

hp desktop PCs and workstations

hardware	warranty	service	3 years	€
HP Vectra xe310 (CPU only)	8P	Next business day on-site response	H2799A/E	77
HP Vectra VL (CPU & Monitor)	7G	On-site response within 4 hours of call	H4444A/E	231
HP Vectra VL & xe310 "special edition" (CPU only)	4G	Next business day on-site response	H3174A/E	77
HP e-pc 40 & 42 (CPU only)	4G	Next business day on-site response	H4639A/E	66
HP Personal Workstations X2000 & X4000 (CPU & Monitor)	7G	On-site response within 4 hours of call	H4600A/E	223
HP Workstation zx2000	7G	On-site response within 4 hours of call	U3396A/E	443
HP Workstation zx6000	4G	Next business day on-site response	U3398A/E	1 792
	4G	On-site response within 4 hours of call	U3399A/E	2 410

hp monitors

hardware	warranty	service	pack no.	€
HP 15" CRT Monitors	4G	Next business day on-site response	H2754A/E	33
HP 19" CRT Monitors	7K	Next business day on-site response	H5464A/E	78

hp pc installation

product	service	pack no.	€
HP PC	Installation for 1 Intel PC	H5752A/E	337
	Installation for 5 Intel PCs	H5753A/E	1 067

hp omnibook

Change !

hardware	warranty	service	3 years	€
HP Omnibook 6000 & 6100	7L	Next business day on-site response	H5476A/E	280
	7L	Next business day on-site response, global	H2700A/E	313
	7L	Comprehensive accidental damage support-5 to 6 days,RRR	H3656A/E	246
HP Omnibook 500, 510, 6000, 6100, xe3, xe4100, xe4400, xe4500, series, xt6050 & xt6200	4D	Next business day on-site response	H5489A/E	403
	4D	Next business day on-site response, global	H2701A/E	616
	4D	Retrieve, repair and return	H2848A/E	223
	4D	Retrieve, repair and return, global	H3187A/E	223
	4D	Comprehensive accidental damage support-5 to 6 days, RRR	H3634A/E	470

hp jornada

hardware	warranty	service	3 years	€
HP Jornada Handheld PC	4D	Next day replacement	U2851A/E	110

hp rack storage systems

hardware	warranty	service	3 years	€
Rack storage systems 6/8/12 series	7G	On-site response within 4 hours of call	H5518A/E	1 189
	7G	On-site response within 4 hours of call, 24x7	H5513A/E	1 966
	7G	On-site repair within 6 hours of call	H3122A/E	2 359
	7G	On-site repair within 6 hours of call, 24x7	H1819A/E	3 595

hp hubs, routers & switches

hardware	warranty	service	3 years	€
HP Procurve switch 408, 2124, 2312, 2334, 2512 & 2524	9R	On-site response within 4 hours of call	H5484A/E	269
HP Procurve switch 2424M, 4000M, 8000M	9R	On-site response within 4 hours of call	H5481A/E	404
HP Procurve switch 4104GL & 4148GL	9R	On-site response within 4 hours of call	U2855A/E	1 404
	9R	On-site response within 4 hours of call, 24x7	U2856A/E	1 741
HP Procurve switch 4108GL, 5308XL & 5372XL Bundle	9R	On-site response within 4 hours of call	H7675A/E	2 303
	9R	On-site response within 4 hours of call, 24x7	H7676A/E	3 202
HP Procurve routing switch 5304XL & 5348XL Bundle	4H	On-site response within 4 hours of call	H4496A/E	2 078
	4H	On-site response within 4 hours of call, 24x7	H2893A/E	2 528
HP Procurve routing switch 9304M	4H	On-site response within 4 hours of call	H2887A/E	10 112
	4H	On-site response within 4 hours of call, 24x7	H2888A/E	13 483
HP Procurve routing switch 9308M & 9315M	4H	On-site response within 4 hours of call	H2885A/E	17 977
	4H	On-site response within 4 hours of call, 24x7	H2886A/E	22 471

hp network device installation

hardware	service	pack no.	€
HP Hubs, Bridges, Switches	INC for HP hubs, bridges, and switches	H5755A/E	393

