# Analytics and Proactive Management with Hardware Support Onsite Service

## Key benefits

- Analytics and insights that help you better manage device fleets and proactively optimise performance.
- Enhanced and Premium plans include an experienced Service Agent to proactively monitor and address issues before they occur.

**DaaS Analytics and Proactive Management capabilities are available exclusively through DaaS agreements via HP or an Authorised Reseller.**

## Overview

Whether it's deploying new technology or making updates, IT managers have a lot on their plates. Often, as their bandwidth gets shorter, the amount of downtime grows longer.

HP Device as a Service (DaaS) plans with Analytics and Proactive Management capabilities provide a solution to this problem in a premium service experience. Predictive analytics help you boost productivity, while regular reporting and a consolidated dashboard help you track usage and stay on top of updates. Now, you can leave the monitoring and support of your devices in the capable hands of our proactive agents. Their expert assistance and cutting edge technology tools help to proactively anticipate problems and fix them before they even occur—freeing up your IT manager to focus on other more pressing issues.

## IT and user advantages

### Get insightful and actionable analytics to improve productivity
Improve IT efficiency with analytics,[1] proactive management,[2] and inventory and health monitoring that identify and predict alerting conditions.

### Optimise performance for your entire fleet
Put asset inventory and health monitoring on auto-pilot. With HP DaaS, you can prolong the life of your investments and be alerted while we take preventative action before there is a problem.

### Have a security guard that's always on duty
Get multi-layered, enterprise-class security from malware protection, real-time policy violation and firewall, and antivirus disruption alerts, plus find, lock, and erase.[3]

### Offload IT tasks so you can focus on what impacts the business most
Let HP take care of day-to-day management tasks and reduce time supporting users so you can focus on projects that move your business forward.

| Feature and specification | Standard plans | Enhanced plans | Premium plans |
|---|:---:|:---:|:---:|
| **Bulk device enrollment[4]**<br>Support for rapid deployment via software distribution tools and also Apple DEP | ✔ | ✔ | ✔ |
| **Inventory and health monitoring[5]**<br>Device and application inventory as well as monitoring device health including battery, hard drive, CPU utilisation, crashes, and blue screen errors | ✔ | ✔ | ✔ |
| **Dashboard with analytics and reports**<br>View detailed device and software inventory, system health, and real-time incident notifications | ✔ | ✔ | ✔ |
| **Security monitoring, alerts and self-healing[2]**<br>Monitoring and alerts for devices that are non-compliant with company standards and self-healing when a Windows firewall or anti-virus is disabled | ✔ | ✔ | ✔ |
| **End-user self-help**<br>Easy access to Windows system repair and diagnostic utilities for commonly encountered problems that also includes the ability to request remote assistance from the same interface | ✔ | ✔ | ✔ |
| **Predictive analytics**<br>Cutting-edge analytics identify systems at risk for disk, battery, or full-system thermal failure so you can take action before a problem occurs | | ✔ | ✔ |
| **Device locate/alarm/lock/wipe**<br>Find, alarm, lock, or erase a lost or stolen device, keeping data secure | | ✔ | ✔ |
| **Security policy setting and enforcement**<br>Security policy settings and enforcement to ensure compliance | | ✔ | ✔ |
| **Automatic parts replacement[6]**<br>HP will inform you and automatically replaces battery or hard drives to ensure your fleet is running smoothly | | ✔ | ✔ |
| **Proactive Service Agent**<br>An experienced HP Service Agent does the monitoring and proactive management for you | | ✔ | ✔ |
| **Remote assistance**<br>HP Service Agents remotely connect to and troubleshoot Windows devices for you | | ✔ | ✔ |
| **Windows OS patch management**<br>Your HP Service Agent stays on top of Windows OS patch deployments | | ✔ | ✔ |
| **Windows information protection**<br>Enforces encryption policies for sensitive company documents on client devices | | | ✔ |
| **Password recovery**<br>Reset a forgotten local machine user account password on Windows notebooks, PCs, and tablets | | | ✔ |
| **Application deployment**<br>The HP Service Agents will deploy applications as specified by the customer on their behalf to managed devices | | | ✔ |
| **3rd-party patch management**<br>HP Service Agents deliver security and software updates for Microsoft Windows and 3rd party applications such as Java, Flash, and Adobe Acrobat | | | ✔ |
| **Wi-Fi provisioning**<br>Grant and revoke access to a wireless network for managed devices without exposing credentials to users | | | ✔ |

