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# HP 3D Printers - Agent Cartridges, Powders, Printheads, and Cleaning Kit Limited Warranty Statement

**This HP Branded Consumables Limited Warranty ("Limited Warranty") covers HP branded agent cartridges, powders, printheads, and cleaning kits for HP 3D Printers ("HP Branded Consumables").** HP Branded Consumables do not include HP certified powders approved through the HP Open Platform Certification Program.

HP Branded Consumables are intended solely for use by the customer in HP 3D printer products. The customer will return at HP's cost and per HP's instructions HP Branded Consumables, in their original packaging or containers, which have been replaced by HP under warranty.

## HP Branded Consumables Limited Warranty

Only HP Branded Consumables are warranted against defects in materials and workmanship for the warranty period specified in the "HP Branded Consumables Warranty Period" section below. This Limited Warranty applies only to such HP Branded Consumables when used in the HP 3D printer products as directed by HP in the 3D printer user manual. The Limited Warranty is in addition to the written limited warranty statement that may be provided with the HP Branded Consumables and in the event of a conflict, this Limited Warranty shall control unless prohibited by applicable law.

## HP Branded Consumables Warranty Period

**HP Agents and HP Branded Powders:** The consumables warranty period for HP branded agents and HP branded powders (excluding Bulk Supplies) commences on the date of purchase by the customer and ends on the earlier to occur of: (1) when the HP branded agents or HP branded powders are depleted from their container or (2) on the "Warranty Ends" date printed on the HP branded agent and HP branded powder packaging or container. See the "Date Locations" section below for more details. This does not apply to HP Branded Bulk Powders. Refer to the next section for those products.

**HP Bulk Supplies:** The warranty period for HP bulk supplies is 45 days from the date of purchase from HP. Unlike other HP branded powders, the date printed on the label of HP Bulk Supplies is the powder's expiration date.

**HP 3D600 and HP 3D710 Printheads:** The consumables warranty period for HP 3D600 and HP 3D710 printheads commences on the date of purchase by the customer and ends on the earlier to occur of: (1) the "Warranty Ends" date printed on the HP printhead packaging or container, or (2) the warranted usage limit has been reached. See the "Warranted Usage Limits" section and "Date Locations" section for more details.

**HP 3D400 and HP 3D450 Printheads:** The consumables warranty period for HP 3D400 and 3D450 printheads commences on the date of purchase by the customer and ends on the earlier to occur of: (1) 24 months after the "Manufacturing Date" date printed on the HP printhead packaging or container, or (2) 90 days after first installation. See the "Date Locations" section for more details.

**HP User Maintenance Kits:** The consumables warranty period for HP user maintenance kits commences on the date of purchase by the customer and ends ninety (90) days later.

## Remedies

The exclusive remedy for a valid claim during the HP branded consumables warranty period is, at HP's option, repair or replacement of the HP branded consumable. THE CUSTOMER SHALL NOT BE ENTITLED TO A REFUND OF THE PURCHASE PRICE FOR ANY REASON. Transfer of any warranty is available only with prior approval from HP, which shall not be unreasonably withheld.

## Warranty Claims Process

Commercial issues such as expired supplies at arrival, non-accepted warranty periods due to customer production capacities, wrong part number according to the original order and/or transportation issues, should be claimed to your point of sales, not to HP Customer Support.

When the customer experiences a defect in the Branded Consumables, the customer shall contact HP Customer Support and provide information about the failure. HP Customer Support will facilitate the return and disposition of the defective Branded Consumables if necessary. If HP determines that the Branded Consumables are defective and represent a valid HP Branded Consumables warranty claim, a replacement order for such defective Branded Consumables will be placed on behalf of the customer and the customer will be notified of the expected delivery date. In addition to the above, for the Bulk Supplies only, the following shall apply: (1) HP will accept warranty claims while the powder is still in its original container; (2) HP may or may not accept warranty claims on Bulk Supplies after removal from its original container and such claims must be directed to HP Customer Support for evaluation; and (3) HP requires proof of purchase, and may require logs, powder samples, and use other information to determine whether a valid warranty claim exists.

