

## Ink Cartridges (Tips and Tricks)

PROBLEM	POTENTIAL SOLUTION
<p data-bbox="203 302 310 323"><b>Page Yield</b></p> <ul data-bbox="253 359 589 506" style="list-style-type: none"><li data-bbox="253 359 589 443">• <i>Not receiving the number of prints per cartridge that is stated.</i></li><li data-bbox="253 449 589 506">• <i>Feel the ink is running out too quickly.</i></li></ul>	<p data-bbox="618 302 1230 323">The following issues could be causing you improper page yield.</p> <p data-bbox="618 359 899 380"><b>Color Verses Page Coverage</b></p> <p data-bbox="618 386 1393 470">Page yield is based upon 5% page coverage. Therefore, if you average 10%, you will only receive about half the amount of recommended page count per cartridge. Be aware that color can still be utilized if it is enabled.</p> <p data-bbox="618 506 850 527"><b>Time between printing</b></p> <p data-bbox="618 533 1409 680">Believe it or not, your printer may experience issues if you go long periods between using it. When it has been a while since you have printed, the cartridge will prime itself to ensure it is prepared to print. This causes more ink to be used. When the printer is used more often, it will not have to go through the priming stage.</p> <p data-bbox="618 709 867 730"><b>Quality Of Selected Print</b></p> <p data-bbox="618 737 1409 793">Be cautious of the mode of print quality you are selecting. This could significantly increase the life of your ink.</p> <ul data-bbox="667 800 1024 856" style="list-style-type: none"><li data-bbox="667 800 1024 821">• Draft mode – Uses less ink.</li><li data-bbox="667 827 1024 848">• Best Mode – Uses the most ink.</li></ul> <p data-bbox="618 884 732 905"><b>Paper type</b></p> <p data-bbox="618 911 1409 995">The weight of the paper determines the way the ink is absorbed. This will have a significant bearing on the amount of prints your cartridge will yield. You will find that lighter weight paper does not absorb color as well.</p> <p data-bbox="618 1031 834 1052"><b>Double Sided Printing</b></p> <p data-bbox="618 1058 1175 1079">Printing on both sides of the paper is considered 2 prints.</p>
<p data-bbox="203 1121 318 1142"><b>Leaking Ink</b></p>	<p data-bbox="618 1121 1409 1178">Air pressure during shipping can cause the cartridge to leak. You should not open the pouch if this occurs.</p> <p data-bbox="618 1205 1214 1226">Please contact us for a replacement cartridge <b>IMMEDIATELY</b>.</p> <p data-bbox="618 1262 1393 1318">It is best practice to open ink cartridges over a paper towel, as this will prevent any damage to your carpet or flooring.</p> <p data-bbox="618 1352 1328 1373">Wearing gloves will ensure you do not dirty your hands when opening it.</p> <div data-bbox="656 1465 824 1757"></div> <p data-bbox="841 1535 1024 1661"><b>DO NOT OPEN</b> Please contact us immediately for replacement.</p> <div data-bbox="1094 1436 1430 1766"></div>

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## Installation Error Message

Various error messages can occur after a cartridge is installed. These are the most common errors.

- Not Compatible
- Not Recognized
- Low Ink
- Empty Cartridge
- Recent Firmware Updates

All printer cartridges contain a chip, which is read by the printer. This chip provides the printer with the information to ensure printing is carried out correctly. However, it is common for these chips to cause error messages.

These chips inform the printer of:

- Type of cartridge it is.
- Pages that have been printed.
- Diagnostic information.

Issues can be resolved by performing cold restart and cleaning contact points.

### Wrong Printer Model

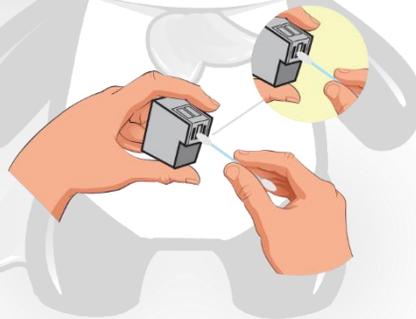
Please make sure you purchased the correct printer model ink cartridges for your printer. (Sometimes printer name is pretty similar to each other.)

