

HP Onsite Care

HP Personal Systems



Service benefits

- Improved product uptime
- Flexibility to meet specific service needs
- Convenient onsite support from qualified experts

Service highlights

- Remote problem diagnosis and support
- Onsite hardware support
- With replacement parts and materials included
- Firmware updates for selected products

Service overview

Help keep employees happy with device service and support options that restore productivity with HP Onsite Care. Expand your protection on your HP devices with IT support to repair hardware issues for up to 5 years without additional out-of-pocket expenses. Get employees back to productivity whenever work happens with convenient remote IT support that aims to solve device issues with 85% first-time resolution.^{1,7} For faster return to productivity, rest assured that an HP expert technician can be dispatched to your business location to rectify the problem.

Features and specifications

REMOTE PROBLEM DIAGNOSIS AND SUPPORT

After receiving and acknowledging your call, HP will begin to isolate, troubleshoot, and resolve the hardware incident. Prior to onsite assistance, HP will perform remote diagnostics using electronic remote support to access covered products or use other means available to facilitate remote resolution. HP will provide telephone assistance during the service-coverage window for customer-installable firmware and Customer Self Repair (CSR) parts.

Incidents with covered hardware can be reported to HP by phone or website, as locally available, or as an automated equipment reporting event via HP electronic remote support solutions 24 x 7. HP will acknowledge the receipt of the service request by logging the call, assigning a case ID, and communicating that case ID to you. HP retains the right to determine the final resolution of all reported incidents.



ONSITE HARDWARE SUPPORT

For hardware incidents that cannot be resolved remotely, an authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. HP may elect to replace certain products in lieu of repairing them. Replacement products will be new or functionally equivalent to new. Replaced products become the property of HP. After they arrive, representatives will deliver service onsite until the products are repaired. Work may be suspended temporarily if parts or additional resources are required, but it will resume when they become available.

- Fix on failure:

At the time of onsite technical support delivery, HP may install available engineering improvements and non-customer-installable firmware updates for covered hardware products required to return the covered product to operating condition or to maintain supportability by HP.

- Fix on request:

At your request, HP may install critical, non-customer-installable firmware updates that are recommended by the HP product division for immediate installation on covered hardware products.

REPLACEMENT PARTS AND MATERIALS

HP will provide HP-supported replacement parts and materials necessary to maintain the covered product in operating condition, including those for available and recommended engineering improvements. Replacement parts will be new or functionally equivalent to new in performance. Replaced parts become the property of HP. If you wish to retain, degauss, or otherwise physically destroy replaced parts, you will be billed and required to pay the list price for the replacement part.

FIRMWARE UPDATES FOR SELECTED PRODUCTS

HP firmware updates are available to customers with an active agreement that entitles them to access these updates. As part of this service, you have the right to download, install, and use firmware updates for covered products, subject to license restrictions in HP's current standard sales terms. HP may provide, install, or assist with installation of firmware updates in conjunction with onsite hardware support if you have a valid license to use the related software updates.

Optional Service Features

ACCIDENTAL DAMAGE PROTECTION

Get devices repaired or replaced when unforeseen damage occurs from events such as drops, spills, and electrical surges that occur through the normal use of the computer with optional Accidental Damage Protection.^{3,4} Specific service levels may include protection against accidental damage from handling eligible, covered hardware products. Accidental damage is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurs in the course of regular use. Examples include non-intentional liquid spills in or on the unit, drops, falls, and electrical surges, as well as damaged or broken liquid crystal displays(LCDs) and broken parts. Country restrictions may apply; check with your local HP representative.^{1,2}



DEFECTIVE MEDIA RETENTION

Add Defective Media Retention to allow your company to maintain control of defective hard drives, helping reduce the risk that sensitive data will be compromised.^{2,3,4} This option allows you to retain defective hard disk drives or SSD/flash drive components that you do not want to relinquish due to sensitive data they might contain. All eligible drives on a covered system must participate in the defective media retention.^{1,2}

TRAVEL SUPPORT

Help reduce downtime when problems arise by utilizing local language telephone and onsite support coverage in over 110 countries worldwide when you extend your care with Travel Coverage.

