



HEWLETT
PACKARD

PC Instruments

Support Guide

What's in this Guide

This Support Guide describes the support products and services available for HP PC Instruments products. We suggest you review this guide to insure that you will get the most from your investment.

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PC Instruments News

The PC Instruments News is a quarterly newsletter that brings you application information, operational tips, information on software and hardware updates, plus answers to the most asked questions. The newsletter will enhance your productivity by keeping you current with changes and future expansion capabilities of PC Instruments.

You can receive a free subscription to the PC Instruments News by simply returning the registration card shipped with the System Owner's Guide.

Hewlett-Packard/ONLINE

Hewlett Packard/ONLINE is an extensive array of support services from HP that you can access for a fee using your personal computer and a telephone. Through CompuServe's Executive Information Service, you have access to an online library of valuable information that is updated on a regular basis.

Information on PC Instruments will be maintained in a separate section of the Hewlett-Packard Series 100 Forum (HP Forum) under subtopic 7 titled "PC Instruments".

The HP Forum augments the existing HP marketing and support services, keeping you in touch with the information you need. To receive more information, check the ONLINE box on the registration card for PC Instruments News.

Local Support

You may occasionally have questions which are not answered in the Owner's Guides or other sources of application support. If this occurs, the best source for assistance will generally be the organization through which you made your purchase. If you placed your order directly with Hewlett-Packard, contact your local HP sales office for assistance.

If your system was purchased from a dealer, they have worked with you to define your applications and configure your system; perhaps selecting software or peripherals not supplied or supported by HP. Here, your dealer is the best source of assistance—knowing you, your needs, and your configuration. Of course, your dealer is backed-up by special support resources within HP.

Consulting

For many systems and applications, HP will develop application software for you. If your application requires technical assistance beyond the scope of a phone call, consulting services provide the most rapid and cost-effective way of getting your system into productive use.

Application Engineers from HP will work with you to design and specify the software which best fits your needs. They will then develop the software and implement the package on your system. The project will be subdivided into incremental tasks which allow clear checkpoints throughout the delivery of the service.

Contact your local HP office for information on the full range of consulting services.

Software Support

Software Updates

Notification of software updates will be made in the PC Instruments News and the Hewlett-Packard/ONLINE section of CompuServe. By returning the registration card shipped with the System Owner's Guide, you will receive the free quarterly newsletter, PC Instruments News, and an information packet on how to register with CompuServe.

License Agreement

HP PC Instruments software products are copyrighted and licensed by HP. The right to use this HP software product is sold only on the condition that you agree to the License Agreement below. If you do not agree to the terms of the license, you may return the unopened package for a full refund. *However, opening the media envelope indicates your acceptance of these terms and conditions.*

License Agreement. In return for the payment of the one-time fee for this software product, Customer receives from Hewlett Packard (HP) a license to use the product subject to the following terms and conditions.

1. The product may be used without time limit on one personal computer or workstation.
2. A separate license agreement and fee is required for each personal computer or workstation on which the product is used.
3. The software product may not be duplicated or copied except for archive purposes, program error verification, or to replace defective media, and all copies made must bear the copyright notices contained in the original.
4. This license and the software product may be transferred to a third party, with prior written consent from HP, provided the third party agrees to all the terms of this License Agreement and Customer does not retain any copies.

5. Purchase of this license does not transfer any right, title, or interest in the software product to Customer except as specifically set forth in this License Agreement. Customer is on notice that the software product is protected under the copyright laws. This software product may have been developed by an independent third party software supplier named in this package, which holds copyright or other proprietary rights to the software product. Customer may be held responsible by this supplier for any infringement of such rights by Customer.
6. HP reserves the right to terminate this license upon breach. In the event of termination, Customer will either return all copies of the product to HP or, with HP's prior consent, provide HP with a certificate of destruction of all copies.
7. In the event Customer modifies the software product or includes it in any other software program, upon termination of this license Customer agrees either to remove the software product or any portion thereof from the modified program and return it to HP or to provide HP with a certificate of destruction thereof.

Software Warranty

Software: HP warrants for a period of NINETY (90) DAYS from the date of purchase that the software product will execute its programming instructions when properly installed on the personal computer or workstation indicated on this package. HP does not warrant that the operation of the software will be uninterrupted or error free. In the event that this software product fails to execute its programming instructions during the warranty period, Customer's remedy shall be to return the diskette(s) or tape cartridges(s) ("media") to HP for replacement. Should HP be unable to replace the media within a reasonable amount of time, Customer's alternate remedy shall be a refund of the purchase price upon return of the product and all copies.

