

HP Hardware Support Onsite Call-to-Repair Service

HP Care Pack Services



HP Hardware Support Onsite Call-to-Repair Service provides an IT manager access to a team of HP support specialists who will quickly begin troubleshooting the system to help return the hardware to operating condition within a specified time frame from the initial service request.

You have the flexibility to choose between service-level options featuring different call-to-repair times, with or without defective media retention, to address your specific service needs.

Service benefits

- Help improve or maintain system uptime
- More predictable repair times
- Help plan IT resources more effectively

Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Choice of call-to-repair time commitment
- Parts and Materials included
- Enhanced parts inventory management
- 24x7 coverage window
- Work to completion
- Escalation management
- Access to electronic support information and services
- HP electronic remote support solution (for eligible products only)
- Defective media retention (optional, for eligible products only)

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	<p>When the Customer experiences a system problem and reports it to the HP Global Solution Centre via a designated HP support telephone number, HP will first attempt to remotely troubleshoot, remedy and resolve the problem with the Customer. Prior to any onsite assistance, an HP engineer may initiate and perform remote diagnostics to facilitate remote problem resolution.</p> <p>Problems with covered hardware can be reported to the HP Global Solution Center via telephone or electronically, as locally available, 24 hours per day, seven days per 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. Call-to-repair times for service requests submitted electronically may vary.</p>
Onsite hardware support	<p>For technical hardware issues that cannot, in HP's judgement, be quickly resolved remotely, HP is quickly engaged and, if necessary, sent to the customer site to provide onsite technical support for 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.</p> <p>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. The installation of engineering improvements or firmware updates is not part of the call-to-repair time commitment, if applicable.</p>
Call-to-repair time commitment for hardware support	<p>For critical problems with covered hardware that cannot be quickly resolved remotely, HP will use commercially reasonable efforts to return the covered hardware to operating condition within a specified time period from the initial service request to the HP Global Solution Centre. Call-to-repair time refers to the period of time that begins when the initial service request is received and logged with HP and ends with HP's determination that the hardware is repaired. Call-to-repair time options available for eligible products are specified in the service-level options table. All call-to-repair times are subject to local availability. Contact a local HP sales office for detailed information on availability.</p> <p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced or, for eligible storage products, that access to the Customer's data has been restored.</p> <p>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 will determine the level of testing necessary to verify that the hardware is repaired.</p> <p>At its sole discretion, HP may temporarily or permanently replace the product in order to meet the repair-time commitment. Replacement products are new or equivalent to new in performance. Replaced products become the property of HP.</p> <p>It will take 30 days from the time this service is purchased to set up and perform necessary audits and processes before the hardware call-to-repair time commitment is in effect. During this initial 30-day period and for up to five additional business days after the audit is completed, HP will provide a 4-hour onsite response time (an HP authorised representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the service request has been logged).</p>
Parts and Materials	<p>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.</p>
Enhanced parts inventory management	<p>To support HP call-to-repair time commitments, an inventory of critical replacement parts is maintained for call-to-repair Customers. This inventory is stored at an HP-designated facility. These parts are managed to allow for increased inventory availability and are accessible to HP support engineers responding to an eligible service requests.</p>
Coverage window	<p>Service is available 24 hours a day, Monday through Sunday including HP holidays.</p>
Work to completion	<p>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.</p> <p>Work to completion may not apply to onsite support provided for desktop, mobile and consumer products.</p>
Escalation management	<p>HP has established formal escalation procedures to facilitate the resolution of complex problems. Local HP management coordinates problem escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.</p>

Specifications
Table 1. Service features (continued)

Feature	Delivery specifications
Access to electronic support information and services	<p>As part of this service, HP provides access to certain commercially available electronic and Web-based proprietary service tools. The Customer has access to:</p> <ul style="list-style-type: none"> • 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 Web-based tool for submitting questions directly to the HP Global Solution Centre. The tool 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 tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone. • Search of HP and third-party hosted knowledge databases for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums.
HP electronic remote support solution	The HP electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HP engineer will only use the remote system access with the Customer's authorisation. The remote system access may enable the HP support engineer to provide more efficient troubleshooting and faster problem resolution.

