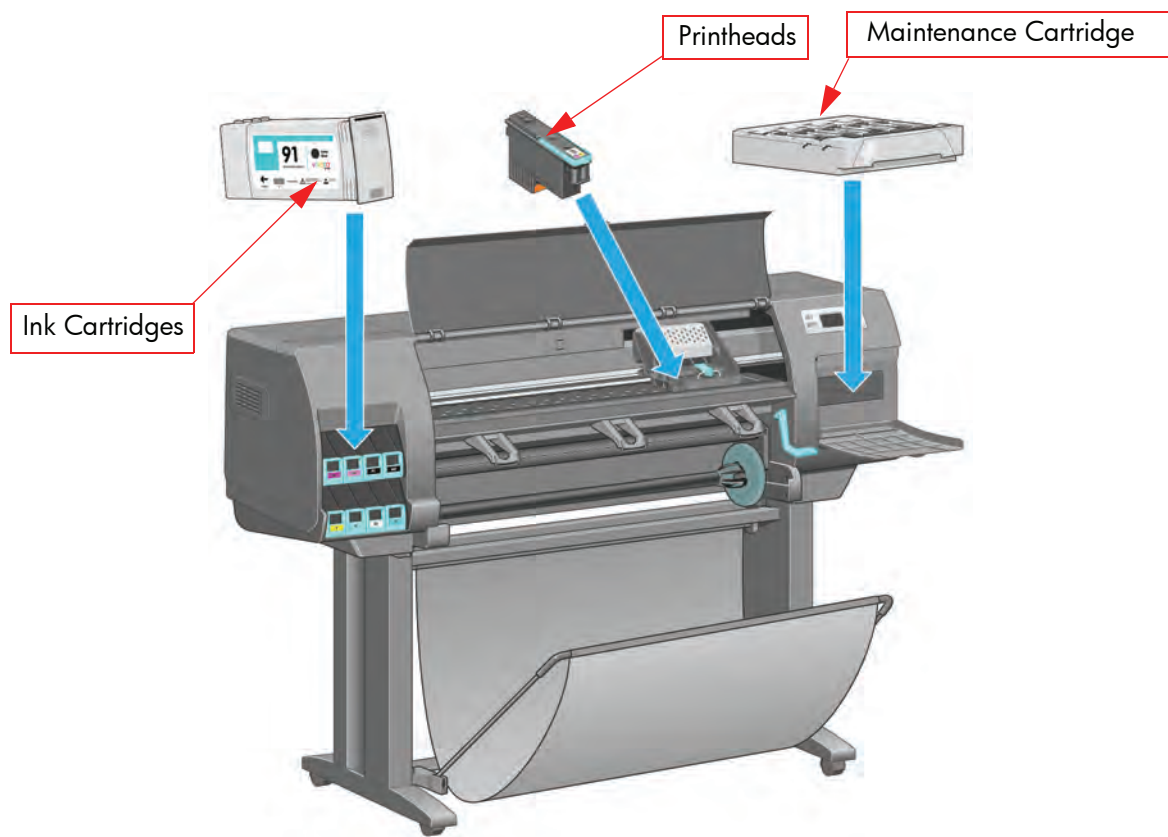


3 Ink Supplies

• What are Ink Supplies?	66
• General Information About the Ink Supplies	68
• General Precautions When Handling Ink Supplies	68
• Priming the Ink System	69
• When Should You Replace the Ink Supplies?	69
• Obtaining Ink Cartridge Information	69
• Obtaining Printhead Information	71
• Summary of Solving Ink Supplies Problems	74
• Troubleshooting Printhead Error Codes	76
• Carriage Interconnect Wiper	77
• Warranty Information for Ink Supplies	77

What are Ink Supplies?

For each of the eight ink colors used in the printer, there are three separate components, the Printhead, the Maintenance Cartridge, and the Ink Cartridge. All of these components are called Ink Supplies.



Ink Cartridges

The printer's eight Ink Cartridges provide yellow, magenta, light magenta, photo black, matte black, yellow, light cyan, cyan, and light gray ink to the Printheads. The color Ink Cartridges supplied with the printer have a capacity of 775 ml.



