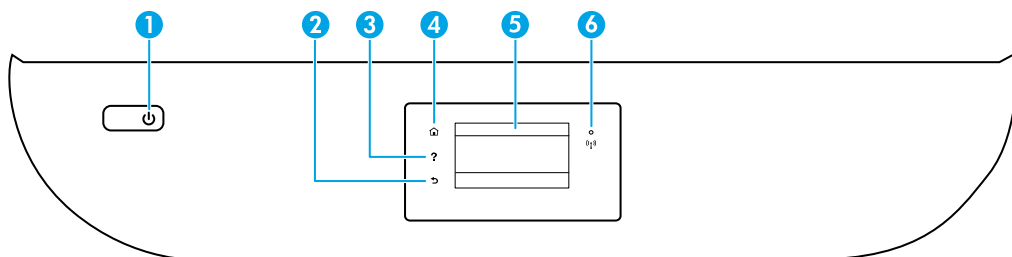


Reference Guide

Need help? www.hp.com/support/envy5000

Printer control panel



- 1 Power button:** Turns the printer on or off.
- 2 Back button:** Returns to the previous screen.
- 3 Help button:** Opens the Help menu for the current operation.
On Home screen, touch **Help** button and then touch **How to Videos** to view help videos such as loading paper and replacing cartridges.
- 4 Home button:** Returns to the Home screen, the screen that is displayed when you first turn on the printer.
- 5 Control panel display:** Touch the screen to select menu options, or scroll through the menu items.
- 6 Wireless light:** Indicates the status of the printer wireless connection.
 - Solid blue light indicates that wireless connection has been established and you can print.
 - Slow blinking light indicates that wireless is on, but the printer is not connected to a network. Make sure the printer is within the range of wireless signal.
 - Fast blinking light indicates wireless error. Refer to the message on the printer display.
 - If wireless is turned off, the wireless light is off and the display screen shows **Wireless Off**.



Scan: Use the HP mobile app or printer software to scan from the printer. You can also use Webscan in the embedded web server (EWS). Find more information about scanning in the electronic Help or visit www.hp.com/support/envy5000.



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Printed in [English]

Wireless setup troubleshooting

Connect the printer to your device through a wireless network

You can connect the printer to your computer or mobile device through a wireless network (802.11n dual band supported).

Use a mobile device or a computer **WITHOUT** the HP printer software installed

1. Make sure your computer or mobile device has been connected to the wireless network.
2. Make sure the printer is in auto wireless connection mode. To enter auto wireless connection mode:
 - a. From the Home screen, touch  (Wireless), and then touch  (Settings).
 - b. Touch **Restore Network Settings**.
 - c. Touch **Yes**.
3. Visit **123.hp.com** to install and start the HP printer software or mobile app, and follow the onscreen instructions.
Note for Windows® users: You may also order a printer software CD. Please visit **www.support.hp.com**.

Use a computer **WITH** the HP printer software installed

Windows

1. Make sure your computer has been connected to the wireless network.
2. Double-click the printer icon on the desktop or do one of the following to open the printer software:
 - **Windows 10:** Click the Start button, select **All apps**, select **HP**, and then select the icon with the printer name.
 - **Windows 7, Windows Vista, and Windows XP:** From the Start menu, select **All Programs** or **Programs**, select **HP**, select the folder for the printer, and then select the icon with the printer name.
3. In the printer software, click **Tools**.
4. Click **Device Setup & Software**.
5. Do one of the following:
 - If the printer is not connected to your computer: Select **Connect a new device**, select **Wireless**, and then follow the onscreen instructions.
 - If the printer is connected to your computer with a USB cable: Select **Convert a USB connected device to wireless** and follow the onscreen instructions.

Mac

1. Make sure your computer has been connected to the wireless network.
2. Do one of the following:
 - If the printer is not connected to your computer: Double-click HP Utility in the **HP** folder in the **Applications** folder. On the menu bar at the top of the screen, choose **Setup New Device** from the **Devices** menu and then follow the onscreen instructions.
 - If the printer is connected to your computer with a USB cable: Remove the USB cable from the printer. Download the most recent version of HP Easy Start from **123.hp.com**, open HP Easy Start, and then follow the onscreen instructions.

Wireless setup troubleshooting (continued)

Unable to connect the printer to your network at 123.hp.com

Connect the printer to your network from the printer control panel display.

