



hp care pack

**hp hardware
support**

service description

LAST UPDATED 7 APRIL 2004

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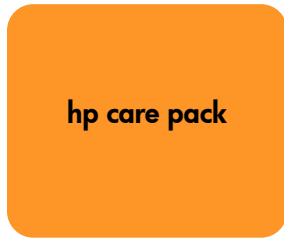
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service overview

hp hardware support onsite

HP Hardware Support Onsite service provides high-quality remote and onsite support for your HP and Compaq branded hardware products that enables you to increase equipment uptime and productivity.

This HP Service gives you the flexibility to choose response times, coverage windows and periods that meet your specific service needs while providing superior value for your money.

benefits to you

- Increased system uptime
- Increased return on your IT investment
- Convenient onsite support
- High quality service and support backed by HP
- Broad geographic coverage
- Remote problem diagnosis and support
- Onsite hardware support
- Materials and parts included
- Flexible coverage windows and response times
- Work to completion
- Escalation management

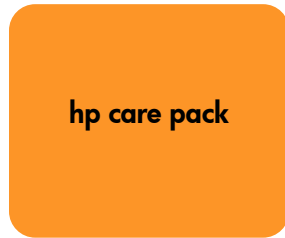
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table 1. service features

Service coverage, including availability of specific service levels, geographic limitations, response times, coverage windows, may vary from country to country and must be checked at the time of purchase or by contacting HP in the country where service is to be provided.

feature	delivery specifications
Remote problem diagnosis and support	When you place a call via the designated support number, HP will work with you to isolate the hardware problem. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools, where available, to access your equipment or other means available to facilitate remote problem resolution.
Onsite hardware support	For technical issues that cannot be resolved remotely, an HP authorized representative will come on site to provide technical support on your covered hardware product and repair or replace components or the entire unit, as necessary to return your product to its normal operating condition. In addition, HP may install available and recommended engineering improvements on your system to ensure proper operation of the hardware products, improve performance and maintain compatibility with HP-supplied hardware replacement parts. HP may install any firmware updates, which are required to ensure supportability of your equipment and which are not specified as customer installable.
Materials	HP provides all parts and materials necessary to maintain your covered hardware product in good operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts and units are new or equivalent to new in performance. Replaced parts and units become the property of HP.



Coverage window

The coverage window specifies the coverage hours during which your calls may be logged and service is delivered onsite or remotely. Calls received and answered outside this window will be logged the next business day for which you have a coverage window.

The following coverage windows are available:

- Standard business hours, standard business days: Service is available between 8:00 am and 5:00 pm, Monday through Friday, excluding public holidays.
- Extended business hours, standard business days: Service is available between 8:00 am and 9:00 pm, Monday through Friday, excluding public holidays.
- 24x7: Service is available 24 hours per day, Monday through Sunday, including all public holidays.

Onsite response time

The response time specifies the time from when your service request is received and logged with HP until the HP representative arrives at your site if this time lies within the specified coverage window.

The following onsite response times are available :

- Next business day response: An HP authorized representative will arrive at your site to begin hardware maintenance service the next day after your call has been logged and for which you have a contracted coverage window
- 4 hours response: An HP authorized representative will arrive at your site to begin hardware maintenance service within 4 hours after your call has been logged, if this time falls within your contracted coverage window

Work to completion

Once arrived at your site the HP representative continues to deliver the service until your product is operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but resumes as soon as they become available.

Escalation management

HP has established formal escalation procedures to solve very complex hardware problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem solving experts throughout HP.

Configuration restoration assistance for HP Network Connectivity Products

Configuration restoration assistance will be offered after repairing or replacing an HP hub, bridge, switch or router (or add-in HP module or transceiver). HP will work with you to restore the configuration of the serviced device if the valid pre-service configuration is immediately available. The valid configuration may be in electronic or printed form and must provide a clear and complete documentation of all required device parameters.

table 2. service level options

Not all service level options are available on all products. The service level option you have chosen will be specified in your HP Care Pack contract documentation.

option	delivery specifications
Next day response, standard business hours	An HP authorized representative will arrive at your site between 8:00 am and 5:00 pm local time to begin hardware maintenance service during the next working day after your call is logged. Your call needs to be received between 8:00 am and 5:00 pm local time, Monday through Friday, excluding public holidays. Calls received after 5:00 pm on Friday will be logged on Monday and serviced on Tuesday.



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4 hours response, standard business hours

An HP authorized representative will arrive at your site between 8:00 am and 5:00 pm local time to begin hardware maintenance service within four hours of your call being logged. The 4 hour response time is measured during the coverage window only. For Calls received after 1:00 pm local time, the response time may be carried over to the next HP business day.

4 hours response, extended business hours

An HP authorized representative will arrive at your site to begin hardware maintenance service between 8:00 am and 9:00 pm local time, within four hours of your call being logged. . The 4 hour response time is measured during the coverage window only. For Calls received after 5:00 pm local time, the response time may be carried over to the next HP business day.

4 hours response, 24x7

An HP authorized representative will arrive at your site any time and day of the year to begin hardware maintenance service within four hours of your call being logged.

CPU only coverage

For select products you may chose a "CPU only" coverage. Service with CPU only coverage is limited to the product CPU and excludes the monitor and the docking station.

travel zones

All response times apply only if your site is located within 50 Miles of a metropolitan area.

For a list of UK Post Code limitations, please refer to <http://www.hp.com/uk/carepack>.

A travel fee may be charged for service outside the 50 Mile radius. Service radius may vary in some countries.

service limitations

HP has established targeted service levels for delivery of HP Care Pack Services on HP Products.

At HP's discretion service will be provided using remote diagnosis and support or other service delivery methods. Other service delivery methods, in place of shipping a replacement product, may include the overnight shipment of parts specified as customer replaceable like e.g. keyboard or mouse. HP will determine the appropriate delivery method required in order to provide effective and timely customer support.

Services such as, but not limited to,

- Diagnosis or maintenance at your site. If onsite diagnosis or maintenance is required, you will be billed at HP's standard service rates.
- Set-up and installation of the replacement product at your site.
- Recovery of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Troubleshooting for Software and Network
- Services required due to failure of customer to incorporate any system fix, repair, patch, or modification provided to you by HP
- Services required due to failure of the customer to take avoidance action previously advised by HP
- User preventative maintenance

are excluded from this service.

service delivery

At HP's discretion, service will be provided in using remote diagnosis and support, onsite service or other service delivery methods, or a combination of them.

HP may also provide you with self-installable parts or unit, to be installed by you following written instructions from HP.



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customer responsibilities

You have to register the hardware product covered and your HP Care Pack as described in the Ordering Information section below.

Upon HP's request, you are responsible to assist HP in resolving the problem remotely in

- providing all information necessary for HP to deliver timely and professional remote support or to enable HP to determine the level of support eligibility;
- starting self tests and/or other diagnostic tools and programs; and
- performing other reasonable activities to help HP identify and resolve the problem.

You are responsible to install customer replaceable parts.

Specialized language and country specific parts (keyboards, power supply parts) may take several weeks to ship and clear customs. Therefore, if such parts are needed for the repair but not available where service is required, you will be able to choose among the following options:

- wait for the parts to be shipped from the country of original product purchase;
- accept the replacement of a failing foreign part with a local part (e.g. English/American keyboard); or

Wait for service until you return to the country of original product purchase to have the product serviced.

duration

The Service coverage period starts on the original purchase date of the covered hardware product and continues for the period of time specified in your HP Care Pack documents.

The Service coverage period of an HP Care Pack identified as Post Warranty starts on the date of purchase of the Post Warranty HP Care Pack.

Service coverage with a defined number of pages expires once the specified page count number, or the specified time limit has been reached, whichever comes first. Page count is defined as the number of pages (printed or plain) that have passed through a printers print engine and recorded on the test page.



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coverage

All standard accessories included with the HP base unit part number are covered.

All HP or HP Compaq branded standard accessories and options purchased together with or after the main product and installed with the serial number enclosure such as mouse, keyboard, docking station and monitor are covered, with the exception of monitors of greater than 22".

For server and storage products installed within a rack, Service coverage includes HP qualified rack options installed within the same rack.

For ProLiant HP Blade Servers Services coverage includes the blade server, server enclosure server, network blades installed in that enclosure as well as the associated power supplies.

For components that are discontinued, an upgrade path may be required. HP will work with you to recommend a replacement part.

For HP Care Pack Services with a "CPU only" coverage, monitors, docking stations and other external options are only covered by the applicable standard product warranty.

Items such as, but not limited to:

- consumables including but not limited to batteries, ink and toner cartridges and Tablet PC pens
- maintenance kits and other supplies
- non HP devices
- any product previously repaired by an unauthorised technician or user
- additional software and drivers installed by the customer
- projector bulbs

are NOT covered by this service.

geographic coverage

If the HP Care Pack service and equipment are purchased within the **European Union, Norway, Andorra, Liechtenstein, Switzerland, Israel, Czech Republic, Hungary, Poland, Slovakia, Bulgaria, Slovenia, Croatia, Romania, Morocco, South Africa, Turkey, Russia**, the HP Care Pack Service can be requested to be performed in any of these countries where the HP Care Pack service is available.

Please check with your local HP authorised representative if your location is eligible for this service.

ordering information

HP Care Pack Services are available at the point of purchase of your HP or Compaq branded hardware product. HP Care Pack Services may be purchased during the period of the original manufacturer warranty of your hardware product.

HP Care Pack Services identified as "Post Warranty" are available for during the original manufacturer warranty period or after the coverage period of a previously purchased HP Care Pack has ended and as long as the hardware product is supported by HP.



