HP Basic Service Plan Hardware Support with Defective Media Retention

HP Care Pack Services

Protect your business from unplanned costs

Your HP Large Format Production printing equipment is an essential tool that supports your core business. In the event of unexpected problems, it's vital to get the printer back up and running as quickly as possible, with minimal disruption. To continue to benefit from remote support and also parts delivered the next business day, you need to purchase an HP Service and have your printer covered.

Purchase this service as an HP Care Pack along with the new printer and enjoy basic support coverage for up to five years. You can also extend this service for an additional period of one or two years. This service grants you preferential support from HP, with fast and professional resolution, including:

- Remote assistance
- Parts
- Service Maintenance kits and Preventive Maintenance Kits, if applicable for your printer type
- Defective Media Retention
- Access to PrintOS Basic Applications
- HP Learn

Features and specifications

Remote problem diagnosis and support

After receiving and acknowledging your call, HP will begin to isolate, troubleshoot, remedy, and resolve the hardware incident. HP may perform remote diagnostics using electronic remote support to access covered products or use other means available to facilitate remote resolution.

HP will also 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. HP will acknowledge the receipt of the service request by logging the call, assigning a case ID, and communicating that case ID to you. HP retains the right to determine the final resolution of all reported incidents.

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

Replacement parts and materials

HP will provide HP-supported replacement parts and materials necessary to maintain the covered product in operating condition. Replacement parts will be new or functionally equivalent to new in performance. Replaced parts become the property of HP. If you wish to retain, degauss, or otherwise physically destroy replaced parts, you will be billed and required to pay the list price for the replacement part. Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts. Repair or replacement of any supplies or consumables is your responsibility.

SMK and PMK replacement

For the printers that require Service Maintenance Kits or Preventive Maintenance Kits, this service includes the parts included in the kits defined by HP for the right maintenance of your printer.

Defective media retention

This option allows you to retain defective hard disk drives 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.

PrintOS Basic Applications

Print OS includes a portfolio of software solutions developed by HP for Large Format products. The main features included in the Basic option are:

- HP PrintOS mobile
- HP Configuration Center
- HP PrintBeat

HP Learn

HP Learn is a learning platform integrated in PrintOS that allows you to maximize the potential of your business by educating and upskilling your employees. It provides personalized, continuous learning based on device and profile for your whole organization.
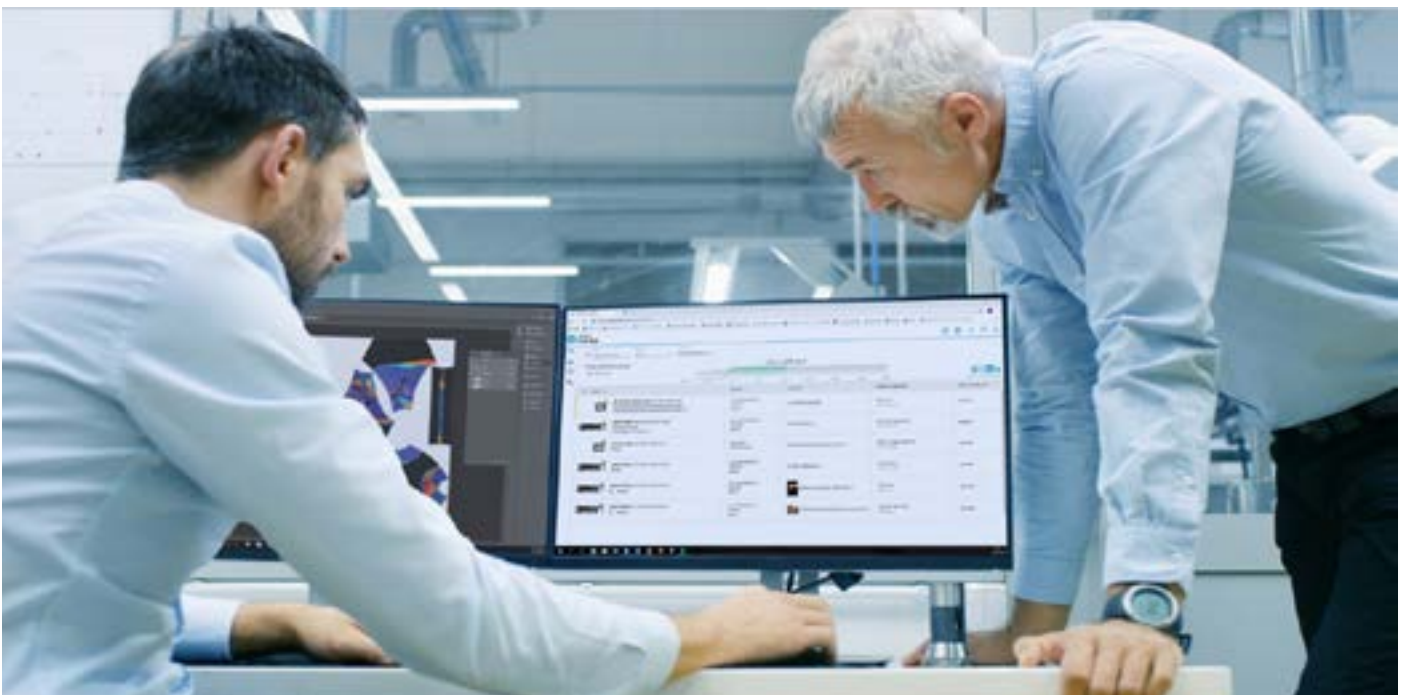
Customer responsibilities

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

If required by HP, you or an HP authorized representative must activate the hardware product to be supported within ten days of purchase of these services, using the registration instructions within the HP Care Pack or the email document provided by HP, or as otherwise directed by HP.

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

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility.

- Start self-tests and install and run other diagnostic tools and programs.

- Install customer-installable firmware updates and patches.

- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP.

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

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

You are responsible for the security of your own proprietary and confidential information, and for properly sanitizing or removing data from products that may be replaced and returned to HP as part of the repair process.

Do you want to know more?

Purchase HP Basic Service and Support Coverage together with your new HP Large Format Production printer or as an extension to an expiring HP warranty or HP Care Pack coverage.

You can find the right HP Care Pack service and product number at https://cpc2.ext.hp.com (You'll need your hardware product number).

Contact your local HP preferred reseller or HP sales representative for more information.

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