

Compaq Presario Desktop Products

Warranty & Support Guide

- ✓ 1 Year Parts and Labor
- ✓ 1 Year Technical Telephone Support
- ✓ 24 Hours a Day, 7 Days a Week

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 are available 24 hours a day, 7 days a week. 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.

This document includes warranty information for the United States, Canada, and the Caribbean. The information in this document is subject to change without notice.

Before contacting Compaq Customer Support Center, 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 Number: _____

Serial Number: _____

Purchase Date: _____

COMPAQ

© 2003 Hewlett-Packard Development Company, L.P.

Microsoft, Windows, Windows XP are trademarks of Microsoft Corporation in the U.S. and other countries/regions.

Intel, Pentium, Intel Inside, and Celeron are trademarks of Intel Corporation.

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.

Contacting Compaq for Support

It's important to have the following information if you need to contact Compaq for support. Please take a moment to write down your product information for future reference.

Product Name:
(located on front panel)

Model Number:

System or Product
Number*:

Serial Number*:

Date of Purchase:

Operating System
Type and Revision:

* This information can be found on the product label on your PC.

In addition, please gather the following information:

- Applicable error messages
- Additional third-party hardware and/or software installed
- Detailed, specific questions

Don't Forget to Register!

Registering your Compaq product is quick, easy, and offers you access to subscriptions and notifications such as:

- E-mail updates containing notifications about product enhancements, the most recent support alerts and driver updates specific to the product(s) you own.
- The 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/di/newsgrams.html> to explore a sample newsgram.

You can register during the setup of your product or visit us online at www.register.hp.com to register.

Compaq Support Process

Compaq offers a wide variety of service and support options that are available around the clock for Compaq customers with products that are either in or out of warranty. If you have a question or a problem arises, for the fastest service we suggest that you seek assistance from Compaq service and support in the following manner.

- 1 Use the Help and Support** features that are installed with your product and refer to your product documentation for specific instructions and troubleshooting information.
- 2 Visit Compaq online service and support** at www.compaq.com/consumersupport
Compaq online service and support is available to all Compaq customers for the life of their Compaq products. It is always available and is your fastest source for up-to-date product information and expert assistance that includes:
 - Fast access to qualified online support specialists.
 - Lifetime access to customer communities where you can join discussions, review information, and collaborate with other users just like yourself.
 - Software and driver updates for your product.
 - Valuable product and troubleshooting information for common problems.
 - Proactive product updates, support alerts, and newsgrams are available when you register your product.
- 3 Contact Compaq Customer Care** by phone 24 hours a day, seven days a week in both English and Spanish (U.S. only) via 1-800-OK-COMPAQ. Canadian customers can reach us at the same number for support in both English and French. When you call please have your product model number, serial number, and date of purchase available. Telephone support is free during your limited warranty period.

Software Support

America Online

U.S.: 888-346-3704 — Canada: 888-265-4357
www.aol.com

ArcSoft

www.arcsoft.com

AT&T WorldNet

800-400-1447 — www.att.net

CompuServe 2000

800-944-9871 — www.compuserve.com

Corel

www3.corel.com

Detto Technologies

866-338-8663 — www.detto.com

EarthLink

Dial-up customer service: 800-890-6356

Dial-up technical support: 800-890-5128

Broadband customer service and technical support:
888-829-8466

www.earthlink.net

InterVideo (only DVD-ROM models)

www.intervideo.com

Microsoft Network

800-386-5550 — www.support.msn.com

MusicMatch

www.musicmatch.com

Quicken Basic (Intuit)

900-555-4688 — www.intuit.com

Veritas (only CD-RW and DVD+RW/+R models)

www.veritas.com

Yahoo! — User Support

www.yahoo.com

When should I contact Compaq online service and support?

For many common problems and requests, Compaq online service and support is your fastest link to up-to-date product information and expert assistance. Visit www.compaq.com/consumersupport to:

- Download current software and drivers for your product.
- Troubleshoot common printing problems.
- Diagnose performance issues with your PC.
- Find user manuals and documentation for your product.

When should I contact Compaq phone service and support?

When your problem cannot be solved through Compaq online service and support, qualified support specialists are available 24 hours a day via **1-800-OK-COMPAQ** to provide expert assistance. Call Compaq Customer Care when:

- You either do not have Internet access, or can not connect to the Internet to visit www.compaq.com/consumersupport
- Your product Quick Help does not identify or help solve your problem.
- There is obvious damage or a mechanical breakdown with your product rendering it inoperable.

Note: Support options, availability, and hours vary by product, country/region, and language and are subject to change.

