

## Zhono Chips Verified Compatible with New HP Firmware Upgrade for W2110 Series Printers

Dear Valued Customers,

HP released a new firmware (version: 20251014) on November 26, 2025.

After thorough testing, our engineers verified that Zhono compatible chips **featuring the etched image *AD*** for models **W2110/2210/2310/2410** will continue to operate normally with this OEM firmware upgrade.

Zhono began shipping chips with the new *AE* image on November 28, 2025.

Zhono Firmware Upgrade Record for HP W2110/2210/2310/2410 Series Printers				
Cartridge Code	Region	Upgraded Firmware Version	Firmware Push Method	Zhono Chips Tested after Firmware Upgraded
W2110A/X	AP/NA	20251014	Wi-Fi	Chips with etched image <i>AD</i> or <i>AE</i> remain unaffected
W2210A/X	EUR/MEA			
W2310A	AP/NA			
W2410A	EUR/MEA			

### Important Notes and Suggested Solutions

1. Chips with etched image *AB* or *AC* may not operate correctly with the latest firmware. For more detailed guidance, please contact your sales representative.
2. To avoid potential compatibility issues, we recommend disabling automatic printer firmware updates, and refraining from installing manual updates.
3. If you experience any chip-related malfunctions, please contact your sales representative.
4. Zhono will continue to closely monitor OEM firmware upgrades to deliver secure and reliable chip solutions for our customers. If you have any questions regarding printer firmware, please contact your sales representative.

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