

# IMPORTANT INFORMATION ON YOUR HEWLETT-PACKARD PLOTTER, PLOTTER/PRINTER, OR GRAPHICS INPUT PERIPHERAL

We are very pleased that you selected a Hewlett-Packard graphics peripheral to help solve your business or technical problems. This booklet contains important information on installation, warranty, and HP service plans. PLEASE RETAIN FOR YOUR RECORDS.

## **Installation**

HP graphics peripherals are easy to install with complete installation instructions included in the User's Manuals shipped with the product. HP installation services may be purchased from HP Sales and Support offices. A SALES & SUPPORT OFFICES directory was shipped with your new graphics product. See CP computer primary and CS computer secondary responsible offices.

Installation may also be included if your HP computer system is already covered by an HP System Support Agreement. In order to receive installation,

the service agreement must be expanded to include your new graphics device. Peripherals must be included in your system's configuration guide to be eligible for installation services.

## **Limited 90-day Warranty**

Hewlett-Packard warrants its hardware computer products against defects in material and workmanship for a period of ninety (90) days. During the warranty period, HP will, at its option, either repair or replace products which prove to be defective.

See the WARRANTY SERVICES TABLE to determine the warranty support services that are available with your new graphics plotter, plotter/printer, or graphics input peripheral.

For warranty terms in countries outside the USA and Canada, contact your authorized HP dealer or your local Hewlett-Packard Sales and Support facility.



# STATEMENT OF WARRANTY<sup>1</sup>



HP software and firmware products which are designated by HP for use with a hardware product, when properly installed on that hardware product, are warranted not to fail to execute their programming instructions due to defects in materials and workmanship. If HP receives notice of such defects during the warranty period, HP shall repair or replace software media and firmware which do not execute their programming instructions due to such defects. HP does not warrant that the operation of the software, firmware or hardware shall be uninterrupted or error free.

If HP is unable, within a reasonable time, to repair or replace any product to a condition as warranted, Buyer shall be entitled to a refund of the purchase price upon return of the product to HP.

On-site warranty services, if applicable, are provided at the initial installation point. Installation and on-site warranty services are available only in HP service travel areas, and only in the country of initial purchase unless Buyer pays HP international prices.

For installation and warranty services outside HP's service travel area, these services will be provided at Buyer's facility only upon HP's prior agreement, and Buyer shall pay HP's round trip travel expenses and applicable additional expenses for such services.

If you sell your new HP peripheral or otherwise transfer its ownership, the warranty is automatically transferred to the new owner and remains in effect for the original period.

The foregoing warranty shall not apply to defects resulting from improper or inadequate maintenance by Buyer, Buyer-supplied software or interfacing, unauthorized modification or misuse, operation outside the environmental specifications for the product, or improper site preparation or maintenance.

**The warranty set forth above is exclusive and no other warranty, whether written or oral, is expressed or implied. HP specifically disclaims the implied warranties of merchantability and fitness for a particular purpose.**

## EXCLUSIVE REMEDIES

**The remedies provided herein are buyer's sole and exclusive remedies. In no event shall HP be liable for direct, indirect, special, incidental or consequential damages (including loss of profits) whether based on contract, tort or any other legal theory.**

The foregoing limitation of liability shall not apply in the event that any HP product sold hereunder is determined by a court of competent jurisdiction to be defective and to have directly caused bodily injury, death or property damage; provided, that in no event shall HP's liability for property damage exceed the greater of \$50,000 or the purchase price of the specific product that caused such damage.



<sup>1</sup>For a complete description of warranty policy, consult the HP *Computer Products Warranty and Installation Terms* (HP Part Number 5953-3010).

In the USA and Canada, some states or provinces do not allow limitations on how long an implied warranty lasts or allow the exclusion or limitation of incidental or consequential damages. Depending upon where you live, the limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

# WARRANTY SERVICES TABLE for HP Plotters and Graphics Input Peripherals

Which one of these warranty service labels is on the back of your new graphics peripheral?

