

# Ink Test Report

## - Remanufactured Canon PG240 -

### Object

Remanufactured Canon PG240, customer complained that the printer printed 10 pages and then would not go. The customer ordered 2 PCs PG240, and another 2 PCs had been resent to this customer. All of them had the same issue.

### Environment

Canon MG3620 printer using multi-purpose white paper rated at 92 Bright.

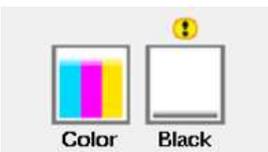
### Appearance and Fit

Due to the remanufactured cartridges, the cartridge shape was exactly the same as the Canon OEM ink cartridges. No abnormal issue during testing.



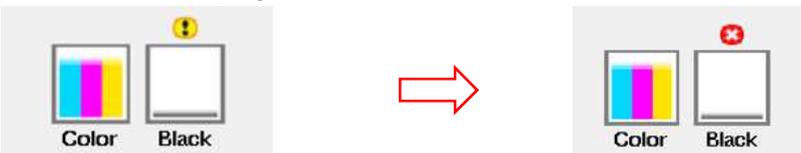
### Recognition

The remanufactured PG240 was recognized, but read as LOW INK at the beginning.



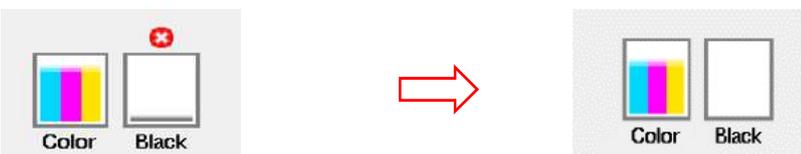
### Test Process and Solution

After printed 20 pages, ink monitor showed that the black ink PG240 had run out.



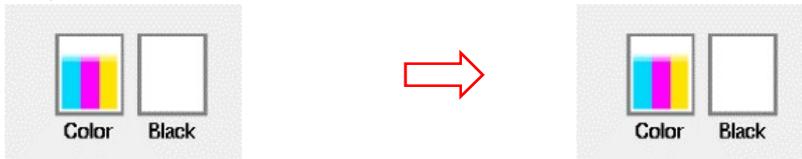
When tried to print the more 10 pages, the printer stopped working due to no black ink.

**Solution:** Based on the instruction displayed on the ink monitor, **pressed "STOP" button** on the printer panel **over 5 seconds**, the printer would not check the ink level. Please disregard the message "The printer will continue to work with lower quality if do not change the cartridge".



After taking the action mentioned in the Solution part, continued to print 80 pages, the papers were printed normally, without any print issue.

And the ink monitor did not change the status because the printer does not check the ink level any more.



Therefore, please install a new cartridge when gaps or faint areas appear in your printout.

The capacity of PG240 ink cartridge is about 180 pages with 5% average coverage.