Onsite support for PCs with predictive issue detection and alerts

Fast expert response, where you need it

Limit interruptions with support that uses AI-powered predictive issue detection, alerts, automation and 24/7 remote support to resolve most issues. If a physical repair is needed, an HP expert is dispatched to the employee's location.[2,8]

Service highlights

- Predictive AI-powered insights identify issues before they affect work
- IT ticketing automation streamlines and expedites repairs
- Proactive support via remote and onsite service
- Replacement parts and materials included

Service benefits

- Keep PCs up and running wherever work happens
- Resolve most issues remotely with 85% first-time resolution during standard business hours[1]
- Receive convenient onsite support from qualified experts

Service features and delivery specifications

This service includes AI-powered predictive detection of PC issues and proactive alerts, powered by the HP Workforce Experience platform. IT teams can monitor the health status of devices and receive alerts about devices that need attention, repair, or updates – all from a unified, one-stop dashboard. (Please see further below for details on how IT may request remote or onsite support.) Alternatively, end users can receive the proactive alerts as pop-up notifications on their devices from which they can easily submit a ticket, enabling an automated process for scheduling remote and onsite support – where and when it's convenient for the end user.

Device issues predicted and resolved with this service include:

FEATURES	DESCRIPTION
Predictive and proactive alerts	▪ Hardware inventory (including hardware models, type, serial numbers, and basic warranty information) and device enrollment history ▪ Hardware health: Identifies devices failing to meet individual performance metrics (i.e., battery health, disk health, thermal health, critical BIOS updates required) ▪ Predictive failure diagnoses and incidents: – Storage: predictive critical failure alerts for hard disk drive (HDD) and solid state drive (SSD) issues – Battery: predictive critical failure alerts for battery issues – Fan: predictive warning and critical failure alerts for fan issues ▪ Thermal grading and health ▪ BIOS update notifications will be provided on the dashboard to identify which devices can be proactively updated.
Automated ticketing	▪ Hard disk drive replacement ▪ Battery replacement ▪ Fan replacement

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Remote diagnosis and support	24 x 7 support[3]
Onsite hardware support	HP-authorised representative will be dispatched to the end user's location for support.

REMOTE PROBLEM DIAGNOSIS AND SUPPORT

While end users can request support via the pop-up alerts on their devices and use automated IT ticketing, IT administrators can request support online for the devices they manage. To contact HP, the best method is setting up an account and then 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. Prior to onsite assistance, HP will perform remote diagnostics using electronic remote support to access covered products or use other means available to facilitate remote resolution.

Incidents with covered hardware can be reported 24/7 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 HP 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 web, 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.

The coverage window specifies the time during which the described services are delivered onsite or remotely.[3]

ACCESS TO ELECTRONIC SUPPORT INFORMATION AND SERVICES

As part of this service, HP provides access to certain commercially available electronic and web-based tools. You have access to:

- Certain capabilities that are made available to registered users, such as 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 (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.

ONSITE HARDWARE SUPPORT

For hardware incidents that cannot be resolved remotely, an authorised representative will provide onsite technical support on covered hardware to return them to operating condition, including those for available and recommended engineering improvements. HP may elect to replace certain products in lieu of repairing them. Replacement products will be new or functionally equivalent to new in performance. Replaced products become the property of HP. If you wish to retain, degauss or otherwise physically destroy replaced parts, you will be billed and required to pay the list price for the replacement part.

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 onsite hardware support if you have a valid licence to use the related software updates.

After arrival, the HP representative will deliver service onsite until the products are repaired. Work may be suspended temporarily if parts or additional resources are required, but it will resume when they become available.

- Fix on failure: At the time of onsite technical support delivery, HP may install available engineering improvements and non-customer-installable firmware updates for covered hardware required to return the covered product to operating condition or to maintain supportability by HP.
- Fix on request: At your request, HP may install critical, non-customer-installable firmware updates that are recommended by the respective HP product division for immediate installation on covered hardware products.

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.

SERVICE LEVELS

Not all service levels are available on all products. The service level will be specified in your documentation. Contact a local HP sales office for detailed information on service availability and coverage.

