HP
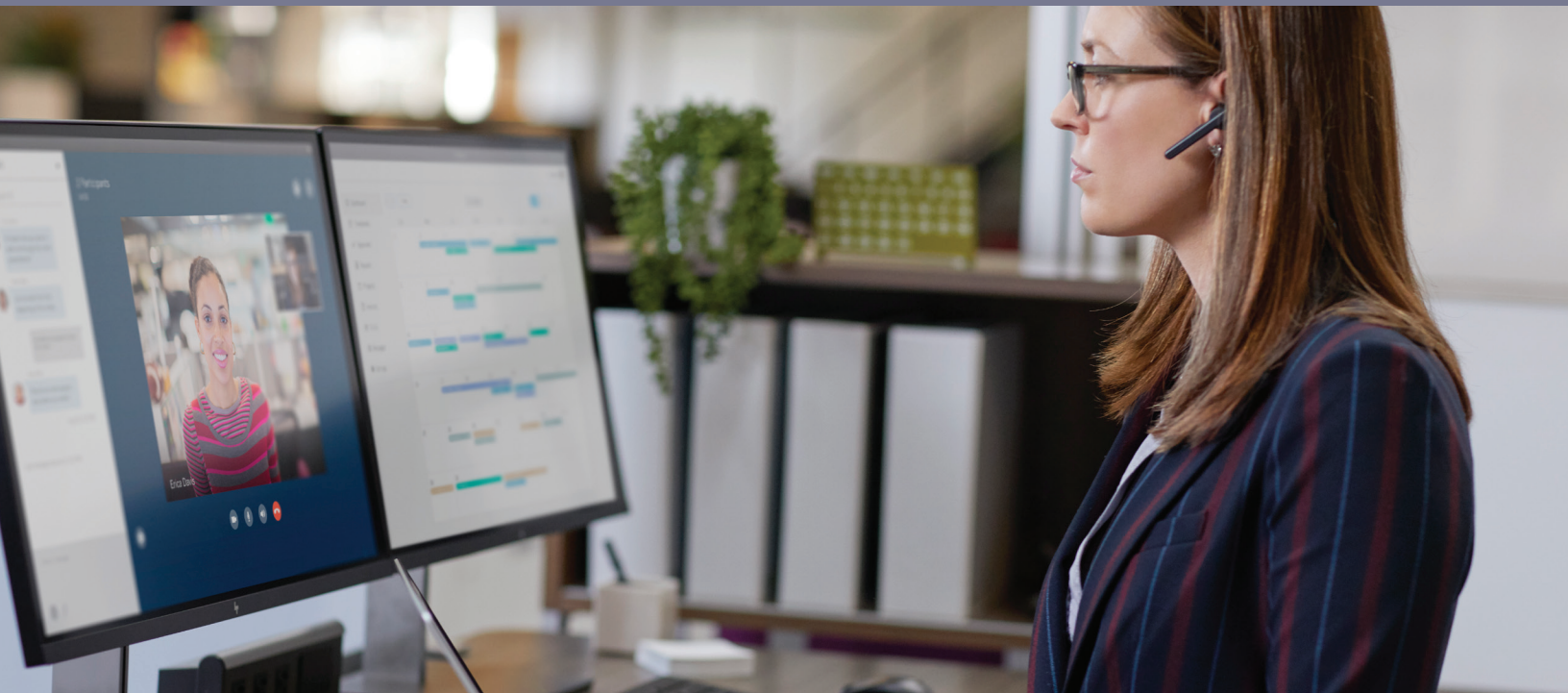
HP Active Care

HP Care Pack Services

Service benefits

- Mitigate downtime with fast responses

- Quickly resolve issues for users

- Keep PCs up and running everywhere

- Secure data and media

- Prepare for the unexpected

- Meet specific service needs

- Receive convenient onsite support from qualified experts

Service overview

HP Active Care is world-class PC service and support for office and mobile workers. HP Active Care helps IT achieve optimal uptime and fast resolution support on HP devices.[1,4] With remote technical support, predictive device health analytics, remediation services, and Next Business Day Onsite Response, HP Active Care keeps employees up and running in the office or on the go.

