

# HP Premium Support Datasheet

Datasheet applies to HP Premium Support, Next Business Day Onsite Support and HP Onsite Care.



## Fast expert response, where you need it

Get back to work quickly with HP Premium Support, which resolves most issues remotely with 85% first-time resolution<sup>1</sup> during standard business hours. If a physical repair is needed, an HP expert is dispatched to the employee's location, with expedited resolution.<sup>2</sup>

## Service highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials included
- Firmware updates for selected products

## Service benefits

- Improved product uptime
- Flexibility to meet specific service needs
- Convenient remote and onsite support from qualified experts

# Service features

## REMOTE PROBLEM DIAGNOSIS AND SUPPORT

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To contact HP, the best method is creating a case digitally at <https://support.hp.com/>. After receiving and acknowledging your case, HP will begin to isolate, troubleshoot and resolve the hardware incident. Prior to onsite assistance, HP will perform remote diagnostics using electronic remote support to access covered products or use other means available to facilitate remote resolution.

Incidents with covered hardware can be reported 24x7 to HP specialised agents via the website (Visit <https://support.hp.com>, choose the “Business Support” tab and select “Create a new case”). Customers may subsequently manage their cases from there. During customer service windows, customers may then contact HP by phone or chat for any created case. Alternatively, customers may call the HP Customer Support Centre between 08:00 and 17:00 local time, Monday to Friday excluding HP holidays. Extended phone support may be available.<sup>3</sup> Customers who contact HP directly by phone or chat will reach standard agents, who will start by collecting required administrative elements to identify customers and verify their entitlement to the service. This alternate route may take longer and require more customer effort than starting all the support experiences from the web, which is highly recommended. HP will acknowledge the receipt of the service request by logging the case, assigning a case ID and communicating that case ID to you. HP retains the right to determine the final resolution of all reported incidents.

The coverage window specifies the time during which the described services are delivered onsite or remotely.<sup>3</sup>

## ACCESS TO ELECTRONIC SUPPORT INFORMATION AND SERVICES

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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 (Visit <https://support.hp.com> and choose the “Business Support” tab) 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 and further interacted with.
- 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.

## ONSITE HARDWARE SUPPORT

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For hardware incidents that cannot be resolved remotely, an authorised representative will provide onsite technical support on covered hardware to return them to operating condition, including those for available and recommended engineering improvements. HP may elect to replace certain products in lieu of repairing them. Replacement products will be new or functionally equivalent to new in performance. Replaced products 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.

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.

After arrival, the HP representative will deliver service onsite until the products are repaired. Work may be suspended temporarily if parts or additional resources are required, but it will resume when they become available.

- **Fix on failure:** At the time of onsite technical support delivery, HP may install available engineering improvements and non-customer-installable firmware updates for covered hardware required to return the covered product to operating condition or to maintain supportability by HP.
- **Fix on request:** At your request, HP may install critical, non-customer-installable firmware updates that are recommended by the respective HP product division for immediate installation on covered hardware products.

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-authorized representative will contact you to arrange for the service-level analysis to 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.

## ONSITE RESPONSE TIME

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For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond the next business day. Onsite response time begins when the initial case has been received and acknowledged by HP, and ends when the HP-authorized representative arrives at your site, or when HP determines that the reported event does not currently require an onsite intervention. Response times are measured during the coverage window only and may carry over to the next day with a coverage window.

## SERVICE LEVELS

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Not all service levels are available on all products. The service level will be specified in your documentation. Contact a local HP sales office for detailed information on service availability and coverage.

SERVICE LEVEL	DESCRIPTION
Onsite response time	After acknowledging your case has been received and onsite support scheduled, an HP representative will respond onsite to your service request
Onsite repair time	HP will use commercially reasonable efforts to return the covered hardware to operating condition within a specified time after the initial service request is submitted to the HP Solution Centre.

## TURNAROUND TIME

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Turnaround time for this service will be three to five business days from the receipt and acknowledgement of the reported issue for eligible locations, except in cases of intermittent failures and non-availability of parts, which may require additional repair time. The three to five business days turnaround time is not available for all geographic locations and may be longer outside metropolitan areas. This service does include next business day response.<sup>3</sup>

## ESCALATION MANAGEMENT

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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.



## WORK COMPLETION

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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 permanently replace the product in order to meet the repair time commitment. Work completion may necessitate the device being repaired offsite if it cannot be diagnosed and repaired onsite. HP determines the necessity of offsite repair at its discretion.

