

HP Hardware Support Exchange Service - U.S.

HP Care Pack Services

Technical data



HP Hardware Support Exchange Service offers a reliable and fast exchange service for eligible HP products. Specifically targeted at products that can easily be shipped and on which customers may easily restore data from backup files, HP Hardware Support Exchange Service is a cost-efficient but still convenient alternative to onsite support.

HP Hardware Support Exchange Service provides a replacement product or part to be delivered free of freight charges to your location within a specified period of time. Replacement products or parts are new or equivalent to new in performance.

Service benefits

- Convenient door-to-door service
- Lower-cost alternative to onsite repair

Service features highlights

- Remote problem diagnosis and technical telephone support
- Hardware exchange
- Prepaid shipping label, materials, and instructions for return
- Standard coverage window
- Access to electronic support information and services

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	When experiencing a problem, the Customer must first place a call to a designated support telephone number. HP will provide basic telephone technical assistance with installation, product configuration, setup, and problem resolution. Prior to scheduling a unit exchange, HP may ask the Customer to provide relevant information, start diagnostic tools, and perform other supporting activities, at the request of HP.
Hardware exchange	If, in the judgment of HP, the problem cannot be resolved remotely, HP will replace the defective product or the customer-replaceable part with a product or part that is new or equivalent to new in performance, but may have minor cosmetic defects. The replaced product or part must be returned within the specified timeframe and becomes the property of HP. The replacement product or part is shipped via a carrier or courier to the Customer's location free of freight charges. The Customer's requested ship-to location must not require HP to ship the replacement product or part through international customs.
Prepaid shipping label, materials, and instructions for defective unit return	HP will ship the replacement product in a container suitable for returning the defective product to HP. Instructions and a prepaid shipping label for the return of the failed product will be included in the replacement product's shipping container. The location from which the defective product is returned must not require the defective product to ship through international customs. At HP's discretion, HP may elect to collect failed product at the Customer's location (may vary by geographic location).
Coverage window	The coverage window specifies the time during which the described services are delivered. Service is available between 8:00 a.m. and 5:00 p.m. local time, HP standard business days, excluding HP holidays. Service requests received after 2:00 p.m. or outside the coverage window will be logged the next business day. Extended telephone support may be available for select products. Coverage windows may vary by geographic location. Contact a local HP sales office for detailed information.
Access to electronic support information and services	As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to: <ul style="list-style-type: none">• Certain capabilities that are made available to registered users, such as downloading selected HP software and firmware patches, 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 technical support documents, to facilitate faster problem-solving• Certain HP proprietary service diagnostic tools with password access• Support Case Manager, a tool for submitting questions directly to the HP Solution Center. Support Case Manager helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the engineer 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 Live" functionality for communicating directly with an online HP support engineer during standard HP business hours, 8:00 a.m. to 5:00 p.m. local time, Monday through Friday excluding HP holidays. Through sharing browser content, the HP support engineer will help navigate to the appropriate online content that may help resolve the problem. This real-time online help can be accessed via the "HP Live" button on selected Web pages.• Search of HP and third-party hosted knowledge databases for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums

Specifications

Table 2. Optional service features

Feature	Delivery specifications
Accidental damage protection	<p>For eligible products, specific service levels may be offered with accidental damage protection. Where accidental damage protection applies, the Customer receives protection against accidental damage to the covered hardware product as part of this service.</p> <p>Accidental damage is defined as physical damage to a product caused by or resulting from an accidental incident. Covered perils include fire, non-intentional liquid spills in or on the unit, drops, falls, collisions, and electrical surge. This includes damaged or broken LCDs (liquid crystal displays) or broken parts.</p> <p>Accidental damage protection does not cover theft, loss, normal wear, consumables, intentional acts of damage, or other exclusions, as detailed in the "Service limitations" section.</p> <p>Major parts replacement, as detailed in the "Service limitations" section, is limited to one each per year. The unit may need to be repaired or replaced at an HP designated location, since not all replacement parts may be available locally.</p>

Specifications

Table 3. Service-level options

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

Option	Delivery specifications
Next-business-day onsite shipment, standard business hours (9x5)	<p>For calls received before 2:00 p.m. local time, HP standard business days, excluding HP holidays, HP will ship a replacement product to the Customer's site for delivery on the next coverage day after the service request has been logged. Service requests received after 2:00 p.m. or outside the coverage window will be logged the next coverage day and serviced within the following coverage day.</p> <p>A replacement product will be delivered by 10:30 a.m. local time in most areas.</p> <p>Delivery time may vary based on geographic location.</p>
Normal product lead time onsite shipment, standard business hours (9x5)	<p>For calls received before 2:00 p.m., HP will ship a replacement product within the normal product lead time to the Customer's site for delivery within 3 to 5 coverage days after the service request has been logged. Service requests received after 2:00 p.m. or outside the coverage window will be logged the next coverage day and serviced within the following 3 to 5 coverage days.</p>

Coverage

This service provides coverage for all standard accessories included with the HP base product part number and all HP-supplied internal components (such as HP Jetdirect cards, memory, and CD-ROM drives).

