



- 24*7*365 days customer support for HCL Leaptops
- Universal Number: 1860 1800 425
- SMS: +919911115555
- Email for call registration: hcltouch.reg@hcl.in
- Email for any other support: hcltouch@hcl.in
- Web: www.hclinfosystems.in
- Walk-in centers: Reaching out to over 4000 plus towns HCL Touch has 505 HCL owned and manned service locations across the country. Brings HCL service at a convenient location close to you.
- Multilingual remote support- 11 regional languages

All HCL Leaptops come with a Standard Warranty that covers repairs or replacement of any defective part during the warranty period in case of any genuine failure of the parts. HCL also extends the warranty to reinstallation of all pre-loaded software.

HCL Touch 24*7*365 Days Support

With HCL Touch you are just a call away; anytime, anywhere. HCL Touch 24*7 Response center provides you a ticket number and registers your support request on HCL Leaptops. HCL Touch provides you the convenience of remotely solving your problem through an experienced team of technical experts. These experts in the hardware and software fields will access your Laptop over secure links and remotely diagnose and resolve the problem. This service is available 24 hours a day; further HCL Touch has the facility to provide support in 11 regional languages of our country.

HCL Touch Bring-in Support/Walk-in Support

HCL Touch caters to over 4000 towns pan India with a footprint of Company owned brick and mortar offices in over 505 locations. These HCL Touch service centers are a direct company owned walk-in points for customers.

HCL Touch Data Security

We understand that your HCL Leaptop contains your important and precious data and personal information. With HCL Touch you are assured that you are handing over your HCL Leaptop into the trusted hands of HCL employees at company owned outlets. Robust processes implemented at HCL Touch assure you that your data is in safe hands and will safely be returned to you after servicing your HCL Leaptop.

HCL Touch On-site Support

HCL Touch onsite support offers you the convenience of onsite support at your office or at home. This service is available pan India, where the service engineer will visit customer site for repair and maintenance of your HCL Leaptop. Option of Express service and delivery is also available with HCL Touch in select towns

HCL Touch International Warranty

With HCL Touch you are assured of support, where ever you may go across the globe. Through HCL's 24*7*365 days support, you are just a call away where ever you may be.

HCL Touch Pick & Drop Facility

HCL Touch offers customers the option of pick and drop of their HCL Leaptops for repair and maintenance across the country.

HCL Touch Data Recovery

Depending on customer's requirement, HCL Touch can

- Restore deleted file
- Repair corrupted files
- Recover data from crashed/corrupted hard disk and corrupt partitions
- Recover data loss due to Accidental formatting,
- Recover data loss due to Virus corruption,
- Recover data loss due to OS corruption,
- Recover data loss due to Database corruption,
- Repair damages due to handling and power fluctuations



HCL Touch Anti Virus

HCL Touch undertakes installation, cleaning and up gradation of antivirus softwares. Customer care specialists guides customers for online purchase from antivirus portals and assist them through installation. HCL can undertake the process through physical handing over of HCL Leaptops at any of the service centers for those not very comfortable with technology.

HCL Touch Tracking services

Under this unique service offered by HCL Touch ensures that the customer is automatically updated through an SMS/email against theft or unauthorized access of HCL Leaptops.

HCL Touch Health check

HCL believes in "prevention is better than cure" and recommends regular check up of HCL Leaptops for optimizing performance, and screening against security threats. This service is available both as a remote support or onsite service. You can also undertake the health check up by physically handing over the HCL Leaptop to any of the 505 service locations.

HCL Touch Fortressing

Under the HCL Touch fortressing services specialized HCL Touch engineers studies the general condition of the HCL Leaptop of the customer - performance, fine tuning and up gradations required for better performances and help customers to install Anti-spam, Anti-virus and personal firewall software.

HCL Touch Operating System and software support

HCL Touch will assist customers on re-installing, maintaining and repairing of pre-loaded licensed OS/software in HCL Leaptops at the time of purchase.

HCL Touch Peripherals Installation and Configuration services

HCL Touch understands that hardware accessories and peripherals are a way of life as HCL Leaptops have become a very personalized product. HCL Touch assists the customer in installing peripherals like printer/scanner/MFD's to connect them with your HCL Leaptops.

HCL Touch Wireless LAN support and Internet mail

HCL Leaptop users are mobile; they are always on the go, traveling across cities pan India. Therefore it is important that one has the system compatibility across networks, LAN, Wi-Fi and internet mail options. HCL Touch assists customers in connecting to wireless LAN and Internet mail operations in a cloud of various available networks.

Data card/broadband support

To avoid any issue related to compatibility of broadband and data card connections, HCL Touch assists customers in configuring the system to the available broadband and data card connections.

Automatic data back up

HCL Touch assists customers by configuring remotely and taking a back up of data in the system.

