

# HP Commercial Care Pack Services



## Get enhanced levels of service and limit downtime

HP Care Pack Services bridges the standard hardware warranty offered and provides the level of service customers need to run their businesses. With a variety of offerings, customers can customize a service solution to meet their needs.



### HP Care Pack Services

- Experience lower and more predictable IT costs while easing concern about productivity losses due to hardware failure.
- Provide upgraded service levels that lengthen coverage and expedite service response time.
- HP Care Packs are for HP Desktops, Workstations, Notebooks, Point of Sale solutions, Thin Clients, Tablet PCs and Mobile POS Jackets.

### HP Care Pack Services for Commercial PCs include the following services:

#### Service Extension

Allows customers to extend service coverage of products to match the expected length of time they will be used. Service is available for 2, 3, 4, or 5 years on most products.\*

#### Next Business-Day Onsite Response\*

Provides faster response time for customers who want to reduce downtime on units experiencing technical problems.

For issues that cannot be resolved remotely, an authorized HP Services representative will arrive onsite the next business day after a call that falls within a contracted service window has been logged. HP returns covered hardware to operational condition, repairing or replacing components or entire units as necessary. Coverage includes all required parts, materials and labor.

For most notebooks, service under standard warranty typically takes 5 business-days from diagnosis to resolution.\*

#### Next Business Day Exchange\*

Provides faster response time than the standard warranty for for PC products that have an exchange base warranty by shipping a permanent replacement unit overnight via premium airfreight. Shipping charges—for both the returned and replacement products—are prepaid by HP. Replacement units are new or refurbished to like-new condition.\*

#### 4-Hour Same Business Day\* Response

For desktops and workstations that are business critical, this service offers onsite response within 4-hours if call is placed within specified service window. Available either:

- **9x5:** 8 a.m.–5 p.m., Monday through Friday, excluding HP holidays;
- **13x5:** 8 a.m.–9 p.m. M–F, or
- **24x7:** 24 hours a day, 7 days a week, 365 days a year.

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



## Why purchase HP Care Pack Services?

- 1 Increased productivity:** Getting units up and running more quickly limits downtime, thereby enhancing productivity
- 2 Lower, more predictable IT costs:** Knowing up front what it will cost to service units limits unknown and unexpected expenses
- 3 Professional service:** The majority of technicians are HP badged—they don't work on any other brands, and have the most up-to-date product information

### Accidental Damage Protection (ADP) G2

Helps avoid repair or replacement costs due to mishaps that occur during normal operation of devices. Accidental damage includes liquid spills, drops, falls, collisions, electrical surges, or any unintentional breakage that renders the unit inoperable. Accidental Damage Protection service will usually be delivered in the same manner as standard service—Onsite or Pick Up & Return.

HP Commercial Care Pack Services provide increased productivity: Getting units up and running more quickly limits downtime, thereby enhancing productivity,

### Defective Media Retention (DMR)

DMR allows customers to retain their malfunctioning hard drive while their defective drive is replaced. DMR gives customers control over sensitive and confidential data, and allows them to determine the best method of disposal for failed hard drives. This service assists customers with the requirements of Sarbanes-Oxley, HIPAA and Gramm-Leach Bliley Act standards.

### Computrace Theft Protection\*\*

Computrace tracks, manages and secures computers for better IT management, improved data protection and managed computer theft recovery. If your computer is stolen, a theft recovery team works with local law enforcement to track and help recover your stolen machine—guaranteed up to \$1,000. To keep sensitive data secure, data can be remotely deleted from stolen units. Computrace also provides comprehensive IT asset management tools and reporting capabilities. Like DMR, Computrace assists organizations in meeting the data security and reporting requirements of Sarbanes-Oxley, HIPAA and the Gramm-Leach Bliley Act.

### Data Recovery Service (DRS)

Service that helps recover data lost due to mechanical failure, malware, human error, or operating system error. DRS provides a pre-arranged, low-cost and reliable solution for protecting critical data.

### Traveler Service

Provides Next Business Day\* Onsite service for notebook PCs in any of over 80 countries for customers who travel internationally. This can be combined with Accidental Damage Protection (ADP) G2 and Defective Media Retention (DMR) in some countries.

### Post Warranty Service

Allows customers whose warranty is about to expire, or has already expired, to continue service delivered under warranty or HP Care Pack. Service can be extended for another year. To add this service, the current warranty or HP Care Pack must expire within 90 days or have already expired. Also, the product's end-of-service life must be more than one year out.

\*\* The Computrace agent is shipped turned off, and must be activated by customers when they purchase a subscription. Subscriptions can be purchased for terms ranging from one to four years. Service is limited—check with Absolute for availability outside the U.S. and Canada. The Absolute Recovery Guarantee is a limited warranty. Certain conditions apply. For full details visit [www.absolute.com](http://www.absolute.com) Data Delete is an optional service provided by Absolute Software. If utilized, the Recovery Guarantee is null and void. In order to use the Data Delete service, customers must first sign a Pre-Authorization agreement and then purchase one or more RSA SecurID tokens from Absolute Software.

## Learn more about HP Care Pack Services at [hp.com/go/computingservices](http://hp.com/go/computingservices)

HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. 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 your HP Product.

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