

Brochure

Keep business on track

HP Care Pack Services for PC, imaging and printing products



Help improve the efficiency of your business



At HP, we understand that every minute counts in business, and regardless of how large or small your business is, technology is an essential part of your business's success. That's why we offer a comprehensive portfolio of HP Care Pack Services designed to keep your PC and printing devices running smoothly. These optional extended-service contracts offer protection beyond HP products' standard warranties.

HP Care Pack Services can help you operate more effectively and get you up and running sooner if your technology fails. They provide proactive support to help prevent system downtime. And when failures do occur, we provide the level of response required to get your PCs and printers back online, to get you back to business fast.

Help save money and get peace of mind

HP Care Pack Services are designed to help you:

- **Control expenses**—Avoid unexpected costs and help save money over the life of your product. The cost of just one service event is often more than the cost of a 3-year HP Care Pack.
- **Reduce downtime**—Get your PCs and printers back up and running fast with global next-day or same-day onsite support with quick repair times for business-critical systems.
- **Manage your products**—By using an HP Care Pack to properly maintain your PCs and printers, you'll keep them longer and be able to plan the timing of replacement products.
- **Reduce business disruption**—Stay productive by protecting laptops from accidents, reducing theft risks, keeping your printers running and utilizing data security and recovery services.
- **Enjoy flexible support**—Remote offices and home-based workers can manage their own support—no IT department needed.
- **Protect the environment**—Extending the life of your PCs and printers with proper maintenance can help reduce your company's impact on the environment.



Choose the HP PC Care Pack Service that's right for your PCs

Extended Service Plan¹

Extend your protection up to five years. Enjoy peace of mind with longer HP product protection, and avoid unnecessary costs if your product malfunctions after your standard warranty ends.

You should buy this to

- Better manage your product lifecycle according to your business requirements
- Gain access to trained and qualified agents to support your HP product
- Fully predict and control your budget to support your PCs through their lifecycle

Service options to enhance coverage

- Accidental Damage Protection
- Defective Media Retention
- PC Tracing Services (for mobile devices)

Next Business Day Onsite¹

If an issue cannot be resolved remotely through the initial troubleshooting process,² an authorized HP Services representative will arrive at your site the next business day for repair, within the following coverage window:

8:00 a.m. – 5:00 p.m., Monday through Friday, excluding holidays

You should buy this to

- Reduce downtime for units experiencing technical problems
- Increase PC availability and improve business productivity

Service options to enhance coverage

- Accidental Damage Protection
- Defective Media Retention

Travel Coverage¹

Travel worry-free with your notebook, with access to local or English language telephone and onsite support. For issues that cannot be resolved through local remote support, an authorized HP representative can arrive at your visiting country site the next business day¹ to resolve the issue.

For more information about country coverage, visit: hp.com/services/travel

You should buy this to

- Get quick repair of notebooks while on business travel
- Avoid the hassle of locating and traveling to the visiting country repair center
- Enjoy English or local language call support in the visiting country

Service options to enhance coverage

- Accidental Damage Protection
- Defective Media Retention

Tracking and Recovery Services¹

This Absolute Computrace[®] Service³ provides a multi-layered security solution that helps organizations with compliance, data protection, computer theft recovery, and asset tracking.

You should buy this to

- Assist in meeting regulatory compliance requirements
- Reduce loss and theft, and limit asset drift
- Help keep sensitive data secure with features like creating encrypted volumes to protect data
- Help streamline inventory and increase auditing accuracy

Service options to enhance coverage

- Next Business Day Onsite¹
- Pick up and Return
- Accidental Damage Protection
- Defective Media Retention

Accidental Damage Protection¹

Avoid out-of-pocket repair or replacement costs caused by accidents such as drops, spills, and electrical surges that may occur during normal usage. This also covers damaged liquid crystal displays (LCDs), and broken parts. Note: you must buy in combination with other HP Care Pack services.

You should buy this to

- Easily repair or replace, without cost, an HP product damaged due to accident
- Get accidental damage coverage for high-risk HP products, such as those used by frequent travelers or field sales
- Get back to business fast in the event of an accident
- Enjoy a single upfront payment that works through the HP Care Pack infrastructure

Service options to enhance coverage

- Next Business Day Onsite¹
- Pick up and Return
- Defective Media Retention
- PC Tracing Services (for mobile devices)

HP Post Warranty Services¹

Extend an 'expiring' product warranty or an 'expiring' registered HP Care Pack service by one more year. You can enjoy prolonged coverage even after your initial warranty expires without worrying about lack of support in the event that your product malfunctions.

