



FINDING INK ABSORPTION PADS and RESETTING "Contact Service Provider" (COUNTER ABSORBER) for the MX432 (&?)

Resetting Canon Printer Ink Absorber for the MX432 Printer (&?), and locating INK ABSORPTION PADS. This gets rid of the "Contact Service Provider" warning.

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INTRODUCTION

MX432 (& ?)

PRINTER PAD REPLACEMENT - pictures

*****WHEN INK PAD IS CHANGED PRINTER WILL FREEZE & NEED TO BE RESET *******

RESETTING PRINTER -> # 9 & Closing Comment.

-gets rid of “SEE SERVICE PROVIDER”, “8000” etc freeze

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- **UPDATE: AS OF SEPT 2, 2021 I HAVE ONCE AGAIN CLEANED THE INK AREA AND RESET MY PRINTER. Now my printer has been in perfect use since 2012.**
 - **PLEASE NOTE —”rar” APP REQUIRED FOR SERVICE TOOL USAGE:** Now Windows 10 will require a “rar” APP to open the Service Tool v3400.rar ... of which you should download from the WINDOWS website (FREE) directly to avoid viruses. **THIS RESETTING IS EXPLAINED IN #9 & CONCLUSION.**
 - **WHY RESET PRINTER?** The MX432 & many printers will stay frozen with the warning on the screen even after ink/well pads are cleaned (!) unless you trigger the printer’s command center to “reset.” **SEE #9— or go to PAGE 3 OF ATTACHED PDF (“pg 3” if you don’t want backstory) to get rid of “contact service provider” or “8000” etc and get printer working again.**

ALSO: PRO TECH TOOLKIT attached to my article IS NOT MINE. My article is here so YOU CAN CLEAN AND RESET FOR FREE. Use that toolkit at your own discretion.

Step 1 — FINDING INK ABSORPTION PADS for the MX432



- OPEN PRINTER as if you're going to change the ink cartridges, and leave open.

Step 2



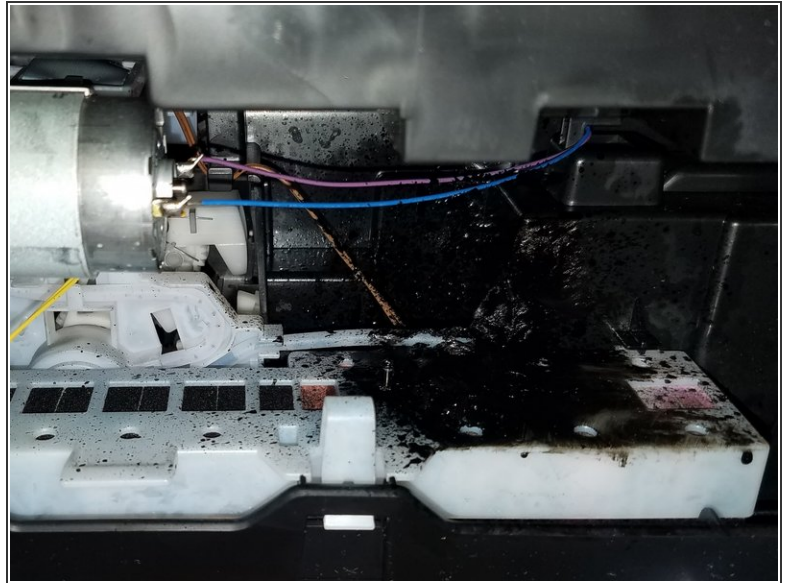
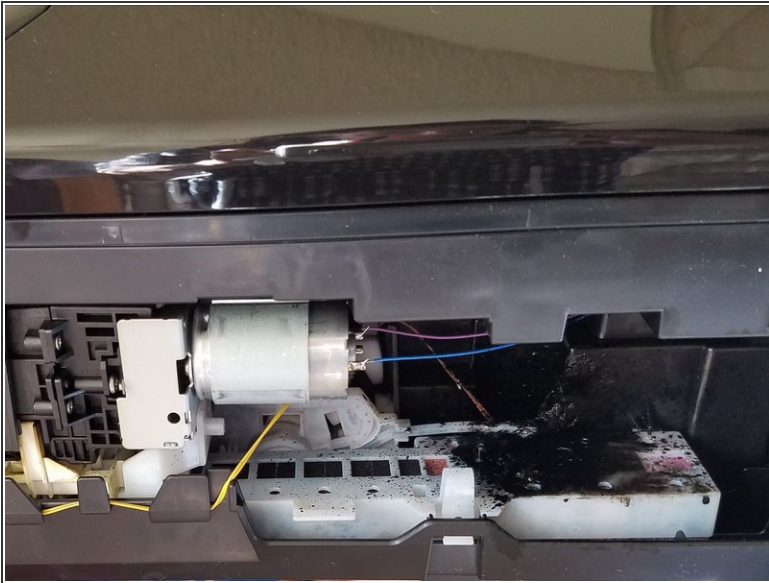
- THEN UNSCREW THE 2 VERTICAL SCREWS on the right side -- AND THEN the 2 vertical screws at the exact opposite side (THE BACK) of that same panel which encloses the right side of the printer. There are no other screws than those 4.

