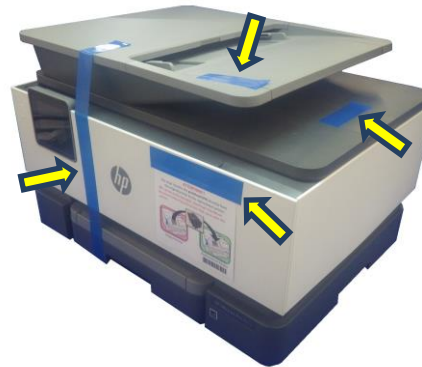




STEP 1: UNPACK REPLACEMENT PRINTER. *Pictures are for illustrative purpose only. The color of your product may vary.*



1. Find Pre-Paid Label inside the box (Orange envelope) to return original printer.



2. Remove bag and all tape. Save them to return original printer.



3. Open the scanner lid. Remove glass protective foam. Put it in the original printer.



4. Pull the trays.

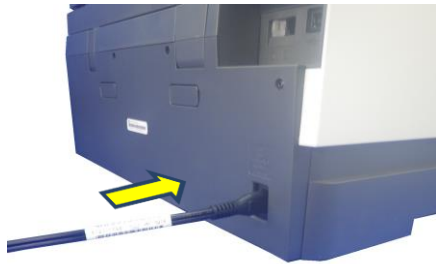


5. Pull the tray 1 and remove the restraint (only Officejet Pro 9020 series).

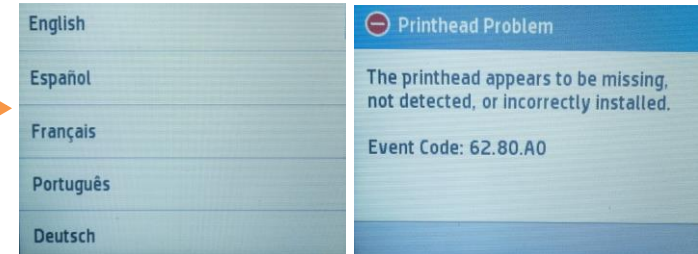


STEP 2: MOVE PRINthead FROM ORIGINAL TO REPLACEMENT PRINTER.

To use your replacement printer, you must move the printhead from the ORIGINAL to the REPLACEMENT printer.



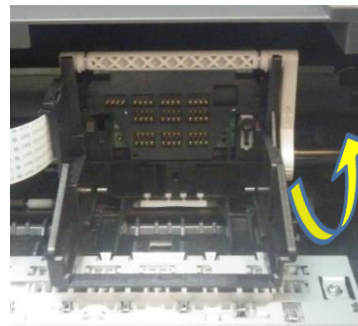
1. Connect the power cord that came with the REPLACEMENT printer.



2. Turn on the REPLACEMENT printer and follow the instructions on the printer display until a 'Printhead Problem' message appears.



3. Open the access doors of the REPLACEMENT printer and wait for the carriage to stop.



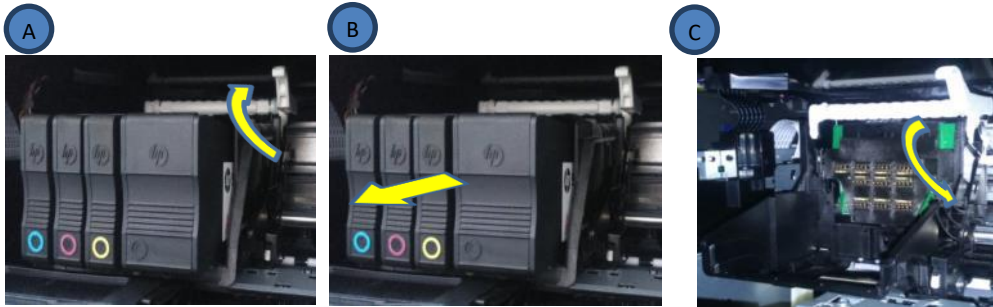
4. Lift the latch in the REPLACEMENT printer.



