

# HP Photosmart C4600 All-in-One series



## Basics Guide



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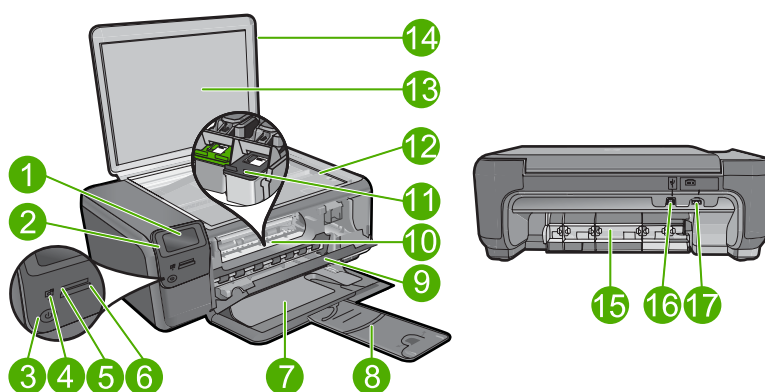
# 1 HP Photosmart overview

Use the HP Photosmart to quickly and easily accomplish tasks such as making a copy, scanning documents, or printing photos from a memory card. You can access many HP Photosmart functions directly from the control panel, without turning on your computer.

 **NOTE:** This guide introduces basic operations and troubleshooting, as well as provides information for contacting HP support and ordering supplies.

The Electronic Help details the full range of features and functions, including use of the HP Photosmart Software that came with the HP Photosmart.

## The HP Photosmart at a glance



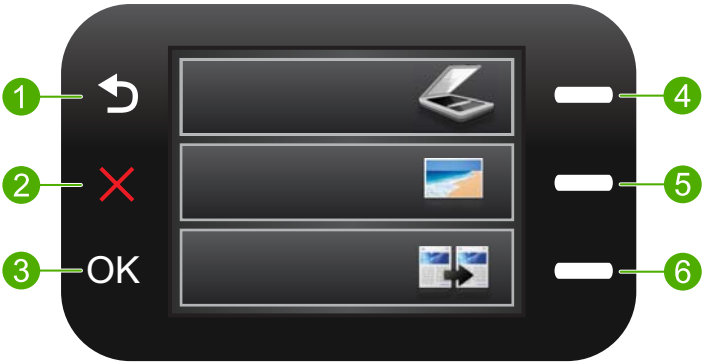
Label	Description
1	Color graphics display (also referred to as the display)
2	Control panel
3	On button
4	Photo light
5	Memory card slot for Memory Stick cards
6	Memory card slot for Secure Digital and xD cards
7	Paper tray
8	Paper tray extender (also referred to as the tray extender)
9	Cartridge door
10	Cartridge access area
11	Print carriage

(continued)

Label	Description
12	Glass
13	Lid-backing
14	Lid
15	Rear door
16	Rear USB port
17	Power connection (Use only with the power adapter supplied by HP.)

## Control panel buttons

The following diagram and related table provide a quick reference to the HP Photosmart control panel features.



Label	Name and Description
1	<b>Back:</b> Returns to the previous screen.
2	<b>Cancel:</b> Stops the current operation, restores default settings, and clears the current photo selection.
3	<b>OK:</b> Selects a menu setting, value, or photo.
4	<b>Scan:</b> From the Home screen, opens the <b>Scan Menu</b> . When viewing screens other than the Home screen, selects options related to the current display.
5	<b>Photo:</b> From the Home screen, opens the <b>Photo Menu</b> . When viewing screens other than the Home screen, selects options related to the current display.
6	<b>Copy:</b> From the Home screen, opens the <b>Copy Menu</b> . When viewing screens other than the Home screen, selects options related to the current display.

## Find more information

A variety of resources, both printed and electronic provide information about setting up and using the HP Photosmart.

### Start Here guide

The Start Here guide provides instructions for setting up your HP Photosmart and installing software. Make sure you follow the steps in the Start Here guide in order.

If you have problems during setup, see Troubleshooting in the last section of the Start Here guide, or see "[Troubleshooting and support](#)" on page 14 in this guide.

### Electronic Help

The Electronic Help provides detailed instructions on features of your HP Photosmart that are not described in this guide, including features that are only available using the software you installed with your HP Photosmart. The Electronic Help also provides regulatory and environmental information.

#### To access the Electronic Help

- **Windows:** Click **Start > All Programs > HP > Photosmart C4600 series > Help**.
- **Macintosh:** Open the **HP Device Manager** and click the **?** icon. Next, click the main menu and select **Photosmart C4600 series**.

### HP Web site

If you have Internet access, you can get help and support from the HP Web site at [www.hp.com/support](http://www.hp.com/support). This Web site offers technical support, drivers, supplies, and ordering information.

