

My Duplo is indicates to “change ink” when it has a new cartridge. What should I do?

If Duplo is making light, spotted or even blank copies, after you changed the ink. Then please install in cartridge properly. Here is how.



Tip #1

- Open Duplo front door.
- Locate holder notice the U groove shape?

Tip #2

- Take out Duplo ink cartridge and notice the rim of the ink cartridge. Rim needs to be set over the U groove



Example #1 Ink installed correctly

- Notice the rim of the ink over the U shaped groove. You might have to slide the drum out for a better view of the ink cartridge holder.



Example #2 Ink installed incorrectly

- The rim of the ink is not over the U shaped groove. This will give you a change ink message.

For any additional questions, please contact us at 888-463-8756

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