The Ink Cartridges for the HP Designjet Z6100 Printer series require no maintenance or cleaning. As long as each Ink Cartridge is inserted correctly into its slot, the ink will flow to the Printheads. Because the Printheads control the amount of ink transferred to the page, you will continue to see high-quality printing results even when the ink levels are getting low.

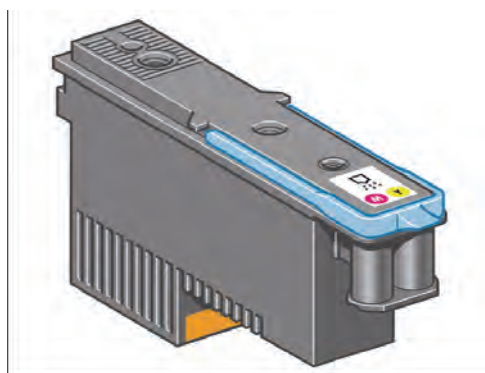
The front panel displays the status of the Ink Cartridge. Using the front panel, detailed information can be checked on the Ink Cartridges.

The following table lists the Ink Cartridges for the HP Designjet Z6100 Printer series.

Description	P/N
HP 91 Matte Black 775 ml Ink Cartridge 775	C9464A
HP 91 Photo Black 775 ml Ink Cartridge 775	C9465A
HP 91 Light Gray 775 ml Ink Cartridge 775	C9466A
HP 91 Cyan 775 ml Ink Cartridge 775	C9467A
HP 91 Magenta 775 ml Ink Cartridge 775	C9468A
HP 91 Yellow 775 ml Ink Cartridge 775	C9469A
HP 91 Light Cyan 775 ml Ink Cartridge 775	C9470A
HP 91 Light Magenta 775 ml Ink Cartridge 775	C9471A

Printheads

The printheads are connected to the ink cartridges. They use jet action to put ink on the paper. Each printhead has two ink cartridge connection points and two jet nozzles, which means that each printhead accommodates two ink cartridges. For example, the following printhead image indicates a printhead that draws and jets ink from the magenta and yellow cartridges.



The Printheads are extremely durable and do not need to be replaced every time an Ink Cartridge is replaced. They are independent of the Ink Cartridges and will continue giving excellent image quality results even if the Ink Cartridges are low on ink.

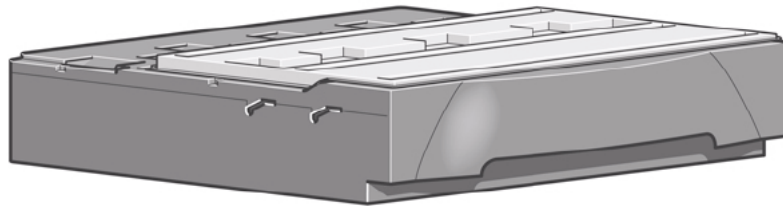
If you notice a decline in print quality such as lines or dots missing from text/graphics, go to Page 170, Print Quality Troubleshooting Actions.

The following table lists the Printheads for the HP Designjet Z6100 Printer series.

Description	P/N
HP 91 Matte Black & Cyan Printhead	C9460A
HP 91 Magenta & Yellow Printhead	C9461A
HP 91 Light Magenta & Light Cyan Printhead	C9462A
HP 91 Photo Black & Light Gray Printhead	C9463A

Maintenance Cartridge

Use the Maintenance Cartridge to clean and maintain the Printheads, ensure the best possible print quality, and seal the Printheads when they are not in use to prevent them from drying out.



The Maintenance Cartridge for the HP Designjet Z6100 Printer series is the HP 91 Maintenance Cartridge P/N C9518.

General Information About the Ink Supplies



NOTE: When reporting the System Error Code, make sure that you supply the full Error Code and the firmware version. Without this information, HP Support Personnel cannot help you.

For optimum results from the printer and modular ink delivery system always follow these guidelines when handling the ink supplies:

- Install the Ink Cartridges, Printheads, and Maintenance Cartridge before the install-by date, which is printed on the packaging. The expiration for the Ink Cartridges is the manufacturing date marked on the cartridge plus 30 months.
- Allow the Printer and the Maintenance Cartridge to automatically clean the Printheads.
- Follow the instructions on the front panel of the Printer during installation.
- Avoid unnecessary removal of the Ink Cartridges and Printheads.
- When turning off the Printer always use the power Off button on the front panel. The Printheads are then stored correctly which prevents them from drying out.
- The Ink Cartridges should never be removed while the printer is printing. They should only be removed when the printer is ready for you to replace them. The front panel will guide you through the removal and installation procedure.

