

# Equipment Warranty Information

Updated: 10/29/2013

For technical support for your HP products (all products in the following list that begin with “HP”) please use either of the following options:

- HP Support Phone Number - 800-334-5144
- HP Support Web Address - [http://welcome.hp.com/country/us/en/contact\\_us.html](http://welcome.hp.com/country/us/en/contact_us.html)

Contact HP Support by phone or via a chat session from the HP website

- HP Support Phone Number - 800-334-5144
- HP Support Web Address - [http://welcome.hp.com/country/us/en/contact\\_us.html](http://welcome.hp.com/country/us/en/contact_us.html)

Be prepared with the HP equipment serial number, when contacting HP Support. You will want to consult the document sent from Barb Caron in October 2013 with the subject line, **Important Serial Number and Warranty Information for Your BTOP Equipment**, to determine the warranty period of the library’s HP equipment that is not working. If HP is unable to resolve the problem with your library’s HP equipment and the equipment is still under warranty, HP will send the library replacement equipment. Under the warranty agreement the equipment it is possible that HP will send the library refurbished replacement equipment.

If HP does replace the equipment they may ask you for a credit card number to use to complete the shipping process....you do not need to provide HP with a credit card number.

If HP Support does say they are going to replace the equipment, be sure to mention early in the conversation that you have a CBN (Customer Base Number) number and then provide HP with PUB-SECTOR as the CBN number in lieu of providing a credit card number. List Debra Lee as the escalation point of contact if you have any problems regarding any issues with the library's warranty experiences with HP to fix/replace the monitor. She is the single point of contact for all state agencies for issues with warranty problems. She's an excellent HP resource person to assist LBBNC grant libraries with warranty resolution issues.

Debra Lee  
Strategic Contract Program Manager Team Lead  
HP WSCA/NASPO Team Lead  
Printing & Personal Systems Group (PPS)  
US Public Sector Division  
Hewlett-Packard Company  
847/537-0344 - Office  
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[Debra.lee@hp.com](mailto:Debra.lee@hp.com)<mailto:Debra.lee@hp.com>

# List of LBBNC Grant Equipment with Warranties

## **Desktop - HP Compaq 6000 Pro Small Form Factor PC**

- Product number: AT492AV
- Warranty number: VF558AV#ABA
- Warranty - HP 3-3-3 (parts/labor/next business day on-site)

## **Desktop - HP Compaq 6200 Pro Small Form Factor PC**

- Product number: XL506AV
- Warranty number: XJ541AV#ABA
- Warranty - HP 3-3-3 (parts/labor/next business day on-site)

## **Desktop - HP Compaq 6300 Pro Small Form Factor PC**

- Product number: QV985AV
- Warranty number: QX508AV#ABA
- Warranty - HP 3-3-3 (parts/labor/next business day on-site)

## **Webcam - HP USB 2.0MP Business WebCam**

- Product numbers: NX252AA or QP896AA
- Limited warranty 12 months for parts and 12 months for labor

## **Laptop - HP ProBook 4520s Notebook PC with Intel HD graphics**

- Product number: VE680AV
- Warranty Number for Laptop: UK726E
- HP 3 year NextBusDay Onsite with Accidental Damage Protection excluding external monitor NB Only SVC (Open Market Item)

## **Laptop - HP ProBook 4530s Notebook PC with Intel HD graphics**

- Product numbers: XB173AV or QJ76DAV
- Warranty Number for Laptop: UK726E
- HP 3 year NextBusDay Onsite with Accidental Damage Protection excluding external monitor NB Only SVC (Open Market Item)

## **Laptop - HP ProBook 4540s Notebook PC with Intel HD graphics**

- Product numbers: A1C68AV
- Warranty Number for Laptop: UK712E
- HP 3 year NextBusDay Onsite with Accidental Damage Protection excluding external monitor NB Only SVC (Open Market Item)

## **Printer Color – HP LaserJet Pro 400 MFP M475dn**

- Product Number: CE863A#BGJ
- Warranty Number for Printer: U1H64E
- Warranty – HP 3-year next-business-day Color LaserJet M475 MFP Support

## **Printer Color – HP Color LaserJet CM2320nf printer**

- Product Number: CC436A#ABA
- Warranty Number for Printer: UJ574E
- Warranty – HP 3-year next-business-day Onsite LaserJet CM2320 Multifunction Printer Support

## **Printer Color - HP Color LaserJet CP2025dn printer**

- Product Number: CB495A#ABA
- Warranty Number for Printer: UL385E
- Warranty - HP 3-year Next-business-day Exchange Color LaserJet CP2025 Service

## **Printer Black & White – HP LaserJet Enterprise 600 M601dn**

- Product Number: CE990A
- Warranty Number for Printer: HY580E
- Warranty - HP 3-year Next-business-day Black and White LaserJet M601dn Support

**Printer Black & White – HP LaserJet Pro 400 MFP M425dn**

- Product Number: CF286A
- Warranty Number for Printer: U5X83E
- Warranty - HP 3-year Next-business-day Exchange LaserJet M425 Multifunction printer Service

**Printer Black and White - HP LaserJet P4014dn printer**

- Product Number: CB512A#ABA
- Warranty Number for Printer: UK519E
- Warranty - HP 3-year Next-business-day Exchange LaserJet P4240 P4014 Service

**Printer Black and White - - HP LaserJet P3015dn printer**

- Product Number: CE528A#ABA
- Warranty Number for Printer: UP871E
- Warranty - HP 3 year Next-business-day Exchange LaserJet P3015 Service

**Scanner - HP Scanjet N6310**

- Product Number: L2700A#B1H
- Warranty Number for Scanner: UH260E
- Warranty - HP 3-year, next-business-day exchange, Scanjet 5xxx/N6xxx

**Projector - Viewsonic, PJD5353, PJD5352 DLP PROJ XGA 2600-LUMENS 1.2X OP**

For customer support for your Viewsonic Projector contact 800-688-6688 or visit <http://www.contacthelp.com/directory/Shopping/Electronics/ViewSonic?ListingID=401>

- Product Number: A826140
- Warranty – Express Exchange Service: Parts/ Labor – 3 year limited warranty on parts, Lamp – 1 year limited warranty

**Monitor - HP LA2205wg 22-inch Widescreen LCD Monitor**

- Product number: NM274AA#ABA
- Warranty - 3-year parts, 3-year labor, 3-year onsite limited warranty. Next business day exchange available

**Laptop Cart – Anthro 10-unit, Anthro 20-unit**

For customer support for your Anthro Laptop Cart contact 800.325.3841

- Warranty - 1 year on electrical

**Projector Screen – Elite Screens (Manual, SRM, Tripod, Pico and EZ-Cinema versions)**

- Product Numbers:
 

○ Manual SRM 120”	M120VSR-PRO	○ Tripod Series 100”	T100UWV1
○ Manual SRM 100”	M100VSR-PRO	○ Tripod Series 84”	T84UWV1
○ Manual SRM 84”	M84VSR-PRO	○ EZ-Cinema Plus 72”	F72NWW
○ Manual Series 150”	M150UWV2	○ EZ-Cinema 60”	F60NWW
○ Tripod Series 120”	T120NWW1	○ Pico 45”	PC45W
- Warranty – 3 year warranty from defects in workmanship from purchase date