hp servers

hardware	warranty	service	3 years	€
HP Server tc2100 & tc2110	7T	Next business day on-site response	H3693A/E	144
	7T	On-site response within 4 hours of call	H4472A/E	449
	7T	On-site response within 4 hours of call, 24x7	H4480A/E	674
	7T	On-site repair within 6 hours of call	U3356A/E	1 067
	7T	On-site repair within 6 hours of call, 24x7	U3343A/E	1 629
HP Netserver E200	4G	Next business day on-site response	H4589A/E	246
	4G	On-site response within 4 hours of call	H4590A/E	448
	4G	On-site response within 4 hours of call, 24x7	H4591A/E	673
HP Netserver E800 series	7G	On-site response within 4 hours of call	H4634A/E	511
	7G	On-site response within 4 hours of call, 24x7	H4636A/E	786
HP Server tc3100	7G	On-site repair within 6 hours of call	U3357A/E	1 235
	7G	On-site repair within 6 hours of call, 24x7	H5544A/E	1 910
	7G	On-site response within 4 hours of call	H5519A/E	879
HP Netserver LPr, LC2000, LC2000r series, LP1000 and LP2000r	7G	On-site response within 4 hours of call, 24x7	H5514A/E	1 234
	7G	On-site repair within 6 hours of call	H3121A/E	1 516
HP Server tc4100	7G	On-site repair within 6 hours of call, 24x7	H1820A/E	2 573
	7G	On-site response within 4 hours of call	H5518A/E	1 189
HP Netserver LH3000, LH3000r, FC hub	7G	On-site response within 4 hours of call, 24x7	H5513A/E	1 966
	7G	On-site repair within 6 hours of call	H3122A/E	2 359
	7G	On-site repair within 6 hours of call, 24x7	H1819A/E	3 595
HP Netserver LXr 8000, 8500	7G	On-site response within 4 hours of call	H5516A/E	12 966
	7G	On-site response within 4 hours of call, 24x7	H5515A/E	3 977
	7G	On-site repair within 6 hours of call	H3123A/E	4 380
HP Netserver LT6000, LT6000r, LH6000, LH6000r	7G	On-site repair within 6 hours of call, 24x7	H1822A/E	7 011
	7G	On-site response within 4 hours of call	H3126A/E	1 910
	7G	On-site response within 4 hours of call, 24x7	H3127A/E	2 470
HP Server rx2600	7G	On-site repair within 6 hours of call	U3358A/E	3 370
	7G	On-site repair within 6 hours of call, 24x7	H3128A/E	4 494
	4M	Next business day on-site response	U3403A/E	792
HP Server rx5670	4M	On-site response within 4 hours of call	U3404A/E	2 410
	4M	On-site response within 4 hours of call, 24x7	U3405A/E	3 219
	7Q	On-site response within 4 hours of call	U3393A/E	4 676
HP Rackmount Flat Panel Monitor/Keyboard, Console Switch 1x4 & 1x8	7Q	On-site response within 4 hours of call, 24x7	U3394A/E	10 498
	2R/4A	Next business day on-site response	U3031A/E	932
	2R/4A	On-site response within 4 hours of call	U3030A/E	1 629
	2R/4A	On-site response within 4 hours of call, 24x7	U3029A/E	2 202
	2R/4A	On-site repair within 6 hours of call, 24x7	U3028A/E	3 314

