

# HP One Time Battery Replacement Service

## HP Care Pack Services

### Technical data



HP One Time Battery Replacement Service offers a convenient method for replacing out-of-warranty batteries. Under this service, one (1) replacement battery will be provided if the originally purchased battery drops below 50% charge capacity during normal use or if a cell failure has occurred before the 50% limit is reached. This service includes the replacement battery, standard ground shipping and environmentally responsible disposition of the battery.

This HP Care Pack service terminates after you receive a battery replacement or when the service period expires on the supported product, whichever event occurs earlier.

To initiate the battery replacement service, the Customer must download and/or run the HP Battery Check program, call HP for support, and then report the battery check diagnosis in order to validate that a replacement battery is needed. If the battery meets the replacement criteria, the Customer will be asked a number of questions regarding the coverage program purchased, the replacement battery requested, and the address to which the replacement battery should be shipped.

### **Service benefits**

The benefits of the HP One Time Battery Replacement Service include:

- Convenient and predictable costs
- Timely battery replacement to improve your personal productivity
- Simplified replacement process to reduce your administrative activities
- Environmentally responsible disposition of battery

### **Service feature highlights**

- Remote problem diagnosis and technical telephone support
- One-time battery replacement

- Standard coverage window
- Disposition of used battery

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## Specifications

**Table 1. Service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Remote problem diagnosis and technical telephone support</b>	<p>When experiencing a battery problem, the Customer must first place a support call to HP. Prior to sending the replacement battery, HP may ask the Customer to provide relevant information, start diagnostic tools, and perform other supporting activities on HP's request.</p> <p>Once HP has the relevant information, assistance will be provided to fulfill the delivery of a replacement battery.</p>
<b>One-time battery replacement</b>	<p>If, in the judgment of HP, the battery meets the replacement criteria, HP will replace the battery with a product or part that is new or equivalent to new in performance, but may have minor cosmetic defects.</p> <p>The replacement battery is shipped by ground via a carrier or courier to the Customer's location free of freight charges. The Customer's requested ship-to location must not require HP to ship the replacement battery through international customs.</p>
<b>Standard coverage window</b>	<p>The coverage window specifies the time during which the described services are delivered.</p> <p>HP One Time Battery Replacement service is available between the hours of 8:00 a.m. and 5:00 p.m. local time, during HP standard business days, excluding HP holidays.</p> <p>Service requests received after 2:00 p.m. local time or outside the coverage window will be logged the next business day.</p>
<b>Disposition of used battery</b>	<p>HP will dispose of the used batteries appropriately. Customers must return the replaced battery to HP using the packaging and shipping materials sent with the replacement part.</p>

## Customer responsibilities

If required by HP, the Customer or HP Authorized Representative must register the hardware product to be supported within ten (10) days of purchase of this service, using the registration instructions within the Care Pack or the e-mail document provided by HP, or as otherwise directed by HP. In the event a covered product changes location, registration (or a proper adjustment to existing HP registration) is to occur within ten days of the change.

Customers who did not previously register their HP One Time Battery Service Replacement Care Pack service should note that it is necessary to register the purchase before the Customer's battery replacement order can be completed, and this will require the Customer to provide "proof of purchase" at the time of the claim. The Customer should be prepared to provide data from the purchase documentation to the Call Center representative and to fax or mail a copy of the proof of purchase to HP.

The Customer will be required, upon HP request, 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
- Start self-tests and/or install and run other diagnostic tools and programs
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

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Replacement products will usually be delivered to the Customer's reception desk or goods reception area, if the specified Customer address is a business address. If required, the Customer must acknowledge the receipt of the replacement product by signing the freight carrier air bill at the time of delivery.

Customers must return replaced batteries within a time period designated by H.P. In the event HP does not receive the replaced part within the designated time period or if the part is physically damaged upon receipt, the Customer will be required to pay a fee for the non-returned part, as determined by HP.

## Service limitations

This Care Pack service must be purchased within 90 days of the hardware purchase. Customers who do not purchase the HP One-time Battery Replacement Service Care Pack at time of hardware purchase have an option to purchase an after-market battery option kit from HP.

This service is for one (1) battery replacement per notebook under contract within the term of the coverage of the HP Care Pack service.

Coverage is limited to the primary battery that was originally configured and purchased with the notebook. Under this service, one (1) replacement battery will be provided if the originally purchased battery drops below 50% charge capacity during normal use or if a cell failure has occurred before the 50% limit is reached.

Excluded from this service are activities such as, but not limited to, the following:

- Any repair beyond replacement of the battery; should the Customer's notebook need any such repairs
- Additional part replacements (There will be a separate charge for this service.)
- Replacement of secondary or accessory batteries purchased after purchase of the original configuration (This includes long-life and travel batteries.)
- Coverage beyond the term of the service, as indicated in the HP Care Pack service description.

Requests for multiple batteries for multiple systems (batching) may only be made by self-servicing HP commercial or educational Customers or their agents, and may result in a delay of parts delivery.

This service is not available in all countries or regions. Please contact your HP Sales Representative for service availability.

## Ordering information

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 One Time Battery Replacement Service, please contact a local HP sales representative.

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website at:

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

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

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