



## HP Scanner 5000 Warranty Information:

The HP 5000 Scan jet which is part of the EDMS project comes with a HP 5 year next business day onsite exchange 5000x Hardware warranty and support package. The cost of this support has been provided by the EDMS project.

Support falls under two categories:

1. Software- If you are experiencing any issues with your user experience related to how the EDMS application is functioning on your computer, please follow your normal process and open a support ticket the OIT Service Desk.
  
2. Hardware- If you are experiencing any issues with the HP scanner itself related to how the scanner is functioning please take the following actions.
  - a. Call 1-888-472-2737 Enter PIN 48460
  - b. Prompt for imaging and printing products- **press 3**
  - c. Prompt for ScanJet - **Press 2**
  - d. Prompt for All other ScanJet - **Press 4**
  - e. When the tech answers the call explain that you have a ScanJet 5000 s4

When you call the above number a representative will attempt to provide remote problem diagnosis and support. If the problem cannot be resolved over the phone you will receive onsite hardware support the next business day at your county site. Replacement parts and materials for the scanner are included at no additional cost to you.

