

HP Premier Care Solutions



Service benefits

- Minimize disruptions
- Travel worry-free
- Secure your data and media
- Be prepared for the unexpected
- Ensure you can access your data
- Keep your device operating
- Stay powered everywhere
- Fast problem resolution
- Premium service levels

Service highlights

- Coverage window to suit business needs
- Travel services available in more than 90 countries
- Retain defective media requiring replacement
- Convenient onsite battery replacement
- Protect against accidents
- Recover data or restore the operating system
- Access to highly skilled HP remote support agents
- Device repair within a specified timeframe

Service overview

Premier Care Solutions deliver the right protection, support, and service levels matched to the needs of business users to safeguard investments and maximize productivity for HP EliteBooks and HP ZBooks. It's the simple way to provide a set of services that best fits the way people work.

Empowering a positive user experience, regardless of workplace location, requires a set of services to mitigate risk, provide convenience and cost savings, and help with maintaining security. With Premier Care Solutions, choose from three curated service packages—Essential Care, Expanded Care, or Enhanced Care—based on your user's workstyle, and designed to complement their devices.

Service features

Overview of service components

Services ^{1,2}	Essential Care	Expanded Care	Enhanced Care ³
HP Next Business Day Onsite Response Service	✓	✓	*
HP Next Business Day Hardware Support for Travelers	✓	✓	✓
HP Defective Media Retention	✓	✓	✓
HP One-Time Battery Replacement		✓	✓
HP Accidental Damage Protection ⁴		✓	✓
HP Recover and Restore ⁵		✓	✓
HP Priority Access ⁶			✓
HP Hardware Support Onsite Call to Repair ⁶			✓

* HP Hardware Support Onsite Call to Repair replaces HP Next Business Day Onsite Response Service for Enhanced Care.

Features and specifications: Essential Care

Essential support and protection for notebook users

Experience optimal uptime when working in the office, remotely, and on the road with the HP Essential Care suite of coverage, protection, and support services.

Next Business Day Onsite Response

The service provides remote assistance and onsite support for your covered hardware, helping you improve product uptime. Choose between multiple service-level options featuring several onsite response coverage window combinations in various durations to address your specific service needs. Service includes:

- **Remote problem diagnosis and support**

After receiving and acknowledging your call, HP will begin to isolate, troubleshoot, remedy, and resolve the hardware incident. Prior to onsite assistance, HP may perform remote diagnostics using electronic remote support to access covered products or use other means available to facilitate remote resolution. HP will provide telephone assistance during the service coverage window for customer-installable firmware and Customer Self Repair (CSR) parts. Regardless of your coverage window, incidents with covered hardware can be reported to HP by phone or website, as locally available, or as an automated equipment reporting event via HP electronic remote support solutions 24 x 7.

- **Replacement parts and materials⁷**

HP will provide HP-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including those for available and recommended engineering improvements. Replacement parts and products will be new or functionally equivalent to new in performance and the replaced parts and products will become the property of HP. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part if defective media retention is not purchased.

- **Firmware updates for selected products**

HP firmware updates are available to customers with an active agreement that entitles access to these updates. As part of this service, you have the right to download, install, and use firmware updates for covered products, subject to license 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 license to use the related software updates.

Next Business Day Hardware Support for Travelers

The service provides mobile computer users with a hardware support solution for their new HP portable product. This easy and convenient solution is available in various countries/geographic locations throughout the world. Next Business Day Hardware Support for Travelers is available for select HP 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.

Defective Media Retention

The service allows customers to securely maintain control of defective media containing sensitive data if hard disk drives or SSD/flash drive components require replacement. This service is available for all drives included with the original device.

Features and specifications: Expanded Care

Expanded service levels for users on the go

Get everything in the HP Essential Care suite plus an additional set of HP Expanded Care services designed for your always-on-the-go workstyle so you can stay focused on your business.

One-Time Battery Replacement Service

The service replaces out-of-warranty notebook batteries if required with Onsite Support. One (1) replacement battery will be provided, if required, per Essential, Expanded, or Enhanced Care service. Once the battery has been determined to be defective, an HP authorized representative will provide onsite technical support and battery replacement services. Once an HP authorized representative arrives at your site, the representative will continue to deliver this service until the battery has been replaced.

