

HP Next Business Day Hardware Support for Travelers—Americas

HP Care Pack Services

Technical data



HP Next Business Day Hardware Support for Travelers provides mobile computer users with a hardware support solution for their new HP portable product. This easy and convenient solution provides travel coverage in all the countries/geographic locations listed on the following website: www.hp.com/services/travel

This service is available for selected HP and Compaq branded products and includes, as locally available, a next-business-day onsite response time (with local-language remote problem diagnosis in participating countries) in support of hardware problem resolution. Support is provided during the standard business hours and days of the local country/geographic location where service is requested and delivered.

Service benefits

- HP hardware support during your travel
- Convenient onsite support, where available
- Reliable response times
- Multinational geographic coverage, available in more than 80 countries

Service feature highlights

- Travel coverage
- Remote problem diagnosis and support
- Onsite hardware support
- Parts and materials
- Coverage window

- Onsite response time, as locally available
- Notebook-only coverage (optional)
- Defective media retention (optional, for eligible products only)
- Accidental damage protection (optional, for eligible products only)

Service features

Table 1. Service features

Feature	Delivery specifications
Travel coverage	<p>Travel coverage is available in major geographies of the world, with a list of countries/geographic locations that is extensive and expanding. A detailed list, maintained at www.hp.com/services/travel, provides information on the specific geographic availability of Next Business Day Hardware Support for Travelers, including accidental damage protection and defective media retention options. The list of countries/geographic locations is subject to change without notice.</p> <p>It is recommended that the Customer validate travel coverage through this website prior to any departure. When the Customer is traveling in any covered location that is outside the country of original product purchase, HP will:</p> <ul style="list-style-type: none"> • Provide the Customer with the HP Global Solution Center telephone number for the pertinent country/geographic location under 'Contact HP' on www.hp.com • Accept calls in the country/geographic location of travel from the Customer or the internal help desk of the Customer's company • Diagnose to the hardware failure level • Arrange for next-business-day-response service at the Customer's location in the participating country/geographic location or for delivery of a replacement part, as needed • Provide the parts required for repair according to the hardware specification, to the extent that such parts are available in the location of travel
Remote problem diagnosis and support	<p>Once the Customer has placed a service request via a designated HP support telephone number, HP will work with the Customer during the coverage window to isolate the hardware problem and to remotely troubleshoot, remedy, and resolve the problem. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools (where available) to access covered products, or HP may use other means available to facilitate remote problem resolution.</p> <p>Upon experiencing a hardware problem, the Customer must first call HP for assistance during local business hours and business days at the local phone numbers provided under 'Contact HP' on www.hp.com.</p>
Onsite hardware support	<p>For technical hardware issues that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. HP may, at its sole discretion, elect to replace the products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.</p> <p>In addition, HP may install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP.</p>
Parts and materials	<p>HP will provide HP-supported parts and materials necessary to maintain the covered hardware product in operating condition, to the extent that such parts and materials are available in the location of travel, including parts and materials for available and recommended engineering improvements. Replacement parts are new or functionally equivalent to new in performance. Replaced parts become the property of HP.</p>

Coverage window	<p>The coverage window specifies the time during which the described services are delivered onsite or remotely.</p> <p>Service requests received outside this coverage window will be logged the next day for which the Customer has a service coverage window.</p> <p>The following coverage window is available for this service:</p> <ul style="list-style-type: none"> • Standard business hours, standard business days (9x5)—Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays (may vary by country and geographic location), or during the applicable standard business hours and standard business days of the participating country/geographic location where the service is requested. <p>All coverage windows are subject to local availability. Contact a local sales office for detailed information on service availability.</p>
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Onsite response time, as locally available	<p>Onsite response time specifies the period of time that begins when the initial service request is received and logged with HP and ends when the HP authorized representative arrives at the Customer's site, if this time falls within the specified coverage window. Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window.</p> <p>The following onsite response time is available for this service:</p> <ul style="list-style-type: none"> • Next-business-day onsite response—An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the service request has been logged. <p>Local restrictions, such as service travel areas with adjusted response times, may apply depending on the geographic location where the hardware support is requested.</p> <p>All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
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Specifications

