

# HP Care

## HP Personal Systems Care Pack Services



### Service benefits

- Quality break-fix support

### Service highlights

- Remote problem diagnosis and support
- Repair at HP-designated repair centres (replacement parts and labour included)
- Return shipment of functional unit back to your location
- Firmware updates for select products

### Service overview

Help keep employees happy with device service and support options that restore productivity with HP Care.<sup>16</sup> Expand your protection on your HP devices with IT support to repair hardware issues for up to 5 years without additional out-of-pocket expenses. Ensure employee productivity whenever they work with convenient remote IT support that aims to solve device issues with 85% first-time resolution.<sup>17</sup> For more complex issues, choose the more cost-efficient diagnosis and repair at an HP expert service location with HP Care. Just drop off or ship your device to an HP expert technician location for repair.

### Features and specifications

HP Care offers high-quality, offsite support with remote assistance for your covered hardware. The service includes offsite repair or replacement, including materials and parts, labour and the cost of the return shipment. HP Care may be provided via an HP-provided courier, who picks up the device needing repair and returns the device to the customer site upon issue resolution, or HP may provide the customer with a shipping label so that the customer is responsible for shipping the device to HP and HP will return the device to the customer site upon issue resolution.

HP offers multiple service levels with different shipping options to the HP-designated repair centre, as detailed below.



## REMOTE PROBLEM DIAGNOSIS AND SUPPORT

After receiving and acknowledging your call, HP will begin to isolate, troubleshoot and resolve the hardware incident. HP will perform remote diagnostics using electronic remote support to access covered products or use other means available to facilitate remote resolution. HP will provide telephone assistance during the service coverage window for customer-installable firmware and customer self-repair (CSR) parts.

Incidents with covered hardware can be reported to HP by phone or via the website, as locally available, or via automated equipment reporting via HP electronic remote support solutions 24/7. HP will acknowledge receipt of the service request by logging the call, assigning a case ID and communicating that case ID to you. HP retains the right to determine the final resolution of all reported incidents.

## OFFSITE SUPPORT AND MATERIALS

If HP determines that the problem cannot be resolved remotely, HP will direct the customer to return the defective hardware product to an HP-designated repair centre or HP will pick up the device from the customer site depending on coverage in your geographic location. HP will provide technical support offsite. HP will provide HP-supported parts and materials that are required to return the hardware product to operating condition. HP may, at its sole discretion, choose to replace such hardware products, including peripherals such as docking stations, monitors, keyboards, headsets and mice, remotely in addition to providing offsite support for main device coverage. Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HP.

## REPLACEMENT PARTS AND MATERIALS

HP will provide HP-supported replacement parts and materials necessary to maintain the covered product in operating condition, including those for available and recommended engineering improvements. Replacement parts will be new or functionally equivalent to new in performance. Replaced parts become the property of HP. If you wish to retain, degauss or otherwise physically destroy replaced parts, you will be billed and required to pay the list price for the replacement part.

## RETURN SHIPMENT

An HP-authorized courier will return the repaired or replaced product to the customer site if it is within the geographic location where the service was provided, or a return shipment can take place by ground transportation depending on the customer's location.

## FIRMWARE UPDATES FOR SELECTED PRODUCTS

HP firmware updates are available to customers with an active agreement that entitles them to access these updates. As part of this service, you have the right to download, install and use firmware updates for covered products, subject to licence restrictions in HP's current standard sales terms. HP may provide, install or assist with installation of firmware updates in conjunction with onsite hardware support if you have a valid licence to use the related software updates.



## ESCALATION MANAGEMENT

HP has established formal escalation procedures to facilitate the resolution of complex incidents. Local HP management coordinates incident escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.

## ACCESS TO ELECTRONIC SUPPORT INFORMATION AND SERVICES

As part of this service, HP provides access to certain commercially available electronic and web-based tools. You have access to:

- Certain capabilities that are made available to registered users, such as subscribing to hardware-related proactive service notifications and participating in support forums for solving problems and sharing best practices with other registered users.
- Expanded web-based searches of entitled technical support documents to facilitate faster problem-solving.
- Certain HP proprietary service diagnostic tools with password access.
- A web-based tool for submitting questions directly to HP. This tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question. It also allows the status of each support or service request submitted to be viewed, including cases submitted by phone.
- HP and third-party-hosted knowledge databases for certain third-party products, where you can search for and retrieve product information, find answers to support questions and participate in support forums. This service may be limited by third-party access restrictions.

## ELECTRONIC REMOTE SUPPORT SOLUTIONS

For eligible products, the electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. Remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution. HP support specialists will only use remote system access with your authorisation.

## WORK COMPLETION

Repairs are considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. HP is not liable for any lost data; you are responsible for implementing appropriate backup procedures. Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the repair time commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.