Accidental Damage Protection*

This service provides protection when unexpected device damage occurs. Specific service levels may include protection against accidental damage from handling eligible, covered hardware products. Accidental damage is defined as physical damage to a product caused by or resulting from a sudden and unforeseen incident, provided such damage occurs in the course of regular use. Examples include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge, as well as damaged or broken liquid crystal displays (LCDs) and broken parts.

* Service included where available.

Recover and Restore—Data Recovery Service

The service includes the recovery of data in the event of data loss due to mechanical failure, accidental deletion, or software crash. Data can be recovered from hard disk and solid-state drives installed on your HP platform. The service is conducted at an offsite location and requires approximately 1–10 business days, not including delivery time from you and return of data from the offsite location to you. Data recovery instances are unlimited during the active period of the Data Recovery Service. Data will be returned to you on a storage device—typically an external USB hard drive—that will be large enough to store the recovered data. Shipping costs of the defective hard drive from you to our offsite location and back after recovery are included in the service pricing.

Data recovery is performed on a best-effort basis. Intermittent failure may require additional recovery time. If additional recovery time is required, you will be notified by HP. If you cannot access data due to mechanical failure, accidental deletion, or software crash, you must contact HP support directly for diagnosis of the system. Data will only be recovered from the hard disk drive (HDD) and solid-state drive (SSD) of selected HP commercial notebooks or mobile devices. Your contact information, Care Pack serial number, and mailing address will be verified and used for the remaining steps of the data recovery claim process. You will be provided a reference number for any data recovery claims.

Recover and Restore—OS Restore Service

Onsite operating system restoration provides high-quality remote fault diagnosis and onsite OS deployment for hardware supported by HP and aims to improve the uptime and productivity of the system. The Customer will get onsite response time, service time slots, and the service period that corresponds to the Care Pack service level associated with the HP product. The Customer may request OS restoration once the HDD has been diagnosed and is determined to be defective. This service carries out the OS restoration after the repair or exchange of the defective hard disk or solid-state drive.

Features and specifications: Enhanced Care

Higher-level response for business-critical users

Stay up and running wherever your business takes you with HP Enhanced Care, which builds on the Expanded Care services with added premium service levels designed for users with the most business and travel demands.

Priority Access

This service is designed to enhance enterprise IT performance, working with your IT staff around the world and providing your organization with premium global support. Priority Access offers premium access to Global Support Agents and provides advanced tools to expedite your support needs and improve help desk productivity, IT support needs and provides tech-to-tech support to help improve the productivity and effectiveness of your help desk resources. HP focuses on your needs by providing services and support designed to address the technology challenges you face today, so your company can quickly get back to business

Hardware Support Onsite Call to Repair

This service provides priority remote diagnosis, support, and onsite service with a team of support specialists who will quickly bring your device to operating condition within a specified timeframe from the initial service request. The service will help maximize IT help desk and user productivity with expedited replacement parts and online case management tools to track resolutions that help get you up and running quickly.

Delivery specifications: Essential Care

Next Business Day Onsite Response Service

For hardware incidents that cannot be resolved remotely, an authorized representative will provide onsite technical support on 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. Replaced 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. HP will use commercially reasonable efforts to respond onsite within the specified time. 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.

- **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 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.
- **Coverage window:** The coverage window specifies the time during which the described services are delivered onsite or remotely. An HP authorized representative will arrive onsite during the coverage window to begin hardware maintenance service within the appropriate response interval after the call has been received and acknowledged by HP. Calls received outside the coverage window will be acknowledged the next coverage day and serviced within the appropriate response interval.

Delivery specifications: Essential Care (continued)

Travel zones

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 (320km) 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 (160km) 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	Timeframe	Additional travel charges
0–50 miles (0–80 km)	Next business day	
51–100 miles (81–160km)	Next business day	
101–200 miles (161–320km)	1 additional business day	
201–300 miles (321–480km)	2 additional business days	Custom quoted based on actual travel charges
Beyond 300 miles (+480km)	Not available	Custom quoted based on actual travel charges

Next Business Day Hardware Support for Travelers

When you are traveling outside the country of purchase, the described support services will be provided only if the country/geographic location where the service is requested and delivered is listed as a participating country/geographic location on a table accessible at hp.com/services/travel. 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 at some additional locations not listed in that table. If parts needed for the repair, especially specialized language-specific or country-specific parts, are not available, you have the following options:

- Postpone the request for the service until you have returned to the country where the product was originally purchased.
- Accept the replacement of a defective foreign part with a local part (for example, English/American keyboard).