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## 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, but does not include 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. Docking stations will be covered if your laptop, docking station and HP Care Pack are purchased at the same time and on the same order or customer invoice.

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

## CUSTOMER RESPONSIBILITIES

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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.

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 obliged to deliver the services as described.

The customer or HP-authorized representative must register the hardware to be supported within 10 days of purchase of this service, using the registration instructions within the Care Pack or the email document provided by HP, or as otherwise directed by HP. In the event a covered product changes countries, 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. HP may require the customer to include a printout of any previously conducted self-test results together with the defective product.
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP.

It is the customer's responsibility to remove all personal and/or confidential data from the defective product before repairs or replacements begin; HP is not responsible for data stored on the returned product.

## EXCLUSIONS FROM HP PREMIUM SUPPORT

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- Backup, recovery and support of the operating system, other software and data.
- Operational testing of applications or additional tests requested or required by you.
- Troubleshooting for interconnectivity or compatibility problems.
- Support for network-related problems.
- Services required due to failure to incorporate any system fix, repair, patch or modification provided by HP.
- Services required due to failure to take avoidance action previously advised by HP.
- Services required due to improper treatment or use of the product.
- Services required due to unauthorised attempts to install, repair, maintain or modify hardware, firmware or software.
- User preventive maintenance.

## MAXIMUM SUPPORTED LIFETIME/MAXIMUM USAGE SUPPORT

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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 datasheet will not be provided, repaired or replaced as part of this service.

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# Optional add-on features for extra coverage

## Supplement your support with custom options that enable your workforce to operate anywhere.

### BATTERY REPLACEMENT

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The Battery Replacement service offers two convenient methods for replacing failing batteries – offsite and onsite replacement.<sup>4</sup> Under each option, one replacement battery will be provided if the originally purchased battery is found to have a failure resulting from defects in materials or workmanship or has a diminished charging capacity below 50 per cent. Additional details and exclusions pertaining to the Battery Replacement service are described in the [Battery Replacement data sheet](#).

### DEFECTIVE MEDIA RETENTION

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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. Additional details and exclusions pertaining to the Defective Media Retention service are described in the [Defective Media Retention datasheet](#).

### DEVICE LIFE EXTENSION

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Optimise IT investments and reduce your carbon impact by maximising the life of existing devices with HP Device Life Extension.<sup>6</sup> Securely upgrade performance and address issues with ageing PCs that most commonly impede employee and IT productivity. Additional details and exclusions pertaining to the Device Life Extension service are described in the [Device Life Extension datasheet](#).

## TRAVEL SUPPORT

Provide device support in 90+ countries around the globe when employees are travelling on business.<sup>3,4</sup> Additional details and exclusions pertaining to the Travel Support service are described in the [Travel Support datasheet](#).

## SOLUTION CARE PACK

Add coverage for up to six accessories attached to your PC for complete support for your productivity tools.<sup>3,6</sup> If you have purchased the HP Solution Care Pack, the Solution Services cover the base unit for this service as well as six HP-supported peripherals attached to the base unit, including a maximum of two 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.

# Terms and conditions apply

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

## For more information

contact any of our worldwide sales offices or resellers  
or visit <https://hp.com/support-services>



1. Based on HP worldwide customer support data from 1/2022-10/2022.

2. HP Essential Support, HP Premium Support and HP Premium+ Support are available at the time of device purchase. Predictive insights and proactive support are only available with HP Premium+ Support. Select HP Workforce Solutions require an HP Insights agent for Windows, Mac and Android, available for download at <https://admin.hp.com/software>. For full system requirements and services that require the agent, please visit <https://admin.hp.com/requirements>. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience platform and is not sold as a stand-alone service. Internet access with connection to the Workforce Experience platform is required. HP stringent GDPR privacy regulations and the platform is ISO27001, ISO27701, ISO27017 and SOC 2 Type II certified for information security.

3. Service levels and response times may vary depending on your geographical location.

4. Sold separately or as an additional option. Accidental Damage Protection must be purchased at the time of device purchase. Other Care Packs must be purchased within 30 days of the device purchase. 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.

5. If Defective Media Retention is purchased, defective drives will be retained by the customer.

6. The HP Device Life Extension capability is for HP commercial PCs. HP-certified partners will perform functional diagnostics, data removal, interior and exterior cleaning, enhance device performance, reimaging, and conduct platform updates.