



ecoadvanced

HP 564 TIP SHEET

Customer reports HP564's
a) do not fit into the printer.
b) Seem very tight to remove



fig. 1

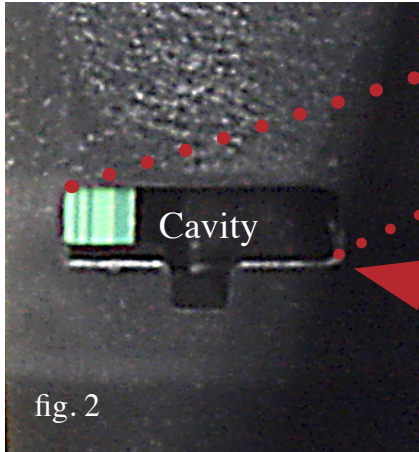


fig. 2



Notch



fig. 3



fig. 4

Although rare, if a customer reports either of the above then it just means the cartridge was not installed properly and is easily fixed. The notch (fig.1) on the end spine of the tank is designed to insert into a cavity (fig. 2) in the back of the printer carriage. (Shown above) To do this just drop the tank into the printer as normal holding the end (fig. 3) and you can feel the notch insert / lock into the cavity then push down to click the cartridge into place or drop the cartridge into the carriage and push in the centre of the tank spine (fig 4). Pushing down on the end closest to you without inserting the notch into the cavity could result in the notch not inserting into the cavity and therefore popping up / not locking into the correct position. (fig 5). Correctly installed cartridges will sit flush along the top and side of the tank with the other installed cartridges. (fig. 6)



fig. 5



fig.6

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