5. Turn on the ORIGINAL printer and open the access doors. Wait for the carriage to stop.

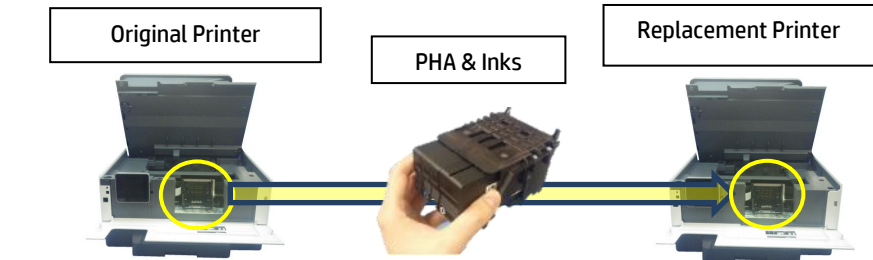


STEP 2 continued: MOVE PRINthead FROM ORIGINAL TO REPLACEMENT PRINTER



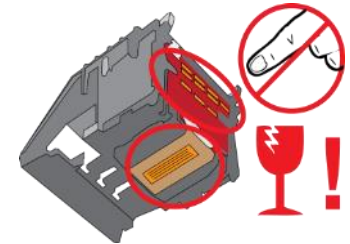
6. Remove printhead and inks from ORIGINAL printer:

- a. Lift latch.
- b. Remove printhead and inks.
- c. Lower latch and close access door.



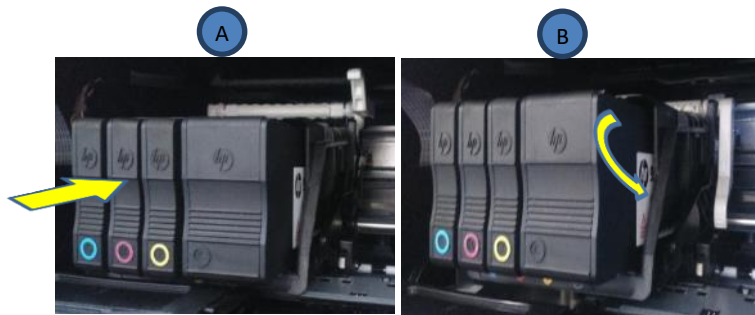
7. Immediately transfer the printhead with the inks from the ORIGINAL printer to the REPLACEMENT printer.

THE PRINthead IS FRAGILE! Be careful not to bump the nozzles or electrical contacts.



NON-INSTANT INK CUSTOMER: USED ink cartridges will work properly in your replacement printer.

INSTANT INK CUSTOMERS ONLY: USED Instant Ink cartridges will not work in your replacement printer.



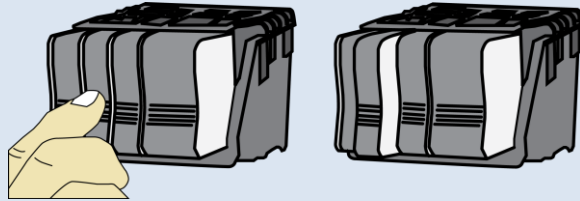
8. Install the printhead and inks in the REPLACEMENT printer:

- a. Install the printhead.
- b. Lower the latch.
- c. Close the access door.



STEP 2 continued: MOVE PRINTHEAD FROM ORIGINAL TO REPLACEMENT PRINTER

INSTANT INK CUSTOMERS ONLY: Used Instant Ink cartridges will not work in your replacement printer. Use the new Instant Ink cartridges if you want to re-enroll in Instant Ink. If you do not wish to enroll, call HP at 1 855 785 2777.



11. Open the access door and wait for the carriage to move to the center of the printer.
12. Remove the old Instant Ink cartridges. Go to hp.com/recycle for a free recycling mailer.



13. Install the new Instant Ink cartridges that came with the replacement printer.
14. Close the access door.

STEP 3: INSTALL HP SMART APP



123.hp.com

The Apple logo is a trademark of Apple Inc., registered in the U.S. and other countries.
App Store is a service mark of Apple Inc.
Android, Google Play, and the Google Play logo are trademarks of Google Inc.

1. Install the required HP Smart software from 123.hp.com or your app store on a computer or mobile device.
2. If you already have HP Smart installed, open the App and add the replacement printer using the “+” button.
3. If you are enrolled in HP Instant Ink, follow the Instant Ink setup flow in HP Smart when setting up your replacement printer

NOTE: if you are enrolled in HP Instant Ink and were using HP Instant Ink cartridges in your old printer, they will not work in your new printer. Go to hpinstantink.com for more information.





