

HP Warranty Support

Overview

Reference DPI BPA Paragraph 11.2.8

In accordance with the DPI Blanket Purchase Agreement (e.g. paragraph 11.2.8), HP provides a custom 4-year worldwide USAF DPI warranty for all MFP and network printers and scanners including upgrades purchased under the ITCC DPI program via AFWay.

HP offers its US-based HP Federal CONUS/OCONUS Custom Support model which includes:

- Dedicated USAF phone number for sales, supplies, and services needs including a centralized 24x7 HP Federal Help Desk. The dedicated 24x7 warranty telephone numbers for all DPI purchases are:
 - CONUS customers (and OCONUS Customers, if using on-base toll-free access lines): 1-888-328-4632, Option 4
 - OCONUS customers: 281-514-0011
 - OCONUS email node: HP-DLS-DPI-SUPPORT@hp.com

Custom HP 4-year USAF DPI warranty: HP MFP and network printers and scanners purchased under the ITCC DPI program via AFWay are covered by a global 4-year warranty (including hard disk drive retention). HP will provide the custom 4-year HP Warranty on all units purchased under the ITCC DPI program via AFWay at all USAF Bases and locations included within the scope of the BPA.

Manufacturer Warranty

Reference DPI BPA Paragraph 11.2.8.1

As the OEM, HP owns the responsibility for its Global Warranty and offers warranty services in over 100 countries including coverage for all USAF Bases and locations included within the scope of the BPA.

Warranty Details

Reference DPI BPA Paragraph 11.2.8.2

HP offers its US-based HP Federal CONUS/OCONUS Custom Support model which includes:

- Dedicated USAF phone number for sales, supplies, and services needs including a centralized 24x7 HP Federal Help Desk. The dedicated 24x7 warranty telephone numbers for all DPI purchases are:
 - CONUS customers (and OCONUS Customers, if using on-base toll-free access lines): 1-888-328-4632, Option 4
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Custom HP 4-year USAF DPI warranty: HP MFP and network printers and scanners purchased under the ITCC DPI program via AFWay are covered by a global 4-year warranty (including disk retention). HP will provide the custom 4-year HP Warranty on all units purchased under the ITCC DPI program via AFWay at all USAF Bases and locations included within the scope of the BPA.

For new service calls logged before 3:00 pm, Monday through Friday (local time) that cannot be resolved remotely, an HP representative will arrive onsite the Next Business Day. Custom HP USAF DPI Next Business Day (“NBD”) On-site Warranty Services are modeled after the HP Care Pack Services. NBD on-site response is based on commercially reasonable effort. Next Business Day response is available as described within a 100-mile radius of HP support offices. Locations outside of this 100-mile radius may be subject to Two Business Day Response. Service radius may vary in some countries. The Authorized HP Service Representative will arrive at the site with required spare parts as determined through the over-the-phone diagnosis process and determine the actual nature of the failure and the repair required. If the appropriate part is not available at the time of visit, HP will provide a return onsite visit with the appropriate part to complete the repair.

HP Warranty coverage that is included in the purchase price of all DPI devices provides significant improvements in the USAF TCO by providing:

- Central specialized HP Federal Call Center for logging Service requests
- Onsite Next Business Day (NBD) coverage for all locations covered under the scope of the BPA
- Onsite service will be provided by HP-badged Field Service Personnel or HP Authorized Service Engineers with existing Air Force Base access
- Unified extended warranty coverage across all categories of devices, reducing the downtime
- Significant increase in the duration of warranty coverage over the standard commercial 1-year HP warranty
- Overall reduction in the time the USAF spends requesting and receiving needed support.

Parts and labor are covered under this program for the duration of the extended warranty period.

Custom HP USAF DPI Warranty Support will be delivered locally onsite using the US-based HP Federal OCONUS (and CONUS) Support Strategy model. The HP Federal OCONUS (and CONUS) Support model provides a 24x7x365 central Help Desk model, allowing the USAF user to log a service request at a time that is convenient for the user. All Warranty Service requests will be logged with HP using this central Help Desk model.

Listed CONUS pricing for custom HP USAF DPI warranty coverage will apply for devices purchased under this BPA, located in CONUS locations as well as Alaska and Hawaii.

Listed OCONUS pricing for extended warranty coverage will apply for devices purchased under this BPA and located in Guam and Puerto Rico.

