

HP Hardware Support Onsite Service



HP Contractual Care Services

Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Firmware updates for selected products
- Choice of coverage windows
- Choice of onsite response times for hardware support
- Periodic maintenance (included for certain eligible products only)
- Escalation management
- Access to electronic support information and services
- HP electronic remote support solution (for eligible products only)
- Preventive maintenance (optional for eligible products only)
- Defective media retention (optional for eligible products only)
- Choice of call-to-repair time commitments for hardware support (optional for eligible products only)
- Enhanced parts inventory management (included with select optional call-to-repair time commitment)
- Accidental damage protection (optional for eligible products only in selected countries)
- Global coverage (optional for eligible products only in selected countries)

Service overview

HP Hardware Support Onsite Service provides remote assistance and onsite support for your eligible covered hardware, helping you to improve product uptime.

You have the flexibility to choose between different service packages with predefined service levels or to address your specific support needs by configuring optional service features and choosing from additional response time and coverage window alternatives.

Service-level options with call-to-repair times provide IT managers with support specialists who will quickly begin troubleshooting the system to help return the hardware to operating condition within a specified time period.

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 '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 during the service coverage window for installation of customer-installable firmware and Customer Self Repair parts.</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 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 authorised representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain 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> <p>Once an HP authorised 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 parts or additional resources are required, but work will resume when they become available.</p> <p>Work to completion may not apply to onsite support provided for desktop, mobile and consumer products.</p> <p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p>

Onsite hardware support, continued

'Fix-on-Failure': In addition, at the time of onsite technical support delivery, HP may:

- Install available engineering improvements for covered hardware products to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts
- Install available firmware updates defined by HP as non-customer installable for covered hardware products that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP

'Fix-on-Request': In addition, at the Customer's request, HP will install during coverage hours critical firmware updates defined by HP as non-customer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HP product division for immediate installation.

Replacement parts and materials

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, degauss or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part.

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. The repair or replacement of any supplies or consumables is the responsibility of the Customer. Some exceptions may apply; contact HP for more information. If a consumable part is eligible for coverage, as determined by HP, call to repair time commitments and onsite response times do not apply to repair or replacement of the covered consumable part.

Maximum supported lifetime/maximum usage: Parts and components that have reached their maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired or replaced as part of this service.

Firmware updates for selected products

As HP releases entitled firmware updates to HP hardware products, these updates are only made available to Customers with an active agreement that entitles them to access these updates.

As part of this service, the Customer will have the right to download, install and use firmware updates for hardware products covered by this service, subject to all applicable licence restrictions in HP's current standard sales terms.

HP will verify entitlement to updates by reasonable means (such as an access code or other identifier), and the Customer is responsible for using any such access tools in accordance with the terms of this data sheet and other applicable agreements with HP.

HP may take additional reasonable steps, including audits, to verify the Customer's adherence to the terms of the Customer's agreements with HP, including this data sheet.

For Customers with licences to firmware-based software products (features implemented in firmware activated by the purchase of a separate software licence product), the Customer must also have, if available, an active HP Software Support agreement to receive, download, install and use related firmware updates. HP will provide, install or assist the Customer with installation of firmware updates as previously described in this document only if the Customer has the licence to use the related software updates for each system, socket, processor, processor core or end-user software licence as allowed by the original HP or original manufacturer software licence terms.

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 at the time the call is placed to HP, but will not be acknowledged as described in the 'General provisions/Other exclusions' section until 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 'General provisions/Other exclusions' section. The onsite response time ends when the HP authorised representative arrives at the Customer's site, or when the reported event is closed with the 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>
Periodic maintenance	<p>For certain eligible water-cooled products, HP will provide periodic maintenance; the frequency and scope of these periodic maintenance services will be as defined by the product maintenance schedule documented in the product documentation.</p> <p>If periodic maintenance is included, an HP authorised representative will contact the Customer, and the Customer will agree to arrange for the periodic maintenance to be performed at a mutually agreed-upon time during local HP standard business hours, excluding HP holidays, and within the required scheduled interval as defined in the product maintenance schedule, unless otherwise agreed by HP in writing. Any services provided outside of HP standard business hours may be subject to additional charges.</p> <p>HP will plan the necessary periodic maintenance activities and identify and communicate any prerequisites to the Customer when contacting the Customer to schedule the service. The Customer must provide access to the product, ensure that the prerequisites have been met and supply any consumables such as filters and chemicals required at the time of product maintenance.</p> <p>For more information on eligible products that will receive periodic maintenance services as part of this service, please contact your HP sales representative.</p>
Escalation management	<p>HP has established formal escalation procedures to facilitate the resolution of complex incidents. Local HP management coordinates incident escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.</p>
Access to electronic support information and services	<p>As part of this service, HP provides the Customer with access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> • Certain capabilities that are made available to registered users, such as subscribing to hardware-related proactive service notifications and participating in support forums for solving problems and sharing best practices with other registered users • Expanded Web-based searches of entitled technical support documents to facilitate faster problem-solving

