

## **If you have replaced a cartridge(s) – Still saying “No cartridge / Empty cartridge”**

This may mean that you have replaced the incorrect colour or that there are more than one cartridge empty.

1. Open the top of the machine and read the screen. Confirm that the correct cartridge has been replaced. If it says a different colour you will need to replace this.
2. If you feel you have done everything correctly – Remove the cartridge one by one and give it a quick tap on a hard surface with a piece of paper down. Do not shake the cartridge and just a quick tap. If you shake and tap too hard and more than one you can create air bubbles which will cause a issue.
3. If still having issues – Open cover – Remove all cartridges, leave the cover open. Turn off the machine for about 20 minutes then turn it back on with the cover open, install cartridges and close the cover – Follow any instructions on the screen.

This should solve your issue.

**\*\*Make sure you are using genuine cartridges – If the issue continues contact the Helpdesk or your closest Service Agent for further assistance.**