HP Active Care also brings with it accelerated problem diagnosis and remediation, helping users get up and running quickly. Automatic Case Generation minimizes disruption by opening a case as soon as an issue is detected, enabling IT decision makers to schedule repairs at their convenience. Optimize PC uptime with predictive, proactive analytics that let IT know the condition of every PC in their fleet. HP quickly identifies issues when and where they occur, orders replacement parts, and installs them as needed.

Features and specifications

HP TECHPULSE-ENABLED SUPPORT FEATURES[4].

HP Active Care provides predictive and proactive alerts to customers powered by HP TechPulse, a powerful AI-based analytics platform. Your IT teams can monitor the health status of devices and receive alerts about devices that need attention, repair, or updates—all from a unified, one-stop dashboard.

Service highlights

- HP TechPulse-enabled analytics, including:

  - Inventory and health monitoring

  - Dashboard with analytics

  - Predictive analytics

- Remote problem diagnosis and support

- Onsite hardware support

- Replacement parts and materials

- Access to highly skilled HP remote support agents

- Travel services[6] available in more than 90 countries

- Defective media retention[6]

- Protection against accidents[6]

Features and specifications (continued)

Category	Features
HP TechPulse predictive and proactive alerts and notifications	Hardware inventory (including hardware models, type, serial numbers, and basic warranty information)
	New critical incidents for hard disk drive device issues, thermal grading, and battery health
	Hardware health provides updated fast health checks on devices in your fleet
	BIOS and firmware updates
	Hard disk drive health
Auto-ticketing	Hard disk drive replacement
	Battery replacement
Remote diagnosis and support	24 x 7 support[2]
Onsite hardware support	Representative deliver support onsite

Summary of key HP TechPulse-enabled support features

- Devices connected to your dashboard

  - Hardware inventory: Provides detailed hardware information on enrolled devices (i.e., hardware models, type, serial numbers, and basic warranty information) and device enrollment history.

- Devices in need of intervention

  - Hardware health: Identifies devices failing to meet individual performance metrics (i.e., battery health, disk health, thermal health, critical BIOS updates required).

- Devices experiencing thermal issues

  - Thermal grading: Provides detailed information of thermal characteristics of enrolled devices.

- Devices needing battery or hard disk replacement

  - Battery replacement: Provides information on battery replacement recommendation timeframes for enrolled devices.

- Devices requiring BIOS and firmware updates

  - BIOS updates: With HP TechPulse-enabled features, BIOS update notifications will be provided on the portal to identify which devices can be proactively updated.

Features and specifications (continued)

REMOTE PROBLEM DIAGNOSIS AND SUPPORT

Hard drive failures and battery replacement issues can be resolved by creating an automatic support case. For all other issues, contact HP Customer Support for remediation.

After receiving and acknowledging your call, HP will begin to isolate, troubleshoot, remedy, and resolve the hardware incident. Prior to onsite assistance, HP may perform remote diagnostics using electronic remote support to access covered products or use other means available to facilitate remote resolution. Regardless of your coverage window, incidents with covered hardware can be reported to HP by phone or website, as locally available, or as an automated equipment reporting event via HP electronic remote support solutions 24 x 7.[2] HP will acknowledge the receipt of the case ID, and communicate that case ID to you. HP retains the right to determine the final resolution of all reported incidents.

NEXT BUSINESS-DAY ONSITE HARDWARE SUPPORT

For hardware incidents that cannot be resolved remotely, an authorized representative will arrive onsite the next business day to provide onsite technical support on HP Active Care hardware products to return them to operating condition. HP may elect to replace certain products or solutions[5] including peripherals such as docking stations, monitors, keyboards, headsets, and mice remotely in addition to onsite support for main device coverage in lieu of repairing them. Replacement products will be new or functionally equivalent to new. Replaced products become the property of HP.[3] After they arrive, representatives will deliver service onsite or remotely, at their discretion, until the products are repaired. Work may be suspended temporarily if parts or additional resources are required, but it will resume when they become available.