Access to electronic support information and services, continued	<ul style="list-style-type: none"> • Certain HP proprietary service diagnostic tools with password access • 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 • HP and third-party hosted knowledge databases for certain third-party products, where Customers can search for and retrieve product information, find answers to support questions and participate in support forums; this service may be limited by third-party access restrictions
HP electronic remote support solution	<p>For eligible products, 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 authorisation. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution.</p>

Specifications

Table 2. Optional service features

Feature	Delivery specifications
Preventive maintenance	<p>An HP authorised representative will visit the Customer's site at regularly scheduled intervals. For all products other than printers that require preventive maintenance service, the Customer shall call HP to request and schedule a preventive maintenance visit at the agreed-upon intervals. For all printers that require preventive maintenance service, the Customer will call HP to schedule the preventive maintenance visits when the printer displays the respective alert or when the page count is close to the kit's yield.</p> <p>During the visit, the HP authorised representative will determine the level of checking that will be performed for preventive maintenance services such as diagnostics, checking error logs on covered systems to find potential hardware problems and, if necessary, addressing mechanical or electronic system complaints and cleaning or replacing worn or defective parts or maintenance items.</p> <p>The representative may also check for potential problems by inspecting cables and cable connections or visual status indicators of covered hardware, checking temperature and humidity levels and comparing them to vendors' recommendations, and installing applicable engineering improvements and firmware updates as required, in the opinion of HP, to maintain the hardware product. The representative may provide a final report on the hardware's condition.</p> <p>Preventive maintenance services will be delivered between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays, regardless of the selected coverage window.</p> <p>Availability and deliverables may vary by region.</p>
Defective media retention	<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 service feature.</p>

Call-to-repair time commitment for hardware support

A call-to-repair time commitment may be selected for eligible products in lieu of an onsite response time. For critical incidents (severity 1 or 2) with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to return the covered hardware to operating condition within the specified call-to-repair time commitment. For noncritical incidents (severity 3 or 4) or at the Customer's request, HP will work with the Customer to schedule an agreed-upon time for the remedial action to commence, and the call-to-repair time commitment will then start at that time. Incident severity levels are defined in the 'General provisions/Other exclusions' section.

Call-to-repair time refers to the period of time that begins when the initial call has been received and acknowledged by HP, as specified in the 'General provisions/Other exclusions' section. Call-to-repair time ends with HP's determination that the hardware is repaired or when the reported event is closed with the explanation that HP has determined it does not currently require onsite intervention. Call-to-repair times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window.

Call-to-repair time options available for eligible products are specified in the Service-level options table. All call-to-repair times are subject to local availability. Contact a local HP sales office for more information.

Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. HP is not liable for any lost data, and the Customer is responsible for implementing appropriate backup procedures. Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the repair time commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.

It will take 30 days from the time this service is purchased to set up and perform necessary audits and processes before the hardware call-to-repair time commitment is in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HP will provide a 4-hour onsite response time.

Enhanced parts inventory management

To support HP call-to-repair time commitments, an inventory of critical replacement parts is maintained for call-to-repair Customers. This inventory is stored at an HP designated facility. These parts are managed to allow for increased inventory availability and are accessible to HP authorised representatives responding to eligible support requests. Enhanced parts inventory management is included with selected optional call-to-repair time commitments.

Accidental damage protection

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.

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.

