

New part number and the HP 564???

Introduction

Beginning in September 2010, HP is updating ink cartridges with these numbers: 564, 364, 178, and 862. The updated ink cartridges are compatible with both current and future printers that use these select ability numbers. They have been designed in conjunction with future printers to deliver new features and will be different from the existing cartridges in several ways:

- The page yield of the updated black XL ink cartridge will be reduced, with a reduced price* to be consistent with the current estimated cost per page based on ISO yield. For more information on page yields, see the page yield section on.
- The updated black XL cartridge body is physically smaller and will use less plastic than the existing black XL cartridge body. For more information, click this link [New Smaller Body for HP 178, 364, 564, and 862 Black XL Ink Cartridges](#) (c02750681) (in English).

The cartridges originally introduced and available prior to autumn 2010 will not be compatible with certain printers and all-in-one devices released in 2011. A list of printers compatible with these cartridges will be available in 2011.

What should I do?

Simply continue to buy and use the cartridge number that is compatible with your printer. The updated cartridges are compatible with all printers that use the existing cartridges.

Do I have the updated cartridges?

It is easy to figure out if you have the updated version of these cartridges:

If the cartridge is still in the packaging:

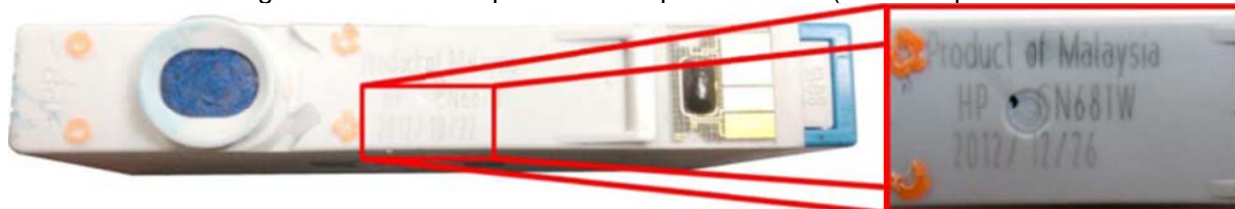
- **Cartridges other than Black XL** : find the Warranty Ends date on the back of the package. If there is a 'v1' several spaces to the right of the date, then the cartridge is the updated version. If 'v1' is absent, refer to the Warranty Ends date. If the date is September 2012 or later, then the cartridge is the updated version.
- **Black XL cartridges**: find the sales product number on the bottom of the package. If a Black XL cartridge has a sales product number beginning with 'CN684', then the cartridge is the updated version.
- If the cartridge has been removed from the packaging and opened, check the product number on the bottom of the cartridge. If it begins **CN680, CN681, CN682, CN683, CN684, CN685, CN686, CN687, CR276, or CR277** then the cartridge is the updated version.

NOTE: the product number on the bottom of the cartridge will not match the sales product number on the product packaging, except for Black XL ink cartridge.

Example of the updated black XL cartridge installation with space on both sides



HP has put expiration dates (and new part numbers) on the 564/564XL cartridges. Stamped onto the bottom of the cartridge between the chip and the ink port is a date (and new part number)



If the date is 2012/09 or earlier, your customer may get an error message stating that the cartridge they have installed is an “older generation cartridge”. Again, this message will only occur when the customer is using one of **the new printer models**, not any of the pre-existing printer models for this cartridge. Please see the chart below for the current part numbers (“older generation”) and the new part numbers. Please note that at this time, this only affects a limited number of printers

CB319WN



Inks with expiration date of **2012/09 and prior** are going to be sold as:

- CB316WN (HP #564 Black)
- CB317WN (HP #564 Photo Black)
- CB318WN (HP #564 Cyan)
- CB319WN (HP #564 Magenta)
- CB320WN (HP #564 Yellow)
- CB321WN (HP #564XL Black)
- CB322WN (HP #564XL Photo Black)
- CB323WN (HP #564XL Cyan)
- CB324WN (HP #564XL Magenta)
- CB325WN (HP #564XL Yellow)

CN682WN

New part numbers



Inks with expiration date of **2012/10 and later** are going to be sold as:

- CN680WN (HP #564 Black)
- CR276WN (HP #564 Photo Black)
- CN681WN (HP #564 Cyan)
- CN682WN HP #564 Magenta)
- CN683WN HP #564 Yellow)
- CN684WN (HP #564XL Black)
- CR277WN (HP #564XL Photo Black)
- CN685WN (HP #564XL Cyan)
- CN686WN (HP #564XL Magenta)
- CN687WN (HP #564XL Yellow)