



# HP Education Onsite Support with ADP

Fast onsite repairs with preferred access to HP parts and experts for predictable, elevated support

## Offer description

Maintain learning continuity and operational stability with the consistent, reliable hardware support provided by HP Education Onsite Support with ADP<sup>1</sup> for select commercial HP mobile workstations and HP notebooks.<sup>3</sup> Fast onsite repair with preferred access to HP certified parts and service experts, helps reduce device downtime wherever instruction, learning, or work take place. Predictive device insights and automated ticketing<sup>1</sup> proactively identify and initiate resolution of hardware issues before they impact academic or administrative activities. With flexible Accidental Damage Protection (ADP)<sup>2</sup> and multiyear coverage, you can manage support costs confidently and strengthen institutional resilience throughout the academic year.

## Service highlights

- Fast onsite repairs delivered by HP-certified technicians
- Access to advanced HP service experts through a dedicated, priority support path<sup>4</sup>
- Preferred access to HP-certified parts to help reduce repair delays and maintain consistent service delivery<sup>5,6</sup>
- Predictive device insights and automated case initiation using HP Workforce Experience Platform to help resolve issues before they disrupt learning or work<sup>1</sup>
- Accidental Damage Protection (ADP) options, with pooled or per-device claim structures to match institutional needs<sup>2</sup>

## Service benefits

- Helps maintain learning continuity by minimizing disruption through fast onsite repair and predictive device insights<sup>5</sup>
- Strengthens institutional resilience by reducing device-related risk during peak academic and operational demand
- Enables confident planning with consistent, predictable repair windows and multi-year service terms
- Protects institutional budgets through flexible coverage options and transparent entitlement structures
- Reduces IT complexity by providing direct access to HP experts and streamlined case handling

## Service features and delivery specifications

This service includes AI-powered predictive detection of PC issues and proactive alerts, powered by the HP Workforce Experience Platform. IT teams can monitor the health status of devices and receive alerts about devices that need attention, repair, or updates—all from a unified, one-stop dashboard. (Please see further below for details on how IT may request remote or onsite support.) Alternatively, end users can receive the proactive alerts as pop-up notifications on their devices from which they can easily submit a ticket, enabling an automated process for scheduling remote and onsite support—where and when it's convenient for the end user.

## Features

Feature	Description
Onsite hardware support	HP-authorized representative will be dispatched to the end user's location for support.
Access to HP service experts	Create a case at MyHPSupport.com to initiate access to a dedicated, priority support path for advanced technical assistance during standard business hours (9x5). <sup>7</sup>
Predictive and proactive alerts	<p>Hardware inventory (including hardware models, type, serial numbers, and basic warranty information) and device enrollment history</p> <ul style="list-style-type: none"> <li>• Hardware health: Identifies devices failing to meet individual performance metrics (i.e., battery health, disk health, thermal health, critical BIOS updates required).</li> <li>• Predictive failure diagnoses and incidents: <ul style="list-style-type: none"> <li><b>Storage:</b> predictive critical failure alerts for hard disk drive (HDD) and solid state (SSD) issues</li> <li><b>Battery:</b> predictive critical failure alerts for battery issues</li> <li><b>Fan:</b> predictive warning and critical failure alerts for fan issues</li> </ul> </li> <li>• Thermal grading and health</li> <li>• BIOS update notifications will be provided on the dashboard to identify which devices can be proactively updated.</li> </ul>
Automated ticketing	<ul style="list-style-type: none"> <li>• Hard disk drive replacement</li> <li>• Battery replacement</li> <li>• Fan replacement</li> </ul>
Parts prioritization	Preferred access to replacement parts <sup>5</sup>
Accidental Damage Protection (ADP) for Education: <sup>2</sup>	<p>ADP provides entitlement aligned repair or replacement for accidental drops, spills, and electrical surges. Customers may select from either pooled or standard claim structures for this service. Pooled ADP provides a shared claims allowance across covered devices. Standard ADP provides unlimited repairs up to the purchase price of the device on a per device (per serial number) basis.</p> <p>See the <a href="#">ADP Datasheet</a> for details and limitations.</p>
Supported Platforms	Service available on select HP mobile workstations and notebooks

