HP Self Maintainer Program

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The HP Self Maintainer Program gives customers the ability to directly manage the service of their HP assets using their existing IT infrastructure and capabilities. The customer must have a large enough install base to justify being a Self Maintainer.

Benefits

- No annual participation fees
- Free training (excludes large printers)
- Free parts and no shipping costs for warranty repairs
- 35% discount on non-warranty parts

Manage

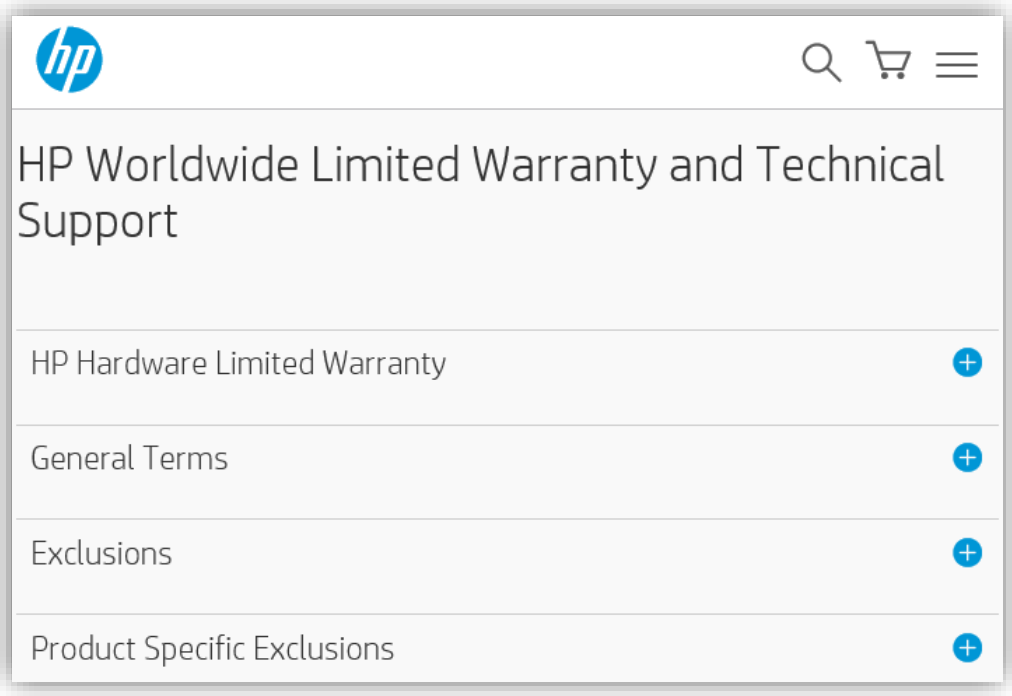
- Customer support provided by HP's dedicated Self Maintainer team
- Customer administrators manage all user accounts
- Transferrable technician training for qualified SM applicants

HP Self Maintainer (SM) Program

Important Information

- ✓ SMs become HP authorized service providers who are expected to meet HP compliance standards.
- ✓ SM technicians take HP Service Qualification training for the SM to become authorized to deliver HP warranty service.
- ✓ SMs use only HP certified genuine parts obtained from HP or HP authorized resellers.

