

Technology Services

Guide to general warranty terms and conditions



Reference number: n/a

1.0: 27th of June'08

Contents

1	Introduction	
	Overview	3
2	Warranty Basics	
	Warranty period	4
	Worldwide Support	4
	Service Delivery methods	4
	Extended Support	5
	Warranties for Parts and Options	5
	Warranty Conditions	6
	Product Care and Problem Resolution	6
3	Typical content of the Limited Warranty statement	
	Appendix 1 : Media retention	
	Appendix 2 : Spare part warranty	
	Appendix 3 : Warranty Term tables	
	Glossary	

1 Introduction

Overview

This document provides a summary of published information for typical HP warranty terms and conditions. It is not intended to address all exceptions to the general warranty terms and conditions. For information about the warranty for a specific product, review the warranty statement for the product, which can be found in the box with the product.

The information that follows is divided into key sections. The first section describes in simple terms what is covered by the warranty. This is available to customers on the HP Business Support Centre. The second section provides a reference to the standard text used in the product warranty statements. As an Appendix there is a set of tables outlining the basic terms of HP's standard warranties in EMEA. Again, care should be taken when using this data as the actual terms can vary by country and product. The most accurate method of determining customer warranty entitlement is to look up the product number and serial number on one of the warranty checker web sites.

2 Warranty Basics

Warranty period

1. The length of a warranty term may differ between product models. Variables that impact warranty term include the country where the product is sold, as well as the type of product sold, such as server, handheld, desktop, notebook, or monitor.
2. Warranties begin and end on a specific date. The date when a warranty begins may be determined by a date that is stored in the product when first used, by the date of installation, or by the date on the customer proof-of-purchase.
3. To determine the warranty expiration date for a specific unit use the warranty checker tool, [Click on the following link to visit the HP warranty lookup website](#) .
(http://h20000.www2.hp.com/bizsupport/TechSupport/WarrantySingleLookup.jsp?locale=en_US&prodSeriesID=346693&prodTvpeld=382087)
4. If an end user transfers ownership of an HP product to another end user or company, the remainder of the warranty period may also transfer to the new owner.

Worldwide Support

HP provides warranty services in many countries. Moving an HP product to another country may change the warranty.

- Support for HP products is available around the world.
- HP products that are purchased in one country may be moved to another country. Customers are not required to notify HP of a product move to another country, except Alpha products. Due to the unique nature of the Alpha product, HP must be notified if an Alpha product is moved to a new country.
- Warranty terms and conditions vary from country to country. When a product is moved into a new country, the product takes on the standard warranty terms and conditions of the new country. Consequently, there may be a change in response times or service delivery types.

Service Delivery methods

The following information pertains to the types of support that are available. There are several different types of warranty service delivery. For each product line, HP selects the most appropriate type of service delivery. Standard forms of warranty service delivery include:

- **Self-repair** service provides the customer with remote diagnosis and remote remedy. HP ships any parts to the customer that are necessary to repair a defect. The customer is responsible for installing the necessary parts and for returning any unused parts and the defective parts to HP. All costs for parts and shipping are paid by HP.
- **Parts-only** service provides replacement parts at no charge. With parts-only service, customers can choose to install the replacement parts and return the defective parts to HP, or they can choose to have HP perform the installation and parts return for a fee. The cost of shipping the replacement parts to the customer is paid by HP. The shipping cost to return the defective parts is paid by the customer.
- **Unit replacement** includes remote diagnosis and, if a covered product has a defective part, covers the cost of shipping an entire replacement product to the customer. The customer must return the product with the defective part to HP within a specific number of days.

- **Pick-up** service includes remote diagnosis, pick up of the product for repair, and return of the product to the customer. The cost of shipping to and from the repair center is paid by HP.
- **Mail-in service** requires that the product be mailed to an authorized service center for diagnosis and repair. The cost of shipping the product to the repair center is paid by the customer.
- **Carry-in** service requires that the product be brought to an authorized service center for diagnosis and repair.
- **Onsite** service may be provided after a diagnosis is made remotely. Onsite service covers the costs associated with sending a technician to the location of the HP product, replacing the defective part, and verifying that the new part is working appropriately.

Extended Support

A standard warranty begins and ends on specific dates. Customers may want to upgrade or extend the length of standard service that comes with HP hardware.

- Customers may choose to upgrade the delivery method for warranty service by purchasing an HP Care Pack. Look for more information about HP Care Pack services at:
 - [Click on the link to visit the business site](#) .
(<http://h20219.www2.hp.com/services/cache/10950-0-0-225-121.aspx>)
 - [Click on the link to visit the home user site](#) .
(http://h71036.www7.hp.com/hho/cache/309717-0-0-225-121.html?jumpid=ex_R602_UAG_home/ownerservices)
- Support for HP products is available beyond the expiration of the warranty. Services not included in the standard warranty, such as installation, configuration, optimization, and needs assessment, are also available. Service that extends beyond the standard warranty period or services not included in the standard warranty may be available through the purchase of an HP Care Pack.