New

hp surestore

Product	Warranty	service	3 years	€
DLT/LTO/Ultrium				
HP DAT & DLT VS80 external	7M/8R	Next business day on-site response	H3155A/E	393
	7M/8R	On-site response within 4 hours of call	H4616A/E	606
	3Z/5X	Next business day on-site response	U2068A/E	741
HP DLT & LTO external	8R	Next business day replacement	H5511A/E	741
	7M/8R	Next business day on-site response	H3157A/E	1 146
	7M/8R	On-site response within 4 hours of call	H4617A/E	1 955
	7M/8R	On-site response within 4 hours of call, 24x7	H4622A/E	2 629
HP DLT, HVDS/LVDS & Ultrium HVDS/LVDS	3Z/5X	On-site response within 4 hours of call	U2061A/E	33 101
	3Z/5X	On-site response within 4 hours of call, 24x7	U2062A/E	44 292
HP Autoloader 1/9, DLT1, DLT, LTO	3Z	Next business day on-site response	H4619A/E	2 898
HP Autoloader 1/8	5X	On-site response within 4 hours of call	H5526A/E	3 640
	4H	On-site response within 4 hours of call, 24x7	H4624A/E	4 853
HP Surestore DLT Autoloader 818	8S	On-site response within 4 hours of call	H5526A/E	3 640
	8S	On-site response within 4 hours of call, 24x7	H4624A/E	4 853
HP Surestore Tape Array 5500 & 5300	7Q	On-site response within 4 hours of call	H4618A/E	741
	7Q	On-site response within 4 hours of call, 24x7	H4623A/E	1 011
Tape Library & MO Library				
HP DLT & LTO Tape Library 1/20 & 2/20	4Q	On-site response within 4 hours of call	H5520A/E	6 404
	4Q	On-site response within 4 hours of call, 24x7	H4434A/E	7 220
HP DLT & LTO Tape Library 2/40 & 4/40	4Q	On-site response within 4 hours of call	H5533A/E	12 741
	4Q	On-site response within 4 hours of call, 24x7	H4435A/E	17 865
HP DLT & LTO Tape Library 2/60, 4/60 & 6/60	4Q	On-site response within 4 hours of call	H5534A/E	20 898
	4Q	On-site response within 4 hours of call, 24x7	H4436A/E	31 483
HP DLT & LTO Tape Libraries 4/100, 8/80, 10/100	3Z/5X	On-site response within 4 hours of call	U2061A/E	33 101
	3Z/5X	On-site response within 4 hours of call, 24x7	U2062A/E	44 292
HP MO Library 9100mx	3S	On-site response within 4 hours of call	H4438A/E	1 741
HP MO Library 220mx	3S	On-site response within 4 hours of call	H4437A/E	2 966
HP MO Library 300mx, 600mx & 700mx	3T	On-site response within 4 hours of call	H5532A/E	7 415
	3T	On-site response within 4 hours of call	H5533A/E	12 741
HP MO Library 1200mx	3T	On-site response within 4 hours of call, 24x7	H4435A/E	17 865
	3T	On-site response within 4 hours of call	H5534A/E	20 898
HP MO Library 2200mx	3T	On-site response within 4 hours of call, 24x7	H4436A/E	31 483
Disk Systems				
HP Disk System 2100	1H	Next business day on-site response	H7546A/E	786
	1H	On-site response within 4 hours of call	H2865A/E	1 011
	1H	On-site response within 4 hours of call, 24x7	H2866A/E	1 292
HP Disk System 2300	7G	On-site response within 4 hours of call	U2075A/E	1 685
	7G	On-site response within 4 hours of call, 24x7	U2076A/E	2 103
	7G	On-site response within 4 hours of call, 24x7	U2077A/E	3 370
HP Disk System 2405	9T	On-site response within 4 hours of call	H7563A/E	3 505
	9T	On-site response within 4 hours of call, 24x7	H7564A/E	4 044
Fibre Channel Switches				
HP Switch FC 2400 & 2800,	4L/4Q	On-site response within 4 hours of call	H4620A/E	3 438
HP Switch FC 1Gb/2Gb 8B Full Fabric Switch	4L/4Q	On-site response within 4 hours of call, 24x7	H4621A/E	4 786
HP Switch FC 1/2 Gb Entry Switch 8B	3Z/5X	On-site response within 4 hours of call	U2088A/E	1 031
	3Z/5X	On-site response within 4 hours of call, 24x7	U2089A/E	1 638
HP Switch 12000 FC	4Q/5W	Next business day on-site response	H5545A/E	13 359
HP Switch FC 1/2 Gb 16B	4Q/5W	On-site response within 4 hours of call	H5546A/E	16 707
HP Bridge FC/SCSI 2100ER	4Q/5W	On-site response within 4 hours of call, 24x7	H5547A/E	26 500
	3Z	Next business day on-site response	H4619A/E	2 898
	8S	On-site response within 4 hours of call	H5526A/E	3 640
	8S	On-site response within 4 hours of call, 24x7	H4624A/E	4 853
HP Surestore FC bridge 1FC port, 2 & 4 LVDS SCSI ports	2Q	Next business day on-site response	H4702A/E	5 089
	2Q	On-site response within 4 hours of call	H2864A/E	6 870
	2Q	On-site response within 4 hours of call, 24x7	H2740A/E	9 050

hp server appliance

hardware	standard warranty	service	3 years	€
HP Server Appliance 3100, 3110, 3400, 7100, 7120, 7150, 7200, 7220, 8200, 8220, 8250, 9200	4H	Next day replacement	H5640A/E	785
HP Server Appliance 1120, 3450 & 3150	4H	Next day replacement	H5641A/E	2 133
HP Server Appliance 1200, 2100, 2150, 2200, 2250 (web cache)	4H	Next day replacement	H5642A/E	4 819

