



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 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;
- 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 Designing the Ultimate Home Theater, Choosing the Right TV for You, What You Need to Know About HDTV, Tune Up Your PC and more.

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

Key Features of HP Total Care

- HP support agents are available 24x7 by phone 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 by HP, a 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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