

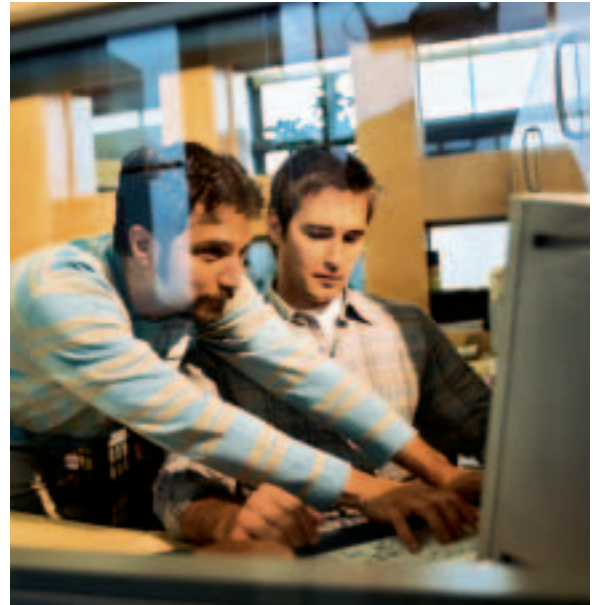
# HP Hardware Support Onsite 6-Hour Call-to-Repair Service

HP Customer Support Contractual Services Package



Our team of support specialists will quickly begin troubleshooting your system to ensure the hardware is operational within a maximum of 6 hours from your initial service request.

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 and frustration for employees as well as direct impacts on the customers you service. Consequently, IT managers are facing increasing demands from senior management and internal customers to keep the systems up and running to



ensure their businesses' 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 your system to ensure the hardware is operational within a maximum of 6 hours from your initial service request.

## Service benefits

This service provides the following benefits to your business:

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

## Service-feature highlights

- Commitment to repair selected HP- and Compaq-branded hardware within a maximum of 6 hours
- Remote problem diagnosis and support
- Onsite hardware support
- Materials and parts included
- Enhanced parts-inventory management
- 24x7 coverage window
- Upfront audit
- Work to completion
- Escalation management
- Access to electronic support information and services
- Electronic remote support (for eligible products only)
- Preventative maintenance (optional, for eligible products only)
- Defective material retention (optional, for eligible products only)

## Specifications

Table 1. Service features

| Feature                                      | Delivery specifications   |
|--|---|
| <b>Remote problem diagnosis and support</b>  | <p>When the customer experiences a system problem and reports it to the HP Response Centre via a designated HP support telephone number, the customer is quickly connected to an HP-certified resolution engineer. The engineer first attempts to remotely troubleshoot, remedy and resolve the problem within minutes. Prior to any onsite assistance, an engineer may initiate and perform remote diagnostics to facilitate remote problem resolution.</p> <p>Problems with covered hardware can be reported to the HP Response Centre 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. HP retains the right to determine the final resolution of all reported problems. Call-to-repair times may vary for service requests submitted electronically.</p>   |
| <b>Onsite hardware support</b>               | <p>For technical hardware issues that cannot be quickly resolved remotely, a customer support engineer is immediately engaged and, if necessary in the judgment of HP, sent to the customer's site to begin the onsite repair of the covered hardware product to return it to operational condition.</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 operational condition or to ensure supportability of the covered equipment.</p>  |
| <b>Materials</b>                             | <p>HP will provide all HP-supported parts and materials necessary to maintain the covered 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.</p>   |
| <b>Coverage window</b>                       | <p>Service is available 24 hours a day, Monday through Sunday, including HP holidays.</p>   |
| <b>6-hour call-to-repair time commitment</b> | <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 6 hours of the initial service request to the HP Response Centre. Call-to-repair time refers to the period of time that begins when the initial service request is logged at the HP Response Centre and ends with HP's determination that the hardware is repaired.</p> <p>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.</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 and will use commercially reasonable efforts to meet the 6-hour call-to-repair time commitment.</p> |

## Specifications

Table 1. Service features, continued

| Feature  | Delivery specifications  |
|--|--|
| <b>Enhanced parts-inventory management</b>                   | 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 office. These parts are managed to allow for continuous availability and are always accessible to customer support engineers responding to a support request.  |
| <b>Upfront audit</b>   | <p>HP, at its sole discretion, may require an audit on the covered device. If such an audit is required, an HP-authorized representative will contact the customer 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 equipment is performed. The information gathered in the audit allows an HP resolution engineer to quickly survey and troubleshoot any future hardware problems and complete the repair quickly and efficiently. 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 6-hour hardware call-to-repair time commitment will not take effect until five business days after the audit has been completed.</p> <p>In addition, HP reserves the right to downgrade service to a response-time commitment or cancel the service contract if critical audit suggestions are not followed or if the audit is not performed within the specified timeframe.</p> |
| <b>Work to completion</b>                                    | Once a customer support engineer arrives at the customer's site, the engineer 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. If additional parts or resources are needed, HP may temporarily suspend work, but will resume work when the parts or resources become available.   |
| <b>Escalation management</b>                                 | 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.  |
| <b>Access to electronic support information and services</b> | <p>HP will provide access to electronic and web-based hardware-related tools and services, such as firmware updates and proactive notification services.</p> <p>In addition to the services freely available to registered users, customers with an HP Hardware Support Onsite 6-Hour Call-to-Repair Service contract will also benefit from the ability to search technical support documents to solve problems, access passwords required to use HP proprietary diagnostic tools, and submit and check the status of hardware support service requests.</p>  |
| <b>Electronic remote support</b>                             | For customers who meet minimum requirements, Instant Support Enterprise Edition (ISEE) 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.  |

