

# Compaq Presario Desktop Products

# Warranty and Support Guide

- ✓ 1 Year Parts Replacement on Hardware with Available Shipment of Replacement Parts — Compaq's award-winning Easy Access Design makes it easy!
- ✓ 1 Year Free Labor on Hardware
- ✓ 1 Year Free Hardware Technical Support
- ✓ 30 Days Telephone Assistance to Get You Up and Running

## **IMPORTANT NOTE**

If you experience a problem with your new Presario, **DO NOT RETURN YOUR COMPUTER TO YOUR RETAILER**. At Compaq, we take pride in our ability to service your needs. We have specialists available to help you with your technical support questions as they arise via the Web or phone (see Contact Numbers chart within this document). As our valued customer, we want to make sure that your support needs are met and any issues resolved as quickly as possible.

The information in this document is subject to change without notice.

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All other product names mentioned herein may be trademarks of their respective companies.

HP shall not be liable for technical or editorial errors or omissions contained herein. The information in this document is provided "as is" without warranty of any kind and is subject to change without notice. The warranties for HP products are set forth in the express limited warranty statements accompanying such products. **Nothing herein should be construed as constituting an additional warranty.**



**WARNING:** Text set off in this manner indicates that failure to follow directions could result in damage to equipment, loss of information, bodily harm, or loss of life.

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# CONTACT NUMBERS

## SOUTHEAST ASIA

Technical Support

[www.compaq.com.sg/support/](http://www.compaq.com.sg/support/)

**Singapore: 6272 5300**

Hours: M–F 8:30–9:30, Sat. 8:30–12:30

**Indonesia:** Call your retailer.

**Malaysia: 1800 805 405**

Hours: M–F 8:30–9:30, Sat. 8:30–12:30

**Philippines:** Call your retailer.

**Thailand: (2) 353 9000**

Hours: M–F 8:30–5:30, Sat. 8:30–12:30

**Vietnam:** Call your retailer.

Hours are subject to change without  
notice.

Before contacting Compaq Technical Support, it's important to have the following information handy. Please take a moment to write down your product information for future reference.

Product Name:

Model Name:

Serial Number:

Date of Purchase:




# COMPAQ PRESARIO DESKTOP PRODUCTS

## Warranty and License Information

### To Our Valued Customer

Congratulations on your decision to purchase a Compaq Presario PC! During development, the Compaq Presario must pass extensive quality tests to meet the rigorous standards that have made Compaq famous for quality and reliability.

All Compaq Presarios go through a comprehensive quality test to ensure the PC is working correctly before it leaves our factory. In addition, we have placed a security seal on your PC to indicate that it has not been tampered with since it left our factory.

We know that expanding and upgrading are key benefits for all customers. We are proud to make this a key differentiator for our Compaq Presario and understand that you may wish to upgrade your PC to meet your specific needs.

Any hardware upgrades that you intend to do should only be done after you have completely set up your new Compaq Presario. Refer to the setup poster included with your system for help with setting up. If you have any problems setting up your system and turning it on, immediately contact the Compaq Customer Support Center listed earlier in this *Warranty and Support Guide*, and a Compaq Customer Representative will assist you. This must be done first before attempting to upgrade your system.

By breaking the security seal on the back of the Compaq Presario, you are confirming that the Compaq Presario was working properly before you attempted to upgrade your system. Once the security seal has been broken, your Compaq Presario is then, to the extent allowed by local law, covered under the terms and conditions listed in the following pages.

Thank you for choosing the Compaq Presario. We hope you enjoy discovering the exciting things you can do with it!

### Compaq Customer Support

Easy to reach. Easy to use. Award-winning Compaq Customer Support is our promise to help you get the most from your Compaq Presario. Whether with tools located on your PC, from information on the Web, by phone, or through your local retailer, you'll find what you need.

### Problems? Compaq Will Help

Your new Compaq Presario computer is built to work right now — and for many years to come. But it is a complex, powerful machine, and sometimes things go wrong. If that happens to your computer, Compaq is ready to help.

### Getting Started

Follow the *Quick Setup* poster and the *Getting Started* guide for help with setting up and using your PC.

### Register Your PC

It is always best to register your PC. This allows for quicker help when you need it. You can register your PC by the electronic registration program that automatically starts when you first turn on your PC. Or, you can register on the Web at <http://register.hp.com>

## See What You Can Do

There's lots of helpful information included with your Compaq Presario. First look at Help on your Windows® desktop (to access it, click **Start** on the taskbar). It contains more detailed help and will give you suggestions on how to fix the problem.

