

## LIMITED WARRANTY AND TECHNICAL SUPPORT

### Europe, Middle East, and Africa (EMEA)

This document includes Limited Warranty information for products purchased in Europe, Middle East, and Africa (EMEA). Refer to the section appropriate for the geographic location where you purchased your product.

#### Limited Warranty Periods

Hardware Covered	Duration of Warranty Period
Compaq computers with "1YR" or "2YR" marked on the serial number label located on the back of your unit.	1 year or 2 years, according to the serial number label
Included Compaq accessories and batteries	1 Year
Non-Compaq accessories	Not warranted by Compaq. Refer to manufacturer's warranty.

#### General Terms

THIS LIMITED WARRANTY APPLIES TO COMPAQ BRANDED HARDWARE PRODUCTS SOLD BY OR LEASED FROM HEWLETT-PACKARD COMPANY, ITS SUBSIDIARIES, AFFILIATES, AUTHORIZED RESELLERS, OR COUNTRY DISTRIBUTORS (COLLECTIVELY REFERRED TO IN THIS LIMITED WARRANTY AS "COMPAQ"). EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, COMPAQ MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. COMPAQ 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.

Compaq's Limited Warranty is valid in any country or locality where Compaq has a support presence for this product and where Compaq has marketed this product. The level of warranty service you receive may vary according to local standards. Compaq will not alter form, fit, or function of the product to make it

operate in a country for which it was never intended for legal or regulatory reasons.

Compaq warrants that the Compaq hardware product and all the internal components of the product that you have purchased or leased from Compaq 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 Compaq. 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 warranty service according to the terms and conditions of this document if a repair to your Compaq branded hardware is required within the Limited Warranty Period.

Free hardware technical support is available for the period specified on the serial number located on the back of your computer. Rechargeable Battery Packs are entitled to a separate 12-month warranty (parts only). They do not inherit the remaining service period of the product to which they are connected and any warranty services for the product do not apply.

This Limited Warranty extends only to the original purchaser or lessee of this Compaq branded product and is not transferable to anyone who obtains ownership of the Compaq branded product from the original purchaser or lessee.

During the Limited Warranty Period, Compaq will repair or replace the defective component parts or the hardware product. All component parts or hardware products removed under this Limited Warranty become the property of Compaq. The replacement part or product takes on either the Limited Warranty status of the removed part or product or the ninety (90) day limited warranty of the spare part. In the unlikely event that your Compaq product has a recurring failure, Compaq, at its discretion, may elect to provide you with a replacement unit of Compaq's choosing that is at least equivalent to your Compaq branded product in hardware performance. Compaq reserves the right to elect, at its sole discretion, 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.

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. COMPAQ IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. COMPAQ IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY COMPAQ WHEN THE PRODUCT IS MANUFACTURED.

Compaq does not warrant that the operation of this product will be uninterrupted or error-free. Compaq is not responsible for damage that occurs as a result of your failure to follow the instructions that came with the Compaq branded product.

This Limited Warranty does not apply to expendable parts. This Limited Warranty 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, or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product; (c) by the use of parts not manufactured or sold by Compaq; or (d) by modification or service by anyone other than (i) Compaq, (ii) a Compaq authorized service provider, or (iii) your own installation of end-user replaceable Compaq or Compaq approved parts if available for your product in the servicing country.

These terms and conditions constitute the complete and exclusive warranty agreement between you and Compaq regarding the Compaq branded product you have purchased or leased. These terms and conditions supersede any prior agreements or representations—including representations made in Compaq sales literature or advice given to you by Compaq or an agent or employee of Compaq—that may have been made in connection with your purchase or lease of the Compaq branded 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 Compaq.

## **Limitation of Liability**

IF YOUR COMPAQ BRANDED HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, YOUR SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. COMPAQ'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.

COMPAQ IS NOT 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. COMPAQ 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 COMPAQ OR AN AUTHORIZED REPRESENTATIVE OF COMPAQ 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 HAVE ADDITIONAL STATUTORY RIGHTS AGAINST THE SELLER BASED ON YOUR PURCHASE AGREEMENT. THOSE RIGHTS ARE NOT IN ANY WAY AFFECTED BY THIS HP LIMITED WARRANTY.

## **Options**

Compaq warrants that the Compaq option you have purchased from Compaq, or a Compaq authorized reseller is free from defects in material and workmanship under normal use for the period specified in the warranty document that ships with the option or, for the remaining warranty period of the Compaq hardware product in which the option is being installed, whichever period is the longer but not to exceed a total of three (3) years from the date of purchase of the Compaq option. The warranty period starts from the date of purchase from Compaq or a Compaq authorized reseller. Your dated sales or delivery receipt, showing the date of purchase of the product, is your warranty start date.

