



USING ABSOLUTE BLACK INKS FOR MAKING SCREEN POSITIVES ON THE EPSON STYLUS PRO 7600/9600

The following instructions explain how the i2i Absolute Black ink for making screen positives is installed on an Epson Stylus Pro 7600 or 9600. The Absolute Black ink can be installed in one or multiple cartridges on the printer, can be used alongside full color inks for regular color printing, or can be used in combination with our Absolute Clear inks for the non-active channels on a dedicated screen positive printing machine. The choice of which combination of inks to use is not discussed in these instructions. If you need guidance on the best combination of inks to use for your application, then please refer to the 'Absolute Black buying guide' on our website, or call 847-827-0747.

Note: The Epson Pro 7600 and 9600 have the option of running Epson dye or Ultrachrome pigment inks, and the cartridges for each ink type are fitted with different versions of the ink level monitoring chips. Once a machine has been installed with one ink type then it will not accept cartridges of the other ink type without having a firmware setting changed. Ink2image pre-filled single use cartridges and refillable cartridges are supplied with pigment ink chips installed and will only work on models that have been set to accept pigment chip cartridges. **Over 90% of the installed base of 7600/9600 models run pigment ink chipped cartridges and so Ink2image cartridges can happily be used on these machines without resetting the firmware setting. If your printer is currently running Epson Ultrachrome inks then skip the next section.** However, if your printer is currently running Epson original dye based cartridges and you want to use Absolute Black inks, Absolute Clear inks, or Cave Paint Elite pigment inks then the ink type firmware setting will need to be changed to Ultrachrome inks by performing the following routine. Please follow these instructions carefully to avoid altering any other firmware settings.

Firstly, you need to start the printer up in maintenance mode 2. Start with the printer turned off and all cartridges removed.

Hold down the **'Paper Source'**, **'Paper Feed down'**, and **'Cut/Eject'** buttons and then press the **'Power on'** button. Release all three buttons when the display reads "VIEW COUNTERS"

Press the **'Paper Feed down'** button twice until you see **'SERVICE CONFIG'** on the display.

Press the **'Select Type'** button once, and then press **'Paper Feed down'** button four times until **'NPD'** is displayed.

Press the **'Select Type'** button once and you will see **1, 2, or 0** on the display. Press the **'Paper Feed down'** button to change the display to read **'1'** and press the **'Cut/Eject'** button to enter this setting. The 1 should now have * next to it on the display. You have now set the firmware to accept pigment chipped cartridges. The * indicates which type of ink cartridge the machine will accept.

1 = Ultrachrome

2 = dye

Press the power button to turn the printer off, wait a few seconds, and then turn it back on to start the machine in normal mode. It should be noted that you can now use only use pigment chipped cartridges in all channels on the machine so you should use up any dye cartridges before making this firmware change. You may also need to install the Ultrachrome ink version of the printer driver after making this change which can be downloaded from the Epson website.

The Absolute Black inks, Absolute Clear inks, and Cave Paint Elite full color pigment inks are supplied in pre-filled 220 ml size cartridges, or in bulk bottles for use with our refillable cartridges. The installation method for

pre-filled cartridges is explained first below. If you are going to install refillable cartridges and bulk inks then proceed to the next section.

INSTALLING PRE-FILLED CARTRIDGES

Installing on a brand new printer that has never been used with inks before, or on a printer that has been flushed with cleaning fluid.

Simply install the cartridges in the printer and follow the instructions on the display. The machine should automatically perform an 'initial fill' routine immediately after installing the cartridges to fill the ink system with inks. If the printer does not automatically start this fill process then see the 'Running an initial fill routine' below. When the machine has finished the initial fill routine and you have returned it to normal operating mode, perform a manual nozzle check print on plain paper using the driver software utility to check that all jets are firing on the print heads you intend to use for printing. If you are installing Absolute Black in the black channel only and Absolute Clear in all the other channels, then the nozzle check print will show the black print head only – this is fine. If the nozzle check print shows that some jets are not firing then perform manual cleaning cycles and nozzle check prints until you get a good print. You are now ready to start printing.

