Data sheet

# HP Hardware Support Onsite Service

## HP Care Pack



## Service benefits

- Improved product uptime
- Flexibility to meet specific service needs
- Convenient onsite support from qualified experts

## Service highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Firmware updates for selected products
- Choice of coverage windows and response times
- Access to electronic support information and services

## Service overview

HP Hardware Support Onsite Service provides remote assistance and onsite support for your covered hardware, helping you improve product uptime. Choose between multiple service level options featuring several onsite response coverage window combinations in various durations to address your specific service needs. Service level options with “Call to Repair” provide access to support specialists who quickly begin troubleshooting the system to help return your hardware to operating condition within a specified time frame. Service level options can include Solution Coverage, which includes the basic PC and up to six additional peripherals. This includes coverage of up to two separate monitors, docking stations, keyboards, headsets and mice.

## Features and specifications

### Remote problem diagnosis and support

After receiving and acknowledging your call, HP will begin to isolate, troubleshoot, remedy and resolve the hardware incident. Prior to onsite assistance, HP may perform remote diagnostics using electronic remote support to access covered products or use other means available to facilitate remote resolution. HP will provide telephone assistance during the service coverage window for customer-installable firmware and customer self-repair (CSR) parts. Regardless of your coverage window, incidents with covered hardware can be reported to HP by phone or via the website, as locally available, or as an automated equipment reporting event via HP electronic remote support solutions 24/7. HP will acknowledge receipt of the service request by logging the call, assigning a case ID and communicating that case ID to you. HP retains the right to determine the final resolution of all reported incidents.

### Onsite hardware support

For hardware incidents that cannot be resolved remotely, an authorised representative will provide onsite technical support on covered hardware products to return them to operating condition. HP may elect to replace certain products in lieu of repairing them, including peripherals such as docking stations, monitors, keyboards, headsets and mice, providing remote support in addition to onsite support for main device coverage. Replacement products will be new or functionally equivalent to new. Replaced products become the property of HP. After they arrive, representatives will deliver the service onsite or remotely, at their discretion, 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.

## Features and specifications (continued)

- 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 products 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.

### Replacement parts and materials

HP will provide HP-supported replacement parts and materials that are required to maintain the covered product or solution in operating condition, including those for available and recommended engineering improvements. Replacement parts will be new or functionally equivalent to new in performance. Replaced parts 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.

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. Repair or replacement of any supplies or consumables is your responsibility. Some exceptions may apply; contact HP for more information. See the “Coverage” section on page 6 for more details.

### Firmware updates for selected products

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.

### Optional service features

- Accidental Damage Protection: Specific service levels may include protection against accidental damage from handling eligible, covered hardware products. For the Solution Care Pack, ADP Coverage will extend only to the base unit of the configuration or solution and will not extend to the peripherals. 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. Examples include non-intentional liquid spills in or on the unit, drops, falls and electrical surges, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. Country restrictions may apply; check with your local HP representative.
- Defective Media Retention: 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 that they might contain. All eligible drives on a covered system must participate in the defective media retention.
- Call to Repair: A Call to Repair time commitment may be selected for eligible products in lieu of an onsite response time. For critical problems with covered products that cannot be resolved remotely in a timely manner, HP will use commercially reasonable efforts to return the covered hardware to operating condition within a specified time period after the initial service request to the HP Solution Centre. Call to Repair is not available in all regions. Contact a local HP sales office for more details.
- Enhanced parts inventory management: To support Call to Repair time commitments, HP maintains an inventory of critical replacement parts to be stored at an HP-designated facility. These parts are managed to enable 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.



## Features and specifications (continued)

- Desktop-/workstation-/mobile workstation-/thin client-/notebook-only coverage: For eligible PC products, you may choose coverage for desktops, workstations, mobile workstations, thin clients or notebooks only. HP Care Packs with this coverage limitation do not cover external monitors or accessories that are not purchased and included in the original product packaging.
- Maintenance kit replacement: An HP-trained technician travels to your site and provides all labour, parts and materials required to replace the maintenance kit and clean the printer. The printer must be operating properly before the kit can be installed. HP may use remanufactured parts that are equivalent to new in performance; replaced parts become the property of HP. The repair commitment is complete when the technician replaces the maintenance kit and successfully prints a test page.

