



# Shipping Instructions

OfficeJet Pro X series

PageWide 300, 400, 500 series

## Introduction

Computers and printers are equipment that need special consideration when moving. Organizations often have the need to configure and setup a printer at a central location, and then move the printer to its final destination for use. There are several best practices to use and should be followed to ensure optimal product performance. There are several options and considerations for you to understand prior to developing your distribution plan.

Your OfficeJet Pro X series or PageWide 300, 400, or 500 series product, if shipped properly, will continue to provide excellent office printing. Special consideration should be taken to reduce vibration over long periods of time. The printer should also be shipped in an upright position.

## 1<sup>st</sup> Choice: Setup and configure printer at final destination

Whenever possible, HP recommends that the setup and configuration steps be done at the final location where the printer will be used. This option is the very best method to be used to ensure optimum life of the product.

## 2<sup>nd</sup> Choice: Pre-configure via Embedded Web Services

A central IT Department may wish to enable/disable specific settings prior to remote office installation. Many key settings can be pre-configured. The product can then be shipped in the original packaging (including blue tape) to the final destination, where it can go through physical setup and initialization.

Embedded Web Services settings may include:

- Energy Saving Settings
- Printer Preferences such as Tray, Paper Type, Printing and Screen Settings
- Security Settings
- Firewall Settings

A white paper has been created that provides detail on pre-configuration. This white paper can be obtained from [hp.com](http://hp.com) or your HP Sales Representative.

## 3<sup>rd</sup> Choice: Moving the printer following initialization

### Option one: Product remains in your control during a local building or campus move

1. Ensure that the product remains in an upright position to limit the amount of tipping. If there is any chance of significant tipping, please shut down the printer using the power button and wait at least 2 hours after initialization prior to moving the product for optimal product performance.
2. If the product is to be moved a large distance (e.g. to a different office site), we advise that you remove the ink supplies and place them in their original shipping container.
3. Insert the shipping restraint for your product model:
  - **For OfficeJet Pro X series:** Insert the orange shipping restraint (part no: CN598-67068) shown in the install guide in figure 3.2. This shipping restraint must be pushed back into the product until it clicks into place.
  - **For PageWide 300 and 400 series:** Insert the green shipping restraint (part no: CN598-67068) into the area where you would normally install the ink supplies. This shipping restraint must be pushed back into the product until it clicks into place.
  - **For PageWide 500 series and PageWide Managed products:**

The following parts are required to ship PageWide 500 series and PageWide Managed devices safely and without damage:

- Part no.: D3Q21-67004 – SERV ASSY-Print bar Restraint 500 series
- Part no.: D3Q24-67041 – SERV ASSY-Assy-FI-Ship-Cap-500-series

These parts are available from the HP Parts Store (<https://parts.hp.com/hpparts>) and from HP Partsurfer (<http://partsurfer.hp.com>).

#### Preparing for shipment

- a. Open the ink supply door, and then open the small interior door that is located behind the main ink supply door. Insert and **lock** the green print bar shipping restraint into the chamber behind the interior door.

**Figure 1**



- b. Affix a piece of tape on the shipping restraint so that a portion of the tape is exposed and clearly visible after closing the small interior door and the main ink supply door (as shown in Figure 1 above). This will ensure that the person installing the unit after shipment removes the shipping restraint prior to start-up. If the device is powered-on with the shipping restraint in place, it will cause the device to assert and/or damage the unit.

**NOTE:** Be sure that the print bar is in a lifted-state and that the shipping restraint is installed in the “garage” of the print bar, **not** in the space above a print bar that is in a lowered position. The green shipping restraint should be installed in the black plastic chamber of a lifted print bar (as shown in Figure 2); it should **not** be installed if sheet metal is visible in the chamber (shown in Figure 3).

<p>Install the restraint in the black plastic chamber of a lifted print bar</p>	<p><b>Do not</b> install the restraint in the space above a lowered print bar</p>
<p><b>Figure 2</b></p> 	<p><b>Figure 3</b></p> 

- c. Remove the ink supplies, if installed, and insert the large orange shipping cap in the space where the ink supplies are normally installed (shown in Figure 4 below).

**Figure 4**



- d. Close the interior door, and then close the ink supply door.

