



Hardware Support Onsite Call-to-Repair Services

Care Pack, part of HP Care

Service benefits

- Help improve or maintain system uptime
- Experience more predictable repair times
- Help plan IT resources more effectively

Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Call-to-repair time commitment
- Replacement parts and materials
- Coverage window
- Work to completion
- Escalation management
- Access to electronic support information and services

Service overview

Hardware Support Onsite Call-to-Repair Services provide an IT manager with a team of support specialists who will quickly begin troubleshooting the system to help return the hardware to operating condition within a specified timeframe from the initial service request.

You have the flexibility to choose between service-level options featuring different call-to-repair times, with or without defective media retention, to address your specific service needs.

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	<p>Once the Customer has placed and HP has acknowledged the receipt of a call as described in "General provisions," 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.</p> <p>HP will provide telephone assistance for the installation of customer-installable firmware and Customer Self Repair parts during the service coverage window.</p> <p>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.</p>
Onsite hardware support	<p>For technical hardware issues that cannot, in HP's judgment, be resolved remotely in a timely manner, an HP customer support engineer is engaged and, if necessary, sent to the Customer's site to provide onsite technical support on covered hardware products to return them to operating condition. For certain PCs and printers, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or equivalent to new in performance. Replaced products become the property of HP. In addition, HP may install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP. The installation of engineering improvements or firmware updates is not part of the call-to-repair time commitment, if applicable.</p>

Feature	Delivery specifications
Call-to-repair time commitment	<p>For critical problems with covered products that cannot be resolved remotely in a timely manner, HP will use commercially reasonable efforts to return the covered hardware to operating condition within a specified time period after the initial service request to the HP Solution Center.</p> <p>Call-to-repair time refers to the period of time that begins when the initial service request is logged at the HP Solution Center and ends with HP's determination that the hardware is repaired. Call-to-repair times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window.</p> <p>Call-to-repair time options available for eligible products are specified in the Service-level options table. All call-to-repair times are subject to local availability. Contact a local HP sales office for detailed information on availability.</p> <p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the repair-time commitment. Replacement products are new or equivalent to new in performance. Replaced products become the property of HP.</p> <p>It will take 30 days from the time this service is purchased and registered to set up and perform any service-level analyses deemed necessary by HP and any associated processes and parts planning before the hardware call-to-repair time commitment is in effect. During this initial 30-day period and for up to five additional business days, if a service-level analysis is performed, HP will provide onsite service with the shortest onsite response time possible based on parts and resource availability. Response times may vary by geography and site location within this geography.</p>
Replacement parts and materials	<p>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. Customers who wish to retain replaced parts will be billed and required to pay the list price less any applicable discounts for the replacement part.</p> <p>Supplies and consumable items: Consumable items including, but not limited to, customer-replaceable batteries, ink/toner, tablet PC pens, maintenance kits, other supplies, non-HP devices, and accessories purchased in addition to the base product, such as docking stations and port replicators, are not covered by this service. HP Notebook and Tablet long-life batteries are covered for up to 3 years.</p> <p>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, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.</p>
Coverage window	<p>The coverage window specifies the time during which the described services are delivered onsite or remotely.</p> <p>Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in "General provisions" until the next day for which the Customer has a coverage window.</p> <p>Coverage window options available for eligible products are specified in the Service-level options table.</p> <p>All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>

Feature	Delivery specifications
Work to completion	Once an HP-authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.
Escalation management	HP has established formal escalation procedures to facilitate the resolution of complex problems. Local HP management coordinates problem escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.
Access to electronic support information and services	As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to: <ul style="list-style-type: none"> • Certain capabilities that are made available to registered users, such as downloading selected HP firmware or patches that may require additional entitlement through Software Support agreements, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users. • Expanded Web-based searches of entitled technical support documents to facilitate faster problem-solving. • Certain HP proprietary service diagnostic tools with password access. • A Web-based tool for submitting questions directly to HP. The tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone. • Search of HP and third-party hosted knowledge databases for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums. This service may be limited by third-party access restrictions.

Specifications (optional)

Table 2. Optional service features

Feature	Delivery specifications
Desktop/workstation/notebook-only coverage	For eligible PC products, the Customer may choose desktop/workstation/notebook-only coverage. Care Packs with this coverage do not extend the specified service level to the external monitor.
Defective media retention	For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ("Disk or SSD/Flash Drive") covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the defective media retention service feature option in the event that a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement and the Customer remains fully responsible for the protection and privacy of the data residing on the defective Disk or SSD/Flash Drive.

Specifications

Table 3. Service-level options*

Option	Delivery specifications
Hardware call-to-repair time commitment options:	
Next coverage day call-to-repair	For critical problems with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition before the end of the next coverage day after the initial service request is logged by the HP Solution Center. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following coverage day and serviced within the following 48 hours.
Third coverage day call-to-repair	HP will use commercially reasonable efforts to return the covered hardware to operating condition before the end of the third coverage day after the initial service request is logged by the HP Solution Center. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following 3 coverage days.
Coverage window options:	
9x5 coverage window	Service is available during the coverage window, which runs from 8:00 a.m. to 5:00 p.m. local time, Monday to Friday excluding HP holidays.

Coverage

- This service provides coverage for eligible HP- or Compaq -branded hardware products and HP Printers, Multifunction Printers, HP scanners and all HP-supported and supplied internal components (such as memory and DVD-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.
- External HP Monitors are not covered. All-in-One devices do include coverage of the display, which is not considered a separate external Monitor. However, a second monitor attached to an All-in-One device, for example, would not be covered by this service.
- For services that provide desktop/workstation/notebook-only coverage (e.g., HP 3-year 9x5 Next Coverage Day [NCD] Call-to-Repair Only SVC), external monitors will not be covered under these services.
- 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 be covered in all countries due to local support capabilities.
- Coverage of UPS batteries is not included; standard warranty terms and conditions apply.

