



**Question:** Will using compatible or remanufactured cartridges void my printer's warranty?

**Answer:** No, using compatible or remanufactured cartridges *will not* void your printer's warranty.

- Thanks to the Magnuson-Moss Warranty Improvement Act, a company cannot sell a product under the pretense that the consumer ***must*** purchase replacement parts, add-ons, etc., from that particular company.

Magnuson-Moss Warranty Improvement Act  
United States Code Annotated  
Title 15 Commerce and Trade  
Chapter 50 Consumer Product Warranties 15 Section 2302

"(c) No warrantor of a consumer product may condition his written or implied warranty of such product on a consumer's using, in connection with such product, any article or service (other than article or service provided without charge under terms of the warranty) which is identified by brand, trade or corporate name; except that prohibition of this subsection may be waived by the commission if: 1) Warrantor satisfies Commission that warranted product will function properly only if the article or service so identified is used in connection with warranted product, and 2) Commission finds that such a waiver is in public's interest."

#### **What this means to printer users!**

This means that a manufacturer of a printer you are using cannot void your printer's warranty because you use a cartridge or refill kit manufactured by some one other than the printer manufacturer. This prohibition includes use of remanufactured cartridges, compatible cartridges, refill kits, etc. For more information on this act, contact the Federal Trade Commission at (202) 326-3128.

#### **What HP says about refills and warranties:**

"Using refilled print cartridges alone does not affect either the warranty or any maintenance contract purchased from HP for its HP Inkjet printers. However, if an HP Inkjet printer fails or is damaged because you used a modified or refilled HP Inkjet print cartridge, the repair will not be covered under the warranty or by the maintenance contract. Instead, standard time and material charges will be applied to service the printer for that particular failure or damage." *Posted at [http://www.hp.com/cposupport/printers/support\\_doc/bpa00113.html](http://www.hp.com/cposupport/printers/support_doc/bpa00113.html)*