

KULUTTAJA- RIITA- LAUTAKUNTA

VALITUS tavarasta

1. Tarvitsetko apua?	Täytä lomake tietokoneella tai selvällä käsialalla tekstikirjaimin.		
	On tärkeää, että täytät lomakkeen huolellisesti – silloinkin, kun erilaiset tiedot käyvät ilmi liitteistä.		
	Kuluttajaoikeusneuvoja voi avustaa riita-asian selvittämisessä ja sovintoneuvottelussa vastapuolen kanssa. Valtakunnallinen neuvontanumero on 071 873 1901.		
	Oletko ollut yhteydessä kuluttajaneuvontaan? ☐ Ei ☒ Kyllä Jos olet, minkä maistraatin? Yhteydenotto KUNE-järjestelmän kautta Kuluttajaneuvonnan ID-numero, jos tiedossa. [sensuroitu]		
2. Kuluttaja	Sukunimi Liedes	Etunimi Sami	
	Lähiosoite [sensuroitu]	Postinumero ja -toimipaikka [sensuroitu]	
	Puhelin virka-aikana (myös suuntanumero) [sensuroitu]	Puhelin kotiin (myös suuntanumero) [sensuroitu]	
	Sähköpostiosoite sami.liedes@iki.fi	Ammatti [sensuroitu]	
3. Kehen/keihin kohdistat vaatimuksesi?	Ilmoita joka tapauksessa myyjäliikkeen nimi.		
	☒ Myyjä		
	Nimi Verkkokauppa.com	Puhelinnumero 010 309 5555	
	Osoite Tyynenmerenkatu 11, 00220 Helsinki		
	Sähköposti reklamaatio@verkkokauppa.com	www-sivut http://www.verkkokauppa.com/	
	☐ Maahantuoja		
	Nimi	Puhelinnumero	
	Osoite		
	Sähköposti	www-sivut	
	☒ Valmistaja		
	Nimi Hewlett-Packard Oy	Puhelinnumero 0205 350 (vaihde)	
	Osoite Piispankalliontie 17, 02200 Espoo		
	Sähköposti myyntipalvelu@hp.com	www-sivut http://www8.hp.com/fi/fi/home.html	
	☐ Muu taho, mikä?		
	Nimi	Puhelinnumero	
	Osoite		
	Sähköposti	www-sivut	
	4. Tavara	Tavara, josta valitat. Kerro myös tavarän merkki, malli ja määrä. HP Pavilion dv6-6b45eo kannettava tietokone	
		Tavara on nyt ☒ Kuluttajalla ☐ Myyjällä, milloin palautettu? _____	
		☐ Muualla. Missä ja milloin palautettu?	

4. Tavara (jatkoa)	Käytetyn ikä ostohetkellä		
	☒ Uusi	☐ Käytetty	
	Ostopäivä 18.5.2012	Toimituspäivä 18.5.2012	Hinta 719,90 €
	Maksutapa	Luotonantaja yhteystietoineen	
	☒ Käteisellä	☐ Luotolla	
Kauppahinnasta maksettu 719,90 € euroa			Liitä mukaan kopio kuitista ja mahdollisesta rahoitussopimuksesta.
Ostotapa			
☒ Liike ☐ Etämyynti (puhelin/posti/internet) ☐ Kotimyynti ☐ Muu, mikä			
5. Valitus myyjäliikkeelle, maahantuojalle tai valmistajalle	Milloin huomasit virheen? 8.7.2012		
	Milloin valitit myyjälle ensimmäisen kerran? 10.7.2012		
	Virhetilanteessa kannattaa ensin olla yhteydessä myyjäliikkeeseen ja neuvotella hyvityksestä. Jos olet tehnyt tämän kirjallisesti, liitä mukaan kopiot kirjeenvaihdosta. Mitä hyvitystä sinulle tarjottiin? Kuka? Minulle ei tarjottu hyvitystä. Ks. kirjeenvaihto myyjäliikkeen kanssa (liitteenä).		
	Onko virhe korjattu? Miten, missä ja milloin?		
	☒ Ei ☐ Kyllä		
	Korjauskustannusten määrä euroa		
	Kuka vastasi korjauskustannuksista?		
	Oletko valittanut maahantuojalle tai valmistajalle? Jos olet tehnyt tämän kirjallisesti, liitä mukaan kopiot kirjeenvaihdosta. ☐ Kyllä ☒ Ei Kenelle? Milloin?		
	Erimielisyys koskee		
	☒ virhettä. Kerro lyhyesti, millä tavoin tavara on mielestäsi virheellinen. Näytön sisäinen LCD-paneeli hajosi, kun tukevasti pöydällä olleen, jo useamman tunnin käytössä olleen tietokoneen näyttöä avattiin lisää, noin 90 asteen kulmasta noin 95-100 asteen kulmaan. Internetistä, mm. HP:n omilta tukifoorumeilta, löytyvien tietojen perusteella on ilmeistä, että kyseessä on kyseisen mallin tyyppivika (ks. tarkemmin kohdassa "vaatimus ja sen perustelut" liitteineen).		
☐ toimituksen viivästystä. Sovittu toimituspäivä _____ Toimitus tapahtui _____			
☐ jotain muuta, mitä?			
Jatka tarvittaessa erillisellä liitteellä. Merkitse liitteeseen, mikä valituksen kohta on kysymyksessä eli 6. Mitä erimielisyys koskee.			

7. Vaatimus ja sen perustelut	Jos ostamasi tavara on virheellinen, voit vaatia virheen korjaamista, vaihtoa virheettömään, hinnanalennusta, korvausta virheen korjauskuluista tai kaupan purkamista. Viivästystapauksissa voit vaatia, että myyjä toimittaa tavarän tai kauppa puretaan. Kaupan purkamisen edellytyksenä on yleensä, ettei virhe tai viivästys ole vähäinen. Sekä virhe- että viivästystapauksissa saatat olla oikeutettu saamaan vahingonkorvausta. Valituksen käsittelemiseksi on välttämätöntä, että ilmoitat vaatimuksesi selkeästi. Erittele ja perustele vaatimuksesi. Kerro esimerkiksi, miksi vaadit kaupan purkamista jonkin muun hyvityksen asemesta. Erittele ja perustele myös vahingonkorvausvaatimuksesi ja liitä mukaan kopiot mahdollisista asiaan liittyvistä kuiteista. Kauppa on purettava, ja Verkkokauppa.comin ja HP:n on korvattava tuotteen täysi ostohinta 719,90 € laillisine korkoineen 10.7.2012 alkaen. Verkkokauppa.comin ja HP:n on korvattava Verkkokauppa.comin minulta huoltamattoman laitteen takuuhuollosta takaisin noutaessani veloittamat kulut, 69,20 €, laillisine viivästyskorkoineen 26.7.2012 alkaen. (Vaatimukset perusteluineen tarkemmin liitteellä 1.) Vaatimus, euroa 789,10 € + viivästyskorko 719,90 € osalta 10.7.2012 alkaen sekä 69,20 € osalta 26.7.2012 alkaen. Muu vaatimus, mikä? Vaatimuksen perustelut Jatka tarvittaessa erillisellä liitteellä. Merkitse liitteeseen, mikä valituksen kohta on kysymyksessä eli 7. Vaatimus ja sen perustelut.
8. Takuu	Liitä mukaan kopio takuutodistuksesta Annettiinko tavaralle takuu? ☐ Ei ☒ Kyllä Takuuaika 12 kk Takuunantaja (katso takuutodistuksesta) HP Takuunantajan osoite ja muut mahdolliset yhteystiedot Ks. valmistajan yhteystiedot yllä
9. Käyttö- tai hoito-ohjeet	Saitko myyjältä käyttö- tai hoito-ohjeita? Jos sait, liitä mukaan kopio saamistasi kirjallisista käyttö- tai hoito-ohjeista. Kerro tässä suulliset ohjeet.
10. Valtuutus ja asiamiehen tiedot	Elllet hoida asiaasi itse, kerro tässä kohdassa asiamiehesi yhteystiedot ja allekirjoita valtuutus. Asiamies hyväksyy valtuutuksen allekirjoituksellaan. Asiaosaiset vastaavat itse kuluistaan, myös niistä, jotka aiheutuvat asiamiehen – esimerkiksi asianajajan – käyttämisestä. Sukunimi _____ Etunimi _____ Osoite _____ Postinumero ja -toimipaikka _____ Puhelin virka-aikana (myös suuntanumero) _____ Sähköpostiosoite _____ Valtuuttajan allekirjoitus ja nimenselvennys _____ Asiamiehen allekirjoitus ja nimenselvennys _____
11. Lomakkeen tarkistus, liitteet ja allekirjoitus	Liitä valitukseesi kopiot kuiteista, takuusta ja takuuehdoista, huoltoraporteista, muista sopimuksista, mahdollisista asiantuntijalausunnoista sekä muista asiaan vaikuttavista asiakirjoista. Lautakuntakäsittelyssä osapuolet saavat yleensä tietoonsa kaikki asiaa koskevat asiakirjat. Tämä valitus tarpeellisine liitteineen lähetetään vastapuolellesi ja valituksentekijänä saat tietoosi vastapuolen kirjallisen vastauksen. Jos asiamiehesi hoitaa asiaa, hän allekirjoittaa tämän valituksen. Paikka ja päivämäärä _____ Allekirjoitus ja nimenselvennys _____ Espoo 4.8.2012 Sami Liedes

Kauppa on purettava

Vaadin kaupan purkamista ja koko kauppahinnan 719,90 € palauttamista täysimääräisenä laillisine viivästyskorkoineen 10.7.2012 alkaen.

Virhe on oleellinen ja estää täysin tietokoneen käytön. Myyjä ja HP:n valtuuttama takuuhuolto, jolle myyjä tavaran toimitti, ovat kieltäytyneet korjaamasta tavarassa olevaa, takuun piiriin kuuluvaa vikaa takuuajana. Huoltoliike tarjosi takuun ulkopuolista korjausta 284,04 € hintaan.

Kaupan purkaminen on perusteltua, koska laitteen korjaaminen tekisi mahdolliseksi sen tutkituttamisen puolueettomalla asiantuntijalla. Tämän lisäksi, kun HP:n tukifoorumeiden ja muiden Internet-lähteiden perusteella kyseessä on aivan ilmeinen tyyppivika (ks. alla) ja koska laite hajosi alle 2 kk käytön jälkeen, olisi kohtuutonta edellyttää riidan vielä kestäessä kuluttajaa ottamaan riski siitä, että sama tyyppivika ilmenee uudestaan ja hajottaa myös korjatun näytön (kuten joillekin on tapahtunut – ks. viittaukset alla). Joka tapauksessa asian käsittelystä seuraava viive on niin pitkä, ettei tietokonetta lopputyön kirjoittamiseen tarvitsevan opiskelijan voida edellyttää odottavan asian ratkeamista hankkimatta korvaavaa tietokonetta.

Myyjälle on huoltotapauksen ja reklamaation yhteydessä kerrottu, kuinka vika ilmeni, sekä osoitettu edellä mainittujen lähteiden runsaat kertomukset juuri tämän tyyppisistä vioista oleellisesti saman mallisissa HP:n kannettavissa tietokoneissa (Pavilion dv6) sekä kahdessa sisarmallissa (isompinäyttöinen Pavilion dv7 sekä pienempinäyttöinen Pavilion dm4).

Huoltoliike ei näytä edes kiistäneen vahingon syntyneen yllä kuvaamallani tavalla. Huoltoliikkeen kannanotto asiaan on ”Näyttö fyysisesti rikki, ei mene takuuseen” (*InfoCare korjaus- ja kustannusarvio*, liitteenä). Huoltoliike ei ilmeisestikään ole edes yrittänyt etsiä merkkejä siitä, että näyttö olisi vioittunut iskusta tai muun rajun kohtelun seurauksena. Toisin kuin huoltoliike näyttää olettavan, kaikkia näytön fyysisiä vikoja ei voi kategorisesti rajata takuun tai virhevastuun ulkopuolelle niiden syntytavasta riippumatta.

Tietokone ja sen näyttö ovat ulkoisesti arvioiden täysin virheettömässä kunnossa, eikä niissä ole mitään merkkejä niiden huolimattomasta käsittelystä.

Näytön tämän tyyppinen hajoaminen on tyyppivika

HP:n tukifoorumeilla on tämän ja sisarmallien näyttöjen juuri tämän kaltaisesta hajoamisesta kymmeniä, ellei jopa satoja kertomuksia. Suurin osa kertomuksista näyttäisi koskevan isompi-näyttöistä dv7-sisarmallia, joka lienee suosituimpi; merkittävässä osassa kommentteista kuitenkin kerrotaan myös tämän riidan kohteena olevan dv6-mallin hajoamisesta. Tukifoorumeilta löytyy muun muassa tällaisia kertomuksia (kyseiset www-sivut tulostettuna liitteessä A; haettu 16.7.2012):

“The other day I was OPENING it from a 45 degree angle to the full 90 degree and I heard a small cracking sound and the screen CRACKED before my very eyes!!!!”

—<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/Cracked-Screen-upon-opening/td-p/779451>

(tulostettuna liite A, sivu 16)

“I have a Pavilion dv7 (tx4050?) 17 inch notebook that is about 20 months old. I was using it yesterday and to my amazement watched a crack appear and slowly spread from one edge of the screen to the other. As a Technician I have heard all the customer stories about not dropping phones and, until now, dismissed them thinking that all

damage was caused by a drop or something similar. Is this a fault in the screen? I am not looking for a free fix as my equipment is covered for all damage and faults for as long as I own it. But it is a very strange fault and as my computer is in mint condition I have to wonder if others have had the same thing happen."

—<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/why-has-my-screen-cracked-in-my-dv7-17-inch-m-p/1266161>
(tulostettuna liite A, sivu 36)

"Glad to hear Im not the only one! I bought a mini notebook and the screen has cracked once more after they repaired the dam thing last month. I opened the note book used it closed it and opened it again in the morning and lo and behold the crack was back again. This time there telling me its my fault what a load of utter garbage!!."

—<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-D7-notebook-led-screen-cracked/td-p/259971>
(tulostettuna liite A, sivu 4)

"Anyone ELSE have theiir PAVILLION NOTEBOOK SCREEN CRACK at the frame while at your desk? My HP PAVILION DV7-4190 is UNDER WARRANTY and they are making me pay for USER ACCIDENTAL BRAKAGE. The darn thing is SO CHEAPLY MADE that at the frame of the LCD screen, IT CRACKS if you use the rubber bumoeer on the side to move the Notebook screen lid after opening it. !!!"

—<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/PAVILLION-NOTEBOOK-SCREEN-CRACK-because-YOU-MOVED-the-frame-m-p/850931>

Samanlaisia kommentteja on mahdollista löytää jopa nettilehtien tekemien tuotetestien kommenteista. Kaksi kommenttia CNET-nettilehden tekemään HP Pavilion dv7 -arvosteluihin:

"I have read numerous post where people say the screen cracks up by itself. It happened to me, and I am so so so disappointed, I'll never buy an HP again"

—http://www.cnet.com/laptops/hp-pavilion-dv7-3165dx/4852-3121_7-33970190-2.html
(tulostettuna liite A, sivu 22)

ja

"The pavillion feels very cheaply made compared to previus pavillions. It feels like a toy and like it would break if I looked at it wrong. I picked the computer up by the bottom and the bezel and this caused the screen to crack. HP will not cover it under warranty because they say it was "accidental damage". I picked up my computer on purpose ... not accidentally."

"I'm updating this review because HP decided to do the right thing and repair the laptop for free. I'd increase it to 3 stars but the system won't let me"

—http://reviews.cnet.com/laptops/hp-pavilion-dv7t-quad/4864-3121_7-34849694-1.html
(tulostettuna liite A, sivu 23)

Samanlainen kommentti Best Buy -tavarataloketjun tuotemainokseen:

"I bought this laptop in August 2010 when I retired. I researched and checked reviews and felt this would be a good laptop for my needs and would last for a few years. After a year and a half of use-never leaving the house until I took it to the Geek Squad, the LED display screen broke. I did not drop this laptop. I did not abuse this laptop. It still looks brand new. I took it to the Geek Squad and was told it would cost more than I paid for the laptop to replace the screen. Needless to say I am back in the market."

—<http://reviews.bestbuy.com/3545/3822842/>

hp-pavilion-dm4-2180us-qe374ua-14-led-notebook-intel-core-i5-i5-2430m-2-40-ghz-reviews/reviews.htm

(tulostettuna liite A, sivu 25)

Mualla Internetissä on jopa sivustoja, jotka on omistettu HP:n kannettavien tietokoneiden ongelmille, ja joissa on samanlaisia kertomuksia. Sivustolta nimeltä *"HP Sucks"*

"I really dislike HP. Me and my Fiance both bought HP laptops and they both magically got cracks somewhere in the screen...a really small crack that no one but HP can see and the screen started to mirror itself. we had our computers for less than 6 months and they both did this both of them also where one laptop desks and we never opened or closed them ..so how did the screen crack...all they could tell me was that i should have gotten the other warranty that cost 98 dollars"

—<http://www.gaebler.com/HP-Sucks.htm>

(tulostettuna liite A, sivu 28)

HP:n tukifoorumeilla olevien kertomusten perusteella jotkut ovat onnistuneet saamaan näin ilmestyneen vian lopulta takuuhuollatettuaakin, kun HP:lle on osoitettu kertomukset heidän foorumeillaan:

"Finally he came back to the phone with an agreement to fix the issue under warranty and provided a tracking number for the box that will be sent for us to return the notebook to them."

—<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/D7-cracked-screen-problems/m-p/565255>

(tulostettuna liite A, sivu 37)

Keskustelua kannettaviin tietokoneisiin keskittyvältä notebookforums.com -sivustolta:

"I made an account here just to say that my HP dv6 screen just cracked too. I've had since SEPTEMBER, so a little more than a month, and I didn't even drop it or anything. I just opened up my laptop, and it was cracked. It felt smooth to the touch but there was rainbow streaks across the screen. I just shipped it off the HP, but judging by your comments I'll be charged a ridiculous amount."

—<http://www.notebookforums.com/t/196163/hp-dv6120us-screen-cracked-warranty>

(tulostettuna liite A, sivu 33)

Kertomuksellani näytön hajoamisesta ja osoittamalla tämän todistusaineiston sen seikan puolesta, että kyseessä on tyypivika, olen saattanut todennäköiseksi, että tuote hajosi kuvaamallani tavalla. Näyttö on riittävä siihen, että vaikka tuotteelle ei olisi myönnetty takuuta, myyjäliikkeen olisi korvattava vika virhevastuun perusteella. Takuun ollessa vielä voimassa myyjän todistustaakka on vieläkin raskaampi. Myyjä ei pysty saattamaan todennäköiseksi, että virhe on johtunut tapaturmasta, tavaran vääränlaisesta käsittelystä tai muusta ostajan puolella olevasta seikasta.

Olen valmis tarvittaessa myös toimittamaan tietokoneen puolueettoman asiantuntijan arvioitavaksi.

Myyjän ja huoltoliikkeen veloittamat kustannukset on korvattava

Vaadin, että Verkkokauppa.comin ja HP:n on korvattava Verkkokauppa.comin minulta huoltamatoman laitteen takaisin noutaessani veloittamat kulut 69,20 € (kuitti liitteenä) täysimääräisinä laillisine viivästyskorkoineen 26.7.2012 alkaen.

Laitteen vienti takuuhuoltoon oli välttämätöntä asian viemiseksi eteenpäin. Vietyäni laitteen huoltoon Verkkokauppa.com ilmoitti minulle käsityksensä, että tällainen vika ei voi kuulua takuuseen, mutta tarjoutui kuitenkin toimittamaan laitteen huoltoliikkeelle, missä tapauksessa minulta veloitettaisiin myös huoltoliikkeen kulut. Asian viemiseksi eteenpäin, ja koska vika syntyi kuvaamallani tavalla ja täten kuuluu selvästi takuun piiriin, oli välttämätöntä myös saattaa laite

huoltoliikkeen tarkistettavaksi.

Nämä Verkkokauppa.comin veloittamat kulut ovat olleet siten välttämättömiä myyjä- ja huoltoliikkeen virheestä aiheutuneita kuluja, ja olen oikeutettu saamaan niistä täyden korvauksen viivästyskorkeineen.

Verkkokauppa.com

OSTA VIISAAMMIN - OSTA NOPEAMMIN

Verkkokauppa.com Oy, Tyynenmerenkatu 11, 00220 Helsinki
puh 010-3095555, myynti@verkkokauppa.com

Laskutusosoite

Sami Liedes

Postitusosoite

KUITTI

PÄIVÄMÄÄRÄ 18.05.2012

VIITENUMERO KUITTI MAKSETUSTA OSTOKSESTA

ASIAKAS

KUITTI

Sivu 1/1

Myyjä Jarna E.
Puhelin 0103095555
Email myynti@verkkokauppa.com

Huolto ja
palautukset 010-3095500

Kotipuhelin
Työpuhelin
Telefax
GSM
Email sami.liedes@iki.fi

Tuote	Takuu	Alv%	á	á hinta 0%	á hinta alv	Summa alv
52676 HP Pavilion dv6-6b45eo 15.6" HD/Core i7-2670QM/6 GB/640 GB/Radeon 12kk Hae aina ensin HP:n tapausnumero HP:ita takuuta varten. Takuu/tukiasiat 0203-66767 pvm ark. 8:3		23%	1 kpl	585.28 €	719.90 €	719.90 €
Tilaustapa: Nouto Jätkäsaaresta Toimituspäivämäärä: 18.05.2012		23%		0.00 €	0.00 €	0.00 €
Maksutapa: Käteinen / pankki- / luottokortti myymälässä		23%		0.00 €	0.00 €	0.00 €

PANKKI: HELSINGIN OP PANKKI OYJ, SWIFT: OKOYFIHH
MIKONKATU 13 A, 00100 HELSINKI, FINLAND
TILILLE: 572023-20053451
IBAN: FI9657202320053451
ERÄPÄIVÄ: MAKSETTU
VIITE: KUITTI MAKSETUSTA OSTOKSESTA

Sisältää arvonlisäveroa
Yhteensä (veroton)
Yhteensä (sis. alv)

Y-tunnus 1456344-5. Viivästyskorko 16%. Huomautusaika 14 päivää. Alv. rek.
Huomautusmaksu 5 €

KORJAUS- /KUSTANNUSARVIO

Asiakas

Verkkokauppa.com Helsinki
Rionkatu 6 A
00220 HELSINKI

Laite

A6L31EA#UUW
SN: 2CE1500C2J
Työnumero: 3604762

Edellämainittu asiakas toimitti tietokoneensa meille huoltoon. Totesimme laitteessa seuraavaa.

Näyttö fyysisesti rikki, ei mene takuuseen.

Näyttöpaneli	146.41 €
Työt 1 tunti	84.55 €
Rahdit	0.00 €
Summa ALV 0%	230.96 €
Alv.	53.12 €
Yhteensä: sis.23%	284.08 €

Huom! Vaikka kustannusarviota ei hyväksytä, veloitamme kustannusarvionmaksun ja mahdolliset kuljetuskustannukset. Kustannusarvio ei ole voimassa, jos laitteistovalmistaja ei pysty toimittamaan osia. Palautamme laitteen korjaamattomana jos emme ole saaneet vastausta seitsemässä päivässä ja veloitamme kustannusarvionmaksun ja mahdolliset kuljetuskustannukset.

InfoCare Oy

Huoltoteknikko

Juha

HUOLTOKUITTAUS - 25.07.2012 15:09

Huolto nro 

Asnro: 
Nimi : Sami Liedes
Email: sami.liedes@iki.fi
Puh : 

Toimitusmuoto: Nouto Jätkäsaaresta (0.00 e)
Laskutusmuoto: Käteinen / pankki- / luottokortti myymälässä (0.00 e)

Vikaseloste: Näyttöön tullut halkeama näyttöä avatessa.

Työseloste: *Laite toimitettu takaisin ilman toimenpiteitä

Vastaanotetut tuotteet:

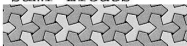
Kpl	ID	Tuoteseloste	Sarjanumero	Hinta	Toimitettu
1	52676	HP Pavilion dv6-6b45eo 15.6" HD/Core i7-	2CE1500C2J	719.90e	2012-05-18

Tilatut tuotteet:

kpl	ID	Kuvaus	varas	ahinta	Summa
1	8679	Huoltotuote / takuuhuoltoon lähettämämme tuote	-141	0.00 e	0.00 e
1	33534	Huollon käsittely- ja selvittelyveloitus. Tämä	-22	20.00 e	20.00 e
1	75772	Läppäri + akku	-	0.00 e	0.00 e
1	84947	Infocare kustannusarvio	-	49.20 e	49.20 e
SUMMA					69.20 e sis alv

Paino : 0.3kg
Postikulut: 0 e
Laskukulut: 0 e
Loppusumma: 69.20 e sis alv

Postitusosoite:

Sami Liedes


Vastaanottanut:

Harri L.
tietokonehuolto@verkkokauppa.com

Huoltotiimin yhteystiedot:

Email: tietokonehuolto@verkkokauppa.com
Puh: 0103095555
tiimi palvelee ark. 9-17

Voitte seurata huoltonne tilaa asiakashallinnastamme osoitteessa
<https://secure.verkkokauppa.com/main.php?path=tilinhallinta>

Reilusti yli puolet palautuksista on aiheettomia tai turhia.
Suurimmassa osassa tuote ei ole rikki. Takuuseen kuulumattomasta
huollosta veloitamme voimassa olevan huollon tarkastusmaksun (tuote
1047) ja mahdolliset kolmannen osapuolen kulut. Säilytämme tuotetta
3kk noudettavissa. Tämän jälkeen tuote hävitetään tai myydään.

HUOLTORAPORTTI - Tilaus: 26.07.2012 18:12

Asnro:
Nimi : Sami Liedes
Email: sami.liedes@iki.fi
Puh :

Vikaseloste: Näyttöön tullut halkeama näyttöä avatessa.

Työseloste: *Laite toimitettu takaisin ilman toimenpiteitä

Vastaanotetut tuotteet:

Kpl	ID	Tuoteseloste	Sarjanumero	Hinta	Toimitettu
1	52676	HP Pavilion dv6-6b45eo 15.6" HD/Core i7-	2CE1500C2J	719.90e	2012-05-18

Tilatut tuotteet:

kpl	ID	Kuvaus	varas	ahinta	Summa
1	8679	Huoltotuote / takuuhuoltoon lähettämämme tuote	-137	0.00 e	0.00 e
1	33534	Huollon käsittely- ja selvittelyveloitus. Tämä	-23	20.00 e	20.00 e
1	75772	Läppäri + akku	-	0.00 e	0.00 e
1	84947	Infocare kustannusarvio	-	49.20 e	49.20 e

Kuitti
Päivämäärä 18.5.2012 14.46.11
Asiakas
Myyjä Jarna E.

Toimitusosoite
Sami Liedes

Myynti Huolto ja palautukset
myynti@verkkokauppa.com huolto@verkkokauppa.com
010-3095555 010-3095500

HP Pavilion dv6-6b45eo 15.6" HD/Core
52676

Takuu 12kk 1 kpl 23% 719,90€

Hae aina ensin HP:n tapausnumero HP:ltä takuuta varten.
Takuu/tukiasiat 0203-66767 (pvn) ark. 8:30 - 18:00, keskus
09-88721, fax 09-8872277. Valmistajan takuulappu pakollinen
digikameraissa.

Käteinen / pankki- / luottokortti myymälässä
1 kpl 23% 0,00€

Nouto Jätkäsaaresta
1 kpl 23% 0,00€

Sisältää arvolisäveroa 23%

Yhteensä (veroton)
Yhteensä (sis. alv)

Luotto/maksukortti

KORTTITAPAHTUMA

Kortti:

Sovellus:
Tap.nro/Varmennus:
Yritys/Ala:

Autentisointi:
Viite:

Debit/Veloitus

Kiitos käynnistä ja tervetuloa uudelleen.

Verkkokauppa.com Oy, Y-tunnus 1456344-5
Tyynenmerenkatu 11, 00220 Helsinki

Kuitti
Päivämäärä 26.7.2012 18.12.30
Asiakas
Myyjä Cristian H.

Toimitusosoite
Sami Liedes

Myynti Huolto ja palautukset
myynti@verkkokauppa.com huolto@verkkokauppa.com
010-3095555 010-3095500

Huoltotuote / takuuhuoltoon lähettämämme tuote
8679 1 kpl 23% 0,00€

Takuu- ja tukiasiat Verkkokauppa.comin kautta.

Läppäri + akku
1 kpl 23% 0,00€

Huollon käsittely- ja selvittelyveloitus
33534 1 kpl 23% 20,00€

Takuu- ja tukiasiat Verkkokauppa.comin kautta.