Prerequisites

HP, at its sole discretion, may require a service-level analysis on the covered products. If such a service-level analysis is required, an HP authorised representative will contact the Customer, and the Customer will agree to arrange for a service-level analysis to be performed within the initial 30-day timeframe. During the service-level analysis, key system configuration information is collected. The information gathered in the service-level analysis allows an HP resolution engineer to survey and troubleshoot possible future hardware problems and complete the repair as quickly and efficiently as possible. At the sole discretion of HP, the service-level analysis may be performed onsite, via remote system access, via remote service-level analysis tools, or over the phone. If a service-level analysis is required by HP, the hardware call-to-repair time commitment will not take effect until five (5) business days after the service-level analysis has been completed.

In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical service-level analysis suggestions are not followed or the service-level analysis is not performed within the specified timeframe.

* Service levels and response times for Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit hp.com/go/cpc.

At HP's discretion, call-to-repair time commitments may require installation of remote connectivity tools.

Customer responsibilities

In cases where the Customer does not act upon the customer responsibilities as stated below, HP or an HP authorised service provider will not be obligated to deliver the services as described.

If required by HP, the Customer or HP Authorised Representative must register the hardware product to be supported within ten (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, registration (or a proper adjustment to existing HP registration) is to occur within ten days of the change.

The call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

Upon HP request, 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
- 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 that HP does not receive 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.

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.

With the defective media retention service feature option, it is the Customer's responsibility to:

- Retain physical control of Disk or SSD/Flash Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk or SSD/Flash Drives
- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drives is destroyed or remains secure
- Have an authorised representative present to retain defective Disk or SSD/Flash Drives; accept replacement Disk or SSD/Flash Drives; provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder; and, upon HP request, execute a document provided by HP acknowledging the retention of the Disk or SSD/Flash Drives
- Destroy the retained Disk or SSD/Flash Drives and/or ensure that the Disk or SSD/Flash Drives are not put into use again
- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations

For Disk or SSD/Flash Drives supplied by HP to the Customer as loaner, rental, or lease products, the Customer must promptly return the replacement Disk or SSD/Flash Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased Disk or SSD/Flash Drives to HP.

Service limitations

At the discretion of HP, the 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, mouse, and other parts classified as Customer Self Repair parts, or an entire replacement unit. HP will determine the appropriate delivery method required to provide effective and timely Customer support in order to meet the call-to-repair time commitment, if applicable.

If an upfront service-level analysis is required by HP, the hardware call-to-repair time commitment will not take effect until five (5) business days after the service-level analysis has been completed. In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical service-level analysis suggestions are not followed or the service-level analysis is not performed within the specified timeframe.

In the event that only a customer-replaceable part is required to return the system to operating condition, the call-to-repair time commitment shall not apply. The following are excluded from the call-to-repair time commitment:

- Time for disk mechanism rebuild or sparing procedures
- Any restoration or recovery of compromised data
- Any period of non-availability not directly caused by the hardware fault

HP reserves the right to modify the call-to-repair time commitment as it applies to the Customer's specific product configuration, location, and environment. This is established at the time of support agreement order and is subject to resource availability.

A call-to-repair time commitment does not apply when the Customer chooses to have HP prolong diagnosis rather than execute recommended recovery procedures.

Activities such as, but not limited to, the following 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 the failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer 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
- Services required due to the failure of the Customer to take avoidance action previously advised by HP

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk or eligible SSD/Flash Drives replaced by HP due to malfunction. It does not apply to any exchange of Disk or SSD/Flash Drives that have not failed.

SSD/Flash Drives that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not eligible for the defective media retention service feature option.

Failure rates on Disk or SSD/Flash Drives are constantly monitored and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective Disk or SSD/Flash Drives materially exceeds the standard failure rates for the system involved).

HP SHALL HAVE NO OBLIGATION WHATSOEVER WITH RESPECT TO THE CONTENTS OF OR THE DESTRUCTION OF ANY DISK OR SSD/FLASH DRIVE RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN HP'S CURRENT STANDARD SALES TERMS OR THE TECHNICAL DATA SHEET TO THE CONTRARY, IN NO EVENT WILL HP OR ITS AFFILIATES, SUBCONTRACTORS, OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOSS OF OR MISUSE OF DATA UNDER THIS DEFECTIVE MEDIA RETENTION SERVICE.

General provisions/Other exclusions

Call-to-repair times are dependent upon the type of hardware product to be supported as well as the exact location of the Customer site in relation to an HP designated support hub. In certain areas or geographies, a call-to-repair time commitment may not be available at all locations or may be restricted to Customer locations close to major metropolitan areas. To check service availability, please contact an HP sales representative.

Travel zones

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

For more information on travel zones, contact a local HP sales office.

Distance from HP designated support hub	Next 3rd committed day hardware call-to-repair time commitment
0–50 miles (0–80 km)	Next 3rd committed day call-to-repair time
51–100 miles (82–161 km)	Next 3rd committed day call-to-repair time
101–200 miles (163–322 km)	1 additional coverage day
Beyond 210 miles (338 km)	Established at time of order and subject to resource availability

Ordering information

Availability of service features and service levels may vary from region to region according to local resources and may be restricted to eligible products and geographic locations.

Hardware Support Onsite Call-To-Repair Services for Printing and Personal Systems should not be ordered without checking first with an HP sales representative that conditions are met to fully benefit from the purchased service features and service level.

For more information

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