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[www.hp.com](http://www.hp.com)

## Important Safety Recall HP Fax 1010 and HP Fax 1010xi Recall and Rebate Program

June 26, 2008

Revised September 15, 2009

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### Program Highlights:

This program addresses a product failure and potential safety issue that occurs on the HP Fax 1010 and HP Fax 1010xi single-function fax machines. The product failure involves the power supplies used in this product. Specifically, under certain conditions mechanical stress on the power cord and power supply appliance inlet may result in an overheating event. HP is aware of only three reports of overheating. No injuries have been reported.

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Dear Valued HP Customer,

HP, in cooperation with the U.S. Consumer Product Safety Commission, announced a voluntary product recall program for the HP Fax 1010 and HP Fax 1010xi single-function fax machines.

HP customers who own an HP Fax 1010 or HP Fax 1010xi 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 number listed below for further information on the rebate program. We are taking this action as part of our continued commitment to provide the highest quality of safety and service to all of our customers.

**Note:** HP considers the defect to pose a potential safety hazard. Visit the HP Recalls web site at <http://www.hp.com/go/fax1010recall> for additional information. If you do not have access to the web site, you may contact HP at the appropriate in-country phone number listed below.

USA and Canada: toll free 1-888-654-9296, from 6 AM to 6PM MT, Monday through Friday

Mexico (not including Mexico City): toll free 01 800 HP INVENT (01 800 47 468368) from 8 AM to 7 PM

CT Monday through Friday

Mexico City (local): 5258 9922 from 8 AM to 7 PM CT Monday through Friday



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## Frequently Asked Questions

### 1. Why is HP recalling the 1010?

HP recently learned of a product failure affecting the HP Fax 1010 and HP Fax 1010xi single-function fax machines. The product failure involves the power supplies used in these products. Specifically, under certain conditions mechanical stress on the power cord and power supply appliance inlet may result in an overheating event. HP has received three reports of overheating related to the power supplies used in the HP Fax 1010. No injuries have been reported. This recall only affects the HP Fax 1010 and HP Fax 1010xi which are sold by HP in the U.S., Canada and Mexico.

### 2. What should I do if I own an HP Fax 1010 or HP Fax 1010xi?

HP customers who own an HP Fax 1010 or HP Fax 1010xi 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 (<http://www.hp.com/go/fax1010recall>) 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.

USA and Canada: toll free 1-888-654-9296, from 6 AM to 6PM MT, Monday through Friday  
Mexico (not including Mexico City): toll free 01 800 HP INVENT (01 800 47 468368) from 8 AM to 7 PM CT Monday through Friday  
Mexico City (local): 5258 9922 from 8 AM to 7 PM CT Monday through Friday

### 3. Can I continue to use my HP Fax?

Customers who own an HP Fax 1010 or HP Fax 1010xi should stop using the product 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 rebate program, customers will be able to purchase a new and comparable HP Fax product from HP.

Customers who wish to save hard copies of information stored on the fax machine should run reports before disabling the system. An HP Customer Care and Support representative can help identify which reports you should run before disabling the system.

### 4. What does the rebate include?

Customers who have an HP Fax 1010 or HP Fax 1010xi will receive a rebate from HP of up to \$100US for US and Canadian customers or 1300 Mexican pesos for Mexican customers depending upon the HP model selected. More details are available on our Web site: <http://www.hp.com/go/fax1010recall> or by calling HP Customer Care and Support.



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5. What models are included as replacement options?

The following models are approved as replacements for the HP Fax 1010 and HP Fax 1010xi.

New Products	Rebate amount in USA
Standalone Fax machines	
HP 1040 Fax	US \$100
HP 2140 Fax	US \$100
Sheetfed multifunction printers with fax capability	
HP OfficeJet J3680 All-in-One	US \$90
HP LaserJet M1319f MFP	US \$100

Updated September 15, 2009 to include HP 2140 Fax

6. How can I return my product to HP?

Customers should contact HP, either via our web site: <http://www.hp.com/go/fax1010recall> or by calling HP Customer Care and Support at the appropriate 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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