

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

HP Care Pack Services



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 six hours from the initial service request.

Service benefits

HP is committed to repairing your hardware within a maximum of six hours. This may result in:

- Improved system 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 target
- Materials included
- Enhanced parts inventory management
- 24x7 coverage window
- Upfront audit
- Work to completion
- Escalation management

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 the coverage window to isolate the hardware problem and to remotely troubleshoot, remedy and resolve the problem with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools (where available) to access covered products, 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 per day, seven days per 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. Onsite response times or call-to-repair times, as applicable, for service requests submitted electronically or outside of the coverage window may vary.</p>
Onsite hardware support	<p>For technical hardware issues that cannot, in HP's judgement, be resolved remotely, an HP-authorized representative will provide onsite technical support for 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.</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 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, if applicable.</p>
6-hour call-to-repair time target	<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 six 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 that the hardware has been replaced or, for eligible storage products, that access to the Customer's data has been restored.</p> <p>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 target. 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 target 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.</p>
Materials	<p>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.</p>
Enhanced parts inventory management	<p>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 customer support engineers responding to an eligible service request.</p>

Specifications

Table 1. Service features (continued)

Feature	Delivery specifications
Coverage window	Service is available 24 hours a day, seven days per week, including HP holidays.
Upfront audit	<p>HP, at its sole discretion, may require an audit of the covered products. 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 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 either 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 business days after the audit has been completed.</p> <p>In addition, HP reserves the right to downgrade the service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.</p>
Work to completion	<p>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.</p> <p>Work to completion may not apply to onsite support provided for desktop, mobile, printing and consumer products.</p>
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 problem-solving.
Access to electronic support information and services	<p>As part of this service, HP provides access to certain commercially available electronic and web-based tools. The Customer has access to:</p> <ul style="list-style-type: none">• 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 service diagnostic tools with password access.• A support case manager, to submit questions directly to the HP Solution Centre. The 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. The support case manager also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone.• "HP Live", to check directly with an online HP support engineer during standard HP business hours (08.00 to 17.00 local time), excluding HP holidays. This real-time online help can be accessed via the "HP Live" button on selected website. Through sharing browser content, the HP support engineer will help the Customer to navigate to the appropriate online content that may help resolve the problem.
Electronic remote monitoring and support, standard configuration	<p>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 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> <p>For details on the minimum requirements, the Customer may contact the local HP sales office.</p>

Travel Zones

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

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

Distance from primary HP support responsible office	Hardware call-to-repair time commitment
0–80 km (0–50 miles)	6 hours
81–161 km (51–100 miles)	8 hours
Beyond 161 km (100 miles)	Call-to-repair time commitments are not available

Coverage

HP Hardware Support Onsite 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 attached HP or Compaq-branded accessories purchased together with the main product, such as mouse, keyboard, docking station and external monitor.

For some servers and storage products, CPUs, disks and other major internal and external components will be covered if support has been configured accordingly and they are listed in the contract's equipment list (if applicable).

For HP Care Pack Services with "desktop/workstation/thin client/notebook-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.

Consumable items including, but not limited to, batteries and Tablet PC pens, maintenance kits and other supplies, as well as user maintenance and non-HP devices, are not covered by this service.

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 3 kVA; these items will be covered at the same service level and for the same coverage period as the server. Coverage of UPS batteries 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. HP Care Pack Services for the HP BladeSystem enclosure include coverage for its patch panels, HP-supported Ethernet 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 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.

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, service levels with an onsite response time of four hours may require installation of remote connectivity tools and equipment. If remote support is available and required on the covered product, the Customer must provide and allow HP remote access in order to receive an onsite response time of four hours.

The Customer will be required, upon HP's request, to support HP's remote problem-resolution efforts. The Customer will:

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programmes
- Install customer-installable firmware updates and patches
- Perform 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.

In cases where customer-replaceable parts are shipped to resolve a problem, the Customer is responsible for returning the defective part within a time period designated by HP. In the event of HP not receiving the defective part within the designated time period or if the part is physically damaged upon receipt, the Customer will be required to pay a fee for the defective part, as determined by HP.

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, the 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 and other parts classified as Customer Self Repair Parts, 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 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 the failure of the Customer to incorporate any system fix, repair, patch or modification provided to the Customer by HP
- Services required due to the 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.

For more information

For more information on HP Services, contact any of our worldwide sales offices or resellers or visit our websites at:

www.hp.com/hps/support

www.hp.com/hps/carepack

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