

## Replacement or Fit Error

**Issue:**

***The printer does not recognize the replacement cartridge or the cartridge does not appear to fit.***

**Reasons:**

- The tape covering the print head is still on the cartridge and has not been removed.
- The printer may need to be turned off and on before the cartridge is installed.
- The contacts on the cartridge or printer may have dirt or debris on them.
- A clip on the cartridge is preventing the circuitry from contacting.

**Solutions:**

- Ensure the tape has been removed from the cartridge.
- Gently wipe the circuitry on cartridge and printer with a soft towel or tissue to remove debris.
- Remove the clip that was placed on the cartridge to prevent leakage during storage.
- If another cartridge fails, the printer may need to be cleaned.
- Turn the printer off and then back on before installing cartridge.



## Commit today, improve the environment!

Recycling empty cartridges helps eliminate non-biodegradable plastics and metals contained in printer cartridges from entering our landfills. Visit your local e-waste recycling center for details.

## Remanufactured Inkjet Cartridge

*Installation Instructions*

*Troubleshooting Guide*

*Printing Tips*

### Storage Instructions

Store cartridge away from direct sunlight, high humidity and extreme temperatures below 22 F (-5C) or above 104 F (40C).

*Note: Cap color of cartridges can vary.*

## Installation Instructions

Remove the new cartridge from its packaging and hold upright.



- 1 Pull plastic protective clip and remove gently.
- 2 Pull the tape out carefully without touching the copper circuit.
- 3 Turn the cartridge so the copper circuit is facing the rear of the printer. Tilt the cartridge gently and push it in place. Lower the latch to lock the cartridge into place.

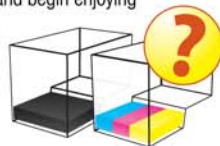
! Looking for Printing Tips or the Troubleshooting Guide?

## Troubleshooting Guide

### Why is my printer warning me that this new cartridge is low on ink or empty?

Depending on your version of printer software, your printer can fail to detect the correct ink levels of your remanufactured cartridges and will warn you that it is either low or empty when they are actually full. These pop up warnings can and should be disregarded.

Use the following guide to walk you through the warning messages and begin enjoying your new cartridge.



### Follow through the screen prompts

Using either the **OK** button on your printer or from the pop up message work your way through the series of dialog boxes.

To prevent any further messages; look for and **CHECK** the box that says:

- "Don't display this dialog again"



## Printing Tips

### After Installation: If Cartridge Does Not Print

- Run print cartridge cleaning service from your printer's diagnostic tools
- If ink is still not flowing take a damp paper towel
- Firmly press against print head of cartridge for 5 seconds. *(Ink will penetrate through towel, protect hands, clothing, etc.)*
- Re-install into your printer and run a print test

*Note: Inkjet cartridges start drying out once it is opened. So try printing a couple of pages at least once a week to keep ink nozzles clean and the ink flowing.*

### Recommended Print Resolution:

- Printers are installed and automatically default to a "draft" or "normal" printing quality mode
- For the most vibrant and greater display of color, change the setting of your print quality from the default to "Best", "Photo" or the highest resolution setting your printer allows.
- Use a good quality paper for you high resolution printing needs

*Note: The higher the resolution (sharpest image and best color), the slower the printer speed will be (more ink consumed). Please balance quality with speed.*

**\*Note:** All inkjet cartridge brand names, trademarks, logos, and images are the property of their respective holder. The use of such trademarks is for descriptive and compatibility purposes only. This inkjet cartridge has been professionally remanufactured by an independent remanufacturer and has no affiliation to and is not sponsored by the original inkjet cartridge manufacturer.

# STOP LEXMARK "KILLING" YOUR REMANUFACTURED CARTRIDGE BUSINESS

*IMPERATIVE READING for ALL Lexmark®, Dell® and IBM®  
cartridge remanufacturers and resellers WORLDWIDE.*

Lexmark CAN **AND HAS** used upgrades that kill remanufactured cartridges.

On January 12<sup>th</sup> 2011, the Office of Fair Trading and the Trading Standards Institute in the United Kingdom confirmed they are investigating complaints that Lexmark has used upgrades that lock out third party remanufactured cartridges to those printers.

End User customers previously happy with remanufactured cartridges were duped into accepting an upgrade that promised to "improve" users' printers, but has now locked them into using **ONLY** original Lexmark cartridges. End users have found that the upgrade is irreversible and their printer will not work until all cartridges are original Lexmark cartridges. Consumers claim this is an anti-competitive and a restrictive trade practice. **BEWARE.** It could easily happen to **YOUR** ink jet and laser Lexmark (Dell and IBM equivalent) remanufactured cartridge customers.

## STOP LEXMARK. STOP DELL. STOP IBM.

Say **NO** to any upgrade on all Lexmark (Dell and IBM equivalent) printers. Safeguard your business; make sure your cartridge customers say **NO** to upgrades. You are in danger of losing your customers to Lexmark if you don't. Say **NO** on all printers, not just to those you supply today. Safeguard your business for the future. Your business is at stake. **ACT NOW.**

### **WHAT YOU NOW SHOULD DO**

It is imperative to inform your end user customers **IMMEDIATELY.** Lexmark (Dell and IBM equivalent) will give no warning, you must talk to your customer and get his agreement not to accept any upgrade on his printers; otherwise, he will be locked out from using remanufactured cartridges. Label the printer to say NO to any upgrade. Static Control can provide a printer label for your customers that says:

#### **SAY 'NO' TO ANY UPGRADE**

THIS PRINTER USES REMANUFACTURED TONER CARTRIDGES

SAVE MONEY • SAVE OIL • CREATE LOCAL JOBS • BE GREEN

UPGRADES FORCE YOU TO USE  
OEM CARTRIDGES AT HIGH PRICES

IF IN DOUBT, ASK YOUR MANAGER

**CLICK HERE**  
for more information, including the  
**FREE** label pack you can order from Static Control  
to "Wall-Off" your customers' printers

Your end users can put **THE LABEL** on the door of each of their printers where it is clearly visible as a warning to other printer users as well as Lexmark, Dell, IBM. You can supply in every cartridge box the end user receives with details and as many labels as **URGENTLY** needed to place on all his machines. Fast action is needed or you could lose your customers over night. Lexmark has already done this on ink jet printers in the UK. **THEY COULD DO IT ANYWHERE, OVER NIGHT.**

Make certain your customers get a signed notice from Lexmark that any work they do on the printer will **NOT** include an upgrade that locks your customer out of using remanufactured cartridges. **SAMPLE LETTER ATTACHED**

This is important, do not be complacent. This is urgent to your business. If you fail to convince your customers to wall off his printers, you will lose the best profit opportunity since you have been in business. Lexmark has already done this in Europe; they could do this worldwide at any time. Wall off your customers' printers, protect your business and your customers. **SAY NO TO ANY UPGRADE.**

Your Lexmark, Dell and IBM remanufactured cartridge business is at serious risk.

**Static Control**