Within the Help and Support Center, you can get the latest news from Compaq about your PC. Be sure to also check the updates from Compaq that are sent to your desktop from time to time.

Next, try a little surfing! The Compaq Web site has updated software, tips and tricks, answers for common problems, and other information. Go to <http://www.compaq.com.sg/support/> and search for your Compaq Presario model.

## Call Compaq Customer Support Center

Finally, if these steps don't help, you can reach a real, knowledgeable person by calling the Compaq Customer Support Center in your area. Phone assistance to get you up and running is free for 30 days from the time you purchased your computer. After 30 days, there may be a charge, but the helpful support is still available.

## And, if Necessary: Get Repair

If your computer needs to be repaired or to have parts replaced, you have two choices:

- 1 You can easily replace many of your Compaq Presario parts that are considered consumer replaceable. This is the fastest method of repair, as many times we can send the part directly to your home or business in a few days. This service is free for one year from the date you purchased your computer.
- 2 If a repair is necessary, the Compaq Customer Support Center will make arrangements to fix your computer. This service is free for one year from the date you purchased your computer.

There are a few limitations and exclusions to this warranty (as well as some important details), which are described in the following section.

## The Legal Language

### Compaq Limited Warranty Statement

#### COMPAQ PRODUCT DURATION OF LIMITED WARRANTY

Hardware — Parts and Labor:	1 Year
Phone assistance to get you up-and-running:	30 days

Compaq warrants to you, the end-user customer, that Compaq hardware, accessories, and supplies will be free from defects in materials and workmanship after the date of purchase, for the period specified above. If Compaq receives notice of such defects during the warranty period, Compaq will, at its option, either repair or replace products which prove to be defective. Replacement products may be either new or equivalent in performance to new.

Compaq warrants to you that Compaq software will not fail to execute its programming instructions after the date of purchase, for the period specified above, due to defects in material and workmanship when properly installed and used. If Compaq receives notice of such defects during the warranty period, Compaq will replace software which does not execute its programming instructions due to such defects.

Compaq does not warrant that the operation of Compaq products will be uninterrupted or error free. If Compaq is unable, within a reasonable time, to repair or replace any product to a condition as warranted, you will be entitled to a refund of the purchase price on a prorated basis upon prompt return of the product.

Compaq products may contain remanufactured parts equivalent to new in performance or may have been subject to incidental use.

Warranty does not apply to defects resulting from (a) improper or inadequate maintenance or calibration, (b) software, interfacing, parts, or supplies not supplied by Compaq, (c) unauthorized modification or misuse, (d) computer viruses of any origin, (e) operation outside of the published environmental specifications for the product, (f) improper site preparation or maintenance, or (g) unplanned acts of nature, such as floods, tornadoes, lightning strikes, hurricanes, or earthquakes. TO THE EXTENT ALLOWED BY LOCAL LAW, THE ABOVE WARRANTIES ARE EXCLUSIVE AND NO OTHER WARRANTY OR CONDITION, WHETHER WRITTEN OR ORAL, IS EXPRESSED OR IMPLIED AND COMPAQ SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE. Some countries/regions, states, or provinces do not allow limitations on the duration of an implied warranty, so the above limitation or exclusion might not apply to you. This warranty gives you specific legal rights and you might also have other rights that vary from country/region to country/region, state to state, or province to province.

Compaq's limited warranty is valid in any country/region or locality where Compaq has a support presence for this product and where Compaq has marketed this product. The level of warranty service you receive may vary according to local standards. Compaq will not alter form, fit, or function of the product to make it operate in a country/region for which it was never intended to function for legal or regulatory reasons.

TO THE EXTENT ALLOWED BY LOCAL LAW, THE REMEDIES IN THIS WARRANTY STATEMENT ARE YOUR SOLE AND EXCLUSIVE REMEDIES. EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL COMPAQ OR ITS SUPPLIERS BE LIABLE FOR LOSS OF DATA OR FOR DIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL (INCLUDING LOST PROFIT OR DATA), OR OTHER DAMAGE, WHETHER BASED IN CONTRACT, TORT, OR OTHERWISE. Some countries/regions, states, or provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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

## **Network Interface Cards**

Compaq warrants the operation on a network interface card (NIC), only if factory preinstalled by Compaq, as follows: Compaq will make sure the correct drivers are installed; Compaq will make sure that the Compaq Presario recognizes the NIC. NO CONNECTIVITY ISSUES ARE SUPPORTED.

## **Software Media (CDs)**

The software CDs that come with your system are warranted to be free from defects for one year. Any claims for missing CDs need to be made within 30 days. Any claims for defective CDs may require the exchange of the CDs.

