

This page updates the HP Customer Care by Phone information in the *User's Guide* for your HP DeskJet 610C Series printer. For future reference, insert this page after page 10 in your *User's Guide*.



HP Customer Care by Phone

When you purchase an HP DeskJet 610C Series printer in North America, you receive 90 days free phone support (long distance charges may apply in different regions).

Before placing a call for help, please make sure that:

1. You have read the HP Quick Start poster and this User's Guide for installation and troubleshooting tips.
2. You have logged on to the **HP Customer Care Online** site (<http://www.hp.com/go/support>) for product help.

If you cannot solve your problem using steps 1 through 3, then call HP Customer Care while you're in front of your computer and printer. Before you call, be sure you have the following information:

- Your printer's serial number (the label is on the back of the printer).

- Your printer's model number (the label is on the front of the printer).

- The model of the computer.

- The version of the printer software.

To speak with an HP Customer Care technician, call the number for your country (long-distance charges may apply):

- Canada (905) 206-4663
- United States (208) 344-4131

After the Free Phone Support Period

After the 90 days of free phone support, you can continue to get help from HP for a fee. Prices may be changed without notice. **HP Customer Care Online** help is still available for free.]

- For calls in the United States that may last under 10 minutes, call (900) 555-1500. The cost is \$2.50 per minute and will not exceed \$25.
- For calls from Canada, or for calls in the United States that may last longer than 10 minutes, call (800) 999-1148. The cost is US \$25 per call, charged to your Visa or MasterCard.
- If your printer needs repair, or the print cartridge is defective, you will not be charged for phone support service while the printer is covered under the Limited Warranty period. Limited Warranty information is printed in your *User's Guide*. Regular long-distance charges may apply.



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