General Precautions When Handling Ink Supplies



CAUTION: Do not touch, wipe or attempt to clean the printhead nozzles. This can damage the printhead.

- Handle the ink supplies with care. In particular the Printhead, which is a high precision device and must be handled carefully.
- Do not touch the Printhead nozzles.
- Do not put the Printhead down on the nozzles.

- Do not be rough when handling the Printheads. Always set them down gently.
- Do not drop the Printheads.
- Proper handling will assure optimum performance throughout the Printhead life.
- The Maintenance Cartridge should always be handled and stored upright to avoid a potential spillage of ink.
- Do not touch the end of the Ink Cartridge which is inserted into the printer as there may be a small amount of ink on the connection.
- Avoid storing partially used Ink Cartridges on their ends.

Priming the Ink System

When the customer first receives the printer, it is supplied with a set of four Setup Printheads pre-installed in the Carriage Assembly. These Setup Printheads are used for the priming of the tubes in the modular ink delivery system. The customer must not remove the Setup Printheads from the Carriage without following the procedures in the *Setup Guide*.

When the Printer is powered ON for the first time, the Printer will automatically perform the priming process. Without the priming process, the customer will NOT be able to use the Printer.

Why does the Printer require priming:

- The Tubes System is empty when the customer receives the Printer.
- The Tubes System has to be pressurized and filled with ink, ejecting any air bubbles.



CAUTION: If the Printing Printheads are installed in the carriage during the priming process, they will be rejected and the front panel will show a warning message.

When Should You Replace the Ink Supplies?

When to change the ink supplies is mostly determined by you with guidance from the front panel. In conjunction with the messages displayed in the front panel and the message explanations in this chapter, you will be able to choose for yourself when is the right time to change the ink supplies.

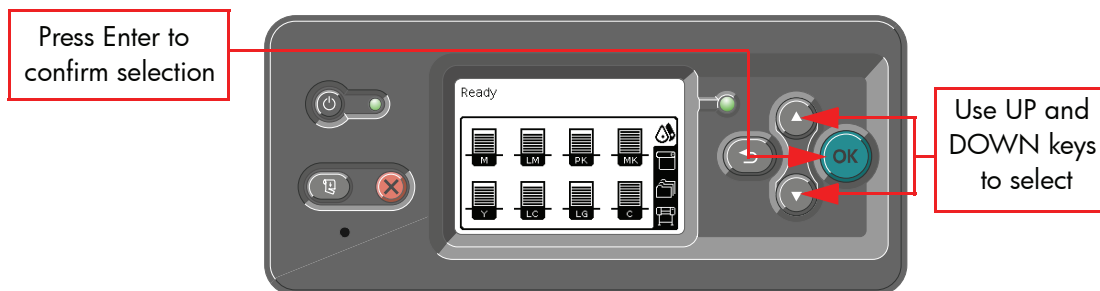
The Printer will also display the ink level and will tell you when the ink supply is low on ink. This means you have constantly updated information about the ink supplies.

Printhead life is anticipated to be 1000ml or twelve months in the printer, whichever occurs first, provided that the printhead is used under normal operating conditions (using HP Ink Cartridges only) and its "install before date" has not lapsed. However results vary depending on the print quality setting being used.

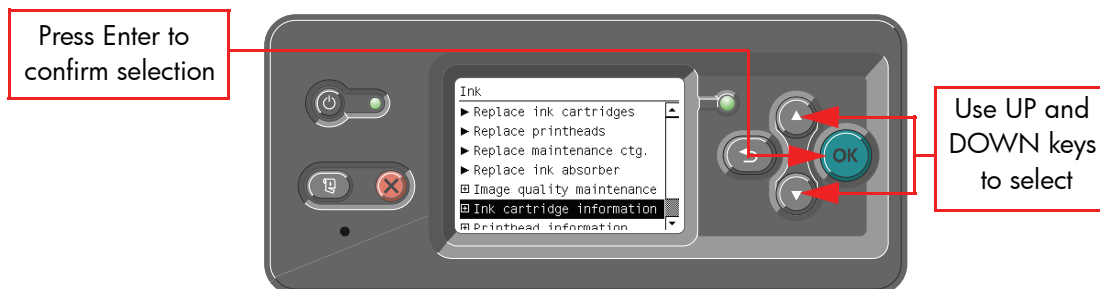
Obtaining Ink Cartridge Information

Use the following procedure to obtain Ink Cartridge information:

