



Mature Hardware Onsite Support Service

Contractual Services, part of HP Care

Service benefits

This service provides the following benefits to your business:

- Convenient onsite support
- Choice of coverage windows
- Choice of onsite response times

Service features

- Mature product diagnosis
- Mature onsite hardware support
- Mature materials
- Coverage window
- Onsite response time for hardware support
- Work to completion
- Access to electronic support information and services

Service overview

Mature Hardware Onsite Support Service provides mature product diagnosis and mature onsite hardware support for selected products that have reached HP's end of supportability status. The service benefits listed below are being offered for a limited time only. Mature Hardware Onsite Support is offered only on products with existing hardware support coverage with HP. Problem identification and troubleshooting may take longer, and to some extent, HP may not be able to fully resolve all problems or fully restore the product to full operating condition. HP makes no representations as to the effectiveness of this support. HP reserves the right to terminate support without notice if continued support is not reasonably feasible.

You have the flexibility to choose from the limited response times and coverage window options to address your specific support needs.

Service features

Table 1. Service features

| Feature | Delivery specifications |
|---------------------------------------|--|
| Mature product diagnosis | <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 utilizing available resources.</p> <p>No new firmware or fixes will be provided. If HP determines that the problem cannot be resolved with existing firmware or fixes, the call will be terminated and closed without resolution.</p> <p>Remote support will remain in effect until such time as resources are no longer available.</p> <p>Regardless of the Customer's coverage window, problems with covered hardware can be reported to the HP Response Center 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 at the next coverage window. HP retains the right to determine the final resolution of all reported problems. Onsite response times for service requests submitted electronically or outside of the coverage window may vary.</p> |
| Mature onsite hardware support | <p>For technical hardware issues that, in HP's judgment, must be resolved onsite, an HP authorized representative will provide technical support on covered hardware products to return them to operating condition, assuming appropriate materials are available. Problem identification and troubleshooting may take longer, and to some extent, HP may not be able to fully resolve all problems or fully restore the product to full operating condition. HP makes no commitment that parts will be available during the initial onsite response.</p> <p>In addition, HP may install existing engineering improvements to help the Customer ensure proper operation of the hardware products and maintain compatibility with HP-supplied hardware replacement parts.</p> |

| Feature | Delivery specifications |
|--|--|
| Mature materials | <p>HP will make a reasonable effort to provide the HP-supported parts and materials necessary to maintain the covered hardware product in operating condition until such time as available parts inventory is exhausted. Replacement parts are functionally equivalent to new in performance. Replaced parts become the property of HP.</p> |
| 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>The following coverage windows are available for eligible products:</p> <ul style="list-style-type: none"> • Standard business hours, standard business days (9x5): Service is available between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. • Extended business hours, standard business days (13x5): Service is available between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HP holidays. • 24x7: Service is available 24 hours per day, Monday through Sunday including HP holidays. All coverage windows are subject to local availability. Contact a local HP sales office for detailed information on service availability. |
| Onsite response time for hardware support | <p>Onsite response time specifies the period of time that begins when the initial service request is received and logged with HP and ends when the HP authorized representative arrives at the Customer's site within the coverage window. Response times are measured during the coverage window only and may be carried over to the next day for which there exists a coverage window. Response time options available for eligible products are specified in the service-level options table. All response times are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p> |
| Work to completion | <p>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. If parts are no longer available, HP will discontinue service.</p> <p>Work to completion may not apply to onsite support provided for desktop, mobile, and consumer products.</p> |
| Access to electronic support information and services | <p>As part of this service, HP provides access to certain commercially available electronic and Web-based proprietary service 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 • Support Case Manager, a tool for submitting questions directly to the HP Solution Center; Support Case Manager 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 can help the Customer 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 |

Service features (optional)

Table 2. Optional service features

| Feature | Delivery specifications |
|----------------------------------|---|
| Defective media retention | For eligible products, this service feature option allows the Customer to retain defective hard disk drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ("Disk Drive") covered under this service. All Disk Drives on a covered system must participate in the defective media retention service feature. 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 Drive covered by the defective media retention service feature option in the event that a replacement product is delivered by HP to the Customer. The Customer will retain all defective Disk Drives supported by HP under the HP support agreement. |

Service-level options

Table 3. Service-level options

| Option | Delivery specifications |
|--|--|
| Coverage window options: | The following coverage window options are available: |
| Standard business hours, standard business days (9x5) | Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday excluding HP holidays. |
| 13 hours, standard business days (13x5) | Service is available 13 hours per day between 8:00 a.m. and 9:00 p.m. local time, Monday through Friday excluding HP holidays. |
| 24 hours, standard business days | Service is available 24 hours per day, Monday through Friday excluding HP holidays. |
| Coverage extensions for additional days | The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following: <ul style="list-style-type: none"> • Saturdays excluding HP holidays • Sundays (requires Saturday and holiday coverage) • HP holidays, should these fall on a weekday that would otherwise be included in the selected coverage window |
| Onsite response-time options: | The following onsite response-time options are available: |
| 4-hour onsite response | An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service within 4 hours after the service request has been logged. |
| Next-day onsite response | An HP authorized representative will arrive at the Customer's site during the coverage window to begin hardware maintenance service the next coverage day after the service request has been logged. |

Coverage

- Coverage windows must be contiguous and must include standard business hours and standard business days. If coverage is extended to include additional coverage hours or days, the same coverage hours must be selected for all covered days.
- Mature Hardware Onsite Support Service is available as a fully configurable service (certain configuration rules as noted below do apply).