## Delivery specifications

- HP's proactive Service Agents are available Monday–Friday (excluding HP holidays) from 6:00 am–6:00 pm MST in the U.S. and 8:00 am–6:00 pm CET in EMEA. For the APJ region, they are available 24 hours a day, 7 days a week.

- Devices managed by HP DaaS will have a data agent installed to collect asset and event information related to the device. User-sensitive data including credentials, files, content, and personal data will not be captured. Collected data will be stored in a secure cloud repository.[7]

- HP Service Agents provide proactive support to resolve issues before they occur, as well as technical assistance via email.

## Device coverage

- HP DaaS Analytics and Proactive Management provides easy management for multiple device types and operating systems including:

  – PCs including desktops and notebooks running Windows 7 Service Pack 1 (SP1), Windows 8.1, or higher.

  – Tablets running iOS 8 or higher, Android™ 4.0.3 or higher, Windows 8.1 or higher (x86 or Intel platforms), and Windows 10 Mobile (ARM  platforms).

  – Smartphones running iOS 8 or higher, Android™ 4.0.3 or higher, and Windows 10 Mobile.

## Care Pack terms and conditions

See terms and conditions.

## For more information

To learn more about the analytics and proactive management' capabilities of HP DaaS, contact your local HP DaaS Authorised Reseller or HP sales representative, or visit our website at hp.com/go/daas.

---

[1] Device support may vary by country. Features vary among Standard, Enhanced, and Premium HP DaaS plans.

[2] Self-healing capabilities available for Microsoft anti-virus and firewall solutions only.

[3] Security Policy and Enforcement and Find, Lock, Erase avilable on Enhanced or Premium HP DaaS plans only.

[4] Supports Windows PCs running Windows 7 Service Pack 1 or higher, iOS 8 or higher, and Android 4.0.3 or higher devices, and Windows 10 (ARM platforms).  Over-the-air (OTA) device enrollment available for iOS devices enrolled in the DEP program only.

[5] Device health monitoring not available on Windows 10 Mobile operating system devices.

[6] Automatic part replacement available for HP manufactured devices only.

[7] Data is protected using SSL during data transfer from the device client to the web server. The data can only be accessed through the HP DaaS Managed Services Webserver.

# Hardware Support Onsite Service

## Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials included
- Firmware updates for selected products
- Choice of coverage windows
- Choice of onsite response times for hardware support
- Escalation management
- Access to electronic support information and services
- HP electronic remote support solution (for eligible products only)
- Accidental damage protection (optional for eligible products only)
- Defective media retention (optional for eligible products only)
- Call-to-repair time commitment in lieu of onsite response time for hardware support (optional for eligible products only)
- Enhanced parts inventory management (included with select, optional call-to-repair time commitments)
- Printers, multifunction printers, and eligible scanners.
- Desktop-/workstation-/thin client-/notebook-only coverage (optional for eligible products)
- Maintenance kit replacement

## Service overview

Hardware Support Onsite Service provides remote assistance and onsite support for your covered hardware, helping you to improve product uptime.

You have the flexibility to choose between multiple service-level options featuring several onsite response or call-to-repair time and coverage window combinations in various durations to address your specific service needs.

Service-level options with call-to-repair times provide IT managers with support specialists who will quickly begin troubleshooting the system to help return the hardware to operating condition within a specified timeframe.

