



# One Time Battery Replacement Service

## HP Care Pack Services

### Service benefits

- Three coverage options for battery replacement to meet your specific needs
- Timely battery replacement to improve your personal productivity
- High quality technical support to simplify the replacement process

### Service highlights

- Remote technical assistance, diagnostics, and troubleshooting
- Option for self-replacement with no shipping costs and battery disposal
- Option for offsite return and replacement service at an HP designated repair center
- Option for onsite replacement service by an HP authorized representative

### Overview

The One Time Battery Replacement Service offers three convenient methods for replacing out-of-warranty batteries—Self-Replacement Service, Offsite Return Service, and Onsite Service. Under each option, one (1) replacement battery will be provided if a battery failure is detected.

This Care Pack terminates after you receive a battery replacement or when the service period expires on the supported product, whichever event occurs first.

### Features and specifications

Features	Specifications
Remote Problem Diagnosis and Support	<ul style="list-style-type: none"> <li>• Basic telephone technical assistance for diagnostics, electronic remote support solutions, troubleshooting, problem resolution, installation, and setup.</li> <li>• Available for all coverage options.</li> </ul>
Self-Replacement Service	<ul style="list-style-type: none"> <li>• Replacement battery shipped to your location free of freight charges.</li> <li>• Battery disposal service for replaced batteries.</li> </ul>
Offsite Return Service	<ul style="list-style-type: none"> <li>• Defective battery return to an HP designated repair center for technical support, repair, and replacement.</li> <li>• HP-supported products and materials necessary for returning the hardware to operating condition while maintaining compatibility and HP supportability, including replacement parts, engineering improvements, and firmware updates.</li> <li>• Return of the repaired or replaced product to your location within 3 to 7 business days after the service is completed.</li> </ul>
Onsite Service	<ul style="list-style-type: none"> <li>• Onsite technical support at your location provided by an HP authorized representative to replace the defective battery.</li> <li>• HP-supported products and materials necessary for returning the hardware to operating condition while maintaining compatibility and HP supportability, including replacement parts, engineering improvements, and firmware updates.</li> </ul>

## Delivery specifications

To initiate this service, download and run the HP Battery Check program, and then call HP for support. HP will provide basic telephone technical assistance to validate that a replacement battery is needed. HP may ask you to provide relevant information, start diagnostic tools, and perform other supporting activities. If, in the judgment of HP, the battery meets the replacement criteria, HP will replace the battery according to your coverage:

### Self-replacement

The replacement battery will be shipped via a carrier or courier to your location free of freight charges, given that your requested ship-to-location does not require HP to ship the replacement battery through international customs. Replacement products will usually be delivered to your reception desk or goods reception area if the specified address is a business address. If required, you must acknowledge the receipt of the replacement product by signing the freight carrier air bill at the time of delivery.

HP will dispose of the used batteries appropriately. You must return the replaced battery to HP using the packaging and shipping materials sent with the replacement part within a time period designated by HP. In the event HP does not receive the replaced part within the designated time period or if the part is physically damaged upon receipt, you will be required to pay a fee for the non-returned part, as determined by HP.

### Offsite return service

You will be directed to return the defective battery to an HP designated repair center, where HP will provide technical support and replacement services. Depending on the purchased service level, HP offers different shipment options for delivering the defective product to an HP designated repair center:

- Customer delivery: With this option, the customer is responsible for delivering the defective product to the HP designated repair center. Delivery can be made in person or by a locally available commercial delivery service.
- Pickup by HP: An HP authorized courier will pick up the defective product at your location and deliver it to an HP designated repair center. Service requests must be received before 12:00 p.m. local time to activate same-day pickup. All other service requests will be scheduled for next-business-day pickup.

Turnaround time following the receipt of the defective product for this service will be approximately three (3) HP business days for eligible locations, except in cases of intermittent failures and non-availability of parts, which may require additional repair time. After completion of the repair, an HP authorized courier will return the product to your location. Return shipment will be by ground transportation and usually takes between 3 and 7 business days after the defective product is received by HP. You may request accelerated delivery at an additional charge.

### Onsite service

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, either onsite or remotely, at the discretion of HP, until the products are repaired.

To ensure high service quality and quick turnaround time, the level of damage will be measured and will determine whether the unit can be repaired onsite or should be returned to an HP designated repair center for 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. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products.

For each coverage option of this service, replacement parts and products are new or functionally equivalent to new in performance. Replaced parts and products become the property of HP.

During Offsite Return Service and Onsite Service, HP may install commercially available engineering improvements on the covered hardware product to better enable proper operation and maintain compatibility with HP supplied hardware. At its sole discretion, HP may install any firmware updates that are required to return the covered product to operating condition and/or to maintain HP supportability.

## Customer responsibilities

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

Customers who did not previously register their One Time Battery Service Replacement should note that it is necessary to register the purchase before the battery replacement order can be completed. You will be required to provide “proof of purchase” at the time of the claim. You should be prepared to provide data from the purchase documentation to the Call Center representative and to fax or mail a copy of the proof of purchase to HP.

In order to support HP’s remote problem resolution efforts, HP will request:

- All information necessary for HP to deliver timely and professional remote support and to help HP determine the level of support eligibility.
- Self-tests and/or the installation and running of other diagnostic tools and programs.
- Other reasonable activities that may help HP identify or resolve problems.

For each coverage option, it is the customer’s responsibility to appropriately package defective batteries and prepare the package for delivery to and receipt by HP.

## Service limitations

This Care Pack must be purchased within 90 days of the hardware purchase. Customers who do not purchase the One Time Battery Replacement Service at time of hardware purchase have an option to purchase an after-market battery option kit from HP.

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.

This service is available between the hours of 8:00 a.m. and 5:00 p.m. local time, during HP standard business days, excluding HP holidays. Service requests received after 2:00 p.m. local time or outside the coverage window will be logged the next business day. Coverage may vary by geographic location.

This service is not available in all countries or regions. Please contact your HP Sales Representative for service availability.

#### General battery warranty terms

The battery warranty only covers failures resulting from defects in materials or workmanship. The warranty does not cover:

- Decrease in capacity that occurs over time and with use with all batteries.
- Failure or diminished capacity resulting from accidents, misuse, abuse, contamination, or other external causes.
- Failure or diminished capacity resulting from improper calibration.
- Failure or diminished capacity resulting from improper or inadequate maintenance.

#### Battery life

Battery life varies depending on product configuration and usage, including but not limited to product model, applications running, power management settings, and product features.

NOTE: You may be required to run an HP diagnostic test to determine if a battery failure is covered by the warranty.

## Terms and conditions

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

## Ordering Information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order One Time Battery Replacement Service, please contact a local HP sales representative.

## For more information

Contact your local HP sales representative or channel partner for details or visit [hp.com/go/pcandprintservices](http://hp.com/go/pcandprintservices).

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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](http://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.

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