hp installation for servers

product	standard warranty	service	3 years	€
HP Netserver E series & HP Server tc2100, tc2110 & tc3100	4G	Server hardware installation	H4692A/E	504
HP Netserver LC, LH, LPr & HP Server tc4100	4G	Server hardware and NOS installation	H4695A/E	393
	7G	Server hardware installation	H4693A/E	673
	7G	Server hardware and NOS installation	H4696A/E	1 010
HP Netserver LC, LH, LPr, LCr, LHR, LTr, LXr & HP Server tc 4100	7G	Installation for rack solution, hardware only	H2859A/E	3 762
	7G	Installation for rack solution, hardware & NOS	H2860A/E	6 684
HP Netserver LCr, LHR, LTr, LXr	7G	Server hardware installation	H4694A/E	841
	7G	Installation for Microsoft Cluster configuration	H4699A/E	1 628
	7G	Rack product installation	H4697A/E	1 178
HP Rack products	7G	Installation for Microsoft Cluster configuration	H4698A/E	504
HP Surestore DAT 24 & 40, DLT 40 & 80	7G	Installation for rack mounting of peripherals	H4700A/E	335
HP Surestore Disk System 2300	7G	Installatoin and start-up	H7586A/E	674
HP Surestore Disk System 2405	9T	Installatoin and start-up	H7558A/E	1 887
HP Server Appliance 1100, 1120, 2100, 2150, 2200, 2250	4H	Installation for Server Appliance (1st unit)	H5567A/E	1 347
	4H	Installation for Server Appliance (2+ unit)	H5568A/E	560
HP Server Appliance 3110, 3150, 3400, 3450	4H	Installation for Server Appliance (1st unit)	H5574A/E	1 965
	4H	Installation for Server Appliance (2+ unit)	H5575A/E	1 178
HP Server Appliance 7100, 7120, 7150, 7200, 7220, 8200, 8220, 8250, 9200	4H	Installation for Server Appliance (1st unit)	H5523A/E	1 347
	4H	Installation for Server Appliance (2+ unit)	H5524A/E	560
HP Itanium Workstations zx2000, zx6000	4G/7G	Installation	U3455A/E	614

hp supportpack post warranty services*

hardware	standard warranty	service	1 year	€
HP Server tc2100 & tc2110	7T	Post-warranty, next day on - site response	U3340PA/PE	168
	7T	Post-warranty, on - site response within 4 hours of call	U3341PA/PE	286
	7T	Post-warranty, on - site response within 4 hours of call, 24x7	U3342PA/PE	404
HP Netserver E45, E50, E55, E60 & E800 series	4G	Post-warranty, next day on - site response	H4561PA/PE	191
HP Server tc3100	4G	Post-warranty, on - site response within 4 hours of call	H4712PA/PE	308
	4G	Post-warranty, on - site response within 4 hours of call, 24x7	H4713PA/PE	443
	7G	Post-warranty, on - site response within 6 hours of call	U3359PA/PE	471
	7G	Post-warranty, on - site response within 6 hours of call, 24x7	U3364PA/PE	617
HP Netserver E200	4G	Post-warranty, next day on - site response	H4711PA/PE	134
	4G	Post-warranty, on - site response within 4 hours of call	H4712PA/PE	308
	4G	Post-warranty, on - site response within 4 hours of call, 24x7	H4713PA/PE	443
HP Netserver LVC, LCr, LPr series	7G	Post-warranty, next day on - site response	H4563PA/PE	337
HP Server tc4100	7G	Post-warranty, on - site response within 4 hours of call	H4662PA/PE	567
	7G	Post-warranty, on - site response within 4 hours of call, 24x7	H4659PA/PE	696
	7G	Post-warranty, on - site response within 6 hours of call	U3360PA/PE	786
	7G	Post-warranty, on - site response within 6 hours of call, 24x7	U3365PA/PE	921
HP Netserver LH & FC Hub series	7G	Post-warranty, next day on - site response	H4562PA/PE	539
HP Rackstorage System 6/8/12	7G	Post-warranty, on - site response within 4 hours of call	H4663PA/PE	966
	7G	Post-warranty, on - site response within 4 hours of call, 24x7	H4660PA/PE	1 224
	7G	Post-warranty, on - site response within 6 hours of call	U3361PA/PE	1 292
	7G	Post-warranty, on - site response within 6 hours of call, 24x7	U3366PA/PE	1 516
HP Netserver LT6000, LT6000r & LH6000 & LH6000r	7G	Post-warranty, next day on - site response	U2085PA/PE	842
	7G	Post-warranty, 4 hour on - site response	U2086PA/PE	1 235
	7G	Post-warranty, 4 hour on - site response, 24x7	U2087PA/PE	1 460
	7G	Post-warranty, on - site response within 6 hours of call	U3362PA/PE	1 573
	7G	Post-warranty, on - site response within 6 hours of call, 24x7	U3367PA/PE	1 797
HP Netserver LXr, LXrPro, LX, LXe series	7G	Post-warranty, next day on - site response	H4564PA/PE	1 005
	7G	Post-warranty, on - site response within 4 hours of call	H4664PA/PE	1 814
	7G	Post-warranty, on - site response within 4 hours of call, 24x7	H4661PA/PE	2 134
	7G	Post-warranty, on - site response within 6 hours of call	U3363PA/PE	2 247
	7G	Post-warranty, on - site response within 6 hours of call, 24x7	U3368PA/PE	2 640
HP Workstations (NT only)	7G	Post-warranty, next day on - site response	U2091PA/PE	223
HP Brio & Vectra	8P	Post-warranty, next day on - site response	H4565PA/PE	89
HP Kayak	7G/8N	Post-warranty, next day on - site response	H4566PA/PE	144
HP e-Vectra & e-pc	4G/7L	Post-warranty, next day on - site response	H4568PA/PE	44
HP Monitors		Post-warranty, next day on - site response	H2695PA/PE	44
HP Omnibook xe3	4D	Post-warranty, next day on - site response	H4519PA/PE	201
	4D	Post-warranty, retrieve, repair and return	H2730PA/PE	122
HP Omnibook 500, 510, 6000, 6100, xt6050 & xt6200	4D/7L	Post-warranty, next day on - site response	H3170PA/PE	223
	4D/7L	Post-warranty, retrieve, repair and return	H3169PA/PE	133
HP Procurve routing switch 9304M	4H	Post-warranty, on-site response within 4 hours of call	H2738PA/PE	5 337
HP Procurve routing switch 9308M & 9315 M	4H	Post-warranty, on-site response within 4 hours of call	H2739PA/PE	9 269
HP Autoloader 418, 718, 818	8R	Post-warranty, on-site response within 4 hours of call	H2737PA/PE	1 415
HP Autoloader 1/9 DLT/DLT1/LTO	5X			
HP Autoloader 1/8	4H			
HP Tape Libraries 1/20 & 2/20	3Z/5X	Next business day on-site response	U2063PA/PE	2 494
HP Library DLT & LTO 1/20, 2/20	8T	Post-warranty, on-site response within 4 hours of call	H2734PA/PE	3 033
HP Library DLT 4000/7000	8R			
HP Tape Libraries 2/40 & 4/40	3Z/5X	Next business day on-site response	U2064PA/PE	4 247
HP Library DLT & LTO 2/40, 4/40	8T	Post-warranty, on-site response within 4 hours of call	H2735PA/PE	5 325
HP Library 2/28 & 4/48				
HP DLT & LTO Library 2/60, 4/60, 6/60	3Z/5X	Next business day on-site response	U2065PA/PE	5 191
	8T	Post-warranty, on-site response within 4 hours of call	H2736PA/PE	7 483
HP Tape Libraries 4/100, 8/80, 10/100	3Z/5X	Next business day on-site response	U2066PA/PE	11 932
	3Z/5X	On-site response within 4 hours of call, 8 am - 5 pm	U2067PA/PE	12 876
HP Library MO 80fx, 160fx, 200fx, 300fx, HP Library MO 160ex, 320ex, 400ex, 660ex	5T/5K	Post-warranty, on-site response within 4 hours of call	H2732PA/PE	3 626
HP Library MO 300mx, 400mx, 600mx, 700mx, 1200mx	3S/5S			
HP Library MO 300mx, 400mx, 600mx, 700mx, 1200mx	3S			
HP Library MO 600fx, 1200ex, 2200mx	5T/5K	Post-warranty, on-site response within 4 hours of call	H2733PA/PE	7 806
HP Library MO 40fx, 80ex, 125ex, 220mx	5T/5K	Post-warranty, on-site response within 4 hours of call	H2731PA/PE	1 065
HP Bridge FC/SCSI 2100ER	8S	Post-warranty, on-site response within 4 hours of call	H2737PA/PE	1 415