## Load originals and load paper

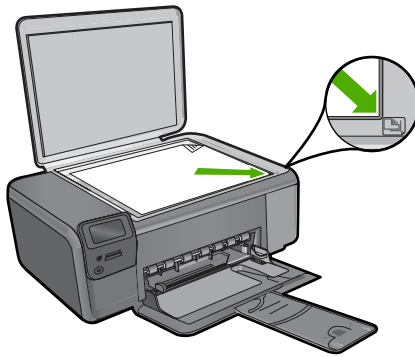
You can load different types and sizes of paper in the HP Photosmart, including letter or A4 paper, photo paper, transparencies, and envelopes. For more information, see the Electronic Help.

#### To load an original on the glass

1. Lift the lid to the open position.
2. Load your original print side down on the right front corner of the glass.



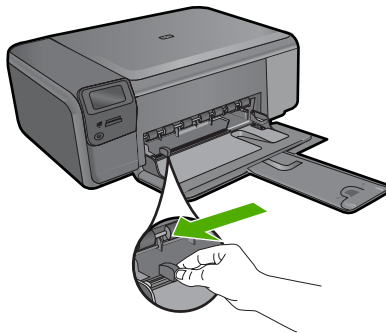
**TIP:** For more help on loading an original, refer to the engraved guides along the edge of the glass.





3. Close the lid.

### To load full-size paper

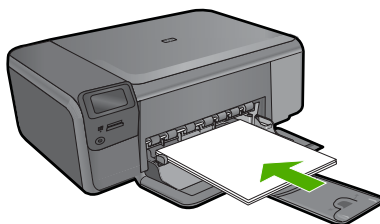
1. Slide the paper-width guide to its outermost position.



 **NOTE:** If you are using letter or A4 paper or smaller, make sure the tray extender is open all the way. When you use legal-size paper, leave the tray extender closed.

 **TIP:** Tap a stack of paper on a flat surface to align the edges. Make sure all the paper in the stack is the same size and type and free of rips, dust, wrinkles, and curled or bent edges.

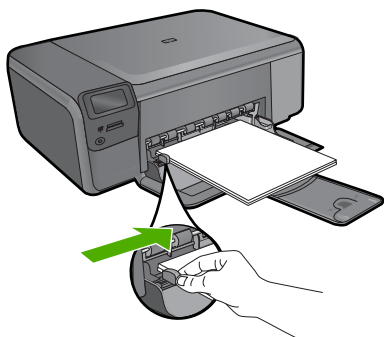
2. Insert the stack of paper into the paper tray with the short edge forward and the print side down. Slide the stack of paper forward until it stops.



△ **CAUTION:** Make sure that the product is idle and silent when you load paper into the paper tray. If the product is servicing the print cartridges or otherwise engaged in a task, the paper stop inside the product might not be in place. You could push the paper too far forward, causing the product to eject blank pages.

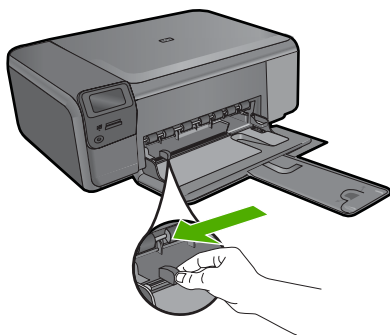
💡 **TIP:** If you are using letterhead, insert the top of the page first with the print side down.

3. Slide the paper-width guide inward until it stops at the edge of the paper. Do not overload the paper tray; make sure the stack of paper fits within the paper tray and is no higher than the top of the paper-width guide.



#### To load small-size photo paper in the paper tray

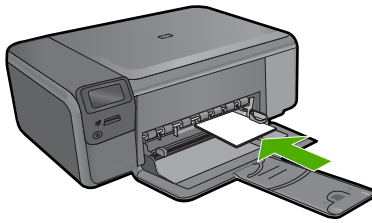
1. Slide the paper-width guide to its outermost position.



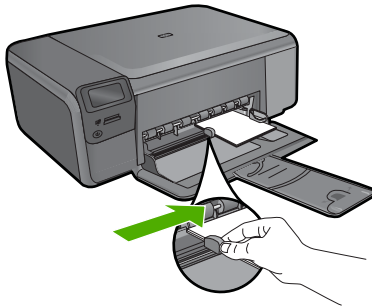
2. Insert the stack of photo paper into the far-right side of the paper tray with the short edge forward and the print side down. Slide the stack of photo paper forward until it stops.

If the photo paper you are using has perforated tabs, load the photo paper so that the tabs are closest to you.





3. Slide the paper-width guide inward until it stops at the edge of the paper. Do not overload the paper tray; make sure the stack of paper fits within the paper tray and is no higher than the top of the paper-width guide.



