



# Removal and Re-installation Service

## HP Deployment Services

### Service benefits

- Assurance of removal and re-installation by an HP technical specialist
- Verification prior to removal and re-installation that all service prerequisites are met
- Delivery of the service at a mutually scheduled time convenient to your organization
- Ability to keep your IT resources focused on their core tasks and priorities

### Service feature highlights

- Service planning
- Service deployment
- Installation verification tests (IVTs)

### Service overview

Removal and Re-installation Service provides for the basic removal and re-installation of HP Digital Signage Display solutions, HP-branded Displays and Media Units, as well as HP-supported products from other vendors. The Removal and Re-installation Service is part of a suite of HP Deployment Services that are designed to give you the peace of mind that comes from knowing your HP and HP-supported products have been installed by an HP specialist in accordance with the manufacturer's product documentation.

### Specifications

**Table 1.** Service features

Feature	Delivery specifications
<b>Service planning</b>	<p>An HP service specialist will plan all the necessary activities with the Customer, including the identification of any prerequisites, and schedule the delivery of the service at a time mutually agreed upon by HP and the Customer, which could be during local HP non-standard business hours, including HP holidays, unless otherwise agreed by HP.</p> <p>As part of the service process, the HP service specialist will verify with the Customer that all service prerequisites—such as installing the Digital Signage Display solution on an HP mounting or VESA-compatible bracket not more than 15 feet high—have been met prior to delivery of the service.</p>
<b>Service deployment</b>	<p>Service deployment activities may include one or more of the following:</p> <ul style="list-style-type: none"><li>• De-installing defective unit</li><li>• Removing product from box, visually inspecting for damage, and replacing or repairing, at HP's discretion, any HP components that were damaged in shipping</li><li>• Installation of the replacement product according to the manufacturer's product documentation</li><li>• Consolidating all packaging materials in a nearby location to be designated by the Customer, and notifying the Customer that the materials are ready for removal</li><li>• Providing basic information to the Customer, including how to place a support call to HP</li><li>• Installing the replacement product onto a previously installed HP mounting or VESA-compatible mounting bracket</li><li>• Installing the necessary cables to integrate Digital Signage Display or media unit</li><li>• Physically connecting equipment to the LAN or WAN, as appropriate</li><li>• Installing selected HP-supplied service tools</li></ul>

Feature	Delivery specifications
<b>Service deployment</b> (continued)	Deployment activities for Point Of Sale Desktops may include: <ul style="list-style-type: none"> <li>• Installation of HP branded peripherals purchased on the same order and intending to be installed with the unit</li> <li>• Test entry of one inventory item</li> </ul> Deployment activities for software may include: <ul style="list-style-type: none"> <li>• For systems supplied with factory-installed operating-system software, verifying that the system correctly presents the initial operating-system screen to the Customer</li> <li>• Installation and connectivity configuration of firmware or drivers included with the hardware product necessary to enable basic device operation</li> </ul>
<b>Installation verification tests (IVTs)</b>	HP will run the appropriate installation verification tests required for this service.

## Service eligibility

Only HP products and HP-supported products that are sold by HP or an HP authorized reseller are eligible for Removal and Re-installation Service.

When an existing system or environment into which a product is to be installed under the terms of this service is not covered by a current HP service contract, a pre-installation inspection, plus additional work as needed to return the system or environment to a supported configuration, may need to be carried out at an additional charge before the installation can be performed.

## Service limitations

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

- Service deployment on hardware and/or software not covered by an HP warranty or HP support agreement (except as noted in the “Service eligibility” section)
- Service deployment on any product covered by a third-party support agreement
- Resolution of hardware-related problems encountered during the verification testing process, unless covered by an active HP warranty or an applicable HP Hardware Support agreement
- Planning, design, or assessment of the Customer’s computing environment, except to identify service prerequisites for the product being installed
- Reconfiguration of the Customer’s existing IT infrastructure
- 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
- Services required due to causes external to the HP-maintained hardware or software
- Removal and re-installation of Digital Signage Display solutions above 15 feet of height
- Removal and re-installation of Digital Signage Display solutions without an HP mounting or VESA-compatible bracket
- Any services not clearly specified in this document

Installation of software products as part of basic hardware installation, except as specifically stated in the “Service deployment” section, may require the purchase of additional Installation Services.

## Travel limitations

Travel to US sites located within 200 miles (320km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320km) from the HP designated support hub, additional travel charges may apply. For travel to Canadian sites outside the 160km radius of an HP designated support hub, additional travel charges will be applied.

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

Travel zones and charges may vary in some geographic locations.

## Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchase to schedule the delivery of the service
- Ensure that all service prerequisites, as identified during service planning, have been met
- Uncrate products and place the boxes in the immediate location where the installation service will take place
- Allow HP full and unrestricted access to all locations where the service is to be performed
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HP service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HP in facilitating the delivery of this service
- Adhere to licensing terms and conditions regarding the use of any HP service tools used to facilitate the delivery of this service, if applicable
- Be responsible for all data backup and restore operations

## General provisions/Other exclusions

HP reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

HP reserves the right to charge, on a time and materials basis, for any additional work over and above the quoted service pricing that may result from work required to address service prerequisites or other requirements not met by the Customer.

HP's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer provides to HP.

Defective hardware, as identified during the installation, will be replaced or repaired under the original vendor warranty terms for HP-supplied or HP-supported products.

## Ordering information

This service may be ordered using HP Removal and Reinstallation Service product numbers identified on web stores or as identified by a sales representative.

A Customer who requires installation services beyond those provided in this document may purchase HP Installation and Startup Services or HP Implementation Services, or they may work with HP to create a specially quoted installation service.

**For more information**  
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