



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

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. Shipping charges are included for standard delivery, and additional options are available for predetermined time-and-place delivery. You can flexibly choose between several service packages with predefined service levels or configure additional services to help meet your specific business needs.

Specifications

Feature	Delivery specifications
Remote problem diagnosis and support	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. 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.
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 part 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.

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.



Service Level

Remote support	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.
Part delivery time next business day	Replacements parts will arrive next business day at the registered ship-to address or an alternate location approved through HP.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at HP's discretion, HP or the HP authorized service provider will (i) not be obligated to deliver the services as described, or (ii) perform such service at the Customer's expense at the prevailing time and material rates.

The Customer 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.
- Return eligible parts to HP within 30 days of shipment of replacement parts by HP for any exchange, or pay full country list price for the item(s)
- 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

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 authorized service partner.

Preventive maintenance parts are excluded from this service. Other consumable parts and items or supplies such as—but not limited to—ink and toner 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 unauthorized 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 days¹ 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 authorized 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.

Eligible products

Product	Category	SKU	Description
HP LaserJet - monochrome 	M501 Series	U9CQ7E	3 year Next Business Day Channel Remote and Parts Exchange Service
		U9CQ8E	4 year Next Business Day Channel Remote and Parts Exchange Service
		U9CQ9E	5 year Next Business Day Channel Remote and Parts Exchange Service
		U9CR2PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
	M506	U8PLOE	3 year Next Business Day Channel Remote and Parts Exchange Service
		U8PL1E	4 year Next Business Day Channel Remote and Parts Exchange Service
		U8PL2E	5 year Next Business Day Channel Remote and Parts Exchange Service
		U8PM2PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
	M604 Series	U8CP5E	3 year Next Business Day Channel Remote and Parts Exchange Service
		U8CP6E	4 year Next Business Day Channel Remote and Parts Exchange Service
		U8CP7E	5 year Next Business Day Channel Remote and Parts Exchange Service
		U8CQ6PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
	M605 Series	U8CS6E	3 year Next Business Day Channel Remote and Parts Exchange Service
		U8CS7E	4 year Next Business Day Channel Remote and Parts Exchange Service
		U8CS8E	5 year Next Business Day Channel Remote and Parts Exchange Service
		U8CT7PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
	M606 Series	U8CL4E	3 year Next Business Day Channel Remote and Parts Exchange Service
		U8CL5E	4 year Next Business Day Channel Remote and Parts Exchange Service
		U8CL6E	5 year Next Business Day Channel Remote and Parts Exchange Service
		U8CM5PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
M712 Series	U4TG8E	3 year Next Business Day Channel Remote and Parts Exchange Service	
	U4TG9E	4 year Next Business Day Channel Remote and Parts Exchange Service	
	U4TH0E	5 year Next Business Day Channel Remote and Parts Exchange Service	
	U4TH1PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service	
HP LaserJet MFP/AIO - monochrome 	M527 Series	U8TU7E	3 year Next Business Day Channel Remote and Parts Exchange Service
		U8TU8E	4 year Next Business Day Channel Remote and Parts Exchange Service
		U8TU9E	5 year Next Business Day Channel Remote and Parts Exchange Service
		U8TW2PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
M630MFP Series	U8ZB8E	3 year Next Business Day Channel Remote and Parts Exchange Service	
	U8ZB9E	4 year Next Business Day Channel Remote and Parts Exchange Service	
	U8ZC0E	5 year Next Business Day Channel Remote and Parts Exchange Service	
	U8ZD1PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service	
M725MFP Series	U7A20E	3 year Next Business Day Channel Remote and Parts Exchange Service	
	U7Y64E	4 year Next Business Day Channel Remote and Parts Exchange Service	
	U7Y65E	5 year Next Business Day Channel Remote and Parts Exchange Service	
	U7Y77PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service	
M830MFP Series	U8C95E	3 year Next Business Day Channel Remote and Parts Exchange Service	
	U8C96E	4 year Next Business Day Channel Remote and Parts Exchange Service	
	U8C97E	5 year Next Business Day Channel Remote and Parts Exchange Service	
	U8D09PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service	