Step 3



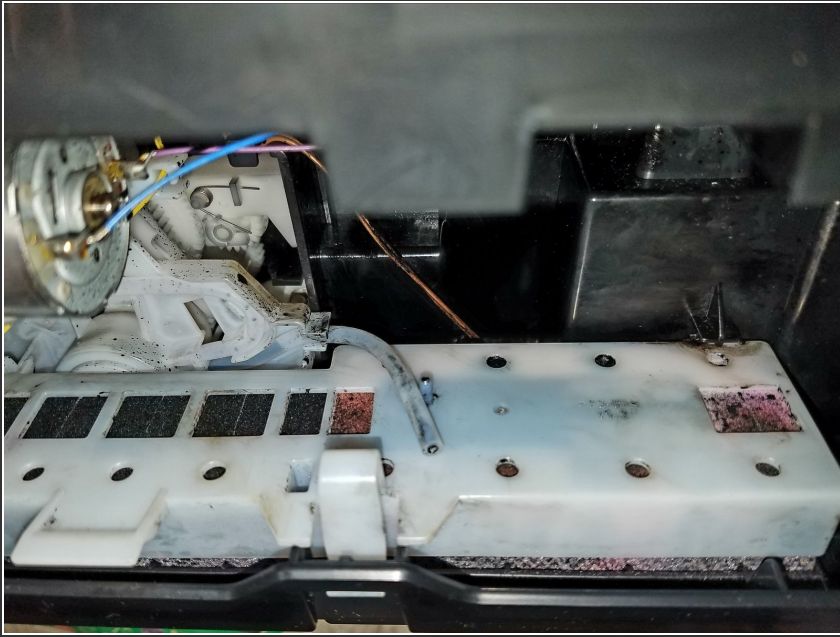
- **PULL / JIGGLE RIGHT PANEL OFF**
! It's going to take a good, gentle, hard pulling-without-breaking jiggle to get it off.

