HP Offsite Support Datasheet

Datasheet applies to HP Offsite Support, Pick Up & Return and Return to Depot

Additional support, affordable price

Depend on quality remote troubleshooting for most PC issues when you need additional support, but budgets are tight, with HP Offsite Support.[1] Get employees back to productivity with convenient remote IT support that aims to solve device issues with 85% first-time resolution.[2] For more complex issues, drop off or ship your device to an HP expert facility for repair.

Service highlights

- Remote problem diagnosis and support
- Repair at HP-designated repair centres (replacement parts and labour included)
- Return shipment of functional unit
- Firmware updates for select products

Service benefits

- Quality break-fix support
- Affordable price

Service features and delivery specifications

HP Offsite Support offers high-quality, offsite repair support with remote assistance for your covered hardware. The service includes offsite repair or replacement, including materials, parts, labour and the cost of the return shipment. HP Offsite Support may be provided via an HP-provided courier who picks up the device needing repair, with the device being returned to the customer site via courier upon issue resolution, or HP providing the customer with a shipping label and the customer being responsible for shipping the device to HP, with HP shipping the device back to the customer site upon issue resolution.

HP offers multiple service levels with different shipment options to the HP-designated repair centre, as detailed below.

REMOTE PROBLEM DIAGNOSIS AND SUPPORT

To contact HP, the best method is creating a case digitally at https://support.hp.com/. After receiving and acknowledging your case, HP will begin to isolate, troubleshoot and resolve the hardware incident. HP will perform remote diagnostics using electronic remote support to access covered products or use other means available to facilitate remote resolution. HP will provide remote assistance during the service coverage window for customer-installable firmware and customer self-repair (CSR) parts.

Incidents with covered hardware can be reported 24x7 to HP specialised agents via the website (Visit https://support.hp.com, choose the “Business Support” tab and select “Create a new case”). Customers may subsequently manage their cases from there. During customer service windows, customers may then contact HP by phone or chat for any created case. Alternatively, customers may call the HP Customer Support Centre between 08:00 and 17:00 local time, Monday to Friday excluding holidays. Extended phone support may be available.[3] Customers who contact HP directly by phone or chat will reach standard agents, who will start by collecting required administrative elements to identify customers and verify their entitlement to the service.

This alternate route may take longer and require more customer effort than starting all the support experiences from

the HP support website, which is highly recommended. HP will acknowledge the receipt of the service request by logging the case, assigning a case ID and communicating that case ID to you. HP retains the right to determine the final resolution of all reported incidents.

ACCESS TO ELECTRONIC SUPPORT INFORMATION 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 subscribing to hardware-related 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 (visit https://support.hp.com and choose the "Business Support" tab) for submitting questions directly to HP. This 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. It also allows the status of each support or service request submitted to be viewed and further interacted with.
- 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.

OFFSITE SUPPORT AND MATERIALS

If HP determines that the problem cannot be resolved remotely, HP will direct the customer to return the defective hardware to an HP-designated repair centre, or HP will pick up the device from the customer site depending on coverage in your geographical location. HP will provide technical support offsite. HP will provide HP-supported parts and materials that are required to return the hardware to operating condition. HP may, at its sole discretion, elect to replace such hardware. Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HP.

HP firmware updates are available to customers with an active agreement that entitles them to access these updates. As part of this service, you have the right to download, install and use firmware updates for covered products, subject to licence restrictions in HP's current standard sales terms. HP may provide, install or assist with installation of firmware updates in conjunction with offsite hardware support if you have a valid licence to use the related software updates.

You must have appropriate licences for any underlying firmware that will be covered under these services. HP may require a service level analysis on covered products. If so, an HP-authorised representative will contact you to arrange when the service level analysis will be performed. During this analysis, HP will gather key system configuration information, which will enable HP resolution engineers to survey and troubleshoot possible future hardware problems and complete repairs as quickly and efficiently as possible. Service-level analysis may be performed via remote system access, remote tools or over the phone, at the sole discretion of HP.

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.

WORK COMPLETION

Repairs are 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; the customer is responsible for implementing appropriate backup procedures. Verification by HP may be accomplished by the completion of a power-on self-test, stand-alone 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.

SHIPMENT TO THE HP-DESIGNATED REPAIR CENTRE

Depending on the coverage available in the customer's geography, HP may offer different shipment options for delivering the defective product to the HP-designated repair centre:

- Pick-up by HP: An HP-authorised courier will pick up the defective unit from the customer's location if it is within the geographic location where service is provided.[3]
- Delivery by the customer: The customer assumes responsibility for packaging and shipping or delivering the defective product to an HP-designated repair centre.

RETURN SERVICE

HP provides a return service that includes repair or replacement and return of the defective product, including all parts, labour and shipping.

Coverage

This service provides coverage for eligible HP PCs including HP-supported and supplied internal components such as memory and optical drives. This includes coverage for attached HP-branded accessories included in the original packaging of the PC, such as a wired mouse, wired keyboard or AC power adapter. HP Care Pack services with this coverage limitation do 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.

Consumable items including but not limited to removable media, customer-replaceable batteries, tablet PC pens and other supplies, as well as user maintenance and non-HP devices, are not covered by this service. Battery issues (excluding the diminished charging capacity from regular battery use) on mobile HP commercial PCs are covered during the warranty term of the HP hardware or up to three years, if the hardware has a Care Pack registered to it. Additional battery coverage, including the replacement for diminished charging capacity, can be acquired with a dedicated Battery Replacement Care Pack.