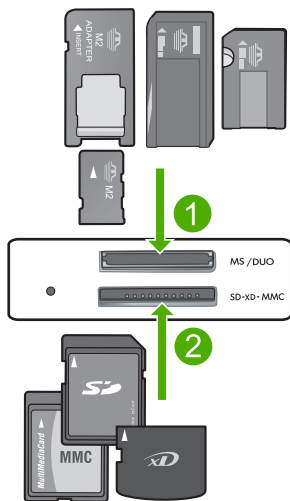
## Avoid paper jams

To help avoid paper jams, follow these guidelines.

- Remove printed papers from the paper tray frequently.
- Prevent curled or wrinkled photo paper by storing all unused photo paper flat in a resealable bag.
- Ensure that paper loaded in the paper tray lays flat and the edges are not bent or torn.
- If you are printing labels, ensure that the label sheets are no more than two years old. Labels on older sheets might peel off when the paper is pulled through the product, and cause paper jams.
- Do not combine different paper types and paper sizes in the paper tray; the entire stack of paper in the paper tray must be the same size and type.
- Adjust the paper-width guide in the paper tray to fit snugly against all paper. Make sure the paper-width guide does not bend the paper in the paper tray.
- Do not force paper too far forward in the paper tray.
- Use paper types that are recommended for the product.

## Print 10 x 15 cm (4 x 6 inch) photos


To achieve the best print quality, HP recommends using HP papers that are specifically designed for the type of project you are printing along with genuine HP ink. HP papers and HP ink are specifically designed to work well together to provide high-quality output.



- |   |  |
|---|--|
| 1 | Memory Stick, Memory Stick Pro, Memory Stick Select, Memory Stick Magic Gate, Memory Stick Duo or Duo Pro (adapter optional), or Memory Stick Micro (adapter required)   |
| 2 | xD-Picture Card, Secure Digital (SD), Secure Digital Mini (adapter required), Secure Digital High Capacity (SDHC), MultiMediaCard (MMC), MMC Plus, MMC Mobile (RS-MMC; adapter required), TransFlash MicroSD Card, or Secure MultiMedia Card |


### To print one or more small-size photos

1. Load **10 x 15 (4 x 6 inch)** photo paper in the paper tray.
2. Insert your memory card into the appropriate slot on the product.
3. Press the buttons next to the up arrow or down arrow icons on the display to scroll through the photos on your memory card until the photo you want to print appears.
4. Press the button next to **Select** to select the photo, and then press **OK**.
5. Leave the default settings as **4 x 6 photo** and **Borderless**.
6. Press the button next to **Prints** to increase the number of copies you want to print of the current image.
7. Press **OK**.

 **TIP:** While the photo is printing, you can continue to scroll through the photos on your memory card and add more photos to the print queue by pressing the button next to **Print More....**

## Scan an image

You can start a scan from your computer or from the control panel of the HP Photosmart. This section explains how to scan from the control panel of the HP Photosmart only.

 **NOTE:** You can also use the software you installed with the HP Photosmart to scan images. Using this software, you can edit a scanned image and create special projects using a scanned image.

### To scan to a computer

1. Load your original print side down on the right front corner of the glass.



**NOTE:** Ensure that there are no memory cards inserted in the memory card slots on the product.

2. Press the button next to **Scan**.  
The **Scan Menu** appears.
3. Press the button next to **Scan to PC**.  
A preview image of the scan appears on your computer, where you can edit it. Any edits that you make apply to the current scan session only.  
The HP Photosmart Software has many tools that you can use to edit your scanned image. You can improve the overall image quality by adjusting the brightness, sharpness, color tone, and saturation. You can also crop, straighten, rotate, or resize the image.
4. Make any edits to the preview image, and then click **Accept** when you are finished.

## Make a copy

You can make quality copies from the control panel.

### To make a copy from the control panel

1. Load paper in the paper tray.
2. Load your original print side down on the right front corner of the glass.
3. Press the button next to **Copy**.
4. Press the button next to **Black Copy** or **Color Copy**.
5. Press the button next to **Copies** to increase the number of copies.
6. Press **OK**.



**TIP:** To make copies of thick originals, such as books, you can remove the lid.

## Replace the print cartridges

Follow these instructions to replace print cartridges. Following these instructions might also help solve print quality issues related to the cartridges.



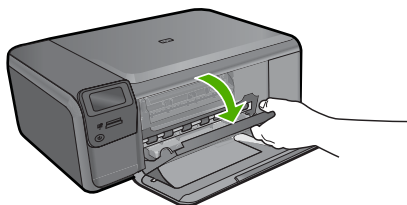
**NOTE:** When the ink level for the print cartridge is low, a message appears on your computer screen. You can also check the ink levels by using the software installed with the HP Photosmart.

When you receive a low-ink warning message, make sure you have a replacement print cartridge available. You should also replace the print cartridges when you see faded text or if you experience print quality issues related to the print cartridges.