Specialized language-specific or country-specific parts such as non-international English keyboards, non-local-language keyboards, or certain localized power supply parts are not generally available when traveling internationally and are not covered under the terms of this agreement, except within the boundaries of the country of origin. Services requested outside the original country of purchase are limited to the base unit only. Services for external monitors are provided only in the original country of purchase, if this additional coverage has been purchased. The docking station or port replicator is eligible for coverage within the host country where the Care Pack was purchased but does not provide coverage when traveling outside the country of purchase. Non-HP-branded options are excluded from this service.



Delivery specifications: Essential Care (continued)

When you are traveling in any of these locations and outside the country of original product purchase, HP will:

- Provide you with the HP Global Solution Center telephone number for the pertinent country/geographic location.
- Accept calls in the country/geographic location of travel from you or the internal help desk of your company.
- Diagnose to the hardware failure level.
- Arrange for Next Business Day response service at your 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, provided the localized parts are available in the location of travel.
- Travel Coverage is limited to Next Business Day only.

Defective Media Retention service

With Defective Media Retention service, it is your responsibility to:

- Retain physical control of disks or SSD/flash drives at all times during support delivery by HP
- Ensure that any sensitive data on the retained disks or SSD/flash drives is destroyed or remains secure.
- Have an authorized representative present to retain defective disks or SSD/flash drives; accept replacement disks or SSD/flash drives; provide HP with identification information for each disk or SSD/flash drive retained hereunder; and, upon HP request, execute a document provided by HP acknowledging the retention of the disks or SSD/flash drives.
- Destroy the retained disks or SSD/flash drives and/or ensure that the disks or SSD/flash drives are not put into use again.
- Dispose of all retained disks or SSD/flash drives in compliance with applicable environmental laws and regulations.

Delivery specifications: Expanded Care

Includes everything in the HP Essential Care suite plus the following services.

One-Time Battery Replacement Service

Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available. Work is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. Replacement parts and products will be new or functionally equivalent to new in performance and the replaced parts and products will become the property of HP.

Accidental Damage Protection (country restrictions apply)

It is your responsibility to report the accidental damage to HP within 30 days of the incident date so that HP can expedite system repair. HP reserves the right to deny repair under this coverage program for damages to systems on which the incident has been reported more than 30 days after the incident date.

The use of this coverage requires an explanation of where and when the accident occurred as well as a detailed description of the actual event. Failure to provide this information will result in claim denial. If protective items such as covers, carrying cases, or pouches, etc., were provided or made available for use with the Covered Product, you must continually use these product accessories to be eligible for protection under this accidental damage coverage service.

Recover and Restore—Data Recovery Service

Prior to the start of the Data Recovery Service, you will:

- Remove any confidential, proprietary, or personal information, including but not limited to names and contact information, date of birth, social security or national ID numbers, age, income, credit card numbers, or financial and health records from the hard disk drive before submitting it to HP for Data Recovery Service. If you cannot remove sensitive data from the device prior to shipping to the Data Recovery Vendor, you may opt to NOT utilize this service. Maintain HP's hardware product warranty or warranty upgrade during Data Recovery Service coverage.
- Contact HP support with the provided identifiable information to initiate the diagnosis and data recovery process.
- Package and ship the HDD eligible for recovery to the location specified by HP; suggested packaging is twice the size of the media wrapped in anti-shock material to reduce movement and damage during shipment. You agree to utilize any packaging provided by the HP Service Technician to ship the defective unit to the Data Recovery Center.
- Ensure that all service prerequisites, as identified during service deployment, have been met.

Recover and Restore—OS Restore Service

If you have upgraded your OS (i.e., from Windows 8 to Windows 10), the HP engineer will load the OS that originally shipped on the unit and then assist you with the initiation of the OS upgrade. You must have the license number for the upgraded OS to begin the initiation.

