

HP WARRANTY & INSTALLATION INFORMATION

Revised: 22JUN04

NEW/REVISED	WARRANTY CODE	WARRANTY PERIOD	SERVICE LOCATION	SERVICE LEVEL <i>Unless otherwise specified below, standard local service is included.</i>	RESPONSE TIME <i>Unless otherwise specified below, standard local response time is included.</i>	INSTALLATION INCLUDED	UPGRADE ELIGIBILITY (NOTE 2)	APPLICABLE NOTE(S)
	06	3 Years	On Site	Exchange + Phone-in Assistance	Next Day	No	Yes	1,7,36
	07	Months 1-12	On Site	Exchange + Phone-in Assistance	Next Day	No	Yes	1,7,36
	07	Months 13-36	HP/Dealer	Parts Only		No	Yes	14
	08	Months 1-12	On Site	Exchange + Phone-in Assistance	2 Days	No	Yes	1,7,36
	08	Months 13-36	HP/Dealer	Parts Only	48 Hr Call to Repair	No	Yes	14,37
	09	1 Year	On Site	Exchange + Phone-in Assistance	2 Days	No	Yes	1,7,36
	10	3 Years	On Site	Exchange + Phone-in Assistance	2 Days	No	Yes	1,7,36
	13	4 Years	On Site	Std HW/Retrv/Repr/Ret + Phon-in Asst	Next Day	No	Yes	1,36,38
	14	Months 1-12	On Site		Next Day	No	No	1
	14	Months 13-36	HP/Dealer	Parts Only	Next Day	No	No	14
	1A	30 Days	HP/Dealer	Standard Bench		No	No	3
	1B	60 Days	HP	Replacement		No	No	16
	1C	30 Days	HP/Dealer	Replacement		No	No	16
	1D	30 Days	HP/Dealer	Parts Only		No	No	14,25
	1E	5 Years	HP/Dealer	Parts Only	Next Day	No	No	27
	1F	90 Days	HP/Dealer	Parts Only		No	No	14,25
	1G	2 Years	HP/Dealer	Parts Only		No	No	14,25
	1H	1 Year	HP	Enhanced Parts Only	48 Hours	No	Yes	28
	1J	2 Years	On Site	24x7	Emergency	Yes	Yes	1,22,29,31
	1K	3 Years	On Site		4 Hours	No	No	1
	1L	90 Days	HP	Replacement		Yes	No	16
	1M	1 Year	HP	Express Exchange		No	No	30
	1N	3 Years	HP	Express Exchange		No	No	30
	1P	30 Days	HP	Replacement		No	No	16
	1Q	30 Days	HP/Dealer	Parts Only		No	No	14,25
	1R	Months 1-12	On Site		3 Days	No	No	1
	1R	Months 13-36	HP/Dealer	Standard Bench		No	No	3
	1S	3 Years	HP	Parts Only		No	No	14,25
	1T	Months 1-3	On Site		2 Days	No	Yes	1
	1T	Months 4-12	HP/Dealer	Standard Bench		No	Yes	3
	1T	Months 13-36	HP/Dealer	Parts Only		No	Yes	14,25
	1U	30 Days	HP	Replacement		No	No	16
	1V	90 Days	On Site		4 Hours	Yes	Yes	1,31
	1W	90 Days	On Site		4 Hours	Yes	Yes	1
	1X	90 Days	On Site		4 Hours	No	Yes	1
	1Y	90 Days	On Site		Next Day	No	Yes	1
	1Z	90 Days	On Site		Next Day	Yes	Yes	1