Infocare kustannusarvio
1 kpl 23% 49,20€

Käteinen / pankki- / luottokortti myymälässä
1 kpl 23% 0,00€

Nouto Jätkäsaaresta
1 kpl 23% 0,00€

Sisältää arvolisäveroa 23% 12,94€

Yhteensä (veroton) 56,26€
Yhteensä (sis. alv) 69,20€

Luotto/maksukortti 69,20€

KORTTITAPAHTUMA

Kortti:

Sovellus:
Tap.nro/Varmennus:
Yritys/Ala:

Autentisointi:
Viite:

Credit/Veloitus 69,20 EUR

Kiitos käynnistä ja tervetuloa uudelleen.

Verkkokauppa.com Oy, Y-tunnus 1456344-5
Tyynenmerenkatu 11, 00220 Helsinki

Date: Tue, 10 Jul 2012 20:48:02 +0300
To: Sami Liedes <sami.liedes@iki.fi>
From: tietokonehuolto@verkkokauppa.com
Subject: **Huoltotapauksenne on otettu vastaan - 10927935**

Tähän sähköpostiin ei tarvitse vastata.

Hyvä asiakkaamme,

Verkkokauppa.com:in huolto on ottanut vastaan seuraavan huoltotapauksenne. Automaattinen ilmoitus tulee kun huolto on käsitelty.

Tämä on vasta automaattinen kuittaus huoltotapauksestanne, järjestelmä ilmoittaa teille automaattisesti sähköpostilla ja tekstiviestillä kun huoltotapauksenne on käsitelty.

Voitte seurata kätevästi huoltotapauksenne kulkua verkosta osoitteessa <https://www.verkkokauppa.com/fi/account>

Tarpeen vaatiessa saatte huoltomme kiinni numerosta 0103095555 (klo 9-17) tai sähköpostilla (tietokonehuolto@verkkokauppa.com) jota seuraamme aktiivisesti.

Huoltomme palvelee ark. 9-17. Löydämme huoltotapauksenne parhaiten huoltonumerolla joka on 10927935.

Harvinaisempien ja vanhempien tuotteiden takuuvaihto kestää yleensä pidempään, jos tuote tarvitsee erikseen lähettää maahantuojalalle tai valmistajille.

Vastaanotetut tuotteet:

Kpl	ID	Tuoteseloste	Sarjanumero
		Hinta Toimitettu	
=====			
=====			
1	52676	HP Pavilion dv6-6b45eo 15.6" HD/Core i7-719.90e 2012-05-18	2CE1500C2J

Tilatut tuotteet:

Kpl	ID	Tuoteseloste	Hinta
=====			
1	8679	Huoltotuote / takuuhuoltoon lähettämämme	0.00e
1	75772	Läppäri + akku	0.00e

Vikaseloste:

Näyttöön tullut halkeama näyttöä avatessa.

Työseloste:

Ystävällisin terveisin,

Verkkokauppa.com huoltotiimi
(puh. 0103095555)

Verkkokauppa.com, Jätkäsaaren megamyymälä, Tyynenmerenkatu 11, 00220
Helsinki,
myynti puh. 010-309 5555,
ark. klo 9-21, la 9-18, su 12-18.

Date: Thu, 12 Jul 2012 16:22:08 +0300
To: sami.liedes@iki.fi
From: Tietokonehuolto <huolto4@verkkokauppa.com>
Subject: Tilauksestanne 10927935

Hyvä asiakkaamme,

Olemme tutkineet näytön ja todenneet että saranan tiukkuus/näytön avaaminen ei pysty aiheuttamaan tällaista. Emme ole koskaan aikasemmin nähneet tapausta jossa näyttö halkeasi itsestään ilman painetta. Näytän vaurio näyttää siltä että laite on ollut ollut kovassa puristuksessa tai jonkin painavan asian alla.

Mikäli ette ole tyytyväinen päätökseemme, voimme toimittaa laitteen HP:n valtuuttamalle huoltoyhtiölle (Infocare Oy) tarkistettavaksi. Mikäli he toteavat että laite kuuluu takuunalaisuuteen, laite korjautetaan ilman kustannuksia. Mikäli laite todetaan heillä takuun ulkopuoliseksi, niin he saattavat laskuttaa teiltä tarkistuspäivän joka vaihtelee 40-100 euron välillä riippuen viasta.

Haluatteko laitteen takaisin ilmana toimenpiteitä vai toimitammeko laitteen eteenpäin heille?

--

Ystävällisin terveisin, Best Regards

Harri

Verkkokauppa.com tietokonehuolto / computer service

--

Verkkokauppa.com, Itämerenkatu 21, 00180, HELSINKI, y-tunnus 1456344-5
Asiakaspalvelu puh. +358 010 309 5555
Avoimena ark. klo 9-21, la 10-18

Vastaanotamme päivittäin satoja sähköposteja, liitä aina alkuperäinen viesti vastaukseen.

Date: Thu, 12 Jul 2012 16:43:06 +0300
To: Tietokonehuolto <huolto4@verkkokauppa.com>
From: Sami Liedes <sami.liedes@iki.fi>
Subject: Re: Tilauksestanne 10927935

On Thu, Jul 12, 2012 at 04:22:08PM +0300, Tietokonehuolto wrote:

> Olemme tutkineet näytön ja todenneet että saranan tiukkuus/näytön
> avaaminen ei pysty aiheuttamaan tälläistä. Emme ole koskaan
> aikasemmin nähneet tapausta jossa näyttö halkeasi itsestään ilman
> painetta. Näytän vaurio näyttää siltä että laite on ollut ollut
> kovassa puristuksessa tai jonkin painavan asian alla.

Voiko se siis aiheutua halkeamishetkeä aiemmasta puristuksesta?
Halkeamishetkellä näyttö oli noin 90 asteen kulmassa auki, ja kone oli
tasaisella pöydällä ja päällä. Väänsin näyttöä tuolloin muistaakseni
vasemmalla kädellä noin 5-10 astetta lisää auki, jolloin kuului vaimea
poksahdus, ja näyttöön tuli tuo kuvio. Ainakaan siis halkeamishetkellä
mitään puristusta ei ollut. En ollut itse edes huomannut saranan
jäykkyyttä, ennen kuin huoltotapauksen vastaanottanut myyjänne
huomautti siitä. Saranan jäykkyys nähdäkseni tukee kertomustani.

En kyllä tiedä, millaisessa puristuksessa se olisi voinut olla ennen
halkeamishetkeäkään.

> Mikäli ette ole tyytyväinen päätökseemme, voimme toimittaa laitteen
> HP:n valtuuttamalle huoltoyhtiölle (Infocare Oy) tarkistettavaksi.
> Mikäli he toteavat että laite kuuluu takuunalaisuuteen, laite
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> ulkopuoliseksi, niin he saattavat laskuttaa teiltä tarkistusmaksun
> joka vaihtelee 40-100 euron välillä riippuen viasta.
>
> Haluatteko laitteen takaisin ilmana toimenpiteitä vai toimitammeko
> laitteen eteenpäin heille?

Laitetaan eteenpäin. En ajatellut luovuttaa näin uuden läppärin
kohdalla. Olen tässä vähän ikävässä välikädessä; jos se todella olisi
hajonnut, niin kuin ilmeisesti epäilette, tapaturmaisesti, voisin kai
hakea korvausta kotivakuutuksesta. Kun kuitenkin itse tiedän, että
näin ei ollut, kyseessä olisi vakutuspetos.

Entäs tuo saranan hajoaminen? Luulisi, että ainakin saranavika alle 2
kk vanhassa läppäriissä kuuluisi takuun piiriin. Vai voiko sekin
mielestänne johtua puristuksesta?

Sami

Date: Thu, 12 Jul 2012 17:06:03 +0300
To: Sami Liedes <sami.liedes@iki.fi>
From: Tietokonehuolto <huolto4@verkkokauppa.com>
Subject: Re: Tilauksestanne 10927935

Hei,

Saranassa ei havaittu varsinaista vikaa, vaan se oli vain hieman toista puolta tiukempi.
Ilmoitamme huoltoyhtiölle kuitenkin tuosta saranasta myös ja he saavat tutkia hieman tarkemmin sen, että olisiko se voinut vaikuttaa asiaan. He tekevät kuitenkin sen lopullisen päätöksen.

Ilmoitamme teille sähköpostitse hetimiten kun saamme heidän arvionsa tilanteesta ja toimenpiteistä.

12.7.2012 16:43, Sami Liedes kirjoitti:

> On Thu, Jul 12, 2012 at 04:22:08PM +0300, Tietokonehuolto wrote:
>> Olemme tutkineet näytön ja todenneet että saranan tiukkuus/näytön
>> avaaminen ei pysty aiheuttamaan tällaista. Emme ole koskaan
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> Voiko se siis aiheutua halkeamishetkeä aiemmasta puristuksesta?
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> poksahdus, ja näyttöön tuli tuo kuvio. Ainakaan siis halkeamishetkellä
> mitään puristusta ei ollut. En ollut itse edes huomannut saranan
> jäykkyyttä, ennen kuin huoltotapauksen vastaanottanut myyjänne
> huomautti siitä. Saranan jäykkyys nähdäkseni tukee kertomustani.
>
> En kyllä tiedä, millaisessa puristuksessa se olisi voinut olla ennen
> halkeamishetkeäkään.
>
>> Mikäli ette ole tyytyväinen päätökseemme, voimme toimittaa laitteen
>> HP:n valtuuttamalle huoltoyhtiölle (Infocare Oy) tarkistettavaksi.
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> Laitetaan eteenpäin. En ajatellut luovuttaa näin uuden läppäriin
> kohdalla. Olen tässä vähän ikävässä välikädessä; jos se todella
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> hajonnut, niin kuin ilmeisesti epäilette, tapaturmaisesti, voisin kai
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> näin ei ollut, kyseessä olisi vakutuspetos.
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> mielestänne johtua puristuksesta?
>
> Sami

--

Ystävällisin terveisin, Best Regards

Harri

Verkkokauppa.com tietokonehuolto / computer service

--

Verkkokauppa.com, Itämerenkatu 21, 00180, HELSINKI, y-tunnus 1456344-5

Asiakaspalvelu puh. +358 010 309 5555

Avoimna ark. klo 9-21, la 10-18

Vastaanotamme päivittäin satoja sähköposteja, liitä aina alkuperäinen viesti vastaukseesi.

Date: Fri, 13 Jul 2012 18:56:48 +0300
To: Tietokonehuolto <huolto4@verkkokauppa.com>
From: Sami Liedes <sami.liedes@iki.fi>
Subject: Re: Tilauksestanne 10927935

On Thu, Jul 12, 2012 at 05:06:03PM +0300, Tietokonehuolto wrote:

> Hei,
>
> Saranassa ei havaittu varsinaista vikaa, vaan se oli vain hieman
> toista puolta tiukempi.
> Ilmoitamme huoltoyhtiölle kuitenkin tuosta saranasta myös ja he
> saavat tutkia hieman tarkemmin sen, että olisiko se voinut vaikuttaa
> asiaan.
> He tekevät kuitenkin sen lopullisen päätöksen.
>
> Ilmoitamme teille sähköpostitse hetimiten kun saamme heidän arvionsa
> tilanteesta ja toimenpiteistä.

Hei,

HP:n tukifoorumeilta löytyy näemmä paljon kertomuksia juurikin HP:n Pavilion DV-mallien näytön tämäntyyppisistä yht'äkkisistä hajoamisista (näyttö hajoaa esim. avatessa). Myöskin näytön kuumeneminen mainittiin selityksenä, joka kuulostaa mahdolliselta, koska kone tosiaan oli päällä hajotessaan, ja koska näytön kirkkaus oli maksimissa, koska en ole saanut sen himmentämistä toimimaan Linuxissa. Selvästikään en kuitenkaan ole ainoa, jolle näin on käynyt.

Esimerkiksi tästä ketjusta löytyy _kymmeniä_ kertomuksia HP Pavilion dv7:n (jossa näyttäisi netin perusteella oleva sama näyttö kuin dv6:ssa) hajoamisesta juuri tällä tavalla:

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-D7-notebook-led-screen-cracked/td-p/259971>

Tässä valikoituja lainauksia:

"My daughter was using it, set it down, ran downstairs, came back up opened it up and it was cracked."

"the SCREEN CRACKS under slight pressure just by adjusting the vertical degree of the lid or closing and opening"

"There is PLENTY of DOCUMENTATION here and in other BLOGS regarding HP and their problems with laptop screen cracking to support the DISPUTE."

Ymmärrän kyllä skeptisyytenne. Minäkin olisin skeptinen, jos en olisi itse nähnyt tämän tapahtuvan... Toivottavasti edellä mainitut muiden ihmisten vastaavat kokemukset vahvistavat kertomustani.

Sami

>
> 12.7.2012 16:43, Sami Liedes kirjoitti:
> >On Thu, Jul 12, 2012 at 04:22:08PM +0300, Tietokonehuolto wrote:
> >>Olemme tutkineet näytön ja todenneet että saranan tiukkuus/näytön

> >>avaaminen ei pysty aiheuttamaan tällaista. Emme ole koskaan
> >>aikasemmin nähneet tapausta jossa näyttö halkeasi itsestään ilman
> >>painetta. Näytän vaurio näyttää siltä että laite on ollut ollut
> >>kovassa puristuksessa tai jonkin painavan asian alla.
> >Voiko se siis aiheutua halkeamishetkeä aiemmasta puristuksesta?
> >Halkeamishetkellä näyttö oli noin 90 asteen kulmassa auki, ja kone oli
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> >huomautti siitä. Saranan jäykkyys nähdäkseni tukee kertomustani.
> >
> >En kyllä tiedä, millaisessa puristuksessa se olisi voinut olla ennen
> >halkeamishetkeäkään.
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> >>Mikäli ette ole tyytyväinen päätökseemme, voimme toimittaa laitteen
> >>HP:n valtuuttamalle huoltoyhtiölle (Infocare Oy) tarkistettavaksi.
> >>Mikäli he toteavat että laite kuuluu takuunalaisuuteen, laite
> >>korjautetaan ilman kustannuksia. Mikäli laite todetaan heillä takuun
> >>ulkopuoliseksi, niin he saattavat laskuttaa teiltä tarkistusmaksun
> >>joka vaihtelee 40-100 euron välillä riippuen viasta.
> >>
> >>Haluatteko laitteen takaisin ilmana toimenpiteitä vai toimitammeko
> >>laitteen eteenpäin heille?
> >Laitetaan eteenpäin. En ajatellut luovuttaa näin uuden läppärin
> >kohdalla. Olen tässä vähän ikävässä välikädessä; jos se todella
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> >hajonnut, niin kuin ilmeisesti epäilette, tapaturmaisesti, voisin kai
> >hakea korvausta kotivakuutuksesta. Kun kuitenkin itse tiedän, että
> >näin ei ollut, kyseessä olisi vakutuspetos.
> >
> >Entäs tuo saranan hajoaminen? Luulisi, että ainakin saranavika alle 2
> >kk vanhassa läppäriässä kuuluisi takuun piiriin. Vai voiko sekin
> >mielestänne johtua puristuksesta?
> >
> > Sami
> >
> >
> --
> Ystävällisin terveisin, Best Regards
> >
> Harri
> Verkkokauppa.com tietokonehuolto / computer service
> --
> Verkkokauppa.com, Itämerenkatu 21, 00180, HELSINKI, y-tunnus 1456344-5
> Asiakaspalvelu puh. +358 010 309 5555
> Avoinna ark. klo 9-21, la 10-18
> >
> Vastaanotamme päivittäin satoja sähköposteja, liitä aina alkuperäinen
viesti vastaukseesi.
> >

Date: Mon, 16 Jul 2012 10:11:42 +0300
To: sami.liedes@iki.fi
From: Huolto Partner <partner.huolto@verkkokauppa.com>
Subject: **Fwd: Kustannusarvio, koskien InfoCaren työnroa: 3604762 /SIJ**

Hei,

Saimme huoltoliikkeeltä alla olevan tiedon koskien huoltoon toimittamaanne tuotetta.

Ilmoitattehan vastauksenne kustannusarvioon vastaamalla tähän viestiin viiden (5) arkipäivän kuluessa.

Otattehan huomioon, että riippumatta siitä korjataanko laitetta vai ei veloitamme teiltä huoltoyhtiön kulujen lisäksi Verkkokauppa.com Oy:n käsittelykulut.

Ystävällisin terveisin,

Kiti E.
Verkkokauppa.com
Huolto RMA

Verkkokauppa.com Oy
Huolto ja palautukset
Tyynenmerenkatu 11, 3.kerros
00220 Helsinki

Asiakaspalvelu puh. 010 309 5555
Avoimna ark. klo 9-21, la 9-18, ja su 12-18.

Vastaanotamme päivittäin satoja sähköposteja, liitä aina alkuperäinen viesti vastaukseesi.

----- Alkuperäinen viesti / Orig.Msg. -----

Aihe: Kustannusarvio, koskien InfoCaren työnroa: 3604762 /SIJ
Päiväys: Mon, 16 Jul 2012 10:08:05 +0300
Lähettäjä: <pc@infocare.fi>
Vastaanottaja: <partner.huolto@verkkokauppa.com>

Huoltoon toimittamassanne laitteessa, viitteenne: 10927935 (sn:2CE1500C2J) on vaurio, jota takuu ei kata. Työnro: 3604762. Korjauksen kustannusarvio on 284.08 € (Varaosat+työt) . Palautus ilman korjausta 53 €. Voitte ilmoittaa toimenpiteistä pc@infocare.fi / puh. 010-3108100 tai vastaamalla tähän viestiin. Odotamme vastausta 5 päivää, jonka jälkeen palautamme laitteen ja veloitamme tarkistus- ja kuljetuskustannukset. Terv. InfoCare.

Date: Wed, 18 Jul 2012 13:55:18 +0300
To: Huolto Partner <partner.huolto@verkkokauppa.com>
From: Sami Liedes <sami.liedes@iki.fi>
Subject: Re: Fwd: Kustannusarvio, koskien InfoCaren työnroa:
3604762 /SIJ

On Mon, Jul 16, 2012 at 10:11:42AM +0300, Huolto Partner wrote:

> Hei,
>
> Saimme huoltoliikkeeltä alla olevan tiedon koskien huoltoon
> toimittamaanne tuotetta.
>
> Ilmoitattehan vastauksenne kustannusarvioon vastaamalla tähän
> viestiin viiden (5) arkipäivän kuluessa.

Vaadin, että korjaatte tuotteen takuuseen.

Kyseisen (ja muutaman muun HP:n) läppärimallin näytön hajoaminen kuvailemallani tavalla - tai välillä itsestäänkin (ehkä kuumenemisen vaikutuksesta?) - näyttäisi olevan netissä varsin hyvin dokumentoitu tyyppivika. HP:n tukifoorumeilta löytyy kymmeniä, ellei jopa satoja kuvauksia juuri tämäntyyppisestä vaurioitumisesta, pääasiassa juuri tästä mallista (dv6), 17-tuumaisesta sisarmallista (dv7) ja yhdestä 14-tuumaisesta mallista (dm4). Ongelma on siinä määrin laajasti tunnettu, että on jopa mahdollista löytää product reviewejä, joissa kehoitetaan välttämään tuotetta, koska sen näyttö hajoaa avattaessa.

Tuo kuumeneminenhan on tosiaan myös mahdollinen selitys saranavian lisäksi; erityisesti minun käytössäni näyttö oli aina täydellä kirkkaudella, koska ko. läppärimä kirkkaudensäätö ei toiminut Linuxissa.

Lähimmäksi osuva kuvaus samasta ongelmasta löytyy tästä linkistä HP:n tukifoorumeilta:

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/Cracked-Screen-upon-opening/td-p/779451>

"The other day I was OPENING it from a 45 degree angle to the full 90 degree and I heard a small cracking sound and the screen CRACKED before my very eyes!!!!!"

Ainoa ero minun tapaukseenihan tuossa on, että minulla näyttö oli auki 90 astetta, ja avasin sitä sen 5-10 astetta lisää, kun näyttö hajosi silmieni edessä. Kuulemaani ääntä kuvailisin enemmän vaimeaksi poksahdukseksi kuin murtumisen ääneksi.

Tämän linkin takaa HP:n tukifoorumeilta löytyy kymmeniä kuvauksia lisää vastaavanlaisista näyttöjen spontaaneista hajoamisista, koskien sekä dv6:a (joka on minun tuotteeni malli) että dv7:aa:

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-D7-notebook-led-screen-cracked/td-p/259971>

Löytyy myös muutama kertomus, jossa HP on huoltanut laitteen takuuseen tämän tapahduttua, kun niille on vilautettu noita HP:n foorumeita ;):

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/D7-cracked-screen-problems/m-p/565255/highlight/true#M21054>

http://reviews.cnet.com/laptops/hp-pavilion-dv7t-quad/4864-3121_7-34849694-1.html

Ja näitä sivuja riittää enemmänkin, sekä HP:n tukifoorumeilla että muualla verkossa. Olen varma, että nämä riittävät ainakin osoittamaan, että kuvaamani kaltainen hajoaminen HP:n läppärien tapauksessa on täysin mahdollista:

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/why-has-my-screen-cracked-in-my-dv7-17-inch/m-p/1266161>

"I have a Pavilion dv7 (tx4050?) 17 inch notebook that is about 20 months old. I was using it yesterday and to my amazement watched a crack appear and slowly spread from one edge of the screen to the other. As a Technician I have heard all the customer stories about not dropping phones and, until now, dismissed them thinking that all damage was caused by a drop or something similar. Is this a fault in the screen? I am not looking for a free fix as my equipment is covered for all damage and faults for as long as I own it. But it is a very strange fault and as my computer is in mint condition I have to wonder if others have had the same thing happen."

<http://forum.notebookreview.com/hp-compaq-presario-g-series-mini-notebooks/488028-lcd-screen-cracked-3-day-old-g62-144dx.html>

"My friend has a year old HP dv7 I think.. he was using it one day on his desk and the screen cracked WHILE he was using it. Which doesn't really make sense."

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/LCD-cracks-SOS/td-p/318536>

http://www.cnet.com/laptops/hp-pavilion-dv7-3165dx/4852-3121_7-33970190-2.html

"I have read numerous post where people say the screen cracks up by itself. It happened to me, and I am so so so disappointed, I'll never buy an HP again"

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/screen/m-p/135406>

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-PAVILION-G7-1237DX-Cracked-display/m-p/1227215>

<http://h30434.www3.hp.com/t5/Notebook-Hardware/Overheating-causing-cracks-in-the-screen/m-p/359733>

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/dm4-screen-cracked-not->

happy-with-HP-support/m-p/603001

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/PAVILLION-NOTEBOOK-SCREEN-CRACK-because-YOU-MOVED-the-frame/m-p/850931/highlight/true#M28225>

"Anyone ELSE have their PAVILLION NOTEBOOK SCREEN CRACK at the frame while at your desk? My HP PAVILION DV7-4190 is UNDER WARRANTY and they are making me pay for USER ACCIDENTAL DAMAGE. The darn thing is SO CHEAPLY MADE that at the frame of the LCD screen, IT CRACKS if you use the rubber bumper on the side to move the Notebook screen lid after opening it. !!!"

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/Pavilion-DV6-3006TX-7-months-old-cracked-screen-without-visible/m-p/311446/highlight/true#M15109>

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/screen-display/m-p/979035/highlight/true#M31835>

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/LCD-Screen-Issue-Please-Help/m-p/1248897/highlight/true#M39137>

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-Pavilion-g7-Notebook-PC-monitor-malfunction-white-lines/m-p/1557021/highlight/true#M46893>

<http://h30434.www3.hp.com/t5/Other-Notebook-PC-Questions/LCD-Issues/m-p/48682/highlight/true#M2117>

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-Pavilion-dm4-1060us-Notebook-PC-Screen-issue-image-provided/m-p/306213/highlight/true#M14916>

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/IN-DESPERATE-NEED-OF-ADVICE/m-p/513261/highlight/true#M19932>

http://reviews.cnet.com/laptops/hp-pavilion-g4-1215dx/4864-3121_7-35026236-2.html

"Don't buy this or any HP Product" -- "The rep stated that they do not cover "damage" under their warranty, regardless of the cause. I argued that this was a manufacturer defect, otherwise it would never have cracked under normal usage."

<http://www.gaebler.com/HP-Sucks.htm>

"I really dislike HP. Me and my Fiance both bought HP laptops and they both magically got cracks somewhere in the screen...a really small crack that no one but HP can see and the screen started to mirror itself. we had our computers for less than 6 months and they both did this both of them also where one laptop desks and we never opened or closed them ..so how did the screen crack...all they could tell me was that i should have gotten the other warranty that cost 98 dollars"

<http://reviews.bestbuy.com/3545/3822842/hp-pavilion-dm4-2180us-qe374ua-14-led-notebook-intel-core-i5-i5-2430m-2-40-ghz-reviews/reviews.htm>

"I bought this laptop in August 2010 when I retired. I researched and checked reviews and felt this would be a good laptop for my needs and would last for a few years. After a year and a half of use--never leaving the house until I took it to the Geek Squad, the LED display screen broke. I did not drop this laptop. I did not abuse this laptop. It still looks brand new. I took it to the Geek Squad and was told it would cost more than I paid for the laptop to replace the screen. Needless to say I am back in the market."

<http://www.justanswer.com/consumer-protection-law/20nvd-hp-pavilion-laptop-developed-faint-crack-right.html>

<http://www.amazon.com/HP-G62-144DX-Notebook-i3-330M-processor/dp/B003A0PV02>

"It takes a lot of force to open this laptop and the screen eventually cracked at the top. This laptop stays in our house and is not abused in any way."

<http://www.notebookforums.com/t/196163/hp-dv6120us-screen-cracked-warranty>

"I made an account here just to say that my HP dv6 screen just cracked too. I've had since SEPTEMBER, so a little more than a month, and I didn't even drop it or anything. I just opened up my laptop, and it was cracked. It felt smooth to the touch but there was rainbow streaks across the screen. I just shipped it off the HP, but judging by your comments I'll be charged a ridiculous amount."

Sami

[1]

http://www.cnet.com/laptops/hp-pavilion-dv7-3165dx/4852-3121_7-33970190-2.html

[2]

http://reviews.cnet.com/laptops/hp-pavilion-g4-1215dx/4864-3121_7-35026236-2.html

>

> Otattehan huomioon, että riippumatta siitä korjataan vai
> ei veloitamme teiltä huoltoyhtiön kulujen lisäksi Verkkokauppa.com
> Oy:n käsittelykulut.

>

> Ystävällisin terveisin,

>

> Kiti E.

> Verkkokauppa.com

> Huolto RMA

>

> Verkkokauppa.com Oy

> Huolto ja palautukset

> Tyynenmerenkatu 11, 3.kerros

> 00220 Helsinki

>
> Asiakaspalvelu puh. 010 309 5555
> Avoinna ark. klo 9-21, la 9-18, ja su 12-18.
>
> Vastaanotamme päivittäin satoja sähköposteja, liitä aina alkuperäinen
viesti vastaukseesi.
>
>
>
> ----- Alkuperäinen viesti / Orig.Msg. -----
> Aihe: Kustannusarvio, koskien InfoCaren työnroa: 3604762 /SIJ
> Päiväys: Mon, 16 Jul 2012 10:08:05 +0300
> Lähettäjä: <pc@infocare.fi>
> Vastaanottaja: <partner.huolto@verkkokauppa.com>
>
>
>
> Huoltoon toimittamassanne laitteessa, viitteenne: 10927935 (sn:2CE1500C2J) on
vaurio, jota takuu ei kata. Työnro: 3604762. Korjauksen kustannusarvio on
284.08 € (Varaosat+työt) . Palautus ilman korjausta 53 €. Voitte ilmoittaa
toimenpiteistä pc@infocare.fi / puh. 010-3108100 tai vastaamalla tähän
viestiin. Odotamme vastausta 5 päivää, jonka jälkeen palautamme laitteen ja
veloitamme tarkistus- ja kuljetuskustannukset. Terv. InfoCare.
>
>
>
>

Date: Wed, 18 Jul 2012 14:30:48 +0300
To: Sami Liedes <sami.liedes@iki.fi>
From: Huolto Partner <partner.huolto@verkkokauppa.com>
Subject: **Re: Fwd: Kustannusarvio, koskien InfoCaren työnroa:
3604762 /SIJ**

Hei,

Teille on huoltoon toimittaessanne ilmoitettu, että mikäli laitteessa havaitaan takuun ulkopuolinen vika veloitetaan teiltä käsittelykulut. Valitettavasti tuotteen rajoitettu takuu on rauennut, eikä laitetta voi huollattaa takuun piiriin.

Mikäli olette tähän tyytymätön, voitte olla yhteydessä reklamaatio-osastoomme reklamaatio@verkkokauppa.com .

Ystävällisin terveisin,

Kiti E.
Verkkokauppa.com
Huolto RMA

Verkkokauppa.com Oy
Huolto ja palautukset
Tyynenmerenkatu 11, 3.kerros
00220 Helsinki

Asiakaspalvelu puh. 010 309 5555
Avoinna ark. klo 9-21, la 9-18, ja su 12-18.