For Caribbean

<http://clac.compaq.com/soporte/index.html>

Aruba: 800-8000 or 877-219-8671

Bahamas: 1-800-799-3477

Barbados: 1-800-796-9602

Jamaica: 1-800-799-3477

Trinidad: 1-800-799-3477

3rd Party Support

3rd Party Support is the new one-stop support solution for our home and home office customers within the U.S. If you have a support question about any aspect of your computer, peripherals, software, Internet connection, computer games etc. just call us at (1) 208-333-3897. Even if your question is about a product or service not provided by Compaq, for a small fee*, we will do our best to get you up and running again.

Terms and conditions:

3rd Party Support will provide all commercially reasonable efforts to resolve customer issues not covered by the existing warranty. The cost to the customer is \$30.00* per incident. To contact 3rd Party Support use the customer support number at (1) 208-333-3897 and select 3rd Party support or tell your technical adviser.

* Prices are subject to change without notice.

Compaq Out-of-Warranty Support Options

Compaq online service and support

Compaq online service and support is available at www.compaq.com/consumersupport to all Compaq customers for the life of their Compaq products. It is always open and is your fastest source for up-to-date product information and expert assistance.

Phone support

Even after your warranty has ended, Compaq can still provide you with service and support options.

- For Visa and MasterCard holders in the United States or calls from Canada, please call (800) OK-COMPAQ. The fee is U.S. \$30* per call, charged to your Visa or MasterCard.

*Prices are subject to change without notice and may vary based on your product.

Recycle – HP/Compaq Planet Partners

Compaq is sensitive to the environment and has a program, Planet Partners, to make it simple for us to reclaim your old product for recycling. Compaq will help you recycle your old equipment even if it is not a Compaq product; we take back all makes and models. Visit our Web site to find out how easy it is to recycle: www.hp.com/recycle

Obtaining a Warranty Upgrade

Protect your investment!

Upgrade your standard factory warranty for up to three years with the Care Pack. Service coverage begins on product purchase date and you must purchase the pack within the first year after product purchase. The hardware service offering will be determined based on the outcome of system self-test programs run by the customer through the initial call to Customer Care.

For more information visit www.hp.com/go/hpsupportpack or call 1-888-999-4747.

COMPAQ PRESARIO DESKTOP PRODUCTS

LIMITED WARRANTY AND TECHNICAL SUPPORT

General Terms

EXCEPT AS EXPRESSLY SET FORTH IN THIS LIMITED WARRANTY, HEWLETT-PACKARD MAKES NO OTHER WARRANTIES OR CONDITIONS, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. HP EXPRESSLY DISCLAIMS ALL WARRANTIES AND CONDITIONS NOT STATED IN THIS LIMITED WARRANTY. ANY IMPLIED WARRANTIES THAT MAY BE IMPOSED BY LAW ARE LIMITED IN DURATION TO THE LIMITED WARRANTY PERIOD. SOME STATES OR COUNTRIES/REGIONS DO NOT ALLOW A LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS. IN SUCH STATES OR COUNTRIES/REGIONS, SOME EXCLUSIONS OR LIMITATIONS OF THIS LIMITED WARRANTY MAY NOT APPLY TO YOU.

This Limited Warranty applies to the Compaq branded hardware products sold by or leased from Hewlett-Packard Company, its subsidiaries, affiliates, authorized resellers, or country/region distributors (collectively referred to in this Limited Warranty as "HP") with this Limited Warranty. 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 subject to the terms and conditions set forth in this Limited Warranty. However, warranty service availability and response times may vary from country/region to country/region and may also be subject to registration requirements in the country/region of purchase.

HP warrants that the Compaq hardware product and all the internal components of the product 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. 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 warranty service according to the terms and conditions of this document if a repair to your Compaq branded hardware is required within the Limited Warranty Period. This Limited Warranty extends only to the original purchaser or lessee of this Compaq branded product and is not transferable to anyone who obtains ownership of the Compaq branded product from the original purchaser or lessee.

Compaq products are manufactured using new materials or new and used materials equivalent to new in performance and reliability. Spare parts may be new or equivalent to new. Spare parts are warranted to be free from defects in material or workmanship for thirty (30) days or for the remainder of the

Limited Warranty Period of the Compaq hardware product in which they are installed, whichever is longer.

During the Limited Warranty Period, HP will repair or replace the defective component parts or the hardware product. All component parts or hardware products removed under this Limited Warranty become the property of HP. The replacement part or product takes on either the Limited Warranty status of the removed part or product or the thirty (30) day limited warranty of the spare part. In the unlikely event that your Compaq product has a recurring failure, HP, at its discretion, may elect to provide you with a replacement unit of HP's choosing that is at least equivalent to your Compaq branded product in hardware performance. HP reserves the right to elect, at its sole discretion, 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.