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**for more
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For more information on HP Services, contact any of our worldwide sales offices or resellers or visit the UK Web site on the internet at:

<http://www.hp.com/uk/carepack>



hp hardware support onsite – global next business day response

service overview

HP’s global next business day response service provides the mobile computer users with a hardware support solution for their new HP Portable Product that is easy, convenient, and honored in all of HP’s Global Countries listed in table 1 below.

This service coverage is available for selected HP and Compaq branded hardware products and includes, as locally available, a next business day onsite response with local country problem diagnosis and hardware problem resolution during the local country’s standard office hours and days.

benefits to you

- Increased system uptime
- Convenient onsite support with multinational geographic coverage to match your travel habits
- Local country local language telephone support option within business hours and during business days
- High quality service and support backed by HP
- Global coverage: Service available in over 52 countries
- Local country local language remote hardware problem diagnosis and support within local business hours and business days
- Next business day response as locally available
- Onsite hardware support
- Materials and parts included

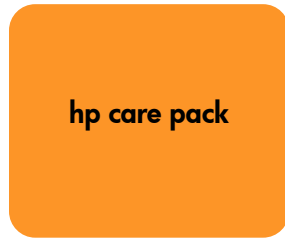
service highlights

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table 1. service features

Service coverage, including availability of specific service levels, geographic limitations, response times, coverage windows, may vary from country to country and must be checked at the time of purchase or by contacting HP in the country where service is to be provided.

feature	delivery specifications
Global coverage	<p>HP will honor requests for this service based on the HP Care Pack Hardware Support Onsite with Global Next Day Response in the following Global Countries:</p> <p>Argentina, Australia, Austria, Belgium, Bolivia, Brazil, Canada, Chile, China (Peoples Republic), Colombia, Czech Republic, Denmark, Ecuador, Egypt, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Japan, Luxembourg, Malaysia, Mexico, Netherlands, New Zealand, Norway, Peru, Philippines, Poland, Portugal, Puerto Rico, Russia, Saudi Arabia, Singapore, South Africa, South Korea, Spain, Sweden, Switzerland, Taiwan, Thailand, United Arab Emirates, United Kingdom, United States, Venezuela, Vietnam.</p>



Remote problem diagnosis and support

When you place a call via the designated support number, HP will work with you to isolate the hardware problem and will provide you with basic technical hardware assistance for product installation, configuration and setup, problem resolution . Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools, where available, to access your equipment or other means available to facilitate remote problem resolution.

Upon experiencing a hardware problem outside the country of purchase, you must first telephone HP for assistance within local business hours and business days at the local phone numbers provided under “contact hp” on <http://welcome.hp.com/country/us/eng/wwcontact.html>

Onsite hardware support

For technical issues that cannot be resolved remotely an HP authorized representative will come onsite to provide technical support on the covered hardware product and repair or replace components or the entire unit, as necessary to return your product to its normal operating condition.

In addition, HP may install available engineering improvements on your system to ensure proper operation of the hardware products, improve performance and maintain compatibility with HP-supplied hardware replacement parts. HP may install any firmware updates, which are required to ensure supportability of your equipment and which are not specified as customer installable.

Materials

HP provides all parts and materials necessary to maintain your hardware product in good operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts and units are new or equivalent to new in performance. Replaced parts and units become the property of HP.

Coverage window

The coverage window specifies the coverage hours during which your calls may be logged and service is delivered onsite or remotely. Calls received and answered outside this window will be logged the next day for which you have a coverage window.

- Service is available between 8:00 am and 5:00 pm, Monday through Friday, excluding public holidays, or the applicable standard business hours and business days of the participating country where the service is requested.

Onsite response time

The response time specifies the time from when your service request is received and logged with HP until the HP representative arrives at your site within the specified coverage window.

If necessary, an HP authorized representative will arrive at your site to begin hardware maintenance service the next business day after your call has been logged and for which you have a contracted coverage window.

Local restrictions, such as service travel areas and standard business hours and response times are dependent on the standard restrictions and response times of the country where hardware support is requested. Check with the local office for detailed coverage hours and response times. Where next business day onsite is not currently available in the country where service is requested, the next highest standard level of service available for the product will be provided.

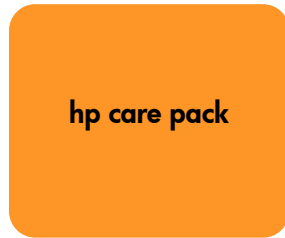


table 2. service level

Not all service level options are available on all products. The service level option you have chosen will be specified in your HP Care Pack contract documentation.

service level	delivery specifications
Global next business day response, standard business hours	<p>An HP authorized representative will arrive at customer’s site to begin hardware maintenance service between 8:00 am and 5:00 pm local time during the next business day after a call is logged, Monday through Friday, excluding HP holidays. Calls received outside the local standard business hours or days will be logged the next business day and then serviced the following business day.</p> <p>When traveling outside of the country in which you purchased your covered product HP will:</p> <ul style="list-style-type: none"> • Provide you with the current HP country call center telephone number under “Contact Us” on www.hp.com. • Accept your calls in the country of travel from you or your company’s internal help desk. • Diagnose to the hardware failure level. • Arrange for Next Business Day response service at your location in a participating country, or deliver a replacement part as needed (your call must be placed during the standard office hours and days applicable in the local country) • Provide the parts required for repair per the hardware specification limited to the extent that localized parts are available in the HP Global country of travel. <p>Local restrictions, such as service travel areas and standard business hours and response times are dependent on the standard restrictions and response times of the HP Support Office Guide located in the country where hardware support is requested. Check with your local office for detailed coverage hours.</p>
CPU only coverage	<p>For select products you may chose a “CPU only” coverage. Service with CPU only coverage is limited to the product CPU and excludes the monitor and the docking station.</p>
travel zones	<p>All response times apply only if your site is located within 50 Miles of a metropolitan area. For a list of UK Post Code limitations, please refer to http://www.hp.com/uk/carepack. A travel fee may be charged for service outside the 50 Mile radius. Service radius may vary in some countries.</p>
service delivery	<p>At HP’s discretion, service will be provided in using remote diagnosis and support, onsite service or other service delivery methods, or a combination of them.</p> <p>HP may also express ship to you a self-installable parts or unit, to be installed by you following written instructions from HP.</p> <p>HP reserves the right to remove the product unit from your current location to effect the repair.</p>



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service limitations

HP has established targeted service levels for delivery of HP Care Pack Services on HP Products.

At HP's discretion service will be provided using remote diagnosis and support or other service delivery methods. Other service delivery methods, in lieu of shipping a replacement product, may include the overnight shipment of parts specified as customer replaceable like e.g. keyboard or mouse. HP will determine the appropriate delivery method required in order to provide effective and timely customer support.

Services such as, but not limited to,

- Diagnosis or maintenance at your site. If onsite diagnosis or maintenance is required, you will be billed at HP's standard service rates.
- Set-up and installation of the replacement product at your site.
- Recovery of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Troubleshooting for software and networks
- Services required due to failure of customer to incorporate any system fix, repair, patch, or modification provided to you by HP
- Services required due to failure of the customer to take avoidance action previously advised by HP
- User preventative maintenance

• are excluded from this service.

customer responsibilities

You have to register the hardware product covered and your HP Care Pack as described in the Ordering Information section below.

You are responsible to:

Upon HP's request, you are responsible to assist HP in resolving the problem remotely in

- providing all information necessary for HP to deliver timely and professional remote support or to enable HP to determine the level of support eligibility;
- starting self tests and/or other diagnostic tools and programs; and
- performing other reasonable activities to help HP identify and resolve the problem.

You are responsible to install customer replaceable parts.

duration

The Service coverage period starts on the original purchase date of the covered hardware product and continues for the period of time specified in your HP Care Pack documents.

The Service coverage period of an HP Care Pack identified as Post Warranty starts on the date of purchase of the Post Warranty HP Care Pack.



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coverage

All standard accessories included with the HP base unit part number are covered.

All HP or HP Compaq branded standard accessories and options purchased together with or after the main product and installed with the serial number enclosure such as mouse, keyboard, docking station and monitor are covered, with the exception of monitors of greater than 22".

For Global Next Day Response services, if service is requested outside the country of purchase, all accessories purchased in addition to the base unit, such as docking stations or port replicators and monitors, are covered by the applicable standard product warranty only.

For printer products, the use of non-HP print cartridges or consumable or refilled print cartridges does not affect service coverage. However, if the printer failure or damage is attributable to the use of a non-HP print cartridge or consumable or a refilled print cartridge, HP will charge an additional amount to service such the printer product for that particular failure or damage, at HP's standard time and material rates.

For components that are discontinued, an upgrade path may be required. HP will work with you to recommend a replacement part.

For HP Care Pack Services with a "CPU only" coverage, monitors, docking stations and other external options are only covered by the applicable standard product warranty.

Items such as, but not limited to:

- consumables including but not limited to batteries, ink and toner cartridges and Tablet PC pens
- maintenance kits and other supplies
- non HP devices
- any product previously repaired by an unauthorised technician or user
- additional software and drivers installed by the customer
- projector bulbs

are NOT covered by this service.

ordering information

HP Care Pack Services for global next business day response are available at the point of purchase of your HP or Compaq branded Hardware Product in any of the Global Countries listed in table 1 above. HP Care Pack Services may be purchased during the period of the original manufacturer warranty of your hardware product.

HP Care Pack identified as "Post Warranty" are available for purchase during the original manufacturer warranty period or after the coverage period of a previously purchased HP Care Pack has ended and as long as the hardware product is supported by HP.