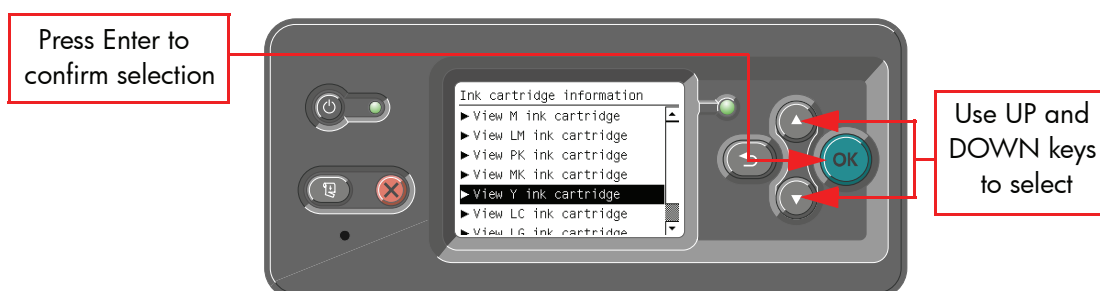
1. Scroll to the Ink Menu icon and press **Enter**.



2. In the Ink submenu, scroll to "Ink cartridge information" and press **Enter**.



3. In the Ink Cartridge Information submenu, scroll to the Ink Cartridge that you want information on and press **Enter**.



4. The front panel displays information on the selected Ink Cartridge. You can use the UP and DOWN keys to scroll through the information.

```
Y ink cartridge
Color: Yellow
Product name: HP
Product number: C9469A
Serial number: 1187880-38-10
Status: OK
Ink level: 660 ml
Capacity: 775 ml
Expiration date: Mar 26
```

```
Y ink cartridge
Status: OK
Ink level: 660 ml
Capacity: 775 ml
Expiration date: Mar 26, 2009
Warranty status: In warranty
Manufacturer: HP
Expiration date: Mar 26
```

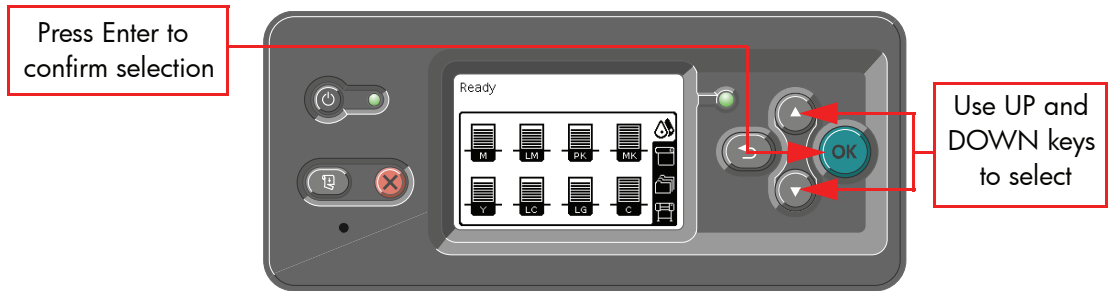
The information supplied is:

- The color of the Ink Cartridge.
- The product name (HP no.91 is recommended).
- The product number of the Ink Cartridge.
- The serial number of the Ink Cartridge.
- The current status of the Ink Cartridge.
- The current ink level of the ink cartridge in milliliters.

