

# Hardware Support Onsite Service



## Care Pack, part of HP Care

### Service feature highlights

- Remote problem diagnosis and support
- Improved technical communications from North American based technicians (HP commercial PCs only)
- Onsite hardware support
- Replacement parts and materials included
- Firmware updates for selected products
- Choice of coverage windows
- Choice of onsite response times for hardware support
- Escalation management
- Access to electronic support information and services
- HP electronic remote support solution (for eligible products only)
- Accidental damage protection (optional for eligible products only)
- Defective media retention (optional for eligible products only)
- Call-to-repair time commitment in lieu of onsite response time for hardware support (optional for eligible products only)
- Enhanced parts inventory management (included with select, optional call-to-repair time commitments)
- Desktop-/workstation-/thin client-/notebook-only coverage (optional for eligible products)
- Maintenance kit replacement Service

### Service overview

Hardware Support Onsite Service provides high-quality remote assistance and onsite support for your Covered Product, helping you to improve product uptime. The “Covered Product” is your notebook, all-in-one, desktop, or tablet computer, Printer, or MFP identified on your invoice or order confirmation that is the subject of this Care Pack.

You have the flexibility to choose between multiple service-level options featuring several onsite response or call-to-repair time and coverage window combinations in various durations to address your specific service needs.

Service-level options with call-to-repair times provide IT managers with support specialists who will quickly begin troubleshooting the system to help return the hardware to operating condition within a specified timeframe.

### Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	<p>Once the Customer has placed and HP has acknowledged the receipt of a call as described in the ‘General provisions/Other exclusions’ section, HP will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remote incident resolution.</p> <p>HP will provide telephone assistance for the installation of customer-installable firmware and Customer Self Repair parts during the service coverage window.</p> <p>Regardless of the Customer’s coverage window, incidents with covered hardware can be reported to HP via telephone or Web portal, as locally available, or as an automated equipment reporting event via the HP electronic remote support solutions 24 hours a day, 7 days a week. HP will acknowledge the receipt by logging the call, assigning a case ID, and communicating that case ID to the Customer. HP retains the right to determine the final resolution of all reported incidents.</p>
Onsite hardware support	<p>For hardware incidents that cannot, in HP’s judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.</p> <p>Once an HP authorized representative arrives at the Customer’s site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available.</p> <p>To ensure high service quality and quick turnaround time is provided, the level of damage will determine whether the unit can be repaired onsite</p>

Onsite hardware support, continued	<p>(if onsite offering is included in coverage) or should be returned to the HP repair depot for service. Onsite repairs may occasionally necessitate the Service Provider to bring the unit back to their shop for repairs. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p> <p>Fix-on-Failure: In addition, at the time of onsite technical support delivery, HP may:</p> <ul style="list-style-type: none"> <li>• Install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts.</li> <li>• Install available firmware updates defined by HP as non-customer installable that, in the opinion of HP, are required to return the Covered Product to operating condition or to maintain supportability by HP and for which the Customer has the required license to use, if applicable.</li> </ul> <p>Fix-on-Request: In addition, at the Customer's request, HP will install during coverage hours critical firmware updates defined by HP as non-customer-installable and for which the Customer has the required license to use, if applicable. Critical firmware updates are firmware updates recommended by the HP product division for immediate installation.</p>
Replacement parts and materials	<p>HP will provide HP-supported replacement parts and materials necessary to maintain the Covered Product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts provided by HP shall be new or functionally equivalent to new in performance.</p> <p>Replaced parts become the property of HP. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price less any applicable discounts for the replacement part.</p> <p>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.</p> <p>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.</p>
Firmware updates for selected products	<p>As HP releases entitled firmware updates to HP hardware products, these updates are only made available to Customers with an active agreement that entitles them to access these updates.</p> <p>As part of this service, Customers will have the right to download, install, and use firmware updates for hardware products covered by this service, subject to all applicable license restrictions in HP's current standard sales terms.</p> <p>HP will verify entitlement to updates by reasonable means (such as an access code or other identifier), and the Customer is responsible for using any such access tools in accordance with the terms of this data sheet and other applicable agreements with HP.</p> <p>HP may take additional reasonable steps, including audits, to verify the Customer's adherence to the terms of their agreements with HP, including this data sheet.</p> <p>For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product), the Customer must also have, if available, an active HP Software Support agreement to receive, download, install, and use related firmware updates. HP will provide, install, or assist the Customer with installation of firmware updates as previously described in this document only if the Customer has the license to use the related software updates for each system, socket, processor, processor core, or end-user software license as allowed by the original HP or original manufacturer software license terms.</p>