For more information on HP Services, contact any of our worldwide sales offices or



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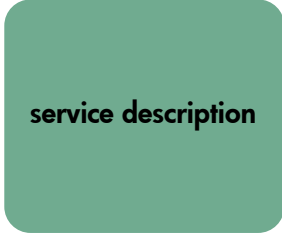
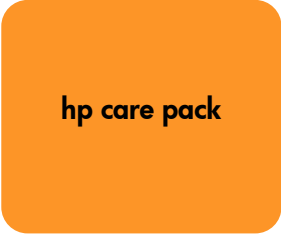
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**for more
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resellers or visit our UK Web site on the internet at:

<http://www.hp.com/uk/carepack>



hp hardware support onsite call-to-repair

service overview

Today, businesses rely on IT for sharing critical information between people, departments, and sites. System downtime due to hardware failure can result in hours of lost productivity and frustration for employees. Consequently, IT managers are facing increasing demands from senior management and internal customers to keep the systems up and running to ensure business success.

HP Hardware Support Onsite Call-to-Repair service provides your IT manager with a team of support resources to immediately begin troubleshooting the system and a commitment to restore the hardware to normal operation within a maximum of 6 working hours from the time of the call receipt.

benefits to you

- Increased business productivity due to increased system uptime
- More effective IT resource planning and increased IT staff productivity
- Assurance that problems will be resolved within a defined time frame
- A consistent level of hardware support for your MPE, HP-UX system, Windows NT, NetWare, or mixed environment
- Commitment to repair selected HP and Compaq branded hardware products within a maximum of 6 working hours
- Immediate engagement of a certified customer engineer
- Upfront server audit to obtain key system configurations and perform an inventory of your equipment
- On-site hardware support
- Escalation management

service highlights

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table 1. service features

Service coverage, including availability of specific service levels, geographic limitations, response times, coverage windows, may vary from country to country and must be checked at the time of purchase or by contacting HP in the country where service is to be provided.

feature	delivery specifications
Remote Problem Diagnosis and Support	When you place a call via the designated support number, HP will work with you to isolate the hardware problem. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools to facilitate remote problem resolution.



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Onsite hardware support

For technical issues that cannot be resolved remotely, an HP authorized representative will come on site to provide technical support on your covered hardware product and repair or replace components or the entire unit, as necessary to return your product to its normal operating condition

In addition, HP may install available and recommended engineering improvements on your system to ensure proper operation of the hardware products, improve performance and maintain compatibility with HP-supplied hardware replacement parts. HP may install any firmware updates, which are required to ensure supportability of your equipment and which are not specified as customer installable.

Materials

HP provides all parts and materials necessary to maintain your covered hardware product in good operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts and units are new or equivalent to new in performance. Replaced parts and units become the property of HP.

Coverage Window

The coverage window specifies the coverage hours during which your calls may be logged and service is delivered onsite or remotely. Calls received and answered outside this window will be logged the next business day for which you have a coverage window.

The following coverage windows during which service is available and calls can be logged are available:

- *Extended business hours:* Service is available between 8:00 am and 9:00 pm (13x5: for same day repair your call must be logged by 5:00 pm)
- *Standard business days:* Service is available between 8:00 am and 5:00 pm, Monday through Friday excluding public holidays.
- *24x7:* Service is available 24 hours per day, Monday through Sunday, including all public holidays.

6 hour Call To Repair Commitment

HP will use commercially reasonable efforts to return the covered hardware to operating condition within six hours of the initial call to the HP Response Center. Call-to-repair time refers to the period of time, which begins when your original telephone call is placed to the HP Response Center and ends with HP's determination that the hardware is repaired.

Repair is considered complete upon HP verification that the hardware malfunction has been corrected. Verification by HP may be accomplished by the completion of a power-on self-test, standalone diagnostic or visual verification of proper operation. HP, at its sole discretion will determine the level of testing necessary to verify that the hardware is repaired. Data recovery, restoration of the operating system, application operational testing, or additional tests requested or required by the customer are not part of this service.

At its sole discretion, HP may temporarily or permanently replace the product in order to meet the repair commitment. Replacement products are new or equivalent to new in performance; replaced products become the property of HP.

It may take 30 days from the time you purchase this service directly from HP or if purchased through an authorized HP Reseller it may take 30 days from registration of your HP Care Pack to set up and perform necessary audits and processes before the hardware call-to-repair commitment is in effect. During this initial thirty (30) day period HP will provide a 4 hours onsite response time and will use commercially reasonable efforts to meet the 6-hour call-to-repair commitment.

Preliminary System Audit

HP at its discretion may require a server and or storage audit. If such audit is required an HP representative will contact the customer, and customer agrees, to arrange a server audit within the initial 30 day timeframe. During the server audit, key system configuration information is collected and an inventory of the covered equipment is performed. The information gathered in the server audit allows an HP resolution engineer to quickly survey and troubleshoot any future server hardware problems and complete the repair quickly and efficiently. At HP's sole discretion the server audit may be performed onsite, via remote system access, via remote audit tools and/or over the phone. If an audit is required by HP the 6 hour hardware call-to-repair commitment will not take effect until the audit is completed.

In addition, HP reserves the right to downgrade service to a response time commitment or cancel the service contract if critical server audit suggestions are not followed or the audit is not performed within the specified timeframe.

Work to completion

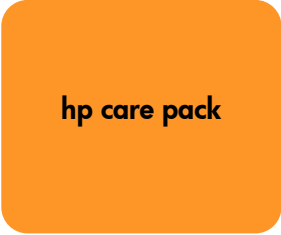
Once arrived at your site the HP representative continues to deliver the service until your product is operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but resumes as soon as they become available.

Escalation Management

HP has established formal escalation procedures to solve very complex hardware problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem solving experts throughout HP.

Configuration restoration assistance for HP Network

Configuration restoration assistance will be offered after repairing or replacing an HP hub, bridge, switch or router (or add-in HP module or transceiver). HP will work with you to restore the configuration of the serviced



Connectivity Products

device if the valid pre-service configuration is immediately available. The valid configuration may be in electronic or printed form and must provide a clear and complete documentation of all required device parameters.

table 2. service level options

Not all service level options are available on all products. The service level option you have chosen will be specified in your HP Care Pack contract documentation.

option	delivery specifications
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6 hours repair, extended business hours	Your call needs to be received between 8:00 am and 5:00 pm local time, Monday through Friday, excluding public holidays, for a 6-hour repair on the same business day. For Calls received after 5:00 pm local time, the response time may be carried over to the next HP business day.
6 hours repair, 24x7	An HP authorized representative will arrive at your site any time and day of the year to repair the hardware within 6 working hours from your initial call to the HP Response Centre

travel zones

All response times apply only if your site is located within 50 Miles of a metropolitan area. For a list of UK Post Code limitations, please refer to <http://www.hp.com/uk/carepack>. A travel fee may be charged for service outside the 50 Mile radius. Service radius may vary in some countries.

Service delivery

At HP's discretion, service will be provided in using remote diagnosis and support, onsite service or other service delivery methods, or a combination of them. HP may also provide you with self-installable parts or unit, to be installed by you following written instructions from HP. If you request scheduled service, the repair time commitment begins from the agreed upon time.

service limitations

HP has established targeted service levels for delivery of HP Care Pack Services on HP Products. At HP's discretion service will be provided using remote diagnosis and support or other service delivery methods. Other service delivery methods, in place of shipping a replacement product, may include the overnight shipment of parts specified as customer replaceable like e.g. keyboard or mouse. HP will determine the appropriate delivery method required in order to provide effective and timely customer support. Services such as, but not limited to,

- Diagnosis or maintenance at your site. If onsite diagnosis or maintenance is required, customer will be billed at HP's standard service rates.
- Set-up and installation of the replacement product at your site.
- Recovery of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Troubleshooting for software and networks
- Services required due to failure of customer to incorporate any system fix, repair, patch, or modification provided to you by HP
- Services required due to failure of the customer to take avoidance action



hp care pack

hp hardware
support

service description

previously advised by HP

- User preventative maintenance

are excluded from this service.

coverage

Service coverage includes the main HP or Compaq branded hardware product, all HP-supplied internal components, and all HP or Compaq branded standard accessories and options purchased together with or after the main product and installed within the serial numbered system enclosure, such as mouse, keyboard, docking station and monitor, except monitors with more than 22". For Server and storage products installed within a rack, Service coverage includes HP qualified rack options installed within the same rack.

Non-HP devices are not covered by the HP Hardware Support Onsite Call-to-Repair service for HP NetServers, ProLiant servers and HP Storage products.

For components that are discontinued, an upgrade path may be required. HP will work with you to recommend a replacement part.



hp care pack

hp hardware
support

service description

customer responsibilities

You have to register the hardware product covered and your HP Care Pack as described in the Ordering Information section below.

You are responsible to implement all recommended actions, if any, listed by HP as a result of the preliminary system audit.

In addition, upon HP's request you are responsible to assist HP in resolving the problem remotely in

- providing all information necessary for HP to deliver timely and professional remote support or to enable HP to determine the level of support eligibility;
- starting self tests and/or installing and running other diagnostic tools and programs;
- performing other reasonable activities to help HP identify or resolve the problem.

You are responsible to install customer installable firmware updates, customer replaceable parts and units.

duration

The Service coverage period starts on the original purchase date of the covered hardware product and continues for the period of time specified in your HP Care Pack documents.

The Service coverage period of an HP Care Pack identified as Post Warranty after the original manufacturer warranty period or the coverage period of a previously purchased HP Care Pack has ended, as long as the hardware product is supported by HP.



hp care pack

hp hardware
support

service description

exclusions

HP will not be under any responsibility or liability for failure or delay in meeting its repair time commitment which results from any equipment in your system not covered under this Service or not reported to HP, any missing, incomplete or inaccurate customer information and data, any failure by you to incorporate any system fix, repair, patch or modification provided by HP, any delays caused by you, or any failure on your part to fulfill any of your responsibilities, duties and obligations hereunder.

customer responsibilities

You have to register the hardware product covered by the HP Care Pack as described in the HP Care Pack support service agreement.

