

Worldwide Limited Warranty and Technical Support

HP Business Desktop Products

Hardware Limited Warranty

General

This HP Hardware Limited Warranty gives you, the customer, express limited warranty rights from HP, the manufacturer. Please refer to HP's Web site for an extensive description of your limited warranty entitlements. In addition, you may also have other legal rights under applicable local law or special written agreement with HP.

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, HP MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HP EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. Some states or countries do not allow a limitation on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages for consumer products. In such states or countries, some exclusions or limitations of this limited warranty may not apply to you.

THIS LIMITED WARRANTY IS APPLICABLE IN ALL COUNTRIES AND MAY BE ENFORCED IN ANY COUNTRY WHERE HP OR ITS AUTHORIZED SERVICE PROVIDERS OFFER WARRANTY SERVICE SUBJECT TO THE TERMS AND CONDITIONS SET FORTH IN THIS LIMITED WARRANTY. HOWEVER, WARRANTY SERVICE AVAILABILITY AND RESPONSE TIMES MAY VARY FROM COUNTRY TO COUNTRY AND MAY ALSO BE SUBJECT TO REGISTRATION REQUIREMENTS IN THE COUNTRY OF PURCHASE. IF SO, YOUR HP AUTHORIZED SERVICE PROVIDER CAN PROVIDE YOU WITH DETAILS.

Limited Warranty Repair or Replacement

During the Limited Warranty Period, HP will, within a reasonable time, repair your product or replace any defective component. In the unlikely event that your HP Hardware has a recurring failure, HP, at its sole discretion, may elect to provide you with a replacement unit of HP's choosing that is the same or equivalent to your HP Hardware in performance. This is your exclusive remedy for defective products. HP reserves the right to elect, at its sole discretion, to give you a refund of your purchase price or lease payments (less interest) instead of a replacement upon prompt return of the hardware product to your HP Authorized Service Provider or other HP designate. All hardware products removed under this Limited Warranty become the property of HP. The replacement part or product takes on either the Limited Warranty status of the removed part or product or the thirty (30) day Limited Warranty of the replacement part.

HP Hardware

This Hardware Limited Warranty applies only to the HP-branded and Compaq-branded hardware (collectively referred to in this Hardware Limited Warranty as "HP Hardware") sold by or leased from Hewlett-Packard Company, its worldwide subsidiaries, affiliates, authorized resellers, or country distributors (collectively referred to in this Hardware Limited Warranty as "HP") with this Hardware Limited Warranty. The term "HP Hardware" is limited to the hardware components and required firmware. The term "HP Hardware" DOES NOT include any software applications or programs.

HP does NOT provide support for this product configured as a network server.

Unless otherwise stated, and to the extent permitted by local law, hardware products may be manufactured using new materials or new and used materials equivalent to new in performance and reliability. HP may repair or replace HP hardware products (i) with equivalent products to the products being repaired or replaced but which may have been subject to prior use, (ii) with products containing remanufactured parts equivalent to new in performance or parts which may have been used, or (iii) with equivalent products to an original product that has been discontinued. Replacement parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the Limited Warranty Period of the HP Hardware in which they are installed, whichever is longer.

Non-HP Hardware

All non-HP hardware products or peripherals external to the central processor unit—such as external storage subsystems, displays, printers, and other peripherals—are covered by the applicable vendor warranties for those products. Non-HP hardware products are not warranted by HP. However, non-HP manufacturers, suppliers, or publishers may provide their own warranties directly to you.

Proof of Purchase and Limited Warranty Period

HP warrants that the HP Hardware that you have purchased or leased from HP is free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from HP. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. You are entitled to warranty service according to the terms and conditions of this document if a repair to your HP Hardware is required within the Limited Warranty Period.

Exclusions

HP does not warrant that the operation of this hardware product will be uninterrupted or error-free. HP is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the HP Hardware. This Hardware Limited Warranty does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, contamination, improper or inadequate maintenance or calibration or other external causes; (b) by operation outside the published operating specifications for the product; (c) by software, interfacing, parts or supplies not supplied by HP; (d) improper site preparation or maintenance; (e) virus infection; (f) loss or damage in transit; or (g) by modification or service by anyone other than (i) HP, (ii) an HP authorized service provider, or (iii) your own installation of end-user replaceable HP or HP approved parts if available for your product in the servicing country. This Hardware Limited Warranty does not apply to consumable parts.