Table 2. Optional service features

Feature	Delivery specifications
Desktop-only, workstation-only, thin client-only, and notebook-only coverage	<p>For eligible PC products, the Customer may choose the desktop-only, workstation-only, thin client-only, or notebook-only coverage option, as appropriate. HP Care Pack services with this coverage apply to the Customer's PC/workstation only; the specified service level does not extend to the Customer's external monitor, docking station, and external accessories.</p>
Defective media retention	<p>For eligible products, this service feature option allows the Customer to retain defective hard disk or SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or SSD/Flash Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or the HP Single Order Terms for Support, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the defective media retention service feature option in the event a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement, and the Customer will remain fully responsible for the protection and privacy of the data residing on the defective Disk or SSD/Flash Drive.</p>

Accidental damage protection

For eligible products, specific service levels may be offered with protection against accidental damage from handling. Where the accidental damage protection service feature applies, the Customer receives protection against accidental damage from handling to the covered hardware product as part of this service.

Accidental damage from handling is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurs in the course of regular use. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge, as well as damaged or broken liquid crystal displays (LCDs) and broken parts.

Additional details and exclusions pertaining to the accidental damage protection service feature are detailed in the 'Service limitations' section below.

Travel zones

All response times apply only to sites located within 100 miles (160 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional charge. Travel zones and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below.

Distance from HP designated support hub	Onsite response time
0-100 miles (0-160 km)	Next business day*
more than 100-200 miles (> 160-320 km)	1 additional business day*
more than 200-300 miles (> 320-480 km)	2 additional business days*
more than 300 miles (> 460 km)	Established at time of order and subject to resource availability*

*Travel zone definitions and corresponding response times vary in participating countries/geographic locations. Contact the local sales office for details on travel zones and modified response times.

Coverage

This service provides coverage for HP or Compaq branded hardware products and all HP-supplied internal components (such as HP Jetdirect cards, memory, and CD-ROM drives) for such products, as well as attached HP or Compaq branded accessories purchased together with the main product, such as mouse, keyboard, docking station, AC power adapter, and external monitor of 22 inches or less.

For HP Care Pack services with desktop-only, workstation-only, thin client-only, or notebook-only coverage, external monitors, docking stations, and any external accessories will not be covered under this service.

Services requested outside the country of original product purchase are limited to the base unit only.

Consumable items including, but not limited to, removable media, batteries, Tablet PC pens, maintenance kits, and other supplies; user maintenance; and non-HP devices are not covered under this service.

For components that are discontinued, an upgrade path may be required. HP will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries/geographic locations due to local support capabilities.

Customer responsibilities

In cases where the Customer does not act upon the Customer responsibilities as stated below, HP or an HP authorized service provider will not be obligated to deliver the services as described.

If applicable, the Customer or HP authorized representative must register the hardware product to be supported within ten days of purchasing this service, using the registration instructions within each package, an email document, or another method as directed by HP. In the event a covered product changes location permanently, registration (or a proper adjustment to existing HP registration) must occur within ten days of the change.

Upon HP request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

- Run any applicable customer-executable diagnostics prior to notifying HP of a malfunction in the hardware product
- Promptly notify HP of a malfunction in the hardware product
- Provide the serial number of the covered product
- Provide the local address and phone number
- Be present for the onsite service engineer or to receive the courier delivery of the parts
- Allow HP full and unrestricted access to all locations where the service is to be performed
- 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
- Install customer-installable firmware updates and patches
- 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 Customer Self Repair parts and replacement products delivered to the Customer.

In cases where Customer Self Repair parts are shipped to resolve a problem, the Customer is responsible for returning the defective part to HP within a time period designated by HP. In the event HP does not receive the defective part within the designated time period or if the part is physically damaged upon receipt, the Customer will be required to pay a fee for the defective part, as determined by HP.

