



HP Hardware Support Onsite Service

HP Technology Services – Contractual Services

Technical data

Service overview

HP Hardware Support Onsite Service provides remote assistance and onsite support for your eligible covered hardware, helping you to improve product uptime.

You have the flexibility to choose between different service packages with predefined service levels or to address your specific support needs by configuring optional service features and choosing from additional response time and coverage window alternatives.

Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials included
- Choice of coverage windows
- Choice of onsite response times
- Escalation management
- Access to electronic support information and services
- HP electronic remote support solution (for eligible products only)
- Preventive maintenance (optional, for eligible products only)
- Defective media retention (optional, for eligible products only)
- Comprehensive defective material retention (optional; for eligible products only)
- Choice of Call-to-repair time commitments in lieu of onsite response times (optional, for eligible products only)
- Enhanced parts inventory management (included with select optional call-to-repair time commitment)

Specifications**Table 1. Service features**

Feature	Delivery specifications
Remote problem diagnosis and support	<p>Once the Customer has placed and HP has acknowledged the receipt of a call as described in “General Provisions”, HP will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remote incident resolution.</p> <p>HP will provide telephone assistance for the installation of customer-installable firmware and Customer Self Repair parts during the service coverage window.</p> <p>Regardless of the Customer’s coverage window, incidents with covered hardware can be reported to HP via telephone or web portal, as locally available, or as an automated equipment reporting event via the HP electronic remote support solutions 24 hours a day, 7 days a week. HP will acknowledge the receipt by logging the call, assigning a Case ID, and communicating that case ID to the customer. HP retains the right to determine the final resolution of all reported incidents.</p>
Onsite hardware support	<p>For hardware incidents 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 products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.</p> <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 repaired. Work may be temporarily suspended if parts or additional 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> <p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p> <p>‘Fix-on-Failure’: In addition at time of onsite technical support delivery, HP may:</p> <ul style="list-style-type: none">• Install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts.• Install available firmware updates defined by HP as non-customer-installable that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP and for which the Customer has the required license to use, if applicable. <p>‘Fix-on-Request’: In addition, at customer request HP will install during coverage hours critical firmware updates defined by HP as non-customer-installable and for which the Customer has the required license to use, if applicable. Critical firmware updates are firmware updates recommended by the HP product division for immediate installation.</p> <p>Notwithstanding anything to the contrary in this document or HP’s current standard sales terms, HP will, for select enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product.</p>
Replacement parts and materials	<p>HP will provide HP-supported replacement 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 provided by HP shall be new or functionally equivalent to new in performance. Replaced parts become the property of HP. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price less any applicable discounts for the replacement part.</p>

Specifications**Table 1. Service features** *(continued)*

Feature	Delivery specifications
	<p>Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts.</p> <p>Maximum supported lifetime/maximum usage:</p> <p>Parts and components that have exceeded their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical product data sheet will not be provided, repaired or replaced as part of this service.</p>
Coverage window	<p>The coverage window specifies the time during which the described services are delivered onsite or remotely.</p> <p>Calls received outside this coverage window will be logged at the time the call is placed to HP, but will not be acknowledged as described in 'General provisions' until the next day for which the Customer has a coverage window.</p> <p>Coverage window options available for eligible products are specified in the Service-level options table.</p> <p>All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
Onsite response time for hardware support	<p>For incidents with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to respond onsite within the specified onsite response time.</p> <p>Onsite response time specifies the period of time that begins when the initial call has been received and acknowledged by HP, as described in 'General provisions'. The onsite response time ends when the HP authorized representative arrives at the Customer's site, or when the reported event is closed with explanation that HP has determined it does not currently require an onsite intervention.</p> <p>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.</p>
Escalation management	<p>HP has established formal escalation procedures to facilitate the resolution of complex incidents. Local HP management coordinates incident escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.</p>
Access to electronic support information and services	<p>As part of this service, HP provides access to certain commercially available electronic and Web-based 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 firmware or patches which may require additional entitlement through HP Software Support agreements, 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 entitled 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 HP. The tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource 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. This service may be limited by third-party access restrictions.

