

HP HDTV

90 Day Refurbished Warranty and Support Guide



For issues, contact HP Total Care on the Web at:

<http://www.hp.com/support> or toll-free by phone: **1-800-474-6836**

Write down the below information necessary to obtain HP support. Look for a sticker on the TV to find your product information requested below.

Model #: (example: EX8RJC) _____

Product #: (example: PL5065N or LC3765N) _____

Serial #: (10 characters) _____

Purchase Date : _____



Limited Warranty and License Information

Hardware Limited Warranty

Original product —	90 days
Technical phone assistance to diagnose potential hardware issues —	90 days

General Terms

This HP Hardware Limited Warranty gives you, the customer, express limited warranty rights from HP, the manufacturer.

Please refer to HP's Web site for an extensive description of your limited warranty entitlements. In addition, you may also have other legal rights under applicable local law or special written agreement with HP.

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THE LIMITED WARRANTY TERMS CONTAINED IN THIS STATEMENT, EXCEPT TO THE EXTENT LAWFULLY PERMITTED, DO NOT EXCLUDE, RESTRICT, OR MODIFY BUT ARE IN ADDITION TO THE MANDATORY STATUTORY RIGHTS APPLICABLE TO THE SALE OF THIS PRODUCT TO YOU.

This Limited Warranty is applicable in all countries/regions and may be enforced in any country/region where HP or its authorized service providers offer warranty service for the same product model number subject to the terms and conditions set forth in this Limited Warranty.

Under the HP Global Limited Warranty program, products purchased in one country/region may be transferred to another country/region, where HP or its authorized service providers offer warranty service for the same product model number, without voiding the warranty. Warranty terms, service availability, and service response times may vary from country/region to country/region. Standard warranty service response time is subject to change due to local parts availability. If so, your HP authorized service provider can provide you with details.

HP is not responsible for any tariffs or duties that may be incurred in transferring the products. Transfer of the products may be covered by export controls issued by the United States or other governments.

This Limited Warranty applies only to HP-branded and Compaq-branded hardware products (collectively referred to in this Limited Warranty as "HP Hardware Products") sold by or leased from Hewlett-Packard Company, its worldwide subsidiaries, affiliates, authorized resellers, or country/region distributors (collectively referred to in this Limited Warranty as "HP") with this Limited Warranty. The term "HP Hardware Product" is limited to the hardware components and required firmware. The term "HP Hardware Product" DOES NOT include any software applications or programs; non-HP products or non-HP branded peripherals. All non-HP products or non-HP-branded peripherals external to the HP Hardware Product — such as external storage subsystems, displays, printers, and other peripherals — are provided "AS IS" without HP warranty. However, non-HP manufacturers and suppliers or publishers may provide their own warranties directly to you.

HP warrants that the HP Hardware Products that you have purchased or leased from HP are free from defects in materials or workmanship under normal use during the Limited Warranty Period. The Limited Warranty Period starts on the date of purchase or lease from HP, or from the date HP completes installation. Your dated sales or delivery receipt, showing the date of purchase or lease of the product, is your proof of the purchase or lease date. You may be required to provide proof of purchase or lease as a condition of receiving warranty service. You are entitled to hardware warranty service according to the terms and conditions of this document if a repair to your HP Hardware Product is required within the Limited Warranty Period.

Unless otherwise stated, and to the extent permitted by local law, new HP Hardware Products may be manufactured using new materials or new and used materials equivalent to new in performance and reliability. HP may repair or replace HP Hardware Products (a) with new or previously used products or parts equivalent to new in performance and reliability, or (b) with equivalent products to an original product that has been discontinued. Replacement parts are warranted to be free from defects in material or workmanship for ninety (90) days or, for the remainder of the Limited Warranty Period of the HP Hardware Product they are replacing or in which they are installed, whichever is longer.

