

HP Hardware Support Onsite Call-to-Repair Services for Business Personal Systems

HP Care Pack Services

Technical data



HP Hardware Support Onsite Call-To-Repair Services for Business Personal Systems provides high-quality remote assistance and responsive onsite support for your desktop, notebook, point-of-sale system, or workstation hardware. A team of support specialists will begin troubleshooting the system to help return the hardware to operating condition within a specified number of days or hours from the initial service request.

Service benefits

- Help improve or maintain system uptime
- More predictable repair times
- Help plan IT resources more effectively

Service feature highlights

- Remote problem diagnosis and support
- Onsite hardware support
- Call-to-repair time commitment
- Parts and materials
- Coverage window
- Work to completion
- Escalation management
- Access to electronic support information and services

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 authorised HP representative.</p> <p>Regardless of the Customer's coverage window, problems with covered hardware can be reported to the HP Solution Centre 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 in a timely manner, an HP Customer support engineer is engaged and, if necessary, sent to the Customer's site to provide onsite technical support on covered hardware products to return them to operating condition. For certain PCs, 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. 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. The installation of engineering improvements or firmware updates is not part of the call-to-repair time commitment, if applicable.</p>
Call-to-repair time commitment	<p>For critical problems with covered products that cannot be resolved remotely in a timely manner, HP will use commercially reasonable efforts to return the covered hardware to operating condition within a specified time period after the initial service request to the HP Solution Centre.</p> <p>Call-to-repair time refers to the period of time that begins when the initial service request is logged at the HP Solution Centre and ends with HP's determination that the hardware is repaired. Call-to-repair 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>Call-to-repair time options available for eligible products are specified in the service-level options table. All call-to-repair times are subject to local availability. Contact a local HP sales office for detailed information on availability.</p> <p>Repair is considered complete upon HP verification that the hardware malfunction has been corrected or that the hardware has been replaced. 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. 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 and registered to set up and perform any audits deemed necessary by HP and any associated processes and parts planning before the hardware call-to-repair time commitment is in effect. During this initial 30-day period and for up to five additional business days if an audit is performed, HP will provide onsite service with the shortest onsite response time possible based on parts and resource availability. Response times may vary by geography and site location within this geography.</p>

Parts and materials	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.
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>
Work to completion	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.
Escalation management	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.
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 Solution Centre. 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. • "HP Live" functionality for communicating directly with an online HP support engineer during standard HP business hours, 8:00 a.m. to 5:00 p.m. local time, Monday through Friday excluding HP holidays. Through sharing browser content, the HP support engineer will help navigate to the appropriate online content that may help resolve the problem. This real-time online help can be accessed via the "HP Live" button on selected Web pages. • 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

Specifications

Table 2. Optional service features

Feature	Delivery specifications
Desktop/Workstation/ Thin client/Notebook-only coverage	<p>For eligible PC products, the Customer may choose desktop/workstation/thin client/notebook-only coverage. Notwithstanding anything to the contrary in this document or the HP Single Order Terms for Support HP Care Pack, services with this coverage limitation do not cover the following options and accessories:</p> <ul style="list-style-type: none">• External monitor• Docking station, cradle, or port replicator• Any external accessory that is not purchased and included in the original packaging of the main desktop, workstation, thin client, or notebook product <p>In Asia Pacific and Japan, coverage does not include A/C Power Adapter, keyboard, mouse, and any external accessory that was originally purchased with the main product.</p>
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 fire, non-intentional liquid spills in or on the unit, drops, falls, collisions, 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, 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> <p>The unit may need to be repaired or replaced at an HP-designated location, since not all replacement parts may be available locally.</p>
Defective media retention	<p>For eligible products, this service feature option allows the Customer to retain defective harddisk or SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the drive ("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 service feature.</p> <p>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.</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
Hardware call-to-repair time commitment options:	
6-hour call-to-repair time	<p>For critical problems with covered hardware, 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 Solution Centre, if this time falls within the coverage window.</p>

Next coverage day call-to-repair	For critical problems with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition before the end of the next coverage day after the initial service request is logged by the HP Solution Centre. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following coverage day.
48-hour call-to-repair	For critical problems with covered hardware, HP will use commercially reasonable efforts to return the covered hardware to operating condition within 48 hours after the initial service request is logged by the HP Solution Centre. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following 48 hours.
Second coverage day call-to-repair	HP will use commercially reasonable efforts to return the covered hardware to operating condition before the end of the second coverage day after the initial service request is logged by the HP Solution Centre. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following 2 coverage days.
Third coverage day call-to-repair	HP will use commercially reasonable efforts to return the covered hardware to operating condition before the end of the third coverage day after the initial service request is logged by the HP Solution Centre. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following 3 coverage days.
Fourth coverage day call-to-repair	HP will use commercially reasonable efforts to return the covered hardware to operating condition before the end of the fourth coverage day after the initial service request is logged by the HP Solution Centre. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following 4 coverage days.
Fifth coverage day call-to-repair	HP will use commercially reasonable efforts to return the covered hardware to operating condition before the end of the fifth coverage day after the initial service request is logged by the HP Solution Centre. Service requests received outside the coverage window will be logged the next coverage day and serviced within the following 5 coverage days.
Coverage window options:	
9x5 coverage window	Service is available during the coverage window, which runs from 8:00 a.m. to 5:00 p.m. local time, Monday to Friday, excluding HP holidays.
24x7 coverage window	Service is available during the coverage window, which runs 24 hours per day, seven days per week, including HP holidays.