## **Customer Responsibilities**

You may be required to run Compaq-supplied diagnostic programs before an in-home visit will be scheduled or a replacement part will be dispatched.

You are responsible for the security of your proprietary and confidential information and for maintaining a procedure external to the products for reconstruction of lost or altered files, data, or programs. You should back up all data on your system before calling the Compaq Customer Support Center.

For In-home service, you must provide: access to the product; adequate working space and facilities within a reasonable distance of the product; access to and use of all information and facilities determined necessary by Compaq to service the product; and operating supplies and consumables such as you would use during normal operation.

When service is being performed in-home, you or your representative, 18 years of age or older, must be present at all times. You must state if the product is being used in an environment which poses a potential health hazard to repair personnel; Compaq may require that the product be maintained by customer personnel under direct Compaq supervision. Compaq may also refuse to provide In-home service in special circumstances and will provide an alternative repair method such as Carry-in repair.

## **Obtaining Hardware Warranty Repair Service**

For the duration of the one-year parts and labor warranty, repair service includes Consumer-replaceable Parts services, Carry-in services, and In-home services as described below. To obtain hardware warranty service, call the Compaq Customer Support Center. You must be prepared to supply the proof-of-purchase date.

The time it takes to repair your computer will vary based upon location and circumstances. The phone agent can supply more details.

## **Consumer-Replaceable Parts Services**

Consumer-replaceable components — such as the keyboard, mouse, speakers, and monitor — may be serviced through expedited part shipment. In this event, Compaq will send you the component and, if necessary, telephone assistance on replacement of the component. In some cases, Compaq will ask for a credit card as collateral for the part (such as monitors) and will charge you for the retail price of the part if the failed product is not returned within 30 days.

## **Carry-In Services**

Hardware service during the one-year warranty period is provided by bringing or mailing your PC to a Compaq Presario authorized service provider. The Compaq Customer Support Center can provide you with details on the location nearest you.

## **In-Home Services**

In-home service is available for certain products sold and serviced in Hong Kong, Singapore, and Taiwan only, and is unavailable in certain locations. The Compaq Technical Support can give you more information.

## **Compaq Software Product License Agreement**

ATTENTION: USE OF THE SOFTWARE IS SUBJECT TO THE COMPAQ SOFTWARE LICENSE TERMS SET FORTH BELOW; USING THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE LICENSE TERMS. IF YOU DO NOT ACCEPT THESE LICENSE TERMS, YOU MAY RETURN THE SOFTWARE FOR A FULL REFUND. IF THE SOFTWARE IS BUNDLED WITH ANOTHER PRODUCT, YOU MAY RETURN THE ENTIRE UNUSED PRODUCT FOR A FULL REFUND.

The Compaq Software Product License Agreement will govern all Software which is provided to you with the exception of Microsoft® Software. Microsoft Products are licensed to you under the Microsoft End User License Agreement (EULA) contained in the Microsoft documentation online.

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If your computer was shipped with a Recovery CD, (i) the Recovery CD and/or Support Utility software may be used only for restoring the hard disk of the Compaq computer system with which the Recovery CD originally was provided, and (ii) if separate EULA(s) are included with your computer for any other Microsoft products which are included on the Recovery CD, those Microsoft products are subject to the terms of their respective EULA(s).

## **No Disassembly**

**DECRYPTION** — You may not disassemble or decompile the Software unless Compaq's prior written consent is obtained. In some jurisdictions, Compaq's consent may not be required for limited disassembly or decompilation. Upon request, you will provide Compaq with reasonably detailed information regarding any disassembly or decompilation. You may not decrypt the Software unless decryption is a necessary part of the operation of the Software.

**TRANSFER** — Your license will automatically terminate upon any transfer of the Software. Upon transfer, you must deliver the Software, including any copies and related documentation, to the transferee. The transferee must accept these License Terms as a condition to the transfer.

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**EXPORT REQUIREMENTS** — You may not export or re-export the Software or any copy or adaptation in violation of any applicable laws or regulations.