Warranties for Parts and Options

Generally, HP provides a standard warranty on an entire product. Some components or HP options have a special warranty, instead of the standard warranty provided with the product.

- Parts generally carry the warranty of the whole product. However, parts that may be used in many product models or newer generations of products may carry a warranty that is specific to a particular part. Examples of parts that may carry their own warranty include memory modules and drives.
- Parts that are consumable, expendable, or parts that have a lifespan that is typically shorter than the product life, may also carry a warranty that is specific to the part. Examples of these parts include rechargeable batteries, ink/toner cartridges, and tape cartridges.
- After a product warranty expires, spare parts are available for purchase. HP strives to have parts available for products for as many as five years after HP discontinues the sale of the product. Spare parts have a 90-day warranty. To order parts, visit the HP website or contact an authorized repair center.
- Many products have optional parts, upgrades, or peripheral devices. Some of these parts, upgrades, or peripherals carry their own warranties, which are separate from the warranty for the product to which they are attached. Examples of parts, upgrades, and peripherals that may carry their own warranties include memory modules, drives, storage components, and printers.

Warranty Conditions

Warranty service has limitations. Some of those limitations include the following:

- Warranty terms and conditions provide repair or replacement (at the discretion of HP) for defects in the manufacturer's material or workmanship. The warranty does not protect against accidental damage, loss, acts of nature, or any other event that did not originate during the manufacture of the product.
- When HP repairs a product, the repair may be completed with new or previously used products, with parts equivalent to new in performance and reliability, or with equivalent products to an original product that has been discontinued.
- HP is not responsible for the loss of data. It is prudent to have a backup plan for data.
- Software support is available for applications that HP sells with a product or for applications that are pre-installed on an HP product, including operating systems. The length of time that support is available, and whether or not there is a fee for that support varies by product line. For information about software support for a specific HP product, review the warranty statement for the product.
- It is possible to void the warranty on an HP product. Any failure caused by an unsupported or third-party component will not be covered by warranty. Opening a sealed component or sealed product will void the warranty. Examples of sealed components or sealed products include drives, monitors, and many handheld products. Opening the case will not void the warranty on products that are designed to be opened and upgraded, such as desktop or tower computers or servers.

Product Care and Problem Resolution

The customer can influence the quality and longevity of HP hardware.

- To maintain peak performance, a product needs regular attention to variables such as air flow, dust control, driver updates, and BIOS/ROM updates.
- If a product fails, HP will remotely identify the cause of the failure and propose a solution. If the failure is caused by a manufacturer's defect and the product is under warranty, HP will remotely diagnose and repair or replace (at the discretion of HP) the product at no charge. If the product is outside the warranty term, there may be a fee for diagnosis and remedy.
- It is necessary for the customer to assist HP in assessing a failed product. HP may require the customer to open the product case, remove hardware, manipulate software, or perform other diagnostic activities. Failure to assist in and allow remote diagnosis will result in a service fee for onsite diagnostic services.

3 Typical content of the Limited Warranty statement

The following text provides the foundation for all Warranty terms and condition statements provided by HP for the product. While the general structure and content remains consistent across all products the actual warranty statement document provided may include additional clauses that are specific to the product family. The text is provided here as a general reference for questions that may arise regarding the warranty statements. The actual statement provided with the product as part of the product sale outlines the parameters of the warranty.

3-1 Hardware limited warranty

3-1-1 General terms

This HP Hardware Limited Warranty gives you, the customer, express limited warranty rights from HP, the manufacturer. In addition, you may also have other legal rights under applicable local law or special written agreement with HP.

HP MAKES NO OTHER EXPRESS WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL AND HP EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. TO THE EXTENT ALLOWED BY THE LOCAL LAW OF JURISDICTIONS OUTSIDE THE UNITED STATES, HP DISCLAIMS ALL IMPLIED WARRANTIES OR CONDITIONS, INCLUDING ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, MERCHANTABILITY, AND FITNESS FOR A PARTICULAR PURPOSE. FOR ALL TRANSACTIONS OCCURRING IN THE UNITED STATES, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. SOME STATES OR COUNTRIES DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

THE LIMITED WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY BUT ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

This Limited Warranty is applicable in all countries and may be enforced in any country or region where HP or its authorized service providers offer warranty service for the same product model number subject to the terms and conditions set forth in this Limited Warranty.

Under the HP Global Limited Warranty program, products purchased in one country/region may be transferred to another country/region, where HP or its authorized service providers offer warranty service for the same product model number, without voiding the warranty. Warranty terms, service availability, and service response times may vary from country/region to country/region. Standard warranty service response time is subject to change due to local parts availability. Your local HP authorized service provider can provide you with details.

