



HP	Warranty	Faults upon receipt (DOA)	Timing of warranty validity and non-validity
<b>DesignJet</b>  DesignJet T120 / T520 / T790 T795 Z Series  DesignJet T730 / T930 / T830 T1300 / T1530 / T2530 MFP Designjet SD Pro Scanner	<b>1 year on site warranty</b>  <b>2 years on site warranty</b>	Hewlett Packard Central Customer Services Tel. 043 547 97 85  Return Merchandise Authorization (RMA) required	Hewlett Packard Central Customer Services Tel. 043 547 97 85
<b>DeskJet/OfficeJet</b>  all DeskJet's all OfficeJet's  excl. OfficeJet Pro X Series	<b>2 years Return to HP</b>	Within 30 days:  ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen  Complete purchase documentation and description of fault supplied in original packing.	Hewlett Packard Central Customer Services Tel. 043 547 97 85
<b>LaserJet Printer</b>  LaserJet P1102 LaserJet Pro M201 / M402 LaserJet P2035 / M501 / M506 LaserJet Enterprise M60x Serie  LaserJet Color Pro M252 /M452	<b>2 years Return to HP</b>	Within 30 days:  ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen  Complete purchase documentation and description of fault supplied in original packing.	Hewlett Packard Central Customer Services Tel. 043 547 97 85
<b>LaserJet Printer</b>  LaserJet Enterprise M712 / M651 / M806  LaserJet Color Enterprise M55x / CP4025 / CP5225 LaserJet Color Enterprise M750 / M855	<b>2 years on site warranty</b>	Hewlett Packard Central Customer Services Tel. 043 547 97 85 Return Merchandise Authorization (RMA) required	Hewlett Packard Central Customer Services Tel. 043 547 97 85
<b>Printserver</b>  JetDirect 620n, 640n, 695n, EW2500, EW2700, EW2800  JetDirect 300x	<b>2 years Return to HP</b>  <b>3 years Return to HP</b>	Within 30 days:  ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen  Complete purchase documentation and description of fault supplied in original packing.	Hewlett Packard Central Customer Services Tel. 043 547 97 85



### Timing of warranty validity and non- validity

HP	Warranty	Faults upon receipt (DOA)	Timing of warranty validity and non- validity
<b>Multifunction Devices</b> all OfficeJet all OfficeJet Pro all Photosmart eAIO all Envy all DeskJet LaserJet Pro M125 / M127 / M225 / M426 / M521 LaserJet Color Pro M176 / M177 / M277	<b>2 years</b> Return to HP	Within 30 days:  ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen  Complete purchase documentation and description of fault supplied in original packing.	Hewlett Packard Central Customer Services Tel. 043 547 97 85
<b>Multifunction Devices</b> OfficeJet Pro X Series OfficeJet Pro Enterprise Series LaserJet Enterprise M527 / M630 / M725 / M830 LaserJet Color Pro M377 / M477 / M570 LaserJet Color Enterprise M577 / M680 / M775 / M880	<b>2 years on site</b>	Hewlett Packard Central Customer Services Tel. 043 547 97 85  Return Merchandise Authorization (RMA) required	Hewlett Packard Central Customer Services Tel. 043 547 97 85
<b>Pagewide Devices</b> All HP PageWide / PageWide Pro		Hewlett Packard Central Customer Services Tel. 043 547 97 85  Return Merchandise Authorization (RMA) required	Hewlett Packard Central Customer Services Tel. 043 547 97 85
<b>Accessories</b>	<b>Warranty</b>	<b>Defective on receipt within guarantee period</b>	
Toner Ink Cartridges Paper Storage media Miscellaneous Accessories Fuser RDX Docking Stations Maintenance Kit	<b>Lifetime</b> <b>date «warranty end» on the product</b> <b>no warranty</b> <b>Limited Lifetime</b> <b>1 year</b> <b>90 days</b> <b>1 year</b> <b>90 days</b>	Criteria for return: <ul style="list-style-type: none"><li>- Goods must have been bought at ALSO Schweiz AG</li><li>- Valid Warranty Date of Ink Cartridges</li><li>- Copy of delivery note or invoice</li><li>- Description of fault</li></ul> ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen	



