



# 1710 Makeup Tracking Troubleshooting

Should you replace a part when troubleshooting makeup tracking issues, return the ink cartridge bladder along with the RMAed part.

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Products Affected  
CIJ.1710

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Symptoms

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- Makeup is left in the cartridge, but the printer displays it as 0%
  - Frequent "ink vacuum low during makeup addition"
  - Printer will show makeup remaining on the display, but the cartridge is actually empty
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## Corrective Actions

Follow current troubleshooting procedures for makeup tracking issues. If troubleshooting results in a changed part, follow the Cartridge Return Procedure to **return the ink cartridge with the returned part**.

- If there is makeup left in the cartridge, but displays as 0%:  
[Make up Not adding, Cartridge Write Down to Zero \(1710\)](#)
- If the printer shows makeup remaining on the display, but there is nothing left in the cartridge:

[1710 Empties Cartridge But Shows up to 40% Fluid Still Remains](#)

## Cartridge Return Procedure

1. Remove the bladder from the **ink** cartridge.
  1. Cut the labels with a knife.

2. Press on the seal to separate the two halves of the cartridge shell.



2. Check if there are any fluids remaining in the cartridge. If there are, drain and properly dispose of before shipping back with the returned part.
1. Make a small cut in the bladder as shown. **Important:** DO NOT cut in any of the corners.



2. Drain the fluids from the incision into a grounded waste container.
3. Once drained, return the bladder with the replaced part.



## Items Required

- Knife
- Cutting Pliers
- Waste container that can be bound and ground

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Send Questions To  
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