Procedures for Returning an HP LATEX Ink Cartridge or Printhead

- 1- If you are encountering problem with your printhead, do <u>4 consecutive cleanings</u>. (See A, page 1 & 2)
- 2- Take a picture of the status of the printhead or of the ink cartridge, which indicates the date of the warranty and its current use (See B, page 3 & 4). A printhead is under warranty up to one liter of ink or until its expiry date. An ink cartridge is under warranty until its expiry date.
- **3-** Take a picture of an automatic printhead alignment *print result* (See C, page 5 et 6).
- **4-** Keep the printhead and the cartridge in its original box until you receive a credit note from Médiatech as it may be necessary to send it to the manufacturer.

Médiatech will request from HP a return authorisation, and if accepted, a replacement will be shipped directly from HP to your company.

A. Here's how to do the cleaning of the printhead on the HP Latex 360/365 (The procedure could be different for a Latex L260/L280 or other Latex 300 and 500 series, but the principle remains the same).



In the menu select SETTINGS

In the menu select IMAGE-QUALITY MAINTENANCE

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



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

Now choose the printhead 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 printhead status from an HP Latex 360/365 (The procedure could be different for a Latex L260/L280 or other Latex 300 and 500 series, but the principle remains the same).

In the menu select INKS



Then select INKS for ink cartridges or PRINTHEADS for printheads.



Then select the printhead or the ink cartridge corresponding to the defective one, so that you may obtain the status of the printhead or cartridge. Take a picture of the status and send it with your return request.



If the cartridge is not detected by your printer, take a picture of your ink cartridge and send it with your return request.

Name And		
ink Cartridge 775 ml 201906 DKB	C2685A SM MCS*Warranty Component To visit an initial Methods in the sector of the sect	

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



In the menu select SETTINGS

In the menu select IMAGE QUALITY MAINTENANCE

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

Then select ALIGN PRINTHEADS

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

Select AUTO PRINTHEAD ALIGNEMENT. The printer will then make its automatic head alignment. Take a picture of the *printed result* showing the problem and send it with the return request.

Align printheads	
Print printhead alignment status plot	
Auto Printhead Alignment	
Manual Printhead Alignment	۲