



# Warranty and Support Guide



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## HP Media Vault Limited Warranty

### Duration

Hardware	1 year Limited Warranty
Software	90 days Technical Support

### General Terms

This HP Hardware Limited Warranty gives you, the customer, express limited warranty rights from HP, the manufacturer. Please refer to HP's Web site for an extensive description of your limited warranty entitlements. In addition, you may also have other legal rights under applicable local law or special written agreement with HP.

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

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 for the same product model number subject to the terms and conditions set forth in this Limited Warranty.

Under the HP Global Limited Warranty program, products purchased in one country/region may be transferred to another country/region, where HP or its authorized service providers offer warranty service for the same product model number, without voiding the warranty. Warranty terms, service availability, and service response times may vary from country/region to country/region. Standard warranty service response time is subject to change due to local parts availability. If so, your HP authorized service provider can provide you with details.

HP is not responsible for any tariffs or duties that may be incurred in transferring the products. Transfer of the products may be covered by export controls issued by the United States or other governments.

This Limited Warranty applies only to HP-branded and Compaq-branded hardware products (collectively referred to in this Limited Warranty as "HP Hardware Products") sold by or leased from Hewlett-Packard Company, its worldwide subsidiaries, affiliates, authorized resellers, or country/region distributors (collectively referred to in this Limited Warranty as "HP") with this Limited Warranty. The term "HP Hardware Product" is limited to the hardware components and required firmware. The term "HP Hardware Product" DOES NOT include any software applications or programs; non-HP products or non-HP branded peripherals.

All non-HP products or non-HP branded peripherals external to the HP Hardware Product — such as external storage subsystems, displays, printers, and other peripherals — are provided “AS IS” without HP warranty. However, non-HP manufacturers and suppliers, or publishers may provide their own warranties directly to you.

HP warrants that the HP Hardware Products 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 or from the date HP completes installation. 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 hardware warranty service according to the terms and conditions of this document if a repair to your HP Hardware Product is required within the Limited Warranty Period.

Unless otherwise stated, and to the extent permitted by local law, new HP Hardware Products may be manufactured using new materials or new and used materials equivalent to new in performance and reliability. HP may repair or replace HP Hardware Products (a) with new or previously used products or parts equivalent to new in performance and reliability or (b) with equivalent products to an original product that has been discontinued. Replacement parts are warranted to be free from defects in material or workmanship for ninety (90) days or, for the remainder of the Limited Warranty Period of the HP Hardware Product they are replacing or in which they are installed, whichever is longer.

During the Limited Warranty Period, HP will, at its discretion, repair or replace any defective component. All component parts or hardware products removed under this Limited Warranty

become the property of HP. In the unlikely event that your HP Hardware Product has recurring failures, HP, at its sole discretion, may elect to provide you with (a) a replacement unit of HP’s choosing that is the same or equivalent to your HP Hardware Product in performance or (b) 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.

## Exclusions

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 intended for the HP Hardware Product.

This Limited Warranty does not apply to expendable or consumable parts and 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, contamination, improper or inadequate maintenance or calibration, or other external causes; (b) by operation outside the usage parameters stated in the user documentation that shipped with the product (c) by software, interfacing, parts, or supplies not supplied by HP; (d) by improper site preparation or maintenance; (e) by virus infection; (f) from loss or damage in transit; (g) 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.

**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**

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### **Exclusive Remedy**

TO THE EXTENT ALLOWED BY APPLICABLE LOCAL LAW, THESE TERMS AND CONDITIONS CONSTITUTE THE COMPLETE AND EXCLUSIVE WARRANTY AGREEMENT BETWEEN YOU AND HP REGARDING THE HP HARDWARE PRODUCT YOU HAVE PURCHASED OR LEASED. THESE TERMS AND CONDITIONS SUPERSEDE ANY PRIOR AGREEMENTS OR REPRESENTATIONS — INCLUDING REPRESENTATIONS MADE IN HP 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 HP HARDWARE 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.

### **Limitation of Liability**

IF YOUR HP HARDWARE PRODUCT FAILS TO WORK AS WARRANTED ABOVE, 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.

EXCEPT AS INDICATED ABOVE, IN NO EVENT WILL HP BE 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.

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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.

