Can HP Dare to Tone-down Compaq Support by Dawa

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Compaq branded desktops and laptops under the series Presario, Evo, HP Compaq Business Notebook, and others have left the market, and no longer have they remained the mainstream product in the HP bouquet but the fact that people are exploiting the Compaq technologies till date canâ€™t be denied. Keeping peopleâ€™s expectation in mind, HP the current owner has dared not to discontinue the Compaq Technical Help services.

As usual the standard limited hardware warranty is also intact that warrants the purchased Compaq products to be free from any manufacturing or workmanship defects under the normal usage. And any related issues or failure is subject to the warranty terms and conditions, under which faulty parts are replaced, repaired or in rare cases can be a matter of refund. People desperate for Compaq Help and Support service are supposed to come up with valid warranty documents, unit product number and serial number, in the absence of that the product would not be deemed under the warranty, though the service will be there but with a charge. The requested service can be on-site or off-site and it can be catered by directly HP or via some authorized service providers as per your territory or location.

People who are frequent travelers have a reason to smile with the new Global Warranty Support. The support covers hardware and software components both. Also, in the new location, users are not supposed to register their product again. In case, HP or Compaq repair center are not available in particular area, a person needs to just call on any HP Customer Care Center. If the situation demands acute replacement, then HP will ship the product to the desired location or nearby border area at a cost. At times, the warranty is flexible, and covers external storage subsystems, printers and other peripherals, apart from the CPU. Instead of core replacement, minor repair work like cleaning the heads of a floppy drive or updating revision levels of ROM BIOS on a PCA board can pay off huge advantage.

It seems the vendor is interested in empowering consumers. Induction of HP Support Assistant, a self-diagnostic tool with Compaq models reveals that intention. The support tool diagnoses the system resources, analyzes the error messages, if any, and comes with important tips and recommendation to resolve problems quickly and easily. The program hosts a range of repair utilities to diagnose and fix related issues, and that are regularly updated by HP server. You can also take free classes as how to make the optimum of the investment. Compaq Support gets another feature in its cap with the HP Total Care services that in turn keep track of the software problems.

Independent service providers are also taking interest in the Compaq product troubleshooting job. Hence, it doesnâ€™t matter whether your system is in or out of the warranty, for any issues you are entitled for the on-demand tech support service being at the comfort of your home or office. Comprehensive support, round-the-clock accessibility, availability of subject-matter-experts and customized plans and competitive service charges are some of the key features that have helped such vendors to carve a niche for themselves.

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