

KB-0133-Contacting HP For Hardware Warranty Coverage

GENERAL

Distribution	OEM/Partner/Distributor	Installer	Customer
	YES	YES	YES
Last Update	14-07-2010		
Product	WebCCTV, IQR		
Version	All		

DESCRIPTION

When any part of WebCCTV hardware is broken, and the warranty didn't expire, the HP support should be contacted.

SOLUTION

Remark: Before contacting HP support, please make sure that the failed unit is in front of you and you have a screen, mouse and keyboard connected as it might be they will ask you to verify some things first together with them.

1. Call HP Support. The phone number for Belgium is 0032 (0)78 600 600. For the Netherlands: 0031 (0)900 11 700 00.
2. Use the following extensions once you got the automatic choice menu:
 - 1) 1 for Dutch
 - 2) 4 for Workstations
 - 3) 4 for Desktop PC's
 - 4) Now you will be helped by an HP Support Person.

In case you want to extend the warranty to 4 or 5 years, you can do this through HP online or through an official distributor by ordering additional care packs.

The following rule applies for additional care packages:

- A care package should be purchased within 90 days before and 30 days after the warranty expires.