## REMOTE PROBLEM DIAGNOSIS AND SUPPORT

While end users can request support via the pop-up alerts on their devices and use automated IT ticketing, IT administrators can request support online for the devices they manage. To contact HP, the best method is setting up an account and then creating a case digitally at <https://support.hp.com/>. After receiving and acknowledging your case, 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. Incidents with covered hardware can be reported to HP specialized agents via the website (visit <https://support.hp.com/>. choose the "Business

Support” tab and select “Create a new case”). Customers may subsequently manage their cases from there. During customer service windows, customers may then contact HP by phone or chat for any created case. Alternatively, customers may call the HP Customer Support Center, excluding holidays.<sup>1</sup> Customers who contact HP directly by phone or chat will reach standard agents, who will start by collecting required administrative elements to identify customers and verify their entitlement to the service. This alternate route may take longer and require more customer effort than starting all the support experiences from the web, which is highly recommended. HP will acknowledge the receipt of the service request by logging the case, assigning a case ID, and communicating that case ID to you. HP retains the right to determine the final resolution of all reported incidents. The coverage window specifies the time during which the described services are delivered onsite or remotely. Service is available, Monday through Friday.

## PREFERRED ACCESS TO PARTS AND HP SERVICE EXPERTS

Customers will receive preferred access to parts and HP service experts through the features outlined below. Preferred access is available when HP delivers the service in all geographies where MyHPSupport is available. It is not guaranteed with channel partners who deliver this service. Customers have the option to contact HP directly.

- Office Hours Call Me: Customer may request to be called back by an HP Support Expert with case knowledge during regular business hours in select countries and languages<sup>1</sup>
- Case Queue Prioritization: Service is prioritized in the call center, moving to the front of the queue for customers who purchased this service<sup>7</sup>
- Parts Prioritization: Preferred access to replacement parts for customers who purchased this service<sup>5,6</sup>
- 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 (visit <https://support.hp.com> and choose the “Business Support” tab) 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 and further interacted with.
- 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. As part of this service, HP provides access to certain commercially available electronic and web-based tools.

## ACCESS TO ELECTRONIC SUPPORT INFORMATION SERVICES

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## ONSITE HARDWARE SUPPORT

For hardware incidents that cannot be resolved remotely, an authorized representative will provide onsite technical support on covered hardware to return them to operating condition, including those for available and recommended engineering improvements. HP may elect to replace certain products in lieu of repairing them. Replacement products will be new or functionally equivalent to new in performance. Replaced products become the property of HP.

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.

After arrival, the HP representative 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. You must have appropriate licenses for any underlying firmware that will be covered under these services. HP may require a service-level analysis on covered products. If so, an HP-authorized representative will contact you to arrange for the service-level analysis to be performed. During this analysis, HP will gather key system configuration information, which will enable HP resolution engineers to survey and troubleshoot possible future hardware problems and complete repairs as quickly and efficiently as possible. Service-level analysis may be performed via remote system access, remote tools, or over the phone, at the sole discretion of HP.

- **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 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.

You must have appropriate licenses for any underlying firmware that will be covered under these services. HP may require a service-level analysis on covered products. If so, an HP-authorized representative will contact you to arrange for the service-level analysis to be performed. During this analysis, HP will gather key system configuration information, which will enable HP resolution engineers to survey and troubleshoot possible future hardware problems and complete repairs as quickly and efficiently as possible. Service-level analysis may be performed via remote system access, remote tools, or over the phone, at the sole discretion of HP.

## 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 case 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

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

Service level	Definition
Onsite response time	After acknowledging your case has been received and onsite support is scheduled, an HP representative will respond onsite to your service. HP will acknowledge your case has been received within the next business day (via phone, chat, and/or email).
Onsite repair time	Repair time is measured from the day the HP certified repair technician is dispatched to the day the repair is completed. Estimated turn-around-time is 2-3 business days based on a combination of remote, Customer Self-Repair (CSR), and/or onsite delivery. Repair time is measured during the coverage window only and may carry over to the next day within the coverage window.

