



HP Digital Entertainment Center Service and Support

Overview

HP Digital Entertainment Centers (DEC) have a one-year warranty as part of HP Total Care, the service and support program 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 currently:

- 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, which is 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 24x7 by phone, real-time chat or email.
- The HP Automatic Product Detection Tool identifies a customer's specific product model and provides a direct link to support pages, drivers, content or agent access through chat or email.
- HP PCs come pre-loaded with a tool called the HP Help and Support Center which customers can use to 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 DEC's off for repair. Customers can also choose other repair options, including the Express Parts Program, in which HP ships the new part directly to the customer for self-repair within 24 hours, or the customer can send the DEC back to HP for repair without incurring shipping or handling charges.

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 House Call sends an HP technician onsite to fix select DEC issues.
- HP also offers accidental damage protection to safeguard customers and their DEC's

against unexpected spills and damage.

- 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

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