Toner & Inkjet Troubleshooting

Eureka office supplies

Ink/Toner Troubleshooting Guide

1 – Damaged Packaging

Slightly distorted or dented packaging will not have any effect on the printing or quality of product. The packaging damage is normally due to mishandling, it's not ideal but accidents do happen.

On rare occasion inks/toners may be warped, i.e. bent or twisted out of shape, typically as a result of the effects of irregular heat but mainly through vibrations in transit.

Actions

a) Check for any broken parts, leaks or loose parts. If all looks normal proceed to use product. If any irregularities found, please report to your sales rep to process for return.
b) If any poor quality printing should happen, please report to your sale rep and process for return, keeping a sample of the print quality.

Return / Exchange

Contact your sales rep to arrange a sales return for faulty product.

You will need

1. Provide a detailed description of the problem.
2. Please provide a proof of fault, we except; photos, scans, and screenshots.
3. A photo of the toner with label showing to prove its our toner/ink.
4. We also need to know what printer model you have.

2 – Fitting Problems

Compatible ink and toners are made from scratch, due to copyright they cannot be made identical to the original (OEM) product. The product will look different, but are designed to fit in all the same printers.

Remanufactured inks/toners are recycled original (OEM) products. Some of the parts will have been replaced by compatible parts, but on the whole these will look almost identical to the original (OEM).

Due to some toners being universal, some toners will fit in multiple printers. Although the toners will fit in multiple printers, this isn't always stated on the box.

Actions

a) Check if the toner is correct to what was ordered.
b) Double check the printer model and the ink/toner code.
c) Ensure the product is correctly installed with all packaging removed.
d) Contact your sales rep if unsure of any of the previous points.
e) Provide comparison picture of the new and old toner. Eliminating any possibility of the toner being confused with a drum.

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3 – Leaks

Unfortunately you may from time to time come across a leaking toner or ink.

Actions

a) If the product arrives with an obvious leak, proceed with returns process.
b) For slight leaks/excess toner, place the toner over a sheet of plain paper. Tap the toner, if toner continues to leak, process a return. If the product no longer leaks after step a, continue to use as normal. Some excess toner may have been left on the product during manufacture.
c) (Inkjet only) if the ink is showing no signs of leakage but there is excessive internal leakage in the printer, this will be due to overfill of the waste ink unit. Which means the printer is at the end of its life.

Return / Exchange

- Contact your sales rep to arrange a sales return for faulty product. Providing a detailed reason in the line notes, along with their printer model number.
- Ensure you have proof. i.e. Photo or print screen. (picture of the product may be required)

4 – Identification Issue (Not registering)

The majority of inks will have some type of chip or print head. There are a couple of reasons for this type of issue to occur.

- The firmware had been updated to a newer version. Inks with an older version chip will no longer be recognised by the printer.
- Irregular printing may stop mid printing or show as not registering after a few prints. This would indicate an individual ink/toner chip issue.

Actions

a) Carry out a full reset , for help see RESET section.
b) If the inks will not register after step a, you will have to wait for updated inks to be released to swap for compatible. Process a return. Always refuse any firmware updates. In most cases original (OEM) inks will have to be used.

Note. Automatic firmware update settings can be changed at any point on the printer settings.

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5 – Print Quality

Our inks and toners are made to a very good standard, and produce a good quality print. However occasionally there could be a defect which can cause poor print quality. Please follow these steps to help resolve any issue.

Actions ink

a) Ensue all packaging has been removed, including; print head stickers and vent hole covers.
b) Wearing protective gloves shake up and down several times, test the ink.
c) If the ink has a print head (ie HP 302) clean the print head with a warm damp paper towel. Run a test page.
d) Repeat c, but add in – rest the ink on the damp paper towel for a few minutes, this will draw ink through. Run rest page.
e) Run the print head cleaning utility that comes with your printer software. This may need to be run several times.

Actions Toner

a) Ensue all packaging has been removed, including any pull strips.
b) Wearing protective gloves side to side several times. Test the ink.
c) Run the print head cleaning utility that comes with your printer software. This may need to be run several times.

Added note - Toner or ink running out too soon. Run a status page, this provides how many pages the ink/toner has printed, date of installation and how much ink is left. Providing a status page will speed up any returns procedure.

Return / Exchange

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2. Provide a proof of fault, we except; photos, scans, and screenshots.
3. A photo of the toner with label showing to prove its our toner/ink
4. We also need to know what printer model you have.

Full Reset

1. Remove toner/inks
2. Turn off and remove cables, leave for 20 minutes
3. Reconnect cables and reinsert the toner/inks
4. Attempt to print.

Returns Information

Information needed to process a return free of charge.

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3. A photo of the toner with label showing to prove its our toner/ink.
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For all other inks and toners from other suppliers, collection and delivery charges apply on swapovers (excluding Jet Tec Branded products).

Returning an item

We provide a collection service, in which a courier can come and collect the goods without any inconviniance to you. We will collect the goods within 2 working days, or a day of your choice. Please ensure all goods being retunred to us are packed in a safe and secure box.

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