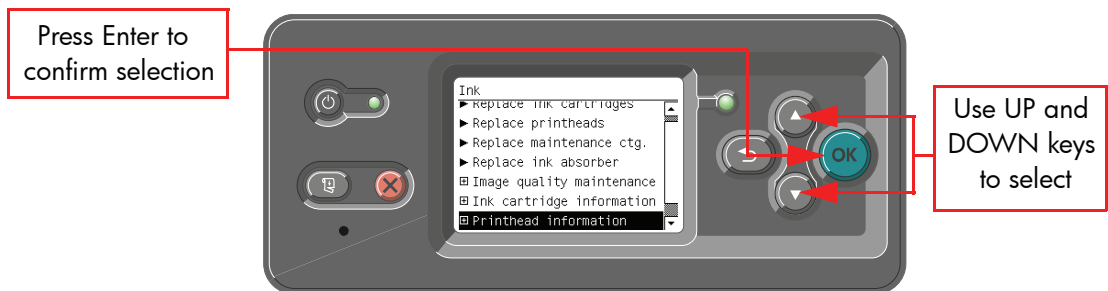
- Original capacity of the ink cartridge in milliliters.
- The warranty status of the Ink Cartridge.
- The manufacturer of the Ink Cartridge (HP is recommended).
- The expiration date of the Ink Cartridge.

Obtaining Printhead Information

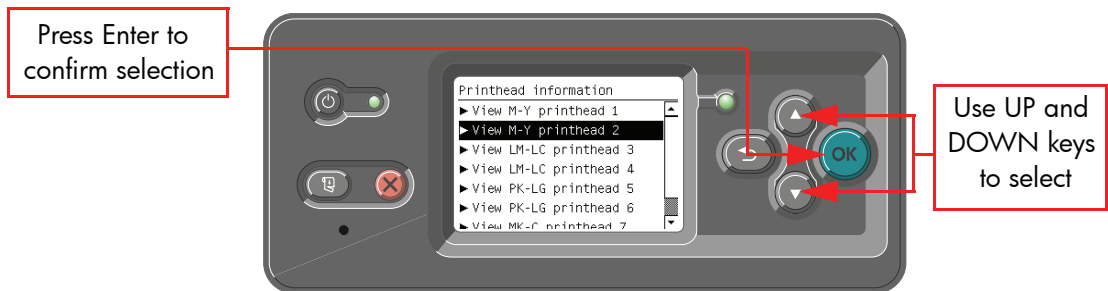
1. Scroll to the Ink Menu icon and press **Enter**.



2. In the Printheads submenu, scroll to "Printhead information" and press **Enter**.



3. In the Printhead Information submenu, scroll to the Printhead that you want information on and press **Enter**.



4. The front panel displays information on the selected printhead.

M-Y printhead 2 Color: Magenta-Yellow Product name: HP 91 Product number: C9461A Serial number: 4-1-1629570-32-2006 Status: OK Ink fired: 109 ml Warranty status: In warranty
--

The information supplied is:

- The make of the printhead (hp no.91 is recommended).
- The product number of the Printhead.
- The serial number of the Printhead.
- The current status of the printhead.
- How much ink has been fired (consumed) by the printhead. **Note:** It is possible for a printhead to consume more than one Ink Cartridge.
- The current warranty status of the Printhead.
- The current status of the Maintenance Cartridge.

Ink Cartridge Status Messages

Status Bars

The front panel displays four horizontal bars. These bars represent how much ink is remaining in the Ink Cartridges: as ink is used up the bars get shorter in length. To see how much ink is remaining, go to the "Ink Cartridge Information" submenu. See Page 69, *Obtaining Ink Cartridge Information*

Ink Cartridge Status While Printing

OK

The Ink Cartridge is operating correctly and no action is required.

Low

The **Low** message is an early warning sign and it is advisable that new supplies should be obtained of that particular color. The amount of ink remaining in the Ink Cartridge depends on its capacity, but there is approximately 14% of ink available for the user.

Very Low

When the **Very Low** message is displayed, overnight printing should not be attempted. Changing the Ink Cartridge is strongly recommended to prevent the printer from stopping halfway through a print. There is approximately 8% of ink available for the user.

Empty

The printer will stop and will not be able to continue printing until a new Ink Cartridge has been installed. If this occurs halfway through printing an image, you should check the quality of this image, as stopping mid-plot can affect the print. It would be recommended to reprint the image once a new Ink Cartridge has been installed.

