

# 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.

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.

THE LIMITED WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY BUT ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

This Limited Warranty is applicable in all countries and may be enforced in any country or 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 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.

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 non-HP branded peripherals. All non-HP products or non-HP branded peripherals external to the HP Hardware Product—such as external storage subsystems, displays, printers and other peripherals—are provided "AS IS" without HP warranty. However, non-HP manufacturers and suppliers, or publishers may provide their own warranties directly to you.

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.

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, THESE TERMS AND CONDITIONS CONSTITUTE THE COMPLETE AND EXCLUSIVE WARRANTY AGREEMENT BETWEEN YOU AND HP REGARDING THE HP HARDWARE PRODUCT YOU HAVE PURCHASED OR LEASED. 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 PRODUCT. No change to the conditions of this 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 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.

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

## 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](http://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](http://www.hp.com/support).

## **Limited Warranty Transfer to Another Country**

Under the HP Global Limited Warranty program, products may be purchased in one country and transferred to another country, where HP has a service presence, without voiding the warranty. Warranty terms, service availability, and service response times may vary from country to country. 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. When the product has been transferred to another country it will be entitled to the same warranty as if the product had been purchased in the country to which it has been transferred.

Contact HP, your local HP authorized reseller, or refer to the Web site at: [www.hp.com/support](http://www.hp.com/support) to begin the HP Global Warranty Notification process prior to transferring HP Products to another country.

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.

## **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.

EXCEPT AS PROVIDED IN THE APPLICABLE SOFTWARE END-USER LICENSE OR PROGRAM LICENSE AGREEMENT, OR IF OTHERWISE PROVIDED UNDER LOCAL LAW, SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS OR THE OPERATING SYSTEM PREINSTALLED BY HP ARE PROVIDED 'AS IS'.

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=lpq50101>

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 your 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.

## 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>
- To self-solve or resolve your problem through online chat with an HP support rep (available in English only), access HP Instant Support Professional Edition (ISPE) at:  
<http://www.hp.com/go/ispe>
- 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.

<b>Products</b>	<b>Limited Warranty Period and Service Delivery Method*</b>	<b>Response Time **</b>
HP Compaq dc5100 Models	1 years parts 1 years labor 1 years on-site	Next business day
HP Compaq dc7100 Models	1 years parts 1 years labor 1 years on-site	Next business day
HP dx5150 Models	1 years parts 1 years labor 1 years on-site	Next business day
HP Compaq dx6100 Models	1 years parts 1 years labor 1 years on-site	Next business day
HP Compaq dx6120 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

HP（制造商）通过本 HP 硬件有限保修为您（客户）提供明确的有限保修权利。有关有限保修权利的详细说明，请访问 HP 网站。此外，根据适用的当地法律或与 HP 达成的特殊书面协议，您可能还拥有其它法律权利。

除非本有限保修声明中明确规定，否则 HP 不做任何其它明示或暗示的保证或规定，包括对产品的适销性和针对特定用途的适用性的暗示保证。HP 明确拒绝本有限保修声明中未规定的所有保证和规定。按照法律应承担的所有暗示担保均必须受本有限保修期的限制。某些州或国家/地区不允许限制暗示担保的期限或者排除或限制对消费品的偶发性或继发性损害的赔偿。在这些州或国家/地区，本有限保修声明的某些例外条款或限制可能对您不适用。

除非法律允许，本声明中包含的有限保修条款不得排除、限制或修改您因购买本产品而享有的法定权利，而是作为对这些权利的补充。

本有限保修声明适用于所有国家/地区，并且可以在 HP 或其授权服务供应商依据本有限保修声明中所述的条款和条件提供保修服务的任何国家/地区实施。但是，各个国家/地区的保修服务有效性和响应时间可能有所不同，而且可能受到产品购置地点（国家/地区）的注册要求的限制。如果是这种情况，您可以向 HP 授权的服务供应商了解详细信息。

本有限保修声明仅适用于 Hewlett-Packard Company、其全球子公司、分支机构、授权经销商或国家/地区级分销商（本有限保修声明中统称为“HP”）销售或租赁的 HP 品牌和 Compaq 品牌的硬件产品，这些产品均附有本有限保修声明，而且统称为“HP 硬件产品”。“HP 硬件产品”一词仅限于硬件部件和必需的固件。“HP 硬件产品”一词不包括任何软件应用程序或程序、非 HP 的产品或非 HP 品牌的外围设备。HP 硬件产品以外的所有非 HP 产品或非 HP 品牌的外围设备（例如外接存储子系统、显示器、打印机和其它外围设备）按其“现状”提供，不享受 HP 的保修服务。不过，非 HP 产品的生产商、供应商或发行商可能会直接为您提供各自的保修服务。

