



hp support services

hp supportpack service
descriptions
united states

technical data

hp service descriptions - united states

eligibility for support

Custom Configured Notebooks:

If you purchased a custom configured HP Notebook on-line with support included, your support entitlement has been registered for you.

If you have purchased a Supportpack product, you must register your HP Supportpack within 10 days of purchase to be eligible to receive this support. Follow the registration procedures included with the HP Supportpack. For your electronic Supportpack follow the information or in your HP Registration Letter.

For standard factory warranty support, call 970 - 635-1000

how to register your
hp supportpack

Physical Supportpack:

Please fill out and mail the registration card that came with your Supportpack documentation or, call 800 -386-1115.

Electronic Supportpack:

Register your electronic Supportpacks at <http://www.activate.support.hp.com>.

Custom Configured Notebooks:

If you purchased a custom configured HP Notebook on line with support included, your support entitlement has been registered for you

service coverage

HP may provide onsite service, onsite unit exchange, remote unit exchange or return to HP repair. HP will determine the exact response time and level of support when the service call is placed. Service may be provided by HP, authorized HP representative or HP distributor. For onsite services, customer is responsible for providing access to products and for ensuring that an adult representative is present while service is being performed.

getting support if you have a
problem - in the U.S.

Once you've registered your HP Supportpack with HP, it's easy to obtain hardware support. Here's how:

1. Visit the HP Customer Care website at <http://www.hp.com/go/support>. Available 24 hours a day, this site provides convenient troubleshooting and moderated discussion forums.
2. If the problem cannot be resolved at the web site, call HP Support **1-800-633-3600**. Service calls are initially routed to HP's Customer Care Center. Please be ready to provide your product model number and serial number.
3. The HP Supportpack Representative will ask you for information that will help us accurately diagnose the problem and fix it as quickly as possible. Customer will be required to run system self-test programs or to correct reported faults upon telephone advice.
4. Based on this discussion, the HP Supportpack Representative will help you fix the problem over the phone or determine whether to ship a customer-replaceable part, arrange for an off-site repair or exchange, or schedule an onsite repair or exchange. Onsite services are provided only if the fault or problem cannot be corrected remotely. For onsite services, customer is responsible for providing access to products and for ensuring that an adult representative is present while service is being performed.

hardware maintenance - onsite support

onsite support for Hawaii

NOTE: Onsite support services are ONLY available in Hawaii for the island of Oahu. All other islands (Hawaii, Lanai, Maui, Molokai, and Kauai) are outside of the support territory. These islands will not receive onsite support, and Onsite Supportpacks should not be sold for these islands.

HP Reponse Time for Travel

Table 2. HP's Response Time for Travel

distance from customer-designated site to hp support office listed in support office guide	response time for 4-hour onsite support and 24x7	response time for next day onsite, second day onsite support
0-100 miles	4 hours	Next working day
101-200 miles	8 hours	1 additional working day
201-300 miles	*	2 additional working days
over 300 miles	*	*

* Established at time of service call and subject to resource availability

next day onsite response

If the problem cannot be resolved via remote telephone troubleshooting, an HP Authorized Representative will arrive at the customer's site to begin hardware maintenance service between 8:00 am and 5:00 pm local time, during the next working day after a call is received, Monday through Friday, excluding HP holidays. The need for onsite repair must be determined by 3:00 pm local time, Monday through Friday, for next business-day service. Calls received after 3:00 pm on Friday will be logged on Monday and serviced on Tuesday. This applies to sites within 100 miles of the HP Support Offices. An Authorized HP representative will be sent to the customer's site to resolve the problem with an onsite repair or an onsite exchange.

Next Day Onsite Response is available as described within a 100-mile radius of HP support offices. A travel fee is charged for service outside the 100-mile radius. Service radius may vary in some countries.