Vastaanotamme päivittäin satoja sähköposteja, liitä aina alkuperäinen viesti vastaukseesi.

18.7.2012 13:55, Sami Liedes kirjoitti:

> On Mon, Jul 16, 2012 at 10:11:42AM +0300, Huolto Partner wrote:

>> Hei,

>>

>> Saimme huoltoliikkeeltä alla olevan tiedon koskien huoltoon

>> toimittamaanne tuotetta.

>>

>> Ilmoitattehan vastauksenne kustannusarvioon vastaamalla tähän

>> viestiin viiden (5) arkipäivän kuluessa.

> Vaadin, että korjaatte tuotteen takuuseen.

>

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> vaikutuksesta?) - näyttäisi olevan netissä varsin hyvin dokumentoitu

> tyyppivika. HP:n tukifoorumeilta löytyy kymmeniä, ellei jopa satoja

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> tästä mallista (dv6), 17-tuumaisesta sisarmallista (dv7) ja yhdestä

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<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-PAVILION-G7-1237DX-Cracked-display/m-p/1227215>
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<http://h30434.www3.hp.com/t5/Notebook-Hardware/Overheating-causing-cracks-in-the-screen/m-p/359733>
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<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/dm4-screen-cracked-not-happy-with-HP-support/m-p/603001>
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<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/PAVILLION-NOTEBOOK-SCREEN-CRACK-because-YOU-MOVED-the-frame/m-p/850931/highlight/true#M28225>
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>
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ml
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>> Ystävällisin terveisin,
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>> Kiti E.
>> Verkkokauppa.com
>> Huolto RMA
>>
>> Verkkokauppa.com Oy
>> Huolto ja palautukset
>> Tyynenmerenkatu 11, 3.kerros
>> 00220 Helsinki
>>
>> Asiakaspalvelu puh. 010 309 5555
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>> ----- Alkuperäinen viesti / Orig.Msg. -----
>> Aihe: Kustannusarvio, koskien InfoCaren työnroa: 3604762 /SIJ
>> Päiväys: Mon, 16 Jul 2012 10:08:05 +0300
>> Lähettäjä: <pc@infocare.fi>
>> Vastaanottaja: <partner.huolto@verkkokauppa.com>
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>>
>>
>> Huoltoon toimittamassanne laitteessa, viitteenne: 10927935 (sn:2CE1500C2J)
on vaurio, jota takuu ei kata. Työnro: 3604762. Korjauksen kustannusarvio on
284.08 € (Varaosat+työt) . Palautus ilman korjausta 53 €. Voitte ilmoittaa
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veloitamme tarkistus- ja kuljetuskustannukset. Terv. InfoCare.
>>
>>
>>
>>

Date: Wed, 18 Jul 2012 18:54:36 +0300
To: reklamaatio@verkkokauppa.com
From: Sami Liedes <sami.liedes@iki.fi>
Subject: **Reklamaatio koskien takuuhuoltoa 10927935 ja tilausta 10701514**

Reklamoin huoltotilauksesta 10927935 ja kyseisessä tilauksessa huoltoon toimittamani kannettavan tietokoneen alkuperäisestä tilauksesta 10701514 (18.05.2012) sen kannettavaa tietokonetta (HP Pavilion dv6-6b45eo 15.6" HD/Core i7-2670QM/6) koskevin osin.

Vaadin, että toteatte tietokoneessa olevan vian takuun (tai periaatteessa täysin vastaavasti virhevastuun) piiriin kuuluvaksi, ja joko huollatte laitteen takuuseen tai hyvitätte sen täyden ostohinnan.

Vaatimukseni tueksi lausun seuraavaa:

Kuten olen huoltotapauksen yhteydessä seikkaperäisesti selostanut, kyseinen tietokone hajosi seuraavalla tavalla, joka vastaa lähes täydellisesti kyseisen mallin hyvin verkossa dokumentoitua tyyppivikaa (iso kasa URLeja alla):

Käyttäessäni tuolloin vajaan 2 kk vanhaa tietokonetta, sen oltua päällä ja toimittua moitteettomasti useamman tunnin ja sen ollessa tukevasti pöydällä, käänsin näyttöä hieman enemmän auki, noin 90 asteen kulmasta noin 5-10 astetta lisää. Tällöin kuulin vaimean poksahduksen, ja näyttöön ilmestyi myöhemmin siinä todettu vika. En vielä tuolloin tunnistanut ilmiötä LCD:n halkeamiseksi, koska en sellaista ollut ennen nähnyt, vaan arvelin kyseessä olevan jokin kaapelin hajoaminen jomman kumman saranan kohdalta.

En tiedä, johtuiko tuo toisen saranan huollossakin havaitusta lievästä jäykkyydestä, taustavalon aiheuttamasta kuumuudesta - käytin sitä täydellä kirkkaudella, koska kirkkaudensäätö ei toiminut Linuxissa - vai näiden yhteisvaikutuksesta.

Kuultuani huollon vastaanottaneelta myyjältänne, että nämä tapaukset johtuvat "99-prosenttisesti" asiakkaan virheestä, ja jätettyäni tietokoneen huoltoon, päätin sitten tutkia asiaa verkosta lisää. Ilmeni, että kyseisen ja muutaman muun HP:n läppärimallin näytön hajoaminen kuvailemallani tavalla - tai välillä itsestäänkin (ehkä kuumenemisen vaikutuksesta?) - näyttäisi olevan netissä varsin hyvin dokumentoitu tyyppivika.

Nyt huoltonne on tullut siihen tulokseen, että "vika on takuun ulkopuolinen". Vaikka asia ei ole tullut kovin eksplisiittisesti ilmi, tämän on ilmeisestikin tarkoitettava sitä, että laite ei ole voinut hajota kuvailemallani tavalla - ei voine olla epäselvää, että mikäli laite hajosi kuvailemallani tavalla, kyseinen vika kuuluu automaattisesti takuun piiriin Suomessa.

HP:n omilta tukifoorumeilta löytyy kymmeniä, ellei jopa satoja kuvauksia juuri tämän tyyppisestä vaurioitumisesta, pääasiassa juuri tästä mallista (dv6), 17-tuumaisesta sisarmallista (dv7) ja yhdestä 14-tuumaisesta mallista (dm4). Ongelma on siinä määrin laajasti tunnettu, että on jopa mahdollista löytää product reviewejä, joissa kehoitetaan välttämään tuotetta, koska sen näyttö hajoaa avattaessa.

Lähimmäksi osuva kuvaus samasta ongelmasta löytyy tästä linkistä HP:n tukifoorumeilta:

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/Cracked-Screen-upon-opening/td-p/779451>

"The other day I was OPENING it from a 45 degree angle to the full 90 degree and I heard a small cracking sound and the screen CRACKED before my very eyes!!!!!"

Ainoa ero minun tapaukseenihan tuossa on, että minulla näyttö oli auki 90 astetta, ja avasin sitä sen 5-10 astetta lisää, kun näyttö hajosi silmieni edessä. Kuulemaani ääntä kuvailisin enemmän vaimeaksi poksahdukseksi kuin murtumisen ääneksi.

Tämän linkin takaa HP:n tukifoorumeilta löytyy kymmeniä kuvauksia lisää vastaavanlaisista näyttöjen spontaaneista hajoamisista, koskien sekä dv6:a (joka on minun tuotteeni malli) että dv7:aa:

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-D7-notebook-led-screen-cracked/td-p/259971>

Löytyy myös muutama kertomus, jossa HP on huoltanut laitteen takuuseen tämän tapahduttua, kun ne on osoitettu noille HP:n foorumeille:

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/D7-cracked-screen-problems/m-p/565255/highlight/true#M21054>

http://reviews.cnet.com/laptops/hp-pavilion-dv7t-quad/4864-3121_7-34849694-1.html

Ja näitä sivuja riittää enemmänkin, sekä HP:n tukifoorumeilla että muualla verkossa. Olen varma, että nämä riittävät ainakin osoittamaan, että kuvaamani kaltainen hajoaminen HP:n läppärien tapauksessa on täysin mahdollista:

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/why-has-my-screen-cracked-in-my-dv7-17-inch/m-p/1266161>

"I have a Pavilion dv7 (tx4050?) 17 inch notebook that is about 20 months old. I was using it yesterday and to my amazement watched a crack appear and slowly spread from one edge of the screen to the other. As a Technician I have heard all the customer stories about not dropping phones and, until now, dismissed them thinking that all damage was caused by a drop or something similar. Is this a fault in the screen? I am not looking for a free fix as my equipment is covered for all damage and faults for as long as I own it. But it is a very strange fault and as my computer is in mint condition I have to wonder if others have had the same thing happen."

<http://forum.notebookreview.com/hp-compaq-presario-g-series-mini-notebooks/4880-28-lcd-screen-cracked-3-day-old-g62-144dx.html>

"My friend has a year old HP dv7 I think.. he was using it one day on his desk and the screen cracked WHILE he was using it. Which doesn't really make sense."

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/LCD-cracks-SOS/td-p/318536>

http://www.cnet.com/laptops/hp-pavilion-dv7-3165dx/4852-3121_7-33970190-2.html

"I have read numerous post where people say the screen cracks up by itself. It happened to me, and I am so so so disappointed, I'll never buy an HP again"

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/screen/m-p/135406>

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-PAVILION-G7-1237DX-Cracked-display/m-p/1227215>

<http://h30434.www3.hp.com/t5/Notebook-Hardware/Overheating-causing-cracks-in-the-screen/m-p/359733>

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/dm4-screen-cracked-not-happy-with-HP-support/m-p/603001>

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/PAVILLION-NOTEBOOK-SCREEN-CRACK-because-YOU-MOVED-the-frame/m-p/850931/highlight/true#M28225>

"Anyone ELSE have their PAVILLION NOTEBOOK SCREEN CRACK at the frame while at your desk? My HP PAVILION DV7-4190 is UNDER WARRANTY and they are making me pay for USER ACCIDENTAL BRAKAGE. The darn thing is SO CHEAPLY MADE that at the frame of the LCD screen, IT CRACKS if you use the rubber bump on the side to move the Notebook screen lid after opening it. !!!"

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/Pavilion-DV6-3006TX-7-months-old-cracked-screen-without-visible/m-p/311446/highlight/true#M15109>

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/screen-display/m-p/979035/highlight/true#M31835>

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/LCD-Screen-Issue-Please-Help/m-p/1248897/highlight/true#M39137>

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-Pavilion-g7-Notebook-PC-monitor-malfunction-white-lines/m-p/1557021/highlight/true#M46893>

<http://h30434.www3.hp.com/t5/Other-Notebook-PC-Questions/LCD-Issues/m-p/48682/highlight/true#M2117>

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-Pavilion-dm4-1060us-Notebook-PC-Screen-issue-image-provided/m-p/306213/highlight/true#M14916>

<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/IN-DESPERATE-NEED-OF-ADVICE/m-p/513261/highlight/true#M19932>

http://reviews.cnet.com/laptops/hp-pavilion-g4-1215dx/4864-3121_7-35026236-2.html

"Don't buy this or any HP Product" -- "The rep stated that they do not cover "damage" under their warranty, regardless of the cause. I argued that this was a manufacturer defect, otherwise it would never have cracked under normal usage."

<http://www.gaebler.com/HP-Sucks.htm>

"I really dislike HP. Me and my Fiance both bought HP laptops and they both magically got cracks somewhere in the screen...a really small crack that no one but HP can see and the screen started to mirror itself. we had our computers for less than 6 months and they both did this both of them also where one laptop desks and we never opened or closed them ..so how did the screen crack...all they could tell me was that i should have gotten the other warranty that cost 98 dollars"

<http://reviews.bestbuy.com/3545/3822842/hp-pavilion-dm4-2180us-qe374ua-14-led-notebook-intel-core-i5-i5-2430m-2-40-ghz-reviews/reviews.htm>

"I bought this laptop in August 2010 when I retired. I researched and checked reviews and felt this would be a good laptop for my needs and would last for a few years. After a year and a half of use--never leaving the house until I took it to the Geek Squad, the LED display screen broke. I did not drop this laptop. I did not abuse this laptop. It still looks brand new. I took it to the Geek Squad and was told it would cost more than I paid for the laptop to replace the screen. Needless to say I am back in the market."

<http://www.justanswer.com/consumer-protection-law/20nvd-hp-pavilion-laptop-developed-faint-crack-right.html>

<http://www.amazon.com/HP-G62-144DX-Notebook-i3-330M-processor/dp/B003AOPV02>

"It takes a lot of force to open this laptop and the screen eventually cracked at the top. This laptop stays in our house and is not abused in any way."

<http://www.notebookforums.com/t/196163/hp-dv6120us-screen-cracked-warranty>

"I made an account here just to say that my HP dv6 screen just cracked too. I've had since SEPTEMBER, so a little more than a month, and I didn't even drop it or anything. I just opened up my laptop, and it was cracked. It felt smooth to the touch but there was rainbow streaks across the screen. I just shipped it off the HP, but judging by your comments I'll be charged a ridiculous amount."

Sami

[1]

http://www.cnet.com/laptops/hp-pavilion-dv7-3165dx/4852-3121_7-33970190-2.html

[2]

http://reviews.cnet.com/laptops/hp-pavilion-g4-1215dx/4864-3121_7-35026236-2.html

Date: Wed, 18 Jul 2012 19:07:55 +0300
To: Huolto Partner <partner.huolto@verkkokauppa.com>
From: Sami Liedes <sami.liedes@iki.fi>
Subject: **Re: Fwd: Kustannusarvio, koskien InfoCaren työnroa:
3604762 /SIJ**

On Wed, Jul 18, 2012 at 02:30:48PM +0300, Huolto Partner wrote:

> Hei,
>
> Teille on huoltoon toimittaessanne ilmoitettu, että mikäli
> laitteessa havaitaan takuun ulkopuolinen vika veloitetaan teiltä
> käsittelykulut.
> Valitettavasti tuotteen rajoitettu takuu on rauennut, eikä laitetta
> voi huollattaa takuun piiriin.
>
> Mikäli olette tähän tyytymätön, voitte olla yhteydessä
> reklamaatio-osastoomme reklamaatio@verkkokauppa.com .

Kiitos, lähetin reklamaation...

Sami

>
> Ystävällisin terveisin,
>
> Kiti E.
> Verkkokauppa.com
> Huolto RMA
>
> Verkkokauppa.com Oy
> Huolto ja palautukset
> Tyynenmerenkatu 11, 3.kerros
> 00220 Helsinki
>
> Asiakaspalvelu puh. 010 309 5555
> Avoinna ark. klo 9-21, la 9-18, ja su 12-18.
>
> Vastaanotamme päivittäin satoja sähköposteja, liitä aina alkuperäinen
viesti vastaukseesi.
>
> 18.7.2012 13:55, Sami Liedes kirjoitti:
> >On Mon, Jul 16, 2012 at 10:11:42AM +0300, Huolto Partner wrote:
> >>Hei,
> >>
> >>Saimme huoltoliikkeeltä alla olevan tiedon koskien huoltoon
> >>toimittamaanne tuotetta.
> >>
> >>Ilmoitattehan vastauksenne kustannusarvioon vastaamalla tähän
> >>viestiin viiden (5) arkipäivän kuluessa.
> >Vaadin, että korjaatte tuotteen takuuseen.
> >
> >Kyseisen (ja muutaman muun HP:n) läppärimallin näytön hajoaminen
> >kuvailemallani tavalla - tai välillä itsestäänkin (ehkä kuumenemisen
> >vaikutuksesta?) - näyttäisi olevan netissä varsin hyvin dokumentoitu
> >tyyppivika. HP:n tukifoorumeilta löytyy kymmeniä, ellei jopa satoja
> >kuvauksia juuri tämäntyyppisestä vaurioitumisesta, pääasiassa juuri
> >tästä mallista (dv6), 17-tuumaisesta sisarmallista (dv7) ja yhdestä

> >14-tuumaisesta mallista (dm4). Ongelma on siinä määrin laajasti
> >tunnettu, että on jopa mahdollista löytää product reviewejä, joissa
> >kehotetaan välttämään tuotetta, koska sen näyttö hajoaa avattaessa.
> >
> >Tuo kuumeneminenhan on tosiaan myös mahdollinen selitys saranavian
> >lisäksi; erityisesti minun käytössäni näyttö oli aina täydellä
> >kirkkaudella, koska ko. läppäriin kirkkaudensäätö ei toiminut
> >Linuxissa.
> >
> >Lähimmäksi osuva kuvaus samasta ongelmasta löytyy tästä linkistä HP:n
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> >
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> >sekä dv6:a (joka on minun tuotteeni malli) että dv7:aa:
> >
> >
<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-D7-notebook-led-screen-cracked/td-p/259971>
> >
> >Löytyy myös muutama kertomus, jossa HP on huoltanut laitteen takuuseen
> >tämän tapahduttua, kun niille on vilautettu noita HP:n foorumeita ;):
> >
> >
<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/D7-cracked-screen-problems/m-p/565255/highlight/true#M21054>
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> >
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> >
> >
<http://forum.notebookreview.com/hp-compaq-presario-g-series-mini-notebooks/488028-lcd-screen-cracked-3-day-old-g62-144dx.html>
> >
> > "My friend has a year old HP dv7 I think.. he was using it one day
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> >
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http://www.cnet.com/laptops/hp-pavilion-dv7-3165dx/4852-3121_7-33970190-2.html
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> > <http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/screen/m-p/135406>
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> >
<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-PAVILION-G7-1237DX-Cracked-display/m-p/1227215>
> >
> >
<http://h30434.www3.hp.com/t5/Notebook-Hardware/Overheating-causing-cracks-in-the-screen/m-p/359733>
> >
> >
<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/dm4-screen-cracked-not-happy-with-HP-support/m-p/603001>
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> >
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<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-Pavilion-g7-Notebook-PC-monitor-malfunction-white-lines/m-p/1557021/highlight/true#M46893>
> >
> >
<http://h30434.www3.hp.com/t5/Other-Notebook-PC-Questions/LCD-Issues/m-p/48682/highlight/true#M2117>
> >
> >
<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-Pavilion-dm4-1060us-Notebook-PC-Screen-issue-image-provided/m-p/306213/highlight/true#M14916>
> >
> >
<http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/IN-DESPERATE-NEED-OF-ADVICE/m-p/513261/highlight/true#M19932>
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> >

> > <http://www.notebookforums.com/t/196163/hp-dv6120us-screen-cracked-warranty>

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> > amount."

> >

> >

> > Sami

> >

> >[1]

> http://www.cnet.com/laptops/hp-pavilion-dv7-3165dx/4852-3121_7-33970190-2.html

> >[2]

> [http://reviews.cnet.com/laptops/hp-pavilion-g4-1215dx/4864-3121_7-35026236-2.ht](http://reviews.cnet.com/laptops/hp-pavilion-g4-1215dx/4864-3121_7-35026236-2.html)

> ml

> >

> >

> >>Otattehan huomioon, että riippumatta siitä korjataan vai

> >>ei veloitamme teiltä huoltoyhtiön kulujen lisäksi Verkkokauppa.com

> >>Oy:n käsittelykulut.

> >>

> >>Ystävällisin terveisin,

> >>

> >>Kiti E.

> >>Verkkokauppa.com

> >>Huolto RMA

> >>

> >>Verkkokauppa.com Oy

> >>Huolto ja palautukset

> >>Tyynenmerenkatu 11, 3.kerros

> >>00220 Helsinki

> >>

> >>Asiakaspalvelu puh. 010 309 5555

> >>Avoimna ark. klo 9-21, la 9-18, ja su 12-18.

> >>

> >>Vastaanotamme päivittäin satoja sähköposteja, liitä aina alkuperäinen

> viesti vastaukseen.

> >>

> >>

> >>

> >>----- Alkuperäinen viesti / Orig.Msg. -----

> >>Aihe: Kustannusarvio, koskien InfoCaren työnroa: 3604762 /SIJ

> >>Päiväys: Mon, 16 Jul 2012 10:08:05 +0300

> >>Lähettiläs: <pc@infocare.fi>

> >>Vastaanottaja: <partner.huolto@verkkokauppa.com>

> >>

> >>

> >>

> >>Huoltoon toimittamassanne laitteessa, viitteenne: 10927935 (sn:2CE1500C2J)

> on vaurio, jota takuu ei kata. Työnro: 3604762. Korjauksen kustannusarvio on

> 284.08 € (Varaosat+työt) . Palautus ilman korjausta 53 €. Voitte ilmoittaa

> toimenpiteistä pc@infocare.fi / puh. 010-3108100 tai vastaamalla tähän

> viestiin. Odotamme vastausta 5 päivää, jonka jälkeen palautamme laitteen ja

> veloitamme tarkistus- ja kuljetuskustannukset. Terv. InfoCare.

> >>

> >>
> >>
> >>
>
>

Date: Fri, 20 Jul 2012 13:48:28 +0000
To: Sami Liedes <sami.liedes@iki.fi>
From: Verkkokauppa.com asiakaspalvelu <reklamaatio@verkkokauppa.com>
Subject: **RE: Reklamaatio koskien takuuhuoltoa 10927935 ja tilausta 10701514 - Asiakaspalvelu 1084 (tukipyyntö #1084)**

Älä vastaa kirjoittamalla tämän tekstin alapuolelle, kiitos.

RE: Reklamaatio koskien takuuhuoltoa 10927935 ja tilausta 10701514 -
Asiakaspalvelu 1084 (tukipyyntö #1084)

Hei Sami Liedes,

Timo Halonen, heinäkuun 20 16:48 (EEST)

Hei Sami Liedes,

Pahoittelemme teille koitunutta harmia ja vaivaa. HP:n valtuuttama huoltoliike on todennut tuotteessa kuluttajansuojalain 5. luvun 15a§ mukaisesti todennäköisin perustein ostajan puolelta tulleen vaurion, joka on päättänyt valmistajan rajoitetun takuun ja kuluttajansuojalain mukaisen virhevastuun. Verkkokauppa.comin huolto on ainoastaan toimittanut tuotteen HP:n huoltoon.

Viittaatte verkossa olevaan tietoon tyyppivirheestä. Onko tämä tieto valmistajan omilla sivuilla ja HP:n itsensä ilmoittama? Jos tieto on niin sanotuilla vapaasti muokattavilla keskustelupalstoilla, ei valitettavasti voida puhua tyyppiviasta. Tällöin kyseessä on todennäköisesti käyttäjien kokemukseen perustuva subjektiivinen näkemys, jolla ei ole todistettuja perusteita.

Verkkokauppa.com luottaa huoltoyhtiön näkemykseen vaurion synnystä, ja ei voi osallistua virheen korjaamiseen.

Ystävällisin terveisin,

Timo Halonen
Verkkokauppa.com

Tämän viestin lähettäjä on Verkkokauppa.com asiakaspalvelu

Date: Sun, 22 Jul 2012 23:36:40 +0300
To: Huolto Partner <partner.huolto@verkkokauppa.com>
From: Sami Liedes <sami.liedes@iki.fi>
Subject: **Re: Fwd: Kustannusarvio, koskien InfoCaren työnroa: 3604762 /SIJ**

On Mon, Jul 16, 2012 at 10:11:42AM +0300, Huolto Partner wrote:

> Hei,
>
> Saimme huoltoliikkeeltä alla olevan tiedon koskien huoltoon
> toimittamaanne tuotetta.
>
> Ilmoitattehan vastauksenne kustannusarvioon vastaamalla tähän
> viestiin viiden (5) arkipäivän kuluessa.
>
> Otattehan huomioon, että riippumatta siitä korjataanko laitetta vai
> ei veloitamme teiltä huoltoyhtiön kulujen lisäksi Verkkokauppa.com
> Oy:n käsittelykulut.

Ok, palauttakaa ilman korjausta.

Sami

>
> Ystävällisin terveisin,
>
> Kiti E.
> Verkkokauppa.com
> Huolto RMA
>
> Verkkokauppa.com Oy
> Huolto ja palautukset
> Tyynenmerenkatu 11, 3.kerros
> 00220 Helsinki
>
> Asiakaspalvelu puh. 010 309 5555
> Avoinna ark. klo 9-21, la 9-18, ja su 12-18.
>
> Vastaanotamme päivittäin satoja sähköposteja, liitä aina alkuperäinen
viesti vastaukseesi.
>
>
>
> ----- Alkuperäinen viesti / Orig.Msg. -----
> Aihe: Kustannusarvio, koskien InfoCaren työnroa: 3604762 /SIJ
> Päiväys: Mon, 16 Jul 2012 10:08:05 +0300
> Lähettäjä: <pc@infocare.fi>
> Vastaanottaja: <partner.huolto@verkkokauppa.com>
>
>
>
> Huoltoon toimittamassanne laitteessa, viitteenne: 10927935 (sn:2CE1500C2J) on
vaurio, jota takuu ei kata. Työnro: 3604762. Korjauksen kustannusarvio on
284.08 € (Varaosat+työt) . Palautus ilman korjausta 53 €. Voitte ilmoittaa
toimenpiteistä pc@infocare.fi / puh. 010-3108100 tai vastaamalla tähän
viestiin. Odotamme vastausta 5 päivää, jonka jälkeen palautamme laitteen ja
veloitamme tarkistus- ja kuljetuskustannukset. Terv. InfoCare.

>
>
>
>

Date: Wed, 25 Jul 2012 15:24:02 +0300
To: Sami Liedes <sami.liedes@iki.fi>
From: <Tiimi@verkkokauppa.com:> Helsinki tietokonehuolto
<Tiimi@verkkokauppa.com:>
Subject: **Huoltotapauksenne on valmis noudettavaksi - 10927935**

Hei,

Seuraava huoltotapaus on nyt noudettavissa myymälämme huoltopisteestä.
Jätkäsaaren megamyymälä, Tyynenmerenkatu 11, 00220 Helsinki

Nopeiten huoltotapaus löytyy, kun muistatte huoltonumeronne,
joka on 10927935.

Kpl	ID	Tuoteseloste	Hinta	Varattu
1	8679	Huoltotuote / takuuhuoltoon lähettämämme	0.00e	1
1	33534	Huollon käsittely- ja selvittelyveloitus	20.00e	1
1	75772	Läppäri + akku	0.00e	1
1	84947	Infocare kustannusarvio	49.20e	1
Toimitustapa: Nouto Jätkäsaaresta			0.00e	
Maksutapa: Käteinen / pankki- /..			0.00e	
Yhteishinta:			69.20e	

Ystävällisin terveisin,

Verkkokauppa.com huolto
(puh. 0103095555)

Verkkokauppa.com, Jätkäsaaren megamyymälä, Tyynenmerenkatu 11, 00220
Helsinki,
myynti puh. 010-309 5555,
ark. klo 9-21, la 9-18, su 12-18.

Liite A (kohtaan 7. Vaatimus ja sen perustelut)

Tulostetut WWW-sivut, jotka osoittavat kyseessä olevan tyyppivika

Tämä liite sisältää tulostettuja WWW-sivuja, jotka kertovat HP:n kannettavien tietokoneiden tämän tyyppisistä hajoamisista ja HP:n suhtautumisesta asiaan.

Sivujen lähteet:

Sivut	Lähde
1	tämä sivu
2-5	http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-D7-notebook-led-screen-cracked/td-p/259971
6-8	http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-D7-notebook-led-screen-cracked/td-p/259971/page/2
9-12	http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-D7-notebook-led-screen-cracked/td-p/259971/page/3
13-15	http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-D7-notebook-led-screen-cracked/td-p/259971/page/4
16-19	http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/Cracked-Screen-upon-opening/td-p/779451
20	http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/HP-PAVILLION-G7-1237DX-Cracked-display/td-p/1227215
21	http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/PAVILLION-NOTEBOOK-SCREEN-CRACK-because-YOU-MOVED-the-frame/td-p/850931
22	http://reviews.cnet.com/laptops/hp-pavilion-dv7-3165dx/4864-3121_7-33970190-10.html
23	http://reviews.cnet.com/laptops/hp-pavilion-dv7t-quad/4864-3121_7-34849694-1.html
24-26	http://reviews.bestbuy.com/3545/3822842/hp-pavilion-dm4-2180us-qe374ua-14-led-notebook-intel-core-i5-i5-2430m-2-40-ghz-reviews/reviews.htm
27-30	http://www.gaebler.com/HP-Sucks.htm
31-35	http://www.notebookforums.com/t/196163/hp-dv6120us-screen-cracked-warranty
36	http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/why-has-my-screen-cracked-in-my-dv7-17-inch/td-p/1266161
37-38	http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/D7-cracked-screen-problems/td-p/565255
39-40	http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/screen/td-p/135406
41	http://reviews.cnet.com/laptops/hp-pavilion-g4-1215dx/4864-3121_7-35026236-2.html
42-43	http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/IN-DESPERATE-NEED-OF-ADVICE/td-p/513261
44-47	http://www.justanswer.com/consumer-protection-law/20nvd-hp-pavilion-laptop-developed-faint-crack-right.html
48-49	http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/LCD-cracks-SOS/td-p/318536
50-53	http://h30434.www3.hp.com/t5/Other-Notebook-PC-Questions/LCD-Issues/td-p/48682
54-57	http://h30434.www3.hp.com/t5/Other-Notebook-PC-Questions/LCD-Issues/td-p/48682/page/2
58-60	http://h30434.www3.hp.com/t5/Other-Notebook-PC-Questions/LCD-Issues/td-p/48682/page/3
61-62	http://h30434.www3.hp.com/t5/Other-Notebook-PC-Questions/LCD-Issues/td-p/48682/page/4
63-68	http://forum.notebookreview.com/hp-compaq-presario-g-series-mini-notebooks/488028-lcd-screen-cracked-3-day-old-g62-144dx.html
69-71	http://forum.notebookreview.com/hp-compaq-presario-g-series-mini-notebooks/488028-lcd-screen-cracked-3-day-old-g62-144dx-2.html
72	http://h30434.www3.hp.com/t5/Notebook-Display-and-Video/Pavilion-DV6-3006TX-7-months-old-cracked-screen-without-visible/td-p/311446



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TOPIC OPTIONS

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This HP Community is for Customer to Customer Product Support. [First Time Here?](#) Check Out Videos on **How to Search, Register, Post** and More.

