

HP Battery Replacement Service



Overview

The Battery Replacement Service offers two convenient methods for replacing failing batteries – offsite or onsite replacement. Under each option, one (1) 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.

This service is complete once you have received one battery replacement or when the service period expires on the supported product, whichever event occurs first.

Service highlights

- Remote technical assistance, diagnostics and troubleshooting
- Option for onsite replacement service by an HP-authorized representative
- Option for offsite return and replacement service at an HP-designated repair centre

Service benefits

- Two convenient methods for replacing failing batteries – offsite or onsite at your location
- Timely battery replacement to improve your personal productivity
- High-quality technical support to simplify the replacement process

Service features and delivery specifications

Features	Specifications
Battery Failure Warranty	The battery warranty covers failures resulting from defects in materials or workmanship during the battery warranty period only. The battery warranty does not cover for diminished charging capacity at any time.
Battery Replacement Service	In addition to the battery failure warranty, the Battery Replacement Service covers: <ul style="list-style-type: none"> Defects in materials or workmanship. Decrease in charging capacity below 50 per cent that occurs over time and with use with all batteries.
Remote problem diagnosis and support	<ul style="list-style-type: none"> Basic telephone technical assistance for diagnostics, electronic remote support solutions, troubleshooting, problem resolution, installation and setup. Available for all coverage options.
Onsite Service ¹	<ul style="list-style-type: none"> Onsite technical support at your location provided by an HP-authorized representative to replace the defective battery. HP-supported products and materials necessary for replacing the failing battery.
Offsite Return Service	<ul style="list-style-type: none"> Defective battery return to an HP-designated repair centre for technical support, repair and replacement. HP-supported products and materials necessary for replacing the failing battery. Return of the repaired or replaced product to your location within three to seven business days after the service is completed.

Coverage

To initiate this service, download and run the [HP Battery Check program](#) and then call HP for support. An alternative method to determine battery issues is to purchase [HP Premium+ Support^{2,3}](#) (formerly Active Care) and have pop-up alerts appear on the end-user's device to notify the user of the need to replace the battery before it fails. HP will provide basic telephone technical assistance to validate that a replacement battery is needed. HP may ask you to provide relevant information, start diagnostic tools and perform other supporting activities. If, in the judgement of HP, the battery meets the replacement criteria, HP will replace the battery according to your coverage.

ONSITE SERVICE

An HP-authorized representative will provide onsite technical support and battery replacement services. Once an HP-authorized representative arrives at your site, the representative will continue to deliver this service, either onsite or remotely, at the discretion of HP, until the products are repaired.

Work may be suspended temporarily if parts or additional resources are required, but work will resume when they become available.

OFFSITE RETURN SERVICE

You will be directed to return the device with the defective battery to an HP-designated repair centre, where HP will provide technical support and replacement services. Depending on country availability, HP offers different shipping options for delivering the defective product to an HP-designated repair centre:

- **Customer delivery:** With this option, the customer is responsible for delivering the defective product to the HP-designated repair centre. Delivery can be made in person or by a locally available commercial delivery service.
- **Pick-up by HP:** An HP-authorized courier will pick up the defective product at your location or HP will provide an empty box and prepaid return shipping label for the unit (depending on regional delivery specifications) and deliver it to an HP-designated repair centre.

After completion of the repair, an HP-authorized courier will return the product to your location.

For each coverage option within this service, replacement parts and products are new or functionally equivalent to new-in performance. Replaced parts and products become the property of HP.

HP may install commercially available engineering improvements on the covered hardware product to better enable proper operation and maintain compatibility with HP-supplied hardware. At its sole discretion, HP may install any firmware updates that are required to return the covered product to operating condition and/or to maintain HP supportability.

Coverage window

This service is available between the hours of 8:00 a.m. and 5:00 p.m. local time, during HP standard business days, excluding HP holidays. Service requests received after 2:00 p.m. local time and outside the coverage window will be logged the next business day. Coverage may vary by geographic location.

Customer responsibilities

If required by HP, you or an HP-authorized representative must register the hardware product to be supported within ten (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 location, registration (or a proper adjustment to existing HP registration) must occur within ten (10) days of the change.

Customers who did not previously register their one-time Battery Service Replacement should note that it is necessary to register the purchase before the battery replacement order can be completed. You will be required to provide proof of purchase at the time of the claim. You should be prepared to provide data from the purchase documentation to the Call Centre representative and to fax or email a copy of the proof of purchase to HP.

In order to support HP's remote problem resolution efforts, HP will request:

- All information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility.
- Self-tests and/or the installation and running of other diagnostic tools and programs.
- Other reasonable activities that may help HP identify or resolve problems.

With offsite battery replacement, it is the customer's responsibility to appropriately package HP devices with the defective batteries, and prepare those for delivery to and receipt by HP.

Service limitations

This service must be purchased within 90 days of the hardware purchase. Customers who do not purchase the one-time Battery Replacement Service at time of hardware purchase have an option to purchase an after-market battery option kit from HP.

This service is for one (1) battery replacement per product under contract within the terms of service. Coverage is limited to the primary battery that was originally configured and purchased with the product. Battery life varies depending on product configuration and usage, including but not limited to product model, applications running, power management settings and product features.

Exclusions

Excluded from this service are activities such as, but not limited to, the following:

- Any repair beyond replacement of the battery, should the product need any such repairs.
- Additional part replacements, as there will be a separate charge for this service.
- Replacement of secondary or accessory batteries purchased after purchase of the original configuration, which includes long-life and travel batteries.
- Coverage beyond the terms of the service, as indicated in the service description.
- Failure or diminished capacity resulting from accidents, misuse, abuse, contamination, improper calibration, improper or inadequate maintenance or other external causes.

This service is not available in all countries or regions. Please contact your HP sales representative for service availability.

Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order a one-time Battery Replacement Service, please contact your local HP sales representative.

Terms and conditions

See complete [terms and conditions](#).

For more information

Contact your local HP sales representative or channel partner for details or visit hp.com/go/pcandprintservices



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. Predictive insights and proactive support are only available with HP Premium+ Support. Select HP Workforce Solutions require an HP Insights agent for Windows, Mac & 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. HP Essential Support, HP Premium Support and HP Premium+ Support 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 the date of hardware purchase. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc. 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.

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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