Coverage window	<p>Calls received outside the coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in the 'General provisions/Other exclusions' section until the next day for which the Customer has a coverage window.</p> <p>Coverage window options available for eligible products are specified in the Service-level options table.</p> <p>All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Onsite response time for hardware support	<p>For incidents with Covered Products that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite within the specified onsite response time.</p> <p>Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HP, as described in the 'General provisions/Other exclusions' section. The onsite response time ends when the HP authorized representative arrives at the Customer's site, or when the reported event is closed with explanation that HP has determined it does not currently require an onsite intervention.</p> <p>Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the Service-level options table. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Escalation management	<p>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.</p>
Access to electronic support Information and services	<p>As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"> <li>• Certain capabilities that are made available to registered users, such as downloading selected HP firmware or patches which may require additional entitlement through HP Software support agreements, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users.</li> <li>• Expanded Web-based searches of entitled technical support documents to facilitate faster problem-solving.</li> <li>• Certain HP proprietary service diagnostic tools with password access</li> <li>• A Web-based tool for submitting questions directly to HP. The 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. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone.</li> <li>• 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. This service may be limited by third-party access restrictions.</li> </ul>
HP electronic remote support solution	<p>For eligible products, the HP 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. An HP support specialist will only use the remote system access with the Customer's authorization. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution.</p>

## Specifications (optional)

Table 2. Optional service features

Feature	Delivery specifications
Accidental damage protection	<p>For eligible Covered Products, specific service levels may be offered with protection against accidental damage from handling. If accidental damage protection was purchased, the Customer receives protection against accidental damage from handling for the Covered Product as part of this service.</p> <p>Accidental damage is defined as operational or mechanical failure caused by an accident from handling which occurs in the course of the normal intended use of the Covered Product. Coverage for accidental damage from handling includes non-intentional liquid spills in or on the unit, accidental drops or falls during the handling of the unit from not more than fifteen feet or five meters, and electrical surge that damages the Covered Product's circuitry.</p> <p>Additional details and exclusions pertaining to the accidental damage protection service feature are detailed in the "Service limitations" section.</p>
Defective media retention	<p>For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash Drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the defective media retention service feature option in the event a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement, and the Customer remains fully responsible for the protection and privacy of the data residing on the defective Disk or SSD/Flash Drive.</p>
Call-to-repair time commitment for hardware support	<p>A call-to-repair time commitment may be selected for eligible products in lieu of an onsite response time. For critical incidents (severity 1 or 2) with Covered Products that cannot be resolved remotely, HP will use commercially reasonable efforts to return the Covered Product to operating condition within the specified call-to-repair time commitment. For noncritical incidents (severity 3 or 4), or at the Customer's request, HP will work with the Customer to schedule an agreed-upon time for the remedial action to commence, and the call-to-repair time commitment will then start at that time. Incident severity levels are defined in 'General provisions.'</p> <p>Call-to-repair time refers to the period of time that begins when the initial call has been received and acknowledged by HP, as specified in 'General provisions.' Call-to-repair time ends with HP's determination that the hardware is repaired or when the reported event is closed with the explanation that HP has determined it does not currently require onsite intervention. Call-to-repair times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window.</p> <p>Call-to-repair time options available for eligible products are specified in the Service-level options table. All call-to-repair times are subject to local availability. Contact a local HP sales office for more information.</p>

