Cleaning the print cartridge contact

It may be necessary to clean your ink cartridge contact after a "print cartridge failure" or "printer does not recognize ink cartridge" error message display on your computer. The contact is a copper or gold circuit sheet on the rear of your cartridge. Please use the steps in order below to resolve this problem.

1. **You need the following items. Lint free cloth, paper towels and bottle or filter water.**
2. **Remove your ink cartridge from the printer and place it on a paper towel. Do not touch the ink nozzles. Unplug the printer from wall outlet.**
3. **Dampen your lint free cloth. It should be damp without dripping. Proceed to clean the copper cartridge contacts. Please see example below.**
4. **Allow the ink cartridge to dry for at least ten minutes or dry with the lint free cloth. After drying you are ready to reinstall your ink cartridge and plug in your printer.**
5. **Your cartridge should work now. If not it may be necessary to clean the contacts inside printer carriage. Please refer to the manufacturers support website for printer maintenance information.**

Copper electrical contacts

Do not touch ink nozzles