



Hardware Support Onsite Call-to-Repair Services for Business Point of Sale Systems

Care Pack, part of HP Care

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
- Accidental damage protection (optional; for eligible products only)

Service overview

Hardware Support Onsite Call-To-Repair Services for Point of Sale Systems provides high-quality remote assistance and responsive onsite support for your point-of-sale system 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 Products to return them to operating condition. For certain Covered Products, 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 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

Table 2. 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. |
| 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 eligible HP PC branded hardware products and HP-supported and supplied internal components such as memory and optical drives. This includes attached HP branded accessories purchased together and included in the original packaging of the main desktop, workstation, thin client, notebook, tablet or POS product, such as mouse, keyboard, docking station, jacket, port replicator and AC power adapter.

HP Care Pack Services with this coverage limitation do not cover external HP Monitors. All-in-One devices do include 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 HP Care Pack.

The docking station or port replicator is covered within the country where the HP Care Pack was purchased, but is not covered outside the country of purchase.

For HP point-of-sale (POS) systems and bundled product solutions such as retail or mobile point of sale solutions this service covers the base unit only, unless the service states it is a POS solution service, which provides coverage for the base unit as well as up to six attached HP-branded peripherals such as cash drawers, printers, pole displays for monitors, and barcode

readers or handheld scanners that have been sold as part of the POS or bundled product solution.

Coverage for eligible multivendor systems includes all standard vendor-supplied internal components and the external monitor, keyboard, and mouse.

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. HP Notebook and Tablet long-life batteries are covered for up to 3 years.

For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. 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.

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.

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.

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 to sites located within 200 miles (320 km) of an 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.

Travel zones and charges, if applicable, may vary in some geographic locations. Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below.

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.

| Zone | Distance from HP Support Responsible Office | Next Business day Onsite Response Time | Travel Zone Charges |
|--------------|--|---|--|
| Zones 0 to 2 | 0-50 miles (0-80 km) | Next business day | No Uplift |
| Zone 3 | 51-100 miles (81-160km) | Next business day | No Uplift |
| Zone 4 | 101-200 miles (161-320km) | 1 additional business day | No Uplift |
| Zone 5 | 201-300 miles (321-480km) | 2 additional business days | Custom Quoted based on actual travel charges |
| Zone 6 | Beyond 300 miles (+480km) | Not Available | Custom Quoted based on actual travel charges |

| Zone | Distance from HP Support Responsible Office | 4-hour Onsite Response Time | 6-hour Hardware Call-to-Repair Time Commitment | Travel Zone Charges |
|--------------|--|------------------------------------|---|--|
| Zones 0 to 2 | 0-50 miles (0-80 km) | 4 hours | 6 hours | No Uplift |
| Zone 3 | 51-100 miles (81-160km) | 4 hours | 8 hours | No Uplift |
| Zone 4 | 101-200 miles (161-320km) | 8 hours | Not Available | No Uplift |
| Zone 5 | 201-300 miles (321-480km) | Not Available | Not Available | Custom Quoted based on actual travel charges |
| Zone 6 | Beyond 300 miles (+480km) | Not Available | Not Available | Custom Quoted based on actual travel charges |

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 Point of Sale 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 the following website:

HP PC and print services: hp.com/go/pcandprintservices

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