HP Self Maintainer Program

Reinvent home and classroom

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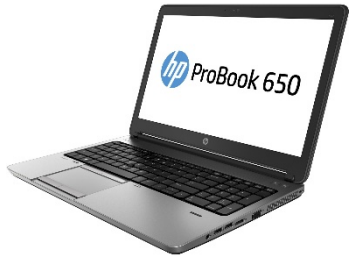
Printing

Two leading franchises

Personal Systems



HP Commercial products

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HP Self Maintainer Program

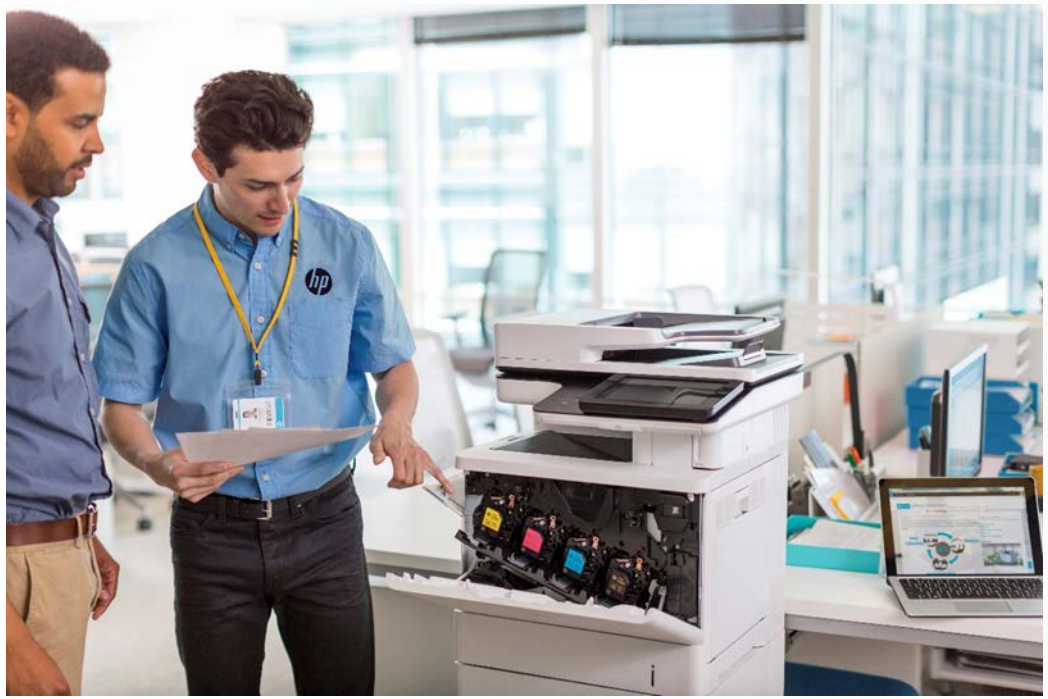
Tier 1 – Parts Only

- SLED – Education, Public Sector & Non-Profit
  - Purchase Volume = $0
- Commercial Business
  - Purchase Volume = $250,000

Tier 2 – Parts & Labor (USA & Canada Only)

- SLED – Education, Public Sector & Non-Profit
  - Purchase Volume = $250,000
- Commercial Business
  - Purchase Volume = $500,000

