



Printhead Return Process

Overview

This document describes how to return used HP PageWide C500 Press printheads to HP.

Part Numbers

Part Number	Description
CQ010A	HP CQ10 Bonding Agent printhead
CQ011A	HP CQ10 Yellow/Magenta printhead
CQ012A	HP CQ10 Cyan/Black printhead

Return Procedure

1. Gather all printheads as they are removed from the press.
2. Fill out the information on the sticker attached to each printhead. If no sticker is attached, fill out the information on a piece of paper and insert it inside the printhead's packaging. The information should include:
 - **Date of removal**
 - **Location of printhead on the press** (ink beam & pocket)
 - **Reason for removal** (image quality <specify the issue> or damage)
 - **Software error message** <specify the error>

**Note:**

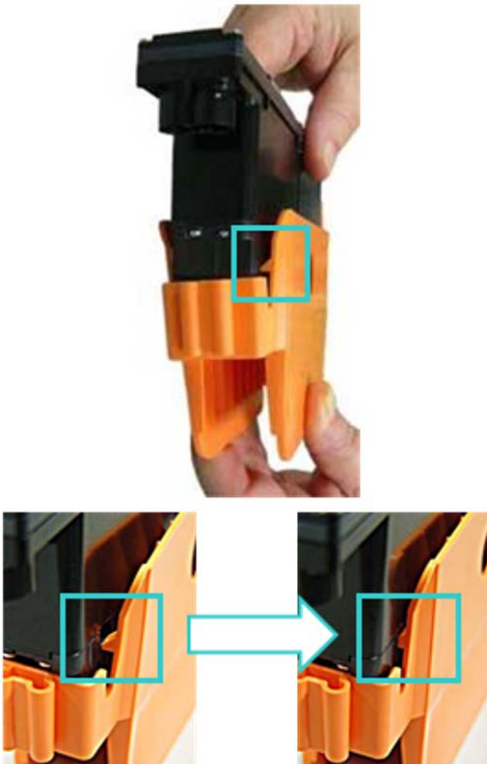
The flushing and installation dates should be written on the sticker when the printhead is first prepared for use and installed on the press.

3. Package the removed printheads for return shipping to HP using the **original packaging** from the replacement printhead:

Notes:

- Prepare the packaged printheads for shipment at least once a month (but no more frequently than every 2 weeks), as instructed by HP.
- If the original packaging is not available, care should be taken to package the printhead in a manner consistent with the protection provided by the original packaging.

- a. Place an orange shipping cap over the print nozzles. Make sure that the cap snaps fully into place.

**Important:**

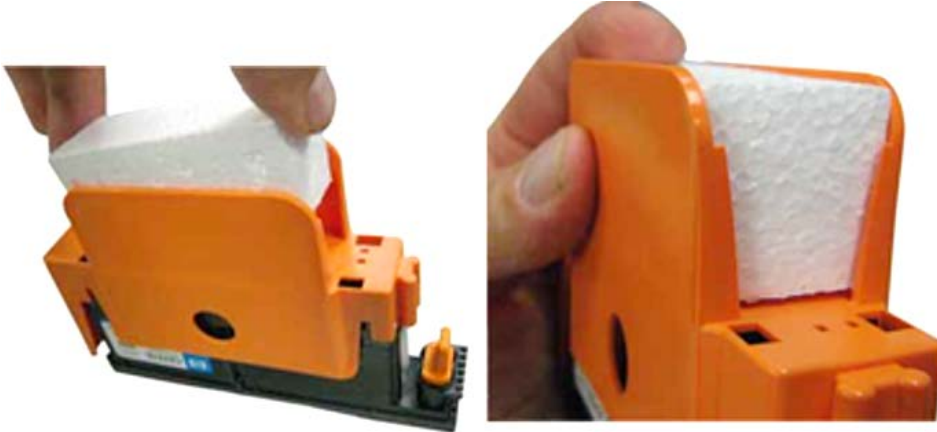
If printheads of multiple colors are replaced at the same time, make sure to match the shipping caps to printheads of the same colors.

Do not switch the shipping cap of the Bonding Agent printhead (CQ010A) with a cap for color ink!

- b. Insert the needle plug.



- c. Insert the Styrofoam wedge inside the top of the shipping cap.



- d. Place the printhead inside the bubble-wrap bag.



- e. Place the bubble-wrap bag with the printhead inside the foil pouch.



- f. Seal the opening of the pouch.



- g. Place the printhead in its corrugated carton surrounded by foam or an expanded-foam sheet. Make sure the printhead is positioned with its orange cap facing **down** when the box is upright (as indicated by the arrows on the side of the box.)



- h. Add a relevant print or diagnostic sample that shows why the printhead was replaced (if available).





- i. Close the corrugated carton.



- j. Use a Master Carton to consolidate a shipment of 8 printheads. Make sure the cartons containing the individual printheads are placed upright, as indicated by the arrows.



- 4. When the package is ready, contact HP by email to initiate the shipment paperwork.
 - Click the icon below to open an email with a prepared template. Enter your company name in the subject line and then fill out the template in the body of the message.



Printhead Returns
from Your Company

Note:

If the shortcut does not work properly, copy and paste the template on page 6 into your email client (use the Merge Formatting option when pasting) and send it to the following recipients:

CAControlTower@hp.com, netta.rozenzig@hp.com, ehud@hp.com, ront@hp.com

- In addition, please print the completed template on page 6 and attach one copy of it to the shipment.



Upon receiving your email, HP will prepare the shipping documents and arrange the pickup from your site for shipment to HP. The shipping address is as follows:

**HEWLETT-PACKARD INDUSTRIAL PRINTING LTD.
ATTN: EHUD ELIASAF, Printhead Returns
HATZORAN STREET 8B
4250608 NETANYA
ISRAEL**

5. Continue to gather, log, and record printhead removals in preparation for the next shipment.

Exceptions:

- HP may periodically request a quick shipment of printheads that represent a symptom or failure mode.
- The default shipping frequency may be adjusted periodically, as agreed between HP and the customer, based on removal rates, symptom notes, assignable causes, product stability, etc.

Printhead Return Template

Fill out the following template and include it with each shipment to HP.

<u>PH Return Template</u>			
Company Name: _____			
Phone Number: _____			
Primary Contact: _____			
	Qty in Master Carton #1	Qty in Master Carton #2	Qty in Master Carton #3
HP CQ10 Bonding Agent Printhead (CQ010A)			
HP CQ10 Yellow/Magenta Printhead (CQ011A)			
HP CQ10 Cyan/Black Printhead (CQ012A)			
Dimensions & Weight			

Note:

When filling out the template, enter the number of printheads of each type being returned in the Qty column.

In the Dimensions & Weight row, enter the dimensions and weight of the master carton.