Media: HP warrants the media upon which this product is recorded to be free from defects in materials and

workmanship under normal use for a period of NINETY (90) DAYS from the date of purchase. In the event any media prove to be defective during the warranty period, Customer's remedy shall be to return the media to HP for replacement. Should HP be unable to replace the media within a reasonable amount of time, Customer's alternate remedy shall be a refund of the purchase price upon return of the product and all copies.

Notice of Warranty Claims: Customer must notify HP in writing of any warranty claim no later than THIRTY (30) days after the expiration of the warranty period.

Limitation of Warranty: HP makes no other express warranty, whether written or oral with respect to these products. Any implied warranty of merchantability or fitness is limited to the duration of these written warranties. Some states or provinces do not allow limitations or exclusion may not apply to you*.

These warranties give specific legal rights, and you may also have other rights which vary from state to state, or province to province.

Exclusive Remedies: The remedies provided above are Customer's sole and exclusive remedies. In no event shall HP be liable for any direct, indirect, special, incidental, or consequential damages (including lost profit) whether based on warranty, contract, tort, or any other legal theory. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Warranty Service: Software warranty service is available from the organization which helped you with your purchase. Contact this organization for specific details on the software exchange.

***UK only.** If you are "consumer" as defined by statutes, parts of this statement may not apply to you.

Hardware Support

Operation Verification Software

In order to assist you in identifying a defective PC Instruments module, we have developed operational verification software for each instrument. This software, located on the PC Instruments System Utilities and Verification Master disc, will enable you to verify an instrument's functional operation as well as its calibration status. The procedures to run this software are located in Appendix B of the System Owner's Guide and each instrument Owner's Guide.

This software is easy to run and will provide you with a high level of confidence that your instrument is operating properly. If you suspect that an instrument is not operating properly, you should run this software to isolate the problem to the hardware, the software, or the application.

Module Exchange Program

When a PC Instruments module or system interface card is found to be defective, via the operational verification software, you simply fill out the Service Request card and send it along with the defective unit to the nearest designated HP Instrument Service Center listed in this support guide. Upon receipt of your unit, HP will first, verify its operation. Then if it is found to be defective, HP will exchange the board assembly with a fully tested new or restored board. In most cases, the unit will be shipped back to you the same day. If the defective unit is a module, you will receive the same serial numbered case that you sent to HP.

If you find that you are in a down-time critical situation and require a faster response for an exchange to occur, you may send the module to the designated HP Instrument Service Center via an express shipping service. HP will return it the same way or as per your instructions. However, it is HP's policy to pay shipping charges for the return of a customer's product only under warranty and

only via surface freight. Therefore, if you require this faster response, you will have to pay the full shipping charges to and from HP. It is also HP's policy for the Buyer to pay all shipping charges, duties, and taxes for products returned to HP from another country.

Service Request Card

It is **very** important that you fill out the Service Request card found in the rear of the Owner's Guide for each instrument or on the back cover of this Support Guide whenever you send in a defective module or system interface card for exchange. It is our only way of knowing who sent the unit in, where to return it, and what is wrong with it.

Both sides of the Service Request card should be filled out with the proper information for a warranty or out-of-warranty condition. In all cases, please include the end user's name and phone number so that we can contact that person if an operational error, misuse, or shipping error should occur.

Be sure to enclose this card with the defective unit when shipping it to the designated HP Instrument Service Center.

Certification

Hewlett-Packard certifies that this product met its published specifications at the time of shipment from the factory. Hewlett-Packard further certifies that its calibration measurements are traceable to the United States National Bureau of Standards, to the extent allowed by the Bureau's calibration facility, and to the calibration facilities of other International Standards Organization members.

Hardware Calibration

Certain instruments require calibration every six months for peak operation. You may perform this calibration yourself using the information in Appendix B of the instrument manual in conjunction with the System Utilities and Verification/Calibration software. You will also require additional external instrumentation to fully calibrate these instruments. See Appendix B of the instrument manual for details.



You may choose to have HP calibrate your instruments by sending them to a designated HP Instrument Service Center listed in the directory section of this support guide. There will be a full service charge for all instruments sent in for calibration.

Hardware Warranty

This Hewlett-Packard instrument product is warranted against defects in material and workmanship for a period of ONE (1) year from date of shipment. During the warranty period, Hewlett-Packard will, at its option, either repair or replace products which prove to be defective.

Support Services

Support services are available through the Instrument Service Centers to help you develop a cost-effective maintenance and calibration program for PC Instruments. Please contact the Instrument Service Center near you for complete details on service contracts and calibration agreements.

