



HP Inc.
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HP Inkjet Printer & Supplies – Reseller Communication


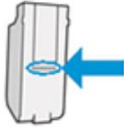
Background

- A production quality issue has been identified by HP impacting certain cyan and yellow ink supplies.
- HP has placed all shipments of impacted production lots on hold, and, has further implemented a rigorous process to screen new production lots.

Steps that you need to take are as follows

- Please return your affected inventory to your distributor. The return charges will be borne by HP through your distributor.
- The impacted products of supplies (cartridges) can be identified by the marking and warranty end date (WED) between 1 Apr 2022 to 18 Sep 2022. The impacted cartridges numbers are HP 902 / 903 / 904 / 905 / 910 / 912 / 914 / 915 / 935. Refer image below

Image 1: Warranty Ends date location and country of origin location

Warranty Ends date location	WED image
If the cartridge is still in the packaging, find the Warranty Ends date on the back of the package.	Figure: Cartridge packaging  <ol style="list-style-type: none">1. Retail packaging Warranty Ends date location2. Made in Malaysia
If the cartridge has been removed from the packaging and opened, check the Warranty Ends date on the cartridge.	Figure: Cartridge packaging  <ol style="list-style-type: none">3. Ink cartridge label Warranty Ends date location

- The impacted products of printer hardware are listed below:
 - HP OfficeJet 801x AiO Series
 - HP OfficeJet Pro 802x AiO Series
 - HP OfficeJet Pro 803x AiO Series
 - HP OfficeJet 695x AiO Series
 - HP OfficeJet 6962
 - HP OfficeJet Pro 696x AiO Series
 - HP OfficeJet Pro 697x AiO Series
 - HP Officejet 681x, 682x e-AiO Series
 - HP Officejet Pro 683x e-AiO Series
 - HP Officejet Pro 6230 ePrinter (SF)

- If your customer is facing any issue with the above listed printers or supplies, please advise your customers to contact HP for support at www.hp.com/go/contact. HP has implemented an expedited call / exchange process to ensure customers who experience this issue will be taken care of promptly.

We appreciate the challenges this issue poses to your customer's home or business printing needs. We place a high value on our partnership and thank you for your continued support of HP products.