HP Self Maintainer Program

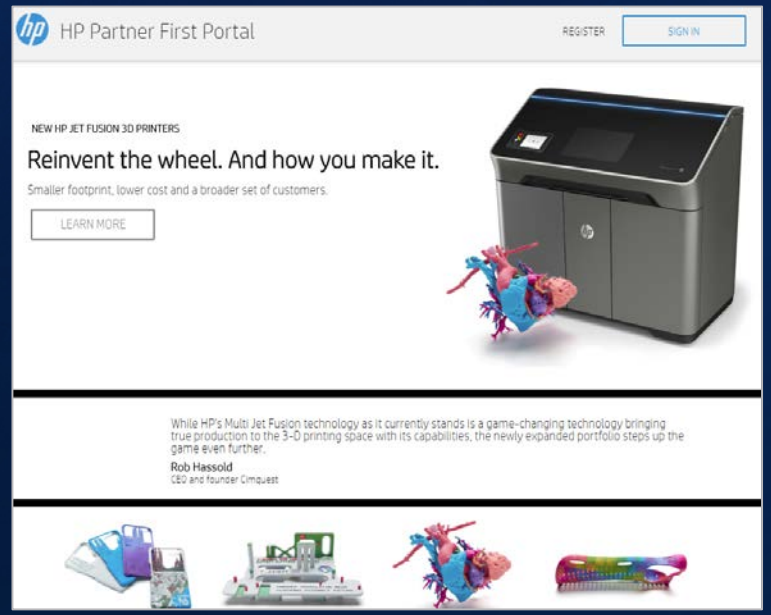


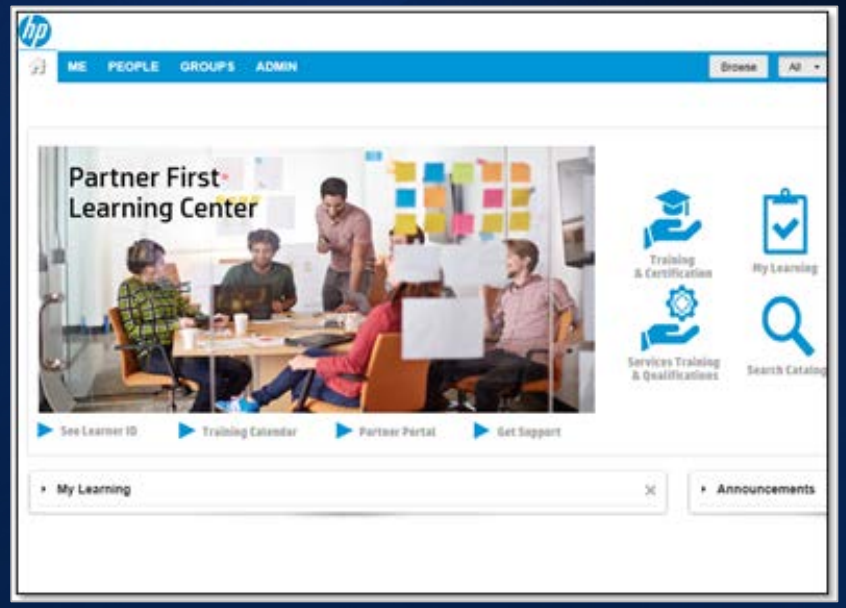
- HP Self Maintainer allows a customers' internal IT staff to obtain warranty parts for customer owned HP products.
- 3rd parties wishing to provide service should apply for one of HP's partner programs.
- HP certified technical Service Qualification is required
- HP Self Maintainer is a warranty service program that covers manufacturers defects only.
- HP Self Maintainer does NOT cover:
    - Accidental Damage Protection (ADP)
    - Refurbishment
    - End user damage
    - Most plastics parts
    - Lost parts