Note: When you set up the printer to your network, make sure it is not connected with a USB cable.

1. On the printer display screen instructing you to visit **123.hp.com**, touch **More Info**.
2. On the More Info screen, touch **Start Manual Setup**.
3. If you have not installed cartridges or loaded paper, there will be animations to help you. After the cartridges are calibrated, touch **OK**.
4. When you are prompted to finish setup at **123.hp.com**, touch **Info**. Then on the Info screen, touch **Advanced Setup**.
5. On the connection method screen, select **Wireless**.
The printer will search for available wireless routers and help you connect the printer to your network.
6. After the printer is connected to your network, return to **123.hp.com** to download and install the HP mobile app or printer software if you have not already done this.

Still have problems? Visit the HP Wireless Printing Center at www.hp.com/go/wirelessprinting.

If you are using a computer running Windows, you can use the Print and Scan Doctor tool, which can help solve many problems you might have with the printer. To download this tool, visit www.hp.com/go/tools.

Print from your smart phone or tablet operating system

You can use the HP mobile app to set up and use the HP printer for scanning, printing, and sharing documents. Install the app from **123.hp.com** or from the app store for your mobile device.

You can also use the printer to print documents and photos directly from your mobile devices.

- **iOS:** Use the Print option from the Share menu. No setup required. iOS AirPrint is preinstalled.
- **Android:** Download and enable the HP Print Service Plugin (supported by most Android devices) from the Google Play Store.

For help on enabling mobile printing, visit the HP Mobile Printing website at www.hp.com/go/mobileprinting. If a local version of this website is not available in your country/region or language, you might be directed to the HP Mobile Printing website in another country/region or language.



Share the printer with multiple devices on your network

After the printer has been connected to your wireless network, you can share the printer with multiple computers and mobile devices on the same network. On each additional device, install the HP mobile app or printer software from **123.hp.com** and follow the onscreen instructions to connect to the printer.

Wireless setup troubleshooting (continued)

Use the printer wirelessly without a router

Use Wi-Fi Direct to print wirelessly without a router, from your computer, smartphone, or other wireless enabled device. To use Wi-Fi Direct from a computer, the HP printer software must be installed on the computer.

- To check the status of Wi-Fi Direct, as well as the Wi-Fi Direct network name and password, from the printer control panel display, touch  (Wi-Fi Direct). If Wi-Fi Direct is turned off, touch  (Settings) and turn it on.
- To learn about how to print with Wi-Fi Direct, visit the Wi-Fi Direct Printing website at

www.hp.com/go/wifidirectprinting.

Note: Wi-Fi Direct connection does not provide Internet access.

This product is designed for use in open environments (e.g., in homes and not connected to the public Internet) in which anyone may access and use the printer. As a result, the Wi-Fi Direct setting is in “Automatic” mode by default, without an administrator password, which allows anyone in wireless range to connect and access all functions and settings of the printer. If higher security levels are desired, HP recommends changing the Wi-Fi Direct Connection Method from “Automatic” to “Manual” and establishing an administrator password. You can change the security settings from the embedded web server (EWS). For help on EWS, refer to the user guide on **www.hp.com/support/envy5000** or the electronic Help.

Basic troubleshooting

- Make sure the power cord connections are secure and the printer is powered on. The **Power** button is lit when the printer is powered on.
- Make sure you have installed the latest HP mobile app or printer software from **123.hp.com**.
- If your computer is connected to the printer with a USB cable, make sure the USB connections are secure. If your computer is connected to the printer with a wireless connection, confirm that the wireless connection is working.
- Visit the HP Diagnostic Tools website at **www.hp.com/go/tools** to download free diagnostic utilities (tools) that you can use to fix common printer problems.

Learn more

Electronic Help: It is available after you install the HP printer software on your computer. You can also get a user guide from **www.hp.com/support/envy5000**. Learn about product features, printing, troubleshooting, and support. Find notices, environmental, and regulatory information, including the European Union Regulatory Notice and compliance statements, in the Technical Information section.

On the Web: Additional help and information: **www.hp.com/support/envy5000**. Printer registration: **www.register.hp.com**. Declaration of Conformity: **www.hp.eu/certificates**. Ink usage: **www.hp.com/go/inkusage**.

Safety information

Use only with the power cord and power adapter (if provided) supplied by HP.