HP is not responsible for any tariffs or duties that may be incurred in transferring the products. Transfer of the products may be covered by export controls issued by the United States or other governments.

This Limited Warranty applies only to HP-branded and Compaq-branded hardware products (collectively referred to in this Limited Warranty as "HP Hardware Products") sold by or leased from Hewlett-Packard Company, its worldwide subsidiaries, affiliates, authorized resellers, or country distributors (collectively referred to in this Limited Warranty as "HP") with this Limited Warranty. The term "HP Hardware Product" is limited to the hardware components and required firmware. The term "HP Hardware Product" DOES NOT

include any software applications or programs, non-HP products, or non-HP branded peripherals. All non-HP products or non-HP branded peripherals external to the HP Hardware Product— such as external storage subsystems, displays, printers and other peripherals—are provided “AS IS” without HP warranty. However, non-HP manufacturers and suppliers, or publishers may provide their own warranties directly to you.

HP warrants that the HP Hardware Products that you have purchased or leased from HP are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from HP, or from the date HP completes installation. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. You are entitled to hardware warranty service according to the terms and conditions of this document if a repair to your HP Hardware Product is required within the Limited Warranty Period.

Unless otherwise stated, and to the extent permitted by local law, new HP Hardware Products may be manufactured using new materials or new and used materials equivalent to new in performance and reliability. HP may repair or replace HP Hardware Products (a) with new or previously used products or parts equivalent to new in performance and reliability, or (b) with equivalent products to an original product that has been discontinued. Replacement parts are warranted to be free from defects in material or workmanship for ninety (90) days or, for the remainder of the Limited Warranty Period of the HP Hardware Product they are replacing or in which they are installed, whichever is longer.

During the Limited Warranty Period, HP will, at its discretion, repair or replace any defective component. All component parts or hardware products removed under this Limited Warranty become the property of HP. In the unlikely event that your HP Hardware Product has recurring failures, HP, at its sole discretion, may elect to provide you with (a) a replacement unit of HP's choosing that is the same or equivalent to your HP Hardware Product in performance or (b) to give you a refund of your purchase price or lease payments (less interest) instead of a replacement. This is your exclusive remedy for defective products.

3-2 Exclusions

HP DOES NOT WARRANT THAT THE OPERATION OF THIS PRODUCT WILL BE UNINTERRUPTED OR ERROR-FREE. HP IS NOT RESPONSIBLE FOR DAMAGE THAT OCCURS AS A RESULT OF YOUR FAILURE TO FOLLOW THE INSTRUCTIONS INTENDED FOR THE HP HARDWARE PRODUCT.

This Limited Warranty does not apply to expendable or consumable parts and does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, contamination, improper or inadequate maintenance or calibration or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product; (c) by software, interfacing, parts or supplies not supplied by HP; (d) improper site preparation or maintenance; (e) virus infection; (f) loss or damage in transit; or (g) by modification or service by anyone other than (i) HP, (ii) an HP authorized service provider, or (iii) your own installation of HP-approved parts if available for your product in the servicing country or region.

HP IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. HP IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY HP WHEN THE PRODUCT IS MANUFACTURED.

HP is not responsible for any interoperability or compatibility issues that may arise when (1) products, software, or options not supported by HP are used; (2) configurations not supported by HP are used; (3) parts intended for one system are installed in another system of different make or model.

3-2-1 Limitation of Liability

IF YOUR HP HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, HP'S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF ANY HARDWARE COMPONENTS THAT MALFUNCTION IN CONDITIONS OF NORMAL USE.

EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP BE LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS. BUSINESS INTERRUPTION, LOSS OF DATA, LOST REVENUE, LOSS OF USE, OR ANY OTHER COMMERCIAL OR ECONOMIC LOSS OF ANY KIND, OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. HP IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE, UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED HP OR AN AUTHORIZED REPRESENTATIVE OF HP OF THE POSSIBILITY OF ANY SUCH DAMAGES OR EVEN IF SUCH POSSIBILITY WERE REASONABLY FORESEEABLE. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS

3-2-2 Options limited warranty

The Limited Warranty terms and conditions for most HP-branded options (HP Options) are as set forth in the Limited Warranty applicable to the HP Option and are included in the HP Option product packaging. If your HP Option is installed in an HP Hardware Product, HP may provide warranty service for either the period specified in the warranty documents (HP Option Limited Warranty Period) that shipped with the HP Option or for the remaining warranty period of the HP Hardware Product in which the HP Option is being installed, whichever period is the longer unless stated otherwise in the [Limited warranty period](#) section. In all cases, the warranty period of the HP Option will not exceed three (3) years from the date you purchased the HP Option. The HP Option Limited Warranty Period starts from the date of purchase from HP or an HP authorized reseller. Your dated sales or delivery receipt, showing the date of purchase of the HP Option, is your warranty start date. See your HP Option Limited Warranty for more details. Non-HP options are provided "AS IS". However, non-HP manufacturers and suppliers may provide warranties directly to you.

