

# HP Hardware Support Onsite Call-to-Repair Service

## HP Care Pack Services



### Service benefits

- Optimize system uptime
- Experience more predictable repair times
- Utilize IT resources more effectively
- Streamline processes, operations, and reporting
- Online case management tools for resolution tracking

### Service highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Call-to-Repair time commitment
- Replacement parts and materials
- Coverage window
- Work to completion
- Escalation management
- Access to electronic support information and services

### Service overview

Hardware Support Onsite Call-to-Repair Services provides priority remote diagnosis, support, and onsite service with a team of support specialists who will quickly bring your device to operating condition within a specified timeframe from the initial service request.<sup>1</sup> The service will help maximize IT help desk and user productivity with expedited replacement parts and online case management tools to track resolutions that help get you up and running quickly.

### Features and specifications

#### Remote problem diagnosis and support

After receiving and acknowledging your request, HP will begin to isolate, troubleshoot, remedy, and resolve the hardware incident. Prior to onsite assistance, HP may 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. Regardless of your coverage window, incidents with covered hardware can be reported to HP by phone or website, as locally available, or as an automated equipment reporting event via HP electronic remote support solutions 24 x 7. HP will acknowledge the 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.

## Features and specifications (continued)

### Onsite Hardware Support Call-to-Repair

Hardware Support Onsite Call-to-Repair Services provide remote assistance and onsite support for your covered hardware, helping you improve product uptime. Choose between multiple durations to address your specific service needs. Call to Repair provides access to support specialists who quickly begin troubleshooting the system to help return your hardware to operating condition within a specified timeframe.

### Replacement parts and materials<sup>2</sup>

HP will provide HP-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including those for available and recommended engineering improvements.

### Defective Media Retention Optional Service<sup>3</sup>

Defective Media Retention allows you to retain defective hard disk drives or SSD/flash drive components that you do not want to relinquish due to the sensitive data they might contain. All eligible drives on a covered system must participate in the defective media retention service.

## Delivery specifications

It may take up to 60 days from the time this service is purchased and registered to set up and perform any service-level analyses deemed necessary by HP and any associated processes and parts planning before the hardware Call-to-Repair time commitment is in effect. During this initial 60-day period, if a service-level analysis is performed, HP will provide onsite service with the shortest onsite response time possible based on parts and resource availability.

### Onsite hardware support

For hardware incidents that cannot be resolved remotely, an authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. HP may elect to replace certain products in lieu of repairing them. Replacement products will be new or functionally equivalent to new. Replaced products become the property of HP. After they arrive, representatives will deliver service onsite or remotely, at their discretion, 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 products 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.

### Call-to-Repair time

Call-to-Repair time begins when the initial call has been received and acknowledged by HP and ends when the hardware is repaired, or when HP determines that it does not currently require onsite intervention. Call-to-Repair times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Service levels may vary from region to region. Check with your local HP representative for more details.

## Delivery specifications (continued)

### Replacement parts and materials<sup>2</sup>

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.

### Coverage window

The coverage window specifies the time during which the described services are delivered onsite or remotely. An HP authorized representative will arrive onsite during the coverage window to begin hardware maintenance service within the appropriate response interval after the call has been received and acknowledged by HP. Calls received outside this coverage window will be logged at the time the call is placed to HP but will not be acknowledged until the next coverage day and serviced within the appropriate response interval. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.

### Escalation management

HP has established formal escalation procedures to facilitate the resolution of complex problems. Local HP management coordinates problem 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 downloading selected HP firmware or patches that may require additional entitlement through Software Support agreements, 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. The 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. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone.
- Search of HP and third-party hosted knowledge databases for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums. This service may be limited by third-party access restrictions.

### Approval process

An HP pre-approval process may be required for each customer requesting the Call-to-Repair service. Call-to-Repair times are dependent upon the type of hardware product to be supported as well as the exact location of your site in relation to an HP designated support hub. To check service availability, please contact an HP sales representative.

## Delivery specifications (continued)

### Customer responsibilities

In order to provide optimal Call-to-Repair services, it may be necessary for you to complete a few tasks prior to or during the service. If required by HP, you or an 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 days of the change.

HP recommends that you install the appropriate HP remote support solution, with a secure connection to HP, and provide all necessary resources according to the HP remote support solution release notes, in order to enable the delivery of the service and options. For hardware Call-to-Repair time commitments, the HP remote support solution is required. Please contact a local HP representative for further details on requirements, specifications, and exclusions.

