

# New HP 781 and HP 791 Printing Supplies

## Frequently Asked Questions

New HP 781 printing supplies for the HP Designjet 8000s Printer series and new HP 791 printing supplies for the HP Designjet 9000s and 10000s Printer series



HP is introducing new HP 781 and HP 791 printing supplies worldwide in the Spring 2009 timeframe. The new supplies include ink cartridges with a new ink formulation and cleaning and maintenance supplies.

**Q: Why is HP introducing the HP 781 and HP 791 printing supplies?**

**A:** To ensure consistent control during the entire ink development and manufacturing process, HP has developed new ink formulations, allowing us to own the entire end-to-end production of Original HP low-solvent printing supplies for the HP Designjet 8000s, 9000s, and 10000s Printer series. The new HP 781 and HP 791 ink cartridges and cleaning and maintenance supplies have been designed to provide the same reliable performance, ease of use and vivid, durable prints.

**Q: Is the pricing the same for the current HP 780 and HP 790 ink cartridges and the new HP 781 and HP 791 ink cartridges?**

**A:** HP is pricing the new HP 781 and HP 791 ink cartridges lower.

**Q: How do the new HP 781 and HP 791 inks compare to the inks in the HP 780 and HP 790 Ink Cartridges?**

**A:** All Original HP low-solvent inks are specifically designed to work with HP Designjet low-solvent ink printing systems—including the printer, printheads, ink cartridges, and cleaning and maintenance kits—and are manufactured under carefully controlled conditions to ensure quality and reliability.

These new inks have been designed to provide the same overall performance. As with the HP 780 and HP 790 inks, you can count on reliable performance, ease of use, and vivid, durable prints. In addition, the new HP 781 and HP 791 inks have been developed to ensure long-term compatibility and reliability within the printing system and must meet HP's strict quality standards.

**Q: Do the new HP 781 and HP 791 inks have the same durability as the HP 780 and HP 790 inks?**

**A:** Yes. Designed together with HP Designjet low-solvent ink printing systems, the new HP low-solvent HP 781 and HP 791 ink formulations achieve up to 3 years display permanence without lamination and are scratch, smear, and crack resistant<sup>1</sup>. And you can still achieve excellent durability on low-cost, uncoated vinyl.

**Q: Do the new HP 781 and HP 791 inks provide the same print quality?**

**A:** Yes. The new inks have been designed together with HP Designjet low-solvent ink printing systems to deliver an equivalent, wide gamut of rich, saturated color.

**Q: Will the current HP 780 and HP 790 printing supplies be discontinued?**

**A:** Yes. We believe the new HP 781 and HP 791 supplies enable better value to the customer and are therefore intending to discontinue the current HP 780 and HP 790 supplies within the next few months. The discontinuance date will vary by region and will depend on how fast customers switch over to the new supplies.

**Q: Is it possible to change to the new ink cartridges one color at a time?**

**A:** Yes. Users can change to the new HP 781 and HP 791 ink cartridges as each color of the HP 780 or HP 790 ink cartridges are ready to be replaced.

**Q: What happens if the new inks and the current inks are mixed (i.e., the HP 780 inks and the HP 781 inks are mixed)?**

**A:** The new inks are compatible with the current inks. Mixing the new inks with the current ink formulations will not cause any problems in the printer or in the printing system overall.

**Q: Can I change all six ink colors to the new ink cartridges at the same time?**

**A:** Yes. It is possible to change all six ink cartridges at one time, but it is not necessary unless there are noticeable changes in color when using the new supplies.

**Q: What should I do if there are noticeable changes in color when I start to replace the current inks with the new HP 781 and HP 791 inks?**

**A:** Most customers will be able to switch the cartridges one at a time without noticing significant color variation. However, if the customer prefers to ensure color matching during the transition (i.e., to run a spot color/Pantone specific job) then they should proceed as follows:

- 1) Remove all the HP 780 or HP 790 ink cartridges and replace with a complete set of HP 781 or HP 791 ink cartridges.
- 2) Perform an ink charge procedure to flush any of the current ink out of the printer ink circuits.
- 3) Load new media color profiles, available at [www.hp.com/go/781and791supplies](http://www.hp.com/go/781and791supplies).

For more detailed conversion information, frequently asked questions, and the latest media color profiles, see [www.hp.com/go/781and791supplies](http://www.hp.com/go/781and791supplies).