HP provides all supported parts and materials necessary to maintain the hardware equipment in operating condition. Replacement parts are new or equivalent to new in performance. Hard disk drives will be retained by the USAF; other replaced parts become the property of HP. If a problem is a hardware component that is easily replaced, such as a hard disk or memory, HP is capable of express-shipping a replacement part to the site if



requested by the Air Force for unique situations. This saves the Air Force time and allows the hardware to be back in operation as quickly as possible. HP employees or HP Authorized Service Providers (ASP) perform the warranty services. Response times are based on local standard Federal Government work days and working hours (typically Monday through Friday, 8:00 am to 5:00 pm). Unless otherwise stated, all responses are measured from the time the USAF calls until HP has either established a mutually acceptable time for support to be performed, or HP has begun to provide support or remote diagnostics. HP has an established escalation procedure to enlist specialized expertise from HP and selected third-parties.

Defects resulting from improper operation or operation outside the usage parameters stated in the operations manuals; misuse or abuse of a Product; defects resulting from customer introduced "viruses"; defects caused by damage (even if accidental), including transit damage, the use of non-HP parts, and service or modification by persons not authorized by HP; defects resulting from the use of non-HP qualified software, accessories, media, supplies, consumables, or items not designed for use with the Product; and defects caused by force majeure events including fire or water damage, electrical disturbances are not covered under the terms of the standard warranty or optional extended warranties.

OCONUS and CONUS

Reference DPI BPA Paragraph 11.2.8.3

The warranty service for CONUS and OCONUS is the same. HP will provide this custom service as detailed above, on all units purchased under the ITCC DPI program via AFWay at all USAF Bases and locations included within the scope of the BPA.

All other non-named OCONUS locations will receive Depot Support from the closest HP Depot. HP will supply prepaid shipping to/from the Depot. All war zones will be handled via Depot support.

Global Depot Repair Facilities outside the US include:

- Germany, Japan, Korea, Kuwait, Pakistan and UK

Deployed Environments

Reference DPI BPA Paragraph 11.2.8.4

HP currently offers depot services from Kuwait or Pakistan for products installed in Iraq and Afghanistan. Warranty work will be provided through the use of pre-paid return to depot support using commercial shipment to and from the deployed environments. If requested, HP will ship replacement parts to the USAF with pre-paid return labels for the defective parts. Typical turnaround time will be within five business days after the unit is received at the repair depot.

HP may rely on the customer to provide shipping capabilities into/out-of war zones. Once these countries become more stable, HP will revert back to onsite, in-country services for these countries.



Global Warranty

Reference DPI BPA Paragraph 11.2.8.5

HP's USAF DPI supplied warranty is truly a Global Warranty in that the USAF can place service requests from any country using the same 24x7 HP Federal CONUS/OCONUS Custom Help Desk. As a purchased product moves to another country, the HP USAF DPI warranty moves with the product. If the product returns to the original country, the HP USAF DPI warranty returns with the product.

Upon request, HP will ship replacement parts to the USAF with pre-paid return labels for defective parts. HP understands hard drives will remain with the USAF customer.

OCONUS Next Day Warranty Service

Reference DPI BPA Paragraph 11.2.8.6

HP will provide the custom service as detailed above, on all units purchased under the ITCC DPI BPA via AFWay at all USAF Bases and locations included within the scope of the USAF DPI BPA.

Contact is through the dedicated HP USAF phone number for sales, supplies, and services needs including a centralized 24x7 HP Federal Help Desk. The dedicated 24x7 warranty telephone numbers for all DPI purchases are:

- CONUS customers (and OCONUS Customers, if using on-base toll-free access lines): 1-888-328-4632, Option 4
- OCONUS customers: 281-514-0011
- CONUS/OCONUS email node: HP-DLS-DPI-SUPPORT@hp.com

Hard Disk Drive Retention

Reference DPI BPA Paragraph 11.2.8.7

HP understands hard disk drives will remain with the USAF DPI customer.

HP includes Defective Media Retention ("DMR") Service on all HP MFP and network printers and scanners purchased under the USAF DPI BPA.

The DMR process requires the HP Field Service Representative or other ASP representative to complete paperwork including the service call ID, hard disk drive part number, and serial number. This paperwork is returned to HP by the service representative in lieu of the defective disk drive.