3-3 Customer responsibilities

To enable HP to provide the best possible support and service during the Limited Warranty Period, you will be required to:

- Maintain a proper and adequate environment, and use the HP Hardware Product in accordance with the instructions furnished.
- Verify configurations, load most recent firmware, install software patches, run HP diagnostics and utilities, and implement temporary procedures or workarounds provided by HP while HP works on permanent solutions.

- Allow HP to keep resident on your systems or sites certain system and network diagnosis and maintenance tools to facilitate the performance of warranty support (collectively referred to as “Proprietary Service Tools”); Proprietary Service Tools are and remain the sole and exclusive property of HP. Additionally, you will:
 - Use the Proprietary Service Tools only during the applicable warranty period and only as allowed by HP
 - Install, maintain, and support Proprietary Service Tools, including any required updates and patches
 - Provide remote connectivity through an HP-approved communications line, if required
 - Assist HP in running the Proprietary Service Tools
 - Use the electronic data transfer capability to inform HP of events identified by the software
 - Purchase HP-specified remote connection hardware for systems with remote diagnosis service, if required
 - Return the Proprietary Service Tools or allow HP to remove these Proprietary Service Tools upon termination of warranty support
 - Not sell, transfer, assign, pledge, or in any way encumber or convey the Proprietary Service Tools

In some cases, HP may require additional software such as drivers and agents to be loaded on your system in order to take advantage of these support solutions and capabilities.

- Use HP remote support solutions where applicable. HP strongly encourages you to use available support technologies provided by HP. If you choose not to deploy available remote support capabilities, you may incur additional costs due to increased support resource requirements.
- Cooperate with HP in attempting to resolve the problem over the telephone. This may involve performing routine diagnostic procedures, installing additional software updates or patches, removing third-party options, and/or substituting options.
- Make periodic backup copies of your files, data, or programs stored on your hard drive or other storage devices as a precaution against possible failures, alteration, or loss. Before returning any HP Hardware Product for warranty support, back up your files, data, and programs, and remove any confidential, proprietary, or personal information.
- Maintain a procedure to reconstruct your lost or altered files, data, or programs that is not dependent on the HP Hardware Product under warranty support.
- Notify HP if you use HP Hardware Products in an environment that poses a potential health or safety hazard to HP employees or subcontractors. HP may require you to maintain such products under HP supervision and may postpone warranty service until you remedy such hazards.
- Perform additional tasks as defined within each type of warranty service listed below and any other actions that HP may reasonably request in order to best perform the warranty support.

3-4 Types of hardware warranty service

Listed below are the types of warranty services that may be applicable to the HP Hardware Product purchased.

3-4-1 Customer self repair

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts:

- Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service.
- Parts for which customer self repair is optional. These parts are also designed for customer self repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If

assistance is required, you can call the HP Technical Support Center and a technician will help you over the phone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used.

3-4-2 Parts only warranty service

Your HP Limited Warranty may include a parts only warranty service. Under the terms of parts only service, HP will provide replacement parts free of charge. If HP carries out the repair, labor and logistics costs are at your expense.

3-4-3 Advanced unit replacement warranty service

Your HP Limited Warranty may include an advanced unit replacement warranty service. Under the terms of the advanced unit replacement warranty service, HP will ship a replacement unit directly to you if the HP Hardware Product you purchased is diagnosed as defective. On receiving the replacement unit, you will be required to return the defective unit back to HP, in the packaging that arrives with the replacement unit, within a defined period of time, normally five (5) days. HP will incur all shipping and insurance costs to return the defective unit to HP. Failure to return the defective unit may result in HP billing you for the replacement unit.

3-4-4 Pick up and return warranty service

Your HP Limited Warranty may include a pick up and return warranty service. Under the terms of pick up and return service, HP will pick up the defective unit from your location, repair it, and return it to your location. HP will incur all repair, logistics, and insurance costs for this type of service.

3-4-5 Mail-in warranty service

Your HP Limited Warranty may include a mail-in warranty service. Under the terms of mail-in service, you will be required to ship your HP Hardware Product to an authorized service location for warranty repair. You must prepay any shipping charges, taxes, or duties associated with transportation of the product to the repair location. In addition, you are responsible for insuring any product you ship, and you assume risk of loss during shipping. HP will return the repaired product to you and incur all logistics and insurance costs to return the product to you.

3-4-6 Carry-in warranty service

Your HP Limited Warranty may include a carry-in warranty service. Under the terms of carry-in service, you will be required to deliver your HP Hardware Product to an authorized service location for warranty repair. You must prepay any shipping charges, taxes, or duties associated with transportation of the product to and from the service location. In addition, you are responsible for insuring any product shipped or returned to an authorized service location, and you assume risk of loss during shipping.