Call-to-repair time commitment for hardware support, continued	<p>Repair is 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 and the Customer is responsible for implementing appropriate backup procedures. Verification by HP may be accomplished by the completion of a power-on self-test, stand-alone 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.</p> <p>It will take 30 days from the time this service is purchased to set up and perform necessary audits and processes before the hardware call-to-repair time commitment is in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HP will provide a 4-hour onsite response time.</p>
Enhanced parts inventory management	<p>To support HP call-to-repair time commitments, an inventory of critical replacement parts is maintained for call-to-repair Customers. This inventory is stored at an HP designated facility. These parts are managed to allow for increased inventory availability and are accessible to HP authorized representatives responding to eligible support requests. Enhanced parts inventory management is included with select, optional call-to-repair time commitments.</p>
Maintenance kit replacement	<p>An HP trained technician travels to the Customer's site and provides all labor, parts, and materials necessary to replace the maintenance kit and clean the printer. HP may use remanufactured parts that are equivalent to new in performance; replaced parts become the property of HP. The repair commitment is complete on the Customer's printer when the technician replaces the maintenance kit and successfully prints a test page. Note: the printer must be operating properly before the kit can be installed (see the 'Service limitations' section).</p>

### Specifications (optional)

Table 3. Optional service features

Option	Delivery specifications
Next-day response, standard business hours (9x5)	<p>Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.</p> <p>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the call has been received and acknowledged by HP. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the following coverage day.</p>
4-hour response, standard business hours (9x5)	<p>Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.</p> <p>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP. The 4-hour onsite response time is measured during the coverage window only. For calls received after 1:00 p.m. local time, the response time may be carried over to the next coverage window.</p>
4-hour response, extended business hours (13x5)	<p>Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday, excluding HP holidays.</p> <p>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP. The 4-hour onsite response time is measured during the coverage window only. For calls received after 5:00 p.m. local time, the response time may be carried over to the next coverage window.</p>

4-hour response, extended business hours (13x7)	<p>Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Sunday, including HP holidays.</p> <p>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP. The 4-hour response time is measured during the coverage window only. For calls received after 5:00 p.m. local time, the response time may be carried over to the next coverage window.</p>
4-hour response, 24x7	<p>Service is available 24 hours per day, Monday through Sunday, including HP holidays.</p> <p>An HP authorized representative will arrive at the Customer's site any time and day of the year to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP.</p>
6-hour call-to-repair, 24x7	<p>Service is available 24 hours per day, Monday through Sunday, including HP holidays.</p> <p>For critical incidents with Covered Products, HP will use commercially reasonable efforts to return the Covered Products to operating condition within 6 hours after the call has been received and acknowledged by HP.</p>

## Coverage

This service provides coverage for eligible HP PC, HP Printer and MFP branded hardware products and HP-supported and supplied internal components such as memory and optical drives. This includes attached HP branded accessories purchased together and included in the original packaging of the main desktop, workstation, thin client, notebook, tablet or POS Printer or MFP product, such as mouse, keyboard, docking station, jacket, port replicator and AC power adapter finishing accessory or paper tray.

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.

The docking station or port replicator is covered within the country where the HP Care Pack was purchased, but is not covered outside the country of purchase.

For HP point-of-sale (POS) systems and bundled product solutions such as retail or mobile point of sale solutions this service covers the base unit only, unless the service states it is a POS solution service, which provides coverage for the base unit as well as up to six attached HP-branded peripherals such as cash drawers, printers, pole displays for monitors, and barcode readers or handheld scanners that have been sold as part of the POS or bundled product solution.

Coverage for eligible multivendor systems includes all standard vendor-supplied internal components and the external monitor, keyboard, and mouse.

Consumable items including, but not limited to, removable media, customer-replaceable batteries and tablet PC pens, maintenance kits, 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 to the Customer. HP will work with the Customer to recommend a replacement. Not all components will have available replacements in all countries due to local support capabilities.

## Prerequisites

The Customer must have rightfully acquired the license for any underlying firmware that will be covered under these services.

HP, at its sole discretion, may require an audit on the Covered Products. If such an audit is required, an HP authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the Covered Products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows HP to survey and troubleshoot possible future hardware incidents so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone.

If an audit is required by HP, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. The hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. Until such time, service for the Covered Product will be delivered at a 4-hour onsite response time service level.

In addition, 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 timeframe, unless the delay is caused by HP.

For hardware onsite response time options, HP strongly recommends that the Customer 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, HP requires that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service. Please contact a local HP representative for further details on requirements, specifications, and exclusions. If the Customer does not deploy the appropriate HP remote support solution, 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 Customer does not deploy the appropriate HP remote support solution in cases where recommended and available. Installation of customer installable firmware is the responsibility of the Customer. Additional charges will apply if the Customer requests that HP install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed in writing by HP and the Customer.

## Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at HP's discretion, HP or the HP authorized service provider will i) not be obligated to deliver the services as described, or ii) perform such service at the Customer's expense at the prevailing time and material rates.

If required by HP, the Customer or HP authorized representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the Care Pack or the email document provided by HP, or as otherwise directed by HP. In the event that a covered product changes location, activation and registration (or a proper adjustment to existing HP registration) is to occur within 10 days of the change.

The call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

For hardware onsite response time options HP strongly recommends and for hardware call-to-repair time commitments, the Customer must install the appropriate HP remote support solution, with a secure connection to HP, and 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, the Customer 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 HP request, the Customer will be required 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
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is 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 the Customer.

The Customer agrees to pay additional charges if the Customer requests that HP install customer-installable firmware updates or patches. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed in writing by HP and the Customer.

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event that 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, the Customer will be required to pay the HP list price for the defective part or product, as determined by HP.

### For Care Packs that include the accidental damage from handling service feature:

- It is the Customer's responsibility to report the accidental damage to HP within 30 days of the incident date so that HP can expedite system repair. HP reserves the right to deny repair under this coverage program for damages to systems on which the incident has been reported more than 30 days after the incident date.
- The use of this coverage requires an explanation of where and when the accident occurred as well as a detailed description of the actual event and description of damage to the unit. Failure to provide this information will result in claim denial.
- If protective items such as covers, carrying cases, or pouches, etc., were provided or made available for use with the Covered Product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service.

With the Defective Media retention service feature option, it is the Customer's responsibility to:

- Retain physical control of Disk or SSD/Flash Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk or SSD/Flash Drives.
- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drive is destroyed or remains secure.
- Have an authorized representative present to retain defective Disk or SSD/Flash Drives, accept replacement Disk or SSD/Flash Drives, provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the Disk 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 Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations.

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

## 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. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, a mouse, or, if agreed by the Customer, other parts classified by HP as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment, if applicable.

HP has invested significantly in engineering products so they can be customer repairable. Customer Self Repair (CSR) is a key component of HP's warranty terms. It allows HP to ship replacement parts, such as a keyboard, a mouse, or other parts classified as CSR parts, directly to the Customer once a failure has been confirmed. Parts are generally shipped overnight so they can be received as quickly as possible. The Customer can then replace the parts at their convenience.

'Mandatory' CSR is part of the standard warranty associated with some products. CSR is optional on internal CSR parts for customers with an HP Care Pack or a contractual support agreement. 'Optional' allows the Customer to perform CSR or choose to have HP service personnel perform the replacement at no additional charge during the product service coverage period. External accessories and/or peripherals are not eligible for "optional" CSR.

Care Pack and contractual support agreements that include "onsite" terms would result in CSR parts being shipped directly to the Customer if they choose CSR, and conversely, an HP support representative would arrive onsite to perform the repair if the Customer decides they do not want to utilize CSR.

Care Pack and contractual support agreements that include "offsite" terms such as Pickup and Return or Return to HP would require the Customer to deliver the product to an authorized HP repair location or ship the product to HP at HP's discretion if the Customer decides they do not want to utilize CSR.

If the Customer agrees to the recommended CSR and a CSR part is provided to return the system to operating condition, the onsite service level shall not apply. In those cases, it is HP's practice to express ship CSR parts that are critical to the product operation to the Customer 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 above.

For HP POS systems and bundled product solutions such as retail solutions, kiosks, or carts, service may be provided onsite for the base unit only. Service for 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.

If an upfront audit is required by HP, the hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. In addition, 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 timeframe.

The following activities or situations will suspend the call-to-repair time calculation (if applicable) until they are completed or resolved:

- Any Customer or third-party actions or inaction impacting the repair process
- Any automated or manual recovery processes triggered by the hardware malfunction, such as disk mechanism rebuild, sparing procedures, or data integrity protection measures
- Any other activities not specific to the hardware repair but required to verify that the hardware malfunction has been corrected, such as rebooting the operating system

HP reserves the right to modify the call-to-repair time commitment as it applies to the Customer's specific product configuration, location, and environment. This is established at the time of support agreement order and is subject to resource availability.

Call-to-repair time commitments and onsite response times do not apply to the repair or replacement of defective or depleted batteries for selected enterprise storage arrays and enterprise tape products.

