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Important Safety Recall

HP Fax 1040 and HP Fax 1050 Recall and Rebate Program

Jan. 31, 2012

Program Highlights:

This program addresses a product failure on the HP Fax 1040 and HP Fax 1050 single-function fax machines. The failure involves overheating in the power supply. HP has received seven reports of overheating related to the power supplies used in this product. One minor injury has been reported.

Dear Valued HP Customer,

On January 31, 2012, HP, in cooperation with the U.S. Consumer Product Safety Commission, and other government agencies, announced a voluntary product recall program for the HP Fax 1040 and HP Fax 1050 single-function fax machines.

HP customers who own an HP Fax 1040 or HP Fax 1050 should disconnect the fax machine from the electrical power source and contact HP to participate in the rebate program. Customers can contact HP either via the web site listed below or by calling HP Customer Care and Support at the appropriate in-country number listed below for further information on the rebate program. We are taking this action as part of our continued commitment to safety and the highest quality service to all of our customers.

Note: HP considers the defect to pose a potential safety hazard. Visit the HP Recalls web site at www.hp.com/go/faxrecall/US-en for additional information. If you do not have access to the web site, you may contact HP at the in-country phone number listed below.

— United States: toll free 1-888-654-9296, 6 a.m. - 6 p.m. MT, Monday - Friday



Frequently Asked Questions

1. Why is HP recalling the HP Fax 1040 and 1050?
HP has learned of a product failure on its HP Fax 1040 and HP Fax 1050 single-function fax machines. The failure involves overheating in the power supply. HP is aware of six reports in the U.S. and one report in Canada of fax machines overheating, resulting in property damage including one case of significant property and water damage, and one minor finger burn injury. This recall includes the HP Fax 1040 and HP Fax 1050 models. The HP logo and the model number are printed on the front of the fax machine. This recall only affects the HP Fax 1040 and HP Fax 1050 which is sold by HP, electronic, computer and camera stores in the United States, Canada and Mexico, as well as web retailers from November 2004 through December 2011 for between \$89 and \$119. Some of these products may have been obtained as replacement for the Fax 1010 model recalled in June 2008.
2. What should I do if I own an HP Fax 1040 or HP Fax 1050?
HP customers who own an HP Fax 1040 or HP Fax 1050 should disconnect the fax machine from the electrical power source and contact HP to participate in the rebate program. Customers can contact HP either via the web (www.hp.com/go/faxrecall/US-en) or by calling HP Customer Care and Support at the in-country number listed below for further information on a rebate program for affected customers.

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3. I owned an HP Fax 1010 and it was recalled and replaced with the 1040/1050 product(s), how can I be confident in HP's products?
HP fully stands behind the products it makes. HP has taken a proactive approach to this situation to ensure the safety of our customers and the integrity and quality of our products.
4. Can I continue to use my HP Fax?
Customers should stop using the HP Fax 1040 or HP Fax 1050 immediately and disconnect the unit from the electrical power source. HP considers this product failure to be a potential safety hazard. As part of the program, owners of an HP Fax 1040 or HP Fax 1050 qualify for a rebate of up to \$100 for any HP Inkjet printer, such as a single function fax, all-in-one device, or single function printer. Customers can contact HP via the web or by calling HP Customer Care and Support at the in-country phone number listed below for more information.

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5. What does the rebate include?
Customers who have an HP Fax 1040 or HP Fax 1050 will receive a rebate from HP of up to \$100 (U.S.) for U.S. customers, depending upon the HP model selected. More details are available on our website (www.hp.com/go/faxrecall/US-en) or by calling HP Customer Care and Support.
6. What models are included in the rebate program?
Customers can contact HP, either via our web site: www.hp.com/go/faxrecall/US-en, or by calling Customer Care and Support at the appropriate in-country number listed below for the current list of models included in the rebate program.



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The following models are approved in the rebate program for the HP Fax 1040 and HP Fax 1050 at the time of this recall announcement and are dependent on in-country availability. A full list of products eligible through the replacement program is available at <http://www.hp.com/go/faxpl>:

Models (US)	Rebate (US\$)
HP Deskjet 3050A Print Scan Copy	\$80
HP Photosmart Premium Print Fax Scan Copy Web	\$100
HP Officejet 6000 Printer	\$90
HP Officejet 6000 Wireless	\$100
HP Officejet 4500	\$100
HP Officejet 4500 Wireless	\$100
HP Officejet 6500A Plus Print Scan Copy Fax Web	\$100
HP Officejet Pro 8600	\$100
HP Officejet Pro 8600 Plus	\$100
HP Officejet Pro 8600 Premium	\$100
HP 2140 Fax	\$100

7. How can I return my product to HP?

Customers should contact HP, either via our web site: www.hp.com/go/faxrecall/US-en, or by calling HP Customer Care and Support at the in-country number listed below for more information on how to disable the machine and take advantage of the rebate program.

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