

Refilling HP 38 cartridges with Hefger Media XL ink



Hefger Media
Quebec, Canada
<http://www.hefgermedia.ca>

XL ink and HP 38 refillable cartridges, from www.hefgermedia.ca, are the best purchase you have made for a long time, at a very reasonable cost.

We sincerely believe that you will be fully satisfied with our refillable HP 38 cartridges and our XL ink is the best third party ink available today.

However, should you experience any, we will be more than pleased to help you.

You can reach us by email at support@hefgermedia.ca. When contacting us, you can use French, English or Spanish as you prefer.

You should read the following instructions entirely before proceeding, even if you have only bought the CISS. This will give you a better understanding of the process.

Important precaution before you begin

If some ink gets into your eyes, flush immediately with a large amount of water and call a doctor or seek medical advice. The ink is water soluble and acid free, so it should not do immediate harm however ink must be handled carefully.

Don't let a child do this job: he could hurt himself badly with the needles. Keep spare ink and needles out of the reach of children.

A syringe needle is a dangerous object. Never hold a needle with the tip toward your hand, arm or body. It should always point away from you and other person assisting you. If you hold the needle with your right hand, assisting people should stand to your left, thus keeping them secured from a sudden unexpected "outward" move.

This kit is not intended for use by non-responsible persons. People with unsteady hands or who tremble should be assisted by another responsible person.

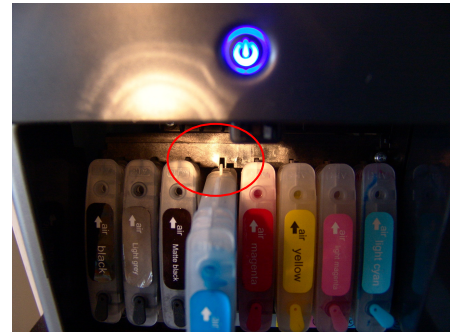
Before starting, make sure that you are working on a clean, stable and properly protected surface. Wear appropriate protective clothes, latex gloves and most important, wear eyeglasses. Even if the refilling process is easy, it is most likely that a few drops may go elsewhere than expected... This ink is water soluble but it will permanently stain clothes, so keep this in mind while working.

Again, don't hesitate to ask us for help, we will do our best.

Cartridges installation

1. Insert the cartridges in the printer like you would do for an original HP cartridge : the white arrow on the top label, indicating “Air”, should point upward.

Be cautious to insert them so the cartridge notch is inserted in the receptacle center cavity. Any cartridge will fit in any slot in the cartridge bank, but the chips are color specific so can not be inverted).



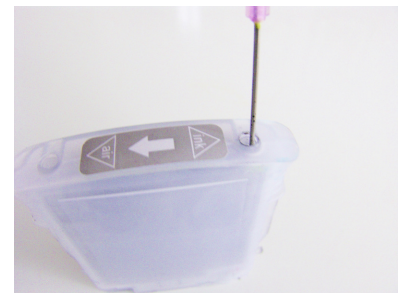
2. Once the cartridges are inserted in the printer, remove the rubber plug from the “Air” hole of each cartridge, so no vacuum will build inside, keeping the ink to flow freely (this does not apply if you are installing a CISS).
3. Each cartridge has been tested by inserting it in a real B9180, before shipping. However it may happen that one will not function and be declared “faulty or missing” (we suspect air carrier inspection systems...). In this case, we will replace the chip for free upon email notification from you. If you feel that the whole cartridge is faulty, we will replace it at our charge but then we will ask you to send the faulty one back to us (we will refund your shipping fees).
4. Even if you don't feel like doing it, you should read all this text... you will learn a lot and save troubles !
5. If you ever have a faulty cartridge in this lot, we ask you to try this before emailing us:

Using the provided syringe, insert the needle through the center of the ink outlet, for about 3mm (1/8”) and pull the piston just a bit to make sure that some ink is coming out of the cartridge (you can put this ink back in the cartridge).

Refilling a cartridge

Step 1

Pull out the small rubber plug that seal the refill hole, marked “Ink”. The plug may have some ink around it so proceed gently.



Step 2

Install a needle on a syringe, fill it with ink and refill the cartridge through the “Ink” hole.

Fill up to the level indicated in the picture (top notch on the side of the cartridge). Filling over this point will cause spattering and waste.

Re-seal the ink hole and re-insert the cartridge in the printer.



How does it work ?

A cartridge chip is not like a fuel gauge : the printer does not really know how much ink remains in the cartridge. Instead, it makes an estimation based on the number of pages you have printed and colours you have used, and records the estimated remaining quantity on the chip. This estimation is not precise, and if you would add ink in a cartridge at any moment, the level indication would not even change.

At a given time, the printer will tell you... “Replace the following cartridge soon : ...”, weather or not there is still enough ink in it. This is why you will have to reset the chip once in a while.

How/when to reset the chips ?

The chip is programmed this way : it will reset just by powering off the printer and power it back on. But this reset function will work only at a particular moment, when the printer estimates that you have used all the possibly available ink in a cartridge. **With our cartridges**, you will see the message “The following cartridge is missing or faulty : ...”. This is when you can reset the chip: remove the cartridge from the printer and power it OFF. Re-install the cartridge. When powered back on, the printer will “New original HP cartridge inserted : ...”. Press OK and you are done !

Important note

If you upgrade your firmware to version 27A or newer, you won't have to power off the printer : just open the cartridge door, remove and refill the cartridge, reinsert it and close the door. The printer will then simply continue printing where it stopped, and only after it finishes printing will it indicate "New cartridge inserted". It's really worth to upgrade !

Many questions... and answers

Fearing clogged printhead ?

Many first time customers fears that our ink could block the printhead one day or another. We want to reassure you about that : real clogging issues are very rare. However, keep in mind that even with HP inks, you can have a clogged printhead (we did).

Because printhead clogging is the most known and dreaded problem, people always think, when a printhead stops printing, " *...it just happened, because of the ink !.*

Once you know that HP estimates that 5% of faulty printheads is normal (not published but from a reliable source), we think we have an excellent record so far. This 5% explains why HP don't ask any question if you make a claim, provided the printhead is still under warranty (HP warranty ends on the date indicated on the printhead).

Our quality record

Until now, we have over 200 customers using our inks on a regular basis. We have used ourselves, and sold, many tens of litres of ink. We indeed had a few problems with printheads. Some where due to the printer having been left powered OFF for months, so pigments have settled in the printhead and when the printer has been used again, it is a kind of mud that went trough the nozzles. For some others, HP has replaced the printheads for free. Other claims where different problems but had nothing to do with clogging : broken printhead mecanism, scratched nozzle band, accumulation of paper dust, or presence of air in the system.

Should a printhead last for life ?

It is very easy to get a replacement printhead, from any HP retailer and on Internet, usually with a two days delivery service and even overnight ; this answers the question.

If you could see inside a printhead, you would realise that there is many reasons for it to stop printing, apart from clogging : not because it is not well engineered (it is a piece of art!) but because there is many tiny moving parts and springs, which can easily break if there has been just a small hick-up during manufacturing... it is fragile !