

Fact sheet



HP Printer Service and Support

Overview

The majority of HP printers have a one-year warranty; however, entry-level printers may receive the same limited warranty for 90 days. HP Printers are a part of Total Care, the service and support program recently recognized by J.D. Power and Associates for consistently providing an “Outstanding Customer Service Experience.” HP Total Care delivers 24/7 service, advice, learning and support — in and out of warranty.

Support doesn't end when the warranty does. At no additional charge customers can

- Email a tech support agent and expect a response in about an hour;
- Chat real-time with a support agent;
- Access HP's award-winning web site loaded with diagnostic tools, software updates, security tips and troubleshooting hints; and
- Take a variety of online classes such as “Preserve your memories: creating and protecting archival-quality prints,” “Fun and easy printing projects for every season” and more.

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Key Features of HP Total Care

- HP support agents are available 24/7 by phone, real-time chat or email.
- HP created printing diagnostic tools that allow customers to launch simple, automated, configuration tests and obtain solutions to known problems. Customers can also check to see if they have the latest drivers installed with one click.
- HP's unique Automatic Product Detection Tool helps customers locate all their HP product support information.
- HP makes product repair simple. Customers can return the product for repair with HP covering round-trip shipping and handling or visit their local authorized retailer.
- HP makes recycling ink cartridges easy with paid postage and pre-addressed envelopes included in the box of select inkjet print cartridges.

Additional Services

- Customers who want the added reassurance of services beyond the first year of ownership can purchase an extended service plan for an additional one or two years.



- HP Total One covers up to four HP products such as PCs, printers, and cameras under one service plan to save customers money.

Contact Details

HP

www.hp.com/support

1-800-474-6836 (1-800 HP invent)



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