This Hardware Limited Warranty extends only to the original end-user purchaser or lessee of this HP Hardware Product and is not transferable to anyone who obtains ownership of the HP Hardware Product from the original end-user purchaser or lessee.

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARD DRIVE OR OTHER STORAGE DEVICES AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATION, OR LOSS OF THE DATA. BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR PERSONAL INFORMATION. HP IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. HP IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY HP WHEN THE PRODUCT IS MANUFACTURED.

Exclusive Remedy

TO THE EXTENT ALLOWED BY APPLICABLE LOCAL LAW, THIS STATEMENT CONSTITUTES THE COMPLETE AND EXCLUSIVE WARRANTY AGREEMENT BETWEEN YOU AND HP. THESE TERMS AND CONDITIONS SUPERSEDE ANY PRIOR AGREEMENTS OR REPRESENTATIONS—INCLUDING REPRESENTATIONS MADE IN HP SALES LITERATURE OR ADVICE GIVEN TO YOU BY HP OR AN AGENT OR EMPLOYEE OF HP—THAT MAY HAVE BEEN MADE IN CONNECTION WITH YOUR PURCHASE OR LEASE OF THE HP HARDWARE. No change to the conditions of this Hardware Limited Warranty is valid unless it is made in writing and signed by an authorized representative of HP.

Limitation of Liability

IF YOUR HP HARDWARE FAILS TO WORK AS WARRANTED ABOVE, YOUR SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. HP'S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF ANY HARDWARE COMPONENTS THAT MALFUNCTION IN CONDITIONS OF NORMAL USE.

EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP BE LIABLE FOR DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL (INCLUDING ANY LOST PROFITS OR SAVINGS) OR OTHER DAMAGE. HP IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE, UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED HP OR AN AUTHORIZED REPRESENTATIVE OF HP OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY TO COUNTRY. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

Options and Software Limited Warranties

The Limited Warranty terms and conditions for HP options are as set forth in the Limited Warranty applicable to HP options. EXCEPT AS PROVIDED IN THE APPLICABLE SOFTWARE END-USER LICENSE OR PROGRAM LICENSE AGREEMENT, HP DOES NOT WARRANT SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS OR THE OPERATING SYSTEM PREINSTALLED BY HP. HP's only warranty obligations with respect to software distributed by HP under the HP brand name are set forth in the applicable end-user license or program license agreement provided with that software. However, non-HP manufacturers, suppliers, or publishers may provide their own warranties directly to you.

Software Technical Support

Software technical support is defined as assistance with questions and issues about the software preinstalled by HP on the HP Hardware or that was included with the HP Hardware at the time of your purchase or lease of the hardware product. With the exception of Linux operating systems or other Linux software applications sold with HP products, technical support for software is available for the first ninety (90) days from date of product purchase or lease. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving software technical support. After the first ninety (90) days, technical support for software preinstalled by HP on the HP Hardware or included with the HP Hardware at the time of your purchase or lease of the product is available for a fee.

Linux Operating Systems and Applications

HP does not provide software technical support for Linux operating systems or other Linux applications. Software technical support for Linux software sold with HP Hardware is provided by the Linux vendor.

Please refer to the Linux operating system or other Linux application support statement included with your HP Hardware.

International Limited Warranty and Limited Warranty Transfer to Another Country

This limited warranty is extended worldwide under certain conditions to products which are reshipped by the original purchaser either for his own use or provided as an incidental part of systems integrated by the original purchaser. When available in the country of use, service is provided in the same manner as if the product was purchased in that country and can only be provided in countries where the product is designed to operate. Also, standard warranty service response time is subject to change due to local parts availability. A customer may be required to provide product-specific information, in accordance with the HP Global Warranty Notification process, prior to moving the products. The required information ensures that HP is prepared to provide the required level of warranty service in the destination country and that the product is designed to work in the destination country. If the product is not normally sold by HP in the country of use, it may need to be returned to the country of purchase for service. Contact HP, your local HP authorized reseller, or refer to the Web site at www.hp.com/go/bizsupport.

HP Hardware Limited Warranty Options

These HP hardware limited warranty entitlements are specific to this HP hardware product. They supersede any limited warranty terms (apart from separately negotiated terms on a separate warranty flyer) that may be found online or in any documentation or materials contained in the computer product packaging.

