



# HP Care Pack Service with Enhanced Technical Phone Support for Select HP Printers – U.S.

HP Hardware Support Exchange Services  
Technical data



HP Hardware Support Exchange Services offer fast, reliable part and product exchange for HP printers and are a convenient, cost-efficient alternative to on-site support.

Now, customers get enhanced technical phone support, expert advice and troubleshooting from the HP North American technical support team for qualifying HP Officejet and Officejet Pro printers.

If the issue cannot be resolved remotely, the HP technician will arrange for a replacement part or product to be shipped free of charge to the customer's location. Replacement parts and products are new or equivalent to new in performance.

## Service benefits

- Specialized technical support to meet business needs
- Minimized downtime with next business day hardware replacement
- Cost savings compared to on-site repair and convenient round-trip shipping included
- Quick access to knowledgeable technical support agents

## Service features overview

- Enhanced technical phone support
- Next business day hardware exchange
- Prepaid shipping, packaging and instructions for return
- Support and issue diagnosis
- Accidental damage protection (for eligible products)
- Access to electronic support information and services

## Service features

- **Enhanced technical phone support**—When experiencing an issue with an HP product, customers call the dedicated toll-free number, 800-633-3600, to quickly connect to a highly experienced HP technician based in North America. Each HP technician is specially trained to provide

knowledgeable and friendly support for qualifying HP printers.

- **Next business day hardware exchange**—In the judgment of the HP technician, if the issue cannot be resolved remotely, HP will replace the nonfunctioning part or product with a new or equivalent-to-new one. (Note: The replacement product may have minor cosmetic defects.) The nonfunctioning part or product must be returned within the specified timeframe and will become the property of HP. For calls placed before 2:30 pm Central time, HP will send the customer a replacement HP part or printer by the morning of the next business day with shipping charges paid by HP, as long as the customer's requested ship-to location does not require HP to ship the replacement part or product through international customs.
- **Prepaid shipping, packaging and instructions for nonfunctioning part or product return**—The customer will receive the replacement part or product from HP with shipping instructions and a prepaid return shipping label in a container suitable for returning the nonfunctioning product to HP (as long as no shipping through international customs is required).

- **Support and issue diagnosis** —Customers receive phone support for installation, product configuration, setup and problem resolution from a highly experienced HP technician. If it's determined a replacement product is needed, HP may ask the customer to provide relevant information, run diagnostic tools and perform other troubleshooting activities prior to scheduling the product exchange.
- **Standard coverage window**—Service is available from 6 am to 12 am Mountain time, on standard business days (Monday–Friday), excluding holidays. Service requests received after 2:30 pm Central time or outside the coverage window will be processed the next business day.
- **Access to web-based diagnostic tools**—HP provides customers access to certain commercially available electronic and web-based tools, including:
  - HP software and firmware patches, hardware-related proactive service notifications, and support forums for solving problems and sharing best practices with other registered users.
  - Expanded web-based searches of technical support documents for faster problem solving.
  - Certain proprietary HP service diagnostic tools.
  - A web-based tool for submitting questions to the HP Solution Center. The tool helps resolve problems quickly by using a prequalification process that routes the support or service request directly to the HP technician qualified to answer the question.
  - “HP Live” functionality for communicating one-on-one with an online HP technician from 9 am to 5 pm local time, Monday through Friday, excluding holidays. The HP technician can help the customer navigate to the appropriate online content that may help resolve the problem by sharing browser content. This real-time online help can be accessed via the “HP Live” button for selected web pages.
  - Search functionality for HP and third-party-hosted databases to retrieve product information, get answers to support questions and participate in support forums.

## Optional HP services

Not all service options are available for all products. The service options the customer has chosen will be specified in the customer's contract documentation.

- **HP Next Business Day Exchange**—If customers call the dedicated support line before 2:30 pm Central time, and the knowledgeable HP technician isn't able to solve the issue over the phone, HP will send the customer a replacement part or product by the morning of the next business day (round-trip shipping included).
- **HP Accidental Damage Protection**—For eligible products, specific services may be offered with Accidental Damage Protection. Where Accidental Damage Protection applies, the customer receives protection for their covered hardware product from an unexpected incident. Covered accidents include non-intentional liquid spills in or on the product, drops, falls, collisions and electrical surge. This includes

damaged or broken LCDs or broken parts.

HP Accidental Damage Protection does not cover theft, loss, normal wear, consumables, intentional acts of damage or other exclusions as detailed in the “Service limitations” section.