Service level	Description
Response Time	HP will acknowledge your case has been received within the next business day (via phone, chat, and/or email).
Onsite Support	An HP-authorized representative will visit the customer's location within the designated coverage window to initiate hardware repair services, following the receipt and acknowledgment of the call. This will occur after remote troubleshooting, and if HP cannot resolve the issue remotely, it will be provided that the necessary spare parts are available, and customer availability is confirmed.
Repair Time	Repair time is measured from the day troubleshooting started to the day the repair is completed. Estimated turn-around-time is 2-4 business days based on a combination of remote, Customer Self-Repair (CSR), and/or onsite delivery. Note: Repair time is measured during the coverage window only and may carry over to the next day within the coverage window. It excludes delays due to spare part unavailability, customer availability, and/or delays, and may vary by geographic location.

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; you are 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. At its sole discretion, HP may permanently replace the product in order to meet the repair time commitment. Work completion may necessitate the device being repaired offsite if it cannot be diagnosed and repaired onsite. HP determines the necessity of offsite repair at its discretion.

Coverage

This service provides coverage for eligible HP PCs, including HP-supported and supplied internal components such as memory. 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, but does not include 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.

If you have purchased the HP Peripheral Care Pack, the Peripheral Services do cover the base unit for this service as well as 6 HP-supported peripherals attached to the base unit, including a maximum of 2 external monitors, docking stations, wireless mouse, wireless keyboard and HP headsets as an example. To be covered by the Peripheral Care Pack, the peripherals must be purchased at the same time as the base computer.

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 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.

Poly products are not covered by HP Peripheral Care Packs, but supported by Poly Support Contracts only.

Customer responsibilities

Customers are responsible for enabling the service on devices as described below:

Gen11 (some Gen10 devices) and future generation devices launched after 2024	HP Services Scan (HPSS) is pre-installed on HP's standard image starting with 2024 devices. HPSS periodically checks for service entitlement on the device, and if found, will automatically download the HP Insights agent, enabling these devices to function optimally and provide pop-up alerts on end users' devices. For custom/corporate ready images, devices will get HPSS through the Windows Update process. HP Chromebooks with ChromeOS and HP retail point of sale (RPOS) devices require a dashboard to view the proactive alerts and create service tickets. There will not be an option to send alerts to the end user via these devices. To use this dashboard on HP Chromebooks, a one-time integration of the Google Admin Console is needed with the dashboard. For details on this integration, please see this reference guide. To enable the service on RPOS, a separate HP notebook or desktop device must be allocated to host the dashboard to manage alerts and create service tickets. To enable the service on RPOS, see this RPOS reference guide.
Gen10	These devices will get HP Services Scan (HPSS) downloaded through the Windows Update process. HPSS periodically checks for service entitlement on the device, and if found, will automatically download the HP Insights agent, enabling these devices to function optimally and provide pop-up alerts on end users' devices.
Gen9	These devices will get HP Services Scan (HPSS) downloaded through the Windows Update process. For HPSS to periodically check for service entitlements on the device and automatically download software to enable the service, the device needs to have end-user consent. This can be given through the consent screen seen in the OOBE process. Once consent is provided, HPSS will check for service entitlement on the device, and if found, will automatically download the HP Insights agent, enabling these devices to function optimally and provide pop-up alerts on end users' devices.

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.

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. Follow the steps in the Onboarding Quick Guide to ensure devices are monitoring for potential issues.

The customer's devices must run Windows 10 1703 or higher, Pro, Enterprise or Education editions only; Windows 10 Home editions are not supported by this service.

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.

It is the customer's responsibility to remove all personal and/or confidential data from the defective product before repairs or replacements begin; HP is not responsible for data stored on the returned product.

Workforce Experience platform access and onboarding requirements as follows:

- Use Persistence on devices that have this service enabled from the factory.
- Accept terms and conditions to have software client on your devices.
- Automatically or manually enrol devices using the instructions provided by HP.
- Submit a request for the addition or removal of managed devices and users.
- Ensure compliance with software application licensing requirements.
- Troubleshoot common end-user support issues before escalating to HP support.
- Roll back OS updates in case of failure.
- Authorise partners to access or manage the account, if applicable.

Devices managed by HP will have a software client installed to collect information related to the device. Files and content will not be captured. The device serial number detail will be captured to identify the device on HP's internal systems and to assist in remediation of issues. This service does not collect the following types of data:

- Demographic information (with the exception of country or language preferences)
- Financial account information, credit or debit card numbers, credit records or payment data
- Social media or web browsing information
- Government-issued identifier such as social security, social insurance number or government ID
- Health information
- Sensitive data such as ethnic origin, political beliefs, trade union membership, health data, sexual orientation or genetic data. Collected data will be stored in a secure cloud repository.