Travel zones

A 6-hour call-to-repair time commitment is available for sites located within 50 miles (80 km) of an HP designated support hub.

For sites that are located within 51 to 100 miles (81 to 161 km) of an HP designated support hub, an adjusted hardware call-to-repair time commitment applies, as shown in the table below.

The 6-hour hardware call-to-repair time commitment is not available for sites located more than 100 miles (160 km) from an HP designated support hub.

Other call-to-repair times are subject to adjustment for sites beyond 100 miles from an HP designated support hub.

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

For more information on travel zones, contact a local HP sales office.

Distance from HP designated support hub	6-hour hardware call-to-repair time commitment	Next, 2nd, 3rd, 4th, or 5th committed day hardware call-to-repair time commitment
0-50 miles (0-80 km)	6 hours	Next, 2nd, 3rd, 4th, or 5th committed day call-to-repair time
51-100 miles (81-160 km)	8 hours	Next, 2nd, 3rd, 4th, or 5th committed day call-to-repair time
101-200 miles (161-320 km)	Call-to-repair time commitment is not available	1 additional coverage day
Beyond 210 miles (321 km)	Call-to-repair time commitment is not available	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 memory and CD-ROMs), as well as attached HP or Compaq-branded accessories purchased together with the main product, such as mouse, keyboard, docking station, and external monitor (up to 22-inch, measured diagonally).
- For services that provide desktop/workstation/thin-client/notebook-only coverage (e.g., HP 3y 9x5NCD Call-To-Repair Only SVC), external monitors and docking stations will not be covered under these services.
- Consumable items including, but not limited to, batteries, 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 be covered in all countries due to local support capabilities.
- Coverage of UPS batteries is not included; standard warranty terms and conditions apply.

Prerequisites

HP, at its sole discretion, may require an audit on the covered products. If such an audit is required, an HP authorised representative will contact the Customer, and the Customer will agree to arrange for an audit to be performed within the initial 30-day timeframe. During the audit, key system configuration information is collected. The information gathered in the audit allows an HP resolution engineer to survey and troubleshoot possible future hardware problems and complete the repair as quickly and efficiently as possible. 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 hardware call-to-repair time commitment will not take effect until five (5) business days after the audit has been completed.

In addition, HP reserves the right to downgrade service to an onsite response time or cancel the service contract if critical audit suggestions are not followed or the audit is not performed within the specified timeframe.

At HP's discretion, call-to-repair time commitments may require installation of remote connectivity tools.

Customer responsibilities

In cases where the customer does not act upon the customer responsibilities as stated below, HP or an HP authorised service provider will not be obligated to deliver the services as described.

If required by HP, the Customer or HP Authorised 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 e-mail 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.

At the sole discretion of HP, the call-to-repair time commitment may require remote system connectivity and/or proprietary service tools and equipment 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 system access, including physical, remote troubleshooting, and hardware diagnostic assessments, is delayed or denied. If the Customer requests scheduled service, the call-to-repair time period begins at the agreed-upon scheduled time.

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 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.

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.

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 Drives is destroyed or remains secure

- Have an authorised 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 Drives and/or ensure that the Disk or SSD/Flash Drives are 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 Drives to HP.

Service limitations

At the discretion of HP, the 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, mouse, and other parts classified as Customer Self Repair Parts, or an entire replacement unit. HP will determine the appropriate delivery method required to provide effective and timely Customer support in order to meet the call-to-repair time commitment, if applicable.

In the event that only a customer-replaceable part is required to return the system to operating condition, the call-to-repair time commitment shall not apply. The following are excluded from the call-to-repair time commitment:

- Time for disk mechanism rebuild or sparing procedures
- 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 the time of order and is subject to resource availability.

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

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 the failure of the Customer to incorporate any system fix, repair, patch or modification provided to the Customer by HP
- Services required due to the failure of the Customer to take avoidance action previously advised by HP

Exclusions to the accidental damage protection service feature option

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, terrorism, vehicle accident, or act of God, unauthorised attempts to repair the product, or use of damaged or defective media
- Data loss or corruption; business interruptions; obsolescence; cosmetic damage; 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

For HP business notebook products, major parts replacement is limited to three major parts per product per 12-month period commencing from the Care Pack start date; 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.

Service eligibility

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 Drives to HP.

General provisions/Other exclusions

Call-to-repair times are dependent upon the type of hardware product to be supported as well as the exact location of the Customer site in relation to an HP designated support hub. In certain areas or geographies, call-to-repair time commitment may not be available at all locations or may be restricted to Customer locations close to big cities. To check service availability, please contact an HP sales representative.

Ordering information

Availability of service features and service levels may vary from region to region according to local resources and may be restricted to eligible products and geographic locations.

HP Hardware Support Onsite Call-To-Repair services must not be ordered without checking first with an HP Sales representative that conditions are met to fully benefit from the purchased service features and service level.

For more information

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

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

HP Care Pack Services: www.hp.com/hps/carepack

