

HP Hardware Support

Onsite Service

HP Customer Support Contractual Services Package



HP Hardware Support Service provides high-quality remote assistance and onsite support for your HP- and Compaq-branded hardware and other eligible third-party hardware products, helping you to increase equipment uptime and productivity.



With HP Hardware Support Onsite Service, technical problems with your covered hardware will be resolved in a timely and professional manner so you can rely on your hardware to be operational again quickly.

You have the flexibility to select optional service features and choose from several response times and coverage window alternatives to meet your specific service needs.

Service benefits

- This service provides:
- Increased business productivity due to improved uptime
 - Increased return on your IT investment
 - Convenient onsite support
 - High-quality support backed by HP

Service-feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Materials and parts included
- Choice of coverage windows
- Choice of response times
- 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
Remote problem diagnosis and support	<p>Once the customer has placed a service request via a designated HP support telephone number, HP will work with the customer 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 covered equipment, or use other means available to facilitate remote problem resolution.</p> <p>Regardless of the customer's coverage window, problems with covered hardware can be reported to the HP Response Centre via telephone or electronic communication, 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 beginning of the next coverage day. HP retains the right to determine the final resolution of all reported problems. Onsite response times may vary when service requests are submitted electronically or outside the purchased coverage window.</p>
Onsite hardware support	<p>For technical hardware issues that – in the judgment of HP – cannot be resolved remotely, an HP-authorized representative will provide technical support on covered hardware products to return them to operating condition. For certain printers; PCs; HP ProLiant, Intel® Pentium® and Xeon™ servers; and networking and storage products, HP may – at its sole discretion – elect to replace such products in lieu of repairing them. Replacement products are new or equivalent to new in performance. Replaced products become the property of HP.</p> <p>In addition, HP may install available engineering improvements to enable 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 enable supportability of the covered equipment.</p>
Materials	<p>HP will provide all 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>
Coverage window	<p>The coverage window specifies the time during which the described services are delivered onsite or remotely.</p> <p>Service requests received outside this window will be logged and responded to within the next coverage window.</p> <p>The following coverage windows are available for eligible products:</p> <ul style="list-style-type: none">• Standard business hours, standard business days: service is available throughout standard business hours on all standard business days excluding HP holidays.• Extended business hours, standard business days: service is available for extended hours on all standard business days excluding HP holidays.• 24x7: service is available 24 hours per day, Monday to Sunday including HP holidays. <p>All coverage windows are subject to local availability. Check with the local office for detailed information on availability.</p>
Onsite response time	<p>Onsite response time specifies the period of time that begins when the initial service request is received and logged with HP and ends when the HP-authorized representative arrives at the customer's site, if this time falls within the specified coverage window.</p> <p>The following onsite response times are available for eligible products:</p> <ul style="list-style-type: none">• Next-day response: an HP-authorized representative will arrive at the customer's site to begin hardware maintenance service the next day after the service request has been logged and for which there is a contracted coverage window.• 4-hour response: an HP-authorized representative will arrive at the customer's site to begin hardware maintenance service within 4 hours after the service request is logged, if this time falls within the contracted coverage window.
Work to completion	<p>Once the HP-authorized representative arrives at the customer's site, the representative will continue to deliver the service (either onsite or remotely, at the discretion of HP), until the products are operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but work will resume when they become available.</p>
Escalation management	<p>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.</p>

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

Feature	Delivery specifications
Access to electronic support information and services	<p>As a part of this service, HP will provide access to electronic and web-based hardware-related tools and services, such as firmware updates and proactive notification services.</p> <p>As a Hardware Support Onsite Service contract holder, the customer has access to services freely available to all registered hardware support users, plus additional capabilities such as conducting web-based searches of technical support documents to facilitate problem solving; submitting and checking the status of hardware support service requests; and accessing the passwords required to use HP proprietary diagnostic tools.</p>
Electronic remote support	<p>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 authorisation – and at the sole discretion of HP – remote network access by an HP support engineer may be used for troubleshooting and faster problem resolution.</p>

Specifications**Table 2. Optional service features (eligible products only)**

Feature	Delivery specifications
Preventative maintenance	<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 vendor's recommendations; and installing applicable engineering improvements and firmware updates as required, in the opinion of HP, to maintain the hardware equipment. The engineer may provide a final report on the hardware's condition.</p> <p>Preventative maintenance services will be delivered within standard business hours on all standard business days excluding HP holidays, regardless of the selected coverage window.</p>
Defective material retention	<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 the customer's sensitive data is stored.</p>

Specifications

Table 3. Service-level options

Not all service-level options are available on all products. The service-level options the customer has chosen will be specified in the customer's contract documentation.

