Procedures for Returning an HP LATEX Printhead

1- For a problematic print head, do 4 consecutive cleanings. (See **A**, **page 1** & **2**).

2- Take a picture of the status of the print head, which indicates the date of the warranty and its current use (See **B**, **page 3** & **4**). A print head is under warranty up to one liter of ink or until it's expiry date.

3- Take a picture of the *printed result* of the automatic print head alignment (See **C**, **page 4**, **5** & **6**).

4- Take a picture of the defective print head with the serial number (SN) and the expiry date of the warranty, so that it be clearly visible (See **D**, **page 6**). Keep the print head in its original box to return it to us.

5- Export the event logs from your HP Latex printer (See **E**, **page 7** & **8**).

Médiatech will request a return authorisation from HP and when it is accepted, Médiatech will issue you a credit.

A. **Here's how to clean the printheads on the HP Latex 360/365 (The procedure could be different for an HP Latex L260/L280 or an HP Latex 300 or 500 series. However, the principle remains the same).**

Select the SETTINGS menu

Select the IMAGE-QUALITY MAINTENANCE menu
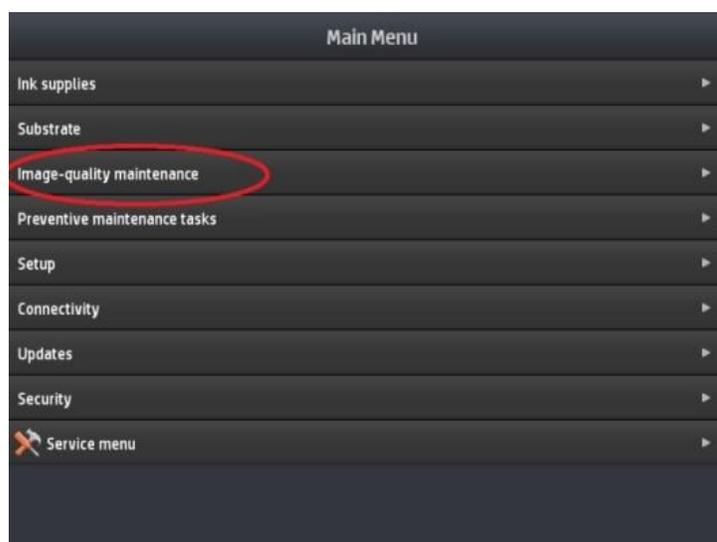
Then choose CLEAN PRINTHEADS
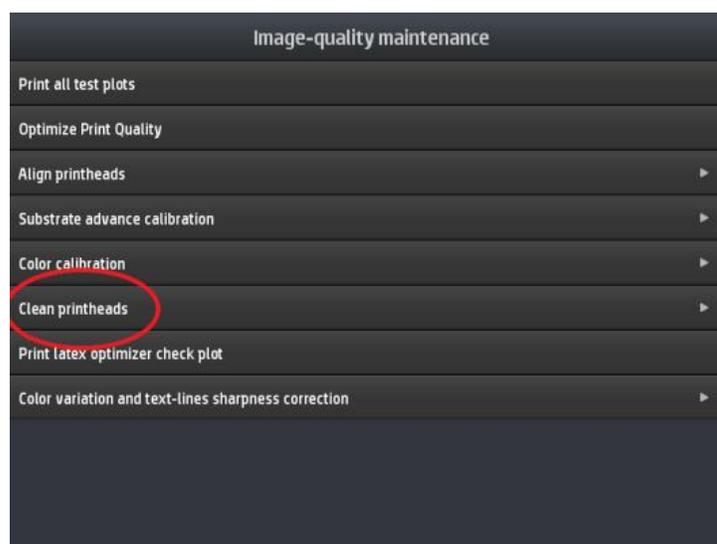
Now choose the print head you want to clean
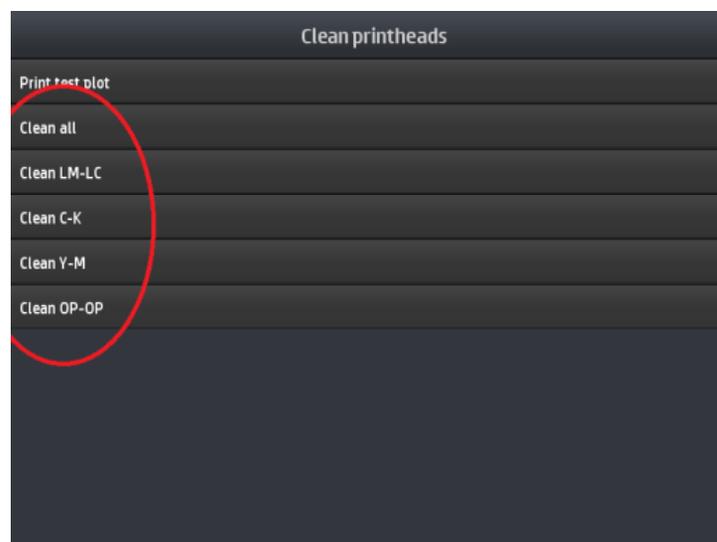
B. **Here's how to get the print head status from an HP Latex 360/365 (The procedure could be different for an HP Latex L260/L280 or an HP Latex 300 or 500 series. However, the principle remains the same).**

