

NOTICE

SERVICE FOR YOUR NEW MOBILE COMPUTER

SOFTWARE / CONNECTIVITY

For Software and/or Connectivity questions please contact Purdue Helpdesk:

Phone #: 765-494-4000
Email: itap@purdue.edu
Room # STEW G65

HARDWARE SERVICE

As part of your new Laptop/Tablet purchase, Purdue University has negotiated with Advanced MicroElectronics, Inc. (HP Authorized Service Provider) to have an office on-campus for convenient hardware repair. Your new unit comes with a 3-year hardware warranty. If you experience a hardware problem with your new laptop or tablet while on campus Advanced MicroElectronics can be contacted at:

Building: MATH
Room #: MATH B6
Phone #: 765-496-2475

Serial # _____

CDWG Order # _____

CDWG Invoice # _____

Warranty services will be preformed at **no charge** to the end user.

If you experience hardware problems while **off-campus** please contact CDW•G Tech Support at **800-383.4CDW** for 24x7x365 service. If you are out of the country please call Hewlett Packard at **800-HPINVENT** for the Service Location nearest you or go to the following link – http://welcome.hp.com/country/us/en/wwcontact_us.html

ACCIDENTAL DAMAGE PROTECTION (ADP)

ADP will be facilitated through the AME Room mentioned above. Please see the AME technician to initiate ADP repairs. “Major” parts replacement is limited once each per year.
(ADP brochure attached for more detailed information)

THEFT PROTECTION

This option is NOT Activated prior to your receiving the machine.
- See Brochure inside for instructions how to activate Theft Protection
- AME will also have copies of these instructions at the campus office
(See brochure inside for more info)