Specifications**Table 1. Service features** *(continued)*

Feature	Delivery specifications
HP electronic remote support solution	For eligible products, 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 support specialist will only use the remote system access with the Customer's authorization. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster incident resolution.

Specifications (optional)**Table 2. Optional service features**

Feature	Delivery specifications
Preventive maintenance	<p>An HP authorized representative visits the Customer's site at regularly scheduled intervals. For all products other than printers that require preventative maintenance service, the Customer shall call HP to request and schedule a preventive maintenance visit at the agreed upon intervals. For all printers that require preventive maintenance service the Customer will call HP to schedule the preventive maintenance visits when the printer displays the respective alert or when the page count is close to the kit's yield.</p> <p>During the visit the HP authorized representative will determine the level of checking that will be performed for preventive maintenance services such as diagnostics, checking error logs on covered systems to find potential hardware problems, and, if necessary, addressing mechanical or electronic system complaints and cleaning or replacing worn or defective parts or maintenance items.</p> <p>The representative may also check for potential problems by inspecting cables and cable connections or visual status indicators of covered hardware, checking temperature and humidity levels and comparing them to vendors' recommendations, and installing applicable engineering improvements and firmware updates as required, in the opinion of HP, to maintain the hardware product. The representative may provide a final report on the hardware's condition.</p> <p>Preventive maintenance services will be delivered between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays, regardless of the selected coverage window.</p> <p>Availability and deliverables may vary by region.</p>
Defective media retention	For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible 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 eligible SSD/Flash Drives on a covered system must participate in the defective media retention.
Comprehensive defective material retention	In addition to defective media retention, this service feature option allows the Customer to retain additional components that have been designated by HP as having data retentive capabilities, such as memory modules. All eligible data retentive components on a covered system must participate in the comprehensive defective material retention. The components that can be retained under this service feature are outlined in the document located at www.hp.com/services/cdmr .

Specifications (optional)**Table 2. Optional service features** *(continued)*

Feature	Delivery specifications
Call-to-repair time commitment	<p>A call-to-repair time commitment may be selected for eligible products in lieu of an onsite response time. For critical incidents (severity 1 or 2) with covered hardware that cannot be resolved remotely, HP will use commercially reasonable efforts to return the covered hardware to operating condition within the specified call-to-repair time commitment. For noncritical incidents (severity 3 or 4), or at the Customer's request, HP will work with the Customer to schedule an agreed-upon time for the remedial action to commence, and the call-to-repair time commitment will then start at that time. Incident severity levels are defined in "General provisions."</p> <p>Call-to-repair time refers to the period of time that begins when the initial call has been received and acknowledged by HP, as specified in "General provisions". Call-to-repair time ends with HP's determination that the hardware is repaired or when the reported event is closed with the explanation that HP has determined it does not currently require onsite intervention. Call-to-repair times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window.</p> <p>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 more information.</p> <p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. HP is not liable for any lost data and the Customer is responsible for implementing appropriate backup procedures. 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. 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 functionally 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 5 additional business days after the audit is completed, HP will provide a 4-hour onsite response time.</p>
Enhanced parts inventory management (included with select, optional call-to-repair time commitments)	<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 authorized representatives responding to eligible support requests.</p>