Most areas within the continental United States can be serviced the next business day. (Does not include Canada.) Add 1 to 3 days for service in Alaska and remote locations. For Hawaii Next Day Onsite service is only available for the island of Oahu.

hardware maintenance - off-site support

HP performs hardware maintenance at designated HP Repair Centers. This service does not cover diagnosis or maintenance of product at customer's location. If onsite diagnosis or maintenance is required, customer will be charged at HP's standard service rates. Customer's ship-to location must not require HP to return-ship repaired product through international customs.

express repair, 3rd business day

HP will provide door-to-door service that features pick up, repair, and delivery of the customer's unit. The turn around time is 3-business days, which is measured from the time of logging the call to delivering the repaired unit to the customer. The customer must log a call at the HP Customer Support Center between 8:00 am and 6:00 pm eastern time, Monday through Friday, excluding HP holidays. Service is limited to U.S. major metropolitan areas including parts of Alaska. This service is not available in Hawaii.

return to hp

Customer is responsible for packaging and shipping/delivering failed product to a designated HP Repair Center. HP will provide freight service to return repaired product to customer's location within the country where service is provided. If customer requests expedited shipping, the additional charges will be billed to customer. Turnaround time for this service will be three (3) HP working days, except for intermittent failures that may require additional repair time. Turnaround time is measured in elapsed days from the time the product is received at a designated HP Repair Center until the repaired product is ready to be returned to customer. Turnaround time does not include the time required to return ship the repaired product to customer. For selected products requiring transshipment to an HP central service center, turnaround time is measured from time of receipt at the central service center.

accidental-damage protection,
third business day express
repair

An HP Authorized Representative will provide door-to-door service that features pick up, repair, and delivery of the customer unit. The turnaround time is 3 business days from the time of pick up to the customer who calls the HP Customer Support Center between 8:00 am and 6:00 pm Eastern Time, Monday through Friday, excluding HP holidays. This service provides protection against accidental-damage to your HP Omnibook, and is limited to U.S. major metropolitan areas.

What is covered? With this coverage, the customer receives protection against accidental damage. Some examples are: liquid spills, drops, falls, collisions, electrical surges, damaged or broken LCD, or any accidental breakage.

Major parts replacement limited to one each per year. For Accidental Damage Protection Coverage, major parts include the screen (LCD), DVD/CD ROM, motherboard, processor, hard disk drive, battery and memory. Theft, fire, intentional damage and normal wear-and-tear are not covered.

global support

hp telephone assistance

If you have purchased a global Supportpack, upon experiencing a hardware problem, HP customers should telephone HP for assistance at one of the following phone numbers:

1-800-343-9733 ? This toll-free telephone number is available in these countries: Australia, Bermuda, Canada, China, Denmark, Germany, Hong Kong, Hungary, Ireland, Israel, Japan, Korea, Malaysia, Netherlands, New Zealand, Norway, Philippines, Singapore, Sweden, Switzerland, Taiwan, Thailand, United Kingdom and United States.

Note: International Access Code (IAC) may be required.

(970) 635-1013 ? This toll number is available to HP customers calling from countries in which the toll-free number is not available or accessible.

Service coverage: HP may provide onsite service, onsite unit exchange, remote unit exchange or return-to-HP repair. HP will determine the exact response time and level of support when the service call is placed. Service may be provided by HP, authorized HP representative or HP distributor. Service calls are initially routed to HP's support center. Customer will be required to run system self-test programs or to correct reported faults upon telephone advice. Onsite services are provided only if the fault or problem cannot be corrected remotely.

global next day onsite
response

Through Global Support, HP customers receive "Next Day Onsite Response", as described under Onsite Support, in participating countries listed below. Restrictions, such as service travel areas and response times, are dependent on the standard restrictions and response times of the HP Support Office Guide located in the country where hardware support is requested. For Global Support, customers in countries with an HP Support Office that does not provide Next Day Onsite Response, the Support Office of that country will provide customer with that Support Office's highest level of off-site support.

global next day onsite response participating countries

for hp omnibook pc:

HP Supportpack for select HP Omnibooks is available for purchase in Brazil, Canada, Finland, France, Germany, Italy, Netherlands, Norway, Portugal, Spain, Sweden, the United Kingdom and the United States (select geographic locations are not covered). Following purchase in these countries, extended service for HP Supportpack will be provided in all countries where the product model is sold:

Austria, Belgium, Canada, Czech Republic, Denmark, Finland, France, Germany, Greece, Hong Kong, Indonesia, Ireland, Italy, Netherlands, Norway, Poland, Portugal, Russia, Singapore, South Africa, Spain, Sweden, Switzerland, U.S. (select geographic locations are not covered), and U.K.

