

# HP Scheduled Onsite Response Hardware Support

## HP Care Pack Services

### Technical data



HP Scheduled Onsite Response Hardware Support provides high-quality remote assistance and onsite support for your covered hardware, helping you to improve product uptime.

You have the flexibility of selecting from several predefined service-level options featuring a choice of designated onsite response coverage days to address your specific service needs.

### **Service feature highlights**

- Remote problem diagnosis and support
- Onsite hardware support
- Replacement parts and materials
- Scheduled onsite response
- Coverage window
- Work to completion
- Escalation management
- Access to electronic support information and services
- HP electronic remote support solution (for eligible products only)
- Defective media retention
- Named engineer

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**Service features****Table 1. Service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Remote problem diagnosis and support</b>	<p>Once the Customer has placed and HP has acknowledged the receipt of a call as described in 'General provisions,' HP will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remote incident resolution.</p> <p>HP will provide telephone assistance for the installation of customer-installable firmware and Customer Self Repair parts during the service coverage window.</p> <p>Regardless of the Customer's coverage window, incidents with covered hardware can be reported to HP via telephone or Web portal, as locally available, or as an automated equipment reporting event via the HP electronic remote support solutions 24 hours a day, 7 days a week. HP will acknowledge the receipt of the service request 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>
<b>Onsite hardware support</b>	<p>For hardware incidents 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 printers, PCs, ProLiant servers, Intel® Pentium® and Xeon® processor-based servers, HP Point of Sale system (POS) peripherals, 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 functionally equivalent to new in performance. Replaced products become the property of HP.</p> <p>'Fix-on-Failure': In addition at time of onsite technical support delivery, HP may</p> <ul style="list-style-type: none"><li>• Install available engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts.</li><li>• Install available firmware updates defined by HP as non-customer-installable that, in the opinion of HP, are required to return the covered product to operating condition or to maintain supportability by HP.</li></ul> <p>'Fix-on-Request': In addition, HP will install during coverage hours critical firmware updates defined by HP as non-customer-installable at Customer request. Critical firmware updates are firmware updates recommended by the HP product division for immediate installation.</p> <p>Notwithstanding anything to the contrary in this document or the HP Single Order Terms for Support, HP will, for select enterprise storage arrays and enterprise tape products, cover and replace defective or depleted batteries that are critical to the proper operation of the covered product.</p>
<b>Replacement parts and materials</b>	<p>HP will provide HP-supported replacement 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 provided by HP shall be new or functionally equivalent to new in performance. Replaced parts become the property of HP.</p> <p>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.</p> <p>Maximum supported lifetime/maximum usage:</p> <p>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 or the technical product data sheet will not be provided, repaired, or replaced as part of this service.</p>
<b>Scheduled onsite response</b>	<p>An HP authorized representative will arrive at the Customer's site to begin hardware maintenance service between 8:00 a.m. and 5:00 p.m. local time during scheduled weekly visits on agreed-upon weekdays, Monday through Friday, excluding HP holidays.</p>

<b>Coverage window</b>	<p>The coverage window specifies the time during which the described services are delivered onsite or remotely.</p> <p>Calls received outside this coverage window will be logged the next day for which the Customer has a 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>
<b>Work to completion</b>	<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 repaired. 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, and consumer products.</p> <p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced.</p>
<b>Escalation management</b>	<p>HP has established formal escalation procedures to facilitate the resolution of complex incidents. Local HP management coordinates incident escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.</p>
<b>Access to electronic support information and services</b>	<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"> <li>• Certain capabilities that are made available to registered users, such as downloading selected HP firmware, subscribing to hardware-related proactive service notifications, and participating in support forums for solving problems and sharing best practices with other registered users</li> <li>• Expanded Web-based searches of technical support documents, to facilitate faster problem-solving</li> <li>• Certain HP proprietary service diagnostic tools with password access</li> <li>• 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.</li> <li>• 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.</li> </ul>
<b>HP electronic remote support solution</b>	<p>The HP electronic remote support solution provides robust troubleshooting and repair capabilities. It can include remote system access solutions and may offer a convenient central point of administration and an enterprise view of open incidents and history. An HP support specialist will use the remote system access only with the Customer's authorization. The remote system access may enable the HP support specialist to provide more efficient troubleshooting and faster problem resolution.</p>
<b>Defective media retention</b>	<p>For eligible products, this service feature option allows the Customer to retain defective hard disk or eligible SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or the HP Single Order Terms for Support, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the defective media retention (DMR) service feature option in the event a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk or SSD/Flash Drives supported by HP under the HP support agreement and the Customer remains fully responsible for the protection and privacy of the data residing on the defective Disk or SSD/Flash Drive.</p>

