



HP One Time Battery Replacement Service User Manual

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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 within the United States, and recycling options. This HP Care Pack service is inclusive of the HP Limited Warranty that comes with the product; it does not replace the limited warranty but provides for a longer period of time during which you are protected from battery failure. The HP

Limited Warranty provides originally installed battery coverage for the lesser of either a 1-year limited warranty period or the length of the limited warranty for the HP notebook PC with which the battery is shipped. 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. For situations where the original battery is still covered under the HP Limited Warranty, you should call 1-800-633-3600 for warranty support. For batteries no longer covered under the HP Limited Warranty, the HP One Time Battery Replacement Service should be invoked.

To initiate the battery replacement service, you must download and/or run the HP Battery Check program and call the HP Battery Replacement Service Center at 866-927-3113 and report the battery check diagnosis in order to validate that a replacement battery is needed. If the battery meets the replacement criteria, you 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. HP Technology Services are governed by the HP Single Order Terms for Support or the HP Care Pack Support Service Agreement, or applicable HP Customer Agreement, or Customer's purchase agreement with HP.

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
- Responsible disposal of battery

Service feature highlights

- Remote problem diagnosis and technical telephone support
- One-time battery replacement
- Standard coverage window
- Recycling options provided

Specifications

Table 1. Service features

Feature Delivery specifications

Remote problem diagnosis and technical telephone support When experiencing a battery problem, the Customer must first place a call via the designated support number mentioned above. 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. Once HP has the relevant information, assistance will be provided to fulfill the delivery of a replacement battery.

One-time battery replacement

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. 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.

Standard coverage window

The coverage window specifies the time during which the described services are delivered. 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. Service requests received after 2:00 p.m. local time or outside the coverage window will be logged the next business day.

Recycling options provided

Customers have the option to recycle their batteries at any of the 50,000 locations with which HP has contracted with to accept HP laptop batteries (www.hp.com/recycle). Commercial Customers may work directly with Rechargeable Battery Recycling Corporation (www.rbrc.org/business) for larger-scale recycling options. HP Technology Services are governed by the HP Single Order Terms for Support or the HP Care Pack Support Service Agreement, or applicable HP Customer Agreement, or Customer's purchase agreement with HP.

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

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.

Service limitations

This Care Pack service, available in the United States only, 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 coverage of the HP Care Pack service. Coverage is limited to the primary battery that was originally configured and purchased with the notebook. 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, as requested by HP
 - Perform other reasonable activities to help HP identify or resolve problems, as requested by HP
- 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.

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

HP Care Pack services: www.hp.com/hps/carepack

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