

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.