Step 4



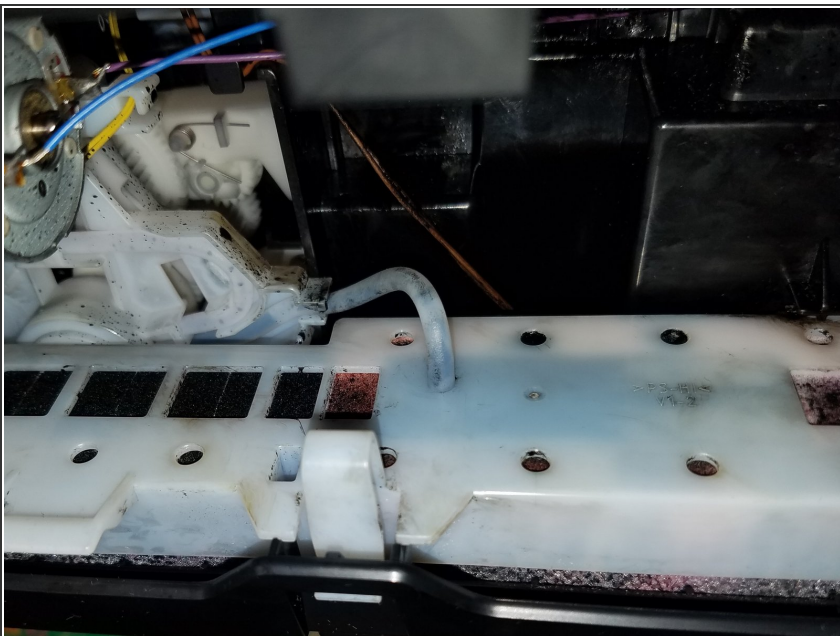
- GOOGLE 2C HOW OTHER PEOPLE CLEANED. I personally could not find anyone selling new pads.. some cleaned in sink..
- The reason my printer here is so messy inside --- if you look closely you'll see that tube which leads to the ink pads was somehow disconnected. It's that white tube just sticking straight-out to the right toward the middle of both pictures.
- I'm guessing it must have popped-off during shipment when I bought the printer. So while the ink's all over the place in one big, oily mountain --- you'll see that MY INK PADS ARE PERFECTLY CLEAN (!?!!!!)

Step 5



- Here's what it should look like, cleaned. NOTE THAT THE TUBE TO THE PADS IS STILL DISCONNECTED. I left it there so you can see what that looks like.

Step 6



- Connecting the ink TUBE to the newly cleaned/replaced ink pads.

Step 7



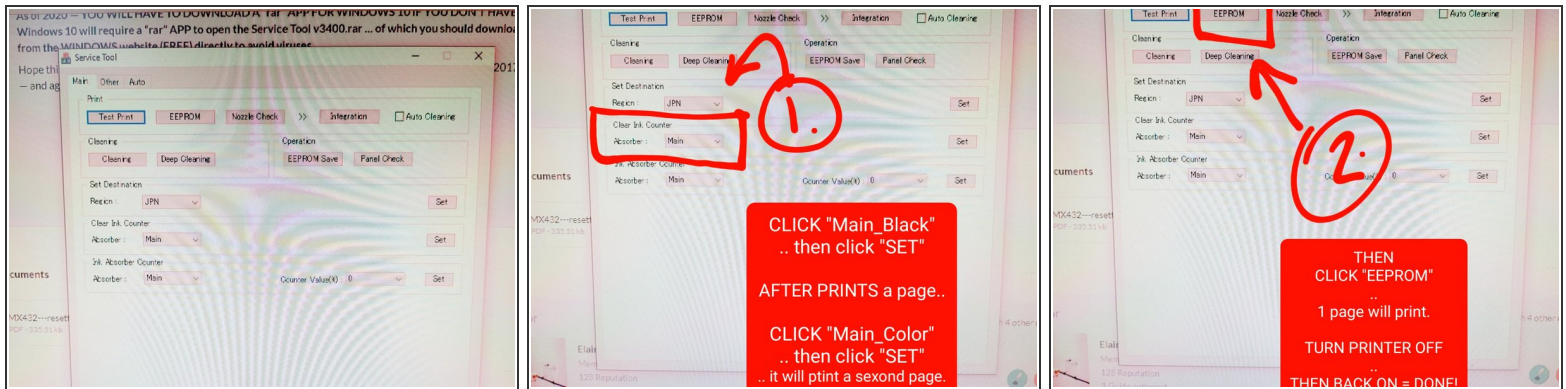
- AND IF YOU WANT TO BE CRAZY LIKE ME : and save your ink pad even longer ... I got a small plastic bag (came in hair coloring - held the gloves) --- filled it with cotton (that came in my vitamin bottles) --- and stuck the TUBE inside --- placing tape at top to seal.
- IN THE LAST PIX you'll be able to see the little NUB / CONNECTOR TO THE INK PAD --- it's sitting there unconnected, because my tube is enclosed in the self-made bag. (yes i did not use gloves .. bad lainey)
- IF YOU LEAVE THE TUBE FREE AND UNCONNECTED -- W/O EVEN A BAG TO CATCH THE INK -- YOU'RE GOING TO HAVE A NASTY INK MOUNTAIN LIKE MY FIRST PIX THERE inside your printer

