

Important Checks before Inserting a Maintenance Cartridge



This newsletter informs the reader of the increase of cases reported due to crashes between the misplaced or deformed flags in the Maintenance cartridge and the Optical Sensor located in the Service Station.

Date: October 2025

Impact/Severity: High

Region: WW

Category/Area: Using Product

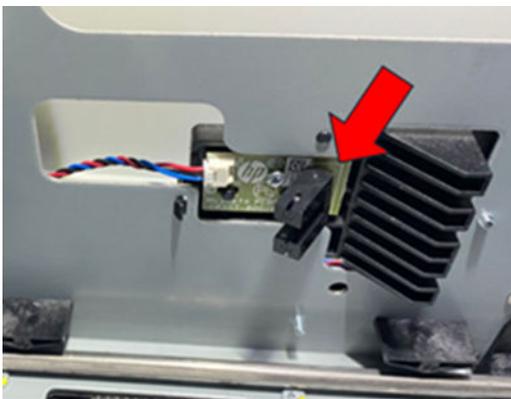
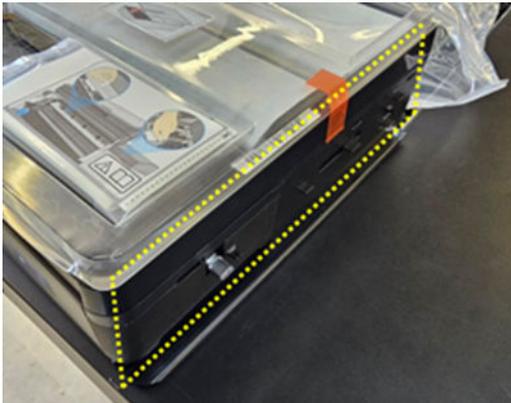
Audience: Support

Confidentiality: Restricted (Service) - HP Workforce + Channel Partners

Issue

The optical sensor is the sensor in charge of reading the flags position and state in the Maintenance cartridge. This is a sensitive mechanism which, in certain conditions, can be damaged and thusly making the Maintenance Cartridge installation unavailable and, therefore, the printer useless.

The cause of this damage is always a crash against any of the flags located in the right side lateral of the Maintenance Cartridge.



Below are the different scenarios in which the flag can potentially crash into the sensor:

- Web wipe level flag misplaced.



- Ink Collection Unit partially closed.



- Ink Collection Unit flag deformed.



This could happen in a Maintenance Cartridge that suffered abnormal vibrations during transportation or manipulation during the out-of-the-box procedure.

Solution

Reactively, a broken Optical Sensor can be only fixed by replacing it with a new one.

Proactively, to reduce the risk, **we strongly recommend communicating with customers to perform the following points before installing the Maintenance Cartridge into the printer:**

- Make sure the web wipe flag is in place by pushing it:



- Check that the Ink Collection Unit is fully inserted into the Maintenance Cartridge:



- Ensure that the Ink Collection Flag is not deformed:



If deformed, replace the Ink Collection Unit.



NOTE: Transmit all these recommendations to operators to decrease the risk of damaging the hardware, which may result in printer downtime.
