

## How to solve 3L ink cartridge rejection issues

This document provides recommended troubleshooting actions for issues where 3L ink is rejected or not accepted by the printer.

### Description

There is a frequent issue that most customers have faced at least once: Cartridge reseal/rejection or not recognized. It can happen during startup, during cartridge replacement, during printing, and so on.

It may happen because the acumen was not reached due to a misplaced or damaged chip, damaged cables, or wrongly connected connectors.

This newsletter aims to guide the user to check all points related to this issue to find the root cause and solve the problem.

#### Different root causes and checks:

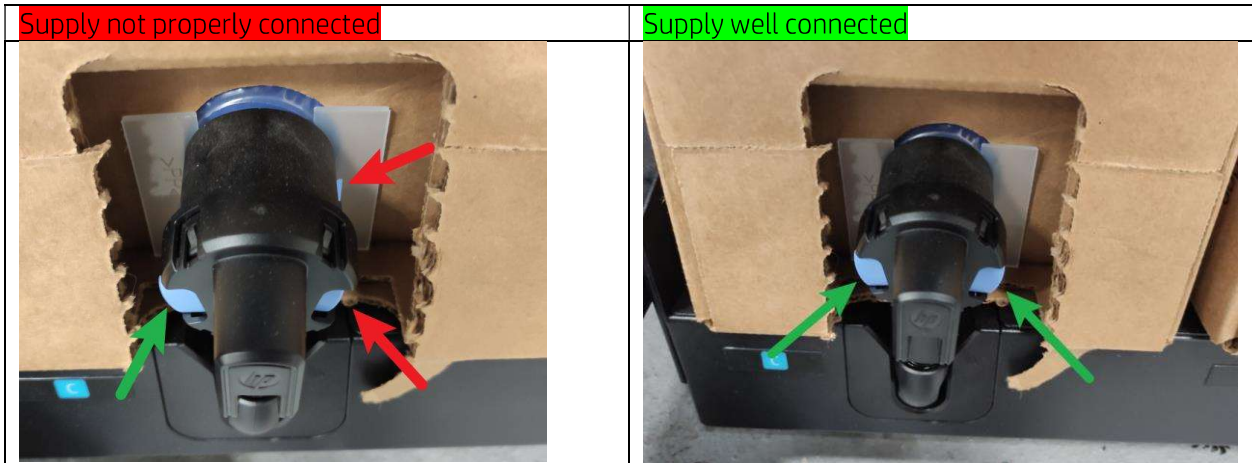
1. Wrongly inserted 3L ink cartridge connector
2. Misplaced, damaged, or dirty acumen chip
3. Misplaced, damaged, or deformed acumen connector

**Note:** Before starting any troubleshooting, pay special attention to the following → A protection feature means that after several connection attempts are made, 3L supply acumen chips are protected (blocked). This means that the supply is not usable for next 30 minutes. If this happens, disconnect the supply and wait 30 minutes to try again. If it still fails, the acumen being blocked is not the cause of the problem.

## 1. Wrongly inserted 3L ink cartridge connector

Check that the supply ink connector is properly inserted.

The supply ink connector has two blue levers. These levers should be latched to the 3L supply, otherwise the printer will report “Supply not Connected”.

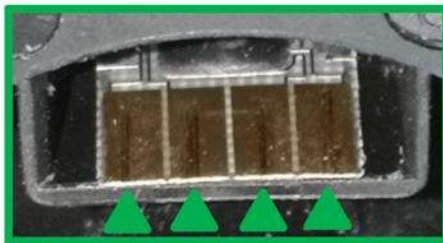


## 2. Misplaced, damaged, or dirty acumen chip

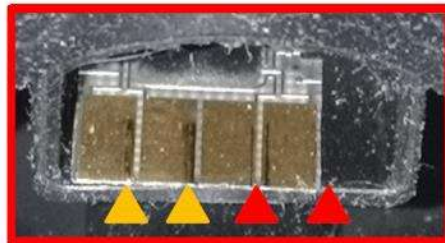
Check if acumen chip in 3L supply is ok

See the following example of a misplaced chip. As a result, the connector is unable to contact and therefore communicate with the acumen.

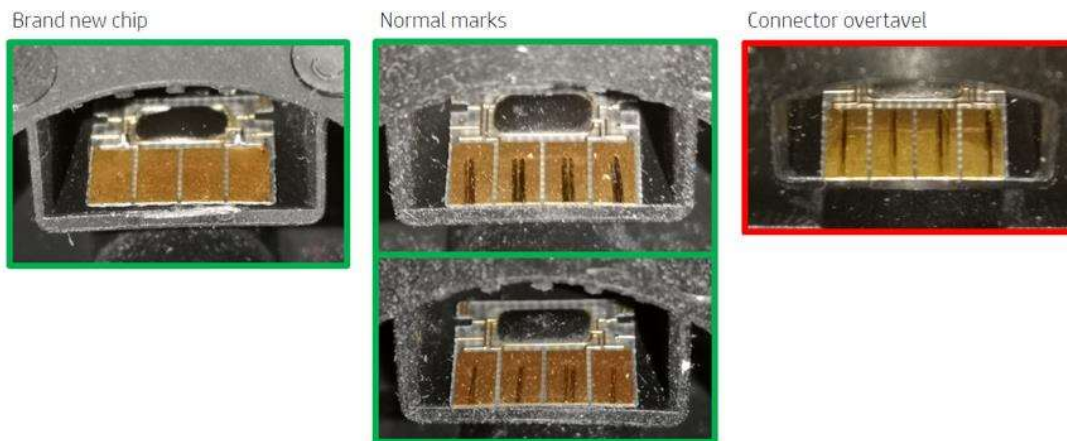
Chip properly centered on supply



Chip installed off-center



The following images show different overviews of acumen marks.

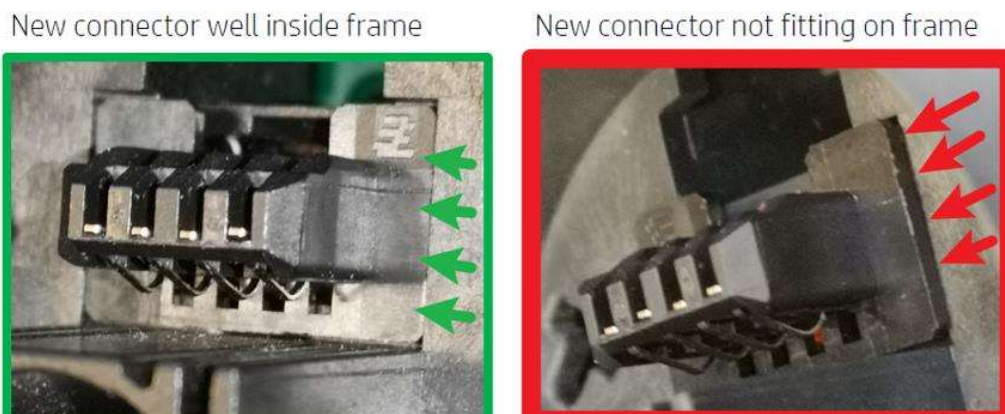


The following images show examples of dirty acumen. In all cases they need to be cleaned.



### 3. Misplaced, damaged, or deformed acumen connector

- a. Check the connector base is aligned with the housing



- b. Check the acumen connector pins are not bent or broken

New connector bent in

