

# HP Device Life Extension



## Extend device life with enhanced performance

Optimize IT investments and reduce your carbon impact by maximizing the life of your existing devices. Extend the life of aging devices by securely upgrading performance and addressing the most common issues that impede employee and IT productivity.

HP Device Life Extension Service enables organizations to send PCs from their existing fleets to be optimized for performance and returned to the customer, giving devices a performance boost and allowing customers to use their devices for longer.

Customers can be rest assured that their devices are upgraded with the same tested, proven HP components and expertise as their new HP products. We provide a warranty for each restored device, demonstrating our confidence and ongoing support.



### MAXIMIZE YOUR IT INVESTMENT

Stretch IT budgets by increasing the longevity of devices, rather than purchasing new ones. HP upgrades the performance of aging devices,<sup>1</sup> enabling you to defer refresh costs without compromising work performance.



### EASE THE IT WORKLOAD

Reduce the IT task load and improve computing experiences by letting HP proactively mitigate device performance issues, boost reliability, and extend the support for your aging fleet.



### REDUCE THE IMPACT OF YOUR DEVICE FLEET

Contribute to organizational sustainability initiatives by maximizing the usable lifespan of IT assets. Extending the lifecycle of an average PC by two years results in a 30% lower carbon footprint compared to buying a new one.<sup>2</sup>

# Delivery specifications

Devices submitted for HP's Device Life Extension Service undergo a thorough diagnostic and inspection process. Any supported issues identified during this process are promptly addressed under the service. If a component is found to be malfunctioning, necessary remedial steps are taken to ensure optimal functionality.

## DEVICE LIFE EXTENSION TUNE UP FEATURES

| Features                          | Delivery specifications   |
|-----------------------------------|---|
| Deep cleaning procedure           | The device's external assemblies will be fully wiped and cleaned. All contaminants such as dust, debris, and residues will also be removed from internal and external assemblies. The internal heat sink attached to the motherboard will be evaluated for paste degradation. If necessary, the area will be cleaned, prepared, and the heat sink will be reapplied with new paste. |
| Component replacement and upgrade | The device's battery life will be tested and replaced if the Full Charge Capacity (FCC) is at or below 90% with one that is above 90% FCC. The device memory will be upgraded to increase the configuration by a maximum additional memory of 8 GB, subject to the permitted limit per the device's design.   |
| Data sanitization                 | All Customer data will be fully wiped from the device according to NIST 800.88 standard. To help avoid loss of data, the Customer is advised to back up all data from the device before sending it for this service. HP will not be liable for the loss of such data.   |
| Device software and re-imaging    | The product will be updated with the latest compatible versions of BIOS, firmware, drivers, and HP-approved platform image.   |
| Final quality check               | The device will go through a final quality check and diagnostics to ensure optimal functionality and performance before being packaged and returned to the Customer.  |

## RETURN PROCESS AND BUSINESS HOURS

|                            |   |
|----------------------------|---|
| Pick up and return process | Customers are expected to initiate device pick up by contacting HP when they determine the device is due for a DLE Service. Once initiated, HP will dispatch an empty box with packaging material inside to the Customer's address. Once the Customer receives the box, they must follow the instructions therein to ship the device to HP. |
| Business hours             | HP standard business hours are Monday through Friday, excluding HP-observed holidays.   |

## GEOGRAPHIC COVERAGE

| Region        | Countries  |
|---------------|--|
| North America | United States, Canada  |
| Europe        | Austria, Germany, Belgium, Denmark, Finland, Luxembourg, Netherlands, Sweden, France, Italy, United Kingdom, Spain, Portugal |

# Service prerequisites

- HP PCs qualify for the DLE Service if the Customer has purchased a Care Pack that includes this service.
- Customer is entitled to a one-time tune up as part of the HP Device Life Extension Service. Customer may contact HP and initiate this service at any time during the associated Care Pack coverage period.
- Customer's HP device must not have reached its End of Service Life (EOSL) date to be eligible for this service.

