



## Tips for All Black Ink Users

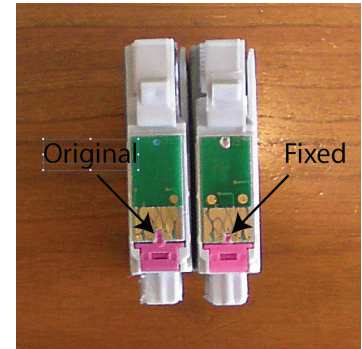
*With less than a 1% (> .5%) cartridge chip failure rate All Black Ink Cartridges are reliable.*

### Contact and Chip Fix:

The number one reason an OEM cartridge does not set is poor contact between the cartridge chip and the internal contact inside the inkjet. This can occur from even a small amount of dirt, dust, ink or grease on either the cartridge chip or the internal contact. These can be cleaned using an isopropyl alcohol wipe. On the cartridge chip (only) you can also use a pencil eraser to very gently clear away debris. When handling cartridges DO NOT touch the chips with your fingers and keep them dry.

In the manufacturing process the chip is soldered onto the cartridge case. Check the chip to see if extra solder appears. This can be removed with an xacto blade (note that on the original cart it has extra pink solder. After removal the chip will be able to make the proper contact to set.

The second reason for a poor contact is when inserting cartridge it does not click completely into place. Hearing a click or seeing the “arm” on the cartridge move is a good indication of a proper insertion. Users have had success by putting a cart in and out several times until it “seats” well. This has 2 results – better direct contact and the clearing away of debris due to the in and out action.



### Clearing the Confusion:

The third reason is a “confused” printer. The inkjet needs to properly read the computer chips. It is suggested to put in and take out cartridges in order and one at a time. NEVER REMOVE or INSERT in groups. If you believe that the carts are clean and the printer may just be confused then carefully remove the carts one at a time from right to left and power down the inkjet, then unplug the device from the wall, and hit the power button one more time (to eliminate any residual memory in the device). Wait 15 seconds and plug in the inkjet and power it back up. Insert the cartridges one at a time from left to right.

### The Value of a Sanctioned Resetter

A CHIP RESETTER for your device is a necessary tool for preventing downtime. Don't be caught without one. Even a day without film output is stressful. Ask your reseller today for a sanctioned Freehand Graphics Chip Resetter for the All Black Ink System!

A Resetter reprograms a chip that has lost its ability to be read in the printer. It's simple to use and very affordable. Resetters are not designed to fool a printer into thinking a cartridge has ink when in fact it is drained of ink.

### Success or Warranty...

When an “Epson brand cartridge” reads properly in a slot then it is a good chance that you will find success using the resolves above with an OEM cartridge. If you have tried all the above options, please contact your reseller to see if your carts are under warranty to receive a replacement. Of the cartridges we receive back from warranty replacements over 98% of the cartridges that were reported as not performing in the field actually set properly into an inkjet in our test lab without any intervention. Of the few that don't immediately set, the chip resetter or the cleaning of the contact resolves the issue. This is good news for the consumer... OEM cartridges are solid performers!



<http://www.softwareforscreenprintertech.com/epsonditto>

Numerous videos are available to assist Epson and All Black Ink users.

Cartridges have chips designed for specific slots and specific models. Do not put a cart in a different slot. Check that you have the proper model cartridge for your device (i.e. and 1800 cart will not set in a 1900 printer. Inserting carts incorrectly can damage the cart and/or printer and void the warranty.