

HP Hardware Support Onsite Service for Consumers



HP Care Pack Services

Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials included
- Service-level options with different coverage windows

Service overview

HP Hardware Support Onsite Service for Consumers provides high-quality remote assistance and onsite support for your covered hardware, helping you to improve product uptime.

You have the flexibility to choose between different predefined service-level options to address your specific service needs.

Delivery specifications

Table 1. Accidental damage protection features

REMOTE PROBLEM DIAGNOSIS AND SUPPORT

Once the Customer has placed and HP has acknowledged the receipt of a call, HP will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy and resolve the incident with the Customer.

Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remote incident resolution.

HP will provide telephone assistance for the installation of customer-installable firmware and Customer Self Repair parts during the service coverage window.

Regardless of the Customer’s coverage window, incidents with covered hardware can be reported to HP via telephone or web portal, as locally available, or as an automated equipment reporting event via the HP electronic remote support solutions 24 hours a day, 7 days a week. HP will acknowledge the receipt of the service request by logging the call, assigning a case ID and communicating that case ID to the Customer. HP retains the right to determine the final resolution of all reported incidents.

ONSITE HARDWARE SUPPORT

For hardware incidents that cannot, in HP’s judgement, be resolved remotely, an HP-authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain printers, PCs, and networking and storage products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.

Delivery specifications (continued)

REPLACEMENT PARTS AND MATERIALS

HP will provide HP-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts provided by HP shall be new or functionally equivalent to new in performance. Replaced parts become the property of HP.

Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts.

Maximum supported lifetime/maximum usage:
Parts and components that have exceeded their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer’s operating manual or the technical product data sheet will not be provided, repaired or replaced as part of this service.

COVERAGE WINDOW

The coverage window specifies the time during which the described services are delivered onsite or remotely.

Calls received outside this coverage window will be logged the next day for which the Customer has a coverage window.

All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.

ONSITE RESPONSE TIME FOR HARDWARE SUPPORT

For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite within the specified onsite response time.

Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HP. The onsite response time ends when the HP-authorized representative arrives at the Customer’s site, or when the reported event is closed with explanation that HP has determined it does not currently require an onsite intervention.

Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.

Delivery specifications

Table 2. Optional service features

DESKTOP/NOTEBOOK-ONLY COVERAGE

For eligible PC products, the Customer may choose desktop/notebook-only coverage. Notwithstanding anything to the contrary in this document or the HP Single Order Terms for Support HP Care Pack, services with this coverage limitation do not cover the following options and accessories:

- External monitor
- Docking station, cradle or port replicator
- Any external accessory that is not purchased and included in the original packaging of the main desktop or notebook product

Delivery specifications options

Table 3. Service-level options

The service-level options the Customer has chosen will be specified in the Customer’s contract documentation.

STANDARD RESPONSE TIME, STANDARD BUSINESS HOURS (9X5)

Service is available 9 hours per day between 08:00 and 17:00 local time, standard business hours, standard business days coverage window, excluding public holidays.

An HP-authorized representative will arrive at the Customer’s site during the coverage window to begin hardware maintenance services within a locally defined onsite response time after the service request has been received and acknowledged by HP. Locally defined onsite response times can vary from several business days up to several weeks and are dependent on local capabilities. Calls received outside the coverage window will be acknowledged the next coverage day and then serviced within the locally defined onsite response time. For information on the standard onsite response time that applies to a specific country or geographic region, please contact a local HP sales office.

Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 km) of a HP designated support hub. Travel to sites located within 200 miles (320 km) of a HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP-designated support hub, there will be an additional travel charge.

HP will not support onsite requests in the following geographic locations: Outer Hebrides, including Baleshare, Benbecula, Bernera, Eriskay, Great Bernera, Grimsay, Lewis and Harris, Scalpay, North Uist, South Uist, Vatersay, Orkney Islands, including Orkney, South Ronaldsay, Burray, Hoy, Hunda, Lamb Holm, Glimps Holm, Shetland Islands, including Shetland Mainland, West & East Burra, Muchle Roe, Tronda.

Travel zones and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from a HP designated support hub will have modified response times for extended travel, as shown in the table below.

Distance from HP-designated support hub	Standard onsite response time
0-100 miles (0-160 km)	Standard coverage day
101-200 miles (161-320 km)	1 additional coverage day
201-300 miles (321-480 km)	2 additional coverage days
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability

Coverage

This service provides coverage for HP or Compaq-branded hardware products and all HP-supplied internal components (such as HP Jetdirect cards, memory and CD-ROM drives), as well as attached HP or Compaq-branded accessories purchased together with the main product, such as mouse, keyboard, docking station, AC power adapter and external monitor screen size of up to 22 inches.

Consumable items including, but not limited to, removable media, customer-replaceable batteries and Tablet PC pens, maintenance kits and other supplies, as well as user maintenance and non-HP devices, are not covered by this service.

For components that are discontinued, an upgrade path may be required. HP will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at HP's discretion, HP or the HP-authorized service provider will i) not be obligated to deliver the services as described, or ii) perform such service at the Customer's expense at the prevailing time and material rates.

The Customer or HP-authorized representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the Care Pack or the email document provided by HP, or as otherwise directed by HP. In the event that a covered product changes location, activation and registration (or a proper adjustment to existing HP registration) is to occur within 10 days of the change.

Upon request from HP, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

The Customer agrees to pay additional charges if the Customer requests that HP install customer-installable firmware updates or patches. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed in writing by HP and the Customer.

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event of HP not receiving the defective part or product within the designated time period or if the part or product is physically damaged upon receipt, the Customer will be required to pay a fee for the defective part or product, as determined by HP.

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, a mouse, other parts classified by HP as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

In the event of a Customer Self Repair part being provided to return the system to operating condition, the onsite service level shall not apply. In such cases, HP practice is to express ship Customer Self Repair parts that are critical to the product operation to the Customer location. For more detail on the Customer Self Repair process and parts, please refer to: hp.com/go/selfrepair

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support or the other service delivery methods described above.

The following activities are excluded from this service:

- Backup, recovery and support of the operating system, other software and data
- Operational testing of applications, or additional tests requested or required by the Customer
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- Services that, in the opinion of HP, are required due to unauthorised attempts by non-HP personnel to install, repair, maintain or modify hardware, firmware or software

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