You should buy this to

- Avoid costly repairs in the event of equipment failure even after the warranty expires
- Enhance the quality of service that is currently available on the product¹
- Continue to receive HP expert support and get peace of mind

Service options to enhance coverage

- Accidental Damage Protection
- Defective Media Retention
- Travel Coverage

Defective Media Retention¹

Keep your malfunctioning drive on which sensitive data is stored, instead of returning it to HP. In the event of a disk problem, an HP engineer diagnoses your disk and provides a replacement if required. Note: you must buy in combination with other HP Care Pack services.

You should buy this to

- Keep the defective disk drive to help provide complete control of sensitive data
- Replace a faulty disk free of charge
- Be able to comply with current data privacy regulations
- Mitigate the risk of expensive regulatory or civil liability by properly controlling sensitive data

Service options to enhance coverage

- Accidental Damage Protection
- PC Tracing Services (for mobile devices)

Call to Repair¹

This service level provides the commitment from HP to dispatch a technician to your site and fix the defective unit within six hours, next business day, 24 to 48 hours, or third business day.

You should buy this to

- Get a fix within a very short time to provide business continuity for mission critical functions

Service options¹

- 6-hour service
- Next business day
- 3rd business day service
- 24-hour service
- 48-hour service

Same Day Onsite¹

If the initial troubleshooting process does not resolve a device error,² an authorized HP Services representative will arrive at your site the same day for repair, within the coverage window.

Coverage windows are

- 9h x 5d – 8:00 a.m. – 5:00 p.m., Monday through Friday, excluding holidays
- 13h x 5d – 8:00 a.m. – 9:00 p.m., Monday through Friday, excluding holidays
- 13h x 7d – 8:00 a.m. – 9:00 p.m., Monday to Sunday (available for RPOS only)³
- 24h x 7d – 24 hours per day, seven days per week, including HP holidays

You should buy this to

- Get faster issue resolution in the event of a critical hardware failure
- Increase PC availability and improve business productivity

Service options

- Defective Media Retention

HP Premium Care¹

Receive an onsite response for hardware repair, with extended remote support coverage (13h x 6d).

- 9h x 5d – 8:00 a.m. – 5 p.m., Monday through Friday, excluding holidays
- 13h x 6d – 8:00 a.m. – 9 p.m., Monday through Saturday, excluding holidays

You should buy this to

- Increase PC availability and improve business productivity
- Enhance the time window of the service that is currently available on the product¹
- Get peace of mind with a priority call from highly skilled agents offering collaborative third-party software support

Service options

- Accidental Damage Protection (available on notebook products)
- Defective Media Retention (available on desktop products)



Choose the HP PC Care Pack Service that's right for your printers

Next Business Day Onsite Repair¹

If an issue cannot be resolved remotely through the initial troubleshooting process,² an HP employed service technician⁴ will make a best effort to arrive at your site the next business day after the support agent escalates the case for dispatch, within the coverage window.

Coverage windows are

- 9h x 5d – 8:00 a.m. – 5:00 p.m., Monday through Friday, excluding holidays
- 13h x 5d – 8:00 a.m. – 9:00 p.m., Monday through Friday, excluding holidays

You should buy this to

- Reduce downtime for printers and imaging devices experiencing technical problems
- Increase availability and improve business productivity

Same Day Onsite¹

If the initial troubleshooting process does not resolve a device error,² an HP employed service technician⁴ will make a best effort to arrive at your site to begin service within four hours after the support agent escalates the case for dispatch.

Service includes all parts, materials and labor, along with technical phone support, troubleshooting and diagnostics.⁵

You should buy this to

- Reduce downtime for printers and imaging devices experiencing technical problems
- Avoid issues if you're a telecommuter or don't have an in-house IT staff
- Get a fix within a very short time to provide business continuity for mission critical functions

Next Business Day Onsite Exchange¹

If an issue cannot be resolved remotely through the initial troubleshooting process,² the support technician will arrange for shipment of a replacement device and a visit from an HP employed service technician⁴ to exchange the device at your site the next business day.

- You will be required to pack the defective unit in the provided packaging and ship back to HP
- All shipping charges are included in the price of the HP Care Pack

Coverage windows are

9h x 5d – 8:00 a.m. – 5:00 p.m., Monday through Friday, excluding holidays

You should buy this to

- Avoid issues if you're a telecommuter or don't have an in-house IT staff
- Get a fix within a very short time to provide business continuity for mission critical functions

Next Business Day Exchange¹

If an issue cannot be resolved remotely through the initial troubleshooting process,² the support technician will arrange for shipment of a replacement device to arrive by 10:30 a.m. at your site the next business day

- You will be required to pack the defective unit in the provided packaging and ship back to HP
- All shipping charges are included in the price of the HP Care Pack
- Collateral, in the form of a credit card number or PO, will be required to ship the exchange unit. This information will be kept on file in the event the defective unit is not returned to HP

You should buy this to

- Reduce downtime for units experiencing technical problems
- Fully predict and control your budget to support your printers and imaging products through their lifecycle

Standard Exchange¹

If an issue cannot be resolved remotely through the initial troubleshooting process,² the support technician will arrange for shipment of a replacement device to arrive at your site within 4 to 7 business days.