### **Limited Warranty Period**

The Limited Warranty Period for an HP Hardware Product is a specified, fixed period commencing on the date of purchase. The date on your sales receipt is the date of purchase unless HP or your reseller informs you otherwise in writing.

### **Types of Warranty Service**

To enable HP to provide the best possible support and service during the Limited Warranty

Period, you may be directed by HP to verify configurations, load most recent firmware, install software patches, run HP diagnostics tests, or use HP remote support solutions where applicable.

HP strongly encourages you to accept the use of or to employ available support technologies provided by HP. If you choose not to deploy available remote support capabilities, you may incur additional costs due to increased support resource requirements. Listed below are the types of warranty support service that may be applicable to the HP Hardware Product you have purchased.

### **Customer Self Repair Warranty Service**

In countries/regions where it is available, your HP Limited Warranty may include a customer self repair warranty service. If applicable, HP will determine in its sole discretion that customer self repair is the appropriate method of warranty service. If so, HP will ship approved replacement parts directly to you to fulfill your HP Hardware Product warranty service. This will save considerable repair time. After you contact the HP Technical Support Center and the fault diagnosis identifies that the problem can be fixed using one of these parts, a replaceable part can be sent directly to you. Once the part arrives, replace the defective part pursuant to the provided instructions and documentation. If further assistance is required, call the HP Technical Support Center, and a technician will assist you over the phone. In cases where the replacement part must be returned to HP, you must ship the defective part back to HP within a defined period of time, normally thirty (30) days. The defective part must be returned with the associated documentation in the provided shipping material. Failure to return the defective product may result in HP billing you for the replacement.

With a customer self repair, HP will pay all shipping and part return costs and determine the courier/carrier to be used. If customer self repair applies to you, please refer to your specific HP Hardware Product announcement. You can also obtain information on this warranty service on the HP Web site at:

<http://www.hp.com/support>

### **Pickup and Return Warranty Service**

Your HP Limited Warranty may include a pickup and return warranty service. Under the terms of pickup and return service, HP will pick up the defective unit from your location, repair it, and return it back to your location. HP will incur all repair, logistics, and insurance costs in this process.

### **Carry-in Warranty Service**

Under the terms of carry-in service, you will be required to deliver your HP Hardware Product to an authorized service location for warranty repair. You must prepay any shipping charges, taxes, or duties associated with transportation of the product to and from the service location. In addition, you are responsible for insuring any product shipped or returned to an authorized service location and assume risk of loss during shipping.

### **Service Upgrades**

HP has a range of additional support and service coverage for your product that can be purchased locally. However, some support and related products may not be available in all countries/regions. For information on availability of service upgrades and the cost for these service upgrades, refer to the HP Web site at:

<http://www.hp.com/support>

## Options Limited Warranty, Software and Digital Content

Your Options Limited Warranty is a one (1) year (HP Options Limited Warranty Period) parts replacement warranty on any HP branded or Compaq-branded options (HP Options). If your HP Options are installed in an HP Hardware Product, HP may provide warranty service either for the HP Options Limited Warranty Period or the remaining Limited Warranty Period of the HP Hardware Product in which the HP Options are being installed, whichever period is the longer but not to exceed three (3) years from the date you purchased the HP Options. The HP Options Limited Warranty Period starts on your date of purchase. Your dated sales or delivery receipt, showing the date of purchase, is your start date. Non-HP options are provided "AS IS". Non-HP manufacturers and suppliers may provide warranties directly to you. EXCEPT AS PROVIDED IN ANY SOFTWARE END-USER LICENSE OR PROGRAM LICENSE AGREEMENT, OR IF OTHERWISE REQUIRED BY LOCAL LAW, SOFTWARE AND THIRD PARTY DIGITAL CONTENT, INCLUDING THE OPERATING SYSTEM OR ANY SOFTWARE OR THIRD PARTY DIGITAL CONTENT PREINSTALLED BY HP ARE PROVIDED "AS IS". EXCEPT AS SPECIFICALLY PROVIDED IN THIS LIMITED WARRANTY, IN NO EVENT WILL HP BE LIABLE FOR ANY DAMAGES CAUSED BY OR ARISING FROM ANY THIRD PARTY DIGITAL CONTENT PREINSTALLED ON YOUR HP HARDWARE PRODUCT.

