

**CARTRIDGE CARE AND TROUBLESHOOTING FOR  
REINER JETSTAMP 1025 & 1025 SENSE  
EMBKP5S WATER BASED INK CARTRIDGES 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 and will have a plastic cap affixed to it. 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 isopropyl alcohol. They easily snap in and out of the base.

- 1) Remove the cartridge from the foil bag (**do not discard**) - **DO NOT PEEL ANYTHING FROM THE BOTTOM OF THE CARTRIDGES.**
- 2) Write the date you opened the cartridge on the cartridge and foil pouch.
- 3) Remove plastic cover clip and black band (**save cover clip and band**).
- 4) Insert cartridge into machine per the instructions that come with the unit.
- 5) We do not recommend leaving the cartridge in the machine overnight. Wipe excess ink from nozzles with lint free cloth, attach the cover clip, and put back into foil bag to store and prolong the life of your cartridge.
- 6) 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. The water based EMBKP5S cartridge should be cleaned with a lint free dry or slightly damp (with water only) cloth. Do not wipe the cartridge with any solvents. It can damage/ruin the print nozzles.

**Wiping the Print Head**

If the print is not coming out clearly follow these directions.

- 1) Take a dry or slightly damp (with water only) lint free cloth for the EMBKP5S.
- 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.

All cartridges have an expiration date, this applies whether they are open or not. Once opened, proper storage and cleaning are crucial to prevent issues, much like handling perishable food items. Please note that we can only guarantee cartridges for 30 days after opening. If you experience an issue with your cartridges, please contact us as soon as possible. Prompt communication increases the likelihood that we can assist you with a replacement for a defective cartridge.