You are responsible to implementing all recommended actions, if any, listed by HP as a result of the preliminary system audit.

Upon HP's request, you will be required to assist HP in resolving the problem remotely by:

- providing all information necessary for HP to deliver timely and professional remote support or to enable HP to determine the level of support eligibility;
- Starting self tests and/or other diagnostic tools and programs; and
- performing other reasonable activities to help HP identify and resolve the problem.

You are responsible to install customer replaceable parts.

coverage

All standard accessories included with the HP base unit part number are covered.

All HP or Compaq branded standard accessories and options purchased together with or after the main product and installed with the serial number enclosure such as mouse, keyboard, docking station and monitor are covered, with the exception of monitors of greater than 22".

For server and storage products installed within a rack, service coverage includes HP qualified rack options installed within the same rack.

For HP ProLiant Blade servers, service coverage includes the blade server, server enclosure and all network blades installed in that enclosure, as well as the associated power supplies.

For printer products, the use of non-HP print cartridges or consumable or refilled print cartridges does not affect service coverage. However, if the printer failure or damage is attributable to the use of a non-HP print cartridge or consumable or a refilled print cartridge, HP will charge an additional amount to service such the printer product for that particular failure or damage, at HP's standard time and material rates.

For components that are discontinued, an upgrade path may be required. HP will work with you to recommend a replacement part.

For HP Care Pack Services with a "CPU only" coverage, monitors, docking stations and other external options are only covered by the applicable standard product warranty.

Items such as, but not limited to:

- consumables including but not limited to batteries, ink and toner cartridges and Tablet PC pens
- maintenance kits and other supplies
- non HP devices



hp care pack

hp hardware support

service description

- ❑ any product previously repaired by an unauthorised technician or user
- ❑ additional software and drivers installed by the customer
- ❑ projector bulbs

are NOT covered by this service unless otherwise specified.

geographic coverage

If the HP Care Pack service and equipment are purchased within the **European Union, Norway, Andorra, Liechtenstein, Switzerland, Israel, Czech Republic, Hungary, Poland, Slovakia, Bulgaria, Slovenia, Croatia, Romania, Morocco, South Africa, Turkey, Russia**, the HP Care Pack Service can be requested to be performed in any of these countries where the HP Care Pack service is available.

Please check with your local HP authorised representative if your location is eligible for this service.

ordering information

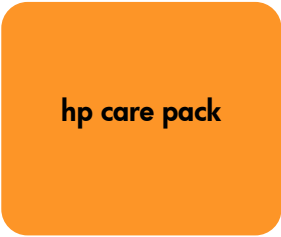
HP Care Pack Services are available at the point of purchase of your HP or Compaq branded hardware product. HP Care Pack Services may be purchased during the period of the original manufacturer warranty of your hardware product.

HP Care Pack Services identified as "Post Warranty" are available for purchase during the original manufacturer warranty period or after the coverage period of a previously purchased HP Care Pack has ended and as long as the hardware product is supported by HP.

for more information

For more information on HP Services, contact any of our worldwide sales offices or resellers or visit our worldwide Web site on the internet at:

<http://www.hp.com/uk/carepack>



hp hardware support offsite – exchange

service overview

HP Hardware Support Offsite Exchange service offers a reliable and fast exchange service and is a cost efficient but convenient alternative to onsite repair.

This HP Service provides a permanent replacement unit. The replacement unit is shipped free of freight charges. Replacement units are new or refurbished to like-new condition.

benefits to you

- Provides the convenience of door-to-door product pickup and delivery
- Lower-cost alternative to Onsite Support
- All packaging provided and freight prepaid by HP
- High quality support backed by HP
- Remote problem diagnosis and technical telephone support
- Next day exchange of permanent replacement unit
- Collection of the defective unit

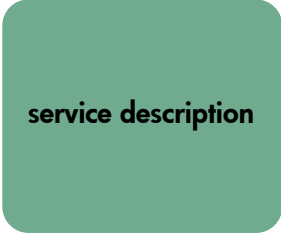
service feature highlights

Specifications

table 1. service features

Service coverage, including availability of specific service levels, geographic limitations, response times, coverage windows, may vary from country to country and must be checked at the time of purchase or by contacting HP in the country where service is to be provided.

feature	delivery specifications
Remote problem diagnosis and support	When you place a call via the designated support number, HP will provide basic telephone technical assistance for installation, product configuration, setup and problem resolution. Prior to scheduling the unit exchange, HP may initiate and perform diagnostics using electronic remote support tools, where available, to access your equipment or other means available to facilitate remote problem resolution.
Next day exchange	<p>If the technical issue cannot be resolved remotely, HP will exchange the failed product with a permanent replacement unit. The replacement unit will be a new or refurbished product. A refurbished product unit will be the same or a more recent model, free of major cosmetic defects and equivalent to new in performance, offering functionality at least equivalent to that of the replaced product.</p> <p>The replacement unit will be shipped to your location free of freight charges, during the next business day for which you have a coverage window. HP will ship the replacement product in a container suitable for use in the return of the failed unit. The replaced product becomes the property of HP and will be collected by HP at your location.</p>
Coverage window	<p>The coverage window specifies the coverage hours during which your call may be logged and service is delivered.</p> <p>The following coverage windows are available for telephone support:</p> <ul style="list-style-type: none"> • <i>Standard:</i> Service is available between 8:00 am and 5:00 pm local time, Monday through Friday, excluding public holidays. <p>Calls must be received before 3:00 pm local time during the contracted coverage window to activate an exchange service with next-business-day delivery. The replacement unit will be delivered during the contracted coverage window.</p>



service delivery

At HP’s discretion, service will be provided in using remote diagnosis and support, offsite service or other service delivery methods, or a combination of them.

HP may also provide you with self-installable parts, to be installed by you following written instructions from HP.

service limitations

HP has established targeted service levels for delivery of HP Care Pack Services on HP Products.

At HP’s discretion service will be provided using remote diagnosis and support or other service delivery methods. Other service delivery methods, in place of shipping a replacement product, may include the overnight shipment of parts specified as customer replaceable like e.g. keyboard or mouse. HP will determine the appropriate delivery method required in order to provide effective and timely customer support.

Services such as, but not limited to,

- Diagnosis or maintenance at your site. If onsite diagnosis or maintenance is required, customer will be billed at HP's standard service rates.
- Set-up and installation of the replacement product at your site.
- Recovery of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Troubleshooting for software and networks
- Services required due to failure of customer to incorporate any system fix, repair, patch, or modification provided to you by HP
- Services required due to failure of customer to take avoidance action previously advised by HP
- User preventative maintenance
- are excluded from this service.

duration

The Service coverage period starts on the original purchase date of the covered hardware product and continues for the period of time specified in your HP Care Pack documents.

The Service coverage period of an HP Care Pack identified as Post Warranty starts after the original manufacturer warranty period or the coverage period of a previously purchased HP Care Pack has ended, as long as the hardware product is supported by HP



customer responsibilities



You have to register the hardware product covered and your HP Care Pack as described in the Ordering section below.

Upon HP's request, you are responsible to assist HP in resolving the problem remotely in

- providing all information necessary for HP to deliver timely and professional remote support or to enable HP to determine the level of support eligibility;
- Starting self tests and/or other diagnostic tools and programs; and
- performing other reasonable activities to help HP identify and resolve the problem.

You are also responsible to carry out all of the following:

- acknowledge receipt of replacement product by signing freight carrier air bill at time of delivery;
- ensuring that the failed product is appropriately packaged for return to HP. Ensure any optional accessory and consumables are removed, before returning the failed product, and to re-install them on the replacement unit. This includes plug-in and external accessories, and removable localized control panel faces on certain printer devices;
- make the failed product unit available to HP for collection upon or following receipt of the replacement product;
- install customer replaceable parts;
- backup your data on a regular basis and before the unit is sent to HP and to restore it on the replacement.

coverage

All standard accessories included with the HP base unit part number are covered.

For printer products, the use of non-HP print cartridges or consumable or refilled print cartridges does not affect service coverage. However, if the printer failure or damage is attributable to the use of a non-HP print cartridge or consumable or a refilled print cartridge, HP will charge an additional amount to service such the printer product for that particular failure or damage, at HP's standard time and material rates.

For components that are discontinued, an upgrade path may be required. HP will work with you to recommend a replacement part.

For HP Care Pack Services with a "CPU only" coverage, monitors and docking stations are only covered by the applicable standard product warranty.

Items such as, but not limited to:

- consumables including but not limited to batteries, ink and toner cartridges and Tablet PC pens
- maintenance kits and other supplies
- non HP devices
- any product previously repaired by an unauthorised technician or user
- additional software and drivers installed by the customer
- projector bulbs

are NOT covered by this service.



hp care pack

hp hardware
support

service description

geographic coverage

If the HP Care Pack service and equipment are purchased within the **European Union, Norway, Andorra, Liechtenstein, Switzerland, Israel, Czech Republic, Hungary, Poland, Slovakia, Bulgaria, Slovenia, Croatia, Romania, Morocco, South Africa, Turkey, Russia**, the HP Care Pack Service can be requested to be performed in any of these countries where the HP Care Pack service is available.

Please check with your local HP authorised representative if your location is eligible for this service.

ordering information

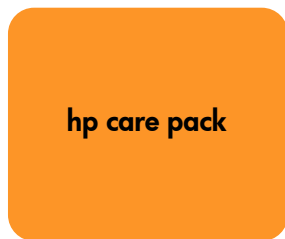
HP Care Pack Services are available at the point of purchase of your HP or Compaq branded hardware Product. HP Care Pack Services may be purchased during the period of the original manufacturer warranty of your hardware product.

