

Global Limited Warranty and Technical Support

Hardware Limited Warranty

General Terms

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.

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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.

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

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HP warrants that the HP Hardware Products 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, or from the date HP completes installation. 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 hardware warranty service according to the terms and conditions of this document if a repair to your HP Hardware Product is required within the Limited Warranty Period.

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 or region.

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Exclusive Remedy

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Limitation of Liability

IF YOUR HP HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, 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 ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. HP IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

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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.

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.

On-site Warranty Service

Your HP Limited Warranty service may include on-site labor support to repair your hardware. HP provides on-site service during standard office hours. Standard office hours are typically 08.00 to 17.00, Monday through Friday, but may vary with local business practices. If your location is outside the customary service zone (typically 50km) response times may be longer or there may be additional charges. To locate the nearest HP authorized service provider refer to the HP Web site at: www.hp.com/support.

HP may, at its sole discretion, determine if on-site warranty service is required. For example, in many cases, the defect can be fixed by the use of a Customer Self Repair (CSR) part that you are required to replace yourself based on instructions and documentation provided by HP. You are also required to co-operate with HP in attempting to resolve the problem over the telephone. This may involve performing routine diagnostic procedures, installing software updates or patches, removing third party options and/or substituting options. In order to receive onsite support, you must: (a) have a representative present when HP provides warranty services at your site; (b) notify HP if products are being used in an environment which poses a potential health or safety hazard to HP employees or subcontractors; (c) subject to its reasonable security requirements, provide HP with sufficient, free, and safe access to and use of all facilities, information and systems determined necessary by HP to provide timely support; (d) ensure that all manufacturers labels (such as serial numbers) are in place, accessible, and legible; (e) maintain an environment consistent with product specifications and supported configurations.

If you require an HP representative to handle all component replacements, support uplift contracts are available at additional cost.

Customer Self Repair Warranty Service

In countries 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: www.hp.com/support.

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. 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 HP-branded 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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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. If the removable media on which HP distributes the software proves to be defective in materials or workmanship within ninety (90) days of purchase, your sole remedy shall be to return the removable media to HP for replacement. For blank tape removable media please refer to the following web site.

<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 pre-installed third-party software and third-party software purchased from HP is available from HP via multiple contact methods, including electronic media and telephone, for ninety (90) days 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 you installation questions (how to, first steps, and prerequisites).
- Setting up and configuring the software (how-to and first steps.) Excludes 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

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.

Products	Limited Warranty Period and Service Delivery Method*	Response Time **
HP Compaq dc7600 Business PC (all models)	1 years parts 1 years labor 1 years on-site	Next business day
HP Compaq dx7200 Business PC (all models)	1 years parts 1 years labor 1 years on-site	Next business day

- * Warranty Service indicated in this table reflects base level warranty offerings. Enhancements to base warranty may be included with your HP Hardware Product, for current warranty information contact the nearest HP Sales office.
- ** Response times are based on local standard business days and working hours. Unless otherwise stated, all responses are measured from the time the customer calls until HP has either established a mutually acceptable time for support to be performed, or HP has begun to provide support or remote diagnostics. Next Business Day Warranty Service is based on commercially reasonable effort. In some countries and under certain supplier constraints, response time may vary. If your location is outside 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 availability in your area.

全球有限保修和技术支持

硬件有限保修

一般条款

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保修服务类型

要使 HP 在有限保修期内提供最佳的支持和服务，您可以在 HP 的指导下检查配置、装载最新的固件、安装软件修补程序、运行 HP 诊断测试或在使用 HP 远程支持解决方案（如果适用的话）。

HP 极力建议您使用 HP 提供的可用支持技术。如果您没有选择部署可用的远程支持功能，当您需要利用更多的支持资源时，可能要支付更多的费用。下面列出了保修支持服务的类型，这些类型可能适用于您购买的 HP 硬件产品。

现场保修服务

HP 为您提供的有限保修服务可能涉及到现场维修硬件的人工服务。HP 在标准办公时间提供现场服务。标准办公时间通常为星期一到星期五的 8:00 到 17:00，具体的情况可能因当地的办公习惯而异。如果您的所在地不在客户服务区范围之内（通常为 50 公里），响应时间可能要长一些，或许要额外收费。要查找离您最近的 HP 授权服务供应商，请访问 HP 网站：www.hp.com/support。

