



Handwritten notes: 3450, 1850, 575, 725, 800

Navigation icons: mail, print, in, f, share. Text: (mailto:inkjet411@retailinkjet.com), PowerXfSA?, features, ris-/)

Empty rectangular input field.

## HP 15-58, 78 Ink Cartridge Errors

**NOTE:** "Empty" and "Low Ink" alerts are **COMPLETELY NORMAL** for HP 15-58, and HP 78 ink cartridges which have been refilled! While at first this may be an unusual workflow, it does allow print operations to proceed. However, it is possible to reset the ink level monitor – refer to menu selections above for reset instructions.

To review solutions available by printer model, select from the choices provided below:

[Deskjet 5000-5100-5500-5600-5800 \(http://inkjet411.com/?page\\_id=2358\)](http://inkjet411.com/?page_id=2358)

### 3 Types of Alert Messages

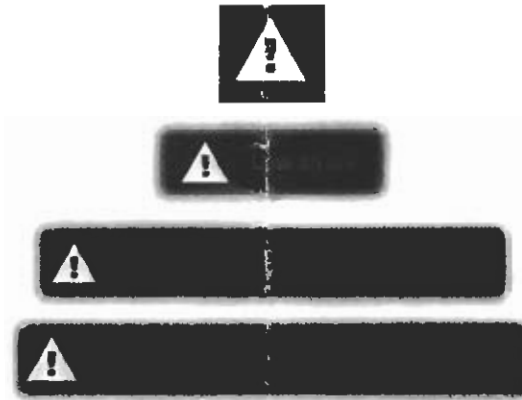
– **Information Alerts.** When a refilled ink cartridge is installed it is normal to receive alerts such as 'non-genuine cartridge' or 'used color/black cartridge'. These may be bypassed by selecting 'Dismiss', 'Ok', or 'Continue'.

#### Information Alerts



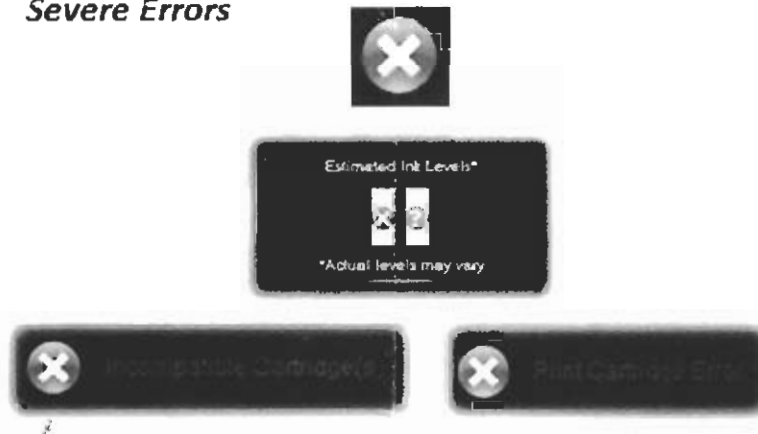
– **Nuisance Messages.** After a refilled ink cartridge is detected it is normal to receive alerts such as 'low on ink', 'counterfeit', 'used', 'refilled', or 'depleted' cartridge. These may be bypassed by selecting 'Dismiss', 'Ok', or 'Continue'.

## Nuisance Messages



– **Severe Errors.** When an ink cartridge has poor connectivity (between contacts and flex cable inside printer) or is suffering from marginal internal micro-electrical performance, you may observe error messages such as 'incompatible cartridges', 'print cartridges error', 'cartridge missing or not detected', 'refer to documentation', 'cartridge in left/right slot is missing', etc. In addition, the power light or exclamation light (Officejet models) may be blinking while the error message is displayed. In some cases, errors can be cleared by removing and cleaning the ink cartridges and printer flex cable contacts. If not, then it is suggested to run the 'cartridge health Tap 41 diagnostics' check or perform a cartridge error bypass (available on select printer models) to confirm that the ink cartridge is damaged.

## Severe Errors



- **Cartridge Electrical Failures.** Severe cartridge errors are primarily caused by an electrical breakdown at the cartridge's nozzle plate. Ink penetration or corrosion into the nozzle plate will cause a failure of the tiny micro-electronics resulting in a variety of different error messages being displayed.