

Refillable Cartridge

Instructions for Epson printers

Cartridge models: #252/252XL/254XL, #27/27XL, #29/29XL

Thank you for purchasing our Ozisubs Refillable Cartridge System for your EPSON printer.

The “Auto-Reset” Chips and “Spongeless” design make this solution the most reliable and user-friendly possible.

Please follow the instructions herein for best results and do not hesitate to contact us at info@ozisubs.com.au should you have any questions or require any assistance.

We recommend switching to our refillable cartridge system before your original Epson-brand cartridges become empty (if at all possible) so that steps 1.1.1 - 1.1.4 can be performed.

1. Before Installation

- 1.1 Before replacing your original Epson cartridges with the Ozisubs Refillable Cartridges, it is important to confirm that your printer is working correctly.
 - 1.1.1 Perform a printer nozzle check. **
 - 1.1.2 If the nozzle check is not ok, perform cleaning cycles and nozzle checks until it becomes ok.
 - 1.1.3 Once the nozzle check is ok, print out a document or photo that contains all the colors to confirm that everything is in order.
 - 1.1.4 At this point, you are ready to switch over to the Refillable Cartridges.

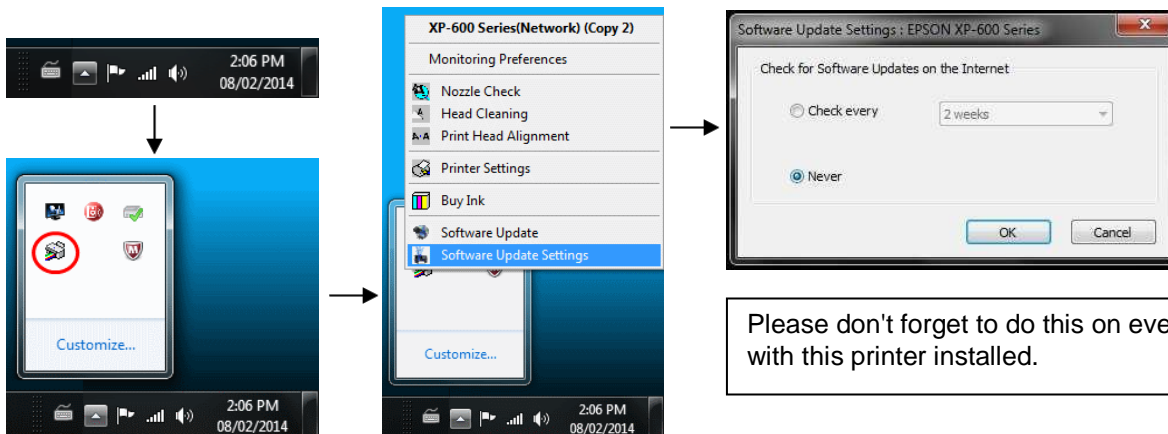
**** NOTE: If one of your original EPSON cartridges is “empty”, you will not be able to perform the nozzle check and/or cleaning cycles. Therefore, you can skip this section. However, if your printer has not been operational for more than two weeks, it may take longer than usual to get the Refillable Cartridge System primed and ready to print in your printer.**

VERY IMPORTANT

- 1.2 If your *Windows* computers have the Epson software installed, you **MUST** disable automatic updates of the printer software. You must do this on every *Windows* computer that has the printer installed. This is crucial since printer updates from Epson may cause the auto-reset chips on the Refillable Cartridges to stop being recognized. If ever you are prompted to accept an update, you must refuse. Please be sure to repeat this procedure if you install the printer on a new computer.

To disable automatic updates, right-click the Epson printer icon on the Windows taskbar to display the menu, and select Software Update Settings. Then, set all updates to Never.

NOTE: *Mac* users do not need to perform this step.



