through
27. Then set language and country.
28. 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.

Thank you

***210/211 Systems = Canon PIXMA MP240, MP250, MP260, MP270, MP280, MP480, MP490, MP495, MX320, MX330, MX340, MX350, MX360, MX410, MX420, iP2700, iP2702**

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

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/td-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.
-Thank you

- 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

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

Please let us know if you have any other questions.

-Thank you

Ink

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.

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.

-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>

- 1) Remove all 4 ink cartridges.
- 2) Remove the internal PRINTHEAD and thoroughly clean rear electrical contacts and carriage electrical contacts.
- 3) 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.