SOLUTION CARE PACK

Add repair or replace coverage on up to six peripherals (including up to two displays) when you purchase your HP commercial desktops, workstations, mobile workstations, and select notebooks.^{4,6,7}

Delivery specifications

COVERAGE WINDOW

The coverage window specifies the time during which the described services are delivered onsite or remotely. An HP authorized representative will arrive onsite during the coverage window to begin hardware maintenance service within the appropriate response interval after the call has been received and acknowledged by HP. Calls received outside the coverage window will be logged at the time of the call, acknowledged the next coverage day, and serviced within the appropriate response interval.

All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.

ONSITE RESPONSE TIME

For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite within the specified onsite response time (i.e., on the third coverage day, on the next coverage day, or within four hours). Onsite response time begins when the initial call has been received and acknowledged by HP, and ends when the HP authorized representative arrives at your site, or when HP determines that the reported event does not currently require an onsite intervention. Response times are measured during the coverage window only and may carry over to the next day with a coverage window.

SERVICE LEVEL OPTIONS

Not all service level options are available on all products. The service level options you have chosen will be specified in your documentation. Contact a local HP sales office for detailed information on service availability and coverage.



SERVICE LEVEL OPTIONS**COVERAGE WINDOW**

Onsite response time options

An HP authorized representative will arrive at your site during the coverage window to begin hardware maintenance service within the specified time after the call has been received and acknowledged by HP.

Onsite repair time options

HP will use commercially reasonable efforts to return the covered hardware to operating condition within a specified time after the initial service request is submitted to the HP Solution Center.

ESCALATION MANAGEMENT

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.

ACCESS TO ELECTRONIC SUPPORT INFORMATION AND SERVICES

As part of this service, HP provides access to certain commercially available electronic and web-based tools. You have access to:

- Certain capabilities that are made available to registered users, such as subscribing to hardware-related proactive service notifications and participating in support forums for solving problems and sharing best practices with other registered users.
- Expanded web-based searches of entitled technical support documents to facilitate faster problem-solving.
- Certain HP proprietary service diagnostic tools with password access.
- A web-based tool for submitting questions directly to HP. This tool helps to resolve problems quickly with a prequalification process that routes the support or service request to the resource qualified to answer the question. It also allows the status of each support or service request submitted to be viewed, including cases submitted by phone.
- HP and third-party hosted knowledge databases for certain third-party products, where you can search for and retrieve product information, find answers to support questions, and participate in support forums. This service may be limited by third-party access restrictions.

ELECTRONIC REMOTE SUPPORT SOLUTION

For eligible products, the 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. Remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution. HP support specialists will only use remote system access with your authorization.

WORK COMPLETION

Repairs are 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; you are responsible for implementing appropriate backup procedures. Verification by HP may be accomplished by the completion of a power-on self-test, standalone 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. Work to completion may necessitate the device be repaired off-site if it cannot be diagnosed and repaired onsite. HP determines the necessity of off-site repair at its discretion.

TURNAROUND TIME

Turnaround time for this service will be 10 business days or less from receipt of the device for eligible locations, except in cases of intermittent failures and non-availability of parts, which may require additional repair time. Turnaround time is measured in elapsed business days from the time the defective product is received by HP until the time the repaired or replaced product is ready to be returned to the customer's site. The 10 business days or less turnaround time is not available for all geographic locations and may be longer outside metropolitan areas.

Service Levels on Optional Service Features

ACCIDENTAL DAMAGE PROTECTION

Specific service levels may include protection against accidental damage from handling eligible, covered hardware products. Accidental damage is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurs in the course of regular use. Examples include non-intentional liquid spills in or on the unit, drops, falls, and electrical surges, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. Country restrictions may apply; check with your local HP representative.

COVERAGE

All standard accessories included with the HP base unit part number and all HP supplied internal components, such as HP cards, memory, and CD-ROM drives, are covered under this service.

Additionally, external accessories limited to the HP-branded mouse, keyboard, and AC power included with the main product or purchased together with the main product are covered.

If you have purchased the HP Solution Care Pack^{4,6,7} the Solution Services do cover the base unit for this service as well as 6 HP-supported peripherals attached to the base unit, including a maximum of 2 external monitors, docking stations, wireless mouse, wireless keyboard, and HP headsets as an example. To be covered by the Solution Care Pack, the peripherals must be purchased at the same time as the base computer.



Not covered under this service are items such as, but not limited to:

- Consumables including, but not limited to, customer-replaceable batteries and tablet PC pens. Batteries for mobile HP commercial PCs are covered for up to three years (or will align to unit manufacturer warranty or HP Care Pack warranty, if that is longer) on non-customer replaceable notebook batteries and long-life batteries. Search for “Understanding Battery Warranties for Business Notebooks” on hp.com for more details.
- Carrying cases.
- Non-HP devices.
- Accessories purchased in addition to the base unit, such as cradles, docking stations, and port replicators.
- Any product previously repaired by an unauthorized technician or user.