HP 保证在规定的有限保修期内，您从 HP 购买或租赁的 HP 硬件产品在正常使用的情况下，无材料或工艺上的缺陷。有限保修的期限从 HP 购买或租赁之日或 HP 完成安装之日算起。为您开具的注明日期的销售或交货收据显示的是购买或租赁产品日期，即为您的购买或租赁日期的凭证。您可能需要提供购买或租赁的凭证，然后才能得到保修服务。如果在有限保修期内需要维修 HP 硬件产品，将根据本文档中的条款和条件为您提供硬件保修服务。

除非另有规定，否则在当地法律允许的范围内，新的 HP 硬件产品既可以使用新材料制造，也可以一同使用性能和可靠性相当的新旧材料进行制造。HP 可以修理或使用以下产品更换 HP 硬件产品：(a) 新产品或部件，或在性能和可靠性方面与新产品或部件相当的用过的产品或部件，(b) 与已经停止生产的原产品相当的产品。更换件在九十 (90) 天或者在准备更换或安装更换件的 HP 硬件产品的有限保修期的剩余期限（以两者中时间较长的为准）内，保证没有材料或工艺上的缺陷。

在有限保修期内，HP 自行决定是否维修或更换任何有缺陷的部件。根据本有限保修声明条款，所有被更换的部件或硬件产品均为 HP 财产。如果您的 HP 硬件产品反复出现故障（尽管这种可能性极小），HP 可以根据其判断，自行做出如下选择：(a) 选用性能与 HP 硬件产品相同或相当的产品来更换 HP 硬件产品；(b) 不更换产品，而是要求按购买价格或租赁款（扣除利息）退款。以上便是针对有缺陷产品的全部补救措施。

## 例外条款

HP 不保证该产品在使用过程中不出现中断或错误。对于没有按照 HP 硬件产品说明进行操作而造成的损坏，HP 不承担任何责任。

本有限保修声明不适用于耗材类部件，以及因以下原因致使序列号脱落、损坏或模糊不清的任何产品：(a) 意外事故、误用、滥用、玷污、维修或校准不当或其它外部原因；(b) 超出用户文档（随产品附带）中规定的使用范围进行操作；(c) 使用非 HP 提供的软件、接口、零件或耗材；(d) 筹备场所不当或维护不当；(e) 病毒感染；(f) 运输途中丢失或损坏；或者 (g) 由于 (i) 非 HP 人员、(ii) 非 HP 授权的服务供应商、或者 (iii) 您本人在安装允许最终用户更换的 HP 部件或 HP 认可的部件（维修时所处的国家/地区允许使用这些部件）时进行了改动或维修。

您应定期备份硬盘驱动器或其它存储设备上存储的数据，以此来防范可能出现的故障、变更或数据丢失等问题。在返还任何需要维修的设备之前，一定要备份数据并删除所有保密信息、专有信息或个人信息。对于任何程序、数据或可移动存储介质的损坏或丢失，HP 不承担任何责任。除了 HP 在生产本产品之际安装的软件以外，HP 不负责恢复或重新安装任何程序或数据。

## 全部补救措施

在适用的当地法律允许的范围内，这些条款和条件构成您与 HP 之间在购买或租赁 HP 硬件产品方面的完整独有的保修协议。这些条款和条件将取代先前就 HP 硬件产品的购买或租赁事宜所构成的任何协议或作出的任何表述，包括 HP 或者其代理商或员工为您提供的销售资料和建议中所作的表述。除非由 HP 授权的代表以书面形式对本有限保修声明中的条件作出了更改并且签名，否则，所作的任何更改均无效。

## 责任限制

如果您的 HP 硬件产品无法达到上述保证的使用要求，那么根据本有限保修声明，HP 最多承担您为该产品支付的价款或者维修或更换无法在正常情况下使用的硬件部件的费用（以两者中较少的费用为准），而且仅限于此。

如果上文没有指明，对于任何因产品或产品故障造成的损失，HP 不承担任何责任，包括任何利润或存款损失或者特殊的、偶发的或继发的损失。HP 对任何第三方或您为第三方提出的索赔概不负责。

