



HP Self Maintainer Program



Reinvent home and classroom



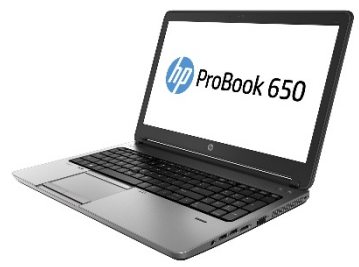


Printing

Two leading franchises



Personal Systems



HP Commercial products



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 customer's 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 manufacturer 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

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.

HP Knowledge and technical resources & tools

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.

Warranty Parts & free shipping

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.

Diagnostics Requirement

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.

35 % discount on non-warranty parts

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.

Labor - Limited

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

hp HP Partner First Portal REGISTER SIGN IN

NEW HP JET FUSION 3D PRINTERS

Reinvent the wheel. And how you make it.

Smaller footprint, lower cost and a broader set of customers.

LEARN MORE

While HP's Multi Jet Fusion technology as it currently stands is a game-changing technology bringing true production to the 3-D printing space with its capabilities, the newly expanded portfolio steps up the game even further.

Rob Hassold
CEO and founder Cimquest

hp ME PEOPLE GROUPS ADMIN Browse All

Partner First Learning Center

Training & Certification My Learning

Services Training & Qualifications Search Catalog

See Learner ID Training Calendar Partner Portal Get Support

My Learning Announcements

hp Message center FAQ Parent page Change partner Printable version

HP Inc. Channel Services Network

hp csn > Self Maintainer Dashboard > Dashboard

Welcome, Nathan [01351] United States

Self Maintainer Dashboard

Technical information

Self Maintainer Documentation

Create or Modify CSN users

Create Manual HP part order for BCP event

Services Media Library

HP Support Center

HP Union Partner Portal

HP part catalog

HP Warranty lookup

What would you like to do today?