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Hp D7 notebook led screen cracked (6890 Views)

REPLY

rosie2u45 •
Student



Posts: 1
Registered:
04-27-2010

Message 1 of 37
(6,890 Views)

Report Inappropriate Content

Hp D7 notebook led screen cracked

04-27-2010 05:43 PM

Options

I have a 3month old dv 7 which led screen cracked from getting too hot .Hp will not warranty it out because i only have the warranty that came with the product and not the premeir one that you buy for accidents etc even though this was no fault of my own... 423.00 to fix which is absurd... Anyone know ever have this problem

REPLY

1

EXPERT Huffer...
Distinguished Professor



Posts: 4,802
Registered:
11-12-2008

Message 2 of 37
(6,877 Views)

Report Inappropriate Content

Re: Hp D7 notebook led screen cracked

04-28-2010 06:26 AM

Options

No. Screens don't crack spontaneously from heat (unless maybe you point a blowtorch at it); it takes impact of some sort. The screen can be replaced for much less than \$423; more like \$150-175 for the replacement 17 inch screen and do it yourself labor, but HP is not going to do it under the standard warranty.

Post back if you want some ideas as to where to get a screen (ebay is good).

REPLY

0

JustACityBoy •
Student



Posts: 1
Registered:
04-28-2010

Message 3 of 37
(6,862 Views)

Report Inappropriate Content

Re: Hp D7 notebook led screen cracked

04-28-2010 11:29 AM

Options

I also have a similar problem. I do not know how the screen cracked, or even if it is cracked, but HP refused to fix my LCD on a 2 month old Pavilion DV6. Since I am not a techie, I cannot dispute if the screen is cracked or just not working properly. The display is primarily white with small color sprays on the lower left and right hand sides. It lays on top of a desk all day and has never been dropped or damaged. There is no sign of dents or cracks anywhere, so I cannot understand how "I cracked the screen". In any event, HP refuses to fix it and wants \$433 to replace the LCD. I paid \$450 for the computer. I even asked the "support" person was the rest of the laptop only worth \$17 because that's the differenc between the LCD and my purchase price. He did have a sense of humor, I guess. Highway robbery if you ask me. How does this company think they can keep consumers coming back to buy products if they rip them off when they need help the most. From a personal standpoint, I am through with HP. I will never buy anything from them ever again. Absolute thieves....

gharmon ,0
Student



Posts: 2
Registered:
04-28-2010

Message 4 of 37
(6,847 Views)
Report Inappropriate Content

Re: Hp D7 notebook led screen cracked

04-28-2010 06:34 PM

Options

My grandddaughter trashed the LED screen on a new H-P laptop, model DV6-2150US. I've found new replacements in Dallas for \$105 plus shipping. I went over to see a similar laptop at Office Depot and after careful examination, I didn't see any screws to remove to take off the bezel. I will therefore allume the bezel is snapped together with the back bezel and that some sort of leverage is required to remove the front bezel. Does anyone have experience with this type of screen removal. Is it also a good assumption that once the bezel is removed that the screen is removed after disconnecting any cables. Thanks in advance. Vr, gary

REPLY

0

EXPERT Huffer,1111111111
Distinguished Professor



Posts: 4,802
Registered:
11-12-2008

Message 5 of 37
(6,814 Views)
Report Inappropriate Content

Re: Hp D7 notebook led screen cracked

04-30-2010 08:41 AM

Options

A Manual is a good thing to have before starting to tear apart a laptop. Here is yours:

Manual

Look at Page 61 showing how to get at the webcam. When I replace a screen I remove it from the frame by removing what are usually 6 little screws, 3 on each side, holding the screen to the screen frame. Once those are out you can remove the screen panel, being careful of the led cables and the wireless antennas and the webcam. Then replace with the new panel.

REPLY

0

benniecpt,0
Student



Posts: 4
Registered:
07-21-2010

Message 6 of 37
(6,519 Views)
Report Inappropriate Content

Re: Hp D7 notebook led screen cracked

07-21-2010 11:43 PM

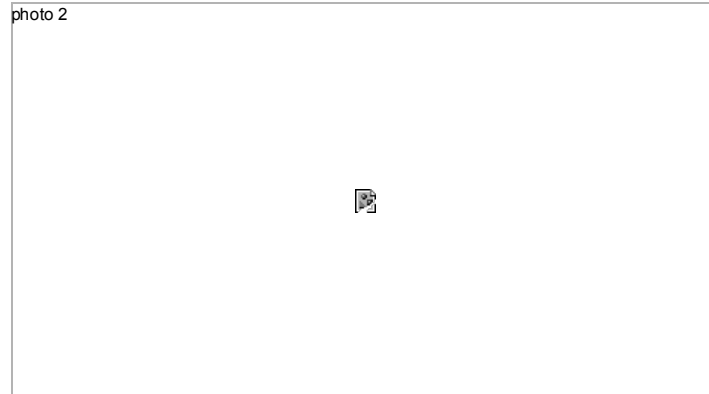
Options

No, screens dont crack spontaneously. I agree. But let me tell you this. I am not from the USA, I am from South Africa. I had to save months and months, to get enough funds together, so that I can buy a good laptop, for once in my life. And I knew I could trust the HP brand. So I bought a HP DV7-3165dx for about 900 dollars, and boy oh boy, how happy and satisfied I was! Because I saved so many months, I am the last person on this earth who will have some acident happen to my laptop. I am really satisfied with the performance and it gave me goosbumps when I switched on my laptop. I didnt want to move my laptop, because I was so affraid something might happen to it or it might get stolen. Friends laughed at me cause they recon that a laptop is designed for travel. But no, I was to affraid and my laptop just stood and is still just on my desk - no movement and no chance for an accidental impact. So I had my laptop for 2 months and this strange kind of crack started to appear. Its now 4 months, and I am so sad and so dissapointed, I even dont want to switch it on. The crack is just getting bigger and bigger and small "black lines" starting to appear all over the screen - which just get bigger and bigger. I just feel that I have saved so long to buy a good laptop. I dont move it, its just standing there! I'm not even losing the lid! I am so so so so unhappy. So disappointed. So sad. I did not buy a laptop to start cracking up. If this is a factory fault of HP, HP should fix it! I wish that I was not one of the chosen customers to have this trouble.

I am attaching a picture that I took about 3 weeks ago when I wanted to contact HP about this (but they dont cover screens) as well as a picture I took just now - with the new blak lines which will end up in big black smudgy spots.



photo 2



pbscout .0
Student



Posts: 1
Registered:
07-23-2010

Message 7 of 37
(6,474 Views)

[Report Inappropriate Content](#)

Re: Hp D7 notebook led screen appears to be cracked

07-23-2010 10:33 AM

[Options](#)

I have had my DV7 for about 40days and I can be added to the list of disgruntled customers! I have always brought compaq which usually lasts 3-4yrs before problems arise??? My screen appeared to be cracked without any physical damage. I plugged the computer into another monitor to pull all the information off the hard drive before it was sent to HP for repair! The external monitor fizzled and does not work now either? So, how can this cracked screen issue be my problem, when this computer burned up another monitor. It seems to me that it is a default that HP does not own up to. CLASS ACTION SUIT needs to be planned and executed, anyone that wants to start it - count me in! I can buy another computer for 420.00 which is what they quoted me for the repair of the monitor.

VERY UNHAPPY CUSTOMER

[REPLY](#)

adamhagely .0
Student



Posts: 1
Registered:
07-31-2010

Message 8 of 37
(6,368 Views)

[Report Inappropriate Content](#)

Re: Hp D7 notebook led screen cracked

07-31-2010 02:15 PM

[Options](#)

My screen also cracked by sheer act of God, like yours. It worked 2 hours earlier and I went to open and turn it on I noticed a crack at a 45 degree angle in the top left corner about 3 inches from the corner in both directions. Hp support was a joke. They accused me of Automatic Additional damage because their part broke. I don't think HP should accuse anyone before they get their facts straight. The laptop is only 7 months old, what the F... You'd think the support people would say that doesn't sound right for a brand new computer to break. They normally break the day after your warranty expires! Then the Support would help work with you to find a solution rather than bark orders that it's HP's way or the highway.

Then the replacement part HP uses is switching out the entire top half of the computer (display, covers, webcam, etc) They change a broken LCD screen at the hinge. You're telling me that the warranty doesn't cover replacing 50% of the computer for a non-warranty part, BS. I asked if they change the entire half for a bad webcam or microphone. They didn't want to discuss that topic. They wanted to return to my problem. They have two warranties for the same replacement part and procedure.

Piss on them. Total, utter, disappointment.

[REPLY](#)

fishwish .1
Honor Student



Posts: 5
Registered:
08-06-2010

Message 9 of 37
(6,179 Views)

[Report Inappropriate Content](#)

Re: Hp D7 notebook led screen cracked

08-13-2010 03:51 AM

[Options](#)

Glad to hear Im not the only one! I bought a mini notebook and the screen has cracked once more after they repaired the dam thing last month. I opened the note book used it closed it and opened it again in the morning and lo and behold the crack was back again. This time there telling me its my fault what a load of utter garbage!!

I spent 200.00 of my hard earned cash on this fault ridden trash and I still cant use it. HP support were great to start off with but now they are telling me its my fault. YEAH thats right HP because note books screen are supposed to crack when you open and close them normally ??? YEAH SURE more like they cant face facts and repair there faulty products instead of ripping off there customers. Well If they dont fix it then I will never ever buy another HP product again thats for certain. I feel sorry for all you who as I can see have had to suffer the same issue as myself. I will keep you posted as to what HP do about this and if they refuse to sort it out I suggest we all get together and post a massive statement for everyone to read on face book utube and every other possible avenue we can think of to warn others. PUT YOUR LOYAL CUSTOMERS FIRST HP AND STOP MAKING EXCUSES!!!!

[REPLY](#)

ejj264 .0
Student



Posts: 1
Registered:
08-13-2010

Re: Hp D7 notebook led screen cracked

08-13-2010 12:44 PM

[Options](#)

I have a big spot on my monitor. I bought my laptop about 8 months ago and it sits on a desk in an air-conditioned office and I rarely move it. When I do move it, it's normal wear & tear inside a laptop case, sitting in the passenger seat in my car (also air-conditioned), etc.

I called tech support (in India) on Wednesday and they kept me on the phone for 40 minutes asking me the same questions over and over again, only to end the call with "Someone will give you a call tomorrow." No one ever called.

Message 10 of 37
(6,160 Views)
Report Inappropriate Content

I called again this morning. Even though I gave them my case number, they had to start all over from scratch, because the record was entered incorrectly. After another 40 minutes, I was told that the description I gave them of the spot fits with "user damage" and that is not covered by my warranty. He told me that if the spot were smaller, it would be covered. WTF??

I asked, "How can you properly diagnose a problem without ever seeing the computer? How do you know over the phone whether I damaged it or not? What - Is it impossible to manufacture a defective LED screen?" He said, "No it's not impossible. It's just that we have these guidelines. If your spot is larger than 2mm, we are supposed to tell you that it is "user damage" and "user damage" is not covered by your warranty."

REPLY

0

Previous 1 2 3 4 Next

Lithium BrandNation

† The opinions expressed above are the personal opinions of the authors, not of HP. By using this site, you accept the Terms of Use and Rules of Participation

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This HP Community is for Customer to Customer Product Support. [First Time Here?](#) Check Out Videos on **How to Search, Register, Post** and More.

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Hp D7 notebook led screen cracked (6891 Views)

REPLY

pastfrustrated.0
Student



Posts: 1
Registered:
09-16-2010

Message 11 of 37
(1,713 Views)

Report Inappropriate Content

Re: Hp D7 notebook led screen cracked

Options

09-16-2010 02:53 PM

I'm glad I'm not the only one! I have a six month old Pavillion dvs-2145dx. I was surfing the internet yesterday morning, *closed* it, and when I opened it 4 hours later, there was an inkblot looking mark that appears to be a crack on the left side of the screen. Are they serious with this? I don't think I can bring myself to call HP support after a previous experience and after reading your comments. If I hear the words "User Accidental Impact" I'm fairly sure I'm going to lose it. If the impact of opening and closing to laptop is too much "impact" I think HP needs to rethink their approach on laptop design, cause wow, that's absolutely ridiculous. This is so frustrating, and I already know I didn't buy the warranty to cover accidental damage, aka HP's faulty manufacturing that they train their support team to diagnose as "user damage." I'm going back to Best Buy, maybe they will deal with HP and replace this for me, cause I know HP could care less about their customers. Good luck everyone!!

REPLY

0

jj20000.4
Honor Student



Posts: 3
Registered:
09-20-2010

Message 12 of 37
(1,616 Views)

Report Inappropriate Content

Re: Hp D7 notebook led screen cracked

Options

09-20-2010 06:16 PM

i have the same problem. we did not drop it or physically damage it . how did your screen get cracked? are you sure it is not HP quality issues.

are they trying to scam their customers for their own defects. I am thinking to complain to consumer protection agencies?

any idear - samlll business bureau - or even class actions

thanks for sharing your experience!

REPLY

0

jj20000.4
Honor Student



Posts: 3
Registered:
09-20-2010

Message 13 of 37
(1,614 Views)

Report Inappropriate Content

Re: Hp D7 notebook led screen cracked

Options

09-20-2010 06:22 PM

i have the same problem. we did not drop it or physically damage it . how did your screen get cracked? are you sure it is not HP quality issues.

are they trying to scam their customers for their own defects. I am thinking to complain to consumer protection agencies?

anyonepc maganie- anyone - can we boradcast this msg - somewhere ???? with more audincnes - can we speak to cnn - cbs radio????????

after reading so many post, i think this is a scam.....

REPLY

0

jj20000 ,1
Honor Student



Posts: 3
Registered:
09-20-2010

Message 14 of 37
(1,521 Views)
Report Inappropriate Content

Re: Hp D7 notebook led screen cracked

Options

09-25-2010 11:19 AM

I have submitted complains to Huston BBB and they forward it to California BBB. I am going to make a youtube video and create a website to expose this.

REPLY

0

kebishop31 ,0
Student



Posts: 2
Registered:
03-11-2011

Message 15 of 37
(1,107 Views)
Report Inappropriate Content

Re: Hp D7 notebook led screen cracked

Options

03-11-2011 06:50 PM

This is a design flaw of the notebook. There are no rubber supports at the base of the LCD panel. When you close the lid, the weight of the LCD screen is sufficient to cause impact with the keys to the screen. This happened to my friend today. The crack occurred between the 4-5 keys. They must know of this flaw but they stonewall their customers. I will write to the Federal Trade Commission. Fight back people.

REPLY

0

Zauberkind ,1
Honor Student



Posts: 3
Registered:
03-16-2011

Message 16 of 37
(1,064 Views)
Report Inappropriate Content

Re: Hp D7 notebook led screen cracked

Options

03-16-2011 03:46 PM

I agree that it's probably a design flaw, but I think it goes deeper than that: both the problem and the stonewalling!

I have a dv9000 (17"). I have always been careful to open the case from both corners (to prevent torsional stress on the display), and when it travels, it gets the royal protective treatment.

After a (not very long) while, I noticed little bits of black plastic on my desk - provenance unknown. Not too long after that, the left side hinge of the case froze with the display in the open position. I called HP customer support about, and they opened a trouble ticket...

A month or so later I called again about my no longer-so-portable computer. All you clever or experienced lusers know what came next - no idea, no records, you bought it, you deal with it. They did open another trouble ticket. Hooray!

I took the failed hinge out, but it meant being *extra* careful with opening/closing the case. The screws had been wrenched out of the main plastic structure of the case!

A couple of months ago I noticed suspicious crumbs on my desk again. As a prophylactic measure, I took the bezel off again. The second hinge had frozen solid and the "fixed" part had worked its way out of the case - through the wall!

The resistance of the failed hinge seems to be high enough that opening or closing the screen from one corner, or in the case of a single hinge failure, from the middle (where the latch is) might well cause enough torsional stress to crack the display seal.

If HP wasn't already aware of this design defect, I'd expect them to be more curious.

REPLY

0

MichaelMakar ,2
Top Student

Re: Hp D7 notebook led screen cracked

Options

04-13-2011 10:00 AM



Posts: 7
Registered:
03-23-2011

Message 17 of 37
(953 Views)

[Report Inappropriate Content](#)

I had the same problem with an HP mini netbook--no user damage. Just turned it on and found the screen damaged. HP is accusing me of damage and charged me to repair. Clearly this is a manufacturer defect that HP refuses to admit.

[REPLY](#)

0

MichaelMakar 2
Top Student



Posts: 7
Registered:
03-23-2011

Message 18 of 37
(953 Views)

[Report Inappropriate Content](#)

Re: Hp D7 notebook led screen cracked

04-13-2011 10:00 AM

[Options](#)

[REPLY](#)

0

desertdenizen 0
Student



Posts: 1
Registered:
05-24-2010

Message 19 of 37
(916 Views)

[Report Inappropriate Content](#)

Re: Hp D7 notebook led screen cracked

04-19-2011 06:47 PM

[Options](#)

Hi All -- Sorry to hear so many people have had troubles with their screens. My DV7 is about a year old now, and has been great (I scrubbed it of Windows and run Linux.) I had a display crack also, but it was my own fault: I left my earbuds inside underneath the display when I closed it. That would probably have been ok, but then the cat sat on it! Anyway, my point is -- it's not that hard to replace the display, and they can be bought online for about \$100. Not cheap, I know, but cheaper than a new laptop! If you doubt you can do it, there are some great tutorials on youtube that tell you exactly how. Good luck!

[REPLY](#)

0

limb2011 1
Honor Student



Posts: 2
Registered:
05-04-2011

Message 20 of 37
(861 Views)

[Report Inappropriate Content](#)

Re: Hp D7 notebook led screen cracked [Edited]

05-04-2011 07:35 AM - last edited on 05-16-2011 06:25 PM

[Options](#)

YES, I HAVE THE EXACT SAME PROBLEM AND WAS TOLD THE SAME THING.

[REPLY](#)

0

[Previous](#) [1](#) [2](#) [3](#) [4](#) [Next](#)

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Hp D7 notebook led screen cracked (6891 Views)

[REPLY](#)

Albertauser.0
Student



Posts: 2
Registered:
05-13-2011

Message 21 of 37
(739 Views)

[Report Inappropriate Content](#)

Re: Hp D7 notebook led screen cracked

[Options](#)

05-13-2011 11:24 AM

I have the same problem! My daughters netbook was bought the end of Decemeber and the screen cracked about 2 months later. We took it back to the store where we bought it and they gave us the HP#. I finally called a few weeks ago and the first person said yes they would fix it under warranty then the supervisor came on and said no. I argued it out and she agreed to look at it, but I just listened to a message saying it will cost \$325+ to fix it as it is not covered. My daughter was using it, set it down, ran downstairs, came back up opened it up and it was cracked. I am not sure if it over heated or what, but I have another one that my son uses and I am tempted to return it. Obviously a design flaw if they break this easy. Not impressed and will never again buy anything HP unless they come up with a solution to fix this on warranty!!!

[REPLY](#)

0

Albertauser.0
Student



Posts: 2
Registered:
05-13-2011

Message 22 of 37
(733 Views)

[Report Inappropriate Content](#)

Re: Hp D7 notebook led screen cracked

[Options](#)

05-13-2011 03:02 PM

Just got off the phone with HP. The only thing they offered me was to fix it at a reduced rate, which is still more then what I paid for it in the first place. After spending a total of 2.5 hours on the phone and getting the run around, I can say that I will never again purchase a HP product or a netbook if that is how fragile they are. My school just purchased a whole bunch of them, god help them if the screens crack this easy, what will happen to them under a school environment!! A big waste of money in my opinion!

[REPLY](#)

0

zman4021.0
Student



Posts: 1
Registered:
06-28-2011

Message 23 of 37
(698 Views)

[Report Inappropriate Content](#)

Re: Hp D7 notebook led screen cracked [Edited]

[Options](#)

06-28-2011 07:19 AM - last edited on 06-28-2011 07:54 AM by [MOD | SunshineF](#)

my girlfriends screen cracked tooo. HP trying to blame us i will not take it. {Content Removed} they cant blame us for breaking there crappie screens that crack on there own. I have 3 different pc in house not a one cracked like the hp did i will never buy a hp product ever in my life and will pass this info on too as many people i can. I know i cant break hp but i bet i can influence many minds out there go ACRE there cheaper in price and much better screens on there PC never buy hp tell all your friends hp sucks and so does there customer support people. they dint even offer a break on price like some other people got in this posts they just said to me and agreed that there going to send my" crappie PC" back to me.

[REPLY](#)

Cintia „2
Top Student



Posts: 13
Registered:
08-25-2011

Message 24 of 37
(626 Views)
Report Inappropriate Content

Re: Hp D7 notebook led screen cracked [Edited]

Options

08-30-2011 09:29 AM - last edited on 08-30-2011 11:48 AM by **MOD** SunshineF

BE CAREFUL at who you listen to on this Chat.
HP has their own people on it.
WE ARE A NUMBER OF HP PAVILION NOTEBOOK USERS that have had the same POOR MANUFACTURING where the SCREEN CRACKS under slight pressure just by adjusting the vertical degree of the lid or closing and opening.
{Content Removed: no legal discussion}
Stay in touch. {Personal Information Removed}

REPLY

0

Zauberkind „1
Honor Student



Posts: 3
Registered:
03-16-2011

Message 25 of 37
(614 Views)
Report Inappropriate Content

Re: Hp D7 notebook led screen cracked [Edited]

Options

08-31-2011 05:22 AM - last edited on 08-31-2011 08:17 AM by **MOD** SunshineF

Being careful who you listen to in a forum is always good advice!
Trolls, agents provocateurs, quislings and {Content Removed: Language Filter Evasion} are everywhere, and a keyboard is an effective thing to hide behind.

In this particular thread, though, I haven't noticed anyone write anything positive about HP's poor design, manufacturing quality, or customer service. Who could do that with a straight face?

{Content Removed: no legal discussion} In that case, "they" don't need to contribute anything.

Regardless of the claim that "It's your place to connect and collaborate", it's "their" forum, established for "their" benefit, and you don't really believe "they" are going to give you a podium to bring them to book; do you?

{Content Removed}

Neither of these is prohibited in the "Rules of Participation".

It's an idea with merit, but I think you need to find a different social space to explore it.

Zk

Everyone's Tags: x View All (1)

REPLY

0

Cintia „2
Top Student



Posts: 13
Registered:
08-25-2011

Message 26 of 37
(607 Views)
Report Inappropriate Content

Re: Hp D7 notebook led screen cracked [Edited]

Options

08-31-2011 06:03 AM - last edited on 08-31-2011 08:15 AM by **MOD** SunshineF

Zk;

You are correct in that I AM taking this to a different forum.
The Miami Herald contacted me about posting all the details of the experience on their TECH TUESDAY page.
They need to EXPOSED for all their shoddy manufacturing and then having the NERVE to tell many customers, not just me, that their Warranty does not cover if their crappy made computer does not hold up to normal use.

{Content Removed}

Thanks, C

REPLY

1

Zauberkind „1
Honor Student



Re: Hp D7 notebook led screen cracked

Options

08-31-2011 09:46 AM

Good luck!
Please keep us informed (if you can).

Posts: 3
Registered:
03-16-2011

Not all of us read the MH!
Zk

Message 27 of 37
(598 Views)
Report Inappropriate Content

REPLY

1

Peggster 12
Top Student



Posts: 13
Registered:
09-03-2011

Message 28 of 37
(549 Views)
Report Inappropriate Content

Wish I'd read up on HP BEFORE PURCHASING....have same issue!!!

Options

10-04-2011 09:38 AM

Laptop under warranty, screen goes funky. Sent for repair, told not covered by warranty as it was an internal crack!!! Don't have a clue how it got cracked but they won't honor their warranty...can only assume it was defective when I bought it or damaged during shipment to them!!! Have a Dell used in the same manner, no problem. I WILL NEVER PURCHASE HP AGAIN & PLAN TO INFORM EVERYONE I CAN OF THEIR DEFECTIVE PRODUCTS. I do not feel the laptop is anywhere near as good a quality as our older Dell laptop & we have had no issues with that one. My daughter has an HP laptop also & has had it crash a couple times now. NEVER AGAIN. I do not feel HP is honoring their customers & apparently I'm not the first to have the screen crack with no provocation. I'm sorry for all you having to go thru the same problem. DO NOT BUY HP AGAIN!!!

Everyone's Tags: R View All (1)

REPLY

0

Cintia 12
Top Student



Posts: 13
Registered:
08-25-2011

Message 29 of 37
(546 Views)
Report Inappropriate Content

Re: Hp D7 notebook led screen cracked

Options

10-04-2011 11:27 AM

DID YOU SEE THAT HP HAD THE CONTENT OF THE POST **REMOVED** SO THAT OTHER'S WOULD NOT SEE THAT R SHODDY MANUFACTURING IS THE CAUSE OF ALL THE CRACKED SCREENS THAT ARE **UNDER WARRANTY BUT THEY REFUSE TO HONOR COVERAGE? !!!!!**

If you paid for your REPAIR or your HP DEFECTIVE LAPTOP with a CREDIT CARD, DISPUTE the charge with your card. There is PLENTY of DOCUMENTATION here and in other BLOGS regarding HP and their problems with laptop screen cracking to support the DISPUTE.

HP CONTINUES TO IGNORE CUSTOMER COMPLAINTS regarding this EXTREMELY PREVALENT ISSUE and unless we band together and pressure them financially, they will continue to charge unsuspecting customers for a MANUFACTURER'S DEFECT WHICH THEY SHOULD COVER UNDER WARRANTY.

Everyone's Tags: R View All (1)

REPLY

0

Peggster 12
Top Student



Posts: 13
Registered:
09-03-2011

Message 30 of 37
(522 Views)
Report Inappropriate Content

Re: Hp D7 notebook led screen cracked

Options

10-07-2011 09:14 AM

Looks like my post was removed too! Spoke with Josh at HP Case Management which is a joke. Basically offered a discount to repair my screen. Kicker is HE ARGUED & INTERRUPTED MY SENTENCES IN AN ARGUMENTIVE FASHION TO BLAME ME FOR BREAKING MY SCREEN!!! I HAVE NEVER IN MY LIFE HAD SUCH RUDE CUSTOMER SERVICE....HP SHOULD BE ASHAMED!!! I do not intend to pay to have their defective produce repaired & will be a Dell customer in the future. This was my 1st & last HP laptop!!!! GET THE WORD OUT & STOP THESE COMPANIES FROM TAKING ADVANTAGE OF NORMAL USE CUSTOMERS....HIT THEM IN THEIR POCKETBOOK WHERE IT COUNTS!!!

Everyone's Tags: R View All (1)

REPLY

1

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Hp D7 notebook led screen cracked (6891 Views)

REPLY

traveladventure.1
Honor Student



Posts: 2
Registered:
11-01-2011

Message 31 of 37
(443 Views)

Report Inappropriate Content

Re: Hp D7 notebook led screen cracked

Options

11-01-2011 07:30 PM

I purchased a new HP Pavilion dm4. 1160US in April 2011. It has now developed a crack in the screen despite very gentle use. You, HP, are insisting it is due to customer damage. It is not!
After only 6 months use, I have absolutely no doubt this is a manufacturer's defect.
Let's not forget that laptop computers are, in fact, portable devices.
I used its predecessor, a Dell Latitude laptop for 8 years, without this type of problem.
Keep in mind that a company that doesn't stand behind its products ends up with no customers -- look where it got General Motors.
Toyota tried to blame its customers too -- and provoked a congressional inquiry.
By the way, I proudly bought my first slide rule from HP in 1968. I'm sure Bill Hewlett and Dave Packard are turning over in their graves with what you've done to their great company!
SHAME ON YOU HP!!
I'll fix this one myself, thank you...
You've lost this customer for good... but of course I'm sure you couldn't care less!

