

# HP Certified Refurbished Onsite Support

Depend on quality tech support to get your HP Certified Refurbished PC back to work fast with remote support and convenient onsite repairs.<sup>1</sup> Get employees back to productivity with convenient remote IT support that aims to solve device issues with 85% first-time resolution.<sup>2</sup> An HP support expert can be dispatched to your location if devices need further repair.

## Service Overview

This Certified Refurbished Hardware Support package offers high-quality, remote and Onsite tech support for your HP Certified Refurbished hardware. The service includes materials, parts, and labour.

### Service Highlight:

- Remote problem diagnosis and support
- Phone support during regular business hours
- Onsite hardware support
- Replacement parts and materials included
- Firmware updates for select products

### Service Benefits:

- Improved product uptime
- Flexibility to meet specific service needs
- Convenient remote and onsite support—wherever work happen for your HP Certified Refurbished Devices<sup>1</sup>

## Service features

This Certified Refurbished Hardware Support package offers high-quality, remote and onsite tech support for your HP Certified Refurbished hardware. Customers may choose optional device health insights that help HP diagnose and repair device issues.<sup>4</sup> The service includes materials, parts, and labour.

### REMOTE PROBLEM DIAGNOSIS AND SUPPORT

To contact HP, the best method is to set up an account and then create 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 HP Certified refurbished products or use other means available to facilitate remote resolution.

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 8:00 am and 5:00 pm local time, Monday through Friday excluding 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.

ACCESS TO ELECTRONIC SUPPORT INFORMATION SERVICES

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

- Certain capabilities are made available to registered users, such as subscribing to hardware-related service notifications and participating in support forms 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 may help 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 support-related FAQs and participate in support forums. This service may be limited by third-party access restrictions.

ONSITE HARDWARE SUPPORT

For hardware incidents that cannot be resolved remotely, an authorised representative will provide onsite technical support on Certified Refurbished 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 license 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 license 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 firmwarer non-customer-installable firmware updates for Certified Refurbished hardware required to return it to operating condition or to maintain supportability by HP.

Fix on request:

At your request, HP may install critical, non-customer-installable updates that are recommended by the HP product division for immediate installation on Certified Refurbished hardware.

You must have appropriate licenses for any underlying firmware that will be covered under these services. HP may require a service-level analysis on Certified Refurbished hardware. 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

For incidents with Certified refurbished 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

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

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.

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 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. Work completion may necessitate the device be repaired off-site if it cannot be diagnosed and repaired onsite. HP determines the necessity of off-site repair at its discretion.

Coverage

This service provides coverage for eligible HP Certified Refurbished Devices including HP-supported and supplied internal components such as memory. 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. 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.

Third-party firmware, software, and drivers update for software that are included with the HP hardware product will be covered if within their support life.

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

HP reserves the right to cancel the service contract if critical audit suggestions are not followed or if the audit is not performed within the specified timeframe, 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 obligated 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 that a covered product changes countries, registration (or a proper adjustment to existing HP registration) is to occur 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.

The customer must ensure that the product is appropriately packaged and prepared for pickup or the chosen method of delivery or shipment to the HP-designated repair centre. If the customer chooses the optional device health insights that help HP diagnose and repair device issues, the customer is responsible for enabling HP Smart Support 8 by installing the HP Smart Health application from [hp.com/smart-support](http://hp.com/smart-support) and running the application to enable this feature. HP Smart Support is an enhanced customer support application that provides a faster way for HP to review, diagnose, and troubleshoot device-related issues. Using critical health data sent from your PC via a secure cloud-based connection to the HP Workforce Experience platform, HP support agents can quickly access your PC's information, provide recommendations for issue resolution, and get end users back to work.

Learn more about HP Smart Support at [hp.com/smart-support](http://hp.com/smart-support).

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.

## Exclusions

- 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

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.

## Care Pack Terms and Conditions

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

1. The updated Hardware Support services portfolio is available on select HP Certified Refurbished PCs (notebooks and desktops). The HP Certified Refurbished Hardware Support services are available at the time of device purchase. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit [www.hp.com/go/cpc](http://www.hp.com/go/cpc). Service package features may vary by geography or hardware platform.
2. Based on HP worldwide customer support data from 1/2022-10/2022.
3. Service levels and response times for HP Care Packs may vary depending on your geographic location.
4. HP Smart Support is available to commercial customers through your HP service representative and HP Factory Configuration Services; or it can be downloaded from [hp.com/smart-support](http://hp.com/smart-support). HP Smart Support automatically collects the telemetry necessary upon initial boot of the product to deliver device-level configuration data and health insights.