3-4-7 On-site warranty service

Your HP Limited Warranty may include an on-site warranty service. Under the terms of on-site service, HP may, at its sole discretion, determine if a defect can be repaired:

- Remotely
- By the use of a CSR part
- By a service call at the location of the defective unit

If HP ultimately determines that an on-site service call is required to repair a defect, the call will be scheduled during standard office hours unless otherwise stated for the HP Hardware Product you purchased. Standard office hours are typically 08:00 to 17:00, Monday through Friday, but may vary with local business practices. If the location of the defective unit is outside the customary service zone (typically 50km), response times may be longer or there may be additional charges. To locate the nearest HP authorized service provider, refer to the HP website at www.hp.com/support.

In order to receive on-site support, you must:

- Have a representative present when HP provides warranty services at your site
- Notify HP if products are being used in an environment which poses a potential health or safety hazard to HP employees or subcontractors
- Subject to its reasonable security requirements, provide HP with sufficient, free, and safe access to and use of all facilities, information, and systems determined necessary by HP to provide timely support
- Ensure that all manufacturers labels (such as serial numbers) are in place, accessible, and legible
- Maintain an environment consistent with product specifications and supported configurations

3-4-8 Support for initial setup

Electronic or telephone support for initial setup is available from HP for ninety (90) days from date of purchase. See "[Contacting HP](#)" for online resources and telephone support.

Support includes:

- Answering installation questions (how-to, first steps, and prerequisites)
- Setting up and configuring software and options supplied or purchased with HP Hardware Products (how-to and first steps)
- Interpreting system error messages
- Isolating system problems
- Obtaining support pack information or updates for software purchased or supplied with HP Hardware Products

Support does NOT include assistance with:

- Generating or diagnosing user-generated programs or source codes
- Installation of non-HP products

Appendix 1 : Media retention

HP fully understands the concerns raised by customers with regards to the security of any data which may be contained on a hard disk being sent for repair. HP's procedures for handling these items start by acknowledging that all such disks may contain sensitive business or technological information and that all appropriate security is in place to safeguard that information.

The procedure for handling returned units is as follows:

1. The documents accompanying a returned item, record the Authorised Service Provider name and ID number, the serial number of the machine it was removed from and a description of the fault.
2. Using the first two pieces of information for warranty verification only, the unit is then transferred to HP in Scotland, where it is mixed with units from all over Europe, Middle East and Africa for return to the repair vendor.
3. The repair of the item in no way depends on HP's ability to read any user data contained on the disk.
4. During the testing/repair cycle, the disks will have a destructive pattern written onto them that will erase all previously held user data.
5. If the media is damaged, it is removed and scrapped.

Note: HP does not support the use of degaussers to erase data on the disks. Doing so will invalidate the warranty as degaussing will erase other data on the disk which is critical to the operation of the device. Examples of such data include sector alignment data, error correction logic, bad sector files and the geometry of the drive.

Even with the above processes, customers may still be reluctant to return defective disks due to confidential data contained on the disks. Customers who wish to retain the original disk will be required to purchase a replacement disk to affect the repair or, purchase the "Defective Material Retention" service offer (Carepack available for Commercial notebook and desktops).

Appendix 2 : Spare part warranty

As stated in the section 3-1-1 'Replacement parts are warranted to be free from defects in material or workmanship for ninety (90) days or, for the remainder of the Limited Warranty Period of the HP Hardware Product they are replacing or in which they are installed, whichever is longer'.

This should not be confused with the warranty available on trade sale of spare parts (up to 180 days in EMEA).

In general:

- Parts replaced by HP or ASDP during a warranty or carepack service will be warranted for 90 days.
- Parts that are used by HP or ASDP for a repair charged as time and materials will be warranted for 180 days.

Appendix 3 : Warranty Term tables

! **IMPORTANT:** Warranty services found in these tables reflect base level warranty offerings in EMEA, the actual terms may vary by country or SKU. Warranty enhancements may be purchased by the customer. The response times noted in the tables are based on local standard business days and working hours. Please review the warranty statement provided with the hardware for specific response time conditions and limitations.

