

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

Technical data

HP Customer Support Contractual Services



Our team of support specialists will quickly begin troubleshooting your system to ensure the hardware is operational within a maximum of 6 hours from your initial service request.



Today, businesses rely on IT for sharing critical information between people, departments, and sites. System downtime due to hardware failure can result in hours of lost productivity and frustration for employees. Consequently, IT managers are facing increasing demands from senior management and internal customers to keep the systems up and running to ensure their businesses' success. 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 ensure the hardware is operational within a maximum of 6 hours from your initial service request.

Service benefits

This service provides:

- Increased business productivity due to improved uptime
- Predictable repair times
- More effective IT resource planning and staff productivity
- Consistent level of hardware support across your multi-technology systems

Service feature highlights

- Commitment to repair selected HP and Compaq branded hardware within a maximum of 6 hours
- Remote problem diagnosis and support
- Onsite hardware support
- Materials and parts included
- Enhanced parts inventory management
- 24x7 coverage window
- Upfront audit
- Work to completion
- Escalation management
- Access to electronic support information and services
- Electronic remote support (for eligible products only)
- Preventive maintenance (optional, for eligible products only)
- Defective retention (optional, for eligible products only)

Specifications

Table 1. Service Features

Feature	Delivery specifications
Remote problem diagnosis and support	<p>When the Customer experiences a system problem and reports it to the HP Response Centre via a designated HP support telephone number, the Customer is quickly connected to an HP-certified resolution engineer. The engineer first attempts to remotely troubleshoot, remedy, and resolve the problem within minutes. Prior to any onsite assistance, an engineer may initiate and perform remote diagnostics to facilitate remote problem resolution.</p> <p>Problems with covered hardware can be reported to the HP Response Centre either 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 office. HP retains the right to determine the final resolution of all reported problems. Call-to-repair times for service requests submitted electronically may vary.</p>
Onsite hardware support	<p>For technical hardware issues that cannot be resolved remotely in the judgment of HP, an HP authorised representative will provide 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 equivalent to new in performance. Replaced products become the property of HP.</p> <p>In addition, HP may install available engineering improvements to enable 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 operational condition or to enable supportability of the covered equipment.</p>
Materials	<p>HP will provide all supported parts and materials necessary to maintain the covered hardware equipment 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>
Coverage window	<p>Service is available 24 hours a day, Monday through Sunday, including HP holidays.</p>
6 hour call to repair time commitment	<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 6 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, for eligible storage products, that access to Customer data has been restored. 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 commitment. 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 commitment is in effect. During this initial 30-day period and for up to 5 additional business days after the audit is completed, HP will provide a 4-hour onsite response time and will use commercially reasonable efforts to meet the 6-hour call-to-repair time commitment.</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 office. These parts are managed to allow for continuous availability and are always accessible to customer support engineers responding to a support request.</p>
Upfront audit	<p>HP, at its sole discretion, may require an audit on the covered device. If such an audit is required, an HP authorised representative will contact the Customer and the Customer will agree to arrange 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 equipment is performed. The information gathered in the audit allows an HP resolution engineer to quickly survey and troubleshoot any future hardware problems and complete the repair quickly and efficiently. At the sole discretion of HP, the audit may be performed onsite, via remote system access, via remote audit tools, or over the phone. If an audit is required by HP, the 6-hour 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 service to a response time commitment 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 the HP authorised 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>

Specifications**Table 1. Service Features (continued)**

Feature	Delivery specifications
Escalation management	HP has established formal escalation procedures to solve very complex hardware problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem-solving experts throughout HP.
Access to electronic support information and services	<p>As a part of this service, HP will provide access to hardware-related electronic and Web-based tools and services, such as firmware updates and proactive notification services.</p> <p>As a Hardware Support contract holder, the Customer has access to services freely available to all registered hardware support users, plus additional capabilities such as conducting Web-based searches of technical support documents to facilitate problem-solving; submitting and checking the status of hardware support service requests; and accessing the passwords required to use HP proprietary diagnostic tools.</p>
Electronic remote support	For Customers who meet minimum requirements, Instant Support Enterprise Edition (ISEE) 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.

Specifications**Table 2. Optional service features (eligible products only)**

Feature	Delivery specifications
Preventative maintenance	<p>An HP authorised representative visits the Customer's site at regularly scheduled intervals to perform diagnostics, check error logs on covered systems to find potential hardware problems, and, if necessary, address mechanical or electronic system complaints and clean or replace worn or defective parts.</p> <p>The representative may also check for potential problems by inspecting cables and cable connections or visual status indicators of covered hardware, checking temperature and humidity levels and comparing them to vendor's recommendations, and installing applicable engineering improvements and firmware updates as required, in the opinion of HP, to maintain the hardware equipment. The representative may provide a final report on the hardware's condition.</p> <p>Preventive maintenance services will be delivered between 8:30 am and 5:30 pm, Monday through Friday excluding HP holidays, regardless of the selected coverage window.</p>
Defective material retention	<p>There may be cases in which the Customer does not want to relinquish a defective disk drive due to sensitive data contained within the disk.</p> <p>This service option, available for eligible products, waives the right of HP to maintain possession of a failed disk drive component on which the Customer's sensitive data is stored.</p>

Travel zones

HP Hardware Support Onsite Call-to-Repair is available for sites located within 80km of a HP Support Responsible Office.

For sites beyond 80km of a HP Support Responsible Office check with your local office for detailed response time, travel charge and service coverage information applicable to your location.

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 courier of Customer-replaceable parts such as a keyboard or mouse. HP will determine the appropriate delivery method required to provide effective and timely Customer support and meet the call-to-repair time commitment. In the event that only a Customer-replaceable part is required to return the system to good operating condition, the call-to-repair time commitment shall not apply.

For fully redundant storage technologies (e.g., the XP storage array), the committed call-to-repair time applies to critical issues, as reasonably determined by HP, that affect business or degrade performance of either critical or redundant components. Call-to-repair time commitments for non-critical service requests may vary.

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 time of order and is subject to resource availability.

A call-to-repair time commitment does not apply when the Customer chooses to have HP prolong root cause analysis rather than execute recommended server recovery procedures.

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

- Recovery 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 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

Service 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.

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

Increase business productivity and plan IT resources more effectively.

Customer responsibilities

The Customer will be required, upon HP request, to support HP in resolving the problem remotely by:

- Providing all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Starting self-tests and installing and running other diagnostic tools and programs
- Installing Customer-installable firmware updates and patches
- Performing other reasonable activities to help HP identify or resolve the problem

The Customer is responsible for installing, in a timely manner, critical Customer-installable firmware updates, as well as Customer-replaceable parts and replacement units delivered to the Customer.

At the sole discretion of HP, the call-to-repair time commitment may require remote console connectivity and is subject to the Customer providing immediate and unrestricted access to the system as requested by HP. The call-to-repair time commitment does not apply when access to the system, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the 6-hour call-to-repair time period begins from the agreed-upon scheduled time.

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 Onsite 6-Hour Call-to-Repair Service, contact your local HP representative.

For more information

For more information contact any of our worldwide sales offices or resellers or visit our worldwide Web site on the internet at: <http://www.hp.com/hps/support>

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