Global coverage	<p>Global coverage is available in selected countries/geographical regions. A detailed list is maintained at hp.com/services/travel. This list provides information on the specific geographic availability of Hardware Support for Travelers, including accidental damage protection and defective media retention options. The listing of countries/geographic locations is subject to change without notice.</p> <p>It is recommended that the Customer validate global coverage through this website prior to any departure.</p> <p>When the Customer is traveling in any of these locations and outside the country where the product was originally purchased, HP will:</p> <ul style="list-style-type: none"> • Provide the Customer with the HP Global Solution Centre telephone number for the pertinent country/geographic location under “Contact HP” on hp.com • Accept calls in the country/geographic location of travel from the Customer or the internal help desk of the Customer’s company • Diagnose to the hardware failure level • Arrange for next-business-day response service at the Customer’s location in the participating country/geographic location or delivery of a replacement part, as needed • Provide the parts required for repair according to the hardware specification, provided that the localised parts are available in the location of travel
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Specifications

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
Coverage window options:	Service is available during the specified coverage hours and days:
Standard business hours, standard business days (9x5)	9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays
13 hours, standard business days (13x5)	13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday, excluding HP holidays
16 hours, standard business days (16x5)	16 hours per day between 8:00 a.m. and 12:00 a.m. local time, Monday through Friday, excluding HP holidays
24 hours, standard business days	24 hours per day, Monday through Friday, excluding HP holidays.
Coverage extension for additional hours	The coverage window is extended to define custom coverage hours that include additional individual hours before or after the selected coverage window.
Coverage extensions for additional days	<p>The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following:</p> <ul style="list-style-type: none"> • Saturdays, excluding HP holidays • Sundays (requires Saturday and holiday coverage) • HP holidays, should these fall on a weekday that would otherwise be included in the selected coverage window
Onsite response-time options:	An HP authorised representative will arrive at the Customer’s site during the coverage window to begin hardware maintenance service within the specified time after the call has been received and acknowledged by HP:
1-hour onsite response	Onsite response within 1 hour
2-hour onsite response	Onsite response within 2 hours
4-hour onsite response	Onsite response within 4 hours
Next-day onsite response	Onsite response within the next coverage day
Second-day onsite response	Onsite response within the second coverage day
Third-day onsite response	Onsite response within the third coverage day

Fifth-day onsite response	Onsite response within the fifth coverage day
Scheduled onsite response	An HP authorised representative will arrive at the Customer's site to begin hardware maintenance service between 8:00 a.m. and 5:00 p.m. local time during scheduled weekly visits on agreed-upon weekdays, Monday through Friday, excluding HP holidays.
Call-to-repair time commitment options (in lieu of onsite response time options):	For critical incidents with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition and within the specified time after the call has been received and acknowledged by HP:
4-hour call-to-repair time	Repair completed within 4 coverage hours
6-hour call-to-repair time	Repair completed within 6 coverage hours
8-hour call-to-repair time	Repair completed within 8 coverage hours
24-hour call-to-repair time	Repair completed within 24 hours, if this time falls within the coverage hours

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 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 and meet the call-to-repair time commitment, if applicable.

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, it is HP's practice 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 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 earlier.

If an upfront audit is required by HP, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified time period.

The following activities or situations will suspend the call-to-repair time calculation (if applicable) until they are completed or resolved:

- Any Customer or third-party action or inaction impacting the repair process
- Any automated or manual recovery processes triggered by the hardware malfunction, such as disk mechanism rebuild, sparing procedures, or data integrity protection measures
- Any other activities not specific to the hardware repair but required to verify that the hardware malfunction has been corrected, such as rebooting the operating system

HP reserves the right to modify the call-to-repair time commitment as it applies to the Customer's specific product configuration, location and environment. This is established at the time of support agreement order and is subject to resource availability.

A call-to-repair time commitment does not apply when the Customer chooses to have HP prolong diagnosis rather than execute recommended recovery procedures.

If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

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
- 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

For HP point-of-sale (POS) systems and bundled product solutions such as retail solutions, kiosks or carts, service may be provided onsite for the base unit only. Service for attached peripherals will be provided by shipping replacement parts or entire replacement products for CSR or installation by the technical courier delivering the part or product.

Limitations to the defective media retention service feature options

The defective media retention service feature option applies only to eligible data retentive components replaced by HP due to malfunction. It does not apply to any exchange of data retentive components that have not failed.