STEP 4: PREPARE ORIGINAL PRINTER FOR SHIPPING



1. Open the scanner lid. Place glass protective foam.



2. Insert the output tray inside the printer
 - a. Pull out the input tray.
 - b. Press and hold two safety lock buttons.
 - c. Slide forward the output tray inside the printer.



3. Insert the input tray inside the printer (only Officejet Pro 9010 series)
 - a. Press and hold the small safety lock button.
 - b. Slide the input tray until the adjuster stops.
 - c. Slide the input tray inside the printer.



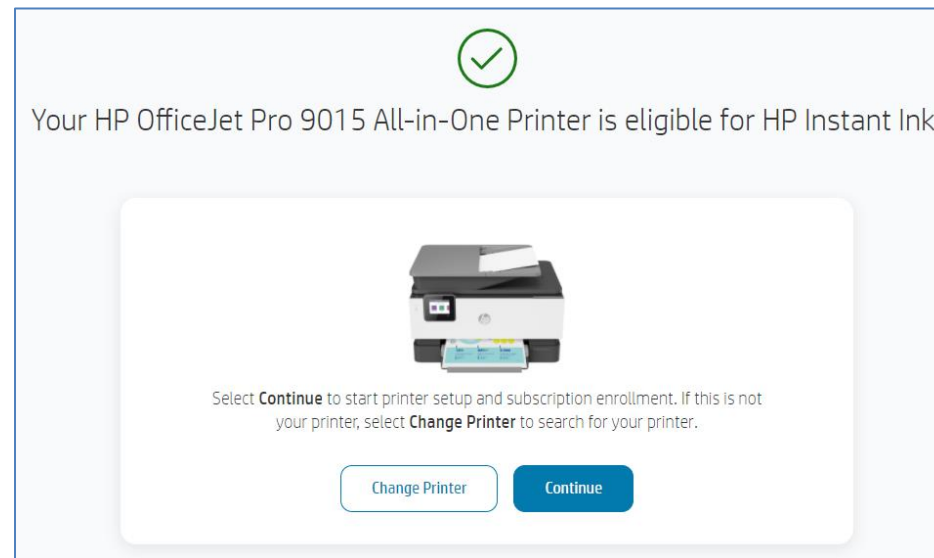
4. Both trays must be inserted inside the printer.



STEP 5: TRANSFER YOUR HP INSTANT INK ACCOUNT TO REPLACEMENT PRINTER IF YOU HAVE NOT DONE IT DURING SETUP OF YOUR REPLACEMENT PRINTER

Transfer your HP Instant Ink account to the new printer to retain your account history, rollover pages, and any promotional offers.

1. To transfer your HP Instant Ink account from the ORIGINAL to the REPLACEMENT printer, go to <https://instantink.hpconnected.com/> and sign in to your account.
2. Click add/enroll printer. Follow the instructions to replace your old printer with your new replacement printer on your Instant Ink account.

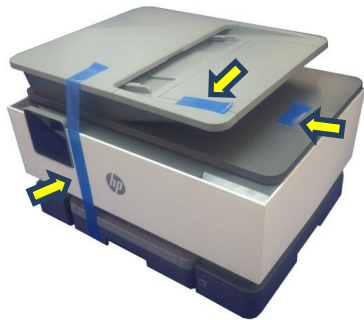


3. If you need drivers or help connecting your printer to the wireless network and enabling web services, click Go to HP Setup.



STEP 6: SHIP ORIGINAL PRINTER BACK TO HP

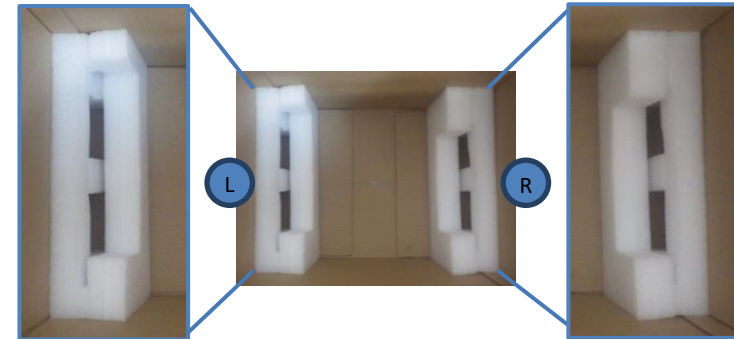
IMPORTANT – Please return your original product within three (3) working days of receipt of the replacement product. If HP does not receive the original product within (15) fifteen days, your collateral will be charged the replacement price of the product. This does not apply to customers who mailed their product directly to the service center prior to receiving this replacement product.



