

**CARTRIDGE CARE AND TROUBLESHOOTING FOR REINER JETSTAMP SERIES
GRAPHIC 970 & 940 Inkjet Printers
EMBKMP3 & EM9BKQDX CARTRIDGES Quick Drying Ink for Non-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 **blue 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 EMBKMP3 or EM9BKQDX 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) 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) A lint free cloth comes with every cartridge. Keep the lint free cloth and some isopropyl alcohol on hand to wipe the print head if the ink dries on surface. Do not clean the machine or cartridge with anything other than isopropyl alcohol. **Do not use water.**

Wiping the Print Head

The EMBKMP3 & EM9BKQDX 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 (the % of isopropyl alcohol does not matter as long as it is pure)
- 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 will 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 and isopropyl alcohol until it is clean. Then re-insert and try printing

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.