Installing Absolute Black ink in the black channel only on a printer that has Epson original Ultrachrome black ink installed, and is going to be used alongside Epson original inks, Absolute Clear inks, or Cave Paint Elite color inks in the other cartridges.

The Absolute Black ink is mixable with the original Epson black Ultrachrome pigment ink (Photo Black or Matte Black) but we recommend purging the ink through to the print head to eliminate any strange printing effect that can be caused by a mixture of the two inks. This can easily be done by running an 'initial fill' routine on the printer – details below. Unfortunately, Epson printers do not have a built in routine to purge ink through the black channel only so running the 'initial fill' routine will purge through all the channels on the machine. Because of this, all the other cartridges installed on the machine will need at least 25% ink remaining in them (excluding the black cartridge that you are about to change). You will also need at least 25% capacity left in the maintenance tank. Install the pre-filled Absolute Black cartridge in the black channel, and original Epson cartridges, Absolute Clear cartridges, or Cave Paint Elite pigment ink cartridges in the other channels. Run the initial fill routine and then perform a manual nozzle check print on plain paper using the driver software utility to check that all jets are firing on the print heads you intend to use for printing. If you are installing Absolute Black in the black channel only and Absolute Clear in all the other channels, then the nozzle check print will show the black print head only – this is fine. If the nozzle check print shows that some jets are not firing then perform manual cleaning cycles (not auto cleaning) and nozzle check prints until you get a good print. You are now ready to start printing.

If your machine was running Epson dye based inks and you have changed the firmware setting to accept pigment chipped cartridges, and you now want to want to run Absolute Black inks in all channels or in combination with Absolute Clear inks, then you can do so by simply installing the new cartridges and running an initial fill routine to purge out the old inks. However, if you want to run Absolute Black in the black channel and cave Paint Elite pigment inks or Epson original pigment inks in the other channels, then we recommend flushing the machine out first. Follow the instructions below for installing Absolute Black in every channel for this flush out procedure.

Installing Absolute Clear inks, or Cave Paint Elite color inks on a printer that has the Epson original Ultrachrome ink installed.

Simply install the cartridges as the existing cartridges run empty. Both the Absolute Clear ink and the Cave Paint Elite inks are freely mixable with the Epson original inks, so no cleaning or purging is required.

Installing Absolute Black ink in every channel on a printer that is using Epson original pigment inks.

We strongly recommend that a printer running existing Epson inks should be flushed out before installing the Absolute Black ink in every channel on the machine, and Ink2image supplies cleaning cartridges for this purpose. Failure to do so can result in bad printed output or nozzle clogging. To flush out a printer and install the Absolute Black cartridges in every channel, you will need at least 50% capacity left in the maintenance tank. To flush the machine, install cleaning cartridges in every channel, run the initial fill routine, and then ideally leave the printer to 'soak' overnight if possible to allow the cleaning fluid to dissolve any dried ink deposits in the ink system. Install the Absolute Black cartridges in every channel, run another initial fill routine, and then perform a manual nozzle check print on plain paper using the driver software utility to check that all jets are firing. If the nozzle check print shows that some jets are not firing then perform manual cleaning cycles and nozzle check prints until you get a good print. You are now ready to start printing. The cleaning cartridges are good for another three flushes, so keep them for re-use in case you ever want to use the machine for full color printing again.

RUNNING AN INITIAL FILL ROUTINE

The printer has a handy initial fill routine built into the firmware that fills the machine's ink system with inks or cleaning fluid. The routine is very simple to set and use. You should always bear in mind that the maintenance tank will need at least 25% capacity remaining in order to run the routine. If the maintenance tank is nearly full then the printer will not allow you to run the initial fill, and an empty tank will need to be installed before the routine can be performed. To run the initial fill routine, you have to start the printer in service mode:-

Start with the printer turned off.

