



# HP Support Plus Service

## HP Services

HP Support Plus Service is composed of comprehensive hardware and software services that help increase the availability of your IT infrastructure. HP technical resources work with your IT team to help you resolve hardware and software problems with HP and selected third-party products.

HP releases updates to software and reference manuals as soon as they are made available. Updates for selected HP-supported third-party software products are included as they are made available from the original software manufacturer.

HP Support Plus Service also provides you with software updates for selected HP-supported software products for each system, processor, processor core, and end user, as allowed by HP or the original manufacturer software license.

In addition, HP Support Plus Service provides electronic access to related product and support information, enabling any member of your IT staff to locate this commercially available essential information. For third-party products, access is subject to availability of information from the original manufacturer.

### Service benefits

- Helps improve IT infrastructure uptime
- Provides support for HP products as well as eligible multivendor hardware and software products
- May reduce the cost of purchasing individual software updates through subscription savings
- Helps improve system performance and reduce downtime due to software defects
- Provides access to HP technical resources for problem resolution

### Service feature highlights

- Coverage window
- Escalation management
- HP electronic remote support solution
- Access to electronic support information and services
- **Hardware:**
  - Remote problem diagnosis and support
  - Onsite hardware support
  - Replacement parts and materials
  - 4-hour onsite response
- **Software:**
  - Software support
  - Access to technical resources
  - Software features and operational support
  - Installation advisory support
  - License to use software updates
  - Software product and documentation updates
  - HP recommended software and documentation updates method
  - Defective media retention (optional for eligible hardware products only)
  - Comprehensive defective material retention (optional for eligible hardware products only)
  - Preventive maintenance (optional for eligible hardware products only)
  - Additional named callers (optional for software support)

## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Coverage window</b>	<p>The coverage window specifies the time during which the described services are delivered onsite or remotely. Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in 'General provisions' until the next day for which the Customer has a coverage window.</p> <p>The following coverage windows are available for eligible products:</p> <ul style="list-style-type: none"><li>• Extended business hours, standard business days (13x5): Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HP holidays.</li><li>• 24x7: Service is available 24 hours per day, Monday through Sunday including HP holidays.</li></ul> <p>All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
<b>Escalation management</b>	<p>HP has established formal escalation procedures to facilitate the resolution of complex problems. Local HP management coordinates problem escalation by enlisting the skills of appropriate HP resources to assist the Customer with problem-solving. For selected third-party software products for which HP is providing software support and update services, HP will follow the agreed-upon escalation processes established between HP and the third-party vendor to assist with problem resolution.</p>
<b>HP electronic remote support solution</b>	<p>For eligible products, the HP 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. An HP support specialist will only use the remote system access with the Customer's authorization. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution.</p>
<b>Access to electronic support information and services</b>	<p>As part of this service, HP provides the Customer with access to certain commercially available electronic and Web-based tools. The Customer has access to:</p> <ul style="list-style-type: none"><li>• Certain capabilities made available to registered users, such as downloading selected HP software and firmware patches, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users</li><li>• Expanded Web-based searches of technical support documents, to facilitate faster problem-solving</li><li>• Certain HP proprietary service diagnostic tools with password access</li><li>• A Web-based tool for submitting questions directly to HP. The tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone.</li><li>• HP and third-party hosted knowledge databases for certain third-party products, where Customers can search for and retrieve product information, find answers to support questions, participate in support forums, and download software patches. This service may be limited by third-party access restrictions.</li><li>• The Software Updates and Licensing portal, which provides the Customer with electronic access to receive, proactively manage, and plan for software product updates; access to the portal is through the HP Support Center</li></ul>
<b>Hardware</b>	
<b>Remote problem diagnosis and support</b>	<p>Once the Customer has placed and HP has acknowledged the receipt of a call as described in 'General provisions', HP will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remote incident resolution.</p> <p>HP will provide telephone assistance for the installation of customer-installable firmware and Customer Self Repair parts during the service coverage window.</p> <p>Regardless of the Customer's coverage window, incidents with covered hardware can be reported to HP via telephone or Web portal, as locally available, or as an automated equipment reporting event via the HP electronic remote support solutions 24 hours a day, 7 days a week. HP will acknowledge the receipt by logging the call, assigning a case ID, and communicating that case ID to the Customer. HP retains the right to determine the final resolution of all reported incidents.</p>
<b>Onsite hardware support</b>	<p>For hardware incidents that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.</p> <p>Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are repaired. Work may be temporarily suspended if parts or additional resources are required, but work will resume when they become available.</p> <p>Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products.</p>

Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.

