

HP Hardware Support Exchange Service

HP Technology Services - Contractual Services

Technical data



HP offers a reliable and fast hardware exchange service for eligible HP and multivendor products. HP Hardware Support Exchange Service is a cost-efficient and convenient alternative to onsite repair.

HP Hardware Support Exchange Service provides a replacement product to be delivered free of freight charges to your location within a specified timeframe. For select products, you may choose between different response time, coverage window, and return options to address your service needs.

Service benefits

- Convenient door-to-door service
- A lower-cost alternative to onsite repair
- Flexible options for returning the defective unit to HP: return shipment using prepaid shipping labels and materials provided by HP, or convenient pickup by HP
- Flexible response-time options

Service feature highlights

- Remote problem diagnosis and technical telephone support
- Hardware exchange
- Choice of return options
- Choice of response-time options (for eligible products only)
- Choice of coverage window options (for eligible products only)
- Access to electronic support information and services

Specifications**Table 1. Service features**

| Feature | Delivery specifications |
|--|---|
| Remote problem diagnosis and support | <p>When experiencing a problem, the Customer must first place a call to a designated support telephone number. HP will provide basic telephone technical assistance with installation, product configuration, setup, and problem resolution. Prior to scheduling a unit exchange, HP may ask the Customer to provide relevant information, start diagnostic tools, and perform other supporting activities at the request of HP.</p> |
| Hardware exchange | <p>If, in the judgment of HP, the problem cannot be resolved remotely, HP will replace the defective product or the customer-replaceable part with a product or part that is new or functionally equivalent to new in performance, but may have minor cosmetic defects.</p> <p>The replaced product or part becomes the property of HP. The replacement product or part is shipped via a carrier or courier to the Customer's location free of freight charges. The Customer's requested ship-to location must not require HP to ship the replacement product or part through international customs.</p> |
| Return of the defective product to HP | <p>The Customer is responsible for returning the defective product to HP within the time specified below (see "Customer responsibilities"), using packaging instructions, materials, and a prepaid shipping label, provided by HP together with the replacement product. HP may, at its discretion, also elect to collect a defective product at the Customer's location.</p> <p>For eligible products and locations, pickup by HP may be available as an optional feature.</p> |
| Response time for onsite shipment | <p>Response time for onsite shipment specifies the period of time that begins when the initial service request is received and logged with HP and ends when the replacement product arrives at the Customer's site within the 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 for onsite shipment, available for eligible products, are specified in the service-level options table.</p> <p>All response times for onsite shipment are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p> |
| Coverage window | <p>The coverage window specifies the time during which the replacement products are delivered and remote diagnosis and support services are available. Service requests received outside this coverage window will be logged the next day for which the Customer has a service coverage window.</p> <p>Coverage window options, available for eligible products, are specified in the service-level options table.</p> <p>All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p> |

Access to electronic support information and services

As part of this service, HP provides access to certain commercially available electronic and Web-based tools. The Customer has access to:

- Certain capabilities that are made available to registered users, such as downloading selected HP firmware or patches which may require additional entitlement through HP Software Support agreements, 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 entitled technical support documents, to facilitate faster problem-solving
 - Certain HP proprietary service diagnostic tools with password access
 - A Web-based tool for submitting questions directly to HP. The tool helps to resolve problems quickly with a pre-qualification process that routes the support or service request to the resource qualified to answer the question. The tool also allows the status of each support or service request submitted to be viewed, including cases submitted by telephone.
 - Search of HP and third-party hosted knowledge databases for certain third-party products in order to retrieve product information, get answers to support questions, and participate in support forums. This service may be limited by third-party access restrictions.
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Specifications

Table 2. Optional service features

| Feature | Delivery specifications |
|--------------|---|
| Pickup by HP | For eligible products and locations, an HP authorized courier will pick up the defective product at the Customer's site, at the discretion of HP, at the time of delivery of the replacement product or at a scheduled time within the following 10 business days. It is the Customer's responsibility to package and prepare the product appropriately for courier pickup. With this option, the Customer will not be responsible for initiating and managing the return of the defective product. |