<b>Named engineer</b>	A designated HP authorized representative can be identified as the primary resource to provide hardware onsite support dependent on geographic availability.
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## Service-level options

**Table 2. 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.

<b>Option</b>	<b>Delivery specifications</b>
<b>Scheduled onsite response Monday, standard business hours (9x5) with DMR</b>	An HP authorized representative will arrive at the Customer's site to begin hardware maintenance service between 8:00 a.m. and 5:00 p.m. local time during scheduled weekly visits on Mondays, excluding HP holidays.
<b>Scheduled onsite response Tuesday, standard business hours (9x5) with DMR</b>	An HP authorized representative will arrive at the Customer's site to begin hardware maintenance service between 8:00 a.m. and 5:00 p.m. local time during scheduled weekly visits on Tuesdays, excluding HP holidays.
<b>Scheduled onsite response Wednesday, standard business hours (9x5) with DMR</b>	An HP authorized representative will arrive at the Customer's site to begin hardware maintenance service between 8:00 a.m. and 5:00 p.m. local time during scheduled weekly visits on Wednesdays, excluding HP holidays.
<b>Scheduled onsite response Thursday, standard business hours (9x5) with DMR</b>	An HP authorized representative will arrive at the Customer's site to begin hardware maintenance service between 8:00 a.m. and 5:00 p.m. local time during scheduled weekly visits on Thursdays, excluding HP holidays.
<b>Scheduled onsite response Friday, standard business hours (9x5) with DMR</b>	An HP authorized representative will arrive at the Customer's site to begin hardware maintenance service between 8:00 a.m. and 5:00 p.m. local time during scheduled weekly visits on Fridays, excluding HP holidays.

## 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.

Travel zones and charges, if applicable, may vary in some geographic locations.

## Coverage

This service provides coverage for HP- or Compaq-branded hardware products and all HP-supplied internal components (such as HP Jetdirect cards, memory, and CD-ROM drives), as well as attached HP- or Compaq-branded accessories purchased together with the main product, such as mouse, keyboard, docking station, AC power adapter, and external monitor (up to 22 inches, measured diagonally).

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).

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, removable media, 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 have available replacements 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 external monitors up to 22 inches, measured diagonally, and tower UPS products; these items will be covered at the same service level and for the same coverage period as the server.

For BladeSystem enclosures, this service covers the enclosure, power supplies, fans, and enclosure devices including pass-thru, Ethernet interconnect, and virtual connect modules.

For ProLiant servers, storage or BladeSystem enclosures installed within a rack, service also covers all HP qualified rack options, including UPS products not exceeding 12kVA, KVM switch, console and PDU, installed within the same rack. Coverage of the UPS battery is not included; standard warranty terms and conditions apply.

## Customer responsibilities

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

If required by HP, the Customer or HP authorized representative must activate the hardware product to be supported within 10 days of purchase of this service, using the registration instructions within the Care Pack or email document provided by HP, or as otherwise directed by HP. In the event that a covered product changes location, activation and registration (or a proper adjustment to existing HP registration) is to occur within 10 days of the change.

For hardware onsite response time options HP strongly recommends that the Customer install and operate the appropriate HP remote support solution, with a secure connection to HP, in order to enable the delivery of the service and options. Please contact a local HP representative for further details on requirements, specifications, and exclusions. If the customer does not deploy the appropriate HP remote support solution, HP may not be able to provide the service as defined and is not obligated to do so.

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

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.

The Customer agrees to pay additional charges if the Customer requests that HP install customer-installable firmware updates or patches. Any additional charges to the Customer will be on a time-and-materials basis, unless otherwise previously agreed in writing by HP and the Customer.

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 that HP does not receive the defective part or product within the designated time period or that the defective part or product is physically damaged upon receipt by HP, the Customer will be required to pay a fee for the defective part or product, as determined by HP.

The Customer is responsible for registering to use HP's electronic facility and for maintaining the registration information in order to gain access to restricted product information and to receive proactive notification or other services available to the Customer.