Everyone's Tags: R View All (1)

REPLY

0

Cintia.12
Top Student



Posts: 13
Registered:
08-25-2011

Message 32 of 37
(437 Views)

Report Inappropriate Content

HP D7 NOTEBOOK LED SCREEN CRACKED

Options

11-02-2011 05:18 AM

ATTENTION:
EVERYONE WHO'S SCREEN CRACKED UNDER WARRANTY, (whether it's under Manufacturer's Warranty or Extended Warranty) AND HP REFUSES TO COVER IT!!!

We all have experienced THIS SAME PROBLEM. It is DOCUMENTED HERE OVER AND OVER and HP REFUSES to acknowledge they have a MANUFACTURING DEFECT. HP want to charge us for a new screen to repair it.
There are other Blogs out there about the same problem.

I FOUGHT THEM with MY CREDIT CARD COMPANY. THEY RETURNED THE PRICE OF THE REPAIR.

IF YOU BOUGHT YOUR HP NOTEBOOK WITH A CREDIT CARD (always a GOOD IDEA), the credit card GOES TO BAT FOR YOU! If you haven't had it repaired yet, DISPUTE THE FULL PRICE OF THE NOTEBOOK. The BANKS ARE BIGGER THAN HP.

REPLY

0

Cintia **112**
Top Student



Posts: 13
Registered:
08-25-2011

Message 33 of 37
(436 Views)
Report Inappropriate Content

0

Hp D7 notebook led screen cracked

11-02-2011 05:21 AM

Options

FIGHT THEM WITH THE STORE YOU BOUGHT IT AT AND/OR YOUR CREDIT CARD, IF YOU USED ONE.
I DID AND GOT MY MONEY BACK!

MAYBE IF IT HURTS HP'S POCKET, THEY'LL SIT UP AND TAKE NOTICE!!!

REPLY

traveladventure **11**
Honor Student



Posts: 2
Registered:
11-01-2011

Message 34 of 37
(430 Views)
Report Inappropriate Content

0

notebook LCD screen cracked

11-02-2011 09:44 AM

Options

I will dispute the purchase on my American Express card, but its been 6 months so I am not optimistic about prevailing.
A new screen can be had online for about \$75 so I'll fix it myself.
Its very frustrating to deal with a megacorporation that refuses to acknowledge a legitimate problem with its product.
That's what happens when a company gets too big - no one is accountable for its actions. At least you know that Michael Dell has a stake in Dell's reputation.

REPLY

Cintia **112**
Top Student



Posts: 13
Registered:
08-25-2011

Message 35 of 37
(424 Views)
Report Inappropriate Content

0

Re: notebook LCD screen cracked

11-02-2011 05:20 PM

Options

It shouldn't matter that it's been 6 months! If it was under Warranty when you brought it to their attention and they want you to pay, DISPUTE the charge on your card. COPY & PASTE all the blogs that show HP's lack of concern for this RECURRING MANUFACTURING DEFECT, and send that along.

Amex is pretty good for standing by the Consumer.

C

REPLY

rob123pw **0**
Student



Posts: 1
Registered:
02-21-2012

Message 36 of 37
(205 Views)
Report Inappropriate Content

0

Re: Hp D7 notebook led screen cracked [Edited]

02-21-2012 10:22 AM - last edited on 02-21-2012 03:26 PM by **MOD** SunshineF

Options

My 14 YO daughter has a DV 4 and she came to me just last week with a cracked screen. being 14 i wrote it off to mis-handling. now i wonder whats going on. {Content Removed: legal discussion}

REPLY

Peggster **112**
Top Student



Re: Hp D7 notebook led screen cracked

02-22-2012 07:38 AM

Options

I'm not surprised. I NEVER got any satisfaction from HP.....THEY DO NOT STAND BEHIND THEIR PRODUCTS & THE PRODUCTS ARE NOT OF GOOD QUALITY. I, and everyone I tell about this, will NEVER buy another HP product & in the past I had bought my

Posts: 13
Registered:
09-03-2011

Message 37 of 37
(195 Views)

[Report Inappropriate Content](#)

printers, etc. from the.....this was my first HP laptop.....never had any problems with my quite old Dell. This definately is shoddy workmanship. My laptop never moved off my table & somehow the screen broke. I am 53 so there is no question of where it's been & what it had been thru. It's just not quality. My question was that it may have broken during shipment to HP, but it had messed up prior. I just don't think they build a good product & they certainly don't warranty their workmanship. NEVER BUY HP!!!! Good luck...they did NOTHING for me.

Everyone's Tags: [R](#) [View All \(1\)](#)

[REPLY](#)

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Cracked Screen upon opening?!!!!!! (316 Views)

REPLY

luness ,1
Honor Student



Posts: 2
Registered:
07-22-2011

Message 1 of 12
(316 Views)

Report Inappropriate Content

Cracked Screen upon opening?!!!!!!

Options

07-24-2011 09:08 AM

I just bought a Pavillion DM4 2070us laptop 5 weeks ago. It has been at home and only in my use a secondary computer. The other day I was OPENING it from a 45 degree angle to the full 90 degree and I heard a small cracking sound and the screen CRACKED before my very eyes!!!!!! I was dumfounded, literally speechless. I had my left hand on the bottom where the keyboard is and my right thumb on the right side of the screen (as opposed to the top where the camera is). Apparently the amount of pressure needed to open the screen fully combined with the exact location of my thumb was enough to crack the screen. I have had previous laptops and this never happend before. I called the store that I bought it at, FRY'S, and was immediately told that cracked sreens are not covered by them and was directed to HP. where, you guessed it, cracked screens are not covered by warrenty REGARDLESS of how it happend (dropping, driving over it with a steam roller, opening it, ect.) It would only be covered under "accidental insurance". When I explained that it was not an accident I was asked if I intended to break it, implying that since I hadn't, it was -- an accident. Unbelievable!!!! There are no warnings on the box or inside explaining that the screens are sooo delicate that it is imperative that the laptop be opened only from the top. I was even told that I opened it incorrectly and caused the damage. I even drove the 100 miles back to FRY'S (as I WAS a very dedicated customer and buy all my electronics from them) to show the service department what happened. I was told the exact same thing and directed back to HP - pass the buck!

I have researched this issue and have found that there is a manufacture's defect in the construction of the lid. In an effort to make the unit more streamlined, thin and lightweight, the lid casing is so thin and flimsy that when the laptop is opened from the corner or side the lid twists and then the screen cracks. My laptop model is so pretty and streamlined and the top twists when pressure is put on the corner. When purchasing it, the salesman told me that it was made out of metal. OHHH, I want that! metal is STRONG isn't it?

I am so sad, upset and frustrated and have spend hours trying to resolve this issue in a manner that is acceptable and fair to no avail.

Has anyone else had this problem? HP is just like all the rest :-(

REPLY

1

sfawzy ,1115
Teacher



Posts: 168
Registered:
06-20-2011

Message 2 of 12
(285 Views)

Report Inappropriate Content

Re: Cracked Screen upon opening?!!!!!!

Options

07-25-2011 06:28 AM

try chatting with them online they tend to listen more to what you say there and aski to speack with a supervisor if he/she dont

****Click the KUDOS star on the left to say 'Thanks'****

Make it easier for other people to find solutions by marking a Reply 'Accept as Solution' if it solves your problem.

REPLY

1

sfawzy 1115
Teacher



Posts: 168
Registered:
06-20-2011

Message 3 of 12
(256 Views)

[Report Inappropriate Content](#)

Re: Cracked Screen upon opening?!!!!!!

07-25-2011 11:22 PM

did you have any luck with them online

****Click the KUDOS star on the left to say 'Thanks'****

Make it easier for other people to find solutions by marking a Reply 'Accept as Solution' if it solves your problem.

[Options](#)

[REPLY](#)

0

luness 1
Honor Student



Posts: 2
Registered:
07-22-2011

Message 4 of 12
(247 Views)

[Report Inappropriate Content](#)

Re: Cracked Screen upon opening?!!!!!!

07-26-2011 01:12 AM

Thank you for your concern. I spoke with someone from the executive office who emailed the executive case manager assigned to my case. Gosh, I hope something happens. I explained that if the defect isn't in most/all models then there has to be a defect in my particular laptop. I had two computer technicians tell me that it sounds like a manufacturer's defect. If this route doesn't help I will try the online chat. I am hoping that an HP technician responds to this post as well.

Thank you again.

[Options](#)

[REPLY](#)

0

Cintia 12
Top Student



Posts: 13
Registered:
08-25-2011

Message 5 of 12
(191 Views)

[Report Inappropriate Content](#)

Re: Cracked Screen upon opening?!!!!!!

08-30-2011 09:11 AM

YES! My Pavillion was under WARRANTY also and they made me pay \$250, "at a courtesy discount", for a crack that happens when you adjust the screen.

HP computers are garbage and I will never buy another again. I am posting your problem and the many others I have encountered with the similar situation on the MIAMI HERALD'S TECH TUESDAY to WARN others NOT TO PURCHASE this piece of garbage that HP doesn't stand behind.

Don't give up! If you paid with a Credit Card, CONTEST the charges and have your Credit card go to bat for you. They will reverse the charges and make HP PROVE that it was Consumer misuse which they can't in light of all the other Pavillions that have the same problem.

UNHAPPY WITH CRAPPY HP TOO.

Everyone's Tags: [x](#) [View All \(1\)](#)

[Options](#)

[REPLY](#)

0

bnjroo 1115
Teacher



Posts: 100
Registered:
07-29-2011

Message 6 of 12
(188 Views)

[Report Inappropriate Content](#)

Re: Cracked Screen upon opening?!!!!!!

08-30-2011 09:42 AM

just out of curiosity, why would you torque the screen by lifting it at a corner instead of the center? the hinges are stiff enough to hold it in a comfortable viewing position, which also means that they don't move easily, they shouldn't. lifting or adjusting the screen at the corner would definitely put a diagonal stress on the screen and lead to damage.

"There's no such thing as a fool proof system. Someone will make a better fool tomorrow."

[Options](#)

[REPLY](#)

0

Cintia 12
Top Student

Re: Cracked Screen upon opening?!!!!!!

[Options](#)



Posts: 13
Registered:
08-25-2011

Message 7 of 12
(176 Views)

[Report Inappropriate Content](#)

0

08-30-2011 09:14 PM

Either you are an **HP PLANT POSING AS A CONSUMER** or you are just obtuse.

Where I place my hand to adjust the vertical tilt of the screen should not make a difference specially if it's where the rubber bumper sits. It was not at the corner, it was at the side, where I am right handed and was trying to get a better view since I had adjusted my sitting position.

There was no **lifting**, stiff hinge or none.

[REPLY](#)

bnjroo **1115**
Teacher



Posts: 100
Registered:
07-29-2011

Message 8 of 12
(172 Views)

[Report Inappropriate Content](#)

0

Re: Cracked Screen upon opening?!!!!!

[Options](#)

08-31-2011 04:01 AM

Cintia wrote:

Either you are an **HP PLANT POSING AS A CONSUMER** or you are just obtuse.

"posing as a consumer?" is this some kind of conspiracy theory? thank you for the laugh this morning, i needed that.

the bumper is not a handle, that's all i'm saying.

"There's no such thing as a fool proof system. Someone will make a better fool tomorrow."

[REPLY](#)

Peggster **112**
Top Student



Posts: 13
Registered:
09-03-2011

Message 9 of 12
(147 Views)

[Report Inappropriate Content](#)

0

Re: Cracked Screen upon opening?!!!!!

[Options](#)

10-04-2011 09:27 AM

Just had similar issue with internal cracked screen (found out after I sent to be repaired by HP under warranty). I have no idea how it got cracked, prior to purchase or during shipment to them but it worked one minute & not the next. They will not honor the warranty. I WILL NEVER PURCHASE ANOTHER HP as I feel apparently are not a quality product & they have an "out" to get out of honoring the defective product. I have an older Dell & feel it's quality is unbeat....I'm going back to Dell & passing the word!

[REPLY](#)

Cintia **112**
Top Student



Posts: 13
Registered:
08-25-2011

Message 10 of 12
(132 Views)

[Report Inappropriate Content](#)

0

Re: Cracked Screen upon opening?!!!!!

[Options](#)

10-04-2011 08:00 PM

You know they keep DELETING content off of this Forum which makes HP look bad.

I responded earlier today and it never made it on here.

[REPLY](#)

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HP PAVILION G7-1237DX Cracked display (114 Views)

[REPLY](#)

asmerritt,0
Student



Posts: 1
Registered:
01-26-2012

Message 1 of 1
(114 Views)

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HP PAVILION G7-1237DX Cracked display

[Options](#)

01-26-2012 06:23 PM

Opened up laptop to turn it on and when it came on, there appeared to be a crack in the screen. We did absolutey nothing to cause this and had the laptop for less than a month. Notified HP as soon as we saw this and was told we had to send the laptop back to them. Did as we were told and sent it back via Fed Ex as HP directed. (And we are all familiar with how careful Fed Ex is with packages, right?) Heard back from HP today and was basically called a liar by the "customer relationship manager", we had to have damaged the computer for this to happen. She then said screens are not covered by the warranty and it would cost \$350 to fix it. What? We didn't pay that much when we bought it new. Anybody else have issues like this? At this point I am disgusted with HP and their service (or lack of)!

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PAVILLION NOTEBOOK SCREEN CRACK because YOU MOVED the frame ??? (62 Views)

[REPLY](#)

Cintia 2
Top Student



Posts: 13
Registered:
08-25-2011

Message 1 of 1
(62 Views)

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PAVILLION NOTEBOOK SCREEN CRACK because YOU MOVED the frame ???

08-30-2011 08:44 AM

Anyone ELSE have their PAVILLION NOTEBOOK SCREEN CRACK at the frame while at your desk?
My HP PAVILION DV7-4190 is UNDER WARRANTY and they are making me pay for USER ACCIDENTAL BRAKAGE.
The darn thing is SO CHEAPLY MADE that at the frame of the LCD screen, IT CRACKS if you use the rubber bumoeer on the side to move the Notebook screen lid after opening it. !!!
WHAT A SCAM!!!!

[Options](#)

Everyone's Tags: R [View All \(1\)](#)

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Lithium Brand Nation

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"A computer for people getting more serious."

★★★★★ on August 18, 2010 by robobbg

Pros

I love the speed on this product. It's an amazing computer, it's graphics card runs like a charm, rarely lags out on me, plus having 4 gigs of ram adds in a little bit too! I love how fast this computer installs.

BIG SCREEN!!!! HDMI OUTPUT!!!!

Cons

Sometimes the touch pad will go out, and the audio without headphones will crackle after 70+ on volume. But usually that is with multiple audio's coming in.

Summary

The bottom-line, this is for people who want to show off their laptop to their family. I mean, it is big and the screen towers of the other people in my family's laptops. The thing that impresses me the most is it's will to install, this puppy installs and downloads things like a charm. Plus, the hdmi cable output is great for when you want to watch things with fantastic quality. Even though it is a 720p screen, it still has blu-ray and like I said, hdmi output! I definately recommend for people who want to get more serious into laptops.

Reply to this review | Read reply (1) | Was this review helpful? 1  0 



"Want a laptop that cracks up by itself?"

★★★★★ on July 21, 2010 by foxnetcpt

Pros

Love the speed, love the performance, love everything, except the screen!

Cons

I have read numerous post where people say the screen cracks up by itself. It happened to me, and I am so so so disappointed, I'll never buy an HP again.

Summary

This is just one of the many articles : <http://h30434.www3.hp.com/t5/Display-and-video/HP-D7-notebook-led-screen-cracked/m-p/295795#M14439>

I am so sad, cause I saved to long just to buy a good laptop, and now I'm sitting with a cracked up piece of junk - i bought a good laptop for keeps, not to rack up by itself.

Reply to this review | Read reply (1) | Was this review helpful? 1  0 



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HP Pavilion dv7t Quad Edition (2.3 GHz, 640GB HD, 16GB RAM)

★ Overview
👤 User Reviews
☰ Specs

Average User Rating

★★★★★

No reviews. Write a review

My rating:

★★★★★

you have not rated this yet

Rating Breakdown:



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Ads

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www.lg.com/fi

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EFishop.fi/Soft_Top

Wire Mesh

Wire mesh and cloth for industrial &

Result 1 of 1

"Do not buy"

★★★★★

on March 30, 2012 by stvnb36

Pros:

lots of features for price

Cons:

You get what you pay for. It's made of cheap materials.

Summary:

The pavillion feels very cheaply made compared to previus pavillions. It feels like a toy and like it would break if I looked at it wrong. I picked the computer up by the bottom and the bezel and this caused the screen to crack. HP will not cover it under warranty because they say it was "accidental damage". I picked up my computer on purpose ... not accidentally. I should have a reasonable expectation that the act of picking up the computer wouldn't break it. I've tried on other laptops to apply enough pressure to the bezel to effect the screen and I couldn't do it. I would not buy from HP and buy from a company with a better constructed product and better customer service.

Updated on Mar 30, 2012

I'm updating this review because HP decided to do the right thing and repair the laptop for free. I'd increase it to 3 stars but the system won't let me

Reply to this review | Was this review helpful? 0 0



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QUICK SPECIFICATIONS

Processor	Intel 2nd Gen Core i7 2.3 GHz
Memory	16.0 GB
Hard Drive	640.0 GB - 5400.0 rpm
Display Type	17.3
Operating System	Windows 7 Home



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Reviews Home > Computers & Tablets Reviews > Laptop & Netbook Computers Reviews > PC Laptops Reviews

Customer Reviews for HP Pavilion dm4-2180us QE374UA 14" LED Notebook - Intel Core i5 i5-2430M 2.40 GHz



This product is no longer available. Continue shopping at Best Buy.

HP Pavilion dm4-2180us QE374UA 14" LED Notebook - Intel Core i5 i5-2430M 2.40 GHz

Model: dm4-2180us QE374UA SKU: 3822842 UPC: 886112175818

Mobile solutions for your digital life. HP Pavilion notebooks help you discover, create and enjoy multimedia experiences at work and play.

Average Customer Rating:

☆☆☆☆☆ 2.2 out of 5 (5 Reviews)

20% of reviewers would recommend this product to a friend (1 out of 5)

Customer Reviews for HP Pavilion dm4-2180us QE374UA 14" LED Notebook - Intel Core i5 i5-2430M 2.40 GHz

Date: Newest ▼

HP sucks

☆☆☆☆☆ 1.0

Posted by: **Anonymous** from Los Angeles, CA on 01/17/2012

What's great about it: Nothing

What's not so great: Everything

bought a hp pavilion and breaks within the first 3 months
just don't buy it
its not worth your time

No, I would not recommend this to a friend.

1 out of 4 found this review helpful.

Share this review:

Review 2 for HP Pavilion dm4-2180us QE374UA 14" LED Notebook - Intel Core i5 i5-2430M 2.40 GHz

not worth the money

☆☆☆☆☆ 1.0

Posted by: **CarJay** from Albuquerque, NM on 01/02/2012

What's great about it: ease of use

Value for Price

Portable Video Accessories
TV & Home Theater
Video Games

MOST POPULAR PRODUCTS

HP - 17.3" Pavilion Laptop - 8GB Memory - 750GB Hard Drive - Dark Umber
★★★★★

Asus - 15.6" Laptop - 6GB Memory - 750GB Hard Drive - Platinum
★★★★★

Toshiba - 13.3" Portégé Ultrabook Laptop - 4GB Memory - 128GB Solid State Drive - Silver
★★★★★

Toshiba - 15.6" Satellite Laptop - 8GB Memory - 750GB Hard Drive - Platinum
★★★★★

Samsung - 15.6" Series 3 Laptop - 6GB Memory - 500GB Hard Drive - Black/Titanium
★★★★★

TOP-RATED PRODUCTS

HP - 15.6" Pavilion Laptop - 4GB Memory - 500GB Hard Drive - Pewter
★★★★★

Dell - 15.6" Inspiron Laptop - 4GB Memory - 500GB Hard Drive - Black
★★★★★

Gateway - 15.6" Laptop - 4GB Memory - 500GB Hard Drive - Aqua Blue
★★★★★

HP - 15.6" Pavilion Laptop - 8GB Memory - 750GB Hard Drive - Natural Silver
★★★★★

Acer - 11.6" Aspire One Laptop - 2GB Memory - 320GB Hard Drive - Ash Black
★★★★★

What's not so great: screen life

I bought this laptop in August 2010 when I retired. I researched and checked reviews and felt this would be a good laptop for my needs and would last for a few years. After a year and a half of use-- never leaving the house until I took it to the Geek Squad, the LED display screen broke. I did not drop this laptop. I did not abuse this laptop. It still looks brand new. I took it to the Geek Squad and was told it would cost more than I paid for the laptop to replace the screen. Needless to say I am back in the market.

This product is... A nice compact size

About me... retired

No, I would not recommend this to a friend.

3 out of 3 found this review helpful.

Share this review: [f](#) [t](#)

Review 3 for HP Pavilion dm4-2180us QE374UA 14" LED Notebook - Intel Core i5 i5-2430M 2.40 GHz

Excellent laptop -- for 1.5 years

★★★★★ 3.0

Posted by: **lauseb from AL** on 12/10/2011

What's not so great: Crashed after 1.5 yrs of use, Lid scratches easily

I really loved this laptop! I purchased it for school. It had a bright display and it is perfect to take anywhere since it is not too heavy. Working on this laptop was a breeze -- the processor was super fast and it worked seamlessly during video-conferencing and presentations. Its design is sleek. It was an excellent workhorse but also fun to use in my off-time. So, for all of that, it was a 5-star computer. I honestly can't think of anything that I didn't like about it.

However, as of yesterday, the motherboard completely crashed and would need to be replaced. I really babied this laptop because I wanted it to last. There were no warning signs -- all of a sudden, it just would not turn on (other problems were ruled out). I'm disappointed because I really loved this laptop. I will probably go with a different brand next time.

In the interest of being completely clear, the model of my HP laptop was dm4-1065dx. It slightly varies from the model number you see for this laptop but it has all the same specs.

I give it 5 stars for being an excellent laptop and it loses 2 stars for being quite short-lived. It retained the 3-star rating despite my disappointment because I hope that my issue was just a fluke.

This product is... Perfect for Business, Easy to set up and is lightning fast, A nice compact size

About me... Student

No, I would not recommend this to a friend.

3 out of 3 found this review helpful.

Share this review: [f](#) [t](#)

Review 4 for HP Pavilion dm4-2180us QE374UA 14" LED Notebook - Intel Core i5 i5-2430M 2.40 GHz

keyboard sucks

★★★★★ 1.0

Posted by: **spivoler** on 12/06/2011

What's great about it: everything except keyboard

What's not so great: keyboard sucks!

to be honest, everything except keyboard works great. If not considering the flaw of keyboard, I would give a five star review. However, the keyboard keeps missing kesystrokes, which is a problem reported by hundreds of people without any response from HP. I assume HP is trying to detour this issue. So I would not recommend this laptop to anyone else.

No, I would not recommend this to a friend.

4 out of 4 found this review helpful.

Value for Price 2.0

Display 1.0

Performance 4.0

Convenience 3.0

Value for Price

2.0

Display 4.0

Performance 5.0

Convenience 5.0

Value for Price

1.0

Display 1.0

Performance 1.0

Convenience 1.0

Share this review:  

Review 5 for HP Pavilion dm4-2180us QE374UA 14" LED Notebook - Intel Core i5 i5-2430M 2.40 GHz

I LOVE IT!!



Posted by: **john1010sam** from peoria on 12/03/2011

What's great about it: light, and has a expensive look to it.

What's not so great: fingerprints

i got this laptop a week ago. And i am vearry pickie on my electronics. see i really like it becouse of how thin and light waight it is and i love the it looks to it.. but when i got this hp latop for a presint i was happy but i wanted apple. but when i opend the packege i nearly freeked.. I love it! it has a expensive look to it and it looks better than a mac to me. and i am so happy. and it is vearry fast to. I would recemend this to every buddy! i defintly love my laptop!

I would recommend this to a friend!

1 out of 7 found this review helpful.

Share this review:  

For Entrepreneurs

HP Laptops are Lemons

HP Sucks...But We Can Learn From Them

HP has poor customer service. HP laptops stink. I will never buy from HP again. But enough about me. What can we entrepreneurs learn from HP's mistakes about the importance of not having terrible customer service? Plenty.

HP sucks. They really don't get it, and, as entrepreneurs, all we can do is learn from their mistakes.
(article continues below)

If you are doing business these days, you have to recognize that the world has changed. As consumers, we expect good customer service. If we don't get it, we don't just forgive and forget. We never buy from you again. We tell our friends not to buy from you. We tell the world not to buy from you.

That's right. In the days of blogs and search engines, customers have the final word. That's why you need to bend over backward to keep them happy. Because the happy customers stay quiet. It's the angry customers who speak up, and deter others from doing business with you.

Take me for example. I just posted this message at a website:

HP is the worst. Only an idiot would buy from them.

They just burned me badly. It's too long of a story to tell but I will never buy from them again.

If you buy an HP Compaq Presario 2100, you are buying a complete lemon. If there were computer lemon laws, HP would be in big trouble.

If you are looking for reviews on HP laptops or, specifically, an HP Compaq Presario 2100 laptop notebook review, here it is. They suck. They break. Their service is terrible. They rip you off and don't apologize. They break all their promises.

Want to buy the best laptop? DO NOT BUY FROM HP.

You can find my post here: one of my [HP sucks](#) posts. In the months to come, I intend to post it everywhere, again and again and again. Call it a new hobby. (Feel free to post it yourself if you like, and link to this page using the instructions at the bottom of this page. The people united will never be defeated!)

As you can tell, I'm angry. I'm not irrationally angry. Anybody who hears my story agrees that HP mistreated me and that mine was a case study in poor customer service. The reality is that my HP laptop was a lemon and I not only had to pay for a lemon, I paid a lot of extra fees to fix the lemon, and what I got back from HP was, you guessed it, still a lemon. At a certain point, you just give up and say "I will never do business with HP again" and you move on to Dell and others that are better. I've only done that once before - with Citibank. I was screwed by Citibank, swore I'd never do business with them, and I never have. It's been twenty years now.

Small businesses can learn from my having been screwed by Hewlett Packard. Treat your customers right. Don't abuse them. Don't break your promises. Recognize that a single dissatisfied customer might equate to tons of lost future business. By my calculations, I can shift over \$500,000 in sales away from HP simply by not buying their computers myself for my organizations and by deterring others from buying.

Someday, maybe in March 2007, some idiot at HP corporate will be wondering why they aren't hitting their numbers. Well, it's because they screwed me back in August 2005. Me and probably hundreds (maybe thousands) of other dissatisfied HP customers. Cause and effect. It's that simple.

So don't make the HP mistakes. Do whatever it takes, within reason, to keep your customers happy. If you do, you'll be hitting your numbers in March 2007 and for years to come.

p.s. you can link to this article from your website and support this cause by copying the following code and adding it to a page on your website:

```
<!-- HP Sucks Link --><b><a
href="http://www.gaebler.com/hp-sucks.htm" title="HP
Sucks">HP Sucks</a></b><br>HP laptops suck, according
to this guy. He says don't buy HP laptops. It's an
interesting read. <br><!-- HP Sucks Link -->
```

p.s.s. I didn't start this. HP started this.

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Conversation Board

We've moved all the comments here: [HP Sucks comments](#). Feel free to add new comments here.

John

11/8/2009



My experience with HP/Compaq Laptops was similar to yours. I have had many Dell machines and they have all been very maintainable. Even to the point where I have changed keyboards, screens or chassis on the units; the repairs have been easy and the machines have gone on for years of service. Not so with the HP machines. So few survive that spare parts are not available and the spares have the same faults as the one needing repair. I cut my losses and tossed the machine after 3 years. My six year old dell still

runs strong. JDD

ska

1/12/2010



I had the same issue, my Dv4t laptop lcd screen got a thin line at the bottom always blinking and HP is rejected to repair it under warranty. I am planning to sue them under California lemon Law. If anyone knows abt it please help me. Nerver buy HP products and never ever call HP India support.

DGaines

3/2/2010



Sad to say, I have to agree on the HP Sucks rating. I had a Dv9700 built to my specs straight from HP themselves which cost me somewhere in the neighborhood of \$1800 and I wish I had gotten a \$600 Dell instead! I had my laptop less than a week and the video driver stopped working...they blamed in on the power cord. They replaced the computer and sent me another one...with the same problem. All the while my "purchase date" is getting buried in red tape effecting my warranty timeline. Now, after 2 years of constantly having to manually maintain this dysfunctional piece of electronic nightmare, my drivers continually stop working, my software for preinstalled programs have to be reinstalled after an update, several application are dead beyond revival (such as the fingerprint reader an my all-in-one printer). It is impossible to restore from the back-up module without reverting to factory settings. The darn thing wont even let me do the updates! I will Never buy a HP again, nor will I ever recommend one to anyone. There should be laws protecting us from such shoddy craftsmanship.

