

Brief

# Onshore Support standard

with every Care Pack purchase for HP commercial PCs<sup>1</sup>



Get Onshore Support with every Care Pack purchase in U.S. and Canada for HP commercial PCs! With Onshore Support, you receive assistance from knowledgeable U.S. or Canada-based technical experts depending on language requirements



You'll get the fast, friendly support your business needs while:

- Helping your IT staff **save time by resolving issues quickly**—often with just one call
- Receiving **improved technical communications** from North American based technicians
- Experiencing **reduced wait times** compared to offshore support

## Improve your efficiency with HP PC Services

In business, every minute counts. That's why we offer a comprehensive portfolio of HP PC Services designed to keep your PC devices running smoothly so you can work more efficiently and effectively.

HP PC Services are designed to help you:

- **Control expenses**—Avoid unexpected costs and save money over the life of your product.
- **Reduce downtime**—Get your PCs back up and running fast.<sup>2</sup>
- **Manage your products**—Properly maintain your PCs to keep them longer and better plan the timing of replacement products.
- **Reduce business disruption**—Protect laptops from accidents and reducing theft and data security risks.
- **Enjoy flexible support**—Remote offices and home-based workers can manage their own support—no IT department needed.
- **Protect the environment**—Extending the life of your PCs with proper maintenance can help reduce your company's impact on the environment.



Care Packs  
are part of  
HP Care

## Outline of support levels based on product or Care Pack purchase

		In-warranty – Without Care Pack	In-warranty – With Care Pack
<b>For help contact</b>		<b>Non-Elite:</b> 800-334-5144 <b>Elite:</b> 866-625-1175	<b>Care Pack:</b> 844-732-9070
<b>Business Notebooks</b>	EliteBook 700/800/1000 series	Onshore	Onshore
	ProBook 600 series	Offshore	Onshore
	ProBook 400 series	Offshore	Onshore
	ProBook 11 series	Offshore	Onshore
	HP 200 series	Offshore	Onshore
	Chromebooks 11/14/13	Offshore	Onshore
	HP Stream 11/14	Offshore	Onshore
<b>Business Mobility</b>	Elite x2 10xx	Onshore	Onshore
	Elite x3	Onshore	Onshore
	Pro x2 612	Offshore	Onshore
	HP x2 210	Offshore	Onshore
<b>Business Desktops</b>	EliteDesk/EliteOne/EliteSlice	Onshore	Onshore
	ProDesk/ProOne	Offshore	Onshore
	HP 200 series	Offshore	Onshore
	Chromebox	Offshore	Onshore
	HP ZBook Mobile Workstations	Onshore	Onshore
	HP Workstations	Onshore	Onshore
	HP Z Displays	Onshore	Onshore
	HP Elite Displays	Onshore	Onshore
	HP Non-Elite Displays	Offshore	Onshore
	HP Mobile Thin Clients	Offshore	Onshore
	HP Thin Clients	Offshore	Onshore
	<b>Retail Point of Sales and MPOS</b>	Offshore & Onshore	Onshore

Learn more about Onshore Support included with every Care Pack purchase and all HP Services, contact your HP Sales Representative or HP Partner today or visit Care Pack Central [www.hp.com/go/cpc](http://www.hp.com/go/cpc)

North America HP Care Customer Support: 1-844-732-9070

US Support: <https://support.hp.com/us-en>

Canada Support: <https://support.hp.com/ca-en/contact-hp>

<sup>1</sup>Support for Commercial laptops, desktops, workstations, tablets, retail point of sale, thin clients and displays.

<sup>2</sup>Service levels and response times for 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/carepack](http://hp.com/go/carepack).

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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