'Fix-on-Failure': In addition at time of onsite technical support delivery, HP may:

- Install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts.
- Install available firmware updates defined by HP as non-customer-installable that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP and for which the Customer has the required license to use, if applicable.

'Fix-on-Request': In addition, at customer request HP will install during coverage hours critical firmware updates defined by HP as non-customer-installable and for which the Customer has the required license to use, if applicable. Critical firmware updates are firmware updates recommended by the HP product division for immediate installation.

Notwithstanding anything to the contrary in this document or HP's current standard sales terms, HP will, for select enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product.

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**Replacement parts and materials**

HP will provide HP-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts provided by HP shall be new or functionally equivalent to new in performance. Replaced parts become the property of HP. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price less any applicable discounts 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.

**Maximum supported lifetime/maximum usage:**

Parts and components that have exceeded their maximum supported lifetime and/or the maximum usage limitations 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.

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**4-hour onsite response**

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.

An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within four hours of the call having been received and acknowledged by HP. Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HP, as described in 'General provisions.' The onsite response time ends when the HP authorized representative arrives at the Customer's site, or when the reported event is closed with the explanation that HP has determined it does not currently require an onsite intervention. Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.

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**Software**

**Software support**

Once a software problem is logged, an HP Solution Center engineer will respond to the call within two hours. Calls received and answered outside this service coverage window will be logged the next day for which the Customer has a service coverage window (may vary by geographic location). HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help the Customer identify problems that are difficult to reproduce. In addition, the Customer receives assistance in troubleshooting problems and determining configuration parameters for supported configurations.

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**Access to technical resources**

The Customer can access HP technical resources via telephone, electronic communication, or fax (where locally available) for assistance in resolving software implementation or operations problems.

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**Software features and operational support**

HP provides information, as commercially available, on current product features, known problems and available solutions, and operational advice and assistance.

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**Installation advisory support**

Limited advisory support is provided and is restricted to basic advisory assistance to the Customer who encounters difficulties while performing a software product installation or who needs advice on proper installation methods and updating of standalone applications. Limited advisory support for software products that are installed in a network environment is also provided. The scope of such advisory support is at HP's discretion.

Exclusions to this advisory support include, but are not limited to, the following: any downloading of complete software packages or walking the Customer through an installation from start to finish. These services are available for an additional charge and can be purchased separately from HP.

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**License to use software updates**

The Customer receives the license to use software updates to HP or HP-supported third-party software for each system, socket, processor, processor core, or end-user software license covered by this service, as allowed by the original HP or original manufacturer software license terms.

The license terms shall be as described in the HP software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service.

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**Software product and documentation updates**

As HP releases updates to HP software, the latest revisions of the software and reference manuals are made available to the Customer. For selected third-party software, HP will provide software updates as such updates are made available from the third party, or HP may provide instructions on how to obtain any software updates directly from the third party. A license key or access code, or instructions for obtaining a license key or access code, will also be provided to the Customer when required to download, install, or run the latest software revision.

For most HP software and selected HP-supported third-party software, updates will be made available through the Software Updates and Licensing portal via the HP Support Center. The Software Updates and Licensing portal provides the Customer with electronic access to receive and proactively manage software product and documentation updates.

For other HP-supported third-party software, the Customer may be required to download updates directly from the vendor's website.

