

Frequently Asked Questions (FAQ)

I have refilled my cartridge and ink is leaking out the printhead.

After refilling your inkjet cartridge, we recommend sitting the cartridge upright on several folded paper towels for 20- 30 minutes. Make sure the printhead or ink exit port does not actually touch the paper towel. Therefore, you will need to “slightly” tilt the cartridge so printhead does not come into direct contact with the paper towel. If printhead and paper towel are in contact, ink can be wicked (pulled) out of cartridge. Sometimes leaking will occur if the cartridge has been over-filled. Do not worry. Any excess ink will drip out of the printhead or exit port while cartridge is sitting upright for 20-30 minutes on folded paper towels at a “slight” angle. If your instructions told you to plug or tape your cartridge, make sure that the tape or plug is secure. If tape or plug is not secure over fill-hole, then cartridge will continue to leak.

My cartridge isn't printing or I am getting light print after refilling.

There could be several reasons but one of the most common is that air is trapped in the cartridge. Sometimes letting the cartridge sit for an extra 20-30 minutes corrects this problem. For best results leave the cartridge in printer for 8 hours after refilling. However, you may need to run 2-3 cleaning cycles to get your cartridge performing correctly. If this doesn't work, remove the cartridge from the printer. Get a full size sheet of paper towel and fold into a small thick square. Completely saturate the paper towel with warm water. Take your inkjet cartridge and gently hold the cartridge printhead against the warm wet paper towel. Do not lift the cartridge from the paper towel until you see the ink seeping from under the cartridge printhead onto the wet paper towel. Then lift cartridge. Gently “blot” the printhead with a dry paper towel to remove any excess ink. Hold cartridge upright and make sure no ink is leaking or forming a drip from the printhead area, then pop cartridge back into the printer and run a print test.

I just purchased a new printer and my cartridges are not listed in the instruction manual. Can I still use your kit?

We recommend that you visit our online support center. We are constantly updating our manual to include new inkjet cartridges.

My cartridge has been empty for a several months or longer. Can I still refill?

No. We recommend refilling as soon you receive a low ink warning or no later than the first time you see your print become lighter. You will have better and quicker refilling results if you refill before the cartridge is empty. If cartridge is allowed to run out of ink, refill it immediately.

I know someone that tried a refill kit and didn't like it. Will your kit work for me?

There are a number of issues that would result in an unsuccessful refill. First, you must have a reliable quality ink to refill the cartridge. All of our inks are formulated to meet or exceeds the original equipment manufacturer's standards. The most important part of refilling your inkjet cartridge is carefully reading your instructions, hints and tips, frequently asked questions and to follow your check list. We provide detailed instructions for the cartridges and experienced technical support staff to answer your refill questions.

How many times can I refill my cartridge with your kit?

The answer depends on the ink capacity for your specific cartridge. Some cartridges only have a 5ml ink capacity would have more refills per bottle than a cartridge that has a 30ml ink capacity.

I didn't wear the gloves as you instructed. How do I get ink off my hands?

If you get ink on your hands, wash them immediately with soap and warm water. If hands remained stained, use a mild bleach and water mix to clean hands and then wash hands again with soap & water to remove bleach and water solution. Do not use bleach if you should have any cuts on hand or if you have sensitive skin. Please read bleach container instructions before using.

How many times can my cartridge be refilled before it wears out?

All cartridges whether they have a printhead or not, will eventually wear out. If your cartridge has a printhead, you can extend the life of the cartridge by not rubbing or wiping the printhead or copper circuits on the back of the cartridge. Wiping or rubbing these areas can cause permanent damage to the cartridge. If you have to remove ink residue from the copper circuits on the back of the cartridge or the printhead, gently blot these area with a dry paper towel. We recommend refilling your cartridge when you receive a low ink

warning or as soon as your cartridge first begins to print lightly. Do not attempt to print if cartridge is so low on ink that it is printing faint or no print is coming from cartridge. If there is no ink flowing thru the printhead nozzles, it can burn up printhead and render the cartridge useless.

My color cartridge has three colors inside of it. The colors never seem to run out at the same time. Do I wait for all three colors to run out before refilling?

No. Do not wait until all of your color inks are out. You can refill the individual color chamber that is running low or out of ink. No one uses the color inks equally because people tend to print a variety of different pictures and color documents. Keep in mind, we recommend refilling your cartridges as soon as you receive a "low ink warning". If you have an older printer which does not show you a "low ink warning", you will need to refill that individual color chamber with your FreeInk4Life color ink as soon as you first see light print on your paper. Remember that you want to keep each of the cartridge's chambers filled and not allow them to dry out. If your cartridge requires a "reset method" after refilling (This will be mentioned in the instructions if it necessary.) You may still need to reset the cartridge whether you refilled one chamber, two chambers or all three chambers.

Will refilling my inkjet cartridge void my printer warranty?

No. Refilling your inkjet cartridge or using compatible inkjet cartridges will not void your printer warranty. The Magnuson-Moss Warranty Improvement Act assures that you can purchase refill cartridges, refurbished cartridges or inkjet refill kits without your warranty being voided by the manufacturer. See the Magnuson-Moss Warranty Improvement Act, United States Annotated, Title 15 Commerce and Trade, Chapter 50 Consumer Product Warranties 15 Section 2302