

# HP Parts and Remote Service

## HP Technology Services - Contractual Services

### Technical data



HP Parts and Remote Service provides high-quality remote assistance and replacement parts for your eligible covered hardware. Replacement parts are shipped to the location you specify in advance—before you return the defective parts to HP. Shipping charges are included for standard delivery, and additional options are available for predetermined time-and-place delivery. You can choose between several service packages with predefined service levels or configure additional service features such as part delivery times or alternative coverage windows that meet your specific business needs.

### **Service feature highlights**

- Parts exchange
- Advance exchange
- Choice of part delivery times
- Remote problem diagnosis and support
- Choice of remote support coverage windows
- Time and Material Uptime kit discount (for eligible products only)
- Time and Material Print head discount (for eligible products only)
- Time and Material onsite labor discount (for eligible products only)
- Defective media retention (optional; for eligible products only)

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**Specifications****Table 1. Service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Parts Exchange</b>	<p>Defective parts will be exchanged for replacement parts. Replacement parts provided by HP shall be new or functionality equivalent to new in performance and be at the current revision level available within HP inventory. Replaced parts become the property of HP.</p> <p>Supplies and consumable parts are not supported and will not be provided as part of this service; standard warranty terms and conditions apply to supplies and consumable parts.</p> <p>Maximum supported lifetime/maximum usage: Parts and components that have exceeded their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual or the technical product data sheet will not be provided, repaired, or replaced as part of this service.</p>
<b>Advance Exchange</b>	<p>HP will confirm, prior to the close of standard business hours, that the replacement part will be shipped in advance of HP's receipt of the defective part to meet the selected parts delivery time. The Customer must return the defective part within the time specified by HP, which must not be greater than 30 days from the shipment by HP of the replacement part. The replaced part becomes the property of HP. For a part not returned within the specified time period, the Customer will be billed at full country list price. HP will assume all risk of loss or damage to parts in transit to the Customer or parts being returned to HP. HP will pay the cost of shipping to and from the Customer's location within the country of purchase.</p>
<b>Choice of part delivery times</b>	<p>HP will use commercially reasonable efforts to ship eligible parts for delivery to the specified location within the specified parts delivery time. The parts delivery time is measured from the time HP receives and acknowledges the call, as described in 'General provisions/Other exclusions' section, until the time the part is delivered to the Customer at the specified location. Orders must be received during standard business days, Monday through Friday, excluding HP holidays, and accepted prior to 5:00 p.m. local time. Orders that are received after hours will be accepted the next business day. Parts delivery time options available for eligible products are specified in table 3. All parts delivery time options are subject to local availability. Contact a local HP sales office for detailed information on service availability.</p>
<b>Remote problem diagnosis and support</b>	<p>Once the Customer has placed and HP has acknowledged the receipt of a call as described in 'General provisions/Other exclusions' section, HP will work during the coverage window to isolate the hardware incident and to remotely troubleshoot, remedy, and resolve the incident with the Customer. Prior to any parts dispatch, HP may initiate and perform remote diagnostics using electronic remote support solutions to access covered products, or HP may use other means available to facilitate remote incident resolution.</p> <p>Regardless of the Customer's coverage window, problems with covered hardware can be reported to HP via telephone or Web portal, as locally available, 24 hours a day, 7 days a week. HP will acknowledge the receipt of the service request by logging the call, assigning a case ID, and communicating that case ID to the Customer. HP retains the right to determine the final resolution of all reported incidents.</p>
<b>Time and Material Uptime kit discount</b>	<p>As part of this service, for eligible products only, the Customer is entitled to receive a specified, fixed-percent discount on the current HP list price for uptime kits ordered by placing a support call to HP. The applicable discount percentage is specified in the Customer's contract documentation. Uptime kit parts are replacement parts that are not required to resolve a reported incident. Uptime parts or parts kits are ordered to establish or increase a Customer-owned inventory of replacement parts. The Time and Material Uptime kit discount will be applied in lieu of—but not in addition to—other discounts the Customer may be entitled to receive through other agreements.</p>