## 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.

## 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 permanently replace the product in order to meet the repair time commitment. Work completion may necessitate the device be repaired offsite if it cannot be diagnosed and repaired onsite. HP determines the necessity of offsite repair at its discretion.

## Coverage

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This service provides coverage for eligible HP PCs, including HP-supported and supplied internal components such as memory. This includes coverage for attached HP-branded accessories included in the original packaging of the PC, such as a wired mouse, wired keyboard, or AC power adapter, but does not include 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. Docking stations will be covered if your laptop, docking station, and HP Care Pack are purchased at the same time and on the same order or customer invoice.

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

Poly products are not covered by HP Peripheral Care Packs, but are supported by Poly Support Contracts only.

Consumable items including but not limited to removable media, customer-replaceable batteries, tablet PC pens and other supplies, as well as user maintenance and non-HP devices, are not covered by this service. Battery issues (excluding the diminished charging capacity from regular battery use) on mobile HP commercial PCs are covered during the warranty term of the HP hardware or up to three years, if the hardware has a Care Pack registered to it. Additional battery coverage, including the replacement for diminished charging capacity, can be acquired with a dedicated Battery Replacement Care Pack.

For replacement parts and components that are discontinued, an upgrade path may be required. HP will work with you to recommend replacements. Not all components will have available replacements in all countries due to local support capabilities.

## Customer responsibilities

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Customers must install HP Insights agent on commercial hardware capable of supporting the agent for Windows, Mac, & Android available for download at <https://workforceexperience.hp.com/software>. For full system requirements and services that require the agent, please visit <https://workforceexperience.hp.com/requirements>.

The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience Platform. Internet access required.

HP reserves the right to 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.

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.

The customer or HP-authorized representative must register the hardware 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. Follow the steps in the Onboarding Quick Guide to ensure devices are monitoring for potential issues.

The customer's devices must run Windows 10 version 1703 or later, Windows 11, using Pro, Enterprise, or Education editions only; Windows 10 Home editions are not supported by this service.

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. HP may require the customer to include a printout of any previously conducted self-test results together with the defective product.
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP.

It is the customer's responsibility to remove all personal and/or confidential data from the defective product before repairs or replacements begin; HP is not responsible for data stored on the returned product.

Workforce Experience platform access and onboarding requirements as follows:

- Use persistence on devices that have this service enabled from the factory.
- Accept terms and conditions to have software client on your devices.
- Automatically or manually enroll devices using the instructions provided by HP.
- Submit a request for the addition or removal of managed devices and users.
- Ensure compliance with software application licensing requirements.
- Troubleshoot common end-user support issues before escalating to HP support.
- Roll back OS updates in case of failure.
- Authorize partners to access or manage the account, if applicable. Devices managed by HP will have a software client installed to collect information related to the device. Files and content will not be captured. The device serial number detail will be captured to identify the device on HP's internal systems and to assist in remediation of issues. This service does not collect the following types of data:
  - Demographic information (with the exception of country or language preferences)
  - Financial account information, credit or debit card numbers, credit records, or payment data
  - Social media or web browsing information
  - Government-issued identifier such as social security, social insurance number, or government ID
  - Health information
  - Sensitive data such as ethnic origin, political beliefs, trade union membership, health data, sexual orientation, or genetic data.

Collected data will be stored in a secure cloud repository. Collected data will be stored in a secure cloud repository. The customer accepts that HP will collect this information as part of the delivery of this service. If the customer is not willing to provide this information to HP, the service will not be delivered as intended.

## Service limitations

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At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered offsite, onsite, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts. HP engineers its products to be Customer Self Repairable (CSR). CSR is a key component of HP warranty terms. It allows HP to ship customer-replacement parts, such as a keyboard, a mouse, or other parts classified as CSR parts, directly to you once a failure has been confirmed. Mandatory CSR is part of the standard warranty associated with some products. CSR is optional for customers with an HP Care Pack or a contractual support agreement in cases where the repair requires internal parts. Optional allows you to perform CSR or choose to have HP service personnel perform the replacement at no additional charge during the product service coverage period.

