

HP Global Limited Warranty and Technical Support

HP Hardware Limited Warranty

Limited Warranty Period

The Limited Warranty Period for this HP Hardware Product is **3 years parts, 3 years labor, 3 years on-site service**. 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 unless HP or your reseller informs you otherwise in writing. You may be required to provide proof of purchase or lease as a condition of receiving warranty service.

Warranty Service indicated here 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.

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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FOR CONSUMER TRANSACTIONS IN AUSTRALIA AND NEW ZEALAND, 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.

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 for the same product model number subject to the terms and conditions set forth in this Limited Warranty.

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 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 guarantees 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.

HP is not responsible for any interoperability or compatibility issues that may arise when (1) products, software, or options not supported by HP are used; (2) configurations not supported by HP are used; or (3) parts intended for one system are installed in another system of different make or model.

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.

Options Warranty

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.

Customer Responsibilities

To enable HP to provide the best possible support and service during the Limited Warranty Period, you will be required to:

- Maintain a proper and adequate environment, and use the HP Hardware Product in accordance with the instructions furnished.
- Verify configurations, load most recent firmware, install software patches, run HP diagnostics and utilities, and implement temporary procedures or workarounds provided by HP while HP works on permanent solutions.
- Use HP remote support solutions where applicable. HP strongly encourages you to use 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.
- Cooperate with HP in attempting to resolve the problem over the telephone. This may involve performing routine diagnostic procedures, installing additional software updates or patches, removing third-party options, and/or substituting options.
- Make periodic backup copies of your files, data, or programs stored on your hard drive or other storage devices as a precaution against possible failures, alteration, or loss. Before returning any HP Hardware Product for warranty support or repairs, back up your files, data, and programs, and remove any confidential, proprietary, or personal information.
- Remove any options or accessories that would be subject to loss during the repair or replacement process.
- Perform additional tasks as defined within each type of warranty service listed below and any other actions that HP may reasonably request in order to best perform the warranty support.

Types of Hardware 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.

Customer Self Repair Warranty Service

HP products are designed with many Customer Self Repair (CSR) parts to minimize repair time and allow for greater flexibility in performing defective parts replacement. If during the diagnosis period, HP identifies that the repair can be accomplished by the use of a CSR part, HP will ship that part directly to you for replacement. There are two categories of CSR parts:

- Parts for which customer self repair is mandatory. If you request HP to replace these parts, you will be charged for the travel and labor costs of this service.
- Parts for which customer self repair is optional. These parts are also designed for customer self repair. If, however, you require that HP replace them for you, this may be done at no additional charge under the type of warranty service designated for your product.

Based on availability and where geography permits, CSR parts will be shipped for next business day delivery. Same-day or four-hour delivery may be offered at an additional charge where geography permits. If assistance is required, you can call the HP Technical Support Center and a technician will help you over the telephone. HP specifies in the materials shipped with a replacement CSR part whether a defective part must be returned to HP. In cases where it is required to return the defective part to HP, you must ship the defective part back to HP within a defined period of time, normally five (5) business days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective part 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.

Parts only warranty service

Your HP Limited Warranty may include a parts only warranty service. Under the terms of parts only service, HP will provide replacement parts free of charge. If HP carries out the repair, labor and logistics costs are at your expense.

Advanced Unit Replacement Warranty Service

Your HP Limited Warranty may include an advanced unit replacement warranty service. Under the terms of the advanced unit replacement warranty service, HP will ship a replacement unit directly to you if the HP Hardware Product you purchased is diagnosed as defective. On receiving the replacement unit, you will be required to return the defective unit back to HP, in the packaging that arrives with the replacement unit, within a defined period of time, normally five (5) days. HP will incur all shipping and insurance costs to return the defective unit to HP. Failure to return the defective unit may result in HP billing you for the replacement unit. HP provides advanced unit replacement 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 / 31 miles) 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 <http://welcome.hp.com/country/us/en/wwcontact.html>.