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	21	18 Months	HP/Dealer	Parts Only		No	Yes	14
	22	Months 1-12	HP/Dealer	Exchange		No	Yes	7
	22	Months 13-36	HP/Dealer	Parts Only		No	Yes	14
	23	Months 1-12	On Site	Hardware + Phone-in Assistance	Next Day	No	Yes	1,36
	23	Months 13-24	HP/Dealer	Parts Only		No	Yes	14
	24	1 Year	On Site	Hrdwre + Phone-in Assist + Sftw Updt	Next Day	No	Yes	1,36,39
	25	Months 1-12	On Site	Hrdwre + Phone-in Assist + Sftw Updt	Next Day	No	Yes	1,36,39
	25	Months 13-48	HP	Parts Only		No	Yes	14
	26	1 Year	On Site	Hardware + Phone-in Assistance	4 Hours	No	Yes	1,36
	27	Months 1-12	HP/Dealer	Retrieve/Repair/Return + Phone-in Asst	48 Hr Call to Repair	No	Yes	36,37,38
	27	Months 13-36	HP/Dealer	Parts Only	2 Days	No	Yes	14
	28	Months 1-12	On Site	Hardware + Phone-in Assistance	2 Days	No	Yes	1,36
	28	Months 13-36	HP/Dealer	Parts Only	48 Hr Call to Repair	No	Yes	14,37
	2A	90 Days	On Site		4 Hours	Yes	Yes	1,31
	2B	90 Days	On Site		4 Hours	Yes	Yes	1
	2C	90 Days	On Site		4 Hours	No	Yes	1
	2D	90 Days	On Site		Next Day	No	Yes	1
	2E	90 Days	On Site		Next Day	Yes	Yes	1
	2F	90 Days	On Site		Next Day	No	No	1
	2G	90 Days	On Site		4 Hours	No	No	1
	2H	90 Days	On Site		Next Day	Yes	No	1
	2J	90 Days	On Site		3 Days	Yes	No	1
	2K	90 Days	HP/Dealer	Replacement		No	No	4
	2M	90 Days	On Site		Next Day	No	No	1
	2N	90 Days	HP/Dealer	Standard Bench		No	Yes	3
	2P	90 Days	HP/Dealer	Standard Bench		No	No	3
	2Q	1 Year	On Site		Next Day	Yes	Yes	1,31
	2R	1 Year	HP/Dealer	Exchange		No	No	7
	2S	2 Years	HP	Replacement		No	No	16
	2T	1 Year	HP	Replacement		Yes	No	16
	2U	3 Years	HP/Dealer	Exchange		No	No	7
	2V	3 Years	HP/Dealer	Replacement		No	No	16
	2W	5 Years	HP/Dealer	Standard Bench		No	No	3
	2X	Lifetime	HP	Replacement		No	No	5
	2Y	5 Years	HP/Dealer	Parts Only		No	No	14,25
	2Z	1 Year	HP/Dealer	Replacement		No	Yes	16
	31	Months 1-12	On Site	Hardware + Phone-in Assistance	2 Days	No	Yes	1,36
	31	Months 13-36	HP/Dealer	Standard Bench	5 Days	No	Yes	3

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	32	4 Years	On Site	Hardware + Phone-in Assistance	Next Day	No	Yes	1,36
	33	Months 1-3	On Site		2 Days	No	Yes	1
	33	Months 4-12	HP/Dealer	Standard Bench		No	Yes	3
	34	Months 1-12	On Site	Hardware + Phone-in Assistance	2 Days	No	Yes	1,36
	34	Months 13-36	HP/Dealer	Standard Bench	48 Hr Call to Repair	No	Yes	3,37
	37	Months 1-12	On Site	Hardware + Phone-in Assistance	Next Day	No	Yes	1,36
	37	Months 13-36	HP/Dealer	Retrieve/Repair/Return	48 Hr Call to Repair	No	Yes	37,38
	38	Months 1-12	On Site	Hardware + Phone-in Assistance	2 Days	No	Yes	1,36
	38	Months 13-36	HP/Dealer	Parts Only	5 Days	No	Yes	14
	39	3 Years	On Site	24x7 + Phone-in Assistance	4 Hours	Yes	Yes	1,22,31,36
	3A	90 Days	HP/Dealer	Standard Bench		No	Yes	3
	3B	90 Days	HP/Dealer	Standard Bench		No	No	3
	3C	90 Days	HP	Replacement		No	No	4,6,16
	3D	90 Days	HP	Standard Bench		No	No	3
	3E	6 Months	On Site		3 Days	Yes	Yes	1
	3F	3 Years	OEM	Modular Exchange	Next Day	No	No	12
	3G	2 Years	HP/Dealer	Replacement	3 Days	No	No	16
	3H	3 Years	HP	Enhanced Parts Only	48 Hours	No	Yes	28
	3J	3 Years	OEM	Parts Only	Next Day	No	No	14
	3K	6 Years	HP	Parts Only		No	No	14
	3L	13 Months	HP/Dealer	Exchange	48 Hours	No	No	7
	3M	15 Months	HP/Dealer	Exchange	48 Hours	No	No	7
	3N	27 Months	HP/Dealer	Exchange	48 Hours	No	No	7
	3P	90 Days	HP	Replacement		No	No	4,6,16
	3Q	90 Days	HP	Parts Only		Yes	No	14,20
	3R	90 Days	HP	Parts Only		No	No	14,20
	3S	1 Year	On Site		Next Day	No	Yes	1
	3T	1 Year	On Site		Next Day	Yes	Yes	1
	3U	90 Days	HP	Replacement		No	No	4,6,16
	3V	18 Months	HP/Dealer	Standard Bench		No	No	3
	3W	1 Year	On Site	Modular Exchange	3 Days	No	No	1,12
	3X	1 Year	HP/Dealer	Replacement		No	No	16
	3Y	90 Days	HP/Dealer	Exchange		No	No	7
	3Z	3 Years	HP	Parts Only	Next Day	No	Yes	14
	40	Months 1-12	On Site	Hardware + Phone-in Assistance	Next Day	No	Yes	1,36
	40	Months 13-36	HP/Dealer	Parts Only		No	Yes	14
	41	90 Days	HP/Dealer	Parts Only + Phone-in Assistance	48 Hr Call to Repair	No	Yes	14,36,37
	42	Months 1-12	On Site	Hardware + Phone-in Assistance	2 Days	No	Yes	1,36