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 exchange, standard business hours (9x5) | <p>Service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.</p> <p>For calls received before 2:00 p.m., HP will ship a replacement product to the Customer's site for delivery on the next coverage day after the service request has been logged. Service requests received after 2:00 p.m. or outside the coverage window will be logged the next coverage day and serviced within the following coverage day.</p> <p>A replacement product will be delivered by 10:30 a.m. local time in most areas.</p> <p>Delivery time may vary based on geographic location.</p> |
| 4-hour exchange, standard business hours (9x5) | <p>For eligible products only, service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.</p> <p>For calls received before 1:00 p.m. local time, HP will ship a replacement product to the Customer's site for delivery within 4 hours after the service request has been logged. The 4-hour response time applies to eligible locations and is measured during the coverage window only. For calls received after 1:00 p.m. local time, the call may be logged the next coverage day.</p> |

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| 4-hour exchange, 24x7 | <p>For eligible products only, service is available during the coverage window, 24 hours per day, Monday through Sunday including HP holidays.</p> <p>HP will ship a replacement product to the Customer's site for delivery within 4 hours after the service request has been logged.</p> |
| Normal product lead time onsite shipment, standard business hours (9x5) | <p>Service is available during the coverage window, 9 hours per day, between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.</p> <p>For calls received before 2:00 p.m., HP will ship a replacement product within the normal product lead time to the Customer's site for delivery within 3 to 5 coverage days after the service request has been logged. Service requests received after 2:00 p.m. or outside the coverage window will be logged the next coverage day and serviced within the following 3 to 5 coverage days.</p> |

Coverage

Service is limited to the continental United States and selected areas of Alaska and Hawaii. Most areas within the continental United States can be serviced the next day. Add 1 to 2 days for service in Alaska and Hawaii.

Customer locations beyond 100 miles (160 km) from a primary HP support responsible office will not be eligible for 4-hour-exchange service levels.

Customers may check with a local HP authorized representative whether their product or location is eligible for the service.

Customer responsibilities

Upon HP request, the Customer will be required 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 programs
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

For select products, the Customer must inform HP of all configuration requirements for the replacement product prior to commencement of service and must document such configuration requirements on each service request order form.

At the time of the service request, the Customer must provide a credit card number or purchase order number to HP. If the "Pickup by HP" option has not been chosen, the Customer must ship the defective product to HP within 3 business days of receipt of the replacement product and must obtain a prepaid insurance receipt, to be retained by the Customer as proof of shipment to HP. If the defective product is not received by HP within 10 business days of the Customer's receipt of the replacement product, the Customer will be charged the replacement product's list price.

Replacement products will usually be delivered to and defective products will be picked up from the Customer's reception desk or goods reception area if the specified Customer address is a business address. The Customer must acknowledge the receipt of the replacement product by signing the freight carrier air bill at the time of delivery.

It is the Customer's responsibility to:

- Maintain a current backup copy of the operating system, development program, and all other applicable software programs and data
- Restore software and data on the unit after repair or replacement
- Install the user application software and ensure that all software is appropriately licensed

In cases where Customer Self Repair parts or replacement products are shipped to resolve a problem, the Customer is responsible for returning the defective part or product within a time period designated by HP. In the event HP does not receive the defective part or product within the designated time period or if the part or product is degaussed or otherwise physically damaged upon receipt, the Customer will be required to pay the HP list price less any applicable discounts for the defective part or product, as determined by HP.

Service limitations

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, shipment of a replacement product, or other service delivery methods. Other service delivery methods may include the shipment of customer-replaceable parts, such as a keyboard, mouse or other parts classified as Customer Self Repair parts. HP will determine the appropriate delivery method required in order to provide effective and timely Customer support.

The following activities are excluded from this service:

- Diagnosis or maintenance at the Customer site (if onsite diagnosis or maintenance is required and requested, the Customer will be billed at standard HP service rates)
- Setup and installation of the replacement product at the Customer site
- Backup, recovery, and support of the operating system, other software, and data
- 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
- User preventive maintenance

The Customer's requested ship-to or pickup location must not require HP to ship replacement or replaced products or parts through international customs.

Geographic coverage may vary.

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 Exchange Service, contact a local HP representative and reference the product numbers HA117BC or HA360AC.

Please consult with a local HP representative or HP reseller on which product number will address specific needs.

For more information

For more information on HP Services, contact any of our worldwide sales offices or visit one of the following Web sites:

www.hp.com/services/alwayson

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