HP Care Pack Services identified as "Post Warranty" are available for purchase after the original manufacturer warranty period or the coverage period of a previously purchased HP Care Pack has ended, as long as the product is supported by HP.

for more information

For more information on HP Services, contact any of our worldwide sales offices or visit our worldwide Web site on the internet at:

<http://www.hp.com/uk/carepack>



service overview

hp hardware support offsite – pick-up & return

HP’s Hardware Support Offsite Return services offer high quality Return to HP and Pickup & Return services.

These services include telephone support, the option of HP collection or customer return to HP service, repair or replacement of the failed unit at a designated HP Repair Center, and return of the operational unit.

All services include all parts, labor and the cost of the return shipment.

HP offers two service levels that feature different shipment options to the HP designated repair centre as detailed below.

benefits to you

- Cost efficient, reliable support solution for products used in less critical environments
- Choice of shipment options to the HP designated repair centre
- Improved uptime and productivity
- High quality support backed by HP
- Remote problem diagnosis and technical telephone support
- Collection and delivery of failed unit to the designated HP Repair Center
- Materials and Parts included
- Return shipment of operational unit back to your site
- 2, 5 or 7 days turn-around-time dependent on product type and service package
- Standard coverage hours

service feature highlights

Specifications

table 1. service features

Service coverage, including availability of specific service levels, geographic limitations, response times, coverage windows, may vary from country to country and must be checked at the time of purchase or by contacting HP in the country where service is to be provided.

feature	Delivery specifications
Remote problem diagnosis and support	When you place a call via the designated support number, HP will provide basic telephone technical assistance for installation, product configuration, setup and problem resolution. Prior to any remote or offsite assistance, HP may initiate and perform diagnostics using electronic remote support tools, where available, to access your equipment or other means available to facilitate remote problem resolution.
Shipment to the HP Repair Center	Depending on the service level you have purchased, HP offers different shipment options for delivering the failed unit to the HP designated repair centre: Return to HP by customer: with this option, you are responsible for delivering or shipping the failed unit to the HP designated repair centre. You must ensure that the product is appropriately packaged for your chosen delivery method. Pickup by HP: An HP authorised courier will pickup the failed unit at your site within the geographic location where the service is provided, and deliver it to the HP designated repair centre. It is your responsibility to appropriately package and prepare the product for courier pickup.



Repair, materials and parts

The designated HP Repair Center will provide technical support on the failed hardware product and repair or replace components or the entire unit, as necessary to return your product to its normal operating condition. In addition, HP may install available and recommended engineering improvements on your system to ensure proper operation of the hardware products, improve performance and maintain compatibility with HP-supplied hardware replacement parts.

HP provides all parts and materials necessary to maintain your covered hardware product in good operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts and units are new or equivalent to new in performance. Replaced parts and units become the property of HP

Return Shipment

HP returns the repaired or replaced product to your location by courier.

Turn-around-time

Turn-around-time for this service will be either two (2), five (5) or seven (7) business days depending on the product type purchased. Intermittent failures may require additional repair time. For Pickup & Return services, turn-around-time is measured in elapsed business days from the time the unit is picked up at your site until the repaired product is returned to your site. For Return to HP services, turn-around-time is measured in elapsed business days from the time the unit is received at the HP designated repair centre, site until the repaired product is returned to your site

Coverage window

The coverage window specifies the coverage hours during which your calls may be logged and service is delivered. Calls received and answered outside this window will be logged the next business day for which you have a coverage window.

The following coverage windows are available:

- *Standard:* Service is available between 8:00 am and 5:00 pm, Monday through Friday excluding public holidays.

Calls must be received before 3:00 pm local time during the contracted coverage window to activate next business day pickup.

service limitations

HP has established targeted service levels for delivery of HP Care Pack Services on HP Products.

At HP's discretion service will be provided using remote diagnosis and support or other service delivery methods. Other service delivery methods, in place of shipping a replacement product, may include the overnight shipment of parts specified as customer replaceable like e.g. keyboard or mouse. HP will determine the appropriate delivery method required in order to provide effective and timely customer support.

Services such as, but not limited to,

- Diagnosis or maintenance at your site. If onsite diagnosis or maintenance is required, you will be billed at HP's standard service rates.
- Set-up and installation of the replacement product at your site.
- Recovery of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Troubleshooting for software and networks
- Services required due to failure of customer to incorporate any system fix, repair, patch, or modification provided to you by HP
- Services required due to failure of the customer to take avoidance action previously advised by HP
- User preventative maintenance

are excluded from this service.



hp care pack

hp support

service description

duration

The Service coverage period starts on the original purchase date of the covered hardware product and continues for the period of time specified in your HP Care Pack documents.

The Service coverage period of an HP Care Pack identified as Post Warranty starts on the date of purchase of the Post Warranty HP Care Pack.

customer responsibilities

You have to register the hardware product covered and your HP Care Pack as described in the Ordering section below.

Upon HP's request, you are responsible to assist HP in resolving the problem remotely in

- providing all information necessary for HP to deliver timely and professional remote support or to enable HP to determine the level of support eligibility;
- starting self tests and/or other diagnostic tools and programs; and
- performing other reasonable activities to help HP identify and resolve the problem.

You are also responsible to carry out all of the following:

- ensuring that the failed product is appropriately packaged for return to HP. Ensure any optional accessory and consumables are removed, before returning the failed product, and to re-install them on the replacement unit. This includes plug-in and external accessories, and removable localized control panel faces on certain printer devices;
- install customer replaceable parts;
- backup your data on a regular basis and before the failed product unit is packaged for pick-up.



hp care pack

hp support

service description

coverage

All standard accessories included with the HP base unit part number are covered.

For printer products, the use of non-HP print cartridges or consumable or refilled print cartridges does not affect service coverage. However, if the printer failure or damage is attributable to the use of a non-HP print cartridge or consumable or a refilled print cartridge, HP will charge an additional amount to service such the printer product for that particular failure or damage, at HP's standard time and material rates.

For components that are discontinued, an upgrade path may be required. HP will work with you to recommend a replacement part.

For HP Care Pack Services with a "CPU only" coverage, monitors and docking stations are only covered by the applicable standard product warranty.

Items such as, but not limited to:

- consumables including but not limited to batteries, ink and toner cartridges and Tablet PC pens
- maintenance kits and other supplies
- non HP devices
- any product previously repaired by an unauthorised technician or user
- additional software and drivers installed by the customer
- projector bulbs

are NOT covered by this service.

geographic coverage

If the HP Care Pack service and equipment are purchased within the **European Union, Norway, Andorra, Liechtenstein, Switzerland, Israel, Czech Republic, Hungary, Poland, Slovakia, Bulgaria, Slovenia, Croatia, Romania, Morocco, South Africa, Turkey, Russia**, the HP Care Pack Service can be requested to be performed in any of these countries where the HP Care Pack service is available.

Please check with your local HP authorised representative if your location is eligible for this service.

ordering information

HP Care Pack Services are available at the point of purchase of your HP or Compaq branded Hardware Product. HP Care Pack Services may be purchased during the period of the original manufacturer warranty of your hardware product.

HP Care Pack Services identified as "Post Warranty" are available for purchase during the original manufacturer warranty period or after the coverage period of a previously purchased HP Care Pack has ended and as long as the hardware product is supported by HP.

for more information

For more information on HP Services, contact any of our worldwide sales offices or visit our worldwide Web site on the internet at:

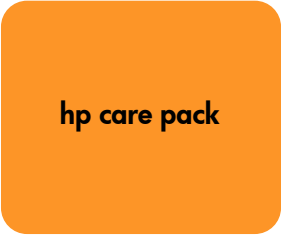
<http://www.hp.com/uk/carepack>



hp care pack

hp support

service description



service overview

hp hardware support offsite – accidental damage protection, pick-up & return

HP’s Hardware Support Offsite Pick-u-p and Return offers a high quality door-to-door service. At a low price-point the service includes telephone support, pick-up, repair or replacement of the failed unit at a designated HP Repair Center, and return of the operational unit. This service includes all parts, labor and the cost of the return shipment.

With the additional Accidental Damage Protection, you will avoid unexpected repair or replacement costs caused by accidents that may occur during normal operation of your mobile product .

benefits to you

- Cost efficient, reliable support solution for products used in less critical business or home environments, with additional protection against accidental damages
- Extends service coverage to accidental damages to your mobile product, which is otherwise excluded from manufacturer warranty and HP Care Pack Services coverage
- Convenient pick-up and return service
- Increased uptime and productivity
- High quality support backed by HP
- Remote problem diagnosis and technical telephone support
- Collection and delivery of failed unit to the designated HP Repair Center
- Materials and Parts included
- Return shipment of operational unit back to your site
- Standard coverage hours
- Accidental Damage Protection

service feature highlights

Specifications

table 1. service features

Service coverage, including availability of specific service levels, geographic limitations, response times, coverage windows, may vary from country to country and must be checked at the time of purchase or by contacting HP in the country where service is to be provided.

feature	delivery specifications
Remote problem diagnosis and support	When you place a call via the designated support number, HP will provide basic telephone technical assistance for installation, product configuration, setup and problem resolution. Prior to any remote or offsite assistance, HP may initiate and perform diagnostics using electronic remote support tools, where available, to access your equipment or other means available to facilitate remote problem resolution.
Shipment to the HP Repair Center	If the technical issue cannot be resolved remotely, an HP authorized courier will pick up the failed product at your site on the next business day for which you have a coverage window, and deliver it to the designated HP Repair Center. It is your responsibility to appropriately package and prepare the product for pick-up.



