



Onsite Support for Print with Preferred Access

Onsite Support for Print with Preferred Access (marketed as Premium+ Support for Print) provides remote assistance and onsite support for your covered hardware, helping you improve product uptime.³ The service includes preferred access to HP parts and service experts.⁴

Select from a variety of service-level options to address your specific service needs.

Service highlight:

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Firmware updates for selected products
- Choice of coverage windows
- Preferred access to HP service experts and parts⁴

Service benefits:

- Increased uptime with extended coverage
- Flexible access to hardware support
- Convenient onsite support from qualified experts
- Optional device health insights help to speed up the identification, diagnosis and remediation of issues, available in selected countries²
- Protected investment
- Peace of mind

Service features and delivery specifications

PREFERRED ACCESS TO PARTS AND HP SERVICE EXPERTS

Customers will receive preferred access to HP parts and service experts through the features outlined below.

Preferred access is available when HP delivers the service in all geographic locations where MyHPSupport is available.^{1,5}

Office Hours Call Me Back: Customer may request to be called back by an HP support expert with case knowledge during regular business hours in selected countries and languages.^{1,5}

Out-of-Office Hours Chat: HP support experts with case knowledge are available in the customer's local language to chat (nights and weekends in native English or real-time translation).⁵

Case Queue Prioritisation: Service is prioritised in the call centre, moving to the front of the queue for customers who purchased this service.⁵

Parts Prioritisation: Prioritised access to replacement parts for customers who purchased this service.⁵

Field Service/Dispatch Prioritisation: Customer service event dispatch is prioritised for onsite service for customers who purchased this service.⁵

REMOTE PROBLEM DIAGNOSIS AND SUPPORT

To contact HP, the best method is setting up an account and then creating a case digitally at <https://support.hp.com/>.⁵ 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's specialist 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 for any created case. Alternatively, customers may call the HP Customer Support Centre, excluding HP holidays.¹ 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 alternative 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 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.

HP will provide phone assistance during the service-coverage window for customer-installable firmware and customer self-repair (CSR) parts.

ONSITE HARDWARE SUPPORT

For hardware incidents that cannot be resolved remotely, an authorised representative will provide onsite technical support for 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. Defective products become the property of HP. After they arrive, representatives will deliver service onsite or remotely, at their discretion, 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.

FEATURES AND SPECIFICATIONS

- **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 that are 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 that are 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.

Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts. Repair or replacement of any supplies or consumables is your responsibility. Some exceptions may apply; contact HP for more information. See the "Coverage" section for more details.

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 licence 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 licence to use the related software updates.

DEFECTIVE MEDIA RETENTION

Customers retain defective hard disk drives or SSD/flash drive components that customers 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.

OPTIONAL DEVICE HEALTH INSIGHTS

Optional device health insights are available to help identify, diagnose and remediate issues.² To enable the device health insights, the customer must activate the HP Device Health application by following prompts at the time of printer set-up. Choosing to proceed with enabling this application will automatically collect and analyse performance information about the printer and its software to diagnose issues quickly and improve the customer support experience. This data is collected for the purposes of customer experience and product support (with the customer's permission).

Coverage

This service provides coverage for eligible HP printers, multifunction printers (MFPs) and other HP-branded hardware products, including HP-supported and supplied internal components such as memory. This includes attached HP-branded accessories purchased together and included in the original packaging of the main printer or MFP product, such as a finishing accessory or paper tray.

Consumable items including but not limited to maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service.

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

Coverage window

The coverage window specifies the time during which the described services are delivered onsite or remotely. An HP-authorized representative will arrive at the customer's site during the coverage window to begin hardware maintenance service within four hours of the call being 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.¹

SERVICE-LEVEL OPTIONS

Contact a local HP sales office for detailed information on service availability and coverage.

Service-level option	Coverage window
Next-business-day response, standard business hours	9 hours per day (8.00 am to 5.00 pm local time), 5 days per week (Monday to Friday, excluding HP holidays)
4-hour response, standard business hours	

DELIVERY SPECIFICATIONS

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 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.

ESCALATION MANAGEMENT

HP has established formal escalation procedures to facilitate the resolution of complex incidents. Local HP management coordinates incident escalation by enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem resolution.

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 resolution.
- 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 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, 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 authorisation.

WORK COMPLETION

Repairs are considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. 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 the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product to meet the repair time commitment. Replacement products are new or functionally equivalent to new in performance. Defective products become the property of HP. HP determines the final resolution of all reported incidents.

Customer responsibilities

If specified customer responsibilities are not met, HP will (i) not be obliged to deliver the services as described or (ii) perform such service at your expense at the prevailing time and material rates.

If required by HP, you or an HP-authorized representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the HP Care Pack or the email document provided by HP, or as otherwise directed by HP. If a covered product changes location, activation and registration (or a proper adjustment to existing HP registration) must occur within 10 days of the change.