1. Please refer to your printer manual or system
2. Check the printer model (Full name of the printer model with branding is very **important**)
3. Check your ink cartridge model
4. If you are unsure which ink cartridge model, please feel free to contact us with your printer model.

### Cleaning Contact Points

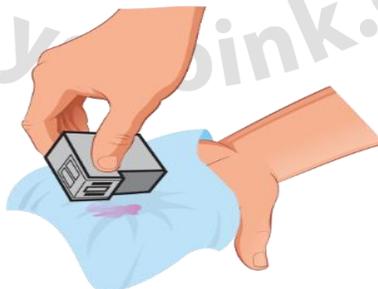
You may need to clean all contact points to rid surfaces of dried ink, fingerprint oil or tape residue. These issues will most definitely cause the printer to experience a printer error message.

1. Remove the cartridge from the printer
2. Clean the area with a lint free cloth or soft tissue paper with rubbing alcohol or a cotton swab (clean water would work as well).



Clean with cotton swab or napkins

3. Allow the area to dry completely before reinstalling the cartridge.



Place the cartridge's nozzles on a dry or damp, lint free cotton cloth and slightly press the nozzles to the cloth using the gentle force of your fingers.

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**Cold Restart:**

1. Power off printer and completely disconnect all power sources.
2. Remove cartridge and reinstall. Ensure you hear a click, as this tells you that the cartridge is properly seated in the printer.
3. Plug printer back in and power up.
4. Print 10 to 15 pages in draft mode to see if the error messages clear. Take note, that it may take several more pages before the messages can clear out, so if this does not work immediately, try a few more.

The error messages should subside. If they do not, then you may be dealing with a dirty ink cartridge. In this case, you will want to test a different cartridge. If it works, then you can safely determine that the problem was due to a faulty ink cartridge. While this is not common, it is a possibility. Call us for a replacement if this occurs.

**Recent Firmware Upgrades:**

From time to time, printer's manufacturer will introduce updates to your printer to enhance functionality, features and securities. However, most often the case this will nullify the chip on the ink cartridges.

1. Please refer to your printer's manufacturer website for your latest firmware updates. (To see whether is it within the last 2 months)
2. If this is the case, please contact us with your printer model information.

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**Blank Page Printed**

*The printer is producing blank pages when a new cartridge has been installed.*

Most times, an ink cartridge will cause this type of issue because it is not properly communicating with the printer. This can be caused by poor connection or the ink cartridge having a clog.

**Clogged Holes and Connection Issues:**

1. Power off printer, and completely disconnect all power sources.
2. Press the bottom of cartridge against a moist cloth for one minute. This will help a clogged hole to subside.
3. Reinstall. Ensure you hear a click, as this tells you that the cartridge is properly seated in the printer.
4. Plug printer back in and power up.
5. Print some test pages.

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## Print Quality Issues

Issues may include:

- *Spotty, streaky or light prints.*
- *Color not accurate*
- *Blurry text*
- *Fading*

Cartridges that have been newly installed may experience printer quality issues due to the printer head. This is the portion of the cartridge where the ink comes out and contains the gold or copper strips.

### Clearing Printerhead With Paper Towel:

1. Use a damp paper towel to blot the printer head. Ensure the head is in the downward position.
2. Ink should appear on the towel after making contact a few times.
3. This will help remove any dry ink.
4. Put the cartridge back into the printer, and run through a 10-15 pages prints.

### Printer Tools:

Almost all printers come with a function that allows you to clean and align your cartridge. This function will help clear away clogged holes.

1. Perform this function and run a few test prints to see if your issues subside. It should be located under your printer tool menu. Consult your user guide for more information on how to perform this task with your printer.
2. If you have manually cleaned the cartridge with a damp paper towel and ran the printers clean and alignment function, then you may have a faulty cartridge. In this case, you will want to try a new cartridge to see if the issues subside.

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Please be assured, these tips are meant to provide you a quick solution to solve the issues. However, if problem(s) still persist please [contact us \(customerservice@yoyoink.com\)](mailto:customerservice@yoyoink.com) again. We back all our products with two years replacement guarantee.

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