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	42	Months 13-24	HP/Dealer	Standard Bench		No	Yes	3
	42	Months 25-36	HP/Dealer	Exchange		No	Yes	7
	45	90 Days	HP/Dealer	Retrieve/Repair/Return + Phone-in Asst	120 Hr Call to Repr	No	Yes	36,37,38
	46	1 Year	HP/Dealer	Exchange + Phone-in Assistance	Next Day	No	Yes	7,36
	47	1 Year	HP/Dealer	Standard Bench + Phone-in Assistance	2 Days	No	Yes	3,36
	48	Months 1-12	On Site	Hardware + Phone-in Assistance	Next Day	No	Yes	1,36
	48	Months 13-36	HP/Dealer	Standard Bench		No	Yes	3
	4A	1 Year	HP/Dealer	Standard Bench		No	No	3
	4B	1 Year	HP/Dealer	Standard Bench		No	Yes	3
	4C	1 Year	HP/Dealer	Standard Bench		Yes	No	3
	4D	1 Year	HP/Dealer	Standard Bench		No	No	3
	4E	1 Year	HP/Dealer	Standard Bench		No	Yes	3
	4F	1 Year	HP/Dealer	Standard Bench		Yes	No	3
	4G	1 Year	On Site		Next Day	No	No	1
	4H	1 Year	HP/Dealer	Exchange	Next Day	No	No	7
	4J	1 Year	HP/Dealer	Exchange	Next Day	No	No	7
	4K	1 Year	On Site		Next Day	Yes	Yes	1,31
	4L	1 Year	On Site		Next Day	Yes	Yes	1
	4M	1 Year	On Site		Next Day	No	Yes	1
	4N	1 Year	On Site		2 Days	No	No	1
	4P	1 Year	HP	Parts Only		No	No	14
	4Q	1 Year	On Site		Next Day	Yes	No	1
	4R	1 Year	On Site	COOP/24x7		Yes	Yes	1,10,22
	4S	1 Year	On Site	COOP/8x5	4 Hours	Yes	Yes	1,10,22
	4T	1 Year	On Site	Hardware & Software	Next Day	No	No	1,21
	4U	1 Year	HP/Dealer	Exchange		No	Yes	7
	4V	3 Years	HP	Parts Only		No	No	14
	4W	90 Days	On Site	Shared	Same Day	No	No	1,17
	4X	1 Year	HP	Replacement		No	No	6
	4Y	1 Year	On Site	Software		No	No	1,26
	50	1 Year	HP/Dealer	Parts Only		No	Yes	14
	51	2 Years	HP/Dealer	Parts Only		No	Yes	14
	52	3 Years	HP/Dealer	Parts Only		No	Yes	14
	53	3 Years	On Site		2 Days	No	Yes	1
	54	1 Year	On Site	Hardware + Phone-in Assistance	Next Day	No	Yes	1,36
	55	Months 1-12	On Site		2 Days	No	Yes	1
	55	Months 13-36	HP/Dealer	Parts Only		No	Yes	14
	56	1 Year	On Site		2 Days	No	Yes	1

