Warranty and Support Guide



Before contacting HP 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.

Product Name:

Model Number:

System or

Product Number:

Serial Number:

Purchase Date:

Operating

System:

Type and

Revision:

Build-ID Number

(Press Ctrl-Alt-S):



Where to Get Help

Follow these steps when you need help from HP:

- 1 Check the setup poster and the Getting Started Guide for help with setting up and using your PC.
- **2** For faster help, be sure to register your HP Pavilion home PC by e-mail, on the Web at

http://www.register.hp.com

or by phone.

- 3 Use Help on your PC to get help with your hardware and software. Click Start and then click Help and Support.
- **4** For help online, go to the HP Customer Care Center Web site at:

http://www.hp.com/cposupport/loc/ regional.html

- 5 If you think you have a hardware issue, before calling HP, run the PC Doctor diagnostic tool that is preinstalled on your PC. Click Start, select All Programs, select PC Help & Tools, and then click PC-Doctor.
- 6 If you have not solved the problem, first, call your PC retailer or, second, call the HP Customer Care Center at Call 1890 92 39 02 (Republic of Ireland)

0870 010 4320 (U.K.) (8 p/mn).

For PCs bought from PC World, Currys, or Dixons, call **0870 901 3000**.

For out-of-warranty products, call 0906-470 0870 (60 p/mn).

HP Support Web Site

http://www.hp.com/cposupport/loc/regional.html

HP Registration Web Site

To register your PC:

- Click the Register with HP icon on the desktop

 Or
- Go to: http://www.register.hp.com

Where Is My PC Documentation?

Documentation is on your PC. Click the documentation icon on your desktop, or click **Start**, **All Programs**, and click **Documentation**. Documentation is also available at **http://www.hp.com/support**, on the support page for your model.

NOTE: You can view your PC product number, model number, and serial number, by pressing the Ctrl, Alt, and S keys on the keyboard at the same time.

Software Support

If you have questions about your software, contact or visit your software vendor Web site at the appropriate Web address below:

Apple iTunes

http://www.apple.com/ie/support http://www.apple.com/uk/support

InterVideo

http://intervideo.com

Pinnacle

http://www.pinnaclesys.com

Sonic

http://www.sonic.com

Are You Missing Components?

Check the contents of the PC box after you've purchased your PC. If any components are missing, you have 30 days to contact HP Support for replacement. After this period, you may be charged for these components.

End User License Agreement

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- 14. APPLICABLE LAW. This EULA is governed by the laws of the State of California, U.S.A.
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Hardware Limited Warranty

HP Product DURATION

Hardware One Year Limited Warranty
Software One Year Technical Support

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Under the HP Global Limited Warranty program, products purchased in one country/region may be transferred to another country/region, where HP or its authorized service providers offer warranty service for the same product model number, without voiding the warranty. Warranty terms, service availability, and service response times may vary from country/region to country/region. Standard warranty service response time is subject to change due to local parts availability. If so, your HP authorized service provider can provide you with details.

HP is not responsible for any tariffs or duties that may be incurred in transferring the products. Transfer of the products may be covered by export controls issued by the United States or other governments.

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Unless otherwise stated, and to the extent permitted by local law, new HP 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 (a) with new or previously used products or parts equivalent to new in performance and reliability, or (b) 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 ninety (90) days or, for the remainder of the Limited Warranty Period of the HP Hardware Product they are replacing or in which they are installed, whichever is longer.

During the Limited Warranty Period, HP will, at its discretion, repair or replace any defective component. All component parts or hardware products removed under this Limited Warranty become the property of HP. In the unlikely event that your HP Hardware Product has recurring failures, HP, at its sole discretion, may elect to provide you with (a) a replacement unit of HP's choosing that is the same or equivalent to your HP Hardware Product in performance or (b) 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.

Exclusions

HP does not warrant that the operation of this 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 intended for the HP Hardware Product.

This Limited Warranty does not apply to expendable or consumable parts and 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 usage parameters stated in the user documentation that shipped with 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/region.

