

# HP Deinstallation Service

## HP Deployment Services



### Service benefits

- Control of old assets
- Security of intellectual property
- Optional configurable features available

### Service highlights

- Removal of outdated equipment
- Secure deletion of sensitive data and business-critical information

### Service overview

Deinstallation Service helps you properly handle equipment that has reached end-of-use. HP service agents will deinstall PC devices and peripherals at your specified location.

### Features and specifications

For basic Deinstallation Service, an HP service agent will disconnect and remove PC devices and power cables from working locations (cubicles, offices, labs, or rooms), and move them to a designated storage location within the same building (such as an empty office, loading dock, or building corner).

### Optional features

Deinstallation Service allows you to select the services and features that best suit your needs. Each of the selected options will be subject to a separate charge. The following options can be configured with this service:

- **Peripheral Deinstallation Service:** HP will deinstall and remove peripherals attached to PC devices, including power cables and/or adapters, and move them to a designated storage location within the same building. You can select the quantity of peripherals to deinstall.
- **PC Device Preparation Service:** HP will prepare each device for removal from the site by packaging in pre-supplied corrugation, packing material, and tape. HP will provide labels and writing utensils and mark corrugation with the serial number of the enclosed main device. HP will prepare a detailed collection note for you to sign.
- **Peripheral Preparation Service:** HP will prepare each peripheral for removal from the site by packaging in pre-supplied corrugation, packing material, and tape. HP will provide labels and writing utensils and mark corrugation with the quantity and model number of the enclosed equipment. HP will prepare a detailed collection note for you to sign. You can select the quantity of peripherals for preparation.
- **Media Removal Service:** HP will remove designated storage media devices from the PC device with your designated personnel or in a provided quarantine area. HP will label the removed device with the PC serial number. You will have to verify media removal by end-of-day and transfer ownership.

## Features and specifications (continued)

- **Sanitization Service:** HP will perform one or more of the following activities to erase all data from end-of-use equipment. All devices will be moved to a designated room for wipe prior to install activities.
  - **Reformatting storage media device:** Only allowed for drives that do not hold sensitive information. Reformat success reported by quantity of devices and serial numbers on a weekly basis.
  - **Three-pass formatting DoD:** Erases data on a drive still housed within the device. Provides a data log of sanitization activity that will be archived and reported back to you on a weekly basis.

## Delivery specifications

### HP responsibilities

- Provide a Statement of Work (SOW) with detailed pricing and relevant terms and conditions.
- Treat all exchanged information as confidential if identified as such at disclosure.
- Comply with obligations under applicable data protection legislation.
- Deinstall and remove PC devices and power cables and transport them to a designated storage location (in the same building).
- For the **Peripheral Deinstallation Service:** Deinstall and remove peripherals, power cables, and adapters and transport them to a designated storage location (in the same building).
- For the **PC Device Preparation Service:** Package and label each PC device for removal from site (using pre-supplied packaging), then prepare a detailed collection note for you to sign.
- For the **Peripheral Preparation Service:** Package and label each peripheral device for removal from site (using pre-supplied packaging), then prepare a detailed collection note for you to sign.
- For the **Media Removal Service:** Remove storage media devices from the PC with your designated personnel or in a designated quarantine area. HP will label the removed device with the PC serial number and transfer ownership.
- For the **Sanitization Service:** Erase all data from end-of-use equipment using standard reformatting/three-pass formatting, then provide a report of the devices that have been sanitized including PC device serial numbers.

### Customer responsibilities

- Provide adequate space and facilities (in the same building) to move and store deinstalled products.
- Specify the building and parking restrictions when the appointment is made.
- Communicate any requirements for union labor or security clearance and provide pre-clearance if needed.
- Notify HP of any potential health or safety hazard, and HP may postpone service until hazards are remedied.
- Provide a site-specific contact name, email address, and phone number. This contact must either possess native language skills or speak, read, and write English if the deployment is performed in non-English-speaking countries. You will also designate an alternate contact.
- Notify the primary site contact about the scheduled appointment date and time.
- Inform the assigned device representative of all planned service activities and prerequisites.

## Delivery specifications (continued)

- Provide overall project management or order a separate managed service from HP.
- For the **Sanitization Service**:
  - Consolidate all assets intended for sanitization in a ground floor location with pallet access and close to an exit (unless Deinstallation Service is also ordered).
  - Back up required data or software from all equipment intended for sanitization before scheduling the service.
  - Delete confidential information or encrypted media.
  - Ensure that the workspace has adequate power and monitor displays (for desktops).
  - Ensure that the workspace is properly secured at the end of the day.

