



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-level options with different onsite response times
- Service-level options with accidental damage protection (for eligible products only)

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 featuring several onsite response and coverage window combinations in various durations 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, HP will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer.</p> <p>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 hardware incidents that cannot, in HP's judgment, 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.</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.</p> <p>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.</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 or the technical product data sheet will not be provided, repaired, or replaced as part of this service.</p>

Table 1. Service features, continued

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 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>
Onsite response time for hardware support	<p>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.</p> <p>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 authorised 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.</p> <p>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. Response time options available for eligible products are specified in the service-level options table. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>

Table 2. Optional service features

Feature	Delivery specifications
Accidental damage protection	<p>For eligible products, specific service levels may be offered with accidental damage protection. Where accidental damage protection applies, the Customer receives protection against accidental damage to the covered hardware product as part of this service.</p> <p>Accidental damage is defined as physical damage to a product caused by or resulting from a fortuitous incident. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge. This includes damaged or broken liquid crystal displays (LCDs), or broken parts. Major parts replacement is subject to certain limitations as detailed in the “Service limitations” section below.</p> <p>Accidental damage protection does not provide protection against normal wear and tear; theft; loss; fires; damage caused by a vehicle accident; acts of nature (including, without limitation, floods); mysterious disappearance; misplacement; 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 unit functionality; or damage caused during Customer shipment of the covered product to or from another location. Other exclusions to Accidental Damage Protection (ADP) program coverage are detailed in the “Service limitations” section below. If protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with the covered product, it is expected that the Customer will continually use these product accessories for protection against damage to the covered product. Abuse is defined as the intentional non-utilisation of protective items during product use, or the treatment of the product(s) that have been purchased for use in a harmful, injurious or offensive manner that may result in its damage. Any resultant damage from this type of treatment is NOT covered by this ADP program. Eligibility for purchase of ADP requires that the product be covered by a factory warranty or a warranty extension service with a coverage duration equal to or longer than the ADP service.</p>

Table 2. Optional service features, continued

Feature	Delivery specifications
Desktop/Notebook-only coverage	<p>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:</p> <ul style="list-style-type: none"> • 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
How-to	A dedicated team of highly trained sprout specialists will provide over the phone assistance, to make sure everything is running smoothly.
Phone assistance	Monday through Friday, between 08:00 am to 6:00 pm, excluding bank holidays.
For Sprout by HP	If you need help troubleshooting problems, visit sprout.hp.co.uk/support

Table 3. Service-level options

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

Option	Delivery specifications
Standard response time, standard business hours (9x5)	<p>Service is available 9 hours per day between 8 a.m. and 5 p.m. local time, Monday through Friday, excluding HP holidays.</p> <p>An HP authorised 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.</p>
Third-day response, standard business hours (9x5)	<p>Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.</p> <p>An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the third coverage day after the call has been received and acknowledged by HP. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the following three (3) coverage days.</p>
Next-day response, standard business hours (9x5)	<p>Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.</p> <p>An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the call has been received and acknowledged by HP. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the following coverage day.</p>
Next-day response, standard business hours	<p>Service is available 9 hours per day between 8:00 a.m. and 5 p.m. local time, Monday through Sunday, excluding HP holidays.</p> <p>An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the call has been received and acknowledged by HP. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the following coverage day.</p>
Next-day response, extended business hours (12x7)	<p>Service is available 12 hours per day between 8:00 a.m. and 8:00 p.m. local time, Monday through Sunday, including HP holidays.</p> <p>An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the call has been received and acknowledged by HP. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the following coverage day.</p>

Table 3. Service-level options, continued

Option	Delivery specifications
4-hour response, standard business hours (9x5)	<p>Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.</p> <p>An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP. The 4-hour onsite response time is measured during the coverage window only. For calls received after 1:00 p.m. local time, the response time may be carried over to the next coverage window.</p>

Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP designated support hub. 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.

Distance from HP designated support hub	4-hour onsite response time	Next-/Third-day onsite response time
0–100 miles (0–160 km)	4 hours	Next/Third coverage day
101–200 miles (161–320 km)	8 hours	1 additional coverage day
201–300 miles (321–480 km)	Established at time of order and subject to resource availability	2 additional coverage days
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability	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 authorised 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 authorised 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 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

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 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.

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 that a Customer Self Repair part is provided to return the system to operating condition, the onsite service level shall not apply. In those 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 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

Exclusions to the accidental damage from handling service feature option

Eligibility for purchase of the accidental damage from handling service feature requires the product to be covered by a factory warranty or a warranty extension service with a coverage duration equal to or longer than the accidental damage protection service. The accidental damage from handling service feature provides protection for operational or mechanical failure caused by an accident from handling that 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 colour, texture, or finish; gradual deterioration; rust; dust; or corrosion
- Fire, a vehicular or homeowner's accident, act of nature (natural disasters such as flooding), 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 biohazardous) materials, biological fluids, operator negligence, misuse, mishandling, improper electrical power supply, unauthorised repairs or attempts to repair, improper and unauthorised 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 a Travel + Accidental Damage Protection HP Care Pack

- 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, abusive, willful, or intentional 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 is NOT covered by this accidental damage from handling service feature.

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