Specifications**Table 3. Service-level options**

Option	Delivery specifications
Coverage window options:	
Standard business hours, standard business days (9x5)	Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.
13 hours, standard business days (13x5)	Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HP holidays.
16 hours, standard business days (16x5)	Service is available 16 hours per day between 8:00 a.m. and 12:00 a.m. local time, Monday through Friday excluding HP holidays.
24 hours, standard business days	Service is available 24 hours per day, Monday through Friday excluding HP holidays.
Coverage extension for additional hours	The coverage window is extended to define custom coverage hours that include additional individual hours before or after the selected coverage window.
Coverage extensions for additional days	<p>The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following:</p> <ul style="list-style-type: none"> • Saturdays, excluding HP holidays • Sundays (requires Saturday and holiday coverage) • HP holidays, should these fall on a weekday that would otherwise be included in the selected coverage window
Onsite response-time options:	
1-hour onsite response	An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 1 hour after the call has been received and acknowledged by HP.
2-hour onsite response	An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 2 hours after the call has been received and acknowledged by HP.
4-hour onsite response	An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the call has been received and acknowledged by HP.
Next-day onsite response	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 call has been received and acknowledged by HP.
Second-day onsite response	An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service by the second coverage day after the call has been received and acknowledged by HP.
Third-day onsite response	An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service by the third coverage day after the call has been received and acknowledged by HP.
Fifth-day onsite response	An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service by the fifth coverage day after the call has been received and acknowledged by HP.
Scheduled onsite response	An HP authorized representative will arrive at the Customer's site to begin hardware maintenance service between 8:00 a.m. and 5:00 p.m. local time during scheduled weekly visits on agreed-upon weekdays, Monday through Friday excluding HP holidays.

Specifications

Table 3. Service-level options (continued)

Option	Delivery specifications
Call-to-repair time commitment options (in lieu of onsite response time options):	
4-hour call-to-repair time	For critical incidents with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 4 hours of the initial call to HP, if this time falls within the coverage window.
6-hour call-to-repair time	For critical incidents with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 6 hours of the initial call to HP, if this time falls within the coverage window.
8-hour call-to-repair time	For critical incidents with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 8 hours of the initial call to HP, if this time falls within the coverage window.
24-hour call-to-repair time	For critical incidents with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 24 hours of the initial call to HP, if this time falls within the coverage window.
Page allowance	<p>Some printer products may be available with a maximum page allowance. Page count for any given printer is defined as the number of standard pages (printed or plain) that have passed through such printer's print engine, as recorded on the test page. Different paper sizes and print options may be associated with different standard page equivalent values in order to calculate the page count. Page allowances are specified per coverage year and will be prorated for shorter terms. For multiyear agreements the specified page allowance is multiplied by the number of contract years to calculate the maximum page allowance for the overall contract term.</p> <p>For printers that require HP installation, the contract term begins on the date of installation of such printers at the Customer site.</p> <p>Where page allowances apply, the support coverage ends when either the end of the contract term has been reached or the page count has exceeded the maximum page allowance, whichever occurs first. Where the Customer has exceeded the maximum page allowance before the end of the contract term, the Customer will pay to HP the outstanding balance of the contract, and unless the customer purchases another agreement term at that time, any services will be provided at HP's then-current time and materials rate.</p> <p>If the Customer cancels a contract before the page allowance and the end of the contract term has been reached, a cancellation fee may apply.</p>

Travel zones

All hardware onsite response times apply only to sites located within 25 miles (40 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge.

Travel zones and charges may vary in some geographic locations. Response times to sites located more than 25 miles (40 km) from an HP designated support hub will have modified response times for extended travel, as shown in the table below.

Distance from HP designated support hub	1-hour onsite response time	2-hour onsite response time	4-hour onsite response time	Next-day and greater onsite response time
0-25 miles (0-40 km)	1 hour	2 hours	4 hours	Next/2nd/3rd/5th coverage day
26-50 miles (41-80 km)	Established at time of order and subject to resource availability	Established at time of order and subject to resource availability	4 hours	Next/2nd/3rd/5th coverage day
51-100 miles (81-160 km)	Not available	Not available	4 hours	Next/2nd/3rd/5th coverage day
101-200 miles (161-320 km)	Not available	Not available	8 hours	1 additional coverage day
201-300 miles (321-480 km)	Not available	Not available	Established at time of order and subject to resource availability	2 additional coverage days
Beyond 300 miles (480 km)	Not available	Not available	Established at time of order and subject to resource availability	Established at time of order and subject to resource availability

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

For sites that are located within 51 to 100 miles (81 to 160 km) of an HP designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table below.

The hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HP designated support hub.

Distance from HP designated support hub	4-hour hardware call-to-repair time commitment	6-hour hardware call-to-repair time commitment	8-hour hardware call-to-repair time commitment	24-hour hardware call-to-repair time commitment
0-50 miles (0-80 km)	4 hours	6 hours	8 hours	24 hours
51-100 miles (81-160 km)	6 hours	8 hours	10 hours	24 hours
Beyond 100 miles (160 km)	Not available	Not available	Not available	Not available

Prerequisites

HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorized 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 enables HP to plan and maintain replacement part inventories at the appropriate level and location, and allows HP to survey and troubleshoot possible future hardware incidents 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, it will take 30 days from the time this service is purchased to set up and perform the audits and processes that must be completed before the hardware call-to-repair time commitment can be put in effect. The hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed. Until such time, service for the covered hardware will be delivered at a 4-hour onsite response time service level.

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, unless the delay is caused by HP.

For hardware onsite response time options HP strongly recommends 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. 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. 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. Additional charges will be applied for onsite installation of non-customer-installable firmware if the Customer does not deploy the required remote support solution in cases where recommended and available. Installation of customer-installable firmware is the responsibility of the Customer. There will be additional charges if the Customer requests that HP install customer-installable firmware and software updates. Any additional charges to the Customer will be on a time and material basis, unless otherwise previously agreed in writing by HP and the Customer.

For Customers with licenses to firmware-based software products (features implemented in firmware activated by the purchase of a separate software license product) or licensed firmware, the Customer must also have, if available, an active HP Software Support agreement to receive, download, install, and use related firmware updates. HP will provide, install, or assist the Customer with the installation of firmware updates as previously described in this document only if the Customer has the license to use the related software updates for each system, socket, processor, processor core, or end-user software license as allowed by the original HP or original manufacturer software license terms.

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at HP's discretion, HP or the HP authorized service provider will i) not be obligated to deliver the services as described, or ii) perform such service at the Customer's expense at the prevailing time and material rates.

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.

For hardware onsite response time options HP strongly recommends and 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 an HP remote support solution is installed, 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 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.

Upon HP request, the Customer will be required 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 Self Repair parts and replacement products delivered to the Customer.

The Customer agrees to pay additional charges if the Customer requests that HP install customer-installable firmware updates. Any additional charges to the Customer will be on a time and material basis, unless otherwise previously agreed in writing by HP and the Customer.

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

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to HP as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in HP's Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to <http://www.hp.com/go/mediahandling>.

If the customer chooses to retain repair parts covered under the defective media retention and/or comprehensive defective material retention service feature options, it is the Customer's responsibility to:

- Retain physical control of the covered data retentive components at all times during support delivery by HP; HP is not responsible for data contained on the covered data retentive component
- Ensure that any Customer sensitive data on the retained the covered data retentive component is destroyed or remains secure
- Have an authorized representative present to retain the defective data retentive component, accept the replacement component, provide HP with identification information for each data retentive component retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the data retentive component
- Destroy the retained data retentive component and/or ensure that it is not put into use again
- Dispose of all retained data retentive components in compliance with applicable environmental laws and regulations

For data retentive components supplied by HP to the Customer as loaner, rental or lease products the Customer will promptly return the replacement components 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 components or products to HP and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such components.

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 a courier, of customer-replaceable parts such as a keyboard, a mouse, other parts classified by HP 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 and meet the call-to-repair time commitment, if applicable.

If the Customer agrees to the recommended Customer Self Repair (CSR) and a CSR part is provided to return the system to operating condition, the onsite service level shall not apply. In those cases, HP practice is to express ship Customer Self Repair parts that are critical to the product operation to the Customer location. For more details on the Customer Self Repair process and parts, please refer to www.hp.com/go/selfrepair.

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.

If an upfront audit is required by HP, the hardware call-to-repair time commitment will not take effect until five (5) 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.