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	57	Months 1-3	On Site		2 Days	No	Yes	1
	57	Months 4-36	HP/Dealer	Standard Bench		No	Yes	3
	58	3 Years	HP/Dealer	Standard Bench + Phone-in Assistance		No	Yes	3,36
	59	1 Year	HP/Dealer	Retrieve/Repair/Return + Phone-in Asst	120 Hr Call to Repr	No	Yes	36,37,38
	5A	1 Year	On Site		Next Day	Yes	No	1
	5B	1 Year	On Site		Next Day	Yes	No	1
	5C	1 Year	On Site		Next Day	No	No	1
	5D	1 Year	On Site		3 Days	No	No	1
	5E	1 Year	HP/Dealer	Exchange		No	No	7
	5F	1 Year	HP/Dealer	Exchange	Next Day	No	No	7
	5G	1 Year	On Site		3 Days	Yes	Yes	1,31
	5H	1 Year	On Site		3 Days	Yes	Yes	1
	5J	1 Year	On Site		3 Days	No	Yes	1
	5K	1 Year	On Site		3 Days	No	Yes	1
	5L	1 Year	On Site		4 Hours	Yes	Yes	1,31
	5M	1 Year	On Site		4 Hours	Yes	Yes	1
	5N	1 Year	On Site		4 Hours	No	Yes	1
	5P	1 Year	HP	Replacement		No	No	6
	5Q	1 Year	HP	Standard Bench		No	No	3
	5R	1 Year	On Site		4 Hours	No	Yes	1
	5S	1 Year	On Site		3 Days	Yes	Yes	1
	5T	1 Year	On Site		3 Days	No	Yes	1
	5U	1 Year	On Site		3 Days	Yes	No	1
	5V	1 Year	On Site	COOP/8x5	4 Hours	Yes	Yes	1,10,22
	5W	1 Year	On Site	7 Days a week	Next Day	Yes	No	1,13
	5X	1 Year	HP	Parts Only		No	No	14
	5Y	1 Year	On Site	COOP/24x7		Yes	Yes	1,10,22
	5Z	1 Year	HP/Dealer	Exchange		No	Yes	7
	60	90 Days	HP/Dealer	Replacement		No	Yes	16
	61	3 Years	On Site	Hardware + Phone-in Assistance	Next Day	No	Yes	1,36
	62	Months 1-12	On Site	Hardware + Phone-in Assistance	Next Day	No	Yes	1,36
	62	Months 13-36	HP/Dealer	Parts Only		No	Yes	14
	63	1 Year	HP/Dealer	Standard Bench + Phone-in Assistance	Next Day	No	Yes	3,36
	64	1 Year	HP/Dealer	Retrieve/Repair/Return	48 Hr Call to Repair	No	Yes	37,38
	65	3 Years	On Site	24x7 + Phone-in Assistance	4 Hours	No	Yes	1,22,36
	66	3 Years	On Site	8x5 + Phone-in Assistance	4 Hours	No	Yes	1,22,36
	67	Months 1-24	On Site	Hardware + Phone-in Assistance	Next Day	No	Yes	1,36
	67	Months 25-36	HP/Dealer	Standard Bench		No	Yes	3

