



HP Printer Service and Support

Overview

The majority of HP printers have a one-year warranty; however, entry-level printers may receive the same warranty features for 90 days. HP printers are a 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.”⁽¹⁾ 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 in 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” and “Fun and easy printing projects for every season.”

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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 a customer's PC 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.
- HP Printer Check is an automatic detection and download tool that updates out-of-date printer drivers.
- HP's 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 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 SmartFriend for Digital Photography gives consumers with an array of technology questions a place to turn. Customers buy 45- or 75-minute service plans to get many of their digital photography “how to” questions answered on topics such as cropping photos or changing printer settings to enhance photos.
- HP Total One covers up to four HP products such as PCs, printers and cameras under one service plan to save customers money.

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⁽¹⁾ J.D. Power and Associates Certified Technology Service and Support ProgramSM, developed in conjunction with the Service & Support Professionals Association. For more information, visit www.jdpower.com or www.ihesspa.com.

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