Delivery specifications: Enhanced Care

Includes everything in the HP Expanded Care suite, adds Priority Access Service, and HP Hardware Support Onsite Call to Repair replaces the HP Next Business Day Onsite Response Service.

Priority Access Service

If you do not act upon the specified responsibilities, at HP's discretion, HP or the HP authorized service provider will (i) not be obligated to deliver the services as described, or (ii) perform such service at your expense at the prevailing time and material rates. With Priority Access service, you will:

- Prior to a support incident, conduct internal troubleshooting and diagnosis.
- During a support incident, have your designated support contact perform the following:
 - Provide all information necessary for HP to deliver timely and professional support and to enable HP to determine the level of support eligibility.
 - Perform other reasonable activities to help HP identify or resolve problems, as requested by HP.
 - You must have rightfully acquired the license for any underlying firmware that will be covered under these services.

HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorized representative will contact you, and you will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected, and an inventory of the covered products is performed. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows HP to survey and troubleshoot possible future hardware incidents so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone.

If an audit is required by HP, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware Call-to-Repair time commitment can be put in effect. The hardware Call-to-Repair time commitment will not take effect until five (5) business days after the audit has been completed.

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, in order to enable the delivery of the service. For hardware Call-to-Repair time commitments, HP requires 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. Please contact a local HP representative for further details on requirements, specifications, and exclusions.

Hardware Support Onsite Call to Repair

It may take up to 60 days from the time this service is purchased and registered to set up and perform any service-level analyses deemed necessary by HP and any associated processes and parts planning before the hardware Call-to-Repair time commitment is in effect. During this initial 60-day period, if a service-level analysis is performed, HP will provide onsite service with the shortest onsite response time possible based on parts and resource availability.

For hardware incidents that cannot be resolved remotely, an authorized representative will provide onsite technical support on 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. Replaced 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.

Delivery specifications: Enhanced Care (continued)

- **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 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.
- **Call-to-Repair time:** Call-to-Repair time begins when the initial call has been received and acknowledged by HP and ends when the hardware is repaired, or when HP determines that it does not currently require onsite intervention. Call-to-Repair times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Service levels may vary from region to region. Check with your local HP representative for more details.
- **Replacement parts and materials:**¹ 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.
- **Coverage window:** The coverage window specifies the time during which the described services are delivered onsite or remotely. An HP authorized representative will arrive onsite during the coverage window to begin hardware maintenance service within the appropriate response interval after the call has been received and acknowledged by HP. Calls received outside this coverage window will be logged at the time the call is placed to HP but will not be acknowledged until the next coverage day and serviced within the appropriate response interval. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.

Escalation management

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

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 downloading selected HP firmware or patches that may require additional entitlement through Software Support agreements, 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 for submitting questions directly to HP. The 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. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone.
- Search of HP and third-party hosted knowledge databases for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums. This service may be limited by third-party access restrictions.

Delivery specifications: Enhanced Care (continued)

Travel zones

For sites that are located within 101 to 200 miles (163 to 322km) of an HP designated support hub, an adjusted hardware Call-to-Repair time commitment may apply. Travel zones and charges, if applicable, may vary in some geographic locations. Coverage will not be supported outside the country for which the Care Pack was sold, even when bundled with a Travel Care Pack.

Distances below are for guidance only. For more information on travel zones, contact a local HP sales office.

Distance from HP designated support hub	Committed hardware Call-to-Repair time
0–50 miles (0–81km)	Committed Call-to-Repair time applies
51–100 miles (82–161km)	Committed Call-to-Repair time applies
101–200 miles (162–322km)	1 additional coverage day applies
Beyond 200 miles (> 322km)	Established at time of order and subject to resource availability

Approval process

An HP pre-approval process may be required for each customer requesting the Call-to-Repair service. Call-to-Repair times are dependent upon the type of hardware product to be supported as well as the exact location of your site in relation to an HP designated support hub. To check service availability, please contact an HP sales representative.

Service limitations: Essential Care

Next Business Day Hardware Support Onsite Service

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 support. HP reserves the right to remove the covered product from your location to make the repair.

Exclusions from Hardware Support Onsite Service:

- Backup, recovery, and support of the operating system, other software, and data.
- 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 unauthorized 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 forth in the manufacturer's operating manual, product Quick Specs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.