# Service limitations

These devices will not be eligible for HP Device Life Extension:

- Devices with damage not covered by a support Care Pack that obstructs the service completion
- Devices that contain 3rd party hardware components installed after purchase
- Devices with soldered-on memory are not eligible for the 8 GB memory increase
- Devices on legal hold are excluded from services until the legal hold is released or the drive is replaced.

Activities such as, but not limited to, the following are excluded from this service:

- Shipping through international customs
- All HP Desktops, Consumer Notebooks, Chromebooks, Thin Clients, and Peripherals
- Setup and installation of the returned device at the Customer's site
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Devices that have been moved out of the original country of purchase

# How to purchase the service

| IN WARRANTY CARE PACKS  | POST WARRANTY CARE PACKS  |
|---|---|
| <ul style="list-style-type: none"><li>• In Warranty Care Packs must be purchased within 90 days of device purchase</li><li>• DLE will be sold as a bundled Care Pack, requiring purchase with HP Essential Support, HP Premium Support, or HP Premium+ Support</li><li>• The support term will be either 4 or 5 years</li></ul> | <ul style="list-style-type: none"><li>• Post Warranty Care Packs can be purchased within 90 days before or up to 30 days after the expiration of existing coverage</li><li>• Limited to the type of Care Pack purchased during the in-warranty period</li><li>• Extended coverage is limited to one additional year</li></ul> |

# System requirements

- The HP Device Life Extension Service is considered complete upon HP verification that all steps have been completed and all eligible component upgrades have been made.
- If any device repairs are performed during the tune up service, the determination of what needs to be done will be at HP's sole discretion to restore the device to optimal functionality.
- Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic, or visual verification of proper operation. At its sole discretion, HP may temporarily or permanently replace the device to meet the repair time commitment. At HP's sole discretion, replacement devices that are new or functionally equivalent to new in performance will be sent to HP's designated vendor for completion of the HP Device Life Extension Service. Replaced devices become the property of HP.
- This service covers eligible HP devices, including ProBooks, EliteBooks, and Mobile Workstations.
- If replacement parts and components used during the tune-up service are discontinued, an upgrade path may be required. Upgrades for discontinued parts or components may in some cases result in additional charges. HP will work with Customer to recommend replacements. Not all components will have available replacements in all countries due to local support capabilities.

- Failure to meet specified responsibilities releases HP from the obligation to deliver described services or may result in the customer incurring expenses at prevailing time and material rates. Devices that have been relocated must be activated and registered (or existing HP registration adjusted) within 10 days of the change.
- The Customer can check the lifetime of their supported device by visiting [support.hp.com](https://support.hp.com).

## Customer responsibilities

- Customer is responsible for initiating the HP Device Life Extension Service at their convenience.
- Upon receiving the empty box and instructions, the Customer should prepare the device for shipment accordingly:
  1. Customer must back up any locally stored data on the device, as data residing in the device may be lost during the data sanitization process done as part of the tune-up.
  2. Customer will package the device according to the instructions included in the box.
  3. Customer will return the power cable and charger with their PC for HP to perform the quality check.
  4. Customer will drop off the packaged unit at the nearest HP designated carrier location for return to HP.
  5. Customer is responsible for interim arrangements for their users' whose devices are sent for HP Device Life Extension Service. HP will not provide loaner devices or other solutions.

## Care Pack terms and conditions

See complete HP care pack [terms and conditions](#).



1. The HP Device Life Extension capability is for HP commercial PCs. HP-certified partners will perform functional diagnostics, data removal, interior and exterior cleaning, enhance device performance, reimaging, and conduct platform updates. This service is available as a Care Pack when it is sold with new hardware or within 120 days of the original Care Pack expiration date.
2. TCO Certified, Impacts and Insights - Circular IT Management in Practice, June 9, 2020.

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

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4AA8-3544ENW, March 2024