(REV. 090502)

# Declaration of Conformity

## According to ISO/IEC Guide 22 and EN 45014

**Manufacturer's Name:** Hewlett-Packard Company  
**Manufacturer's Address:** 10500 Ridgeview Ct.  
Cupertino, CA 95015-4010  
USA

### declares that the product

**Product Name:** Compaq Presario Personal Computer System  
**Model Number(s):** 8000 series, S0000 series  
**Product Options:** All

### conforms to the following Product Specifications:

**Safety:** IEC 60950:1991 + A1, A2, A3, A4  
EN 60950:1992 + A1, A2, A3, A4, A11  
IEC 60825-1:1993 + A1/E 60825-1:1994 + A11 Class 1 (Laser/LED)

**EMC:** CISPR 22:1997/EN 55022:1998 Class B<sup>1)</sup>  
CISPR 24:1997/EN 55024:1998  
IEC 61000-3-2:1995/EN61000-3-2:1995 + A14 — Harmonics  
IEC 61000-3-3:1994/EN61000-3-3:1995 — Flicker  
FCC Title 47 CFR, Part 15 Class B<sup>2)</sup>/ICES-003, Issue 2  
AS/NZS 3548:1995 + A1 + A2:1997/CISPR 22:1993 + A1 + A2:1996  
Class B<sup>1)</sup>

**Telecom:** TBR 21:1998, EG201 121:1998

### Supplementary Information:

The product herewith complies with the requirements of the following Directives and carries the CE marking accordingly.

— the R&TTE Directive 1999/5/EC

- 1) The Product was tested in a typical configuration with Compaq Personal Computer and peripherals.
- 2) This Device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Hardware Quality Engineering Manager  
Cupertino, CA, USA February, 2003

### For Regulatory Compliance Information ONLY, contact:

**Australian Contact:** Product Regulations Manager  
Hewlett-Packard Australia Ltd.  
31-41 Joseph Street  
Blackburn, Victoria 3130, Australia

# Operating Specifications

**Electrical ratings:** Models: 8000 series, S0000 series  
100–127 V<sub>~</sub>/200–240 V<sub>~</sub>,  
4/2 A, 50/60 Hz

**Operating temperature:** 5° to 35° C  
(On models with DVD+RW/+R drives, the operating temperature is 5° to 30° C)

**Storage temperature:** –40° to 70° C

**Operating humidity:** 15 to 80% @ 26° C

**Storage humidity:** 90% @ 65° C (non-condensing)

**Operating altitude:** 0–2286 m

**Storage altitude:** 0–4572 m

Batteries are delivered with this product. When empty, do not throw them away but collect as small chemical waste.

# Regulatory and Safety Information

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**WARNING:** The Compaq Presario is heavy; be sure to use ergonomically correct lifting procedures when moving the computer.

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**WARNING:** Electrostatic discharge (ESD) can damage disk drives, add-in cards, and other components. If an ESD station is not available, wear a wrist strap attached to a metal part of the computer. Place cards on a conductive foam pad or inside the conductive wrapper they came in; do not place the cards on top of the wrapper.

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**WARNING:** Do not operate the system with the cover removed. Always replace the cover before turning on the system.

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**WARNING:** Please read the "Additional Safety Information" located later in this document before installing and connecting your system to the electrical power system.

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**WARNING:** Using the wrong type of memory module could damage the system.

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**WARNING:** Do not pull the memory module out of the socket. Use the retaining clips to eject the module.

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**WARNING:** Do not overload the system by installing add-in cards that draw excessive current. The system is designed to provide 2 amps (average) of +5 V power for each board/card in the computer. The total +5 V current draw in a fully loaded system (one with all add-in card slots filled) must not exceed the total number of slots multiplied by 2 amps.

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**WARNING:** Be careful of the sharp edges on the expansion slot cover.

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**WARNING:** There is danger of explosion if the battery is incorrectly replaced. Replace only with the same, or equivalent, type of battery. Discard used batteries according to the manufacturer's instructions.

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## ENERGY STAR Compliance

Compaq Presario PCs and Monitors marked with the ENERGY STAR® logo on the packaging box qualify with the U.S. Environmental Protection Agency's ENERGY STAR guidelines for energy efficiency.



Products with the ENERGY STAR label are designed to use less energy, help you save money on utility bills, and help protect the environment.

ENERGY STAR® is a registered trademark owned by the U.S. government.



**WARNING:** When using this device, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

- Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Avoid using this product during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use this product to report a gas leak in the vicinity of the leak.
- Always disconnect the modem cable before opening the equipment enclosure or touching an uninsulated modem cable, jack or internal components.
- If this product was not provided with a telephone line cord, use only No. 26 AWG or larger telecommunication line cord in order to reduce the risk of fire.
- Do not plug a modem or telephone cable into the Network Interface Card (NIC) receptacle.

**SAVE THESE INSTRUCTIONS**

## Additional Safety Information

This product has not been evaluated for connection to an "IT" power system (an AC distribution system with no direct connection to earth, according to IEC 60950).

### AC Power Safety Warning

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**WARNING:** Install the computer near an AC outlet. The AC power cord is your Compaq Presario's main AC disconnecting device and must be easily accessible at all times. For your safety, the power cord provided with your system has a grounded plug. Always use the power cord with a properly grounded wall outlet, to avoid the risk of electrical shock.