CUSTOMER RESPONSIBILITIES

In cases where the customer does not act upon the specified customer responsibilities as stated below, HP or an HP authorized service provider will not be obligated to deliver the services as described.

If required by HP, the customer or HP authorized representative must register 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, registration (or a proper adjustment to existing HP registration) is to occur within 10 days of the change.

Upon 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.
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP.

The customer must ensure that the product is appropriately packaged and prepared for pickup 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 defective product.

It is the customer’s responsibility to remove all personal and/or confidential data from the defective product before it is returned to an HP-designated location for repair or replacement; HP is not responsible for data stored on the returned product.



With the Defective Media Retention^{2,3,4} service feature option, in addition to the above customer responsibilities, the customer must:

- Remove all Disk or SSD/flash drives before the defective product is returned to an HP designated location for repair or replacement; 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.
- Install customer-installable firmware updates and patches.
- Provide HP with identification information for each Disk or SSD/flash drive retained hereunder and execute and return to HP a document provided by HP acknowledging the customer's retention of the Disk or SSD/flash drives.
- Destroy the retained Disk or SSD/flash drive and/or ensure that the Disk/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 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 drives to HP.

For Care Packs that include the Accidental Damage Protection 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, 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.



PREREQUISITES

In cases where the customer does not act upon the specified customer responsibilities as stated below, HP or an HP authorized service provider will not be obligated to deliver the services as described.

If required by HP, the customer or HP authorized representative must register 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, registration (or a proper adjustment to existing HP registration) is to occur within 10 days of the change.

Upon 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.
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP.

The customer must ensure that the product is appropriately packaged and prepared for pickup 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 defective product.

It is the customer's responsibility to remove all personal and/or confidential data from the defective product before it is returned to an HP-designated location for repair or replacement; HP is not responsible for data stored on the returned product.

With the Defective Media Retention^{2,3,4} service feature option, in addition to the above customer responsibilities, the customer must:

- Remove all Disk or SSD/flash drives before the defective product is returned to an HP designated location for repair or replacement; 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.
- Install customer-installable firmware updates and patches.
- Provide HP with identification information for each Disk or SSD/flash drive retained hereunder and execute and return to HP a document provided by HP acknowledging the customer's retention of the Disk or SSD/flash drives.
- Destroy the retained Disk or SSD/flash drive and/or ensure that the Disk/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 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 drives to HP.

For Care Packs that include the Accidental Damage Protection 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, 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.



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.

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 support agreements that include "offsite" terms such as HP Care 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.



Service limitations continued

The following activities are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data.
- Troubleshooting for interconnectivity or compatibility 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.
- User preventive maintenance.

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 diagnosed by HP as defective during the remote problem diagnosis. It does not apply to any exchange of disk or SSD/flash drives that have not failed.

SSD/flash drives 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.

Failure rates on hard drives 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 hard drives materially exceeds the standard failure rates for the system involved).

HP shall have no obligation whatsoever with respect to any data that may reside on any disk or SSD/flash drive or the destruction of any disk or SSD/flash drive retained by the customer, or sent to HP by the customer. Notwithstanding anything in the HP single order terms for support or the technical data sheet to the contrary, in no event will HP or its affiliates, subcontractors, or suppliers be liable for any incidental, special, or consequential damages or damages for loss of or misuse of data under this Defective Media Retention service feature.



LIMITATIONS TO ACCIDENTAL DAMAGE PROTECTION

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 for operational or mechanical failure caused by an accident from handling which occurs in the course of the normal intended use of the product.

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.
- 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.



LIMITATIONS TO ACCIDENTAL DAMAGE PROTECTION CONTINUED

- 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 hardware purchase before a claim can be filed with HP.
- Product obsolescence.
- Alteration or modification of the covered product in any way.
- 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.
- 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, 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).



