Hardware Technical Support

Care Pack, part of HP Care

Service benefits

- Fast response
- Allows your IT resources to stay focused on their core tasks and priorities

Service feature highlights

- Remote problem diagnosis and support
- Product advisory and technical operations support
- Coverage window
- Access to electronic support information and services

Service overview

Hardware Technical Support provides a remote hardware telephone support service on selected HP and Compaq branded hardware products for large enterprise accounts, self-maintainers and HP channel partners who require remote technical support. HP will work remotely with your organisation to isolate and, if possible, diagnose the hardware problem.

If electronic remote support is available, an HP engineer may access your equipment to run diagnostics. The engineer may initiate and perform remote diagnostics to facilitate remote problem resolution as part of this service.

HP will provide you with access to its knowledge database and other hardware solution information in support of your self-diagnosis efforts at the discretion of HP. These databases may provide solutions to known hardware problems, firmware updates and answers to frequently encountered hardware problems and questions.

Note: HP may make some solution databases accessible without restriction exclusive of this deliverable.

Specifications

Table 1. Service features

Feature	Delivery specifications
Remote problem diagnosis and support	Once the Customer has placed a call and HP has acknowledged the receipt of a call by logging a case and communicating the case ID to the Customer, HP will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy and resolve the incident with the Customer.
	Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remote incident resolution.
	HP will provide telephone assistance during the service coverage window for installation of customer-installable firmware and Customer Self Repair parts. Regardless of the Customer's coverage window, incidents with covered hardware can be reported to HP via telephone or Web portal, as locally available, or as an automated equipment reporting event via the HP electronic remote support solutions 24 hours a day, 7 days a week. HP retains the right to determine the final resolution of all reported incidents.

Feature	Delivery specifications
Product advisory and technical operations support	For selected HP or Compaq branded products, HP will provide both product advisory and technical operations support, which includes the following:
	• Providing answers to product usage questions, including support for HP drivers and firmware
	• Answering questions about the function of a specific component
	• Directing Customers to additional documentation regarding a specific product or question
	• Providing information on the interpretation of hardware product documentation
	• Clarifying and interpreting product error codes
	• Answering hardware product installation, upgrade, configuration and startup questions about HP-supported hardware products, including support for HP-provided hardware management utilities
	• Suggesting corrective procedures for known problems, such as configuration or diagnostic problems
	A service request has been resolved when one or more of the following criteria have been met:
	• The Customer has received information from HP that resolved the problem.
	• The Customer has received information from HP on how to obtain on-site service to resolve a problem.
	• The Customer has received notice from HP that a problem is caused by a product for which this service is not available.
	• The Customer has received notice from HP that a problem is caused by a known, unresolved hardware problem.
	• The Customer has received notice from HP that the problem has been corrected in a subsequent release of the product.
	• The Customer has received notice from HP that a problem has been identified as a software problem.
	• The problem has been escalated to the vendor and HP has provided the Customer with the response received from the original manufacturer.
	HP provides priority escalation of problems to the next level of available HP technical specialist, as appropriate.
Coverage window	The coverage window specifies the time during which the described services are delivered remotely.
	Calls received outside this coverage window will be logged at the time the call is placed to HP, but work will not begin until the next day for which the Customer has a coverage window.
	All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability.
Access to electronic support information and services	HP will provide access to hardware-related electronic and Web-based tools and services, such as firmware updates and proactive notification services.
	In addition to access to services available to registered users, Customers with a Hardware Technical Support contract will also benefit from the ability to search technical support documents to solve problems, access passwords required to use HP proprietary diagnostic tools and submit and check the status of Hardware Technical Support service requests.

Table 2. Service-level options

Option	Delivery specifications
Standard response time, standard business hours, extended days, plus holidays (13x7)	Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Sunday, including HP holidays.

Coverage

- Hardware Technical Support provides coverage for selected HP or Compaq-branded commercial hardware products.
- Check with your local HP sales office or HP reseller for detailed information on HP hardware product coverage.

Customer responsibilities

The Customer will:

- Adhere to licencing terms and conditions regarding the use of HP service tools, as applicable
- Maintain hardware at the latest level in accordance with manufacturer's standards, recommendations or schedules

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
- Provide HP with authorisation to use remote support tools, if required
- Start self-tests and install and run other diagnostic tools and programs upon request by HP
- Install customer-installable firmware updates and patches
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

Service limitations

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

- Support for the following HP hardware products:
  - External network devices, such as routers or network topology devices
  - Direct support for the operating system
- Services that, in the opinion of HP, are required due to improper treatment or use of the equipment
- Actual repair of product malfunctions
- Services required due to unauthorised attempts by non-HP personnel to repair, maintain or modify the equipment
- Services required due to causes external to the HP-maintained equipment
- Licences, media and documentation updates
- Support for hardware not supported by HP
- Software support services

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.

Hardware Technical Support should 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.

Hardware Technical Support can be purchased on a per-system basis.

Per-system support provides unlimited calls during the contract term on the hardware system for which the service is purchased. Customers can make an unlimited number of support calls during the term of coverage on the hardware system for which the service is purchased.

For more information
hp.com/go/pcandprintservices

Sign up for updates
hp.com/go/getupdated

Share with colleagues   Rate this document