

Remote Support and Maintenance Service



Contractual Care Services

Service feature highlights

- Rely on experienced HP service technicians for remote problem diagnosis and support
- Schedule preventative and proactive maintenance services

Service overview

Remote Support and Maintenance Service offers access to high-quality remote assistance and an allotted number of onsite maintenance services per year*, by highly-skilled technicians, to perform periodic or special maintenance services.

Feature	Specifications
Remote problem diagnosis and support	When a problem occurs, an HP support agent will perform remote troubleshooting to diagnose the issue and, if possible, solve it immediately
HP Visual Remote Guidance Service	Easily activate visual guidance sessions with a remote support engineer through the integrated HP MyRoom live collaboration platform. The remote support engineer will be able to see in real time what you see through a wearable computing device and guide you through troubleshooting problems. This helps ¹ issues to be diagnosed and resolved accurately and quickly so that you can get back to printing.
Onsite Planned Maintenance Services	Receive an allotted number of onsite maintenance services every year*, performed by qualified HP Customer engineers. HP will plan necessary periodic maintenance activities and make sure you are aware of any pre-work needed from you, including access to the product and making sure parts are available to the engineer.

Delivery specifications

- Remote support is available 24 hours per day, Sunday through Saturday, excluding HP holidays.
- Maintenance services are available between 8:00 am and 5:00 pm local time, Monday through Friday, excluding HP holidays.
- HP will need you to provide all information necessary related to issues or problems, so that they can accurately troubleshoot the product.
- HP may ask you to complete start self-tests and install and run other diagnostic tools and programs, or perform activities to help identify and resolve problems.

¹ The service is provided using either an HP-provided device or a customer-purchased approved device.

Service limitations

- You must have at least two onsite staff who've completed required Operator and Maintenance training courses for the covered hardware to qualify for these services.
- On site break fix repairs are not included in this service.
- All parts are excluded from this service, including consumable parts such as ink. Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.
- This service may not be available in all geographic locations. Please check with your local HP-authorized representative to see if this service is available in your location.
- An allotted number of onsite visits are included each calendar quarter. The allotted number of visits will be communicated in the customer maintenance transaction contract.
- HP will invoice you for additional onsite maintenance visits if they exceed the allotted number of visits.
- Any services provided outside of HP standard business hours may be subject to additional charges.

Ordering information

Please contact your HP Sales Representative or HP Channel Partner to help you find the solution that is right for your business.

* The allotted number of visits will be communicated in the Customer Maintenance Transaction contract.

For more information

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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.

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