

eCarePlus+ & HP® support services overview

What a eCarePlus+ HP Warranty does:

The most cost effective way to provide flexible and reliable IT hardware warranty cover. Whether your looking for an extended cover on a new product you have just purchased, or whether you need to prolong

Support contracts

Offered with engineering resource as an optional extra:

Cover options

- 4 Hour, 24 x 7 Same Day
- 4 Hour, 8 x 5 Same Day
- Next Business Day
- Post Warranty

4 Hour, 24 x 7 Same Day

Remote problem diagnosis and support

For issues that cannot be resolved remotely, an authorized HP Engineer will report to your site within 4 hours after your call has been logged with our warranty team.

Service is available around-the-clock every day, including all holidays. eCarePlus+ returns your warranted hardware to operational condition, repairing or replacing components or entire units as necessary.

Coverage includes all required parts and materials.

4 Hour, 8 x 5 Same Day

Remote problem diagnosis and support

For issues that cannot be resolved remotely, an authorized HP Engineer will report to your site within 4 hours after your call has been logged with our warranty team but only if this time falls within your contracted service window.

eCarePlus+ returns your warranted hardware to operational condition, repairing or replacing components or entire units as necessary. Coverage includes all required parts and materials

Next Business Day

Remote problem diagnosis and support

For issues that cannot be resolved remotely, an authorized HP Engineer will report to your site the next day after your call has been logged with our warranty team but only if this time falls within your contracted service window.

eCarePlus+ returns your warranted hardware to operational condition, repairing or replacing components or entire units as necessary. Coverage includes all required parts and materials

Post Warranty

Even if your warranty has expired eCarePlus+ PostWarranty provides an onsite hardware support.

Depending on which Post-Warranty you purchase you will get the option of:

- 4-hour Onsite,
- Extended Hours Response,
- 4-Hour Onsite Response,
- 24x7
- Next Day Onsite Response

Plus dedicated helpdesk support to all of your technical issues.