Data retentive components that are specified by HP as consumable parts and/or have reached the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs or the technical data sheet are not covered by this service.

Defective media retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is over-using the defective media retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

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 colour, 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 biohazardous) materials, 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 or 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 re-installation 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 service contract
- Product obsolescence
- Any equipment relocated outside the country of purchase and not covered by a Global + Accidental Damage Protection service level
- 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 or any wilful 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 wilful 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 HP contract service 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 HP contract service 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.

Limitations to the global coverage service feature options:

When the Customer is travelling outside the country of purchase, the described support services will be provided only if the country/geographic location where the service is requested and delivered is listed as a participating country/geographic location on a table accessible at hp.com/services/travel. Services are not available under this agreement in countries/geographic locations other than those listed in that table. Service may, however, be provided at a lower service level at some additional locations not listed in that table.

If parts needed for the repair, especially specialised language-specific or country-specific parts, are not available, the Customer has the following options:

- Postpone the request for the service until the Customer has returned to the country where the product was originally purchased
- Accept the replacement of a defective foreign part with a local part (for example, English/American keyboard)

Specialised language-specific or country-specific parts such as non-international English keyboards, non-local-language keyboards or certain localised power supply parts are not generally available when traveling internationally and are not covered under the terms of this agreement, except within the boundaries of the country of origin.

Services requested outside the original country of purchase are limited to the base unit only. Services for external monitors are provided only in the original country of purchase, if this additional coverage has been purchased. The docking station or port replicator is eligible for coverage within the host country where the HP contract service was purchased but coverage is not provided when travelling outside the country of purchase.

Non-HP-branded options are excluded from this service.

Travel zones

All hardware onsite response times apply only to sites located within 25 miles (40 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.

If the product is located or is to be installed outside of the specified travel zone or the site location is not accessible by driving and thus requires special access (e.g., oil rigs, ships, remote areas in deserts, etc.), service may be subject to additional support charges, longer response time, reduced coverage hours, or pickup and return service delivery, as determined by HP. Please check local support conditions with your HP sales representative.

Travel zones and charges may vary in some geographic locations. Response times to sites located more than 25 miles (40 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	1-hour onsite response time	2-hour onsite response time	4-hour onsite response time	Next-day and greater onsite response time
0–25 miles (0–40 km)	1 hour	2 hours	4 hours	Next/2nd/3rd/5th coverage day
26–50 miles (41–80 km)	Established at time of order and subject to resource availability	Established at time of order and subject to resource availability	4 hours	Next/2nd/3rd/5th coverage day
51–100 miles (81–160 km)	Not available	Not available	4 hours	Next/2nd/3rd/5th coverage day
101–200 miles (161–320 km)	Not available	Not available	8 hours	1 additional coverage day
201–300 miles (321–480 km)	Not available	Not available	Established at time of order and subject to resource availability	2 additional coverage days
Beyond 300 miles (480 km)	Not available	Not available	Established at time of order and subject to resource availability	Established at time of order and subject to resource availability

A call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HP designated support hub.

For sites that are located within 51 to 100 miles (81 to 160 km) of an HP designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table below.

The hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HP designated support hub.

Distance from HP designated support hub	4-hour hardware call-to-repair time commitment	6-hour hardware call-to-repair time commitment	8-hour hardware call-to-repair time commitment	24-hour hardware call-to-repair time commitment
0–50 miles (0–80 km)	4 hours	6 hours	8 hours	24 hours
51–100 miles (81–160 km)	6 hours	8 hours	10 hours	24 hours
Beyond 100 miles (160 km)	Not available	Not available	Not available	Not available

Prerequisites

The Customer must have rightfully acquired the licence for any underlying firmware that will be covered under these services.

For hardware onsite response time options, HP strongly recommends that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service. For hardware call-to-repair time commitments, HP requires that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service. Please contact a local HP representative for further details on requirements, specifications and exclusions. If the Customer does not deploy the appropriate HP remote support solution, HP may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for onsite installation of non-customer-installable firmware if the Customer does not deploy the appropriate HP remote support solution in cases where recommended and available. Installation of customer-installable firmware is the responsibility of the Customer. Additional charges will apply if the Customer requests that HP install customer-installable firmware and software updates. 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.

HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorised representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day time period. 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.

