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Frequently Asked Questions

What is the continuous ink supply system (or CIS, CISS, continuous ink flow system, bulk ink system)?

The continuous ink supply system is designed as a cost effective and economical way of replacing ink cartridges. The system feeds ink directly into the printers cartridges, without the use of messy needles and ink bottles. After proper installation, the continuous ink system will produce high quality prints and will last up to 5 times longer than standard ink cartridges.

What is a refillable cartridge?

A refillable cartridge is a printer cartridge that can be refilled once it runs out of ink. This will save you money because you will not need to constantly buy expensive new cartridges. It's also better for the environment. You can easily refill a cartridge by directly injecting it with ink.

Why won't my printer recognize the refillable cartridges?

Refillable cartridges **MUST BE USED AS A SET**. They will not work if you mix them with your original cartridges.

I received my CIS and I see air bubbles inside the tubes, is this normal?

Yes. It is perfectly normal to see air bubbles inside the CIS's tubes. This will **NOT** affect the CIS's performance in any way.

My printer cannot recognize the cartridges. How can I fix this?

This is a common error. Since the CIS & refillable cartridges are not OEM, you may run into this error from time to time. This is normal. To fix this error, please remove all the cartridges and turn off your printer. Wait about 5 minutes and then restart and re-install all the cartridges. This will reset the printer and cartridges. Repeat if necessary.

The ink is leaking on the paper or printer.

Remove the cartridges right away. Thoroughly inspect the interior of your printer. The leak is usually caused by the nozzle of the cartridge. It may not be securely in place.

The ink cannot flow into the cartridges.

Please make sure the ink tanks are placed at the same height level as the printer. This is VERY important. If the ink tanks are placed lower then they will not be able to feed the cartridges. You may need to prime the cartridges prior to use.

The printer is able to recognize the cartridges, but the computer cannot. Why?

Please re-install the printers software to fix this problem.

I get an error message saying the cartridges are empty, even though they're not. How can I fix this?

A printer adjusts the ink levels based on the number of pages printed. When the printer reads it as empty, simply follow the on-screen "ink cartridge replacement" guide and remove the indicated cartridge. Wait a few seconds and re-insert the same cartridge. This will trick the printer into thinking that you're putting in a new cartridge. It will read it as full again.

When should I refill the ink tanks?

You can refill the ink tanks whenever you please. The most common time is when the ink tanks have only about a quarter inch of ink left in them.

My prints come out blurry and dis-colored. How can I fix this?

Do a nozzle check, head cleaning and alignment. Check to make sure the printer head is not clogged. Clean off any dust and excess build up on the printer head.

Are the chips already installed on a Canon CIS?

No. The Canon CIS does not come with chips. You will need to remove them from your OEM cartridges and attach them to the CIS cartridges. Please e-mail us for instructions.

I sent back an item for a refund, when will it be processed?

We generally take about 2-3 days to process refunds and exchanges, once we receive your return. You will be notified via e-mail once it has been processed.

I've sent several e-mails and have not received a response. Why?

We try our best to respond to all of our e-mails. Most of the time we do respond to every single one. Please make sure to check your Spam or Junk e-mail folder, as our responses may end up there.

Once I place an order, how long will it take to receive it?

Delivery time depends on your location and shipping method. USPS Priority takes about 3-4 days to the east coast, 2-3 days for the mid-west and 1-2 days on the west coast. UPS Ground is a little slower at 4-5 days to the east, 3-4 days in the mid-west and 1-2 days on the west coast.