

**CARTRIDGE CARE AND TROUBLESHOOTING FOR REINER JETSTAMP SERIES  
GRAPHIC 970 & 940  
EMBKP3-S Water Based Ink for Absorbent Surfaces**

**STOP- READ THIS BEFORE USING OR OPENING YOUR CARTRIDGES**

Please follow these instructions to get the most life out of your cartridge and to trouble shoot faint prints, prints with lines in them, or cartridges that have stopped printing but still have ink.

When you receive your cartridge it will be sealed in a foil bag. It will also have a small **RED print head cleaning gasket** for the base. These should be replaced in the base every time you change a cartridge or at least cleaned with a damp cloth if there is ink build up. They easily snap in and out of the base.

- 1) Remove the cartridge from the foil bag (**do not discard**) – **The cartridge may have a thin plastic peel away strip on the bottom of the print head. Please make sure to remove this. DO NOT peel away the gold foil strip.**
- 2) Write the date you opened the cartridge on the cartridge and foil pouch.
- 3) Insert cartridge into machine per the instructions that come with the unit.
- 4) For breaks longer than 5 minutes we suggest removing the cartridge from the printer. Wipe excess ink from nozzles with lint free cloth and put back into foil bag. Especially do not leave the cartridge in the machine overnight.
- 5) Each new cartridge comes with a lint free cloth. Keep a lint free cloth on hand to wipe the print head if the ink dries on the surface. Do not clean the machine or cartridge with anything other than a dry or slightly damp (with water only) cloth.

**Wiping the Print Head**

If the print is not coming out clearly or you have left the cartridge in the unit (even for a few minutes) follow these directions.

- 1) Take a lint free dry or slightly damp (with water only) cloth
- 2) Gently press and wipe the gold strip/print head of the cartridge. You should see a black thin line of ink on the cloth. You might have to wipe it a few times, or just print once or twice to get the ink flowing again.
- 3) Resume printing

If this does not work try the following:

Cover the nozzles with a cloth and gently shake the cartridge a few times and try again.

Also, try turning the dial to C and click the trigger a few times to purge the cartridge. Do this on a sheet of paper and you should get a vertical line.

**Cartridge Carrier:** Sometimes the machine stops printing. You followed the cartridge care instructions and wiped the cartridge. Also the cartridge carrier might have ink blocking the firing pins from communicating with the cartridge. Please make sure the carrier is clean and free from dried ink.

This is located on the front of the door flap. **Very gently**, wipe the inside of the front door and the face of the amber foil on the print head with a lint free cloth damp cloth until it is clean. Then re-insert and try printing

Please be aware that cartridges have an expiration date. Once they are opened if they are not stored and cleaned correctly they can have problems. It is kind of like a food product. The expiration date is only valid before the product is open. We will only guarantee them for 30 days once open.