In the following countries where global Next Day Onsite Service is not available, HP Supportpack provides the highest level of service available in that country: Argentina, Australia, China, Hungary, India, Israel, South Korea, Luxembourg, Malaysia, Mexico, New Zealand, Philippines, Saudi Arabia, Taiwan, Thailand, Turkey, Mexico, Columbia, Brazil, and Venezuela.

hp support specifications

HP will provide all labor, parts and materials necessary to maintain in good operating condition products covered by this Agreement. Onsite Support also includes technical assistance for installation and normal operation of standard configuration for selected HP products; including assistance with product configuration and set up, and hardware problem resolution. Assistance is available 8:00 am to 5:00 pm, Monday through Friday excluding holiday's local time. NOS restoration is included in "Hardware Call-to-Repair 6-Hour Onsite Support", and "24x7 Onsite Response." Please note that the NOS restoration is not included in the 6-Hour Hardware Call-to-Repair window. At the time of repair, HP may install engineering improvements and modifications and will perform preventative maintenance services such as cleaning and inspecting. Replacement parts will be new or their equivalent; replaced parts will become the property of HP.

global return to hp

Through Global Support, HP customers receive "Return to HP", as described under Off-Site Support, in participating countries listed below. Global Return to HP provides the convenience of HP's expert depot repair assistance. In the US, Canada and Western Europe, a courier will both retrieve and return your unit to you. All you are responsible for is the packaging! HP pays all shipping costs. In all other areas of the world HP pays for return shipping. Repair turn-around times vary by region from 2-3 business days in the US up to 5-8 business days in other regions.

If a problem is an easily replaced piece of hardware, such as a hard disk or memory, HP may be able to express ship a replacement part to you. This saves you time and gets your hardware back in operation as quickly as possible.

global return to hp participating countries

for hp omnibook pc:

Participating Countries: Austria, Belgium, Canada, Czech Republic, Denmark, Finland, France, Germany, Greece, Hong Kong, Indonesia, Ireland, Italy, Netherlands, Norway, Poland, Portugal, Russia, Singapore, South Africa, Spain, Sweden, Switzerland, U.S., U.K. Argentina, Australia, China, Hungary, India, Israel, South Korea, Luxembourg, Malaysia, Mexico, New Zealand, Philippines, Saudi Arabia, Taiwan, Thailand, Turkey, Mexico, Columbia, Brazil, Venezuela.

installation and network configuration support

Table 3. HP's Response Time for Travel

distance from customer-designated site to hp support office listed in support office guide	response time for installation and network configuration support
0-100 miles	Next working day
101-200 miles	1 additional working day
201-300 miles	2 additional working days
over 300 miles	*

* Established at time of service call and subject to resource availability

pc installation

basic installation for 1 hp desktop PC, notebook, or workstation, per incident

This service provides basic onsite physical installation of 1 HP Desktop PC, Notebook, or IA32 Workstation. Includes travel from a primary HP Support Office between 8:00 am to 5:00 pm, Monday through Friday, excluding HP holidays, for sites located within 100 miles of the HP Support Offices.

Basic installation includes unpacking, reconciling against the packing slip, connecting the monitor, keyboard, mouse, and network cables. Technician will power on the hardware, verify the functionality, run power on diagnostics, boot the system to a Windows prompt, enter the TCP/IP address, and verify that the system comes up to the network login screen. Packaging will be removed to a customer-designated area within the immediate installation location. (Service does not cover Pavilion Notebooks or Pavilion PCs)