### Ordering information

Deinstallation Service is limited to a PC, monitor, docking station, keyboard, and mouse. The service only needs to be ordered for the PC and includes the disconnection of these accessories.

### Setup and lead times

Depending on the service options selected, Deinstallation Service provided in the Americas requires the following setup and lead times, measured in business days (excluding HP holidays). All lead times are subject to the First Article of Inspection (FAI) process, and begin in parallel with prerequisite staging services.

Service option	Lead time
PC Device Deinstallation Service	42 days
PC Device Preparation Service	42 days
Peripheral Deinstallation Service	42 days
Peripheral Preparation Service	42 days
Media Removal Service	42 days
Sanitization Service	42 days

### Daily run rate

Service request schedules are required four weeks prior to planned service events and a minimum of two weeks for best effort accommodation. Up to 25 sites or 250 devices can be scheduled daily for delivery of services.

### Pilots

You and HP will determine the quantity of pilots necessary to achieve a working process that meets acceptance criteria of all services. A one-week freeze period is required between planned pilots for service discovery review.

### Confidentiality

- Information exchanged under this agreement will be treated as confidential if identified as such at disclosure or if the circumstances of disclosure would reasonably indicate such treatment. Confidential information may only be used to fulfill obligations or exercise rights under this agreement, and shared with employees, agents, or contractors with a need to know such information to support that purpose. Confidential information will be protected using a reasonable degree of care to prevent unauthorized use or disclosure for three years from the date of receipt or (if longer) for such period as the information remains confidential. These obligations do not cover information that: (i) was known or becomes known to the receiving party without obligation of confidentiality; (ii) is independently developed by the receiving party; or (iii) where disclosure is required by law or a governmental agency.

## Delivery specifications (continued)

- Each party shall comply with their respective obligations under applicable data protection legislation. HP does not intend to have access to personally identifiable information in providing services. To the extent HP has access to personal identifiable information stored on a system or device of yours, such access will likely be incidental, and you will remain the data controller of personal identifiable information at all times. Any personal identifiable information HP has access to will only be used for purposes of delivering the services ordered. You are responsible for the security of your proprietary and confidential information.

## Service limitations

- **Deinstallation:** Designated storage space must be large enough to store all equipment removed.
- **Data wipe:** Onsite sanitizations are not subject to any quarantine periods. The service is assumed to be executed on all the equipment the same day, but may be left overnight to complete. Data wipe may not exceed 500 gigabytes per drive. HP may utilize flash drives to perform DoD compliant data wipes if the necessary software is not preinstalled in the PC BIOS.
- **Service delivery:** Service can only be scheduled during normal business hours, Monday through Friday, 8 a.m. to 5 p.m. local time. Service requests outside these times may be subject to a surcharge. Service is not available on HP holidays. Services must be received/ executed in the country of ordering.
- **Site access:** Failed collections resulting from site access restrictions or absence of site personnel will incur full charge and will not be refunded.
- **Order cancellation:** You may cancel orders for this service with a minimum notice of one business day prior to planned services.
- **Subcontracting:** HP may subcontract services to authorized HP service providers or transfer a service agreement to another HP entity at any time, subject to written notice.
- **Geographic coverage:** Service may not be available in every location. Please contact your local HP sales representative for country-specific coverage and limitations.
- **Travel expenses:** Travel to sites located within 100 miles (160km) of an HP designated hub are provided at no additional charge. You agree to pay all HP travel expenses related to services performed beyond 100 miles (160 km) of the HP designated support hub.
- **Legal holds:** Any device on legal hold at the time of Deinstallation Service will not be applicable for Sanitization Service. This status must be communicated a minimum of 5 business days prior to planned services.

## For more information

Contact your local HP sales representative or channel partner for details or visit [hp.com/go/deploy](https://hp.com/go/deploy).

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



Share with colleagues

Configurable service offerings may vary by region or by authorized HP service partner. Please contact your local HP representative or authorized HP partner for specific details in your location. HP services are governed by the applicable HP terms and conditions of service provided or indicated to the customer at the time of purchase. Customers 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.

© Copyright 2018 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. HP shall not be liable for technical or editorial errors or omissions contained herein.