Service limitations: Essential Care (continued)

Next Business Day Hardware Support for Travelers

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 support. HP reserves the right to remove the covered product from your location to make the repair. HP requires that you return the failed unit to the original country of purchase if any repair event, including accidental damage protection, would require replacement of the device. Whole unit replacement is not available outside the original country of purchase for this service. Travel coverage is limited to onsite and offsite repair of the original unit. 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.

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 your failure to incorporate any system fix, repair, patch, or modification provided to you by HP
- Services required due to your failure to take avoidance action previously advised by HP
- User-preventive maintenance

Defective Media Retention Service

The defective media retention service feature option 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. Data retentive components that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not eligible for the defective media retention service feature option. Defective media retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately. Failure rates on these components are constantly monitored, and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that you are overusing the defective media retention service feature option (such as when replacement of defective data retentive components materially exceeds the standard failure rates for the system involved).

Service limitations: Expanded Care

One-Time Battery Replacement Service

This service is for one (1) battery replacement per product under contract within the terms of service of the Care Pack. Coverage is limited to the primary battery that was originally configured and purchased with the product.

Excluded from this service are activities such as, but not limited to, the following:

- Any repair beyond replacement of the battery, should the product need any such repairs.
- Additional part replacements, as there will be a separate charge for this service.
- Replacement of secondary or accessory batteries purchased after purchase of the original configuration, which includes long-life and travel batteries.
- Coverage beyond the terms of the service, as indicated in the Care Pack description.

Requests for multiple batteries for multiple systems (batching) may only be made by self-servicing HP commercial or educational customers or their agents and may result in a delay of parts delivery. Coverage may vary by geographic location. This service is not available in all countries or regions.

Accidental Damage Protection Service

Accidental damage protection requires the product to be covered by a factory warranty or a warranty extension service with coverage duration equal to or longer than the accidental damage protection service. It provides protection against sudden and unforeseen accidental damage from handling, provided such damage occurs in the course of regular use.

Recover and Restore—Data Recovery Service

Data Recovery Service cannot be purchased if pre-existing issues have resulted in inaccessibility of files on eligible HP hardware. The Data Recovery Service process does not comply with the requirements set forth in the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology for Economic and Clinical Health (HITECH) Act of 2009. Customers who are subject to HIPAA and HITECH should not provide data or hard-disk drives to HP that contain Protected Health Information (PHI) as defined under HIPAA and HITECH. You are solely responsible for determining whether you are subject to HIPAA and HITECH. If Data Recovery Service is purchased separately from the hardware, you must register your new Care Pack within 30 days of the original purchase date. HP may use a third-party service provider for Data Recovery Services. The third party is required to comply with HP's privacy policy. HP platforms with RAID configurations or with more than two pre-installed hard drives are not eligible for this Care Pack.

HP may cancel the Data Recovery Service at any time during the service term if you refuse the assistance of an HP technician or makes abusive claims for data recovery. In this event, HP will provide you with a written notice of cancellation, with no entitlement to refund.

The condition of the storage media determines what files are recoverable. Data Recovery Services does not provide coverage for attempted data recovery, loss or damage to drives caused by or resulting from collision with or explosion of another object, unauthorized repairs, lack of manufacturer-specified maintenance, or improper equipment modifications. Recovery is on a best-effort basis. HP does not guarantee that it will be able to recover an end user's desired data. By purchasing Data Recovery Services, the end user agrees to these terms.



Service limitations: Expanded Care (continued)

Recovered data files are not created by HP. HP does not guarantee the security, purpose, or use of the files. Software, operating system, and malware troubleshooting are not included in diagnosis support. Hardware support prior to data recovery is dictated by current warranty service level or warranty extension. Data Recovery Service does not prevent the infection of malware or file intrusion by third parties. It is your responsibility to protect your hardware and data from damage or intrusion.

Data Recovery Service does not include the following:

- Installation, license, or support for software.
- Any services not clearly specified in this document.
- Services required due to causes external to the HP supported hardware or software.
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software.

Turnaround time does not include ship time from you to the recovery center or return of data disk to your designated address. Intermittent failure may require additional recovery time. In this event you will be notified by the HP authorized service provider.