Ink Cartridge Status While Replacing

The printer can report the following status messages while the Ink Cartridge is being replaced:

Missing

The Ink Cartridge has not been installed or is installed incorrectly. The Printer will not print until ALL Ink Cartridges have been installed correctly.

Reseat

The Ink Cartridge is having continuity problems. Try removing the Ink Cartridge from the Printer and inserting it in again.

Replace

The Ink Cartridge is faulty and needs to be replaced before the printer can continue printing.

Unknown

The Ink Cartridge installed is not approved **but** the user has confirmed that he is using refilled or non-hp Ink Cartridges. Refer to the User's Guide for further information regarding using refilled or non-hp approved Ink Cartridges.

The main actions for all 4 status messages is as follows:

1. Reseat the Ink Cartridge.
2. If reseating does not resolve the status message, replace the Ink Cartridge.
3. If the Status messages continue to appear, even after replacing the Ink Cartridge, replace the Ink Supply Tubes and Trailing Cable ⇒ Page 296.

Printhead Status Messages While Printing

Detailed below are the printhead status messages that may be displayed while printing.

OK

The printhead is operating correctly and will provide an acceptable level of print quality. To find more information on the printheads, refer to Page 71, Obtaining Printhead Information.

Replace

The Printhead is faulty and needs to be replaced before the printer can continue printing.

If this message continues to appear (for example after installing new Printheads), try the following:

1. Reseat the Printheads and check if the message disappears.
2. Remove the Drop Detector and make sure that there are no obstacles inside which are blocking the sensor.
3. Print the Diagnostic Print ⇒ Page 172 to check that the Printhead nozzles are firing correctly.
4. Perform the Service Station Diagnostic ⇒ Page 104.
5. Replace ALL the Printheads.

Printhead Status Messages While Replacing

The following are the Printhead status messages that may be displayed while replacing the Printheads.

Reseat

In this situation, select the Printhead replacement option through the Front Panel but do NOT remove the Printheads. If this status message continues to appear then remove the Printheads and install them again.

Remove

The Printhead is not a suitable type for use in printing (for example, a Setup Printhead).

Missing

No Printhead has been detected in that Carriage stall. If a Printhead is installed in the Carriage stall when this status message is shown:

1. Reseat the Printhead, making sure it is installed correctly.
2. Clean the Carriage and Printhead flex circuits using the Carriage Interconnect Wiper ⇒ Page 77.
3. Replace the Printhead.
4. Perform the Electronic Systems Test ⇒ Page 92.



NOTE: If all the Printheads are installed but have the Status message “Missing”, it is possible that the Carriage Assembly is faulty.

Maintenance Cartridge Status Messages While Printing

Detailed below are the Maintenance Cartridge status messages that may be displayed while printing.

OK

The Maintenance Cartridge is operating correctly and no action is required.

End of Life

The Maintenance Cartridge has reached the end of its life and should be replaced.

Maintenance Cartridge Status Messages While Replacing

The following are the Maintenance Cartridge status messages that may be displayed while replacing the Printheads.

Reseat Cleaner

In this situation, remove the Maintenance Cartridge and install it again.

Missing

The Maintenance Cartridge has not been installed or is installed incorrectly. The Printer will not print until the Maintenance Cartridge has been installed correctly.

Not replaced with Printhead

A new Printhead has been installed without installing a new Maintenance Cartridge that came with it. Make sure a new Maintenance Cartridge is installed every time you replace a Printhead.

If a Maintenance Cartridge needs to be removed or reseated, you must first start the Printhead Replacement process. Open the window when prompted to do so by the front panel. If the front panel shows the Printheads with **no** Printhead blinking, you do not need to touch the Printheads. Just close the window again, and the Printer will proceed to Maintenance Cartridge replacement.

Summary of Solving Ink Supplies Problems

Most of the problems that you could encounter when working with the ink supplies are solved with guidance from the front panel. A full list of front panel messages are supplied in the User's Guide.

Problems reseating the printhead

If you have inserted the printhead into the printhead carriage assembly and the printer does not “BEEP” try the following steps.



CAUTION: Check that during the priming process, the Setup Printheads are installed in the Carriage. If the printing Printheads are installed in the carriage during the priming process, they will be rejected and the front panel will show a warning message.

