Today, businesses rely on IT for sharing critical information between people, departments, and sites. System downtime due to hardware failure can result in hours of lost productivity as well as frustration for employees. Consequently, IT managers are facing increasing demands from senior management and internal customers to keep their systems up and running to ensure business success.

HP Hardware Support Onsite 6-Hour Call-to-Repair Service provides an IT manager with a team of support specialists who will quickly begin troubleshooting the system to help return the hardware to operating condition within a maximum of 6 hours from the initial service request.

**Service benefits**
HP is committed to repairing your hardware within a maximum of 6 hours. This results in:

- Increased business productivity due to improved uptime
- Predictable repair times
- More effective IT resource planning
- Consistent level of hardware support across your multi-technology systems

**Service feature highlights**

- Remote problem diagnosis and support
- Onsite hardware support
- 6-hour call-to-repair time commitment
- Parts and materials
- Enhanced parts inventory management
- 24x7 coverage window
- Upfront audit

HP Customer Support Services are governed by the HP Terms and Conditions of Sale and Service (E16) or HP Business Terms (E99), and Exhibit SSS or the HP Care Pack Support Service Agreement.
- Work to completion
- Escalation management
- Access to electronic support information and services
- Electronic remote monitoring and support, standard configuration (for eligible products only)

### Service features

**Table 1. Service features**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Delivery specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Remote problem diagnosis and support</strong></td>
<td>When the Customer experiences a system problem and reports it to the HP Response Center via a designated HP support telephone number, the Customer is connected to an HP-certified resolution engineer. The engineer first attempts 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. Problems with covered hardware can be reported to the HP Response Center either 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. Call-to-repair times for service requests submitted electronically may vary.</td>
</tr>
<tr>
<td><strong>Onsite hardware support</strong></td>
<td>For critical technical hardware issues, as reasonably determined by HP, that affect business or degrade performance and that cannot, in HP's judgement, be quickly resolved remotely, an HP customer support engineer is quickly engaged and, if necessary, sent to the Customer's site to provide onsite technical support on the 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. The installation of engineering improvements or firmware updates is not part of the call-to-repair time commitment.</td>
</tr>
<tr>
<td><strong>6-hour call-to-repair time commitment</strong></td>
<td>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 6 hours of the initial service request to the HP Response Center. Call-to-repair time refers to the period of time that begins when the initial service request is logged at the HP Response Center and ends with HP's determination that the hardware is repaired. Repair is considered complete upon HP verification that the hardware malfunction has been corrected or, for eligible storage products, that access to Customer data has been restored. 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 equivalent to new in performance. Replaced products become the property of HP. 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.</td>
</tr>
<tr>
<td><strong>Parts and materials</strong></td>
<td>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.</td>
</tr>
</tbody>
</table>

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HP Customer Support Services are governed by the HP Terms and Conditions of Sale and Service (E16) or HP Business Terms (E99), and Exhibit SS5 or the HP Care Pack Support Service Agreement.
| Enhanced parts inventory management (included with select call-to-repair time commitments) | 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 support request. |
| Coverage window | Service is available 24 hours a day, Monday through Sunday, including HP holidays. |
| Upfront audit | 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 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 (5) business days after the audit has been completed. In addition, HP reserves the right to downgrade service to an on-site response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe. |
| 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. |
| 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 the 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 diagnostic tools with password access • Support Case Manager to submit questions directly in the HP Solution Center. 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. Support Case Manager also allows viewing the status of each support or service request submitted, 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 select 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. |

HP Customer Support Services are governed by the HP Terms and Conditions of Sale and Service (E16) or HP Business Terms (E99), and Exhibit S55 or the HP Care Pack Support Service Agreement.
**Travel zones**

A call-to-repair time commitment is available for sites located within 50 miles (80 km) of a primary HP support responsible office. For sites that are located within 51 to 100 miles (81–161 km) of a primary HP support responsible office, an adjusted hardware call-to-repair time commitment is provided.

Travel zones may vary in some geographic locations.

Please note that the call-to-repair time commitment is not available for sites located more than 100 miles (161 km) from a primary HP support responsible office.

<table>
<thead>
<tr>
<th>Distance from primary HP support responsible office</th>
<th>6-hour hardware call-to-repair time commitment</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-50 miles (0-80 km)</td>
<td>6 hours</td>
</tr>
<tr>
<td>51-100 miles (81-161 km)</td>
<td>8 hours</td>
</tr>
<tr>
<td>Beyond 100 miles (161 km)</td>
<td>Call-to-repair time commitments are not available.</td>
</tr>
</tbody>
</table>

**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 the HP or Compaq branded monitor (up to 22”), keyboard, and mouse purchased together with the main product. For high-end servers and storage products, CPUs and disks will be covered if support has been configured accordingly and they are listed in the contract’s equipment list.

Coverage for eligible multivendor systems includes all standard vendor-supplied internal components and the external monitor, keyboard, and mouse. For multivendor PC server systems, this service commitment is for an individual PC server system only and does not apply to MCSC or clustered environments.

Consumable items including but not limited to batteries and tablet PC pens, maintenance kits, and other supplies, and user maintenance are not covered by this service.

Non-HP devices are not covered by the HP Hardware Support Onsite Call-to-Repair service for HP Netservers and ProLiant servers.

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 3kVA; 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.

For ProLiant BL server blades, the HP Care Pack service covers the server blade and the blade enclosure that the server blade is installed in as well as interconnects, power enclosure with power supplies, and power distribution.
**Prerequisites**

An upfront audit may be required by HP as described in Table 1. The hardware call-to-repair time commitment will not take effect up to five business days after the audit has been completed. Until such time, service will be delivered at a 4-hour onsite response time service level for the covered hardware.

At HP’s discretion, call-to-repair time commitments may require installation of remote connectivity tools.

**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, the call-to-repair time commitment may require remote system connectivity and 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.

The Customer will be required, upon HP request, to support HP’s remote problem resolution efforts by:

- Providing all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Starting self-tests and installing and running other diagnostic tools and programs
- Installing customer-installable firmware updates and patches
- Performing 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.

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 a courier, of customer-replaceable parts such as a keyboard, a mouse, or an entire replacement unit. 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 shall not apply.

The following are excluded from the call-to-repair time commitment:

- 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.

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 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

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 6-Hour Call-to-Repair Service, contact a local HP representative.

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