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The standard Teradyne warranty for a new part purchase is 90 days. The standard warranty for a new system purchase is 1 year. For purchases involving PC based system controllers, we allow you to take advantage of the original manufacturers 3 year warranty. (Note: PCI cards (GPIB, Rocketport, and MXI-2) are not covered by the HP warranty.

To determine if your PC based system controller is still under warranty and how to obtain support, please follow the instructions below. HP will either send you parts or send a person on-site to repair. Another option is to bring the PC to a local HP representative and they can repair it under warranty.

Here is the direct link to look up warranty status online for a particular PC.

<http://h20000.www2.hp.com/bizsupport/TechSupport/WarrantyLookup.jsp?lang=en&cc=us&prodSeriesId=3232028&prodTypeId=12454>

You will need to enter the PC serial number and product number.

For example, the product number for an HP model dc7700 is GB758US.

Your query results will look something like this:

Serial number	2UA7170ND2
Product number	GB758US
Product line	Corporate Mainstream
Product description	dc7700C/E6300/160nq/1.0L/4k ALL
Date of warranty check	05 Dec 2007

Warranty type	Service type	Start date	End date	Status	Service level	Deliverables
Base Warranty	Wty: HP HW Maintenance Onsite Support	28 Apr 2007	22 May 2010	Active	Standard Material Handling, Global Coverage, NextAvail TechResource Remote, NextAvail TechResource Onsite, Std Office Hrs Std Office Days, Next Cov Day Onsite Response, Standard Parts Logistics, No Usage Limitation	Onsite Support, Parts and Material provided, Hardware Problem Diagnosis

Once you have determined whether your PC based system controller has a remaining warranty entitlement, contact HP via their 1- 800 number for your country.

To reach the technical support, all you need to do is follow these steps:

- * Dial 1-800-474-6836 or 1-800-HP-Invent
- * Navigate the automated voice menu

After you dial the toll-free number, you will reach the Interactive Voice Response (IVR) menu. You will be asked certain questions in order to route your call to the appropriate team. You need to answer the questions in the following manner to reach the support team.

Question: Welcome to HP technical support. If you know the name and model number of your product, say it now.

Your response: Desktop PC

Question: I understand it is Desktop PC?

Your response: Yes

Question: I need to know the kind of desktop PC. So, say the name when you hear it?

Your response: Business Desktop

Question: Are you calling for DC or DX desktop series please say Yes or NO Now?

Your response: Yes

Your call would be directly routed to commercial desktops standard warranty support once the above-mentioned steps are performed.