Regulatory Model Number: For regulatory identification purposes, your product is assigned a Regulatory Model Number. The Regulatory Model Number for your product is SNPRC-1702-01. This regulatory number should not be confused with the marketing name (HP ENVY 5000 All-in-One series, etc.) or product numbers (M2U85, M2U91 to M2U94, etc.).

Acknowledgements: Microsoft and Windows are either registered trademarks or trademarks of Microsoft Corporation in the United States and/or other countries.

Mac and AirPrint are trademarks of Apple Inc., registered in the U.S. and other countries.

HP printer limited warranty statement

HP Product	Limited Warranty Period
Software Media	90 days
Printer	1 year hardware warranty
Print or Ink cartridges	Until the HP ink is depleted or the "end of warranty" date printed on the cartridge has been reached, whichever occurs first. This warranty does not cover HP ink products that have been refilled, remanufactured, refurbished, misused, or tampered with.

A. Extent of limited warranty

1. This HP Limited Warranty applies only to HP branded products sold or leased a) from HP Inc., its subsidiaries, affiliates, authorized resellers, authorized distributors, or country distributors; b) with this HP Limited Warranty.
2. HP Inc. (HP) warrants to the end-user customer that the HP products specified above will be free from defects in materials and workmanship for the duration specified above (the "Limited Warranty Period"), which Limited Warranty Period begins on the date when the HP Hardware Product is first detected during its initial boot, which date is known as the "first start date." Alternatively, if the HP Hardware Product is not detected at that time, the Limited Warranty Period shall start on the latter of the date of purchase or lease from HP or from the HP or, if applicable, the HP authorized service provider completes installation.
3. For software products, HP's limited warranty applies only to a failure to execute programming instructions. HP does not warrant that the operation of any product will be interrupted or error-free.
4. HP's limited warranty covers only those defects that arise as a result of normal use of the product, and does not cover any other problems, including those that arise as a result of:
 - a. Improper maintenance or modification;
 - b. Software, media, parts, or supplies not provided or supported by HP;
 - c. Operation outside the product's specifications;
 - d. Unauthorized modification or misuse.
5. For HP printer products, the use of a non-HP cartridge or a refilled cartridge does not affect either the warranty to the customer or any HP support contract with the customer. However, if printer failure or damage is attributable to the use of a non-HP or refilled cartridge or an expired ink cartridge, HP will charge its standard time and materials charges to service the printer for the particular failure or damage.
6. If HP receives, during the applicable warranty period, notice of a defect in any product which is covered by HP's warranty, HP shall either repair or replace the product, at HP's option.
7. If HP is unable to repair or replace, as applicable, a defective product which is covered by HP's warranty, HP shall, within a reasonable time after being notified of the defect, refund the purchase price for the product.
8. HP shall have no obligation to repair, replace, or refund until the customer returns the defective product to HP.
9. Any replacement product may be either new or like-new products of similar functionality as the product being replaced.
10. HP products may contain remanufactured parts, components, or materials equivalent to new in performance.
11. HP's Limited Warranty Statement is valid in any country where the covered HP product is distributed by HP. Contracts for additional warranty services, such as on-site service, may be available from any authorized HP service facility in countries where the product is distributed by HP or by an authorized importer.

B. Limitations of warranty

TO THE EXTENT ALLOWED BY LOCAL LAW, NEITHER HP NOR ITS THIRD PARTY SUPPLIERS MAKES ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, AND FITNESS FOR A PARTICULAR PURPOSE.

C. Limitations of liability

1. To the extent allowed by local law, the remedies provided in this Warranty Statement are the customer's sole and exclusive remedies.
2. TO THE EXTENT ALLOWED BY LOCAL LAW, EXCEPT FOR THE OBLIGATIONS SPECIFICALLY SET FORTH IN THIS WARRANTY STATEMENT, IN NO EVENT SHALL HP OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR DIRECT, INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, WHETHER BASED ON CONTRACT, TORT, OR ANY OTHER LEGAL THEORY AND WHETHER ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

D. Local law

1. This Warranty Statement gives the customer specific legal rights. The customer may also have other rights which vary from state to state in the United States, from province to province in Canada, and from country to country elsewhere in the world.
2. To the extent that this Warranty Statement is inconsistent with local law, this Warranty Statement shall be deemed modified to be consistent with such local law. Under such local law, certain disclaimers, exclusions and limitations of this Warranty Statement may not apply to the customer.

