



Hardware Support Onsite Service with Maintenance Kit Replacement Service (Volume Based)

Contractual Services, part of HP Care

Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Firmware updates for selected products
- Coverage window
- Onsite response time for hardware support
- Escalation management
- Access to electronic support information and services
- HP electronic remote support solution (for eligible products only)
- Defective media retention (optional for eligible products only)
- Maintenance kit replacement

Service overview

Hardware Support Onsite Service with Maintenance Kit Replacement Service provides remote assistance and onsite support for your covered hardware, helping you to improve product uptime. You have the flexibility to choose between multiple service-level options featuring several onsite response and coverage window combinations in various durations to address your specific service needs.

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 (CSR) 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 authorized 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 authorized 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. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p> <p>Fix-on-Failure: In addition, at the time of onsite technical support delivery, HP may:</p> <ul style="list-style-type: none"> • 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

Feature	Delivery specifications
Onsite hardware support, continued	<p>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.</p> <p>Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP will, for select enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product.</p>
Replacement parts and materials	<p>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.</p> <p>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.</p> <p>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.</p>
Firmware updates for selected products	<p>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.</p> <p>As part of this service, Customers will have the right to download, install, and use firmware updates for hardware products covered by this service, subject to all applicable license restrictions in HP's current standard sales terms.</p> <p>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.</p> <p>HP may take additional reasonable steps, including audits, to verify the Customer's adherence to the terms of their agreements with HP, including this data sheet.</p> <p>For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license 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 license to use the related software updates for each system, socket, processor, processor core, or end-user software license as allowed by the original HP or original manufacturer software license terms.</p>
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>

Feature	Delivery specifications
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 authorized representative arrives at the Customer's site, or when the reported event is closed with 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>
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 • 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 authorization. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution.</p>

Table 2. Optional service features

Feature	Delivery specifications
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 Disks or eligible SSD/Flash Drives on a covered system must participate in the defective media retention service feature option.</p>
Maintenance kit replacement	<p>An HP trained technician travels to the Customer's site and provides all labor, parts, and materials necessary to replace the maintenance kit and clean the printer. HP may use remanufactured parts that are equivalent to new in performance; replaced parts become the property of HP. The repair commitment is complete on the Customer's printer when the technician replaces the maintenance kit and successfully prints a test page.</p> <p>Note: the printer must be operating properly before the kit can be installed (see the 'Service limitations' section).</p>

Table 3. Service-level options

Option	Delivery specifications
Standard response time, standard business hours (9x5)	<p>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.</p> <p>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance services within a locally defined onsite response time after the service request has been received and acknowledged by HP. Locally defined onsite response times can vary from several business days up to several weeks and are dependent on local capabilities. Calls received outside the coverage window will be acknowledged the next coverage day and then serviced within the locally defined onsite response time. For information on the standard onsite response time that applies to a specific country or geographic region, please contact a local HP sales office.</p> <p>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.</p>
4-hour response, standard business hours (9x5)	<p>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.</p> <p>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP. The 4-hour onsite response time is measured during the coverage window only. For calls received after 1:00 p.m. local time, the response time may be carried over to the next coverage window.</p>

Coverage

For HP Point-of-Sale (POS) systems and bundled product solutions such as retail solutions, kiosks, or carts, this service covers the base unit as well as attached HP-branded peripherals such as cash drawers, printers, pole displays for monitors, and barcode readers or handheld scanners that have been sold as part of the POS or bundled product solution.

Coverage for eligible multivendor systems includes all standard vendor-supplied internal components and the external monitor, keyboard, and mouse.

For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. HP will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.

Prerequisites

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

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

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 timeframe, unless the delay is caused by HP.

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 they are 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.

The Customer must agree to allow HP to access their printer online in order to periodically pull usage data. This data will be used to validate the print volume and adjust the contract pricing periodically, reflecting the right maintenance kit usage.

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.

If required by HP, the Customer or HP authorized representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the HP Care Pack or the email document provided by HP, or as otherwise directed by HP. In the event that a covered product changes location, activation and registration (or a proper adjustment to existing HP registration) is to occur within 10 days of the change.

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.

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 sanitizing 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 the HP Media Sanitization 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 authorized 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.

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 a courier, of customer-replaceable parts such as a keyboard, a mouse, or if agreed by the Customer, other parts classified by HP as 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.

For HP 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.

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
- Support for network-related 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 unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to eligible data retentive components replaced by HP due to malfunction. They do 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 overusing 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).

Limitations to maintenance kit replacement

Failure rates on replacement kits are constantly monitored, and HP reserves the right to cancel this service With 30 days' notice if HP reasonably believes that the end user is overusing the number of maintenance kits. The cost of exceeding the number of kits will be charged to the Customer.

Expectations for low/med/high volumes

Customers are expected to use a set number of maintenance kits, based on the volume in their agreement. If the Customer exceeds the number of maintenance kits used by volume, they may be asked to order the next higher volume.

A cancellation penalty can be provided for early exit from the HP Support Contract, especially if maintenance kits have been used in early months.

Exclusions to the maintenance kit replacement service feature

Excluded from the maintenance kit replacement optional service feature are activities such as, but not limited to, the following:

- Any repair beyond the replacement of the maintenance kit; should the Customer's printer need any additional part replacements, there will be a separate charge for this service.
- Maintenance kits for HP printers can only be replaced by authorized HP technicians.

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 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; noncritical functionality lost; limited impact on the business
- Severity 4—Low: for example, no business or user impact

Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 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 times, 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, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 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	4-hour hardware onsite response time	Next-day hardware onsite response time
0–100 miles (0–160 km)	4 hours	Next coverage day
101–200 miles (161–320 km)	8 hours	1 additional coverage day
201–300 miles (321–480 km)	Established at time of order and subject to availability	2 additional coverage days
More than 300 miles (480+ km)	Established at time of order and subject to availability	Established at time of order and subject to availability

Ordering information

All units and options with individually sold HP Support Contracts must be ordered with the same service level as the product they are contained in if that service level is available for those units and options.

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 Hardware Support Onsite Service with Maintenance Kit Replacement Service, contact a local HP sales representative and reference the following product number: H0HZ8AC

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