<b>HP recommended software and documentation updates method</b>	For HP or HP-supported third-party software and documentation updates, the recommended delivery method will be determined by HP. The primary delivery method for software updates and documentation updates will be via download from the Software Updates and Licensing portal or third-party hosted website.
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## Specifications

**Table 2. Optional service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Defective media retention</b>	For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention.
<b>Comprehensive defective material retention</b>	In addition to defective media retention, this service feature option allows the Customer to retain additional components that have been designated by HP as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective material retention. The components that can be retained under this service feature are outlined in the document located at <a href="http://www.hp.com/services/cdmr">www.hp.com/services/cdmr</a> .
<b>Optional features available only with HP Contractual Services:</b>	
<b>Preventive maintenance</b>	<p>An HP authorized representative visits the Customer's site at regularly scheduled intervals. For all products other than printers that require preventative maintenance service, the Customer shall call HP to request and schedule a preventive maintenance visit at the agreed upon intervals. For all printers that require preventive maintenance service the Customer will call HP to schedule the preventive maintenance visits when the printer displays the respective alert or when the page count is close to the kit's yield.</p> <p>During the visit the HP authorized representative will determine the level of checking that will be performed for preventive maintenance services such as diagnostics, checking error logs on covered systems to find potential hardware problems, and, if necessary, addressing mechanical or electronic system complaints and cleaning or replacing worn or defective parts or maintenance items.</p> <p>The representative may also check for potential problems by inspecting cables and cable connections or visual status indicators of covered hardware, checking temperature and humidity levels and comparing them to vendors' recommendations, and installing applicable engineering improvements and firmware updates as required, in the opinion of HP, to maintain the hardware product. The representative may provide a final report on the hardware's condition.</p> <p>Preventive maintenance services will be delivered between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays, regardless of the selected coverage window.</p> <p>Availability and deliverables may vary by region.</p>
<b>Additional named callers</b>	Support for three named Customer callers is included with this service. The Customer can optionally purchase support for additional callers.

## Service limitations

Software updates are not available for all software products. When this service feature is not available, it will not be included in this service.

For some products, software updates include only minor improved features. New software versions must be purchased separately.

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. Other service delivery methods may include the delivery via a courier of customer-replaceable parts such as a keyboard, a mouse, other parts classified as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

If the Customer agrees to the recommended Customer Self Repair (CSR) and a CSR part is provided to return the system to operating condition, the onsite service level shall not apply. In those cases, HP practice is to express ship Customer Self Repair parts that are critical to the product operation to the Customer location. For more details on the Customer Self Repair process and parts, please refer to [www.hp.com/go/selfrepair](http://www.hp.com/go/selfrepair).

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.

For HP point-of-sale (POS) systems and bundled product solutions such as retail solutions, kiosks, or carts, service may be provided onsite for the base unit only. Service for attached peripherals will be provided by shipping replacement parts or entire replacement products for Customer self-repair or installation by the technical courier delivering the part or product.

The following activities are excluded from this service:

- Backup and recovery of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- 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

#### **Limitations to the defective media retention and comprehensive defective material retention service feature options**

The defective media retention and comprehensive defective material retention service feature options apply only to eligible data retentive components replaced by HP due to malfunction. They do not apply to any exchange of data retentive components that have not failed.

Data retentive components 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 or the comprehensive defective material retention service feature option.

Defective media retention service and comprehensive defective material retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components are constantly monitored, and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention or comprehensive defective material retention service feature option (such as when replacement of defective data retentive components 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 DATA RETENTIVE COMPONENT RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN HP'S CURRENT 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 OR COMPREHENSIVE DEFECTIVE MATERIAL RETENTION SERVICE.

#### **Travel zones**

All response times for onsite hardware support 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 supported hub, there will be an additional charge.

Travel zones and charges 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 the following modified response times for extended travel:

Distance from an HP designated support hub	4-hour response time service level
0–100 miles (0–160 km)	4 hours
101–200 miles (161–320 km)	8 hours
Beyond 200 miles (320 km)	Established at time of order and subject to resource availability

## Prerequisites

HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorized representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, the HP authorized representative will collect key system configuration information and perform an inventory of the covered products. The information gathered in the audit enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows HP to survey and troubleshoot possible future hardware incidents so that repairs can be completed as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone.

In addition, HP reserves the right to 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.