HP Limited Warranty

Visit www.support.hp.com to access warranty support including troubleshooting tips, diagnostics tools, software and drivers, product information, and how-to videos. Support options like chat and forums are also accessible from this website.

The HP limited Warranty is a commercial guarantee voluntarily provided by HP. The name and address of the HP entity responsible for the performance of the HP Limited Warranty in your country is as follows:

U.K: HP Inc UK Limited, Cain Road, Amen Corner, Bracknell, Berkshire, RG12 1HN
Ireland: Hewlett-Packard Ireland Limited, Liffey Park Technology Campus, Barnhall Road, Leixlip, Co. Kildare
Malta: Hewlett-Packard Europe B.V., Amsterdam, Meyrin Branch, Route du Nant-d'Avril 150, 1217 Meyrin, Switzerland

United Kingdom: The HP Limited Warranty benefits apply in addition to any legal rights to a guarantee from a seller of nonconformity of goods with the contract of sale. These rights expire six years from delivery of goods for products purchased in England or Wales and five years from delivery of goods for products purchased in Scotland. However, various factors may impact your eligibility to receive these rights. For further information, please consult the following link: Consumer Legal Guarantee or you may visit the European Consumer Centers website. Consumers have the right to choose whether to claim service under the HP Limited Warranty or against the seller under the legal guarantee.

Ireland: The HP Limited Warranty benefits apply in addition to any statutory rights from seller in relation to nonconformity of goods with the contract of sale. However various factors may impact your eligibility to receive these rights. Consumer statutory rights are not limited or affected in any manner by HP Care Pack. For further information, please consult the following link: Consumer Legal Guarantee or you may visit the European Consumer Centers website. Consumers have the right to choose whether to claim service under the HP Limited Warranty or against the seller under the legal guarantee.

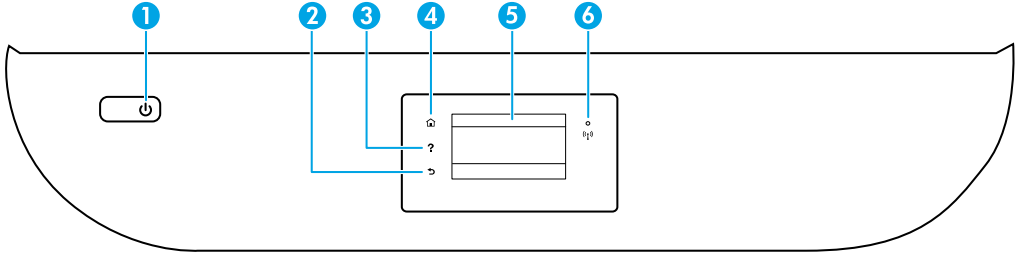
Malta: The HP Limited Warranty benefits apply in addition to any legal rights to a two-year guarantee from seller of nonconformity of goods with the contract of sale; however various factors may impact your eligibility to receive these rights. Consumer statutory rights are not limited or affected in any manner by the HP Limited Warranty. For further information, please consult the following link: Consumer Legal Guarantee or you may visit the European Consumer Centers website. Consumers have the right to choose whether to claim service under the HP Limited Warranty or against the seller under two-year legal guarantee.

For further information, please consult the following link: Consumer Legal Guarantee (www.hp.com/go/eu-legal) or you may visit the European Consumer Centers website(http://ec.europa.eu/consumers/solving_consumer_disputes/non-judicial_redress/ecc-net).

參考指南

需要協助？ www.hp.com/support/envy5000

印表機控制台



1 電源按鈕：開啟或關閉印表機。

2 返回按鈕：返回上一個畫面。

3 說明按鈕：開啟目前作業的「說明」功能表。

在主畫面上，輕觸說明按鈕，然後輕觸如何觀看視訊觀看說明視訊，例如裝入紙張和更換墨水匣。

4 主畫面按鈕：回到主畫面，即您首次開啟印表機時所顯示的畫面。

5 控制台顯示器：輕觸畫面以選取功能表選項，或捲動瀏覽功能表項目。

6 無線指示燈：表示印表機無線連線的狀態。

- 指示燈穩定呈現藍色表示無線連線已建立，可以進行列印。
- 指示燈緩慢閃爍表示無線功能已開啟，但印表機未連線至網路。應確定印表機在無線訊號的範圍內。
- 指示燈快速閃爍表示無線錯誤。請參閱印表機顯示器上的訊息。
- 如果無線功能已關閉，無線指示燈即會熄滅，顯示器畫面會顯示無線網路關閉。



