

TROUBLESHOOTING INKJET

HOW CAN YOU ENSURE THAT YOU ARE USING OUR CARTRIDGE?

Each inkjet cartridge has a date code and heat stamp.

IS THE PRODUCT THE CORRECT ONE?

Identification errors are made by end users, dealers, sales staff, office staff and distribution personnel.

Check that the correct cartridge was ordered for the machine.

Check that the correct cartridge was delivered and installed.

UNDERSTAND THE PROBLEM

Always state the reason for a return or problem; "FAULTY" or "DEFECTIVE" will not help us resolve the issue.

Printers do not need much attention, but they should never be neglected or forgotten.

Make sure to review the Printer User Manual and the advice given on dealing with faults, cleaning and parts that require regular replacement.

Failure to clean the printer of residual toner or ink and paper dust when the cartridge is changed, and using poor quality paper can cause faded print, streaks and spots.

GENERAL POINTS

Always observe the safety recommendations in the Printer User Manual.

Always try to check a fault by printing with 2 cartridges, it is obvious that if a fault occurs with **BOTH** cartridges then it is likely to be a printer problem and **NOT** a cartridge problem.

PROBLEM	LIKELY CAUSE	ACTION
PRINTS ONLY WHITE PAGE	Tape not pulled off printhead. Air entrapment.	Make sure tape has been removed from printhead. Wrap cartridge in paper towel and shake.
WHITE LINES AND STREAKS	Worn or dirty printer contacts Partially clogged.	Moisten a non-abrasive towel and gently wipe contacts but avoid touching contacts directly with fingers. Soak printhead in warm water for 5 minutes then blot printhead and use printer cleaning cycle.
LEAKING CARTRIDGE	Internal pressure in cartridge is not balanced. . .	Rest cartridge printhead down on paper towel allowing the excess ink to balance.
COLOR MIXING/ CROSS CONTAMINATION	One color bleeds into another.	Set cartridge printhead down onto a folded moistened paper towel for five minutes then reinsert the cartridge into the printer.
GENERAL PRINT QUALITY	Deterioration of print quality can occur from paper fiber and ink debris build up in the "home" position of the cartridge carriage.	Recommend routine maintenance of this area to maintain peak performance of the printer and cartridge (consult printer user manual for instruction).
CARTRIDGE NOT REGISTERING	The printer or the computer is not recognizing the cartridge	1) Verify that tape has been removed from printhead. 2) Gently wipe the cartridge printhead and printer circuitry with a non-abrasive towel to ensure there is no debris. 3) Turn the printer off. Unplug the power cord and other cables. Wait 30 seconds. Plug cords and cables back in. Switch unit on. Print a test page.