Step 8



- 2020 - THIS PIX IS 3 YEARS LATER !!! And you see the old makeshift bag I removed, filled with ink.. The new one now attached same as old. THAT IS: the plastic bag from my hair coloring - held the gloves -, filled with cotton from vitamin supplement bottles, and heavy-duty clear shipping package tape attached at bag's neck to prevent leaking.

Step 9 — RESETTING PRINTER



- This is the short version. IF NEED MORE DETAILS & FOR LINKS = USE CONCLUSION // PDF.
- THE NEXT STEP PREPS THE PRINTER TO THEN TAKE "RESET" BY THE SERVICE TOOL v3400. Once you do the following step you WILL THEN HAVE A BLUE SCREEN ON THE WAITING PRINTER'S COMMAND PANEL... meaning it's ready for the Service Tool v3400 commands.
- PREP THE PRINTER -- While printer is in "off" mode, HOLD DOWN THE "STOP//RESET" button with your right hand... THEN PUSH DOWN the power button with left hand WHILE STILL HOLDING the "stop//reset" button... NOW let *only* right hand ("stop//reset" button) go and TAP TWICE ... **PAUSE**... THEN TAP "stop//reset" 4 MORE x's. NOW LET POWER BUTTON GO.
- DOWNLOAD "rar" APP (free - details in conclusion).. This will allow your computer to read the SERVICE TOOL.
- DOWNLOAD "SERVICE TOOL v3400" ONLY from reputable source. I have link in my Conclusion.
- THE FIRST PIX HERE - Is what the Service Tool v3400 looks like once you open.
- NEXT PIX " 1. " EXPLAINS STEP 1 .. Click under "Clear Ink Counter" the "main" box so that it says "Main_Black"... then click "SET" and let it print. AFTER 1 PAGE PRINTS go back to the same box and now click "Main_Color"... click "SET" and let it print the one page. [I KNOW SPELLING ERRORS IN RED BOX!! No time to fix yet..but you get the gist? ;]
- PIX WITH " 2. "EXPLAINS FINAL STEP. Click "EEPROM" after you've done STEP 1 above. . . 1 PAGE WILL PRINT TURN PRINTER OFF. THEN TURN BACK ON = DONE!

That's for cleaning.

TO RESET — FROZEN “SERVICE” SCREEN — SEE # 9 ..

If #9 doesn't work = use attached PDF document.

IT SEEMS LIKE A LOT — BUT IT'S REALLY EASY.

I am not an “IT” Person and this is what I do.

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IF NEEDING TO USE THE PDF —

START AT #3 ON PAGE 2 of the PDF if you don't want to read the history of my discovery.

- OPEN PDF IN YOUR CELL // TAKE A CELL PIX OF // OR WRITE DOWN pages 2-3 for reference
- Download “rar” APP for Windows 10
- FOLLOW INSTRUCTIONS at #3 on Page 2

This will leave your printer on the reset mode.

- While printer is sitting there on that mode — download the SERVICE TOOL v3400 from a trusted provider. (& I'd save as not many are providing) such as from [here](#)
- FINISH INSTRUCTIONS per PDF

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As of 2020 — YOU WILL HAVE TO DOWNLOAD A “rar” APP FOR WINDOWS 10 IF YOU DON'T HAVE to open the Service Tool v3400.rar ... GET FROM WINDOWS website (FREE) directly to avoid viruses.

Hope this is all of great use to you!!! It was to me — got my printer to reset and stop beeping at me in 2017 —and to date in 2021. Have had printer 10 yrs now :D