hp hardware support onsite

service overview
This HP service provides high-quality remote and onsite support for your HP and Compaq branded hardware, and other eligible third party hardware products that enables you to increase equipment uptime and productivity.

It gives you the flexibility to choose response times, coverage windows and periods that meet your specific service needs while providing superior value for your money.

benefits to you
• Increased system uptime
• Increased return on your IT investment
• Convenient onsite support
• High quality support backed by HP
• Broad geographic coverage

service highlights
• Remote problem diagnosis and support
• Onsite hardware support
• Materials and parts included
• Flexible coverage windows and response times
• Work to completion
• Escalation management
# Specifications

## Table 1. Service Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Delivery Specifications</th>
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<tbody>
<tr>
<td><strong>Remote problem diagnosis and support</strong></td>
<td>After placing a call via a designated HP support telephone number, HP will work with you during coverage hours to isolate the hardware problem. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools where available to access your equipment or other means available to facilitate remote problem resolution (may vary by geographic location).</td>
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<tr>
<td><strong>Onsite hardware support</strong></td>
<td>For technical issues that cannot be resolved remotely, an HP authorized representative will provide technical support on your covered hardware products to return them to operating condition. For certain printer, PC, ProLiant and Pentium/Xeon server, networking, and storage products, HP may, at its sole discretion, in lieu of repairing the product, elect to replace such products. 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 on your system to ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts. HP may install any firmware updates, which are required to ensure supportability of your equipment.</td>
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<tr>
<td><strong>Materials</strong></td>
<td>HP provides all supported parts and materials necessary to maintain your hardware equipment 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>
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</table>
| **Coverage window**              | The coverage window specifies the time during which services are delivered onsite or remotely. Calls received outside this window will be logged the next day for which you have a coverage window. The following coverage windows are available for select products:  
  - Standard business hours, standard business days: Service is available between 8:00 am and 5:00 pm, Monday through Friday excluding HP holidays (may vary by geographic location).  
  - Extended business hours, standard business days: Service is available between 8:00 am and 9:00 pm, Monday through Friday excluding HP holidays (may vary by geographic location).  
  - 24x7: Service is available 24 hours per day, Monday through Sunday, including all HP holidays.  
All coverage hours are subject to local availability. Check with your local office for detailed coverage hours. |
| **Onsite response time**         | The response time specifies the time from when your service request is received and logged with HP until the HP representative arrives at your site if this time lies within the specified coverage window. The following onsite response times are available for eligible products:  
  - **Next business day response**: An HP authorized representative will arrive at your site to begin hardware maintenance service the next day after your call has been logged and for which you have a contracted coverage window.  
  - **4 hours response**: An HP authorized representative will arrive at your site to begin hardware maintenance service within 4 hours after your call has been logged, if this time falls within your contracted coverage window. |
| **Work to completion**           | Once an HP representative arrives at customer’s site, the engineer continues to deliver the service (either onsite or remotely at HP’s discretion), until your 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 resumes when they become available. |
| **Escalation management**        | HP has established formal escalation procedures to solve very complex hardware problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem solving experts throughout HP. |
## Table 2: Service Level Options

Not all service level options are available on all products. The service level option you have chosen will be specified in your Care Pack contract documentation.

