

Ink Warranty Dates & Toner Manufacturing Dates

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Ink Warranty Expiry Date

As ink is a liquid, in a plastic container, it has a shelf-life of 2 years from the date it was manufactured. The expiry of the warranty date appears on the box and the ink cartridge.

In addition, your printer's Smart Print Chip technology will advise you should the expiry date be nearing.



Ink Warranty Expiry Date (End of Warranty EOW)



Warranty Ends date

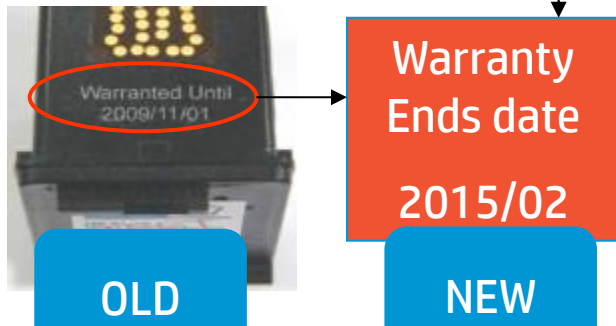
'Warranty Ends' is calculated by adding a product specific period to the date of manufacture:

- 24 months after manufacture for ink cartridges¹
- 24 months after manufacture for printheads

¹HP 14 ink cartridge warranty ends 21 months after manufacture / HP 10, 11, 12, 13, 38, 84 ink cartridge warranty ends 30 months after manufacture

Where to find:

- Packaging: The Warranty Ends date is printed on the packaging - either on the back or bottom of the box.
- Product: the Warranty Ends' date is printed or laser etched or labelled on all inkjet products in the new format yyyy/mm, (e.g. 2015/02).



Laser Manufacturing Dates & Codes

As HP LaserJet toner is a powder and warranted by HP to be free from defects in manufacturing, an unopened toner cartridge can be stored on a shelf in dry and cool office temperatures indefinitely. This means a toner cartridge does NOT expire. And as a result of this, the date on the box will ALWAYS be in the past and it is a guide to HP, The Resellers and the End-user as to when the toner cartridge was manufactured.



Mismatching codes on print cartridges for laser printers

Check if manufacturing codes match!

THE DATE ABOVE IT IS A MANUFACTURING DATE!

Original example: the first five digits of the manufacturing code on packaging for print cartridges for HP laser printers are identical with the first five digits of the code on the contained print cartridge, e.g. **5B21N1F** = **5B21N1FK**.

Fake example: the first five digits of the manufacturing codes on the packaging and the print cartridge for laser printers are not identical, e.g. **3C08H2** ≠ **9A18H8**.



Mismatching manufacturing codes on packaging and contained print cartridges for laser printers should give reason to suspect that counterfeiting is at play.

5B21N1FK
2005/02/21

5B21N1FK

3C08H2

MADE IN JAPAN
9A18H8



Storage conditions and warranty

Warranty

- The HP product is warranted to be **free from defects in materials and workmanship**.
- This warranty **does not apply** to products that have been
 - **refilled, refurbished, remanufactured** or tampered with in any way,
 - experience problems resulting from **misuse, improper storage**, or operation outside of the published environmental specifications for the printer product or
 - exhibit wear from ordinary use
 - or **end of life is indicated by the printer control panel** low-life message
- Return to distributor with proof of purchase and print sample to illustrate the problem

Storage conditions

- Keep cartridge in delivery container until use, store away from direct sunlight and heat.
- Store in normal office temperature
- Storage condition details are indicated on the print cartridge box



Learn how to spot possible fakes

1: Check the security label



2: Check the packaging



3: Check the print cartridge itself



NEW... HP security labels



For HP laser print cartridges

For HP inkjet print cartridges:

Capture the QR code



Or enter the serial number at www.hp.com/go/ok



We count on your support!



Help us to protect your print environment

For HP Reseller:

Use our extensive ACF communication tools to **educate your customers** about what HP is doing to improve the situation.

For HP Customers:

Inspect your cartridges on purchase

Provide us with your valued feedback, local expertise and leads.

www.hp.com/go/anticounterfeit



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