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

Main Menu	
Ink supplies	
Substrate	٠
Image-quality maintenance	٠
Preventive maintenance tasks	٠
Setup	٠
Connectivity	٠
Updates	۲
Security	۲
🔆 Service menu	٠



Image-quality maintenance	
Print all test plots	
Optimize Print Quality	
Align printheads	۲
Substrate advance calibration	•
Color calibration	•
Clean printheads	•
Print latex optimizer check plot	
Color variation and text-lines sharpness correction	•

Now choose the print head you want to clean

Clean printheads
Print test plot
Clean all
Clean LM-LC
Clean C-K
Clean Y-M
Clean OP-OP

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

Main Menu	
Ink supplies	۲
Substrate	٠
Image-quality maintenance	۲
Preventive maintenance tasks	•
Setup	•
Connectivity	•
Updates	۲
Security	٠
X Service menu	٠

Then select ALIGN PRINTHEADS

Image-quality maintenance	
Print all test plots	
Optimize Print Quality	
Align printheads	۲
Substrate advance calibration	
Color calibration	٠
Clean printheads	۲
Print latex optimizer check plot	
Color variation and text-lines sharpness correction	٠

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.

Align printheads
Print printhead alignment status plot
Auto Printhead Alignment
Manual Printhead Alignment



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"



Connectivity					
BASIC INFORMATION	◎ Gigabit Ethernet				
EXTENDED INFORMATION	Printer name: NPIC97244 Bonjour name: HP Latex 365 Printer [C97244]				
GIGABIT ETHERNET	IP address: 192.168.17.29				
	Config. by: Manual				

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

192.168.17.29/hp/device/webAccess/set	rvicePlot1a.htm - Google Chro	me	W			
192.168.17.29/hp/device/webAccess/servicePlot1a.htm						
Informations actuelles Infos de cons	sommation Journaux d'év	énements État	t du calibrage	Configu	ration connectivité	Toutes les pages
Current Substrate, Printhead and Ink Information (1 of 3)						
Date: Firmware: M Supported Ink Cartridges: Printer status:	8 mai 2018 Product NEXUS_03_13_00.6 Product	number:	HP Latex 365	Printer \$ /8L39A \$	Serial Number: Service ID: HP 831 / HP 831 Ready for substra	MY7873900∨ 28037 A
	Curro	t Drinter Configur	ation	_		
Language: Disk capacity:	English 16.0 Go	Memory: Hard Disk mode			SanDisk S	992 Mo DSA6GM-016G-1006
Current Temperature:	Retour	Alt+	Gauche			17% ±15%
Substrate Path:	Avancer Actualiser	Alt	t+Droite Ctrl+R			Out of substrate
			ci	ty)		
/ /boot /data	Enregistrer sous	J.	Ctrl+S		151 228 4	9011 KB / 3936208 KB 4184 KB / 2952120 KB 46692 KB / 483886 KB
/plots	Caster Traduire en français			_	_	_
1 - Latex Optimizer	🦹 Antidote		•	Status OK	Error ID Code 0x000000	Product Number CZ680A
2 - Light magenta-Light cyan 3 - Cyan-Black	Afficher le code source	de la page	Ctrl+U	OK OK	0×000000 0×000000	CZ679A CZ677A
4 - Cyan-Black	Afficher le code source	du cadre		OK	0×000000	CZ677A
6 - Magenta-Yellow	Actualiser le cadre			OK	0x000000	CZ678A CZ678A
	Inspecter	Ctr	l+Maj+I			