## Specifications

**Table 1.** Service features

| Feature | Delivery specifications |
|---|---|
| Remote problem diagnosis and support | Once the Customer has placed and HP has acknowledged the receipt of a call as described in the 'General provisions/Other exclusions' section, HP will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remote incident resolution. |
| | HP will provide telephone assistance during the service coverage window for installation of customer-installable firmware and Customer Self Repair (CSR) parts. |
| | Regardless of the Customer's coverage window, incidents with covered hardware can be reported to HP via telephone or Web portal, as locally available, or as an automated equipment reporting event via the HP electronic remote support solutions 24 hours a day, 7 days a week. HP retains the right to determine the final resolution of all reported incidents. |
| Onsite hardware support | For hardware incidents that cannot, in HP's judgment, be resolved remotely, an HP authorised representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP. |
| | Once an HP authorised representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. |

| Onsite hardware support, continued | **Fix-on-Failure**: In addition, at the time of onsite technical support delivery, HP may: |
|---|---|
| | • Install available engineering improvements for covered hardware products to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts |
| | • Install available firmware updates defined by HP as non-customer installable for covered hardware products, that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP |
| | **Fix-on-Request**: In addition, at the Customer's request, HP will install during coverage hours critical firmware updates defined by HP as non-customer installable for covered hardware products. Critical firmware updates are firmware updates recommended by the HP product division for immediate installation. |
| | Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP will, for select enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product. |
| Replacement parts and materials | 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. Replacement parts provided by HP shall be new or functionally equivalent to new in performance. Replaced parts become the property of HP. 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. |
| | 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. If a consumable part is eligible for coverage, as determined by HP, call-to-repair time commitments and onsite response times do not apply to repair or replacement of the covered consumable part. |
| | **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. |

| | |
|---|---|
| **Firmware updates for selected products** | As HP releases entitled firmware updates to HP hardware products, these updates are only made available to Customers with an active agreement that entitles them to access these updates. |
| | As part of this service, Customers will have the right to download, install, and use firmware updates for hardware products covered by this service, subject to all applicable license restrictions in HP's current standard sales terms. |
| | HP will verify entitlement to updates by reasonable means (such as an access code or other identifier), and the Customer is responsible for using any such access tools in accordance with the terms of this data sheet and other applicable agreements with HP. |
| | HP may take additional reasonable steps, including audits, to verify the Customer's adherence to the terms of their agreements with HP, including this data sheet. |
| | For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product), the Customer must also have, if available, an active Software Support agreement to receive, download, install, and use related firmware updates. HP will provide, install, or assist the Customer with installation of firmware updates as previously described in this document only if the Customer has the license to use the related software updates for each system, socket, processor, processor core, or end-user software license as allowed by the original HP or original manufacturer software license terms. |
| **Coverage window** | The coverage window specifies the time during which the described services are delivered onsite or remotely. |
| | Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in the 'General provisions/Other exclusions' section until the next day for which the Customer has a coverage window. |
| | Coverage window options available for eligible products are specified in the Service-level options table. |
| | All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability. |
| **Onsite response time for hardware support** | For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite within the specified onsite response time. |
| | Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HP, as described in the 'General provisions/Other exclusions' section. The onsite response time ends when the HP authorised representative arrives at the Customer's site, or when the reported event is closed with explanation that HP has determined it does not currently require an onsite intervention. |
| | Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the Service-level options table. All response times 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 incidents. Local HP management coordinates incident 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 the Customer with access to certain commercially available electronic and Web-based tools. The Customer has 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 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 |
| | • HP and third-party hosted knowledge databases for certain third-party products, where Customers 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 |
| **Electronic remote support solution** | For eligible products, the electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HP support specialist will only use the remote system access with the Customer's authorisation. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution. |

