



European Toner & Inkjet Remanufacturers Association a.i.s.b.l.

To whom it may concern

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WARRANTY

Using remanufactured cartridges as such does not affect the warranty of the printer. Only if that consumable was the single cause of the printer's malfunction can that warranty perhaps be void. There must be a causality between the non-OEM cartridge and the occurring defect. Many printer manufacturers even confirm this on their websites, see below. Any statement to the contrary by a printer manufacturer is null and void and violates EU competition law. This is also standard law in all EU countries.

HP (see the web-adress below):

"The use of non-HP print cartridges does not affect either the warranty or any maintenance contract purchased from Hewlett-Packard. However, if an HP LaserJet printer failure or printer damage is found to be **directly attributed** to the use of any non-HP product, the repair will not be covered under the warranty or HP maintenance contract".
<http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=bpl03766>

Samsung (see the web-adress below):

Note: Samsung does not recommend using non-genuine Samsung toner cartridge such as refilled or remanufactured. Samsung cannot guarantee non-genuine Samsung toner cartridge's quality or damages it can cause to the machine.

Also service or repair required **as a result of** using non-genuine Samsung toner cartridges will not be covered under any warranty.

<http://skp.samsungcsportal.com/integrated/popup/FaqDetailPopup3.jsp?cdsite=uk&seq=201126>

Brother

From the Brother website (see website address below):

Warranty may not cover damages or malfunction **caused by** using non-Brother consumables.
<http://www.brother-usa.com/accessories/brother-advantage/printer-supplies.aspx>

Lexmark

All Lexmark printers have User Guides or User Reference Manual, and most of them have the following text:

(you can check this by googelling the last sentence in red below, in "exact phrase"-mode).

"Warranty service does not include repair of failures **caused** by:

- Modification or unauthorized attachments
- Accidents, misuse, abuse or use inconsistent with Lexmark user's guides, manuals, instructions or guidance
- Unsuitable physical or operating environment
- Maintenance by anyone other than Lexmark or a Lexmark authorized servicer
- Operation of a product beyond the limit of its duty cycle
- Use of printing media outside of Lexmark specifications
- Refurbishment, repair, refilling or remanufacture by a third party of products, supplies or parts
- Products, supplies, parts, materials (such as toners and inks), software, or interfaces not furnished by Lexmark"

Philips

In their printer user manuals, Philips writes that guarantees is excluded: *"Malfunctions resulting from the usage of products, consumables or accessories not compatible with the equipment."*: Here Philips clearly confirms that they do not oblige you to use only Philips consumables to keep the warranty, because they say that any compatible cartridge is OK to use. See page 87 of:
http://download.p4c.philips.com/files/s/sff6170dw_itb/sff6170dw_itb_dfu_nld.pdf

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ETIRA member-companies are toner & inkjet cartridge remanufacturers and their suppliers, jointly producing a top quality product which is competitively priced and, thanks to the re-use of base materials, is 100% environment-friendly.
More info on www.etira.org

ANNEX

Extract from UK Office of Fair Trading OFT report "Consumer IT goods and services", December 2002:

- 7.41 We are concerned that printer manufacturers' warranty terms do not always make it clear whether they would refuse warranty service simply because the consumer had used third-party products, or whether they would only refuse if they could prove the damage was caused by third-party products. This presents an obstacle to switching even for consumers who are confident that third-party products are of acceptable quality. Neither do we accept as fair a term which reserves the right to the warranty provider to determine how damage was caused.
- 7.42 **We recommend that the inkjet printer manufacturers clarify their warranty statements. In particular, they should make clear that they will not disclaim liability under warranties simply because a printer is used with compatible products of other manufacturers (eg print cartridges produced by, recycled by, or re-filled using the products of, another manufacturer).**