## Exclusions

This Limited Warranty does not apply to the following Branded Consumables:

HP printheads that: (a) have been used with unapproved agents, expired agents, or other unapproved consumables; (b) have been refurbished, remanufactured or tampered with in any way; (c) have been abused, misused, improperly stored, operated outside of the published environmental or other specifications for the product; (d) exhibit wear from ordinary use; (e) sustained damage as the result of a failure to have a qualified operator operate the HP product; or (f) sustained damage as the result of a failure of the customer to perform recommended preventive maintenance on the HP product; (g) have been removed from the original printer in which they were installed without HP authorization; and/or (h) deliberate action to manipulate claim and warranty terms in order to receive unjust coverage.

HP agents or HP powders that: (a) have been refilled, refurbished, remanufactured or tampered with in any way; (b) have been abused, misused, improperly stored, operated outside of the published environmental specifications for the product; and/or (c) exhibit wear of ordinary use.

Certified powder supply claims that: (a) have been refilled, refurbished, remanufactured or tampered with in any way; (b) have been abused, misused, improperly stored, operated outside of the published environmental specifications for the product; (c) exhibit wear of ordinary use; and/or (d) have been confirmed to have failed due to an issue with the supply. HP will identify problems related to the printing system or supply free of charge during the warranty period based on the warranty end date printed on the supply.

The HP Branded Consumables have not been designed, manufactured or tested by HP for compliance with legal requirements for specific 3D printed parts and their uses. Customer is solely responsible for determining the suitability of HP Branded Consumables for their uses, ensuring compliance with applicable laws and regulations, and being aware that other safety or performance considerations may arise when using, handling or storing the HP Branded Consumables. To the extent permitted by local law, HP shall not be liable for damages or losses of any kind or nature that result from the use of the HP Branded Consumables.

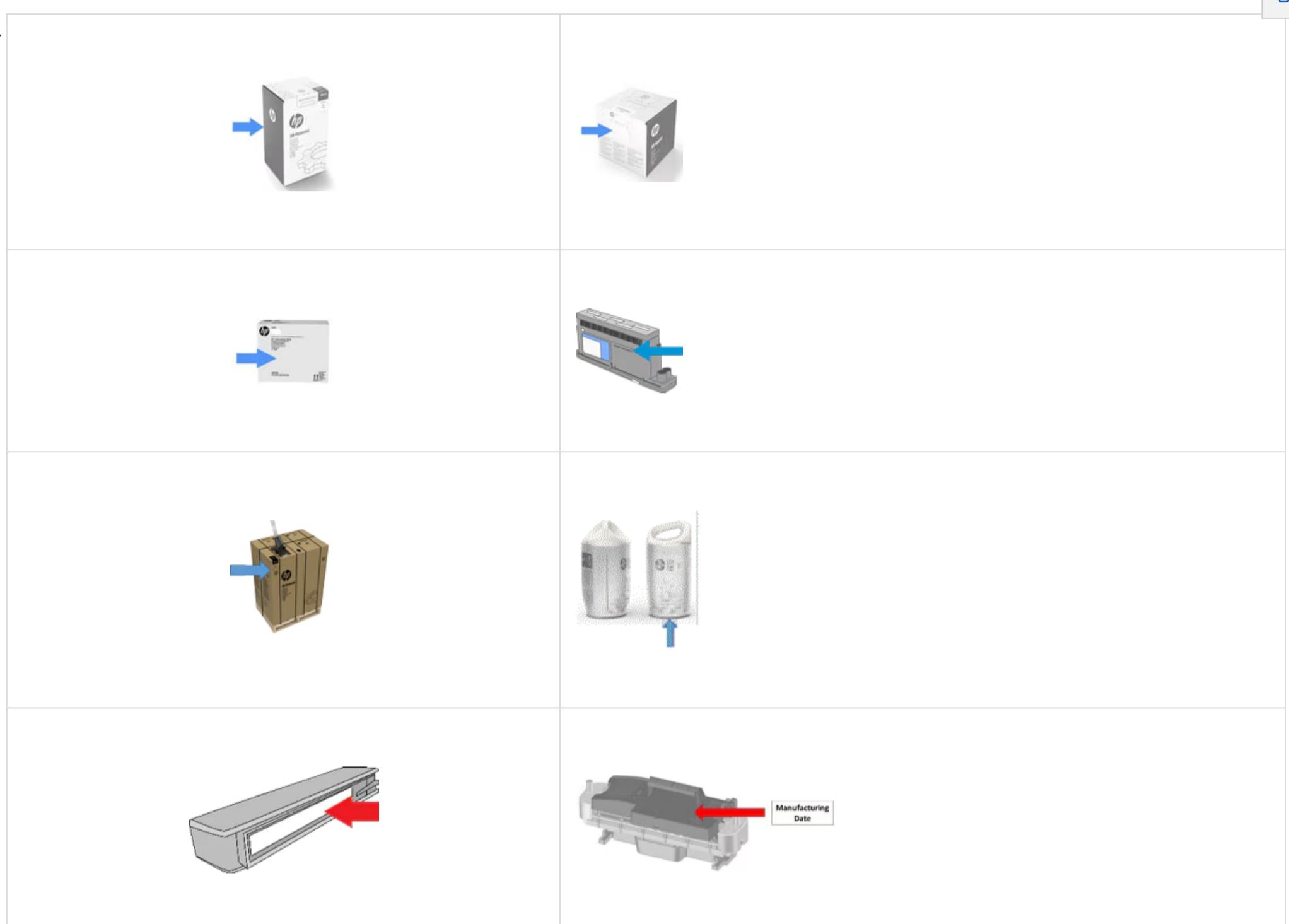
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## Date Locations for HP Agents and Powders

