



## 2015 WARRANTY AND REPAIRS

Summary of Manufacturers warranty and repairs procedures

**ALSO**



### Warranty

### Faults upon receipt

### Timing of warranty validity and non-validity

#### DesignJet

all DesignJet's  
**excl.** T1300 / T1500 /  
T2500 MFP

**1 year on site warranty**

Hewlett Packard  
Central Customer Services  
Tel. 0848 80 20 20

Hewlett Packard  
Central Customer Services  
Tel. 0848 80 20 20

DesignJet T1300 / T1500 /  
T2500 MFP

**2 years on site warranty**

#### DeskJet/OfficeJet

all DeskJet's  
all OfficeJet's  
  
**excl.** OfficeJet Pro X Series

**1 year 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. 022 567 51 83



### Warranty

### Faults upon receipt

### Timing of warranty validity

#### LaserJet Printer

LaserJet P1102  
LaserJet Pro M201 / M401  
LaserJet P2035 / P3015  
LaserJet Enterprise M60x Serie

**1 year 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. 0848 80 20 20

LaserJet Color Pro M252 /M451

#### LaserJet Printer

LaserJet Enterprise M712 / M651 /  
M806

**1 year on site warranty**

Hewlett Packard  
Central Customer Services  
Tel. 0848 80 20 20

Hewlett Packard  
Central Customer Services  
Tel. 0848 80 20 20

LaserJet Color Enterprise M55x /  
CP4025 / CP5225  
LaserJet Color Enterprise M750 / M855



### Warranty

### Faults upon receipt

### Timing of warranty validity and non-validity

#### Multifunction Devices

all OfficeJet  
all OfficeJet Pro  
all Photosmart eAIO  
all DeskJet  
LaserJet Pro M125 / M127 / M225 /  
M425 / M521

**1 year** Return to HP

LaserJet Color Pro M176 / M177 / M277

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. 0848 80 20 20

#### Multifunction Devices

OfficeJet Pro X Series  
OfficeJet Pro Enterprise Series

**1 year on site**

LaserJet Enterprise M525 / M630 /  
M725 / M830

LaserJet Color Pro M476 / M570

LaserJet Color Enterprise M575 /  
M680 / M775 / M880

Hewlett Packard  
Central Customer Services  
Tel. 0848 80 20 20

Hewlett Packard  
Central Customer Services  
Tel. 0848 80 20 20



### Warranty

### Faults upon receipt

### Timing of warranty validity

#### Printserver

JetDirect 620n, 640n,  
695n, EW2500, EW2700,  
EW2800

**1 year** Return to HP

JetDirect 300x

**3 years** 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. 0848 80 20 20



## Warranty

## Faults upon receipt

## Timing of warranty validity

### Scanner

all ScanJets

**1 year 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. 0848 80 20 20

### Spare parts sales

HP-Products Tel. 0848 84 74 64  
Swissparts Fax 0848 84 74 65



## Warranty

## Faults upon receipt

## Timing of warranty validity

### HP PSG Commercial

Business PCs	<b>1 year or 3 years on site</b>
Workstation	<b>3 years on site</b>
Business TFT Monitors	<b>3 years on site</b>
Business Notebooks (s/b/m-Serie)	
ProBook + Slate	<b>1 year pick up &amp; return</b>
Elitebook (p/w-Serie)	<b>3 years pick up &amp; return</b>
PDA / iPAQ	<b>1 year pick up &amp; return</b>

Hewlett Packard Services  
Tel. 0848 80 20 20

For DOA within 30 days:

ALSO Schweiz AG  
Service-Center  
Meierhofstrasse 3  
CH-6032 Emmen

Complete purchase documentation and description of fault supplied in original packing. Authorizationform for business units is required.

Warranty and Repair Capability  
Hewlett Packard Service-Center  
Tel. 0848 80 20 20

Spare parts sales  
Swissparts AG  
Tel. 0848 84 74 64

Warranty Online-Check Tool  
<http://www11.itrc.hp.com/service/ewarranty/warrantyInput.do?mit=109447626+1206548727854+28353475>

### HP PSG Consumer

Compaq, Pavilion, ENVY,  
Spectre, Chromebook, Slate

**2 year Product Base Warranty**

Hewlett Packard  
Central Customer Services  
Tel. 022 567 51 83

For DOA within 30 days:

ALSO Schweiz AG  
Service-Center  
Meierhofstrasse 3  
CH-6032 Emmen

Complete purchase documentation and description of fault supplied in original packing.

Warranty Online-Check Tool  
<http://www11.itrc.hp.com/service/ewarranty/warrantyInput.do?mit=109447626+1206548727854+28353475>

### Calculators

Tel. 044 439 53 58  
[www.hp.com/calculators](http://www.hp.com/calculators)

Tel. 044 439 53 58  
[www.hp.com/calculators](http://www.hp.com/calculators)



## Warranty

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

### Server

DL140, DL145	<b>1 year on site NBD</b>
ML110, ML150	
ML310e, ML330, ML350e,	<b>1 year on site NBD</b>
DL320e, DL360e, DL380e	<b>2. &amp; 3. year parts exchange</b>
DL120, DL 160, DL165, DL180	<b>3 years parts exchange</b>
Blade c-Class	<b>3 years on site NBD</b>
DL320, DL360(p), DL380(p),	
DL580, DL365, DL385(p),	
DL560, DL585, ML350(p), ML370	
Micro Server	<b>1 year parts exchange</b>

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	<b>3 years limited parts only (3/0/0)</b>
UPS	<b>3 years parts exchange 1 years labor 1 years on site NBD</b>
TFT7600 G2	<b>3 years parts exchange</b>
Server console Switches	<b>3 years limited warranty</b>

HP Services  
Tel. 0848 80 20 20

More detailed information are available under the following link:

<http://h18004.www1.hp.com/products/servers/platforms/warranty/index.html?jumpid=products/warranty>



## Warranty

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

### Storage

HP Services  
Tel. 0848 80 20 20

RDX Drives Autoloader MSL2024, 4048, 8048, 8096 P4000	<b>1 year parts exchange</b>
MSL8048	<b>1 year parts exchange</b>
MLS8096	<b>1 year labor</b>
D2D B6000	<b>1 year on site NBD</b>
DAT Drive	<b>3 years</b>
LTO Drive	<b>3 years</b>
D2000	<b>3 years parts exchange</b>
P2000	<b>3 years parts exchange</b>
P6000 3PAR	<b>3 years on site NBD</b>
Storeeasy 1000	<b>3 years parts exchange</b>
StoreEasy 3830 Gateway	<b>3 years labor</b>
StoreEasy 5000	<b>3 years on site NBD</b>
StoreVirtual	<b>3 years</b>
StoreOnce	<b>1 year parts exchange</b> <b>1 year labor</b> <b>1 year on site</b>

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



### Network

HPN Switches

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