HP Hardware Support Onsite Service

HP Care Pack Services

Technical data

This HP service provides high-quality remote assistance and onsite support for your covered hardware, helping you to improve product uptime.

You have the flexibility to choose between different service-level options featuring different response times and coverage windows, as well as between several coverage periods to address your specific service needs.

Service benefits

- Improved system uptime
- Convenient onsite support
- Reliable response times

Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Materials included
- Service-level options with different coverage windows and response times
- Work to completion
- Escalation management
- Access to electronic support information and services
- Electronic remote monitoring and support, standard configuration (for eligible products only)

Specifications
Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	Once the Customer has placed a service request via a designated HP support telephone number, HP will work with the Customer during the coverage window to isolate the hardware problem and to remotely troubleshoot, remedy, and resolve the problem with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools (where available) to access covered products, or HP may use other means available to facilitate remote problem resolution. Regardless of the Customer's coverage window, problems with covered hardware can be reported to the HP Response Center via telephone or electronically, as locally available, 24 hours a day, 7 days a week. HP will acknowledge the receipt of the service request and notify the local office at the next coverage window. HP retains the right to determine the final resolution of all reported problems. Onsite response times or call-to-repair times, as applicable, for service requests submitted electronically or outside of the coverage window may vary.
Onsite hardware support	For technical hardware issues that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain printers, PCs, ProLiant servers, Intel® Pentium®- and Xeon™ processor-based servers, and networking and storage products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or equivalent to new in performance. Replaced products become the property of HP. In addition, HP may install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. At its sole discretion, HP may install any firmware updates that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP.
Materials	HP will provide HP-supported parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts are new or equivalent to new in performance. Replaced parts become the property of HP.
Coverage window	The coverage window specifies the time during which the described services are delivered onsite or remotely. Service requests received outside this coverage window will be logged the next day for which the Customer has a service coverage window. Coverage window options available for eligible products are specified in the service-level options table. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.
Onsite response time for hardware support	Onsite response time specifies the period of time that begins when the initial service request is received and logged with HP and ends when the HP authorized representative arrives at the Customer's site within the coverage window. Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the service-level options table. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.
Work to completion	Once an HP authorized representative arrives at the Customer's site, the representative will continue to deliver the service, either onsite or remotely, at the discretion of HP, until the products are operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available. Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products.

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Escalation management	HP has established formal escalation procedures to facilitate complex problem resolution. Local HP management coordinates problem escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.
Access to electronic support information and services	As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to: • Certain capabilities that are made available to registered users, such as downloading selected HP software and firmware patches, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users • Expanded Web-based searches of technical support documents, to facilitate faster problem-solving • Certain HP proprietary service diagnostic tools with password access • A support case manager, to submit questions directly to the HP Solution Center. The support case manager helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the engineer qualified to answer the question. The support case manager also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone. • "HP Live", to check directly with an online HP support engineer during standard HP business hours, 8:00 a.m. to 5:00 p.m. local time excluding HP holidays. This real-time online help can be accessed via the "HP Live" button on selected Web pages. Through sharing browser content, the HP support engineer will help navigate to the appropriate online content that may help resolve the problem.
Electronic remote monitoring and support, standard configuration	For Customers who meet minimum requirements, electronic remote monitoring and support, standard configuration with real-time remote hardware event management provides diagnostic software for eligible products. This software monitors hardware status and generates notification events when certain predetermined conditions are detected. Notification events are received and forwarded to HP for review and possible support action. With the Customer's authorization and at the sole discretion of HP, remote network access by an HP support engineer may be used for troubleshooting and faster problem resolution. For details on the minimum requirements, the Customer may contact the local HP sales office.

Specifications

Table 2. Optional service features

Feature	Delivery specifications
Desktop/Workstation/ Thin client/Notebook- only coverage	For eligible PC products, the Customer may choose desktop/workstation/thin client/ notebook-only coverage. HP Care Pack Services with this coverage do not extend the specified service level to the external monitor or docking station.
Page limits	For eligible printer products, service levels may be offered with page limits. Where page limits apply, the support coverage ends when either the coverage period or the page limit specified in the HP Care Pack has been reached, whichever occurs first.
Accidental damage protection	For eligible products, specific service levels may be offered with accidental damage protection. Where accidental damage protection applies, the Customer receives protection against accidental damage to the covered hardware product as part of this service. Accidental damage is defined as physical damage to a product caused by or resulting from a fortuitous incident. Covered perils include fire, non-intentional liquid spills in or on the unit, drops, falls, collisions, and electrical surge. This includes damaged or broken LCDs (liquid crystal displays), or broken parts. Accidental damage protection does not cover theft, loss, normal wear, consumables, intentional acts of damage, or other exclusions, as detailed in the "Service limitations" section. Major parts replacement, as detailed in the "Service limitations" section, is limited to one each per year. The unit may need to be repaired or replaced at an HP designated location, since not all replacement parts may be available locally.

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Specifications

Table 3. Service-level options

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

Option	Delivery specifications
Third-day onsite response, standard business hours (9x5)	Service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.
	An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the third coverage day after the service request has been logged. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following 3 coverage days.
Next-day response, standard business hours (9x5)	Service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.
	An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the service request has been logged. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following coverage day.
4-hour response, standard business hours (9x5)	Service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.
	An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours of the service request being logged. The 4-hour response time is measured during the coverage window only. For service requests received after 1:00 p.m. local time, the response time may be carried over to the next coverage window.
4-hour response, extended business hours (13x5)	Service is available during the coverage window, 13 hours per day, between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HP holidays.
	An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours of the service request being logged. The 4-hour response time is measured during the coverage window only. For service requests received after 5:00 p.m. local time, the response time may be carried over to the next coverage window.
4-hour response, 24x7	Service is available during the coverage window, 24 hours per day, Monday through Sunday including HP holidays.
	An HP authorized representative will arrive at the Customer's site any time and day of the year to begin hardware maintenance service within 4 hours of the service request being logged.

Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 km) of a primary HP support responsible office. Travel to sites located within 200 miles (320 km) of a primary HP support responsible office is provided at no additional charge. If the site is located more than 200 miles (320 km) from the primary HP support responsible office, there will be an additional travel charge.

Travel zones and charges may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from a primary HP support responsible office will have the following modified response times for extended travel:

Distance from primary HP support responsible office	4-hour onsite response time	Next-/Third-day response time
0-100 miles (0-160 km)	4 hours	Next/Third coverage day

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101-200 miles (161-320 km)	8 hours	1 additional coverage day
201-300 miles (321-480 km)	Established at time of order and subject to resource availability	2 additional coverage days
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability	Established at time of order and subject to resource availability

Coverage

HP Hardware Support Onsite Service provides coverage for HP or Compaq branded hardware products, and all HP-supplied internal components (such as HP Jetdirect cards, memory, and CD-ROMs), as well as attached HP or Compaq branded accessories purchased together with the main product, such as mouse, keyboard, docking station, and external monitor.

External CRT monitors larger than 17" or external flat panel monitors larger than 15" will not be covered by an HP Care Pack purchased for the main product.

For some servers and storage products, CPUs, disks, and other major internal and external components will be covered if support has been configured accordingly and they are listed in the contract's equipment list (if applicable).

For HP Care Pack Services with "desktop/workstation/thin client/notebook-only" coverage, external monitors and docking stations will not be covered under this service.

Coverage for eligible multivendor systems includes all standard vendor-supplied internal components and the external monitor, keyboard, and mouse.

Consumable items including, but not limited to, batteries and Tablet PC pens, maintenance kits, and other supplies, as well as user maintenance and non-HP devices, are not covered by this service.

For components that are discontinued, an upgrade path may be required. HP will work with the Customer to recommend a replacement. Not all components will be covered in all countries due to local support capabilities.

For ProLiant servers and storage systems, this service covers HP branded hardware options qualified for the server, purchased at the same time or afterward, internal to the enclosure, as well as 22" and smaller external monitors and tower UPS options up to 3 kVA; these items will be covered at the same service level and for the same coverage period as the server. Coverage of UPS battery is not included; standard warranty terms and conditions apply.

For servers or storage systems installed within a rack, service also covers all HP qualified rack options installed within the same rack.

HP Care Pack Services for the HP BladeSystem enclosure include coverage for its patch panels, HP supported Ethernet interconnects, power enclosure with power supplies, and power distribution.

Customer responsibilities

If applicable, the Customer must register the covered hardware and HP Care Pack immediately, as set forth in the HP Care Pack support service agreement.

At the sole discretion of HP, service levels with an onsite response time of 4 hours may require installation of remote connectivity tools and equipment. If remote support is available and required on the covered product, the Customer must provide and allow HP remote access in order to receive an onsite response time of 4 hours.

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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 install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

The Customer is responsible for installing, in a timely manner, critical customer-installable firmware updates, as well as customer-replaceable parts and replacement products delivered to the Customer.

In cases where customer-replaceable parts are shipped to resolve a problem, the Customer is responsible for returning the defective part within a time period designated by HP. In the event HP does not receive the defective part within the designated time period or if the part is physically damaged upon receipt, the Customer will be required to pay a fee for the defective part, as determined by HP.

The Customer is responsible for registering to use HP's electronic facility in order to gain access to restricted product information and to receive proactive notification or other services available to the Customer.

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. Other service delivery methods may include the delivery via courier of customer-replaceable parts, such as a keyboard, mouse, other parts classified as Customer Self Repair Parts, or an entire replacement unit. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described above.

For fully redundant storage technologies (e.g., the XP storage array), the onsite response time applies to critical issues, as reasonably determined by HP, that affect business. Response times for non-critical service requests may vary.

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

- Recovery and support of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer
- Troubleshooting for interconnectivity or compatibility problems
- Support for network-related problems
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP

Exclusions to accidental damage coverage

Accidental damage protection does not provide coverage for:

- Damage caused by failure to provide manufacturer's recommended maintenance or operating specifications
- Damage due to war or nuclear incident, terrorism, unauthorized attempts to repair the product, use of damaged or defective media

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- Data loss or corruption, business interruptions, obsolescence, cosmetic damage, rust, change in color, texture or finish, wear and tear, gradual deterioration
- Error in design, construction, product programming, or instructions to the product
- Fraud, theft, unexplained or mysterious disappearance, misuse, abuse, or willful act
- Alteration or modification of the product in any way

Major parts replacement is limited to one each per year. For accidental damage protection coverage, major parts include but are not limited to the screen (LCD), DVD/CD-ROM, motherboard, processor, hard disk drive, and memory. The cost to repair a major part after the limit of one event per year has been reached will be charged on a time-and-materials basis.

Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP Hardware Support Onsite Service, contact a local HP sales representative and reference the following product numbers (x denotes the service length in years):

- HA101Ax for next-day response, standard business hours (9x5)
- HA103Ax for 4-hour response, extended business hours (13x5)
- HA104Ax for 4-hour response, 24x7

Depending on the point of purchase, other product numbers may apply. Please consult with a local HP representative or HP reseller on which product number will best meet specific needs.

For more information

For more information on HP Care Pack Services, contact any of our worldwide sales offices or resellers or visit our Web site at:

www.hp.com/hps/support

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