*For other or higher service of Post-Warranty support, please contact our support contact responsible.

notes

All prices are in Euros excl. BTW.
 A blank column indicates that there is no HP Supportpack for that duration.
 This price list is valid for the months of July/August 2002. The information it contains may be subject to change without notice.

HP Supportpack information

HP Supportpack are available from commercial computer resellers. Product numbers ending with A are physical HP Supportpack.
 Post-warranty/OSS: Products numbers ending with PA or P are physical HP Supportpack.
 NB: When you place a call for service, you will be required to run self-test programs or to correct reported faults upon telephone advice. On-site assistance will be provided only when the fault or problem cannot be corrected remotely.

For other support services, support that offers higher service levels or more personalised support to your needs, please contact our support contract team. They offer support contract tailored to your needs and requirements. The contract team also offer solutions for specific post-warranty support.

abbreviations used in tables

INC: installation and network configuration
 AMS: advanced maintenance service

HP Supportpacks are warranty extensions/upgrades for HP computing and printing hardware.

For further information, please speak to your HP account manager, or visit us on the web at :
www.connectonline.hp.com

further offerings from hp supportpack:

hp advanced maintenance service (AMS)

HP offers a yearly healthcheck and maintenance kit replacement bundled with on-site support. The HP advanced maintenance service was created for customers who want the security that comes from regular maintenance check-ups and quick response for hardware repairs.

hp supportpack installation and configuration

HP Supportpack installation and configuration provides a rapid physical setup and network configuration of new HP printing and imaging devices. A structured user introduction is included to ensure customers are quickly up and running with the print quality they expect from HP.