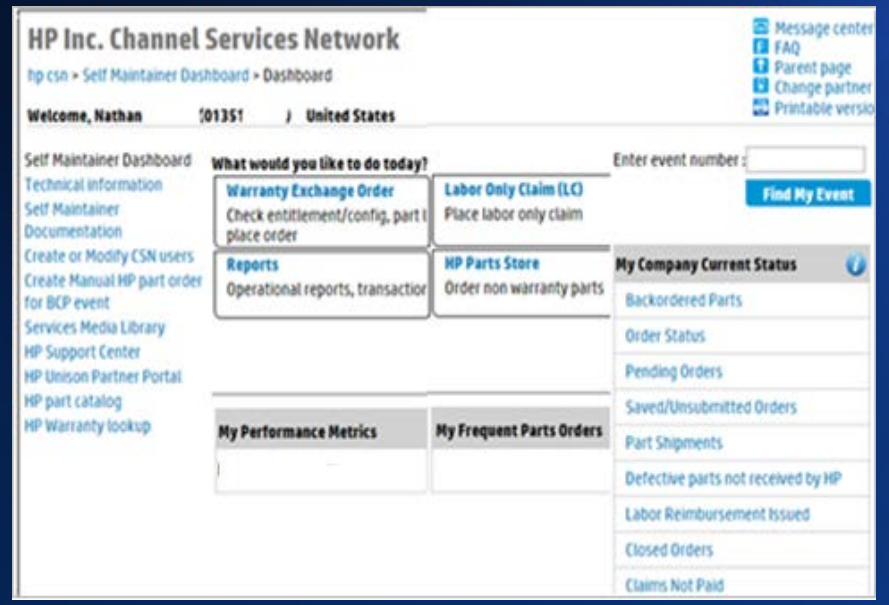
HP Self Maintainer Program highlights

HP training & accreditation	HP Knowledge and technical resources & tools	Warranty Parts & free shipping	Diagnostics Requirement	35 % discount on non-warranty parts	Labor - Limited
Training is free and all WBT – Web Based Training. Self Maintainers become Service Qualified to perform service on HP commercial products. Training is fully transferable between HP authorized service providers.	Self Maintainers gain access to system board configuration tools for both Windows PCs and Chromebooks. SMs use HP's CSN web site to view proprietary technical knowledge including individual product part replacement videos.	Self Maintainers gain access to all HP warranty parts including system boards and LCDs. All shipping costs are free. Parts will ship NBD – Next Business Day for customers with NBD Care Packs. Standard warranty parts may ship with 2 business day delivery.	The HP PC Hardware UEFI Diagnostics is a comprehensive set of tests to help you identify, isolate, and diagnose possible hardware issues with your HP personal systems computer. All major components are required to be tested when possible and the results of the diagnostics recorded.	Non-warranty parts can be purchased through the HP Parts Store with a 35% discount. Bulk quantities of parts can be purchased at a greater than 35% discount. Using the HP Store, SMs can create an inventory of parts and greatly accelerate the turnaround time on repairs.	Qualified HP Self Maintainers can be paid labor on the more time consuming repairs. Labor payments will not be paid on any easily replaced part.

