Procedures for Returning an HP LATEX Ink Cartridge or Printhead

1- If you are encountering problem with your printhead, do **4 consecutive cleanings**. (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
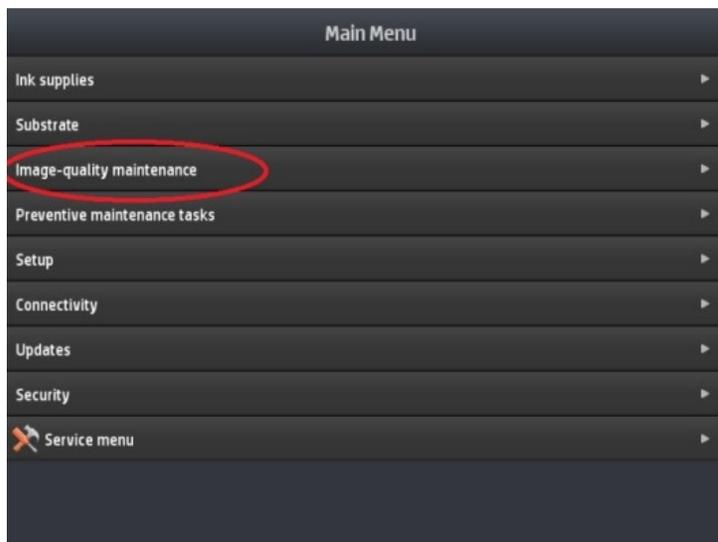
Then choose CLEAN PRINTHEADS
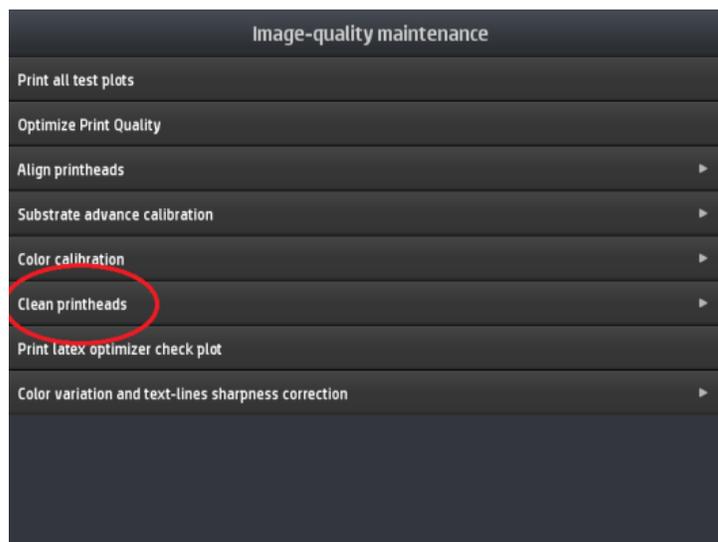
Now choose the printhead you want to clean
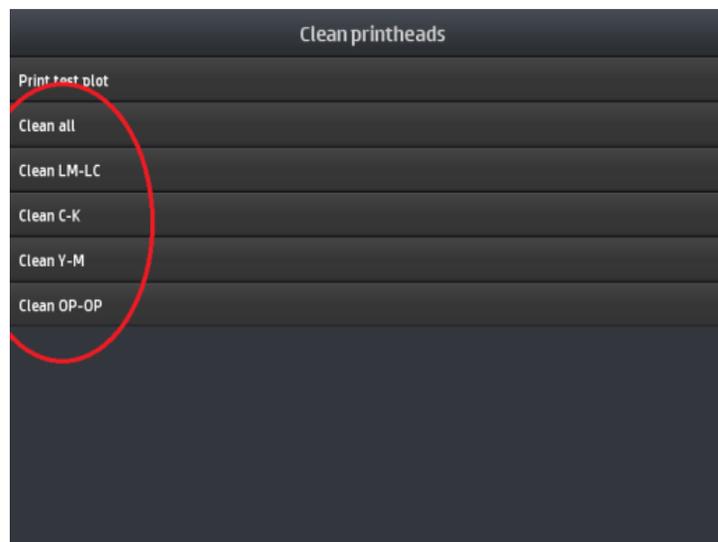
B. Here's how to get the printhead status from an HP Latex 360/365 (The procedure could be different for a Latex L260/L280 or other Latex 300 and 500 series, but the principle remains the same).

