



Hardware Support Onsite Service with Maintenance Kit Replacement Service (Volume Based) and Predictive Press Care

Care Pack, part of HP Care

Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Firmware updates for selected products
- Coverage window
- Onsite response time for hardware support
- Escalation management
- Access to electronic support information and services
- HP electronic remote support solution (for eligible products only)
- Defective media retention (optional for eligible products only)
- Maintenance kit replacement

Service overview

Hardware Support Onsite Service with Maintenance Kit Replacement Service provides remote assistance and onsite support for your covered hardware, helping you to improve product uptime. You have the flexibility to choose between multiple service-level options featuring several onsite response and coverage window combinations in various durations to address your specific service needs.

Specifications

Service features

Feature	Specifications
Remote problem diagnosis and support	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.
HP electronic remote support solution	HP's electronic support solution allows an HP support specialist to access your system and helps provide more efficient troubleshooting and faster problem resolution.
Onsite Hardware Support	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.
Firmware updates for selected products	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.
Access to electronic support information and services	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"> • Subscription to hardware-related proactive service notifications • Support forum participation • Access to web-based technical support documents • HP proprietary diagnostic tools with password access • HP and third-party-hosted knowledge databases for specific products
Defective Media Retention (DMR) (optional)	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.

Maintenance Kit Replacement (optional)	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. The repair commitment is complete on the Customer's printer when the technician replaces the maintenance kit and successfully prints a test page.
Predictive Press Care (optional)	For eligible products, Predictive Press Care, allows HP to intelligently predict critical issues on your HP presses and then proactively advise your operator of the appropriate action to resolve the issue. Predictive press care provides early warning alerts and issue resolution instructions for upcoming problems. If parts are required for a repair, HP will proactively order the required parts and provide visual instruction aids to help your operator efficiently and successfully repair the device. The service allows you to schedule repair and maintenance at times that minimize impact to production, helping increase your uptime.

Delivery specifications

- Onsite service is available 9 hours per day between 8:00 a.m. and 5:00 p.m., local time, Monday through Friday excluding HP holidays.
- 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 remote incident 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 window for 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 the Customer 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.
- Agree to allow HP to access their printer online to pull usage data.
- Upon HP request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:
 - Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
 - Start self-tests and install and run other diagnostic tools and programs
 - Perform other reasonable activities to help HP identify or resolve problems, as requested by HP
 - The Customer is responsible for installing, in a timely manner, critical customer-installable
 - Firmware updates, as well as CSR parts and replacement products delivered to the Customer.

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.
- For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. HP will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.
- 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

Terms and conditions

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

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