For hardware onsite response time options, HP strongly recommends that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service. Please contact a local HP representative for further details on requirements, specifications, and exclusions. If the Customer does not deploy the appropriate HP remote support solution, HP may not be able to provide the service as defined and is not obligated to do so. Additional charges will be applied for onsite installation of non-customer-installable firmware if the Customer does not deploy the appropriate HP remote support solution when recommended and available. Installation of customer-installable firmware is the responsibility of the Customer. Additional charges will apply if the Customer requests that HP install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed in writing by HP and the Customer.

## Service eligibility

- This service must be purchased for each system, processor, processor core, or end user in the Customer's environment that will require support.
- To be eligible to purchase this service, the Customer must be properly licensed to use a currently supported revision of the software at the time the Support Agreement coverage begins; otherwise, additional charges may be applied to bring the Customer into service eligibility.
- For certain third-party products, instead of purchasing an initial software product license, this service provides the Customer with the ability to download from a website, hosted by HP or a third-party vendor, the current revision of the software and all software updates released during the Support Agreement period.

## Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at HP's discretion, HP or the HP authorized service provider will i) not be obligated to deliver the services as described, or ii) perform such service at the Customer's expense at the prevailing time and material rates.

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair parts and replacement products delivered to the Customer.

The Customer is responsible for registering to use HP's electronic facility and maintaining their registration information in order to gain access to restricted product information and to receive proactive notification or other services available to the Customer.

For hardware onsite response time options, HP strongly recommends that the Customer install the appropriate HP remote support solution—using a secure connection to HP—and provide all the 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, the Customer 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.

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event 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, the Customer will be required to pay the HP list price less any applicable discounts for the defective part or product, as determined by HP.

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

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Install customer-installable firmware updates and patches
- Start self-tests and install and run other diagnostic tools and programs
- Retain, and provide to HP upon request, all original software licenses, license agreements, license keys, and subscription service registration information, as applicable for this service
- Use all software products in accordance with current HP software licensing terms corresponding to the Customer's prerequisite underlying software license, or in accordance with the current licensing terms of the third-party software manufacturer, if applicable, including any additional software licensing terms that may accompany such software updates provided under this service
- Take responsibility for acting upon software product updates and obsolescence notifications received from the HP Support Center

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to HP as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in the HP Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to [www.hp.com/go/mediahandling](http://www.hp.com/go/mediahandling).

If the Customer chooses to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature option, it is the Customer's responsibility to:

- Retain physical control of the covered data retentive components at all times during support delivery by HP; HP is not responsible for data contained on the covered data retentive component
- Ensure that any Customer sensitive data on the covered data retentive component is destroyed or remains secure
- Have an authorized representative present to retain the defective data retentive component, accept the replacement component, provide HP with identification information for each data retentive component retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the data retentive component
- Destroy the retained data retentive component and/or ensure that it is not put into use again
- Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by HP to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement components at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased components or products to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

## General provisions/Other exclusions

- Distribution of certain third-party software updates, license agreements, and license keys may be made directly from the third-party vendor to the Customer, as applicable.
- When this service is provided for a solution that is composed of multiple HP and/or third-party products, software support will only be offered on updates that are made available for the solution by HP.
- HP will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action. For events received via the HP electronic remote support solutions, HP is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware onsite response time period can start.

Incident severity is defined as:

- Severity 1—Critical Down: for example, 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: for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business
- Severity 3—Normal: for example, non-production system (e.g., test system) down or degraded; production system or production application degraded with workaround in place; non-critical functionality lost; limited impact on the business
- Severity 4—Low: for example, no business or user impact

## Ordering information

For products containing individually sold and supported units or options, all individually sold and supported units or options must be on contract and at the same service level as the base product if that service level is available on those units or options.

To order the service with the comprehensive defective material retention service feature, the defective media retention service feature must also be ordered.

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP Support Plus Service, contact a local HP sales representative and reference the following product numbers:

- HA109Ax for HP Support Plus Service
- HA110Ax for HP Support Plus 24 Service
- HG929Ax for HP Support Plus w/ DMR Service
- HG930Ax for HP Support Plus 24 w/DMR Service

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following websites:

HP support services: [www.hp.com/services/support](http://www.hp.com/services/support)

HP Care Pack Services: [www.hp.com/services/carepack](http://www.hp.com/services/carepack)

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