For HP Care Pack services that include the accidental damage protection service feature, it is the Customer's responsibility to report the accidental damage to HP within 30 days of the incident date so that HP can expedite system repair. HP reserves the right to deny repair under this coverage program for damages to systems on which the incident has been reported more than 30 days after the incident date.

With the defective media retention service feature option, it is the Customer's responsibility to:

- Retain physical control of Disk or SSD/Flash Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk or SSD/Flash Drives
- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drive is destroyed or remains secure
- Have an authorized representative present to retain defective Disk or SSD/Flash Drives; accept replacement Disk or SSD/Flash Drives; provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder; and, upon HP request, execute a document provided by HP acknowledging the retention of the Disk or SSD/Flash Drive
- Destroy the retained Disk or SSD/Flash Drive and/or ensure that the Disk or SSD/Flash Drive is not put into use again
- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations

For Disk or SSD/Flash Drives supplied by HP to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement Disk or SSD/Flash Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased Disk or SSD/Flash Drive to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such Disk or SSD/Flash Drive.

Service limitations

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 courier of customer-replaceable parts such as a keyboard or mouse, other parts classified as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

HP reserves the right to remove the covered product from the Customer's location to make the repair.

Should any repair event, including those covered under optional accidental damage protection, require replacement of an entire unit, HP requires that the Customer return the failed unit to the original country of purchase. Whole unit replacement is not available beyond the original country of purchase for this service. Travel coverage is limited to onsite and offsite repair of the original unit.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described above.

Activities such as, but not limited to, the following are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems

- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- User preventive maintenance

When the Customer is traveling outside the country of purchase, the described support services will be provided only if the country/geographic location in which service is requested and delivered is listed as a participating country/geographic location (see 'Travel coverage' in Table 1). Services are not available under this agreement in countries/geographic locations other than those listed on the website referenced in that table. Service may, however, be provided at a lower service level in some additional locations not listed on the website stated in that table.

If parts needed for the repair, especially specialized language-specific or country-specific parts, are not available, the Customer has the following options:

- Postpone the request for service until the Customer has returned to the country where the product was originally purchased
- Accept the replacement of defective foreign parts with locally available alternative parts—for example, replacement of an English/American keyboard with a German-language keyboard, if the Customer is traveling in Germany
- Wait for the parts to be shipped from the country of original product purchase

Specialized language-specific or country-specific parts such as non-international English keyboards, non-local-language keyboards, or certain localized power supply parts may take at least 3 weeks to ship and clear customs, depending on the country of origin and the country/geographic location of receipt.

Services requested outside the country of original product purchase are limited to the base unit only. Services for accessories such as docking stations or port replicators and monitors are provided only in the country of original product purchase.

Non-HP-branded options are excluded from this service.

Consumable items including, but not limited to, batteries, Tablet PC pens, maintenance kits and other supplies; user maintenance; and non-HP devices are not covered under this service.

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk or SSD/Flash Drives replaced by HP due to malfunction. It does not apply to any exchange of Disk or SSD/Flash Drives that have not failed.

Failure rates on Disk or SSD/Flash Drives are constantly monitored, and HP reserves the right to cancel this service with thirty (30) days' notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective Disk or SSD/Flash Drives materially exceeds the standard failure rates for the system involved).

HP SHALL HAVE NO OBLIGATION WHATSOEVER WITH RESPECT TO THE CONTENTS OF OR THE DESTRUCTION OF ANY DISK OR SSD/FLASH DRIVE RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN THE HP SINGLE ORDER TERMS FOR SUPPORT OR THE TECHNICAL DATA SHEET TO THE CONTRARY, IN NO EVENT WILL HP OR ITS AFFILIATES, SUBCONTRACTORS, OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOSS OF OR MISUSE OF DATA UNDER THIS DEFECTIVE MEDIA RETENTION SERVICE.