这些责任限制适用于根据本有限保修声明或者作为侵权索赔（包括疏忽和严格的产品责任）、合同索赔或任何其它索赔而要求的损害赔偿或权利主张。任何人不得放弃或修改这些责任限制。即使您已向 HP 或 HP 授权代表提出可能会引起此类损坏，这些责任限制也会生效。但是，这些责任限制不适用于因人身伤害引起的索赔。

本有限保修声明为您提供了具体的法律权利。由于各个国家/地区的情况不同，您可能还享有其它权利。为了明确您的权利，您最好查阅一下相关国家/地区适用的法律条文。



## 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 诊断测试或使用 HP 远程支持解决方案（如果需要）。

HP 强烈建议您使用 HP 提供的可用支持技术。如果您未选择部署可用的远程支持功能，由于支持资源要求的提高，可能会给您带来额外的费用。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](http://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，在很多情况下，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备、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 代表处理所有更换组件事宜，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所用的方法是否与保修服务的方式相符。如果您采用的方法得当，HP 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）将有缺陷的部件送回 HP。有缺陷的部件必须连同配套文档一起装入原包装箱中送回。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](http://www.hp.com/support)。

## 运往其它国家/地区的产品的有限保修

根据 HP 全球有限保修计划的规定，客户可以在一个国家/地区购买产品，然后运送到 HP 提供保修服务的另一个国家/地区，而且不会因此而无法享受保修服务。各个国家/地区的保修条款、服务有效性和服务响应时间可能有所不同。此外，标准的保修服务响应时间会根据当地零件的可用情况而改变。根据 HP 全球保修通知程序的规定，客户在运送产品之前可能需要提供产品的相关信息。上述必要的信息可确保 HP 在目的地国家/地区作好准备工作，以便根据需要提供相应级别的保修服务。此外，还可以确保该产品在目的地国家/地区能够正常使用。产品运抵其它国家/地区后，可以与当地购买的产品一样享受同等的保修服务。

请与 HP 或当地的 HP 授权经销商联系，或访问以下网站：[www.hp.com/support](http://www.hp.com/support)，在向其它国家/地区运送 HP 产品之前启动 HP 全球保修通知程序。

HP 不承担产品运送过程中可能产生的任何关税或税费。产品的运送可能会受到美国政府或其它政府颁发的出口管制规定的制约。

## 提升服务级别

HP 还为您在当地购买的产品提供广泛的支持和服务。不过，某些支持及相关产品不能在所有国家/地区提供。有关提升服务级别的有效性 & 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）的条款和条件，而且该声明装入 HP 选件产品的包装箱中。如果您的 HP 选件安装在 HP 硬件产品中，HP 在随 HP 选件附带的保修文档所指定的期限（HP 选件有限保修期）或装有 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“现状”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。

除非相应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，否则软件产品，包括 HP 预装的任何软件产品或操作系统均按其“现状”提供。

对于 HP 以 HP 品牌分发的软件，HP 全部的保修义务已在该软件附带的相应的最终用户许可协议或程序许可协议中阐明。如果自购买之日起九十 (90) 天内证实 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=lp\\_g50101](http://h20000.www2.hp.com/bizsupport/TechSupport/Document.jsp?objectID=lp_g50101)

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。

软件技术支持涉及以下辅助工作：

- 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。
- 解决系统问题乃至软件使用问题。
- 获得支持包信息或更新程序。

软件技术支持不涉及以下辅助工作：

- 生成或诊断用户生成的程序或源代码。
- 安装非 IP 的产品。

## 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：

- 通过以下地址在万维网上找到距您最近的 HP 支持部门的所在地：  
<http://www.hp.com/support>
- 如果要与 HP 支持代表进行在线交流，以此来解决或自行解决问题，请通过以下地址访问 HP Instant Support Professional Edition (ISPE)：  
<http://www.hp.com/go/ispe>
- 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、型号名称和型号
  - 有关的错误信息
  - 附加选项
  - 操作系统
  - 第三方硬件或软件
  - 详细问题阐述

## 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 dc5100 型号	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 dc7100 型号	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 dx5150 型号	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 dx6100 型号	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 dx6120 型号	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为基于商业上合理的努力。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。



365683-AA4

© 2004 Hewlett-Packard Development Company, L.P. HP, Hewlett Packard, and the Hewlett-Packard logo are trademarks of Hewlett-Packard Development Company, L.P. in the U.S. and other countries. All other product names mentioned herein may be trademarks or registered trademarks of their respective companies. Printed in