- You will be required to pack the defective unit in the provided packaging and ship back to HP
- All shipping charges are included in the price of the HP Care Pack
- Collateral, in the form of a credit card number or PO, will be required to ship the exchange unit. This information will be kept on file in the event the defective unit is not returned to HP

You should buy this to

- Reduce downtime for units experiencing technical problems
- Get lower-cost service for products in noncritical business or home environments
- Fully predict and control your budget to support your printers and imaging products through their lifecycle

Offsite Return Service¹

Get reliable offsite repair or replacement, including materials, parts, labor and return shipping costs, depending on service level.

- You will get remote telephone support and offsite repair for eligible products at an HP designated repair center
- Return shipping charges are included in the price of the HP Care Pack
- Different shipment options are available, and some service levels offer accidental damage protection, defective media retention and other optional features

You should buy this to

- Get lower-cost service for products in noncritical business or home environments
- Fully predict and control your budget to support your printers and imaging products through their lifecycle

Post Warranty Services¹

Protect your investment by extending your warranty for one or two years. Get the same benefits and avoid unnecessary costs if your product malfunctions after your standard warranty ends. Post warranty services are available for Next Business Day and Same Business Day Onsite Repair, Next Business Day Exchange and Offsite Return.

You should buy this to

- Better manage your product lifecycle according to your business requirements
- Fully predict and control your budget to support your printers and imaging products through their lifecycle
- Continue to receive HP expert support and get peace of mind

Installation Service with Network Setup¹

Get the most from your HP technology right from the start when an HP employed service technician installs your new HP Printing or Imaging device. The engineer will set up the device and any accessories and make sure it's working within your network environment.

You should buy this to

- Avoid the hassle of having to set up your printer or imaging product

Maintenance Kit Replacement Service¹

Extend the life of your printer and maintain high print quality by replacing the printer's maintenance kit when an alert appears on the display panel. An HP expert service technician will arrive at an agreed-upon time to replace the kit and clean your printer.

You should buy this to

- Get prompt service for standard maintenance and avoid having to do it yourself
- Fully predict and control your budget to support your printers through their lifecycle

Defective Media Retention Service¹

Keep your malfunctioning printer hard drive on which sensitive data is stored, instead of returning it to HP. An HP authorized technician will arrive on site the next business day if your printer hardware fails. Buy in combination with an HP Next Business Day Onsite Service Care Pack.

You should buy this to

- Keep the printer hard disk to provide control of critical information
- Replace a faulty disk free of charge
- Be able to comply with current data privacy regulations

Resources

HP Care Pack Central

hp.com/go/cpc

Contact information

Hewlett-Packard Company
3000 Hanover Street
Palo Alto, CA 94304-1185
Phone: (866) 939-0270

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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 hp.com/go/cpc.

2 Initial Troubleshooting Process

Once you log a case, HP support technicians will work to get your printer up and running as quickly as possible. HP qualified support agents will work with you to remotely troubleshoot the problem. The following actions will be taken based on their findings:

- If the issue can be fixed remotely, the support technicians will provide step-by-step instructions on how to resolve the problem.
- If a customer-installable replacement part is required (e.g., a new paper tray), HP will expedite a shipment of the necessary part(s) to you. You will be required to ship the defective part(s) back to HP in the provided packaging materials.
- If the problem cannot be resolved by one of the troubleshooting and resolution methods above, the HP Care Pack service level will determine the next steps. Next steps are based on the HP Care Pack that has been purchased.

3 Computrace agent is shipped turned off, and is activated with customer purchase of a subscription. Service may be limited. Check with Absolute for availability outside the U.S. The optional subscription service of Absolute Recovery Guarantee is a limited warranty. Certain conditions apply. For full details visit: <http://www.absolute.com/en/about/legal/agreements/computrace-agreement>. If Data Delete is utilized, the Recovery Guarantee payment is null and void. In order to use the Data Delete service, customers must first sign a Pre-Authorization Agreement and either create a PIN or purchase one or more RSA SecurID tokens from Absolute Software.

4 Onsite service level may not be available in all geographies. In some instances, onsite services may be performed by an HP Authorized Service Technician.

5 HP onsite service does not include consumable items, such as print cartridges, batteries, maintenance kits, and other supplies; user maintenance; and non-HP devices.

HP Technology 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.

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