- Check that the protective tape has been removed from the printhead.
- Insert the Printhead into the Carriage Assembly but this time correctly close the cover using the latch.
- Clean the electrical contacts on both the printheads and the printhead Carriage Assembly using the carriage interconnect wiper ⇒ Page 77.
- Replace the Printhead with a new one.

You Cannot Insert the Ink Cartridge Into the Printer

1. Ensure that you have the correct hp no.91 Ink Cartridge.
2. Ensure that the Ink Cartridge is the correct color for that slot.
3. Ensure that the Ink Cartridge is the correct orientation, with the color coded label at the top.



CAUTION: Never clean inside the Ink Cartridge slots as this can cause damage to the Printer.

You Cannot Insert the Printhead Into the Printer

1. Ensure that you have the correct hp no.91 Printhead.
2. Ensure that the printhead is the correct color for that slot.
3. Ensure that the printhead is in the correct orientation.
4. Ensure that the protective cap is removed from the Printhead.

You Cannot Insert the Maintenance Cartridge Into the Printer

1. Ensure that you have the correct hp no.91 Maintenance Cartridge.
2. Ensure that the Maintenance Cartridge is in the correct orientation.

Troubleshooting Printhead Error Codes

The Printhead Error Codes can be found on the Service Information Print (Setup Menu/Information Menu/Internal Prints/Print Service Information/Current Information). The actual error code is a decimal number and it has to be converted to a binary number before it can be used.

Current configuration	Current information	Usage information	Event logs	Calibration status	Connectivity configuration
All pages					
Current Media, Printhead and Ink Information					
Date:	14-Feb-07	Product Name:	HP DesignJet Z6100ps 42in. Photo	Serial Number:	SG6C419009
Firmware version:	20070207 GG-GG_1.26.26.4	Product number:	Q6653A	Service ID:	0
Printer status:	Ready				
Current Printer Configuration					
Language:	English	Memory:	256 MB	Disk capacity:	40.0 GB
Current Temperature:	25.8°C ±2°C	Current Humidity:	35% ±15%		
Paper Loaded Information					
Paper Path:	Roll	Paper Loaded Status:	OK	Media Type Selected:	Coated Paper (CAD)
Media Width:	1065 mm / 42.0 inches	Media Length:	not available		
Current Printhead Kit Info (I)					
	Warranty status	Status	Error ID Code	Product Number	Product Name
1 - Magenta-Yellow	In warranty	OK	0	C9461A	HP 91
2 - Magenta-Yellow	In warranty	OK	0	C9461A	HP 91
3 - Light magenta-Light cyan	In warranty	OK	0	C9462A	HP 91
4 - Light magenta-Light cyan	In warranty	OK	0	C9462A	HP 91
5 - Photo black-Light gray	In warranty	OK	0	C9463A	HP 91
6 - Photo black-Light gray	In warranty	OK	0	C9463A	HP 91
7 - Matte black-Cyan	In warranty	OK	0	C9460A	HP 91
8 - Matte black-Cyan	In warranty	OK	0	C9460A	HP 91
Current Printhead Kit Info (II)					
	Used non-HP Ink	Used expired Ink	Ink Used	Warranty Spent	Usage Time
1 - Magenta-Yellow	false	false	53 ml	3%	0 h
2 - Magenta-Yellow	false	false	67 ml	3%	0 h
3 - Light magenta-Light cyan	false	false	46 ml	2%	0 h
4 - Light magenta-Light cyan	false	false	46 ml	2%	0 h
5 - Photo black-Light gray	false	false	46 ml	2%	0 h
6 - Photo black-Light gray	false	false	46 ml	2%	0 h
7 - Matte black-Cyan	false	false	10 ml	0%	0 h
8 - Matte black-Cyan	false	false	44 ml	2%	0 h
Current Ink Cartridge Info (I)					
	Status	Product Name	Product Number	Serial Number	Install Date
Magenta	OK	HP	C9468A	909462-34-10	20061218
Light magenta	OK	HP	C9471A	3003244-38-10	20061218
Photo black	OK	HP	C9465A	1367956-29-10	20061218
Matte black	OK	HP	C9464A	2333909-41-10	20061218
Yellow	OK	HP	C9469A	1187880-38-10	20061218
Light cyan	OK	HP	C9470A	2842528-38-10	20061218
Light gray	OK	HP	C9466A	3366960-29-10	20061218
Cyan	OK	HP	C9467A	2787456-38-10	20061218
Current Ink Cartridge Info (II)					
	Expiration Date	Manufacturer	Capacity	Level	Used non-HP Ink
Magenta	20090228	HP	775 ml	90.5 %	false
Light magenta	20090329	HP	775 ml	90.8 %	false
Photo black	20090125	HP	775 ml	91.5 %	false
Matte black	20090419	HP	775 ml	91.5 %	false
Yellow	20090326	HP	775 ml	90.3 %	false
Light cyan	20090329	HP	775 ml	90.7 %	false
Light gray	20090129	HP	775 ml	91.4 %	false
Cyan	20090329	HP	775 ml	92.1 %	false