## Specifications (optional)

**Table 2.** Optional service features

| Feature | Delivery specifications |
|---|---|
| **Accidental damage protection** | For eligible products, specific service levels may be offered with protection against accidental damage from handling. Where accidental damage protection applies, the Customer receives protection against accidental damage from handling to the covered hardware product as part of this service. |
| | Accidental damage is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurs in the course of regular use. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. Additional details and exclusions pertaining to the accidental damage protection service feature are detailed in the 'Service limitations' section. |
| **Defective media retention** | For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention. |

| Call-to-repair time commitment for hardware support | A call-to-repair time commitment may be selected for eligible products in lieu of an onsite response time. For critical incidents (severity 1 or 2) with 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. For noncritical incidents (severity 3 or 4), or at the Customer's request, HP will work with the Customer to schedule an agreed-upon time for the remedial action to commence, and the call-to-repair time commitment will then start at that time. Incident severity levels are defined in the 'General provisions/ Other exclusions' section. |
|---|---|
| | Call-to-repair time refers to the period of time that begins when the initial call has been received and acknowledged by HP, as specified in the 'General provisions/Other exclusions' section. Call-to-repair time ends with HP's determination that the hardware is repaired or when the reported event is closed with the explanation that HP has determined 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. |
| | Call-to-repair time options available for eligible products are specified in the Service-level options table. All call-to-repair times are subject to local availability. Contact a local HP sales office for more information. |
| | Repair is 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, and the Customer is 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 temporarily or 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. |
| | It will take 30 days from the time this service is purchased to set up and perform necessary audits and processes before the hardware call-to-repair time commitment is in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HP will provide a 4-hour onsite response time. |
| Enhanced parts inventory management | To support HP call-to-repair time commitments, an inventory of critical replacement parts is maintained for call-to-repair Customers. This inventory is stored at an HP designated facility. These parts are managed to allow for increased inventory availability and are accessible to HP authorised representatives responding to eligible support requests. Enhanced parts inventory management is included with select, optional call-to-repair time commitments. |
| Desktop-/ workstation-/ thin client-/ notebook-only coverage | For eligible PC products, the Customer may choose desktop-/workstation-/ thin client-/notebook-only coverage. Notwithstanding anything to the contrary in this document or HP's current standard sales terms, the Care Pack with this coverage limitation do not cover the following options and accessories: <br><br>• External monitor <br>• Any external accessory that is not purchased and included in the original packaging of the main desktop, workstation, thin client, or notebook product <br><br>The docking station or port replicator is covered within the country where the Care Pack was purchased, but is not covered outside the country of purchase. |
| Maintenance kit replacement | An HP trained technician travels to the Customer's site and provides all labor, parts, and materials necessary to replace the maintenance kit and clean the printer. HP may use remanufactured parts that are equivalent to new in performance; replaced parts become the property of HP. The repair commitment is complete on the Customer's printer when the technician replaces the maintenance kit and successfully prints a test page. <br>Note: the printer must be operating properly before the kit can be installed (see the 'Service limitations' section). |

## Specifications

**Table 3.** Service-level options

| Option | Delivery specifications |
|---|---|
| **Third-day response, standard business hours (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. |
| | An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the third coverage day after the call has been received and acknowledged by HP. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the following 3 coverage days. |
| **Next-day response, standard business hours (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. |
| | An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the call has been received and acknowledged by HP. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the following coverage day. |
| **Next-day response, standard business Hours (9x7)** | Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Sunday, including HP holidays. |
| | An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the call has been received and acknowledged by HP. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the following coverage day. |
| **4-hour response, standard business hours (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. |
| | An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP. The 4-hour onsite response time is measured during the coverage window only. For calls received after 1:00 p.m. local time, the response time may be carried over to the next coverage window. |
| **4-hour response, extended business hours (13x5)** | Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday, excluding HP holidays. |
| | An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP. The 4-hour onsite response time is measured during the coverage window only. For calls received after 5:00 p.m. local time, the response time may be carried over to the next coverage window. |
| **4-hour response, standard business hours (9x7)** | Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Sunday, including HP holidays. |
| | An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP. The 4-hour onsite response time is measured during the coverage window only. For calls received after 1:00 p.m. local time, the response time may be carried over to the next coverage window. |
| **4-hour response, extended business hours (13x7)** | Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Sunday, including HP holidays. |
| | An HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP. The 4-hour response time is measured during the coverage window only. For calls received after 5:00 p.m. local time, the response time may be carried over to the next coverage window. |
| **4-hour response, 24x7** | Service is available 24 hours per day, Monday through Sunday, including HP holidays. |
| | An HP authorised representative will arrive at the Customer's site any time and day of the year to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP. |
| **6-hour call-to-repair time** | For critical incidents with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours of the initial call to HP, if this time falls within the coverage window. |
| **24-hour call-to-repair, 24x7** | Service is available 24 hours per day, Monday through Sunday, including HP holidays. |
| | For critical incidents with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 24 hours after the call has been received and acknowledged by HP. |

