

HP Hardware Support Service with LoJack For Laptops



HP Care Pack Services

Protect your product

- Remote problem diagnosis and support
- Parts, materials, and labor included
- Hardware support options based on local availability

Protect your data

- Device Lock—prevent stolen laptop from being used
- Data Delete—protect your privacy remotely
- Recovery—get your laptop and life back

Protect against accidents

- For eligible products, provides the option to add HP Accidental Damage Protection
- Covers accidental drops, spills, and surges

Overview

HP Hardware Support Service with LoJack For Laptops can help recover your PC or laptop by working with law enforcement globally. LoJack For Laptops is the industry-leading recovery service that locks, deletes, locates, and returns stolen laptops and computers. LoJack For Laptops is installed on your computer and works behind the scenes silently and securely. You have the flexibility to choose between different service features and service-level options to address your specific needs.

HP Hardware Support Service provides high-quality remote assistance and repair support for your covered hardware, helping you to improve product uptime. The service is available with offsite and onsite options, depending on country delivery capabilities.

With the optional HP Accidental Damage Protection service feature, you will receive protection against accidental damage to the covered hardware product. Accidental damage is defined as physical damage to a product caused by or resulting from a fortuitous incident.

You must have an HP Care Pack registration so that Absolute Software can contact you with an activation code and installation instructions.

Coverage

All standard accessories included with the HP base unit part number and all HP supplied internal components, such as HP Jetdirect cards, memory, and CD-ROM drives, are covered under this service.

Additionally, external accessories limited to the HP branded mouse, keyboard, and AC power included with the main product or purchased together with main product are covered.

Not covered under this service are items such as, but not limited to:

- Consumables including, but not limited to, customer-replaceable batteries and tablet PC pens
- Maintenance kits, carrying cases, and other supplies
- Non-HP devices
- Accessories purchased in addition to the base unit, such as cradles, carrying cases, docking stations, and port replicators
- Any product previously repaired by an unauthorized technician or user

Specifications

Table 1. Service features

Feature	Delivery specifications
Device Lock and Data Delete	LoJack For Laptops offers the ability to remotely lock or delete data on stolen and missing computers to keep it from falling into the wrong hands. The Customers must first sign a pre-authorization agreement with Absolute Software and choose a data delete authorization method, which can be done either by an email token or an RSA token purchased from Absolute.
Recovery	When a computer is reported stolen, the Theft Recovery team gathers evidence and works with law enforcement globally to help track and recover it. The team is comprised of over 45 former law enforcement professionals (including individuals formerly with the New York Police Department and United States Department of Homeland Security) who are now experts in cybercrime.
Remote problem diagnosis and support	<p>Once the Customer has placed and HP has acknowledged the receipt of a call as described in the “General provisions/Other exclusions” section, 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>
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><i>Maximum supported lifetime/maximum usage</i></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>
Turnaround time	<p>Turnaround time for this service will be three (3) HP business days for eligible locations, except in cases of intermittent failures and non-availability of parts, which may require additional repair time. Turnaround time is measured in elapsed business days from the time the defective product is received by HP until the time the repaired or replaced product is ready to be shipped back to the Customer. Received by HP means (depending on shipment option used) either: (1) picked up at the Customer’s site by an HP authorized courier or (2) received during HP business hours at the HP designated repair center, if delivered or shipped by the Customer. Turnaround time does not include the time the repaired or replaced product is in transit back to the Customer. If the defective product is received at the HP designated repair center after 5:00 p.m. local time, the three-business-day turnaround time starts with the next business day.</p> <p>The three-business-day turnaround time is not available for all geographic locations and may be longer outside metropolitan areas.</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 the next day for which the Customer has a coverage window.</p> <p>Coverage window options available for eligible products are specified in table 3.</p> <p>Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays (may vary by geographic location).</p>

Specifications (Optional)

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.</p> <p>Other exclusions to Accidental Damage Protection program coverage are detailed in the “Service limitations” section.</p> <p>Eligibility for purchase of Accidental Damage Protection 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.</p>

Specifications

Table 3. Service-level options

Option	Delivery specifications
Hardware Support Onsite	
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>
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 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. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Hardware Support Offsite	
Offsite support and materials	<p>If HP determines that the problem cannot be resolved remotely, HP will direct the Customer to return the defective hardware product to an HP designated repair center, where HP will provide technical support. HP will provide HP-supported parts and materials necessary to return the hardware product to operating condition. HP may, at its sole discretion, elect to replace such hardware products in lieu of repairing them. Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HP.</p> <p>In addition, HP may install commercially available engineering improvements on the covered hardware product to enable 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.</p>

Table 3. Service-level options (continued)

Option	Delivery specifications
HP Return Service	<p>HP provides a return service that includes repair or replacement and return of the defective product, including all parts, labor, and freight. By selecting the HP Return Service option, the Customer assumes responsibility for packaging and shipping or delivering the defective product to an HP designated repair center.</p> <p>HP will return the repaired or replaced product to the Customer's site, if it is within the geographic location where the service is provided. Turnaround time for this service will be three (3) HP business days for eligible locations, except in cases of intermittent failure, which may require additional repair time. Turnaround time is measured in elapsed business days from the time the product is received at an HP designated repair center until the time the repaired or replaced product is ready to be returned to the Customer. Turnaround time does not include the time required to return-ship the repaired or replaced product. The Customer may request expedited return shipment for an additional charge, which will be billed to the Customer.</p> <p>The Customer may call the HP Customer Support Center between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. Extended telephone support may be available for selected products (times may vary by geographic location).</p>
HP Pickup and Return Service	<p>HP provides a door-to-door service that includes pickup, repair, or replacement of the defective product, and return of the operational product. Turnaround time for this service will be three (3) HP business days for eligible locations, except in cases of intermittent failures, which may require additional repair time. Turnaround time is measured in elapsed business days from the time the product is picked up at the Customer's site, if it is within the geographic location where the service is provided, until the time the repaired product is ready to be returned to the Customer. Turnaround time does not include the time required to return-ship the repaired or replaced product. The Customer may request expedited return shipment for an additional charge, which will be billed to the Customer.</p> <p>The Customer may call the HP Customer Support Center between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. Service requests must be received before 12:00 p.m. local time to activate same-day pickup. All other calls will be scheduled for next-business-day pickup. Extended telephone support may be available for selected products (times may vary by geographic location).</p>

