HP Printers - Ink Cartridge and Printhead Limited Warranty

This document is for HP ink cartridges and customer-replaceable printheads.

This warranty applies to HP ink cartridges and customer-replaceable printheads.

Note:
This warranty supersedes all previous warranties.

What this warranty covers

Each HP ink cartridge and customer-replaceable printhead is warrantied to be free from defects in materials and workmanship during the period of the warranty. This warranty pertains to any HP ink cartridge or customer-replaceable printhead when used in its designated HP or authorized original equipment manufacturer (OEM) printing device. See the product manual for the printer to determine the correct ink cartridge and printhead selection.

For clarity, customer-replaceable printheads have latches which can be opened and closed to secure the part. Printheads that are not customer-replaceable are covered under a separate printer warranty.

What this warranty does not cover

This warranty does not cover HP ink cartridges or customer-replaceable printheads that have been refilled, remanufactured, refurbished, misused, or tampered with. If failure or damage to ink cartridges or customer-replaceable printheads is attributable to the use of a non-HP, expired or refilled ink cartridge, or to the use with a non-designated HP or unauthorized OEM printing device, HP is not responsible for the cost of replacement or refund of the purchase price.

How long the coverage lasts

**Ink Cartridges** - The coverage lasts until the HP ink is depleted or the “Warranty Ends” date has been reached, whichever occurs first.

**Customer-Replaceable Printheads** - For all customer-replaceable printheads, except the one-year/90-day printheads* discussed below, the coverage lasts until the “Warranty Ends” date or the warranted usage limit has been reached, whichever occurs first. In addition, the original printhead that came with the printer is covered under warranty until the warranted usage limit has been reached, or for one year from the date of printer purchase, whichever occurs first, even if the “Warranty Ends” date has passed.

*One-year/90-day Printheads* – One-year/90-day printheads are identified by the ink cartridges that are used with them, which include the HP 564, 364, 178, 862, 920, 922, 950, and 951 ink cartridges. For printers using these types of printheads, the original printhead that comes with the printer is warranted for one year from the date of printer purchase. Replacement printheads are warranted for 90 days or the remainder of the applicable printer warranty, whichever is longest. Unlike other printheads, the date printed on the printhead is not the Warranty Ends date.

**One-year Installation Printheads** – One-year Installation printheads are identified by the ink cartridges that are used with them, which include the HP 711 ink cartridges. For printers using these
types of printheads, both the original and replacement printheads are warranted for one year from the
date of installation.

HP 727 Printheads - Replacement printheads are warranted for one year from the date of installation,
as long as the printhead is installed on or before the Install-by on the printhead. The original printhead
that came with the printer is warranted for one year from printer purchase, regardless of the Install-by
date.

Warranted usage limits

Some printheads have warranted usage limits, as shown:

- HP 10 and 11 printheads:
  - Black: 530 ml
  - Color: 200 ml
- HP 14 printheads:
  - Black: 550 ml
  - Color: 400 ml
- HP 70, 72, 73 printheads: 1000 ml
- HP 706 printheads: 1200 ml
- HP 711 and 727 printheads: 4000 ml
- HP 761 and 762 printheads: 1200 ml
- HP 771 printheads: 1200 ml
- HP 773 printheads: 1200 ml
- HP LX600/LX610/881 printheads: 12 liter
- HP 789 printheads: 1000 ml
- HP 792 printheads: 1000 ml
- HP 80, 81, 83, 705 printheads: 1000 ml
- HP 84 printheads: 200 ml
- HP 85 printheads:
  - Black: 530 ml
  - Color: 200 ml
- HP 831 printheads: 1000 ml
- HP 90 printheads: 1000 ml
- HP 91 printheads: 1200 ml
- HP 940 and HP 941 printheads: 560 ml

Warranty Ends date locations

To find the “Warranty Ends” date, look in the following table for the date's location on each product.
The date follows the YYYY/MM/DD or YYYY/MM format, where YYYY indicates the year, MM indicates
the month, and DD indicates the day.
What HP will do

HP will, at HP's option, either replace products under warranty that prove to be defective or refund the purchase price.

HP Care Pack Services

Ink cartridges and most customer-replaceable printheads are not covered under HP Care Pack Services. However, printheads for some printers are eligible for HP Care Pack Services. For a list of these printers, see "HP Products With Printheads That Are Eligible for Care Pack Services Coverage" (c03460632).

How to make a claim, or return an HP Inkjet product

If a problem with an HP Inkjet product occurs, visit the retailer, call the regional customer support phone number listed on the product insert, or click Contact HP on this page for more support options.

How state, province, or country laws apply

This warranty gives you specific legal rights. You may have other rights that vary from state to state, province to province, or country to country.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND HEWLETT-PACKARD