



HP Hardware Support Onsite Call-to-Repair Services for Business Personal Systems

HP Care Pack Services

Service benefits

- Help improve or maintain system uptime
- 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

HP Hardware Support Onsite Call-To-Repair Services for Business Personal Systems provides high-quality remote assistance and responsive onsite support for your desktop, notebook, point-of-sale system, or workstation hardware. A team of HP support specialists will begin troubleshooting the system to help return your hardware to operating condition within a specified number of days or hours from the initial service request.

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, 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.</p> <p>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 audits 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 an audit 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:</p> <p>Consumable items including, but not limited to, customer-replaceable batteries and Tablet PC pens, maintenance kits, and 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:</p> <p>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 quick-specs, 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>
Work to completion	<p>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.</p>
Escalation management	<p>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.</p>

Feature	Delivery specifications
Access to electronic support information and services	<p>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.</p> <p>As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> • Certain capabilities that are made available to registered users, such as downloading selected HP firmware or patches which may require additional entitlement through HP 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/thin client/point-of-sale system/notebook-only coverage	<p>For eligible PC products, the Customer may choose desktop/workstation/thin client/point-of-sale system/notebook-only coverage. HP Care Pack services with this coverage do not extend the specified service level to the external monitor.</p>
Accidental damage protection	<p>For eligible products, specific service levels may be offered with protection against accidental damage from handling. Where accidental damage protection applies, the Customer receives protection against accidental damage from handling to the covered hardware product as part of this service.</p> <p>Accidental damage is defined as operational or mechanical failure caused by an accident from handling which occurs in the course of the normal intended use of the product. Accidental damage from handling does not include protection against normal wear and tear, theft, misplacement, negligence, viruses, reckless, abusive, willful or intentional conduct associated with handling and use of the product, cosmetic damage and/or other damage that does not affect the unit functionality, damage caused during shipment, and any other service limitations or exclusions listed in this document. Any resultant damage from this type of treatment is NOT covered. Coverage for accidental damage from handling includes non-intentional liquid spills in or on the unit, accidental drops, or falls during handling of the unit, and electrical surge. Covered damage also includes damaged or broken liquid crystal displays (LCDs), and broken parts occurring as a result of an accident from handling. The use of this coverage requires an explanation of where and when the accident occurred as well as a detailed description of the actual event. Failure to provide this information will result in claim denial.</p> <p>Additional details and exclusions pertaining to the accidental damage protection service feature are detailed in the "Service limitations" section.</p>

Feature	Delivery specifications
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 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:	
6-hour call-to-repair time	For critical incidents with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours of the initial call to HP, if this time falls within the coverage window.
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.
48-hour call-to-repair	For critical problems with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 48 hours 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 48 hours.
24-hour call-to-repair time	For critical problems with covered hardware products, HP will use commercially reasonable efforts to return the covered hardware products to operating condition within 24 hours of the initial service request to the HP Global Solution Center.
Second coverage day call-to-repair	HP will use commercially reasonable efforts to return the covered hardware to operating condition before the end of the second 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 2 coverage days.
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.
Fourth coverage day call-to-repair	HP will use commercially reasonable efforts to return the covered hardware to operating condition before the end of the fourth 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 4 coverage days.
Fifth coverage day call-to-repair	HP will use commercially reasonable efforts to return the covered hardware to operating condition before the end of the fifth 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 5 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.
24x7 coverage window	Service is available during the coverage window, which runs 24 hours per day, seven days per week including HP holidays.

Coverage

- This service provides coverage for HP- or Compaq-branded hardware products, and all HP-supplied internal components (such as HP memory and CD-ROMs), as well as attached HP- or Compaq-branded accessories purchased together with the main product, such as mouse, keyboard, docking station, and external monitor (up to 22 inches in size, measured diagonally).
- For services that provide desktop/workstation/thin-client/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.
- For HP point-of-sale (POS) systems and bundled product solutions such as retail solutions, kiosks, or carts, this service covers the base unit as well as attached HP-branded peripherals such as cash drawers, printers, pole displays for monitors, and bar-code readers or handheld scanners that have been sold as part of the POS or bundled product solution.
- 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 an audit on the covered products. If such an audit is required, an HP authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected. The information gathered in the audit 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 audit may be performed onsite, via remote system access, via remote audit tools, or over the phone. If an audit is required by HP, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed.

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

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 authorized service provider will not be obligated to deliver the services as described.

If required by HP, the Customer or HP Authorized 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 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 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.

For HP Care Pack services that include the accidental damage from handling service feature:

- It is the Customer's responsibility to report the accidental damage to HP within 30 days of the incident date so that HP can expedite system repair. HP reserves the right to deny repair under this coverage program for damages to systems on which the incident has been reported more than 30 days after the incident date.
- A 30 day waiting period must be observed for Care Packs purchased more than 30 days after the HW purchase before a claim can be filed with HP.

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

For HP POS systems and bundled product solutions such as retail solutions, kiosks, or carts, service may be provided onsite for the base unit only. Service for attached peripherals will be provided by shipping replacement parts or entire replacement products for Customer Self Repair or installation by the technical courier delivering the part or product.

