

Fact sheet



HP TVs Service and Support

Overview

HP TVs have a one-year warranty with in-home service as part of HP 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 Designing the Ultimate Home Theater, Choosing the Right TV for You, What You Need to Know About HDTV, Tune Up Your PC 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 offers in-home repair as a part of the standard warranty for televisions. Once the need for in-home service has been identified, an HP support technician will come to repair the product within three days.

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, which includes in-home service.
- To purchase extended service plans, customers should contact an HP Total Care service plan advisor at 1-866-234-1377.

Contact Details

HP

www.hp.com/support

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



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