HP 有权自行决定是否需要提供现场保修服务。例如，在许多情况下，使用由客户自行维修 (CSR) 的部件即可排除相应的故障。这时，客户需要按照 HP 提供的说明和文档自己更换这些部件。此外，还需要通过电话与 HP 合作，共同解决问题。这可能包括执行日常诊断程序、安装软件更新程序或修补程序、拆卸第三方选件和/或替代选件。为了获得现场技术支持，您必须做到以下几点：(a) 当 HP 在您的所在地提供保修服务时，指派现场代表；(b) 如果产品的使用环境会对 HP 员工或分包商的健康或安全造成潜在的危害，告知 HP；(c) 在合理的安全条件下，使 HP 能够充分、自由并安全地访问和使用 HP 认为及时提供支持所必需的所有设施、信息和系统；(d) 确保所有的生产商标签（例如序列号）都贴在恰当的位置上而且清晰可辨；(e) 保护环境，使之符合产品规范以及支持的配置。

如果您需要 HP 代表处理更换部件的所有事宜，则需要额外付费签署提升支持服务级别的合同。

客户自行维修保修服务

在某些国家/地区，您的 HP 有限保修服务可能涉及客户自行维修保修服务。如果涉及到此类服务，HP 有权自行决定客户自行维修是否是合适的保修服务方式。如果是，HP 会直接向您运送合格的更换部件，以此来完成 HP 硬件产品的保修服务。这将节省大量的维修时间。当您与 HP 取得联系，并且经过故障诊断认定可使用这些部件之一来解决相关问题后，HP 会向您直接发送更换部件。部件送达后，应根据附带的说明和文档来更换有缺陷的部件。如果需要得到进一步的帮助，请致电 HP 技术支持中心，技术人员将通过电话为您提供帮助。如果必须将更换下来的部件送还 HP，您必须在指定的期限内（通常是十五 (15) 天）将有缺陷的部件送还 HP。有缺陷的部件必须连同配套文档一起装入所提供的包装箱中送回。如果未能送还有缺陷的部件，HP 可能会要求您支付更换费用。在客户自行维修的情况下，HP 有权决定使用的承运方/承运工具，并支付所有运输费用和部件返还费用。如果您适合采用客户自行维修方式，请参阅具体的 HP 硬件产品公告。您还可以从 HP 网站上获取有关此类保修服务的信息：

www.hp.com/support。

提升服务级别

HP 还为您的产品提供了可在当地购买的支持和服务。不过，某些支持和相关产品可能并非在所有国家/地区都提供。有关提升服务级别的有效性及其费用的信息，请访问 HP 网站：<http://www.hp.com/support>。

选件及软件有限保修

适用于 HP 选件的有限保修声明中阐明了有关大多数 HP 品牌选件（HP 选件）的条款和规定，而且该声明装在 HP 选件产品的包装内。如果您的 HP 选件安装在 HP 硬件产品中，HP 可能会在随 HP 选件附带的保修文档中规定的保修期内（HP 选件有限保修期）或安装 HP 选件的 HP 硬件产品有限保修期的剩余期限（以两者中时间较长的为准，但自购买 HP 选件之日起不超过三 (3) 年）内提供保修服务。HP 选件的有限保修期自从 HP 或 HP 授权的经销商购买之日起算起。为您开具的注明日期的销售或交货收据显示的是购买 HP 选件的日期，即为您的保修起始日期。有关详细信息，请参阅“HP 选件有限保修声明”。非 HP 选件按其“原样”提供。不过，非 HP 选件的生产商和供应商可能会直接向您提供保修服务。