**Q: Are the HP 780 and HP 790 cleaning and maintenance kits compatible with the new HP 781 and HP 791 ink cartridges?**

**A:** Yes. The current HP 780 and HP 790 cleaning and maintenance kits—including the Waste Ink Bottle, Wiper Cleaning Kit, Cap Cleaning Kit, Ink System Cleaning Kit, and the Ink System Storage Kit—are compatible with the new HP 781 and HP 791 ink cartridges.

**Q: Are the service and maintenance procedures the same for the HP 781 and HP 791 cleaning and maintenance supplies?**

**A:** Yes. The service and maintenance procedures remain the same.

**Q: Will there be any change in the performance of Original HP printheads using the new HP 781 and HP 791 inks?**

**A:** No. The new inks were developed and tested together with the printheads and the printer to ensure the same uncompromising reliability, image quality, durability, performance, and ease of use.

**Q: Is it necessary to power off the printer when changing to the new inks? Is any paper used?**

**A:** No. The printer can remain on, and no media is required.

**Q: Is it necessary to upgrade printer firmware to use the new inks?**

**A:** No.

**Q: Will I need to use new media color profiles?**

**A:** For best image quality and color reproduction accuracy, HP recommends using new media color profiles developed for the new HP 781 and HP 791 inks.

Media color profiles are available for many HP media, at [www.hp.com/go/781and791supplies](http://www.hp.com/go/781and791supplies).

Profiles are available for the following RIPs:

- Onyx Postershop
- Caldera RIP v 7.2
- SAi PhotoPRINT 6/Flexi 8.5
- Wasatch SoftRIP
- Ergosoft PosterPRINT
- AIT ShirazRIP
- Colorgate ProductionSERVER

To obtain profiles for other commercially available media, customers should contact the media vendor. If no media profile is available, it is often possible to obtain adequate results using a profile from a similar HP media.

**Q: Are the new HP 781 and HP 791 inks compatible with the same printing material?**

**A:** Yes, the new inks are compatible with the same printing material. Note that media color profiles for the new HP 781 and HP 791 inks should be updated for best color performance. New media color profiles for many HP media are available at [www.hp.com/go/781and791supplies](http://www.hp.com/go/781and791supplies). Optimum results—from a wide color gamut to sharp text—are achieved using Original HP printing materials designed together with HP low-solvent inks.

**Q: Is HP offering new Original HP printing materials compatible with the new HP 781 and HP 791 inks?**

**A:** Yes. The following new Original HP printing materials are compatible with HP 781 and HP 791 inks:

- HP Durable Frontlit Scrim Banner
- HP Outdoor Frontlit Scrim Banner
- HP HDPE Reinforced Banner
- HP Backlit Scrim Banner
- HP Permanent Gloss Adhesive Vinyl
- HP Permanent Matte Adhesive Vinyl
- HP Heavy Textile Banner
- HP Wrinkle-free Flag with liner
- HP Blue Back Billboard Paper
- HP Mesh Banner with liner
- HP DuPont Tyvek® Banner

Note: availability varies by region.

**Q: Are there any additional safety issues associated with the new inks?**

**A:** No. The new HP 781 and HP 791 inks have been developed to ensure the same overall performance, long-term compatibility, and reliability as the current HP 780 and HP 790 inks and must meet HP's quality standards. For the most current Material Safety Data Sheets on HP 781 and HP 791 inks see [www.hp.com/go/781and791supplies](http://www.hp.com/go/781and791supplies).

**Q: Does use of the new inks affect the printhead warranty?**

**A:** No. The new inks provide the same print quality, and the printhead warranty remains the same.

**Q: Is the ink cartridge warranty the same?**

**A:** Yes. The ink cartridge warranty remains the same.

**Q: Who do I contact for problem resolution?**

**A:** The resources remain the same. Contact your HP authorized reseller or HP support for assistance.

1) HP image permanence and scratch, smear, and crack resistance estimates by HP Image Permanence Lab. Display permanence tested according to SAE J2527 using HP low-solvent inks on Metamark MD5 media acquired approximately June 2008; in a vertical display orientation in simulated nominal outdoor display conditions for select high and low climates, including exposure to direct sunlight and water; performance may vary as environmental conditions change. Scratch, smear, and crack resistance tested using HP low-solvent inks on Avery 1004 media acquired approximately April 2008. Results may vary based on specific media performance.