

# HP Subscription Services



## Service Benefits

- Remote assistance or onsite support: Remotely or in-person repairs, parts and service will arrive at your door the very next business day.
- Easy enrollment and payment process: Access to the HP online subscription marketplace where you will be able to enroll, pay, manage and cancel the subscription at any time from any device.
- Financial benefit: Enjoy financial flexibility, allowing for closer control and secure peace of mind without making upfront commitments that may affect cash flow.

## Service feature highlights

- Remote problem diagnosis and support
- Next business day onsite hardware support
- Replacement parts and materials included
- Formal escalation procedures and management
- Access to electronic support information and tools
- HP remote system access and support
- One Maintenance Kit Replacement Service per year

## Service overview

Subscription-based services for your large format printer are offered to HP customers to enable monthly or yearly payments for support services) and without a pre-defined ending date. These services are active until terminated by the customer per the stated terms and conditions.

## Features and Specifications

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. HP will provide remote assistance for installation of customer-installable firmware and Customer Self-Repair (CSR) parts.
<b>HP electronic remote support solution</b>	HP's electronic support solution allows an HP support specialist to access your system and helps provide more efficient troubleshooting and faster problem resolution.
<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 will arrive at the Customer's site and 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>Firmware updates for selected products</b>	HP firmware updates are available to customers with an active agreement to access the updates. You will be able to download, install and use firmware updates for covered hardware products.
<b>Access to electronic support information and services</b>	HP will provide you with access to electronic and web-based tools. Based on your product model, region and service availability you will have access to these tools: <ul style="list-style-type: none"> <li>• Subscription to hardware-related proactive service notifications</li> <li>• Support forum participation</li> <li>• Access to web-based technical support documents</li> <li>• HP proprietary diagnostic tools with password access</li> <li>• HP and third-party-hosted knowledge databases for specific products</li> </ul>
<b>Defective media retention (DMR) (optional)</b>	For eligible products, DMR allows you to retain defective or broken disk drives after the replacement has been installed. This feature allows you to securely dispose of the drive according to your company's security regulations.
<b>Maintenance kit replacement (optional)</b>	An HP-trained technician travels to the Customer's site and provides all labor, parts, and materials necessary to replace the maintenance kit and clean the printer. HP may use remanufactured parts that are equivalent to new in performance; replaced parts become the property of HP. The repair commitment is complete on the Customer's printer when the technician replaces the maintenance kit and successfully prints a test page. The printer must be operating properly before the kit can be installed

## Subscription Management

You will be able to manage your the subscription from the Application.

Using the user and password that established when registering, you will be able to:

- View the subscription
- View the billing history of the subscription
- Modify address
- Update payment information
- Cancel the subscription

## Delivery specifications

- Hardware incidents can be reported by telephone, the web portal (if locally available), or as an automated equipment reporting event through the HP electronic remote support solution.
- Phone support and Onsite support is available 8 a.m. to 5 p.m., local time, Monday through Friday, excluding HP holidays.
- Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remoteincident resolution.
- HP will install the HP Command Center Software, or other applicable HP software that controls the HP Product and enables remote monitoring on your computer.
- HP will provide telephone assistance during the service coverage windowfor installation of customer-installable firmware and Customer Self Repair (CSR) parts.
- In order to ensure accurate remote monitoring, the HP Command Center software needs to be running, connected to the HP Product and to the HP secure cloud at all times.
- During fix-on-failure onsite support HP may install: Engineering improvements to ensure their proper operation and maintain compatibility with HP-supplied hardware replacement parts. Firmware updates, defined by HP as non-customer installable, that are required to return the covered product to operating condition or to maintain supportability by HP.
- During fix-on-request onsite support HP will install critical firmware updates, for covered hardware products based on your request.
- Local HP management coordinates incident escalation with HP resources and/or selected third-parties to resolve issues.
- HP may subcontract the performance of any of its obligations (in whole or in part) to an HP-authorized service provider.

## Customer responsibilities

- If the Customer does not act upon the specified Customer responsibilities, at HP's discretion, HP or the HP authorized service provider will, i) not be obligated to deliver the services as described, or ii) perform such service at the Customer's expense at the prevailing time and material rates.
- For hardware onsite response time options HP strongly recommends and for hardware call-to-repair time commitments, the Customer must install the appropriate HP remote support solution, with a secure connection to HP, and provide all necessary resources according to the HP remote support solution release notes, in order to enable the delivery of the service and options.
- When an HP remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HP will use in responding to a device failure. Please contact a local HP representative for further details on requirements, specifications, and exclusions.

## Service limitations

- Calls received outside of the coverage window, the time which services are delivered onsite or remotely, will be logged at the time they are received, but will not be acknowledged until the next day within your coverage window.
- HP retains the right to determine the final resolution of all reported incidents.
- Response times are measured during the coverage window only.
- Response times are subject to local availability.
- Coverage is subject to local availability.
- Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.
- If your product is supported through the HP electronic remote support solution, HP will only use the remote system access with your authorization.
- Replaced parts become the property of HP. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part.
- Wear parts and consumable supplies are not provided with this service. Examples of wear parts include lamps, bulbs, belts, rollers, filters, and cleaning supplies. Examples of consumable supplies include printhead, cleaning roll, agents, and materials. Standard warranty terms and conditions apply to consumable supplies and wear parts.
- Failure to maintain the HP Product's connection to the HP secure cloud, will result in limited or no product functionality and limited service levels.
- HP may verify your adherence to the terms of your agreement.
- You must complete preventive maintenance based on hardware instructions/alerts. If preventive maintenance is not completed in a timely manner, your support agreement and coverage may be terminated.
- If you have licenses to firmware-based software products, you must also have, if available, an active Software Support agreement with HP, to receive download and use related firmware updates. HP will provide assistance with firmware updates only if you have the license to use the related software updates allowed by HP or the original software manufacturer.
- Access to third-party-hosted knowledge databases may be limited by third-party access restrictions.
- This service may not be available in all geographic locations. Please check with your local HP Sales Representative or HP Channel Partner for country-specific coverage and limitations.
- HP Large Format Printers are HP Cloud connected. An unconnected printer is a customer breach of the support agreement. HP may opt to forecast the usage during an unconnected period or may early expire the coverage to protect HP and their Channel Partners against unfair costs.
- At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a power cord, or if agreed by the Customer, other parts classified by HP as CSR parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.
- HP has invested significantly in engineering products so they can be customer repairable. Customer Self Repair (CSR) is a key component of HP's warranty terms. It allows HP to ship replacement parts, such as a power cord, or other parts classified as CSR parts, directly to the Customer once a failure has been confirmed. Parts are generally shipped overnight so they can be received as quickly as possible. The Customer can then replace the parts at their convenience.

## Onsite response time

Distance from HP designated support hub	Next-day onsite response time
0-100 miles (0-160 km)	Next-day onsite response time
101-200 miles (161-320 km)	1 additional coverage day
201-300 (321-480)	2 additional coverage days
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability

Distance from HP designated support hub	24-hour hardware call-to-repair time commitment
0-50 miles (0-80 km)	24 hours
51-100 miles (81-160 km)	24 hours
Beyond 100 miles (160 km)	Not available

Eligible products are restricted. To obtain further information, contact a local HP sales representative.

### Terms and conditions

For the full list, see [Terms and Conditions](#)

### For more information

HP Subscription Services:  
[hp.com/go/subscribenow](http://hp.com/go/subscribenow)

Sign up for updates  
[hp.com/go/getupdated](http://hp.com/go/getupdated)



Share with colleagues

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.

© Copyright 2018 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

