

# HP Premium Care Services for Personal Computers

## HP Care Pack Services

### Technical data



HP Premium Care Services for Personal Computers are designed for businesses with limited or no IT staff that purchase HP personal computing products and selected third-party software products.

HP Premium Care Services for Personal Computers provide a single point of contact for your personal computing products and software support needs. HP brings the knowledge of its technical resources during extended business hours (13 hours per day, six days per week) to help you to resolve your hardware support issues and to assist you with software support issues.

With HP Premium Care Services for Personal Computers, you don't have to try and decide if you have a hardware or a software issue. You can make the first call directly to HP, and the HP support professional will determine whether you have a hardware or software problem.

If the reported incident is related to a selected third-party software product, HP will transfer your call to the third-party vendor for the resolution of your problem as per your existing support agreement with that software vendor. HP will also provide the necessary problem documentation to help the vendor with timely resolution of the problem.

If the incident involves a covered HP hardware product, HP will provide technical hardware support, remotely or onsite, to resolve the reported issue.

### **Service benefits**

- Arrival of HP agent at the user site next business day
- Extended access to remote support: 13 hours per day, six days per week
- Minimized downtime for better productivity
- Calls answered in priority with short waiting time
- Access to experienced HP support agents
- Collaborative remote third-party software support

## Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Hardware support coverage windows
- Onsite response time for hardware support
- Work to completion
- Escalation management
- Access to electronic support information and services
- HP electronic remote support solution
- Extended business hours 13x6 coverage window remote response
- Collaborative call management
- Experienced HP technicians

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## Specifications

**Table 1. Service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Remote problem diagnosis and support</b>	<p>Once the Customer has placed a call and HP has acknowledged its receipt, HP will work during the coverage window to isolate the hardware or software 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 (CSR) parts during the service coverage window.</p> <p>Regardless of the Customer's coverage window, incidents with covered hardware or software 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, seven 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>
<b>Onsite hardware support</b>	<p>For hardware incidents that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support for covered hardware products in order 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 functionally equivalent to new in performance. Replaced products become the property of HP.</p> <p>'Fix-on-Failure': At time of onsite technical support delivery, HP may:</p> <ul style="list-style-type: none"><li>• Install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts</li><li>• Install available firmware updates that are defined by HP as non-customer-installable and that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP and for which customer has the required license to use, if applicable</li></ul> <p>'Fix-on-Request': In addition, at customer request, HP will install during coverage hours critical firmware updates defined by HP as non-customer-installable and for which customer has the required license to use, if applicable. Critical firmware updates are firmware updates recommended by the HP product division for immediate installation.</p>

<p><b>Replacement parts and materials</b></p>	<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 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><b>Maximum supported lifetime/maximum usage:</b></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>
<p><b>Hardware support coverage windows</b></p>	<p>The coverage window specifies the time during which hardware support services are delivered onsite or remotely. Calls received outside this coverage window will be logged the next day for which the Customer has a coverage window.</p> <p>The following coverage window options are available:</p> <ul style="list-style-type: none"> <li>• Standard business hours, standard business days (9x5) for onsite hardware support: Service is available nine hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.</li> <li>• Extended business hours (13x6) for remote hardware support: Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Saturday, excluding HP holidays,</li> </ul> <p>The coverage window is subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
<p><b>Onsite response time for hardware support</b></p>	<p>For incidents involving 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. Calls received outside the onsite coverage window will be acknowledged the next onsite coverage day and serviced within the following coverage day. The onsite response time ends when the HP authorized representative arrives at the Customer's site, or when the reported event is closed with explanation that HP has determined it does not currently require an onsite intervention.</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.</p> <p>The following onsite response time is available for this service:</p> <p>Next-day onsite response: An HP authorized 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> <p>All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
<p><b>Work to completion</b></p>	<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 repaired. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.</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><b>Escalation management</b></p>	<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>