Failure of the hard drive is determined by diagnosis and confirmation of an HP technician. Data Recovery Service does not entitle you to a replacement hard drive. Hardware must be under current warranty or Care Pack post warranty. Replacement hard drive is provided under terms and conditions of the current warranty or care pack coverage of the hardware unit.

Recover & Restore—OS Restore Service

OS restoration will not be provided when:

- You are unable to provide the recovery media and does not allow HP to order recovery media for them.
- The failed hard disk drive is not repaired or exchanged by HP.
- HP or an authorized service provider does not carry out the repair visit.
- HP will not restore the OS inside the faulty hard disk drive. It is necessary for you to carry out backup of data on a regular basis.
- The time for restore tasks is additional to the general repair tasks.
- Restoration of your data or applications are out of scope.
- All unit/hardware setup and configuration tasks are also out of scope.

Service limitations: Enhanced Care

Priority Access Service

Activities such as, but not limited to, the following are excluded from this service:

- Hardware without a valid HP warranty, Care Pack, or hardware service contract (except as noted in the 'Service eligibility' section).
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement.
- Services required due to your failure to incorporate any system fix, repair, patch, or modification provided to you by HP.
- Services required due to your failure to take avoidance action previously advised by HP Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software.
- Any services not clearly specified in this document.
- Priority Services activation process will begin within 30 days of purchase.
- HP reserves the right to deny this service if you provide inaccurate or fraudulent information regarding your in-warranty installed base.
- HP reserves the right to conduct routine audits of your in-warranty installed base to ensure that there is an accurate sizing of the fleet.
- HP's ability to deliver this service is dependent upon your full and timely cooperation with HP, as well as the accuracy and completeness of any information and data you provide to HP.

Hardware Support Onsite Call to Repair

HP may conduct a review of your eligibility for Call to Repair on a case-by-case basis. Service levels, products, and response times for Care Packs may vary depending on your geographic location. Additionally, minimum order quantities may apply, and stand-alone transactional Call to Repair services may not be available in every region. Contact a local HP sales office for more details. At HP's discretion, 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 a courier, of Customer Self Repair (CSR) parts or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely support and meet the Call-to-Repair time commitment, if applicable.

If you do not act upon your specified responsibilities, at HP's discretion, HP or the HP authorized service provider will (i) not be obligated to deliver the services as described, or (ii) perform such service at your expense at the prevailing time and material rates.

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. Service for attached peripherals will be provided by shipping replacement parts or entire replacement products for CSR or installation by the technical courier delivering the part or product.

If an upfront audit is required by HP, the hardware Call-to-Repair time commitment will not take effect until the audit has been completed. It may take up to 60 days to set up the Call-to-Repair commitment. In addition, HP reserves the right to downgrade the service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.

Service limitations: Enhanced Care (continued)

The following activities or situations will suspend the Call-to-Repair time calculation (if applicable) until they are completed or resolved:

- Any customer or third-party actions or inaction impacting the repair process.
- Any automated or manual recovery processes triggered by the hardware malfunction, such as disk mechanism rebuild, sparing procedures, or data integrity protection measures.
- Any other activities not specific to the hardware repair but required to verify that the hardware malfunction has been corrected, such as rebooting the operating system.

The Call-to-Repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. Call-to-Repair time commitments and onsite response times do not apply to the repair or replacement of defective or depleted batteries. All coverage windows and response times are subject to local availability.

If you request scheduled service, the Call-to-Repair time period begins at the agreed-upon scheduled time.

Time commitment

In certain areas or geographies, a Call-to-Repair time commitment may not be available at all locations or may be restricted to your locations close to major metropolitan areas. In the event that a covered product changes location, HP may conduct a review to determine whether the service can be covered in the new location. If it is determined that HP cannot support Call to Repair in the new location, service will default to Next Business Day Onsite terms and conditions.

The Call-to-Repair time commitment is subject to you providing immediate and unrestricted access to the system, as requested by HP. The Call-to-Repair time commitment does not apply when system access is delayed or denied (e.g., physical, remote troubleshooting, and hardware diagnostic assessments). If you request a scheduled service, the Call-to-Repair time period begins at the agreed-upon scheduled time.