<b>Time and Material Print head discount</b>	As part of this service, for eligible products only, the Customer is entitled to receive a specified, fixed-percent discount on the current HP list price for print head items that are not covered by this service and ordered by placing a support call to HP. The applicable discount percentage is specified in the Customer's contract documentation. The Time and Material Print head discount will be applied in lieu of—but not in addition to—other discounts the Customer may be entitled to receive through other agreements.
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<b>Time and Material onsite labor discount</b>	As part of this service, for eligible products only, the Customer is entitled to receive a specified, fixed-percent discount on the current HP list price for onsite labor provided to the Customer by HP or an authorized representative to perform repairs; perform preventive maintenance tasks; or perform other technical diagnosis, support, and maintenance activities. Travel-related charges are not eligible for the discount. The applicable discount percentage is specified in the Customer's contract documentation. The Time and Material onsite labor discount will be applied in lieu of—but not in addition to—other discounts the Customer may be entitled to receive through other agreements.
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## Specifications

**Table 2. Optional service features**

<b>Feature</b>	<b>Delivery specifications</b>
<b>Defective media retention</b>	For eligible products, this service feature allows the Customer to retain defective hard disk or eligible SSD/Flash drive components that the Customer does not want to relinquish due to sensitive data contained within the disk ('Disk or SSD/Flash Drive') covered under this service. All Disk or eligible SSD/Flash Drives on a covered system must participate in the defective media retention. Notwithstanding anything to the contrary in this document or the HP Single Order Terms for Support, HP waives the right to take possession and title of a defective Disk or SSD/Flash Drive covered by the optional defective media retention service feature in the event that a replacement Disk or SSD/Flash Drive is provided by HP to the Customer. The Customer will retain all defective Disks or SSD/Flash Drives supported by HP under the HP support agreement and the Customer will remain fully responsible for the protection and privacy of the data residing on the defective Disk or SSD/Flash Drive.

## Specifications

**Table 3. Service-level options**

Not all service-level options are available on all products. The service-level options the Customer has chosen will be specified in the Customer's contract documentation.

<b>Option</b>	<b>Delivery specifications</b>
<b>Standard business hours, standard business days (9x5)</b>	Coverage window options for remote support (for eligible products only): Service is available 9 hours per day between 8:00 a.m. and 5:00 p.m. local time, Monday through Friday, excluding HP holidays.
<b>12 hours, standard business days (12x5)</b>	Coverage window options for remote support (for eligible products only): Service is available 12 hours per day between 8:00 a.m. and 8:00 p.m. local time, Monday through Friday, excluding HP holidays.
<b>18 hours, standard business days (18x5)</b>	Coverage window options for remote support (for eligible products only): Service is available 18 hours per day between 6:00 a.m. and midnight local time, Monday through Friday, excluding HP holidays.
<b>24 hours, standard business days</b>	Coverage window options for remote support (for eligible products only): Service is available 24 hours per day, Monday through Friday, excluding HP holidays.

<b>Coverage extensions for additional days</b>	Coverage window options for remote support (for eligible products only): The coverage window is extended by applying the selected coverage hours to additional days of the week, including the following: <ul style="list-style-type: none"> <li>• Saturdays, excluding HP holidays</li> <li>• Sundays, excluding HP holidays</li> <li>• HP holidays, should these fall on a day that would otherwise be included in the selected coverage window</li> </ul>
<b>Standard part delivery time</b>	Replacement parts will arrive at the ship-to address listed on the contract or an alternate location agreed to by HP, based on local standard product lead time, typically between 5 to 7 business days.
<b>Parts delivery time Next business day</b>	Replacement parts will arrive at the ship-to address listed on the contract or an alternate location agreed to by HP during the next business day.
<b>Parts delivery time Second business day</b>	Replacement parts will arrive at the ship-to address listed on the contract or an alternate location agreed to by HP during the second business day.

## Customer responsibilities

If the Customer does not act upon the specified Customer responsibilities, at HP's discretion, HP or the HP authorized service provider will i) not be obligated to deliver the services as described, or ii) perform such service at the Customer's expense at the prevailing time and material rates.

The Customer will:

Properly package parts sent to HP: All packages must reference the HP Parts Exchange Service return account number. Packages without the appropriate account number may be subject to delay in receipt and acceptance, and may be subject to applicable late-return fees.

Return eligible parts to HP within 30 days of shipment of replacement parts by HP for any advance exchange, or pay full country list price for the item(s).

Issue HP a funding authorization (purchase order) for per-event charges, or prepay per-event fees by way of credit card; the funding authorization will cover all unreturned and non-repairable exchanged parts at full country list price, as well as any applicable expediting or restocking charges incurred by the Customer.

Provide proof of purchase or import documentation for the part being submitted for exchange, if required.

Maintain an adequately trained and certified workforce.

