

# How to solve 3L ink cartridge rejection issues



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## HP Latex 700 and 800 Printer Series

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

### Description

Sometimes you could encounter the following issue upon operating your printer: 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 document aims to guide you 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
4. Disconnected or damaged cable connectors
5. The ink supply itself (marked as depleted or similar from factory)

**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 the 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".

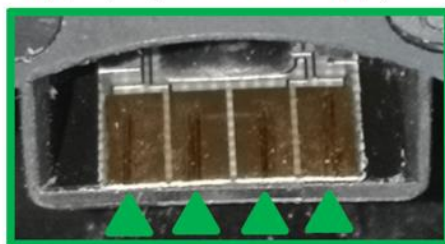


## 2. Misplaced, damaged, or dirty acumen chip

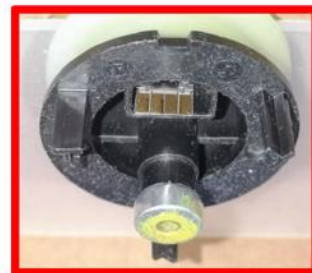
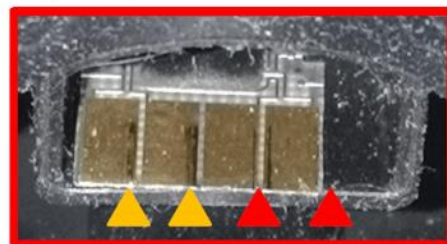
Check if acumen chip in 3L supply is ok

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

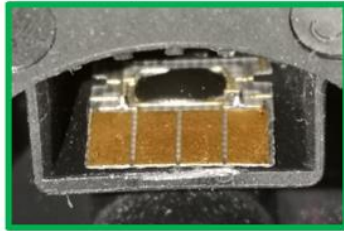


Chip installed off-center

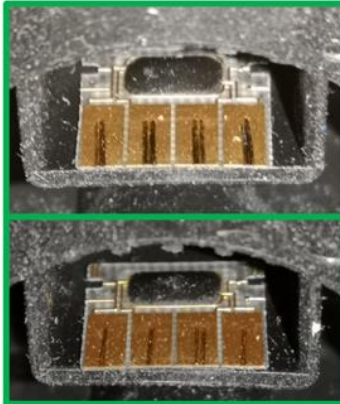


The following images show different overviews of acumen marks.

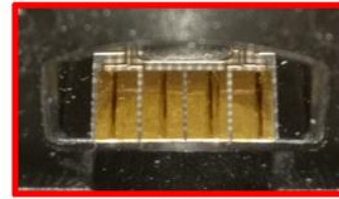
Brand new chip



Normal marks

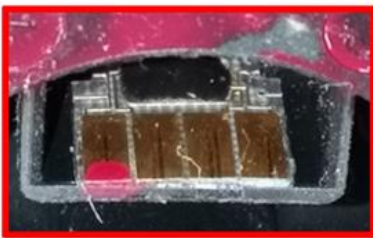


Connector overtavel

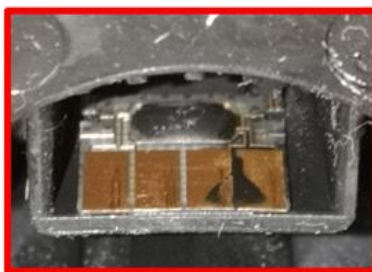


The following images show examples of dirty acumen. In all cases they need to be cleaned.

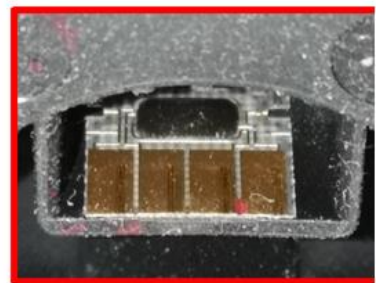
Ink on pad



Ink on and between pads



Ink between pads



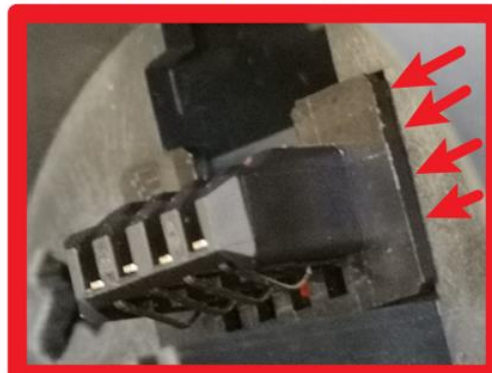
### 3. Misplaced, damaged, or deformed acumen connector

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

New connector well inside frame

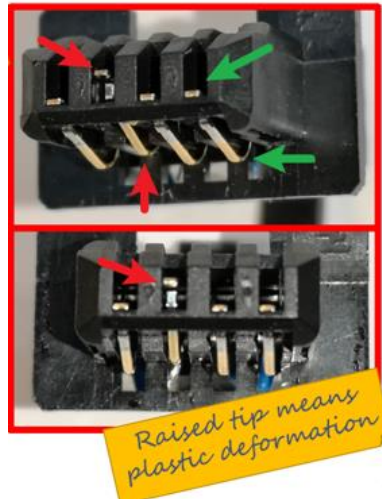


New connector not fitting on frame



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

New connector bent in



4. Disconnected or damaged cable connectors

Engage with your service representative to check the cable connectors for the 3L supplies

5. The ink supply itself (marked as depleted or similar from factory)

If none of the previous steps help, please check with another 3L supply.