

## Brief

# The service you need, there when you need it



## Onsite Repair Services

Increase productivity with Onsite Repair Services—a suite of hardware management and repair services that free you to focus on what matters most in your business, delivered by certified technicians right where you work.



### What if you could...

- Run your business without needing to worry about hardware repair needs?
- Rely on a certified technician to arrive at your door within hours of a reported issue?
- Project and manage hardware maintenance costs with clarity and confidence?
- Tailor the level of service you receive to the needs of your business?

Your printing and imaging devices are vital to productivity and performance. You print presentation materials from the conference room. HR needs you to send over scanned hard copies. You need to encrypt and store confidential data without going back to your desk. The list goes on. It's essential that your devices work when you need them—and that hardware issues never stand between you and your business results.

Onsite Repair Services help you keep your printing and imaging devices up and running—and your business moving forward. Boost productivity, protect your investment, and reduce unbudgeted repair costs by entrusting hardware issues to certified technicians. All you need to do is choose the Onsite Repair Service option that best suits your business needs. Then, if a problem occurs with your HP printer, multifunction printer (MFP), or scanner, our qualified support agents will work with you to remotely troubleshoot the problem and, if needed, an expert certified technician will arrive onsite to repair the device.

### Focus on business, not hardware

Onsite Repair Services build a bridge between expertise and business performance. With a certified hardware technician arriving at your workspace within hours of a report,<sup>1</sup> you have the freedom to stay focused on the work you do best—running an efficient and productive business.

- Mitigate problems with remote troubleshooting, diagnosis, and problem-resolution assistance.
- Stay focused on your core objectives with on-site assistance from certified technicians whenever needed.
- Minimize downtime and boost productivity with quick and easy hardware repairs.



Choose the Onsite Repair Services your business needs.



Call us whenever you have an issue and receive expert, remote troubleshooting.



If that doesn't resolve your issue, depend on our certified technicians to show up onsite for repairs.



Count on complete ongoing service coverage for your devices.

## Consistent, convenient hardware coverage

Your hardware investment pays dividends throughout your business. Ensure that your devices stay strong for the long haul by relying on Onsite Repair Services to handle repairs.

- Protect your investment with reliable support from certified technicians, who arrive onsite as needed.
- Prevent device issues from escalating, and solve them swiftly with expert management for complex problems.
- Ensure your hardware stays up and running with reliable, unlimited service interventions.

## Stable costs, steady confidence

Simplify variables, solidify your outlook, and plan with precision. With Onsite Repair Services your hardware issues and repair needs have a clear path to resolution. You'll know from the start what to expect, including the exact cost of service.

- Reduce the risk of unexpected repair costs when issues arise.
- Take peace of mind in a service contract that includes all labor, Original HP parts, and materials.<sup>2</sup>

- Receive coverage for all HP branded accessories and components attached to your printer, MFP, or scanner.<sup>2</sup>

## Select the support you need

Choose the Onsite Repair Services that best meet your individual business needs:

- Next Business Day Onsite with Defective Media Retention<sup>1</sup>
- Next Business Day Onsite<sup>1</sup>
- Same Day Onsite with Defective Media Retention<sup>1</sup>
- Same Day Onsite<sup>1</sup>
- Next Business Day Call-to-Repair with Defective Media Retention<sup>1</sup>
- Second Business Day Call-to-Repair with Defective Media Retention<sup>1</sup>

### Choose the right term

Set up your service for a period of 3, 4, or up to 5 years, plus post-warranty options.

### Choose the right response time<sup>1</sup>

Set up your service to deliver on-site assistance, when needed:

- Same-day, 4-hour response during normal business hours
- Same-day, 4-hour response during extended hours

### Support specialists on hand to help

Our support specialists are always ready to help. If you have a problem, just call the designated support number or visit the HP Support Center online at [hp.com/go/supportcenter](http://hp.com/go/supportcenter) to get started. If we can't troubleshoot remotely, a certified technician will come and assist you in person.

### Defective Media Retention

Protect and control your sensitive data with Defective Media Retention. After diagnosing your defective storage media, we provide a replacement drive and return your old one to securely dispose of or archive.

- Next-business-day response
- Next-business-day or second-business-day committed repair time with Call-to-Repair

## Get started

To order Onsite Repair Services as a pre-configured or contract offering, contact your preferred HP reseller.

For more information, including a list of available service levels by specific printer, multifunction printer, or scanner, visit Care Pack Central at [hp.com/go/cpc](http://hp.com/go/cpc).

Learn more at [hp.com/go/pchandprintservices](http://hp.com/go/pchandprintservices)

Sign up for updates  
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<sup>1</sup> Service levels and response times may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit [hp.com/go/cpc](http://hp.com/go/cpc).

<sup>2</sup> Onsite Repair Services does not include consumable items, such as printer cartridges, batteries, maintenance kits, and other supplies, user maintenance and non-HP devices.

HP services are governed by the applicable HP terms and conditions of service provided or indicated to customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP limited warranty provided with your HP product.

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