

Submission to Productivity Commission – Right to repair

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Printers and Ink Cartridges,

Many printer manufacturers code their printers so non genuine cartridges cannot be used, they also code their own cartridges purchased overseas so they cannot be used in the same printer if it was purchased in another country.

My experience was with HP, I have a HP 8270 printer purchased in USA (we lived in the USA for many years), when I returned to Australia and had to buy replacement ink cartridges they did not work, I got an error message incorrect cartridge.

I checked and it was the correct cartridge for my printer then I noticed the cartridge part number was slightly different XL955 for Australia and XL952 for USA, I called HP and was told ink formulae was different to suit our climate (Ha Ha). I said that was crazy and asked what I could do to enable me to use the Australian cartridges, HP said to buy a new printer.

I threatened to go to the ACCC and asked to be “escalated”, finally I got to someone who emailed a file to me (firmware) which after I installed it, allowed me to use my USA purchased printer in Australia with Australian cartridges.

How many people would do this, not many, I think. Most would just go out and buy a new printer (it was a \$300+ printer).

Then there is the issue on any non-genuine ink cartridge not working.

On a similar matter I think the whole issue of region coding CD's DVD's and DVD/CD players to prevent them being used in different markets needs to be looked at, it a restriction on free trade.

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