JET TEC
Engineered for your printer

EPSON CHIP CARTRIDGE TIPS

1. ONLY INSTALL ONE CARTRIDGE AT A TIME.

This rule is for all Epson chipped cartridges regardless if they are original brand or compatible brand. Installing one cartridge at a time means loading the printer carriage with a cartridge and either closing the lid or pressing the load button to send the carriage back to the start / resting / ready position. This gives the printer driver an opportunity to interrogate the new chip and identify it without any other message interference. If a second cartridge needs to be installed the carriage can be bought back to load the second cartridge.

A) Chip Cancellation

When a compatible cartridge is installed the printer driver can sometimes generate a splash screen on your monitor in an attempt to scare you into using original brand cartridges. This scare message has tricked some customers. Disregard this message and chose the option to use the new cartridge. The default button on this splash screen is " CANCEL" or "NO" . By clicking on the button or hitting enter or return on the key board the printer driver sends a kill message to the chip rendering it useless. Do not do this, do not cancel.

When multiple cartridges are installed multiple splash screens are generated on top of each other and can sometimes cause the default action " cancel" to be triggered automatically rendering one of more cartridges useless.

B) Bad Chip identification

On many occasions when a chip can not be recognised the printer driver is not smart enough to indicate which cartridge needs changing. It is not uncommon to see all 4 or all 6 cartridges showing a red cross over them in the ink level indicator even though only one chip is bad. Avoid this problem by. 1. instal one cartridge at a time and check that it is reading OK. 2. Do not touch or put your fingers near the chip. Static electricity is enough to destroy the fine circuit. Multiple chip failures are technically possible but just do not happen if you get this problem contact the store or use our toll free support line. 1300 79 11 33.

2. ONLY INSTALL WHAT THE PRINTER IS ASKING FOR.

If the printer asks for a Cyan cartridge just instal a Cyan. Don't instal a Yellow, Magenta, Cyan & Black just because you think one or more other cartridges are low. The printer driver is expecting Cyan only. Changing a cartridge before it is empty is the same as throwing money in the bin. Use the printer until it tells you to change a tank.

3. REPLACE EMPTY CARTRIDGES AS SOON AS THEY RUN OUT.

If you leave empty cartridges in your printer or remove a cartridge without replacing it with a new one immediately you run the risk of the ink left over from the last print job drying in the head. This blocks the ink from the next cartridge installed getting through to the paper. If this happens call for help. Printer manufacturers recommend you only use top quality cartridges. Jet Tec are made in the UK and are engineered for your printer. Most other so called compatibles and inks come from China and the generic ink used may not be a perfect match for your printer.

4. MESSAGE " Installed cartridge can not be recognised"

This message may appear for 2 reasons. 1st when installing a new cartridge it means the printer driver has failed to get the reset message from the cartridge chip. 2nd after installed and you have printed for awhile and the cartridge has reached end of life, the driver may say" Ink cartridges cannot be recognised" instead of out of ink.

If you get the message when first installing call our toll free support line 1300 79 11 33, do not remove the cartridge we should be able to get you up and printing in a few minutes.

5. REMOVE THE CLIP.

Snap off the coloured clip before installing the tank into the printer. This opens the cartridge breather hole.

NORMAL
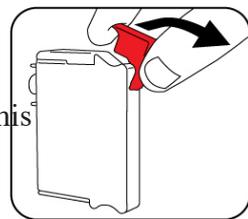
When a cartridge has reached end of life, this message may appear. " Ink cartridges cannot be recognised"
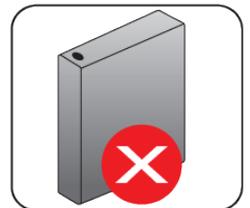
6. CALL FOR HELP.

If you experience printing problems don't remove any cartridges and go to the store. 90% of the time the problem can be fixed by a simple phone call to the store or to our Toll free support line. When you pull the cartridges out of your printer you make it harder to pin point what the original error was and potentially waste time on an unnecessarily trip to the store. Remember all Jet Tec cartridges are fully covered by a warranty and we are here to help.

Toll Free Support: 1300 79 11 33