Consumable items including, but not limited to, batteries and Tablet PC pens, maintenance kits and other supplies, non-HP devices, and accessories purchased in addition to the base product, such as docking stations and port replicators, are not covered by this service.

Service is limited to the continental United States and selected areas of Alaska and Hawaii. Most areas within the continental United States can be serviced the next day. Add 1 to 2 days for service in Alaska and Hawaii.

Customers may check with a local HP authorized representative to find out whether their product or location is eligible for this service.

Coverage limitations

One-time Hardware Replacement: For selected Care Packs, service coverage is limited both by a length of time as well as by a usage limit of the hardware exchange service feature. For one-time hardware replacement, all service coverage (including remote support) will terminate when the covered hardware is exchanged or when the term expires, whichever occurs first.

Customer responsibilities

If required by HP, the Customer or HP Authorized Representative must register the hardware product to be supported within ten (10) days of purchase of this service, using the registration instructions within each package or e-mail document, or as otherwise directed by HP. In the event a covered product changes location, registration (or a proper adjustment to existing HP registration) is to occur within ten days of the change.

The Customer will be required, upon HP request, 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
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

For selected products, the Customer must inform HP of all configuration requirements for the replacement product prior to commencement of service and must document such configuration requirements on each service request order form.

At the time of the service request, the Customer must provide a credit card number or purchase order number to HP.

The Customer must ship the defective product or parts to HP within 3 business days of receipt of the replacement product/parts and must obtain a prepaid insurance receipt, to be retained by the Customer as proof of shipment to HP. If the defective product or part is not received by HP within 10 business days of the Customer's receipt of the replacement product, the Customer will be charged the replacement product's list price.

Replacement products will usually be delivered to and defective products will be picked up from the Customer's reception desk or goods reception area if the specified Customer address is a business address. The Customer must acknowledge the receipt of the replacement product by signing the freight carrier air bill at the time of delivery.

It is the Customer's responsibility to:

- Maintain a current backup copy of the operating system, development program, and all other applicable software programs and data
- Restore software and data on the unit after the repair or replacement
- Install the user application software and ensure that all software is appropriately licensed

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

The Customer is responsible for registering to use HP's electronic facility in order to gain access to restricted product information and to receive proactive notification or other services available to the Customer.

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, shipment of a replacement product, or other service delivery methods. Other service delivery methods may include the shipment of customer-replaceable parts, such as a keyboard, mouse, or other parts classified as Customer Self Repair parts. HP will determine the appropriate delivery method required in order to provide effective and timely Customer support.

Activities such as, but not limited to, the following are excluded from this service:

- Diagnosis or maintenance at the Customer site (if onsite diagnosis or maintenance is required and requested, the Customer will be billed at standard HP service rates)
- Setup and installation of the replacement product at the Customer site
- Recovery and support of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- User preventive maintenance

The Customer's requested ship-to or pickup location must not require HP to ship replacement or replaced products or parts through international customs.

Geographic coverage may vary.

Exclusions to accidental damage coverage

Accidental damage protection does not provide coverage for:

- Damage caused by failure to provide manufacturer's recommended maintenance or operating specifications
- Damage due to war or nuclear incident, terrorism, unauthorized attempts to repair the product, use of damaged or defective media
- Data loss or corruption; business interruptions; obsolescence; cosmetic damage; rust; change in color, texture, or finish; wear and tear; gradual deterioration
- Error in design, construction, product programming, or instructions to the product
- Fraud, theft, unexplained or mysterious disappearance, misuse, abuse, or willful act
- Alteration or modification of the product in any way

Major parts replacement is limited to one each per year. For accidental damage protection coverage, major parts include but are not limited to the screen (LCD), DVD/CD-ROM, motherboard, processor, hard-disk drive, and memory. The cost to repair a major part after the limit of one event per year has been reached will be charged on a time-and-materials basis.

Ordering information

Availability of service features may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP Hardware Support Exchange Service, contact a local HP representative or HP reseller.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our Web site at:

www.hp.com/hps/carepack

© 2006 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty or condition, express or implied, in fact or in law. HP shall not be liable for technical or editorial errors or omissions contained herein.

HP Technology Services are governed by the HP Terms and Conditions of Sale and Service (E16) or HP Business Terms (E99), and Exhibit SS5 or the HP Care Pack Support Service Agreement.