



HP Desktop PCs Service and Support

Overview

HP and Compaq desktop PCs are backed by 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 for hardware and software – in and out of warranty.

With HP’s combination of standard warranty and additional support, customers can save money. In addition to covering hardware-related issues, HP provides technical assistance with installation, configuration and set up, problem solving and normal PC operation at no extra cost.

With HP, customers can trust that technical support continues even after the warranty ends. At no additional charge they 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 Security Boot Camp, Designing the Ultimate Home Theater, Tune Up Your PC and more.

Key Features of HP Total Care

- HP support agents are available 24x7 by phone, real-time chat or email.
- HP Instant Care allows support agents to connect with a high level of security to customers’ PCs and provide personalized support while saving the customer time. Agents can run diagnostic tests, check the health of a product, and provide assistance with software issues, setting up printers or checking connections with peripheral products.
- 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 and Compaq desktops 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 PCs off for repair. Customers can also choose

Editorial Contact:

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

Gina Johnston
Porter Novelli for HP
+1 206 770 7082
gina.johnston@porternovelli.com

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

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 he or she can send the PC back to HP for repair without incurring shipping or handling charges.

- Customers with customized machines purchased directly from HP receive in-home service at no charge as part of the standard warranty.

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.
- Customers who want help from a knowledgeable certified technician have access to SmartFriend by HP, which provides answers to “how-to” questions not covered by their warranty or extended service plan.
- Consumers can purchase PC Tune-up service to get direct, knowledgeable assistance from expert HP technicians; consumers also have the option of performing these PC tune-up steps on their own.
- HP House Call sends an HP technician onsite to fix select desktop issues.
- HP also offers accidental damage protection to safeguard customers and their desktops against unexpected spills and damage.
- 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/consumersupporttrt
+1 800 652 6672 (1-800 OK Compaq)

© 2006 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

8/2006

