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## MISSING COLOUR IN CANON PRINTERS WITH SEPARATE PRINthead

If a colour is not printing:

1. Do a nozzle test page print to see if the colour is coming through. This can be located in Printer Preferences → Maintenance.
2. Make sure the air seal tape is removed from the cartridge in question. Check that the air hole is completely clear. Use a pin and make sure no residual adhesive is stuck across hole.
3. If tape is removed and air hole is clear do a Printhead clean to see if this makes a difference.
4. If there is no change take Printhead out and see if there is ink coming through onto a folded tissue. Firmly hold tissue to the base of Printhead and get a blot test.  
You will find black, cyan, magenta and yellow ink lines on tissue.

**(If there is a good 'missing colour' blot test on tissue there may be an electrical issue in Printhead and the heat resistors in Printhead may have stopped working and no longer fire ink onto page.)**

If no 'missing colour' is on tissue it would appear the Printhead is blocked and a Printhead clean would be required:

1. Remove cartridges then Printhead
2. Sit Printhead in about 5 mm of hot **but not** boiling water. A little blue Windex can be added, about 5 ml of to the water. It may also be beneficial to put a drop of warm water in the Printhead where the cartridges sit so the water can soak down through the Printhead.
3. Leave for an hour then dab off excess water/Windex with tissue and clean electrical circuitry board on the back of the Printhead with some methyated spirits on a cotton tip.
4. Install Printhead and cartridges. Do a Printhead clean to draw ink down. Print out Nozzle Test page. All inks should be coming through.