

# Waste Tank Full or Ink Tank Full on the DM300-DM475

Products affected:

DM300c™ / DM400c™ / DM475c™ (G920)

DM300M™ / DM400M™ / DM475M™ (G922)

The **Waste Tank Nearly Full** message can be cleared by selecting **Clear Message** on the franking machine.

When the Waste Tank Full message appears, this indicates that your franking machine's waste ink tank has reached capacity and the waste pad will need to be replaced. The machine will not operate until the waste ink pad is replaced and the message is cleared.

You must replace your waste ink pad before attempting to clear this message.

**Note:** Ink can stain skin and other surfaces and permanently damage clothing. Please take care when handling the waste ink tray. Gloves are included in the replacement waste ink tray kit for your convenience.

1. Remove the new ink tray from the plastic bag, and set the tray and the bag aside.
2. On the side of the franking machine, squeeze the handles of the ink tray and slide the tray out of the machine.
3. Carefully lift out the plastic ink tray holder using gloves or a paper towel.
4. Place the used waste pad and its plastic holder into the bag that the new ink tray came in, and dispose.
5. Insert the new waste pad and holder into the ink tray, and reinsert the tray back into the machine.
6. If the screen still displays the **Waste Tank Full** message, select **Continue** to return to the home screen.
7. Press the **Options** key.
8. Press **Page Down** and select **Maintenance**.
9. Select **Replace Waste Tank**.
10. A message will appear on screen: **Do Not use your meter with no Waste Tray installed**. Select **OK**.
11. The screen will display the message **Have you replaced the Waste Ink Tray?** Press **Yes** to return to the Home screen.