

## Compaq Presario Desktop Products

# Warranty and Support Guide

- ✓ 1 Year Parts and Labor
- ✓ 1 Year Technical Telephone Support
- ✓ 24 Hours a Day, 7 Days a Week

### IMPORTANT NOTE

If you experience a problem with your new Presario, DO NOT RETURN YOUR COMPUTER TO YOUR RETAILER. At Compaq, we take pride in our ability to service your needs. We are available 24 hours a day, 7 days a week. We have specialists available to help you with your technical support questions as they arise via the Web or phone (see Contact Numbers chart within this document). As our valued customer, we want to make sure that your support needs are met and any issues resolved as quickly as possible.

This document includes warranty information for the United States, Canada, and the Caribbean.

The information in this document is subject to change without notice.

Before contacting Compaq Customer Support Center, it's important to have the following information handy. Please take a moment to write down your product information for future reference.

Model Number: \_\_\_\_\_

Serial Number: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

System or Product Number: \_\_\_\_\_

**COMPAQ**

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**WARNING: Text set off in this manner indicates that failure to follow directions could result in damage to equipment, loss of information, bodily harm, or loss of life.**

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## Don't Forget to Register!

Registering your Compaq product is quick, easy, and offers you access to subscriptions and notifications such as:

- E-mail updates containing notifications about product enhancements, the most recent support alerts and driver updates specific to the product(s) you own.
- The newsgroup, our monthly online magazine packed full of product news, support tips, project ideas, and much more. Visit us at

<http://subscription.support.hp.com>

to explore a sample newsgroup.

You can register your computer by visiting us online at

[www.register.hp.com](http://www.register.hp.com)

## Compaq Support Process

Compaq offers a wide variety of service and support options that are available around the clock for Compaq customers with products that are either in or out of warranty. If you have a question or a problem arises, for the fastest service we suggest that you seek assistance from Compaq service and support in the following manner.

**1 Use the Help and Support** features that are installed with your product and refer to your product documentation for specific instructions and troubleshooting information.

**2 Visit Compaq online service and support** at [www.compaq.com/consumersupport](http://www.compaq.com/consumersupport)

Compaq online service and support is available to all Compaq customers for the life of their Compaq products. It is always available and is your fastest source for up-to-date product information and expert assistance that includes:

- Fast access to qualified online support specialists.
- Lifetime access to customer communities where you can join discussions, review information, and collaborate with other users just like yourself.
- Software and driver updates for your product.
- Valuable product and troubleshooting information for common problems.
- Proactive product updates, support alerts, and newsgroups are available when you register your product.

**3 Contact Compaq Customer Care** by phone 24 hours a day, seven days a week in both English and Spanish (U.S. only) via **1-(800)-652-6672** [1-(800)-OK Compaq]. Canadian customers can reach us at the same number for support in both English and French. When you call please have your product model number, serial number, and date of purchase available. Telephone support is free during your limited warranty period.

## Software Support

### America Online

U.S.: 1-888-346-3704 — Canada: 1-888-265-4357  
[www.aol.com](http://www.aol.com)

### AT&T WorldNet

1-800-400-1447 — [www.att.net](http://www.att.net)

### CompuServe 2000

1-800-944-9871 — [www.compuserve.com](http://www.compuserve.com)

### Corel

[www3.corel.com](http://www3.corel.com)

### Detto Technologies

1-866-338-8663 — [www.detto.com](http://www.detto.com)

### EarthLink

Dial-up customer service: 1-800-890-6356

Dial-up technical support: 1-800-890-5128

Broadband customer service and technical support:  
1-888-829-8466  
[www.earthlink.net](http://www.earthlink.net)

### InterVideo

510-651-0888  
[www.intervideo.com/home](http://www.intervideo.com/home)

### Microsoft Network

1-800-386-5550 — [www.support.msn.com](http://www.support.msn.com)

### MusicMatch

[www.musicmatch.com](http://www.musicmatch.com)

### Quicken Basic (Intuit)

1-900-555-4688 — [www.intuit.com](http://www.intuit.com)

### Veritas (only CD-RW and DVD+RW/+R models)

[www.veritas.com](http://www.veritas.com)

### Yahoo! — User Support

[www.yahoo.com](http://www.yahoo.com)

## When should I contact Compaq online service and support?

For many common problems and requests, Compaq online service and support is your fastest link to up-to-date product information and expert assistance. Visit

**[www.compaq.com/consumersupport](http://www.compaq.com/consumersupport)** to:

- Download current software and drivers for your product.
- Troubleshoot common printing problems.
- Diagnose performance issues with your PC.
- Find user manuals and documentation for your product.

