

HP Hardware Support Onsite Service—Americas

HP Care Pack Services

Technical data



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

You have the flexibility to choose between different service-level options featuring various response times and coverage windows, as well as between several coverage periods to address your specific service needs.

Service benefits

- Help improve or maintain system uptime
- Convenient onsite support
- Reliable response times

Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Part and materials included
- Service-level options with different coverage windows and response times
- Work to completion
- Escalation management
- Access to electronic support information and services
- HP electronic remote support solution **(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 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. Where necessary, onsite assistance will be provided by an authorized HP representative.</p> <p>Regardless of the Customer's coverage window, problems with covered hardware can be reported to the HP Global Solution Center 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 HP field 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 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 (POS) system 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. 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.</p>
Parts and materials included	<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 functionally 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 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>
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. 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. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.</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, and consumer products.</p>
Escalation management	<p>HP has established formal escalation procedures to facilitate the resolution of complex problems. Local HP management coordinates problem escalation, enlisting the skills of appropriate HP resources and/or selected third parties to assist with problem-solving.</p>
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 Web-based tool for submitting questions directly to the HP Global Solution Center. The tool 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 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
HP electronic remote support solution (for eligible products only)	<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 engineer will only use the remote system access with the Customer's authorization. The remote system access may enable the HP support engineer to provide more efficient troubleshooting and faster problem resolution.</p>

Specifications

Table 2. Optional service features

Feature	Delivery specifications
Accidental damage protection	<p>For eligible products, specific service levels may be offered with accidental damage protection. Where accidental damage protection applies, the Customer receives protection against accidental damage to the covered hardware product as part of this service.</p> <p>Accidental damage is defined as physical damage to a product caused by or resulting from a fortuitous incident. Covered perils include non-intentional liquid spills in or on the unit, drops, falls, and electrical surge. This includes damaged or broken liquid crystal displays (LCDs), or broken parts.</p> <p>Accidental damage protection does not cover theft, loss, fires, damage caused by a vehicle accident or act of God, normal wear, consumables, intentional acts of damage, or other exclusions, as detailed in the "Service limitations" section. Major parts replacement is subject to certain limitations as detailed in the "Service limitations" section.</p>

Defective media retention	For eligible products, this service feature option allows the Customer to retain defective hard disk or 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 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 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.
Desktop/Workstation/ Thin client/ Notebook-only coverage	For eligible PC products, the Customer may choose desktop/workstation/thin client/notebook-only coverage. HP Care Pack services with this coverage do not extend the specified service level to the external monitor or docking station.
Page allowance	<p>Some printer products may be available with a maximum page allowance. Page count for any given printer is defined as the number of standard pages (printed or plain) that have passed through such printer's print engine, as recorded on the test page. Different paper sizes and print options may be associated with different standard page equivalent values in order to calculate the page count.</p> <p>For printers that require HP installation, the contract term begins on the date of installation of such printers at the Customer site.</p> <p>Where page allowances apply, the support coverage ends when either the end of the contract term has been reached or the page count has exceeded the maximum page allowance, whichever occurs first. Should the Customer exceed the maximum page allowance before the end of the contract term, any further services provided during the contract term will be billed at HP's then-current time and materials rate, unless another Care Pack service has been purchased by the time the services are provided.</p>

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
Second-day onsite response, standard business hours (9x5) (limited to commercial LCD products); available only in U.S. at this time	<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>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the second coverage day after the service request has been logged. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following 2 coverage days.</p>
Third-day response, 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>An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the third coverage day after the service request has been logged. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following 3 coverage days.</p>
Next-day response, 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>

An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the service request has been logged. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following coverage day.

**4-hour response,
standard business hours
(9x5)**

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.

An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours of the service request being logged. The 4-hour response time is measured during the coverage window only. For service requests received after 1:00 p.m. local time, the response time may be carried over to the next coverage window.

**4-hour response,
extended business hours
(13x5)**

Service is available during the coverage window, 13 hours per day, between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HP holidays.

An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours of the service request being logged. The 4-hour response time is measured during the coverage window only. For service requests received after 5:00 p.m. local time, the response time may be carried over to the next coverage window.

**4-hour response,
extended business hours
(13x7)**

Service is available during the coverage window, 13 hours per day, between 8:00 a.m. and 9:00 p.m. local time, Monday through Sunday excluding HP holidays. An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours of the service request being logged. The 4-hour response time is measured during the coverage window only. For service requests received after 5:00 p.m. local time, the response time may be carried over to the next coverage window.

4-hour response, 24x7

Service is available during the coverage window, 24 hours per day, Monday through Sunday including HP holidays.

An HP authorized representative will arrive at the Customer's site any time and day of the year to begin hardware maintenance service within 4 hours of the service request being logged.

**Advanced maintenance
service, next business day**

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. An HP authorized representative will arrive at the Customer's site to begin hardware maintenance service, during the next working day after a call is received, between 8:30 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. The need for onsite repair must be determined by 1:00 p.m. local time, Monday through Friday, for next-business-day service. Calls received after 1:00 p.m. on Friday will be logged on the following Monday and serviced on Tuesday. This response time applies to Customer locations within 100 miles or 160 km of an HP designated support hub (See the Travel zones section following for locations beyond 100 miles or 160 km).