- Fix on failure: At the time of onsite technical support delivery, HP may install available engineering improvements and non-customer-installable firmware updates for covered hardware products required to return the covered product to operating condition or to maintain supportability by HP.

- Fix on request: For hard drive and battery replacement repair requests, customers may select an option on the HP TechPulse portal to have these items replaced at a time that is convenient for them, prior to the device actually failing.

REPLACEMENT PARTS AND MATERIALS

HP will provide HP-supported replacement parts and materials necessary to maintain the covered product or solution[5] 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. Repair or replacement of any supplies or consumables is your responsibility. Some exceptions may apply; contact HP for more information. See the "Coverage" section on page 7 for more details.

FIRMWARE UPDATES FOR SELECTED PRODUCTS

HP firmware updates are available to customers with an active agreement that entitles them to access these updates. As part of this service, you have the right to download, install, and use firmware updates for covered products, subject to license restrictions in current HP standard sales terms. HP may provide, install, or assist with installation of firmware updates in conjunction with onsite hardware support if you have a valid

Features and specifications (continued)

license to use the related software updates.

OPTIONAL SERVICE FEATURES

- Accidental Damage Protection (ADP)[6]: Specific service levels may include protection against accidental damage from handling eligible, covered hardware products. For the Solution Care Pack, ADP Coverage will extend only to the base unit of the configuration or solution and will not extend to the peripherals. 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[6]: This option allows you to retain defective hard 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.

- Next Business Day Hardware Support for Travelers[6]: This service provides mobile computer users with a hardware support solution for their new HP portable product. This easy and convenient solution is available in various countries/geographic locations throughout the world. Next Business Day Hardware Support for Travelers 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) in support of hardware problem resolution. Support is provided during the standard business hours and days of the local country/geographic location.

Delivery specifications

Devices managed by HP will have a software client installed either manually or at the factory to collect information related to the device, and content will not be captured. Hardware Serial Number detail will be captured to identify device on HP internal systems and to assist in remediation of issues. HP Active Care does not collect the following types of data:

- Demographic Information (with the exception of country or language preferences)

- Financial Account Information, credit or debt card numbers, credit records, or payment data

- Social Media or web browsing information

- Government-issued identifier such as social security, social insurance number, or government ID

- Health Information

- Sensitive data such as ethnic origin, political beliefs, trade union membership, health data, sexual orientation, or genetic data. Collected data will be stored in a secure cloud repository.

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THE COVERAGE WINDOW

The coverage window specifies the time during which the described services are delivered onsite or remotely. An HP authorized representative will arrive onsite for coverage on the main device, or use remote methods for peripherals covered under the solution service during the coverage window to begin hardware maintenance service within the appropriate response interval after the call

Delivery specifications (continued)

has been received and acknowledged by HP. Calls received outside the coverage window will be logged at the time of the call, acknowledged the next coverage day, and serviced within the appropriate response interval. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.

SERVICE-LEVEL OPTIONS

Contact a local HP sales office for detailed information on service availability and coverage.

ONSITE RESPONSE TIME

For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite within the specified onsite response time. Onsite response time begins when the initial call has been received and acknowledged by HP, and it ends when the HP authorized representative arrives at your site, or when HP determines that the reported event does not currently require an onsite intervention. For Solution Care Pack services, any peripherals (such as monitors, keyboards, mice, docking stations, headsets, etc) will be either repaired or replaced remotely depending on the circumstance. Response times are measured during the coverage window only and may carry over to the next day with acoverage window.

ESCALATION MANAGEMENT

HP has established formal escalation procedures to facilitate the resolution of complex incidents. Local HP management coordinates incident escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.

ACCESS TO ELECTRONIC SUPPORT INFORMATION AND SERVICES

As part of this service, HP provides access to certain commercially available electronic and web-based tools. You have access to:

- Certain capabilities that are made available to registered users, such as subscribing to hardware-related proactive service notifications and participating in support forums for solving problems and sharing best practices with other registered users.

