



Care Pack Services

Keep devices running and business moving with Care Pack Services for printers.

Get printing peace of mind and increased productivity with Care Pack services, part of HP Care for printers. With a variety of service offerings, Care Pack services give customers the ability to customize a service solution that best meets their needs. Tailor each service to help reduce setup time and expenses, keep systems online, and protect against costly equipment repairs and failures.



The Value of Care Pack Services

Care Pack services provides an easy-to-buy, easy-to-use portfolio of high-quality packaged services that extend and enhance the standard warranty coverage on HP hardware, including printers, MFP's and scanners. Care Pack offerings are available in pre-configured options for a fixed, upfront cost or by contract for co-terminus renewal and increased flexibility in payment terms. Help increase device uptime and productivity with a variety of Care Pack options to fit every business need.

Why Care Pack Services?

Increase productivity - Care Pack provides a suite of protection services to help customers keep their devices running and employee's productive.

Protect investments - Customer can protect investments with consistent, reliable support from certified technicians using Original HP parts, backed by a global support network.

Stabilize costs - Care Pack services can help stabilize and lower IT costs and minimize business risk.

Care Pack Services- Partner Value Proposition



Expand Customer Reach with no upfront Investment

Compete nationwide, supplement resources and expand geographic coverage. Refocus technical on high ROI activities of break/fix.



HP Carries Risk and Cost

Eliminate unknown component and service costs on new platforms. HP is the global Print leader, and will deliver on all service commitments.



HP Certified Delivery with Preferred Access to Parts and Training

Care Pack and warranty customers always receive parts and service priority over 3rd party providers (unique RFP differentiator).

Multiple ways to deliver Care Pack support, including engineers, certified partners and even certified customers (Self Maintainer).



Earn Higher Gross Margin

Competitive distribution discount, and all programs are stackable with hardware, including NBO.

Available Care Pack Offerings



Return and Exchange Service

Easily return or exchange your device with these low-cost service options. Each includes high-quality, remote troubleshooting, diagnostics and issue resolution, but differs in the options for returning or exchanging a device in need of repair.

Return to Depot: Easy return service with offsite

Next Business Day (NBD) Exchange: Rapid exchange with minimal interruptions, onsite or offsite

Standard/Advanced Exchange: Easy, return service with offsite low-cost exchange in 4-7 days.



Value-added usage services

Get the most out of your HP printing and imaging investments with our value-added usage services.

Installation Service with Network Setup: Quick and easy device integration to get new devices online fast.

Maintenance Kit Replacement: Provides replacement consumable printer parts, printer cleaning and standard testing to verify printer functionality.



Post warranty services

Add protection for your printing and imaging devices with Post-Warranty Services, which take over when the standard warranty or up-front Care Pack package is about to expire.



Onsite repair services

Receive reliable and consistent support while minimizing equipment downtime with our onsite repair service options. Each includes high-quality, remote troubleshooting, diagnostics and issue resolution, but differs in HP's onsite response time to equipment repairs and failures. Available in 3, 4, and 5 year service packages.

NBD Onsite Services: Fast response times for an onsite certified technician to work on the device.

Same Day Onsite Services: Certified technician arrives onsite within 4 hours after case is escalated for dispatch.

NBD and 2nd Business Day Call-to-Repair: An onsite certified technician with committed repair times.



Security with Defective Media Retention (DMR)

Standard with all HP Print Care Pack services with hard disk drives. DMR allows you to keep the defective hard drive for control over sensitive data. In event of problems with the disk, an HP engineer diagnoses the disk and provides a replacement if required.

Beyond the Base Warranty

Care Pack Services go beyond the base warranty to provide customers with more coverage to keep devices running and business moving.

Base Warranty Features

Limited support coverage, level and duration

No customer choice on repair service level agreement and method

Protects against manufacturing defects

Does not cover acts of nature or misuse

Support Service Features

Support options adapt to meet business needs beyond warranty

Customer selects commitment on customizable response time for repair

Mitigate risk of downtime for entire hardware lifecycle

Higher level service options for increased availability and performance

* Service levels and response times for a Care Pack 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