Upon HP request, the Customer will be required to support HP's remote problem resolution efforts. The Customer will:

- Provide all information necessary for HP to deliver timely and professional remote support and to enable HP to determine the level of support eligibility
- Start self-tests and install and run other diagnostic tools and programs
- Perform other reasonable activities to help HP identify or resolve problems, as requested by HP

With the defective media retention service feature option, in addition to the above Customer responsibilities, the Customer must:

- Retain all Disks or SSD/Flash Drives; HP is not responsible for data contained on Disks or SSD/Flash Drives.
- Ensure that any Customer sensitive data on the retained Disk or SSD/Flash Drive is destroyed or remains secure.
- Provide HP with identification information for each Disk or SSD/Flash Drive retained hereunder and execute and return to HP a document provided by HP acknowledging Customer's retention of the Disk or SSD/Flash Drives.
- Destroy the retained Disk or SSD/Flash Drive and/or ensure that the Disk Drive is not put into use again.
- Dispose of all retained Disk or SSD/Flash Drives in compliance with applicable environmental laws and regulations.
- For Disk or SSD Flash Drives supplied by HP to the Customer as loaner, rental, or lease products, the Customer will promptly return the replacement Disk or SSD/Flash Drives at the expiration or termination of support with HP. The Customer will be solely responsible for removing all sensitive data before returning any such loaned, rented, or leased Disk or SSD/Flash Drive to HP.

## **Service limitations**

This service does not include onsite service. If the Customer requests onsite service to replace the defective part, the Customer must request an HP Time and Material service at the prevailing time and materials rates or contact an HP authorized service partner.

Preventive maintenance parts are excluded from this service. Other consumable parts and items or supplies such as—but not limited to—ink are not covered by this service. Standard warranty terms and conditions apply.

Any services not clearly specified in this document or in an associated Statement of Work are excluded from this service.

The following activities are excluded from this service:

- Services that, in the opinion of HP, are required due to improper treatment or use of the product
- Services that, in the opinion of HP, are required due to unauthorized attempts by non-HP personnel to install, repair, maintain, or modify hardware, firmware, or software
- Services required due to failure of the Customer to incorporate any system fix, repair, patch, or modification provided to the Customer by HP
- Services required due to failure of the Customer to take avoidance action previously advised by HP
- Backup, recovery, and support of the operating system, other software, and data
- Operational testing of applications, or additional tests requested or required by the Customer

Limitations to the defective media retention service feature option:

- The defective media retention service feature option applies only to Disks or eligible SSD/Flash Drives that have not failed.

- SSD/Flash Drives that are not specified by HP as consumable parts and/or that have exceeded the maximum supported lifetime and/or the maximum usage limit as set forth in the manufacturer's operating manual or the technical data sheet are not eligible for the defective media retention service feature option.
- Failure rates on Disks or SSD/Flash Drives are constantly monitored, and HP reserves the right to cancel this service with 30 days notice if HP reasonably believes that the Customer is overusing the defective media retention service feature option (such as when replacement of defective Disks or SSD/Flash Drives materially exceeds the standard failure rates for the system involved).

HP SHALL HAVE NO OBLIGATION WHATSOEVER WITH RESPECT TO THE CONTENTS OF OR THE DESTRUCTION OF ANY DISK OR SSD/FLASH DRIVE RETAINED BY THE CUSTOMER. NOTWITHSTANDING ANYTHING IN THE HP SINGLE ORDER TERMS FOR SUPPORT OR THE TECHNICAL DATA SHEET TO THE CONTRARY, IN NO EVENT WILL HP OR ITS AFFILIATES, SUCONTRACTORS, OR SUPPLIERS BE LIABLE FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR DAMAGES FOR LOSS OF OR MISUSE OF DATA UNDER THIS DEFECTIVE MEDIA RETENTION SERVICE.

## **Service eligibility**

Please check with a local HP authorized representative to find out whether a specific location is eligible for this service.

## **General provisions/Other exclusions**

HP will acknowledge a call by logging a case; communicating the case ID to the Customer; and confirming the Customer's incident severity, the shipping-to location, the parts arrival time requirements, and potential additional costs associated with expedited shipping or alternate ship-to locations.

## **Ordering information**

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order HP Parts and Remote Service, contact a local HP sales representative and reference the following product number:

- HK707AC

## For more information

For more information on HP Services, contact any of our worldwide sales offices or visit our website at:

**HP support services: [www.hp.com/services/always-on](http://www.hp.com/services/always-on)**

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