A call-to-repair time commitment does not apply when the Customer chooses to have HP prolong diagnosis rather than execute recommended recovery procedures.

If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

The following activities are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer
- 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.

## Exclusions to the accidental damage from handling service feature option

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. The accidental damage protection service feature provides protection against sudden and unforeseen accidental damage from handling, provided such damage occurs in the course of regular use.

Except for products where such damage is specifically identified as being covered under the HP limited warranty, the HP limited warranty does not cover the following situations and damage due to:

- Normal wear and tear; change in color, texture, or finish; gradual deterioration; rust; dust; or corrosion
- Vandalism, fire, a vehicular or homeowner's accident, act of God (such as flood, natural disaster), or any other peril originating from outside the product.
- Damage due to police action, undeclared or declared war, nuclear incident, or terrorism.
- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous (including bio-hazardous or human or animal bodily fluids) materials, animal or insect damage or infestation.
- Operator negligence, misuse, mishandling.

- Improper electrical power supply, unauthorized repairs or attempts to repair, improper and unauthorized equipment modifications, attachments or installation, defective batteries, battery leakage, 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 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 to the Customer's adjudicator, the servicer, or HP)
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not impact operation and functioning of the computer, including damage to case or cabinetry or other non-operating parts or components which does not affect the functionality of the Covered Product.
- 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 product(s) whose serial numbers are removed or altered
- Damage or equipment failure that is covered by manufacturer's warranty, recall, or factory bulletins
- Damage caused during the Customer's shipment of the covered product to or from another location
- Damage to hardware, software, media, data, etc., stemming from causes including, but 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 reinstallation of any software or data; or use of damaged or defective media
- Any and all pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the Care Pack; in addition, a 30-day waiting period must be observed for Care Packs purchased more than 30 days after the HW purchase before a claim can be filed with HP.
- Product obsolescence
- Any equipment relocated outside the country of purchase and not covered by a 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
- Alteration or modification of the Covered Product in any way
- Unexplained or mysterious disappearance and any willful act to cause damage to the Covered Product
- Reckless, negligent, abusive, willful, or intentional conduct while handling or using the product. Abuse is defined as the intentional non-utilization of protective items during product use, or the treatment and use of the Covered Product(s) in a harmful, injurious, or offensive manner that may result in its damage, and any willful or intentional damage to the product.
- If protective items such as covers, carrying cases, or pouches, etc., were provided or made available for use with the Covered Product, the Customer must continually use these product accessories to be eligible for protection under this accidental damage coverage service.
- 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 the accidental damage from handling service feature option

The total amount that HP will pay for repairs or replacement made in connection with all claims for accidental damage from handling on any Covered Product shall not exceed the purchase price of that Covered Product excluding tax and shipping. In the event that HP, ITS AFFILIATES, SUPPLIERS, CONTRACTORS, RESELLERS, OR SERVICE PROVIDERS make repairs, which in the aggregate are equal to the purchase price of the Covered Product, or replace the Covered Product with a new, rebuilt, or refurbished product of equal or similar features and functionality, HP will have no further obligations under this Care Pack agreement regarding claims for accidental damage from handling for such Covered Product, but all other aspects of the Care Pack purchased will remain in effect unless specifically documented otherwise in the country of purchase. The cost of repair for any additional ADP claims will be charged on a time-and-materials basis.

WE SHALL NOT BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, PROPERTY DAMAGE, LOST TIME, OR LOST DATA RESULTING FROM THE FAILURE OF ANY PRODUCT OR EQUIPMENT OR FROM DELAYS IN SERVICE OR THE INABILITY TO RENDER SERVICE.

HP reserves the right to physically audit your product and/or collaborate with the Customer to validate a claim submitted for accidental damage from handling.

HP may, at its sole discretion, elect to replace HP products in lieu of repairing them. The Covered Product becomes the property of HP and must be returned to HP (or HP designee) at HP expense. HP reserves the right to replace the product with a remanufactured or refurbished product. Technological advances may result in a replacement product with a lower selling price than the original product.

HP reserves the right to deny acceptance of requests to purchase the accidental damage from handling service feature at its sole discretion.

## Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk or eligible SSD/ Flash Drives replaced by HP due to malfunction. It does not apply to any exchange of Disk or SSD/ Flash Drives that have not failed.