Select the INKS menu

Then, for print heads, select the PRINTHEADS menu

Then select the print head corresponding to the one that is defective to display the status of the latter and take a picture to send it along with the return authorisation request.

C. Here's how *to print* the automatic printhead alignment test on an HP Latex 360/365 (The procedure could be different for an HP Latex L260 / L280 or an HP Latex series 300 or 500. However, the principle remains the same).

Select the SETTINGS menu

Then select the IMAGE QUALITY MAINTENANCE menu
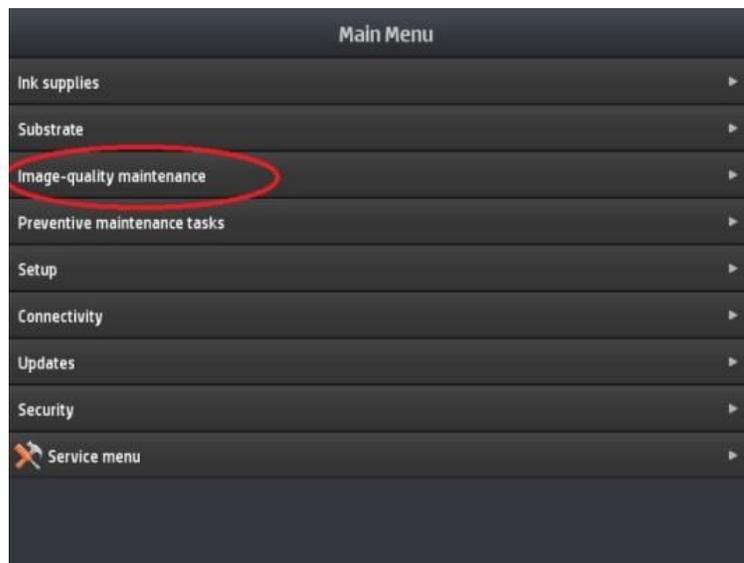
Then select ALIGN PRINTHEADS
