Chip with toner level

1. Please replace the cartridge when printer is on, otherwise it may cause problem when printer is off. In case it happens, please recover it by opening and closing the printer cover.

1. Please do not open the printer cover during the process of chip recognition after cartridge is installed.

1. Each chip has a series number, and one serial number can only be used one time with showing toner level in the same printer.

The 2nd time to use the same series number in the same printer, the printer would report an error of "Er11". The cartridge can continue to work if customer open the cover for more than 3 seconds and close the cover, switch to “without toner level” setting to use.

**Please do not remove the chip to any other printer after it’s installed and used.**

Chip without toner level

Please just click "Confirm" to continue when "Used or counterfeit toner cartridge installed" displays on the computer.

These chips have a unique serialization system for remittances, which will only allow to install in the printer once. If you use another toner with the same serial number chip on the same printer, it will be automatically blocked, show an error message on the display.

**Please advise your customer only to buy one cartridge per time to avoid the chip series issue.**

If your compatible cartridge is empty, please contact us to before you place repeat order. We will check the series number of the chip and make sure you will not receive new cartridges with the same chip series.