

HP Hardware Maintenance

Onsite Service

HP Customer Support Contractual Services



High-quality remote assistance and onsite support to help you increase equipment uptime and productivity.

This HP 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 Maintenance 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.

You have the flexibility to select optional service features and choose from several response-time, repair-commitment and coverage-window alternatives to meet your specific service needs.

Service benefits

This service provides the following benefits to your business:

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

- Reliable response times and predictable repair times
- More effective IT resource planning and enhanced staff productivity
- A consistent level of hardware support across multi-technology systems

Service feature-highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Materials and parts included
- Choice of coverage windows
- Choice of response times or call-to-repair times (for eligible products only)
- 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)
- Call-to-repair time commitments (optional, for eligible products only)

- Enhanced parts inventory management (included with optional call-to-repair time commitment)
- Upfront audit (included with optional call-to-repair time commitment)
- Electronic remote support, advanced configuration (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 HP may 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 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 beginning of the next coverage day. HP retains the right to determine the final resolution of all reported problems. Onsite response times or call-to-repair times for service requests submitted electronically or outside of the contracted coverage window may vary.</p>
Onsite hardware support	<p>For technical hardware issues that cannot be resolved remotely, an HP-authorized representative will provide technical support on covered hardware products to return them to operating condition. For certain printer; PC; ProLiant, Intel® Pentium® and Xeon™ server; 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 its opinion, 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 the next day for which there exists a coverage window.</p> <p>Coverage-window options available for eligible products are specified in Table 3.</p> <p>All coverage windows are subject to local availability. Contact a local HP sales 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>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.</p> <p>Response-time options available for eligible products are specified in Table 3.</p> <p>All response times are subject to local availability. Contact a local HP sales office for detailed information on availability.</p>

Specifications

Table 1. Service features, continued

Feature	Delivery specifications
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. With scheduled onsite response, work will resume on the following business day.
Escalation management	HP has established formal escalation procedures to facilitate complex hardware problem resolution. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving experts throughout HP.
Access to electronic support information and services	<p>As a part of this service, HP will provide access to hardware-related electronic and web-based tools and services, such as firmware updates and proactive notification services.</p> <p>As an HP Hardware Maintenance 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; accessing the passwords required to use certain HP proprietary diagnostic tools; and submitting and checking the status of hardware support service requests.</p>
Electronic remote support	For the customer who meets minimum requirements, Instant Support Enterprise Edition (ISEE) real-time remote hardware event management provides diagnostic software for eligible products. For details on the minimum requirements, the customer may contact the local HP sales office. 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
Preventative maintenance	<p>An HP-authorized representative 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 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 vendor's recommendations; and installing applicable engineering improvements and firmware updates that are required, in the opinion of HP, to maintain the hardware equipment. The representative may provide a final report on the hardware's condition.</p> <p>Preventative maintenance services will be delivered within standard business hours, Monday to Friday, 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 on 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.</p>
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.</p> <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 a specified time period 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 when HP determines that the hardware is repaired. 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 Table 3. All call-to-repair times are subject to local availability. Contact a local HP sales office for detailed information on availability.</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, a 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 commitment is in effect. During this initial 30-day period and up to 5 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 2. Optional service features (eligible products only), continued

Feature	Delivery specifications
Enhanced parts inventory management (included with call-to-repair time commitment)	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.
Upfront audit (included with call-to-repair commitment)	<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, 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 equipment is performed. The information gathered in the audit allows an HP resolution engineer to quickly survey and troubleshoot possible future hardware problems and expedite repairs. 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 5 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 the audit is not performed within the specified timeframe.</p>
Electronic remote support, advanced configuration	For the customer who meets minimum requirements, electronic remote support, advanced configuration provides more robust troubleshooting and repair capabilities using predefined scripts, system configuration collections and remote network access via a VPN router provided and installed by HP. An HP support engineer will only use the remote network access with the customer's authorization. Electronic remote support, advanced configuration offers a convenient central point of administration and an enterprise view of open incidents and history. Remote network access may enable the HP support engineer to provide more efficient troubleshooting and faster problem resolution.

Specifications

Table 3. Service-level options*

Service-level option	Delivery specifications
Coverage-window options:	
• Standard business hours, standard business days (9x5)	Service is available 9 hours per day within standard business hours, Monday to Friday, excluding HP holidays.
• Extended business hours, standard business days (13x5)	Service is available 13 hours per day between 8:00 am and 9:00 pm local time, Monday to Friday, excluding HP holidays.
• 16 hours, standard business days	Service is available 16 hours per day between 8:00 am and 12:00 am local time, Monday to Friday, excluding HP holidays.
• 24 hours, standard business days	Service is available 24 hours per day, Monday to 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, excluding HP holidays (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 commitment options:	
• 1-hour onsite response	An HP-authorized representative will arrive at the customer's site to begin hardware-maintenance service within 1 hour after the service request has been logged, if this time falls within the contracted coverage window.
• 2-hour onsite response	An HP-authorized representative will arrive at the customer's site to begin hardware-maintenance service within 2 hours after the service request has been logged, if this time falls within the contracted coverage window.
• 4-hour onsite response	An HP-authorized representative will arrive at the customer's site to begin hardware-maintenance service within 4 hours after the service request has been logged, if this time falls within the contracted coverage window.
• Availability response	For critical problems that affect business or degrade performance, as reasonably determined by HP, an HP-authorized representative will arrive at the customer's site to begin hardware-maintenance service within 4 hours after the service request has been logged, if this time falls within the contracted coverage window. For non-critical problems, HP will respond by the next business day, Monday to Friday, excluding HP holidays, regardless of the selected coverage window.