## Coverage

This service provides coverage for eligible HP-or Compaq-branded hardware products and HP-supported and-supplied internal components such as memory and DVD-ROM drives, as well as attached HP-or Compaq-branded accessories purchased together with the main product, such as mouse, keyboard, docking station, AC power adapter, and external monitor up to 22 inches or less in size.

For HP point-of-sale (POS) systems and bundled product solutions such as retail solutions, kiosks, or carts, this service covers the base unit as well as attached HP-branded peripherals such as cash drawers, printers, pole displays for monitors, and barcode readers or handheld scanners that have been sold as part of the POS or bundled product solution.

Coverage for eligible multivendor systems includes all standard vendor-supplied internal components and the external monitor, keyboard, and mouse.

Consumable items including, but not limited to, removable media, customer-replaceable batteries and tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service. HP Notebook and Tablet long-life batteries are covered for up to 3 years.

For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges to the Customer. HP will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.

## Prerequisites

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

HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorised representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows HP to survey and troubleshoot possible future hardware incidents so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone.

If an audit is required by HP, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put into effect. The hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. Until such time, service for the covered hardware will be delivered at a 4-hour onsite response time service level.

In addition, HP reserves the right to downgrade 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, unless the delay is caused by HP.

For hardware onsite response time options, HP strongly recommends that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service. For hardware call-to-repair time commitments, HP requires that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service.

Please contact a local HP representative for further details on requirements, specifications, and exclusions. If the Customer does not deploy the appropriate HP remote support solution, HP may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for onsite installation of non-customer-installable firmware if the Customer does not deploy the appropriate HP remote support solution in cases where they are recommended and available. Installation of customer-installable firmware is the responsibility of the Customer. Additional charges will apply if the Customer requests that HP install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed in writing by HP and the Customer.

## Customer responsibilities

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

If required by HP, the Customer or HP authorised representative must activate the hardware product 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 location, activation and registration (or a proper adjustment to existing HP registration) is to occur within 10 days of the change.

The call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

For hardware onsite response time options HP strongly recommends and for hardware call-to-repair time commitments, the Customer must 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. When an HP remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HP will use in responding to a device failure. Please contact a local HP representative for further details on requirements, specifications, and exclusions.

Upon HP 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

• Install customer-installable firmware updates and patches

• Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as CSR parts and replacement products delivered to the Customer.

The Customer agrees to pay additional charges if the Customer requests that HP install customer-installable firmware updates or patches. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed in writing by HP and the Customer.

In cases where CSR parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event that HP does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HP list price for the defective part or product, as determined by HP.

For Care Pack offerings that include the accidental damage from handling service feature, it is the Customer's responsibility to report the accidental damage to HP within 30 days of the incident date so that HP can expedite system repair. HP reserves the right to deny repair under this coverage program for damages to systems on which the incident has been reported more than 30 days after the incident date. If protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with the covered product, it is the Customer's responsibility to continually use these product accessories for protection against damage to the covered product.

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitising or removing data from products that may be replaced and returned to HP as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in the HP Media Sanitisation Policy and Media Handling Policy for Healthcare Customers, go to hp.com/go/mediahandling.