Limited Warranty Entitlements

3-Years Limited Hardware Warranty; 3-Years Labor Service; 3-Years On-Site Service

3-Years Limited Hardware Warranty; 1-Year Labor Service; 1-Year On-Site Service

1-Year Limited Hardware Warranty; 1-Year Labor Service; 1-Year On-Site Service

Response Time

HP will respond on-site, at the customer's location, by the first or second business day following request for warranty service, based on the standard office hours in the country where the call is placed. Next Business Day Warranty Service is based on commercially reasonable best effort. In some countries and under certain supplier constraints, response time may vary. If your location is outside of the customary service zone, response time may be longer or there may be an additional charge. Contact your local HP service organization for response time in your area.

Limited Warranty Entitlement Description

Your HP Hardware Limited Warranty consists of repair or replacement of defective parts, including hard drives, ECC memory, and some processors with ECC cache memory identified by HP Intelligent Manageability software as "prefailure."

On-site Service

Your HP Hardware Limited Warranty includes on-site labor (if necessary) to repair your hardware. HP provides on-site service during standard office hours. Standard office hours are typically 8:00 AM to 5:00 PM, Monday through Friday, but may vary with local business practices.

HP Replaceable Parts Program

Where available, the HP Replaceable Parts program ships approved replacement parts directly to you to fulfill your warranty. This will save considerable repair time. After you call the HP Technical Support Center at 1.800.652.6672, a replaceable part can be sent directly to you. Once the part arrives, call the HP Technical Support Center. A technician will assist you over the phone to ensure that the installation is quick and easy.

HP is not responsible for, nor warrants your replacement parts or hardware product against, damage resulting from improper installation of replacement parts or the repair of your defective product by you or your designate.

Service Upgrades

HP offers additional support and service coverage for your product. Some support and related products may not be available in all countries. For information on service upgrades, refer to the HP Web site at: www.hp.com/go/bizsupport. Service upgrades purchased in one country are NOT transferable to another country.

Contacting HP

- In the United States, refer to the HP Web site at www.hp.com. In Canada, refer to the HP Web site at www.hp.ca.
- Toll-free technical support in the United States and Canada, 7 days a week, 24 hours a day
 - ❑ 1.800.652.6672
- Be sure to have the following information available before you call HP:
 - ❑ Product serial number, model name, and model number
 - ❑ Applicable error messages
 - ❑ Add-on options
 - ❑ Operating system
 - ❑ Third-party hardware or software
 - ❑ Detailed questions
- Toll-free access to PaqFax™, which is a system for requesting and receiving technical information and much more through a facsimile machine
 - ❑ 1.800.345.1518 (United States)
- Toll-free access to general product information
 - ❑ 1.800.567.1616 (Canada)
- To post questions to HP Technical Support professionals or to download software files, refer to:
 - ❑ HP Support Forum: <http://forum.HP.com>
 - ❑ Email address: support@HP.com
 - ❑ Downloadable HP software: www.hp.com/go/bizsupport

Limited Warranty Entitlement Information

Products	Warranty Terms and Conditions	Response Time
HP Compaq Business Desktop d220	1-Year Limited Hardware Warranty; 1-Year Labor Service; 1-Year On-Site Service	Next Business Day
HP Compaq Business Desktop d230	1-Year Limited Hardware Warranty; 1-Year Labor Service; 1-Year On-Site Service	Next Business Day
HP Compaq Business Desktop dx2000	1-Year Limited Hardware Warranty; 1-Year Labor Service; 1-Year On-Site Service	Next Business Day
HP Compaq Business Desktop dc5000	3-Year Limited Hardware Warranty; 3-Year Labor Service; 3-Year On-Site Service	Next Business Day
HP Business Desktop d325	3-Year Limited Hardware Warranty; 1-Year Labor Service; 1-Year On-Site Service	Next Business Day
HP Compaq Business Desktop d330	3-Year Limited Hardware Warranty; 1-Year Labor Service; 1-Year On-Site Service	Next Business Day
HP Compaq Business Desktop d530	3-Year Limited Hardware Warranty; 3-Year Labor Service; 3-Year On-Site Service	Next Business Day
HP Point of Sale System rp5000	3-Year Limited Hardware Warranty; 3-Year Labor Service; 3-Year On-Site Service	Next Business Day

If You Have a Problem:
<ul style="list-style-type: none">• Check you have your product receipt
<ul style="list-style-type: none">• Check your Warranty Entitlement (see above)
<ul style="list-style-type: none">• Contact your local Technical Support Center or your HP Authorized Service Provider.