



CARTRIDGE CARE AND TROUBLESHOOTING FOR REINER JETSTAMP SERIES 790MP 792MP and 970

Please follow these instructions to get the most life out of your cartridge and to trouble shoot faint prints, prints with lines in them, or cartridges that have stopped printing but still have ink.

When you receive your cartridge it will be sealed in a foil bag and will have a plastic cap affixed to it.

- 1) Remove the cartridge from the foil bag (do not discard)
- 2) Remove plastic cap (save this cap)
- 3) Insert cartridge into machine per the instructions that come with the unit
- 4) When you are not using the machine for lengthy periods of time please remove cartridge, replace cap, and put back into foil bag. Especially do not leave the cartridge in the machine overnight
- 5) Keep some lint free cloths and isopropyl alcohol on hand to wipe the print head if the ink dries on surface
- 6) **Jetstamp series- 790MP and 792MP** versions come with a small plastic syringe- keep this and see bleeding cartridge instructions below if necessary.
- 7) **Specific to the 790MP.** When you rest the machine on the base, with the cartridge in the machine, there is a function that will force the machine to spit ink out to prevent the cartridge from clogging. It is preferable to remove the cartridge from the Jetstamp if you are charging the machine or putting the machine on the base for long periods or overnight. Remove the cartridge otherwise you run the risk of emptying the contents.



Wiping the Print Head

The inks are quick drying. They will dry on most non-porous surfaces in 1-2 seconds. This means they can also dry on the foil strip (print head) in that same amount of time. If the print is not coming out clearly or you have left the cartridge in the unit (even for a few minutes) follow these directions.

- 1) Take a lint free cloth with some isopropyl alcohol
- 2) Firmly press and wipe the gold strip/print head of the cartridge. You should see a black thin line of ink on the cloth. You might have to wipe it a few times, or just print once or twice on a piece of paper to get the ink flowing again.
- 3) Resume printing

Bleeding the cartridge (*Jetstamp series - 790MP and 792MP*)

On occasion the cartridge will get a small air bubble in it and it will prevent the ink from coming out of the cartridge. This might make for a partial print that has a line in it or might prevent it from printing completely. Please follow these instructions to bleed the cartridge.

- 1) Locate syringe- it should have a small rubber piece on the tip
- 2) Pull the syringe BACK to the 3rd small line OR ABOUT 1/8"...do not pull it up to the 3 or even the 1, just the first three small lines.
- 3) Fold a paper towel a few times so you have a thick piece of paper
- 4) Take the cartridge and place it with the print head (gold strip) down onto the paper
- 5) Look down at the cartridge, you will see a small circle on the top- this is an air hole.
- 6) Place the syringe with the rubber tip over the air hole and make sure it is covering the whole circle
- 7) Firmly press down on the plunger
- 8) Look at the paper towel, there should be a spot of ink on the paper
- 9) Take a lint free cloth with some isopropyl alcohol and wipe the gold strip on the bottom of the cartridge clean
- 10) Replace the cartridge and use normally



Cartridge Carrier

Sometimes the machine stops printing. You followed the cartridge care instructions, wiped the cartridge, and bled the cartridge and it is still not working. In this case the cartridge carrier might have ink blocking the firing pins from communicating with the cartridge. Please make sure the carrier is clean and free from dried ink.

On the 790-792 series this is located at the bottom of where the cartridge slides in. Wipe the gold foil area on the bottom gently with a lint free cloth and isopropyl alcohol until it is clean.

On the 970 this is located on the front of the door flap. Wipe the inside of the front door and the face of the amber foil on the print head. Then re-insert and try printing