Repair, materials and parts

The designated HP Repair Center will provide technical support on the failed hardware product and repair or replace components or the entire unit, as necessary to return your product to its normal operating condition. In addition, HP may install available and recommended engineering improvements on your system to ensure proper operation of the hardware products, improve performance and maintain compatibility with HP-supplied hardware replacement parts.

HP provides all parts and materials necessary to maintain your covered hardware product in good operating condition, including parts and material for available and recommended engineering improvements. Replacement parts and units are new or equivalent to new in performance. Replaced parts and units become the property of HP.

Return Shipment

HP returns the repaired or replaced product to your location by courier.

Turn-around-time

Turn-around-time for this service will be five (5) to six (6) HP business days for standard repair events. Intermittent failures may require additional repair time. In case of repair needed because of accidental damage, the turn around time is on a best effort basis and depends on the nature and extent of the damage. Turn-around time is measured in elapsed business days from the time the unit is picked up at your site until the repaired product is returned to your site.

Coverage window

The coverage window specifies the coverage hours during which your calls may be logged and service is delivered. Calls received and answered outside this window will be logged the next business day for which you have a coverage window.

The following coverage windows are available:

- *Standard:* Service is available between 8:00 am and 5:00 pm, Monday through Friday excluding public holidays.

Calls must be received before 3:00 pm local time during the contracted coverage window to activate next business day pickup.

Accidental damage protection

Service coverage is extended to repairs needed because of accidental damage to your covered hardware product. Accidental damage means any mechanical or electrical damage to the product due to a sudden stress, shock, overload or event, or series of events, that occur at any time during the period of the HP Care Pack and could not be avoided in using reasonable care and precautions. Examples of accidental damages include: liquid spills, drops, falls, collision, electrical surges, damaged or broken LCD.

service delivery

At HP's discretion, service will be provided in using remote diagnosis and support, offsite service or other service delivery methods, or a combination of them.

HP may also provide you with self-installable parts, to be installed by you following written instructions from HP.

service limitations

HP has established targeted service levels for delivery of HP Care Pack Services on HP Products.

For repairs needed because of accidental damage, the replacement of major parts is limited to one each per year. Major parts include screen (LCD), DVD/CD ROM drives, hard disk drive, motherboard, processor and memory. Theft, fire, intentional damage and normal wear-and-tear are not covered.

HP Hardware Support Offsite Pick-up & Return service coverage does not include any of the following:

- onsite diagnosis, set-up, installation or maintenance;
- installation and configuration of the operating system or any other software application or recovery or restoration of customer data on the failed components;

duration

The Service coverage period starts on the original purchase date of the covered hardware product and continues for the period of time specified in your HP Care Pack documents.



customer responsibilities

You have to register the hardware product covered and your HP Care Pack as described in the Ordering section below.

Upon HP's request, you are responsible to assist HP in resolving the problem remotely in :

- providing all information necessary for HP to deliver timely and professional remote support or to enable HP to determine the level of support eligibility;
- starting self tests and/or other diagnostic tools and programs; and
- performing other reasonable activities to help HP identify and resolve the problem.

You are also responsible to carry out all of the following:

- package and prepare the failed product unit appropriately for pick-up and shipment to the designated HP Repair Center;
- if requested by HP, include a print-out of any previously conducted self-test results together with the failed product unit;
- remove any optional accessory, before the failed product unit is packaged for pick up, and re-install them on the repaired product unit returned by HP, including plug-in and external accessories;
- install customer replaceable parts;
- backup your data on a regular basis and before the failed product unit is packaged for pick-up.

coverage

Service coverage includes the main HP or Compaq branded hardware product, all HP-supplied internal components, and all HP or Compaq branded standard accessories and options purchased together with or after the main products and installed within the serial numbered system enclosure, such as mouse, keyboard, docking station and monitor, except monitors of more than 22".

For HP Care Pack Services with a "CPU only" coverage, monitors and docking stations are only covered by the applicable standard product warranty.

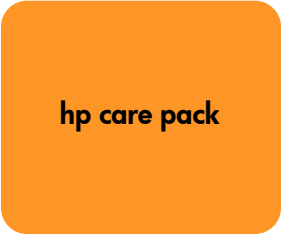
ordering information

HP Care Pack Services are available at the point of purchase of your HP or Compaq branded Hardware Product. HP Care Pack Services may be purchased during the period of the original manufacturer warranty of your hardware product.

for more information

For more information on HP Services, contact any of our worldwide sales offices or visit our worldwide Web site on the internet at:

<http://www.hp.com/uk/carepack>



hp installation/installation & startup/implementation

service description

benefits to you

- verification that all service prerequisites are met prior to installation
 - delivery of the service at a mutually scheduled time
 - installation of the product in accordance with the product specifications
 - availability of a service specialist to answer questions
 - custom installation to support your unique configuration requirements (installation & startup and implementation services only)
- availability of a project manager to manage all aspects of the service delivery (implementation service only)

service feature highlights

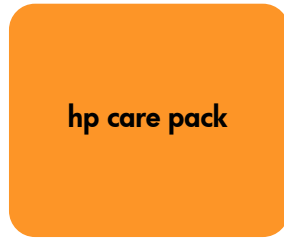
- Service planning
 - Service deployment, including
 - Installation Verification Test (IVT)
 - Customer orientation session
- Project Management (implementation service only)

specifications

table 1. service features

Service coverage, including availability of specific service levels, geographic limitations, response times, coverage windows, may vary from country to country and must be checked at the time of purchase or by contacting HP in the country where service is to be provided.

feature	delivery specifications
Service planning	<p>Once you call HP after you properly registered your HP Care Pack Service, an HP authorized representative will schedule the delivery of the Service at a mutually agreeable time on the next business day for which you have a coverage window, or at such later date as may be mutually agreed.</p> <p>The HP representative will check that all listed prerequisites have been met.</p>
Service deployment	<p>HP will perform deployment following Service activities:</p> <ul style="list-style-type: none"> • unpack the product, inspect for damage, install in accordance with product specifications, run standard test and diagnostics routines, and install appropriate Compaq service tools. • physically connect the equipment to a network, LAN, or WAN as appropriate. • perform system power up and self test, verify equipment operations, and ensure that the current software and firmware is loaded on the product. • if the covered product is part of a rack system, it will be inserted into the rack. • if any covered product hardware is found to be defective, repair or replace under the terms of the applicable manufacturer warranty.
Installation Verification Test	<p>HP will use standard tests (e.g. Power On Self Test (POST), diagnostics) to verify that the covered product has been installed and configured according to HP, industry or previously agreed to Customer standards.</p>
Customer orientation session	<p>HP's authorized representative will provide you with the following orientation regarding the covered product:</p>



Project Management

HP will appoint a Project Manager who will work with you to coordinate and manage Service deployment with. The Project Manager will:

- coordinate and manage all HP resources required for the Service delivery.
- develop a Statement of Work that defines the scope and nature of the Services to be delivered;
- identify implementation project risks and contingencies.
- act as your focal point of contact and the liaison between you and HP;
- **develop the implementation project schedule and manage the project against the defined timelines.**

Coverage window

The coverage window specifies the coverage hours during which your calls may be logged and service is delivered.

The following coverage window is available:

***Standard:* Service is available between 8:00 am and 5:00 pm, Monday through Friday excluding public holidays.**

travel zones

No additional travel costs will be charged within 50 miles of a metropolitan area.

A travel fee may be charged for any Service delivery beyond the 100 km radius.

prerequisites

Before Service begins, following prerequisites must be met, and HP will charge you on a time and material basis for any work required to address prerequisites which are not met:

- cabling and network connections are installed and functional;
- the necessary TCP/IP address is available;
- the necessary software and valid licenses have been purchased;
- the software is made available to the HP service representative on arrival;
- there are no earlier versions of the operating system installed on the server;
- any clients to be integrated are running the appropriate operating system and have already been networked.

customer responsibilities

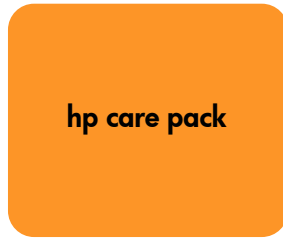
You have to register the hardware product covered and your HP Care Pack as described in the Ordering Information section below.

In addition, you are responsible to carry out all of the following:

- ensure that all prerequisites are met as listed above;
- call HP to schedule the delivery of the Service (you will be asked for your HP Care Pack contract number);
- Coordinate service deployment on third party maintained hardware/software with HPS;
- Assign a designated person from your staff who is authorized to grant all approvals, provide information, and otherwise be available to consult with HP to facilitate the delivery of this service;
- Ensure that all hardware, firmware and software that the service specialist will need in order to deliver this service are available;
- Allow HP full and unrestricted access to all locations where the service is to be delivered;
- 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.

service completion

Service delivery is completed when the service and product specific completion criteria are met.



coverage

Installation includes hardware options purchased with the system that are to be installed at the same time.

Service coverage includes the main HP or Compaq branded product, all HP-supplied internal components, and all HP or Compaq branded standard accessories and options purchased together with the main product.

service limitations

HP has established targeted service levels for delivery of HP Care Pack Services on HP Products.

HP Installation, Installation & Startup, or Implementation provides for the installation, installation and startup, or implementation of product/technology does not include any of the following:

- Service deployment on any hardware not covered by a valid HP manufacturer warranty or HP service agreement;
- Planning, design, implementation or assessment of your overall SAN or fabric architecture.

When hardware and/or software not manufactured or supplied by HP are covered under this Service, HP does not warrant that such hardware or software will operate in your environment.

ordering information

HP Care Pack Services are available at the point of purchase of your HP or Compaq branded Hardware Product. HP Care Pack Services may be purchased during the period of the original manufacturer warranty of your hardware product.

for more information

For more information on HP Services, contact any of our worldwide sales offices or visit our UK Web site on the internet at:

<http://www.hp.com/uk/carepack>



hp care pack

hp support

service description

service overview

support plus

HP Support Plus provides comprehensive hardware & software services that increases the availability of your IT infrastructure. HP engineers work with your IT team to resolve hardware and software problems with HP software and select third party products.

