



HP Point of Sale FAQ

Warranty, Care Pack Service & Support



Limited warranty	2
HP Care Pack Services	3
Support	3

Limited warranty

Q: What does a 3/3/3 limited warranty mean?

A: HP Retail Point of Sale base systems come with a three (3) year limited warranty that includes:

1. Three years of defective part replacement.
2. Three years of HP authorized technician labor.
3. Three years of repairs performed at customer site for those parts not eligible for Customer Self Repair (CSR).

Parts are identified by HP as eligible for Customer Self-Repair based upon the ease of replacement and tools required. Typical CSR parts may include the keyboard, mouse, and hard drive.

- Based on availability and where geography permits, CSR parts will be delivered next business day
 - HP will advise whether a defective part must be returned to HP.
 - HP will pay all shipping and part return costs. HP will provide the needed materials and instruction to ship back if it is required.
 - Peripherals will be swapped with a replacement peripheral.
4. Next Business Day Response: all efforts will be made to identify the anticipated dispatch time and date of a technician or, in the case of CSR parts, the shipment of a part, to customer site, by the day after a customer call is received.

Q: What is the warranty on peripherals?

A: Peripherals come with a three (3) year limited warranty that includes three years of parts exchange; all efforts will be made to identify dispatch time and date of part anticipated shipment to customer site by the day after a customer call is received.

Limited warranty on HP-branded peripherals	Coverage on third-party peripherals
<ul style="list-style-type: none">• HP-branded peripherals have a three-year limited warranty.	<ul style="list-style-type: none">• Non-HP branded peripherals are provided "AS IS." However, non-HP manufacturers and suppliers may provide warranties directly to you.• Non-HP branded party peripherals are not currently covered under the HP Care Pack Services offerings.

HP Care Pack Services

Q: What is an HP Care Pack?

A:

- Extended or enhanced service offering
- Additional service not included as part of base warranty on hardware purchase

Q: What HP Care Pack Services are available for POS products?

A: The following services are available:

- Extensions of service to four (4) or five (5) years of coverage for the RPOS unit only (service starting from date of HW purchase).
- Extensions of service to four (4) or five (5) years of coverage for the RPOS unit plus HP peripherals and HP monitor (service starting from date of HW purchase).
- Accidental Damage Protection (protection coverage for physical damage caused by or resulting from a fortuitous incident. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge.) ADP can be purchased for the warranty period for three (3) years or, with a service extension, for four (4) or five (5) years. ADP covers the POS unit plus peripherals, including the monitor.
- Post-warranty HP Care Pack Services extend the hardware service for an additional year. Purchase of post-warranty HP Care Pack Services should occur no earlier than the last 90 days of the existing coverage period and are only available if there is at least one year of service life remaining for the product.
- Basic Installation:
 - Remove the products from boxes
 - Connect cables and power cords
 - Initialize product
 - Run tests and diagnostics
 - Verify the installed software is properly loaded
 - Verify software is loaded then enter of one test inventory item
 - Orientation on the product, and answer usage and maintenance questions not to exceed 15 minutes.
- When calling in for service on your purchased HP Care Pack, locate the serial number located on the POS base unit to help the call agent properly validate entitlement of your hardware for HP Care Pack Services purchased.

Support

Q: How do I contact HP Support?

A: You can contact HP Support several ways:

- 866-852-4865, select option #3 for Retail Point of Sale
- 1-866-852-4854 or 1-800-HP-INVENT
- Visit HP.com at www.hp.com/go/pos
- Contact your HP authorized service provider.
- Visit <http://welcome.hp.com/country/us/en/wwcontact.html>

Q: What information should I have ready when I contact HP Support?

A: When you call in for support help you should have the following information available:

- The model number (found on the label on the back of your unit)
- The serial number (found on the back of your unit)
- Most HP peripherals have a serial number and part number label adhered to the base of the peripheral. This information should be used when calling for service on the peripheral. In the event that your peripheral does not have such a label, please have the serial number and model number of the computer.

Note: Before you reach an agent, you will be asked which product type you are calling in about. You should respond to the query of product type with any of the following four definitions:

- Retail Point of Sale
- Retail Point of Sale Devices/Peripherals
- Retail Point of Sale Cash Drawer
- Retail Point of Sale Receipt Printer

Q: What happens when I call in?

A: The call agent will be able to ascertain if your unit is still in warranty. The agent will then begin asking a series of questions to identify the potential repair. The agent may request access to your machine, or may ask you to perform a few easy tasks. This will allow the agent to identify the problem.

If the agent cannot identify the problem, the call may be escalated to our second (2) level support organization. This may mean a delay while the call is routed to the proper team. If the second (2) Level Support team cannot identify the problem, a case number will be assigned and the call will be escalated to our Engineering group for further analysis. This group would then contact HP to determine if a defect can be repaired.

Q: How is my call escalated?

A: If your issue requires further assistance, HP's Second (2) level Support handle the escalation and has the responsibility to:

- Manage escalated cases based on the technical merit or size and complexity of the situation
- Continue to manage the issue even when cases are being worked in Third (3) Level Support. (If the issue requires further Engineering expertise it will be escalated to the Third (3) Level Support. This group is an Engineering group that has direct access to the design team for your product.)
- Manage the Customer directly only when they engage their "Pass-Through" process

Q. How is my issue diagnosed?

A: Agents may diagnose the problem in several ways:

1. Remotely
2. By the use of a customer self replaceable part, or
3. By a service call at customer location.

If HP determines that an on-site service call is required, the call will be scheduled during local office hours (typically 8 a.m. to 5 p.m. Monday through Friday). The response time depends on travel constraints and distance from the nearest HP Support location or HP authorized service provider. Service is provided by HP or an authorized service delivery Partner. Technician will arrive with parts to repair the POS.

Note: There is no worldwide capability to warm transfer to third-party vendors. We can refer the customer or do a cold transfer

Q. What is the response time if my location is not near a support Hub?

A:

Distance from designated support hub	Next-day response time
0 to 100 miles (1 to 160 km)	Next coverage day
100 to 201 miles (161 to 320 km)	One additional coverage day
201 to 300 miles (321 to 480 km)	Two additional coverage days
Beyond 300 miles (>480 km)	Established at time of order and subject to resource availability

Q: What is the software support?

A: HP offers initial setup and technical support for the included HP Software purchased with the HP POS System, for ninety (90) days from date of purchase.

Support includes assistance with:	Support does NOT include assistance with:
<ul style="list-style-type: none">• Answering your installation questions (how to, first steps, and prerequisites).• Setting up and configuring the software and options supplied or purchased with HP Hardware Products (how-to and first steps).• Interpreting system error messages.• Isolating system problems to software usage problems.	<ul style="list-style-type: none">• Generating or diagnosing user generated programs or source codes.• Installation of non-HP software.• System optimization, customization, and network configuration.