Specific provisions related to HP computer products:

- Mature Hardware Onsite Support Service provides coverage for HP- or Compaq-branded hardware products and all HP-supplied internal components (such as HP Jetdirect cards, memory, and CD-ROMs), as well as attached HP- or Compaq-branded accessories purchased together with the main product, such as a mouse, a keyboard, a docking station, and an external monitor.
- Consumable items including, but not limited to, batteries and 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 have an available replacement in all countries due to local support capabilities.

Customer responsibilities

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 installing, in a timely manner, critical customer-installable firmware updates, as well as Customer Self Repair (CSR) parts and replacement products delivered to the Customer.

In cases where CSR 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 that 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.

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.

With the defective media retention service feature option, it is the Customer's responsibility to:

- Retain physical control of disk drives at all times during support delivery by HP; HP is not responsible for data contained on disk drives
- Ensure that any customer-sensitive data on the retained disk drive is destroyed or remains secure
- Have an authorized representative present to retain defective disk drives, accept replacement disk drives, provide HP with identification information for each disk drive retained hereunder, and upon HP request, execute a document provided by HP acknowledging the retention of the disk drives
- Destroy the retained disk drive and/or ensure that the disk drive is not put into use again
- Dispose of all retained disk drives in compliance with applicable environmental laws and regulations

Service limitations

HP reserves the right to terminate support without notice if continued support is not reasonably feasible.

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 carrier or courier, of customer-replaceable parts such as a keyboard, a mouse, and other parts classified by HP as CSR parts, or an entire replacement product. HP will determine the appropriate delivery method required to provide effective and timely Customer support.

An onsite response time will not apply if the service can be delivered using remote diagnosis, remote support, or other service delivery methods described above.

Onsite response times will be delayed if remote diagnosis has identified that a specific part is required for the repair of the product and that part is currently on order and/or not available.

Problem identification and troubleshooting may take longer, and to some extent, HP may not be able to fully resolve all problems or fully restore the product to full operating condition. HP makes no representations as to the effectiveness of this support. HP reserves the right to terminate support without notice if continued support is not reasonably feasible.

Due to limited resources, escalation management will not be available. Lack of escalation management is not grounds to terminate support services.

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

- 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 failure of the 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

Limitations to the defective media retention service feature option:

- The defective media retention service feature option does not permit the Customer to retain any disk drive that is provided by HP as a loan or rental product.
- The Customer will be solely responsible for removing all sensitive data before returning any such loaned or rented disk drive to HP.
- The defective media retention service feature option applies only to disk drives replaced by HP due to malfunction. It does not apply to any exchange of disk drives that have not failed.
- Failure rates on hard 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 hard 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 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.

General provisions/Other exclusions

Additional terms

Except as expressly stated in this document, this service shall be governed by the terms and conditions of the HP Single Order Terms for Support or the Care Pack Agreement, or applicable HP Customer Agreement, or the Customer's purchase agreement with HP ("HP Support Agreement"). In the event of inconsistencies between the HP Support Agreement and this document, the terms of this document shall be controlling.

HP reserves the right to amend or cancel this service offering at any time without notice. This constitutes the entire understanding between HP and the Customer with respect to the service herein and supersedes any previous communications, representations, or agreements between the parties, whether written or verbal, with respect to matters expressly within its scope.

Problem identification and troubleshooting may take longer, and to some extent, HP may not be able to determine a solution. Should HP determine that no existing resolution for the problem exists, HP will discontinue work on the problem. HP makes no representations as to the effectiveness of this support.

HP's ability to repair the hardware is subject to availability of replacement parts at the time of the service request. In the event that replacement parts are unavailable and repair or resolution to the problem could not be accomplished, this service shall be terminated with immediate effect. Advance notice may not be given.

No refunds or credits will be granted prior to the date of service termination.

Travel zones

All hardware onsite response times apply only to sites located within 100 miles (160 km) of an HP designated support hub. Travel to sites located within 200 miles (320 km) of an HP designated support hub is provided at no additional charge. If the site is located more than 200 miles (320 km) from the HP designated support hub, there will be an additional travel charge.

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

Travel zones and charges may vary in some geographic locations. Response times to sites located more than 100 miles (160 km) from an HP designated support hub will have modified response times for extended travel, as shown in the following table.

| Distance from HP designated support hub | 4-hour onsite response time | Next-day onsite response time |
|---|---|---|
| 0–25 miles (0–40 km) | 4 hours | Next coverage day |
| 25–50 miles (40–80 km) | 4 hours | Next coverage day |
| 50–100 miles (80–160 km) | 4 hours | Next coverage day |
| 100–200 miles (160–320 km) | 8 hours | 1 additional coverage day |
| 200–300 miles (320–480 km) | Established at time of order and subject to resource availability | 2 additional coverage days |
| Beyond 300 miles (480 km) | Established at time of order and subject to resource availability | Established at time of order and subject to resource availability |

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 Mature Hardware Onsite Support Service, contact a local HP sales representative and reference the following product number:

- HE808AC for configurable Mature Hardware Onsite Support.

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