

# Travel Support



## Service overview

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Travel Support provides mobile users with a hardware support solution for their new HP mobile devices. 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 response time (with local-language remote problem diagnosis in participating countries)<sup>1</sup> to support hardware problem resolution. Support is provided during local standard business hours.

## Service highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Coverage during standard business hours
- Next-business-day response
- Commercial notebook and tablet coverage

## Service benefits

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

# Service features and delivery specifications

## TRAVEL COVERAGE

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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 Travel Support. 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.

## RESPONSE TIME

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Response time specifies the time period between the service request submission and service request acknowledgement by HP. It begins when the initial service request is received and logged with HP, and ends when the HP-authorized representative is scheduled to support the repair, with diagnoses and repairs occurring remotely or onsite. 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.

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.

## REMOTE PROBLEM DIAGNOSIS AND SUPPORT

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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

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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.

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

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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 datasheet will not be provided, repaired, or replaced as part of this service.

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

For replacement parts and components that are discontinued, an upgrade path may be required. Upgrades for discontinued parts of 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.

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## 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.

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.

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

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.

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## 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.

# 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 that a covered product changes location permanently, registration (or a proper adjustment to existing HP registration) must occur within ten days of the change.

Upon request, the customer will be required to support HP's remote problem resolution efforts. The customer will:

- 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 that 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.

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## 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 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.

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## Exclusions

- 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.

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.

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. 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. 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 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

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All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP-designated support hub. Travel to sites located within 200 miles (320 km) of an HP-designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) 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 (160 km) 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 (0-160 km)	Next business day*
107-200 miles (167-320 km)	1 additional business day*
201-300 miles (321-480 km)	2 additional business days*
Beyond 300 miles (480 km)	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.

## Optional add-on features for extra coverage

Supplement your support with custom options that enable your anywhere workforce.

### ACCIDENTAL DAMAGE PROTECTION

Get devices repaired or replaced when unforeseen damage occurs from events such as drops, spills, and electrical surges that occur through the normal use of the computer with optional Accidental Damage Protection.<sup>1,2</sup> Additional details and exclusions pertaining to the Accidental Damage Protection service are described in the [Accidental Damage Protection datasheet](#).

### BATTERY REPLACEMENT SERVICE

The Battery Replacement Service offers two convenient methods for replacing failing batteries – offsite and onsite replacement. Under each option, one replacement battery will be provided if the originally purchased battery is detected with a failure resulting from defects in materials or workmanship or has a diminished charging capacity below 50 percent. Additional details and exclusions pertaining to the Battery Replacement Service are described in the [Battery Replacement Service datasheet](#).

### DEFECTIVE MEDIA RETENTION

Add Defective Media Retention to allow your company to maintain control of defective hard drives, helping reduce the risk that sensitive data will be compromised.<sup>1,2,3</sup> 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. Additional details and exclusions pertaining to the Defective Media Retention service are described in the [Defective Media Retention datasheet](#).

### DEVICE LIFE EXTENSION

Optimize IT investments and reduce your carbon impact by maximizing the life of existing devices with HP Device Life Extension.<sup>2,4</sup> Securely upgrade performance and address issues with aging PCs that most commonly impede employee and IT productivity. Additional details and exclusions pertaining to the Device Life Extension service are described in the [Device Life Extension datasheet](#).

## SOLUTION CARE PACK

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Add coverage for up to 6 accessories attached to your PC for complete support for your productivity tools.<sup>1,2</sup> 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.

## 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](https://hp.com/go/pcandprintservices)



1. Service levels and response times may vary depending on your geographic location.
2. Sold separately or as an additional option. Accidental Damage Protection must be purchased at the time of device purchase. Other Care Packs must be purchased within 30 days of the device purchase. HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer 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.
3. If Defective Media Retention is purchased, defective drives will be retained by the customer.
4. The HP Device Life Extension capability is for HP commercial PCs. HP-certified partners will perform functional diagnostics, data removal, interior and exterior cleaning, enhance device performance, reimaging, and conduct platform updates. This service is available as a Care Pack when it is sold with new hardware or within a 120 days of the original Care Pack expiration date. See [datasheet](#) for complete details.

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer 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.