

# HP Custom Installation Service

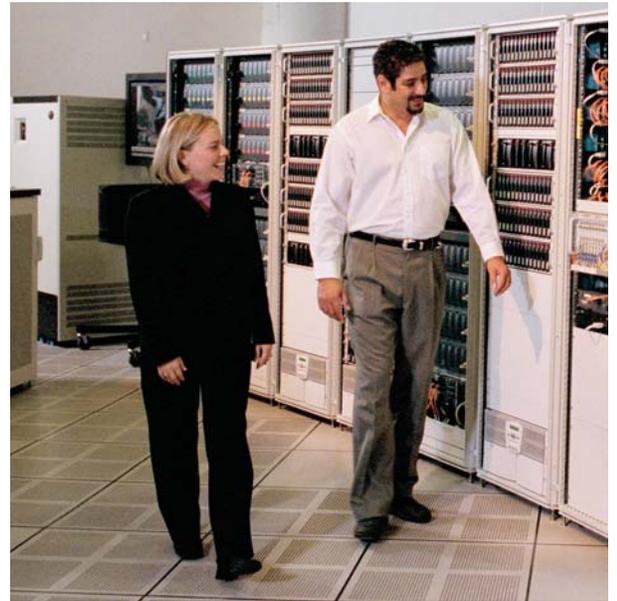
Technical data

HP Customer Support Per Event Services



This service provides a custom installation, reconfiguration, or deinstallation to support your unique requirements.

HP Installation Service provides for the installation or reconfiguration of HP branded servers, workstations, desktop systems, notebook PCs, thin clients, storage devices, and networking and software products, as well as HP-supported hardware and software from other vendors. This service also covers the installation of additional hardware components or software into your existing system or environment, or the installation of software updates as they are made available.



An HP service delivery specialist will deinstall HP or another manufacturer's products in an HP-supported or a non-HP-supported environment.

At your option, you may choose HP's Computer Asset Recovery Services for the removal and disposition of deinstalled hardware that no longer meets your needs or has outlived its technological and economic life.

## Service benefits

A trained HP service delivery specialist will perform this service that meets HP quality standards, for:

- Product installation that follows the product manufacturer's specification
- Service delivery at a mutually scheduled time

- Verification prior to service delivery that all service prerequisites are met
- A custom installation, reconfiguration, or deinstallation service as detailed in a Statement of Work to support your unique requirements

- Environmentally safe disposition of redundant equipment
- Availability of an HP service specialist to answer questions during the onsite delivery of this service

## Service feature highlights

- Custom installation
- Custom deinstallation
- Customized installation plan
- Equipment disposition

## Specifications

Table 1. Service features

Feature	Delivery specifications
<b>Custom installation</b>	<p>A single point of contact will manage all aspects of the installation, reconfiguration or system upgrade and jointly develop a Statement of Work with the Customer that defines the scope of work to be carried out, the service prerequisites, the service delivery dates, and the charge for such services, with clearly defined terms and conditions.</p> <p>Depending on the Customer's specific requirements, for new system installations this Statement of Work may include tasks such as:</p> <ul style="list-style-type: none"><li>• Development of a customized installation plan</li><li>• Verification prior to installation that all service prerequisites are met</li><li>• Unpacking the product, inspecting it for damage, and installing it per the product installation guide and manufacturer's specifications</li><li>• Replacing or repairing, at HP's discretion, any HP components that were damaged in shipping</li><li>• Staging, integration, and verification of a product's operation prior to and during installation, either at the Customer's site or at an HP site</li><li>• Installation and configuration of the system or server and the hardware options purchased with the system and intended to go into the CPU box (extra memory, CD-ROM drive, etc.)</li><li>• Interconnection of the products being installed, including installing the necessary cables to integrate printers, monitors, and external storage devices</li><li>• Physically connecting the product to a LAN or WAN, as appropriate</li><li>• Installing the operating system environment, software applications, and applicable software patches using the manufacturer's defaults</li><li>• Installing selected HP service and management tools</li><li>• Setting and configuration of network parameters</li><li>• Running the standard tests and diagnostic routines, as applicable, to verify that the hardware product or the total solution is operational</li></ul> <p>For existing systems, this Statement of Work may include one or more of the following tasks:</p> <ul style="list-style-type: none"><li>• Reconfiguration of hardware components or of the Customer's total computing environment</li><li>• Migration from one technology to another</li><li>• Installation of add-on hardware options or hardware component upgrades</li><li>• Installation of new software products or software revisions</li></ul> <p>After the service deployment, the HP service delivery specialist will:</p> <ul style="list-style-type: none"><li>• Consolidate all packaging materials and notify the Customer that the materials are ready for removal</li><li>• Conduct a Customer orientation session to provide information on product usage and features for the products that have been installed and be available to answer questions on the installation and configuration or reconfiguration work carried out, as applicable</li></ul>
<b>Custom deinstallation</b>	<p>HP professionals deinstall HP or another manufacturer's products in an HP-supported or non-HP-supported environment. A single point of contact will manage all aspects of the deinstallation and develop a customized deinstallation plan with the Customer, in the form of a Statement of Work that defines the scope of work to be carried out, the service delivery schedule, and the charges for the service, with clearly defined terms and conditions.</p> <p>The Statement of Work may include:</p> <ul style="list-style-type: none"><li>• Deinstallation of hardware, software, and networking components</li><li>• Reconfiguration of hardware systems, components, and software products plus testing and verification of the total solution</li><li>• A Customer orientation session to provide information on deinstalled components and to answer questions related to the deinstallation and reconfiguration work carried out, as applicable</li><li>• The assembly of the deinstalled equipment in one location for removal by the Customer or by HP through the equipment disposition service</li><li>• Packaging of deinstalled equipment for shipment or storage</li></ul>