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<b>Scanner</b>		Within 30 days:	Hewlett Packard Central Customer Services Tel. 043 547 97 85
all ScanJets	<b>2 year Return to HP</b>	ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen	
		Complete purchase documentation and description of fault supplied in original packing.	
<b>Spare parts sales</b>		HP-Products Tel. 0848 84 74 64 Swissparts Fax 0848 84 74 65	



HP PSG		Faults upon receipt (DOA)	Timing of warranty validity
<b>Commercial</b>		Hewlett Packard Services Tel. 043 547 97 85	Warranty and Repair Capability Hewlett Packard Service-Center Tel. 0848 800 724
Business PCs	<b>1 year or 3 years on site</b>	For DOA within 30 days:	Spare parts sales
Workstation	<b>3 years on site</b>		Swissparts AG
Business TFT Monitors	<b>3 years on site</b>	ALSO Schweiz AG Service-Center Meierhofstrasse 3 CH-6032 Emmen	Tel. 0848 84 74 64
Business Notebooks (s/b/m-Serie)			Warranty Online-Check Tool
ProBook + Slate	<b>1 year pick up &amp; return</b>		<a href="http://www11.itrc.hp.com/service/ewarranty/warrantyInput.do?admit=109447626+1206548727854+28353475">http://www11.itrc.hp.com/service/ewarranty/warrantyInput.do?admit=109447626+1206548727854+28353475</a>
Elitebook (p/w-Serie)	<b>3 years pick up &amp; return</b>	Complete purchase documentation and description of fault supplied in original packing. Authorizationform for business units is required.	
PDA / iPAQ	<b>1 year pick up &amp; return</b>		
<b>HP PSG Consumer</b>	<b>2 year Product Base Warranty</b>	Hewlett Packard Central Customer Services Tel. 022 567 51 83	Warranty Online-Check Tool <a href="http://www11.itrc.hp.com/service/ewarranty/warrantyInput.do?admit=109447626+1206548727854+28353475">http://www11.itrc.hp.com/service/ewarranty/warrantyInput.do?admit=109447626+1206548727854+28353475</a>
Spectre, Chromebook, Slate, Compaq, Pavilion, ENVY		Complete purchase documentation and description of fault supplied in original packing.	
		Warranty Online-Check Tool <a href="http://www11.itrc.hp.com/service/ewarranty/warrantyInput.do?admit=109447626+1206548727854+28353475">http://www11.itrc.hp.com/service/ewarranty/warrantyInput.do?admit=109447626+1206548727854+28353475</a>	
<b>Calculators</b>		Tel. 044 439 53 58 <a href="http://www.hp.com/calculators">www.hp.com/calculators</a>	



## Hewlett Packard Enterprise

### Warranty

### Faults upon receipt (DOA), timing of warranty validity and non-validity

#### Server

DL140, DL145  
ML110, ML150

**1 year** on site NBD

ML310e, ML330, ML350e,  
DL320e, DL360e, DL380e

**1 year** on site NBD  
**2. & 3. years** parts exchange

DL120, DL 160, DL165, DL180

**3 years** parts exchange

Blade c-Class

DL320, DL360(p), DL380(p),  
DL580, DL365, DL385(p),  
DL560, DL585, ML350(p), ML370

**3 years** on site NBD

Micro Server

**1 year** parts exchange

HP Services

Tel. 0848 80 20 20

Or find a service partner in your area

#### Option

**1 year**

HP Services

Tel. 0848 80 20 20

Or find a service partner in your area

#### Rack & Power

Rack 10000 G2

**3 years** limited parts only  
**(3/0/0)**

HP Services

Tel. 0848 80 20 20

UPS

**3 years** parts exchange  
**1 years** labor  
**1 years** on site NBD

TFT7600 G2

**3 years** parts exchange

Server console Switches

**3 years** limited warranty

More detailed information are available under the following link: <http://h18004.www1.hp.com/products/servers/platforms/warranty/index.html?jumpid=products/warranty>



