

IMPORTANT NEW INFORMATION

REFILLING ORIGINAL CANON CLI-42 YELLOW CARTRIDGE

After many months of no problems refilling this cartridge since May 2013, a handful of reports were reported about premature problems refilling the cartridge starting December 2013 amongst hundreds of users.

After rounds and rounds of exhaustive testing failed to show the problems. The problem was finally uncovered purely by accident around Mid December and further testing showed more issues, all which were not apparent in normal tests prior to release in May 2013.

We now simply recommend that you discard the Canon CLI-42 Yellow cartridge when it empties and DO NOT REFILL IT. We recommend the switchover to a cartridge which previously had NO Canon Yellow CLI-42Y ink when refilling begins.

The remaining dried Canon ink inside, though some have refilled multiple times without incident has the potential to create blockages at the top of the printhead preventing ink from flowing into the printhead. The internal sponge will also contain these as well but they will be difficult to see. If a blockage occurs dripping windex with ammonia on top of the inlet will clear it but this situation is to be avoided if possible

If you have been refilling it, we recommend that you minimize use of the printer until the solution is obtained.

We are providing a low cost solution that completely sidesteps the issue caused by Canon's newest complex and advanced yellow ink that is not refilling friendly. We are providing a genuine Canon empty cartridge body which has been flushed of old ink and renewed. **The CLI-42 yellow cartridge chip is to be removed from the body and transferred over to the refurbished Canon CLI-8 cartridge** which did not have any Canon CLI-42Y Yellow ink in it previously. This will eliminate the troublesome nature of the Canon CLI-42 Yellow ink when refilled . The chip from the CLI-42Y cartridge must be used on the Pro-100. You can obtain a refurbished cartridge at the following link.

<http://www.precisioncolors.com/PC42cart.html>

All our kit offerings now feature a similar empty cartridge and began shipping kits this way January 18, 2014. We have been able to obtain a large supply of cartridges and make this offer which will end at the end of February 2014. All prior customers are being notified.

Background:

The PC42Y Yellow ink is a formulation that closely matches Canon's yellow ink in color. It has proven itself having been used for over ten years and in millions of refills with its reliability and quality. When problems surfaced, we noted that there must be a problem because the PC42Y formulation is known to be problem free. Testing and testing in many situations did not reveal what was occurring. Only when a chance situation arose when testing was complete and the sample dishes were left to soak in water, did we notice that something like small globules of gel was forming. The quantity was small but we recognized that severe dilution of the Canon ink caused this as the refill ink in its many years is safely flushed from cartridges when the ink ages and is mixed with water.

We later further recognized that refill ink itself is water based and after multiple refills the original Canon ink becomes very dilute and it then behaves as if it was mixed with water.

Adding to that the Canon ink also displayed some odd drying characteristics. When it dries on the sponge internally, it appears to change physically and it will not uniformly redissolve back into the refill ink. It needs strong agitation. This cannot be accomplished in the cartridge.

While Canon's formulation does provide for more durability it is not suited to be used with refilling and this is the least of Canon's concerns.

So this led to our outright recommendation that once any cartridge has contained the Canon CLI-42Y it not be used for refilling and thus our solution of providing a clean cartridge is the safest and most prudent way to accomplish refilling this color.

Question: Can I clean the original Canon CLI-42Y cartridge before refilling?

Answer: Yes you can **as long as you cleanse it thoroughly**. Remember, that the reaction happens with heavy dilution with water so flushing the cartridge with water can potentially accelerate or highlight the issue. If you decide to flush, you should initially do so with Windex with ammonia or any ammonia based glass cleaner. This will break down the Canon Yellow ink and neutralize it. Using the Windex, you flush out the yellow ink and then cleanse the internal sponge with lots of water (my experience says as much as 2 liters need to be used) until it is totally clear of yellow ink. The old standby of a little color remaining is not valid because it is a little of the original ink mixed with water is the bad combination.

Question: What is the ideal way to perform the switchover when I have transferred the chip and refilled the refurbished cartridge?

Answer: In my initial testing and development of the inkset for the Pro-100, I made many cartridge changes between PC42Y and Canon OEM ink. There were no effects at all since the printer flushes the printhead each time the lid is opened and closed. If desired, you can after changing the cartridges, perform a head cleaning to flush out the old mixed yellow ink and perform some more printing to further remove the original Canon yellow ink

Question: My yellow channel is not printing. What should I do?

Answer: The cause of the blockage is likely the gel that has accumulated in the inlet filter just beneath the steel mesh on the top of the printhead. The goal is to bring that gel back into liquid so it is able to flow through the filter again.

First, you must acquire a new cartridge or the refurbished cartridge before proceeding, if you clear the blockage and reinstall the old cartridge you will reintroduce the gel.

So remove all cartridges and cap seal them so they do not dry when exposed. Remove the printhead and place it on multiple layers of kitchen towel. Use windex with ammonia and a syringe and slowly drip windex on top of the yellow inlet and let it get absorbed. Continue doing this until yellow ink begins coming out of the printhead and onto the paper towel. Keep doing this until the liquid coming out onto the paper towel is pale in color. You may need to change the paper towels after dripping. When it comes out pale, you may reinstall the printhead and reinstall the cartridges EXCEPT the one with the original Canon ink.

If the printhead does not want to accept the windex onto the inlet mesh, you may use the syringe and without a needle, place it on the mesh and quickly draw up and suck up the ink under the mesh and then proceed with the above recommendations.

Question: Will putting a Genuine Canon cartridge unblock the inlet.

Answer: In some situations, this will work. The reason is that the reaction occurs when the Canon ink is diluted in water or lots of refill ink. So when an original cartridge is reintroduced, it will make the concentration of the Canon ink high enough again and the gel will move back into liquid form.

Question: Is it easy to transfer the chip?

Answer: Yes it is a simple task, easier than refilling the cartridges: Instructions are included with the refurbished cartridges. You can also view it on my website in the instructions tab in the section for the Pro-100. <http://www.precisioncolors.com/PC42instruct.html>

Some recipients of this email might not have purchased ink from me but only a resetter. I am sending this information to them because testing with different types of ink reveals that the same reactions occur with other ink. It is not easy to detect and the prudent thing is to simply follow the guidelines provided,

We also have updated the profile section with higher quality profiles than was initially listed when the inkset was first introduced. If you have not revisited the ICC page, it might be worthwhile to do so again.

<http://www.precisioncolors.com/PC42ICC.html>

We thank you for your prior purchases and our commitment to ensure that our products meet users' needs required that we test and determine the cause for the problems. When we did do this, we sought a suitable solution, and made you aware of the issue and the solution to it.

If you have further questions please do not hesitate to contact us.

Thank You

Mike

Precision Colors