掃描：使用 HP 行動應用程式或印表機軟體，從印表機執行掃描。您也可以使用 Embedded Web Server (EWS) 中的 Webscan。在電子說明中尋找有關掃描的更多資訊或造訪 www.hp.com/support/envy5000。

無線設定疑難排解

透過無線網路將印表機連接至裝置

您可以透過無線網路 (支援 802.11n 雙頻) 將印表機連接至電腦或行動裝置。

使用未安裝 HP 印表機軟體的行動裝置或電腦

1. 請確定您的電腦或行動裝置已連線至無線網路。
2. 確定印表機處於自動無線連線模式。若要進入自動無線連線模式：
 - a. 在主畫面中，輕觸 (⌵) (無線)，然後輕觸 (⚙) (設定)。
 - b. 輕觸**還原網路設定**。
 - c. 輕觸**是**。
3. 造訪 123.hp.com 安裝並啟動 HP 印表機軟體或行動應用程式，並依照畫面上的指示操作。
適用於 Windows® 使用者的注意事項：您也可以訂購印表機軟體 CD。請造訪 www.support.hp.com。

使用已安裝 HP 印表機軟體的電腦

Windows

1. 請確定您的電腦已經連線至無線網路。
2. 按兩下桌面上的印表機圖示，或執行下面其中一項操作開啟印表機軟體：
 - **Windows 10**：按一下「開始」按鈕，依序選取**所有應用程式**、**HP**，然後選取具有印表機名稱的圖示。
 - **Windows 7、Windows Vista 和 Windows XP**：從「開始」功能表中，依序選取**所有程式或程式**、**HP**、印表機資料夾，然後選取具有印表機名稱的圖示。
3. 在印表機軟體中，按一下**工具**。
4. 按一下**裝置安裝與軟體**。
5. 請執行下列其中一項：
 - 如果印表機未連接至電腦：依序選取**連接新裝置**、**無線**，然後依照畫面上的指示操作。
 - 如果已使用 USB 纜線將印表機連接至電腦：選取將 **USB 連接的裝置轉換為無線**，並依照畫面上的指示操作。

Mac

1. 請確定您的電腦已經連線至無線網路。
2. 請執行下列其中一項：
 - 如果印表機未連接至電腦：在**應用程式**資料夾中，連按兩下 **HP** 資料夾裡的「HP 工具程式」。在畫面頂部的功能表列上，從**裝置**功能表中選取**設定新裝置**，然後依照畫面上的指示操作。
 - 如果已使用 USB 纜線將印表機連接至電腦：從印表機上拔掉 USB 纜線。從 123.hp.com 下載最新版 HP Easy Start，並開啟 HP Easy Start，然後依照畫面上的指示操作。

無線設定疑難排解 (續)

無法在 123.hp.com 上將印表機連線至網路

從印表機控制台顯示器將印表機連線至網路。

附註：在將印表機設定為連線至網路時，請確保印表機未連接 USB 纜線。

1. 在印表機顯示器畫面提示造訪 **123.hp.com** 時，輕觸**更多資訊**。
2. 在「更多資訊」畫面中，輕觸**啟動手動設定**。
3. 如果您沒有安裝墨水匣或未裝入紙張，將會有動畫協助您。在墨水匣校準之後，輕觸**確定**。
4. 系統提示您在 **123.hp.com** 上完成設定時，輕觸**資訊**。然後，在「資訊」畫面上，輕觸**進階設定**。
5. 在連線方法畫面上，選取**無線**。
印表機將會搜尋可用的無線路由器並且協助您將印表機連線至網路。
6. 在印表機連線至網路後，返回 **123.hp.com** 下載並安裝 HP 行動應用程式或印表機軟體 (如果尚未下載並安裝)。

仍有問題？請造訪 HP 無線列印中心 (www.hp.com/go/wirelessprinting)。

如果您使用的電腦執行 Windows，您可以使用「Print and Scan Doctor」工具，此工具能協助解決印表機可能存在的許多問題。若要下載此工具，請造訪 www.hp.com/go/tools。