Data retentive components 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.

Defective media retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately.

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 the Customer is 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 to the maintenance kit replacement service feature

Excluded from the maintenance kit replacement optional service feature are activities such as, but not limited to, the following:

- Any repair beyond the replacement of the maintenance kit; should the Customer's 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 authorized HP technicians.

## State/Territory-Specific Terms and Conditions

The terms provided below are specific to Support Services purchased in certain states within the United States. If you are not a permanent resident of the state identified in each paragraph below at the time you purchase the Support Service, and if the Support Service is not provided to you in that state, then you are not eligible for the additional rights and/or remedies below. Any conflict between the terms of the state-specific terms and conditions listed below, and the remainder of this Agreement will be governed by the applicable state-specific terms and conditions.

### **Alabama, Arkansas, California, Colorado, Hawaii, Maryland, Massachusetts, Minnesota, Missouri, New Jersey, New Mexico, New York, Nevada, South Carolina, Texas, Washington and Wyoming**

If you cancel this Agreement pursuant to termination and cancellation provisions, and we do not refund the purchase price to you within thirty (30) days for California, New York and Washington residents; within forty-five (45) days for Alabama, Arkansas, Colorado, Hawaii, Maryland, Massachusetts, Minnesota, Missouri, New Jersey, Nevada, South Carolina, Texas and Wyoming residents; and within sixty (60) days for New Mexico residents, we are required to pay you a penalty of 10% per month for the unpaid amount that is owed to you. Your right to cancel and receive this penalty payment as described in this paragraph only applies to the original purchaser of this Agreement and may not be transferred or assigned to any other person.

### ***Agreements purchased before August 1, 2019 (OBLIGOR STATUS)***

#### ***Delaware, District of Columbia, Hawaii, Indiana, Iowa, Louisiana, Mississippi, Montana, Nebraska, New York, Ohio, Oklahoma, Oregon, Puerto Rico, Rhode Island, South Dakota Vermont***

*Our obligations under this agreement are covered by a reimbursement insurance policy provided by Illinois National Insurance Company, 500 W. Madison Street, 30<sup>th</sup> Floor, Chicago, IL 60601, telephone (800) 250-3819.*

#### ***New York residents***

*Our obligations under this agreement are covered by a reimbursement insurance policy provided by New Hampshire Insurance Company, 175 Water Street, 18<sup>th</sup> Floor, New York, NY 10038, telephone (800) 250-3819.*

### ***Agreements purchased after August 1, 2019 (OBLIGOR STATUS)***

#### ***Delaware, District of Columbia, Hawaii, Indiana, Iowa, Louisiana, Mississippi, Montana, Nebraska, New York, Ohio, Oklahoma, Oregon, Puerto Rico, Rhode Island, South Dakota Vermont***

Our obligations under this Agreement are covered by a reimbursement insurance policy provided by Wesco Insurance Company, 59 Maiden Lane, 43rd Floor, New York, NY 10038, telephone (866) 505-4048. If, within sixty (60) days after You request performance or payment under the terms of this Agreement, we fail to perform or make payment, we are no longer a going concern, or you are otherwise dissatisfied, you may request such performance or payment directly from the insurance company.

#### ***Alabama Residents***

If you cancel the Agreement pursuant to termination and cancellation provisions, (i) within thirty days of the date of purchase, but after a claim has been made, or (ii) after thirty days from date of original purchase, you will receive a refund of the unearned portion of the purchase price based on time expired, less a termination fee of \$25. If you cancel the Agreement pursuant to termination and cancellation provisions within thirty days of date of purchase, with no claim having been made, you will receive a full refund of the purchase price. Any refund due to you under this paragraph or termination and cancellation provisions may be credited to any outstanding balance of your account, and the excess, if any, shall be refunded to the original purchaser.

#### ***California Residents***

You may terminate this Agreement by sending a written notice to HP Inc. at the address stated in termination and cancellation provisions. If the termination is within 30 days of receipt of the contract, you will receive a full refund provided no claims have been made. If any claims have been made the refund will be less the amount of any claims paid or the cost of repairs made on your behalf. If the termination is after 30 days of receipt of the contract, you will receive a refund of the unearned portion of the purchase price based on time expired, less a cancellation charge of \$25 or 10% of the purchase price of the Agreement, whichever is less.