Warranty services apply when you . . .

Warranty starts on . . .

Warranty service description . . .



Installation included (except HP 9020)  
On-site service

- Purchase selected HP computer system if the peripheral is ordered at the same time. Selected HP systems:
  - HP 250 Series Systems
  - HP 1000 Series Systems
  - HP 3000 Series Systems
  - HP 9030/9040 Systems
  - HP 9020 System
 (installation not included)

Date of installation unless customer schedules or delays installation more than 30 days after delivery, then warranty period starts on 31st day from date of shipment.

**STANDARD SYSTEM SUPPORT**  
This service provides for 8:00 a.m. to 9:00 p.m. on-site coverage Monday through Friday exclusive of HP holidays within defined HP travel areas. See Response Time Table below.  
HP 7470, 7475, or 7550 does not include installation or on-site warranty services. For 7470, 7475, or 7550 warranty service, see FIELD REPAIR CENTER SUPPORT below.  
**How to schedule service**  
Call your local Hewlett-Packard Sales and Support Office. When calling, ask for the Computer Products Service Coordinator. A SALES & SUPPORT OFFICE directory was shipped with your product.



Installation not included  
On-site service

- Purchase a desktop computer if the graphics peripheral is ordered at the same time.
 

9816	9826
9817	9836
9920	9837
- Purchase a 758X Drafting Plotter when not used on selected HP system.
- Purchase your graphics peripheral in a selected OEM configured system.

Date of shipment from HP.

**ON-SITE PRODUCT SUPPORT**  
This service provides for 8:00 a.m. to 5:00 p.m. on-site coverage Monday through Friday exclusive of HP holidays, within defined HP travel areas. See Response Time Table.  
HP 7470, 7475, or 7550 does not include on-site warranty services. For 7470, 7475, or 7550 warranty service, see FIELD REPAIR CENTER SUPPORT.  
**How to schedule service**  
Call your local Hewlett-Packard Sales and Support Office. When calling, ask for the Computer Products Service Coordinator. A SALES & SUPPORT OFFICE directory was shipped with your product.

**Response Time Table**

HP Zone No.	1-3	4-5	6	Other
Distance, Miles	0-100	101-200	201-300	—
Distance, Km	0-160	161-320	321-480	—
Standard System Support	4 Hours	8 Hours	12 Hours	Quote
On-Site Product Support	Next Weekday	Within 2 Weekdays	Within 3 Weekdays	Quote

## FIELD REPAIR CENTER SUPPORT

This service provides fast, efficient return-to-HP service. Products should be returned, shipping prepaid and properly insured, to the nearest HP Field Repair Center. A list of HP Field Repair Centers is included in the SALES & SUPPORT OFFICE directory shipped with your product. In countries without Field Repair Centers, contact your nearest HP Sales and Support Office.

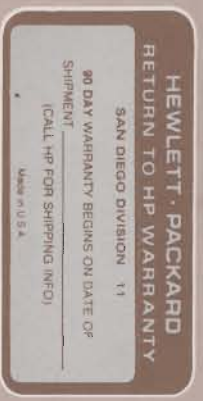
Hewlett-Packard will normally repair the product within three working days after receipt and will pay shipping charges for delivery back to the customer. However, the customer is responsible for all shipping charges, duties and taxes for products returned to HP for service in another country or nation. Before shipping your graphics peripheral make sure it is packed in a protective shipping container. In-transit damage is not covered by the warranty.

**HP Field Repair Center products may also be serviced at the customer's site provided the buyer pays travel expenses or has purchased an On-Site Maintenance Agreement. With an On-Site Maintenance Agreement, service is provided during the warranty period at the customer's site free of charge.**

Some HP dealers are also Authorized Dealer Repair Centers and can handle warranty repairs on the HP graphics peripherals they sell. If your product requires repair, contact your dealer first to see if warranty service is available.