In addition to the product related services, HP also offers value-added services that are comprehensive solutions for your customer's printing and imaging environment. Speak to your HP Supportpack project manager to find out more.

standard warranty codes

G6	1 Year/4 hours on site + 2 years/3 days on site	4H	1 Year/next day unit exchange, global	7G	3 Years/next day on site, global
1F	90 Days/Parts only, global	4J	1 Year/next day exchange, global	7K	1 Year on site + 2 years bench, global
1H	1 Year/enhanced parts, 48 hours, global	4M	1 Year/next day on site, global & upgradable	7L	3 Years/standard bench, global
1M	1 Year/next day unit exchange	4Q	1 Year/next day on site, global & installation	7M	3 Years/unit exchange
2Q	1 Year/next day on site, global, installation & upgradable	4T	1 Year/next day on site, hardware & software	7Q	3 Years/next day on site
2R	1 Year/Unit exchange	4U	1 Year/Unit exchange, global & upgradable	7U	3 Years/on-site in 3 days, installation
3S	1 Year/next day on site, global	5C	1 Year/next day on site	7W	3 Years/on-site in 3 days
3T	1 Year/next day on site, global & installation	5Q	1 Year/return to HP, global	8N	1 Year on-site + 2 years parts only, global
3Z	3 Years/parts only	5T	1 Year/on-site in 3 days, global	7T/8P	1 Year on-site + 2 years parts only, excl. KB / Mouse, global
4A	1 Year/standard bench	5X	1 Year/parts only	8R	3 Years/next day unit exchange, global
4D	1 Year/standard bench, global	6E	2 Years/next day exchange	8S	3 Years/unit exchange, global
4E	1 Year/standard bench, global & upgradable	6R	2 Years/next day on site, global	8T	2 Years/next day on site, global & installation
4G	1 Year/next day on site, global	7E	3 Years/next day unit exchange	9R	Lifetime next day exchange, global

hp designjet

hardware	warranty	service	3 years	€
HP Designjet 1050C,1055CM, 1050C plus & 1055CM plus	4G	Next business day on-site response	H5655A/E	1 443
	4G	4 hour on-site response	H2816A/E	2 020
	4G	AMS, next business day on-site response	H4582A/E	2 370
HP Designjet 5000-42" & 5000PS-42"	4G	Next business day on-site response	H5504A/E	2 200
	4G	Same day on-site response	H5653A/E	3 079
	4G	AMS, next business day on-site response	H4583A/E	3 898
	4G	AMS, 4 hour on-site response	H4631A/E	4 483
HP Designjet 5000-60", 5000PS-60", 5000 UV-60" & 5000 PS-UV-60"	4G	Next business day on-site response	H5505A/E	3 095
	4G	Same day on-site response	H5654A/E	4 059
	4G	AMS, next business day on-site response	H4583A/E	3 898
	4G	AMS, 4 hour on-site response	H4631A/E	4 483
HP Designjet 430	4G	Next business day on-site response	H5650A/E	337
HP Designjet 450 & 450C	4G	Next business day on-site response	H5651A/E	432
HP Designjet 488CA, 500 & 500PS	4G	Next business day on-site response	H5652A/E	450
HP Designjet 400 series	4G	AMS, next business day on-site response	H4580A/E	1 129
HP Designjet 500 series	4G	AMS, next business day on-site response	H3190A/E	1 415
HP Designjet 800 & 800PS	4G	Next business day on-site response	H5729A/E	960
	4G	4 hour on-site response	H4701A/E	1 343
	4G	AMS, next business day on-site response	H4581A/E	1 651
HP Designjet Color Copier 800PS large format All HP Designjet Colorpro series	4G	Next business day on-site response	U2006A/E	6 178
	4G	Next business day on-site response	H5651A/E	432
	4G	AMS, next business day on-site response	H4580A/E	1 129

