

Hardware Support Onsite Service with SmartFriend



Care Pack, part of HP Care

Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Coverage window
- Onsite response times for hardware support
- SmartFriend user advisory

Hardware Support Onsite Service provides high-quality remote assistance and onsite support for your covered hardware, helping you to improve product uptime. This service will connect you with a technician who can answer selected 'how-to' questions not addressed by your product manual or typically not covered by your standard warranty or extended service plan. SmartFriend can also help you improve the performance of your PCs, or provide assistance with various operations such as transferring data, upgrading to a new operating system, setting up a home network, checking the current level of protection, getting rid of viruses, and more.

Some service levels are also available with optional service features such as accidental damage protection.

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 the 'Service-level options' table, HP will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the hardware problem 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 resolve the problem remotely.</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>

Feature	Delivery specifications
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, as described in the 'Service-level options' table. 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 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>
SmartFriend user advisory	<p>SmartFriend provides the Customer with a single telephone-based resource for responses to a wide range of end-user technical questions and problems related to the use of personal computers and imaging and printing products and applications. This service will connect the Customer with a technician who can answer selected 'how-to' questions not addressed by the product manual or typically not covered by a standard warranty or an extended service plan.</p> <p>SmartFriend includes advisory support and technical assistance on the features and use of printing products and multivendor software business applications and utilities running in Microsoft® operating systems. This covers Web browsers and word processing, antivirus, and mail applications from major vendors such as Microsoft and Adobe®. The full and detailed list of covered applications is available hp.com/go/smartfriend.</p> <p>SmartFriend can also help users improve the performance of their PCs, as well as provide assistance on various operations such as transferring data, upgrading to a new operating system, setting up a home network, checking the current level of protection, and getting rid of viruses.</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 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>

Specifications

Table 2. 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 authorized 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 authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the third coverage day after the service request 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 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 authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the service request 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 (9x7)	<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. 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 service request 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. 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 service request 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>
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 authorized 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.

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

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

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 that is 22 inches in size or smaller.

Unless otherwise specified, monitors, docking stations, and any external accessory purchased in addition to the base unit will not be covered under this service.

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.

SmartFriend supports many third-party software applications and utilities that function on any personal computer. Please see hp.com/go/smartfriend for a complete list of supported products.

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.

The Customer or HP authorized 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.

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.

For Care Packs 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.

If protective items such as covers, carrying cases or pouches, etc., 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.

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
- Ensure all software products are properly licensed
- Assume full responsibility for the management and protection of the service's unique access number(s)
- 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
- Maintain a current backup copy of the operating system, development programs, and all other applicable software programs and data
- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Perform other reasonable activities to help HP identify or resolve problems, as requested 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, 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 details 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 in this document.

The following activities are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility 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 unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- User preventive maintenance

- Support of non-supported software
- Support for the network on which applications are running
- Services required due to causes external to the equipment or software
- Software product media, documentation, and license updates
- Support for any version of a software product more than 180 days after release of the subsequent version, unless otherwise agreed (HP may provide support for past versions, but additional charges may apply)
- Questions not directly related to the PC and printer usage and environment (e.g., advice and support on telephony, purchasing, servers, etc.)
- Assistance with topics relating to application or Web development

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, 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 Care Pack
- Product obsolescence
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection 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, or abusive 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 service feature.

For HP commercial and consumer products, accidental damage from handling is limited to one incident per product per 12-month period commencing from the Care Pack 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 Care Pack purchased 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.

Ordering information

To obtain further information or to order Hardware Support Service with SmartFriend contact a local HP sales representative.

For more information
hp.com/go/pcandprintservices

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