## Delivery specifications

### Coverage window

The coverage window specifies the time during which the described services are delivered onsite or remotely. An HP authorised representative will arrive onsite for coverage on the main device or use remote methods for peripherals covered under the solution service during the coverage window to provide the hardware maintenance service within the appropriate response interval after the call has been received and acknowledged by HP. Calls received outside the coverage window will be logged at the time of the call, acknowledged the next coverage day and serviced within the appropriate response interval.

All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.

### Onsite response time

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 (i.e. on the third coverage day, on the next coverage day or within four hours). The onsite response time begins once the initial call has been received and acknowledged by HP and ends when the HP authorised representative arrives at your site or when HP determines that the reported event does not currently require an onsite intervention. For Solution Care Pack services, any peripherals (such as monitors, keyboards, mice, docking stations, headsets, etc.) will be either repaired or replaced remotely depending on the circumstance. Response times are measured during the coverage window only and may carry over to the next day with a coverage window.

## Delivery specifications (continued)

### Service-level options

Not all service-level options are available on all products. The service level options that you have chosen will be specified in your contract documentation. Contact a local HP sales office for detailed information on service availability and coverage.

| Service level option | Coverage window |
|---|---|
| Standard business days | 5 days per week (Monday through Friday, excluding HP holidays) |
| Coverage extensions for additional days | The coverage window is extended by applying the selected additional days of the week to the selected coverage hours, including the following:<br>• Saturdays, excluding HP holidays<br>• Sundays (requires Saturday and holiday coverage)<br>• HP holidays, should these fall on a weekday that would otherwise be included in the selected coverage window |
| Standard business hours | 9 hours per day (8.00am to 5.00pm local time) |
| Coverage extension for additional hours | The coverage window is extended to define custom coverage hours that include additional individual hours before or after the selected coverage window. This extension can apply the selected coverage hours to selected coverage days, including the following:<br>• 10 hours per day (8.00am to 6.00pm local time)<br>• 13 hours per day (8.00am to 9.00pm local time)<br>• 16 hours per day (8.00am to 12.00am local time)<br>• 24 hours per day |
| Onsite response time options | An HP authorised representative will arrive at your site during the coverage window to begin the hardware maintenance service within the specified time after the call has been received and acknowledged by HP. |
| 1-hour onsite response | Onsite response within 1 hour |
| 2-hour onsite response | Onsite response within 2 hours |
| 4-hour onsite response | Onsite response within 4 hours |
| Next-day onsite response | Onsite response by the next coverage day |
| Second-day onsite response | Onsite response by the second coverage day |
| Third-day onsite response | Onsite response by the third coverage day |
| Fifth-day onsite response | Onsite response by the fifth coverage day |
| Onsite repair time options | HP will use commercially reasonable efforts to return the covered hardware to operating condition within a specified time period after the initial service request to the HP Solution Centre. |
| 6-hour Call to Repair | Repaired within 6 hours after the initial service request is logged |
| 8-hour Call to Repair | Repaired within 8 hours after the initial service request is logged |
| 24-hour Call to Repair | Repaired within 24 hours after the initial service request is logged |

Additional service level agreements (SLAs) are available via contract.

## Delivery specifications (continued)

### Call to Repair

Call to Repair time refers to the period of time that begins when the initial service request is logged at the HP Solution Centre and ends when HP determines that the hardware is repaired. Call to Repair times are measured during the coverage window only and may be carried over to the next day for which there is a coverage window. Contact your HP representative for available Call to Repair times in your region. All Call to Repair times are subject to local availability.

A repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. 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 equivalent to new in performance. Replaced products become the property of HP.

It may take up to 60 days from the time this service is purchased and registered to set up and perform any service level analyses deemed necessary by HP and any associated processes and parts planning before the hardware Call to Repair time commitment is in effect. During this initial 60-day period, if a service level analysis is performed, HP will provide onsite service with the shortest onsite response time possible based on parts and resource availability. Response times may vary by geography and site.