1. Use the tapes and restraint foam saved in STEP 1, to secure the printer.



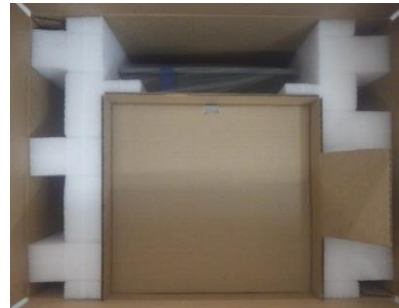
2. Use the bag and place the printer inside.



3. Place the foams at the bottom of the box, as shown. Notice each side is different.



4. Place the printer inside the box and place the top foams.



5. Place the top cardboard as in the image.



6. Seal the box with tape. Place Pre-Paid return label over the original shipping label.

What if the printer does not fit in the box? If the product you are returning does not fit in the box, use the bag to cover it, place it in a box that does fit, secure it with any packaging material you have at hand, and use the Pre-paid return label to ship it back to HP.



Visit us online. Go to <http://support.hp.com> to access warranty support including troubleshooting tips, diagnostic tools, software and drivers, product information, and how-to videos. Support options like chat and forums are also accessible from this website.

Terms and Conditions.

Your replacement product is backed by your original HP warranty.

We will continue to offer you a variety of service and support options to meet your needs both during and after your warranty has expired.

LIMITED WARRANTY ON EXCHANGE SERVICE

WHAT IS COVERED

This replacement is warranted by HP Inc. for the greater of (i) the remainder of the original product warranty period, or (ii) a period of ninety (90) days from the date of replacement.

During this warranty period, HP Inc. will correct any defects in materials or workmanship used in the repair.

This Limited Ninety (90) Day Warranty does not alter the duration of the original product manufacturing warranty which is based upon the purchase date of the original product (refer to your HP Product User's Manual for manufacturing warranty details). During this Limited Warranty period, HP Inc. will, at its option, either repair or replace any product which fails to meet the terms of the original product manufacturing warranty.

HP reuses, refurbishes, or recycles, reducing environmental impacts. At HP, we aspire to create a world without waste. From our supply chain, to our operations, to our technology and service offerings, we are transforming our entire business for a circular, low-carbon economy.

We are reinventing how we design, deliver and recover our products to enable our customers to drive growth while shrinking their carbon footprint.

WHAT IS NOT COVERED?

This warranty does not apply if product has been damaged by accident or misuse, or as a result of service or modification by other than an authorized HP Service Center or Dealer. Service charges for these situations are based on time and materials necessary to accomplish the repair. Individual quotation and customer authorization is required prior to performing time and material repairs. No other express warranty is given. Repair or replacement of product is your exclusive remedy.

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS OR PURPOSE IS LIMITED TO THE DURATION OF THIS WRITTEN WARRANTY. TO THE EXTENT ALLOWED BY LOCAL LAW, IN NO EVENT SHALL HP Inc. BE LIABLE FOR CONSEQUENTIAL DAMAGES.

NOTICE TO CALIFORNIA CONSUMER: PLEASE READ THIS IMPORTANT INFORMATION.

A buyer of this product in California has the right to have this product serviced or repaired during the warranty period. The warranty period will be extended for the number of whole days that the product has been out of the buyer's hands for warranty repairs. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. The warranty period will also be extended if the warranty repairs have not been performed due to delays caused by circumstances beyond the control of the buyer, or if the warranty repairs did not remedy the defect and the buyer notified the manufacturer or seller of the failure of the repairs within 60 days after they were completed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return this product for a replacement or a refund subject, in either case, to deduction of a reasonable charge of usage. This time extension does not affect the protections or remedies the buyer has under other laws.