



# Tech Info Library

## Color StyleWriter 2400: Waste Ink Absorbers Full Error (6/96)

Revised: 6/20/96  
Security: Everyone

Color StyleWriter 2400: Waste Ink Absorbers Full Error (6/96)

Article Created: 23 January 1995  
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TOPIC -----

My Color StyleWriter 2400 keeps giving me an error indicating that the waste ink absorbers are full and will not allow me to print. Why am I getting this error message and how do I correct it?

DISCUSSION -----

Color StyleWriter 2400  
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Under normal circumstances the ink absorbers should last for approximately 80,000 sheets of paper using the black cartridge and 13,000 pages using the color cartridge. Heavily used printers may require replacement of the ink absorbers which can be ordered using part number 076-0470. In the event of a false error, and after replacement of the ink absorbers the contents of the EEPROM can be cleared using the following procedure:

- 1) Make sure there is paper in the printer
- 2) Install a high-performance black ink cartridge (color will not work)
- 3) Open the front door of the printer
- 4) Press and hold down the power button while connecting the power cord
- 5) Release the power button
- 6) Press the power button again and close the front door

A test pattern prints once the EEPROM has been reset. There should be a white box on the lower right corner of the test page indicating that the contents of the EEPROM have been cleared.

Color StyleWriter 2500  
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The Color StyleWriter 2500 also exhibits the same symptoms as the Color

StyleWriter 2400 printer. However, the steps for clearing the EEPROM are different from the Color StyleWriter 2400.

Step 1

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Disconnect the power cord from the printer.

Step 2

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Make sure the High Performance Black ink cartridge is installed and the power cord is plugged into the wall.

Step 3

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Open front door.

Step 4

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Press and hold down the power button while connecting the power cord to the printer, and then release the power button.

Step 5

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Close the front door.

Step 6

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A pattern page is printed that has a series of small boxes in the top left corner. The last box will be white, showing the EEPROM has been reset.

Article Change History:

19 Jun 1996 - Updated for technical accuracy.

30 Apr 1996 - Added how to clear Color StyleWriter 2500 EEPROM.

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