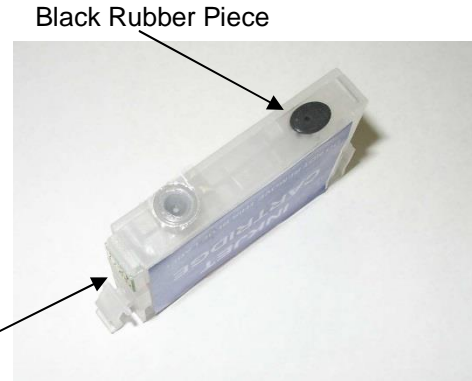
2. Installation

Please follow these installation instructions closely for each cartridge. Note that you must install the full set of cartridges provided. Proper cartridge functionality is not guaranteed when mixing the cartridges from this set with any other cartridges, including your original EPSON cartridges.

Fill Hole/Ink Plug



TOP VIEW



BOTTOM VIEW

2.1 *** VERY IMPORTANT ***

Ensure that the air vent hole on the cartridge is not blocked. This is required so that ink can flow correctly. Please DO NOT cover these air vent holes for any reason. Remove any tape or plug if present.

2.2

Ensure that the black rubber piece on the bottom of the cartridge is intact. Please DO NOT remove this piece.



2.3 Note where the fill hole is located and remove the plug from the fill hole.

*** IMPORTANT ***

Do not shake the ink bottle prior to use.

2.4 *** CRITICAL ***

Your ink kit may have been supplied with sharp needles which can cause damage to the delicate cartridge wall membranes if you are not attentive. It is therefore VERY IMPORTANT to insert the needle straight down to avoid damage to the cartridge walls.

2.5 Using the method described above, inject ink into the cartridge through the fill hole. Inject slowly to avoid the formation of air bubbles. When sucking ink from the bottle into the syringe, put the needle in deep to avoid sucking any air bubbles into the syringe. Inject about 12-15ml of ink or until almost at the top.

Please DO NOT inject any ink into the air vent hole.



2.6

Reseal the fill hole with its plug. The cartridge is now ready to be inserted into the printer. Please DO NOT remove the clear plastic membrane from the exit port on the bottom of the cartridge. The printer will puncture this membrane upon installation.

REPEAT steps 2.1 to 2.6 for all the cartridges in your refilling system. Be sure to clean the needle and syringe thoroughly with water (or use a different clean syringe/needle) when switching between colors.

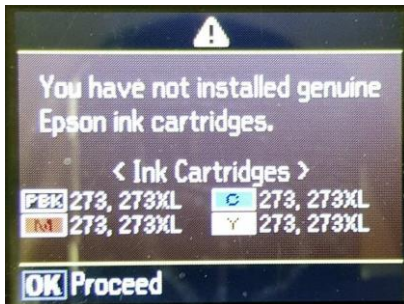
- 2.7 Remove the original cartridges from the printer.

We recommend not discarding your Epson-brand cartridges, for future reference.



- 2.8 Install the refillable cartridges. Let the cartridge sit in the correct slot, and then once seated, apply pressure down and forwards until it clicks into place.

As mentioned previously, the full set of cartridges should be installed to guarantee proper functionality.



- 2.9 Upon installation, the printer may warn you that the cartridges you just installed are not genuine Epson cartridges. Follow the onscreen instructions to accept the use of the Ozisubs refillable cartridges.

3. Priming the Printer with the Refillable Cartridge System

Perform a nozzle check and print head cleanings, as required. Several print head cleanings may be required to pump all the air out of the system. However, it should not take any more than 3 cycles for the printer to be ready.

If after 3 cleaning cycles, the nozzle check pattern is not perfect, wait 12-24 hours before performing additional cleanings. As mentioned in section 1, if the printer has not been in operation for over two weeks, it may take some time to get the refillable cartridge system working. If you continue to see no improvement, see section 5 (Troubleshooting) or email us for support at info@ozisubs.com.au

NOTE: Once this initial setup is complete, cleaning cycles will be required from time to time, as per normal Epson operating procedures. **For best results, we recommend keeping the printer turned on at all times and using it frequently (at least weekly).**

4. How to use auto-reset chips

Your Ozisubs Refillable Cartridge System comes with auto-reset chips. The ink levels that are in the chips' memory will be displayed by the printer, just like with original Epson cartridges.