- Expanded web-based searches of entitled technical support documents to facilitate faster problem-solving.

- Certain HP proprietary service diagnostic tools with password access.

- A web-based tool for submitting questions directly to HP. This tool helps to resolve problems quickly with a prequalification process that routes the support or service request to the resource qualified to answer the question. It also allows the status of each support or service request submitted to be viewed, including cases submitted by phone.

- HP and third-party hosted knowledge databases for certain third-party products, where you can search for and retrieve product information, find answers to support questions, and participate in support forums. This service may be limited by third-party access restrictions.

Delivery specifications (continued)

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ELECTRONIC REMOTE SUPPORT SOLUTION

For eligible products, the electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. Remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution. HP support specialists will only use remote system access with your authorization.

WORK COMPLETION

Repairs are considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. HP is not liable for any lost data; you are responsible for implementing appropriate backup procedures. Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HP will determine the level of testing necessary to verify that the hardware is repaired. At its sole discretion, HP may temporarily or permanently replace the product in order to meet the repair time commitment. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products. HP determines the final resolution of all reported incidents.

COVERAGE

This service provides coverage for eligible HP PCs including HP-supported and -supplied internal components such as memory and optical drives. This includes coverage for attached HP-branded accessories included in the original packaging of the PC, such as a wired mouse, wired keyboard, 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.

Delivery specifications (continued)

If you have purchased the HP Solution Care Pack, the Solution Services do cover the base unit for this service as well as 6 HP-supported peripherals attached to the base unit, including a maximum of 2 external monitors, docking stations, wireless mouse, wireless keyboard, and HP headsets as an example. To be covered by the Solution Care Pack, the peripherals must be purchased at the same time as the base computer.

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.

Consumable items including but not limited to removable media, customer-replaceable batteries, tablet PC pens, 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.

DEVICE REQUIREMENTS

HP Active Care devices must be HP-manufactured PCs that meet the following device requirements:

- Shipped on or after January 1, 2021.

- Running Windows 10 1703 or higher, Pro, Enterprise, or Education editions only; Windows 10 Home editions are not supported by this feature.

HP TECHPULSE PORTAL PREREQUISITES

This feature is only supported on HP TechPulse Windows Application (Setup.exe) version 3.20.495 and above.

- For instructions on how to use and set up the HP TechPulse portal, please refer to the onboarding guide at hp.com/active-care.

- If device does not have HP TechPulse Persistence embedded, HP TechPulse software can be downloaded at hpdaas.com/software.

HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe, unless the delay is caused by HP.

HP CARE PACK REGISTRATION

This service is contingent upon proper HP Care Pack registration. Information on how to access the HP TechPulse portal will be provided in the email you receive during your Care Pack registration process. If you do not provide a proper email address for the person who will be accessing this service, it may not be made available, or it may be delayed.

For hardware onsite response time options, HP strongly recommends that you install and operate the appropriate HP remote support solution with a secure connection to HP in order to enable the delivery of the service.

Delivery specifications (continued)

CUSTOMER RESPONSIBILITIES

Customer's default settings will now send predictive alerts to end users' devices and provide the ability to create trouble tickets directly from the end users' devices. If customer wants a portal to manage the fleet, the HP TechPulse portal is available.

HP TechPulse portal access and onboarding requirements are as follows:

- Use HP TechPulse Persistence on devices that have this feature enabled from the factory.

- Accept terms and conditions to have software client on your devices.

Delivery specifications (continued)

- Automatically enroll devices using the instructions provided by HP.

- Submit a request for the addition or removal of managed devices and users.

- Ensure compliance with software application licensing requirements.

- Troubleshoot common end user support issues before escalating to HP support.

- Roll back OS updates in case of failure.

- Authorize partners to access or manage the account, if applicable.

Devices enrolled in HP Active Care will have a software client automatically installed to initiate the service. Files and content will not be captured. Hardware Serial Number detail will be captured to identify device on HP internal systems and to assist in remediation of issues. HP Active Care does not collect the following types of data:

- Demographic Information (with the exception of country or language preferences)

- Financial account Information, credit or debit card numbers, credit records, or payment data

- Social media or web browsing information

- Government-issued identifier such as social security, social insurance number, or government ID

- Health information

- Sensitive data such as ethnic origin, political beliefs, trade union membership, health data, sexual orientation, or genetic data. Collected data will be stored in a secure cloud repository.