Service includes one health check per year and one maintenance kit over the term of the contract: for monochrome HP LaserJet printers, HP will replace one fuser maintenance kit; for HP Color LaserJet printers, HP will replace one fuser maintenance kit and one transfer maintenance kit; and for HP Designjet products, one maintenance kit, if required.

Travel zones

All response times apply only to sites located within 100 miles or 160km of an HP designated support hub.

Travel to U.S. 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, response times will be adjusted and additional travel charges may apply. For travel to Canadian sites outside the 160 km radius of an HP designated support hub, response times will be adjusted and additional travel charges will be applied.

Travel charges will also apply for any site that requires overnight lodging, non-automobile mode of transportation (i.e., airplane), or extraordinary travel circumstances.

Travel zones and charges may vary in some geographic locations.

Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have the following modified response times for extended travel:

Distance from HP designated support hub	4-hour onsite response time	Next-/Third-day response time
0-100 miles (0-160 km)	4 hours	Next/Third coverage day
101-200 miles (161-320 km)	8 hours	1 additional coverage day
201-300 miles (321-480 km)	Established at time of order and subject to resource availability	2 additional coverage days
Beyond 300 miles (480 km)	Established at time of order and subject to resource availability	Established at time of order and subject to resource availability

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 of 22" or less.

For HP Care Pack services with "desktop/workstation/thin-client/notebook-only" coverage, external monitors, docking stations, and any external accessory will not be covered under this service.

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 Point of Sale (POS) systems, this service covers the POS base unit as well as attached HP branded peripherals such as cash drawer, printers, pole display for monitors, and bar code readers or handheld scanners that have been sold as part of the POS solution.

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" and tower UPS products; these items will be covered at the same service level and for the same coverage period as the server.

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

For servers, storage, or HP BladeSystem enclosures installed within a rack, service also covers all HP qualified rack options including UPS products not exceeding 12 kVA, 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 required by HP, the Customer or HP authorized representative must register the hardware product to be supported within ten (10) days of purchase of this service, using the registration instructions within the Care Pack or the email document provided by HP, or as otherwise directed by HP. In the event a covered product changes location, registration (or a proper adjustment to existing HP registration) is to occur within ten days of the change.

For hardware onsite response time options, HP strongly recommends that the Customer install the appropriate HP remote support solution, with a secure connection to HP, and provide all necessary resources according to the HP remote support solution release notes, in order to enable the delivery of the service and options. When an HP remote support solution is installed, the Customer must also maintain the contact details configured in the remote support solution that HP will use in responding to a device failure. Please contact a local HP representative for further details on requirements, specifications, and exclusions.

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.

In cases where Customer Self Repair 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 HP does not receive 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.

For Care Pack services that include the accidental damage protection service feature, it is the Customer's responsibility to report the accidental damage to HP within 30 days of the incident date so that HP can expedite system repair. Should the Customer fail to report the damage within that time frame or consistently return damaged systems in large batches well after the accidental damage incidents have taken place, HP cannot guarantee timely repairs due to limited parts availability after systems go out of production and/or depot repair resource scheduling. HP reserves the right to deny repair for systems under this coverage program for damages on which the incident has been reported after 30 days from the incident date.

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 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, a mouse, other parts classified as Customer Self Repair parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

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

For HP Point of Sale (POS) systems, service may be provided onsite for the base unit only. Service for attached POS peripherals will be provided by shipping replacement parts or entire replacement products for Customer self repair or installation by the technical courier delivering the part or product.

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

Exclusions to the accidental damage protection service feature

Accidental damage protection does not cover the following:

- Damage caused by failure to adhere to manufacturer's recommended maintenance or operating specifications

- Damage due to war or nuclear incident, fire, terrorism, vehicle accident, act of God, unauthorized attempts to repair the product, or use of damaged or defective media
- Data loss or corruption; business interruptions; obsolescence; rust; change in color, texture, or finish; wear and tear; gradual deterioration
- Error in product design, construction, programming, or instructions
- Fraud, theft, unexplained or mysterious disappearance, misuse, abuse, or willful act
- Alteration or modification of the product in any way
- Accidental or other damage to the system that is cosmetic, meaning damage that does not impact operation and functioning of the computer. However, as an exception, HP will repair accidental damage of a cosmetic nature such as a crack or hole in the outer case of the computer that fully penetrates the plastic/outer case. This coverage program will not repair other cosmetic damage that does not fully penetrate the outer case of your computer such as a scratch, dent, or other blemish.

For HP business notebook products, HP does not limit the number of qualified claims for the duration of the Care Pack agreement; for all other products, major parts replacement is limited to one major part per product per 12-month period commencing from the Care Pack start date. For accidental damage protection coverage, major parts include but are not limited to the screen (LCD), DVD/CD-ROM drive, motherboard, processor, hard disk drive, and memory. Once the specified limit is reached, the cost of repair for a major part will be charged on a time-and-materials basis.

Limitations to the defective media retention service feature option

The defective media retention service feature option applies only to Disk or 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. 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.

Ordering information

All components installed in the same HP BladeSystem enclosure (server blades, storage blades, interconnects, SAN switches, etc.) must be ordered with the same service level as the enclosure, if that service level is available.

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 Onsite Service, 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 websites at:

www.hp.com/services/carepack

www.hp.com/hps/support

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