



HP Printer Service and Support

Overview

The majority of HP printers are backed by a one-year warranty with an array of service and support options. However, entry-level printers may receive the same warranty features for 90 days.

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 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 Consumer Service and Support Options

- HP support agents are available 24/7 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- HP Printer Check is an automatic detection and download tool that updates out-of-date printer drivers.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 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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