## Hewlett Packard Enterprise

### Warranty

### Faults upon receipt (DOA), timing of warranty validity and non-validity

#### Storage

HP Services  
Tel. 0848 80 20 20

RDX Drives  
Autoloader  
MSL2024, 4048, 8048, 8096  
P4000

**1 year** parts exchange

MSL8048  
MLS8096  
D2D  
B6000

**1 year** labor  
**1 year** parts exchange  
**1 year** on site NBD

D2000  
LTO Drive  
DAT Drive  
P2000

**3 years**  
**3 years**  
**3 years** parts exchange  
**3 years** parts exchange

P6000  
3PAR

**3 years** on site NBD

Storeeasy 1000  
StoreEasy 3830 Gateway  
StoreEasy 5000

**3 years** parts exchange  
**3 years** labor  
**3 years** on site NBD

StoreVirtual

**3 years**

StoreOnce

**1 year** parts exchange  
**1 year** labor  
**1 year** on site

More detailed information are available under the following link: <http://h18006.www1.hp.com/products/storageworks/warranty.html>

#### Network

[www.hp.com/networking/warranty](http://www.hp.com/networking/warranty)

HPN Switches

## Hewlett Packard Enterprise

### Warranty & Repair (HP/COMPAQ)

#### Defect on Arrival (DoA):

A DoA case is present, if new equipment can not be put into operation or when it is defective before the first use, be it due to a hardware error, a substantial case damage or because the Preload is not installable.

1. The end customer contacts HPCS support centers, Telephone number 0848 80 20 20

HPCS controls the product number, series number and tries to solve the problem over the telephone support. In case this succeeds, the call can be regarded as finished; otherwise, the following steps must be taken:

- ▶ Service proposal is offered to the customer in accordance with product claim (on-site repair or product exchange). If the end customer agrees with the proposal of the HPCS, the dealer (HP sales/service partner)
- ▶ If the customer insists on a new product and the product has on-site exchange warranty or if it is a notebook (without Pavilion), then HP support center sends to the customer a written authorization-number for the return after the carried out checking of the purchase/delivery confirmation (within 30 days). The customer can contact now his/her dealer and return the product together with the HP form for authorization within ten working days.
- ▶ The authorization is mandatory for products with on-site and exchange warranty including notebooks (without Pavilion). It is not mandatory for other products.

2. The end customer contacts the authorized service partners (ASP).

The ASP tries to solve the problem on the telephone; if this is not successful, service-proposal is made in accordance with product claim (on-site repair or product exchange). If the end customer agrees with the proposal, the case can be closed.

If the repair is not successful or the customer insists on an exchange (new) product, then the ASP controls the purchase/ delivery confirmation (within 30 days) and confirms the defect of the product before handing out exchange equipment. If the product has on-site or exchange warranty or if it is a notebook, ASP contacts the HP support center on telephone number 0848 80 20 20 for return authorization. Together with the form for authorization the ASP will send back the product to the HP-Distributor. The return process for other products remains unchanged.

3. The end customer contacts the dealer he/she bought the product from.

The dealer should refer the customer for the solution of the defect to the HP support center (see contact proposal 1, which is preferred). If the customer does not agree with the proposal and if he/she insists on an exchange (new) product, the dealer controls the purchase/delivery confirmation (within 30 days) and confirms the defect of the product before he/she hands out an exchange (new) product to the customer. If the product has on-site/ exchange warranty or if it is a notebook (without Pavilion), the dealer must contact the HP support center for a return authorization. Support center telephone number is 0848 80 20 20. Only with a valid HPCS form for authorization the dealer can send the product back to a HP-Distributor, from where it is sent back to HP. The return process for other products remains unchanged.