If the Customer chooses to retain repair parts covered under the defective media retention service feature options, it is the Customer's responsibility to:

• Retain covered data retentive components that are replaced during support delivery by HP

• Ensure that any Customer sensitive data on the retained component is destroyed or remains secure

• Have an authorised representative present to retain the defective data retentive component, accept the replacement component, provide HP with identification information such as the serial number for each component retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the data retentive component

• Destroy the retained data retentive component and/or ensure that it is not put into use again

• Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by HP to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement components at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

## Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, a mouse, or if agreed by the Customer, other parts classified by HP as CSR parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

HP has invested significantly in engineering products so they can be customer repairable. Customer Self Repair (CSR) is a key component of HP's warranty terms. It allows HP to ship replacement parts, such as a keyboard, a mouse, or other parts classified as CSR parts, directly to the Customer once a failure has been confirmed. Parts are generally shipped overnight so they can be received as quickly as possible. The Customer can then replace the parts at their convenience.

'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. 'Optional' allows the Customer to perform CSR or choose to have HP service personnel perform the replacement at no additional charge during the product service coverage period.

Care Pack and contractual support agreements that include "onsite" terms would result in CSR parts being shipped directly to the Customer if they choose CSR, and conversely, an HP support representative would arrive onsite to perform the repair if the Customer decides they do not want to utilise CSR.

Care Pack and contractual support agreements that include "offsite" terms such as Pickup and Return or Return to HP would require the Customer to deliver the product to an authorised HP repair location or ship the product to HP at HP's discretion if the Customer decides they do not want to utilise CSR.

If the Customer agrees to the recommended CSR and a CSR part is provided to return the system to operating condition, the onsite service level shall not apply. In those cases, it is HP's practice to express ship CSR parts that are critical to the product operation to the Customer location.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described earlier.

For HP POS Systems and bundled product solutions such as retail solutions, kiosks, or carts, service may be provided onsite for the base unit only. 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.

**The following activities 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 the Customer

• Troubleshooting for interconnectivity or compatibility problems

• Support for network-related problems

• 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

• 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

**Exclusions to the accidental damage protection service feature option**

Eligibility for purchase of the accidental damage protection service feature requires the product to be covered by a factory warranty or a warranty extension service with coverage duration equal to or longer than the accidental damage protection service. The accidental damage protection service feature provides protection against sudden and unforeseen accidental damage from handling, provided such damage occurs in the course of regular use. It does not cover the following situations and damage due to:

• Normal wear and tear; change in colour, texture, or finish; gradual deterioration; rust; dust; or corrosion

• Fire, a vehicular or homeowner's accident (in cases in which said accident is covered by an insurance policy or other product warranty), act of nature (including, without limitation, floods), or any other peril originating from outside the product

• Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous (including biohazardous) materials, operator negligence, misuse, mishandling, improper electrical power supply, unauthorised repairs or attempts to repair, improper and unauthorised equipment modifications, attachments or installation, vandalism, animal or insect damage or infestation, defective batteries, battery leakage, lack of manufacturer-specified maintenance (including the use of inappropriate cleansers)

• Error in product design, construction, programming, or instructions

- Maintenance, repair, or replacement necessitated by loss or damage resulting from any cause other than normal use, storage, and operation of the product in accordance with the manufacturer's specifications and owner's manual

- Theft, loss, mysterious disappearance, or misplacement

- Data loss or corruption; business interruptions

- Fraud (including, but not limited to, incorrect, misleading, erroneous or incomplete disclosure of how the equipment was damaged to the Customer's adjudicator, the servicer, or HP)

- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not impact operation and functioning of the computer

- Computer monitor screen imperfections including, but not limited to, 'burn-in' and missing pixels, caused by normal use and operation of the product

- Damage to product(s) whose serial numbers are removed or altered

- Damage or equipment failure that is covered by manufacturer's warranty, recall, or factory bulletins

- Damage caused during the Customer's shipment of the covered product to or from another location

- Damage to hardware, software, media, data, etc., stemming from causes including, but not limited to, viruses; application programs; network programs; upgrades; formatting of any kind; databases; files; drivers; source code; object code or proprietary data; any support, configuration, installation or reinstallation of any software or data; or use of damaged or defective media

- Any and all pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the Care Pack

- Product obsolescence

- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection Care Pack

- Damaged or defective LCD screens when the failure is caused by abuse or is otherwise excluded herein

- Intentional damage that results in a cracked or damaged computer display screen or damaged monitor

