Onsite support with optional device health insights

Additional support, affordable price

Depend on quality tech support to get you back to work fast with remote support and convenient onsite repairs.[1] Get employees back to productivity with convenient remote IT support that aims to solve device issues with 85% first-time resolution.[5] An HP support expert can be dispatched to your location if devices need further repair. Optional device health insights help HP quickly remediate issues with a budget-friendly support package to keep devices running optimally.[8]

Service highlights

- Remote problem diagnosis and support
- Phone support during regular business hours
- Onsite hardware support
- Replacement parts and materials included
- Optional device health insights[8]
- Firmware updates for select products

Service benefits

- Improved product uptime
- Flexibility to meet specific service needs
- Convenient remote and onsite support—wherever work happens

Service features and delivery specifications

This Hardware Support package offers high-quality, remote and onsite tech support for your covered hardware. Customers may choose optional device health insights that help HP diagnose and repair device issues.[8] The service includes materials, parts, and labor.

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 covered 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 Center between 8:00 am and 5:00 pm local time, Monday through Friday excluding holidays. Extended phone support may be available.[2] 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 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

For hardware incidents that cannot be resolved remotely, an authorized 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 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 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 HP product division for immediate installation on covered hardware products.

You must have appropriate licenses 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.

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
Response Time	HP will acknowledge your case has been received within the next business day (via phone, chat, and/or email).
Onsite Support	An HP-authorized representative will visit the customer's location within the designated coverage window to initiate hardware repair services, following the receipt and acknowledgment of the call. This will occur after remote troubleshooting, and if HP cannot resolve the issue remotely, it will be provided that the necessary spare parts are available, and customer availability is confirmed.
Repair Time	Repair time is measured from the day troubleshooting started to the day the repair is completed. Estimated turn-around-time is 2-4 business days based on a combination of remote, Customer Self-Repair (CSR), and/or onsite delivery. Note: Repair time is measured during the coverage window only and may carry over to the next day within the coverage window. It excludes delays due to spare part unavailability, customer availability, and/or delays, and may vary by geographic location.

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 offsite if it cannot be diagnosed and repaired onsite. HP determines the necessity of offsite repair at its discretion.

Coverage

This service provides coverage for eligible HP PCs, 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. 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.

If you have purchased the HP Peripheral Care Pack, the Peripheral Services do 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 Peripheral Care Pack, the peripherals must be purchased at the same time as the base computer.

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. Battery issues (excluding the diminished charging capacity from regular battery use) on mobile HP commercial PCs are covered during the warranty term of the HP hardware or up to three years, if the hardware has a Care Pack registered to it. Additional battery coverage, including the replacement for diminished charging capacity, can be acquired with a dedicated Battery Replacement Care Pack.

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 center.

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 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.

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.

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered offsite and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts.

HP engineers its products to be Customer Self Repairable (CSR). CSR is a key component of HP warranty terms. It allows HP to ship customer-replacement parts, such as a keyboard, a mouse, or other parts classified as CSR parts, directly to you once a failure has been confirmed.

Mandatory CSR is part of the standard warranty associated with some products. CSR is optional for customers with an HP Care Pack or a contractual support agreement in cases where the repair requires internal parts. Optional allows you to perform CSR or choose to have HP service personnel perform the replacement at no additional charge during the product service coverage period.

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 unauthorized 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.

Optional add-on features for extra coverage

Supplement your support with custom options that enable your anywhere workforce

ACCIDENTAL DAMAGE PROTECTION[2,3]

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. Additional details and exclusions pertaining to the Accidental Damage Protection service feature are detailed in the Accidental Damage Protection datasheet.

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BATTERY REPLACEMENT[2,3]

The HP Battery Replacement Service offers two convenient methods for replacing failing batteries—offsite and onsite replacement. Under each option, one replacement battery will be provided if the originally purchased battery is detected with a failure resulting from defects in materials or workmanship, or has a diminished charging capacity below 50 percent. Additional details and exclusions pertaining to the Battery Replacement service are described in the Battery Replacement datasheet.

DEFECTIVE MEDIA RETENTION[2,3,4]

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. 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 Service. Additional details and exclusions pertaining to the Defective Media Retention Service are detailed in the Defective Media Retention datasheet.

DEVICE LIFE EXTENSION[3,6]

Optimize IT investments and reduce your carbon impact by maximizing the life of existing devices with HP Device Life Extension. Securely upgrade performance and address issues with aging PCs that most commonly impede employee and IT productivity. Additional details and exclusions pertaining to the Device Life Extension service are detailed in the Device Life Extension datasheet.

TRAVEL SUPPORT[2,3]

Provide device support in 90+ countries around the globe when employees are traveling on business. Additional details and exclusions pertaining to the Travel Support service are described in the Travel Support datasheet.

OUT-OF-BAND DIAGNOSIS AND REMEDIATION

Reduce frustration for employees and IT with advanced, remote diagnosis and remediation for PC issues that traditionally required the device to be in IT's hands. Using out-of-band technology, HP uses a separate, independent out-of-band processor that provides deep access to the PC's firmware, even when the operating system is down and the PC can't boot.[9] Additional details and exclusions pertaining to this service are described in the Out-of-band diagnosis and remediation datasheet.

PERIPHERAL CARE PACK[2]

Add coverage for up to 6 HP-supported accessories attached to your PC ensuring complete support for your productivity tools.[3,7] If you have purchased the HP Peripheral Care Pack, it covers the PC unit and up to six peripherals attached to the PC, including a maximum of two external monitors, docking stations, wireless mouse, wireless keyboard, and HP headsets. To qualify, each peripheral must be purchased at the same time as the PC.

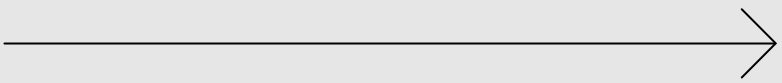
Poly products are not covered by HP Peripheral Care Packs. Poly products are supported by Poly Support Contracts only.

Terms and conditions apply

See complete Care Pack terms and conditions.

For more information

on HP Services, contact any of our worldwide sales offices or resellers or visit hp.com/support-services



1. The updated Hardware Support services portfolio is available on select HP commercial PCs (notebooks, mobile workstations, desktops, RPOS, and workstations). The 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. Service package features may vary by geography or hardware platform.
2. Service levels and response times may vary depending on your geographic location.
3. 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 Customer at the time of purchase. Customer may have additional statutory rights according to 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.
4. If Defective Media Retention is purchased, defective drives will be retained by the customer.
5. Based on HP worldwide customer support data from 1/2022-10/2022.
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.
7. Service available on commercial desktops, workstations, mobile workstations, and select notebooks.
8. 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. HP Smart Support automatically collects the telemetry necessary upon initial boot of the product to deliver device-level configuration data and health insights.
9. Out-of-band diagnostics and remediation is available in North America (which includes the US and Canada), and EMEA markets (limited to specific countries) as an HP Care Pack for select HP commercial platforms that are Intel® vPro® and Intel® AMT enabled and are entitled to HP Premium Support or HP Premium+ Support. 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.

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