

HP Factory Warranty: All new HP printers come with a one year warranty. There are two kinds of warranties:

- Depot Exchange warranty - that means that if a warranty repair is necessary, HP wants you to bring the printer to a HP warranty depot repair location or package up the broken printer, send it back to HP and receive a new printer in the mail. The warranty covers labor and parts that break in the normal usage of the printer.
- Next business day on-site – this warranty pays for technician labor (but not travel fees) to go to your facility and repair the printer and covers the parts needed to repair it.

Using compatible toner cartridges does not affect the warranty coverage. The warranty does not cover maintenance items that need replacing with regular machine usage. Reliable Technologies is a depot-drop off warranty location. Our technicians are HP trained and certified to make any HP printer repair.

There are a couple of advantages to purchasing your new printer from Reliable Technologies -

- Exchanges / depot repairs: If there is a problem with your printer call Reliable Technologies first. We will handle the trouble shooting and warranty processing. We do have to follow HP's guidelines for depot/exchange warranties. That means that there is a chance you will have to speak to a HP claims representative, send the broken machine to HP, and receive a new printer from HP. This is the "exchange" part of the warranty. HP will require a credit card just in case the printer you send back is never received. It is HP's decision of what to do to repair a machine, not ours, but we will do all we can in assisting you with a warranty exchange.
- Reliable will come to you and provide on-site warranty service when you purchase a printer from us, even if your printer only has an Exchange/Depot Drop off warranty. That means we won't charge you the traveling fee for going to your location. It is a great convenience because you don't have to disconnect your printer and package it up for the initial diagnosis.

HP Care Packs: Care Packs extend your one-year factory warranty, usually by three to five years. They can be on-site or depot/exchange. This warranty covers all the same things the one-year factory warranty covers but for a longer period of time. We usually quote the next-day on site extended warranty for two reasons -

- If a warranty repair is required and HP wants to exchange printers rather than send us parts and pay for labor to repair them it can take a long time. Exchanged printers, besides the obvious hassles, are often back ordered and can cost our customers shipping and handling fees.
- We can provide our customers faster and more convenient service with the next business day on-site, and the cost increase is not significant on most machines.

Again, the repair procedure is decided by HP. In very rare instances HP will require a customer to send back a printer for exchange, even if they purchased a next-day onsite Care Pack. This is most common with small inexpensive machines.

Reliable Preferred Service: On all machines, new, refurbished, or your offices' 10-year old favorite, Reliable Technologies will service your machine for break/fix and maintenance items for \$75 per hour when not covered by factory or Care-Pack warranties, so long as toner for the machine has been purchased from us on a regular basis. This helps us provide the best possible customer service. There is no contract to sign unless you want to lock in toner prices for two years or more.

Reliable Standard Service: Anyone can get printer service from Reliable Technologies, warranty covered or not. With our standard service there is no requirement of purchasing toners. We will go to your location and service printers for a travel fee of \$100, any location within our service area. If the repair is covered by a HP factory or Care Pack warranties that is the end of your liability. If it is a non-warranty covered repair you will be charged \$90 per hour plus the price of parts.

Special Contracts: Reliable Technologies also makes special contracts, such as pre-paid labor, labor-free with toner purchases, annual cleanings, in-house printer exchanges, HP Wide-Format/Plotter printer repair, and sublet (out of area) repairs. These are all considered on an individual basis, so call customer service if any of these are what you are looking for.