HP Self Maintainer Program

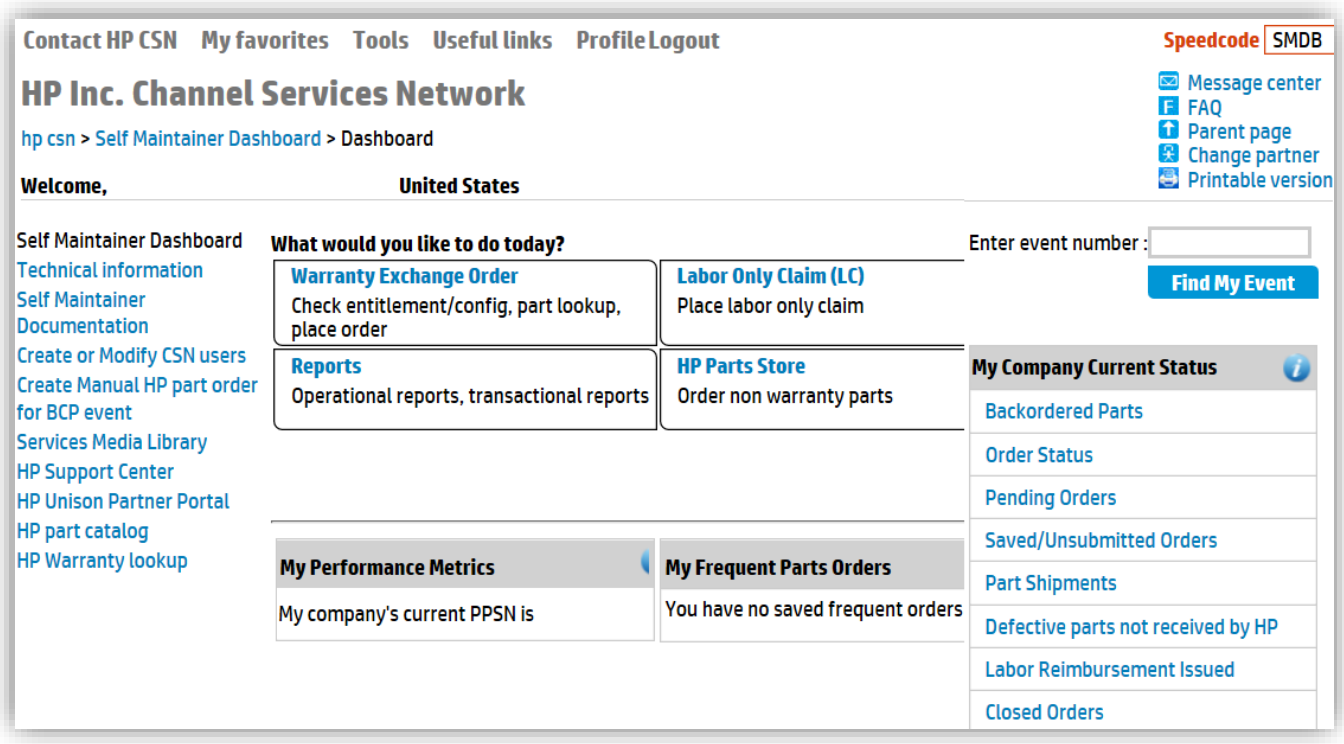


http://www8.hp.com/us/en/privacy/limited_warranty.html#1

Self Maintainers and HP Warranty

- ✓ HP guarantees that it will repair, replace, or refund, at HP's option, a HP Hardware Product that manifests a defect in materials or workmanship during the Limited Warranty Period, if you, the end-user customer, provides HP with notice of a defect in your HP Hardware Product during the Limited Warranty Period.
- ✓ It is the responsibility of the HP Self Maintainer to properly diagnose and identify warranty defects. User damaged parts should never be ordered under warranty.
- ✓ Self Maintainers are NOT authorized to perform ADP – Accidental Damage Protection repairs. Self Maintainer should work with authorized HP partner or HP support to create depot events for ADP claims.
- ✓ Non-warranty parts should be purchased.

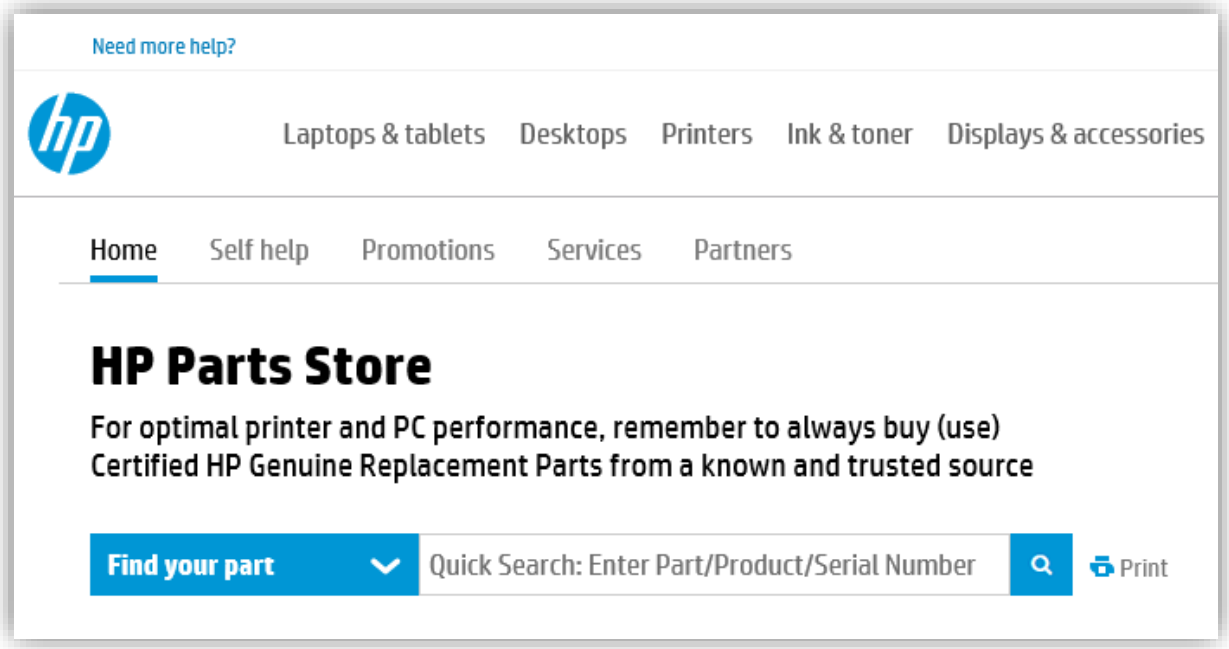
HP Channel Services Network – Warranty Parts