Notice: HP, Inc. is the Obligor for Accidental Damage service agreements sold in California under Service Contract Seller license number 2651.

#### **Michigan Residents**

If performance of the Support Services is interrupted because of a strike or work stoppage at our place of business, the effective period of this Agreement shall be extended for the period of the strike or work stoppage.

#### **Nevada Residents**

Once this HP Support Service Agreement has been in effect for at least seventy days, we may cancel this Agreement before the expiration of the agreed term only for one or more of the following reasons:

- a. You fail to pay an amount when due;
- b. You are convicted of a crime that results in additional service under this Agreement;
- c. We discover that you committed fraud or made a material misrepresentation in obtaining this Agreement or submitting a claim under this Agreement;
- d. We discover that you engaged in an act or omission, or violated a condition of this Agreement, after the date of this Agreement which substantially and materially increases the services due under this Agreement; or
- e. A material change in the nature or extent of the required service or repair which occurs after the effective date of this Agreement and which causes the required services or repairs under this Agreement to be substantially and materially increased beyond those contemplated at the time this Agreement first took effect.

If the original purchaser cancels this Agreement pursuant to termination and cancellation provisions (i) within thirty days of the date of purchase, but after a claim has been made, or (ii) after thirty days from date of purchase, the original purchaser will receive a refund of the unearned portion of the purchase price based on time expired. If the original purchaser cancels the Agreement pursuant to termination and cancellation provisions within thirty days of date of purchase, with no claims having been made, the original purchaser will receive a full refund of the purchase price. Any refund due to the original purchaser under this paragraph or termination and cancellation provisions may be credited to any of the original purchaser's outstanding balances, and the excess, if any, shall be refunded to the original purchaser.

Any unresolved complaints concerning this Agreement may be addressed to: the Nevada Division of Insurance, telephone (888) 872-3234, or online at [doi.nv.gov](http://doi.nv.gov)

#### **New Hampshire Residents**

In the event you do not receive satisfaction under this Agreement, you may contact the New Hampshire Insurance Department, by mail at State of New Hampshire Insurance Department, 21 South Fruit Street, Suite 14, Concord NH 03301, or by telephone, via Consumer Assistance, at 800-852-3416.

#### **New Mexico Residents**

Once this Agreement has been in effect for at least seventy days, we may cancel this Agreement before the expiration of the agreed term only for one or more of the following reasons:

- a. You fail to pay an amount when due;
- b. You are convicted of a crime that results in additional service under this Agreement;
- c. We discover that you committed fraud or made a material misrepresentation in obtaining this Agreement or submitting a claim under this Agreement;
- d. We discover that you engaged in an act or omission, or violated a condition of this Agreement, after the date of this Agreement which substantially and materially increases the Support Services due under this Agreement; or
- e. A material change in the nature or extent of the required Support Service or repair which occurs after the effective date of this Agreement and which causes the required Support Services or repairs under this Agreement to be substantially and materially increased beyond those contemplated at the time this Agreement first took effect.

#### **Ohio Residents**

If you purchased Accidental Damage Protection in connection with this Agreement, Our obligations are covered by a reimbursement insurance policy. If we fail to perform or make payment under the terms of this Agreement within sixty (60) days after You request performance or payment, You may request such performance or payment directly from *Wesco Insurance Company at 59 Maiden Lane, 43<sup>rd</sup> Floor, New York, NY 10038, Telephone Number (866) 505-4048.*

### Oregon Residents

Any civil action brought in connection with this Agreement does not have to be brought in the courts of the State of California. In the event you do not receive satisfaction under this Agreement, you may contact the Oregon Insurance Division, by mail at Department of Consumer and Business Services, Insurance Division, 350 Winter St NE, Salem OR 97301-3883, or by telephone at 888-877-4894.

### South Carolina Residents

If you have any questions regarding this Agreement, or a complaint against the Provider, you may contact the South Carolina Department of Insurance, 1201 Main St. Ste. 1000, Columbia, SC 29201 or Post Office Box 100105, Columbia, SC 29202-3105, or (800) 768-3467. **This is not an insurance contract.**

### Tennessee Residents

The term of this Agreement shall be extended as follows: (1) the number of days you are deprived of the use of the product because the product is in repair; plus two (2) additional workdays.