For replacement parts and components that are discontinued, an upgrade path may be required. HP will work with you to recommend replacements. Not all components will have available replacements in all countries, due to local support capabilities.

CUSTOMER RESPONSIBILITIES

HP reserves the right to cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified time frame, unless the delay is caused by HP.

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. If the appropriate HP remote support solution is not deployed, HP may not be able to provide the service as defined and is not obliged to do so.

In cases where the customer does not act upon the specified customer responsibilities as stated below, HP or an HP-authorised service provider will not be obliged to deliver the services as described.

The customer or HP-authorised representative must register the hardware 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. Unless otherwise specified in a datasheet, HP will not deliver HP Care Pack support services on hardware moved outside of the country of purchase.

Upon 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. HP may require the customer to include a printout of any previously conducted self-test results together with the defective product.
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP.

The customer must ensure that the product is appropriately packaged and prepared for pick-up or the chosen delivery or shipping method to the HP-designated repair centre.

It is the customer's responsibility to remove all personal and/or confidential data from the defective product before it is returned to an HP-designated location for repair or replacement; HP is not responsible for data stored on the returned product.

SERVICE LIMITATIONS

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

If HP determines that the problem cannot be resolved remotely, HP will direct the customer to return the defective hardware to an HP-designated repair centre, or HP will pick up the device from the customer site depending on coverage in your geographical location.

EXCLUSIONS FROM HP ESSENTIAL SUPPORT

The following activities are excluded from this service:

- Backup, recovery and support of the operating system, other software and data.
- Troubleshooting for interconnectivity or compatibility problems.
- Services required due to failure to incorporate any system fix, repair, patch or modification provided by HP.
- Services required due to failure to take avoidance action previously advised by HP.
- Services required due to improper treatment or use of the product.
- Services required due to unauthorised attempts by non-HP personnel to install, repair, maintain or modify hardware, firmware or software.
- User preventive maintenance.

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 datasheet will not be provided, repaired or replaced as part of this service.

Optional add-on features for extra coverage

Supplement your support with custom options that enable your workforce to operate anywhere.

ACCIDENTAL DAMAGE PROTECTION

Get devices repaired or replaced when unforeseen damage occurs from events such as drops, spills and electrical surges that occur through the normal use of the computer with optional Accidental Damage Protection.[3,4] Additional details and exclusions pertaining to the Accidental Damage Protection service feature are detailed in the Accidental Damage Protection datasheet.

BATTERY REPLACEMENT

The Battery Replacement service offers two convenient methods for replacing failing batteries – offsite and onsite replacement.[4] Under each option, one replacement battery will be provided if the originally purchased battery is found to have a failure resulting from defects in materials or workmanship or has a diminished charging capacity below 50 per cent. Additional details and exclusions pertaining to the Battery Replacement service are described in the Battery Replacement datasheet.

DEFECTIVE MEDIA RETENTION

Add Defective Media Retention to allow your company to maintain control of defective hard drives, helping reduce the risk that sensitive data will be compromised.[3,4,5] This option allows you to retain defective hard disk drives or SSD/flash drive components that you do not want to relinquish due to sensitive data they might contain. All eligible drives on a covered system must participate in the Defective Media Retention. Additional details and exclusions pertaining to the Defective Media Retention service are detailed in the Defective Media Retention datasheet.

DEVICE LIFE EXTENSION

Optimise IT investments and reduce your carbon impact by maximising the life of existing devices with HP Device Life Extension.[6] Securely upgrade performance and address issues with ageing PCs that most commonly impede employee and IT productivity. Additional details and exclusions pertaining to the Device Life Extension service are detailed in the Device Life Extension datasheet.

PERIPHERAL CARE PACK

Add coverage for up to six accessories attached to your PC for complete support for your productivity tools.[4,7] If you have purchased the HP Peripheral Care Pack, the Peripheral Services cover the base unit for this service in addition to six HP-supported peripherals attached to the base unit, including a maximum of two external monitors, docking stations, wireless mouse, wireless keyboard and HP headsets, for example. To be covered by the Peripheral Care Pack, the peripheral must be purchased at the same time as the base computer.

Terms and conditions apply

See complete Care Pack terms and conditions.

For more information

about HP services, contact any of our worldwide sales offices or visit hp.com/support-services

1. HP Offsite Support is available at the time of device purchase. Service starts on the date of hardware purchase. Restrictions and limitations apply. For details, visit http://www.hp.com/go/cpc.
2. Based on HP worldwide customer support data from 1/2022-10/2022.
3. Service levels and response times may vary depending on your geographical location.
4. Sold separately or as an additional option. Accidental Damage Protection must be purchased at the time of device purchase. Other Care Packs must be purchased within 30 days of the device purchase. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers 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.
5. If Defective Media Retention is purchased, defective drives will be retained by the customer.
6. The HP Device Life Extension capability is for HP commercial PCs. HP-certified partners will perform functional diagnostics, data removal, interior and exterior cleaning, enhance device performance, reimaging and perform platform updates.
7. Service available on commercial desktops, workstations, mobile workstations and select notebooks.

© Copyright 2024 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set out in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

4AA8-2302EEGB, December 2024, Localised in 2025