### SHIPMENT TO THE HP-DESIGNATED REPAIR CENTER

Depending on the coverage available in the customer's location, HP may offer different shipment options for delivering the defective product to the HP-designated repair centre:

- Pick-up by HP: An HP-authorized courier will pick up the faulty unit and return the repaired or replaced product to the customer site if it is within the geographic location where the service was provided, or a return shipment can take place by ground transportation depending on the customer's location.
- Delivery by the customer: The customer assumes responsibility for packaging and shipping or delivering the defective product to an HP-designated repair centre. HP will return the repaired or replaced product to the customer site if it is within the geographic location where the service is provided.

### RETURN SERVICE

HP provides a return service that includes repair or replacement and return of the defective product, including all parts, labour and freight. By selecting the Return Service option, the customer assumes responsibility for packaging and shipping or delivering the defective product to an HP-designated repair centre.

HP will return the repaired or replaced product to the customer site provided that it is within the geographical location where the service is performed. Turnaround time for this service will be three to five business days for eligible locations, except in cases of intermittent failure, which may require additional repair time.

The customer may call the HP Customer Support Centre between 08:00 and 17:00 local time, Monday to Friday excluding HP holidays. Extended telephone support may be available for selected products (times may vary by geographical location).

### PICK-UP AND RETURN SERVICE

HP provides a door-to-door service that includes pick-up, repair or replacement of the defective product, and return of the operational product.

Turnaround time is measured in elapsed business days from when the defective product is received, if it is within the geographical location where the service is provided, until the time the repaired product is ready to be returned to the customer. Turnaround time does not include the time required to return ship the repaired or replaced product. The customer may request expedited return shipping for an additional charge, which will be billed to the customer.

The customer may call the HP Customer Support Centre between 08:00 and 17:00 local time, Monday to Friday excluding HP holidays. Service requests must be received before 12:00 local time to activate same-day pick-up. All other calls will be scheduled for pick-up on the next business day. Extended telephone support may be available for selected products (support times may vary by geographical location).





## Specifications (optional)

### ACCIDENTAL DAMAGE PROTECTION

Get devices repaired or replaced when unforeseen damage occurs from events such as drops, spills and electrical surges that occur through the normal use of the computer with optional Accidental Damage Protection.<sup>3,4</sup> Additional details and exclusions pertaining to the Accidental Damage Protection service feature are detailed in the “Service limitations” section. Country restrictions may apply; check with your local HP representative.

### DEFECTIVE MEDIA RETENTION

Add Defective Media Retention to allow your company to maintain control of defective hard drives, helping reduce the risk that sensitive data will be compromised.<sup>3,4,5</sup> This option allows you to retain defective hard disk drives or SSD/flash drive components that you do not want to relinquish due to sensitive data they might contain. All eligible drives on a covered system must participate in the defective media retention.

## Coverage

This service provides coverage for eligible HP PCs including HP-supported and supplied internal components such as memory and optical drives. This includes coverage for attached HP-branded accessories included in the original packaging of the PC, such as a wired mouse, wired keyboard or AC power adapter.

HP Care Pack services with this coverage limitation do not cover external HP monitors. All-in-one devices do include the display, which is not considered a separate, external monitor. However, a second monitor attached to an all-in-one device, for example, would not be covered by this HP Care Pack.

If you have purchased the HP Solution Care Pack, the Solution Services cover the base unit for this service as well as 6 HP-supported peripherals attached to the base unit, including a maximum of 2 external monitors, docking stations, wireless mouse, wireless keyboard and HP headsets as an example. To be covered by the Solution Care Pack, the peripherals must be purchased at the same time as the base computer.

HP docking stations or port replicators are covered within the country where the HP Care Pack was purchased, but not outside the country of purchase.

Consumable items including but not limited to removable media, customer-replaceable batteries, tablet PC pens and other supplies, as well as user maintenance and non-HP devices, are not covered by this service. Batteries for mobile HP commercial PCs are covered for up to three years. Search for “understanding battery warranties for business notebooks” at [hp.com](http://hp.com) for more details.

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. HP will work with you to recommend replacements. Not all components will have available replacements in all countries due to local support capabilities.



## Coverage window

The coverage window specifies the time during which the described services are delivered offsite or remotely. The service is available between 08:00 and 17:00 local time, Monday to Friday excluding HP holidays (coverage may vary by geographical location).

**Pick-up and return by HP:** It is the customer's responsibility to appropriately package and prepare the product for courier pick-up. Service requests must be received before 12:00 local time to activate same-day pick-up. All other service requests will be scheduled for pick-up on the next business day.

**Delivery by the customer:** With this option, the customer is responsible for delivering the defective product to the HP-designated repair centre. The customer must ensure that the product is appropriately packaged for the chosen method of delivery. Delivery can be made in person or by a locally available commercial delivery service.