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Limited Warranty Period

The Limited Warranty Period for an HP Hardware Product is a specified, fixed period commencing on the date of purchase. The date on your sales receipt is the date of purchase unless HP or your reseller informs you otherwise in writing.

Types of Warranty Service

To enable HP to provide the best possible support and service during the Limited Warranty Period, you may be directed by HP to verify configurations, load most recent firmware, install software patches, run HP diagnostics tests, or use HP remote support solutions where applicable.

HP strongly encourages you to accept the use of, or to employ available support technologies provided by HP. If you choose not to deploy available remote support capabilities, you may incur additional costs due to increased support resource requirements. Listed below are the types of warranty support service that may be applicable to the HP Hardware Product you have purchased.

Carry-in Warranty Service

Hardware service during the warranty period can be obtained by returning your PC to an HP Pavilion PC authorized service provider.

Below are the names and addresses of the HP entities responsible for the performance of this HP Limited Warranty in your country/region:

United Kingdom

Hewlett-Packard Ltd. Cain Road Bracknell GB — Berks RG12 1HN

Republic of Ireland

Hewlett-Packard Ireland Ltd. 30 Herbert Street IRI — Dublin 2

Customer Self Repair Warranty Service

In countries/regions where it is available, your HP Limited Warranty may include a Customer Self Repair warranty service. If applicable, HP will determine in its sole discretion that customer self repair is the appropriate method of warranty service. If so, HP will ship approved replacement parts directly to you to fulfill your HP Hardware Product warranty service. This will save considerable repair time. After you contact the HP and the fault diagnosis identifies that the problem can be fixed using one of these parts, a replaceable part can be sent directly to you. Once the part arrives, replace the defective part pursuant to the provided instructions and documentation. If further assistance is required, call the HP Technical Support Center and a technician will assist you over the phone. In cases where the replacement part must be returned to HP, you must ship the defective part back to HP within a defined period of time, normally fifteen (15) days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective product may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used. If customer self repair applies to you, please refer to your specific HP Hardware Product announcement. You can also obtain information on this warranty service on the HP Web site at: http://www.hp.com/support

Pick Up and Return Warranty Service

Your HP Limited Warranty may include a pick up and return warranty service. Under the terms of pick up and return service, HP will pick up the defective unit from your location, repair it and return it back to your location. HP will incur all repair, logistics and insurance costs in this process.

Service Upgrades

HP has a range of additional support and service coverage for your product that can be purchased locally. However, some support and related products may not be available in all countries/regions. For information on availability of service upgrades and the cost for these service upgrades, refer to the HP Web site at:

http://www.hp.com/support

Options and Software Limited Warranties

The Limited Warranty terms and conditions for most HPbranded options (HP Options) are as set forth in the Limited Warranty applicable to the HP Option and are included in the HP Option product packaging. If your HP Option is installed in an HP Hardware Product, HP may provide warranty service for either the period specified in the warranty documents (HP Option Limited Warranty Period) that shipped with the HP Option or for the remaining warranty period of the HP Hardware Product in which the HP Option is being installed, whichever period is the longer, but not to exceed three (3) years from the date you purchased the HP option. The HP Option Limited Warranty Period starts from the date of purchase from HP or an HP authorized reseller. Your dated sales or delivery receipt, showing the date of purchase of the HP Option, is your warranty start date. See your HP Option Limited Warranty for more details. Non-HP options are provided "AS IS." However, non-HP manufacturers and suppliers may provide warranties directly to you.

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http://h20000.www2.hp.com/bizsupport/ TechSupport/Document.jsp?objectID=lpg50101

It is your responsibility to contact non-HP manufacturers or suppliers for their warranty support.

Software Technical Support

Software Technical Support for your HP Software, HP preinstalled third-party software and third-party software purchased from HP is available from HP via multiple contact methods, including electronic media and telephone, for one year from date of purchase. See "Contacting HP" for online resources and telephone support. Any exceptions to this will be specified in your End User License Agreement (EULA).

Software Technical Support includes assistance with:

- Answering your installation questions (how to, first steps, and prerequisites).
- Setting up and configuring the software (how-to and first steps). <u>Excludes</u> system optimization, customization, and network configuration.
- Interpreting system error messages.
- Isolating system problems to software usage problems.
- Obtaining support pack information or updates.