HP provides Software Updates for select HP software and select third party products. A full list of supported products is available from the local HP office.

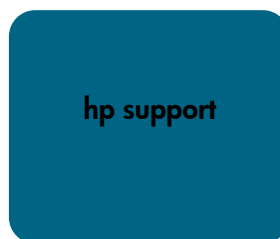
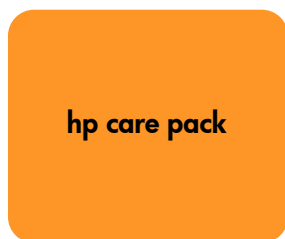
This Service provides electronic access to comprehensive support information that allows any member of your IT staff to locate essential product and support information.

benefits to you

- Increased systems uptime
- Increased the return on your IT investment
- Support for HP products as well as select multi-vendor hardware & software
- Updated HP software and select third party software at a predictable cost.
- Reduced cost of purchasing individual software updates through substantial subscription savings
- Fast problem resolution through trained technical resources
- System Managers notified when new software releases are made available
- Ensured license compliance to use the latest released revision of HP and selected third party software.

service highlights

- Onsite Hardware Support
- Materials and parts included
- Work to completion for Hardware Support
- Electronic Software Support
- Escalation Management
- Flexible Coverage Window
- Software Product and documentation updates
- License to use and copy software product updates
- Remote diagnosis & support

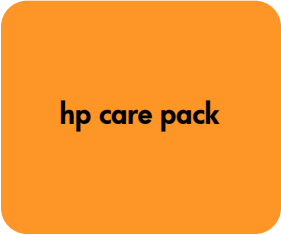


Specifications

table 1. service features

Service coverage, including availability of specific service levels, geographic limitations, response times, coverage windows, may vary from country to country and must be checked at the time of purchase or by contacting HP in the country where service is to be provided.

feature	delivery specifications
Remote Problem Diagnosis and Support	When you place a call via the designated support number, HP will work with you to isolate the hardware problem. Prior to any onsite assistance, HP may initiate and perform remote diagnostics using electronic remote support tools, where available, to access your equipment or other means available to facilitate remote problem resolution.
Onsite hardware support	For technical issues that cannot be resolved remotely, an HP authorized representative will come on site to provide technical support on your covered hardware product and repair or replace components or the entire unit, as necessary to return your product to its normal operating condition. Onsite hardware response for fully redundant storage technologies will only apply for critical issues, as determined by HP. In addition, HP may install available and recommended engineering improvements on your system to ensure proper operation of the hardware products, improve performance and maintain compatibility with HP-supplied hardware replacement parts. HP may install any firmware updates, which are required to ensure supportability of your equipment and which are not specified as customer installable.
Materials	HP provides all parts and materials necessary to maintain your hardware equipment in good operating condition, including parts and materials for available and recommended engineering improvements. Replacement parts and units are new or equivalent to new in performance. Replaced parts and units become the property of HP.
Onsite Response time	The response time specifies the time from when your service request is received and logged with HP until the HP representative arrives at your site if this time lies within the specified service window. <ul style="list-style-type: none"> 4 hours response: An HP authorized representative will arrive at your site to begin hardware maintenance service within 4 hours after your call has been logged, if this time falls within your contracted coverage window. 2 hr software support: Once a software problem is logged, a Response Center Engineer will respond to your call within 2 hours. HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help customers identify problems difficult to reproduce. The customer receives assistance in troubleshooting problems and solving configuration parameters. HP provides usage assistance on the features of applications, operating systems, and utilities.
Work to completion	Once arrived at your site the HP representative continues to deliver the service until your product is operational or as long as reasonable progress is being made. Work may be temporarily suspended if additional parts or resources are required, but resumes as soon as they become available.
Software Support	Once a software problem is logged, a Response Center Engineer will respond to your call within 2 hours. HP provides corrective support to resolve identifiable and customer-reproducible software product problems. HP also provides support to help you identify problems difficult to reproduce. You receive assistance in troubleshooting problems and solving configuration parameters. HP provides usage assistance on the features of applications, operating systems, and utilities.
Coverage Window	The coverage window specifies the time during which services are delivered onsite or remotely. Calls received outside this window will be logged the next day for which you have a coverage window. The following coverage windows are available for select products: <ul style="list-style-type: none"> Extended business hours, standard business days: Service is available between 8:00 am and 9:00 pm, Monday through Friday excluding public holidays. 24x7: Service is available 24 hours per day, Monday through Sunday, including all public holidays.
Escalation Management	HP has established formal escalation procedures to solve very complex hardware & software problems. Local HP management coordinates problem escalation rapidly enlisting the skills of key problem solving experts throughout



License to use and copy software product updates

HP and with select third parties for multi-vendor hardware & software.

You receive the license to use and copy the software product updates for all systems covered by the original software license. You can use and copy updates to HP software on each system covered by this service.

Software product and documentation updates

As HP releases updates to certain select HP software the latest revisions of the software and reference manuals are made available to your system manager. For select third party software, HP will provide the third party updates if updates are part of this service, and as such updates are made available from third party. HP will provide instructions on how to obtain any third party updates provided under this service, either directly from HP, or these updates may be shipped directly from the third party. For certain products, you may be able to select from a choice of media types. Through this service an access code or license key, or instructions for obtaining an access code or license key, is also provided to you when required to install or run the latest software revision.

Remote Problem Diagnosis and Support

After placing a call HP will work with you to isolate your problem. If electronic remote support is available, the engineer may access your equipment to run diagnostics.

Electronic Support Information

HP provides unlimited access to the IT Resource Center, an electronic facility that includes a knowledge database with known symptoms and solutions, product descriptions, specifications and technical literature.

HP may also make available certain software patches for HP software which will be posted in this electronic facility for your access. For select third party software any software patches, along with instructions on how to obtain the patch through the original software manufacturer, will be provided by HP when and if such patches are made available through the original software manufacturer.

table 2. service level options

Not all service level options are available on all products. The service level option you have chosen will be specified in your HP Care Pack contract documentation.

Option	delivery specifications
4 hours response, extended business hours, hardware onsite support	An HP authorized representative will arrive at your site to begin hardware maintenance service between 8:00 am and 9:00 pm local time, within four hours of your call being logged. The 4 hour response time is measured during the coverage window only. For Calls received after 5:00 pm local time, the response time may be carried over to the next HP business day.
4 hours response, 24x7, hardware onsite support	An HP authorized representative will arrive at your site any time and day of the year to begin hardware maintenance service within four hours of your call being logged.

travel zones

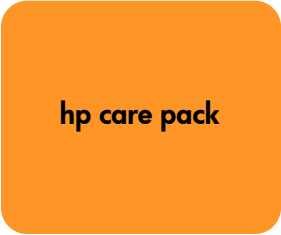
All response times apply only if your site is located within 50 Miles of a metropolitan area. For a list of UK Post Code limitations, please refer to <http://www.hp.com/uk/carepack>. A travel fee may be charged for service outside the 50 Mile radius. Service radius may vary in some countries.

service delivery

At HP’s discretion, service will be provided in using remote diagnosis and support, onsite service or other service delivery methods, or a combination of them. HP may also provide you with self-installable parts or unit, to be installed by you following written instructions from HP.

customer responsibilities

You have to register the hardware product covered and your HP Care Pack as described in the Ordering Information section below. You must retain all original software licenses, upgrade license agreements, and license keys, and provide them to HP upon request.



You must use all software products in accordance with the applicable software license terms, including any software license terms accompanying software updates provided under this service.

When you are notified that a new revision of software is available, via a hardcopy notification or an email message, it is your responsibility to reply to the notification if you wish to receive the new software update.

You are responsible to register to use HP's electronic facility to obtain software product information and download HP software patches.

Upon HP's request, you are responsible to assist HP in resolving the problem remotely in:

- providing all information necessary for HP to deliver timely and professional remote support and/or to enable HP to determine the level of support eligibility;
- starting self tests and/or other diagnostic tools and programs;
- performing other reasonable activities to help HP identify or resolve the problem.

You are responsible to install customer replaceable parts and replacement units.

Distribution of certain third party software updates, license agreements and/or license keys may be made directly from the third party vendor to you.

Software Updates are not included for all software products. Only certain HP software and third party products have a Software Update service. Upon request, HP will provide you with a list of included software products. When this service is not available it will not be included in Software Support.

For customers with multiple systems at the same location HP may limit the number of software updates provided as part of this software update service.

HP has established targeted service levels for delivery of HP Care Pack Services on HP Products.

At HP's discretion service will be provided using remote diagnosis and support or other service delivery methods. Other service delivery methods, in place of shipping a replacement product, may include the overnight shipment of parts specified as customer replaceable like e.g. keyboard or mouse. HP will determine the appropriate delivery method required in order to provide effective and timely customer support.

An onsite response time commitment will not apply if the service can be delivered via the use of remote diagnosis or remote support or other service delivery methods as described above.

For fully redundant storage technologies, (i.e., XP storage array), the committed response time applies to critical issues, as determined by HP, that affect business or degrade performance. Response times for non-critical calls may vary.

Services such as, but not limited to,

- Diagnosis or maintenance at your site. If onsite diagnosis or maintenance is required, you will be billed at HP's standard service rates.
- Set-up and installation of the replacement product at your site.
- Recovery of the operating system, other software, and data
- Troubleshooting for interconnectivity or compatibility problems
- Troubleshooting for software and networks

general provisions/other

service limitations software updates

service limitations hardware onsite support



hp care pack

hp support

service description

- Services required due to failure of customer to incorporate any system fix, repair, patch, or modification provided to you by HP
- Services required due to failure of the customer to take avoidance action previously advised by HP
- User preventative maintenance

are excluded from this service.

duration

The Service coverage period starts on the original purchase date of the covered hardware product and continues for the period of time specified in your HP Care Pack documents.