Press and hold the **PAPER FEED UP**, **PAPER FEED DOWN**, and the **CUT/EJECT** buttons, and push the **Power** button.

When the power light starts blinking, release all the buttons.

The display will read '**Test**'. The machine is now operating in service mode.

Press the **Down arrow** button twice until the display reads '**Cleaning**'.

Press the **Right arrow** button once, and then the **Down arrow** button three times until the display reads '**init fill**'. Press the **Enter** button to start running the initial fill routine.

During the initial fill routine, the display will prompt you to lift the cartridge locking lever up and down a couple of times. Once the initial fill routine has completed (several minutes), push the **Power** button to turn the printer off. Wait for a few seconds and push the **Power** button to turn the printer back on. This will return the machine to normal operating mode.

INSTALLING REFILLABLE CARTRIDGES

Refillable cartridges are designed for use with bulk inks supplied in bottles, and offer considerable savings over single use pre-filled cartridges. Refillable cartridges can be purchased individually, but are generally supplied in starter kits that include an initial supply of ink. Ink2image refillable cartridges are simple to install, easy to use, and will provide you with many hours of trouble free and lower cost printing. However, the successful use of the system is dependent on how accurately you follow this guide during installation. Please read these instructions and familiarize yourself with the system components before you start the installation. Please also

remember that you are now about to start working with bulk ink instead of sealed cartridges. During installation, protect the area around your printer in case of ink spillage and wear the disposable gloves included with the kit. Have a roll of paper towel handy. Remember, accidents can happen!

SYSTEM COMPONENTS

1. Refillable Cartridges (7).
2. Disposable gloves.
3. Priming syringe with end adaptor.
4. Filling funnels.
5. Instruction CD or printed instructions.



The method of installing refillable cartridges is different than with pre-filled single use cartridges. Firstly, the cartridges are supplied empty and you will need to fill them. Secondly, the first time you fill a refillable cartridge, the cartridge will need to be primed using the included syringe to remove a small amount of air from an ink channel in the front of the cartridge. However, this priming is not necessary if you are going to run an initial fill routine during installation – see options below. Thirdly, refillable cartridges can be used with cleaning fluid prior to filling them with ink if flushing of the printer is required before installing the Absolute Black inks – see options below. The details on filling and priming refillable cartridges are included in the next section of these instructions. Read the section below for specific instructions on the ink set up that you intend to use.

The Epson Pro 7600 and 9600 have a useful feature that enables the cartridge ink monitoring chip readers to be turned off when using refillable cartridges. This means that the cartridge ink levels are not monitored by the machine or the driver software and no manual resetting of the chips is required when a cartridge runs down. You simply keep a visual eye on the ink levels in the translucent refillable cartridges and top up ink levels as required – this can be done without removing the cartridges from the machine. However, if you intend to run refillable cartridges in some channels alongside single use pre-filled cartridges in other channels, then we recommend that you do not turn off the chip readers as you will not know when the single use cartridges are empty. In this case, you will need a manual chip resetter to reset the ink monitor chips on the refillable cartridges each time you refill them. Chip resetters are available from Ink2image. If you are going to use refillable cartridges in every channel on the machines then the chip readers should be turned off before beginning the installation.

Turning off the chip readers on an Epson Pro 7600/9600 Printer

Start with the printer turned off.

Press and hold the **CUT/EJECT**, **PAPER FEED DOWN**, and **PAPER SOURCE** buttons, and push the **Power** button to turn on the printer.

When the display shows '**VIEW COUNTERS**', release all three buttons.

Press the **PAPER FEED DOWN** button two times until you see '**SERVICE CONFIG**' on the display. Press the **SELECT TYPE** button once.

Press the **PAPER FEED DOWN** button five times until the display reads '**ED MODE**'.

Press the **ENTER** button once.

The display reads '***X**'.

Press the **PAPER FEED DOWN** button until the display reads 'O'

Press the **ENTER** button once, and the display will read '*O'.