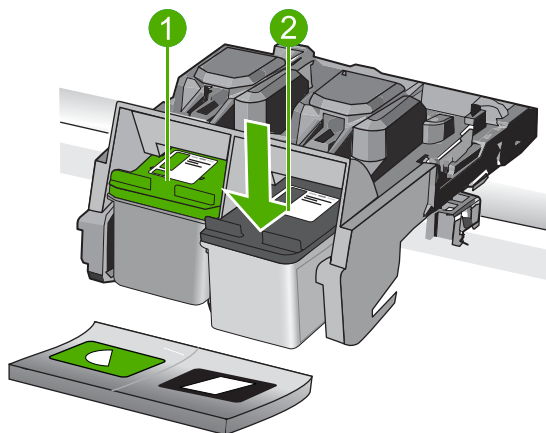
To order print cartridges for the HP Photosmart, go to [www.hp.com/buy/supplies](http://www.hp.com/buy/supplies). If prompted, choose your country/region, follow the prompts to select your product, and then click one of the shopping links on the page.

**To replace the print cartridges**

1. Make sure the product is on and you have letter or A4 unused plain white paper loaded in the paper tray.
2. Open the print cartridge door.  
The print carriage should move to the center of the product. If the print carriage does not move to the center, turn the product off, and then on.

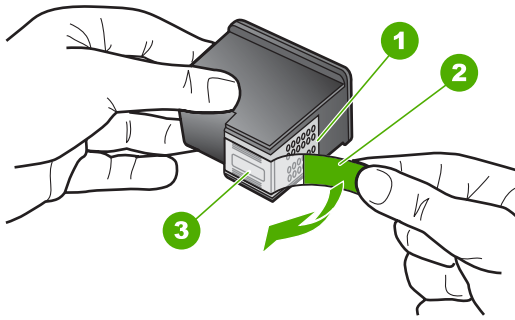


3. Wait until the print carriage is idle and silent, and then lightly press down on a print cartridge to release it.  
If you are replacing the tri-color print cartridge, remove the print cartridge from the slot on the left.  
If you are replacing the black print cartridge, remove the print cartridge from the slot on the right.



1	Print cartridge slot for the tri-color print cartridge
2	Print cartridge slot for the black print cartridge

4. Pull the print cartridge towards you out of its slot.
5. If you are disposing of the print cartridge, recycle the print cartridge. The HP Inkjet Supplies Recycling Program is available in many countries/regions, and lets you recycle used print cartridges free of charge. For more information, go to the following Web site:  
[www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html](http://www.hp.com/hpinfo/globalcitizenship/environment/recycle/inkjet.html)
6. Remove the new print cartridge from its packaging, being careful to touch only the black plastic. Gently remove the plastic tape using the pink pull tab.

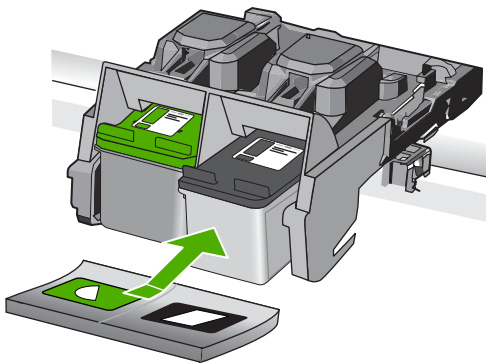


1	Copper-colored contacts
2	Plastic tape with pink pull tab (must be removed before installing)
3	Ink nozzles under tape

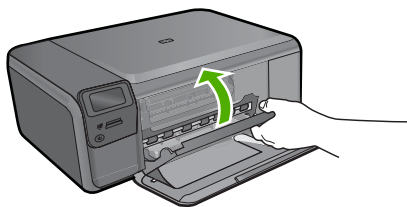
△ **CAUTION:** Do not touch the copper-colored contacts or ink nozzles. Touching these parts can result in clogs, ink failure, and bad electrical connections.



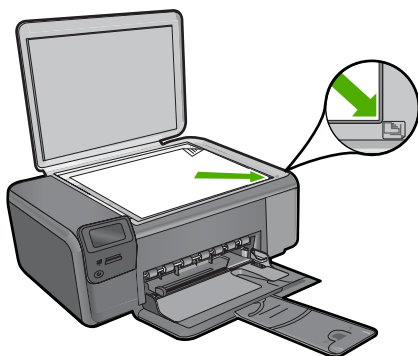
7. Slide the new print cartridge at a slight upward angle into the empty slot. Then gently push on the upper part of the print cartridge forward until it snaps into place. If you are installing the tri-color print cartridge, slide it into the left slot. If you are installing the black print cartridge, slide it into the right slot.



8. Close the print cartridge door.




9. When prompted, press **OK** to print a cartridge alignment page.
10. Load alignment page print side down on right front corner of glass, and then press **OK** to scan page.



The product aligns the print cartridges. Recycle or discard the print cartridge alignment sheet.


## Clean the HP Photosmart

To ensure that your copies and scans remain clear, you might need to clean the glass and lid backing. You might also want to dust the exterior of the HP Photosmart.

