



Frequently Asked Questions

Remanufactured Ink Cartridges



What is a Remanufactured Cartridge?

A remanufactured cartridge has been recycled and reprocessed from an original equipment manufacturer (OEM) empty core. The process differs by manufacturer and materials used with varying results in quality and page yields. Our remanufactured cartridges are produced to stringent quality control standards, using lab-tested components to ensure consistent OEM-equivalent performance.

What is an Integrated vs. Non-Integrated Cartridge?

An integrated inkjet cartridge has a nozzle plate (printhead) installed on the cartridge along with an electric flexible ribbon connecting the nozzle plate to the electrical contact that interacts with the printer. A non-integrated inkjet cartridge does not have a nozzle plate included on the cartridge. The nozzle plate for these types of cartridges is included in the printer. The printhead is a consumable item in some cases, however, in others the printhead is not replaceable. In most cases the chip can be replaced on these style cartridges enabling it to respond to the printer exactly like the original.

What is the Process?

A typical production process includes a visual inspection and electrical verification (integrated cartridges only) followed by a cleaning process (to remove the original ink). After a cartridge is thoroughly cleaned, the cartridge is filled with a high quality ink and 100% post tested in a printer to ensure equivalent results for the end user. Sometimes components are replaced, but only if absolutely necessary as a result of the original cartridge requiring it (i.e. replacing a chip on a non-integrated cartridge). Following the 100% post test, cartridges go through a rigorous QC process ensuring all proper remanufacturing processes were followed.

Is a Remanufactured Cartridge Inferior to a New One?

There should be no difference in print quality or page yield with a properly remanufactured cartridge. Our cartridges contain only quality ink that works well with the OEM nozzle plate whether they are on the cartridge or in the printer. These high quality inks ensure we meet all OEM performance standards.

What if I Experience a Print Quality Issue?

If a cartridge does not meet expectations, return it for evaluation and replacement. Simply notify a customer service representative and return the cartridge and a page sample showing the print quality problem in the box it came in. Please refer to our Product Warranty for details.

Will Using Remanufactured Ink Cartridges Void My Equipment Warranty?

Law prohibits manufacturers from voiding their warranty obligations on the grounds that a consumer did not use the original manufacturer's replacement cartridge.

Why Do the Ink Level Indicators Not Work or My Cartridge Reads Empty?

Because we reuse the original cartridge, these functions are no longer available after the initial use. Unfortunately, there is no way to reset the ink levels or ink level indicators to read full. The cartridges are however remanufactured to meet or exceed the OEM cartridges so the cartridges will still print and in most cases will print more than the originals.

Why Don't More Businesses Recycle?

Basically, this is due to lack of education. The office products remanufacturing industry has only been in existence for about 15 years. We are working diligently to educate consumers about the value of remanufactured cartridges and the advancements the industry has made in improving the performance of remanufacturing cartridges. Through public relations campaigns, local, state and federal legislation, more and more users are realizing the added value and comparable quality of remanufactured cartridges.

Am I Really Helping the Environment by Using Remanufactured Cartridges?

Definitely. Discarded inkjet cartridges add unnecessary waste to our landfills - waste that will take as long as 1,000 years to decompose. It is estimated that 100 million laser printer cartridges and 400 million inkjet printer cartridges are produced each year¹. Remanufacturing these 500 million cartridges will save an estimated four million cubic feet of landfill space. The office products remanufacturing industry has already made a substantial positive impact on the environment and the economy and will continue to do so.

¹ International Imaging Technology Council, <http://www.consumerchoice.info/faq.htm>, October 2008.