



Hardware Support Onsite Service and One Time Battery Replacement Service

HP Care Pack Services

Service feature highlights:

- Remote problem diagnostics and support
- Onsite hardware support
- Replacement parts and materials included
- Firmware updates for selected products
- Escalation management
- Access to electronic support information and services
- HP electronic remote support solution (for eligible products only)
- Notebook-only coverage

HARDWARE SUPPORT ONSITE SERVICES

Service overview

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

Features and specifications

Remote problem diagnostics and support

Once you have placed and HP has acknowledged the receipt of your 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 you. 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 your 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. HP retains the right to determine the final resolution of all reported incidents.

Onsite hardware support

For hardware incidents that cannot, in HP's judgement, 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. Replacement products become the property of HP.

Once an HP authorised representative arrives at your 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. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or when the hardware has been replaced.

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 you 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 and at your 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.

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. If you wish to retain, degauss, or physically destroy replaced parts, you 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. Refer to coverage section for more details. The repair or replacement of any supplies or consumables are your responsibility. 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 replace 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, you 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 you are 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 your adherence to the terms of your agreements with HP, including this data sheet.

If you have a license for firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product), you 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 you with installation of firmware updates as previously described in this document only if you have 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 you have 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 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 your 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 you with access to certain commercially available electronic and web-based tools. You will have access to:

- Certain capabilities that are made available to registered users, such as subscribing to hardware-related proactive service notifications and participating in support forums for solving problems and sharing best practises 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 you can search for and retrieve product information, find answers to support questions, and participate in support forums. This service may be limited by third-party access restrictions

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 to access your authorisation. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution.

Notebook-only coverage

This service is available only for notebooks.

Coverage

This service provides coverage for eligible HP PCs and HP-supported and supplied internal components such as memory and optical drives. This includes attached HP branded accessories purchased together and included in the original packaging of the notebook, such as a mouse, keyboard, docking station, jacket, port replicator, battery and AC power adapter finishing accessory.

HP Care Pack with this coverage limitation does not cover external HP Monitors. All-in-One devices do include the display, which is not considered a separate, external monitor. However, a second monitor attached to an All-in-One device, for example, would not be covered by this HP Care Pack.

The docking station or port replicator is covered within the country where the HP Care Pack was purchased but is not covered outside the country of purchase.

Coverage for eligible multivendor system include 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. Batteries for mobile HP Commercial PCs are covered for up to 3 years (will align to unit manufacturer warranty or Care Pack warranty, if that is longer) on non-customer-replaceable notebook batteries and long-life batteries. Search HP.com for "Understanding Battery Warranties for Business Notebooks" for more details.

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 you. HP will work with you to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.

Prerequisites

You 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 you, and you 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. 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 you 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 you do 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 you do not deploy the appropriate HP remote support solution in cases where they are recommended and available. Installation of customer-installable firmware is your responsibility. Additional charges will apply if you request HP to install customer-installable firmware and software updates. Any additional charges to you will be on a time-and-materials basis, unless otherwise previously agreed in writing by you and HP.

Customer responsibilities

If you do not act upon your specified 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 your expense at the prevailing time and material rates.

If required by HP, you or an HP authorised representative must activate the hardware product to be supported within ten (10) days of purchase of this service, using the registration instructions within the Care Pack Service or the e-mail document provided by HP, or as otherwise directed by HP. In the event a covered product changed location, activation and registration (or a proper adjustment to existing HP registration) must occur within ten (10) days of the change.

Upon HP 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, install and run other diagnostic tools and programmes
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

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.

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

In cases where CSR parts or replacement products are shipped to resolve a problem, you will be 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, you will be required to pay the HP list price for the defective part or product, as determined by HP.

Service limitations

At the discretion of HP, this 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 you, 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.

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 you once a failure has been confirmed. Parts are generally shipped overnight so they can be received as quickly as possible. You can then replace the parts at your 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 you to perform CSR or choose to have an 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 you if CSR was chosen, and conversely, an HP support representative would arrive onsite to perform the repair if you decide not to utilise CSR.

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

If you agree 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 your 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.

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.

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

ONE TIME BATTERY REPLACEMENT SERVICE

Service benefits:

- Timely and genuine battery replacement to reduce downtime and improve personal productivity
- Rely on high quality technical support for a complex replacement process
- Eliminate worry over handling disposal of dangerous goods in compliance to environmental standards and local regulations
- Avoid unexpected battery replacement costs in the event of battery failure after the standard warranty expires

Service overview

The One Time Battery Replacement Service offers onsite replacement of out-of-warranty batteries. One replacement battery will be provided if the originally purchased battery drops below 50% charge capacity during normal use or if a cell failure has occurred before the 50% limit is reached.

This service terminates after you receive a battery replacement or when the service period expires on the supported product, whichever event occurs first.

Features and specifications

Remote problem diagnosis and support

Basic telephone technical assistance for diagnostics, electronic remote support solutions, troubleshooting, problem resolution, installation and setup is available for onsite support coverage.

Onsite Service

Onsite technical support will be provided at your location by an HP authorised representative to replace the defective battery. HP-supported products and materials necessary for returning the hardware to operating condition while maintaining compatibility and HP supportability, including replacement parts, engineering improvements, and firmware updates.

Coverage

Delivery specifications for onsite service

An HP authorised representative will provide onsite technical support and battery replacement services. Once an HP authorised 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. To ensure high service quality and quick turnaround time, the level of damage will be measured and will determine whether the unit can be repaired onsite or should be returned to an HP designated repair centre for service.

Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available. Work is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.

Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HP.

During Onsite Service, 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, in the opinion of HP, are required to return the covered product to operating condition and/or to maintain HP supportability.

Customer responsibilities

If required by HP, you or an HP authorised 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 e-mail document provided by HP, or as otherwise directed by HP. In the event a covered product changed 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 mail 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 help HP determine the level of support eligibility.
- Self-tests and/or the installation and running of other diagnostic tools and programmes.
- Other reasonable activities that may help HP identify or resolve problems.

It is your responsibility to appropriately package defective batteries and prepare the package for delivery to and receipt by HP. If you want HP to take care of the battery disposal and destruction of the hazardous battery in compliance to environmental standards and local regulations, please reach out to your HP representative. Additional charges may apply.

Service limitations

This Care Pack 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 of the Care Pack. Coverage is limited to the primary battery that was originally configured and purchased with the product.

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 Care Pack description

Requests for multiple batteries for multiple systems (batching) may only be made by self-servicing HP commercial or educational customers or their agents and may result in a delay of parts delivery.

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 or outside the coverage window will be logged the next business day. Coverage may vary by geographic location.

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 Hardware Support Onsite Service and One Time Battery Replacement Service, please contact a local HP sales representative.

Terms and conditions

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

For more information

HP Care Pack services: hp.com/go/services/overview

Sign up for updates
hp.com/go/getupdated



Share with colleagues

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.

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