hp LaserJet

hardware	warranty	service	3 years	€
HP LaserJet 1000w	3X	Next business day on-site repair or replacement	H7656A/E	73
HP LaserJet 1200 & 1220 series	4D/4E	Next business day replacement	H5465A/E	89
	4D/4E	Next business day on-site response	H5473A/E	132
HP LaserJet 2200, 3200 series & 3300MFP	1M/4D	Next business day replacement	H5471A/E	151
	1M/4D	Next business day on-site response	H5478A/E	224
HP LaserJet 4100, 5000 & 5100 series	4D	Next business day on-site response	H5479A/E	286
	4D	4 hour on-site response	H4475A/E	400
HP LaserJet 4100 & 5000 series	4D	AMS, next business day on-site response	H4420A/E	1 078
HP LaserJet 4100MFP	4D	Next business day on-site response	H7668A/E	369
	4D	4 hour on-site response	H7686A/E	517
HP LaserJet 8150, 8000 series	4G	Next business day on-site response	H5491A/E	824
	4G	4 hour on-site response	H5492A/E	1 155
	4G	AMS, next business day on-site response	H4421A/E	1 646
	4G	AMS, 4 hour on-site response	H4575A/E	1 960
HP LaserJet 8150 MFP	4G	Next business day on-site response	H2697A/E	1 404
	4G	4 hour on-site response	H3622A/E	2 106
	4G	AMS, next business day on-site response	H4422A/E	2 320
	4G	AMS, 4 hour on-site response	H4576A/E	3 247
HP LaserJet 9000 series	4M	Next business day on-site response	H7599A/E*	1 235
	4M	4 hour on-site response	H7603A/E*	2 044
	4M	AMS, next business day on-site response	H7611A/E*	4 044
	4M	AMS, 4 hour on-site response	H7613A/E*	5 617
	4M	Next business day on-site response	H7694A/E	2 865
	4M	4 hour on-site response	H7696A/E	4 011
HP LaserJet 9000MFP	4M	Next business day on-site response	H7685A/E*	2 313
	4M	4 hour on-site response	H7690A/E*	3 238
	4M	Next business day on-site response	H7700A/E	3 010
	4M	4 hour on-site response	U2019A/E	4 213
HP Color LaserJet 4550 series & 4600	4G	Next business day on-site response	H3113A/E	853
	4G	4-hour on-site response	H3118A/E	1 194
HP Color LaserJet 4550 series	4G	AMS, next business day on-site response	H4423A/E	2 297
	4G	AMS, 4 hour on-site response	H4577A/E	2 988
HP Color LaserJet 8550 series	4G	Next business day on-site response	H5549A/E	1 955
	4G	4 hour on-site response	H2691A/E	2 737
	4G	AMS, next business day on-site response	H4424A/E	3 370
	4G	AMS, 4 hour on-site response	H4578A/E	4 589
HP Color LaserJet 8550 MFP	4Q	Next business day on-site response	H4597A/E	3 258
	4Q	4 hour on-site response	H4603A/E	4 560
	4Q	AMS, next business day on-site response	H4425A/E	5 106
	4Q	AMS, 4 hour on-site response	H4579A/E	7 842

* These Supportpacks are available for 3 years or 1.8M printed pages, whichever comes first.

hp deskjet

hardware	warranty	service	3 years	€
HP Deskjet 350, 1125C, 1220C series, Color Inkjet cp1160	4D	Next day replacement	H3683A/E	82
HP Deskjet 600, 700, 800 & 900 series	2R	Next day replacement	H5461A/E	69
	4U	Return to HP	H3696A/E	37
Color Inkjet 1700/d/ps	2R/4A	Next day replacement	H3678A/E	185
HP Deskjet 2200/2250 series				
HP Business Inkjet 2230, 2280 & 2280tn	4A	Next day replacement	H7674A/E	189

hp scanjet, hp digital senders

hardware	warranty	service	3 years	€
HP Scanjet series	NA	Next day replacement	H3666A/E	69
	4U	Return to HP	H3669A/E	42
HP Digital sender 9100C	2R	Next day replacement	H5485A/E	426
HP Digital sender 8100C series	2R	Next day replacement	H4595A/E	224

hp officejet & fax

hardware	warranty	service	3 years	€
HP Officejet all series, PSC & Fax	4D	Next day replacement	H5467A/E	100

hp photosmart series

hardware	warranty	service	3 years	€
HP Photosmart printers	4D	Next day replacement	U2850A/E	100
HP Photosmart digital cameras	4A	Next day replacement	H7739A/E	90

hp installation and configuration for network printers

	pack no.	€
INC for 1 network printer (LJ 4100MFP, 8150, 9000 series, 9000MFP, CLJ 4550, 4600, 8550 series & MFP products)	H2872A/E	376
As above for 2 to 5 network printers	H4442A/E	1 174
INC for 1 network printer LJ11xx, 21xx, 40xx, 50xx, LaserJet 1000w, 1200, 1220, 1200n, 2200 series, 3200, 4100 & 5100 series, 3300MFP, Color inkjet cp 1160 & 1700 series, HP 2000, HP 2200/2250, Deskj1x20C, 1125C, Business Inkjet 2600	H3110A/E	320
As above for 2 to 5 network printers	H3111A/E	1 067
INC for 1 network Designjet all series	H4518A/E	589

