

FREQUENTLY ASKED QUESTIONS for New Cartridge

1) I received a new fluids cartridge that is different. Is this correct?

Yes, this is a new cartridge design (see Figure #1) with improved functionality and environmental sustainability. Some of the improvements with the new design include:

- 39% less plastic
- Easier to see fluid levels in the bladder
- Design improvements for more robust performance of cartridge.
- The new cartridge meets or exceeds all hazmat packaging regulations.

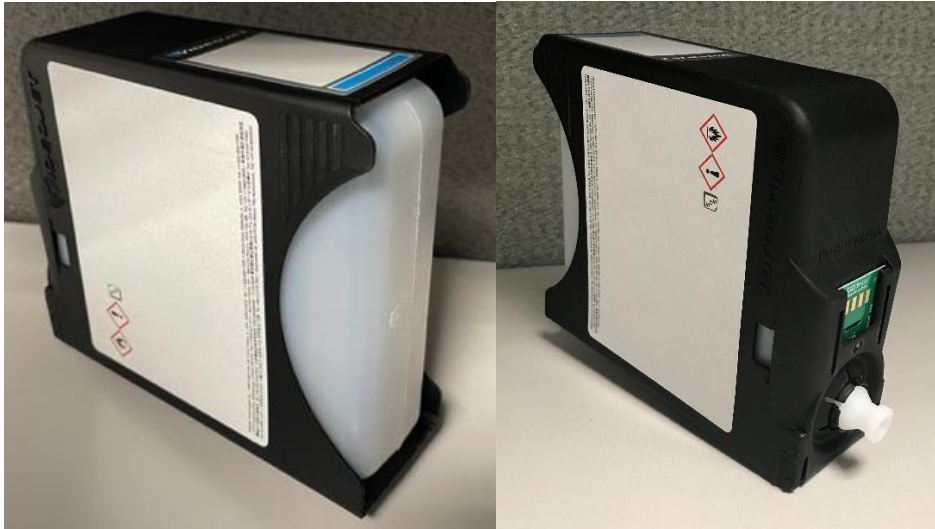


Figure #1

2) How should I store cartridges?

The recommended storage position for the cartridge is with the septum port facing up (See Figure #2).



Figure #2

3) How do I install and remove the cartridge?

- Handle the cartridge by the Ridged Grip Area at the top. Do not handle by the bladder. (See Figure #3)
- Installation and removal of the cartridge is the same as with the old design.

Ridged Grip Area



Figure #3

4) How do I dispose/recycle the cartridge?

- Empty cartridges can be disposed in the same manner as the old design cartridges
- The cartridge materials of construction have not changed. Customers who recycle their empty cartridges can continue to use recycling as their disposal method.
 - See <https://www.videojet.com/us/homepage/products/inks-and-ribbons/continuous-ink-jet-inks/cartridge-recycling.html> for list of materials of construction.
- A special tool is needed to separate the inner bladder from the outer shell for recycling. Figure #4 shows the tool Videojet uses. A 3D CAD drawing of this tool in STEP format is available upon request. Contact fluidsupport@videojet.com to request the file.

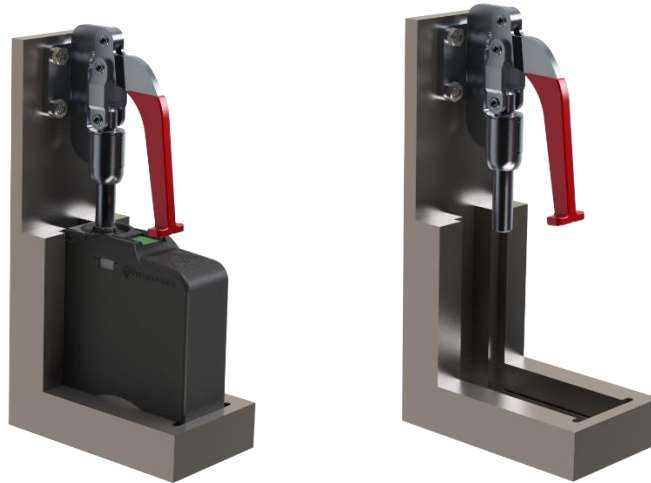


Figure #4

5) The printer says to replace the cartridge, but I still can see the fluid inside.

- 1) The cartridge can contain a small amount of fluid which is normal. Cartridges with only a few ml of fluid are considered “empty” by EPA standards and can be discarded normally.
- 2) If there is a significant amount of fluid left inside the cartridge, but the printer displays it as empty, contact your local Videojet Service Team to aid in diagnosing a printer fluid addition issue

6) The bladder of the cartridge is collapsing. Is this normal?

Yes, it is normal. As the bladder empties it will collapse, See Figure #5.



Figure #5

7) My makeup fluid is normally clear, but the cartridge I have contains yellow fluid inside. Can I use it?

Yes, color variation can occur with clear fluids. It will not affect their performance. Color variation can also occur with invisible fluorescent inks.