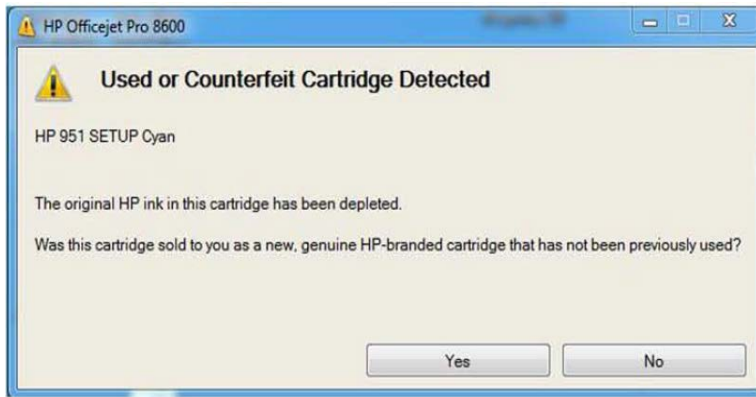


Error messages:

Created: 05/12
Revised: 04/13

When using refilled HP 932/933/950/951 cartridges you may receive

One of the following error messages



Used or Counterfeit Cartridges Detected”

In this case click on NO and continue. Same message appears for Black and Color cartridges.

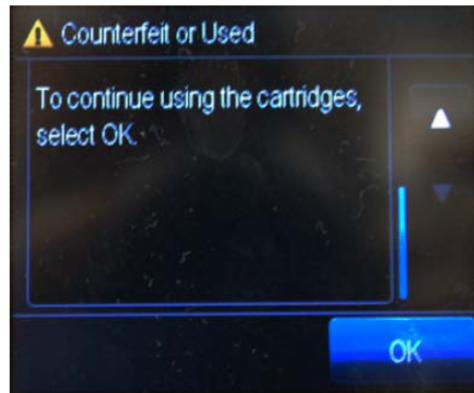
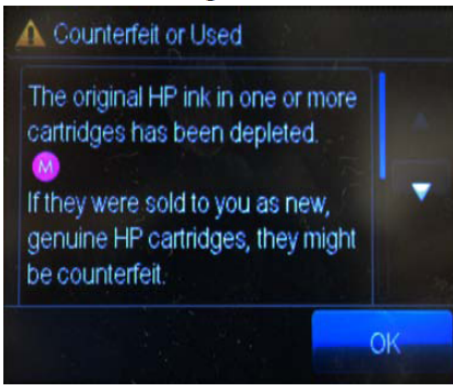


Used, Refilled or Counterfeit Cartridge Detected – Missed Rewards”

This is the typical “Scare Message”. If you receive this message just click on OK and your printer will continue printing. (According our experience a printer cannot void your warranty for using non-OEM supplies. In addition, it is highly unlikely that a properly used cartridge will cause damage to a printer. Click “OK” to dismiss this message.)

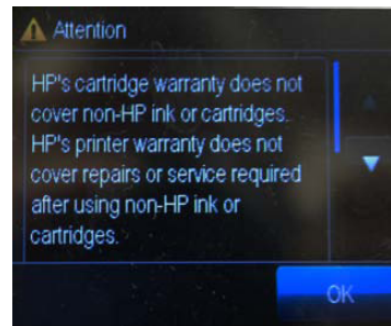
Cartridge error information for the HP 932/933/950/951..Error Messages Continued

It will however come up with the following messages on the printer screen itself if using refilled cartridges.



In this case just press OK and the printer will accept the cartridges. This message will come up for every cartridge, so 4 times. Press OK for all.

This screen will occasionally come up as well. It is what we call a scare screen, Press OK.



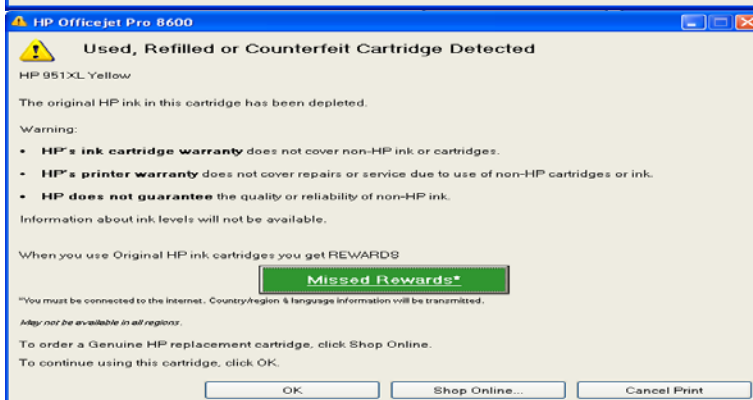
The following screens will appear on your computer monitor as well.

Created: 05/12
Revised: 04/13



Used or Counterfeit Cartridges Detected

This screen is to make sure that you were not sold a refilled cartridge as a new OEM cartridge. Press NO and continue to the next screen. These 2 screens will appear for each cartridge.



Used, Refilled or Counterfeit Cartridge Detected – Missed Rewards”

This screen is another “scare message”, just click on OK and continue. As stated above, this and the above screen will appear for each refilled cartridge that you insert into the printer

Our main findings are that as long as the cartridges that were removed from the printer are not used, and instead another set of refilled cartridges are used, the printer will accept them and print. Therefore, as long as two sets of cartridges are used they can be circulated using Set A until empty, then replacing with Set B, refilling the Set A

cartridge and replacing an empty Set B cartridge with the refilled Set A cartridge and so on, basically piggybacking the cartridges so that you always have a refilled cartridge ready to use when the other is empty.



In addition, the following screen might come up when the customer uses a refilled cartridge that they have just purchased. Instruct your customer that it is ok to press yes and continue printing. We have tested multiple cartridges. When the cartridge is truly out of ink the printer will state the cartridge is empty, and will not print until another refilled cartridge is inserted