*Not all service-level options are available for all products.

Specifications

Table 3. Service-level options*, continued

Service-level option	Delivery specifications
• Next-day onsite 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.
• Second-day onsite response	An HP-authorized representative will arrive at the customer's site to begin hardware-maintenance service by the second coverage day after the service request has been logged and for which there is a contracted coverage window.
• Third-day onsite response	An HP-authorized representative will arrive at the customer's site to begin hardware-maintenance service by the third coverage day after the service request has been logged and for which there is a contracted coverage window.
• Fifth-day onsite response	An HP-authorized representative will arrive at the customer's site to begin hardware-maintenance service by the fifth coverage day after the service request has been logged and for which there is a contracted coverage window.
• Scheduled onsite response	An HP-authorized representative will arrive at the customer's site to begin hardware-maintenance service during scheduled weekly visits on agreed-upon weekdays, Monday to Friday, excluding HP holidays.

Call-to-repair time commitment options (in lieu of onsite response times options):

• 4-hour call-to-repair time	For critical problems with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 4 hours of the initial service request to the HP Response Centre, if this time falls within the contracted coverage window.
• 6-hour call-to-repair time	For critical problems with covered hardware, 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, if this time falls within the contracted coverage window.
• 8-hour call-to-repair time	For critical problems with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 8 hours of the initial service request to the HP Response Centre, if this time falls within the contracted coverage window.
• 24-hour call-to-repair time	For critical problems with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 24 hours of the initial service request to the HP Response Centre, if this time falls within the contracted coverage window.

Page limits For eligible printer products, some service levels may be offered with page limits for a lower monthly price. Where page limits apply, the support coverage ends when either the coverage period or the page limit of 600,000 pages per coverage year has been reached, whichever occurs first.

*Not all service-level options are available for all products.

Travel zones

All response times apply only to sites located within 40 km of a primary HP support responsible office. Travel to sites located within 320 km of a primary HP support responsible office is provided at no additional charge. If the site is located more than 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 40 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	1-hour onsite response time	2-hour onsite response time	4-hour onsite response time	Next-day and greater onsite response time
0–40 km	1 hour	2 hours	4 hours	Next/2nd/3rd/5th coverage day
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
81–161 km	Not available	Not available	4 hours	Next/2nd/3rd/5th coverage day
161–320 km	Not available	Not available	8 hours	1 additional coverage day
321–480 km	Not available	Not available	Established at time of order and subject to resource availability	2 additional coverage days
Beyond 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

Travel zones, continued

A call-to-repair time commitment is available for sites located within 80 km of a primary HP support responsible office. For sites that are located within 81–160 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 160 km from a primary HP support responsible office.

Distance from primary HP support responsible office	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
0–80 km	4 hours	6 hours	8 hours	24 hours
81–161 km	6 hours	8 hours	10 hours	24 hours
Beyond 161 km	Call-to-repair time commitments are not available			

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 and meet any 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.

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

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

The following are excluded from the call-to-repair time commitment (if applicable):

- Time for disk-mechanism rebuild or sparing procedures
- Situations where a logical unit number (LUN) may be blocked to preserve data integrity
- Any restoration or 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 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 HP Hardware Maintenance Onsite Service:

- Recovery 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

Technical problems will be resolved in a timely and professional manner, so you can rely on your hardware to be operational again quickly.

Service prerequisites

For call-to-repair time commitments, an upfront audit may be required by HP as described in Table 2. The hardware call-to-repair time commitment will not take effect until 5 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

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 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 from the agreed-upon scheduled time.

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.

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 the customer.

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.

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. If the customer does not qualify for this service level, other support alternatives may be discussed with the local HP representative.

HP Hardware Maintenance Onsite Service

Select optional service features and choose from several response-time, call-to-repair-time and coverage-window options to meet your service needs.

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 time commitments. The customer cannot select both an onsite response time and a call-to-repair time commitment for the same product.

Enhanced parts inventory management and upfront audit are included with the call-to-repair time commitment and may not be ordered separately.

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 Maintenance Onsite Service, contact a local HP sales representative.

For more information

For more information on HP Hardware Maintenance Onsite Service, contact any of our worldwide sales offices or resellers or visit our website at:

www.hp.com/hps/support

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