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Office of the Federal Environmental Executive

Promoting sustainable environmental stewardship throughout the federal government

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Green Purchasing

Warranties

A common myth is that the use of recycled content products will void equipment warranties. In the case of remanufactured toner cartridges, OFEE consulted both Xerox and Hewlett-Packard and was informed that the use of remanufactured toner cartridges will NOT void equipment warranties. At our request, Xerox sent a voicemail message to all of its service representatives reminding them of Xerox's policy. Hewlett-Packard provided the following information. Please note that it has been the experience of OFEE and many of the Federal agencies that remanufactured toner cartridges have not caused performance or quality problems.

Question: *Will my HP printer warranty be voided if I use a remanufactured or refilled cartridge in my HP inkjet or laser printer?*

Answer: *No. The use of refilled print cartridges alone does not affect either the long-term warranty or maintenance contract purchased from HP for its printing systems. However, if printer damage is found to be directly attributable to the use of a modified or refilled cartridge, the repair will not be covered under the warranty or by the maintenance contract. Standard time and material charges will be applied to service the printer for that particular failure or damage.*

As HP has no control over the design and compatibility of non-HP cartridges manufactured by other companies, it is unable to carry the costs associated with the use of other manufacturers' defective units, should they be used in HP printers. Defects can range from print quality issues such as spots, smears, or streaks, failed nozzles and excessive bleed to serious internal damage to the printer itself.

Only HP print cartridges are designed to work with HP printers as a single system, so the use of other cartridges may jeopardize the quality of the output and the reliability of the printer.

In the case of re-refined lubricating oil, many of the vehicle manufacturers have provided warranty statements indicating that the use of re-refined oil will not void engine warranties. Copies of the statements from Chrysler, Ford, and General Motors can be found in OFEE's publication, "[Greening the Government: A Guide to Implementing Executive Order 13101.](#)" which is available electronically in the Publications section of the OFEE web site.

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