Software technical support does NOT include assistance with:

- Generating or diagnosing user generated programs or source codes.
- Installation of non-HP products.

Freeware Operating Systems and Applications

HP does not provide software technical support for software provided under public license by third parties, including Linux operating systems or applications ("Freeware"). Software technical support for Freeware provided with HP Hardware Products is provided by the Freeware vendor. Please refer to the Freeware operating system or other Freeware application support statement included with your HP Hardware Product.

Contacting HP

If your product fails during the Limited Warranty Period and the suggestions in the product documentation do not solve the problem, you can receive support by doing the following:

- Locate your nearest HP Support location via the World Wide Web at: http://www.hp.com/support
- Contact your authorized HP dealer or Authorized Service Provider and 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

HP Support Offering

You can upgrade your standard factory warranty for an additional two years by purchasing an HP warranty extension. For more information, please visit our Web site at:

http://www.hp.com/ie/warranty-extension (in Ireland)

Or

http://www.hp.com/uk/warranty-extension

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DECLARATION OF CONFORMITY

according to ISO/IEC Guide 22 and EN 45014

Manufacturer's Name:Hewlett-Packard CompanyManufacturer's Address:10500 Ridgeview Court

Cupertino, CA 95014

declares that the product(s)

Product: Personal computer

Model Number(s): \$0000, \$R1000, \$A4000, m000, m1000, m5000, d1000, a000,

t000, x5000, w1000 series, a1000, t3000, d4000, w5000, m7000

Product Options: All

conforms to the following Product Specifications:

Safety: IEC 60950: 1999 / EN60950: 2000

IEC 60825-1:1993 +A1 / EN 60825-1:1994 +A11 Class 1 (Laser/LED)

GB4943: 2001

EMC: CISPR 22: 1997 / EN 55022: 1998 +A1 Class B

CISPR 24: 1997 / EN 55024: 1998 IEC 61000-3-2:2000 / EN 61000-3-2: 2000

IEC 61000-3-3:1994 + A1: 2001 / EN 61000-3-3: 1995 + A1: 2001

GB9254: 1998

FCC Title 47 CFR, Part 15 Class B / ICES-002, issue 2

AS/NZS CISPR 22: 2002

Telecom: TBR 21: 1998, EG 201 121: 1998

Radio: ETSI 300-826 General EMC requirements for Radio equipment

ETSI 300-328 Technical requirements for Radio equipment

Supplementary Information:

The product herewith complies with the requirements of the Low Voltage Directive 73/23/EEC, the EMC Directive 89/336/EEC, and the R&TTE Directive 1999/5/EC and carries the "CE Marking" accordingly.

This device complies with Part 15 of 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.

Cupertino, CA USA Jan. 1, 2005

For regulatory compliance information only, contact:

Australia Contact: Product Regulations Manager, Hewlett-Packard Australia Ltd., 31-41 Joseph Street, Blackburn, Victoria 3130 European Contact: Hewlett-Packard GmbH, HQ-TRE, Herrenberger Straße 140, 71034 Böblingen, Germany (FAX: +49-7031-14-3143)

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

Operating Specifications

Electrical ratings: AC INPUT $100-240V_{\odot}$, 4A

50-60 HZ

Operating temperature: 5° to 35° C

Storage temperature: -30° to 65° C

Operating humidity: 15 to 80% @ 26° C

Operating altitude: 0-2286 m Storage altitude: 0-4572 m

Regulatory and Safety Information



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.



WARNING: The PC 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 PC to the electrical power system.



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).

ENERGY STAR Compliance

Products 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.

 $\mathsf{ENERGY}\ \mathsf{STAR}^{\$}$ is a registered trademark owned by the U.S. government.

EMI Statement (European Union Only)

This is a class B product. In a domestic environment, this product may cause radio interference in which case the user may be required to take adequate measures.

European Telephone Network Declaration (European Union Only)

The product herewith complies with the requirements of the R&TTE Directive 1999/5/EC (Annex II) and carries the CE marking accordingly. However, due to differences between the individual PSTNs provided in different countries/regions, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN network termination point. In the event of problems, you should contact your equipment supplier in the first instance.