CSN - SM Dashboard

- ✓ Warranty Exchange Order
- ✓ Unit configuration
- ✓ Technical information
- ✓ Self Maintainer Documentation
- ✓ Create or Modify CSN users
- ✓ Services Media Library
- ✓ HP Warranty lookup
- ✓ Reports
- ✓ HP Parts Store

HP Parts Store – Non Warranty parts



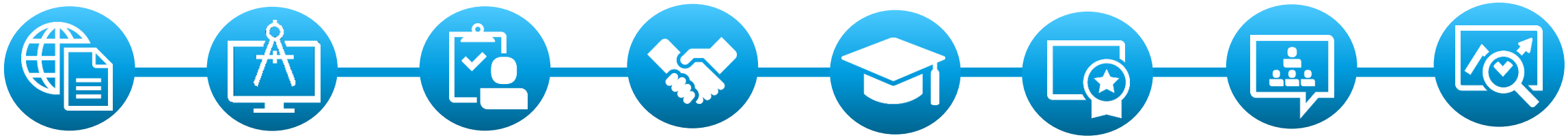
Accessible through CSN portal

HP Parts Store

- ✓ Official HP site for genuine HP replacement parts for HP printers and HP PC's
- ✓ Self Maintainers receive a 35% discount on all part purchases.
- ✓ Bulk part orders may have a greater discount and will allow for quicker turnaround times for users. *You do not have to be a SM to get a discount on parts.*
- ✓ Always use HP genuine replacement parts obtained from an authorized HP Reseller. Non- genuine parts may damage and void HP warranty.
- ✓ If a SM wishes to keep their HP product past the initial warranty period, HP products will provide a great ROI as SMs will be able to service and support HP products during the POST warranty period.

Self Maintainer Application Time Line

Apply through your HP Sales Rep



Application

Prospect

Qualification Review

Acceptance

Training

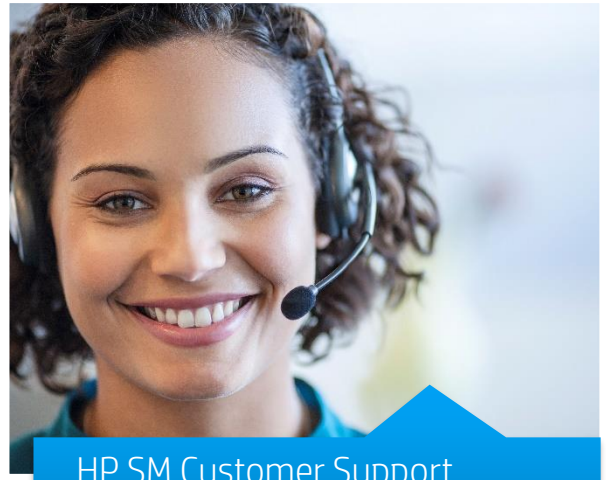
Welcome Activation

Operational Training

Reviews Quarterly/Annual

NA Onboarding and Training
onboarding.training@hp.com

HP Self Maintainer support capabilities are designed to help you streamline case management and parts dispatch processes.