### How to schedule service from HP

Call one of the HP Field Repair Centers listed in the SALES & SUPPORT OFFICE directory to receive complete shipping instructions. To help assure effective servicing, once your product reaches the Field Repair Center, please follow the Return Procedure Guidelines on the next page.



Installation not included  
Return to HP Field Repair Center Service

- Purchase a 7470, 7475, or 7550 Plotter in any configuration.
- Purchase your graphics peripheral in an OEM configured system.
- Purchase your graphics peripheral in any configuration not listed above.
- Purchase your graphics peripheral through an authorized HP dealer.

Date of shipment from HP.

Date of purchase (when purchased through an HP dealer — proof of purchase required to establish purchase date.)



# SERVICE PLANS



Hewlett-Packard service plans can help you keep your equipment in good condition, and at the same time, give you the type of service coverage you need.

## HP's Service Commitment

Your HP customer engineer is specially trained to service your equipment. Your customer engineer's experience means that your HP computer product will continue to meet HP's high performance specifications throughout your computer graphics product's life.

## Hardware Services Available

HP's well-equipped support offices and repair centers are located throughout the world, providing fast response to your service needs.

Maintenance from Hewlett-Packard is available either at your location or at an HP facility . . . at an annual fixed price or on a per-incident basis:

- Under a Field Repair Center Maintenance Agreement, you ship the product to an HP Field Repair Center, where it is repaired in three working days.
- On-Site Maintenance Agreements are available with various levels of response time and coverage . . . so that you may select the support level best suited for your application environment. For example, if you are within 100 miles of a primary service office, the available service plans range from next-weekday repair to four-hour response, 24 hours a day, seven days a week when your

graphics peripheral is included on an HP systems agreement.

If you purchase an On-Site Maintenance Agreement within the warranty period, your return-to-HP warranty will be upgraded to On-Site coverage free of charge.

- If you prefer, service on-site or at a Field Repair Center is also available on a per-incident, rather than contract, basis.

The Authorized HP Dealers who are designated as Dealer Repair Centers provide repair center maintenance at their location; they may also provide additional services such as pickup and delivery or loaner equipment.

## How to Schedule or Order Support Service

For product service after the warranty period, contact the HP Field Repair Center nearest you for shipping instructions. For on-site service, contact the HP Sales and Support Office nearest you. When calling, ask for the Computer Products Service Coordinator. Only on-site service is offered for 758X Drafting Plotters.

For complete information on service contract plans and prices, call the Computer Products Service Coordinator at the nearest HP Sales and Support Office. A SALES & SUPPORT OFFICE directory was shipped with your product. If service contract coverage is begun after the warranty expires, HP may require that the equipment be inspected and brought to normal operating condition at customer expense before service coverage begins.

## RETURN PROCEDURE GUIDELINES

If your graphics peripheral is being returned to Hewlett-Packard for service, contact your nearest HP Field Repair Center for complete shipping instructions. In countries without Field Repair Centers, contact your HP Sales and Support Office. You can help assure effective servicing of your product by following these guidelines:

1. Follow the maintenance procedures outlined in your manuals and instruction sheets to verify the malfunction and, if possible, identify the defective area.
2. If you determine that repair is required, you will need to include the following items when your unit is returned for service:
  - a. A description of the configuration exactly as it was at the time of malfunction, including the computer model number, interface, and other accessories that were in use when the malfunction occurred.
  - b. Brief description of malfunction symptoms for service personnel.
3. Plots or any other materials that help illustrate the problem area.
4. If purchased through an HP dealer, a copy of the sales slip or other proof of purchase to establish the warranty coverage period.
5. Serial number of your product (located on rear panel).
6. Include your name and address. Also include the telephone number where you may be reached during the day.
7. Do not include power cord or other operating accessories with your unit.
8. Before shipping your graphics peripheral, be sure it is packed in a protective carton. Keep the original packing materials and shipping carton for this purpose. If not available, packing materials and a carton may be ordered through your local Hewlett-Packard Sales and Support Office.



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