Coverage will not be supported outside the country for which the HP Call to Repair Care Pack was sold.

### 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 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 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, including cases submitted by phone.
- 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.

## Delivery specifications (continued)

### 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. Remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution. HP support specialists will only use remote system access with your authorisation.

### 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, 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. Work to 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 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.

If you have purchased the HP Solution Care Pack, the Solution 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 Solution Care Pack, the peripherals must be purchased at the same time as the base computer.

HP docking stations or port replicators are covered within the country where the HP Care Pack was purchased, but not outside the country of purchase.

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. Batteries for mobile HP commercial PCs are covered for up to three years. Search for “understanding battery warranties for business notebooks” on hp.com 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. HP will work with you to recommend replacements. Not all components will have available replacements in all countries due to local support capabilities.

## Delivery specifications (continued)

### Prerequisites

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. The service level analysis may be performed onsite, via remote system access, via remote tools or over the phone, at the sole discretion of HP.

It may take up to 60 days to perform audits and processes that must be completed for Call to Repair before the hardware Call to Repair time commitment can be put into effect.

There will be a review for eligibility for Call to Repair. You must provide HP with all of the required coverage locations prior to the review.

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 time frame, 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. For hardware Call to Repair time commitments, the HP remote support solution is required. If the appropriate HP remote support solution is not deployed, 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 appropriate HP remote support solution is not deployed.

### Customer responsibilities

If specified customer responsibilities are not met, HP will (i) not be obligated to deliver the services as described or (ii) perform such services 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 10 days of purchase of this service, using the registration instructions within the HP Care Pack or the email document provided by HP, or as otherwise directed by HP. If a covered product changes location, activation and registration (or a proper adjustment to existing HP registration) must take place within 10 days of the change.

HP will conduct a review to determine whether the service can be covered in the new location. If it is determined that HP cannot support Call to Repair in the new location, the service will default to Next Business Day Onsite terms and conditions.

The Call to Repair time commitment requires immediate and unrestricted access to your system when requested by HP. The Call to Repair time commitment does not apply when system access, including physical and remote troubleshooting, and hardware diagnostic assessments are delayed or denied. If you request the scheduled service, the Call to Repair time period begins at the agreed scheduled time.

## Delivery specifications (continued)

An appropriate HP remote support solution, with a secure connection to HP, is strongly recommended for hardware onsite response time options and is required for hardware Call to Repair time commitments. You must 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, you 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 request, you must support HP remote problem resolution efforts with the following actions:

- 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.

You are responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair (CSR) parts and replacement products delivered to you. You agree to pay additional charges if you request that HP 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.

In cases where CSR parts or replacement products are shipped to resolve a problem, you are responsible for returning the defective part or product within a time period designated by HP. If 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.

You are responsible for the security of your own proprietary and confidential information, and for properly sanitising or removing data from products that may be replaced and returned to HP as part of the repair process. For more information on these responsibilities, including those outlined in the HP Media Sanitisation Policy and Media Handling Policy for Healthcare Customers, see hp.com/go/mediahandling.

### Accidental Damage Protection (optional feature)

For HP Care Pack offerings that include the Accidental Damage Protection optional service feature, you must report accidental damage to HP within thirty days of the incident date so that HP can expedite system repair. The report must have a detailed explanation of the accident, including when, where and how it occurred, and a description of damage to the unit. HP will deny the claim if this information is not provided or if the incident is reported more than 30 days after the incident date. From the start date of the HP Care Pack, a maximum of one (1) HP product repair or replacement can be made per 12 month period.

## Delivery specifications (continued)

### Defective Media Retention and Comprehensive Defective Media Retention (optional features)

With the Defective Media Retention service feature options, it is your responsibility to:

- Retain physical control of disks or SSD/flash drives at all times; HP is not responsible for data contained on disks or SSD/flash drives.
- Ensure that any sensitive data on the retained disks or SSD/flash drives is destroyed or remains secure.
- Provide HP with identification information for each disk or SSD/flash drive retained hereunder and sign a document provided by HP acknowledging your retention of the disks or SSD/ flash drives.
- Destroy the retained disk or SSD/flash drive and/or ensure that the disk or SSD/flash drive is not put into use again.
- Dispose of all retained disks or SSD/flash drives in compliance with applicable environmental laws and regulations.

