

# HP Tune-Up for PC Service - U.S. and Canada

## HP Data Center Services

### Technical data



The HP Tune-Up for PC Service provides a comprehensive set of PC diagnostic and tune-up steps designed to help protect and improve performance for your desktop or notebook PC. These steps may include:

- Checkup, which provides a virus/spyware identification and removal process through a virus scan, spyware/adware scan, and hardware diagnostics
- Cleanup, which helps to clean PC of temporary files, cookies, and other unnecessary files, and help to improve system performance through processes designed to uninstall unnecessary software applications; modify MSCONFIG, Microsoft® Windows®, and Internet Explorer settings; and consolidate fragmented files
- Updates, which help to protect against future system performance issues by updating the PC with the then-current Windows, firmware BIOS, and security software updates
- General system advice, consultation, and education, which includes additional system improvement and/or maintenance recommendations

### **Service benefits**

- Reduces system startup and shutdown time
- Provides desktop users with a direct line to HP assistance
- May contribute to improved system performance and reduced downtime due to software defects
- Performs preventive measures that help protect against system degradation and virulent software

### **Service eligibility**

- This service is intended for customers who are using their PC products at home, in a home office, or in a small business environment.

- The service can be used on any OEM manufacture PC and is offered for use on the Windows XP, Windows Vista®, and Windows 7 operating systems. Support for other operating systems will be on a best-effort and commercially feasible basis.

## Service limitations

- Service is limited to the current HP Tune-Up for PC Service steps identified by HP. HP will make commercially reasonable efforts to diagnose and make the necessary system modifications to help improve PC functionality and help prevent future system issues. Service will be deemed complete when the Customer has been notified that the HP Tune-Up for PC Service steps have been completed, and the Customer has been provided with additional maintenance and performance recommendations.
- Support is limited to assisting with PC performance and problem prevention and does not include break/fix troubleshooting, “how to” support on third-party software or hardware, or repair diagnosis.
- Travel charges may apply, please consult with your local office.

Service limitations for HP Tune-Up for PC Service Care Pack only:

- HP Tune-Up for PC Service Care Pack service is available for up to 1 year after the HP Care Pack is purchased by the Customer. For Care Pack services including multiple uses of HP Tune-Up for PC Service, each instance represents a single service event for any qualified PC or end user. Number of service events will be tracked, and following the use of all instances, the Care Pack service will no longer be eligible for support. The HP Tune-Up for PC Service Care Pack service is not transferable to other individuals or companies, and will expire if not used within 1 year from the date of purchase.
- HP Tune-Up for PC Service is available in the United States and Canada.

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

- The complete end-to-end installation of network devices, such as wireless router, network printer, etc.
- Hardware diagnosis, troubleshooting, and repair; hardware installation support for customer-added components; support for non-OEM components
- Support or maintenance of software customized or unique to the Customer’s environment
- Support for the network to which the PC is connected
- Services which, in HP's opinion, are required due to improper treatment or use of the equipment or software
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to causes external to the HP-maintained equipment or software
- Any onsite services

HP Tune-Up for PC Service will provide support of Windows operating systems only. Support for Windows OS no longer supported by Microsoft will be performed on a best-effort basis within economically feasible reason.

## Customer responsibilities

The Customer must adhere to and retain all original software licenses, upgrade license agreements, and license keys, and provide them to HP upon request.

The Customer should maintain a current backup or copy of the PC's operating system and all other applicable software programs and data prior to use of this service.

The Customer must be located at the relevant PC when communicating with an HP Tune-Up for PC Service technician, must be able to "boot to desktop or notebook," and must have an active Internet connection.

The Customer must:

- Maintain a current backup copy of the operating system, development program, and all other applicable software programs and data (this backup may not be located on the same hard drive or PC serviced by HP Tune-Up for PC Service)
- Ensure that only authorized designated end users place support calls to HP Tune-Up for PC Service
- Assume full responsibility for the management and protection of the PC's unique access number(s)
- Adhere to the licensing terms and conditions as indicated by the original software manufacturer or sales agent
- Allow HP personnel full and unconditional access to all software products to be supported; if security restrictions apply to any supported systems, the Customer may be required to assume additional responsibilities for maintaining the system and/or software
- Provide the name and telephone number of a primary contact employee authorized to direct HP action in the event of a critical problem and approve the purchase of per-event services, if required
- Maintain an active license of a virus protection tool after Virus Removal Service; license for virus protection software is not included in the HP Tune-Up for PC Service
- Provide updates for primary contact name or telephone number changes pertaining to the registration of the HP Tune-Up for PC Service

## **General provisions/Other exclusions**

- This service does not include hardware repair or exchange. Customer requests for hardware repair will result in additional fees and will be payable to HP for any hardware service provided under a separate contract.
- HP accepts no responsibility and provides no compensation for damage to the operating system software, application software, or data resulting from the Customer's use of the advice provided by HP.
- Other than as set forth in the terms of this service, HP does not provide a warranty under this service on any hardware or software product, even if supported under the terms of another agreement. This service contract does not modify, extend, or supplement any warranty to any such software or hardware provided by the original manufacturer or supplier. HP does not warrant that HP Tune-Up for PC Service will enable the Customer to accomplish any particular task or function, or that the HP Tune-Up for PC Service will provide any particular level of performance.

## **Ordering information**

To order HP Tune-up for PC Service, call 866-234-1377 or HPShopping at 888-999-4747, available 24 hours per day, 7 days per week.

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit the following Web site:

**[www.hp.com/hps/carepack](http://www.hp.com/hps/carepack)**

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