## Customer responsibilities

You must have appropriate licences for any underlying firmware that will be covered under these services. HP may require a service level analysis on covered products. If so, an HP authorised representative will contact you to arrange when the service level analysis will be performed. During this analysis, HP will gather key system configuration information, which will enable HP resolution engineers to survey and troubleshoot possible future hardware problems and complete repairs as quickly and efficiently as possible. Service-level analysis may be performed via remote system access, remote tools or over the phone, at the sole discretion of HP.

HP reserves the right to cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified time frame, unless the delay is caused by HP.

HP strongly recommends that you install and operate the appropriate HP remote support solution with a secure connection to HP in order to enable the delivery of the service. If the appropriate HP remote support solution is not deployed, HP may not be able to provide the service as defined and is not obligated to do so.

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

If required by HP, the customer or HP-authorized representative must register the hardware product to be supported within 10 days of purchase of this service using the registration instructions in the Care Pack or the email document provided by HP, or as otherwise directed by HP. In the event that a covered product changes location, registration (or a proper adjustment to existing HP registration) must take place within 10 days of the change.

Upon 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 must ensure that the product is appropriately packaged and prepared for pick-up or the chosen delivery or shipping method to the HP-designated repair centre. HP may require the customer to include a printout of any previously conducted self-test results together with the defective product.

It is the customer's responsibility to remove all personal and/or confidential data from the defective product before it is returned to an HP-designated location for repair or replacement; HP is not responsible for data stored on the returned product.

For Care Packs 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 programme for damage to systems on which the incident has been reported more than 30 days after the incident date.
- The use of this coverage requires an explanation of where and when the accident occurred as well as a detailed description of the actual event and a description of damage to the unit. Failure to provide this information will result in claim denial.
- If protective items such as covers, carrying cases, pouches, etc. were provided or made available for use with the covered product, the customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service.

For Care Packs that include the Defective Media Retention<sup>3,4,5</sup> service feature, in addition to the above customer responsibilities, the customer must:

- Retain physical control of disks or SSD/flash drives at all times; HP is not responsible for data contained on disks or SSD/flash drives.
- Ensure that any sensitive data on the retained disks or SSD/flash drives is destroyed or remains secure.
- Provide HP with identification information for each disk or SSD/flash drive retained hereunder and sign a document provided by HP acknowledging your retention of the disks or SSD/ flash drives.
- Destroy the retained disks or SSD/flash drives and/or ensure that they are not put into use again.
- Dispose of all retained disks or SSD/flash drives in compliance with applicable environmental laws and regulations.



For disks or SSD/flash drives supplied to you by HP as loaner, rental or lease products, you must promptly return the replacement disks or SSD/flash drives on expiration or termination of support with HP. You will be solely responsible for removing all sensitive data before returning any such loaned, rented or leased disks or SSD/flash drives to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such disks or SSD/flash drives.

## Prerequisites

You must have appropriate licences for any underlying firmware that will be covered under these services. HP may require a service level analysis on covered products. If so, an HP authorised representative will contact you to arrange when the service level analysis will be performed. During this analysis, HP will gather key system configuration information, which will enable HP resolution engineers to survey and troubleshoot possible future hardware problems and complete repairs as quickly and efficiently as possible. Service-level analysis may be performed via remote system access, remote tools or over the phone, at the sole discretion of HP.

HP reserves the right to cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified time frame, unless the delay is caused by HP.

HP strongly recommends that you install and operate the appropriate HP remote support solution with a secure connection to HP in order to enable the delivery of the service. If the appropriate HP remote support solution is not deployed, HP may not be able to provide the service as defined and is not obligated to do so.

## 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, a mouse or, if agreed by the customer, other parts classified by HP 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 has invested heavily in engineering products so that 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 keyboard, a mouse or other parts classified as CSR parts, directly to the customer once a failure has been confirmed. Parts are generally shipped overnight so that they can be received as quickly as possible. The customer can then replace the parts at their convenience.





“Mandatory” CSR is part of the standard warranty associated with some products. CSR is optional on internal CSR parts for customers with an HP Care Pack or a contractual support agreement. “Optional” allows the customer to perform CSR or choose to have HP service personnel perform the replacement at no additional charge during the product service coverage period. External accessories and/or peripherals are not eligible for “optional” CSR.

Care Pack support agreements that include “offsite” terms such as HP Care would require the customer to deliver the product to an authorised HP repair location or ship the product to HP, at HP’s discretion, if the customer decides they do not want to utilise CSR.

The following activities 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.
- Services that, in the opinion of HP, are required due to improper treatment or use of the product.
- Services that, in the opinion of HP, are required due to unauthorised attempts by non-HP personnel to install, repair, maintain or modify hardware, firmware or software.
- User preventive maintenance.

