



## HP 962XL Series Firmware Update Notification

Date: April 8<sup>th</sup>, 2022

Dear Customer,

On April 8th 2022, Nu-Tone&CO found that HP released a firmware update involving the HP 962XL 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
RHP962XLC	3JA00AN	1 600	Global 【exl.EUR】	OfficeJet 9012e, OfficeJet Pro 9010, 9010e, 9012e, 9014e, OfficeJet Pro 9015, 9015e, 9016, 9016e, 9018, 9018e, 9019e, 9020, 9020e, 9022e, 9025, 9025e, 9028, 9028e
RHP962XLM	3JA01AN	1 600		
RHP962XLY	3JA02AN	1 600		
RHP962XLK	3JA03AN	2 000		