



Parts and Remote Service with Maintenance Kits (Volume Based)—for select partners only)

Contractual Services, part of HP Care

Service overview

You'll be 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 eligible covered hardware components. 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.

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	<p>Prior to dispatching any parts, HP will work with the Partner to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident.</p> <p>Regardless of the Partner's coverage window, problems with covered hardware can be reported to HP via the Web portal, 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 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 Partner 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 Partner is entitled to receive a specified, fixed-percent 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 Partner'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 Partner-owned inventory of replacement parts.
Maintenance kits	<p>Limitations to maintenance kit replacement:</p> <p>Failure rates on kits are constantly monitored and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Partner is overusing the number of kits feature option. The cost of replacement for exceeding the number of kits will be charged to the Partner.</p> <p>Partners are expected to use a set number of maintenance kits. If the Partner exceeds this number, they will be asked to order the next higher volume.</p>

Table 2. Optional service features

Feature	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.
Replacement parts will arrive at the ship-to address listed on the contract or an alternate location agreed to by HP.	
Standard parts delivery time	Replacement parts will arrive, based on local standard product lead time, typically between 5 to 7 business days.

Partner responsibilities

Partners cannot resell this service to end partners. This service is intended only as a backup for selected partners selling their own service to end partners.

Parts and Remote Service with Maintenance Kits (Volume Based—for select partners only) is only available for printers connected online for which the end user has accepted that HP can collect usage data in order to validate the print volume and be able to price the contract for the right band.

Partners must comply with all the HP services delivery requirements documented in the local HP ServiceOne delivery operations guide.

Service eligibility

Please check with a local HP authorized representative to find out whether you are eligible for this service.

General provisions/Other exclusions

HP will acknowledge a call by logging a case; communicating the case ID to the Partner; and confirming the Partner'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 with Maintenance Kits Service, contact a local HP sales representative and reference the following product number: HOHZ7AC

For more information

For more information on HP Services, contact any of our worldwide sales offices.

Learn more at
hp.com/go/cpc

Sign up for updates
hp.com/go/getupdated



Share with colleagues



Rate this document

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.

© Copyright 2015 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