Pick Up & 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 to your location. HP will incur all repair, logistics, and insurance costs for this type of service.

Carry-in Warranty Service

Your HP Limited Warranty may include a carry-in warranty service. Under the terms of carry-in service, you will be required to deliver your HP Hardware Product to an authorized service location for warranty repair. You must prepay any shipping charges, taxes, or duties associated with transportation of the product to and from the service location. In addition, you are responsible for insuring any product shipped or returned to an authorized service location, and you assume risk of loss during shipping.

Mail-in Warranty Service

Your HP Limited Warranty may include a mail-in warranty service. Under the terms of mail-in service, you will be required to ship your HP Hardware Product to an authorized service location for warranty repair. You must prepay any shipping charges, taxes, or duties associated with transportation of the product to the repair location. In addition, you are responsible for insuring any product you ship, and you assume risk of loss during shipping. HP will return the repaired product to you and incur all logistics and insurance costs to return the product to you.

On-site Warranty Service

Your HP Limited Warranty may include an on-site warranty service. Under the terms of on-site service, HP may, at its sole discretion, determine if a defect can be repaired:

- Remotely
- By the use of a CSR part
- By a service call at the location of the defective unit

If HP ultimately determines that an on-site service call is required to repair a defect, the call will be scheduled during standard office hours unless otherwise stated for the HP Hardware Product you purchased. Standard office hours are typically 08:00 to 17:00, Monday through Friday, but may vary with local business practices. If the location of the defective unit is outside the customary service zone (typically 50km/31 miles), 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 <http://welcome.hp.com/country/us/en/wwcontact.html>.

In order to receive on-site support, you must:

- Have a representative present when HP provides warranty services at your site
- Notify HP if products are being used in an environment which poses a potential health or safety hazard to HP employees or subcontractors
- 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
- Ensure that all manufacturers labels (such as serial numbers) are in place, accessible, and legible
- Maintain an environment consistent with product specifications and supported configurations

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 their prices, you may refer to the HP Care Pack lookup tool at <http://www.hp.com/go/lookuptool/>. To get an overview of the full support offering, please go to <http://www.hp.com>, select your country and look for packaged services in the Business and IT services section.

Software Limited Warranty

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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=1pg50101>

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

Initial Setup and Technical Support for Included Software

Technical Support for your HP Software, HP pre-installed third-party software and third-party software purchased from HP, including initial setup support, 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).

Support includes assistance with:

- Answering your installation questions (how to, first steps, and prerequisites).
- Setting up and configuring the software and options supplied or purchased with HP Hardware Products (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 for software supplied or purchased with HP Hardware Products.

Support does NOT include assistance with:

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

- System optimization, customization, and network configuration.

Freeware Operating Systems and Applications

HP does not provide technical support for software provided under public license by third parties, including operating systems or applications ("Freeware"). 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://welcome.hp.com/country/us/en/wwcontact.html>
- 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

How to Check Warranty and Support Entitlement

You may check your warranty entitlement by entering your model number and serial numbers at:
<http://www2.itrc.hp.com/service/ewarranty/warrantyInput.do>
HP Care Pack Services registration can be checked at:
<http://www.hp.com/go/lookuptool/>

Response Times

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. Response times (including Next Business Day Warranty Service, if available) are 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.

HP 全球有限保修和技术支持

HP 硬件有限保修

有限保修期

此 HP 硬件产品的有限保修期为 **3 年部件保修、3 年人工服务、3 年现场服务**。有限保修期从您从 HP 购买或租赁之日或 HP 完成安装之日算起。除非 HP 或经销商另行书面告知，否则显示有产品购买或租赁日期的销售或交货收据即为您的购买或租赁日期凭证。您可能需要提供购买或租赁凭证，然后才能享受保修服务。