With the defective media retention service feature option, it is the Customer's responsibility to:

- Retain physical control of Disk or SSD/Flash Drives at all times during support delivery by HP; HP is not responsible for data contained on Disk or SSD/Flash Drives
- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drive is destroyed or remains secure
- Have an authorized representative present to retain defective Disk or SSD/Flash Drives, accept replacement Disk or SSD/Flash Drives, provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder, and, upon HP request, execute a document provided by HP acknowledging the retention of the Disk or SSD/Flash Drives
- Destroy the retained Disk or SSD/Flash Drive and/or ensure that the Disk or SSD/Flash Drive is not put into use again
- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations

For Disk or SSD/Flash Drives supplied by HP to the Customer as loaner, rental, or lease products the Customer will promptly return the replacement Disk or SSD/Flash Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased Disk or SSD/Flash Drive to HP, and HP shall not be responsible for maintaining the confidentiality or privacy of any sensitive data that remains on such Disk or SSD/Flash Drive.

## **Service limitations**

At the discretion of HP, service will be provided using a combination of remote diagnosis and support, services delivered at an HP designated repair center, and other service delivery methods. Other service delivery methods may include the delivery, via a courier, of customer-replaceable parts such as a keyboard, a mouse, or an entire replacement unit. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

In the event that a Customer Self Repair part is provided to return the system to operating condition, the onsite service level shall not apply. In those cases, HP practice is to express ship Customer Self Repair parts that are critical to the product operation to the Customer location. For more detail on the Customer Self Repair process and parts, please refer to: [www.hp.com/go/selfrepair](http://www.hp.com/go/selfrepair)

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

- Backup, 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 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
- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- 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

#### **Limitations to the defective media retention service feature option**

The defective media retention service feature option applies only to Disk or eligible SSD/Flash Drives replaced by HP due to malfunction. It does not apply to any exchange of Disk or SSD/Flash Drives that have not failed.

SSD/Flash Drives that are specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual or the technical data sheet are not eligible for the defective media retention service feature option.

Failure rates on Disk or SSD/Flash Drives are constantly monitored, and HP reserves the right to cancel this service with 30 days' notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective Disk or SSD/Flash Drives materially exceeds the standard failure rates for the system involved).

HP SHALL HAVE NO OBLIGATION WHATSOEVER WITH RESPECT TO THE CONTENTS OF OR THE DESTRUCTION OF ANY DISK OR SSD/FLASH DRIVE RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN THE HP SINGLE ORDER TERMS FOR SUPPORT OR THE TECHNICAL DATA SHEET TO THE CONTRARY, IN NO EVENT WILL HP OR ITS AFFILIATES, SUBCONTRACTORS, OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOSS OF OR MISUSE OF DATA UNDER THIS DEFECTIVE MEDIA RETENTION SERVICE.

## **General provisions/Other exclusions**

HP will acknowledge a call by logging a case, communicating the case ID to the Customer, and confirming the Customer's incident severity and time requirements for commencement of remedial action. Note: For events received via the HP electronic remote support solutions, HP is required to contact the Customer, determine the incident severity with the Customer, and arrange access to the system before the hardware onsite response time period can start.

Incident severity is defined as:

- Severity 1 —Critical Down: for example, production environment down: production system or production application down/at severe risk; data corruption/loss or risk; business severely affected; safety issues

- Severity 2—Critically Degraded: for example, production environment severely impaired; production system or production application interrupted/compromised; risk of reoccurrence; significant impact on business
- Severity 3—Normal: for example, non-production system (e.g. test system) down or degraded; production system or production application degraded with workaround in place; non-critical functionality lost; limited impact on the business
- Severity 4—Low: for example, no business or user impact

## Ordering information

All units with individually sold HP Care Pack services (hard drives within a storage array; server and storage blades, interconnects, and SAN switches within a BladeSystem enclosure, etc.) must be ordered with the same HP Care Pack service level as the product they are contained in if that service level is available on those units.

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 Scheduled Onsite Response Hardware Support, contact a local HP sales representative.

## For more information

For more information on HP Care Pack services, contact any of our worldwide sales offices or resellers or visit our website at:

**[www.hp.com/hps/carepack](http://www.hp.com/hps/carepack)**

**[www.hp.com/hps/support](http://www.hp.com/hps/support)**

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