



hp supportpack



peace of mind

overview
datasheet

hp supportpack

peace of mind -
benefit from the wide
range of high-level
quality hp support
services

HP Supportpack is a simple package that you can buy while purchasing your hp product. With this purchase you will have fast, responsive support that can actively reduce downtime, maximize performance which in turn supports your own productivity.

benefits to you

- lets you focus on your business
- peace of mind with quick problem resolution
- easy to buy and at a fixed cost - no additional charges or surprises
- professional response
- expert assistance and first class service

features

- different service levels to suit customer needs
- includes parts, labour and travel at no extra costs
- service and response times geared to your individual requirements
- internal components such as memory, hard disks, processors, interfaces, disk/CD-ROM drives also covered
- international availability – the HP Supportpack is tied to your product, not your location – transferable anywhere in Europe the global worldwide coverage (1 worldwide phone number covering 42 countries) exists for pc and portables

specifications

the right service for every
product

Our service levels are product-specific and based on customers' service requirements. To find out which service levels are available for which products, please talk to your local HP authorized reseller. An overview table of services follows.

purchase and
registration

it's as simple as this

- purchase your HP Supportpack from your nearest HP authorised reseller together with the product (for a list of HP authorized resellers visit www.hp.com)
- register your HP Supportpack immediately by completing and sending the registration card

the registration card and a product label are enclosed with every hp supportpack

- **the registration card:** please fill in all the requested information on the registration card and return it to HP without delay. This is extremely important in order to ensure that you are entitled to fast, reliable support from day one onwards.
- **the product label:** simply complete the label and fasten it to your equipment. You will then have all the relevant data handy if ever you need to call the service department.
- **service calls:** if you have a problem with your equipment, please call the HP Support Center directly. You can find the service phone number in your HP Supportpack. HP will normally be able to diagnose the problem over the phone within two hours. The problem will then be cleared remotely if possible or otherwise on-site.

product coverage

HP Supportpack covers the HP hardware product and all HP-supplied internal components. Application and data restoration is not included and is the customer's responsibility. For HP NetServers, restoration of the Network Operating System (NOS) is included.

ordering information

Please contact your local HP authorized reseller

Technical information contained in this document is subject to change without notice.



hp supportpack



overview
datasheet

deskjet/officejet/photo smart

PC's

mass storage

professional inkjet printers

portables

designjet printers

networking

laserJet printers

netserver

24 x 7 same day on-site best possible response time

HP's best possible response time, 24 hours a day, 7 days a week, within 160 km of a service office. If the problem cannot be resolved by remote diagnosis, a HP authorised representative will begin hardware maintenance service at your site within 4 hours of your call.

same business day on-site response – 9am – 5pm

As above during standard business hours – on-site response 9am - 5pm Monday to Friday, excluding public holidays.

next business day on-site response 9am – 5pm

An on-site hardware maintenance service. Monday to Friday, 9am – 5pm hours. An HP authorised representative will begin hardware maintenance service on-site the next working day after your call.

second business day on-site response 9am – 5pm

As above except hardware maintenance service at your site within two working days of your call, during standard business hours, Monday to Friday, excluding public holidays.

rapid repair 5-business day turn-around-time

If the problem cannot be resolved by remote diagnosis, an HP courier will collect your HP Omnibook from your site the next working day after your call. Your HP Omnibook will be repaired at an HP Customer Service Centre and returned to you within 5 working days. Collection and return services are performed between 9am and 5pm, Monday to Friday, excluding public holidays. Calls are taken between 9am and 5pm.

Technical information contained in this document is subject to change without notice.



hp supportpack



peace of mind

overview
datasheet

return to hp repair center

Consult the HP Customer Care web site at www.hp.com/go/support. If the problem cannot be resolved at the web site, the next step is to call the HP Customer Care Center for technical support. The telephone number is located in the product manual. In the event the HP Customer Care representative determines if hardware repair is required, either the appropriate customer-replaceable part will be shipped or you will be given the ship-to address for unit repair. Customer is responsible for packaging the unit and shipping it to HP. HP will then repair and return the unit within 14 business days. The original unit may be replaced at HP's option.

unit exchange or next business day repair

Service available Monday to Friday during business hours. HP will replace the faulty unit with a permanent replacement unit. This service includes pre-paid freight via a premium freight provider. Depending on the location, if the unit cannot be replaced, an HP authorized representative will begin hardware maintenance service at your site the next business day. All costs of labour, travel and parts are included. HP Supportpack covers the HP hardware product and all HP-supplied internal components.

post warranty same business day on-site 9am – 5pm

On-site hardware maintenance service after expiry of original warranty or original HP Supportpack. HP's best possible response time during standard business hours, Monday to Friday, excluding public holidays. If the problem cannot be resolved by remote diagnosis, an HP authorised representative will begin hardware maintenance service at your site, between 9am and 5pm hours, within 4 hours of your call. Calls are taken between 9am and 5pm hours. This applies to sites within 160 km of a service office.

post warranty next business day on-site 9am

As above except - HP authorised representative will begin hardware maintenance service the next working day after your call.

hardware service call to-repair – 24 x 7

Three-year service to repair HP Netserver system hardware within 6 to 8 hours time after call receipt, and re-installation of the Network Operating System

hardware service call-to-repair 9am – 5pm

As above but Monday to Friday 9am – 5pm

Technical information contained in this document is subject to change without notice.



hp supportpack



peace of mind

overview
datasheet

installation & configuration for hp pc or netserver

Installation of HP PC or HP NetServer hardware and network operating system (Microsoft NT or Novell NetWare) for immediate use. Network and system configured to your specifications. Service includes: network fault isolation, LAN integration assistance for new products, problem management assistance, clear and accurate network configuration documentation, co-ordination of activities with all those involved.

installation & configuration for hp printers

A service which provides physical set-up of a hardcopy product and network installation for immediate use. An HP-qualified technician will begin the installation and configuration service at your site the next business day after your call (Monday to Friday). A user introduction is included to ensure you are familiar with your new HP printer. Configuration documentation, coordination of activities with all those involved.

advanced maintenance service – same business day on-site

On-site health checks and regular preventive maintenance for printers keep your product performing at optimum level. Visits are scheduled at your convenience and performed by an HP-qualified technician. An HP-qualified technician will begin hardware maintenance service at your site, between 9am and 5pm, within 4 hours of your call. Calls are taken between 9am and 5pm.

advanced maintenance service – next business day on-site

As above except - HP-qualified technician will begin hardware maintenance service at your site the next business day after your call.

24 x 7 remote management support

Remote 24x7 troubleshooting for HP NetServers. Automatic notification of potential faults. Proactive quarterly review with customer. Can be purchased any time during warranty and in conjunction with any other hardware HP Supportpack. Each HP Supportpack for Remote Management Support includes 3 years of 24 x 7 coverage for one Netserver. In the rare event of an onsite repair, the customer's service provider is notified and given access to relevant system events tracked at HP.

**peace of mind with
hp supportpack**



Technical information contained in this document is subject to change without notice.