



Q:

What do I have to pay attention to when I want to crack the vent as described in the manual?

A:

When you push down on the plunger the air in the syringe will be highly compressed. If a volume of nearly 5ml is reached the diaphragm valve will jump out of its fixture. You will hear a slight hissing noise. Then release the plunger immediately to prevent pressing the remaining air that is in the syringe into the cartridge. Then pull the plunger fully up and unscrew syringe. If you hear a louder crack and the plunger pushes right to the bottom, the cartridge is no good for filling. To get more practice use cartridges with the old chip version.

Q:

When I crack the membrane the cartridge breaks and ink leaks out of the casing.

A:

Every cartridge has to be evacuated before cracking the vent. If there is any ink left there will be an excessive pressure which can destroy the cartridge. Nevertheless it might happen that empty cartridges will be destroyed when cracking the membrane vent. In our tests this has happened with two out of a batch of twenty cartridges.

Q:

When I fill the syringe with ink as described in the manual I see some air bubbles in there. What do I have to do?

A:

Air bubbles in the cartridge can block the flow of ink which results in poor and streaky printouts. To prevent this effect, air bubbles have to be completely removed out of the ink in the syringe. Please hold the syringe with the hole upwards and pull down the plunger. The air in the syringe is above the ink now. Visible bubbles can be removed when tapping slightly onto the syringe. Now press up the plunger carefully to remove the air. You can use a cloth or kitchen roll to catch excess ink.

Q:

When I fill the cartridge I hear a slight rustle noise. Is this correct?

A:

No. When you fill a cartridge you should not hear a noise. If you hear a slight rustle there are still air bubbles in the ink or you refill with too much pressure or speed. It is extremely important that ink is filled in very slowly. Otherwise there will be ink turbulences in the channels and chambers which cause air bubbles. An ink amount of 6-7 ml should be filled in within about 10 seconds.

Q:

I cannot fill ink into the cartridge.

A:

The diaphragm valve has not been cracked as described in the manual.

Q:

I cannot fill ink into the cartridge.

A:

The cartridge has not been evacuated and is probably overfilled now.



Q:

I have done all steps as written in the manual, but the printer rejects the cartridges or the ink level is indicated as empty.

A:

In an Epson cartridge there is a so called ink sensor right next to the chip. These two parts are responsible for indicating the ink level. To reset a cartridge successfully, the ink sensor has to be completely covered with ink. You have to **reset the chip AFTER refill**.

Q:

I followed all the steps in the manual, but I have streaky printouts.

A:

In this case there might be some air bubbles near the ink egress. To remove them please take the cartridge out of the printer and hold it upright in one hand, the ink egress facing down. Now tap slightly with a finger against the casing of the cartridge. The bubbles will be detached and will rise inside the cartridge.

Run another testprint and, if necessary, execute a head cleaning via the Epson maintenance utilities to extract the already existing air bubbles in the printhead system.

Please note that head cleaning consumes ink.

Q:

I have refilled the cartridges as recommended in the manual, but they are rejected or marked as empty.

A:

The chip reset was not complete because the ink sensor was not fully immersed with ink. The resetter indicates a proper reset, but this is not complete. The cartridge will be rejected or indicated as empty.

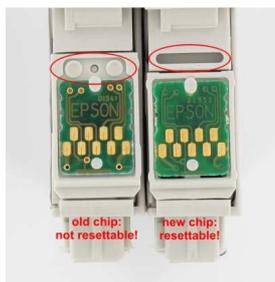
The chamber near to the ink sensor has to be filled with ink during the refill. This happens only when ink is injected very slowly.

Q:

I have refilled the cartridges as recommended in the manual, but they are rejected or marked as empty.

A:

You probably have used the cartridge series T0711-T0714 with the old chip version. The resetter only does the factory reset with the new chips. Please contact the manufacturer or distributor of your chip resetter.



Q:

Can I refill the cartridge multiple times?

A:

Yes but there is no need to blow the vent again. Simply evacuate and fill.