Prerequisites

HP recommends that any device being considered for LoJack For Laptops services be preloaded with the LoJack BIOS. LoJack For Laptops software incorporates a healing technology, referred to as "persistence," that essentially rebuilds the agent software installation, even if the agent service is deleted using conventional methods. Computers that do not have the Computrace Agent embedded into the BIOS will have the software version of the persistence module in the partition gap of the hard drive.

Data deletion activities performed as part of any LoJack For Laptops service must be pre-authorized on the Customer's Absolute Software account.

Following are software installation system requirements:

- Operating system: Windows® 2000, Windows XP (32 bit only), Windows Vista® (32 bit and 64 bit), Windows 7 (32 bit and 64 bit), Windows 8 (32 bit and 64 bit),* and Mac OS X v10.3 or later (including Lion)
- Web browser: Apple Safari or Mozilla Firefox

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.

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.

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.

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
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer must ensure that the product is appropriately packaged and prepared for pickup or the chosen method of delivery or shipment to the HP designated repair center. HP may require the Customer to include a print-out of any previously conducted self-test results together with the defective product.

It is the Customer's responsibility to remove all personal and/or confidential data from the defective product before it is returned to an HP designated location for repair or replacement; HP is not responsible for data stored on the returned product.

Additionally, the process to activate LoJack For Laptops requires that the Customer:

- Register the covered hardware and HP Care Pack immediately, using the registration instructions within the email document or as otherwise directed by HP; in turn, the Customer will receive a Welcome Kit from Absolute Software Corporation with instructions on registration and software license terms
- To be eligible for LoJack For Laptops, register with Absolute Software Corporation and work with Absolute to install the necessary software on their computer (No protections will be in place until the software is installed on the computer.)
- Connect the computer covered by this service to the Internet at least once a month so that it can connect to and log its location with the Absolute Software Monitoring Center (Note: The number and percentage of the Customer's computers that were logged within the previous 30 days are available for the Customer to view on the Absolute Software website by contacting Absolute Software directly. To locate computers that have not been connected to the Absolute Software Monitoring Center, the Customer may contact Absolute Software.

In the event of a theft, the Customer will:

- Report the theft to the police—this must be done as the first step and as soon as possible after the theft occurs to ensure that the theft report and police file number are received by Absolute Software no more than 14 days after the theft date
- Obtain the police file number
- Document the name of the officer assigned to the file
- Contact the Absolute Theft Recovery Team via phone, fax, or email (see information below) and provide the information listed above regarding the theft; again, this file must be reported to the Absolute Theft Recovery Team no more than 14 days after the theft date to improve the chances of recovering the stolen computer

Reporting a computer theft

The Customer should use the following information to report a computer theft to Absolute Software:

- Website: absolute.com/lojackforlaptops/support/
- Phone: 1-800-81-THEFT (1-800-818-4338)
- Fax: 604-730-2621, Attn: Recovery
- Email: recovery@absolute.com

Additional terms and conditions apply. For full details, visit: absolute.com/company/legal/agreements

Service limitations

For LoJack For Laptops Service, computers that do not have the Persistence Module embedded into the BIOS during the manufacturing process can still undergo installation of the Application Agent and will perform with full LoJack For Laptops functionality. However, these devices will not benefit from the persistence capability available when the Persistence Module is embedded into the BIOS of the device.

The Persistence Module is preloaded on the BIOS of many HP consumer notebook, tablet PC, and desktop models. HP recommends that customers verify if the Persistence Module is preloaded in the BIOS of a device before purchasing it. For a listing of all computers that are manufactured with the Computrace Agent embedded in the BIOS, please see absolute.com/en/partners/bios-compatibility.

For HP consumer desktop and notebook products, Accidental Damage Protection coverage is limited to one claim per product per 12-month period commencing from the Care Pack start date.

General provisions/Other exclusions

The various service offers provided by HP and delivered by LoJack For Laptops are not available in all regions and/or countries. Contact your local sales representative for availability information.

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
- 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

The following are excluded from the LoJack for Laptops service:

- The Computrace Agent is shipped turned off and must be activated by the Customer when a subscription is purchased.
- For full details and conditions for the recovery reimbursement, please visit the following website: absolute.com/company/legal/agreements
- In order to use the Data Delete service, the Customer must first sign a Pre-Authorization Agreement and choose a Data Delete authorization method, which can be done either by using an email token or an RSA token purchased from Absolute Software.

The following are excluded from the Accidental Damage Protection service feature option:

- Damage caused by failure to adhere to manufacturer's recommended maintenance or operating specifications
- Damage caused by the intentional non-utilization 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
- Damage due to war or nuclear incident, fire, terrorism, vehicle accident, or act of nature (including, without limitation, floods), unauthorized attempts to repair the product, or use of damaged or defective media
- Data loss or corruption; business interruptions; obsolescence; cosmetic damage; rust; change in color, texture, or finish; wear and tear; and gradual deterioration
- Error in product design, construction, programming, or instructions
- Fraud, theft, unexplained or mysterious disappearance, misuse, abuse, or willful act
- Alteration or modification of the product in any way

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