 **TIP:** You can purchase an HP Cleaning Kit for Inkjet Printers and All-in-Ones (Q6260A) that provides everything needed to safely clean your HP device. For more information, go to: [www.shopping.hp.com/accessories-store/printer](http://www.shopping.hp.com/accessories-store/printer).

### To clean the glass

1. Turn off the product, unplug the power cord, and raise the lid.
2. Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

 **CAUTION:** Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass, since they can damage it. Do not place or spray liquid directly on the glass. The liquid might seep under the glass and damage the product.

3. Dry the glass with a dry, soft, lint-free cloth to prevent spotting.
4. Turn on the product.

### To clean the lid backing

1. Turn off the product, unplug the power cord, and raise the lid.
2. Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.  
Wash the backing gently to loosen debris. Do not scrub the backing.
3. Dry the backing with a dry, soft, lint-free cloth.

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△ **CAUTION:** Do not use paper-based wipes, as these might scratch the backing.

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4. If further cleaning is needed, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the backing thoroughly with a damp cloth to remove any residual alcohol.

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△ **CAUTION:** Be careful not to spill alcohol on the glass or exterior of the product, as this might damage it.

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5. Plug in the power cord, and then turn on the product.

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💡 **TIP:** You can remove the lid for an easy cleaning experience.

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## 2 Troubleshooting and support


This chapter contains troubleshooting information for the HP Photosmart. Specific information is provided for installation and configuration issues, and some operational topics. For more troubleshooting information, see the Electronic Help that came with your software.

Many issues are caused when the HP Photosmart is connected to the computer using a USB cable before the HP Photosmart software is installed on the computer. If you connected the HP Photosmart to your computer before the software installation screen prompts you to do so, you must follow these steps:

### Troubleshooting common setup issues

1. Disconnect the USB cable from the computer.
2. Uninstall the software (if you have already installed it).
3. Restart your computer.
4. Turn off the HP Photosmart, wait one minute, then restart it.
5. Reinstall the HP Photosmart software.

---

 **CAUTION:** Do not connect the USB cable to the computer until prompted by the software installation screen.

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For support contact information, see the inside back cover of this guide.

## Uninstall and reinstall the software

If your installation is incomplete, or if you connected the USB cable to the computer before prompted by the software installation screen, you might need to uninstall and then reinstall the software. Do not simply delete the HP Photosmart application files from your computer. Make sure to remove them properly using the uninstall utility provided when you installed the software that came with the HP Photosmart.

### To uninstall and reinstall the software

1. On the Windows taskbar, click **Start, Settings, Control Panel** (or just **Control Panel**).
2. Double-click **Add/Remove Programs** (or click **Uninstall a program**).
3. Select **HP Photosmart All-in-One Driver Software**, and then click **Change/Remove**. Follow the onscreen instructions.
4. Disconnect the product from your computer.
5. Restart your computer.



**NOTE:** It is important that you disconnect the product before restarting your computer. Do not connect the product to your computer until after you have reinstalled the software.

6. Insert the product CD-ROM into your computer's CD-ROM drive and then start the Setup program.



**NOTE:** If the Setup program does not appear, locate the setup.exe file on the CD-ROM drive and double-click it.

**NOTE:** If you no longer have the installation CD, you can download the software from [www.hp.com/support](http://www.hp.com/support).

7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the product.

When the software installation is complete, the **HP Digital Imaging Monitor** icon appears in the Windows system tray.



To verify that the software is properly installed, double-click the HP Solution Center icon on the desktop. If the HP Solution Center shows the essential icons (**Scan Picture** and **Scan Document**), the software has been properly installed.

**To uninstall from a Mac and then reinstall**

1. Disconnect the HP Photosmart from your Mac.
2. Open the **Applications:Hewlett-Packard** folder.
3. Double-click **HP Uninstaller**.  
Follow the onscreen instructions.
4. After the software is uninstalled, restart your computer.
5. To reinstall the software, insert the HP Photosmart CD-ROM into your computer's CD-ROM drive.
6. On the desktop, open the CD-ROM and then double-click **HP All-in-One Installer**.
7. Follow the onscreen instructions and the instructions provided in the Setup Guide that came with the HP Photosmart.

## Hardware setup troubleshooting

Use this section to solve any problems you might encounter while setting up the HP Photosmart hardware.

### The product will not turn on

Try the following solutions if there are no light indications, no noise, and no movement from the product when you turn it on.

#### Solution 1: Make sure you use the power cord that came with the product

**Solution**

- Make sure the power cord is firmly connected to both the product and the power adapter. Plug the power cord into a power outlet, surge protector, or power strip.
- If you are using a power strip, make sure the power strip is turned on. Or, try plugging the product directly into a power outlet.
- Test the power outlet to make sure it is working. Plug in an appliance that you know works, and see if the appliance has power. If not, then there might be a problem with the power outlet.
- If you plugged the product into a switched outlet, make sure the outlet is switched on. If it is switched to on but still does not work, then there might be a problem with the power outlet.