YOU SHOULD MAKE PERIODIC BACKUP COPIES OF THE DATA STORED ON YOUR HARD DRIVE OR OTHER STORAGE DEVICES AS A PRECAUTION AGAINST POSSIBLE FAILURES, ALTERATION, OR LOSS OF THE DATA. BEFORE RETURNING ANY UNIT FOR SERVICE, BE SURE TO BACK UP DATA AND REMOVE ANY CONFIDENTIAL, PROPRIETARY, OR PERSONAL INFORMATION. HP IS NOT RESPONSIBLE FOR DAMAGE TO OR LOSS OF ANY PROGRAMS, DATA, OR REMOVABLE STORAGE MEDIA. HP IS NOT RESPONSIBLE FOR THE RESTORATION OR REINSTALLATION OF ANY PROGRAMS OR DATA OTHER THAN SOFTWARE INSTALLED BY HP WHEN THE PRODUCT IS MANUFACTURED.

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 that came with the Compaq branded product.

This Limited Warranty does not apply to expendable parts. This Limited Warranty 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, or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product; (c) by the use of parts not manufactured or sold by HP; or (d) 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.

These terms and conditions constitute the complete and exclusive warranty agreement between you and HP regarding the Compaq branded product you have purchased or leased. These terms and conditions supersede any prior agreements or representations — including representations made in 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 Compaq branded 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.

Options and Software

The Limited Warranty terms and conditions for HP options are as indicated in the Limited Warranty applicable to HP options. HP DOES NOT WARRANT SOFTWARE PRODUCTS, INCLUDING ANY SOFTWARE PRODUCTS OR THE OPERATING SYSTEM PREINSTALLED BY HP. HP's only obligations with respect to software distributed by HP under the Compaq brand name are set forth in the applicable end-user license or program license agreement. Non-HP hardware and software products are provided "AS IS." However, non-HP manufacturers, suppliers, or publishers may provide their own warranties to you.

Limitation of Liability

IF YOUR COMPAQ BRANDED HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, YOUR SOLE AND EXCLUSIVE REMEDY SHALL BE REPAIR OR REPLACEMENT. 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.

HP IS NOT 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.

Technical Support Hardware

Free Hardware technical support is available for a period of one year from the date of purchase. After the first year, hardware technical support will be available for a fee (see "Compaq Out-of-Warranty Support Options").

Software

Software technical support is defined as assistance with questions and issues about the software that was either preinstalled by HP on the Compaq branded product or that was included with the Compaq branded product at the time of your purchase or lease of the product. Technical support for software is available for thirty (30) days from date of product purchase or lease. 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 software technical support. After the first thirty (30) days, technical support for software that was either preinstalled by HP on the Compaq branded product or included with the Compaq branded product at the time of your purchase or lease of the product is available for a fee.

Obtaining Limited Warranty Service

Consumer Replaceable Parts

You can easily replace many of the Compaq Presario parts yourself. This is the fastest method of repair, where the part is conveniently sent with next-day service to your home or business. We pay the shipping and handling. Detailed instructions are included to guide you through an easy repair, and if you have questions, call us for assistance. This service is free for the duration of the hardware warranty period.

In some cases, Compaq will ask for a credit card as collateral for the part and will charge you for the retail price of the part if the failed part is not returned within thirty (30) days.

* Availability of this program may vary depending on your country/region.

Send-In for Repair

Compaq will arrange to have your PC picked up and delivered to a Compaq Central Repair Center. We pay for the round-trip shipping and handling. This service is free for the duration of the hardware warranty period.

Carry-In Service

You also have the option of taking your PC to a Compaq Authorized Service Provider. The ASP can facilitate the service on your PC. Visit www.hp.com/us/support to find the nearest authorized support provider in your area.

ATTENTION: USE OF THE SOFTWARE IS SUBJECT TO THE HP SOFTWARE LICENSE TERMS SET FORTH BELOW. USING THE SOFTWARE INDICATES YOUR ACCEPTANCE OF THESE LICENSE TERMS. IF YOU DO NOT ACCEPT THESE LICENSE TERMS, YOUR SOLE REMEDY IS TO RETURN THE ENTIRE UNUSED PRODUCT FOR A REFUND

WITHIN THE REFUND POLICY OF YOUR PLACE OF PURCHASE.

The HP Software Product License Agreement will govern all Software which is provided to you with the exception of Microsoft Software and any other software governed by its own end user license agreement. Microsoft Products are licensed to you under the Microsoft End User License Agreement (EULA) contained in the Microsoft documentation online. Other software may contain a EULA in its online documentation.