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	68	3 Years	HP/Dealer	Standard Bench		No	Yes	3
	69	Months 1-12	HP/Dealer	Standard Bench		No	Yes	3
	69	Months 13-36	HP/Dealer	Parts Only		No	Yes	14
	6A	3 Years	On Site		Next Day	No	No	1
	6B	2 Years	HP/Dealer	Standard Bench		No	No	3
	6C	2 Years	On Site		Next Day	No	No	1
	6D	2 Years	On Site		Next Day	Yes	No	1
	6E	2 Years	HP/Dealer	Exchange	Next Day	No	No	7
	6F	2 Years	HP/Dealer	Exchange		No	No	7
	6G	2 Years	HP/Dealer	Exchange		No	Yes	7
	6H	2 Years	HP	Parts Only		No	No	14
	6J	2 Years	On Site	Shared	Same Day	Yes	No	1,17
	6K	1 Year	On Site	600K page limit	Next Day	No	Yes	1,33
	6L	18 Months	HP/Dealer	Standard Bench		No	No	3
	6M	18 Months	HP	Replacement		No	No	16
	6N	18 Months	On Site		Next Day	No	No	1
	6P	2 Years	HP	Replacement		No	No	16
	6Q	2 Years	On Site	7 Days a week	Next Day	Yes	No	1,13
	6R	2 Years	On Site		Next Day	No	No	1
	6S	2 Years	HP/Dealer	Standard Bench		No	No	3
	6T	Months 1-12	On Site			Yes	No	1
	6T	Months 13-24	HP	Exchange	Next Day	Yes	No	7
	6U	Months 1-12	On Site			No	Yes	1
	6U	Months 13-24	HP	Exchange	Next Day	No	Yes	7
	6V	2 Years	On Site		3 Days	No	No	1
	6W	Months 1-12	On Site			No	No	1
	6W	Months 13-24	HP	Exchange	Next Day	No	No	7
	6X	2 Years	HP/Dealer	Exchange	Next Day	No	No	7
	6Y	2 Years	On Site	Exchange	Next Day	No	No	1,7
	6Z	1 Year	HP	Replacement		Yes	No	16
	70	15 Months	On Site		Next Day	No	Yes	1
	71	1 Year	HP/Dealer	Standard Bench + Phone-in Assistance	48 Hr Call to Repair	No	Yes	3,36,37
	72	2 Years	On Site	Hardware + Phone-In Assistance	2 Days	No	Yes	1,36
	73	2 Years	HP/Dealer	Standard Bench	2 Days	No	Yes	3
	74	4 Years	HP/Dealer	Standard Bench + Phone-in Assistance	48 Hr Call to Repair	No	Yes	3,36,37
	75	1 Year	HP/Dealer	Standard Bench + Phone-in Assistance		No	Yes	3,36
	76	3 Years	On Site	24x7	4 Hours	No	Yes	1,22
	77	5 Years	On Site	Hardware + Phone-in Assistance	Next Day	No	Yes	1,36

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	78	Months 1-12	On Site	Hardware + Phone-in Assistance	Next Day	No	Yes	1,36
	78	Months 13-36	HP/Dealer	Parts Only		No	Yes	14
	79	5 Years	HP/Dealer	Parts Only + Phone-in Assistance		No	Yes	14,36
	7A	3 Years	HP/Dealer	Standard Bench		No	No	3
	7B	3 Years	HP/Dealer	Exchange		No	No	7
	7C	3 Years	On Site		Next Day	No	No	1
	7D	Months 1-12	On Site		Next Day	No	No	1, 9
	7D	Months 13-36	HP	Standard Bench		No	No	9
	7E	3 Years	HP/Dealer	Exchange	Next Day	No	No	7
	7F	Months 1-12	HP	Exchange	Next Day	No	No	7,11
	7F	Months 13-36	HP	Standard Bench		No	No	11
	7G	3 Years	On Site		Next Day	No	No	1
	7H	3 Years	HP/Dealer	Replacement		No	No	16
	7J	3 Years	HP/Dealer	Modular Exchange		No	No	12
	7K	Months 1-12	On Site		Next Day	No	No	1,9
	7K	Months 13-36	HP/Dealer	Standard Bench		No	No	9
	7L	3 Years	HP/Dealer	Standard Bench		No	No	3
	7M	3 Years	HP/Dealer	Exchange		No	Yes	7
	7N	3 Years	On Site		Next Day	Yes	Yes	1,31
	7P	3 Years	On Site		Next Day	Yes	Yes	1
	7Q	3 Years	On Site		Next Day	No	Yes	1
	7R	3 Years	HP/Dealer	Exchange	Next Day	No	Yes	7
	7S	Months 1-12	HP/Dealer	Standard Bench		No	No	3,18
	7S	Months 13-36	HP/Dealer	Parts Only		No	No	18
	7T	Months 1-12	On Site		Next Day	No	No	1,19
	7T	Months 13-36	HP/Dealer	Parts Only		No	No	19
	7U	3 Years	On Site		3 Days	Yes	No	1
	7V	3 Years	On Site		3 Days	No	Yes	1
	7W	3 Years	On Site		3 Days	No	No	1
	7X	3 Years	Dealer	Exchange		No	Yes	7
	7Y	3 Years	On Site	24x7	8 Hours	No	No	1,22
	7Z	3 Years	HP/Dealer	Parts Only		No	No	14
	80	Months 1-12	On Site	Hrdwre + Phone-in Assist + Sftw Updt	Next Day	No	Yes	1,36,39
	80	Months 13-36	HP/Dealer	Parts Only		No	Yes	14
	81	3 Months	HP/Dealer	Parts Only		No	Yes	14
	82	1 Year	HP/Dealer	Retrieve/Repair/Return + Phone-in Asst	48 Hr Call to Repair	No	Yes	36,37,38
	83	1Year	On Site	Exchange	Next Day	No	No	1,7
	84	1 Year	On Site	Hardware + Phone-in Assistance	2 Days	No	Yes	1,36

