



# HP 3 year NBD Onsite Hardware Support w/Defective Media Retention/MaintKit Repl for S500

**Brand :** HP

**Product code:** UC0P9E

**Product name :** 3 year NBD Onsite Hardware Support w/Defective Media Retention/MaintKit Repl for HP S500

- Remote problem diagnosis and support
- Next business day<sup>[1]</sup> onsite hardware support
- Replacement parts and materials included
- Formal escalation procedures and management
- Access to electronic support information and tools
- HP remote system access and support
- Replacement of Preventive Maintenance Kits

3 year NBD Onsite Hardware Support w/Defective Media Retention/MaintKit Repl for S500

HP 3 year NBD Onsite Hardware Support w/Defective Media Retention/MaintKit Repl for S500:

When hardware issues come up, the sooner you can get running again, the better. Have expertise at the ready with HP Hardware Next Business Day<sup>[1]</sup> Onsite Service with Defective Media Retention, and vastly improve your product uptime. With high-quality remote assistance or convenient onsite support available the next day, help is there when you need it—so you can get back to work. Preventive Maintenance Kit Replacement service are included in defined times.

| Features          |                             | Supplier features         |                            |
|-------------------|-----------------------------|---------------------------|----------------------------|
| UNSPSC-code       | 81111812                    | Duration                  | 3 years                    |
| Supplier features |                             | Response time             | Next business day response |
| Support type      | Onsite repair               | Service method            | Onsite repair              |
| Place of service  | Onsite                      | Additional support option | Defective media retention  |
| Warranty coverage | In warranty                 | Care Pack type            | Electronic                 |
| Coverage details  | Standard workdays - 9 hours | Coverage period (months)  | 36                         |
|                   |                             | Warranty type             | S                          |



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