

Limited Warranty and Support Guide

- Warranty Statement
- Safety Information
- Support Information

Before contacting the HP Customer Care Center, it's important to have the following information handy.

Please take a moment to write down your product information for future reference.

The first four items on the list (Model Number, Product Number, Serial Number, and Software Build Number) can be viewed by pressing the Ctrl+Alt+S keys on the keyboard at the same time.

Model Number: _____

System (Product) Number: _____

Serial Number: _____

Software Build Number: _____

Operating System: _____

Purchase Date: _____

Hardware Limited Warranty

HP Product

Duration

Hardware

One (1) year limited warranty*

Phone assistance to get you up-and-running

Thirty (30) days

*The warranty period may be longer in certain countries/regions. Please check with the seller of the product or consult the HP Web site at: <http://www.hp.com>

General Terms

This HP Hardware Limited Warranty gives you, the customer, express limited warranty rights from Hewlett-Packard, 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.

HP MAKES NO OTHER EXPRESS WARRANTY OR CONDITION WHETHER WRITTEN OR ORAL AND HP EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. TO THE EXTENT ALLOWED BY THE LOCAL LAW OF JURISDICTIONS OUTSIDE THE UNITED STATES, HP DISCLAIMS ALL IMPLIED WARRANTIES OR CONDITIONS, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. FOR ALL TRANSACTIONS OCCURRING IN THE UNITED STATES, ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY, SATISFACTORY QUALITY, OR FITNESS FOR A PARTICULAR PURPOSE IS LIMITED TO THE DURATION OF THE EXPRESS WARRANTY SET FORTH ABOVE. SOME STATES OR COUNTRIES/REGIONS 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/REGIONS, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

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/regions and may be enforced in any country/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. This HP Limited Warranty is subject to all applicable laws and regulations, including US and other national export and import laws and regulations.

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/region 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, 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.

HP will, at its discretion, repair or replace any component or hardware product that manifests a defect in materials or workmanship during the Limited Warranty Period. 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.

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. UNITS SENT IN FOR SERVICE MAY HAVE THE DATA ERASED FROM THE HARD DRIVE AND THE PROGRAMS RESTORED TO THEIR ORIGINAL STATE.

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/REGION TO COUNTRY/REGION. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY/REGION LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

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.

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:

<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 on-site 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 manufacturer's 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.

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 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 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.

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 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>

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 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, FREWARE (AS DEFINED BELOW) OR THE OPERATING SYSTEM PREINSTALLED BY HP ARE PROVIDED "AS IS" AND WITH ALL FAULTS, AND HP HEREBY DISCLAIMS ALL OTHER WARRANTIES AND CONDITIONS, EITHER EXPRESS, IMPLIED, OR STATUTORY, INCLUDING, BUT NOT LIMITED TO, WARRANTIES OF TITLE AND NON-INFRINGEMENT, ANY IMPLIED WARRANTIES, DUTIES OR CONDITIONS OF MERCHANTABILITY, OF FITNESS FOR A PARTICULAR PURPOSE, AND OF LACK OF VIRUSES. Some states/jurisdictions do not allow exclusion of implied warranties or limitations on the duration of implied warranties, so the above disclaimer may not apply to you in its entirety. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, IN NO EVENT SHALL HP OR ITS SUPPLIERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES WHATSOEVER (INCLUDING, BUT NOT LIMITED TO, DAMAGES FOR LOSS OF PROFITS OR CONFIDENTIAL OR OTHER INFORMATION, FOR BUSINESS INTERRUPTION, FOR PERSONAL INJURY, FOR LOSS OF PRIVACY ARISING OUT OF OR IN ANY WAY RELATED TO THE USE OF OR INABILITY TO USE THE SOFTWARE PRODUCT), EVEN IF HP OR ANY SUPPLIER HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES AND EVEN IF THE REMEDY FAILS OF ITS ESSENTIAL PURPOSE. Some states/jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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 thirty (30) 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 thirty (30) 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.
- Installing 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>

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

Please check <http://www.hp.com/support> for warranty, service and support and product information updates.

