



HP TVs Service and Support

Overview

HP TVs are backed by a one-year warranty with in-home service and array of service and support options.

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, and Tune Up Your PC.

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Key consumer service and support options

- HP support agents are available 24x7 by phone or email.
- HP offers in-home repair as a part of the standard warranty for TVs. 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 a service plan advisor at +1 866 234 1377.

Contact Details

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www.hp.com/support

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12/2007