Use the warranty checker on the HP.COM website to confirm the actual warranty on a specific product/serial number combination
http://h20000.www2.hp.com/bizsupport/TechSupport/WarrantySingleLookup.jsp?locale=en_US&prodSeriesID=346693&prodTypeID=382087

Table 1. Storage Products

[Click on the link for warranty information on HP Storage products . http://www.hp.com/go/storagewarranty](http://www.hp.com/go/storagewarranty)

Table 2. HP ProLiant and HP IA-32 Server Products

Product	Year 1	Year 2	Year 3
HP BL460c, BL465c, BL480c, BL685c server blades	Parts and labor Onsite NBD	Parts and labor Onsite NBD	Parts and labor Onsite NBD
HP ProLiant BL e-Class Server Blade enclosures, interconnect trays	Parts and labor Onsite NBD	Parts and labor Onsite NBD	Parts and labor Onsite NBD
HP ProLiant BL e-Class Server Blades NOTE: ProLiant BL e-Class server blades do not take on the warranty attributes of the server blade enclosure.	Parts only NBD	N/A	N/A
HP ProLiant BL30p HP ProLiant BL35p server blades	Parts and labor Onsite NBD	Parts only	Parts only
HP ProLiant BL p-Class server blades (except ProLiant BL30p server blade), server blade enclosures, interconnects, power enclosures, power distribution, diagnostic stations	Parts and labor Onsite NBD	Parts and labor Onsite NBD	Parts and labor Onsite NBD
HP StorageWorks SB40c	Parts and labor Onsite	Parts and labor Onsite	Parts and labor Onsite

	NBD	NBD	NBD
HP ProLiant CL1850 and CL380 Packaged Clusters	Parts and labor	Parts and labor	Parts and labor
NOTE: Other HP ProLiant clusters assume the warranty attributes of their components	Onsite	Onsite	Onsite
	NBD	NBD	NBD
HP ProLiant DL140 and DL145 G1, DL145 G2 Servers	Parts only 5BD	N/A	N/A
HP ProLiant DL100, DL320 Servers	Parts and labor	Parts only	Parts only
	Onsite	5BD	5BD
	NBD		
HP ProLiant ML110, ML115, ML150, ML310, ML330 (G2 & G3), ML740	Parts and labor	N/A	N/A
HP ProLiant DL 180, DL 140 G3, DL 145 G3 Servers	Onsite		
	NBD		
All other HP ProLiant Server models	Parts and labor	Parts and labor	Parts and labor
	Onsite	Onsite	Onsite
	NBD	NBD	NBD

TABLE 5.1. HIGHLIGHT AND P/OZ SERVER OPTIONS

Batteries, Cables, Memory, Network adaptors (NICS)	Parts only 5BD	N/A	N/A
Hard drive enclosures	Parts only 5BD	Parts only 5BD	Parts only 5BD
Hard drives (ATA)	Parts only 5BD	N/A	N/A
Hard drives (SCSI)	Parts only 5BD	Parts only 5BD	Parts only 5BD
Host bus adapters	Parts only 5BD	Parts only 5BD	Parts only 5BD
HP Remote Insight Lights Out Edition II boards	Parts only 5BD	N/A	N/A
HP Smart Array Shared Storage	Parts and labor Onsite NBD	Parts and labor Onsite NBD	Parts and labor Onsite NBD
Optical drives	Parts only 5BD	Parts only 5BD	Parts only 5BD
Power protection and management	Parts and labor Carry-in or Onsite NBD	Parts only 5BD	Parts only 5BD
Processors	Parts only 5BD	Parts only 5BD	Parts only 5BD
Racks and rack accessories	Parts only 5BD	Parts only 5BD	Parts only 5BD
Storage array controllers	Parts only 5BD	Parts only 5BD	Parts only 5BD

Table 5. HP Superdome Products

Product	Year 1	Year 2	Year 3
HP Integrity Superdome	Parts and Labor	N/A	N/A
HP 9000 Superdome	Onsite		
A5200A (Superdome enterprise base server configuration)	4hrs		
A5201A (Superdome 32-way capable base configuration)			
A5202A (Superdome 32-way capable add-on for 64-way configuration)			
A6113A (Superdome 16-way capable base configuration)			
A6434A (rp8400 Server Expansion Unit)			

rp8400, rp8420, rp8440 rx8420, rx8620			
bh3710, bh5700, cc2300, cc3300, cc3310	Enhanced Parts only 48hrs	N/A	N/A
bh5700 ATCA	Parts Only 48hrs	Parts Only 48hrs	Parts Only 48hrs
bl60p	Parts and labor Onsite 48hrs	Parts and labor Onsite 48hrs	Parts and labor Onsite 48hrs
bl860c rp2405, rp4410, rp4440, rp5400, rp5405 rp5430, rp5450, rp5470, rx2660, rx3600 rx4610, rx4640, rx5670, rx6600	Parts and labor Onsite NBD	Parts and labor Onsite NBD	Parts and labor Onsite NBD
cx2620 rp2400, rp2430, rp2450, rp2470, rp3410 rp3440, rp2450, rp2450, rp7400, rp7440 rp7405, rp7410, rp7420, rx1600, rx1620 rx2600, rx2620, rx7620, rx7640, rx9610 DS15, DS25, ES45, ES47, ES80, GS1280	Parts and labor Onsite NBD	N/A	N/A