The ink levels displayed on the printer will start at "full" and then decrease normally to "empty". At this point, an error message will be displayed such as "Ink Cartridge Depleted" or "Ink Cartridge Not Recognized", and the printer will stop printing. Removing and reinstalling the cartridge at this time will reset the chip back to a "full" ink level. **It is at this point that you will want to refill the cartridge with ink, following steps 2.3 - 2.6.** Until the printer reads a chip as "empty", removing the cartridge will not reset the chip.

- If you refill the cartridge while the ink level is not empty, then the ink level will not change. This will not cause any problem, but is something to be aware of.
- Conversely, if the ink level resets to full but the cartridge is not refilled, the printer will continue to print, eventually running totally dry. Therefore, always refill to full whenever an ink level is reset.

5. Troubleshooting

5.1 The displayed ink level does not reset to full:

- Make sure the entire refillable cartridge set is installed in the printer.
- If you can still print (paper is coming out), then the chip's ink level has not yet reached empty. The chip's ink level will not be able to reset until this occurs. Continue printing, and then reset the chip when the displayed ink level reaches empty (0%).

5.2 Printer does not recognize or accept the cartridge:

- Try removing and reinstalling the cartridge. Note that doing so may reset the ink level. If you notice that upon reinstalling the cartridge, the ink level has reset to full, you should fill the cartridge right away.
- Make sure that a good contact is made between the printer and the chip on the cartridge.
- Make sure that the unrecognized cartridge is well plugged in. You may need to remove it and put it back or wiggle it to ensure it is sitting well in the printer. You can also clean the chip contacts with a damp paper towel if you suspect they may be dirty.
- Make sure that you have the entire cartridge set installed. Do not mix these cartridges with other types in the printer. These cartridges are designed to work as a set.

5.3 Poor print quality (horizontal lines on printouts):

- Perform a cleaning cycle, followed by a nozzle check.
- If the nozzle check is not perfect at this point, perform additional cleaning cycles and try again.
- If after 3 cleaning cycles, the nozzle check is not perfect, wait 12-24 hours before performing additional cleanings.
- If you continue to see no improvement, contact us for support.

5.4 Nothing is printing out or a color is missing on the nozzle check:

- Remove the cartridge. Make sure that there is ink in the cartridge with minimal air bubbles and that the cartridge is not leaking. Also double-check that the air vent is free of obstruction as described in step 2.1.
- Refill the cartridge and reinstall, making sure it is well seated in the printer.
- Perform a cleaning cycle, and then perform another nozzle check. Repeat if necessary. After attempting 3 cleaning cycles, wait 24 hours and try again.
- If the printer has not been operating for a while or if a cartridge has run completely dry, several cleaning cycles may be required to restore full quality.

5.5 [Visit www.ozisubs.com.au/refillcartridges](http://www.ozisubs.com.au/refillcartridges) for the latest instructions and troubleshooting procedures.

5.6 Contact us for any other issue: info@ozisubs.com.au

6. RECOMMENDATIONS

6.1 Keep the printer turned on at all times.

6.2 When you do not use your printer for a long time, always perform a nozzle check prior to use.

6.3 Print at least one color page or perform a nozzle check weekly to keep your printer clean and operational.

6.4 **Always disable automatic updates of the printer software (see step 1.2) on every Windows computer using this printer. If ever the printer or computer prompts you for an update, you must refuse.**

6.5 **If you install the printer software on a new computer, be sure to refuse any prompts for updates during installation and disable automatic updates (see step 1.2) once the installation is complete.**