

Warranty information for Sweden, Finland, Holland, Belgium, Spain, Eastern Europe, Yugoslavia and Mediterranean countries.

The Hardware is warranted against defects in materials and workmanship. The software and firmware designated by HP for use with a CPU is warranted to execute its programming instructions when properly installed on that CPU and it is not warranted that the operation of the CPU or software or firmware will be uninterrupted or error free. Consumables are not warranted.

The warranty period is 90 days from date of original purchase and during this period HP shall repair or replace at its option, products which prove to be defective, provided the product is returned, shipping prepaid to an identified HP-85 repair facility.

The warranty shall not apply to defects resulting from user supplied software or interfacing; unauthorised modification, service or misuse; accident, operation outside the environmental specifications for the product.

The warranty is transferable always provided that the period shall not exceed 90 days from date of original purchase and on proof of date of purchase.

HP is not obliged to modify or update products once sold.

No other warranty is expressed or implied. HP specifically disclaims the implied warranties of merchantability and fitness for a particular purpose. HP shall not be liable for any direct or indirect damages, however based. Repair or replacement is user's exclusive remedy.

HP-85 Service centres:

SWEDEN

Hewlett-Packard Sverige AB
Enighetsvägen 3, Fack — S-16120 Bromma — Tel.: (08) 730 05 50

FINLAND

Hewlett-Packard OY — Nahkahousuntie 5
P.O. Box 6 — SF-00211 Helsinki 21 — Tel.: (90) 692 30 31

BELGIUM

Hewlett Packard Belgium S.A./N.V. — Boulevard de la Woluwe, 100
Woluwelaan, B-1200 Brussels — Tel.: 02-762 32 00 (30L)

NETHERLANDS

Hewlett-Packard Benelux N.V. — Van Heuven Goedhartlaan 121
P.O. Box 667 — NL-1180 AR Amstelveen — Tel.: (020) 47 20 21

SPAIN

Hewlett-Packard Española S.A.
Calle Jerez 3 — E-Madrid 16 — Tel.: (1).458 26 00 (10 lines)

For Eastern European Countries and Yugoslavia, contact the following address for further details:

Hewlett-Packard Ges.m.b.H.
Wehlstrasse 29 — A-1205 Vienna — Tel.: 351621-0

For Mediterranean countries, contact the following address, but do not send your instrument for repair to this address:

Hewlett-Packard S.A. — Mediterranean & Middle East Operations
35, Kolókovátroni Street — Platia Kefallariou — GR-Kifissia
Athens, Greece — Tel.: 80 80 337, 80 80 359, 80 80 429, 80 81 741/4



HP-85, Interfaces and peripherals service information

Type of service available

Standard Bench Service

Standard bench service for the HP-85A, I/O's and peripherals are provided for under your warranty. It calls for the return of the unit(s), shipping prepaid, to one of the Hewlett-Packard field repair centers listed below where the repair is done on a fixed charge basis if the unit is out of warranty, or free of charge if unit is in warranty.

Bench Maintenance Agreement

As an option, you may purchase a bench maintenance agreement. For further details, contact your sales representative or authorized dealer from whom you purchased your product(s).

On-site Service

Service maintenance agreements, providing on-site service for your HP-85A, I/O's and peripherals can be purchased directly from Hewlett-Packard. Response is next day to service requests within 100 miles of a Hewlett-Packard service responsible office. In addition, per-call on-site service is available at a standard repair price plus the appropriate travel zone charge. For further information regarding on-site service, contact your sales representative or authorized dealer.

Repair policy at field repair centers

Turn-around time

For bench service at Hewlett-Packard field repair centers, products will normally be repaired and reshipped within three (3) working days of receipt of the unit at that center. Plan additional time for in-transit. This is an average time and may vary depending on workload.

HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

Shipping Charges

Whether the unit is under warranty or not, it is your responsibility to pay shipping charges for delivery to the repair center. If the unit is under warranty Hewlett-Packard will pay the shipping charges for delivery back to the customer.

Servicing Guidelines

If, after following maintenance procedures outlined in the User's Manual, you determine that repair is required, you can help assure efficient servicing by following these guidelines:

1. Please indicate configuration of the HP-85 as it was at the time of the malfunction, i.e., plug-in module, tape cartridges or peripherals in use at the time or include them with the unit if they are required to duplicate the failure mode.
2. Write a brief description of the malfunction symptoms for service personnel.
3. Save printouts or any other materials that illustrate the problem area.
4. Provide a sales invoice or other documentary proof of purchase date to establish warranty period.

General shipping instructions

Should you ever need to ship a unit yourself, be sure it is packed in a protective package. We recommend that you save the original shipping container for this purpose. In-transit damage is not covered by the warranty. Hewlett-Packard also suggests that the customer always insure shipments.

Warranty information for purchases in United Kingdom

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HP's liability under this clause shall be in lieu of any warranty or condition implied by law as to the quality or fitness for any particular purpose of the products, and save as is provided herein HP shall not be under any liability, whether in contract, tort or otherwise in respect of defects in products delivered or for any injury (other than personal injury caused by negligence as defined in Section 1 of the Unfair Contract Terms Act, 1977) damage or loss resulting from such defects or from any work done in connection therewith.

HP-85 Service centre in the U.K.:

Hewlett-Packard Limited
Tradax House
St. Mary's Walk
Maidenhead
Berkshire SL6 1ST
Tel. Maidenhead (0628) 39151

Limitation of liability for purchases in Denmark Liability for purchases in Norway

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HP-85 Service centre in Denmark:

Hewlett-Packard A/S
Datavej 52 — DK-3460 Birkerød — Tel.: (02) 81 66 40

HP-85 Service centre in Norway:

Hewlett-Packard Norge A/S
P.O. Box 34 — Osterndalen 18 — 1345 Osteraas — Tel.: (02) 171180