**Cause:** The product was not being used with the power cord provided.

If this did not solve the issue, try the next solution.

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#### Solution 2: Reset the product

**Solution:** Turn off the product, and then unplug the power cord. Plug the power cord back in, and then press the **On** button to turn on the product.

**Cause:** The product experienced an error.

If this did not solve the issue, try the next solution.

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#### Solution 3: Press the On button more slowly

**Solution:** The product might not respond if you press the **On** button too quickly. Press the **On** button once. It might take a few minutes for the product to turn on. If you press the **On** button again during this time, you might turn the product off.

**Cause:** You pressed the **On** button too quickly.

If this did not solve the issue, try the next solution.

### Solution 4: Contact HP to replace the power supply

**Solution:** Contact HP support to request a power supply for the product.

Go to: [www.hp.com/support](http://www.hp.com/support).

If prompted, choose your country/region, and then click **Contact HP** for information on calling for technical support.

**Cause:** The power supply was not intended for use with this product or it had a mechanical failure.

If this did not solve the issue, try the next solution.

### Solution 5: Contact HP support for service

**Solution:** If you have completed all of the steps provided in the previous solutions and are still having a problem, contact HP support for service.

Go to: [www.hp.com/support](http://www.hp.com/support).

If prompted, choose your country/region, and then click **Contact HP** for technical support.

**Cause:** You might need assistance to enable the product or software to function properly.

### The display shows the wrong language

**Solution:** Change the language setting.

#### To set your language and country/region

1. Press the button next to **Copy** on the Home screen.  
The **Copy Menu** appears.
2. Press the top-right, middle-left, and bottom-left buttons in sequence.  
The **Basic Settings** menu appears.
3. Press the button next to **Set Language**.
4. Press the buttons next to the up arrow or down arrow icons on the display to scroll through the languages. When the language you want to use is highlighted, press the button next to **OK**.
5. When prompted, press the button next to **Yes** for confirmation.  
The **Basic Settings** menu reappears.
6. Press the button next to **Set Region**.
7. Press the buttons next to the up arrow or down arrow icons on the display to scroll through the countries/regions. When the country/region you want to use is highlighted, press the button next to **OK**.
8. When prompted, press the button next to **Yes** for confirmation.

**Cause:** You might have selected the incorrect language when setting up the product.

### I connected the USB cable, but I am having problems using the product with my computer

**Solution:** You must first install the software that came with the product before connecting the USB cable. During installation, do not plug in the USB cable until prompted by the onscreen instructions.

Once you have installed the software, plug one end of the USB cable into the back of your computer and the other into the back of the product. You can connect to any USB port on the back of your computer.

For more information on installing the software and connecting the USB cable, see the Setup Guide that came with the product.

**Cause:** The USB cable was connected before the software was installed. Connecting the USB cable before you are prompted can cause errors.

## After setting up the product, it does not print

Try the following solutions to resolve the issue. Solutions are listed in order, with the most likely solution first. If the first solution does not solve the problem, continue trying the remaining solutions until the issue is resolved.

### Solution 1: Press the On button to turn on the product

**Solution:** Look at the display on the product. If the display is blank and the **On** button is not lit, the product is turned off. Make sure the power cord is firmly connected to the product and plugged into a power outlet. Press the **On** button to turn on the product.

**Cause:** The product might not have been turned on.

If this did not solve the issue, try the next solution.

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### Solution 2: Set your product as the default printer

**Solution:** Use the system tools on your computer to change your product to be the default printer.

**Cause:** You sent the print job to the default printer, but this product was not the default printer.

If this did not solve the issue, try the next solution.

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### Solution 3: Check the connection between the product and computer

**Solution:** Check the connection between the product and computer.

**Cause:** The product and computer were not communicating with each other.

If this did not solve the issue, try the next solution.

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### Solution 4: Check that the print cartridges are installed properly and have ink

**Solution:** Check that the print cartridges are installed properly and have ink.

**Cause:** There might have been a problem with one or more of the print cartridges.

If this did not solve the issue, try the next solution.

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### Solution 5: Load paper in the paper tray

**Solution:** Load paper in the paper tray.

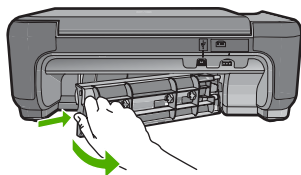
**Cause:** The product might have been out of paper.

## Clear paper jams

In case of a paper jam, check the rear door. You might need to clear the paper jam from the rear door.

### To clear a paper jam from the rear door

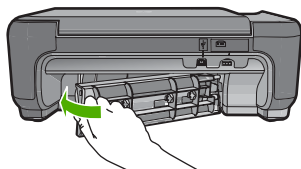
1. Press in the tab on the left side of the rear door to release the door. Remove the door by pulling it away from the product.