KenA

4/7/2010



I agree. I purchased an HP system and was promised an operating system which they never delivered. Then had problems with virtually every component of the system. They refused to acknowledge or take action. I even contacted the chairman's office and was appeased with some free ink. Then the printer broke and had to be replaced. I still have the ink if anyone is stuck with a HP printer they can contact me for the free ink cartridges. Cost to deliver only.

AliB

4/20/2010



I agree totally that HP sucks!!! Just bought a printer a week ago and after an hour and a half on the phone with them they were going to send me a refurbished printer, which would arrive in 7 business days. I told them that was unacceptable. I wanted a new machine in one day. They said they couldn't send a new machine and that I would have to pay for shipping! They then told me to return it to the store where I purchased it. I will NEVER buy an HP product again. Their customer service is horrible and their product

is crap.

VALvarez

6/10/2010



my daughter and both have hp laptops. my warrenty went out in feb and so did hers. I could only afford to cover one so I did hers. No mine wont turn on it has a cracked screen that just appeared and they will not fix and last night my daughters computer starting smoking really bad and will not turn on. HP asked me why I had the laptop by water. WTH Water are you serious?!!! It was on the computer desk. I am so upset. Thank goodness we have a desk top.

mr and mrs

7/7/2010



I really dislike HP. Me and my Fiance both bought HP laptops and they both magically got cracks somewhere in the screen...a really small crack that no one but HP can see and the screen strated to mirror itself. we had our computers for less then 6 months and they both did this both of them also where one laptop desks and we never opened or closed them ..so how did the screen crack...all they could tell me was that i should have gotten the other warrenty that cost 98 dollars...like i new my hp laptop was going to do this...oh and none of my other laptops do this...when they break...its form somthing that makes since...like a virus thats not my fault or water..that is my fault..not this stuff

Riverweasel

8/14/2010



No joke. I've had this HP for about 11 months now, and out of the blue, in one night, the thing literally crashes. I had to spend 30 minutes getting it miraculously work, but then it crashed again 4 days later. It's a complete piece of crap. I don't have the cash right now to go run out and buy another one, but I need one to function normally. Do not, I repeat do not ever buy from HP for anything. Heck, I can't even get this thing to restore to factory condition. I hope the CEO goes broke, bankrupt and is then known forever as someone who loved screwing over his customers.

Raymond

9/4/2010



Wow! HP just did me a huge favor. I tried to give them \$2,100 and they stopped me in time. Fedex left a taped together box (possibly) containing a



25" HD monitor. I have spent the evening trying to reach someone at HP because Fedex insists that I must spend my entire day Wednesday waiting for them to saunter by and maybe pick up the box for return. I have been on the phone with HP for 4 1/2 hours so far and HP can't figure it out. My credit card company will deny the payment and Fedex and HP can get together and have a fun time deciding what the heck they would like to do to, for, with or because of each other. I will not give them any more of my time for free. I am so grateful that they created this giant cluster\$#@ before I had the computer. If this is how hard I have to work to give them \$2,100, imagine how they would treat me once they had all my cash! I guess HP is to the answer to the great question "How the hell does Dell stay in business?" They seem to be in a death match race to bankruptcy hell. I don't know which one of these ill-managed giants will die first but they can race to failure without any more of my cash. :et them sell their computers to their employees in the Philippines and Bangladesh. %\$#@ this noise! I'm outa here!

Chris

12/11/2010



you people obviously have no idea what you're talking about ... if you don't like HP, why did you waste your money buying an HP laptop ??? ... I have an HP Pavilion laptop ... but do you hear me complaining about it ??? NO ... if you don't like HP or their laptops, don't buy one.

Nancy

12/14/2010



I also will not buy another HP, this is 2nd one, first went before 2 year's, this one purchase 7/10, has had mother board replaced, CPU fan went out, HP replaced, got it back 5 day's ago. CPU, gone again, won't give me a new one, have to send it back for repair, was told they checked it all out, they must have been blind, so now using a computer I borrowed from a friend, HP could care less, and I am still paying for this junk, to anyone out there DO NOT buy any HP, Compaq product's they are junk!!!!!!

refused to buy HP

12/20/2010



i just bought this hp laptop online, before even i go to pick it up and my item is ready i had to do some research concerning if it's a good laptop or not, otherwise i don't want to have a huge headache later on so i came to this website where there're so many people who complained about HP. I READ ALL THE BAD REVIEWS!!!!!! i had to call the place and cancel the order immediately i don't want to waste my money or my time. it's a piece of junk, i rather buy apple and wait until i get more money next month then buy a better laptop. thanks to you guys you save my money and my time. i will do the same thing for other also.

Grace

1/6/2011



I wish I had seen this site before I purchased my HP. It was a christmas present for my 13 year old daughter, her first laptop. Well, she used it once, yes ONCE, on christmas day. the next day she turned it on to find a split screen. I just got off the phone with a useless customer service rep in India to no avail, he told me what I described would not be covered under warranty!! We have had this laptop two weeks...are u kidding me!! I am thoroughly frustrated and disgusted with HP. This was the first and last HP purchase I will ever make. But I will not let this go. I will climb the chain to the CEO if necessary. If I do not get a new or completely repaired laptop I will sue in small claims court. I will update this site with my progress.

Questions, Comments, Tips, and Advice

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5/3/07 at 3:07am **THREAD STARTER**

post #1 of 15



diamondz

Registered User
offline

Joined: 10/2006
Posts: 24

My screen is cracked and has a line on the right side of the screen an the bottom where the line starts it looks like a blotch of ink. I can't feel the crack because it looks like its on the inside screen. i talked to hp and they said they are sending something for me to ship it in. I have only had it since november 06 an they say it is warrantied for a year. will they fix it or replace it? will it be free or will they charge me? do i need to take my info off of it or is it ok and are my files ok?

i also purchased a warranty from brandsmart when i purchased it?

basically how is hps customer service and what will the options be with my laptop?

thanks

Reply

Tags

(?)

5/15/07 at 11:32pm **THREAD STARTER**

post #2 of 15



diamondz

Registered User
offline

Joined: 10/2006
Posts: 24

ok hp say the cost of repairing my screen is going to cost \$770.00 I told them to send it back. Now I need instructions on replacing the screen myself and where can I get a screen?

thanks

Reply

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Kingston 8GB (2 x 4GB) 204-Pin DDR3 SO-DIMM DDR3 1333 Laptop Memory
Reviewed by Nicadraus

I have this memory installed in my Inspiron 14R. 6gb (one 2gb & one 4gb). Great performance! I highly recommend Kingston.

Full Review



Synology DiskStation 1-Bay (Diskless) Network Attached Storage...
Reviewed by Mr T

Well what can I say, I needed that little bit of extra storage that as a family we could all use. After searching around I narrowed it down to three suppliers, not the cheapest, but all well...

Full Review



Barnes & Noble Nook Color
Reviewed by sewshoplady

I purchased this Nook Color specifically because I was taking a very long trip to China and wanted to be able to read without carrying a ton of books. I also liked that it had email capability...

Full Review

6/6/07 at 12:55pm **THREAD STARTER**

post #3 of 15



diamondz

Registered User
offline

Joined: 10/2006
Posts: 24

Any thoughts on where to get a screen, or information on how-to change it? Or what type of screen I should go for?

Can I get one off ebay if the size is the same as mine 15.4?

thanks

Reply

6/6/07 at 11:40pm

post #4 of 15

You can get the replacement lcd from ebay. Look here for the manual and download it. Once you open it you can see the lcd model number then go from there. pm if you need help



elvmal

Laptop Guru..
offline

Joined: 6/2007
Location: Mia
Posts: 41

6/10/07 at 10:33pm

post #5 of 15



MDRhoades

Little IMP
offline

Joined: 4/2005
Location: Colorado
Posts: 123
Reviews: 2

The HP service manual can downloaded from there website. It is not apticularly difficult to replace. I just replaced the 17" screen on DV9008nr; took me about 30 minutes max. The original LCD developed a diagonal line on actual LCD panel itself. I sent to HP for repair and HP stated it was "User Accidental" damage. Since I did not opt for the additional accidental damage insurance HP quoted \$675.00 to replace it. I had it shipped back to me and replaced the screen myself with a replacement from www.lcdscreen.com. They did not have the OEM brand panel in stock (AU Optronics) but sold me a compatible replacement which fit exactly. I found the screen performance acceptable. It has a very slight annoyance when you are booting up. While you are waiting for the OS to load the screen is blank and should be pure black. The replacement display shows a muddy dark grey. However, the once the OS (Windows MCE) reaches the log-on screen all colors appear to be correct. I paid \$230 + shipping for the LCD which is a fart better price than HP quoted me so I will live with the slight annoyance.

Good luck!

- Mike

Reply

6/16/07 at 10:36pm

post #6 of 15



[NFO]N0S

Registered User
offline

Joined: 10/2006
Location: U.S.A.
Posts: 775

lcd screens have come down in price a ton. shoot me a private message if you want to get it repaired or if you want to sell the unit with a cracked lcd.

Reply

9/20/10 at 10:09pm

post #7 of 15



jj20000

Registered User
offline

Joined: 9/2010
Posts: 2

i have the same problem. we did not drop it or physically damage it . how did your screen get cracked? are you sure it is not HP quality issues.

are they trying to scam their customers for their own defects. I am thinking to complain to consumer protection agencies?

Reply

9/21/10 at 5:40am

post #8 of 15



qhn

Quote:

Originally Posted by **jj20000**

i have the same problem. we did not drop it or physically damage it . how did your screen get cracked? are you sure it is not HP quality issues.

are they trying to scam their customers for their own defects. I am thinking to complain to consumer protection agencies?



Cooler Master CM Storm Spawn 3500
DPI Optical Sensor Gaming Mouse...
Reviewed by Rotterdambues

This is an awesome mouse with an excellent grip for a mid sized to large size hand. Right-handed, comfortable, trendy, upscale, red, responsive, functional, task oriented. Overall A+++

Full Review



Samsung MV-3T4G4 4GB DDR3
Laptop SDRAM (1333MHz PC3- 10600)
Reviewed by Rotterdambues

This is great ram (so far so good). Very fast and efficient Ram. Good for overclocking my Sager np8150

Full Review

... am invisible

ADMINISTRATOR
offline

Joined: 3/2006

Posts: 55,557

Reviews: 11

Your HP model? How long do you have it? Spoke to HP Support?

cheers ...

Reply

9/25/10 at 3:03pm

post #9 of 15



jj20000

Registered User
offline

Joined: 9/2010

Posts: 2

Quote:

Originally Posted by **qhn**

Your HP model? How long do you have it? Spoke to HP Support? cheers ...

we had it for about 8 months I have complained to BBB in califorina. do you know any other places like pc magaine I can write it about it? I am thinking about to post the pictures on youtube and or created a website to expose the practice. I think it will be good for all consumers. Model Number: VM222UA Model Description: HP PAVILION DV6- 1355DX NOT Serial Number: CNF9345GB8 Part Number: N/A

Reply

11/3/10 at 10:30pm

post #10 of 15



Phobophobia

Registered User
offline

Joined: 11/2010

Posts: 3

I made an account here just to say that my HP dv6 screen just cracked too. I've had since SEPTEMBER, so a little more than a month, and I didn't even drop it or anything. I just opened up my laptop, and it was cracked. It felt smooth to the touch but there was rainbow streaks across the screen. I just shipped it off the HP, but judging by your comments I'll be charged a ridiculous amount.

This is absolutely ridiculous since it was obviously poorly made.

Reply

11/4/10 at 4:29am

post #11 of 15



qhn

... am invisible

ADMINISTRATOR
offline

Joined: 3/2006

Posts: 55,557

Reviews: 11

Quote:

Originally Posted by **Phobophobia**

I made an account here just to say that my HP dv6 screen just cracked too. I've had since SEPTEMBER, so a little more than a month, and I didn't even drop it or anything. I just opened up my laptop, and it was cracked. It felt smooth to the touch but there was rainbow streaks across the screen. I just shipped it off the HP, but judging by your comments I'll be charged a ridiculous amount.

This is absolutely ridiculous since it was obviously poorly made.

Good luck in pounding them. Hope HP sorted out for you, at no cost. Did you happen to take some pics of the outside? Just to cover your track that there is no mark caused by drop, bump etc ...

cheers ...

Reply

11/4/10 at 4:16pm

post #12 of 15



Phobophobia

Registered User
offline

Joined: 11/2010

Posts: 3

Quote:

Originally Posted by **qhn**

Good luck in pounding them. Hope HP sorted out for you, at no cost. Did you happen to take some pics of the outside? Just to cover your track that there is no mark caused by drop, bump etc ... cheers ...

I didn't think of taking pictures! I sent it off to the Repair Center a few days ago. They actually left me a voicemail today saying, "The cracked screen isn't covered by the one year warranty, so we're charging you 450 dollars." Absolutely ridiculous considering the screen cracked because it was manufactured poorly.

Reply

11/4/10 at 4:28pm

post #13 of 15

Quote:

Originally Posted by **Phobophobia**

I didn't think of taking pictures! I sent it off to the Repair Center a few days ago.

They actually left me a voicemail today saying, "The cracked screen isn't covered by the one year warranty, so we're



qhn

... am invisible

ADMINISTRATOR

offline

Joined: 3/2006

Posts: 55,557

Reviews: 11

charging you 450 dollars." Absolutely ridiculous considering the screen cracked because it was manufactured poorly.

HP is not the only one having this ridiculous ding unless customers buy some sort of extended warranty. You can replace the screen yourself, getting a good used/2nd hand - a 20 minutes job - for 1/3 (or less) of what HP wants.

cheers ...

Reply

11/4/10 at 4:39pm

post #14 of 15



Phobophobia

Registered User

offline

Joined: 11/2010

Posts: 3

Luckily (sort of), HP just called me and said that they'll take 50% off making it a 200 dollar repair. I don't know if I should accept, because I don't think an LCD replacement could get much cheaper than that. Could it?

Reply

11/4/10 at 5:16pm

post #15 of 15



qhn

... am invisible

ADMINISTRATOR

offline

Joined: 3/2006

Posts: 55,557

Reviews: 11

Quote:

Originally Posted by **Phobophobia**

Luckily (sort of), HP just called me and said that they'll take 50% off making it a 200 dollar repair. I don't know if I should accept, because I don't think an LCD replacement could get much cheaper than that. Could it?

It could be cheaper but *it is not worth the hassle*, one never knows what else can go wrong when you take the screen apart, especially your first time.

Take the offer and make sure that they extend the warranty for you.

cheers ...

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why has my screen cracked in my dv7 17 inch? (74 Views)

REPLY

Mcat,0
Student



Posts: 1
Registered:
02-12-2012

Message 1 of 2
(74 Views)

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why has my screen cracked in my dv7 17 inch?

Options

02-12-2012 03:42 PM

I have a Pavilion dv7 (tx4050?) 17 inch notebook that is about 20 months old. I was using it yesterday and to my amazement watched a crack appear and slowly spread from one edge of the screen to the other. As a Technician I have heard all the customer stories about not dropping phones and, until now, dismissed them thinking that all damage was caused by a drop or something similar. Is this a fault in the screen? I am not looking for a free fix as my equipment is covered for all damage and faults for as long as I own it. But it is a very strange fault and as my computer is in mint condition I have to wonder if others have had the same thing happen.

REPLY

0

abonesr,0
Student



Posts: 1
Registered:
06-09-2012

Message 2 of 2
(15 Views)

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Re: why has my screen cracked in my dv7 17 inch?

Options

06-09-2012 05:23 PM

same here, this 17.3 inch... cracked from the right top corner. I got really sad and tried to tap it, then the whole LCD went white and cracked all the way to the middle!!! 😞 I just had it for some few months 😞

I think the best solution is to buy a new screen, I expect ~\$200 at max, then install it again myself.

It's really weak, and that's really frustrating. I stepped on it by mistake, and that's how it broke... (not that I'm fat, I'm less than 130 lb, but my heel hit the corner and now I feel like crying 😞

Time to look the parts on eBay I guess

REPLY

0

Lithium Brand Nation

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D7 cracked screen problems (197 Views)

REPLY

kebishop31, 0
Student



Posts: 2
Registered:
03-11-2011

Message 1 of 3
(197 Views)

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D7 cracked screen problems

Options

03-11-2011 07:15 PM

This is a design flaw of the notebook. There are no rubber supports at the base of the LCD panel. When you close the lid, the weight of the LCD screen is sufficient to cause impact with the keys to the screen. This happened to my friend today. The crack occurred between the 4-5 keys. They must know of this flaw but they stonewall their customers. I will write to the Federal Trade Commission. Fight back people.

REPLY

0

Leadlung, 1
Honor Student



Posts: 2
Registered:
03-25-2011

Message 2 of 3
(133 Views)

[Report Inappropriate Content](#)

Re: D7 cracked screen problems [Edited]

Options

03-26-2011 06:20 AM - last edited on 03-26-2011 08:40 AM by [MOD: SunshineF](#)

Just last night, after three hours, 3 agents, a supervisor {Content Edited}, I actually made some headway with HP. I merely opened my notebook for normal use, heard a cracking sound and when I looked at the screen, it was cracked from the left edge all the way down, diagonally to where the "C" is on the Compaq logo. The first agent accused me of "operator error" or "mishandling". What? Then I got on the phone with the second agent. This agent says "Well, the issue isn't our fault. Had the screen not broken, you would be perfectly happy with your pc." You think so, Genius? Then he went on to say that if I had been using the notebook 24/7 and there was a design flaw, then it would have occurred long ago. I replied back that if I was using the pc 24/7 it would be open all the time and there would be no crack in the screen just from opening it. {Content Edited} So finally pissed off, I gave my wife the phone and she called back again. The agent then, once again, tried to tell us that it would be a "paid repair" not covered under warranty. So my wife pointed him in the direction of this forum and showed him how many people are having the cracked screen issue on my model CQ62 and like models and also reminded him that my pc had been in the shop previously for screen repair and if the tech had improperly reattached the screen, this could also cause the issue. He placed her on hold for about two hours, checking back now and then, while he spoke with his supervisor. Finally he came back to the phone with an agreement to fix the issue under warranty and provided a tracking number for the box that will be sent for us to return the notebook to them. Please pass my story along. Moral of the story is that you have to be persistent as they will do all they can to avoid admitting any fault.

REPLY

0

LaptopScreenOnl, 0
Student



Posts: 4
Registered:
06-24-2012

Message 3 of 3
(15 Views)

Re: D7 cracked screen problems

Options

06-24-2012 10:33 PM

It is possible as many people have experienced this cracked screen problem. Most of the HP laptops and other laptops are prone to this. I suggest to www.laptopscreenonline.com to find the right screen and instruction to fit them. Good luck.

0



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screen (2040 Views)

[REPLY](#)

Jennifer_S_0
Student



Posts: 1
Registered:
10-08-2009

Message 1 of 4
(2,040 Views)

[Report Inappropriate Content](#)

screen

10-08-2009 10:15 PM

[Options](#)

I just got off the phone with HP Customer Service (1-866-671-7362). My HP Pavilion is 15 months old. A few weeks ago the screen started to show thin horizontal lines. They increased slowly to cover about 3/4 inch at the very bottom of the screen. Today - the screen completely went blank. After reading the many comments posted here about the same issue, I called the above phone number hoping that I could get some support. I am a teacher and bought the computer for use at school. I have all of my lesson plans, powerpoint presentations, videos, etc. on it which I show in the classroom through an LCD projector. After 40 minutes on the phone, I was told of two options - I could pay \$398.00 to get the screen repaired or visit the HP website where they currently have some special promotions on new laptops. I am so furious! As a teacher, neither one of those options is financially possible for me. In fact, I just barely finished paying for this piece of junk. I asked the person on the phone who else in the company I could talk to. He refused to transfer me to his supervisor and would not provide the name or phone number to anyone else who could possibly help. According to the HP website they "put customers first", "earn customer respect and loyalty" and "fulfill their responsibility to society". HOW? I ask. The person on the phone would not even recognize the fact that this forum exists and that this is a widespread problem. He "diagnosed" my problem as being a cracked screen although he could not provide an answer as to how a computer that is treated very gently and does not get moved, gets a cracked screen. Does anyone know of any other options? I certainly will NEVER buy another HP product. I really need some help and the profit minded HP people certainly don't seem to care...

Solved! Go to Solution.

[REPLY](#)

0

jimkola_1114
Intern



Posts: 125
Registered:
09-05-2009

Message 2 of 4
(1,974 Views)

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Re: screen

10-11-2009 09:06 AM

[Options](#)

Cracked screen? Not a defective motherboard? If you were to list the top ten concerns with laptops, motherboards would be 1-6.

[REPLY](#)

0

ArunG_1113
Tutor



Posts: 33
Registered:



Re: screen

10-12-2009 07:53 AM

[Options](#)

Hi Jennifer,
Seems to be an issue with the LCD display it self.
When did the warranty run out/ When did you purchase the unit?
You can Speak with customer relations, again they can be contacted only by calling tech support. Only they'll be conference the call.

09-30-2009

Message 3 of 4
(1,917 Views)

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Have you ever called Tech Support and reported this issue earlier? if you have already reported the issue earlier, even if the unit is Out of warranty it is still eligible for warranty repair...

Along with the issue,if you can also add the Product# and OS it will help us to serve you better Attempts may fail, But don't fail to attempt.

[REPLY](#)

0

sunil1234 .0
Student



Posts: 1
Registered:
11-26-2009

Message 4 of 4
(1,690 Views)

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Re: cracked Laptop screen

[Options](#)

11-26-2009 01:02 PM

Hi Jennifer,

What was the sloution you found for this problem?

I am also having the same problem . My laptop started to have some black spots and it kept on growing bigger until one days the left side of my screen became completely black. My laptop is still under warranty but they wont help me on this. Even the way the customer care person speaks was disgusting. I was so mad after talking to the HP support center, i felt like throwing the Laptop out of the window.

I was thinking why did i buy HP, i'll also never buy HP again. They just say that they have the best customer care, award winning support etc.. etc but never help the customer after they have spend their hard earned money on some **""bleep""** HP product.

Anyways, did you get any solution that helped you out of this mess. Please let me know.

Thanks,
Sunil

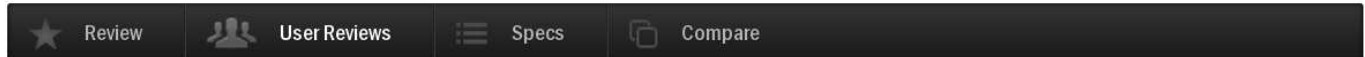
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HP Pavilion g4-1215dx



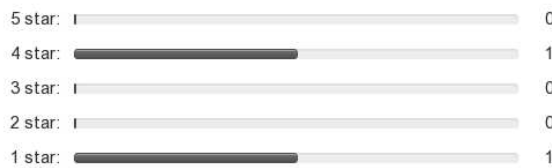
Average User Rating

★★★★★
2 user reviews

My rating:

★★★★★
you have not rated this yet

Rating Breakdown:



WHERE TO BUY

MSRP:

\$379.99

See manufacturer website for availability.
[Set price alert »](#)

Results 2 of 2

"Don't buy this or any HP Product"

★★★★★ on February 17, 2012 by colinmichaud

Pros:

Inexpensive

Cons:

Poor quality & Even Worse Warranty Service

Summary:

I am having problems with warranty coverage of my HP Pavilion G4 notebook computer. I sent it to their service center, about a week ago, under warranty, for an internal crack in the display that began showing up less than 2 months after I purchased it new from Best Buy. The crack spread and made it impossible to read the display. The computer was never mishandled, dropped, picked up by the screen, or anything else unusual, however I just received a call from HP Customer Relationship stating that they would not repair my computer under warranty, and that they want to charge me \$352.86 to repair the display, which is within a few dollars of what I purchased the notebook new for 7 months ago. The rep stated that they do not cover "damage" under their warranty, regardless of the cause. I argued that this was a manufacturer defect, otherwise it would never have cracked under normal usage. I was told that my only recourse was to write a letter to their Palo Alto headquarters to complain. I asked for a phone number for their Complaint Department, and was told that they were not allowed to give it to me, just a mailing address. I have purchased many HP products over the years, and this is the first time that I have been shafted by them, and it will certainly be the last. Their products are shoddy, and they don't honor their warranties, in my humble opinion. I urge everyone to find another company to purchase their computer products from.

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QUICK SPECIFICATIONS

Processor	AMD 2.5 GHz
Memory	4 GB
Hard Drive	320 GB
Display Type	14 in
Weight	4.7 lbs
Cache Size	2 MB

[Full Product Specifications](#)

Ads

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IN DESPERATE NEED OF ADVICE (143 Views)

REPLY

aznhenry03 ,0
Student



Posts: 1
Registered:
02-06-2011

Message 1 of 2
(143 Views)
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IN DESPERATE NEED OF ADVICE

Options

02-06-2011 05:47 PM

on black friday, nov 26, 2010, i waited at the office depo line for 6 hours just to be able to purchase my hp pravillion dm4-1162 laptop. the problem is, 2 weeks ago, after disconnecting the hdmi cable from the laptop, i heard a little glitching sound and then i noticed the screen is cracked. now, dont get me wrong. I have never dropped this baby before and the physical glass on the outside of the lcd screen is not cracked and is in one piece. it is something behind that glass that is cracked, leaving black blotches throughout the screen. i sent the laptop in to hp for them to look at and they determined that is is a broken lcd line. however, the problem is that, even though my laptop is less than 3 months old and is still under warranty, the warranty does not cover fixing the this problem. if i want to get it fixed, i would have to cough up another \$435.82, which is ridiculous since the laptop itself cost me around \$600. Anyways, i just told them to ship it back to me but now i am stuck with a broken laptop. i feel ripped off of 600 bucks and wish i knew what else to do. anyways, any advice on my situation would help. thanks

REPLY

0



EXPERT DavidPK 15
Provost

Posts: 17,226
Topics: 2
Kudos: 4,604
Solutions: 1,736

Registered:
09-24-2010

Message 2 of 2
(128 Views)
[Report Inappropriate Content](#)

Re: IN DESPERATE NEED OF ADVICE

Options

02-06-2011 07:22 PM

Hi,

Let me start by saying I sympathize with your situation, but I don't work for HP and so can be of no help regarding warranty issues. The only thing I can suggest is that you replace the LCD screen yourself - it's not as difficult as it may first appear and is a far cheaper option.

On the link below is the Service and Maintenance Manual for your notebook - Starting on **Page 70** are the instruction regarding replacement of the LCD screen along with the Part Nos. of the Two possible replacements depending on whether your Model has WWAN or not. There appears to be a discrepancy regarding these LCD Part Nos. as the one listed on **Page 74** appear to be different, so I would recommend getting the Part Number directly from the screen in your notebook when you disassemble it to ensure you order the correct one. It is also well worth shopping around for the screen as there can be large differences in prices - anything less than \$150 would probably be a good deal.

[Service and Maintenance Manual](#)

I'm not sure how helpful this suggestion will be, but atleast it gives you another option to consider.

All the best,

DP-K

****Click the White Kudos star to say thanks****
****Please mark Accept As Solution if it solves your problem****



Microsoft MVP 2012 - Microsoft Windows Expert - Consumer

REPLY



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Type Your Consumer Protection Law Question Here...

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Lawyer

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What Customers are Saying

I am very pleased with JustAnswer as a place to go for divorce or criminal law knowledge and insight.

**Michael
Wichita, KS**

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My hp pavilion laptop developed a faint crack right in the

Customer Question

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My hp pavilion laptop developed a faint crack right in the middle of the swivel display. The computer was fully functional in spite of the crack. I sent the computer to HP for repairs since the computer is still under warranty. On receiving the computer, they told me that a cracked display is not covered under warranty and they returned the computer to us without being repaired AND with more cracks on the screen. Moreover, the computer was totally non-functional. So I called hp and after one hour of talks they finally agreed to repair the computer completely at HP cost so I sent it back to them. Then I got a call back from HP saying that whoever I spoke with had no authority. They did in-warranty repairs, i.e. made my computer functional back again BUT with MORE CRACKS on the display and closed the case. I need help in solving this problem to completion – i.e. HP must accept full responsibility for every issue and return a fully repaired computer.

Submitted: 1182 days and 16 hours ago.

Category: Consumer Protection Law Status: CLOSED

[SHARE](#)

Optional Information

San Diego, California

Already Tried:

I have not received any response from hp and 30 days have passed since the writing of this Song Beverley letter.