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

## 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. These may include the delivery, via courier, of CSR parts or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely support and meet the Call to Repair time commitment, where applicable.

HP engineers its products to be customer repairable. CSR is a key component of HP 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 that 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. “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.



## Service limitations (continued)

An HP Care Pack that includes “onsite” terms would result in CSR parts being shipped directly to you if you choose CSR. Conversely, an HP support representative would arrive onsite to perform the repair if you decide not to utilise CSR.

An HP Care Pack that includes “offsite” terms such as “Pick-up and Return” or “Return to HP” would require you to deliver the product to an authorised HP repair location or to ship the product to HP (at the discretion of HP) 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 will not apply. In those cases, it is HP practice to use express shipping to deliver 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.

For HP POS systems and bundled product solutions such as PC Solutions, Retail Solutions, Kiosks or carts, the service may be provided onsite for the base unit only. The service for the 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.

### Exclusions from HP Hardware Support Onsite Service

- 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.

### 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.

## Service limitations (continued)

### Exclusions from Accidental Damage Protection

The Accidental Damage Protection service feature provides protection against sudden and unforeseen accidental damage from handling, provided that 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 (for 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 or 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 the 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).
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not affect the 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 products with serial numbers that have been removed or altered.
- Damage or equipment failure that is covered by the manufacturer's warranty, recall or factory bulletins.
- Damage caused during shipment of the covered product to or from another location.
- Damage to hardware, software, media, data, etc. stemming from causes that include, but are 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 re-installation of any software or data; or use of damaged or defective media.
- Any and all pre-existing conditions that occurred prior to the purchase date of the HP Care Pack.
- Product obsolescence.
- Any equipment relocated outside the country of purchase and not covered by an HP 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, a nuclear incident or terrorism.



## Service limitations (continued)

- Alteration or modification of the covered product in any way.
- Any wilful act to cause damage to the covered product.
- Reckless, negligent or abusive conduct while handling or using the product.
- Unit cracks or holes when the damage does not penetrate the outer case and/or reveal internal circuitry or sharp edges.
- Missing or broken keyboard caps not related to a covered accident (e.g. drop, liquid spill).

### Limitations to Accidental Damage Protection

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.

If protective items such as covers, carrying cases or pouches were provided or made available for use with the covered product, you 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 products in a harmful, injurious or offensive manner that may result in damage, as well as any wilful or intentional damage to the product. Any damage resulting from such acts is not covered by this Accidental Damage Protection service feature.

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 HP Care Pack purchased will remain in effect unless specifically documented otherwise in the country of purchase.

For customers with a history of significantly high claims, HP reserves the right to deny requests to purchase the Accidental Damage Protection feature.

Country restrictions may apply. Contact a local HP sales office for detailed information on service availability for accidental damage protection.

Damage to external peripherals attached to base unit. ADP coverage will only extend to the base computer.

## Service limitations (continued)

### Limitations to Defective Media Retention

The Defective Media Retention service feature option applies only to disks or eligible SSD/flash drives replaced by HP due to malfunction. It does not apply to any exchange of disks or SSD/ flash drives that have not failed.

SSD/flash drives that are specified by HP as consumable parts and/or that have exceeded 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 eligible for the Defective Media Retention service feature option.

Failure rates on disks and SSD/flash drives are constantly monitored and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that you are overusing the Defective Media Retention service feature option (such as when replacement of defective disks or SSD/flash drives materially exceeds the standard failure rates for the system involved).

HP shall have no obligation whatsoever with respect to the contents of or the destruction of any disk or SSD/flash drive retained by you or sent to HP by you. Notwithstanding anything in the current HP standard sales terms or the technical data sheet to the contrary, in no event will HP or its affiliates, subcontractors or suppliers be liable for any incidental, special or consequential damages or damages for loss of or misuse of data under this Defective Media Retention service.