2. Gently pull the paper out of the rollers.

△ **CAUTION:** If the paper tears when you are removing it from the rollers, check the rollers and wheels for torn pieces of paper that might be remaining inside the product. If you do not remove all the pieces of paper from the product, more paper jams are likely to occur.

3. Replace the rear door. Gently push the door forward until it snaps into place.



4. Press the button next to **OK** to continue the current job.

## Print cartridge troubleshooting

If you are experiencing problems with printing, you might have a problem with one of the print cartridges. For more information, see “[Replace the print cartridges](#)” on page 9 in this guide.

## Support process

**If you have a problem, follow these steps:**

1. Check the documentation that came with the product.
2. Visit the HP online support Web site at [www.hp.com/support](http://www.hp.com/support). HP online support is available to all HP customers. It is the fastest source for up-to-date device information and expert assistance and includes the following features:
  - Fast access to qualified online support specialists
  - Software and driver updates for the product
  - Valuable product and troubleshooting information for common problems
  - Proactive device updates, support alerts, and HP newsletters that are available when you register the product
3. Call HP support. Support options and availability vary by device, country/region, and language. For support contact information, see the inside back cover of this guide.

# 3 Technical information

The technical specifications and international regulatory information for the HP Photosmart are provided in this section.

For additional regulatory and environmental information, including the Declaration of Conformity statement, see the Electronic Help.

## System requirements

Software system requirements are located in the Readme file.

## Product specifications

For product specifications, go to the HP Web site at [www.hp.com/support](http://www.hp.com/support).

### Paper specifications

Paper tray capacity: Plain paper sheets: Up to 85 (60 to 90 gsm. (20 lb.) paper)

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 **NOTE:** For a complete list of supported media sizes, see the printer software.

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### Physical specifications

- Height: 16.5 cm (6.5 inches)
- Width: 44.2 cm (17.4 inches)
- Depth: 57.6 cm (22.7 inches) with tray extender open; 40.7 cm (16 inches) with tray extender closed
- Weight (with cartridges) : 4.70 kg (10.34 pounds)

### Power specifications

- Power consumption: 20 watts maximum (average printing)
- Input voltage (0957-2269): AC 100 to 240 V ~ 600 mA 50-60 Hz

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 **NOTE:** Use only with the power adapter supplied by HP.

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### Environmental specifications

- Recommended operating temperature range: 15 °C to 32 °C (59 °F to 90 °F)
- Allowable operating temperature range: 5 °C to 40 °C (41 °F to 104 °F)
- Humidity: 20% to 80% RH non-condensing (recommended); 28 °C maximum dewpoint
- Non-operating (Storage) temperature range: -25 °C to 60 °C (13 °F to 140 °F)
- In the presence of high electromagnetic fields, it is possible the output from the HP Photosmart may be slightly distorted
- HP recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields

## Regulatory notices

The HP Photosmart meets product requirements from regulatory agencies in your country/region. For a complete listing of regulatory notices, see the Electronic Help.

### Regulatory model identification number

For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRH-0803. This regulatory number should not be confused with the marketing name (HP Photosmart C4600 series, etc.) or product numbers (Q8418A, etc.).

Warranty

HP product	Duration of limited warranty
Software Media	90 days
Printer	1 year
Print or Ink cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.
Printheads (only applies to products with customer replaceable printheads)	1 year
Accessories	1 year unless otherwise stated

- A. Extent of limited warranty
- Hewlett-Packard (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above, which duration begins on the date of purchase by the customer.
  - For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error free.
  - HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
    - Improper maintenance or modification;
    - Software, media, parts, or supplies not provided or supported by HP;
    - Operation outside the product's specifications;
    - Unauthorized modification or misuse.
  - For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
  - If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
  - If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
  - HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
  - Any replacement product may be either new or like-new, provided that it has functionality at least equal to that of the product being replaced.
  - HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
  - HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.
- B. Limitations of warranty
- TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.
- C. Limitations of liability
- To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
  - TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.
- D. Local law
- This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
  - To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers and limitations of this Warranty Statement may not apply to the customer. For example, some states in the United States, as well as some governments outside the United States (including provinces in Canada), may:
    - Preclude the disclaimers and limitations in this Warranty Statement from limiting the statutory rights of a consumer (e.g., the United Kingdom);
    - Otherwise restrict the ability of a manufacturer to enforce such disclaimers or limitations; or
    - Grant the customer additional warranty rights, specify the duration of implied warranties which the manufacturer cannot disclaim, or allow limitations on the duration of implied warranties.
  - THE TERMS IN THIS WARRANTY STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY, AND ARE IN ADDITION TO, THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THE HP PRODUCTS TO SUCH CUSTOMERS.