During the Limited Warranty Period, HP will, at its discretion, repair or replace any defective component. All component parts or hardware products removed under this Limited Warranty become the property of HP. In the unlikely event that your HP Hardware Product has recurring failures, HP, at its sole discretion, may elect to provide you with (a) a replacement unit of HP's choosing that is the same or equivalent to your HP Hardware Product in performance or (b) to give you a refund of your purchase price or lease payments (less interest) instead of a replacement. This is your exclusive remedy for defective products.

Exclusions

HP does not warrant that the operation of this product will be uninterrupted or error-free. HP is not responsible for damage that occurs as a result of your failure to follow the instructions intended for the HP Hardware Product.

This Limited Warranty does not apply to expendable or consumable parts and does not extend to any product from which the serial number has been removed or that has been damaged or rendered defective (a) as a result of accident, misuse, abuse, contamination, improper or inadequate maintenance or calibration or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product; (c) by software, interfacing, parts or supplies not supplied by HP; (d) by improper site preparation or maintenance; (e) by virus infection; (f) from loss or damage in transit; or (g) by modification or service by anyone other than (i) HP, (ii) an HP authorized service provider, or (iii) your own installation of end-user-replaceable HP or HP-approved parts if available for your product in the servicing country/region.

Exclusive Remedy

TO THE EXTENT ALLOWED BY APPLICABLE LOCAL LAW, these terms and conditions constitute the complete and exclusive warranty agreement between you and HP regarding the HP Hardware Product you have purchased or leased. These terms and conditions supersede any prior agreements or representations — including representations made in HP sales literature or advice given to you by HP or an agent or employee of HP — that may have been made in connection with your purchase or lease of the HP Hardware Product. No change to the conditions of this Limited Warranty is valid unless it is made in writing and signed by an authorized representative of HP.

Limitation of Liability

IF YOUR HP HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, HP'S MAXIMUM LIABILITY UNDER THIS LIMITED WARRANTY IS EXPRESSLY LIMITED TO THE LESSER OF THE PRICE YOU HAVE PAID FOR THE PRODUCT OR THE COST OF REPAIR OR REPLACEMENT OF ANY HARDWARE COMPONENTS THAT MALFUNCTION IN CONDITIONS OF NORMAL USE.

EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP BE LIABLE FOR ANY DAMAGES CAUSED BY THE PRODUCT OR THE FAILURE OF THE PRODUCT TO PERFORM, INCLUDING ANY LOST PROFITS OR SAVINGS OR SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES. HP IS NOT LIABLE FOR ANY CLAIM MADE BY A THIRD PARTY OR MADE BY YOU FOR A THIRD PARTY.

THIS LIMITATION OF LIABILITY APPLIES WHETHER DAMAGES ARE SOUGHT, OR A CLAIM MADE, UNDER THIS LIMITED WARRANTY OR AS A TORT CLAIM (INCLUDING NEGLIGENCE AND STRICT PRODUCT LIABILITY), A CONTRACT CLAIM, OR ANY OTHER CLAIM. THIS LIMITATION OF LIABILITY CANNOT BE WAIVED OR AMENDED BY ANY PERSON. THIS LIMITATION OF LIABILITY WILL BE EFFECTIVE EVEN IF YOU HAVE ADVISED HP OR AN AUTHORIZED REPRESENTATIVE OF HP OF THE POSSIBILITY OF ANY SUCH DAMAGES. THIS LIMITATION OF LIABILITY, HOWEVER, WILL NOT APPLY TO CLAIMS FOR PERSONAL INJURY.

THIS LIMITED WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY ALSO HAVE OTHER RIGHTS THAT MAY VARY FROM STATE TO STATE OR FROM COUNTRY/REGION TO COUNTRY/REGION. YOU ARE ADVISED TO CONSULT APPLICABLE STATE OR COUNTRY/REGION LAWS FOR A FULL DETERMINATION OF YOUR RIGHTS.

Limited Warranty Period

The Limited Warranty Period for an HP Hardware Product is a specified, fixed period commencing on the date of purchase. The date on your sales receipt is the date of purchase unless HP or your reseller informs you otherwise in writing.