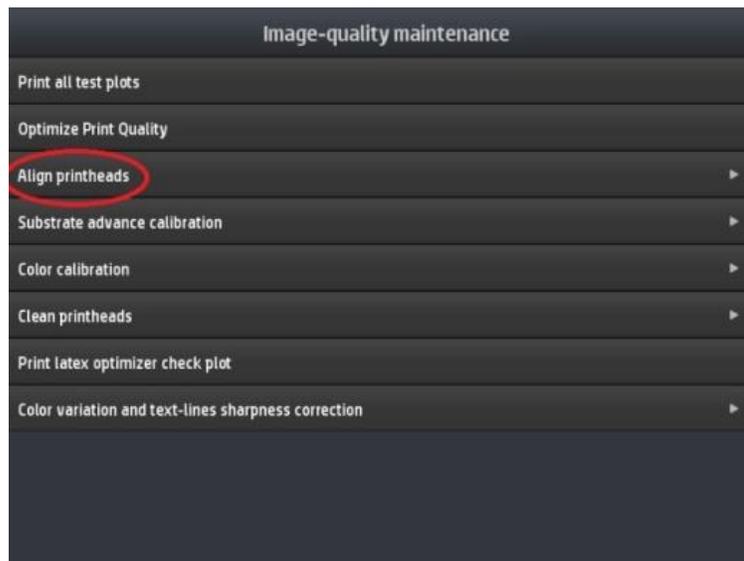
Now select AUTO PRINTHEAD ALIGNEMENT. The printer will then make its auto print head alignment. Take a picture of the printed result showing the problem and send it along with your return authorisation request.
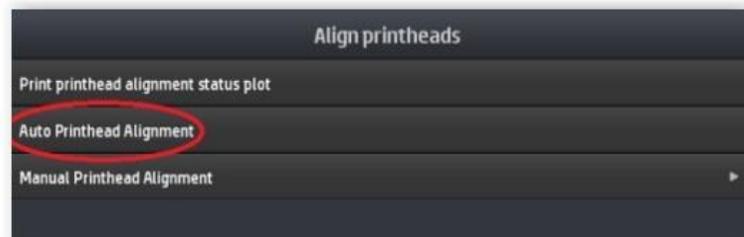
Here is, below, an example of a picture of a print head alignment test.
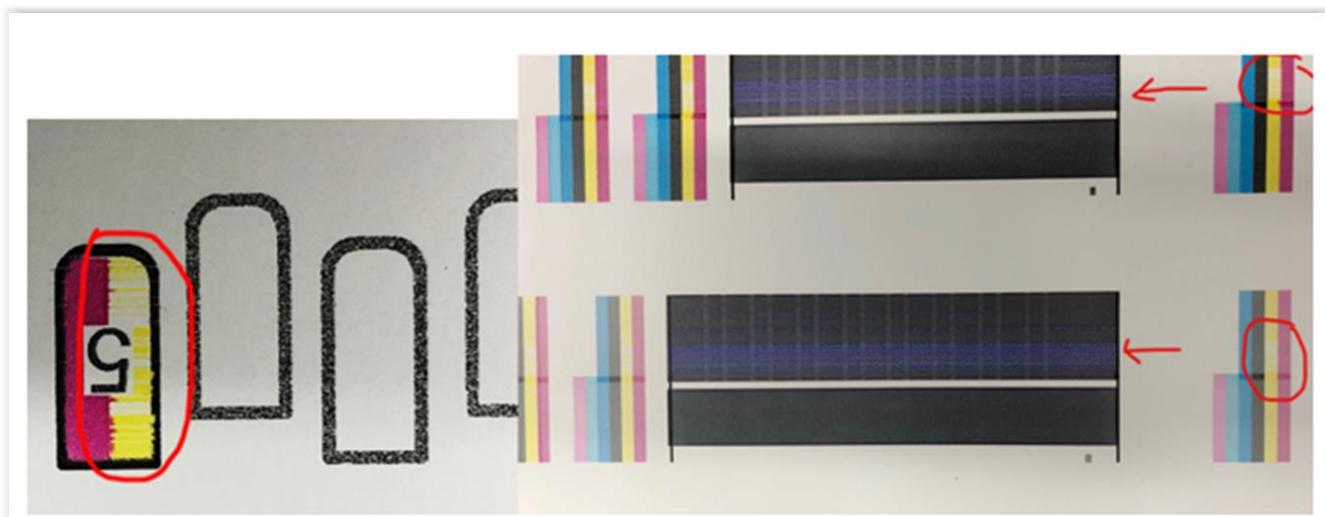
D. Take a picture of the defective print head with the serial number (SN) and the expiry date of the warranty, so that it be clearly visible.
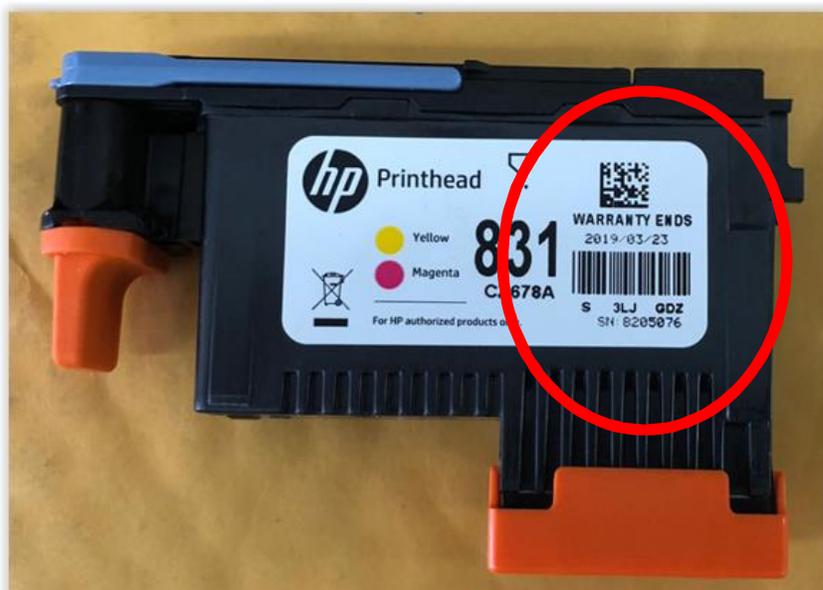
E. **Here is how to export the event logs from the HP Latex printer**

