

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 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 24x7 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 website 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 24x7 by phone, real-time chat or email.
- HP Printer Check is an automatic detection and download tool that updates out of date printer drivers.
- HP's unique Automatic Product Detection Tool helps customers locate all of 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.

HP Support is available at www.hp.com/support or by calling +1 800 474 6836 (1-800 HP invent).

J.D. Power and Associates Certified Technology and Support ProgramSM, developed in conjunction with the Service & Support Professionals Association (SSPA). For more information, visit www.jdpower.com or the.sspa.com.



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