HP SOFTWARE PRODUCT LICENSE AGREEMENT

The following License Terms govern your use of the accompanying Software unless you have a separate signed agreement with HP.

License Grant. HP grants you a license to Use one copy of the Software. "Use" means storing, loading, installing, executing or displaying the Software. You may not modify the Software or disable any licensing or control features of the Software. If the Software is licensed for "concurrent use," you may not allow more than the maximum number of authorized users to Use the Software concurrently.

Ownership. The Software is owned and copyrighted by HP, its subsidiaries, or third party suppliers. Your license confers no title to, or ownership in, the Software and is not a sale of any rights in the Software. HP's third party suppliers may protect their rights in the event of any violation of these License Terms.

Copies and Adaptations. You may only make copies or adaptations of the Software for archival purposes or when copying or adaptation is an essential step in the authorized Use of the Software. You must reproduce all copyright notices in the original Software on all copies or adaptations. You may not copy the Software onto any public network.

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 HP 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 or Decryption. You may not disassemble or decompile the Software unless HP's prior written consent is obtained. In some jurisdictions, HP's consent may not be required for limited disassembly or decompilation. Upon request, you will provide HP 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.

NO WARRANTY. The Software is being delivered to you "AS IS" and HP and its suppliers make no warranty as to its use or performance. HP AND ITS SUPPLIERS DO NOT AND CANNOT WARRANT THE PERFORMANCE OR RESULTS YOU MAY OBTAIN BY USING THE SOFTWARE. EXCEPT

FOR ANY WARRANTY, CONDITION, REPRESENTATION OR TERM TO THE EXTENT TO WHICH THE SAME CANNOT OR MAY NOT BE EXCLUDED OR LIMITED BY LAW APPLICABLE TO YOU IN YOUR JURISDICTION, HP AND ITS SUPPLIERS MAKE NO WARRANTIES, CONDITIONS, REPRESENTATIONS, OR TERMS (EXPRESS OR IMPLIED WHETHER BY STATUTE, COMMON LAW, CUSTOM, USAGE OR OTHERWISE) AS TO ANY MATTER INCLUDING WITHOUT LIMITATION NONINFRINGEMENT OF THIRD PARTY RIGHTS, MERCHANTABILITY, INTEGRATION, SATISFACTORY QUALITY, OR FITNESS FOR ANY PARTICULAR PURPOSE. LIMITATION OF LIABILITY. IN NO EVENT WILL HP OR ITS SUPPLIERS BE LIABLE TO YOU FOR ANY DAMAGES, CLAIMS OR COSTS WHATSOEVER OR ANY CONSEQUENTIAL, INDIRECT, INCIDENTAL DAMAGES, OR ANY LOST PROFITS OR LOST SAVINGS, EVEN IF AN HP REPRESENTATIVE HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSS, DAMAGES, CLAIMS OR COSTS OR FOR ANY CLAIM BY ANY THIRD PARTY. THE FOREGOING LIMITATIONS AND EXCLUSIONS APPLY TO THE EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION. HP'S AGGREGATE LIABILITY AND THAT OF ITS SUPPLIERS UNDER OR IN CONNECTION WITH THIS AGREEMENT SHALL BE LIMITED TO THE AMOUNT PAID FOR THE ENTIRE UNIT.

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.

Termination. HP may terminate your license upon notice for failure to comply with any of these License Terms. Upon termination, you must immediately destroy the Software, together with all copies, adaptations and merged portions in any form.

Export Requirements. You may not export or re-export the Software or any copy or adaptation in violation of any applicable laws or regulations.

U.S. Government Restricted Rights. The Software and any accompanying documentation have been developed entirely at private expense. They are delivered and licensed as "commercial computer software" as defined in DFARS 252.227-7013 (Oct 1988), DFARS 252.211-7015 (May 1991) or DFARS 252.227-7014 (Jun 1995), as a "commercial item" as defined in FAR 2.101(a), or as "Restricted computer software" as defined in FAR 52.227-19 (Jun 1987)(or any equivalent agency regulation or contract clause), whichever is applicable. You have only those rights provided for such Software and any accompanying documentation by the applicable FAR or DFARS clause or the HP standard software agreement for the product involved.

Please check the documentation which came with your PC for the warranty terms for your PC.