此表中罗列的保修服务代表基本级别的保修服务。HP 硬件产品可附带对基本保修服务的扩展服务；欲了解最新的保修信息，请与最近的 HP 销售机构联系。

一般条款

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对于澳大利亚和新西兰的客户交易，除非法律允许，否则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。

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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。有限保修期从您从 HP 购买或租赁之日或 HP 完成安装之日算起。显示有产品购买或租赁日期的销售或交货收据即为您的购买或租赁日期凭证。您可能需要提供购买或租赁凭证，然后才能享受保修服务。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规定为您提供硬件保修服务。

除非特别声明，只要地方法律允许，新的 HP 硬件产品既可以使用新材料生产，也可以使用性能和可靠性相近的新、旧材料共同生产。HP 可以使用 (a) 新产品或部件，或在性能和可靠性方面等同于新产品或部件的旧产品或部件，或 (b) 等同于已停产的原产品的产品修理或更换 HP 硬件产品。更换件在九十 (90) 天或者在准备换装更换件的 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）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的规定，所有更换下来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 可能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）中规定的参数范围进行操作；(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。

对于 (1) 使用 HP 不支持的产品、软件或选项；(2) 采用 HP 不支持的配置；(3) 将针对某个系统的部件安装在不同生产商或机型的其它系统中所可能引起的任何互操作性或兼容性问题，HP 概不负责。

全部补救措施

在适用的地方法律允许的范围内，这些条款和规定构成您与 HP 之间在购买或租赁 HP 硬件产品方面全部的保修协议。这些条款和规定将取代先前就 HP 硬件产品的购买或租赁事宜所达成的任何协议或作出的任何表述，包括 HP、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规定进行了更改并且签名，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。无论是第三方提出的索赔主张，还是您代表第三方提出的索赔主张，HP 均不承担任何责任。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。即使您已告知 HP 或 HP 授权代表可能会引起此类损害，这些责任限制仍有效。但是，这些责任限制不适用于因人身伤害引起的索赔。本有限保修声明授予您特定的法律权利。由于各个国家/地区或州/省的情况不同，您可能还享有其它权利。为了明确您的权利，您最好查阅一下相应国家/地区的适用法律条文。

选件保修

适用于 HP 选件的有限保修声明中阐明了有关大多数 HP 品牌的选件（HP 选件）的条款和条件，并在 HP 选件产品包装中包含这些条款和条件。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上显示的 HP 选件购买日期即为保修的起始日期。有关详细信息，请参阅“HP 选件有限保修声明”。非 HP 选件按“原样”提供。不过，非 HP 选件的生产商和供应商可能会直接为您提供保修服务。

客户责任

为了使 HP 在有限保修期内提供最佳的支持和服务，您应当：

- 保持一个充分合适的操作环境，并按照所提供的操作说明使用 HP 硬件产品。
- 检查配置、装载最新的固件、安装软件修补程序、运行 HP 诊断和实用程序，并在 HP 执行永久解决方案时实施 HP 提供的临时程序或解决方法。
- 使用 HP 远程支持解决方案（如果适用）。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，则由于需要占用更多的支持资源，可能要支付更多的费用。
- 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、安装附加的软件更新程序或修补程序、拆卸第三方选件和/或替代选件。
- 定期备份硬盘驱动器或其它存储设备上存储的文件、数据或程序，以此来防范可能出现的故障、变更或丢失问题。在返还任何需要进行保修或维修的 HP 硬件产品之前，务必备份您的文件、数据和程序，并删除所有保密信息、专有信息或个人信息。
- 拆除所有的选件或附件，以防在维修或更换过程中丢失。
- 按下列各类保修服务的规定执行其它任务，以及 HP 为提供最佳保修支持所请求的任何其它合理操作。

硬件保修服务类型

为了使 HP 可以在有限保修期内提供最佳的支持和服务，HP 可能会要求您检查配置、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（如果适用）。

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，则由于需要占用更多的支持资源，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。

