

Printhead RMA Guidelines

For HP Scitex FB910 (ColorSpan 9840uv),
HP Designjet H35000/H45000 Printer series
(ColorSpan 5400uv Series), and ColorSpan
Legacy Solvent & UV Printers



READ THIS DOCUMENT BEFORE REPLACING THE PRINTHEAD

This document describes the necessary procedures for shipping a printhead from any of the ColorSpan Legacy Solvent or UV-Cure printers or HP Scitex FB910 (ColorSpan 9840uv) and HP Designjet H35000/H45000 Printer series (ColorSpan 5400uv Series), back to Hewlett-Packard under RMA. This document assumes the following:

1. You have read and completed all jet recover steps described in Tech Note 2727, *Evaluating Jetting Performance & Steps for Jet Recovery*.
2. You have contacted HP and have been issued an RMA (Return Merchandise Authorization) number. (This may have been arranged through your HP Authorized Service Provider.)

Before removing the existing printhead, configure the printer for Production Mode and produce the following prints:

1. Prime Bars
2. Manual Jet Mapping Page
3. Jet-Out Lines

These prints must accompany the printhead that is returned to ColorSpan under the issued RMA number.

Shipping Procedures

Retain all packaging from the replacement printhead. You must use the same packaging to ship the original printhead back to HP.

The returning printhead must be packaged in exactly the same manner as the replacement printhead was received. The FRM replacement instructions that accompany the replacement printheads contain detailed instructions and photos showing how to prepare the printhead for shipment.

© Copyright 2008 Hewlett-Packard Development Company, L.P.

The information contained herein is subject to change without notice.

The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

TN2728C

