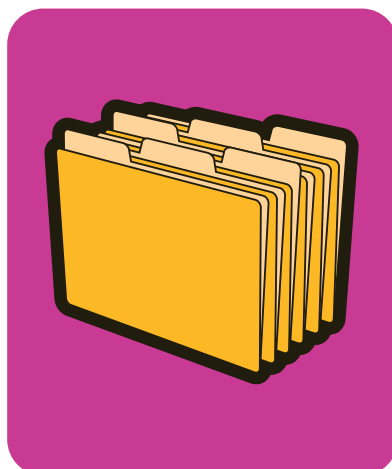


dealer guide to warranties for hp inkjet printing supplies



It is important that you and your customers can trust the performance and reliability of HP printing products and supplies. For this reason HP provides warranties that are fair, easy to understand and simple to manage. This means that in the unlikely event that your customers experience a problem with defective HP inkjet printing supplies, the problem can be resolved, providing it falls within the terms of the warranty.

We want to ensure that you and your customers understand how HP's warranties work. To help you assess and validate a customer's claim HP has devised this guide to understanding warranties for HP inkjet printing supplies.

hp's warranty for inkjet printing supplies

HP's ink cartridge, inkjet print cartridge or printhead is warranted to be free from defects in materials and workmanship during the period of the warranty.* After that date performance is not guaranteed. The warranty covers any defects or malfunctions in the new cartridge or printhead.

how long does the warranty period last?

The warranty lasts from the date of manufacture until the 'end of warranty' date, printed on the product at the time of manufacture.

As a general guide, the 'end of warranty' date is calculated by adding

- 6 months to the 'install before date' for print cartridges
- 12 months to the 'install before date' for printheads

This means that for most HP inkjet printing supplies*, providing the product has been installed by the 'install before date', the warranty period will last 6 months in-printer for cartridges and 12 months in-printer for printheads.

The 'end of warranty' date is printed on inkjet cartridges and laser etched on

printheads in the format (yyyy/mm/dd), e.g. (2003/06/28). See diagrams on the reverse for positioning of dates.

Providing faulty products are returned prior to the 'end of warranty' date, they are covered, otherwise the warranty has expired.

The warranty period for HP ink cartridges and inkjet print cartridges lasts:

- until the HP ink is depleted or the 'end of warranty' date has been reached, whichever occurs first.

The warranty period for HP printheads lasts:

- until the 'end of warranty' date has been reached, or 'typical usage' as described in the printer manual or contract is exceeded, whichever occurs first.

useful terminology

The 'install before date' is the date by which the HP inkjet printing supplies should be installed in a printer and used for printing, to ensure the maximum useful life of the product. This date is printed clearly on the packaging which appears on the back of the package in the bottom right hand corner.

The 'shelf life' of HP printing supplies is the period from the date of manufacture to the 'install before date'. **Depending on the product, the shelf life ranges between 12 months and 24 months.** The earlier in a product's shelf life that your customer installs the product after its purchase, the longer the period of warranty extends.

example:

Your customer purchases a print cartridge in June 2002. The cartridge manufacture date is 2002/03/29. It has a shelf life of 18 months and therefore an 'install before date' of 2003/09/30. Providing your customer installs it by this date, the warranty period extends for 6 additional months in-printer to March 2004. (The total length of the warranty in this example is two years, from the date of manufacture to the end of warranty date, which is 6 months after the 'install before date'.)

*HP no.14 ink cartridge is the exception, with a warranty period of 3 months only, and a limited 'in-printer life'. The cartridge has a "Must Install Before" date on the package. If it is installed prior to this date, it will last 18 months in-printer. If installed after the date shown, it will expire in less than 18 months because the cartridge is programmed to deactivate at the end of its 'in-printer life' period. The printer will not operate until the cartridge is replaced.

your troubleshooting checklist

We are committed to giving our customers a consistently high quality printing experience. We maintain these standards by supplying only genuine HP products and supplies. Our warranty does not cover products that are empty, refurbished, remanufactured, misused or modified in any way.



To help us resolve claims quickly and efficiently under the terms of the warranty, we suggest you check the following:

is it a genuine hp product?

Look for the original HP label and HP product number. If these are missing or it carries the name of another manufacturer or refiller, it is not genuine.

original packaging?

If the product is returned with packaging that is non-HP, double check the contents are genuine.

is the product or packaging damaged due to transportation?

If so, this is not a warranty case.

modified cartridges?

Inspect the cartridge for original HP labels, and then for refill holes or a different cap which could be an indication that it has been refilled or tampered with. Inspect the cartridge for 'plugs' that can appear on the top or the bottom.

empty cartridge?

If so, it is no longer covered by the warranty. The cartridge weights can be checked at Connect Online. Go to: www.connect-online.hp.com.

ask your customer for a print sample

It is not essential, but it can help us to identify the cause of the problem. If this is not possible, ask for a brief written comment describing the type of problem experienced. (Most returns are tested by HP and found to be in working order.)

To make it easier you can download a comment sheet for your customer to complete from Connect Online.

hints on returning products

Please attach a completed comment sheet and the print sample to the cartridge with an elastic band. Please use the original packaging if available, but don't reapply the nozzle tape nor any other tape over the nozzles.

The latest information and regular updates of this warranty guide can be obtained from Connect Online and downloaded as a pdf. Go to www.connect-online.hp.com.

what is not covered under the warranty?

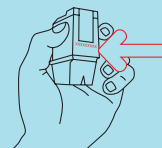
- unused cartridges
- empty cartridges
- cartridges that have been modified in any way or tampered with
- products which have been damaged due to transportation
- products which are not manufactured by HP
- products which are "out of date" because the end of warranty' date has passed

is it covered?

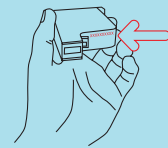
To help you establish whether your customer's product falls within the terms of the warranty, you must check the 'end of warranty' date. The date appears in different places depending which printhead or cartridge your customer has.

Go to www.connect-online.hp.com then path to follow is: /product/supplies/product/product information/HP Inkjet warranty statement.

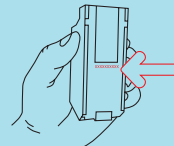
position of hp 'end of warranty' dates



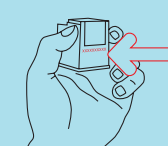
hp no. 25, 26, 49...
inkjet print cartridges



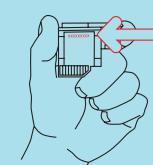
hp no. 15, 40, 45...
inkjet print cartridges



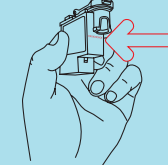
hp no. 17, 23,
41, 78... inkjet
print cartridges



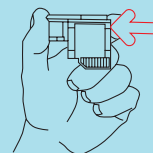
hp no. 27, 28, 56,
57... inkjet print
cartridges



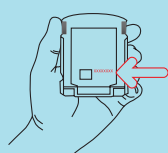
hp no. 11 & 14
printheads



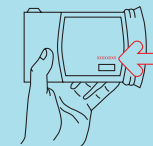
hp no. 12
printhead



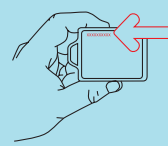
hp no. 10, 80
printheads



hp no. 10, 11 & 12
ink cartridges



hp no. 80, 81...
ink cartridges



hp no. 14
ink cartridge