

NAP IT Support

Issue

One of the following error messages displays on the computer:

- Ink Cartridge Problem
- Incompatible Print Cartridge(s)
- Ink Cartridge Failure

NOTE: These errors, including Incompatible Print Cartridge(s) can occur using the correct HP cartridges.

The error message might also be accompanied by the following symptoms:

- The printer does not print.
- The Power light is on and does not blink.
- The printer might be in an error state, even when the Power light is on and does not blink.

NOTE: HP cannot guarantee the quality of remanufactured, refilled, or non-HP cartridges.

Before you begin

Unportant : Before you begin, make sure that the cartridges are compatible with your printer.

Contextual Wrapper

Click this link, <u>HP Home & Home Office Store</u> (US only), and then click **Ink Toner & Paper** to purchase cartridges or check cartridge compatibility for your printer.

If you are located outside of the US, follow these steps to purchase cartridges using HP SureSupply.

- 1. Click this link, <u>HP SureSupply</u>.
- 2. Scroll to the bottom of the page and make sure that the country or region location is correct.

Which cartridges you use depends on your country or region. Follow these steps to purchase cartridges or check cartridge compatibility for your printer using HP SureSupply.

- 1. Click this link, <u>HP SureSupply</u>.
- 2. Scroll to the bottom of the page and make sure that the country or region location is correct.
- If the cartridges **are compatible**, continue with the solutions in this document.
- If the cartridges are not compatible, skip to the step to replace the cartridges.



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Solution one: Remove, inspect, and reinstall the cartridges

If a cartridge does not have full electrical contact with the printer, a cartridge error message might display. Removing and reinstalling the cartridge might help.

- 1. Press the Power button (⁽¹⁾) to turn on the printer.
- 2. Open the cartridge access door, and then wait for the carriage to move to the centre of the printer.

Figure 1: Open the cartridge access door



Opening the cartridge access door

3. Press down lightly on the cartridge that you want to remove, and then pull it toward you out of its slot.

Figure 2: Remove the cartridge



Remove the cartridge

4. Slide the cartridge out and inspect it.

CAUTION: Do not touch the copper-coloured electrical contacts or the ink nozzles.

5. Figure 3: Copper-coloured electrical contacts and nozzles







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- 7. 1 Copper-coloured electrical contacts
- 8. 2 Nozzles
- 9. Image: Copper-coloured electrical contacts and nozzles
- 10. Check the copper-coloured electrical contacts for debris.
- 11. Make sure that all of the clear protective tape is removed from the nozzles.

Figure 4: Remove the clear protective tape from the nozzles



1 - Protective tape

Image: Remove the clear protective tape from the nozzles

CAUTION: Do not attempt to remove the copper electrical strip.

- 12. Repeat the previous steps for the other cartridge.
- 13. Reinstall each cartridge into the printer, and slide it into the empty slot at a slight, upward angle. Then, gently push forward on the upper part of the cartridge until it snaps into place.

Figure 5: Slide each cartridge into its slot



Slide the cartridge into its slot

- The tri-colour cartridge () goes in the slot on the left
- The black cartridge (**M**) goes in the slot on the right 14. Close the cartridge access door.



Figure 6: Close the cartridge access door



Close the cartridge access door

- If these steps resolved the issue, you do not need to continue troubleshooting.
- If the **issue persists**, continue to the next solution.

Solution two: Clean the cartridge contacts

If the cartridge contacts are dirty, a cartridge error message might display. Cleaning the contacts might help.

Collect the following items before cleaning the contacts:

- Clean, distilled water. Use bottled or filtered water if distilled water is not available. Tap water can contain contaminants that are damaging to the cartridge.
- Clean cotton swabs, or any soft, lint-free material that does not stick to the cartridges (coffee filters work well).
- Sheets of paper or a paper towel to place the cartridges on during cleaning.

Follow these steps to clean the cartridge contacts:

- Press the Power button (⁽⁽⁾⁾) to turn on the printer.
 Open the cartridge access door, and then wait for the carriage to move to the centre of the printer.

