

HP, Canon, Epson & Brother printers | Medium | 2 min read

HP printer says cartridge problem or low ink after replacing: what to check

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

You have fitted a new HP cartridge, yet the printer still says it is missing, damaged, empty or "not recognised". This is common and often easy to fix.

First checks

- Make sure it is the right cartridge number for your exact printer model. The number is on the old cartridge and in the manual.
- Remove the plastic tape and any cap from the new cartridge. Do not touch the copper contacts.
- Check the cartridge is in the right slot and clicks in firmly.

Reseat and restart

1. Switch the printer on and open the cartridge door.
2. Wait until the carriage stops moving.
3. Take the cartridge out and push it back in firmly.
4. Close the door and wait for the printer to check it.
5. If the message remains, switch the printer off and on again.

Some people gently wipe the copper contacts with a dry, lint-free cloth with the printer off. Avoid liquids, and do not touch anything else inside. If you are unsure, skip this.

Low ink warnings

Printers estimate ink levels, so "low" is only a guide. You can usually carry on printing until quality drops. Warnings can also appear if a cartridge is a refill, very old or was used in another printer.

Third-party or compatible cartridges

Compatible cartridges can cost less, but some printers reject them, page counts and colours can vary, and ink levels may not display properly. HP printers sold with HP+ need HP cartridges. In general, using a compatible cartridge does not by itself cancel a warranty, but damage that the maker can show was caused by it might not be covered. Check your warranty terms.

If you are on Instant Ink

Instant Ink cartridges only work while you are enrolled. See our Instant Ink guide.

When to get more help

Get help if the carriage will not move, if ink is leaking, or if the message persists with a genuine cartridge. Ink can stain, so keep cartridges upright and wash splashes off skin. Never open the printer's casing.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.