客户自行维修保修服务

HP 产品提供许多客户自行维修 (CSR) 部件，以尽可能缩短维修时间和在更换缺陷部件方面提供更大的灵活性。如果在诊断过程中 HP 确定可以通过使用 CSR 部件完成维修，HP 将直接把该部件发送给您进行更换。有两类 CSR 部件：

- 要求客户必须自行维修的部件。如果您要求 HP 更换这些部件，则必须为该服务支付交通和人工费用。
- 客户可选择是否自行维修的部件。这些部件也是为客户自行维修设计的。不过，如果您要求 HP 为您更换这些部件，则根据为您的产品指定的保修服务类型，HP 可能不再收取任何附加费用。

CSR 部件将在下一个工作日发运（取决于备货情况和允许的地理范围）。在允许的地理范围内，可在当天或四小时内发运，但要收取额外费用。如果需要帮助，您可以致电 HP 技术支持中心，将会有技术人员通过电话为您提供帮助。HP 会在随更换的 CSR 部件发运的材料中指明是否必须将有缺陷的部件返还给 HP。如果要求您将有缺陷的部件返还给 HP，则必须在规定的期限内（通常是五 (5) 个工作日）将有缺陷的部件发送给 HP。必须使用所提供的包装箱将有缺陷的部件连同相关文档一起返还。如果未能返还有缺陷的部件，HP 可能会要求您支付更换费用。客户自行维修时，HP 将承担所有运输和部件返回费用，并指定快递商/承运商。

仅部件保修服务

您的 HP 有限保修服务可能涉及仅部件保修服务。根据仅部件保修服务条款的规定，HP 将免费提供更换的部件。如果由 HP 负责维修，则您必须承担人工和运输费用。

先行更换保修服务

您的 HP 有限保修服务可能涉及先行更换保修服务。根据先行更换保修服务条款的规定，如果您所购买的 HP 硬件产品被确认为存在缺陷，HP 会将更换件直接送交给您。您收到更换件后，必须在规定的期限内（通常是五 (5) 天）将有缺陷的部件装入 HP 提供的包装箱（随更换件一起送达）返还给 HP。将有缺陷的部件返还给 HP 所涉及的运输和保险费用均由 HP 承担。如果未能返还有缺陷的部件，HP 可能会要求您支付更换费用。HP 在标准办公时间提供先行更换服务。标准办公时间通常为星期一到星期五的 8:00 到 17:00，具体情况可能因当地的办公习惯而异。如果您所在的位置不在客户服务区范围之内（通常为 50 公里/31 英里），响应时间可能要长一些，或者可能需要额外收费。要查找离您最近的 HP 授权服务供应商，请访问 HP 网站：

<http://welcome.hp.com/country/us/en/wwcontact.html>。

上门取货再返还保修服务

您的 HP 有限保修服务可能涉及上门取货再返还保修服务。根据上门取货再返还服务条款的规定，HP 将到您所在的位置收取有缺陷的设备，维修后再返还到您所在的位置。对于此类类型的服务，HP 将负责所有维修、运输和保险费用。

送修保修服务

您的 HP 有限保修服务可能涉及送修保修服务。根据送修服务条款的规定，您需要将 HP 硬件产品送到授权的维修地点进行修理。您必须预付将产品运抵维修地点所涉及的往返运输费用、税费和关税。此外，您还要负责为发运或返还到授权维修地点的所有产品上保险，并承担产品运输途中的一切风险。

邮寄保修服务

您的 HP 有限保修服务可能涉及邮寄保修服务。根据邮寄服务条款的规定，您需要将 HP 硬件产品送到授权维修地点进行修理。您必须预付将产品运抵维修地点所涉及的所有运输费用、税费或关税。此外，您要负责为发运的所有产品上保险，并承担产品运输途中的一切风险。HP 负责将修理好的产品返还给您，并承担相关的运输和保险费用。