從智慧型手機或平板電腦作業系統列印

您可以使用 HP 行動應用程式進行設定，並使用 HP 印表機來掃描、列印與共用文件。從 **123.hp.com** 或是從應用程式商店為您的行動裝置安裝應用程式。

您也可以直接從行動裝置使用印表機列印文件及相片。

- **iOS：**在「共用」功能表中使用「列印」選項。不需要安裝。iOS AirPrint 為預先安裝。
- **Android：**從 Google Play 商店下載並啟用 HP Print Service 外掛程式 (受大多數 Android 裝置支援)。

如需啟用行動列印的相關說明，請造訪 HP 行動列印網站 www.hp.com/go/mobileprinting。如果此網站未提供您所處國家/地區或語言的本機版本，您可能會被導向至其他國家/地區或語言的 HP 行動列印網站。



與網路上的多台裝置共用印表機

在印表機已連線至無線網路之後，您可以與相同網路中的多台電腦和行動裝置共用印表機。在每個其他裝置上，從 **123.hp.com** 安裝 HP 行動應用程式或印表機軟體，然後遵照畫面上的指示連接至印表機。

無線設定疑難排解 (續)

不透過路由器以無線方式使用印表機

使用 Wi-Fi Direct 功能，即可不透過路由器，從電腦、智慧型手機或其他具備無線功能的裝置以無線方式列印。若要從電腦使用 Wi-Fi Direct 功能，該電腦必須安裝 HP 印表機軟體。

- 若要檢查 Wi-Fi Direct 的狀態，以及 Wi-Fi Direct 網路名稱和密碼，請從印表機控制台顯示器輕觸  (Wi-Fi Direct)。如果 Wi-Fi Direct 關閉，請輕觸  (設定) 將其開啟。
- 若要瞭解如何使用 Wi-Fi Direct 進行列印，請造訪 Wi-Fi Direct 列印網站：
www.hp.com/go/wifidirectprinting。

附註：Wi-Fi Direct 連線不提供 Internet 存取。

本產品專為在開放環境 (例如，家裡以及未連線至公用 Internet) 使用而設計，任何人都可以在這些環境中存取和使用印表機。因此，Wi-Fi Direct 的設定預設為「自動」模式，不需要管理員密碼，在無線範圍內的任何人都可以連接並存取印表機的所有功能和設定。如果需要更高的安全性層級，HP 建議將 Wi-Fi Direct 「連線方法」從「自動」變更為「手動」，並建立管理員密碼。您可以從 Embedded Web Server (EWS) 變更安全性設定。如需 EWS 的說明，請參閱使用者指南 (位於 www.hp.com/support/envy5000 上) 或電子說明。

基本疑難排解

- 確定電源線連接妥當，且印表機的電源已開啟。印表機電源開啟時，電源按鈕會亮起。
- 請確定您已經從 123.hp.com 安裝最新的 HP 行動應用程式或印表機軟體。
- 如果您的電腦透過 USB 纜線連接至印表機，請確定 USB 連接妥當。如果您的電腦透過無線連線與印表機連接，請確認無線連線正常運作。
- 請造訪 HP 診斷工具網站 (網址：www.hp.com/go/tools) 下載可用於修復常見印表機問題的免費診斷工具程式 (工具)。

瞭解更多

電子說明：此說明會在您將 HP 印表機軟體安裝到電腦後提供。您也可以從 www.hp.com/support/envy5000 獲取使用者指南。深入瞭解產品功能、列印、疑難排解與支援。在「技術資訊」區段中，取得注意事項、環保資訊和法規資訊，包含歐盟法規注意事項和法規遵循聲明。

在網路上：其他說明與資訊：www.hp.com/support/envy5000。印表機註冊：www.register.hp.com。符合性聲明：www.hp.eu/certificates。墨水用量：www.hp.com/go/inkusage。

安全資訊

僅使用 HP 提供的電源線與電源變壓器 (如果已提供)。

法規機型識別號碼：為用於法規識別，您的產品具有一個法規機型識別號碼 (Regulatory Model Number)。您產品的法規機型識別號碼為 SNPRC-1702-01，此法規號碼不應與行銷名稱 (HP ENVY 5000 All-in-One series 等) 或產品編號 (M2U85、M2U91 至 M2U94 等) 混淆。

