

Fact sheet



HP Notebooks Service and Support

Overview

HP and Compaq notebooks have a one-year warranty 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 for hardware and software— in and out of warranty.

Not all warranties are created equal. While HP provides its customers with a standard one-year of phone support covering both hardware and software, some consumer PC manufacturers offer as little as 90 days of hardware support and no software support at all.

With HP, customers can trust that technical support continues even after the warranty ends. At no additional charge they can

- Email a tech support agent and expect a response in about an hour;
- Chat real-time with HP support agents;
- 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 Security Boot Camp, Tune Up Your PC and more.

Key Features of HP Total Care

- HP support agents are available 24/7 by phone, real-time chat or email.
- HP’s unique Automatic Product Detection Tool helps customers locate all their HP product support information.
- HP and Compaq PCs come pre-loaded with a tool called the HP Help and Support Center where customers can diagnose and resolve computing problems themselves right from the start menu.
- HP makes product repair simple. Local retailers become local HP service centers providing a quick and easy way to drop PCs off for repair. Customers can also choose other repair options including the Express Parts Program, where HP ships the new part directly to the customer for self-repair within 24 hours, or they can send the PC back to HP for repair without incurring shipping or handling charges.

Additional Services

Editorial Contact:
Siobhan Flanigan, HP
+1 503 641 7702
siobhan.flanigan@hp.com

J.P. Szambelan
Porter Novelli for HP
+1 206 770 7067
jp.szambelan@porternovelli.com

Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304
www.hp.com



- Customers who want help from a knowledgeable certified technician have access to Smartfriend by HP. Smartfriend by HP provides answers to consumers “how-to” questions, which are not covered by their warranty or extended service plan.
- PC Tune-up service allows consumers to get direct, knowledgeable assistance from expert HP technicians, however, easily perform these PC tune-up steps on their own.
- 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 express repair.
- HP also offers accidental damage protection to safeguard customers and their notebooks against unexpected spills and damage, which also comes with express repair.
- 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)

Compaq
www.compaq.com/consumersupporttr
1-800-652-6672 (1-800 OK Compaq)

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