



2016 WARRANTY AND REPAIRS

Summary of Manufacturers warranty and repairs procedures

ALSO

Conditions

To ensure that repairs and warranty procedures operate in the best possible manner, your repairs and exchanges under warranty can only be performed if the following information is provided:

- ▶ Purchase documentation
- ▶ Serial number
- ▶ Description of fault
- ▶ Original packing and accessories

The details on the repairs and warranty procedures are in relation to the date of issue of the valid manufacturers conditions. They remain however subject to the special provisions of the manufacturer and to any subsequent amendments made by the manufacturer regarding the period of warranty, the repairs and warranty procedures and recipients. All reproduction rights including extracts are reserved and subject to approval in writing of the publisher. E. & O.E.

This information is supplied without liability and subject to change.

Many thanks for your good cooperation.





Warranty

Faults upon receipt

Timing of warranty validity and non-validity

DesignJet

DesignJet T120 / T520 / T790 T795 **1 year on site warranty**
Z Series

DesignJet T730 / T930 / T830 **2 years on site warranty**
T1300 / T1530 / T2530 MFP
Designjet SD Pro Scanner

Hewlett Packard
Central Customer Services
Tel. 044 200 41 21

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Central Customer Services
Tel. 044 200 41 21

DeskJet/OfficeJet

all DeskJet's
all OfficeJet's

excl. OfficeJet Pro X Series

2 year Return to HP

Within 30 days:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

Complete purchase documentation and description of fault
supplied in original packing.

Hewlett Packard
Central Customer Services
Tel. 022 567 51 83

LaserJet Printer

LaserJet P1102
LaserJet Pro M201 / M402
LaserJet P2035 / M501 / M506
LaserJet Enterprise M60x Serie

LaserJet Color Pro M252 /M452

2 year Return to HP

Hewlett Packard
Central Customer Services
Tel. 044 200 41 21

Hewlett Packard
Central Customer Services
Tel. 044 200 41 21

LaserJet Printer

LaserJet Enterprise M712 / M651 /
M806

LaserJet Color Enterprise M55x /
CP4025 / CP5225
LaserJet Color Enterprise M750 / M855

2 year on site warranty

Hewlett Packard
Central Customer Services
Tel. 044 200 41 21

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Printserver

JetDirect 620n, 640n,
695n, EW2500, EW2700,
EW2800

2 year Return to HP

Within 30 days:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

Hewlett Packard
Central Customer Services
Tel. 044 200 41 21

JetDirect 300x

3 year Return to HP

Complete purchase documentation and description of fault
supplied in original packing.



Warranty

Faults upon receipt

Timing of warranty validity and non-validity

Multifunction Devices Ink

2 year Return to HP

all OfficeJet
all OfficeJet Pro
all Photosmart eAIO
all DeskJet

Within 30 days:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

Complete purchase documentation and description of fault,
supplied in original packing.

Hewlett Packard
Central Customer Services
Tel. 044 200 41 21

Multifunction Devices Laser

2 year Return to HP

LaserJet Pro M125 / M127 / M225 /
M426 / M521
LaserJet Color Pro M176 / M177 / M277

OfficeJet Pro X Series
OfficeJet Pro Enterprise Series

2 year on site

LaserJet Enterprise M527 / M630 /
M725 / M830

LaserJet Color Pro M377 / M477 / M570

LaserJet Color Enterprise M577 /
M680 / M775 / M880

Hewlett Packard
Central Customer Services
Tel. 044 200 41 21

Hewlett Packard
Central Customer Services
Tel. 044 200 41 21



Accessories

Warranty

Toner	Lifetime
Ink Cartridges	date «warranty end» on the product
Paper	no warranty
Miscellaneous Accessories	1 year
Fuser	90 days
Maintenance Kit	90 days
Transfer Kit	90 days

Defective on receipt within guarantee period

Criteria for return:

- Goods must have been bought at ALSO Schweiz AG
- Valid Warranty Date of Ink Cartridges
- Copy of delivery note or invoice
- Description of fault

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen



Warranty

Faults upon receipt

Timing of warranty validity

Scanner

all ScanJets

2 year Return to HP

Within 30 days:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

Complete purchase documentation and description of fault supplied in original packing.

Hewlett Packard
Central Customer Services
Tel. 044 200 41 21

Spare parts sales

HP-Products Tel. 0848 84 74 64
Swissparts Fax 0848 84 74 65



Warranty

Faults upon receipt

Timing of warranty validity

HP PSG Commercial

Business PCs	1 year or 3 years on site
Workstation	3 years on site
Business TFT Monitors	3 years on site
Business Notebooks (s/b/m-Serie)	
ProBook + Slate	1 year pick up & return
Elitebook (p/w-Serie)	3 years pick up & return
PDA / iPAQ	1 year pick up & return

Hewlett Packard Services
Tel. 044 200 41 21

For DOA within 30 days:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

Complete purchase documentation and description of fault supplied in original packing. Authorizationform for business units is required.

Warranty and Repair Capability
Hewlett Packard Service-Center
Tel. 0848 800 724

Spare parts sales
Swissparts AG
Tel. 0848 84 74 64

Warranty Online-Check Tool
<http://www11.itrc.hp.com/service/ewarranty/warrantyInput.do?admit=109447626+1206548727854+28353475>

HP PSG Consumer

Compaq, Pavilion, ENVY,
Spectre, Chromebook, Slate

2 year Product Base Warranty

Hewlett Packard
Central Customer Services
Tel. 022 567 51 83

For DOA within 30 days:

ALSO Schweiz AG
Service-Center
Meierhofstrasse 3
CH-6032 Emmen

Complete purchase documentation and description of fault supplied in original packing.

Warranty Online-Check Tool
<http://www11.itrc.hp.com/service/ewarranty/warrantyInput.do?admit=109447626+1206548727854+28353475>

Calculators

Tel. 044 439 53 58
www.hp.com/calculators

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