<b>Access to electronic support information and services</b>	<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"> <li>• 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</li> <li>• Expanded Web-based searches of entitled technical support documents, to facilitate faster problem-solving</li> <li>• Certain HP proprietary service diagnostic tools with password access</li> <li>• 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.</li> <li>• 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.</li> </ul>
<b>HP electronic remote support solution</b>	<p>The HP electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HP support specialist will only use the remote system access with the Customer's authorization. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution.</p>
<b>Extended business hours 13X6 coverage window remote response</b>	<p>HP call center will provide 13x6 remote support. Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Saturday, excluding HP holidays.</p> <p>This coverage window is subject to local availability. Contact a local HP sales office for detailed information on service availability.</p> <p>Support of the third-party software itself is dependent on the terms of the Customer's contract with the software vendor.</p> <p>HP at its sole discretion will determine when a problem is complex and must be resolved by the third-party support provider.</p>
<b>Collaborative call management</b>	<p>If HP determines that a problem is caused by selected third-party software, HP will offer the Customer its support to log a case to the software vendor.</p> <p>As part of the call initiation process, HP will provide problem documentation derived during the HP troubleshooting process. In order for HP to initiate the service call with the vendor in the Customer's name, the Customer must have a valid software support contract in place with the software vendor that allows them to place calls and receive support, have taken any steps necessary to ensure HP can submit a call on Customer's behalf, and provide HP with the required authorization and contract information.</p> <p>Once the software vendor is engaged, HP will close the HP service case, but the Customer can open a related case with HP if needed by referencing the original case identification number.</p> <p><b>HP will not assume any liability or responsibility with third-party software.</b></p> <p>Please contact any of our HP sales offices or resellers for a complete list of standard and pre-installed third-party-supported software products.</p>
<b>Experienced HP Technicians</b>	<p>HP Premium Care Services for Personal Computers provides the Customer with access to a dedicated call center whose qualified professionals and certified specialists will provide direct, fast responses to inquiries.</p>

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## Specifications

**Table 2. Optional service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Accidental damage protection</b>	<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 physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurs in the course of regular use. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. Additional details and exclusions pertaining to the accidental damage protection service feature are detailed in the 'Service limitations' section.</p>
<b>Defective media retention</b>	<p>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.</p>

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## 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.

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<b>Distance from primary HP support responsible office</b>	<b>Next-day response time service level</b>
0-100 miles (0-160 km)	Next coverage day
101-200 miles (161-320 km)	1 additional coverage day
201-300 miles (321-480 km)	2 additional coverage days
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability

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## Coverage

This service provides coverage for eligible HP- or Compaq-branded hardware products and HP-supported and supplied internal components (such as 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, port replicator, or AC power adapter.

External monitors or peripherals sold as individual items not physically integrated into the main product are not covered by this service.

Consumable items including, but not limited to, removable media, customer-replaceable notebook or Tablet PC 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 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 and an inventory of the covered products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows HP to survey and troubleshoot possible future hardware incidents so that repairs can be completed 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.

## Customer responsibilities

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

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 e-mail 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.

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 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 registering to use HP's electronic facility and maintaining the associated registration information in order to gain access to restricted product information and to receive proactive notification or other services available to the Customer.

With HP Premium Care Services for Personal Computers encompassing 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. If protective items such as covers, carrying cases, or pouches were provided or made available for use with the covered product, it is the Customer's responsibility to continually use these product accessories for protection against damage to the covered product.

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 Drive 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 Drive and/or ensure that the Disk or SSD/Flash Drive is 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 will 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 Drive to HP and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such Disk or SSD/Flash Drive.

For collaborative third-party software support, the Customer will:

- Ensure all software products are properly licensed
- Adhere to the licensing terms and conditions as stated by the original software manufacturer or sales agent

- Allow HP personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining the system and software

## **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, or if agreed by the Customer; other parts classified by HP as Customer Self Repair (CSR) parts; or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support

If the Customer agrees to the recommended CSR and a CSR 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 CSR parts that are critical to the product operation to the Customer location. For more details on the CSR process and parts, please refer to: [www.hp.com/go/selfrepair](http://www.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.

### **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.

### **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 against sudden and unforeseen accidental damage from handling, provided such damage occurs in the course of regular use. 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 (in cases in which said accident is covered by an insurance policy or other product warranty), act of nature (including, without limitation, floods), 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; or lack of manufacturer-specified maintenance (including the use of inappropriate cleansers)
- Error in product design, construction, programming, or instruction
- 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 functionality 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; 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 HP Premium Care Services for Personal Computers
- Product obsolescence
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection HP Care Pack Service
- Damaged or defective LCD screens when the failure is caused by abuse or is otherwise excluded herein
- Intentional damage resulting 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 or any willful act that causes damage to the covered product
- Reckless, negligent, or abusive conduct while handling or using the product; if protective items such as covers, carrying cases or pouches 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 is NOT covered by this accidental damage protection service feature)

For HP commercial products, accidental damage from handling is limited to one incident per product per 12-month period commencing from the HP Premium Care Services for Personal Computers start date.

Once the specified limit is reached, the cost of repair for any additional claims will be charged on a time-and-materials basis, but all other aspects of the purchased HP Premium Care Services for Personal Computers will remain in effect unless specifically documented otherwise in the country of purchase.

For those Customers with a history of significantly high claims, HP also reserves the right to deny acceptance of requests to purchase the accidental damage from handling service feature.

## For more information

For more information on HP Premium Care Services for Personal Computers, contact any of our HP sales offices or resellers or visit our websites at:

**[www.hp.com/services/carepack](http://www.hp.com/services/carepack)**

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