hp print server appliance

hardware

standard warranty

service

3 years

€

HP Print Server Appliance 4200

4H

Next day replacement

H4614A/E

144

hp supportpack post warranty services*

hardware	warranty	service	1 year	€	2 years	€
LaserJet 1100, 1200, 1220, 1200n & 6L series, Deskjet 340/350, 1100/1120/1125 & 1220 series, HP 2000 C & Cxi	4D/4E	Post warranty, next business day on-site response	H2639PA/PE	84	H2641PA/PE	157
LaserJet 6MP, 5/6P, 2100, 2200, 3100, 3150, 3200 series, Color Inkjet cp1160 & cp1700 series, HP 2000 CN, 2200, 2250 series	4D/1M	Post warranty, next business day on-site response	H2649PA/PE	117	H2650PA/PE	208
LaserJet 4V, 5M/N, 4050, 4100, 5000 & 5100 series	4A	Post warranty, 4-hour on-site response	U2032PA/PE	240		
	4D	Post warranty, next business day on-site response	H2664PA/PE	171	H2665PA/PE	314
LaserJet 4100MFP	4D	Post warranty, 4-hour on-site response	H7689PA/PE	311		
	4D	Post warranty, next business day on-site response	H7688PA/PE	222		
LaserJet 8000, 8100 & 8150 series	4G	Post warranty, 4-hour on-site response	U2033PA/PE	693		
LaserJet 8000, 8100, 8150, 4MV & 5Si series	4G	Post warranty, next business day on-site response	H3182PA/PE	495		
LaserJet 8000, 8100, 8150, 4MV series	4G	Post warranty, next business day on-site response	U2038PA/PE	842	H2674PA/PE	907
Mopier 240, 320, LaserJet 8000 MFP, 8150 MFP	4G	Post warranty, next business day on-site response				
	4G	Post warranty, 4-hour on-site response	U2036PA/PE	1179		
LaserJet 9000 series	4M	Post warranty, next business day on-site response	H7629PA/PE**	876	H7631PA/PE***	1606
	4M	Post warranty, 4-hour on-site response	H7633PA/PE**	1226	H7635PA/PE***	2249
	4M	Post warranty, next business day on-site response	H7698PA/PE	1719		
	4M	Post warranty, 4-hour on-site response	H7699PA/PE	2406		
LaserJet 9000MFP	4M	Post warranty, next business day on-site response	H7695PA/PE**	1387		
	4M	Post warranty, 4-hour on-site response	H7697PA/PE**	1942		
	4M	Post warranty, next business day on-site response	U2020PA/PE	1805		
	4M	Post warranty, 4-hour on-site response	U2052PA/PE	2528		
Color LaserJet 5N, 4500, 4550 & 4600 series	4G	Post warranty, next business day on-site response	H3183PA/PE	512	H3112PA/PE	938
Color LaserJet 4500, 4550 & 4600 Series	4G	Post warranty, 4-hour on-site response	U2034PA/PE	716		
Color LaserJet 8550 Series	4G	Post warranty, 4-hour on-site response	U2035PA/PE	1642		
Color LaserJet 8500 & 8550 series	4G	Post warranty, next business day on-site response	H3184PA/PE	1173	H2684PA/PE	2150
Color LaserJet 8550 MFP series	4Q	Post warranty, next business day on-site response	U2039PA/PE	1955		
	4Q	Post warranty, 4-hour on-site response	U2037PA/PE	2737		
Designjet 3000CP, 3500CP, 5000-60, 5000PS-60 series	4G	Post warranty, next business day on-site response	H4606PA/PE	1740	H3600PA/PE	3189
Designjet 2000CP, 2500CP, 2800CP, 5000-42, 5000PS-42 series	4G	Post warranty, next business day on-site response	H4607PA/PE	1320	H3614PA/PE	2420
Designjet 5000-42, 60, PS-42, PS-60	4G	Post warranty, 4-hour on-site response	H5740PA/PE	2435		
Designjet 1000, 1050C plus & 1055CM plus series	4G	Post warranty, next business day on-site response	H4608PA/PE	978	H3627PA/PE	1587
Designjet 700, 750, 755 & 800 series (excl. D & E size)	4G	Post warranty, next business day on-site response	H4609PA/PE	576	H3638PA/PE	1056
Designjet 455, 488 & 500 series	4G	Post warranty, next business day on-site response	H4610PA/PE	269	H3641PA/PE	495
Designjet 450 series & colorpro GA	4G	Post warranty, next business day on-site response	H4611PA/PE	259	H3644PA/PE	505
Designjet 430 series & colorpro CAD	4G	Post warranty, next business day on-site response	H4612PA/PE	202	H3647PA/PE	370
Deskjet 600, 700, 800 & 900 series	5Q	Post warranty, next business day on-site response	H7710PA/PE	100		
Business Inkjet 2230, 2280 & 2280tn	4A	Post warranty, next business day on-site response	H5776PA/PE	113		
Scanjet 2, 3, 4, 5, 6 & 7 series	5Q	Post warranty, next business day on-site response	H7711PA/PE	100		
Officejet/AIO series	5Q	Post warranty, next business day on-site response	H7712PA/PE	150		

* For other or higher service of Post-Warranty support, please contact our support contact responsible.

** These Supportpacks are available for 1 year or 600K printed pages, whichever comes first.

*** These Supportpacks are available for 2 years or 1.2M printed pages, whichever comes first.

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