

**CARTRIDGE CARE AND TROUBLESHOOTING FOR REINER JETSTAMP SERIES 990,
790MP & 792MP
QD AND QDX CARTRIDGES**

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.

- 1) Remove the cartridge from the foil bag (**do not discard**) – **DO NOT PEEL ANYTHING FROM THE BOTTOM OF THE CARTRIDGE.**
- 2) Write the date you opened the cartridge on the cartridge and foil pouch.
- 3) Remove **red** plastic cover clip (**save this cover clip**).
- 4) Insert cartridge into machine per the instructions that come with the unit.
- 5) For breaks longer than 5 minutes we suggest removing the cartridge from the printer. Wipe excess ink from nozzles with lint free cloth, attach the cover clip, and put back into foil bag. Especially do not leave the cartridge in the machine overnight.
- 6) Keep some lint free cloths and isopropyl alcohol on hand to wipe the print head if the ink dries on surface. Make about a 1" portion of the cloth wet with ethanol or isopropyl alcohol. Do not clean the machine or cartridge with anything other than ethanol or isopropyl alcohol. **Do not use water.**
- 7) Your cartridge comes with a small plastic syringe- keep this and see bleeding cartridge instructions below if necessary.
- 8) When you rest the machine on the base, with the cartridge in the machine, there is a function that will force the machine to spit ink out to prevent the cartridge from clogging. It is preferable to remove the cartridge from the Jetstamp if you are charging the machine or putting the machine on the base for long periods or overnight. Remove the cartridge otherwise you run the risk of emptying the contents.

Storing the Cartridge

- 1) For breaks longer than 5 minutes. Remove the cartridge from the printer. Wipe excess ink from nozzles with lint free cloth and attach the cover clip. Store the cartridge in the foil bag to reduce oxygen from getting to the cartridge.

Wiping the Print Head

The inks are quick drying. They will dry on most non-porous surfaces in 1-2 seconds. This means they can also dry on the foil strip (print head) in that same amount of time. 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 cloth with some isopropyl alcohol, make about a 1" portion of the cloth wet with ethanol or isopropyl alcohol.
- 2) Gently press and wipe the gold strip/print head of the cartridge from back to front. The back is the side opposite the wing and opposite where the ink actually comes out of the head. 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 on a piece of paper to get the ink flowing again.
- 3) Resume printing

Refer to P. 16 in the manual for photos. Please note that there is no peel away strip or felt pad with the QD or QDX cartridges.

Bleeding the cartridge

On occasion the cartridge will get a small air bubble in it and it will prevent the ink from coming out of the cartridge. This might make for a partial print that has a line in it or might prevent it from printing completely. Please follow these instructions to bleed the cartridge.

- 1) Locate syringe- which comes in every cartridge foil pack. It should have a small rubber piece on the tip- do not remove.
- 2) Pull the syringe BACK to the 3rd small line OR ABOUT 1/8" ...do not pull it up to the 3 or even the 1, just the first three small lines.
- 3) Fold a paper towel a few times so you have a thick piece of paper.
- 4) Take the cartridge (without the red plastic clip on) and place it with the print head (gold strip) down onto the paper.
- 5) Look down at the cartridge, you will see a small circle on the top- this is an air hole.
- 6) Place the syringe with the rubber tip over the air hole and make sure it is covering the whole circle to make an airtight seal.
- 7) Firmly press down on the plunger of the syringe to force the air through the cartridge-never pull plunger up while tip is on cartridge.
- 8) Look at the paper towel, there should be a spot of ink on the paper.
- 9) Take a lint free cloth with some isopropyl alcohol and wipe the gold strip on the bottom of the cartridge clean from back to front.
- 10) Replace the cartridge and start printing.

Cartridge Carrier

Sometimes the machine stops printing. You followed the cartridge care instructions, wiped the cartridge, and bled the cartridge and it is still not working. In this case 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.

The gold foil firing pins are located at the bottom of where the cartridge slides in. **Very gently**, wipe the gold foil area on the bottom with a lint free cloth and isopropyl alcohol until it is clean. Only use provided cleaning cloth and solution or isopropyl alcohol.

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.