The Service coverage period of an HP Care Pack identified as Post Warranty starts after the original manufacturer warranty period or the coverage period of a previously purchased HP Care Pack has ended, as long as the hardware product is supported by HP.

coverage

All standard accessories included with the HP base unit part number are covered.

All HP or Compaq branded standard accessories and options purchased together with or after the main product and installed with the serial number enclosure such as mouse, keyboard, docking station and monitor are covered, with the exception of monitors of greater than 22".

For server and storage products installed within a rack, Service coverage includes HP qualified rack options installed within the same rack.

For ProLiant HP Blade Servers Services coverage includes the individual blade server, server enclosure all network blades installed in that enclosure as well as the associated power supplies.

For printer products, the use of non-HP print cartridges or consumable or refilled print cartridges does not affect service coverage. However, if the printer failure or damage is attributable to the use of a non-HP print cartridge or consumable or a refilled print cartridge, HP will charge an additional amount to service such the printer product for that particular failure or damage, at HP's standard time and material rates.

For components that are discontinued, an upgrade path may be required. HP will work with you to recommend a replacement part. Any applicable travel fees will be charged separately per event.

For Care Pack Services with a "CPU only" coverage, monitors and docking stations will not be covered under this service.

Items such as, but not limited to:

- consumables including but not limited to batteries, ink and toner cartridges and Tablet PC pens
- maintenance kits and other supplies
- non HP devices
- any product previously repaired by an unauthorised technician or user
- additional software and drivers installed by you
- projector bulbs

are NOT covered by this service unless otherwise stated.



hp care pack

hp support

service description

geographic coverage

If the HP Care Pack service and equipment are purchased within the **European Union, Norway, Andorra, Liechtenstein, Switzerland, Israel, Czech Republic, Hungary, Poland, Slovakia, Bulgaria, Slovenia, Croatia, Romania, Morocco, South Africa, Turkey, Russia**, the HP Care Pack Service can be requested to be performed in any of these countries where the HP Care Pack service is available.

Please check with your local HP authorised representative if your location is eligible for this service.

ordering information

HP Care Pack Services are available at the point of purchase of your HP or Compaq branded Hardware Product. HP Care Pack Services may be purchased during the period of the original manufacturer warranty of your hardware product.

HP Care Pack Services identified as "Post Warranty" are available for purchase during the original manufacturer warranty period or after the coverage period of a previously purchased HP Care Pack has ended and as long as the hardware product is supported by HP.

for more information

For more information on HP Services, contact any of our worldwide sales offices or visit our UK Web site on the internet at:

<http://www.hp.com/uk/carepack>



hp care pack

hp support

service description

service overview

software support

HP Software Support provides comprehensive software services for HP software and select third party software.

HP Software Support provides your IT staff with fast, reliable, access to HP Response Centers. HP Response Center engineers work with your IT team to provide advice on software features & use, problem diagnosis and resolution, software defect identification and access to patches.

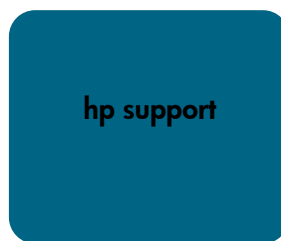
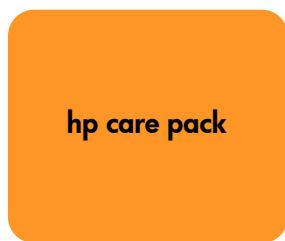
HP provides Software Updates for select HP software and select third party products, as well as new revisions of HP and selected HP-supported third party software products, software patches, and reference manuals. This includes the license to use and copy new revisions of software products on all systems covered by the original software license.

The Service provides electronic access to comprehensive support information that allows any member of your IT staff to locate essential product and support information.

benefits to you

- Improved productivity of system managers and operators
- Increased system performance and reduced downtime due to software defects
- Updated HP software and select third party software at a predictable cost
- Reduced cost of purchasing individual software updates through substantial subscription savings
- System Managers notified when new software releases are made available
- Ensured license compliance to use the latest released revision of HP and selected third party software.
- Fast problem resolution through trained technical resources
- Software product and documentation updates
- License to use and copy software product updates
- Electronic Software support
- Access to Technical Resources
- Problem Analysis and Resolution
- Escalation Management
- Software Features & Operational Support
- Problem Isolation
- Remote Access
- Installation Advisory Support
- Flexible coverage window

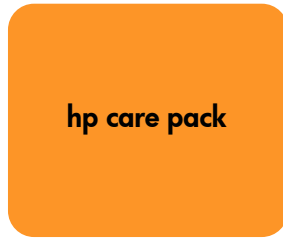
service highlights



Specifications

table 1. service features

feature	delivery specifications
License to use and copy software product updates	You receive the license to use and copy the software product updates for all systems covered by the original software license. You can use and copy updates to HP software on each system covered by this service as described in the applicable software license terms and this HP Care Pack service agreement.
Software product and documentation updates	As HP releases updates to certain select HP software, the latest revisions of the software and reference manuals are made available to your system manager. For select third party software, HP will provide the third party updates if updates are part of this service, and as such updates are made available from the third party. HP will provide instructions on how to obtain any third party updates provided under this service, either directly from HP, or these updates may be shipped directly from the third party. For certain products, you may be able to select from a choice of media types. Through this service an access code or license key, or instructions for obtaining an access code or license key, is also provided to you when required to install or run the latest software revision.
Electronic Support Information	HP provides unlimited access to an electronic facility that includes a knowledge database with known symptoms and solutions, software product descriptions, specifications, and technical literature. HP may also make available certain software patches for HP software which will be posted in this electronic facility for your access. For select Third Party software any software patches, along with instructions on how to obtain the patch through the original software manufacturer, will be provided by HP when and if such patches are made available through the original software manufacturer.
Access to Technical Resources	Customers can access HP's technical resources via telephone, electronic communication, or FAX (where locally available) for assistance in resolving software implementation or operations problems.
Problem Analysis and Resolution	HP provides corrective support to resolve identifiable and customer- reproducible software product problems. HP also provides support to help you identify problems difficult to reproduce. You receive assistance in troubleshooting problems and solving configuration parameters.
Escalation Management	HP has established formal escalation procedures to solve complex software problems. Local HP management coordinates problem escalation, rapidly enlisting the skills of key problem solving experts throughout HP and with select third parties.
Software Features & Operational Support	HP provides information on the latest product features, known problems and available solutions, and operational advice and assistance.
Problem Isolation	Problem isolation to the software product is provided. You are informed if the problem is perceived to be hardware related. If you have an HP Hardware Maintenance Onsite agreement, a service request to the diagnose-before-dispatch desk will be logged. Otherwise, a per-call service request will be logged, with your approval.
Remote Access	At HP's option and with your approval, selected remote access tools may be used such as a telephone support tool to facilitate problem solving. The use of these tools allows HP to work interactively with you and to remotely diagnose your problem. You can choose to use any of the selected tools to assist in the resolution of service requests. Only HP provided/approved tools are to be used as a part of this feature.
Installation Advisory Support	Advisory support when you encounter difficulties while performing a product installation or for proper installation methods and updating of standalone applications as well as support for products installed in a network environment is provided. This service feature does not include down-line loading of complete software packages or walking through an installation from start to finish. These services are available for an additional charge and can be purchased separately from HP.
Coverage Window	The service coverage window specifies the time during which your calls may be logged. <i>Standard business hours, standard business days:</i> Service is available between 8:00 am and 5:00 pm, Monday through Friday excluding public holidays. This coverage is included when Software Support M-F is purchased. Calls received and answered outside this service window will be logged the next day for which you have a service window. <i>24x7:</i> Service is available 24 hours per day, Monday through Sunday, including public holidays. This coverage is included when Software Support 7x24 is purchased.



customer responsibilities

You have to register the hardware product covered and your HP Care Pack as described in the Ordering Information section below.

You must retain all original software licenses, upgrade license agreements, and license keys, and provide them to HP upon request.

You must use all software products in accordance with the applicable software license terms, including any software license terms accompanying software updates provided under this service.

When you are notified that a new revision of software is available, via a hardcopy notification or an email message, it is your responsibility to reply to the notification if you wish to receive the new software update.

You are responsible to register to use HP's electronic facility to obtain software product information and download HP software patches.

service limitations

HP has established targeted service levels for delivery of HP Care Pack Services on HP Products.

- Distribution of certain third party software updates, license agreements and/or license keys may be made directly from the third party vendor to you;
- HP does not support third party software any longer than the third party vendor supports it;
- Software Updates are not included for all software products. Only certain HP software and third party products have a Software Update service. Upon request, HP will provide you with a list of included software products;
- If you have multiple systems at the same location HP may limit the number of software updates provided as part of this software update service.

duration

The Service coverage period starts on the original purchase date of the covered hardware product and continues for the period of time specified in your HP Care Pack documents.

ordering information

HP Care Pack Services are available at the point of purchase of your HP or HP Compaq branded hardware Product. HP Care Pack Services may be purchased during the period of the original manufacturer warranty of your hardware product.

HP Care Pack Services identified as "Post Warranty" are available for purchase during the original manufacturer warranty period or after the coverage period of a previously purchased HP Care Pack has ended and as long as the hardware product is supported by HP.

for more information

For more information on HP Services, contact any of our worldwide sales offices or visit our worldwide Web site on the internet at:

<http://www.hp.com/uk/carepack>

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