

HP Next Business Day Hardware Support for Travelers

HP Care Pack Services

Technical data



HP Next Business Day Hardware Support for Travelers provides mobile computer users with a hardware support solution for their new HP portable product. This easy and convenient solution is available in all the countries/geographic locations listed in Table 1.

This service is available for selected HP and Compaq branded products and includes, as locally available, a next-business-day onsite response time (with local-language remote problem diagnosis in participating countries) in support of hardware problem resolution. Support is provided during the standard business hours and days of the local country/geographic location.

Service benefits

- HP hardware support during your travel
- Convenient onsite support, where available
- Reliable response times
- Multinational geographic coverage

Service feature highlights

- Travel coverage: service available more than 80 countries
- Remote problem diagnosis and support
- Onsite hardware support
- Parts and materials included
- Standard-business-hours, standard-business-days coverage window
- Next-business-day onsite response time, as locally available
- Media retention service option (for eligible products only)

Specifications

Table 1. Service features

Feature	Delivery specifications
Travel coverage	<p>This service is available in the following countries/geographic locations:</p> <p>Africa: Morocco, Nigeria, South Africa</p> <p>Americas: Argentina, Bahamas, Barbados, Belize, Bermuda, Bolivia, Brazil, British Virgin Islands — Tortola, Cayman Islands, Canada, Chile, Colombia, Costa Rica, Curacao, Dominican Republic, Ecuador, El Salvador, Guatemala, Guyana, Honduras, Jamaica, Mexico, Nicaragua, Panama, Paraguay, Peru, Puerto Rico, Suriname, Trinidad/Tobago, Uruguay, USA, U.S. Virgin Islands, Venezuela</p> <p>Asia Pacific: Australia, China, Hong Kong, India, Indonesia, Japan, Korea, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand</p> <p>Europe: Austria, Albania, the Baltic states, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Kazakhstan, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Russia, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, United Kingdom</p> <p>Middle East: Bahrain, Egypt, Israel, Jordan, Kuwait, Lebanon, United Arab Emirates</p> <p>The above listing of countries/geographic locations is subject to change without notice. When the Customer is traveling in any of these locations and outside the country of original product purchase, HP will:</p> <ul style="list-style-type: none">• Provide the Customer with the HP solution center telephone number for the pertinent country/geographic location under "Contact HP" on www.hp.com• Accept calls in the country/geographic location of travel from the Customer or the internal help desk of the Customer's company• Diagnose to the hardware failure level• Arrange for next-business-day response service at the Customer's location in the participating country/geographic location, or delivery of a replacement part, as needed• Provide the parts required for repair according to the hardware specification, limited to the extent that localized parts are available in the location of travel
Remote problem diagnosis and support	<p>Once the Customer has placed a service request via a designated HP support telephone number, HP will work with the Customer during the coverage window to isolate the hardware problem and to remotely troubleshoot, remedy, and resolve the problem. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools (where available) to access covered products, or HP may use other means available to facilitate remote problem resolution.</p> <p>Upon experiencing a hardware problem outside the country of purchase, the Customer must first call HP for assistance during local business hours and business days at the local phone numbers provided under "Contact HP" on www.hp.com.</p>

Onsite hardware support	For technical hardware issues that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. HP may, at its sole discretion, elect to replace the products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP. In addition, HP may install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP.
Parts and materials	HP will provide HP-supported parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts are new or functionally equivalent to new in performance. Replaced parts become the property of HP.
Coverage window	<p>The coverage window specifies the time during which the described services are delivered onsite or remotely.</p> <p>Service requests received outside this coverage window will be logged the next day for which the Customer has a service coverage window.</p> <p>The following coverage window is available for this service:</p> <p>Standard business hours, standard business days (9x5): Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays (may vary by country and geographic location) or the applicable standard business hours and standard business days of the participating country/geographic location where the service is requested.</p> <p>All coverage windows are subject to local availability. Contact a local sales office for detailed information on service availability.</p>
Onsite response time	<p>Onsite response time specifies the period of time that begins when the initial service request is received and logged with HP and ends when the HP authorized representative arrives at the Customer's site, if this time falls within the specified coverage window. Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window.</p> <p>The following onsite response time is available for this service:</p> <p>Next-business-day onsite response—An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the service request has been logged.</p> <p>Local restrictions, such as service travel areas with adjusted response times, may apply depending on the geographic location where the hardware support is requested.</p> <p>All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>

Specifications

Table 2. Optional service features

Feature	Delivery specifications
Notebook-only coverage	For eligible PC products, the Customer may choose notebook-only coverage. HP Care Pack services with this coverage do not extend the specified service level to the external monitor or docking station.

