



HP Hardware Travel Support Onsite Service for Consumers

HP Care Pack services

Benefits

- HP hardware support while you travel and while you are located in the country where you originally purchased the product
- Reliable response times
- Multinational geographic coverage

Features

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

Overview

HP Hardware Travel Support Onsite Service for Consumers provides mobile computer users with a hardware support solution for their new HP portable products. This easy and convenient solution is available in all the countries/geographic locations listed in the 'Coverage' section and is available for selected HP and Compaq branded notebook products and includes, as locally available, an 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. In non-participating countries, you can still receive offsite service for eligible products.

Specifications

Table 1. Service features

Feature	Delivery specifications
Travel coverage	<p>HP Hardware Travel Support Onsite Service for Consumers coverage is available to the Customer in the country where the product was originally purchased and is also available when the Customer travels to a participating country listed in the 'Coverage' section. Travel coverage is available in major geographies of the world, and includes a list of countries/geographic locations that is extensive and expanding. The list of countries/geographic locations is subject to change without notice.</p> <p>HP recommends that the Customer validates travel coverage prior to the start of travel.</p> <p>When the Customer is traveling in any of the listed locations and is outside the country where the product was originally purchased, HP will:</p> <ul style="list-style-type: none">• Accept calls from the Customer in the country/geographic location of travel; telephone numbers for the pertinent country/geographic locations can be found under 'Contact HP' on hp.com• Diagnose the problem to the hardware failure level• Arrange for onsite service at the Customer's location in the participating country/geographic location, or provide delivery of a replacement part, as needed• Provide the parts required for repair according to the hardware specifications, limited to the extent that localized parts are available in the Customer's 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 providing 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 outside the country of purchase, 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 hp.com.</p>

Feature	Delivery specifications
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 in the participating country 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 achieve 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 the Customer with 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 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 HP delivers the described services 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>Standard business hours, standard business days (9x5): The service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays (service coverage may vary by country and geographic location) or the applicable standard business hours and standard business days of the participating country/geographic location where the service is requested.</p> <p>All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Onsite response time	<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 where the service is requested, 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 a coverage window exists.</p> <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.</p> <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 and apply only in participating countries. Contact a local HP sales office for detailed information on service availability.</p>

Table 2. Service-level options

Option	Delivery specifications
Third-day response, standard business hours (9x5)	<p>The service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.</p> <p>An HP authorized representative will arrive at the Customer's site in the participating country during the coverage window to begin hardware maintenance service the third coverage day after the service request has been logged. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following three coverage days.</p>
Next-day response, standard business hours (9x5)	<p>The service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.</p> <p>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. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following coverage day.</p>

Coverage

The following areas and countries/geographic locations can deliver onsite support: Australia, Hong Kong, India, Korea, Malaysia, New Zealand, the Philippines, Singapore, and Thailand.

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), as well as attached HP or Compaq branded accessories that were purchased together with the main product, such as mouse, keyboard, docking station, AC power adapter, and external monitor that is 22 inches in size or smaller.

Unless otherwise specified, external monitors, docking stations, and any external accessories are not covered under this service.

Consumable items including, but not limited to, removable media, batteries, tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service. Localized parts, such as the keyboard, power cable, and preloaded software (including the operating system), may not be covered under this agreement. Please see the 'Service limitations' section for further details.

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 have available replacements in all countries due to local support capabilities.

Products that are not supported worldwide cannot be repaired in all regions. General remote troubleshooting may still be possible; however, it is at the discretion of the call center support agent. In the participating countries/geographic locations listed, onsite service is available. For all other countries, offsite service is available for the following products:

- Asia Pacific:
 - HP Envy 14-11xx Notebook PC series
 - HP Envy 14-12xx Notebook PC series
 - HP Envy 14-20xx Notebook PC series
 - HP Envy 14-21xx Notebook PC series
 - HP Envy 14-30xx Notebook PC series
 - HP Envy 15-30xx Notebook PC series

- HP Envy 17-11xx Notebook PC series
- HP Envy 17-12xx Notebook PC series
- HP Envy 17-20xx Notebook PC series
- HP Envy 17-21xx Notebook PC series
- HP Envy 17-22xx Notebook PC series

- Europe:

- HP Envy 14-11xx Notebook PC series
- HP Envy 14-12xx Notebook PC series
- HP Envy 14-20xx Notebook PC series
- HP Envy 14-21xx Notebook PC series
- HP Envy 14-30xx Notebook PC series
- HP Envy 17-11xx Notebook PC series
- HP Envy 17-12xx Notebook PC series
- HP Envy 17-20xx Notebook PC Series
- HP Envy 17-21xx Notebook PC series
- HP Envy 17-22xx Notebook PC series
- HP Envy 17-30xx Notebook PC series

- North America:

- HP Envy 14-11xx Notebook PC series
- HP Envy 14-12xx Notebook PC series
- HP Envy 14-20xx Notebook PC series
- HP Envy 14-21xx Notebook PC series
- HP Envy 14-30xx Notebook PC series
- HP Envy 15-30xx Notebook PC series
- HP Envy 17-11xx Notebook PC series
- HP Envy 17-20xx Notebook PC series
- HP Envy 17-21xx Notebook PC series
- HP Envy 17-22xx Notebook PC series
- HP Envy 17-30xx Notebook PC series

Customer responsibilities

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 that HP delivers to the Customer.

In cases where HP ships Customer Self Repair parts to resolve a problem, the Customer is responsible for returning the defective part within a specified time period and in the manner specified by HP. Instructions for returning the defective part are included with the new shipped part. In the event that HP does not receive the defective part within the designated time period or if the part is physically damaged upon receipt, due to inadequate packaging, the Customer will be required to pay a fee for the defective part subject to HP pricing.

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

The Customer or HP authorized representative must register the hardware product to be supported within 10 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 that a covered product changes location permanently, registration (or a proper adjustment to existing HP registration) must occur within 10 days of the change.

Upon HP's 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 hardware 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

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered at an HP designated repair center, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, a mouse, or an entire replacement unit. 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.

HP requires that the Customer return the failed unit to the original country of purchase if any repair event, including Accidental Damage Protection, would require replacement of the device. Whole unit replacement is not available outside of 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 where service is requested and delivered is listed as a participating country/geographic location in the 'Coverage' section. Services are not available under this agreement in countries/geographic locations other than those listed in that section. Service may, however, be provided at a lower service level at additional locations not listed. The scope of the lower service level will vary according to the location. HP customer support will inform the Customer of the service coverage details.

Specialized language-specific or country-specific parts such as non-international English keyboards, non-local-language keyboards, or certain localized power supply parts are not generally available during international travel and are not covered under the terms of this agreement, except within the boundaries of the country where the product was originally purchased.

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, if this additional coverage has been purchased.

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

Consumable items including, but not limited to, customer-replaceable batteries, tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service.

If parts needed for the repair are not available, especially in the case of specialized language-specific or country-specific parts, 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 a defective foreign part with a local part (e.g., American English keyboard)
- Ship the product to the repair center in the country where the product was originally purchased (at the Customer's expense)

Service eligibility

Travel coverage in countries/geographic locations other than the country of original product purchase, as specified in the Service features table, is restricted to travel periods and is not valid for permanent deployments in another region.

Travel zones

All hardware onsite 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 travel charge. However, in order for HP to provide hardware onsite support, the sites must be easily accessible.

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 that follows.

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

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

For more information

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