

Remanufactured Ink and Toner

Installation Instructions & Help Guide



General Installation Guide

1. Open the cartridge tray
2. Remove cartridge(s)
3. Lightly clean the contact points to remove some ink
4. Remove the plastic protector or plastic strip on the cartridge
5. Install new or refilled cartridge(s)
6. Close cartridge tray
7. If you get a warning about the ink, press "ok"
8. Test print a page



Ink & Toner General Issues

The cartridge does not fit

- Please check if the cartridge purchased is compatible with your printer.
- Make sure that the plastic protector is removed from the cartridge before installing.
- Even though the cartridge may look different from OEM cartridges, they are designed for the specific printer mentioned on the box.

The cartridge is leaking

- There may be some cartridges that were overfilled in the factory. We suggest opening the lid over the sink to remove excess ink.
- If there is ink bubbling or dripping out of the cartridge, it may have been placed in a high temperature environment for a long time. Chilling the cartridge in the refrigerator for a couple of hours will fix the issue.
- The internal pressure may not be balanced. Let the cartridge sit printhead down for a few minutes and then install.






The printer is displaying “low ink”

- All cartridges have been filled with ink. There are a miniscule number of cartridges that may not have been reset. You could bypass the low ink message or disable the ink level system on the printer
 - o Some printers you will have to hold the “stop” or “cancel” button for 10 seconds. By doing so, the counter will reset and allow the use of the cartridge normally

The print quality is not very good or nothing is printing

- Please make sure the tape around the cartridge has been removed
 - Wrap the cartridge with a paper towel and shake it gently up and down about 6 times
 - Clean the printhead with a warm piece of damp paper towel. Reinstall and run a cleaning cycle using the printer’s software tool
 - o If there are any air bubble or dry ink on the printhead, try going in maintenance and selecting “printhead clean”
 - o If there are white lines or streaks, try running the alignment test
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The cartridge is not being recognized by the printer

- Please make sure the tape around the cartridge has been removed
- Remove cartridge, turn off printer and wait 5 minutes before installing it again
- Try cleaning the cartridge printhead with a nonabrasive towel. Cleaning the copper part and the contact points with alcohol is very effective
- Reset the printer to factory default