Collected data will be stored in a secure cloud repository. You accept that HP will collect this information as part of the delivery of this service. If you are not willing to provide this information to HP, the service will not be delivered as intended.

If specified responsibilities are not met, HP will (a) not be obligated to deliver the services as described, or (b) 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 10 days of purchasing this service, using the registration instructions within the HP Care Pack or the email document provided by HP, or as otherwise directed by HP. If a covered product changes location, activation and registration (or a proper adjustment to existing HP registration) must occur within 10 days of the change.

An appropriate HP remote support solution, with a secure connection to HP, is strongly recommended for hardware onsite response time. You must provide all necessary resources, according to the HP remote support solution release notes, in order to enable the delivery of the service and options. When an HP remote support solution is installed, you must also maintain the contact details configured in the remote support solution that HP will use in responding to a device failure. Please contact a local HP representative for further details on requirements, specifications, and exclusions.

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 for HP to determine the level of support eligibility.

Delivery specifications (continued)

- 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. For more information on these responsibilities, including those outlined in the HP Media Sanitization Policy and Media Handling Policy for Healthcare Customers, see hp.com/go/mediahandling.

ACCIDENTAL DAMAGE PROTECTION[6] (OPTIONAL FEATURE)

For HP Care Pack offerings that include the accidental damage protection optional service feature, you must report accidental damage to HP within 30 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 30 days after the incident date.

DEFECTIVE MEDIA RETENTION[6] (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 disks or SSD/flash drives and/or ensure that they are 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

Delivery specifications (continued)

sensitive data that remains on such disk or SSD/flash drive.

NEXT BUSINESS DAY ONSITE SUPPORT FOR TRAVELERS[6] (OPTIONAL FEATURE)

Travel coverage is available in major geographies of the world, with a list of countries/geographic locations that is extensive and expanding. A detailed list can be found here. 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. The listing of countries/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 you with the HP Global Solution Center telephone number for the pertinent country/geographic location, which can be found here.

- Accept calls in the country/geographic location of travel from you or the internal help desk of your company.

- Diagnose to the hardware failure level.

- Arrange for next business day response service at your location in the participating country/ 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.

SERVICE LIMITATION

HP Active Care was not designed to comply with HIPAA standards. Businesses subject to HIPAA privacy rules should not rely on HP Active Care to meet those requirements.

HP TECHPULSE-ENABLED SERVICE LIMITATIONS

Limitations to this service include auto-ticketing feature for HDD and battery only. For all other issues, a reactive support case creation feature is provided on the portal to assist in remediation of issues directly with our Customer Support team.

SYSTEM REQUIREMENTS

Computers running Windows 8.1, or Windows 10.

Delivery specifications (continued)

SERVICE DELIVERY

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. These may include the delivery, via courier, of CSR parts or an entire replacement product. An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described earlier.

Exclusions from HP Active Care

- Backup, recovery, and support of the operating system, other software, and data.

- Operational testing of applications or additional tests requested or required by you.

- Troubleshooting for interconnectivity or compatibility problems.

- Support for network-related problems.

- Services required due to failure to incorporate any system fix, repair, patch, or modification provided by HP.

- Services required due to failure to take avoidance action previously advised by HP.

- Services required due to improper treatment or use of the product.

- Services required due to unauthorized attempts to install, repair, maintain, or modify hardware, firmware, or software.

MAXIMUM SUPPORTED LIFETIME/MAXIMUM USAGE

Parts and components that have reached their maximum supported lifetime or the maximum usage limit as 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.

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, a 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 biohazardous) 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.

Delivery specifications (continued)

- Theft, loss, 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).

- Accidental or other damage to the product that is cosmetic in nature, meaning damage that does not affect operation and functioning of the computer.

