



hp care pack

hp hardware  
support offsite

technical data

# hp hardware support offsite – pick-up & return service with accidental damage protection – United States

## service overview

HP's Hardware Support Offsite offers high quality door-to-door service for eligible HP products. The service includes telephone support, pick-up, repair or replacement of the failed unit at an HP designated Repair Center, return of the operational unit and all parts, labor as well as the cost of the pick-up and return shipment.

In addition, the accidental damage protection will help you to avoid unexpected repair or replacement costs caused by accidents that may occur during normal operation of your mobile and desktop devices.

## benefits to you

- Ensures against unexpected out-of-pocket repair costs when you accidentally damage your mobile or desktop device. Accidental damage is not covered by warranty or other HP Care Pack services
- Includes Pick-up and Repair Service coverage
- Improves uptime and productivity
- High quality support backed by HP
- Easy to invoke

## service feature highlights

- Remote problem hardware diagnosis and technical telephone support
- Repair at HP designated Repair Center, all materials and parts included
- Return shipment of functional unit back to your site
- Pick-up by HP
- Avoid repair delays with a typical turn-around-time of three business days
- Standard coverage hours
- Accidental Damage Protection

## specifications

### service features

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#### remote problem diagnosis and support

When experiencing a problem you must first place a call via a designated support number. HP will provide basic telephone hardware technical assistance and problem resolution. Prior to any remote or offsite assistance, HP may ask you to provide relevant information, start diagnostic tools, and perform other supporting activities on HP's request. HP will then work with you remotely to isolate the hardware problem.

#### repair, materials and parts

If the Problem cannot be resolved remotely, an HP authorized representative, at an HP designated Repair Center, will provide technical support on the failed hardware product once the hardware product is received at the HP designated Repair Center. HP will provide all parts and materials necessary to return it to operating condition. HP may, at its sole discretion, in lieu of repairing the product, elect to replace such products. Replacement parts and products are new or equivalent to new in performance; replaced parts and products become the property of HP.

In addition, HP may install available engineering improvements on your system to ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. HP may install any firmware updates, which are required to ensure supportability of your equipment.

#### return shipment

An HP authorized courier returns the repaired or replaced equipment to your location of choice within the geographic location where the service

was provided. Return shipment will be by overnight transportation.

### **pick-up by hp**

An HP authorized courier will pick up your failed equipment at your site within the geographic location where the service is provided and deliver it to the HP designated repair facility. Calls must be received before 4:00 pm local time, Monday through Friday excluding HP holidays, to activate same-day pickup. All other calls will be scheduled for next-business-day pickup.

### **turn-around-time**

Turn-around-time for this service will vary but typically runs three (3) HP business days for eligible geographic locations, except for intermittent failures that may require additional repair time. Turn-around-time is measured in elapsed days from the time the unit is picked up at your site by an HP authorized courier or received during business hours at the HP repair center if delivered or shipped by the customer, until the repaired product is ready to be returned to your location of choice. Turn-around-time does not include the time required to return ship the repaired or replaced product to the customer. If the unit is received at the HP designated Repair Center after 5:00pm local time, the three-day turn-around time starts with the next business day.

### **coverage window**

HP hardware support offsite services as described above are delivered remotely and in the HP designated Repair Center during standard business hours and standard business days. Service is available between 8:00 am and 5:00 pm local time, Monday through Friday excluding HP holidays.

### **accidental damage protection**

You receive protection against accidental damage to your supported hardware product as part of this service.

Accidental Damage is defined as physical damage to a Product caused by or resulting from a fortuitous 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 LCD, or broken parts.

Accidental Damage does NOT COVER theft, loss, normal wear, consumables, and intentional acts of damage or exclusions as detailed in the "SERVICE LIMITATIONS" section below.

Major parts replacement as detailed in the "SERVICE LIMITATIONS" section below is limited to one each per year.

The unit may have to be repaired or replaced at an HP designated location, as not all replacement parts may be available locally.

## **service limitations**

The service may be performed at an HP designated repair facility by an HP service professional or other authorized representative.

At HP's discretion, service will be provided using remote diagnosis and support or other service delivery methods, or a combination of remote diagnosis and support and service delivered at the HP designated Repair Center. Other service delivery methods may include the shipment of parts specified as customer replaceable like e.g. floppy drive or ac adapter. HP will determine the appropriate delivery method required in order to provide effective and timely customer support.

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

- Recovery of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of 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
- User preventative maintenance

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 equipment, use of damaged or defective media
- Data, business interruptions, obsolescence, cosmetic damage, rust, change in color, texture or finish, wear and tear, gradual deterioration
- Error in design, construction, machine programming or instructions to the machine

- 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 material basis.

## customer responsibilities

The customer must register the covered hardware and HP Care Pack as set forth in the HP Care Pack support service agreement.

The customer will be required, upon HP's request, to support HP in resolving the problem remotely by:

- Providing all information necessary for HP to deliver timely and professional remote hardware support and/or to enable HP to determine the level of support eligibility
- Starting self tests and/or other diagnostic tools and programs
- Performing other reasonable activities to help HP identify or resolve the problem

The customer is responsible to install customer replaceable parts and replacement units delivered by courier in a timely manner.

The customer must ensure that the product is appropriately packaged and prepared for pick-up or the chosen method of delivery or shipment to the HP designated Repair Center. HP may require the customer to include a printout of any previously conducted self-test results together with the failed unit.

It is the customer's responsibility to:

- De-install all add-ons and or accessories from the base unit before returning to HP for Accidental Damage repair
- Maintain a backup copy of all software and data. HP recommends regular backups
- Restore software and data on the unit after the repair or replacement
- Be responsible for the user application software installation and insure all software is appropriately licensed

## service coverage

All standard accessories included with the HP base unit part number and all HP-supplied internal components, such as HP Jetdirect cards, memory and CD-ROMs are covered.

Items such as, but not limited to, the following are NOT covered under this service:

- Consumables, including, but not limited to, batteries and Tablet PC pens. If consumables are provided by HP to established whether repair has been effective because the Customer has none available, then HP may charge for such consumables at its then prevailing rate.
- Maintenance kits and other supplies
- Non-HP devices or options
- Accessories purchased in addition to the base unit, such as docking stations and port replicators
- Any product previously repaired by an unauthorized technician or user

## geographic coverage

Service is available within the continental United States, including parts of Alaska and Hawaii. Add 1 or 2 days to turn-around-time for Alaska and Hawaii.

Please check with your local HP authorized representative if your location is eligible for this service.

## for more information

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

<http://www.hp.com/hps/carepack/>

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