Defective media retention

For eligible products, this service feature option allows the Customer to retain defective hard disk drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ("Disk Drive") covered under this service. All Disk Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or the HP Single Order Terms for Support, HP waives the right to take possession and title of a defective Disk Drive covered by the defective media retention service feature option in the event a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk Drives supported by HP under the HP support agreement.

Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP designated support hub. 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.

Travel zones and charges, if applicable, may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below.

Distance from HP designated support hub	Onsite response time
0–100 miles (0–160 km)	Next business day *
> 100–200 miles (>160–320 km)	1 additional business day *
> 200–300 miles (>320–480 km)	2 additional business days *
Beyond 300 miles (460 km)	Established at time of order and subject to resource availability *

* Travel zone definitions and corresponding response times vary in participating countries/geographic locations. Contact the local sales office for details on travel zones and modified response times.

Coverage

This service provides coverage for HP or Compaq branded hardware products and all HP-supplied internal components (such as HP Jetdirect cards, memory, and CD-ROM drives), as well as attached HP or Compaq branded accessories purchased together with the main product, such as mouse, keyboard, docking station, and external monitor of 22" or less.

For HP Care Pack services with "desktop/workstation/thin-client/notebook-only" coverage, external monitors and docking stations will not be covered under this service.

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

Customer responsibilities

If applicable, the Customer or HP authorized representative must register the hardware product to be supported within ten (10) days of purchasing this service, using the registration instructions within each package, an e-mail document, or another method as directed by HP. In the event a covered product changes location, registration (or a proper adjustment to existing HP registration) must occur within ten days of the change.

Upon HP request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

- Run any applicable customer-executable diagnostics prior to notifying HP of a malfunction in the hardware product
- Promptly notify HP of a malfunction in the hardware product
- Provide the serial number of the covered product
- Provide the local address and phone number
- Be present for the onsite service engineer or to receive the courier delivery of the parts
- 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
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer. The Customer will:

With the defective media retention service feature option, it is the Customer's responsibility to:

- Retain physical control of Disk Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk Drives
 - Ensure that any Customer sensitive data on the retained Disk Drive is destroyed or remains secure
 - Have an authorized representative present to retain defective Disk Drives, accept replacement Disk Drives, provide HP with identification information for each Disk Drive retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the Disk Drives
 - Destroy the retained Disk Drive and/or ensure that the Disk Drive is not put into use again
 - Dispose of all retained Disk Drives in compliance with applicable environmental laws and regulations
- For Disk Drives supplied by HP to the Customer as a loaner, rental or lease product, the Customer will promptly return the replacement Disk 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 Drive to HP.

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, other parts classified 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 reserves the right to remove the covered product from the Customer's location to make the repair.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described above.

Activities such as, but not limited to, the following 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
- User preventive maintenance

When the Customer is traveling outside the country of purchase, the described support services will be provided only if the country/geographic location where service is requested and delivered is listed as a participating country/geographic location (see the 'Travel coverage' section in Table 1). Services are not available under this agreement in countries/geographic locations other than those listed in that table. Service may, however, be provided at a lower service level on some additional locations not listed in that table.

Onsite support may not be available in all areas of the participating countries/geographic locations, and onsite response times may vary for different areas within these countries/geographic locations. Travel zones and charges may vary in some areas. Contact the local sales office for detailed information on coverage hours, response times, travel zones, and travel charges.

If parts needed for the repair, especially specialized language-specific or country-specific parts, are not available, the Customer has the following options:

- Postpone the request for service until the Customer has returned to the country where the product was originally purchased
- Accept the replacement of a defective foreign part with a local part (e.g., English/American keyboard)
- Wait for the parts to be shipped from the country of original product purchase

Specialized language-specific or country-specific parts such as non-international English keyboards, non-local-language keyboards, or certain localized power supply parts may take at least 3 weeks to ship and clear customs, depending on the country of origin and the country/geographic location of receipt.

Services requested outside the country of original product purchase are limited to the base unit only. Services for accessories such as docking stations or port replicators and monitors are provided only in the country of original product purchase.

Non-HP-branded options are excluded from this service.

Consumable items including, but not limited to, batteries and Tablet PC pens, maintenance kits and other supplies, user maintenance, and non-HP devices are not covered under this service.

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk Drives replaced by HP due to malfunction. It does not apply to any exchange of disk drives that have not failed.

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 THE CONTENTS OF OR THE DESTRUCTION OF ANY DISK DRIVE RETAINED 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.

Service eligibility

Travel coverage, as specified in Table 1, in countries/geographic locations other than the country of original product purchase is restricted to travel periods and is not valid for permanent deployment in another region.

For more information

For more information on HP Services, contact any of our worldwide sales offices or resellers, or visit one of the following websites:

www.hp.com/hps/support

www.hp.com/hps/carepack

www.hp.com/services/travel

Additional information URL

To contact the local HP Solution Centers for technical support, please visit **http://welcome.hp.com/country/us/en/wwcontact_us.html**

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