现场保修服务

您的 HP 有限保修服务可能涉及现场保修服务。根据现场保修服务条款的规定，HP 可以自行决定维修缺陷的方式：

- 远程方式
- 使用 CSR 部件
- 到有缺陷的部件所在的现场提供维修服务

如果 HP 最终确定需要到现场才能修复缺陷，则将安排在标准工作时间内到现场提供服务，除非对您所购买的 HP 硬件产品另有规定。标准办公时间通常为星期一到星期五的 8:00 到 17:00，具体情况可能因当地的办公习惯而异。如果有缺陷的部件所在的位置不在客户服务区范围之内（通常为 50 公里/31 英里），响应时间可能要长一些，或者可能需要额外收费。要查找离您最近的 HP 授权服务供应商，请访问 HP 网站：

<http://welcome.hp.com/country/us/en/wwcontact.html>。

为了获得现场技术支持，您必须做到以下几点：

- 当 HP 上门提供保修服务时，指派一名现场代表
- 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，请告知 HP
- 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
- 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
- 维护一个与产品规范以及支持的配置相符的环境

提升服务级别

对于您可在本地购买的产品，HP 提供了大量的附加支持和服务。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可用性及其价格的信息，请参阅 HP Care Pack 查找工具，网址是：<http://www.hp.com/go/lookuptool/>。要获得各种支持服务的简要介绍，请访问 <http://www.hp.com>，选择您所在的国家/地区，然后在 Business & IT Services（业务和 IT 服务）部分中查找套装服务。

软件有限保修

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、暗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暗示担保、责任或条件。某些州/省司法辖区不允许排除暗示担保或限制暗示担保的期限，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。

所包含软件的初始安装和技术支持

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 获取有关 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，包括初始安装支持。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。

支持包括以下帮助：

- 解答安装方面的问题（入门、初始步骤和必备条件）。
- 安装和配置随 HP 硬件产品提供或购买的软件和选件（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。
- 获取随 HP 硬件产品提供或购买的软件的支持包信息或更新程序。

支持不包括以下帮助：

- 生成或诊断用户生成的程序或源代码。
- 安装非 HP 产品。
- 系统优化、自定义和网络配置。

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，包括操作系统或应用程序（“免费软件”），HP 均不提供技术支持。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取支持：

- 通过以下网址，在万维网上查找距您最近的 HP 技术支持部门所在的位置：
<http://welcome.hp.com/country/us/en/wwcontact.html>
- 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、型号名称与型号
 - 有关的错误消息
 - 附加选件
 - 操作系统
 - 第三方硬件或软件
 - 详细问题阐述

如何检查保修和支持权利

可通过在以下位置输入型号和序列号来检查您的保修权利：

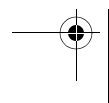
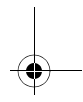
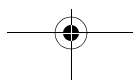
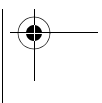
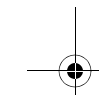
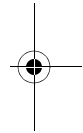
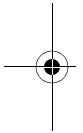
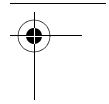
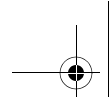
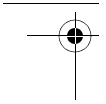
<http://www2.itrc.hp.com/service/ewarranty/warrantyInput.do>

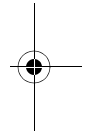
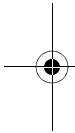
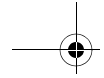
可通过访问以下网址来检查 HP Care Pack 服务注册信息：

<http://www.hp.com/go/lookuptool/>

响应时间

各地具体的响应时间视当地的工作日及工作时间而定。除非另行说明，否则所有响应时间均自客户来电时算起直至 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为止。响应时间（包括下一个工作日保修服务，如果可用）出于商业上合理的角度来考虑。一些国家/地区由于某些供应商限制因素，响应时间可能有所不同。如果您所在的位置不在客户服务区范围之内，响应时间可能要长一些，或者可能需要额外收费。有关您的所在区域的具体响应时间，请与当地的 HP 服务机构联系。





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