## Specifications

Table 1. Service features, continued

Feature	Delivery specifications
<b>Customized installation plan</b>	<p>This planning, design, and assessment service is in support of a new installation, the integration of HP or non-HP products into an existing supported environment, the migration from one technology to another, or a system upgrade to newer technology.</p> <p>This service includes a site preparation plan based on the Customer's environment, which will be documented and delivered to the Customer. The site preparation plan provides a preinstallation inspection and assessment of the Customer's environment with recommendations regarding site conditions such as electrical power, air conditioning, room layout, security, equipment delivery path, other key computing environmental factors and service pre-requisites.</p> <p>A Statement of Work will be jointly developed with the Customer and, at a minimum, will specifically document the scope of work to be performed under the agreement, the service pre-requisites, the service delivery dates, and the charge for such services, with clearly defined terms and conditions.</p>
<b>Equipment disposition</b>	<p>Through HP's Computer Asset Recovery Services, HP may assist the Customer in determining the net book value of the hardware product that has been deinstalled by HP. HP will remove the product that no longer meets the Customer's needs and bring it to one of our global Technology Renewal Centers, where HP's engineers will audit and evaluate it. If the product meets certain requirements as determined by HP, HP may, at its sole discretion, offer to pay the Customer for the product or issue the Customer a credit towards the purchase or lease of HP products.</p> <p>End-of-life products will be disposed in accordance with environmental laws. During this process, HP will use commercially reasonable efforts to remove Customer proprietary data to the extent possible by using industry-standard software tools.</p>

## Service eligibility

Only products that are sold by HP or an HP authorized reseller are eligible for HP's custom installation service.

Any existing system or environment into which a product is to be installed or a system is to be reconfigured under the terms of this service must be covered by a current service contract. If no current service contract is in place for that system or environment, a pre-installation inspection, plus additional work as needed to return the system or environment to a supported configuration, may need to be carried out at an additional charge before an installation or reconfiguration can be performed.

HP will deinstall and remove for disposition HP and other manufacturers' equipment, whether in an HP-supported or non-HP-supported environment.

## Service limitations

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

- Service deployment on hardware not covered by an HP warranty or service contract, except for the custom deinstallation service
- Service deployment on hardware covered by a third-party maintenance contract
- Resolution of hardware-related problems encountered during a verification testing process, unless covered by an active warranty or HP hardware service contract
- Installation of software products as part of a basic hardware installation, except as specifically stated in service deployment

- 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 causes external to the HP-maintained hardware or software

HP will not confirm that a product deinstalled from a non-HP-supported environment was in proper working order prior to the deinstallation, and HP will not guarantee that the hardware product will function properly if reinstalled.

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

## Customer responsibilities

The Customer will:

- Contact an HP service specialist within 90 days of date of purchasing the service to schedule its delivery
- Ensure that all site preparation, power supply compatibility requirements, and other specified service prerequisites are met
- Ensure the availability of all hardware, firmware, and software the HP service specialist will need in order to deliver an installation or reconfiguration service
- Place any HP and multivendor products to be installed under the terms of this service in the immediate area where they are to be installed
- Provide unrestricted access to the product to be installed
- Coordinate service deployment on third-party-maintained hardware and software (if applicable) with HP
- Assign a designated person from the Customer's staff who, on behalf of the Customer, will grant all approvals, provide information, and otherwise be available to assist HP to facilitate the delivery of this service
- Have valid licenses for all software products or software updates to be installed by HP
- 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
- Ensure the availability, at all times during an installation or reconfiguration service, of one or more individuals who have responsibility for managing the network environment

# At your option, you may choose HP's Computer Asset Recovery Services for the removal and disposition of deinstalled hardware.

- Be responsible for deinstalling non-HP branded products, unless specifically included in the Statement of Work
- Be responsible for deinstalling Customer-developed software applications or any third-party software, unless specifically included in the Statement of Work.

## General provisions/other exclusions

- The ability of HP to deliver this service is dependent upon the Customer's full and timely cooperation with HP, as well as the accuracy and completeness of any information and data the Customer may provide to HP.
- HP reserves the right to charge, on a time and materials basis, for any additional work over and above the quoted service pricing that may result from work required to address service prerequisites or other requirements not met by the Customer.
- Should the Customer not, within 90 days of having purchased the service, contact HP to schedule its subsequent delivery, HP reserves the right to re-evaluate the charges for this service.
- Any services provided outside of HP standard business hours, and any services not specifically included in the Statement of Work, may be subject to additional charges.
- Defective hardware, as identified during an installation, will be replaced or repaired under the original vendor warranty terms for HP-supplied or HP-supported products.
- The Customer is responsible for contacting the vendor for repair or replacement of defective third-party products not supplied or supported by HP.
- In the case of any conflict between an associated Statement of Work and the terms in this data sheet, the Statement of Work shall take precedence.
- For service where a Statement of Work is required, the country-specific terms and conditions will apply, and the Statement of Work must be signed and dated by both HP and the Customer before the service delivery activities begin.

# HP Installation Service

A single point of contact will manage all aspects of the installation, reconfiguration, or system upgrade.

## For more information

For more information on HP Installation Service, contact any of our worldwide sales offices or visit our Web site at:

**[www.hp.com/hps/support](http://www.hp.com/hps/support)**

For more information on HP Computer Asset Recovery Services, please visit our Web site at:

**[www.hp.com/go/hpfinancialservices](http://www.hp.com/go/hpfinancialservices)**

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