Note: Options in the Ed Mode function are: **X** = UK AND NORTH AMERICA – CHIP ON **N**= ASIA - CHIP ON **O**= CHIP OFF - ALL COUNTRIES. Should you ever want to turn the chip readers back on then you would enter 'X' as the Ed Mode setting.

Push the **Power** button to turn the machine off.

Push the **Power** button to turn the machine on.

The printer will display "Ready" with an "O" to the left of the ink cartridge status bars. Note that the status of all ink cartridges will always show full. This setting is written to the printer's memory, and will not change when the power is cycled.

Installing refillable cartridges on a brand new printer that has never been used with inks before, or on a printer that has been flushed with cleaning fluid.

Simply fill and install all the refillable cartridges (without priming) in the printer and follow the instructions on the display. The machine should automatically perform an 'initial fill' routine immediately after installing the cartridges to fill the ink system with inks. If the printer does not automatically start this fill process then see the 'Running an initial fill routine' below. When the machine has finished the initial fill routine, perform a manual nozzle check print on plain paper using the driver software utility to check that all jets are firing on the print heads you intend to use for printing. If you are installing Absolute Black in the black channel only and Absolute Clear in all the other channels, then the nozzle check print will show the black print head only – this is fine. If the nozzle check print shows that some jets are not firing then perform manual cleaning cycles (not auto cleaning) and nozzle check prints until you get a good print. You are now ready to start printing.

Installing a refillable cartridge and Absolute Black ink in the black channel only on a printer that has Epson Ultrachrome original black ink installed, and is going to be used alongside Epson Ultrachrome original inks, Absolute Clear inks, or Cave Paint Elite color inks in pre-filled single use cartridges.

The Absolute Black ink is mixable with the original Epson black pigment ink (Photo Black or Matte Black) but we recommend purging the ink through to the print head to eliminate any strange printing effect that can be caused by a mixture of the two inks. This can easily be done by running an 'initial fill' routine on the printer. Unfortunately, Epson printers do not have a built in routine to purge ink through the black channel only so running the 'initial fill' routine will purge through all the channels on the machine. Because of this, all the cartridges installed on the machine will need at least 25% ink remaining in them (excluding the black cartridge that you are about to change). You will also need at least 25% capacity left in the maintenance tank. Install the refillable cartridge filled with Absolute Black ink in the black channel (no priming required), and original Epson cartridges, Absolute Clear cartridges (single use or refillable), or Cave Paint Elite pigment ink cartridges (single use or refillable) in the other channels. Run the initial fill routine and then perform a manual nozzle check print on plain paper using the driver software utility to check that all jets are firing on the print heads you intend to use for printing. If you are installing Absolute Black in the black channel only and Absolute Clear in all the other channels, then the nozzle check print will show the black print head only – this is fine. If the nozzle check print shows that some jets are not firing then perform manual cleaning cycles (not auto cleaning) and nozzle check prints until you get a good print. You are now ready to start printing.

If your machine was running Epson dye based inks and you have changed the firmware setting to accept pigment chipped cartridges, and you now want to want to run Absolute Black inks in all channels or in combination with Absolute Clear inks, then you can do so by simply installing the new cartridges and running an initial fill routine to purge out the old inks. However, if you want to run Absolute Black in the black channel and cave Paint Elite pigment inks or Epson original pigment inks in the other channels, then we recommend

flushing the machine out first. Follow the instructions below for installing Absolute Black in every channel for this flush out procedure.

Installing refillable cartridges using Absolute Clear inks, or Cave Paint Elite color inks on a printer that has the Epson Ultrachrome original ink installed.

Simply install the refillable cartridges as the existing cartridges run empty. Each refillable cartridge will need priming with the included syringe (see instructions below). Both the Absolute Clear ink and the Cave Paint Elite inks are freely mixable with the Epson original inks, so no cleaning or purging is required.

Installing refillable cartridges and Absolute Black ink in every channel on a printer that is using Epson Ultrachrome original pigment inks.