Directory

There are more than 240 HP Sales and Service Offices worldwide. To locate the sales office nearest you, check your telephone directory or contact one of the headquarters offices listed below. To locate the service center in your area for PC Instruments, consult the Instrument Service Centers section of this Directory.

Headquarter Offices

HEADQUARTERS OFFICES

If there is no office listed for your area contact one of these headquarters offices.

AFRICA AND MIDDLE EAST

Hewlett-Packard S.A.
Mediterranean and Middle East
Operations Atrina Centre
32 Kifissias Ave.
Paradissos-Amarousion,
ATHENS Greece
Tel: 682 88 11
Telex: 21-6588
HPAT GR
Cable: HEWPACKSA Athens

NORTH/CENTRAL AFRICA

Hewlett-Packard S.A.
7, Rue du Bois-du-Lan
CH-1217 **MEYRIN 2**,
Switzerland
Tel: (022) 83 12 12
Telex: 27835 hpse
Cable: HEWPACKSA
Geneve

ASIA

Hewlett-Packard Asia Ltd.
47/F, 26 Harbour Rd. Wanchai,
HONG KONG
G.P.O. Box 863, Hong Kong
Tel: 5-8330833
Telex: 767793
HPA HX
Cable: HPASIAL TD

CANADA

Hewlett-Packard (Canada) Ltd.
6877 Goreway Drive **MISSISSAUGA**,
Ontario L4V 1M8
Tel: (416) 678-9430
Telex: 610-492-4246

EASTERN EUROPE

Hewlett-Packard Ges.m.b.h.
Liebgasse 1 P.O. Box 72
A-1222 **VIENNA**, Austria
Tel: (222) 2365110
Telex: 1 3 4425
HEPA A

HP Computer Museum
www.hpmuseum.net

For research and education purposes only.

NORTHERN EUROPE

Hewlett-Packard S.A.
Uilenstede 475 P.O. Box 999
NL-1180 AZ AMSTELVEEN
The Netherlands
Tel: 20 437771

SOUTH EAST EUROPE

Hewlett-Packard S.A.
World Trade Center 110 Avenue
Louis Carol 1215 Cointrin,
GENEVA, Switzerland
Tel: (022) 98 96 5 1
Telex: 27225 hpse.

EASTERN USA

Hewlett-Packard Co.
4 Choke Cherry Road
ROCKVILLE, MD 20850
Tel: (301) 258-2000

MIDWESTERN USA

Hewlett-Packard Company
5201 Tollview Drive
ROLLING MEADOWS, IL 60008
Tel: (312) 255-9800

SOUTHERN USA

Hewlett-Packard Company
2000 South Park Place
P.O. Box 105005
ATLANTA, GA 30348
Tel: (404) 955-1500

WESTERN USA

Hewlett-Packard Company
3939 Lankershim Blvd.
P.O. Box 3919
LOS ANGELES, CA 91604
Tel: (213) 506-3700

**OTHER INTERNATIONAL
AREAS**

Hewlett-Packard Company
Intercontinental Headquarters
3495 Deer Creek Road
PALO ALTO, CA 94304
Tel: (415) 857-1501
Telex: 034-8300
Cable: HEWPACK

Instrument Service Centers

International

ARGENTINA

BUENOS AIRES

Hewlett-Packard Argentina S.A.
Montaneses 2140/50
1428 Buenos Aires
Argentina

Phone: 54 1 781-6077
54 1 781-6078
54 1 781-6079
54 1 783-4886
54 1 783-4836
54 1 783-4705
54 1 783-4729
54 1 783-4775

AUSTRALIA

Victoria

MELBOURNE

Hewlett-Packard Australia Ltd.
31-41 Joseph Street
Blackburn, Victoria 3130
Phone: 61 3 895-2895

AUSTRIA

VIENNA

Hewlett-Packard Ges.m.b.h.
Lieblgasse 1
Posifach 72
Vienna, A-1222
Phone: (0222) 23 65 11-0

BELGIUM

BRUSSELS

Hewlett-Packard Belgium SA/NV
Boulevard de la Woluwe 100
Woluwedal 100
Brussels, B-1200
Phone: 32/2/762-3200

BRAZIL

SAO PAULO

Hewlett-Packard Brazil I.e.C.
06400 Barbuerei Sao Paulo
P.B. 87 and 89, Brazil
Phone: 55 114 211311

CANADA

Alberta

EDMONTON

Hewlett-Packard (Canada) Ltd.
11120 178th Street
Edmonton, Alberta T5S 1P2
Phone: (403) 486-6666

