"Waste Tank Full" or "Waste Tank Near Full" message on the DM110i-DM220i

Products affected:
DM110i™ / DM160i™ / DM220i™ (PR20)

Issue

The franking machine displays **Waste Tank Near Full** or **Waste Tank Full** message, and may not print.
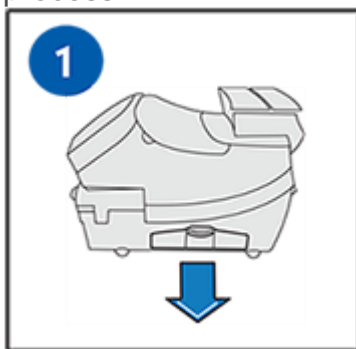
Cause

Excess ink from when the franking machine cleans the print head and heavy use will eventually fill the ink waste tank in the franking machine.

- When the ink waste tank nears capacity, the franking machine shows the message **Waste Tank Near Full**.
- When the ink waste tank reaches full capacity, the franking machine shows the message **Waste Tank Full**.

If your franking machine displays the **"Waste Tank Nearly Full"** message, select **Continue**. This will return you to the Home screen. You will now be able to continue printing mail.

If your franking machine displays the "Waste Tank Full" message you will need to check the Waste Tank to determine if it needs replacing before clearing the error.
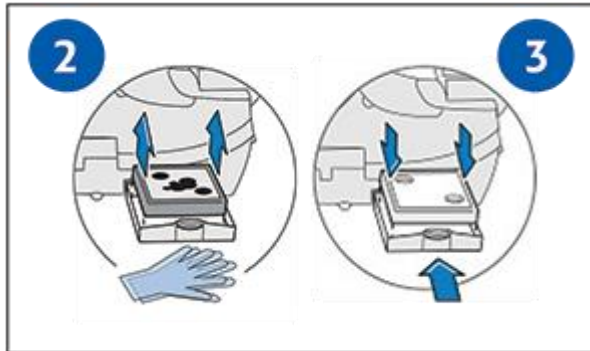
1. Remove the ink tray out from the right side of the franking machine. The franking machine can be switched on and have power applied to it during this process.

2. Check that the waste foam contains **less** than 50% ink. If this is the case, flip the waste foam 180 degrees so the white side of the foam is facing upwards.

If the waste foam contains **more** than 50% ink, leave the waste foam in place. You can clear the message to enable you to continue using your franking machine, however please be aware that once you have cleared the message you will need to contact Technical Support to order a replacement waste foam.

3. Replace the ink tray into the machine.

   a. Press the **Options** button.
   b. Press the **Page Down** button twice.
   c. Select **Advanced Features**.
   d. Select **Maintenance Mode**.
   e. Select **Printer Maintenance**.
   f. Press **Page Down**.
   g. Select **Reset Waste Tank**.
   h. Select the **Yes/Enter** button when asked if you want to reset the Waste Ink Tank flag.
   i. Enter the code **9287** when prompted.
   j. Select **Continue**.
   k. Select **Press to Restart** when Waste Ink Tank Flag is Reset is displayed.
   l. A message 'Initialising' displays. Wait a few seconds as this message will automatically clear on completion. You are returned to the Home screen. You are now able to use your franking machine.