We strongly recommend that a printer running existing Epson inks should be flushed out before installing the Absolute Black ink in every channel on the machine. Ink2image supplies cleaning fluid in bulk for use in refillable cartridges for this purpose. Failure to do so can result in bad printed output or nozzle clogging. To flush out a printer and install the Absolute Black inks in every channel, you will need at least 50% capacity left in the maintenance tank. To flush the machine, fill each refillable cartridge with around 1" of cleaning fluid (no cartridge priming required) and install the cartridges in every channel. Run the initial fill routine and then ideally leave the printer to 'soak' overnight if possible to allow the cleaning fluid to dissolve any dried ink deposits in the ink system. Empty any cleaning fluid remaining in the refillable cartridges by pouring it out through the filling hole and back into the cleaning fluid bottle, and fill all the cartridges with Absolute Black ink (no cartridge priming required). Install the Absolute Black cartridges in every channel. Run another initial fill routine and then perform a manual nozzle check print on plain paper using the driver software utility to check that all jets are firing. If the nozzle check print shows that some jets are not firing then perform manual cleaning cycles (not auto cleaning) and nozzle check prints until you get a good print. You are now ready to start printing.

RUNNING AN INITIAL FILL ROUTINE

The printer has a handy initial fill routine built into the firmware that fills the machine's ink system with inks or cleaning fluid. The routine is very simple to set and use. You should always bear in mind that the maintenance tank will need at least 25% capacity remaining in order to run the routine. If the maintenance tank is nearly full then the printer will not allow you to run the initial fill, and an empty tank will need to be installed before the routine can be performed. To run the initial fill routine, you have to start the printer in service mode:-

Start with the printer turned off.

Press and hold the **PAPER FEED UP**, **PAPER FEED DOWN**, and the **CUT/EJECT** buttons, and push the **Power** button.

When the power light starts blinking, release all the buttons.

The display will read '**Test**'. The machine is now operating in service mode.

Press the **Down arrow** button twice until the display reads '**Cleaning**'.

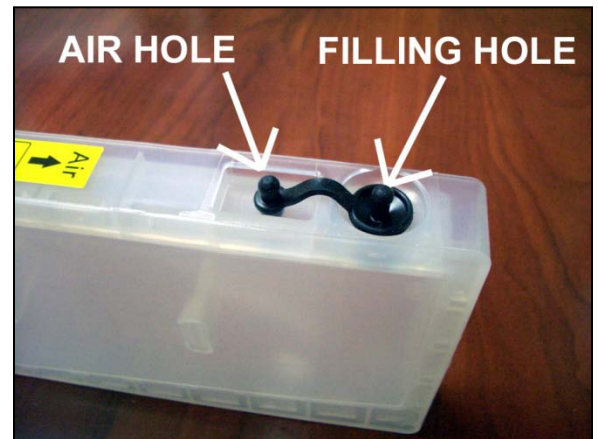
Press the **Right arrow** button once, and then the **Down arrow** button three times until the display reads '**init fill**'. Press the **Enter** button to start running the initial fill routine.

During the initial fill routine, the display will prompt you to lift the cartridge locking lever up and down a couple of times. Once the initial fill routine has completed (several minutes), push the **Power** button to turn

the printer off. Wait for a few seconds and push the **Power** button to turn the printer back on. This will return the machine to normal operating mode.

FILLING REFILLABLE CARTRIDGES

Firstly, familiarize yourself with the two holes and the rubber bungs on top of the cartridges. The smaller hole is the air vent hole that lets air into the cartridge as ink is used up. The rubber bung **must be removed from the air vent hole when the printer is being used** or ink will not be allowed to flow out of the cartridge. The only times that you should push the rubber bung into the air vent hole is when you have the cartridge out of the printer, or if you intend to not use the printer for an extended period of time – putting the bung in the air vent hole will prevent ink evaporation. The bigger hole on the top of the cartridge is the ink filling hole and the bung should only be removed from this hole when you are filling a cartridge. The ink filling hole should have the bung inserted during normal operation.