## Specifications

Table 2. Optional service features (eligible products only)

| Feature  | Delivery specifications  |  |   |                      |         |                          |         |                           |   |
|--|--|--|---|----------------------|---------|--------------------------|---------|---------------------------|---|
| <b>Preventative maintenance</b>                                | <p>An HP engineer visits the customer's site at regularly scheduled intervals to perform diagnostics, check error logs on covered systems to find potential hardware problems and, if necessary, address mechanical or electronic system complaints and clean or replace worn or defective parts.</p> <p>The engineer 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 equipment and ensure performance. The engineer may provide a final report on the hardware's condition.</p> <p>Preventive maintenance services will be delivered during standard business hours on standard business days excluding HP holidays.</p> |  |   |                      |         |                          |         |                           |   |
| <b>Defective material retention</b>                            | <p>There may be cases in which the customer does not want to relinquish a defective disk drive due to sensitive data contained within the disk.</p> <p>This service option, available for eligible products, waives the right of HP to maintain possession of a failed disk drive component on which sensitive data is stored. HP Hardware Support Onsite 6-Hour Call-to-Repair Service 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 of a primary HP support responsible office, an 8-hour hardware call-to-repair time commitment is provided.</p>  |  |   |                      |         |                          |         |                           |   |
| <b>Travel zones</b>  | <p>Travel zones and charges may vary in some geographic locations.</p> <p>Please note that the hardware call-to-repair commitment is not available for sites located more than 100 miles (160 km) from a primary HP support responsible office.</p> <table><thead><tr><th>Distance from primary HP support HP support responsible office</th><th>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 (81–160 km)</td><td>8 hours</td></tr><tr><td>Beyond 100 miles (160 km)</td><td>Call-to-repair time commitment is not available</td></tr></tbody></table>   | Distance from primary HP support HP support responsible office | Hardware call-to-repair time commitment | 0–50 miles (0–80 km) | 6 hours | 51–100 miles (81–160 km) | 8 hours | Beyond 100 miles (160 km) | Call-to-repair time commitment is not available |
| Distance from primary HP support HP support responsible office | Hardware call-to-repair time commitment  |  |   |                      |         |                          |         |                           |   |
| 0–50 miles (0–80 km)   | 6 hours  |  |   |                      |         |                          |         |                           |   |
| 51–100 miles (81–160 km)                                       | 8 hours  |  |   |                      |         |                          |         |                           |   |
| Beyond 100 miles (160 km)                                      | Call-to-repair time commitment is not available  |  |   |                      |         |                          |         |                           |   |

At the discretion of HP, service will be provided using a combination of remote diagnosis and support services delivered onsite, and other service-delivery methods. Other service-delivery methods may include the delivery via courier of customer-replaceable parts such as a keyboard or mouse. HP will determine the appropriate delivery method required to provide effective and timely customer support and meet the call-to-repair time commitment. In the event that only a customer-replaceable part is required to return the system to good operating condition, the call-to-repair time commitment shall not apply.

For fully redundant storage technologies (e.g., the XP storage array), the committed call-to-repair time applies to critical issues, as reasonably determined by HP, that affect business or degrade performance of either critical or redundant components. For these technologies, call-to-repair time commitments may vary where the service request is non-critical.

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 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.

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

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

## Service 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 until 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.

## Customer responsibilities

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

The customer is responsible for installing, in a timely manner, critical customer-installable firmware updates and customer-replaceable parts received from HP.

At the sole discretion of HP, the call-to-repair time commitment may require remote console 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 access to the system, including physical, remote troubleshooting and hardware diagnostic assessments, is delayed or denied. If the customer requests scheduled service, the 6-hour call-to-repair time period begins from the agreed-upon scheduled time.

# HP Hardware Support Onsite 6-Hour Call-to-Repair Service

Increase business productivity and plan IT resources more effectively.

## 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 your local HP representative.

## For more information

For more information on HP Hardware Support Onsite 6-Hour Call-to-Repair Service, contact any of our worldwide sales offices or resellers or visit our website at:

**[www.hp.com/hps/support](http://www.hp.com/hps/support)**

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