## When should I contact Compaq phone service and support?

When your problem cannot be solved through Compaq online service and support, qualified support specialists are available 24 hours a day via **1-(800)-652-6672** [1-(800)-OK Compaq] to provide expert assistance. Call Compaq Customer Care when:

- You either do not have Internet access, or cannot connect to the Internet to visit **[www.compaq.com/consumersupport](http://www.compaq.com/consumersupport)**
- Your product Quick Help does not identify or help solve your problem.
- There is obvious damage or a mechanical breakdown with your product rendering it inoperable.

**Note:** Support options, availability, and hours vary by product, country/region, and language and are subject to change.

### For Caribbean

<http://clac.compaq.com/soporte/index.html>

Aruba:	<b>800-8000 or 877-219-8671</b>
Bahamas:	<b>1-800-799-3477</b>
Barbados:	<b>1-800-796-9602</b>
Jamaica:	<b>1-800-799-3477</b>
Trinidad:	<b>1-800-799-3477</b>

## Compaq Out-of-Warranty Support Options

### Compaq online service and support

Compaq online service and support is available at **[www.compaq.com/consumersupport](http://www.compaq.com/consumersupport)** to all Compaq customers for the life of their Compaq products. It is always open and is your fastest source for up-to-date product information and expert assistance.

### Phone support

Even after your warranty has ended, Compaq can still provide you with service and support options.

- For Visa and MasterCard holders in the United States or calls from Canada, please call **1-(800)-652-6672** [1-(800)-OK Compaq]. The fee is U.S. \$40\* per call, charged to your Visa or MasterCard.

\*Prices are subject to change without notice and may vary based on your product.

### Recycle — HP/Compaq Planet Partners

Compaq is sensitive to the environment and has a program, Planet Partners, to make it simple for us to reclaim your old product for recycling. Compaq will help you recycle your old equipment even if it is not a Compaq product; we take back all makes and models. Visit our Web site to find out how easy it is to recycle: [www.hp.com/recycle](http://www.hp.com/recycle)

## Obtaining a Warranty Upgrade

### Protect your investment!

Upgrade your standard factory warranty for up to three years with the Care Pack. Service coverage begins on product purchase date and you must purchase the pack within the first year after product purchase. The hardware service offering will be determined based on the outcome of system self-test programs run by the customer through the initial call to Customer Care.

**For more information visit [www.hp.com/hps/carepack](http://www.hp.com/hps/carepack) or call 1-888-999-4747.**

## COMPAQ PRESARIO DESKTOP PRODUCTS

# LIMITED WARRANTY AND TECHNICAL SUPPORT

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This Limited Warranty applies to the Compaq branded hardware products sold by or leased from Hewlett-Packard Company, its subsidiaries, affiliates, authorized resellers, or country/region distributors (collectively referred to in this Limited Warranty as "HP") with this Limited Warranty. This Limited Warranty is applicable in all countries/regions and may be enforced in any country/region 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/region to country/region and may also be subject to registration requirements in the country/region of purchase.

HP warrants that the Compaq hardware product and all the internal components of the product that you have purchased or leased from HP are 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 Compaq branded hardware is required within the Limited Warranty Period. This Limited Warranty extends only to the original purchaser or lessee of this Compaq branded product and is not

transferable to anyone who obtains ownership of the Compaq branded product from the original purchaser or lessee.

Compaq products are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare 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 Compaq hardware product in which they are installed, whichever is longer.

During the Limited Warranty Period, HP will repair or replace the defective component parts or the hardware product. All component parts or 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 spare part. In the unlikely event that your Compaq product has a recurring failure, HP, at its discretion, may elect to provide you with a replacement unit of HP's choosing that is at least equivalent to your Compaq branded product in hardware performance. 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. This is your exclusive remedy for defective products.

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## Technical Support Hardware

Free Hardware technical support is available for a period of one year from the date of purchase. After the first year, hardware technical support will be available for a fee (see "Compaq Out-of-Warranty Support Options").