Table 6. Desktop and Workstation Computers

Family / Product	Year 1	Year 2	Year 3
Blade PCs:			
HP Blade PC bc1000, bc2000, bc2500	Parts and labor carry-in	Parts and labor Carry-in	Parts and labor Carry-in
HP e-Class Blade PC Enclosure	Parts and Labor Onsite	Parts and Labor Onsite	Parts and Labor Onsite
Business PCs:			
HP Compaq dx2000 Series	Warranty can vary by SKU. Use warranty checker website to confirm		
HP Compaq dx7xxx Series	Warranty can vary by SKU. Use warranty checker website to confirm		

HP Compaq dc5xxx, dc7xxx Series	Warranty can vary by SKU. Use warranty checker website to confirm		
HP Desktop d230, d300 Series	Parts and labor Onsite NBD	Parts only	Parts only
HP Desktop d500 Series	Parts and labor Onsite NBD	Parts and labor Onsite NBD	Parts and labor Onsite NBD
Media Center Desktop PCs	Parts and labor Carry-in	N/A	N/A
HP Point of Sale System rp5000, rp5700	Parts and labor Onsite NBD	Parts and labor Onsite NBD	Parts and labor Onsite NBD
HP Thin Clients	Parts and labor Pick-up 5BD	Parts and labor Pick-up 5BD	Parts and labor Pick-up 5BD
Blade Workstations:			
HP Compaq Blade Workstation client	Parts and labor	Parts and labor	Parts and labor
HP dc72 Blade Workstation Client	Onsite	Onsite	Onsite
HP dc73 Blade Workstation Client	NBD	NBD	NBD
HP ProLiant xw25p Blade Workstation			
HP ProLiant xw460c Blade Workstation			
Personal Workstations:			
HP Workstation xw3400 HP Workstation xw4550	Terms and conditions may vary with warranty option selected at purchase		
HP Workstation xw3100 xw4000, xw4100 xw4200, xw4300 xw4400, xw4600 xw5000, xw6000 xw6200, xw6400 xw6600, xw8000 xw8200, xw8400 xw8600, xw9300, xw9400	Parts and labor Onsite NBD	Parts and labor Onsite NBD	Parts and labor Onsite NBD
Intel Itanium	Parts and labor	Parts and labor	Parts and labor

	Onsite NBD	Onsite NBD	Onsite NBD
Intel Pentium4/Xeon	Parts and labor Onsite NBD	Parts and labor Onsite NBD	Parts and labor Onsite NBD
RISC/UNIX, sv7	Parts and labor Onsite NBD	N/A	N/A
c8000 RISC	Parts and labor Onsite NBD	N/A	N/A

Table 7. Presario and Pavilion products

The hardware warranty for Presario and Pavilion products varies depending on geographical region, country, and product model. HP provides standard warranty information in printed form with every Presario and Pavilion PC and notebook. Look for warranty and service information in the documentation bundle that came with your computer.

For most models, HP offers the same printed guide in a downloadable PDF file format. You can find these downloadable guides in the *Manuals* section of your PC's support page.

1. [Click here to go to HP Support Page](#) , select your country or region, and then enter your PC model name.
2. If there are PDFs available for your PC, a *Manuals* link is shown on the support page for your product. Click the *Manuals* link to open a list of PDFs that you can download.
3. Click the name of the printed manual that contains the warranty information - usually called *Limited Warranty and Support Guide* . To view the file, your PC must have Adobe Acrobat Reader software, also available as a download.

Table 8. Notebooks and Tablet PCs

Product	Year 1	Year 2	Year 3
Business Notebooks:			
HP 510 Notebook PC	Parts and labor	N/A	N/A
HP 520 Notebook PC	carry-in		
HP 530 Notebook PC	5BD turn around		
HP Compaq 6720s Notebook PC			
HP Compaq 6820s Notebook PC			
HP Compaq Business Notebook nc2400, nc4000, nc4010, nc4200, nc4400, nc6000, nc6140, nc6220, nc6230, nc6320, nc6400, nc8000, nc8230	Parts and labor Carry-in	Parts and labor Carry-in	Parts and labor Carry-in
HP Compaq 2510p, 2710p, 8510p notebook PC			