Specifications
Table 2. Optional service features

Feature	Delivery specifications
Defective media retention	For eligible products, this service feature option allows the Customer to retain defective hard disk or SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ("Disk or SSD/Flash Drive") covered under this service. All Disk or SSD/Flash Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or the HP Single Order Terms for Support, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the defective media retention service feature option in the event a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement.

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
Hardware call-to-repair time commitment options:	
6-hour call-to-repair time	For critical problems with covered hardware products, HP will use commercially reasonable efforts to return the covered hardware product to operating condition within 6 hours of the initial service request to the HP Global Solution Centre.
24-hour call-to-repair time	For critical problems with covered hardware products, HP will use commercially reasonable efforts to return the covered hardware products to operating condition within 24 hours of the initial service request to the HP Global Solution Centre.

Travel Zones

A call-to-repair time commitment is available for sites located within 80 km (50 miles) an HP designated support hub.

For sites that are located within 81 – 161 km (51 – 100 miles) of an HP designated support hub, an adjusted hardware call-to-repair time commitment is provided, as shown in the table below.

Travel zones and charges, if applicable, may vary in some geographic locations.

The hardware call-to-repair time commitment is not available for sites located more than 161 km (100 miles) from an HP designated support hub.

Distance from HP designated support hub	6-hour Hardware call-to-repair time commitment	24-hour hardware call-to-repair time commitment
0 – 80 km (0 – 50 miles)	6 hours	24 hours
81 – 161 km (51 – 100 miles)	8 hours	24 hours
Beyond 161 km (100 miles)	Call-to-repair time commitments are not available	Call-to-repair time commitments are not available.

Coverage

This 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 (up to 22-inch, measured diagonally).

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.

For multivendor PC server systems, this service is for an individual PC server system only and does not apply to MCSC or clustered environments.

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, removable media, 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 have available replacements 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 external monitors up to 22" and tower UPS products; these items will be covered at the same service level and for the same coverage period as the server.

For the BladeSystem enclosures, this service covers the enclosure, power supplies, fans and enclosure devices including pass thru, Ethernet interconnect and virtual connect modules.

For servers, storage systems or BladeSystem enclosures installed within a rack, service also covers all HP-qualified rack options including UPS products not exceeding 12kVA, KVM switch, console and PDU, installed within the same rack. Coverage of UPS batteries is not included; standard warranty terms and conditions apply.

Prerequisites

HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorised representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected and an inventory of the covered products is performed. The information gathered in the audit allows an HP resolution engineer to survey and troubleshoot possible future hardware problems and complete the repair as quickly and efficiently as possible. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone. If an audit is required by HP, the hardware call-to-repair time commitment will not take effect until five business days after the audit has been completed.

In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.

For hardware call-to-repair time commitments, HP requires that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service and options. Please contact a local HP representative for further details on requirements, specifications, and exclusions. If the Customer does not deploy the appropriate HP remote support solution, HP may not be able to provide the service as defined and is not obligated to do so.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, HP or the HP authorised service provider will not be obligated to deliver the services as described.

If required by HP, the Customer or HP Authorised Representative must register the hardware product to be supported within ten (10) days of purchase of this service, using the registration instructions within each package or the e-mail document provided by HP, or as otherwise directed by HP. In the event a covered product changes location, registration (or a proper adjustment to existing HP registration) is to occur within ten days of the change.

For hardware call-to-repair time commitments, the Customer must install the appropriate HP remote support solution, with a secure connection to HP, and provide all necessary resources according to the HP remote support solution release notes, in order to enable the delivery of the service and options. When the Customer has installed an HP remote support solution, the Customer must also maintain the contact details configured in the remote support solution that HP will use in responding to

a device failure. Please contact a local HP representative for further details on requirements, specifications, and exclusions.

