

## TROUBLESHOOTING FAQ's FOR EPSON COMPATIBLE REFILLABLE INK CARTRIDGES

Q: Do I wait till the original ink cartridges are empty before installing the refillable ink cartridges?

A: **No** please make sure that your printer is printing correctly by running a nozzle check first, then replace your original or compatible ink cartridges with the refillable ink cartridges, making sure they are full of ink and the air vent stopper is removed, printing should then be seamless

Q: I replaced all six cartridges in my R285 printer with the refillable cartridges, they all showed an X in the ink level monitor and an error message was displayed.

A: If you replaced the original Epson cartridges with the refillable ones without first removing the original Epson cartridges and switching the printer off for 1 minute X's will show in the ink level monitor and an error message will appear.

Q: Do the refillable ink cartridges auto-reset at 15% ink level or do they reset when taken out of the printer.

A: **Yes & no!** With most printers the cartridges auto-reset when the ink level shows 15%, with the newer models like the R285 they auto-reset when removed from the printer, I.E. when an X shows in the ink level monitor remove all the cartridges, top them up with ink and re-insert the cartridges into the printer (just like you would with an original Epson ink cartridge) they now show full again!

Q: The cartridges are full of ink when I try to print here are lines on the paper.

A: Try removing the coloured stopper out of the air inlet vent so that the ink can flow freely. Alternatively refill the cartridges and leave them to rest in the printer for 2 hours, this will fill the ink reservoirs.

Q: When I print there are large blobs of ink dripping on my page.

A: Its possible that the head cleaning process has been overdone causing the waste ink reservoir to overflow the print head then runs over the waste ink causing drips onto the paper. To clean out the waste ink use a rolled piece of kitchen towel to soak up the excess ink from the waste ink reservoir. Advice: let the cartridges rest in the printer for 2 hours, this will ensure the ink reservoirs will be full of ink, then carry out a head clean.

Q: I installed the new refillable ink cartridges and I saw an error message saying that the new ink cartridges are not compatible with my printer.

A: All compatible ink cartridges cause this message to be displayed, its because Epson have developed their printers with copyright functions, ignore the message.

Q: I installed one ink cartridge in the printer and in the ink level monitor it showed an X

A: The refillable ink cartridges have been developed to work as a full set of cartridges, do not mix them with other ink cartridges, if an X still displays in the ink level monitor after you have installed the full set, remove all the cartridges switch the printer off for 2 minutes this will reset the printer, then re-install the cartridges.

Q: When I checked the ink level the refillable ink cartridges show full all the time.

A: This is because the printer is being switched off after use and by switching it on again the printer thinks a new set of cartridges have been installed, we advise that you leave the printer switched on standby all the time, also every time you switch the printer back on it will go through its cleaning cycle and waste around 10% - 15% of your precious ink!