HP compaq nx6115, nx6125, nx8220, nx8430 nw8240, nw8440 Notebook PCs HP Rugged Notebook nr3600, nr3610			
HP Compaq Business Notebook nx5000, nx6110, nx6310, nx7000, nx7010, nx7400, nx9000, nx9005, nx9008, nx9010, nx9020, nx9030, nx9040, nx9100, nx9110, nx9420, nx9500 and nx9600 HP Compaq nx6120 Notebook PC	Parts and labor Carry-in	N/A	N/A
HP Compaq Business Notebook nc6120, nc8430	Warranty can vary by SKU, use the warranty checker website to confirm.		
HP Compaq Mobile Workstation nw8000 nw9440 8510w	Parts and Labor Carry-in	Parts and Labor Carry-in	Parts and Labor Carry-in
Notebook consumables: Batteries, chargers, straps, pens	Parts and labor Mail-in	N/A	N/A
Tablet PCs:			
HP Compaq Tablet PC tc1100 (Intel Pentium M Processor) and tc4200, tc4400	Parts and labor Carry-in	Parts and labor Carry-in	Parts and labor Carry-in
HP Compaq Tablet PC tc1100 (Mobile Intel Celeron Processor)	Parts and labor Mail-in	N/A	N/A

Table 9. Handheld Devices

Family / Product	Year 1	Year 2	Year 3
Business Handheld PCs:			
HP iPAQ H4100 series, H4300 series, H4700 series H5000 series	Parts and labor Pick-up	Parts and labor Pick-up	N/A
HP iPAQ hx2490, hx2790	Warranty can vary by SKU, use the warranty checker website to confirm.		
HP iPAQ rx series, hx series, hw series, 114 classic, 214 Enterprise, 514 voice messenger	Parts and labor Pick-up	N/A	N/A
HP iPAQ 614 business Navigator	Exchange Pick-up		

Table 10. Monitors and Projectors

Family / Product	Year 1	Year 2	Year 3
Business Monitors:			
HP L1502, L1530, L1702, L1720, L1730, L1740, L1745 HP L1750, L1755, L1902, L1908, L1925, L1940 HP L1950, L1955, L2035, L2045w, L2335, L2065 HP LP1965, LP3065, P1230 HP P930 Monitors HP TFT 5000, 7000, 8000 series	Parts and Labor Onsite NBD	Parts and Labor Onsite NBD	Parts and Labor Onsite NBD
HP S5500	Parts and Labor Onsite	N/A	N/A
HP L156v, L176v LCD Monitors	Parts only	N/A	N/A
HP S7500, HP S9500	Parts and Labor Onsite	Parts only	Parts only
Rackmount monitors HP TFT 5600, TFT5110R, TFT7210R	Parts only	Parts only	Parts only
HP V7550	Parts and Labor Onsite	Parts and Labor Onsite	Parts and Labor Onsite
HP vf52	Parts and Labor Onsite	N/A	N/A

Table 11. Printing and Multifunction

Family / Product	Year 1	Year 2	Year 3
HP LaserJet printers:			
HP LaserJet 2500, 2550, 3000, 3500, 3550, 3600, 3700, 3800, 4250, 4350, 4500, 4550, 4600, 4650, 5000, 5100, 5200, 5500, 8000, 8100, 8150, 8550, 9000, 9040, 9050, 9500	Parts and Labor Onsite	N/A	N/A
HP LaserJet 1000, 1005w, 1020, 1022, 1150, 1160, 1300, 1320, 1500, P2015, p3005, 2300, 2820, 2840, 4050, 4100, 4200, 4300	Parts and labor Carry in	N/A	N/A
HP Laserjet 2600, 2605	Exchange		
Inkjet printers:			
HP Inkjet CP1700, 1100, 1200, 2230, 2300, 2280tn, 2380	Parts and labor Carry-in	N/A	N/A
Hp Inkjet 2600, 3000	Parts and labor Exchange	N/A	N/A

HP Proof Pro 2610	Parts and labor Exchange	Parts and labor Exchange	Parts and labor Exchange
HP Designjet 4000, 4500, 9000s, 10000s	Parts and labor Onsite NBD		
Multifunction and All-in-One:			
Digital Sender 8100c, 9100c	Exchange	N/A	N/A
Digital Sender 9200c	Parts and labor Onsite NBD	N/A	N/A
HP LaserJet 4100mfp, 4345mfp, m3027mfp, m3035mfp, m5025mfp, m5035mfp, 8000, 8150mfp, 8550mfp, 9000mfp, 9000Lmfp, 9040mfp, 9050mfp	Parts and labor Onsite NBD	N/A	N/A
HP Laserjet 1015, 1100, 1200, 1220, m1005mfp, 3005, 3015, 3020, 3030, 3050, 3052, 3055, 3200, 3300, 3320, 3330, 3380, 3390, 3392	Parts and labor Carry-in		
Scanners:			
1200, 2400, 3530c, 3570c, 3670, 3690, 3970, 4500c, 4570c, 4600, 4670, 5500c, 5530, 5550c, 7400c, 7450c	Exchange		
8200, 8250, 8290	Exchange	Exchange	Exchange

Glossary

Glossary term	Definition
5BD	5 business day delivery
ASDP	Authorised Service Delivery Partner
NBD	Next Business Day
SKU	Stock Keeping Unit, the product number found on price lists, orders, shipping documentation