#### LIMITATIONS TO THE DEFECTIVE MEDIA RETENTION SERVICE

The Defective Media Retention service feature option applies only to disks or eligible SSD/flash drives diagnosed by HP as defective during the remote problem diagnosis. It does not apply to any exchange of disks or SSD/flash drives that have not failed.

SSD/flash drives that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer’s operating manual, the product QuickSpecs or the technical data sheet are not eligible for the Defective Media Retention service feature option.

Failure rates on hard drives are constantly monitored, and HP reserves the right to cancel this service with 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 hard drives materially exceeds the standard failure rates for the system involved).

HP shall have no obligation whatsoever with respect to any data that may reside on any disk or SSD/flash drive or the destruction of any disk or SSD/flash drive retained by the customer, or sent to HP by the customer. Notwithstanding anything to the contrary in the HP single order terms for support or the technical data sheet, 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 feature.

## LIMITATIONS TO THE ACCIDENTAL DAMAGE PROTECTION SERVICE

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 cover the following situations and damage due to:

- Normal wear and tear; change in colour, 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.
- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous (including biohazardous) materials, operator negligence, misuse, mishandling, improper electrical power supply, unauthorised repairs or attempts to repair, improper and unauthorised equipment modifications, attachments or installation, vandalism, animal or insect damage or infestation, defective batteries, battery leakage or lack of manufacturer-specified maintenance (including the use of inappropriate cleansers).
- Error in product design, construction, programming or instructions.
- 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).
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not affect the 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 products with serial numbers that have been removed or altered.
- Damage or equipment failure that is covered by manufacturer's warranty, recall or factory bulletins.
- Damage caused during 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 re-installation of any software or data; or use of damaged or defective media.
- Any and all pre-existing conditions that occurred prior to the purchase date of the HP Care Pack.
- Product obsolescence.



- Any equipment relocated outside the country of purchase and not covered by an HP Travel + Accidental Damage Protection Care Pack.
- Damaged or defective LCD screens when the failure is caused by abuse or is otherwise excluded herein.
- Intentional damage that results in a cracked or damaged computer display screen or damaged monitor.
- Damage due to police action, undeclared or declared war, nuclear incident or terrorism.
- Alteration or modification of the covered product in any way.
- Any wilful act to cause damage to the covered product.▪ Reckless, negligent or abusive conduct while handling or using the product.
- Reckless, negligent or abusive conduct while handling or using the product.
- Unit cracks or holes when the damage does not penetrate the outer case and/or reveal internal circuitry or sharp edges.
- Missing or broken keyboard caps not related to a covered accident (e.g. drop, liquid spill).

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.

If protective items such as covers, carrying cases or pouches were provided or made available for use with the covered product, you must continually use these product accessories to be eligible for protection under this accidental damage coverage service.

Reckless, negligent or abusive conduct includes but is not limited to the treatment and use of the covered products in a harmful, injurious or offensive manner that may result in damage, as well as any wilful or intentional damage to the product. Any damage resulting from such acts is not covered by this Accidental Damage Protection service feature.

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 purchased will remain in effect unless specifically documented otherwise

For customers with a history of significantly high claims, HP reserves the right to deny requests to purchase the Accidental Damage Protection feature. Country restrictions may apply. Contact a local HP sales office for detailed information on service availability for Accidental Damage Protection. Damage to external peripherals attached to base unit. Accidental Damage Protection coverage will only extend to the base computer.

#### MAXIMUM SUPPORTED LIFETIME/MAXIMUM USAGE

Parts and components that have reached their maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, product QuickSpecs or the technical product data sheet will not be provided, repaired or replaced as part of this service.



## Terms and conditions

See complete HP Care Pack [terms and conditions](#).

## General provisions/other exclusions

Travel charges may apply; please consult your local HP sales office.

## Ordering information

To obtain further information or to order HP Care, contact a local HP sales representative.

Learn more at [hp.com/go/cpc](https://hp.com/go/cpc)

Learn more about HP Care Pack services at [hp.com/go/cpc](https://hp.com/go/cpc)

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1. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on the date of hardware purchase. Restrictions and limitations apply. For details, visit <https://cpc2.ext.hp.com/>. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the Customer at the time of purchase. The customer may have additional statutory rights according to the 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.
2. Coverage window does not include return shipping time. Customers may choose expedited return shipping for an additional charge where geographically available.
3. Service levels and response times may vary depending on your geographical location.
4. Sold separately or as an additional option.
5. If Defective Media Retention is purchased alongside HP Care or HP Onsite Care, any hard drives replaced will be retained by the customer.
6. Service available on commercial desktops, workstations, mobile workstations and select notebooks.
7. Based on HP worldwide customer support data from 1/2022-10/2022.

HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. The customer may have additional statutory rights according to the 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.

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