Look in the following table for the date location on each product. The date follows the YYYY/MM/DD or YYYY/MM format, where YYYY indicates the year, MM indicates the month, and DD indicates the day.



## Warranted Usage Limits for Printheads

<i>Product</i>	<i>Limit</i>
MJF 5x00 3D600 & 3D710 Printhead	4000 ml or 75000 printed layers, whichever occurs first
MJF 4x00 3D600 & 3D710 Printhead	4000 ml

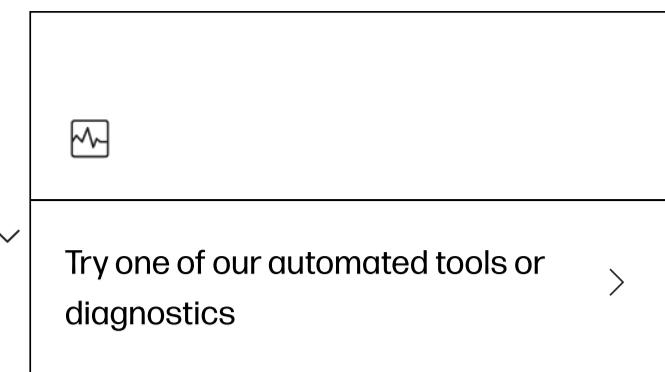
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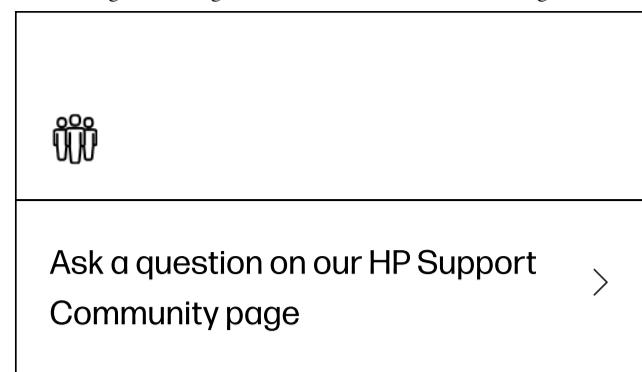
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## Additional support options

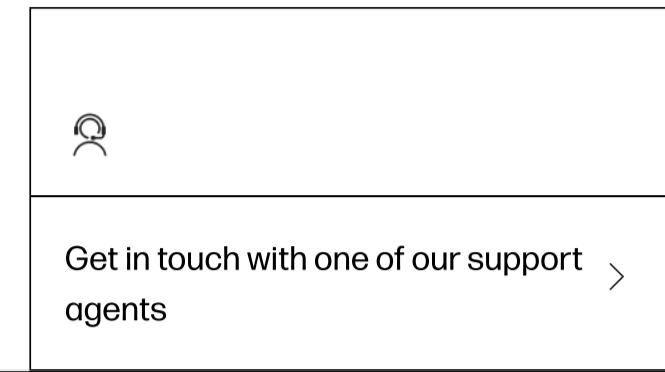
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