Printer Exchange

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Exchange Procedure

When a customer reports a faulty Printer, they will be sent an exchange Printer and in return, the customer will send the faulty Printer back to HP. Before the customer sends the faulty Printer to HP, they will need to first remove certain items, which they will need to reinstall on the exchange Printer when they receive it. Please follow these instructions when an exchange procedure needs to be performed:

1 Remove the following items from the faulty Printer:
- Power Cord.
- USB Cable.
- 6 Ink Cartridges.
- 6 Printheads.
- Media Trays.

2 Also remove the following items that may be present, depending on the Printer model or whether the customer has installed accessories:
- HP Jetdirect Print Server (Network Card).
- Basic Cleanout Assembly.
- Roll-feed Brackets and Cleanout Assembly.
- Cutter (do NOT remove the Cutter from the Designjet 90r or 130nr).
- Stand and Media Bin.

3 Remove the Exchange Printer from the its Box.

4 Place the faulty Printer in the Exchange Printer Box with **all** packaging material.

5 Install **all** the items that you removed in steps **1** and **2** on to the Exchange Printer.

6 Load paper in to the Exchange Printer and make sure the Printhead Alignment page is printed with a checkmark "✓".

Contents of the Exchange Printer Box

The Exchange Printer Box that the customer will receive will **only** contain the following items:
- Print Engine (main body of the Printer).
- Repackaging Flyer.

Items to be Transferred

Make sure that the hardware items marked "**Yes**" below are transferred from the customer's original (faulty) Printer to the Exchange Printer.

Where items are marked "Possible", the customer may have purchased and installed the accessory. If so, they will have to be transferred also.

	90	**90r**	**130**	**130nr**	**120**	**120nr**
Power Cord	Yes	Yes	Yes	Yes	Yes	Yes
Cartridges	Yes	Yes	Yes	Yes	Yes	Yes
Printheads	Yes	Yes	Yes	Yes	Yes	Yes
Media Trays	Yes	Yes	Yes	Yes	Yes	Yes
HP Jetdirect Print Server	Possible	Possible	Possible	Yes	Possible	Yes
Cleanout Assembly	Yes	Yes	Yes	Yes	Yes	Yes
Roll-Feed Assembly	Possible	Yes	Possible	Yes	Possible	Yes
Cutter Assembly	Possible	**No**	Possible	**No**	Possible	**No**
Stand and Media Bin	-	-	Possible	Possible	Possible	Possible
USB Cable	Yes	Yes	Yes	Yes	Yes	Yes