

# Parts and Remote Service

Care Pack, part of HP Care



## Service feature highlights

- Rely on experienced HP service technicians for remote problem diagnosis and support
- Work with HP to replace defective hardware parts
- Expedite access to replacement parts with Advance exchange
- Choose from a range of different remote support coverage windows and parts delivery times

## Service overview

You're back up and running quickly with a support plan that addresses and resolves hardware-related issues in a timely manner. Parts and Remote Service offers access to high-quality remote assistance and replacement parts for hardware components that are eligible and covered. We'll ship replacement parts to your specified location – before you even return the defective parts to HP. This can be restricted by location. Shipping charges are included for standard delivery, and additional options are available for predetermined time-and-place delivery. You can choose flexibly between several service packages with pre-defined service levels or configure additional services to help meet your specific business needs.

## Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	<p>Prior to any parts dispatch, HP will work with the Customer to isolate the hardware incident and to remotely troubleshoot, remedy and resolve the incident.</p> <p>Regardless of the Customer's coverage window, problems with covered hardware can be reported to HP by telephone or via the Web portal, as locally available, 24 hours a day, 7 days a week.</p>
Parts exchange	Defective parts will be exchanged for replacement parts. Replacement parts provided by HP shall be new or functionality equivalent to new in performance.
Advance exchange	HP will confirm, prior to the close of standard business hours, that the replacement part will be shipped in advance of HP's receipt of the defective part to meet the selected parts delivery time.
Choice of parts delivery times	The parts delivery time is measured from the time HP receives and acknowledges the call, until the time the part is delivered to the Customer at the specified location. Orders must be received during standard business days, Monday through Friday, excluding HP holidays, and accepted prior to 5:00 p.m. local time. Orders received after hours will be accepted the next business day.
Time and Material Uptime Kit discount	As part of this service, for eligible products only, the Customer is entitled to receive a specified, fixed-percentage discount on the current HP list price for uptime kits ordered by placing a support call to HP. The applicable discount percentage is specified in the Customer's contract documentation. Uptime kit parts are replacement parts that are not required to resolve a reported incident. Uptime parts or parts kits are ordered to establish or increase a Customer-owned inventory of replacement parts.
Time and Material Printhead discount	As part of this service, for eligible products only, the Customer is entitled to receive a specified, fixed-percentage discount on the current HP list price for printhead items that are not covered by this service and are ordered by placing a support call to HP. The applicable discount percentage is specified in the Customer's contract documentation.

Table 1. Service features (continued)

Feature	Delivery specifications
Time and Material Onsite Labour discount	As part of this service, for eligible products only, the Customer is entitled to receive a specified, fixed-percentage discount on the current HP list price for onsite labor provided to the Customer by HP or an authorised representative to perform repairs; perform preventive maintenance tasks; or perform other technical diagnosis, support and maintenance activities. Travel-related charges are not eligible for the discount. The applicable discount percentage is specified in the Customer's contract documentation.

Table 2. Optional service features

Feature	Delivery specifications
Defective media retention	For eligible products, this service feature allows the Customer to retain defective 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.

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.

#### Remote support – coverage window options

Option	Delivery specifications
Standard business hours, standard business days (9x5)	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.
12 hours, standard business days (12x5)	Service is available 12 hours per day between 8:00 a.m. and 8:00 p.m. local time, Monday through Friday, excluding HP holidays.
18 hours, standard business days (18x5)	Service is available 18 hours per day between 6:00 a.m. and midnight local time, Monday through Friday, excluding HP holidays.
24 hours, standard business days	Service is available 24 hours per day, Monday through Friday, excluding HP holidays.
Coverage extensions for additional days	The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following: <ul style="list-style-type: none"> <li>• Saturdays, excluding HP holidays</li> <li>• Sundays, excluding HP holidays</li> <li>• HP holidays, should these fall on a day that would otherwise be included in the selected coverage window</li> </ul>

Replacement parts—replacement parts will arrive at the ship-to address listed on the contract or an alternate location agreed to by HP during the following:

Option	Delivery specifications
Standard parts delivery time	Replacement parts will arrive, based on local standard product lead time, typically between 5 to 7 business days.
Parts delivery time next business day	Replacement parts will arrive during the next business day.
Parts delivery time second business day	Replacement parts will arrive during the second business day.

