



The New Era for Printing

Technical Service Bulletin	
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How to solve the printer display cartridge is not installed

Release Object: Service Center

Maintenance Types :

Cartridge	☒	Installation	☐
Wireless Network	☐	Wired Network	☐
Paper	☐	App	☐
Print	☐	Scan	☐
Fax	☐	Set	☐
Firmware	☐	Others(hardware,etc)	☒

Applicable Model: P2200-2500、 M6200-6500、 M6600 series

UPDATING		
VERSION	MODIFIED CONTENTS	DATE

Written by : Benson	Verified by : Benson	Approved by : Herry
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I. Problem Description

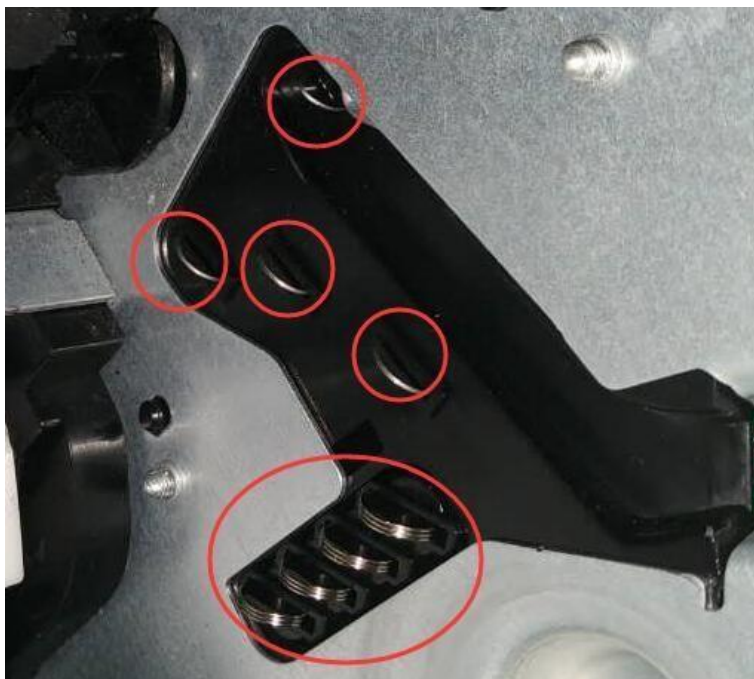
Display "Cartridge is not installed" after normal use or disassembly

II. Causes

- (1) The cartridge chip contacts are dirty ;
- (2) Frame deformation, printer spring contacts and cartridge chip contacts can not contact ;
- (3) Printer spring contacts are dirty or missing, especially after repair ;

III. Solution

1. If the cartridge chip contacts are dirty, clean the contacts
2. If the frame is deformed, remove all parts and reinstall the frame to ensure the contacts are in normal contact
3. Please check the spring contacts after maintenance to ensure normal installation, as shown below:



IV. Remark