Warranty Exchange Order Check entitlement/config, part place order

Labor Only Claim (LC) Place labor only claim

Reports Operational reports, transaction

HP Parts Store Order non warranty parts

My Company Current Status

Backordered Parts

Order Status

Pending Orders

Saved/Unsubmitted Orders

Part Shipments

Defective parts not received by HP

Labor Reimbursement Issued

Closed Orders

Claims Not Paid

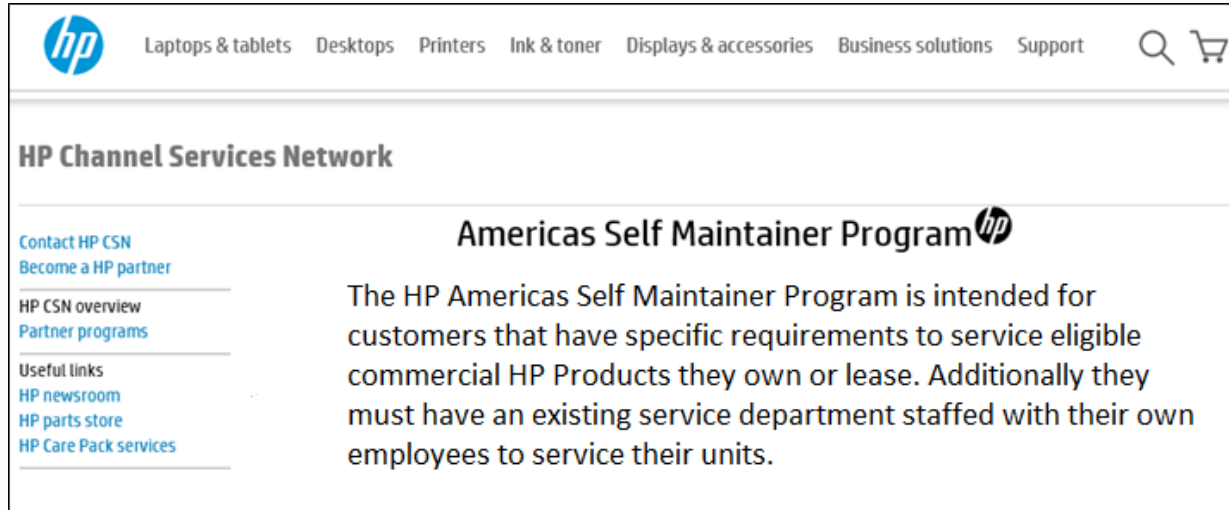
 Partner Portal

 Learning Center

 Channel Services

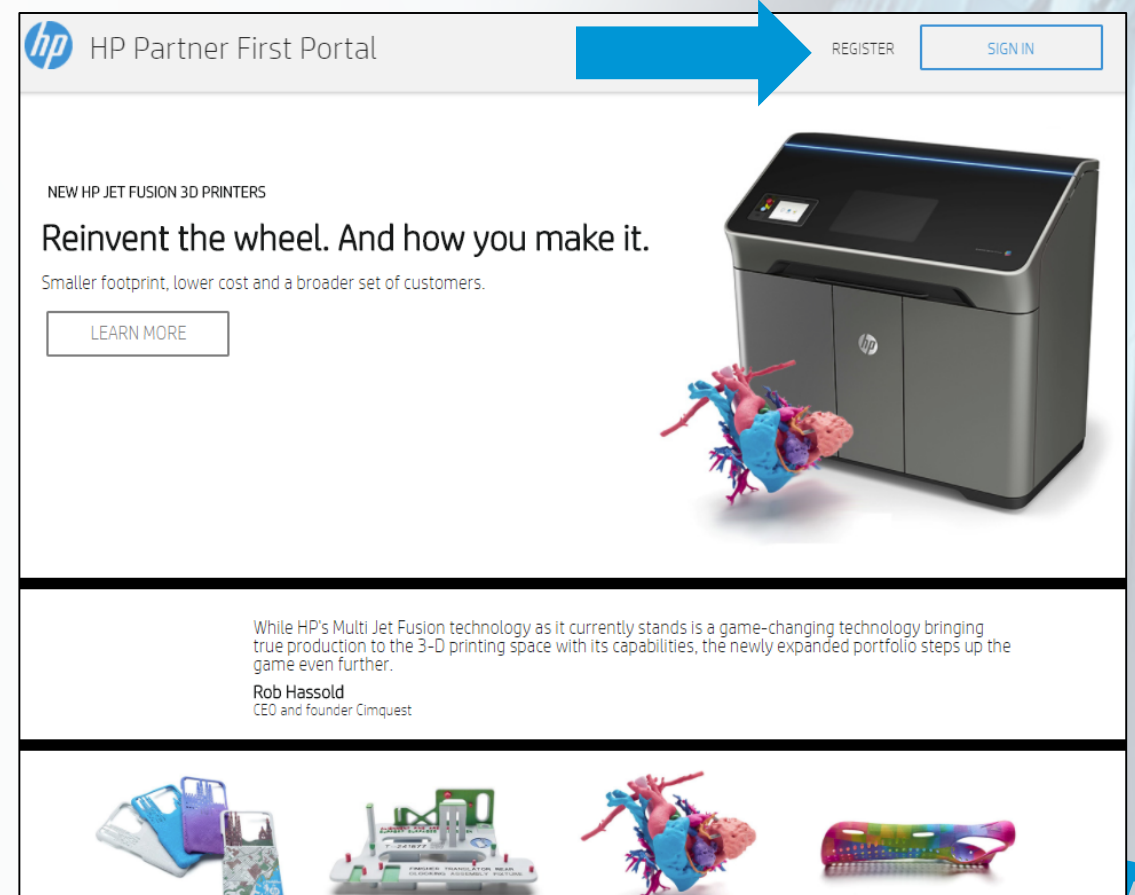


HP Inc Self Maintainer Program – Getting Started



The screenshot shows the HP Channel Services Network (CSN) website. At the top, there is a navigation bar with the HP logo and links for Laptops & tablets, Desktops, Printers, Ink & toner, Displays & accessories, Business solutions, and Support. Below the navigation bar, the main heading is "HP Channel Services Network". The central focus is the "Americas Self Maintainer Program" section, which includes the HP logo and a description: "The HP Americas Self Maintainer Program is intended for customers that have specific requirements to service eligible commercial HP Products they own or lease. Additionally they must have an existing service department staffed with their own employees to service their units." To the left of this section, there are several links: "Contact HP CSN", "Become a HP partner", "HP CSN overview", "Partner programs", "Useful links", "HP newsroom", "HP parts store", and "HP Care Pack services".

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



The screenshot shows the HP Partner First Portal website. At the top, there is a navigation bar with the HP logo and the text "HP Partner First Portal". To the right of the navigation bar, there are two buttons: "REGISTER" and "SIGN IN". A large blue arrow points from the "REGISTER" button towards the left. Below the navigation bar, there is a section for "NEW HP JET FUSION 3D PRINTERS" with the headline "Reinvent the wheel. And how you make it." and the sub-headline "Smaller footprint, lower cost and a broader set of customers." A "LEARN MORE" button is located below the sub-headline. To the right of the text, there is an image of a large HP Jet Fusion 3D printer. Below the printer, there is a quote from Rob Hassold, CEO and founder of Cimquest, stating: "While HP's Multi Jet Fusion technology as it currently stands is a game-changing technology bringing true production to the 3-D printing space with its capabilities, the newly expanded portfolio steps up the game even further." At the bottom of the page, there is a row of four small images showing various 3D printed parts: a blue and purple bracket, a green and white mechanical part, a colorful anatomical model, and a colorful mesh structure.

- 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.



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”)
<ul style="list-style-type: none"> • PFP Location ID 	Self Maintainer Program information
<ul style="list-style-type: none"> • Application Status 	CSN – Channel Services Network
<ul style="list-style-type: none"> • PFP Passport User Administration 	<ul style="list-style-type: none"> • CSN CRS ID
<ul style="list-style-type: none"> • Account Configuration 	<ul style="list-style-type: none"> • CSN User Administration
SABA – Learning Center	Parts - Invoices: sart@hp.com
<ul style="list-style-type: none"> • Training Information & Reports 	Parts - Back Orders: ppspits@hp.com
<ul style="list-style-type: none"> • 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