<p>basic installation for 2+ hp desktop PCs, notebook, or workstations, per incident</p>	<p>This service provides Basic onsite physical installation of 2+ HP Desktop PCs, Notebooks, or IA32 Workstations. Order the quantity of PCs to be installed (must be greater than one). All installations must occur at the same facility and at the same time. Includes travel from a primary HP Support Office between 8:00 am and 5:00 pm Monday through Friday, except HP holidays, for sites located within 100 miles of the HP Support Offices.</p> <p>Basic installation includes unpacking, reconciling against the packing slip, connecting the monitor, keyboard, mouse, and network cables. Technician will power on the hardware, verify the functionality, run power on diagnostics, boot the system to a Windows prompt, enter the TCP/IP address, and verify that the system comes up to the network login screen. Packaging will be removed to a customer-designated area within the immediate installation location. (Service does not cover Pavilion Notebooks or Pavilion PCs)</p>
<p>extended installation for 1 hp desktop PC, notebook, or workstation, per incident</p>	<p>This service provides Extended onsite physical installation of 1 HP Desktop PC, Notebook, or IA32 Workstation. Includes travel from a primary HP Support Office between 8:00 am and 5:00 pm Monday through Friday, except HP holidays, for sites located within 100 miles of the HP Support Offices.</p> <p>Extended installation includes unpacking, reconciling against the packing slip, connecting the monitor, keyboard, mouse, and network cables. Technician will power on the hardware, verify the functionality, run power on diagnostics, boot the system to a Windows prompt, enter the TCP/IP address, and verify that the system comes up to the network login screen. Packaging and the uninstalled equipment will be removed to a customer-designated area within the immediate installation location. A local printer will be connected and tested. (Service does not cover Pavilion Notebooks or Pavilion PCs)</p>
<p>extended installation for 2+ hp desktop PCs, notebook, or workstations, per incident</p>	<p>This service provides Extended onsite physical installation of 2+ HP Desktop PCs, Notebooks, or IA32 Workstations. Order the quantity of PCs to be installed (must be greater than one). All installations must occur at the same facility and at the same time. Includes travel from a primary HP Support Office between 8:00 am and 5:00 pm Monday through Friday, except HP holidays, for sites located within 100 miles of the HP Support Offices.</p> <p>Extended installation includes unpacking, reconciling against the packing slip, connecting the monitor, keyboard, mouse, and network cables. Technician will power on the hardware, verify the functionality, run power on diagnostics, boot the system to a Windows prompt, enter the TCP/IP address, and verify that the system comes up to the network login screen. Packaging and the uninstalled equipment will be removed to a customer-designated area within the immediate installation location. A local printer will be connected and tested. (Service does not cover Pavilion Notebooks or Pavilion PCs)</p>
<p>premier installation for 1 hp desktop PC, notebook, or workstation, per incident</p>	<p>This service provides Premier onsite physical installation of 1 HP Desktop PC, Notebook, or IA32 Workstation. Includes travel from a primary HP Support Office between 8:00 am and 5:00 pm Monday through Friday, except HP holidays, for sites located within 100 miles of the HP Support Offices.</p> <p>Premier installation includes unpacking, performing an internal check, reconciling against the packing slip, connecting the monitor, keyboard, mouse, and network cables. Technician will power on the hardware, verify the functionality, run power on diagnostics, boot the system to a Windows prompt, enter the TCP/IP address, and verify that the system comes up to the network login screen. Packaging and the uninstalled equipment will be removed to a customer-designated area within the immediate installation location. A local printer will be connected and tested, and data will be transferred from the replaced system to the new system. (Service does not cover Pavilion Notebooks or Pavilion PCs)</p>
<p>premier installation for 2+ hp desktop PCs, notebook, or workstations, per incident</p>	<p>This service provides Premier onsite physical installation of 2+ HP Desktop PCs, Notebooks, or IA32 Workstations. Order the quantity of PCs to be installed (must be greater than one). All installations must occur at the same facility and at the same time. Includes travel from a primary HP Support Office between 8:00 am and 5:00 pm Monday through Friday, except HP holidays, for sites located within 100 miles of the HP Support Offices.</p> <p>Premier installation includes unpacking, performing an internal check, reconciling against the packing slip, connecting the monitor, keyboard, mouse, and network cables. Technician will power on the hardware, verify the functionality, run power on diagnostics, boot the system to a Windows prompt, enter the TCP/IP address, and verify that the system comes up to the network login screen. Packaging and the uninstalled equipment will be removed to a customer-designated area within the immediate installation location. A local printer will be connected and tested, and data will be transferred from the replaced system to the new system. (Service does not cover Pavilion Notebooks or Pavilion PCs)</p>