聲明：Microsoft 和 Windows 是 Microsoft Corporation 在美國及/或其他國家/地區的註冊商標或商標。Mac 和 AirPrint 是 Apple Inc. 在美國及其他國家/地區的註冊商標。

HP 印表機有限保固聲明

HP 產品	有限保固期間
軟體媒體	90 天
印表機	1 年硬體保固
列印或墨匣	直到 HP 油墨已耗盡或印在墨匣上的「保固結束日期」到期，視何者為先。本保固不包含經過重新裝填、再製、整修、使用不當，或擅自修改的 HP 墨匣產品。

A. 有限保固範圍

1. 本 HP 有限保固僅適用於 a) HP Inc.、其子公司、附屬公司、授權經銷商、授權代理商或國家/地區代理商所銷售或出租的 HP 品牌產品；b) 隨附本 HP 有限保固的 HP 品牌產品。
2. HP Inc. (HP) 向終端使用者客戶擔保，上述 HP 產品在上述期間（「有限保固期間」）無材料和製作方面的瑕疵，有限保固期間始於 HP 硬體產品初次啟動期間首次被偵測之日，該日期稱為「首次開始日期」。或者，如果 HP 硬體產品在當時未被偵測，則有限保固期間應始於從 HP 或 HP 授權服務供應商購買或出租之日或者 HP 授權服務供應商完成安裝之日（若適用），以此二個日期中較晚者為準。
3. 對於軟體產品，HP 的有限保固僅適用於無法執行其程式指令的狀況。HP 並不保證任何產品工作時都不會中斷或無誤。
4. HP 的有限保固僅涵蓋因正常使用產品而發生的瑕疵，而不適用於由其他情況發生的瑕疵，包括下列任何一種情況：
 - a. 不適當的維護或修改；
 - b. 使用非 HP 提供或支援的軟體、媒體、零件或耗材；
 - c. 違反產品規範的操作；
 - d. 未經授權的修改和誤用。
5. 對於 HP 印表機產品，使用非 HP 列印墨匣或重新裝填的列印墨匣不會影響對客戶的保固或任何 HP 與客戶之間的支援合約。然而，如果印表機因為使用非 HP 列印墨匣或重新裝填的列印墨匣出問題或受損，HP 會針對該項問題或損壞維修所耗的時間和材料，收取標準的費用。
6. 如果 HP 在有效的保固期限內，收到 HP 保固範圍內的任何產品瑕疵的通知，HP 可以選擇修理或更換有瑕疵的產品。
7. 如果 HP 不能修理或更換在 HP 保固範圍內的有瑕疵產品，HP 將在接到通知後於合理的時間內，退換購買產品的全款。
8. 未收到客戶的瑕疵產品前，HP 沒有義務進行修理、更換或退款。
9. 所有更換用的產品可為與被更換產品具有相似功能的全新產品，或近似全新的產品。
10. HP 產品可能包含效能上相當於新零件的再製零件、元件和資料。
11. HP 的有限保固，在任何具有 HP 產品經銷的國家/地區都有效。其他保固服務（如現場實地服務）合約，可與 HP 授權服務機構簽訂，這些機構分佈在由 HP 或授權進口商銷售 HP 產品的國家/地區。

B. 保固限制

在當地法律許可的範圍內，對於 HP 的產品，HP 及其協力廠商都不會明示或暗示地提供其他保證或任何條件，並對於產品適售性、品質滿意度以及針對特定用途的適用性之暗示保證或條件，特別不予擔保。

C. 責任限制

1. 在當地法律許可的範圍內，本保固聲明中提供的補償是客戶可獲得的唯一補償。
2. 在當地法律許可的範圍內，除了本保固聲明中明確提出的義務之外，不論是否基於合約、侵權、或其他法律理論，也不論是否已告知損害的可能性，HP 及其協力廠商都不會對直接、間接、特殊、意外或者衍生性的損害負責。

D. 當地法律

1. 本保固聲明賦予客戶特定的法律權利。客戶也可能有其他權利，這種權利在美國因州而異，在加拿大因省而異，在世界各地則因國家或地區而異。
2. 若此保固聲明與當地法律不一致，應將此保固聲明視為已修改為與當地法律一致。在該法律下，此保固聲明的某些免責聲明、排除和限制可能不適用於客戶。

