



HP Consumer Notebooks Service and Support

Overview

HP and Compaq consumer notebooks are backed by a one-year warranty with an array of service and support options.

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 HP support agents;
- 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 Security Boot Camp, Tune Up Your PC and more.

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Key Consumer Service and Support Options

- 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 PCs come pre-loaded with HP Total Care Advisor, which puts information about the PC in one place and helps customers navigate through PC care, health and security, product information and status of connections and updates.
- 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 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 PC back to HP for repair without incurring shipping or handling charges.

Additional Services

- Customers who want help from a knowledgeable certified technician have access to HP SmartFriend, which provides answers to consumers' "how-to" questions that are 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.
- 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 also offers accidental damage protection to safeguard customers and their notebooks against unexpected spills and damage, which also comes with express repair.
- 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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