Option	Delivery specifications
Next-day response, standard business hours (9x5)	An HP-authorized representative will arrive at the customer's site within standard business hours on standard business days excluding HP holidays, to begin hardware maintenance service during the next working day after the initial service request is logged. The service request must be received within standard business hours on a standard business day excluding HP holidays. Service requests received after the end of a business day will be logged the next business day and serviced on the following business day.
4-hour response, standard business hours (9x5)	An HP-authorized representative will arrive at the customer's site within standard business hours on standard business days excluding HP holidays, to begin hardware maintenance service within 4 hours of the initial service request being logged. The 4-hour response time is measured during the coverage window only. For calls received after 1:00 pm local time, the response time may be carried over to the next covered business day.
4-hour response, extended business hours (13x5)	An HP-authorized representative will arrive at the customer's site during the 13-hour extended coverage window on standard business days excluding HP holidays, to begin hardware maintenance service within 4 hours of the initial service request being logged. The 4-hour response time is measured during the coverage window only. For calls received after 5:00 pm local time, the response time may be carried over to the next HP business day.
4-hour response, 24x7	An HP-authorized representative will arrive at the customer's site any time of day, any day of the year to begin hardware maintenance service within 4 hours of the initial service request being logged.

Specifications

Table 4. Optional service-level enhancements

	Delivery specifications
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 customer's contract has been reached, whichever occurs first.
Extended coverage	For next-day hardware support with extended coverage, the standard business hours coverage window will be extended to include Saturdays, Sundays and holidays. Service requests received between 8:00 am and 5:00 pm local time will then be answered the next coverage day.
Extended coverage	Customers may also extend their contractual coverage hours and improve response time on a per-call basis, subject to local resource availability, for an additional fixed charge. To buy these options, the customer must have an open purchase order on file with HP that specifies all persons authorized to request these services.

All response times apply only to sites located within 100 miles (160 km) of a primary HP support responsible office. Travel to sites located within 200 miles (320 km) of a primary HP support responsible office is provided at no additional charge. If the site is located more than 200 miles (320 km) from the primary HP support responsible office, there will be an additional travel charge.

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:

Distance from primary HP support responsible office	4-hour-response-time service level
0–100 miles (0–160 km)	4 hours
101–200 miles (161–320 km)	8 hours
Beyond 200 miles (320 km)	Established at time of order and subject to resource availability
Distance from primary HP support responsible office	Next-day-response-time service level
0–100 miles (0–160 km)	Next coverage day
101–200 miles (161–320 km)	1 additional coverage day
201–300 miles (321–480 km)	2 additional coverage days
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability

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, mouse or an entire replacement unit. HP will determine the appropriate delivery method required to provide effective and timely customer support.

An onsite-response-time commitment will not apply if the service can be delivered using remote diagnosis, remote support or other service-delivery method described above.

For fully redundant storage technologies (e.g., the XP storage array), the committed response time applies to critical issues, as reasonably determined by HP, that affect business or degrade performance of either critical or redundant components. Response times for non-critical service requests 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
- Operational testing of applications or additional tests requested or required by the customer
- 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

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, as well as customer-replaceable parts and replacement units delivered to them.

At the discretion of HP, service levels with a 4-hour onsite response time may require installation of remote connectivity tools and equipment. If remote support is available and required on the covered equipment, the customer must provide and allow HP remote access to receive 4-hour onsite response time.

Ordering information

HP computer products may only be covered with a 4-hour response, 24x7 service level if the customer's HP order volume for a specific site exceeds a minimum amount.

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 Service, contact your local HP representative.

For more information

For more information on HP Hardware Onsite Support Services, contact any of our worldwide sales offices or resellers or visit our website at: www.hp.com/hps/support

© 2003 Hewlett-Packard Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein. Intel, Xeon and Pentium are U.S. registered trademarks or trademarks of Intel Corporation. HP Support Services are governed by Exhibit SS5 and the HP Terms and Conditions of Sale and Service, HP Business Terms, or HP Global Agreement.

To learn more, visit www.hp.com

5981-8511EEE. August 2003