Upon request, you will be required to support HP's remote problem resolution efforts. You 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.
- Install customer-installable firmware updates and patches.
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP.

In cases where CSR parts or replacement products are shipped to resolve a problem, you are responsible for returning the defective part or product within a time period designated by HP. Additionally, you are responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as CSR parts and replacement products delivered to you. This is all to ensure that HP can complete their agreed-upon service to the best of their ability.

You agree to pay additional charges if you request that HP install customer-installable firmware updates or patches. Any additional charges will be on a time-and-materials basis, unless otherwise previously agreed in writing by you and HP.

You must ensure access to the building, floor, individual cubicles, offices, labs, and rooms where the service will be delivered on the date and time that the delivery is scheduled.

Resources include a site representative and contact to identify the cubicles, offices, labs, and rooms where the installations are to take place. Access to the collection point must be clear of obstacles (e.g., restricted access, locked doors). It is your responsibility to provide special equipment such as forklifts and stair walkers, as well as their respective operators. If elevators are present, you will help with elevator access for the movement of units across different floors. You must inform HP or its authorized service provider about required security clearance or passports to access military or public areas, laboratories, and so on.

## Delivery specifications (continued)

### Defective Media Retention Service

With Defective Media Retention Service, it is your responsibility to:

- Retain physical control of disks or SSD/flash drives at all times during support delivery by HP
- Ensure that any sensitive data on the retained disks or SSD/flash drives is destroyed or remains secure.
- Have an authorized representative present to retain defective disks or SSD/flash drives; accept replacement disks or SSD/flash drives; provide HP with identification information for each disk or SSD/flash drive retained hereunder; and, upon HP request, execute a document provided by HP acknowledging the retention of the disks or SSD/flash drives.
- Destroy the retained disks or SSD/flash drives and/or ensure that the disks or SSD/flash drives 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 by HP to you as loaner, rental, or lease products, you must promptly return the replacement disks or SSD/flash drives at the 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.

### Prerequisites

You must have rightfully acquired the license for any underlying firmware that will be covered under these services.

In some cases, there may be a review for eligibility for these Call-to-Repair services. In such cases, you must provide to HP all the required coverage locations prior to HP's review. HP, at its sole discretion, may require a service-level analysis on the covered products. If such a service-level analysis is required, an HP authorized representative will contact you, and you will agree to arrange for a service-level analysis to be performed. During the service-level analysis, key system configuration information is collected. The information gathered in the service-level analysis allows an HP resolution engineer to survey and troubleshoot possible future hardware problems and complete the repair as quickly and efficiently as possible. At the sole discretion of HP, the service-level analysis may be performed onsite, via remote system access, via remote service-level analysis tools, or over the phone.

At HP's discretion, Call-to-Repair time commitments may require installation of remote connectivity tools.

### Coverage

- This service provides coverage for eligible HP hardware products and all HP-supported and supplied internal components (such as memory and DVD-ROM drives), as well as attached HP branded accessories purchased together with the main product, such as mouse, keyboard, docking station, and AC power adapter. All-in-one devices include coverage of the display.
- For components that are discontinued, an upgrade path may be required. HP will work with you to recommend a replacement.

## Service limitations<sup>4</sup>

HP may conduct a review of your eligibility for Call to Repair on a case-by-case basis. Service levels, products, and response times for Care Packs may vary depending on your geographic location. Additionally, minimum order quantities may apply, and stand-alone transactional Call-to-Repair services may not be available in every region. Contact a local HP sales office for more details.

At HP's discretion, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. These may include the delivery, via a courier, of Customer Self Repair (CSR) parts or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely support and meet the Call-to-Repair time commitment, if applicable.

If you do not act upon your specified responsibilities, at HP's discretion, HP or the HP authorized service provider will (i) not be obligated to deliver the services as described, or (ii) perform such service at your expense at the prevailing time and material rates.

Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts. Repair or replacement of any supplies or consumables is your responsibility. Some exceptions may apply; contact HP for more information. See the "Exclusions" section on page 7 for more details.

Service for attached peripherals will be provided by shipping replacement parts or entire replacement products for CSR or installation by the technical courier delivering the part or product.

If an upfront audit is required by HP, the hardware Call-to-Repair time commitment will not take effect until the audit has been completed. It may take up to 60 days to set up the Call-to-Repair commitment. In addition, HP reserves the right to downgrade the service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.