Types of Warranty Service

To enable HP to provide the best possible support and service during the Limited Warranty Period, you may be directed by HP to verify configurations, load most recent firmware, install software patches, run HP diagnostics tests, or use HP remote support solutions where applicable.

HP strongly encourages you to accept the use of, or to employ available support technologies provided by HP. If you choose not to deploy available remote support capabilities, you may incur additional costs due to increased support resource requirements. Listed below are the types of warranty support service that may be applicable to the HP Hardware Product you have purchased.

In-Home Warranty Service

Your HP Limited Warranty service may include in-home labor support to repair your hardware. HP provides in-home service during standard office hours. Standard office hours are typically 8:00 a.m. to 5:00 p.m., Monday through Friday, but may vary with local business practices. If your location is outside the customary service zone (typically 50 km) response times may be longer or there may be additional charges. To locate the nearest HP authorized service provider refer to the HP Web site at:

<http://www.hp.com/support>

HP may, at its sole discretion, determine if in-home warranty service is required. For example, in many cases, the defect can be fixed by the use of a customer self repair (CSR) part that you are required to replace yourself based on instructions and documentation provided by HP. You are also required to cooperate with HP in attempting to resolve the problem over the telephone. This may involve performing routine diagnostic procedures, removing third-party options, and/or substituting options. In order to receive in-home support, you must: (a) have a representative present when HP provides warranty services at your site; (b) notify HP if products are being used in an environment which poses a potential health or safety hazard to HP employees or subcontractors; (c) subject to its reasonable security requirements, provide HP with sufficient, free, and safe access to and use of all facilities, information, and systems determined necessary by HP to provide timely support; (d) ensure that all manufacturers labels (such as serial

numbers) are in place, accessible, and legible; (e) maintain an environment consistent with product specifications and supported configurations.

If you require an HP representative to handle all component replacements, support uplift contracts are available at additional cost.

Carry-in Warranty Service

Under the terms of carry-in service, you will be required to deliver your HP Hardware Product to an authorized service location for warranty repair. You must prepay any shipping charges, taxes, or duties associated with transportation of the product to and from the service location. In addition, you are responsible for insuring any product shipped or returned to an authorized service location and assume risk of loss during shipping.

Advanced Unit Replacement Warranty Service

Your HP Limited Warranty may include an advance unit replacement warranty service. Under the terms of the advanced unit replacement warranty service, if a unit is diagnosed as defective, HP will ship a replacement product directly to you. On receiving the replacement unit you will be required to return the defective unit back to HP, in the packaging that arrives with the replacement unit, within a defined period of time, normally fifteen (15) days. HP will incur all shipping and insurance costs to return the defective unit to HP. Failure to return the defective unit may result in HP billing you for the replacement product.

Customer Self Repair Warranty Service

In countries/regions where it is available, your HP Limited Warranty may include a customer self repair warranty service. If applicable, HP will determine in its sole discretion that customer self repair is the appropriate method of warranty service. If so, HP will ship approved replacement parts directly to you to fulfill your HP Hardware Product warranty service. This will save considerable repair time. After you contact the HP and the fault diagnosis identifies that the problem can be fixed using one of these parts, a replaceable part can be sent directly to you. Once the part arrives, replace the defective part pursuant to the provided instructions and documentation. If further assistance is required, call the HP Technical Support Center and a technician will assist you over the phone. In cases where the replacement part must be returned to HP, you must ship the defective part back to HP within a defined period of time, normally fifteen (15) days. The defective part must be returned with the associated documentation in the provided

shipping material. Failure to return the defective product may result in HP billing you for the replacement. With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used. If customer self repair applies to you, refer to your specific HP Hardware Product announcement. You can also obtain information on this warranty service on the HP Web site at: <http://www.hp.com/support>

Contacting HP

If your product fails during the Limited Warranty Period and the suggestions in the product documentation do not solve the problem, you can get support through any of the following:

- HP Customer Care on the Web offers instant access to support information and e-mail support with on-line support technicians. Visit our Web site at: <http://www.hp.com/support>
- HP Total Care is available toll-free by phone. Be sure to have the following product information available when you call HP:
 - Serial Number
 - Product Number
 - Model Name and Number
 - Details for your questions
- Contact HP Total Care at: **1-800-474-6836** [**1-800-HP Invent**]
- Contact an HP Authorized Support Provider. Use our service locator to find an HP Authorized Support Provider near you. Go to: <http://www.hp.com/support>

Plasma HDTV Warning: Preventing Image Retention (Burn-In)

Your plasma TV illuminates phosphor to display images, much like a conventional tube-type television. Keeping stationary images displayed on the TV will eventually result in uneven aging of the phosphor, causing grayed-out images to permanently appear on the screen.