BREACH OF WARRANTY - VIOLATION OF
SONG-BEVERLY CONSUMER WARRANTY ACT
VIA CERTIFIED MAIL
Return Receipt Requested
Name: Fakhruddin A. Palida (for Ali Palida)
Address: 12688 Torrey Bluff Dr. #202
City & State: San Diego, CA
Zip: 92130
Home Phone: (XXX) XXX XXXX
Cell Phone: (XXX) XXX XXXX (Preferred # - Pls. DO NOT LEAVE MESSAGE)

Date: March 21, 2009

Business: Hewlett Packard Company
Business Agent: Hewlett Packard Company
Address: XXXX XXXXXXXX XXXXXX
City & State: Palo Alto, CA
Zip: 94304-1185

HP Customer Service: - 1 XXX XXX XXXX
HP Technical Support: - 1 XXX XXX XXXX

Purchase of: _____HP Pavilion Notebook_tx2000_
Date of Purchase: _____May 25, 2008_
Re: Violation of Calif. Song-Beverly Consumer Warranty Act
Dear Sir or Madam:

TAKE NOTICE that this letter constitutes notice that _Hewlett Packard is in violation of California's Song-Beverly Consumer Warranty Act, [California Civil Code Section 1790-1795.8] ("Warranty Act") with regard to:

- (1) Breach of Express Warranty - crack developed on the display due to defect in materials and workmanship – when we tried to turn, “swivel” the display)
- (2) Breach of an Implied Warranty Of fitness For A Particular Purpose – we are supposed to be able to write on the display but now we cannot do that due to the cracked screen

On May 25, 2008, we purchased HP Pavilion Notebook_tx2000
from _Office Depot_ for a price of \$ 1079.68.

(This included Office Depot's Extended warranty for 129.99 which was later returned because we were INCORRECTLY told by the Office Depot salesman that this would cover accidental damage).

Summary:

My hp pavilion laptop developed a faint crack right in the middle of the swivel display. The computer was fully functional in spite of the crack.
Howe

Expert's Answer

Posted by Samuel-II 1182 days and 16 hours ago.

hi

file a complaint with the Attorney Generals office consumer protection division and have them investigate this matter - the AG cannot represent you or provide legal advice but you can use their findings in the matter to decide if you want to pursue a lawsuit against HP or not.

[here is the link for the AG's office](#)

you also can write you HP contact person again and let them know that you have filed the complaint and that you do not want to file a lawsuit but if they do not make good your damages you will have no other option - that it is not your fault the person you spoke with had no authority to make the deal that was made and that you have been wronged as a consumer -

when you file the report with the AG you can include any and all correspondence and also about Office Depot deceiving you about the extended warranty as they should know what they are selling to the consumer

good luck

Customer Reply

1182 days and 14 hours ago.

HP has not responded to the Song Beverley letter - so I don't think writing to HP will make any difference - they will simply toss it in the trash. Do you think that writing a letter to them that now we are going to pursue this in a small claims court will make them repair/replace my computer.

Based on your suggestion, I may write to the AG. I feel that a case in small claims court for a max of \$7500 should be initiated (not just for the computer but for all the wrong things that has happened) . Should this be done after the AG response so that I have a better chance of winning in the small claims court?

I don't know when my problem will be solved but at any point if I feel that your suggestion to AG has played a role in solving my problem, I will come back and hit the accept button. Till then please be patient. Please feel free to respond with more details if you wish.

Expert's Answer

Posted by [Samuel-II](#) 1182 days and 13 hours ago.

hi

you will need any and all correspondence to pursue a lawsuit, if that is needed. it shows that the correspondence was indeed received. phone calls and emails have little weight if someone says you never corresponded with them. and, yes, file with the AG see what its results are and then you should file the lawsuit, if needed.

Customer Reply

1168 days and 16 hours ago.

Based on your suggestion, I may write to the AG. I feel that a case in small claims court for a max of \$7500 should be initiated (not just for the computer but for all the wrong things that has happened) . Should this be done after the AG response so that I have a better chance of winning in the small claims court?

I don't know when my problem will be solved but at any point if I feel that your suggestion to AG has played a role in solving my problem, I will come back and hit the accept button. Till then please be patient.

I have to wait till my problem is solved.

Expert's Answer

Posted by [Samuel-II](#) 1168 days and 16 hours ago.

THIS ANSWER IS LOCKED!

You can view this answer by clicking here to [Register](#) or [Login](#) and paying 3 €.

If you've already paid for this answer, simply [Login](#).

7 Consumer Protection Lawyers are online right now

7 Consumer Protection Lawyers are online right now

[Ask Your Question Now](#)

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LCD cracks ! - SOS (429 Views)

REPLY

nesarkhan ,0
Student



Posts: 1
Registered:
09-04-2010

Message 1 of 4
(429 Views)

[Report Inappropriate Content](#)

LCD cracks ! - SOS [Edited]

Options

09-04-2010 07:24 AM - last edited on 09-05-2010 06:05 PM

Hello everyone.

SOME ONE PLEASE HELP.

My wife owns a HP Pavillion Entertainment Laptop DV 6700 (at the back it also says dv6850ee)
S/N: [text removed for privacy] P/N FF513EA#ABV NVIDIA GeForce 8400M GS

Last night the Internet Explorer stopped working. If you clicked on it, it would open up and then shut down by itself within secs. So, I pretended to be the expert and told my wife that I shall fix it in a jiffy!

I pressed windows update and agreed to install Internet Explorer 8.0 for VISTA (this was an optional download/update). I left the laptop alone while it was updating...

Next morning when I started the laptop it never gave me any display but instead many colors with BLACK colored circles all over seemingly in a very nice design. The design on the screen also had, what looked to me like crack marks on the screen resembling lighting from a thunderstorm. Where the cracks were major, the black color spots seemed to be prominent. As is the black color had leaked out from the cracks in the screen.

The screen also had a lot of white areas on it, along with multi colored vertical lines. Top 1 inch on the screen seems to be untouched and I could see part of the original desktop background.

Now, of course I panicked and told my wife that our 2 year young toddler must have jumped on it and hence the screen is shattered. But my wife, an artist, said as always I had no appreciation for art and this was nothing but an artwork that has taken over our desktop! She also claimed that while the update for IE 8.0 was going on last night, she had seen the same screen. So it couldn't have been our son's doing!

Now, I have connected an external LCD monitor, and it works fine. I am assuming this means that the graphics card and the driver is working fine.

Then I restored the laptop back to a restore point before the IE 8.0 updates. This didn't solve anything except restoring it back to what it was to IE 7.0.

I am of course certain that the LCD screen is broken in several places. My wife is still adamant that our son didn't go near the laptop and that something I did while I updated the IE 8.0 caused this problem!

PLEASE HELP.

TELL me what I should do?

PLEASE TELL ME THE LCD is fine and it's just a software problem and I need to update the drivers of the GeForce NVIDIA? I hope my wife is right because then it means I don't have to spend money and it's just a software problem.

Is the LCD shattered & do I need to replace it? How? Where do I buy it from? How much does it cost?
Can I replace it myself?
We live in Dubai, UAE.
HP is the market leader and they have a service centre.

Is it still under warranty? Bought it in 2008!

Thank you guys.

-Nesar

REPLY

goat7.0
Student



Posts: 1
Registered:
09-05-2010

Message 2 of 4
(395 Views)
Report Inappropriate Content

Re: LCD cracks ! - SOS

09-05-2010 01:22 PM

Options

0

REPLY

MichaelMakar.12
Top Student



Posts: 7
Registered:
03-23-2011

Message 3 of 4
(150 Views)
Report Inappropriate Content

Re: LCD cracks ! - SOS

04-13-2011 09:44 AM

Options

I had the same problem. It is a manufacturer defect with the LCD screen that HP will not admit. It had nothing to do with the IE8 update or your son. How did you resolve the problem?

0

REPLY

Rinotan.12
Top Student



Posts: 6
Registered:
04-12-2011

Message 4 of 4
(128 Views)
Report Inappropriate Content

Re: LCD cracks ! - SOS

04-13-2011 10:40 PM

Options

You only need to spent \$139 for everything to replace the LCD screen. Find & check your model here:
<http://cgi.ebay.com/ws/eBayISAPI.dll?ViewItem&item=260678715661> eMail them for more info before you send it.

Click the KUDOS button if you're happy with my reply 😊

Rinotan

0

REPLY



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LCD Issues (5162 Views)

[REPLY](#)

JWJ624.0
Student



Posts: 1
Registered:
03-26-2009

Message 1 of 33
(5,162 Views)

[Report Inappropriate Content](#)

LCD Issues

03-26-2009 06:55 PM

[Options](#)

I recently purchased a **Model:** G60-235DX laptop and within 6 weeks of the purchase date the LCD was gone. The laptop was working fine when it was shut down for the evening and when I opened it up the next morning, there was a black spot at the top of the screen. According to the service center, the damage was my fault and the replacement cost was about the same as the cost of the brand new computer. I was told that it is easy to damage the LCD in these laptops, has anyone else experienced a problem with their LCD? If so, was it from closing the computer down normally?

Everyone's Tags: [cracked_LCD](#) [View All \(1\)](#)

[REPLY](#)

1

unhappycustomer.0
Student



Posts: 1
Registered:
04-26-2009

Message 2 of 33
(5,025 Views)

[Report Inappropriate Content](#)

Re: LCD Issues

04-26-2009 08:31 PM

[Options](#)

The same thing happened to my wife tonight. She was using the same model G60 235DX laptop, (it was sitting on the coffee table) and had walked into the kitchen for a few minutes. When she returned to use it again, a large black line appeared diagonally across the screen. We rebooted, but it reappeared. HP tech support immediately told my wife that it was her fault, that it was accidental damage, and that she would have to pay \$350 to have it repaired, or buy a new computer. We have had this laptop for six weeks! There is not a scratch on it, no physical damage whatsoever, and she absolutely did nothing more than USE the computer. So far, HP's way of handling this situation has been absolutely pathetic.

We are waiting for a call from the second HP supervisor tomorrow, but I won't get my hopes up. We have had to deal with three foreign tech support people, probably from India, who obviously have no authority to do anything but blow off any customer who even suggests a manufacturer's defect that warrants a recall.

We have had a GATEWAY laptop for two years, and can pretty much beat the crap out of it, and have never had a single problem with it. This HP LOOKS really nice, but I am extremely upset that it has only lasted six weeks. Come on HP! Stand behind your products and issue a recall on this piece of junk!

Everyone's Tags: [cracked_LCD](#) [View All \(1\)](#)

[REPLY](#)

1

jessicav26.12
Top Student



Posts: 6
Registered:
06-04-2009

Re: LCD Issues

06-10-2009 07:00 AM

[Options](#)

I bought a G60-230US notebook in January and loved it. The hinges were always a little stiff opening and closing, but I leave it on my desk and don't move it so I didn't think it was a problem. Last Wednesday morning when I turned it on my LCD was cracked, it wasn't like that the night before, so it must have happened when I opened it, but it was obviously cracked. It had a black jagged line diagonal across the top right corner (where I grab to open and close the notebook) with horizontal lines to the right and vertical lines under it. I went to the online chat support to find out how to order a replacement and had to explain the whole story about 3 times, and told them

Message 3 of 33
(4,837 Views)
Report Inappropriate Content

I knew that was what it was and it looked exactly like the picture in the help section that said "cracked liquid crystal display". He still had me download 2 things, and told me to restart and hit F10 to see if they were still there. I told him that I knew what it was and knew they would be there but I think he was just trying to get rid of me, and wouldn't give me a straight answer when I asked what to do after that. So I did what he said and then had to log back on to chat and explain the entire thing again. I gave her the reference number from the last chat session, but she couldn't find it. I tried again to ask how to order a replacement LCD, but she also tried to get me to do the same thing and didn't clearly answer my questions. She then told me that my notebook was under warranty so I needed to ship it to get serviced. I asked if there was a way to ship me a replacement part because I didn't want to ship the laptop (I knew it probably wouldn't be under warranty anyway) but she assured me it was under warranty and she was shipping me a box (once again not answering the question) At this point I had been on there for about 4 hours so I gave up.

I recieved the box friday afternoon, and shipped my laptop out saturday morning. I got a confirmation that they recieved it tuesday morning. It is now thursday evening and I recieved a voicemail to call about my laptop repair. I called the number back and spoke with a "case manager" named Derick who informed me that my laptop had a broken LCD and is not under warranty. He said that I can pay for the repair, which would be about \$400 (my laptop only cost me \$650!!) or they would ship it back. I did not agree with the options given to me since I had been misguided by 2 of their customer service reps over a week ago, and asked to speak with a supervisor. He informed me that he was a manager and there was no one else to speak with. I know that in customer service this is never true, so I continued to ask to be transferred to someone that could help me. He said that anyone above him was only administrative and did not take phone calls so I could pay or he would ship it back. I then asked him how much it would be to order a replacement LCD (the same question that I tried to ask over a week ago) and he said he didn't know, and could give me the parts department phone number. I didn't want to get off the phone and start all over, so I asked him to put me on hold and find out or transfer me, neither of which he would do. After a 20 minute phone call, he hung up on me. I called back and waited about 5 minutes and ended up having Derick answer again! I said "Derick, you hung up on me" and he replied "Well I can't stay on the phone with you all night. I gave you your 2 options and I have no choice but to ship the laptop back to you and disconnect this call" and hung up again!

I can not believe the customer service, I have NEVER been treated this way and have never dealt with a company that will not help me find a solution to a problem (that was their own customer services fault in the first place) I get better service from Wal-Mart. I will never buy another HP again, and I will post this complaint anywhere I get the chance. I guess I learned a really expensive lesson.....

Please let me know if anyone gets a response from HP because they have not replied to any of my complaints..... I guess a part that probably costs them about \$50 to make means more then a customer

Everyone's Tags: [cracked_LCD](#) x [View All \(2\)](#)

REPLY

0

JAB19,1
Honor Student



Posts: 2
Registered:
06-12-2009

Message 4 of 33
(4,838 Views)
Report Inappropriate Content

Re: LCD Issues [Edited]

Options

06-12-2009 07:08 AM - last edited on 06-12-2009 08:28 AM by [MOD](#) WendyM

I agree with all on this subject. I bought my G60-235 on May 27, 2009 on May 31, 2009 the screen is now cracked (as I am being told by HP). My son was on the computer at the time playing an online game. He touched the screen to point out something and it just went. Now my son is 11 yrs old, 73lbs and him touching the screen should not make it go. Of course HP does not cover it and say I damaged it since purchasing it. Really. Wow wonder how my Dell I bought in 2002 has made it so long, maybe because they used better products. And I can tell you there are fingerprints on that screen from where he touches it. Really, I brought it home, took it out of the box and sat it on our desk in the living room. How could a couple of touches make it go. When I asked the customer service agent about issues in transit all I got was he could not talk to that subject. Then how does he know I damaged it. Sounds like others are having their screens go without anyone touching it. Sounds like HP has an issue with the supplier of the products that make up the LCD's on these models and they need to look into the quality of products they are purchasing and putting in systems with their name on it. <text deleted>Times are tough these days and you need to sell reliable good products. Guess it is time to go back to Dell. First and last HP I buy.

Message Edited by WendyM on 06-12-2009 08:28 AM

Everyone's Tags: [cracked_LCD](#) x [View All \(2\)](#)

REPLY

1

HPscrewedme,12
Top Student



Posts: 6
Registered:
06-29-2009

Message 5 of 33
(4,728 Views)
Report Inappropriate Content

Re: LCD Issues

Options

06-29-2009 08:50 AM

I also have the same type of problem. I purchased a G60t that was shipped from China March 25, 2009 and received by me March 30th. May 28th, with the unit just two months old, I notified HP that a horizontal black line had developed in upper left corner. This unit had never left my family room since the time I received it and I am a senior living alone so no one else had touched it. What followed was a month of frustrating contact with off shore support, they did diagnose problem online as a motherboard problem. I was promised twice that a return box was shipped during this month and I finally demanded that they provide a tracking number or a supervisor.

June 22nd I got a call from an english speaking HP representative, Kimba. She assigned a repair # and shipped a return box which I received next morning. I packed the unit and returned it June 23rd. By this time the single black line pencil thin line had developed into what looked like pencil scribble. June 26th Kimba called me to state that they now diagnose it as a cracked LCD that is not covered by warranty! I questioned where in the warranty LCD's were excluded. She had to go off the call to look that up, she returned after a long time on hold. She then stated that it was the accident, abuse, misuse section. I protested that none of that applied and the unit had sat in my house untouched other than normal use as a computer. She stuck to the company line and said that it would cost \$400 to fix it! I was floored by that and told her that I could not pay \$400 to fix a \$600 item, ridiculous! This unit I feel had to be defective when I bought it, it never left the room I unpacked it from when it was received and the lines developed.

I am now awaiting it's return to me and I will compare the screen condition to pictures I took of it June 23rd just prior to shipment. I also plan on notifying my consumer affairs office as I do not believe this product is "fit for the use intended" as required by law. I will also contact my credit card company with the same complaint.

REPLY

1

jessicav26 **112**
Top Student



Posts: 6
Registered:
06-04-2009

Message 6 of 33
(4,698 Views)

[Report Inappropriate Content](#)

Re: LCD Issues

06-29-2009 08:56 AM

[Options](#)

Isn't it funny that HP doesn't seem to respond at all to any of these complaints? I sent a complaint everywhere I could on the HP website and also filled out the survey that was emailed to me, and have had no response at all.....

Everyone's Tags: [cracked_LCD](#) [View All \(1\)](#)

[REPLY](#)

0

HPscrewedme **112**
Top Student



Posts: 6
Registered:
06-29-2009

Message 7 of 33
(4,644 Views)

[Report Inappropriate Content](#)

Re: LCD Issues

07-03-2009 01:16 PM

[Options](#)

While looking for better instructions for replacing the LCD screen I came across this thread...

<http://forums.anandtech.com/messageview.aspx?catid=51&threadid=2292811>. Some on this thread suggest notifying BBB also, may not be a bad idea.

There is a step by step instruction written there for the G60 series, the general instructions I have seen did not apply to this model. There are again people on that thread having the same type of problem with HP. I received my laptop back with a CID sticker firmly in place in the center of the screen. I had to dig at it and then use denatured alcohol to rub off the adhesive. That didn't cause any damage to the screen which I think verifies that the problem I have in the corner is a defect! BTW Kimba from HP called me to see if I was happy with the repair, I reminded her that I refused repair and that changed tone of call quickly.

A day or two before I made my original posting on this thread I had written a review outlining this problem on the G60t series at HP.com, it was not positive and in same style as posting on this thread. It has not been posted to date, must be why they show a 98% positive review status, bad reviews are not counted!

Everyone's Tags: [cracked_LCD](#) [View All \(1\)](#)

[REPLY](#)

0

HPscrewedme **112**
Top Student



Posts: 6
Registered:
06-29-2009

Message 8 of 33
(4,608 Views)

[Report Inappropriate Content](#)

Re: LCD Issues

07-05-2009 07:28 AM

[Options](#)

I have also filed a complaint with BBB after receiving no responses from HP. If you use their corporate address in Palo Alto the BBB online complaint goes to the BBB in that area.

Everyone's Tags: [cracked_LCD](#) [View All \(1\)](#)

[REPLY](#)

0

samschilling **11117**
Master's Graduate



Posts: 524
Registered:
03-20-2009

Message 9 of 33
(4,596 Views)

[Report Inappropriate Content](#)

Re: LCD Issues

07-05-2009 03:38 PM

[Options](#)

The HP techs are confused. They are under the impression that the issues with your screens are accidental damage. You just need to call them back and inform them that the issue is not damage related.

[REPLY](#)

0

samschilling 
Master's Graduate



Posts: 524
Registered:
03-20-2009

Message 10 of 33
(4,582 Views)

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Re: LCD Issues [Edited]

07-05-2009 03:40 PM - last edited on 07-05-2009 03:41 PM

[Options](#)

jessicav26 wrote:

I bought a G60-230US notebook in January and loved it. The hinges were always a little stiff opening and closing, but I leave it on my desk and don't move it so I didn't think it was a problem. Last wednesday morning when I turned it on my LCD was cracked, it wasn't like that the night before, so it must have happened when I opened it, but it was obviously cracked. It had a black jagged line diagonol across the top right corner (where I grab to open and close the notebook) with horizontal lines to the right and vertical lines under it. I went to the online chat support to find out how to order a replacement and had to explain the whole story about 3 times, and told them I knew that was what it was and it looked exactly like the picture in the help section that said "cracked liquid crystal display". He still had me download 2 things, and told me to restart and hit F10 to see if they were still there. I told him that I knew what it was and knew they would be there but I think he was just trying to get rid of me, and wouldn't give me a straight answer when I asked what to do after that. So I did what he said and then had to log back on to chat and explain the entire thing again. I gave her the reference number from the last chat session, but she couldn't find it. I tried again to ask how to order a replacement LCD, but she also tried to get me to do the same thing and didn't clearly answer my questions. She then told me that my notebook was under warranty so I needed to ship it to get serviced. I asked if there was a way to ship me a replacement part because I didn't want to ship the laptop (I knew it probably wouldn't be under warranty anyway) but she assured me it was under warranty and she was shipping me a box (once again not answering the question) At this point I had been on there for about 4 hours so I gave up.

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Please let me know if anyone gets a response from HP because they have not replied to any of my complaints..... I guess a part that probably costs them about \$50 to make means more then a customer

Except for you. Yours wont be covered by normal warranty (as you know) because there is a physical crack in the LCD.
Right where you grab it to open and close it.
Message Edited by samschilling on 07-05-2009 05:41 PM

Everyone's Tags: [cracked_LCD](#) [View All \(1\)](#)

[REPLY](#)

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LCD Issues (5163 Views)

REPLY

HPscrewedme 112
Top Student



Posts: 6
Registered:
06-29-2009

Message 11 of 33
(2,537 Views)

[Report Inappropriate Content](#)

Re: LCD Issues

Options

07-05-2009 06:38 PM

Samschilling wrote;

The HP techs are confused. They are under the impression that the issues with your screens are accidental damage. You just need to call them back and inform them that the issue is not damage related.

I was on the phone with HP when they said it was CID, Customer Induced Damage, and I argued that it hadn't left the room and I was the only one to use it! They are saying that LCD is always customer, not covered by warranty, would be covered if I purchased additional coverage when I purchased laptop. I challenged them to find a mark on the unit. I was dealing with "Escalated" service because I was getting nowhere for almost a month before that. I insisted that I received a defective unit, my problem just appeared as a pencil thin line an inch long. It is not a cracked screen as I see pictures of, it is really just an irritant that the area in upper left now looks like pencil scribble. They just stick to the company line that LCD problem is customer responsibility.

I purchased this based on my past experience with HP, never had a problem. I started working with computers in 1963 using them to run complex test equipment in the defense industry until my retirement in 1998. I've learned from this experience that if you have a problem you cannot rely on HP, they want to charge you for their mistakes.

Sam, if you are an HP person reply as that and I'll provide you with the case number, otherwise you are mistaken if you think talking to them will help. I've talked to them and I am sure they see this board. I'll wait for BBB and AG's Consumer Affairs office replies to my complaints submitted with each of them.

Everyone's Tags: [cracked_LCD](#) View All (1)

REPLY

0

samschilling 1117
Master's Graduate



Posts: 524
Registered:
03-20-2009

Message 12 of 33
(2,533 Views)

[Report Inappropriate Content](#)

Re: LCD Issues

Options

07-05-2009 06:48 PM

I am an HP person but on this forum I'm speaking for myself and not for the company, so I couldn't do anything with a service ticket, sorry.

But if it's lines on the LCD and not cracks then I'd say keep calling until you get someone that understands the difference between a crack and a line.

REPLY

0

HPscrewedme 112
Top Student

Re: LCD Issues

Options

07-05-2009 06:57 PM



Posts: 6
Registered:
06-29-2009

Message 13 of 33
(2,532 Views)

[Report Inappropriate Content](#)

Samschilling wrote;

I am an HP person but on this forum I'm speaking for myself and not for the company, so I couldn't do anything with a service ticket, sorry.
But if it's lines on the LCD and not cracks then I'd say keep calling until you get someone that understands the difference between a crack and a line.

You do understand that they had the unit when they made that decision? Thanks for your reply.

[REPLY](#)

0

samschilling 
Master's Graduate



Posts: 524
Registered:
03-20-2009

Message 14 of 33
(2,518 Views)

[Report Inappropriate Content](#)

Re: LCD Issues

07-05-2009 09:39 PM

Oh, no. I didn't realize that.
In that case.....**bleep**.

[Options](#)

[REPLY](#)

0

JAB19 
Honor Student



Posts: 2
Registered:
06-12-2009

Message 15 of 33
(2,494 Views)

[Report Inappropriate Content](#)

Re: LCD Issues

07-06-2009 12:37 PM

Yes samschilling, as you can see HP is taking money from people on a daily basis and giving a good reliable product in return. The reliability and treatment HP is showing all owners of these models is not in its best interest as a company that wants to be the choice of the everyday public.

Maybe all of these words will actually be shown in this post as HP chose to remove some of my original comments, which none were inappropriate words just opinions I wish to share with others. I will make sure the Best Buy site is kept current with all the feedback on this product, because others should realize the issues this products has and choose to spend their money more wisely. I will also update my BBB complaint I have filed.

[Options](#)

[REPLY](#)

0

jessicav26 
Top Student



Posts: 6
Registered:
06-04-2009

Message 16 of 33
(2,505 Views)

[Report Inappropriate Content](#)

Re: LCD Issues

07-06-2009 06:09 PM

Just out of curiosity, does filing a complaint with the BBB ever have any outcome or does HP just ignore that like everything else? If it would do any good, I will file one since I had no response from any of the complaints sent to HP.....

[Options](#)

[REPLY](#)

0

HPscrewedme 
Top Student



Posts: 6

Re: LCD Issues

07-25-2009 08:31 AM

It worked for me, HP called yesterday and said they would take care of my LCD referencing my BBB complaint. I also had success when an out of state prescription fulfillment company sent me wrong medication and would not credit me for the charge. They were using the law that drugs cannot be returned, I didn't care if they couldn't be returned they were no good to me. BBB complaint got me

[Options](#)

Registered:
06-29-2009

Message 17 of 33
(2,447 Views)
Report Inappropriate Content

the credit.

HP was again suggesting that accidental coverage should have been purchased, I suggested that HP should state that LCD is not covered by warranty as that is what they are doing in practice. My LCD problem was pencil thin lines approx 1" long that I feel were pixel loss and not a crack as others describe or pictured.

Everyone's Tags: [cracked_LCD](#) View All (1)

REPLY

0

Ilmram ,1
Honor Student



Posts: 4
Registered:
08-11-2009

Message 18 of 33
(2,390 Views)
Report Inappropriate Content

Re: LCD Issues

Options

08-11-2009 07:35 AM

I called HP Today About How
MY Wife and I had purchased my daughter a Hp G60 120us For her Xmas On 11/08 at Circuit City/ with Advantage Protection Plan.
they went belly up 12/08
I called The assurance carrier twice today waited 20 minutes in a queue line each time and was disconnected so now i'm online in a queue line that counted down from 10 for an additional 30 minutes now I've been next in line for 10 minutes to be told via GotoAssit Queue status that there are no representatives available, try again and again I did...
incident/ work order # 13751774 for Ashleigh .
called their plan # 1-800-555-4614 for repair of laptop accidental damage to screen, Daughter claim She only opened it and it was there when she turned it on and touch it to exam the crack and it bleed on 7-21-09
explained damage and cause to lap top, received work order from a Ms.venna-was authorized and sent out via radio shack as per her request.
The laptop was return today 8-10-09 with notice that service was denied due to physical damage to screen (Crack runing through screen, starting lower left screen 1/3 the way across bottom by /above hinge between Hp Logo and side to middle left side of screen, with hundreds of lines running through the screen when on, and told via radio shack to send it to hp for repair and pay out of pocket to have it fixed.
WE are Confused
We " MY wife And Myself",had been told at circuit city when purchased , "the plan was for just this reason", accidental damage.
We're confused as to why I was given a service authorization # and then be told by your service representative to send it out for repair, wait for service(2 Weeks Additional time), for it just to be denied and to have sent along a notice via the Central service depot to call you back if there was any questions?
Is there a differnt Phone Number which I can call to vent or seek reimbursement
Question is why wasn't it fixed?
how Do I get It fixed?
DO I have to seek some kind of resolution outside this contact, if so Whom may I contact?

No futher assistance offered ,can't contact them by phone, no answer on08-10-09

so I went online Hp explain problem, I have a Hard time Understanding the India's base Service Reps, twice I hung Up hoping to get someone whom Spoke smoother English With A little easier accent
so Today i went online explain the dance
hp claimed it was physical damage, We had to have drop it really REALLY hard ,My Friend online at Hp(Kason) Stated and I hafta pony up for repairs.
After reading All the post on other sites along with this hp forum , It appears to me there maybe a manufacturing/ Design issue with the case not being properly insulated from the hinge force of the lower glass- Glass maybe chipped during cutting phase and crackxs when even moderate closure pressure operates the opening and closing of this unit... Hp Put Me on the disatisfied line I got alot of Hp stuff hoping they'd Be nice and hook me up !
if this is a manufacturing problem
I like Hp Always bought HP, But I'm waffling, a bit concerned about it...

