

HP large format printing materials product update.



March 18, 2016

Affected products:

HP Universal Gloss and Satin Photo Paper

Part #s: Q1420B, Q1421B, Q1422B, Q1426B, Q1427B, Q1428B

In some cases, when HP Universal Gloss or Satin Photo Paper is printed on 4-ink HP DesignJet T-series printers such as the HP DesignJet T120/T730 Printers, HP DesignJet T520 Printer series, and HP DesignJet T830 Multifunction Printer, images might smudge easily, and can take more than 1 hour to dry, and text and graphics can appear fuzzy and blurred.

As a result of possible performance issues, HP is removing the current compatibility messaging for HP Universal Gloss or Satin Photo Paper and the impacted printers.

For customers that want to print on photo papers with the impacted printer platforms, HP recommends HP Universal Instant-dry Gloss or Satin Photo Paper that provides crisp, sharp output without smudging. If customers need long-lasting display prints (> 2 months), HP recommends laminating prints made with HP Universal Instant-dry Gloss or Satin Photo Paper. Laminating the print protects the dyes and can extend display permanence considerably. If maximum indoor print permanence is required and lamination is not an option, HP recommends the use of HP Premium Satin Photo Paper to provide prints that last up to 70 years with Original HP 711 inks.¹

1. Display permanence rating for interior displays/away from direct sunlight, under glass by HP Image Permanence Lab and/or by Wilhelm Imaging Research, Inc. on a range of HP media. For more information, see www.hp.com/go/printpermanence