Fill the cartridges that you are going to install at this point. To do this, place each cartridge on a flat surface. If you are concerned about spilling ink then place a few layers of paper towel under the cartridge. Remove the bung from the ink filling hole and leave the bung in the air vent hole. Place a clean filling funnel into the filling hole, as in this picture. Before pouring ink into the cartridge, double check that you are filling the correct color cartridge with the correct ink color. Slowly pour ink into the funnel and fill the cartridge to within $\frac{1}{2}$ " (1 cm) of the top. Remove the funnel and insert the bung back into the filling hole. Wash out the funnel with water under a faucet, dry the funnel with paper towel, and store in a clean, safe place for use the next time you need to refill. Repeat the filling process with each cartridge in turn using a clean funnel for each cartridge and ensuring you fill the correct color ink into the correct color cartridge.



Remove the funnel and insert the bung back into the filling hole. Wash out the funnel with water under a faucet, dry the funnel with paper towel, and store in a clean, safe place for use the next time you need to refill. Repeat the filling process with each cartridge in turn using a clean funnel for each cartridge and ensuring you fill the correct color ink into the correct color cartridge.

PRIMING CARTRIDGES INDIVIDUALLY

If you are installing refillable cartridges one at a time so existing standard cartridges can be used up, you will need to extract a small amount of air from each refillable cartridge that gets trapped during the initial filling process before you first install the cartridge in the printer. Failure to do this will mean that this trapped air will eventually make its way to the print head and cause some nozzle drop outs during printing. Several cleaning cycles would be needed to remove this air if this happens.

To remove this trapped air, take the priming syringe with end adaptor fitted and gently insert the syringe through the rubber

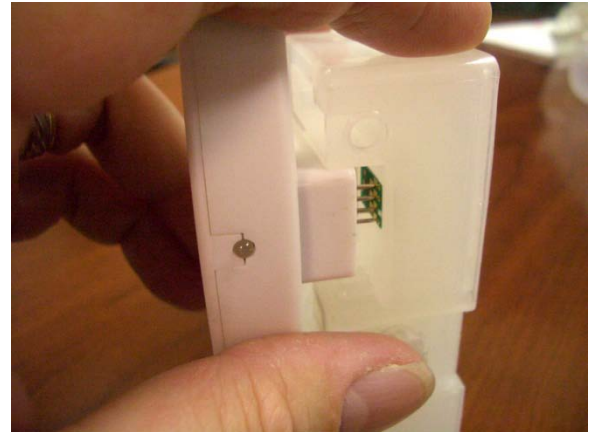


seal in the ink exit valve at the front of a cartridge, as in this picture. Remove the rubber bung from the air vent hole on the top of the cartridge and gently pull on the syringe plunger until a small amount of ink is sucked into the syringe. Replace the rubber bung in the air vent hole and remove the syringe from the ink exit hole. Any ink in the syringe can be returned to the ink bottle of the appropriate color or type. Wash the syringe out with water under a faucet. Repeat this process with each cartridge you intend to install at this point, remembering to wash out the syringe between colors so that no cross contamination of colors can occur. Once you have removed the air from all the cartridges, install the cartridge or cartridges into the printer just as you would with normal cartridges. **Remember to remove the rubber bung from the air vent hole on each cartridge after you install them.** The printer is now ready to be used. **Please note** that this process of using a syringe to remove air is not required when installing all the cartridges at one time – the machine’s initial fill routine as described in the previous sections will automatically remove the trapped air.

REFILLING THE REFILLABLE CARTRIDGES

Cartridges should be refilled before the ink levels get to within ½” (1 cm) of the bottom of the cartridge or when the printer display indicates that the cartridge is empty. Refilling a cartridge is easy and can be performed with the cartridge in the printer. Before refilling a cartridge though, it is advisable to reset the chip on the cartridge so that the cartridge will read full again once it has been refilled. Resetting of the cartridge chip is only necessary if you have not turned off the chip readers on the printer, as described earlier in these instructions. If you are running refillable cartridges in all channels on the printer and have the chip readers tuned off, then ignore the chip resetting procedure in the next paragraph and continue to the refill instructions below.