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	85	1 Year	HP/Dealer	Parts Only + Phone-in Assistance	24 Hr Call to Repair	No	Yes	14,36,37
	86	2 Years	HP/Dealer	Retrieve/Repair/Return + Phone-in Asst	48 Hr Call to Repair	No	Yes	36,37,38
	87	2 Years	HP/Dealer	Retrieve/Repair/Return + Phone-in Asst	120 Hr Call to Repr	No	Yes	36,37,38
	88	3 Years	HP/Dealer	Parts Only + Phone-in Assistance	48 Hr Call to Repair	No	Yes	14,36,37
	89	3 Years	HP/Dealer	Retrieve/Repair/Return + Phone-in Asst	48 Hr Call to Repair			36,37,38
	8A	5 Years	On Site		Next Day	No	No	1
	8B	5 Years	HP	Replacement		No	No	16
	8C	5 Years	HP/Dealer	Standard Bench		No	No	3
	8D	5 Years	HP	Replacement		No	Yes	16
	8E	Months 1-60	On Site		Next Day	No	No	1,15
	8E	Months 61+	HP/Dealer	Parts Only		No	No	15
	8F	5 Years	On Site		Next Day	No	No	1
	8G	5 Years	HP	Replacement		No	No	16
	8H	5 Years	HP/Dealer	Exchange	Next Day	No	No	7
	8J	5 Years	HP/Dealer	Exchange	Next Day	No	Yes	7
	8K	5 Years	HP/Dealer	Exchange		No	No	7
	8L	5 Years	HP/Dealer	Exchange		No	Yes	7
	8M	Months 1-3	On Site		Next Day	No	No	1,23
	8M	Months 4-36	HP/Dealer	Parts Only		No	No	23
	8N	Months 1-12	On Site		Next Day	No	No	1,23
	8N	Months 13-36	HP/Dealer	Parts Only		No	No	23
	8P	Months 1-12	On Site		Next Day	No	No	1,24
	8P	Months 13-36	HP	Parts Only		No	No	24
	8Q	6 Years	HP/Dealer	Standard Bench		No	No	3
	8R	3 Years	HP/Dealer	Exchange	Next Day	No	No	7
	8S	3 Years	On Site	Exchange		No	No	1,7
	8T	2 Years	On Site		Next Day	Yes	No	1
	8U	6 Years	HP/Dealer	Parts Only + Phone-in Assistance		No	Yes	14, 36
	8V	Months 1-12	On Site		Next Day	No	No	1,24
	8V	Months 13-36	HP	Parts Only		No	No	14,24
	8W	3 Years	On Site	24x7	4 Hours	Yes	No	1,22
	8X	4 Years	HP/Dealer	Parts Only	Next Day	No	No	14
	8Y	1 Year	Dealer	Dealer Warranty Only		No	No	34
	8Z	4 Years	HP/Dealer	Exchange	3 Days	No	No	7
	90	3 Years	On Site	Hardware + Phone-in Assistance	2 Days	No	Yes	1,36
	91	4 Years	HP/Dealer	Retrieve/Repair/Return + Phone-in Asst	48 Hr Call to Repair	No	Yes	36,37,38
	92	5 Years	HP/Dealer	Retrieve/Repair/Return + Phone-in Asst	48 Hr Call to Repair	No	Yes	36,37,38
	93	3 Years	HP/Dealer	Parts Only + Phone-in Assistance		No	Yes	14,36