Collected data will be stored in a secure cloud repository. The customer accepts that HP will collect this information as part of the delivery of this service. If the customer is not willing to provide this information to HP, the service will not be delivered as intended.

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. HP engineers its products to be Customer Self Repairable (CSR). CSR is a key component of HP warranty terms. It allows HP to ship customer-replacement parts, such as a keyboard, a mouse, or other parts classified as CSR parts, directly to you once a failure has been confirmed.

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 in cases where the repair requires internal parts. Optional allows you to perform CSR or choose to have HP service personnel perform the replacement at no additional charge during the product service coverage period.

Exclusions

- Backup, recovery and support of the operating system, other software and data
- Operational testing of applications or additional tests requested or required by you
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Services 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 to install, repair, maintain or modify hardware, firmware or software
- Services performed by unauthorised or uncertified service providers

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 described in the Accidental Damage Protection datasheet.

BATTERY REPLACEMENT

The HP Battery Replacement Service[3,4] service offers two convenient methods for replacing failing batteries – offsite and onsite replacement. 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 HP 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 Service. Additional details and exclusions pertaining to the Defective Media Retention Service are described 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 described in the Device Life Extension datasheet.

TRAVEL SUPPORT

Provide device support in 90+ countries around the globe when employees are travelling on business.[3,4] Additional details and exclusions pertaining to the Travel Support service are described in the Travel Support datasheet.

OUT-OF-BAND DIAGNOSIS AND REMEDIATION

Reduce frustration for employees and IT with advanced, remote diagnosis and remediation for PC issues that traditionally required the device to be in IT's hands. Using out-of-band technology, HP uses a separate, independent out-of-band processor that provides deep access to the PC's firmware, even when the operating system is down and the PC can't boot.[9] Additional details and exclusions pertaining to this service are described in the Out-of-band diagnosis and remediation datasheet.

PERIPHERAL CARE PACK[3]

Add coverage for up to 6 HP-supported accessories attached to your PC ensuring complete support for your productivity tools.[4,7] If you have purchased the HP Peripheral Care Pack, it covers the PC unit and up to six peripherals attached to the PC, including a maximum of two external monitors, docking stations, wireless mouse, wireless keyboard, and HP headsets. To qualify, each peripheral must be purchased at the same time as the PC.

Poly products are not covered by HP Peripheral Care Packs. Poly products are supported by Poly Support contracts only.

Terms and conditions apply

See complete Care Pack terms and conditions

For more information

contact any of our worldwide sales offices or resellers
or visit https://hp.com/support-services

1. Based on HP worldwide customer support data from 1/2022-10/2022.Service levels and response times may vary depending on your geographic location.
2. The updated Hardware Support services portfolio is available for select HP commercial PCs (desktops, notebooks, workstations, mobile workstations, Chromebooks and RPOS). The Hardware Support services are available at the time of device purchase. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on the date of hardware purchase. Restrictions and limitations apply. For details, go to www.hp.com/go/cpc. Service package features may vary by geography or hardware platform.
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.
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.
8. HP Premium Support (onsite support with predictive issue detection and alerts for PCs only) and HP Premium+ Support (onsite support with predictive issue detection, alerts and preferred access for PCs only) require an HP Insights agent for Windows, Mac & Android for predictive insights, available for download at https://workforceexperience.hp.com/software. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience Platform and is not sold as a stand-alone service. Internet access is required. HP follows stringent GDPR privacy regulations, and the platform is ISO27001, ISO27701, ISO27017 and SOC 2 Type II certified for information security.
9. Out-of-band diagnostics and remediation is available in North America (which includes the US and Canada) and the EU as an HP Care Pack for select HP commercial platforms that are Intel® vPro® and Intel® AMT enabled and are entitled to HP Essential Support (onsite support with optional device health insights for PCs only). HP Premium Support (onsite support with predictive issue detection and alerts for PCs only) or HP Premium+ Support (onsite support with predictive issue detection, alerts and preferred access for PCs only). Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on the date of hardware purchase. Restrictions and limitations apply. For details, go to www.hp.com/go/cpc.

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.

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