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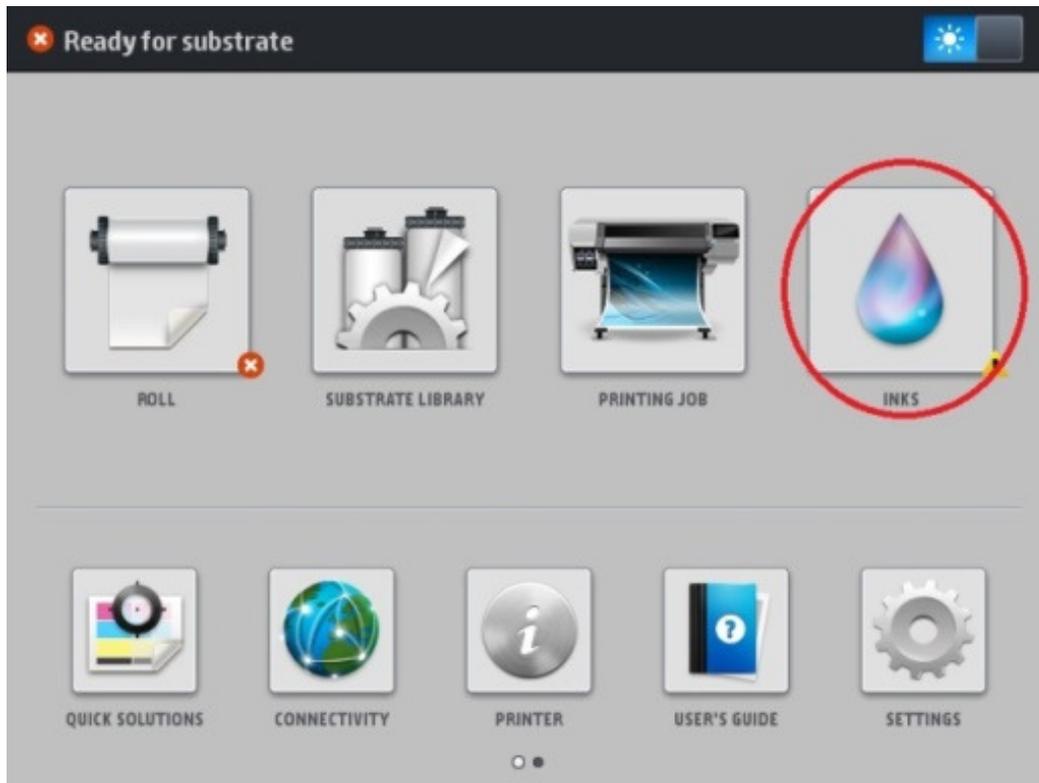
Then select INKS for ink cartridges or PRINTHEADS for printheads.
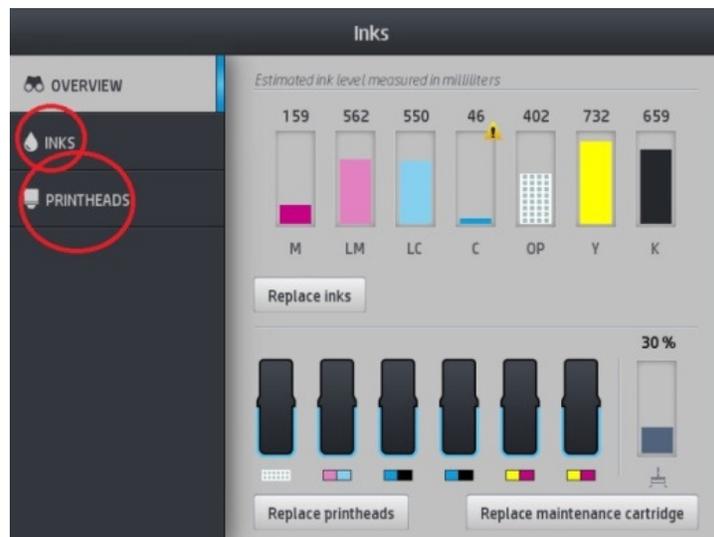
Then select the printhead or the ink cartridge corresponding to the defective one, so that you may obtain the status of the printhead or cartridge. Take a picture of the status and send it with your return request.