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NEW/REVISED	WARRANTY CODE	WARRANTY PERIOD	SERVICE LOCATION	SERVICE LEVEL <i>Unless otherwise specified below, standard local service is included.</i>	RESPONSE TIME <i>Unless otherwise specified below, standard local response time is included.</i>	INSTALLATION INCLUDED	UPGRADE ELIGIBILITY (NOTE 2)	APPLICABLE NOTE(S)
	94	1 Year	HP/Dealer	Parts Only + Phone-in Assistance		No	Yes	14,36
	95	Months 1-12	On Site		2 Days	No	Yes	1
	95	Months 13-36	HP/Dealer	Standard Bench		No	Yes	3
	96	1 Year	On Site	Hardware + Phone-in Assistance	3 Days	No	No	1,36
	97	3 Years	HP	Retrieve/Repair/Return + Phone-in Asst	120 Hr Call to Repr	No	Yes	36,37,38
	9B	3 Years	On Site	24x7	4 Hours	No	No	1,22
	9C	3 Years	On Site	24x7	4 Hours	Yes	No	1,22
	9D	2 Years	HP/Dealer	Standard Bench + Phone-in Assistance	120 Hr Call to Repr	No	Yes	3,36,37
	9E	1 Year	HP/Dealer	Standard Bench + Phone-in Assistance	120 Hr Call to Repr	No	Yes	3,36,37
	9F	1 Year	On Site	24x7	Next Day	Yes	No	1,22
	9G	1 Year	On Site	24x7	Next Day	No	No	1,22
	9H	3 Years	On Site	Exchange	2 Days	No	No	1,7
	9K	2 Years	On Site	24x7	Emergency	Yes	No	1,22,29,31
	9L	90 Days	HP	Media Replacement + Phone-in Assist		No	No	4,16,36
	9M	Lifetime	HP	Replacement		No	Yes	5
	9N	Lifetime	HP	Replacement		No	Yes	5
	9P	Lifetime	HP	Replacement		No	No	5
	9Q	10 Years	HP	Replacement		No	No	16
	9R	Lifetime	HP/Dealer	Exchange	Next Day	No	Yes	7
	9S	2 Years	HP/Dealer	Exchange for Credit	48 Hours	No	No	32
	9T	2 Years	On Site		Same Day	No	No	1
	9U	6 Months	HP/Dealer	Standard Bench		No	No	3
	9V	6 Months	HP/Dealer	Replacement		No	No	16
*	9W	3 Years	HP/Dealer	Standard Bench + Phone-in Assistance	120 Hr Call to Repr	No	Yes	3,36,37
	9X	30 Years	HP	Replacement		No	No	8
	9Y	90 Days	HP	Replacement		No	No	4,6,16
	9Z	90 Days	HP	Replacement		No	No	20
	NA	No warranty is provided for this product.						

APPLICABLE NOTES:

- Responses 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 On Site support or remote diagnostics. See paragraph 6 entitled "Response Times" for more terms and conditions about response times within HP travel zones.
- Upgrade eligibility indicates Product warranty and installation coverage is eligible to change to match the warranty coverage of the controlling Product when ordered as a component of a system.
- Standard Bench warranty means repaired by HP or a HP dealer at its designated repair center.
- Warranty service is limited to repair or replacement of defective Software media or materials only.
- Lifetime parts warranty for an item that is warranted throughout the support life of the Product in which it is used.
- HP does not support products manufactured by another company and distributed by Hewlett-Packard. The original product manufacturer provides support. Software warranty services from HP are limited to replacement of defective Software media or

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materials. Customer should contact and/or register with the product manufacturer to receive any additional warranty and support coverage information that may be available.