EXCLUSIONS FROM ACCIDENTAL DAMAGE PROTECTION

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. It 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.
- Fire, a vehicular or homeowner's accident (in cases in which said accident is covered by an insurance policy or other product warranty), act of nature (including, without limitation, floods), or any other peril originating from outside the product.
- Exposure to weather conditions or environmental conditions that are outside of HP specifications, exposure to hazardous (including biohazardous) materials, operator negligence, misuse, mishandling, improper electrical power supply, unauthorized repairs or attempts to repair, improper and unauthorized equipment modifications, attachments or installation, vandalism, animal or insect damage or infestation, defective batteries, battery leakage, or 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).
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not affect operation and functioning of the computer.
- 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 products 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 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 prior to the purchase date of the HP Care Pack.



- Product obsolescence.
- Any equipment relocated outside the country of purchase and not covered by an HP 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.
- Damage due to police action, undeclared or declared war, nuclear incident, or terrorism.
- Alteration or modification of the covered product in any way.
- Any willful act to cause damage to the covered product.
- Reckless, negligent, or abusive conduct while handling or using the product.
- 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).

ADDITIONAL LIMITATION TO THE ACCIDENTAL DAMAGE PROTECTION SERVICE FEATURE OPTION

- 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 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 Protection service feature at its sole discretion.
- Damage to external peripherals attached to base unit. ADP coverage will only extend to the base computer.



EXCLUSIONS FROM HP HARDWARE SUPPORT ONSITE SERVICE

- Backup, recovery, and support of the operating system, other software, and data.
- Operational testing of applications or additional tests requested or required by you.
- Troubleshooting for interconnectivity or compatibility problems.
- Support for network-related problems.
- Services required due to failure to incorporate any system fix, repair, patch, or modification provided by HP.
- Services required due to failure to take avoidance action previously advised by HP.
- Services required due to improper treatment or use of the product.
- Services required due to unauthorized attempts to install, repair, maintain, or modify hardware, firmware, or software.

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.



TRAVEL ZONES

All hardware onsite response times apply only to sites located within 100 miles (160km) of an HP designated support hub. Response times to sites located more than 100 miles (160km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below. Distances indicated below are for guidance only. For more information on travel zones, contact a local HP sales office.

DISTANCE FROM HP DESIGNATED SUPPORT HUB	1-HOUR ONSITE RESPONSE TIME	2-HOUR ONSITE RESPONSE TIME	4-HOUR ONSITE RESPONSE TIME	NEXT-DAY AND GREATER ONSITE RESPONSE TIME
0-25 miles (0-40 km)	1 hour	2 hours	4 hours	Next/2nd/3rd/5th coverage day
26-50 miles (41-80 km)	Established at time of order and subject to resource availability	Established at time of order and subject to resource availability	4 hours	Next/2nd/3rd/5th coverage day
50-100 miles (81-160 km)	Not available	Not available	4 hours	Next/2nd/3rd/5th coverage day
101-200 miles (161-320 km)	Not available	Not available	8 hours	1 additional coverage day
201-300 miles (321-480 km)	Not available	Not available	Established at time of order and subject to resource availability	2 additional coverage days
Beyond 300 miles (480 km)	Not available	Not available	Established at time of order and subject to resource availability	Established at time of order and subject to resource availability

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.

If the product is located or is to be installed outside of the specified travel zone, or the site location is not accessible by driving and thus requires special access (e.g., oil rigs, ships, or remote areas in deserts), service may be subject to additional support charges, longer response times, reduced coverage hours, or pickup and return service delivery, as determined by HP. Please check local support conditions with your HP sales representative.

Travel zones and charges may vary in some geographic locations.

Coverage may not be supported outside the country for which the Call to Repair HP Care Pack was sold. Please check with your local HP representative for details.



Terms and conditions

See complete HP Care Pack terms and conditions.

General provisions/Other exclusions



Travel charges may apply; please consult your local HP sales offices.

Ordering information

To obtain further information or to order HP Care, contact a local HP sales representative.

Learn more at hp.com/go/cpc

Sign up for updates hp.com/go/getupdated

Share with colleagues   

1. Service levels and response times for HP Care Packs may vary depending on your geographic location. Service starts on date of hardware purchase. Restrictions and limitations apply. For details, visit <https://cpc2.ext.hp.com/>. HP services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

2. Sold separately or as an additional option.

3. If Defective Media Retention is purchased alongside HP Active Care, any hard drives replaced will be retained by the customer.

4. Service levels and response times may vary depending on your geographic location.

5. Solution Care Pack must be purchased at the time the PC is purchased.

6. Service available on commercial desktops, workstations, mobile workstations, and select notebooks.

7. Based on HP worldwide customer support data from 1/2022-10/22

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