



HP Cloudline Support Services

Technology Services

HP Cloudline Support Services are designed for service providers who wish to purchase hardware support features designed to help your IT staff focus on your business and not on repair and maintenance activities.

For eligible products, you can utilize HP technical resources to provide remote diagnosis and support, onsite hardware repair/troubleshooting, or coverage for replacement components. With HP Cloudline Support Services, you can purchase the services that meet your specific needs.

Service benefits

- Choice of service packages
- Access to expert HP technical resources to help expedite problem resolution
- Delivery of the service at a mutually scheduled time convenient to your organization

Service feature highlights

- Remote problem diagnosis and support
- Optional Service Feature: Onsite hardware repair
- Optional Service Feature: Replacement parts and materials

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	<p>HP provides your IT staff with access to remote HP technical resources from the HP Customer Support Center (CSC) to help you with technical questions regarding the covered HP Cloudline hardware products. The CSC resource will provide the Customer with remote technical support and may engage additional remote technical resources as needed.</p> <p>Once the Customer has placed and HP has acknowledged the receipt of a call as described in the 'General provisions/Other exclusions' section, HP will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Coverage window: Standard local business hours, standard business days: Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.</p> <p>Remote response time: Once a problem is logged, an HP Solution Center engineer will respond to the call within two hours during the coverage window.</p> <p>Regardless of the Customer's coverage window, incidents with covered hardware can be reported to HP via Web portal, email, or telephone as locally available. HP will acknowledge the receipt by logging the call, assigning a case ID, and communicating that case ID to the Customer. HP retains the right to determine the final resolution of all reported incidents.</p>
Optional Service Feature: Onsite hardware repair	<p>As an optional feature of Cloudline Support Services, you can purchase access to HP field engineers who can perform onsite diagnosis and repair. You are responsible for purchasing and providing HP branded replacement parts for repair by HP. Once you confirm that required parts are available at the Customer's site, HP will dispatch an HP engineer to arrive within the next business day or at an agreed-upon time to provide additional onsite troubleshooting if required, remove failed components, and replace them with the parts provided by the Customer.</p> <p>Note: Parts will not be provisioned by HP at the time of service delivery. It is the Customer's responsibility to have HP branded replacement parts on site prior to scheduling HP onsite resources.</p> <p>Coverage window: Standard business hours, standard business days: Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays.</p> <p>Onsite response time: After the Customer confirms that required parts are available at the Customer's site, and it is not considered a CSR, HP will dispatch an HP engineer to arrive on the next business day or at a later agreed-upon date and time.</p> <p>Response times are dependent on the location of the Customer's site in relation to a designated HP support office. To check service availability, please contact your local HP Services representative.</p>

**Optional Service Feature:
Replacement parts and
materials**

As an optional feature of this support service, you can purchase HP replacement parts. The Customer is responsible for ordering replacement parts via the HP Cloudline Web portal and will receive replacement parts for the defective parts through the same ordering process used during the Cloudline product warranty period. The Customer will also have access to all relevant Cloudline firmware and firmware updates.

This service will provide HP-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available engineering improvements required by HP to provide supportability of the product. Replacement parts provided by HP shall be new or functionally equivalent to new in performance. Replaced parts become the property of HP. Customers who wish to retain, degauss, or otherwise physically destroy replaced parts will be billed and required to pay the list price for the replacement part. Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts.

Maximum supported lifetime/maximum usage:

Parts and components that have exceeded their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product QuickSpecs, or the technical product data sheet will not be provided, repaired, or replaced as part of this service.

Service limitations

HP retains the right to determine the final resolution of all service requests.

At the discretion of HP and depending on the service level purchased for the product, service will be provided using an applicable combination of remote diagnosis and support, services delivered onsite, and other service delivery methods. HP will determine the appropriate delivery method required to provide effective and timely Customer support. If the Customer agrees to the recommended CSR and a CSR part is provided or Customer has procured the necessary part to return the system to operating condition, the onsite service level shall not apply.

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

- Operational testing of applications, or additional tests requested or required by the Customer
- Troubleshooting for interconnectivity or compatibility problems
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- Services arising from use of non-HP branded replacement parts or modification or improper system maintenance not performed or authorized by HP.
- Support for network-related problems
- Backup, recovery, and support of the operating system, other software, and data
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP

For technical hardware issues that cannot, in HP's judgment, be resolved remotely, an HP authorized representative will provide onsite technical support on covered hardware products to return them to operating condition. For certain products, HP may, at its sole discretion, elect to replace such products in lieu of repairing them. Replacement products are new or functionally equivalent to new in performance. Replaced products become the property of HP.

Travel zones

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

It is the Customer's responsibility to have HP parts on site prior to scheduling HP onsite resources.

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

Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, HP or the HP authorized service provider will, at HP's discretion, i) not be obligated to deliver the services as described or ii) perform such service at the Customer's expense at the prevailing time and materials rates.

If applicable, the Customer is responsible for ordering replacement parts via the HP Cloudline Web portal to replenish local parts kits as required.

The Customer must have HP branded parts on-site prior to scheduling an onsite service call with HP.

Upon HP's request, the Customer will be required to support HP's remote problem resolution efforts.

The Customer will:

- Start self-tests and install and run other diagnostic tools and programs
- Install customer-installable firmware updates and patches

Run data collection 'scripts' on behalf of HP

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- 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 Self Repair parts and replacement products delivered to the Customer.

For scheduled calls, the Customer shall promptly make the equipment available to HP for remedial activities at the agreed-upon time.

The Customer is responsible for the security of the Customer's proprietary and confidential information. The Customer is responsible for properly sanitizing or removing data from products that may be replaced and returned to HP as part of the repair process to ensure the safeguarding of the Customer's data. For more information on Customer responsibilities, including those outlined in the HP Media Sanitization Policy and Media Handling Policy for Healthcare Customers, go to www.hp.com/go/mediahandling.

General provisions/Other exclusions

HP will acknowledge a support call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for the start of remedial action.

The Customer determines the incident severity level.

Incident severity levels are defined as follows:

- Severity 1—Critical Down: for example, the production environment is down; a production system or production application is down or at severe risk; data corruption, loss, or risk has occurred; business is severely affected; there are safety issues
- Severity 2—Critically Degraded: for example, the production environment is severely impaired; a production system or production application has been interrupted or compromised; there is risk of reoccurrence; there is significant impact on business
- Severity 3—Normal: for example, a non-production system (e.g., test system) is down or degraded; a production system or production application has been degraded with a workaround in place; non-critical functionality has been lost; there is limited impact on the business
- Severity 4—Low: there is no business or user impact

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 Cloudline Support Services, contact a local HP sales representative and reference the following product numbers (x denotes the service length in years; options are 3 years, or “C” for contractual services).

- HOHE8Ax for HP Cloudline Parts + Remote Technical Support
- HOHE9Ax for HP Cloudline Onsite Labor + Remote Technical Support
- HOHF0Ax for HP Cloudline Parts + Onsite Labor + Remote Technical Support

For more information

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

HP support services: **www.hp.com/services/support**

Additional information URL

HP Care Pack services: **www.hp.com/services/carepack**

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