



HP 910XL Series Firmware Update Notification

Date: April 8th, 2022

Dear Customer,

On April 8th 2022, Nu-Tone&CO found that HP released a firmware update involving the HP 910XL series. Compatible or refurbished cartridges cannot be recognized by upgraded printers.

Our suggestions:

1. We recommend that you sell your existing inventory as soon as possible.
2. We recommend the customer not to actively upgrade to the latest firmware version.
3. For more details on upgraded products, please do not hesitate to contact your representative.

List of affected products:

NUTONE CODE	CODE OEM	Yield	Area	Printer model
RHP910XLC	3YL62AN	825	Global 【exl.EUR】	OfficeJet 8010e, 8012e, 8014e, 8015, 8015e, 8017e, 8018, 8022, 8022e, OfficeJet Pro 8020, 8020e, 8022e, 8024e, 8025, 8025e, 8028e, 8035, 8035e
RHP910XLM	3YL63AN	825		
RHP910XLY	3YL64AN	825		
RHP910XLK	3YL65AN	825		