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 unauthorized 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

Exclusions to the accidental damage protection service feature option

Eligibility for purchase of the accidental damage protection service feature requires the product to be covered by a factory warranty or a warranty extension service with coverage duration equal to or longer than the accidental damage protection service. The accidental damage protection service feature provides protection for operational or mechanical failure caused by an accident from handling which occurs in the course of the normal intended use of the product. It does not cover the following situations and damage due to:

- Normal wear and tear; change in color, texture, or finish; gradual deterioration; rust; dust; or corrosion
- Fire, a vehicular or homeowner's accident, act of nature, or any other peril originating from outside the product
- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous (including bio-hazardous) materials, operator negligence, misuse, mishandling, improper electrical power supply, unauthorized repairs or attempts to repair, improper and unauthorized equipment modifications, attachments or installation, vandalism, animal or insect damage or infestation, defective batteries, battery leakage, lack of manufacturer-specified maintenance (including the use of inappropriate cleansers)
- Error in product design, construction, programming, or instructions
- Maintenance, repair, or replacement necessitated by loss or damage resulting from any cause other than normal use, storage, and operation of the product in accordance with the manufacturer's specifications and owner's manual
- Theft, loss, mysterious disappearance, or misplacement
- Data loss or corruption; business interruptions
- Fraud (including, but not limited to, incorrect, misleading, erroneous, or incomplete disclosure of how the equipment was damaged to the Customer's adjudicator, the servicer, or HP)
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not impact operation and functioning of the computer

- Computer monitor screen imperfections including, but not limited to, “burn-in” and missing pixels, caused by normal use and operation of the product
 - Damage to product(s) whose serial numbers are removed or altered
 - Damage or equipment failure that is covered by manufacturer’s warranty, recall, or factory bulletins
 - Damage caused during the Customer’s shipment of the covered product to or from another location
 - Damage to hardware, software, media, data, etc., stemming from causes including, but not limited to, viruses; application programs; network programs; upgrades; formatting of any kind; databases; files; drivers; source code; object code or proprietary data; any support, configuration, installation, or reinstallation of any software or data; or use of damaged or defective media
 - Any and all pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the HP Care Pack service
 - Product obsolescence
 - Any equipment relocated outside the country of purchase and not covered by travel and accidental damage protection
 - Damaged or defective LCD screens when the failure is caused by abuse or is otherwise excluded herein
 - Intentional damage that results in a cracked or damaged computer display screen or damaged monitor
 - Damage due to police action, undeclared or declared war, nuclear incident, or terrorism
- Alteration or modification of the covered product in any way
- Unexplained or mysterious disappearance and any willful act to cause damage to the covered product
- Reckless, negligent, abusive, willful, or intentional conduct while handling or using the product. If protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with the covered product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service. Reckless, negligent, or abusive conduct includes, but is not limited to, the treatment and use of the covered product(s) in a harmful, injurious, or offensive manner that may result in its damage, and any willful or intentional damage to the product. Any damage resulting from such acts are NOT covered by this accidental damage protection from handling feature.

Limitations to the accidental damage protection service feature option

For HP business notebook products, HP does not limit the number of qualified accidental damage from handling claims for the duration of the HP Care Pack service agreement; however, HP reserves the right to physically audit your product and/or collaborate with the Customer to validate a claim submitted for accidental damage from handling.

HP may, at its sole discretion, elect to replace HP business notebook products in lieu of repairing them. The covered Product becomes the property of HP and must be returned to HP (or HP designee) at HP expense. HP reserves the right to replace the Product with a remanufactured or refurbished Product. Technological advances may result in a replacement product with a lower selling price than the original Product.

For products other than business notebooks, accidental damage from handling is limited to one claim per product per 12-month period commencing from the HP Care Pack service start date. If an additional repair is needed within any 12-month period, the cost of repair for any additional claims will be charged on a time-and-materials basis, but all other aspects of the HP Care Pack service purchased will remain in effect unless specifically documented otherwise in the country of purchase.

HP also reserves the right to deny acceptance of requests to purchase the accidental damage from handling service feature at its sole discretion.

The use of this coverage requires an explanation of where and when the accident occurred as well as a detailed description of the actual event. Failure to provide this information will result in claim denial.

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 quick specs, 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

A 6-hour call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HP designated support hub.

For sites that are located within 51 to 100 miles (81 to 161 km) of an HP designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table below.

The 6-hour hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HP designated support hub.

Other call-to-repair times are subject to adjustment for sites located more than 100 miles from an HP designated support hub.

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	6-hour hardware call-to-repair time commitment	Next, 2nd, 3rd, 4th, or 5th committed day hardware call-to-repair time commitment
0-50 miles (0-80 km)	6 hours	Next, 2nd, 3rd, 4th, or 5th committed day call-to-repair time
51-100 miles (81-160 km)	8 hours	Next, 2nd, 3rd, 4th, or 5th committed day call-to-repair time
101-200 miles (161-320 km)	Call-to-repair time commitment is not available	1 additional coverage day
Beyond 210 miles (321 km)	Call-to-repair time commitment is not available	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.

HP Hardware Support Onsite Call-To-Repair Services for Business 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

For more information on HP Services, contact any of our worldwide sales offices or visit our website at:

- HP support services: hp.com/services/support
- HP Care Pack services: hp.com/services/carepack

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