(Rev. 070103)

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 B¹⁾
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 B²⁾/ICES-003,
Issue 2
AS/NZS 3548:1995 + A1 + A2:1997/CISPR
22:1993 + A1 + A2:1996 Class B¹⁾

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 July, 2003

For Regulatory Compliance Information ONLY, contact:

North America Contact: Hardware Quality Engineering Manager
Hewlett-Packard, CPC
10500 Ridgeview Ct.
Cupertino, CA 95015-4010
USA
(Phone: 408-343-5000)

Operating Specifications

Electrical ratings: Models: 8000 series, S0000 series
100–127 V_~/200–240 V_~,
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.

Bij dit produkt zijn batterijen geleverd. Wanneer deze leeg zijn, moet u ze niet weggooien maar inleveren als KCA.



Regulatory and Safety Information



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



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.



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



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



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



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



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.



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



WARNING: There is danger of an 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.

FCC Regulatory and Safety Information (USA Only)

Federal Communications Commission (FCC) Radio Frequency Interference Statement



WARNING: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet that is on a circuit different from the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

Compaq's system RFI and Radiated Immunity tests were conducted with Compaq-supported peripheral devices and Compaq-shielded cables, such as those you receive with your system. Changes or modifications not expressly approved by Compaq could void the user's authority to operate the equipment. To comply with the limits for an FCC Class B computing device, always use shielded signal cables and the power cord supplied with this unit.

Consumer Information and FCC Requirements

Telephone Connection

- This equipment complies with Part 68 of the Federal Communications Commission rules. These rules permit this device to be directly connected to the telephone network. Standardized jacks are used for these connections. This equipment should not be used on party lines or coin lines.
- If this device is malfunctioning, it may also cause harm to the telephone network; this device should be disconnected until the source of the problem can be determined and until it has been repaired. If this is not done, the telephone company may temporarily disconnect your service.

- The telephone company may make changes in its technical operations and procedures. If such changes affect the compatibility or use of this device, the telephone company is required to give adequate notice of the changes.
- If the telephone company requests information on what equipment is connected to their lines, inform them of:
 - a The telephone number this unit is connected to
 - b The ringer equivalence number
 - c The USOC jack required: RJ-11C
 - d The FCC Registration Number

Items (b) and (c) are indicated on the label. The ringer equivalence number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the RENs on any one line should not exceed five (5.0). If too many devices are attached, they may not ring properly.

- In the event of equipment malfunction, Compaq or an authorized Compaq Personal Computer Dealer Repair Center should perform all repairs. It is the responsibility of users requiring service to report the problem to Compaq's Consumer PC Division, or to one of our authorized agents. Service can be obtained by calling the Compaq Customer Support Center at 1-800-OK-COMPAQ (United States).

Statement of Fax Branding

The Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device to send any message via telephone fax machine, unless it clearly contains: a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent, identification of the business or other entity, or individual sending the message, the telephone number of the sending machine or such business, entity, or individual.

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.

Canada Department of Communications (DOC) Notice

Telephone Connection

The Canada Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, the user should ensure it is permissible to connect it to the facilities of the local communications company. The equipment must be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request that the user disconnect the equipment.

Users should ensure, for their own protection, that the electrical ground connections of the power utility, telephone lines, and internal metallic water pipe systems, if present, are connected together. This precaution may be particularly important in rural areas.



WARNING: Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority or electrician, as appropriate.



WARNING: The Load Number .9 assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop; this is used by the device to prevent overloading. The termination on a loop may consist of any combination of devices, subject only to the requirement that the sum of the Load Numbers does not exceed 100.



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

DOC Statement (Canada Only)

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

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).

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

AC Power Safety Warning



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.



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.



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.



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



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



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.



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.

Lithium Battery Caution



WARNING: The PC uses a lithium battery, type CR2032. There is danger of an 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.

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.



WARNING: Use of controls, adjustments, or performance procedures other than those specified in the User's 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.

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.



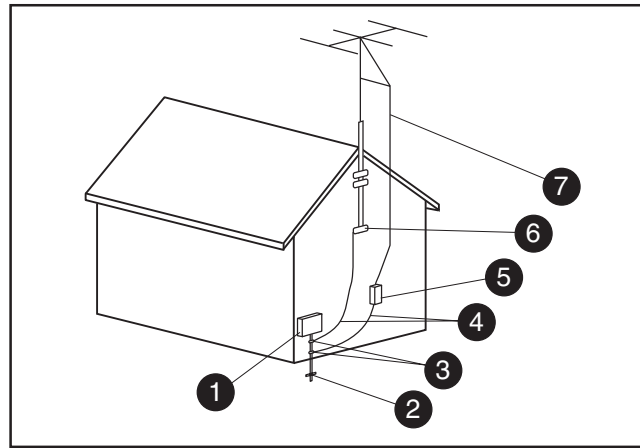
TV Antenna Connectors Protection

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.