Type the IP address of your printer in your web browser (per example, in Chrome):
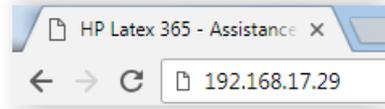
To find the IP address of the printer you must go to the printer's menu in the option ''Connectivity''
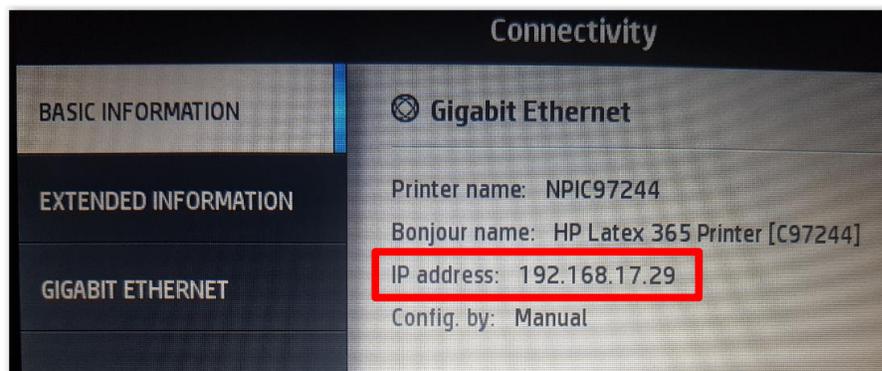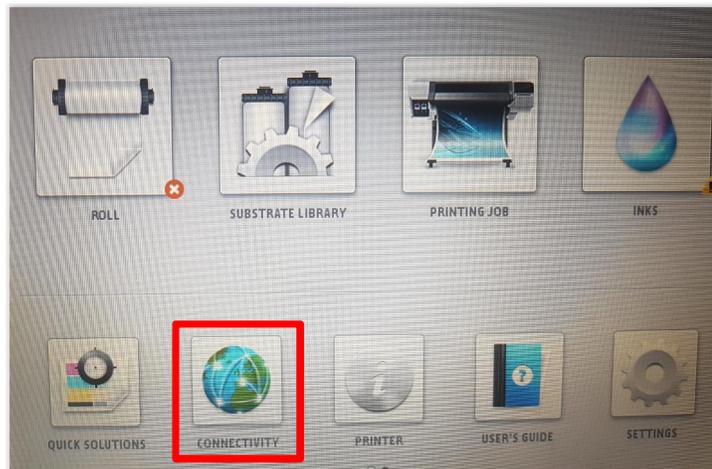
From the printers menu :

1. Click on the SUPPORT tab (Assistance)
2. Then click on the SERVICE SUPPORT (Assistance du service), on the left
3. Then click on PRINTER INFORMATION (Afficher les informations sur l'imprimante)
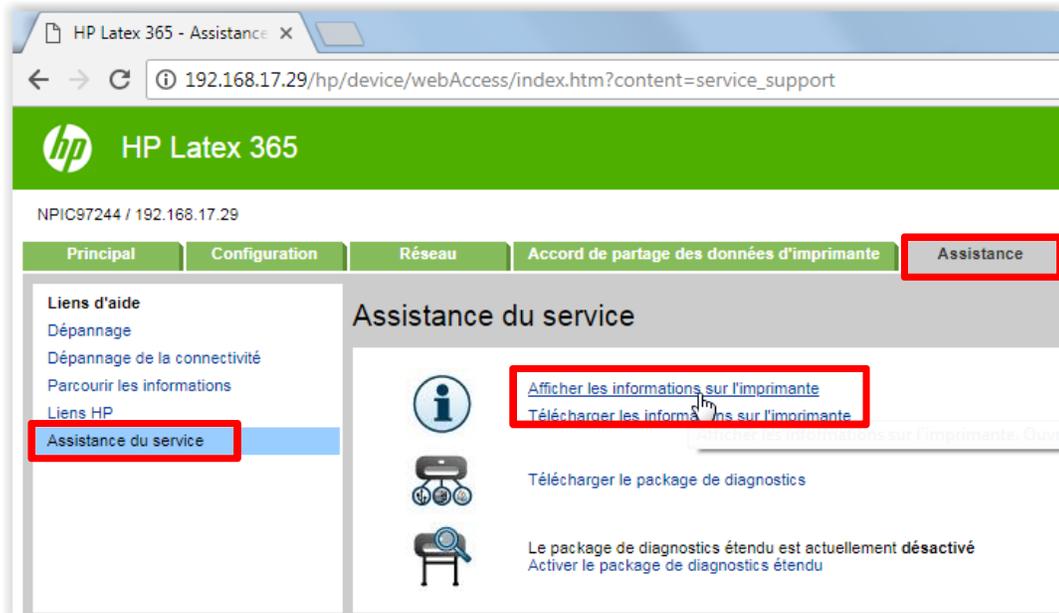
1. Then click ALL PAGES tab (Toutes les pages), which could take a few minutes
2. Then right click on your mouse, anywhere on the page, then Save as… (Enregistrer sous…) and send us the information