

# Dealer guide to warranties for HP inkjet printing supplies



You and your customers can trust the performance and reliability of HP printing products and supplies because HP provides warranties that are fair, easy to understand, and simple to manage. This guide will help you assess and validate warranty claims in the unlikely event of a problem with HP inkjet printing supplies.

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This document is for dealer information only. The warranty statements and date code structure can be changed at any time. Only the warranty statements, supplied with the purchase of the respective products, are legally binding. This warranty guide will be updated on a regular basis and can be downloaded from HP Smart Portal. Go to [www.hp.com/eur/smartportal](http://www.hp.com/eur/smartportal) and after login the path to follow is: Post-sales -> Service & support -> Warranty.

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## HP's warranty for inkjet printing supplies

HP's inkjet print cartridges, ink cartridges and printheads are warranted to be free from defects in materials and workmanship during the period of the warranty. This warranty pertains to the product when used in its designated HP or authorised OEM printing device. Refer to the printing device manual for the proper product selection.

The product is covered under warranty as long as:

- The End of Warranty date has not been reached. The End of Warranty date, in YYYY/MM/DD format, may be found on the product as indicated in the picture on the last page
- There is still ink available for use (applies to inkjet print cartridges and ink cartridges)
- The product has not been refilled, remanufactured, refurbished, misused or tampered with
- The product has not exceeded its warranted usage as described in the printer manual or contract (applies to HP 10, 11, 14, 80, 81, 83, 84, 85, 90 Printheads only)<sup>1</sup>

## How long does the warranty period last?

The exact length of the warranty period depends on when the product is installed. Two dates are associated with HP printing supplies: an Install By or Installation date (printed on the product packaging or on the printed configuration page), and an End of Warranty date (printed or etched on the product itself). The dates are in YYYY/MM/DD format. Depending on the product, the Install By date is 12 to 24 months after the date of manufacture. The relationship between the Install By or the Installation date and the End of Warranty dates also depends on the product:

- Printheads: End of Warranty is 12 months after the installation date
- Inkjet print and ink cartridges: End of Warranty is six months after the Install By date
- HP 14 Ink Cartridges: End of Warranty is three months after the Install By date

<sup>1</sup> HP 12 and HP 88 are covered under warranty for one year from the first insertion of a printhead.





## How to validate HP inkjet warranties

To resolve claims quickly and efficiently under the terms of the warranty, make the following checks:

- Has the End of Warranty date passed? Consult the diagram on the following page to find the End of Warranty date for the product.
- Is it a genuine HP product? Look for the original HP label and product number. If these are missing, or if the name of another manufacturer or refiller appears, the product is not genuine. If the product is returned with non-HP packaging, double-check the label and product number.
- Has it been modified? Check for labels that have been tampered with, refill holes, different caps or plugs on the top or bottom of the product. These are all indications that the product has been refilled or tampered with.
- Is it unused? If the nozzle tape has not been removed, the inkjet print cartridge may never have been used.
- Is it empty? Empty inkjet print or ink cartridges are not covered by the warranty.

## How to return products

Follow the steps below to return products under warranty terms:

1. Ask the customer for a print sample. It is not essential, but it can help HP identify the cause of the problem. If the customer cannot provide a print sample, ask for a brief written comment describing the problem. Most returns are found to be in working order when tested by HP. Comment sheets may be downloaded from HP Smart Portal. Go to [www.hp.com/eur/smartportal](http://www.hp.com/eur/smartportal) and after log-in the path to follow is: Post-sales -> Service & support -> Warranty.
2. Attach the completed comment sheet and print sample to the cartridge with an elastic band.
3. Put the product in the original packaging if it is available. However, do not reapply the nozzle tape or put any other tape over the nozzles.



## Ink expiration is not warranty expiration

Air ingestion and water evaporation causes ink to degrade over time, and in printing systems where the printhead and ink supply are separate, degraded ink can damage the printhead and the ink delivery components within the printer. To protect the printing system, some ink cartridges use an "ink expiration date". If the cartridge still has ink on that date, it either stops operating or displays a warning message which the customer can override. For most of these cartridges, the maximum lifetime is more than four years and the in-printer life maximum is 2.5 years, which exceeds normal usage for the vast majority of customers. Ink expiration is only used on the following products:

HP 10, 11, 12, 13, 14, 88, 177, 363



## Position of HP 'End of Warranty' dates



HP 25, 26, 49...



HP 15, 40, 45...



HP 17, 23, 41, 78...



HP 177, 363



HP 10, 11, 12, 13, 88...



HP 14



HP 80, 81

## Products below may have dates in either indicated location



HP 27, 28, 56, 130, 336, 339...



HP 10, 11, 12, 14, 80...

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