## Exclusions

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The following activities are excluded from service coverage:

- 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
- Services performed by unauthorized or uncertified service providers
- User preventive maintenance

### 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 datasheet will not be provided, repaired, or replaced as part of this service.

## Optional add-on features for enhanced support

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Enhance your support plan with options that help maintain learning continuity and reinforce institutional resiliency.

### FLEET MANAGEMENT POWERED BY HP WORKFORCE EXPERIENCE PLATFORM (WXP)

HP Workforce Experience Platform (WXP) provides IT visibility and control over your digital ecosystem. Its AI-powered predictive analytics and actionable insights drive down costs, strengthen security, and improve efficiency, so your employees and students can thrive. Learn more at [HP Workforce Experience](#).

## OUT-OF-BAND DIAGNOSIS AND REMEDIATION

Reduce frustration for employees, students, and IT with advanced, remote diagnosis and remediation for PC issues that traditionally required the device to be in IT's hands. Using out-of-band technology, HP uses a separate, independent out-of-band processor that provides deep access to the PC's firmware, even when the operating system is down and the PC can't boot. See complete details in the [Out-of-band diagnosis and remediation datasheet](#).

## BATTERY REPLACEMENT

The Battery Replacement service offers two convenient methods for replacing failing batteries – offsite and onsite replacement. Under each option, one replacement battery will be provided if the originally purchased battery is detected with a failure resulting from defects in materials or workmanship or has a diminished charging capacity below 50 percent. See complete details in the [Battery Replacement datasheet](#).

## DEFECTIVE MEDIA RETENTION

Add Defective Media Retention to allow your organization to maintain control of defective hard drives, helping reduce the risk that sensitive data will be compromised. 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. See complete details in the [Defective Media Retention datasheet](#).

## TRAVEL SUPPORT

Provide device support in 90+ countries around the globe when employees are traveling on business. See complete details in the [Travel Support datasheet](#).

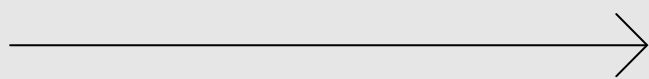
## PERIPHERAL CARE PACK

Add coverage for up to 6 accessories attached to your PC for complete support for your productivity tools. If you have purchased the HP Peripheral Care Pack, the Peripheral 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 two (2) external monitors, docking stations, wireless mouse, wireless keyboard, and HP headsets as an example. To be covered by the Peripheral Care Pack, the peripheral must be purchased at the same time as the base computer.

## Terms and conditions apply

This data sheet is governed by the [Commercial Care Pack Support Terms](#). They include a link to Consumer Care Pack Support Terms, because some purchases may be within scope of local consumer regulations. You may also have additional statutory rights according to applicable local laws.

**For more information**  
on HP Services, contact any of our worldwide sales  
offices or resellers or visit [hp.com/support-services](http://hp.com/support-services)



1. HP Education Onsite Support must be purchased at the time of device purchase. Service starts on date of hardware purchase. Restrictions and limitations apply. HP Education Onsite Support requires an HP Insights agent for Windows, available for download at <https://workforceexperience.hp.com/software>. The agent collects telemetry and analytics around devices and applications that integrate into the Workforce Experience platform and is not sold as a standalone service. Internet access is required. HP follows stringent GDPR privacy regulations, and the platform is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. 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 [www.hp.com/go/cpc](http://www.hp.com/go/cpc). Service package features may vary by geography or hardware platform. 2. Accidental Damage Protection options are included with HP Education Solutions. For details on the ADP options, see the Accidental Damage Protection datasheet. 3. Service available on select commercial mobile workstations and notebooks. For details, visit <http://www.hp.com/go/cpc>. 4. Requires creating a case through MyHPSupport.com. 5. Preferred access to replacement parts is intended to help reduce repair delays and support consistent service delivery when part availability is constrained. Under constrained conditions, parts flow through standard fulfillment processes. 6. Some features may only be available if the service is fulfilled by HP. 7. Remote support is available during standard business hours (9x5). Language availability, service levels and response times may vary depending on your geographic location.

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