- 7) Unit Exchange warranty may return to the Customer a repaired exchange unit or their original product repaired to HP standards.
- 8) The Product may be replaced, repaired or the purchase price refunded if found to be defective during the first 30 years of use.
- 9) On Site warranty with next day response is provided for the first year and Standard Bench warranty is provided for two additional years. Standard Bench warranty means repaired by HP or by a HP dealer at its designated repair center.
- 10) Cooperative Support involves a sharing of responsibilities for replacement parts inventory and On Site product servicing.
- 11) Unit exchange (see note #7) warranty is provided for the first year and Standard Bench warranty is provided for two additional years. Standard Bench warranty means repaired by HP or a HP dealer at its designated repair center.
- 12) Module Exchange warranty may return to the Customer a refurbished module in exchange for the Customer's original.
- 13) Response to a call for support is available 7 days a week. On Site response is provided by the next day after receiving a call requesting warranty support.
- 14) Parts only warranty means HP will supply the Customer with a replacement part in exchange for a defective one. HP may, at its option, waive the requirement for the Customer to return the defective part.
- 15) Five year On Site warranty is supplemented with a lifetime parts warranty. Lifetime means HP will supply the Customer with a replacement part in exchange for a defective one throughout the support life of the Product. Some part restrictions apply.
- 16) The item is warranted against manufacturing defects in material or workmanship only.
- 17) Shared warranty support responsibility with the original equipment manufacturer. HP provides the initial contact for the Customer and works with the original equipment manufacturer the same business day to supply required warranty support if needed.
- 18) First year receives standard bench repair warranty coverage and years two and three receive replacement parts warranty coverage only.
- 19) First year receives standard On Site, Next Day warranty coverage and years two and three receive replacement parts warranty coverage only.
- 20) Products manufactured by another company, distributed by HP and supported by HP receive minimal warranty coverage of 90 days parts only. This warranty may be upgraded to 1 year On Site support.
- 21) HP warrants that both the standard hardware and software will substantially conform to published specifications.
- 22) 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 On Site support or remote diagnostics. 24x7 refers to coverage of 24 hours a day, 7 days a week. 8x5 refers to coverage of 8 hours a day, 5 days a week.
- 23) Two levels of warranty coverage are provided for specified intervals of time. The two levels can be described as follows: 1) On Site support supplied by the next business day; and, 2) Parts only coverage without the need to return the defective part.
- 24) Two levels of warranty coverage are provided for specified intervals of time. The two levels can be described as follows: 1) On Site support supplied by the next business day; and, 2) Parts only coverage excluding the keyboard and mouse.
- 25) The Customer may accept parts only warranty (see note #14) or return the product to the point of sale for warranty support.
- 26) HP warrants that the standard software will substantially conform to published specifications.
- 27) Keyboard and mouse are covered for the first year only.
- 28) The Enhanced Parts Only service level means that HP will provide the Customer with remote resolution assistance, parts diagnosis, replacement part(s) in return for defective one(s), and remote part installation assistance. At its option, HP may, but is not obligated to, repair the product On Site.
- 29) Emergency delivery provides the immediate dispatch of an on-site customer engineer and repair parts. HP reserves the right to determine the conditions under which emergency delivery is required. Generally, the conditions requiring emergency delivery are when HP proactively notes the product has experienced a "hard down" or a "cache memory performance degradation". If these conditions are not the cause of the warranty call, then HP will respond normally on the next business day.
- 30) HP Express Exchange is premium support designed for customers who require maximum uptime. The Customer receives a permanent replacement product at their site within two days from date of order placement. Faster delivery is available if the Customer's order is placed at the beginning of the workday; contact your local Customer Care Center for more details.
- 31) Site preparation service included with installation.
- 32) Unit Exchange warranty provides Customer with a different unit in exchange for their original product. Upon receipt, HP will credit the Customer for the return of the original product.
- 33) Warranty for these LaserJet printers in the United States is 1 year **or** 600,000 printed pages maximum, whichever comes first.
- 34) Warranty is provided exclusively by the HP authorized Dealer.
- 35) HP will provide Customers with remote assistance (by phone and/or by e-mail) for installation and configuration. Usage and consulting related support of this Software are not covered under this warranty and may be obtained at additional expense.
- 36) Phone-In Assistance (PIA). Software telephone support provides access to HP's technical resources for the period specified in the Product documentation commencing on the date of delivery to the original end-user. Examples may include: advice on proper installation, setting up Software configuration parameters, Software features, solutions to known problems, and information on the interpretation of Product technical documentation. See Product documentation for more details on what is and what is not included.
- 37) Call-To-Repair (CTR). CTR means the maximum number of hours from the time the call is received in the HP Response Center to the time HP determines that the hardware is repaired. See Product documentation for more details.
- 38) Retrieve/Repair/Return (RRR). In addition to the provisions of paragraph 2n) above, if HP is unable to resolve a hardware problem remotely in the U.S, Canada and Western Europe, HP will retrieve the Product via a courier, provide parts and labor to repair the Product, and then return the Product to you.
- 39) Array Controller Software License Subscription (Rights to New Version) is provided if software is initially sold with the storage array controller hardware.

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SUMMARY OF THE LATEST REVISIONS

- Adding warranty code 9W

This information will be updated on demand. If you have any questions or comments related to this information, please contact:

Frances Kolich
HP Global Ops
Warranty Management
(408) 447-1373