Permanent image retention can be avoided by taking some basic precautions. Following the recommendations listed below will help ensure your plasma TV will have longer life and offer better performance:

NOTE: Image retention and uneven screen aging are not covered by your limited warranty.

- Whenever possible, avoid frequently displaying stationary images, such as Web sites, computer graphics, or video games for extended periods of time.
- Display video and images in the widescreen 16:9 ratio format. Use the Aspect button on the remote control to change from 4:3 screen size (standard television) to fill the screen in 16:9 ratio. This will prevent potential image retention of sidebars.
- Avoid viewing the onscreen display (OSD) menus from DVD players, VCRs, and other components for extended periods of time.
- When watching a movie from a DVD player or VCR, avoid leaving the same image paused continuously over a long period of time.
- Turn down the contrast and brightness of the screen. High brightness and contrast can accelerate image retention on stationary images.

Plasma Panel Cell Policy

The plasma display panel is manufactured using highly precise technology. However, occasionally some of the tiny cells of the panel may not work properly. This is common with plasma displays used in any television and is not specific to this product.

Plasma panel cells not operating properly can be categorized into two types:

- Dark cell — when a cell appears dark against a bright background.
- Bright cell — when a cell illuminates brightly when the screen is otherwise all black.

A small number of malfunctioning cells are allowed under product limited warranty, depending on the location of the cell and their proximity to each other. See

<http://www.hp.com/support> for more details.

LCD Pixel Policy

The LCD display panel is manufactured using highly precise technology; however, occasionally some of the tiny pixels of the panel may stop working properly. This is common with LCD displays used in any television and is not specific to this product.

Pixels not operating properly are categorized into two types.

- Dark pixel — when a pixel appears as a dark spot against a bright background.
- Bright pixel — when a pixel appears as a bright spot against a dark background.

A very small number of malfunctioning pixels are allowed under product limited warranty.

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Registration is quick and easy, and it offers:

- E-mail updates containing notifications about products and the most recent support alerts.
- The HP Newsgram, our monthly online magazine packed full of product news, support tips, project ideas, and much more. Visit us at:

<http://subscription.support.hp.com>

Protect Your Investment

Obtaining a Warranty Upgrade

Upgrade your standard factory warranty for up to 3 years of coverage with an extended service plan. Service coverage begins on product purchase date and you must purchase the service within the first year after purchasing the TV.

For more information visit:

<http://www.hp.com/go/totalcare> (U.S. only)

or call:

1-866-234-1377

Or

<http://www.hp.ca/totalcare> (Canada only)

or call:

1-877-231-4351

Installation

HP recommends using a qualified installer for wall mounting your TV. Damage resulting from a custom installation is not covered by this product limited warranty. The limited warranty may not cover uninstalling or reinstalling a wall mounted or custom installed TV for warranty service. If not, the TV must be removed from the wall or recessed area before a warranty service technician arrives to repair or replace your TV.

Visit HPshopping at <http://hpshopping.com> (U.S.) or <http://hpshopping.ca> (Canada) for information on HP installation services.

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www.hp.com

Recycle — HP Planet Partners

HP is sensitive to the environment and has a program, Planet Partners, to make it simple for us to reclaim your old product for recycling. HP will help you recycle your old equipment even if it is not an HP product; we take back all makes and models. Visit us at <http://www.hp.com/recycle> (U.S.) or <http://www.hp.ca/recycle> (Canada) to find out how easy it is to recycle.



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