除非适用的软件最终用户许可协议或程序许可协议中另有规定，或者当地的法律另有规定，否则包括 HP 预装的任何软件产品、免费软件（在下文定义）或操作系统在内的软件产品均按“原样”提供（含带所有故障），因此 HP 拒绝所有其它明示、默示或法定的担保和条件，包括但不限于所有权和不侵权的担保，以及针对产品适销性、特定用途的适用性和无病毒等任何默示担保、责任或条件。某些州/省司法辖区不允许排除默示担保或限制默示担保的期限，因此上述免责声明对您可能全部不适用。在适用法律所允许的最大范围内，HP 或其供应商不会对任何特殊、偶发、间接或继发的损失负责（包括但不限于利润损失或者机密信息或其它信息的遗失、业务中断、人身伤害、隐私泄漏造成的损失），无论因使用或无法使用软件产品造成还是有任意关联，即使 HP 或任何供应商已被告知可能发生此类损失或者赔偿没有达到必要的目的。某些州省/司法辖区不允许排除或限制偶发或继发的损失，所以，上述限制或例外条款对您可能不适用。

对于 HP 以 HP 品牌分发的软件，HP 所承担的保修责任已在随相应软件附带的最终用户许可协议或程序许可协议中阐明。自购买之日起九十 (90) 天内，如果证实 HP 分发软件所用的可移动介质在材料或工艺上存在缺陷，HP 负责更换您返还的可移动介质，而且全部的补救措施仅限于此。有关空白磁带可移动介质的信息，请访问以下网站：

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

您有责任与非 HP 生产商或供应商联系，以寻求相应的保修支持。

软件技术支持

自购买之日起九十 (90) 天内，您可以通过包括电子媒体和电话在内的多种联系方式，从 HP 获得有关 HP 软件、HP 预装的第三方软件和自 HP 购买的第三方软件的技术支持。有关在线资源和电话支持事宜，请参阅“与 HP 联系”一节。任何例外情况均在“最终用户许可协议”(EULA) 中做出规定。

软件技术支持可以起到以下辅助作用：

- 解答安装方面的问题（入门、初始步骤和必备条件）。
- 设置和配置软件（入门和初始步骤）。不包括系统优化、自定义和网络配置。
- 解释系统错误消息。
- 区分系统问题和软件使用问题，分别加以解决。
- 获得支持包信息或更新程序。
- 软件技术支持不提供以下帮助：
- 生成或诊断用户生成的程序或源代码。
- 安装非 IP 的产品。

免费软件操作系统和应用程序

对于由第三方根据公共许可提供的软件，包括 Linux 操作系统或应用程序（“免费软件”），HP 不提供软件技术支持。随 HP 硬件产品提供的免费软件的技术支持由免费软件供应商提供。请参阅 HP 硬件产品附带的免费软件操作系统或其它免费软件应用程序的支持声明。

与 HP 联系

如果您的产品在有限保修期内出现故障，而且根据产品文档中的建议也不能解决相关问题，您可以通过以下几种方式获得支持：

- 通过下列网址，在万维网上查明距您最近的 HP 技术支持部门所在地：
<http://www.hp.com/support>
- 与 HP 授权的代理商或服务供应商联系，并在致电 HP 之前明确了解以下信息：
 - 产品序列号、机型名称与编号
 - 有关的错误消息
 - 附加选件
 - 操作系统
 - 第三方硬件或软件
 - 所遇到的问题的细节

有限保修期

HP 硬件产品的有限保修期是自购买之日起一段指定的固定期限。除非 HP 或您的经销商以书面形式另行通知您，否则为您开具的销售收据上注明的日期即为购买日期。

产品	有限保修期和服务提供方式*	响应时间**
HP Compaq dc7600 商用 PC (所有机型)	1 年部件保修 1 年人工服务 1 年现场服务	下一个工作日
HP Compaq dx7200 商用 PC (所有机型)	1 年部件保修 1 年人工服务 1 年现场服务	下一个工作日

* 此表中罗列的保修服务代表基本级别的保修服务。基本的保修服务经扩充后还会涉及到 HP 硬件产品。欲了解最新的保修信息，请与附近的 HP 销售机构联系。

** 各地具体的响应时间视当地的工作日及工作时间而定。除非 HP 已确定了一个双方均可以接受的服务时间或者 HP 已开始提供支持或远程诊断，否则所有响应时间均自客户来电时算起。另有规定则除外。下一个工作日保修服务是根据商业上的合理努力而提供的。出于一些国家/地区的限制以及某些供应商的限制，响应时间可能有所不同。如果您的所在地不在客户服务区范围之内，响应时间可能要长一些，或许要额外收费。有关您的所在地的具体响应时间，请与当地的 HP 服务机构联系。



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