- Damage due to police action, undeclared or declared war, nuclear incident, or terrorism

- Alteration or modification of the covered product in any way

- Unexplained or mysterious disappearance and any willful act to cause damage to the covered product

- Reckless, negligent, or abusive conduct while handling or using the product

If protective items such as covers, carrying cases or pouches, etc., were provided or made available for use with the covered product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service. Reckless, negligent, or abusive conduct includes, but is not limited to, the treatment and use of the covered product(s) in a harmful, injurious, or offensive manner that may result in its damage, and any willful or intentional damage to the product. Any damage resulting from such acts are NOT covered by this accidental damage protection service feature.

For HP commercial and consumer products, accidental damage from handling is limited to one incident per product per 12-month period commencing from the Care Pack start date.

Once the specified limit is reached, the cost of repair for any additional claims will be charged on a time-and-materials basis, but all other aspects of the Care Pack purchased will remain in effect unless specifically documented otherwise in the country of purchase.

For those Customers with a history of significantly high claims, HP also reserves the right to deny acceptance of requests to purchase the accidental damage from handling service feature.

**Limitations to the defective media retention service feature option**

The defective media retention service feature option applies only to eligible data retentive components replaced by HP due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

Data retentive components that are specified by HP as consumable parts and/or have reached 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 covered by this service.

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 the Customer is 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).

## Exclusions to the maintenance kit replacement service feature

Excluded from the maintenance kit replacement optional service feature are activities such as, but not limited to, the following:

• Any repair beyond the replacement of the maintenance kit; should the Customer's printer need any additional part replacements, there will be a separate charge for this service.
• Maintenance kits for HP printers can only be replaced by authorised HP technicians.

## General provisions/Other exclusions

HP will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action. Note: For events received via the HP electronic remote support solutions, HP is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start.

Hardware support onsite response time and call-to-repair time commitment may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity is defined as:

• Severity 1—Critical Down: for example, production environment down: production system or production application down/at severe risk; data corruption/loss or risk; business severely affected; safety issues
• Severity 2—Critically Degraded: for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business
• Severity 3—Normal: for example, non-production system (e.g., test system) down or degraded; production system or production application degraded with workaround in place; noncritical functionality lost; limited impact on the business
• Severity 4—Low: for example, no business or user impact

## Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge.

If the product is located or is to be installed outside of the specified travel zone, or the site location is not accessible by driving and thus requires special access (e.g., oil rigs, ships, remote areas in deserts, etc.), service may be subject to additional support charges, longer response times, reduced coverage hours, or pickup and return service delivery, as determined by HP. Please check local support conditions with your HP sales representative.

Travel zones and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below.

A call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HP designated support hub.

For sites that are located within 51 to 100 miles (81 to 160 km) of an HP designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table below.

The hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HP designated support hub.

| Distance from HP designated support hub | 4-hour onsite response time | Next-day onsite response time |
| --- | --- | --- |
| 0–100 miles (0–160 km) | 4 hours | Next-day onsite response time |
| 101–200 miles (161–320 km) | 8 hours | 1 additional coverage day |
| 201–300 miles (321–480 km) | Established at time of order and subject to resource availability | 2 additional coverage days |
| Beyond 300 miles (480 km) | Established at time of order and subject to resource availability | Established at time of order and subject to resource availability |

| Distance from HP designated support hub | 6-hour hardware call-to-repair time commitment | 24-hour hardware call-to-repair time commitment |
| --- | --- | --- |
| 0–50 miles (0–80 km) | 6 hours | 24 hours |
| 51–100 miles (81–160 km) | 8 hours | 24 hours |
| Beyond 100 miles (160 km) | Not available | Not available |

## Ordering information

All units and options with individually sold Care Pack offerings must be ordered with the same service level as the product they are contained in if that service level is available for those units and options.

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 Hardware Support Onsite Service, contact a local HP sales representative.

**For more information**
hp.com/go/pcandprintservices

**Sign up for updates**
hp.com/go/getupdated

Share with colleagues