



Volume-Based Hardware Support, Maintenance, and Supplies Service

Care Pack, Part of HP Care

Service benefits

- Improved system uptime
- Convenient onsite support
- High-quality support
- Reliable response times
- Single source for supplies fulfillment

Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Next-day supplies replenishment
- Preventive maintenance
- Parts and materials
- Work to completion
- Escalation management
- 4-hour response, standard business hours
- Page limits

Volume-Based Hardware Support, Maintenance, and Supplies Service provides high-quality remote and onsite support for your HP multifunction printer products, enabling you to improve equipment uptime and productivity.

This service gives you the flexibility to choose page volumes to match your specific printing needs and makes the most of your printing budget. With supplies and maintenance included in the service, you will be able to budget and control your costs effectively.

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	Once the Customer has placed a service request via a designated HP support telephone number, HP will work with the Customer during coverage hours to isolate the hardware 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 other means available to facilitate remote problem resolution (may vary by geographic location).
Onsite hardware support	For technical hardware issues that cannot be resolved remotely in HP's judgment, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. 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 operational condition or to maintain supportability by HP.
Supplies replenishment	HP provides toner to the Customer when it is needed for the period of service coverage or until the page limit is reached. When the Customer places an order, the toner is typically delivered to the Customer's dock the next business day. Delivery time may be affected by remote location deliveries.
Preventive maintenance	Preventive maintenance may be performed during a scheduled service visit or arranged at a mutually agreed upon time by the Customer and HP.
Parts and materials	HP will provide HP-supported parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts are new or equivalent to new in performance. Replaced parts become the property of HP.
Work to completion	Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service (either onsite or remotely, at the discretion of HP) until the products are operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products.
Escalation management	HP has established formal escalation procedures to facilitate complex problem resolution. Local HP management coordinates problem escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with the problem-solving.

Feature	Delivery specifications
4 hour response, standard business hours (9x5)	<p>An HP authorized service specialist will arrive at the Customer's site during the coverage window, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays, to begin hardware maintenance service within 4 hours of the initial service request being logged.</p> <p>The 4-hour response time is measured during the coverage window only. For calls received after 1:00 p.m. local time, the response time will start the next covered business day.</p>
Page limits	<p>For eligible printer products, multiple page limits are offered. Where page limits apply, the support coverage ends when either the end of the coverage period or the page limit specified in the Care Pack has been reached, whichever occurs first. Contractual page count is based on the physical page count recorded on the covered device (using a mechanical page counter). The specified page limit includes all printed pages, including pages printed at the time of installation and during service- and maintenance-related events during the support coverage period.</p>

Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 km) of a primary HP support responsible office. Travel to sites located within 200 miles (320 km) of a primary HP support responsible office is provided at no additional charge. If the site is located more than 200 miles (320 km) from the primary HP support responsible office, there will be an additional travel charge.

Response times to sites located more than 100 miles (160 km) from a primary HP support responsible office will have modified response times for extended travel, as shown in the table above.

Distance from HP support office	Response time
101-200 miles (161-320 km)	8 hours
201-300 miles (321-480 km)	Established at time of order and subject to resource availability
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability

Coverage

The Volume-Based Hardware Support, Maintenance, and Supplies Service is available on selected HP LaserJet multifunction printers.

- The consumable item covered by this service is HP-supplied toner.
- Preventive maintenance service includes all service and materials related to regular maintenance based upon normal print usage.
- All other consumable items, maintenance kits and other supplies, user maintenance, and non-HP devices are not covered.
- For components that are discontinued, an upgrade path may be required. HP will work with the Customer to recommend a replacement part. Not all components will be covered in all countries due to local support capabilities.

Customer responsibilities

The Customer will:

- Register the covered hardware and Care Pack as set forth in the Care Pack support service agreement, if applicable
- Allow HP full and unrestricted access to all locations where the service is to be delivered
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Provide page count information, if requested by HP, prior to support or supplies being provided. This may be in the form of a regularly scheduled e-mail notification or printed configuration page, or provided during a service or supplies phone request.

The Customer will be required, upon HP request, to support HP's remote problem resolution efforts by:

- Starting self-tests and installing and running other diagnostic tools and programs
- Providing all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support required
- Performing other reasonable activities to help HP identify or resolve problems, as requested by HP

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 a courier, of Customer-replaceable parts such as a keyboard, or mouse, or an entire replacement unit. HP will determine the appropriate delivery method required to provide effective and timely Customer support in order to meet the call-to-repair time commitment, if applicable. In the event that only a Customer-replaceable part is required to return the system to operating condition, the call-to-repair time commitment shall not apply. An onsite response time commitment will not apply if the service can be delivered via the use of 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:

- Recovery of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP

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