An appropriate HP remote support solution, with a secure connection to HP, is strongly recommended for hardware onsite response time options. You must provide all necessary resources, according to the HP remote support solution release notes, to enable the delivery of the service and options. When an HP remote support solution is installed, you must also maintain the contact details configured in the remote support solution that HP will use in responding to a device failure. Please contact a local HP representative for further details on requirements, specifications and exclusions.

Upon request, you must support HP remote problem resolution efforts with the following actions:

- 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.

You are responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as customer self-repair (CSR) parts and replacement products delivered to you. You agree to pay additional charges if you request that HP install customer-installable firmware updates or patches. Any additional charges to you will be on a time-and-materials basis unless otherwise previously agreed in writing.

In cases where CSR parts or replacement products are sent to you to resolve a problem, you are responsible for returning the defective part or product within a time period designated by HP. If HP does not receive the defective part or product within the designated time period, or if the part or product is degaussed or otherwise physically damaged upon receipt, you will be required to pay the HP list price for the defective part or product, as determined by HP.

Prerequisites

You must have appropriate licences for any underlying firmware that will be covered under these services. HP may require a service-level analysis of 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 onsite, via remote system access, remote tools or over the phone, at the sole discretion of HP.

For hardware onsite response time options, HP strongly recommends that you install and operate the appropriate HP remote support solution with a secure connection to HP 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. Additional charges will be applied for onsite installation of non-customer-installable firmware if the appropriate HP remote support solution is not deployed.

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. These may include the delivery, via courier, of CSR parts or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely support.

HP engineers its products to be customer repairable. CSR is a key component of HP warranty terms. It allows HP to send replacement parts directly to you once a failure has been confirmed. Parts are generally dispatched overnight so they can be received as quickly as possible. You can then replace the parts at your convenience.

“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. “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.

HP Care Pack and contractual support agreements that include “onsite” terms would result in CSR parts being sent directly to you if you choose CSR. Conversely, an HP support representative would arrive onsite to perform the repair if you decide not to utilise CSR.

If you agree to the recommended CSR and a CSR part is provided to return the system to operating condition, the onsite service level will not apply. In those cases, it is HP practice to express-ship CSR parts that are critical to the product operation to your location.

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

Defective media retention applies only to disks or eligible SSD/flash drives replaced by HP due to malfunction. It does not apply to any exchange of disks or SSD/flash drives that have not failed. HP shall have no obligation whatsoever with respect to the contents of 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 current HP standard sales terms 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.

INCIDENT SEVERITY LEVEL

HP will acknowledge a call by logging a case, communicating the case ID to you and confirming the incident severity and time requirements for commencement of remedial action. Note: For events received via HP electronic remote support solutions, HP will contact you, ask you to define the incident severity and also arrange access to the system before the hardware onsite response time period can start. Hardware support onsite response time commitments may differ depending on incident severity. You determine the incident severity level.

Severity level	Examples
Severity 1: Critical down	Production environment down; production system or production application down/at severe risk; business severely affected; safety issues
Severity 2: Critically degraded	Production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business
Severity 3: Normal	Non-production system (e.g. test system) down or degraded; production system or production application degraded with workaround in place; noncritical functionality lost; limited impact on the business
Severity 4: Low	No business or user impact

TRAVEL ZONES

All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP-designated support hub. 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. 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	Examples
0-100 miles (0-160 km)	Next-coverage-day onsite response
101-200 miles (161-320 km)	1 additional coverage day
201-300 miles (321-480 km)	2 additional coverage days
Beyond 300 miles (480 km)	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 pick-up and return service delivery, as determined by HP. Please check local support conditions with your HP sales representative.¹ Travel zones and charges may vary in some geographic locations.

Exclusions

- 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 unauthorised 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 out 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.

Care Pack terms and conditions

Terms and conditions apply. For more details, visit hp.com/go/cpc.

Ordering information

All units and options with individually sold HP Care Pack offerings must be ordered with the same service level as the product they are contained in for that service level to be available for those units and options. Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations.¹ Contact your local HP sales representative or channel partner to order HP Hardware Support Onsite Service or to request additional details.

¹Service 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. HP Services are governed by the applicable HP terms and conditions of service provided or indicated to customer at the time of purchase. The 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.

²Device Health is a telemetry and analytics app that provides critical data around devices and on select HP Enterprise printers with FutureSmart 4.11 firmware (or later). See FAQs at https://support.hp.com/us-en/document/ish_4448373-4448539-16. Internet connectivity is required.

³Channel delivery is out of scope for this service if device health insights are enabled, in which case the service is delivered directly by HP. Channel customers have the option to contact HP directly.

⁴Preferred access is providing a queue placement in front of warranty and other transactional service customers if there is a resource or part constraint.

⁵Requires a case to be created through MyHPSupport.com.