HP Limited Warranty

Dear Customer,

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

**You may have additional statutory rights against the seller based on your purchase agreement. Those rights are not in any way affected by this HP Limited Warranty.**

**Ireland:** Hewlett-Packard Ireland Limited, 63-74 Sir John Rogerson's Quay, Dublin 2  
**United Kingdom:** Hewlett-Packard Ltd, Cain Road, Bracknell, GB-Berks RG12 1HN  
**Malta:** Hewlett Packard International Trade BV, Branch 48, Sqaq Nru 2, Triq ix-Xatt, Pieta MSD08, Malta  
**South Africa:** Hewlett-Packard South Africa Ltd, 12 Autumn Street, Rivonia, Sandton, 2128, Republic of South Africa



[www.hp.com/support](http://www.hp.com/support)

Africa (English speaking)	+27 11 2345872
Afrique (francophone)	+33 1 4993 9230
021 672 280	الجزائر
Argentina (Buenos Aires)	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Argentina	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Australia	1300 721 147
Australia (out-of-warranty)	1902 910 910
Österreich	<a href="http://www.hp.com/support">www.hp.com/support</a>
17212049	البحرين
België	<a href="http://www.hp.com/support">www.hp.com/support</a>
Belgique	<a href="http://www.hp.com/support">www.hp.com/support</a>
Brasil (Sao Paulo)	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Brasil	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Canada	1-(800)-474-6836 (1-800 hp invent)
Central America & The Caribbean	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Chile	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
中国	1068687980
中国	800-810-3888
Colombia (Bogotá)	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Colombia	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Costa Rica	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Česká republika	810 222 222
Danmark	<a href="http://www.hp.com/support">www.hp.com/support</a>
Ecuador (Andinatel)	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Ecuador (Pacifitel)	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
(02) 6910602	مصر
El Salvador	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
España	<a href="http://www.hp.com/support">www.hp.com/support</a>
France	<a href="http://www.hp.com/support">www.hp.com/support</a>
Deutschland	<a href="http://www.hp.com/support">www.hp.com/support</a>
Ελλάδα (από το εξωτερικό)	+ 30 210 6073603
Ελλάδα (εντός Ελλάδας)	801 11 75400
Ελλάδα (από Κύπρο)	800 9 2654
Guatemala	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
香港特別行政區	(852) 2802 4098
Magyarország	06 40 200 629
India	1-800-425-7737
India	91-80-28526900
Indonesia	+62 (21) 350 3408
+971 4 224 9189	العراق
+971 4 224 9189	الكويت
+971 4 224 9189	لبنان
+971 4 224 9189	قطر
+971 4 224 9189	اليمن
Ireland	<a href="http://www.hp.com/support">www.hp.com/support</a>
1-700-503-048	ישראל
Italia	<a href="http://www.hp.com/support">www.hp.com/support</a>
Jamaica	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>

日本	0570-000511
日本	03-3335-9800
0800 222 47	الأردن
한국	1588-3003
Luxembourg (Français)	<a href="http://www.hp.com/support">www.hp.com/support</a>
Luxembourg (Deutsch)	<a href="http://www.hp.com/support">www.hp.com/support</a>
Malaysia	1800 88 8588
Mauritius	(230) 262 210 404
México (Ciudad de México)	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
México	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Maroc	081 005 010
Nederland	<a href="http://www.hp.com/support">www.hp.com/support</a>
New Zealand	0800 441 147
Nigeria	(01) 271 2320
Norge	<a href="http://www.hp.com/support">www.hp.com/support</a>
24791773	عمان
Panamá	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Paraguay	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Perú	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Philippines	2 867 3551
Polska	801 800 235
Portugal	<a href="http://www.hp.com/support">www.hp.com/support</a>
Puerto Rico	1-877-232-0589
República Dominicana	1-800-711-2884
Reunion	0820 890 323
România	0801 033 390
Россия (Москва)	095 777 3284
Россия (Санкт-Петербург)	812 332 4240
800 897 1415	المغرب
Singapore	+65 6272 5300
Slovensko	0850 111 256
South Africa (RSA)	0860 104 771
Suomi	<a href="http://www.hp.com/support">www.hp.com/support</a>
Sverige	<a href="http://www.hp.com/support">www.hp.com/support</a>
Switzerland	<a href="http://www.hp.com/support">www.hp.com/support</a>
臺灣	02-8722-8000
ไทย	+66 (2) 353 9000
071 891 391	تونس
Trinidad & Tobago	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Türkiye (İstanbul, Ankara, İzmir & Bursa)	444 0307
Україна	(044) 230-51-06
600 54 47 47	الإمارات العربية المتحدة
United Kingdom	<a href="http://www.hp.com/support">www.hp.com/support</a>
United States	1-(800)-474-6836
Uruguay	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Venezuela (Caracas)	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Venezuela	<a href="http://www.hp.com/la/soporte">www.hp.com/la/soporte</a>
Viêt Nam	+84 88234530

For the most current HP list of telephone support numbers and call costs information, see [www.hp.com/support](http://www.hp.com/support).