The call-to-repair time commitment is subject to the Customer providing immediate and unrestricted access to the system, as requested by HP. The call-to-repair time commitment does not apply when system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

Upon HP request, the Customer will be required, upon HP's 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 programmes
- 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 Self Repair parts and replacement products delivered to the Customer.

In cases where Customer Self Repair 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 of HP not receiving 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.

With the defective media retention service feature option, it is the Customer's responsibility to:

- Retain physical control of Disk or SSD/Flash Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk or SSD/Flash Drives

- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drive is destroyed or remains secure

- Have an authorised representative present to retain defective Disk or SSD/Flash Drives, accept replacement Disk or SSD/Flash Drives, provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the Disk or SSD/Flash Drives

- Destroy the retained Disk or SSD/Flash Drive and/or ensure that the Disk or SSD/Flash Drive is not put into use again

- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations

For Disk or SSD/Flash Drives supplied by HP to the Customer as loaner, rental or lease products the Customer will promptly return the replacement Disk or SSD/Flash Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased Disk or SSD/Flash Drive to HP.

Service limitations

At the discretion of HP, the 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 a courier of customer-replaceable parts such as a keyboard, mouse and other parts classified as Customer Self Repair Parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely customer support in order to meet the call-to-repair time commitment, if applicable.

In the event that only a customer-replaceable part is required to return the system to operating condition, the call-to-repair time commitment, if any, shall not apply.

The following are excluded from the call-to-repair time commitment (if applicable):

- Time for disk mechanism rebuild or sparing procedures
- Situations where a logical unit number (LUN) may be blocked to preserve data integrity

- Any restoration/recovery of compromised data
- Any period of non-availability not directly caused by the hardware fault

HP reserves the right to modify its call-to-repair time commitment as it applies to the Customer's specific product configuration, location and environment. This is established at the time of order and is subject to resource availability.

If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

A call-to-repair time commitment does not apply when the Customer chooses to have HP prolong root-cause analysis rather than execute recommended server-recovery procedures.

Activities 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 the failure of the Customer to incorporate any system fix, repair, patch or modification provided to the Customer by HP
- Services required due to the failure of the Customer to take avoidance action previously advised by HP

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk or SSD/Flash Drives replaced by HP due to malfunction. It does not apply to any exchange of Disk or SSD/Flash Drives that have not failed.

Failure rates on Disk or SSD/Flash Drives are constantly monitored and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media

retention service feature option (such as when replacement of defective Disk or SSD/Flash Drives materially exceeds the standard failure rates for the system involved).

HP SHALL HAVE NO OBLIGATION WHATSOEVER WITH RESPECT TO THE CONTENTS OF OR THE DESTRUCTION OF ANY DISK OR SSD/FLASH DRIVE RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN THE HP SINGLE ORDER TERMS FOR SUPPORT OR THE TECHNICAL DATA SHEET TO THE CONTRARY, IN NO EVENT WILL HP OR ITS AFFILIATES, SUBCONTRACTORS, OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOSS OF OR MISUSE OF DATA UNDER THIS DEFECTIVE MEDIA RETENTION SERVICE.

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

All components installed in the same enclosure (blade servers, storage blades, interconnects, SAN switches, etc.) must be ordered with the same service level as the enclosure, if available.

To obtain further information or to order HP Hardware Support Onsite 6-Hour Call-to-Repair Service, please contact a local HP sales representative and reference the product number HA105Ax (where x denotes the service length in years).

For HP Hardware Support Onsite 24-Hour Call-to-Repair Service and depending on the point of purchase, other product numbers may apply. Please consult a local HP representative or HP reseller regarding which product number will best meet specific needs.

For more information

For more information on HP Services, contact any of our worldwide sales offices or resellers or visit our websites at:

www.hp.com/hps/support

www.hp.com/hps/carepack