In order to convert the decimal error code to a binary error code, you can use a calculator. For example, if you had the error code 4099, you would enter 4099 as a decimal number and then select the binary option which would give you a binary number of 1000000000011.

The following table explains the meaning of the different bits (0 or 1). When the value of the error code is reported as 0, it means that the Printhead is working correctly:

Bit	Meaning	Bit	Meaning
1st	FAILS_LOGICAL_V	11th	BAD_ACUMEN_ACCESS
2nd	FAILS_CONTINUITY	12th	WRONG_MODEL
3rd	SHUTDOWN	13th	MISMATCH
4th	FAILS_VPP	14th	CSDATA_NOT_RESPONDING
5th	TEMP_EXTREMELY_HIGH	15th	CSDATA_TRANSMIT_ERROR

Bit	Meaning	Bit	Meaning
6th	TEMP_EXTREMELY_LOW	16th	FAILS_ENERGY_CALIBRATION
7th	TEMP_TOO_HIGH	17th	EMPTY_DUMMY
8th	TEMP_TOO_LOW	18th	FULL_DUMMY
9th	BAD_ACUMEN_INFO	19th	END_OF_LIFE
10th	NO_PEN	20th	OUT_OF_WARRANTY

The binary number needs to be read from right to left so that the 1st bit corresponds to the right one of the binary number. For example, the error code 4099 is converted to binary number 10000000000011. So using the table above, the error code means "FAILS_LOGICAL_V", "FAILS_CONTINUITY" and "MISMATCH".

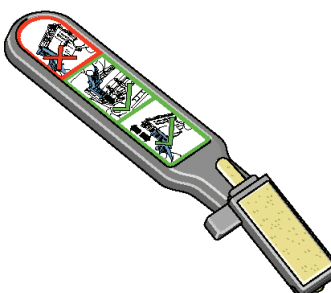
Carriage Interconnect Wiper



NOTE: The Carriage Interconnect Wiper is part of the Maintenance Kit. All the instructions needed to use the Carriage Interconnect Wiper will be packaged with the kit.

Whenever you replace the Printhead, check the empty slots to see if they need cleaning. In extreme circumstances, when a Printhead is inserted, it is possible that the Printer will not recognize it due to the build-up of ink on the electrical connection between the Printhead and the Carriage Assembly.

Included with the HP Designjet Printer, is a Carriage Interconnect Wiper. This tool is provided in a separate package. It also contains replacement sponges and an instruction sheet. This tool should be used for cleaning the electrical interconnects of both the Carriage Assembly and the Printhead.



If the front panel displays the message "Reseat" or "Replace" next to the offending printhead, try cleaning the flex circuits of the Carriage and the Printheads.



CAUTION: Do not touch, wipe or attempt to clean the printhead nozzles. This can damage the printhead and reduce print quality.

Warranty Information for Ink Supplies

Ink Cartridge

The warranty for the Ink Cartridges will end when one of the following occurs:

- 30 months from the date of manufacture
- or
- When the advertised deliverable ink is reached (775ml/26.2 oz)

or

- When the user confirms that they have used non-hp ink in empty over-ride mode.

The actual end of warranty date is printed on the supply label.

Printheads

The warranty for the Printheads will end when one of the following occurs:

- 24 months from the date of manufacture that is printed on the Printhead

or

- When 1200ml/42 oz of HP original ink has been consumed by the Printhead

or

- When the user confirms that they have used non-hp ink in empty over-ride mode.