

Eco Tank style printer Troubleshooting Guide:

If your Eco Tank style printer is experiencing issues such as light prints, prints with lines, or simply not printing at all, try these things:

1) Regardless of the type of printer you use, Epson, Canon, HP, Brother, etc. it is very critical to maintain the printer once you have it set up. The Eco Stencil ink (and other brands) has a higher concentration of alcohol. This is so that the ink will dry on the paper quickly and not smear when you handle it. Subsequently this also means it will dry on your print heads faster and cause issues if you are not using the printer frequently enough. We have full maintenance instructions on our website on the Eco Stencil product page.

2) Try a power cleaning. If you go to YouTube and search "Power Cleaning *insert your model printer*" you should find some instructions.

3) You can also get a cleaning kit here: <https://www.electrumsupply.com/inkjet-printers-printhead-cleaning-kit-for-epson-liquid-printers/>

4) We offer a support group on Facebook where you can post questions, comments, or tips and tricks with other Eco Stencil users. That group is located here: <https://www.facebook.com/groups/electrumecostencils>

Additionally, some printer manufacturers firmware is designed to not allow third party inks to process. We know this is something that Epson is notorious for, and in fact there has even been a class action lawsuit against them for this very thing, you can read about it here: <https://www.techradar.com/news/epson-firmware-update-stops-printing-with-third-party-ink-lawsuit-alleges>

That being said, it seems some people have found ways to circumvent the firmware updates or override them somehow so that the third party inks can be used. You can reference the link below for further help with firmware downgrades specific to Epson printers.

<https://www.comboink.com/epson-firmware-downgrade>