## Software

Software technical support is defined as assistance with questions and issues about the software that was either preinstalled by HP on the Compaq branded product or that was included with the Compaq branded product at the time of your purchase or lease of the product. Technical support for software is available for thirty (30) 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 thirty (30) days, technical support for software that was either preinstalled by HP on the Compaq branded product or included with the Compaq branded product at the time of your purchase or lease of the product is available for a fee.

## Obtaining Limited Warranty Service

### Customer-replaceable Parts

You can easily replace many of the Compaq Presario parts yourself. This is the fastest method of repair, where the part is conveniently sent with next-day service to your home or business. We pay the shipping and handling. Detailed instructions are included to guide you through an easy repair, and if you have questions, call us for assistance. This service is free for the duration of the hardware warranty period.

In some cases, Compaq will ask for a credit card as collateral for the part and will charge you for the retail price of the part if the failed part is not returned within thirty (30) days.

Availability of this program may vary depending on your country/region.

### Send-In for Repair

Compaq will arrange to have your PC picked up and delivered to a Compaq Central Repair Center. We pay for the round-trip shipping and handling. This service is free for the duration of the hardware warranty period.

### Carry-In Service

You also have the option of taking your PC to a Compaq Authorized Service Provider (ASP). The ASP can facilitate the service on your PC. Visit [www.hp.com/us/support](http://www.hp.com/us/support) to find the nearest authorized support provider in your area.

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Please check the documentation which came with your PC for the warranty terms for your PC.

(Rev. 070103)



# Declaration of Conformity

## According to ISO/IEC Guide 22 and EN 45014

**Manufacturer's Name:** Hewlett-Packard Company  
**Manufacturer's Address:** 10500 Ridgeview Ct.  
Cupertino, CA 95015-4010  
USA

## declares that the product

**Product Name:** Compaq Presario Personal Computer System  
**Model Number(s):** 8000 series, S0000 series, SR1000 series, and SA4000 series  
**Product Options:** All

## conforms to the following Product Specifications:

**Safety:** IEC 60950:1991 + A1, A2, A3, A4  
EN 60950:1992 + A1, A2, A3, A4, A11  
IEC 60825-1:1993 + A1/  
E 60825-1:1994 + A11 Class 1  
(Laser/LED)

**EMC:** CISPR 22:1997/EN 55022:1998  
Class B<sup>1)</sup>  
CISPR 24:1997/EN 55024:1998  
  
IEC 61000-3-2:1995/EN61000-3-2:1995  
+ A14 — Harmonics  
IEC 61000-3-3:1994/EN61000-3-3:1995  
— Flicker  
  
FCC Title 47 CFR, Part 15 Class B<sup>2)</sup>/  
ICES-003, Issue 2  
AS/NZS 3548:1995 + A1 + A2:1997/  
CISPR 22:1993 + A1 + A2:1996 Class B<sup>1)</sup>

**Telecom:** TBR 21:1998, EG201 121:1998

## Supplementary Information:

The product herewith complies with the requirements of the following Directives and carries the CE marking accordingly.

— the R&TTE Directive 1999/5/EC

- 1) The Product was tested in a typical configuration with Compaq Personal Computer and peripherals.
- 2) This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:  
(1) this device may not cause harmful interference, and  
(2) this device must accept any interference received, including interference that may cause undesired operation.

Hardware Quality Engineering Manager  
Cupertino, CA, USA February, 2004

## For Regulatory Compliance Information ONLY, contact:

### North America

**Contact:** Hardware Quality Engineering Manager  
Hewlett-Packard, CPC  
10500 Ridgeview Ct.  
Cupertino, CA 95015-4010  
USA  
(Phone: 408-343-5000)

# Operating Specifications

<b>Electrical ratings:</b>	For products 8000 series and S0000 series: 100–127 V <sub>~</sub> /200–240 V <sub>~</sub> , 4/2 A, 50/60 Hz  For products SR1000 series and SA4000 series: 100–127 V <sub>~</sub> /200–240 V <sub>~</sub> , 6/3 A, 50/60 Hz
<b>Operating temperature:</b>	5° to 35° C (On models with DVD+RW/+R drives, the operating temperature is 5° to 30° C.)
<b>Storage temperature:</b>	–40° to 70° C
<b>Operating humidity:</b>	15 to 80% @ 26° C
<b>Storage humidity:</b>	90% @ 65° C (non-condensing)
<b>Operating altitude:</b>	0–2286 m
<b>Storage altitude:</b>	0–4572 m



Batteries are delivered with this product. When empty, do not throw them away but collect as small chemical waste.

