

Checking inkjet products to avoid fakes — important changes to packaging



The HP Anti-Counterfeiting (ACF) Programme for Europe, the Middle East and Africa (EMEA)

Info Sheet
for HP customers

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You can minimise the risk of buying counterfeit print cartridges by having a closer look at certain aspects of the product. On each original HP inkjet print cartridge and box you will find dates, which ensure your product and box belong together. The way to do this is changing, as outlined below.

'End of warranty' dates on inkjet print cartridges and boxes – important change!

Each inkjet print cartridge and its box have dates on them. Until recently, the date on the box was the 'install by' date, which was always around 6 (+/-2) months before the 'end of warranty' date on the print cartridge (see fig. 1).

Since the roll-out of new inkjet print cartridge packaging at the beginning of March 2008, 'end of warranty' (EOW) dates are now found on the products' boxes **instead of the 'install by' date**. This 'EOW' date is also indicated on the print cartridge itself, therefore the date on the print cartridge now **matches the date on the box** (see fig. 2). The 'end of warranty' date is located on the back of the box for all ink cartridges except for HP 177 and HP 363 inks, which feature the new EOW date on the underside.

There will be a transition period, when a number of HP inkjet print cartridges will still have an 'install by' date on the box, but **by Autumn 2008**, all such genuine inkjet print cartridges will feature the same date on the box and the print cartridge. This change will make checking inkjet products to make sure they are genuine even easier. After Autumn 2008, if the dates on your new ink products do not follow these rules, please report this to the ACF Programme via one of the reporting channels below.

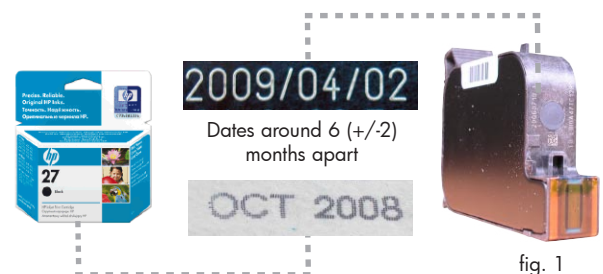


fig. 1



fig. 2

Report your suspicions

There are several ways to report suspicious printing supplies to the ACF Programme:

- **E-mail:** emea.anti-counterfeit@hp.com.
- **Web:** [ACF online reporting form](#).
- **Telephone:** visit the [HP website](http://www.hp.com) (www.hp.com), click on your country and follow the navigation: 'Contact HP' → 'Technical support after you buy' to find your product in the list shown and select the appropriate contact number.