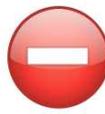


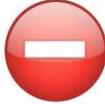
Examples – What’s Covered, What’s Not

Category	Potential Situation	Examples
 Accidental Damage	Non-intentional liquid spills	Coffee, water, soda or other beverage
	Drops and falls	Notebook accidentally fell off a desk. User trips and falls while carrying notebook.
	Surge damage caused by accident that may be considered a safety hazard	A power surge during a lightning storm causes damage to your system and it will not power on
 Customer Induced Damage (CID): Damage to the product that is not caused by an accident and is intentional misuse, abuse or willful act.	Full immersion in liquid, evidence of abuse, misuse or negligence.	Out of the ordinary fluids involved (oil, urine). Use in inappropriate environments (use in a negligent manner around water – poolside, oceanside, lakeside).
	Drops resulting from use in areas not suitable for laptop use	Use in inappropriate environments (rooftops, misuse around vehicles).
	Damage due to negligence	Improper storage and handling, improper maintenance, including screen damage due to inappropriate cleansers. Damage caused by insect or animal infestation. Damage caused by pets (chewing, urination).
	Damage due to reckless, abusive, willful or intentional conduct associated with handling and use of the product	Reckless use includes use in areas not suitable for laptop use (rooftops, moving cars, poolside) or neglecting to use case or cover during transportation or when not in use. Laptops used in an altercation.
	Damage due to exposure to hazardous or bio-hazardous materials	Exposure to hazardous chemicals, bodily fluids (blood, urine, feces). HP and its affiliated Self Maintainers are not equipped nor required to handle bio-hazardous waste.
	Damage due to improper usage	Improper force used on USB/Video/power supply connectors resulting in damage to system board; Damage to tablet <u>hinges</u> if tablet display is rotated beyond proper usage instructions.

The  symbol indicates claims not covered by the ADP.



Examples – What’s Covered, What’s Not

Category	Potential Situation	Examples
 Normal Wear/Cosmetic Damage	Cosmetic Damage	Scratch, dent, blemish, change in color or texture Claims that contain only plastic parts such as top covers and no main components are considered unit refurbishment as these are parts that usually do not fail.
	Damage due to normal wear and tear	Lost ‘feet’ (rubber feet on device bottom); keys that pop out due to normal usage; monitor screen imperfections, including “burn-in”, missing pixels, etc., caused by normal use and operation of the product.
 Non Covered Perils	Damage due to fraud, theft, or loss	Fraud (including but not limited to incorrect, misleading, erroneous or incomplete disclosure of how the equipment was damaged to your adjudicator, servicer or HP), theft, unexplained or mysterious disappearance.
	Damage that is not a result of handling and is typically covered by home/renter/auto/shipping insurance.	Fires, damage caused by a vehicle or homeowner’s accident, acts of nature (including, without limitation, floods) and damage caused during Customer shipment of the covered product to or from another location.
	Damage that is a result of acts of nature, acts of God.	Hurricanes, tornadoes, floods, tsunamis, and earthquakes.
	Damage due to police action, war (declared or undeclared), nuclear incident, and terrorism	
 Manufacturing Defects *	Potential Safety Incident (PSI) Maybe Covered under extended warranties check the HP service advisories	Damage to the product that clearly indicates that exterior plastics are melted or deformed due to extreme heat or flames or there is an indication of battery pack leakage
	Potential Product Quality Issue	Trend in failure for the same product or an abnormal failure rate.
<p>*If you experience a high rate of units with Potential Safety Incidents (PSI) or Potential Product Quality Issue, please notify your CEM, PSDM, HP Sales Rep or Self-Maintainer Support to track appropriately</p>		

The  symbol indicates claims not covered by the ADP.

