

HP Next Business Day Hardware Support for Travelers

HP Care Pack Services



Service benefits

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

Service highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Coverage during standard business hours
- Next-business-day onsite response, as locally available
- Commercial notebook and tablet coverage
- Defective media retention service (optional; for eligible products only)
- Accidental damage protection service (optional)

Service overview

Next Business Day Hardware Support for Travelers provides mobile users with a hardware support solution for their new HP mobile device. This easy, convenient service is available in the countries and geographic locations listed in the [reference guide](#). This service 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) to support hardware problem resolution. Support is provided during local standard business hours.

Features and specifications

Travel coverage

Travel coverage is available in most regions of the world, with a list of countries and geographic locations that is extensive and expanding. A detailed, updated list can be found in the [reference guide](#). This list provides information on the specific geographic availability of Next Business Day Hardware Support for Travelers, including accidental damage protection and defective media retention options. This list of countries and geographic locations is subject to change without notice. HP recommends that you validate travel coverage through this [website](#) prior to any departure.

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

- Provide the HP Global Solution Center telephone number for the pertinent country or geographic location, which can be found on the HP [website](#).
- Accept calls in the country or geographic location of travel from you or the internal help desk of your company.
- Diagnose the hardware failure level.
- Arrange for next-business-day response service at your location in the participating country or 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.

Features and specifications (continued)

Remote problem diagnosis and support

Once you have placed a service request via a designated HP support telephone number, HP will work with you during the coverage window to isolate the hardware problem and remotely troubleshoot, remedy, and resolve it. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools (where available) to access covered products. Alternatively, HP may use other means available to facilitate remote problem resolution.

Upon experiencing a hardware problem outside the country of purchase, you must first call HP for assistance during local business hours at the local phone numbers, which can be found on the [HP website](#).

Onsite hardware support

For technical hardware issues that cannot be resolved remotely, in HP's judgment, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. HP may, at its sole discretion, elect to replace the products in lieu of repairing them. Replacement products are new or functionally equivalent to new products in performance. Replaced products become the property of HP.

In addition, HP may install available engineering improvements to help you experience proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP.

Replacement parts and materials

HP will provide HP-supported replacement parts and materials 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. Parts and components that have reached their maximum supported lifetime and/or the maximum limit set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.

Refer to the "coverage" section of this data sheet for more details.

Notebook-only coverage (optional feature)

For eligible PC products, you may choose notebook-only coverage. HP Care Pack offerings with this coverage do not extend the specified service level to external monitors or other external accessories. The docking station or port replicator is eligible for coverage within the host country where the HP Care Pack was purchased, but does not qualify for coverage when traveling outside the country of purchase.

Features and specifications (continued)

Optional service features

- **Accidental damage protection:** 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 surges, as well as damaged or broken liquid crystal displays (LCDs) and broken parts. Country restrictions may apply; check with your local HP representative.
- **Defective media retention:** This option allows you to retain defective hard disk drives or SSD/flash drive components that you 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.

Delivery specifications

Coverage window

The coverage window specifies the time during which the described services are delivered onsite or remotely. Service requests received outside this coverage window will be logged the next business day for which you have a service coverage window.

The coverage window for this service is during standard business hours, on standard business days: Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays (which may vary by country and geographic location), or the applicable standard business hours and standard business days of the participating country or geographic location where the service is requested.

All coverage windows are subject to local availability. Contact a local sales office for detailed information on service availability.

Onsite response time

Onsite response time specifies the time period between the service request and service delivery. It begins when the initial service request is received and logged with HP, and ends when the HP authorized representative arrives at your site, if this time falls within the specified coverage window. Response times are measured during the coverage window only and may be carried over to the next business day for which there exists a coverage window.

The onsite response time for this service is “next-business-day onsite response.” An HP authorized representative will arrive at your site during the coverage window to begin hardware maintenance service the next coverage day after the service request has been logged.

Local restrictions, such as service travel areas with adjusted response times, may apply depending on the geographic location where the hardware support is requested. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.

Delivery specifications (continued)

Coverage

This service provides coverage for eligible HP PCs, including HP-supported and supplied internal components such as memory and optical drives. This includes attached HP-branded accessories purchased together and included in the original packaging of the main desktop, workstation, thin client, notebook, or tablet product, such as a mouse, keyboard, docking station, jacket, port replicator, or AC power adapter.