Bij dit product zijn batterijen geleverd. Wanneer deze leeg zijn, moet u ze niet weggooien maar inleveren als Klein Chemisch Afval (KCA).

# Regulatory and Safety Information



**WARNING:** The Compaq Presario is heavy; be sure to use ergonomically correct lifting procedures when moving the computer.



**WARNING:** Please read the “Additional Safety Information” located later in this document before installing and connecting your system to the electrical power system.

## FCC Regulatory and Safety Information (USA Only)

Federal Communications Commission (FCC) Radio Frequency Interference Statement



**WARNING:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet that is on a circuit different from the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

Compaq's system RFI and Radiated Immunity tests were conducted with Compaq-supported peripheral devices and Compaq-shielded cables, such as those you receive with your system. Changes or modifications not expressly approved by Compaq could void the user's authority to operate the equipment. To comply with the limits for an FCC Class B computing device, always use shielded signal cables and the power cord supplied with this unit.

## Consumer Information and FCC Requirements

### Telephone Connection

- This equipment complies with Part 68 of the Federal Communications Commission rules. These rules permit this device to be directly connected to the telephone network. Standardized jacks are used for these connections. This equipment should not be used on party lines or coin lines.
- If this device is malfunctioning, it may also cause harm to the telephone network; this device should be disconnected until the source of the problem can be determined and until it has been repaired. If this is not done, the telephone company may temporarily disconnect your service.

- The telephone company may make changes in its technical operations and procedures. If such changes affect the compatibility or use of this device, the telephone company is required to give adequate notice of the changes.
- If the telephone company requests information on what equipment is connected to their lines, inform them of:
  - a The telephone number this unit is connected to
  - b The ringer equivalence number
  - c The USOC jack required: RJ-11 C
  - d The FCC Registration Number

Items (b) and (c) are indicated on the label. The ringer equivalence number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the RENs on any one line should not exceed five (5.0). If too many devices are attached, they may not ring properly.

- In the event of equipment malfunction, Compaq or an authorized Compaq Personal Computer Dealer Repair Center should perform all repairs. It is the responsibility of users requiring service to report the problem to Compaq's Consumer PC Division, or to one of our authorized agents. Service can be obtained by calling the Compaq Customer Support Center at 1-800-OK-COMPAQ (United States).

### Statement of Fax Branding

The Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via telephone fax machine, unless it clearly contains: A margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, identification of the business or other entity, or individual sending the message, the telephone number of the sending machine or such business, entity, or individual.

### ENERGY STAR Compliance

Compaq Presario PCs and Monitors marked with the ENERGY STAR® logo on the packaging box qualify with the U.S. Environmental Protection Agency's ENERGY STAR guidelines for energy efficiency.



Products with the ENERGY STAR label are designed to use less energy, help you save money on utility bills, and help protect the environment.

ENERGY STAR® is a registered trademark owned by the U.S. government.

## Canada Department of Communications (DOC) Notice

### Telephone Connection

The Canada Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, the user should ensure it is permissible to connect it to the facilities of the local communications company. The equipment must be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request that the user disconnect the equipment.

Users should ensure, for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe systems, if present, are connected together. This precaution may be particularly important in rural areas.



**WARNING: Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority or electrician, as appropriate.**



**WARNING: The Load Number .9 assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop; this is used by the device to prevent overloading. The termination on a loop may consist of any combination of devices, subject only to the requirement that the sum of the Load Numbers does not exceed 100.**



**WARNING: When using this device, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:**

- **Do not use this product near water; for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.**
- **Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.**
- **Do not use this product to report a gas leak in the vicinity of the leak.**
- **Always disconnect the modem cable before opening the equipment enclosure or touching an uninsulated modem cable, jack, or internal components.**
- **If this product was not provided with a telephone line cord, use only No. 26 AWG or larger telecommunication line cord in order to reduce the risk of fire.**
- **Do not plug a modem or telephone cable into the Network Interface Card (NIC) receptacle.**

**SAVE THESE INSTRUCTIONS**

### DOC Statement (Canada Only)

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

### Additional Safety Information

This product has not been evaluated for connection to an "IT" power system (an AC distribution system with no direct connection to earth, according to IEC 60950).