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**WARNING:** Your system is provided with a voltage select switch for use in a 115 or 230 VAC power system. The voltage select switch has been pre-set to the correct voltage setting for use in the particular country/region where it was initially sold. Changing the voltage select switch to the incorrect position can damage your PC and void any implied warranty.

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**WARNING:** To reduce the possibility of an electric shock from the telephone network, plug your computer into the AC outlet before connecting it to the telephone line. Also, disconnect the telephone line before unplugging your computer from the AC power outlet.

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**WARNING:** Always disconnect the modem cord from the telephone system before installing or removing your computer cover.

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**WARNING:** Do not operate the computer with the cover removed.

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**WARNING:** The power supply is not user-serviceable. To prevent damage to the power supply, have a qualified person repair or replace it. All other components are user-serviceable.

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**WARNING:** For your safety, always unplug the system from its power source and from any telecommunications systems (such as phone lines), networks, or modems before performing any of the procedures described in this guide. Failure to do so may result in personal injury or equipment damage. Hazardous voltage levels are inside the power supply and modem of this product.

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## Lithium Battery Caution

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**WARNING:** The PC uses a lithium battery, type CR2032. There is danger of explosion if the battery is incorrectly replaced. Replace only with the same, or equivalent, type recommended by the manufacturer. Dispose of used batteries according to the manufacturer's instructions.

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## Laser Safety Statement

### Class 1 LED Product

The CD-ROM and DVD-ROM drives contain a laser system and are classified as a "Class 1 Laser Product" under a U.S. Department of Health and Human Services (DHHS) Radiation Performance standard according to the Radiation Control for Health and Safety Act of 1968.

Should the unit ever require maintenance, contact an authorized service location.

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**WARNING:** Use of controls, adjustments, or performance procedures other than those specified in the *Getting Started* guide may result in hazardous radiation exposure. To prevent direct exposure to laser beam, do not try to open the enclosure of the CD-ROM or DVD-ROM.

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## Laser Product Label

The following label or equivalent is located on the surface of Compaq laser products:



This label indicates that the product is classified as a CLASS 1 LASER PRODUCT. This label appears on a laser device installed in your product.

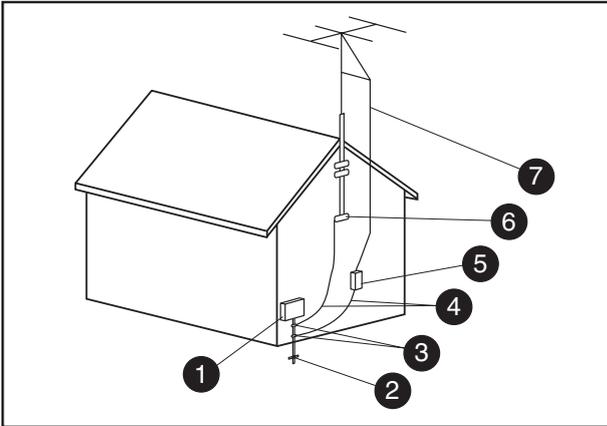
## TV Antenna Connectors Protection

### External Television Antenna Grounding

If an outside antenna or cable system is connected to the product, be sure the antenna or cable system is electrically grounded so as to provide some protection against voltage surges and built-up static charges. Article 810 of the National Electrical Code, ANSI/NFPA 70, provides information with regard to proper electrical grounding of the mast and supporting structure, grounding of the lead-in wire to an antenna-discharge unit, size of grounding conductors, location of antenna-discharge unit, connection to grounding electrodes, and requirements for the grounding electrode.

## Lightning Protection

For added protection of any Compaq product during a lightning storm, or when it is left unattended and unused for long periods of time, unplug the product from the wall outlet and disconnect the antenna or cable system. This will prevent damage to the product from lightning and power line surges.



Antenna Grounding

### Antenna Grounding

Reference	Grounding Component
1	Electric Service Equipment
2	Power Service Grounding Electrode System (NEC Art 250, Part H)
3	Ground Clamps
4	Grounding Conductors (NEC Section 810-21)
5	Antenna Discharge Unit (NEC Section 810-20)
6	Ground Clamp
7	Antenna Lead in Wire

## Power Lines

An outside antenna system should not be located in the vicinity of overhead power lines or other electric light or power circuits, or where it can fall into such power lines or circuits.



**WARNING:** When installing an outside antenna system, extreme care should be taken to keep from touching such power lines or circuits as contact with them could be fatal.





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