

New York State Office Of General Services  
Procurement Services Group  
Corning Tower Building  
Empire State Plaza  
Albany, New York 12242  
<http://www.ogs.state.ny.us>

## PURCHASING MEMORANDUM

### GENERAL INFORMATION BULLETIN

**NUMBER:** CL-598

**DATE:** September 8, 2004

**GROUPS:** 75505 - Lexmark Printers  
75531 - Dell Printers  
75512 - IBM Printers

**PLEASE ADDRESS INQUIRIES TO:**  
**STATE AGENCIES & CONTRACTORS**

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**SUBJECT:** LASER PRINTER RECALL

**OTHER AUTHORIZED USERS**  
Customer Services  
(518) 474-6717  
[customer.services@ogs.state.ny.us](mailto:customer.services@ogs.state.ny.us)

#### **TO ALL STATE AGENCIES AND OTHERS AUTHORIZED TO USE STATE CONTRACTS:**

The U.S. Consumer Product Safety Commission has announced the following recall in voluntary cooperation with the firms listed above. These printers can short-circuit, posing an electrical shock hazard to consumers. There have been no reported incidents or injuries at this time. This recall is being conducted to prevent the possibilities of incidents or injury.

The recall includes Lexmark, Dell and IBM brand laser printers. The brand name and model number for the Lexmark and IBM laser printers can be found on the front of the printer. For Dell laser printers, the brand name is on the front of the printer and the model number is inside the front cover. The recall includes the following model numbers: Lexmark E232, E232t, E330, E332n, E332tn; IBM Infoprint 1412, 1412n; Dell 1700 and 1700n. Agencies should stop using these recalled products immediately unless otherwise instructed.

Lexmark printers were sold directly through distributors, and at electronic, office supply and computer stores. IBM printers were sold directly through authorized distributors and resellers and via IBM's web site. Dell printers were sold directly through the firm's Web site. These laser printers were sold from May 2004 through August 2004 for about \$200.

Agencies should immediately stop using the laser printer, unplug it, and contact their corresponding laser printer company to register their product to receive a free replacement laser printer.

For more information, contact Lexmark Web site at <http://recall.lexmark.com> or toll-free at (877) 877-6218 between 9 a.m. and 9 p.m. ET Monday through Friday or between Noon and 6 p.m. ET on Saturday; Dell Web site at [www.1700printer.com](http://www.1700printer.com) or toll-free at Dell (888) 245-3959 between 8 a.m. and 6 p.m. CT Monday through Friday; or IBM Web site at [www.printers.ibm.com](http://www.printers.ibm.com) or toll-free at (800) 426-7378 anytime.