

Channel Parts and Remote Service

Care Pack, part of HP Care



Service feature highlights

- Rely on experienced HP service technicians for remote problem diagnosis and support
- Replacement parts and materials included
- Expedite access to replacement parts with Advance exchange

Service overview

Parts and Remote Service offers access to high-quality remote assistance and replacement parts for hardware components that are eligible and covered. We'll ship replacement parts the next business day to your specified location – before you even return the defective parts to HP. Shipping charges are included for standard delivery.

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	Prior to any parts dispatch, HP PartnerFirst Service partner will work with the Customer to isolate the hardware incident and to remotely troubleshoot, remedy and resolve the incident.
Advance exchange	<p>HP will provide HP-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements.</p> <p>Defective parts will be exchanged for replacement parts. Replacement parts provided by HP shall be new or functionality equivalent to new in performance. The replacement part will be shipped in advance of HP's receipt of the defective part to meet the selected parts delivery time. Replaced parts become the property of HP.</p> <p>Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part.</p> <p>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. The repair or replacement of any supplies or consumables is the responsibility of the Customer. Some exceptions may apply; contact HP for more information.</p> <p>If a consumable part is eligible for coverage, as determined by HP, onsite response times do not apply to repair or replacement of the covered consumable part.</p> <p>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 data sheet will not be provided, repaired, or replaced as part of this service.</p>
Choice of parts delivery times	Orders must be placed in GCSN prior to 5:00 p.m. local time. Orders received after hours will be accepted the next business day.

Table 3. Service-level

	Delivery specifications
Standard business hours, standard business days (9x5)	Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.
Parts delivery time next business day	<p>HP will use commercially reasonable efforts to ship the replacement parts in order spare parts arrive the next business day.</p> <p>All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>

PartnerFirst Service partner responsibilities

If partner does not act upon the specified responsibilities, at HP's discretion HP will not be obligated to deliver the services as described.

HP PartnerFirst Service partner will:

- Return eligible parts to HP within 30 days of shipment of replacement parts by HP for any advance exchange, or pay full list price for the item(s)
- Maintain an adequately trained and certified workforce
- The partner is responsible to provide his own support service to his customers, and HP cannot be taken responsible for any delivery issue from the partner. HP will be solely responsible for spare part delivery to the partner.

Service limitations

This service does not include onsite service, so no labour compensation will be paid to the PartnerFirst Service partner..

Preventive maintenance parts are excluded from this service. Other consumable parts and items or supplies such as – but not limited to – ink are not covered by this service. Standard warranty terms and conditions apply.

Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

The following activities are excluded from this service:

- 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 unauthorised attempts by non-HP personnel to install, repair, maintain or modify hardware, firmware or software
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Backup, recovery and support of the operating system, other software and data
- Operational testing of applications, or additional tests requested or required by the Customer

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 Parts and Remote Service, contact a local HP sales representative.

For more information

hp.com/go/pcandprintservices

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Service levels and response times for Care Packs may vary depending on your geographic location. Service starts on the date of hardware purchase. Restrictions and limitations apply. For details, visit hp.com/go/cpc.

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