### Texas Residents

Any unresolved complaints concerning this Agreement may be addressed to: the Texas Department of Licensing and Regulation, P.O. Box 12157, Austin, Texas 78711-2157, telephone (512) 463-6599 or (800) 803-9202 (within Texas).

Notice: HP, Inc. is the Obligor for Accidental Damage service agreements sold in Texas under Service Contract Seller license number 373.

### Wyoming Residents

The laws of the State of Wyoming will govern any disputes arising out of this Agreement and any civil action may be brought in the courts of the State of Wyoming.

## Termination and Cancellation

You may terminate this Agreement by notifying us in writing at HPInc. located at 1501 Page Mill Road, Palo Alto, CA 94304 within 30 days of purchase to receive a full refund; less any claims paid or the cost of repairs made on your behalf. After 30 days, you may terminate the Agreement by submitting a cancellation in writing to the above address. You will receive a pro rata refund based on the time expired less the cost of any claims paid or the cost of repairs made on your behalf. We may terminate at any time after the effective date of this Agreement if you fail to perform or observe any condition of this Agreement. Notice of our cancellation will be in writing and given at least thirty (30) days prior to cancellation. If we cancel, you will receive a pro rata refund based on the time expired under the Agreement. Full refunds for prepaid Support Services are available from the place of purchase only if you cancel within thirty days of receipt of the Agreement and a claim has not been made under this Agreement. Varying cancellation and refund terms may apply to you; please see State Specific Terms and Conditions above.

## General provisions/Other exclusions

HP will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action. Note: For events received via the HP electronic remote support solutions, HP is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start.

Hardware support onsite response time and call-to-repair time commitment may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity is defined as:

- Severity 1—Critical Down: for example, 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: for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business
- Severity 3—Normal: for example, non-production system (e.g., test system) down or degraded; production system or production application degraded with workaround in place; noncritical functionality lost; limited impact on the business

- Severity 4—Low: for example, no business or user impact

## Travel zones

Travel to sites located within 200 miles (320 km) of an 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.

Travel zones and charges, if applicable, may vary in some geographic locations. Response times to 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.

A 6-hour call-to-repair time commitment is available 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 161 km) of an HP-designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table below.

The 6-hour hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HP-designated support hub.

Other call-to-repair times are subject to adjustment for sites located more than 100 miles from an HP-designated support hub. Travel zones and charges, if applicable, may vary in some geographic locations. For more information on travel zones, contact a local HP sales office.

Zone	Distance from HP Support Responsible Office	Next Business day Onsite Response Time	Travel Zone Charges
Zones 0 to 2	0-50 miles (0-80 km)	Next business day	No Uplift
Zone 3	51-100 miles (81-160km)	Next business day	No Uplift
Zone 4	101-200 miles (161-320km)	1 additional business day	No Uplift
Zone 5	201-300 miles (321-480km)	2 additional business days	Custom Quoted based on actual travel charges
Zone 6	Beyond 300 miles (+480km)	Not Available	Custom Quoted based on actual travel charges



Zone	Distance from HP Support Responsible Office	4-hour Onsite Response Time	6-hour Hardware Call-to-Repair Time Commitment	Travel Zone Charges
Zones 0 to 2	0-50 miles (0-80 km)	4 hours	6 hours	No Uplift
Zone 3	51-100 miles (81-160km)	4 hours	8 hours	No Uplift
Zone 4	101-200 miles (161-320km)	8 hours	Not Available	No Uplift
Zone 5	201-300 miles (321-480km)	Not Available	Not Available	Custom Quoted based on actual travel charges
Zone 6	Beyond 300 miles (+480km)	Not Available	Not Available	Custom Quoted based on actual travel charges

## Ordering information

All units and options with individually sold Care Pack must be ordered with the same service level as the product they are contained in if that service level is 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. To obtain further information or to order HP Hardware Support Onsite Service, contact a local HP sales representative.

## For more information

For more information on HP Services, contact any of our worldwide sales offices or resellers or visit the following website:

HP PC and print services: [hp.com/go/pcandprintservices](http://hp.com/go/pcandprintservices)

Sign up for updates  
[hp.com/go/getupdated](http://hp.com/go/getupdated)



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