If an audit is required by HP, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put into effect. The hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. Until such time, service for the covered hardware will be delivered at a 4-hour onsite response time service level.

In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified time period, unless the delay is caused by HP.

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 call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

For hardware onsite response time options that HP strongly recommends and for hardware call-to-repair time commitments, the Customer must install the appropriate HP remote support solution, with a secure connection to HP, and provide all necessary resources according to the HP remote support solution release notes, in order to enable the delivery of the service and options. When an HP remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HP will use in responding to a device failure. Please contact a local HP representative for further details on requirements, specifications and exclusions.

The Customer is responsible for registering to use HP's electronic facility in order to gain access to restricted product information and to receive proactive notification or other services available to the Customer.

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 CSR 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 CSR 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 degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HP list price for the defective part or product, as determined by HP.

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitising or removing data from products that may be replaced and returned to HP as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in HP's Media Sanitisation Policy and Media Handling Policy for Healthcare Customers, go to hp.com/go/mediahandling.

If the Customer chooses to retain repair parts covered under the defective media retention service feature option, it is the Customer's responsibility to:

- Retain covered data retentive components that are replaced during support delivery by HP
- Ensure that any Customer sensitive data on the retained component is destroyed or remains secure
- Have an authorised representative present to retain the defective data retentive component, accept the replacement component, provide HP with identification information such as the serial number for each component retained hereunder and, upon HP request, execute a document provided by HP acknowledging the retention of the data retentive component
- Destroy the retained data retentive component and/or ensure that it is not put into use again
- Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by HP to the Customer as loaner, rental or lease products, the Customer will promptly return the replacement components 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 components or products to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

For HP Contractual Care Services 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 programme 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.

General provisions/Other exclusions

HP will acknowledge a call by logging a case, communicating the case ID to the Customer and confirming the Customer's incident severity and time requirements for commencement of remedial action. Note: For events received via the HP electronic remote support solutions, HP is required to contact the Customer, determine the incident severity with the Customer and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start.

Hardware support onsite response time and call-to-repair time commitment may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity is defined as:

- Severity 1 – Critical Down: for example, production environment down; production system or production application down/at severe risk; data corruption/loss or risk; business severely affected; safety issues
- Severity 2 – Critically Degraded: for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business
- Severity 3 – Normal: for example, non-production system (e.g., test system) down or degraded; production system or production application degraded with workaround in place; non-critical functionality lost; limited impact on the business
- Severity 4 – Low: for example, no business or user impact

Ordering information

For products containing individually sold and supported units or options, all individually sold and supported units or options must be on contract and at the same service level as the base product if that service level is available on the units or options.

To qualify for the scheduled onsite response service level, monthly charges for products covered with this service level at a specific Customer site must exceed a minimum amount.

Scheduled onsite response is available only with a standard-business-hours, standard-business-days coverage window; coverage window extensions do not apply.

Coverage windows must be contiguous and must include standard business hours and standard business days. If coverage is extended to include additional coverage hours or days, the same coverage hours must be selected for all covered days.

Call-to-repair time commitments are selected in lieu of onsite response times. The Customer cannot select both an onsite response time and a call-to-repair time commitment for the same product.

Enhanced parts inventory management is included with selected call-to-repair time commitments and may not be ordered separately.

HP Hardware Support Onsite is available as a fully configurable service (certain configuration rules apply, as noted earlier) or can be purchased as a service package with preconfigured service levels and limited optional choices.

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products, minimum commitments and selected geographic locations. To obtain further information or to order HP Hardware Support Onsite, contact a local HP sales representative and reference the following product numbers:

- HA151AC: fully configurable HP Hardware Support Onsite
- HA101PC: HP PC Print Hardware Support Onsite with next day onsite response, standard business hours (9x5)
- HA116PC: HP PC Print Hardware Support Onsite with 4-hour onsite response, standard business hours (9x5)
- HA103PC: HP PC Print Hardware Support Onsite with 4-hour onsite response, extended business hours (13x5)
- HA104PC: HP PC Print Hardware Support Onsite with 4-hour onsite response, 24x7
- HA105PC: HP PC Print Hardware Support Onsite with 6-hour call-to-repair time commitment, 24x7

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit the following website:

hp.com/services/support

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