European Network Compatibility Declarations (European Union Only)

This equipment has been designed to work with analogue DTMF Networks (TBR-21 compliant).

This equipment may have internetworking difficulties in PSTN networks that only support Pulse Dialing. Please consult with your network operator for further assistance.

UK Compliance Information

This modem is approved by the Secretary of State at the Department of Trade and Industry for connection to a single exchange line of the public switch telephone network run by certain licensed public telecommunication operators or systems connected thereto. (Direct exchange lines only, not shared service or 1-1 carrier systems.)

This modem is also suitable for connection to Private Automatic Branch Exchanges (PABXs) which return secondary proceed indication.

If this modem is to be used with a PBX which returns secondary proceed indication, no more than two pauses of four seconds duration each should be inserted between the initial PSTN access digit and the number to be dialed. This is to avoid interference to the PTO network.

If this modem is to be used with a PBX which has extension wiring owned by BT, connection of the modem to the PBX can only be carried out by BT; or, by the authorized maintainer of the PBX unless the authorized maintainer has been given 14 days written notice that the connection is to be made by another person, and that period of notice has expired.

This modem is suitable for use only on telephone lines provided with Loop-Disconnect or Multi-Frequency Dialing facilities.

Users of this modem are advised that the approval is for connection to the PSTN via the telephone line interface supplied with it. Connection of a modem to the PSTN by any other means will invalidate the approval.

There is no guarantee of correct working in all circumstances. Any difficulties should be referred to your supplier.

Some network operators require that intended users of their network request permission to connect and for the installation of an appropriate socket.

Ringer Equivalence Number

The ringer equivalence number (REN) of this modem is 1. REN is a guide to the maximum number of apparatuses that can be simultaneously connected to one telephone line. The REN value of each apparatus is added together, and should not exceed 4. Unless otherwise marked, a telephone can be assumed to have a REN value of 1.

Approved Usage

This modem is approved only for the following:

- Storage of telephone numbers for retrieval by a predetermined code
- Detection of initial proceed indication
- Automatic calling/Automatic answering
- Tone detection
- Operation in the absence as a secondary proceed indication
- Loudspeaking facility

This modem is NOT suitable for use as an extension to a payphone.

This modem is not approved for connection to UK private speechband services.

This modem does not support the automatic redial function.

Any other usage will invalidate the approval of your modem, if, as a result, it then ceases to conform to the standards against which approval was granted.

The approval of this modem is INVALIDATED if the apparatus is subject to modification in any material way not authorized by the BABT or if it is used with or connected to external software that has not been formally accepted by BABT.

Storage of Numbers

It is advisable to check the telephone numbers stored in your modem immediately after programming.

In order to prevent the misdirection of class and network interference, please ensure that all manually programmed telephone numbers are correctly entered.

The number you enter to dial may optionally contain a PAUSE character (a comma) to allow this modem to operate with a PABX. Each comma gives a two-second delay.



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

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).

AC Power Safety Warning



Proper Electrical Connection (Norway and Sweden only)

Advarsel: Apparatet må kun tilkoples jordet stikkontakt.

Varning! Apparaten skall anslutas till jordat uttag när den ansluts till ett nätverk.



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



WARNING: Your PC is provided with a voltage select switch for use in a $115V_{\odot}$ or $230V_{\odot}$ 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.



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.



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



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



WARNING: For your safety, always unplug the PC from its power source and from any telecommunications systems (such as telephone lines), networks, or modems before performing any service procedures. 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.

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.

Laser Safety Statement Class 1 LED Product

The CD and DVD 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



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

Laser Product Label

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



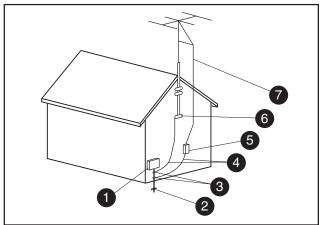
This label indicates that the product is classified as a CLASS 1 LASER PRODUCT. This label appears on a laser device installed in your product.

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 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			
0	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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