The following activities or situations will suspend the Call-to-Repair time calculation (if applicable) until they are completed or resolved:

- Any customer or third-party actions or inaction impacting the repair process.
- Any automated or manual recovery processes triggered by the hardware malfunction, such as disk mechanism rebuild, sparing procedures, or data integrity protection measures.
- Any other activities not specific to the hardware repair but required to verify that the hardware malfunction has been corrected, such as rebooting the operating system.

The Call-to-Repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied.

Call-to-Repair time commitments and onsite response times do not apply to the repair or replacement of defective or depleted batteries.

All coverage windows and response times are subject to local availability.

If you request scheduled service, the Call-to-Repair time period begins at the agreed-upon scheduled time.

## Service limitations<sup>3</sup> (continued)

### Time commitment

For critical incidents on covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to return the covered hardware to operating condition within the specified Call-to-Repair time commitment. No penalties will be assigned in the event HP exceeds the stated time commitment.

In certain areas or geographies, a Call-to-Repair time commitment may not be available at all locations or may be restricted to your locations close to major metropolitan areas.

In the event that a covered product changes location, HP will conduct a review to determine whether the service can be covered in the new location. If it is determined that HP cannot support Call to Repair in the new location, service will default to Next Business Day Onsite terms and conditions.

The Call-to-Repair time commitment is subject to you providing immediate and unrestricted access to the system, as requested by HP. The Call-to-Repair time commitment does not apply when system access is delayed or denied (e.g., physical, remote troubleshooting, and hardware diagnostic assessments). If you request a scheduled service, the Call-to-Repair time period begins at the agreed-upon scheduled time.

In the event that only a customer-replaceable part is required to return the system to operating condition, the Call-to-Repair time commitment shall not apply. The following are excluded from the Call-to-Repair time commitment:

- Time for disk mechanism rebuild or sparing procedures
- Any restoration or recovery of compromised data
- Any period of non-availability not directly caused by the hardware fault

HP reserves the right to modify the Call-to-Repair time commitment as it applies to your specific product configuration, location, and environment. This is established at the time of support agreement order and is subject to resource availability.

A Call-to-Repair time commitment does not apply when you choose to have HP prolong diagnosis rather than execute recommended recovery procedures. The Call-to-Repair time commitment is also subject to you providing immediate and unrestricted access to the system, as requested by HP.

Response times may vary by geography and site location within this geography.

### Exclusions

Activities such as but not limited to the following are excluded from this service:

- 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 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 unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software.
- Services required due to your failure to incorporate any system fix, repair, patch, or modification provided to you by HP.
- Services required due to your failure to take avoidance action previously advised by HP.

## Service limitations<sup>3</sup> (continued)

### Defective Media Retention Service

The optional defective media retention service feature option applies only to disks or eligible SSD/flash drives replaced by HP due to malfunction. It does not apply to any exchange of disks or SSD/flash drives that have not failed.

Data retentive components 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.

Defective media retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that you are overusing the defective media retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

### Travel zones

For sites that are located within 101 to 200 miles (163 to 322km) of an HP designated support hub, an adjusted hardware Call-to-Repair time commitment may apply. Travel zones and charges, if applicable, may vary in some geographic locations. Coverage will not be supported outside the country for which the Care Pack was sold, even when bundled with a Travel Care Pack.

Distances below are for guidance only. For more information on travel zones, contact a local HP sales office.

Distance from HP designated support hub	Committed hardware Call-to-Repair time
0–50 miles (0–81km)	Committed Call-to-Repair time applies
51–100 miles (82–161km)	Committed Call-to-Repair time applies
101–200 miles (162–322km)	1 additional coverage day applies
Beyond 200 miles (> 322km)	Established at time of order and subject to resource availability





## Ordering information

Availability of service features and service levels may vary from region to region according to local resources and may be restricted to eligible products and geographic locations. Hardware Support Onsite Call-to-Repair Services for HP Personal Systems should not be ordered without checking first with an HP sales representative that conditions are met to fully benefit from the purchased service features and service level.

## Terms and conditions

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

## For more information

Contact your local HP sales representative or channel partner for details or visit [hp.com/go/pcandprintservices](http://hp.com/go/pcandprintservices).

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1. 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). 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.
2. Upgrades are not covered by Call to Repair. Contact your local HP representative for more details. HP may not cover an upgraded configuration.
3. Defective media retention may not be an option on every stand-alone CTR SKU WW.
4. EMEA logistics legislation may affect SLA in certain sub-regions.

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