The following activities or situations will suspend the call-to-repair time calculation (if applicable) until they are completed or resolved:

- Any Customer or third party actions or inaction impacting the repair process
- Any automated or manual recovery processes triggered by the hardware malfunction, such as disk mechanism rebuild, sparing procedures, or data integrity protection measures
- Any other activities not specific to the hardware repair but required to verify that the hardware malfunction has been corrected, such as rebooting the operating system

HP reserves the right to modify the 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 support agreement order and is subject to resource availability.

Call-to-repair time commitments do not apply to the repair or replacement of defective or depleted batteries for select enterprise storage arrays and enterprise tape products.

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

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

The following activities are excluded from this service:

- Backup, 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
- Services that, in HP's opinion, are required due to improper treatment or use of the products or equipment
- 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

Limitations to the defective media retention and comprehensive defective material retention service feature options

The defective media retention and comprehensive defective material retention service feature options apply only to eligible data retentive components replaced by HP due to malfunction. It does not apply to any exchange of data retentive components that have not failed.

Data Retentive components that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual, the product QuickSpecs, or the technical data sheet are not eligible for the defective media retention or the comprehensive defective material retention service feature option.

Defective media retention service and comprehensive defective material retention service coverage for options designated by HP as requiring separate coverage, if available, must be configured and purchased separately.

Failure rates on these components 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 or comprehensive defective material retention service feature option (such as when replacement of defective data retentive components 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 DATA RETENTIVE COMPONENT 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 OR COMPREHENSIVE DEFECTIVE MATERIAL RETENTION SERVICE.

General provisions/Other exclusions

HP will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action. Note: For events received via the HP electronic remote support solutions, HP is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware call-to-repair time or hardware onsite response time period can start. Incident severity levels are defined below.

Hardware support onsite response time and call-to-repair time commitment may differ depending on incident severity. The Customer determines the incident severity level.

Incident severity is defined as:

- Severity 1—Critical Down: for example, production environment down: production system or production application down/at severe risk; data corruption/loss or risk; business severely affected; safety issues
- Severity 2—Critically Degraded: for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business
- Severity 3—Normal: for example, non-production system (e.g., test system) down or degraded; production system or production application degraded with workaround in place; non-critical functionality lost; limited impact on the business
- Severity 4—Low: for example, no business or user impact

Ordering information

For products containing individually sold and supported units or options, all individually sold and supported units or options must be on contract and at the same service level as the base product if that service level is available on those units or options.

To qualify for the scheduled onsite response service level, monthly charges for products covered with this service level at a specific Customer site must exceed a minimum amount.

Scheduled onsite response is available only with a standard-business-hours, standard-business-days coverage window; coverage window extensions do not apply.

Coverage windows must be contiguous and must include standard business hours and standard business days. If coverage is extended to include additional coverage hours or days, the same coverage hours must be selected for all covered days.

Call-to-repair time commitments are selected in lieu of onsite response times. The Customer cannot select both an onsite response time and a call-to-repair time commitment for the same product.

Enhanced parts inventory management is included with select call-to-repair time commitments and may not be ordered separately.

To order the service with the comprehensive defective material retention service feature, the defective media retention service feature must also be ordered.

HP Hardware Support Onsite is available as a fully configurable Service (certain configuration rules as noted above do apply) or can be purchased as a service package with pre-configured service levels and limited optional choices.

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

- HA151AC: Fully configurable HP Hardware Support Onsite
- HA101AC: HP Hardware Support Onsite with next day onsite response, standard business hours (9x5)
- HA116AC: HP Hardware Support Onsite with 4-hour onsite response, standard business hours (9x5)
- HA103AC: HP Hardware Support Onsite with 4-hour onsite response, extended business hours (13x5)
- HA104AC: HP Hardware Support Onsite with 4-hour onsite response, 24x7
- HA105AC: HP Hardware Support Onsite with 6-Hour Call-to-Repair time commitment, 24x7

For more information

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

HP support services: www.hp.com/services/support

HP Care Pack Services: www.hp.com/services/carepack

Get connected

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