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<th>Delivery Specifications</th>
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<tr>
<td>Next day response, standard business hours</td>
<td>An HP authorized representative will arrive at your site between 8:00 am and 5:00 pm local time to begin hardware maintenance service during the next working day after your call is logged. Your call needs to be received between 8:00 am and 5:00 pm local time, Monday through Friday, excluding HP holidays. Calls received after 5:00 pm on Friday will be logged on Monday and serviced on Tuesday (may vary by geographic location).</td>
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<tr>
<td>4 hours response, standard business hours</td>
<td>An HP Authorized Representative will arrive at your site during the coverage window between 8:00 am and 5:00 pm local time, Monday through Friday, excluding HP holidays, to begin hardware maintenance service within four hours of your call being logged. The 4 hour response time is measured during the coverage window only. For calls received after 1 pm local time the response time may be carried over to the next HP business day. (may vary by geographic location).</td>
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<tr>
<td>4 hours response, extended business hours</td>
<td>An HP Authorized Representative will arrive at your site during the coverage window between 8:00 am and 9:00 pm local time, Monday through Friday, excluding HP holidays, to begin hardware maintenance service within four hours of your call being logged. The 4 hour response time is measured during the coverage window only. For calls received after 5 pm local time the response time may be carried over to the next HP business day. (may vary by geographic location).</td>
</tr>
<tr>
<td>4 hours response, 24x7</td>
<td>HP Authorized Representative will arrive at your site any time and day of the year to begin hardware maintenance service within four hours of your call being logged.</td>
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<td>CPU only coverage</td>
<td>For eligible PC products you may choose a “CPU only” coverage. HP Care Pack services with CPU only coverage do not extend the specified service level to the external monitor or docking station (may vary by geographic location).</td>
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</table>

**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 Care Pack has been reached, whichever occurs first.

### Travel Zones

All response times apply only if your site is located within 100 miles (160 km) of your primary HP Support Responsible Office. Travel to sites located within 200 miles (320 km) of your primary HP Support Responsible Office is provided at no additional charge. If your site is more than 200 miles (320 km) from the primary HP Support Responsible Office, you will be charged for travel based on the distance to your location.

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:

<table>
<thead>
<tr>
<th>Distance from HP Support Office</th>
<th>Response Time 4h</th>
<th>Response Time Next Day</th>
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<tbody>
<tr>
<td>101–200 miles (161-320 km)</td>
<td>8 hours</td>
<td>1 additional coverage day</td>
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<tr>
<td>201–300 miles (321-480 km)</td>
<td>Established at time of order and subject to resource availability</td>
<td>2 additional coverage days</td>
</tr>
<tr>
<td>Beyond 300 miles (480 km)</td>
<td>Established at time of order and subject to resource availability</td>
<td></td>
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</table>
service limitations

At HP’s discretion service will be provided using remote diagnosis and support, services delivered onsite or other service delivery methods, or a combination of these. Other service delivery methods may include the delivery via a courier of customer replaceable parts such as a keyboard or mouse or for some products an entire replacement unit. HP will determine the appropriate delivery method required in order to provide effective and timely customer support.

An onsite response time commitment will not apply if the service can be delivered via the use of remote diagnosis or remote support or other service delivery methods as described above.

For fully redundant storage technologies, (i.e., XP storage array), the committed response time applies to critical issues, as reasonably determined by HP, that affect business or degrade performance. Response times for non-critical calls may vary.

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

- Recovery of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Services required due to failure of 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

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

The customer will be required, upon HP’s request, to support HP in resolving the problem remotely by:

- Providing all information necessary for HP to deliver timely and professional remote support and/or to enable HP to determine the level of support eligibility,
- Starting self tests and/or other diagnostic tools and programs
- Performing other reasonable activities to help HP identify or resolve the problem

The customer is responsible to install customer replaceable parts and replacement units delivered by courier in a timely manner.

customer responsibilities
HP Hardware Support Onsite provides coverage for HP or Compaq branded hardware products, 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 with more than 17” or external flat panel monitors with more than 15” will not be covered by a HP Care Pack purchased for the main product. For HP Care Pack services with “CPU 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. (may vary by geographic location).

Consumable items including, but not limited to, batteries and Tablet PC pens, maintenance Kits and other supplies, user maintenance and non-HP devices are not covered.

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

For ProLiant Servers and Storage Systems

Service includes HP branded hardware options qualified for the server, purchased at the same time or afterwards, internal to the enclosure, and 22” and smaller external monitors will be covered at the same service level and coverage period as the server. For servers or storage systems installed within a rack, service also covers all HP qualified rack options installed within the same rack.

For ProLiant hp Blade Servers HP Care Pack services cover the server enclosure and all server and network blades installed in that enclosure as well as the associated power supplies.

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

http://www.hp.com/hps/support