- 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 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 prior to the purchase date of the HP Care Pack.

- Product obsolescence.

- Any equipment relocated outside the country of purchase and not covered by an HP 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.

- 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, liquid spill).

Service limitations (continued)

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

Service limitations (continued)

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.

Country restrictions may apply. Contact a local HP sales Office for detailed information on service availability for Accidental Damage Protection.

Damage to external peripherals attached to base unit. Accidental Damage Protection coverage will only extend to the base computer.

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 30 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 the current HP 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.

LIMITATIONS TO TRAVEL PROTECTION

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 repair of the original unit.

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 a table accessible here. 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.

Service limitations (continued)

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 have returned 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)

INCIDENT SEVERITY LEVEL

HP will acknowledge a call by logging a case, communicating the case ID to you, and confirming the incident severity and time requirements for commencement of remedial action.

NOTE: For events received via HP electronic remote support solutions, HP will contact you, ask you to define the incident severity, and arrange access to the system before the hardware onsite response time period can start. Hardware support onsite response time commitments may differ depending on incident severity. You determine the incident severity level.

Severity 1	Critical down	Production environment down; production system or production application down/ at severe risk; data corruption/ loss or risk; business severely affected; safety issues.
Severity 2	Critically degraded	Production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business.
Severity 3	Normal	Non-production system (e.g., test system) down or degraded; production system or production application degraded with workaround in place; noncritical functionality lost; limited impact on the business.
Severity 4	Low	No business or user impact

TRAVEL ZONES

All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP-designated support hub. Response times to sites located more than 100 miles (160 km) from an HP-designated support hub will have modified response times for extended travel, as shown in the table below. Distances indicated below are for guidance only. For more information on travel zones, contact a local HP sales office.

0–100 miles (0–160 km)	Next-coverage-day onsite response time
101–200 miles (161–320 km)	1 additional coverage day
201–300 miles (321–480 km)	2 additional coverage days
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability

Ordering information

All units and options with individually sold HP Care Pack offerings must be ordered with the same service level as the product they are contained in for that service level to be available for those units and options. Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. HP Solution Services Care Packs need to be purchased at the time of the hardware purchase and all at one time to be covered under the solution terms and conditions. Contact your local HP sales representative or channel partner to order HP Hardware Support Onsite Service, or to request additional details.

Terms and conditions

See complete HP Care Pack terms and conditions.

HP TECHPULSE TERMS AND CONDITIONS

See complete HP TechPulse terms and conditions.
An HP TechPulse Security and Technical White Paper is available online.

The Service Level Agreement provide by your HP reseller or HP sales representative will include the terms and conditions of that agreement. HP Active Care with HP TechPulse cannot be resold or transferred to another company.

For more information on HP Active Care, please visit the HP Active Care site at hp.com/active-care.

For more information

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

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1. 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 hp.com/go/cpc. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers 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.
2. Remote support availability varies by country and region.
3. If Defective Media Retention is purchased alongside HP Active Care, any hard drives replaced will be retained by the customer.
4. HP Active Care requires HP TechPulse to be installed. Customer must manually download the HP TechPulse Windows app at www.hpdaas.com/software or provide consent at the time of your hardware's first boot, which enables HP to install HP TechPulse to collect information related to the device. HP Services Scan is provided on select HP commercial devices thru Windows Update and will check entitlement on each hardware device to determine if an HP TechPulse-enabled service has been purchased, and will download applicable software automatically. To disable this feature, please follow the instructions at http://www.hpdaas.com/requirements. HP TechPulse is a telemetry and analytics platform that provides critical data around devices and applications and is not sold as a standalone service. HP TechPulse follows stringent GDPR privacy regulations and is ISO27001, ISO27701, ISO27017 and SOC2 Type2 certified for Information Security. Internet ac-cess with connection to TechPulse portal is required. For full system requirements, please visit http://www.hpdaas.com/requirements.
5. Service includes up to six peripherals such as docking stations, monitors, keyboards, headsets, and mice remotely in addition to onsite support for main device coverage.
6. Sold separately or as an additional option.

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