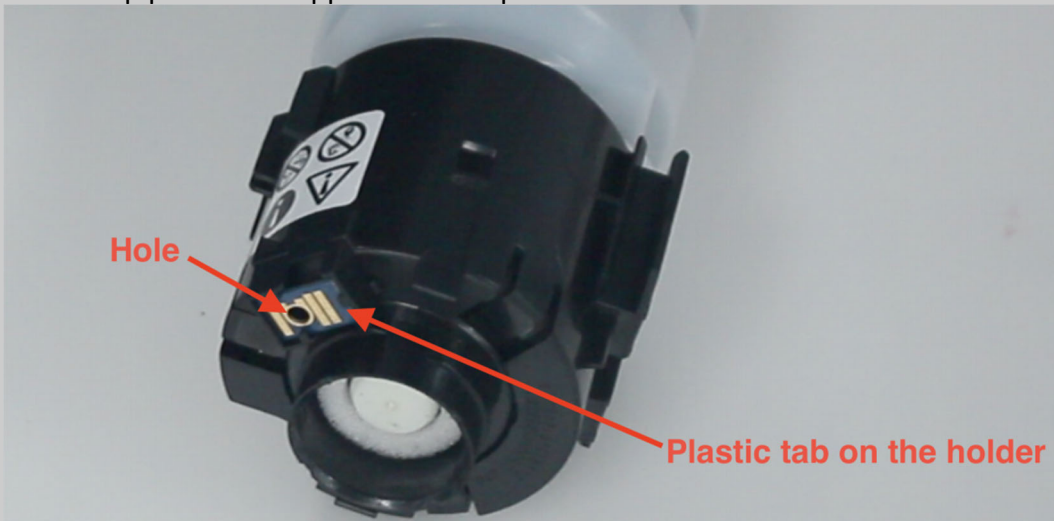


## Ricoh IMC Series Chip Issue Resolution Instructions

(see video as well)

Tools and materials needed to resolve chip issues	
<ul style="list-style-type: none"> <li>• Small flat head screwdriver</li> <li>• Lint free cloth</li> </ul>	

Step	Instructions
1.	Resolving chip related issues of toner cartridges for use in Ricoh IM C2000, C2500, C3000, C3500, C4500, C5500, C6000
2.	A red arrow on the toner gauge means a machine cannot read the toner cartridge's chip. The typical reason for this problem is poor electrical contact between the chip and the machine caused by spilled toner.
3.	Wipe the chip contact on the problem toner cartridge with a clean, dry, lint free cloth to restore the electrical contact
4.	If you see a question mark on the toner gauge and the "Independent supplier print cartridge is set" message, you need to replace the chip on the corresponding cartridge with the updated one.
5.	REPLACING THE CHIP ON THE TONER CARTRIDGE (steps below)
6.	Remove the cap from the toner cartridge (if the cartridge has not been installed)
7.	Carefully pry off the plastic chip holder using a small flat head screwdriver, then remove the old chip
8.	Unwrap the new updated chip
9.	Install the updated chip into the holder with the metal contacts facing out and the hole in the chip positioned opposite to the plastic tab on the short side of the holder
	
10.	Snap the holder with the chip back onto the cartridge
11.	Repeat steps 6-11 for each toner gauge that displayed a question mark
12.	The machine will properly recognize the updated chips and reset the corresponding toner gauges to 100%

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| <b>13.</b> | To find the components used in this video please visit our web site<br><a href="http://www.cetgroupco.com">www.cetgroupco.com</a> |
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