Figure 7: Open the cartridge access door



Opening the cartridge access door

3. Press down lightly on the cartridge that you want to remove, and then pull it toward you out of its slot.



Figure 8: Remove the cartridge



Remove the cartridge

4. Remove the other cartridge, and then place them both on a piece of paper with the nozzle plates facing up.

NOTE: Clean the copper-coloured electrical contacts quickly so that the cartridges are not outside of the printer for more than 30 minutes. If a cartridge is outside of the printer for too long, the ink dries and clogs the nozzles.

- 6. Press the Power button (0) to turn off the printer.
- 7. Unplug the power cord from rear of the printer.
- 8. Use a slightly damp swab, or other lint-free material to clean the copper-coloured electrical contacts.

CAUTION:Do not clean the ink nozzles. Doing so may damage the cartridge.

9. Figure 9: Cartridge with area to clean



- 10. 1 Copper-coloured contacts
- 11. 2 Ink nozzles (do not clean)
- 12. Image: Cartridge with area to clean
- 13. Clean the contacts in the print carriage, located inside the printer.

Figure 10: Print carriage contacts



Print carriage contacts

14. Dry the cleaned area using one of two methods:

- Allow the cartridge to sit for 10 minutes.
 - Or
- Use a clean cotton swab, or other lint-free material to dry the area.
- 15. Reinstall each cartridge into the printer, and slide it into the empty slot at a slight, upward angle. Then, gently push forward on the upper part of the cartridge until it snaps into place.

Figure 11: Slide each cartridge into its slot



Slide the cartridge into its slot

- The tri-colour cartridge (2) goes in the slot on the left
- The black cartridge () goes in the slot on the right

16. Close the cartridge access door.

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Figure 12: Close the cartridge access door



Close the cartridge access door

- 17. Plug the power cord back into the rear of the printer.
- 18. Press the Power button (⁽¹⁰⁾) to turn on the printer.
- 19. Try to print a page.
 - If these steps **resolved the issue**, you do not need to continue troubleshooting.
 - If the **issue persists**, continue to the next solution.

Solution three: Repeat the cartridge cleaning

If the issue persists, repeat the previous steps in the solution to clean the cartridge contacts.

- If these steps **resolved the issue**, you do not need to continue troubleshooting.
- If the **issue persists**, continue to the next solution.

Solution four: Replace the cartridge

If cleaning and reseating the cartridge does not fix the problem, replace the cartridge with a new, compatible HP cartridge.

Important: To check if your ink supplies can be replaced under warranty, go to <u>hp.com/go/learnaboutsupplies</u>, select your country, and look for 'ink supplies warranty'.

Workaround: Print in ink backup mode

If you do not have a replacement cartridge, you can still print in ink backup mode. Simply remove the problem cartridge, and print with the remaining cartridge.

- If you remove the tri-colour cartridge, printouts will be in grayscale.
- If you remove the black or photo cartridge, the product prints slowly and the colours in the printouts might differ.
- 1. Remove the new cartridge from its packaging and, being careful to touch only the black plastic, gently remove the clear protective tape using the pull tab.



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Figure 13: Removing the clear protective tape from the nozzles



Removing the clear protective tape from the nozzles

CAUTION:Do not touch the copper-coloured contacts or ink nozzles. Also, do not retape the cartridges. Doing so can result in clogs, ink failure, and bad electrical connections.

2. Install each cartridge into the printer, and slide it into the empty slot at a slight, upward angle. Then, gently push forward on the upper part of the cartridge until it snaps into place.

Figure 14: Slide each cartridge into its slot



Slide the cartridge into its slot

- The tri-colour cartridge () goes in the slot on the left
 - The black cartridge (💌) goes in the slot on the right
- 3. Close the cartridge access door.

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Figure 15: Close the cartridge access door



Close the cartridge access door

- 4. Try to print a page.
 - If these steps **resolved the issue**, you do not need to continue troubleshooting.
 - If the **issue persists**, continue to the next solution.