

# Premier Remote Support Service



## Contractual Care Services

### Service feature highlights

- Rely on experienced HP service technicians for remote problem diagnosis and support

### Service overview

Premier Remote Support Service offers access to high-quality remote assistance tools and highly-skilled technicians who can help you get back up and running in a timely manner.

Feature	Specifications
<b>Remote problem diagnosis and support</b>	When a problem occurs, an HP support agent will perform remote troubleshooting to diagnose the issue and, if possible, solve it immediately
<b>HP Visual Remote Guidance Service</b>	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 <sup>1</sup> issues to be diagnosed and resolved accurately and quickly so that you can get back to printing.

### Delivery specifications

- Remote support is available 24 hours per day, Sunday through Saturday, 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.

### 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.
- At HP's discretion, if you do not act upon the specified Customer responsibilities, HP or the HP authorized service provider will not be obligated to deliver the services as described, or will perform services at the Customer's expense at the prevailing time and materials rates.

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

## Ordering information

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

### For more information

[hp.com/go/webpressservice](http://hp.com/go/webpressservice)

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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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4AA6-9568ENW, March 2017