To reset a cartridge chip, insert the rubber bung into the air vent hole on the top of the cartridge, and remove the cartridge from the printer. Take the chip resetter and line up the seven pins on the chip resetter with the seven gold contacts on the cartridge chip as in this picture. Gently push the resetter onto the chip (the pins are spring loaded). If the pins on the resetter are lined up correctly with the gold pads then the light on the resetter will flash red for a few seconds and then turn green. The green light indicates that the chip has been successfully reset to full. Reinstall the cartridge back into the printer ready for refilling.



Before refilling, always double check you are putting the correct ink into the correct color cartridge. To refill a cartridge, simply remove the bung from the filling hole and using a clean funnel, fill the cartridge with ink to within ½” (1 cm) of the top surface. Remove the funnel and insert the bung back into the filling hole. Wash out the funnel with water under a faucet and keep in a safe and clean place for the next time you need to refill.

USER TIPS

The use of an Ink2image refillable cartridge system is very simple to use as long as you remember these important points:-

1. Top up the cartridges regularly with ink. Be aware that certain colors will be used more quickly than others depending on what type of printing you do. For instance, the black ink will be used quicker than the other cartridges if you are printing screen positives using the black cartridge only. Or, if your ink set up also

allows you to print full color images, then the light colors will also run down quickly. Never let the ink levels drop below ½" (1 cm) from the bottom of the cartridge and don't fill higher than ½" (1 cm) from the top of cartridge.

2. If you do accidentally let a cartridge run dry, refill and prime the cartridge as described above.
3. When you have finished printing, always turn your printer off.
4. Always try and use your printer at least once a week, even if you only print one small print. This will keep the ink fresh in the printer's print heads and reduce the chance of clogging or drying out of the inks. If you are not going to use your printer for more than four weeks, then we recommend removing the cartridges and flushing the printer with cleaning cartridges or, if you are using refillable cartridges, then fill the cartridges with cleaning fluid and perform an initial fill routine.
5. The ink cartridge chips can fail from time to time. A failed chip will show up as an 'Install cartridge' message on the printer display. If this happens, then the cartridge will need to be replaced and spare refillable cartridges are available from Ink2image. Replacing the cartridge is simple – just follow the 'Installing cartridges individually' section above. You may want to consider keeping a spare set of refillable cartridges on hand if your printer is used in a production environment where down time is critical.

Apart from these points, you should use your printer just as you would with normal cartridges and, as long as you follow these simple guidelines, you will enjoy trouble free and cost saving printing.

If you require technical assistance or support with your Ink2image refillable cartridge system, please initially contact the store or dealer where the system was purchased. All Ink2image dealers are well trained in the operation of the system and can help with most problems. Alternatively, contact Ink2image technical support on 1-800-443-9508 or 847-827-0747, or at inquiries@ink2image.com.

30 DAY GUARANTEE TO REPLACE DEFECTIVE PARTS

Ink2image guarantees all parts are defect-free for a period of 30 days from the date that you receive your new Ink2image refillable cartridge system. If you have received a defective part, please initially contact the retailer or dealer from where the system was purchased.

DISCLAIMER

Because Ink2image refillable cartridges are self installed by the user, Ink2image is not responsible for any damages to your printer, whether they are or are not related to the Ink2image refillable cartridge system. Please contact the store or dealer where the printer was purchased, or the printer manufacturer for any problems or questions related to the printer and its operation.

If the Customer chooses to use ink in the system from another manufacturer other than Ink2image, and is not satisfied with the ink, or it clogs the printer or the bulk feed system, it will be the Customers responsibility to pay for the parts to repair the system and restore it to normal usage. We can only guarantee that the Ink2image refillable cartridge system will deliver Ink2image ink just as well as a normal ink cartridge. We will not accept returns of used systems, or systems filled with third party ink that the customer later decides does not meet their specific needs.