Non-Compaq hardware products are provided "AS IS." However, non-Compaq manufactures or suppliers do provide their own warranties to you. It is your responsibility to contact non-Compaq manufacturers or suppliers for their warranty support

## **Software**

COMPAQ DOES NOT WARRANT SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS OR THE OPERATING SYSTEM PREINSTALLED BY COMPAQ. Compaq's only obligations with respect to software distributed by Compaq under the Compaq brand name are set forth in the applicable end-user license or program license agreement. However, non-Compaq manufacturers, suppliers, or publishers may provide their own warranties directly to you. If the removable media on which Compaq 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 Compaq for replacement.

## **Software Technical Support**

Software Technical Support for your Compaq Software, Compaq pre-installed third-party software and third-party software purchased from Compaq is available from the Compaq via multiple contact methods including electronic media and telephone for ninety (90) days from date of purchase. See "Contacting Compaq" for online resources and telephone support.

Software Technical Support includes assistance the following, but not limited to:

- Answering you installation questions (how to, first steps, and prerequisites)
- Setting up and configuring the software (how-to and first steps).  
**Excludes** system optimization, customization and network configuration.
- Interpreting system error messages.
- Isolating system problems to software usage problems.
- Obtaining Compaq care pack information or updates.

Software technical support does NOT include assistance with:

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

## **Contacting Compaq**

If your product fails during the warranty period and the suggestions in the product documentation do not solve the problem, you can receive support by:

- Locating your nearest Compaq Support location at  
**[www.compaq.com/consumersupport](http://www.compaq.com/consumersupport)**.
- Contacting your authorized Compaq dealer or Authorized Service Provider.

Prepare the following information before you call Compaq:

- Product serial number, product id, and model number
- Applicable error messages
- Add-on options
- Operating system
- Third-party hardware or software
- Detailed questions

You will find below the name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country.

### **UNITED KINGDOM**

Hewlett-Packard Ltd  
Cain Road  
Bracknell  
GB-Berks RG12 1HN

### **EIRE**

Hewlett-Packard Ireland Ltd  
30 Herbert Street  
IRL-Dublin 2

## Types of Warranty Service

To enable Compaq to provide the best possible support and service in the Warranty period, Compaq strongly encourages customers to accept the use of, or to employ available support technologies provided by Compaq. This includes diagnostics, configuration assist tools, and notably, Compaq's remote support solutions ("Phone Home") where appropriate. If you choose not to deploy available remote support capabilities, additional costs may be incurred due to increased support resource requirements.

If the product is not normally sold by Compaq in the country of use, it must be returned for service to a country in which it is sold and supported

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**NOTE:** Notebook products have regional support and service in selected countries. Notebook PCs may be supported only in the country in which they are purchased and marketed. If you are outside the country of purchase, you must cover the cost of shipping your notebook to the appropriate authorized repair site.

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If you are uncertain about the support available for your product, please contact Customer Care. Refer to the *Worldwide Phone Numbers* booklet for more information.

Listed below are the types of warranty support service that may be applicable to the product you have purchased.

BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR PERSONAL INFORMATION. COMPAQ IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. COMPAQ IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY COMPAQ WHEN THE PRODUCT IS MANUFACTURED.

### Carry-in Warranty Service

Under the terms of carry-in service, you will be required to deliver your Compaq 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 and assume risk of loss during shipping.

## **Pick Up & Return Warranty Service**

In countries where it is available, your Compaq limited warranty may include a Pick Up and Return warranty service. Under the terms of pick up and return service, Compaq will pick up the defective unit from your location, repair it and return it to back to your location. Compaq will incur all repair, logistics and insurance costs in this process.

## **Customer Replaceable Parts**

In countries where it is available, Compaq ships approved replacement parts directly to you to fulfill your Compaq Hardware Product warranty. This will save considerable repair time. After you contact Compaq 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 Compaq Technical Support Center and a technician will assist you over the phone. In cases where the replacement part must be returned to Compaq, you must ship the defective part back to Compaq within a defined period of time, normally 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 Compaq billing you for the replacement.

## **Service Upgrades**

Compaq offers additional support and service coverage for your product. Some support and related products may not be available in all countries. For information on availability of service upgrades, refer to the Compaq Web site at [www.compaq.com/consumersupport](http://www.compaq.com/consumersupport).