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 you are 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 from maintenance kit replacement

This feature does not include any repair beyond the replacement of the maintenance kit. Should your 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.

### Incident severity level

HP will acknowledge a call by logging a case, communicating the case ID to you and confirming the incident severity and time requirements for commencement of remedial action. Note: For events received via HP electronic remote support solutions, HP will contact you, ask you to define the incident severity and arrange access to the system before the hardware Call to Repair time or hardware onsite response time period can start. The hardware support onsite response time and Call to Repair time commitments may differ depending on incident severity. You determine the incident severity level.

| Severity level | Examples |
|---|---|
| Severity 1: Critical Down | 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 | Production environment severely impaired; production system or production application interrupted/compromised; risk of recurrence; significant impact on the business |
| Severity 3: Normal | Non-production system (e.g. test system) down or degraded; production system or production application degraded with workaround in place; non-critical functionality lost; limited impact on the business |
| Severity 4: Low | No business or user impact |



## Service limitations (continued)

### Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP-designated support hub. Response times for 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. Distances indicated below are for guidance only. For more information on travel zones, contact a local HP sales office.

| Distance from HP-designated support hub | 1-hour onsite response time | 2-hour onsite response time | 4-hour onsite response time | Next-day and greater onsite response time |
|---|---|---|---|---|
| 0–25 miles (0–40 km) | 1 hour | 2 hours | 4 hours | Next/2nd/3rd/5th coverage day |
| 26–50 miles (41–80 km) | Established at time of order and subject to resource availability | Established at time of order and subject to resource availability | 4 hours | Next/2nd/3rd/5th coverage day |
| 50–100 miles (81–160 km) | Not available | Not available | 4 hours | Next/2nd/3rd/5th coverage day |
| 101–200 miles (161–320 km) | Not available | Not available | 8 hours | 1 additional coverage day |
| 201–300 miles (321–480 km) | Not available | Not available | Established at time of order and subject to resource availability | 2 additional coverage days |
| Beyond 300 miles (480 km) | Not available | Not available | Established at time of order and subject to resource availability | Established at time of order and subject to resource availability |

Call to Repair is available only 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 next table. 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. Distances indicated below are for guidance only. For more information on travel zones, contact a local HP sales office.

## Service limitations (continued)

| Distance from HP-designated support hub | 4-hour hardware Call to Repair time commitment | 6-hour hardware Call to Repair time commitment | 8-hour hardware Call to Repair time commitment | 24-hour hardware Call to Repair time commitment |
|---|---|---|---|---|
| 0–50 miles (0–80 km) | 4 hours | 6 hours | 8 hours | 24 hours |
| 51–100 miles (81–160 km) | 6 hours | 8 hours | 10 hours | 24 hours |
| Beyond 100 miles (160 km) | Not available | Not available | Not available | Not available |

Travel to sites located within 200 miles (320 km) of a 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 if the site location is not accessible by driving and thus requires special access (e.g. oil rigs, ships or remote areas in deserts), the service may be subject to additional support charges, longer response times, reduced coverage hours or pick-up and return service delivery, as determined by HP. Please check local support conditions with your HP sales representative.

Travel zones and charges may vary in some geographical locations.

Coverage may not be supported outside the country for which the Call to Repair HP Care Pack was sold. Please check with your local HP representative for details.

## Ordering information

All units and options with individually sold HP Care Pack offerings must be ordered with the same service level as the product they are contained in for that service level to be 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. HP Solution Services Care Packs need to be purchased at the time of the Hardware purchase and all at one time to be covered under the solution terms and conditions. Contact your local HP sales representative or channel partner to order the HP Hardware Support Onsite Service or to request additional details.

## Terms and conditions

See the complete HP Care Pack terms and conditions.

## For more information

Contact your local HP sales representative or channel partner for details or visit hp.com/go/pcandprintservices.

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hp.com/go/getupdated

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4AA5-6385EEE, October 2022, Rev. 10

This document consolidates information previously contained in separate data sheets for HP Care Pack services into a single data sheet.