HP Self Maintainer web sites







Partner Portal

Learning Center

Channel Services

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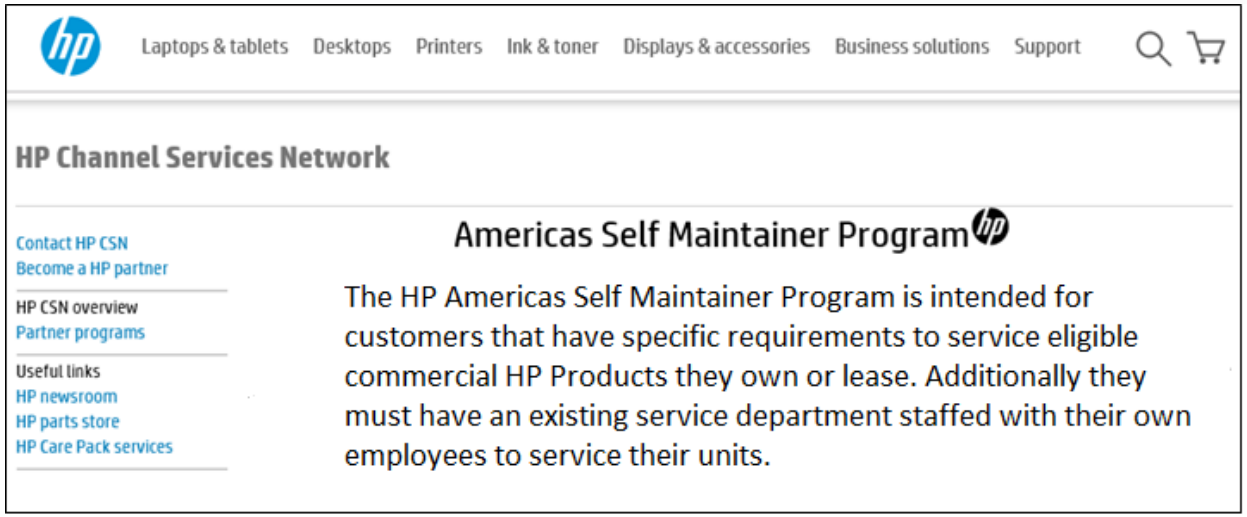
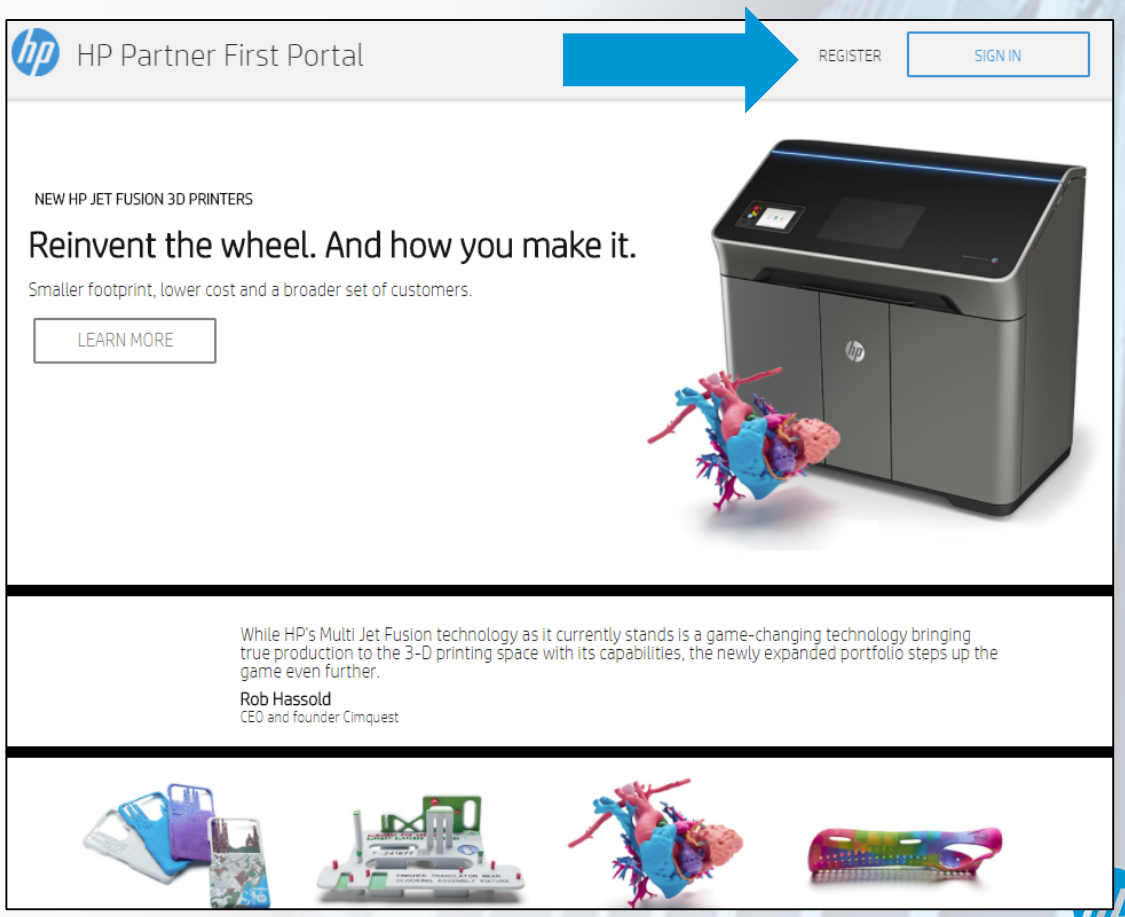
HP Inc Self Maintainer Program – Getting Started



- Apply for HP Self Maintainer on the Partner First Portal.
- Click Register
- partner.hp.com



- Self Maintainer Program Information
- Program Information
- Agreements
- https://h20345.www2.hp.com/csnmcmsdocs/marcomm/cpn_cms/SMext1.htm