HP Care Pack Services with this coverage limitation do not cover external HP monitors. All-in-one devices do include the display, which is not considered a separate, external monitor. However, a second monitor attached to an all-in-one device, for example, would not be covered by this HP Care Pack.

HP docking stations or port replicators are covered within the country where the HP Care Pack was purchased, but not outside the country of purchase.

For HP point of sale (POS) systems and bundled product solutions such as retail or mobile point of sale solutions, this service covers the base unit only, unless the service states it is a POS solution service, which provides coverage for the base unit as well as up to six peripherals with HP part numbers and serial numbers, such as cash drawers, printers, pole displays for monitors, and barcode readers or handheld scanners that have been sold as part of the POS or bundled product solution.

Coverage for eligible multivendor systems includes all standard vendor-supplied internal components and the external monitor, keyboard, and mouse.

Consumable items including but not limited to removable media, customer-replaceable batteries, tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service. Batteries for mobile HP commercial PCs are covered for up to three years. Search for "Understanding Battery Warranties for Business Notebooks" on hp.com for more details.

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.

Customer responsibilities

If specified customer responsibilities are not met, HP 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.

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

Delivery specifications (continued)

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

- Run any applicable customer-executable diagnostics prior to notifying HP of a malfunction in the hardware product.
- Promptly notify HP of any malfunction in the hardware product.
- Provide the serial number of the covered product.
- Provide a local address and phone number.
- Be present for the onsite service engineer or to receive courier delivery of parts.
- Allow HP full and unrestricted access to all locations where the service is to be performed.
- 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.

In cases where CSR parts are shipped to resolve a problem, you are responsible for returning the defective part within a time period designated by HP. In the event HP does not receive the defective 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 defective part, as determined by HP.

Accidental damage protection (optional feature)

For HP Care Pack offerings that include the accidental damage protection optional service feature, you must report accidental damage to HP within thirty days of the incident date so that HP can expedite system repair. The report must have a detailed explanation of the accident, including when, where, and how it occurred, and a description of damage to the unit. HP will deny the claim if this information is not provided, or if the incident is reported more than thirty days after the incident date.

Defective media retention (optional feature)

With the defective media retention service feature option, it is your responsibility to:

- Retain physical control of disks or SSD/flash drives at all times; HP is not responsible for data contained on disks or SSD/flash drives.
- Ensure that any sensitive data on the retained disks or SSD/flash drives is destroyed or remains secure.
- Provide HP with identification information for each disk or SSD/flash drive retained hereunder, and execute a document provided by HP acknowledging your retention of the disks or SSD/flash drives.
- Destroy the retained disk or SSD/flash drives and/or ensure that the disk or SSD/flash drive is not put into use again.
- Dispose of all retained disks or SSD/flash drives in compliance with applicable environmental laws and regulations.

For disks or SSD/flash drives supplied to you by HP as loaner, rental, or lease products, you will promptly return the replacement disks or SSD/flash drives at the expiration or termination of support with HP. You will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased disks or SSD/flash drives to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such disk or SSD/flash drive.

Service limitations

At HP's discretion, service will be provided using a combination of remote diagnosis and support, services delivered offsite, and other service delivery methods. These may include the delivery, via 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.

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.

Exclusions from Next Business Day Hardware Support for Travelers

- 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.
- 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 that, in the opinion of HP, are required due to improper treatment or use of the product.
- User-preventive maintenance.

When you travel 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 the table provided in the [reference guide](#). 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 return 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 HP 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.

Service limitations (continued)

Exclusions from accidental damage protection

The accidental damage protection service feature provides protection against sudden and unforeseen accidental damage from handling, provided such damage occurs in the course of regular use. It does not cover the following situations and damage due to:

- Normal wear and tear; change in color, texture, or finish; gradual deterioration; rust; dust; or corrosion.
- Fire, vehicular or homeowner's accident (in cases in which said accident is covered by an insurance policy or other product warranty), act of nature (including, without limitation, floods), or any other peril originating from outside the product.
- Exposure to weather conditions or environmental conditions that are outside of HP specifications; exposure to hazardous (including bio-hazardous) materials; operator negligence; misuse; mishandling; improper electrical power supply; unauthorized repairs or attempts to repair; improper and unauthorized equipment modifications, attachments, or installation; vandalism; animal or insect damage or infestation; defective batteries; battery leakage; or lack of manufacturer-specified maintenance (including the use of inappropriate cleansers).
- Error in product design, construction, programming, or instructions.
- Maintenance, repair, or replacement necessitated by loss or damage resulting from any cause other than normal use, storage, and operation of the product in accordance with the manufacturer's specifications and owner's manual.
- Theft, loss, unexplained or mysterious disappearance, or misplacement.
- Data loss or corruption; business interruptions.
- Fraud (including, but not limited to, incorrect, misleading, erroneous, or incomplete disclosure of how the equipment was damaged to your adjudicator, the servicer, or HP).
- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not impact operation and functioning of the product.
- Computer monitor screen imperfections—including but not limited to "burn-in" and missing pixels—caused by normal use and operation of the product.
- Damage to products whose serial numbers are removed or altered.
- Damage or equipment failure that is covered by manufacturer's warranty, recall, or factory bulletins.
- Damage caused during your shipment of the covered product to or from another location.
- Damage to hardware, software, media, data, etc., stemming from causes including but not limited to viruses; application programs; network programs; upgrades; formatting of any kind; databases; files; drivers; source code; object code or proprietary data; any support, configuration, installation, or reinstallation of any software or data; or use of damaged or defective media.
- Any and all pre-existing conditions that occurred (i.e., took place) prior to the purchase date of the HP Care Pack.
- Product obsolescence.
- Any equipment relocated outside the country of purchase and not covered by a Travel + Accidental Damage Protection Care Pack.
- Damaged or defective LCD screens when the failure is caused by abuse or is otherwise excluded herein.
- Intentional damage that results in a cracked or damaged computer display screen or damaged monitor.
- Damage due to police action, undeclared or declared war, nuclear incident, or terrorism.
- Alteration or modification of the covered product in any way.

Service limitations (continued)

- Any willful act to cause damage to the covered product.
- Reckless, negligent, or abusive conduct while handling or using the product.
- Unit cracks or holes when the damage does not penetrate the outer case and/or reveal internal circuitry or sharp edges.
- Missing or broken keyboard caps not related to a covered accident (e.g., drop or liquid spill).

Limitations to accidental damage protection

Eligibility for purchase of the accidental damage protection service feature 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.

If protective items such as covers, carrying cases, or pouches 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.

Reckless, negligent, or abusive conduct includes but is not limited to the treatment and use of the covered products in a harmful, injurious, or offensive manner that may result in damage, as well as any willful or intentional damage to the product. Any damage resulting from such acts is not covered by this accidental damage protection service feature.

Once the specified limit is reached, the cost of repair for any additional claims will be charged on a time-and-materials basis, but all other aspects of the HP Care Pack purchased will remain in effect unless specifically documented otherwise in the country of purchase.

For customers with a history of significantly high claims, HP reserves the right to deny requests to purchase the accidental damage protection feature.

Limitations to defective media retention

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.

SSD/flash drives 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.

Failure rates on disks and SSD/flash drives are constantly monitored, and HP reserves the right to cancel this service with thirty days' notice if HP reasonably believes that you are overusing the defective media retention service feature option (such as when replacement of defective disks or SSD/flash drives materially exceeds the standard failure rates for the system involved).

HP shall have no obligation whatsoever with respect to the contents of or the destruction of any disk or SSD/flash drive retained by you, or sent to HP by you. Notwithstanding anything in HP's current 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.

Service limitations (continued)

Service eligibility

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

Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160km) of an HP designated support hub. Travel to sites located within 200 miles (320km) 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	Onsite response time
0–100 miles (0–160km)	Next business day*
101–200 miles (161–320km)	1 additional business day*
201–300 miles (321–480km)	2 additional business days*
Beyond 300 miles (480km)	Established at time of order and subject to resource availability*

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

Ordering information

To obtain further information or to order Next Business Day Hardware Support for Travelers, contact a local HP sales representative.

Terms and conditions

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

For more information

Contact your local HP sales representative or channel partner for details or visit hp.com/go/pcandprintservices.

Sign up for updates
hp.com/go/getupdated



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