Eligible products

Product	Category	SKU	Description
HP Color LaserJet 	M651 Series	U1UK1E	3 year Next Business Day Channel Remote and Parts Exchange Service
		U1UK2E	4 year Next Business Day Channel Remote and Parts Exchange Service
		U1UK3E	5 year Next Business Day Channel Remote and Parts Exchange Service
		U1UL5PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
	M750 Series	U4TL0E	3 year Next Business Day Channel Remote and Parts Exchange Service
		U4TL1E	4 year Next Business Day Channel Remote and Parts Exchange Service
		U4TL2E	5 year Next Business Day Channel Remote and Parts Exchange Service
		U4TL3PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
	M855 Series	U4TH6E	3 year Next Business Day Channel Remote and Parts Exchange Service
		U4TH7E	4 year Next Business Day Channel Remote and Parts Exchange Service
		U4TH8E	5 year Next Business Day Channel Remote and Parts Exchange Service
		U4TH9PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
HP Color LaserJet MFP/AIO 	M576 Series	U8TJ6E	3 year Next Business Day Channel Remote and Parts Exchange Service
		U8TJ7E	4 year Next Business Day Channel Remote and Parts Exchange Service
		U8TJ8E	5 year Next Business Day Channel Remote and Parts Exchange Service
		U8TL2PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
M680MFP Series	U1PG1E	3 year Next Business Day Channel Remote and Parts Exchange Service	
	U1PG2E	4 year Next Business Day Channel Remote and Parts Exchange Service	
	U1PG3E	5 year Next Business Day Channel Remote and Parts Exchange Service	
	U1PH5PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service	
M775MFP Series	U6W68E	3 year Next Business Day Channel Remote and Parts Exchange Service	
	U6W69E	4 year Next Business Day Channel Remote and Parts Exchange Service	
	U6W70E	5 year Next Business Day Channel Remote and Parts Exchange Service	
	U6W83PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service	
M880MFP Series	U8D29E	3 year Next Business Day Channel Remote and Parts Exchange Service	
	U8D30E	4 year Next Business Day Channel Remote and Parts Exchange Service	
	U8D31E	5 year Next Business Day Channel Remote and Parts Exchange Service	
	U0LV8PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service	
M477 Series	U9DC8E	3 year Next Business Day Channel Remote and Parts Exchange Service	
	U9DC9E	4 year Next Business Day Channel Remote and Parts Exchange Service	
	U9DD0E	5 year Next Business Day Channel Remote and Parts Exchange Service	
	U9DD1PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service	
HP Commercial OfficeJet 	MONO X451/X551 Series	U7UN8E	3 year Next Business Day Channel Remote and Parts Exchange Service
		U7UN9E	4 year Next Business Day Channel Remote and Parts Exchange Service
		U7UP0E	5 year Next Business Day Channel Remote and Parts Exchange Service
		U7UP1PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
MONO X476/X576 Series	U7UP2E	3 year Next Business Day Channel Remote and Parts Exchange Service	
	U7UP3E	4 year Next Business Day Channel Remote and Parts Exchange Service	
	U7UP4E	5 year Next Business Day Channel Remote and Parts Exchange Service	
	U7UP5PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service	
PageWide Pro 352	U9HD8E	3 year Next Business Day Channel Remote and Parts Exchange Service	
	U9HD9E	4 year Next Business Day Channel Remote and Parts Exchange Service	
	U9HE0E	5 year Next Business Day Channel Remote and Parts Exchange Service	
	U9HE7PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service	
PageWide Pro 377	U9HG3E	3 year Next Business Day Channel Remote and Parts Exchange Service	
	U9HG4E	4 year Next Business Day Channel Remote and Parts Exchange Service	
	U9HG5E	5 year Next Business Day Channel Remote and Parts Exchange Service	
	U9HH2PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service	

Eligible products

Product

**HP Commercial
OfficeJet**
-Continued



Category

SKU

Description

Pro 577	U8ZV6E	3 year Next Business Day Channel Remote and Parts Exchange Service
	U8ZV7E	4 year Next Business Day Channel Remote and Parts Exchange Service
	U8ZV8E	5 year Next Business Day Channel Remote and Parts Exchange Service
	U8ZW5PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
Pro X452/X552	U9AA6E	3 year Next Business Day Channel Remote and Parts Exchange Service
	U9AA7E	4 year Next Business Day Channel Remote and Parts Exchange Service
	U9AA8E	5 year Next Business Day Channel Remote and Parts Exchange Service
	U9AB5PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
Pro X477	U8ZY1E	3 year Next Business Day Channel Remote and Parts Exchange Service
	U8ZY2E	4 year Next Business Day Channel Remote and Parts Exchange Service
	U8ZY3E	5 year Next Business Day Channel Remote and Parts Exchange Service
	U8ZZ0PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
556 Series	U9CW6E	3 year Next Business Day Channel Remote and Parts Exchange Service
	U9CW7E	4 year Next Business Day Channel Remote and Parts Exchange Service
	U9CW8E	5 year Next Business Day Channel Remote and Parts Exchange Service
	U9CX3PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
586 Series	U9CZ3E	3 year Next Business Day Channel Remote and Parts Exchange Service
	U9CZ4E	4 year Next Business Day Channel Remote and Parts Exchange Service
	U9CZ5E	5 year Next Business Day Channel Remote and Parts Exchange Service
	U9DA0PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
Color X555 Series	U1UN1E	3 year Next Business Day Channel Remote and Parts Exchange Service
	U1UN2E	4 year Next Business Day Channel Remote and Parts Exchange Service
	U1UN3E	5 year Next Business Day Channel Remote and Parts Exchange Service
	U1XL8PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
Color X585MFP Series	U1PD1E	3 year Next Business Day Channel Remote and Parts Exchange Service
	U1PD2E	4 year Next Business Day Channel Remote and Parts Exchange Service
	U1PD3E	5 year Next Business Day Channel Remote and Parts Exchange Service
	U1PE5PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service
SJ 8500fn1	U9DD2E	3 year Next Business Day Channel Remote and Parts Exchange Service
	U9EJ3E	4 year Next Business Day Channel Remote and Parts Exchange Service
	U9EJ4E	5 year Next Business Day Channel Remote and Parts Exchange Service
	U9EJ5PE	1 year Post Warranty, Next Business Day Channel Remote and Parts Exchange Service

HP ScanJet



For more information
hp.com/go/pcandprintservices

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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.

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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