**NOTE:** The blue tape should be clearly visible (as shown in Figure 5).

**Figure 5**



### Unpacking the unit after shipment

- a. Open the main ink supply door. Remove the orange shipping cap and insert the ink supplies.
- b. Open the small interior door that is behind the main ink supply door. Remove any tape from around the area behind the interior door. Unlock and remove the green shipping restraint.

**IMPORTANT:** Before powering-on the unit, you must remove the shipping restraint. If you do not remove the restraint, it could cause an assert error or damage the unit.

- c. Close the interior door and the main ink supply door, and then power on the unit.

### **Option two: Product will be moved using a shipping service where it is outside your direct control**

1. Please shut down the printer using the power button and wait at least 2 hours after initialization prior to moving the product for optimal product performance.
2. Remove the ink supplies and place them in their original shipping container.
3. Insert the shipping restraint for your product model:
  - **For OfficeJet Pro X series:** Insert the orange shipping restraint (part no: CN598-67068) shown in the install guide in figure 3.2. This shipping restraint must be pushed back into the product until it clicks into place.
  - **For PageWide 300 and 400 series:** Insert the green shipping restraint (part no: CN598-67068) into the area where you would normally install the ink supplies. This shipping restraint must be pushed back into the product until it clicks into place.
  - **For PageWide 500 series and PageWide Managed products:**

The following parts are required to ship PageWide 500 series and PageWide Managed devices safely and without damage:

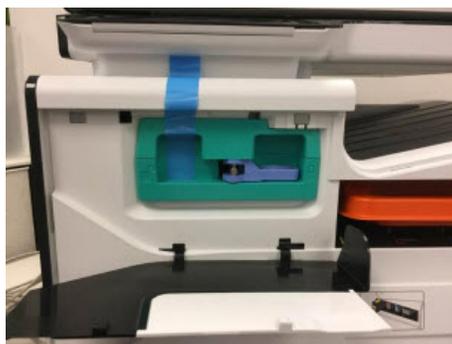
- Part no.: D3Q21-67004 – SERV ASSY-Print bar Restraint 500 series
- Part no.: D3Q24-67041 – SERV ASSY-Assy-FI-Ship-Cap-500-series

These parts are available from the HP Parts Store (<https://parts.hp.com/hpparts>) and HP Partsurfer (<http://partsurfer.hp.com>).

Preparing for shipment

- Open the ink supply door, and then open the small interior door that is located behind the main ink supply door. Insert and **lock** the green print bar shipping restraint into the chamber behind the interior door.

**Figure 1**



- Affix a piece of tape on the shipping restraint so that a portion of the tape is exposed and clearly visible after closing the small interior door and the main ink supply door (as shown in Figure 1 above). This will ensure that the person installing the unit after shipment removes the shipping restraint prior to start-up. If the device is powered-on with the shipping restraint in place, it will cause the device to assert and/or damage the unit.

**NOTE:** Be sure that the print bar is in a lifted-state and that the shipping restraint is installed in the “garage” of the print bar, **not** in the space above a print bar that is in a lowered position. The green shipping restraint should be installed in the black plastic chamber of a lifted print bar (as shown in Figure 2); it should **not** be installed if sheet metal is visible in the chamber (shown in Figure 3).

<p>Install the restraint in the black plastic chamber of a lifted print bar</p>	<p><b>Do not</b> install the restraint in the space above a lowered print bar</p>
<p><b>Figure 2</b></p>	<p><b>Figure 3</b></p>

- c. Remove the ink supplies, if installed, and insert the large orange shipping cap in the space where the ink supplies are normally installed (shown in Figure 4 below).

**Figure 4**



- d. Close the interior door, and then close the ink supply door.

**NOTE:** The blue tape should be clearly visible (as shown in Figure 5).

**Figure 5**



#### Unpacking the unit after shipment

- a. Open the main ink supply door. Remove the orange shipping cap and insert the ink supplies.
  - b. Open the small interior door that is behind the main ink supply door. Remove any tape from around the area behind the interior door. Unlock and remove the green shipping restraint.

**IMPORTANT:** Before powering-on the unit, you must remove the shipping restraint. If you do not remove the restraint, it could cause an assert error or damage the unit.
  - c. Close the interior door and the main ink supply door, and then power on the unit.
4. Please use the original shipping materials paying special attention to the proper use of the plastic bag, the end-caps, and proper packing of the accessory pieces.

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