## 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 Customer will:

- Properly package parts sent to HP; all packages must reference the Parts Exchange Service return account number; packages without the appropriate account number may be subject to delay in receipt and acceptance, and may be subject to applicable late-return fees
- Return eligible parts to HP within 30 days of shipment of replacement parts by HP for any advance exchange, or pay full country list price for the item(s)
- Issue HP a funding authorisation (purchase order) for per-event charges, or prepay per-event fees by way of credit card; the funding authorisation will cover all unreturned and non-repairable exchanged parts at full country list price, as well as any applicable expediting or restocking charges incurred by the Customer
- Provide proof of purchase or import documentation for the part being submitted for exchange, if required
- Maintain an adequately trained and certified workforce

Upon HP's 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

With the defective media retention service feature option, in addition to the above Customer responsibilities, the Customer must:

- Retain all Disks or SSD/Flash Drives; HP is not responsible for data contained on Disks or SSD/Flash Drives
- Ensure that any Customer sensitive data on the retained Disk or DDS/Flash Drive is destroyed or remains secure
- Provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder and execute and return to HP a document provided by HP acknowledging the Customer's retention of the Disk or SSD/Flash Drives
- Destroy the retained Disk or SSD/Flash Drive and/or ensure that the Disk Drive is not put into use again
- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations

For Disk or SSD/Flash Drives supplied by HP to the Customer as loaner, rental or lease products, the Customer will promptly return the replacement Disk or SSD/Flash Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented or leased Disk or SSD/Flash Drive to HP.

## Service limitations

This service does not include onsite service. If the Customer requests onsite service to replace the defective part, the Customer must request Time and Material service at the prevailing time and material rates or contact an HP authorised service partner.

Preventive maintenance parts are excluded from this service. Other consumable parts and items or supplies such as – but not limited to – ink are not covered by this service. Standard warranty terms and conditions apply.

Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

The following activities are excluded from this service:

- 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
- 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
- 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

The following are limitations to the defective media retention service feature option:

- The defective media retention service feature option applies only to Disks or eligible SSD/Flash Drives that have not failed.
- SSD/Flash Drives that are not specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual or the technical data sheet are not eligible for the defective media retention service feature option.
- Failure rates on Disks or SSD/Flash Drives are constantly monitored, and HP reserves the right to cancel this service with 30 days notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective Disks or SSD/Flash Drives materially exceeds the standard failure rates for the system involved).

HP SHALL HAVE NO OBLIGATION WHATSOEVER WITH RESPECT TO THE CONTENTS OF OR THE DESTRUCTION OF ANY DISK OR SSD/FLASH DRIVE RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN THE HP SINGLE ORDER TERMS FOR SUPPORT OR THE TECHNICAL DATA SHEET TO THE CONTRARY, IN NO EVENT WILL HP OR ITS AFFILIATES, SUBCONTRACTORS, OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOSS OF OR MISUSE OF DATA UNDER THIS DEFECTIVE MEDIA RETENTION SERVICE.

## Service eligibility

Please check with a local HP authorised representative to find out whether a specific location is eligible for this service.

## 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, the ship-to location, the parts arrival time requirements and potential additional costs associated with expedited shipping or alternate ship-to locations.

## Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order Parts and Remote Service, contact a local HP sales representative and reference the following product number: HK707AC.

For more information

[hp.com/go/pcandprintservices](http://hp.com/go/pcandprintservices)

Sign up for updates  
[hp.com/go/getupdated](http://hp.com/go/getupdated)

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Service levels and response times for Care Packs may vary depending on your geographic location. Service starts on the date of hardware purchase. Restrictions and limitations apply. For details, visit [hp.com/go/cpc](http://hp.com/go/cpc).

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to the Customer at the time of purchase. The 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 an HP product.

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