

# Shared Support with Limited Parts Service



## Contractual Care Services

### Service benefits

- Remote problem diagnosis and support
- Allotted onsite hardware support visits per year
- Replacement of break-fix parts

### Service overview

Shared Support with Limited Parts Service provides remote assistance, break-fix parts replacement for your eligible covered hardware, and an allotted number of onsite visits per calendar quarter\*, helping you to improve product uptime.

### Features and Specifications

Receive assistance remotely or onsite, if needed, to help improve product uptime.

Feature	Specifications
<b>Remote problem diagnosis and support</b>	If a problem occurs with your device, an HP support agent will perform remote troubleshooting to diagnose the issue and, if possible, solve it immediately.
<b>Onsite hardware support</b>	If the issue cannot be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. The HP authorized representative arrives at the Customer's site and 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.
<b>Replacement parts</b>	HP will provide HP-supported replacement parts necessary to repair the covered hardware product in operating condition. Replacement parts provided by HP shall be new or functionally equivalent to new in performance

### Delivery specifications

- Remote Service is available during standard business hours and days, 8:00 am – 5:00 pm Monday through Friday, excluding HP holidays.
- Shared Support with Limited Part Service is available onsite the next business day during Standard business hours, standard business days (9x5).  
– 9 hours a day between 8am and 5pm, 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.
- HP requires you to return covered defective parts or products within a designated timeframe.

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

## Service Limitations

- 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.
- 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.
- 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.
- Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.
- Wear parts and consumable supplies are not provided with this service. Examples of wear parts include lamps, bulbs, belts, rollers, knives, and cutting blades. Examples of consumable supplies include tape, cleaning materials, pen cartridges, and ink. Standard warranty terms and conditions apply to consumable supplies and wear parts.
- Any services provided outside of HP standard business hours may be subject to additional charges.
- HP does not take responsibility for the security of your proprietary and confidential information.
- All products that are sold individually or with supported units or options must be on contract and at the same service level as the base product if the service level is available on the units or options.
- Coverage windows must be contiguous and must include standard business hours and standard business days.

## Ordering information

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

Learn more at  
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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](http://hp.com/go/cpc).

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