

HP Certified Refurbished Offsite Support Datasheet

Offer description

Depend on reliable remote troubleshooting for HP Certified Refurbished PC issues when you (the customer) need extra support, but are on a tight budget, with HP Offsite Support^{1,3}. Devices that require repair can be easily picked up or shipped to an HP expert facility for repair.

Service highlights

- Repair at HP-designated repair centres (replacement parts and labour included)
- Return shipment of functional unit
- Firmware updates for select products
- Quality break-fix support

Service benefits

- Quality break-fix support for your HP Certified Refurbished Devices¹

Service features and delivery specifications

HP Certified Refurbished Offsite Support offers high-quality, remote assistance with offsite repair for your covered hardware. The service includes offsite repair or replacement, including materials and parts, labour and the cost of the return shipment. If the device issue cannot be resolved remotely, HP Certified Refurbished Offsite Support may be provided offsite at an HP facility. HP Care may be provided via an HP-provided courier, who picks up the device needing repair and returns the device to the customer site upon issue resolution, or HP may provide the customer with a shipping label so that the customer is responsible for shipping the device to HP and HP will return the device to the customer site upon issue resolution.

HP offers multiple service levels with different shipping options to the HP-designated repair centre, as detailed below.

REMOTE PROBLEM DIAGNOSIS AND SUPPORT

To contact HP, the best method is 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. 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 remote assistance during the service coverage window for problems that can be fixed with customer installable parts and firmware, customer self-repair (CSR) parts, will be shipped to the customer and, if needed, HP can remotely assist with the installation process.

Incidents with covered hardware can be reported 24x7 to HP support 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 operating hours, customers may also contact HP Customer Support Center by phone or chat for any existing case. HP Customer Support Center operates between 08:00 and 17:00 local time, Monday to Friday excluding holidays. Extended phone support may be available.² 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. 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.

ACCESS TO ELECTRONIC SUPPORT INFORMATION SERVICES

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

- Certain capabilities made available to registered users, such as downloading selected HP software and firmware patches, 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 pre-qualification 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.

OFFSITE SUPPORT AND MATERIALS

If HP determines that the problem cannot be resolved remotely, HP will direct the customer to return the defective hardware to an HP-designated repair centre, or HP will pick up the device from the customer site depending on coverage in your geographical location. HP will provide technical support offsite. HP will provide HP-supported parts and materials that are required to return the hardware to operating condition. HP may, at its sole discretion, elect to replace such hardware. Replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and 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 licence restrictions in HP’s current standard sales terms. HP may provide, install or assist with installation of firmware updates in conjunction with offsite hardware support if you have a valid licence to use the related software updates.

You must have appropriate licences 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 when the service level analysis will 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.

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

Remediation is considered complete upon HP verification that the device malfunction has been corrected or that the device 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, stand-alone diagnostic or visual verification of proper operation. At its sole discretion, HP will determine if any additional steps are necessary to verify the conclusion of the repair activity. HP may decide to replace the product instead of repairing it.

SHIPMENT TO THE HP-DESIGNATED REPAIR CENTER

Depending on the coverage available in the customer's geography, HP may offer different shipment options for delivering the defective product to the HP-designated repair center:

- Pick-up by HP: An HP-authorized courier will pick up the faulty unit from the customer's location if it is within the geographical location where service is provided.²
- Delivery by the customer: The customer assumes responsibility for packaging and shipping or delivering the defective product to an HP-designated repair centre.

RETURN SERVICE

HP provides a return service that includes return of the repaired product.

Coverage

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.

Batteries for mobile HP commercial PCs are covered up to the warranty term of the HP hardware product or 1,000 charge cycles, whichever comes first.

For replacement parts and components that are discontinued, an upgrade path may be required. HP will work with the Customer to recommend a replacement. Replacement component availability may vary by region.

CUSTOMER RESPONSIBILITIES

- 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 time frame, unless the delay is caused by HP.
- HP strongly recommends that you install and operate the appropriate HP remote support solution with a secure connection to HP in order to enable the delivery of the service. If the appropriate HP remote support solution is not deployed, HP may not be able to provide the service as defined and is not obliged to do so.
- 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 obliged 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. In the event a covered product changes countries, registration (or a proper adjustment to existing HP registration) must take place within 10 days of the change.

- Upon request, customer will need to:
 - 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.
- The customer must ensure that the product is appropriately packaged and prepared for pick-up or the chosen delivery or shipping method to the HP-designated repair centre.
- 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.

SERVICE LIMITATIONS

- At the discretion of HP, service will be provided using offsite and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, mouse or, if agreed by the customer, other parts classified by HP as customer self-repair (CSR) parts or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely customer support.
- HP Essential Support requires the customer to deliver the product to an authorised HP repair location or ship the product to HP, at HP's discretion, if the customer decides they do not want to utilise CSR.
- HP Care Pack services with this coverage does not include peripherals such as monitors, headsets, mice, etc.
- 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.
- Third party firmware, software, and drivers updates for software that are included with the HP hardware product will be covered if within their support life.

EXCLUSIONS FROM HP CERTIFIED REFURBISHED OFFSITE SUPPORT

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 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 unauthorised attempts by non-HP personnel to install, repair, maintain or modify hardware, firmware or software.
- User preventive maintenance.

SERVICE ELIGIBILITY

- HP Certified Refurbished Offsite support is only eligible for current HP Certified Refurbished devices. Please reach out to your partner business manager (PBM) or local sales representative for a list of current eligible HP Certified Refurbished devices.

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. Parts and components that reach their maximum supported lifetime, may be replaced by functional equivalents.

Terms and conditions apply

For details, visit <https://cpc2.ext.hp.com/>.

For more information

about HP services, contact any of our worldwide sales offices or visit hp.com/support-services



- HP Certified Refurbished Hardware includes cosmetic grading, functional testing, data wiping, re-imaging and the use of HP OEM parts.
- Service levels and response times may vary depending on your geographical location.
- HP Certified Refurbished Offsite Support is available at the time of device purchase.

HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers 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.