



# Basic Assistance Service - Imaging & Printing

## Contractual Service and Care Pack, part of HP Care

### Service benefits

- Help improve or maintain system uptime
- Allows your IT resources to stay focused on their core tasks and priorities
- Convenient onsite support
- Service performed by an HP technical specialist
- Availability of an HP service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organisation

### Service feature highlights

- Coverage window
- Service availability

### Service description

Basic Assistance Service is a comprehensive support solution designed for LaserJets requiring proactive solutions within defined service features at a lower cost. This service is a single event -based, short-term, basic assistance utilising Commercial Service Business (CSB) engineers.

Customers can purchase Basic Assistance Service (BAS) on increments of 8 hours within a business day. The CSB engineer availability is between 8:30 am to 17:30 pm local time, Monday to Friday (excluding legal public holidays).

The services on BAS will be valid within one year from the date of purchase.

Prior to arriving onsite, the CSB engineer will contact the customer, gather information on the site, that is the conditions, room and equipment placement. The CSB engineer will also review the scope of work.

The following are the 3 packages that HP is offering for LaserJets.

For other Service Features, please refer to Appendix enclosed.

### Service features

**Table 1.** Service features

Feature	Package 1	Package 2	Package 3
<b>Activities</b>	Proactive maintenance and firmware update services	Printers drivers update services	
<b>Scope of Work</b>	Equipment onsite firmware updates, cleaning service, cleaning the paper path, including paper feed, roller, fuser etc. Basic Technical Training - 30 minutes to 1 hour.	Onsite desktop driver installation for customer's end user & network configuration. Basic Technical Training - 30 minutes to 1 hour.	De-install the printers from the existing location, remove all cables and prepare the device for deployment. Once the printer has been re-located to the new site, power it up and perform the printer installation, both hardware and software, to ensure that it is up and running and in the operational mode.
<b>Product</b>	LaserJets only	LaserJets only	LaserJets only
<b>Number of printer to be covered for a 8 hr period</b>	Up to 10 Printers	Limited to max. 5 printers driver installation per PC. 24 user PCs max. for 8 hrs.	Between 5 to 8 Printers

\*Note: Available in certain countries only. Please check with your HP Sales Representatives

**Notice:** "Straight-forward project support and other simple per-event services, as agreed upon with IT department" refers to the implemented services calculated by business days through the agreement with the engineers implementing the services prior to placing the order, and the implementation contents must be approved by the corresponding HP regional manager.

Before providing the services on Basic Assistance Service, HP engineers shall confirm the following information:

- The person in charge and relevant contact information
- Service site and conditions (for example power supply, temperature, humidity, room size, air conditioning)
- Equipment model, basic configuration, and quantity
- Workplace and working hours of engineers
- Main working contents and scope of work
- Other relevant information

As part of this service, HP will provide a Proof of Delivery document listing all of the activities completed, as well as information records on the equipment serviced.

## Customer responsibilities

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service.
- Identify the devices to be covered by the engagement.
- Provide the information requested by HP prior to service delivery.
- Assign a designated person from the customer's staff who, on behalf of the customer, will grant all approvals, provide information and otherwise be available to assist HP in facilitating the delivery of this service.
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power and any network connections required.
- Be responsible for all data backup and restore operations.
- Allow HP full and unrestricted access to all locations where the service is to be performed.

## Service limitations

- Service is limited to a single Customer site.
- Activities such as, but not limited to, the following are excluded from this service:
  - Warranty or HP support agreement will be called in for support under the covered service
  - Service on hardware not covered by an HP warranty or support agreement, including non-HP products
  - Installation and maintenance of customer's applications
  - Setup of the operating systems and applications of customer's server
  - Management and maintenance of the equipment that is not covered in the service contract in customer's server environment
  - Any necessary services due to the attempt to install, maintain or modify hardware, firmware or software by an unauthorised person outside HP
  - Services required due to failure of the Customer to take avoidance action previously advised by HP
  - All parts, including maintenance kits, are excluded from this service.
- For 8 hours within a business day, and any service time less than 8 hours in a business day shall also be deemed as a day of Basic Assistance Service.
- If any service is required at a time other than standard business hours, HP shall convert the service time into standard man-hours for calculation in accordance with the relevant local policies and regulations.

## General provisions/Other exclusions

The service is delivered as a single, contiguous event. Environments that require multiple engagements over a longer period of time are not included with this service and are available at additional cost.

## Travel zones

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

## Ordering information

These services can be purchased as a Care Pack or Contract.

Care Pack	US665E
Contract	HK316AC

### For more information

[hp.com/go/pcandprintservices](http://hp.com/go/pcandprintservices)

**Sign up for updates**  
[hp.com/go/getupdated](http://hp.com/go/getupdated)



Share with colleagues



Rate this document

© Copyright 2011, 2015 HP Development Company, L.P. The information contained herein is subject to change without notice. The only warranties for HP products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty or condition, express or implied, in fact or in law. HP shall not be liable for technical or editorial errors or omissions contained herein.

HP Services are governed by the applicable HP terms and conditions of service provided or indicated to Customer at the time of purchase. Customer may have additional statutory rights according to applicable local laws, and such rights are not in any way affected by the HP terms and conditions of service or the HP Limited Warranty provided with your HP Product.

4AA3-2337EEW, October 2015, Rev. 1