Safety Information

For more information, refer to the *Regulatory and Safety Information* document in the User Guides folder. Click **Start, All Programs**, and then click **User Guides**.



WARNING: To reduce the risk of electrical shock or damage to your equipment:

- **Do not disable the power cord grounding plug. The grounding plug is an important safety feature.**
- **Plug the power cord in a grounded (earthed) outlet that is easily accessible at all times.**
- **Disconnect power from the equipment by unplugging the power cord from the electrical outlet. To prevent direct exposure to laser beam, do not try to open the enclosure of the CD or DVD drives.**



WARNING: The computer may be heavy; be sure to use ergonomically correct lifting procedures when moving the computer.



WARNING: To reduce the risk of serious injury read the *Safety & Comfort Guide*. The guide is located on the Web at <http://www.hp.com/ergo>

Support Information

Don't Forget to Register!

Go to: <http://www.hp.com/apac/register>

Where to Get Help

Follow These Steps When You Need Help

- 1 Check the setup poster and product documentation for help with setting up and using your computer.
- 2 Use the Help and Support Center for help with hardware and software questions. Click **Start**, and then click **Help and Support**. The Help and Support Center provides useful troubleshooting information and includes the following:
 - E-mail support.
 - HP Real Time Chat with qualified support specialists.
 - Support phone numbers.

- 3 If you think you have a hardware issue, before calling the Customer Care Center, run the hardware diagnostic tools that are preinstalled on your computer. Click **Start, All Programs, PC Help & Tools**, and then click **Hardware Diagnostic Tools**.
- 4 For help online, go to the HP Customer Care Center Web site at:
<http://www.hp.com/support>
- 5 If you have not solved the problem, first, call your computer retailer, or second, call the HP Customer Care Center at:

Australia:

HP: 1300 721 147

Compaq: 1300 888 423

Hours: Mon.–Fri. 10 a.m.–9 p.m.,
Sat.–Sun. 10 a.m.–4 p.m. (local time)

Hong Kong SAR: 2802 4098

Macau SAR: 0800-366

Hours: Mon.–Fri. 9 a.m.–6 p.m.,
Sat. 9 a.m.–1 p.m.

India:

(Toll Free) **1-800-114772**

(Toll) **0124 2346992**

(SMS Only) **9350623861**

Hours: Mon.–Sat. 9 a.m.–9 p.m.
Hours are subject to change without notice.

Indonesia: (21) 350-3408

Hours: Mon.–Fri. 8 a.m.–5 p.m.

Malaysia: 1800 88 8588

Hours: Mon.–Fri. 8:30 a.m.–9:30 p.m.,
Sat. 8:30 a.m.–12:30 p.m.

New Zealand:

HP: 0 800 441 147

Compaq: 0 800 113 694

Hours: Mon.–Fri. 10 a.m.–9 p.m.,
Sat.–Sun. 10 a.m.–4 p.m. (local time)

Pakistan: Call your retailer.

Philippines: (2) 867-3551

Hours: Mon.–Fri. 8:30 a.m.–5:30 p.m.,
Sat. 8:30 a.m.–12:30 p.m.

Singapore: 6272 5300

Hours: Mon.–Fri. 8:30 a.m.–9:30 p.m.,
Sat. 8:30 a.m.–12:30 p.m.

Sri Lanka: Call your retailer.

Thailand: (2) 353-9000

Hours: Mon.–Fri. 8:30 a.m.–5:30 p.m.,
Sat. 8:30 a.m.–12:30 p.m.

Vietnam: Call your retailer.

To Our Valued Customer

Congratulations on your decision to purchase a desktop computer! During development, the computer must pass extensive quality tests to meet the rigorous standards that have made us famous for quality and reliability.

All of our computers go through a comprehensive quality test to ensure the computer is working correctly before it leaves our factory. In addition, we have placed a security seal on your computer to indicate that it has not been tampered with since it left our factory.

We know that expanding and upgrading are key benefits for all customers. We are proud to make this a key differentiator for our computers and understand that you may wish to upgrade your computer to meet your specific needs.