This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

### AC Power Safety Warning




**WARNING: Install the computer near an AC outlet. The AC power cord is your Compaq Presario's main AC disconnecting device and must be easily accessible at all times. For your safety, the power cord provided with your system has a grounded plug. Always use the power cord with a properly grounded wall outlet, to avoid the risk of electrical shock.**


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 **WARNING:** Your system is provided with a voltage select switch for use in a 115 or 230 VAC power system. The voltage select switch has been pre-set to the correct voltage setting for use in the particular country/region where it was initially sold. Changing the voltage select switch to the incorrect position can damage your PC and void any implied warranty.


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 **WARNING:** To reduce the possibility of an electric shock from the telephone network, plug your computer into the AC outlet before connecting it to the telephone line. Also, disconnect the telephone line before unplugging your computer from the AC power outlet.

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 **WARNING:** Always disconnect the modem cord from the telephone system before installing or removing your computer cover.

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 **WARNING:** For your safety, always unplug the system from its power source and from any telecommunications systems (such as phone lines), networks, or modems before performing any of the procedures described in this guide. Failure to do so may result in personal injury or equipment damage. Hazardous voltage levels are inside the power supply and modem of this product.

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 **WARNING:** Do not operate the computer with the cover removed.

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### Lithium Battery Caution

 **WARNING:** The PC uses a lithium battery, type CR2032. There is danger of an explosion if the battery is incorrectly replaced. Replace only with the same, or equivalent, type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.


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### Laser Safety Statement Class 1 LED Product

The CD-ROM and DVD-ROM drives contain a laser system and are classified as a "Class 1 Laser Product" under a U.S. Department of Health and Human Services (DHHS) Radiation Performance standard according to the Radiation Control for Health and Safety Act of 1968.

Should the unit ever require maintenance, contact an authorized service location.

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 **WARNING:** Use of controls, adjustments, or performance procedures other than those specified in the *User's Guide* may result in hazardous radiation exposure. To prevent direct exposure to laser beam, do not try to open the enclosure of the CD-ROM or DVD-ROM.

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### Laser Product Label

The following label or equivalent is located on the surface of Compaq laser products:



This label indicates that the product is classified as a CLASS 1 LASER PRODUCT. This label appears on a laser device installed in your product.

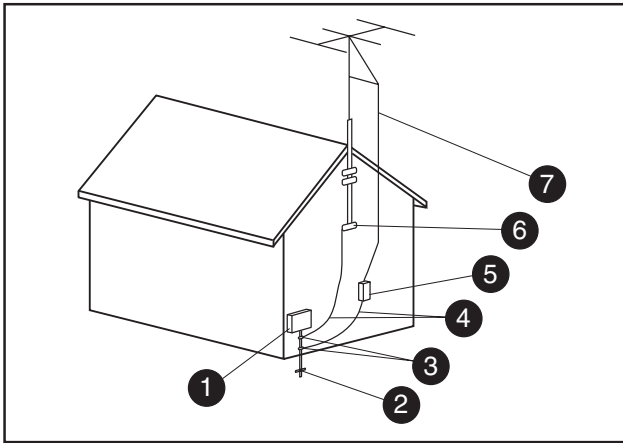
### TV Antenna Connectors Protection

#### **External Television Antenna Grounding**

If an outside antenna or cable system is connected to the product, be sure the antenna or cable system is electrically grounded so as to provide some protection against voltage surges and built-up static charges. Article 810 of the National Electrical Code, ANSI/NFPA 70, provides information with regard to proper electrical grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna-discharge unit, size of grounding conductors, location of antenna-discharge unit, connection to grounding electrodes, and requirements for the grounding electrode.

#### **Lightning Protection**

For added protection of any Compaq product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug the product from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the product from lightning and power line surges.



Antenna Grounding

**Antenna Grounding**

Reference	Grounding Component
1	Electric Service Equipment
2	Power Service Grounding Electrode System (NEC Art 250, Part H)
3	Ground Clamps
4	Grounding Conductors (NEC Section 810-21)
5	Antenna Discharge Unit (NEC Section 810-20)
6	Ground Clamp
7	Antenna Lead in Wire

**Power Lines**

An outside antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits.



**WARNING:** When installing an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits as contact with them could be fatal.

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