



Hewlett Packard Company
1501 Page Mill Rd.
Bldg. 6A, MS 1247
Palo Alto, CA 94304 USA
www.hp.com

HP Fax 1010 and HP Fax 1010xi Product Safety Recall

June 24, 2008

Dear HP Retailer,

On June 26th, 2008, HP, in cooperation with the U.S. Consumer Product Safety Commission will announce a voluntary product recall program for the HP Fax 1010 and HP Fax 1010xi 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 number listed below for further information on a 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.

Program Highlights:

This program addresses a product failure and potential safety issue that occurs on the HP 1010 and HP 1010xi single-function fax machine. 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.

Customer needs 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 1010 or HP Fax 1010xi, HP strongly urges you to contact this customer and have them visit the HP Fax web site at <http://www.hp.com/go/fax1010recall/> for additional information or contact the phone number for USA and Canada: toll free 1-888-654-9296, from 6AM to 6PM MT, Monday through Friday.

What is Required of You

1. Make sure that all of your retail outlets no longer carry the HP Fax 1010 or HP Fax 1010xi.
2. Please send the attached customer letter to all your customers who have purchased a HP Fax 1010 or HP Fax 1010xi 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



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Rebate Program highlights

The rebate program only applies to customers who have purchased an HP Fax 1010 or HP Fax 1010xi in US, Canada or Mexico. Users should visit the HP Fax web site at <http://www.hp.com/go/fax1010recall/> or call HP Customer Care and Support at the phone number listed below to validate that product they own is affected.

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

The HP Fax 1010 or HP Fax 1010xi customer will be asked to disconnect the HP Fax 1010 or HP Fax 1010xi and will receive a redemption kit which should arrive within 5-7 business days. The HP Fax 1010 or HP Fax 1010xi 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:

New Products	Rebate amount (Canada)
Standalone Fax machines	
HP 1040 Fax	US \$100
Sheetfed multifunction printers with fax capability	
HP OfficeJet J3680 All-in-One	US \$90
HP LaserJet M1319f MFP	US \$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
<http://www.hp.com/go/fax1010recall/>



Safety Recall Notice

Hewlett-Packard is conducting a worldwide voluntary recall of the HP Fax 1010 and HP Fax 1010xi. The recalled fax machines can overheat and create a hazard to consumer.



HP Fax 1010 and HP Fax 1010xi

What to do:

1. Immediately disconnect your fax machine from the electrical power source.
2. Visit the Web site or call the number below to participate in the rebate program.

www.hp.com/go/fax1010recall/

or call

1-888-654-9296

toll free for USA and Canada
from 6AM to 6PM MT, Monday through Friday.