Any hardware upgrades that you intend to do should only be done after you have completely set up your new computer. Refer to the setup poster included with your system for help with setting up. If you have any problems setting up your system and turning it on, immediately contact the HP Customer Care Center listed earlier in this *Limited Warranty and Support Guide*, and a HP Customer Representative will assist you. This must be done first before attempting to upgrade your system.

By breaking the security seal on the back of the computer, you are confirming that the computer was working properly before you attempted to upgrade your system. Once the security seal has been broken, your computer is then, to the extent allowed by local law, covered under the terms and conditions listed in the “Hardware Limited Warranty” section.

Thank you for choosing this computer. We hope you enjoy discovering the exciting things you can do with it!

Customer Support

Easy to reach. Easy to use. Award-winning HP Customer Support is our promise to help you get the most from your computer. Whether with tools located on your computer, from information on the Web, by phone, or through your local retailer, you’ll find what you need.

Problems? HP Will Help

Your new computer is built to work right now — and for many years to come. But it is a complex, powerful machine, and sometimes things go wrong. If that happens to your computer, HP is ready to help.

Getting Started

Follow the setup poster and the *Getting Started* guide for help with setting up and using your computer.

See What You Can Do

There’s lots of helpful information included with your computer. First look at Help on your Windows® desktop (to access it, click **Start**, then click **Help and Support**). It contains more detailed help and will give you suggestions on how to fix the problem.

Within the Help and Support Center, you can get the latest news from HP about your computer. Be sure to also check the updates from HP that are sent to your desktop from time to time.

Next, try a little surfing! The HP Web site has updated software, tips and tricks, answers for common problems, and other information. Go to the Support Web site listed earlier in this document and search for your computer model.

Call HP Customer Care Center

Finally, if these steps don’t help, you can reach a real, knowledgeable person by calling the HP Customer Care Center in your area. Phone assistance to get you up and running is covered for thirty (30) days from the time you purchased your computer. After thirty (30) days, there may be a charge, but the helpful support is still available.

And, if Necessary: Get Repair

If your computer needs to be repaired or to have parts replaced, you have two choices:

- You can easily replace many of your computer parts that are considered consumer replaceable. This is the fastest method of repair, as many times we can send the part directly to your home or business in a few days.

- If a repair is necessary, the HP Customer Care Center will make arrangements to fix your computer.

These services are covered during the warranty period.

There are a few limitations and exclusions to this warranty (as well as some important details), which are described in the "Hardware Limited Warranty" section.

Understanding Hard Disk Drive Space

The hard disk drive on the Hewlett-Packard and Compaq computers with the Microsoft® Windows operating system preinstalled may appear to be smaller than what is stated in the product specifications, in the documentation, or on the box. Hard disk drives are described and advertised by manufacturers in terms of decimal (base 10) capacity. Microsoft Windows and other programs, such as FDISK, use the binary (base 2) numbering system.

In decimal notation, one megabyte (MB) is equal to 1,000,000 bytes, and one gigabyte (GB) is equal to 1,000,000,000 bytes. In the binary numbering system, one megabyte is equal to 1,048,576 bytes, and one gigabyte is equal to 1,073,741,824 bytes. Because of the different measuring systems, you may see a difference between the size reported by Microsoft Windows and the size advertised. The storage capacity of the hard disk drive is as advertised.

Microsoft Windows reports smaller capacity in the Windows Explorer tool and in the Computer window because it shows information about one partition on the hard disk drive at a time. One of the partitions contains the system recovery information.

Note About Systems Configured with 4GB of Memory

For computers with a 32-bit operating system, all memory above 3GB may not be available because of system resource requirements.

This limitation is not limited to HP and Compaq systems. The memory above 3GB is used for system resources.

Confirming Total Memory

The system BIOS displays the full 4GB of installed memory.

- 1 Turn on the PC.
- 2 Press the F10 key. The BIOS menu displays. Confirm the Total Installed Memory.

The information contained herein is subject to change without notice.

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