For Home   **For Work**   **Support**

Search HP.com

HP Support

Support Home   Products   Software & Drivers   Communities   Contact Support

Product Home

Replacing the Cartridges

Introduction

This document contains steps for replacing the cartridges.

To purchase cartridges or check cartridge compatibility for your printer, go to HP Home & Home Office Store (US only), and then click **Ink Toner & Paper**.

If you are located outside of the US, follow these steps to purchase cartridges using HP SureSupply.

1. Go to HP SureSupply.

2. Scroll to the bottom of the page and make sure that the country/region location is correct.

Genuine HP cartridges can also be purchased from other retailers.

Which cartridges you use might depend on your country/region. Follow these steps to purchase cartridges or check cartridge compatibility for your printer using HP SureSupply.

1. Go to HP SureSupply.

2. Scroll to the bottom of the page and make sure that the country/region location is correct.

> ⚠ **NOTE:**
>
> For the United States only, go to the HP Home & Home Office Store.

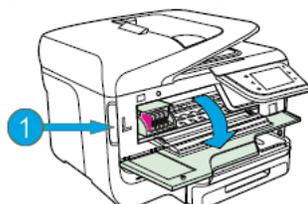Genuine HP cartridges can also be purchased from other retailers.

Replacing the cartridges

Follow these steps to replace the cartridges.

1. Press the Power button to turn on the printer, if it is not already on.

2. Place your fingers into the slot on the left side of the printer, and then pull to open the cartridge access door. The carriage moves to the left side of the printer. Wait until the carriage is idle and silent before you proceed.
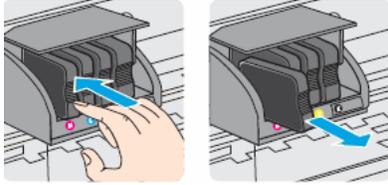
Figure : Open the cartridge access door

1. Slot for opening the cartridge access door

3. Push in on the front of the cartridge to release it, and then pull it toward you to remove it from its slot.
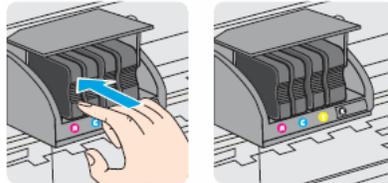
Figure : Remove the cartridge from its slot

4. Remove the new cartridge from its package.

5. Hold the new cartridge so that the cartridge contacts face the printer.

6. Slide the new cartridge into its slot, and then gently push it forward until it clicks into place.

> 🔔 **NOTE:**
>
> Make sure that the colored dot on the cartridge label matches the colored dot on the slot.

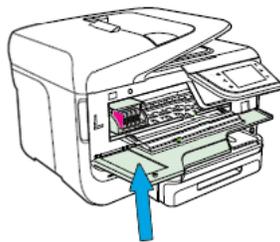**Figure : Insert the cartridge into its color-coded slot**

> ⚠ **CAUTION:**
>
> Do not lift the latch handle on the carriage to insert cartridges. Doing so could cause the printhead or cartridges to be incorrectly seated, which could damage the print mechanism and cause printing problems.

7. Repeat these steps to install any other new cartridges.

8. Close the cartridge access door.

Figure : Close the cartridge access door

9. Wait until the warm-up sequence finishes and your printer is quiet before you proceed.

Was this document helpful?

○ Yes   ○ No

Contact HP

Let HP help you find the answer or identify a service location. Contact us >

Have feedback about your support experience?

HP's Senior Vice President of Customer Service & Support, Richard Bailey, is interested in hearing from you.

Country: United States

About HP	Social Media	HP Partners	Customer Support
Contact us	Consumer support forum	Become a partner	Power cord replacement
Newsroom	Enterprise business	Find a reseller	Download drivers
Investor relations	community	PartnerOne	Register your product
Living Progress	Developer community		HP replacement parts
Accessibility	Corporate blogs		Authorized service providers
Events			Training & certification
HP Labs			Product recycling
Jobs			

Home | Email sign-up | Site map | Privacy | Cookies & ad choices | Terms of use | Recalls

HP employees: Report website issues