## HP Customer Care Online

Visit the HP Customer Care Support Web site at <http://www.hp.com/support> for up-to-date information 24 hours a day, seven days a week. You'll find troubleshooting documents, maintenance and efficiency tips, and ideas for using your product.

## Where is my User's Guide?

The User's Guide is included on the Software Installation Disc. You must install the software to access the User's Guide. The guide also contains a troubleshooting section to help you solve common problems.

1. On the desktop, click the **HP Media Vault** icon.
2. Click the **Help & Support** tab.
3. Click **User's Guide**.

## Your Local Reseller

If you need help with your HP Media Vault, contact your local reseller for the latest information regarding HP products and services and support under HP's comprehensive menu of reseller services. You can also obtain support from HP directly. The list of telephone numbers begins on the next page.

## Before You Contact HP

Check the troubleshooting section in the HP Media Vault User's Guide.

If you received an error message, write it down before you call.

Make sure that you are at your computer and have your media vault installed when you call.

Gather the information listed in the following table:

Gathering Information	
Media vault model number	
Media vault serial number	
Purchase date of Media vault	
Computer brand and model	

<b>Gathering Information</b>	
Computer operating system and version	
Amount of memory installed in computer	
Router brand and model	
Digital media adapter brand and model if applicable	

## Obtaining Warranty Repair Service

To obtain hardware warranty service, call Customer Care or a participating authorized HP Personal Computer Repair Center at one of the numbers listed later in this document.

## Customer Care Phone Numbers

Use the HP Customer Care number during and after your product's warranty period. Support is provided free of charge during the warranty period. A per-incident charge applies after the warranty period.

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**Note:** Long distance charges may apply.

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## During Warranty Period

### US

Free phone support is available for customers whose media vaults are still within their stated warranty period. 1 800 474 6836

### Canada

HP Customer Care in English and French 1 800 474 6836

## Europe

Austria	0820 87 4417
Belgium	070 300 004
France	0892-696022
Denmark	70202845
Finland	0203-66-767
Germany	0180 5652 180
Italy	848-800-871
Netherlands	0900-2020-165
Norway	0815 62 070
Portugal	0808-201-492
Spain	902-010-059
Sweden	077-120-4765
Switzerland	0848-672 672
Republic of Ireland	01890 92 39 02
United Kingdom	0870-010-4320

## Asia/Pacific

Australia	1-300-721-147
China	800-820-6616
Hong Kong SAR	2802-4098
India	1-800-114772
Indonesia	21-350-3408
Korea	1588-3003
Malaysia	1-800-8588
New Zealand	0-800-441-147
Philippines	2-867-3551
Singapore	6272 5300
Taiwan	8722-8000
Thailand	(2) 353-9000



## Latin America

Mexico	800/474-6836
Mexico City	55-5258-9922

## Returning a Media Vault

If your HP Media Vault requires replacement and is under warranty, call the appropriate number for your country/region.

If your HP Media Vault is out of warranty, you can replace it for a fee. HP does not repair drives. For out-of-warranty replacement options, call the appropriate number for your country/region to receive instructions.

## Operating Specifications

Electrical ratings: AC INPUT 100–127V ~3.0A  
or 200–240V ~2.0A  
50/60 Hz

Operating temperature: 5° to 35° C

Storage temperature: –30° to 60° C

Operating humidity: 10 to 80% RH (no condensation allowed)

Power Consumption: 26W single drive, 36W dual drive

## Regulatory and Safety Information



**WARNING** text indicates that failure to follow directions could result in damage to equipment, loss of information, bodily harm, or loss of life.



**WARNING:** Inserting your hand or a foreign object into the expansion bay may result in electric shock, injury, or damage to the equipment.



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

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



**WARNING:** The HP Media Vault 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.

## FCC Regulatory and Safety Information (USA Only)



**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.

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The system RFI and Radiated Immunity tests were conducted with supported peripheral devices and shielded cables, such as those you receive with your system. Changes or modifications not expressly approved by the manufacturer 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.




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**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.

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### 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

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**WARNING:** Install the HP Media Vault near an AC outlet. The AC power cord is the HP Media Vault's main AC disconnecting device and must be easily accessible at all times. For your safety, the power cord provided with your HP Media Vault 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 HP Media Vault is provided with a voltage select switch for use in a 115 or 230V 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 HP Media Vault and void any implied warranty.

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**WARNING:** Do not operate the HP Media Vault with the cover removed.

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