3 step enrollment process

Step 1: Application

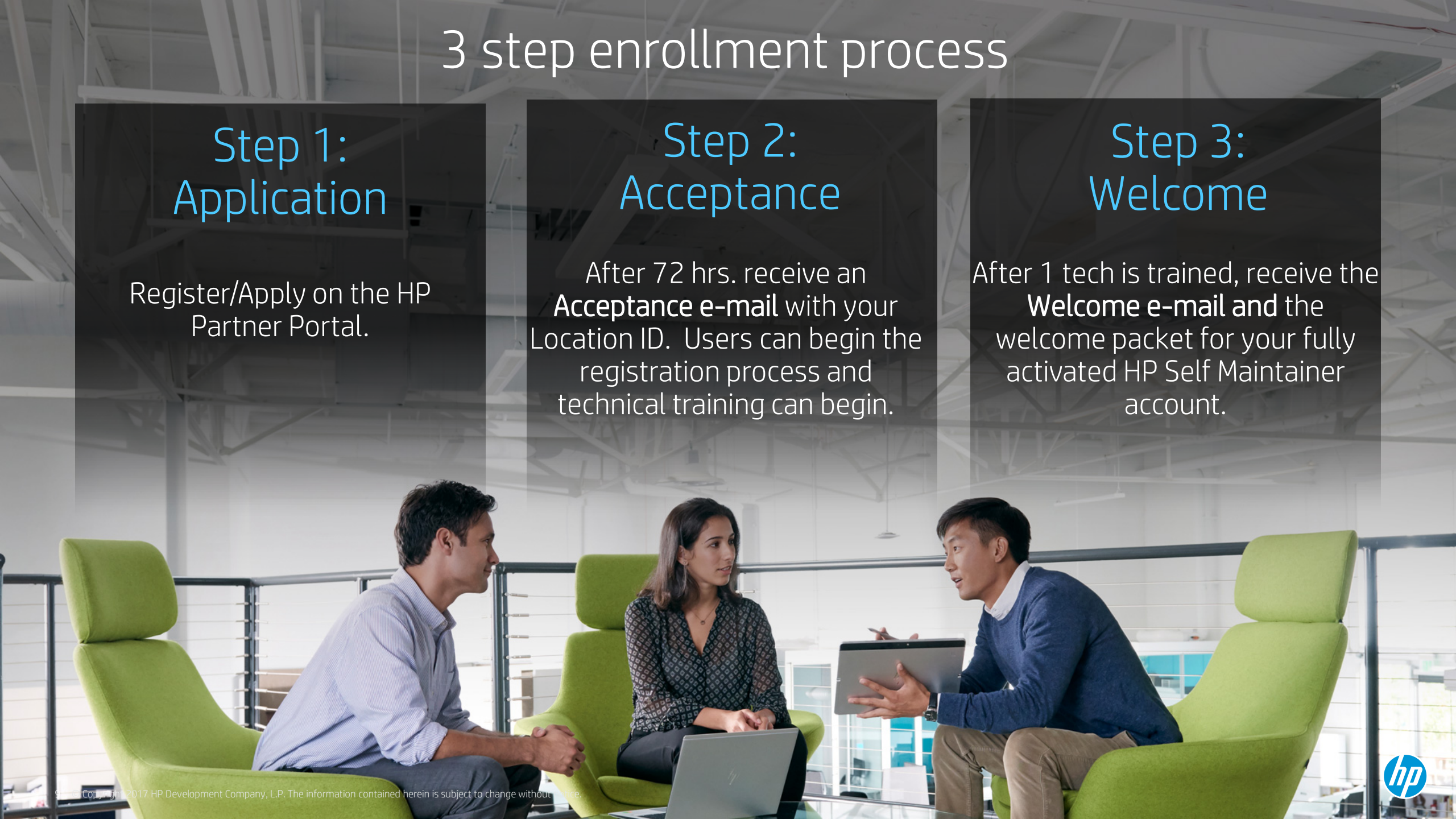
Register/Apply on the HP Partner Portal.

Step 2: Acceptance

After 72 hrs. receive an **Acceptance e-mail** with your Location ID. Users can begin the registration process and technical training can begin.

Step 3: Welcome

After 1 tech is trained, receive the **Welcome e-mail and** the welcome packet for your fully activated HP Self Maintainer account.



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HP Self Maintainer Customer Support is here to help you

HP Onboarding and Training onboarding.training@hp.com	HP SM Customer Support smcustomersupport@hp.com
PFP- Partner First Portal	1-800-544-9976 (say “self maintainer”)
• PFP Location ID	Self Maintainer Program information
• Application Status	CSN – Channel Services Network
• PFP Passport User Administration	• CSN CRS ID
• Account Configuration	• CSN User Administration
SABA – Learning Center	Parts - Invoices: sart@hp.com
• Training Information & Reports	Parts - Back Orders: ppspits@hp.com
• Service Qualification	Parts - Label Requests: hpcsamscsnlabel@hp.com
Partner Portal support: hp.amspartnersupport@hp.com	HP Parts Store: USRRP@hp.com
	HP Technical support: 1-800-344-5144

keep reinventing