



Hewlett Packard Company  
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## Important Safety Recall

# HP Fax 1040 and HP Fax 1050 Recall and Rebate Program

Jan. 31, 2012

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### **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.

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Dear HP Retailer/Distributor,

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. Customers need to be alerted that a recall program is in place to prevent a potential safety hazard. If you have a customer who has purchased an HP Fax 1040 or HP Fax 1050, HP strongly urges you to contact this customer and have them visit the HP Recalls web site at [www.hp.com/go/faxrecall/US-en](http://www.hp.com/go/faxrecall/US-en) for additional information. If they do not have access to the web site, they may contact HP at the appropriate in-country phone number listed below.

- United States and Canada: toll free 1-888-654-9296, 6 a.m. - 6 p.m. MT, Monday - Friday
- Local Telephone Number for Mexico City: 5258 9922 Option 4, 7137, 8 a.m. - 7 p.m. CT, Monday – Friday
- Toll Free Line (For all other areas in Mexico): 01 800 47 468368 Option 4, 7137, 8 a.m. - 7 p.m. CT, Monday – Friday

What is Required of You



1. Make sure that all of your retail outlets no longer carry the HP Fax 1040 or HP Fax 1050.
2. Please send the attached customer letter to all your customers who have purchased a HP Fax 1040 or HP Fax 1050 from your store.
3. Make sure all your retail outlets display the attached in-store poster.
4. Direct all your customers inquiring about this program to the HP web site or to the HP Customer Care and Support number identified above.

Thank you,  
Hewlett-Packard Company

### **Rebate Program highlights**

The rebate program only applies to customers who have purchased an HP Fax 1040 or HP Fax 1050 in U.S. and Canada. Customers can contact HP either via the web ([www.hp.com/go/faxrecall/US-en](http://www.hp.com/go/faxrecall/US-en)) or by calling HP Customer Care and Support at the appropriate in-country number listed below for further information on a rebate program for affected customers.

- United States and Canada: toll free 1-888-654-9296, 6 a.m. - 6 p.m. MT, Monday - Friday
- Local Telephone Number for Mexico City: 5258 9922 Option 4, 7137, 8 a.m. - 7 p.m. CT, Monday – Friday
- Toll Free Line (For all other areas in Mexico): 01 800 47 468368 Option 4, 7137, 8 a.m. - 7 p.m. CT, Monday – Friday

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 who own an HP Fax 1040 or HP Fax 1050 will receive a redemption kit which should arrive within 5-7 business days. The HP Fax 1040 or HP Fax 1050 customer will receive instructions about the redemption process. The redemption kit will also include detailed instructions on how to proceed.

In order to receive a rebate, the user will have to:

1. Purchase one of the following products at any store (a full list of products eligible through the replacement program is available at <http://www.hp.com/go/faxpl>):

<b>Models (U.S. and Canada)</b>	<b>Rebate (US/CAN\$)</b>
HP Deskjet 3050A Print Scan Copy	\$80
HP Photosmart Premium Print Fax Scan Copy Web	\$100
HP Officejet 6000 Wireless	\$100
HP Officejet 6000 Printer	\$90
HP Officejet 4500	\$100



HP Officejet 4500 Wireless	\$100
HP Officejet 6500A Plus Print Scan Copy Fax Web	\$100
HP Officejet Pro 8600 (U.S. Only)	\$100
HP Officejet Pro 8600 Plus (U.S. Only)	\$100
HP Officejet Pro 8600 Premium (U.S. Only)	\$100
HP 2140 Fax	\$100

2. Follow the instructions in the redemption kit that the user will receive. The user will be asked to remove the roller from the recalled fax machine, and place the roller, along with the proof of purchase from the new unit, in the prepaid mailer which is included in the kit.
3. Once HP receives the roller and proof of purchase, the rebate will be processed and sent to the user. The amount is described in the table above.

For additional information, visit the HP Fax web site [www.hp.com/go/faxrecall/US-en](http://www.hp.com/go/faxrecall/US-en).