



ecoadvanced

# HP 564 TIP SHEET

**Customer reports HP564's**  
**a) do not fit into the printer.**  
**b) Seem very tight to remove**



fig. 1

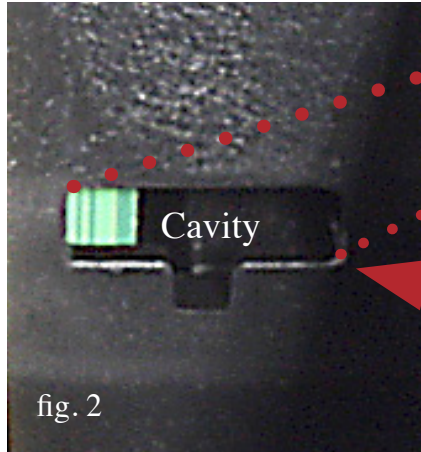


fig. 2



Notch



fig. 3



fig. 4

Although rare, if a customer reports either of the above then it just means the cartridge was not installed properly and is easily fixed. The notch ( fig.1 ) on the end spine of the tank is designed to insert into a cavity ( fig. 2 ) in the back of the printer carriage. ( Shown above ) To do this just drop the tank into the printer as normal holding the end ( fig. 3 ) and you can feel the notch insert / lock into the cavity then push down to click the cartridge into place or drop the cartridge into the carriage and push in the centre of the tank spine ( fig 4 ). Pushing down on the end closest to you without inserting the notch into the cavity could result in the notch not inserting into the cavity and therefore popping up / not locking into the correct position. ( fig 5 ). Correctly installed cartridges will sit flush along the top and side of the tank with the other installed cartridges. ( fig. 6 )



fig. 5



fig.6

**Toll Free Support: 1300 79 11 33**