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

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
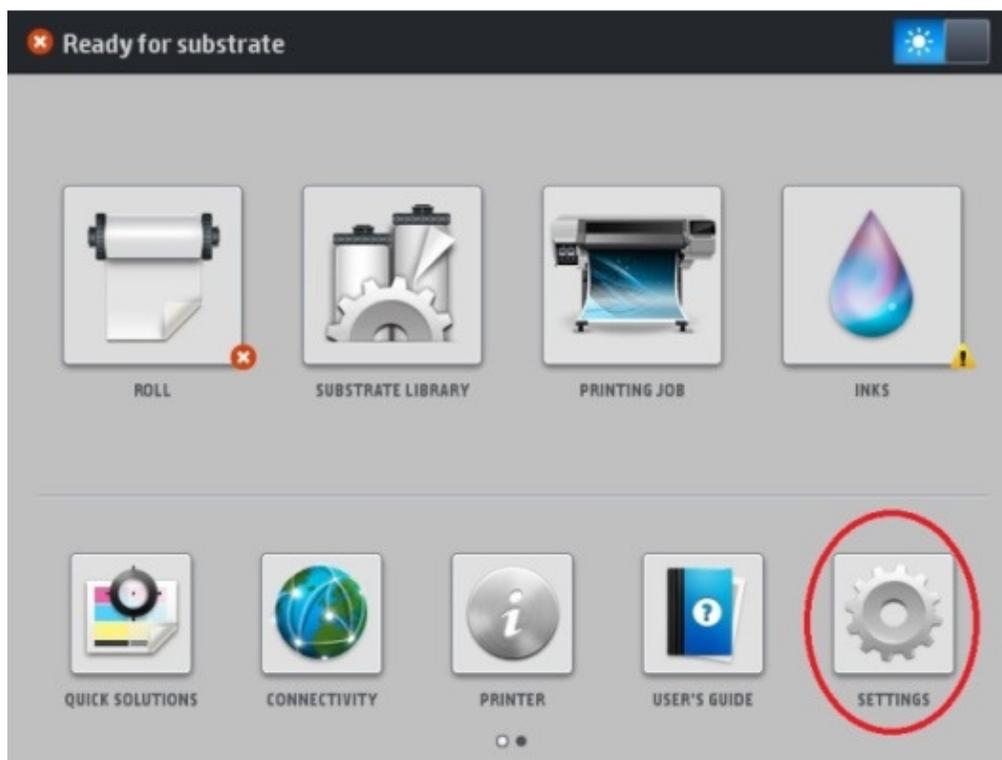
In the menu select IMAGE QUALITY MAINTENANCE
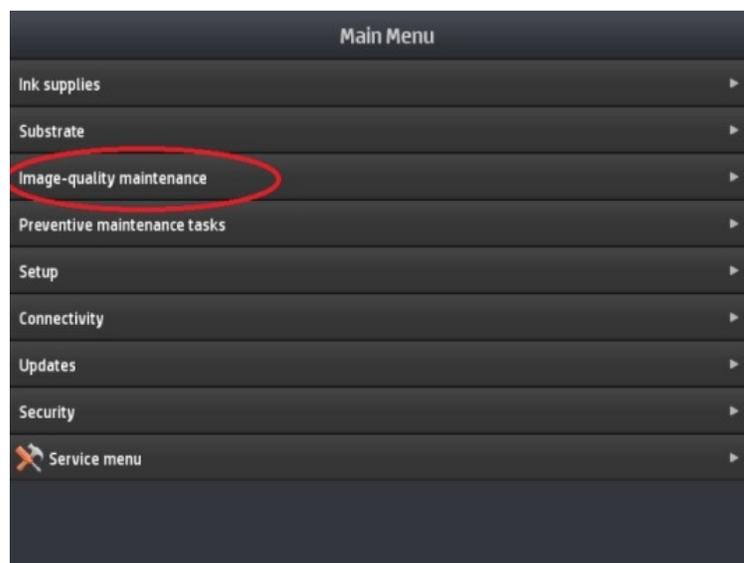
Then select ALIGN PRINTHEADS
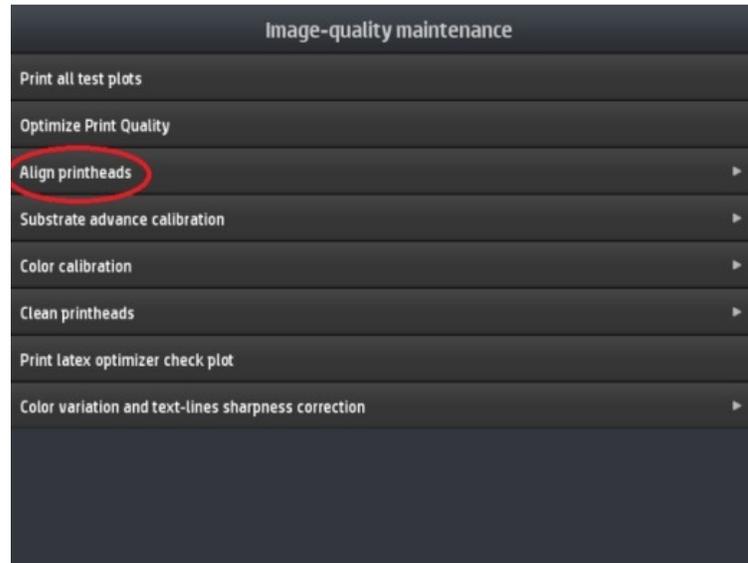
Select AUTO PRINTHEAD ALIGNEMENT. The printer will then make its automatic head alignment. Take a picture of the *printed result* showing the problem and send it with the return request.