Major parts replacement, as detailed in the “Service limitations” section, is limited to one each per year. The product may need to be replaced at an HP designated location if not all replacement parts are available locally.

## Coverage

All standard accessories included with the HP product and all HP-supplied internal components, such as HP Jetdirect cards, memory and CD-ROMs are covered. Items such as, but not limited to the following are not covered under HP's Hardware Support Exchange Service:

- Consumables such as batteries and printheads
- Maintenance kits and other supplies
- Non-HP devices
- Accessories purchased in addition to the HP product
- Any product previously repaired by an unauthorized technician or user

## Geographic coverage

Standard delivery is next business day, excluding holidays and weekends, in most areas within continental United States and in limited areas of Hawaii and Alaska, as long as order is placed by 2:30 p.m. Central time

## Customer responsibilities

If required by HP, the customer or HP authorized representative must register the hardware product to be supported within 10 days of purchase of this service, using the registration instructions provided in each package or e-mail document, or as otherwise directed by HP. In the event a covered product is moved to another location or registration details change, HP must be notified within 10 days of the change.

HP may use remote troubleshooting through HP Enhanced Technical Phone Support to attempt to resolve the customer's problem. If requested to do so by HP, the customer will be required to support the efforts by doing one or more of the following:

- Provide all information necessary for HP to determine the customer's level of support eligibility and deliver timely and professional remote support
- Install and run diagnostic tools and programs, including system self-tests
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

Service requests received after 2:30 pm Central time or outside the coverage window will be processed the next business day.

For selected products, the customer must inform HP of all configuration requirements for the replacement product prior to commencement of service, and must document such configuration requirements on each service request order form.

At the time of the service request, the customer must provide a credit card number or purchase order number to HP.

The customer must ship the nonfunctioning part or product to HP within 3 business days of receipt of the replacement part or product and must obtain a prepaid insurance receipt, to be retained by the customer as proof of shipment to HP. If the nonfunctioning part or product is not received by HP within 10 business days of the customer's receipt of the replacement product, the customer will be charged the replacement product's list price.

If the specified customer address is a business address, the replacement part or product will be delivered to and nonfunctioning products picked up from the customer's reception desk or goods-reception area. The customer must acknowledge the receipt of the replacement product by signing the freight carrier air bill at the time of delivery.

It is the customer's responsibility to:

- Maintain a current backup copy of the operating system, development program, and all other applicable software programs and data
- Restore software and data on the unit after the repair or replacement
- Install the user application software and ensure that all software is appropriately licensed

The customer is responsible for installing critical firmware updates in a timely manner, as well as customer-replaceable parts and replacement products delivered from HP.

The customer is also responsible for registering to use HP's electronic support system to access product information and receive proactive notifications or other services available to the customer.

## Service limitations

At HP's discretion, service will be provided using remote diagnosis and support or other service delivery methods. Other service delivery methods, in lieu of shipping a replacement part or product, may include the overnight

shipment of parts specified as customer replaceable. HP will determine the appropriate delivery method required to provide effective and timely customer support. Services such as but not limited to the following are not covered under the customer's service plan:

- Diagnosis or general product maintenance at the customer site. Setup and installation of the replacement product at the customer site.
- Recovery of the operating system, other software and customer data.
- Troubleshooting for interconnectivity or compatibility problems.
- Services required due to failure of 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 preventative maintenance.

Geographic coverage may vary.

## Exclusions to the HP Accidental Damage Protection Service option

Accidental Damage Protection does not cover the following:

- Damage caused by failure to adhere to manufacturer's recommended maintenance or operating specifications
- Damage due to war or nuclear incident, terrorism, vehicle accident, act of God, unauthorized attempts to repair the product, or use of damaged or nonfunctioning media
- Data loss or corruption, business interruptions, obsolescence and cosmetic damage including rust, change in color, texture or finish, wear and tear or gradual deterioration
- Error in product design, construction, programming or instructions
- Fraud, theft, fire, unexplained or mysterious disappearance, misuse, abuse or willful act
- Alteration or modification of the product in any way

## For more information

For more information about HP Care Pack services for Printing and Imaging, contact any HP sales office in the U.S., an HP authorized reseller, or visit your country's HP website at [hp.com/hps/carepack](http://hp.com/hps/carepack) or [hp.ca/hps/carepack](http://hp.ca/hps/carepack).

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