Exclusions to the accidental damage protection service feature

The accidental damage protection service feature provides protection against sudden and unforeseen accidental damage from handling, provided such damage occurs in the course of regular use. It does not provide protection against damage due to:

- Normal wear and tear; change in color, texture, or finish; gradual deterioration; rust; dust; or corrosion
- Fire, a vehicular or homeowner's accident (in cases in which said accident is covered by an insurance policy or other product warranty), act of nature (including, without limitation, floods), or any other peril originating from outside the product
- Police action, undeclared or declared war, nuclear incident, or terrorism
- Reckless, abusive, willful, or intentional conduct associated with handling and use of the product. If protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with the covered product, it is expected that the Customer will continually use these product accessories for protection against damage to the covered product. Abuse is defined as the intentional non-utilization of protective items during product use, or the treatment of the product(s) that have been purchased for use in a harmful, injurious, or offensive manner that may result in its damage. Any damage resulting from this type of treatment is NOT covered by this accidental damage protection service feature.
- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous (including bio-hazardous) materials, operator negligence, misuse, mishandling, improper electrical power supply, unauthorized repairs or attempts to repair, improper and unauthorized equipment modifications, attachments or installation, vandalism, animal or insect damage or infestation, defective batteries, battery leakage, lack of manufacturer-specified maintenance (including the use of inappropriate cleansers)
- Error in product design, construction, programming, or instructions

The accidental damage protection service feature does not cover the following:

- Maintenance, repair, or replacement necessitated by loss or damage resulting from any cause other than normal use, storage, and operation of the product in accordance with the manufacturer's specifications and owner's manual
- Theft, loss, mysterious disappearance, or misplacement
- Data loss or corruption; business interruptions
- Fraud (including, but not limited to, incorrect, misleading, erroneous or incomplete disclosure of how the equipment was damaged to the Customer's adjudicator, the servicer, or HP)
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not impact operation and functioning of the computer
- Computer monitor screen imperfections including, but not limited to, 'burn-in' and missing pixels, caused by normal use and operation of the product
- Damage to product(s) whose serial numbers are removed or altered
- Damage or equipment failure that is covered by manufacturer's warranty, recall, or factory bulletins
- Damage caused during the Customer's shipment of the covered product to or from another location
- Damage to hardware, software, media, data, etc., stemming from causes including, but not limited to, viruses; application programs; network programs; upgrades; formatting of any kind; databases; files; drivers; source code; object code or proprietary data; any support, configuration, installation or reinstallation of any software or data; or use of damaged or defective media

- Any and all pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the HP Care Pack service
- Product obsolescence

Eligibility for purchase of the accidental damage protection service feature requires the product to be covered by a factory warranty or a warranty extension service with coverage duration equal to or longer than the accidental damage protection service.

Limitations to the accidental damage protection service feature

For HP business notebook products, HP does not limit the number of qualified accidental damage from handling claims for the duration of the HP Care Pack agreement; however, accidental damage claim rates for each HP product model and customer account are constantly monitored; **HP reserves the right to physically audit and/or collaborate with the Customer if claim rates are high.**

For products other than business notebooks, accidental damage protection coverage is limited to one claim per 12-month period commencing from the HP Care Pack start date.

Once the specified limit is reached, the cost of repair for any additional claims will be charged on a time-and-materials basis, but all other aspects of the HP Care Pack service purchased will remain in effect unless specifically documented otherwise in the country of purchase.

For those Customers with a history of significantly high claims, HP also reserves the right to deny acceptance of requests to purchase the accidental damage protection service feature.

Service eligibility

Travel coverage, as specified in Table 1, in countries/geographic locations other than the original country of purchase is restricted to travel periods and is not valid for permanent deployment in another region.

For more information

For more information on HP Services, contact any of our worldwide sales offices or resellers, or visit the following websites:

www.hp.com/services/carepack

www.hp.com/services/travel

Additional information URL

To contact the HP Global Solution Centers for technical support, please visit
http://welcome.hp.com/country/us/en/wwcontact_us.html

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