Everyone's Tags: [cracked_LCD](#) View All (1)

REPLY

0

Ilmram ,1
Honor Student



Posts: 4
Registered:
08-11-2009

Message 19 of 33
(2,373 Views)
Report Inappropriate Content

Re: LCD Issues

Options

08-11-2009 09:12 AM

K sorry for the confusing rant ... Clarifaction time I bought through another party , bought accidental damage policy thru them, Hp not involved, other than its their baby the g60 120us I bought...
I could not get help thru another source without them inserting their out as claiming customer damage!!!
with what I feel was a bad design which actually caused the lcd screen to crack
and attempt for hp to assist in replacing the screen.
Throughout reading post on Via Web sites including HP's I noticed that quite a few people seem to have simular faults with the lcd screen
at the same or similar locations. It's a web like crack, that has started at the lower screen behind the cover halfway between the hp logo and end / side of the cover and runs upward diagonally seem quite compelling to myself that alot of these screens have crack within the same area. Not randomly in variously different areas. so I guess we all hit the tablet in exactly the same place on purpose..
Please

REPLY

0

tbran,1
Honor Student



Posts: 3
Registered:
07-14-2009

Message 20 of 33
(2,256 Views)
[Report Inappropriate Content](#)

Re: LCD Issues

[Options](#)

09-03-2009 01:03 PM

I guess I get to join this club. My 4 month old Compaq CQ60-215DX started developing lines in the upper half of the screen and quickly spread lower. Finally, I booted the laptop to find no coherent images at all, just colorful "noise" that kinda resembled a kaleidoscope. HP support started out ok, they sent me the box and 2nd day fedex. Then it went bad, I noticed the online status of my claim changed to "Out of Warranty". Upon calling HP, they informed me that the screen was cracked and that they weren't going to cover the repair. The laptop sat on my desk its entire 100 day life! It is in showroom perfect condition. I was (and am) seeing stars at the ridiculousness that I did something wrong that must have caused this! The HP tech told me "we have photos of the crack". I asked them to email them to me. The picture is not of a crack at all, but of the screen lit up and showing the exact symptoms I mention above. Then the tech had the audacity to offer to fix it for the exact amount (down to the penny) I paid for the laptop at Best Buy! I have totally lost my respect for HP and will never do any more business with them. What they did was the equivalent of stealing \$500 of my hard earned money right out of my pocket...no difference really. I did get some revenge already by convincing my best friend to stop contracting HP products for his accounting office, which is about 50 PC's and laptops every year, after he heard my tale of horror. Small satisfaction but something nonetheless. Also I have filed complaints with the Federal Trade Commission, the NY State Attorney General Consumer Affairs Division and the BBB of San Jose, so I will exact my revenge before this is over. It is just awful that this company is so slimy that it has to resort to such lowball tactics to screw customers over

Everyone's Tags:

[broken](#) [cracked_LCD](#) [LCD Warranty](#) [View All \(4\)](#)

[REPLY](#)

0

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LCD Issues (5163 Views)

[REPLY](#)

Ilmram.1
Honor Student



Posts: 4
Registered:
08-11-2009

Message 21 of 33
(1,857 Views)

[Report Inappropriate Content](#)

Re: LCD Issues

09-04-2009 05:12 AM

[Options](#)

Tban Thanks for the Heads up. I don't know if they look here or even care ... As before noted the laptop now runs as a desktop .It has a 10lb monitor attached to it. I'm still fighting with MY warranty company via BBB and State insurance dept. trying to get them to honor the assurance we purchased.. I still am waiting for their action/ response to my disputed claim. its been 1 month going on two, and My warranty thru HP is closinfg In in NOVember....I'm pretty sure HP is still claiming Customer damage,(They want me to send it to them), as they did on the Phone when I talked to them....I'm fairly sure they'll denied manufactures defect, customer damaged and hold my tablet hostage when / if I do.. I'll keep ya posted thanks again sorry to hear whats going on.... hope others don't have the same problem, but glad you posted so they'll have a record and maybe they will be upfront enough to contact up in the future and shower HP love and caring service upon us..... Hmmmmm.

Everyone's Tags: [cracked_LCD](#) [View All \(1\)](#)

[REPLY](#)

0

IsaacHasse.0
Student



Posts: 1
Registered:
09-17-2009

Message 22 of 33
(1,807 Views)

[Report Inappropriate Content](#)

Re: LCD Issues

09-17-2009 06:37 PM

[Options](#)

I recently purchased a compaq model:CQ60-419WM. After purchasing it my laptop never left my coffee table. One night i shut it down normally and when i woke up and opened it there was a circular discoloration on the left of the screen. I contacted HP support on the internet and was told that i would be sent a box to send it in to get repaired. I recieved the box and sent it in. A few days later i got an e-mail from HP saying to contact them with my service ticket number. I called HP and told them my service ticket number. They told me that there was a crack in my LCD screen and that it was not covered in the warranty. They told me that they could either fix it for about \$400 or send it back to me. I purchased my laptop for about \$300 and only owned it for about 2 weeks! I told them that i would like it sent back to me. When i recieved my laptop in the mail there was a large black line on the right side which was not there when i sent it in. There is also a CID sticker in the middle of my screen. I called HP support again and told them about this. After being transfered about 3 times I finally got to a man that told me the damage was probably done by a bouncy ball or a cat and that there was nothing he could do about it. I e-mailed the CEO of the company and informed him of my problem and that i was not happy with their customer service. I do not plan on purchasing any more products from this company and i am advising everyone i know, both domestic and international, of what happened and that they should not purchase anything from the company either.

Everyone's Tags: [cracked_LCD](#) [View All \(1\)](#)

[REPLY](#)

0

jessicav26.12
Top Student



Posts: 6
Registered:
06-04-2009

Message 23 of 33

Re: LCD Issues

09-18-2009 07:22 PM

[Options](#)

THANK YOU!!! I signed this and hope that everyone else will as well!!!

0

chrisfia.0
Student



Posts: 1
Registered:
12-04-2009

Message 24 of 33
(1,527 Views)
Report Inappropriate Content

Re: LCD Issues

12-04-2009 08:56 AM

Options

We had the same issue. Bought the laptop 7-8 months ago and it was working fine. Booted up one morning and we had an 'ink blot' in the bottom-middle of the screen and over the next few days it 'grew'. We called HP support and they told us the same thing: the LCD damage was done by us by, and get this, "opening and closing the LCD too hard" and that it was not covered by warranty, which is absurd considering the cost of repairing it is almost as much as we paid for the laptop new.

I am submitting a complaint to the BBB over this (what good is a warranty that does not cover parts of the product) and I am also going to submit this story to [The Consumerist](#), which is a very public place to address such complaints as these. I urge everyone to do the same and hopefully HP will get their head on straight.

REPLY

0

tbran.1
Honor Student



Posts: 3
Registered:
07-14-2009

Message 25 of 33
(1,411 Views)
Report Inappropriate Content

Re: LCD Issues

12-12-2009 02:12 PM

Options

I filed a BBB report for my cracked screen and HP Executive Customer Relations contacted me and made a "one-time exception" (their words) to the warranty policy and replaced my LCD screen free of charge. I'm sure this does not mean that they will do it for everyone, but if you present an honest account of how the LCD failed and ask for a reasonable solution, I can say that it is possible you will have your issue resolved. Please no msgs on how I worded my complaint etc, since this is the extent of what I will say about this matter.

Everyone's Tags: [cracked_LCD](#) [View All \(1\)](#)

REPLY

0

blueeyez42.0
Student



Posts: 1
Registered:
04-21-2010

Message 26 of 33
(1,099 Views)
Report Inappropriate Content

Re: LCD Issues

04-21-2010 06:17 PM

Options

I have the g71 notebook, and my screen looks like it was shattered. It's like cracked glass with severe discoloration. I talked to the online customer support, and they gave me the same run around they gave everyone else, about it being accidental damage and wanting \$400 to fix it. I know more or less everyone has said they started on their g60, but I'm wondering if anyone has had similar issues with the g71. I left the house, came home, and turned my laptop on, and this is how the screen looked.

Any suggestions?

Everyone's Tags:
[Cracked LCD](#) [cracked_LCD](#) [G71 LCD ISSUES](#)
[LCD CRACKS WITHOUT DAM...](#)
[View All \(4\)](#)

REPLY

0

Tech_Smurf.113
Tutor



Posts: 41
Registered:
04-07-2010

Message 27 of 33
(1,085 Views)
Report Inappropriate Content

Re: LCD Issues

04-21-2010 07:50 PM

Options

Please explain to me how you think the screen got that way. Please include an exact description on what caused the shattering and why. Was pressure applied to the back of the lcd? Was it left in an area with high traffic? Were unsupervised children allowed access? Do you think it magically broke itself? Did a sky fairy zap it with a thunder bolt? Please enlighten us.

Posted from O2 XDA Ignite

REPLY

0

brightpinkshad0 1
Honor Student



Posts: 2
Registered:
04-22-2010

Message 28 of 33
(1,068 Views)
Report Inappropriate Content

Re: LCD Issues

04-22-2010 08:35 PM

Options

First off, my passport account wasn't working so I had to create another one... so sorry for the random change...

But.. unless you're the fairy who zapped it.. It would be pretty awesome if someone could actually HELP, as opposed to being sarcastic...

The laptop was on a table.. by itself, in a locked house, where no one had access to it, AT ALL. Went to work, it was fine, came home, opened it, went to the the bathroom, came back, and that's how the screen was. I'm not the only person I've seen with this same issue. If you go to the forum linked here, there are others who seemed to have done nothing, but had their screen look like it was beaten with something. Unless the only solution is to a. not use the laptop or b. not leave it without proper supervision... in fear it will spontaneously self destruct, I'd kind of appreciate answers.

My curiosity is aimed towards the g71 model. When I spoke to HP last night they denied any of the G series having ANY sort of issue with the LCD. I pointed out the forum here, and then the story changed to "Well, the G 60 may have an issue, but I haven't heard of this with any other of the G series models."

Everyone's Tags: [cracked_LCD](#) View All (1)

REPLY

0

Tech_Smurf 113
Tutor



Posts: 41
Registered:
04-07-2010

Message 29 of 33
(1,053 Views)
Report Inappropriate Content

Re: LCD Issues

04-24-2010 07:59 AM

Options

LCD's do not crack themselves. The only time they break like that is when they have had some kind of stress put on them. Either temperature or physical. This is why they replaced the older plasma displays (not to be confused with the technology of the same name used by tvs) used in the 80's and early 90's. The cells do not break themselves, the matrix or glass does not crack and the panels do not separate. So I am sorry if your display is broken, but something external happened to it. You can find better documentation on HP's policy along with images here : http://h10025.www1.hp.com/ewfrf/wc/document?docname=c01608578&cc=us&dlc=en&lc=en&jumpid=reg_R1002_US...

Posted from O2 XDA Ignito

REPLY

0

jessicav26 112
Top Student



Posts: 6
Registered:
06-04-2009

Message 30 of 33
(1,044 Views)
Report Inappropriate Content

Re: LCD Issues

04-24-2010 04:53 PM

Options

I agree with your statement that "LCD's do not crack themselves" However, this seems to be a defect in HP's wide screen laptops. Normal opening and closing of the cover can crack the LCD, and repair of the screen can cost almost as much as the laptop did to begin with. HP's customer service while dealing with this problem is horrible, they give you the run-around (and can be extremely rude) and then tell you it was customer induced damage. HP needs to have a recall on these models or refund customers the money they have spent fixing these problems. The rectangular shape of the wide screen is just not strong enough to withstand even the small pressure applied from opening the cover- which would be normal wear and tear.

REPLY

0

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LCD Issues (5163 Views)

REPLY

brightpinkshad0 ,1
Honor Student



Posts: 2
Registered:
04-22-2010

Message 31 of 33
(395 Views)

Report Inappropriate Content

Re: LCD Issues

04-28-2010 07:50 AM

Options

My understanding is people who have replaced the screens themselves have found that there is nothing insulating the screen from the casing. I'm a computer tech, I'm aware that LCD'S don't crack themselves... But the fact is nothing out of the norm was done with the screen. It was opened and closed, that was the extent of it. Like jessica said, it seems to be a manufacturing issue. My question was simply: Has anyone seen this issue in the G 71 model?

REPLY

0

Dngrsone ,1
Honor Student



Posts: 5
Registered:
08-14-2010

Message 32 of 33
(239 Views)

Report Inappropriate Content

Re: LCD Issues

11-18-2010 07:06 PM

Options

I have a three-month-old G72 with this problem.

My wife and daughter were watching videos on the laptop when the display ruptured in the lower left corner. Neither was within three feet of the machine when this thumb-sized black spot appeared on the screen.

I contacted HP though online chat and by the time they were done running me through their stupid binder, I had a crack running through the screen, and now the entire upper left corner is completely out.

HP sent a box, took one look and told me it was 'accidental damage' even after I told them what happened. "Damage sometimes takes time to manifest itself."

The **G72 is so **bleep** new**, they wanted \$435 to replace the LCD panel (I just spent \$539 for a refurb out the door at Best Buy) and they have **no return value** assigned to these units, so I couldn't use it as a turn-in for a replacement laptop.

So, I have a full set of spares for my wife's new laptop (except, of course, the display). I will bide my time, hoping HP will realize that there is an actual problem and start replacing these panels, or I will wait until the warranty expires and the price of replacement panels gets reasonable (say, < \$150) and replace it my own ****bleep**** self.

Meanwhile, I will have to find a monitor. Too bad this model doesn't remain powered on when the lid is closed...

REPLY

0

thenudehamster ,1
Honor Student

Re: LCD Issues [Edited]

11-19-2010 09:13 AM - last edited on 11-19-2010 09:38 AM

Options



Posts: 5
Registered:
11-19-2010

Message 33 of 33
(230 Views)

[Report Inappropriate Content](#)

Interesting discussion, this one. I almost wish I'd read it before I bought a G62 for myself and advised my sister to buy a G56... However, from the circumstances described by most sufferers, it would seem that the basic design of the G series seems so poor that the screen is left in a fragile and poorly supported condition. This leaves the majority of the mechanical stress of opening applied to the display screen itself rather than more robust housing.

They *can* get it right. My dv9646 (17" screen) broke a hinge rather than the screen in a small accident - and that cost me only £22 to replace.

I would suggest that someone starts mentioning legal action to hp; if this problem is as common as it seems then there is a possibility of bringing an action under the 'merchantable quality and fit for purpose' clauses of consumer legislation. In the UK, and the EU generally, consumer legislation is fairly well biased toward the consumer; US legislation is less so.

BarryH - thenudehamster

=====

nothing to do with naked rodents - it's where I used to live!

Any opinion expressed above is herein warranted to be worth exactly what you paid for it - it may be worth a lot more, but that's for you

[REPLY](#)

0

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- No, I did not buy the accidental protection plan from Best Buy.
- I have examined every possible way that I could have damaged the unit and ruled out everything I can remember doing with it.
- I know that I'm pretty much #*@@*#d here. Please be kind and don't write just to remind me of it ☺

I appreciate any feedback, so thank you in advance!

Dan
Chicago, IL

05-31-2010, 01:59 PM

#2 (permalink)

mnp2005

Notebook Consultant

Join Date: Jul 2008
Posts: 161
Rep Power: 10

Re: LCD Screen Cracked on 3-day-old G62-144DX

Quote:

Originally Posted by **swankmaster_d**
Hi all -

I purchased a G62-144DX last week from Best Buy, replacing a 4-year-old Vaio that was finally beyond repair. I picked it up on Saturday, used it Sunday, used it at the office on Monday, and took it home. Tuesday morning, my heart sank as I turned on the laptop, only to see a crack in the LCD screen. I hadn't done anything with or to the laptop that even remotely should have caused this type of damage. But my experience told me right away that I was (and am) in trouble. Cracked LCD = user damage in 99.9% of cases (I'm making that statistic up, but you get the picture).

I spent much of Tuesday dealing with Best Buy - both via their 1-888 number and at a local store. Of course, there would/could be no exchanges, returns, etc. I knew the realities but was still furious that a 3-day-old laptop that had not been dropped, mishandled, etc. would break like its case was made of a tortilla chip. The store manager and one of the Geek Squad techs looked over the computer very carefully and acknowledged there are no signs of stress, abuse, or damage on either side of where the crack is. The only resolution Best Buy would agree to, however, was to send the unit to HP, on my behalf, in hopes that HP might either find a fault that contributed to/caused the LCD problem, or be willing to swap the unit out, since it was only a few days old and shows no signs of damage. I knew the chances were slim, and I was right. Yesterday, I got a message, and as expected, HP simply said "\$350 to repair this please".

Before I start talking with HP and Best Buy again, I have a few questions I hope someone might be able to help me with:

1. If something besides user damaged caused or contributed to a crack in the LCD screen (laptop temperature, a manufacturing defect causing uneven pressure around the edge, etc.) - how could/would that be determined? How might those respective problems be ruled out?

2. Do HP laptops (or others for that matter) have g-force/impact sensors? If I caused the break myself (and I'm not saying it's impossible that I did), it would be helpful to know what HP will base that opinion on - other than "it passed all diagnostic tests, so it must be your fault".

3. Any advice on how to deal with this?!?!?!?

That said, please note the following disclaimers:

- No, I did not buy the accidental protection plan from Best Buy.
- I have examined every possible way that I could have damaged the unit and ruled out everything I can remember doing with it.
- I know that I'm pretty much #*@@*#d here. Please be kind and don't write just to remind me of it ☺

I appreciate any feedback, so thank you in advance!

Dan
Chicago, IL

To be honest, I think you handled this wrong. Your only option is to see if best buy will let you return it, then buy a new one, or pay HP the \$350. That said, however, here's what I would have done: I would have bought a 1 year accidental damage plan right when I saw the crack. This would probably have ran you about \$80-\$100. Although you're not supposed to do that, they're not going to know if it was damaged before or after you purchased the warranty. The problem is that HP now has the laptop in their system as being damaged. There might be a way you could still pull this off, but I don't know. I think you're pretty stuck in this situation though. You can try to plead your case to them on the phone until they get so tired of you they just do the repair for free...but you have to be REALLY polite and REALLY persistent.

Good luck.

05-31-2010, 02:20 PM

#3 (permalink)

newsposter

Notebook Virtuoso

Join Date: Apr 2009
Posts: 3,880
Rep Power: 23

Re: LCD Screen Cracked on 3-day-old G62-144DX

did you pay via credit card? If so, call your CC company to see what their concierge program can do to help.

05-31-2010, 03:15 PM

#4 (permalink)

flawed

Notebook Guru

Join Date: Feb 2008
Location: Phoenix, AZ
Posts: 61
Rep Power: 11

Re: LCD Screen Cracked on 3-day-old G62-144DX

To be honest with you, I have worked on laptops for many years in a professional setting, and I have never once seen a cracked lcd that was not caused by the owner. I am not saying that it is impossible, but very highly unlikely. That being said, both of the posters above had good ideas. If worst comes to worst, they have the lcd's on ebay new for 132. Hopes that helps.

HP Envy 17 3D
Macbook Pro 15" Unibody

05-31-2010, 03:18 PM

#5 (permalink)

csinth

Snitch?



Join Date: Jul 2006
Posts: 1,274
Rep Power: 20

Re: LCD Screen Cracked on 3-day-old G62-144DX

My friend has a year old HP dv7 I think.. he was using it one day on his desk and the screen cracked WHILE he was using it. Which doesn't really make sense.

Dv6t? Nope, MBP 13

05-31-2010, 04:05 PM

#6 (permalink)

swankmaster_d

Newbie

Join Date: May 2010
Location: Chicago, IL
Posts: 3
Rep Power: 0

Re: LCD Screen Cracked on 3-day-old G62-144DX

Thanks for such fast responses!

mnp2005: I had that same thought about buying the policy from Best Buy - after all, you're able to do it within the return period. I decided not to do this, however, after reading the terms & conditions on Best Buy's website: *"If you decide that a Geek Squad Black Tie Protection plan with Accidental Damage from Handling (ADH) benefits is desired, you will also need to bring the product in to a Best Buy retail store. Best Buy will need to inspect the product and verify that there is no current damage."*

I think you're absolutely right, in that it's basically now between HP and myself. The chances are slim, but I will plead with them until they tell me to stop calling (as Homer Simpson said, "I would make it my *business* to be a third wheel.")

Newsposter: I'm going to speak with the credit card company about that tomorrow, as a matter of fact.

Flawed: My experience has been the same, which is why, like I said, my heart sank when I first saw the crack. It took only fractions of a second to know that I was most certainly up a creek, even if I had no idea how it cracked. I may be the only one to blame, and I'm naturally frustrated (to say the least) having to fight an uphill battle over a notebook I don't even want back. If nothing was wrong with it, then I'll either replace the screen and sell it or just sell it broken to recoup whatever money I can. Without knowing how I might have broken it, I don't want to go on using it, fearing another LCD repair might be around every corner. I go very easy on my laptops, so the idea that this one broke so quickly is horrifying. Also, this HP model is well reviewed, and I have not seen other people who've had the same problem, leading me to believe that something is/was either wrong with the unit I got or that I did something of significant enough impact to cause the crack.

I think it's safe to say that my next laptop purchase will be accompanied by the ADH policy.

Thank you to all of you for your replies and ideas.

05-31-2010, 04:41 PM

#7 (permalink)

HotRod74

Notebook Consultant



Join Date: Sep 2008
Location: Iowa
Posts: 137
Rep Power: 10

Re: LCD Screen Cracked on 3-day-old G62-144DX

Sorry to hear this man. I searched around at a few places that sell quality replacement LCD's, but yours is too new to look up without the #'s off the back of the screen. With your serial # or product # you can look it up and see just how much the screen costs through HP and fix it yourself. Might save some money?

[HP Parts Store](#) - [HP Computer Parts](#) - [HP Printer Parts](#) - [Compaq Parts](#)



[HP dv9535nr-T8300-4GB DDR2-HP QuickDock-AZIO Bluetooth \(3\)7200.4 RPM 500GB's OS/Recovery/Clone XP Pro SP3-Vista Ultimate x64-Windows 7 Pro x64](#)
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[dv4i](#)- i5 540M - 6GB DDR3 - 500GB HDD - Black/TV/Bluetooth/Fingerprint/High6Cell

flawed

Notebook Guru

Join Date: Feb 2008
 Location: Phoenix, AZ
 Posts: 61
 Rep Power: 11

 Re: LCD Screen Cracked on 3-day-old G62-144DX

oh believe me I understand the feeling. I had a lady purchase a laptop, she swiped her CC and than opened it up as was playing with it a bit at the counter, we chit chatted for a little bit, then she closed the laptop as she was getting ready to leave. What she forgot, was that she put the pen on the KB when she signed the CC slip, and broke her brand new laptop screen. I felt terrible for the lady, and ended up replacing the screen at cost for her.

That aside, I have 2 G60 laptops right now that are great machines, never had a issue with them. If I had to make a guess, I would say that it might of just got bumped or had pressure in the wrong place at the wrong time type of thing. Normally it takes alot to break it (bump wise), but you could of just been unlucky enough that it was some type of freak accident.

I would call you CC vendor first, and if that is a no go, then harrass HP non stop. If nothing else, I would just replace it I guess. Wish I had some better advice for you, but thats not a great situation to be in. Hopefully it will work itself out though.

HP Envy 17 3D
 Macbook Pro 15" Unibody

06-01-2010, 01:25 AM

#9 (permalink)

swankmaster_d

Newbie

Join Date: May 2010
 Location: Chicago, IL
 Posts: 3
 Rep Power: 0

 Re: LCD Screen Cracked on 3-day-old G62-144DX

Thanks again to all of you for your insights. The barrage of letters and phone calls to HP will begin Tuesday morning. Hope you all had a great weekend!

06-03-2010, 02:33 AM

#10 (permalink)

cooperdisciple

Notebook Enthusiast



Join Date: May 2010
 Posts: 19
 Rep Power: 6

 Re: LCD Screen Cracked on 3-day-old G62-144DX

Quote:

Originally Posted by **swankmaster_d**
I hadn't done anything with or to the laptop that even remotely should have caused this type of damage. But my experience told me right away that I was (and am) in trouble. Cracked LCD = user damage in 99.9% of cases (I'm making that statistic up, but you get the picture).

If the damage was not caused by Fedex during transit from the factory or the service center then **you** caused the damage. That is the official position of HP.

Quote:

Originally Posted by **swankmaster_d**
1. If something besides user damaged caused or contributed to a crack in the LCD screen (laptop temperature, a manufacturing defect causing uneven pressure around the edge, etc.) - how could/would that be determined? How might those respective problems be ruled out?

A laptop screen can break due to a combination of thin/cheap glass, heat and a poor fit in the screen bezel (causing uneven pressure). Combine that with a bezel that flexes when you use one hand to close the screen down and a broken screen is a foregone conclusion. You will never convince HP of a design flaw even though they do recall stuff from time to time (anybody own a TX that won't power up ).

Quote:

Originally Posted by **swankmaster_d**
2. Do HP laptops (or others for that matter) have g-force/impact sensors? If I caused the break myself (and I'm not saying it's impossible that I did), it would be helpful to know what HP will base that opinion on - other than "it passed all diagnostic tests, so it must be your fault".

Your machine might have an accelerometer that tells the computer to park the hard drive if it detects a drop. The bad news is that there is probably no log being stored on the laptop of data from the accelerometer. And there are no diagnostic tests performed on a cracked screen. The tech will look at it, see it's broken and will want to charge you for it.

Quote:

Originally Posted by **swankmaster_d**
3. Any advice on how to deal with this?!?!?!?

Since the laptop has been sent in already it is already going to be flagged by the service center. If it had not been sent in I would be a terrible human being if I suggested to you that you visit the HP website and purchase an extended warranty with damage insurance and then call them three weeks later explaining how your screen broke after your cat gave it a stern look (yes, they are that fragile). Sorry man, I think you are doomed.

Will this website let you do polls? We need a poll on broken screens to see what the most common failure mode is. Or has that been done already?

Quote:

Originally Posted by **swankmaster_d** »

That said, please note the following disclaimers:

a. No, I did not buy the accidental protection plan from Best Buy.

b. I have examined every possible way that I could have damaged the unit and ruled out everything I can remember doing with it.

c. I know that I'm pretty much #@@*#d here. Please be kind and don't write just to remind me of it 😊*

From the sounds of it you didn't do anything extraordinary to your laptop to cause the screen to break. It probably broke when you closed the screen down. For normal use why the hell would a person need to purchase damage insurance or one of those stupid USB powered thermal pads? Can't the industry just build a durable, well engineered product that won't break from normal use or melt itself into a pile of goo?

I am astonished that retailers and manufacturers claim that you need to buy a "chill mat" for the modern laptop so it will function properly. That's like buying a new car and then just before you drive it off the lot the salesman says "Now you're going to want to buy a radiator fan for that. They're extra". Why not just make the laptop a 1/4" thicker and install a proper cooling system? Why not just add 1/16" to the thickness in the glass in the screen and increase it's strength by 30-40%?

I hate everything.

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Newbie

Join Date: Dec 2010
Posts: 1
Rep Power: 0

Bought the same lap top from Best Buy as well in mid dec. 2010 lasted 5 days. Then the screen cracked toke laptop back to Best Buy with the same result no help except to help me buy another laptop. Said it was my fault and that it wasn't worth fixen it only 5 days old not worth fixen. There was no marks on the screen or laptop it is perfect. I did the same had it for 5 days toke to a freinds house opend it up and Ooo no. I'm still searching the web for more post like this before going to HP. 🙄

03-29-2011, 01:46 AM

#14 (permalink)

michaelmakar

Newbie

Join Date: Mar 2011
Posts: 1
Rep Power: 0

Re: LCD Screen Cracked on 3-day-old G62-144DX

I also had the same problem with an HP mini netbook. I was also told that it was my fault even though I did nothing to damage the netbook and took extremely good care of it. After tiresome negotiation with two case managers, I was finally offered to pay \$65 for the repair instead of \$250. However, I still do not feel that it is fair for me to pay a penny to repair what the case manager admitted is a known issue with similar models—overheating of the screen caused by simply closing the netbook cover after 1 or more hours of use. HP needs to honest about this defect and treat customers with integrity by fully repairing the damage--this was not an accident. I am convinced it is a manufacturer defect. I have already opened a case with BBB. I am also considering finding an attorney who is willing to take up a class action law suit against HP

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Pavilion DV6 3006TX 7 months old cracked screen without visible physical (220 Views)

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annxx ,0
Student



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Pavilion DV6 3006TX 7 months old cracked screen without visible physical

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08-21-2010 06:06 PM

Hi Everyone,

I have a dv6 3006tx, only 7 months old and when switched on, displays large vertical crack across from top to bottom, and the whole display is screwed. There is no physical damage evident. Now when I rang up and described the situation to HP support, they said it was not covered. I am at a loss here, and a tech quote to replace the screen is far to high, and I feel that HP is being unreasonable. So I bit the bullet to get the screen replaced, now the tech who verified that if he opened the laptop my warranty will be void, I gave him the go ahead. Now the techy has come back and said that the new screen is doing exactly the same thing as before.

Can someone shed some light on this subject, or might have head the same issue, please

Regards

[REPLY](#)

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