HP SM Customer Support
smcustomersupport@hp.com
800-544-9976 (“self maintainer”)

Other Support Options

MyHPSupport

HP site that provides an online overview of customer contracts, warranties, and products where support can be requested

MyHPSupport or 800-334-5144

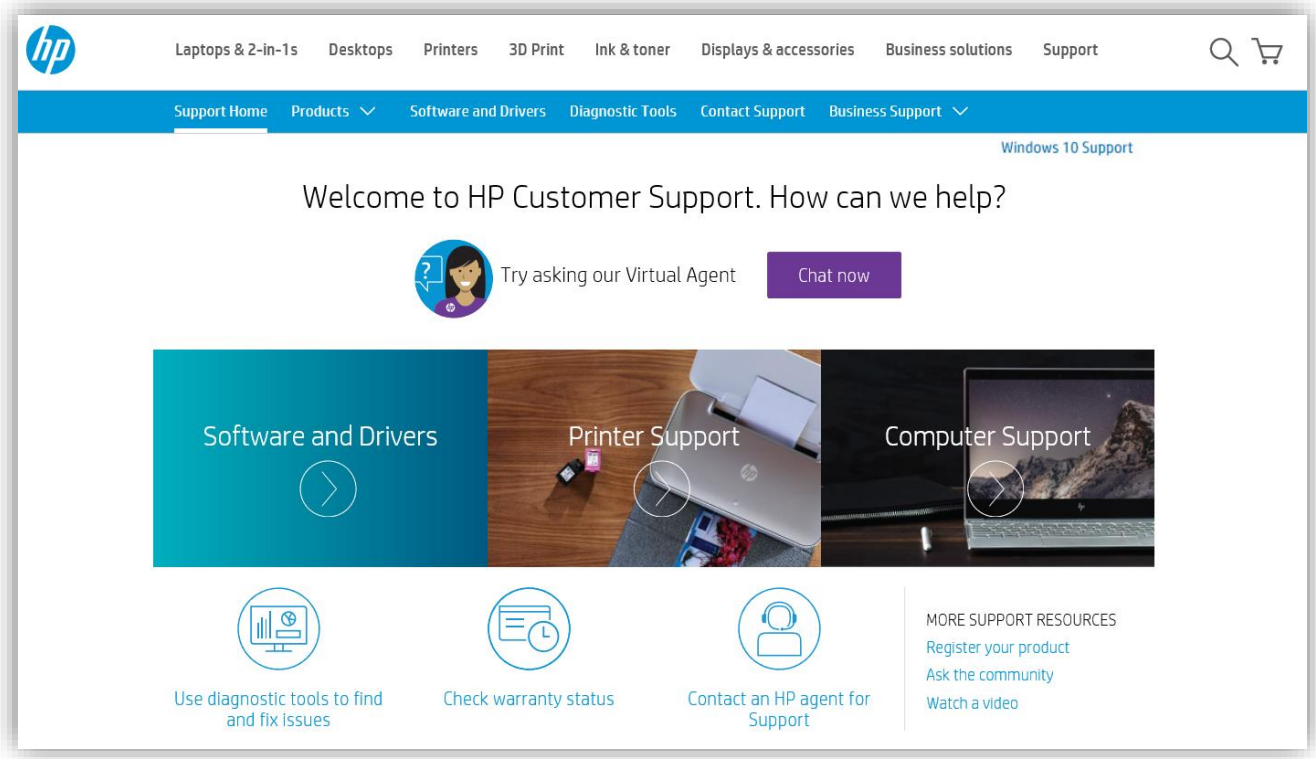
Benefits

- ✓ Support comes directly from HP
- ✓ Support for standard warranty as well, not just for carepacks and contracts
- ✓ Intuitive profile and employee access management
- ✓ Easy case management across service modes (web case, chat, repair, parts and service)

Considerations

- ✓ The customer will be sent parts that are easy for a customer to replace themselves. Mail-in or onsite (where applicable) is available for more difficult repairs.
- ✓ Not located close by so a personal relationship is less likely than what can occur with a HP service partner

HP My Support



HP MY Support Features

- ✓ On-site claims
- ✓ Return to Depot claims
- ✓ ADP Claims

- ✓ Troubleshooting
- ✓ Software and Drivers
- ✓ Product Information
- ✓ User Guides
- ✓ Advisories

https://mycrm.support.hp.com/

HP Service Partner

Receive support from a 3rd party company contracted with HP to provide support to customers

Service Center Locator

Benefits

- ✓ Geographical alignment – usually located within driving distance of the customer
- ✓ Full service repair including customer replaceable parts
- ✓ Support for standard warranty as well, not just for carepacks and contracts
- ✓ Partner will provide service according to contractual HP compliance requirements – customer not responsible for compliance

Considerations

- ✓ Partner will build own relationship with the customer

keep reinventing