In the event that only a customer-replaceable part is required to return the system to operating condition, the Call-to-Repair time commitment shall not apply. The following are excluded from the Call-to-Repair time commitment:

- Time for disk mechanism rebuild or sparing procedures
- Any restoration or recovery of compromised data
- Any period of non-availability not directly caused by the hardware fault

HP reserves the right to modify the Call-to-Repair time commitment as it applies to your specific product configuration, location, and environment. This is established at the time of support agreement order and is subject to resource availability. A Call-to-Repair time commitment does not apply when you choose to have HP prolong diagnosis rather than execute recommended recovery procedures. The Call-to-Repair time commitment is also subject to you providing immediate and unrestricted access to the system, as requested by HP.

Response times may vary by geography and site location within this geography.

Service limitations: Enhanced Care (continued)

Exclusions

Activities including but not limited to the following are excluded from this service:

- Backup, recovery, and support of the operating system, other software, and data.
 - Operational testing of applications, or additional tests requested or required by you.
 - Troubleshooting for interconnectivity or compatibility problems.
 - Support for network-related problems.
 - Services that, in the opinion of HP, are required due to improper treatment or use of the product.
 - Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software.
 - Services required due to your failure to incorporate any system fix, repair, patch, or modification provided to you by HP.
 - Services required due to your failure to take avoidance action previously advised by HP.
- **Call to Repair does not apply to the following services:**
- Travel Coverage: Next business day support in participating countries only
 - Defective Media Retention: Next business day commitment
 - Accidental Damage Protection: Additional time may be required depending on type of breakage
 - Battery Replacement Service: Next business day commitment
 - Data Recovery: 1–10 business days depending on severity of recovery
 - OS Restore: Provided as part of Data Recovery Service Restoration is included as step in Data Recovery process

Customer Responsibilities

Appointment booking

HP's authorized service provider will schedule the appointment with the provided site contact and clarify the required service details. Therefore, orders will be placed at your site, and it is the buyer's responsibility to provide your site contact information (name, email, and phone number). Your contact will either possess native language (site specific) skills (written and spoken) or be able to speak, read, and write English.

Remote Support and Firmware

If you do not deploy the appropriate HP remote support solution, HP may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for onsite installation of non-customer-installable firmware if you do not deploy the appropriate HP remote support solution in cases where recommended and available. Installation of customer-installable firmware is your responsibility. Additional charges will apply if you request that HP install customer-installable firmware and software updates. Any additional charges to you will be on a time-and-materials basis, unless otherwise previously agreed in writing by you and HP.

Data backup

It is your responsibility to back up all your files, data, or programs prior to the commencement of any should we clarify that this is an OS installation service and to be able to reconstruct lost or altered files, data, or programs. You must maintain a separate backup system or procedure.

Customer Responsibilities (continued)

Hazardous environment

You must notify HP if it's discovered that the working area allocated to HP poses a potential health or safety hazard to HP or service agent employees. HP may postpone Installation Services until you remedy such hazards.

Authorized representative

You must have a representative present when HP service engineers are providing service at your site. Your representative will either possess native language (site specific) skills (written and spoken) or be able to speak, read, and write English.

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 resolution.

Terms and conditions

See complete Care Pack [terms and conditions](#).

Ordering information

Availability of service features and service levels may vary from region to region according to local resources and may be restricted to eligible products and geographic locations. Premier Care Solution packages for HP Personal Systems should not be ordered without checking first with an HP sales representative that conditions are met to fully benefit from the purchased service features and service level.

For more information

For more information on HP Services, contact any of our worldwide sales offices or resellers or visit hp.com/go/services.

Sign up for updates
hp.com/go/getupdated



Share with colleagues

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 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. 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.
2. Restrictions and limitations apply. For details, visit www.hp.com/go/cpc.
3. HP Enhanced Care requires a per-seat minimum. Seat minimum may vary by device and region. Conditions and restrictions apply. Please contact your local HP representative for details.
4. Availability pending in European countries. Please contact your local HP representative for details.
5. Software support assistance feature is not available in certain regions and countries. Please contact your local HP representative for details.
6. Available in select countries. Repair commitment may vary by zone of coverage, region, and country limitations. Please contact your local HP representative for details.
7. Upgrades are not covered by Call to Repair. Contact your local HP representative for more details. HP may not cover an upgraded configuration. 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.

© Copyright 2019 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