Ontario

TORONTO WEST

Hewlett-Packard (Canada) Ltd.
6877 Goreway Drive
Mississauga, Ontario L4V 1M8
Phone: (416) 678-9430

Quebec

KIRKLAND

Hewlett-Packard (Canada) Ltd.
17500 South Service Road
Transcanada Highway
Kirkland, Quebec H9J 2X8
Phone: (514) 697-432

DENMARK

COPENHAGEN

Hewlett-Packard A/S
Datavej 52
Birkerød, DK-3460
Phone: 2 /81-66-40

FINLAND

HELSINKI

Hewlett-Packard Oy
Revontulentie 7
Espoo, SF-02100
Phone: 358/90/4550211

FRANCE

ORSAY

Hewlett-Packard France
Z. Industrielle de Courtaboeuf
Les Ulis Avenue De Tropiques
F-91947 Les Ulis Cedex
Phone: 33 6 907-78-25

GERMANY

BOEBLINGEN

Hewlett-Packard GmbH
Geschäftsstelle
Herrenberger Strasse 110
Boeblingen, D-7030
Phone: 49/7031/140

FRANKFURT

Hewlett-Packard GmbH
Vertriebszentrale
Bernner Strasse 117
D-6000 Frankfurt
Phone: 49/6172 1090

ITALY

MILANO

Hewlett-Packard Italiana S.p.A
Via G. Di Vittorio 9
I-20063 Cernusco Sul Naviglio
Phone: 39/2/92 36 91

ROMA

Hewlett-Packard Italiana S.p.A.
Viale Casere Pavese, 340
I-00144 Roma
Phone: 39/6/54831

JAPAN

Kanagawa

SAGAMIHARA

Yokogawa-Hewlett-Packard Ltd.
27-15 Yabe 1 Chome
Sagamihara, Kanagawa 229
Phone: 81 427 59-1311

MEXICO

MEXICO CITY

Hewlett-Packard Mexicana SACV
ADPO POSTAL 121-23
Tepepan, Xochimilco
Mexico City, DF16020
Phone: 905/676-4600

NETHERLANDS

AMSTELVEEN

Hewlett-Packard Nederland B.V.
Van Heuven Goedhartlaan 121
Amstelveen, NL-1181KK
Phone: 31/20/472021

NORWAY

OSLO

Hewlett-Packard Norge A/S
Oesterndalen 18
Oesteraas, N-1345
Phone: 47/2/17 11 80

SINGAPORE

SINGAPORE

Hewlett-Packard Singapore Ltd.
#08-00, Inchcape House
450-452 Alexandra Road
Singapore, 0511
Phone: 65 473/788

SPAIN

MADRID

Hewlett-Packard Espanola S.A.
Carretera De La Corvna K.M. 16,400
Las Rozas (Madrid)
Phone: 34/1/637-0011

SWEDEN

STOCKHOLM

Hewlett-Packard Sverige AB
Skalholtsgatan 9, Kista
Box 19 Spanga, S-16393
Phone: 46/8/750 2000

SWITZERLAND

GENEVA

Hewlett-Packard (Schweiz) AG
P.O. Box 150
Route Du Nant D'Avril
CH-1217 Meyrin 2
Phone: 41 22 838 111

UNITED KINGDOM

WINNERSH

Hewlett-Packard Ltd.
Eskdale Road
Winnersh
Wokingham
Berkshire, RG11 5DZ
Phone: 44/734/696622

VENEZUELA

CARACAS

Hewlett-Packard Venezuela C.A.
APARTADO POSTAL 50933
Caracas
Phone: 58 2 239 4133

United States

California

LOS ANGELES

Hewlett-Packard Company
1421 South Manhattan Avenue
Fullerton, California 92631
Phone: (714) 758-5490

MOUNTAIN VIEW

Hewlett-Packard Company
690 East Middlefield Road
Mountain View, California 94042
Phone: (415) 969-0880

Colorado

DENVER

Hewlett-Packard Company
24 Inverness Place, East
Englewood, Colorado 80112
Phone: (303) 649-5000

Georgia

ATLANTA

Hewlett-Packard Company
2000 South Park Place
Atlanta, Georgia 30339
Phone: (404) 955-1500

Illinois

CHICAGO WEST

Hewlett-Packard Company
5201 Tollview Drive
Rolling Meadows, Illinois 60008
Phone: (312) 255-9800

New Jersey

PARAMUS

Hewlett-Packard Company
W120 Century Road
Paramus, New Jersey 07652
Phone: (201) 265-5000

Texas

DALLAS

Hewlett-Packard Company
930 East Campbell Road
Richardson, Texas 75801
Phone: (214) 231-6101

